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| **Prepared By (Author)** | Raj Patel |
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**General Guidelines**

* Monitor Production system 3 times a day (Non-RISE Systems).
* Monitor non-Production systems minimum one time in a day (RISE & Non-RISE Systems).
* Monitor Production system 1 time a day (RISE Systems).
* Take prior approval mail from client for all Production related activities.
* For all Production maintenance activity L2 must be present in call (Non-RISE Systems).
* Before starting any activity make sure latest restorable backup is available (Non-RISE Systems).
* Prior to Production maintenance activity if any critical issue arises, inform delivery and project team on immediate basis & raise an SAP incident with Very High Priority.
* For any planned activity of RISE system monitor respective SR (Service Request) has to be created with a follow up of the activity.

**System monitoring (Daily before 10AM) (t-code = transaction code)**

* Failed Batch jobs using SM37 t-code.
* ST22 dumps of previous day.
* Workload Analysis of response time using ST03N t-code.
* Check table lock entries by SM12 t-code.
* Check if any failed DB updates by using SM13 t-code.
* Check for failed emails with SOST t-code.
* Check Backup Status of previous day (All systems) by DBACOCKPIT t-code.
* Check System log status (non-RISE systems) by SM21 t-code.
* Check File system status (non-RISE systems) at Operating System level.
* Monitor all NetWeaver (ESS/MSS Portal, BW, PI/PO, etc) URL’s.
* Monitor Replication (in case of DR setup) – 3 times a day.
* Apart from above if any application level related to error/issue, check the issue and inform L2 immediately.