



# Enterprise Landing Zone: Colombia Customer Stories

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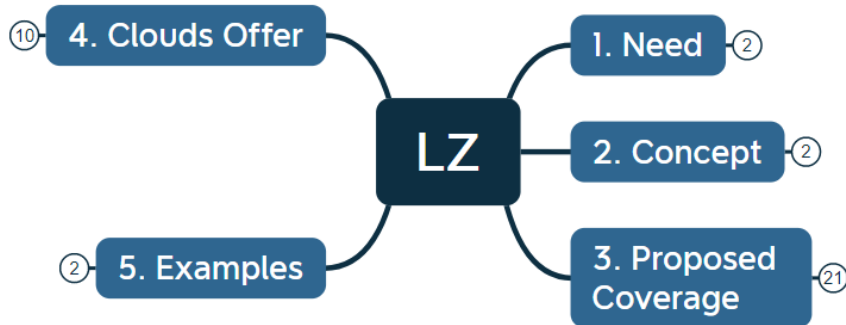
**JULY 2023**

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[fmorenod81/devopscustomerstories2023 \(github.com\)](https://github.com/fmorenod81/devopscustomerstories2023)

# Agenda



**11:10 – 11:12** Need of a Landing Zone (LZ)

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**11:12 – 11:14** Concept

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**11:15 – 11:20** Proposed Coverage

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**11:25 – 11:35** Clouds Offer: AWS and Oracle Cloud

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**11:35 – 11:50** Colombia Cases: Telco and Banking Holding

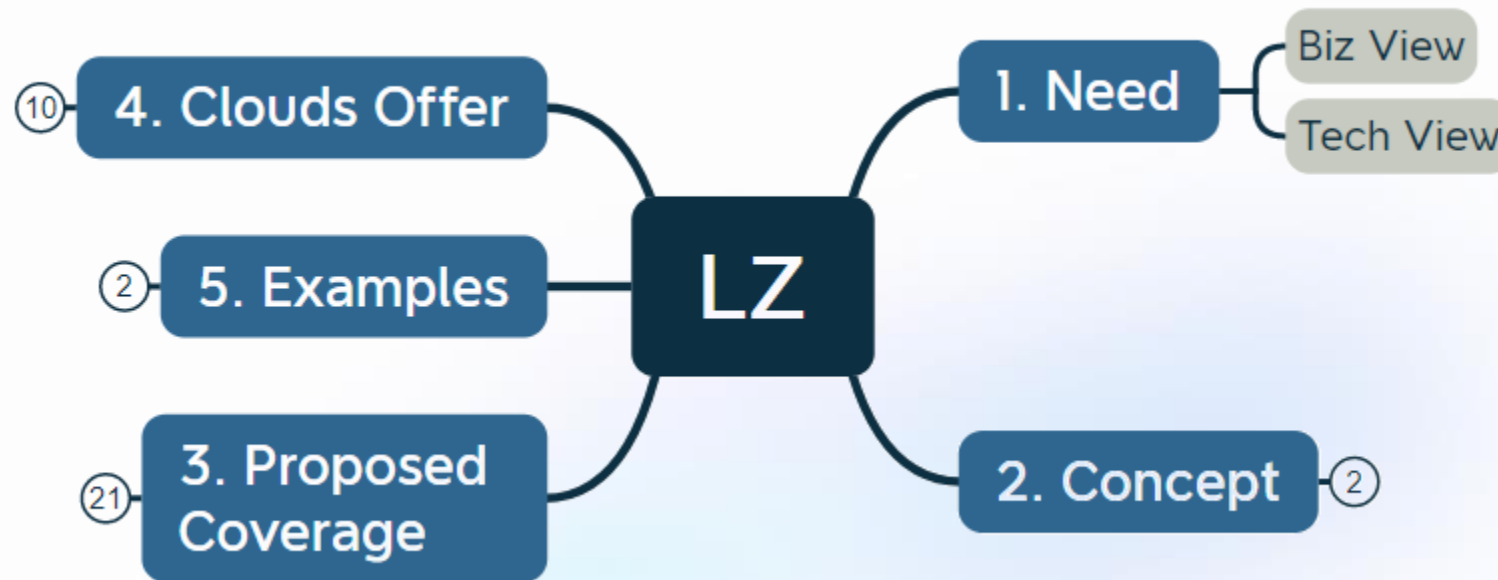
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**11:50 – 11:55** Q&A

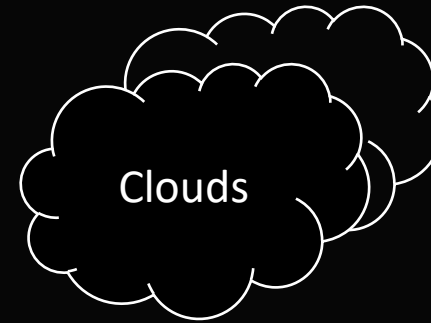
01

# Need

Viewpoints involved



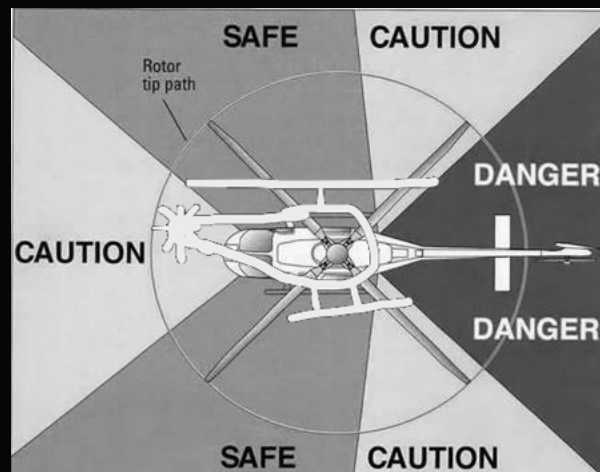
## Viewpoints



### Business View



### Landing Zone (LZ)



### Technology View

LZ: Template for migrating or creating cloud resources fulfilling company' requirements

## Business View

# Current status

Enabler:  
Improvement?

Policies



Procedures

- The Landing Zone will show current organization structure: People, procedures, compliance standards, artifacts >> Company, Areas, Teams, Squads, Roles
- Business approved additional efforts to modify only if it add value or simplify operation.

**Escalation Matrix**

Issue: Customer can not export files to the desired format.

	Role	Time	Response	Escalation
<b>Level 1</b>	Customer Support Representative	10-15 min	<ul style="list-style-type: none"> <li>Live support to solve the problem</li> </ul>	<ul style="list-style-type: none"> <li>Unable to resolve</li> <li>Request to speak to manager</li> </ul>
<b>Level 2</b>	Customer Support Manager	15-60 min	<ul style="list-style-type: none"> <li>Live support with support team working on resolution</li> <li>Get customer details for ticket logging and follow-up</li> </ul>	<ul style="list-style-type: none"> <li>Unable to resolve</li> <li>Need skills beyond support team capabilities</li> </ul>
<b>Level 3</b>	Account Manager	1-2 hours	<ul style="list-style-type: none"> <li>Review issue</li> <li>Assign immediate task delegation</li> <li>Attempt resolution</li> <li>Document issue and attempted hot fixes in detail</li> </ul>	<ul style="list-style-type: none"> <li>Unable to resolve</li> <li>Customer threatens to leave</li> <li>Customer threatens bad review</li> </ul>
<b>Level 4</b>	Product Manager	Half a business day	<ul style="list-style-type: none"> <li>Review issue</li> <li>Offer incentives to customer</li> <li>Document conversation</li> </ul>	<ul style="list-style-type: none"> <li>Unable to resolve</li> <li>Customer requests to speak to higher level management</li> <li>Customer initiates process of closing account</li> </ul>
<b>Level 5</b>	Director of Product	1-2 business days	<ul style="list-style-type: none"> <li>Review issue</li> <li>Apologize to customer and ensure their issue is not taken lightly</li> <li>Request and document feedback</li> <li>Determine if any immediate resolution is possible regarding customer account status</li> </ul>	<ul style="list-style-type: none"> <li>Customer proceeds with closing account</li> <li>Alternative to keep account is agreed upon</li> </ul>
<b>Level 6</b>	Stakeholder	1-3 business days	<ul style="list-style-type: none"> <li>Review issue</li> <li>Apologize to customer</li> <li>Formulate improvements to product that directly prevents the issue from arising again</li> <li>Finalize account cancellation</li> <li>Create a timeline to keep customer in the loop about future product upgrades</li> </ul>	<ul style="list-style-type: none"> <li>Formal approval from senior management needed</li> </ul>
<b>Level 7</b>	Senior Management	Immediate resolution	<ul style="list-style-type: none"> <li>Review issue</li> <li>Sign off on course of action</li> <li>Consider hiring to solve issue</li> </ul>	

Example of a Procedure:

- Roles
- Permissions
- Period to call

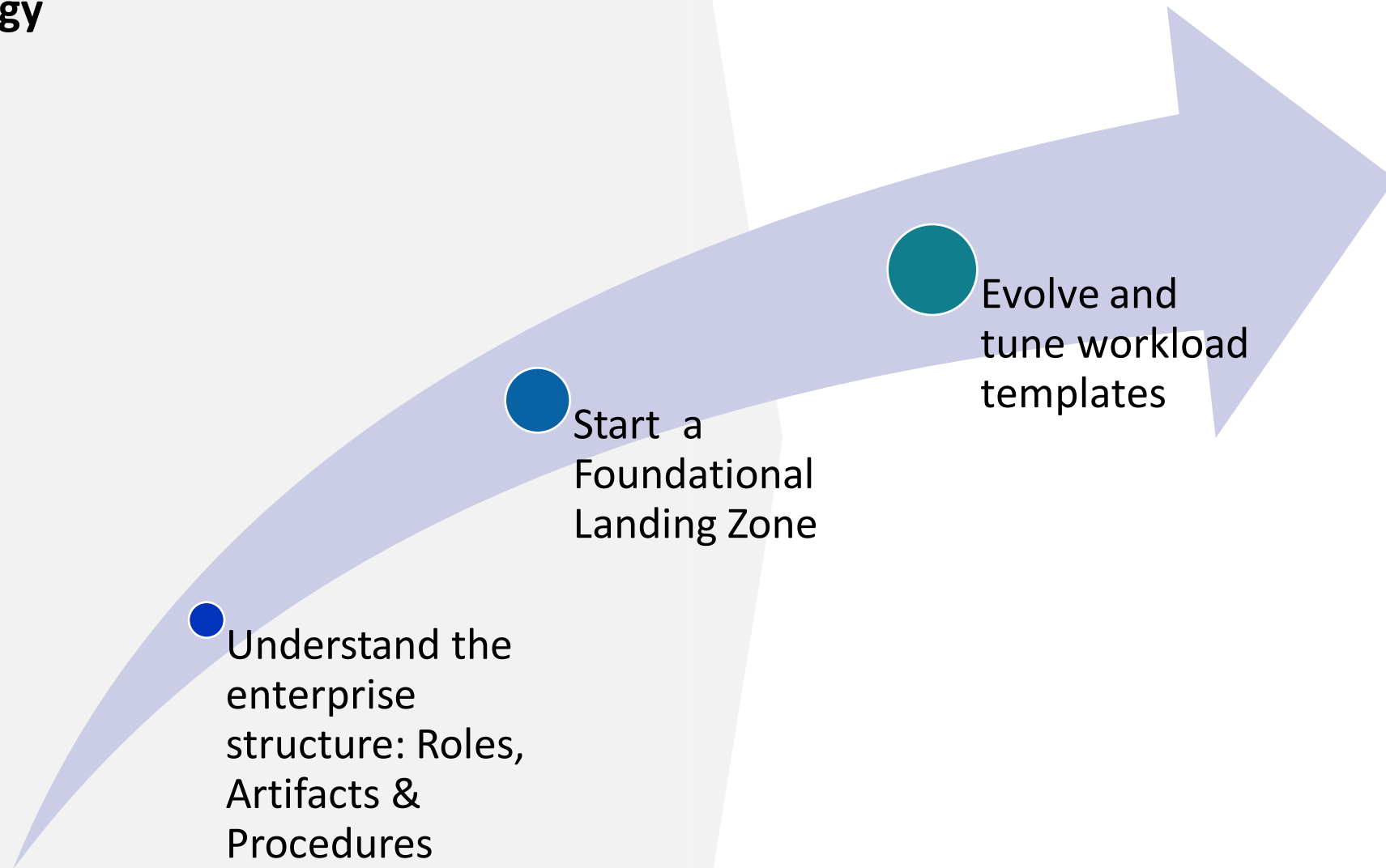
## Technology View

# Services Templates Best Practices



- CSP provides service and templates based on industry best practices.
- The Cloud Architect' mind has focus on experience on common projects, but he doesn't think in special cases (exceptions), therefore it is a difficult on the coverage.
- It points a simple operations on self-Service or automated toolset.

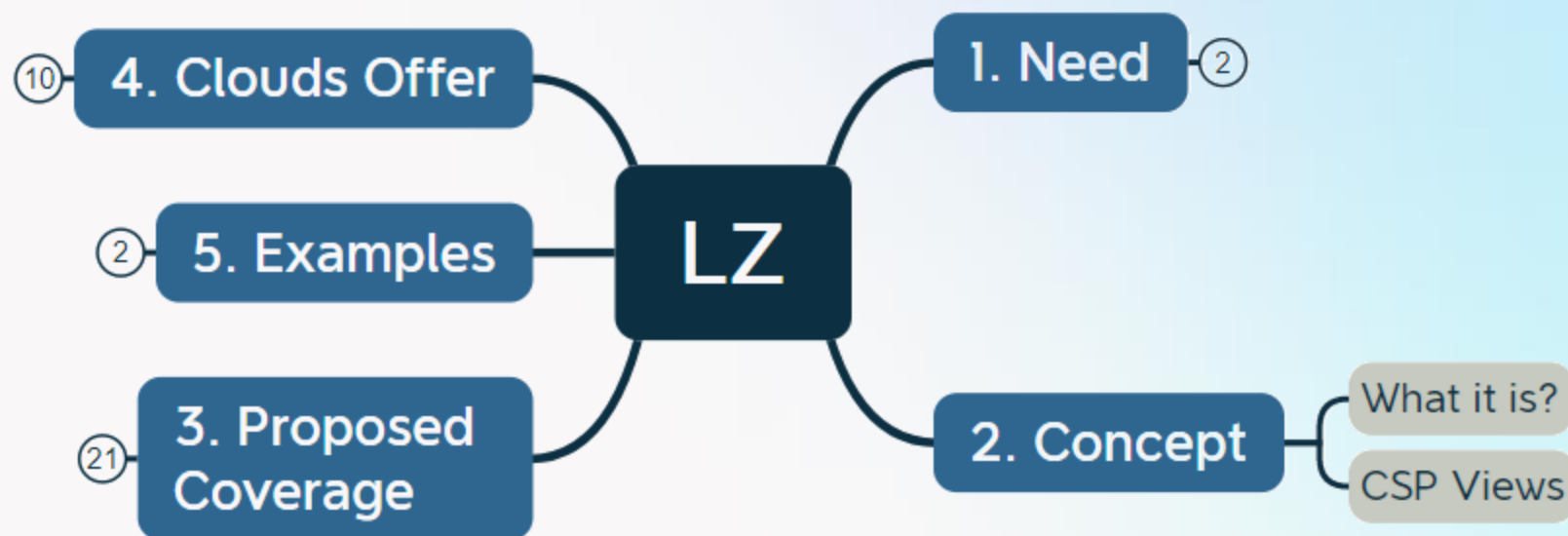
## Methodology



02

# Concept

Define the scope





## My own definition



Purpose-Built Cloud setup offering **security**, **automation**, controlled and **scalable** resources, and **architectural framework** at **enterprise level**.

a **well-architected**, multi-account AWS environment that is **scalable** and **secure**.

is a **secured**, **deployment-ready** cloud environment.

