

# **Platform Monitoring Playbook**

**Summit Digital Solutions, Inc.**

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## **1. Purpose and Scope**

1. This Platform Monitoring Playbook ("Playbook") establishes the standard operating procedures and protocols for monitoring Summit Digital Solutions' Peak Performance Platform ("Platform") and associated enterprise technology infrastructure.
2. This Playbook applies to all Technical Operations personnel, System Administrators, and Platform Engineers responsible for maintaining platform stability and performance.

## **2. Monitoring Framework**

### **1. Core Monitoring Components**

- Real-time performance metrics
- System health indicators
- Application performance monitoring (APM)
- Infrastructure monitoring
- Security event monitoring
- End-user experience monitoring

### **2. Monitoring Tools and Systems**

- Primary: SummitWatch(TM) (proprietary monitoring suite)
- Secondary: Industry-standard monitoring tools as specified in Appendix A
- Tertiary: Client-specific monitoring solutions as required by service agreements

## **3. Alert Classification and Response Protocols**

### **1. Severity Levels**

- P0: Critical - Platform-wide outage or security breach
- P1: High - Major functionality impacted, significant performance degradation
- P2: Medium - Limited impact, degraded performance in non-critical systems
- P3: Low - Minor issues, no immediate impact on client operations

## 2. Response Times

- P0: Immediate response required ( 5 minutes)
- P1: Response within 15 minutes
- P2: Response within 2 hours
- P3: Response within 24 hours

## 4. Monitoring Parameters

### 1. Infrastructure Metrics

- CPU utilization (threshold: 85%)
- Memory usage (threshold: 90%)
- Network latency (threshold: 100ms)
- Storage capacity (threshold: 85%)
- Database performance metrics
- API response times

### 2. Application Metrics

- Transaction success rate
- User session metrics
- Error rates and types
- Application response time
- Business process completion rates
- ML model performance metrics

## 5. Escalation Procedures

### 1. Primary Escalation Path

On-duty Platform Engineer

Technical Operations Manager

Director of Infrastructure

Chief Technology Officer

### 2. Secondary Escalation Path

Regional Support Lead

Client Success Manager

Chief Digital Officer

Chief Operating Officer

## **6. Documentation Requirements**

### **1. Incident Documentation**

- Incident ID and timestamp
- Severity classification
- Systems affected
- Root cause analysis
- Resolution steps taken
- Prevention measures implemented

### **2. Reporting Requirements**

- Daily system health reports
- Weekly performance summaries
- Monthly trend analysis
- Quarterly system audit reports

## **7. Compliance and Security Monitoring**

### **1. Security Monitoring**

- Access control violations
- Authentication attempts
- Data encryption status
- Security patch compliance
- Intrusion detection alerts
- Data loss prevention monitoring

### **2. Compliance Monitoring**

- SOC 2 Type II controls
- GDPR compliance metrics
- HIPAA compliance (where applicable)

- Industry-specific regulatory requirements

## **8. Recovery and Continuity**

### **1. System Recovery Procedures**

- Automated failover protocols
- Manual intervention procedures
- Data recovery processes
- Service restoration priorities

### **2. Business Continuity**

- Backup monitoring systems
- Alternative communication channels
- Emergency contact procedures
- Client notification protocols

## **9. Quality Assurance**

### **1. Monitoring System Verification**

- Daily tool health checks
- Weekly accuracy audits
- Monthly calibration reviews
- Quarterly system updates

### **2. Performance Validation**

- Alert accuracy metrics
- Response time compliance
- Resolution effectiveness
- Client satisfaction metrics

## **10. Legal Disclaimers**

1. This Playbook contains confidential and proprietary information of Summit Digital Solutions, Inc. Unauthorized use, disclosure, or reproduction is strictly prohibited.

2. Summit Digital Solutions reserves the right to modify this Playbook at any time to maintain

alignment with evolving technology standards and business requirements.

## **11. Document Control**

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## **Approval**

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