ATLASSIAN

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Accelerate cloud migration and operations on AWS at scale

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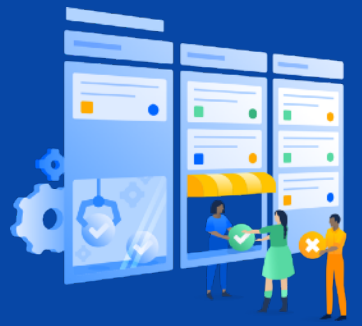
Agenda

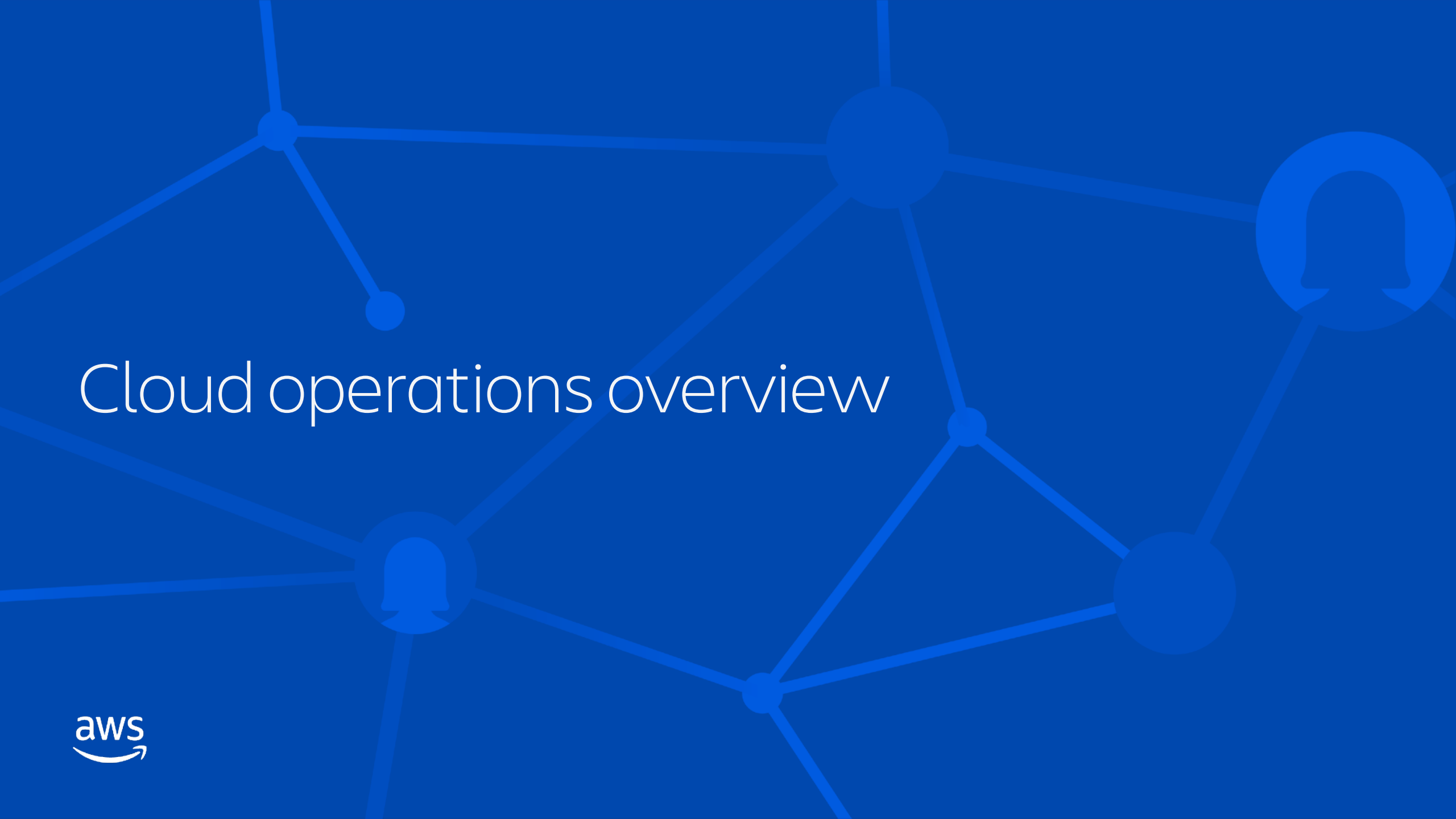
Cloud operations overview



Service management journey: people, processes, tools

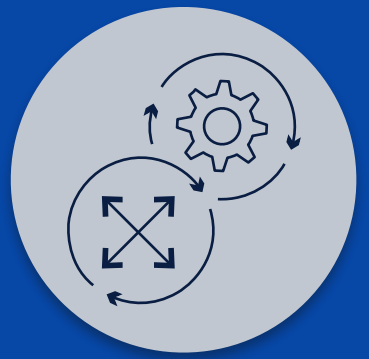
Q&A

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.

