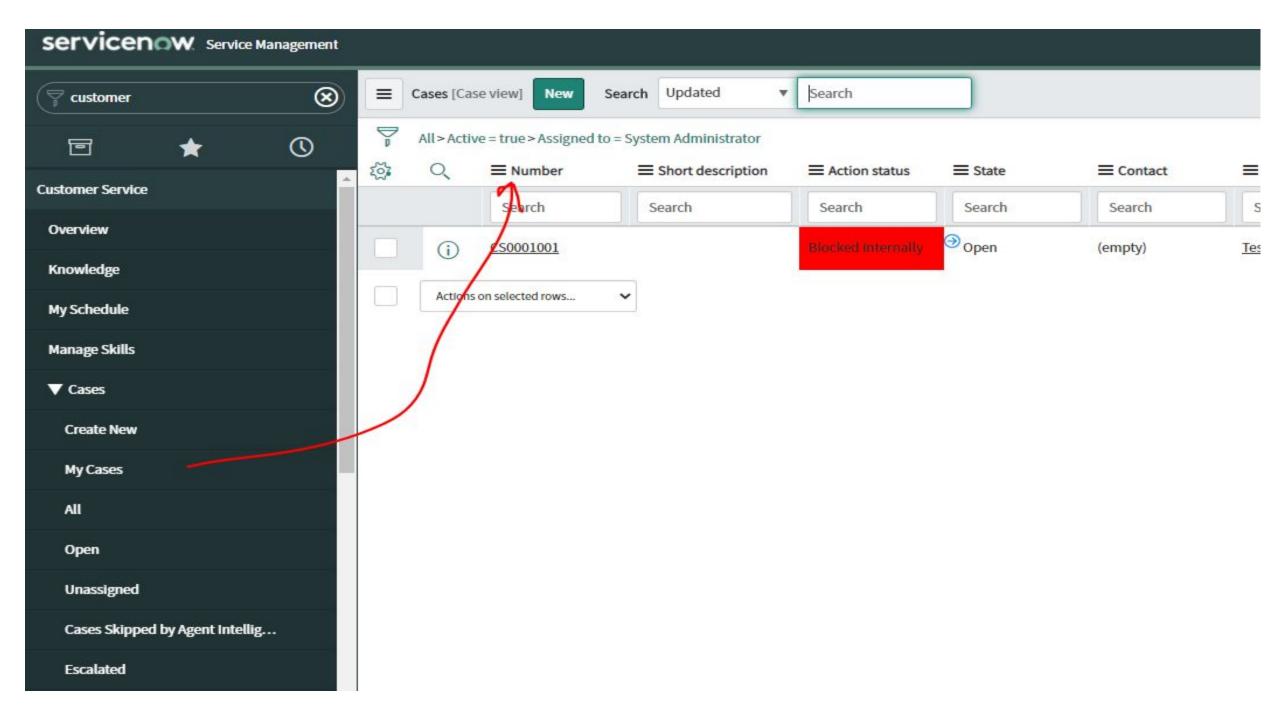# Day to day activities – Cloud admin

Day starts with?

- Ticket management using any ticketing tool – For ex – service now
- Alert monitoring – CloudwatchEvents , splunk, lambda
- Resource monitoring – Cloudwatch metrics

servicenow Service Management

🗄   ★   🕐

Customer Service

Overview

Knowledge

My Schedule

Manage Skills

▼ Cases

Create New

My Cases

All

Open

Unassigned

Cases Skipped by Agent Intellig…

Escalated

☰ Cases [Case view] **New**   Search Updated ▼ Search

All > Active = true > Assigned to = System Administrator

☰ Number	☰ Short description	☰ Action status	☰ State	☰ Contact	☰
Search	Search	Search	Search	Search	S
ⓘ CS0001001		Blocked internally	⊙ Open	(empty)	Tes

Actions on selected rows... ∨

Frequent requests- IAM

- User creation – CLI and console, sharing access key and secret key , creating MFA for users

- Access request – Granting permissions to users , groups,service roles,user role . (Minimum required access policy to followed).

- Creating assumed roles for cross account access

Frequent requests- S3

- Bucket creation – Encryption recommended (Usually S3-AES256)
- Enabling XregionReplication
- Creating lifecycle policy
- Creating and appending bucket policies and ACLs

Frequent requests- EC2

- Creating instances
- Instance backup and restore – AMI recommended over snapshot
- Create snapshot policy
- Modifying instance type – Downtime required
- Modify instance volume
- Add extra volumes
- Creating linux/Windows users on instance
- Stop/Terminate instances
- Creating ELB
- Creating ASG
- Attach/modify role attached to EC2 instances
- Raising service limit increase tickets

Frequent requests- VPC

- Create VPC ,subnets. RTs- Always private recommended
- Create peering requests
- Troubleshoot connectivity issues
- Create endpoint
- Enabling VPC flowlogs
- Configure Network ACLs

Common knowledge Q/A

EBS Snapshots are backed up to S3 in what manner?

a: Incrementally
b: Exponentially
c: Decreasingly
d: EBS snapshots are not stored on S3

Can you attach an EBS volume to more than one EC2 instance at the same time?

a: Yes
b: No
c: If that EC2 volume is part of an AMI
d: Depends on the region

How many VPC's am I allowed in each AWS Region by default?

a: 1
b: 2
c: 3
d: 4
e: 5
f: 10

S3 has what consistency model for PUTS of new objects

a: Read After Write Consistency
b: Write After Read Consistency
c: Eventual Consistency
d: Usual Consistency

You work for a automotive company which is migrating their production environment in to AWS. The company has 4 separate segments, Dev, Test, UAT & Production. They require each segment to be logically isolated from each other. What VPC configuration should you recommend?

a: A separate subnet for each segment. Then create DENY routes to stop each subnet from being able to communicate to each other.

b: A separate VPC for each segment. Then create VPN tunnels from your HQ to each VPC so the appropriate teams can each speak to their dedicated VPC.

c: Deploy the EC2 instances for each segment in to separate security groups inside the same subnet.

d: Use 1 VPC and 2 subnets. Separate each segment using a combination of security groups and ACLs.

Which of the following is not a responsibility of Amazon's under the shared responsibility model?

a: Data centre security
b: Hypervisor patching
c: OS level patching for RDS
d: OS level patching for EC2

You are designing an AWS solution for a new customer and they want to use their active directory credentials in order to sign in to the AWS management console. What kind of authentication response is required in order for users to authenticate with the AWS security token service (STS).

a: Security Assertion Markup Language 2.0 (SAML 2.0)
b: OAuth
c: HTTPS
d: DB2

Amazon Web Services offer 3 different levels of support, which of the below are valid support levels.

a: Corporate
Business
Developer
b: Enterprise
Business
Developer
c: Enterprise
Business
Free Tier
d: Enterprise
Company
Free Tier