



AWS Support Services

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What you will learn

At the core of the lesson

You will learn how to:

- Describe AWS Support services and their benefits
- Distinguish among AWS Technical Support Plans and their costs
- Describe the services within AWS Trusted Advisor
- Explain what AWS whitepapers are, and where to find them

Key terms:

- AWS whitepapers
- Technical Account Manager (TAM)
- Basic Support
- Developer Support
- Business Support
- Enterprise Support
- AWS Personal Health dashboard
- AWS Trusted Advisor
- AWS Health API
- AWS Infrastructure Event Management (IEM)
- Architectural reviews
- AWS Well-Architected
- Proactive services



This presentation covers AWS Technical Support plans. It also discusses how to find AWS whitepapers about AWS services, features, and resources.

You will learn how to:


- Describe AWS support services and their benefits
- Distinguish among AWS Technical Support Plans and their costs
- Recognize the services within AWS Trusted Advisor
- Recognize AWS documentation and whitepapers available for support



AWS Support services

Introducing AWS Support services.

Support is an essential element for any system. Outages can result in a loss of productivity, high overhead rates, and even lost customers. Sometimes, it is helpful to have support that can provide deeper insight into a product that you use. To prevent these losses and frustrations, and to have access to technical resources, you must understand your support options. This section reviews **AWS Support** and **AWS Support Plans**.



AWS Support provides a mix of tools and technology, people, and programs. The AWS Support resources are designed to proactively help you optimize performance, lower costs, and innovate faster.

AWS Support

Expertise and support

- Provide a unique combination of tools and expertise –
 - AWS Support
 - AWS Support Plans

Types of support

- Support is provided for –
 - Experimenting with AWS
 - Production use of AWS
 - Business-critical use of AWS

AWS Support provides a unique combination of tools and expertise to customers, whether they are new or continue to adopt AWS services and applications as business solutions. The expertise of AWS Support is based on both current or future customer use cases.

AWS Support was developed to provide complete support and the right resources to aid customer success. AWS Support is available to all customers, including customers who might be experimenting with AWS, customers who are interested in production uses of AWS, and customers who use AWS as a business-critical resource. AWS Support can vary the type of support that they provide, depending on the customer's needs and goals.

AWS Support plans

AWS Support offers four plans:

- **Basic Support** – Resource center access, Service Health dashboard, product FAQs, discussion forums, and support for health checks
- **Developer Support** – Support for early development on AWS
- **Business Support** – Support for customers that run production workloads
- **Enterprise Support** – Support for customers that run business and mission-critical workloads



AWS Support offers four different support plans to meet different user needs:

- **Basic Support** – Resource center access, Service Health dashboard, product FAQs, discussion forums, and support for health checks
- **Developer Support** – Support for early development on AWS
- **Business Support** – Support for customers that run production workloads
- **Enterprise Support** – Support for customers that run business and mission-critical workloads

Benefits of AWS Support services

- **Build faster** – Use AWS experts to quickly build knowledge and expertise.
- **Mitigate risks** – AWS Support can help you maintain the strictest security standards and proactively alert you to issues that require attention.
- **Management resources** – Proactively monitor your environment and automate remediation.
- **Get expert help** – **Cloud support engineers** work at the same standards for technical aptitude as the AWS software development organization.

The benefits of using AWS Support services include:

- **Build faster** – Use AWS experts to quickly build knowledge and expertise.
- **Mitigate risks** – AWS Support can help you maintain the strictest security standards and proactively alert you to issues that require attention.
- **Management resources** – Proactively monitor your environment and automate remediation.
- **Get expert help** – *Cloud support engineers* work at the same standards for technical aptitude as the AWS software development organization.

How AWS Support works

AWS Support guidance and assistance

- Proactive guidance
 - Technical Account Manager (TAM)
- Best practices
 - AWS Trusted Advisor
- Account assistance
 - AWS Support Concierge



With AWS, customers can plan, deploy, and optimize with confidence.

