



Subject Name: Enterprise Solution Management

Subject Code: IS214

Academic Year: 2021/2022 (Term 2)

Change Report

Project Report 3

G09 Team 2
Jaye Brianna Yap
Julian Ung Ze Rong
Ong Zen Yu

Prof. Ta Nguyen Binh Duong

Submitted: 30th March 2022

Change Report

Change definition

Requirements	<p>a) New promotion setup for ESMOS shop [E4G09T02-11]</p> <p><i>Vendor to update shop website by changing banner to Brands Parade Mega Sale and update prices of items accordingly</i></p> <p>b) Backend infrastructure upgrade for ESMOS shop [E4G09T02-12]</p> <p><i>Vendor to change location of server from NA to SEA to reduce latency</i></p>
Technology	<p>Setup Kubernetes environment, master and nodes. Install and configure Weave Net add on. Install MySQL and setup databases for new configuration.</p> <p>Setup and host ESMOS Shop in Kubernetes cluster</p> <p>Decouple MySQL</p>

Before the change

Once both changes were approved by the CEO, the IT Support Team created an RACI matrix and communication plan to outline all stakeholders throughout the change process. We also identified the urgency and risk for both.

Actions	CTO	Shop Manager	Vendor	Project Admin	Customer Manager	Vendor Manager
Change preparation						
Acquire implementation plan	-	I	C	A	I	R
Acquire promotion materials	-	C	I	A	R	C
Create communications plan	-	-	-	A	R	C
Set up staging environment	-	I	R	I	I	A
Test staging environment	-	I	R	I	C	A
Change Implementation						
Set up production environment	I	I	R	I	I	A
Test production environment	I	I	C	A	C	R

Table 1: RACI matrix

Who	What	When	How
Shop Manager	<ul style="list-style-type: none"> Change preparation, implementation, and monitoring status Major incidents, if any 	At key checkpoints before, during, and after the change; ad hoc for incidents	esmositop@gmail.com
CTO	<ul style="list-style-type: none"> Final change implementation status Major incidents, if any 	Upon change completion; ad hoc for incidents	esmoscto@gmail.com
Vendor	<ul style="list-style-type: none"> Authorization for change 	When the materials needed for the Change have been acquired	esmosvendor@gmail.com

Table 2: Communication plan for stakeholders to inform

Change	Urgency	Risk
New Promotion Setup for ESMOS	<i>Medium</i> Justification: As the change was brought up 1 week prior to schedule, urgency was not too high at that point in time.	<i>Medium</i> Justification: As the prices have to be correctly reflected on the website, but main functionality of the website is not at risk.
Vendor Infrastructure Upgrade	<i>Medium</i> Justification: As there were no issues with high impact to business processes present, a high level of urgency was unfitting. If the upgrade	<i>High</i> Justification: Incorrect setup of databases could lead to the site to cease functioning.

Table 3: Change urgency and risk identification

The change tickets were logged after we identified the respective appropriate urgency and risk levels as shown in Table 3. We then prepared all materials by acquiring the new promotion banner from the E4-W10-ProjectChange briefing document, contacting the Shop Manager for a full list of items, and contacting the Vendor for more details on the hour by hour and rollback plans and their contact details.

Once all details were consolidated, we emailed the Shop Manager the documents from the Vendor for her authorisation. To the Vendor, we sent the promotion banner and price list to be loaded into the staging environment.

We waited for the Vendor to confirm that the sale banner and price list had been received, loaded, and tested in the staging environment. Subsequently, we sent the staging environment to the Shop Manager to confirm that change was reflected accurately.

During the change

After validating the changes made in the staging environment, the Vendor Manager signalled the Vendor to proceed with implementation on the production environment. The Customer Manager also contacted the Shop Manager to inform her that the change process had begun in the production environment. Once the Vendor notified us that the change had been implemented with a link to the production environment, the Vendor Manager checked for errors and the Customer Manager proceeded to update the Shop Manager.

