

Calgary Police Service – Technology Service Support Runbook

Thomas



Runbook Name	Thomas runbook
Runbook Description	<p>Thomas is a service that monitors a number of folders for certain files, and outputs data to other systems based on changes in those files. Thomas began as one of two interfaces between <app 1> and <app 2>. Basically, Thomas intakes data from <app 1> and <app 2>, and outputs other data for other systems.</p> <p>The current version of Thomas implements a series of queues based on an <i>AbstractQueue</i> class. The queue has most of the logic built into it, and any extension of the <i>AbstractQueue</i> class must only implement the <i>OnChange</i>, <i>OnFinish</i>, and <i>BuildWriterList</i> methods. Any number of queues can be set up, but currently we only have two queues: one to watch for employee files, and one to watch for <proprietary> files.</p>
Business Sponsor	IT
Version	1.0
Version date	Sept 04, 2024

Service Level Agreement (SLA)

The SLA details support availability and target response times.

Support Availability

Days	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Support Hours	24/7	24/7	24/7	24/7	24/7	24/7	24/7
Exceptions	There is support on statutory holidays or weekends.						

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Target Response Times

These response and resolution times are only examples. These must be negotiated with the customers for each service

Incident Severity level	Description	Target Response	Target Resolution
Critical	High-risk service outage that puts public or police safety in jeopardy	15 Mins	1 Hour
Urgent	Service interrupted / end-user impacted / revenue impacted	1 hours	4 Hours
Important	Potential for service interruption or performance impact, if not addressed	4	24 Hours
Low	Low risk to service delivery	24	5 Days Hours

Major Stakeholders

Name	Title	Role	Phone Number(s)	Email
<manager name>	Manager <dept>	Manager for escalations	--	--

Support Contacts (at least 2)

Name	Title	Role	Phone Number(s)	Email
<name>	Management systems analyst	Analyst, Customer Contact	--	--
<name>	Programmer Analyst	Analyst	--	--
<name>	Senior Programmer Analyst	Lead developer for the team	--	--



Scheduled Change Windows

Tuesday, Wednesday, and Thursday are the preferred days for changes. In the event of an emergency, the event will be assessed at that time. Usually, the downtime is approximately 60 minutes.

Note: Thomas processes requests every hour, and if there's a problem, it tries to restart itself and run the queue again. However, if Thomas trigger an error, it just stops.

