
AWS
re:Invent
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COP204

Proactive governance and compliance for AWS workloads

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Agenda

- Voice of Customers
  - NextEra Energy
  - Capital One
- AWS Service Management Connector
- AWS Cloud Operations
- Wrap-Up

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Voice of customers

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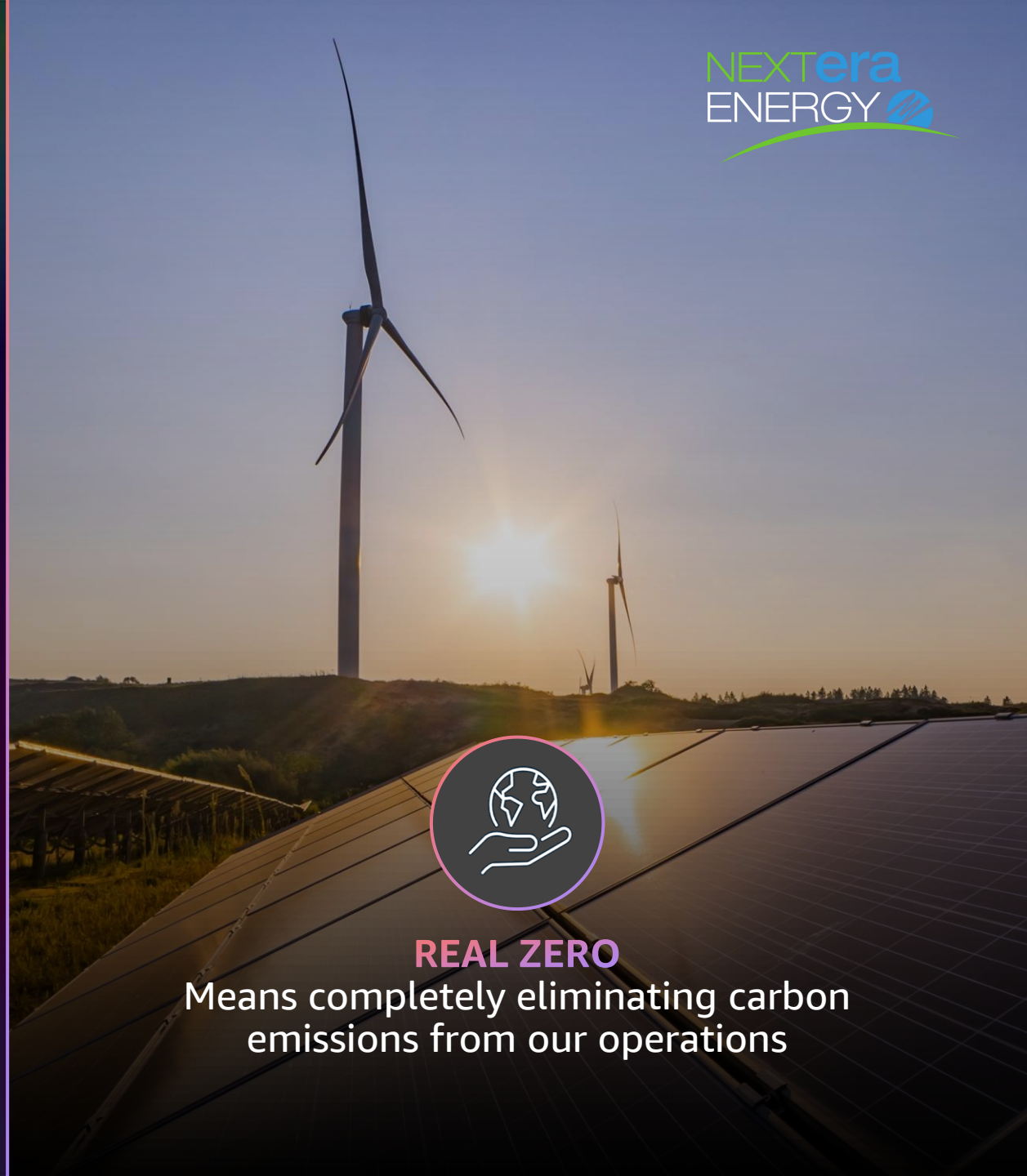
NextEra Energy



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Company overview

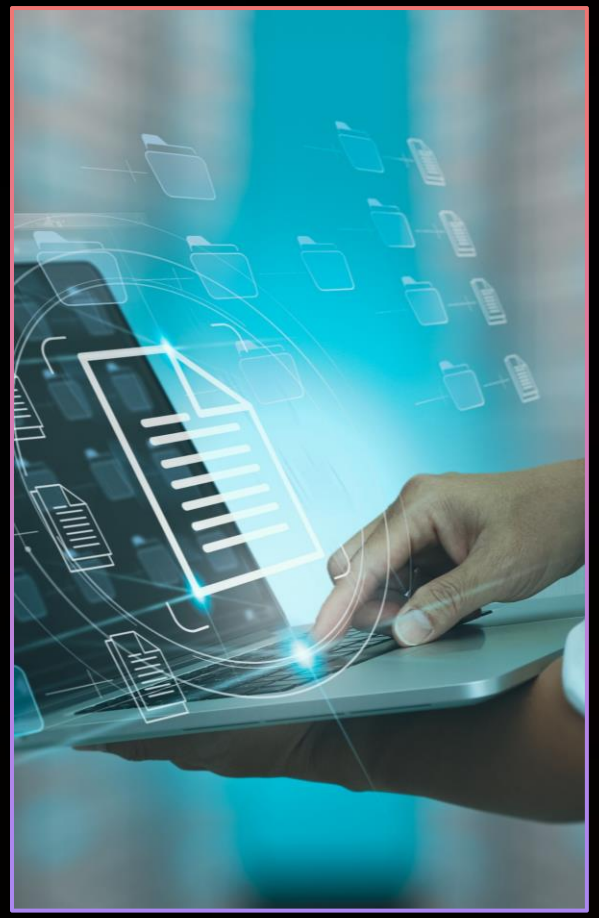
- The largest electric utility holding company
- Including our affiliates, we are world's largest generator of renewable energy from the wind and sun
- Deliver rate-regulated electricity to approximately 12 million people
- NextEra Real Zero: committed to lead the decarbonization of America



