

FANATICAL SUPPORT FOR AWS

Account Assumption Process for Aviator Service Level

ACCOUNT ASSUMPTION PROCESS

This process involves formally assigning the customer's existing AWS account to Rackspace for management, which can be initiated by submitting a request via the Fanatical Support® for AWS Control Panel.

The following steps outline the account assumption process:

1. **Customer creation of Rackspace (parent) account** – Navigate to <https://cart.rackspace.com/aws> to create the parent Rackspace Account that is used to house any new AWS Accounts or assumed AWS Accounts. A credit card is required for signup, and you must agree to Rackspace/AWS Terms and Conditions.
2. **Submit assumption request** – Submit the assumption request via the Rackspace Fanatical Support for AWS control panel (<http://manage.rackspace.com>).
3. **Access to AWS account** – You will receive an email and a ticket will be created with instructions on how to grant access to Rackspace to federate into the AWS account to perform a review of the environment.
4. **Aviator review for technical minimums & supportable baselines** – This is a technical review of the account setup to ensure alignment with our support standards. This is done in conjunction with customer contacts and will include remediation activities needed to achieve the supportable baseline. If the outcome of this review is that the recommendations Rackspace has provided are acceptable, we can proceed to the next step.
5. **AWS review and approval** – Rackspace sends a request to AWS to review and approve the account assumption request. AWS will confirm if any custom legal or pricing terms exist that need to be transferred to Rackspace. Once complete, AWS will approve the account assumption.
6. **Complete assumption agreement** – A ticket is generated requesting your approval to legally transfer the AWS account to Rackspace ownership. Respond with your approval to proceed.
7. **Complete account prerequisites** – A ticket is generated requesting that you update the AWS account root user to a Rackspace email address.
8. **Applying account defaults** – A combination of automatically applied default settings and manual changes are completed by the Rackspace support team.
9. **Onboarding and transitional period** – Rackspace Onboarding Engineers gain access to the assumed environment to begin taking necessary actions. This includes the beginning of service onboarding with the Rackspace Technical Onboarding Manager (TOM). This time allows the onboarding team to assist in further remediation to adhere to the aviator supportable baselines.

ADDITIONAL DETAILS

APPLYING ACCOUNT DEFAULTS

For all AWS accounts managed by Rackspace, whether created via the Fanatical Support for AWS Control Panel or created directly with AWS and transferred to Rackspace, we automatically apply several default settings to the account based on the best practices we have developed in cooperation with AWS. You should not change or disable any of these default settings, as they are critical to our delivery of Fanatical Support for your environment.

- AWS IAM -- Identity and Access Management
 - Setup an IAM role named "Rackspace" for ongoing access to the account
 - Set the IAM account password policy for all passwords:
 - At least 12 characters in length
 - Contain at least one uppercase character
 - Contain at least one lowercase character
 - Contain at least one number
 - Contain at least one symbol
 - Not one of the previous 24 passwords used

- Set the AWS account alias to "rax-<account_account number>". For accounts transferred to Rackspace, the alias is only modified if a custom alias does not already exist.
 - Create an IAM role named "AWSConfig" for use by the AWS Config service
 - Create an IAM role named "RackspaceBilling" to allow us to provide you with Reserved Instance recommendations
- AWS S3 -- Simple Storage Service
 - Create a bucket named "<account_account_number>-logs" in the US West 2 region
 - Enable versioning and apply an S3 bucket lifecycle policy to the "<account_account_number>-logs" bucket that expires files after 365 days and permanently removes deleted files after 90 days
 - Set an S3 bucket policy on the "<account_uuid>-logs" bucket to allow write access from CloudTrail
- AWS CloudTrail
 - Configure AWS CloudTrail in each AWS region to log to the S3 bucket named "<account_uuid>-logs"
 - Configure an SNS topic named "rackspace-cloudtrail" in each region and subscribe it to a region-specific Shared Management Services SQS queue for use by the Rackspace Logbook service
- AWS Config
 - Configure AWS Config in each AWS region to log to the S3 bucket named "<account_uuid>-logs"
 - Configure an SNS topic named "rackspace-awsconfig" in each region and subscribe it to a region-specific Shared Management Services SQS queue for use by Rackspace Compass™
- AWS SNS -- Simple Notification Service
 - Create an SNS topic named "rackspace-support" in each region and subscribe it to a region-specific Shared Management Services SQS queue for use by our Rackspace Watchman™ service

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ABOUT RACKSPACE

Rackspace is the #1 provider of IT as a service, in today's multi-cloud world. We deliver certified expertise and integrated managed services across public and private clouds, managed hosting and enterprise applications. Because Rackspace partners with the leading technology providers, including Alibaba®, AWS, Google, Microsoft®, OpenStack®, Oracle®, SAP® and VMware®, we are uniquely positioned to provide unbiased advice on the technologies that will best serve each customer's specific needs. Rackspace was named a leader in the 2017 Gartner Magic Quadrant for Public Cloud Infrastructure Managed Service Providers, Worldwide and has been honored by Fortune, Glassdoor and others as one of the best places to work. Based in San Antonio, Texas, Rackspace serves more than 150,000 business customers, including a majority of the Fortune 100, from data centers on five continents.

Learn more at www.rackspace.com or call us at **1-800-961-2888**.

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