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SUMMIT
MILANO
21-22 GIUGNO 2022

Governare i workload in Cloud: AWS Cloud Operations

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Why AWS Cloud Ops?

Cost savings

51% lower 5-year cost of operations

Staff productivity

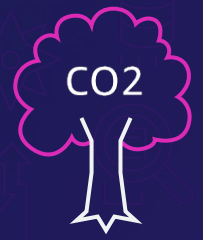
62% more efficient IT infrastructure staff

Operational resilience

57% decrease in downtime

Business agility

37% decrease in time to market



Carbon savings

88% reduction in carbon footprint of IT operations

Based on independent research of 1,500 AWS enterprise customers

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Optimize IT for the cloud to speed migration

AWS CLOUD OPS OFFERS PRESCRIPTIVE GUIDANCE TO OPERATE SECURELY AND SAFELY IN THE CLOUD, AT SCALE

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AWS Cloud Ops

ENABLE, BUILD, OR OPERATE WORKLOADS IN THE CLOUD, ON PREMISES, OR AT THE EDGE

Cloud financial management

Enable Governance

Controls

People
Process
Technology

Sustain, build, or migrate

Integration
Migration
Development

Agility
Innovation
Resiliency

Operate

Observability
Compliance

Availability
Speed and safety
Ease of use

Automation & security

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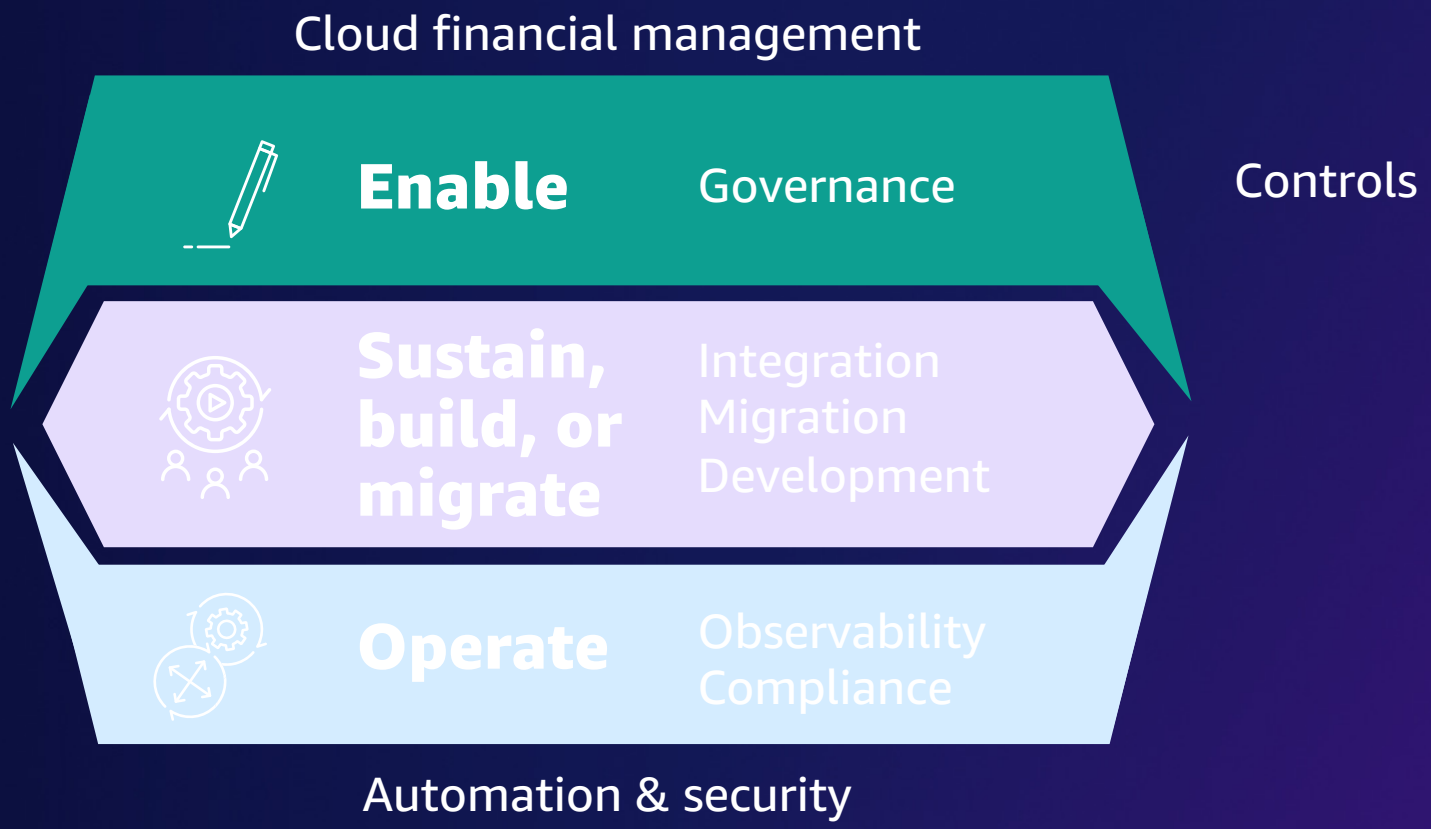
Enable

ENABLE, BUILD, OR OPERATE WORKLOADS IN THE CLOUD, ON PREMISES, OR AT THE EDGE



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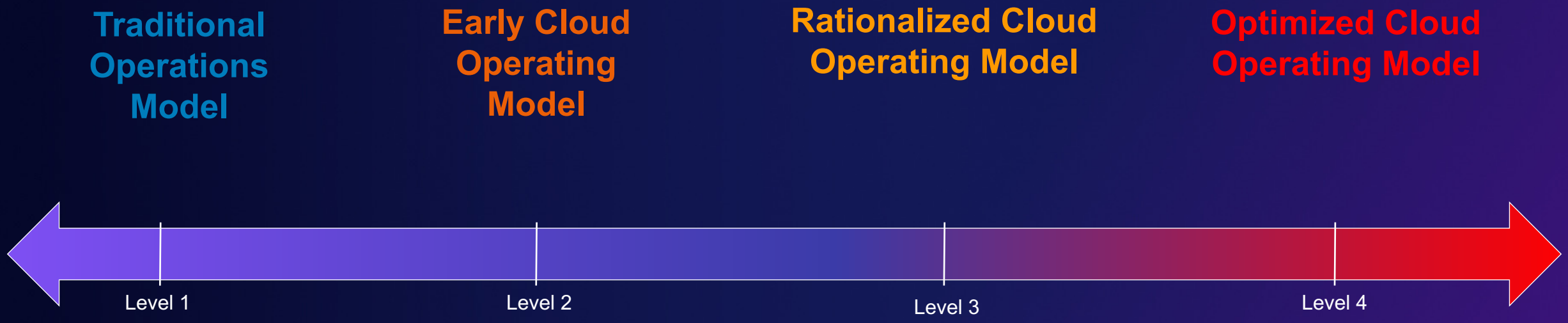
Model transition

