Digital Solutions and automation Services (DSAS)

Overview

* Provide foundational services to drive visibility, stability and resiliency of the Bank’s Infrastructure environment while managing risk.

Capacity Engineering Services

Capacity Engineering Services (CES): Capacity Engineering Services which delivers standardized capacity management tooling, services and capabilities. TSCO data warehouse and web portals enables capacity planners to analyze , forecast and optimize IT capacity and performance across all IT resources and environments. Self-service capabilities available to AIT owners and capacity stakeholders for understanding peak resources usage risks and optimization opportunities.

TrueSight Capacity Optimization (TSCO) operational portal capabilities that has been utilized:

1. Self-service capacity dashboard views, such as AIT-Application Overview provides consolidated information related to an AITs capacity , performance, exceptions, forecasting, and VM rightsizing.
2. Filesystem exceptions and filesystem forecasting dashboards that filesystems forecast to hit 100% in next 100 days based on current trend(Physical).
3. A capacity analyst (self-service) console provides rich functionality for power users to create and save analyses, reports and forecast models.
4. TSCO Data Integration capability to ingest indicator data from sources such as AppDynamics and Splunk, consisting of metrics from businesses , applications, and services.
5. Performance Capabilities – BMC TSCO Investigate near-real time analysis tool combined with lightweight agent provides with 1 and 10 second granularity.
6. Pilot Turbonomic Auto – Scaling , POC Integration of MSSQL and Oracle Database metrics into Turbonomic.

PLATFORM AUTOMATION AND CENTRAL LOGGING SERVICES

The Platform Automation and Central Logging Services team develops and implements frameworks to automate device imaging , software catalog, software deployment, software and image distribution, a centralized and globally resilient data logging fabric providing near real – time data collect, search, and reporting capabilities , compliance management and enforcement for workstations (la[tops, desktops, Financial Center workstations and ATMs) and infrastructure , patch and service request automation for mid-range servers. Following are the 5 major services offered:-

* Desktop Automation Services (UI and API): Automation Services for Desktop Imaging, Software Catalog, Software deployment, Software distribution and Inventory (~450k workstations).
* Desktop compliance detection and enforcement Automation: Automation Services for detecting and enforcing compliance (~450 workstations).
* Mid-Range Server Automation Services: Automation Services for handling Service Request, Infrastructure , Database and Application events , Patch Execution and host an automation platform for users to develop , schedule and execution automation (~160k servers).
* Central Logging Services :Framework for indexing Security and application logs and enable reporting , searching and analytical capabilities (~25 TB of security logs per day and ~6TB of application logs per day)
* Compliance Reporting Services: Reporting framework for detecting and remediation of workstation compliance and vulnerabilities.