G42

Managed Services

MONTHLY REPORT
JANUARY 2023

SGS_DEP

Objective

Below report shows the comprehensive operation report for the ADDA tenant SGS DEP. The Report consists of Cloud Resource Utilization, Network Bandwidth Utilization, Alarm and Tickets handled by the Managed Services Team for Month 01 of 2023 (January).

1. Cloud Resource Utilization - DEP

G42 Cloud Services	Current Resource Count
Elastic Cloud Server (ECS) PROD	3
Elastic Cloud Server (ECS) STG	4
Elastic Cloud Server (ECS) UAT	1
Elastic Cloud Server (ECS) RnD	9
Elastic Cloud Server (ECS) QA	1
Elastic Volume Service (EVS) - PROD	24
Elastic Volume Service (EVS) - STG	27
Elastic Volume Service (EVS) - UAT	25
Elastic Volume Service (EVS) - RnD	33
Elastic Volume Service (EVS) - QA	25
Elastic Load Balancer (ELB) – PROD / STG / UAT / RnD / QA	17
Virtual Private Cloud (VPC) – PROD / STG / UAT / RnD / QA	10
Cloud Container Engine (CCE) Nodes – PROD / STG / UAT / RnD / QA	6
Relational Database Service (RDS)	11
Cloud Search Service (CSS)	5
Simple Message Notification (SMN) – PROD / STG / UAT / RnD / QA	4
MRS Instances – PROD / STG / UAT / RnD / QA	6
Total Services	205

2. On-Boarded Users

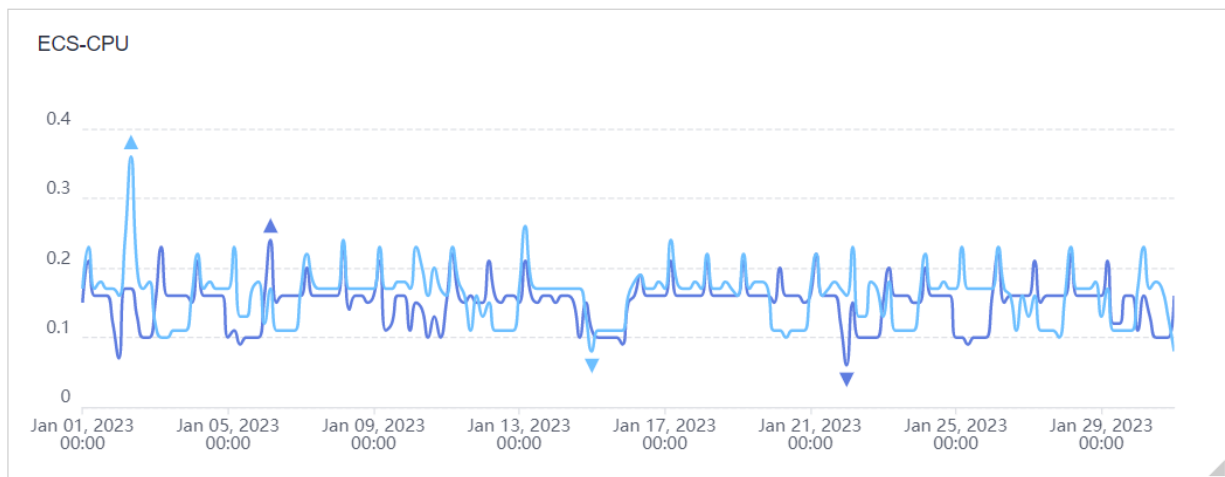| IAM Users	User Count
Enabled	73
Disabled	14
Total	**87**

Total number of SGS cloud IAM user count is 16, there are 15 active users and 1 is Disabled. Users with ID "ADDA-Name" were counted.

3. Resource Usage

ECS CPU Usage

ECS CPU Usage Production

ECS-CPU

```
0.4
0.3
0.2
0.1
0
Jan 01, 2023   Jan 05, 2023   Jan 09, 2023   Jan 13, 2023   Jan 17, 2023   Jan 21, 2023   Jan 25, 2023   Jan 29, 2023
00:00          00:00          00:00          00:00          00:00          00:00          00:00          00:00
```

● ecs-dmp-prod-proxy-server-01 (Elastic Cloud Server)
● ecs-dmp-prod-proxy-server-02 (Elastic Cloud Server)

Production ECS CPU usage is below 4% and there is no heavy CPU usage in any of the servers. There is a spike on Jan 2nd but it's below 1% which is a normal behavior and that is settled down after some time.

