

AWS Direct Connect
AWS Service Delivery Program

APN Partner
Validation Checklist

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aws partner network

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Introduction

The goal of the AWS Service Delivery Program is to recognize AWS Partner Network partners (APN Partners) who demonstrate successful customer delivery and experience in specific AWS Services. The AWS Service Delivery Validation Checklist is intended to prepare APN Partners who are interested in applying for AWS Service Delivery. This checklist provides the criteria necessary to achieve the designation(s) under the AWS Service Delivery Program.

Expectations of Parties

Once APN Partners have applied to a designation within AWS Service Delivery, APN Partners undergo a validation of their capabilities known as the technical validation upon applying for any AWS Service Delivery designation, and every 12 months thereafter. AWS leverages in-house expertise and may leverage a third-party firm to facilitate the review.

AWS reserves the right to make changes to this document at any time. **It is expected that APN Partners will review this document in detail *before* submitting an AWS Service Delivery application, even if pre-requisites are met.** If items in this document are unclear and require further explanation, please contact your AWS Partner Development Representative (PDR) or Partner Development Manager (PDM) as the first step. Your PDR/PDM will contact the Program Office if further assistance is required.

In order to begin the validation process, please follow the steps outlined below:

- Step #1: Review the APN Partner Validation Checklist and ensure all requirements are met
- Step #2: Submit an AWS Service Delivery Application through the APN Partner Central
  - Login to the APN Partner Central
  - Click “View My APN Account” in left navigation
  - On this page, first submit the following:
    - Your AWS Service Specific AWS Customer Case Study (2) with attached Architecture Diagrams
    - Your AWS Service Specific Consulting Practice
  - Next, scroll to AWS Service Deliveries and select the AWS service you want to apply for
  - Complete the Service Delivery Application
- Step #3: Email completed Self-Assessment to aws-service-delivery@amazon.com

Incomplete applications will not be considered and will be declined until all requirements are met.

Once your firm’s application has been submitted through the APN Partner Central, the APN Team will review for completeness and for compliance with the prerequisites. Next, we send applications to in-house or third-party experts to complete a Technical Validation.

AWS recommends that APN Partners have individuals who are able to 1) provide evidence of compliance and 2) speak in-depth to the technical requirements about the AWS Service during the validation process.

Upon completion of the Technical Validation, APN Partners will receive a final status for the submitted application either confirming or not confirming the APN Partners’ acceptance into the Service Delivery Designation. APN Partners may attain one or more AWS Service Delivery Designations. Attaining one designation does not guarantee approval into additional Service Delivery Designations.

AWS Service Delivery Program Prerequisites

AWS Service Delivery Partners have demonstrated success helping customers evaluate and use AWS services productively, at varying levels of complexity, and at scale by completing the below requirements.

The following items must be met before a Technical Validation review will be scheduled. These items will be validated by the AWS Service Delivery Program Manager; any deficiencies must be addressed prior to scheduling a validation review. APN Partners should ensure that they have the necessary consents to share with AWS or the third-party auditor all documentation or information contained within the objective evidence or any technology demonstration prior to scheduling a Technical Validation.

1.0 APN Program Requirements		Met Y/N
1.1 Program Guidelines	The APN Partner must read the Program guidelines and Definitions before submitting the application. Click here for Program details.	
1.2 Program Requirements	APN Partner is Select, Advanced, or Premier APN Consulting Partner or APN Technology Partner (view requirements)	
2.0 AWS Customer Case Studies		
2.1 AWS Customer Case Studies	APN Partner has two (2) case studies demonstrating successful delivery of the AWS service(s). **Case studies must be for projects that are in production, rather than in pilot or proof of concept stage. Projects that are still in development stage will not be accepted. AWS will not accept case studies in which the partner's customer is an internal or affiliate company.** ***Note**: Public-facing case studies are encouraged over private case studies, as they may be used by AWS for marketing purposes. Evidence of a publicly referenceable case study must be provided in the form of a case study, white paper, blog post, or equivalent, and must be easily discoverable on the APN Partner's website. For best practice on how to write a Public Case Study See Here*	
	APN Partner provides for each case study: ▪ Name of the customer (Internal or affiliate case studies will not be accepted) ▪ AWS Account ID (Will be used to verify AWS service usage) ▪ Problem statement/definition ▪ What you proposed ▪ How AWS services were used as part of the solution ▪ Third party applications or solutions used ▪ Start and end dates of project (Case studies must be for projects started within the past 24 months, and must be for projects that are in production) ▪ Outcome(s)/results ▪ Lessons Learned	
2.2 Architecture Diagrams	Submitted case studies must include architecture diagrams. ▪ Architecture diagrams must detail how the solution interacts with the AWS Cloud; specifically, what AWS tools and services are used in the solution ▪ Diagrams must also include evidence of AWS best practices for architecture and security **Note:** *For best practice on how to build an accepted Architecture Diagram See Here*	
2.3 APN Partner Practice Microsite	APN Partner must have an AWS-branded microsite that is related to or specific to AWS service. ▪ APN Partner microsite must be accessible from APN Partner home page; Home page is not acceptable as a microsite. **Note:** *For best practice on how to build an accepted Microsite See Here*	
3.0 APN Partner Self-Assessment		
3.1 Program Validation Checklist Self-Assessment	APN Partner must conduct a self-assessment against designation requirements using the AWS Service Delivery Validation Checklist. ▪ APN Partner must complete all sections of the checklist. ▪ Completed self-assessment must be emailed to aws-service-delivery@amazon.com, using the following convention for the email subject line: "[APN Partner Name], Service Delivery Partner Completed Self-Assessment."	