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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

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

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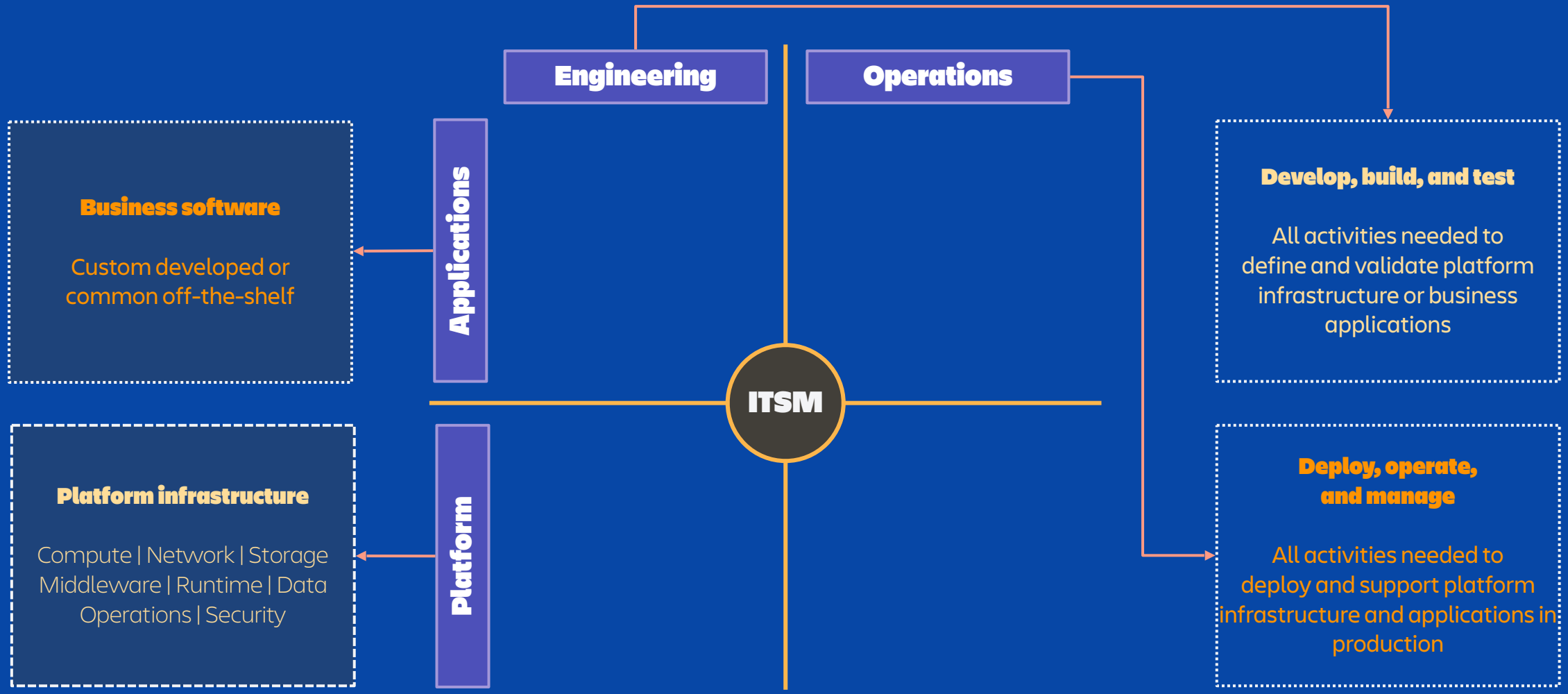
Governance

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.

