25-07-2023 – Payment Flow

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| No. | Discussion Point |
| 1 | **Major market** |
|  | UK ISO Architecture |
|  | France |
|  | US |
|  | Hong Kong |
| 2 | **Things to be cover later** |
|  | Profile date, |
|  | Day start |
|  | How many payments |
| **3** | **Inbound payment flow** |
|  | CHAPS is where HSBC get most of the payment |
|  | SWIFT payments come from SWIFT |
|  | SAG - Swift alliance gateway which is provided by SWIFT and HSBC has no control there. Its SWIFT software deployed into HSBC data center. Its gateway to direct the payment in HSBC envt |
|  | AMH - SAG msg goes to AMH, alliance message hub its more of HSBC own gateway where it intercepts inbound messages and manage the message queue. AMH has SAPI on top of it and has 4 queues manages and this API's do call to POL |
|  | POL - payment layer via MQ, newest component, its API based, it converts message from MX to MT or any format needed for the partner system also do the AML and do the API call if everything is fine check |
|  | GPS - then submit the payment to GPS now call has global payment engine, Finastra product deploy on system (GPP) c++ pgm run for respective payment |
|  | HUB - HSBC universal bank, core back-end system which maintain accounts, process the payment and then response to GMG |
|  | GMG - group messaging gateway done the payment when there is no orchestration layer, this is the, In the current state Inbound payment reaches at GPE> GMG>POL using AMH> and then out |
|  | SAG>AMH>POL > WOLF > GPS EU (Finastra GPP)> HUB banking maintain account > back response to GMG |
|  | Faster payment is different retail to retail payment which needs to be quick |
|  | High value transaction take place in CHAPS |
|  | Reason for failure can be due to sanction check or mismatch in balance in HUB |
| 4 | Every region has different payment system in AP in APGP, US have different, middle east |
| 5 | **Outbound payment flow** |
|  | Initiation happens through the channel like corporate manager initiate the payment> GPS > |
|  | GPS - is where outbound payment gets inject and comes from HUB |
|  | GMG |
|  | POL |
|  | AMH |
|  | SAG |
|  | Out |
|  | For the outbound payment also data goes into data warehouse |
| 6 | GPS Archive |
|  | Which keep track of payment that has been process |
|  | To check any historical payment GPS archive is to use |
|  | There is time limit till what time payment remain in it and then move to data link |
| 7 | PDL - payment Data Link is a Data warehouse |
|  | Real update of each payment tracking - it is base on MQ and there are different type of messages, request, response, for ex: if its sanction screening than it will come immediately |
|  | There are some case where screenings decision cannot be taken instantly, message will remain in WOLF system and has to be manually reviewed by operator and release it afterward, also if specified payment can stay there for few days |
| 8 | GCP base on cloud, which holds the payment data which process through POL, status of payment, payment changes is recorded in **payment data platform**, not only status of payment but also data point for further analysis. Its only of POL GPS Archive> PDL> UK DW |
| 9 | GPI - global payment investigation the place where you can investigate the payment it also got UI |

**26-07-2023 – Monitoring and alerting tools setup**

Opportunity:

Help setup alerts at one place (appd) to avoid redundant effort.

Help with auto understanding of severity to save PE’s time

Current State:

1. Splunk > xMatters > Incident created in Service Now
2. Debugging -> Service Now > Logs > Patrol Monitoring
3. logging for a few Tier 0 apps is done in Splunk, for most of the other applications, it is at server level only
4. xMatters is used for sending communication to L1 Team
5. Incidents are created in service now based on configurations created in Patrol system (manually created by RTB teams). When an Incident is created, L1 Team spends about 15 minutes to re-check with Severity of Incident and update it if required depending on the impact. Once severity is updated, L1 team will further investigate by reviewing logs.
6. How Incidents are created – CTB and RTB Teams align on a log identifier (say, null null null 7) based on which L1 Team raises a request to Patrol Team via Service Now. L1 will fill in Service Now template with all the details required for an incident creation and then Patrol Team will add that configuration to Patrol monitoring system which when enabled will start raising incidents whenever such keywords are found in logs (server logs or splunk logs)

