

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						

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