If a user would like proactive guidance, AWS Support has **Technical Account Managers (TAMs)**, who are designated as a primary point of contact for that user. The TAM can provide guidance, architectural reviews, and ongoing communication to keep the user informed and prepared as the user plans, deploys, and optimizes their solutions.

If a user wants to ensure they follow best practices to increase performance and fault tolerance in the AWS environment, AWS Support has **AWS Trusted Advisor**. AWS Trusted Advisor is like a customized cloud expert. It is an online resource that checks for opportunities to reduce monthly expenditures and increase productivity.

For account assistance, the **Support Concierge** is a billing and accounts expert who will provide quick and efficient analysis about the customer's issue. The concierge addresses all non-technical billing and account-level inquiries.

AWS Support technology and programs

Technology

- **AWS Personal Health Dashboard** provides alerts and remediation guidance if AWS experiences events that might impact customers.
- **AWS Trusted Advisor** is an online resource that checks for opportunities to reduce monthly expenditures and increase productivity.
- **AWS Health API** provides programmatic access to the AWS Health information that is in the Personal Health Dashboard.

Programs

- **AWS Infrastructure Event Management (IEM)** provides guidance for architecture and scaling. They also offer operational support during planned events, such as shopping holidays.
- **Architectural reviews with AWS solutions architects** are included with Enterprise Support.
 - **AWS Well-Architected** helps cloud architects build secure, resilient, and efficient infrastructure for their applications and workloads.
- **Proactive services** that are delivered by AWS Support experts are included with Enterprise Support.

AWS Support offers various types of support, including technologies and programs for customers to assist them with their needs. AWS offers the following support resources to its enterprise customers.

Technology resources include:

- **AWS Personal Health dashboard** – Provides alerts and remediation guidance if AWS experiences events that might impact customers.
- **AWS Trusted Advisor** – Is like a customized cloud expert. Trusted Advisor is an online resource that checks for opportunities to reduce monthly expenditures and increase productivity.
- **AWS Health API** – Provides programmatic access to the AWS Health information that is in the Personal Health dashboard.

AWS Support offers the following support programs:

- **AWS Infrastructure Event Management (IEM)** – Provides guidance for architecture and scaling. Also offers operational support during planned events, such as shopping holidays.
- **Architectural reviews with AWS Solutions Architects** – Are included with Enterprise Support.

- **AWS Well-Architected:** Helps cloud architects build secure, resilient, and efficient infrastructure for their applications and workloads. **The AWS Well-Architected Tool is available at no cost in the AWS Management Console. The Well-Architected Tool provides a mechanism for regularly evaluating your workloads, identifying high risk issues, and recording your improvements.**
- **Proactive services that are delivered by AWS Support experts** – Are included with Enterprise Support.

The role of AWS Support

Scope of support

AWS Technical Support tiers cover development and production issues for AWS products and services.

- **How-to** – Find resources to assist customers and answer their questions about AWS services and features
- **Best practices** – Help customers successfully integrate, deploy, and manage applications in the cloud
- **Troubleshooting** – Help customers with issues about application programming interfaces (APIs) and AWS software development kits (SDKs)
- **Troubleshooting** – Help customers with operational or systemic issues with AWS resources
- **Issues** – Identify issues with the AWS Management Console or other AWS tools
- **Problems detected** – Help customers with issues that were detected by Amazon Elastic Compute Cloud (Amazon EC2) health checks

AWS Technical Support tiers cover development and production issues for AWS products and services.

The role of AWS Support includes these activities:

- **How-to** – Answer and find resources to assist customers with their questions about AWS services and features
- **Best practices** – Help customers successfully integrate, deploy, and manage applications in the cloud
- **Troubleshooting** – Help customers with issues about application programming interfaces (APIs) and AWS software development kits (SDKs)
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AWS Support Plans: Pricing and services

