



Weekly Technical Office Hours for Partners

Remote Work in challenging times

Friday, April 3, 2020

The meeting will start at
GMT 12:00 - CET 13:00 – CEE 14:00

Technical Office Hours for WE Microsoft Partners:

Remote Work in challenging times



Agenda

- 1. Introduction**
- 2. Windows Virtual Desktop**
 - Overview
 - How WVD can help remote work
 - Technology, Architecture and Deployment
 - Licensing, Cost and Offers
 - How to get started
- 3. Q & A**
- 4. Poll – Proposed topics for next session**
- 5. How to get further help**

Our Virtual Team



Sara Canteiro
Partner Tech. Architect (Teams)



Jos Verlinde
Partner Tech. Architect (Teams)



Stefano Ceruti
Partner Tech. Architect (Teams)



Marco Moioli
Cloud Solution Architect (WVD)



Jan van der Elst
Partner Development Manager



Simona Toader
Cloud Solution Architect (Azure)



Luke Kennedy
Partner Tech. Strategist

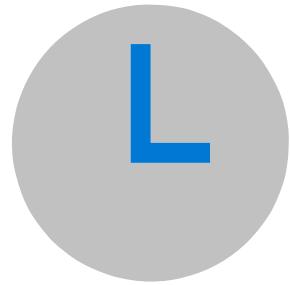


Juha Saarinen
Partner Tech. Architect (Teams)

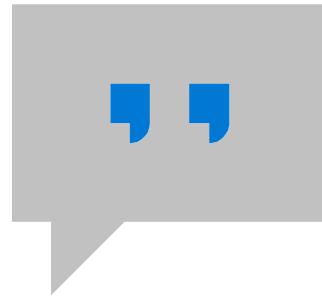


Philippe Goldstein
Partner Tech. Manager

WE Weekly Technical Office Hours – How it works



60 minutes
40 min, presentation
20 min, Q&A



Questions via
chat through

Q&A

The screenshot shows a 'Live event Q&A' window. At the top, there are three icons: a person, a gear, and an information sign. Below that is a header bar with 'Live event Q&A' and a help icon. The main area has tabs for 'Featured' and 'My questions', with 'My questions' currently selected and highlighted in blue. Below the tabs, there are three user profiles with their names and a 'Reply' button next to each. At the bottom right of the main area, there are two emoji buttons: one with sunglasses and another with a smiley face. Below the main area, there's a section titled 'Ask a moderator' with the sub-instruction: 'Questions won't be visible to everyone until a moderator approves them'. There are input fields for 'Your name (optional)' and 'Ask a question', and a checkbox for 'Post as anonymous'.

(WEEKLY) Technical Office Hours for WE Microsoft Partners:

Remote Work in challenging times

<https://aka.ms/WE-TechOfficeHours>



Currently we are receiving a lot of questions from our customers with regards to recommendations and help on working remotely.

To address the **main technical topics** around **working remotely**, Microsoft's Western Europe OCP Technical Team is setting up a series of Weekly **Office Hours for Partners**,

- every **Wednesday** at **12:00 – 13:00 CET** (11:00 – 12:00 WEST)
- every **Friday** at **13:00 – 14:00 CET** (12:00 – 13:00 WEST)

Wednesdays



Fridays



April 9th



Note: on the week before Easter, exceptionally, we'll have **a single session** on

- Thursday **April 9** at **13:00 – 14:00 CET** (12:00 – 13:00 WEST)

All sessions will be held in **English**.

Next
Session
Details

Upcoming
Sessions

Materials &
Recordings

Other
Resources

Feedback
Form

Don't miss a session;
Update your calendar by
using the invites above.

Windows Virtual Desktop



Marco Moioli
Cloud Solution Architect (WVD)



Jan van der Elst
Partner Development Manager



Microsoft Windows Virtual Desktop

The best virtual desktop experience, delivered on Azure



Content

- What is WVD?
- How can WVD help you during the COVID-19 crisis to work (better) from home?
 - Extend capacity to Azure
 - Enable your (Core) application for work from home
 - COVID-19 offer
- Architecture
- How can I get started? Where can I learn more?

What is WVD

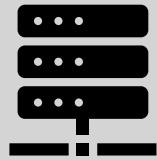
Managed by Microsoft



Azure



Managed by Customer or Partner



Azure Virtual
Machines



Delivering



Remote Desktop



Remote App



Windows
Virtual
Desktop



WVD and the Modern Workplace



+



 Microsoft Azure

Virtualization helps address specific business needs



Security and regulation

Financial Services

Healthcare

Government



Elastic workforce

Mergers and acquisition

Short term employees

Contractor and partner access



Specific employees

BYOD and mobile

Call centers

Branch workers



Specialized workloads

Design and engineering

Legacy apps

Software dev test

Most customers are already eligible for WVD



Client

Customers are eligible to access Windows 10 single and multi session and Windows 7 with Windows Virtual Desktop (WVD) if they have one of the following licenses*:

- Microsoft 365 E3/E5
- Microsoft 365 A3/A5/Student Use Benefits
- Microsoft 365 F1
- Microsoft 365 Business
- Windows 10 Enterprise E3/E5
- Windows 10 Education A3/A5
- Windows 10 VDA per user



Server

Customers are eligible to access Server workloads with Windows Virtual Desktop (WVD) if they have one of the following licenses:

- RDS CAL license with active Software Assurance (SA)

*Customers can access Windows Virtual Desktop from their non-Windows Pro endpoints if they have a Microsoft 365 E3/E5/F1, Microsoft 365 A3/A5 or Windows 10 VDA per user license.



Pay only for the virtual machines (VMs), storage, and networking consumed when the users are using the service

Take advantage of options such as [one-year or three-year Azure Reserved Virtual Machine Instances](#), which can save up to 72 percent versus pay-as-you-go pricing. [Now with monthly payment options!](#)

FSLogix entitlements

FSLogix technology, which improves the performance of Office 365 ProPlus in multi-user virtual environments, is now available at no additional cost for Microsoft 365 and Remote Desktop Services customers

Microsoft 365 E3/E5/F1/Business

Remote Desktop Services (RDS) CAL

Microsoft 365 A3/A5/Student Use Benefits

Remote Desktop Services (RDS) SAL

Windows 10 Enterprise E3/E5

Windows 10 Education A3/A5

Windows 10 VDA per user

Windows Virtual Desktop partnership with Citrix

Windows Virtual Desktop seamlessly integrates with Citrix Workspace and Citrix Virtual Apps on Desktops

Provide users with the benefits of Windows Virtual Desktop such as multi-session Windows 10 experience on Azure, Office optimization with Office 365 Containers, Profile Containers, App masking and free Extended Security Updates, with Windows 7

Centrally manage Hybrid deployments with WVD on Azure and manage existing Citrix Virtual App and Desktop service on-premises

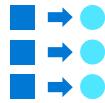
Rapidly provision Windows Virtual Desktop resources at scale



