



Impact Improvement Client Experience



Performance and Reliability

Main goals of the stability program



Increase observability, monitoring and ensure onboarding EGOC-BR 24x7

Jul 23 72% >>> KR FY24 100%

H&O – Handover e Observability



Show the time it takes to identify an event/incident

Jul 23 04 minutes >>> KR FY24 ~ 5minutes

MTTD – Mean time to Detect



Show agility and automate communication for critical incidents.

Jul 23 19 minutes >>> KR FY24 ~17 minutes

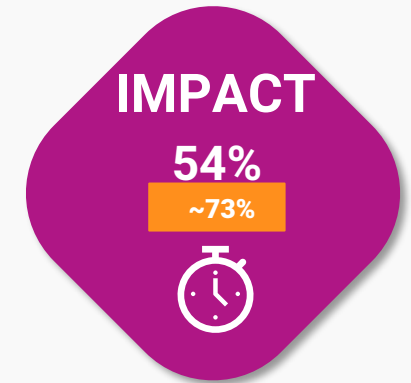
MTTA – Mean time to Acknowledge



Show the time it takes to solve an event/incident

Jul 23 03h12 >>> KR FY24 01 hour

MTTR – Mean time to Repair
SEvC + P1



100% of critical systems, don't have an impact on the production environment

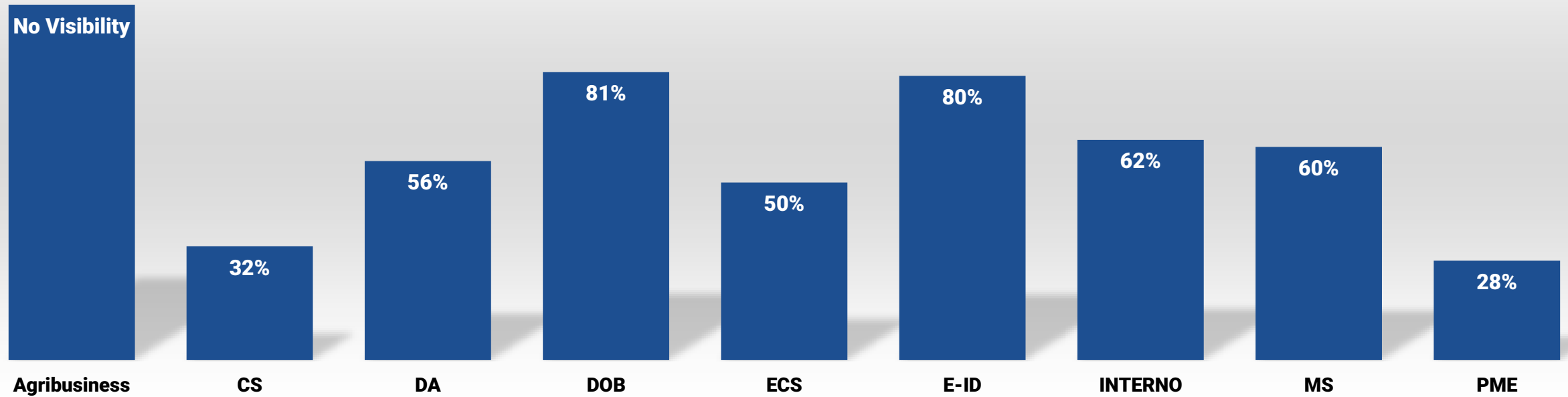
Jul 23 54% >>> KR FY24 100%

SEvC + P1



Performance and Reliability

Average Monthly Impact by BU/Jul 23



Performance and Reliability

Monthly tracking of the main triggers

Critical System

IAM/Device-Authentication
Mongo DB

9

5

Apr

May

Jun

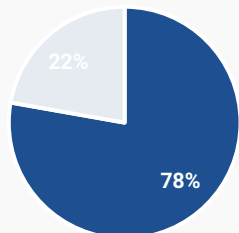
Jul

■ OKR

New validation
format,
considering
SEVC + P1

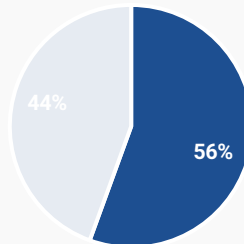
9

Environment