JOURNEY TO CLOUDOPS



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Cloud Center of Excellence

JOURNEY TO CLOUDOPS

A Cloud **Center of Excellence (CCoE)** is a **cross-functional** team of people responsible for developing and managing the cloud strategy, governance, and best practices that the rest of the organization can leverage to transform the business using the cloud.
The CCoE **leads the organization** as a whole in cloud adoption, migration, and operations. It may also be called a Cloud Competency Center, Cloud Capability Center, or Cloud Knowledge Center

Cloud Management Report

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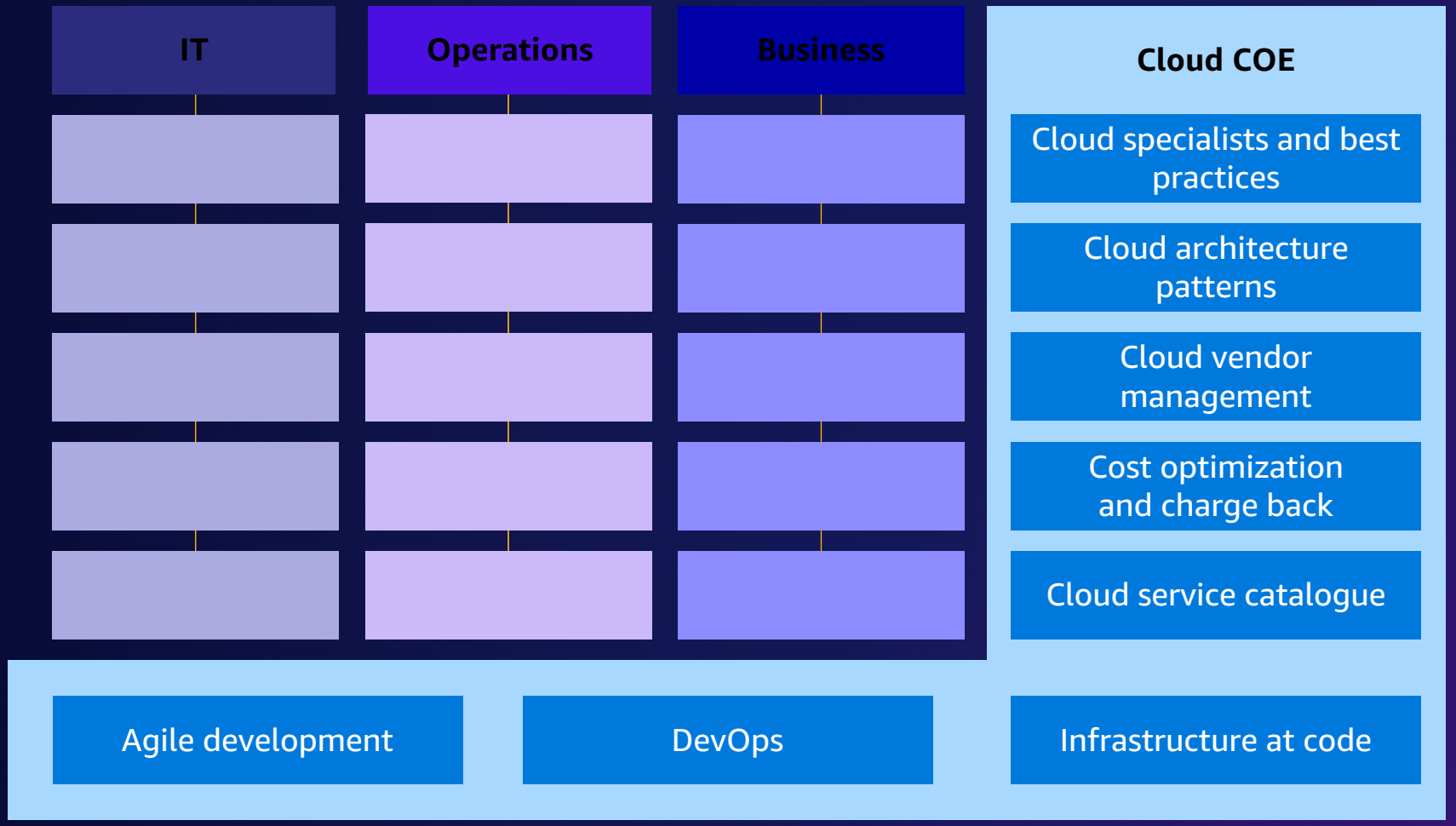
Cloud Center of Excellence

