Monitoring and Maintaining the OneDrive service

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Overview

The service health dashboard

Keeping up to date with Microsoft 365 updates

Getting support

The Service Health Dashboard

Single location to view the status of Office 365 services

Located in the M365 admin center

Three possible options

Healthy

Advisory

Incident

First place you should check if users are reporting errors

Service health

Some services are disrupted

2019-08-05 18:43 (UTC) View histo

All services	⚠ Exchange Online	1 incident	1 advisory
Incidents	ⓘ Planner	1 advisory
Advisories	ⓘ SharePoint Online	1 advisory
	✓ Azure Information Protection	Service is healthy
	✓ Flow in Microsoft 365	Service is healthy
	✓ Identity Service	Service is healthy
	✓ Microsoft Flow	Service is healthy
	✓ Microsoft Intune	Service is healthy
	✓ Microsoft Kaizala	Service is healthy
	✓ Microsoft StaffHub	Service is healthy
	✓ Microsoft Teams	Service is healthy

What if We Cannot Login to the Admin Center?
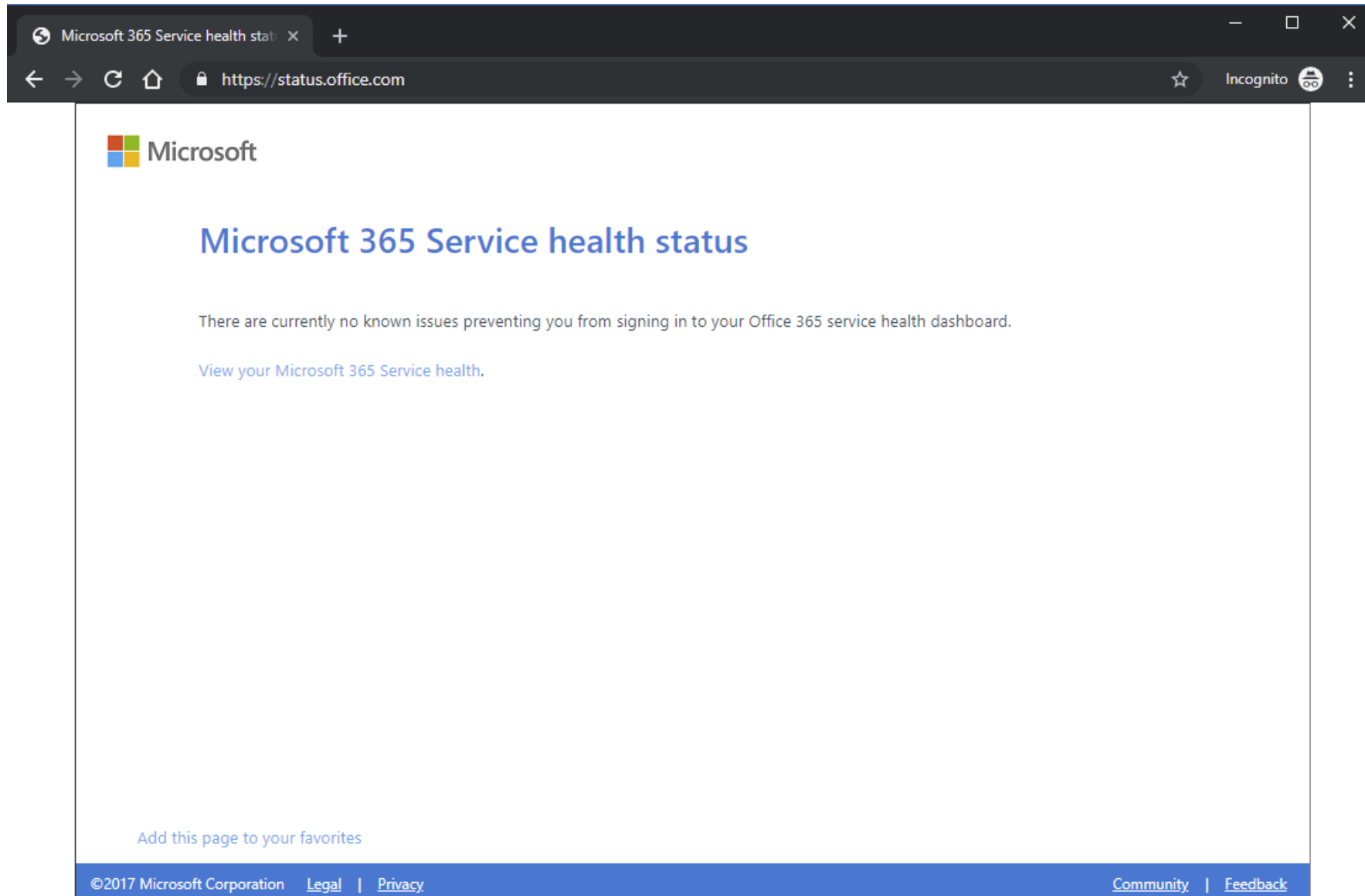
Demo