VMware Horizon Cloud on Microsoft Azure

Extends Windows Virtual Desktop

Horizon Cloud on Microsoft Azure



Endpoints & remote experience

Wide range of platforms and endpoints (including thin clients)
Advanced remote protocols that adapt to network
Extensive Remote Experience features
Real-time audio/video
Advanced Peripheral Support



Desktop options

Non-persistent & persistent desktops
Sophisticated Power Management options



Cloud services

Image Management Service
App layering & Lifecycle Management
Dynamic Environment Manager
Monitoring Service
Agent Auto Update
Workspace ONE Intelligence & Analytics



Brokering & architecture

Cloud-optimized architecture with Global Brokering & granular policies
Single management console
Universal License for all Horizon implementations across clouds



User environment & app management

VMware Dynamic Environment Manager works with FSLogix Profile & Office 365 Container
Adds traditional user environment management features
AppVolumes for lesser and leaner Images, Dynamic App Delivery & sophisticated LCM

Windows Virtual Desktop

Windows Virtual Desktop

COVID-19 scenario's

- + Scale out your on-premises environment to Azure
- + Make applications available for RemoteWork



Partner Options for Enabling a Remote Workforce

Scenario	Cost	Effort	Timeline
Do the end users just need access to Teams and Office ?	Low	Low	Hours
Do the users have a VPN with a laptop or existing trusted device ? Or have access to options such as IGEL secure operating system on a USB drive or Windows GO?	Low	Low	Low - Medium
Do the users have an existing Citrix , VMware Horizon , or RDSH Solution in place today with <u>ENOUGH</u> capacity to handle additional users?	Low	Low	Low - Medium
If you have an existing Citrix , VMware Horizon , or RDS Solution in place today, can you use your environment to provide direct access to a user's physical PC in the office?	Low	Medium	Low
Azure VPN Gateway (or other 3 rd party virtual VPN appliances in Azure) to handle increase in user traffic	Medium	Medium	Low
Deploy Jumpbox VM utilizing WVD	Medium	Low	Low-Medium
Deploy WVD with Nerdio , CloudJumper , or other 3 rd party tools	Medium	Low	Low
Existing Citrix Cloud customers: Access your physical PC via Citrix Cloud CVAD for Remote PC Access	Medium - High	Medium	Medium
Publish remote desktop using Remote Desktop Gateway with Azure AD Application Proxy	Medium	Medium	Low – Medium
Simple MVP Windows Virtual Desktop	Medium	Medium	Medium - High
Full Native WVD Deployment	High	High	High
RDS Solution On prem	High	High	High

customer scenario

- Small Hotel group, 3 locations
- In total 150 employees accessing IT infrastructure
- Using LOB apps and Microsoft Office applications via laptops from the office
- Remote work is already enabled for 50 users via Hosted Citrix Desktop via local hoster
- Need more capacity due to working from home restrictions COVID-19



customer scenario II



- Engineering company, total 200 employees, doing environmental risk assessments for large construction companies & municipalities
- 150 users on the road vast amount of time; 100% mobile device usage
- 50 users are using a desktop in the office where they work with Office applications and LOB applications
- All 200 users need to be able to work from home due to COVID-19

Special COVID-19 Offers for Managed Customers

ENABLE REMOTE WORK

Azure Pre-Approved Offer to Accelerate Windows Virtual Desktop - NEW

Published 4/1/2020

This is a pre-approved offer available immediately through the end of Q4 FY20 for managed customers (including SMC) looking to stand up virtual desktops or expand their existing virtual desktop infrastructure with WVD on Azure.

Fill out the form below the FAQ to nominate a customer in your area and **reach out to your Azure Infrastructure PMM lead for approval.**

For any questions on the offer, please email WVDRemoteWorkOffer@microsoft.com

Qualification for this pre-approved offer:

1. Customers commit to **>25 monthly active users (MAU) in production by end of June**
2. **Deployment** can be WVD Native, Citrix Cloud + WVD, or VMware Horizon Cloud on Azure + WVD
3. **Partner or Microsoft Services attached to deployment** who can execute this offer. A list of partners will be available from the Azure Infrastructure PMM lead in each area.
 - a. Please use this standard ECIF SOW template for making your submission
4. **Customer has an eligible license** that entitles them to WVD. If a customer does not have one of these licenses, please see FAQ below for additional guidance.

*Note: Customers that are already in the Production Pilot and Scale phases of the WVD Lighthouse program are not eligible.

The offer is pre-approved with the following benefits for eligible customers in each area:

1. ECIF up to \$20k
2. ACO/Credits up to \$15K (valid for 3 months)
3. Access to ISV tools free for 3 months: [Lakeside](#), [Nerdio](#), [Liquidware](#), and [CloudJumper](#)
4. Access to a WVD technical help desk to unblock deployments

Remote Work Offer Principles

Eligible Customer Profile for Offer

Eligible Customer Segments

- Strategic
- Major
- Commercial & Public Sector (including non-profits)
- SMCC

SMB Customers are NOT eligible

WVD Lighthouse Program Pilot & Scale customers are NOT eligible

Management Plane Solutions

Customer can choose ANY of the below management planes to take advantage of the Remote Work offer :

- ✓ **WVD Native**
- ✓ **Citrix Cloud + WVD**
- ✓ **VMWare Horizon Cloud + WVD**

Partner led Offer Execution

- ✓ **Customers/sales can work with ANY ECIF Eligible partner of choice to do their solution deployment**
- ✓ For customers that currently have no (WVD) partner engaged or **the customer wants a recommendation from MSFT** – a local partner list will be provided by the PMM + OCP Lead

