

Microsoft 365 Service Lifecycle and Support



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Overview



Microsoft 365 service lifecycle

Microsoft 365 support offerings



Microsoft 365 Service Lifecycle



On-premises We Had a Lot of Control



With On-Premises applications we could decide when

- We apply a certain update
- We migrate to the next version of a tool
- We make any changes to software

With Software as a Service we lose a lot of that control

- Provider deploys updates to the service
 - Provider controls schedule!

How Do We Still Stay in Control?

Understand Feature Lifecycle

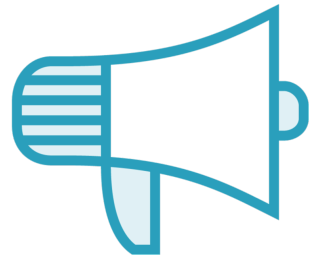
Keep up to date



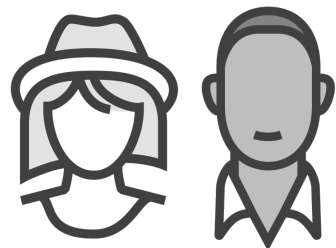
Microsoft 365 Feature Lifecycle



Development



Announcement



Private preview



Public preview



General availability



Microsoft 365 Feature Lifecycle

Development

Microsoft works on a feature until the point they judge it's ready to be used by customers.

Private Preview

Microsoft selects a group of interested customers to try out the feature in production. Those customers have direct access to the product team.

Public Preview

Anyone who is interested in trying out the feature can enable it. No SLA on support if there is a bug. You might be able to use the feature for free!

General Availability

The feature is available in all tenants and is fully supported for production use. If the feature requires a subscription - you will need to pay to use it from this point on.



Release Preferences

Release preferences

Choose how your organization gets new features and service updates from Office 365.

[Learn more about release validation at Microsoft](#)

This setting doesn't affect how Office apps, such as Word and Excel, get new features and updates. To choose when Office apps get new features and updates, go to [Office installation options](#).

☐ Standard release for everyone

Your entire organization gets updates when we release them broadly.

☒ Targeted release for everyone

Your entire organization gets updates early.

☐ Targeted release for select users

Pick people to receive updates early to preview them before they're released to everyone else.

You can configure the release preferences for your organization

- Standard release for everyone
 - Entire organization gets updates only when GA
- Targeted release for everyone
 - Entire organization gets updates early
- Targeted release for select users
 - Pick people to get updates early