ECS CCE CPU Usage DMP Production

CCE-ECS-CPU-Usage
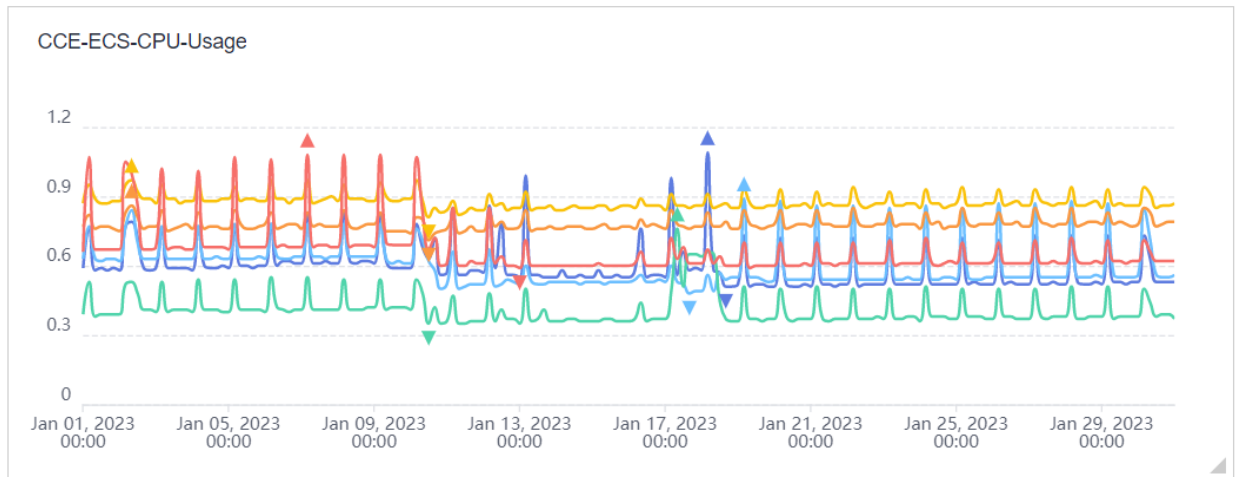
Legend:
- ● cce-dmp-prod-iam-03 (Elastic Cloud Server)
- ● cce-dmp-prod-iam-01 (Elastic Cloud Server)
- ● cce-dmp-prod-portal-01 (Elastic Cloud Server)
- ● cce-dmp-prod-portal-03 (Elastic Cloud Server)
- ● cce-dmp-prod-portal-02 (Elastic Cloud Server)
- ● cce-dmp-prod-iam-02 (Elastic Cloud Server)

Production CPU usage is below 2% and there is no heavy CPU usage in any of the servers. There is a spike in the graph that is less than 1% and Idle.

