

ITSM runbook

Runbook name	
Runbook description	
Owner	@ mention the owner
Service	
Version	e.g., 2.3
Version date	Type // to add a date
On this page	<ul style="list-style-type: none">ArchitectureApplication monitoringKnown errorsTroubleshooting

Architecture

Type /image to add a high-level architectural diagram of your hosts and services so that your ITSM team can effectively troubleshoot an alert or outage.

Application monitoring

List the applications that are monitoring the service.

	Application	Function
1		<ul style="list-style-type: none">List the metrics that are being trackedDescribe what types of alerts are typically produced for known errors
2		

Known errors

Keep track of past known errors.

	Error	Error date	Error report
1		Type // to add a date	Describe the error in detail using the ITSM known errors template
2			
3			

Troubleshooting

List the troubleshooting steps that will help your ITSM team restore service.

	Step instructions	Enabled	Execution location	Run environments	Run conditions	Documentation
1		yes / no				Add a link
2						
3						

It Operations Run Book Template

Ying-Ying Zheng



It Operations Run Book Template:

Establishing SRE Foundations Vladyslav Ukis, 2022-09-29 Improve Your Service Scalability and Reliability with SRE
Pioneered by Google to create more scalable and reliable large scale systems Site Reliability Engineering SRE has become one of today's most valuable software innovation opportunities Establishing SRE Foundations is a concise practical guide that shows how to drive successful SRE adoption in your own organization Dr Vladyslav Ukis presents a step by step approach to establishing the right cultural organizational and technical process foundations quickly achieving a minimum viable SRE and continually improving from there Dr Ukis draws extensively on his own experiences leading an SRE transformation journey at a major healthcare company Throughout he answers specific questions that organizations ask about SRE identifies pitfalls and shows how to avoid or overcome them Whatever your role in software development engineering or operations this guide will help you apply SRE to improve what matters most user and customer experience Understand how SRE works its role in software operations and the challenges of SRE transformation Assess your organization's current operations and readiness for SRE transformation Achieve organizational buy in and initiate foundational activities including SLO definitions alerting on call rotations incident response and error budget based decision making Align organizational structures to support a full SRE transformation Measure the progress and success of your SRE initiative Sustain and advance your SRE transformation beyond the foundations The techniques and principles of SRE are not only clearly defined here but also the rationale behind them is explained in a way that will stick This is not some dry definition this is practical usable understanding I can whole heartedly recommend this book without any reservation This is a very good book on an important topic that helps to move the game forward for our discipline From the Foreword by David Farley Founder and CEO of Continuous Delivery Ltd Register your book for convenient access to downloads updates and or corrections as they become available See inside book for details *Delivering Consistency and Automation with Operational Runbooks* Deepak Barhat, Vasfi Gucer, Fred Harald Klein, Ahmed A Saleh, Ashraf A Thajudeen, Kumaran Thangaiyan, IBM Redbooks, 2016-08-24 There is a greater need today to integrate and unify IT delivery through tools that provide capabilities in advanced analytics and automation IBM has recently introduced two integrated services on the software as a service SaaS model that effectively combine advanced analytics capabilities with automation These two services are IBM Alert Notification service and the IBM Runbook Automation service Both services are available to everyone including existing IBM Netcool Operations Insight™ customers IBM Alert Notification is a separately available SaaS service to deliver alert notification IBM Runbook Automation is also a new SaaS service to deliver Runbook Automation IBM Runbook Automation is a hybrid service that is designed for both cloud and on premises integrations This IBM Redpaper™ publication provides a technical overview of these two services and explains the concepts within the context of scenarios and use cases The target audience for this paper is network specialists network operators and network administrators **Exam Ref 70-246** Orin Thomas, 2014 Prepare for Microsoft Exam 70 246 and help

demonstrate your real world mastery of monitoring and operating a private cloud based on Microsoft System Centre 2012 R2 Designed for experienced IT professionals ready to advance their status Exam Ref focuses on the critical thinking and decision making acumen needed for success at the MCSE level Focus on the expertise measured by these objectives Configure data centre process automation Deploy resource monitoring Monitor resources Configure and maintain service management Manage configuration and protection This Microsoft Exam Ref Organises its coverage by objectives for Exam 70 246 Features strategic what if scenarios to challenge you Requires experience with Windows Server System Centre 2012 security high availability fault tolerance and networking in an enterprise environment and basic skills with SQL Server Windows PowerShell and application configuration

