**SSM - Operations Management - OpsCenter**

## Service Overview

**OpsCenter** provides a central location where operations engineers and IT professionals can view, investigate, and resolve operational work items (OpsItems) related to AWS resources. OpsCenter is designed to reduce mean time to resolution for issues impacting AWS resources. This Systems Manager capability aggregates and standardizes OpsItems across services while providing contextual investigation data about each OpsItem, related OpsItems, and related resources. OpsCenter also provides Systems Manager Automation documents (runbooks) that you can use to quickly resolve issues. You can specify searchable, custom data for each OpsItem. You can also view automatically-generated summary reports about OpsItems by status and source.

OpsCenter is integrated with Amazon EventBridge and Amazon CloudWatch. This means you can configure these services to automatically create an OpsItem in OpsCenter when a CloudWatch alarm enters the ALARM state or when EventBridge processes an event from any AWS service that publishes events. Configuring CloudWatch alarms and EventBridge events to automatically create OpsItems enables you to quickly diagnose and remediate issues with AWS resources from a single console.

## Use cases / Considerations

OpsCenter benefits:

* You no longer need to navigate across multiple console pages to view, investigate, and resolve OpsItems related to AWS resources. OpsItems are aggregated, across services, in a central location.
* You can view service-specific and contextually relevant data for OpsItems that are automatically generated by CloudWatch alarms, Amazon EventBridge events, and CloudWatch Application Insights for .NET and SQL Server.
* You can specify the Amazon Resource Name (ARN) of a resource related to an OpsItem. By specifying related resources, OpsCenter uses built-in logic to help you avoid creating duplicate OpsItems.
* You can view details and resolution information about similar OpsItems.
* You can quickly view information about and run Systems Manager Automation documents (runbooks) to resolve issues.

OpsCenter [features](https://docs.aws.amazon.com/systems-manager/latest/userguide/OpsCenter.html#OpsCenter-learn-more-features):

* Automated and manual OpsItem creation
* Detailed and searchable OpsItems
* Easy remediation using runbooks
* Change notification
* Comprehensive OpsItem search capabilities
* OpsItem summary reports
* IAM access control
* Logging and auditing capability support
* Console, CLI, PowerShell, and SDK access to OpsCenter capabilities

## Governance

Not required

## Cautions

[Resource limits for OpsCenter](https://docs.aws.amazon.com/systems-manager/latest/userguide/OpsCenter.html#OpsCenter-learn-more-limits)

## Pricing considerations

[OpsCenter Pricing](https://aws.amazon.com/systems-manager/pricing/#OpsCenter)

## More details

* [OpsCenter](https://docs.aws.amazon.com/systems-manager/latest/userguide/OpsCenter.html)
* [Getting started with OpsCenter](https://docs.aws.amazon.com/systems-manager/latest/userguide/OpsCenter-getting-started.html)
* [Creating OpsItems](https://docs.aws.amazon.com/systems-manager/latest/userguide/OpsCenter-creating-OpsItems.html)
* [Working with OpsItems](https://docs.aws.amazon.com/systems-manager/latest/userguide/OpsCenter-working-with-OpsItems.html)
* [Remediating OpsItem issues using Systems Manager Automation](https://docs.aws.amazon.com/systems-manager/latest/userguide/OpsCenter-remediating.html)
* [Viewing OpsCenter summary reports](https://docs.aws.amazon.com/systems-manager/latest/userguide/OpsCenter-reports.html)
* [Supported resources reference](https://docs.aws.amazon.com/systems-manager/latest/userguide/OpsCenter-related-resources-reference.html)
* [Auditing and logging OpsCenter activity](https://docs.aws.amazon.com/systems-manager/latest/userguide/OpsCenter-logging-auditing.html)
* [Aggregate and Resolve Operational Issues Using AWS Systems Manager OpsCenter (video)](https://www.youtube.com/watch?v=r6ilQdxLcqY)
* [Integrate AWS Systems Manager OpsCenter with Amazon CloudWatch Alarms (video)](https://www.youtube.com/watch?v=Gpc7a5kVakI&t=11s)
* [Integrate Your Data Sources into AWS Systems Manager OpsCenter Using Amazon EventBridge](https://www.youtube.com/watch?v=Xmmu5mMsq3c)