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# Accelerate cloud migration and operations on AWS at scale



**MASONYA SCOTT | HEAD OF PARTNER  
INTEGRATIONS ENGINEERING**

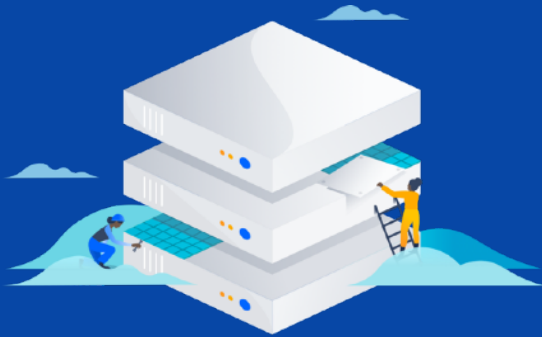


**CHANDRA CHAPPA | SENIOR  
TECHNICAL BUSINESS DEVELOPER**



**JOE THOMAS | SYSTEM DEVELOPMENT  
ENGINEER**

# Agenda



Cloud operations  
overview



Service management journey:  
people, processes, tools



Q&A

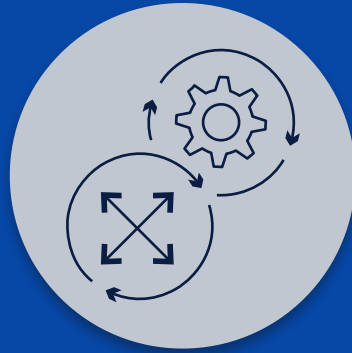
# Cloud operations overview



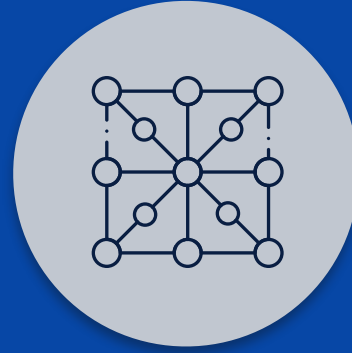
# Operational challenges



Ownership of AWS and ITSM tools are different.



Customers need support in selecting the right management tools for their needs.



Customers have too many operational tools.



Lengthy time to integrate AWS with ITSM tools.

