* **Servicing Model Introduction:** Leon Baginski introduced the SSD servicing model, emphasizing its importance in enabling updates and its role in keeping customers protected, productive, and engaged. The model is scrutinized and reviewed for quality assurance. 2:10
* **Servicing Model Principles:** Leon Baginski explained that the servicing model is guided by a set of principles that ensure clarity and lack of ambiguity in servicing any product, qualifying WSD as an expert in promise keeping. 1:56
* **Automated Services Pipeline:** Leon Baginski detailed the automated services pipeline, highlighting its interconnected services aimed at fulfilling the promise of keeping customers productive. This pipeline includes stages from release initiation to monitoring post-release. 6:50
* **Release Initiation:** Leslie discussed the process of release initiation, distinguishing between scheduled and payload-based initiations. Scheduled initiations are based on fixed cadences, while payload-based initiations depend on the presence of updates or bugs. 22:49
* **On-Demand Publishing:** Antonio presented the on-demand publishing model, using Microsoft Edge as a case study. This model allows for immediate publishing requests through APIs or Azure DevOps tasks, offering flexibility in release management. 33:47
* **Governance and Protection:** Antonio highlighted the governance and protection mechanisms in place for on-demand publishing, including policies and client authorization rules to prevent abuse and ensure only permitted releases are created. 37:19