AWS
re:Invent
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How to be an operational hero: Complete operations management on AWS

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If you care about building and operating reliable and available applications and infrastructure . . .

this talk is for you

Agenda

1. Operational culture
2. The operational stack
3. Whiteboarding!

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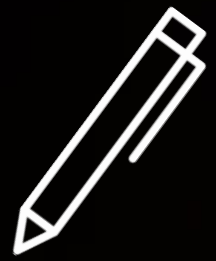
Your journey to operating at cloud scale

Get started with AWS Cloud Operations

Set up



Establish a secure foundation for governance and compliance

Build

Build new applications and migrate existing applications to the cloud

Operate

Simplify ops management with an integrated experience to manage and monitor resources and applications to detect and remediate risks quickly

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Why AWS Cloud Operations?

Return on investment (ROI)

241% ROI over 3 years*

Staff productivity

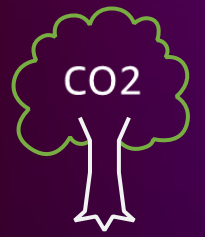
62% more efficient IT infrastructure staff

Operational resilience

57% decrease in downtime

Business agility

37% decrease in time to market



Carbon savings

88% reduction in carbon footprint of IT operations

Based on independent research of 1,500 AWS enterprise customers
*Source: "The Total Economic Impact of AWS Cloud Operations: Cost Savings And Business Benefits Enabled By Operation on AWS. May 2022. A commissioned study conducted by Forrester Consulting on behalf of Amazon Web Services."

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Cohesive operational culture

Puzzle pieces for ops culture at AWS:

1. Leadership Principles (*use your equivalents!*)
    1. Customer Obsession
    2. Ownership
    3. Bias for Action
    4. Insist on the Highest Standards
    5. Learn and Be Curious
2. Operations Management services

Scan for a previous operations and incident management talk at AWS AMER Summit for more details on operational culture

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Why does this matter?

Combine culture with AWS Operations Management services to **increase your uptime** and **reduce your outage** mean time to mitigation (MTTM) and resolution (MTTR)

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Operations stack

4 Advanced tools

3 Ops management

2 Observability

1 Setup and configuration

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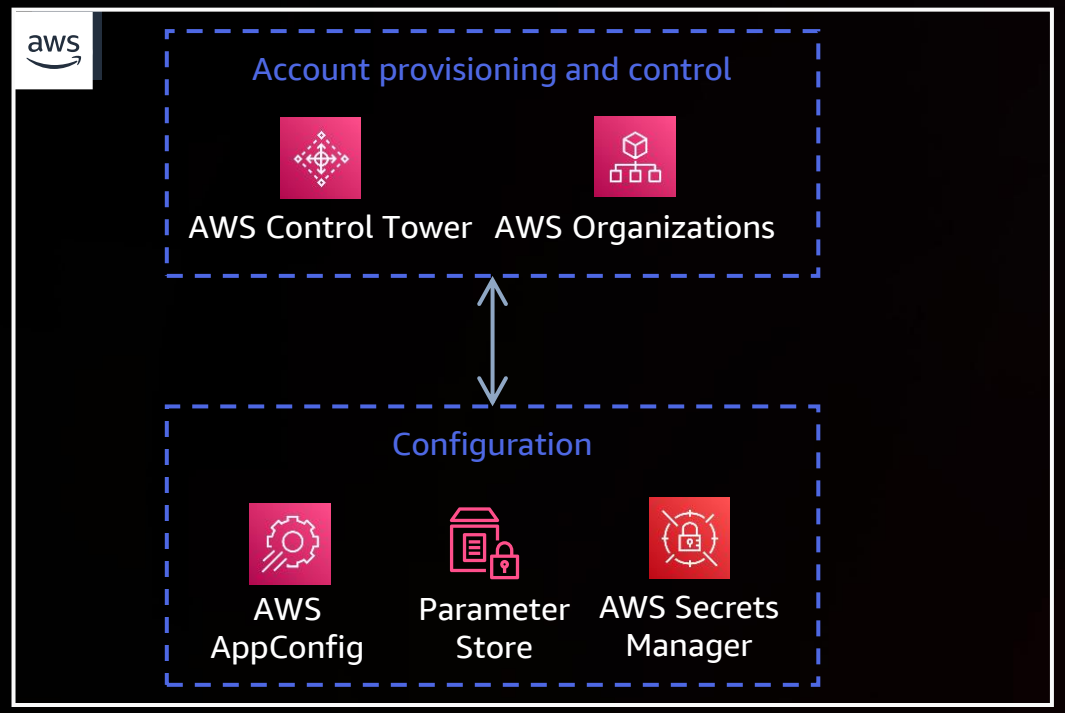
1 Setup and configuration



