17. Operations Runbook

17.1 Purpose of the Runbook

The Operations Runbook provides the **step-by-step guide for running e-invoicing operations in steady state**. It defines monitoring activities, incident handling, reconciliation, and escalation paths. This ensures Finance, IT, and Compliance teams operate seamlessly without dependence on ad hoc support.

<diagram: Operations cycle — Monitor → Detect → Respond → Resolve → Reconcile → Review>

17.2 Daily Operations Checklist

Finance Team

- Review previous day's clearance report.
- Address any rejected invoices (guided error messages provided).
- Confirm reconciliation counts between ERP, SmartAPI, and FIRS.

IT Team

- Check SmartAPI dashboard for latency and error rates.
- Verify ERP → SmartAPI → FIRS submission queue status.
- Monitor certificate expiry alerts.

Compliance Team

- Review evidence bundles uploaded to archive.
- Confirm audit trail integrity (sample checks).
- Run daily compliance export for regulators if required.

Deliverable: **Signed Daily Operational Report** stored in archive.

17.3 Incident Management

Severity Classification

- **Sev-1**: Complete outage or clearance blockage.
- **Sev-2**: High error rate or major latency.

- **Sev-3**: Functional defect with limited scope.
- **Sev-4**: Cosmetic or informational issues.

Response Actions

1. Incident ticket raised automatically or by user.
2. Severity assigned and acknowledged within SLA target.
3. SmartAPI correlation ID used to trace and triage issue.
4. Resolution team engaged (Finance, IT, or Bluelight Ops).
5. Post-mortem Root Cause Analysis (RCA) delivered within 5 business days for Sev-1/2.

<diagram: Incident workflow — Detect → Ticket → Classify → Resolve → RCA → Close>

17.4 Monitoring and Alerts

Dashboards

- Invoice clearance rate by company code, TIN, or product.
- Top rejection reasons.
- System health (CPU, memory, latency, throughput).

Alerts

- Finance: rejection > 5% in one day.
- IT: latency breach (>1.5s P95) or queue backlog.
- Compliance: evidence bundle mismatch or archive sync failure.

Alerts are routed into ServiceNow, Jira, Teams, or client-preferred systems.

17.5 Reconciliation Procedures

Daily Reconciliation

- Compare ERP invoice counts vs SmartAPI counts vs FIRS receipts.
- Exception queue automatically flagged for mismatches.
- Finance resolves mismatches (e.g., resubmission of rejected invoices).

Intraday Spot Checks

- High-value invoices reconciled immediately on clearance.
- Random audits run every 4 hours during business day.

Monthly Sign-off

- Finance and Compliance issue a signed reconciliation report archived for 10 years.

<diagram: Reconciliation loop — ERP → SmartAPI → FIRS → Exception Queue → Report>

17.6 Escalation Matrix

- **Level 1 (Ops)**: Client IT and Finance analysts (ticket creation).
- **Level 2 (Integration)**: Softrust engineers for ERP mapping or SmartAPI troubleshooting.
- **Level 3 (Platform)**: Bluelight Ops team for SmartAPI infrastructure.
- **Level 4 (Regulator)**: Escalation to FIRS technical desk if regulator endpoint outage.

Escalations are time-bound and tracked to SLA targets.

17.7 Knowledge Base and Playbooks

Playbooks Available

- Rejected invoice handling.
- FIRS outage fallback (queue and replay).
- Certificate expiry renewal.
- Network connectivity failure recovery.
- Audit evidence export process.

Knowledge Base

- User guides for Finance, IT, and Compliance.
- Troubleshooting FAQs.
- Step-by-step guides for monitoring dashboards.

17.8 Continuous Improvement

- Quarterly service reviews with KPI analysis.
- Top 5 rejection reasons analyzed and corrected via data mapping updates.
- Latency trends monitored and scaling tuned proactively.
- Regulatory updates absorbed centrally and pushed as feature-flagged upgrades.

17.9 Why Clients Can Trust Our Operations

- **Predictable** – every action defined and rehearsed.
- **Defensible** – audit evidence available on demand.
- **Responsive** – incidents handled within SLA, with RCA transparency.
- **Evolving** – continuous improvements ensure long-term compliance and efficiency.