# Contoso Energy - Operations Runbook

**Summary:** This run book supports the Contoso Energy IT Platform Operations. It is broken down by specific functional domains and guidance on how an issue can be resolved.

## General Process

1. ServiceNow is our ITSM solution
2. Each issue needs to be logged in ServiceNow
3. Create the Service Now ticket once an incident has been raised
4. Update the Service Now ticket as the incident is being worked on. Do not close the ticket without it first being updated.
5. Close the Service Now ticket once the issue has been resolved.
6. Send a summary of the issue and its status via email to stakeholders.

## Database Issues

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| --- | --- | --- | --- | --- |
| **Assignment Group** | **Description** | **Severity** | **Estimated time to resolution** | **Recommended steps** |
| Database | How can I get access to database: {Database Name} | 2 | 4 hours | 1. Open Database admin tool
2. Select appropriate Database
3. Assign user to role
4. Save changes
 |
| Database | Can you please backup database {Database Name} | 3 | 8 hours | 1. Open Database admin tool
2. Select appropriate Database
3. Right mouse click on Database
4. Select backup database
5. Select target destination
6. Select backup database button
 |
| Database | Database {Database Name} is now offline | 1 | 1 hour | 1. Open database admin tool
2. Look for Database
3. Look for Status field
4. Check errors panel
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## Laptop and Desktop Computer Issues

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| --- | --- | --- | --- | --- |
| **Assignment Group** | **Description** | **Severity** | **Estimated time to resolution** | **Recommended steps** |
| Hardware | My battery in my laptop is doesn’t keep a charge | 3 | 4 hours | 1. Instruct user to try to charge battery for 2 hours
2. If battery is still not charging, request a replacement from IT Store.
3. Send battery to user’s preferred address.
 |
| Hardware | Can I get a new desktop computer because my machine is old | 2 | 16 hours | 1. Check user’s computer history
2. If computer is less than 3 years old, inform them of current policy.
3. If computer is more than 3 years old, seek approval from their manager. If manager approves of replacement, order new laptop from IT Store.
 |
| Hardware | My laptop is broken and doesn’t work | 1 | 2 hours | 1. Reach out to customer.
2. Try initial trouble shooting actions as found in KB 1001.
3. If Laptop cannot be brought online, order a new laptop from IT Store.
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## Network Issues

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| **Assignment Group** | **Description** | **Severity** | **Estimated time to resolution** | **Recommended steps** |
| Network | The wifi network is slow | 2 | 2 hours | 1. Open Network Admin tool
2. Check the wifi network for the location of the user
3. Run diagnostic tool
4. Triage issue and try to restore service.
 |
| Network | The internet is not accessible | 1 | 1 hour | 1. Open Network Admin tool
2. Check status of internet connector to service provider.
3. If internet is down, please follow steps in KB 2002 to reach out to ISP support.
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| Network | I am getting an error {network name} cannot be found | 1 | 2 hours | 1. Open Network Admin tool
2. Run diagnostics tool
3. Follow triage steps as appropriate.
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## IT Security Issues

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| --- | --- | --- | --- | --- |
| **Assignment Group** | **Description** | **Severity** | **Estimated time to resolution** | **Recommended steps** |
| IT Securities | Please provide {user} access to {system name} | 2 | 4 hours | 1. Open Identity Management Admin Console
2. Find user
3. Right mouse click on user
4. Select groups
5. Assign permission to appropriate group for requested system
 |
| IT Securities | Please add my {account name} to the following group {Group} | 2 | 4 hours | 1. Open Identity Management Admin Console
2. Find user
3. Right mouse click on user
4. Select groups
5. Assign permission to appropriate group for requested system
 |

## Scada Issues

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| --- | --- | --- | --- | --- |
| **Assignment Group** | **Description** | **Severity** | **Estimated time to resolution** | **Recommended steps** |
| Field | Telemetry from {Device} is not being published | 1 | 1 hour | 1. Open Scada Admin tool
2. Select network nodes
3. Select device
4. Check status
 |
| Field | Please add {Device} to the data lake | 2 | 8 hours | 1. Open Scada Admin tool
2. Select network nodes
3. Select Add Device
4. Populate device information.
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