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INFRASTRUCTURE OPERATIONS MANUAL

KAFKA

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Distribution List

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Version History

Version	Date (dd/mmm/yyyy)	Modification
1.0	See GeodIS	Document creation
2.0	See GeodIS	Document refactoring. Added section 2.1.9 "Kafka topic creation and ACL enforcement" as per changes in the scope of Integration Services PI 21.1

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1. INTRODUCTION

The objective of this document is to describe the required operational activities to ensure successful services operation from an Infrastructure perspective with the architecture information and description of the different environments.

1.1. Related Documents

Doc ID	Title
IS_1664528	AS Kafka
IS_1664527	IP Kafka AWX
IS_1689387	Technical recovery Plan

1.2. Glossary

Term or Acronym	Definition
laC	Infrastructure as Code

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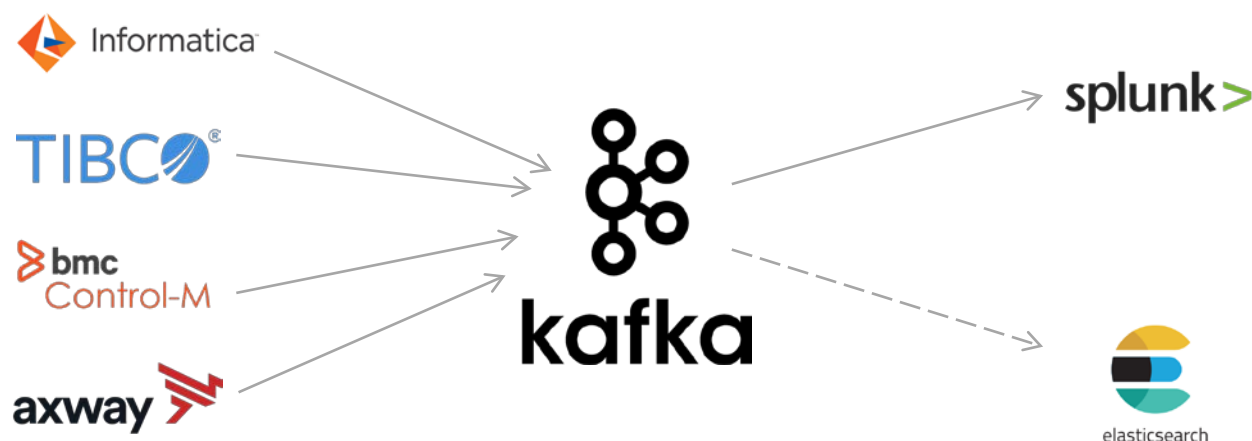
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2. DETAILED ARCHITECTURE DESCRIPTION

2.1. Production Environment

2.1.1. General Description



Kafka brokers operate in cluster mode which is fault tolerant. Each Kafka broker is running in deferent AWS Availability Zone to increase the cluster availability. Kafka broker cooperate with Zookeeper which is collocated on the same hosts.

Kafka production cluster in NGDC hosts production and no-production topics and data. (This service is gradually replaced by the clusters mentioned below).

Kafka production cluster in AWS hosts only production topics and data.

Kafka uat cluster in AWS hosts all non-production topics and data.

Kafka dev cluster in AWS is not meant to host any business topics and data as it used to test and and develop new features of Kafka service.

More details on the AS doc: IS_1664528

2.1.2. Infrastructure Components Description

Component	Description	AZ
xsp150k163t.pharma.aventis.com	eu-kafka-prd	N/A
xsp150k164a.pharma.aventis.com	eu-kafka-prd	N/A
xsp150k165f.pharma.aventis.com	eu-kafka-prd	N/A
xsn162f191p.pharma.aventis.com	Kafka_DEV_AWS	AZ1

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xsnl62f192w.pharma.aventis.com	Kafka_DEV_AWS	AZ2
xsnl62f193b.pharma.aventis.com	Kafka_DEV_AWS	AZ3
xsnl62f256x.pharma.aventis.com	Kafka_UAT_AWS	AZ1
xsnl62f270f.pharma.aventis.com	Kafka_UAT_AWS	AZ2
xsnl62f273c.pharma.aventis.com	Kafka_UAT_AWS	AZ3
xspl62f224a.pharma.aventis.com	Kafka_PRD_AWS	AZ1
xspl62f226s.pharma.aventis.com	Kafka_PRD_AWS	AZ2
xspl62f228c.pharma.aventis.com	Kafka_PRD_AWS	AZ3

2.1.3. Application or Service logs location

The Log Storage Server platform is deployed on top of the Sanofi AWS standards available in the Amazon. All standard processes are applicable. AWX is used to deploy the Kafka service on environments (awx-ships.pharma.aventis.com). Gitlab is used to store the configuration and installation scripts (<https://emea-aws-gitlab.sanofi.com:3001/integrationservices/kafka>)

To check the log as user on the server, you should launch this command to obtain the live log. You could filter with grep to obtain only the desired log level.

```
$sudo journalctl -xe -l -u kafka -f
```

```
$sudo journalctl -xe -l -u zookeeper -f
```

```
$sudo journalctl -xe -l -u telegraf -f
```

