



AWS at UC Merced

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Benefits of a managed AWS account

AWS Enterprise
Discount
Program (EDP) –
17%

Consolidated
Billing managed
by the OIT
Business office

S3 Storage Discount
US West 1 &
US West 2

AWS Marketplace
Services obtained via AWS
Marketplace included on
bill and count towards UC
Spend goals

UC System
negotiated terms
and conditions
already in place

AWS Enterprise
Support included
for all managed
accounts

How to get an AWS account

You'll need your CCOA string and a list of users that need access to the account.

OIT offers consultations to assist with account setup, network connectivity, and security assessment.

OIT Business office will charge your chart string for AWS services used each month.

The screenshot shows the UC Merced Service Hub interface. At the top, the UC Merced logo is on the left, and the text "Service Hub" is in the center. On the right, there is a user profile for "Nick Hansard" with a globe icon. Below the header, a navigation bar contains links: HOME, SYSTEM STATUS, KNOWLEDGE, SERVICES (which is underlined), REPORT PROBLEM, and REPORT CYBERSECURITY INCIDENT. Below this is a secondary bar with "HELP" and "SNOW" icons. A breadcrumb trail reads: Home > IT Service > All Services > Amazon Web Services. To the right of the breadcrumbs is a search bar with the text "Search" and a magnifying glass icon. The main heading "Amazon Web Services" is displayed, with a "Request Service" button to its right. Below the heading is a "Description:" section. The text describes AWS as an Amazon cloud-based solution offering services like storage, server hosting, and databases. It lists five popular options: Simple Storage (S3), Elastic Compute Cloud (EC2), Amazon Virtual Private Cloud (VPC), Glacier Storage, and Relational Database Service (RDS). It also mentions a system-wide discount for UCOP. At the bottom right, there is a "Questions? Ask here!" button with a chat icon. A URL bar at the very bottom shows a long, complex URL starting with "https://ucmerced.service-now.com/servicehub?".

UCMERCED Service Hub

HOME SYSTEM STATUS KNOWLEDGE **SERVICES** REPORT PROBLEM REPORT CYBERSECURITY INCIDENT

HELP SNOW

Home > IT Service > All Services > Amazon Web Services

Search

Amazon Web Services

Request Service

Description:

Amazon Web Services (AWS) is an Amazon cloud-based solution that offers services such as storage, server hosting, databases, etc. AWS offers various options of which the most popular are:

- Simple Storage (S3) – fully redundant, multi-tier data storage
- Elastic Compute Cloud (EC2) – resizable compute capacity, VM environments, HPC Clustering solution
- Amazon Virtual Private Cloud (VPC) – logically isolated virtual network environment
- Glacier Storage – archival storage solution
- Relational Database Service (RDS) – database instance solutions

UCOP has negotiated a system-wide discount on the AWS cloud infrastructure as a service (IaaS) suite of products. Use the [Request Service](#) above to request AWS services with the discount. The 3-year agreement is effective 10/1/19.

