

**OPERATIONS**

**MANUAL**

*Project or System Name*

**U.S. Department of Housing and Urban Development**

Month, Year

**Revision Sheet**

|  |  |  |
| --- | --- | --- |
| **Release No.** | **Date** | **Revision Description** |
| Rev. 0 | 5/30/00 | Operations Manual Template and Checklist |
| Rev. 1 | 6/13/00 | Additional text in subsection 3.2.x |
| Rev. 2 | 4/10/02 | Conversion to WORD 2000 format |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

|  |  |
| --- | --- |
|  | **Operations Manual**  **Authorization Memorandum** |

I have carefully assessed the Operations Manual for the (System Name). This document has been completed in accordance with the requirements of the HUD System Development Methodology.

MANAGEMENT CERTIFICATION - Please check the appropriate statement.

\_\_\_\_\_\_ The document is accepted.

\_\_\_\_\_\_ The document is accepted pending the changes noted.

\_\_\_\_\_\_ The document is not accepted.

We fully accept the changes as needed improvements and authorize initiation of work to proceed. Based on our authority and judgment, the continued operation of this system is authorized.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

NAME DATE

Project Leader

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

NAME DATE

Operations Division Director

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

NAME DATE

Program Area/Sponsor Representative

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

NAME DATE

Program Area/Sponsor Director

**OPERATIONS MANUAL**

**TABLE OF CONTENTS**

Page #

1.0 GENERAL INFORMATION

1.1 System Overview

1.2 Project References

1.3 Authorized Use Permission

1.4 Points of Contact

1.4.1 Information

1.4.2 Coordination

1.4.3 Help Desk

1.5 Organization of the Manual

1.6 Acronyms and Abbreviations

2.0 SYSTEM OPERATIONS OVERVIEW

2.1 System Operations

2.2 Software Inventory

2.3 Information Inventory

2.3.1 Resource Inventory

2.3.2 Report Inventory

2.4 Operational Inventory

2.5 Processing Overview

2.5.1 System Restrictions

2.5.2 Waivers of Operational Standards

2.5.3 Interfaces with Other Systems

2.6 Communications Overview

2.7 Security

3.0 RUN DESCRIPTION

3.1 Run Inventory

3.2 Run Description

3.2.x [Run Identifier]

3.2.x.1 Run Interrupt Checkpoints

3.2.x.2 Set-Up and Diagnostic Procedures

3.2.x.3 Error Messages

3.2.x.4 Restart/Recovery Procedures

**1.0 GENERAL INFORMATION**

***NOTE TO AUTHOR:*** *Highlighted, italicized text throughout this template is provided solely as background information to assist you in creating this document. Please delete all such text, as well as the instructions in each section, prior to submitting this document.* ***ONLY YOUR PROJECT-SPECIFIC INFORMATION SHOULD APPEAR IN THE FINAL VERSION OF THIS DOCUMENT****.*

*The Operations Manual contains detailed information on the control requirements and operating procedures necessary to successfully initiate and run the system.*

# GENERAL INFORMATION

## 1.1 System Overview

Explain in general terms the system and the purpose for which it is intended. The description shall include:

1. Major functions performed by the system
2. Describe the architecture of the system in non-technical terms (e.g., client/server, web-based, etc.)
3. User access mode (e.g., graphical user interface)
4. Responsible organization
5. System name or title
6. System code
7. System category:
8. *Major application*: performs clearly defined functions for which there is a readily identifiable security consideration and need
9. *General support system*: provides general ADP or network support for a variety of users and applications
10. Operational status:
11. Operational
12. Under development
13. Undergoing a major modification
14. General description
15. System environment or special conditions

## 1.2 Project References

Provide a list of the references that were used in preparation of this document in order of importance to the operations staff.

## 1.3 Authorized Use Permission

Provide a warning regarding unauthorized usage of the system and making unauthorized copies of data, software, reports, and documents, if applicable. If waiver use or copy permissions need to be obtained, describe the process.

## 1.4 Points of Contact

### 1.4.1 Information

Provide a list of the points of organizational contact (POCs) that may be needed by the document user for informational and troubleshooting purposes. Include type of contact, contact name, department, telephone number, and e-mail address (if applicable). Points of contact may include, but are not limited to, development/maintenance POC and operations POC.

