**Citizens Bank project**

* In this project we are using DevOps methodology.
  + We are using 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)
* There are many projects like migration and updating
* But, our main project is L2 ops
  + Which involves monitoring the openshift cluster and pods and its health and its rescources
  + And if there is any issue in the cluster we need to set the trashoulds and we will get a ticket
* Steps when the ticket is raised:
  + First accept the ticket
  + Check the logs in datadog, and find where the issue is from
    - Like in network
    - Or pods etc
* 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