



AWS PARTNER CERTIFICATION READINESS - CLOUD PRACTITIONER

SESSION 3

# Quiz Show!

# This Episode's Learning Outcomes

- Explore AWS Exam-style questions to test your knowledge
- Show us what you learned!

# Weekly Program Summary

Task	Description	Duration
Attend Kickoff Session	You Are Here! We will cover program basics and summarize your next 4 weeks of learning.	60 minutes
Complete Digital Training	Complete the <a href="#">Cloud Practitioner Learning Plan</a> to develop a fundamental understanding of the AWS Cloud.	~8 hours
Attend Study Session 1	Review a range of AWS technologies, cloud concepts, security & compliance, and billing & pricing	90 minutes
Attend Study Session 2	Review the AWS Well-Architected Framework, exam strategy, best practices, and intro to CloudQuest	90 minutes
Attend Study Session 3	Apply knowledge and test concepts through a series of practice exam questions	90 minutes
Schedule Exam	It's a pleasure supporting you on your AWS Certification journey! Best of luck on your exam!	90 minutes





# Additional Resources

# OPTIONAL AWS Skill Builder Subscription

The Skill Builder subscription provides access to official AWS Certification practice exams, self-paced digital training content including open-ended challenges, self-paced labs, and game-based learning. ***Please note, the Skill Builder subscription is not required for this Accelerator program.***



## Free digital training

[LINK HERE](#)

### Special features include:

- 600+ digital courses
- Learning plans
- 10 Practice Question Sets
- *AWS Cloud Quest (Foundational)*



## Individual subscription

[LINK HERE](#)

### Everything in free digital training, plus:






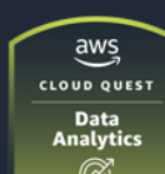
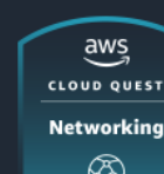
- AWS Cloud Quest (Intermediate – Advanced)
- AWS Certification Official Practice Exams
- Enhanced Exam Prep Courses
- Unlimited access to 1000+ hands-on labs
- AWS Jam Journeys (lab-based challenges)
- AWS Digital Classroom (Annual only)

Access **65** [Cloud Practitioner Practice Exam Questions](#) with feedback on your answer choices

Individual subscriptions are priced at \$29 USD per month (Flexibility to cancel anytime) or \$449USD per year.

# AWS Cloud Quest

AWS Cloud Quest is the only 3D role-playing game to help you build practical AWS Cloud skills. Whether you're starting your cloud learning journey or diving into specialized skills, AWS Cloud Quest helps you learn in an interactive, engaging way.

<b>FREE</b>	<b>SUBSCRIPTION</b>	<b>SUBSCRIPTION</b>	<b>SUBSCRIPTION</b>	<b>SUBSCRIPTION</b>	<b>SUBSCRIPTION</b>	<b>SUBSCRIPTION</b>
<b>Cloud Practitioner</b>	<b>Solutions Architect</b>	<b>Serverless Developer</b>	<b>Machine Learning</b>	<b>Security</b>	<b>Data Analytics</b>	<b>Networking</b>
						
Develop a fundamental understanding of cloud concepts and start building solutions. Get hands-on experience with compute, networking, database, and security services.	Dive into a broad set of AWS services and build secure, fault-tolerant, and highly available AWS solutions.	Build multi-tiered serverless applications and get hands-on experience building modern applications using AWS serverless technology.	Build solutions with AWS machine learning and artificial intelligence services. Gain experience with model training, reinforcement learning, anomaly detection, text to speech, and computer vision.	Use AWS security services to build solutions that respond to incidents, remediate quickly, detect vulnerabilities, and prevent data loss.	Work with scalable data lakes, data warehousing, big data analytics, and more in this role focused on modern data architecture and AWS analytics services.	Use AWS services to scale network connectivity, connect to on-premises networks, protect applications, analyze network traffic and identify suspicious activity.



# Quiz Show

# 1 - Going Hybrid

1 MINUTE

**A customer wants to build a hybrid solution by connecting their on-premises environment to AWS cloud-provisioned services. The solution requires high throughput, low latency, and a consistent and dedicated network connection.**

**What would be the best solution for this scenario?**

- A. AWS Internet Gateway
- B. AWS IAM
- C. AWS VPC Peering
- D. AWS Direct Connect



# 1 - Going Hybrid

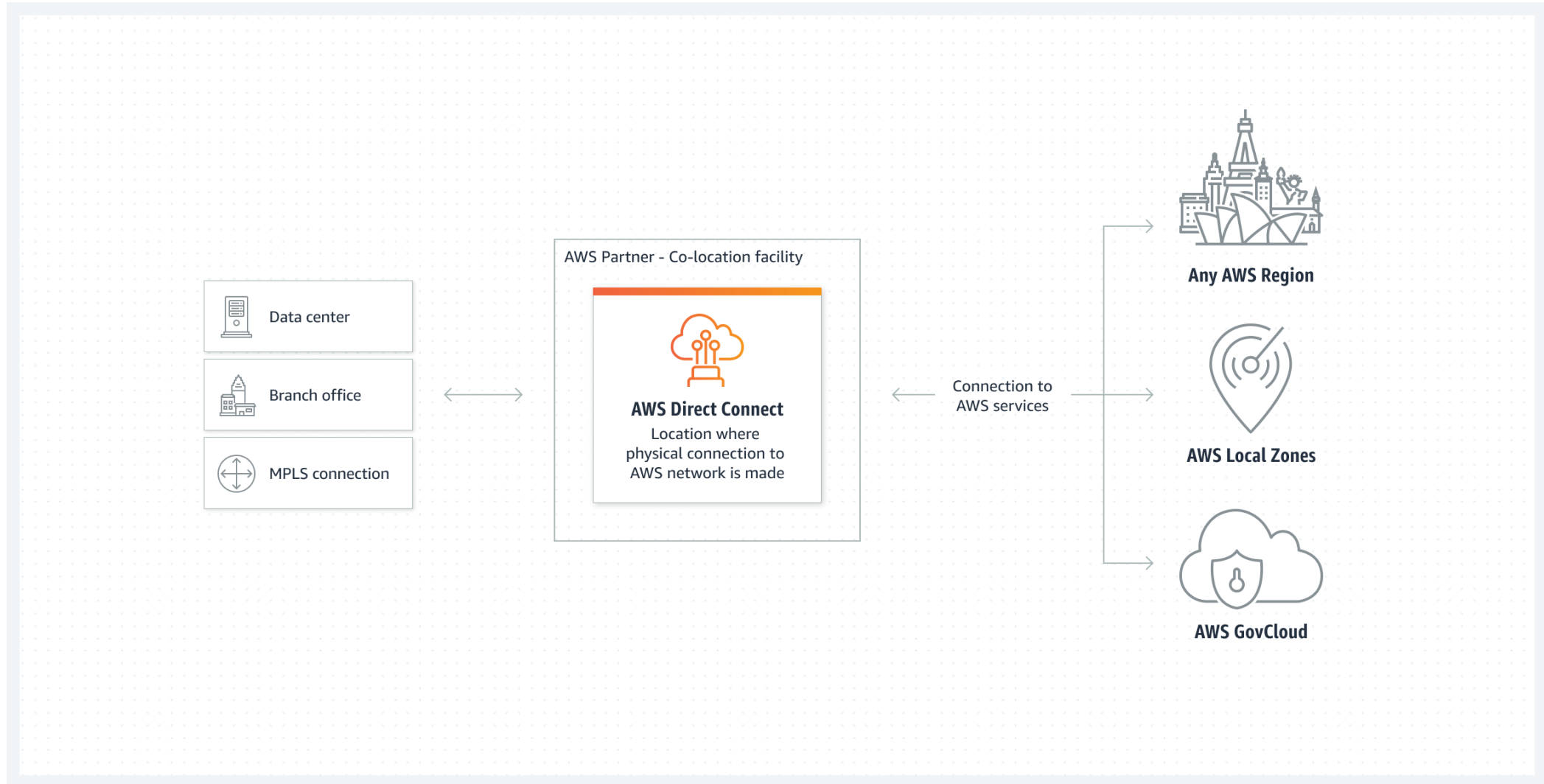


A customer wants to build a hybrid solution by connecting their on-premises environment to AWS cloud-provisioned services. The solution requires high throughput, low latency, and dedicated network connection.

What would be the best solution for this scenario?

- A. AWS Internet Gateway
- B. AWS IAM
- C. AWS VPC Peering
- D. **AWS Direct Connect**

# AWS Direct Connect



# 2 - Need Recommendations

1 MINUTE

**Which AWS service can provide recommendations for reducing costs, increasing security, improving performance, and cost optimization?**

- A. Amazon Personalize
- B. AWS Trusted Advisor
- C. Amazon Inspector
- D. Amazon CloudWatch

# 2 - Need Recommendations



Which AWS service can provide recommendations for reducing costs, increasing security, improving performance, and cost optimization?

