

# Inframanager AWS Specs sheet

**ABOUT ‘InfraManage AWS’ SERVICE**

‘InfraManage AWS’ offers management of AWS Cloud Services leveraging skills from shared NOC and 24 X 7 operations support. Shared infrastructure management service is built on a concept of standardization to bring in operational efficiency by means of monitoring, troubleshooting, remediation and capacity improvements. It is a SLA based service backed by defined escalation matrix and best practices processes. Netmagic, being a multi-cloud provider, offers this service to customers having AWS cloud billing through Netmagic and also to customers looking only for Managed Services.

The support includes AWS platform services configuration, Change & Configuration management, Fault management, and Performance management. The benefits with Netmagic AWS Managed Services are:

- AWS platform services management
- AWS certified engineers and architects
- Reduced downtime risks with Netmagic excellent operational delivery
- Coordination with AWS support team
- Infrastructure performance reports from AWS portal

**AWS SUPPORTED SERVICES:**

SR#	AWS Service	Service Category
1	Amazon Elastic Compute Cloud (EC2)	Compute
2	Auto Scaling	Compute
3	Amazon Relational Database Service (RDS)	Database
4	Amazon DynamoDB	Database
5	Amazon Simple Storage Service (S3)	Storage
6	Amazon Elastic Block Store (EBS)	Storage
7	Amazon Glacier	Storage
8	Amazon Virtual Private Cloud (VPC)	Network & Content Delivery

9	AWS Direct Connect	Network & Content Delivery
10	Elastic Load Balancing   NLB	Network & Content Delivery
11	Amazon Inspector	Security Identity & Compliance
12	AWS Shield Standard	Security Identity & Compliance
13	AWS Shield Advanced	Security Identity & Compliance
14	AWS WAF	Security Identity & Compliance
15	Amazon CloudWatch	Management Services
16	Amazon CloudWatch Events	Management Services
17	Amazon CloudWatch Logs	Management Services
18	AWS Snowball	Migration
19	AWS Support	
20	AWS Personal Health Dashboard	

**SERVICE DETAILS**

**Service Scope of Work for AWS Services Configuration**

Service Component	Description
AWS Platform Services Configuration	<ul style="list-style-type: none"> <li>• AWS Portal Management</li> <li>• VM Provisioning with AWS OS Templates (Create / Modify / Delete)</li> <li>• Portal User Access (AWS – IAM)</li> <li>• VM Snapshot (Create / Delete)                             <ul style="list-style-type: none"> <li>○ Create volume</li> <li>○ Create image</li> <li>○ Modify permissions</li> <li>○ Add / Edit tags</li> </ul> </li> <li>• Virtual Firewall Rule Addition with AWS Security Groups                             <ul style="list-style-type: none"> <li>○ Setup of Default / Custom security groups</li> <li>○ Add / Edit / Delete rules to security groups</li> <li>○ Add / Edit tags</li> <li>○ Add / Edit / Delete Inbound / Outbound rules</li> </ul> </li> <li>• Configure Monitoring with AWS Cloudwatch</li> </ul>