TRAILBLAZING



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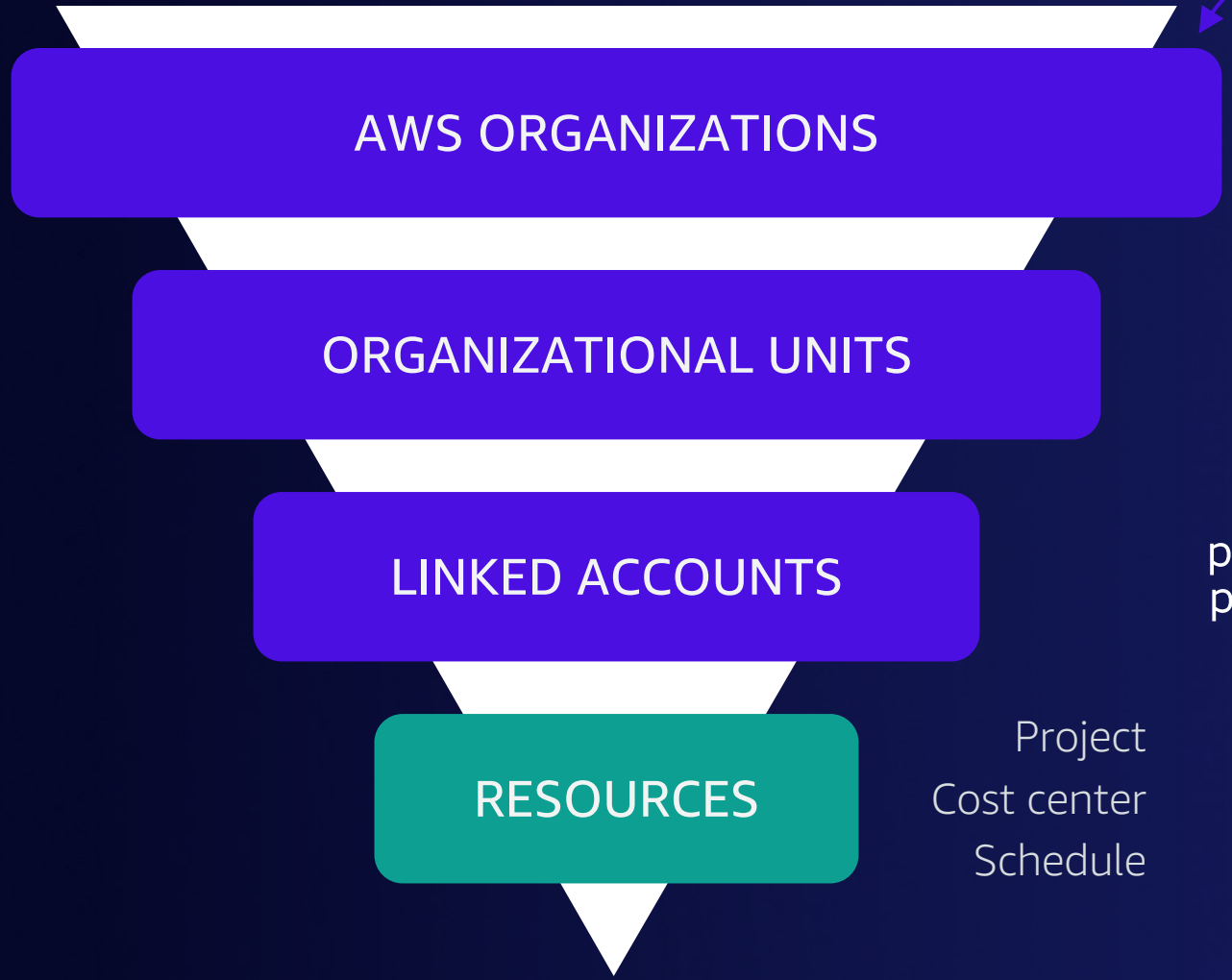
Foundational structure

EXAMPLE

- One bill
- Easy tracking
- Combined usage



	B2B products		Internal tooling	
	product_b-production	product_b-development	hrsystem-production	dashboard-sandbox
Project	v2	Interface2	Benefits	Metrics
Cost center	680	680	270	340
Schedule	24/7	Weekdays	24/7	9 to 5

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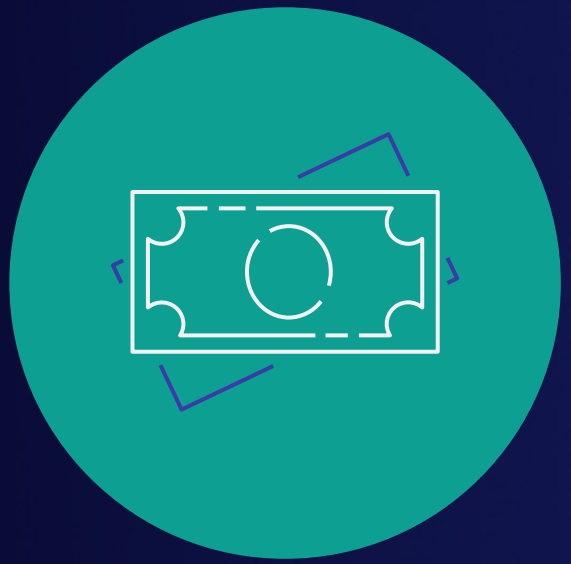
Why is this important?

FOUNDATIONAL GOVERNANCE



Billing

Security

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Account policies

TOP-DOWN CONTROLS

AWS Control Tower

- Guardrails apply to organizational units (OUs) and all child accounts (new and existing)
- Preventive: prevents policy violations using Service Control Polices (SCPs), part of AWS Organizations
- A guardrail can be: mandatory, strongly recommended, or elective
- Tag polices to ensure compliance of metadata on the resource level

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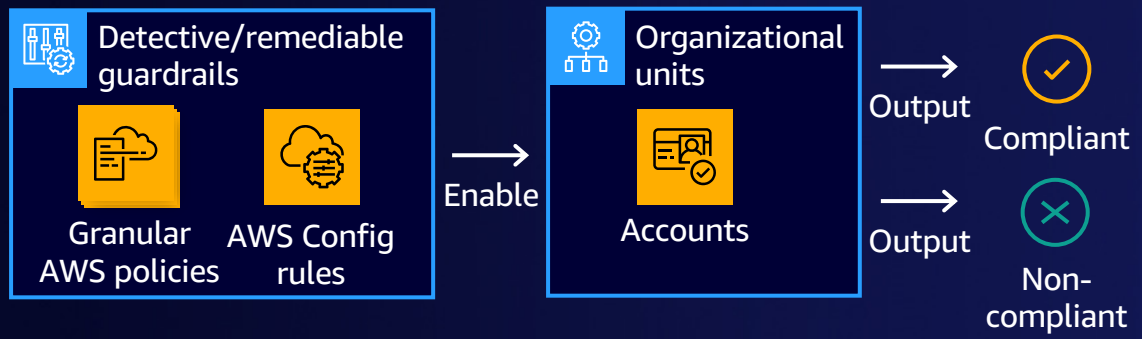
Resource guardrails

CONTROLS AT THE GROUND LEVEL



Detective: detect policy violations using AWS Config rules, such as:

- Detect Whether Amazon EBS Volumes are Attached to Amazon EC2 Instances
- Detect whether any Amazon EC2 instance has an associated public IPv4 address
- Detect Whether Public Access to Amazon RDS Database Instances is Enabled
- Detect Whether Public Read Access to Amazon S3 Buckets is Allowed

