Scalability and Availability Walkthrough

Friday, November 5, 2021

Attendees:

Machine generated alternative text:
Oluwaseyi Mafi 
Cohost, me 
Joseph Rocha 
Host 
NADESAN WIJENDRAN 
Sol Vazquez 
Cohost 
David Dessommes 
Nijesh N 
Ron Roy 
Terri Ann Quiambao 
Tyrell Jarrett 

Location: Webex

AGENDA

What is your process of scalability?

* Based on what the business provides, we ensure there is capacity to increase volume.

How do we ensure the system is available?

Who is responsible for increasing volume size? Any types of check to ensure the system can hold the right amount of data? Once conversation have occurred?

* We work with the infrastructure team.

What emails?

* The forecast.

The process involves receiving the forecast from the business, then the EPH team determines the scalability needed for the application. Then they send to the infrastructure team to increase and implement. Following this, the EPH team conduct tests to see that the infrastructure team increased capacity indeed per guidance by EPH team. Nadesan mentioned it has been a while since they carried out these kinds of tests.

Data is not residing in multiple databases but just one database. No load balancing takes place.

Once the database reaches 90% capacity, there is an alert sent out to the DBA team.

* Nadesan will provide us (IA) with additional information on the exact threshold % from the DBA team.

Any metrics reviewed if the threshold is met, to make sure the application is operational?

* DBA team handles that.

Any downtime? Who is alerted?

* If the application cannot connect, we will get an alert and the DBA team will get alert too.

Any things else the DBA team monitored asides form downtown?

* Alerts for capacity.
* Alerts for downtime (servers, network going down)
* Alerts for when the application cannot connect.

(They said they sent the Data integrity alerts) - email phone etc.

Machine generated alternative text:
Viewing Terri Ann Quiamba... 
File 
Tell me you want to do 
Reply 
WAS 
FAILURE - CALL EMAL 
Phishing 
Suunty 
Re soon d 
RE: 21115- EPH-Access Management- Walkthrough (Placeholder) 
Wijendran, Nadesan 
To Monika Nijeh: O C O 
• Vol. EPH,ppb 
ppb File 
1) Alerts 
Mon 11/1/2021 PM 
elated alerts 
dlewarerelatedaletts- JVM 
spaæ full, 
Batch Job failures 
Dail volumetric 
ALL SOURCES 
'start 
Real 
Team 
WAS 
team 
team 
LJnix & 
team 
Email 
Email g 
Phone 
Phone 
pho 
Which total of in 
45 
for 
EPH 
will fail end it will the with 
TRZNSACTIONS AND REACHED THRESHOLD. 
PLEASE VALIDATE PAGE THE SOURCE TEAM 
returns thecvs id , 
tor on 
Ithrweh ESL), for i' sent 'n 

Last Disaster Recovery test was Sept 2021, enforced by Enterprise disaster recovery team.

* They do not actually perform one. They ask for us to provide proof.

Any issues with the last test

* None.

Two databases - Fail over system. One in the east and west. (Used for Disaster Recovery) available in the event there is an issue. We do real time replication.

Do you test the replication?

* We tested it the very first time. We do not do that anymore because it causes an outage - causing a crash.
* We show proof to the disaster recovery team that there is a duplicate indeed taking place.

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**Follow up Question:**

What is the number of CVD generated?

* Max is 19 but can be less than 19. Any number up to 19 digits.

EPH collect all data from source systems. The linking is a matching based on algorithm. If a member has two addressed, EPH inputs both of them.

As long as source system send updates for demographic information, then EPH makes the updates in the system. CVS ID and matching are two different systems.

What are all the alerts received?

Machine generated alternative text:
Service failures- WAS 
DB related alerts 
Middleware related alerts- JVMsto start 
Log/server space full, Other server realted 
issues 
Batch Job failures 
Dail volumetric 
Splunk alerts 
rt 
Team 
EPH 
team 
team 
team 
Unix & 
EPH 
team 
EPH 
team 
EPH 
team 
EPH 
team 
Alert 
through 
Email & 
Phone 
Email & 
Phone 
Email & 
Phone 
Email & 
phone 
Email & 
Phone 
Email 
Email 

The infrastructure team may have more alerts generated.

The alerts are generated by a phone call, or email.

Are these alerts supposed to be remediated at a certain timeline?

* Depends on the type of alert, they are remediated as needed.

A production support team is on call 24/7. They initially get on a call to address the issue, or then get on other people on the team to help remediate. Escalation is definitely by Incident management. P1, P2, (get on the bridge, and people must stay on the bridge till its resolved) If it is P3 - then 3 business days till it is resolved. They are enterprise procedures.

Machine generated alternative text:
AutoSave 
File Home Insert 
Calibri 
Paste 
Clipboard 
E15 
Page Layout 
Font 
Formulas 
System 
AHM 
CORAM 
Data 
Alignment 
Review 
View 
Help 
Sensitivity 
General 
Number 
Successful_updates 
106 
157470' 
1341 
54 
431520 
222534 
75810 
2594 
Search 
Conditional Format as Cell 
Formatting Table v Styles 
Styles 
@Insert 
@Format 
Cells 
Son & Find k 
Filter Select 
Editing 
c 
Successful 
2 
3 
4 
5 
6 
7 
8 
9 
Volumetrics report for the date 10242021 
process Type 
EPH Ongoing Maintenance 
EPH Ongoing Maintenance 
EPH Ongoing Maintenance 
EPH Ongoing Maintenance 
EPH Ongoing Maintenance 
EPH Ongoing Maintenance 
EPH Ongoing Maintenance 
Adds 
18 
99 
150976 
18027 
Successful 
ESL-RxConnect 
HBS 
MINUTECLINIC 
NOVALOGIX 
RXCLAIM 
RXCONNECT 
digital_h41 
FSI -Individual Master In 
Deletes 
1279 
8 
893 
307 
53 
9 
Failed Adds 
8 
174 
19 
4 
Failed_UPdates Failed_Deletes 
1 
6 
1 
512 
50 
6 
5 
10 EPH Ongoing Maintenance 
11 | EPH ongoing Maintenance 
12 'EPH Ongoing Maintenance 
13 EPH ongoing Maintenance 
14 
15 
16 
17 
18 
19 
20 
21 
22 

Definition: Source system trying to send an add, but it has not been updated - Failed update.

The production support team gets these reports and outline and see why these were fails, updates etc.

* We will provide examples of the error code.

Guardian - Tools to monitor Access.