



Solution deployment and operations

Microsoft IT Showcase Course

Get ready to be what's next.

Agenda



Service management

Incident and problem management

Patching, maintenance, and capacity planning

Service level agreements

Best Practices

Microsoft SfB/Lync environment

200,000+
active
Lync/ SfB
users



9 million+
audio
sessions
per month

4
data centers
with
SfB/Lync
infrastructure

980,000
monthly
SfB/Lync
meetings



107
countries

568
buildings

8
data centers

131,400
Enterprise
Voice users

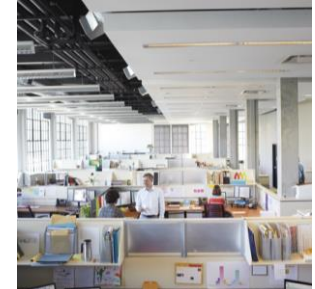
16,000+
federated
companies



120 Million
monthly
instant
messages



89%
meetings
using app
sharing



44,000
monthly
peer-to-peer
video calls

50%
remote
Lync/ SfB
usage



90,000
unique active
SfB/Lync
mobile users

10,000 +
conference
rooms

Service management



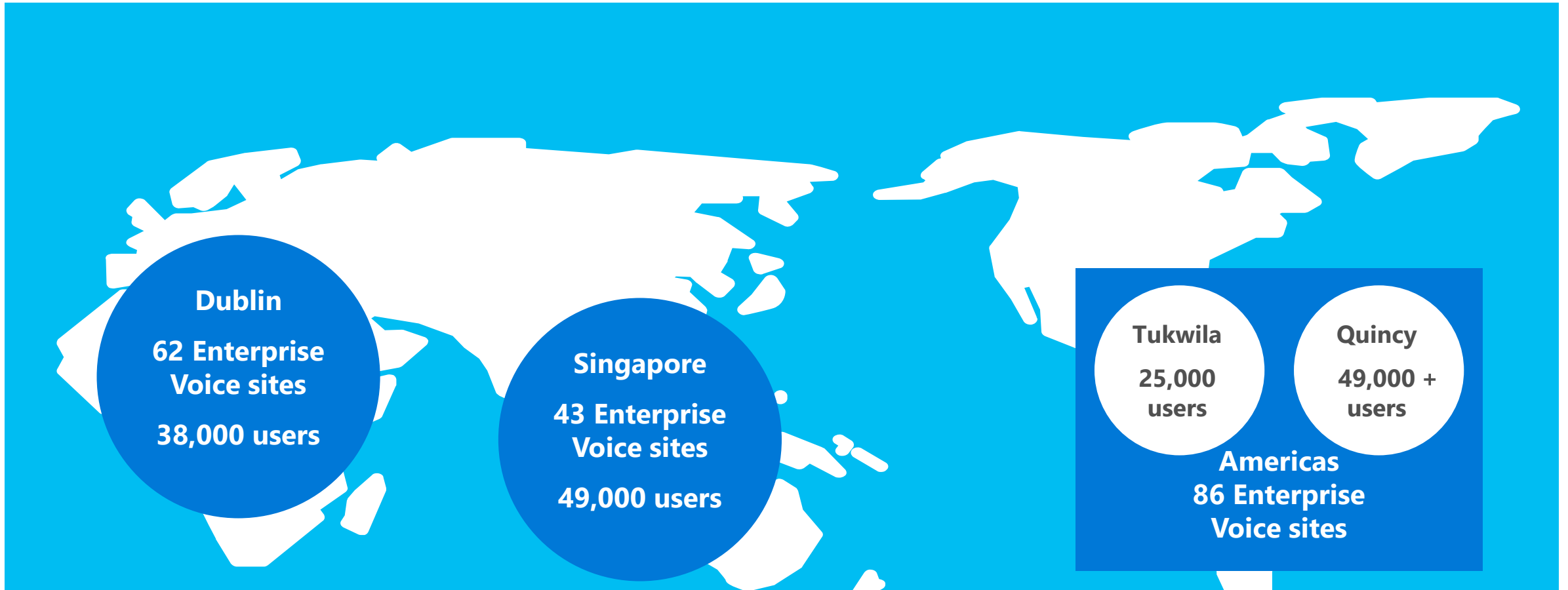
SfB/Lync deployment overview

Microsoft support
environment

Service support flow

Four elements of a SfB/Lync
service

SfB/Lync deployment overview



131,000+ users on Enterprise Voice (Enterprise Voice) across 191 sites
(95 percent of Microsoft Employees)

200,000 users enabled for SfB/Lync 2013; 165,000 unique users monthly;
650K daily login events

Microsoft Support Environment

Client and User

Server and Core

Tier 1

Service Ops

Tier 2

Incident Management

IT Tier 3

Engineering Ops

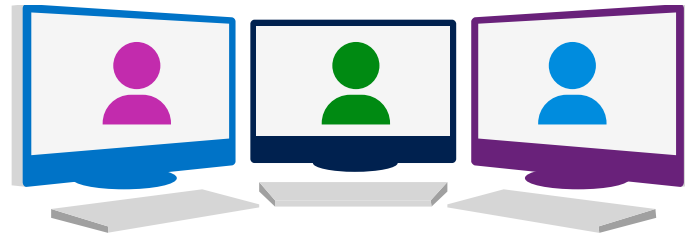
IT Service Management

LSE Problem Management

IT Service Engineering

LSE Service Engineering

Underlying Support Teams – Help Desk, Telecom support, Network, DNS, Server Ops, Data Center



