**<Customer Name>**

**Standard Operating Procedure (SOP)**

**For**

**< Procedure Name >**

**Version History**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Ver. No.** | **Date** | **Author Name** | **Reviewer Name** | **Approver Name** | **Summary of Changes** |
| 1.0 | DD-Mon-YYYY |  |  |  |  |
| 2.0 | DD-Mon-YYYY |  |  |  |  |
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# 1. Introduction

1.1 Purpose

To provide architecture view of XYZ application and step by step execution guidelines to L1 team of a system in case of disruption, to facilitate recovery within the stipulated timeframes to ensure business continuity with minimal impact on business operation.

1.2 Scope / Responsibilities

Architecture overview of the application and L1 team as to follow this document for XYZ module.

# 2. Definitions and Acronyms

|  |  |
| --- | --- |
| **Acronyms** | **Description** |
| XYZ | <Module Name> |
|  |  |

# 3. Application Overview

Below mentioned are modules covered for XYZ application.

* **Module 1:** Description
* **Module 2:** Description
* **Module 3:** Description

3.1 Application Identification

|  |  |
| --- | --- |
| **Application Name** |  |
| **Acronym** |  |
| **URL** |  |

3.2 Application Ownership

|  |  |
| --- | --- |
| **Application Owner** |  |
| **Business Owner** |  |
| **Operation Owner** |  |
| **IT Support** | <Mention Group email ID details, if any> |

# 4 Application Architecture

|  |  |
| --- | --- |
| **Operating System** | Windows |
| **Technology** | Java |
| **Database** | Oracle |
| **Environment** | UAT / Dev / Staging |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Server Name** | **Server Type** | **Site A IP** | **Site A Hostname** | **Site B IP** | **Site B Hostname** |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

4.1 Flow Diagram

<Provide snapshots of flow diagram>

# 5. Procedure Name

L1 team need to follow below guidelines for XYZ application within specified timeframe.

5.1 Start Criteria

<Provide start criteria\ pre-requisites\Assumptions details >

5.2 Process Flow

Team to follow below process for <Process Name>:

* Step1
* Step2
* Step3

5.3 Technical Flow

Team to follow below technical flow for <Process Name>:

* Step1
* Step2
* Step3

5.4 Roles & Responsibilities

|  |  |
| --- | --- |
| **Roles** | **Responsibilities** |
| Level 1 | L1 Team Members |
| Level 2 | L2 Team Members, if ticket is reopened or have any issues |
| Level 3 |  |

5.5 Checklist

<List down checklists to be used for daily task performed by L0, L1 and L2 team members.>

5.6 Query to Be Used

Below queries needs to be performed for any activities:

* Query 1
* Query 2

5.7 Known Error Logs

* Point1
* Point2

5.8 Completion Criteria

After completion of script execution, you can close the call with appropriate comments.

# 6. Escalation Matrix

|  |  |  |  |
| --- | --- | --- | --- |
| **<Application Name > Escalation Matrix** | | | |
| **Escalation Level** | **Name** | **Email Address** | **Phone No.** |
| Level 1 |  |  |  |
| Level 2 |  |  |  |
| Level 3 |  |  |  |

# 7. Dependencies

<Provide details of dependency, if any>

# 8. Document Review Mechanism

As and when a change takes place, process will be updated accordingly.

Periodically process will be reviewed and approved.

# 9. References

<Provide details of reference websites\ URL\ client materials, if any>