SUMMER INTERNSHIP EXPERIENCE

CENTENE Corporation

PagerDuty License Reclamation

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Information Technology Infrastructure

OVERVIEW

The purpose of this project is to allow for more efficient usage of PagerDuty licenses, limiting Centene's costs while expanding employee access to the platform. PagerDuty is an IT platform that processes events received from monitoring sources and notifies IT support groups of service outages. Centene's need for PagerDuty licenses exceeds the license count available in the current subscription.

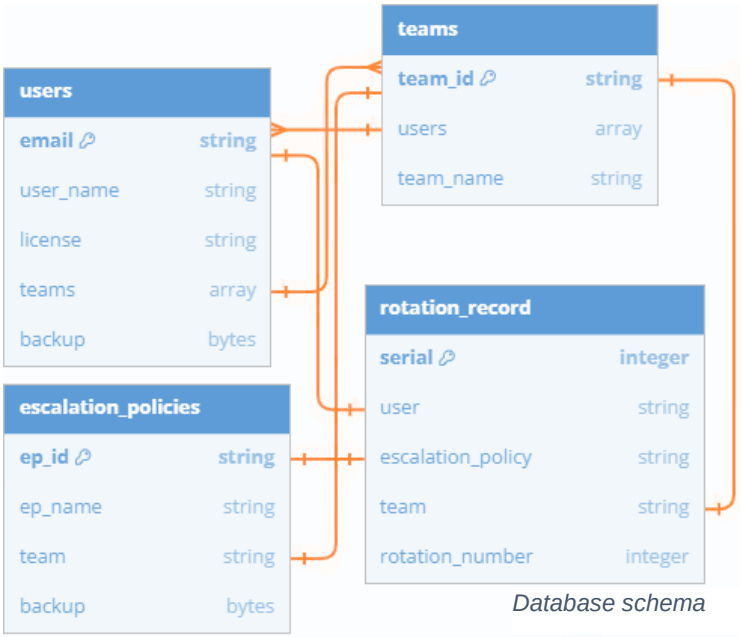
PROJECT

Users consume a license in PagerDuty even if they are not actively on-call or using the platform. This is an inefficient use of licenses when teams have more responders on the platform than are on-call at a given time. To address this issue, a mentor and I created a Python script that interacts with PagerDuty's API to collect user data, stores it in a SQLite database, and rotates users based on on-call scheduling requirements.

APPLICATION

This script will run on a periodic basis. Teams will be gradually selected every week for license redistribution. Team members who are on call that week will be given a license, as well as backup team members. Other members of the team will be downgraded to a free tier license and stored in the database. These reclaimed licenses will be given to employees waiting to access the platform.

"Throughout this project I have learned a lot about IT operations and how IT systems function. I have been able to familiarize myself with new software and witness the amount of work that goes into keeping enterprise systems running."



Database schema

Institution: **Utah State University**
Manager: **Tom Bergland**