

CLOUD OPERATIONS MONITORING & INCIDENT RESPONSE SIMULATION

Abstract

Modern IT infrastructures generate continuous streams of system metrics and logs that are essential for maintaining operational stability. In many organizations, a lack of proper monitoring and log analysis results in delayed incident detection and reactive troubleshooting. This project simulates real-world **Cloud Operations (CloudOps)** practices by monitoring system resources, analyzing logs, identifying abnormal behavior, and documenting incidents and recovery procedures. The project emphasizes the core DevOps principle of “**monitor first, fix later.**”

1. Introduction

Cloud computing environments require continuous visibility into system behavior to ensure reliability, performance, and availability. Without proper monitoring, IT teams are forced to react blindly to incidents, increasing downtime and operational risk.

This project is designed to provide hands-on experience in Cloud Operations by simulating monitoring and incident response tasks on a cloud-based virtual machine. The focus is on understanding how systems behave under normal and abnormal conditions using basic, freely available tools.

2. Problem Statement

The organization has deployed infrastructure but lacks sufficient visibility into system performance and operational health. When incidents occur, the IT team does not have access to adequate logs or metrics, leading to inefficient troubleshooting. Management requires improved monitoring practices and faster incident analysis to reduce downtime and improve system reliability.

3. Project Objectives

The objectives of this project are:

- To observe system resource usage such as CPU, memory, disk, and processes
- To collect and analyze system and authentication logs
- To identify abnormal system behavior such as CPU spikes and unusual access patterns
- To document incidents, root causes, and corrective actions
- To simulate downtime and recovery procedures

4. Scope of the Project

This project focuses on basic CloudOps monitoring and incident response using free and built-in tools. Advanced features such as automated alerting and paid monitoring platforms are intentionally excluded to emphasize fundamental concepts.

5. Constraints and Assumptions

- No paid monitoring or logging tools are used
- Log analysis is manual or basic
- Real-time alerting is not required
- The primary goal is understanding system behavior
- Proper documentation is mandatory

6. Background Theory

6.1 Cloud Operations (CloudOps)

Cloud Operations refers to the practices involved in managing cloud infrastructure to ensure availability, performance, and security. Key CloudOps activities include monitoring, log analysis, incident response, and system optimization.

6.2 Monitoring

Monitoring involves tracking system metrics such as CPU utilization, memory usage, disk space, and running processes. Continuous monitoring helps detect anomalies before they escalate into major incidents.

6.3 Logging

Logs provide a historical record of system events, user activities, and errors. Log analysis is critical for troubleshooting issues and identifying security incidents.

