



# PartnerEquip: Live – Dubai

Exclusive event for Specialized Partners

24-26 March 2026  
Dubai, UAE

## MSP Operations & Critical Workload Management

This comprehensive track is designed for CloudOps professionals, managed services practitioners, and technical experts from consulting and ISV partner organizations managing critical cloud workloads. The three-day program covers multi-account strategies, AIOps/Gen-AI integration, and DevSecOps across diverse client environments.

**Target Audience:** Cloud Infrastructure Engineers, CloudOps Leads, SREs, managed services practitioners, and technical strategists across consulting and ISV partner organizations

### Key Focus Areas:

- Multi-account strategies and governance
- AIOps and Gen-AI integration
- DevSecOps implementation
- Cloud observability and monitoring
- Compliance and audit automation
- Financial management and FinOps
- Sustainability and cost optimization
- Operational excellence and automation

## Day 1 Agenda

### Tuesday, 24 March

Time (GMT+4)	Level	Title	Abstract
8:00am	Registration and Breakfast		
10:00 am	Welcome		
10:15 am	300	Transforming Managed Services Through Intelligent Cloud Operations	In today's competitive landscape, managed service providers must evolve beyond traditional service models. This keynote explores how intelligent cloud operations are revolutionizing managed services delivery, enabling MSPs to build sophisticated, automated service offerings. Through real-world examples and actionable insights, learn how to leverage AI-driven automation and predictive analytics to transform your service portfolio and create new revenue streams in an increasingly cloud-centric world.
10:45 am	300	Multi-Account Strategy and Governance for Operations	Comprehensive overview of building secure multi-account AWS environments for client delivery using AWS Control Tower and Landing Zone Accelerator. Learn to implement automated platform customizations for networking, security, identity, and compliance.
11:15 am	Break		
11:30 am	300	Agentic AI and AIOps Integration for Operational Excellence	Explore AI agent implementation for proactive cloud management across client environments. Learn automated incident response, intelligent cost optimization, and AI-powered infrastructure monitoring.
12:00 pm	300	FinOps and Cost Optimization Strategies	Learn essential FinOps strategies to optimize cloud costs and drive customer value. Discover how to leverage AWS tools to implement cost governance, improve visibility, and create revenue-generating FinOps services.
12:30 pm	Lunch		
1:30 pm	300	Building Resilient Operations with AWS Resilience Hub	AWS Resilience Hub helps you define, validate, and track application resilience from a single location to avoid unnecessary downtime from software, infrastructure, or operational disruptions. Resilience is measured by Recovery Time Objective (RTO) and Recovery Point Objective (RPO).
2:15 pm	300	Implementing observability at scale: A blueprint for success	Learn how to maximize AWS observability through efficient collection of metrics, traces, and logs. We'll cover best practices for agent management, alerting, and cross-account monitoring to improve application performance while optimizing costs.
3:00 pm	Break		
3:15 pm	400	Workshop: Intelligent Operations	This hands-on workshop explores how operations teams can leverage intelligent automation and AI-assisted tools to improve operational efficiency
4:45 pm	Wrap Up		
5:00 – 7:00pm	Welcome Reception (badge required)		