Many organizations have two tenants

- Standard release for production
- Targeted release for QA



Central roadmap for all Microsoft 365 services

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

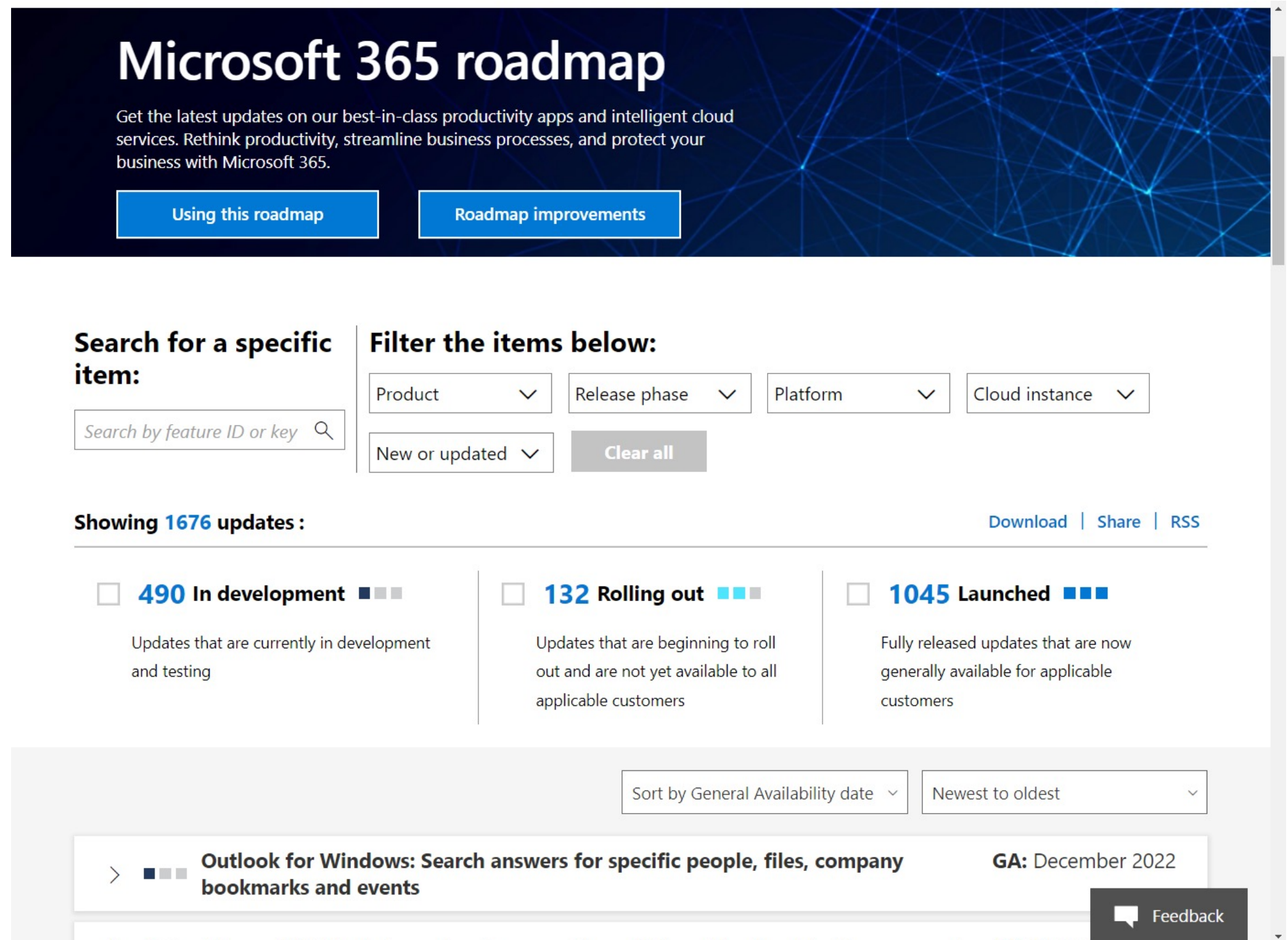
Follow features through stages

In development

Rolling out

Launched

Can also subscribe to RSS feed of the roadmap



Microsoft 365 roadmap

Get the latest updates on our best-in-class productivity apps and intelligent cloud services. Rethink productivity, streamline business processes, and protect your business with Microsoft 365.

[Using this roadmap](#) [Roadmap improvements](#)

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☐ **490 In development** ■■■
Updates that are currently in development and testing

☐ **132 Rolling out** ■■■
Updates that are beginning to roll out and are not yet available to all applicable customers

