

The cover page features a background image of two men in an office setting. One man is seated at a desk, working on a laptop, while the other stands behind him. The image is overlaid with a semi-transparent teal and orange geometric pattern of overlapping squares and rectangles. The title text is prominently displayed in white against the dark background.

# AWS Systems Manager AWS Service Delivery Program Consulting Partner Validation Checklist

January 2019  
Version 2.0



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## Introduction

The goal of the AWS Service Delivery Program is to recognize 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 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 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](mailto: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.

1.0 APN Program Requirements		Met Y/N
<b>1.1 Program Guidelines</b>	The APN Partner must read the Program guidelines and Definitions before submitting the application. <a href="#">Click here for Program details.</a>	
<b>1.2 Program Requirements</b>	APN Partner is Select, Advanced, or Premier APN Consulting Partner (view <a href="#">requirements</a> )	
2.0 AWS Customer Case Studies		
<b>2.1 AWS Customer Case Studies</b>	APN Partner has two (2) case studies demonstrating successful delivery of the AWS service(s) that are in production to their external customers, rather than in pilot or proof of concept stage. <b>Note:</b> <i>Public-facing references are encouraged over private references, 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 <a href="#">See Here</a></i>	
	APN Partner provides for each reference: <ul style="list-style-type: none"> <li>▪ Name of the customer</li> <li>▪ AWS Account ID (Will be used to verify AWS service usage)</li> <li>▪ Problem statement/definition</li> <li>▪ What you proposed</li> <li>▪ How AWS services were used as part of the solution</li> <li>▪ Third party applications or solutions used</li> <li>▪ Start and end dates of project</li> <li>▪ Outcome(s)/results</li> <li>▪ Lessons Learned</li> </ul>	
<b>2.2 Architectural Diagrams</b>	Submitted case studies must include architectural diagrams. <ul style="list-style-type: none"> <li>▪ Architectural diagrams must detail how the solution interacts with the AWS Cloud; specifically, what AWS tools and services are used in the solution</li> <li>▪ Diagrams must also include evidence of AWS best practices for architecture and security</li> </ul> <b>Note:</b> <i>For best practice on how to build an accepted Architecture Diagram <a href="#">See Here</a></i>	
<b>2.3 Partner Practice Landing Page</b>	APN Partner must have an AWS-branded microsite that is related to or specific to AWS service. <ul style="list-style-type: none"> <li>▪ Evidence must be provided in the form of a public reference to the APN Partner's solution, practice, or service-specific webpages.</li> <li>▪ APN Partner microsite must be accessible from APN Partner home page; Home page is not acceptable as a microsite.</li> </ul> <b>Note:</b> <i>For best practice on how to build an accepted Landing Page <a href="#">See Here</a></i>	
3.0 APN Partner Self-Assessment		
<b>3.1 Program Validation Checklist Self-Assessment</b>	APN Partner must conduct a self-assessment against designation requirements using the AWS Service Delivery Validation Checklist. <ul style="list-style-type: none"> <li>▪ APN Partner must complete all sections of the checklist.</li> <li>▪ Completed self-assessment must be emailed to <a href="mailto:aws-service-delivery@amazon.com">aws-service-delivery@amazon.com</a>, using the following convention for the email subject line: "[APN Partner Name], Service Delivery Partner Completed Self-Assessment."</li> </ul>	

## AWS Service Delivery Program Requirements

In preparation for the validation process, 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 Systems Manager Approval Criteria

The AWS Service Delivery Program is guided by [AWS best practices](#) and [Well Architected Framework](#).

AWS Systems Manager Validation Checklist		Detailed Description of Evidence	Met Y/N
1.0 Case Study Requirements	<p><b>Each Case Study includes the following details regarding AWS Systems Manager:</b></p> <ul style="list-style-type: none"> <li>Summary of the customer environment such as number of accounts, instances, and users</li> <li>Describe how the AWS System Manager agent is being installed (use of standard AWS AMI, manual installation, etc)</li> <li>Describe if AWS System Manager is a requirement for all customer instances</li> <li>Includes a minimum of 25 customer accounts with AWS Systems Manager managed instances within a period of 4 weeks (instances that have been registered with AWS Systems Manager).</li> </ul>	Customer implementation description or documentation	
	<p><b>Each Case Study addresses at least one of the deployment patterns and one of the workload patterns:</b></p> <p><u>Deployment</u></p> <ul style="list-style-type: none"> <li>Resource Groups</li> <li>Run Command</li> <li>Inventory</li> <li>Maintenance Window</li> <li>State Manager</li> <li>Patch Manager</li> <li>Automation</li> <li>Parameter Store</li> <li>Documents</li> </ul> <p><u>Workload</u></p> <ul style="list-style-type: none"> <li>Enterprise workload running in production</li> <li>Long running instances</li> <li>Short-lived instances such as in an Auto-Scaling Group</li> <li>On-premises or multi-cloud applications</li> <li>Combination of Windows or Linux servers</li> </ul>	Customer implementation description, documentation, and proof.	
2.0 AWS Service Requirements	<p><b>2.1 AWS Systems Manager implementations have the following best security practices:</b></p> <ul style="list-style-type: none"> <li>Demonstrate how Least-Privilege permissions through IAM using fine grained access controls</li> <li>Demonstrate how CloudTrail records for Systems Manager are integrated into customer's tools for audit trail such as ElasticSearch, QuickSight, or a technology partner solution Automating manual tasks such as AMI creation, snapshot management using Automation runbooks</li> <li>Demonstrate use of tags as they apply to Systems Manager capabilities such as bulk changes, security, or reporting</li> </ul>		

<p><b>2.2 AWS Systems Manager implementations have exemplified the following best practices relevant to deployment patterns:</b></p> <ul style="list-style-type: none"> <li>▪ Demonstrate visualizing and querying software inventory from large groups of instances</li> <li>▪ Demonstrate grouping of resources into Resource groups that model applications, and performing actions on Resource groups</li> <li>▪ Demonstrate automated patching for Windows and Linux instances and remediating non-compliant instances</li> <li>▪ Demonstrate configuration of instances at scale with rate control for safe management</li> <li>▪ Demonstrate use of AWS PrivateLink for Systems Manager API Access from within the VPC for networks without internet access</li> <li>▪ If Parameter Store is part of the solution, demonstrate use of KMS for securing sensitive data, and using parameters across environments such as dev/test/prod</li> <li>▪ Demonstrate strategy for ensuring SSM Agent is installed on all instances and is updated on a schedule</li> <li>▪ Demonstrate strategy for centralizing, version control, and change management on SSM documents</li> </ul>		
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## AWS Resources

Title	Description
<a href="#">How to Build a Practice Landing Page</a>	Provides guidance how to build a Practice/solution page that will meet the prerequisites of the Program.
<a href="#">How to Write a Public Case Study</a>	Provides guidance how to build a Public Customer Case Study that will meet the prerequisites of the Program.
<a href="#">How to Build an Architecture Diagram</a>	Provides guidance how to build a architecture diagrams that will meet the prerequisites of the Program.
<a href="#">AWS Systems Manager</a> <a href="#">What is AWS Systems Manager?</a> <a href="#">AWS Systems Manager Best Practices</a> <a href="#">Authorization and Access Control</a>	View these documents for AWS Systems Manager user guides and best practices for configuration and security.

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