



AWS Management Service

Introduction

Foundation Support



Service review

- We will analyse the AWS accounts and their contents and produce documentation to enable support
- We conduct an AWS Well Architected Review (WAR), which we will review with you
- Monthly WAR updates based on changes to the service, which we will share with you
- Regular review meetings at a cadence that suits you (typically annually)



Patching and upgrades

- We track the infrastructure you use that requires manual patching
- We assess the risk of patching, and will apply low-risk patches as needed without communication
- Higher risk patches will be coordinated with your development team via service desk ticket
- Where required changes will impact your software, we will communicate this to development teams as early as possible, so they can plan their own changes



Monitoring and alerting

- We configure monitors and alerts based on our analysis of the environment, in conjunction with your development team
- We update these monitors over time in response to changes and events
- We configure alerts to be sent to the appropriate resolving parties - many alerts will go directly to development teams, since they will resolve many issues
- We respond to alerts for infrastructure failures



Service desk

- We respond to incidents raised by your users, up to and including appropriate fixes
- Assessment and estimation of requested changes
- Completion of agreed service requests, such as management of service desk users

Premium Support

For customers with larger development teams, where there is a lot of change, or where the AWS environment is complex, Premium Support provides additional technical and service management.



Named Lead Engineer

Who stays across your platform and can provide tailored advice.



Service Delivery

Your Service Delivery Manager will spend additional time managing your workload for you, with fortnightly management calls and a monthly review of your service.

Service Management

- Fortnightly calls with the Service Delivery Manager, ensuring work is on track
- Shared Slack channel for ad hoc questions and queries
- Additional time made available for change management

Lead Engineer

- Named Lead Engineer who stays across your team and platform
- Weekly office hours with your Lead Engineer for any of your team to discuss anything they want
- Shared Slack channel for ad hoc questions and queries

Security and Compliance

- Setup and configuration of AWS security tooling
- Monthly review includes security posture, configuration and event management
- Response to security incidents
- Penetration testing and review of findings

Performance

- Setup and configuration of APM and performance tooling
- Training and support for development team
- Monthly review includes performance and capacity planning

Additional packages

In addition to Foundation and Premium levels of support, customers can choose either or both of these packages if relevant to their businesses.



Performance

Suitable for platforms where low latency response is a requirement, particularly where load is highly variable.



Security and Compliance

Suitable for platforms with mandatory compliance requirements, or where highly confidential data is stored and managed.

Technical scope



AWS Organization

Consolidates access, policy and billing for AWS Accounts

- We manage the organisation according to AWS best practices
- We setup Control Tower and apply appropriate policies
- We vend new accounts
- Provide assistance with root account protection and recovery
- We help with SSO setup and management



AWS Accounts

Provide isolation for security and cost control

- Advise on account structure suitable for your requirements
- Configure budgets and alerts
- Cost optimisation and planning



Workload configuration

Configuring your software

- Shared responsibility with your development team
- We provide known good patterns for configuration management
- Automate and encrypt configuration



Workload infrastructure

AWS resources deployed into your accounts

- Shared responsibility with your development team
- We assist with best practice and initial setup, and with making changes
- Level of support adapts to the needs and capabilities of your team



The workload

Your software

- Your development team's responsibility
- We configure monitoring and alerting in consultation with them
- We configure log aggregation and telemetry to help them manage
- We provide known good patterns for deployment and update



Continuous deployment

- We set up continuous deployment systems for your teams.
- We support build and release issues.



Telemetry, alerting and log aggregation

- We set up systems for telemetry, alerting and log aggregation, and keep these current.
- We arrange event routing, and respond to events where we are the resolving party.

Service Desk



Incidents

We respond to incidents raised in the service desk. We will work on incidents until they have been mitigated, and will communicate with you for diagnosis and fixes.

For serious incidents we will conduct a Post Incident Review.



Service requests

We will agree with you any pre-authorised requests we will carry out on your behalf.

This also includes things like adding users to the service desk.



Change requests

You can raise change requests in the service desk. We will help with the definition of the change, assess any risk and provide an estimate for executing the change.

If you approve the estimate we will then implement the change, and charge for the time taken..



Bugs

If we are supporting your application code then you can raise bugs. These differ from incidents because they are existing defects in the application.

We will estimate these and fix them, at the agreed day rate.



SLA

- We aim to respond to an incident within twenty minutes
- We aim to resolve an incident within one day.



SLA

N/A



SLA

- We aim to respond to a change request within one day
- We aim to provide an estimate for the change within four days



SLA

- We aim to respond to a bug within one day
- We aim to provide a plan for resolution within 2 days, and complete resolution with 3.

Management scope



Cost Control

- Value for money audit
- Forward estimates of cost
- Budget alerts and response to those alerts
- Cost optimisation: AWS Savings Plans, Reservations and Rightsizing
- Cost Allocation Tags



Backups and Continuity

- Define a backup strategy
- Implement the backup configurations for the strategy
- Monthly review of state of backups
- Reporting on state of backups
- Plan and execute DR tests



Security

- Infrastructure code follows AWS best practices for least-privilege
- Monthly review includes review of security posture
- Security and Compliance Additional Package provides more



Developer support

- Setup of release processes as required by development teams
- Assistance with release issues
- Support for development team in using Datadog and other telemetry solutions
- Setup of workload configuration as needed, and support for configuration changes

Service hours

- Office hours only
- Monday to Friday
- 0900 - 1730
- Not public holidays