- A. Amazon Personalize
- B. AWS Trusted Advisor
- C. Amazon Inspector
- D. Amazon CloudWatch

# AWS Trusted Advisor

- Online tool that provides real-time guidance to help you provision your resources following AWS best practices.
- Looks at your entire AWS environment and gives you real-time recommendations in five categories.

## Cost Optimization



0 ✓ 9 ⚠ 0 !

**\$7,516.85**

Potential monthly savings

## Performance



3 ✓ 7 ⚠ 0 !

## Security



2 ✓ 4 ⚠ 11 !

## Fault Tolerance



0 ✓ 15 ⚠ 5 !

## Service Limits



37 ✓ 0 ⚠ 1 !

# 3 - Missing Resources

1 MINUTE

**An Amazon S3 bucket was deleted, and several EC2 Instances were terminated.**

**Which service can help you determine who took these actions in the account?**

- A. Amazon CloudWatch
- B. Amazon Inspector
- C. AWS CloudTrail
- D. Amazon Rekognition

# 3 - Missing Resources



An Amazon S3 bucket was deleted, and several EC2 Instances were terminated.

Which service can help you determine who took these actions in the account?

- A. Amazon CloudWatch
- B. Amazon Inspector
- C. AWS CloudTrail
- D. Amazon Rekognition

# AWS CloudTrail

## Track user activity and API usage on AWS and in hybrid and Multicloud environments

- Managed service that records all AWS API calls for your account.
- Records information about API calls to AWS service.
- Delivers results in log files for automatic response
- Use cases:
  - Security, alerting
  - Compliance
  - Troubleshooting
  - Remediation

The screenshot displays the AWS CloudTrail console interface. The top navigation bar shows 'CloudTrail' and 'Dashboard'. The left sidebar contains links to 'Dashboard', 'Event history', 'Insights', 'Trails', 'Pricing', 'Documentation', 'Forums', 'FAQs', and 'Use the old console'. The main content area is divided into three sections: 'Trails' (showing 'No trails' and a 'Create trail' button), 'Event history' (showing 'No trails to display' and a 'Create trail' button), and 'ConsoleLogin' details. The 'ConsoleLogin' details section shows event information for 'August 13, 2020, 10:54:13 (UTC-07:00)', including 'User name', 'Event name' (ConsoleLogin), 'Event source' (signin.amazonaws.com), 'AWS access key', 'Source IP address', 'Event ID' (ea0af), 'Request ID', 'AWS region' (us-east-1), 'Error code', and 'Read-only' status. Below this, the 'Resources referenced' section shows 'No resources referenced'. At the bottom, the 'Event history' table lists five 'ConsoleLogin' events with their respective timestamps and sources.

Event name	Event time	User name	Event source	Resource type	Resource name
ConsoleLogin	August 13, 2020, 10:54:13 (UTC-07:00)		signin.amazonaws.com	-	-
ConsoleLogin	August 07, 2020, 10:54:34 (UTC-07:00)		signin.amazonaws.com	-	-
ConsoleLogin	August 03, 2020, 18:10:36 (UTC-07:00)		signin.amazonaws.com	-	-
ConsoleLogin	August 03, 2020, 16:52:06 (UTC-07:00)		signin.amazonaws.com	-	-
ConsoleLogin	August 03, 2020, 12:26:23 (UTC-07:00)		signin.amazonaws.com	-	-



# 4 - MySQL Migration

1 MINUTE

**You are migrating a MySQL database to the AWS cloud. Post migration, the database needs to provide 5 times faster performance and high availability.**

**Which service would you use?**

- A. Amazon ElastiCache
- B. Amazon Aurora
- C. Amazon RDS for MySQL
- D. Database on Amazon EC2

# 4 - MySQL Migration



You are migrating a MySQL database to the AWS cloud. Post migration, the database needs to provide 5 times faster performance and high availability.

Which service would you use?

- A. Amazon ElastiCache
- B. Amazon Aurora
- C. Amazon RDS for MySQL
- D. Database on Amazon EC2

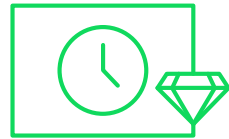
# Amazon Aurora

MySQL and PostgreSQL compatible relational database built for the cloud  
Performance and availability of commercial-grade databases at 1/10th the cost



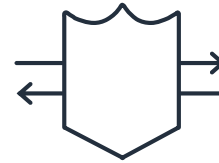
## Performance & scalability

5x throughput of standard MySQL and 3x of standard PostgreSQL; scale-out up to 15 read replicas



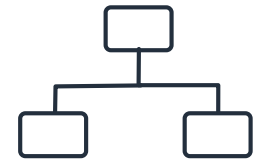
## Availability & durability

Fault-tolerant, self-healing storage; six copies of data across three AZs; continuous backup to S3



## Highly secure

Network isolation, encryption at rest/transit



## Fully managed

Managed by RDS: no server provisioning, software patching, setup, configuration, or backups

# 5 - Query Me This

1 MINUTE

**A customer has structured and semi-structured data stored in Amazon S3. The data is in CSV and JSON formats. The customer wants to explore this data by performing standard SQL queries.**

**Which solution will be the most efficient?**

- A. Migrate the data to Amazon RDS
- B. Migrate the data to Amazon Redshift
- C. Use Amazon Athena
- D. Use Amazon SageMaker

# 5 - Query Me This



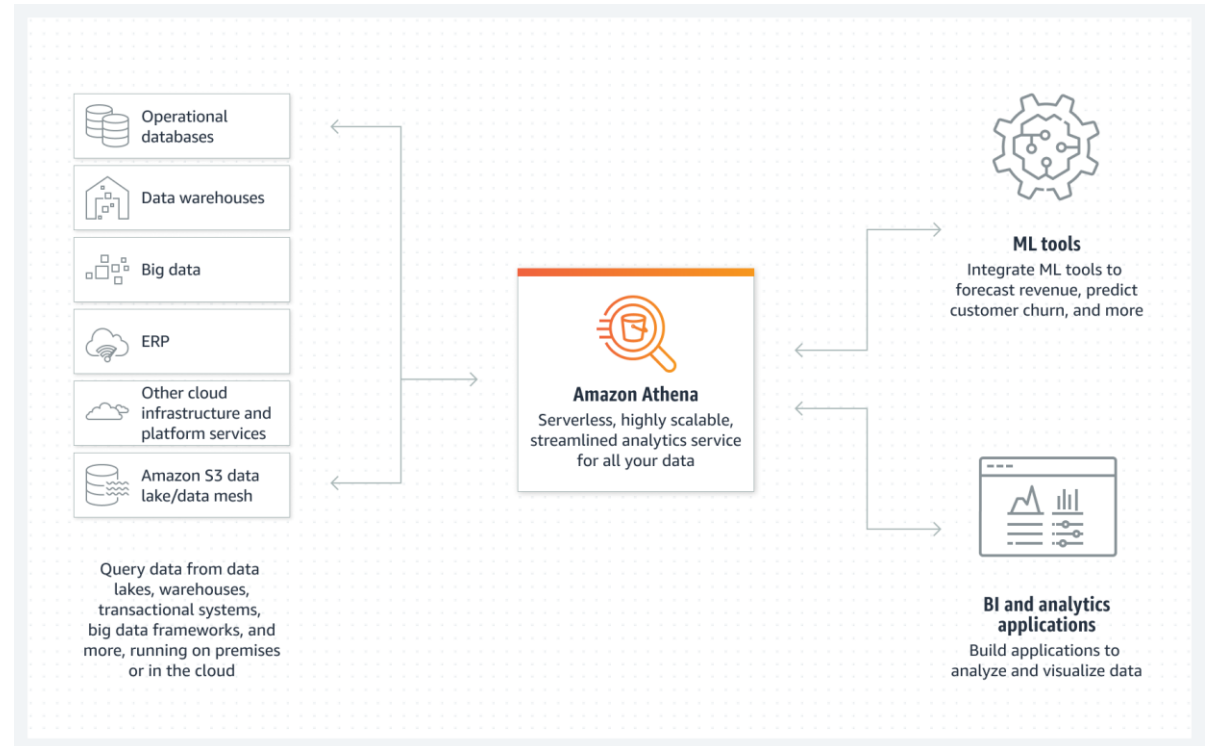
A customer has structured and semi-structured data stored in Amazon S3. The data is in CSV and JSON formats. The customer wants to explore this data by performing standard SQL queries.

Which solution will be the most efficient?

- A. Migrate the data to Amazon RDS
- B. Migrate the data to Amazon Redshift
- C. Use Amazon Athena
- D. Use Amazon SageMaker

# Amazon Athena

- Interactive query service that makes it easy to analyze data in Amazon S3 using standard SQL.
- Athena doesn't need a server. Therefore, there is no infrastructure to manage and you only pay for the queries you execute.
- Supports a wide variety of data formats, such as CSV, JSON, ORC, Avro or Parquet



# 6 - Something Malicious

1 MINUTE

**What AWS service can be used to detect malicious activity and help protect the AWS account?**

- A. AWS Shield
- B. Amazon Inspector
- C. Amazon Macie
- D. Amazon GuardDuty

# 6 - Something Malicious



What AWS service can be used to detect malicious activity and help protect the AWS account?