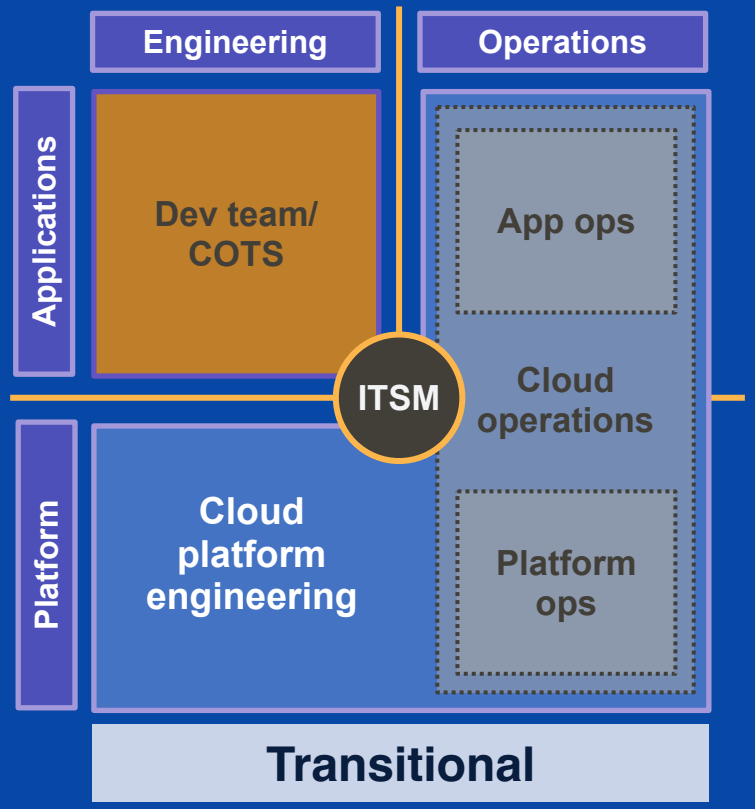


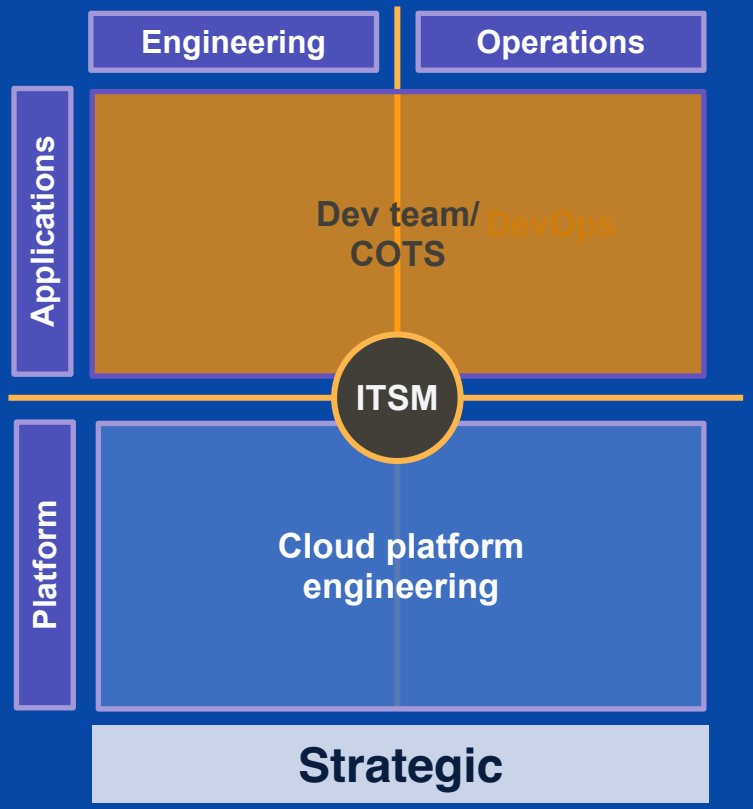
Common patterns

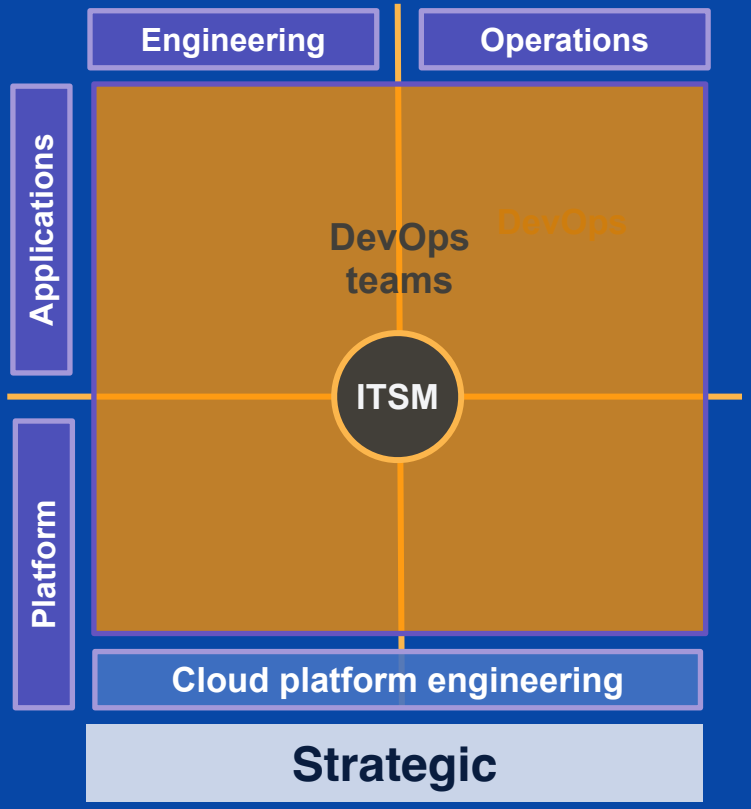
Sustain
"Traditional ops"

Optimize
"CloudOps"

Grow
"DevOps"







Common ITSM tooling integration scenarios