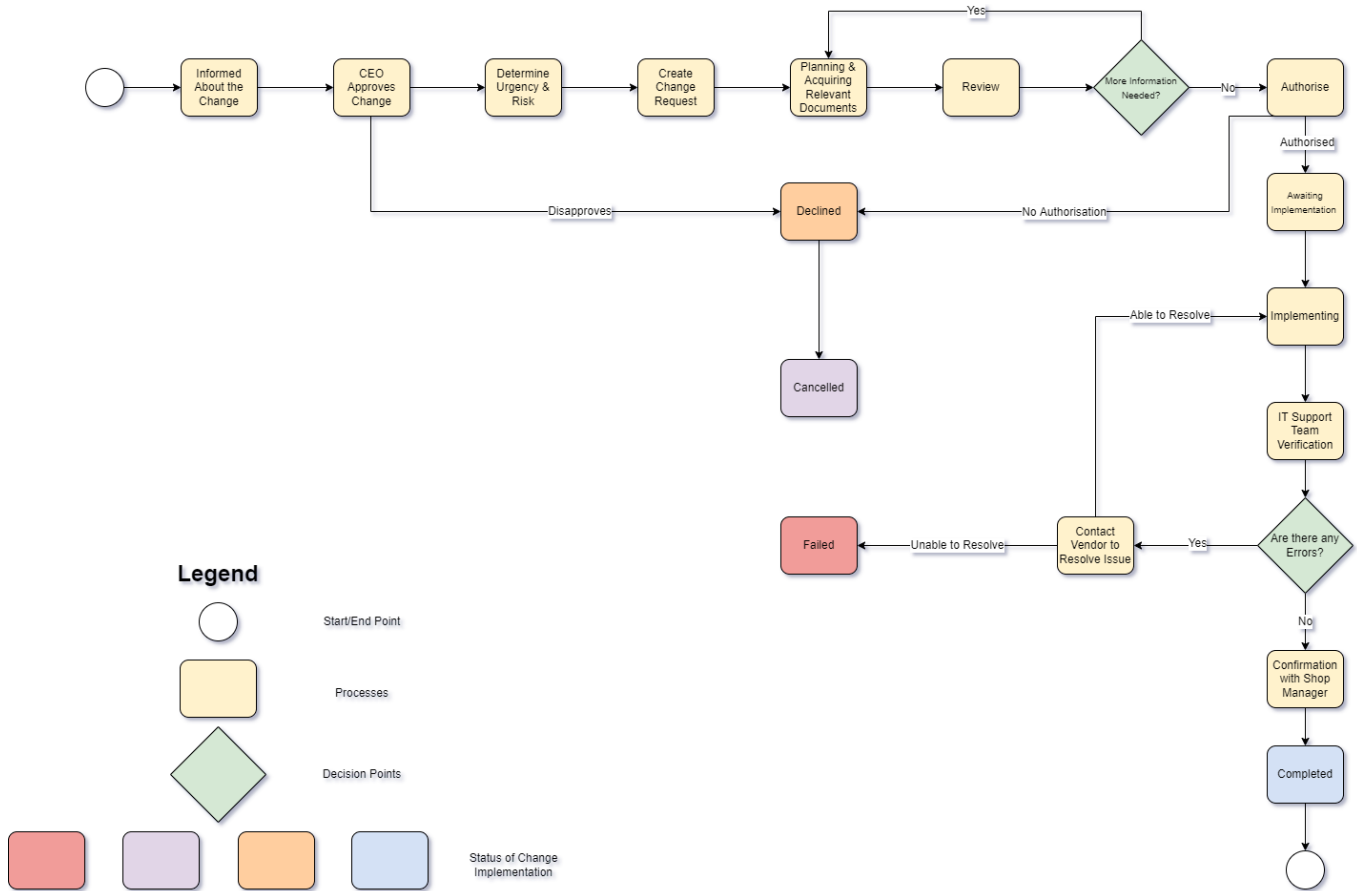
After the change

After we received the email from the Vendor stating that the changes have been made and deployed on their end, we emailed the Shop Manager and CTO informing them that the website had been updated. However, as the team continued to test the website to ensure all functions were present, we came across an issue where users were not able to add to cart directly from the home page. Attempting to do so would result in an error as captured in **Appendix 16**.

We immediately contacted the Vendor for incident resolution and flagged the issue to the Shop Manager and CTO. Concurrently, we logged an incident ticket on Jira for documentation purposes (see **Appendix 9 and 10**). After the Vendor confirmed that the incident was resolved, the same stakeholders were updated and the ticket was closed.

To supplement the monitoring we were doing on Freshping, our group decided to use Hexowatch's availability monitoring tool as well on this production environment. This was as an extra layer of surveillance to ensure we do not miss any incident.

Change Process Diagram



Monitoring Report

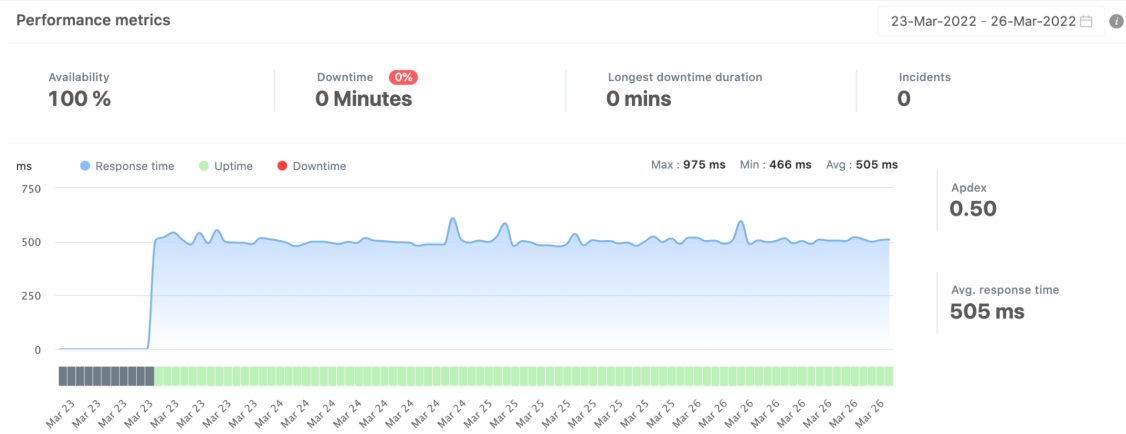


Image 2: Freshping website performance metrics

	Target	Before Change (IR)	Difference	After Change (CR)	Difference
Response Time	< 259 ms	633ms	+ 374ms	505ms	+ 246ms
APDEX Score	> 0.8	0.96	+ 0.16	0.50	- 30
Uptime	> 99.999%	89.6%	- 10.399	100%	N/A

Table 3: Target v.s. Actual values before and after the changes

Following the changes made, response time improved compared to the pre-change value (633ms before vs 505ms after), but still did not hit the target of 259ms. APDEX actually decreased, falling below both pre-change and target values. On the other hand, the ESMOS shop experienced **100% uptime** over the 3 subsequent days of monitoring. To confirm, we conducted an additional availability monitoring check of the production environment on Hexowatch and found that the production environment indeed did not experience any downtimes (see **Appendix 11**). This attests that the deployment was successful.

Upon detecting the 2 below-optimal values, the IT Support Team sent an email to the Vendor (see **Appendix 12**) to have this investigated. We conducted our own investigation as well and used an IP logger platform to find that the server region was still set to the United States, specifically in New Jersey. A 2nd website validated this as well (see **Appendix 13**) to find that the server region was still set to the United States. As the point of the change was to transfer the ESMOS shop server to the Asia Pacific Region precisely to reduce latency, this was alarming; another email was sent to the Vendor to inquire about this major discrepancy (see **Appendix 14**).

http://ec2-34-226-245-218.compute-1.amazonaws.com/

Host

http://ec2-34-226-245-218.compute-1.amazonaws.com/

IP address

34.226.245.218 [show location on google maps]

Country

United States

City

Newark

Status

Server Online [200]

Port

80

Region

New Jersey [USNJ0355]

Provider

Amazon.com, Inc. [Amazon.com, Inc.]