AWS Service Delivery Program Requirements

In preparation for the validation process, APN Partners should become familiar with the items outlined in this document, and prepare objective evidence, including but not limited to: prepared demonstration to show capabilities, process documentation, and/or actual customer examples.

AWS Direct Connect Approval Criteria

The AWS Service Delivery Program is guided by AWS best practices and Well Architected Framework.

AWS Direct Connect Validation Checklist		Detailed Description of Evidence	Met Y/N

1.0 Case Study Requirements	**1.1 Each Case Study includes the following details regarding AWS Direct Connect:**
	Demonstrate successful enablement of customers' 1G or 10G AWS Direct Connect Dedicated Connections that are in production to their external customers, rather than in pilot or proof of concept stage.
	
	The partner must show two examples of a customer purchasing a 1G or 10G Direct Connect Dedicated Connection from Amazon Web Services, where the provider then provides a crossover connection (according to the LOA/CFA provided by the customer) and last mile. It should be noted that the last mile does not have to be at full 1G speed, but any negotiated speed between the provider and their customer. The requirement is to show that the provider can connect a customer from the customer demarcation point to an AWS provided 1G Direct Connect Port purchased by the customer.
	▪ Provide the dxcon- identifier and name of the AWS Direct Connect location.
	▪ Documentation of Process for supporting customers, including connectivity resiliency validation:
	  o Escalation list and procedures (including resolution procedures for customer impacting issues)
	  o Example of quarterly resiliency report
		Customer implementation description or documentation
		
		Customer 1 Dedicated Connection ID(s):
		
		Customer 2 Dedicated Connection ID(s):	

2.0 AWS Service Requirements	**2.1 Customer Presentation:** ▪ Explanation of how AWS Direct Connect solutions are sold and how customer inquiries will be responded to in a timely manner. Evidence must be in the form of description of sales process, sales contacts, and when/how they engage with AWS in the process. ▪ Evidence must be in the form of a presentation with related materials (e.g. slides) submitted with the validation checklist. ▪ Description of how APN Partner manages leads from AWS for their services. ▪ Pricing and/or information regarding terms between the APN Partner and the end customer should be removed from this presentation.	Customer Presentation documentation and related sales process materials	

	2.2 Resiliency Architecture Diagrams ▪ Provide architecture diagrams showing how multiple customer connections will be supported for each resiliency category specified in the AWS Direct Connect Partner Guide, when required by customers. Partners must have infrastructure in place to support all resiliency categories. However, partners are not required to provide case studies for maximum resiliency. Provide diagrams for the Dedicated Connection model and Hosted Connection model (if applicable) o APN Partners must enable customers to connect via more than one APN Partner device and more than one AWS device at any AWS Direct Connect location where they provide service o APN Partner must eliminate all single points of failure within infrastructure providing resilient customer access to Direct Connect	Resiliency architecture diagrams	
	2.3 List AWS Direct Connect Locations where requirements are met: ▪ Provide locations using the facility names on this web page: https://aws.amazon.com/directconnect/features/	**List of locations based on facility name:**	
	2.4 Hosted Connection support (if applicable): ▪ AWS account ID that will manage Interconnects ▪ APN Partner has Business-level support on this AWS account	**AWS account ID:**	
	2.5 Agreement to meet Direct Connect service requirements as outlined in Program Guide APN Partner has read, understood and agrees to the requirements contained in the AWS Direct Connect Partner Guide (including but not limited to the sections titled *AWS Direct Connect Resiliency Recommendations*, *AWS Direct Connect Partner Program Requirements*, and *AWS Direct Connect Validation Checklist Requirements*).	Person who has reviewed the AWS Direct Connect Partner Guide and has approved this application **Name:** **Position:** **Company:** **Date:**	

AWS Resources

Title	Description
How to Build a Practice Microsite	Provides guidance how to build a Practice/solution page that will meet the prerequisites of the Program.
How to Write a Public Case Study	Provides guidance how to build a Public Customer Case Study that will meet the prerequisites of the Program.
How to Build an Architecture Diagram	Provides guidance how to build architecture diagrams that will meet the prerequisites of the Program.
AWS Direct Connect Program: Getting Started	Provides steps to register with the AWS Partner Network and obtain the current versions of the AWS Direct Connect Partner Guide and this Validation Checklist.
AWS Direct Connect Partner Guide	Provides detailed APN Partner guidance on Direct Connect.