Microsoft 365

MS-900 Learning Path: Describe Microsoft 365 pricing, licensing, and support

Course Agenda

Learning Path – Describe cloud concepts

Learning Path – Describe Microsoft 365 apps and services

Learning Path – Describe Microsoft 365 security and compliance capabilities

Learning Path – Describe Microsoft 365 pricing, licensing, and support

Learning Path Agenda

Describe Microsoft 365 pricing, licensing, and billing options

Describe support offerings for Microsoft 365 services

Module 1: Describe Microsoft 365 pricing, licensing, and billing options

Module 1 Introduction

After completing this module, you'll be able to:

- Describe the pricing models available for Microsoft cloud services

- Describe billing management features such as billing frequency and methods of payment

- Describe the differences between base licensing and add-on licensing

Pricing models for Microsoft cloud services

Cloud Solution Provider (CSP) model:

Microsoft partner program that provides the expertise and services you need through an expert CSP partner.

- The CSP manages your entire subscription, provide billing and technical support.
- Provides a pay-as-you-go subscription model with per-user, per-month pricing.

Enterprise Agreements:

Designed for organizations that want to license software and cloud services for a minimum three-year period.

- A single organization-wide agreement.
- 24x7 technical support, planning services, end-user and technical training, and unique technologies through Software Assurance.

Direct Billing:

Buy and pay for your Microsoft 365 subscription with a credit or debit card, or a bank account.

Trial:

Sign up for a free trial subscription for Microsoft 365 for 30 days.

Billing and bill management options

Billing account options	Consumption and fixed cost models	Bill management
The Microsoft 365 admin center currently supports the following type of billing accounts: • Microsoft Online Services Program • Microsoft Products & Services Agreement (MPSA) Program • Microsoft Customer Agreement	• Consumption-based price: charged for only what you use, known as *Pay-As-You-Go*. • Fixed-priced: charged for instances whether or not they're used.	Microsoft 365 admin center allows you to: • Manage subscriptions and licenses • View billing statements. • Modify payment methods • Modify billing frequency • Buy and manage other services or features • Manage billing notification emails and invoice attachments

Available subscription plans

E3 E5

Microsoft 365 for Home

Bring the same great productivity benefits into your personal and family life with *Microsoft 365 Personal* or *Microsoft 365 Family.*

Microsoft 365 Education

Designed for educational institutions. Has three subscription plans for faculty and students.

Microsoft 365 Government

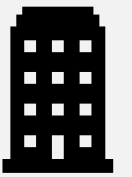Designed for government institutions. Has two subscription plans.

Microsoft 365 for Business

Designed for small and medium-sized organizations that have up to 300 employees. Has four subscription plans.

Microsoft 365 Enterprise

Designed for large organizations. Has three subscription plans and four subscription plans for Office 365.

Available licensing options

A **license,** or **base license** allows users to use the features and services included in the subscription plan.

Subscription licenses (USLs):

Microsoft 365 products and services are available as USLs and are licensed on a per-user basis.

- Full USLs
- Add-on USLs
- From SA USLs
- Step Up USLs

Types of add-ons:

Add-ons provide more capabilities to enhance your subscription.

- Traditional add-ons
- Standalone add-ons

User and billing management in the Microsoft 365 admin center

Module 2: Describe support offerings for Microsoft 365 services

Module 2 Introduction

After completing this module, you'll be able to:

- Describe the support offerings available for Microsoft 365 and how to create a support request

- Describe service level agreements (SLAs) concepts

- Identify how to track service health through the Microsoft 365 admin center

- Describe how organizations can provide feedback on Microsoft 365 products and services

Support options for Microsoft 365 services
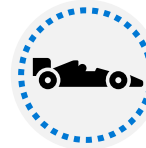
Community-based support

Self-help

Web chat, email, and phone support

Q&A forums and online help

Pre-sales support

FastTrack

Microsoft unified support

Support through a Microsoft Partner

Microsoft Support and Recovery or Business Assist for Microsoft 365

Support requests in the Microsoft 365 admin center

Service level agreement concepts

Microsoft 365 services guarantees level of service for your organization. Level of service is detailed in a legal agreement referred to as a **Service Level Agreement (SLA).** The SLA describes Microsoft's commitments for uptime and connectivity for Microsoft Online Services.