**31-07-2023 – Incident Management**

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| How patrol is looking for logs process and raising alert to support team |  |
| From process perspective there is procedure for closing incident, right from time the incident is reported there is definitive procedure defined by incident management team |  |
| First step in log creation after there is closing of incident |  |
| INC – manually |  |
| Alert - Closed automatically after 7 day or can be done before |  |
| Low, medium - manually |  |
| Change management process-> change required for incident how are they link in system | Case where need to enduring change which has to be performed on the system, using incident in that case you will have to create the retrospective change order (RCO) after your action all completed, and for that change order need to take approval. It has been to be done manually after approval |
| Monitoring is 24/7, there must be multiple teams geographically different location, what is the handover process from one region to other for the incidents | All the tier 0 system are 24/7 monitored. Support team are organized in few regions, Europe, Asia pacific and north America, in NA for GPE the team is situated in Mexico, us only ITSO is in US, in Europe one in London and other in Poland, China and India divided on hour bases, |
| Handover time GPS/GPE | India 6:00AMIST - Mexico or US team will hand over to China team and China team will then handover to India team at 9AM from 9 AM to 1.30 IST India team will work and then hands over to Europe team and Europe team 9.30PM IST where they handover to Mexico team |
|  | When production engineering group started and formulated by management that there should only one team in one region should support all the application, team had very small group in team between team looks for GPE then there are other which specifically looks for GMG to wolf. Same situation in China and Europe too |
| For real time payment system how, downtime is managed for those be up 24/7. | If there is really any issue in the payment flow, first operation team know that payment are unable to process. Every real time payment system is connected with their own regional clearing house system for ex: the clearing house manage by US federal bank, in the case where payment is not getting connected to TCH, we must TCH know that our payment system is down, There is defined group to whom mail is sent to communicate with TCH. In case of incident, it will be managed by production engineering team, in case of weekly maintenance window it will be carried by ITSO or project manager running maintenance. ITSO sent mail to TCH with respect to maintenance |

**03-August 2023 – Overview of Team Structure**

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| **No.** | **Discussion Points** | **Action Items** |
| 1 | Deep drive into Application with Manoj and Chetan next week session planning by NTT team from perspective of DevOps as well |  |
| 2 | DevOps key stake holder are still pending, and also incident data is pending |  |
| 3 | Chetan is from WOLF application team and can answer question related to application setup |  |
| 4 | Overall Incident data, alert setup, and monitoring setup how it is causing incident |  |
| 5 | Sharang to share the mail to Mayuresh for incident management data, which Mayuresh will forward to Richard, who can help us in finding right way to get the incident data |  |
| 6 | There are 4 product lines under Munish and it is same as entire payment setup. Different people for domestic payment, international payment, post processing and Liquidity, there is no regionalization. These are the 4 main area, global business pacific product line and Mayuresh as technology team align with different business product line |  |
| 7 | Andrew Leclezio led of all the international payment application and got team to look after production, if any service got the problem base in London, Karolina Brandy’s based in Poland, Dattatray Doke Pune, Rahul Shinde is also in Pune, |  |
| 8 | Infra-dev as CTB, CTB only from infrastructure perspective or application part as well. Only infrastructure part |  |
| 9 | Gurdit Singh Panesar is a lead for service transition and change assurance team he is base out of London. If there is any change, he investigates that and inform everyone at management level all the important change. From service transaction perspective he is looking at streamlining the application transition into production engineering team, what are the NFR, KPI, Monitoring systems, SLO all this are taken care by him and his team, team is setup recently and trying to get his hand around keeping the things |  |
| 10 | Richard Clark is around problem management and governance, anything that are problem management, vulnerability which can pose risk, what are the services following behind |  |
| 11 | For Appdynamic there is enterprise agreement to use how much you can and we give them 25 million for 3 years you deployed whatever you want, HSBC wise. If one team for example GPS 1 million agents no one cares but there will record in SAAS, |  |
| 12 | For Appdynamic we are coming with very big requirement and there you have to its not distributed in service line, it will come to service line to reduce some of the cost what that percentage is not sure |  |
| 13 | Splunk is not enterprise wise, Splunk is funded or budgeted by each service landlord. For WPB they have their own Splunk, there is cyber Splunk as well, which is only used to look at the hardware matrix, patching. |  |
| 14 | Costing of Splunk need to ask to Gawlak as he is aware about all the thing of costing |  |
| 15 | Need to focus on thing which are not there For ex: **OpenTelemetry (OTel)** needs to have strategy around the same and Mayu want NTT team to put heads on it considering dollar amount, strategy, high level plan, positive, negative. For Kubernetes there are 2 options either use AppDynamics and then log using AppDynamics and other is to use OTel and then shift the log wherever we want and reduce dependency on any of the product. |  |
| 16 | Along this line of payment and application from engineering practiced whose owning it like DeVops and standardizing us. For infra team they use tool, what need to do is review that fragmentation and start thinking around creating framework to run the automation or other better way to do. We don’t want to have fragmentation which already are in use |  |
| 17 | Team targets operating model is in process of creating documents around different application and infrastructure. |  |
| 18 | What things need to focus on. Which area to work on |  |
| 19 | Infrastructure team is known as DevOps in HSBC, Mayu team is not devOps but they want to get there in a true devOps way |  |
| 20 | There is individual infra team who support their own team product and there is no such devops team in Munish under |  |
| 21 | What Mayu team want is to get the SRE team, they want to get to the point where they can start having SRE culture in all verticals. But blueprints should come from the Automation team, showing the way to do the thing like monitoring strategy, monitoring. thing to centralize. For those purpose only Mayu team has started with the sprint culture with Production engineering team as they were doing their own thing, use similar things. There is need of lot of documentation Abhishek is working on that part. Inefficiency and gaps to be identify and need to get fix |  |
| 22 | In term of monitoring tool there are patrol, AppDynamics, Splunk are in the picture currently. There is bit of DataDog, New Relic, WAN Matrix. Grafana is only there for POL for observability, Qlikview of dashboard not for observability there is a gap there as well, Diversity of monitoring tool |  |