Service Support Flow

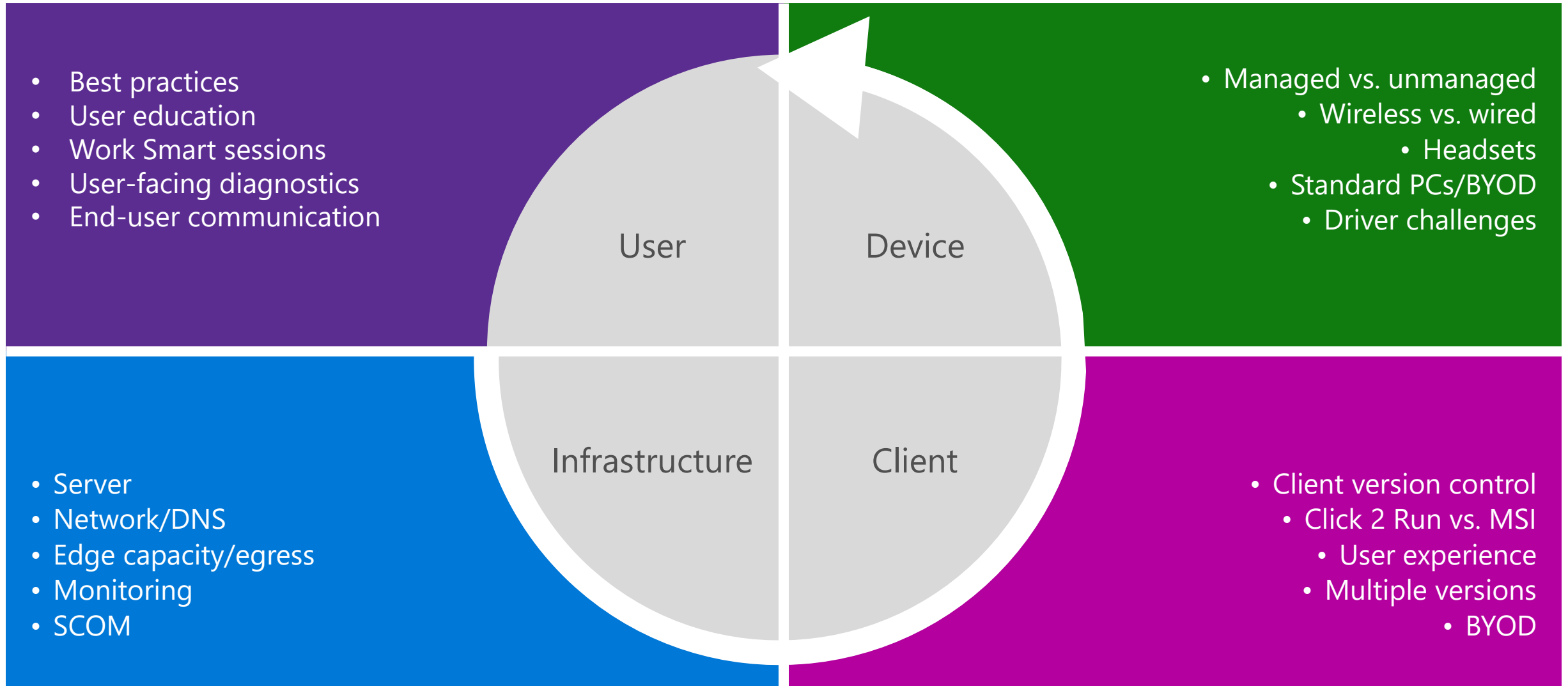
Phases



Roles

Architect								
				Service Design Engineering				
	Program Management							
SAE				Service Availability Engineering				
Service Management				Service Management				

Four elements of a SfB/Lync service



Summary

We are responsible for end-to-end support of the SfB/Lync service. All issues, ultimately, are ours to resolve. This involves multiple teams, each of which have a contribution to make, dependent on where in the service support flow a resolution is required.

Incident and problem management



Service management goals
and responsibilities

Components that we do well

Opportunities for
improvement

Leveraging SfB/Lync

Management tools

Service management goals

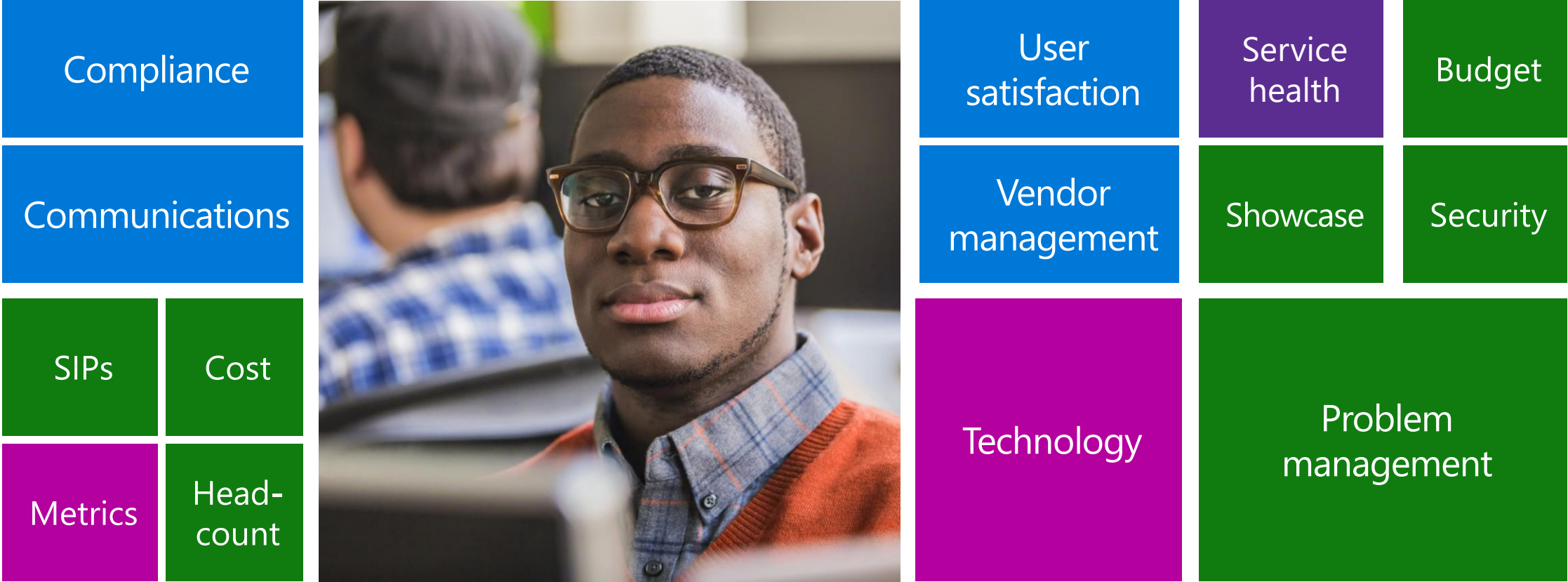
IT service management is the implementation and management of quality information technology services

