

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 Valvandin / Guy Kmeid
- **SP30:** Ismail Kamali / Marjanne Mabialah