**In Subject: Task Report on Date: ………..**

**In Body:**

Hi Mani,

**Ticket/Task/Issue Metrics on Date**

Tickets Assigned: 3

Tickets Closed: 3

Tickets in progress: 0  
Tickets in progress to closed: 0

Tickets Re-opened & in progress: 0

Tickets Re-opened & Closed: 0

**Task/Issue Details:**

Issue: 1

Client name: NRY

Channel of Communication: Email**.**

Issue/Task: **Create IAM user, share the credentials & give access to single s3 bucket.**

AWS Division: **Service Delivery.**  
Service Category: **IAM.**

Issues Description: **Create an IAM user “smaera” , share the credentials & give access to single bucket name “smaera”.**

Proposed Solution: **In the IAM create an IAM new user with the name “smaera” and give only programmatic accesss and share the details. Create a policy for the accessing the s3 bucket “smaera”, add it to the role and finally attach it to the IAM user.**

Ticket Status: **Closed**

Issue: 2

Client name: NRY

Channel of Communication: Email**.**

Issue/Task: **Unable to connect to the RDS.**

AWS Division: **Client service.**  
Service Category: **RDS.**

Issues Description: **Unable to connect to RDS from the provided credentials.**

Proposed Solution: **Modified the security group of the RDS.**

Ticket Status: **Closed**

Issue: 3

Client name: NRY

Channel of Communication: On Phone.

Issue/Task: **Setup Lifecycle policy.**

AWS Division: **Service Delivery.**  
Service Category: **EC2.**

Issues Description: **Create a new lifecycle backup policy for the AMI’s up to 7 days.**

Proposed Solution: **Create a new life cycle policy for the AMI’s up to the 7 days daily backup.** Ticket Status: **Closed**