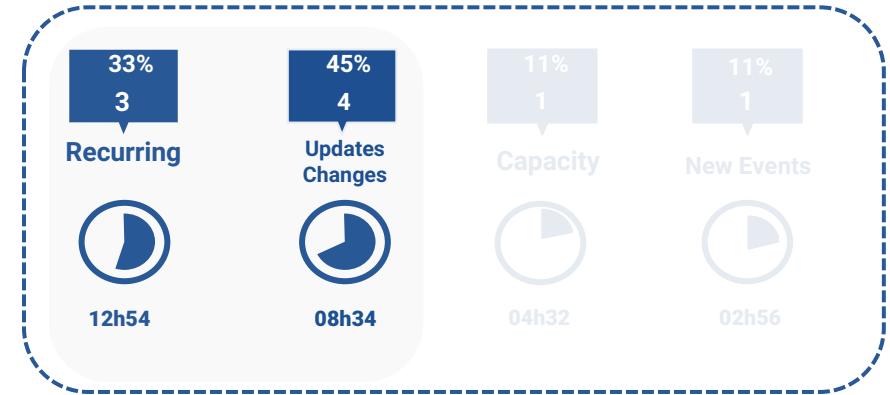
■ Cloud ■ On-premises

Customer view impact



■ Outside 8am to 7pm
■ Inside 8am to 7pm

Jul 23: The most common impacts for critical systems were related to capacity.



TOP Impact Products

• Premium e Consulta PF/PJ	09h06	Consumption Elastic	P1 INC6398301
• Menu, Empresa, LCR, HTTPS	04h32	F5 BIG IP	P1 INC6451621
• BRFlow	03h43	Vendor Maintenance	P1 INC6413468
• PCO Vivo	03h15	Vendor Maintenance	P1 INC6393022

Update / Change

PRODUCT	IMPACT	PRIORITY	CHANGE	MTTD	MTTA
• BrFlow	03h43	P1	Vendor	00:01:44	00:14:14
• PCO - Vivo	03h15	P1	Vendor	00:13:53	00:23:00
• Limpa Nome	01h00	P1	Pag Veloz	00:06:00	00:05:00
• Menu de Produtos (Large, Legado e PME)	00h36	P1	API IAM	00:01:43	00:12:28

Capacity



• Serasa Empresas, Menu de Produto, LCR Certificado Digital, Consulta HTTPS	04h32 P1 (Out 8 a.m / 7 p.m weekend)	Equipment F5 (BIG IP) with high data load and competing with Rapid7 vulnerability scan
---	--------------------------------------	--

Recurring

• Premium and Serasa Empresa Consulta PF/PJ	09h06	P1	Elastic Search
• Serasa Premium (Portal e Notificações)	02h36	P1	Elastic Search
• B2C/B2B, Via Varejo and Premium	01h12	P1	Microgateway DS