	<ul style="list-style-type: none"><li>○ Setup notifications with AWS Cloudwatch events</li><li>○ Creating log groups</li><li>• Instances management<ul style="list-style-type: none"><li>○ Start / Stop / Reboot / Terminate instances</li><li>○ Add / Edit tags</li><li>○ Attach / Replace IAM role</li><li>○ Change instance type</li><li>○ Change termination protection</li><li>○ View / Change user data</li><li>○ Get instance screenshot</li><li>○ Modify instance placement</li><li>○ Attach / Detach network interface</li><li>○ Change Source / Destination check</li><li>○ Manage IP addresses</li><li>○ Enable / Disable detailed monitoring</li><li>○ Add / Edit alarms</li></ul></li><li>• Virtual Network Provision with AWS – VPC<ul style="list-style-type: none"><li>○ Create / Delete VPC</li><li>○ Edit CIDRs, DHCP options set, DNS resolution, DNS hostnames</li><li>○ Create / Delete Subnets</li><li>○ Create flow log</li><li>○ Modify auto-assign IP settings</li><li>○ Create / Delete route table</li><li>○ Internet gateway: Create / Delete and Attach / Detach to / from VPC</li><li>○ Create / Delete egress only internet gateway</li><li>○ Elastic IPs: Allocate new address, release addresses, associate / disassociate addresses</li><li>○ Endpoints: Create / Delete endpoints, choose route tables, edit policies</li><li>○ Create / Delete NAT gateways</li><li>○ Peering Connection: Create / Delete connections, accept / reject requests</li><li>○ Create / Delete Network ACL</li><li>○ Create / Delete customer gateway</li><li>○ Virtual private gateway: Create / Delete and Attach / Detach to / from VPC</li><li>○ VPN connection: Create / Delete VPN connection, download configurations</li></ul></li><li>• VM Storage Provisioning [AWS EBS] – (Add / Delete)<ul style="list-style-type: none"><li>○ Create / Modify / Delete volumes</li><li>○ Attach / Detach volumes</li></ul></li></ul>	
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	<ul style="list-style-type: none"> <li>○ Create snapshot</li> <li>○ Change auto-enable IO setting</li> <li>○ Add / Edit tags</li> <li>• AWS Simple Storage Service (S3) / Glacier                         <ul style="list-style-type: none"> <li>○ Create / Configure S3 bucket</li> <li>○ Manage Object versioning</li> <li>○ Create Lifecycle Policy</li> <li>○ Set ACL / Bucket ACL</li> </ul> </li> <li>• Virtual Load Balancer Rule with AWS ELB - (Add / Change / Modify)                         <ul style="list-style-type: none"> <li>○ Create / Delete Load Balancer</li> <li>○ Edit health checks</li> <li>○ Edit subnets</li> <li>○ Edit IP address type</li> <li>○ Edit instances</li> <li>○ Edit listeners</li> <li>○ Edit security groups</li> <li>○ Create / Edit / Delete target groups</li> <li>○ Register and de-register instances</li> <li>○ Edit target group attributes</li> </ul> </li> <li>• Auto-Scaling configuration                         <ul style="list-style-type: none"> <li>○ Create launch configurations i.e. provision instances based on a reusable template you define</li> <li>○ Create auto scaling groups and assign a template created through launch configuration</li> </ul> </li> </ul>	
Service Support	<ul style="list-style-type: none"> <li>• Infrastructure as per AWS Service Limits / SLA AWS subscription Support</li> <li>• Managed Services</li> <li>• Portal Reports</li> </ul>	
Service Exclusions	<ul style="list-style-type: none"> <li>• Any Scripting   API Programming and Integration</li> </ul>	

**Service Scope of Work for AWS RDS – (NSSIMSIMG-AWSRDS)**

Service Component	Description
AWS RDS for Oracle, MSSQL, MySQL, MariaDB, and PostgreSQL database engines	<ul style="list-style-type: none"> <li>• Create a database</li> <li>• Set up a firewall rule</li> <li>• Create tables</li> <li>• Bulk load data</li> <li>• Query that data</li> <li>• Restore the database to a previous point in time using SQL Database point in time restore capabilities</li> <li>• Set up firewall rules for your sever and or database</li> </ul>

- Manage user access
- Review, apply and revert performance improvement recommendations
- Find queries with high resource utilization
- Find long running queries

<sup>1</sup>AWS RDS service needs to be subscribed separately and it will be based on number of database instances.

### Service Pre-requisites:

In addition to the InfraMonitor prerequisites, following is required:

- Administrative Remote Access to various components under management with appropriate security measures as mutually discussed and agreed.
- AWS Enterprise/Business support subscription is mandatory for technical support.
- AWS Cloudwatch service is mandatory for management of any AWS service.
- Storage space would be required on AWS for storing the hardened AMI's and variable charges would be applicable for the same.
- Ports for monitoring needs to be open for management of AWS services provided the IP addresses are static.

### Service Level Agreement:

The SLA's for AWS services would be as per AWS service commitment in the subscription plan contracted by the customer.

### DISCLAIMER

Netmagic offers this service based on a combination of third party Hardware, Network & Software. In case of non-availability of the customer infrastructure due to a problem with the Monitoring & Management Services, Netmagic will work with the customer to remedy incidents and restore services at the earliest.

Netmagic will follow best practices for system administration to ensure security of the monitored infrastructure. However customer needs to procure third party security software and services in order to ensure a comprehensive security posture of the monitored infrastructure.

As Internet is used as medium to connect Netmagic NOC to customer network, the monitoring data travels over the Internet; Netmagic will apply generally accepted security measures to ensure confidentiality of data in motion, but will not be responsible for maintaining the security of the data.