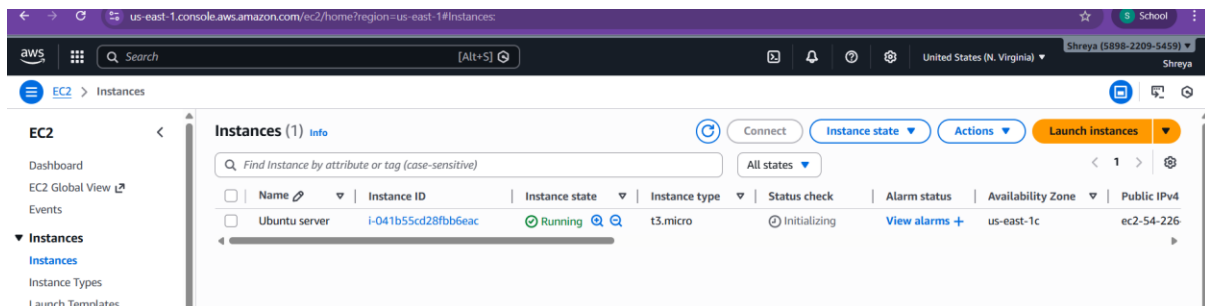
6.4 Incident Response

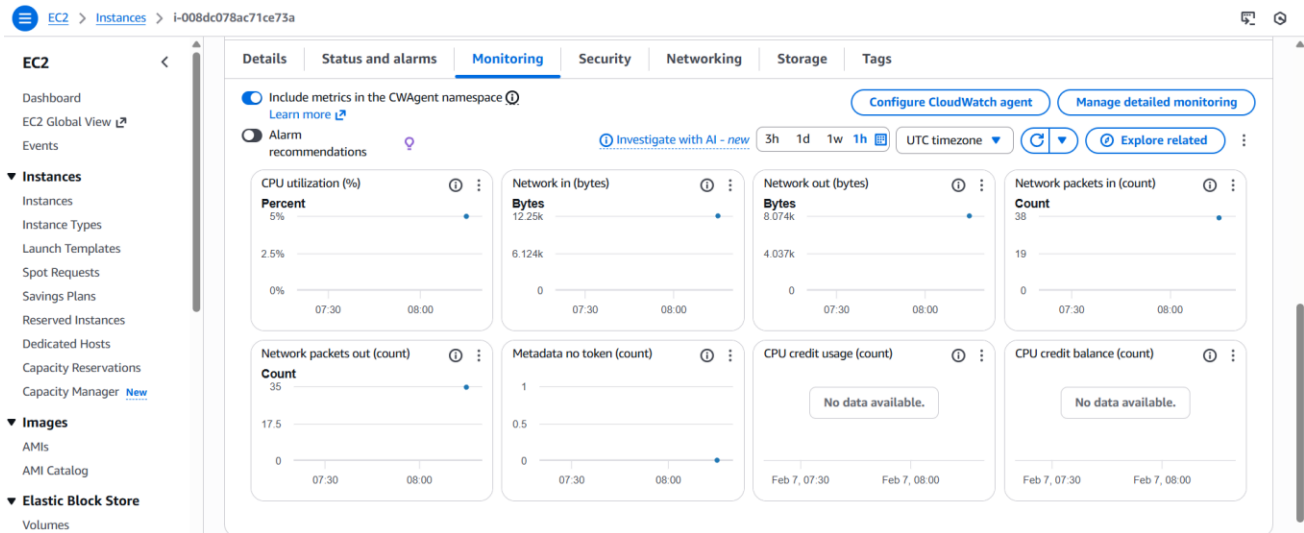
Incident response is a structured approach to handling unexpected events. It includes detection, analysis, containment, resolution, and recovery.

7. Environment Setup

7.1 Cloud Platform

- Platform Used: Amazon Web Services (AWS)
- Service: EC2 (Elastic Compute Cloud)
- Instance Type: Free Tier (t2.micro / t3.micro)
- Operating System: Ubuntu Linux





7.2 System Preparation

The instance was updated and necessary tools were installed.

```
sudo apt update && sudo apt upgrade -y  
sudo apt install htop stress-ng -y
```

8. Baseline Monitoring (Normal System State)

8.1 Commands Used

```
hostname  
uptime  
free -h  
df -h  
ps aux --sort=-%cpu | head
```

```
ubuntu@ip-172-31-18-168:~$ hostname  
ip-172-31-18-168  
ubuntu@ip-172-31-18-168:~$ uptime  
09:16:29 up 1 min, 1 user, load average: 0.18, 0.08, 0.03  
ubuntu@ip-172-31-18-168:~$
```

```

No VM guests are running via QEMU virtualization on this host.
ubuntu@ip-172-31-18-168:~$ lsb_release -a
No LSB modules are available.
Distributor ID: Ubuntu
Description:    Ubuntu 24.04.3 LTS
Release:        24.04
Codename:       noble
ubuntu@ip-172-31-18-168:~$ nproc
2
ubuntu@ip-172-31-18-168:~$ free -h
               total        used        free      shared  buff/cache   available
Mem:           914Mi       382Mi       190Mi         2.7Mi       510Mi       531Mi
Swap:            0B           0B           0B
ubuntu@ip-172-31-18-168:~$ df -h
Filesystem      Size  Used Avail Use% Mounted on
/dev/root        6.8G  2.3G  4.5G  34% /
tmpfs            458M   0  458M   0% /dev/shm
tmpfs            183M 896K  182M   1% /run
tmpfs            5.0M   0   5.0M   0% /run/lock
efivarfs         128K  3.6K  120K   3% /sys/firmware/efi/efivars
/dev/nvme0n1p16  881M   89M  730M  11% /boot
/dev/nvme0n1p15  105M   6.2M   99M   6% /boot/efi
tmpfs            92M   12K   92M   1% /run/user/1000
ubuntu@ip-172-31-18-168:~$

