

Supporting AWS Infrastructure



Kien Bui

DevOps & Platform Engineer

Overview

Understanding the tools provided by AWS to support workloads in the cloud

Reviewing AWS Support plan tiers

Reviewing AWS Trusted Advisor recommendations

Exploring the AWS Personal Health Dashboard

Supporting Tools

A solid orange square representing the AWS Support logo.

AWS Support

A solid green square representing the AWS Personal Health Dashboard logo.

AWS Personal
Health Dashboard

A solid green square representing the AWS Trusted Advisor logo.

AWS Trusted
Advisor

AWS Support

Enables support from AWS resources for workloads running in the cloud

Provided in different tiers based on need and scope

Includes tools to provide automated answers and recommendations

“AWS Personal Health Dashboard provides alerts and remediation guidance when AWS is experiencing events that may impact you.”

Amazon Web Services

AWS Trusted Advisor

Automated tool to check your AWS usage against best practices

Accessed from the AWS console

Different checks are provided based on the AWS Support plan tier

All AWS customers get access to seven core checks

Trusted Advisor Checks

Cost Optimization

Performance

Security

Fault Tolerance

Service Limits

AWS Support Plan Tiers

AWS Support Plan Differences

Communication Method

Response Time

Cost

Type of Guidance Offered

AWS Basic Support

Provided for all AWS customers

Access to Trusted Advisor (7 Core Checks)

24x7 Access to customer service, documentation, forums, & whitepapers

Access to AWS Personal Health Dashboard

No monthly cost

AWS Developer Support

Includes all features of Basic Support

Business hours email access to support engineers

Limited to 1 primary contact

Starts at \$29 per month (tied to AWS usage)

AWS Business Support

Includes all features of Developer Support

Full set of Trusted Advisor checks

24x7 phone, email, and chat access to support engineers

Unlimited contacts

Provides third-party software support

Starts at \$100 per month (tied to AWS usage)

AWS Enterprise Support

Includes all features of Business Support

Includes designated Technical Account Manager (TAM)

Includes concierge support team

Starts at \$15,000 per month (tied to AWS usage)

Support Response Times

	Developer	Business	Enterprise
General Guidance	24 Business Hours	24 Hours	24 Hours
System Impaired	12 Business Hours	12 Hours	12 Hours
Production System Impaired		4 Hours	4 Hours
Production System Down		1 Hours	1 Hour
Business-Critical System Down			15 Minutes

AWS Support Tools

Demo

Accessing AWS Trusted Advisor in the console

Reviewing AWS Trusted Advisor Recommendations

Accessing the AWS Personal Health Dashboard

Reviewing information provided in the AWS Personal Health Dashboard

When You Need Help

Assistance for Cloud Workloads

AWS Quick Starts

AWS Partner
Network Consulting
Partners

AWS Professional
Services

Infrastructure Support Scenarios

Scenario 1



Sylvia's company is in the process of moving multiple workloads into AWS

One of these workloads is a mission critical application

Her CTO says that they need to be able to call support 24 hours a day

What is the most cost effective support plan that meets this criteria?

Scenario 2



Edward's company is evaluating AWS for future workloads

One of the workloads supports multiple offices globally

The company needs to be able to call, text, or email support if an issue occurs

The company also needs a response from support in 15minutes

What is the most cost effective support plan that meets this criteria?

Scenario 3



William has an AWS account for a personal project

He doesn't expect to need technical guidance from AWS

He does want access to the AWS Trusted Advisor core checks

What is the most cost effective support plan that meets this criteria?

Summary

Summary

Understood the tools provided by AWS to support workloads in the cloud

Reviewed AWS Support plan tiers

Reviewed AWS Trusted Advisor recommendations

Explored the AWS Personal Health Dashboard

Scenario 1



Sylvia's company is in the process of moving multiple workloads into AWS

One of these workloads is a mission critical application

Her CTO says that they need to be able to call support 24 hours a day

What is the most cost effective support plan that meets this criteria?

Solution: Business Support

Scenario 2



Edward's company is evaluating AWS for future workloads

One of the workloads supports multiple offices globally

The company needs to be able to call, text, or email support if an issue occurs

The company also needs a response from support in 15minutes

What is the most cost effective support plan that meets this criteria?

Solution: Enterprise Support

Scenario 3



William has an AWS account for a personal project

He doesn't expect to need technical guidance from AWS

He does want access to the AWS Trusted Advisor core checks

What is the most cost effective support plan that meets this criteria?

Solution: Basic Support

Preparing for the Exam
