

Microsoft 365 Basic CSP Support

Service Definition

As part of the Microsoft CSP solution sold by Logicalis, we will provide business hour basic break/fix support. This support service requires a documented member of the customer IT team to submit the service request. Support services will be delivered by the Logicalis Service Desk, which will be routed to a Level 1 resource. Any issue that cannot be resolved by the Logicalis Service Desk will be escalated to Microsoft and follow Microsoft terms for Premier Support services.

Service Level Objectives (SLO):

Logicalis Basic Support for Microsoft 365 provides SLOs that are defined as targeted levels of service the Customer can expect from the service and are aspirational targets aimed at guiding the quality and responsiveness in processing service requests. These SLOs are to be interpreted as service objectives and not as strict performance metrics. Failure to meet or exceed any stated SLO will not be considered a breach of contract, nor will it trigger any penalties, liabilities, or rights to terminate this service.

The following ticket types are included in this service:

- Ticket Log: Tickets can be submitted 24/7 via phone or email.
- Severity 1 and Severity A tickets as defined below, Logicalis will provide 24/7 support and will immediately log a ticket with Microsoft Premier Support.
- Severity B & C tickets as defined below, tickets will receive an initial response within one hour when submitted during business hours (M-F 8:00am-8:00pm EST). Any tickets submitted outside of business hours will be responded to on the next business day. If Logicalis Level 1 support is not able to resolve issue within 4 business hours, a ticket is opened with Microsoft and the following SLOs will apply once the Microsoft ticket is opened.

Severity of Situation	Microsoft Expected Response	Logicalis Expected Response
Severity 1: Catastrophic business impact. Complete loss of a core business process and work cannot reasonably	• First call response in one hour or less • Resources at site as soon as possible • Critical situation	• Notification of senior executives • Allocation of appropriate resources to sustain

continue. Requires immediate attention	- resource assigned - Continuous 24/7 effort - Rapid escalation withing Microsoft product teams - Notification of senior executives	- continuous effort on a 24/7 basis - Rapid access and response from change control authority - Submission via phone only
Severity A: Critical business impact: significant loss or degradation of services. Needs attention within one hour	- First call response in one hour or less - Resources at site as soon as possible - Critical situation resource assigned - Continuous 24/7 effort - Rapid escalation withing Microsoft product teams - Notification of senior management	- Allocation of appropriate resources to sustain continuous effort on a 24/7 basis - Rapid access and response from change control authority - Management notification - Submission via phone only
Severity B: Moderate Business Impact: Moderate loss or degradation of services, but work can reasonably continue in an impaired manner. Needs attention within 2 hours	- First call response in two hours or less - Effort during business hours only	- Allocation of appropriate resources to align to Microsoft effort - Access and response from change control authority within four business hours - Submission via phone or web
Severity C: Minimum business impact. Substantially functioning with minor or no impediments of services. Needs attention within four business hours.	- First call response in four hours or less - Effort during business hours only	Accurate contact information on case owner. Responsive within 24 hours. Submission via phone or web

- **Ticket Types:** This service supports tickets related to break/fix and outage type of issues. This typically means something is not working properly that is having a business impact. The Level 1 Service Desk agent will troubleshoot issues and Escalation to Microsoft when the severity of the problem is beyond Tier 1 agent's technical abilities.

- Quarterly Review: A Logicalis resource will be assigned to schedule a quarterly review of the services. This review will include an overview of tickets reviewed during the past quarter in the context of any adjustments that need to be made to knowledge base articles related to service. The review will also confirm that there are no changes to key contacts within the customer organization who are responsible for the service.

The following ticket types are included in this service:

Included Support Service Scope:

- Break/Fix Support
- Outage Escalation

General

- Troubleshoot user accounts
- Assign and troubleshoot licenses
- Assist with user password resets
- Setup and troubleshoot user roles
- Troubleshoot installation, setup, and general technical usage
- Help generate available reports in Office 365

Exchange Online

- Verify Service health
- Troubleshoot installation, setup, and general technical usage
- Troubleshoot Distribution Lists and Contacts
- Troubleshoot Mailboxes
- Troubleshoot configuration of Outlook with Exchange Online
- Troubleshoot supported Mobile Devices with ActiveSync
- Troubleshoot Email Flow and transport setting
- Troubleshoot SPAM and Quarantine settings
- Troubleshoot email Archival Rules
- Troubleshoot Critical mailbox's legal hold
- Troubleshoot recipient configuration (mailbox permissions, configuring mail forwarding, configuring shared mailbox)
- Troubleshooting DNS records (MX, CN)
- Assist with switching mail flow between different domains
- Advanced Exchange Online support through PowerShell commands

Teams

- Verify Service health
- Troubleshoot Files
- Troubleshoot Connectivity
- Troubleshoot Access
- Troubleshoot Policies
- Troubleshoot Voice
- Troubleshoot Notifications

- Troubleshoot Chat
- Troubleshoot Teams
- Troubleshoot Meetings
- Troubleshoot Reporting
- Troubleshoot licenses
- Troubleshooting new or existing number
- Troubleshooting number portability
- Troubleshoot integrated number reservation
- Troubleshooting Outlook with SFB online
- Troubleshoot external IM communication
- Troubleshoot meeting rooms
- Troubleshoot custom invites