(...) provides **baseline architecture** and **best practices** for you to deploy new projects and workloads **quickly** and **securely** in OCI

is an environment that follows **key design principles** across eight **design areas**. These **design principles** accommodate **all application portfolios** and enable application migration, **modernization**, and innovation at scale.

(..) help your **enterprise deploy**, use, and **scale** Google Cloud services **more securely**. (...) are **dynamic** and **grow** as your enterprise adopts more cloud-based workloads over time.

Principles on a framework (CAF\*)

**Enterprise: Wide, Reliable**

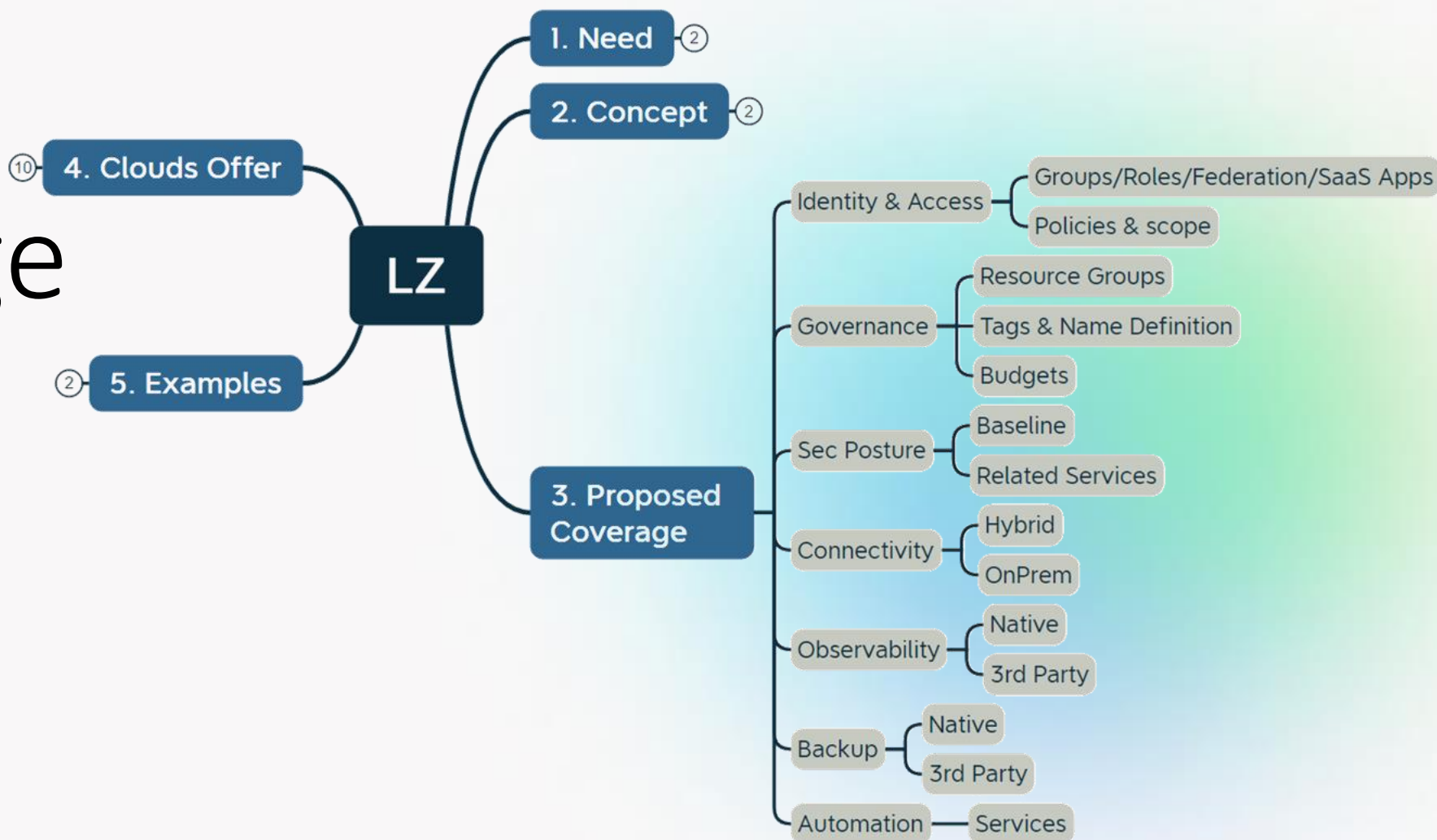
**Quick/Scalable: Availability**

**Secure: Compliance & DR**

03

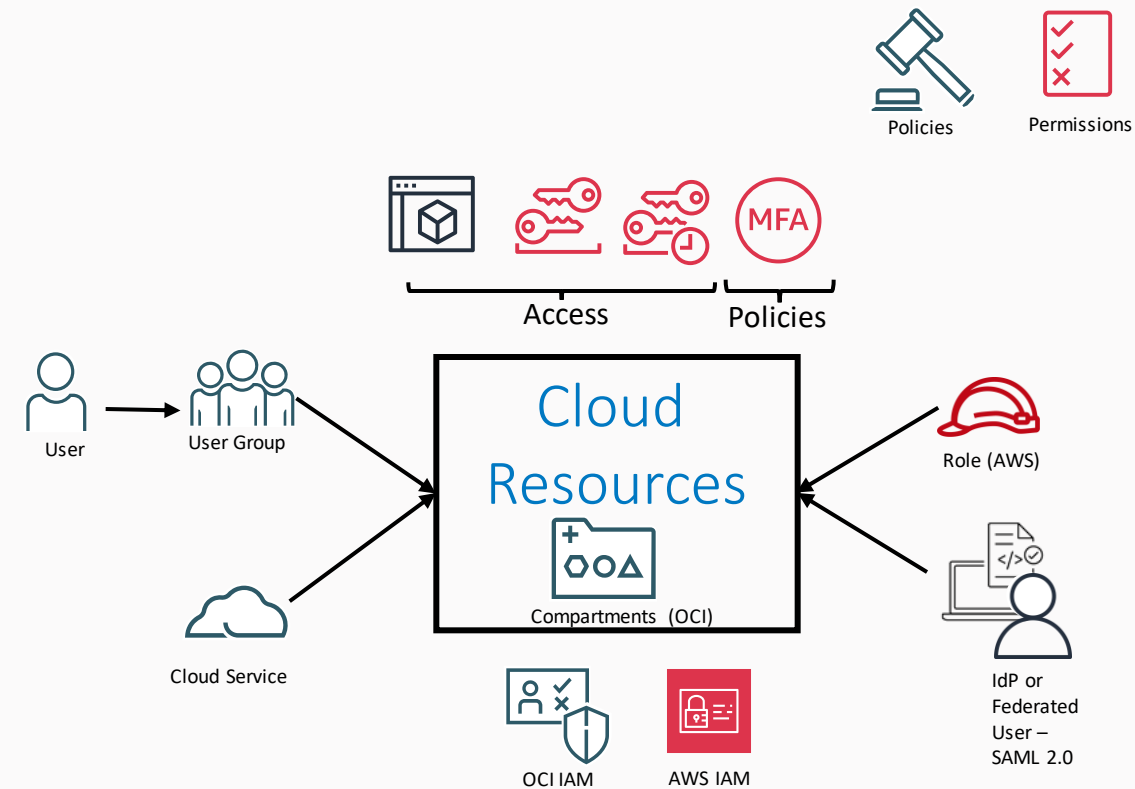
# Coverage

Areas to cover



## Identity &amp; Access

# IAM: AutN & AutZ



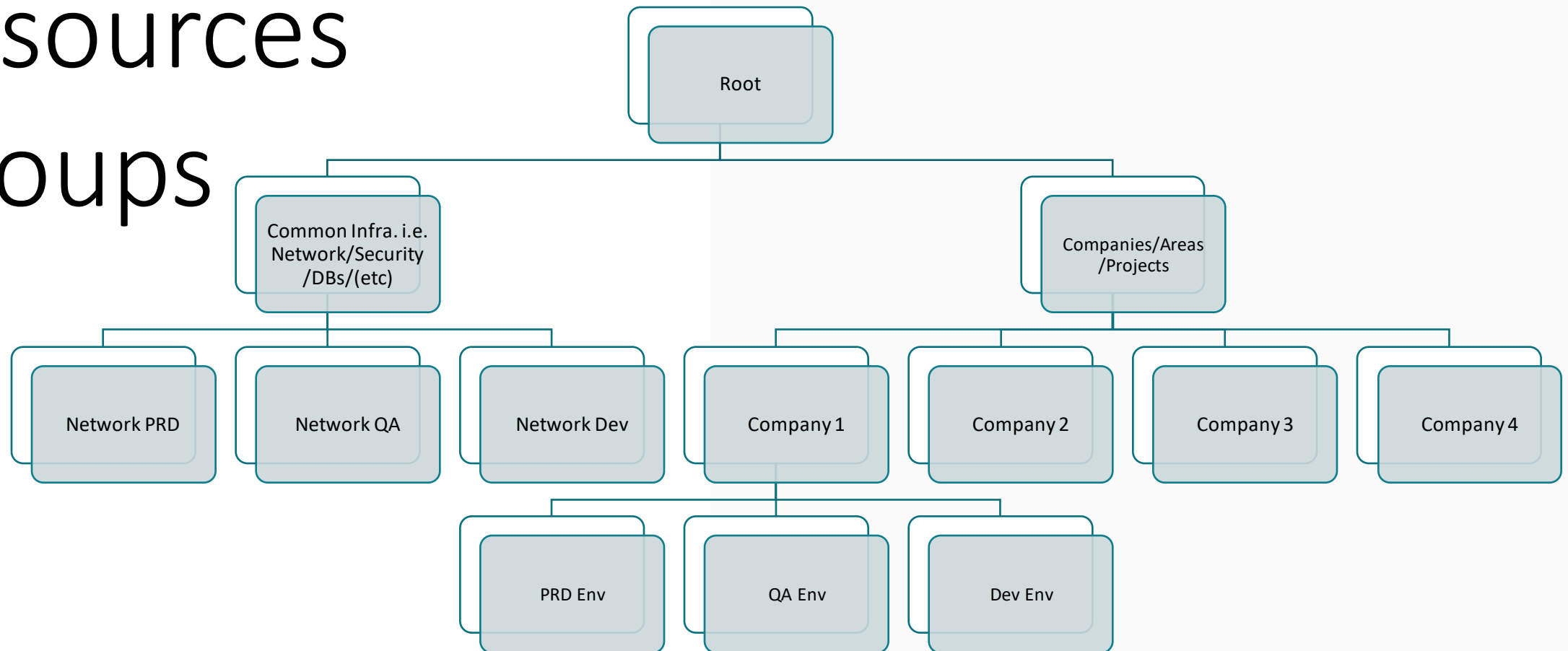
- Cloud Resources
- Principals/Entities: Identity Domains (OCI) and Federation.
- Policies and Access of Principals
- Relation between both: Permissions

## Governance

Reflects org chart of the company based on companies, areas and they match on Role-based Policies.

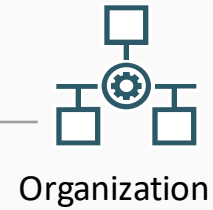
Usually common/transversal services are separated: networking, databases, security, etc.

# Resources Groups



## Identity &amp; Access

## Policies Scope

Governance  
Rules (OCI)Service Control  
Policies (AWS)

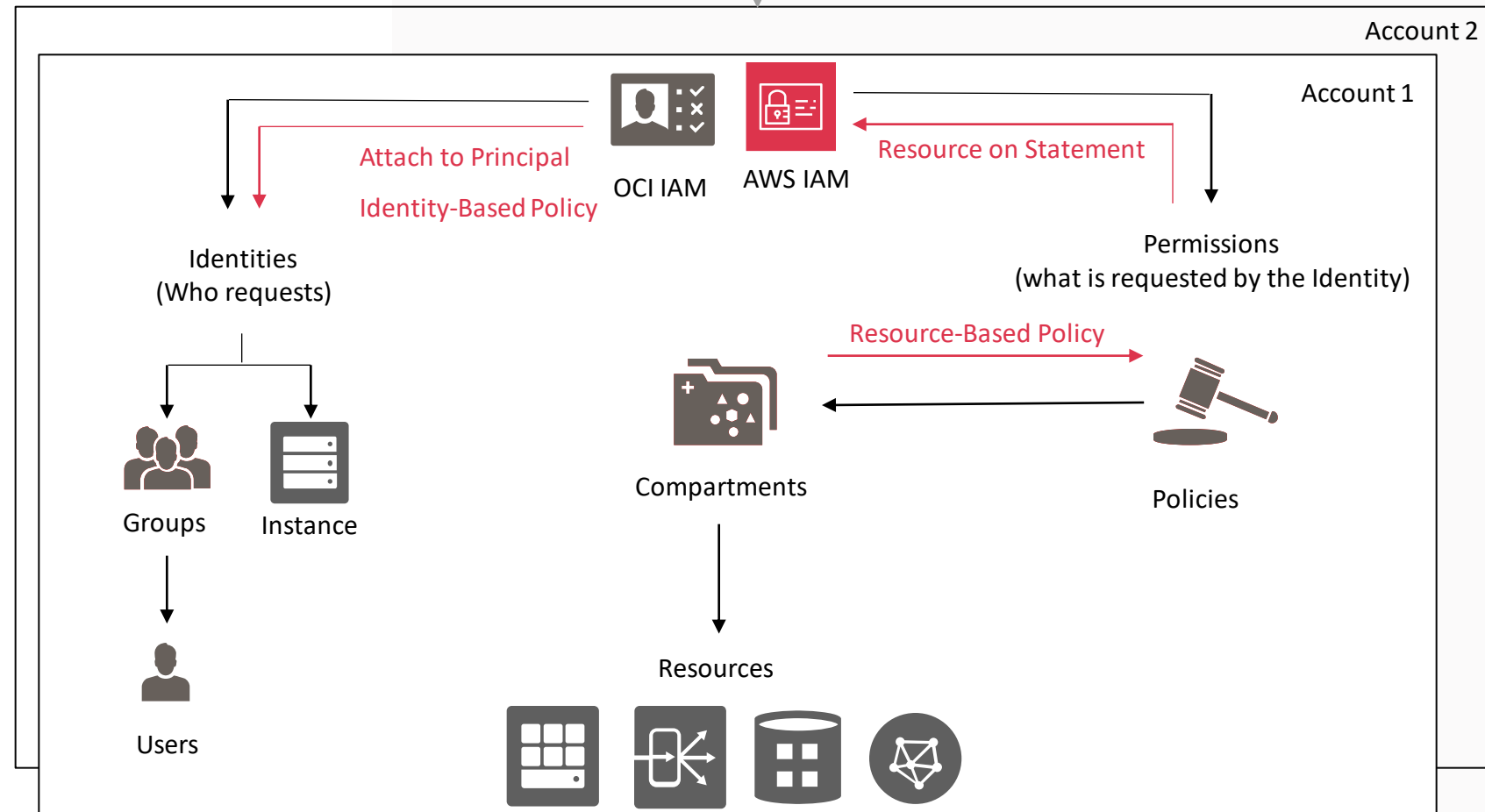
AWS Organizations

## Account Policies:

- Identity-Based Policies
- Resource-Based Policies (AWS)
- Permission Boundary (AWS)