RDS Usage

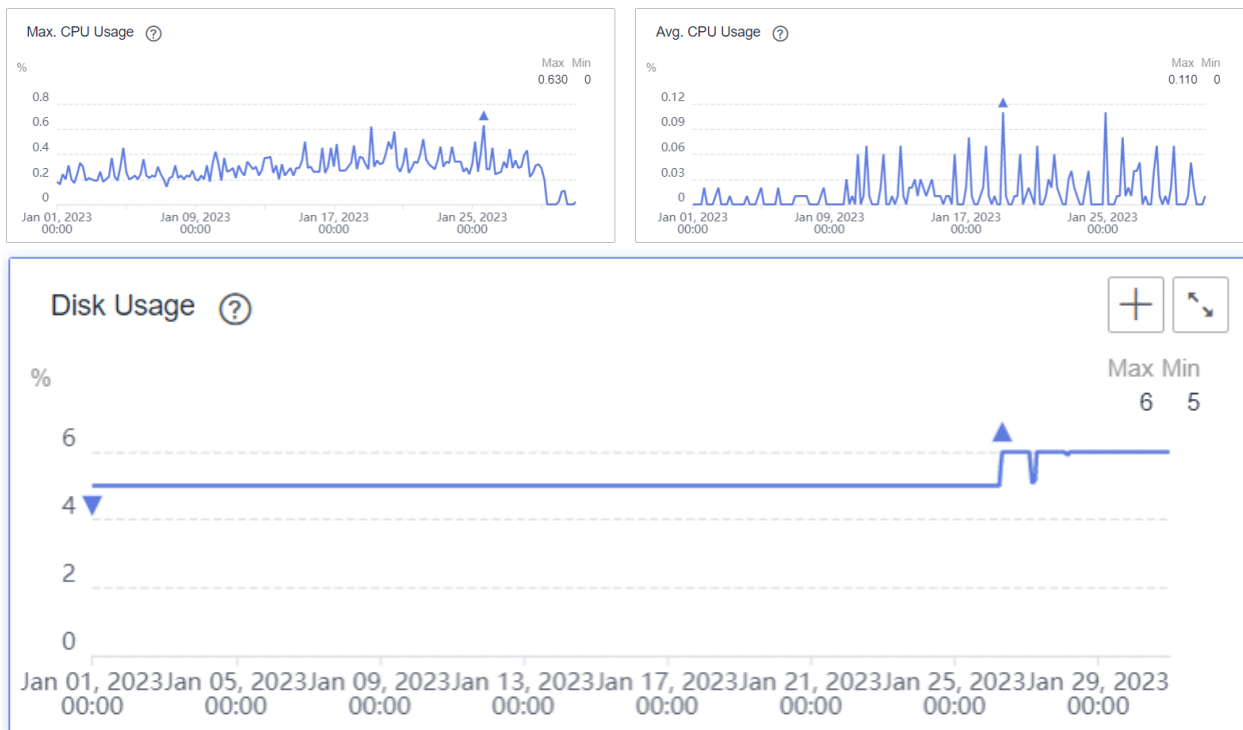### RDS CPU, RAM and Disk Usage Production

- ● rds-dmp-portal-production (Relational Database Service)
- ● rds-dmp-iam-production (Relational Database Service)

CPU and RAM usage in the production RDS is average. Resource utilization is effective from the infrastructure perspective, **RDS Disk usage** is remains unchanged at 8.9 GB out of 40 GB. However, **RDS Connections** decreased from averaging 400 to 184 counts. RDS Memory Utilization decreased from 20% to around 16% for the Month.
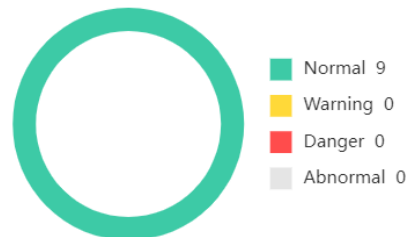
CSS Usage

CSS CPU and Disk usage

Max. CPU Usage ⑦

%   Max   Min
0.630   0

Avg. CPU Usage ⑦

%   Max   Min
0.110   0

Disk Usage ⑦

Max Min
6   5

Cluster Status ⑦

- Available 9
- Creating 0
- Processing 0
- Abnormal 0

Cluster Storage Capacity Status ⑦

- Normal 9
- Warning 0
- Danger 0
- Abnormal 0

● css-dmp-portal-production (Cloud Search Service) ·

CSS CPU usage is unchanged below 1% and Disk usage is 6%,
Minimum available storage size is 73 GB and the cluster is healthy and available for the Month.

## CCE Hosts

Production CCE Cluster- DMP (Portal and IAM)

Host Name	Status	IP Ad...	Host	CPU Usage(%)	Physical Memory Us...	Virtual Memory Usa...
cce-dmp-prod-iam-01	● Normal	10.242.51.2...	CCE	0.6%	5.9%	5.9%
cce-dmp-prod-iam-02	● Normal	10.242.51.94	CCE	0.3%	3.2%	3.2%
cce-dmp-prod-iam-03	● Normal	10.242.51.65	CCE	0.6%	5.9%	5.9%
cce-dmp-prod-iam-mas...	● Normal	10.242.51.62	CCE	9.9%	19.1%	19.1%
cce-dmp-prod-iam-mas...	● Normal	10.242.51.2...	CCE	8.9%	17.4%	17.4%
cce-dmp-prod-iam-mas...	● Normal	10.242.51.2...	CCE	9.3%	18.5%	18.5%
cce-dmp-prod-portal-01	● Normal	10.242.52.75	CCE	0.4%	4.8%	4.8%
cce-dmp-prod-portal-02	● Normal	10.242.53.56	CCE	0.4%	5.6%	5.6%
cce-dmp-prod-portal-03	● Normal	10.242.52.33	CCE	0.4%	8%	8%
cce-dmp-prod-portal-m...	● Normal	10.242.53.93	CCE	9.8%	19%	19%
cce-dmp-prod-portal-m...	● Normal	10.242.53.20	CCE	9.6%	17.9%	17.9%
cce-dmp-prod-portal-m...	● Normal	10.242.52.30	CCE	8.8%	16.9%	16.9%