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Our business need

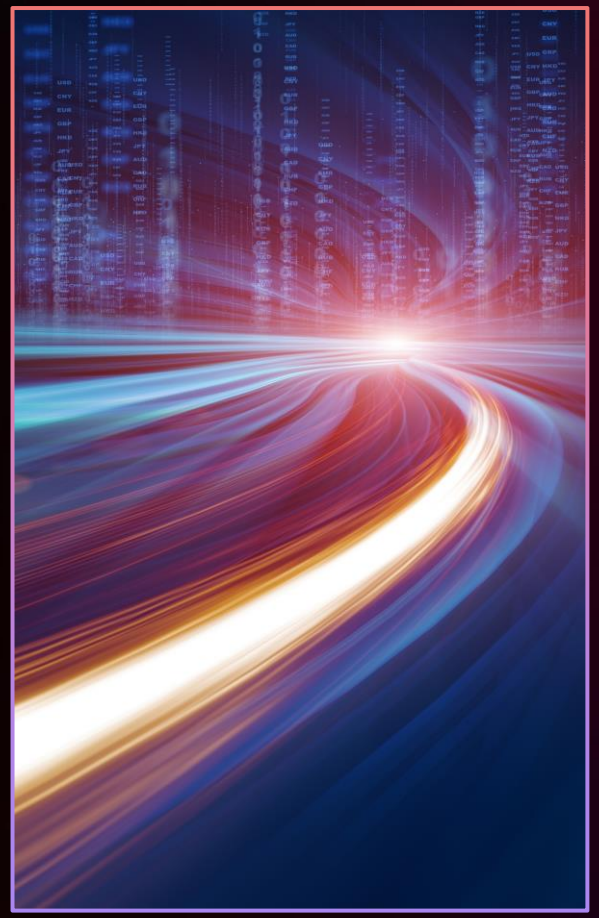
Reduce Human Interaction



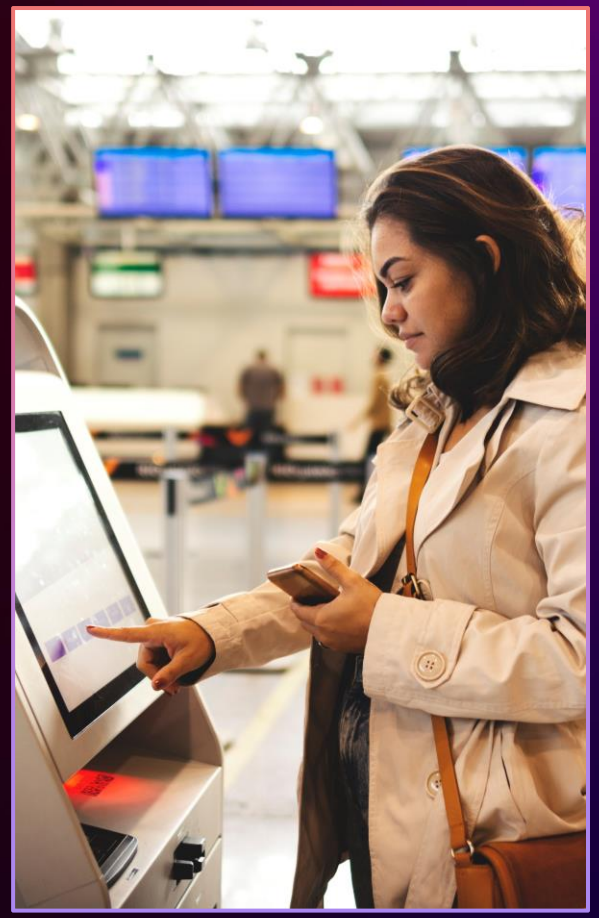
Reduce Cost



Increase Development Speed



Align to “Shift Left” Development Culture



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Self-service: Approach



Analyze customer use cases

Discover options from AWS for self-service

Set up a development framework

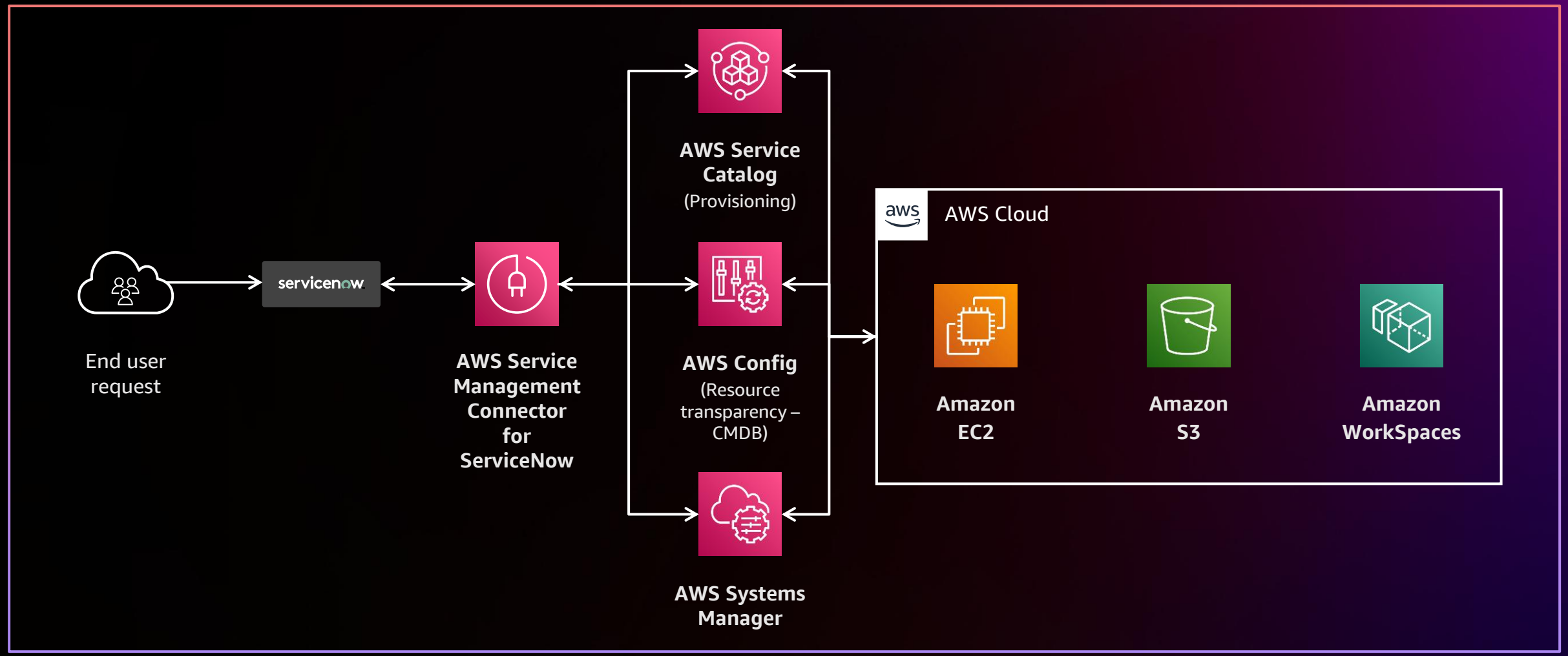
Implement AWS services

Create runbooks

Revisit and adjust

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Self-service: Solution



