10 Quality Guidelines

No.1
Rules and Plans

No.2
Information
Security

No.3
Reporting
Contacting
Consultation
(Ho-Ren-So)

No.4
Client

No.5
Operation
Procedure
Creation

No.6
Review

No.7
Operation and
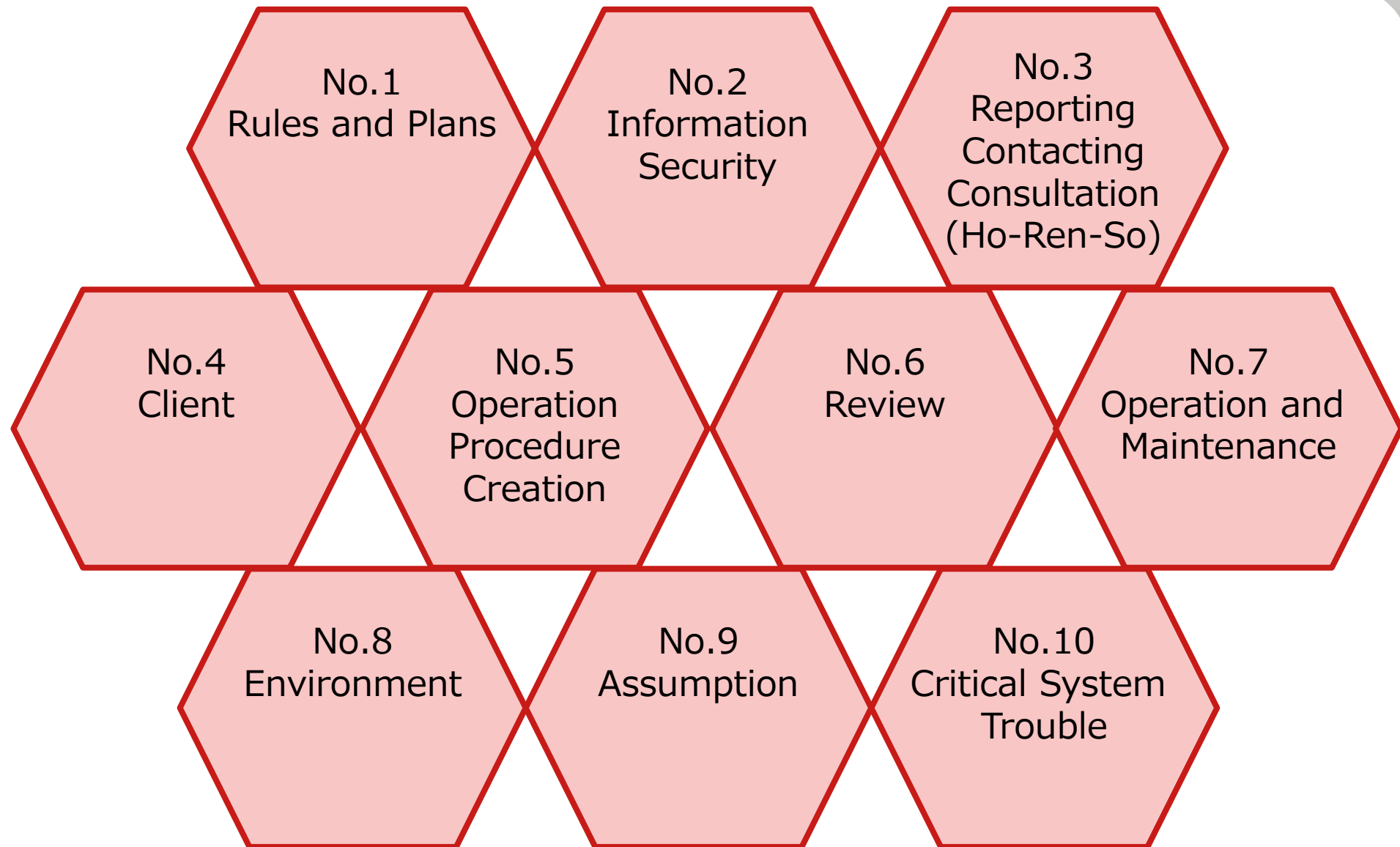Maintenance

No.8
Environment

No.9
Assumption

No.10
Critical System
Trouble

No.1 Follow the rules and plans

Follow the project rules.

If there are no project rules, escalate that to the team leader and create them.