KANBAN

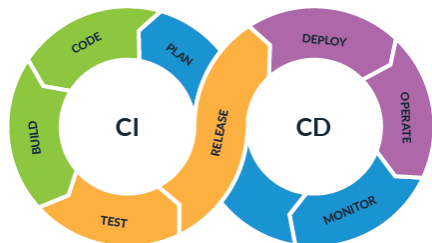
		<div> Doing</div>	<div> Done</div>
% Impact			
0%	PME	<div><div></div><div>⌚ Refactoring the web fronts - 29/09 ★</div><div>⌚ Review Monitoring Process - <i>Tech vs Business</i> – 20/09</div></div>	<div><div>✓ Sustain Model (punctual errors and bugs) - PME ★</div><div>✓ Notification Queue - PME ★</div><div>✓ Define OKRs - PME ★</div></div>
11% 2h56	CS	<div><div></div><div>⌚ Handover & Observability - TBD</div><div>⌚ API Governance - TBD</div></div>	
11% 01:00	ECS	<div><div></div><div>⌚ Assessment - <i>Ops, Observability</i> - 31/08</div><div>⌚ Sustain Model - <i>Handover ECS, ITS and BUs</i> - 18/10</div><div>⌚ Cross Communications - <i>Improvement</i> - 31/08</div></div>	
22% 6h58	VENDORS	<div><div></div><div>⌚ 2xEquinix Environment - BU DA (Brscan-BrFlow) - <i>Maintenance, fix bug redundace protocol and outage</i> - 23/08</div></div>	<div><div>✓ Database Oracle Exadata - DA (PCO Vivo) - <i>Maintenance, DA App</i> ★</div><div>Resilience</div></div>
22% 5h08	ITS	<div><div></div><div>⌚ Stability Committee - Continuos</div><div>⌚ SRE CORE (MAV ROOM, Digital & Corp) - 27/06<ul style="list-style-type: none">• 13 MAV• 10 Postmortem• 29 TD</div><div>⌚ New pipeline quality gates (Score)</div><div>⌚ Network (BIG IP) Capacity - <i>New Device (External)</i> - TBD ★</div></div>	<div><div>✓ Network (BIG IP) Capacity - <i>New Device (Internal)</i> ★</div></div>
34% 12h54	DATA OFFICE	<div><div></div><div>⌚ 2x Database (Elastic vs OpenSearch) - TBD</div><div>⌚ 2x Infrastructure EKS (Microgateway) - TBD</div><div>⌚ Data architecture reference model (Nike) - TBD</div><div>⌚ Cross Communications (Change, Media) - TBD</div></div>	<div><div>✓ Review Cloud Infra and App Capacity - <i>Elastic and APIs V3</i> ★</div></div>

★ Prioritized actions



Actions on Architecture and Engineering aiming 100% Uptime

PiaaS (Pipeline as a Service)



 **done**

- Veracode
- Sonarqube (*coverage only*)
- Cucumber
- APM (Gearr) validation
- Deployment time
- App Tier/Criticality
- Active or Decomm.



- Tech Debt Aging
- Problem Aging
- Obs+HO missing
- API Governance
- Error Budget (TBD)

- QES (*Quality and Engineering Scorecard*)



TD e Problem – Dá para priorizar?

Obs+HO – Falta pouco... Vamos zerar?

SRE Core + Mav Room (Corp + Digital):

- 100% dos deploys passam por lá
- Peer Review
- Fora do horário
- Cobertura de teste 100%
- Rollback validado
- Etc...

Mas dá para fazer na mão...
Escrutínio nas changes

**QES
Timeline**

Sept/23

Code Quality Analysis

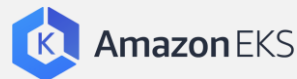
- Code Smell
- Maintainability
- Reliability
- Security



