

Persona



Monica

Bluemix Platform Operator

Location Beijing, CN
Age 32
Company IBM
Department SRE Team

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I want to fix problems from PagerDuty as soon as possible to ensure the stability for cloud environments!

Role & Experience

I’m responsible for the daily operations for IBM Cloud Platform, including public, dedicated and local cloud environments. When I am on duty, I’ll fix defects after receiving alerts from PagerDuty and handle tickets from customers, and shift to other colleague in another time zone via email report. I also need to optimize cloud environments when not on duty.

I’ve been working in IT for 5 years, and was a developer for several years before taking this role as operator for PaaS.

Responsibilities

- Monitor Fabric healthy status. keep services/components running.
- Diagnose and solve problems from Fabric core, open source service, runtimes, application issues, account issues from PagerDuty and RTC.
- Continuously optimize the environment such as increasing CCDB capacity, Fabric core component security, IPSec, deployment, etc.
- Contribute scripts to auto fix issues.

Goals

- Fix problems or defects from PagerDuty alerts or customer tickets as soon as possible.
- Ensure customer’s environments are stable and secure.

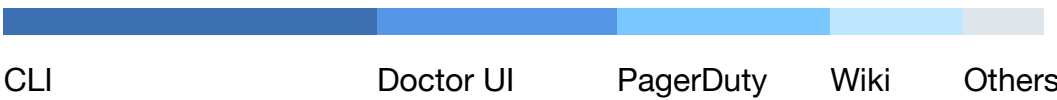
Challenges

- Need to write script (runbook) on her own when facing unknown issues.
- Need to extend the breadth of domain knowledge / technical skills to cope with customers’ various problems.
- Communicate with customers/ support advocates with technical issues.
- Be careful about the time difference when doing upgrading to ensure customers’ environments are not down during working time. (cr/cd)

Painpoints

- Too many PagerDuty alerts to deal with when on duty.
- Need to handle multiple alerts at the same time to improve work efficiency.
- The environments they managed are complicated and customers’ needs are varies. Overwhelming data get them frustrated.
- The cloud environments are not stable enough.
- Have no ideas when facing some unknown issues.

Tools



Level of Expertise

