

The Derivatives Service Bureau (DSB)

Monthly Support Activity Report Definition

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Document History

Date	Version	Details
2019/07/10	1	First Version
2019/09/02	2	Updated Version Reflected new UAT 2 environment under the Change Management Metrics
2019/12/18	3	Updated Version Reflected the link address on the Introduction page, updated the header and footer of the document.

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Introduction

The Technology Advisory Committee (TAC) requested in 2018 for the DSB to produce monthly metrics showing the operational activities of DSB Technical Support staff.

This document describes each of the metrics and provides a definition on each item and should be used as a reference for the charts that are updated monthly on the [website](#).

The Technical Support Activities are divided into 5 categories as documented below. The associated chart is a summary of all activities. From the [summary chart](#), more details for each category are available.

Metrics	Description
Alert Investigation and Analysis	Details the total hours spent on System Monitoring, Investigation, and Reporting and Analysis for the month – refer to the Alert Investigation and Analysis section below.
Change Implementation	Details the total hours spent on change implementations throughout the month – refer to the Change Implementation section below.
Scheduled Tasks	Details the total hours spent on all the scheduled tasks for the month – refer to Scheduled Tasks section below.
Service Desk Tickets	Details the total hours spent on Service Desk Tickets for the month – refer to Service Desk Tickets section below.
Service Improvements	Details the total hours spent on Service Improvements during the month – refer to the Service Improvement sections below.

Alert Investigation and Analysis Metrics

DSB Technical Support investigates alerts from their monitoring of the DSB UAT and Production environments. These alerts can be both warning and errors.

Alert Investigation and Analysis Category	Description
System Investigation	Investigation and analysis of alerts on both infrastructure (e.g. monitoring of CPU, memory, networks, disk, SSH , total processes, average load etc) and applications (e.g. monitoring of CPU, RAM etc).
Reporting and Analysis	Investigation and analysis of logs for specific user errors/bad messages. The DSB analytics tool is used to gather further information if escalation is necessary. The tool is also used after new or updated template releases when client participation and usage is closely monitored.

Change Implementation (including rehearsals) Metrics

DSB Technical Support follows [ITIL](#) change management process when performing any type of change in both UAT and Production environments. To ensure smooth deployments, all changes have detailed implementation plans and are rehearsed on lower environments that almost mirror our client facing UAT and Production environments.

Change Implementation Sub-Category	Description
Application change	Type of change application where functionality is affected e.g. application version update, new product definitions. At the metrics legend (Production, UAT, Staging, and Pre-Production) are all referring to the application changes.
BAU change	Type of change where application functionality is not affected e.g. disk space increase, OS patches At the metrics legend (Production (BAU), UAT (BAU), Staging (BAU), and Pre-Production (BAU)) are all referring to the BAU changes.
Change Implementation Category	Description
Production	Production environment where all changes (Application and BAU changes) are implemented

UAT2	<p>UAT2 is a mirror of the Production environment where all changes (Application and BAU changes) are implemented.</p> <p>The UAT 2 software version will always mirror production allowing end users to test their changes against the DSB's current production version.</p> <p>Please refer to UAT 2 Environment website page for more details.</p>
UAT	UAT environment where all changes (Application and BAU changes) are implemented
Staging	The environment where application changes (and BAU change whenever applicable) are internally rehearsed and tested before implementation to the UAT environment.
Pre-Production	The environment where application changes (and BAU change whenever applicable) are internally rehearsed and tested before implementation to the Production environment.

Scheduled Tasks Metrics

This category refers to all the DSB Technical Support team scheduled daily tasks throughout the week consisting of system and functionality checks and application restarts.

Service Desk Metrics

The below table describes each of the Service Desk Ticket categories

Service Desk Ticket Category	Description
DSB BAU Backend Tasks (CORE)	Tasks relating to CORE BAU Backend Tasks that are shared across the three entry points (FIX/ReST/GUI).
DSB BAU Backend Tasks (FIX)	Tasks relating to FIX BAU Backend Tasks i.e. issues that occur in the FIX adapter or specific infrastructures
DSB BAU Backend Tasks (ReST/GUI)	Tasks relating to ReST/GUI BAU Backend Tasks i.e. issues that occur in the ReST/GUI-specific components and infrastructures

Notification Related Enquiry	These refers to the service desk ticket related to all DSB Notification Inquiries arises from clients and further responses.
FIX API Service	Tasks relating to the FIX API Service e.g. FIX related inquiries, problem investigations and analysis.
ReST API Service	Tasks relating to ReST API Service e.g. ReST related inquiries, problem investigations and analysis.
GUI Functionality Issue/Inquiry	Tasks relating to the GUI Service e.g. GUI functionality related inquiries, problem investigations and analysis.
TOTV Service	Tasks relating to the ToTV API Service e.g. ToTV related inquiries, problem investigations and analysis.
Product Definition/Business Inquiry	These refer to any service desk ticket related to Product Definition and Business Inquiries.
User Onboarding/Offboarding	These refers to service desk tickets related to User Onboarding/Offboarding.
Other	These refers to any service desk tickets that do not fall into any of the above categories.

Service improvements Metrics

DSB Technical Support processes undergo continuous service improvements including tool enhancements via in house scripts, automation via [ansible](#) and documentation updates. Additional time is spent on internal meetings, shift handover and drafting and sending End User notifications.

Change Category	Description
Internal Documentation Maintenance	These includes creation and update of internal documentation such as how-to pages, knowledge bases, implementation plans etc.

External Documentation Maintenance	These includes creation and update of external documentation such as FAQ, updating of client facing content on ANNA-DSB Github webpages / ANNA-DSB webpages etc.
Shift Handover	As well as a shift handover conference call, a handover page is maintained and updated
Weekly meeting	A weekly team meeting to ensure all team members are up to speed with new announcements, upcoming changes, issues and other relevant information for the team
Tools/Process Maintenance	Development and maintenance of shell scripts for automating and standardising common tasks and optimization of existing processes that the team utilize.
End User Notifications	Several end user notifications are sent by Technical Support for both UAT and Production users – This includes efforts as well from Notification proposal, approval, finalization and distribution/documentation.