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

SUP311

Design with operations in mind

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Agenda

Defining operational excellence

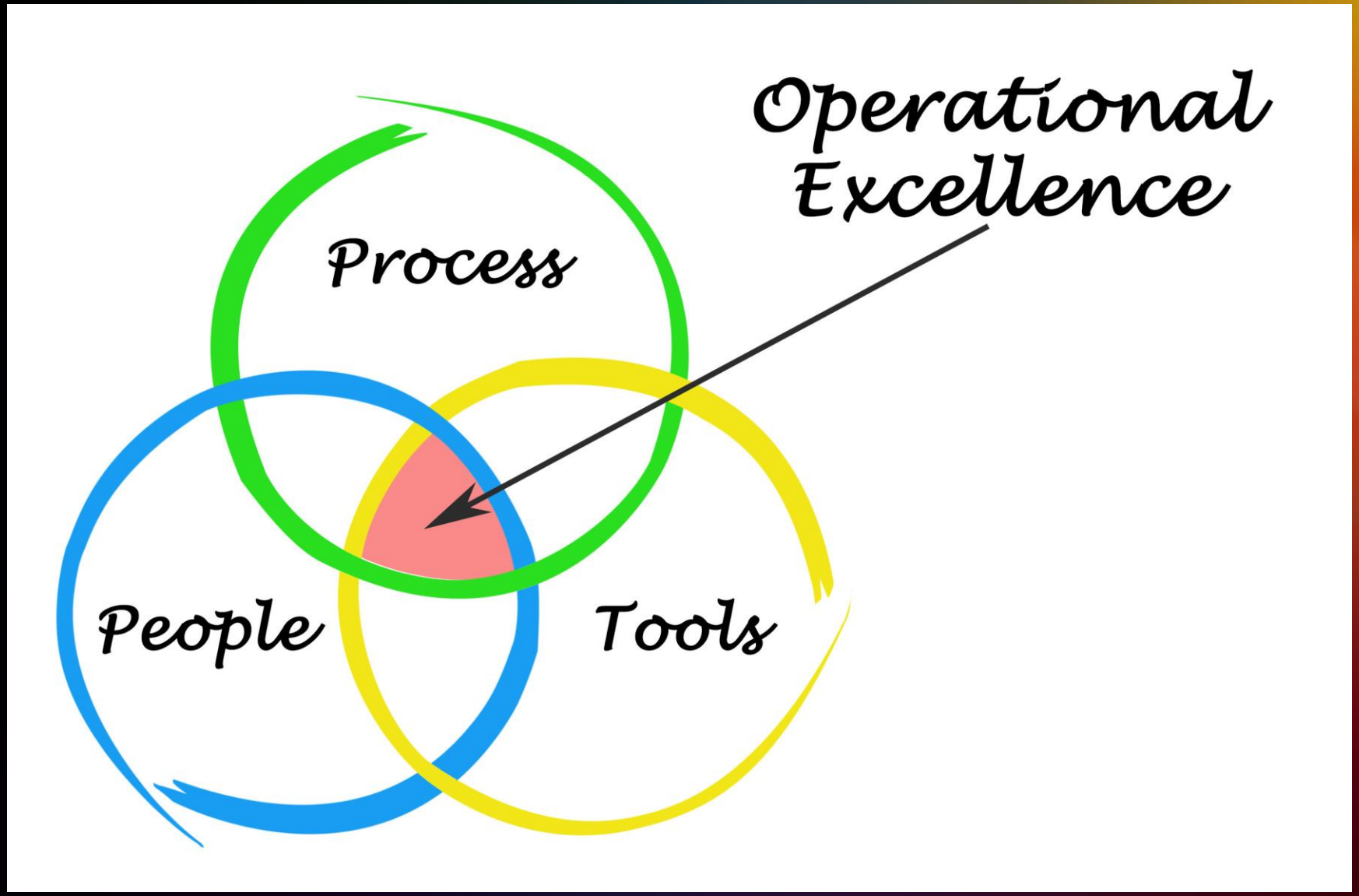
Operational excellence at Amazon

Shifting operations left

Operational health toolbox

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What is operational excellence?



