

Azure DevOps Related Internal Cases

Last updated by | Jackie Huang | Jan 4, 2022 at 12:24 AM PST

Overview

Internal customers (belonging to the @microsoft.com domain) sometimes need assistance from Azure DevOps support during the course of a CI/CD case. The typical collaboration process does not apply and the internal customer will need to reach out to DevOps support via a different process.

If your customer is internal and has come to you with issues or questions with DevOps, direct them to this site to address their issue: <https://aka.ms/getazdevsupport> 


Alternative resources


Here is the full text we received from the DevOps team regarding this topic:

Devops team does not support internal users from Microsoft. Please leverage these resources for help (opening a ticket via the [1ES BOT](#)  is probably best):

Check the status of your MS-internal Azure DevOps Services org: <https://status.dev.azure.com/1es> 

View FAQs and self-help options for MS-internal Azure DevOps Services orgs here: <https://aka.ms/azuredevops-support> 

Work with or open a support ticket via the 1ES Virtual Assistant: <https://aka.ms/getazdevsupport> . Access a list of 1ES (internal support) resources at [https://www.1eswiki.com/wiki/1ES Resources & Support](https://www.1eswiki.com/wiki/1ES_Resources_&_Support) 

Discuss the issue with other internal users at <https://stackoverflow.microsoft.com>  (SO@MS) using the "azure-devops" tag, or on the "Azure DevOps Discussion" distribution list: almtalk@microsoft.com