ChatOps in AWS

Cloud Master Minds- TechTalk Session

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AGENDA

- What is ChatOps ?

- ChatOps for AWS

- Use-cases demo for AWS ChatOps

ChatOps ?

▷ ChatOps is a term coined by Github to describe the growing culture of '*Putting tools in the middle of the conversation*'

▷ ChatOps is a collaboration model that *connects people, tools, process, and automation* into a transparent workflow.
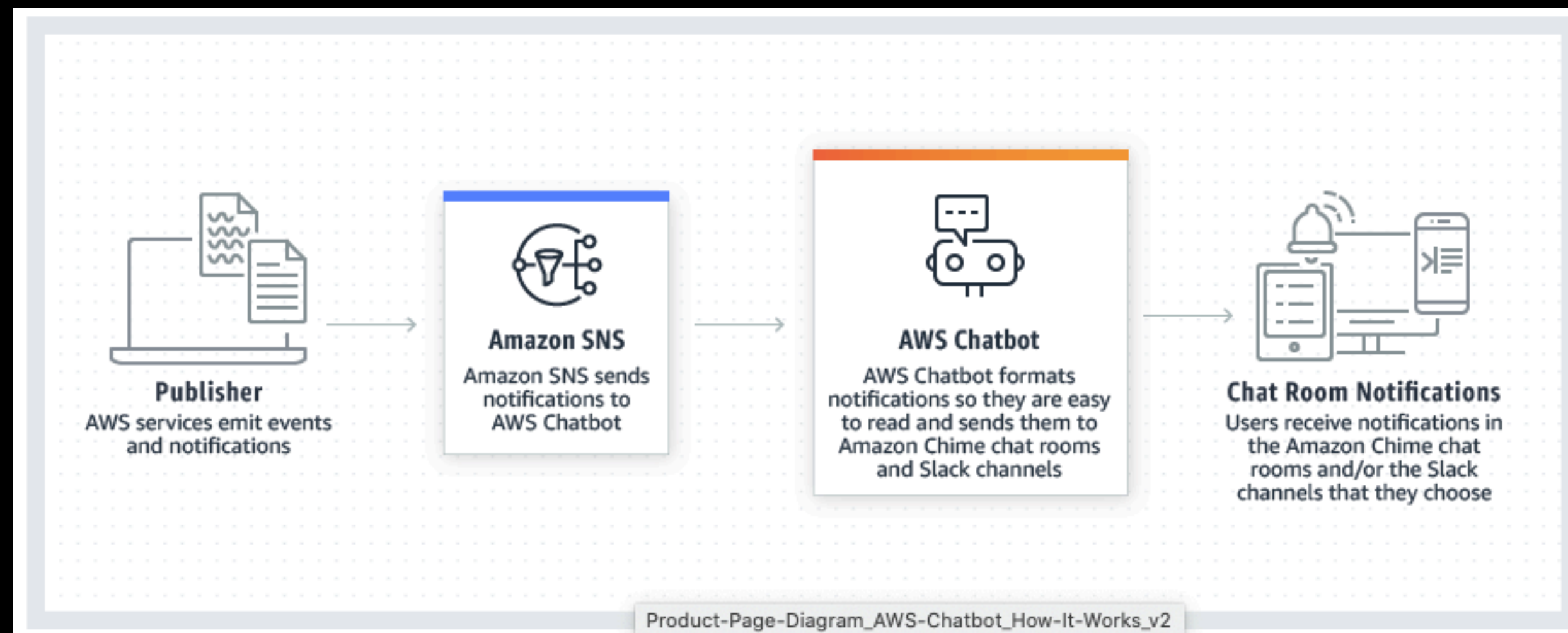
▷ ChatOps , a *DevOps accelerator* …

