

Jira Runbook Template

Runbook name	Jira
Runbook description	Runbook for JIRA System
Owner	@ mention the owner
Version	e.g., 2.3
Version date	Type // to add the date
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Architecture



Provide a high-level architectural diagram of your hosts and services so that your operations team can effectively troubleshoot an alert or outage.

Support Contacts

Expertise Level	Team	Team Lead	Contact Info
Level 1	@ Team Members	@ Lead	
Level 2			
Level 3			

Runs

List the routine Operations tasks this runbook is automating.

Name	Instructions	State	Start time	Completed Time	Duration
Database Backup		 / 			
Jira Home Folder Backup					
Get Support Packet					
Collect Log Files from System					

Process

List the procedures your team needs to follow to start, stop, monitor, and debug the system. Include procedures for every anticipated scenario.

	Step Instructions	Enabled	Execution Location	Run Environments	Run Conditions	Documentation
1	Check Jira Process					Official Atlassian Doc
2	Check if Apache is Running					<Docs will vary depending on OS>
3	Check Database					<Docs will vary depending on DB Setup>