# Your journey to operating at cloud scale

Get started with AWS Cloud Operations

Set up

Build and migrate

Operate



Establish a secure foundation for governance and compliance



Migrate applications to the cloud, or build new applications



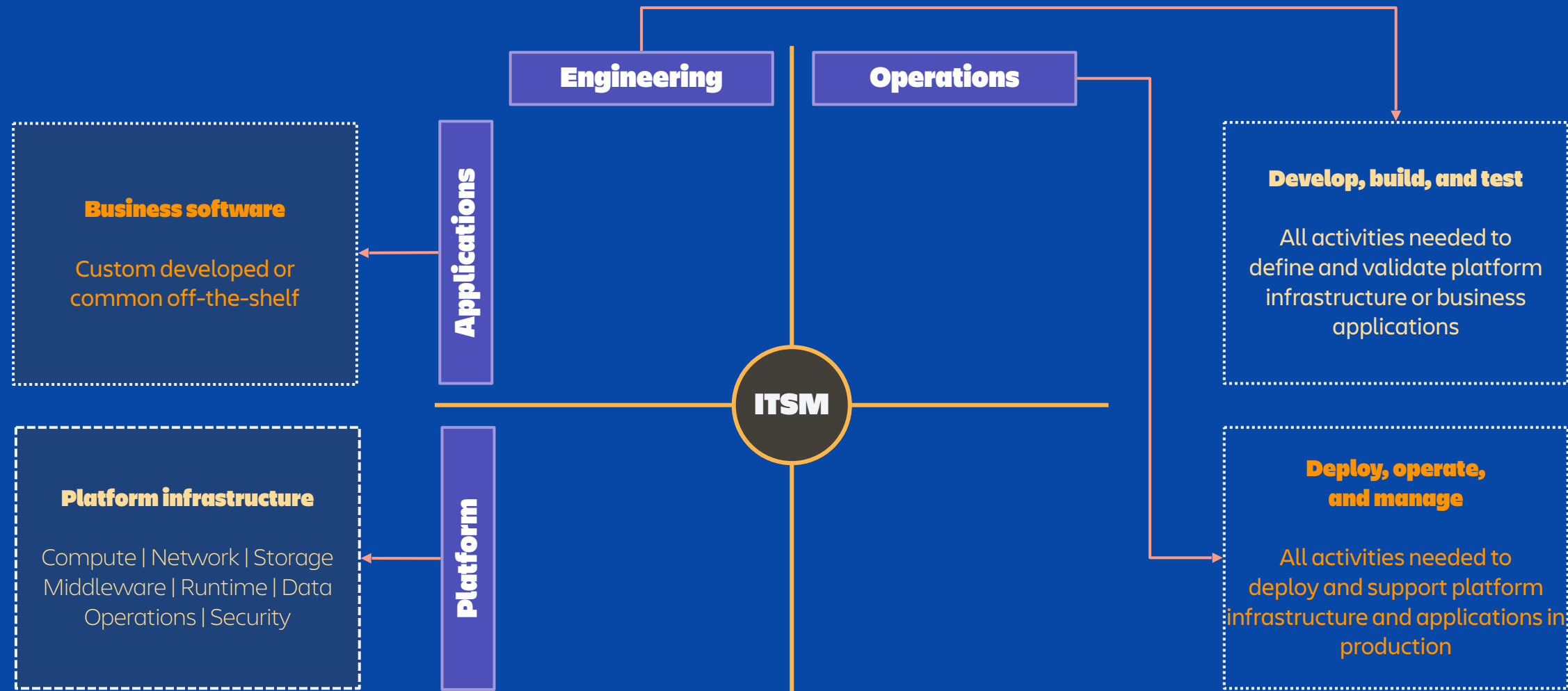
Monitor application performance, and detect and remediate noncompliance or operational risks quickly



# Governance

How do we define cloud operating model frameworks?

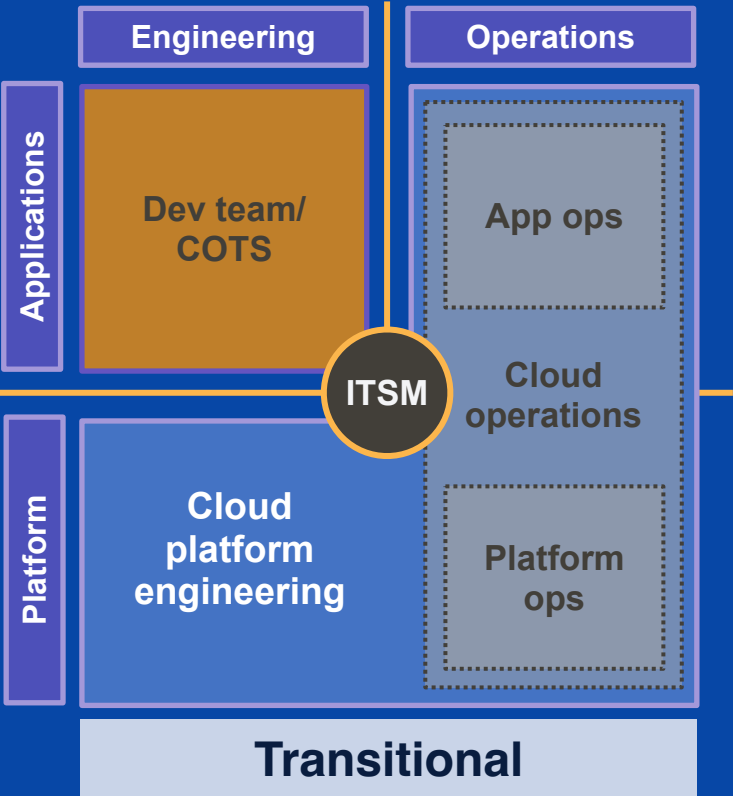
Using a simple 2x2 matrix, we can illustrate who is responsible for different pieces of the IT lifecycle.