Share Point Online

- Verify Service health
- Troubleshoot installation, setup, and general technical usage
- Troubleshoot user and team site(s)
- Troubleshoot SharePoint site's user access
- Troubleshoot Document Libraries and user assignment
- Assist with configuration and troubleshooting of external users
- Troubleshoot permissions and user groups

One Drive

- Verify Service health
- Troubleshoot installation, setup, and general technical usage
- Troubleshoot Folder Sync with OneDrive utility
- Troubleshoot OneDrive errors

***Dynamics 365**

- Verify Service health
- Troubleshoot installation, setup, and general technical usage
- Troubleshooting user creation and deletion for CRM Online
- Troubleshooting access rights and roles
- Troubleshoot importing data into MS CRM online
- Troubleshoot license assignment
- Troubleshoot user account synchronization
- Troubleshoot storage and instances of MS CRM Online
- Troubleshoot tenants within MS CRM
- Troubleshoot editing of properties of a CRM instance
- Troubleshoot install of CRM integration with Outlook

***Project Online and Project Web App**

- Verify Project for the Web Service health
- Troubleshooting users in Project Online
- Assist with assignment of appropriate licenses to users
- Troubleshoot issues with Project Online Professional

- Troubleshoot Issues accessing or using PWA
- Troubleshoot issues changing and aligning views
- Troubleshoot issues related to using the correct links
- Troubleshoot browser related issues
- Troubleshoot issues related to connecting Project Pro desktop client
- Assigning specific roles/rights to users in Project Online

Intune

- Verify Service health
- Troubleshooting set up and management of mobile devices
- Troubleshooting mobile data protection policies
- Troubleshooting security policies for mobile devices
- Troubleshooting of Office mobile app
- Troubleshoot Adding/Removing devices
- Troubleshooting MDM profiles
- Troubleshoot removal of corporate data from devices
- Provide guidance and troubleshooting in pushing mobile apps to users

Exchange Online Advanced Threat Protection

- Assist with basic installation, setup, and general technical usage
- Troubleshooting/Assisting with antispam settings
- Troubleshooting/Assisting with Allowing & Blocking email domain
- Troubleshooting/Assisting with malware policies
- Troubleshooting/Assisting with Quarantine policies
- Troubleshooting/Assisting with whitelisting and Blacklisting of domains

Security and Compliance

- Provide guidance and troubleshooting of archival rules
- Provide guidance and troubleshooting of Data Loss Prevention
- Provide guidance and troubleshooting of eDiscovery
- Provide guidance and troubleshooting importing PST Files & Data to Office365
- Provide guidance and troubleshooting of permission
- Provide guidance and troubleshooting of retention policies
- Provide guidance and troubleshooting of deletion policies
- Provide guidance and troubleshooting of preservation policies
- Provide guidance and troubleshooting of Content Searching

Entra ID and Authentication

- Verify Service health
- Troubleshoot installation, setup, and general technical usage
- Provide guidance and troubleshooting of domains
- Troubleshooting/Assisting with domain setup and re-delegation
- Create, change, or delete user accounts
- Troubleshooting/Assisting with user roles
- Troubleshooting/Assisting with passwords

- Troubleshoot sites and site collections
- Troubleshooting/Assisting with certificates
- Troubleshooting/Assisting with federation configuration
- Troubleshooting/Assisting with integration with On Premise Active Directory
- Troubleshooting/Assisting with Single sign-on (SSO)
- Troubleshooting/Assisting with Active Directory synchronization

Windows 11 Enterprise (M365)

- Troubleshooting Windows Licensing via M365
- Troubleshooting deployment and activation of licenses
- Troubleshooting user additions, deletion and changes
- Troubleshooting issue related to joining Azure AD domain

*For any application that Logicalis is not a support partner, tickets will be immediately routed to Microsoft Premier Support.

Customer Responsibilities

In order for Logicalis to provide support GDAP must be established for each subscription. This includes but not limited to: M365 Subscriptions and Tenants, Each Azure Subscription. If GDAP is not established or revoked Logicalis cannot provide support or open tickets on your organizations behalf.

- GDAP roles to be approved for Logicalis include:
 - Helpdesk Administrator
 - License Administrator
 - Privileged Authentication Administrator
 - Privileged Role Administrator
 - User Administrator
 - Application Administrator
 - Cloud Application Administrator
 - Service Support Administrator
 - Directory Writers
 - Directory Readers
 - Global Reader
- Participate in all troubleshooting sessions as necessary.
- Ensure customer provided information is correct and current.
- Provide VPN and remote access to deployment team if requested.
- Provide support updates to key personnel within the client's organization of status.
- Designate an agent who is the focal point for all communication with Logicalis relative to the Support Services and has the authority to act on client's behalf in matters regarding the Support Services.

Out of Scope:

The following items are out of scope for the Microsoft CSP basic service. Additional

services can be purchased to address the following needs:

- Product training
- End User support
- Configuration needs/changes
- Issues related to On-premises hardware or software
- Onsite support
- Third party application or appliance support
- Upgrade or migration related support
- Architecture Design and Consulting
- Physical device, hardware or peripheral issues
- Windows OS support
- Implementation of additional services and/or functionality