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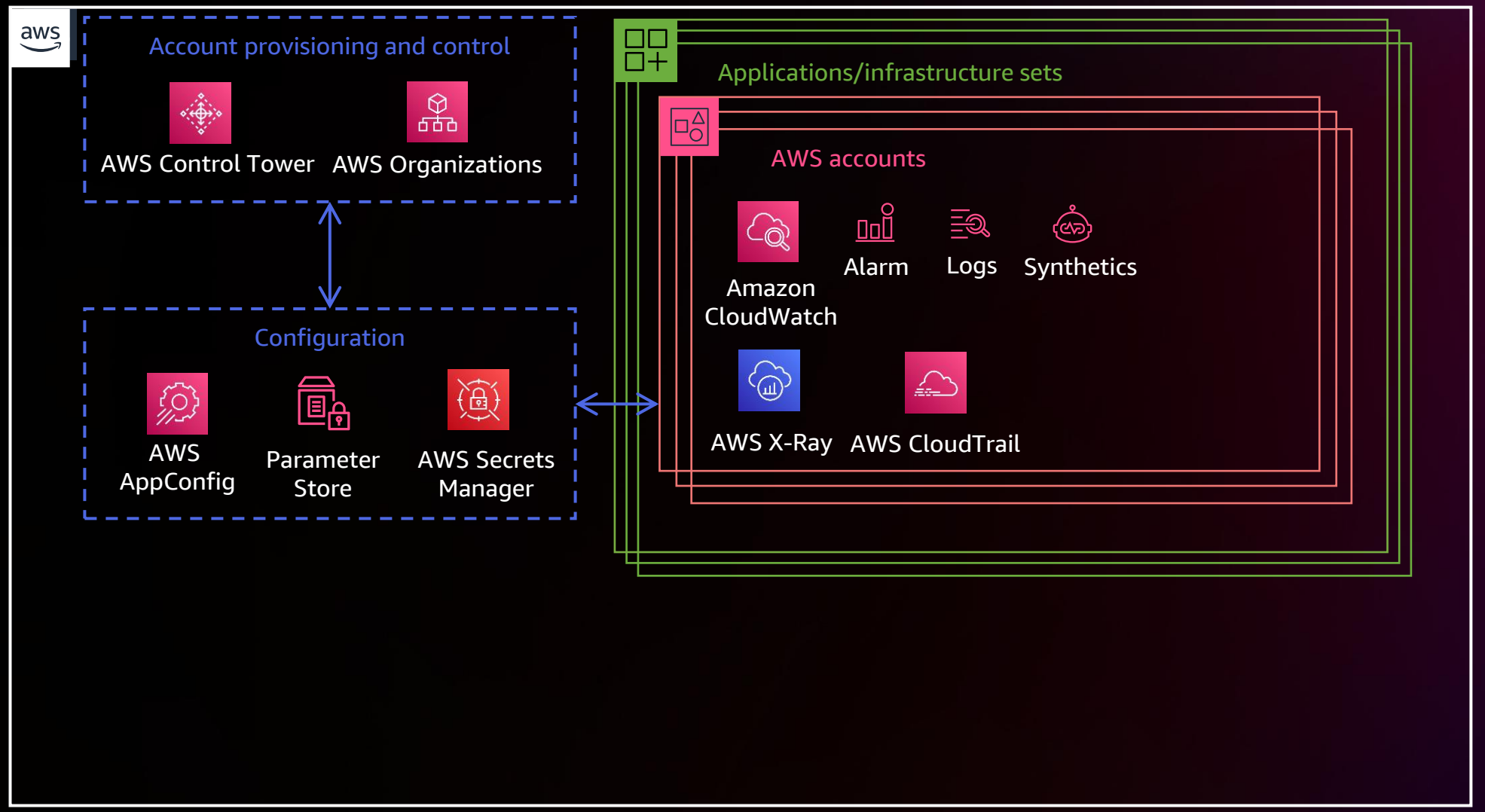
❷ Observability