## Multiaccount Policies:

- Service Control Policies (AWS)
- Governance Rules (OCI)
- Resource-Based Policies (AWS)



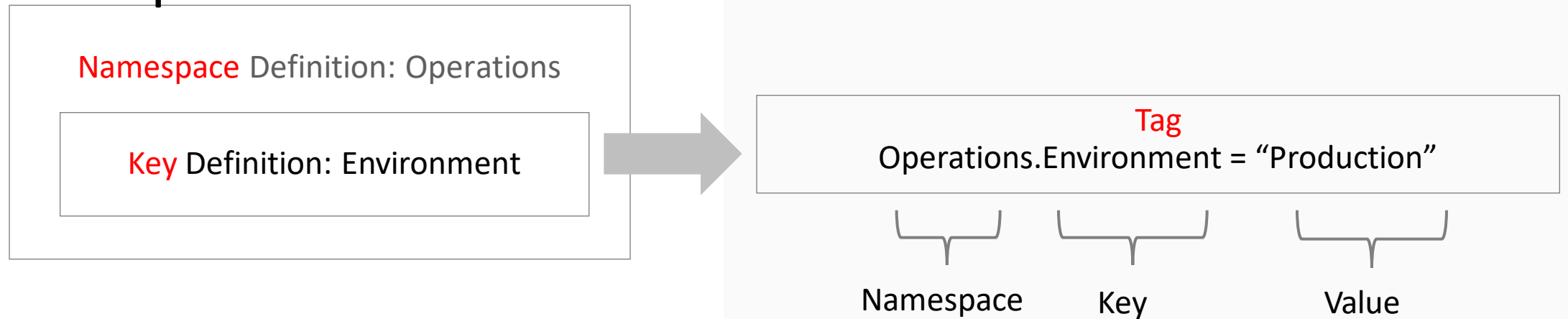
## Governance

# Tags

A Tag Namespace is a container for tag keys with tag key definitions

Tag key definition specifies its key (environment) and what types of values are allowed (string, number, text, date, enumerations, etc.)

### Example:



## Governance

# Tags and Name Definition

Can extend to:

- Operations Control, i.e. In GCP, the tags are used for Firewall Rules.
- Country: CO, EC, US, AU → 2 letters, opt.
- Cloud Region: us-east-1 → 3 letters: ASH or E01
- Resource Group: SHS, NET, SEC, WKL → 3 letters
- Serial Number: By Project or Scaling Group
- Environment: 7 env → 3 letters: DEV, QAT, UAT, PRD
- Services: End → OBJ, ADB, LB, INS

- **Security**

- Exposition
  - *Public – Private*
- Impact
  - *Critical – Non-critical*

- **Usage**

- Environment
  - *Dev – Test – Prd*
- Application
  - *App1, App2*

- **Cost**

- Cost Center
  - *40001, 40002*
- Running
  - *7X24, 8X5, 5X12*

## Governance

# Budgets

It means Cost control or Cost Explorer.

A tag model can provide reports in near-real-time.

A Proof-of-Concept and Sandbox budgets can be useful on startups or Dev Areas.



AWS Budgets



AWS Cost &  
Usage Report



AWS Cost Explorer



Monitoring



Alarms



Tagging



Cloud  
Advisor



## Security Posture

# Audit



Auditing



AWS  
CloudTrail



CloudTrail Lake

Any API calls (any source) are logged and made available to customers.

API for listing audit events: Unique ID for principal, involved cloud resource, status change, timestamp and parameters (request/response).

New events available in short time (i.e., 15 mins in OCI)

X days of history by default and configurable retention period (i.e., 90 days on OCI and up to 1 year)

Coverage for all regions using **centralized repository** (i.e., AWS)

Searchable via the Console or using another tools (AWS CloudTrail Lake)

## Security Posture

# Baseline

### Identity & Security



CSP Focus on Security

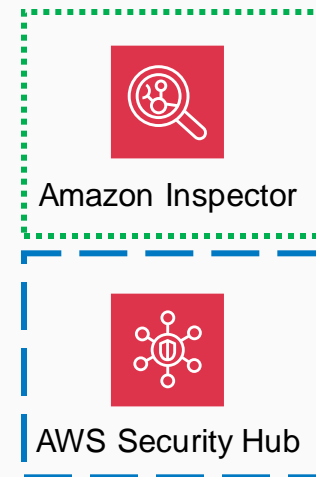
Several Layers for networking, development lifecycle, security posture, etc.

Centralized Repository on an account for logging

Category ↑	Service ↑↓	OCI	Info	AWS
Security	Risk and Compliance Management	<ul style="list-style-type: none"> <li>- OCI <b>Cloud Guard</b></li> </ul> <div>Free</div>	Service to assess risk and compliance with regulations and industry standards based on resource usage.	<ul style="list-style-type: none"> <li>- AWS Audit Manager</li> </ul>
Security	Security Monitoring, Assessment, and Advice	<ul style="list-style-type: none"> <li>- Access Governance</li> <li>- <b>Cloud Guard</b></li> </ul> <div>Free</div> <ul style="list-style-type: none"> <li>- Security Advisor</li> </ul>	Managed service to monitor, identify, achieve, and maintain a strong security posture. Service examines resources for security weaknesses and operators and users for risky activities. Service	<ul style="list-style-type: none"> <li>- Amazon Security Lake</li> <li>- Amazon Detective</li> <li>- AWS Security Hub</li> </ul>



Security, Identity, & Compliance

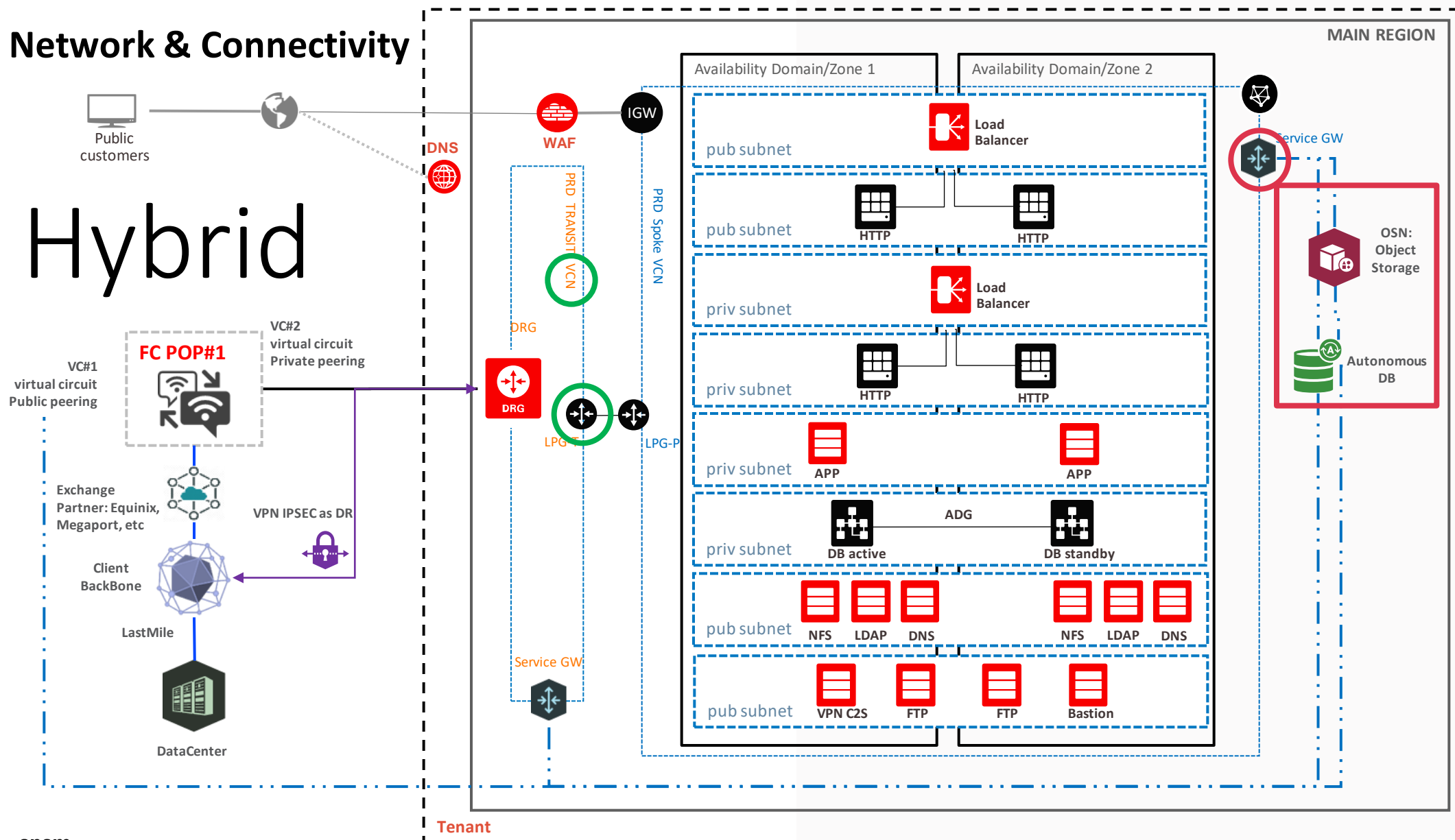


Management & Governance



## Network &amp; Connectivity

## Hybrid



## Summary of Hub&amp;Spoke:

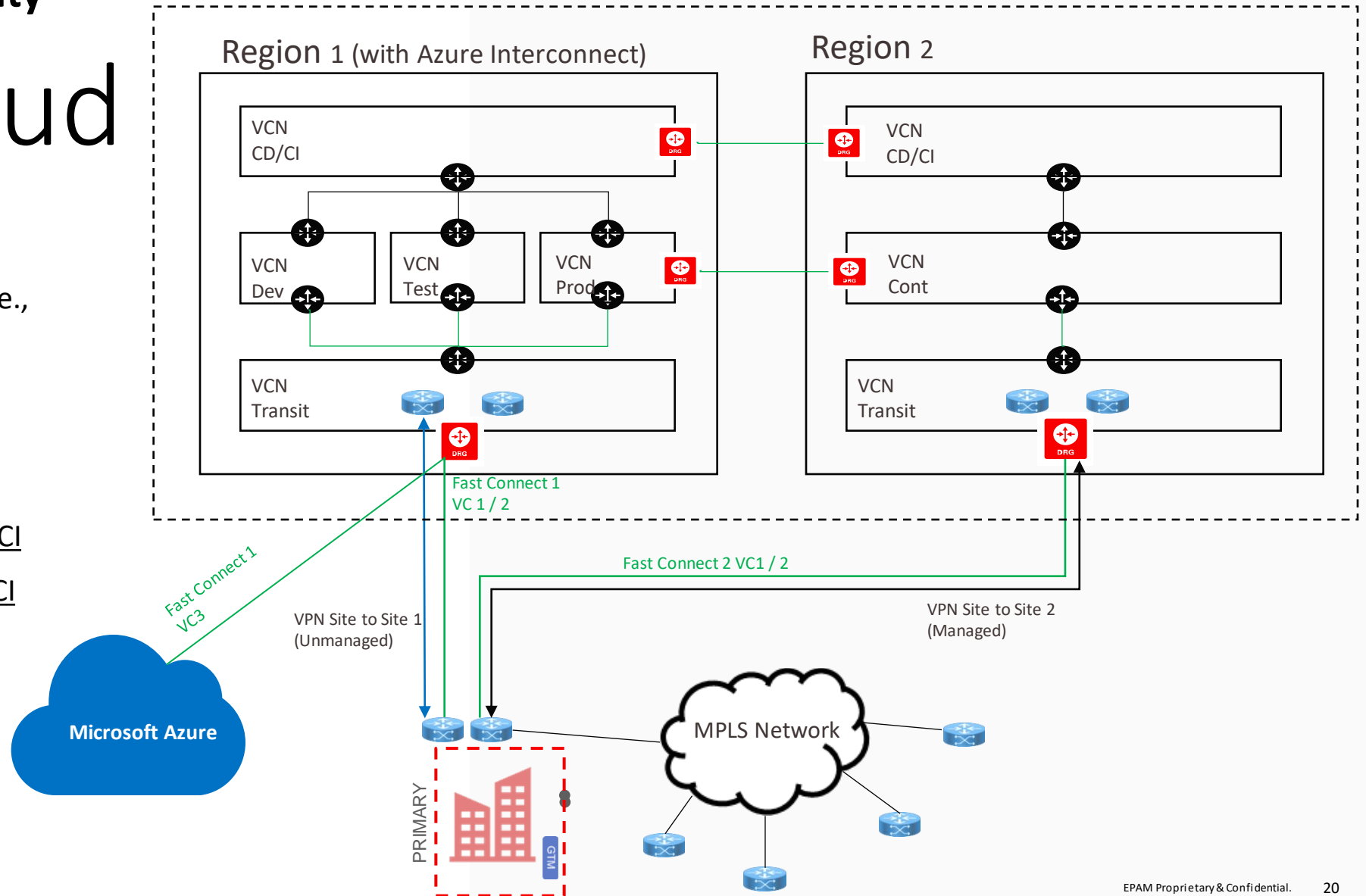
- Edge Svcs
- 2 OnPrem Dedicated circuits: Private & Public
- DR for OnPrem Connectivity.
- Net Peering, i.e. Prod Env Transit VCN, and cascade for more env; or common VCN and/or DR.
- HA on 2/3 Availability Domains

## Network & Connectivity

# Multicloud

### Options:

- Native Services for Comms, i.e., Azure Interconnect
- IPSec VPN over Internet
- IPSec VPN over Dedicated Connections (No Native), i.e. Megaport between AWS & OCI and Equinix between AWS & OCI



## Observability

# Native & 3<sup>rd</sup> Party



Amazon CloudWatch



AWS X-Ray



Amazon Managed Grafana

<epam>



Amazon Managed Service  
for Prometheus

## Native

Collection (fluentd or special agent/distro),

Aggregation (Prometheus and OpenSearch),

Visualization (Grafana and OpenSearch)

## 3<sup>rd</sup> Party

Standard Formats: i.e. JSON & OpenTelemetry

External Communications to 3<sup>rd</sup> Party (i.e. Splunk):

### AWS

Cloudwatch Metrics Stream, Kinesis and/or Lambda.