CCE-ECS-CPU-Usage
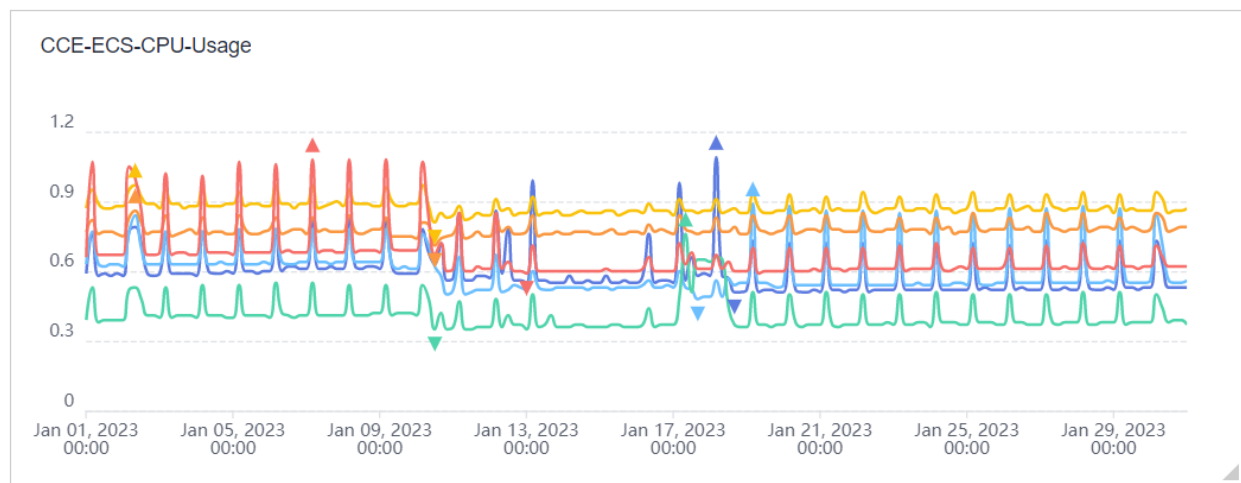
DMP-Prod CCE Cluster is healthy and the resource utilization is normal. CPU Utilization is less than 1% for the Month.

