

# FAQ RM

## Welcome to the Release Management FAQ Hub!

Here you'll find answers to the most frequently asked questions. This centralized resource is designed to streamline your experience and provide quick solutions .

**Need more help?** Don't hesitate to reach out to our **support team** or connect directly with the **process owner** for expert guidance

## Will there be follow-up sessions?

Yes – coming soon. In the meantime, contact:

- **Checklist/Runbook/Release Process:** Fadia Bouazza
- **Runbook & Dashboard:** Nizar Bezri

## Where do we store Runbooks?

In **Move2Run Management** folders:

Platform > Domain > Project (if needed) > Service.

## What goes in the Service folder?

Mandatory: Runbook & Checklist. Optional: other service docs (recommended).

## Will this storage be permanent?

Temporary until the official Knowledge Management process launches (September 2025). Migration to a new tool may follow.

## How accurate should % completion be?

It's a rough indicator for senior management: 0%, 25%, 50%, 75%, 100%.

## What if the SO name is wrong in the dashboard?

Correct it & highlight the change in yellow.

## Why track at application level, not service level?

To align with the Separation Program. Same % can apply for apps in the same service.

## What if Solvay doesn't provide needed info?

Flag it in the dashboard comments for escalation.

## Who uses the Runbook?

Service Owners, DMs, and IT Operations – not end-users.

## Who sponsors this initiative?

Frank Bolata & Leadership Teams.

## Is the Runbook part of pre-go-live checkpoints?

Yes – part of SP Release Process (managed by Patrick Garcia).

## Is the Runbook mandatory for all services?

Yes – mandatory for all Syensqo services before go-live.

## When is V0 due?

Before each service's go-live

## Which sections are mandatory?

V0 covers critical (mandatory) items. V1 adds optional items for smooth operations.

## Will V1 need a new file?

No – V1 just expands the existing Runbook.

## When is V1 due?

September 2025, but updates will be gradual to avoid overload.

## Is this a one-time task?

No – Runbooks are living documents, updated regularly post go-live.

## Is the runbook the source of truth for CMDB/ITSM?

Yes – it feeds both.

## Do new services require a security & risk analysis?

Yes, even if they're not critical.

## Are there templates or examples?

Yes, existing examples are available in the shared template.

## Who provides HLD/LLD designs?

- **New services:** Created by architects.
- **Existing services:** Provided by Separation Program.

## Service Owner = Application Owner?

For apps, both can be listed. Operational Team = those running the service.

**What about vendor relationship meetings?**

This covers regular governance meetings, not change requests.

**Is ITSM integration part of V0?**

Yes, it's part of V0.

**What's expected in the Knowledge Management section?**

It lists all documentation & where it's stored (V1 – not a priority yet).

**Who creates the HLD/LLD documents?**

Service Owners (SO) create them, reflecting current configurations. Missing info is flagged in the runbook and escalated if needed.

**What is the Delivery Manager's (DM) role?**

DMs support SOs and track dashboard completion.

**Who fills the Runbook template?**

Service Owners, with help from DMs & Project Managers.

**Who handles ITSM integration?**

SOs update SP13 (Syensqo ITSM) and SP30 (Solvay Interim Support). Contacts:

- **SP13:** Angélique Valvandrin / Guy Kmeid
- **SP30:** Ismail Kamali / Marjanne Mabialah