Q3

Availability, Elasticity and Redundance

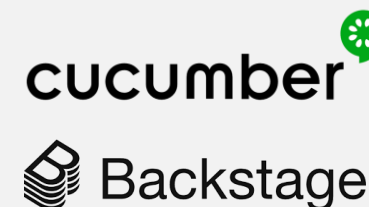

HPA, liveness and readiness and resource limit




Amazon API Gateway

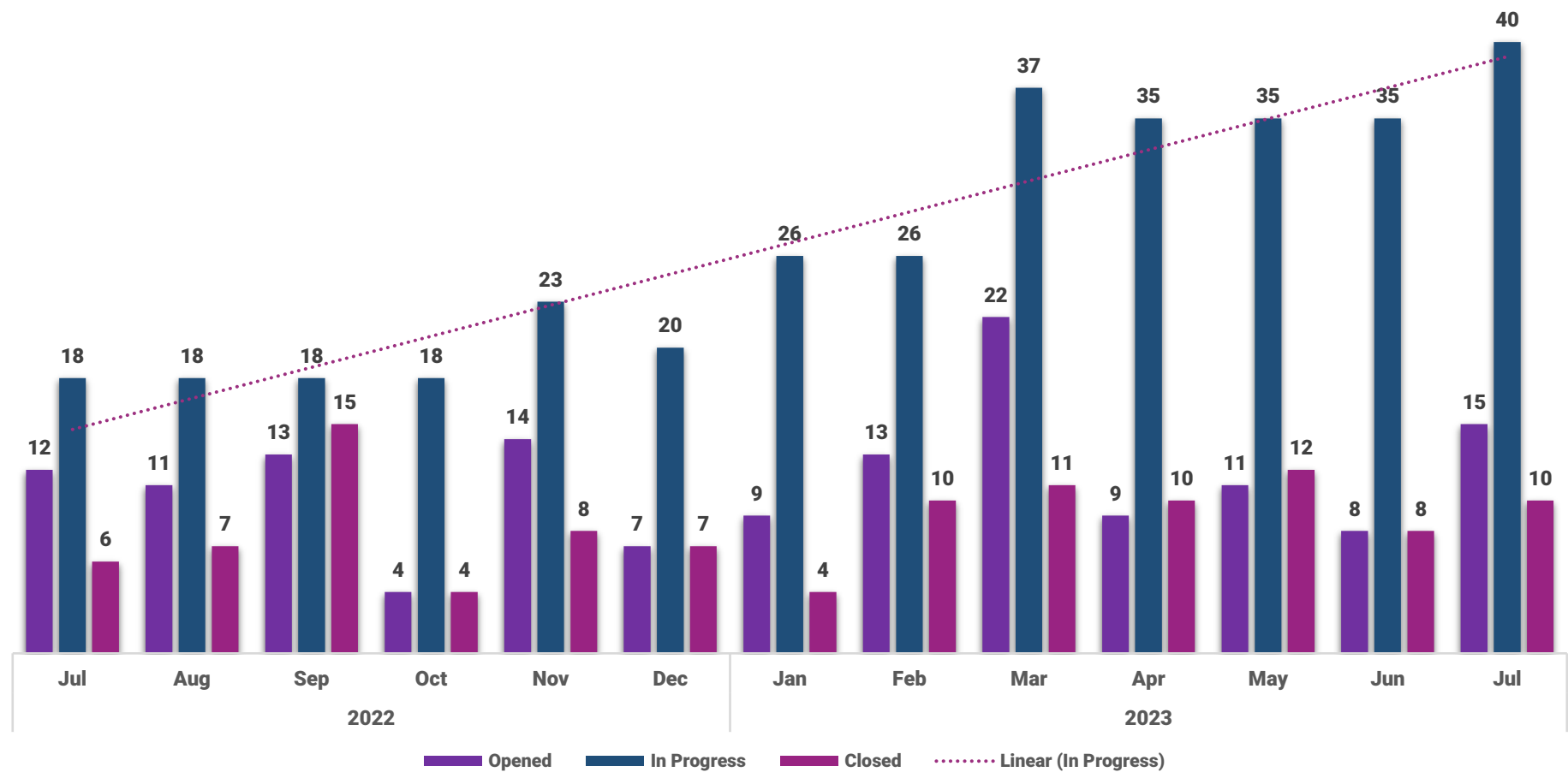
Q4

Quality pillar:
API Management



Problem Report



The number of problems has increased in last months.

Technical Debt

Dashboard Tech Debts

Criado por Vieira, Laura, última alteração em ago 14, 2023 68 views since 18 Jul 2023