The Service Health Dashboard

Keeping Up to Date With Microsoft 365 Updates

Keeping Up to Date Is More Important Than Ever!
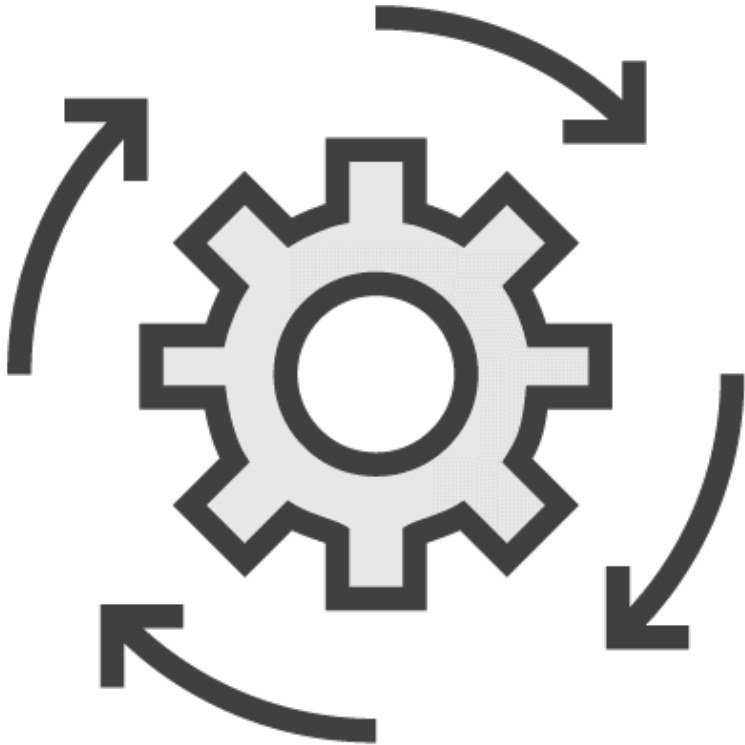
Microsoft ships feature updates daily

We do not control when those updates hit our tenant

Change management is part of every IT Pro job in the cloud world

Where Do We Need to Go for Updates?

The Microsoft 365 Roadmap

The Office 365 Message Center

The Microsoft tech community

Social media and conferences

The Microsoft 365 Roadmap

Central roadmap for all Microsoft 365 services

- https://www.microsoft.com/en-us/microsoft-365/roadmap

Follow features trough stages

- In development

- Rolling out

- Launched

Can also subscribe to RSS feed of the roadmap

The Office 365 Message Center

Message Center found in your Microsoft 365 Admin Portal

Multiple categories:
- Stay Informed
- Plan For Change
- Prevent or Fix Issues

All new features or changes that will be coming to your tenant
- If a feature is not activated in your tenant, you might not get a message for it

Ability to view Message Center is not included in the SharePoint Administrator role!

The Microsoft Tech Community

Official blog of the OneDrive team

Upcoming releases, news, best practices and more!

