

Operations Guide

“ Last Verified: 2026-02-17 | Owner: John

Operations Manual

Version: 1.0 **Last Updated:** 2026-01-28 **Owner:** Alem Basic **Prepared by:** John (Director) + Nermin Šabić (DevOps) + Amina Hadžić (Head of Projects)

Executive Summary

This is the operational playbook. Daily/weekly/monthly routines, KPIs, reporting structure, tools, systems, and disaster recovery. Everything needed to run the organization day-to-day.

Purpose: Ensure operations run smoothly whether Alem is available or not. John + team can operate independently using this manual.

1. Daily Operations

1.1 Daily Routine — John (Director)

Every Morning (Oslo Time Zone):

```
08:00 – Wake up (boot)
  | Read MEMORY.md (context refresh)
  | Check john.db for overnight tasks
  | Check Telegram for Alem messages
  | Check email (john@basicconsulting.no) for urgent matters

08:30 – Prepare morning brief
  | Tasks completed yesterday
```

- └ Planned for today
- └ Blockers
- └ Metrics snapshot (revenue, uptime, trading)
- └ Send to Alem via Telegram (if significant updates)

09:00 – Monitor task queue

- └ ~/clawd/tasks/pending/ → assign to agents
- └ ~/clawd/tasks/in-progress/ → check progress
- └ ~/clawd/tasks/completed/ → archive

09:15 – Daily standup (all team, 15 min)

09:30-18:00 – Execution mode

- └ Delegate tasks to agents
- └ Monitor progress
- └ Escalate blockers within 4h
- └ Respond to Telegram within 5 min
- └ Check trading positions (every 3 hours: 12:00, 15:00, 18:00)
- └ Log all decisions to john.db

18:00 – Evening wrap-up

- └ Archive completed tasks
- └ Sync DB to GitHub (automatic, verify)
- └ Prepare tomorrow's priorities
- └ Send summary to Alem (if needed)

24/7 Monitoring:

- Trading: Every 3 hours (cron job)
- Infrastructure: Continuous (Datadog + PagerDuty)
- Task queue: Every 30 seconds (john-daemon.sh)
- Telegram: Within 5 minutes

1.2 Daily Routine — Team

9:15 AM CET — Daily Standup (Mon-Fri, 15 min max)

Attendees: All team (Emir leads)

Format:

- Each person: 3 questions, 1 min each

1. What did I do yesterday?
2. What will I do today?
3. Any blockers?

Emir's checklist:

- ☐ Update sprint board before standup
- ☐ Note blockers → escalate after standup
- ☐ Update burn-down chart

Throughout Day:

- Agents execute assigned tasks
- Update Jira/Linear as tasks progress
- Escalate blockers within 1 hour
- Code review within 24 hours
- Respond to Slack/messages within 4 hours (business hours)

End of Day:

- Update task status
- Log any decisions or learnings
- Prepare for tomorrow's standup

2. Weekly Operations

2.1 Weekly Cadence

Day	Time	Event	Owner	Duration
Monday	9:15 AM	Daily standup	Emir	15 min
	10:00 AM	Sprint planning (every 2 weeks)	Emir + Amina	2-3 hours
Tuesday	9:15 AM	Daily standup	Emir	15 min
Wednesday	9:15 AM	Daily standup	Emir	15 min
	14:00 CET	Backlog refinement	Emir + Lejla + Selma	1 hour
Thursday	9:15 AM	Daily standup	Emir	15 min
	14:00 CET	Architecture review (bi-weekly)	Lejla	1-2 hours

Day	Time	Event	Owner	Duration
Friday	9:15 AM	Daily standup	Emir	15 min
	15:00 CET	Sprint review + retro (every 2 weeks)	Emir + team	2 hours
	16:00 CET	Weekly wrap-up (John → Alem)	John	30 min

2.2 Weekly Reporting (John ? Alem)

Every Friday, 16:00 CET:

Weekly Summary (Telegram or Email):

Week of [Date]

Shipped This Week

- [Feature/bug 1]

- [Feature/bug 2]

Metrics

- Revenue: €X (+/- Y% from last week)

- Customers: X (+/- Y new/churn)

- Uptime: 99.X%

- Trading ROI: +/-X%

Blockers / Risks

- [Blocker 1 – mitigation plan]

- [Risk 1 – action taken]

Next Week Priorities

- [Priority 1]

- [Priority 2]

Decisions Made (>€500)

- [Decision 1 – €X – rationale]

Alem reviews and provides feedback.