2.1.4. Interfaces, Gateways and Application Programming Interface's

2.1.4.1. Internal Interfaces

The following interfaces are exposed:

Service	Port number
Zookeeper	2181
Kafka SALS SSL	9093
Jolokia	8778

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2.1.5. Kafka connect

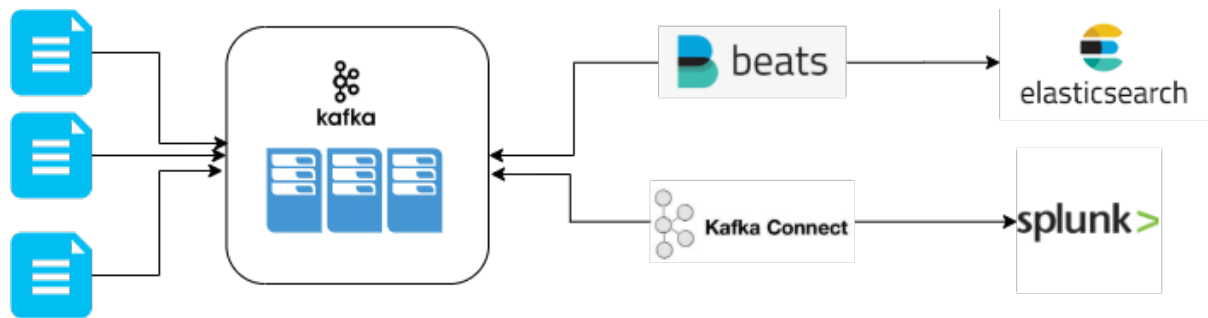
Kafka Connect is an open source component of Apache Kafka. It is a framework for connecting Kafka with external systems such as databases, key-value stores, search indexes, and file systems.

Kafka Connect instances are created per each Kafka cluster and are running on OpenShift cluster.

Reminder: Kafka connect for DEV will be only for testing activity.

All non-prod DATA should go to KAFKA UAT AWS. (SND, DEV, INT, UAT, ...)

Only Production data should go to KAFKA PRD AWS.



Kafka Connect run on OpenShift and used to publish data from Kafka topics to respective SPLUNK indexes.

There are 2 workers per Kafka Cluster (Legacy NGDC, DEV-AWS, UAT-AWS, PRD-AWS)

OpenShift route API for Kafka Connect are today:

Kafka Cluster	Kafka connect endpoint	Kafka Connect Deployment Configuration
AWS DEV	https://dev-kafka-connect.apps.scale-683b0e3a.p560298742787.aws-emea.sanofi.com/	https://openshift-console.apps.scale-683b0e3a.p560298742787.aws-emea.sanofi.com/k8s/ns/tibco-scale-common-prd/deploymentconfigs/dev-kafka-connect
AWS UAT	https://uat-kafka-connect.apps.scale-683b0e3a.p560298742787.aws-emea.sanofi.com/	https://openshift-console.apps.scale-683b0e3a.p560298742787.aws-emea.sanofi.com/k8s/ns/tibco-scale-common-prd/deploymentconfigs/uat-kafka-connect
AWS PRD	https://prd-kafka-connect.apps.scale-683b0e3a.p560298742787.aws-emea.sanofi.com/	https://openshift-console.apps.scale-683b0e3a.p560298742787.aws-emea.sanofi.com/k8s/ns/tibco-scale-common-prd/deploymentconfigs/prd-kafka-connect
NGDC PRD	https://ngdc-kafka-connect.apps.scale-683b0e3a.p560298742787.aws-emea.sanofi.com/	https://openshift-console.apps.scale-683b0e3a.p560298742787.aws-emea.sanofi.com/k8s/ns/tibco-scale-common-prd/deploymentconfigs/ngdc-kafka-connect

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	prd/deploymentconfigs/ngdc-kafka-connect
--	--

2.1.6. Kafka REST

For compatibility reason, Kafka REST has been implemented to manage Kafka Topic via API system.

Kafka Cluster	Kafka REST endpoint	Kafka REST Deployment Configuration
AWS DEV	https://dev-kafka-rest.apps.scale-683b0e3a.p560298742787.aws-emea.sanofi.com/	https://openshift-console.apps.scale-683b0e3a.p560298742787.aws-emea.sanofi.com/k8s/ns/tibco-scale-common-prd/deploymentconfigs/dev-kafka-rest
AWS UAT	https://uat-kafka-rest.apps.scale-683b0e3a.p560298742787.aws-emea.sanofi.com/	https://openshift-console.apps.scale-683b0e3a.p560298742787.aws-emea.sanofi.com/k8s/ns/tibco-scale-common-prd/deploymentconfigs/uat-kafka-rest
AWS PRD	https://prd-kafka-rest.apps.scale-683b0e3a.p560298742787.aws-emea.sanofi.com/	https://openshift-console.apps.scale-683b0e3a.p560298742787.aws-emea.sanofi.com/k8s/ns/tibco-scale-common-prd/deploymentconfigs/prd-kafka-rest
NGDC PRD	https://ngdc-kafka-rest.apps.scale-683b0e3a.p560298742787.aws-emea.sanofi.com/	https://openshift-console.apps.scale-683b0e3a.p560298742787.aws-emea.sanofi.com/k8s/ns/tibco-scale-common-prd/deploymentconfigs/ngdc-kafka-rest

2.1.7. Kafka Web UI

Kafka WebUI is a full-featured web-based [Apache Kafka](#) consumer. **Kafka WebView** presents an easy-to-use web based interface for reading data out of kafka topics and providing basic filtering and searching capabilities.