- A. AWS Shield
- B. Amazon Inspector
- C. Amazon Macie
- D. Amazon GuardDuty



# Amazon GuardDuty

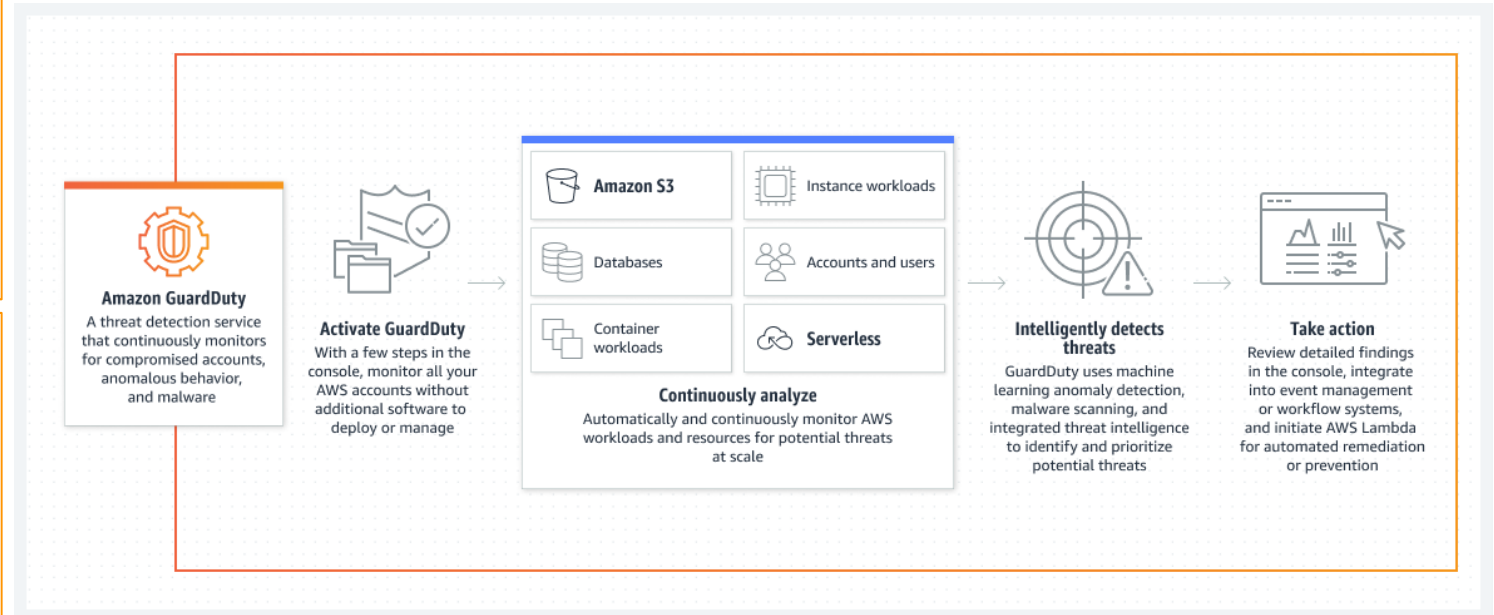
Threat detection service that continuously monitors your AWS accounts and workloads for malicious activity and delivers detailed security findings for visibility and remediation.

## Threat Detection

Access built-in threat detection techniques developed and optimized for the cloud.

## Monitoring

Continuously monitors and analyzes your AWS account and workload event data found in AWS CloudTrail, VPC Flow Logs, and DNS Logs.



# 7 - Reports Needed

1 MINUTE

**A company is undergoing a compliance review. A copy of the AWS SOC 2 report is required by one of the auditors.**

**Which AWS service can the customer use to view and download the report?**

- A. AWS Personal Health Dashboard
- B. AWS Trusted Advisor
- C. Amazon Macie
- D. Amazon Artifact

# 7 - Reports Needed



A company is undergoing a compliance review. A copy of the AWS SOC 2 report is required by one of the auditors.

Which AWS service can the customer use to view and download the report?

- A. AWS Personal Health Dashboard
- B. AWS Trusted Advisor
- C. Amazon Macie
- D. Amazon Artifact

# AWS Artifact

Central resource for compliance-related information. Provides on-demand access to AWS' security and compliance reports and select online agreements

## Reports

Several compliance reports from third-party auditors. When new reports are released, they are made available in AWS Artifact

## Agreements

Enables you to review, accept, and manage agreements with AWS for an individual account, and for all accounts that are part of your organization



# 8 - On the Edge

1 MINUTE

**What are the possible uses of AWS edge locations? (Select TWO)**

- A. Application Hosting
- B. Deliver content closer to users
- C. Run NoSQL database caching services
- D. Reducing backend server traffic by caching response
- E. Sending notification messages to end users

# 8 - On the Edge



What are the possible uses of AWS edge locations? (Select TWO)

- A. Application Hosting
- B. Deliver content closer to users
- C. Run NoSQL database caching services
- D. Reducing backend server traffic by caching response
- E. Sending notification messages to end users

# Edge Locations



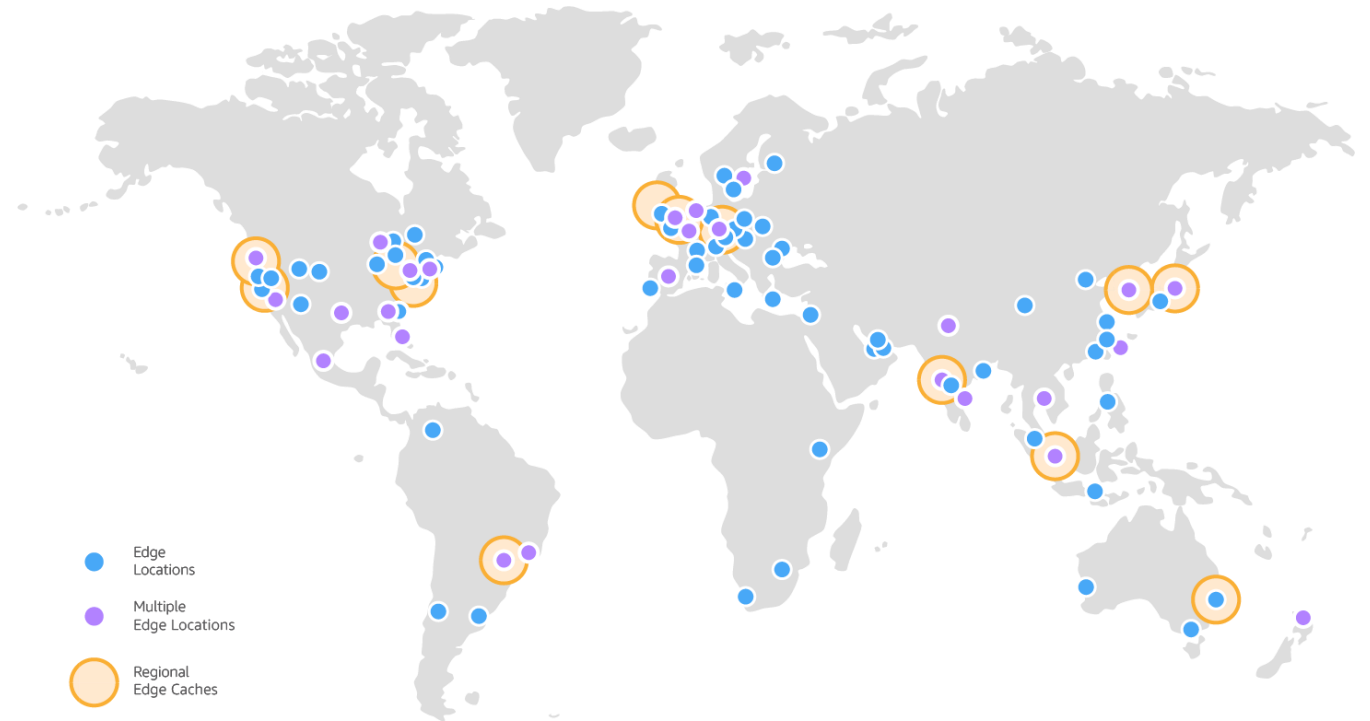
600+ POPs and 13 regional edge cache servers

## What are they?

Smaller endpoints used for hosting cached data.

