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XALT

WEBINAR - EMPOWER PLATFORM ENGINEERING

# CREATE AWS ACCOUNTS IN 1 HOUR WITH A DEVELOPER SELF-SERVICE

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⚡ Jira Service Management

# Agenda

1

Developer Self-Service;  
Your first step to  
Platform Engineering

2

Challenges at BSH

3

How BSH solved these  
challenges with a  
Developer Self-Service

4

How does the Developer  
Self-Service Work?

5

Demo Time! So, What's  
the Next Big Thing?

6

Ready to tackle some Qs  
and As?



# The Speakers



**CHRIS BECKER**

Team XALT DevOps  
Ambassador



**IVAN ERMILOV**

Team XALT DevOps  
Ambassador



**MARCIN GUZ**

Atlassian Platform  
Product Owner | BSH



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# Why a Developer Self-Service is necessary

and your first step to Platform Engineering



# What is Platform Engineering

A digital platform is a foundation of self-service APIs, tools, services, knowledge, and support arranged as a compelling internal product.





# Why an organization should implement an Internal Developer Platform



**Make development teams  
more efficient**



**Provide flexibility to scale  
your organization by avoiding  
rigid structures**



**Save time for the developers  
- take the burden of repetitive  
tasks away**



# Which key challenges do organizations face?

A person in a dark suit stands with their back to the camera, looking towards a glowing, translucent globe. The background is a dark blue and purple gradient with wavy lines at the bottom. The text "Which key challenges do organizations face?" is overlaid in white.



# Can you relate to any of these challenges?



**Inefficient communication  
between dev and ops results  
in project delays**



**Security and Compliance  
Issues are not addressed  
right from the start**



**Providing access to external  
staff is complicated**



# Can you relate to any of these challenges?



**AWS Account provisioning  
takes weeks**



**Infrastructure landscape is  
inefficient and not  
standardized**



**Building and releasing  
an app take too long**



# How BSH solved these challenges with a Developer Self-Service

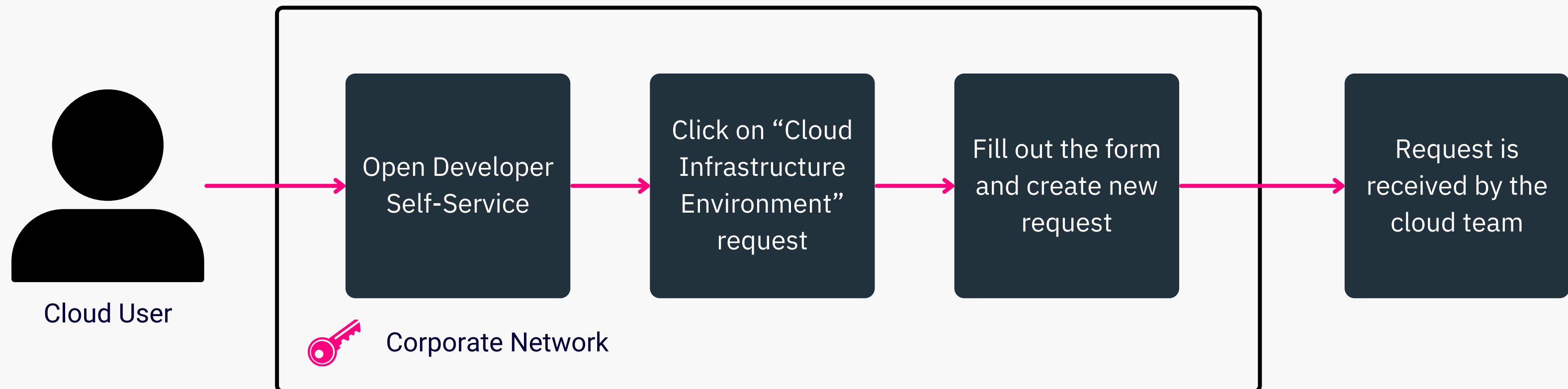
featuring Jira Service Management Cloud



# AWS Account Provisioning at BSH

User creates request via IT Shop interface (behind corporate firewall)

