







Power Platform & Dynamics 365 SME Support Plan & Pro Services SLA

Introduction

This document outlines the **Service Level Agreement (SLA)** for **Power Platform & Dynamics 365 SME Support & Professional Services** for **Nova Scotia Government** and similar major clients. The agreement defines the support approach, ticket prioritization, response times, escalation processes, and professional service engagements.





















Support Methodology


2.1 Communication & Ticket Submission

- Support requests must be submitted via a **dedicated positional mailbox** (e.g.,  support@vanguardcs.ca).
- The mailbox is synchronized with **Power Platform D365** to automatically create and track support tickets.
- Tickets must include:
 -  **Issue Description**
 -  **Impact & Urgency**
 -  **Screenshots or logs** (if applicable)
 -  **Steps to Reproduce**
-  A confirmation email with a **Ticket ID** is sent upon submission.




2.2 Ticket Prioritization & Response Times

Tickets are classified based on their **urgency and impact** :







 Priority Level	 Description	 Response Time	 Resolution Time
 Critical (P1)	 System down, major outage impacting all users.	 15 min	 4 hours
 High (P2)	 Major functionality issue affecting key users.	 30 min	 8 hours
 Medium (P3)	 Partial loss of functionality, workaround available.	 1 hour	 24 hours
 Low (P4)	 Minor issue or enhancement request.	 4 hours	 3 business days

-  Resolution times depend on complexity; updates are provided at regular intervals.

2.3 Ticket Tracking & Resolution












-  Tickets are tracked in **D365 Service Management** .
-  Updates are provided via email and within the **Power Platform D365 portal** .
-  Resolutions are documented in the knowledge base for future reference.



Monthly Fixed Fee for Dedicated Support

 Plan	 Coverage	 Monthly Fee
Standard	 Up to 10 support tickets per month	\$5,000
Advanced	 Up to 25 support tickets per month	\$10,000
Enterprise	 Unlimited support tickets	Custom Pricing




Escalation Process

If an issue is not resolved within the agreed timeframe, it follows the **escalation hierarchy** :

 Escalation Level	 Responsible Party	 Response Time
Level 1	 Support Engineer	 Initial Response
Level 2	 Senior SME	 1 Hour
Level 3	 Support Manager	 2 Hours
Level 4	 Client Stakeholder Notification	 4 Hours

-  Escalations must be logged in **D365** and communicated via email.
-  Emergency cases (e.g., security breaches) are escalated **immediately** to the highest level.

Hours of Operation









-  **Support Hours:** 7:00 AM – 9:00 PM Daily** (Including weekends)
-  **After-Hours Support:** Available for **Critical (P1) issues only** .
-  Additional hours can be arranged through a **professional services agreement** .

Professional Services Engagement

When an issue requires custom development or feature enhancements, the process is as follows:

5.1 Engagement Process

Assessment & Scope Definition

-  The issue is analyzed, and a solution proposal is created.
-  Effort estimation is provided.  **Approval & Cost Agreement**
-  Client approves the development effort and cost.  **Implementation & Testing**
-  Feature is developed and tested in **staging** before deployment. 
- **Deployment & Sign-Off**
-  Deployed to production after final validation.



5.2 Cost & Billing

- 💵 **Professional Services Rate:** \$120 per hour.
- 📅 **Per Diem Consulting Rate:** \$1,000 per day (optional, for feature request builds).
- 📄 **Billing:** Based on actual hours spent, invoiced monthly.
- ⚖️ **Additional Costs:** Any external licensing or third-party tool expenses are billed separately.

5 Supported Power Platform Components & Integrations

We provide full support for the following **Power Platform** components and integrations:



Power Platform Capabilities & Support Boundaries

- **Dataverse** (Data storage, security, entity modeling)
- **Power Pages** (Web portals & customization)
- **Canvas Apps** (Low-code applications for various use cases)
- **Model-Driven Apps** (Data-centric applications built on Dataverse)
- **Power Automate** (Workflows & process automation)
- **Power BI** (Reporting & analytics)
- **Tenant Settings** (Configuration & governance)
- **Backup and restore**
- **Migration (from backup)**





Supported Integrations

- **SharePoint** (Document & data storage integration)
- **Email Integration** (Exchange & Outlook)
- **Azure Storage** (Blob, Table & Queue Storage)
- **SSO & Identity Management**
 - **Entra ID** (Formerly Azure AD)

- **Entra External ID & Azure B2C** (OIDC authentication providers)
- **Other OIDC Providers** (Custom authentication support)






Governance & Optimization Services

- **Center of Excellence (CoE) Kit Implementation** : \$5,000
- Establishes **best practices & governance policies** for Power Platform.
- Provides **visibility into tenant usage & security** .
- Helps manage **Power Apps, Power Automate, and Dataverse environments** .
- **Optimization of Power Automate Flows, Plugins, Workflows, & Web Services**
 -  **Bug fixes** are covered under the **support plan** .
 -  **Performance optimizations** are billed as **professional services** per diem.

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Reporting & Transparency





-  **Monthly Reports** : Ticket trends, resolution times, and time spent.
-  **Detailed Ticket Logs** : Comprehensive tracking of support interactions.
-  **Quarterly Review Meetings** : Discuss service performance and optimization strategies.

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Optional SIEM & Cybersecurity Monitoring

Clients may opt for a **SIEM service (Azure Sentinel)** to enhance security monitoring:

-  **Continuous monitoring** of Power Platform & D365 environments.
-  **Automated alerts** for cybersecurity threats & anomalies.
-  **Integration with organization IT staff or our support team** for incident response.
-  **Custom rule configurations** to fit client security policies.



For any inquiries, contact support@clientdomain.com 