

AWS Managed Services Responsibility Matrix



Utilizes the SAP environment and approves of changes in the environment.

Customer Data	Custom ABAP Programs	Business Processes
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Responsible for the implementation, monitoring, and maintenance of deployed virtual machines, databases, SAP applications, and applicable third party applications.

Implements security and integrity for data at rest and in transit.

SAP Systems		
Basis	Monitoring	SAP Security
Installations	Service Pack Updates	Kernel Updates
SAP Notes	Job Administration	Third Party Tools
Databases		
Provisioning	Monitoring	Backups/Recovery
HA/ DR	Updates / Upgrades	Security
Virtual Machines / Operating Systems		
Security / Encryption	Troubleshooting	Performance
Provisioning	Monitoring	Backups / Recovery
HA / DR	Updates / Upgrades	Networking



Responsible for the function, performance, and security of the physical equipment, datacenters, and provisioning/billing tools

Hypervisor / Services		
AWS API	AWS Console	Provisioning Tools
Datacenter / Physical Hardware		
Compute (CPU/Memory)	Storage (Disks)	Networking
Regions	Availability Zones	Edge/ Direct Connections