Modern Data Protection W. Curtis Preston, 2021-04-29 Give your organization the data protection it deserves without the uncertainty and cost overruns experienced by your predecessors or other companies System and network administrators have their work cut out for them to protect physical and virtual machines in the data center and the cloud mobile devices including laptops and tablets SaaS services like Microsoft 365 Google Workspace and Salesforce and persistent data created by Kubernetes and container workloads To help you navigate the breadth and depth of this challenge this book presents several solutions so you can determine which is right for your company You ll learn the unique requirements that each workload presents then explore various categories of commercial backup hardware software and services available to protect these data sources including the advantages and disadvantages of each approach Learn the workload types that your organization should be backing up Explore the hardware software and services you can use to back up your systems Understand what s wrong with your current data protection system Pair your backed up workloads to the appropriate backup system Learn the adjustments that will make your backups better without wasting money

Designing and Implementing Microsoft DevOps Solutions AZ-400 Exam Guide Subhajit Chatterjee, Swapneel Deshpande, Henry Been, Maik van der Gaag, 2022-09-23 Written by Microsoft MVPs and Azure experts this comprehensive guide comes with self study exercises to help you understand the concepts better and move closer to becoming a skilled Azure DevOps engineer Key Features Explore a step by step approach to designing and creating a successful DevOps environment Understand how to implement continuous integration and continuous deployment pipelines on Azure Integrate and implement security compliance containers and databases in your DevOps strategies Book Description The AZ 400 Designing and Implementing Microsoft DevOps Solutions certification helps DevOps engineers and administrators get to grips with practices such as continuous integration and continuous delivery CI CD containerization and zero downtime deployments using Azure DevOps Services This new edition is updated with advanced topics such as site reliability engineering SRE continuous improvement and planning your cloud transformation journey The book begins with the basics of CI CD and automated deployments and then moves ahead to show you how to apply configuration management and Infrastructure as Code IaC along with managing databases in DevOps scenarios As you make progress you ll explore

fitting security and compliance with DevOps and find out how to instrument applications and gather metrics to understand application usage and user behavior This book will also help you implement a container build strategy and manage Azure Kubernetes Services Lastly you ll discover quick tips and tricks to confidently apply effective DevOps practices and learn to create your own Azure DevOps organization By the end of this DevOps book you ll have gained the knowledge needed to ensure seamless application deployments and business continuity What you will learn Get acquainted with Azure DevOps Services and DevOps practices Discover how to efficiently implement CI CD processes Build and deploy a CI CD pipeline with automated testing on Azure Integrate security and compliance in pipelines Understand and implement Azure Container Services Effectively close the loop from production back to development Apply continuous improvement strategies to deliver innovation at scale Who this book is for The book is for anyone looking to prepare for the AZ 400 certification exam Software developers application developers and IT professionals who want to implement DevOps practices for the Azure cloud will also find this book helpful Familiarity with Azure DevOps basics software development and development practices is recommended but not necessary