## Customer view

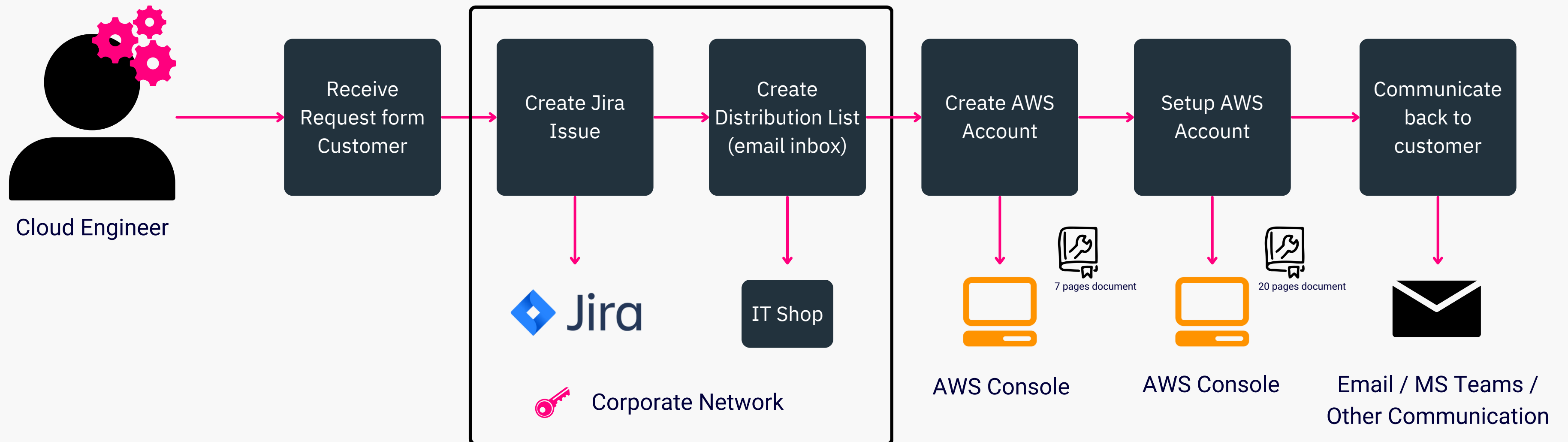




# AWS Account Provisioning at BSH

Cloud engineer works on a customer request

## Cloud Team View





# Before

- A cloud user creates issue in the IT Shop, however the work is done/tracked in Jira
- A cloud engineer needs to access many different systems (Jira, AWS Console, IT Shop) to process an AWS Account creation request
- AWS Account creation and setup is a manual process involving 20+ pages of documentation
- The approval process is part of this manual process

# After

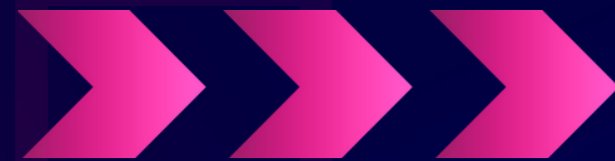
- All work is done in a single place: JSM
- AWS Account creation is automated
- Approval process is standardized using internal JSM features



