
AWS
re:Invent
NOV. 28 – DEC. 2, 2022 | LAS VEGAS, NV

PEX205

Improving your solutions with AWS Partner technical validation

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Poll

“Are you an AWS Partner?”

“Have you completed an APN program validation?”

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Why do we validate Partners?

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Customer Obsession

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Customer and Partner quotes

How are customers and partners using AWS technical validation?

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What are AWS Customers saying?

Customer: *Stockland*
Partner: *Lemongrass*

- SAP consulting competency
- Migration consulting competency

"We selected Lemongrass because of their deep understanding and expertise of migrating and operating SAP on AWS. Lemongrass is an AWS Premier Partner and **was recommended to us by AWS**, for their proven track record in the industry. My advice to other CIOs is – if you are thinking about moving to the Cloud, call the experts at Lemongrass."

Glen Mason
CIO, Stockland

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What are AWS Partners saying?

Partner: ***Megazone Cloud***

- AWS Managed Service Provider
- 7 AWS competencies

"Attaining AWS MSP and competency help strengthen our market-leading position in Korea, and earn customers' trust about our capabilities when entering new markets. With this recognition, we're making a **5-10x growth in our global business.**"

Seungchan Han
Head of Global Growth, Megazone Cloud

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Validation criteria

Are you following best practices?

Do you have a track record of customer success?

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What are we looking for?

Software

- AWS resource configurations
- Technical architecture
- Operational processes

Services

- Standard methodologies
- Training and onboarding processes
- Repeatable mechanisms

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Where do we see challenges?

1. Basic account security
2. Customer account access
3. Resilience
4. Workload health monitoring
5. Customer hand over and shared responsibility

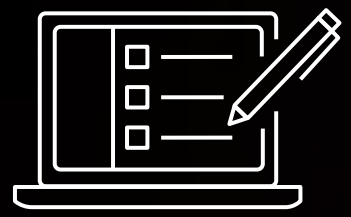
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Where do we see challenges?

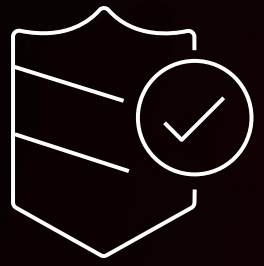
1. **Basic account security**
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1. Basic account security