Resolve user incidents

Maintain service quality



Service management responsibilities



Components that we do well



Client
communication
and education



Product
feedback

Service metric
and
SLA definition

Understanding
business goals

Process
improvements



Opportunities for Improvement

User input

Cross-
training

Planning for
dependencies



Leveraging SfB/Lync standard reports

Reduced
report
requirements

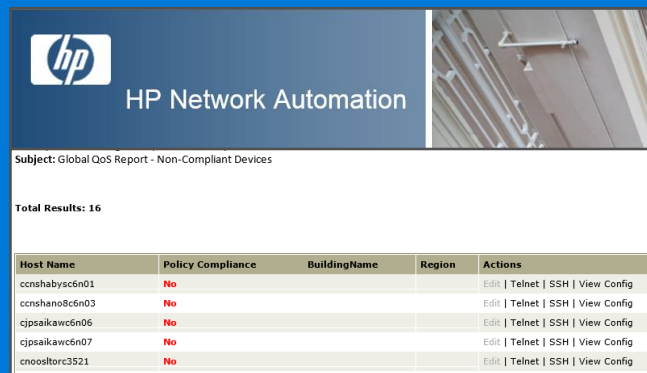
Actionable
dashboard
reports



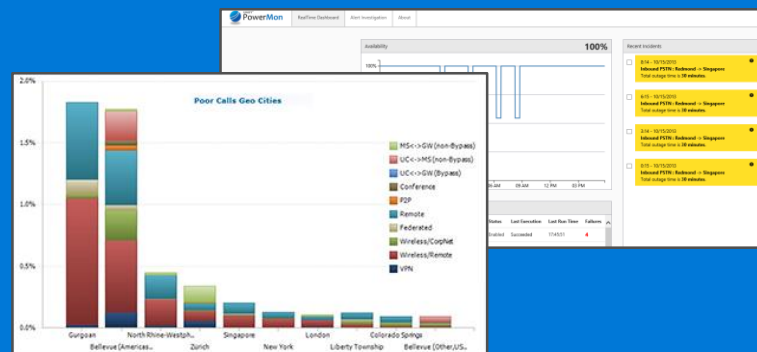
Management tools

Third-party tools

Network QoS monitoring

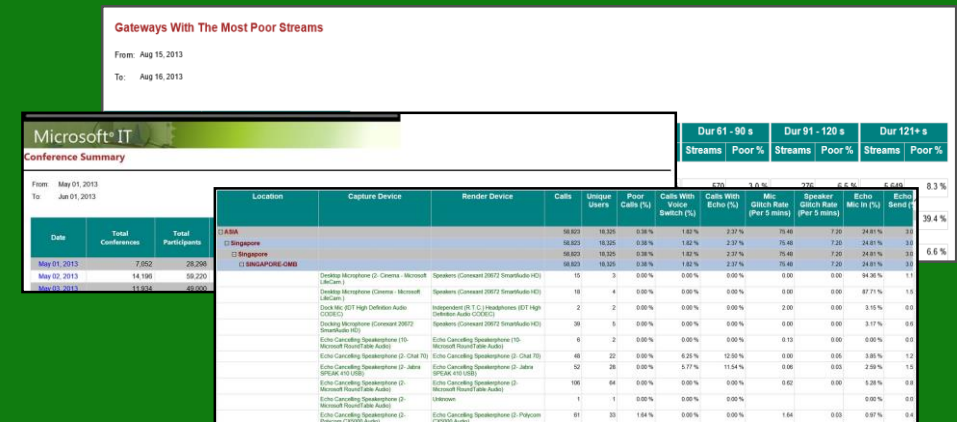


Unify Square – PowerSuite

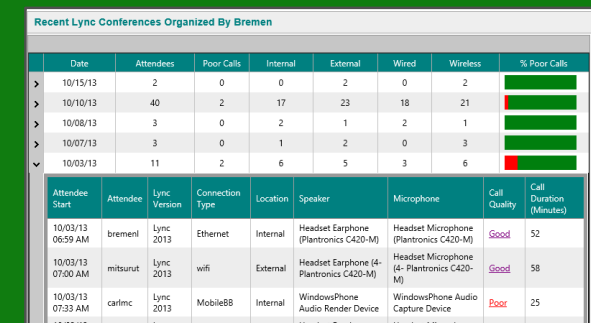


Custom reporting built by us

Top 10 reports



How was my call? MySetup



Summary

End-to-end responsibility, for the SfB/Lync service management team involves managing many areas, including:

- Compliance
- Communication
- SIPs
- Cost
- Maintenance
- Vendor management
- Problem management
- Budget

Patching, maintenance, and capacity planning



Service management best practices

Patching and updates

Capacity planning

Support operations reviews

Service management best practices

Plan service
review
meetings

Collect
relevant
business data

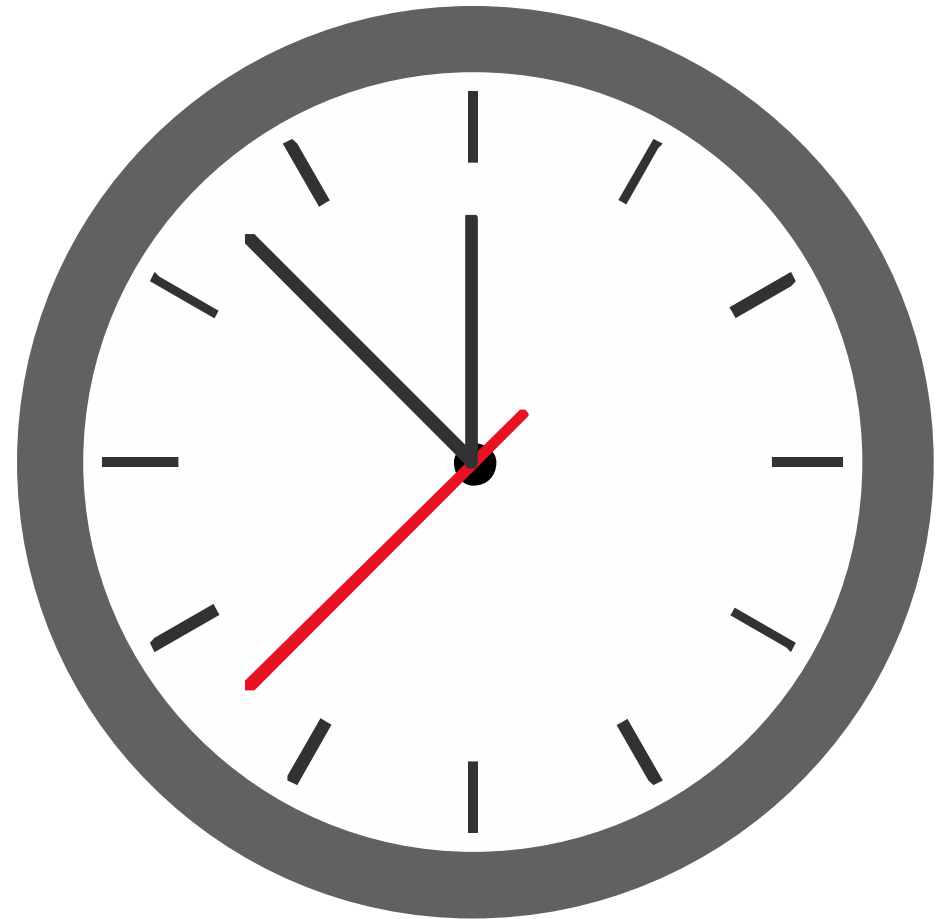
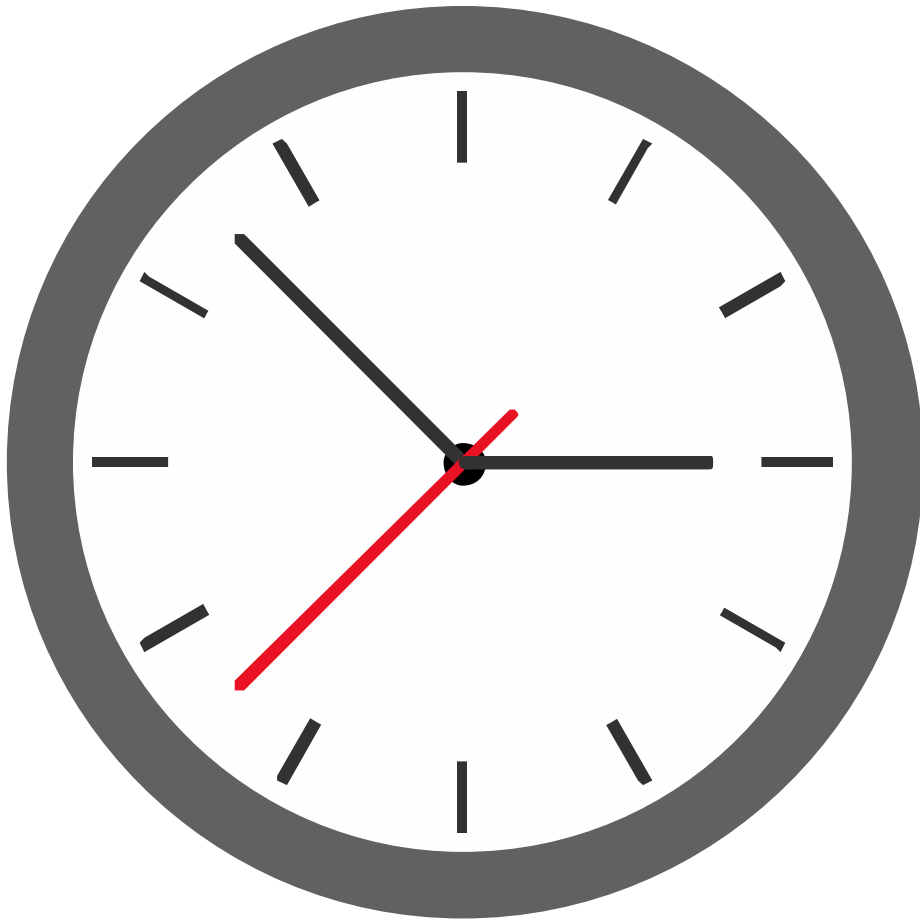
Understand
what makes a
healthy
service

