**AWS Support Tiers Plan**

AWS provides Four Support tiers and is per AWS Account (except Enterprise)

* + **Basic**
    - * Customer Service: one-on-one responses to account and billing questions
      * Support forums
      * Service health checks
    - Documentation, whitepapers, and best-practice guides
  + **Developer**
    - * All the features from Basic Support Tier
      * Best-practice guidance
      * Client-side diagnostic tools
    - Building-block architecture support: guidance on how to use AWS products, features, and services together
  + **Business**
    - * Phone/Email/Chat support,  1 hour response time
      * All the features from Developer Support Tier
      * Use-case guidance: what AWS products, features, and services to use to best support your specific needs
      * IAM for controlling individuals’ access to AWS Support
      * [AWS Trusted Advisor](https://docs.aws.amazon.com/awssupport/latest/user/getting-started.html#trusted-advisor), which inspects customer environments and identifies opportunities to save money, close security gaps, and improve system reliability and performance
      * An API for interacting with Support Center and Trusted Advisor, allowing for automated support case management and Trusted Advisor operations
    - Third-party software support: help with EC2 instance operating systems as well as the configuration and performance of the most popular third-party software components on AWS
* **Enterprise**
  + - 15 min response time, dedicated Technical Account Manager
    - All the features from Business Support Tier
    - Application architecture guidance: consultative partnership supporting specific use cases and applications
    - Infrastructure event management: short-term engagement with AWS Support to partner with your technical and project resources to gain a deep understanding of your use case and provide architectural and scaling guidance for an event
    - AWS Concierge
    - Technical account manager
    - White-glove case routing
  + Management business reviews

**Amazon Redshift**

[**Amazon Redshift**](https://aws.amazon.com/redshift) is a data warehousing service that you can use for big data analytics. It offers the ability to collect data from many sources and helps you to understand relationships and trends across your data.

MCQ TEST :

<https://youtu.be/X5w7OTapVsY>

<https://youtu.be/2EMrsZDuMOM>

<https://youtu.be/_0qWRd9kRmk>

<https://youtu.be/VNVxv-_mvg4>

<https://youtu.be/ZRLC4hWYXH4>

<https://youtu.be/FQ8b7pA2_G0>

<https://youtu.be/iY8AlQ_eujU>

<https://youtu.be/d4KQ9TVIbSQ>

<https://youtu.be/y_y6oZqQGLo>

<https://youtu.be/lDEFXtpEhLY>