

Runbook Template

Use this working document to organize the procedures and reference information an operator needs to run a service. Complete fields from verified source material, repeat task and alert patterns as needed, and remove sections the source does not support. This is an editable blank template; values in brackets require evidence before approval.

Service Overview

Service: [Service name]

Purpose and users: [What the service does and who depends on it]

Architecture and dependencies: [Describe the supported topology and link the source diagram]

Component or dependency	Function	Upstream or downstream	Source reference
[Component]	[Function]	[Relationship]	[Evidence]

Access and Tools

Record access prerequisites before the operational tasks. Reference the approved access mechanism; do not include passwords, tokens, or other secrets.

Tool or system	Required role or permission	Purpose	Approved access reference
[Dashboard or console]	[Source-stated role]	[Use]	[Reference]
[Log source]	[Source-stated role]	[Use]	[Reference]

On Call and Escalation

On-call responsibilities: [Duties stated in the source]

Trigger or condition	Responsible role	Escalate to	Communication channel
[Observed condition]	[Role]	[Next role]	[Source-stated channel]

Shift Handover Checklist

- ☐ [Check with an observable result stated in the source]
- ☐ [Record the outstanding issue and next responsible role]

Build and Deployment

Release or change: [Source reference]

Prerequisites: [Approved access, backup, dependency, or readiness checks]

Warning or caution: [Copy an applicable source warning immediately before its affected step; delete if unsupported]

Step	Action or exact command	Expected result	Evidence
[Number]	[One action]	[Observable state]	[Reference]

Verification: [How the source confirms success]

Back-out or rollback: [Source-defined trigger, authorized role, procedure reference, and restored state; omit when unsupported]

Common Tasks

Procedure Pattern

Repeat this section once per task and give each task a specific title.

Desired outcome: [What successful execution achieves]

When to run: [Trigger or schedule]

Permissions and tools: [Prerequisites]

Execution mode: [Manual, semi-automated, or automated, only when stated]

1. [One source-supported action in imperative voice]
2. [Next action in dependency order]

Exact command or query:

[Copy the source command or query without changing its values]

Expected output or state: [Copy the source result]

Failure handling and recovery: [Source-defined action and related procedure title]

Alert Playbook

Alert Pattern

Repeat once per alert or group sharing a diagnosis. Replace this heading with the exact alert name.

Field	Source-supported detail
Meaning	[What the alert indicates]
Severity and user impact	[Exact severity and effect]

Field	Source-supported detail
Diagnostic evidence	[Dashboard, query, log, or metric]
Mitigation	[Immediate action to reduce impact]
Resolution procedure	[Related common task or recovery procedure title]
Clear condition	[How to verify the alert resolved]
Escalation condition	[Source-defined threshold and role]

Incident Response

Declaration criteria and roles: [Criteria, severity labels, and roles from the source]

1. [Declare and communicate as the source describes]
2. [Mitigate impact]
3. [Investigate, hand over, and close according to the source]

Action log:

Time	Observed condition	Action	Result	Responsible role
[Time]	[Evidence]	[Action]	[Outcome]	[Role]

Closure and review: [Source-defined verification and review requirements]

Backup and Disaster Recovery

Recovery requirement	Source-stated value	Evidence
[Backup, restore, failover, or failback requirement]	[Exact value and units]	[Reference]

Recovery Procedure Pattern

Trigger and prerequisites: [Source-supported conditions]

1. [Source-supported recovery action]
2. [Verification that the intended state is restored]

Failure or escalation: [Source-defined response]

Service Levels and Reference

Indicator or setting	Target or value	Unit or measurement window	Source
[Source-defined indicator]	[Exact value]	[Unit or window]	[Reference]

Glossary

Term or abbreviation	Definition used in the source
[Term]	[Definition]

Document Review

Evidence coverage: [Confirm that procedures, commands, thresholds, and warnings match their source]

Review and approval: [Record only the roles and details your document-control process requires]