Purpose

Send alerts for critical AWS resources to OBM and associated remedy tickets will be created. The ticket will be monitored by the ENOC and the responsible party for the resource will be notified. If the resource becomes healthy, the ticket will automatically close.

* Firewall exceptions do not need to be requested in every account
  + The shared resources are in the Shared Services Account which already has the firewall exception to communicate with OBM
* Alerts sent to OBM are standardized
  + The message sent from SNS is a json object enclosed in a string. This is converted to a json object before it is sent to OBM
  + A new field for AlertType is included so OBM can process the alerts appropriately
  + Tags are included for the resource

This is a starting point to define the values a 3rd party tool needs to send the OBM to make an event

| **Item** | **Required** | **Description** | **Example** |
| --- | --- | --- | --- |
| **Item** | **Required** | **Description** | **Example** |
| Title | Yes | The title of the event | pritappapalx001 - Disk : Disk/File System/[/dev/mapper/vgapp-data (/data)]/percent full : 80% : warning |
| Description | Yes | The detailed description of the event | Metric 'Disk/File System/[/dev/mapper/vgapp-data (/data)]/percent full' crossed 'Disk/File System/[/dev/mapper/vgapp-data (/data)]/percent full >= 80' with value '80' |
| Severity | Yes | The severity of the event | Critical, Major, Minor, Warning, Normal |
| Related CI | Yes | The configuration item that is having the issue | Hostname, PG&E AppID Number, Synthetic Transaction name |
| ID | Yes | Unique ID of the event | 086b4830-2551-71ec-13e9-0a1faaa20000 |
| Priority | No | The priority of the event to the business | High, Low Medium, etc |
| Time Created | No | The time the event was created on the source system | Date : Time |
| Source | No | The source system or item sending the event | Server, device or application doing the monitoring and ending the event |
| Category | No | The high level category for the event | Dynamic Disk Space |
| Subcategory | No | The high level sub category for the event | Disk/File System/[/dev/mapper/vgapp-data (/data)]/percent full |