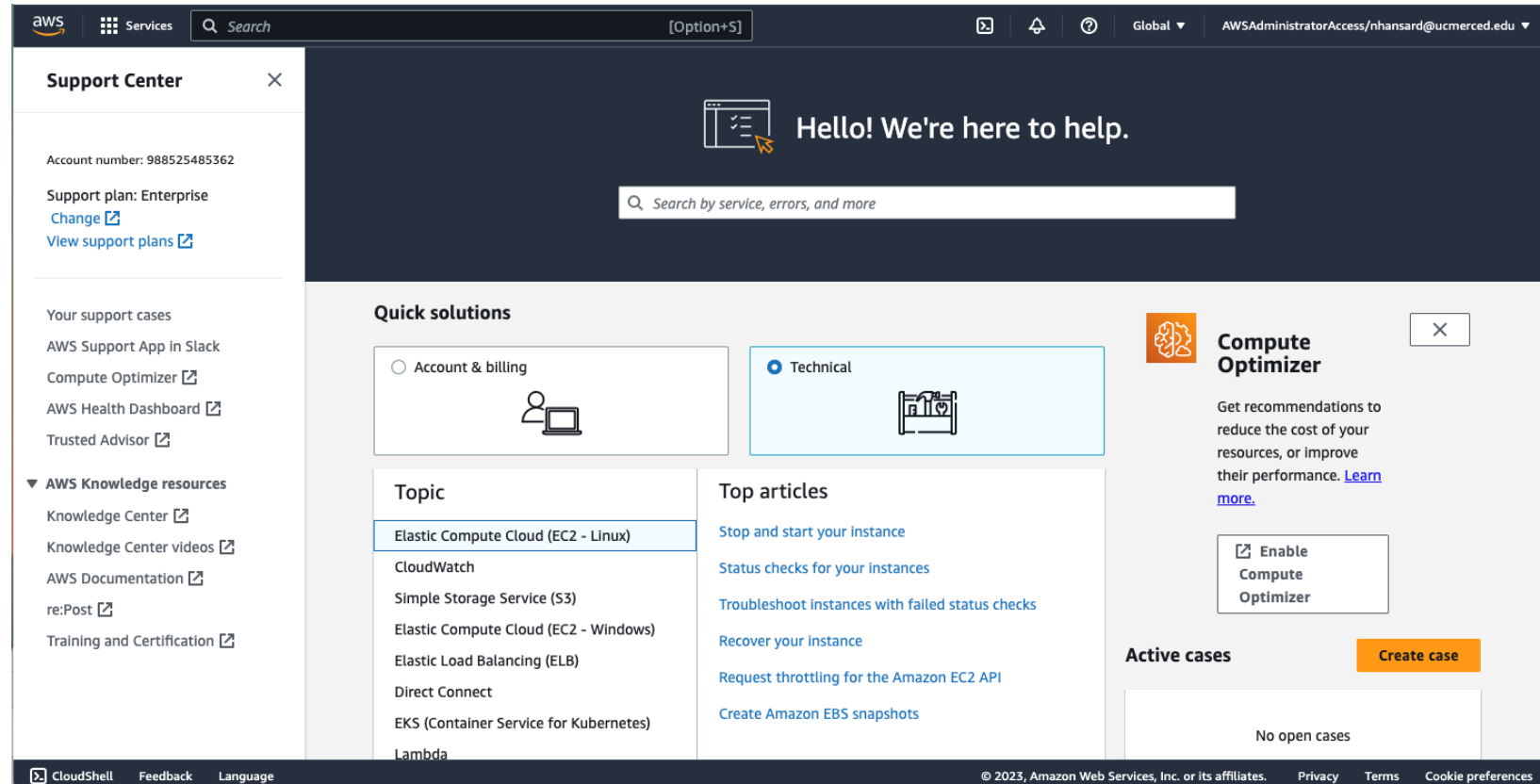
Questions? Ask here!

https://ucmerced.service-now.com/servicehub?id=public_sc_category&catalog_id=e50bc5494fd202006137d0af0310c756&sys_id=9898fa741b2fa890798e99b1b24bcbaa

AWS Enterprise Support

Enterprise support is included with all managed AWS accounts.

- 24/7 access to AWS engineers
- Self service support case management
- Proactive guidance
- Trusted Advisor
- Health dashboard

A screenshot of the AWS Support Center console. The interface is dark-themed. At the top, there's a navigation bar with the AWS logo, 'Services', a search bar, and a user profile. The main content area is divided into a left sidebar and a main panel. The sidebar contains 'Support Center' with account details (988525485362), support plan (Enterprise), and a list of 'Your support cases' including 'AWS Support App in Slack', 'Compute Optimizer', 'AWS Health Dashboard', and 'Trusted Advisor'. Below this is a section for 'AWS Knowledge resources' with links to 'Knowledge Center', 'Knowledge Center videos', 'AWS Documentation', 're:Post', and 'Training and Certification'. The main panel has a header with 'Hello! We're here to help.' and a search bar. Below this is a 'Quick solutions' section with two tabs: 'Account & billing' and 'Technical'. The 'Technical' tab is active, showing a list of 'Topic' items like 'Elastic Compute Cloud (EC2 - Linux)', 'CloudWatch', 'Simple Storage Service (S3)', etc. To the right of the topics is a 'Top articles' section with links like 'Stop and start your instance', 'Status checks for your instances', etc. On the far right, there's a 'Compute Optimizer' widget with a 'Create case' button. At the bottom, there's a footer with 'CloudShell', 'Feedback', 'Language', and copyright information.