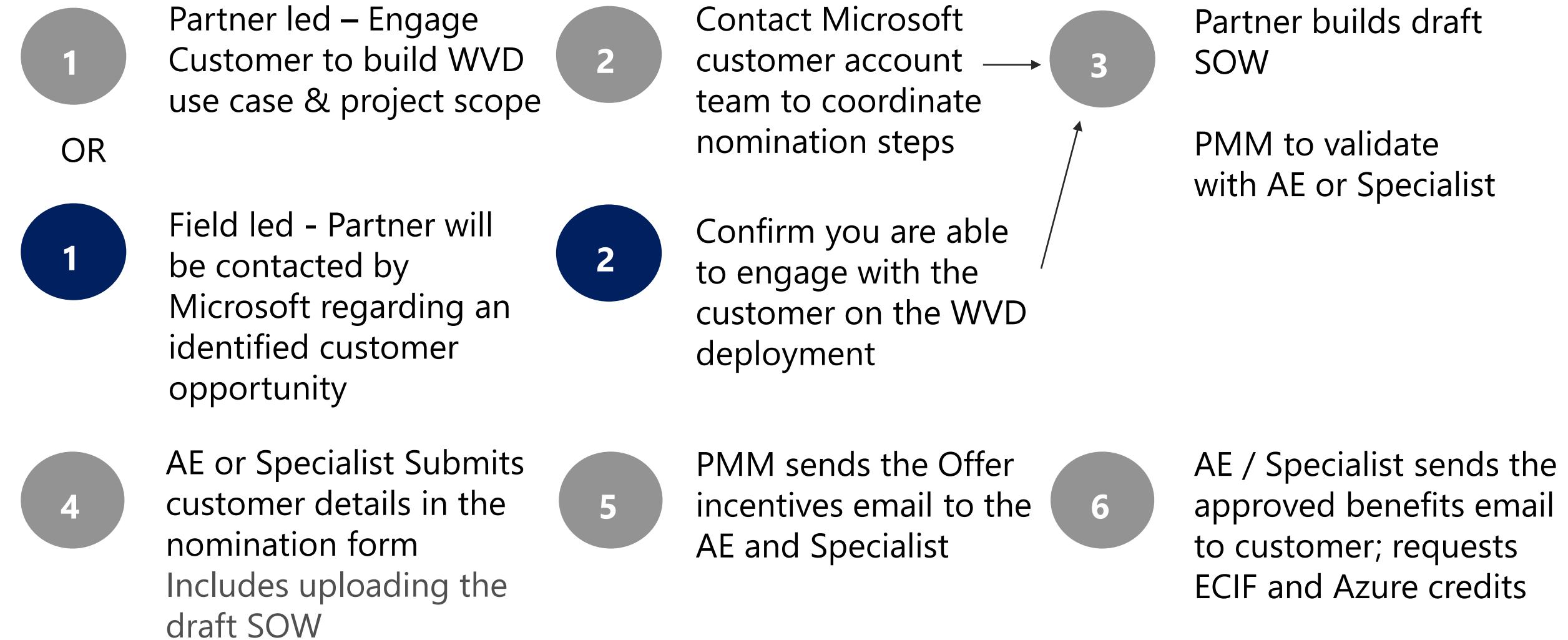
Customer Reach & Execution

1. *There is **NO limit** on the number of Customer nominations (until the offer is withdrawn from the market)*
2. **The #1 step to execute the offer is to have a draft SOW from the partner** – with clear milestone metric of > 25 MAU in production before June 30, 2020

Remote Desktop Offer

MSFT Gives	Customer Commits
<ul style="list-style-type: none">✓ Up to \$20,000 in customer incentives [ECIF]✓ Up to \$15,000 in Azure credits (valid for 3 months)✓ 3 months free access to assessment and migration acceleration tools:<ul style="list-style-type: none">▪ Lakeside : https://www.lakesidesoftware.com▪ Nerdio : https://getnerdio.com/▪ Liquidware : www.liquidware.com▪ CloudJumper: https://cloudjumper.com/✓ Access to WVD Design and Deployment Helpdesk to assist in technical design questions	<ul style="list-style-type: none">▪ 25+ monthly active users (MAU) in production in ~ 3 months▪ Commitment to success criteria as documented in a deployment SOW with Partner

Offer Process Flow



High-level architecture

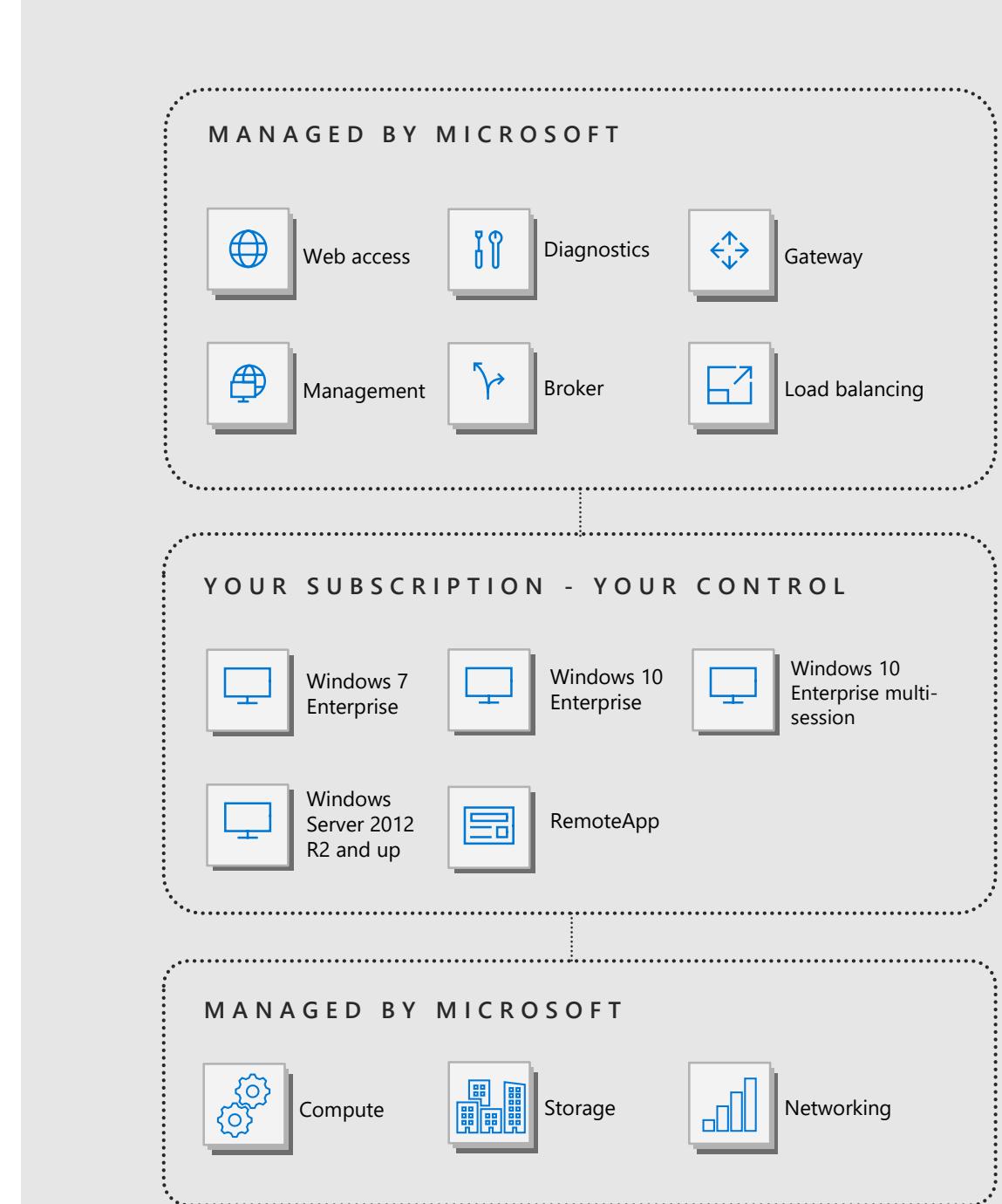
Utilizes Azure Active Directory identity management service

