BallotOnline Cloud Operations Admin Guide

Managing and Deploying Services in the AWS Service Catalog

Welcome to the Cloud Operations Admin Guide for BallotOnline. This document is a comprehensive guide for IT administrators to manage and create services within the AWS Service Catalog. We will ensure you have the knowledge and tools to effectively manage cloud backups and archiving, a critical component of our IT infrastructure.

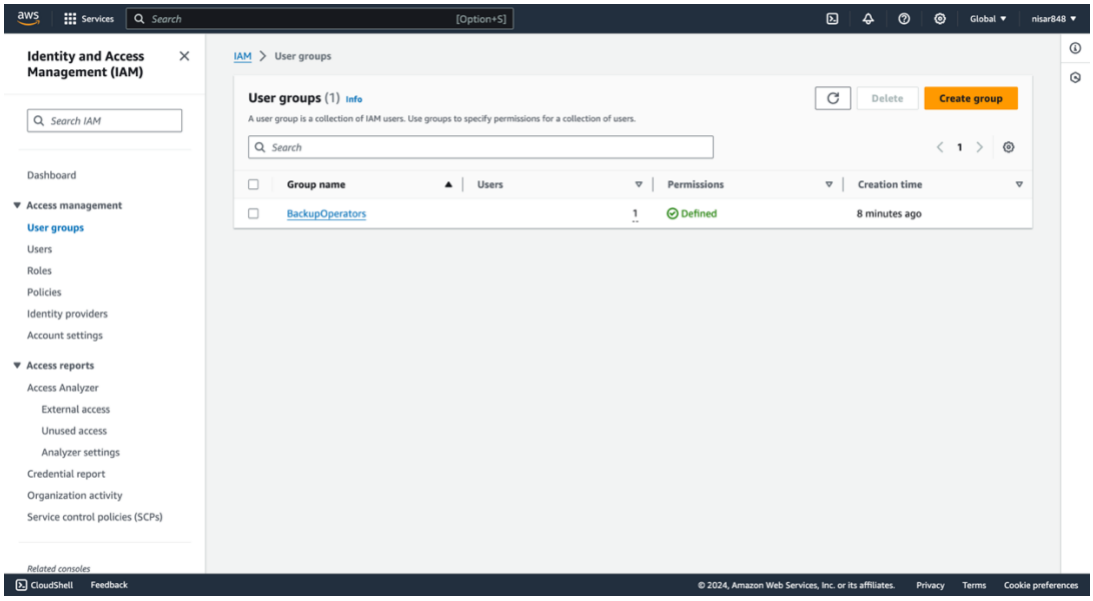
Accessing the AWS Service Catalog

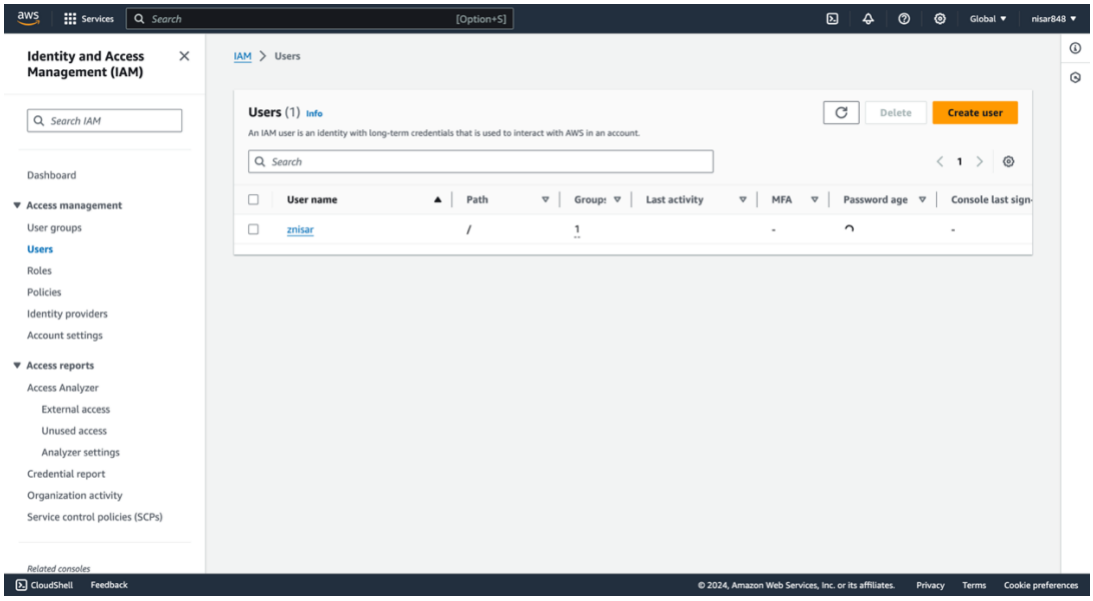
1. **Login to AWS Management Console**: Use your administrator credentials to log in.
2. **Navigate to Service Catalog**: Find the Service Catalog under "Services" to start managing the cloud offerings.