### OCI

OCI Service Connector Hub, OCI Streams



Application  
Performance  
Monitoring



Logging



Search



Monitoring



Logging  
Analytics

## Backup

# Native & 3<sup>rd</sup> Party

### Native

Usually, CSP started with many tools specific to storage: snapshots for EBS/BV, rsync on EFS, replication and cloning for DB, etc.

There are another interesting actions: Cloning and Replication.

### 3<sup>rd</sup> Party:

Virtual Machine from the Marketplace and access to infrastructure: agent and agentless, i.e. Commvault.



Backup/  
Restore



Block  
Storage  
Cloning



File  
Storage  
Snapshots



AWS Backup

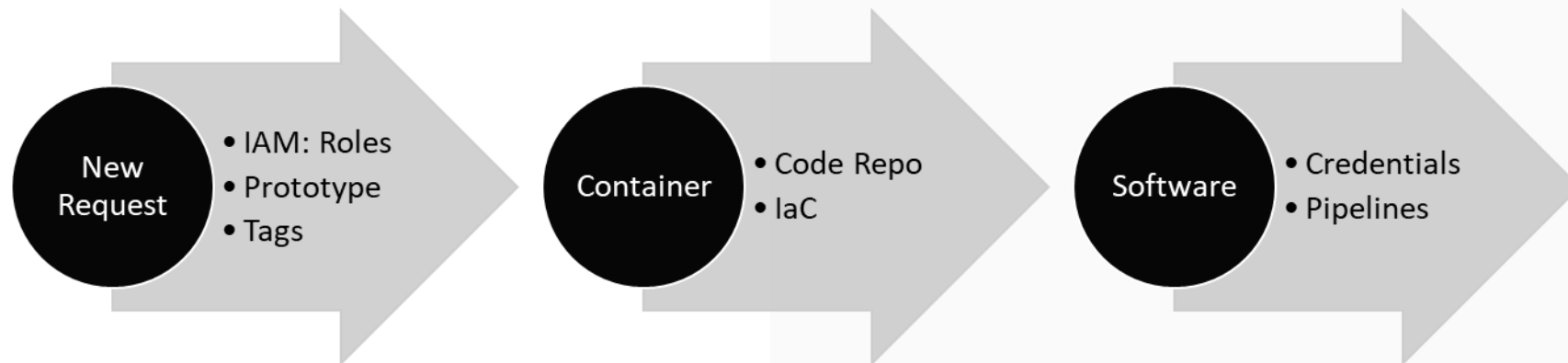
## Automation

# Pipelines

Self-Service Portal for New workloads.

Customized Modules for IaC (Terraform, CloudFormation, CDK, Pulumi).

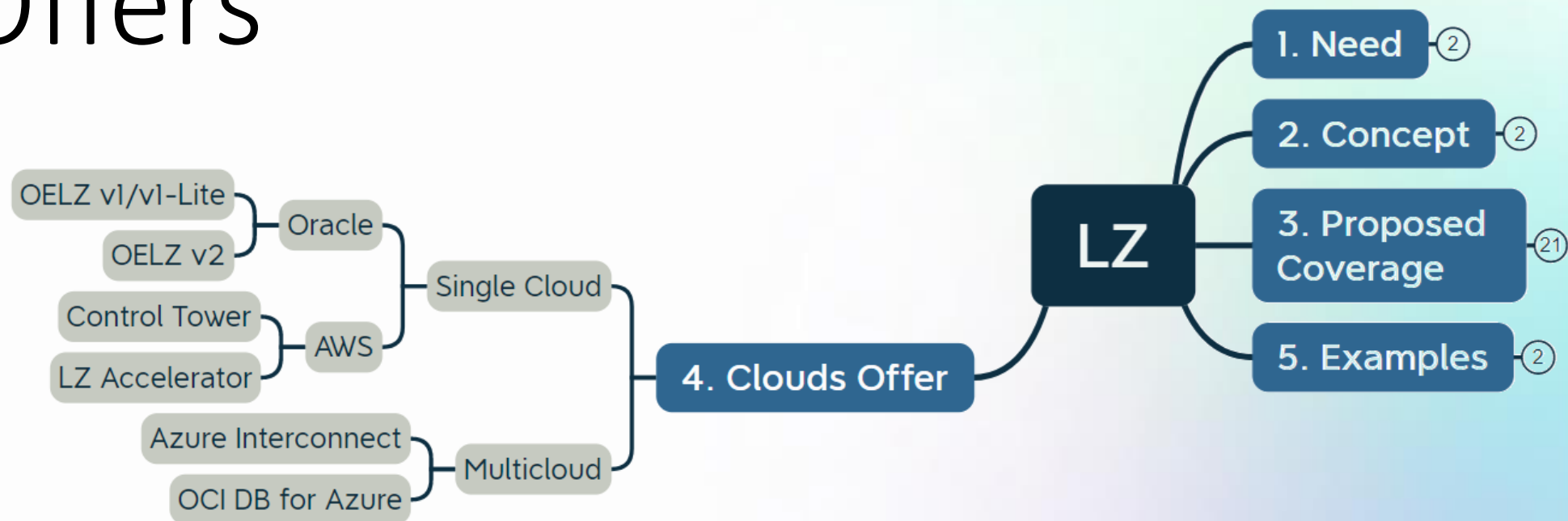
Customized Pipelines using Native Services (AWS Code Suite, OCI DevOps Services), Open Source (Jenkins) and Commercial Solutions (i.e. Github Actions, CircleCI, etc).



04

# Cloud Offers

CSP Approach





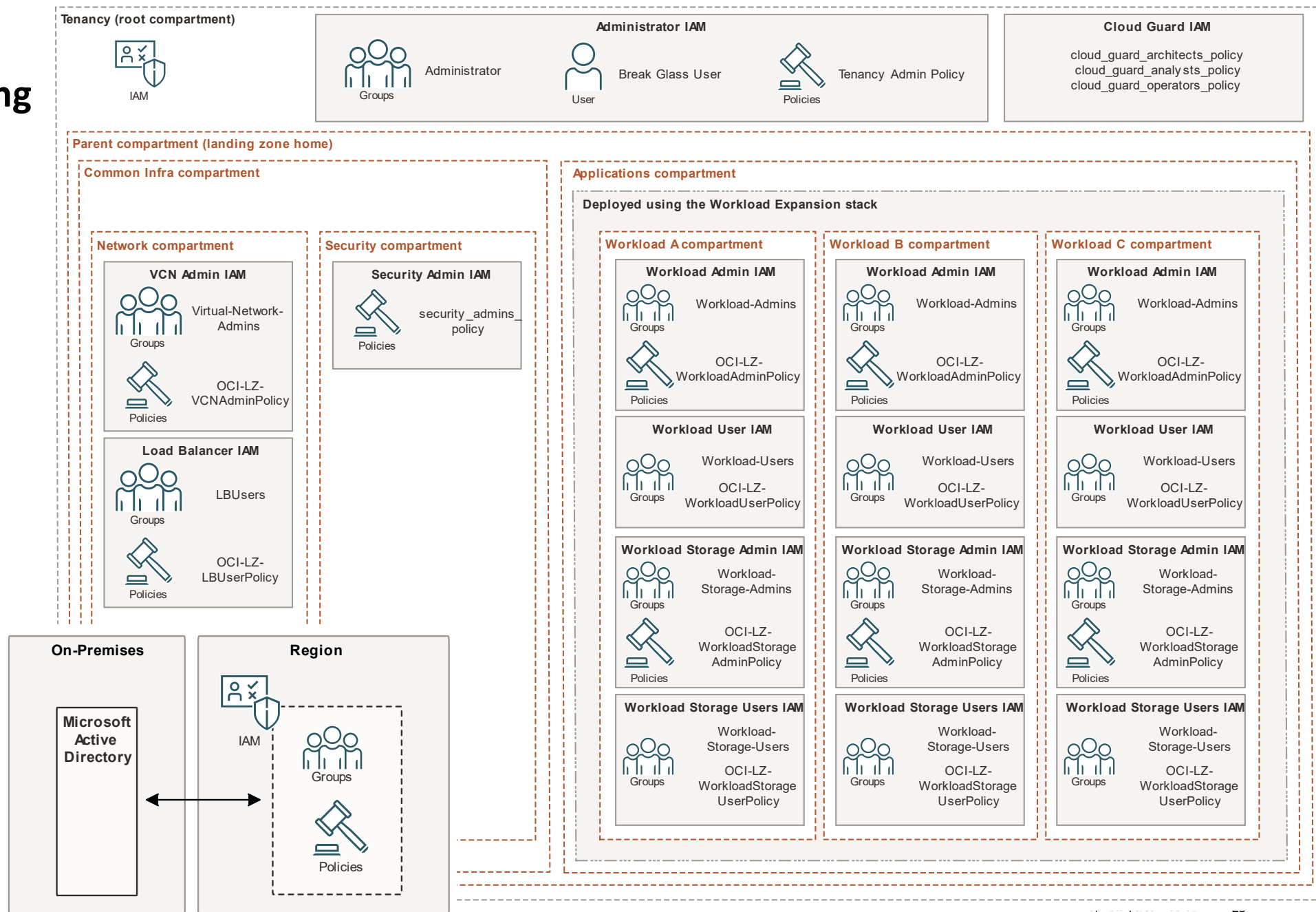
# Oracle Enterprise Landing Zone v1 – IAM

2 Terraform Templates:

- Baseline LZ (Core Infrastructure Components)
- Workload Expansion

For Authentication:

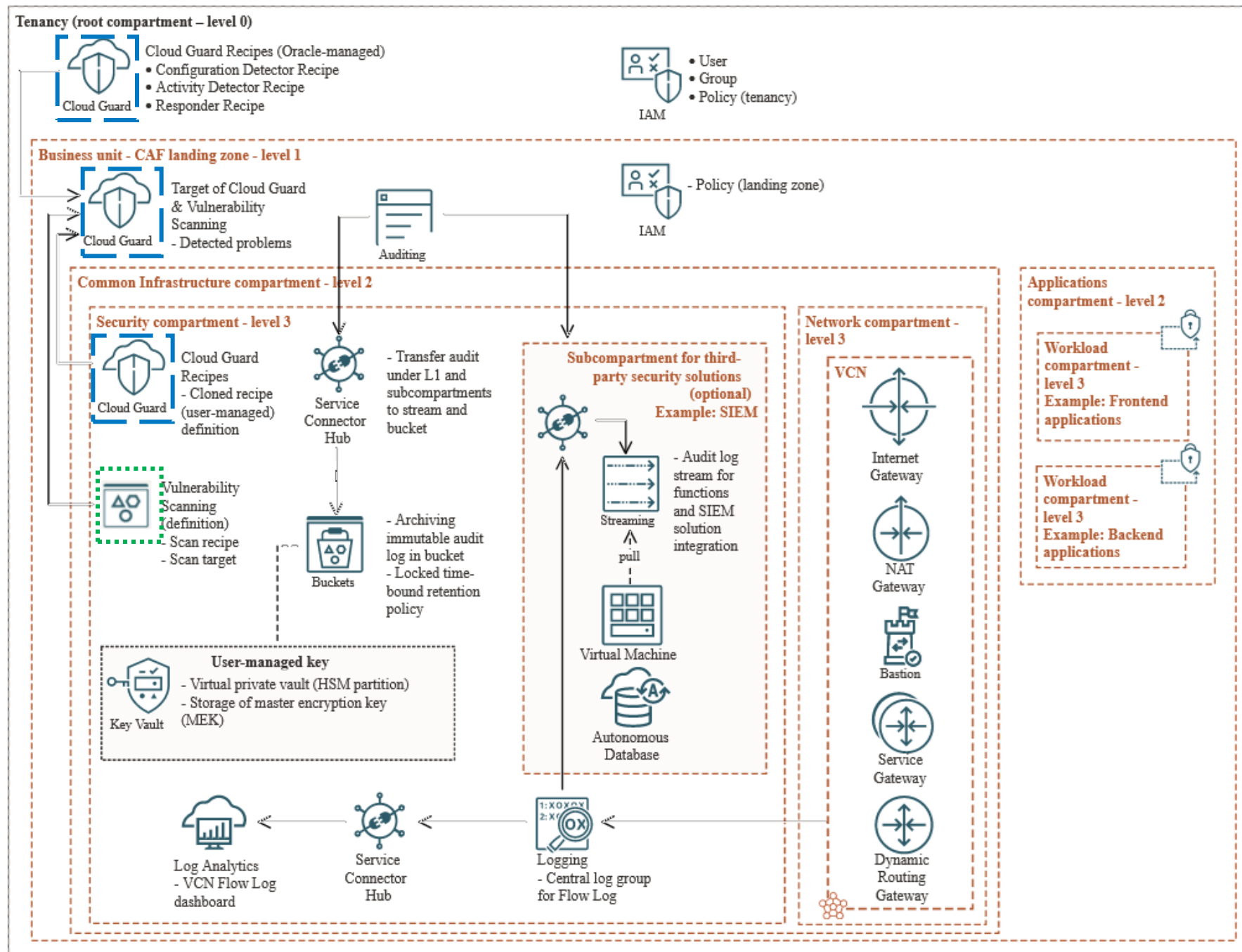
- IAM Groups and Policies
- Federated with MS Active Directory (Optional)
- Break-Glass Users (Recommended)



# Oracle Enterprise Landing Zone v1 – Security Posture

Take account of:

- Security Lists/Network Security Groups
- Routing Table for IGW, NAT GW and Service GW
- 2 subnets for Workloads: App & DB
- DRG: FastConnect or VPN
- Bastion Services to access to servers temporary.
- Centralized actions on Sec compartment: Cloud Guard, Audit, VCN Flow Logs, Archive with User-managed Key. Connector with Native and 3<sup>rd</sup> Party Services: Logs & SIEM.
- Cloud Guard.
- Vulnerability Scanning: Scan potential vulnerabilities on agent & agent-less schemas: OVAL, NVD & CIS.



# Oracle Enterprise Landing Zone v2

## OELZ v2 Features and Services

### Multi- Environment

#### Associated Service

#### Compartments

#### Description

Provides a new stack that offers compartment designs for Prod, Dev/Test/UAT. This allows customers to have isolated environments.

### Hub & Spoke Networking

#### Networking

Allows users to segment their environment on a network layer by having one-to-many relationships between the hub and spoke networks.

### Identity Domains

#### Identity, Compartments

Separates production and non-production environments on an Identity layer allowing customers to isolate different user personas.

### CIS Benchmarks 1.2

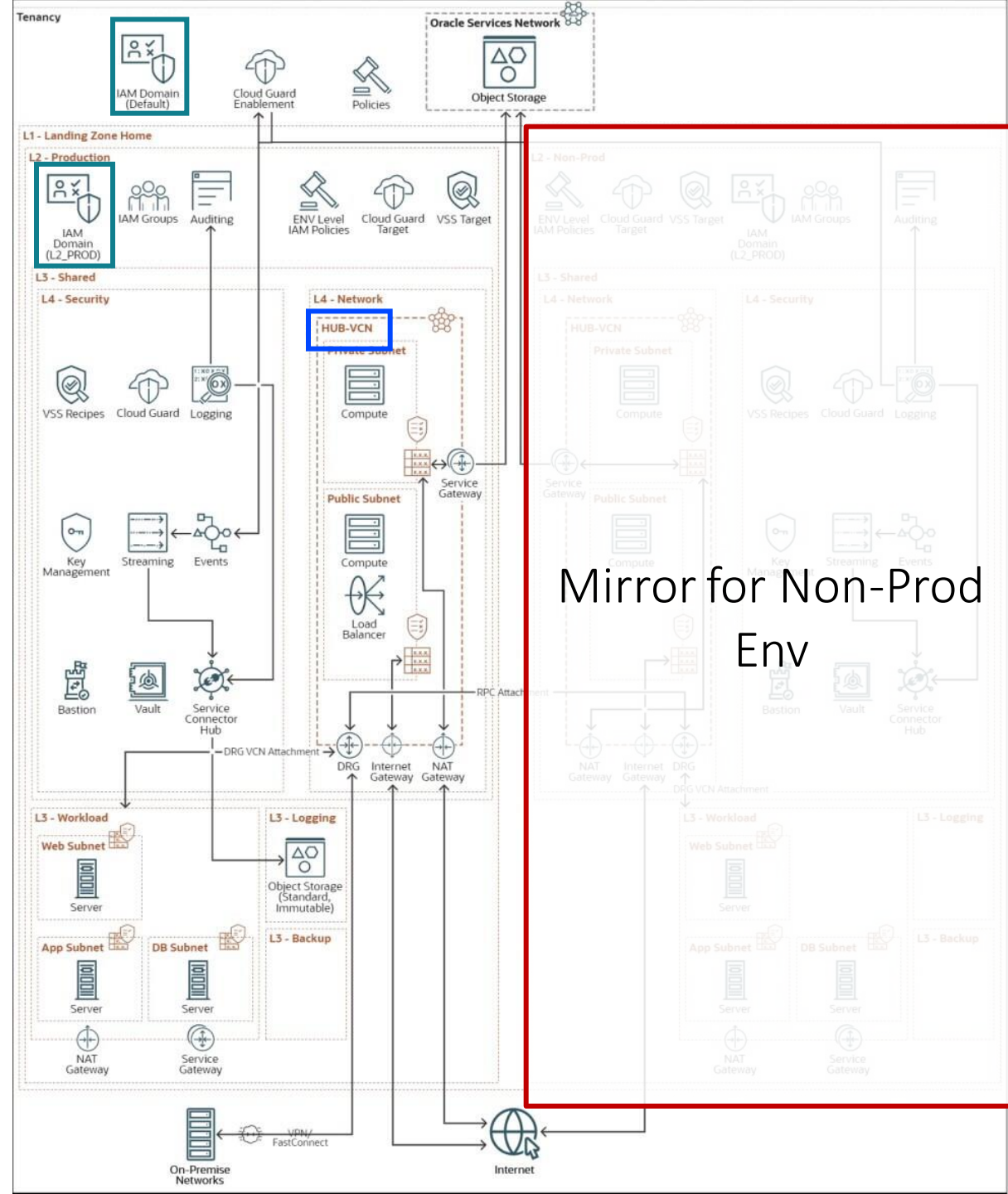
#### Security

Is compliant with [CIS Benchmark 1.2](#) Level 1.

### Modular Design

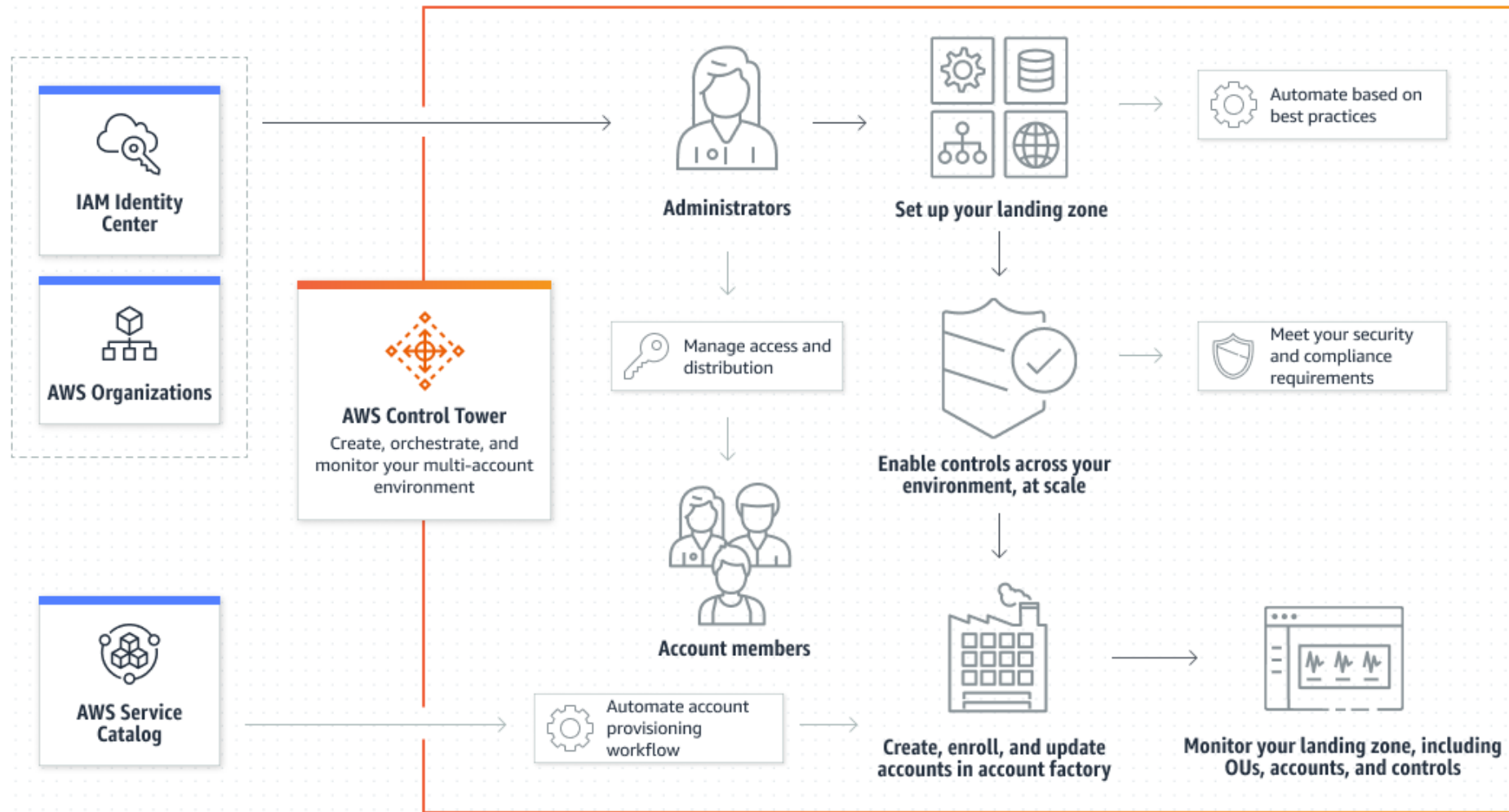
#### All

Makes it easier to customize, deploy in modular chunks.

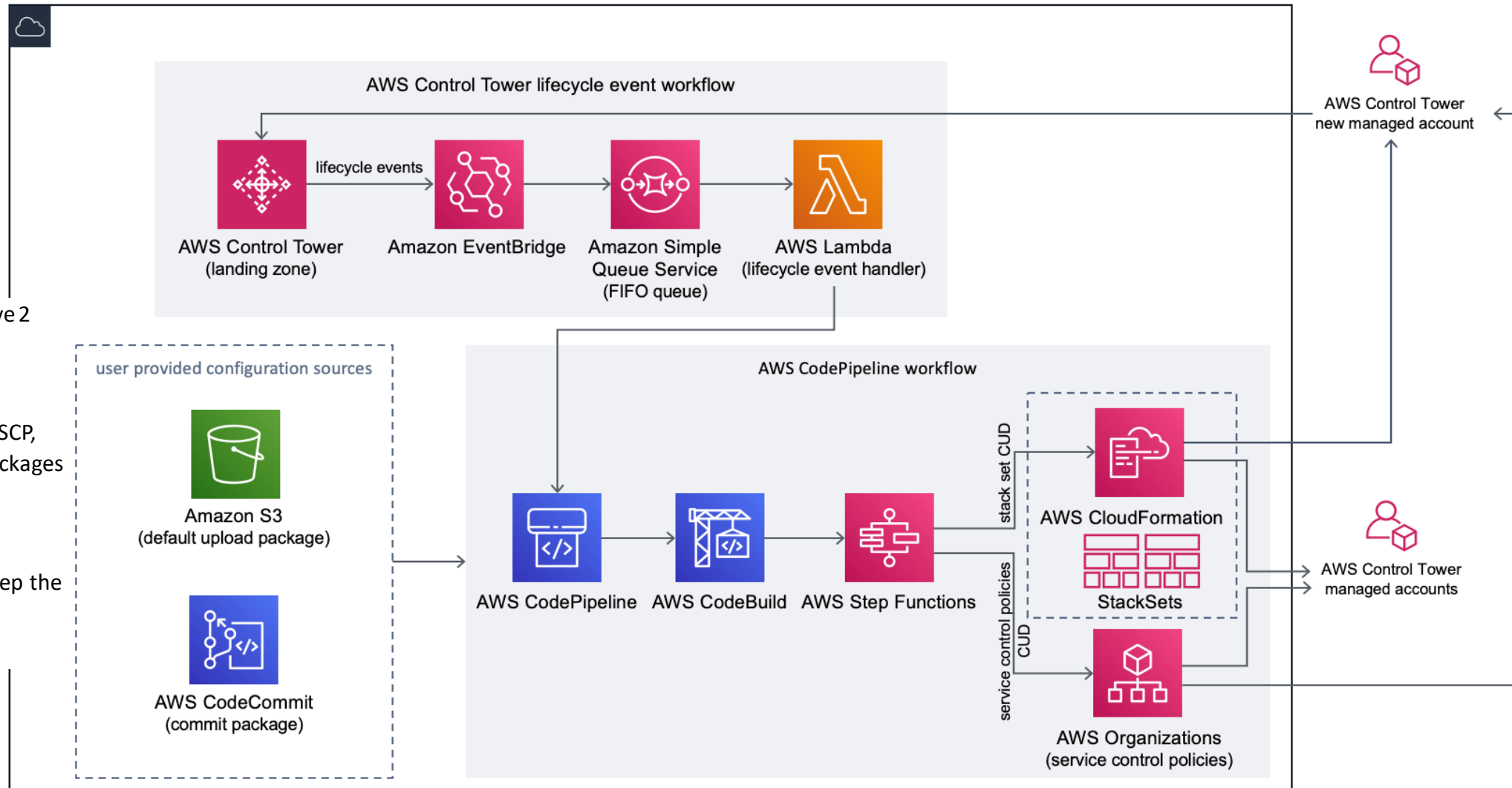


# AWS Control Tower

- Extend options from AWS Organizations (for Multi-account environments). If there are previous accounts, you need to register on Control Tower.
- Integrate with AWS multiaccount services/procedures, i.e. Account Factory.
- Guardrails the deviation from security best practices.



## Customizations for AWS Control Tower



On AWS Solutions Library, you have 2 main customizations:

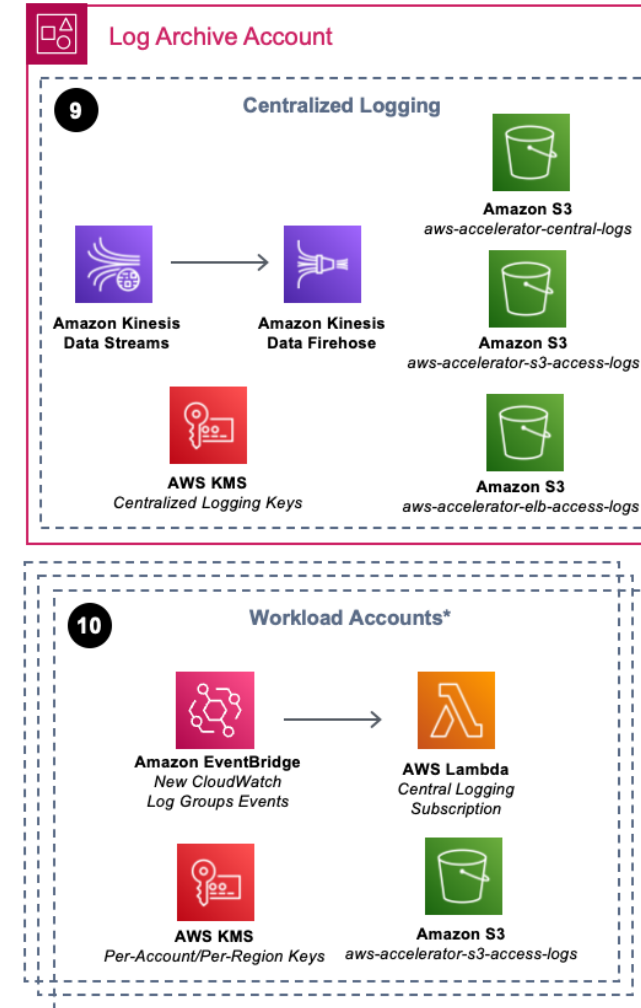
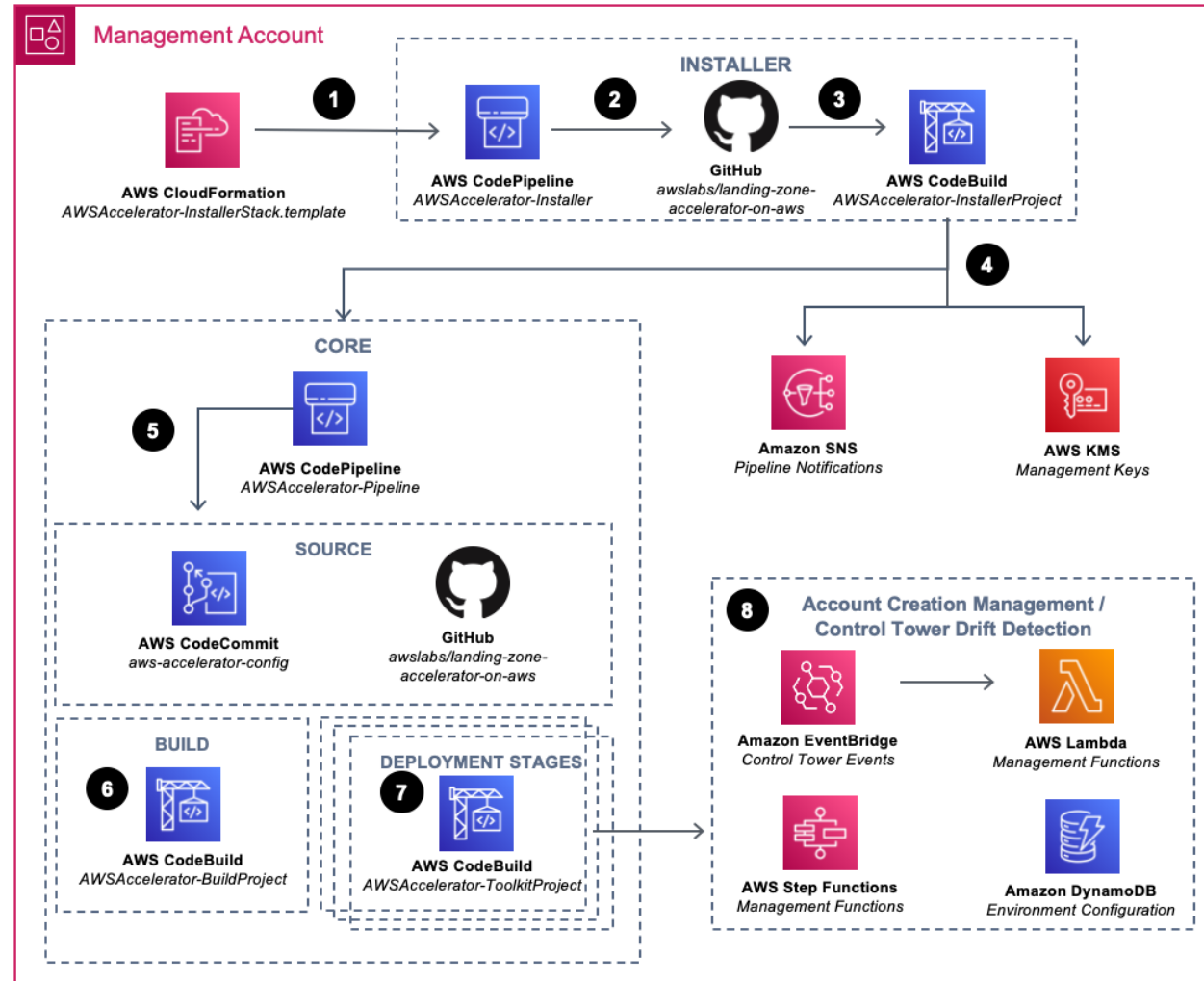
- Existing accounts to add it.
- Configuration sources: Update SCP, StackSets and Configuration Packages to the accounts on the LZ.

>>

AWS Codepipeline workflow to keep the policies running.



# Landing Zone Accelerator



\* Additional resources not depicted are deployed based on configuration

## Azure Interconnect Partnership

### 1. Technology integration

- Private interconnect with FastConnect and ExpressRoute
- Unified identity and access management

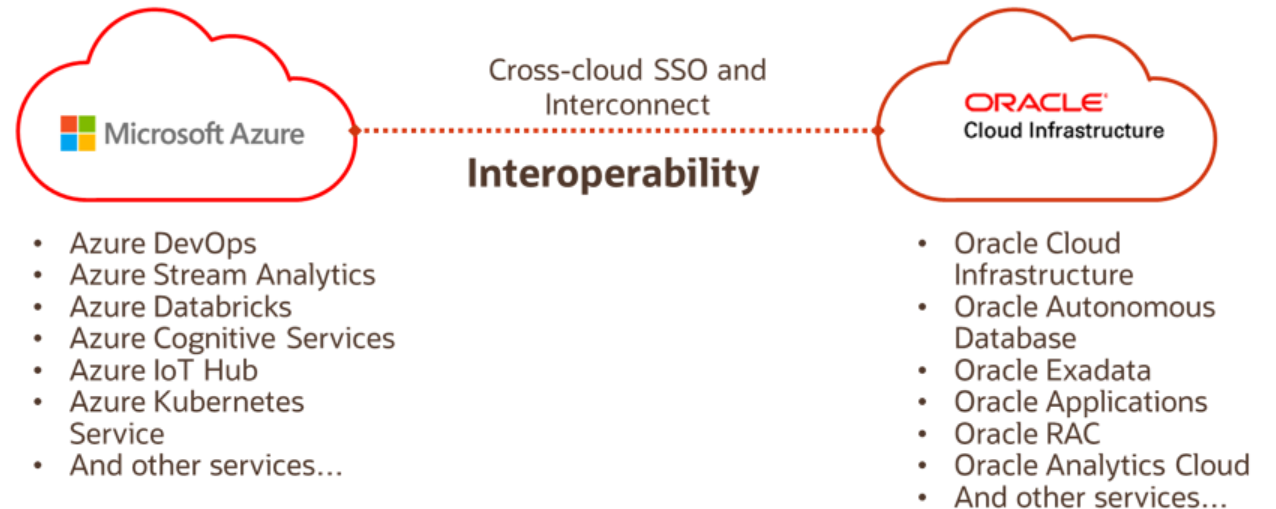
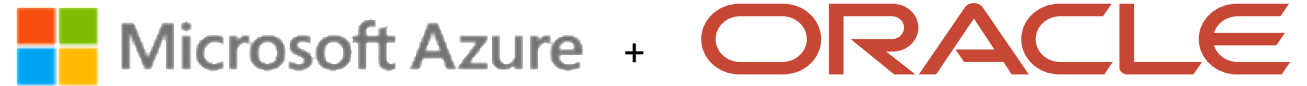
### 2. Application interoperability

- Tested, validated, and supported application deployments
- Innovate across clouds
- Large choice of services
- Leverage existing investments: Maximize ROI for Licenses. No charge by traffic.

### 3. Collaborative support model

Joint, collaborative, standard support model

- Seamless issue resolution



## Azure Interconnect

### FastConnect and ExpressRoute

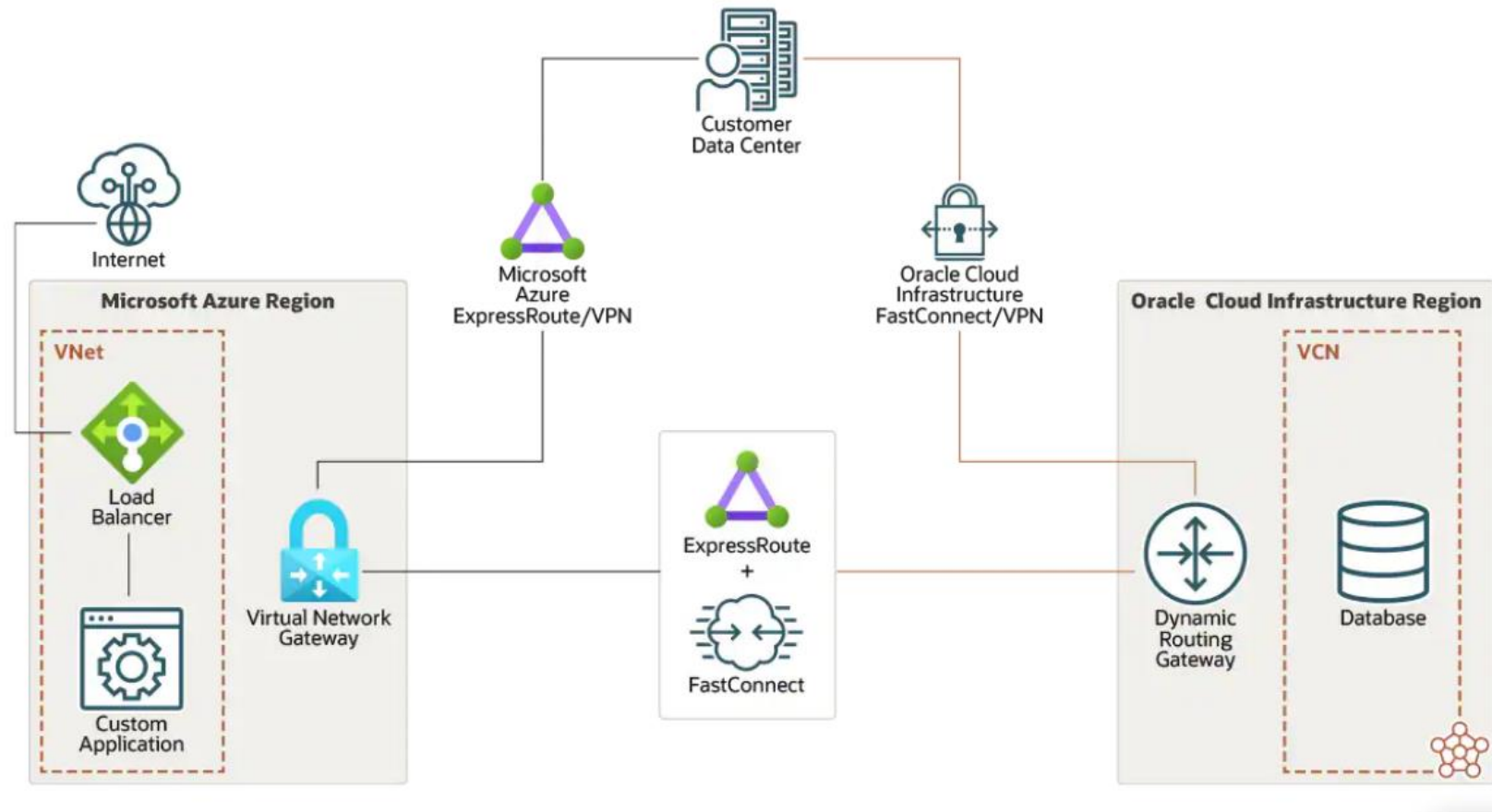
- No intermediate service provider required for setup
- No bandwidth charges in either direction

### Performance and Security

- Lowest multi cloud latency
  - Average latency across interconnect: ~1.2ms to ~2.1ms
- High bandwidth with a private connection

### Simplified implementation

- Terraform scripts to automate provisioning and deployment

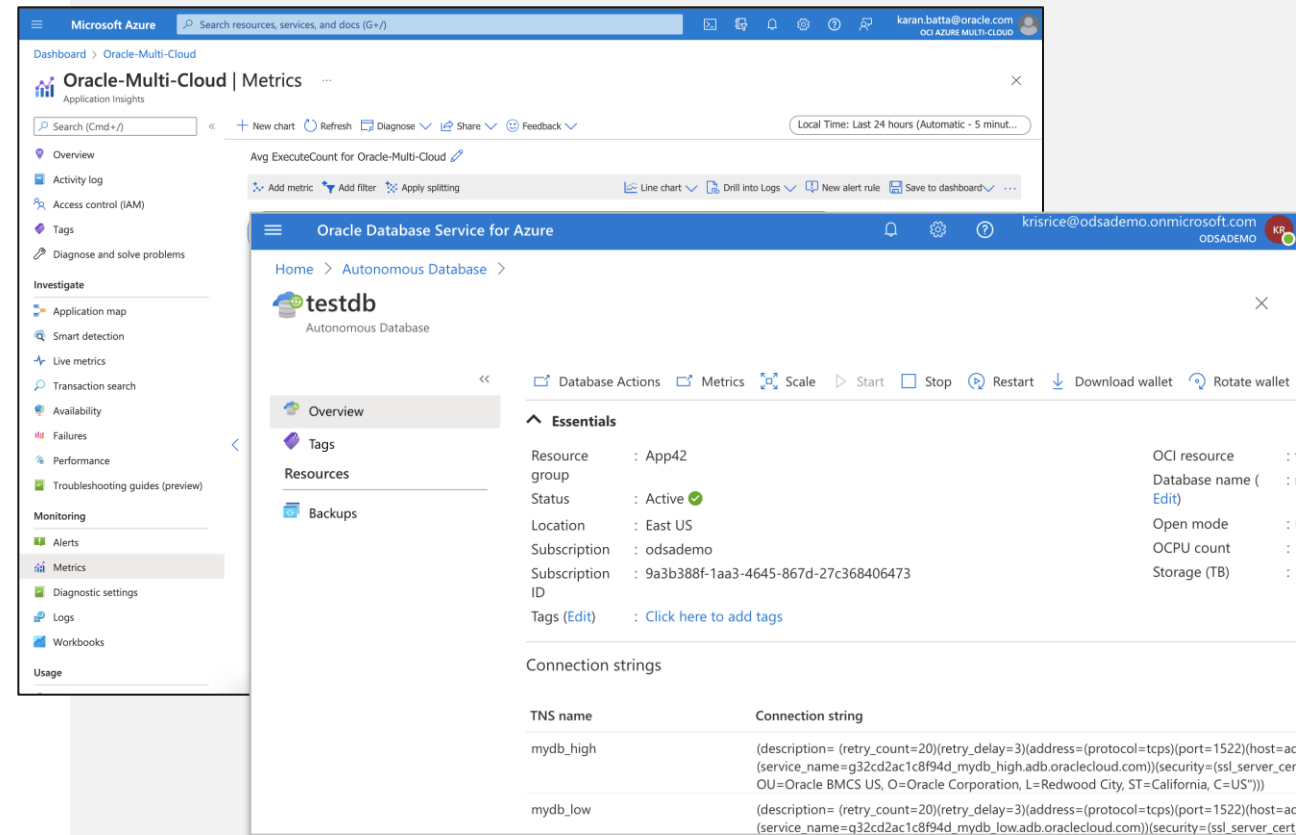


*\*Note: Latency is a function of the service not a function of the interconnect*



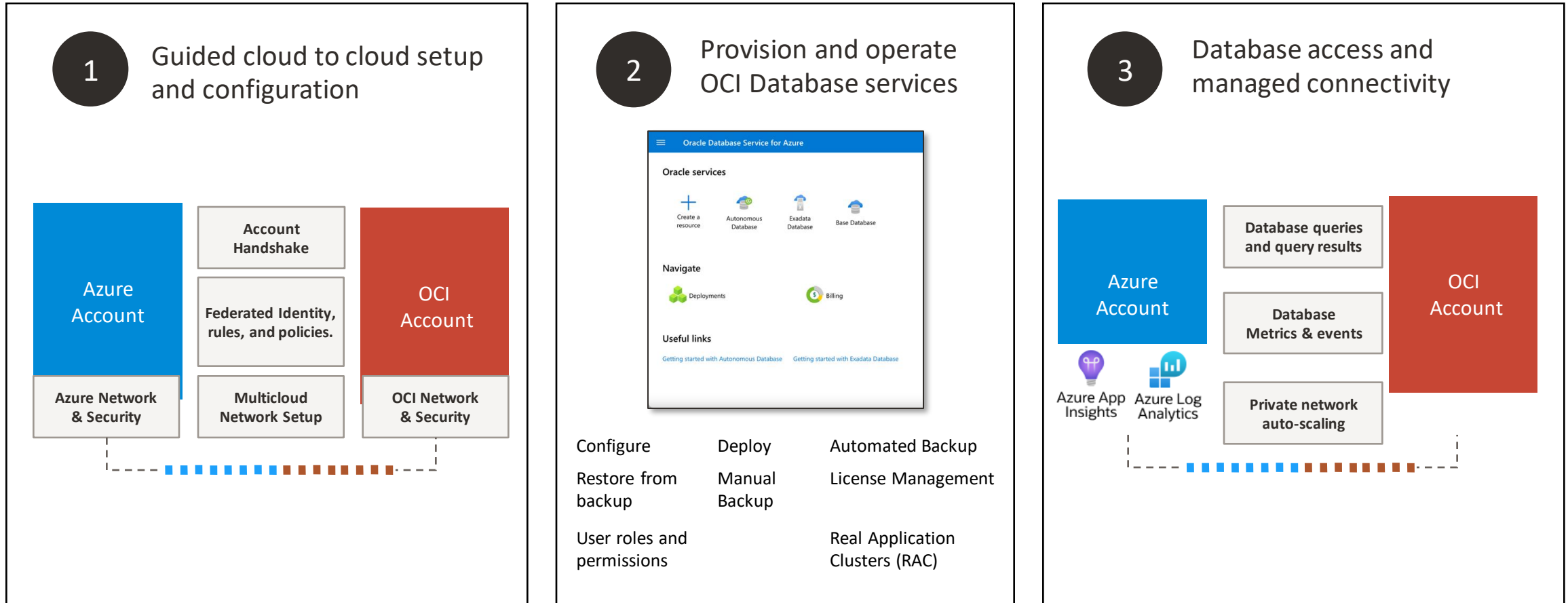
# Introducing the Oracle Database Service for Azure (ODSA)

An Oracle managed service that enables customers to easily provision and manage Oracle databases running on OCI using an Azure-native API and console experience.



1. Connect Azure and OCI
2. Provision OCI databases
3. Use your OCI database like an Azure resource
4. OCI manages Azure-to-OCI networking

# How does the ODSA work ?



05

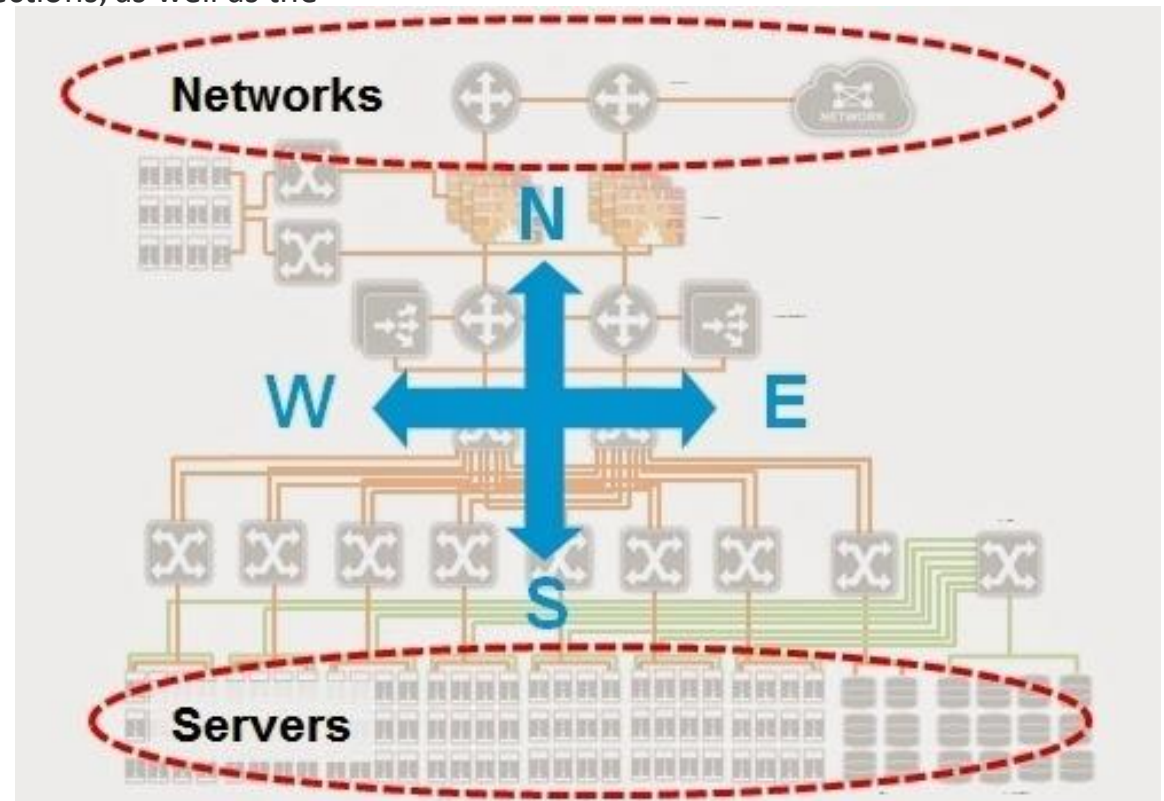
# Examples

LZ Deployments in Colombia

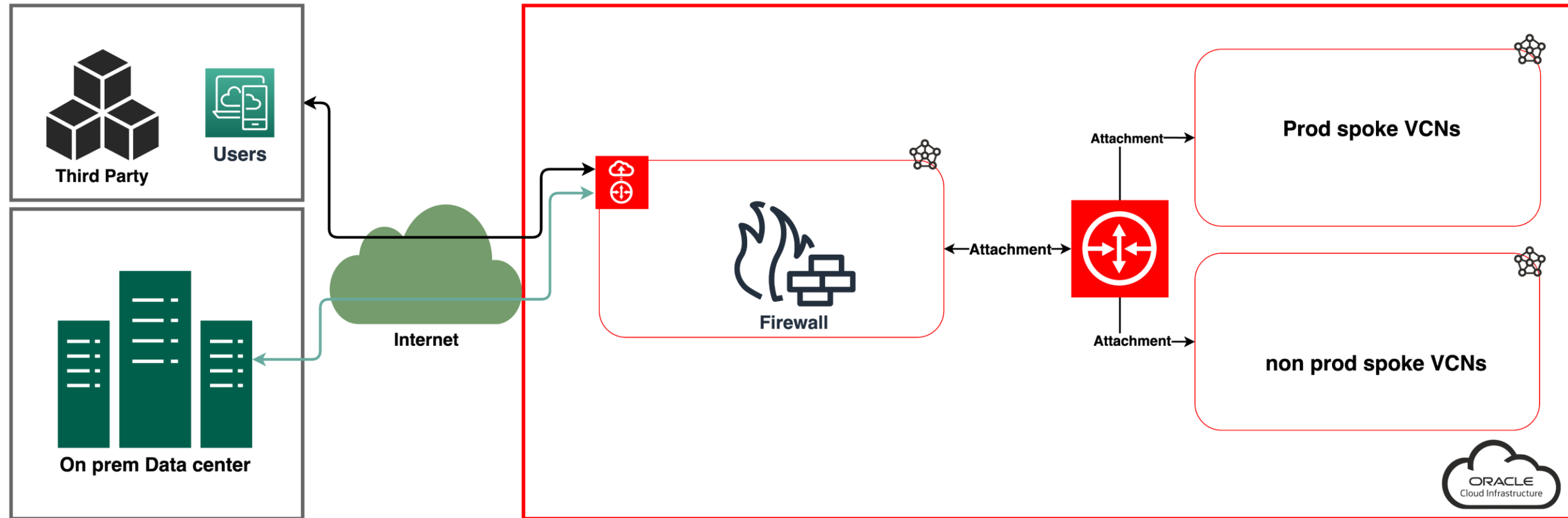


## Common functional and quality requirements.

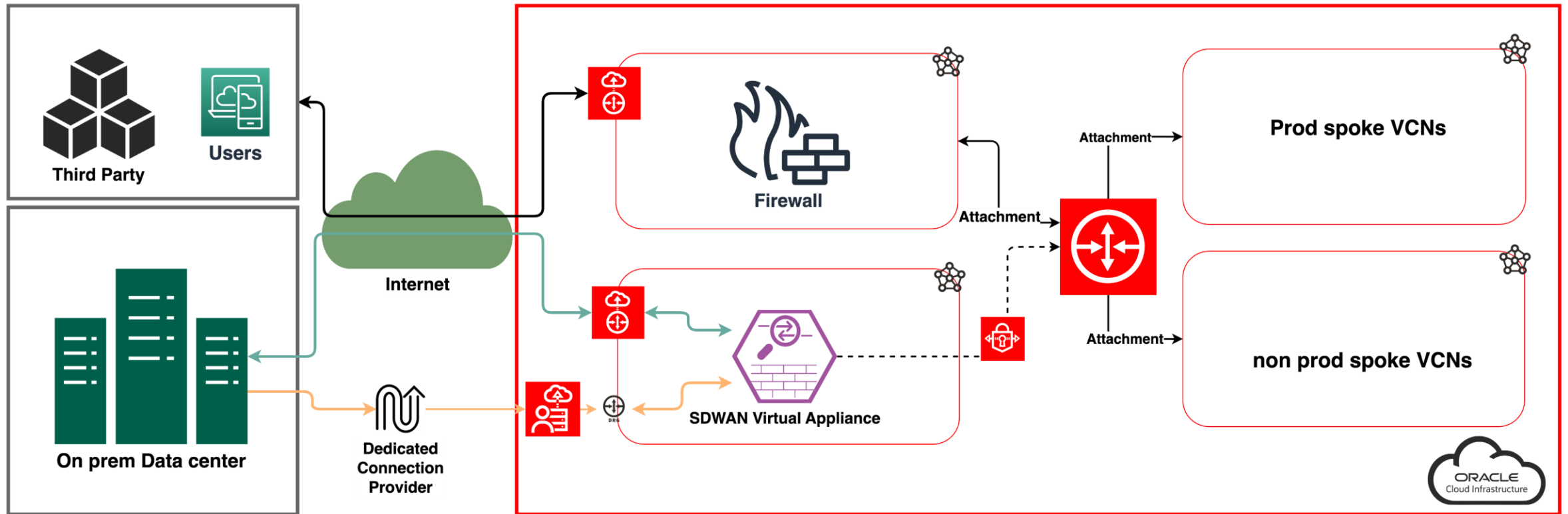
- A centralized firewall that inspects traffic in east-west and north-south directions.
- To separate the traffic of the production environments from the traffic of the non-productive environments.
- Enable high availability and/or redundancy schematics in the connections, as well as the implementation of traffic engineering policies.
- To centralize the management of users and groups.
- Centralize key and secret management
- Enable Monitoring, Vulnerability Scanners, Update management



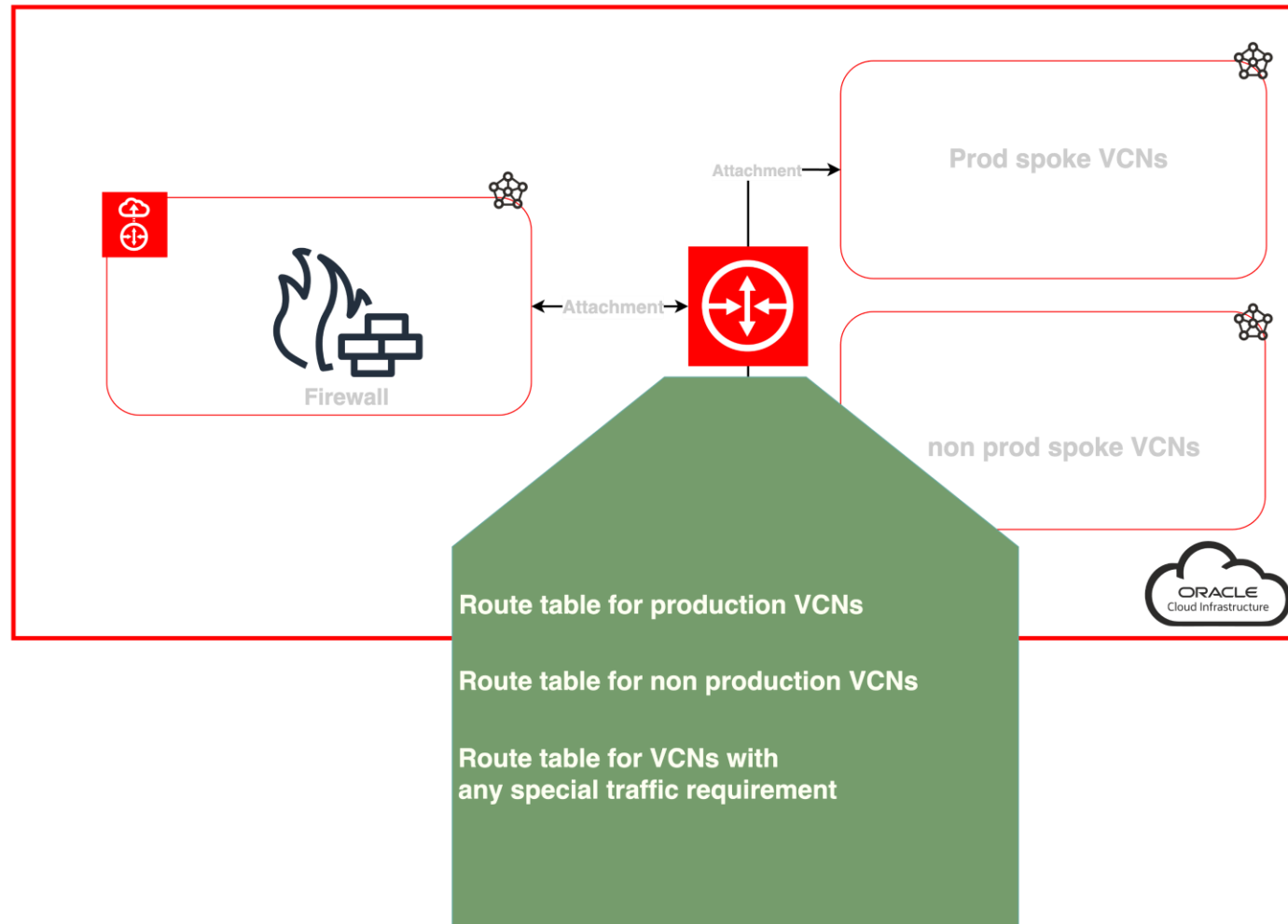
## Telecommunications company: Solution using one unique HUB VCN



