



Amazon - Trusted Advisor

≡ What is Amazon Trusted Advisor?

“AWS Trusted Advisor is customized cloud expert! It helps user to observe best practices for the use of AWS by inspecting AWS environment with an eye toward saving money, improving system performance and reliability, and closing security gaps.”



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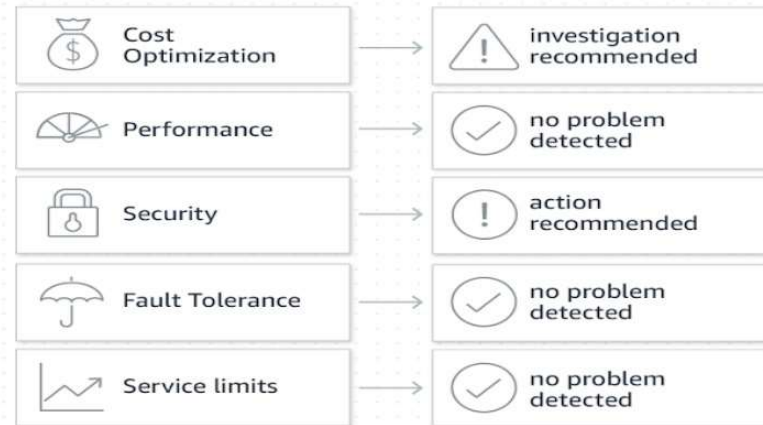




How it Works



As an AWS customer, you want the most value from your investment. Trusted Advisor can help.



Recommendations & action links



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☰ Amazon Trusted Advisor Features

TRUSTED ADVISOR NOTIFICATIONS:

The Trusted Advisor notification feature helps to stay up-to-date with AWS resource deployment. User will be notified by weekly email when user opt in for this service, and it is totally free.

RECENT CHANGES:

User can track recent changes of check status on the console dashboard. The most recent changes appear at the top of the list to bring them to the user attention.

ACCESS MANAGEMENT:

User can use AWS Identity and Access Management (IAM) to control access to specific checks or check categories.



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EXCLUDE ITEMS:

The "exclude items" feature (formerly called "suppress") allows to customize the Trusted Advisor report. User can exclude items from the check result if they are not relevant; the excluded items appear separately, and user can restore (include) them at any time.

AWS SUPPORT API:

User can retrieve and refresh Trusted Advisor results programmatically using AWS Support API.

REFRESH:

User can refresh individual checks or refresh all the checks at once by clicking the Refresh All button in the top-right corner of the summary dashboard. A check is eligible for refresh 5 minutes after it was last refreshed.



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CORE CHECKS AND RECOMMENDATIONS:

Access to the seven core Trusted Advisor checks to help increase the security and performance of the environment is available to all AWS customers. Checks include:

- Service Limits
- Security: S3 Bucket Permissions, Security Groups - Specific Ports Unrestricted, IAM Use, MFA on Root Account, EBS Public Snapshots, RDS Public Snapshots.



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FULL TRUSTED ADVISOR BENEFITS:

Access to the full set of Trusted Advisor checks to help optimize the entire AWS infrastructure, helping to increase security and performance, reduce overall costs, and monitor service limits are available with business and Enterprises support Plans.



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Amazon Trusted Advisor Support Plans

BASIC	DEVELOPER	BUSINESS	ENTERPRISE
Email support only for Billing and Account	Technical Support via Email, 24 hours until reply		
	No Third-Party Support	Technical Support via chat, phone anytime 24/7	
7 Trusted Advisor Checks		All Trusted Advisor Checks	
\$0 USD/Month	\$29 USD/Month	\$100 USD/Month	\$15,000 USD/Month



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	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>
AWS Trusted Advisor Best Practice Checks	7 Core checks	Full set of checks	Full set of checks
Enhanced Technical Support	Business hours** email access to Cloud Support Associates Unlimited cases / 1 primary contact	24x7 phone, email, and chat access to Cloud Support Engineers Unlimited cases / unlimited contacts (IAM supported)	24x7 phone, email, and chat access to Cloud Support Engineers Unlimited cases / unlimited contacts (IAM supported)
Case Severity / Response Times*	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
Architectural Guidance	General	Contextual to your use-cases	Consultative review and guidance based on your applications



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