

Monthly Operations and Performance Report (MOPR) - [Month, Year]

Prepared For: Executive Committee

Prepared By: Operations Lead

Date: [Date]

1. Executive Summary

A concise overview of platform performance, reliability, and key operational achievements/challenges for the month.

- Overall Platform Uptime: [99.998%] (Target:) - **[Status: On Target]**
- Mean Time To Restore (MTTR): [28 Minutes] (Target: < 30 Minutes) - **[Status: On Target]**
- Cloud Cost Variance: [\$5,000 Under Budget] (Target:) - **[Status: Favorable]**

2. Service Reliability Metrics

Metric	Target	Result (This Month)	Variance	Commentary
Service Uptime (SLO)		[99.998%]		Two minor incidents caused minutes of downtime combined.
MTTR (Mean Time To Restore)	< 30 Mins	[28 Mins]	Mins	Mitigation success due to quick rollback procedures defined in the new Runbook.
P0/P1 Incidents	< 2	[1 P1 Incident]	On Target	Single P1 incident involving the regional API gateway in KSA. Resolved

				via failover.
Change Failure Rate (CFR)	<		On Target	1 rollback required out of 12 production deployments.

3. Financial & Resource Efficiency

Metric	Target	Result (This Month)	Variance	Commentary
Total Cloud Spend	\$[Budget]	\$[Actual]	[Variance Amount]	Cost was lower than budget due to deferred data ingestion project start.
Infra Cost per Active Client	\$[Target]	\$[Actual]	[Variance Amount]	[Commentary on efficiency]
RI/Spot Utilization				RI coverage dropped slightly due to scaling up a new client environment on-demand. Action Item: Review Q4 RI purchase.

4. Key Operational Activities and Projects

Project / Activity	Status	Notes
CI/CD Pipeline Upgrade	Complete	Migrating deployment logic to ArgoCD. Expected

		completion: Next month.
Quarterly BCDR Test	Completed	Test of Failover to secondary AZ successful. RTO achieved in 3.5 hours (Target: 4 hours).
New Vendor Onboarding	Complete	Successful integration of "X-Analytics" platform. Security audit passed.

5. Risk Register Update

- **Top Risk Reviewed:** OPRISK-022 (Regulatory change in KSA). Action: Legal is drafting a pre-emptive data anonymization layer. Status: On track.
- **New Risks:** None identified this month.

6. Action Items for Next Month

1. Finalize and deploy ArgoCD migration to reduce deployment lead time. (Owner: [Ops Lead])
2. Review all non-production AWS EC2 instances for further rightsizing opportunities. (Owner: [SRE Team])
3. Schedule the bi-annual audit of physical access logs for the Dubai Server Room. (Owner: [Facility Manager])