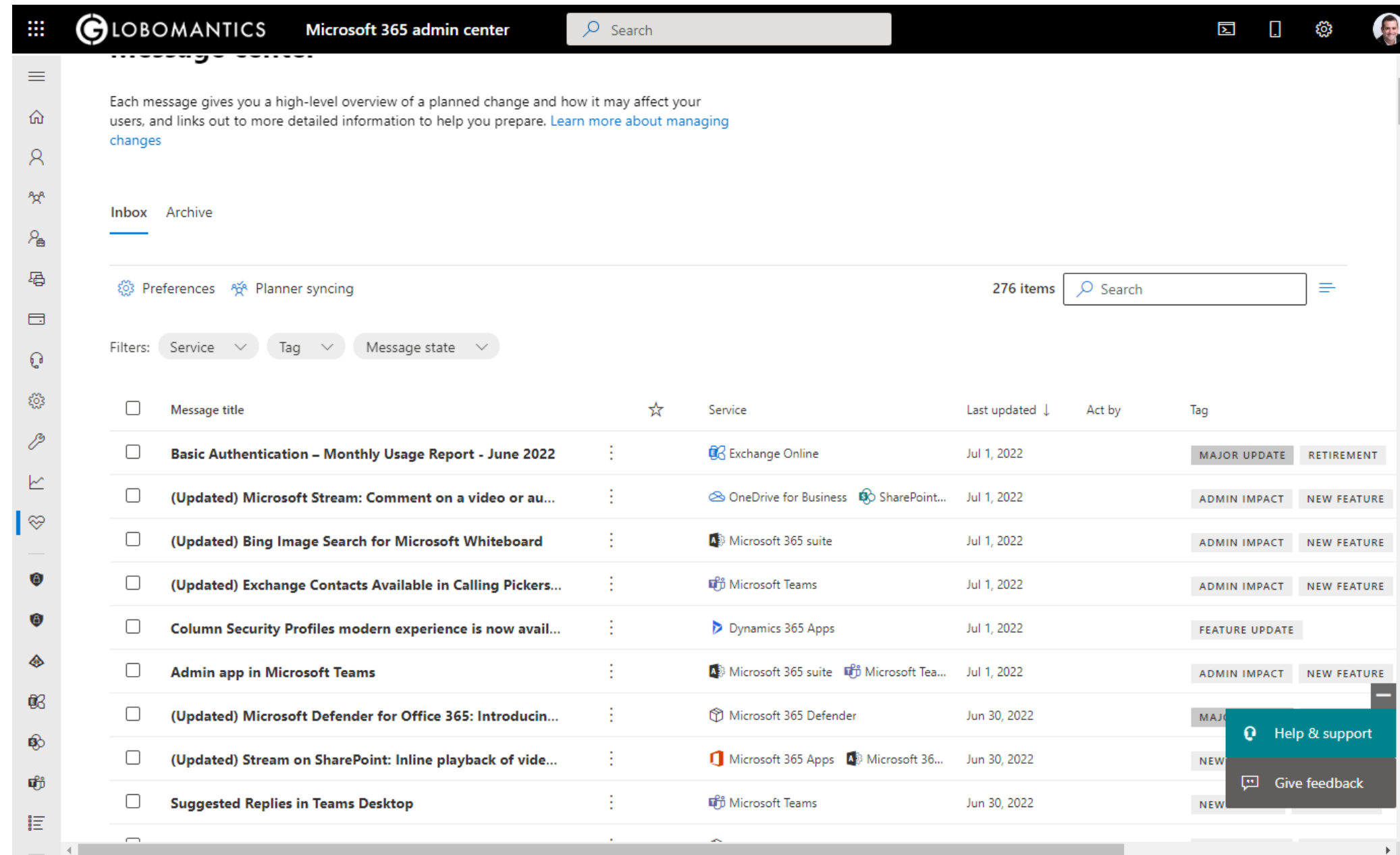
☐ **1045 Launched** ■■■
Fully released updates that are now generally available for applicable customers

> ■■■ Outlook for Windows: Search answers for specific people, files, company bookmarks and events **GA:** December 2022

[Feedback](#)



Microsoft 365 Message Center



Found in the admin portal

All new features or changes that will be coming to your tenant

Multiple categories & filters

You can sync messages to Planner

- Create a task list to review at your change management meetings!



Demo



Microsoft 365 Roadmap Message Center



Microsoft 365 Support Offerings



Getting Support for Microsoft 365



On-premises we usually turn to the application administrators

- Log on the server to troubleshoot
- Reboot the service / server
 - Kick the server 😊

We don't have access to the back-end in a SaaS model!



