



AWS Managed Services FAQs

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Frequently Asked Questions

Why did we build AWS Managed Services?

It all comes down to customer choice. When our customers ask us for a capability, we listen. AWS Managed Services was built for Fortune 100 companies who asked us to develop the single-vendor capabilities required for them to move thousands of workloads to AWS, and receive comparable SLAs and capabilities of their existing on-premises solutions and outsource providers. AWS Managed Services was our response to this very specific ask, and we are building the prescriptive standards and tools needed to unlock very significant enterprise workloads at scale. We believe that there is a huge opportunity for multiple companies to be successful serving these needs, especially those that are using the cloud to reinvent the managed services industry.

How can I start using the service?

Onboarding for AWS Managed Services is initiated through an AWS Managed Services Jumpstart. Each Jumpstart follows a standard process, and consists of three distinct phases: IT transformation design and strategy, initial selection of applications for migration, and the onboarding to the AWS Managed Services platform. For more information on onboarding to AWS Managed Services, please contact your AWS sales representative.

How can AWS Managed Services help Enterprises accelerate cloud adoption?

AWS Managed Services helps accelerate cloud adoption by defining a standardized operating environment and common application stack templates

for use by both cloud-native and traditional workloads. AWS Managed Services can fast-track cloud adoption by providing a turnkey service that augments or replaces your infrastructure management capability, and maintains your existing operational processes.

Is AWS Managed Services just for Enterprises?

We designed AWS Managed Services to meet the needs of Enterprises that require stringent SLAs, adherence to corporate compliance, and integration with their systems and ITIL®-based processes. While there is nothing to prevent smaller businesses from gaining value from AWS Managed Services, this level of infrastructure management is intended for the Enterprises.

Does AWS Managed Services manage applications?

No. AWS Managed Services manages endpoint security, directory services, and critical network appliances, but does not manage the installation, configuration, or monitoring of applications. We have a community of APN Partners who provide application management as part of their portfolio of services.

What is the difference between AWS Managed Services and the AWS Managed Service Provider (MSP) Program?

AWS Managed Services is not to be confused with the AWS Managed Services Program, which thoroughly vets an APN Partner's own managed services offerings and next-generation cloud managed services capabilities. AWS Managed Services is a new AWS offering that AWS Managed Services Partners may add to complement their overall managed services portfolio. These Partners undergo AWS Managed Services-specific training, which includes simulated customer onboarding and operational experience with the AWS MS API/CLI.

AWS MSP Partners undergo a rigorous validation audit of over 80 checks that includes capabilities around application migration, DevOps, CI/CD, security, as well as cloud and application management. They also have many years of experience in providing full lifecycle migration, integration, cloud management, application management and application development.

What opportunities do APN Partners have with AWS Managed Services?

AWS MSP Partners maintain a significant opportunity to differentiate themselves with AWS Managed Services. The traditional role of an MSP has been focused on running and operating environments, which is what AWS Managed Services is

also focused on; however, next-generation AWS MSPs provide services well beyond this scope to help customers take greater advantage of cloud-native functionality to drive agility and innovation across their businesses. AWS MSPs can plan & design, build & migrate, run & operate, and optimize on an iterative basis from infrastructure through applications. AWS Managed Services is able to fulfill the run & operate portion of this lifecycle for infrastructure for a specific set of customers and workload types, but many customers require MSP services above and beyond that scope.

Key to the integration and deployment of AWS Managed Services, AWS Consulting Partners enable Enterprises to migrate their existing applications to AWS, and integrate their on-premises management tools with their cloud deployments. AWS Consulting Partners will also be instrumental in building and managing cloud-based applications for customers running on the infrastructure stacks managed by AWS Managed Services. Onboarding to AWS Managed Services typically requires 8-10 weeks of design/strategy, system/process integration, and initial application migration, all of which can be performed by qualified AWS Consulting Partners.

How do APN Partners and AWS Managed Services work together?

AWS Managed Services is focused on managing AWS infrastructure, and customers will continue to rely on APN Partners for many of the services they do today, such as hybrid, multi-cloud, application management, application development, and application migration. Customers can benefit from our APN Consulting Partners' deep industry-specific expertise. For customers who want a single vendor to manage both applications and AWS infrastructure, validated AWS Managed Service Providers deliver full-lifecycle support for applications, while AWS Managed Services manages ongoing infrastructure operations.