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| **Team Member** | **Service & Role** | **Region/Location** |
| Andrew Leclezio | International payment | EMEA |
| Karolina Brandys | Domestic Payment |  |
| Dattatray Doke | Senior Project Manager | India |
| Rahul Shinde | Liquidity | APAC(India) |
| Gurdit Singh Panesar | Service Transaction & Change Assurance | UK |
| Mayuresh Pardeshi | Automation & Tooling | UK |
| Richard Clark | Problem Management | UK |
| Open Role(Interviewing) | Infrastructure (inc. White Glove) | NA |
| Kishan Patel | PE COO | UK |
| Malgorzata Czech | People Lead | AMRS |
| Isreal Perez | Technology Service | Mexico |
| Mark Richmond | IT Senior RM | UK |
| Mark Whitham | IT Senior RM | UK |
| Stephen Beatty | IT Senior RM |  |
| Sigmund B DeSouza | IT Senior RM | UK |
| Angus YM Fong | HD of DBMS | HK |
| Udaykumar Ramesh Soundankar | Senior Project Manager | India |

**03-08-2023 – Automation Roadmap Discussion**

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| **Sr.No.** | **Discussion Point** |
| 1 | What is the roadmap, how is the roadmap decided, who are the contributor to task for automation activity, progress of item. Also, to understand current state of Automation, Backlog management and what is already done. What are the criteria to identify the task is based on the manual effort or incident |
| 2 | There is a Jira project PSGLCM automation space, under that there are multiple dashboard one dedicated specially to production engineering team and one for infra structure engineering automation team. |
| 3 | Apart from Core Mayu automation team GPS UK automation there is extended team which comes from production engineering team. So, they have PE automation calls twice a week, all from different application.10-15 team member from payment production engineering team contribute 80-90 percent of their time in automation as they have understanding of their automation. Backlog item created by this PE team. There is no definitive way of doing the thing. Also, in case if any incident comes in the avoid this ticket and will not work on automation part |
| 4 | Currently they tier to implement agile and go sprint by sprint, people create backlog items and start working on it and communicate in a call about stories picked, giving time and effort required. Show and tell there is no roadmap. Item get just add and stay there and sprint target get extended. PE guys add item according to their own understanding for automation. Sprint call is trying to address the question, that they can have constructive discussion with IE and PE both. Currently this Jira board are serving as a communication purpose only. Some field like actual effort estimate and L1 level estimate that any automation activity helps in saving manual hours. more like adhoc |
| 5 | Core Automation task Premiz is working on Splunk automation on-boarding, Ash is working on DR automation of tier 0 application. Automation in the way that we are using Jenkins jobs to achieve the activity. There are steps in DR which they want to automated plan automation which happens once in a year. Megha working on AppDynamic piece with Spruha to understand about AppDynamic work and what are the scopes to automated some of the activity on AppDynamic on boarding. Because they have installed AppDynamic on multiple service also Jira. There is no DR portal, team meet on day and have DR activity, there are some scripts which team trigger manually. Must ask DR team to share with team |
| 6 | US WOLF is automated |
| 7 | There is a no particular timeline for sprint, some people attend sprint call, some don’t, no complete comment on Jira. |
| 8 | Use Splunk and AppDynamic for monitoring and then Jira to be use, and uniform the process around all the application, want strategy and implement it. There is also mandatory activity around application like for Tier 0 once in 3-month, Tier 1 in 6 Month and Tier 2 once in a year to keep update about new updates. Richard Clark team manage all this all the plans get reviewed and must be submitted in EIM on regular bases. |