Architecture

ChatOps fundamental architecture

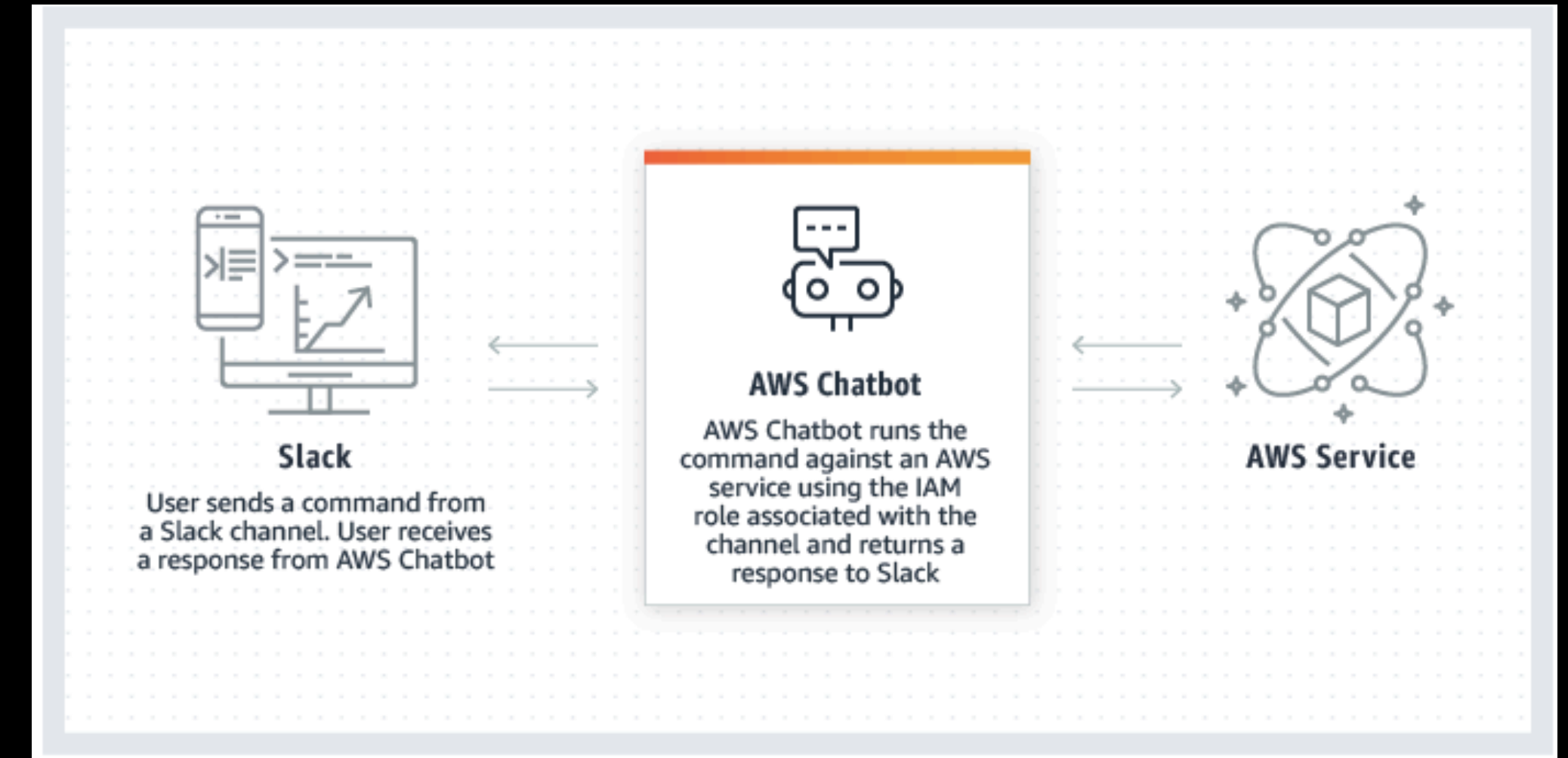DevOps team → Chat apps → Bot ↔ Infrastructure
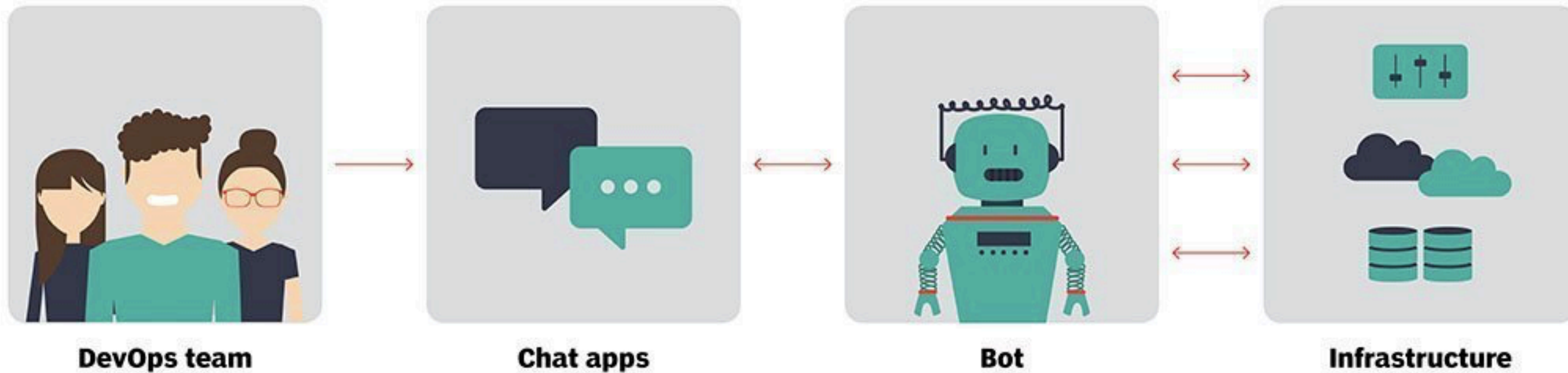
AWS Chatbot - ChatOps for AWS