How can APN Partners offer AWS Managed Services to AWS customers?

In early 2017, we plan to launch an AWS Managed Services partner program that will allow AWS MSP, as well as AWS Migration and DevOps Competency partners to add AWS Managed Services to their service portfolio. This will include a new AWS Managed Services designation as part of the [AWS Service Delivery Program](#) for APN Partners. In order to qualify to participate and become a designated AWS Managed Services Service Delivery Partner, APN Partners will need to complete either the [AWS Managed Service Provider Program](#) validation process, and/or earn the [Migration](#) or [DevOps](#) Competency, as well as complete the specialized AWS Managed Services Partner training. Please bookmark the [APN Blog](#) for up-to-date announcements pertaining to this launch.

How does AWS Managed Services leverage automation?

Automation is pervasive throughout AWS Managed Services, but it is most prevalent via our change management system. A “change type” within AWS Managed Services can be fully automated, manual, or a mix of both. AWS Managed Services will automate repetitive requests as encountered, and fully automated change types, such as provisioning new resources, are self-service, meaning you do not have to wait for an engineer to execute the change via a manual queue. Automated changes also have the advantage of having known risk profiles, pre-defined rollbacks, and support concurrent execution.

Will AWS Managed Services work with existing ITSMs?

We designed AWS Managed Services to operate via APIs, making it possible to integrate the service into a wide range of existing ITSM systems and development platforms. An AWS Console presence is also available to fast track proofs of concept, and for interim operation before a full ITSM integration by [AWS Professional Services](#) or an [AWS Managed Services Partner](#).

For which ITSM tools does AWS Managed Services provide standard integrations?

We provide standard integrations with [ServiceNow's](#) Helsinki, and Istanbul release.

What industry standards does AWS Managed Services comply with?

AWS Managed Services follows ITIL, a popular IT service management framework used by many Enterprises. Many of the underlying AWS services managed by AWS Managed Services are certified (PCI, ISO, SOX, HIPAA), and AWS Managed Services is in the process of obtaining its own certifications.

What operating systems does AWS Managed Services support?

AWS Managed Services currently supports Microsoft Windows Server, Red Hat Enterprise, and Amazon Linux.

Does AWS Managed Services manage all AWS services?

AWS Managed Services currently supports the 20+ services most critical for Enterprises, and will continue to expand our list of integrated AWS services.

Can AWS Managed Services support traditional workloads?

Yes. With the AWS services currently supported, AWS Managed Services can support the majority of workloads that can run on AWS.

How do I deploy applications on AWS Managed Services?

AWS Managed Services supports three methods of application deployment:

- *Immutable* – Applications are installed and burnt into an AMI, which is used to deploy new infrastructure for each release.
- *Deployment Automation* (e.g. CodeDeploy, Chef, Puppet) – automatically install and configure your application on existing or newly created infrastructure using scripting and recipes.
- *Manual* – deploy your infrastructure and submit a follow-up change request for administrative access to install an application during a change window.

Operational processes and logging remain the same regardless of the method of application deployment, leaving the choice up to you and your application developers.

Does AWS Managed Services manage on-premises resources or other public clouds?

No, AWS Managed Services focuses on managing operations for AWS.

Will I still have access to my resources?

As part of onboarding, AWS Managed Services will assume control of your account, but you can still receive full administrative access to your OS by filing change requests which kick off network access (via bastion), activation of your corporate AD credentials on the stack, and logging within a change window. AWS Managed Services engineers follow the same process as you do to gain access to managed resources. All access requests flow through change management, and neither party has persistent access to managed resources.

Can I access my managed environments from my corporate network?

Yes. All resources are part of your private address space and domain. Managed workloads can access on-premises applications, middleware, and data via AWS Direct Connect or VPN.

In which AWS regions is AWS Managed Services available?

AWS Managed Services is currently available in US East/West, EU (Ireland), and Asia Pacific (Sydney).

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What languages are supported by AWS Managed Services?

> Currently AWS Managed Services provides support in English.

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Does AWS Managed Services use sub-contractors for operations?

No. Sub-contractors are not used for AWS Managed Services operations.

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