Drive
customer
intimacy

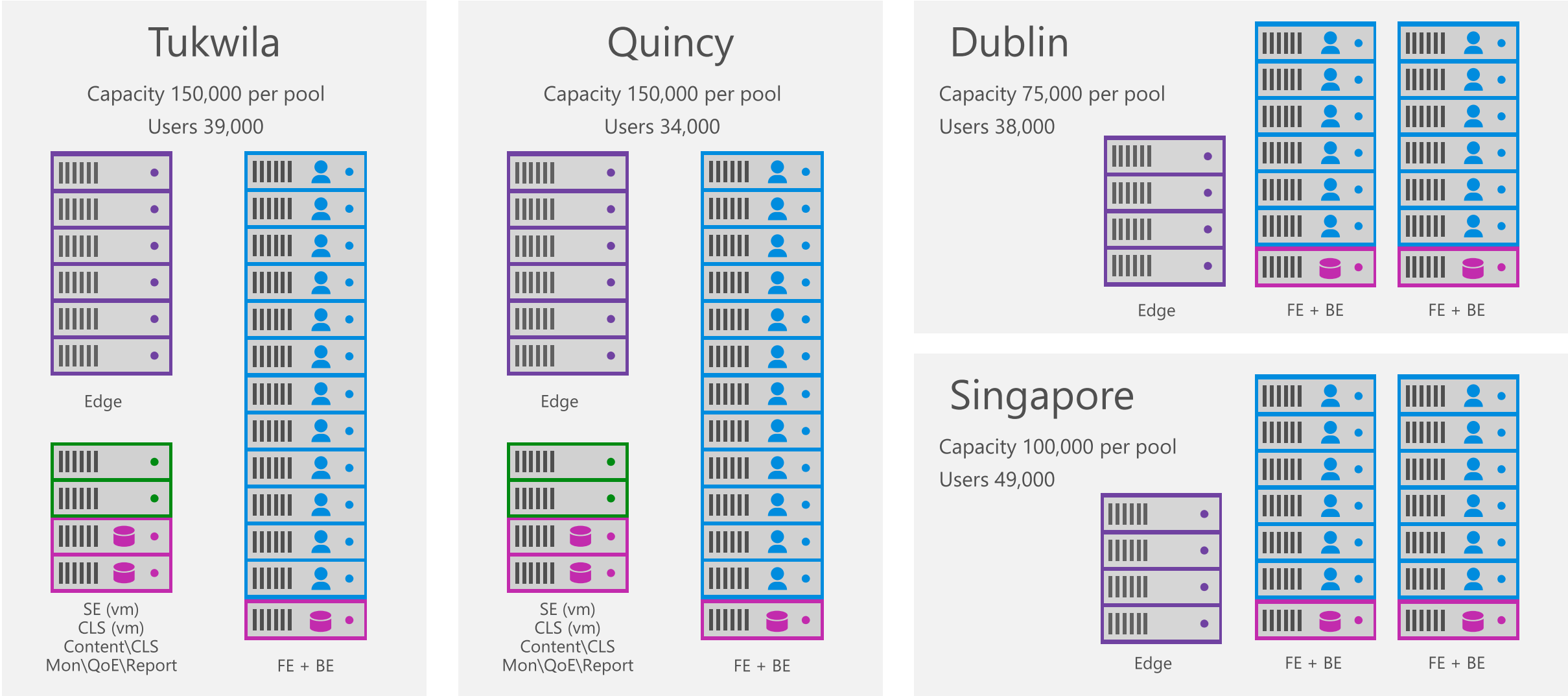


Patching and updates

Two maintenance windows based on region






Capacity planning



Support operations reviews

T1 Highest resolution rate
(82%)

MSG Shift Le

		Target	Sep	Oct	Nov
			Lync		
Closed	T1 Closed		843	1059	991
	T2 Closed		137	162	99
	T3 Closed		107	86	115
	Total Closed All Up		1087	1307	1205
	Closure Rate (T1/T2/T3)		78% / 13% / 10%	81% / 12% / 7%	82% / 8% / 10%
	Total Closure Rate Trend				
NSAT	NSAT T1	185	196	193	194
	NSAT T2		193	195	188
	NSAT T3		138	157	159
	NSAT ALL UP		193	192	190
DSAT	DSAT T1	4.5%	2%	2%	2%
	DSAT T2		3%	0%	3%
	DSAT T3		25%	14%	18%
	DSAT ALL UP		2%	90%	3%
TTR	TTR T1	90%	93%	90%	90%
	TTR T2		93%	93%	96%
	TTR T3		52%	69%	67%
	Reactivated Tickets ALL UP	2%	5%	5%	5%
	Aged Tickets (T2/T3)				

Summary

Conducting monthly service review meetings is valuable for maintaining the proper focus on key service metrics, as well as driving accountability across all functional teams that deliver the service.