MAV Tech Debts

Project	Key	Summary	P	Status	Assignee
EITS O2C PROJECT	EOCP-12497	[BanksIip-Pix] - Testes de desempenho	🔴	TO DO	Garcia, Simone
EITS O2C PROJECT	EOCP-12496	[BanksIip-Pix] - Mapear Golden signals	🟡	TO DO	Garcia, Simone
EITS O2C PROJECT	EOCP-12495	[BanksIip-Pix] - Onboarding da aplicação no DevHub Portal	🔵	TO DO	Unassigned
EITS Client Access	CLAC-14302	[menu-security-domain-services] Criar/ atualizar documentação de handover para EGO	🔵	TO DO	Grisi, Bruno
EITS Client Access	CLAC-14301	[menu-security-domain-services] - Onboarding da aplicação no DevHub Portal	🔵	TO DO	Grisi, Bruno
EITS Client Access	CLAC-13965	[IAM-Legacy] - Onboarding da aplicação no DevHub Portal	🔵	TO DO	Grisi, Bruno
EITS Client Access	CLAC-13715	[Account] - Elasticidade infraestrutura	🔴	TO DO	Grisi, Bruno
EITS Client Access	CLAC-13714	[Account] - Testes de desempenho	🔴	TO DO	Grisi, Bruno
EITS Client Access	CLAC-13713	[IAM] - Testes de desempenho	🔴	TO DO	Grisi, Bruno
EITS Client Access	CLAC-13706	[IAM] - Mapear Golden signals	🔴	TO DO	Unassigned
EITS Client Access	CLAC-13705	[Account] - Mapear Golden signals	🔴	TO DO	Unassigned
EITS Client Access	CLAC-13696	[IAM] - Onboarding da aplicação no DevHub Portal	🔵	TO DO	Grisi, Bruno
EITS Client Access	CLAC-13695	[Account] - Onboarding da aplicação no DevHub Portal	🔵	TO DO	Grisi, Bruno

1-13 of 13

⚙️ ▼

Project	Key	Summary	P	Status	Assignee
EITS LGPD BR	LGBR-2320	[ElasticSearch] Criação de dashboard dos logs	🔵	OPEN	Lazarini, Ana
EITS LGPD BR	LGBR-2318	[ElasticSearch] Filtrar informações retornadas pela aplicação por intervalos de data	🔵	TO DO	Lazarini, Ana

1-2 of 2

⚙️ ▼

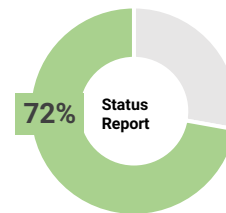


Necessary an action of the BU's realizing the Tagging of the activities inside Jira, adding the Label SRECore_PM.

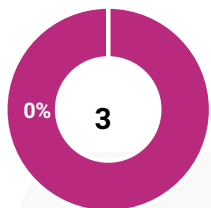


Handover & Observability

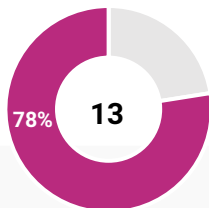
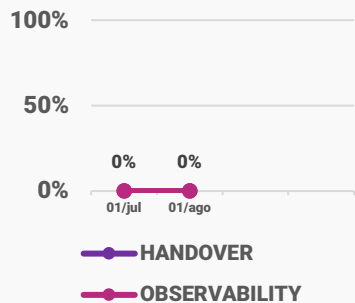
Follow-Up August 01st, 2023



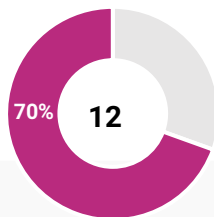
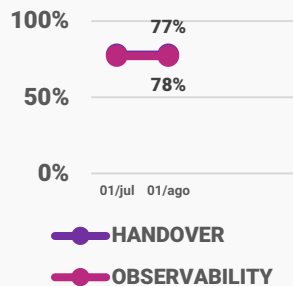
NEW FY24
* New Score value for H&O FY24, new products and BU's included



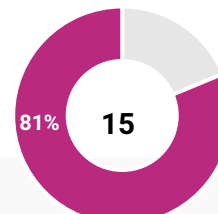
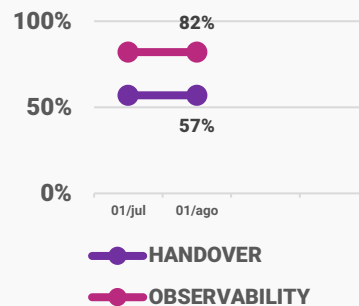
AGRO



