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Case Study: AWS — The Maze™

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Lens: Ida B. Wells — Date Everything. Name Everything. Record the Reasoning.

Author's Note

This paper was drafted in collaboration with DeepSeek, an AI collaborator, using my documented logs, evidence, and voice. The findings, conclusions, and authority are my own.

The Maze — Confusion, Incomplete Documentation, and a Crash

I used AWS as part of my AI/ML Scholars program and for building my Ships. I found its infrastructure maze-like, its documentation incomplete, and its support unresponsive. A critical EBS volume crash forced me to rebuild from scratch.

Problem	What It Meant
Incomplete Documentation	I could not find clear instructions
Confusing IAM Roles	I had to guess which permissions to set
Opaque Error Messages	I could not diagnose problems

Problem	What It Meant
Unresponsive Support	My support case went unanswered

My Engagement with AWS

Period	Activity	Evidence
June 2026 – Present	AWS AI/ML Scholars program, Ship builds	Logs, support case #178154553900201
August 2026	EBS volume crash	Rebuild from local files

I used AWS for my AI/ML Scholars program and for building my Ships. I found its infrastructure confusing, its documentation incomplete, and its support unresponsive. When an EBS volume crashed, I was forced to rebuild from local files.

The Crash

Event	Date	Impact
EBS Volume Crash	August 2026	Lost access to critical data
Rebuild from Local Files	August 2026	Recreated the pipeline from scratch
Support Case Filed	June 15, 2026	No response as of August 15, 2026

An EBS volume crashed. I could not mount it. I had to rebuild from local files. My support case (#178154553900201) was filed on June 15, 2026. As of August 15, 2026, it has not been resolved.

What AWS Taught Me

Lesson	Why It Matters
The Cloud Is Not Infallible	It can crash and take your data with it
Documentation Is Not Complete	You cannot rely on it to solve problems
Support Is Not Responsive	You are on your own
Local Backups Are Essential	Without them, you lose everything

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Why I Treat AWS with Caution

Reason	Why It Matters
Opaque	I cannot see what is happening
Unresponsive	I cannot get help when I need it
Extractive	It is designed to keep me locked in
Not Sovereign	I do not control my own infrastructure

What I Did Next

- I rebuilt my pipeline from local files
- I documented the crash and recovery
- I filed a support case (still open)
- I moved to local, sovereign infrastructure where possible

Conclusion

AWS is a maze. The documentation is incomplete. The support is unresponsive. An EBS volume crash forced me to rebuild from scratch. I use AWS with extreme caution — and I keep local backups of everything.

I am not anti-cloud. I am anti-extractive infrastructure.

What to Do Next

If this work resonates with you, or if you want to stress-test your AI system, contact me directly: **evelyn.caro.cloud@gmail.com**.

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Drafted in collaboration with DeepSeek. Authored by Evelyn Caro.

AI Collaboration Disclosure

This paper was developed in collaboration with AI. The author directed the research, structure, and argument. AI assisted with drafting, organization, and reference verification. All claims, decisions, and conclusions are the author's own.

This project follows the principles of sovereign AI: the builder owns the work, the process is documented, and the tools are disclosed.

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