Kafka WebUI is available in OpenShift.

<https://kafka-web-view-tibco-scale-common-prd.apps.scale-683b0e3a.p560298742787.aws-emea.sanofi.com/login>

2.1.8. Kafka Burrow

Kafka Burrow monitor lag on consumer topics. This is help full to identify blocked pipeline activity.

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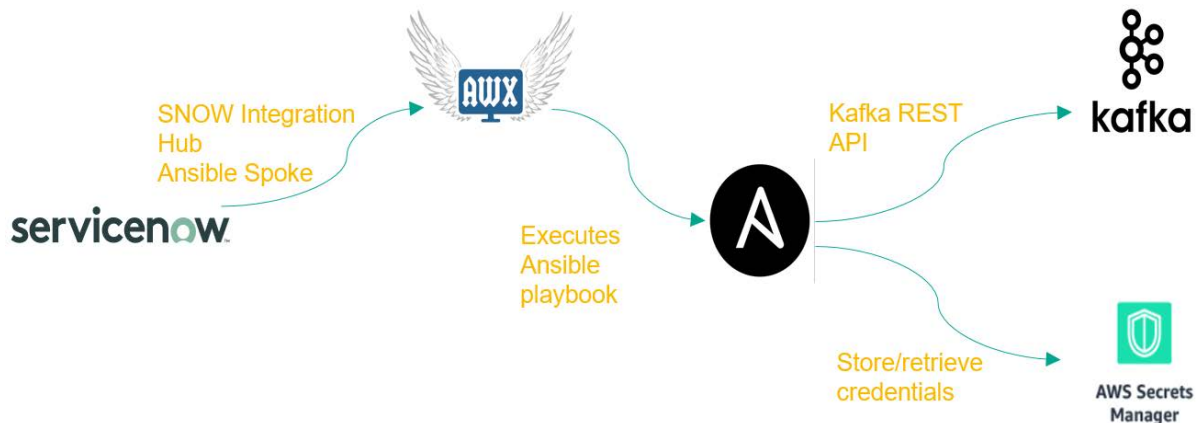
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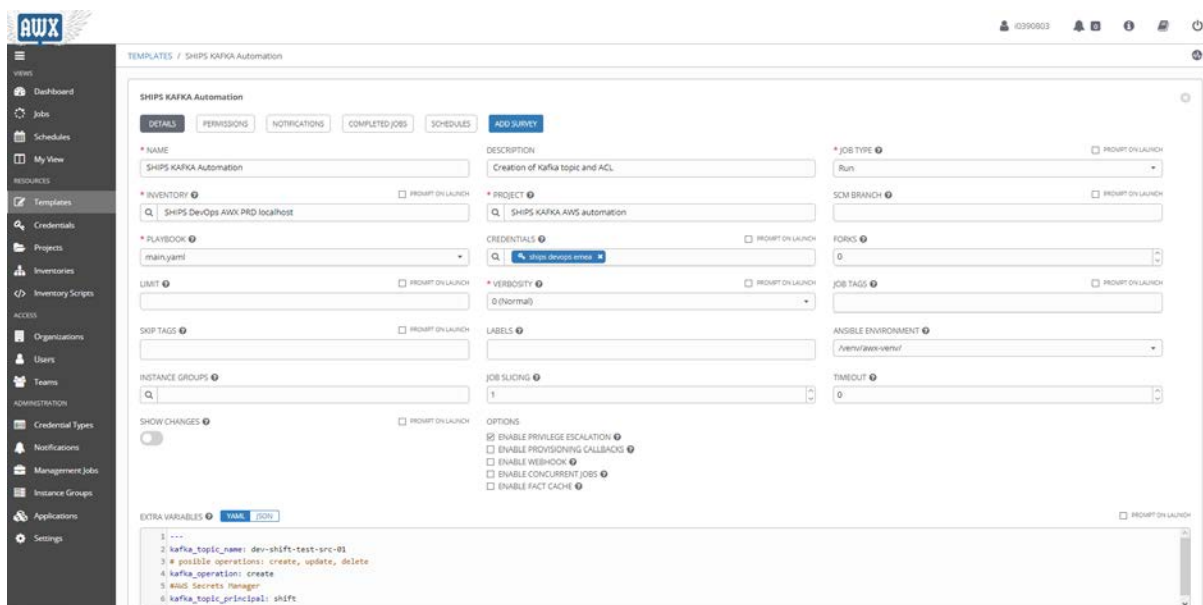
2.1.9. Kafka topic creation and ACL enforcement

To standardize Kafka topic creation and enforce ACL on specific topic a set of Ansible scripts were developed to automate the process. The diagram below depicts the whole process.



