Hello All,

Below is the scope of work.

**Technical Stack:**

* **Monitoring tools                 – New Relic, HP BSM, Zabiz, Sensu and Grafana**
* **Automation                          – Ansible and Chef**
* **Database                              – Oracle, Mysql, Atlas**
* **Version Control                 – Gitlab**
* **Request Management      – SNOW**
* **OS                                          – Linux, OS,Windows**
* **Development                       – Python, Ruby, Bash and Rest API**

Activities & instance to be supported:

* + - Zabbix
      * 1 Production server/instance
      * 1 Production proxy
      * 1 Production database
    - New Relic
      * 1 Artifacts Repository Production Server
      * 1 Artifacts Repository Development Server
      * Private Minions (26 as of 10/16, and expected to grow over time)
    - New Relic Internal Portal
    - BSM Plugin
* Responsible for supporting the availability, performance and functionality of the application instances listed above
* Responsible in Incident, Problem & Change Management processes for the application instances listed above
* Responsible for the Request Fulfillment
* Project-oriented Activities
  + Planning and implementation of Major Application Upgrades. This includes the software installation as well as testing of the process and application functionality during staging, UAT and production rollouts
  + Planning and implementation of Application Servers & Database Migration
  + Evaluation and implementation of Application Patches
  + Planning and Creation of new Application instances
  + Perform/participate in proof of concepts of new technologies or tools that may lead into full projects
  + Implementation of application integration solutions
  + Create and Maintain design artifacts, standard operating procedures and product knowledge documents on a timely basis
  + Generate solutions that facilitate the operations of the supported applications
  + App Configuration & Deployment Tasks Automation using Ansible
  + New Relic Operation Tasks Automation using NR API
  + New Relic Plugin dev & enhancement & maintenance
  + New Relic Custom Insights Dashboard / Data App design & support
  + ALM Operation Tasks Automation using NR API
  + Custom Report dev & maintenance using NR API
  + Zabbix Custom Module dev & maintenance
  + Zabbix Custom Templates design, build & maintenance
  + Front End Web Portal dev & maintenance

Support Activities:

* + Support during scheduled outages (Support and coordination with other teams for planned activities impacting the application infrastructure)
  + Troubleshooting and Support during unscheduled outages
  + Log and drive service requests with software service providers, internal infrastructure and database teams for issues impacting the applications that fall under the support of the Application Management team
* New Relic
  + L2 APM/Server/Plugins/Infrastructure Agent Support
    - Massive agent deployment efforts
  + Minions Support
    - Plan & Coordinate new minions deployment
    - Trigger minion reboots playbook when required
    - React to minion availability alerts
    - Minions incident management support
  + Incident Process
    - Work with NR support on incidents / changes related to the NR monitoring platform or GE Infrastructure teams
  + Proofs of Concept
    - Drive POCs for new NR features and transition support to Monitoring Ops