# Title: DevOps - Q4 2018 Aspirations

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| **Aspirations - April 2018** Freshsales 05 Oct 2018 |
| Mission: Scale Freshsales ensuring high availability and reliability in cost effective manner |

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| --- | --- | --- | --- |
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## **Success metrics - KPIs (Key Performance Indicators)**

1. Number of deployments
2. Uptime
3. Response Time
4. Infra cost

## **Previous Aspirations Link:**

[Devops - August 2018 Aspirations](https://confluence.freshworks.com/pages/viewpage.action?pageId=196872281)

## **Results: How did we do since last Aspirations? (Planned vs Delivered - Summarise the results and provide applicable links)**

|  |  |  |
| --- | --- | --- |
| Goal (from previous Aspirations) | Results | Deliverables |
| RDS shard\_1 maintenance [Tholkappiyan](https://confluence.freshworks.com/display/~tholkappiyan) | Done | Unable to render Jira issues macro, execution error. |
| Runway adoption [Tholkappiyan](https://confluence.freshworks.com/display/~tholkappiyan) [Madhava Sanikommu](https://confluence.freshworks.com/display/~madhava.sanikommu) [Senthil vel](https://confluence.freshworks.com/display/~senthilvelp) | Done | Unable to render Jira issues macro, execution error. <https://freshsales.runwayci.com/> |
| Supreme setup in Freshsales [Sudharshan Jayasampath](https://confluence.freshworks.com/display/~sudharshan.jayasampath)   * SQL console * Code console | Done | Unable to render Jira issues macro, execution error. |
| Automate repeated customer asks [Madhava Sanikommu](https://confluence.freshworks.com/display/~madhava.sanikommu) | Done | Unable to render Jira issues macro, execution error. |
| Miscellaneous tasks [Tholkappiyan](https://confluence.freshworks.com/display/~tholkappiyan)   * Onboarded Freshping * RDS slave upgrade to r4.xlarge instance | Done |  |
|  |  |  |

## **Success metric trend (over the past 3 months)**

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| --- | --- | --- | --- | --- |
| Metric | June | July | August | September |
| Deployments per month | 27 | 27 | 28 | 16 |
| Uptime | 100% | 100% | 100% | 100% |
| Response time : Average | 96.8 ms | 118 ms | 103 ms | 108 ms |
| Response time : 95th percentile | 350 ms | 343 ms | - | 356 ms |
| Infra cost |  |  |  | 27.2k |

## **Top Issues (faced since last Aspirations)**

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| --- | --- | --- |
| Issue | Root cause | Recurring |
|  |  |  |

## **Plan for next month (or) Aspirations**

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| --- | --- |
| Goal | Deliverables |
| Rotating deployment keys |  |
| File uploading for imports in admin console |  |
| Roles in admin console |  |
| Cost optimisation |  |
| Audit Logs v1 [Tholkappiyan](https://confluence.freshworks.com/display/~tholkappiyan) | Backend completed Unable to render Jira issues macro, execution error. |
| Migrating remaining services to redis labs [Tholkappiyan](https://confluence.freshworks.com/display/~tholkappiyan) | Unable to render Jira issues macro, execution error. |
| Block concurrent import or bulk operations |  |

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| --- | --- |
| Stretch goal | Deliverables |
|  |  |

## **Identified risks**

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| --- | --- | --- |
| Risk | Mitigation strategy | Recurring |
| Bulk imports | For now, we are stopping all the down streams. They will be initiated later |  |
| Bulk operations | See if we can restrict the leads/contacts to those active last 6 months or so. Sort of archive. Stop concurrent bulk operations | Yes |

## **Do you have any specific asks? (any help needed to address constraints, unblocking, ...)**

**(Please keep this list engineering related - this section is optional)**

|  |  |  |
| --- | --- | --- |
| Ask | Impact | Recurring |
|  |  |  |

## **Peer appreciation**

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Appreciated by | Impact | In their own words |
|  |  |  |  |

## **Plan/Roadmap/Vision - that extends beyond one month (or) next Aspirations**

BG layer optimisation

Cost optimisation

Balancing lead and contact tables