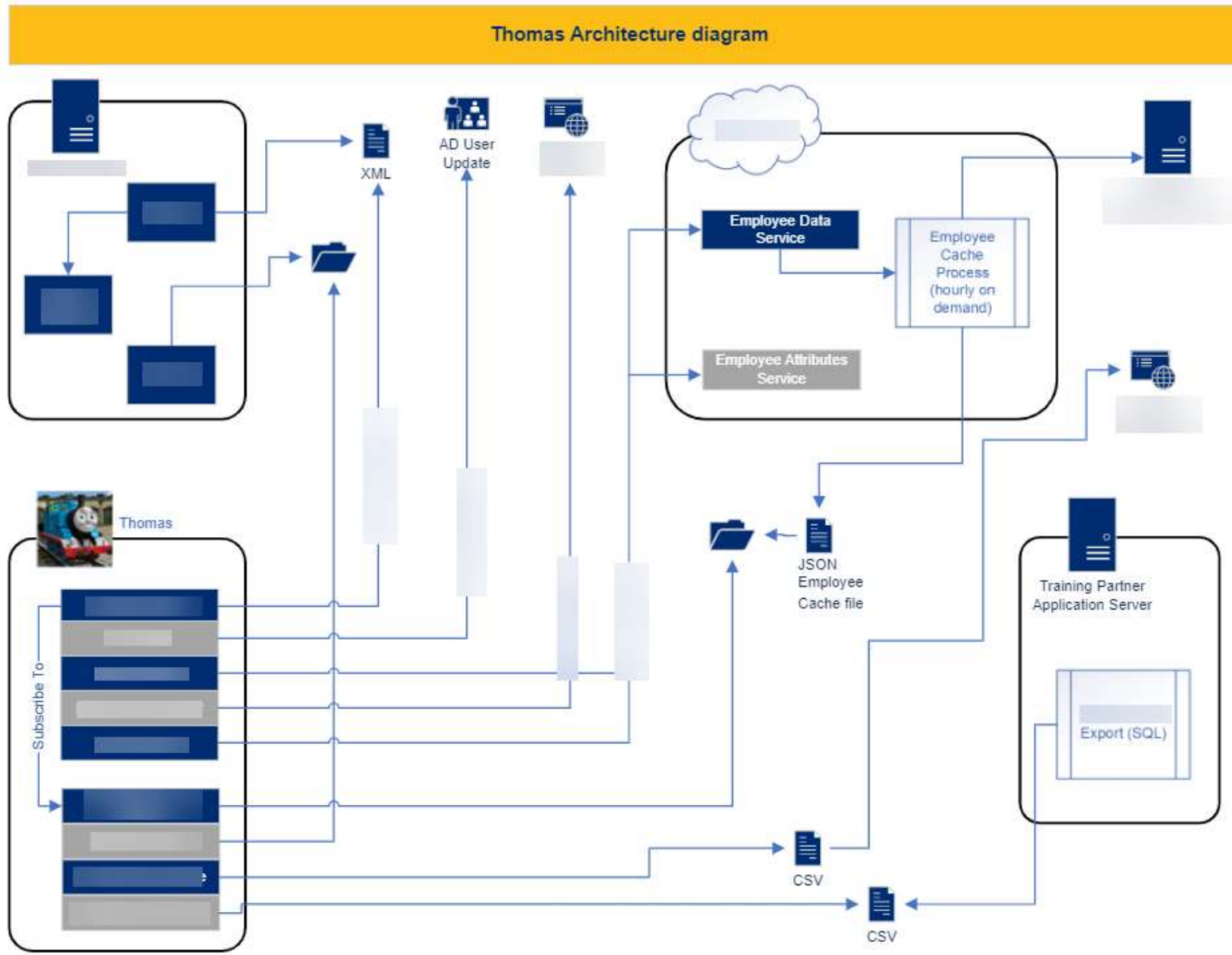
Terminology

The following acronyms are used in this runbook:

- Active directory (AD)
- City of Calgary (CoC)
- Date of birth (DOB)
- Incident report (IR)
- Management systems analyst (MSA)
- Senior analyst (SA)
- Web service (WS)



Architecture Diagram



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Application Monitoring

Monitor Name	Description	Monitoring Tool	Location	Link to Documentation
Logs	All searches are logged in a .txt file.		--	
IIS server	Displays the health of the app & CPU usage		--	

Reports

Report Name	Description	Report Location	Results Location	Link to Documentation
Thomas Service status	SAs have access The status report lets the support team know if Thomas is up or down	--		

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Automated jobs/Tasks

Job/Task Name	Description	Job/Task Location	Link to Documentation
Thomas	Thomas is an automated task running every hour	Employee	--
<app 1>	This is the input going to Thomas. The default cache generation frequency is set to 60 minutes.	Web URL	--

Major Incidents

Incident Number	Short Description	Incident Date	Link to Incident Report
IR<123>	See incident report (the link is in the column to the right).	June 5, 2024	--

Troubleshooting Tips

Issue Description	Troubleshooting Instructions	Execution Location	Run Environments	Link to Documentation
General troubleshooting	An email is sent with a notification that Thomas is down. Look at the log files (<path>) to troubleshoot.			
Config issue	Review the <app 1> configuration for the user who is experiencing difficulties.			

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Disaster Recovery Plans

Task Name	Dependency	Description	Responsible Team	Expected Duration
Restart the server	<app 2>	Restart the Thomas service from MS Services. If the Thomas service is down, the SA should troubleshoot MS Services.	The <xyz> dept	Usually within an hour

Installation Instructions

To install Thomas, follow these steps:

<proprietary>

User Acceptance Testing (UAT)

Test Name	Test Description	Test Steps	Expected Results
Active Directory (AD) UAT	Contact SAs to verify if AD info is correct		

Change Log

Release Request #	Change Date	Change Owner	Change Description

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Approvals

Approvals are summarized below:

Date	Title	Name	Signature
4 Sept, 2024	Manager IT <team name>	<name>	<Your name in Freestyle font> Or, a .png of your signature
	Manager <team name>	<name>	<Your name in Freestyle font> Or, a .png of your signature
	Manager <team name>	<name>	<Your name in Freestyle font> Or, a .png of your signature