IT Operating Manual

Q.4.xx - ITOM - <short name IT-Service> - <SiteCode>

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| **Main IT Service Catalogue Service** | Q.4.xx |
| **Related IT Service Catalogue Service(s)** | <Service Catalogue ID : X.0.0 > |
|  | <Service Catalogue ID : X.0.0 > |
|  |  |
| **Prepared by** | Jörg Hafenrichter |
| **Date** | 30.01.14 |
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Administration

**Version History**

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| --- | --- | --- | --- | --- |
| Version | Date | Author | Change ID | Changes |
| <ver | <dd.mm.yyyy> | <author> | <USU change number stated as CID\_xxxx > | <changes> |

# Introduction

The purpose of this IT operations manual is to provide all necessary information for proper operation of the service / application.

The intended audience of the operating manual is the IT support organization (GUS / GITO).

# Context

This service is provided as a pure hosting service so only a minimum number of information is required to operate the service. Main activities are explained already in other IT Operational manuals

* S.1.2 Infra-Virtualization Intel Server (VM-Ware)
* S.1.3 Infra-Virtualization Power Systems
* S.3.4. OS Windows
* S.5.2 Oracle Database
* S.5.3 MSSQL
* O.1.5 Backup and Restore Base Service Power
* O.1.13 Backup and Restore Base Service Intel

The required specific information about the IT-Service is covered by a graphical layout that shows the participating servers.

For easy and fast access those information are stored in the appropriate structure of the central  
GITO Administration tool “Remote Desktop Manager”.

# Internal Key User / Business Application Owner

*List the internal key users and Business Application Owner with name and function / department.*

# External Support

Indicate any external support (1st, 2nd, 3rd level) that is in place to support the service. Include contact details where appropriate.

# Service responsibilities / Operational Modell

In this chapter list the persons of function (department) and their responsibilities within the service.

## GUS

## GITO

## GAD

## Business