```

```

ubuntu@ip-172-31-18-168:~$ ps aux --sort=-%cpu | head
USER      PID %CPU %MEM    VSZ   RSS TTY      STAT START   TIME COMMAND
root         1  1.8  1.5  22604 14112 ?        Ss   09:15   0:05 /usr/lib/systemd/systemd -
-system --deserialize=32
root       970  0.4  2.1 1830624 20484 ?        Ssl  09:15   0:01 /snap/amazon-ssm-agent/117
97/amazon-ssm-agent
message+   599  0.2  0.6   9992  5920 ?        Ss   09:15   0:00 @dbus-daemon --system --ad
dress=systemd: --nofork --nopidfile --systemd-activation --syslog-only
root      4415  0.1  4.1 1848968 38812 ?        Ssl  09:18   0:00 /usr/lib/snapd/snapd
root      3981  0.1  0.8   26484   8340 ?        Ss   09:18   0:00 /usr/lib/systemd/systemd-u
devd
root        53  0.1  0.0     0     0 ?        S    09:15   0:00 [kswapd0]
ubuntu    1044  0.0  1.1   20040  11076 ?        Ss   09:15   0:00 /usr/lib/systemd/systemd -
-user --deserialize=24
polkitd   8478  0.0  0.8   308164   8076 ?        Ssl  09:18   0:00 /usr/lib/polkit-1/polkitd
--no-debug
root       625  0.0  0.9   17988   8860 ?        Ss   09:15   0:00 /usr/lib/systemd/systemd-l
ogind

```

8.2 Observations

- CPU usage was low
- Memory usage was stable
- Disk utilization was within acceptable limits
- No abnormal or high-CPU processes were observed

