REVISION HISTORY

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| --- | --- | --- | --- |
| Name | Date | Version | Summary of changes |
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REVIEW HISTORY

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| Reviewer Name | Doc Version Reviewed | Date sent for review | Date Review Filed | Approved/Rejected  (with Reasons) |
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**Note :** It is the author’s responsibility to send this document out for review, making entries into columns 1-3

**Note :** It is the reviewers responsibility to complete columns 4-5 and return the reviewed document to the author

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## 

## 1 INTRODUCTION

The goal of this document is to serve as the reference document describing the Notifications which is coming out from Qikberry to Users. Qikberry is an integrated service which is used to send sms to users as part of communication.

|  |  |
| --- | --- |
| Application ID | Unique id |
| Application Short Name | Qikberry |
| Application Full Name | Qikberry |
| Short Description  (What is the product?) |  |
| Brief Description  (How does the product provide the services offered?) |  |
| UI / Backend | UI |
| Application Consumers  (Internal / External / Both / Apps) | External |
| Location Details (Cloud – Mumbai with details) | deploy location |
| Applications and Technologies Installed and Used (Software or technologies installed) |  |
| PORT (eg., 9000) | http://localhost:3000 |
| Application URLs (1. Dev, 2. QA, 3. PROD) |  |
| Impact (High / Low with details) | If frontEnd down, mention impact |
| Service Dependencies (Services which are consuming this app) | frontend |
| SME  Application Lead Escalation Contact |  |

Application Environments

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Environment | Machine Name | IP Address | Port | Location | DNS name | Server Role |
| QA | Rtshi | 192.168.0.1 | 7000 | Chennai |  | catagorise |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

Escalation Contacts

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Escalation | Name | Location | Email | Phone Number |
| Level 1 | Sakthi | Bangalore | [sakthi@gmail.com](mailto:sakthi@gmail.com) | 1234567890 |
| Level 2 |  |  |  |  |
|  |  |  |  |  |

## 2 PRODUCT OVERVIEW

## 2.1 APPLICATION SYSTEM PROCESSES AND COMPONENTS

Different points of the application system processes and components.

* Product Name
* Targeted audience
* System architecture
* Security measures
* Process flow

## 3 SYSTEM OVERVIEW

## 3.1 DATA FLOW DIAGRAM AND MORE IF ANY

## 3.2 SERVICE WINDOW

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| S.No. | Service Name | Start Time | End Time | Timezone | Purpose | Expected Impact |
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## 3.3 MAINTENANCE WINDOW

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| --- | --- | --- | --- | --- | --- | --- |
| S.No. | Maintenance Name | Start Time | End Time | Timezone | Purpose | Expected Impact |
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## 3.4 AUDIT WINDOW

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| S.No. | Audit Name | Auditor Name | Date | Scope | Purpose | Remediations Actions |
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## 4 OPERATIONAL TASK

## 4.1 SCHEDULE JOBS

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| S.No. | Job Name | Schedule Name | Run Time | Frequency | Brief Desc. |
|  |  |  |  |  |  |
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## 4.2 MANUAL JOBS

## A DAILY MANUAL JOBS

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| S.No. | Job Name | Schedule Name | Run Time | Frequency | Brief Desc. |
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## B WEEKLY MANUAL JOBS

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| S.No. | Job Name | Schedule Name | Run Time | Frequency | Brief Desc. |
|  |  |  |  |  |  |
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## C MONTHLY MANUAL JOBS

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| S.No. | Job Name | Schedule Name | Run Time | Frequency | Brief Desc. |
|  |  |  |  |  |  |
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## 5 MONITORING

## 5.1 STANDARD MONITORING

|  |  |  |  |
| --- | --- | --- | --- |
| Monitoring Metrics | Description | Thresholds | Actions |
|  |  |  |  |
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## 5.2 DATABASE MONITORING

|  |  |  |  |
| --- | --- | --- | --- |
| DB Monitoring Metrics | Description | Thresholds | Actions |
|  |  |  |  |
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## 5.3 APPLICATION MONITORING

|  |  |  |  |
| --- | --- | --- | --- |
| App Monitoring Metrics | Description | Thresholds | Actions |
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## 5.4 TROUBLESHOOTING

|  |  |  |
| --- | --- | --- |
| Issue Name | Possible causes | Troubleshooting steps |
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## 5.5 REFERENCE DOCUMENTS

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Document Name | Document Location | Document Version | Document Date | Document Author |
| Architecture / High level Solution Design document |  |  |  |  |
| Business Impact Assessment document |  |  |  |  |
| Runbook document |  |  |  |  |
| Disaster Recovery document |  |  |  |  |
|  |  |  |  |  |