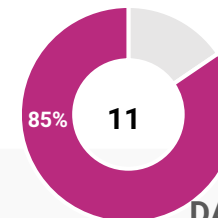
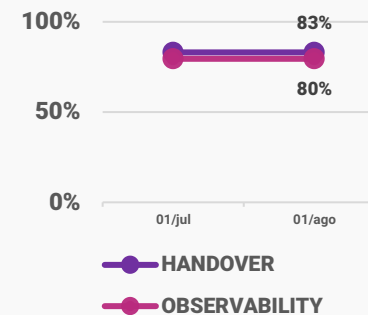
CREDIT SERVICES



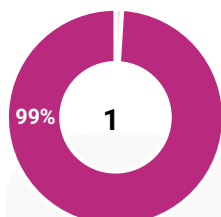
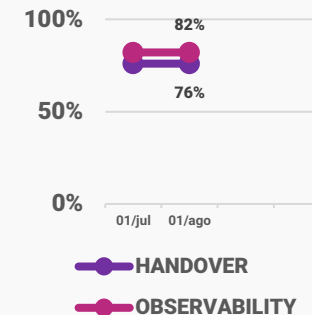
E-ID & PME



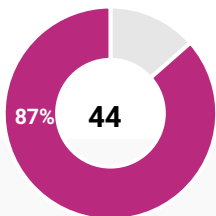
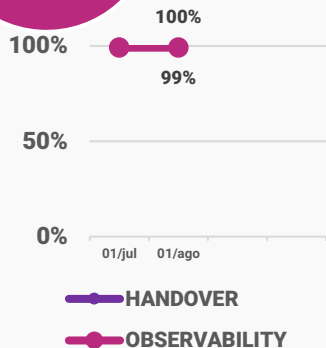
DA & MS



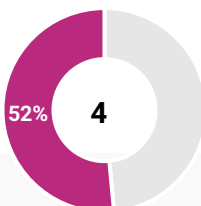
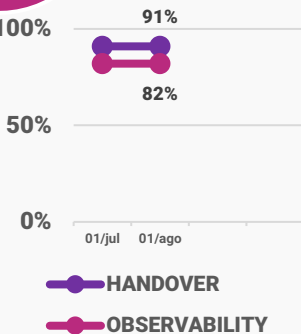
DATA OFFICE



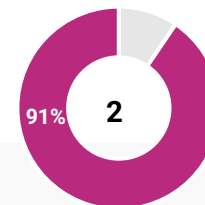
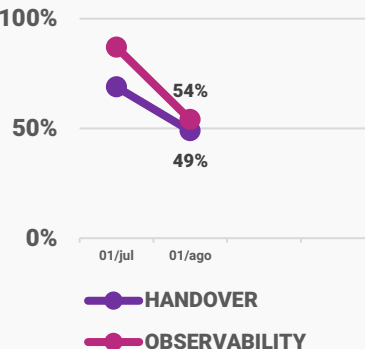
NIKE