▷ *AWS Chatbot* is an interactive agent that makes it easy to *monitor and interact with our AWS resources* in our *Slack channels and Amazon chime chat* room

Notifications

Publisher
AWS services emit events and notifications

Amazon SNS
Amazon SNS sends notifications to AWS Chatbot

AWS Chatbot
AWS Chatbot formats notifications so they are easy to read and sends them to Amazon Chime chat rooms and Slack channels

Chat Room Notifications
Users receive notifications in the Amazon Chime chat rooms and/or the Slack channels that they choose

Product-Page-Diagram_AWS-Chatbot_How-It-Works_v2

Commands

Slack
User sends a command from a Slack channel. User receives a response from AWS Chatbot

AWS Chatbot
AWS Chatbot runs the command against an AWS service using the IAM role associated with the channel and returns a response to Slack

AWS Service

Example Uses cases for AWS ChatOps

Use cases:

✓ Notify Slack on Amazon EC2 CPU usage spike

✓ Run AWS Lambda Notify Slack on execution errors

✓ AWS Budget notifications on Slack when it exceeds threshold

✓ Create AWS Support case using Slack

✓ GuardDuty security threat alerts on Slack

✓ Notify Slack on AWS CodePipeline errors
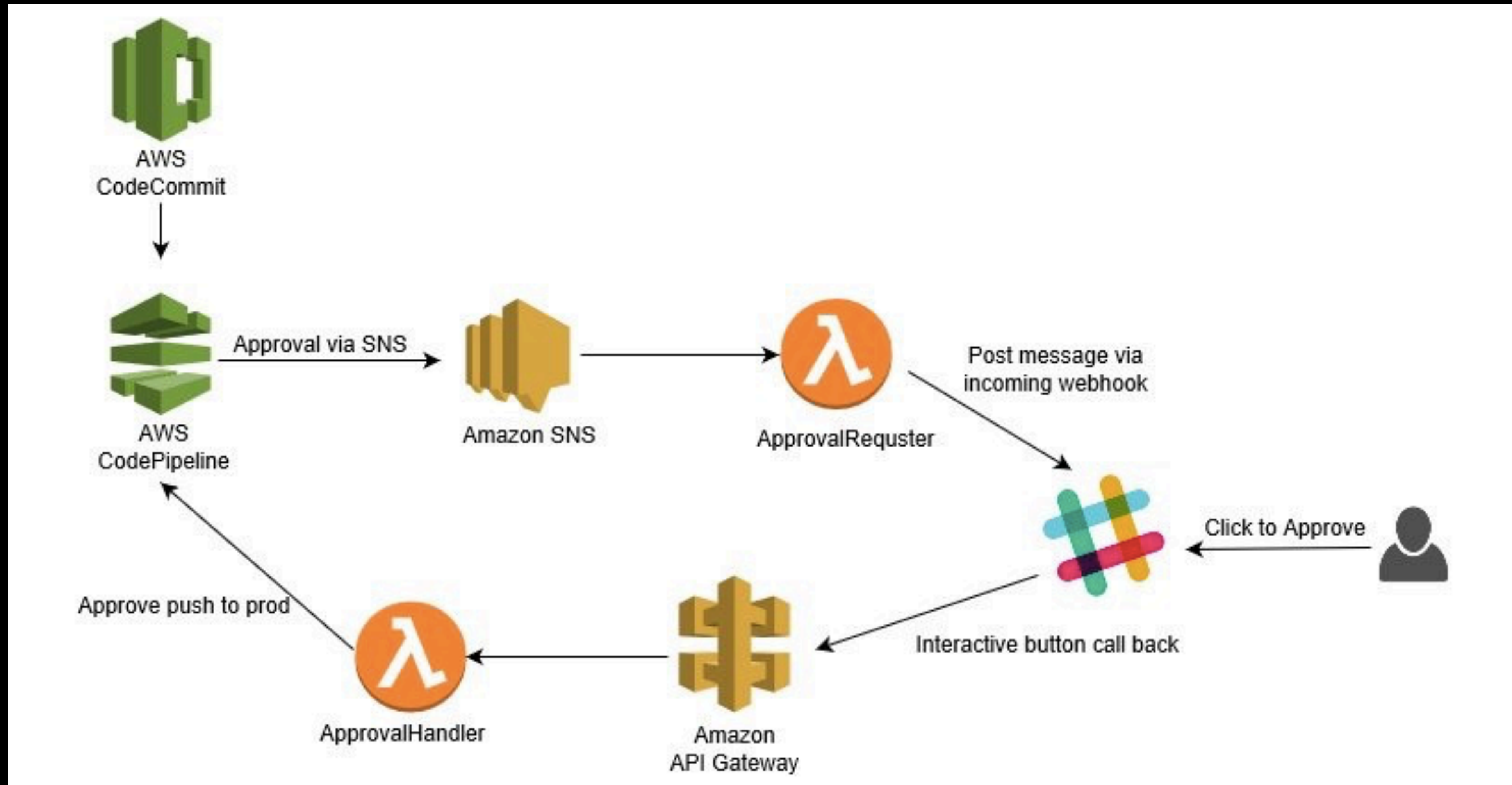
✓ Monitor operations on AWS Systems Manager parameter
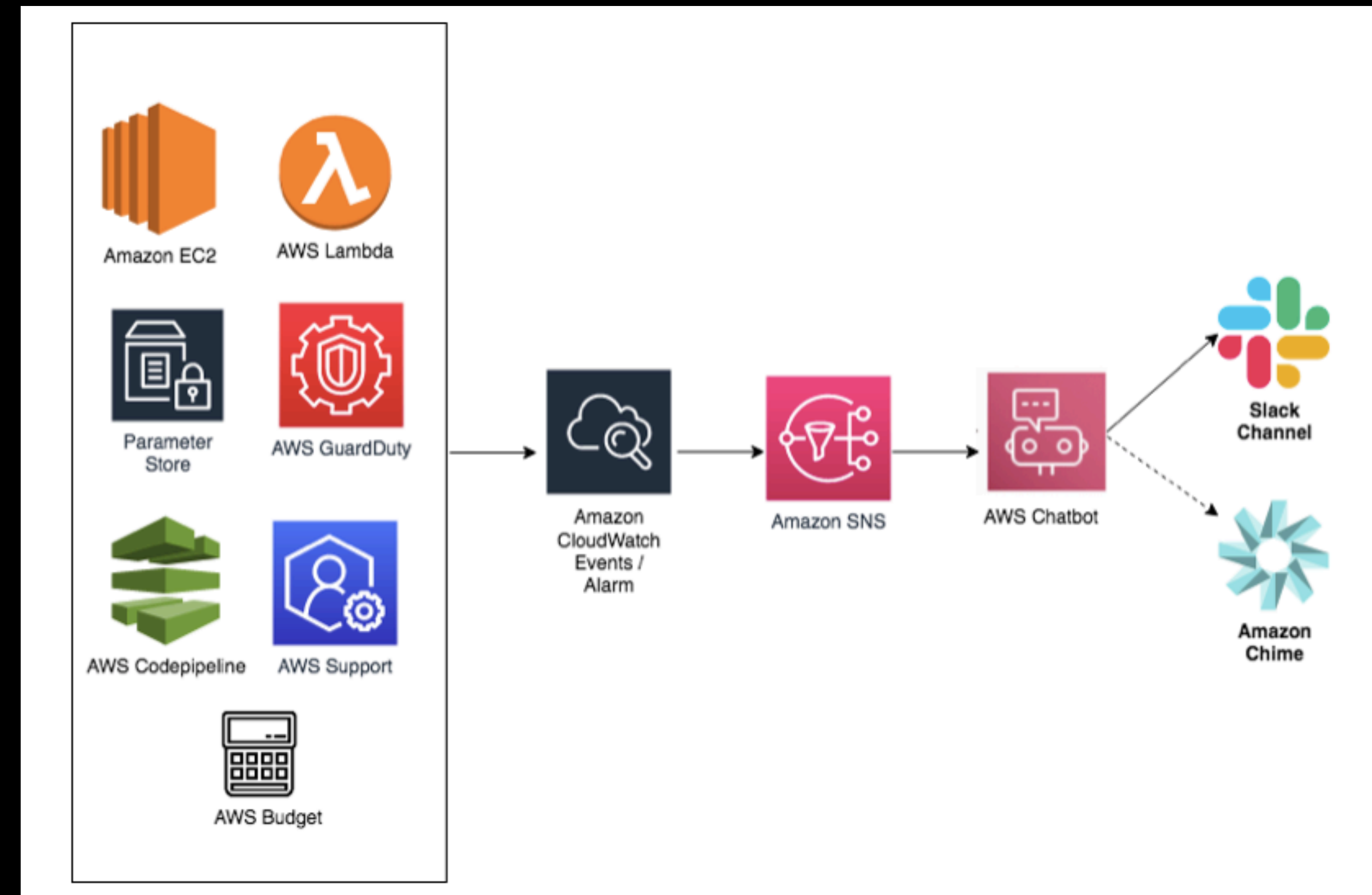
Demo Time - Let's Get the hands Dirty

Example Architectures

Thank You