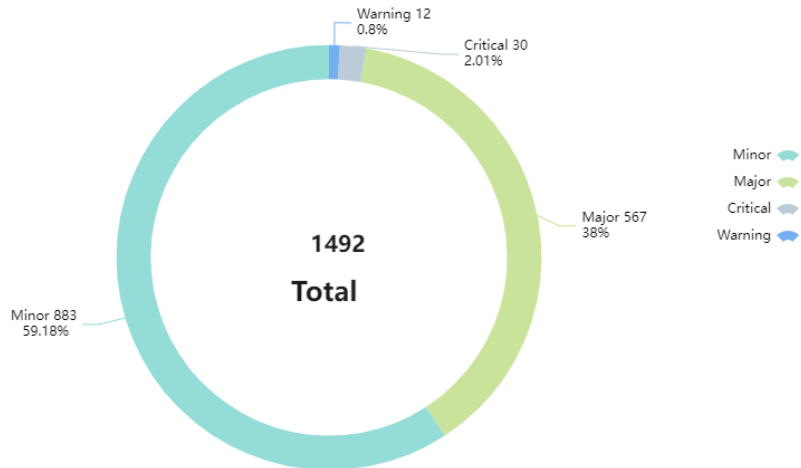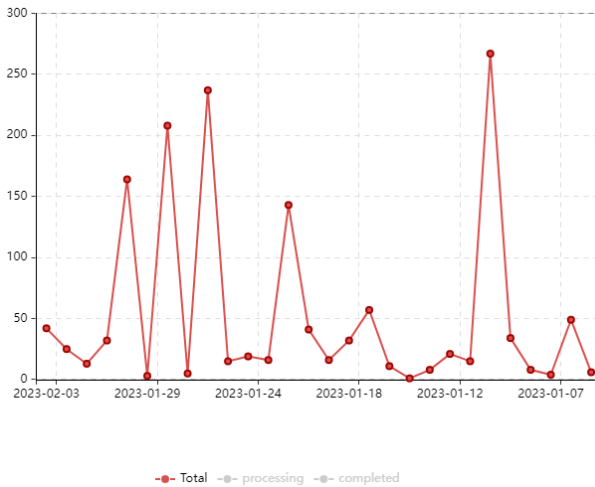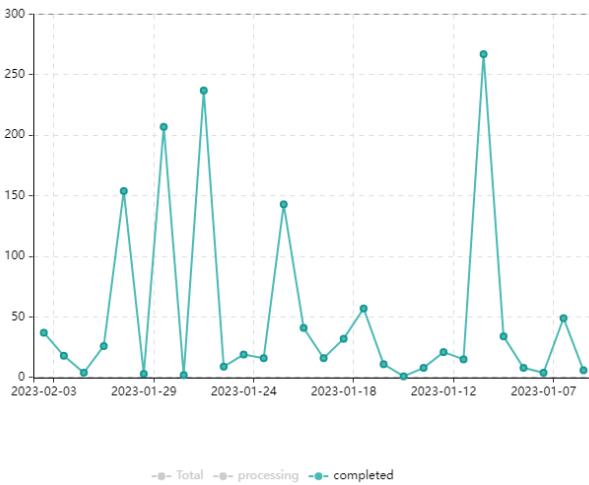# 4. Network bandwidth

RDS Production
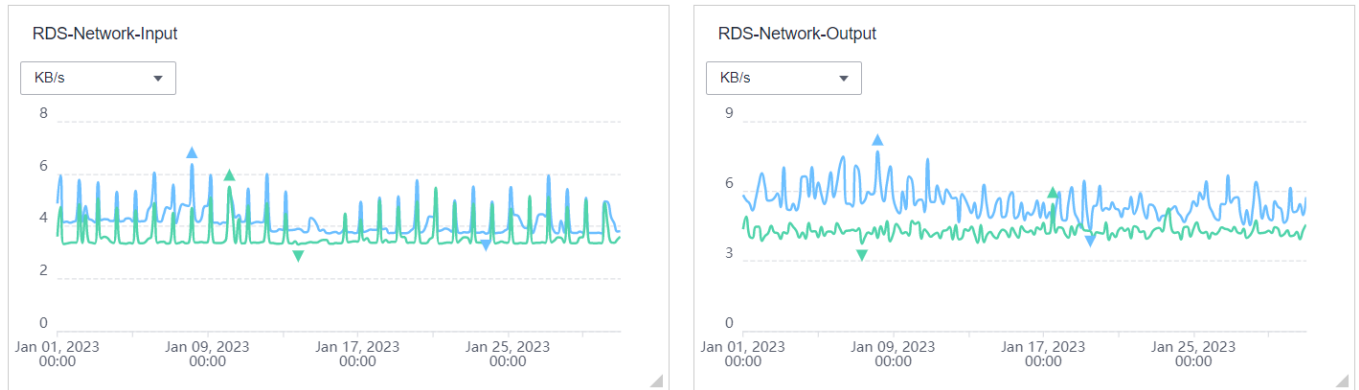
No heavy network usage during the past Month in the Production RDS environment.