9. Log Collection and Analysis

9.1 Commands Used

```
sudo less /var/log/syslog
sudo less /var/log/auth.log
journalctl -xe
```

```
ubuntu@ip-172-31-18-168:~$ sudo less /var/log/syslog
2026-02-07T09:15:19.232702+00:00 ip-172-31-18-168 systemd[1]: Mounted dev-hugepages.mount - Huge Pages File System.
2026-02-07T09:15:19.232809+00:00 ip-172-31-18-168 systemd[1]: Mounted dev-mqueue.mount - POSIX Message Queue File System.
2026-02-07T09:15:19.232820+00:00 ip-172-31-18-168 systemd[1]: Mounted sys-kernel-debug.mount - Kernel Debug File System.
2026-02-07T09:15:19.232824+00:00 ip-172-31-18-168 systemd[1]: Mounted sys-kernel-tracing.mount - Kernel Trace File System.
2026-02-07T09:15:19.232829+00:00 ip-172-31-18-168 systemd[1]: Finished kmod-static-nodes.service - Create List of Static Device Nodes.
2026-02-07T09:15:19.232834+00:00 ip-172-31-18-168 systemd[1]: modprobe@confignfs.service: Deactivated successfully.
2026-02-07T09:15:19.232838+00:00 ip-172-31-18-168 systemd[1]: Finished modprobe@confignfs.service - Load Kernel Module confignfs.
2026-02-07T09:15:19.232842+00:00 ip-172-31-18-168 systemd[1]: modprobe@dm.service: Deactivated successfully.
2026-02-07T09:15:19.232849+00:00 ip-172-31-18-168 systemd[1]: Finished modprobe@dm.service - Load Kernel Module dm_mod.
2026-02-07T09:15:19.232853+00:00 ip-172-31-18-168 systemd[1]: modprobe@drm.service: Deactivated successfully.
2026-02-07T09:15:19.232857+00:00 ip-172-31-18-168 systemd[1]: Finished modprobe@drm.service - Load Kernel Module drm.
2026-02-07T09:15:19.232861+00:00 ip-172-31-18-168 systemd[1]: modprobe@efi_pstore.service: Deactivated successfully.
2026-02-07T09:15:19.232865+00:00 ip-172-31-18-168 systemd[1]: Finished modprobe@efi_pstore.service - Load Kernel Module efi_pstore.
2026-02-07T09:15:19.232869+00:00 ip-172-31-18-168 systemd[1]: Finished modprobe@fuse.service: Deactivated successfully.
2026-02-07T09:15:19.232877+00:00 ip-172-31-18-168 systemd[1]: modprobe@fuse.service: Deactivated successfully.
2026-02-07T09:15:19.232881+00:00 ip-172-31-18-168 systemd[1]: Finished modprobe@fuse.service - Load Kernel Module fuse.
2026-02-07T09:15:19.232885+00:00 ip-172-31-18-168 systemd[1]: modprobe@loop.service: Deactivated successfully.
2026-02-07T09:15:19.232890+00:00 ip-172-31-18-168 systemd[1]: Finished modprobe@loop.service - Load Kernel Module loop.
2026-02-07T09:15:19.232894+00:00 ip-172-31-18-168 systemd-modules-load[143]: Inserted module 'dm_multipath'
2026-02-07T09:15:19.232896+00:00 ip-172-31-18-168 systemd[1]: Mounting sys-fs-fuse-connections.mount - FUSE Control File System...
2026-02-07T09:15:19.232900+00:00 ip-172-31-18-168 systemd[1]: Mounting sys-kernel-config.mount - Kernel Configuration File System...
2026-02-07T09:15:19.232910+00:00 ip-172-31-18-168 systemd[1]: Started systemd-fsckd.service - File System Check Daemon to report status.
2026-02-07T09:15:19.232915+00:00 ip-172-31-18-168 systemd[1]: system-repart.service - Repartition Root Disk was skipped because no trigger condition checks were met.
2026-02-07T09:15:19.232919+00:00 ip-172-31-18-168 systemd[1]: Starting systemd-tmpfiles-setup-dev-early.service - Create Static Device Nodes in /dev gracefully...
2026-02-07T09:15:19.232923+00:00 ip-172-31-18-168 systemd[1]: Finished keyboard-setup.service - Set the console keyboard layout.
2026-02-07T09:15:19.232928+00:00 ip-172-31-18-168 systemd[1]: Mounted sys-fs-fuse-connections.mount - FUSE Control File System.
2026-02-07T09:15:19.232934+00:00 ip-172-31-18-168 systemd[1]: Mounted sys-kernel-config.mount - Kernel Configuration File System.