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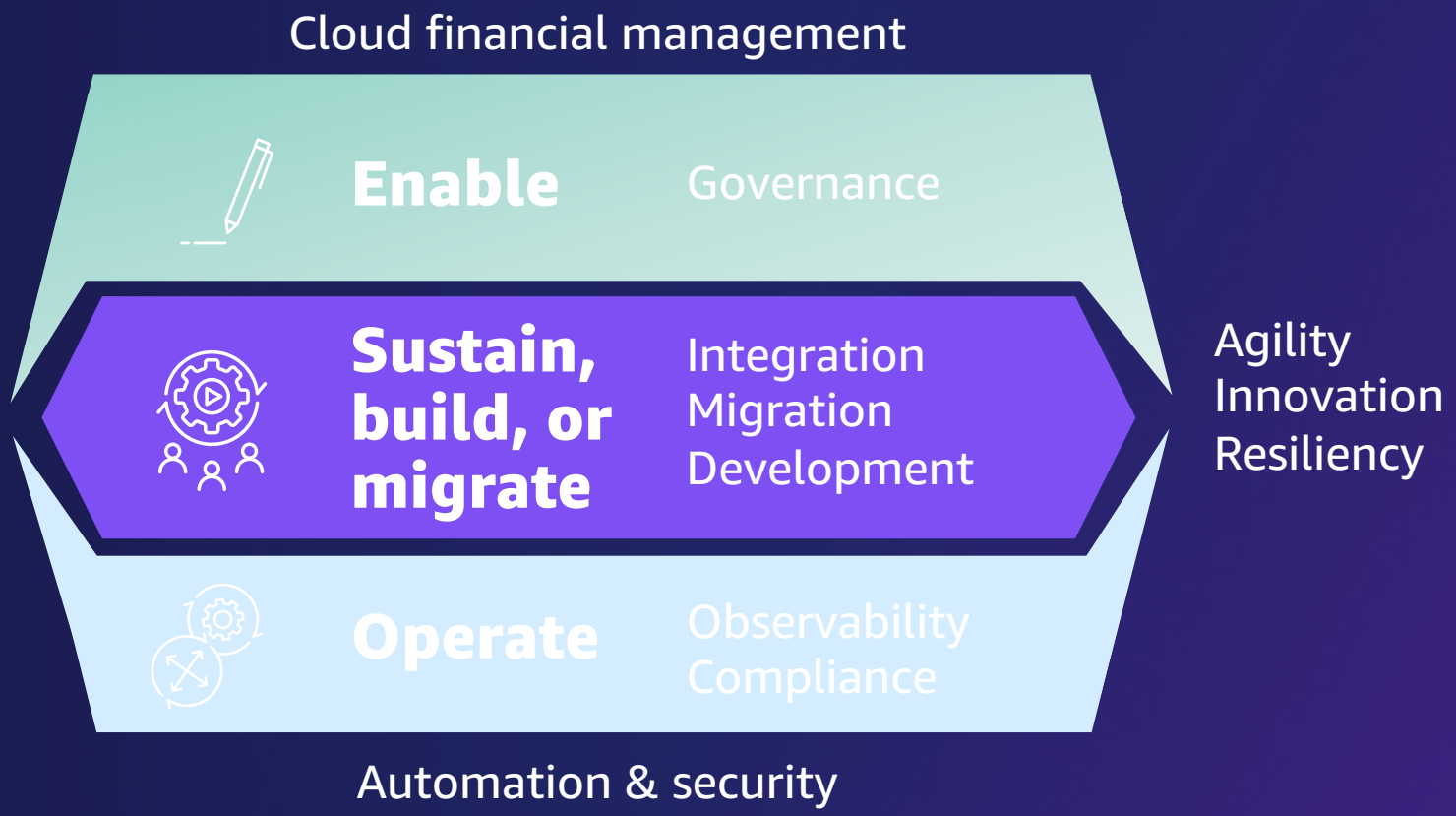
Sustain, build, or migrate

ENABLE, BUILD, OR OPERATE WORKLOADS IN THE CLOUD, ON PREMISES, OR AT THE EDGE



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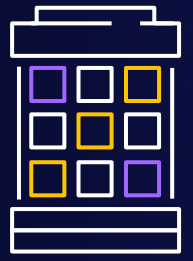
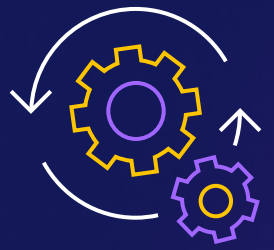
Build your own operating model

CHOOSE THE MODEL THAT BEST SUITS YOU



Self-managed

- AWS Service Catalog
- AWS Systems Manager
- AWS management tools and services
  - Modeling and provisioning
  - Automation and operations
  - Monitoring and logging
- Third-party tools



AWS Managed

- Out-of-the-box cloud operating model
- Addresses security and compliance operations
- Managed AWS Landing Zone
- Self-service automation
- 7x24 Worldwide AWS Support

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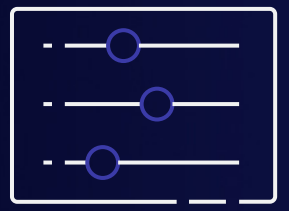
Why automate?

SPEED, SAVING AND GOVERNANCE



Quick implementation

No need to reinvest

Agility and governance

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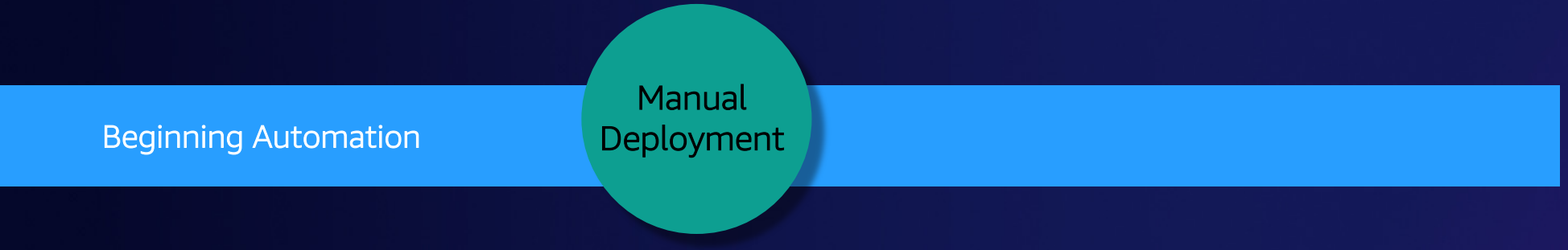
Journey of automation: compute

BEGINNING: EVERYTHING IS MANUAL



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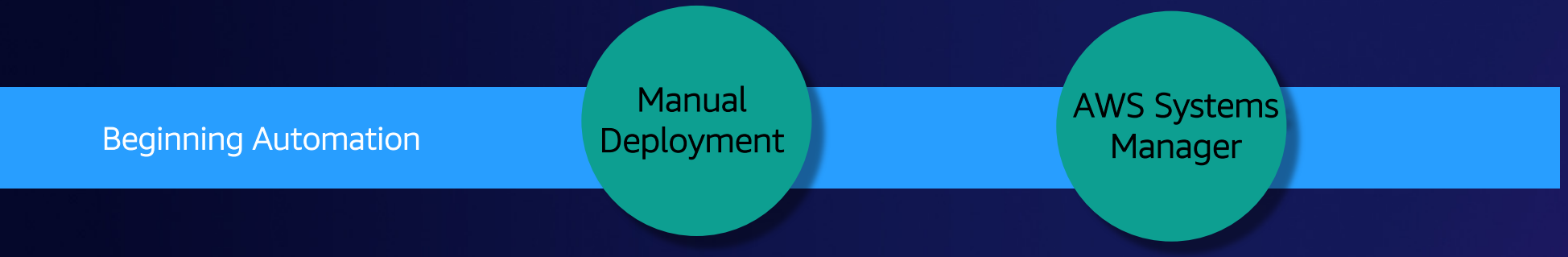
Journey of automation: compute