10-08-2023 – Change Management

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| Sr.No. | Discussion Point |
| 1 | To understand change management side, how CM has been considered. |
| 2 | Domestic, international, processing and liquidity verticals and as the OM you can further divide into service automation and service operation L1, L2 part of automation team and service transaction and change assurance which Gurdit look after. |
| 3 | Running gaps weekly bases, changes going through the robust criteria, weekly criteria, validate, changes are not gone a break, and communicating changes and also service transit element is more of pro-active that looks at end to end perspective, when new services are coming online from development into production and how long it take, and what all service needs to go through for productionize handling from CTB team to PE team during RTB option, and to make sure that automation already got built in and there is no dependency, its self-healing, no false alert making sure new or existing change. |
| 4 | Service operation team work on deciding what alert to be configured in patrol some from CTB team. Service operation sign up new changes like what to look at, which log to consider, set the threshold for same as part of preparation for changes. Requirement for new alert must be done by CTB team but the sign off for the change is done service operation team. As CM team, it is job of a team to make sure there is communication happening between team with respect to changes and right people are signed off |
| 5 | To understand the change management process as in talk about, release calendar with respect to changes. We have 4 schedule changes it is not just GPS or with respect to assets there are dependency looks at end to end flow from core banking aspect. Need to manage changes with respect to resources available so changes are done in weekly bases. |
| 6 | Tier wise application window generally payment windows are in weekend, until there is an incident |
| 7 | How MIM team operates in there any changes need to deploy for emergency changes, there is an emergency change process and looks through the MIM. Service operation people can comment on incident. |
| 8 | Assuming there is incident we do the retro changes. Need ticket to access the production, ticket is needed to raise the emergency, retro approval is needed. Approval are realy less due to circumstance. Can’t raise emergency without incident. Creation process is missing |
| 10 | How long does the change window open for 2 or 3 days. Change window should include time need to make change, contingency and time to roll back, 48 hr |
| 11 | Changes can be with respect to multiple CI cross data base or mainframe tire base, single changes, or multiple changes? There is no hard fast rule multiple components can be done in same CI as master change and changes with respect to same. You can have more than one CI's, under same change |
| 12 | What is the pre-requisite - what is timeline to create CM request, need to have draft change ready before 2 week all type of changes minor, major emergency |