2026-02-07T09:15:19.232939+00:00 ip-172-31-18-168 systemd-fsck[147]: cleaning-rootfs: clean, 620089/617504 files, 527358/1834747 blocks
2026-02-07T09:15:19.232944+00:00 ip-172-31-18-168 systemd[1]: Finished systemd-fsck-root.service - File System Check on Root Device.
2026-02-07T09:15:19.232948+00:00 ip-172-31-18-168 systemd-modules-load[143]: Inserted module 'nf_conntrack'
2026-02-07T09:15:19.232953+00:00 ip-172-31-18-168 systemd[1]: Starting systemd-remount-fs.service - Remount Root and Kernel File Systems...
2026-02-07T09:15:19.232957+00:00 ip-172-31-18-168 systemd[1]: Finished systemd-modules-load.service - Load Kernel Modules.
2026-02-07T09:15:19.232964+00:00 ip-172-31-18-168 systemd[1]: Starting systemd-sysctl.service - Apply Kernel Variables...
2026-02-07T09:15:19.232968+00:00 ip-172-31-18-168 systemd[1]: Finished systemd-tmpfiles-setup-dev-early.service - Create Static Device Nodes in /dev gracefully.
2026-02-07T09:15:19.232971+00:00 ip-172-31-18-168 systemd[1]: Finished lvm2-monitor.service - Monitoring of LVM2 mirrors, snapshots etc. using dmeventd or progress polling.
2026-02-07T09:15:19.232975+00:00 ip-172-31-18-168 kernel: Linux version 6.14.0-1018-aws (build@1cy02-amd64-107) (x86_64-linux-gnu-gcc-13 (Ubuntu 13.3.0-6ubuntu2-24.04) 13.3.0, GNU ld (GNU Binutils for Ubuntu) 2.42) #18-24.04.1-Ubuntu SMP Mon Nov 24 19:46:27 UTC 2025 (Ubuntu 6.14.0-1018.18-24.04.1-aws 6.14.11)
2026-02-07T09:15:19.232979+00:00 ip-172-31-18-168 systemd[1]: Finished systemd-udev-trigger.service - Coldplug All udev Devices.
2026-02-07T09:15:19.232983+00:00 ip-172-31-18-168 systemd[1]: Finished systemd-remount-fs.service - Remount Root and Kernel File Systems.
2026-02-07T09:15:19.232987+00:00 ip-172-31-18-168 kernel: Command line: BOOT_IMAGE=/vmlinuz-6.14.0-1018-aws root=PARTUUID=2ba9f9194-asfb-4b12-adb0-45166f0feb06 ro console=tty1 console=ttyS0 nvme_core.io_timeout=4294967295 panic=1
2026-02-07T09:15:19.232994+00:00 ip-172-31-18-168 kernel: KERNEL supported cpus:
```

```
ubuntu@ip-172-31-18-168:~$ sudo less /var/log/auth.log
2026-02-07T09:15:19.234131+00:00 ip-172-31-18-168 useradd[571]: new group: name=ubuntu, GID=1000
2026-02-07T09:15:19.234148+00:00 ip-172-31-18-168 useradd[571]: new user: name=ubuntu, UID=1000, GID=1000, home=/home/ubuntu, shell=/bin/bash, from=None
2026-02-07T09:15:19.234153+00:00 ip-172-31-18-168 useradd[571]: add 'ubuntu' to group 'adm'
2026-02-07T09:15:19.242810+00:00 ip-172-31-18-168 useradd[571]: add 'ubuntu' to group 'cdrom'
2026-02-07T09:15:19.242828+00:00 ip-172-31-18-168 useradd[571]: add 'ubuntu' to group 'sudo'
2026-02-07T09:15:19.242835+00:00 ip-172-31-18-168 useradd[571]: add 'ubuntu' to group 'dip'
2026-02-07T09:15:19.242839+00:00 ip-172-31-18-168 useradd[571]: add 'ubuntu' to group 'lxd'
2026-02-07T09:15:19.242844+00:00 ip-172-31-18-168 useradd[571]: add 'ubuntu' to shadow group 'adm'
2026-02-07T09:15:19.242849+00:00 ip-172-31-18-168 useradd[571]: add 'ubuntu' to shadow group 'cdrom'
2026-02-07T09:15:19.242854+00:00 ip-172-31-18-168 useradd[571]: add 'ubuntu' to shadow group 'sudo'
2026-02-07T09:15:19.242859+00:00 ip-172-31-18-168 useradd[571]: add 'ubuntu' to shadow group 'dip'
2026-02-07T09:15:19.242864+00:00 ip-172-31-18-168 useradd[571]: add 'ubuntu' to shadow group 'lxd'
2026-02-07T09:15:19.242870+00:00 ip-172-31-18-168 passwd[579]: password for 'ubuntu' changed by 'root'
2026-02-07T09:15:19.249665+00:00 ip-172-31-18-168 systemd-logind[625]: New seat seat0.
2026-02-07T09:15:19.249676+00:00 ip-172-31-18-168 systemd-logind[625]: Watching system buttons on /dev/input/event0 (Power Button)