Service level agreements



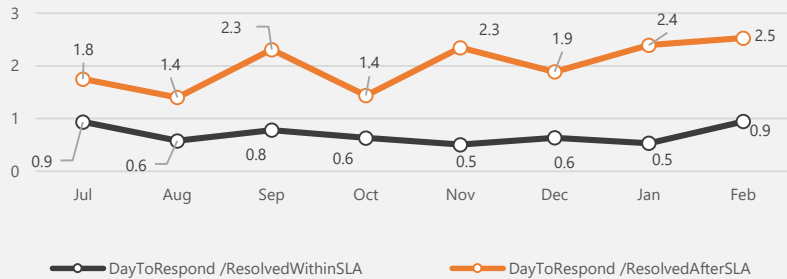
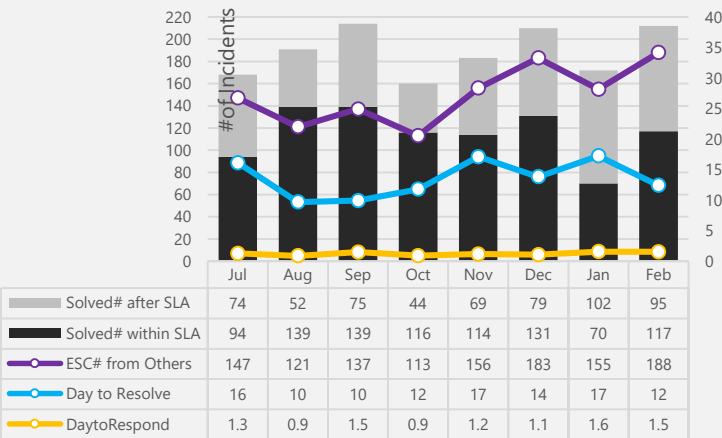
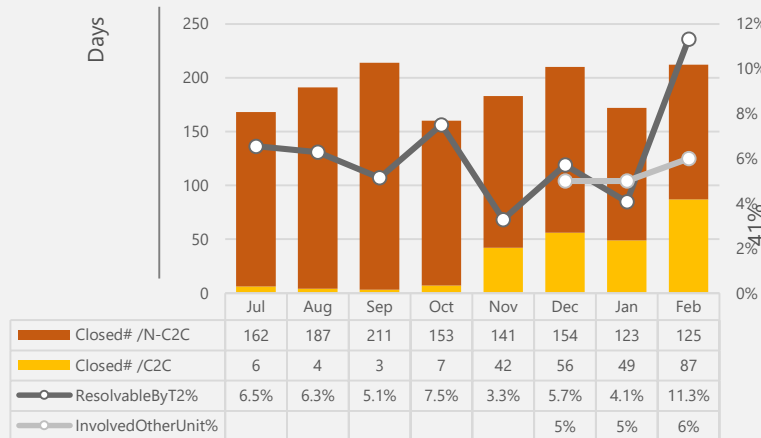
SfB services scorecard