Follow the project plan.

If there is no project plan, escalate that to the team leader and create one.

No.2 Follow the Information Security Policy

Follow the Information Security Policy.

If a website is blocked do not proceed.
If needed by the project, consult your team leader.

Consult your team leader when you need access to a system.

If a software or application installation is unauthorized do not proceed with the installation.
If needed by the project, consult your team leader.

Do not open suspicious emails.
Refer to the Information Security Policy when identifying suspicious emails.

Do not use unapproved hardware or personal device.

Update your password every 3 months.
Do not share the password of your individual account to other team members.

No.3 Report, contact and consult (Ho-ren-so)

Report, contact and consult a team member, team leader and client.

Instead of making judgements on your own, consult a team member and escalate issues to the team leader.

Report to a team member and team leader at the start and completion of each operation and maintenance.

If you sense that something is off, consult a team member or team leader.

Share information/knowledge that you have gained to a team member and team leader.

3

No.4 Think from the client's perspective

Be aware of the impact that each operation and maintenance can have towards the client.

Our operations and maintenance support our client's business.
Be aware that operations and maintenance mistakes will harm our client's business.

Be aware of the client's target.(e.g. productivity)
If the target is unachievable, negotiate with the team leader and the client.

No.5 Create an operation procedure

Create an operation procedure.

Clarify the role of each individual in the operation procedure.

Test the procedures and the releases on the staging environment before conducting on the production environment.

Reflect the difference between the production environment and the staging environment in the operation procedure.

No.6 Conduct reviews

Assign a reviewer for the documents (e.g. operation procedure).
Have it reviewed and receive approval.

Conduct 3 levels of review.
(Self review, Team review including the Team Leader, and Client review).

The reviewer should make sure that there are no flaws in the document using a check sheet.

The reviewee should make a review record.

No.7 Conduct operations and maintenance correctly

Receive approval from the client and the team leader before conducting operations

Receive approval from the team leader before conducting maintenance.

Conduct operations according to the operation procedure.
(Do not conduct operations that are not written in the operation procedure.)

Conduct operations in pairs. Conduct by pointing and confirming each step.

Enter the command by copying and pasting from the operation procedure.

Acquire logs and evidence.

Log out after completing the operation and maintenance.

No.8 Be aware of the environment

Make sure that you are using the correct environment
(production, staging, development environment).

Keep in mind that the production environment is the client's property.

8

No.9 Refrain from making judgements on your own

Do not forget the basics.(Beginner's humility)

Do not conduct operations and maintenance based solely on your own judgement
and speculation.

Even if you are used to conducting operations and maintenance work,
look at the operation procedure and follow it when conducting.

Conduct operations with a team member.

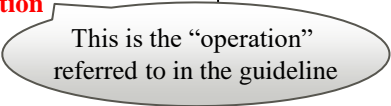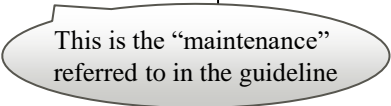Seek help from a team member or team leader if you are not feeling well.

No.10 Keep calm even when a critical system trouble occurs

Do not rush and follow the project rule.

Think of it first as your own responsibility.

Appendix

Custom AMS Layer

Layer	Responsibility		Environment
L1: **Service Desk**	**Receive・** **Ticket Management**	**Receive and assign ticket** ・Receive incidents ・Assign, Escalate to L2/L3 (Assign tickets) ・Respond to query based on Knowledge	—
L2: **Operation** *This is the "operation" referred to in the guideline*	**Handle Routine Operations**	**Conduct routine operations(established procedure) on the Production Environment (Be responsible for the production environment）** ・Conduct operations established on L3 e.g.）Start server、inputting data、releases ・Escalate incidents that cannot be handled in L2 to L3	Production Environment
L3: **Maintenance** *This is the "maintenance" referred to in the guideline*	**Handle Non- routine operations such as troubleshooting**	**Conduct non-routine operations such as trouble shooting, system repair etc. (Be responsible for the operation that L2 will conduct on the Production environment）** ・Receive instructions from L1,L2 and handle non routine incidents (query, task request, troubleshooting etc.) 　Make procedure for operations and verify operations to be conducted on the production environment. ・Receive instructions from L2 and repair system, verify, ensure the quality of the application that will be released on the production environment. If necessary, contact the product support	Development・ Staging Environment