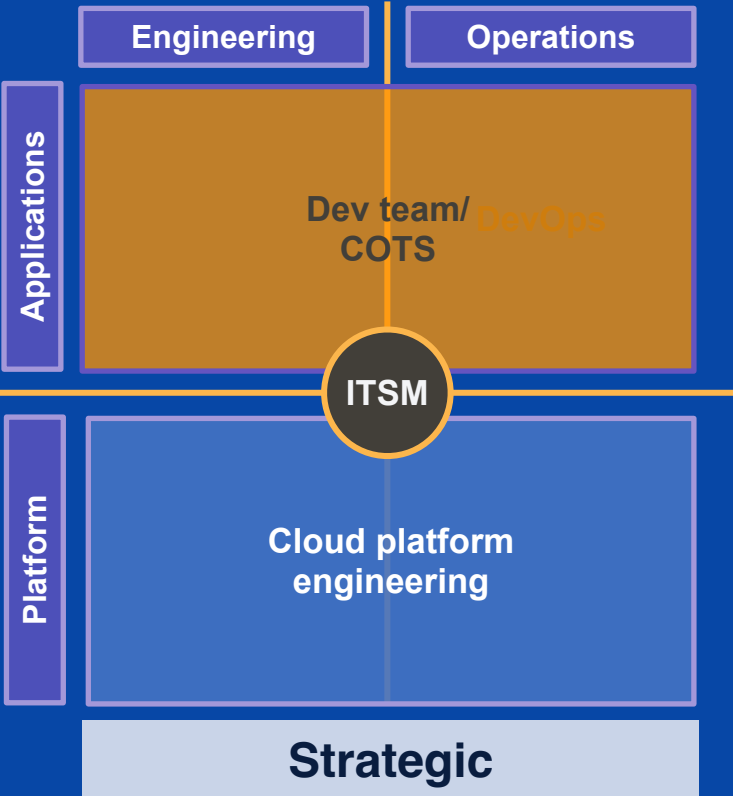
# Common patterns



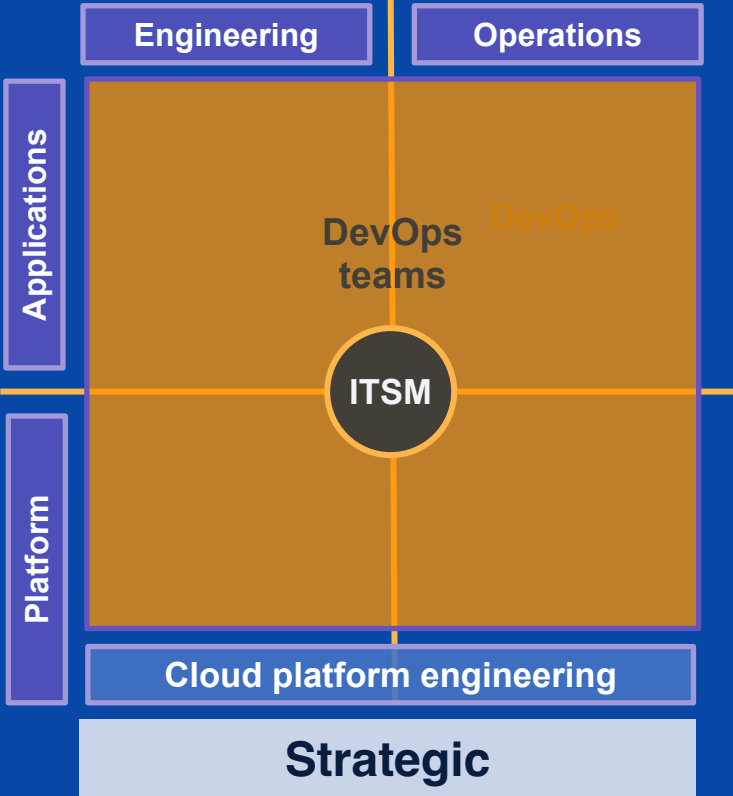
**Sustain**  
“Traditional ops”



