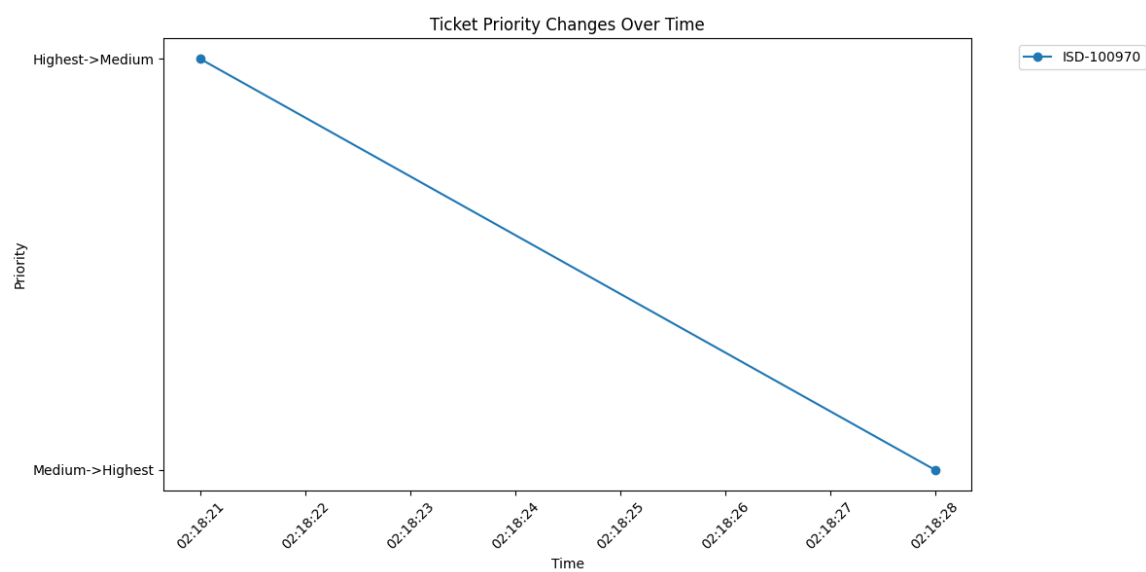# Pepsico Weekly Report - Week 20

Executive Summary

Total Tickets: 148
P1 Tickets: 12
Cancelled/Resolved: 22
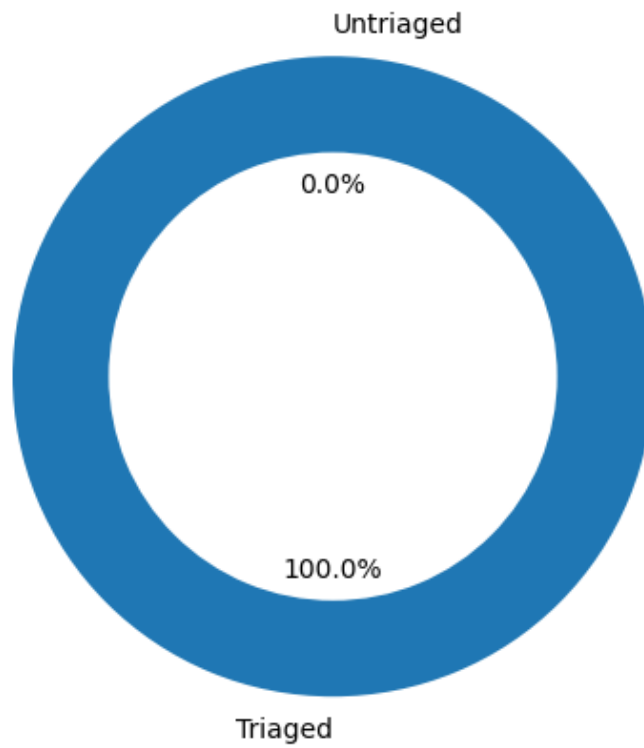
Priority Changes

