



SNS COLLEGE OF ENGINEERING

Kurumbapalayam (Po), Coimbatore – 641 107

An Autonomous Institution

Accredited by NBA – AICTE and Accredited by NAAC – UGC with ‘A’ Grade
Approved by AICTE, New Delhi & Affiliated to Anna University, Chennai

**DEPARTMENT OF COMPUTER SCIENCE AND ENGINEERING(IoT and
Cybersecurity Including BCT)**

COURSE NAME : Cloud Service Management /19OE219

IV YEAR / VII SEMESTER

Unit II-

Topic : Cloud Market Place



Introduction to Cloud Operations

- Defining cloud operations and why it matters
- Roles and responsibilities in cloud ops teams
- Common KPIs and metrics for cloud ops
- Cloud management platforms and tools

Monitoring and Alerting

- Setting up logging and metrics
- Defining alert rules and thresholds
- Monitoring uptime and performance
- Tracking usage and capacity
- Visualizing metrics with dashboards



Incident Response

- Detecting and classifying incidents
- Following established procedures
- Leveraging automation for quick resolution
- Conducting post-mortem analysis

Change Management

- Change review and approval workflows
- Following change windows
- Executing and validating changes
- Assessing risk and impact
- Leveraging CI/CD pipelines



Resource Optimization

- Rightsizing resources based on data
- Scheduling start/stop times
- Leveraging auto-scaling capabilities
- Utilizing reserved instances
- Architecting for cost efficiency

Continuous Improvement

- Analyzing metrics and trends
- Prioritizing improvements
- Testing and implementing changes incrementally
- Automating manual processes
- Conducting periodic reviews