**FIve Talent Software – Operations Runbook**

**Contents**

Table of Contents

[Section 1 Important Information Start Here 1](#_Toc519714069)

[Section 1.1 Five Talent Contact Info 1](#_Toc519714070)

[Section 1.2 Alert Acknowledgement Process 1](#_Toc519714071)

[Section 1.3 Connecting to AWS Environment 1](#_Toc519714072)

[Section 1.4 Note 1](#_Toc519714073)

[Section 2 Alert Matrices 1](#_Toc519714074)

[Section 2.1 Windows Server Alerts 1](#_Toc519714075)

[Section 2.2 Linux alerts 1](#_Toc519714076)

[Section 2.3 Network Alerts 1](#_Toc519714077)

[Section 2.4 Storage Alerts 1](#_Toc519714078)

[Section 2.5 Database Alerts 1](#_Toc519714079)

[Section 2.6 Service Alerts 1](#_Toc519714080)

[Section 2.7 Application alerts 1](#_Toc519714081)

[Section 2.8 Virtual Infrastructure 1](#_Toc519714082)

[Section 3 Troubleshooting / Resolution Steps 1](#_Toc519714083)

[Section 4 Escalation Processes 1](#_Toc519714084)

[Section 5 Network Diagrams 1](#_Toc519714085)

[Section 6 Monitoring System 1](#_Toc519714086)

[Section 6.1 CloudWatch Alarms (From the FTS Wiki) 1](#_Toc519714087)

[Section 7 Resource List 3](#_Toc519714088)

[Section 7.1 Networks 3](#_Toc519714089)

[Section 7.2 Storage 3](#_Toc519714090)

[Section 7.3 Database Instances / RDS 3](#_Toc519714091)

[Section 7.4 Lambda Functions 3](#_Toc519714092)

[Section 7.5 EC2 Servers 3](#_Toc519714093)

[Section 8 Environment Overview 3](#_Toc519714094)

[Section 9 Supporting SOPs 3](#_Toc519714095)

[Section 9.1 Change Management 3](#_Toc519714096)

[Section 9.1.1 CloudFormation 3](#_Toc519714097)

[Section 9.1.2 CloudFormer (Reverse engineer; create CloudFormationTemplates 3](#_Toc519714098)

[Section 9.1.3 Deploy and Use CloudFormer 6](#_Toc519714099)

[Section 9.2 Release Management 7](#_Toc519714100)

[Section 9.2.1 Using Git 7](#_Toc519714101)

[Section 9.3 Patching and Updates 9](#_Toc519714102)

[Section 9.3.1 MOP Upgrade an EC2 instance type 9](#_Toc519714103)

[Section 9.3.2 MOP Review and lock down NACLS and security groups to only required Ports 12](#_Toc519714104)

[Section 9.4 Citrix 14](#_Toc519714105)

[Section 9.5 VMware 14](#_Toc519714106)

[Section 9.6 Windows 14](#_Toc519714107)

[Section 9.7 Storage 14](#_Toc519714108)

[Section 9.8 Linux 14](#_Toc519714109)

[Section 9.9 Network Devices 14](#_Toc519714110)

[Section 9.10 Application 14](#_Toc519714111)

[Section 9.10.1 Liquid Planner 14](#_Toc519714112)

[Section 9.10.2 Okta 14](#_Toc519714113)

[Section 9.10.3 Amazon Workdocs 14](#_Toc519714114)

[Section 10 Backup / Restore 15](#_Toc519714115)

[Section 11 Antivirus and Related Security 15](#_Toc519714116)

[Section 12 Systems Provisioning 15](#_Toc519714117)

[Section 12.1 Create Workstation for TriComm 15](#_Toc519714118)

[Section 13 Key Contact Information 16](#_Toc519714119)

[Section 14 AWS IAM Users, Groups, Roles 16](#_Toc519714120)

[Section 15 Appendix 16](#_Toc519714121)

[Section 15.1 Customer Processes to be known 16](#_Toc519714122)

[Section 15.2 Other environment-specific information for reference 16](#_Toc519714123)

[Section 15.2.1 AWS Partner Portal 16](#_Toc519714124)

[Section 15.3 Index of Terms 16](#_Toc519714125)

[Section 15.4 Section Templates 16](#_Toc519714126)

[Section 15.4.1 Server Template 16](#_Toc519714127)

[Section 15.4.2 Device Grid 16](#_Toc519714128)

[Section 15.4.3 Procedure Template 17](#_Toc519714129)

[Section 16 Document Revision History 18](#_Toc519714130)

[Section 17 Headings Check 19](#_Toc519714131)

[Section 17.1.1 Heading 3 19](#_Toc519714132)