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Results

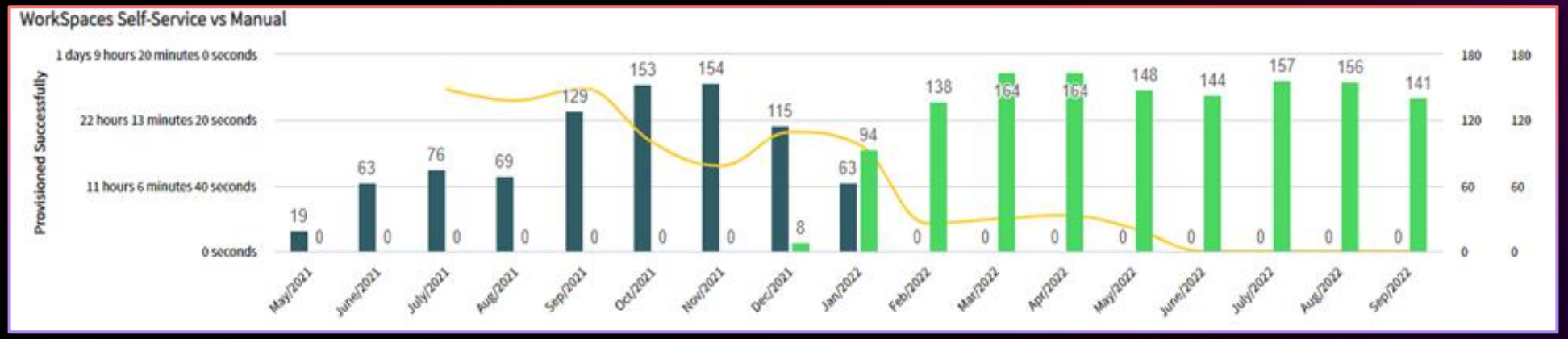
84%

time reduction to provision/deprovision

91%

reduction in manual tasks

Simplified IT asset inventory and audit requirements



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Team recognition



Digital Transformer CIO Award 2022



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Summary

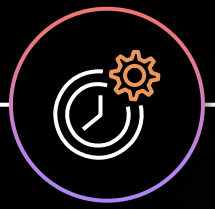
- 4 months project to deliver self-service provisioning Runbooks and a CMDB integration
- Small team—Agile fashion
- AWS service teams' support