Provides virtualization infrastructure as a managed service

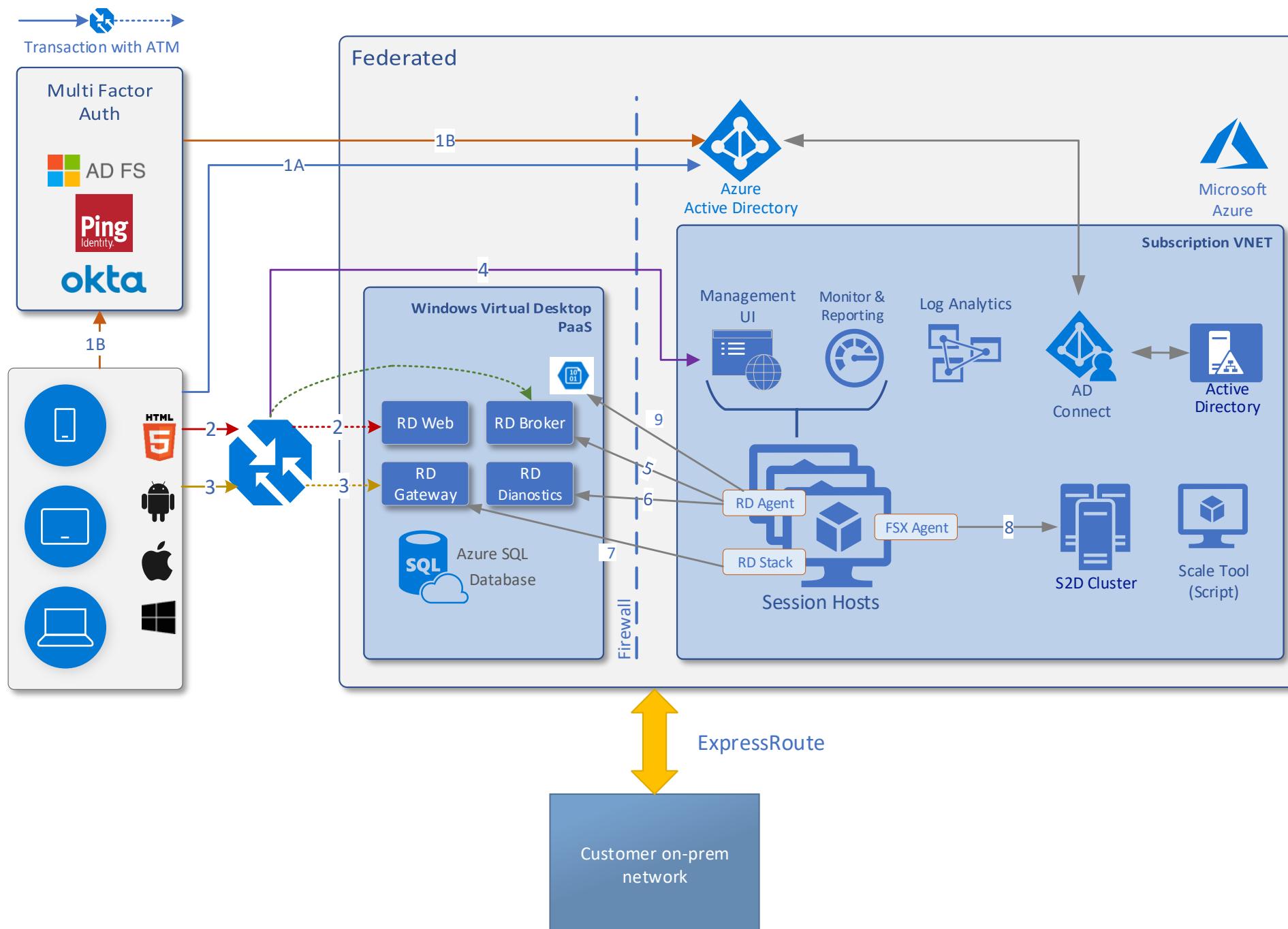
Deploy and manage VMs in Azure subscription

Manage using existing tools like Configuration Manager or Microsoft Intune

Simply connect to on-premise resources



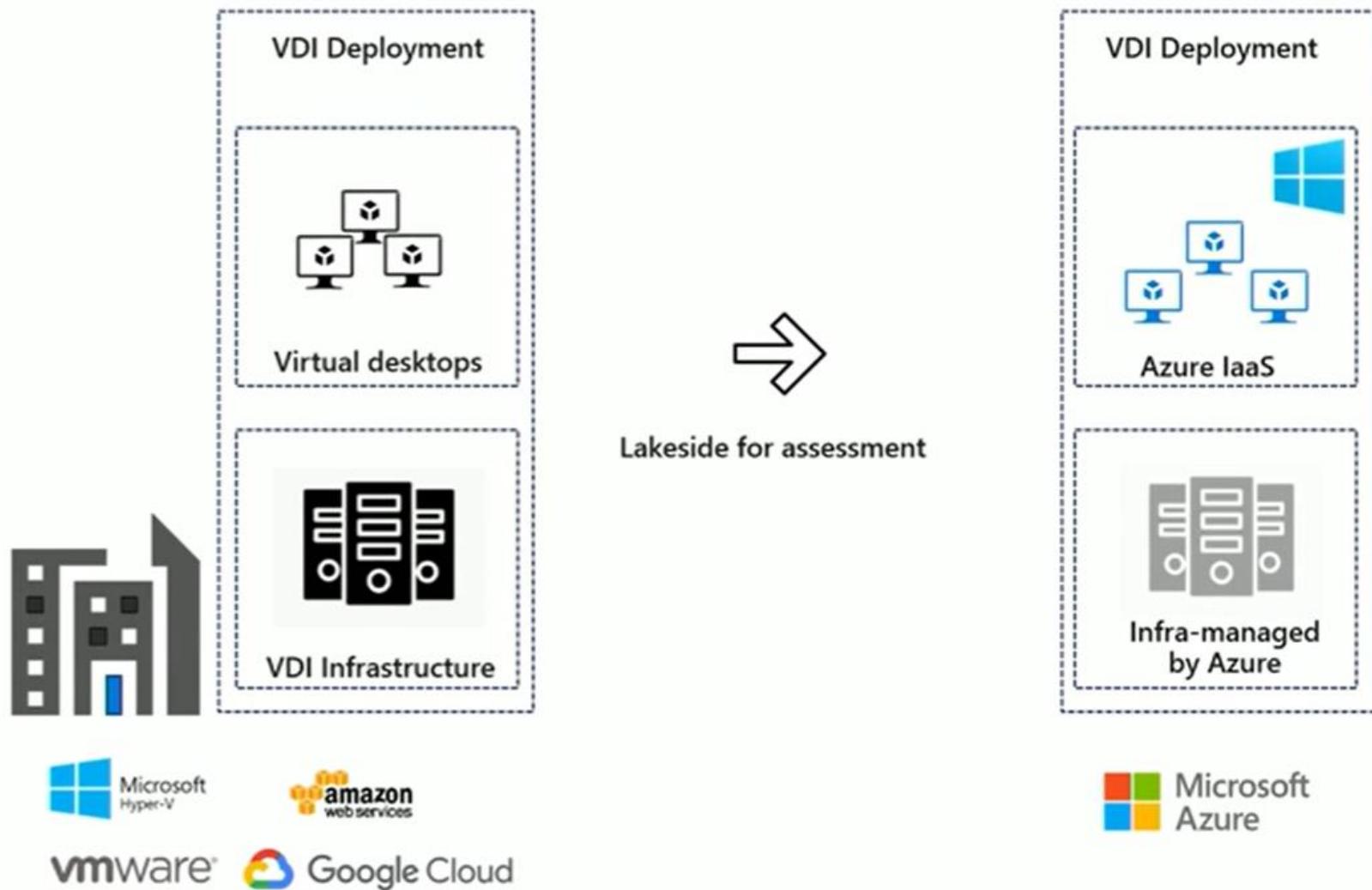
Windows Virtual Desktop Architecture Overview



