Epic 1: Bulk Agent Status Monitoring System

Description: Automate agent status monitoring using Asterisk to streamline operations and reduce manual overhead.

User Stories:

1. As an automation engineer, I want to configure Asterisk for bulk calling to automate real-time status monitoring.

2. As an automation lead, I want to set up triggers for notifications on agent availability to ensure timely updates.

3. As a system owner, I want to automate the integration between Asterisk and reporting tools to generate agent performance reports seamlessly.

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Epic 2: TFN-IVR Performance Matrix Dashboard

Description: Automate data collection and visualization for TFN-IVR call metrics to provide actionable insights.

User Stories:

1. As an automation engineer, I want to create automated data pipelines to feed TFN-IVR metrics into the dashboard.

2. As a dashboard owner, I want to build scripts for real-time data updates and anomaly detection to improve IVR call routing.

3. As a system admin, I want to automate the backup and maintenance of the dashboard to ensure availability during peak operations.

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Epic 3: Unified Patch and Monitor System

Description: Automate the patch management and monitoring of servers to enhance compliance and reduce manual tasks.

User Stories:

1. As an automation engineer, I want to design scripts to schedule and deploy patches automatically on Windows and Linux servers.

2. As a system admin, I want to integrate monitoring tools with the patching system to ensure real-time compliance visibility.

3. As an engineer, I want to implement automation workflows for patch failure alerts and rollback to reduce downtime.

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Epic 4: Engineering Insight Dashboards

Description: Automate and optimize Kibana and Grafana dashboards for real-time monitoring and tailored insights.

User Stories:

1. As an automation engineer, I want to write scripts to automatically update and configure dashboard panels based on new data sources.

2. As a monitoring expert, I want to set up alerts and triggers within dashboards to identify and notify on performance degradation.

3. As an engineer, I want to automate the deployment of dashboard configurations across multiple environments for consistency.

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Epic 5: Centralized Syslog System

Description: Automate Syslog configuration for centralized log management and real-time monitoring in Kibana.

User Stories:

1. As an automation engineer, I want to create scripts to configure Syslog servers on both Windows and Linux systems.

2. As a monitoring lead, I want to automate log forwarding to Kibana to ensure consistent data flow across environments.

3. As an admin, I want to implement automated error handling in the log integration pipeline to address data drops or corruption.

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Epic 6: DevOps Pipeline Automation

Description: Automate CI/CD pipelines for seamless application deployment with robust testing and monitoring.

User Stories:

1. As an automation engineer, I want to build and configure Jenkins pipelines to automate application deployments.

2. As a DevOps lead, I want to integrate automated test suites into the pipeline to ensure deployment quality.

3. As an engineer, I want to set up monitoring tools in the pipeline to automatically detect and notify on deployment failures.

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Epic 7: Certificate Management System

Description: Automate SSL/TLS certificate monitoring and renewal processes to maintain security compliance.

User Stories:

1. As an automation engineer, I want to create tools to track SSL/TLS certificate expiry and send automated reminders.

2. As a security specialist, I want to automate the renewal and deployment of certificates to reduce manual efforts.

3. As a system admin, I want to generate automated compliance reports for all active certificates.

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Epic 8: Disaster Recovery (DR) Setup in Azure

Description: Automate disaster recovery setup and testing in Azure to minimize downtime and ensure business continuity.

User Stories:

1. As an automation engineer, I want to use Terraform to automate the provisioning of DR infrastructure in Azure.

2. As a system owner, I want to script automated DR drills to validate recovery processes periodically.

3. As an engineer, I want to implement monitoring and notification automation to track DR failover performance.