**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.