



MANAGED FINOPS SERVICE FOR AWS - SERVICE GUIDE

Last Modification Date: 12/19/2023
Exported and Shared on: 03/15/2024

For additional information, visit www.intervision.com

CONTENTS

1	Managed Cloud FinOps Service for AWS Overview	1
2	Managed Cloud FinOps Services for AWS - General Service Details	1
2.1	In Scope	1
2.2	Out of Scope	1
2.3	Customer Requirements	2
2.4	Service Fees	2
2.5	Service Levels	2
2.6	Service Activation	2
3	Service Specification – Well-Architected Framework Review	3
4	Roles and Responsibilities Matrix	3
5	Reporting	5
6	Definitions	5

1 MANAGED CLOUD FINOPS SERVICE FOR AWS OVERVIEW

The InterVision Managed Cloud FinOps Service for AWS is a managed service to consult and manage customer's cost savings and FinOps strategy for their AWS Environment. A designated team comprised of a FinOps Practitioner and a Cloud Architect/Engineer will work with customers in quarterly budgetary planning sessions to evaluate cost optimization opportunities, recommendations and FinOps knowledge transfer. Leveraging automated tooling to manage reserved instances and use of cloud commitments to reduce costs. Customers will have additional insight to their cloud spend and estate through InterVision's Cost Utilization Dashboard

During the pre-sales process a script is required to be deployed in a customer's environment to compile a preliminary cost saving estimate and will need to be qualified prior to service activation.

2 MANAGED CLOUD FINOPS SERVICES FOR AWS - GENERAL SERVICE DETAILS

2.1 IN SCOPE

- This Managed Cloud FinOps Service for AWS offers quarterly budgetary planning sessions with a designated FinOps Practitioner and Cloud Architect/Engineer, focusing and consulting on InterVision's cost savings plan and right sizing opportunities.
- InterVision will maintain management of reserved instances and savings plans.
- Automated mechanisms to optimize cloud cost commitments
- An initial Well-Architect Framework Review (WAFR), focusing on the Cost Optimization pillar, including a deep analysis of your AWS costs and usage, with recommendations to reduce and manage AWS costs while increasing visibility.
- Access to InterVision Cost Utilization Dashboard which provides additional insights at both a business-unit level and technical service level. The dashboard provides simple access to historical, current, and forecasted spend & savings data.
- Assist in negotiating and leveraging different AWS programs, such as Enterprise Discount Program (EDP) and Private Purchasing Agreement (PPA) for qualified accounts
- Recommendations on tagging strategies to categorically breakdown AWS costs and usage.

2.2 OUT OF SCOPE

- Managed Cloud FinOps for AWS includes a standard invoice.
- Customization of InterVision's Cost Utilization Dashboard. Enhancements to the dashboard can be made through a separate Professional Service Engagement
- This Managed Services is a consultative service and does not include incident and change management within their AWS environment. Customers seeking operational support for their AWS accounts can be covered through InterVision's Managed Cloud Services. Please see Service Guide for additional details. Additional technical support can be provided through our Professional Services team as a separate engagement
- Additional WAFRs and budgetary sessions can be done ad hoc through a separate Professional Services engagement.
- Additional consultation by a Cloud Architect/Engineer or FinOps Practitioner outside the quarterly budgeting session would fall outside the scope of this service. A monthly allotment of hours can be added and its cost be offset from cost savings.
- Retroactive reporting for period prior to the implementation of AWS tags.



2.3 CUSTOMER REQUIREMENTS

To allow for successful implementation of this service, Customer responsibilities include:

- Transfer ownership of all Master Payer/Linked Accounts to InterVision covered within this service.
- Maintain a minimum of AWS Business Level support or InterVision Managed Cloud Service.
- Customer will be responsible to adhere to AWS terms and conditions outlined in InterVision's AWS Purchase Agreement, including payment for AWS usage costs.
- Customer must maintain a minimum of \$2,000/month equivalent on-demand spend.
- Customer will abide by any terms and conditions for third-party software used.
- Implementation of tagging strategy for cost usage and reporting purposes.
- Remediation of cost saving recommendations and measures. This can potentially be covered under our Managed Cloud Services or through a Professional Services engagement.

2.4 SERVICE FEES

Services charges will be incurred in arrears based on cost saving realized per month. Baselines for rightsizing and architectural recommendations will be made in quarterly budgeting sessions. Implementation of rightsizing recommendations from previous budgetary sessions will be attributed to InterVision otherwise they will be attributed to the customer. Management of savings plans and reserved instances that yield cost savings will be attributed to InterVision.