Two Types of Problems

General Service Outage

Problem In Your Tenant



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

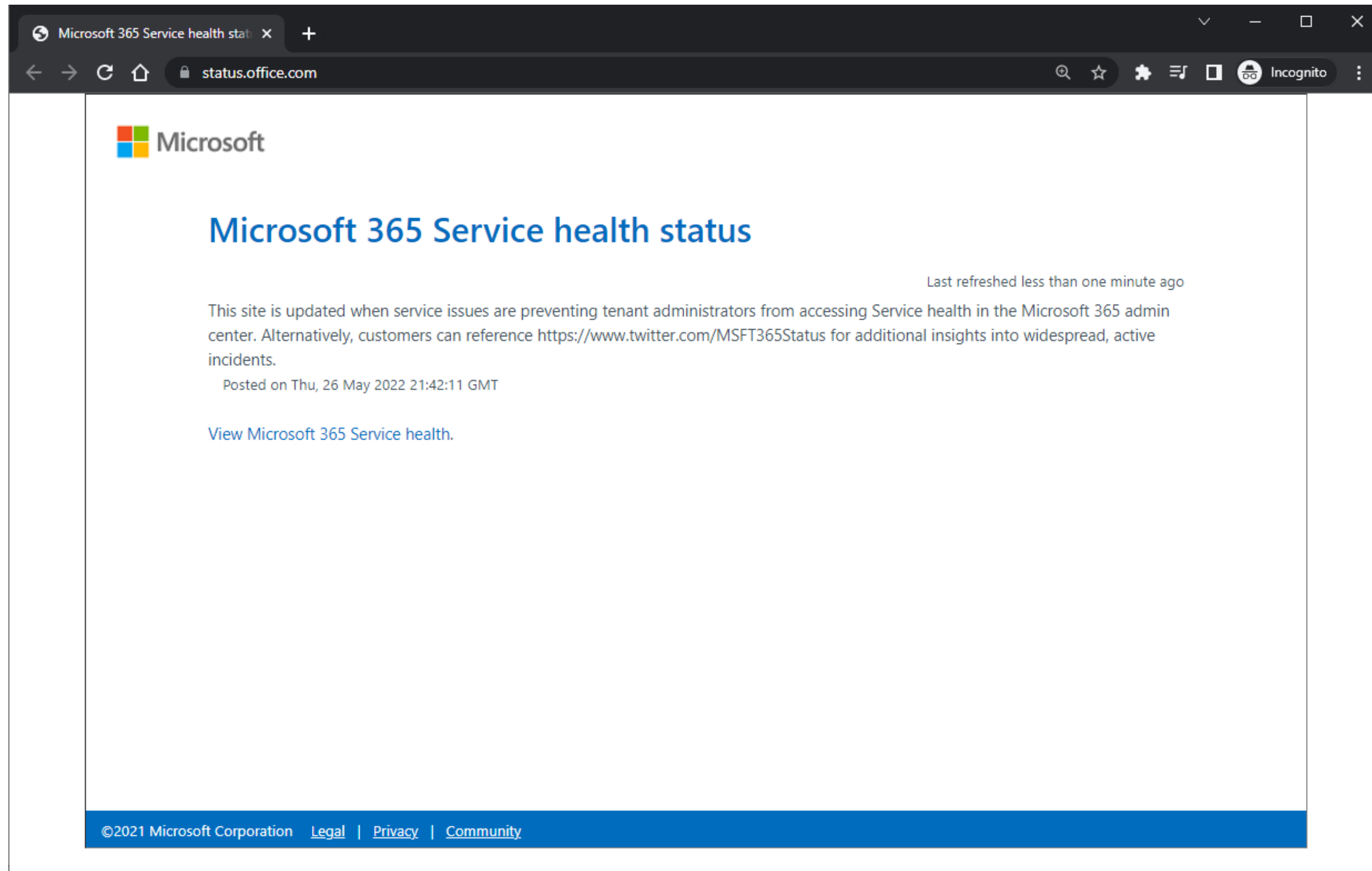
Service Health Dashboard

The screenshot shows the Microsoft 365 admin center interface. At the top, there's a header with the Microsoft 365 admin center logo, a search bar, and a user profile. Below the header, there's a sidebar with various icons. The main content area is titled "Microsoft service health" and includes a description: "Shows the current health status of your Microsoft services, and updates when we fix issues." Below this, there's a table listing services and their status.

Service	Status
Exchange Online	1 incident
Microsoft 365 Defender	1 advisory
Microsoft 365 suite	1 advisory
Azure Information Protection	Healthy
Dynamics 365 Apps	Healthy
Identity Service	Healthy
Microsoft 365 Apps	Healthy
Microsoft Bookings	Healthy
Microsoft Defender for Cloud Apps	Healthy



What if We Cannot Login to the Admin Center?



Microsoft 365 Support

Contact support

Title*

Cannot send e-mail

Description

Good problem description goes here :)

Confirm your number*

+1



123456789

Confirm email addresses of authorized contacts* ⓘ

Microsoft will work directly with contacts listed to resolve this service request.