# Key Results

Reduced Time to create AWS Accounts

4 Weeks



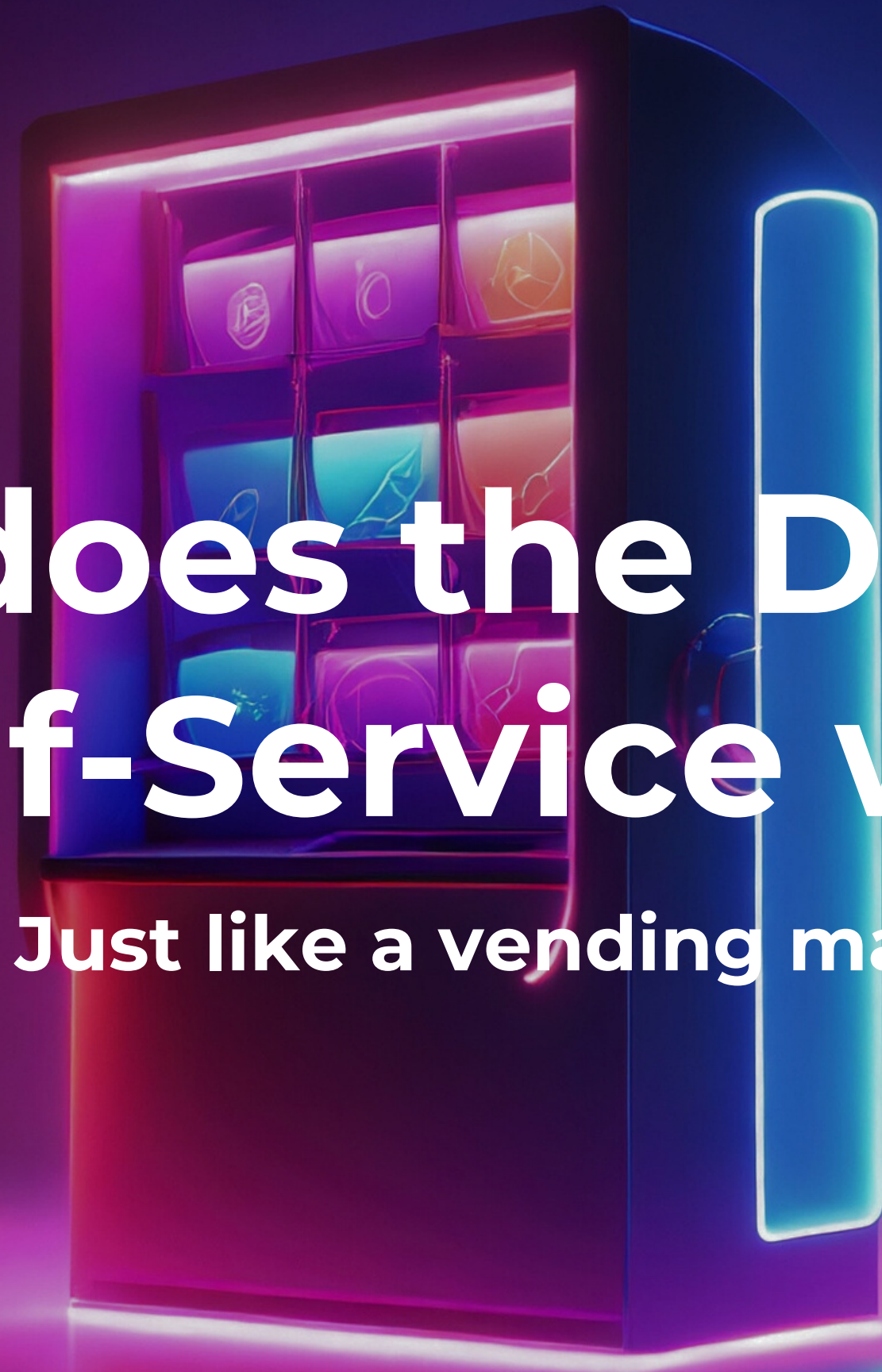
1 - 2 hours

- Create AWS Accounts in just a **few hours** instead of weeks
- Improve cloud **customer satisfaction**
- **Accelerate innovation** inside your company
- **Reduce the burden** on cloud engineers by automation of jobs
- **One point of contact** for the customers