5. Alarms and Cloud Monitoring

Alarm Serverity
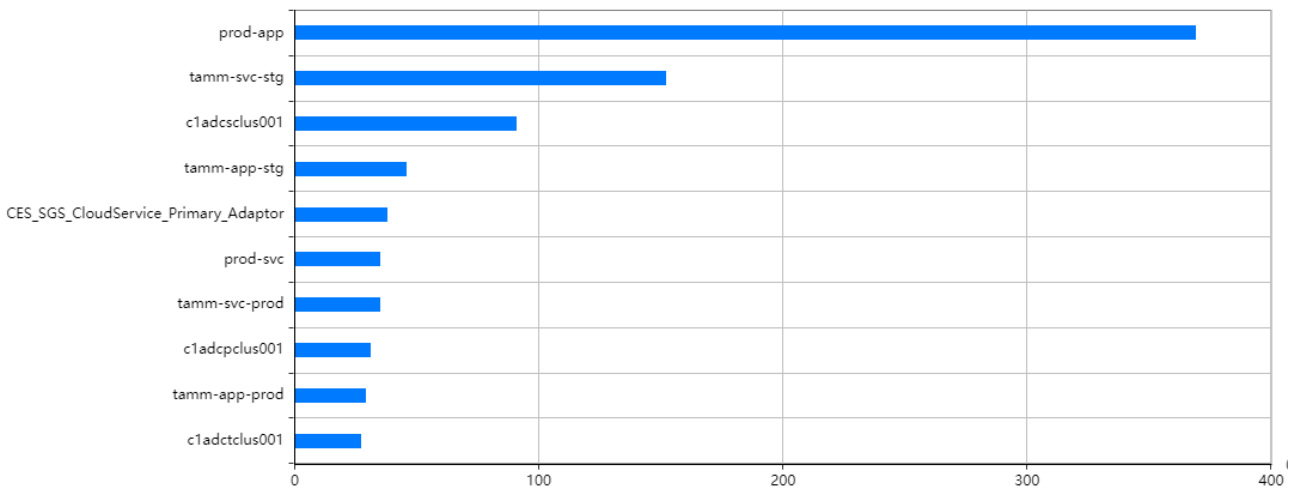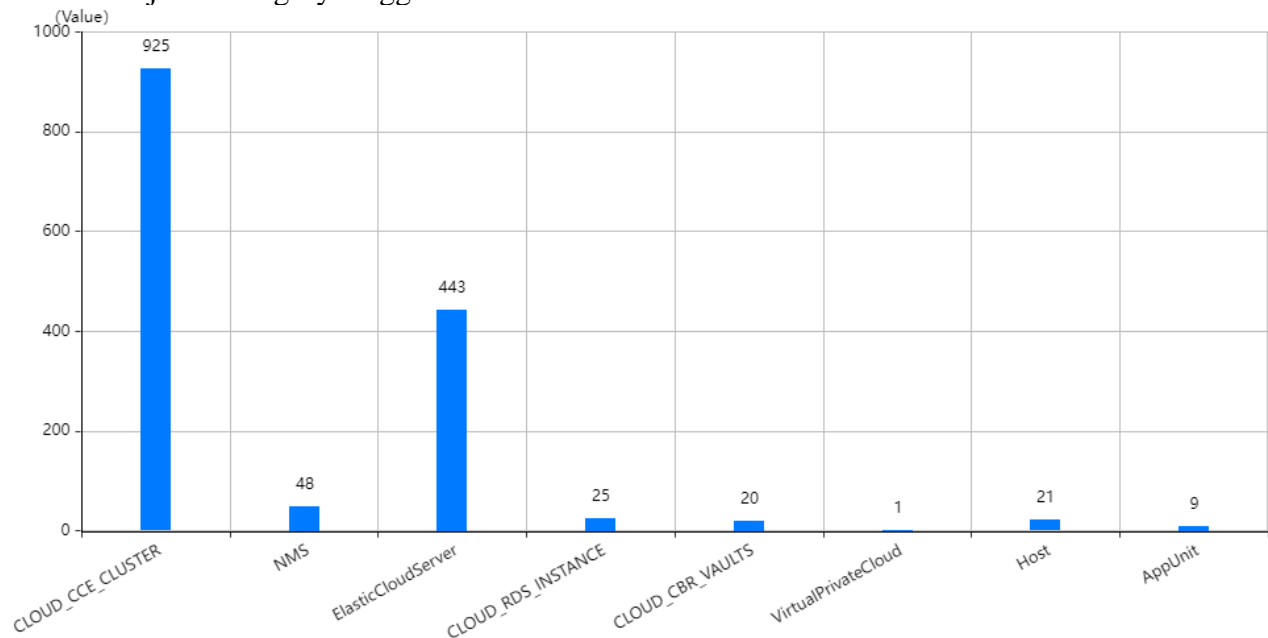

