1. **Quick summary of application and function within organization – Which business units are dependent on this application.**
   1. Allows for the generation of quotes by brokers, bypassing the current manual process.
   2. Dependencies- IT, Sales, Actuarial, Member Experience.
2. **Architectural diagram (a must, also has to include hostnames and usable information for OC - no business flows)**

Located in AppWiki under Stepwise Tools.

1. **Server list, URL endpoints, list of other listening services – Application or Web service**

See documentation below.

1. **Definition of any SLAs - Business Impacts of missed SLAs**

The application is Broker facing. Due to this, the application is expected to highly available. The impact of the application being unavailable is that Brokers and Internal Users will not be able to utilize the tool and any urgent quotes that need to be generated may need to go through a manual paper process. Any quotes that are stored within the database may not be accessible to the users, depending upon the issue being faced.

1. **List of actionable alerts – Are alerts integrated in SCOM or some other monitoring tool? Are the alerts email based? Do notifications list any helpful information (business contacts, possible points of application failure, etc)**

No alerting exists within the environment. When an item is unavailable, it will either fail to display or generate a somewhat generic error message such as a 404 error. No server side alerts have been witnessed.

1. **List of non-actionable alerts (aka known issues - why are they noisy and not disabled – some background on the persistent issues. Are alerts integrated in SCOM or some other monitoring tool? Are the alerts email based? Do notifications list any helpful information (business contacts, possible points of application failure, etc)**

No known or persistent issues exist in the environment. No server non-actionable items exist but more specific/customized monitoring can be added to SCOM, such as adding alerts by event ID’s and services that are not running.

1. **OC runbooks for active alerts (actionable items only) & Escalation process for OC**

There are no active and actionable alerts.

1. **Links to detailed documentation if available (coffee table reading, not to be used as a reference for critical recovery steps)**

Security Permissions - <https://tech.azblue.com/appdev/complat/Stepwise%20Documents/Forms/AllItems.aspx>

Environment Inventory - <https://tech.azblue.com/appdev/complat/Shared%20Documents/Forms/AllItems.aspx?RootFolder=%2Fappdev%2Fcomplat%2FShared%20Documents%2FEnvironments&FolderCTID=0x012000B4749690099C8742BE09468E8461B671&View=%7BB350D8AA%2D83D1%2D41A1%2DAF9B%2DC1989AEDF3AE%7D&InitialTabId=Ribbon%2ERead&VisibilityContext=WSSTabPersistence>

Misc Troubleshooting And Change Steps - <https://tech.azblue.com/appdev/complat/Shared%20Documents/Forms/AllItems.aspx?RootFolder=%2Fappdev%2Fcomplat%2FShared%20Documents%2FAll%20Others&FolderCTID=0x012000B4749690099C8742BE09468E8461B671&View=%7BB350D8AA%2D83D1%2D41A1%2DAF9B%2DC1989AEDF3AE%7D>

**The idea here is to understand the application from an actionable alert perspective and not holistically. OC needs clear decisive runbooks to follow for alerts they will encounter and a documented escalation path for different scenarios. Non-actionable alerts will not be monitored and will have no expectation of consciousness within OC. This puts the onus on the development team to ensure application quality and readiness vs OC situational awareness.**

**Additional Documents – Visio/Narrative Description of Application Environment.**

Located in AppWiki under Stepwise Tools

**Application Framework: (Java, .NET, etc)**

Web based UI utilized to access the software. Back end SQL Server databases to house the information. Custom integrations between the internal broker portals to feed traffic to the application servers. Custom integrations to database replications to source data that is used by the application.

**BCBSAZ Developed or Vendor Product:**

Vendor product delivering the stock software, vendor provided application skins, vendor provided databases, and vendor provided custom integrations to BCBSAZ replicated data sources and existing databases.

**Describe the “data protection” needs of this environment: (are there needs beyond those covered in our standard back-up practices – Weekly Fulls, Daily Diffs and Monthly Perms).**

The standard backup processes will correctly protect the environment.

**Are there performance or stability concerns associated with our standard virus scanning practices: (will a white list need to be created)**

No concerns are currently noted. This software is provided by the same vendor as the StepWise Rating engine. If any exceptions are managed for that software, they most likely need to be replicated for this software.

**SAMPLE Template for monitoring/Prod Support requests:**

**Server List:**

|  |  |  |
| --- | --- | --- |
| **Name** | **Function** | **Relevant Hosted Applications** |
| MP-STP-A03 | Load balanced application server hosting both SSO and NT authenticated instances of the Shop tool. | Just the Shop application. |
| MP-STP-A04 | Load balanced application server hosting both SSO and NT authenticated instances of the Shop tool. | Just the Shop application. |
| MP-STP-D01 | Database Server | Contains all Shop databases as well as databases related to the StepWise Rating engine and the various replicated databases that are used by the applications. |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

**Current Monitoring Artifacts: (logs, database tables,etc)**

No current monitoring exists as this is a new application. Relevant monitoring information related to monitoring is found below.

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Location** | **Artifact Type** | **Relevant Information** |
| StepWiseShop\_Admin | MP-STP-D01 | Administrative Database | Contains administrative tables utilized by the application. |
| StepWiseShop\_Logging | MP-STP-D01 | Logging Database | Contains logging tables utilized by the application. |
|  |  |  |  |
|  |  |  |  |

**Known/Documented Issues:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Symptom** | **Failure-point** | **System References** | **Remediation Steps** |
| Service Fails To Restart After Server Reboot | Windows Service |  | Restart the service via the UI or via the Windows Services console on the server. |
|  |  |  |  |
|  |  |  |  |

**URLS:**

|  |  |
| --- | --- |
| **URL Address** | **Expected Response** |
| https://azblueshopinternal.secure.azblue.com/StepWiseShop/CommonUI | UI will open and present the Book of Business screen to the Internal Blue Cross user. |
| https://azblueshop.secure.azblue.com/StepWiseShop/CommonUI | UI will open and present the Book of Business screen to the External Broker user. |
| http://mp-stp-a03/StepWiseShop/ManagementStudio | UI will open and the Management Studio will be available to those that have access. Items available will be dependent on the security role assigned to the user. |
| http://mp-stp-a04/StepWiseShop/ManagementStudio | UI will open and the Management Studio will be available to those that have access. Items available will be dependent on the security role assigned to the user. |

**Services:**

|  |  |  |
| --- | --- | --- |
| **Service Name** | **Service Location** | **Service Function** |
| StepWise\_EngineService\_ShopSSO | MP-STP-A03 | SSO Engine Service on this host |
| StepWise\_PrintService\_ShopSSO | MP-STP-A03 | SSO Print Service on this host |
| StepWise\_AgentService\_ShopSSO | MP-STP-A03 | SSO Agent Service on this host |
| StepWise\_EngineService\_Shop | MP-STP-A03 | NT Engine Service on this host |
| StepWise\_PrintService\_Shop | MP-STP-A03 | NT Print Service on this host |
| StepWise\_AgentService\_Shop | MP-STP-A03 | NT Agent Service on this host |
| StepWise\_EngineService\_ShopSSO | MP-STP-A04 | SSO Engine Service on this host |
| StepWise\_PrintService\_ShopSSO | MP-STP-A04 | SSO Print Service on this host |
| StepWise\_AgentService\_ShopSSO | MP-STP-A04 | SSO Agent Service on this host |
| StepWise\_EngineService\_Shop | MP-STP-A04 | NT Engine Service on this host |
| StepWise\_PrintService\_Shop | MP-STP-A04 | NT Print Service on this host |
| StepWise\_AgentService\_Shop | MP-STP-A04 | NT Agent Service on this host |