

Command Cloud™ Fault Tolerant Design

Command Cloud leverages AWS serverless services and runs applications in multiple Availability Zones (AZs) to achieve high fault tolerance. AWS defines a Region as a physical location around the world where they cluster data centers. Each group of logical data centers within a Region is called an Availability Zone. Each AWS Region consists of multiple, isolated, and physically separate AZs within a geographic area. Each AZ has independent power, cooling, and physical security, and they are connected via redundant, ultra-low-latency networks. AWS infrastructure Regions meet the highest levels of security, compliance, and data protection.

Development Region

Development, test, and staging environments are segregated from the production environment by using a different AWS Region and a different AWS Account. Configuration and code changes do not affect production operations until they have been verified by both manual and automated means and are deployed via tested automation systems to ensure consistency in delivery.

Production Region

The Command Cloud production environment is isolated from development and test environments by using a different AWS Region** for all resources and all production workloads are isolated to their own AWS account.

***Exceptions to this rule include services that are global in nature (e.g., IAM & S3) or only allow a single registration of the commandalkon.io domain (e.g., Simple Email Service).*

Regional Resilience

AWS abstracted services generally provide resilience by using multiple Availability Zones automatically. Where practical, Command Cloud replicates data and other artifacts across multiple Regions, each of which uses multiple Availability Zones to ensure resilience and fault tolerance.

Global Regions & Data Storage

Command Cloud can be accessed globally but currently does not provide data storage outside of the United States or European Union. Please contact your account manager or the Command Alkon CISO to discuss data sovereignty requirements.

These design principles ensure that Command Cloud™ remains reliable, secure, and resilient, providing our customers with a robust and dependable service.