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

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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

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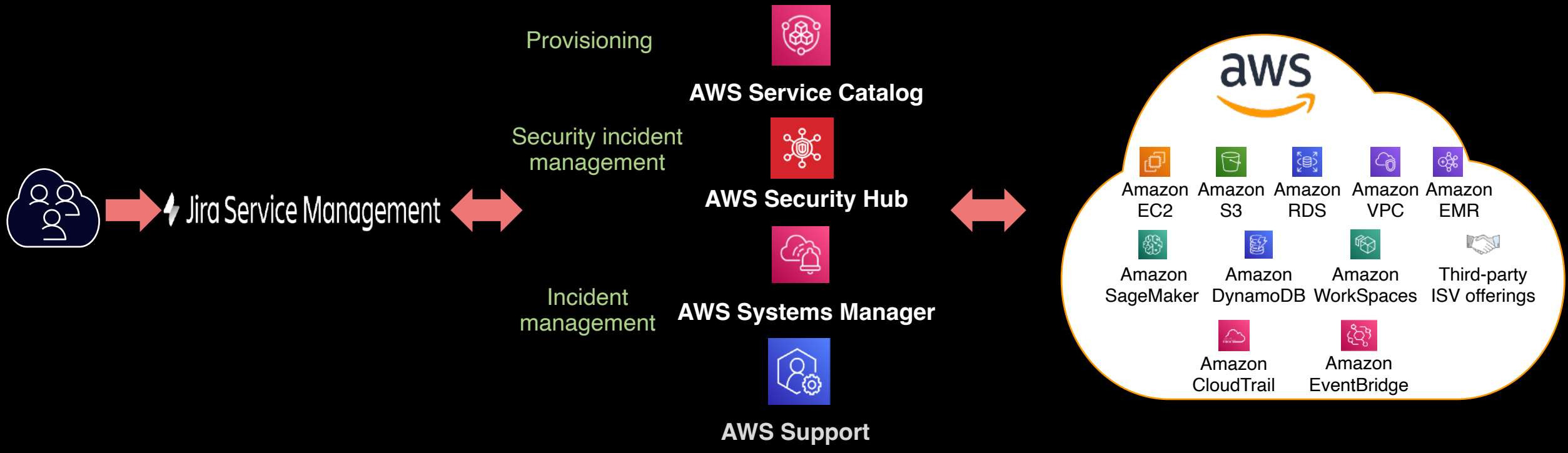
Activating service management

