

Production Support Curriculum

Duration: 20 hrs

- 1) Significance of Production Support – Roles and Responsibilities
- 2) Incident Management
- 3) Problem Management
- 4) Change Management (App changes, Infra changes, Interface changes)
- 5) Event Management
- 6) Unix
- 7) SQL
- 8) ePaaS – Cloud overview
- 9) Splunk
- 10) Kibana
- 11) Dynatrace / AppDynamics
- 12) Control-M or Batch Scheduler
- 13) Java Overview

Roles & Responsibilities of Prod support:

- Proactive Monitoring & Alerting
- Toil Reduction – Prioritize and Permanently Fix issues
- MIM – Status Updates
- Reporting
- SOP

Project Explanation towards Prod support (One of Three)

- 1) File Services – (Java, NGM Tools, customer facing)
100+ Servers Infra
100K Customers interfacing
- 2) Web UI applications – (Cloud, Java, customer facing)
ePaaS Server
Ticker
- 3) Reporting – (ETL, Mainframes, Control-M)
Data processing
Report generation