Date/time

29.03.2022 00:02:45 [America/New_York -04:00]

Image 3: Server details from iplogger.org

Appendix

Back

E4G09T02-11

New Promotion Setup for ESMOS

Create subtask

Link issue

Schedule change

Jaye Brianna Yap raised this request via Jira

View request in portal

Description

Brands Parade Launch Date & Time: 23 March 10:50am

Setup Brands Parade Mega Sales banner in ESMOS Shop front page and load special sale data in Brands Parade Mega Sale Pro module for:

Cameras product category

Laptops & Desktop category

Monitor product category

Smartphone product category

Discounts for products up to 60%

Implementation plan

None

Backout plan

None

Test plan

None

Attachments (10)

Screenshot 2022-03-23 AM.png

MegaSale Pricexlsx

Mega sale banner.png

Mega sale ...

Similar requests

Activity

Show: All

Comments

History

Work log

Newest first

17

Julian Ung updated the Actual end 30 March 2022, 00:31

24 Mar 2022, 12:22 → 24 Mar 2022, 11:00

Julian Ung updated the Actual end 30 March 2022, 00:02

23 Mar 2022, 12:22 → 24 Mar 2022, 12:22

Julian Ung updated the Actual end 30 March 2022, 00:02

23 Mar 2022, 11:00 → 23 Mar 2022, 12:22

Jaye Brianna Yap changed the Status 24 March 2022, 12:22

IMPLEMENTING → COMPLETED

Jaye Brianna Yap updated the Resolution 24 March 2022, 12:22

None → Done

Jaye Brianna added a Comment 24 March 2022, 12:22

COMMENTS

Upon further testing, the IT Support Team noticed the "Add to Cart" buttons on the ESMOS shop home page were malfunctioning. The Vendor Manager flagged this to the Vendor. As we were unsure whether the cause of this incident was linked to the updating of promotion data or deeper infrastructure issues (related to the recent upgrade), the team decided not to close either of the respective tickets yet while investigation was conducted. We informed the Shop Manager of this incident.

The Vendor responded this morning that the issue was resolved. Customer Manager emailed the Shop Manager about this: as of this morning, all of the ESMOS website's functionalities are up and running as planned. See emails below, with latest appearing first.

Hi Danielle,

We have heard back from the vendor that the issue has been resolved. Everything is up and running as planned.

Thank you!

Sincerely,

Jaye Brianna Yap

Customer Manager

e4g09t02

Hi Danielle,

Apologies about the prior email. The team just detected an issue with the website functionality, specifically the "Add to Cart" buttons on the home page. We are looking into it right now and will update you once the root cause has been identified and we have liaised with the vendor about getting it rectified.

Sincerely,

Jaye Brianna Yap

Customer Manager

Completed

Done

SLAs

22 Mar 10:56 AM

Time to review within 40h

Details

Assignee

Jaye Brianna Yap

Reporter

Jaye Brianna Yap

Request Type

New Promotion in ESMOS Shop

Components

None

Priority

Medium

Approver groups

CAB

Change type

Normal

Urgency

Medium

Change risk

Medium

Change reason

Other

Planned start

23 Mar 2022, 10:50

Planned end

23 Mar 2022, 11:00

Actual start

23 Mar 2022, 10:50

Actual end

24 Mar 2022, 11:00

Automation

Rule executions

More fields

Labels, Request participants, Or...

Created 22 March 2022, 10:55

Updated 30 March 2022, 00:02

Resolved 24 March 2022, 12:22

Configure

Back

E4G09T02-11

e4g09t02

Jaye Brianna Yap changed the Status 23 March 2022, 11:23

HISTORY

AWAITING IMPLEMENTATION → IMPLEMENTING

Jaye Brianna added a Comment 23 March 2022, 11:06

COMMENTS

Informed Shop Manager that business and infrastructure changes have been deployed successfully. Email below.

Hi Danielle,

The vendor has informed us that both the business and infrastructure changes have been deployed successfully. Please refer to the production environment below. We have verified the changes on our end: do let us know if this is good to go on your as well.

<http://ec2-34-226-245-218.compute-1.amazonaws.com/>

Thank you!

Sincerely,

Jaye Brianna Yap

Customer Manager

e4g09t02

Jaye Brianna Yap changed the Assignee 23 March 2022, 11:01

HISTORY

ONG ZEN YU → Jaye Brianna Yap

Jaye Brianna added a Comment 23 March 2022, 10:57

COMMENTS

Informed Shop Manager of launch. Email below.

Hi Danielle,

This is to confirm that the Mega Sale Brands Parade promotion is ready for launch, following the setup of the infrastructure change. The vendor has sent us the staging environment link for verification purposes. We've confirmed this on our end.

<http://35.173.177.53/index.php?route=common/home>

Thank you.

Sincerely,

Jaye Brianna Yap

Customer Manager

e4g09t02

Jaye Brianna Yap updated the Actual end 23 March 2022, 10:43

HISTORY

None → 23 Mar 2022, 11:00

Jaye Brianna Yap updated the Actual start 23 March 2022, 10:43

HISTORY

23 Mar 2022, 10:30 → 23 Mar 2022, 10:50

Jaye Brianna Yap changed the Status 23 March 2022, 10:42

HISTORY

IMPLEMENTING → AWAITING IMPLEMENTATION

Jaye Brianna Yap updated the Actual start 23 March 2022, 10:42

HISTORY

None → 23 Mar 2022, 10:30

ONG ZEN added a Comment 23 March 2022, 10:39

COMMENTS

Email from Vendor Mr Eugene Smarts detailing confirmation of sale banner and price list being received and loaded into the staging environment. Staging environment has been tested.

Dear ESMOS Support Team,

This is to confirm that the sale banner and price list have been received and loaded into the staging environment <http://35.173.177.53/index.php?route=common/home>. The Mega Sales mode and infrastructure change have been tested and ready for deployment as planned. Thank you.

Kind regards,

ESMOS Vendor

Customer Manager, please update the Shop Manager that Mega Sales mode is ready for launch.

