

Event Automation

Event Automation Best Practices and Troubleshooting

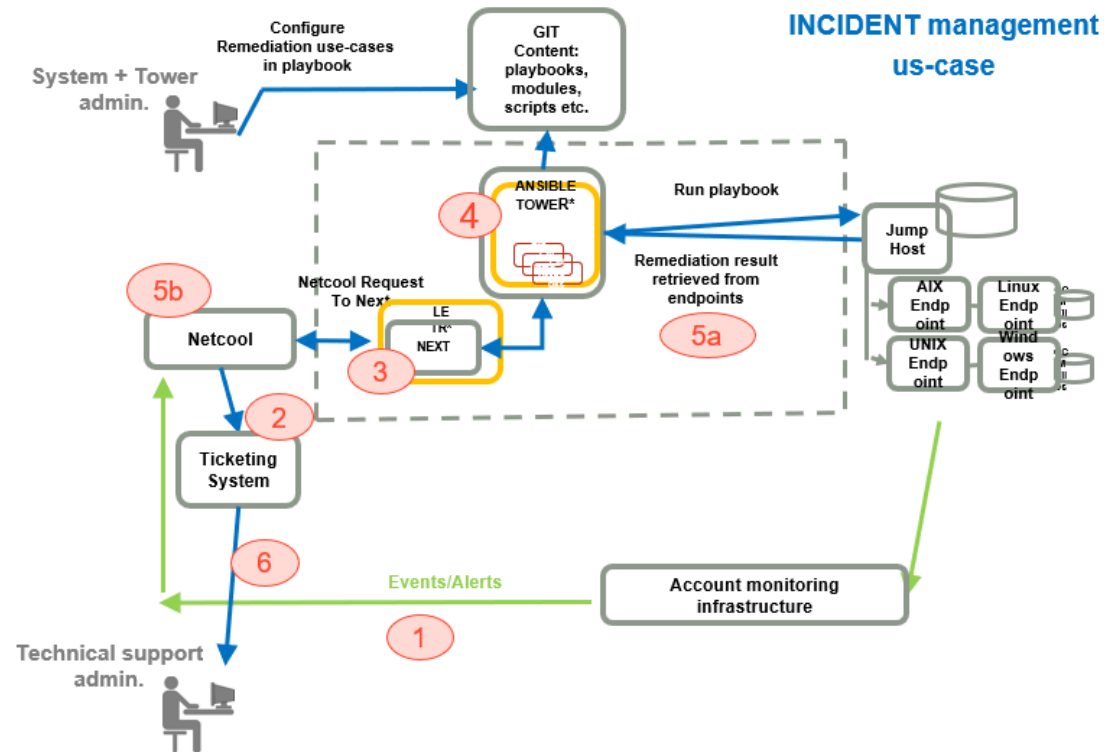
Monitoring Best Practices

- Apply monitoring with vendor's best practices.
- Monitor instances which are contracted with customer.
- Always set the maintenance mode during changes.
- Reduce alerts/events by finding the root cause of the problem.
- Tune monitoring.

Event Automation Workflow

Automation workflows

Event / incident automation use-case



Ansible Tower Best Practices

- <org>_project_netcool, all scm update options should be disabled
- <org>_jobtemplate_netcool, debugging level should be set to 0
- <org>_jobtemplate_netcool should not be modified, should stay with the initial settings.
- <org>_group_sshproxy group should have all necessary variables including jumphost_variable pointing to <org>_cred_sshproxy
- <org>_grp_cred_<os> credential group should have all necessary variables including os_credential variable pointing to <org>_cred_<os>.
- Hosts(end points) should be member only 1 sshproxy group and 1 credential group, regarding to their location and OS.

Addressing Issues in Event Automation

- Performance issues with towerL Create a ticket to service desk. <https://service-desk.mom.cacf.kyndryl.net/>
- Issues/Bugs/Ideas/Enhancement with an event automation roles, create an issue via github in CE
https://github.kyndryl.net/Continuous-Engineering/CACM_Common_Repository
- Issues/Bugs/Ideas/Enhancement in KSI Event Automation dashboard create an issue via github in DX
<https://gothub.kyndryl.net/cacf/dx/issues>

Common Best Practices in Event Automation

- Always configure the event automation role, in test branch, in test AT project, by creating issue in GHE EA repository. Create pull request with review approvals.
- Ansible Tower is not the component, creating tickets, transferring tickets, making auto calls, it is just trying to remediate the incidents.
- Follow the event automation workflow when troubleshooting an EA role... Server → Monitoring Tool → NEXT → Ansible Tower.

Common Best Practices in Event Automation

- Keep the event automation repository and roles up to date, by scheduling event automation repo update playbook.
- Visit and analyze KSI dashboards regularly as a BAU task to continuously improve the EA in your account. Keep in mind that less alerts less incidents will save you a lot of time for focusing technologies and upskilling.

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Thank You