**Shifts: 3** and we are **giving 24/7** (24 hours/ 7 days ⇒ 365 days we are giving continuous support)

Shift Timings:

| 6AM to 2PM | Morning Shift | Shift A/  First shift | **APAC Shift** | (5:30 AM to 1:30PM) |
| --- | --- | --- | --- | --- |
| 2PM to 10 PM | Afternoon | Shift B / Second shift | **EMEA Shift** | (12PM to 9PM) |
| 10PM to 6AM | Night Shift | Shift C / Third shift |  |  |

\*APAC: Asia Pacific:

\*Schedule:

→ Shift Members:

In the morning shift we usually have 2 to 4 members in the shift as per the **business needs** and the work.

In the Afternoon shift we usually have 2 to 4 members in the shift as per the **business needs** and the work

In the night shift we usually have 1-2 members in the shift as per the **business needs** and the work

-> **Buffer Time:** The time which we will be engaging to overlap. 15 min buffer time we are giving the **HANDOVER** to new shift members.

**Handover:** We will be handing over the pending tasks and the complete information about our shift.

**Team Size: 15 Mem (4+4+2 =10) (Week Offs or Leaves)**

**—**

**Day to Day Activities:**

**Morning: 4 Dedicated Tasks**

**Task A**

**Task B →**

**Task C**

**Task D**

**TASK SPLIT→ We will be assigning the tasks**

**Shift Lead He will split the tasks among the shift members.**

**Escalation Call:**

**Task A:**

**Ticket : A service request**

**A task to be implemented**

**A task to be designed**

**A task to be changed/modified**

**Tasks**

**Task A: Prakash**

**Ticketing tools Monitoring: If a new ticket/pending tickets**

**Email Monitoring:**

**Arbor & Cloudflare: Cyber Attacks (DDoS & Phishing Attacks)**

**Phishing scams** trick users into divulging sensitive data, downloading malware, and exposing themselves or their organizations to cybercrime.

**DDoS Attack** means "Distributed Denial-of-Service (DDoS) Attack" and it is a cybercrime in which the **attacker** floods a server with internet traffic to prevent users from accessing connected online services and sites.

**TASK B: Vikas**

**DB Monitoring: Grafana ( Database level of monitoring)**

**Splunk Dashboard monitoring: (Transactions Monitoring)**

**Driving P1 & P2 calls:** (Network team, Infrastructure Team(infra), DB Team, Platform Engineering team, Service Engineering and Developers)

**TASK C:Krishna**

**Shift Lead: (Task Split, Shift Reporting, Coordination, Handover)**

**Creating Schedules (Calendars Invites)**

**Splunk Emails: <CRITICAL EMAIL>**

**VPN Access: Access revoking and providing**

**TASK D:Murthy**

**Attend calls with cross functional teams:**

**Monitoring tools Monitoring: UIM, Nimbus, Datadog, dynatrace**