ONG ZEN YU deleted a Comment 23 March 2022, 10:38

HISTORY

Jaye Brianna Yap changed the Status 23 March 2022, 10:35


HISTORY

AWAITING IMPLEMENTATION → IMPLEMENTING

Julian added a Comment 23 March 2022, 09:54

COMMENTS

High Rez banner and sales item list received from Shop Manager



Completed

Done

SLAs

22 Mar 10:56 AM

Time to review within 40h

Details

Assignee

Jaye Brianna Yap

Reporter

Jaye Brianna Yap

Request Type

New Promotion in ESMOS Shop

Components

None

Priority

Medium

Approver groups

CAB

Change type

Normal

Urgency

Medium

Change risk

Medium

Change reason

Other

Planned start

23 Mar 2022, 10:50

Planned end

23 Mar 2022, 11:00

Actual start

23 Mar 2022, 10:50

Actual end

24 Mar 2022, 11:00

Automation

Rule executions

More fields

Labels, Request participants, Or...

Created 22 March 2022, 10:55

Updated 30 March 2022, 00:02

Resolved 24 March 2022, 12:22

Configure

Appendix 1: Ticket no. [E4G09T02-11]


Appendix 2: Ticket no. [E4G09T02-11]

Back E4G09T02-11

Julian Ung added a Comment 23 March 2022, 09:54 Internal note

COMMENTS

High Rez banner and sales item list received from Shop Manager



MegaSale Price ... 1.xlsx
23 Mar 2022, 09:54 am

BRANDS PARADE MEGA SALE
60% OFF

ONG ZEN YU added a Comment 23 March 2022, 09:52 Internal note

COMMENTS

Email sent to ESMOS vendor regarding availability of higher resolution promotion banner image

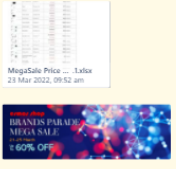
Dear Mr Smarts,

Attached is a higher definition version of the promotion banner image that I have sent to you previously required for the change scheduled for today (23rd March) at 10:50am. For your convenience, we have also reattached the list of items we have previously sent. Please update us once the change is complete with the updated image.

Thank you and have a nice day.

Kind regards,

Zen Yu VM e4g09t02



MegaSale Price ... 1.xlsx
23 Mar 2022, 09:52 am

BRANDS PARADE MEGA SALE
60% OFF

Jaye Brianna Yap updated the Description 22 March 2022, 11:22 HISTORY

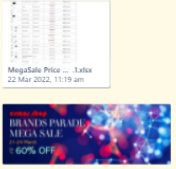
Brands Parade Mega Sales Period: 21 - 24 March 2022 Launch Date & Time: 21 March 12.00am Setup Brands Parade Mega Sales banner in ESMOS Shop front page and load special sale data in Brands Parade Mega Sale Pro module for: Cameras product category Laptops & Desktop category Monitor product category Smartphone product category Discounts for products up to 60%

Brands Parade Launch Date & Time: 23 March 10.50am Setup Brands Parade Mega Sales banner in ESMOS Shop front page and load special sale data in Brands Parade Mega Sale Pro module for: Cameras product category Laptops & Desktop category Monitor product category Smartphone product category Discounts for products up to 60%

ONG ZEN YU added a Comment 22 March 2022, 11:19 Edited Internal note

COMMENTS

Email sent to ESMOS vendor regarding sale data to be loaded to Brands Parade Mega Sale



MegaSale Price ... 1.xlsx
22 Mar 2022, 11:19 am

BRANDS PARADE MEGA SALE
60% OFF

module on ESMOS Shop. See email below.

Dear Mr Smarts,

Attached below is the banner to be inserted in the esmos shop website and a list of products with prices, received from Shop Manager Tiara, to be updated for the upcoming mega sale. Please update us once setup is done, with data loaded, tested, and ready for launch.

Completed 22 Mar 10:56 AM Time to review within 40h

Details

Assignee: Jaye Brianna Yap

Reporter: Jaye Brianna Yap

Request Type: New Promotion In ESMOS Shop

Components: None

Priority: Medium

Approver groups: CAB

Change type: Normal

Urgency: Medium

Change risk: Medium

Change reason: Other

Planned start: 23 Mar 2022, 10:50

Planned end: 23 Mar 2022, 11:00

Actual start: 23 Mar 2022, 10:50

Actual end: 24 Mar 2022, 11:00

Automation: Rule executions

More fields Labels, Request participants, Or...

Created 22 March 2022, 10:55

Updated 30 March 2022, 09:02

Resolved 24 March 2022, 12:22

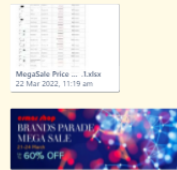
Appendix 3: Ticket no. [E4G09T02-11]

Back E4G09T02-11

ONG ZEN YU added a Comment 22 March 2022, 11:19 Edited Internal note

COMMENTS

Email sent to ESMOS vendor regarding sale data to be loaded to Brands Parade Mega Sale



MegaSale Price ... 1.xlsx
22 Mar 2022, 11:19 am

BRANDS PARADE MEGA SALE
60% OFF

module on ESMOS Shop. See email below.

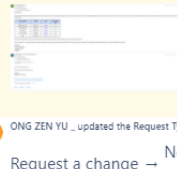
Dear Mr Smarts,

Attached below is the banner to be inserted in the esmos shop website and a list of products with prices, received from Shop Manager Tiara, to be updated for the upcoming mega sale. Please update us once setup is done, with data loaded, tested, and ready for launch.

Thank you and have a nice day.

Kind regards,

Zen Yu VM



MegaSale Price ... 1.xlsx
22 Mar 2022, 11:19 am

BRANDS PARADE MEGA SALE
60% OFF

ONG ZEN YU updated the Request Type 22 March 2022, 11:19 HISTORY

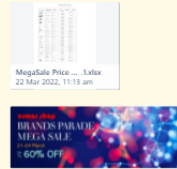
Request a change → New Promotion In ESMOS Shop

Julian Ung added a Comment 22 March 2022, 11:13 Internal note

COMMENTS

Dear Vendor Manager,

Please make the request to the ESMOS vendor to proceed with mega sale setup and load the sale data for launch on 23 March 10.50am.