Wish list

- Enhance CIs' relationship in ITSM
- Other CIs enabled in AWS Config
- Access to products per role
- Purging and archiving CIs

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Next steps



Revisit and adjust: discover new self-service opportunities and apply runbooks



Significantly improve the customer experience by enhancing ITSM UI/UX and workflow



AWS CIs and relationships dashboard creation for visualizing key performance indicators, monitoring trends, making strategic decisions

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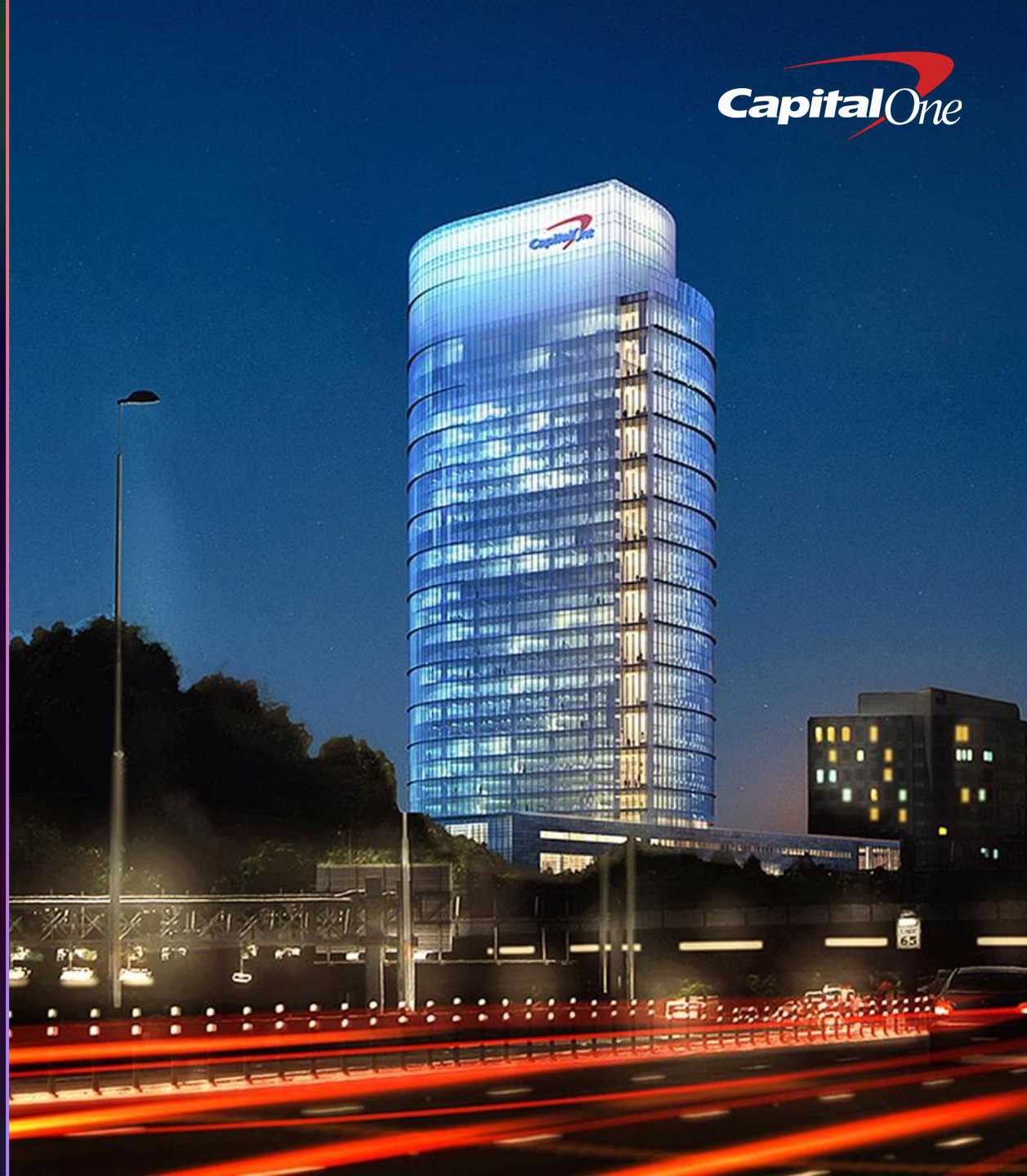
Capital One



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About Capital One

- A Fortune 100 company, founded in 1994
- A top 10 US bank, serving over 100M customers
- A data and technology pioneer in the financial services industry
- All in on the cloud in 2020 – a 5-year journey to the cloud
- AWS provides the foundation for Capital One's digital transformation



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Problems to solve with a new solution



