

Technology Pillar	Solution Type	Service	Effort (Hrs)	Description	Notes
		Priority Tickets		When you declare an emergency ticket it will cost 10 credits for the emergency	
		Quarterly Workshops		Mandatory quarterly meetings to define objectives and	
		Monthly Check-in		Monthly check-in calls to review progress against	
Modern Work	M365	Licensing	1-2	Assign licensing by groups	
Modern Work	M365	Domain add	2	Add additional domain, assist customer with DNS	
Modern Work	M365	Teams	24	Configure Teams guest access	
Modern Work	Hybrid	AADConnect	2	Troubleshoot sync issue	
Modern Work	Hybrid	AADConnect	1	Modify synced OUs	
Modern Work	Hybrid	AADConnect	1-2	Upgrade AADConnect software	
Modern Work	Hybrid	AADConnect	1	Modify existing AAD Connect config settings	
Modern Work	Hybrid	AADConnect	2-4	Install new secondary AAD Connect server in standby	
Modern Work	M365	Authentication	2-4	Enable SSO, small environment.	Test up to 3 Computers
Modern Work	Exchange	Updates	2-4	Install CU and prerequisites	
Modern Work	Exchange	Mail flow	2-4	troubleshoot mail flow problem	
Modern Work	Exchange	Policies/Rules	1-2	Create new transport rule	
Modern Work	Exchange	Mailboxes	1-2	Export mailbox to PST	.25 per PST
Modern Work	Exchange	Rules	1-2	Create email disclaimer	
Modern Work	Exchange	Mail Flow	1-2	Troubleshoot SPAM issues	Does not include DKIM/DMARC
Modern Work	Exchange	Security	4-8	Setup SPF/DKIM/DMARC	Per Domain
Modern Work	AD	Create GPO	1-2	Create a new GPO, basic (documented) task	
Modern Work	AD	Troubleshoot GPO	1-2	Troubleshoot GPO application	
Modern Work	AD	Replication	2-4	Troubleshoot AD replication issue	
Modern Work	AD	Time services	1-2	Configure domain time services on DC	
Modern Work	AD	NPS	1-2	Troubleshoot NPS issues	
Modern Work	AD	DNS	1-2	Troubleshoot DNS errors	
Modern Work	AD	DC	2-4	Install additional domain controller to existing domain	
Modern Work	AD	Certificates	2-4	Renew expired certificate, internal CA	
Modern Work	AD	Certificates	4-8	Migrate internal CA to new server	
Modern Work	M365	Intune	1-2	Troubleshoot application policy	
Modern Work	M365	Intune	1-2	Troubleshoot device configuration profile	
Modern Work	M365	Intune	1-2	Troubleshoot device enrollment issues	
Modern Work	M365	Intune	2-4	Create/modify Windows update rings	
Modern Work	M365	Intune	2-4	Create or update compliance policies	
Modern Work	Active Directory	DNS	2-4	Troubleshoot DNS errors	
Modern Work	Active Directory	DC	2-4	Troubleshoot replication or other ADDS errors	
Modern Work	Active Directory	DHCP	2-4	Create/modify DHCP scopes	
Modern Work	M365	Defender for Office 365	40	Defender for Office 365 Setup	
Modern Work	M365	Intune	40	Intune Windows Pilot (up to 5 devices)	
Modern Work	M365	SharePoint	40	File Share Conversion to teams(Up to 100,000 items, or	
Modern Work	M365	Exchange	40	DL group conversion to 365 groups (limit of 50 groups at	
Modern Work	M365	Power BI	40	Power BI & Power Automate Training	
Modern Work	M365	Security	30	Identity and Access Management. (MFA check, Risky	
Modern Work	M365	Intune	30	Autopilot enablement (up to 5 devices)	
Modern Work	M365	Intune	20	Intune line of business app deployment	This could be a lot lower if apps are
Modern Work	M365	Intune	20	Intune computer configuration (1 new policy)	
Modern Work	M365	Intune	20	Intune Compliance configuration (1 new policy)	
Modern Work	M365	Defender for Workstations	20	Defender for Workstations (need to explore this)	Up to 5 workstations
Modern Work	M365	Security	20	Microsoft Defender XDR Training	
Modern Work	M365	Security	20	Microsoft Defender XDR Pilot	
Modern Work	M365	Security	20	Microsoft Dender for Cloud Apps Training (up to 2	
Modern Work	M365	Security	20	IRM Training	
Modern Work	M365	Security	20	IRM Pilot	
Modern Work	M365	Security	20	DLP and Retention Training	
Modern Work	M365	Security	20	DLP and Retention Setup	
Modern Work	M365	Intune	40	Intune Mobile device Pilot (40)	
Modern Work	M365	Intune	30	Universal Print Setup (up to 5 printers)	
Modern Work	M365	Intune	20	BitLocker setup (up to 5 devices)	
Modern Work	M365	Security	40	Secure Score Review	Review the list of suggestion for improvements to SecureScore. This
Modern Work	M365	Intune	30	Office app deployment pilot (up to 5 devices)	
Modern Work	M365	Security	32	Defender for Identity	
Modern Work	M365	Security	16	Entra Identity Protection	Entra Identity Protection helps to find if your organizations credentials have been compromised on the dark web. This adds an
Modern Work	M365	Security	32	EntraID PIM	
Modern Work	M365	Security	16	EntraID Access Review	
Modern Work	M365	Teams	40	Teams Governance (Configure and Deploy Request a	
Modern Work	M365	Security	16	EndPoint DLP	
Modern Work	M365	Security	32	Shadow IT Assessment (Defender for Cloud Apps)	
Modern Work	M365	Security	16	Risk Based Conditional Access	
Modern Work	M365	Security	8	Use 1 Premium Compliance Solution Assessment and review results	These Solution assessments will compare a customers tenant to a security framework to see what items are out of compliance or what controls are enabled. This is a great
Modern Work	Azure	MFA	16-40	Design and configure MFA policies	Effort would depend on number of policies desired, complexity of the
Modern Work	Active Directory	DC	24-40	Simple Domain Controller upgrade/migration to newer	Effort depends on complexity,
Modern Work	M365	Intune	24-40	Configure Intune policies, small scale	Small scale examples: 1 or 2 Device
Modern Work	M365	Defender	24-40	Onboard Windows device to Defender for Endpoint	Allow 1-2 hrs per device
Modern Work	Azure	Enterprise Apps	24-40	Congure SSO for one Enterprise Application	
Modern Work	AD/M365	AAD Connect	8-12	Install new active/standby server configuration	
Modern Work	M365	Exchange	8-12	Upgrade or migrate to new Exchange Hybrid server	
Modern Work	M365	SharePoint	40+	Migrate onpremises SharePoint or file server to Online	