10-08-2023 – Overview of WOLF

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| **Sr.No** | **Discussion Point** |
| 1 | To understand overview of WOLF with respect to incident management, alert, and monitoring |
| 2 | WOLF falls under cross border payment domain and WOLF act as a downstream partner for GPS, GMG,GMO in ISO format which generate or sent the message to WOLF to perform sanction screening against blacklist, grey list as well as the local country specific country regulatory screening, once the screening is happened WOLF send back response to partner against which msg received, if the message is hit or no hit, that particular payment can be released from partner application or stopped in case payment needs to be reviewed by operators and once they reviewed and taken decision and decide if HSBC can release payment to actual creditor. |
| 3 | WOLF application uses vendor product that’s FircoSoft industry wide screening product. Firco continuity is a product |
| 4 | US WOlF, EMEA WOLF, ASP WOLF this 3 are the main WOLF application on which sanction screening is happening AP is for country like Hong Kong, China, Taiwan and some of the APAC country like Thailand and Singapore, real time screening of actual partner team. Other WOLF application does not contact directly to application those are mainly use by business team those are not utilize by the partner or other payment messaging system. |
| 5 | Lookback is something which is use by business team whenever there is requirement for doing retrospective screening of message, for example there is an issue the global list have not be loaded or whether operation team has raised the concern on a particular day or rise in number of hit message, or operation team see there is lack of screening. Lookback message helps the team to get the functionality to screen same message again with 2 days list and file or with update file. Similarly Global WOLF is a separate instance of WOLF but it is not doing actual runtime screening and that's why it is Tier 1 and not Tier 0. Any new update gets first install in this instant the testing is done and after that it is deployed in other regional instants. Also, if there is a new version of application from vendor that POC happens in Global WOLF management system |
| 6 | Business team are both operation and FCC team, there financial compliance team filter management team which work on tuning of sanction rules and tunning of the filters that are used by WOLF application |
| 7 | There is also a list of rule management service which is called as WMS service which is used by filter management team for maintaining and releasing the list of rules. WMS have list of rules file which is not use by partner or user, it is not operation utilize it is for filter management only |
| 8 | Different teams look after EMEA WOLF, there is prod for EU which have resources in India and UK, there is also US WOLF in US which have resources in Indian and US. |
| 9 | **Approximate team size, number of resources cannot be found in mail tail for team for list of resources** |
| 10 | Overlap of people within the groups or there are separate for each region, as of now it is separate for each region for WOLF |
| 11 | For Support India teams works in India hour and UK team work in there hr similarly for US they work in own time, we have RTB team or FTC team follow model, that is placed as L1 support any alerts or any query with respect to alert directly goes to the FTC team they work 24/7 they have different region which is common for all the payments application they are the first point of contact and Chetan teams act as a L2 or CTB team which looks after recuring type of incident, user query, job failure. Chetan team also have on call support, regional business hour one resource from CTB team stay on call. If there is major issue, then they involved expert from the team. Xmatter pinging is followed to involved on-call support base on each shift according to their region. this model is same for GPE, GMG so FTS model is same and on call support is followed on all Tier 0 application as well. FTS> PE> CTB>Development team. Ownership remains with CTB team only for issue, decision to involved other is taken by CTB team |
| 12 | Current Development methodology and devops practices that are currently in use. If any new release, enhancement, or update in the WOLF are there, CTB teams do the UAT and performance testing. Team has there non-prod environment where they deploy code or new instance of product and then there is operation UAT team, partner testing team to perform testing and then proper production deployment is done. Once deployment is done there is CR schedule, CR is schedule with FTS and RTB team, CTB team explains them about the changes and how will impact the production environment and what extra monitoring and extra check they need to do. What is time which we are expecting before leaving as BAU. On day of deployment and see all the check are completed. There are some checks which are automated some are done manually. |
| 13 | How these features come in Agile practice - there FTS Jira and in that there are separate boards are created for different region. Filter management also use their own board. All scrum practice is in place. |
| 14 | They have SIT environment, UAT environment, SIT environment is lowest category of environment where code get deployed for internal testing, regression testing, where they involved. SIT is non-prod environment and UAT environment all the testing is done and then code get deployed in code in production |