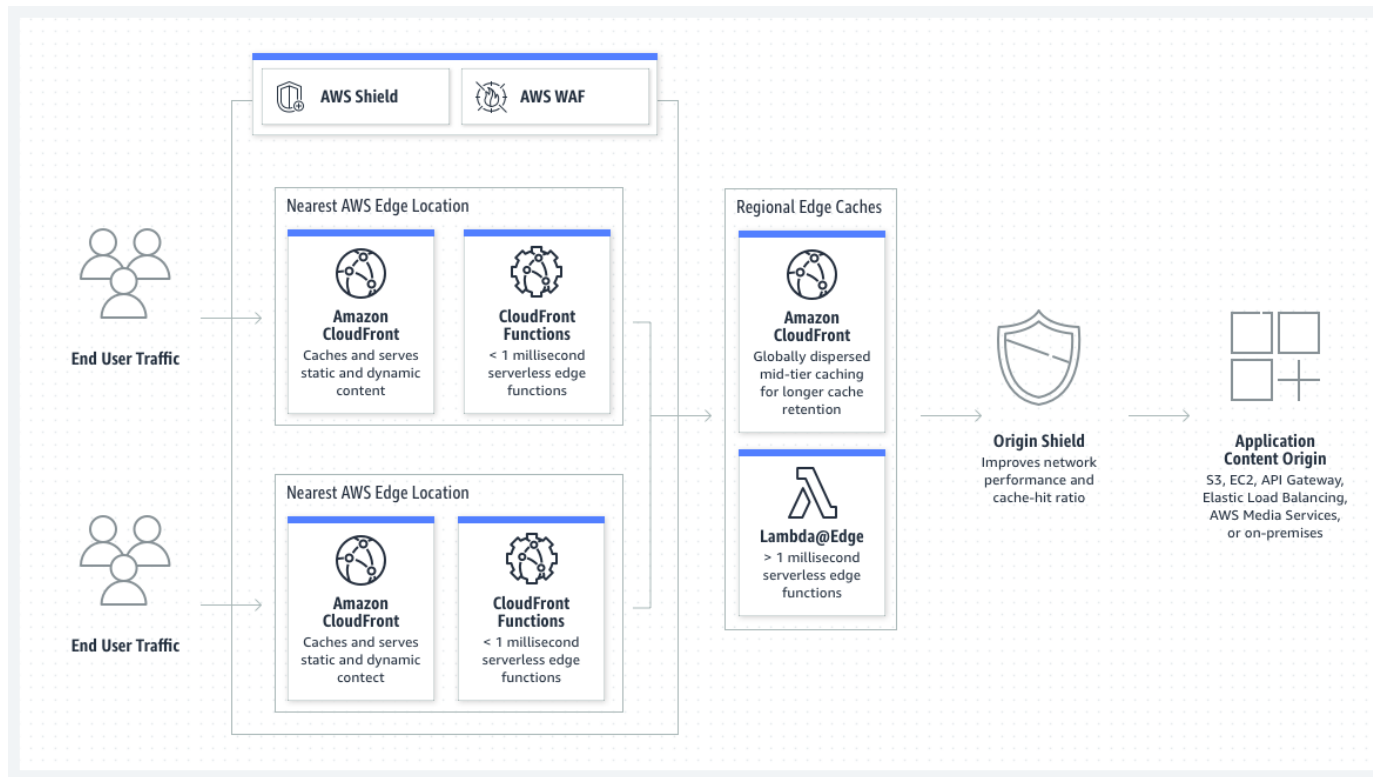
## Why are they important?

Points of Presence enable Amazon CloudFront to securely deliver data, videos, applications, and APIs to customers globally with low latency and high transfer speeds, all within a developer-friendly environment.



# Amazon CloudFront

Content delivery network (CDN) service built for high performance, security, and developer convenience. Securely deliver content with low latency and high transfer speeds.



## Benefits

A good choice for distribution of frequently accessed static content that benefits from edge delivery—like popular website images, videos, media files or software downloads

## Point of Presence

Point of presence (also known as POPs or edge locations) ensure that popular content can be quickly served to readers, to help improve the performance of that content.



# 9 - AZ Down!

1 MINUTE

**A company has a database instance in one Availability Zone (AZ). If that AZ went offline, the company must ensure that the endpoint of the database instance remains the same. Database operations must also continue without human intervention.**

**How can this requirement be met?**

- A. Set up the DB for two Amazon EC2 instances
- B. Enable Multi-AZ on the Amazon RDS DB with automatic failure to the standby node
- C. Add multiple application load balancers and deploy the DB instance with AWS Elastic Beanstalk
- D. Implement a single network load balancer to distribute incoming traffic between multiple Amazon CloudFront sources

# 9 - AZ Down!



A company has a database instance in one Availability Zone (AZ). If that AZ went offline, the company must ensure that the endpoint of the database instance remains the same. Database operations must also continue without human intervention.

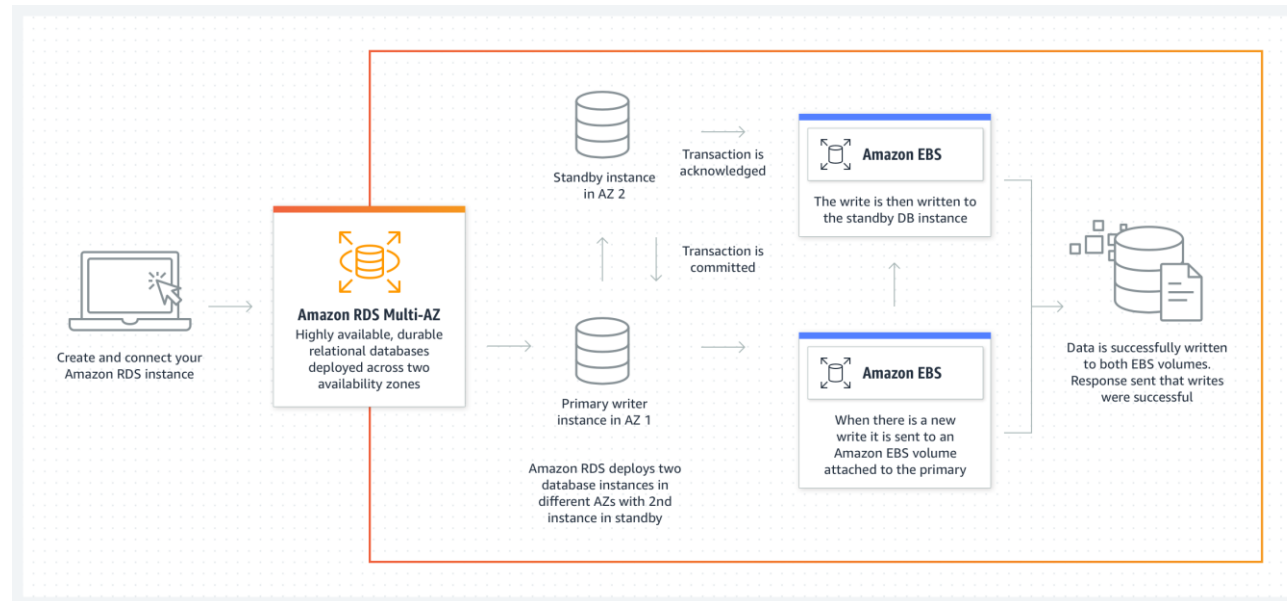
How can this requirement be met?

- A. Set up the DB for two Amazon EC2 instances
- B. Migrate to Amazon RDS DB, enable Multi-AZ with automatic failure to the standby node
- C. Add multiple application load balancers and deploy the DB instance with AWS Elastic Beanstalk
- D. Implement a single network load balancer to distribute incoming traffic between multiple Amazon CloudFront sources

# Amazon RDS Multi-AZ

## Availability and Fault Tolerance in Databases

- In an Amazon RDS Multi-AZ deployment, a primary database (DB) instance is automatically created and the data is replicated synchronously to an instance in a different Availability Zone. When it detects an error, Amazon RDS automatically switches to a standby instance without manual intervention.
- Provides high availability support for your application with automatic database failover lasting only 60 seconds with no data loss.



# 10 - Data Analysis

1 MINUTE

**A customer needs to migrate 250TB of structured data to a storage system. Once migrated, the Business Intelligence (BI) department needs to execute complex SQL queries against the data for their analytics reports.**

**What cost-effective and efficient service would allow data to be stored, analyzed, and integrated with BI tools to meet this need?**

- A. Amazon Redshift
- B. Amazon RDS
- C. Amazon ElastiCache
- D. EC2 Instances running MySQL

# 10 - Data Analysis



A customer needs to migrate 250TB of structured data to a storage system. Once migrated, the Business Intelligence (BI) department needs to execute complex SQL queries against the data for their analytics reports.