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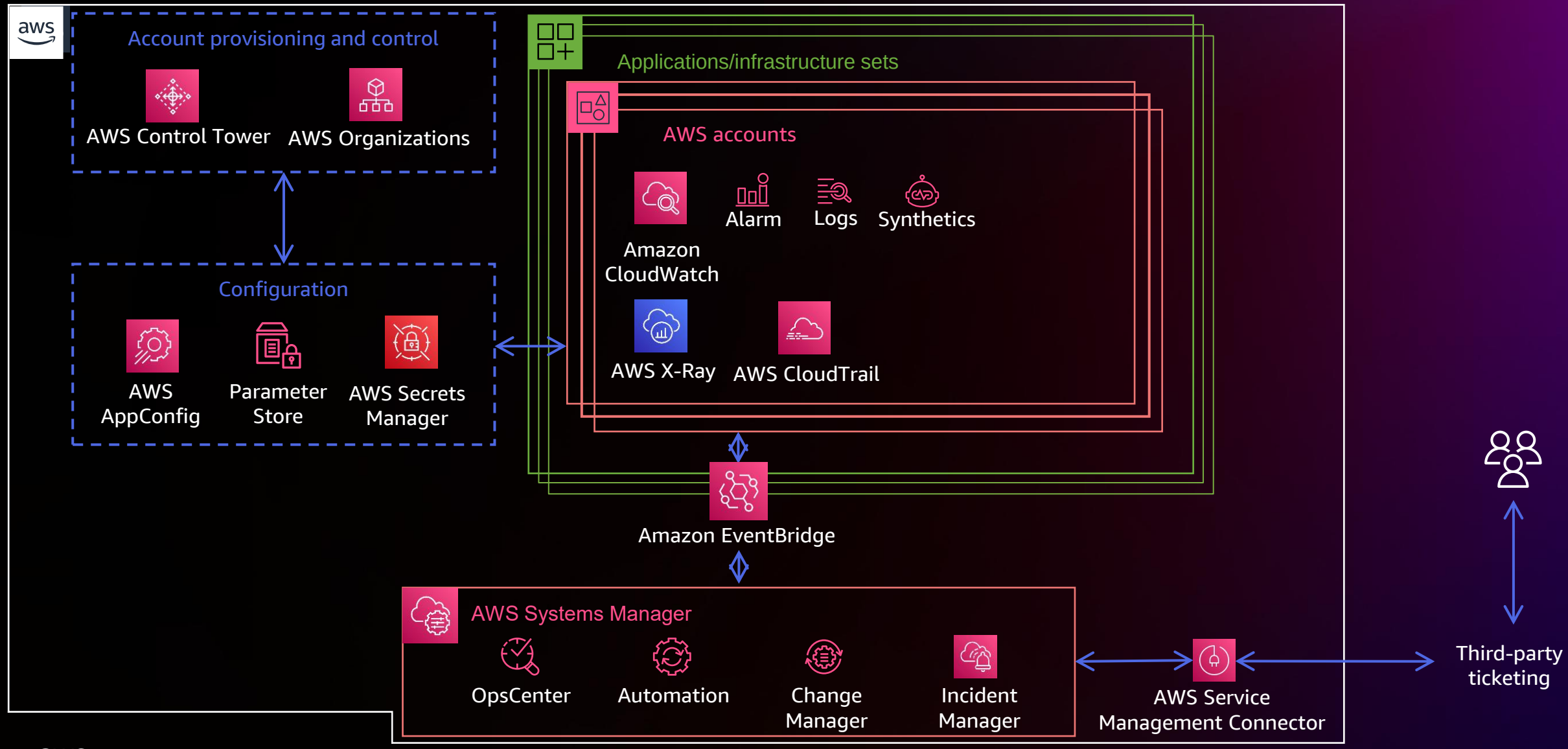
3 Ops management