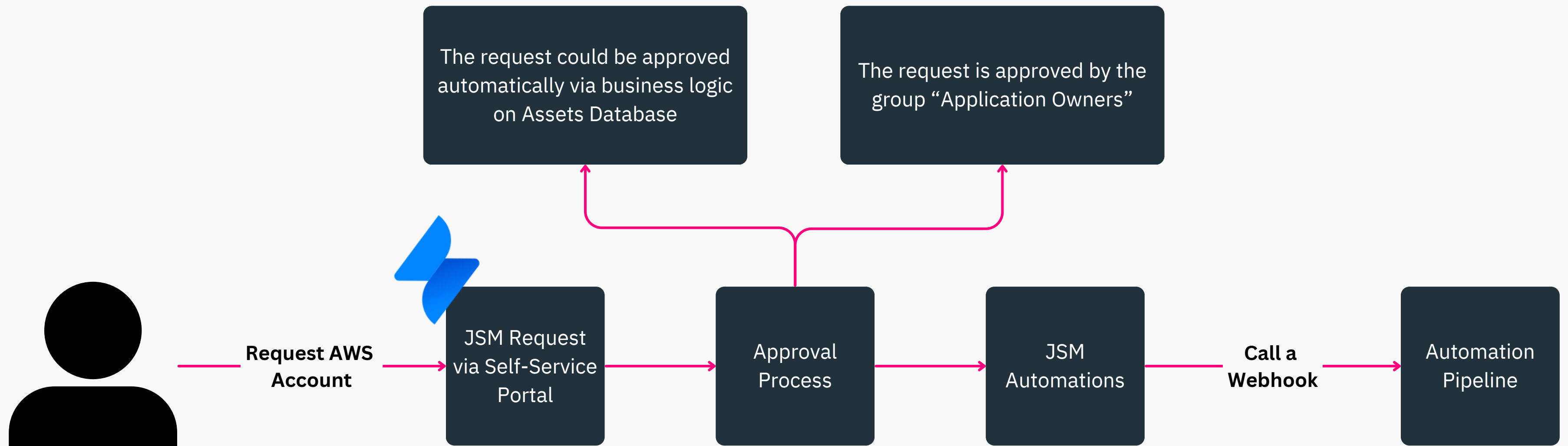
# How does the Developer Self-Service work?

Just like a vending machine





# How does it work?





# How does it work?

Help Center / AWS Self-Service

AWS Self-Service

Jira Service Management

Welcome! You can raise a request for AWS using the options provided.

**What can we help you with?**

- Get Help**  
Support for all AWS requests
- New Account**  
Request a new AWS Account
- Remove Account(s)**  
Delete existing AWS accounts
- User Access Request**  
Request access for users to be added to a group
- New Policy**  
Create a new policy and attach it to groups
- New Group**  
Create a group, select policies and users and attach it to an account

Raise this request on behalf of \*

Chris Becker (chris.becker@xalt.de)

Security Responsible \*

Enter name or email...

Technical Lead \*

Enter name or email...

Service ID \*

Account Name \*

Account Type \*

Search...

Account Option \*

Search...

Description

Normal text

B I ...