MegaSale Price ... 1.xlsx
22 Mar 2022, 11:13 am

BRANDS PARADE MEGA SALE
60% OFF

Regards

Project Administrator

Julian Ung changed the Assignee 22 March 2022, 11:11 HISTORY

Julian Ung → ONG ZEN YU

Julian Ung added a Comment 22 March 2022, 11:11 Internal note

COMMENTS

Dear Customer Manager,

The change request is approved. This issue ticket will be assigned to the Vendor Manager to make a request to the ESMOS vendor.

Regards

Project Administrator

Julian Ung changed the Status 22 March 2022, 11:10 HISTORY

AUTHORIZE → Awaiting Implementation

Julian Ung updated the Approver groups 22 March 2022, 11:10 HISTORY

None → [CAB]

Julian Ung changed the Status 22 March 2022, 11:10 HISTORY

PLANNING → AUTHORIZE

Julian Ung added a Comment 22 March 2022, 11:02 Internal note

COMMENTS

I have set the planned start and end time as this discussed during the team meeting, the Hour by Hour plan by the vendor is attached, the ticket is now ready

Completed 22 Mar 10:56 AM Time to review within 40h

Details

Assignee: Jaye Brianna Yap

Reporter: Jaye Brianna Yap

Request Type: New Promotion In ESMOS Shop

Components: None

Priority: Medium

Approver groups: CAB

Change type: Normal

Urgency: Medium

Change risk: Medium

Change reason: Other

Planned start: 23 Mar 2022, 10:50

Planned end: 23 Mar 2022, 11:00

Actual start: 23 Mar 2022, 10:50

Actual end: 24 Mar 2022, 11:00

Automation: Rule executions

More fields Labels, Request participants, Or...

Created 22 March 2022, 10:55

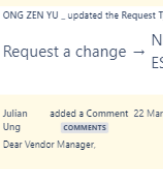
Updated 30 March 2022, 09:02

Resolved 24 March 2022, 12:22

Appendix 4: Ticket no. [E4G09T02-11]

Your work ▾ Projects ▾ Filters ▾ More ▾
Q Search

[Back](#) E4G09T02-11




ONG ZEN YU updated the Request Type 22 March 2022, 11:19 HISTORY

Request a change → New Promotion In ESMOS Shop

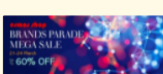
Julian Ung added a Comment 22 March 2022, 11:13 • Internal note
COMMENTS

Dear Vendor Manager,

Please make the request to the ESMOS vendor to proceed with mega sale setup and load the sale data for launch on 23 March 10:50am.



MegaSale Price - L.xlsx
22 Mar 2022, 11:19 am



Regards,
Project Administrator

Julian Ung changed the Assignee 22 March 2022, 11:11 HISTORY

Julian Ung → **ONG ZEN YU**

Julian Ung added a Comment 22 March 2022, 11:11 • Internal note
COMMENTS

Dear Customer Manager,

The change request is approved. This issue ticket will be assigned to the Vendor Manager to make a request to the ESMOS vendor.

Regards,
Project Administrator

Julian Ung changed the Status 22 March 2022, 11:10 HISTORY

AUTHORIZE → **AWAITING IMPLEMENTATION**

Julian Ung updated the Approver groups 22 March 2022, 11:10 HISTORY


None → [CAB]

Julian Ung changed the Status 22 March 2022, 11:10 HISTORY

PLANNING → **AUTHORIZED**

Julian Ung added a Comment 22 March 2022, 11:02 • Internal note
COMMENTS

I have set the planned start and end time as this discussed during the team meeting, the Hour by Hour plan by the vendor is attached, the ticket is now ready for approval



Mega Sale and L... excel.pdf
22 Mar 2022, 11:00 am

Julian Ung updated the Planned start 22 March 2022, 10:59 HISTORY

23 Mar 2022, 10:30 → 23 Mar 2022, 10:50

Julian Ung updated the Planned end 22 March 2022, 10:58 HISTORY

None → 23 Mar 2022, 11:00

Julian Ung updated the Planned start 22 March 2022, 10:58 HISTORY

None → 23 Mar 2022, 10:30

Julian Ung added a Comment 22 March 2022, 10:57 • Internal note
COMMENTS

Change Request has been reviewed. Impact analysis completed successfully. Let us proceed with the planning of the change request.

Julian Ung changed the Status 22 March 2022, 10:56 HISTORY

REVIEW → **PLANNING**

Jaye Brianna Yap created the Issue 22 March 2022, 10:55 HISTORY

Completed ✓ Done

SLAs

22 Mar 10:56 AM ✓ Time to review within 40h

Details

Assignee
Jaye Brianna Yap

Reporter
Jaye Brianna Yap

Request Type
New Promotion In ESMOS Shop

Components
None

Priority
Medium

Approver groups
CAB

Change type
Normal

Urgency
Medium

Change risk
Medium

Change reason
Other

Planned start
23 Mar 2022, 10:50

Planned end
23 Mar 2022, 11:00

Actual start
23 Mar 2022, 10:50

Actual end
24 Mar 2022, 11:00

Automation
Rule executions

More fields Labels, Request participants, Or...

Created 22 March 2022, 10:55
Updated 30 March 2022, 00:02
Resolved 24 March 2022, 12:32

Configure

Back E4G09T02-12

Vendor Infrastructure Upgrade

Create subtask Link issue Schedule change

ONG ZEN YU raised this request via Jira
[View request in portal](#)

Description
Infrastructure Upgrade Date & Time: 23 March 10:30am.
Moving server host region from North Virginia to Asia Pacific to reduce latency.

