









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

1 Introduction







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

2 Monthly Fixed Fee Retainer 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





















3 Support Methodology

3.1 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.




3.2 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.

3.3 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.

4 Hours of Operation

- 🕒 **Support Hours: 5:00 AM – 9:00 AM Daily** (Including weekends)
- 🌙 **After-Hours Support:** Available for **Critical (P1) issues only**.
- 📅 Additional hours can be arranged through a **professional services agreement**.

5 Professional Services Engagement

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

← END 5.1 Engagement Process

1 Assessment & Scope Definition

- 🔍 The issue is analyzed, and a solution proposal is created.
- 📊 Effort estimation is provided. **2 Approval & Cost Agreement**
- ✅ Client approves the development effort and cost. **3 Implementation & Testing**
- 🧪 Feature is developed and tested in **staging** before deployment. **4**
- 🚀 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.

Supported Power Platform Components & Integrations

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



Power Platform Capabilities

- **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)




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.

7 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.

8 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@vanguardcs.ca ✉️