P1 — Post Mortems
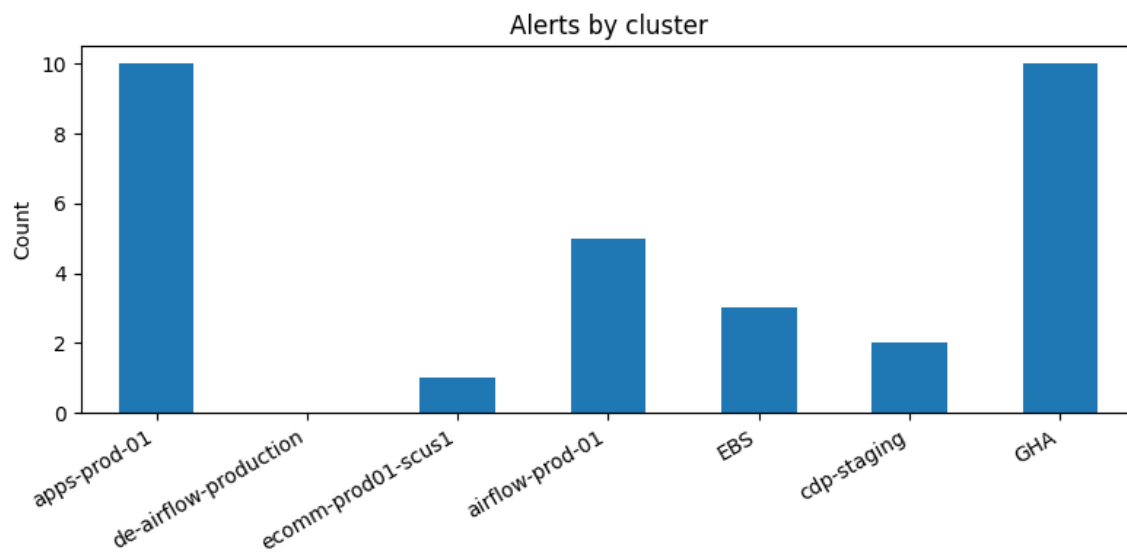
- 2025-05-21 G.com $0 Orders (2025-05-21)
- 2025-05-21 SCHIP Frontend – Production (2025-05-21)