2026-02-07T09:15:19.249681+00:00 ip-172-31-18-168 systemd-logind[625]: Watching system buttons on /dev/input/event1 (Sleep Button)
2026-02-07T09:15:19.249687+00:00 ip-172-31-18-168 systemd-logind[625]: Watching system buttons on /dev/input/event2 (AT Translated Set 2 keyboard)
2026-02-07T09:15:19.249786+00:00 ip-172-31-18-168 polkitd[608]: Loading rules from directory /etc/polkit-1/rules.d
2026-02-07T09:15:19.249791+00:00 ip-172-31-18-168 polkitd[608]: Loading rules from directory /usr/share/polkit-1/rules.d
2026-02-07T09:15:19.249800+00:00 ip-172-31-18-168 polkitd[608]: Finished loading, compiling and executing 6 rules
2026-02-07T09:15:19.249810+00:00 ip-172-31-18-168 polkitd[608]: Acquired the name org.freedesktop.PolicyKit1 on the system bus
2026-02-07T09:15:44.512873+00:00 ip-172-31-18-168 sshd[1032]: Server listening on 0.0.0.0 port 22.
2026-02-07T09:15:44.512876+00:00 ip-172-31-18-168 sshd[1032]: Server listening on : port 22.
2026-02-07T09:15:58.919000+00:00 ip-172-31-18-168 sshd[1033]: Accepted publickey for ubuntu from 115.247.219.102 port 9132 ssh2: RSA SHA256:3f1RPsW01wJA67tRpf+cNmGnfqH3tEil++IMLn/RDE
2026-02-07T09:15:58.921828+00:00 ip-172-31-18-168 sshd[1033]: pam_unix(sshd:session): session opened for user ubuntu(uid=1000) by ubuntu(uid=0)
2026-02-07T09:15:58.945663+00:00 ip-172-31-18-168 systemd-logind[625]: New session 1 of user ubuntu.
2026-02-07T09:15:58.962647+00:00 ip-172-31-18-168 (systemd): pam_unix(systemd-user:session): session opened for user ubuntu(uid=1000) by ubuntu(uid=0)
2026-02-07T09:17:01.018903+00:00 ip-172-31-18-168 pam_unix(cron:session): session opened for user root(uid=0) by root(uid=0)
2026-02-07T09:17:01.021997+00:00 ip-172-31-18-168 CRON[1201]: pam_unix(cron:session): session closed for user root
2026-02-07T09:17:41.368133+00:00 ip-172-31-18-168 sudo: ubuntu : TTY=pts/0 ; PWD=/home/ubuntu ; USER=root ; COMMAND=/usr/bin/apt update
2026-02-07T09:17:41.369754+00:00 ip-172-31-18-168 sudo: pam_unix(sudo:session): session opened for user root(uid=0) by ubuntu(uid=1000)
2026-02-07T09:17:57.670491+00:00 ip-172-31-18-168 sudo: pam_unix(sudo:session): session closed for user root
2026-02-07T09:17:57.682188+00:00 ip-172-31-18-168 sudo: ubuntu : TTY=pts/0 ; PWD=/home/ubuntu ; USER=root ; COMMAND=/usr/bin/apt upgrade -y
2026-02-07T09:17:57.682981+00:00 ip-172-31-18-168 sudo: pam_unix(sudo:session): session opened for user root(uid=0) by ubuntu(uid=1000)
2026-02-07T09:18:06.288799+00:00 ip-172-31-18-168 polkitd[608]: Reloading rules
2026-02-07T09:18:06.288893+00:00 ip-172-31-18-168 polkitd[608]: Collecting garbage unconditionally...
2026-02-07T09:18:06.288939+00:00 ip-172-31-18-168 polkitd[608]: Loading rules from directory /etc/polkit-1/rules.d
2026-02-07T09:18:06.289137+00:00 ip-172-31-18-168 polkitd[608]: Loading rules from directory /usr/share/polkit-1/rules.d
2026-02-07T09:18:06.297234+00:00 ip-172-31-18-168 polkitd[608]: Finished loading, compiling and executing 6 rules
2026-02-07T09:18:06.298115+00:00 ip-172-31-18-168 polkitd[608]: Reloading rules
2026-02-07T09:18:06.298178+00:00 ip-172-31-18-168 polkitd[608]: Collecting garbage unconditionally...
2026-02-07T09:18:06.298228+00:00 ip-172-31-18-168 polkitd[608]: Loading rules from directory /etc/polkit-1/rules.d
2026-02-07T09:18:06.298270+00:00 ip-172-31-18-168 polkitd[608]: Loading rules from directory /usr/share/polkit-1/rules.d
2026-02-07T09:18:06.298574+00:00 ip-172-31-18-168 polkitd[608]: Finished loading, compiling and executing 6 rules
```

