**OPE-002 - Define a customer runbook/playbook to guide operational tasks**
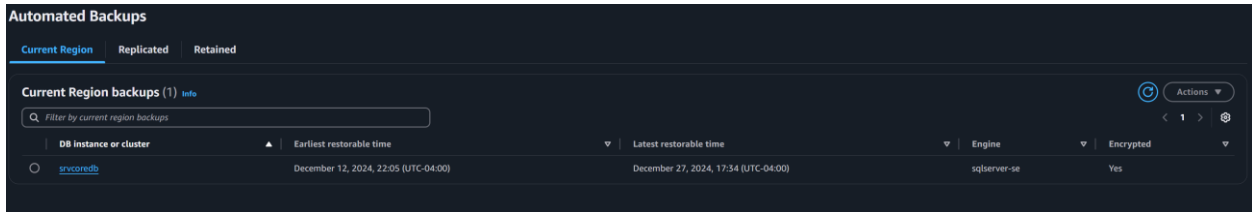
For the operative management of the services used, a series of sessions have been executed in which the configuration is reviewed and validated in conjunction with the Seguros Patria team.

Daily backup processes are established for both the EBS volumes of the EC2 instances and the DBs.



SegurosPatria has been present throughout all phases of the project and has been provided with the know-how to understand the platform's infrastructure and administration.

***The client has been present throughout the platform deployment and development, providing training on architecture, service configuration, troubleshooting procedures, and an updated diagram of the deployed architecture.***

***The meeting was conducted in a series of sessions via Microsoft Teams, which were recorded by the client's team.***