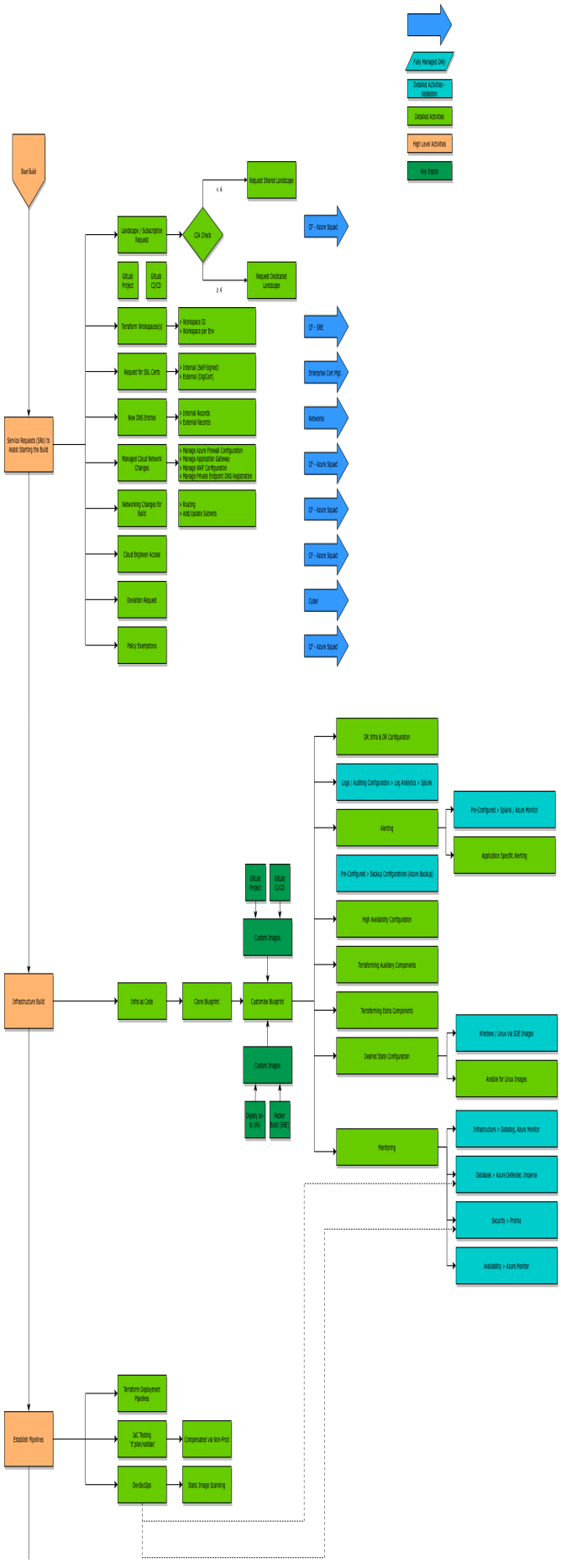
Engineering Process



Customer vs Application vs Ops

Base Estate vs Fully Managed

"Virtual Appliances, Cloud Native Apps, COTS, domain joined"

Customer Requirements
- RDP, SSH, SPN, MI, GitLab, TF Workspace

Azure IAM
- Group Memberships
- AD Groups / Memberships

Documentation
- HLD / LLD
- GitLab Repo / As-Built in Markdown
- Run-books, SOPs
- Operating Manuals

Fully Managed

TTO > Minimum Supportable Version, CMDB

Access > Remove Access after onboarding.

Non-Immutable Comment the VM Block and update the rest.