17- August- 2023 – WOLF POC

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| **Sr.No.** | **Discussion Point** |
| 1 | For DevOps side CTB team is working on deployment automation, all the deployment are not manually they have Adhoc deployment script written, team take production access and run the script and they have onboarded artifacts into Github now they are building all CI/CD pipelines to do regular deployment for monthly, quarterly. Couple of pipelines are gone now |
| 2 | Process level monitoring are done by patrol or True-sight, which keep monitoring particular sight in case any process is down or any application is brought down at threshold level they get an Xmatter alert, logs and troubleshooting is done and the mail has been written on what happened to that, what will the next action. All alerts are configured in patrol are re-active in nature, until and unless the process is down, they don’t get alert. Pro-active monitoring log on java utility internal log monitoring system which runs on all the production boxes it scans all the logs and if there are any error in logs even if component is running fine, in case they get alert. |
| 3 | Dev team decide on alert, even for the monitoring for the first time ,whatever development comes in and even for new monitoring complex they will be in CTB and collaborating and giving hand over to the POC team , new scenario get added and if the new scenario founds in they suggest to add the same to dev team, they raise snow request, for the log monitoring it is some property file and Java codes needs to be change which can be raise by CTB and it get rollover. WOLF Support team gets the alert created > In line with the CTB team > alerts get configured |
| 4 | How the priority is decided of alerts is based on application, three instances which do the live screening, and all are tier 0 system and all the alert within system is considered high priority and needs to check in 15 minutes. For tier 1 and tier 2 there are no warning |
| 5 | WOLF have 4 part one is Global, actual services where alerts happened is EMEA WOLF, AP WOLF, US WOLF does the live screening and tier 0 services, all the alerts under this by default are Tier 0 Services. Patrol configs are already gone through various discussion base on severity and priority. Once the alert comes in team immediately acts on it. Logs or service file or key check point are not found in confluence |
| 6 | In ServiceNow the logs which comes in it send if there is any error and it send error to utility tool. If there is no error dashboard status will always be 100 if there is any error that component will change the status to red. Error code are defined in Java utility itself, suppressed alert are configured alerts can be get from the server |
| 7 | Alerts which create only warning and not incident. For every Tier 0 app they get the alert and no incident get created get callout from Xmatter. So, in SNOW there is no IN. If the team need access for server and other troubleshooting, then they convert alert into incident. All the alerts coming from Xmatter currently is consider as alert, only in case of Access, troubleshooting, then those alert gets converted into incident. In case of any failure there is no self-healing mechanism which is in place they must troubleshoot and resolve it. There is practice of discussing all the incident on weekly call, and they identify common problem base on recurrence of the problem. |
| 8 | Every service should get less than 10 incidents in a week is a target and should not be more than that. |
|  |  |
| 9 | Observability tool like AppD is in use for infrastructure related and performance related stats, to check the behavior of process, CPU, hardware particular memory all the usage those are getting monitored in case there is any threshold breach they get email if required then they create IN or otherwise not as they have backend access to view log and do analysis. WAS frontend after screening is happened where the operation team investigate and take decision for suspected transaction. Screen delay, transaction delay in AppD, frontend related alert is monitored in Xmatter. |
| 10 | Apart from AppD and WAS, patrol the log are available at the server? - If there are any error or dump is getting generated then get Partol alert saying that dumb is getting generated. Infra related monitor is available on both AppD and patrol. AppD is use as analyzing tool to check timing of issues, process related. Actual alerting comes from patrol itself. |
| 11 | Customer driven incident if there is any incident in the front end, they raise the incident and POC team do the analysis of same. |
| 12 | If there are multiple alerts on server, the teams convert all of them as a one incident.80% are system related DB related, infra related, and only 20%. It’s one click processes to convert alert into incident |
| 13 | Automation - OS patching, DB patching and health checks to make sure things are good, recuring activity. For application point of view for OS patching, DB or for any infra related activities they do it using control M or with small scrip which can be triggered can bring down system. WAS job are created to re-bounce WAS instance or stop start infra related activity can be done without IT support. If it’s beyond POC team control, they raise it with the CTB team. Deployment of JAR, WAR, Configuration files deployment on the multiple servers. |
| 14 | there is a need of automation for decreasing the implementation time, which is going on currently |
| 15 | Two CI/CB pipelines one for JAR deployment and configuration file deployment taking backup of all the services. |

23-08-2023 – POL Devops

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| **Sr.No.** | **Dicussion Point** |
| 1 | Dibyalok and Ashish Ubale are from POL devops teams to drive the entire GPS DevOps, they are the lead for deployment and releases in GPS, also look at the enviornment Support and IKP |
| 2 | There is a team for change auto management inside POL and they have value stream, POL(ISO) CBCC, created platform which have all Micro-services which are working with GRBC service and are deployed to kubarnative platform, which is managed by IKP central team |
| 3 | This platform are used by multiple team like ACH,RTB they are also part of GPS org. everyone comes under Kevin log stake. |
| 4 | POL team are in state of migration with respect to release orchestration development lifecycle and other integration. |
| 5 | Repositories for POL application is not different as per region/market we have single org. We have high re-usability so same services can be share across multiple regions, across different business, for ex: there is a validation repository/ service, at any point of time if anyone want to add new validation or the new use case, new method there is pattern where they can add right dependency with respect to those request |
| 6 | POL are using their internal kubarnative for infra setup, that is kubarnative cluster, also have oracle racks, SFTP server and kafka as well. They are yet to finalize and trying to run in single cluster for IKP. Provision is done by the IKP team. |
| 7 | POL org as of now using trunk base, but its going to end by September mid, they already have there get flow branching strategy that they are POC they are going to integrate by September end. Single branch is in use. They have master as their trunk and different other feature branches. They follow the same pattern shared confluence page |
| 8 | They are planning to have same pattern for different payment landscape. Team is also working on PPAAP that is Pics pipeline as a product, lot of change are still happening can have other sesssion on explaining whole system |
| 9 | They have webhook integrations, going to Jenkin pipelines for an even based deployment mechanism. |
| 10 | On a average they have daily build of around 300 pipeline and 300 pipeline may have different build as multiple people working on it. So, sending mail via notification is not done since it will increase load on Jenkin servers. If working on feature branch and working on trunk branch Trunk can be developed by master (Gitflow). For the feature branch if the pipelines fails then it should be visible in Jenkin. They are planning to add Jenkin pipeline number for the feature branch and for trunk branch and if there are some automated builds which got triggered automatically. |
| 11 | There is also the case of PR creation, what if the user has created a PR. There is automation for the pull request that will check the statuses like fail or pass, |
| 12 | What happened to trunk branch if the PR was passed or, code was merged, upon merge, a webhook pipeline was trigger |