Gateway Availability



Assessment | Windows Virtual Desktop



Lakeside Analysis

The screenshot displays the Lakeside® SysTrack Visualizer interface, specifically the 'Enterprise' tab. The main area shows a chart titled 'Application by CPU Avg, Mem Avg' comparing memory usage (Mem Avg) and CPU usage (CPU Avg) across various applications. Below the chart is a table providing detailed statistics for several executables.

Perspective: Basic

This field shows the name of the executable application program.

Application	CPU Avg (mips)	Mem Avg (MB)	IOPS Avg (iops)	Active Ratio (%)	Num Users	Num Systems	Num Versions	Num P
prezi.exe	3404 (21%)	44.4	0.5 (0%)	100	2	2	1	
pcounter.exe	3273 (20%)	1.7	2606.4 (1738%)	31.8	0	427	2	
cleanmgr.exe	2609 (16%)	19.2	18.4 (12%)	47	5	4	2	
updater.exe	509 (3%)	2.6	339 (226%)	14.4	59	164	6	
hpdevmode.exe	445 (3%)	0	13.7 (9%)	50.9	793	719	1	
regsvr32.exe	378 (2%)	0	61.2 (41%)	22	872	811	1	
smileboxclient.exe	347 (2%)	175	11.2 (7%)	29.1	1	1	1	

Copyright 2019 Lakeside Software

Lakeside Analysis

Microsoft Azure

Search resources, services, and docs (G+/)

snehaa@microsoft.com MICROSOFT

Home > Azure Migrate - VDI > Discovered users

Discovered users

ContosoMigration

Columns

User name User account Devices used Total applicatio... OS Used Multi user Win... Persona Target Azure V... Is ready for mi... Target location Target storage ... Active weekly h...

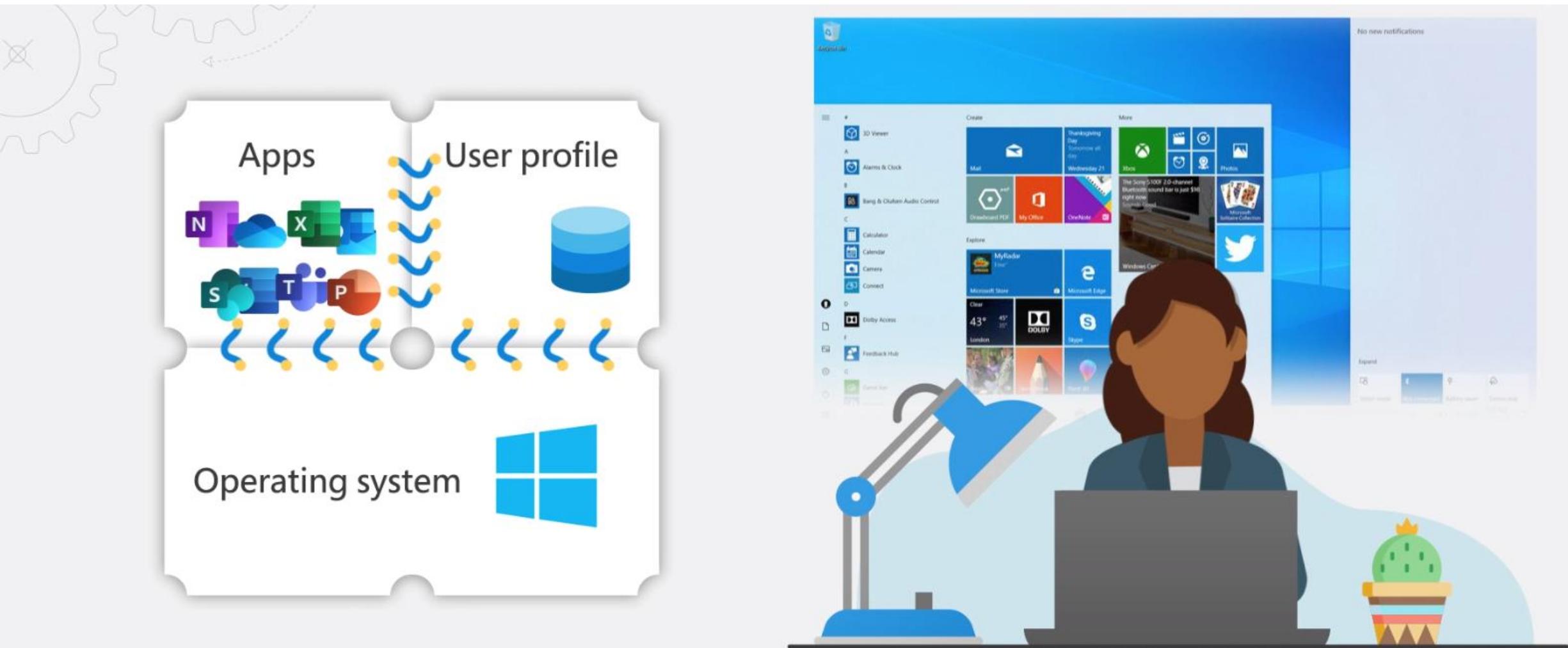
User name	User account	Devices used	Total applicatio...	OS Used	Multi user Win...	Persona	Target Azure V...	Is ready for mi...	Target location	Target storage ...	Active weekly h...
User3	FAREAST\user3	UserVM-3.dom...	4	Windows 10	No	Persona3	Standard_F2s_v2	Yes	West Central US	Standard SSD	45
User11	FAREAST\user11	UserVM-11.do...	4	Windows 10	No	Persona11	Standard_F2s_v2	Yes	West Central US	Standard SSD	45
User10	FAREAST\user10	UserVM-10.do...	4	Windows 10	No	Persona10	Standard_F2s_v2	Yes	West Central US	Standard SSD	45
User1	FAREAST\user1	UserVM-1.dom...	4	Windows 10	Yes	Persona1	Standard_F2s_v2	Yes	West Central US	Standard SSD	45
User2	FAREAST\user2	UserVM-2.dom...	4	Windows 10	No	Persona2	Standard_F2s_v2	Yes	West Central US	Standard SSD	45
User14	FAREAST\user14	UserVM-14.do...	4	Windows 10	Yes	Persona14	Standard_F2s_v2	Yes	West Central US	Standard SSD	45
User4	FAREAST\user4	UserVM-4.dom...	4	Windows 10	No	Persona4	Standard_F2s_v2	Yes	West Central US	Standard SSD	45
User6	FAREAST\user6	UserVM-6.dom...	4	Windows 7	No	Persona6	Standard_F2s_v2	Yes	West Central US	Standard SSD	45
User13	FAREAST\user13	UserVM-13.do...	4	Windows 7	No	Persona13	Standard_F2s_v2	Yes	West Central US	Standard SSD	45
User5	FAREAST\user5	UserVM-5.dom...	4	Windows 10	No	Persona5	Standard_F2s_v2	Yes	West Central US	Standard SSD	45
User12	FAREAST\user12	UserVM-12.do...	4	Windows 10	No	Persona12	Standard_F2s_v2	Yes	West Central US	Standard SSD	45
User17	FAREAST\user17	UserVM-17.do...	4	Windows 10	No	Persona17	Standard_F2s_v2	Yes	West Central US	Standard SSD	45
User9	FAREAST\user9	UserVM-9.dom...	4	Windows 10	No	Persona9	Standard_F2s_v2	Yes	West Central US	Standard SSD	45