**Optimize**  
“CloudOps”



**Grow**  
“DevOps”

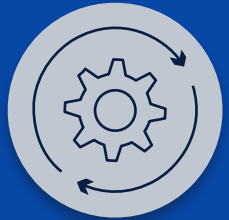




# Common ITSM tooling integration scenarios



ITSM scenario	AWS tools
<b>Self-service/provisioning</b>	AWS Service Catalog   AWS CloudFormation   Resource Tags
<b>Configuration management database (CMDB) integration</b>	AWS Config   Amazon SNS   AWS Config rules   AWS Service Catalog AppRegistry
<b>Ticketing (incident management)</b>	AWS Support   REST API   AWS Trusted Advisor   AWS Systems Manager (OpsCenter and Incident Manager)
<b>Change management</b>	AWS Systems Manager Change Manager





Service management journey

# Design with CloudOps in Mind



People

- **Application Owners**
- **Infrastructure Developers**
- **Cloud Platform Architect**
- **Product Owners**
- **Security Architect**



Process

- **Provisioning (Request & Orchestration)**
- **Security Incident Management**
- **Incident Management**
- **Continual Service Improvement**

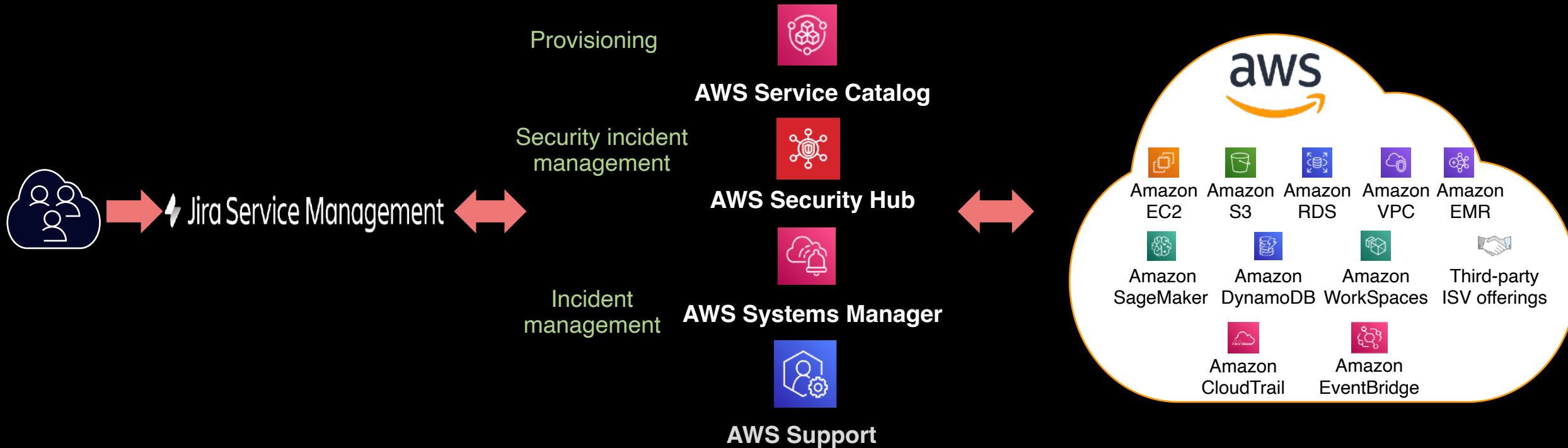


Tools

- **AWS Service Management Connector**
  - **AWS Service Catalog**
  - **AWS Security Hub**
  - **AWS Support**
- **Jira Service Management Cloud**