A

List icons

Link, Email, Smile, Table, Code, Info, Quote, Plus

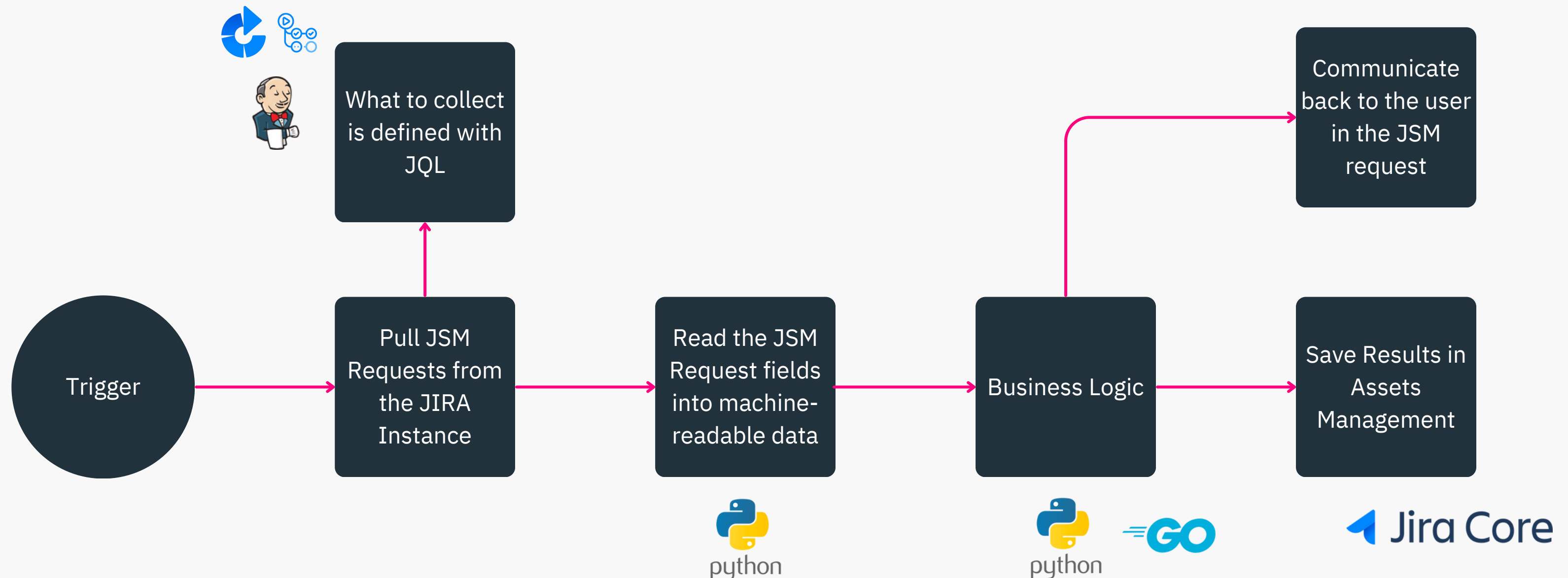
Send

Cancel



# How does it work?

- Automation collects the data from JSM request
- The business logic is executed: AWS Account creation
- Results are saved in Assets Management as metadata
- The user is informed in the JSM request










# How does it work?

- The user is informed about every step of the process
- The approvals and approvers are visible for the user
- Issue is escalated to the platform team in case of failure

## Activity

-  Automatic response Yesterday 6:37 PM  
Request requires approval.
-  Automatic response Yesterday 6:38 PM  
Chris Becker approved this request.
-  Automatic response Yesterday 6:38 PM  
Your request status has changed to Approved.
-  Automatic response Yesterday 6:38 PM  
Your request status has changed to In Progress.
-  XALT Assistant Yesterday 6:38 PM  
Your AWS Accounts will be created. This should take about 15 minutes.



XALT Assistant Yesterday 6:53 PM

Your Infrastructure as Code Repository is ready to be used on your new AWS Account. Head there to start adding your infrastructure requirements directly:

[https://bitbucket.xalt.team/projects/WSD/repos/accountshowcaserecording22\\_16/browse](https://bitbucket.xalt.team/projects/WSD/repos/accountshowcaserecording22_16/browse)

This repository consists of baseline secure templates. We provide ready-made concepts for IAM rotation, automatically patched EC2 instances and a secure by design EKS cluster for you.

The EC2 instance will be provisioned together with docker engine, for more information on the used template see the template repository:

<https://bitbucket.xalt.team/projects/WSD/repos/template-ec2-docker/browse>



XALT Assistant Monday 6:53 PM

All AWS accounts have been provisioned. You can access them via the IAM identity center:

<https://xalt.awsapps.com/start>



# Demo: Developer Self Service with JSM



Welcome! You can raise a request from the following options

What do you need help with?



