xCS 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.

The recommended AWS support plan for startup company is Developer Support.

Justification:

The developer support is recommended because a startup company running an amazon ec2 instance. The recommend AWS Developer Support are testing or doing early development on AWS and want the ability to get technical support during business hours as well as general architectural guidance as you build and test.

In addition to enhanced technical support and architectural guidance, Developer Support provides access to documentation and forums, AWS Trusted Advisor, and AWS Personal Health Dashboard.

Enhanced technical support will include business hours email access to Cloud Support engineers. You can have one primary contact that can open an unlimited number of cases. Response times for general guidance is less than 24 business hours\* and system impaired is less than 12 business hours\*.

The data that needs to be collect if the organization need a support plan in the future are:

* AWS Trusted Advisor provides you real time guidance to help provision resources following AWS best practices. Trusted Advisor checks help optimize your AWS infrastructure, increase security and performance, reduce overall costs, and monitor service limits. [Seven core checks](https://aws.amazon.com/premiumsupport/technology/trusted-advisor/best-practice-checklist/) are included with Developer Support.

### **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).

The recommended AWS support plan for multinational organization is Enterprise Support:

Justification:

AWS Enterprise Support provides with concierge-like service where the focus is helping to achieve outcomes and find success in the cloud.

Enterprise Support get 24x7 technical support from high-quality engineers, tools, and technology to automatically manage health of your environment, consultative architectural guidance delivered in the context of applications and use-cases, and a designated Technical Account Manager (TAM) to coordinate access to proactive / preventative programs and AWS subject matter experts. AWS Enterprise Support is recommended for business and/or mission critical workloads in AWS.

Enhanced technical support will include 24x7 access to Cloud Support Engineers via phone, chat, and email. It have an unlimited number of contacts that can open an unlimited number of cases. Response times for general guidance is less than 24 hours, system impaired is less than 12 hours, production system impaired is less than 4 hours, production system down is less than an hour, and business critical system down is less than 15 minutes.

The data that needs to be collect if the organization need a support plan in the future are:

* Third-party software support with Guidance, configuration, and troubleshooting of AWS interoperability with many common operating systems, platforms, and application stack components.
* Billing and account management: AWS billing and account experts specialize in working with enterprise accounts. They will quickly and efficiently assist with billing and account inquiries, and work with implement billing and account best practices so that it can focus on what matters: running your business.
* Designated point of contact: A Technical Account Manager (TAM) is designated technical point of contact who helps onboard, provides advocacy and guidance to help plan and build solutions using best practices, coordinates access to subject matter experts, assists with case management, presents insights and recommendations on your AWS spend, workload optimization, and event management, and proactively keeps your AWS environment healthy.

### **Scenario 3:**

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

The recommended AWS support plan for software development company is Business Support:

Justification:

[AWS Support API](https://docs.aws.amazon.com/awssupport/latest/user/Welcome.html) provides programmatic access to [AWS Support Center](https://console.aws.amazon.com/support/home/) features to create, manage, and close Support cases, and operationally manage your Trusted Advisor check requests and status.

Enhanced technical support will include 24x7 access to Cloud Support Engineers via phone, chat, and email. It can have an unlimited number of contacts that can open an unlimited number of cases. Response times for general guidance is less than 24 hours, system impaired is less than 12 hours, production system impaired is less than 4 hours, and production system down is less than an hour.

Third-party software support: Guidance, configuration, and troubleshooting of AWS interoperability with many common operating systems, platforms, and application stack components.

The data that needs to be collect if the organization need a support plan in the future are:

Proactive services:

* Launch and event planning: [Infrastructure Event Management (IEM)](https://aws.amazon.com/premiumsupport/programs/iem/) offers architecture and scaling guidance and operational support during the preparation and execution of planned events such as shopping holidays, product launches, or migrations. IEM is available for an additional fee for Business Support customers.
* Architectural support: Contextual guidance on what AWS products, features, and services to use to best support your specific needs. AWS Solutions Architects leverage the [AWS Well-Architected](https://aws.amazon.com/architecture/well-architected/) framework when providing recommendations.

**Write a 150-word summary to explain your understandings and findings from this lab assignment.**

**Include a brief description of why you choose that plan?**

AWS Support plan offers a range of plans that provide access to tools and expertise that support the success and operational health of your AWS solutions. All support plans provide 24/7 access to customer service, AWS documentation, technical papers, and support forums.

**what specific data you would collect if the organization should want to change their support plan in the future.**

All AWS accounts receive Basic support at no cost. When you prepay for Savings Plans, Reserved Instances, and Nodes for Amazon EC2, Amazon RDS, Amazon Redshift, Amazon ElastiCache, Amazon Elasticsearch, Amazon DynamoDB (and any other AWS Services for which such reserved resources exist) and are enrolled in a paid AWS Support plan, the upfront charges for each reserved resource are included in the calculation of your AWS Support fees in the month you purchase the resources. In addition, any recurring charges for these resources are included in the calculation of your AWS Support fees for the month in which these charges are incurred.

The changes should take effect within a few minutes. If you upgraded your support plan, you are immediately charged a prorated amount for the new plan based on the number of days left in the current billing cycle.