AWS SYSTEM MANAGER



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Journey of automation: compute

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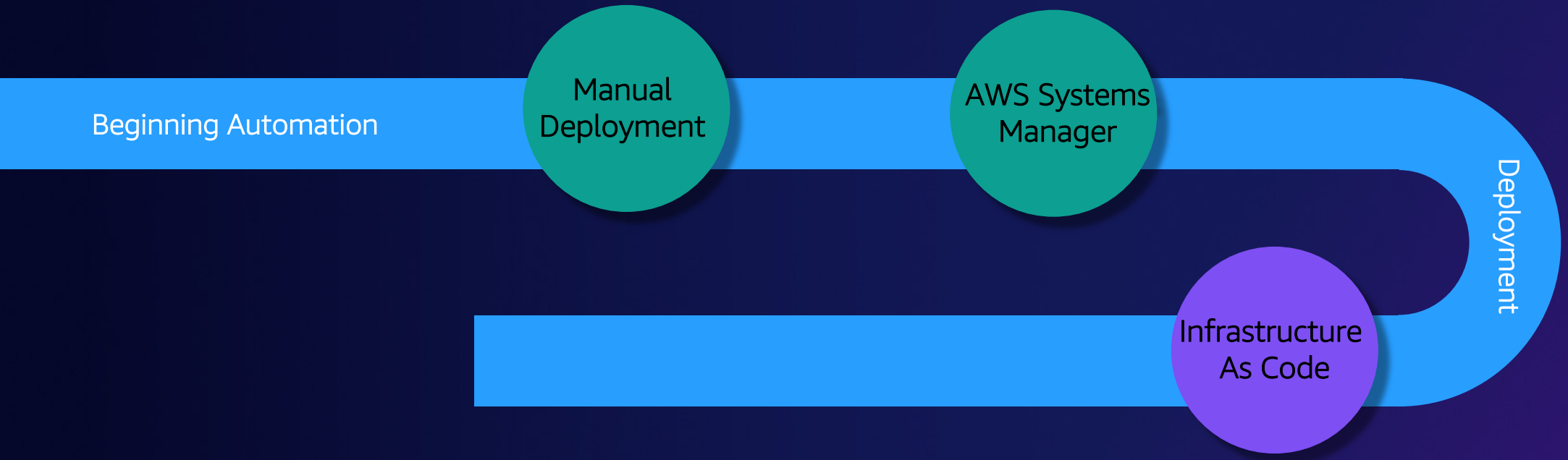

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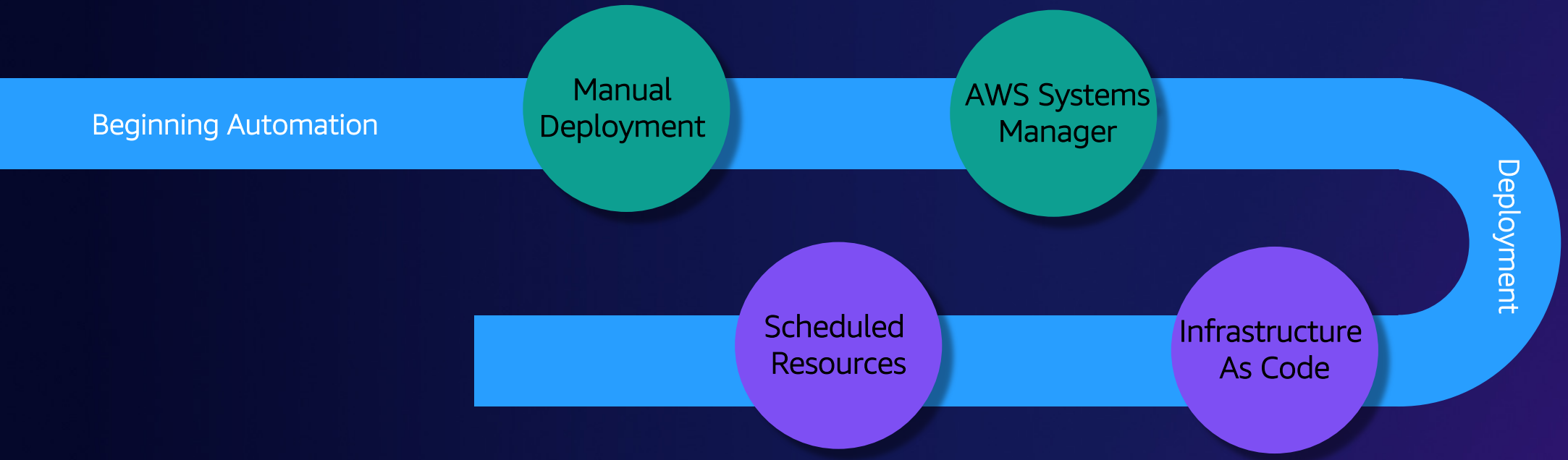
Journey of automation: compute