Set account contacts



Secure root user

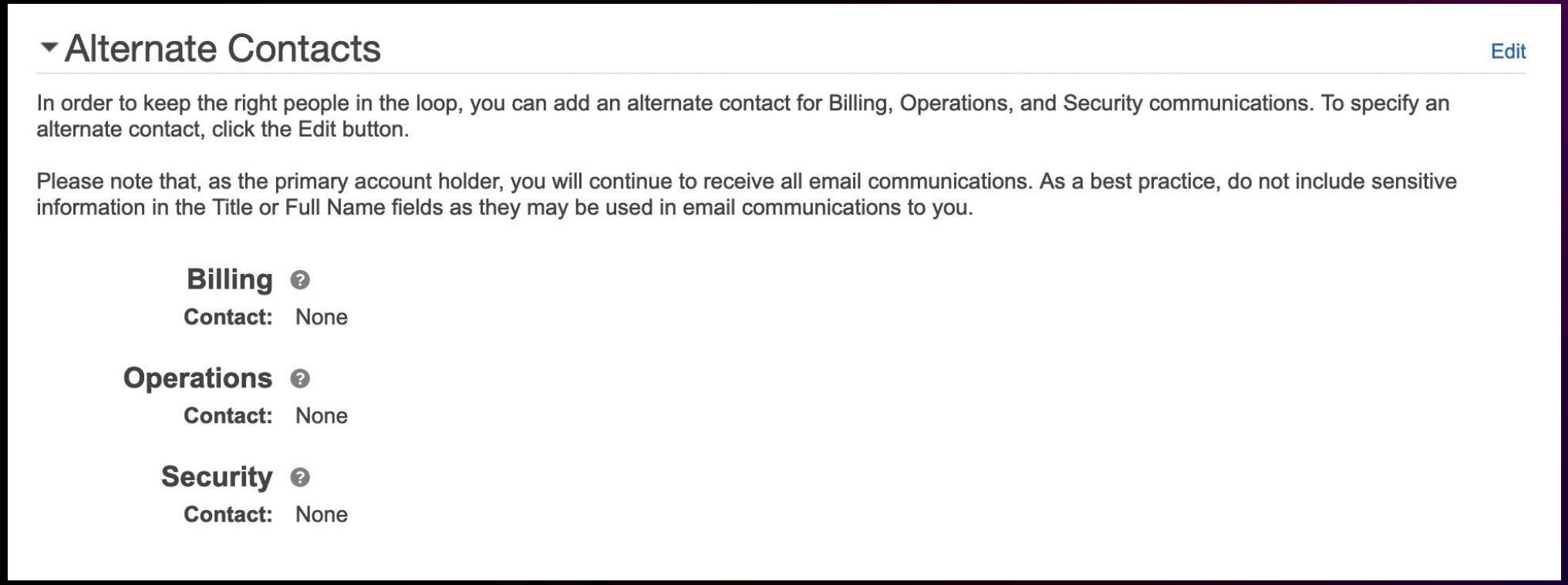


Enable AWS CloudTrail

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Account contacts

- Set root and alternate contacts
- Use corporate email addresses and phone numbers



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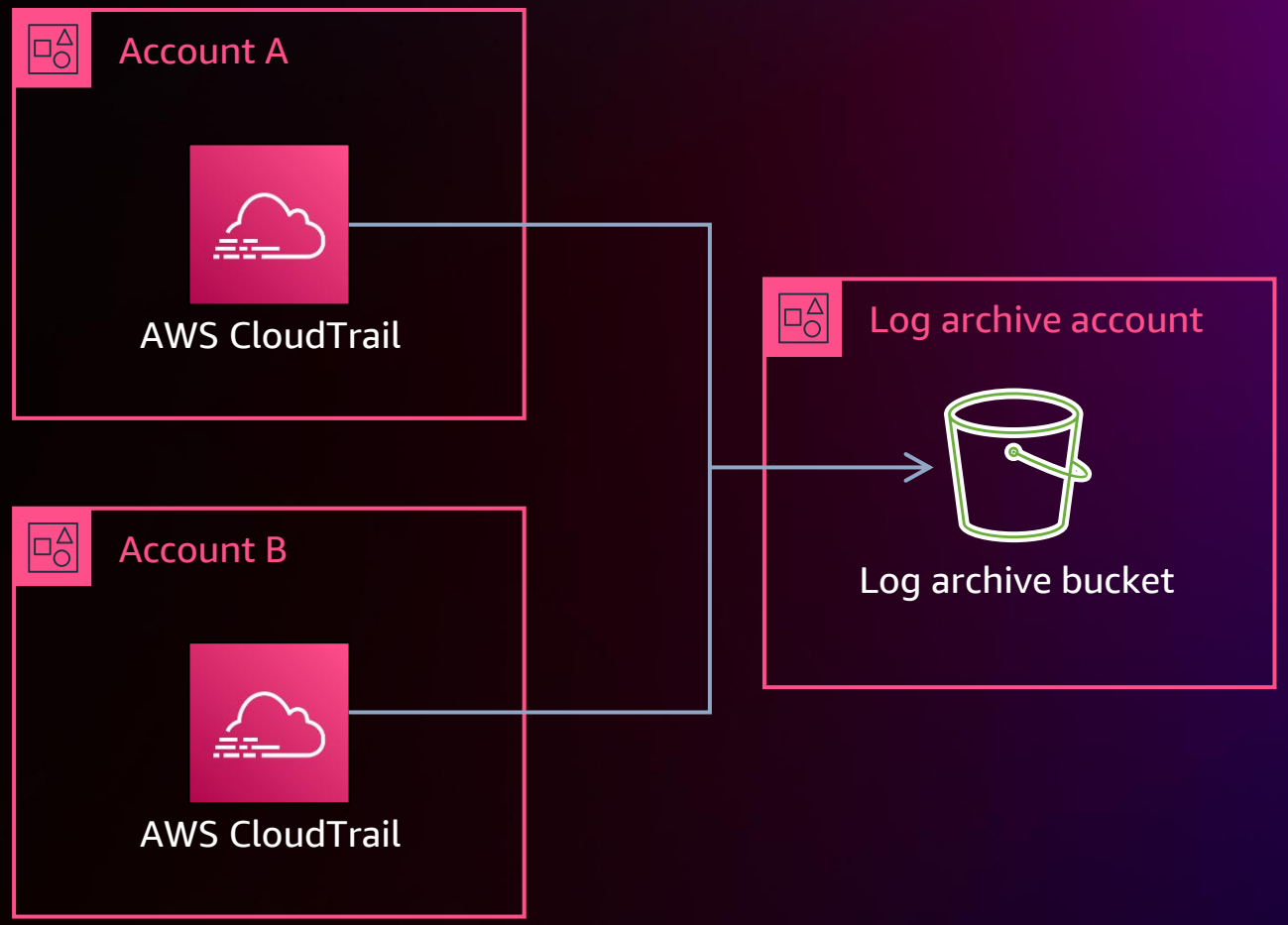
Secure the root user