Service review components

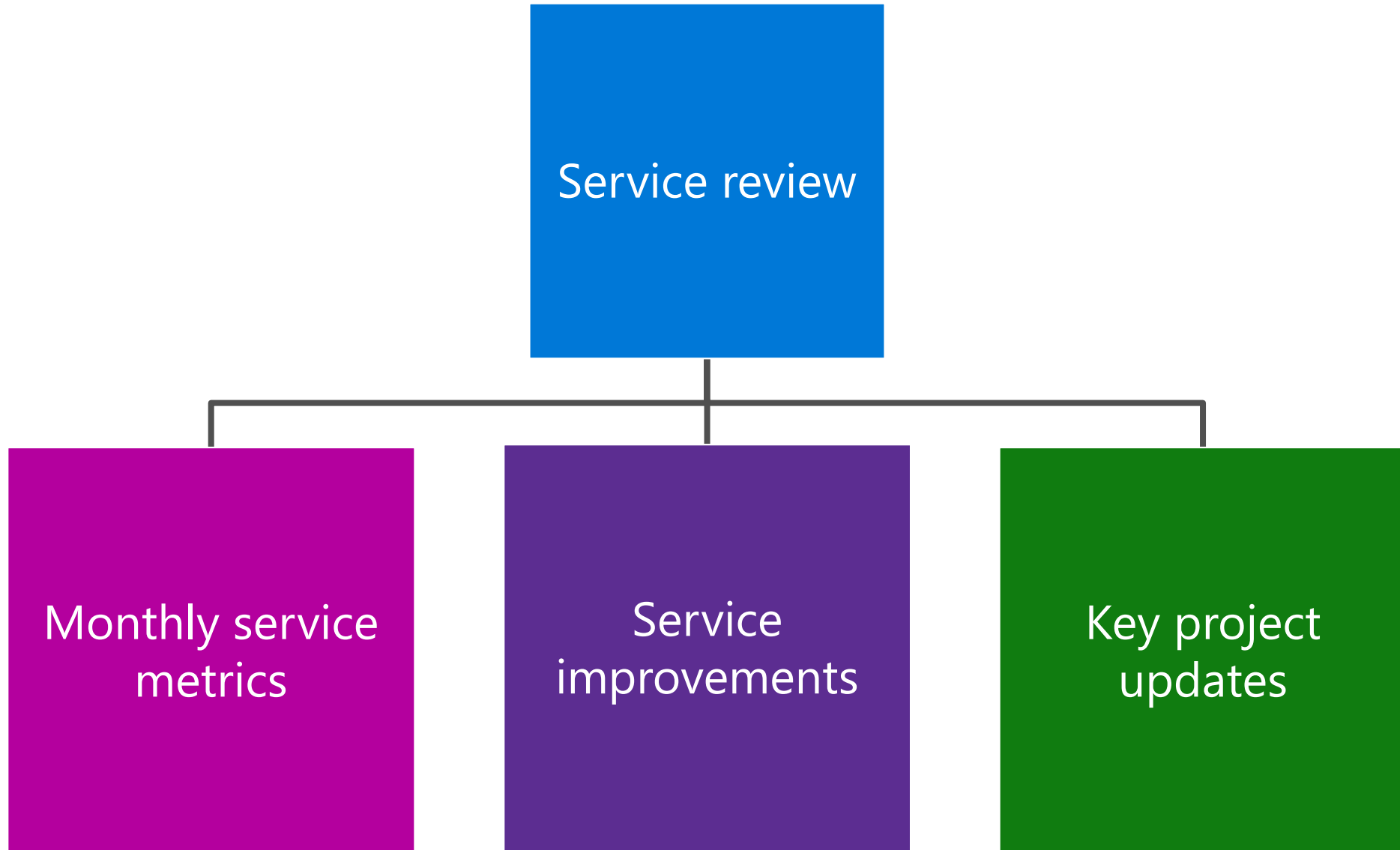
SfB: Communicating - Examples

SfB Services Scorecard - % of resolution within SLA on T3

YTD Target	YTD Actual	Current Status	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
80%	64%	● (-16 pt)	56%	73%	65%	73%	62%	62%	41%	55%				

Root Cause	Corrective Action Plan																																																																																	
<div><p>Commentary:</p><ul style="list-style-type: none">DayToRespond* directly impacted this metric<ul style="list-style-type: none">Tickets resolved within SLA on T3 had less DayToRepond (average 0.7) compared with tickets not resolved within SLA (average 2)Delta is close to 1/3* Delta (days) between the ticket was escalated and T3 responded to it.</div> <div><table><tr><td>Solved# after SLA</td><td>74</td><td>52</td><td>75</td><td>44</td><td>69</td><td>79</td><td>102</td><td>95</td></tr><tr><td>Solved# within SLA</td><td>94</td><td>139</td><td>139</td><td>116</td><td>114</td><td>131</td><td>70</td><td>117</td></tr><tr><td>ESC# from Others</td><td>147</td><td>121</td><td>137</td><td>113</td><td>156</td><td>183</td><td>155</td><td>188</td></tr><tr><td>Day to Resolve</td><td>16</td><td>10</td><td>10</td><td>12</td><td>17</td><td>14</td><td>17</td><td>12</td></tr><tr><td>DaytoRespond</td><td>1.3</td><td>0.9</td><td>1.5</td><td>0.9</td><td>1.2</td><td>1.1</td><td>1.6</td><td>1.5</td></tr></table></div> <div><table><tr><td>Closed# /N-C2C</td><td>162</td><td>187</td><td>211</td><td>153</td><td>141</td><td>154</td><td>123</td><td>125</td></tr><tr><td>Closed# /C2C</td><td>6</td><td>4</td><td>3</td><td>7</td><td>42</td><td>56</td><td>49</td><td>87</td></tr><tr><td>ResolvableByT2%</td><td>6.5%</td><td>6.3%</td><td>5.1%</td><td>7.5%</td><td>3.3%</td><td>5.7%</td><td>4.1%</td><td>11.3%</td></tr><tr><td>InvolvedOtherUnit%</td><td></td><td></td><td></td><td></td><td></td><td>5%</td><td>5%</td><td>6%</td></tr></table></div> <p>Collaboration w/ T2:</p> <ul style="list-style-type: none">-Tickets of cloud increased.-ResolvableByT2 % peaked in February.-50% of ResolvableByT2 were cloud tickets since November.• With process improved since December, we can track % of T3 engaged other partner units for supporting efforts.• ~80% of T3 volume were escalations.	Solved# after SLA	74	52	75	44	69	79	102	95	Solved# within SLA	94	139	139	116	114	131	70	117	ESC# from Others	147	121	137	113	156	183	155	188	Day to Resolve	16	10	10	12	17	14	17	12	DaytoRespond	1.3	0.9	1.5	0.9	1.2	1.1	1.6	1.5	Closed# /N-C2C	162	187	211	153	141	154	123	125	Closed# /C2C	6	4	3	7	42	56	49	87	ResolvableByT2%	6.5%	6.3%	5.1%	7.5%	3.3%	5.7%	4.1%	11.3%	InvolvedOtherUnit%						5%	5%	6%	<p>Improve DaytoRespond</p> <ul style="list-style-type: none">• Clear up any confusion on T2 -> T3 escalation communications with customers.• Make a change to how T3 responds to escalations.• Work with T2 to help identify issues that should not be escalated to T3.
Solved# after SLA	74	52	75	44	69	79	102	95																																																																										
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Service Review Components



DISCO: Communicating – SfB/Lync Client/IM&P/Conferencing | DonnaP | November 2014