ISD Board Initial Troubleshooting

Untriaged
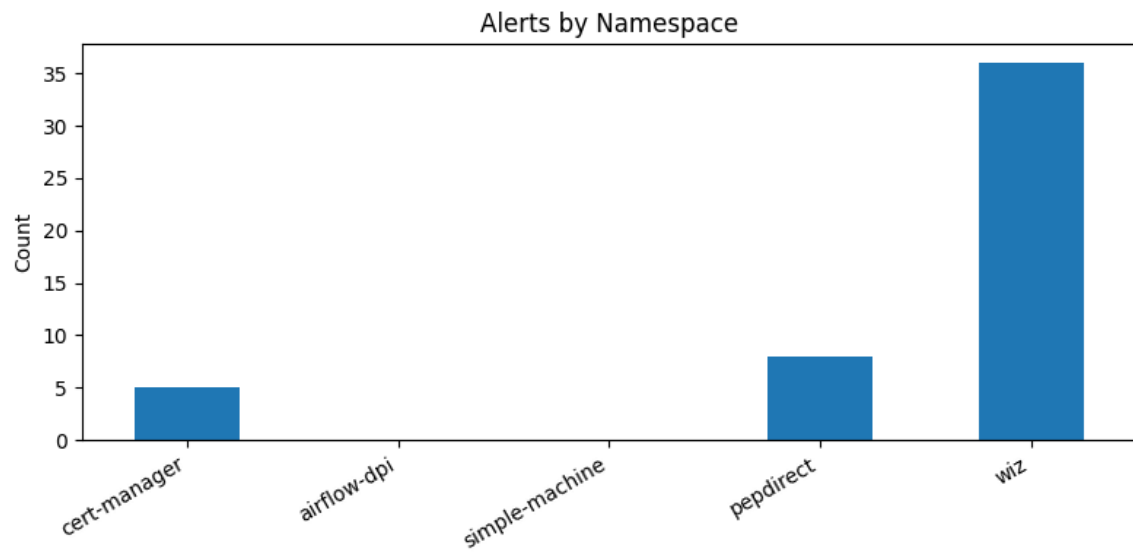
0.0%

100.0%

Triaged

■ Initial triaging: 100.0% (122 of 122 tickets triaged)

Alerts by Cluster

Alerts by cluster

Alerts by Namespace

Wiz Alerts, AWS GuardDuty, Snyk
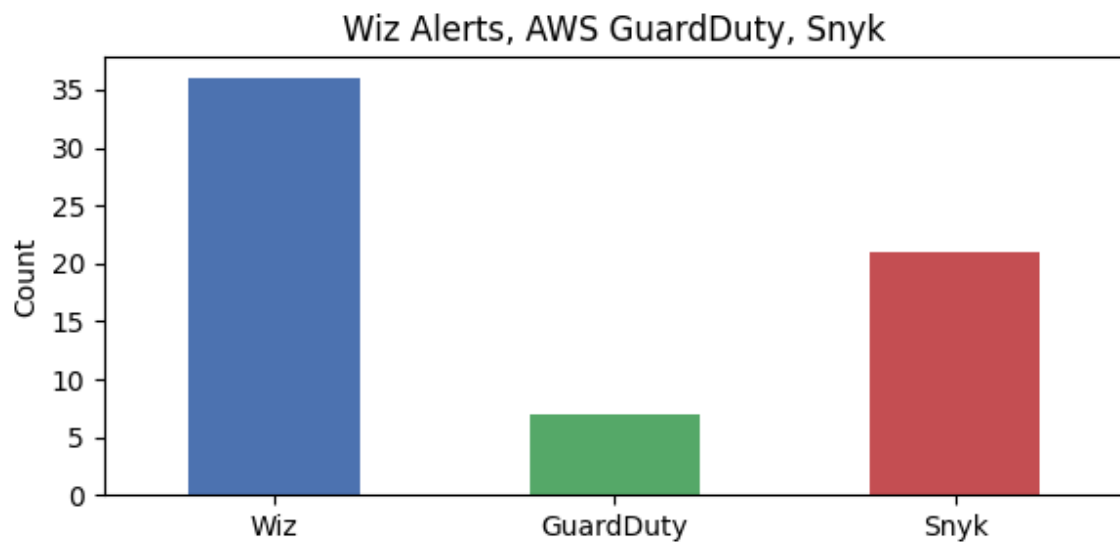
Legacy Visualizations

Cluster Distribution

Number of Alerts by Types and Priorities

Legend — Priority Level:
- P1 (red)
- P2 (orange)
- P3 (yellow)

Alert Type (top to bottom): Outage, GuardDuty, Troubleshooting, Snyk, Wiz Finding, Other