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Operational excellence at Amazon

Culture of ownership

Operations champions

Correction of Errors (COEs)

Operational Readiness Reviews (ORRs)

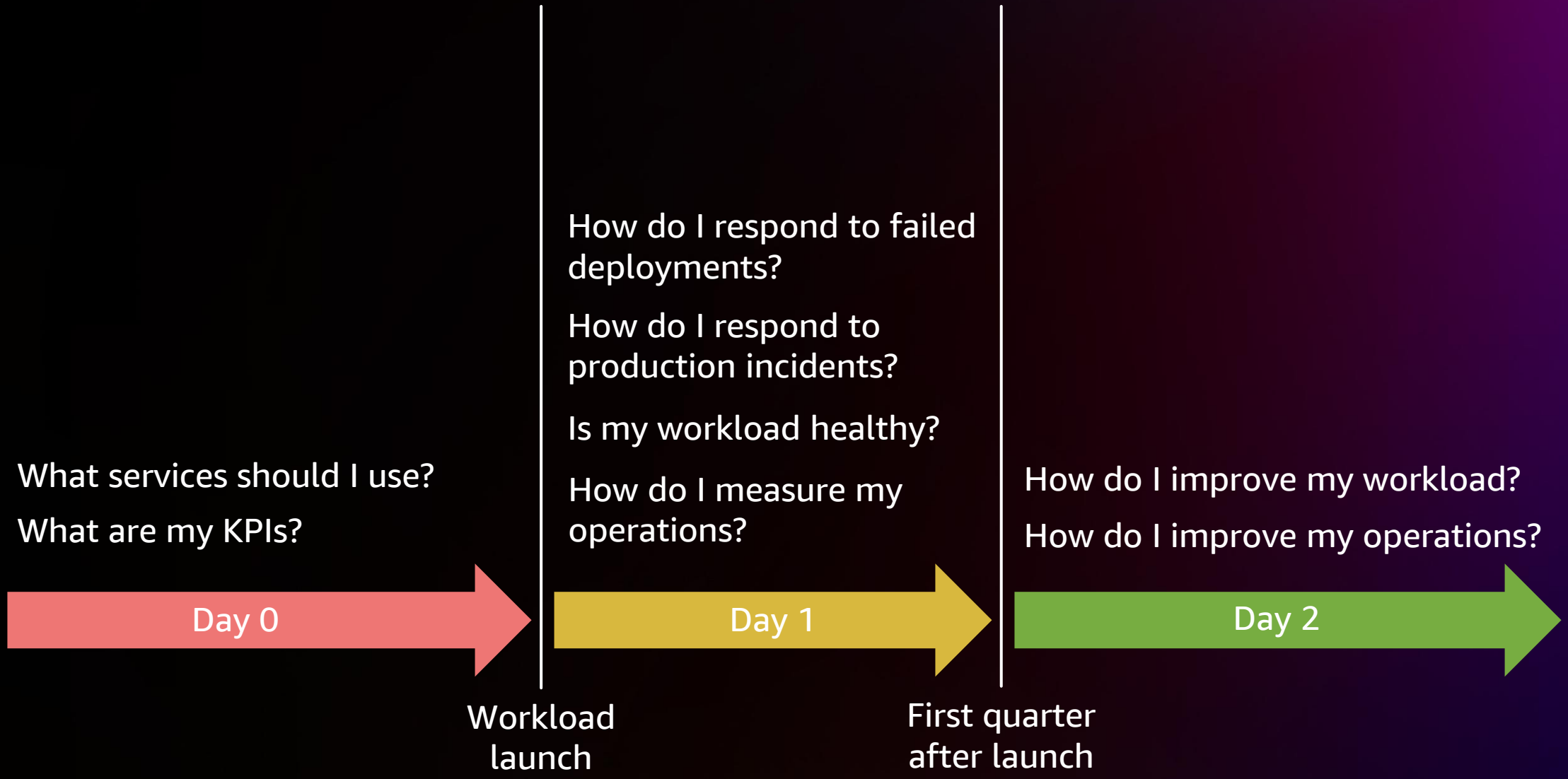
Weekly operations reviews



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Shifting operations left



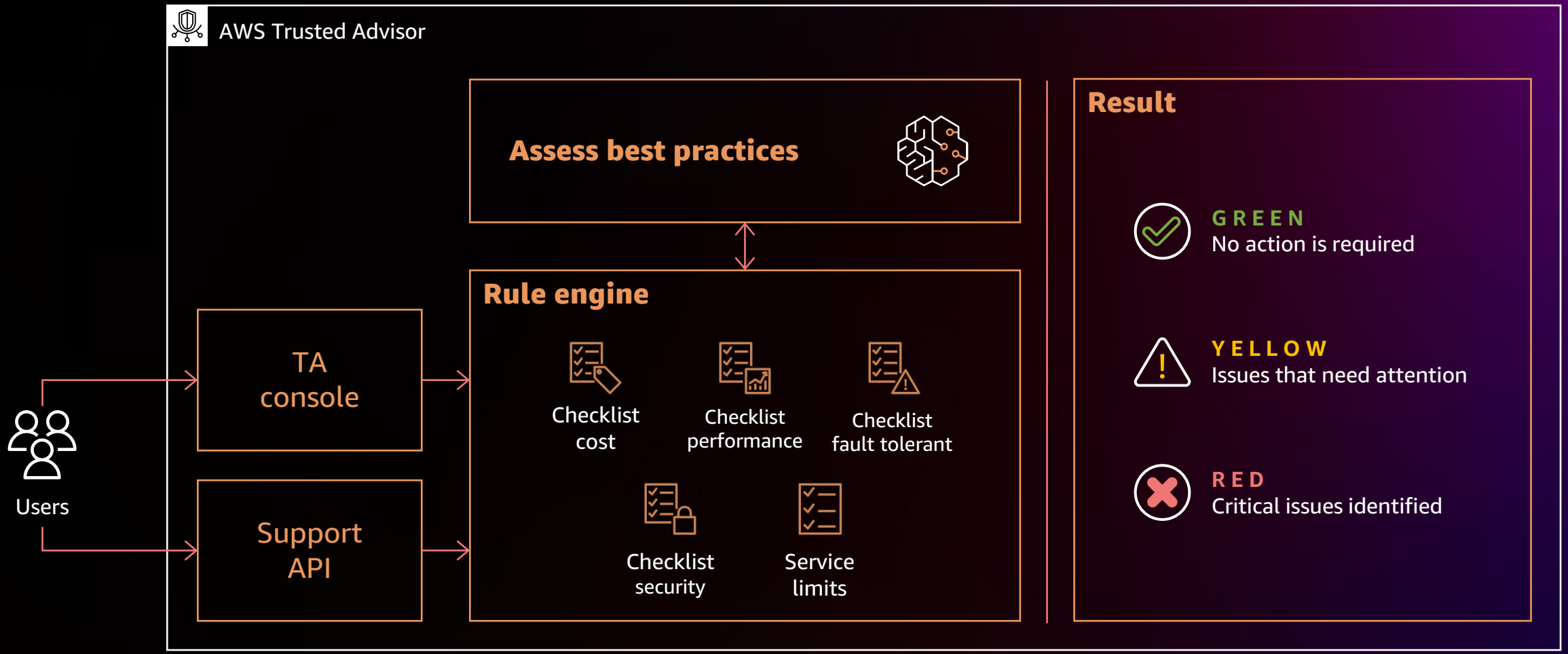
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Operational health toolbox

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AWS Trusted Advisor

RECOMMENDATIONS THAT HELP YOU FOLLOW BEST PRACTICES



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AWS Systems Manager

GAIN OPERATIONAL INSIGHT AND TAKE ACTION ON AWS RESOURCES

- Provides visibility and control of your infrastructure on AWS in a unified user interface
- Performs multiple operational tasks across multiple AWS resources
- Provides multiple capabilities for infrastructure automation


