**Citizens Bank project(overview)**

* To manage this project we are using DevOps methodology.
* Which includes tools like:
  + 1. Bitbucket (code storage)
    2. Jenkins (pipeline)
    3. Service now (ticket monitoring tool)
    4. Sonarkube (code quality)
    5. Maven (build and package)
    6. Nexus (images repo)
    7. Aws (instances)
    8. Openshift(deploying the microservices)
    9. Datadog(monitoring and obeservability)

Project L2 Ops

* 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 thresholds and we will get a ticket.
* Steps when the ticket is raised:
  + First accept the ticket within 15mins
  + Check the logs, Traces, Metrics in datadog, and find where the issue is from
* 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