Warning 12
0.8%

Critical 30
2.01%

1492
Total

Major 567
38%

Minor 883
59.18%

Minor
Major
Critical
Warning

GLOBAL ALARM TRENDS

- Total - processing - completed

- Total - processing - completed

Alarm Objects Triggered

TOP 10 Objects Category Triggered

Prod-App with Category CCE triggered more alerts compared to other categories and majority of the tickets created were less severe and most incidents auto-resolved. Elastic Cloud Server category and 2nd highest triggers due to Memory, Storage and CPU Cloud-Eye thresholds been breached, Support resolved these issues without any downtime.
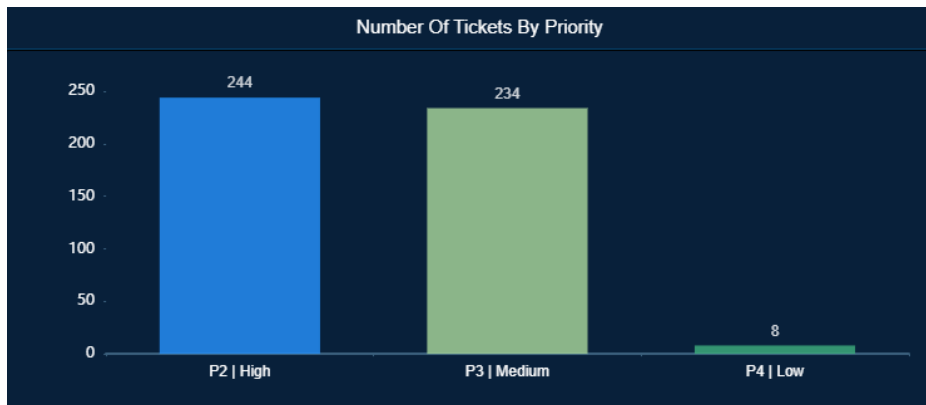
6. Tickets

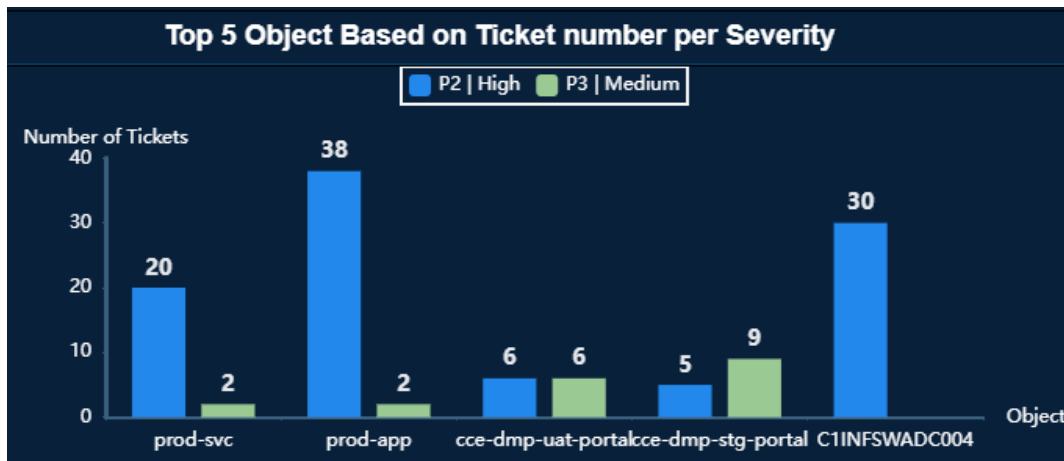**Critical Incidents** created the last 30 days are 0 Tickets ,(0)Tickets created during last 7days
High Incidents created the last 30 days are 244 Tickets ,(101)Tickets created during last 7days
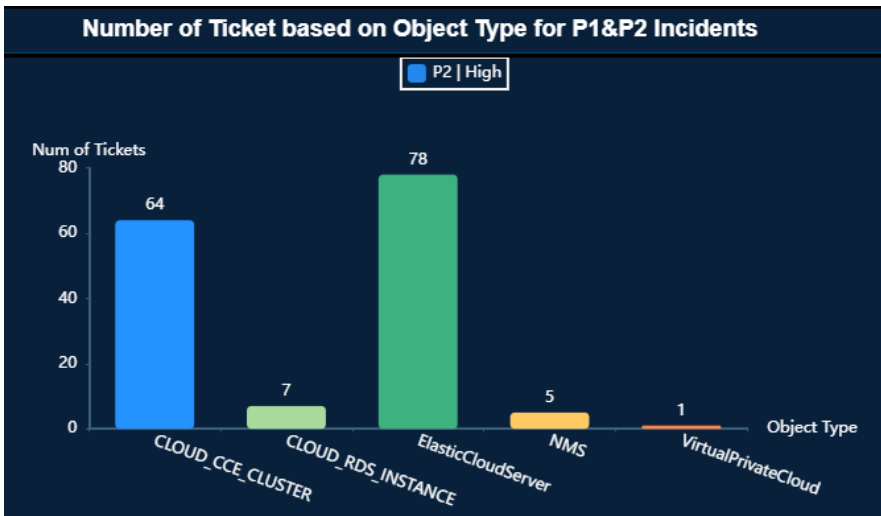**Medium Incidents** created the last 30 days are 234 Tickets ,(174)Tickets created during last 7days

