**Citizens Bank Project :**

* In this project we are using DevOps methodology.
  + We are using tools like
    - Bitbucket (code storage)
    - Jenkins (For executing Pipeline scripts and as well as other scripts)
    - Jeera(Tickets Will be assigned)
    - SLA Metrics (Service Level Aggreement)
    - Sonarkube (checking the code quality-Testing )
    - Maven (build and package the code in Jenkins)
    - Nexus (Repository for storing the images)
    - Aws (instances)
    - Openshift Kubernetes(Deploying the microservices)
    - Datadog(monitoring and observability tool)
* Main project is L2 ops
* Support,provides more advanced technical assistance to end-users who require in-depth troubleshooting of their application
  + Which involves monitoring the openshift cluster and pods and its health and its resources
  + And if there is any issue in the cluster we need to set the tresholds and we will get a ticket
* Steps when the ticket is raised:
  + First accept the ticket
  + Check the logs and metrics in datadog, and find where the issue is from
    - Like in network of the system
    - Or pods
* And once we come to know the issue
  + We need to inform to the particular team about the issue
* And by this we can achive no down time and provide a reliable site
* Database of citizens bank is maintained by third party vendor called FIS we can access the data by collecting the account numbers from the customer if we want to check why the issue is happening.
* Ticket should be accepted in 15 minutes.
* SLA Metrics – Issues should be resolved based on its priority levels
* If the issue is P1 then it should be resolved in 4 hrs
* If the issue is P2 then it should be resolved in 8 hrs
* If the issue is P3 then it should be resolved in 24 hrs
* If the issue is P4 then it should be resolved in 48 hrs
* Vault – Third party product used by Citizens Bank to manage and store secrets of K8’s as Keyvalue pairs.