## Day 2 Agenda

Wednesday, 25 March

Time (GMT+4)	Level	Title	Abstract
9:00am	Registration and Breakfast		
10:00 am	Welcome		
10:15 am	300	<b>Migration and Modernization Market Opportunities for MSPs</b>	Learn how to drive customer success across the cloud journey - from assessment and migration to modernization and managed services. Explore AWS's latest migration tools, market trends, and strategic roadmap.
10:45 am	300	<b>From principles to practice: Scaling AI responsibly</b>	Building trusted AI requires balancing innovation speed with complex risk management (privacy, security, fairness). Join this session to learn the AWS Responsible AI Best Practices that embeds responsible AI across the AI lifecycle in your cloud operations.
11:15 am	Break		
11:30 am	300	<b>Next-Gen CloudOps Tooling</b>	Comprehensive guide to Next-Gen Tooling implementation, from service desk to cloud operations management.
12:30 pm	Lunch		
1:30 pm	300	<b>Building Ransomware-Resilient Architectures: AWS Immutable Backups and Isolated Recovery Strategies</b>	Explore AWS's defense-in-depth approach with immutable backups, isolated recovery, and threat detection. Learn how AWS Backup Vault Lock ensures Sheltered Harbor compliance, architect air-gapped cross-account solutions, and integrate GuardDuty for early warnings. Gain actionable blueprints for ransomware-resilient architectures that ensure business continuity and meet regulatory requirements.
2:15 pm	300	<b>Build agentic workflows on AWS with third-party agents and tools</b>	Learn to optimize AI workflows on AWS using third-party agents and tools from AWS Marketplace through Amazon Bedrock AgentCore Gateway and Runtime. We'll demonstrate how to integrate and deploy these tools efficiently, with real examples and architectural best practices for seamless AWS integration.
3:00 pm	Break		
3:15 pm	400	<b>Workshop: Orchestrating Region Failover with Amazon Application Recovery Controller (ARC)</b>	Learn how to protect your applications against Regional outages using Amazon Application Recovery Controller (ARC) Region Switch. In this hands-on workshop, you'll configure automated failover between AWS Regions, set up recovery orchestration, and test your disaster recovery plan. Experience how ARC Region Switch simplifies complex recovery tasks while ensuring business continuity—all through AWS's fully managed service.
4:45 pm	Wrap Up		
5:00 – 8:00pm	Evening Networking Reception (badge required)		



## Day 3 Agenda

Thursday, 26 March

Time (GMT+4)	Level	Title	Abstract
9:00am	Registration and Breakfast		
10:00 am	Welcome		
10:15 am	300	<b>MSP CloudOps: The New Playbook for 2026</b>	Cloud-native environments demand new operating models centered on automation and AI. This session reveals the essential CloudOps playbook for MSPs using AWS's maturity framework. Learn to leverage AWS Systems Manager, AWS Config, and generative AI to build high-efficiency practices. We'll explore the five maturity stages—from foundational delivery to advanced AI-driven operations—with practical strategies that drive profitability and client success.
11:15 am	Break		
11:30 am	300	<b>Governance, Security, and Compliance at Scale</b>	Uncontrolled cloud environments expose service providers to significant risks, including security breaches, compliance failures, and runaway costs. This session provides a practical blueprint for implementing automated guardrails, ensuring mature Cloud Governance that enables secure, compliant operations across all client portfolios.
12:00 pm	300	<b>Chaos Engineering and Resilience Testing</b>	Explore best practices for conducting fault experimentations and chaos engineering in client environments. Learn to design controlled experiments that simulate real-world disruptions.
12:30 pm	Lunch		
1:30 pm	300	<b>Best Practices for Building Resilient Applications</b>	Learn AWS best practices for building resilient applications during disruptions. Covers fault isolation, control vs. data plane distinctions, reducing shared dependencies, and static stability design. Discover patterns for graceful failure handling and business continuity.
2:00 pm	300	<b>Cloud Security Posture Management</b>	Learn to leverage AWS security services to deliver comprehensive security visibility and compliance monitoring across customer environments. Explore best practices for automated security assessments and remediation workflows that strengthen your CloudOps security practice.
2:30 pm	300	<b>Accelerating Development and DevSecOps</b>	Discover how AWS partners leverage Amazon Bedrock and Kiro to transform software architecture design and DevSecOps with GenAI. Explore practical methods for integrating AI into security scanning, automated code generation, and threat modeling frameworks.
3:00 pm	Break		
3:15 pm	400	<b>Workshop: Resolve Operational Issues with AWS DevOps Agent</b>	Join this hands-on workshop to learn how AWS DevOps Agent can minimize downtime and speed up incident response. Practice integrating it with your tools to quickly identify and resolve issues while implementing preventive measures for improved operational efficiency.
4:45 pm	Wrap Up + End of Week Survey		