Creating and Managing Portfolios

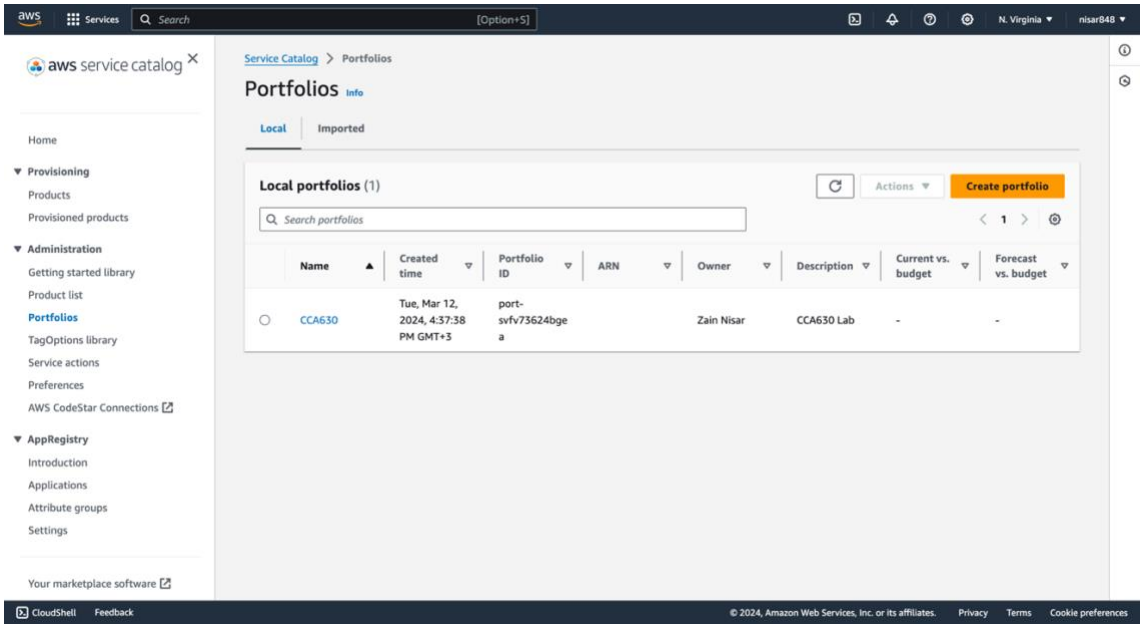
1. **Create a New Portfolio**:
    - In the Service Catalog dashboard, click "Portfolio" then "Create Portfolio".
    - Enter a name, description, and owner for the portfolio. For instance, "Cloud Backups and Archiving" is the name, and a brief description of the service offerings is included.
2. **Steps to create a portfolio**:

1. Create Users and Groups





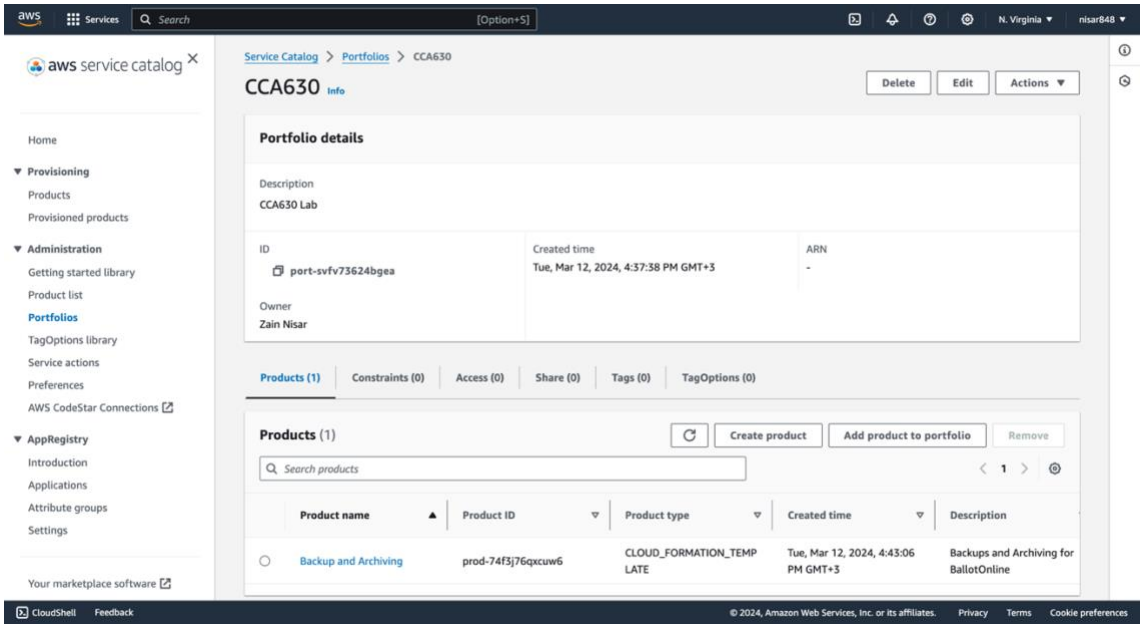
2. Create a Portfolio



1. **Select Your Portfolio**:
    - Navigate to the newly created "Cloud Backups and Archiving" portfolio.

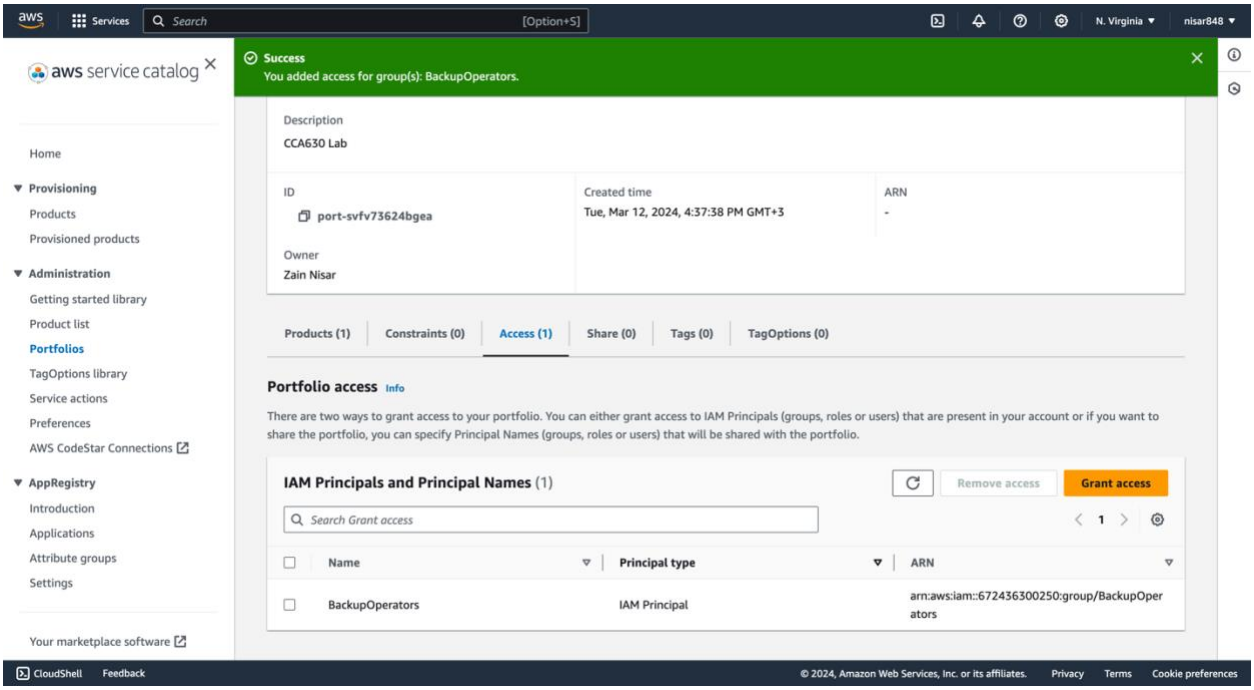
1. **Add a New Product**:
    - Click "Upload new product" and fill in the product details.
    - For cloud backups and archiving, you might use an Amazon S3 CloudFormation template as the product.