Administrators can open tickets through the Microsoft 365 admin center

First contact through phone with Microsoft support

Next steps depend on what problem is

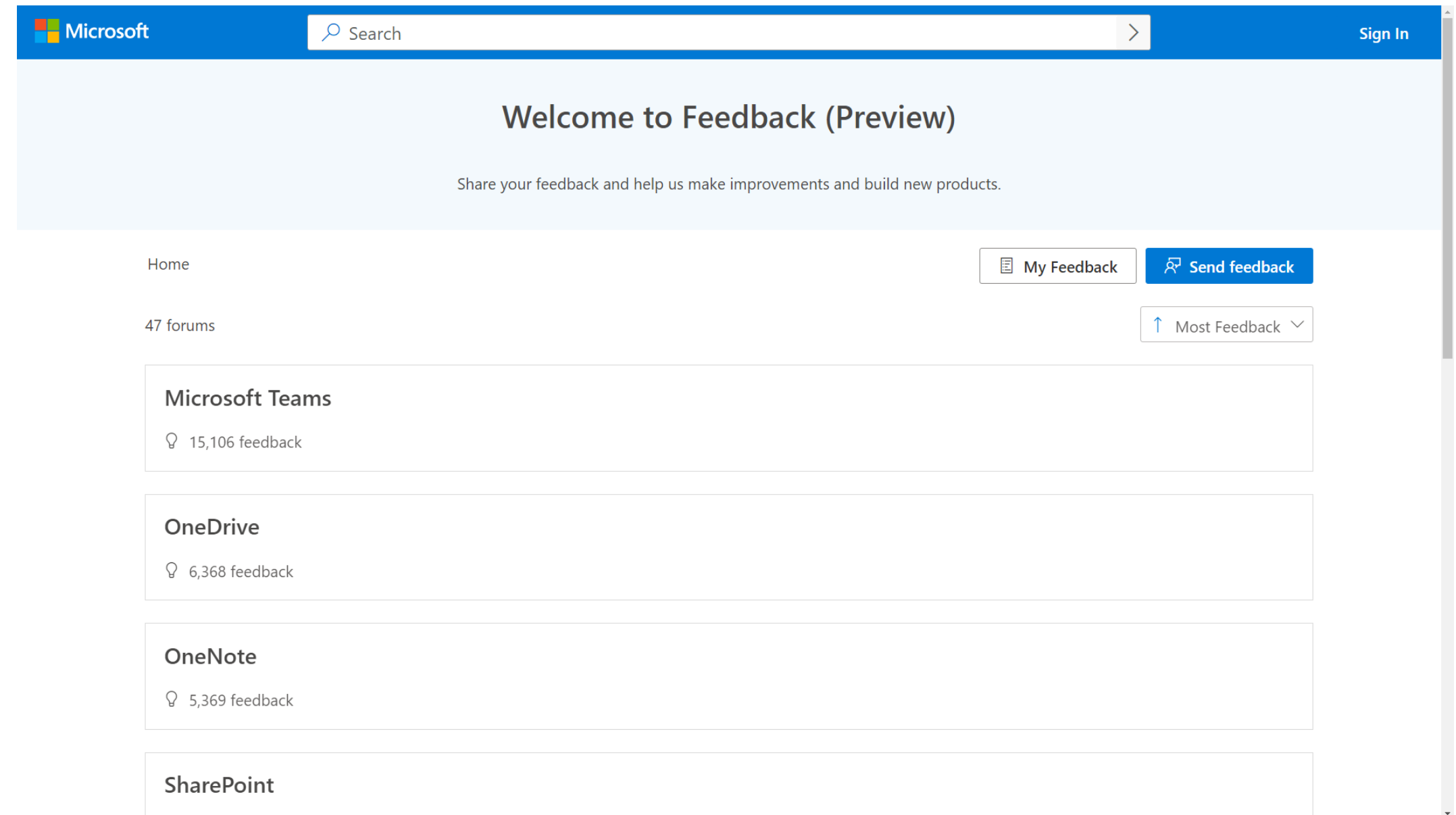


You can submit feature suggestions to Microsoft

Microsoft feedback portal

Each product has a category

Other users can upvote features important to them



<https://feedbackportal.microsoft.com>



Demo



Service health dashboard

Opening a support ticket

Microsoft feedback portal



Conclusion



Microsoft 365 service lifecycle

Private preview

Public preview

General availability

Keep up to date with the Microsoft 365 roadmap

Microsoft 365 support offerings

Service health dashboard

Support tickets

Feedback portal



Up Next:
Course Conclusion

