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**Confidential/Proprietary Information**



# TIBCO DEVOPS FRAMEWORK RUNBOOK

## Document Review/Approval

	Name / Project Role	Signature	Date (dd/mm/yyyy)
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Reviewer			
Approver*			

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\* Signatures above indicate approvers agree with the content of the document and ensure it will be applicable within their domain of expertise.

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## Distribution List

Names & Department	Rationale
GAHS EAI	EAI Infrastructure Team

## Version History

Version	Date (dd/mm/yyyy)	Modification
0.1	13/July/2018	Document Creation
0.2	23/July/2018	Review & Modification

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## 1 PURPOSE

The purpose of the Run Book is to provide the basic operations procedures for managing TIBCO DevOps Framework Servers.

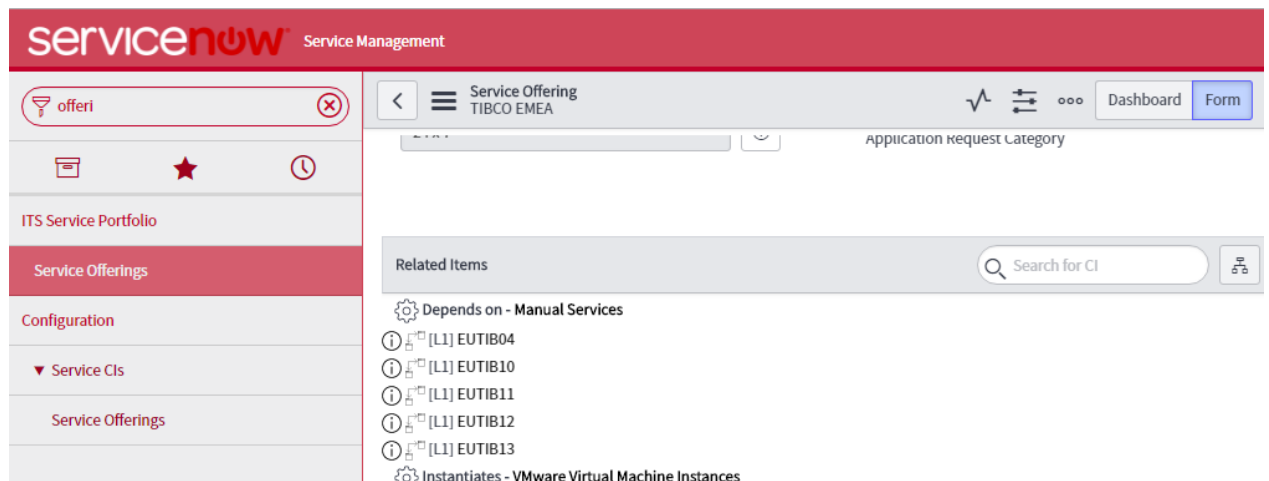
The Accenture IO group will leverage a collection of processes, tools, procedures and resources to perform day-to-day operations within the IT Infrastructure and provide world-class service to the business and end-users. When an incident or problem occurs in the environment, an operations organization relies on its Standard Operating Procedures (SOP's) or troubleshooting guidelines to resolve the problem. A proactive approach to documentation is needed to support an operations organization.

This Run Book will serve to define both daily operations task to support the infrastructure deployed for GAHS SharePoint Platform and recommended troubleshooting tasks to revolve issues which may be encountered.

## 2 SCOPE

### 2.1 Server Inventory

Service now CMDB Is the dynamic server inventory –



Servers related to SHIFT project are mentioned in below document in GeodIS.  
AS - Architecture Specifications - Tibco EAI Shared Platform - BW6.4 – (IS\_1497771)

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## 2.2 Detailed RACI: TBD

To be discussed during 2<sup>nd</sup> phase of KT session:

Code	Name	GAHS L1	GAHS L2/L3	ICoE	Comment

R : responsible.

A : accountable (or approver).

C : consulted.

I : informed.

