Resume:

Makemytrip, Qalara, Etc:

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**Payment gateway**: 3layers (web server, app server, db server) = 78 Linux health status is up and running:

Health status → disturbances (Alerts) → monitoring tools → Incident Management → ServiceNow Ticket → Cross Functional Teams → P1 → P1 Bridge call → We are responsible for that call (what and what is happening → chronology (min to min update)→ hourly update to all teams) → CAB deal → change requests → MCW (monthly change window) → 3 shifts → task split → vpn access → handover → sql queries (requests tickets) → schedule invites.

Chronology:

Inc start close

**– Chronology:**

8:00 AM Call initiate

8:02 DB team

08:03 N/w, infra extra teams

8:10 Issue found

8:12 N/w side

8:18 N/w modifications

8:20 N/w confirmed that issue resolved

8:25 in our monitoring tools the alert is disappeared

8:28 call got closed

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