Implementation plan
None

Backout plan
None

Test plan
None

Attachments (1)

Similar requests

Activity

Show: All Comments History Work log Newest first

Jaye Brianna Yap updated the Actual end 30 March 2022, 00:01
23 Mar 2022, 11:00 → 24 Mar 2022, 11:00

ONG ZEN YU updated the Actual end 29 March 2022, 23:53
24 Mar 2022, 12:00 → 23 Mar 2022, 11:00

ONG ZEN YU updated the Actual start 29 March 2022, 23:51
23 Feb 2022, 10:30 → 23 Mar 2022, 10:30

ONG ZEN YU updated the Actual end 29 March 2022, 23:50
None → 24 Mar 2022, 12:00

Julian Ung changed the Status 24 March 2022, 12:26
IMPLEMENTING → COMPLETED

Julian Ung updated the Resolution 24 March 2022, 12:26
None → Done

Julian Ung added a Comment 24 March 2022, 12:26
Closed by Project Admin 24/04/2022

Jaye Brianna added a Comment 24 March 2022, 12:16
Upon further testing the IT Support Team noticed the "Add to Cart" buttons on the ESMOS shop home page were malfunctioning. The Vendor Manager flagged this to the Vendor. As we were unsure whether the cause of this incident was linked to the updating of promotion data or deeper infrastructure issues (related to the recent upgrade), the team decided not to close either of the respective tickets yet while investigation was conducted. We informed the Shop Manager of this incident.

The Vendor responded this morning that the issue was resolved. Customer Manager emailed the Shop Manager about this; as of this morning, all of the ESMOS website's functionalities are up and running as planned. See emails below, with latest appearing first.

Hi Danielle,

We have heard back from the vendor that the issue has been resolved. Everything is up and running as planned.

Thank you!

Sincerely,

Jaye Brianna Yap
Customer Manager
e4g09t02

Hi Danielle,

Apologies about the prior email. The team just detected an issue with the website functionality, specifically the "Add to Cart" buttons on the home page. We are looking into it right now and will update you once the root cause has been identified and we have liaised with the vendor about getting it rectified.

Sincerely,

Jaye Brianna Yap
Customer Manager
e4g09t02

Jaye Brianna added a Comment 23 March 2022, 11:06
Informed Shop Manager that business and infrastructure changes have been deployed successfully. Email below.

Back E4G09T02-12

Jaye Brianna added a Comment 23 March 2022, 11:06
Informed Shop Manager that business and infrastructure changes have been deployed successfully. Email below.

Hi Danielle,

The vendor has informed us that both the business and infrastructure changes have been deployed successfully. Please refer to the production environment below. We have verified the changes on our end; do let us know if this is good to go on yours as well.

<http://ec2-34-226-245-218.compute-1.amazonaws.com/>

Thank you!

Sincerely,

Jaye Brianna Yap
Customer Manager
e4g09t02

Jaye Brianna changed the Assignee 23 March 2022, 11:01
ONG ZEN YU → Jaye Brianna Yap

Jaye Brianna added a Comment 23 March 2022, 10:57
Informed Shop Manager of launch. Email below.

Hi Danielle,

This is to confirm that the Mega Sale Brands Parade promotion is ready for launch, following the setup of the infrastructure change. The vendor has sent us the staging environment link for verification purposes. We've confirmed this on our end.

<http://35.173.177.53/index.php?route=common/home>

Thank you.

Sincerely,

Jaye Brianna Yap
Customer Manager
e4g09t02

ONG ZEN YU added a Comment 23 March 2022, 10:48
Email from Vendor Mr Eugene Smarts detailing confirmation of sale banner and price list being received and loaded into the staging environment. Staging environment has been tested.

Dear ESMOS Support Team,

This is to confirm that the sale banner and price list have been received and loaded into the staging environment <http://35.173.177.53/index.php?route=common/home>. The Mega Sales mode and infrastructure change have been tested and ready for deployment as planned. Thank you.

Kind regards,

ESMOS Vendor

Customer Manager, please update the Shop Manager that Mega Sales mode is ready for launch.

ONG ZEN YU updated the Actual start 23 March 2022, 10:43
None → 23 Feb 2022, 10:30

Jaye Brianna Yap changed the Status 23 March 2022, 10:35
AWAITING IMPLEMENTATION → IMPLEMENTING

Jaye Brianna Yap updated the Request Type 23 March 2022, 09:44
Request a change → Infrastructure Upgrade

ONG ZEN YU added a Comment 22 March 2022, 11:34
Email sent to ESMOS vendor regarding Infrastructure Upgrade to be implemented

Dear Mr Smarts,

This is to confirm that the Infrastructure Upgrade scheduled for 23rd March 2022 at 10:30am has been authorized and approved. Please update us once setup is done.

Thank you and have a great day.

Kind regards,

Zen Yu VM

Julian Ung changed the Assignee 22 March 2022, 11:28
Julian Ung → ONG ZEN YU

Julian Ung added a Comment 22 March 2022, 11:28
Recommendation to Vendor Manager to follow-up with Vendor to proceed with the

Appendix 6: Ticket no. [E4G09T02-12]

Appendix 7: Ticket no. [E4G09T02-12]

Appendix 8: Ticket no. [E4G09T02-12]

Back

E4G09T02-13

Search

9

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⚙

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Back

E4G09T02-13

Search

9

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⚙

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"Add to Cart" buttons not working on ESMOS Home Page

Create subtaskInvestigateLink issue

Jaye Brianna Yap raised this request via Jira

View request in portal

Hide details

Description

Immediately following confirmation from vendor that the business and technical changes to the ESMOS Shop have been deployed, the team discovered errors when testing the "Add to Cart" buttons on the home page. The incident has been raised to the vendor. Email below.

Hi Mr Eugene,

There seems to be an undefined error while trying to add item to cart on the homepage. Attached is a screenshot of the error for your reference. Do let us know once the issue has been identified and resolved. Thanks

Kind regards,

Zen Yu VM e4g09t02

Affected services

UrgencyHigh

ImpactSignificant / Large

Add service

Attachments (2)

Screenshot 20... AM.png

Screenshot 20... AM.png

Similar requests

...