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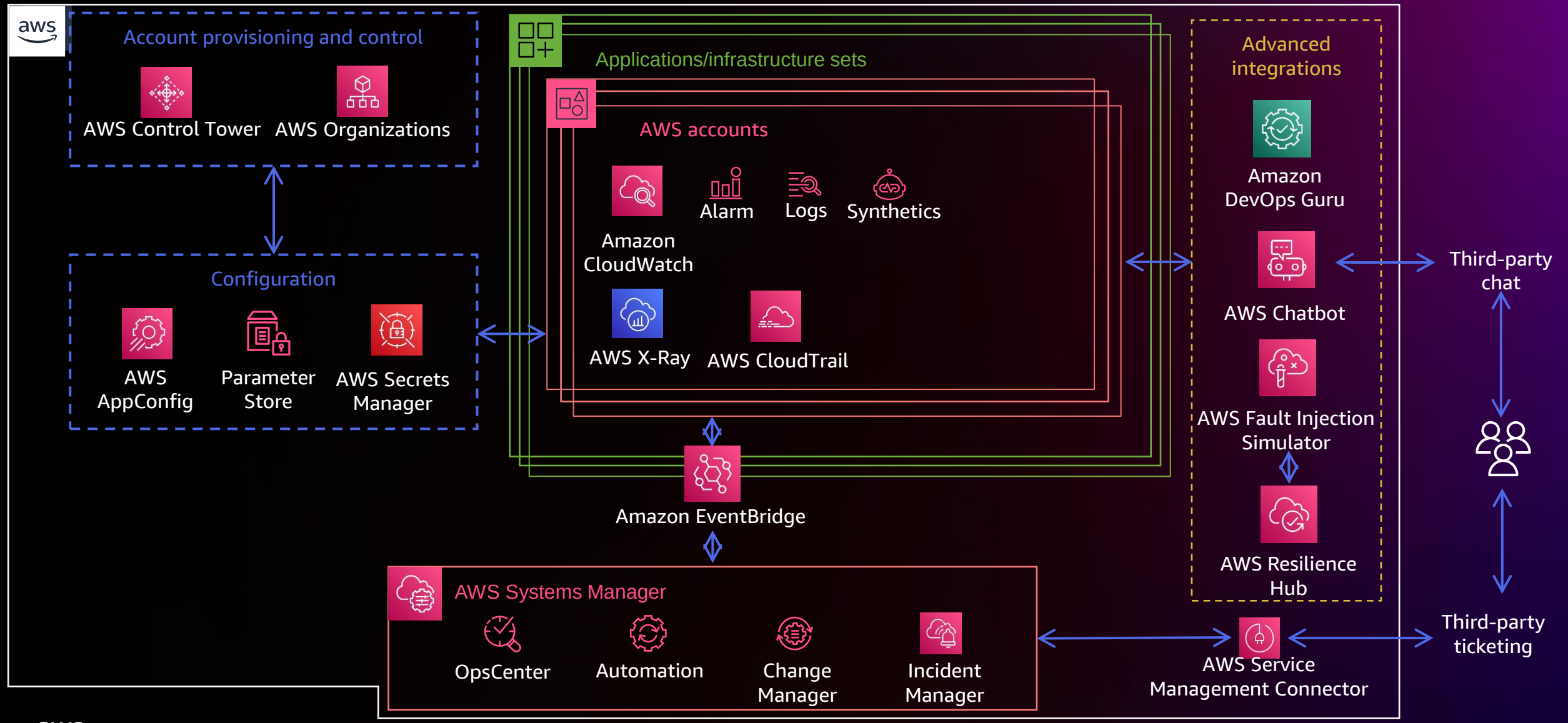
4 Advanced tools



