

# Support Plan & Trusted Advisor

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## **AWS Account Support Plans:**

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- (1) Basic Included with any AWS Account
- (2) Developer Starts at \$29 per month
- (3) Business Starts at \$100 per month
- (4) Enterprise Starts at \$15,000 per month

Although you get AWS support with each plan, the basic incentive to purchase a more expensive plan is the speed/availability in which you are given support. Enterprise plan holders will receive the highest priority for access to customer service, and technical support.

### ***For example:***

**Basic** plan holders get no access to a cloud support representative.

**Developer** plan holders get business hours access to a Cloud Support Associate.

**Business** plan holders get 24x7 access to a Cloud Support Engineer.

**Enterprise** plan holders get 24x7 access to a Sr. Cloud Support Engineer.

A full comparison list can be found [here](#)

**As part of all support plans, an AWS Best Practices and Advisory service is included called**  
**AWS Trusted Advisor**



# What is AWS Trusted Advisor?

## **Simple Definition:**

AWS Trusted Advisor is a service that "advises" and helps you optimize aspects of your AWS account.

## **AWS Definition:**

"An online resource to help you reduce cost, increase performance, and improve security by optimizing your AWS environment, Trusted Advisor provides real-time guidance to help you provision your resources following AWS best practices."

## **Trusted Advisor Categories:**

- (1) Cost Optimization
- (2) Performance
- (3) Security
- (4) Fault Tolerance

**AWS Trusted Advisor has different level of support based on the type of AWS support account you have (Basic, Developer, Business, or Enterprise)**

## Trusted Advisor Services:



### **Available to all AWS Support Plan Accounts:**

*Six checks that cover basic security and performance:*

- (1) Security Groups (port checks)
- (2) IAM Use
- (3) Is Multi-Factor Authentication (MFA) enabled on the root IAM user account
- (4) EBS Public Snapshots
- (5) RDS Public Snapshots
- (6) Service Limits

### **Available to Only Business and Enterprise Support Plan Accounts:**

- (1) Access to full list of Trusted Advisor Checks ([full list](#))
- (2) Notifications to stay up-to-date with weekly resource deployments
- (3) Programmatic access to retrieve/refresh Trusted Advisor results via API.

**With all this talk about support, what should you do if your AWS account becomes compromised?**

## **Is Your Account Compromised?**

**If your account is (or think it is) compromised - follow these steps:**

- (1) Change your AWS root account password
- (2) Change all IAM user's passwords
- (3) Delete or rotate all programmatic (API) access keys
- (4) Delete any resources in your account that you did not create



(5) Respond to any notifications you received from AWS through the AWS Support Center and/or Contact AWS Support to open a support case.

Basic Support is included for all AWS customers and includes:

Customer Service & Communities - 24x7 access to customer service, documentation, whitepapers

AWS Trusted Advisor - Access to the 7 core Trusted Advisor checks and guidance to provision your environment for optimal performance and improve security.

AWS Personal Health Dashboard - A personalized view of the health of AWS services, and alerts v

	Developer	Business	Enterprise
	<i>Recommended if you are experimenting or testing in AWS.</i>	<i>Recommended if you have production workloads in AWS.</i>	<i>Recommended if you have business and/or mission critical workloads in AWS.</i>
<b>AWS Trusted Advisor Best Practice Checks</b>	7 Core checks	Full set of checks	Full set of checks
<b>Enhanced Technical Support</b>	Business hours** email access to Support Engineers  Unlimited cases / 1 primary contact	24x7 phone, email, and chat access to Support Engineers  Unlimited cases / unlimited contacts (IAM supported)	24x7 phone, email, and chat access to Support Engineers  Unlimited cases / unlimited contacts (IAM supported)
<b>Case Severity / Response Times*</b>	General guidance: < 24 business hours  System impaired: < 12 business hours	General guidance: < 24 hours  System impaired: < 12 hours  Production system impaired: < 4 hours  Production system down: < 1 hour	General guidance: < 24 hours  System impaired: < 12 hours  Production system impaired: < 4 hours  Production system down: < 1 hour  Business-critical system down: < 15 minutes

s, and support forums.

r resources following best practices to increase

when your resources are impacted.



	Developer	Business	Enterprise
Architectural Guidance	General	Contextual to your use-cases	Consultative review and guidance based on your applications
Programmatic Case Management		AWS Support API	AWS Support API
Third-Party Software Support		Interoperability & configuration guidance and troubleshooting	Interoperability & configuration guidance and troubleshooting
Proactive Programs		Access to Infrastructure Event Management for additional fee.	<u>Infrastructure Event Management</u> <u>Well-Architected Reviews</u> <u>Operations Reviews</u> <u>Technical Account Manager (TAM)</u> coordinates access to programs and other AWS experts as needed.
Technical Account Management			Designated Technical Account Manager (TAM) to proactively monitor your environment and assist with optimization.
Training			Access to online self-paced labs
Account Assistance			<u>Concierge Support Team</u>
Pricing	Starts at \$29 / month***. See <a href="#">pricing</a> detail and example.	Starts at \$100 / month***. See <a href="#">pricing</a> detail and example.	Starts at \$15K / month. See <a href="#">pricing</a> detail and example.