- **Don’t use root**
- Enable MFA or disable with SCP
- Remove access keys

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Enable AWS CloudTrail

- Enable in all Regions
- Send logs to separate account
- Secure logs against manipulation and deletion

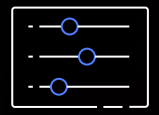


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Software Partner validation requirements



Implement account security best practices in all AWS accounts



Provide CIS AWS Foundations Benchmark report as evidence

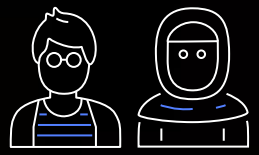
Resources: AWS Foundational Technical Review Guide

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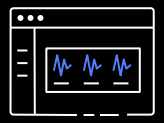
Service Partner validation requirements



Develop secure AWS account governance SOP



Onboard consultants and customers



For MSP, implement security monitoring dashboard

Resources: AWS Prescriptive Guidance – https://go.aws/3THgBra

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2. Customer account access



AWS Identity and Access Management (IAM)

Temporary credentials over static credentials

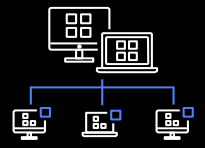
IAM roles for workload/code access

Federation with identity provider for human access

Least-privilege permissions

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Service Partner validation requirements



Define a standard approach to access customer accounts



Establish IAM best practices

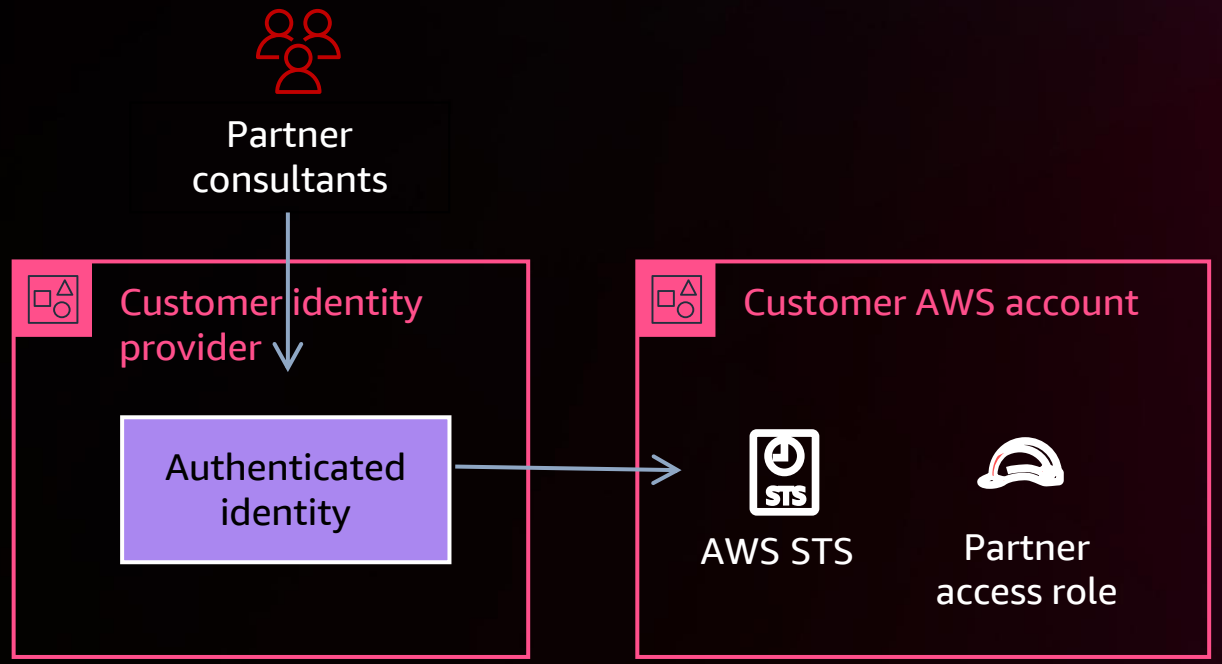


For MSP, use a centralized identity provider

Resources: AWS security best practices in IAM – https://go.aws/3THUwZE

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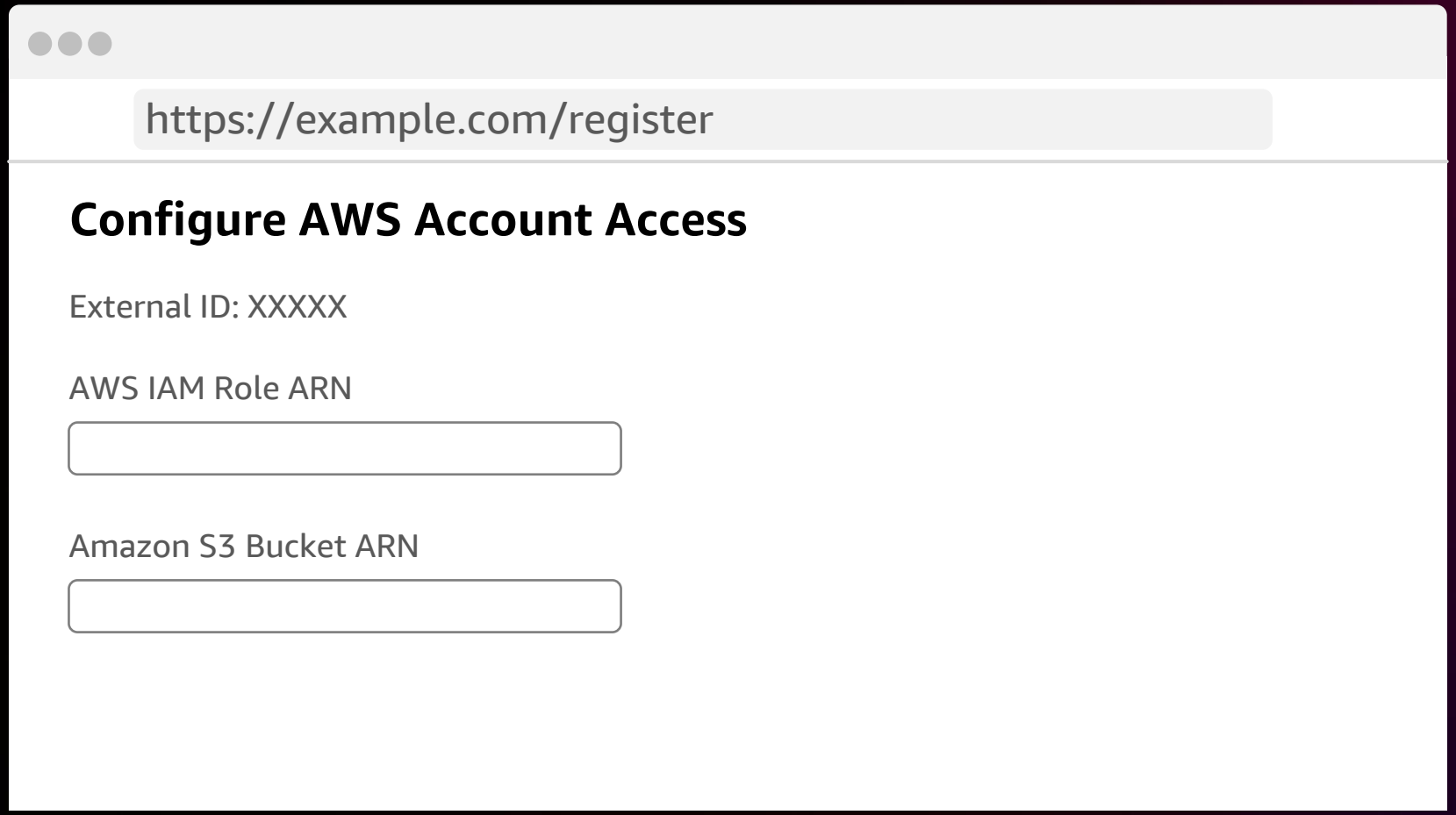
Service Partner validation requirements



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Software validation

Correct

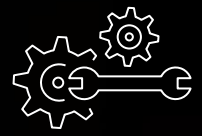


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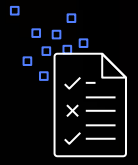
Software Partner validation requirements