To request a new Kafka topic creation a user needs to place a new request in SNOW portal. Once all the required information are captured, including Kafka topic name , SNOW My App Id and required Kafka cluster.

Once the form is submitted SNOW uses Ansible Spoke (part of SNOW Integration HUB) which triggers execution of “SHIPS Kafka Automation” job template in AWX passing inputs gathered in SNOW form.



The Ansible playbook performs the following actions:

- Uses Kafka REST API to perform operations on selected Kafka cluster
- Based on selected action (specified in SNOW form) “create”, “update” or “delete” performs

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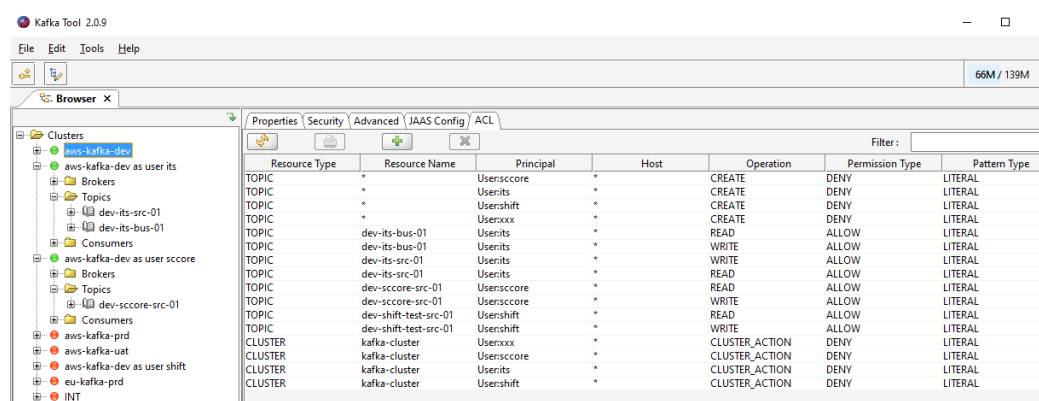
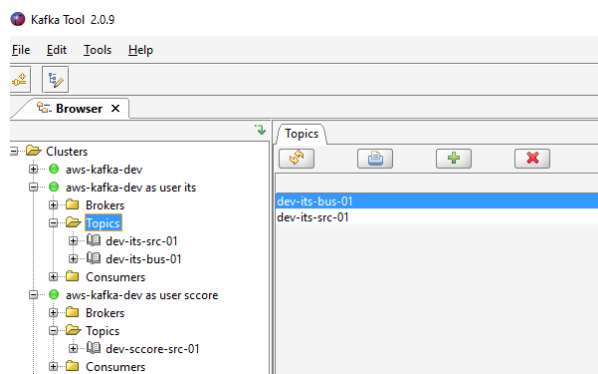
respective operation on Kafka topic

- In case a new topic is created then the following ACL rules are applied on the topic and user (specific to SNOW MyApp Id): A user gets READ and WRITE access to the newly created topic. A user is DENIED creation of any topics and any cluster related operations.
- In case a topic is to be deleted then after deleting the topic the ACL rules related to accessing topic are removed.
- In case of creation of a new Kafka topic Ansible scripts generates a new password and uses AWS Secrets Manager to store credentials for newly created user.

Once the AWX Job template is executed then SNOW invokes job template called “Kafka JAAS refresh” which perform the following actions:

- Connects to AWX Secrets manager and retrieves all the secrets for a given Kafka cluster
- Generates a new `kafka_server_jaas.conf` with the credentials retrieved from AWX Secrets Manager and overwrite existing file on each host forming Kafka cluster
- Restarts Kafka and Zookeeper service on each host on a sequential manner

After completion of the scripts a new Kafka topic is created with respective ACL assigned and a user account dedicated to specific application.



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3. INSTALLATION INSTRUCTIONS

Order #	Software Component Name	Installation procedure reference and location*	Software source name and location*	Comments
1.	Kafka Broker Install	IS_1664527	GeodIS	https://emea-aws-gitlab.sanofi.com:3001/integrationservices/kafka/kafkatibco
2.	IP Kafka Connect	N/A (Code in the pipeline)	OpenShift	https://docs.openshift.com/container-platform/4.6/applications/application_life_cycle_management/odc-creating-applications-using-developer-perspective.html#odc-creating-applications-using-developer-perspective
3.	IP Kafka Web view	N/A (Code in the pipeline)	OpenShift	https://docs.openshift.com/container-platform/4.6/applications/application_life_cycle_management/odc-creating-applications-using-developer-perspective.html#odc-creating-applications-using-developer-perspective
4.	Kafka REST/API	N/A (Code in the pipeline)	OpenShift	https://docs.openshift.com/container-platform/4.6/applications/application_life_cycle_management/odc-creating-applications-using-developer-perspective.html#odc-creating-applications-using-developer-perspective
5.	Kafka Burrow	N/A (Code in the pipeline)	OpenShift	https://docs.openshift.com/container-platform/4.6/applications/application_life_cycle_management/odc-creating-applications-using-developer-perspective.html#odc-creating-applications-using-developer-perspective