SCHEDULING RESOURCES



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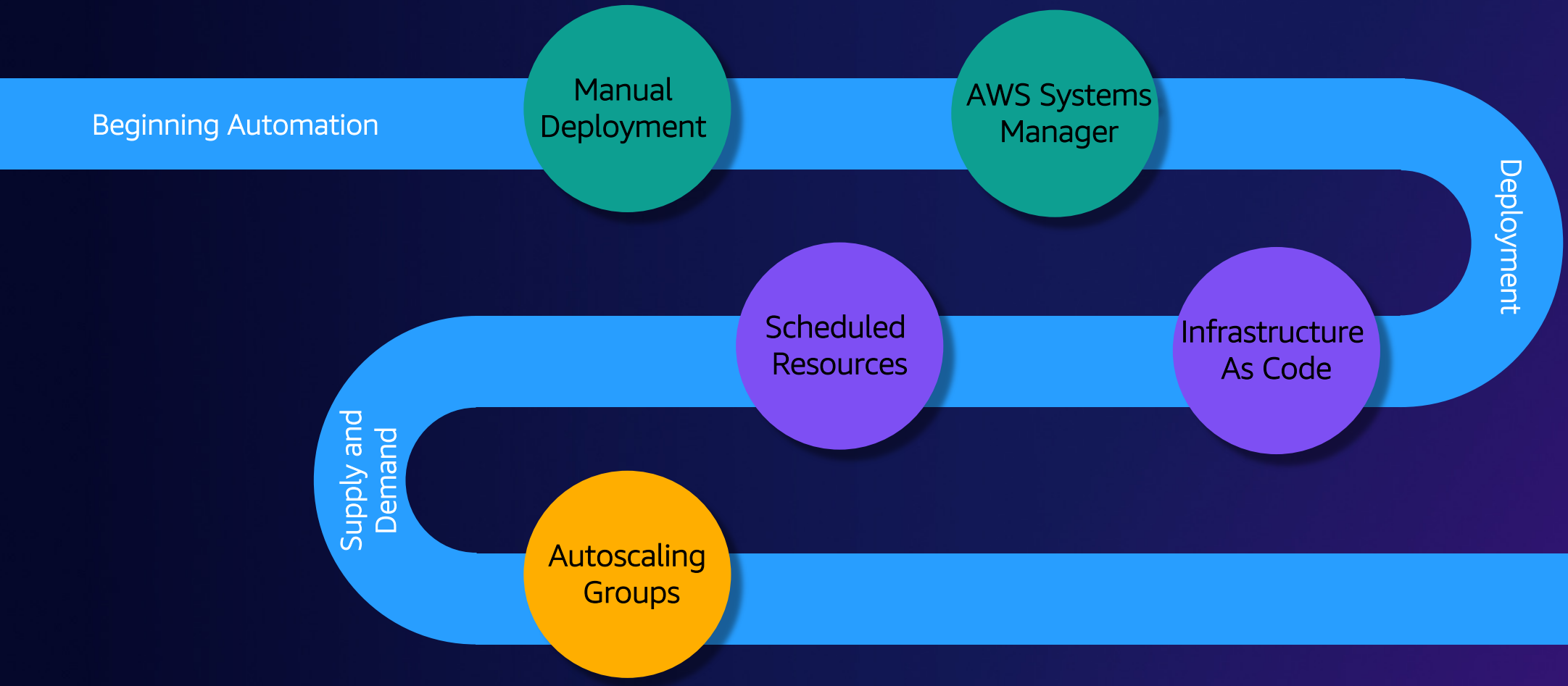
Journey of automation: compute

AUTOSCALING



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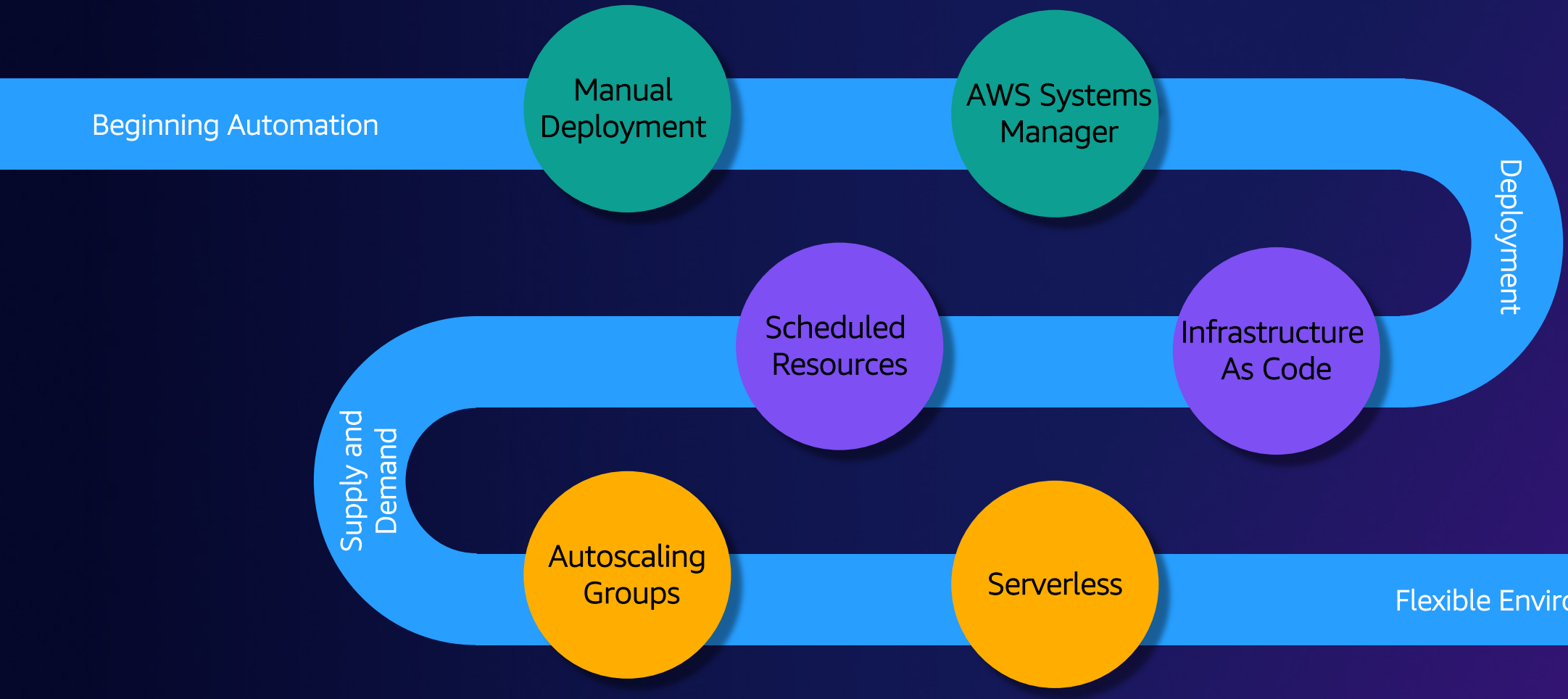
Journey of automation: compute