[Section 18 Headings Check 19](#_Toc519714133)

# Important Information Start Here

## Five Talent Contact Info

## Alert Acknowledgement Process

## Connecting to AWS Environment

## Notes

# Alert Matrices

## Windows Server Alerts

## Linux alerts

## Network Alerts

## Storage Alerts

## Database Alerts

## Service Alerts

## Application alerts

## Virtual Infrastructure

# Troubleshooting / Resolution Steps

## Windows Server Alerts

## Linux alerts

## Network Alerts

## Storage Alerts

## Database Alerts

## Service Alerts

## Application alerts

## Virtual Infrastructure

# Escalation Processes

# Network Diagrams

# Monitoring System

## CloudWatch Alarms (From the FTS Wiki)

* [Alarm Naming](https://wiki.fivetalent.com/amazon_web_services:alarm_naming#alarm_naming)
  + [Monitoring Scripts](https://wiki.fivetalent.com/amazon_web_services:alarm_naming#monitoring_scripts)
    - [Linux](https://wiki.fivetalent.com/amazon_web_services:alarm_naming#linux)
    - [Windows](https://wiki.fivetalent.com/amazon_web_services:alarm_naming#windows)
  + [t2.micro](https://wiki.fivetalent.com/amazon_web_services:alarm_naming#t2micro)
  + [t2.small](https://wiki.fivetalent.com/amazon_web_services:alarm_naming#t2small)

#### Alarm Naming

ClientName-ServiceName-MetricType-MetricValue/ConsecutivePeriods/Interval

Example: FiveTalent-WebServer-CPU-50/5/1 (CPU over 50 percent for 5 consecutive periods of 1 minute)

Edit

#### Monitoring Scripts

Edit

#### Linux

<http://docs.aws.amazon.com/AmazonCloudWatch/latest/DeveloperGuide/mon-scripts-perl.html> (use the awscreds config file)

Cronjob Command:

~/aws-scripts-mon/mon-put-instance-data.pl --mem-util --mem-used --mem-avail --swap-util --swap-used --disk-path=/ --disk-space-util --disk-space-avail --from-cron

Edit

#### Windows

<http://docs.aws.amazon.com/AmazonCloudWatch/latest/DeveloperGuide/mon-scripts-powershell.html>

Prerequisite Command:

Set-ExecutionPolicy Unrestricted

Cronjob Command:

C:\Windows\System32\WindowsPowerShell\v1.0\powershell.exe "C:\CloudWatch\mon-put-metrics-mem.ps1 -mem\_util -mem\_used -mem\_avail -page\_util -page\_used -page\_avail -from\_scheduler -aws\_credential\_file C:\CloudWatch\awscreds.conf"

Cronjob Command:

C:\Windows\System32\WindowsPowerShell\v1.0\powershell.exe "C:\CloudWatch\mon-put-metrics-disk.ps1 -disk\_space\_util -disk\_space\_avail -disk\_drive C: -from\_scheduler -aws\_credential\_file C:\CloudWatch\awscreds.conf"

Cronjob Command:

C:\Windows\System32\WindowsPowerShell\v1.0\powershell.exe "C:\CloudWatch\mon-put-metrics-perfmon.ps1 -processor\_queue -pages\_input -from\_scheduler -aws\_credential\_file C:\CloudWatch\awscreds.conf"

Edit

#### t2.micro

Cronjob Interval: 20 minutes

* Unordered List ItemCPU >= 50/5/1
* CPUCreditBalance < 50/5/1
* StatusCheck (ANY) 5/1
* MemoryUtilization >= 100/5/1
* DiskSpace < 2(GB)/5/300

Edit

#### t2.small

Cronjob Interval: 20 minutes

* CPU >= 50/5/1
* CPUCreditBalance < 100/5/1
* StatusCheck (ANY) 5/1
* MemoryUtilization >= 100/5/1
* DiskSpace < 2(GB)/5/300

# Resource List

## Networks

## Storage

## Database Instances / RDS

## Lambda Functions

## EC2 Servers

# Environment Overview

# Supporting SOPs

## Change Management

### CloudFormation

### CloudFormer (Reverse engineer; create CloudFormationTemplates

#### Setup CloudFormer

##### Summary

This will prepare AWS CloudFormation to utilize the CloudFormer template to reverse engineer an environment. NOTE: This process creates an EC2 Instance that will be billed.