Plan prices and services

	Basic	Developer	Business	Enterprise
Cost	Free	Greater of \$29.00 - or - 3% of monthly AWS usage	Greater of \$100.00 - or - <ul style="list-style-type: none">• AWS usage from \$10K–\$80K• 5% of monthly AWS usage from \$80K–\$250K• 3% of monthly AWS usage over \$250K	Greater of \$15,000.00 - or - <ul style="list-style-type: none">• AWS usage from \$150K–\$500K• 5% of monthly AWS usage from \$500K–\$1M• 3% of monthly AWS usage over \$1M
Technical Support		Business-hours access through email	24/7 access through email, chat, and phone	24/7 access through email, chat, and phone
Technical Account Manager (TAM)	No	No	No	Yes
Opening Cases	Not available	1 Person Unlimited cases	Unlimited contacts Unlimited cases	Unlimited contacts Unlimited cases

To learn more, refer to:

[AWS Support Plan Pricing](#) | [Compare AWS Support Plan](#)



The table lists AWS Support Plans, which offer different services and price points.

AWS Support Plans: Pricing and services, continued

Plan service levels

	Critical	Urgent	High	Normal	Low
Basic	No case support				
Developer Plan (Business hours)				12 hours or less	24 hours or less
Business Plan (24/7)		1 hour or less	4 hours or less	12 hours or less	24 hours or less
Enterprise Plan (24/7)	15 minutes or less	1 hour or less	4 hours or less	12 hours or less	24 hours or less

To learn more, refer to:

[AWS Support Plan Pricing](#) | [Compare AWS Support Plan](#)

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An AWS customer must understand both the costs and the service levels that are associated with each support plan. In addition to the support plan that the customer selects, the *case severity* will drive the type of response that they receive. AWS Support works with five different severity levels:

- **Critical** – The customer’s business is at risk. Critical functions of their application are unavailable.
- **Urgent** – The customer’s business is significantly impacted. Important functions of their application are unavailable.
- **High** – Important functions of the customer’s application are impaired or degraded.
- **Normal** – Non-critical functions of the customer’s application are behaving abnormally, or the customer has a time-sensitive development question.
- **Low** – The customer has a general development question, or they want to request a feature.

A customer should consider response times when they determine which support plan

is best for their organization.

Note: The Basic Support Plan does not offer case support.

To learn more about the different service levels for each AWS Support Plan, refer to the link within the presentation.

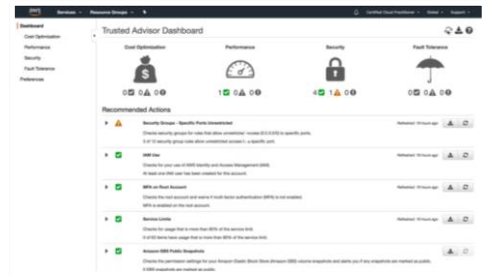


AWS Trusted Advisor

AWS Trusted Advisor

Follows AWS best practices that increase performance and fault tolerance

- Online resource to –
 - Reduce cost
 - Increase performance
 - Improve security
- Core checks and recommendations are available to all customers.
- Full Trusted Advisor benefits are available with Business Support or Enterprise Support.
- Located in the **Management Tools** section of the AWS Management Console.

