# Organization

# Q1) How do you determine what your priorities are?

* Evaluate external customer needs
* Evaluate internal customer needs
* Evaluate governance requirements

# Evaluate compliance requirements

# Evaluate threat landscape

# Evaluate trade-offs: ideal approach vs alternate approach

# Manage benefits and risks

Q2) How do you structure your organization to support your business outcomes?

* Resources have identified owners
* Processes and procedures have identified owners
* [Operations](https://wa.aws.amazon.com/wat.pillar.operationalExcellence.en.html) activities have identified owners responsible for their [performance](https://wa.aws.amazon.com/wat.pillar.performance.en.html)
* Team members know what they are responsible for
* Mechanisms exist to identify responsibility and ownership
* Mechanisms exist to request additions, changes, and exceptions
* Responsibilities between teams are predefined or negotiated

Q3) How does your organizational culture support your business outcomes?

* Executive Sponsorship
* Team members are empowered to take action when outcomes are at risk
* Escalation is encouraged
* Communications are timely, clear, and actionable
* Experimentation is encouraged
* Team members are enabled and encouraged to maintain and grow their skill sets: Resource teams appropriately
* Diverse opinions are encouraged and sought within and across teams

**Operate**

# Q1) How do you understand the health of your workload?

* Identify key [performance](https://wa.aws.amazon.com/wat.pillar.performance.en.html) indicators : for example, order rate, customer retention rate, and profit versus operating expense
* Define [workload](https://wa.aws.amazon.com/wat.concept.workload.en.html) metrics
* Collect and analyse [workload](https://wa.aws.amazon.com/wat.concept.workload.en.html) metrics
* Establish [workload](https://wa.aws.amazon.com/wat.concept.workload.en.html) metrics baselines
* Learn expected patterns of activity for [workload](https://wa.aws.amazon.com/wat.concept.workload.en.html)
* Alert when [workload](https://wa.aws.amazon.com/wat.concept.workload.en.html) outcomes are at risk
* Alert when [workload](https://wa.aws.amazon.com/wat.concept.workload.en.html) anomalies are detected
* Validate the achievement of outcomes and the effectiveness of KPIs and metrics

Q2) How do you understand the health of your operations?

* Identify key [performance](https://wa.aws.amazon.com/wat.pillar.performance.en.html) indicators : for example, customer support cases
* Define [operations](https://wa.aws.amazon.com/wat.pillar.operationalExcellence.en.html) metrics
* Collect and analyse [operations](https://wa.aws.amazon.com/wat.pillar.operationalExcellence.en.html) metrics
* Establish [operations](https://wa.aws.amazon.com/wat.pillar.operationalExcellence.en.html) metrics baselines
* Learn the expected patterns of activity for [operations](https://wa.aws.amazon.com/wat.pillar.operationalExcellence.en.html)
* Alert when [operations](https://wa.aws.amazon.com/wat.pillar.operationalExcellence.en.html) outcomes are at risk
* Alert when [operations](https://wa.aws.amazon.com/wat.pillar.operationalExcellence.en.html) anomalies are detected
* Validate the achievement of outcomes and the effectiveness of KPIs and metrics

Q3) How do you manage workload and operations events?

* Use processes for [event](https://wa.aws.amazon.com/wat.concept.event.en.html), [incident](https://wa.aws.amazon.com/wat.concept.incident.en.html), and [problem](https://wa.aws.amazon.com/wat.concept.problem.en.html) management
* Have a process per alert
* Prioritize operational [events](https://wa.aws.amazon.com/wat.concept.event.en.html) based on business impact
* Define escalation paths
* Enable push notifications
* Communicate status through dashboards
* Automate responses to [events](https://wa.aws.amazon.com/wat.concept.event.en.html)