Microsoft does not store or use any user assessment data. [Learn more](#)

Type here to search

9:31 AM
11/7/2019

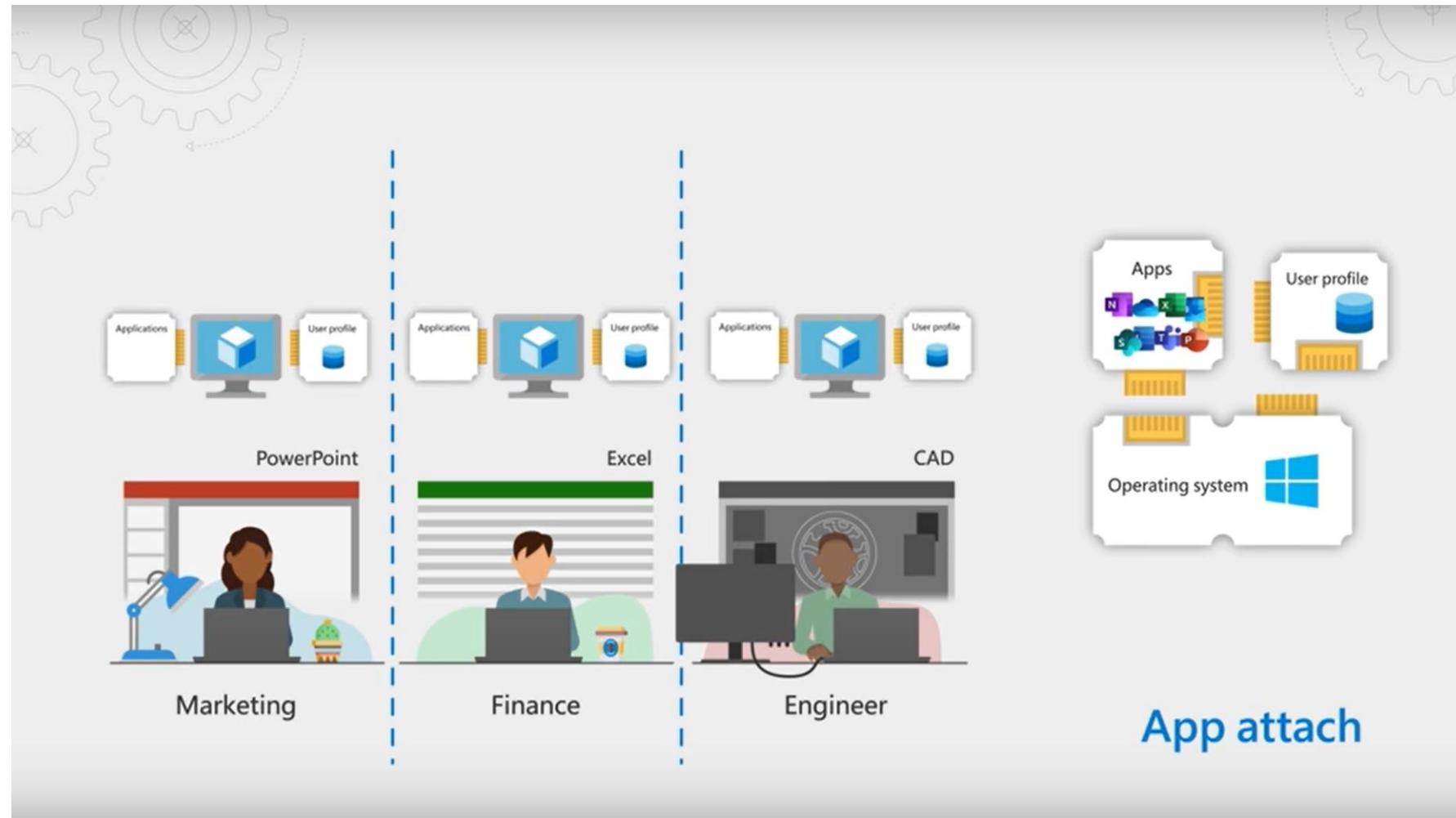
Separate the User Profile and Applications