GOING SERVERLESS



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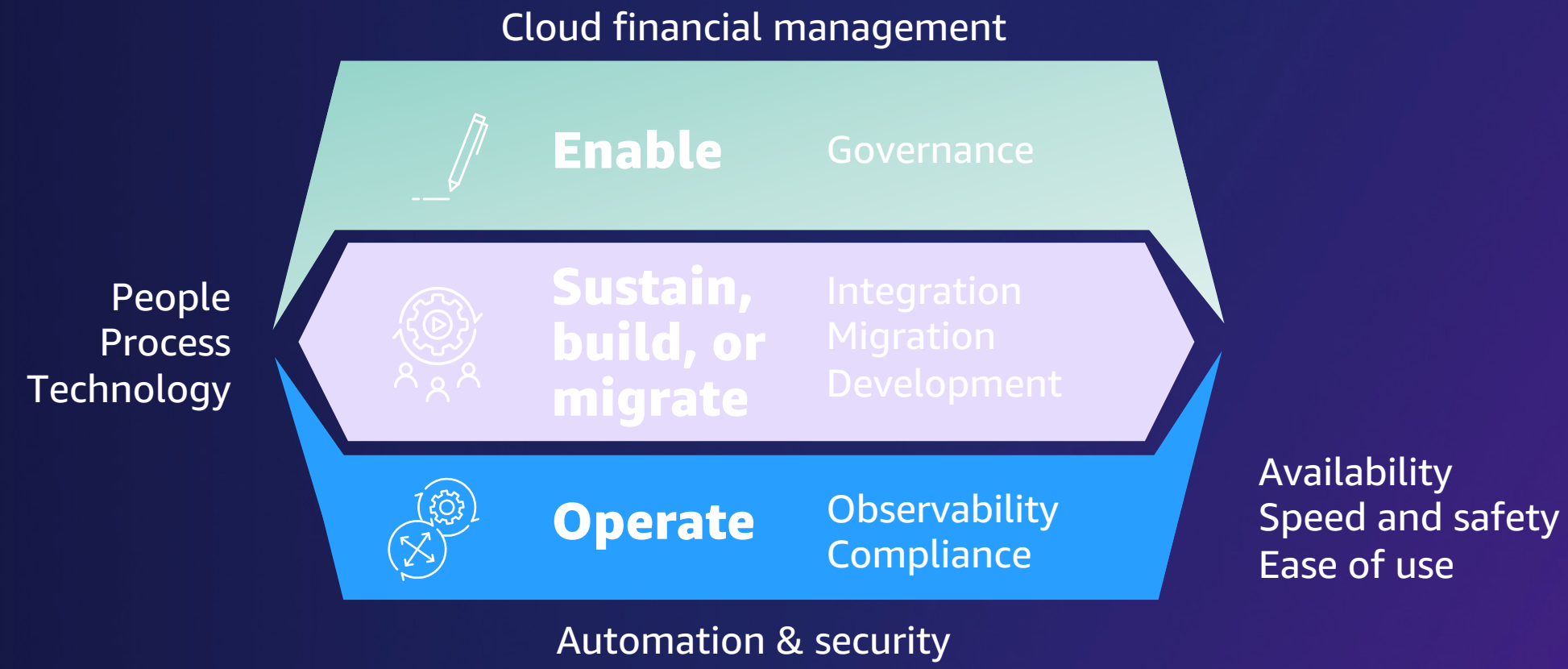
Operate

ENABLE, BUILD, OR OPERATE WORKLOADS IN THE CLOUD, ON PREMISES, OR AT THE EDGE



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Data drives decisions

Collect data

Monitor performance

Analyze patterns

Act

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Lessons Learned

KEY CONSIDERATIONS WHEN CREATING YOUR CLOUDOPS PRACTICE

Being too restrictive can lead to **less innovation**

Create **guardrails** NOT **blockers**

High Complexity leads to jumping through hoops

Encourage trying **new things**

Don't forget to gather **feedback**

Don't be too slow to modernization

Collaboration over **restriction**

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Growing with AWS

Stefano Gabbriellini
Giacomo Puntaroli

June 22, 2022

Wolters Kluwer

Agenda

- Born for corporate performance management
- A Cloud idea (and opportunity)
- Why AWS as hosting partner
- How we face the challenge
- Further steps together with AWS

Born for corporate performance management

- The story starts in Lucca
- A software suite to "simplify" the office of finance work
- Hundreds of on-premises customers

A cloud idea (and opportunity)

- The market was globally ready for a new challenge

- Customers were asking us to take in charge the IT workload

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Why AWS as cloud partner

We were looking for a cloud partner :

Reliable

Secure

Able to support us in all growth phases

How we face the challenge

- Fast and secure deploy
- Servers and services governance
- Security & compliance
- Monitoring

Why automate?

Fast and secure deploy

Automated deploy and managed services

Servers and services governance

Security & compliance

Monitoring

Time to market

Standardization

Sustainability

How to manage distributed workloads?

Fast and secure deploy

Servers and services governance

Centrilized tools to upgrade and manage the systems

Security & compliance

Monitoring

Efficiency

Control

Simplification

How to manage things in a secure way?

ISO27001 ISO22301 ISO9001 ISAE3402 type II SOC1 ISAE3000 type II SOC2

Fast and secure deploy

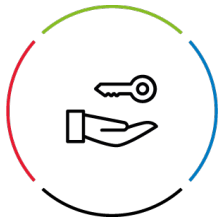
Servers and services governance

Security & compliance

Ensure compliance with Security baseline adoption

Monitoring

Segregation of duty



Access control

Compliance

How to control your services?

Fast and secure deploy

Servers and services governance

Security & compliance

Monitoring

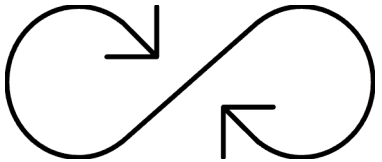
Centralized tools to simplify the observability

