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**Application Run Book**

MasterCard-LACR [CHG0240767]

Version 1.0.0.1

**Document Version Control**

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**Purpose**

This Application Run Book is a compilation of procedures and operations that the system administrator or operator of an application carries out and uses as a reference in order to install or maintain an application, its database(s)/data and/or software related/necessary for an application to operate.

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# Application Run Book

1. **Application Details**

|  |  |
| --- | --- |
| **GEAR ID** | 3692 |
| **Application Name** | MasterCard-LACR |
| **Application Description** | Web Application that allows MasterCard Card Holders to generate travel insurance certificates. MasterCard is an AIG NAC Account |

1. **Hours of Operation**

24/7

1. **Application Access**

Describe application’s Security/User Administration requirements.

### Security Access Policy

### User Profiles/Authorization

### User Account Creation

N/A

### User Password Maintenance/Resets

N/A

### Physical Security

[Document any specific physical security issues or any physical application component issues above and beyond those provided by the organization.]

1. **Installation and Configuration**

### Application Installation and Configuration

Describe the installation and configuration steps for the application

### Entry Criteria / Pre-Requisites

### Steps

### Exit Criteria

### Database/Data Installation and Configuration

Describe the database/data installation and configuration steps for the application

### Entry Criteria / Pre-Requisites

### Steps

### Exit Criteria

### Supporting Software Installation and Configuration

Describe the supporting software’s installation and configuration steps for the application

### Entry Criteria / Pre-Requisites

### Steps

### Exit Criteria

1. **Startup and Shutdown**

[Enter instructions for starting and stopping the various hardware and software that comprise the application.]

1. **Back-Ups**

Describe the list of back-ups, a short description of each back-up and when each back-up should be executed for the application, database/data, and supporting software and files.

### Application Back-up

### Application Server Back-up Schedule

[Provide a list of Application Server Back-ups, a short description of each back-up and when each back-up should be executed]

### Application Transaction Log Back-up

[Provide a list of Application Transaction Log(s), a short description of each Application Transaction Log and when each back-up should be executed]

### Database/Data Back-up

[Provide a list of database/data backup for the application, a short description of each back-up and when each back-up should be executed]

### Supporting Software Back-up

[Provide a list of supporting software back-ups for the application, a short description of each back-up and when each back-up should be executed]

### Supporting File Back-up

[Provide a list of supporting files for the application, database/data or supporting software that need back-up, e.g., log files, source data files, etc.]

1. **Data Information**

### Data Management Procedures

|  |  |  |
| --- | --- | --- |
| **Management Procedure** | **Frequency of Procedure** | **Assigned To (Person responsible)** |
| What volume of production data is needed in each environment for testing? (full volume, 2%, representative sample, etc.) |  |  |
| If data is transferred between internal and external sources, describe transfer procedures including frequency (e.g., daily, weekly, etc.), mechanism/tools (e.g., FTP, email, ETL, etc.), and settings/configuration used. |  |  |
| If PI data exists in application, describe data management procedures for encryption/decryption, redaction, masking, etc. including tools, settings, configuration, etc. used. |  |  |

### Data Retention

Describe data retention procedures including period, tools, settings, configuration, etc. used per Application and Database.

For Example:

< Back-up for application XYZ is usually retained for 3 days.

Logs for application XYZ and database ABC are retained for the past 10 days and all logs prior to 10 days are be purged.

Any retention requirements other than this normal retention periods need to be brought to the notice of the DBA team to kick off further process to meet those additional requirements.

### Database Maintenance Activities

|  |  |  |
| --- | --- | --- |
| **Maintenance Activity** | **Frequency** | **Database Objects** |
| DB Security patches  Describe procedures to deploy database patches including tools, settings, configuration, etc. used |  |  |
| Password Changes  Describe procedures to manage/change database user accounts, passwords, etc. including tools, settings, configuration, etc. used |  |  |
| Space management  Describe procedures to manage database objects (e.g., tables, indexes, rollback) |  |  |
| Reindexing |  |  |

1. **Tape Rotation**

[Document the procedures for Tape Rotation]

1. **Restoration**

[Document the list of restores executed, a short description of each restore and when each one should be performed for application, database/data, additional software and files]

### Application Restore

[Document the procedures for restoring the application – e.g., full restore from back-up.]

### Database Restore

[Document the procedures for restoring the database/data of the application.]

### Supporting Software Restore

[Document the procedures for restoring supporting software of the application.]

