



Your Company Name
Operations Guide

Date

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Revision History

Date	Version	Author	Change

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Note: Text displayed in blue italics is included to provide guidance to the author and should be deleted before publishing the document. In any table, select and delete any blue line text; then click Home→Styles and select “Table Text” to restore the cells to the default value.

1 Introduction

This document is an Operations Guide, which provides procedures and information to administer and run the < Name of System >.

Note: Delete or indicate document sections that are not applicable.

1.1 Purpose and Objectives

Provide information about the purpose and objectives of this operations guide, including information about the system and its operation. This guide is an important source of information to support the following:

- *Daily, weekly, and monthly operations*
- *Special operations*
- *Unique tasks, e.g., hardware, software, license upgrades*
- *Troubleshooting*
- *Auditing*
- *Best practices and quality standards.*

1.2 Audience

Provide information about who the intended audience for this guide is.

1.3 Referenced Documentation

Provide information about all documentation referenced in this document, e.g., number, title, version, and date.

Document Number	Version	Date	Document Name



2 General System Information

2.1 Overview

Provide an overview of the system or application, e.g.,

- *Type of system*
- *System processes it supports*
- *Interfaces*
- *Components*
- *Type of data maintained*
- *Operational sources*
- *Hours of operations.*

Note: Provide flow charts, diagrams, and charts where applicable to help describe its organization and relationships.

2.2 Key Contacts

Provide information about who owns the system or application and the primary and backup contacts.

Name	Role	Phone and/or Email address

2.3 Environment and Assets

Provide detailed information about the location and site, including its layout, access, system availability, and environmental concerns. Include diagrams where applicable.

2.3.1 Facilities

Provide facilities information that will be used by the system, including primary and backup locations.



Facility	Location and Special Accommodations Needed

2.3.2 Hardware Inventory

Provide hardware equipment information and configurations that will be used by the system.

Equipment	Description

2.3.3 Software Inventory

Provide information about the software and database configurations that will be used by the system.

Software	Description

2.3.4 Network Inventory

Provide network information that will be used by the system, including LANs, WANs, and communication device.

Equipment or Software	Description



Equipment or Software	Description

2.3.5 Interfaces

Provide information about internal and external interfaces, e.g., interfaces within IT operations, operated by other departments, and externally to 3rd parties.

Interface	Description

2.3.6 Data Assets

Provide information about system data assets (e.g., files, databases, reports) that are referenced, produced or updated.

Name	File, Database or Report	Created, Referenced, Updated



3 Operations, Administration, and Maintenance

3.1 Processing Overview

Provide information about system process functions, e.g.,

- *What is processed?*
- *When is it processed?*
- *Where is it processed?*
- *Who processes it?*
- *Why is it processed?*
- *How, when, and where is information moved or transmitted?*
- *What methods are used to transfer information (e.g., FTP, ODBC)?*
- *What standards must be applied (e.g., government regulations, information technology)?*
- *Are there any security issues and what methods must be used to secure information?*

3.2 Responsibility

Provide information about who is responsible for operations, administration, and maintenance.

Name	Role	Task or Function	When (e.g., shift, day, time)



3.3 Operations Calendar

Provide information about the operations calendar. What occurs on a daily, weekly, monthly, quarterly, and annual basis. Include information about irregular functions, e.g., upgrades, migrations.

3.4 Operating Procedures

Provide detailed system or application procedures that occur daily, weekly, monthly, quarterly, and annually. Include information about irregular functions, e.g., upgrades, migrations, etc.

Note: In the detailed procedures, provide operational run information, e.g.,

- *Job control name*
- *Job Number*
- *Run descriptions*
- *Requirements*
- *Batch or on-line run*
- *Associated software components to be loaded*
- *Job dependencies*
- *Day and time executed*
- *Expected run time*
- *Data and control inputs*
- *Output reports.*

3.4.1 Startup and Shutdown

Provide information about how to start and shutdown the system or application.

3.4.2 Daily Procedures

Provide detailed system or application procedures that occur daily.



3.4.3 Weekly Procedures

Provide detailed system or application procedures that occur weekly.

3.4.4 Monthly Procedures

Provide detailed system or application procedures that occur monthly.

3.4.5 Quarterly Procedures

Provide detailed system or application procedures that occur quarterly.

3.4.6 Annual Procedures

Provide detailed system or application procedures that occur annually.

3.4.7 Irregular Procedures

Provide detailed system or application procedures that occur on an irregular basis, e.g., upgrades, migrations.

3.5 Maintenance and Troubleshooting

Provide detailed system or application procedures for maintenance and troubleshooting.

3.5.1 Change Management

Provide detailed system or application change management procedures.

3.5.2 Configuration Management

Provide detailed system or application configuration management procedures.



3.5.3 Server Administration

Provide information and procedures associated with server administration, e.g.,

- *What servers are used by the system?*
- *How are they setup and maintained?*
- *Where are they located (physically, logical directory location, drive mappings, interfaces)?*
- *When are they setup and maintained?*
- *What are on the servers?*

3.5.4 Account Administration

Provide information and procedures about account administration.

How to add, change, and delete:

- *Groups and accounts*
- *Users, including the system administrator*
- *User logins and passwords*
- *User and group access and permissions to accounts, functions, features, files, etc.*

3.5.5 System and Software Administration and Maintenance

Provide information and procedures about system and software administration and maintenance.

- *How to add, change, and delete:*
 - *Application and system groups and accounts*
 - *Users, including the system administrator*
 - *User logins and passwords*
 - *User and group access and permissions to accounts, functions, features, files, etc.*
- *Provide descriptions of software components, modules, programs, databases, and processes.*
- *How to install, update, and delete operating systems and software components, modules, programs, and databases?*
- *How to add, change, and perform audit trails and monitor operations, access, and records?*
- *How to add, change, delete, and run performance and maintenance reports?*
- *Provide diagrams and flowcharts of the system, software, databases, and operations.*



3.5.6 Database Administration and Maintenance

Provide information and procedures about database administration and maintenance.

- *How to add, change, and delete:*
 - *Databases*
 - *Users, including the database administrator*
 - *User logins and passwords*
 - *User and group access and permissions to database entry, modification, deletion, restoration, indexing, packing, backup, reporting, etc.*
- *Provide diagrams and flowcharts of the database structure and operations.*

3.5.7 Monitoring, Troubleshooting, and Escalation

Provide detailed system or application monitoring, troubleshooting, and escalation procedures. Include information about:

- *Error messages*
- *Known problems*
- *Monitoring and ticket handling*
- *Log maintenance (e.g., how is it logged, where, by who, when)*
- *Escalation procedures and contacts.*

3.5.8 Backup and Recovery

Provide detailed system or application backup and recovery procedures. Include information about:

- *Backups, restores, and recoverability*
- *Scheduling procedures (e.g., when (frequency, time), where, how)*
- *Requirements*
- *Constraints*
- *Storage procedures (e.g., internal and external location, frequency, how it is stored, by who, how long)*
- *Data purging and archiving*
- *Emergency worksites, e.g., facility location, equipment, contacts, procedures, etc.*
- *Log maintenance (e.g., how is it logged, where, by who, when).*



4 Glossary

The following table includes a glossary of all terms and abbreviations used in the document.

Topic	Description

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5 APPENDIX

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