Virtual Desktop



Virtual Desktop Requests



Virtual Desktop Provisioning

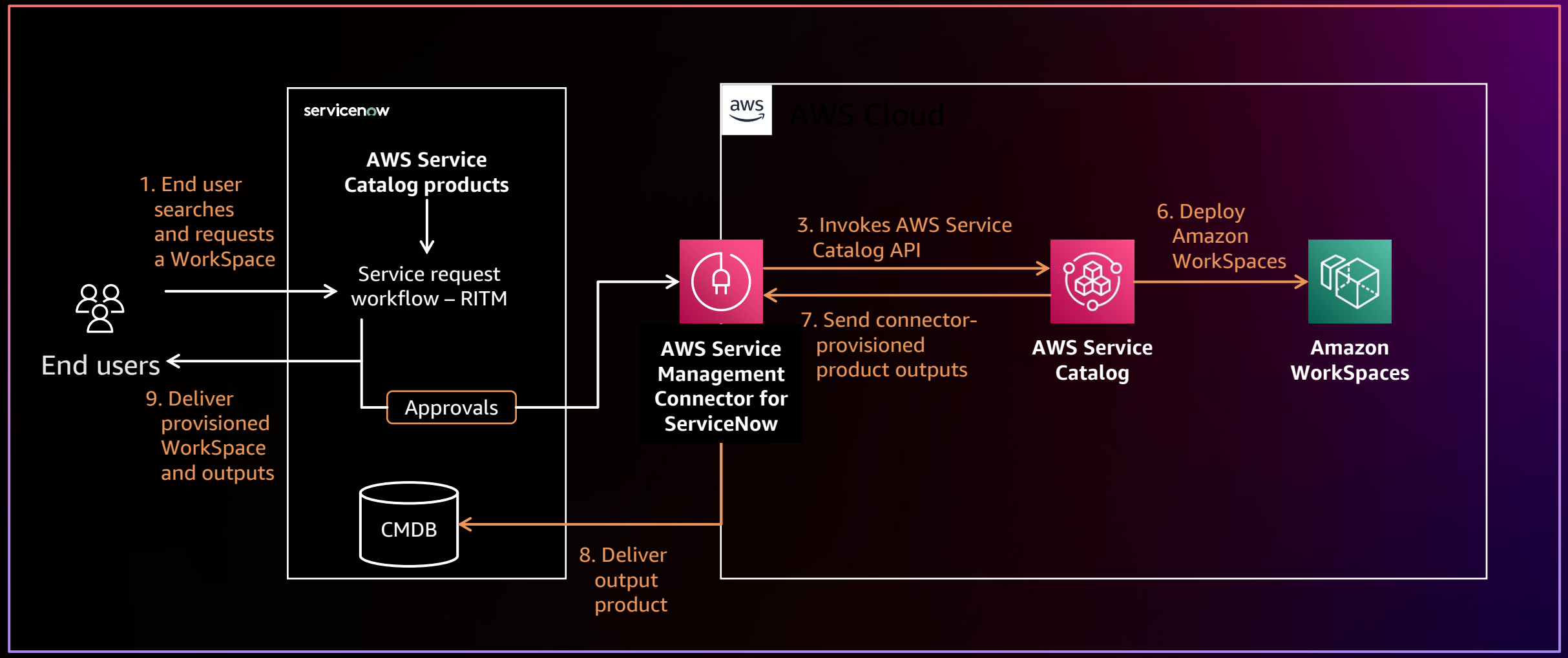


Virtual Desktop Support

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Why AWS and ServiceNow



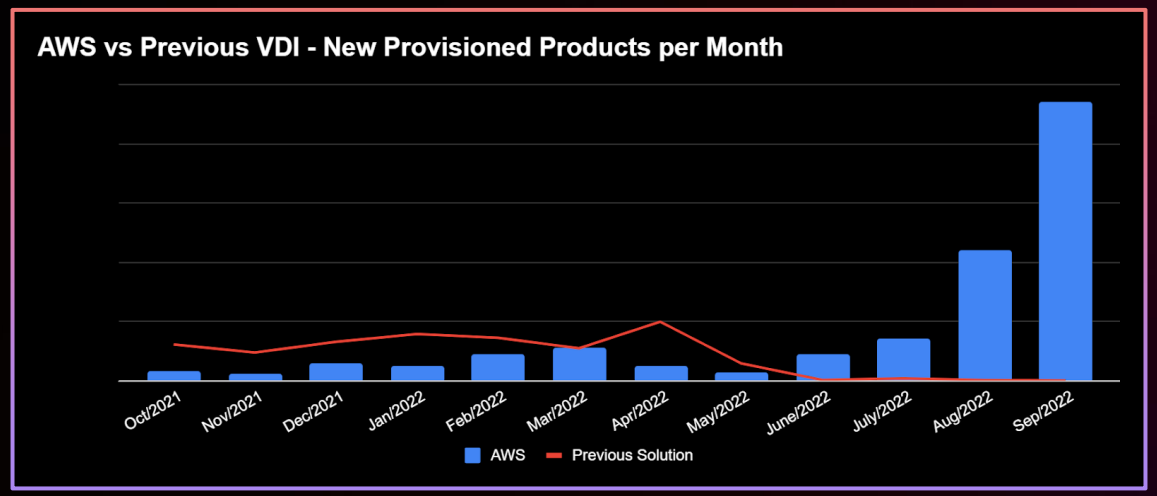
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Results: Growth

Provisioned products grew from <50 to 2500+ in the last 12 months

Suppliers using virtual desktops expanded 142% from 26 suppliers to 63
(Onshore and offshore)

