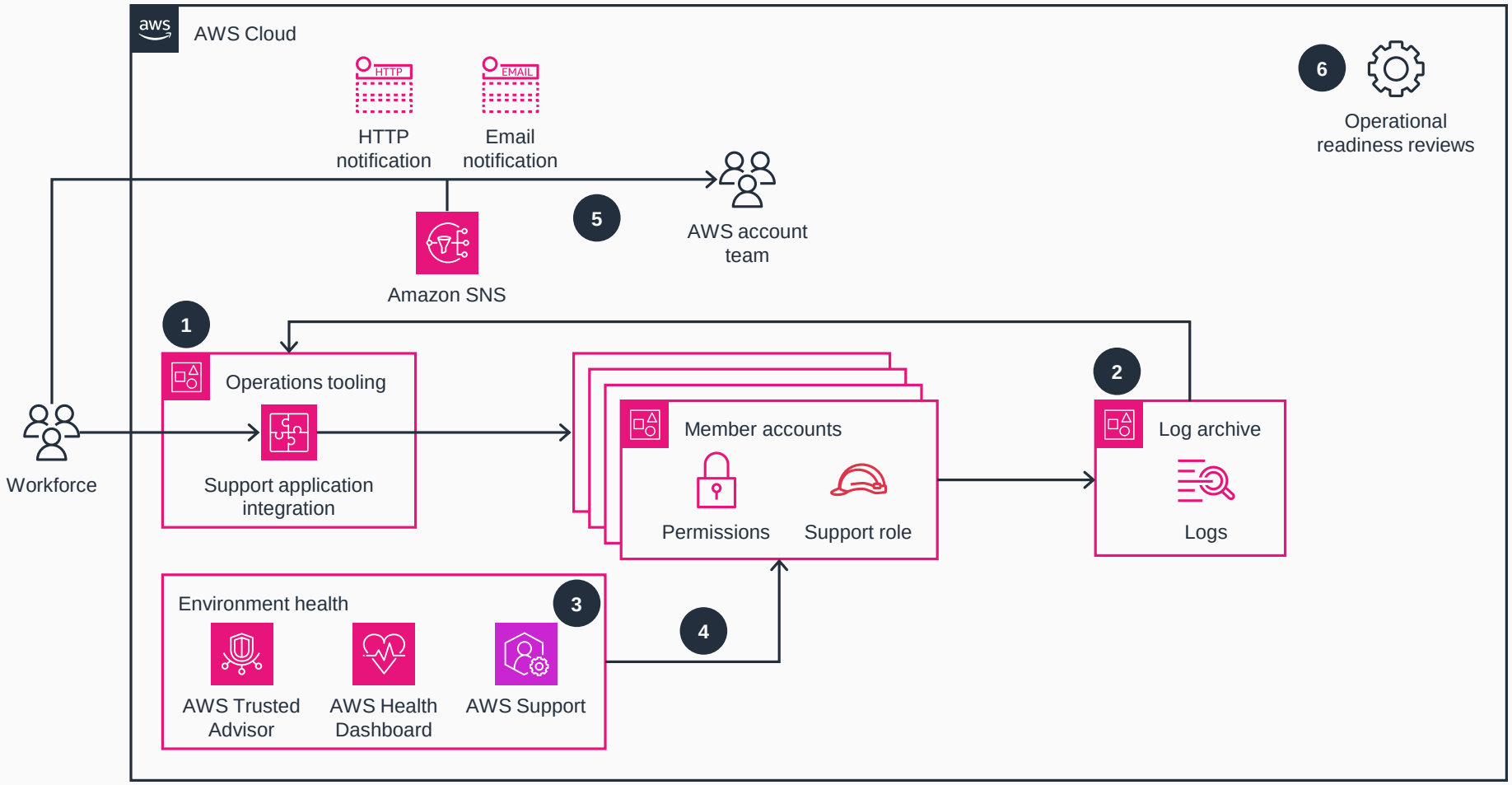
Guidance for Creating a Support Capability on AWS

This architecture diagram shows how to create a support capability that will enable you to troubleshoot your cloud environment, integrate it into existing ticketing systems, submit tickets, and escalate issues to an appropriate entity for a timely response.



1. Your workforce authenticates and accesses internal systems through support application integration. These systems enable your workforce to track IT requests and support requests in addition to monitoring operational metrics for relevant stakeholders. Setting a severity for each request level helps you prioritize these requests.

2. Use logs to store and visualize the history of each request for auditing and for future training purposes. Analyze the data periodically to identify trends and workflow improvements in your environment.

3. Use **AWS Support** automated checks and notifications from **AWS Trusted Advisor** and **AWS Health Dashboard** to monitor events and automatically create tracking requests within your system. Define key performance indicators (KPIs) that will help you evaluate your environment and monitor the health of your workloads so you can automatically inform relevant stakeholders and store that information.

4. As you build your environment and deploy more workloads, choose the right level of **Support**. This enables you to escalate from your internal teams directly to AWS when needed for your development and production workloads.

5. Integrate your findings into your KPI monitoring system to automatically send **Amazon Simple Notification Service (Amazon SNS)** notifications to your development teams, notify your AWS account team, and escalate directly to **Support** if your production workloads are affected.

6. Create processes that evaluate your operational readiness periodically and after operational incidents.

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AWS Reference Architecture