Use IAM roles



Automate/document permissions and configuration



Implement external ID correctly



Deprecate static credentials

Resource: Securely Using External ID

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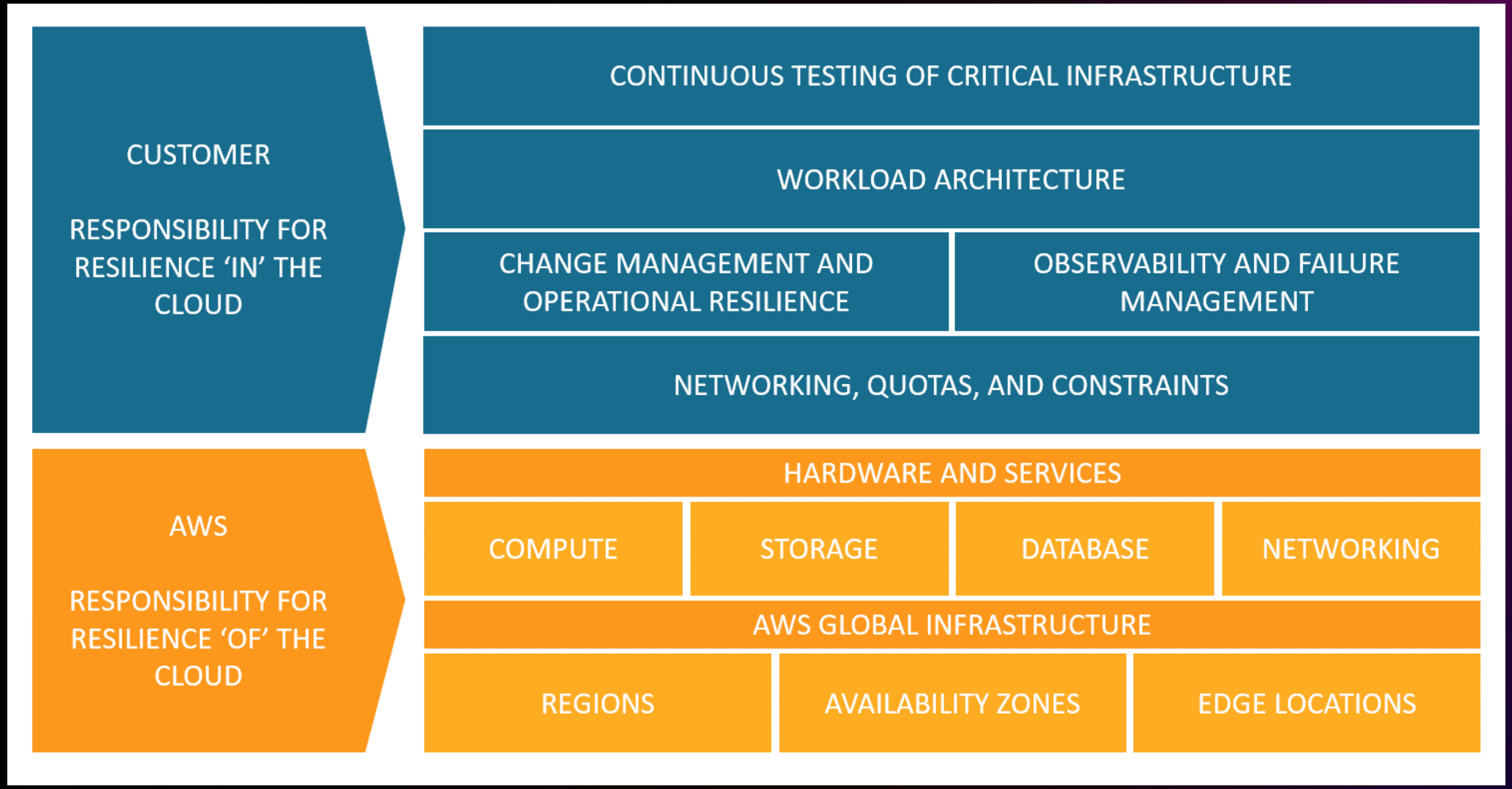


“Everything fails, all the time”