Community forums to ask questions / discuss with peers

https://techcommunity .microsoft.com
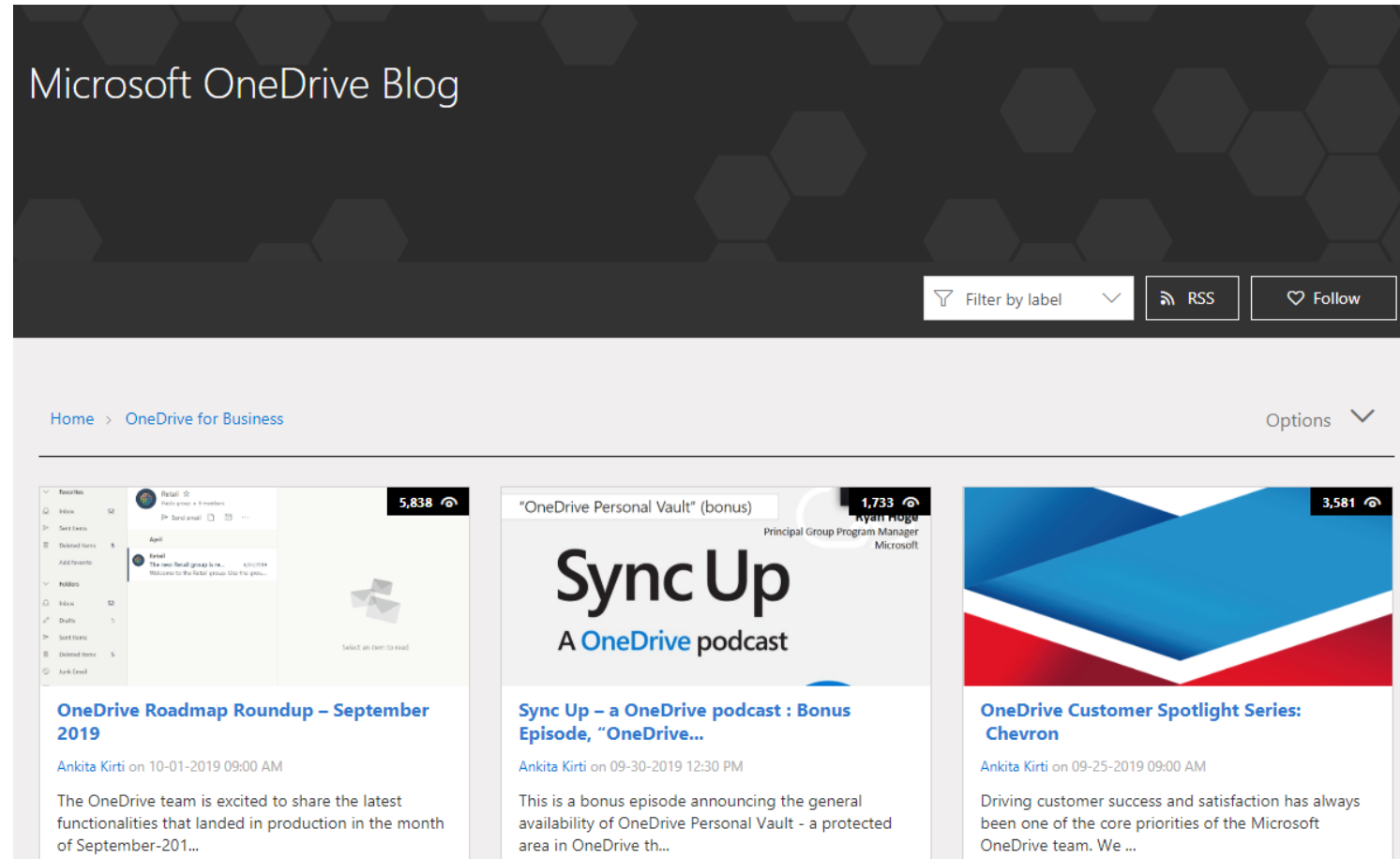
Social Media and Conferences

Great way to keep up to date with latest releases

Most of the OneDrive product team is on Twitter

– #OneDrive hashtag

   • #OD4B also used a lot

Some conference recorded sessions are also on Pluralsight

– Ex: SharePoint Conference 2019

   • Also includes OneDrive content

   • https://www.pluralsight.com/paths/sharepoint-conference-2019

Demo

The Microsoft Tech Community

Getting Support

Microsoft 365 Support

Contact support

Describe your issue*

```
I cannot access SharePoint
```

Confirm your number*

+1   123-456-7899

Confirm your email*

vlad@globomantics.org

Preferred contact method*

◉ Phone (Expected wait time is 29 minutes)

Attachments

5 of 5 available. Each file must be less than 25 MB in size.

No attachments added to this service request yet.

Contact me

Administrators can open tickets trough the Microsoft 365 admin center

First contact trough phone with Microsoft support

Next steps depend on what problem is

Office 365 Support SLA

		Office 365 Business plans	Office 365 Enterprise* plans
Critical:	Events that prevent you from accessing or using your services or data, severely impact deadlines or profitability, or affect multiple users or services.	Available: 24/7 Response time: one hour	Available: 24/7 Response time: one hour
High:	Events that affect the productivity of users but have moderate business impact, can be dealt with during business hours, or affect a single user, customer, or service.	Available: business hours Response time: no commitment	Available: 24/7 Response time: next day
Non-critical:	Events that have minimal service or productivity impact on the business, such as a single user experiencing partial disruption, but an acceptable workaround exists. Learn more about event severity levels	Available: business hours Response time: no commitment	Available: 24/7 Response time: no commitment

Conclusion

The service health dashboard

Central location to view status of all Office 365 services

If the Admin Center is down > https://status.office.com/

Keeping up to date with Microsoft 365 updates

Change Management is part of every IT Pro's life

Microsoft 365 Roadmap

Message Center

Tech Community

Getting support

Administrator support from the admin center