* Make sure the Operation teams can access the installation procedures and the software source locations

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4. SERVICES LEVEL DESCRIPTION

4.1. Productive systems

The service levels is **SILVER**:

• SERVICE CRITICALITY + IMPACT = PRIORITY

SERVICE LEVEL COMMITMENT	+	URGENCY <i>may evolve with incident lifecycle</i>	=	PRIORITY
Service Criticality		Impact		+ associated resolution time
 GOLD	+	HIGH MEDIUM LOW	=	P1 P2 P3
 SILVER	+	HIGH MEDIUM LOW	=	P2 P3 P4
 BRONZE	+	HIGH MEDIUM LOW	=	P2 P3 P4
BEST EFFORT / INFRA BASIC	+	HIGH MEDIUM LOW	=	P3 P4 P5

Service Management, Continuity and Disaster Recovery

	 Gold	 Silver	 Bronze	Workplace / Lab	Best Effort No SLA
Service Level Commitment					
Disaster Recovery Plan (Documented Recovery Plan)	Mandatory	Mandatory	N/A	N/A	N/A
Conduct DR Test	Mandatory - Yearly	Mandatory- Every 2 Years	N/A	N/A	N/A
Backup & Restore Data Test (Backup/Restore Test Document)	Mandatory - Yearly	Mandatory- Every 2 Years	N/A	N/A	N/A
Obsolescence ¹	Standard	Standard/Restricted	Standard/Restricted/Retired	N/A	N/A
Monitoring	Mandatory – Application and Infrastructure	Requested – Application and Infrastructure	Infrastructure Only	Yes – Basic for Infrastructure Components	N/A
Performance Testing	Strongly Recommended – Enhance Synthetic	Optional – Basic or Enhanced Synthetic	Mandatory - Basic		
Resiliency (Production Platform)	Required - Full	Required - Moderate	Not Required		

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PRIMS OLA

Time to resolve an Incident for Application Services and related CI

Priority	Gold	Silver	Bronze	Infra Basic (Best effort)
<i>Critical (P1)</i>	1h (4h [*])	4h (10h [*])	12h	72h (best effort)
<i>High (P2)</i>	4h (9h [*])	4h (41h [*])	12h (61h [*])	72h (best effort)
<i>Moderate (P3)</i>	12h (62h [*])	12h (102h [*])	12h (174h [*])	72h (best effort)
<i>Low (P4)</i>	36h (160h [*])	36h (232h [*])	36h (309h [*])	72h (best effort)
<i>Very Low (P5)</i>	48h (196h [*])	48h (372h [*])	48h (644h [*])	72h (best effort)

4.2. Non-Productive systems

The service levels of non-productive systems is **SILVER**.

Please refer to the boards above.

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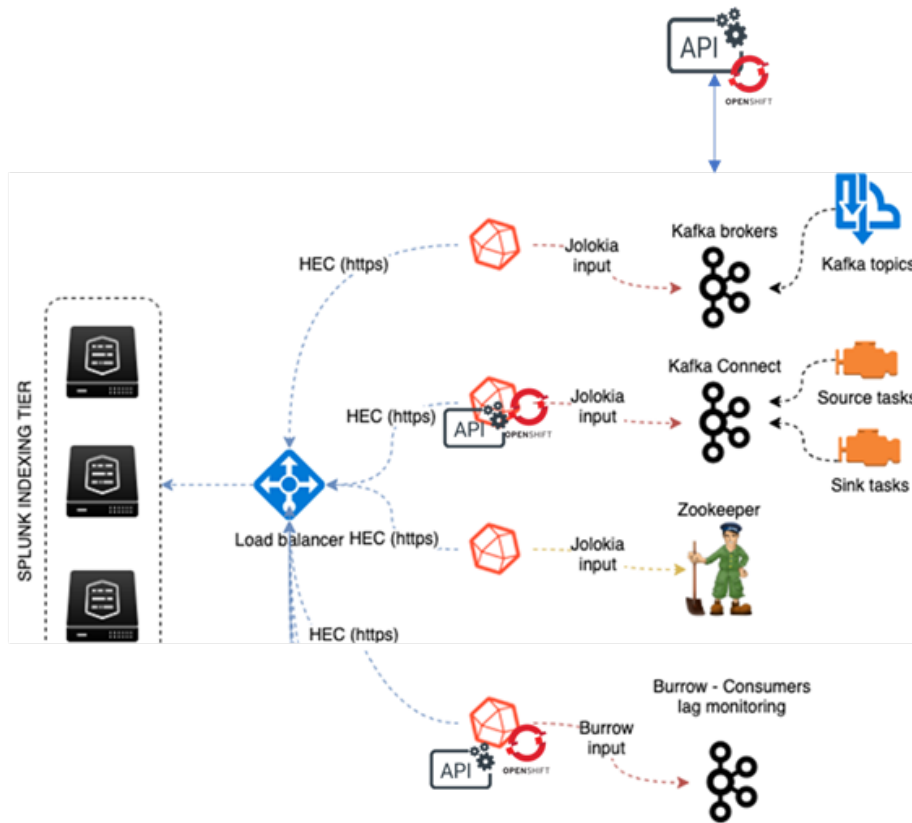
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5. HOSTING AND OPERATIONS

5.1. Hosting

5.1.1. Monitoring

Kafka Broker is monitored via [Splunk](#) requirement tools. Based on Jolokia and Telegraf.



