Power Platform Service Level Agreement

# 🚀 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@clientdomain.com)).
* 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** :

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| --- | --- | --- | --- |
| 🔥 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.

## 3️⃣ Escalation Process

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

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| ⏫ 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: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** .

## 5️⃣ 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.

## 6️⃣ Support Staff Onboarding & Access Management

### 🏢 6.1 Onboarding Process

1️⃣ **Create or Invite Support Accounts**

* 👥 Internal staff receive **Entra ID accounts** with standard roles.
* 🔗 External support staff are invited as **guest users** via Entra ID. 2️⃣ **Assign Azure Roles & Permissions**
* 🔧 **Power Platform Admin** for platform-level support.
* ⚙️ **D365 Admin** for Dynamics 365 configuration and issue resolution.
* 🏗️ **App Admin** for app-specific troubleshooting. 3️⃣ **🛡️ Azure PIM (Privileged Identity Management) - Optional**
* 🔒 **JIT Access** using **Azure PIM** for critical roles.
* ✅ Approval required for privilege escalation to higher admin roles.
* 🕒 **Time-bound access policies** prevent unnecessary privilege retention.
* 🛡️ **Enhances security & enforces least privilege access control** . 4️⃣ **Security & IT Requirements**
* 🔑 Staff must comply with **client security requirements** , including **VPN access** and **hardware provisioning** if necessary.
* 📞 Support staff require **direct access to organization staff** when needed. 5️⃣ **Initial Assessment**
* 🛠️ Review **non-prod and prod environments** to ensure best practices and security compliance.

## 7️⃣ Monthly Fixed Fee Retainer for Dedicated Support

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| --- | --- | --- |
| 💼 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 |

## 8️⃣ 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.

## 9️⃣ 🔐 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.

## 🔟 SLA Compliance & Revisions

* 📈 **SLA compliance** is monitored via **D365 analytics** .
* 🔄 SLA revisions occur **annually** or as per contract amendments.

📧 For any inquiries, contact **support@vanguardcs.ca**✉️