(See http://runbookcollab.net/ for HOW-TO guide)

Remember: discussion, not documentation!

System configuration

- Configuration management
- Secrets management

System backup and restore

- Backup requirements
- Backup procedures
- Restore procedures

Monitoring and alerting

- Log aggregation solution
- Log message format
- Events and error messages
- Metrics
- Health checks

Operational tasks

- Deployment
- Batch processing
- Power procedures
- Routine and sanity checks
- Troubleshooting

Maintenance tasks

- Patching
- Daylight-saving time changes
- Data cleardown
- Log rotation

Failover and Recovery procedures

- Failover
- Recovery
- Troubleshooting Failover and Recovery

Service or system overview

- Business overview
- Technical overview
- Service Level Agreements (SLAs)
- Service owner
- Contributing applications, daemons, services, middleware

System characteristics

- Hours of operation
- Data and processing flows
- Infrastructure and network design
- Resilience, Fault Tolerance (FT) and High Availability (HA)
- Throttling and partial shutdown
- Expected traffic and load
- Environmental differences
- Tools

Required resources

- Compute
- Storage
- Database
- Metrics
- Logging
- Other

Security and access control

- Password and PII security
- Ongoing security checks

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Run Book dialogue sheet

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