##### Reference

<https://docs.aws.amazon.com/AWSCloudFormation/latest/UserGuide/cfn-using-cloudformer.html>

<https://aws.amazon.com/blogs/devops/building-aws-cloudformation-templates-using-cloudformer/>

##### Input Variables

An IAM Account with CloudFormation access to the target environment

##### Validation

The stack is successfully created. Note the URL output of the EC2 instance

##### Procedure

|  |  |  |
| --- | --- | --- |
| Step | Process | Screen Shot |
|  | Log into the AWS Console and navigate to CloudFormation |  |
|  | Click create stack button |  |
|  | Choose the sample template – CloudFormer.  Click Next |  |
|  | Enter a Stackname, username, and credential (FiveTalent!) The user name and cred are to the new EC2 instance that runs the CloudFormer process  NOTE: Use the Create New VPC option, not the default shown in screenshot  Click Next |  |
|  | Select Options as needed  Click Next |  |
|  | Review all settings |  |
|  | Click create – WARNING, This will create the running stack and a new EC2 instance. Good idea to notify the client before clicking create. |  |
|  | The Stack is built |  |
|  | Wait for Completion. If errors/rollback happens, troubleshoot and rerun |  |
|  | Look on the Output tab for the custom URL |  |
|  | Procedure Complete |  |

* + - 1. *Notes*

### Deploy and Use CloudFormer

#### Summary

#### Reference

#### Input Variables

The URL for the CloudFormer EC2 instance created above.

#### Validation

#### Procedure

|  |  |  |
| --- | --- | --- |
| Step | Process | Screen Shot |
|  | Access the CloudFormer URL from a browser. Log in with the credentials |  |
|  | Select the AWS region  Click Create Template |  |
|  | Enter a description, and optionally a tag name filter |  |
|  | Choose desired resource options on the next several pages for Networking, Compute, storage, etc. |  |
|  | Review all setting |  |
|  | Run the process, which creates the new JSON document |  |
|  | Save the JSON template (S3 bucket?) |  |
|  | Delete the stack. This will cleanup and terminate the EC2 instance |  |
|  |  |  |
|  | Procedure Complete. |  |

* + - 1. *Notes*

## Release Management

### Using Git

<https://docs.aws.amazon.com/codecommit/latest/userguide/setting-up-ssh-windows.html>

<https://docs.aws.amazon.com/codecommit/latest/userguide/setting-up-https-unixes.html?icmpid=docs_acc_console_connect#setting-up-https-unixes-account>

#### Creating a local Git Repository

A New repo from an existing project

1. Go into the directory contain the project

2. Type git init

3. Type git add to add all of the relevant files

4. You'll probably want to create a .gigignore file right away, to indicate all of the files you don't want to track. Use git add .gitignore, too

5. Type git commit

Connect local to remote git repository in Code Commit

Git remote add origin ssh://APKAJQYIZRICVM4BTK5Q@git-codecommit.us-west-2.amazonaws.com/v1/repos/BrianKeithTEST

### Create a new Git repository in Code Commit

* + - 1. *Summary*

Code Commit is similar to github. A repository is created in AWS Code Commit, then used for source control and code check in/check out

* + - 1. *Reference*

<https://docs.aws.amazon.com/codecommit/latest/userguide/getting-started-cc.html?icmpid=docs_acc_console>

* + - 1. *Input Variables*

varRepositoryName = The name of the new repository, usually contains the client name, project name, and type/purpose

i.e. “RealTimeResearch\_RTRWeb\_CloudFormation”

* + - 1. *Validation*

The new repository is created and files can be added

* + - 1. *Procedure*

|  |  |  |
| --- | --- | --- |
| Step | Process | Screen Shot |
|  | Log into the Five Talent AWS Sandbox account management console and drill down to the Code Commit dashboard |  |
|  | Click the **Create Repository** button |  |
|  | Add the repository name and description.  Click **Create Repository** button |  |
|  | Choose the appropriate options for CloudWatch notifications. |  |
|  | Click the **Create SNS Topic** button |  |
|  | Enter a new topic name and topic display name (10 characters)  Click the **Create** button |  |
|  | Click the **manage subscriptions** link |  |
|  | Add your email address. Look in your inbox for a confirmation email |  |
|  | Click close. An initial file can be added via the console |  |
|  | Procedure Complete. |  |

* + - 1. *Notes*

### Create a new local repository and connect to a Code Commit repository

* + - 1. *Summary*

The procedure will create a new local folder as a git repository, and then pull the files from Code Commit to allow working on local copies. This assume git for windows has been installed and a Code Commit repository already exists

* + - 1. *Reference*

<https://docs.aws.amazon.com/codecommit/latest/userguide/setting-up-ssh-windows.html>