X-axis: Count (0 to 50+)
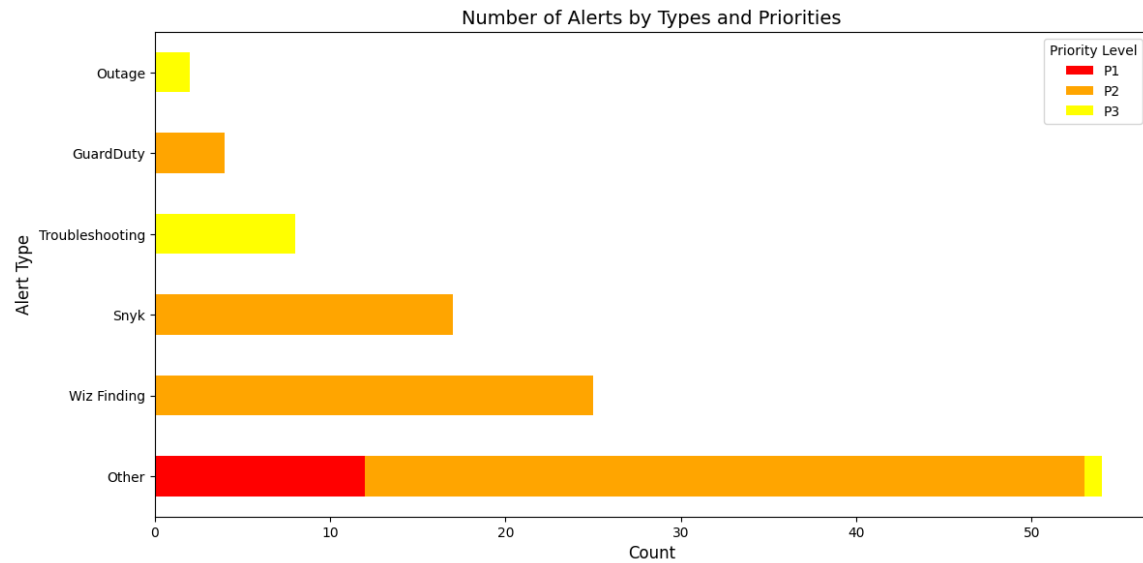
Namespace Distribution

User Requests by Types and Priorities

Legend — Priority Level:
- P2 (orange)
- P3 (yellow)

Request Type (top to bottom): User Deprovisioning, Access Management, User Provisioning, Team Change