Updates & Activities			Key Measures or KPIs	Target	SEPT	OCT	NOV
Ensure Windows/Office/SfB/Lync 2013 clients aligned:			GESS NSAT: IM/Presence	>=155	FY15 H1: 139 (-6)		
1 Vnext QR7 Build Update: Missed call toast – removed from QR7 Wave 16 builds due to inaccuracy – bug filed			# of Federated Companies	Trend	14,075	14,446	14,857
2 Aligning with Digitopia for overall Conferencing Strategy: Immersive Video LRS (Exec/Standard) Miracast Pilot/Rollout Equipment Convergence/Standardization			% of Federations that fail requiring MSIT Support	<=3%	3%	3%	3%
Concerns & Incidents			Tier 1 Resolution Rate	90%	73%	72%	80%
			Tier 2 Resolution Rate	90%	67%	80%	49%
			Tier 3 Resolution Rate	100%	100%	100%	100%
			# Major Incidents IM/Other	Trend	0/3	0/6	2/4
Upcoming Service Outages/Activities: 1. IT Freeze starts Dec 15, 2014 – Jan. 9, 2015			Projects & Improvement Plans				
30 - November	60 – December	90 – January	Client Version Control (CVC) Outcome: Drive 95% or greater on Click to Run (C2R) and Microsoft Software Installer (MSI) to an N-3 Client Version to decrease help desk tickets and improve NSAT scores				
User Experience Pillar Outcome/scope – ON HOLD	CVC On Premises pilot – 12/19	Gemini QR7 Launch	<ul style="list-style-type: none">November PU compliance (C2R) is 94% and MSI is updated to October 14 version3 Reassessing the CVC direction for managed/domain-joined to focus on non-managed<ul style="list-style-type: none">Initial non-managed testing URL did not work with Lync 2013 and must be developed (in progress)iOS bug on deleted files from laptop still showing in recent list on iPad and iPhone – release to end users week of 12/7				
Mysetup alerts/comms Pilot pushed to SfB/Lync Online – Moved to 12/21 after bug resolution	IM not delivered project kickoff – In progress	Skype for Business Readiness/Dog fooding	Communications Outcome: Standardize the communication of incidents and activates across the Lync ecosystem while driving the end-user satisfaction to 75% or greater.				
	Initiate alignment with Digitopia Community (I/P)	Fedreq Redesign – 1/31 Fedreq Tier 1/2 Support training/doc support	<ul style="list-style-type: none">November transactional survey results are red – 60.42% and 82.5% YTDContinuous IT Web updates for SfB/Lync Online as GHD/emails requesting phone and meeting assistance				
	Publish Remote Users Self help and BYOD guides on IT Web	IM/Presence Accuracy SIP	Conferencing Outcome: Proactive/engaged partnership with Digitopia, RE&F, and Marcom to drive conferencing strategy with cadence of project updates, equipment convergence, and end-user education tools				
	Lync Online reached goal – 15, 807 end users and Server vNext – 2,578 end users	Android Launch (automate part of provisioning - autobot release, SLA from 3 days to 6 hours)	<ul style="list-style-type: none">Developing accurate dashboard for project in-flights/pendingSet cadence of updates on projects to communicate risk, delays, and next steps (Fridays)Establishing weekly alignment meeting with SfB on all programs/projects 4				
			Skype for Business: Drive IT Web Readiness content and dog fooding lessons learned to ensure we are ready to launch the new client for March WW release				
			<ul style="list-style-type: none">Launched Skype for Windows (Version 7.0.0.100) – Skype and Lync Video Calling				

DISCO: Communicating – SfB/Lync Client/IM&P/Conferencing | DonnaP | January 2015

Updates & Activities			Key Measures or KPIs	Target	Nov	Dec	Jan
Ensure Windows/Office/SfB/Lync 2013 clients aligned:			GESS NSAT: IM/Presence	>=155	FY15 H1: 139 (-6)		
1 Sunrise Acquisition – Investigate to understand how to leverage this calendaring program with SfB/Lync			# of Federated Companies	Trend	14,857	15,104	15,407
Skype for Business (SfB) – Revised draft of Successful Meetings with SfB routed to NEO and Work Smart for review			% of Federations that fail requiring MSIT Support	<=3%	3%	3%	3%
Build Testing – No Office PU release for this month			Projects & Improvement Plans				
			Skype for Business: Drive IT Web Readiness content and dog fooding lessons learned to ensure we are ready to launch the new client for March WW release				
			<ul style="list-style-type: none">- IT Web content preparation underway – screen shots and Successful Skype for Business Meetings (Work Smart guides)- Engaged Espoo team to test access to the build for feedback- Latest Build Office - 15.0.4693.2000 Client – 15.0.4681.3051 Skype for Business Build				
Concerns & Incidents			Client Version Control (CVC) Outcome: Drive 90% or greater on Click to Run (C2R) and Microsoft Software Installer (MSI) to an N-3 Client Version to decrease help desk tickets and improve NSAT scores				
Upcoming Service Outages/Activities: 1. Planning Sessions for balancing end users across the tenants – SfB, Wave 15 vs. Wave 16 On-Premises			<ul style="list-style-type: none">- No activity for this pillar.				
30 – February	60 – March	90 – April	Communications Outcome: Standardize the communication of incidents and activates across the SfB/Lync ecosystem while driving the end-user satisfaction to 75% or greater.				
3 Conferencing-as-a-Service Finalization – 2/27	IT Managers YAMJAM – 3/17	Skype for Business Launch	<ul style="list-style-type: none">- January transactional survey results – 67.3% weighted				
Skype for Business IT Web Content	Legacy Nokia Lync Comms Roll Out – 3/20	FedReq Global Support Launch	Conferencing Outcome: Proactive/engaged partnership with Digitopia, RE&F, and Marcom to drive conferencing strategy with cadence of projects updates, equipment convergence, and end-user education tools				
2 FedReq TAM Pilot	Refresh IT Showcase Deck – 3/31	Customer IT Showcase – 4/21-22	<ul style="list-style-type: none">- Initial draft of Conferencing-as-a-Service submitted to Service Managers – 2/12- Open Actions – FY16 Proposed Budget and Global Support Model				

Summary

Microsoft IT is like any other IT organization. We do not have unlimited funds, and we are ultimately responsible to our managers, all the way up to our CIO. It's important to be able to "report up" and ensure that everyone is aware of the state of the service. Data on the service's state must be consumable by the service's owners, all the way up the chain of command to the CIO.

Microsoft IT best practices



Microsoft IT best practices

Microsoft IT best practices

What	<ul style="list-style-type: none">• Establish and maintain high service quality and availability• Revisit your metrics to continuously improve NSAT with end users
Why	<ul style="list-style-type: none">• Improved collaboration and increased end user satisfaction
How	<ul style="list-style-type: none">• Monthly Service Review Meetings• Collect relevant business data (Yammer sessions, surveys, brown bags)• Understand what makes a healthy service



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