Service Level	Claim
Incident	Applicable monthly service fees
Uptime	Service credit
Downtime and scheduled downtime	Uptime agreement

Track the service health status

View the health status of Microsoft 365 services:

- Microsoft 365 admin center

- Microsoft 365 Admin app on your mobile device

- Sign up for email notifications of new incidents that affect your tenant and status changes for an active incident

- Microsoft 365 Service health status page to check for known issues

- Sign up to follow Microsoft 365 at @MSFT365status on Twitter to see information on certain events or issues

Share feedback on Microsoft 365 services

You can directly influence change at Microsoft by providing feedback through the following ways:

- Send feedback from within a Microsoft 365 app using the Help button
- Send feedback directly within the community feedback web portal, Feedback
- Send feedback from the Windows Feedback Hub, located directly on your Windows device

Knowledge Check

*Populate with instructions to use
the polling tool of your choice*

Module 1:
PowerShell and Azure Command Line (CLI)

1. Use your Smartphones or Mobile Devices

2. Go to *(insert polling app link of your choice)*

3. Enter Code: 123-45-678

4. Please participate in the quiz for this section

Which one?

A. Azure Portal

B. PowerShell

C. Local Tool
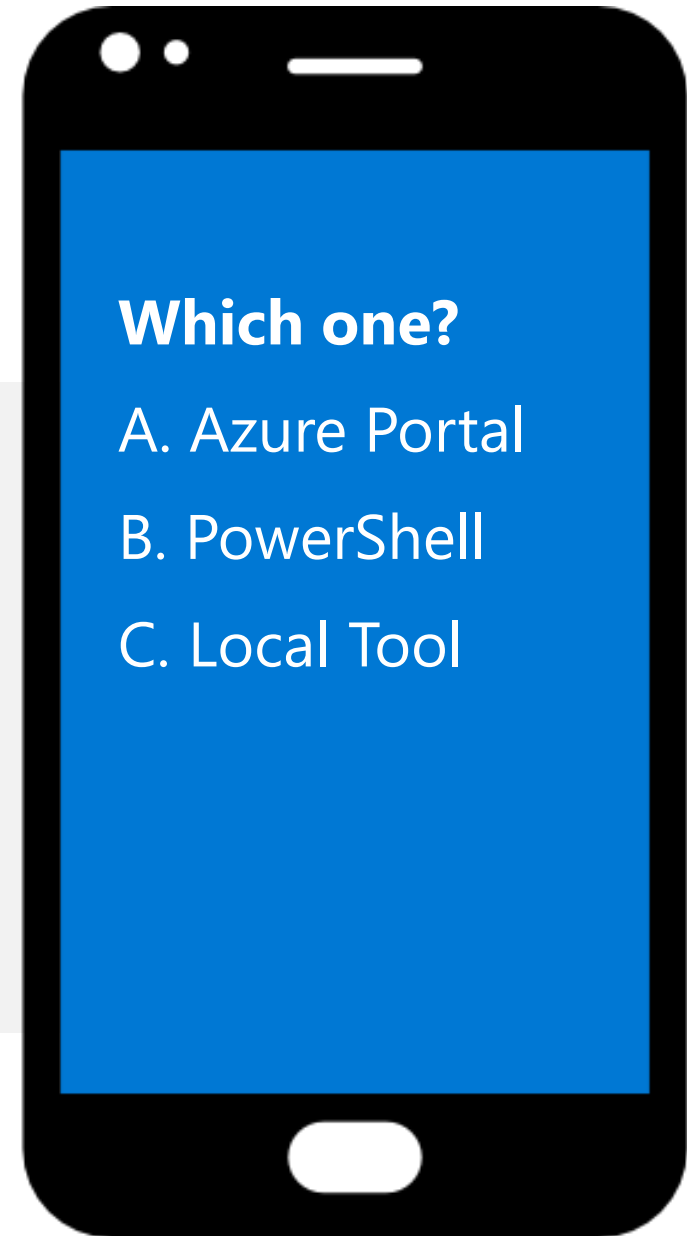
Learning Path Summary

Learned about Microsoft 365 pricing, licensing and billing options

Learned about support offerings for Microsoft 365 services