<https://docs.aws.amazon.com/codecommit/latest/userguide/getting-started.html>

* + - 1. *Input Variables*

varReposityEndpoint

* + - 1. *Validation*

File are retrieved and added to the local repository

* + - 1. *Procedure*

|  |  |  |
| --- | --- | --- |
| Step | Process | Screen Shot |
|  | On the local workstation (or AWS Workplace workstation) create a new local project folder. Recommend keeping it a short path name |  |
|  | Open the Git Bash client and navigate to created folder |  |
|  | Command$ **git init**  This will create the local repository |  |
|  | Set the origin to connect local to remote git repository in Code Commit  **Git clone**  **ssh://APKAJQYIZRICVM4BTK5Q@git-codecommit.us-west-2.amazonaws.com/v1/repos/RealTimeResearch\_RTRWeb\_CloudFormation**  Note: See Jeff about getting a private key created  **Git clone -b <branch> <remote\_repo>**  The command will ask for your private passphrase |  |
|  | Validate that files from the Code Commit repository now exist in the local directory |  |
|  | Git status  Git add .  Git commit  Git Push |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  | Procedure Complete. |  |

*Notes*

## Patching and Updates

### MOP Upgrade an EC2 instance type

**Client: RealTime Research. Upgrade Instance Type**

*\*\*\* Remediation: Upgrade to latest series (m5) and review family and size based on metrics*

*https://app.liquidplanner.com/space/71840/projects/show/46511838*

**Synopsis**: This procedure will upgrade an EC2 instance from an older type to a current type. This will generally save money as AWS charges more for older instance types, to encourage clients to upgrade.

**Environment**: AWS EC2

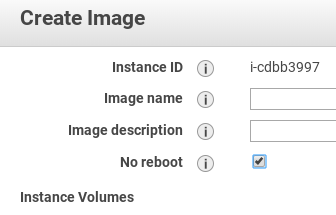
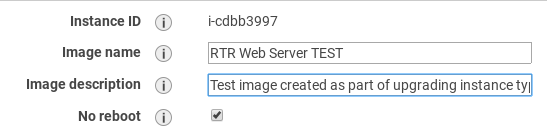
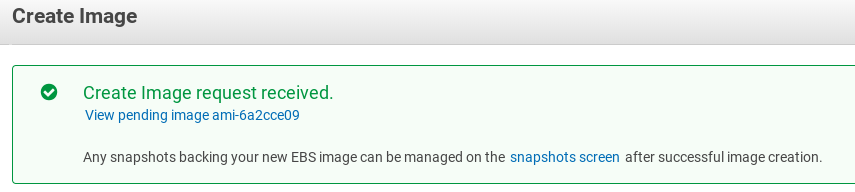
**Analysis**: From a WAFR review, older instance types are discovered and flagged for upgrade.

Notes and Compatibility for Resizing Instances:

EC2 Instance: N. California Region, Instance ID: I-cdbb399, Name: RTR Web Server. Type: m1.large, Target type: m5.large, key-name: ocs-rtr. Two Volumes: Root (vol-f4e440a0) and D on Web (vol-4d14ba19)

1. Virtualization type: Paravirtual (PV) or hardware virtual machine (HVM)
   1. Cannot load details for ami-a02015e5....
   2. The virtualization is HVM
2. Network: some types not supported in EC2-Classic
   1. The environment is EC2-VPC, (not classic)
3. Platform: 32 bit vs. 64 bit AMI (check EC2 console, show/hide Architecture column)
   1. The platform is x86\_64 (64 bit)
4. Enhanced Networking -
   1. Assumed not; need to check from command line
5. NVMe: Some types support NVMe block devices and need special drivers
   1. No – using a standard volume
6. Check for Elastic IPs to the instance.
   1. Yes – 54.215.14.20 (*will change if instance moved to Oregon Region)*
7. Check for EBS Root Volume vs. Instance Store Root Volume
   1. Two volumes, both EBS