## Menu

Common Requests

Logins and Accounts

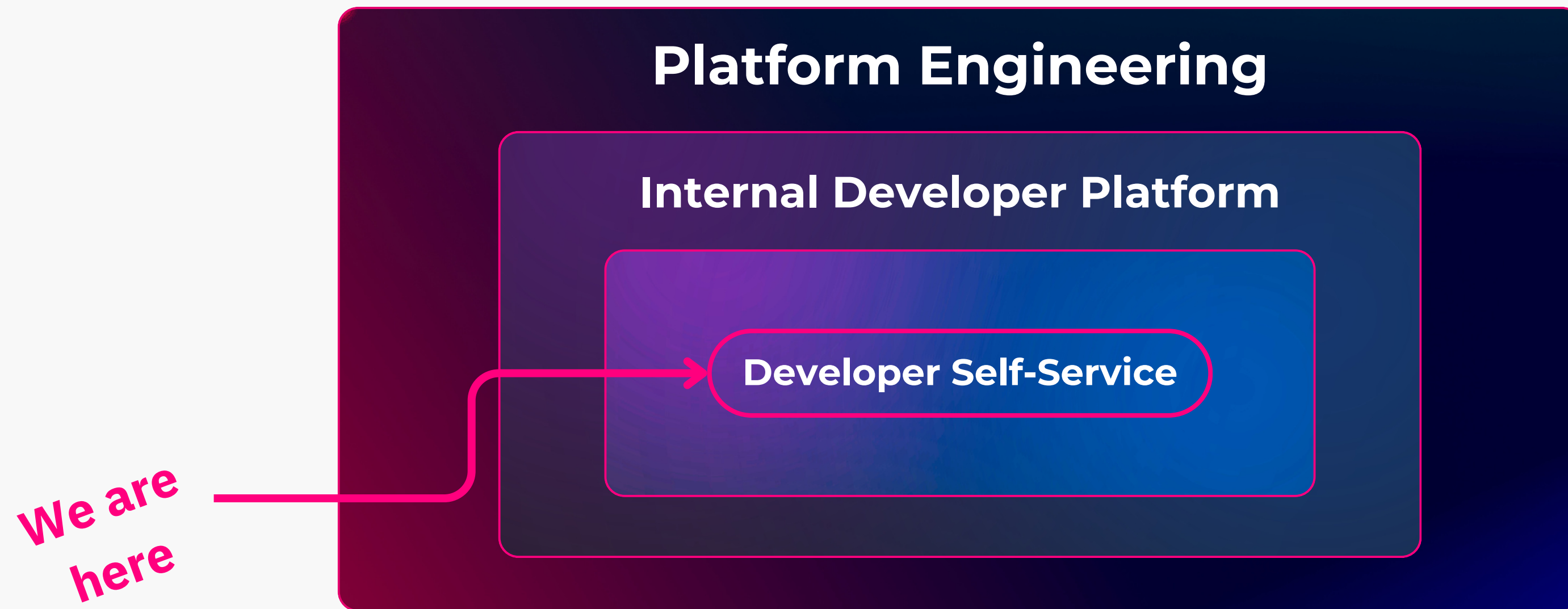
Computers



Request AWS Organization Account



# Developer Self-Service - What's next?





# Platform Engineering: The Ecosystem

 Compass

Developer  
Experience  
Platform

 Opsgenie

Alerting and on-  
call management

 Bamboo

CI/CD Platform

 Jira

Issue & Project  
Tracking

 Confluence

Knowledge /  
Learning Platform

 Jira Service Management

Self-Service  
Portal

 Bitbucket

Source code  
management



aws



Google Cloud

Cloud Provider Landing Zones



# The next steps on your road to Platform Engineering

- All financial reporting in one place - I can chargeback other departments
- Secure, modern cloud architectures
- Fast releases, short time to market
- You don't have to start from scratch - Golden path is available for you
- Hello world template projects
- DevSecOps approach to software development
- And more!



# This could be running in your organization!



[container8.io/home](https://container8.io/home)



[kontakt@xalt.de](mailto:kontakt@xalt.de)





# Thank you for attending

Your Feedback is highly appreciated

<https://bit.ly/pe-web>

