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

## 1️⃣ 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.

## 2️⃣ Support Methodology

### 📩 2.1 Communication & Ticket Submission

* Support requests must be submitted via a **dedicated positional mailbox** (e.g., 📧 [support@vanguardcs.ca](mailto: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)** | ℹ️ 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.

## 4️⃣ 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 |

## 3️⃣ 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.

## 4️⃣ 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** .

## 7️⃣ Professional Services Engagement

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

### 🔄 5.1 Engagement Process

1️⃣ **Assessment & Scope Definition**

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

## 5️⃣ 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.

## 6️⃣ 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.

## 8️⃣ 🔐 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** ✉️