

1 Deliverable Description

ID and Title: D-31 Operations and Maintenance Manual

Description: Description of the business product operating in the production environment, and information necessary to effectively handle routine production processing, ongoing maintenance, performance monitoring, and identification of problems, issues, and/or change requirements.

Deliverable Owner: Matt Kristin

Proposal/Contract Reference: Amendment No. 1 to Master Services Agreement, Exhibit E, section 1.2.3 Transition and Support Deliverables

2 Content

Content Item	Description
Operational Roles and Responsibilities	Identify the functions and owners for the roles identified.
Operational Procedures	Define the day to day steps and procedures for operating the system to ensure a quality delivery.
Operations Sequence	Define the schedule of acceptable phasing of the system software into a logical series of operations, including any data/database refreshes.
Operations Procedures	Define the detailed instructions for each identified state and mode of operation.
Production Control Procedures	Describe the detailed instructions for each identified state and mode of operation.
Input / Output Procedures	Describe the input and output media (e.g., form, magnetic disk) relevant to the identified modes of operation and provide procedures for reading and writing on these media.
Diagnostic and Problem Handling Procedures	Describe the diagnostic or error-detection features of the system software, the purpose of the diagnostic features, and the setup and execution procedures for any software diagnostic procedures.
Back up Procedures	Describe the procedures for regularly scheduled backups of the entire solution, including program and data storage.
Restart/Recover Procedures	Describe the procedures for restart/recovery in the event of a system failure.
Monitoring Procedures	Describe the tools and procedures for monitoring system usage, performance, and activity during operations.
Maintenance Procedures	Describe procedures for maintaining the file system.
Data and Database Administration	Define the management of data within the solution.
Data Administration Procedures	Define any production system data changes identifying who is responsible for the source data, the format of the data, data validation requirements, and disposition of input source and created data.
Database Administration Procedures	Describe the regular database functions and maintenance, identify who provides database access and the procedures for granting access.
Configuration Management	Describe the configuration management procedures that

Content Item	Description
	will be followed and the interactions that will occur for configuration control, change control, and configuration status account reporting for maintaining the configuration information for the hardware and software actually installed.

3 Approver, Reviewers, and Work Plan

Approver: Lindsey Tucker

Reviewer(s): Maureen Connolly, Justin Tease, Dana Houlihan, Les Birnbaum, Tena Perrelli, Greg Paradiso, Margot Thistle, Sean Sheehan, Michael Moery, Nicole Weidman, Gartner

Work plan tasks:

Task	Start	End	Notes
Deliverable: (D-31) Operation & Maintenance Manual (O&M)	7/23/13	10/2/13	
Create Deliverable	7/23/13	9/24/13	
Draft, Coord & U/D initial Monthly IT HD Report	7/23/13	8/12/13	
Plan & Doc the Maint & Notific Proced to be used by O&M	8/13/13	9/3/13	
Draft Operation & Maintenance Manual	9/4/13	9/24/13	
Review and Approve Deliverable	9/25/13	10/2/13	
Intl Rev & U/D – Operation & Maintenance Manual	9/25/13	9/25/13	
Milestone: Operation & Maintenance Manual Submitted	9/25/13	9/25/13	
Rev, Rvs & Appr – Operation & Maintenance Manual	9/25/13	10/2/13	
Milestone: Final Operation & Maintenance Manual Approved	10/2/13	10/2/13	

4 Acceptance Criteria

The document will contain the following:

- A description of the business product operating in the production environment
- Information necessary to effectively handle the following:
 - ▶ Routine production processing
 - ▶ Ongoing maintenance
 - ▶ Performance monitoring
 - ▶ Identification of problems, issues, and/or change requirements

Revision History

Version	Date	Modified By	Description
1.0	03/05/2013	Corina Gasner	Delivered to SOV for review
2.0	04/17/2013	Mike Blake	Revisions per IV&V review