**Resolution**:

1. Review the target instance for compatibility.
   1. completed
2. Check with client about taking the instance offline and/or stopping read/writes. "To create a snapshot for Amazon EBS volumes that serve as root devices, you should stop the instance before taking the snapshot."
   1. Maintenance Window ?
3. Create an Image of the EC2 instance. From the EC2/EBS console,
   1. Include Both Volumes (WARNING, be sure and check the box for NO REBOOT.
   2. 
   3. 
   4. 
   5. Process started at 2:17pm, finished at 3:31pm (*Will likely go faster if instance is shut down first. Need a large maintenance window.)*
4. Create a new Sandbox VPC using a cloudformation template
   1. CF\_RealTimeResearch\_Network\_V1.1.template.json
   2. Completed successfully
5. Create a new instance from the AMI with the new type. Create in sandboxVPC
   1. Select an m4.large instance type (m5.large not available, likely due to networking)
   2. Use the default vpc-f9e3d19d
   3. Use the default sg-ce5513a8
   4. Choose use GeneralPurpose SSD for boot volume
   5. NOTE: Security group, default, is open to the world
   6. NOTE: created new Key for testing; RTRtestkeyforFTS. Likely need to use ocs-rtr key for the production instance.
6. Create a new RDS instance in the SandboxVPC
   1. Using AWS console, navigate to RDS >> Snapshots
   2. Select the latest snapshot
   3. Click Actions >> Restore Snapshot
   4. For testing, used a db.t2.medium instance class
   5. DB Instance Identifier: db-100-SANDBOX
   6. VPC: RTRSandboxVPC
   7. Subnetgroup: Create new DB Subnet Group - FAIL, need an existing subnet group
   8. Public Accessibility – YES, may need to verify with client, is this needed?
7. Validation: Use a public IpV4 or DNS endpoint and allow client to test for functionality. Complex environments may require a separate sandbox VPC for testing.
   1. Successful connection to <https://54.183.183.7/index.html>
   2. WHAT RDS INSTANCE IS IN USE?? Need to verify first. Test Instance is shut down.
8. Send connection RDP file, and IP address to client for validation
9. After validation by client, schedule a cut over time to repeat the process. The existing instance should be shut down to prevent any further reads and writes.
10. Detach the Elastic IP
11. Create a new AMI
12. Create a new larger instance from the AMI
13. Attach the ElasticIP
14. Validation: Client can access and test the application
15. Delete any original testing AMIs/Instances
16. Take a final snapshot and delete the original instance. (Client Choice)

**Further Research**:

<https://docs.aws.amazon.com/AWSEC2/latest/UserGuide/ec2-instance-resize.html>

### MOP Review and lock down NACLS and security groups to only required Ports

**Client**: **RealTime Research. Review NACLs and Security Groups**

*\*\*\* Remediation: Lock down NACLS and security groups to only required ports*

[*https://app.liquidplanner.com/space/71840/projects/show/46511758P*](https://app.liquidplanner.com/space/71840/projects/show/46511758P)

**Synopsis**: From a WAFR, client would like us to evaluate and remediate security on the VPC (NACLs) and EC2 instances (Security Groups)

**Environment**: AWS EC2 security groups and VPC NACLs.

**Analysis**:

EC2 Instance: N. California Region, Instance ID: I-cdbb399, Name: RTR Web Server. Type: m1.large, Target type: m5.large, key-name: ocs-rtr. Two Volumes: Root (vol-f4e440a0) and D on Web (vol-4d14ba19)

VPC: vpc-f9e3d19d, NACL: acl-97db28f0, attached to two subnets

1. What NACLs and rules exist as built?
   1. Acl-97db28f0
      1. Inbound:
         1. 100 Allow Any/Any
      2. Outbound
         1. 100 Allow Any/Any
2. What security groups and rules exist as built?
   1. RTR-Web (sg-6993692d)
      1. Inbound:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Type | Protocol | Port Range | Source | Description | NOTES |
| Custom TCP Rule | TCP (6) | 21 | 0.0.0.0/0 |  | FTP - is this needed? |
| HTTP (80) | TCP (6) | 80 | 0.0.0.0/0 |  | Yes – Web server |
| HTTPS (443) | TCP (6) | 443 | 0.0.0.0/0 |  | Yes – Web server |
| MS SQL (1433 | TCP (6) | 1433 | 0.0.0.0/0 |  | MS SQL Server is on the box, does it need a port open? Will be needed if RDS is utilized |
| RDP (3389) | TCP (6) | 3389 | 0.0.0.0/0 |  | THIS SHOULD BE LOCKED DOWN TO CLIENT CORPORATE |
| Custom TCP Rule | TCP (6) | 5000-5010 | 0.0.0.0/0 |  | Ephermal ports? |
| Custom TCP Rule | TCP (6) | 8090-8100 | 0.0.0.0/0 |  | Ephemeral ports? |
| Custom TCP Rule | TCP (6) | 27017 | 0.0.0.0/0 | Mongo | Is there a MondoDB instance somewhere?? |

**Resolution**:

1. If needed due to complexity, spin up a sandbox VPC using CloudFormation templates for testing. This will allow the changes to be reviewed and validated by the client
2. Recommended Changes:
   1. Acl-97db28f0

**Further Research**:

## Citrix

## VMware

## Windows

## Storage

## Linux

## Network Devices

## Application

### Service or system overview

**Service or system name:**

### Business overview

What business need is met by this service or system? What expectations do we have about availability and performance?

*(e.g. Provides reliable automated reconciliation of logistics transactions from the previous 24 hours)*

### Technical overview

What kind of system is this? Web-connected order processing? Back-end batch system? Internal HTTP-based API? ETL control system?

