**SITUATION**

Foundational infrastructure systems such as Dynatrace, DNS, Syslog, and Netcool currently operate in non-production (Non-Prod CIZ) environments without production-grade monitoring, escalation, or change controls. These tools, while not customer-facing, are critical to production observability, diagnostics, and service health.

Lack of elevated support for these systems has led to:

* Extended incident response times
* Limited visibility during production outages
* Inconsistent change governance
* Elevated risk to enterprise operations

Without a formal structure, support teams lack policy-driven mechanisms to prioritize and manage these systems with the rigor they require.

**CONSIDERATION**

The following aspects were considered in designing a sustainable solution:

* Operational Importance: These tools underpin real-time telemetry, alerting, and diagnostics for production environments.
* Support Disparity: They are currently treated with non-production SLAs, despite being mission-critical.
* Customer Segmentation: These services do not host or process customer-facing workloads.
* Governance Gap: No formal classification exists for critical systems in non-production zones.
* Risk of Inaction: Without elevated support, future incidents may lack essential tooling during root cause analysis, increasing Mean Time to Resolution (MTTR) and exposing compliance gaps.

**RECOMMENDATION**

Create a new operational classification: Non-Production 1 (NPD1)

This environment will be restricted to foundational tools residing in non-production zones that require production-like monitoring, support, and change rigor. No customer workloads will be permitted.

Examples of qualifying systems:

* Dynatrace
* DNS
* Syslog
* Netcool
* Enterprise Logging

**NPD1 Standards Overview**

|  |  |
| --- | --- |
| **Attribute** | **Standard** |
| Scope | Foundational systems only; excludes customer workloads |
| Monitoring | All alerts routed to production-grade telemetry (Syslog, SNMP, Netcool, etc.) |
| Support Hours | 24x7 for critical/high tickets; mirrors production SLA structure |
| Change Management | High-risk: Sunday 8am–2pm EST; Normal: post-8pm EST weekdays |
| Maintenance Coordination | No simultaneous East/West changes; follows production guidance |
| Initial Participating PLs | Network, Logging, Storage, Dynatrace, Tenable |

**Action Requested**

* Approve creation of the NPD1 classification.
* Authorize onboarding of 60+ foundational systems across opt-in PLs.
* Empower governance teams to enforce production-grade operational practices for NPD1.
* Ensure no customer workloads are permitted in the NPD1 environment.