



# Office 365 Engineering Direct

## Service Description Supplement

***Applies to:*** Office 365 for Enterprises

***Topic Last Modified:*** 11-Dec-2018



### Notes

- *Office 365 Engineering Direct* is an enterprise level support services addition for a Microsoft Premier Support agreement.
- Former Office 365 Dedicated customers receive Office 365 Engineering Direct features under the *Enhanced Support Services* program.
- Qualification requirements for *Office 365 Engineering Direct* and the limitations of the *Enhanced Support Services* program are described in the [Implementation](#) section of this document.
- For additional information regarding support offerings for enterprise customers, contact your Microsoft Technical Account Manager.



## Overview

As a large enterprise class customer of Office 365 services, your support experience requires a level of attention to match the complexity of your operational environment. The base [Support](#) offering for Office 365 includes the following support types:

- **Community and self-service options**
- **Pre-sales**
- **Billing, and subscription management**
- **Technical** (basic installation, setup, and general technical usage)

Optional levels of paid support are categorized as [elevated support options](#). The addition of **Microsoft Premier Support** as an elevated support capability provides access to managed support services that cover both Office 365 and the on-premises technologies required to access the online services. As described in the [Support solutions for enterprises](#) summary, added support services at the elevated level for enterprise customers can include the following:

- **Enhanced support solutions** to drive health & performance and to increase impact & business value
- **Proactive support services** to develop and manage your Microsoft technology-based workloads
- **Prioritized 24x7 problem resolution services** to provide rapid response to minimize downtime
- **Exclusive access to advanced technical training** to improve IT staff productivity
- **Digital initiatives realization** by working proactively with Microsoft experts to enable key adoption, security, and optimization outcomes
- **Customized support service add-ons** available to meet specific support needs of your business



For large enterprise customers, the optional **Office 365 Engineering Direct** offering is a set of enhanced support services that can be coupled with the Premier Support offering. The current description of each enhanced service is provided in the list below.

#### *Office 365 Engineering Direct Summary*

- **Prioritized service engineering engagement for critical incidents:** During a critical business impact incident, processes are invoked to (a) directly engage Office 365 Service Engineering resources to assist with incident resolution and (b) include the involvement of the Microsoft Escalation Management Team to provide broadened resource coordination and communication support.
- **Advanced Monitoring Notification:** Service status concerns identified by Microsoft that are within your operational environment boundaries are conveyed to you as either (a) advisory service alerts or (b) issues that require immediate attention.
- **Business Project Awareness:** Supplemental monitoring and notification support provided by Microsoft during periods when infrastructure changes or operational events within your operational environment have the potential to impact your Office 365 services.
- **Tenant-specific Post-incident review:** Ability for your organization to request additional information that pertains to the assessment and resolution of a Critical Business Impact incident that affected your Office 365 service.
- **Customer Advisory Input:** Ability for your organization to provide product development input to Service Engineering leadership within Microsoft.

#### Notes

- Office 365 Engineering Direct is a supplemental support offering for the primary workloads of Office 365, namely, **Exchange Online, SharePoint Online, OneDrive for Business, Skype for Business Online, and Microsoft Teams**. Office Delve, for example, is a supplemental cross-workload feature that does **not** receive enhanced support coverage under Office 365 Engineering Direct.
- Office 365 Engineering Direct extends only to the cloud portion (server-side) of the Office 365 workload offerings and does **not** extend to any on-premises technologies, user devices, Microsoft client software, Microsoft deployment software, or identity and authentication technologies.




## Enhanced Services

### Prioritized service engineering engagement for critical incidents

Allowing your Service Desk to initially set an incident severity level is a standard offering of your Microsoft Premier Support for Enterprise agreement. For a Critical Business Impact (Severity A level) service request, the Escalation Management Team of Premier Support will immediately assign an Escalation Incident Manager to address communication management during incident resolution.

The Office 365 Engineering Direct program provides the following additional premium support functions for large enterprise customers:

- **Expedited engagement of applicable Office 365 Engineering teams to assist with resolution of a Critical Business Impact case which is *isolated* to your organization.** When additional technical resources are needed to resolve a critical incident that impacts your specific Office 365 tenant, a notification will be sent to the required Office 365 Engineering teams to initiate immediate engagement. Updates will be provided via your Office 365 Service Health Dashboard.