# Activating service management

AWS SERVICE MANAGEMENT CONNECTOR FOR JIRA SERVICE MANAGEMENT



**1** Enterprise end users want to provision and manage AWS resources, products, and services

**2** Enterprises need to run their service management policies/processes at cloud speed

**3** AWS connectors make it easy to perform AWS management activities in familiar ITSM tools



# Use case: provisioning

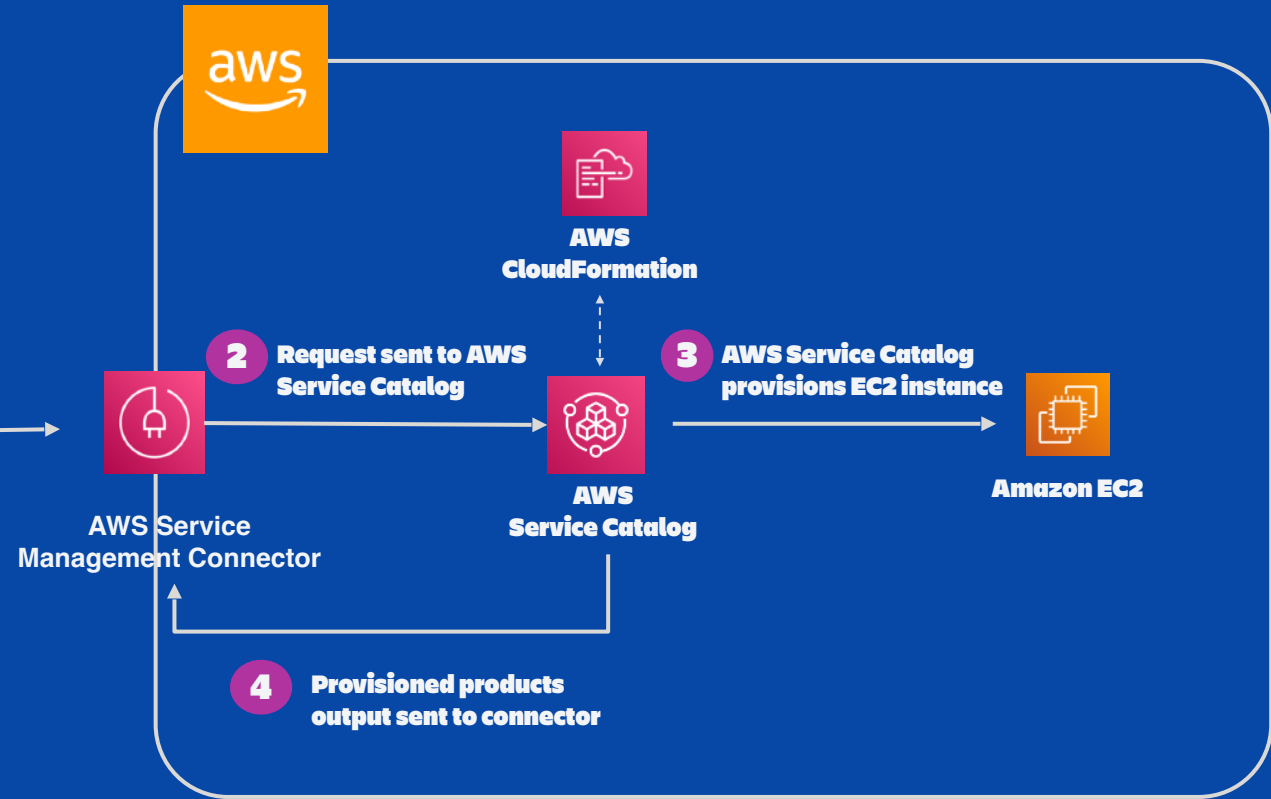
- 1 User requests Amazon EC2 instance



James(Developer)