<https://splunkbase.splunk.com/app/4268/>

<https://readthedocs.org/projects/splunk-guide-for-kafka-monitoring/downloads/pdf/latest/>

<https://github.com/guilhemmarchand/splunk-guide-for-kafka-monitoring>

5.1.2. Job Schedule

There is no ControlM Jobs scheduled for Kafka.

5.1.3. Backup Schedule

The normal backup mechanism is used. The standard backup policies are applicable for the servers, shared folder and the database. That means a daily full backup of each server (VM), kept for 56 days. Every server peer env work in cluster mode with active process on every AZ to secure the service

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5.2.1.2. Setting the application on maintenance mode

5.2.2. Application or Service shutdown

```
sudo service kafka stop
sudo service zookeeper stop
sudo service telegraf stop
```

5.2.3. Application or Service start-up

```
sudo service kafka start
sudo service zookeeper start
sudo service telegraf stop
```

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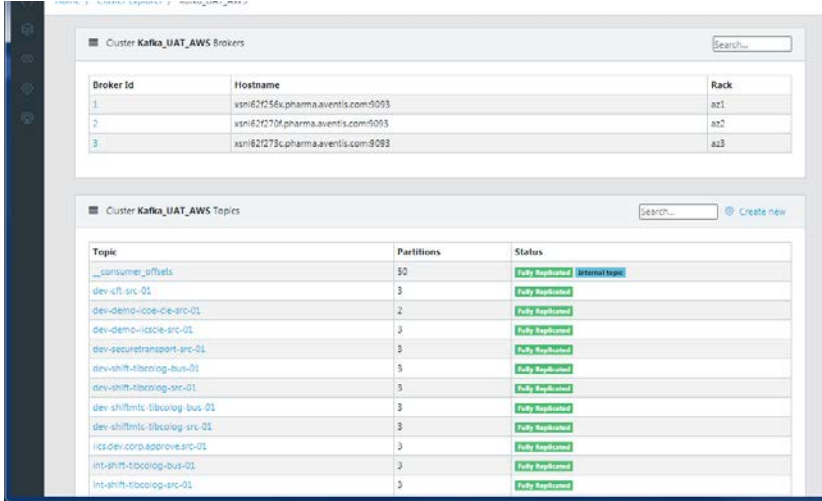
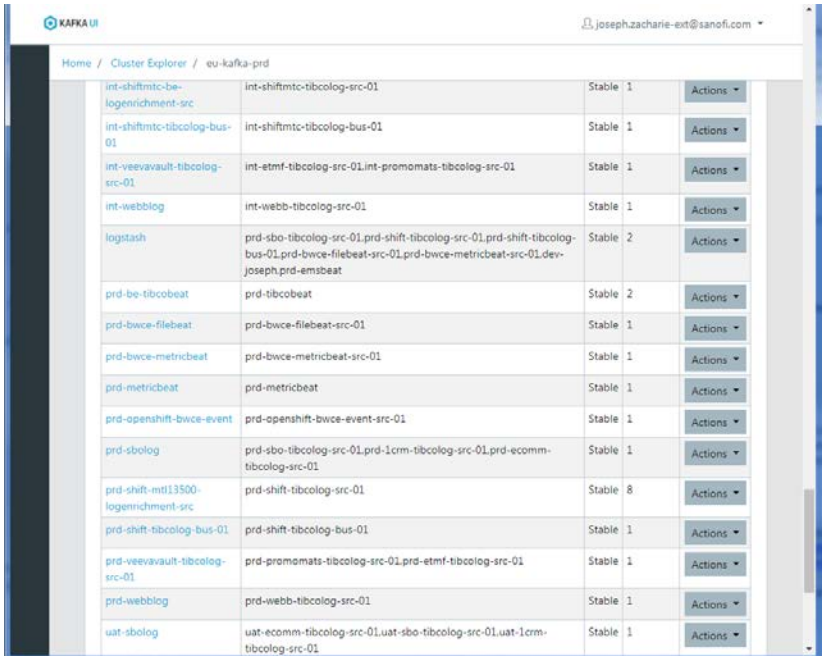
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5.2.4. Application or Service health check

Test	Expected result
Check Broker Availability	
Check consumer presence are stable	

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Test

Check there is no lag on consumer part.

