

# Request a New Substrate Environment

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# New Substrate Environment

If you would like to:

1. Request a new Substrate Account (Environment with a single Dev or Live account)
2. Request a new Substrate Environment (Environment with both a Dev and Live account)

Click the **Proceed to Substrate Environment Request** button below to start your request.

## Information Needed for New Substrate Environment Form

You should have the following required information available to you prior to filling out the form:

Item	Usage
Accounts Needed	You will be asked if you require a single account, a Dev and matching Live account, or something else.
Sailpoint Roles	What are the SailPoint Roles (FTE and Contractor) that should be used for controlling access to your new accounts? If you do not have SailPoint roles (FTE and Contractor) yet, you will need to request them <a href="#">from the service desk</a> . Leave the access needed as blank if you don't know the standard access profiles that your team needs. We will attach your new account's access profiles to this role. To see your current job roles, check SailPoint <a href="#">here</a> .
Account Stewards	Which two (or three) FTEs will be stewards of this account? No less than two and no more than three FTEs may be stewards an account. AWS account stewardship is a set of

responsibilities for the account stakeholders. The account stewards are responsible for the following:

- Be the main point of contact for the account
- Be able to answer questions about the account:
  - Who owns resource X?
  - We found a misconfiguration in your environment, how can we get it fixed?
  - Etc.
- Handle any non-root account actions in AWS accounts:
  - Stewards will be granted Admin access with very limited restrictions.
  - The only restrictions will stem from Service Control Policies that act as global guardrails in AWS accounts.

For questions regarding Account Stewards, reference [Substrate AWS Account Stewards](#)

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## New Kubernetes Cluster (EKS)

If you would like to:

1. Request a new Kubernetes cluster (new EKS cluster) in an existing Substrate Environment. Note: Substrate environments come with a cluster out of the box. This request would be for additional clusters in an existing environment.

Click the **Proceed to Kubernetes Cluster Request** button below to start your request.

# Information needed for New Kubernetes Cluster Form

You should have the following required information available to you prior to filling out the form:

Item	Usage
Cluster Name	Specify your preferred cluster name. The name needs to start with the account that it will live in. For example: abcd-live-my-great-cluster. Lowercase only. No special characters except dashes.
Cluster Description	Please provide a short description of what this cluster is used for.
Account for Cluster	The substrate account ID is preferred here instead of the AWS account number. For example, abcd-live, or dcef-dev.
Vault Secrets Path	Applications hosted in this cluster will need to pull secrets from Vault. What Vault namespace do you want this cluster to have access to? The naming convention for Vault secrets paths can be found here: <a href="#">Using secrets from Substrate Vault - Secrets Layout</a>
Sumo Logic Account	What SumoLogic account do you want this cluster to ship logs to? By default, we use "Epic", which can be found under Okta as 'Sumo Logic - Epic'
NewRelic Account	What NewRelic account do you want this cluster to ship metrics to? By default, we use 'EpicGames, Inc. (Dev/Prod)'. To find the list of NewRelic accounts, login to NewRelic via Okta and click the 'All accounts' dropdown in the top right.

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## **FAQ's**

### **New Environment Request FAQ**

#### **Which fields are required in new AWS Account request form?**

The only fields that are required are **Accounts Needed**, **Sailpoint Roles**, and **Account Stewards**. For questions regarding Account Stewards reference [Substrate AWS Account Stewards](#).

#### **Why only a minimum of two and maximum of three stewards?**

Keeping the group small ensures accountability for their responsibilities. Stewards should include at least 1 technical person and 1 producer/lead person. The purpose of the technical person is to have someone who can help execute any asks that come through. The purpose of the producer/lead person is to be able to help prioritize any asks that come through. For questions regarding Account Stewards reference [Substrate AWS Account Stewards](#).

#### **Can I only have one environment, dev?**

Both a dev and prod account can be requested when filling out the form. However, accounts can be requested separately, i.e. a single dev account or a single prod account. If one account type is requested, the matching dev or prod account can be created later.

## What should I enter in the Account Description field?

This field is not required, but the intent of this field is to enter a short description of what the account will be used for. Some examples include:

- Cloud Governance and Sustainability
- A prod and dev account for game data. (game-data-prod and game-data-dev)
- Fortnite Item Shop

## Why am I being asked about connecting to a DB in OldProd?

If you currently have an application or service running in OldProd that has a database tier, odds are you may need access to that data. In order to connect to a database in OldProd from a Substrate account, a [peering connection](#) (network connection between accounts) is required between your new account and OldProd. Depending on your answer to the question in the form, the necessary peering connection will be created during account provisioning. An example use case would be if you are [migrating](#) from OldProd to Substrate and need to migrate the data to a new database in your Substrate account.

## Feedback

Do you have feedback or comments on the environment request process? if you do please share it with us via the

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