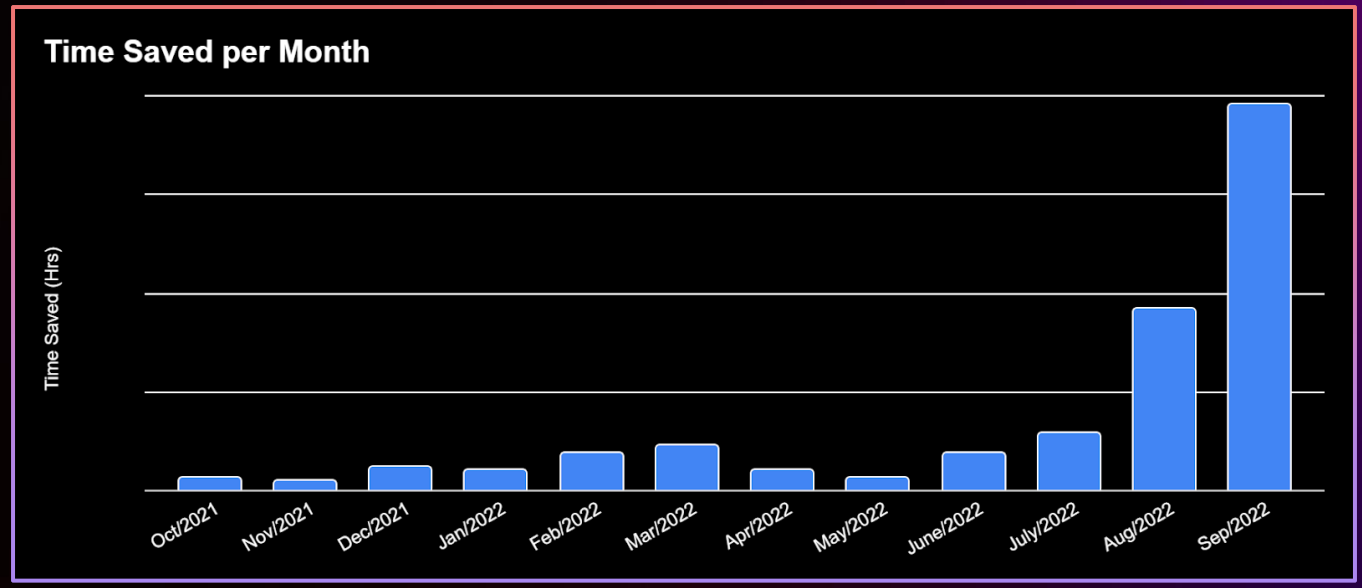
Anticipate 5k+ growth in 2023 for net new users
(Offshore supplier onboarding, PCI compliance efforts)



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Results: Time savings

Automation is saving 20 minutes of labor per Amazon WorkSpace request

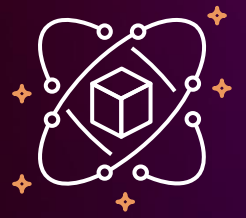


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Tailoring to the provisioning process







Approvals

Notifications

Asset enrichment

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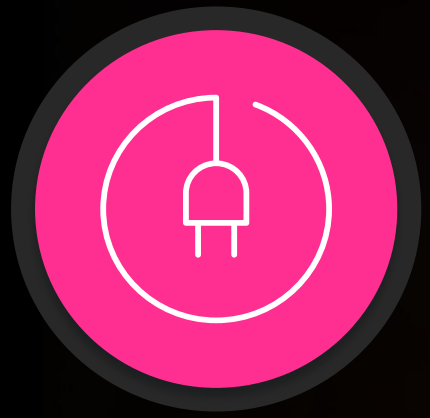
Planned improvements

- Bulk provisioning and deprovisioning
- Improved data validation before provisioning
- Expand to additional lines of business
- Requester access to cancel a request



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AWS Service Management Connectors

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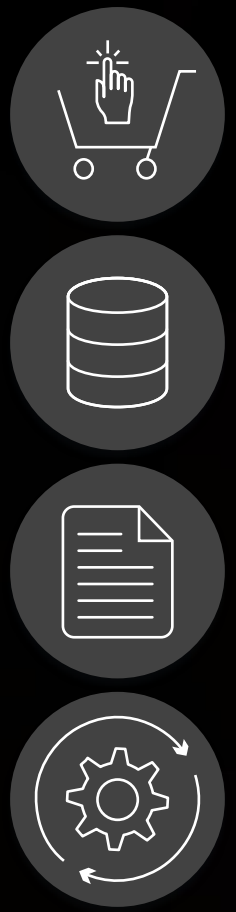
Why align CloudOps with ITSM?

To enable your IT policies and processes through automation where you are in your familiar operational tooling



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Common ITSM tooling integration scenarios