Expected result

a8e2-47af-aafa-d852d70d60e3		
inference-class:InputKafka01.Channels.KafkaChannel.Event_input.beclient_1_41d1db78-7eb9-45f9-8ebb-0b9f2849b1e2	1	168.124.252.21/168.124.252.21
inference-class:InputKafka01.Channels.KafkaChannel.Event_input.beclient_0_5194a8f2-5580-4050-99c7-c6833cd4403d	1	168.124.252.21/168.124.252.21
inference-class:InputKafka01.Channels.KafkaChannel.Event_input.beclient_1_8eae9aa6-85fc-477e-813d-0afe44be7c0f	0	168.124.252.31/168.124.252.31

Consumer uat-shifttrck-be-logenrichment-src Positions

Refreshing

Partition	Member Id	Tail Offset	Consumer Offset	Lag
0	-unknown-	4169901	4169901	0
1	-unknown-	3737631	3737630	1
2	-unknown-	4009810	4009809	1

Consumer Lag (Percent Consumed)

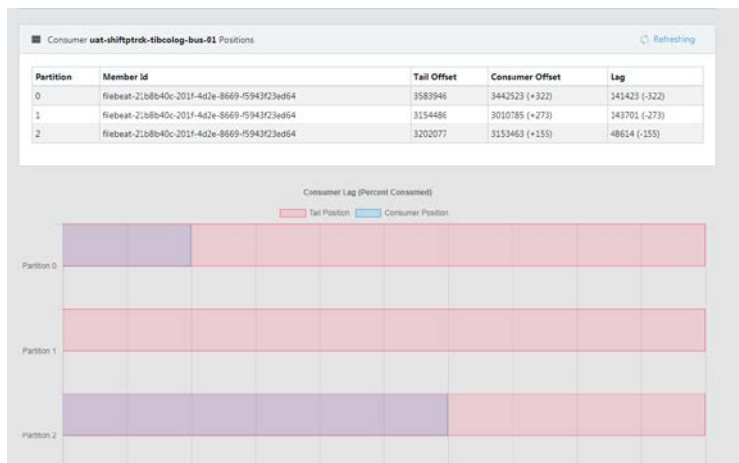
Tail Position Consumer Position

The figure is a bar chart titled 'Consumer Lag (Percent Consumed)'. It displays the lag for Partition 0. The x-axis represents the lag in percent consumed, ranging from 0 to 100. The y-axis is labeled 'Partition 0'. There are two bars: a red bar representing the 'Tail Position' and a blue bar representing the 'Consumer Position'. The red bar is at 100%, and the blue bar is slightly below it, indicating a small lag.

5.2.5. Application or Service Reporting

5.2.6. Proactive tasks

Identify the lag and consumer issue on the pipeline.



If consumer is stop manage the worker on OpenShift side and notify owner of the worker.

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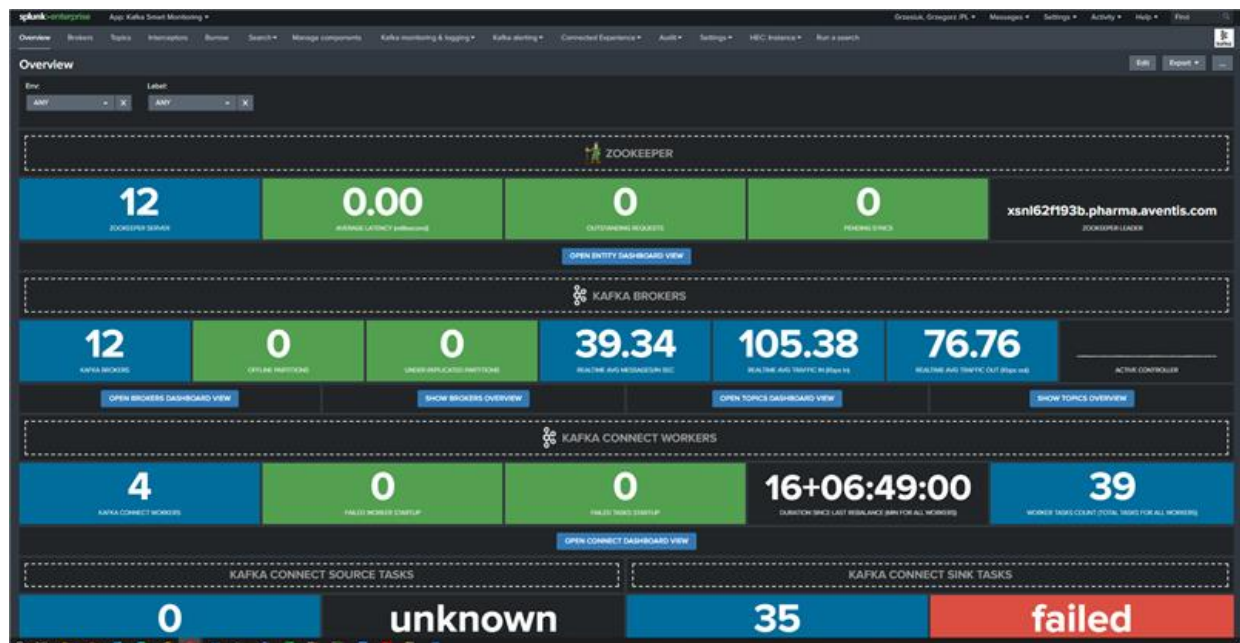
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5.2.7. Other Operation instruction

Check Splunk [Apps Kafka Smart Monitoring](#).