*(e.g. Internal API for order reconciliation based on Ruby and RabbitMQ, deployed in Docker containers on Kubernetes)*

### Service Level Agreements (SLAs)

What explicit or implicit expectations are there from users or clients about the availability of the service or system?

*(e.g. Contractual 99.9% service availability outside of the 03:00-05:00 maintenance window)*

### Service owner

Which team owns and runs this service or system?

*(e.g. The Sneaky Sharks team (Bangalore) develops and runs this service:* [*sneaky.sharks@company.com*](https://mail.google.com/mail/?view=cm&fs=1&tf=1&to=sneaky.sharks@company.com) */ #sneaky-sharkson Slack / Extension 9265)*

### Contributing applications, daemons, services, middleware

Which distinct software applications, daemons, services, etc. make up the service or system? What external dependencies does it have?

*(e.g. Ruby app + RabbitMQ for source messages + PostgreSQL for reconciled transactions)*

## System characteristics

### Hours of operation

During what hours does the service or system actually need to operate? Can portions or features of the system be unavailable at times if needed?

#### Hours of operation - core features

*(e.g. 03:00-01:00 GMT+0)*

#### Hours of operation - secondary features

*(e.g. 07:00-23:00 GMT+0)*

### Data and processing flows

How and where does data flow through the system? What controls or triggers data flows?

*(e.g. mobile requests / scheduled batch jobs / inbound IoT sensor data )*

### Infrastructure and network design

What servers, containers, schedulers, devices, vLANs, firewalls, etc. are needed?

*(e.g. '10+ Ubuntu 14 VMs on AWS IaaS + 2 AWS Regions + 2 VPCs per Region + Route53')*

### Resilience, Fault Tolerance (FT) and High Availability (HA)

How is the system resilient to failure? What mechanisms for tolerating faults are implemented? How is the system/service made highly available?

*(e.g. 2 Active-Active data centres across two cities + two or more nodes at each layer)*

### Throttling and partial shutdown

How can the system be throttled or partially shut down e.g. to avoid flooding other dependent systems? Can the throughput be limited to (say) 100 requests per second? etc. What kind of connection back-off schemes are in place?

#### Throttling and partial shutdown - external requests

*(e.g. Commercial API gateway allows throttling control)*

#### Throttling and partial shutdown - internal components

*(e.g. Exponential backoff on all HTTP-based services + /health healthcheck endpoints on all services)*

### Expected traffic and load

Details of the expected throughput/traffic: call volumes, peak periods, quiet periods. What factors drive the load: bookings, page views, number of items in Basket, etc.)

*(e.g. Max: 1000 requests per second with 400 concurrent users - Friday @ 16:00 to Sunday @ 18:00, driven by likelihood of barbecue activity in the neighborhood)*

#### Hot or peak periods

\_

#### Warm periods

\_

#### Cool or quiet periods

\_

### Environmental differences

What are the main differences between Production/Live and other environments? What kinds of things might therefore not be tested in upstream environments?

*(e.g. Self-signed HTTPS certificates in Pre-Production - certificate expiry may not be detected properly in Production)*

### Tools

What tools are available to help operate the system?

*(e.g. Use the queue-cleardown.sh script to safely cleardown the processing queue nightly)*

## Required resources

What compute, storage, database, metrics, logging, and scaling resources are needed? What are the minimum and expected maximum sizes (in CPU cores, RAM, GB disk space, GBit/sec, etc.)?

### Required resources - compute

*(e.g. Min: 4 VMs with 2 vCPU each. Max: around 40 VMs)*

### Required resources - storage

*(e.g. Min: 10GB Azure blob storage. Max: around 500GB Azure blob storage)*

### Required resources - database

*(e.g. Min: 500GB Standard Tier RDS. Max: around 2TB Standard Tier RDS)*

### Required resources - metrics

*(e.g. Min: 100 metrics per node per minute. Max: around 6000 metrics per node per minute)*

### Required resources - logging

*(e.g. Min: 60 log lines per node per minute (100KB). Max: around 6000 log lines per node per minute (1MB))*

### Required resources - other

*(e.g. Min: 10 encryption requests per node per minute. Max: around 100 encryption requests per node per minute)*

## Security and access control

### Password and PII security

What kind of security is in place for passwords and Personally Identifiable Information (PII)? Are the passwords hashed with a strong hash function and salted?

*(e.g. Passwords are hashed with a 10-character salt and SHA265)*

### Ongoing security checks

How will the system be monitored for security issues?

*(e.g. The ABC tool scans for reported CVE issues and reports via the ABC dashboard)*

## System configuration

### Configuration management

How is configuration managed for the system?

