**Citizens Bank project::::::**

* In this project we are using DevOps methodology.
  + We are using tools like
    - Bitbucket (code storage)
    - Jenkins (pipeline)
    - Service now (ticket monitoring tool)
    - Sonarkube (code quality)
    - Maven (build and package)
    - Nexus (images repo)
    - Aws (instances)
    - Openshift(deploying the microservices)
    - Datadog(monitoring and obeservability)
* There are many projects happing like migration and updating
* But, our main project is L2 ops
  + Which involves monitoring the openshift cluster and pods and its health and its rescources
  + And if there is any issue in the cluster we need to set the trashoulds and we will get a ticket
* Steps when the ticket is raised:
  + First accept the ticket
  + Check the logs in datadog, and find where the issue is from
    - Like in network
    - Or pods etc
* And once we come to know the issue
  + We need to inform to the particular team about the issue
* And by this we can achive no down time and provide a reliable site