X-axis: Count (0.0 to 20.0)
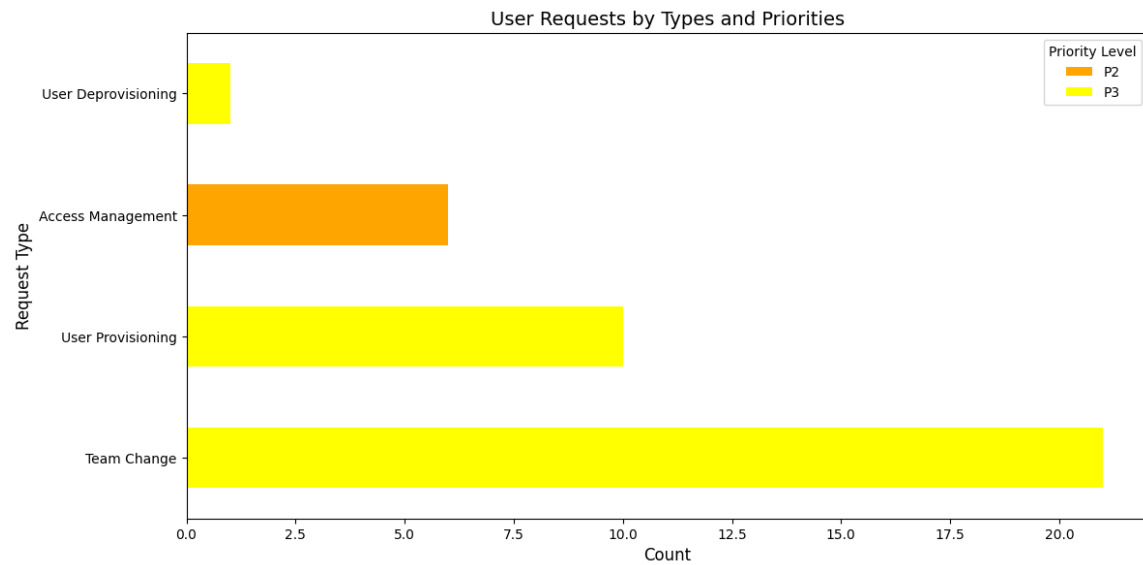
P1 Alerts

issue key	summary
ISD-100988	[P2] [Triggered] [Synthetics] SCHIP Frontend – Production
ISD-100985	[P1] [Triggered] [Synthetics] Production orders dashboard HTTP ping
ISD-100974	[P1] [Triggered] [Synthetics] Production orders dashboard HTTP ping
ISD-100973	[P1] [Triggered] [Synthetics] Production orders dashboard HTTP ping
ISD-100972	[P2] [Triggered] [Synthetics] SCHIP Frontend – Production
ISD-100971	[P1] [Triggered] [Synthetics] Production orders dashboard HTTP ping
ISD-100970	[P1] [Triggered] [Synthetics] Production orders dashboard HTTP ping
ISD-100969	[P2] [Triggered] [Synthetics] SCHIP Frontend – Production
ISD-100968	[P2] [Triggered] [Synthetics] SCHIP Frontend – Production
ISD-100967	[P1] [Triggered] [Synthetics] Production orders dashboard HTTP ping
ISD-100966	[P1] [Triggered] [Synthetics] Production orders dashboard HTTP ping
ISD-100965	[P2] [Triggered] [Synthetics] SCHIP Frontend – Production

Priority Distribution

Number of Alerts by Priority Levels

Weekly Trend

Alert Distribution by Priority Levels
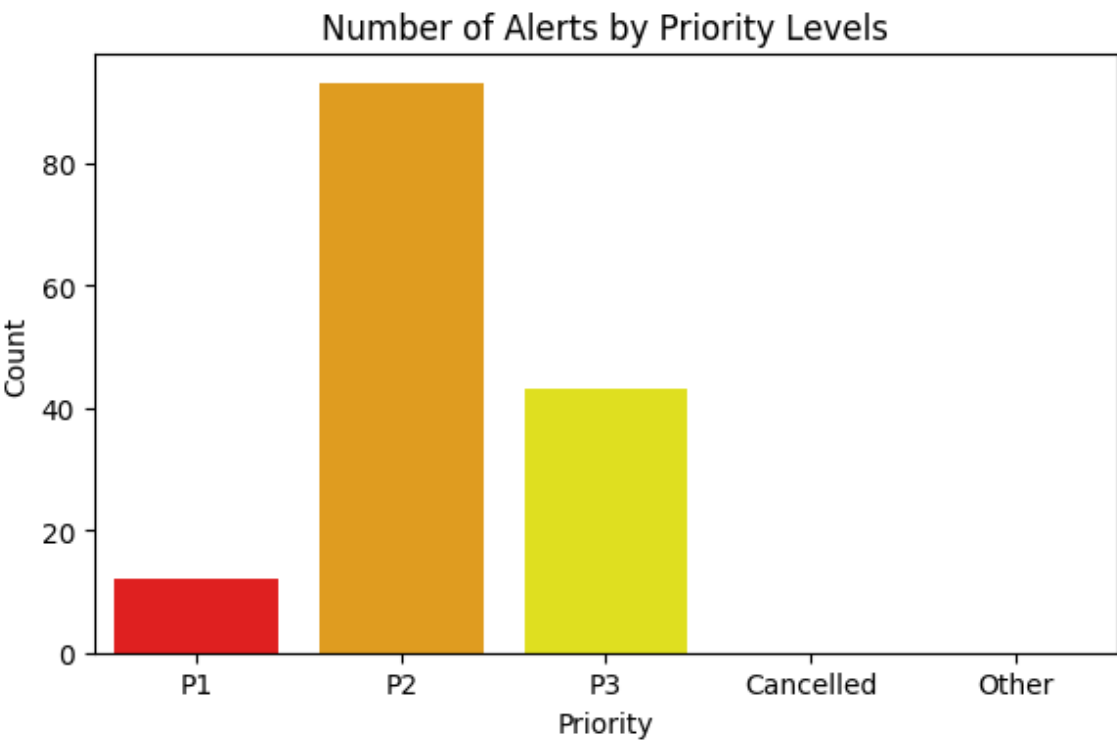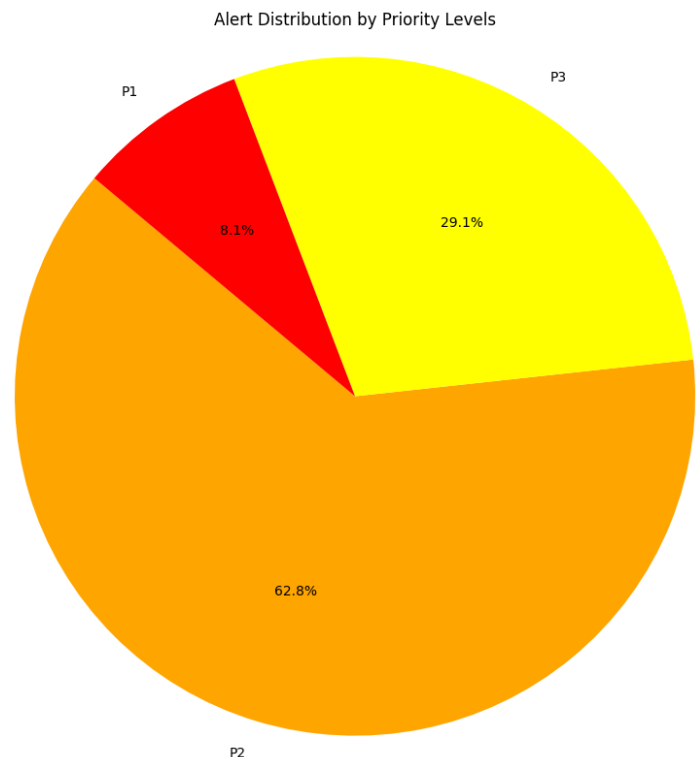
Ticket Lists