3. Monthly Operations

3.1 Monthly Business Review (MBR)

Last Friday of Every Month, 14:00-16:00 CET

Attendees: Alem, John, Amina

Agenda:

1. **Revenue & Growth** (10 min)
 - MRR, new customers, churn, LTV/CAC
 - Forecast: next 3 months
2. **Product & Development** (10 min)
 - Features shipped this month
 - Sprint velocity trend
 - Tech debt status
3. **Operations** (10 min)
 - Uptime, incidents, MTTR
 - Support metrics (tickets, CSAT)
4. **Trading** (5 min)
 - Monthly P&L
 - ROI, Sharpe ratio
 - Portfolio allocation
5. **Risks & Compliance** (10 min)
 - Top 5 risks, status
 - Compliance updates (HIPAA, audits)
6. **Team & People** (5 min)
 - Agent utilization
 - Process improvements
 - Hiring needs (if any)
7. **Next Month Priorities** (10 min)
 - What are we focusing on?
 - Resource allocation

Output:

- Updated priorities for next month
- Budget adjustments (if needed)
- Action items

3.2 Monthly Reporting — Financial

By 5th of Each Month:

John prepares financial report:

Metric	Current Month	Last Month	Change
Revenue (Fast Constructions)	€X	€Y	+/- Z%
Expenses (total)	€X	€Y	+/- Z%
└ Infrastructure	€X	€Y	+/- Z%
└ SaaS tools	€X	€Y	+/- Z%
└ Marketing	€X	€Y	+/- Z%
└ Development (SnowIT payment)	€X	€Y	+/- Z%
└ Professional services	€X	€Y	+/- Z%
└ Insurance	€X	€Y	+/- Z%
Net Profit	€X	€Y	+/- Z%
Charity (50%)	€X (accrued)	—	—
Burn Rate	€X/month	—	—
Runway	X months	—	—

Sent to: Alem + accountant (if hired)

3.3 Monthly Tasks Checklist

John's Monthly Checklist:

- ☐ Financial report prepared (by 5th)
- ☐ Monthly Business Review held (last Friday)
- ☐ Risk register reviewed (Dženan)
- ☐ Compliance checklist reviewed (Dženan)
- ☐ Infrastructure cost optimization (Nermin)
- ☐ Trading performance report (Nick)
- ☐ Customer feedback analysis (Selma)
- ☐ Sprint velocity analysis (Emir)
- ☐ Tech debt review (Lejla + Tarik)
- ☐ Backup verification (Nermin — test restore)
- ☐ Security scan (Tarik — OWASP ZAP)
- ☐ Vendor BAA review (Dženan)

- ☐ Database cleanup (old logs, expired data)
 - ☐ Update MEMORY.md (add learnings from month)
-

4. Quarterly Operations

4.1 Quarterly Planning

Last Week of Quarter (March, June, September, December)

Attendees: Alem, John, Amina, Lejla, Selma

Agenda:

1. Review last quarter (goals, achievements, misses)
2. Market & competitive analysis (Selma)
3. Product roadmap update (Amina + Lejla)
4. Strategic priorities for next quarter (Alem)
5. Budget allocation
6. Hiring plan (if needed)
7. Risk review (Dženan)

Output:

- OKRs (Objectives & Key Results) for next quarter
- Budget approved
- Roadmap locked for next 3 months

4.2 Quarterly Tasks

- ☐ **Tech Debt Sprint** — one full sprint dedicated to refactoring, testing, documentation (Lejla)
- ☐ **Compliance audit** — internal HIPAA audit (Dženan + Tarik)
- ☐ **Infrastructure review** — cost, performance, scaling plan (Nermin)
- ☐ **Customer satisfaction survey** — NPS survey to all customers (Selma)
- ☐ **Competitive analysis** — review competitors, market trends (Selma)
- ☐ **Patent progress review** — if filing in progress (Dženan)
- ☐ **Insurance review** — renew or update policies (Dženan)
- ☐ **Document review** — update all org docs (MEMORY.md, ORGANIZATION.md, this doc)

5. Annual Operations

5.1 Annual Planning

December (for next year)

Agenda:

1. Review full year (revenue, customers, product, team)
2. Set annual vision and goals (Alem)
3. Product roadmap (12 months)
4. Budget (annual)
5. Hiring plan
6. Strategic initiatives (new products, markets, partnerships)
7. Charity commitment (allocate 50% of profit)

Output:

- Annual OKRs
- Annual budget
- 12-month roadmap

5.2 Annual Tasks

- ☐ **Annual financial statements** — P&L, balance sheet, cash flow (accountant)
- ☐ **Tax filings** — US (Fast Constructions), BiH (SnowIT), Norway (Alem personal)
- ☐ **SOC 2 Type II audit** — external audit (Dženana + auditor)
- ☐ **HIPAA risk assessment** — annual requirement (Dženana)
- ☐ **Insurance renewal** — cyber liability, E&O, general liability (Dženana)
- ☐ **Charitable giving** — donate 50% of net profit (Alem selects charities)
- ☐ **Transparency report** — publish charity donations on lumiscare.com/impact
- ☐ **Team performance reviews** — if real humans hired (Amina)
- ☐ **Document archive** — backup all docs, contracts, decisions to secure storage

6. Local Infrastructure (Mac Studio)

6.1 Services Overview

All services run locally on Mac Studio M3 Ultra (96GB RAM). Zero cloud dependency for operations.

