Change Name

Operations Guide

Date Month Year, Vx.x

Change History and Approval

The following Change History log contains a record of changes made to this document.

| Published/revised date | version # | Author | Section / Nature of change |
| --- | --- | --- | --- |
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|  |  |  |  |

**Authorisation / Distribution**

*The following distribution list should be taken from the Project Brief Document and should include all areas that are affected by the Project. Delete or update any unwanted rows.*

| Approver Name | Title | SIGNATURE | DATE |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |

The following acronyms are used throughout this document:

| **Term** | **Description** |
| --- | --- |
| AC | Auckland Council |
| VM | Virtual Machine |
|  |  |

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**About this Document**

**Purpose**

The purpose of this document is to provide the information required for the successful operation of the product or service to be used by Auckland Transport with respect to the …

It is important that thorough attention is given to the completion of each section of the document. There may be sections that for a specific reason do not apply in the delivery of a solution. Where that is the case, please ensure it is noted with the reason that the section has not been completed.

**Audience**

The audience for this document is:

• Service Desk

• Operations Team

• Business Solutions

• Technology Change

• Infrastructure Support and Development

**Project Knowledge Directory**

Project documents are stored on SharePoint

|  |  |
| --- | --- |
| Project Knowledge Directory Name | Network Location |
|  |  |
|  |  |

The following table lists other project documents included in the Project Name Project Knowledge Directory:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Ref | Description | Location | Version | Author |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

# Overview of Product or Service

## Solution Overview

**1.1.1 Purpose and Solution Provided**

<This section will provide high level requirements of the solution goals and/or objective.>

**1.1.2 Solution Overview**

<Insert the Solution Overview Diagram>

**1.1.4 Data Diagram**

<Insert Data Flow Diagram>

## Customer Team

<All current customers/Teams>

|  |  |  |
| --- | --- | --- |
| Ownership Name | Name | Designation |
|  |  |  |
|  |  |  |
|  |  |  |

## 

## Business Ownership

Enter the Business Owner

|  |  |  |
| --- | --- | --- |
| Ownership Name | Name | Designation |
|  |  |  |

## Project Charter

Insert a link or a document for the project charter which will include what is in scope and out of scope

## Outstanding Bugs, Issues, Risks and Deviations

List any outstanding issues/bugs/risks known or perceived at the time of BAU handover that may have an impact on the on-going support.

### Bugs or Issues

Provide a summary of outstanding bugs using the bug track categories of High, Medium, Low and Cosmetic.

|  |  |  |  |
| --- | --- | --- | --- |
| Priority | Number | Comments | Action/Status |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

### Risks

Provide a summary of risks identified during the solution design/implementation process.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Risk | Likelihood | Impact | Owner | Action/Status | Date Raised | Date Due | Mitigation Action |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |

# Business Integration

## Business Operations Requirements

Describe the front end operation requirements

## Communications Plan

Communications that will be handled as part of the change and release process.

# BAU Operations

The following sections provide the information necessary to assist in the day to day running of the systems. Refer to as builds’ and detailed designs located in the Knowledge Directory

## Availability

Enter details of system availability

## External Systems and Application Dependencies

<Mention external system/application dependencies, if any>

# Network

## Overview

Insert Network diagram

# Database Management

## Overview

|  |  |  |
| --- | --- | --- |
| Environment | Database | Version Number |
| Production |  |  |
| Test |  |  |
| Train |  |  |

## Database Monitoring

Please enter the database monitoring standards and information

## Database Start-up

## Database Shutdown

## Database files/Transaction Logs

# Applications (Server Based)

This section provides operational details about the application or applications which are part of this project. Where this information is fully detailed in other documents, then this section should reference those documents rather than repeat the information.

## Application Name

<App/solution name/URL details etc.>

## Environment Information

The services can be accessed from the following URL addresses: update the details

Production:

Pre-Production:

Test:

## Dependencies

Include system/application dependency, if any.

## Application Monitoring

## Application Errors

|  |  |  |
| --- | --- | --- |
| Log Filename | Directory | Notes |
|  |  |  |
|  |  |  |
|  |  |  |

## Operational Procedures

## Daily/Weekly/Monthly/Ad Hoc Tasks

# Systems Monitoring & Reporting

Describe the system/solution performance levels like memory, CPU Usaage etc, if any.

## Application Availability

# Backup

Describe the backup process, schedules etc, if any.

## Application and System Backups

## Data and Archive Retention Policy

## Database Schedule

The database backup schedules are: update the details

## Application and System Restores

# Scheduled/Batch Jobs

Mention any scheduled/batch tasks,if any

The following reoccurring daily tasks are configured in the …..

# DR (Disaster/Recovery)

## Roles and Responsibilities

### Business Unit

### Technical Support

### DBA

### Application Support

# Security

## User Management

## Security Set-up

The system is only accessible from …

## Add/Delete/Change User

## Password Resets

## Root Sign-On Authorisations / Password

## Password Management Policies

# Service Requests, Incident & Problem Resolution and Escalation

## Service Requests, Incident & Problem Resolution

## Escalation and Notification Procedures

Refer to the Service Desk Guide:

# Service Level Agreements

## BAU Support

Refer Service Desk Guide:

|  |  |
| --- | --- |
| Support Level | Responsible For |
| Level 1 |  |
| Level 2 |  |
| Level 3 |  |

## Service Level Agreement

*Refer to or add a document or a link to a document.*

## Roles, Responsibilities and Ownership

The following table lists the responsibilities of each relevant role for the support and supply of infrastructure capabilities:

|  |  |
| --- | --- |
| Support Level | Responsibilities/Ownership |
| **Customer** |  |
| **IM Service Desk**  **Contact Details:**  **Telephone:**  **Direct Dial:**  **Email**: |  |
| **Business Owners**  **Contact Name:**  **Telephone:**  **Email**: |  |
| **Vendors**  **Contact Name:**  **Telephone:**  **Email:** |  |
| **Others** |  |

# Change Management

## Change Authorisation

# Patching and Maintenance

## Maintenance Windows

Auckland Transport maintenance windows are at predetermined time periods for maintenance to be made on a system/business application.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| System/Business Application | Pre-Prod /Production Environment | | Test Environment | |
| Day | Time | Day | Time |
|  |  |  |  |  |
|  |  |  |  |  |

## Process Documentation

*Please provide process documentation for any of the patching and maintenance tasks identified above, along with any test scripts required to ensure the system is operating fully following maintenance.*

## Communication Requirements

*Please provide a communications plan for any of the patching and maintenance tasks identified above*.

# Major and Minor Release Upgrades

## Upgrade Plan

# Training

## Service Desk & Operations

<If training is required, include the training plan & schedules>

Refer service desk guide:

## End User

<Please provide details of any end user training that is being undertaken.>