Guidelines for Production Support Project Assessors

Citi Production Support Analyst Final Project Assessment

Friday 22nd August 2014

Application Name: Trading Application Deployment, Monitoring and Maintenance

Team Members:

Presentation	Possible	Actual
Factors to consider include: • Clear statement of project goal • Description of deployment environment • Discussion of monitoring framework	10%	
Technical	**Possible**	**Actual**
Achievement of project goals: • Demonstration of running application • Demonstration of monitoring framework • Demonstration of maintenance tools	20%	
Organization of Resources for Deployment Factors to consider include: • Installation and configuration of message and database Servers • Installation and configuration of application servers • Installation and configuration of application clients	10%	
Automation of Application Execution and Shutdown Factors to consider include: • Automation of individual application components and servers • Automation of application startup, shutdown and restart	10%	
Monitor Features Utilized Factors to consider include: • Establishing managed entities and samplers • Creation of rules – alerts - actions	20%	
Maintenance of Deployed Application Factors to consider include: • Demonstration of appropriate filtering tools • Demonstration of value added analysis tools	10%	
Project Documentation Factors to consider include: • Project process clearly documented • Lessons learned recorded	10%	
Permit to Operate Considerations • Evidence of Producing Support participation in development process • Completion of "Permit to Operate" template	10%	
	Total	

Individual Contributions

Name:

Primary Role:

Contribution:

Name:

Primary Role:

Contribution:

Name:

Primary Role:

Contribution:

Name:

Primary Role:

Contribution:

Name:

Primary Role:

Contribution: