

CLOUD CUSTOMER GOVERNANCE FRAMEWORK

Objective of the Framework

Establish a collaborative, structured and recurring model between supplier and customer to ensure:

- The delivery and sustainability of defined business benefits.
- Continuous alignment between technology, processes, and business objectives.
- The efficient, secure, and optimized use of the AWS platform.

GOVERNANCE FRAMEWORK STRUCTURE

Client-Supplier Governance Committee

Role	Responsibilities	Participants
Strategic Executive Committee	Evaluate results, ROI, long-term vision. Approve key decisions.	CxO client + Supplier Account Manager
Tactical Management Committee	Alignment with quarterly targets, KPI review, optimization.	Client IT Leader, Supplier Architect, Project Manager
Technical Operational Table	Weekly monitoring of incidents, improvements, support, technical changes.	DevOps, N1/N2 Support, AWS Administrator, Key Users

Phases of Cloud Value Tracking

Phase 1: Defining Desired Business Outcomes (in onboarding)

The following are defined with the client:

- Key indicators (e.g. cost reduction, improved availability, increase in online sales, compliance with regulations, etc.).
- Measurable and measurable success criteria.
- Prioritization of cloud initiatives by impact.

Phase 2: Establishing KPIs and Metrics

Examples of KPIs according to objective:

Objective	Metric	Fountain
Reduced IT costs	% Monthly vs. On-Premise Savings	Cost Explorer AWS
Improved availability	Average time without service	CloudWatch Logs
Accelerate deployments	Provisioning Time	CI/CD Logs
Compliance	No. of critical alerts	AWS Config / Security Hub

Phase 3: Platform Value and Status Review

Frequency	Activity	Participants
Weekly	Technical operational review (tickets, incidents, changes)	Mesa Operational
Monthly	Value generated report (savings, efficiency, availability)	Tactical Committee
Quarterly	Strategic Business Committee (ROI, evolution, next steps)	Executive Committee

3. Communication and Decision Making Model

- **Escalation of incidents** according to criticality defined in the SLA.
- **Change management:** Every substantial change in infrastructure or policies is documented.
- **Investment decisions** (such as new workloads, automation, or expansion) are proposed to the Tactical Committee and approved by the Executive Committee.

4. Framework Support Tools

- **AWS Well-Architected Tool:** To evaluate architecture every 6 months.
- **AWS Cost Explorer and Trusted Advisor:** For cost control and recommendations.
- **Personalized customer dashboard:** Dashboard with key metrics.

Guarantees and Benefits of the Framework

- **Transparency:** Client has full visibility of the platform and decisions.
- **Shared responsibility:** Clear roles to avoid bottlenecks.
- **Continuous value:** It does not stop at delivery, it is maintained and improved.
- **Misalignment prevention:** Deviations from objectives are anticipated.