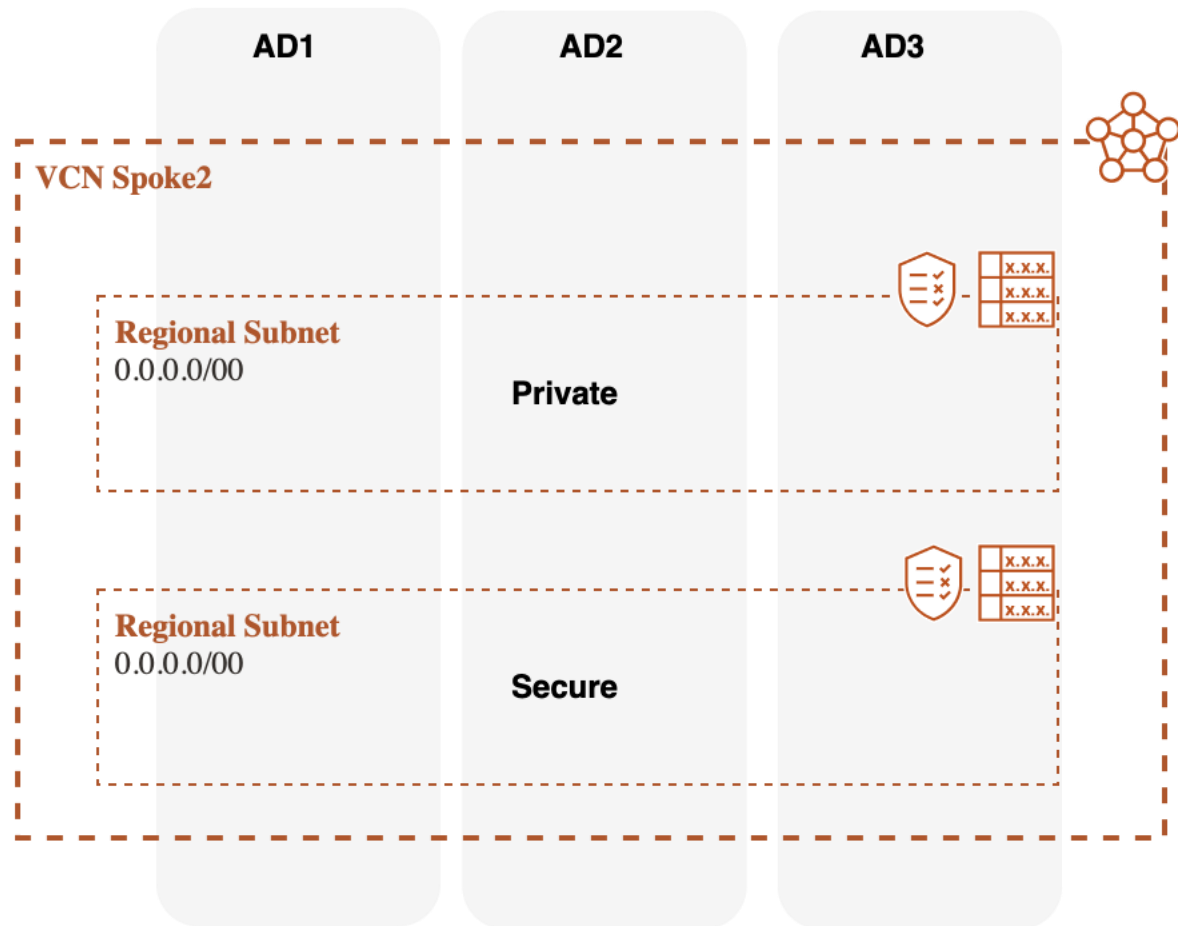
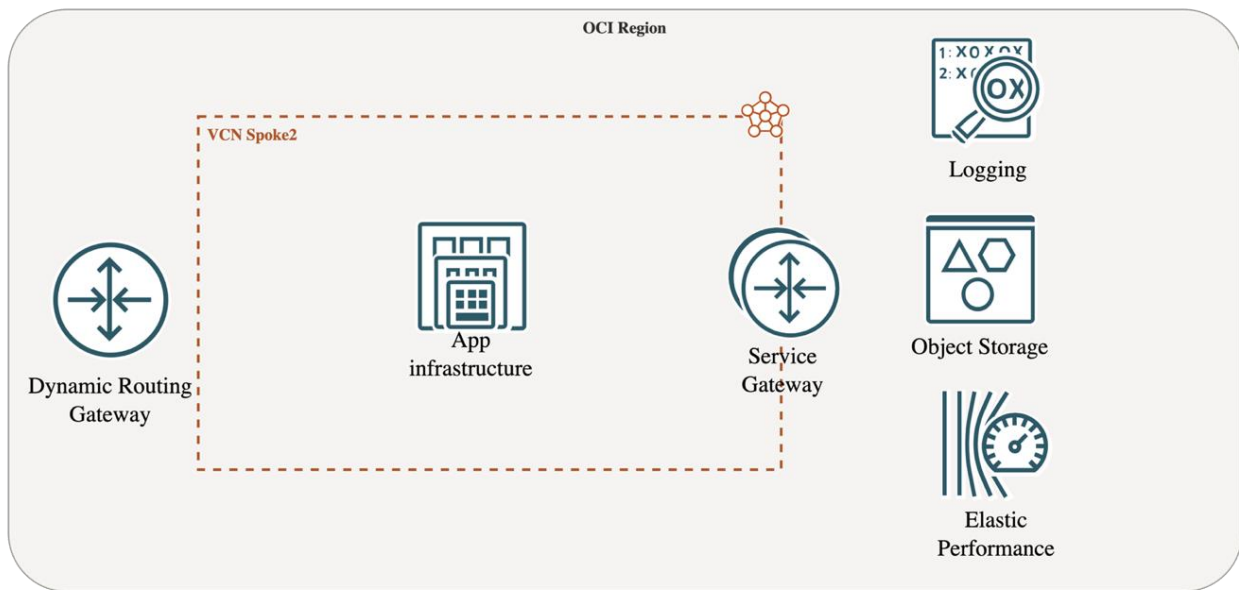
## Financial company: Solution using two HUB VCNs



## Environment separation and traffic engineering

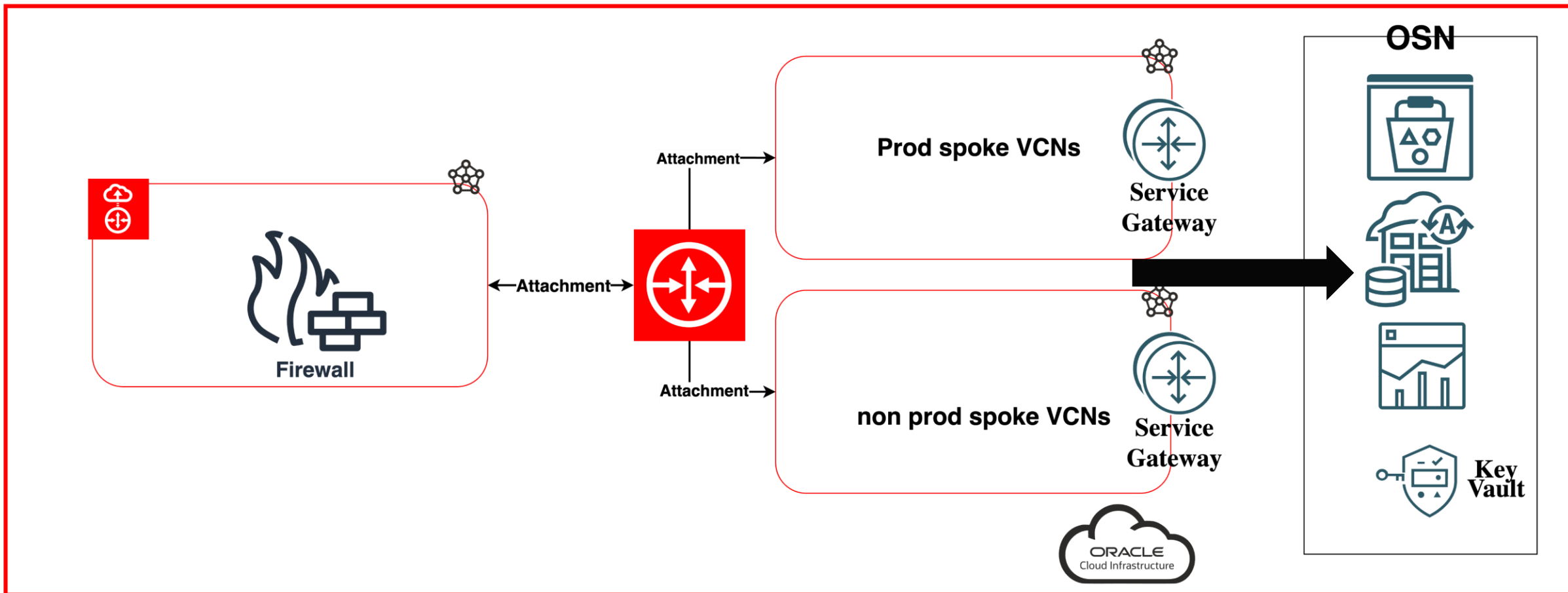


# Applications deployment

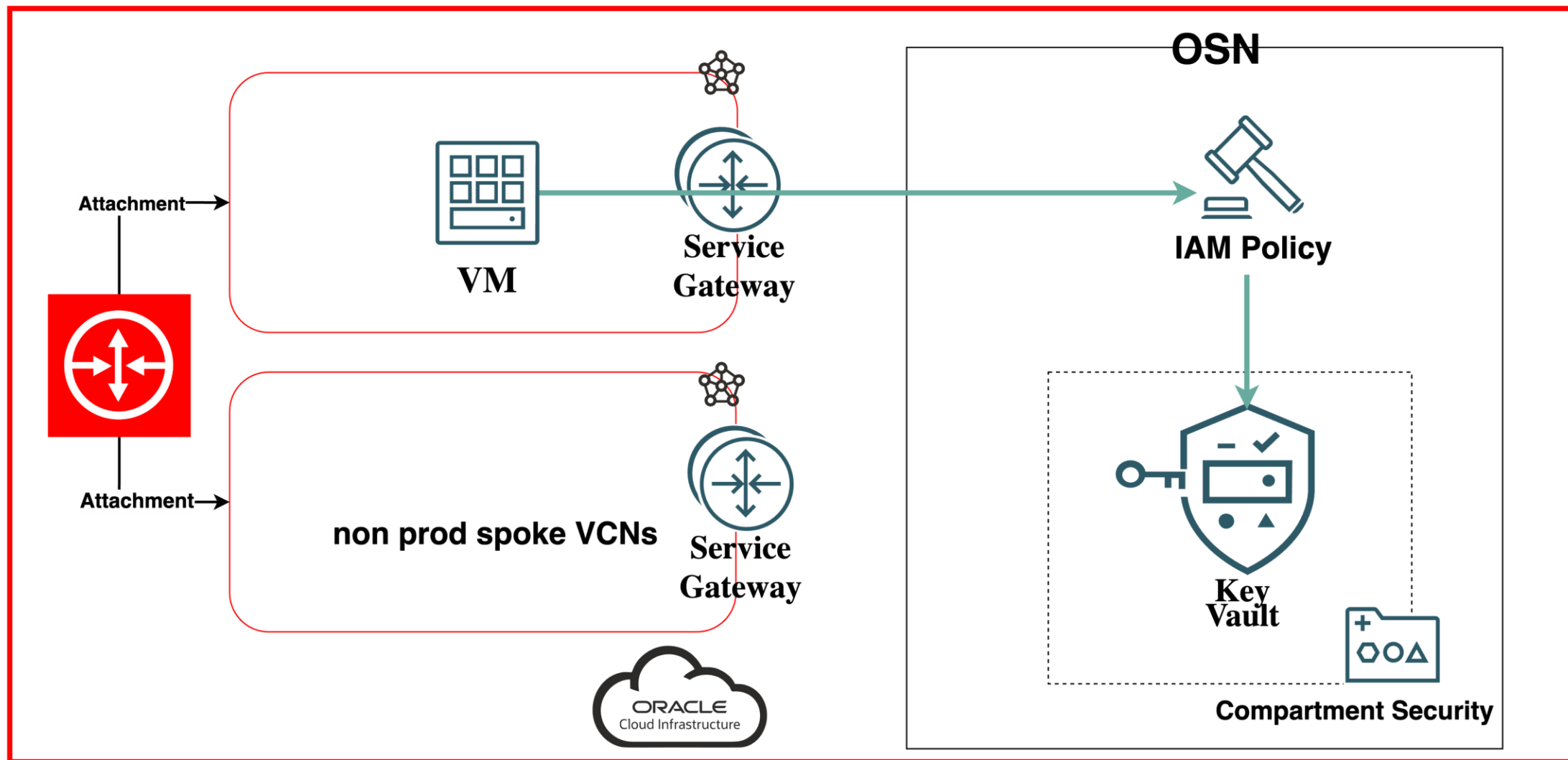




## Communication with regional services



## Keys and secrets management



## Differences between organizations.



- Similar requirements to save PSI and PII
- Similar security layers to control access and avoid external attacks.



Less restrictive access control policies.  
Some environments can be directly exposed to internet.  
not all applications require to be deployed with high availability

Very restrictive access control policies.  
Multiple instances of each deployment.  
High performance and auto scalability on transversal infrastructures.  
Stringent RTO and RPO.

# Q&A Section

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On

[fmorenod81/devopscustomerstories2023 \(github.com\)](https://github.com/fmorenod81/devopscustomerstories2023)

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