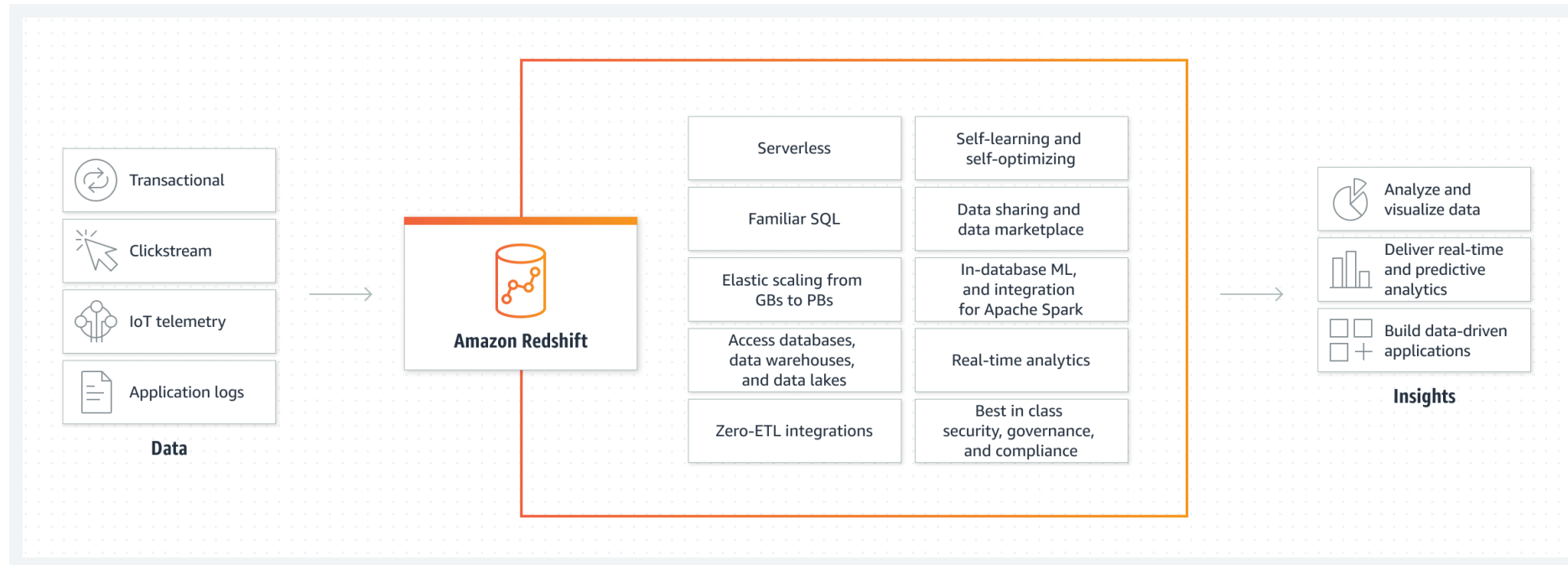
What cost-effective and efficient service would allow data to be stored, analyzed, and integrated with BI tools to meet this need?

- A. Amazon Redshift
- B. Amazon RDS
- C. Amazon ElastiCache
- D. EC2 Instances running MySQL

# Amazon Redshift

## Best price-performance for cloud data warehousing

- Amazon Redshift uses SQL to analyze structured and semi-structured data across data warehouses, operational databases, and data lakes, using AWS-designed hardware and machine learning to deliver the best price performance at any scale
- Fully managed and scalable cloud data warehouse



# 11 - Subnets, Subnets, Subnets...

1 MINUTE

**A customer has built a solution that has compute instances placed in both public and private subnets.**

**What VPC component helps protect these resources at the Subnet level?**

- A. Security Groups
- B. Network Access Control List
- C. VPC Flow Logs
- D. IAM Authentication

# 11 - Subnets, Subnets, Subnets...



A customer has built a solution that has compute instances placed in both public and private subnets.

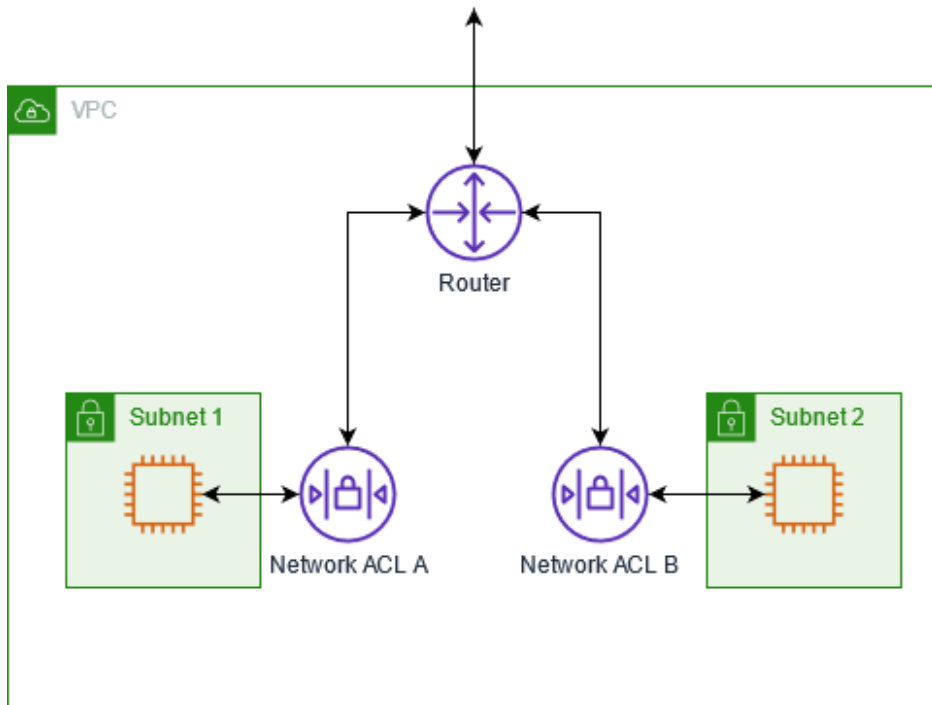
What VPC component helps protect these resources at the Subnet level?

- A. Security Groups
- B. Network Access Control List
- C. VPC Flow Logs
- D. IAM Authentication



# VPC traffic filtering

Virtual firewall to control incoming and outgoing traffic from one or more subnets.



A **network access control list (ACL)** allows or denies specific inbound or outbound traffic at the subnet level.

VPC Default already has a standard subnet access control list that allows all inbound and outbound subnet traffic

# 12 - We Need Insights!

1 MINUTE

**Your customer has a large amount of data in their data warehouse solution. They need an application that can create and publish dashboards and generate interactive BI graphics directly with the application.**

**What AWS Service should they use to do this?**

- A. Amazon QuickSight
- B. Amazon Aurora
- C. Amazon CloudWatch
- D. Amazon Personal Health Dashboard

# 12 - We Need Insights!



Your customer has a large amount of data in their data warehouse solution. They need an application that can create and publish dashboards and generate interactive BI graphics directly with the application.

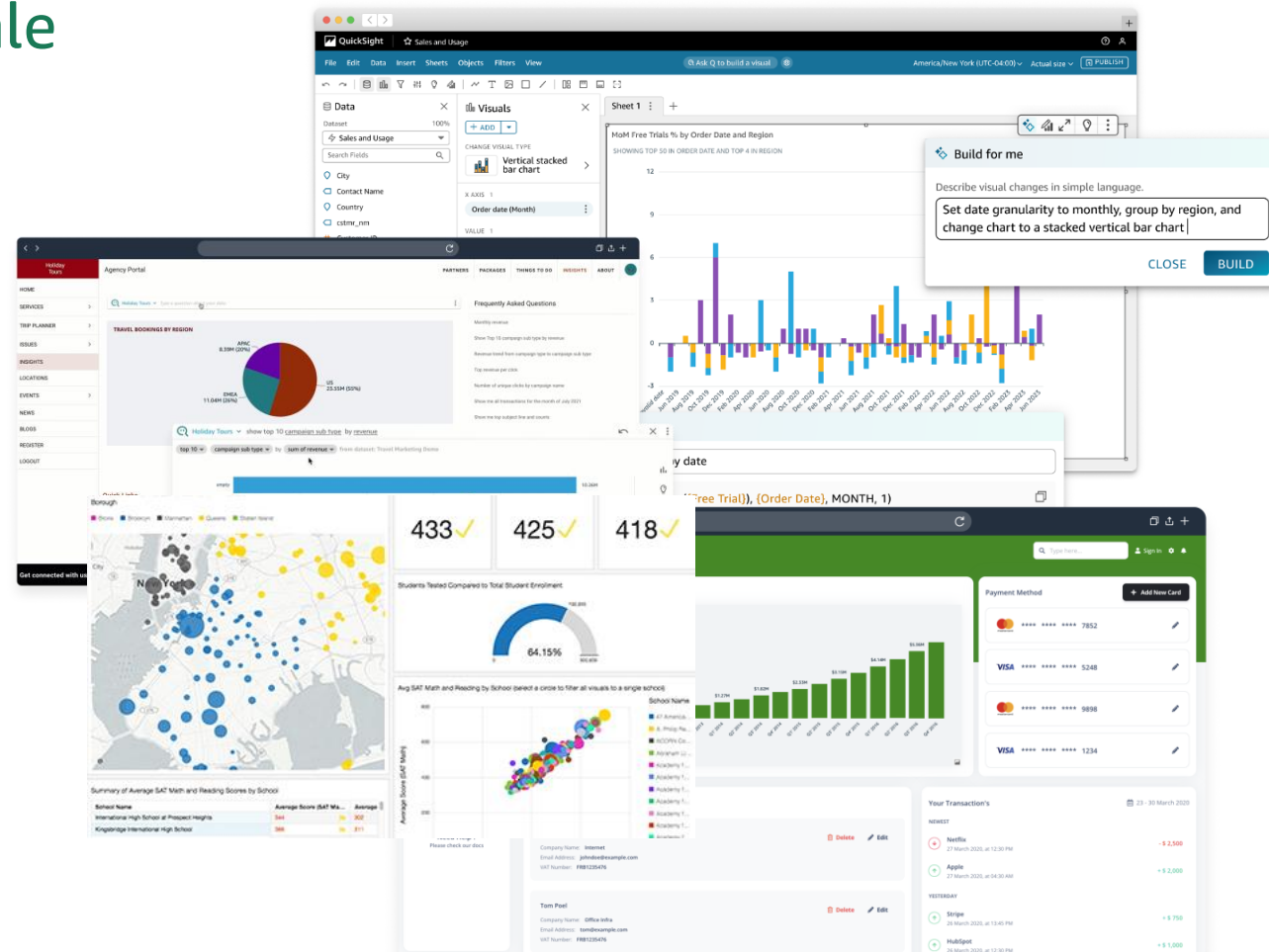
What AWS Service should they use to do this?