Dr. Werner Vogels
VP and CTO, AWS

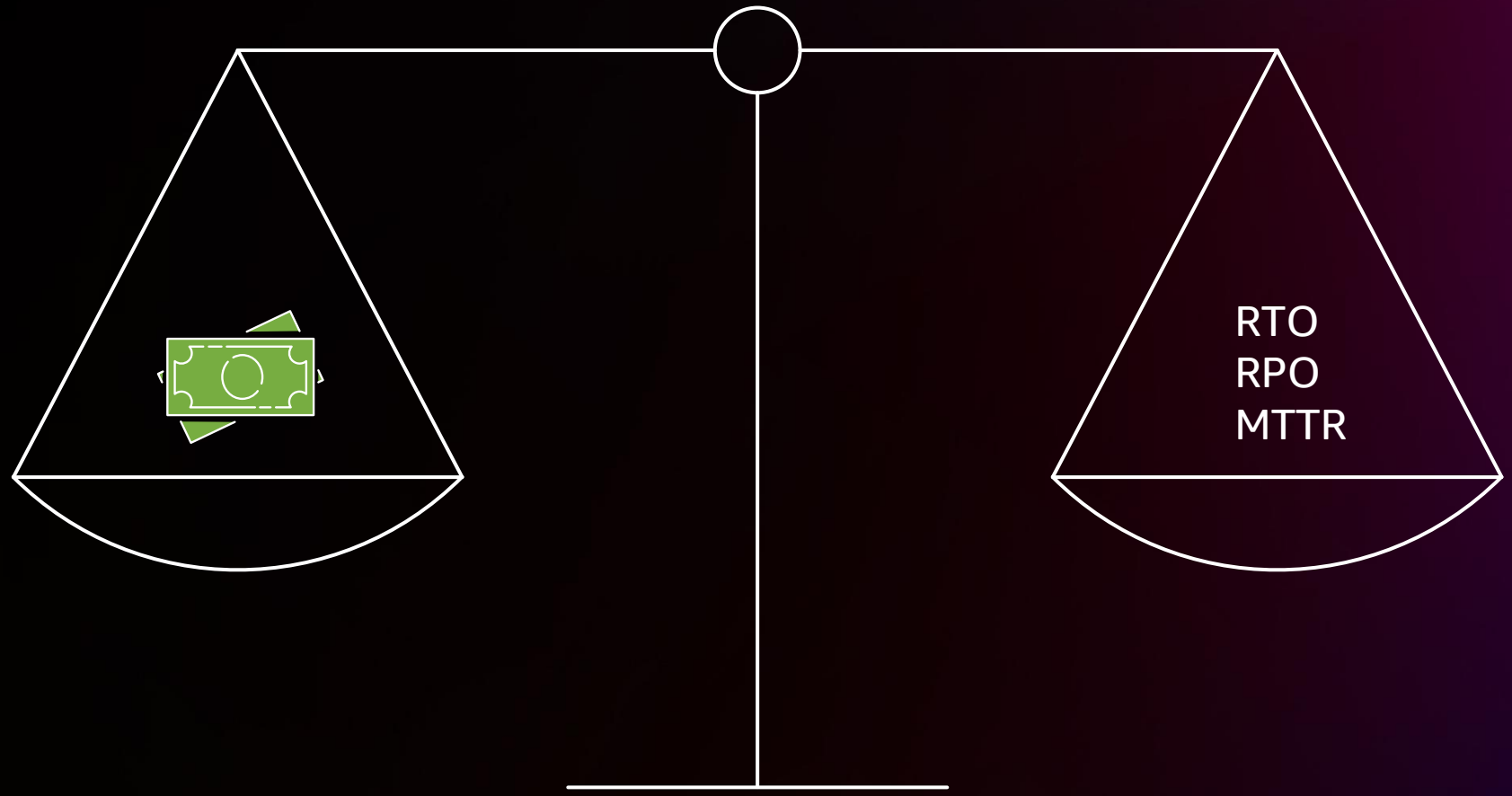
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3. Resilience is a shared responsibility