Self healing

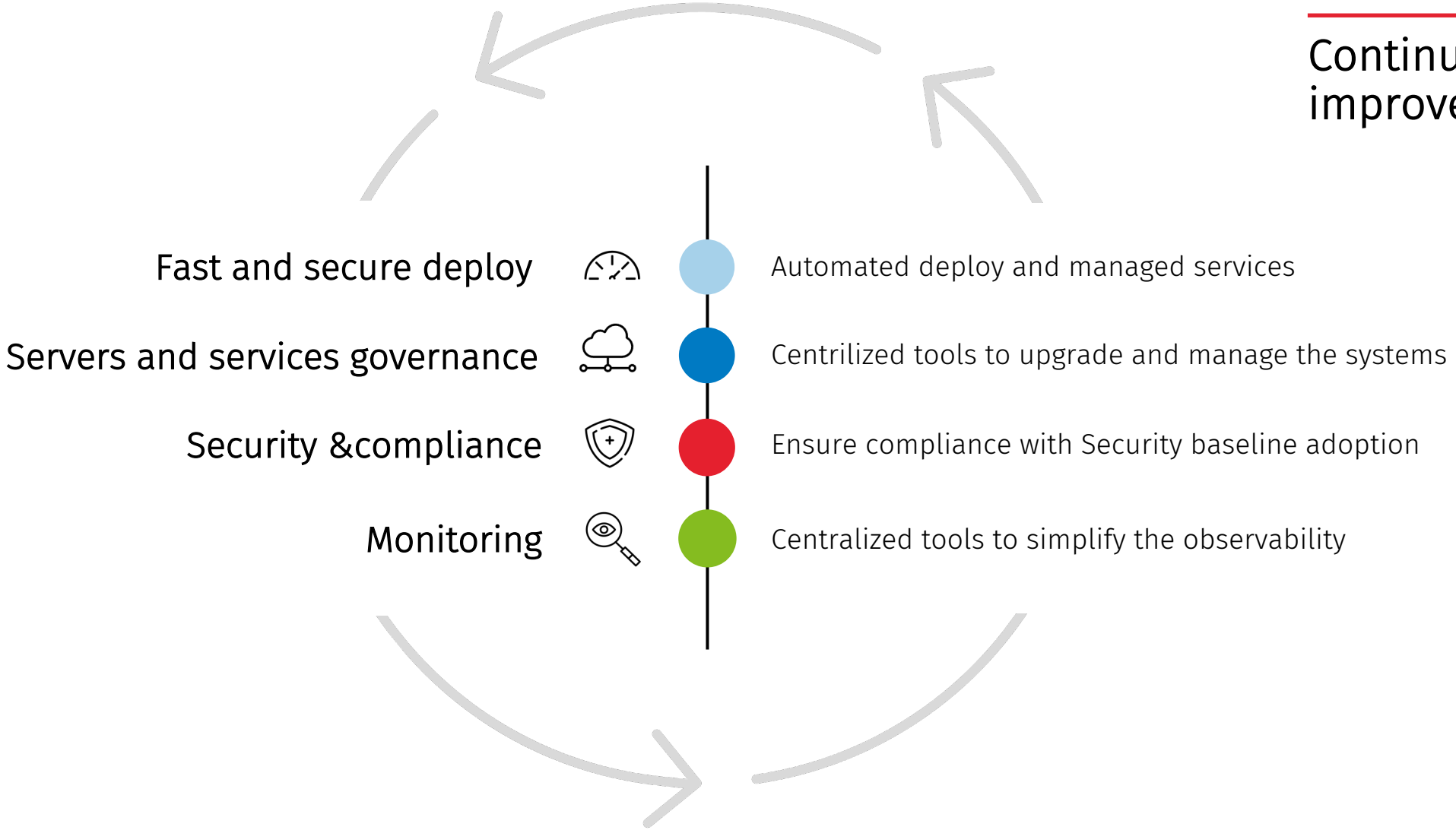
SLA

Capacity plan

How to continue improve?

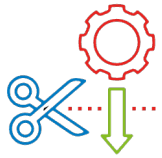


Continuous improvement



Road to increase managed service adoption

AWS Managed Services



Service overheads reduction

AWS excellence team with strong skills

Cost reduction

Cloud adoption benefits for Tagetik

- Cost savings
- Staff productivity
- Operational resilience
- Business agility
- Carbon savings

Thank you!

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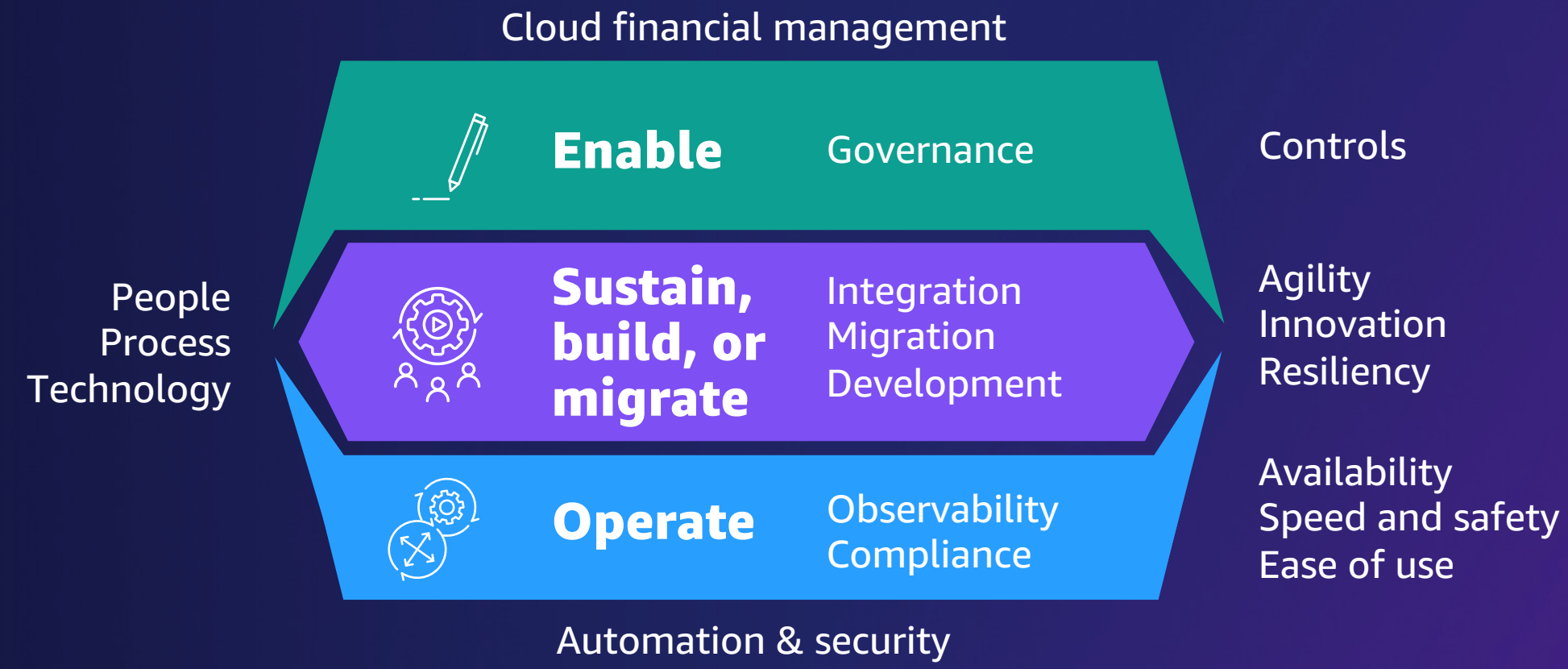
Summary

ENABLE, BUILD, OR OPERATE WORKLOADS IN THE CLOUD, ON PREMISES, OR AT THE EDGE



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