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**Document Control**

**Document Version History**

This table shows a record of significant changes to the document.

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| --- | --- | --- | --- |
| **Version** | **Date** | **Author** | **Description of Change** |
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**Approvals**

This table shows the approvals on this document for circulation, use and withdrawal

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| --- | --- | --- | --- | --- |
| **Version** | **Date** | **Approver** | **Title/Authority** | **Approval Remarks** |
| 1.0 |  |  |  |  |
| 1.1 |  |  |  |  |

# Daily Log Report

Daily log report is an operational level management report which details all the transactions, interaction and operations that have happened in the IT operations.

This report will be sent to the mid-level management team daily. This report is generally prepared by the IT operations manager ensuring all the data is accurate and signed by him/ her.

Why do we need daily log report?

Below are some more detailed points elaborating the importance of daily log report:

* To communicate regularly with the mid and top level team
* To provide accurate, useful and detailed information on the IT operations.
* Help the mid and top level management to make quick and wise decisions with the information provided.

# Template

|  |  |
| --- | --- |
| Customer name: <Name of the customer> Location: <Location of the customer> | |
| Project Name: <Name of the project> | |
| Project Type: <Type of the project> Application support, Infrastructure support, etc. | |
| Service Delivery Manager:  Operations Manager:  Incident Manager:  Problem Manager:  Change Manager:  SAC Manager: | Project Code: |
| Date: | |
| Project description: | |

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| --- |
| Key achievements made on the day |
| 1. <It should mention any customer appreciations, feedback, etc.> 2. <It should mention any major improvements made in the project> |

|  |
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| Actions planned for next day |
| 1. <It should mention the next action items with respect to any incident, problem, change> |
| 1. <It should mention the next action items that has to be implemented in the project> |
|  |

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| Stakeholder and team issues |
| 1. <Describe any stakeholder and team related issues> 2. <Describe any stakeholder and team related issues> 3. <Describe any stakeholder and team related issues> |

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| Issues for immediate attention |
| 1. Top level support needed in purchasing any hardware/ software 2. Mid level support needed in providing access |

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| --- | --- | --- | --- | --- | --- |
| Summary from Monitoring tools | | | | | |
|  | | | | | |
| Error message | Error registration number | Error generated by CI | Error type (Informational, Warning, Exception) | Date & Time | Priority |
| <Description of the error> | <Unique number generated by tool> | <CI name> | Informational: |  |  |
| <Description of the error> |  |  |  |  |  |
| <Description of the error> |  |  |  |  |  |
| <Description of the error> |  |  |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Summary from Incident management | | | | | |
|  | | | | | |
| Incident number | SLA Breached (Yes/ No) | IM ticket raised by | Major Incident (Yes/ No) | Resolved Third party company (Yes/ No) | Customer / End user feedback |
| <INM123456> |  |  |  |  |  |
| <INM123457> |  |  |  |  |  |
| <INM123458> |  |  |  |  |  |
| <INM123459> |  |  |  |  |  |
| <INM123460> |  |  |  |  |  |
| Number of incidents for exculpation: <> | | | | | |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Summary from Problem management | | | | | | | |
|  | | | | | | | |
| Problem number | SLA Breached (Yes/ No) | Major Problem (Yes/ No) | Resolved Third party company (Yes/ No) | Customer / End user feedback | Associated Incident numbers | PM ticket raised by | Work-around or Perma-nent fix provided |
| <PM123456> |  |  |  |  |  |  |  |
| <PM123457> |  |  |  |  |  |  |  |
| <PM123458> |  |  |  |  |  |  |  |
| <PM123459> |  |  |  |  |  |  |  |
| <PM123460> |  |  |  |  |  |  |  |
| Number of problems for exculpation <> | | | | | | | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Summary on Change management | | | | | |
|  | | | | | |
| Change number | SLA Breached (Yes/ No) | Change ticket raised by | Type of change (Standard, Normal, emergency) | Associated incident and problem numbers | Change pass/ fail |
| <CHM123456> |  |  |  |  |  |
| <CHM123457> |  |  |  |  |  |
| <CHM123458> |  |  |  |  |  |
| <CHM123459> |  |  |  |  |  |
| <CHM123460> |  |  |  |  |  |
| Number of changes for exculpation <> | | | | | |

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| --- | --- | --- | --- | --- | --- |
| Summary from Service Asset and Configuration Management | | | | | |
|  | | | | | |
| **CI’s added** | | | | | |
| CI name | CI make/ model | CI asset tag number | Location | Type of CI (Hardware, Software, Document) | CI status (Prod, Test, Retired, Inventory) |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **CI’s modified** | | | | | |
| CI name | CI asset tag number | Previous IP address | New IP address | Old status | New status |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **CI’s retired** | | | | | |
| CI name | CI asset tag number | Date and time of the retirement | Approved by | Disposal type (Scrap, Donation, Discounted selling) | |
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| --- |
| Signed by  Operations Manager |

# Legend:

**Informational message**: Any message that provides an information about the CI’s.

**Warning**: Any alert informing that a specific is CI is about to breach.

**Exception**: Any alert informing that a specific CI has breached its defined conditions.

**Standard change**: Any change that is preauthorized and has defined models to manage the lifecycle of change.

**Normal change**: Any change that requires detailed study with respect to planning, risk assessment, approval and implementation.

**Emergency change**: Any change that is invoked when there is a major incident or emergency situation.