- 5 Provisioned product details provided to the end user



# Use case: security incident management

- 1 User requests Amazon EC2 instance

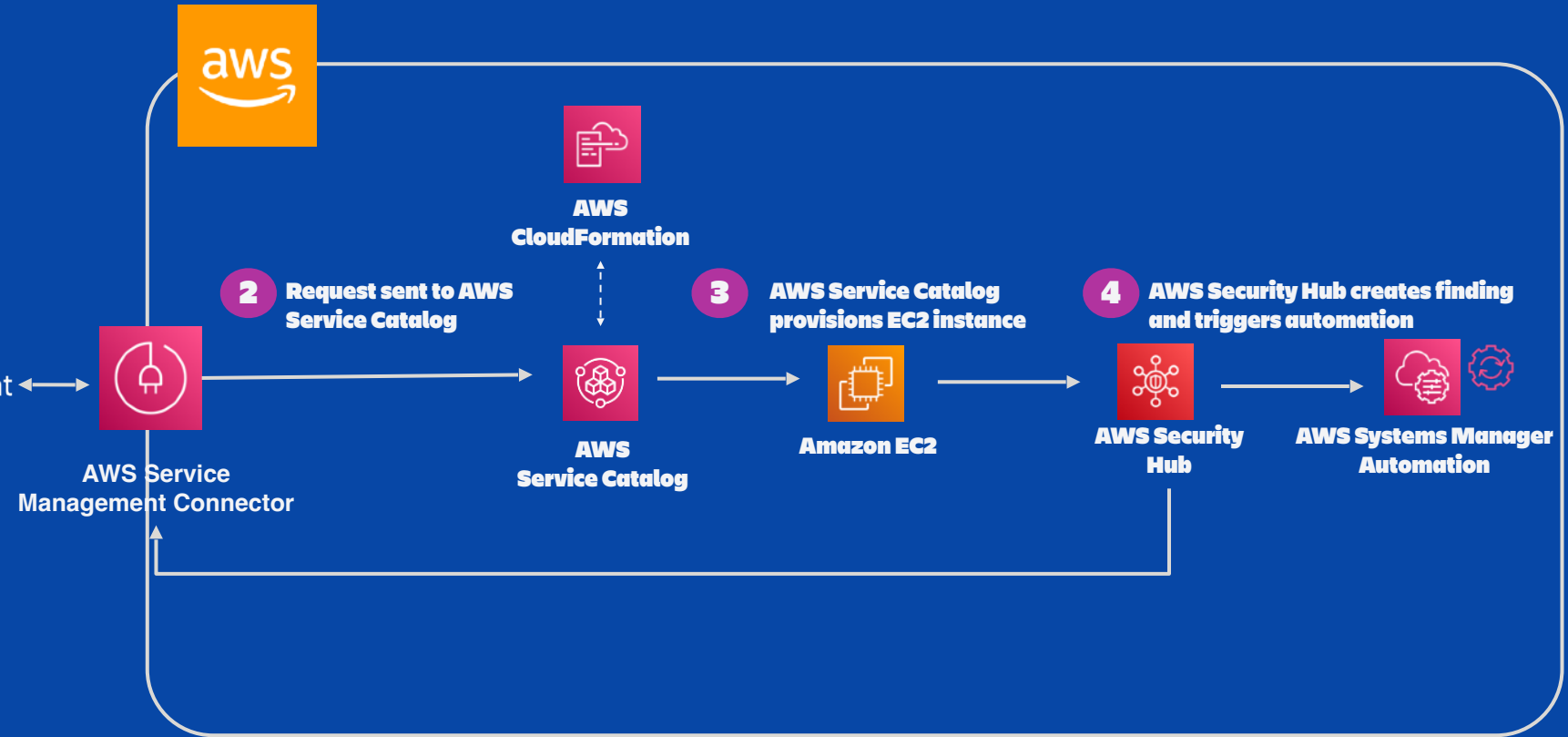


James (Developer)



Jill (Security Analyst)

