

Service Name

AWS Health Dashboard

Service Overview

AWS Health Dashboard is a service that provides customers with ongoing visibility into the performance and availability of their AWS resources and services. It offers real-time alerts and notifications for health changes, enabling users to manage events and prepare for planned activities. The dashboard displays both account-specific events that affect your resources and public events that are general service issues. Users can view open, recent, and scheduled changes, as well as notifications and event logs from the past 90 days. The service integrates with Amazon EventBridge for automation and AWS User Notifications for centralized notification management.

Key Use Cases

- Use case 1: Proactive incident management by monitoring AWS Health events to identify potential issues affecting applications before they impact users
- Use case 2: Scheduled maintenance planning by viewing upcoming AWS service changes and maintenance windows to prepare applications and inform stakeholders
- Use case 3: Multi-account organizational health monitoring using organizational view to aggregate health events across all AWS accounts in an organization for centralized visibility

Features

- **Account Events Dashboard:** Displays events specific to your AWS account including open, recent, and scheduled changes with detailed event information
- **Public Events View:** Shows general AWS service issues and interruptions that are not specific to individual accounts
- **Calendar View:** Provides monthly calendar format for viewing AWS Health events and scheduled changes
- **Event Filtering:** Filter events by status, start time, region, service, and other parameters for focused monitoring
- **Resource Export:** Download affected resources list in CSV or JSON format for external analysis
- **EventBridge Integration:** Automatically trigger actions and notifications through Amazon EventBridge rules
- **Organizational View:** Centralized view of health events across all accounts in AWS Organizations

- **Timeline View:** Historical view of events and issues that have affected resources over time

Value Proposition

AWS Health Dashboard is accessible to all customers at no additional cost and requires no setup, providing immediate value through its console interface. Unlike third-party monitoring solutions, it provides authoritative information directly from AWS about service health and account-specific events:

- The service offers deep integration with AWS services through EventBridge for automation and can aggregate events across organizational boundaries
- Its real-time nature and comprehensive event categorization (account notifications, issues, and scheduled changes) help accelerate troubleshooting and maintain optimal AWS usage, making it superior to manual monitoring or generic health check services

Service Integration

AWS Health Dashboard integrates deeply with Amazon EventBridge to enable automated responses to health events, allowing customers to trigger Lambda functions, send notifications via SNS, or create incident management workflows. It works with AWS Organizations to provide organizational view across multiple accounts and integrates with AWS User Notifications for centralized notification management:

- The service also connects with Amazon CloudWatch for enhanced monitoring capabilities and can integrate with JIRA and ServiceNow through the Service Management Connector
- Additionally, it supports integration with chat applications like Amazon Chime and Slack for real-time team notifications

Onboarding and Offboarding

Getting started with AWS Health Dashboard requires only an AWS account as the service is available to all customers at no additional cost with no setup required. Simply sign in to the AWS Management Console and navigate to the AWS Health Dashboard to view events:

- For enhanced functionality, customers can configure Amazon EventBridge rules to automate responses to health events and enable organizational view for multi-account visibility
- Advanced features like the AWS Health API require Business, Enterprise On-Ramp, or Enterprise Support plans
- The dashboard is immediately accessible and provides 90 days of event history upon first access

Getting Started Guide: <https://docs.aws.amazon.com/health/latest/ug/getting-started-health-dashboard.html>

Data Removal

AWS Health Dashboard operates as a read-only service that displays health events and does not store customer data that requires removal. Events are automatically purged after 90 days as part of the standard retention policy. No explicit offboarding process is required since the service displays real-time AWS service status information rather than storing persistent customer data that needs deletion.

Backup/Restore and Disaster Recovery

AWS Health Dashboard does not provide backup and disaster recovery capabilities as it is a monitoring and notification service that displays real-time health information. The service itself is highly available across AWS regions and automatically delivers events to EventBridge. Customers can export affected resources data in CSV or JSON format for external backup purposes if needed for compliance or audit requirements.

Backup Capabilities

AWS Health Dashboard does not have traditional backup capabilities and does not integrate with AWS Backup since it is a monitoring service that displays real-time health events rather than storing persistent data. The service maintains 90 days of event history which serves as historical reference rather than backup data.

Disaster Recovery

AWS Health Dashboard does not directly support disaster recovery operations through AWS Elastic Disaster Recovery. However, it can be used as part of disaster recovery planning by monitoring health events and integrating with EventBridge to trigger automated disaster recovery responses when specific health events occur.

Recovery Objectives

AWS Health Dashboard helps customers meet RPO and RTO objectives by providing real-time visibility into AWS service health issues and planned maintenance events. Through EventBridge integration, customers can automate incident response workflows to reduce RTO. The service enables proactive planning for scheduled changes to minimize service disruption and optimize recovery time objectives.

Service Constraints

Service Quotas: <https://docs.aws.amazon.com/health/latest/ug/index.html>

FAQ: <https://docs.aws.amazon.com/health/latest/ug/what-is-aws-health.html>

Technical Requirements

Service Documentation: <https://docs.aws.amazon.com/health/latest/ug/index.html>

User Guide: <https://docs.aws.amazon.com/health/latest/ug/getting-started-health-dashboard.html>

API Reference: <https://docs.aws.amazon.com/health/latest/APIReference/Welcome.html>

Pricing Overview

Please see the AWS UK G Cloud 15 Pricing Document accompanying this service in the Digital Marketplace.

Public Pricing: <https://docs.aws.amazon.com/health/latest/ug/what-is-aws-health.html>

Cost Optimization

AWS Health Dashboard is provided at no additional cost to all AWS customers, making it a cost-effective monitoring solution. The only potential costs come from downstream services triggered by EventBridge integrations, such as Lambda functions, SNS notifications, or SQS queues:

- Customers can optimize costs by implementing efficient EventBridge rules that filter events appropriately to avoid unnecessary triggering of downstream services
- The organizational view feature provides cost savings by centralizing monitoring across multiple accounts without additional charges

Savings Considerations

The primary cost savings come from the service being completely free with no setup costs or ongoing charges. By providing early warning of issues and scheduled maintenance, it can prevent costly downtime and enable proactive resource management:

- Integration with automation through EventBridge can reduce operational overhead and manual monitoring costs
- For organizations with multiple AWS accounts, the organizational view eliminates the need for separate monitoring tools or manual aggregation processes, providing significant operational cost savings through centralized health monitoring