### Supporting File Restore

[Document the procedures for restoring a file(s) of the application.]

1. **Archiving**

[Describe the procedures, period, tools, technology, settings, configuration, etc. for archiving back-ups and other documentation. Reference the Configuration Management Plan as necessary. Include procedures for moving datasets, files, etc. from one storage device to another. Include archiving frequency information and parameters for moving datasets or files, (e.g. data files greater than two years old).

Reference the Technical Architecture Specification to understand the projects Archiving requirements.]

This section describes the procedures for archiving back-ups and other documentation for the application.

1. **Job Scheduling / Batch Process**

[Document the procedures for Job Scheduling.]

1. **Print Services**

[Document the procedures for Print Services, including printers and ports.]

1. **Monitoring**

[Document periodic monitoring reporting, event logging and alarm features. Include all application monitoring tools or products that would be installed as part of the application. Describe how this process will be executed outside of peak hours of usage to minimize interruptions.]

### Application Monitoring

### Database Monitoring

The database is usually set up for monitoring common parameters such as file application/disk size and space, memory utilization, server availability, DB health check monitoring (connectivity monitoring etc). For a complete list and any additional monitoring requirements, the DBA Team needs to be contacted.

### Supporting Software Monitoring

### Periodic Reporting

[Document how and when periodic reporting occurs within the application.]

### Event Logging

[Document the procedure for event logging.]

### Alarms

[Document the procedure for dealing with alarms. Include alarm codes, descriptions, and handling procedures.]

1. **Maintenance Agreements**

[Insert application maintenance overview here]

### Application Maintenance Special Instruction

[Document periodic Maintenance steps. Include all tools or products that would be installed as part of its solution. Describe how this process will be executed outside of peak hours of usage to minimize interruptions.]

1. **Server Failover Strategy**

[Describe the procedures in the event of Failover. Include procedures bring up a redundant application, if it is a cold or warm failover and the amount of time for the redundant application to start up.]

### Intra-Server Failover

[Describe the procedures in the event of an Intra- Server Failover. Include procedures bring up a redundant server, if it is a cold or hot failover and the amount of time for the redundant server to start up.]

### Intra-Site Failover

[Describe the procedures in the event of an Intra-Site Failover. Include procedures bring up the redundant site, if it is a cold or warm failover and the amount of time for the redundant site to start up.]

### Inter-Site Failover

[Describe the procedures in the event of an Inter-Site Failover. Include procedures bring up the redundant site, if it is a cold or warm failover and the amount of time for the redundant site to start up]

1. **Load Balance**

### Load Balance Procedures

[Document the procedure for Load Balancing]

### Load Balance Configuration

[Document the Steps for Load Balance Configuration.]

1. **Fault / Problem Management**

[Describe procedures for resolving faults and problems reported by users, operations, application failure and failover. Define process and guidelines to offer the best possible application support and rectify techniques to the project/client. Mention human involvement in conjunction with technology components.]

### Problem escalation & Resolution Process Flow

[Describe the procedures for Problem escalation & Resolution Process Flow]

### Operations Reported Problems

[Describe the procedures for resolving faults/problems reported by operations.]

### User Reported Problems

[Describe the procedures for resolving user reported problems.]

### Application Failure

[Describe the actions to take when an application failure occurs.]

### Application Failover

[Describe the actions to take when an application failover occurs.]

1. **Hardware and Software Upgrades**

[Provide an overall approach for performing hardware and software upgrades (e.g., backing up prior to the upgrade; indicating if some of the servers can be up while others are being upgraded; high-level rollback procedures if there is a problem; etc.). Indicate that the details of the upgrade will be dependent on the hardware and software providers and the nature of the upgrade (e.g., full version upgrades vs. dot upgrades)]

1. **Other Instructions**

### Print Engine Installation

[Place the installation steps or remove this section if not applicable]

### Report File Installation

[Place the installation steps or remove this section if not applicable]

### CRE Setup

[Place the installation steps or remove this section if not applicable]

### Orbix Setup

[Place the installation steps or remove this section if not applicable]

### Workstation Setup

[Place the installation steps or remove this section if not applicable]

### Product Setup

[Place the installation steps or remove this section if not applicable]

### Email Server Setup

[Place the installation steps or remove this section if not applicable]

1. **Appendix**

Insert any additional information about the application

1. **Glossary of Terms**

[Include a Glossary of Terms or a reference to a more comprehensive glossary for all processes can be included here]