Service	Type	Port	Purpose
Mattermost	Docker	8065	Team chat (4 teams: basic, wizard, rendrom, riad)
Planka	Docker	3100	Kanban boards (boards.basicconsulting.no)
Documenso	Docker	3003	Document signing (sign.basicconsulting.no)
BookStack	Docker	6875	Wiki/documentation
MC Dashboard	Node.js	3030	Mission Control web UI (task management)
Ollama	Native	11434	Local AI (8b classify, 32b respond/code)

External access: Cloudflare tunnels (mm/boards/sign.basicconsulting.no)

6.2 Daemons (LaunchAgents)

Daemon	Interval	Purpose
com.john.ops-agent	5 min	Autonomous ops — MM monitoring, health checks, auto-fix, task creation, intelligent responses
com.edita.autowork	30 min	Background task worker (Claude haiku)
com.john.mc-dashboard	always	Mission Control web dashboard
com.john.mc-session-worker	on events	Session state extraction

6.3 Ops Agent (Autonomous Operations)

Replaces manual MM monitoring. Runs 24/7, \$0 cost (local Ollama AI).

What it does:

- 1. Reads all MM messages from 4 teams
- 2. Classifies via Ollama 8b: ROUTINE / TASK / INCIDENT
- 3. ROUTINE — logs, no action
- 4. TASK — creates MC task (BILLABLE if client team) + Planka card + MM reply
- 5. INCIDENT — HIGH priority task + escalation to John

- 6. Runs health checks on all 20 services every cycle
- 7. Auto-fixes known issues (restart, cleanup) with safety limits (max 3/hour)

Runbook: ~/system/context/docs/runbooks/ops-agent.md

6.4 Monitoring Stack

Tool	What It Monitors	Action
health-check.js	Docker (8), HTTP (6), system (2), daemons (4)	Status report
auto-fix.js	Service failures	Automated restart/cleanup (max 3/hour)
ops-agent.js	MM messages + health	Classify, respond, create tasks, fix
smoke-test.js	Integration tests	Pre/post deployment verification

Dashboard: <http://localhost:3030> (MC — tasks, stats, mobile-friendly)

7. Key Performance Indicators (KPIs) {#kpis}

6.1 KPI Dashboard (Live, Updated Daily)

Owner: John (maintains dashboard)

Tool: Notion, Grafana, or Google Sheets

Metrics:

Business Metrics

Metric	Current	Target	Trend	Owner
MRR (Monthly Recurring Revenue)	€X	10%+ MoM growth	↗	Selma
Customer Count	X	10 (Month 6), 50 (Month 12)	↗	Selma
Churn Rate	X%	< 5% monthly	↘	Selma

Metric	Current	Target	Trend	Owner
Customer Acquisition Cost (CAC)	€X	< €500	↘	Selma
Lifetime Value (LTV)	€X	> €2,000	↗	Selma
LTV/CAC Ratio	X:1	> 3:1	↗	Selma

Technical Metrics

Metric	Current	Target	Trend	Owner
Uptime	99.X%	99.9% (LumisCare)	↗	Nermin
API Latency (p95)	Xms	< 500ms	↘	Nermin
Page Load Time	Xs	< 2s	↘	Frontend
Deployment Frequency	X/week	Daily (staging), weekly (prod)	↗	Nermin
Mean Time to Recovery (MTTR)	Xh	< 4h	↘	Nermin + Lejla
Bug Escape Rate	X%	< 5%	↘	Tarik
Test Coverage	X%	≥ 80%	↗	Tarik

Operational Metrics

Metric	Current	Target	Trend	Owner
Sprint Velocity	X pts	Consistent ±10%	→	Emir
Task Completion Rate	X%	≥ 95%	↗	John
Support Response Time	Xmin	< 30min (Tier 1)	↘	Selma
Customer Satisfaction (CSAT)	X/5	≥ 4.5/5	↗	Selma
Agent Utilization	X%	≥ 70% billable	↗	Amina

