

Service Health

At the end of this episode, I will be able to:

1. Identify and respond to service health issues.
2. Configure notifications in service health.

Learner Objective: *Monitor the health of your Microsoft 365 services.*

Description: In this episode, you will learn how to monitor the health of your Microsoft services. This includes products like Office on the web, Yammer, and Microsoft Dynamics CRM.

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- Adoption Score supports the journey to digital transformation with insights about how your organization uses Microsoft 365 and the technology experiences that support it.
 - Metrics, insights, and recommended actions are provided by the tool.
 - These are provided in two areas:
 - People experiences - quantifies how the organization works using Microsoft 365 categories like content collaboration, mobility, communication, meetings, and teamwork
 - Technology experiences - helps you understand how your organization can be impacted by performance and health issues with your hardware and software
 - To enable - go to Reports > Adoption Score. Note that it can take up to 24 hours before insights might be available
 - Your Adoption Score is based on the combined scores of your people and technology experiences categories.
 - Each category is weighted equally, with a total of 100 points. The highest possible Adoption Score is 800.
 - Adoption Score includes data from Exchange, SharePoint, OneDrive, Teams, Word, Excel, PowerPoint, OneNote, Outlook, Yammer, and Skype.
 - Peer benchmarks allow you to compare your organization's score with organizations like yours.
 - Use Microsoft 365 usage analytics within Power BI to gain insights on how your organization is adopting the various services within Microsoft 365.
 - You can visualize and analyze Microsoft 365 usage data, create custom reports and share the insights within your organization.
 - You can also gain insights into how specific regions or departments are using Microsoft 365.
 - Use the Reports > Usage feature to get started.
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Additional Resources:

Microsoft Adoption Score

<https://learn.microsoft.com/en-us/microsoft-365/admin/adoption/adoption-score?view=o365-worldwide>

Microsoft 365 Usage Analytics

<https://learn.microsoft.com/en-us/microsoft-365/admin/usage-analytics/usage-analytics?view=o365-worldwide>