CS 519 Cloud Computing Overview

**VL02: Support Plan Scavenger Hunt**

School of Technology and Computing

## **Instructions**

For this activity you will be using the information provided in the AWS Support Plan Overview and discussed in class to recommend a support plan for each of the following scenarios. You will present your recommendation in the associated discussion thread and include a brief description of why you choose that plan, and what specific data you would collect if the organization should want to change their support plan in the future. Please also analyze your fellow students recommendations and probe to figure out why there may be a difference between recommendations.

### **Scenario 1:**

A startup company that runs a single Amazon Elastic Compute Cloud (Amazon EC2) instance to host a simple website.

### **Scenario 2:**

Large multinational organization with headquarters in Europe and branch operations in eight countries around the globe. Services used include a database that runs in Amazon Aurora, Amazon Elastic Cloud Compute (Amazon EC2), Amazon Simple Storage Service (Amazon S3), Elastic Load Balancing, Amazon Route 53, and AWS Identity and Access Management (IAM).

### **Scenario 3:**

Software development company with operations in Europe and the United States. Currently using AWS CodeCommit, Amazon Route 53, AWS CloudFormation, AWS Cloud9 and Amazon Elastic Container Service (Amazon ECS).

**Include a brief description of why you choose that plan, and what specific data you would collect if the organization should want to change their support plan in the future.**

We are supposed to use the developer support plan if we are experimenting or testing in AWS. Developer support plan gives us technical support in business hours. It also gives us <24h general guidance and <12h system impaired response time. And lastly general guidance.

Business support plan gives all those plus <4 production impaired and, <1 hour production system down response time. Contextual guidance, Launch support, AWS Support API, Third part software support.

Enterprise support plan gives all those plus Business critical system down <15 minutes. Consultative review and guidance based on your applications and solutions. Architecture review, operations support, training, account assistance, proactive guidance.

Business 1 should use the developer plan to have business support plan because they have actual production workload in AWS. They will need technical support so they shouldn’t use the free support plan.

Business 2 should use enterprise support plan because looking at the AWS services they use, they have actual business critical workloads in AWS.

Business 3 doesn’t seem to be using mission critical services like business 2. So they should use business support plan.