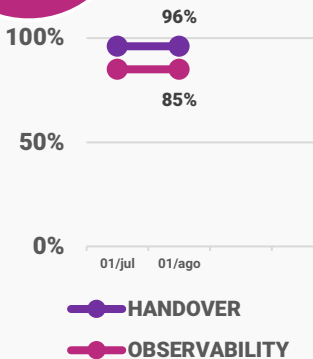
ARCH



ECS

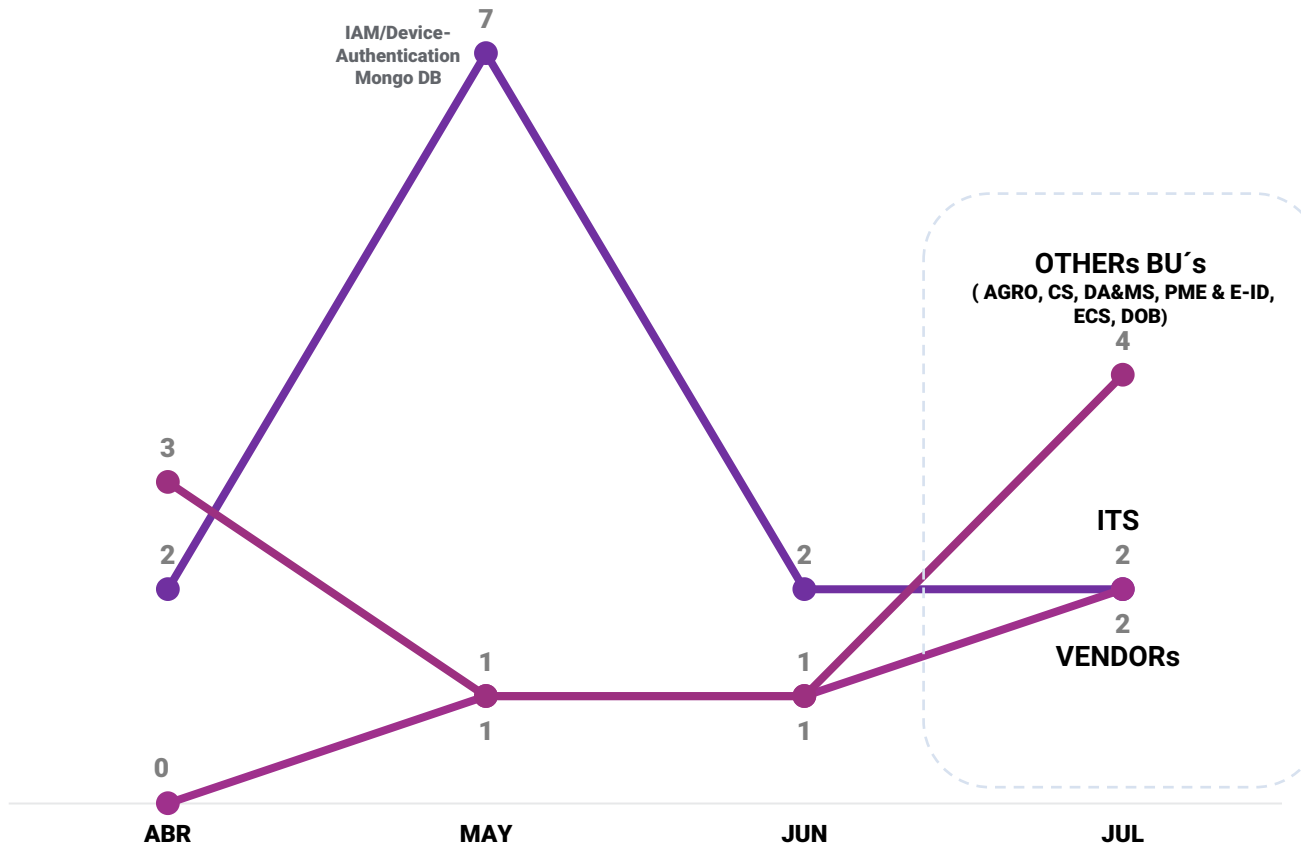


MLOPS



Performance and Reliability

Incidents triggers by Business Unit



Triggers BUs

▪ BU DATA OFFICE BRAZIL

- *2xMicrogateway - CS, ECS, DOB, PME
- *2xElastic Search - CS, ECS, PME
- Impact Time: 12h54

▪ VENDORS

- Oracle Exadata - DA (PCO Vivo) - Maintenance, App Resilience
- Equinix - DA (Brscan-BrFlow) - Maintenance, red protocol
- Impact Time: 06h58