*(e.g. CloudInit bootstraps the installation of Puppet - Puppet then drives all system and application level configuration except for the XYZ service which is configured via App.config files in Subversion)*

### Secrets management

How are configuration secrets managed?

*(e.g. Secrets are managed with Hashicorp Vault with 3 shards for the master key)*

## System backup and restore

### Backup requirements

Which parts of the system need to be backed up?

*(e.g. Only the CoreTransactions database in PostgreSQL and the Puppet master database need to be backed up)*

### Backup procedures

How does backup happen? Is service affected? Should the system be [partially] shut down first?

*(e.g. Backup happens from the read replica - live service is not affected)*

### Restore procedures

How does restore happen? Is service affected? Should the system be [partially] shut down first?

*(e.g. The Booking service must be switched off before Restore happens otherwise transactions will be lost)*

## Monitoring and alerting

### Log aggregation solution

What log aggregation & search solution will be used?

*(e.g. The system will use the existng in-house ELK cluster. 2000-6000 messages per minute expected at normal load levels)*

### Log message format

What kind of log message format will be used? Structured logging with JSON? log4j style single-line output?

*(e.g. Log messages will use log4j compatible single-line format with wrapped stack traces)*

### Events and error messages

What significant events, state transitions and error events may be logged?

*(e.g. IDs 1000-1999: Database events; IDs 2000-2999: message bus events; IDs 3000-3999: user-initiated action events; ...)*

### Metrics

What significant metrics will be generated?

*(e.g. Usual VM stats (CPU, disk, threads, etc.) + around 200 application technical metrics + around 400 user-level metrics)*

### Health checks

How is the health of dependencies (components and systems) assessed? How does the system report its own health?

#### Health of dependencies

*(e.g. Use /health HTTP endpoint for internal components that expose it. Other systems and external endpoints: typically HTTP 200 but some synthetic checks for some services)*

#### Health of service

*(e.g. Provide /health HTTP endpoint: 200 --> basic health, 500 --> bad configuration + /health/deps for checking dependencies)*

## Operational tasks

### Deployment

How is the software deployed? How does roll-back happen?

*(e.g. We use GoCD to coordinate deployments, triggering a Chef run pulling RPMs from the internal yum repo)*

### Batch processing

What kind of batch processing takes place?

*(e.g. Files are pushed via SFTP to the media server. The system processes up to 100 of these per hour on a cron schedule)*

### Power procedures

What needs to happen when machines are power-cycled?

*(e.g. \*\*\* WARNING: we have not investigated this scenario yet! \*\*\*)*

### Routine and sanity checks

What kind of checks need to happen on a regular basis?

*(e.g. All /health endpoints should be checked every 60secs plus the synthetic transaction checks run every 5 mins via Pingdom)*

### Troubleshooting

How should troubleshooting happen? What tools are available?

*(e.g. Use a combination of the /health endpoint checks and the abc-\*.sh scripts for diagnosing typical problems)*

## Maintenance tasks

### Patching

How should patches be deployed and tested?

#### Normal patch cycle

*(e.g. Use the standard OS patch test cycle together with deployment via Jenkins and Capistrano)*

#### Zero-day vulnerabilities

*(e.g. Use the early-warning notifications from UpGuard plus deployment via Jenkins and Capistrano)*

### Daylight-saving time changes

Is the software affected by daylight-saving time changes (both client and server)?

*(e.g. Server clocks all set to UTC+0. All date/time data converted to UTC with offset before processing)*

### Data cleardown

Which data needs to be cleared down? How often? Which tools or scripts control cleardown?

*(e.g. Use abc-cleardown.ps1 run nightly to clear down the document cache)*

### Log rotation

Is log rotation needed? How is it controlled?

*(e.g. The Windows Event Log ABC Service is set to a maximum size of 512MB)*

## Failover and Recovery procedures

What needs to happen when parts of the system are failed over to standby systems? What needs to during recovery?

### Failover

\_

### Recovery

\_

### Troubleshooting Failover and Recovery

What tools or scripts are available to troubleshoot failover and recovery operations?