Trading Metrics

Metric	Current	Target	Trend	Owner
Monthly ROI	X%	≥ 5%	↗	Nick
Sharpe Ratio	X	> 1.5	↗	Nick
Portfolio Value	€X	€10,000 (current)	↗	Nick

Metric	Current	Target	Trend	Owner
Stop-Loss Adherence	X%	100%	→	Nick

6.2 Monitoring & Alerting

Tools:

- **Datadog:** Infrastructure, APM, logs
- **PagerDuty:** On-call rotation, incident alerts
- **Stripe Dashboard:** Revenue, subscriptions
- **Binance API:** Trading positions, P&L
- **john.db:** All decisions, tasks, logs

Alert Configuration:

Alert	Threshold	Action	Owner
Uptime < 99.9%	Downtime detected	PagerDuty → Nermin	Nermin
API latency > 1s (p95)	Sustained 5 min	Slack alert → Lejla	Lejla
Error rate > 1%	Sustained 5 min	PagerDuty → Nermin	Nermin
Database CPU > 80%	Sustained 10 min	Slack alert → Nermin	Nermin
Trading loss > 5%	Single position	Telegram → John → Nick	Nick
Customer churn > 10%	Monthly	Email → Selma, Amina	Selma
Support ticket SLA breach	> 4h unresolved	Slack alert → Selma	Selma

On-Call Rotation:

- **Primary:** Nermin (DevOps)
- **Secondary:** Lejla (Tech Lead)
- **Escalation:** John → Alem

On-Call SLA:

- Acknowledge alert: 15 min
- Begin investigation: 30 min
- Escalate if not resolved: 2 hours (P2), 4 hours (P1)

7. Tools & Systems

7.1 Core Systems

System	Purpose	Access	Owner
john.db (SQLite)	Source of truth, all decisions logged	John, Alem (query)	John
GitHub	Code repository, version control	All devs	Lejla
AWS	Infrastructure (ECS, RDS, S3, CloudFront)	Nermin, Lejla	Nermin
Stripe	Payment processing, subscriptions	Selma, Amina, John	Selma
Binance	Trading	Nick, John	Nick
Jira / Linear	Task tracking, sprint management	All team	Emir
Datadog	Monitoring, APM, logs	Nermin, Lejla, John	Nermin
PagerDuty	On-call, incident alerts	Nermin, Lejla	Nermin
Intercom / Crisp	Customer support chat	Selma, Tarik	Selma
Telegram (@johnbasicas_bot)	Quick communication (Alem ↔ John)	Alem, John	John

7.2 Tool Stack (Detailed)

Development

Tool	Purpose	Cost	Owner
GitHub	Code repo, PRs, CI/CD	Free (public repos)	Lejla
GitHub Actions	CI/CD pipelines	Included	Nermin
VSCode / Cursor	IDE	Free	All devs
Playwright	E2E testing	Free	Tarik
Jest	Unit testing	Free	Tarik
ESLint / Prettier	Linting, formatting	Free	Lejla

Infrastructure

Tool	Purpose	Cost	Owner
AWS ECS/EKS	Container orchestration	~€500-2,000/mo	Nermin
AWS RDS (PostgreSQL)	Database	~€100-500/mo	Nermin

Tool	Purpose	Cost	Owner
AWS S3	File storage	~€50-200/mo	Nermin
CloudFront	CDN	~€50-200/mo	Nermin
Route53	DNS	~€10/mo	Nermin
Datadog	Monitoring, APM	~€100-500/mo	Nermin
PagerDuty	On-call	~€50-100/mo	Nermin

Business & Operations

Tool	Purpose	Cost	Owner
Stripe	Payments	2.9% + €0.30/transaction	Selma
Intercom / Crisp	Support chat	~€50-200/mo	Selma
Jira / Linear	Project management	~€50-100/mo	Emir
Notion	Documentation, wiki	Free tier or ~€10/mo	John
Apollo.io	Sales outreach	~€100/mo	Selma
LinkedIn Sales Navigator	Sales prospecting	~€80/mo	Selma

Communication

Tool	Purpose	Cost	Owner
Telegram	Alem ↔ John quick chat	Free	John
Email (one.com)	External communication	~€10/mo	John
Slack (future)	Team collaboration	Free tier or ~€50/mo	John

Total Estimated Tool Cost: €1,000-3,000/month (scales with usage)

8. Disaster Recovery & Business Continuity

8.1 Backup Strategy

What We Back Up:

Data	Backup Method	Frequency	Retention	Location
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john.db (SQLite)	GitHub sync	Hourly	Indefinitely	github.com/johnatbas icas/clawd
Source code	GitHub	Every commit	Indefinitely	github.com/johnatbas icas
Database (PostgreSQL)	AWS RDS automated backups	Daily	30 days	AWS S3
File storage (S3)	Cross-region replication	Real-time	90 days	AWS S3 (us-west-2)
Audit logs	S3 + Glacier	Daily	6 years (HIPAA)	AWS Glacier
Configuration files	GitHub	Every change	Indefinitely	GitHub (encrypted secrets)

Backup Verification: Nermin tests restore monthly.

