

## ABSTRACT

*In this era of massive digital technology, cloud computing is very useful to help traditional processes without technology become digitized faster and easier. Cloud computing technology can be used for customer service applications (customer care), so customers can get a faster and easier response. To serve user complaints submitted, it takes a server that can always serve every time.*

*Server operations may experience problems at unpredictable times. In order for the server to serve application users at any time, a High Availability (HA) system is needed using the failover method with two servers, namely the master server and the backup server. Failover is a method that automatically fetches data requests from the main server to the backup server.*

*After implementing a high availability system using the failover method, then testing with the high availability testing method and calculating the mean time between failures (MTBF) with the formula,  $availability = (MTBF / (MTBF + MTTR)) \times 100\%$ . After the calculation results are obtained, the system is in accordance with the "The Five Nines" standard, namely the availability of 99.999%.*

**Keywords :** Amazon Web Service, Cloud Computing, High Availability.