**Tell me about yourself:**

* Hi I am Harika,
* I have about 6 years of experience in Information Technology.
* I am currently working as an Azure Cloud Engineer for Entergy Corporation
* Recently I completed Microsoft Azure Administration certification.
* My current environment is completely on Azure Cloud.
* My core skills are Azure, Windows and VMware
* We are 6 members in the team, we take care of Azure Cloud Infrastructure.
* I involved in Incident management, change management & problem management.
* My team is responsible for Azure cloud Platform, which includes planning, designing, Implementing, supporting, patch management, monitoring & security as well.
* I used work as Windows administrator in Singapore before that I worked in India, now I am working here in USA on Azure cloud.
* Comes to personal life I am married; my husband works in Capital one. I have 2 kids, both are boys. Elder one 6thgrade, younger one 1st grade.
* I would like to pursue my Career more in Cloud Technologies.
* I just started learning AWS.

Your day-to-day job?

As part of the Agile team, I need to work on JIRA user stories.

We plan & implement solutions which are highly available, cost effective and scalable.

Apart from that I need to work on Incident management, change management & problem management.

In Incident management we have service now tickets, we have to fulfill the services requests.

As part of change management, we have to plan and implement the changes.

As part of problem management, we need to provide the root cause analysis.

My team is accountable and responsible for Azure cloud platform which includes planning, designing, implementing, patch management, security and monitoring as well.

In planning we look for the client requirements and do requirement gathering.

Accordingly, we have to plan the solution which is highly available, cost effective and scalable.

Recently faced challenges?

Situation: Node is not ready state when scale up

In Azure Scale set Red hat Linux VMs are running based on the load it is scaling up adding new VMS but they are showing not ready state in the Red hat cluster.

Action: Checked in Azure Monitor, Azure Log analytics.

I verified the security groups, Network ACLs all are looking good. Then I logged a call with Microsoft they verified and confirmed that no issue from their end then we logged a call with red hat, they did analysis and troubleshoot cluster level. We also included the Linux team in that.

Resolution: After few hours analysis and troubleshooting, it’s a bug from Red hat side. They released the patch for that one.

Biggest challenge in career?

Situation: We are migrating windows 2003 to 2008 domain controllers.

This domain has total 5 domain controllers. We successfully migrated 4 domain controllers without any issues. When comes to last domain controller. It promoted successfully windows 2008 and decommissioned windows 2003 domain controller. Next day morning some users are unable to login and who are able to login successfully once they are logoff, they are unable to login again.

Action: I checked the event log in the event viewer (event vwr)

I checked the domain replication log by using repl.mon

I checked the time services

I checked the FSMO roles, all are looking green (NTDSUTIL)

Then Immediately I logged a case as Severity one case, Priority I with Microsoft after constant troubleshooting with Microsoft they identified that decommissioned domain controllers 2003 DNS records are configured in SRV records. After deleting those SRV records users are able to login fine.

We updated our checklist accordingly.

Lessons learned: While decommissioning the domain controller we also need to clean DNS records.

We documented everything; it will prevent from future issues.

Your strengths?

I am a hard-working girl, fast learner. I adopt any situation easily. I am a very good team player.

Your weakness?

I am working on better time management. In critical situations, I need to change priorities quickly.

How you resolve conflicts with colleague?

Listen about his solution, access the advantages and disadvantages. If I think it is a better solution, I will go with him. If I think that my solution is better, I will try to convince him/her. My assessment depends on the following characters: Cost effectiveness, high availability & easy manageability.

How you resolve conflicts with Manager?

Understand his requirement and take his guidelines to build a solution, if it conflicts with my solution I request for his explanation if I feel it is good, I will improve my solution and come back to him.

If I think that my solution is better, I will try to convince him/her depends on the following characters: Cost effectiveness, high availability & easy manageability. Which one is most beneficial to the organization we both will go with that solution .

How you convenience customer?