### 1.4.2 Coordination

Provide a list of organizations that require coordination between the project and its specific support function (e.g., installation coordination, security, etc.). Include a schedule for coordination activities.

### 1.4.3 Help Desk

Provide help desk information, including responsible personnel phone numbers for emergency assistance.

## 1.5 Organization of the Manual

Provide a list of the major sections of the Operations Manual (1.0, 2.0, 3.0, etc.) and a brief description of what is contained in each section.

## 1.6 Acronyms and Abbreviations

Provide a list of the acronyms and abbreviations used in this document and the meaning of each.

**2.0 SYSTEM OPERATIONS OVERVIEW**

# SYSTEM OPERATIONS OVERVIEW

## 2.1 System Operations

Provide a brief description of the operation of the system, including its purpose and uses.

## 2.2 Software Inventory

Provide an inventory of the system’s programs. Include each program’s full name and identification, as well as the security characteristics of the software. Identify those programs necessary to continue or resume operation of the system in a degraded or an emergency situation.

## 2.3 Information Inventory

Provide an overview of the information included in the system and refer to Appendix 1 of **Handbook 2229.1 Records Disposition Schedule for Automated Systems** for retention information for these inventories.

### 2.3.1 Resource Inventory

List all permanent files and databases that are referenced, created, or updated by the system. Include the file names and database names, specific file identification, storage media and required storage capacity, as well as security considerations. Identify those files and databases necessary to continue or resume operation of the system in a degraded or an emergency situation.

### 2.3.2 Report Inventory

List all reports produced by the system. Include the following information for each report listed:

1. Security considerations
2. Media (hard copy, electronic media)
3. Frequency of reporting
4. Typical report volume
5. Software that produces the report, if applicable

## 2.4 Operational Inventory

Identify any infrastructure hardware and/or software support related to the operation of this system, including peripheral and resource requirements (e.g., network management software).

## 2.5 Processing Overview

Provide information that is applicable to the processing of the system.

### 2.5.1 System Restrictions

Identify any system restrictions imposed on this system (e.g., times of day when system can be run).

### 2.5.2 Waivers of Operational Standards

Describe any waivers that are or will be filed to exempt the operation of the system from operational standards already followed.

### 2.5.3 Interfaces with Other Systems

Describe operational interfaces to other systems (e.g., input data for this system comes from the same source and on the same physical media shared by another system).

## 2.6 Communications Overview

Describe or depict the communications network necessary to operate the system.

## 2.7 Security

Describe the security considerations associated with the system.

**3.0 RUN DESCRIPTION**

# RUN DESCRIPTION

*This section provides a description of the runs for use by operations and scheduling personnel in efficient scheduling of operations, assignment of equipment, the management of input and output data, and restart/recovery procedures.*

## 3.1 Run Inventory

Define system programs and jobs by run.

## 3.2 Run Description

*This section provides detailed information needed to execute the system runs. Organize the information in a manner most useful to the IT personnel responsible for system execution. Each run should be under a separate section header, 3.2.1 - 3.2.x.*

### 3.2.x [Run Identifier]

Provide a run identifier here for reference in the remainder of the subsection. Describe the run, including, at a minimum, the following:

1. *Run listing and operation schedule*
2. *Purpose of each run*
3. *Run stream job control statements for job initiation*
4. *Run management requirements*
5. *Descriptions of all related files and databases*
6. *Method of initiation (on request, initiation by another run, predetermined time)*
7. *Estimated run time*
8. *Required turnaround time*
9. *Requirements and procedure for report generation and reproduction*

#### 3.2.x.1 Run Interrupt Checkpoints

Identify and describe the acceptable interrupt points within the system to permit manual or semiautomatic verification of intermediate results, to provide the user with intermediate results for other purposes, or to permit a logical break if higher priority jobs are submitted.

#### 3.2.x.2 Set-Up and Diagnostic Procedures

Provide the set-up and diagnostic procedures for any software diagnostics. Relate to software units, if applicable. Include procedures for validation and troubleshooting. Explain all parameters (both input and output), codes, and range of values for diagnostic software.

#### 3.2.x.3 Error Messages

List all error messages and the corresponding correction procedure for each message. Relate to specific software units, if applicable.

#### 3.2.x.4 Restart/Recovery Procedures

Provide information to the IT personnel regarding restart/recovery procedures that those persons will follow in the event of system failure.