1. **Define Product Details**:
    - Enter a product name and description and upload the CloudFormation template that specifies how the service is deployed.



Managing User Access to the Portfolio

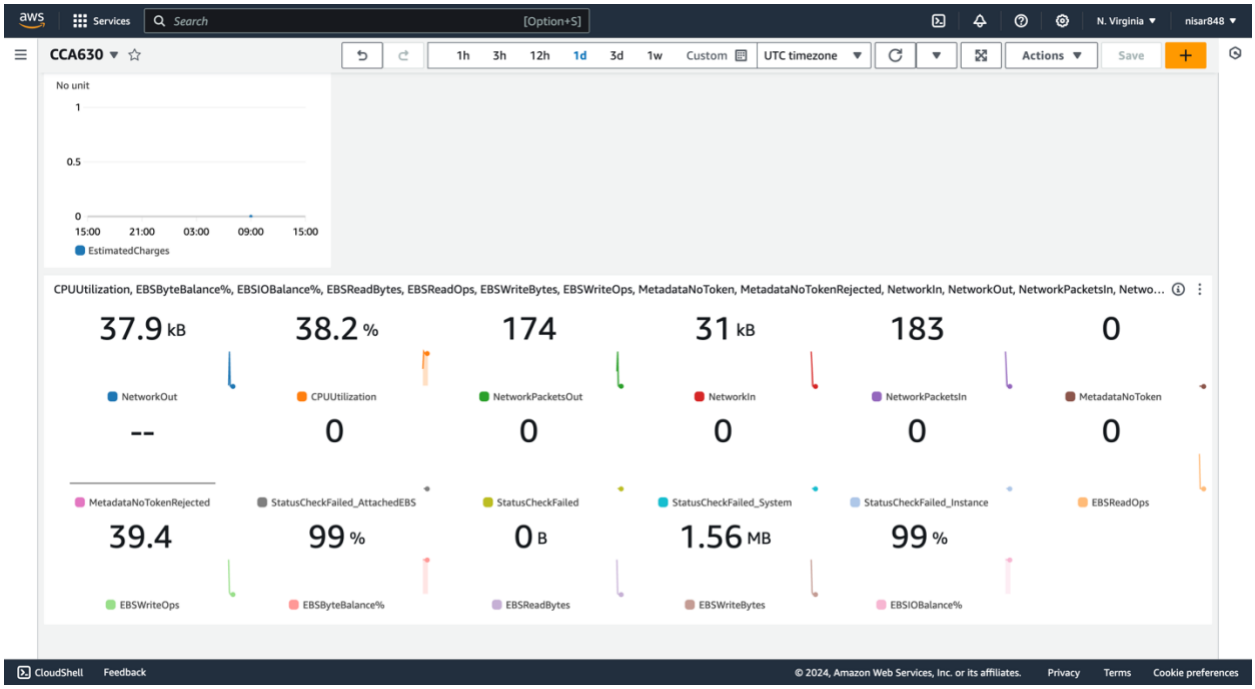
1. **Define IAM Roles**:
    - Create specific IAM roles that define users' actions with the products in the portfolio.
1. **Grant Access**:
    - Assign these roles to groups or individual users within your organization, determining who can deploy or manage the services.



Deploying Cloud Services

1. **Launch a Product**:
    - Navigate to the product within your portfolio and select "Launch Product."
    - Follow the guided steps to configure the deployment settings based on the CloudFormation template.

1. **Monitor Deployment**:
    - Use AWS CloudWatch to monitor the deployment and operational status of your services.



Best Practices for Cloud Service Management

- **Review and Update Products** regularly: Keep your CloudFormation templates and products up to date with the latest AWS features and security practices.
- **Monitor Usage and Costs**: Utilize AWS Cost Explorer and CloudWatch to monitor usage patterns and optimize costs.
- **Secure Access Controls**: Regularly review IAM roles and permissions to ensure they adhere to the principle of least privilege.

Support and Resources

- **AWS Documentation**: A vital resource for troubleshooting and detailed instructions on service configurations.
- **AWS Support**: Contact AWS Support for technical issues that cannot be resolved through documentation.