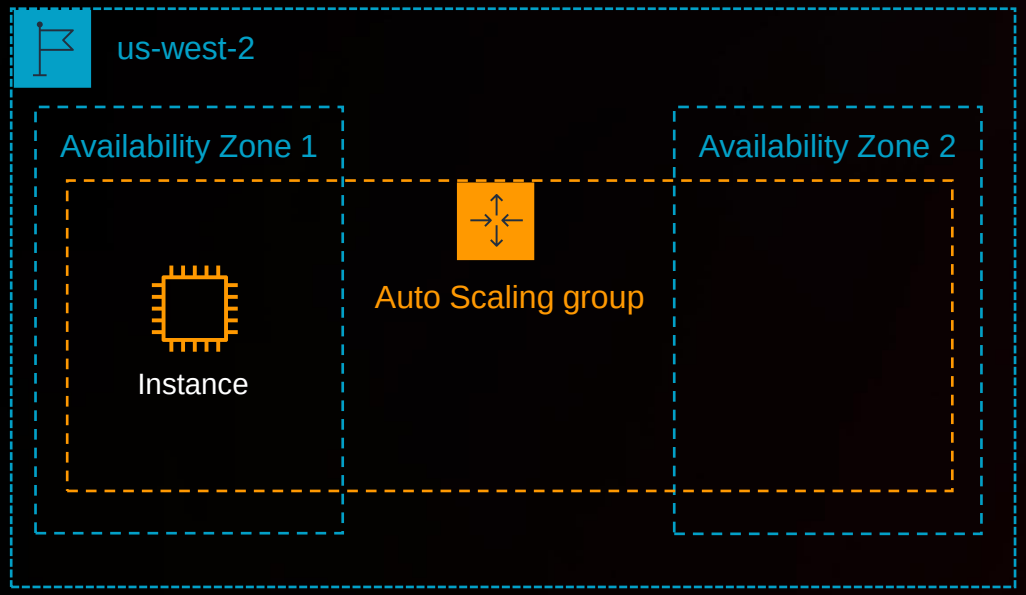
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Planning for disaster recovery and availability