## 3 RELATED DOCUMENTS

GeodIS Reference	Title
IS_1513720_PUMA-Infrastructure operation manual	IOM - Infrastructure Operations Manual - Tibco EAI Shared Platform - BW6.4
IS_1517548_PUMA-User guides	UG - Tibco EAI Shared Platform - DevOps - KT Git
IS_1517549_PUMA-User guides	UG - Tibco EAI Shared Platform - DevOps - KT Nexus
IS_1517550_PUMA-User guides	UG - Tibco EAI Shared Platform - DevOps - KT Jenkins
IS_1517551_PUMA-User guides	UG - Tibco EAI Shared Platform - DevOps - KT Maven
IS_1519492_PUMA-User guides	UG - Tibco EAI Shared Platform - KT Infrastructure Architecture
IS_1519506_PUMA-User guides	UG - Tibco EAI Shared Platform - KT Access Management
IS_1519507_PUMA-User guides	UG - Tibco EAI Shared Platform - KT Framework
IS_1519508_PUMA-User guides	UG - Tibco EAI Shared Platform - KT ELK - Kibana - Grafana - Logstash
IS_1519509_PUMA-User guides	UG - Tibco EAI Shared Platform - KT Incidents Management Process
IS_1520300_PUMA-User guides	UG - Tibco EAI Shared Platform - HowToUseSonarQube
IS_1520571_PUMA-User guides	UG - Tibco EAI Shared Platform - KT Techno Presentation and MCO
IS_1521602_PUMA-User guides	MoM Sanofi L3 - KT TIBCO BW 6.4 Infrastructure Architecture Transition
IS_1521608_PUMA-User guides	MoM Sanofi L3 - KT TIBCO BW 6.4 DevOps Framework
IS_1521616_PUMA-User guides	MoM Sanofi L3 - KT TIBCO BW 6.4 Maven, Jenkins, Nexus and Git
IS_1521619_PUMA-User guides	MoM Sanofi L3 - KT TIBCO BW 6.4 ELK Infrastructure

## 4 ESCALATION MATRIX

All Infrastructure related incidents should route to GAHS EAI Queue in Service Now. Incidents / Tasks / Work orders will be through Service Now (S-NOW) portal:

S-NOW Queue Name:

Accenture L2 / L3 Queue name: SH-WW-OP2-EAI

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Supervision Center:

SH-WW-OP1-OPERATIONS

The Team can be reached via email:

[GAHS.EAI@accenture.com](mailto:GAHS.EAI@accenture.com)

ICoE Domain Leader (for L4 operations):

ITS-IS-COE-SHIFT-LEAD ([ITS-IS-COE-SHIFT-](mailto:ITS-IS-COE-SHIFT-LEAD@emailph4.aventis.com)

[LEAD@emailph4.aventis.com](mailto:LEAD@emailph4.aventis.com))

### Application contact

S-NOW Queue - TS-GLOB-L2-SHIFT PROCESS INTEGRATION

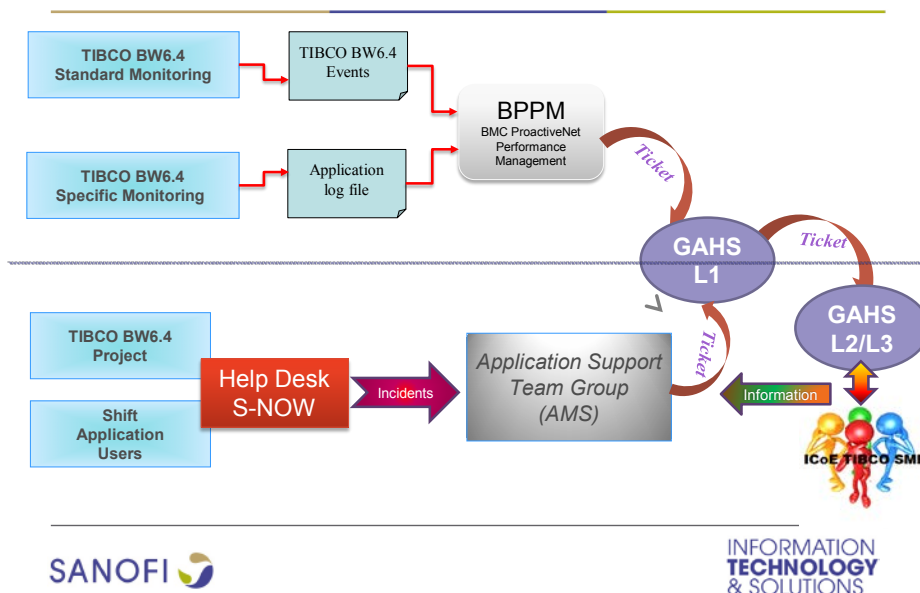
Email DL - [ATCI.Sanofi.Shift.TIBCO.PRODSupport@accenture.com](mailto:ATCI.Sanofi.Shift.TIBCO.PRODSupport@accenture.com)