Activity

Show: AllCommentsHistoryWork log

Newest first

Filter

An API closed Alert #5

24 March 2022, 12:50

HISTORY

An API closed Alert #4

24 March 2022, 12:50

HISTORY

Jaye Brianna Yap changed the Status

24 March 2022, 12:50

HISTORY

WORK IN PROGRESS

COMPLETED

Jaye Brianna Yap updated the Resolution

24 March 2022, 12:50

HISTORY

Jaye Brianna Yap added Responders

24 March 2022, 12:50

HISTORY

ONG ZEN YU

Jaye Brianna Yap

Jaye Brianna Yap changed the Assignee

24 March 2022, 12:50

HISTORY

ONG ZEN YU

Jaye Brianna Yap

Jaye Brianna added a Comment

24 March 2022, 12:50

Internal note

Yap

Emailed the Shop Manager about incident resolution; as of this morning, all of the ESMOS website's functionalities are up and running as planned. See emails below, with latest appearing first.

Hi Danielle,

We have heard back from the vendor that the issue has been resolved. Everything is up and running as planned.

Thank you!

Sincerely,

Jaye Brianna Yap

Customer Manager

e4g09t02

Hi Danielle,

Apologies about the prior email. The team just detected an issue with the website functionality, specifically the "Add to Cart" buttons on the home page. We are looking into it right now and will update you once the root cause has been identified and we have liaised with the vendor about getting it rectified.

Sincerely,

Jaye Brianna Yap

Customer Manager

e4g09t02

Jaye Brianna Yap changed the Status

24 March 2022, 12:49

HISTORY

OPEN

WORK IN PROGRESS

ONG ZEN YU added a Comment

24 March 2022, 12:37

Internal note

YU

Reciv from Vendor with confirmation that the issue has been resolved

Completed

Done

SLAs

Today 12:50 PM

Time to close...

within 24h

24 Mar 12:50 PM

Time to first r...

within 2h

24 Mar 12:50 PM

Time to resol...

within 4h

Details

Assignee

Jaye Brianna Yap

Reporter

Jaye Brianna Yap

Request Type

Report a system problem

Priority

Highest

Severity

None

Labels

None

Request participants

None

Organizations

None

Linked alerts

View

Chat channel

Create channel

Stakeholders

0 Stakeholders

Responders

2 Responders

Major incident

Pending reason

Waiting on vendor

Automation

Rule executions

More fields

Source

None

Product categorization

None

Operational categorization

None

Components

None

Time tracking

No time logged

Original estimate

0m

Created 23 March 2022, 11:26

Updated 24 March 2022, 12:50

Resolved 24 March 2022, 12:50

Configure

Appendix 9: Ticket no. [E4G09T02-13]

Back

E4G09T02-13

Search

9

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+

Back

E4G09T02-13

Search

9

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Jaye Brianna Yap updated the Resolution

24 March 2022, 12:50

HISTORY

None

Done

Jaye Brianna Yap added Responders

24 March 2022, 12:50

HISTORY

ONG ZEN YU

Jaye Brianna Yap

Jaye Brianna Yap changed the Assignee

24 March 2022, 12:50

HISTORY

ONG ZEN YU

Jaye Brianna Yap

Jaye Brianna added a Comment

24 March 2022, 12:50

Internal note

Yap

Emailed the Shop Manager about incident resolution; as of this morning, all of the ESMOS website's functionalities are up and running as planned. See emails below, with latest appearing first.

Hi Danielle,

We have heard back from the vendor that the issue has been resolved. Everything is up and running as planned.

Thank you!

Sincerely,

Jaye Brianna Yap

Customer Manager

e4g09t02

Hi Danielle,

Apologies about the prior email. The team just detected an issue with the website functionality, specifically the "Add to Cart" buttons on the home page. We are looking into it right now and will update you once the root cause has been identified and we have liaised with the vendor about getting it rectified.

Sincerely,

Jaye Brianna Yap

Customer Manager

e4g09t02

Jaye Brianna Yap changed the Status

24 March 2022, 12:49

HISTORY

OPEN

WORK IN PROGRESS

ONG ZEN YU added a Comment

24 March 2022, 12:37

Internal note

YU

Reply from Vendor with confirmation that the issue has been resolved

Dear ESMOS Support Team,

Thank you for highlighting the error. There is no error found when using the IPv4 address. The issue is resolved.

[The team can close change ticket with confirmation received from Shop Manager]

Regards

ESMOS Vendor

ONG ZEN YU added a Comment

24 March 2022, 12:36

Internal note

YU

Email to Vendor Mr Eugene Smarts highlighting potential issue in ESMOS Shop Site

Hi Mr Eugene,

There seems to be an undefined error while trying to add item to cart on the homepage. Attached is a screenshot of the error for your reference. Do let us know once the issue has been identified and resolved. Thanks

Kind regards,

Zen Yu VM e4g09t02

Screenshot 20... AM.png

Jaye Brianna Yap added Responders

23 March 2022, 11:27

HISTORY

None

ONG ZEN YU

Jaye Brianna Yap created the Issue

23 March 2022, 11:26

HISTORY

Completed

Done

SLAs

Today 12:50 PM

Time to close...

within 24h

24 Mar 12:50 PM

Time to first r...

within 2h

24 Mar 12:50 PM

Time to resol...

