IT Operating Manual

<Service-ID> - ITOM - <short name IT-Service> - <SiteCode>

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| **Main IT Service Catalogue Service** | <Service Catalogue ID : X.0.0 > |
| **Related IT Service Catalogue Service(s)** | <Service Catalogue ID : X.0.0 > |
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Administration

**Version History**

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

# Service Description

## System Layout

## Functional Layout

## Design Decisions

# Installing the Service

## Installation Prerequisites

## Installation

## Post-Installation Processing

## Configuration

## Verifying the Installation

## Uninstalling the Service

# Startup and Shutdown of Service

## Startup

## Shutdown

# Maintenance

## Maintenance Activities

## Frequency

## Maintenance Windows

# Back Up and Restore

The SIG standard procedures are defined in the “ITGC Document for IT Backup and Restore”

## Redundancy

## Backup

**Windows Operating system**: VMware ESX - Image backup daily incremental

**Windows Data partition**: daily incremental

**Windows SQL:** Agent or Script daily -> see ITOM S.5.3

**AIX Operating system:** MKSYSB weekly

**AIX Data partition:** daily incremental

**AIX Oracle database:** SAP      ->  TSM with backint daily -> see ITOM S.5.1

Non-SAP -> local disk with RMAN daily  -> see ITOM S.5.2

## Recovery

## Data Retention/Archiving

# Database Requirements

**For the configuration and operation of databases the following ITOM's are also valid.**

**The documents describe the SIG standards for databases.**

AIX Oracle SAP database: see ITOM S.5.1

AIX Oracle Non-SAP: see ITOM S.5.2

Windows SQL: see ITOM S.5.3

## Database Product

## Configuration

## Maintenance

# Error Messages and Troubleshooting

**In case of a separate Troubleshooting Guide should be used, please refer to it.**

<Service-ID> - Troubleshooting Guide - <short name IT-Service> - <SiteCode>

# Security and Controls

## Security and Controls Concept

## SOX Requirements

# Internal Key User / Business Application Owner

# External Support

# Service responsibilities / Operational Modell

## GUS

## GITO

## GAD

## Business

Solution Architecture Overview

Include a graphical overview of the solution architecture.

Fügen Sie eine graphische Darstellung der Solution Architecture ein