- A. Amazon QuickSight
- B. Amazon Aurora
- C. Amazon CloudWatch
- D. Amazon Personal Health Dashboard

# Amazon QuickSight

## Unified business intelligence at hyperscale

- Serverless solution managed by AWS.
- Interactive dashboards for an advanced understanding of your data and business.
- Incorporate generative BI capabilities and perform advanced analysis with information from ML. Enable BI for everyone with QuickSight Q.
- Embed analytics to differentiate your applications.



# 13 - Who Needs Customer Dashboards?

1 MINUTE

**Your customer has migrated to AWS, but now you want to create custom dashboards to monitor resource performance through metrics.**

**What AWS Service would you recommend?**

- A. AWS Systems Manager
- B. AWS Managed Services
- C. Amazon CloudWatch
- D. AWS Config

# 13 - Who Needs Customer Dashboards?

Your customer has migrated to AWS, but now you want to create custom dashboards to monitor resource performance through metrics.

What AWS Service would you recommend?

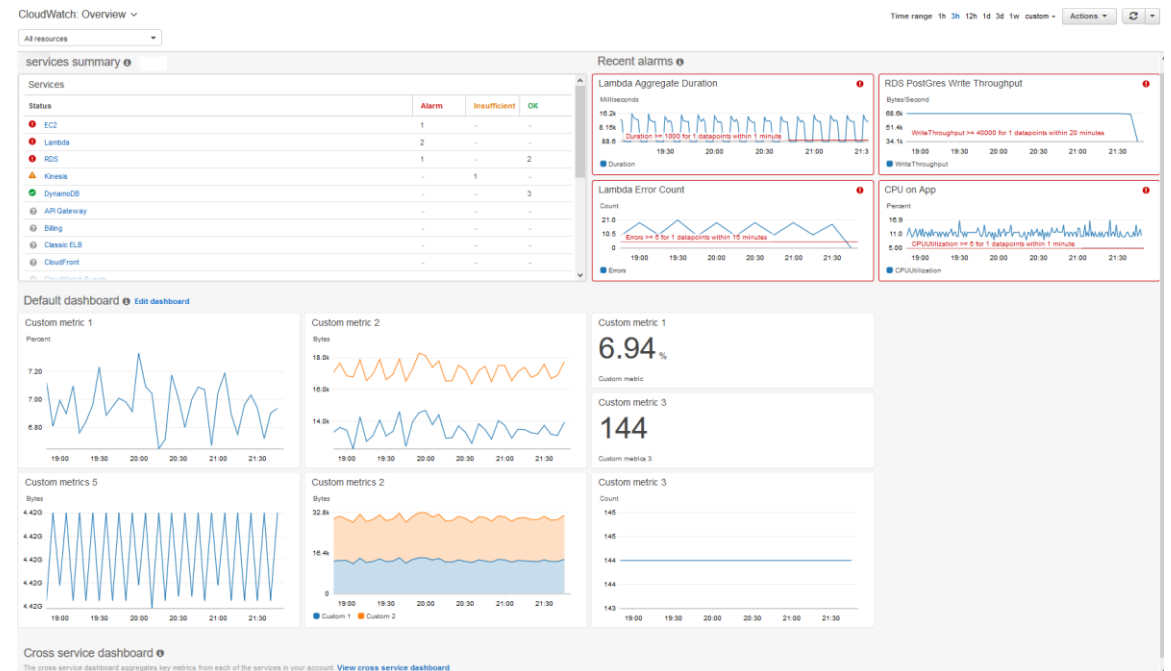
- A. AWS Systems Manager
- B. AWS Managed Services
- C. Amazon CloudWatch
- D. AWS Config

# Amazon CloudWatch



## Observe and monitor resources and applications on AWS, on premises, and on other clouds

- Monitor infrastructure and resources at local and AWS facilities in real time.
- Monitor pre-configured or customized metrics to analyze the performance and use of your resources.
- It allows you to create custom panels from a single location.
- Configure automatic actions and alerts in response to metrics.



# 14 - Back up, wait a minute

1 MINUTE

**A Customer wants to centralize the management of their backup routines over a wide range of AWS deployments. They must be able to facilitate these processes from a single place.**

**What AWS service can be recommended to the customer?**

- A. Create a custom backup script via SDK
- B. AWS Snapshots
- C. AWS Backup
- D. Create a custom backup script via CLI



# 14 - Back up, wait a minute



A Customer wants to centralize the management of their backup routines over a wide range of AWS deployments. They must be able to facilitate these processes from a single place.

What AWS service can be recommended to the customer?

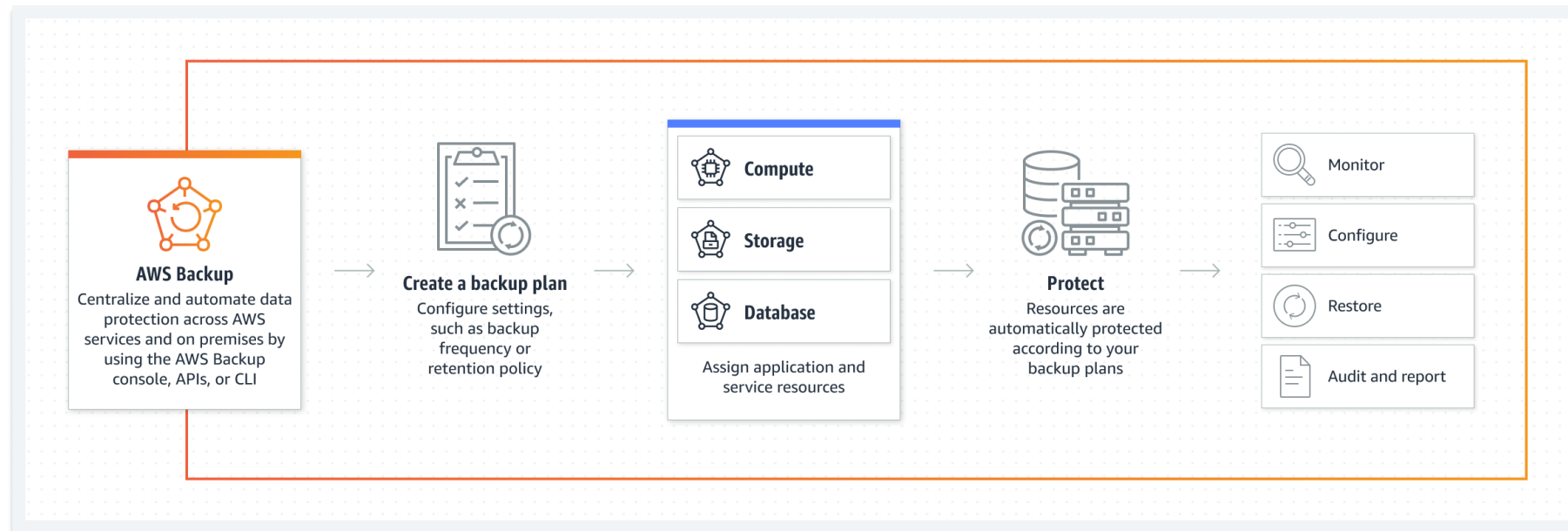
- A. Create a custom backup script via SDK
- B. AWS Snapshots
- C. AWS Backup
- D. Create a custom backup script via CLI

# AWS Backup



## Centrally manage and automate data protection

- It allows you to centralize and automate data protection across different AWS services and hybrid workloads.
- It allows you to centrally implement data protection policies to configure, manage and control backup activities in the company's AWS accounts and resources.
- Integrated with various AWS services such as: EC2, EBS, EFS, S3, RDS, DynamoDB, among others.



# 15 - Drivers License & Proof of Insurance

1 MINUTE

The development team for your Customer has created a new application that requires external licenses from a third party provider. The team needs to receive an alert when the license usage is close to being exceeded.