Understand his requirement and build a solution according to his requirement. I always think customer is the first. I try to present him best solution. In case he is not happy with my solution I will try to convince him based on the advantages and disadvantages. Before discussing with him I will do proper homework, I will take suggestions from the team.

Most of the customers are focused on cost saving with high available solutions, I will design a solution accordingly.

Patch management process?

In my current environment we use Azure update manager for vulnerability management.

Microsoft release OS patches on every second Tuesday of the month.

In our company cyber security team will access and give ratings as critical, high and medium and low.

These are different ratings from Microsoft ratings.

Critical patches we need to update in one to two weeks.

High rated patches we need to deploy in one month. Medium and low rated patches need to deploy in 3 months.

After that we create a change order according to the maintenance window.

Deploy patches and service packs on non-production environment first and then we will plan same on production environment and we do the post checks after the deployment.

Post checks includes ping test and report from Azure Monitor.

Active directory, what is FSMO roles?

FSMO stands for **Flexible Single Master Operation**

Active directory database follows multiple master model which means changes in active directory database get replicated to all the Domain Controllers in the domain. ... So, these roles are called Flexible Single Master Operation.

Domain Naming Master

Schema master

RID master

PDC Emulator

Infrastructure master

Azure update manager?

**enables you to assess your update status across my azure environment** and manage your Windows and Linux server patching from a single pane of glass, both for on-premises and Azure.

1. Update vulnerability details from software vendors.
2. Scan the enterprise network for vulnerability.
3. Examine the Vulnerability and identify the missing patches.
4. Deploy patches and validate patch installation.
5. Generate Status Report on the latest patch updates.

SCCM experience?

Yes, I have experience in SCCM, I worked on the Last project. At present I am working on Azure update manager to do vulnerability management. SCCM mainly used for

1.Configuration Management

a. Software Inventory

b. Hardware Inventory.

2. OS deployment.

3. Software and application deployment.

4. Reporting

5. Remote control

6. Patch management and service pac deployments.

PowerShell commands??

Mostly I will download scripts from Microsoft Repositories. I modify scripts according to my requiremts.

As part of post checks after patching,I have written a script.

1. Ping test:

$complist = Get-Content "D:\PowerShell\complist.txt"

**foreach(**$comp **in** $complist**){**

$pingtest = Test-Connection -ComputerName $comp -Quiet -Count 1 -ErrorAction SilentlyContinue

**if(**$pingtest**){**

Write-Host**(**$comp + " is online"**)**

**}**

**else{**

Write-Host**(**$comp + " is not reachable"**)**

**}**

**}**

Create a simple VM

**New-AzVM -Name “vmname”**

List all VMs in current subscription

**Get-AzVM**

List virtual networks

**Get-AzVirtualNetwork -ResourceGroupName “slresourcegroup”**

Get all load balancers from a resource group

**Get-AzLoadBalancer -ResourceGroupName “slresourcegroup**

Powershell version

**get-host**

**In our company most of the applications are in 3 tier architecture.**

**Presentation Tier or Front-end Tier**

**Middle Tier**

**Database Tier**

**Presentation Tier or Front end Tier : DNS is in this Tier for name resolution**

**We keep load balancers to balance lots of web requests, to balance the web servers.**

**It is in the Public Subnet, to connect to the internet**

**For security we enable WAF (web application firewall)**

**Middle Tier or Application Tier:**

**Main logic is in Application server**

**We need to enable clustering for speed.**

**It is completely into the private subnet.**

**We cannot login into the private subnet directly, we need to use Bastion host or jump server**

**Public subnet and private subnet are separated by NAT Gateway**

**NAT Gateway & Internet gateway is used to connect the application servers to the internet for any updates**

**Database Tier:**

**For performance of the database we use Read replica**

**For fault tolerance we need to enable multi AG config**

**Spot instances: where we need to run big jobs which are not critical and bulk.**