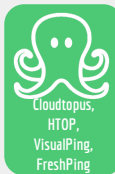


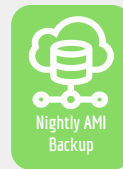
Kwek Jian Yong, Kenny - IT Operations Manager & Support Manager

I've learnt about the complexity of keeping an Enterprise System alive. I believe the process and tools learnt during this course will be useful in my future career. Expecting and planning for possible disasters is crucial to ensure business continuity



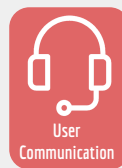
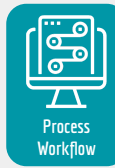
Ong De Lin- Quality Assurance

This course has taught me management skills on how to manage and sustain my system. It also taught me that it is important not to be complacent and always find ways to automate certain processes to make our life easier.



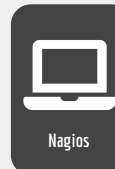
Lee Jia Ern, Janell- Tier 1 Communications Manager

I have learnt that as a whole, the voices of customers, employees and management should be considered in order to encourage collaboration in improving the company's services and contribute to the success of the business as the goal.



Tan Rong Jian Mark- Tier 2 Business Analyst

I have learnt how to manage an Enterprise System and what goes behind the scenes to monitor and keep the system running. In addition, I had the opportunity to learn more about popular tools and softwares such as AWS and Nagios.



Lau Jun Rong- Tier 3 Development and Infrastructure & Security

ESM has taught me the importance of deploying and managing the systems. It requires a lot of experience to get things right and in place.



Key Features of Environment

1. Load Balanced
2. Ability to mitigate XSSjacking & clickjacking attacks
3. Wide range of monitoring tools including Nagios
4. AWS Alarms
5. Nightly AMI Backup

Milestones

1. **Zero-downtime** achieved during Deployment Week
2. Website ran **continuously** when Port 8000 was down as website was load-balanced with additional ports
3. **Successfully** performed SCP Update and Security change requests
4. Dealt with Wannacry Attack **successfully** and provided advice regarding Fantasma Web Services

Business Value Added

1. **Increased efficiency** in dealing with business issues
2. Ensure that the site/app configuration files are **automatically backed up regularly**
3. Provided **comprehensive** monitoring tools
4. Measures to ensure users can access website **without disruptions/security issues**
5. Documentations are consistently maintained to **ensure quality control**
6. Ensure business **does not have recurring incidents**