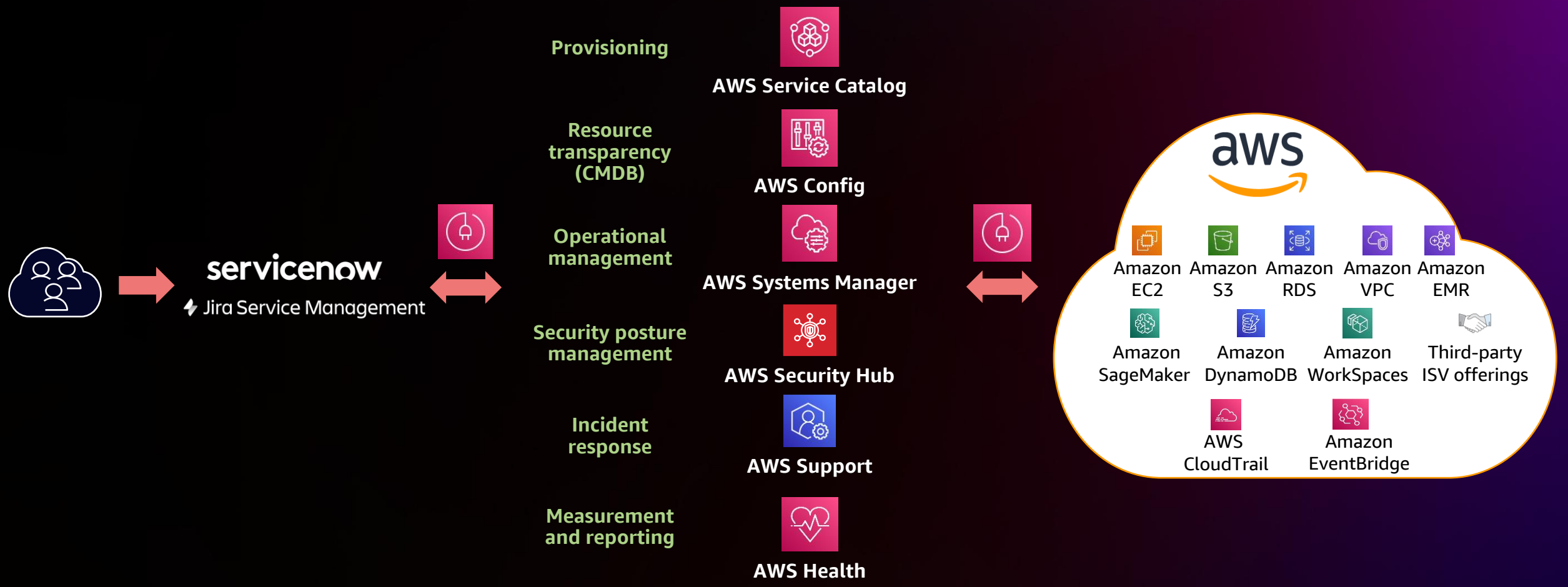


ITSM scenario	AWS tools
Self-service/provisioning	AWS Service Catalog | AWS CloudFormation | resource tags
Configuration management database (CMDB) integration	AWS Config | Amazon SNS | AWS Config rules | AWS Service Catalog AppRegistry
Ticketing (incident management)	AWS Support | AWS Trusted Advisor | AWS Systems Manager (OpsCenter and Incident Manager)
Change management	Change Manager, a capability of AWS Systems Manager

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Activating service management

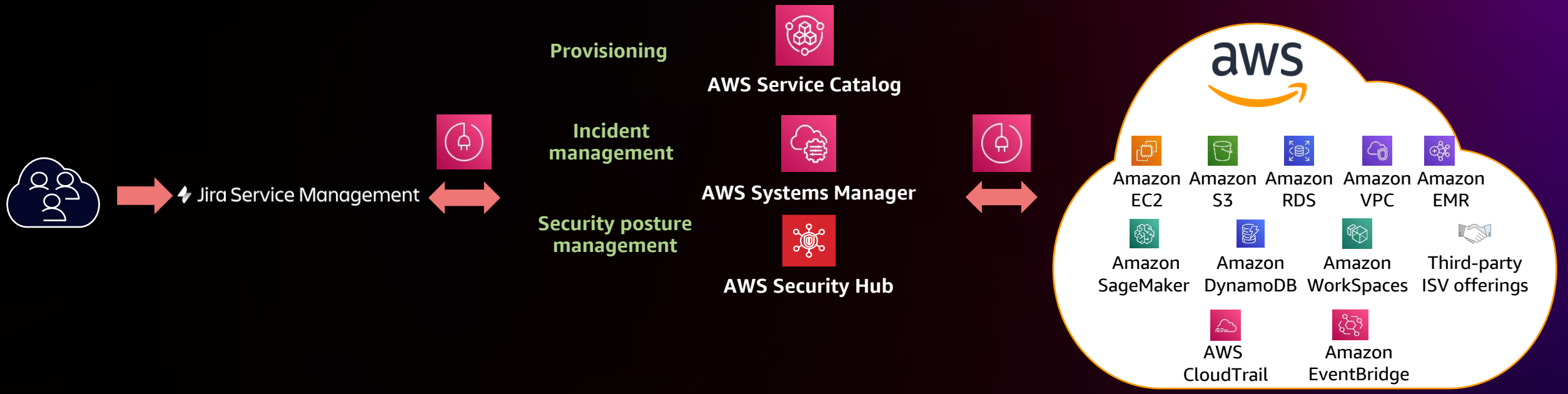
AWS SERVICE MANAGEMENT CONNECTORS FOR SERVICENOW AND ATLASSIAN



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Recent launch

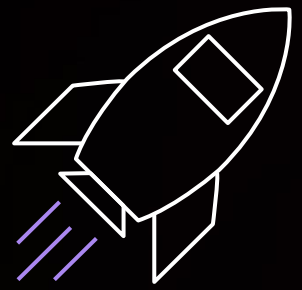
AWS SERVICE MANAGEMENT CONNECTOR FOR JIRA SERVICE MANAGEMENT CLOUD



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Enabling compliance

PREVENTATIVE AND DETECTIVE CONTROLS



Preventive controls
Provisioning

AWS CloudFormation

AWS Service Catalog

AWS Service Management Connector



Detective controls
Post-provision

AWS Systems Manager

AWS Config

AWS Security Hub

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AWS Cloud Operations

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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