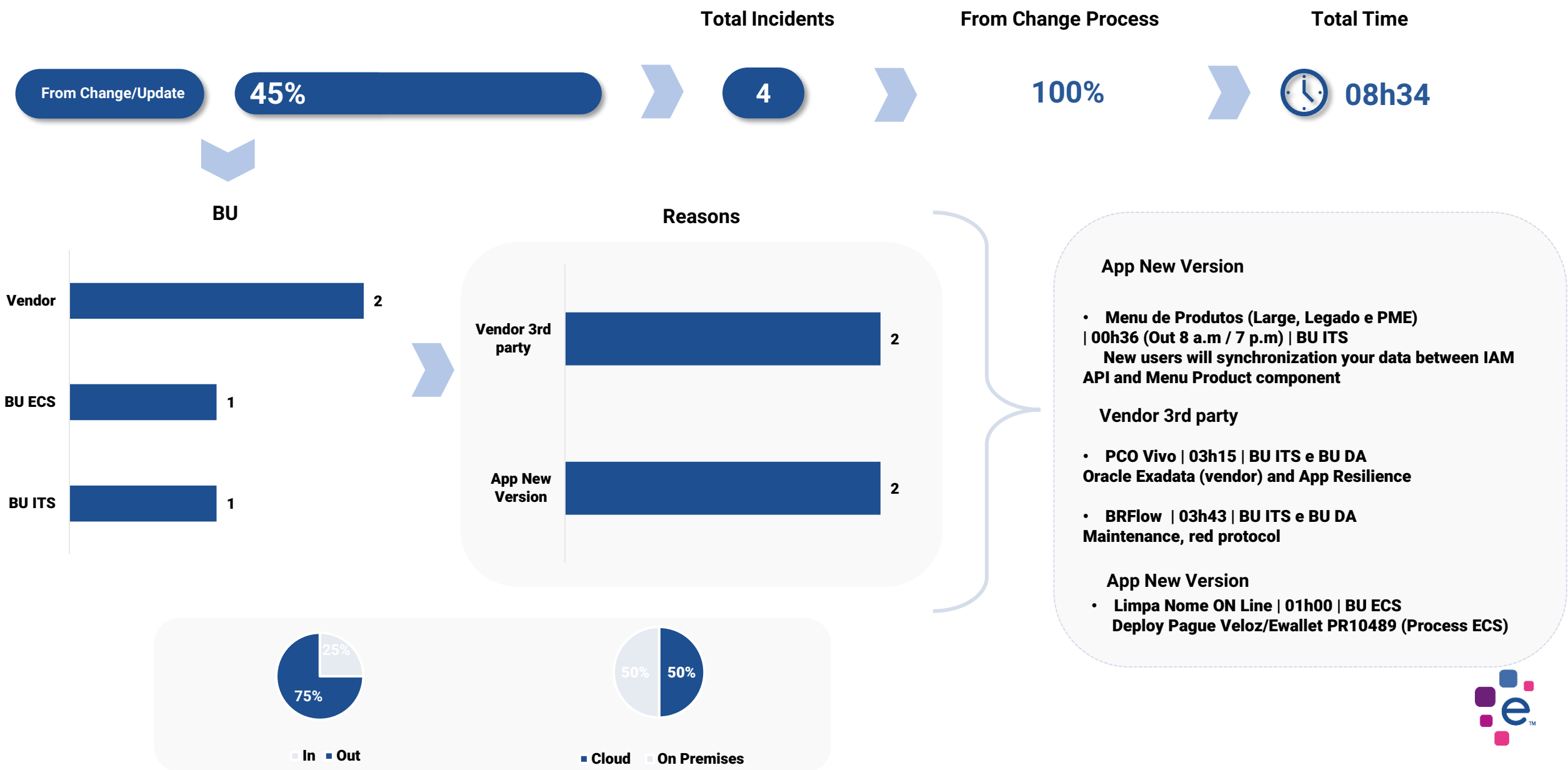
▪ BU ITS

- Digital – Change Product Menu – 00h36 (Out 8 a.m / 7 p.m)
- Network (BIG IP) – Capacity Access Media – 04h32 (Out 8 a.m / 7 p.m weekend)
- Impact Time: 05h08

▪ BU CREDIT SERVICES

- Score / Orchestrator – CS, ECS – Partial Visibility
- Impact Time: 02h56

Uptime Jul/23 – Change/Update



Uptime Jul/23 – Recurring