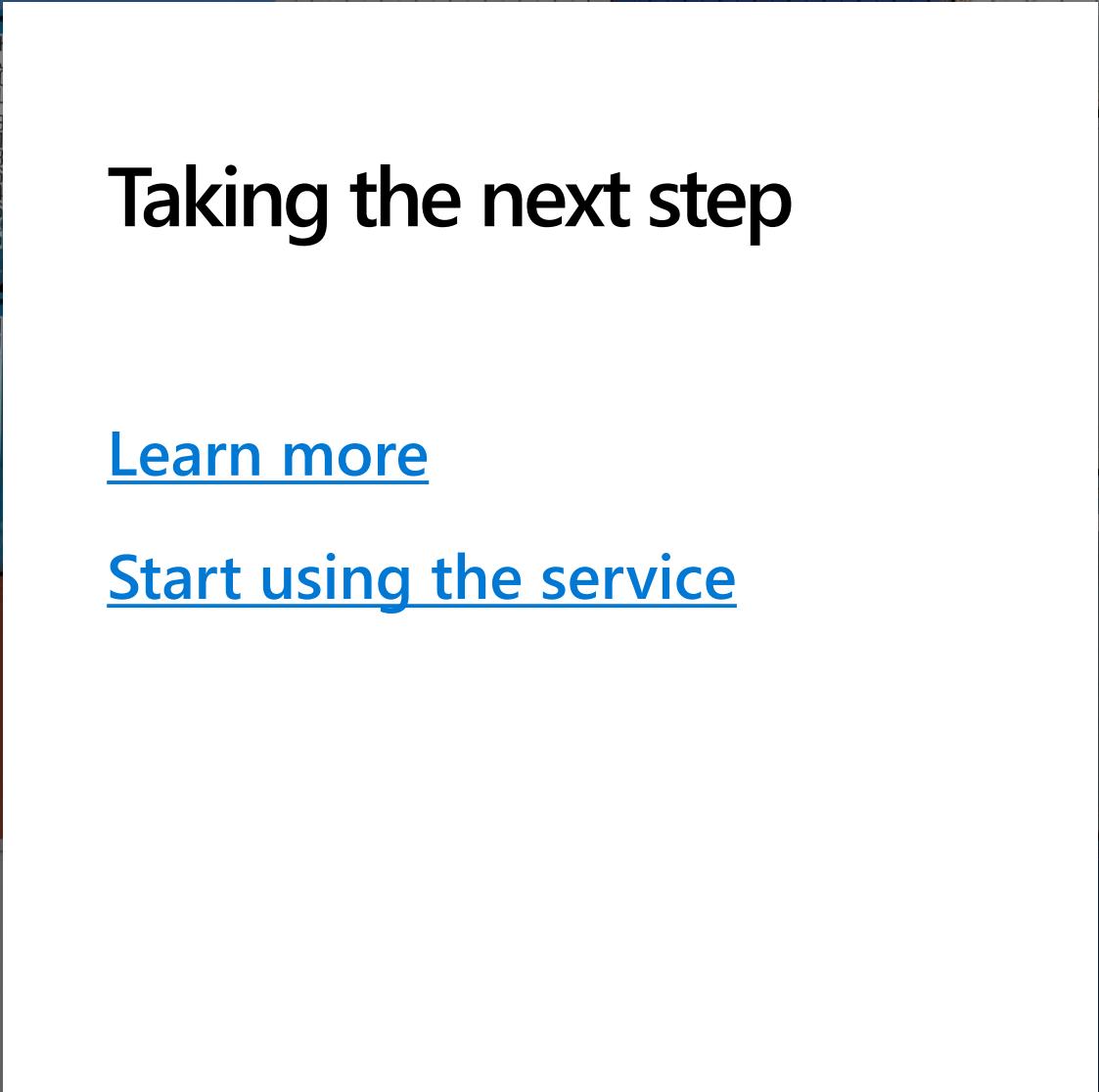
MSIX App Attach

App Attach feature

- **Containerize and dynamically mount apps to virtual machines in Azure**
- **No need to create a footprint on the OS partition.**



[More info](#)



Taking the next step

[Learn more](#)

[Start using the service](#)



WVD Learning and Additional Resources

- [Microsoft Remote Work and COVID -19 Campaign](#) – includes nomination form and FAQs
- [Windows Virtual Desktop documentation page](#) on Azure.com
- [WVD Azure page](#)
- [MS Learn Content on Windows Virtual Desktop](#)
- [Azure Academy](#)
- [Partner Zone](#) (content)
- [Partner Network](#) (training)
- [WVD Webinar Registration March 19](#) – Partners can register post event and will receive the content link.
- [Microsoft IT enabling Remote Workers Blog](#)
- [Enabling Remote Work Tech Community](#)



Deliver remote desktops and apps from Azure with Windows Virtual Desktop

1 hr 47 min • Learning Path • 0 of 4 modules completed

[Intermediate](#) [Administrator](#) [Azure](#) [Microsoft 365](#)

2300 XP

Windows Virtual Desktop on Microsoft Azure is a desktop and app virtualization service that runs on the cloud. Windows Virtual Desktop works across devices – including Windows, Mac, iOS, and Android – with full-featured apps that you can use to access remote desktops and apps.

Prerequisites

- Familiarity with server and client management concepts and tools
- Familiarity with Windows virtualization technologies, like Remote Desktop Services

Modules in this learning path



Introduction to Windows Virtual Desktop in Microsoft Azure

18 min • Module • 0 of 3 units completed

4.7 (124)

Learn about Windows Virtual Desktop.

400 XP

[Start >](#)[Overview ^](#)[Introduction to Windows Virtual Desktop](#)

10 min



<https://docs.microsoft.com/en-us/learn/patterns/m365-wvd/>

To be consistent with data protection laws, we're asking you to take a moment to review key points of our Privacy Policy, which covers all Google services and describes how we use data and what options you have. We'll need you to do this today.

REMIND ME LATER REVIEW NOW

YouTube NL

azure academy virtual desktop

SIGN IN

Up next

AUTOPLAY

Windows Virtual Desktop #2 Management
Azure Academy 1.8K views

Programming in Visual Basic .Net How to Connect Access...
iBasskung 28M views

Azure Fundamentals - #19 - Azure Disk Encryption
Azure Academy 2.8K views

Macs are SLOWER than PCs. Here's why.
Linus Tech Tips 2.6M views

Virtual Desktop Series
Azure Academy Updated 7 days ago

#TheAzureAcademy #CloudComputing #WindowsVirtualDesktop
Windows Virtual Desktop #1 Deployment

7,891 views • Apr 1, 2019

108 1 SHARE SAVE ...



<https://www.youtube.com/watch?v=qtx3rippZJQ&list=PL-V4YVm6AmwXGvQ46W8mHkpvm6S5IitK>

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 Microsoft | Azure for Partners Opportunity ▾ Migrate ▾ Innovate ▾ Enable ▾ Specialized ▾ All Microsoft 

Windows Virtual Desktop

A comprehensive desktop and app virtualization service that delivers simplified management, Windows 10 multi-session, optimizations for Office 365 ProPlus, and support for Remote Desktop Services (RDS) environments.

Partner opportunities

01 Discover Windows Virtual Desktop

02 Get started with Windows Virtual Desktop



Windows Virtual Desktop

Learn how the capabilities and benefits of Windows Virtual Desktop can help modernize and scale your virtualized desktops and apps on Azure.

[Learn more >](#)

Helpful resources:

- ↑ [General Availability blog announcement](#)
- ↓ [Windows Virtual Desktop pitch deck](#)
- ↓ [Windows Virtual Desktop - partner opportunity](#)



<https://www.microsoft.com/azure/partners/b/migrate/windows-virtual-desktop>

Learn More!

<https://aka.ms/wvdevent2020>

28th of April, 2020 | 11:45 - 17:00

Learn and connect. I'd like to start by thanking everyone that has adopted Windows Virtual Desktop since we announced general availability on September 30, 2019! The interest in Windows Virtual Desktop (WVD) is enormous and implementations are growing every single day.

This free community event is organized for Microsoft customers and community participants that are keen to learn from the best MVP Community WVD Rockstars out of Europe — sharing their experiences and best practices from the field.