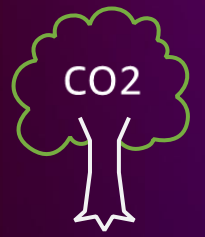
Operational resilience

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: Forrester Consulting, "Total Economic Impact of AWS Cloud Operations," https://pages.awscloud.com/GLOBAL-ln-DL-forrester-tei-report-cloud-ops-2022-learn.html

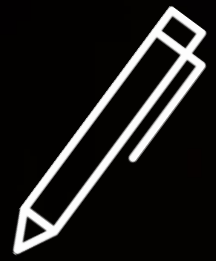
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Your journey to operating at cloud scale

Get started with AWS Cloud Operations

Set up



Establish a secure foundation for governance and compliance

Build and migrate



Migrate applications to the cloud, or build new applications

Operate



Simplify operations management with an integrated experience to manage and monitor resources and apps to detect and remediate risks quickly

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Why is this important?

BALANCE THE NEEDS OF BUILDERS AND CENTRAL CLOUD IT

Builders: Stay agile



Innovate with the speed and agility of AWS

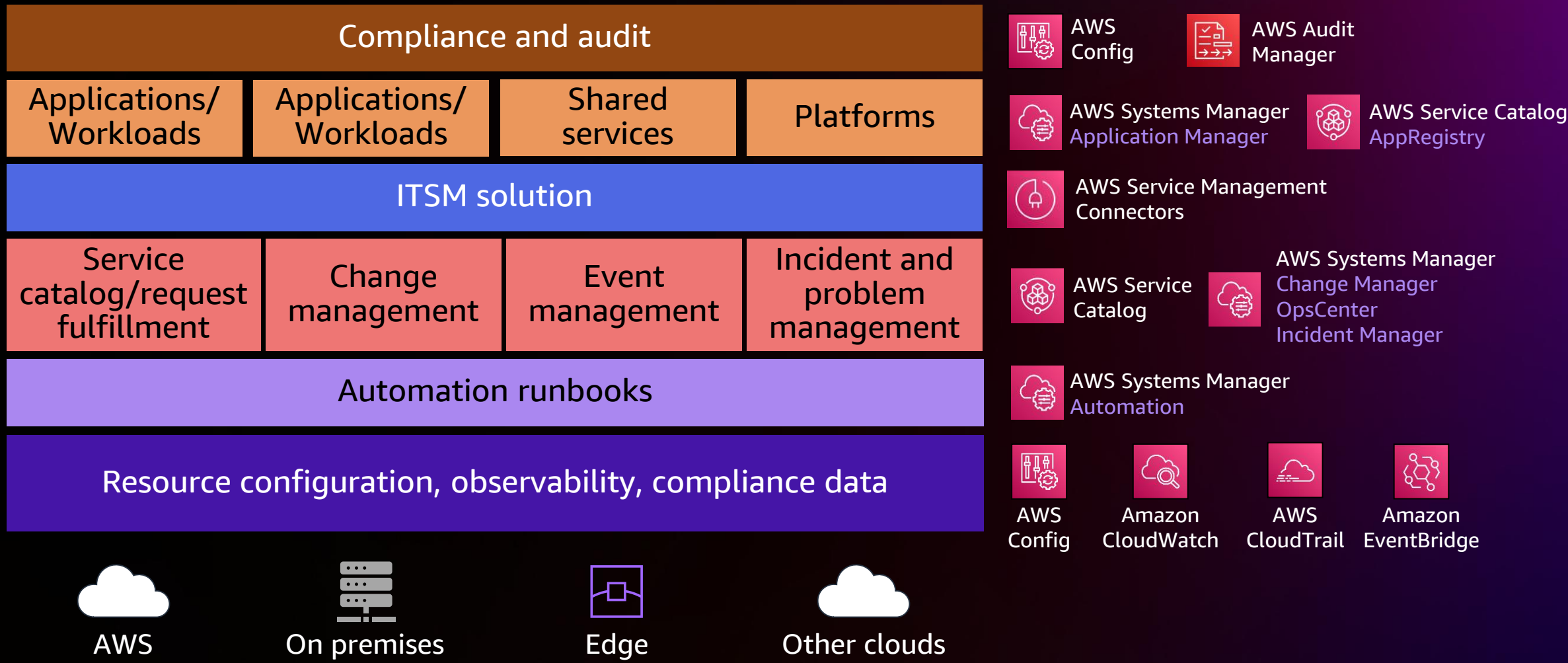
Cloud IT: Establish governance



Govern at scale with central controls

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Compliance with agility through automation



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Wrap-up

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Key takeaways



1. AWS meets you where you are!

2. AWS Service Management Connector can help you enforce preventive/detective controls and automate your existing processes

3. Operating with agility, resilience, compliance, and security on the cloud comes through **automation and integration**

4. Design with operations in mind

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Resources



AWS Service Management Connectors



AWS Cloud Operations video



Change Management in the Cloud whitepaper



AWS Cloud Operations webpage

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