05-09-2023 – GMG Overview

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| **Sr.No.** | **Discussion Point** |
| 1 | Savita and Lokesh from GMG IT team actual development and SIT team and Bhagat is from FTS production engineering |
| 2 | 2 category of alert 1st one is direct alert or automated alert, system alert get trigger from Xmatter . 2nd is manual alert GCC command center who reached for IT support via xmatter. They acknowledge the alert and start working on it, for some alert created and not IN. For some alert even IN get generated. All the alerts category to moderate to low base on the tagging automatically and manually as those are repetitive in a month |
| 3 | GMG connect with many applications; the alerts are basically those which are generated if any of the system is not responding (LEAK) making system to low down |
| 4 | IMPACT ANALYSIS - Depends on IT check, and log analysis they provide the solution. 1st step to understand the impact of the issue if it’s from GMG or other system 2nd step Manually check if there is any payment related message got stuck or non-msg payment 3rd if non message payment related issue it get more time as it will not impact the payment flow but if its payment related like MT message then they have to act fast as payment got stuck |
| 5 | BMC patrol is where alert get configured, they also use AppDynamic infra type like hardware type alert, one module is in splunk for application base alerts where they connect with POL system. |
| 6 | Team is using default dashboard which are defined in the AppDynamic and have not defined any of their own dashboard |
| 7 | Based on the application log, certain input character are considered for monitoring purpose and alerts get generate from those, based on that IN get configured. |
| 8 | Changes are done during the evergreening event, last was done in 2020 where new alerting and monitoring system has been done, there is no Adhoc change after that. Event get added in the alert system, but alert does not get change |
| 9 | How the priority gets set or configured, most of the alert are set around 3rd party application with whom GMG get connect |
| 10 | Alert analysis is done manually and if required SME are get pulled in for the solution and then they judge for example Qatar related link can be consider as low priority, but GPS related link can be considering as high priority. From log perspective there is no change of word which are being captured. |
| 11 | How will new person resolve the issue is there any set guideline for it? -there are some 3-4 basic prescribe which need to be consider. First, they see MT message type, second if there are any from MT 1 and 2 then they check. Also pull business team and then priority is adjusted based on expr 3-4 point has been configured |
| 12 | GMG application overview - Group messaging gateway which connect and share the message with SWIFT payment system to and from SWIFT. MQ links from those links they send their message type and GMG checks if the format of message is correct or not which then go to SWIFT. If msg is not in set format it will get nagged and payment, no enrichment its just passing and validation |
| 13 | EMEA there is payment scheduler where they update debit and credit, APAC, UK, NA. the team is distributed and regionally located. They also help in supported application |
| 14 | PE team is india, china, polland and mexico they work in their basic hour. There will be handover of ongoing issue. |
| 15 | There is no overlapping of alerts, Appdynamic just have infra alert, partol is the primary alert system for application, AppDyamic for infra monitoring there are no dashboard, splunk is use for specific interface with payment layer with ISO message. |
| 16 | Link and logical terminal monitoring system are provided to check if they are up or down, if it down the alert get generated. Control M job |
| 17 | If there are any kind of automation job or self-healing job, re thrive option, or periodic job, retries or re-run with next execution for control M is automation, for partner system they required manual interface if they get fail and re-run the application |