*(e.g. Start with running SELECT state\_\_desc FROM sys.database\_\_mirroring\_\_endpoints on the PRIMARY node and then use the scripts in the db-failover Git repo)*

### Liquid Planner

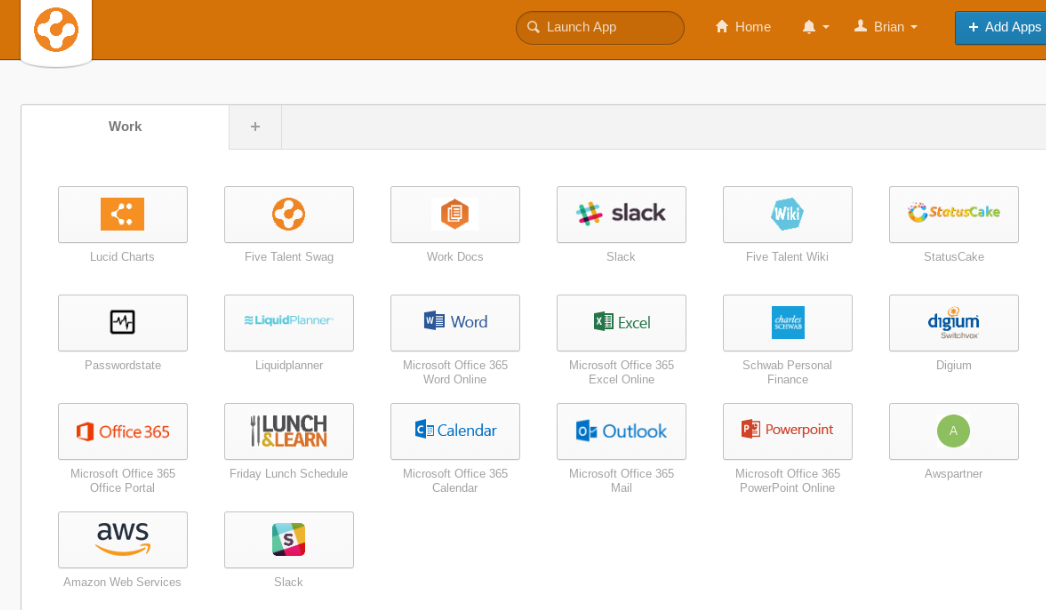
Project / Time Tracking Tool

https://app.liquidplanner.com/

### Okta

SSO solution

<https://fivetalent.okta.com/app/UserHome>



### Amazon Workdocs

This shared drive is accessible from multiple locations (sign ins) to store internal documents

Is this version controlled?

# Backup / Restore

# Antivirus and Related Security

# Systems Provisioning

## Create Workstation for TriComm

Workspace for Tricomm

AMI: workspace-jed

Size: t2.large

security groups:fivetalent ips sg-a703b1defivetalent

IAM ROle: EC2WorspaceROle

keypair: tricon-workspace

Name: andrew dunaway

default username: jed / Abc123!

Add a new user (alex)

Change computer name to username AlexGarten

Need to get users IP address and add to FiveTalent security group

# Key Contact Information

# AWS IAM Users, Groups, Roles

# Appendix

## Customer Processes to be known

## Other environment-specific information for reference

### AWS Partner Portal

## Index of Terms

## Section Templates

### Server Template

### Device Grid

* + - 1. *General Information*

<<Device Description>>

* + - 1. *Technical Information*

|  |  |
| --- | --- |
| Server Name | SERVER ID |
| Key Running Services |  |
| Application Versions |  |
| OS Platform and Patch Level |  |
| Virtual Server Y/N | Yes |
| Hardware Platform |  |
| Domain |  |
| Location |  |
| CPU/Memory Allocation |  |
| Network Information | Adapters:  Em0 (00:00:00:00:00:00)  VLAN  **IP ADDR: x.x.x.x**  Subnet: 255.255.255.0  Gateway:  DNS: |
| Priority | Critical/Important/Low/Dev/Test |
| Disk/Share Information | Disks: |
| Additional Information | Primary Contact:  Application Contact: |
| Miscellaneous Notes |  |

* + - 1. *Configuration Notes*

Enumerate device specific notes, especially anything that is nonstandard.

* + - 1. *Reference Guides*

Paste links to online (internal/external) reference guides

### Procedure Template

* + - 1. *Summary*
      2. *Reference*
      3. *Input Variables*
      4. *Validation*
      5. *Procedure*

|  |  |  |
| --- | --- | --- |
| Step | Process | Screen Shot |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  | Procedure Complete. |  |

* + - 1. *Notes*
  1. NAT Rule Template
     + - 1. *Rule Template*

|  |  |  |  |
| --- | --- | --- | --- |
| Rule Name |  | Type |  |
| Original IP : Port |  | **Translated IP : Port** |  |
| Protocol |  | **Enabled** |  |
| Description |  | **Notes** |  |

# Document Revision History

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Revision Number | Revision Date | Section Reference | Summary of Changes | Author | Reviewer |
| 1.0 | July 10, 2018 | Entire Doc | Setup structure and headings, TOC | Brian Keith |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

# Headings Check

### Heading 3

#### Heading 4

##### Heading 5

###### Heading 6

Heading 7

Heading 8

Heading 9

# Headings Check