Agenda

11:45 - 11:50 | Virtual walk-in

11:50 - 12:15 | **Christiaan Brinkhoff** - Opening Keynote

12:15 - 13:00 | **Micha Wets & Freek Berson** - Dealing with application landscapes on WVD, current and future!

13:00 - 13:45 | **Thomas Poppelgaard** - New Nvidia and AMD virtual machine GPU options for Windows Virtual Desktop

13:45 - 14:00 | Break

14:00 - 14:45 | **Marcel Meuer** - Tips 'n tricks to automate & monitor your WVD workloads

14:45 - 15:30 | **Bas van Kaam** - The Ultimate WVD partner cheatsheet

15:30 - 16:15 | **Simon Binder** - Managing a virtual workplace using Windows Virtual Desktop and Microsoft 365

16:15 - 17:00 | **Scott Manchester** - Closing Keynote

Webinar
Register Now

First name *

Last name *

Email *

Phone *

Job role *

Company name *

Country/Region... *

Open Q & A

Please ask any question in the Q&A

We will read your questions and answer them in this meeting , or a next meeting.



Poll



Which Topics should we cover next?

Planned Sessions	Main Topics
Friday, April 03, 2020	<ul style="list-style-type: none">• Windows Virtual Desktop
Thursday, April 09, 2020	<ul style="list-style-type: none">• Microsoft Teams Hybrid Environments• Interoperability with external systems
Wednesday, April 15, 2020	<ul style="list-style-type: none">• Microsoft Teams Governance, Compliance and Security (Information Protection)
Friday, April 17, 2020	<ul style="list-style-type: none">• Skype for Business to Microsoft Teams Migration• Guest access & external access in Microsoft Teams

- 1) Teams for Healthcare
- 2) Teams for Education
- 3) Power Platform (how to leverage, deep dive on Crisis Communication App,...)
- 4) Security
- 5) Information Protection
- 6) Any Other Suggestions?

Feedback Form

- Feedback on sessions
- Topic suggestions

Please take 1 minute to fill the survey and help us improve!



or <https://aka.ms/WE-TechOfficeHoursSurvey>

Partner Support Resources

WE Weekly Technical Office Hours

- **Goal:** address the main technical topics around working remotely and leveraging Microsoft technology (incl. Teams, Security, Power Platform, Windows Virtual Desktop...)
- Weekly Sessions – aka.ms/WE-TechOfficeHours
 - **Wednesdays at 12:00 – 13:00 CET** (11:00 – 12:00 WEST, 13:00 – 14:00 EEST)
 - **Fridays at 13:00 – 14:00 CET** (12:00 – 13:00 WEST, 14:00 – 15:00 EEST)

NEXT WEEK

Thursday April 9, 13:00 – 14:00 CET (12:00 – 13:00 WEST, 14:00 – 15:00 EEST)

- Hosted and moderated by **experts** on these topics, from **WE OCP Technical Team, EMEA Partner Tech Services and Corp Engineering Team**

Get help now

- Check out the [Technical Support Options](#) for Microsoft Partners
- If you have a **dedicated Partner Development Manager / Partner Technology Strategist** – reach out to them [directly](#) with your query
- If you do not have a dedicated Partner Development Manager / Partner Technology Strategist, and you need **guidance on a specific customer scenario** (pre-sales technical or deployment assistance) – make use of your [advisory hours](#) and reach out to [Partner Technical Services](#)

Other Partner Resources

- **Best practices and discussion for remote work**
 - [Best practices](#), based on Microsoft internal learnings
 - (new) [Microsoft Tech Community](#) forum for discussing / sharing best practices
- **Enabling Microsoft Teams**
 - We recommend that partners lead with the [CSP Trial](#). See details in our [news article](#).
 - For customers who **don't align to the CSP Trial**, partners can get access to the **Office 365 E1 Trial** for them. Go to [Partner Center Support](#) and click on *CSP > Cannot find an offer in the catalog*.
- **Resources for Education Partners**
 - Check out the [EDU Partner Flash on Yammer](#)
 - **[Office 365 A1 – Free](#)** versions to **all educational institutions**: unlimited chat, built-in group and one-on-one audio or video calling, 10 GB of team file storage, and 2 GB of personal file storage per user. You also get real-time collaboration with the Office apps for web, including Word, Excel, PowerPoint, and OneNote. No restrictions for # of users.
 - **[Microsoft Teams for Free](#)** (**Individuals** and **IT roll-out** – in Office 365 A1 above): unlimited chat, built-in group and one-on-one audio or video calling, 10 GB of team file storage, and 2 GB of personal file storage per user.
 - **[Minecraft: Education Edition](#)**: We've extended access to Minecraft: Education Edition to all free and paid O365 Education accounts through the end of June 2020 and published a [M:EE remote learning toolkit](#) with links to >100 Minecraft lessons and STEM curriculum.

Thank You!



Backup Slides

Microsoft cloud services continuity

Global supply chains

- We plan for contingencies including upstream supply chain interruptions, so we are actively working with our supplier base to assess the impact, and to prioritize and expedite available supply where possible to manage and minimize the impact on Azure.

Potential capacity impact

- We are reviewing the impact of these supply chain factors on our infrastructure capacity. As demand continues to grow, if we are faced with any capacity constraints in any region during this time, we have established clear criteria for the priority of new cloud capacity. Top priority will be going to first responders, health and emergency management services, critical government infrastructure organizational use, and ensuring remote workers stay up and running with the core functionality of Teams. We will also consider adjusting free offers, as necessary, to ensure support of existing customers.
- Many customers take advantage of Azure so that their applications can expand/contract to respond to demand, so ensuring this 'breathing room' for existing solutions takes precedence over new deployments. In these situations, we work with customers to identify alternative regions and/or alternative resource types. We acknowledge that any capacity constraints have real impact to our customers and partners, so these situations have the full attention of our Azure leadership team.

Demand increases

- We are aware of several large-scale plans by corporations, schools, and even governments to encourage remote work. In line with these plans, we have seen some spikes in usage, but these have been well-within the range of our expected usage volatility.
- We continue to monitor usage very closely and are refreshing our demand model assumptions regularly to provide early visibility to any required shifts in planned capacity. As customer plans are fluid, we are proactively working to ensure we are well-positioned to provide the needed support.
- Our comprehensive service continuity plan aims to ensure that all of our services keep running smoothly, even during events such as COVID-19. The plan accounts for increased usage, enables us to remotely manage our services, and leverages a geographically diverse engineering workforce to support those services.
- If issues arise for any our customers, we will respond and mitigate with the same urgency that we always have. If at any point, we identify issues which may require an extended mitigation due to **temporary resource constraints** we will work closely with impacted customers to communicate and mitigate through our established channels (e.g. Service Health alerts).

Report Azure deployment issues to support via the Azure portal

<https://azure.microsoft.com/en-gb/blog/our-commitment-to-customers-and-microsoft-cloud-services-continuity/>