

# UNDERSTANDING THE RUNBOOK

It is a **structured document** that consolidates **critical operational information** about a **service** and serves as a **guide**.

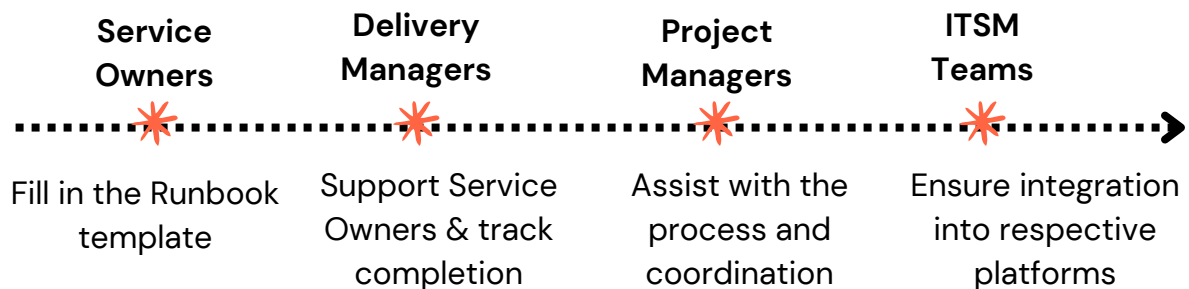


## Purpose of the Runbook

- ✓ Acts as the **source of truth** for ITSM integration and CMDB updates
- ✓ Helps **manage service operations** after a transition or go-live
- ✓ Supports **risk assessment** and **security validation** for new services
- ✓ Serves as a reference for **incident resolution** and **troubleshooting**



## Who is responsible ?



## Where is the Runbook Stored ?

- 📁 Location: Move2Run Management Folder
- ✓ Organized as Platform > Domain > Project > Service Folder
- ✓ The Runbook & Checklist are mandatory in the service folder

### Key points to remember

The Runbook is **essential for service continuity** and **ITSM integration**