The IT4ITTM Reference Architecture, Version 2.1 The Open Group, 2017-04-24 The Open Group IT4ITTM Reference Architecture Version 2 1 an Open Group Standard provides a vendor neutral technology agnostic and industry agnostic reference architecture for managing the business of IT The Open Group IT4IT Reference Architecture standard comprises a reference architecture and a value chain based operating model The IT Value Chain has four value streams supported by a reference architecture to drive efficiency and agility The four value streams are Strategy to Portfolio Request to Fulfill Requirement to Deploy Detect to Correct Each IT Value Stream is centered on a key aspect of the service model the essential data objects information model and functional components functional model that support it Together the four value streams play a vital role in helping IT control the service model as it advances through its lifecycle The IT4IT Reference Architecture Provides prescriptive guidance on the specification of and interaction with a consistent service model backbone common data model context Supports real world use cases driven by the Digital Economy e g Cloud sourcing Agile DevOps and service brokering Embraces and complements existing process frameworks and methodologies e g ITIL CoBIT SAFe and TOGAF by taking a data focused implementation model perspective essentially specifying an information model across the entire value chain The audience for this standard is IT Professionals who are responsible for delivering services in a way that is flexible traceable and cost effective IT Professionals Practitioners who are focused on instrumenting the IT management landscape IT Leaders who are concerned about their operating model Enterprise Architects who are responsible for IT business transformation Topics covered include An introduction to the standard and the purpose of the IT4IT work Key terminology of the standard An introduction for executives and others introducing the IT Value Chain and IT4IT Reference Architecture concepts IT4IT Core which defines the structure of the IT4IT standard as well as the process and document structure used by the IT4IT standard The Strategy to Portfolio S2P Value Stream The

Requirement to Deploy R2D Value Stream The Request to Fulfill R2F Value Stream The Detect to Correct D2C Value Stream

Background information on the standard **Microsoft Hybrid Cloud Unleashed with Azure Stack and Azure** Kerrie Meyler, Steve Buchanan, Mark Scholman, Jakob Gottlieb Svendsen, Janaka Rangama, 2017-11-21 Microsoft Hybrid Cloud Unleashed brings together comprehensive and practical insights into hybrid cloud technologies complete CloudOps and DevOps implementation strategies and detailed guidance for deploying Microsoft Azure Stack in your environment Written by five Microsoft Cloud and Datacenter Management MVPs this book is built on real world scenarios and the authors extraordinary hands on experiences as early adopters Step by step the authors help you integrate your optimal mix of private and public cloud with a unified management experience that lets you move workloads at will achieving unprecedented flexibility The authors also guide you through all aspects of building your own secure high performance hybrid cloud infrastructure You ll discover how Azure Stack enables you to run data centers with the same scalability redundancy and reliability as Microsoft s Azure data centers how to integrate Azure infrastructure and platform services with internal operations and how to manage crucial external dependencies The book concludes with a deep dive into automating and customizing Azure Stack for maximum reliability productivity and cost savings Detailed information on how to Run a private hybrid cloud on your hardware in your data center using APIs and code identical to public Azure Apply ITIL and DevOps lifecycles to your hybrid cloud implementation Gain a deep understanding of Azure Stack architecture components and internals Install and configure Azure Stack and master the Azure Stack Portal Integrate and utilize infrastructure core and custom resource providers Effectively provision secure and manage tenants Manage monitor troubleshoot and back up Azure Stack with CloudOps Automate resource provisioning with PowerShell the Azure CLI templates and Azure Stack s API Write your own Azure Resource Manager templates Centrally automate cloud management and complex tasks connected to external systems Develop customized production ready Azure Stack marketplace items *Electronic Spreadsheets for Libraries* Lawrence W. S. Auld, 1986 *Hardware Consultant & Contractor* , 1948 *The handyman's book of tools, materials, and processes employed in woodworking*, ed. by P.N. Hasluck Handyman, 1903 **Creative Computing** , 1985

Agricultural Computing Source Book , 1981 **Handbook of Fixture Design** American Society of Tool and Manufacturing Engineers, 1962 **The Business Analyst's Handbook** Howard Podeswa, 2009 One of the objectives of this book is to incorporate best practices and standards in to the BA role While a number of standards and guidelines such as Business Process Modeling Notation BPMN have been incorporated particular emphasis has been placed on the Business Analysis Body of Knowledge BABOK the Information Technology Infrastructure Library ITIL and the Unified Modeling Language UML *Digital Systems Reference Book* Brian Holdsworth, Graham R. Martin, 1993 Designed to provide comprehensive coverage of the field of digital systems in a concise but authoritative form For ease of access the book has been divided into five parts fundamentals devices for digital systems system design and techniques system development and

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