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

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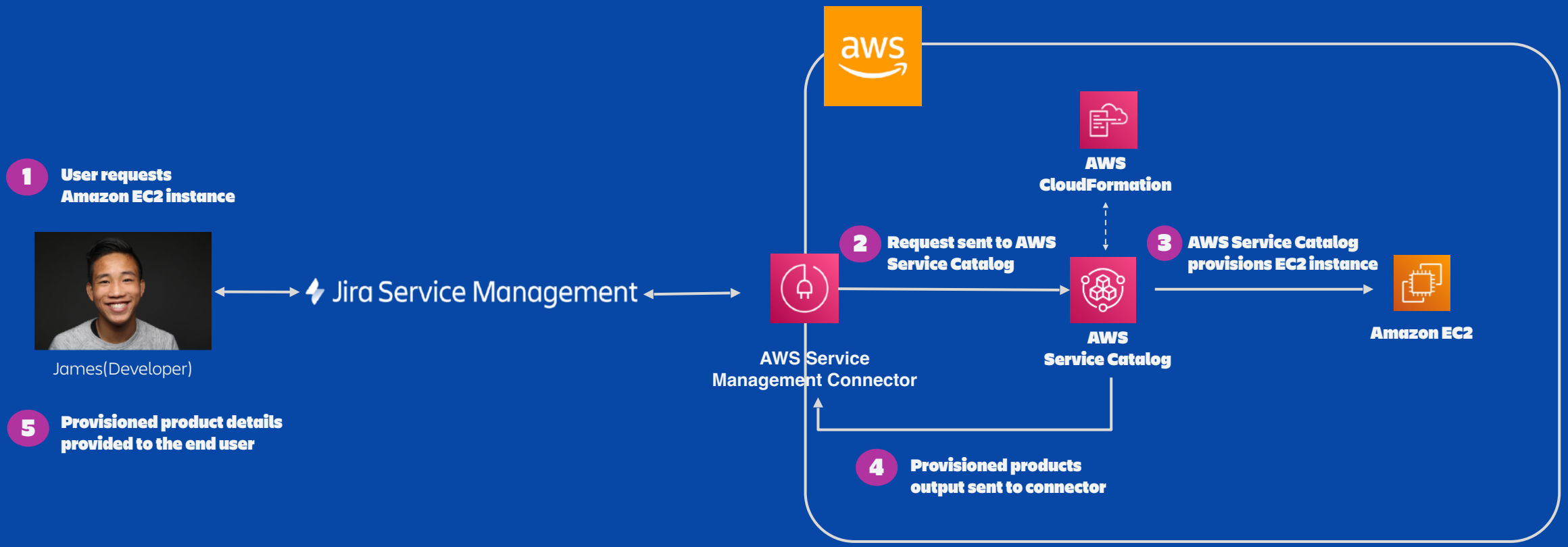
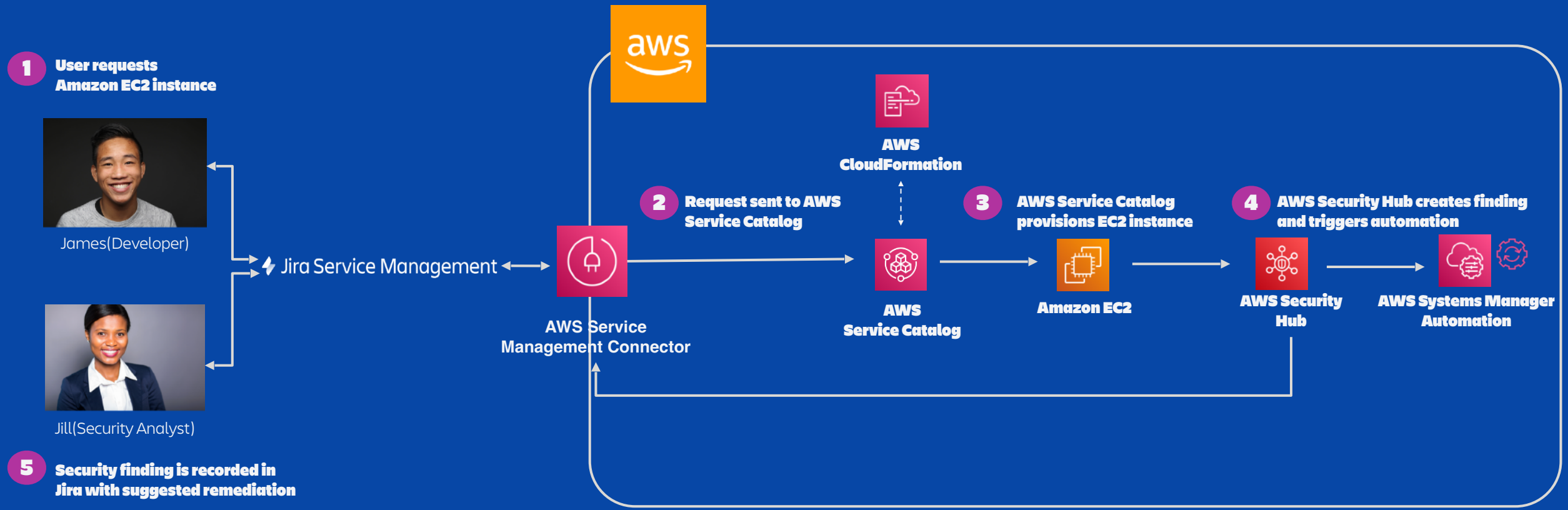
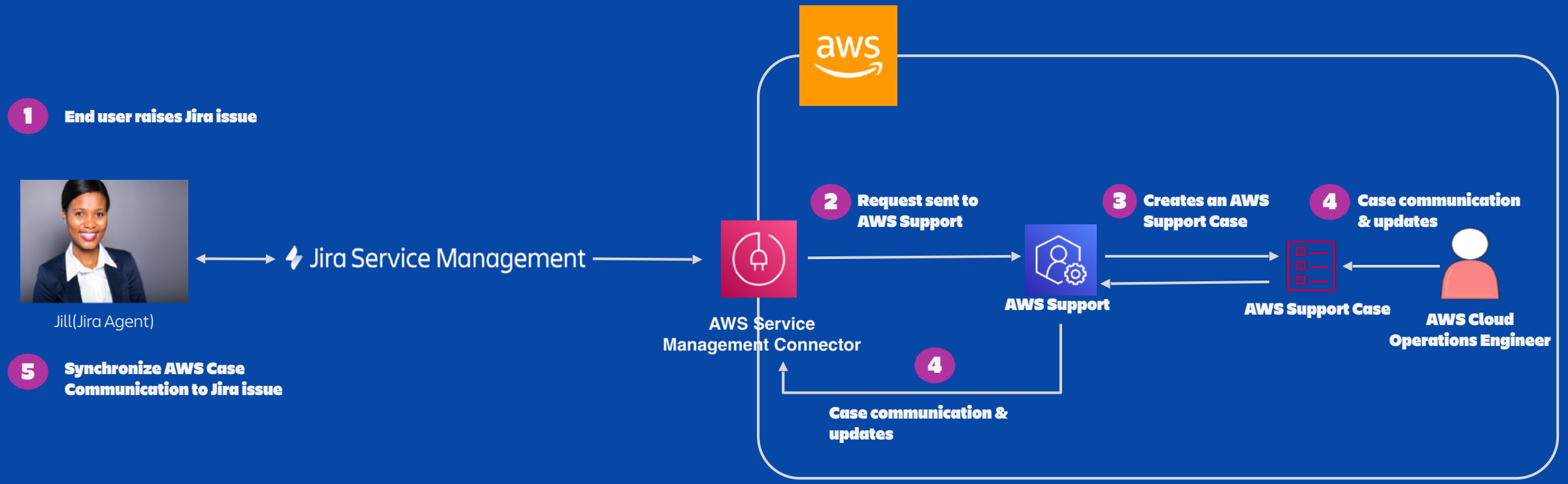
Use case: provisioning



