

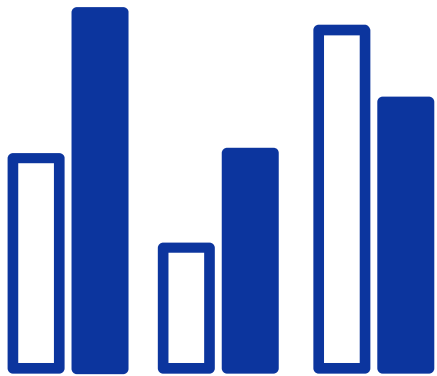


DATA ENRICHMENT PLATFORM STABILIZATION & SITE RELAIABILITY ENGINEERING

(Jan 2019 - Dec, 2020| Sr. Project Manager/Sr.Architect | Glen Allen, VA)

PROJECT BACKGROUND

The customer recently migrated their data processing environment, which included various workflows and data assets. This migration to the public cloud resulted in an unstable system, causing frequent business delays and SLA breaches, particularly stressful for the SRE teams. With a production failure rate exceeding 8%, resolving issues in war room settings became routine, impacting team morale and turnover.

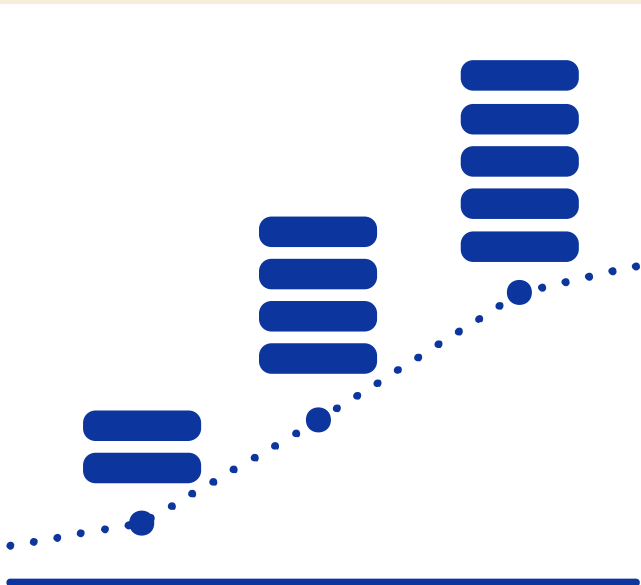


SUMMARY

AN INVENTORY OF ALL THE PAST FAILURES WAS CREATED AND ANALYSED TO UNDERSTAND THE PAIN POINTS. ALONGSIDE, TEAM WAS RESTRUCTURED AND ENABLED BY MULTIPLE TRAININGS AND SESSIONS TO ADOPT A SRE MINDSET AND ADOPT A "PROBLEM SOLUTION" FIRST THINKING OVER THE EXISITING "ISSUE FIX" APPROACH. CULTURE OF AUTOMATION AND INNOVATION WAS PROMOTED . AS A RESULT , PRODUCTION FAILURE RATE WAS BROUGHT DOWN 2% AND MANY JOBSJOB PRINT WAS REDUCED BY 25%.

PURPOSE

This project was started with sole aim of stabilizing the data processing platform within 6 quarters. The ecosytem consisted of over 10000 batch jobs ,540 database tables and a large number of Ab initio graphs and scripts.The goal of this project was to bring down the production failure rate to under 2% from 8% and reduce the code footprint by 30%. Another goal for this project was to set a SRE team by transitioning the ITIL tiered support teams to SRE mindset.



PROJET LEARNING

Top three category of problms identified were, Data Format issues from the sources, Adhoc fixes by production support teams and platform infrastructure related problems. No matter what, unless there is a complete sync between the producers of data and the consumers of data, processes will fail. Thus partnering with data producers should be part of the strategy to stabilize.

RESPONSIBILITIES

- Provide technical leadership, program & project ownership.
- Lead cross-functional teams through Agile planning, execution and project delivery.
- Stakeholder collaboration and project performance management.
- Provided clear task prioritization and support, ensuring team members had necessary resources for success
- Manage resources, program operations and project profitabilty.
- Lead war room triages and S2 calls. Represent team on executive project reviews.



PROJECT ENVIRONMENT

- Execution Methodology - SRE team follwoing KANBAN.
- Technology - AWS RDS ,S3 , Lambda services , SQS/SNS ,Snowflake and Ab Initio suite, proprietary scheduling system, service now and slack.
- project teams were split globally as per time zones to provide 24*7 support
- Close partnership with platform infra support .