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Designing for your goals



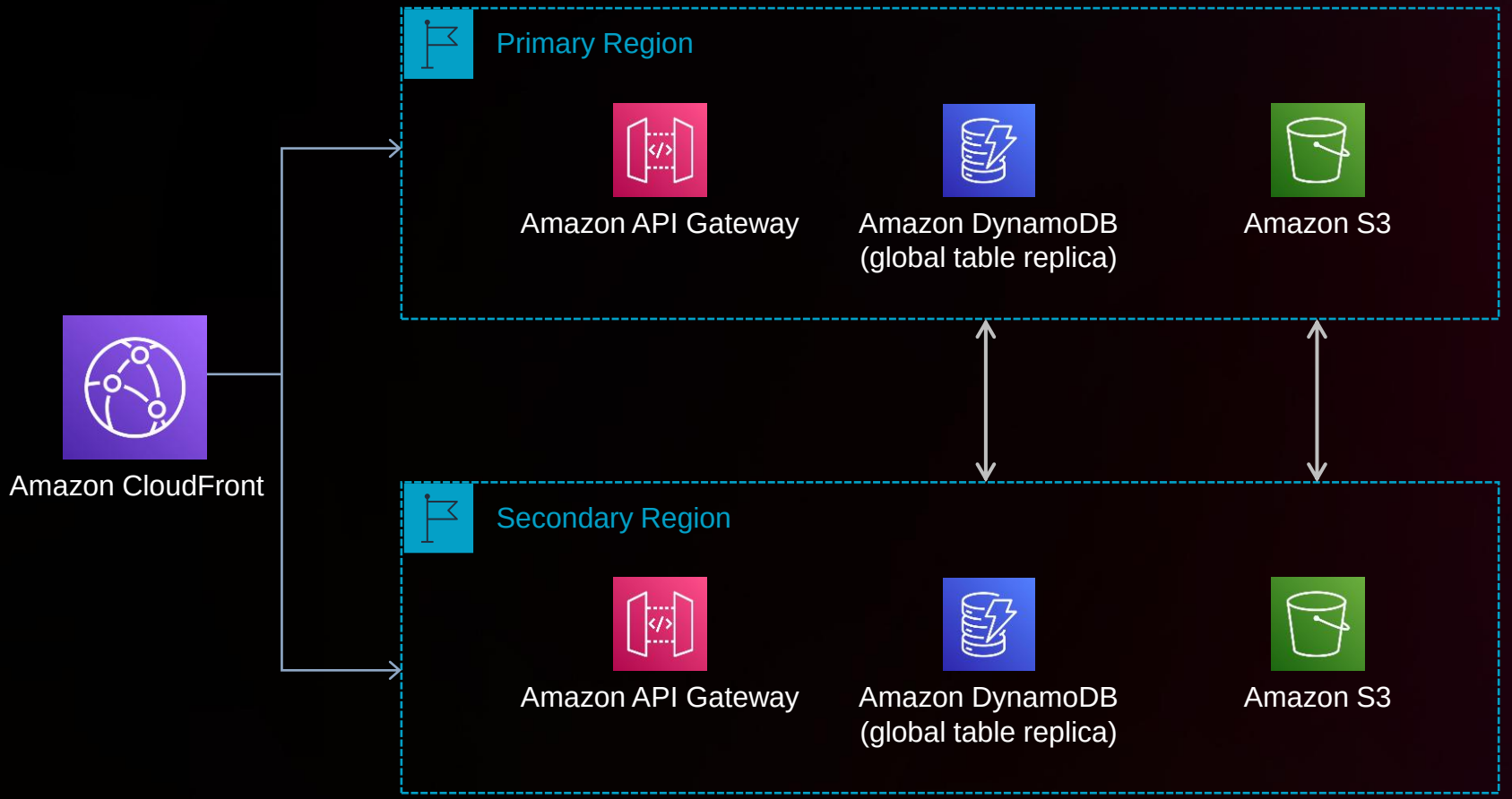
↓ Availability

↓ Cost

↓ Complexity

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Designing for your goals



↑ Availability

↑ Cost

↑ Complexity

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Beyond the architecture

- Monitoring and observability
- Deployment strategies
- Operational practices
- Testing and game days

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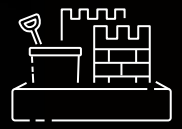
Software Partner validation requirements



Define your resiliency goals and objectives



Implement appropriate architecture and operational processes



Test your recovery processes



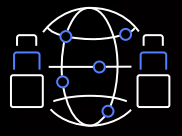
Communicate customer responsibilities and expectations clearly

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Service Partner validation requirements



Advise a RTO and RPO target



Demonstrate how a solution runs in case of failure/outage



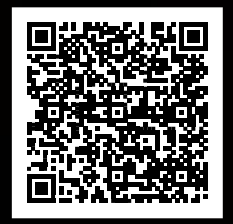
Discuss the trade off between resilience and cost

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Resources



Shared Responsibility Model for Resiliency



AWS Well-Architected Reliability Pillar



AWS Resilience Hub

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4. Workload health monitoring



Identify customer business goals



Define KPIs relevant to business outcomes



Monitor and analyze workload health metrics to measure KPIs



Issue alerts when an anomaly is detected

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Service Partner validation requirements



Develop a monitoring workflow with customized metrics

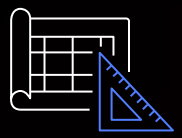


Integrate with customers' operational process or tools

Resources: AWS CloudWatch Logs Setup – https://go.aws/3EASA0M

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Software validation requirements



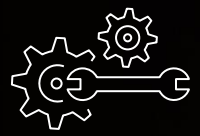
Define metrics and thresholds



Centralize application logs and metrics



Implement alerting



Document response playbooks

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Extending the shared responsibility model



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Extending the shared responsibility model



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5. Customer hand over and shared responsibility



Develop consistent process to initiate hand over



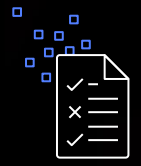
Standardize deployment assets to assist ops activities



Define post-deployment roles and responsibilities

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Service Partner validation requirements



Develop a checklist to assess deployment readiness



Formalize handoff with a runbook/playbook



Be intentional about enabling customer routine ops

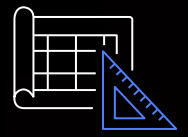
Resources: Operational Readiness Reviews example questions – https://go.aws/3UMg9JC

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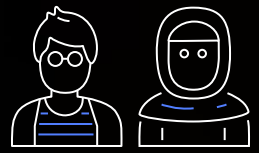
Software validation requirements



Document customer responsibilities



Provide guidance for AWS Well-Architected best practices



Avoid customer surprises

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Technical validation claimer

- The validation checklist is the single source of truth
- This technical content may be updated
- We have a high quality bar for vetted solutions

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What's new?

- Foundational Technical Review security and resiliency updates
- AWS Competency and AWS Service Delivery Program validation checklists are simplified
- AWS MSP Program 5.0 checklist is live

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Getting started

Resources to get you started with AWS technical validation

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Differentiate and scale your AWS Solutions



Foundational technical review

Offering validation



AWS Service validations

Service ready and service delivery



AWS Competencies

Expertise across industries, use cases, and workloads



AWS Managed Service Provider

Full customer lifecycle support

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Getting started – Different program resources

AWS Competency Program
https://aws.amazon.com/partners/programs/competencies/

AWS Service Validation Program
https://aws.amazon.com/partners/programs/service-delivery

AWS Managed Service Provider Program
https://aws.amazon.com/partners/programs/msp/

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Thank you!

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linkedin.com/in/jning2

Mike Deck
linkedin.com/in/mikedeck



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