- 5 Security finding is recorded in Jira with suggested remediation



# Use case: incident management – AWS support

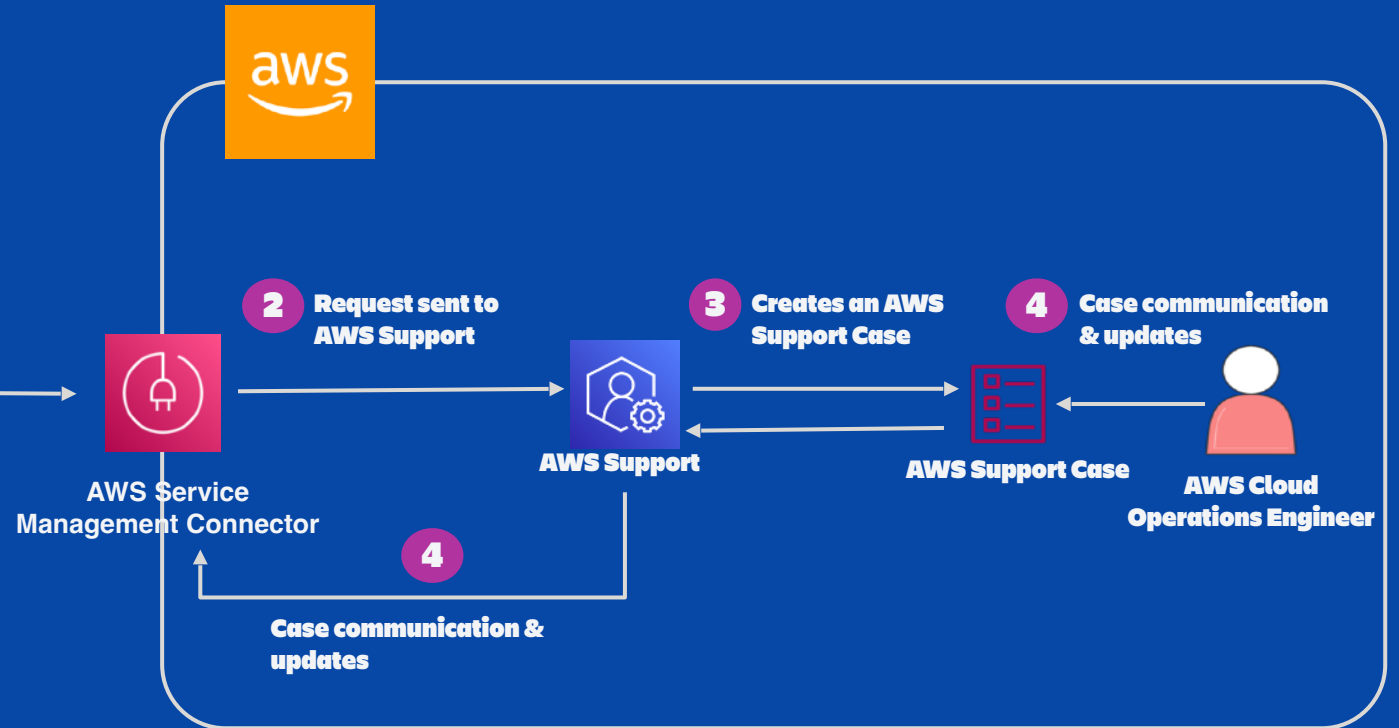
**1** End user raises Jira issue



Jill(Jira Agent)

