

How to Create a Runbook: A Guide for Sysadmins & MSPs

[process.st/create-a-runbook/](#)

9/20/2017



How do you name a new server, export config data, or fix that one really annoying bug that keeps popping up every 2nd Thursday?

For prepared IT professionals, that information is stored in a runbook. A runbook is a set of [standardized](#) documents, references and [procedures](#) that explain common recurring IT tasks. Instead of figuring out the same problem time and time again, you can refer to your runbook for an optimal way to get the work done. What's more, you can also [delegate tasks](#) and [onboard employees](#) more effectively if you have documentation to train them with.

Whenever you do a task, think of this quote:

"Will you remember how to do these things 6 months from now? I find myself having to re-invent a process from scratch if I haven't done it in a few months (or sometimes just a few days!). Not only do I re-invent the process, I repeat all my old mistakes and learn from them again. What a waste of time," — Tom Limoncelli, The Operations Report Card

In short, the less time wasted figuring out how to do a task, the better it'll be for your [business efficiency](#), productivity, and sanity.

This post will look at runbook examples, documentation methods, and some processes you can use in your own business. Also, it will show you how to use Process Street as your cloud-based runbook for all IT documentation.

First, let's look at some example runbooks so we can get context on what I'm going to talk about.

The 2 types of runbook

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