Duplicate List

- ISD-100989: [P2] [Triggered on {@git.repository.id:github.com/pepsico-ecommerce/galileo}]...
- ISD-100985: [P1] [Triggered] [Synthetics] Production orders dashboard HTTP ping
- ISD-100974: [P1] [Triggered] [Synthetics] Production orders dashboard HTTP ping
- ISD-100973: [P1] [Triggered] [Synthetics] Production orders dashboard HTTP ping
- ISD-100972: [P2] [Triggered] [Synthetics] SCHIP Frontend – Production
- ISD-100971: [P1] [Triggered] [Synthetics] Production orders dashboard HTTP ping
- ISD-100970: [P1] [Triggered] [Synthetics] Production orders dashboard HTTP ping
- ISD-100969: [P2] [Triggered] [Synthetics] SCHIP Frontend – Production
- ISD-100967: [P1] [Triggered] [Synthetics] Production orders dashboard HTTP ping
- ISD-100950: [P2] [Triggered on {@evt.name:Access Management}] (Datadog) Security notifica...
- ISD-100948: (DNS) threshold reached for the dns response time on environment:production,k...
- ISD-100941: kube_cluster_name:airflow-prod-01 has multiple alerts relating to servicename...
- ISD-100930: (Pepdirect) horizontalpodautoscaler utilization rate is high on horizontalpod...
- ISD-100925: (k8s) Pods are restarting multiple times on environment:prod,kube_cluster_nam...
- ISD-100921: (Pepdirect) horizontalpodautoscaler utilization rate is high on horizontalpod...