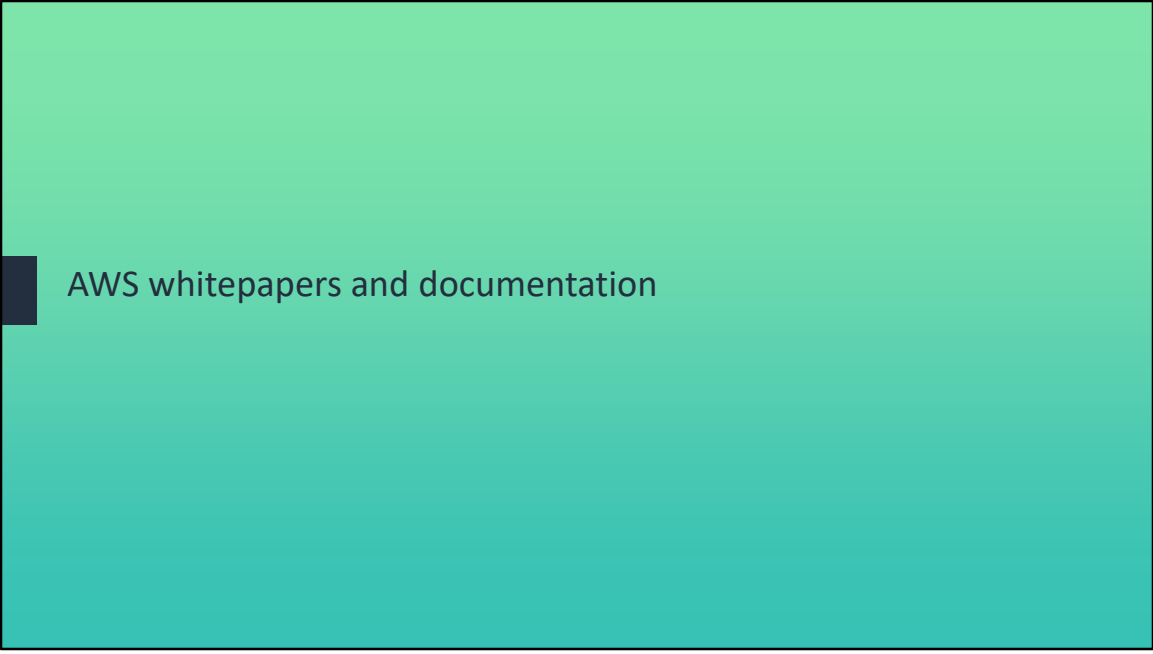


AWS Trusted Advisor is an online resource that you can access from the **Management Tools** section of the AWS Management Console. It helps users follow best practices that increase the performance and fault tolerance of their AWS solutions. Trusted Advisor provides real-time guidance to help you reduce costs, increase performance, and improve security by optimizing your AWS environment.

Trusted Advisor does not focus on only one service, and it is not only a security tool. For example, Trusted Advisor can tell you how the infrastructure is performing and when security groups have been left open. It can tell you whether you are using fault tolerance and if you are at risk with all the resources that you deployed in an Availability Zone. It can also tell you if you have deployed resources that you are not using, but are still being charged for.

Trusted Advisor offers two options:

- **Core checks and Recommendations** are available for all accounts.
- **Full Trusted Advisor** is available for Business Support and Enterprise Support offerings.



AWS whitepapers and documentation

AWS whitepapers and documentation

- AWS whitepapers are available at [AWS Whitepapers & Guides](#)
- Collection of technical documents that outline AWS topics, including:
 - Architecture best practices
 - Security best practices
 - Cloud computing economics
 - Serverless architecture

AWS Whitepapers & Guides

Expand your knowledge of the cloud with AWS technical content authored by AWS and the AWS community, including technical whitepapers, technical guides, reference material, and reference architecture diagrams.

To learn more, refer to:

[AWS Whitepapers & Guides](#)



AWS whitepapers are a collection of technical documents that outline many topics that are relevant to AWS, like architecting best practices, security best practices, cloud computing economics, and serverless architecture.

These technical documents cover a range of ideas, thoughts, and concepts that apply to cloud computing and AWS services.

Key takeaways



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- AWS Support Plans include:
 - Basic Support Plan
 - Developer Support Plan
 - Business Support Plan
 - Enterprise Support Plan
- All AWS Support Plans include:
 - 24/7 access to customer service
 - AWS documentation, whitepapers, support forums
 - Access to six core Trusted Advisor checks
 - Access to the Personal Health dashboard
- For resources beyond the included services, select the Developer Support Plan, Business Support Plan, or Enterprise Support Plan.



AWS Support offers several different Support Plan options that were created to meet the customer's unique needs. These plans include the Basic Support Plan, the Developer Support Plan, Business Support Plan and the Enterprise Support Plan.

All support plans provide 24/7 access to customer service, AWS documentation, AWS whitepapers, support forums, six core Trusted Advisor Checks, and the Personal Health dashboard.

When a customer needs additional technical support and support resources, they can select from the Developer Support Plan, Business Support Plan, or Enterprise Support plan.