What AWS Service meets these requirements?

- A. AWS Control Tower
- B. AWS Config
- C. AWS Service Catalog
- D. AWS License Manager

# 15 - Drivers License & Proof of Insurance



The development team for your Customer has created a new application that requires external licenses from a third party provider. The team needs to receive an alert when the license usage is close to being exceeded.

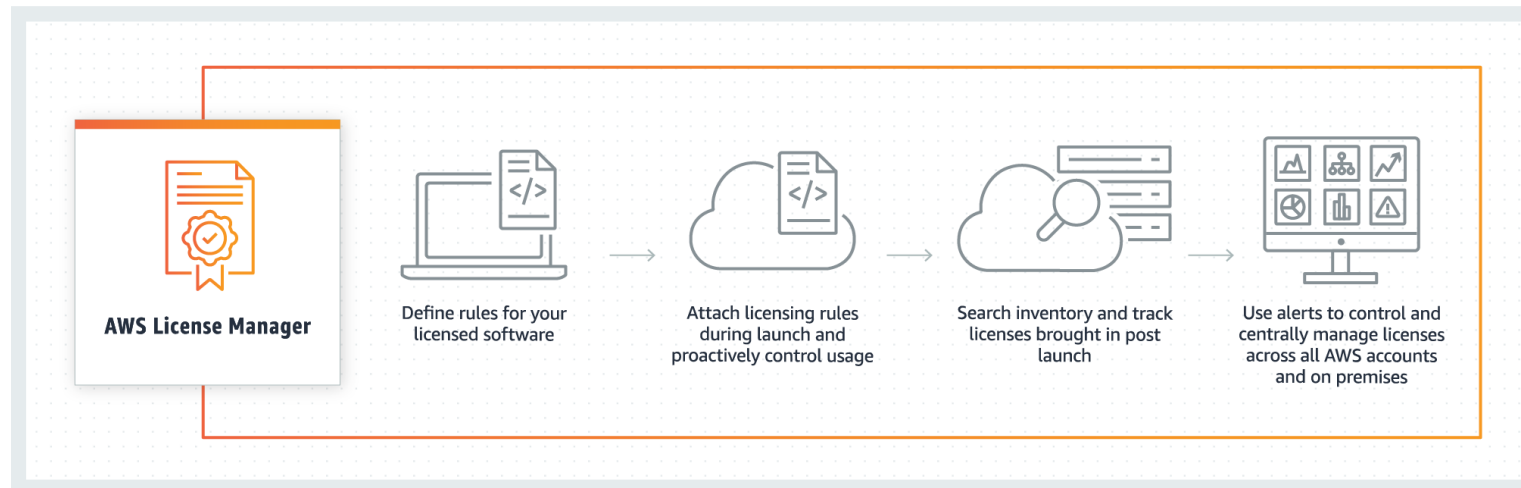
What AWS Service meets these requirements?

- A. AWS Control Tower
- B. AWS Config
- C. AWS Service Catalog
- D. AWS License Manager

# AWS License Manager

## Centrally manage and automate license management

- Allows administrators to manage your software licenses from vendors such as Microsoft, SAP, Oracle, and IBM, across AWS and on-premises environments.
- You can designate a centralized team to manage software licensing agreements and create rules. These rules can then be used across the organization to govern license usage.
- There is no additional charge for AWS License Manager.



# 16 - Let's Get Connected!

1 MINUTE

**What should be configured to interconnect two VPCs?**

- A. VPC Peering
- B. AWS Direct Connect
- C. Amazon Connect
- D. Elastic Network Interface

# 16 - Let's Get Connected!



What should be configured to interconnect two VPCs?

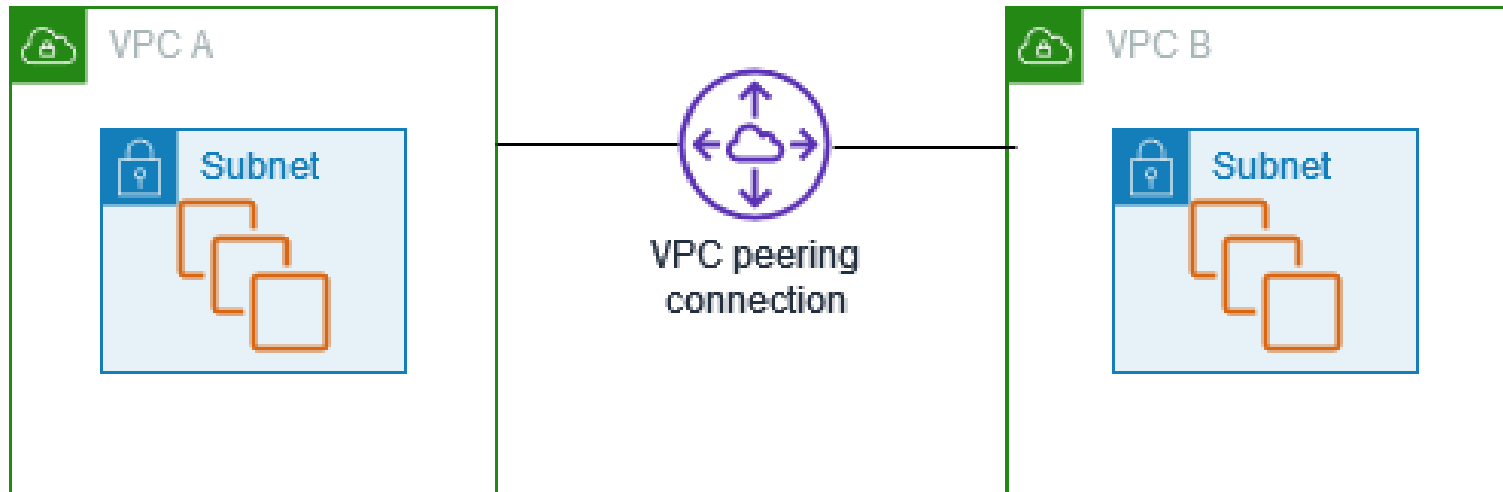
- A. VPC Peering
- B. AWS Direct Connect
- C. Amazon Connect
- D. Elastic Network Interface

# VPC Peering



## Connectivity between two AWS VPCs

- It is a network connection between two VPCs.
- Instances in any VPC can communicate with each other as if they were on the same network.
- VPCs can be in different regions and accounts.





# 17 - Reduce Operating Costs

1 MINUTE

**A customer wants to reduce operating costs by adopting a solution for running serverless code.**

**Which AWS service meets this requirement?**

- A. AWS Lambda
- B. Amazon ECS or EKS
- C. Amazon EC2
- D. AWS Elastic Beanstalk

# 17 - Reduce Operating Costs



A customer wants to reduce operating costs by adopting a solution for running serverless code.

Which AWS service meets this requirement?

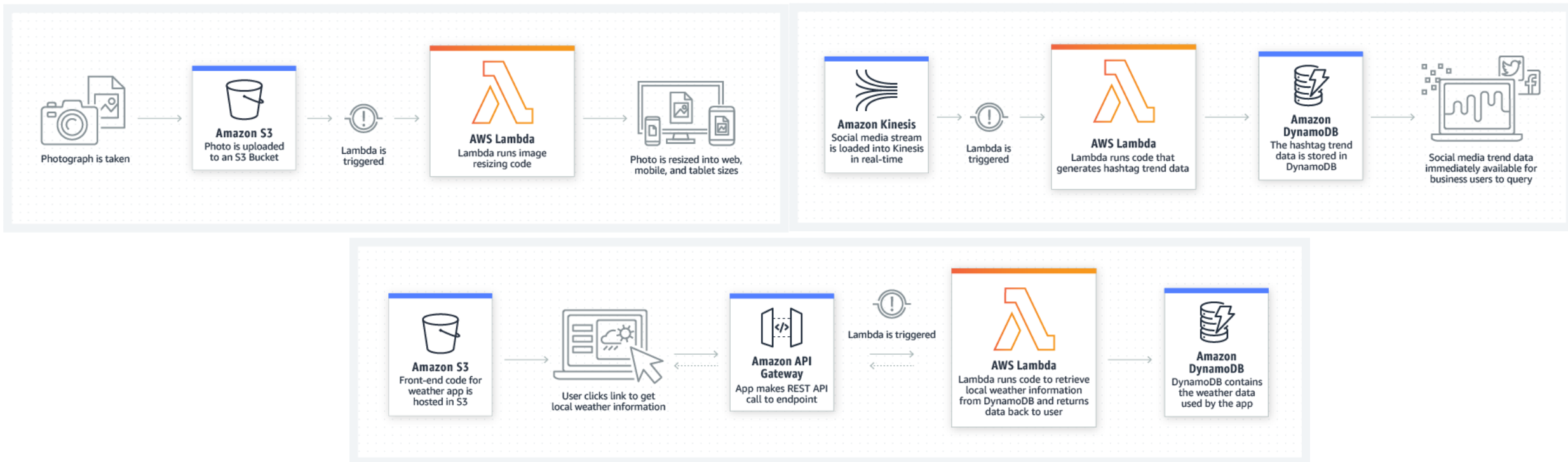
- A. AWS Lambda
- B. Amazon ECS or EKS
- C. Amazon EC2
- D. AWS Elastic Beanstalk

# AWS Lambda



## Run code without thinking about servers or clusters

- Run code without provisioning or managing servers.
- Pay only for the computation time while the code is running.
- Use other AWS services to automatically activate the code.



