**AnyCompany**

**Runbook for Uploading Documents to S2 for AWS Knowledge Base**

**Section 1: The Introduction**

This runbook is aimed for when new documents need to be added or existing documents need to be updated in the AWS Knowledge Base.

**Summary Description**

Objective of this runbook is to upload files to the S3 source bucket and sync the Knowledge Base.

**Process Overview**

Upload the supported files (PDF, TXT, DOCX, etc.) to the designated S3 bucket and start a sync job in the Amazon Bedrock console.

**When is the Workflow Applicable?**

This runbook is applicable when there is new knowledge to add or existing knowledge to update in the company's AI Knowledge Base.

**Section 2: The Runbook/Procedure**

You might utilize below steps in runbook in the following way:

**STEP 1: Log in to AWS Console**

1. Navigate to the AWS Management Console (https://console.aws.amazon.com).
2. Sign in with your IAM user credentials that have permissions to access S3 and Bedrock.

**STEP 2: Upload Files to S3 Bucket**

1. In the AWS Console, go to **Services** > **S3**.
2. Click on the name of your knowledge base bucket (e.g., company-ai-knowledge-base).
3. Click the **Upload** button.
4. Click **Add files** or **Add folder** and select the files from your computer.
5. Click **Upload**.

**STEP 3: Sync the Knowledge Base**

1. In the AWS Console, go to **Services** > **Amazon Bedrock**.
2. In the left menu, click on **Knowledge Bases**.
3. Select your Knowledge Base from the list.
4. Click the **Sync** button to start the ingestion process.

**STEP 4: Verify the Sync**

1. On the Knowledge Base details page, check the **Last sync status**.
2. Wait for the status to change from In Progress to Successful.

**STEP 5: Send Notification**

1. Send an email to akalankadilshan98@gmail.com that new documents have been uploaded and the Knowledge Base has been synced.

**Section 3: Conclusion and End State**

New documents must be available in the S3 bucket and the Knowledge Base sync status must be Successful. The AI agents can now use the new information to answer questions.