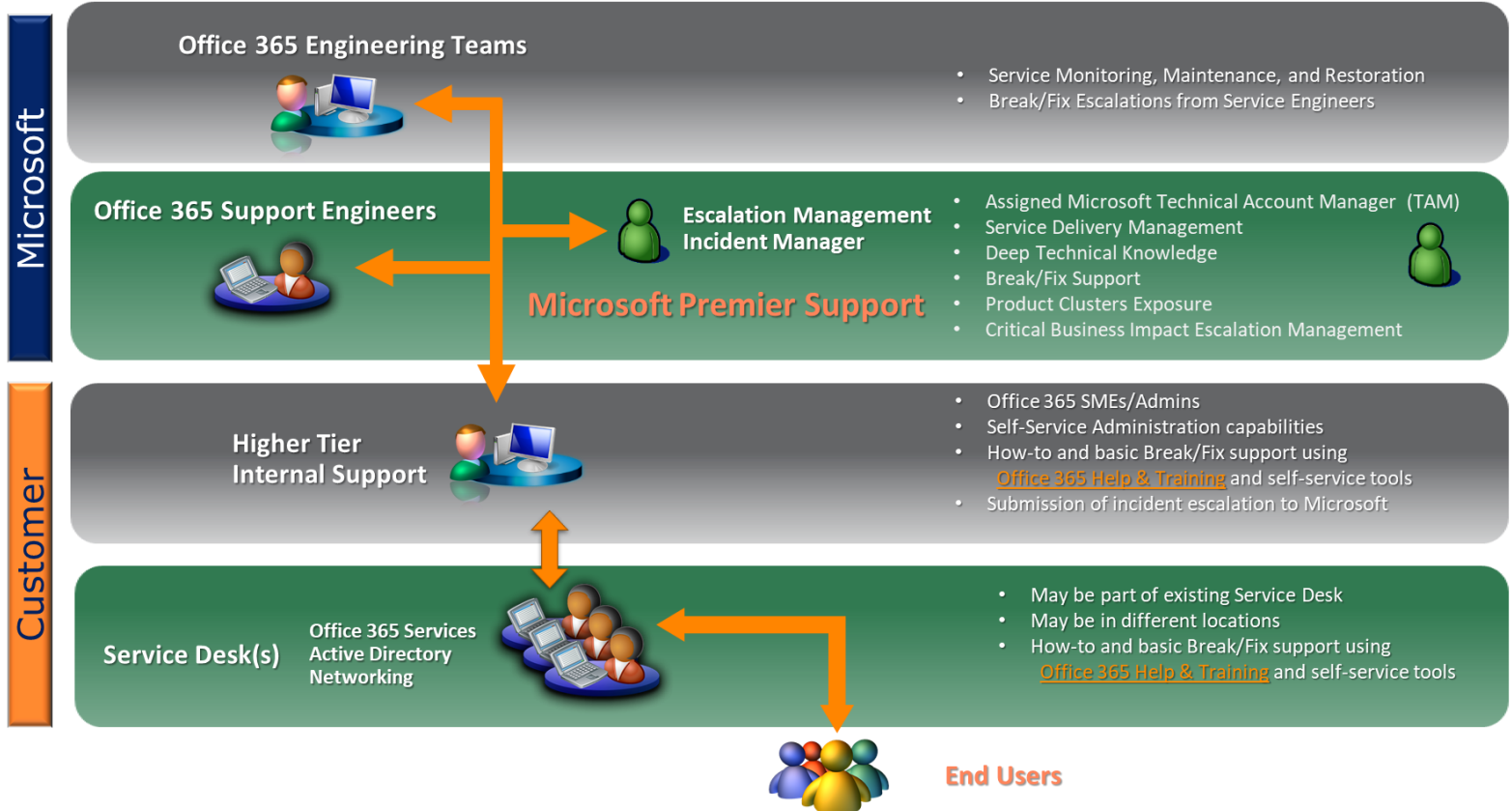
 **Note:** Incidents that impact multiple Office 365 tenants will be managed collectively; notices regarding incident resolution status will be delivered via the Service Health Dashboard of each impacted tenant.

- **Engagement of Escalation Incident Manager to support incident resolution.** Full coordination of Support and Engineering resources will be addressed by the Escalation Incident Manager.
- **Collaboration conference bridge participation involving Office 365 technical resources and your Support personnel.** If required to facilitate incident resolution, the Escalation Incident Manager will establish and/or coordinate communication via a conference bridge which includes Microsoft Support and Engineering team members and your Support personnel. Microsoft resources will be available for periodic intervals to exchange specific information or to provide guidance (e.g., gather data, discuss topology, health, and/or configuration of on-premises systems and services, and provide status updates).

The diagram below illustrates support case management within your organization and the escalation of a service request into Microsoft reach Service Engineering resources.



## Office 365 Engineering Direct - Escalation Model



### Advanced Monitoring Notification

An enhancement to the *Notification Policy* of the [Service Health and Continuity](#) description for Office 365 services is the Advanced Monitoring Notification capability of Office 365 Engineering Direct. As Office 365 service health alerts appear within Microsoft operations centers, Microsoft personnel will determine if the issues are within, or outside of, the Office 365 operational environment. For service incidents that have been identified by Microsoft as an *obvious* impact to Office 365 services, Microsoft will use existing processes to post a notice to the Service Health Dashboard and to initiate issue resolution. Microsoft Service Engineering personnel will remain engaged to resolve the issue and provide periodic updates to the dashboard.