Use case: security incident management

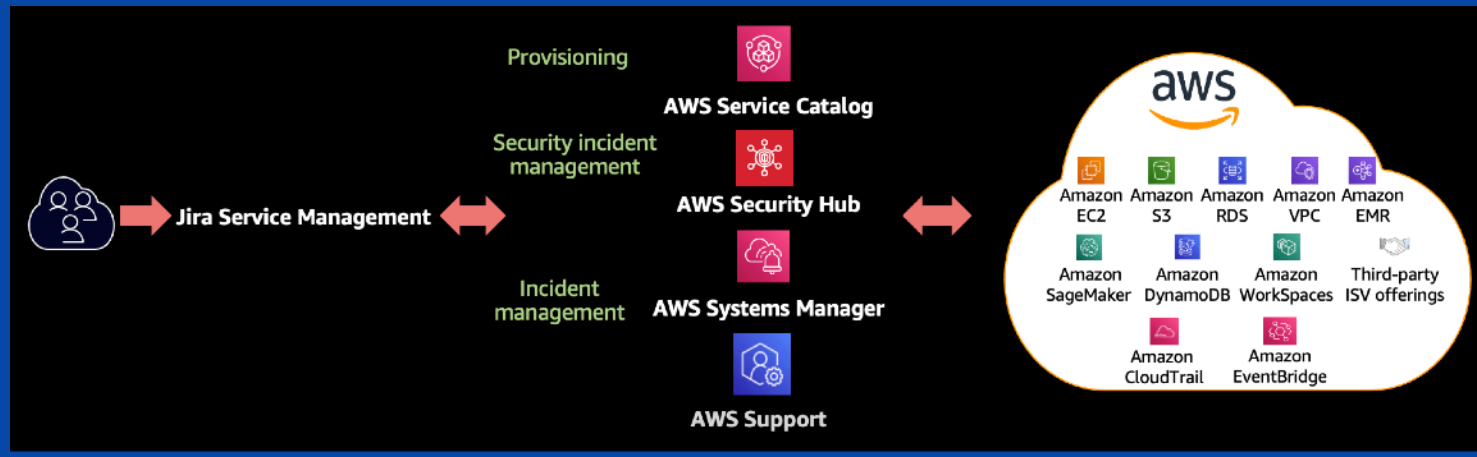


Use case: incident management – AWS support

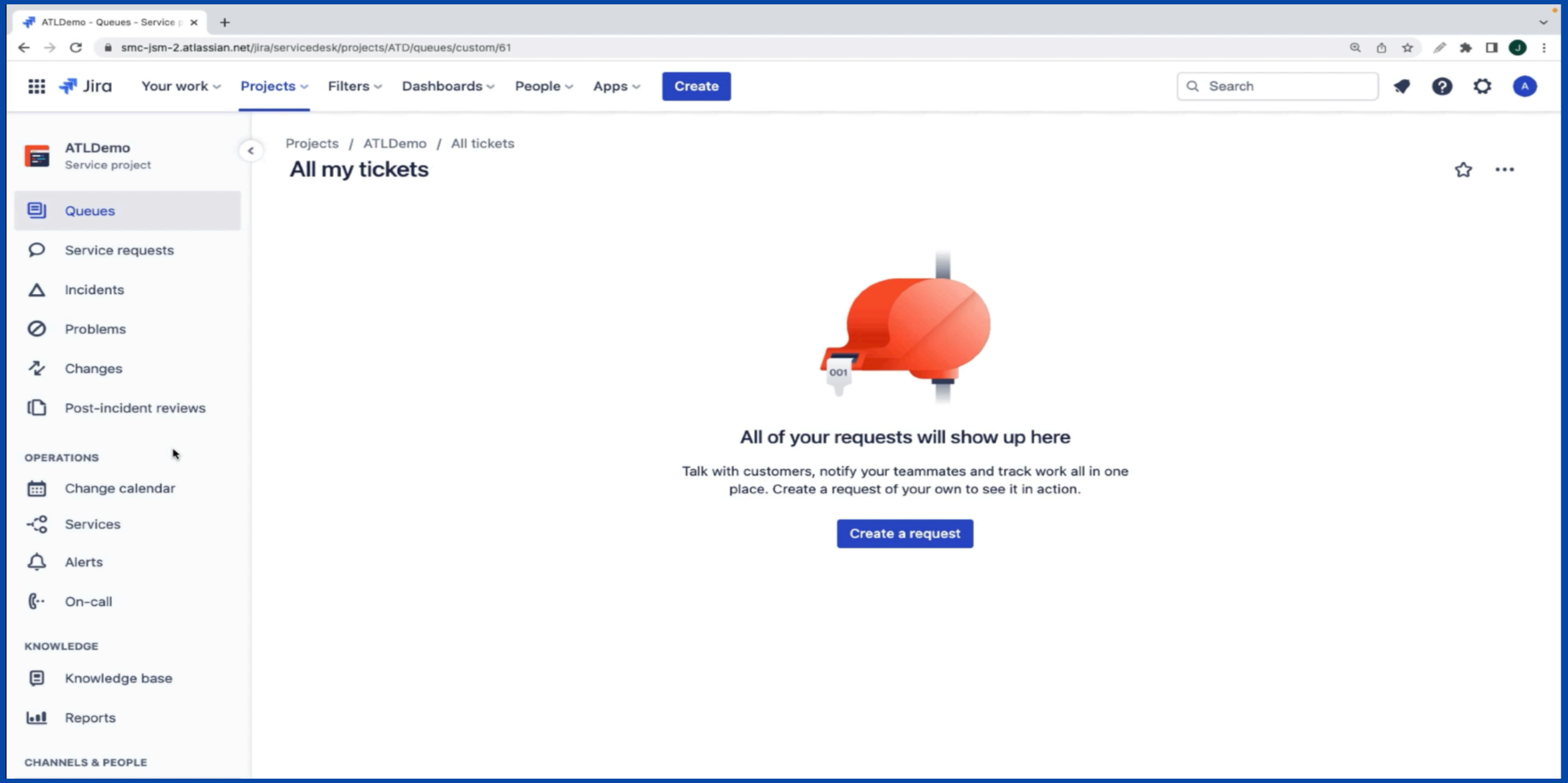


Demo

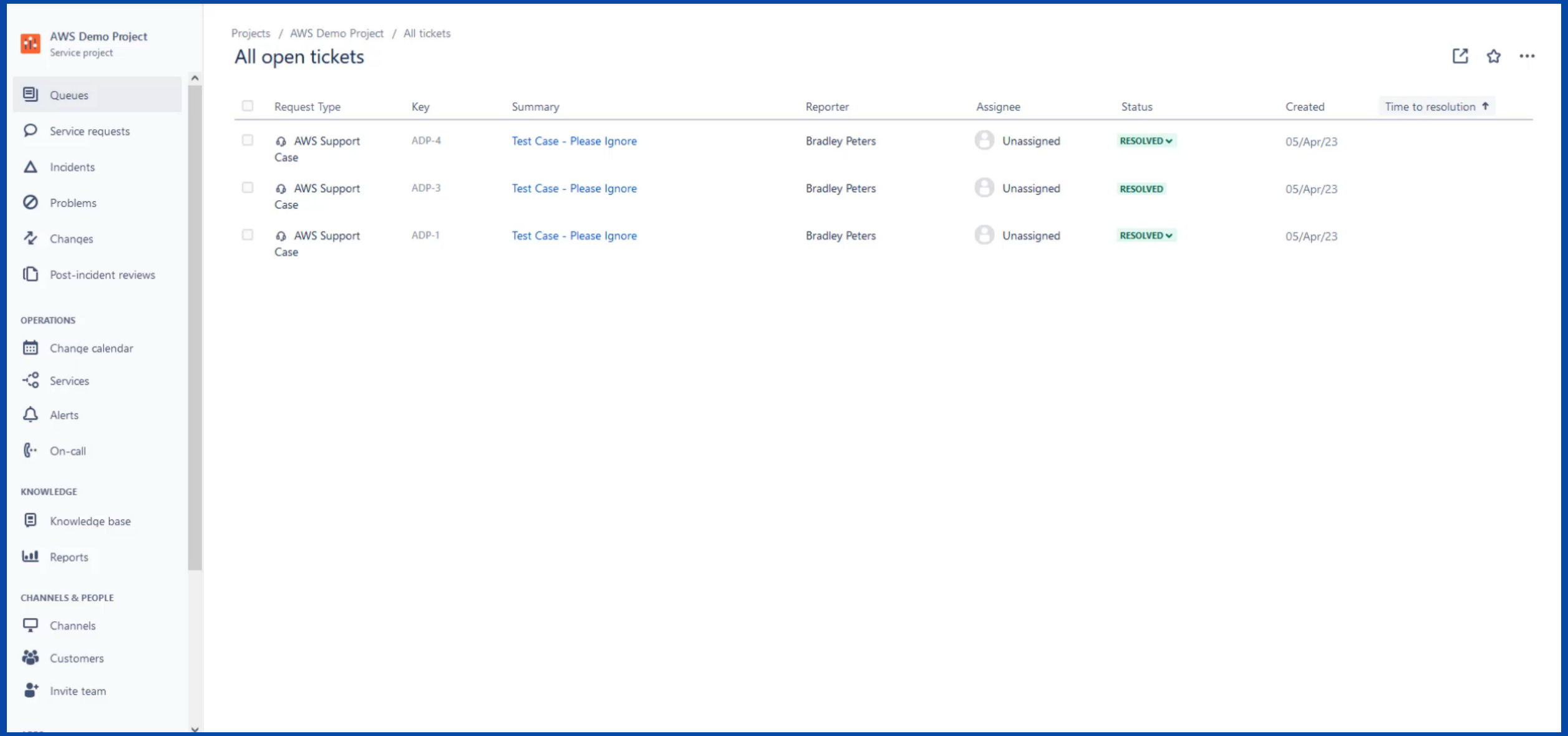
1. Provisioning
2. Security incident management
3. Incident management



Demo: provisioning and security incident



Demo: incident management- AWS Support



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

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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.

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Call to action

- Sign up for AWS SMC Activation Day by contacting the team 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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