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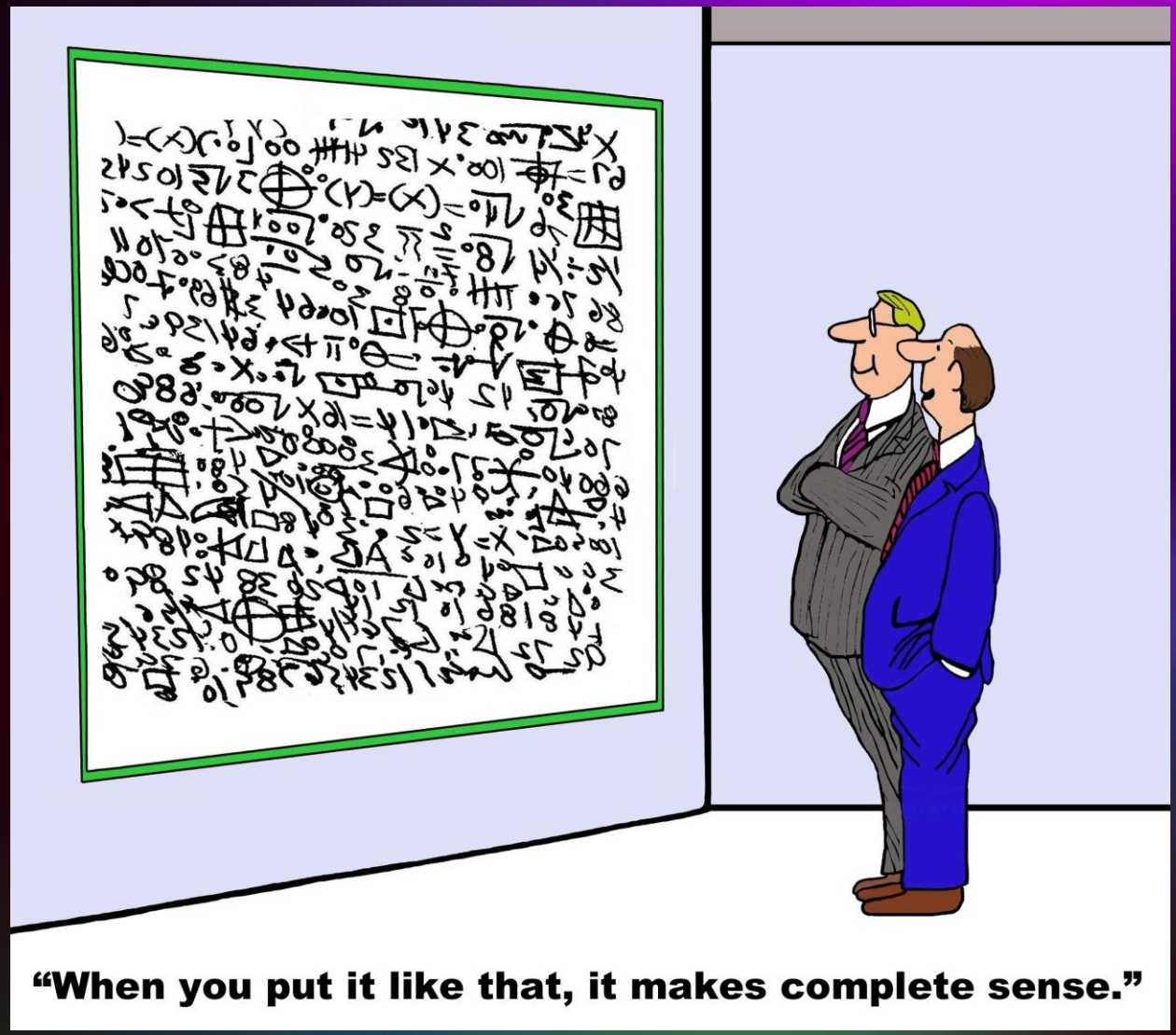
Whiteboarding

Your questions answered



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Recap

1. Perfect ops is the perfect combination of culture and tools
2. There is no such thing as perfect – but you can get close
3. Choose your starting point and build to address pain points
4. AWS services are designed to work together to meet your need
   Plenty of options – choose those that fit and iterate

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Ask us anything at our kiosks in the AWS Village

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Resources

Previous talk:
“Preparing for downtime when all you want is uptime“

AWS Builders’ Library

AWS Cloud Ops workshops

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Related sessions

Chalk talks

- COP213: Migrate and operate like an expert
- COP215: Visualizing AWS Config and Amazon CloudWatch usage and costs
- COP220: Discover your resources to address challenges
- COP321: Best practices for operating in hybrid environments
- COP322: How to remediate and automate operational changes
- COP326: Build applications with ops in mind using ITSM and AWS

Breakouts

- COP209: Automate everything: Options and best practices
- COP305: Best practices for organizing and operating on AWS
- COP314: How to manage resources and applications at scale on AWS

Workshops

- COP310: Automate operations management on AWS

Builders' sessions

- COP331: Automate incident response with AWS Systems Manager Incident Manager

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Thank you!

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