Canceled List

- ISD-100993: User Provisioning Request for (Won't Do)
- ISD-100987: Snowflake Public Key for (Won't Do)
- ISD-100953: Team Change for CDP - DTC - Other (Won't Do)
- ISD-100946: Team Change for DPI - DNA - Azure (Duplicate)

Other Cancelations

- ISD-100999: {@asset:kubeflow/deployment.apps/model-registry-deployment} [Snyk] [MLOps] Ne... (non-infra)
- ISD-100987: Snowflake Public Key for (Won't Do)
- ISD-100919: {@asset:dsa-galileo/deployment.apps/ml-pipeline-visualizationserver} [Snyk] [... (non-infra)
- ISD-100918: {@asset:kubeflow/deployment.apps/ml-pipeline-visualizationserver} [Snyk] [MLO... (non-infra)
- ISD-100917: {@asset:dsa-supplychain/deployment.apps/ml-pipeline-visualizationserver} [Sny... (Done)
- ISD-100912: {@asset:nginx-ingress-internal/deployment.apps/nginx-ingress-internal-helm-in... ()
- ISD-100911: {@asset:dsa-schip/deployment.apps/ml-pipeline-visualizationserver} [Snyk] [SD... (non-infra)
- ISD-100910: {@asset:dsa-all/deployment.apps/ml-pipeline-visualizationserver} [Snyk] [SDNA... (non-infra)
- ISD-100909: {@asset:dsa/deployment.apps/ml-pipeline-visualizationserver} [Snyk] [SDNA] Ne... (non-infra)
- ISD-100908: {@asset:dsa-team/deployment.apps/ml-pipeline-visualizationserver} [Snyk] [SDN... (non-infra)
- ISD-100907: {@asset:dsa-cdna/deployment.apps/ml-pipeline-visualizationserver} [Snyk] [CDN... (non-infra)
- ISD-100906: {@asset:dsa-orpheus/deployment.apps/ml-pipeline-visualizationserver} [Snyk] [... (non-infra)
- ISD-100905: {@asset:dsa-cdna/deployment.apps/ml-pipeline-visualizationserver} [Snyk] [SDN... (non-infra)
- ISD-100904: {@asset:dsa-marketing/deployment.apps/ml-pipeline-visualizationserver} [Snyk]... (non-infra)

P1 Tickets

key	summary	status	assignee
ISD-100900	[P1] Triggered] Synthetic [SCMP Sentinel - Production	Completed	Chris Barentsend
ISD-100885	[P1] Triggered] Synthetic [Production action dashboard HTTP ping	Completed	Roy Edmonds Contractor
ISD-100874	[P1] Triggered] Synthetic [Production action dashboard HTTP ping	Completed	Roy Edmonds Contractor
ISD-100873	[P1] Triggered] Synthetic [Production action dashboard HTTP ping	Completed	Roy Edmonds Contractor
ISD-100872	[P1] Triggered] Synthetic [SCMP Sentinel - Production	Completed	Roy Edmonds Contractor
ISD-100875	[P1] Triggered] Synthetic [Production action dashboard HTTP ping	Completed	Roy Edmonds Contractor
ISD-100876	[P1] Triggered] Synthetic [Production action dashboard HTTP ping	Completed	Roy Edmonds Contractor
ISD-100869	[P1] Triggered] Synthetic [SCMP Sentinel - Production	Completed	Roy Edmonds Contractor
ISD-100868	[P1] Triggered] Synthetic [SCMP Sentinel - Production	Completed	Chris Barentsend
ISD-100867	[P1] Triggered] Synthetic [Production action dashboard HTTP ping	Completed	Roy Edmonds Contractor
ISD-100866	[P1] Triggered] Synthetic [Production action dashboard HTTP ping	Rejected	Vladimir Rumyantsev
ISD-100865	[P1] Triggered] Synthetic [SCMP Sentinel - Production	Completed	Rahul Reshem

P2 Tickets

P3 Tickets

Canceled Tickets Table

key	summary	status	assignee
ISD-100993	User Provisioning Request for	Canceled	Kenneth Jenkins
ISD-100987	Snowflake Public Key for	Canceled	Arthur Holubov
ISD-100953	Team Change for LDF - DTC - Other	Canceled	Unassigned
ISD-100946	Team Change for DPI - DNA - Azure	Canceled	Kenneth Jenkins