2.5 SERVICE LEVELS

This consultative service includes planned virtual, quarterly budgetary planning sessions. The FinOps Practitioner and Cloud Architect/Engineer are available during normal business hours and best effort. Due to its custom nature these resources do not include any specific Service Level commitments.

2.6 SERVICE ACTIVATION

InterVision employs a structured process to help ensure a smooth transition to Managed Cloud FinOps for AWS Services. Our Project Management Office (PMO) owns the process with the Onboarding Engineer (OE), holding the ultimate responsibility and serving as the single point of contact (SPOC).

Steps to activate service

1. Prerequisite to Service Activation: Customer must meet requirements determined in the sales process:
 - a. Deployment of a customer S3 bucket
 - b. Deployment of a compatible CUR File to the previously created S3 bucket
 - c. Deployment of a Role via Cloud Formation Script
2. Data gathering
 - a. AWS Purchase Agreement
 - b. AWS Consent to Agreement to transfer AWS account (CTA Form)
3. Enabling Okta for Access Control and Multi-Factor Authentication to the AWS Console
4. Complete Well-Architect Framework Review focusing on the Cost Optimization pillar
5. Implementation of InterVision Cost Utilization Dashboard
6. Enable/Training on customer portal
7. Establish cadence for quarterly budgetary planning sessions



3 SERVICE SPECIFICATION – WELL-ARCHITECTED FRAMEWORK REVIEW

The Well-Architected Framework Review will look at overall governance and efficiency of resource usage to identify utilization, design, and policy improvements that will have both immediate and long-lasting cost savings impacts. Each of the reviews and analyses will be performed to identify optimization opportunities and assess their financial and operational impact in accordance with the AWS Well-Architected Framework. All optimizations will be reviewed in the context of overall impact to operations and the risks associated with changes.

InterVision will consolidate all findings, opportunities and recommendations into a Well-Architected Review Report and present this report to the Client in a secure video/web conference. InterVision will identify all actionable items that are in scope for execution within the terms of this service as well as additional cost savings and optimization beyond the scope of this service.

4 ROLES AND RESPONSIBILITIES MATRIX

Managed Cloud FinOps for AWS Responsibilities Matrix		
Description	InterVision	Customer
Onboarding		
Ownership of AWS Master Payer/Linked Accounts	X	
Approve transfer of AWS Master Payer Account		X
Deployment of InterVision Cost Utilization Dashboard	X	
Customization of Dashboard		X*
Usage costs associated with dashboard		X
Initial Well-Architect Framework Review on Cost Optimization pillar (see matrix below)	X	
Establish cadence for quarterly budgetary planning sessions	X	X
Service Operations		



MANAGED FINOPS SERVICE FOR AWS - SERVICE GUIDE

Quarterly budgetary planning sessions	X	X
Additional budgetary planning sessions		X*
Recommendations for Tagging Strategy as basis to report on AWS usage and spend	X	
Implementation of Tagging on resources		X*
Quarterly right-sizing recommendations	X	
Remediation of right-sizing recommendations around resource utilization		X*
Management of customer's reserved instance plans	X	
Management of customer's savings plans	X	
Incident Management of AWS account		X*
Change Management of AWS accounts		X*
Additional WAFR engagements		X*
Standard reporting focusing on AWS usage and costs	X	
Custom reporting		X*
<h3>Well-Architected Framework Review Responsibilities Matrix</h3>		
Description	InterVision	Customer
Well-Architect Framework Review interview	X	X
Deploy automated tooling	X	
Report generation from the tooling	X	



MANAGED FINOPS SERVICE FOR AWS - SERVICE GUIDE

Final presentation with cost optimization recommendations based on tooling and interview	X	X
Remediation based on WAFR recommendations		X*

* InterVision professional services can be provided to assist with this responsibility. InterVision's Managed Cloud Services provides operational support, including incident and change management. Please see Service Guide for details.

5 REPORTING

Standard reporting for Managed Cloud FinOps Service for AWS will be provided through the InterVision Cost Utilization Dashboard. Reporting will focus on standard key metrics reflecting customer's AWS usage, costs, and trends including:

- Spend and usage based on tagging
- Details into AWS credits
- Drill down per consumed service

Customization or requests for additional reporting can be done through a professional services engagement.

6 DEFINITIONS

AWS Reserved Instance – It refers to a billing discount that allows you to save on your Amazon EC2 usage costs

AWS Savings Plans – a flexible pricing model that provides savings on AWS usage