Automation


Documents


Patch Manager


OpsCenter


Inventory


Maintenance Windows


Run Command


Parameter Store


State Manager

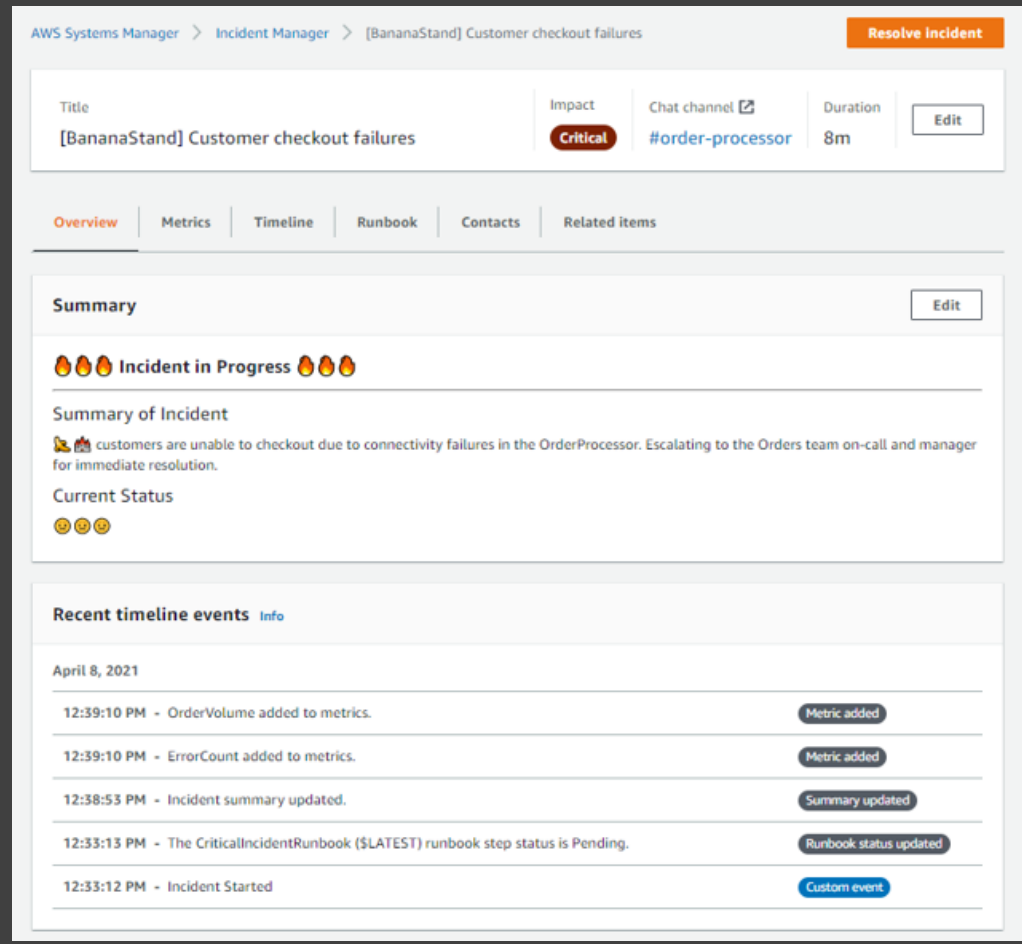
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Incident Manager

RESOLVE APPLICATION ISSUES FASTER WITH AUTOMATED RESPONSE PLANS

- Response plan runbooks triggered by alarms
- Notify people with SMS, voice, and escalations
- Track incidents from detection to post-incident analysis
- Collaborate in Slack using AWS Chatbot
- Learn from issues using post-incident action items tracked in OpsCenter



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Tell me about a time you caused an incident ...

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Recap

- Start thinking about operations before you launch
- Leverage services such as Trusted Advisor, AWS Systems Manager, and Incident Manager
- Build a culture of operational excellence

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Thank you!

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