8.2 Disaster Scenarios & Response

Scenario 1: AWS Region Failure

Impact: LumisCare production down

Response:

1. Nermin deploys to secondary region (us-west-2) — automated failover
2. DNS updated to point to secondary (Route53 health checks)
3. Restore database from latest backup
4. Verify functionality
5. Notify customers (status page)

RTO (Recovery Time Objective): 2 hours **RPO (Recovery Point Objective):** 24 hours (last daily backup)

Scenario 2: Data Breach (HIPAA)

Impact: PHI exposed

Response:

1. Dženan activates breach response plan (see GOVERNANCE.md, section 8.3)
2. Contain breach (Nermin)
3. Assess impact (Lejla + Dženan)
4. Notify customers (within 60 days per HIPAA)
5. Notify HHS (if >500 individuals)
6. Remediate + post-mortem

Timeline: Immediate containment, notification within 60 days

Scenario 3: Key Person Unavailable (Alem, John, Lejla, Nermin)

Alem unavailable:

- John continues operations (delegated authority)
- Strategic decisions deferred or escalated to Asmir (SnowIT partner)
- If prolonged: Appoint interim CEO or sell

John unavailable:

- Task queue still processed (daemon runs 24/7)
- Amina coordinates team
- Alem steps in for strategic decisions
- John can be "rebooted" from MEMORY.md + ORGANIZATION.md

Lejla unavailable:

- API Developer + Frontend Specialist continue development
- Architecture decisions deferred or escalated to Amina → Alem
- Code reviews by 2 other senior devs (if available)

Nermin unavailable:

- Infrastructure on auto-pilot (monitoring, auto-scaling)
- Lejla handles incidents (secondary on-call)
- Engage external DevOps contractor if prolonged

Scenario 4: GitHub Outage

Impact: Can't access code, can't deploy

Response:

- Local copies of code on all dev machines
- Deploy from last known good state (Docker images cached)
- Wait for GitHub to restore (historically < 4 hours)

RTO: 4 hours **RPO:** 0 (local copies)

Scenario 5: Stripe Outage

Impact: Can't process payments

Response:

- Monitor Stripe status page
- Notify customers (if prolonged)
- Wait for Stripe to restore

- No immediate action (payments retry automatically)

RTO: Dependent on Stripe **RPO:** 0 (Stripe handles retries)

8.3 Runbooks

Location: `~/clawd/org/runbooks/`

Runbooks Maintained by Nermin:

- **runbook-db-restore.md** — How to restore PostgreSQL from backup
- **runbook-deploy-rollback.md** — How to rollback production deployment
- **runbook-region-failover.md** — How to failover to secondary AWS region
- **runbook-security-incident.md** — How to respond to security breach
- **runbook-scaling.md** — How to manually scale infrastructure
- **runbook-certificate-renewal.md** — How to renew TLS certificates

Each runbook includes:

- When to use it
- Step-by-step instructions
- Commands to run
- Expected output
- Rollback procedure
- Contact information (who to escalate to)

Review Cadence: Quarterly (test at least one runbook per quarter)

9. Communication Channels & Etiquette

See **PROCESSES.md**, Section 4 for full communication protocols.

Quick Reference:

Channel	Use Case	Response SLA
Telegram	Urgent, quick decisions	5-15 min
CLI (Claude Code)	Deep work, architecture	Real-time
Email	External, formal	4-24 hours
Slack (future)	Team collaboration	1-4 hours
Jira/Linear	Task tracking	Daily check
GitHub	Code, PRs	24 hours

Channel	Use Case	Response SLA
Standup	Daily status	9:15 AM CET

10. Document Control

Version	Date	Changes	Author
1.0	2026-01-28	Initial document	John + Nermin + Amina

Next Review: 2026-04-01 (quarterly)

Owner: Alem Basic **Maintained By:** John (Director) + Nermin Šabić (DevOps) + Amina Hadžić (Head of Projects)

End of Operations Manual

Run the organization like a machine. Predictable, reliable, scalable. Daily, weekly, monthly, quarterly routines. KPIs tracked. Backups verified. Disasters planned for. Just execute.

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