# 18 - Authenticate!

1 MINUTE

**Which of the following services can be used to enable authentication for large numbers of users accessing an Amazon S3 bucket through a mobile application?**

- A. IAM Users
- B. Amazon Cognito
- C. IAM Groups
- D. AWS Secrets Manager

# 18 - Authenticate!



Which of the following services can be used to enable authentication for large numbers of users accessing an Amazon S3 bucket through a mobile application?

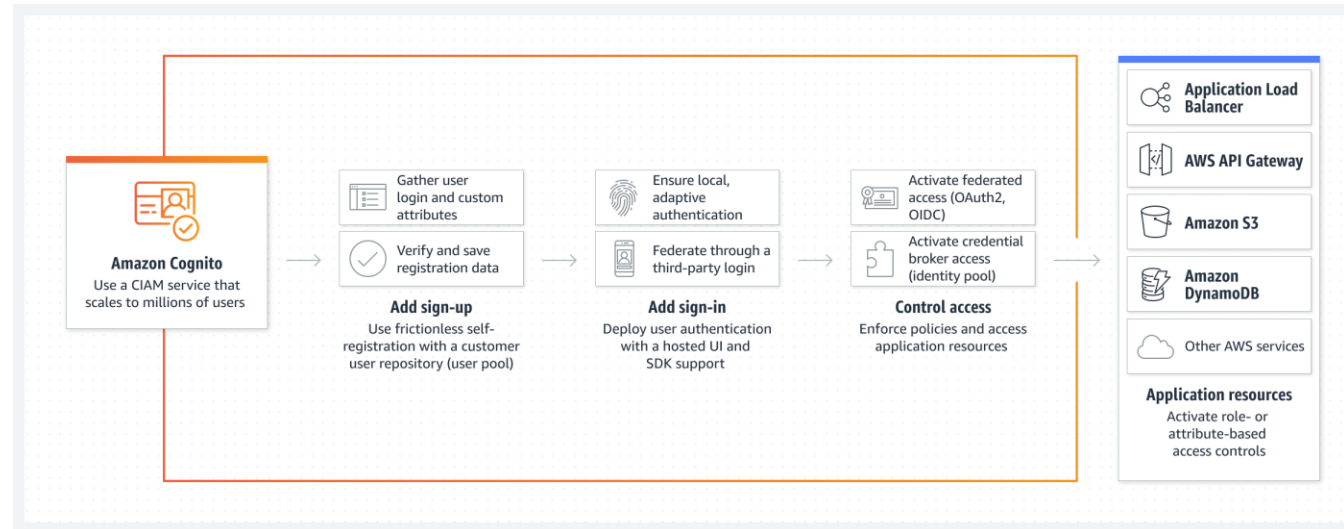
- A. IAM Users
- B. Amazon Cognito
- C. IAM Groups
- D. AWS Secrets Manager

# Amazon Cognito



## Implement secure, frictionless customer identity and access management that scales

- Simple and secure user registration, login and access control.
- It allows you to quickly and easily incorporate user registration, login and access control to your web and mobile applications.
- Login using social identity providers, such as Apple, Facebook, Google and Amazon, as well as with enterprise identity providers via SAML 2.0 and OpenID Connect.



# 19 - Transfer Time!

1 MINUTE

**What is the functionality that allows you to enable fast, easy and secure file transfers over long distances between the customer and an Amazon S3 bucket?**

- A. File Transfer
- B. HTTP Transfer
- C. Amazon S3 Transfer Acceleration
- D. AWS Snowball

# 19 - Transfer Time!



What is the functionality that allows you to enable fast, easy and secure file transfers over long distances between the customer and an Amazon S3 bucket?

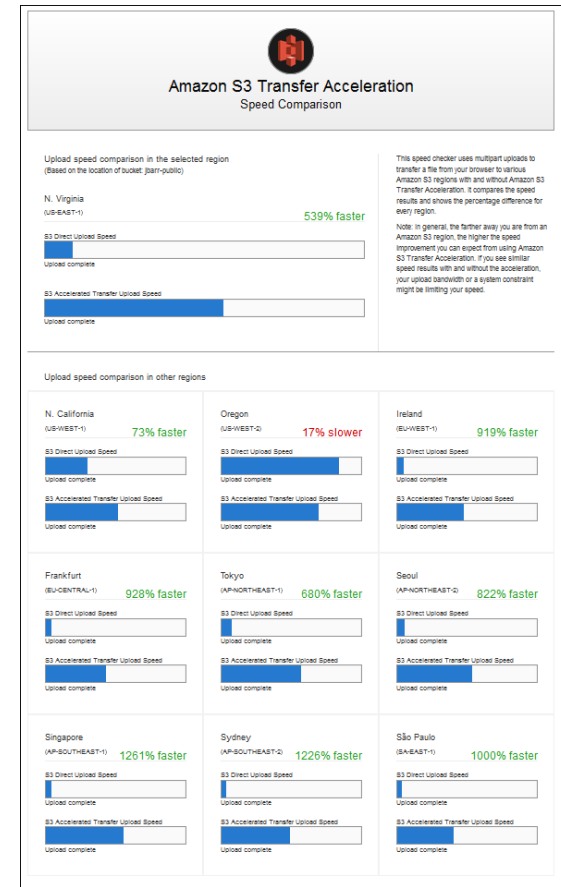
- A. File Transfer
- B. HTTP Transfer
- C. Amazon S3 Transfer Acceleration
- D. AWS Snowball



# Amazon S3 Transfer Acceleration

Can speed up content transfers to and from Amazon S3 by as much as **50-500%** for long-distance transfer of larger objects

- Bucket feature that makes it easy to quickly, easily and securely transfer files over long distances between your customer and an S3 bucket.
- It is designed to optimize transfer speeds around the world in S3 buckets.
- Take advantage of globally distributed edge locations on Amazon CloudFront.
- It allows you to transfer gigabytes or terabytes of data regularly between several continents.
- There are customers who cannot use all the bandwidth available on the Internet when uploading to Amazon S3.



# 20 - We Need Support!

1 MINUTE

**A Customer needs 24x7 support from AWS engineers via email, chat, and phone. If a business critical application fails, responses will be needed in under 15 minutes.**

**What AWS Support Plan meets these requirements?**

- A. Developer
- B. Business
- C. Enterprise On-Ramp
- D. Enterprise

# 20 - We Need Support!



A Customer needs 24x7 support from AWS engineers via email, chat, and phone. If a business critical application fails, responses will be needed in under 15 minutes.

What AWS Support Plan meets these requirements?

- A. Developer
- B. Business
- C. Enterprise On-Ramp
- D. Enterprise

# AWS Support Plan

	<u>Developer</u>	<u>Business</u>	<u>Enterprise On-Ramp</u>	<u>Enterprise</u>
	<i>Recommended if you are experimenting or testing in AWS.</i>	<i>Minimum recommended tier if you have production workloads in AWS</i>	<i>Recommended if you have production and/or business critical workloads in AWS.</i>	<i>Recommended if you have business and/or mission critical workloads in AWS.</i>
Enhanced Technical Support	Business hours** web access to Cloud Support Associates Unlimited cases with 1 primary contact Prioritized responses on <a href="#">AWS re:Post</a>	24/7 phone, web, and chat access to Cloud Support Engineers Unlimited cases and unlimited contacts (IAM supported) Prioritized responses on <a href="#">AWS re:Post</a> Access to <a href="#">AWS Support App in Slack</a>	24/7 phone, web, and chat access to Cloud Support Engineers Unlimited cases and unlimited contacts (IAM supported) Prioritized responses on <a href="#">AWS re:Post</a> Access to <a href="#">AWS Support App in Slack</a>	24/7 phone, web, and chat access to Cloud Support Engineers Unlimited cases and unlimited contacts (IAM supported) Prioritized responses on <a href="#">AWS re:Post</a> Access to <a href="#">AWS Support App in Slack</a>
Case Severity / Response Times*	General guidance: < 24 hours** System impaired: < 12 hours**	General guidance: < 24 hours System impaired: < 12 hours Production system impaired: < 4 hours Production system down: < 1 hour	General guidance: < 24 hours System impaired: < 12 hours Production system impaired: < 4 hours Production system down: < 1 hour Business-critical system down: < 30 minutes	General guidance: < 24 hours System impaired: < 12 hours Production system impaired: < 4 hours Production system down: < 1 hour Business/Mission-critical system down: < 15 minutes





AWS PARTNER CERTIFICATION READINESS – CLOUD PRACTITIONER

# Thank you for joining us!

NEXT STEP

Complete your exams!