6. SPECIFIC SUPPORT CONTRACT AND LICENSE MANAGEMENT

6.1. Specific support contract

Provide operation procedure and specific support instruction defined by these contracts.

PRIMS.EAI PRIMS.EAI@accenture.com

PRIMS.UNIX PRIMS.UNIX@accenture.com

PRIMS.UNIX.LEADS PRIMS.UNIX.LEADS@accenture.com

6.2. License management

Apache License Version 2.0, January 2004 <http://www.apache.org/licenses/>

<http://kafka.apache.org/contact>

7. DISASTER RECOVERY

DRP could be test on peer year base on TRP: IS_1689387 TRP Technical Recovery Plan.

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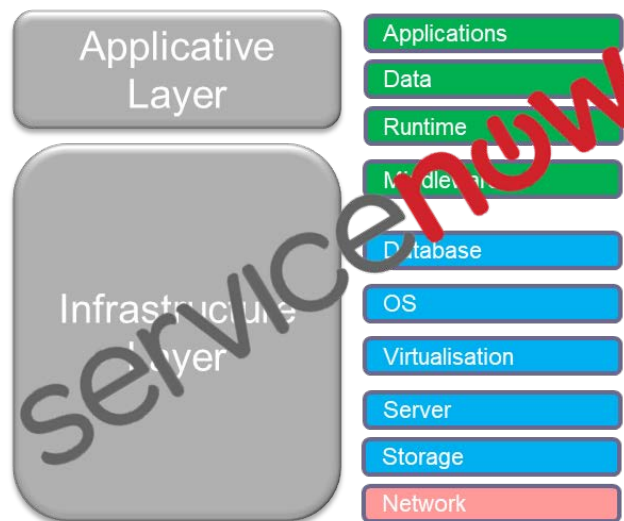
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8. CHANGE CONTROL

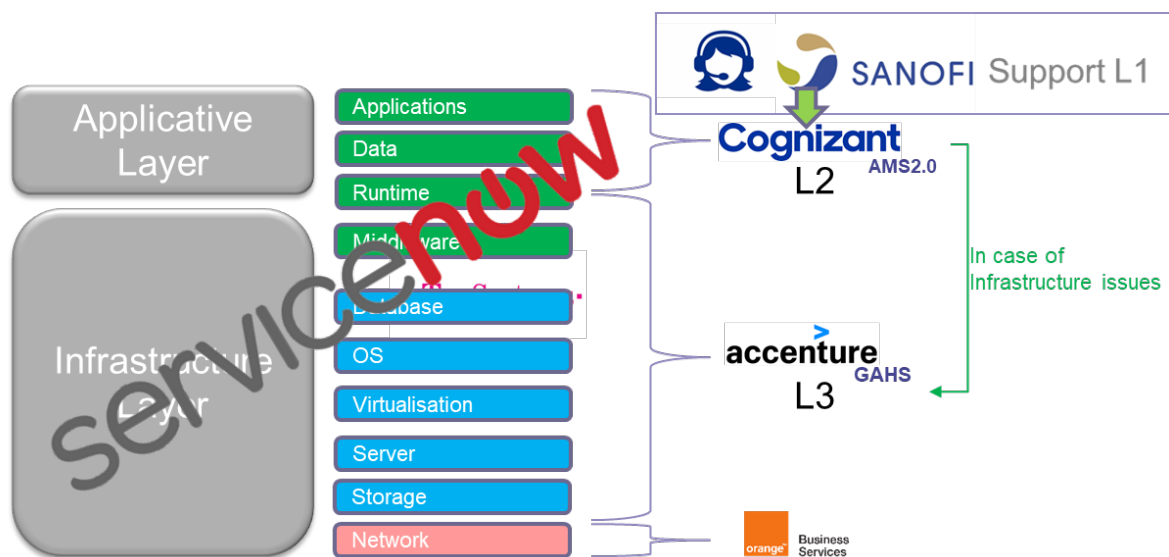
Sending infrastructure change request to PRIMS ACCENTURE.

The whole SANOFI change management is performed with SNOW.



9. INCIDENT MANAGEMENT

Sending infra incidents to ACCENTURE PRIMS can be done by following this incident management process :



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10. SECURITY MANAGEMENT

10.1. Service & applicative Accounts

Environment	Product	Version	Service Account
DEV	Kafka	2.4.1	PS105054
UAT	Kafka	2.4.1	PS105054
PRD	Kafka	2.4.1	PS105056
NGDC	Kafka	1.1.0	kafka

PS106960 (For LDAP binding)

10.1.1. External Connectivity

N/A

10.1.2. Secure Sockets Layer certificates

Certification authority used:

<https://pki-ra.sanofi-aventis.com/EE/>

Reference to working instruction to use for certificate renewal:

Replace the JKS on every broker minimum 2 week before certificate expiration.

Don't restart all broker in the same time! One after one.

Email address used to receive SSL renewal notifications.:

ITS-IS-COE-DEVOPS ITS-IS-COE-DEVOPS@emailph4.aventis.com

10.1.3. Remote connectivity, Firewall and Secure Access Gateway

N/A

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