Friday 8 April 2022, 9:00 AM AWST
Participants Venus Athukorala [VA], Michaela Rauscher [MR], Sean Cole [SC], Phil Yeoh [PY], Wayne Thompson [WT], Todd Warden [TW], Adara Alcon [AA], Madhuri Krishnan [MK], Danny Siew [DS], Ramez Elkomos [RE], Akash Kumar [AK], Rong Wang [RW], Pete Calvert [PC]
(notes from PC)
VA walked through different mappings of process.
VA went through input requirements for each SN table.
[MR] Desire is to front load the information requests to avoid having to keep going back to project teams and application owners to prevent rework and delays.
[TW] Question on whether a separate testing request needs to be included, [AA] it is part of other processes
[DS] want to confirm the target end state is from Landscape to Final without customer needing to touch anything [MR] true for fully managed [DS] when they see all the Terraform scripts for base estate they'll request fully managed
[MK] require inputs from the customer because we are handing it back to them. Do we need to include things if not required by customers in fully managed
[SC] who is the customer? [MR] can be project team or application owner customers [SC] who is it being handed back to? [MR] depends on fully managed vs base estate and whether it is just approvals to proceed that are required by project teams. Do customers understand what is actually meant by 'fully managed'. Need to make sure guidance is clear.
VA went through high level engineering process
No questions raised on SNs for engineering
VA went through blueprint customisation and implementation process
[RW] when customising blueprints are we including updating other libraries or is it just customer specific?
[DS] have removed operational requirements that blueprints are latest version in order to TTO
[WT] once you customise a blueprint it is no longer a blueprint but a deviation
[RE] can an example of why a blueprint needs to be customised be given?
[MR] ties in with the feedback given about additions that have been done wrt storage accounts and other additions
[SC] includes sizing, quantity, etc as the main customisations. In order to do that at the moment it means changing the code base - future is to only change config inputs rather than changing code.
[MR] need to add a definition of what it means to customise
[DS] have to trust the build team in terms of what needs to be customised
[AK] question about use of custom images [VA] more geared to appliance and COTS that can't use SIDE
[MR] need to move on but may need more clarification on the use of these vendor required and non-standard images
VA moved on to migration
[RE] is formation of the base DB schema and structure prior to data migration being done? [VA] DBA team does the config. [PY] DBA team have their own process for backup and migration of data [MR] diagram shows implementing an option for backup and restore, not actually doing it
[RE] was robocopy certified [VA] think so
[MR] whole delivery model of databases and DBA team is ad hoc and needs to be worked on as HSCAS team do their own thing
[RE] do we have a clear idea of what is actually baked in to the images?
[DS] only have SIDE standards - don't have security requirements because Cyber haven't provided them
[RE] what is included within code management? Either should be baked in and immutable or done as post-deployment scripted activity
[MR] being looked at
[SC] just leaving it as infra deploy - app imaging and deployment is another conversation
[DS] how do app owners install without contributor access?
[SC] they log in to the VM or DB (for DBAs)
[DS] need to know what permissions they should have (given to them during deployment)
Out of time but to be discussed next week.
VA finished off last steps (test, BCP, etc.) tagging to TTO
[WT] and [DS] discussion on what is actually approved for documentation standards - needs to be resolved later
[DS] resourcing mix needs to be worked out to shift from handshake to better TTO
[MR] potential handover can be shifting from non-prod to prod.

Phil's Notes:

Wayne:
The minute you clone a blueprint, it's no longer a blueprint

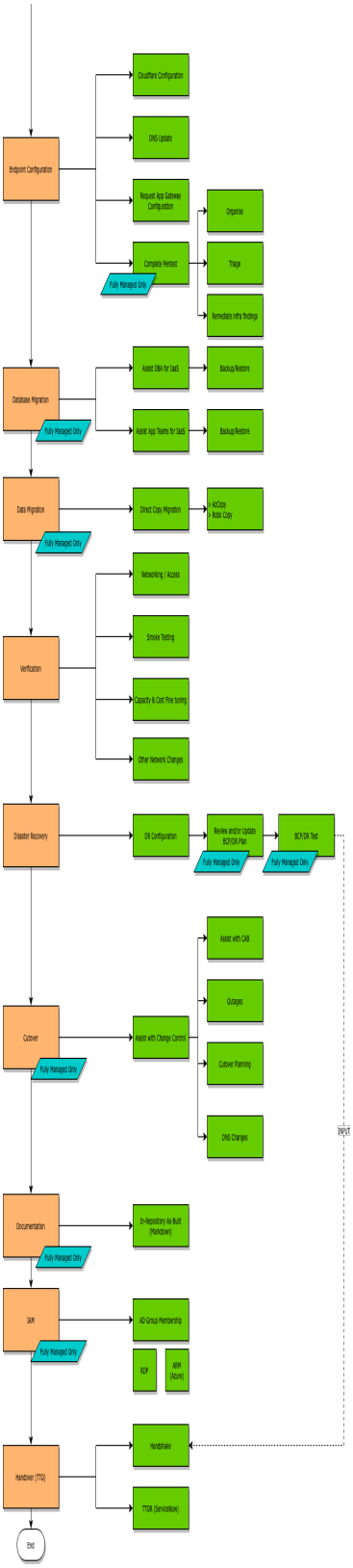
Ramez:

Why do we need to customise a blueprint?

Danny:
It's good to allow some customisation of blueprints

Ramez:
- Question around database backups
- What's included in the images in the image gallery?
- Do we have a clear view of what is baked into the images?

Akash: I see blueprint customisation as a feature and not a bug/issue. It provides flexibility to the customers.


Endpoint Configuration
Cloudflare Configuration
DNS Update
Request App Gateway Configuration
Complete Pentest
Fully Managed Only
Organise
Triage
Remediate Infra findings
Database Migration
Fully Managed Only
Assist DBA for IaaS
Assist App Teams for IaaS
Backup/Restore
Backup/Restore
Data Migration
Fully Managed Only
Direct Copy Migration
AzCopy
/ Azdo Copy
Verification
Networking / Access
Smoke Testing
Capacity & Cost Fine tuning
Other Network Changes
Disaster Recovery
DR Configuration
Review and/or Update BCP/DR Plan
Fully Managed Only
BCP/DR Test
Fully Managed Only
Cutover
Fully Managed Only
Assist with Change Control
Assist with CAB
Outages
Cutover Planning
DNS Changes
Documentation
Fully Managed Only
In-Repository As-Built (Markdown)
IAM
Fully Managed Only
AD Group Membership
RDP
ARM (Azure)
Handover (TTO)
Handshake
TTOR (ServiceNow)
End