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An added feature of the Office 365 Engineering Direct offering involves an assessment of concerns identified by Microsoft as having a *potential* relationship with your on-premises systems and services that interconnect with Office 365. For issues identified, Microsoft will initiate a process to communicate the following notification types to you:

| Notification Type         | Notification Characteristics   | Notification Method   | Follow-on Action   |
|---------------------------|--|-----------------------|--|
| <b>Service Alert</b>      | Microsoft Service Engineering has identified a service health anomaly within the boundaries of the operational environment that is maintained by your organization; an <i>advisory</i> notice will be issued to indicate <b>engagement of your Support personnel may be required</b> to resolve the concern                  | <i>Message Center</i> | Following an assessment by your organization, follow-on actions are either (a) resolution by your Support personnel, (b) engaging Microsoft for assistance, or (c) no further action |
| <b>Proactive Outreach</b> | Microsoft Service Engineering has identified a service health concern related to conditions within the boundaries of the operational environment maintained by your organization; an <i>action required</i> notice will be issued to indicate <b>engagement of your Support personnel is required</b> to resolve the concern | <i>Message Center</i> | Assistance from your support personnel will be required; the nature and severity of the issue will be conveyed by Microsoft  |

 **Note:** If Microsoft determines that there is a need to contact your organization directly due to the severity of a service health concern, Microsoft will use the support contacts that you have provided to your Microsoft Service Delivery Manager or Technical Account Manager.



## Tenant-specific Post-incident Review

As presented within the *Post-incident reviews* section of the [Service Health and Continuity](#) description for Office 365 services, Microsoft will provide a PIR for service incidents that have an impact across **a large number of Office 365 tenants**. The incident must impact the Service Level Agreement (SLA) for Office 365. Delivery of the PIR summary occurs within 48 hours of incident resolution and is presented via the Service Health Dashboard for your Office 365 tenant.

Under the Office 365 Engineering Direct offering, a *Tenant-specific PIR* for a Critical Business Impact or Severity A incident that pertains to **your specific Office 365 tenant** can be requested from Microsoft. The request must be associated with an impact or incident experienced within one of the [primary workloads of Office 365](#). The request must be placed with your Microsoft Service Delivery Manager or Technical Account Manager within 30 days of incident closure; the resolution summary will be delivered within approximately 10 – 14 business days following the request and will be placed under the Health tab within the Admin Center of your Office 365 tenant. The scope of information provided within the tenant-specific PIR response will match what is provided for a broad impact PIR.

## Business Project Awareness

If your organization intends to execute an infrastructure change or invoke an operational event that has the potential to impact your Office 365 services, Microsoft Service Engineering personnel for Office 365 can be engaged during your business project to (a) provide an elevated level of monitoring awareness and (b) inform your organization of a service degradation. Examples of project work initiated by your organization include major datacenter or network changes, site rebranding, inter-company mergers, or complex migrations. To request monitoring support during a business project, contact your Microsoft Service Delivery Manager or Technical Account Manager.

## Customer Advisory Input


Microsoft provides opportunities via several communication channels to allow your organization to submit input regarding the evolution of Office 365 features and services. The input received is presented directly to Service Engineering leadership within Microsoft for consideration. The Office 365 Customer Experience (CXP) team coordinates the opportunities to provide input. Following the activation of the Office 365 Engineering Direct offering, the CXP team will establish a communication channel with your organization.



## Implementation

To obtain the Office 365 Engineering Direct offering as a new customer, your organization must subscribe to a Microsoft Premier Support offering, meet the large enterprise classification level for Office 365 services, and execute a support contract addendum. A supplemental cost for the added services suite will apply. Contact your Microsoft Account Team representative to confirm your support contract status and to initiate any contractual changes to secure the support offering.

If you are a large enterprise customer that (a) has been migrated from a legacy Office 365 Dedicated offering to the latest multi-tenant services fabric or (b) was onboarded as a Multi-tenant Enhanced customer, Office 365 Engineering Direct will be provided to your organization as a *transitional* support program referred to as *Enhanced Support Services*. The transitional offering is provided at no charge for the balance of your existing Office 365 subscription services agreement. At the time of your subscription services renewal, Office 365 Engineering Direct will be available as an optional support offering for a supplemental cost. If purchased, a separate contract addendum for the added services suite will be executed and appended to your existing Premier Support agreement.

 **Note:** At this time, Office 365 Engineering Direct and the transitional Enhanced Support Services program are not available for legacy ITAR-support customers or customers affiliated with the Government Community Cloud (GCC) or GCC High subscription offerings of Office 365.

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