9.2 Observations

- Normal system boot and service initialization logs

- Successful SSH login records
- No errors or failed login attempts during baseline state

Screenshot Attachment: System and authentication logs

10. Incident Simulation

10.1 CPU Stress Simulation

```
stress-ng --cpu 2 --timeout 120
```

10.2 Memory Stress Simulation

```
stress-ng --vm 1 --vm-bytes 80% --timeout 120
```

10.3 Disk I/O Simulation

```
dd if=/dev/zero of=testfile bs=1M count=1024
```

```
ubuntu@ip-172-31-18-168:~$ stress-ng --cpu 2 --timeout 120
Command 'stress-ng' not found, did you mean:
  command 'stress-ng' from deb stress-ng (0.17.03-2)
Try: sudo apt install <deb name>
ubuntu@ip-172-31-18-168:~$ stress-ng --cpu 2 --timeout 120
stress-ng: info:  [8970] setting to a 2 mins, 0 secs run per stressor
stress-ng: info:  [8970] dispatching hogs: 2 cpu
stress-ng: info:  [8970] skipped: 0
stress-ng: info:  [8970] passed: 2: cpu (2)
stress-ng: info:  [8970] failed: 0
stress-ng: info:  [8970] metrics untrustworthy: 0
stress-ng: info:  [8970] successful run completed in 2 mins, 0.01 secs
ubuntu@ip-172-31-18-168:~$ stress-ng --vm 1 --vm-bytes 80% --timeout 120
stress-ng: info:  [8978] setting to a 2 mins, 0 secs run per stressor
stress-ng: info:  [8978] dispatching hogs: 1 vm
stress-ng: info:  [8978] skipped: 0
stress-ng: info:  [8978] passed: 1: vm (1)
stress-ng: info:  [8978] failed: 0
stress-ng: info:  [8978] metrics untrustworthy: 0
stress-ng: info:  [8978] successful run completed in 2 mins, 0.22 secs
ubuntu@ip-172-31-18-168:~$ dd if=/dev/zero of=testfile bs=1M count=1024
1024+0 records in
1024+0 records out
1073741824 bytes (1.1 GB, 1.0 GiB) copied, 6.61602 s, 162 MB/s
ubuntu@ip-172-31-18-168:~$
```

10.4 Observations

- CPU usage increased significantly
- Memory consumption approached system limits

- High CPU usage visible in process list
- stress-ng process identified as root cause

- Logs confirmed resource-intensive operations

12. Incident Resolution and Recovery

12.1 Corrective Actions

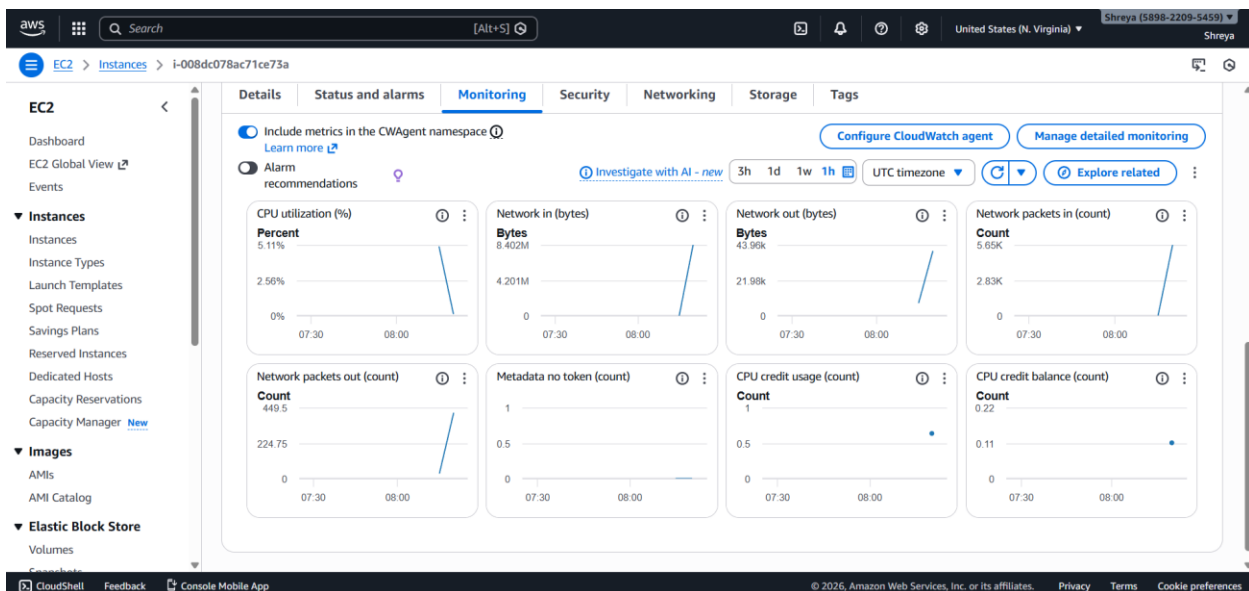
stress-ng

12.2 Recovery Verification

uptime

journalctl --since "2 minutes ago"

```
~
ubuntu@ip-172-31-18-168:~$ pkill stress-ng
ubuntu@ip-172-31-18-168:~$ uptime
 09:33:39 up 18 min,  1 user,  load average: 0.01, 0.27, 0.30
ubuntu@ip-172-31-18-168:~$ journalctl --since "2 minutes ago"
-- No entries --
ubuntu@ip-172-31-18-168:~$
```