1. TS-GLOB-L2-SHIFT AMS TRIAGE works as Incident dispatcher
2. TS-GLOB-L2-SHIFT PROCESS INTEGRATION makes the investigation on TIBCO BW6.4
3. In case of the incident is relevant to TIBCO BW6.4, the ticket must be assigned to the L1 of GAHS Support (SH-WW-OP2-EAI).

### Incident Management Flow –

Refer Incident Management Process document in GeodIS (IS\_1519509):

#### ITS-IS Service Offering for Data Integration Shared Platform in NGDC TIBCO BW6.4.x – Incidents Management process



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## 5 **RESPONSIBILITY**

RACI is yet to be prepared, for the moment most of the agreed points are in MOMs

## 6 **BUSINESS AVAILABILITY**

There should be 24 hours a day & 7 days a week availability for all the Platforms.

## 7 **GLOSSARY**

Term or Acronym	Definition
EAI	Enterprise Integration Application
EMS	Enterprise Message Service
JMS	Java Message Service
TEA	Tibco Enterprise Administrator
bwagent	BusinessWorks Agent
JDK	Java Development Toolkit
EMEA	Europe, Middle East and Africa Region
AMER	America Region
APAC	Asia-Pacific Region

## 8 **ARCHITECTURE DOCUMENTATION**

Please refer to the following GeodIS deliveries:

GeodIS Reference	Title
IS_1423260_PUMA-Functional Specifications	FS - Functional Specifications - Tibco EAI Shared Platform
IS_1453355_PUMA-Traceability Matrix	TM - Traceability Matrix - TIBCO EAI Shared Platform
IS_1497731_PUMA-ICA Infrastructure Criticality Assessment	ICA - Infrastructure Criticality Assessment - TIBCO SHARED EAI Platform - BW6.4
IS_1497740_PUMA-Functional Risk Assessment	IRA - Infrastructure Risk Assessment TIBCO Shared EAI Platform - BW6.4
IS_1497750_PUMA-QP Qualification Plan	QP - Qualification Plan - TIBCO Shared EAI Platform - BW6.4
IS_1497771_PUMA-Architecture specifications	AS - Architecture Specifications - Tibco EAI Shared Platform - BW6.4
IS_1503841_PUMA-Detailed Specifications	DS - Framework Delivery Request Form for TIBCO EAI Shared Platform - UAT
IS_1507341_PUMA-System Criticality Assessment	DRA - Disaster Recovery Assessment TIBCO Shared EAI Platform - BW6.4
IS_1516529_PUMA-Technical Recovery Plan	TRP - Technical Recovery Plan - Tibco EAI Shared Platform - BW6.4
IS_1519216_PUMA-Authorization for use	AFU - Authorization For Use - Tibco EAI Shared Platform - BW6.4

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## 9 FUTURE PLANS

- All new TIBCO Platforms will be build using this DevOps Framework

## 10 ACCESS METHOD

Access to TEA Admin and Servers to be provisioned only by PAM accounts.

- Keypass Detail - [\\Xspw50a595k\password\\_management](#)

## 11 ALERT CONFIGURED IN BPPM

- OS Monitoring is enabled.
- BPPM alert is enabled for TIBCO Processes
- ICOE is working on designing alert from Grafana for all TIBCO components.

\_\_\_\_\_ Thank You \_\_\_\_\_

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