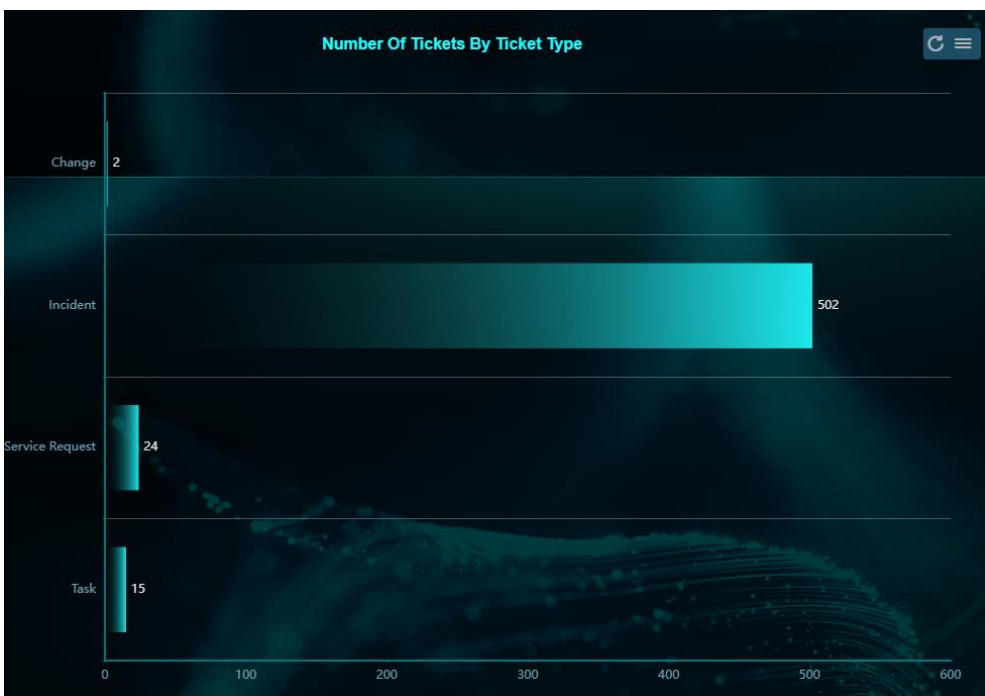## Number of Tickets by Priority

Number of Tickets by Service Component

Number of Tickets by Cloud Service

Number of Tickets by Type

Prod-App with Category CCE triggered more alerts compared to other categories and majority of the tickets created were less severe and most incidents auto-resolved. Elastic Cloud Server category and 2nd highest triggers due to Memory, Storage and CPU Cloud-Eye thresholds been breached, Support resolved these issues without any downtime.

7. Conclusion

Highlights

- o All the cloud user access requests were provisioned by managed services after getting necessary business approvals from DEP.

- o Security patches have been applied to the environment according to the latest vulnerability scanning report and the resources were successfully patched.

Improvements

- o N/A

Blockers

- o N/A

Thank You