12.3 Observations

- CPU usage returned to normal levels
- Load average stabilized

- No further errors observed in logs

13. Incident Documentation

Incident Description: High CPU utilization due to stress process

Detection Method: Manual monitoring

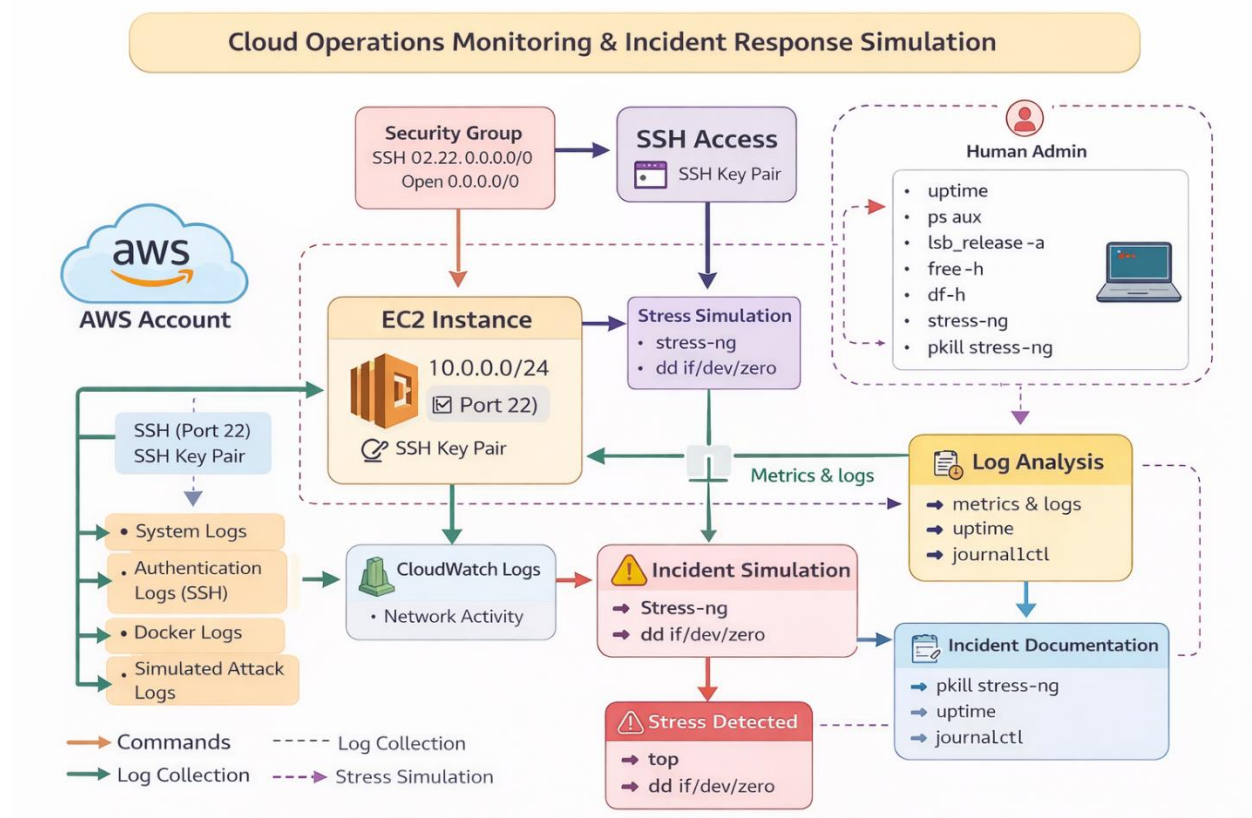
Root Cause: CPU stress simulation

Impact: Temporary system slowdown

Resolution: Terminated stress process

Recovery Time: Within minutes

Diagram



14. Results

The project successfully demonstrated the importance of monitoring and log analysis in cloud environments. The incident was detected, analyzed, and resolved efficiently using basic tools.

15. Conclusion

This simulation reinforced the principle of **monitor first, fix later**. By understanding system behavior through metrics and logs, IT administrators can respond to incidents more effectively and reduce downtime. The skills practiced in this project are directly applicable to CloudOps, DevOps, and system administration roles.