* **AWS Enterprise Support** is a support plan which provides a less than 15 minutes response time for business-critical system failure. The **concierge support team** only comes with the Enterprise support plan.
* **AWS Enterprise On-Ramp** provides a less than 30 minutes response time for business-critical system failure.
* **AWS Developer Support** is a support plan which provides a less than 12-hour response time for system impaired cases and has no guarantee on business-critical system down.
* **AWS Business Support** is a support plan which provides a less than 1 hour response time for production system impaired cases and has no guarantee on business-critical system down.
* **AWS Basic support** only provides support to billing queries.
* **Amazon Route 53** and CloudFront are global services.
* **CloudWatch Logs Insights** enables you to interactively search and analyze your log data in Amazon CloudWatch Logs. If an issue occurs, you can use CloudWatch Logs Insights to identify potential causes and validate deployed fixes.
* **Amazon EventBridge** is a serverless event bus that ingests data from your own apps, SaaS apps and AWS services and routes that data to targets.
* **Amazon Elastic File System** is a fully-managed service that makes it easy to set up and scale file storage in the Amazon Cloud. EFS uses the NFSv4.1 protocol. Can concurrently connect 1 to 1000s of EC2 instances, from multiple AZs. Amazon EFS is not a hybrid cloud storage solution. With EFS you can mount file systems from on-premises servers, however it does not offer a local cache or method of moving data into the cloud.
* **Amazon Instance Store** is a type of ephemeral block-based volume that can be attached to a single EC2 instance at a time.
* **Amazon EBS volumes** can only be attached to a single EC2 instance at a time and are block devices (not NFS).
* The **AWS Storage Gateway** service enables hybrid cloud storage between on-premises environments and the AWS Cloud.
* **Amazon Workspaces** is a fully managed desktop virtualization service for Windows and Linux that enables you to access resources from any supported device.
* To secure your network you would use the **AWS Site-to-Site VPN**. **AWS Site-to-Site VPN** allows you to encrypt traffic across your networks.
* **Amazon AppStream** is a non-persistent desktop and application service for remotely accessing your work. The non-persistent feature of this service would make the product unsuitable.
* **Amazon SageMaker** is a managed Machine Learning service where you can package your own algorithms that can then be trained and deployed in the SageMaker environment.
* **AWS Data Pipeline** is a web service that helps you reliably process and move data between different AWS compute and storage services, as well as on-premises data sources, at specified intervals.
* **Amazon Forecast** is a time- series forecasting service based on machine learning (ML) and built for business metrics analysis. Although it is based on Machine Learning, it does not allow you to bring your own algorithms.
* **AWS PrivateLink** provides private connectivity between VPCs, AWS services, and your on-premises networks, without exposing your traffic to the public internet.
* The **AWS Health API** is available to all Business, Enterprise On-Ramp, or Enterprise Support customers. You can use the API operations to get information about events that might affect your AWS services and resources.
* **AWS Security Token Service (STS)** is a web service that enables you to request temporary, limited-privilege credentials for IAM users or for users that you authenticate (federated users)
* An **AWS VPC Endpoint** is a PrivateLink connection that connects an AWS public service to a VPC using a private connection.
* **Amazon Macie** helps identify PII data within S3 Bucket and does not detect threats.
* **Amazon Inspector** is a fully managed vulnerability assessment tool – it doesn’t detect threat.
* **Amazon GuardDuty** is a threat detection service that continuously monitors your AWS accounts and workloads for malicious activity and delivers detailed security findings for visibility and remediation.
* **AWS Application Discovery Service** helps you plan your migration to the AWS cloud by collecting usage and configuration data about your on-premises servers.

**AWS Well-Architected Framework**

1. **Security and compliance** are shared responsibilities between AWS and the customer. Depending on the services deployed, this shared model can help relieve the customer’s operational burden. This is because AWS operates, manages, and controls the components from the host operating system and virtualization layer down to the physical security of the facilities in which the service operates.
2. **The Operational Excellence** pillar includes the ability to support development and run workloads effectively, gain insight into their operations, and to continuously improve supporting processes and procedures to deliver business value.
3. **The performance efficiency** pillar focuses on the efficient use of computing resources to meet requirements, and how to maintain efficiency as demand changes and technologies evolve.
4. **Reliability** is the ability of a workload to perform its intended function correctly and consistently when it's expected to.

* **Amazon Kendra** is the correct answer because it is a highly accurate and easy-to-use enterprise search service powered by machine learning. It provides natural language search capabilities, meaning that users can ask questions using everyday language and Kendra will find the precise answers in the document set.
* **Amazon Comprehend** is a natural language processing (NLP) service that uses machine learning to analyze text documents, but it does not offer search capabilities to find precise answers to natural language queries across a large set of documents.
* **Amazon Lex** is a service for building conversational interfaces using voice and text, rather than a search service designed to find specific answers in a large document set using natural language queries.
* **IAM** is a global service.
* **Amazon FSx** for Windows File Server provides fully managed Microsoft Windows file servers, backed by a fully native Windows file system and it runs on **Server Messaging Block (SMB)** protocol.
* **AWS Audit Manager** is the correct choice because it assists organizations in continuously auditing their AWS usage, facilitating risk assessment and compliance with various regulations and industry standards.
* **AWS Artifact** is more about providing on-demand access to AWS' security and compliance reports and select online agreements, rather than helping in the continuous auditing of AWS usage considering risk and compliance assessments.
* In **IAM**, a user can be a member of multiple groups**. One IAM user can be a part of a maximum of 5 groups**. Also, Groups are a flat hierarchy of users with similar permissions, and **you cannot place a group within another group.**
* **Key pairs** are used with Amazon EC2 as a method of using public key encryption to securely access EC2 instances.
* **AWS Compute Optimizer** is the correct answer because this service leverages machine learning to analyze the historical usage patterns of your workloads, helping you to identify the most optimal AWS resources, reducing costs, and enhancing performance.
* AWS Trusted Advisor although it provides real-time guidance to help you provision your resources following AWS best practices, it doesn't specifically use machine learning to analyze historical usage patterns to recommend optimal AWS resources for your workloads.
* **AWS Launch Wizard** offers a guided way of sizing, configuring, and deploying AWS resources for third-party applications, such as SQL Server Always On and SAP, without needing to manually identify and provision individual AWS resources.
* **Support Concierge Team** are AWS billing and account experts that specialize in working with enterprise accounts.