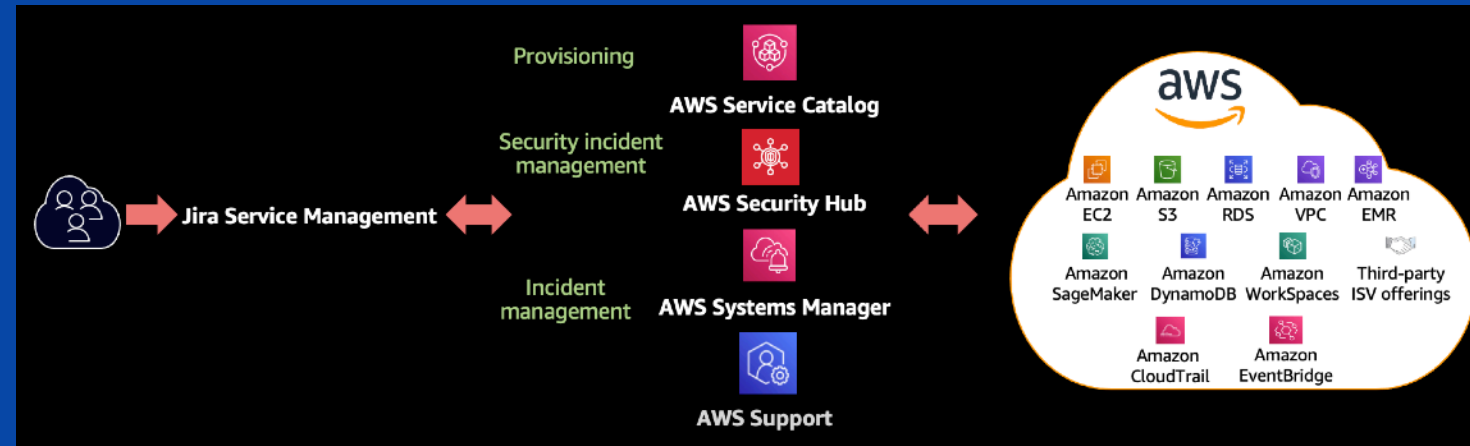
↔ Jira Service Management

**5** Synchronize AWS Case Communication to Jira issue



# Demo

1. Provisioning
2. Security incident management
3. Incident management





# Demo: provisioning and security incident

ATLDemo - Queues - Service p ×

← → ↺ smc-jsm-2.atlassian.net/jira/servicedesk/projects/ATD/queues/custom/61

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Jira

Your work ▾

Projects ▾

Filters ▾

Dashboards ▾

People ▾

Apps ▾

Create

ATLDemo  
Service project

Queues

Service requests

Incidents

Problems

Changes

Post-incident reviews

OPERATIONS

Change calendar

Services

Alerts

On-call

KNOWLEDGE


Knowledge base

Reports

CHANNELS & PEOPLE

Projects / ATLDemo / All tickets

All my tickets




All of your requests will show up here

Talk with customers, notify your teammates and track work all in one place. Create a request of your own to see it in action.

Create a request

# Demo: incident management- AWS Support

 AWS Demo Project  
Service project

Queues

Service requests

Incidents

Problems

Changes

Post-incident reviews

OPERATIONS

Change calendar

Services

Alerts

On-call

KNOWLEDGE

Knowledge base

Reports

CHANNELS & PEOPLE




Channels










Customers

Invite team

Projects / AWS Demo Project / All tickets

All open tickets



<input type="checkbox"/>	Request Type	Key	Summary	Reporter	Assignee	Status	Created	Time to resolution 
<input type="checkbox"/>	 AWS Support Case	ADP-4	<a href="#">Test Case - Please Ignore</a>	Bradley Peters	 Unassigned	RESOLVED 	05/Apr/23	
<input type="checkbox"/>	 AWS Support Case	ADP-3	<a href="#">Test Case - Please Ignore</a>	Bradley Peters	 Unassigned	RESOLVED	05/Apr/23	
<input type="checkbox"/>	 AWS Support Case	ADP-1	<a href="#">Test Case - Please Ignore</a>	Bradley Peters	 Unassigned	RESOLVED 	05/Apr/23	

# Outcomes



**Delivery of production systems  
by multidisciplinary teams**



**Improve operational efficiency**



**Service template consumption**



**Consistent framework for  
overall adoption and acceleration**



**Enforce compliance**



**Enhance customer satisfaction**



Wrap-up

# Key takeaways

1. **Operating with agility, resilience, compliance, and security on the cloud comes through **automation** and **integration**.**
2. **AWS Service Management Connector can help enforce preventative/detective controls and incorporate automated operations to existing processes.**
3. **Design with operations in mind.**

**Design with Ops in Mind**



# Call to action

- ❑ Sign up for **AWS SMC Activation Day** by contacting the team **[aws-servicemanagement-connector@amazon.com](mailto:aws-servicemanagement-connector@amazon.com)**
- ❑ Scan QR codes



**AWS Service Management Connector  
hands-on workshop**



**AWS Service Management Connector  
resources**

**We're here to enable your cloud operation journey!**



# Thank you!



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