within 4h

Details

Assignee

Jaye Brianna Yap

Reporter

Jaye Brianna Yap

Request Type

Report a system problem

Priority

Highest

Severity

None

Labels

None

Request participants

None

Organizations

None

Linked alerts

View

Chat channel

Create channel

Stakeholders

0 Stakeholders

Responders

2 Responders

Major incident

Pending reason

Waiting on vendor

Automation

Rule executions

More fields

Source

None

Product categorization

None

Operational categorization

None

Components

None

Time tracking

No time logged

Original estimate

0m

Created 23 March 2022, 11:26

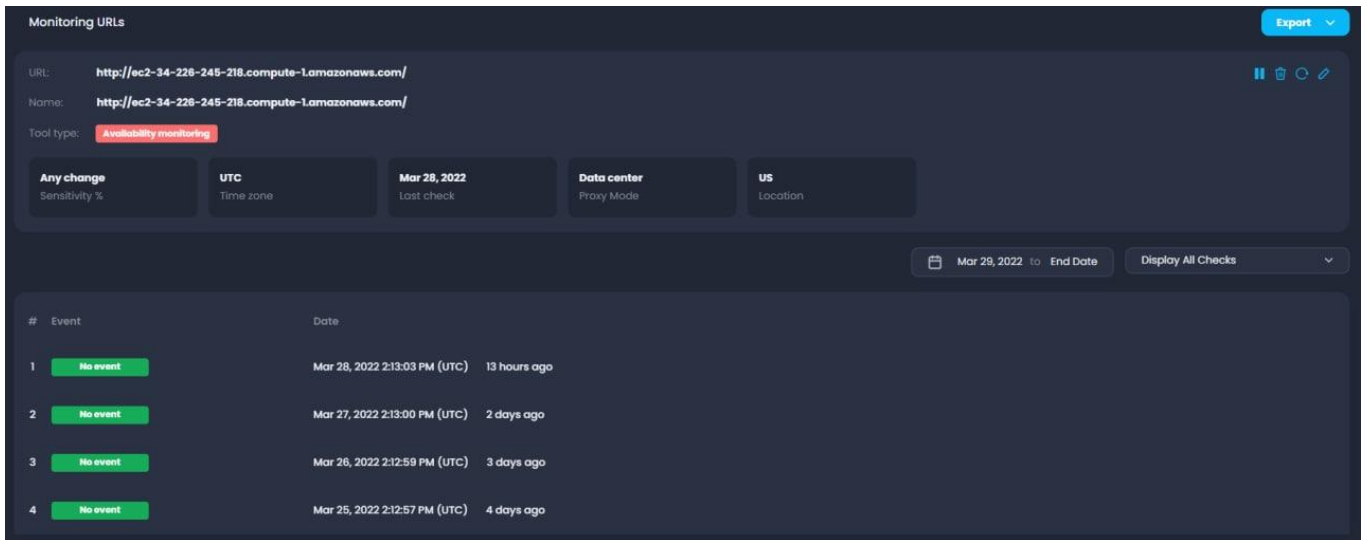
Updated 24 March 2022, 12:50

Resolved 24 March 2022, 12:50

Configure

Appendix 10: Ticket no. [E4G09T02-13]

10



Appendix 11: Hexowatch availability monitoring page

e4g09t02 Follow up on change and SLAs

ONG Zen Yu <zenyu.ong.2020@scis.smu.edu.sg> Sunday, 27 March 2022 at 11:47 AM

To: esmosvendor@gmail.com; Cc: Julian UNG Ze Rong; Jaye Brianna YAP

Dear Mr Smarts,

Everything in the change is going smoothly, thank you for your assistance. Post change, we have been monitoring the production environment through freshping and Hexowatch. Fortunately, we are glad to see that the website has not experienced any crashes or downtimes within our 3-5 days of availability monitoring through Hexowatch. Unfortunately, however, we can't help but to notice that our monitored Apdex score (0.5) and Avg. response time (499ms) on Freshping fail to meet our agreed service levels of 0.8 and 259ms respectively. We hope that you investigate this issue as we decided to move to the Asia Pacific region to get better response times.

As we are approaching the end of our term, we would like to thank you for your continued assistance and cooperation so far. Have a nice day ahead! :)

Best regards,
Zen Yu VM

Appendix 12: Email follow-up with Vendor

check-host.net/ip-info?host=http%3A%2F%2Fec2-34-226-245-218.compute-1.amazonaws.com%2F

IP: 116.86.60.51 Country: Singapore (Singapore)

http://ec2-34-226-245-218.compute-1.amaz

Info Ping HTTP TCP port UDP port DNS

IP and website location: ec2-34-226-245-218.compute-1.amazonaws.com

DB-IP (01.03.2022)

IP address	34.226.245.218
Host name	ec2-34-226-245-218.compute-1.amazonaws.com
IP range	34.226.238.0-34.226.248.255 CIDR
ISP	Amazon.com, Inc.
Organization	Amazon Technologies Inc
Country	United States of America (US)
Region	New Jersey
City	Newark
Time zone	America/New_York, GMT-0400
Local time	00:27:29 (EDT) / 2022.03.29
Postal Code	07175

Powered by DB-IP

IPGeolocation.io (28.02.2022)

IP address	34.226.245.218
Host name	ec2-34-226-245-218.compute-1.amazonaws.com
IP range	34.226.106.181-34.228.4.207 CIDR
ISP	Amazon Technologies Inc. (EC2)
Organization	Amazon Technologies Inc.
Country	United States (US)
Region	Virginia
City	
Time zone	America/New_York, GMT-0500
Local time	00:27:29 (EDT) / 2022.03.29
Postal Code	

Powered by IPGeolocation.io

Appendix 13: Server details from check-host.net

ONG Zen Yu
Tue 3/29/2022 12:35 PM
To: esmosvendor@gmail.com
Cc: Julian UNG Ze Rong;Jaye Brianna YAP

Dear Mr Smarts,

Upon further investigation of the unusually high response time of the production environment (<http://ec2-34-226-245-218.compute-1.amazonaws.com/>) using two separate IP loggers, we found that the server region is located in New Jersey, USA. May we ask why the region has not been updated to Asia Pacific as planned?


Regards,
Zen Yu VM

Reply | Reply all | Forward

Appendix 14: Email to Vendor on server region issue


ec2-34-226-245-218.compute-1.amazonaws.com says
error
undefined
OK

Featured




MacBook
Intel Core 2 Duo processor Powered by an Intel Core 2 Duo processor at speeds up to 2.1..
\$458.00 ~~\$602.00~~
Ex Tax: \$380.00

☐ ADD TO CART☐☐




iPhone
iPhone is a revolutionary new mobile phone that allows you to make a call by simply tapping a nam..
\$123.20
Ex Tax: \$101.00

☐ ADD TO CART☐☐




Apple Cinema 30"
The 30-inch Apple Cinema HD Display delivers an amazing 2560 x 1600 pixel resolution. Designed sp..
\$50.00 ~~\$122.00~~
Ex Tax: \$40.00


☐ ADD TO CART☐☐





Canon EOS 5D
Canon's press material for the EOS 5D states that it 'defines (a) new D-SLR category', while we'r..
\$98.00 ~~\$122.00~~
Ex Tax: \$80.00


☐ ADD TO CART☐☐











Appendix 15: "Add to cart" error on ESMOS home page

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