

Microsoft Azure Basic CSP Support

Service Definition

As part of the Microsoft CSP solution sold by Logicalis, we will provide business hour (M-F 8:00am-8:00pm EST) basic break/fix support. This support service requires a documented member of the customer IT team submits 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 Azure 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.

- 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.

Included Support Service Scope:

- Break/Fix Support
 - Issues where something is not functioning as expected and is impacting business operations.
 - Troubleshooting Azure services such as virtual machines, networking, storage, authentication, and backup/recovery.
 - Escalation to Microsoft if Logicalis Level 1 support cannot resolve the issue.
- Outage Escalation

General Services:

- Troubleshooting Windows Virtual Machines
- Troubleshooting Azure resource manager
- Troubleshooting Azure Subscriptions
- Troubleshooting Azure account information and settings
- Troubleshooting Azure storage
- Troubleshooting remote access

Azure Network

- Troubleshooting Azure Virtual network
- Troubleshooting Network Load Balancing
- Troubleshooting Azure Native gateways within Azure
- Troubleshooting Azure Site to Site Connectivity
- Troubleshooting Azure Express Routes

Web and Mobile Services

- Troubleshooting Azure Service Bus
- Troubleshooting Azure SQL Database service
- Troubleshooting Azure Web application connectivity
- Troubleshooting IIS over Azure
- Troubleshooting Azure Mobile services
- Troubleshooting Azure app service environments

Backup and Recovery

- Troubleshooting Azure backup and recovery
- Troubleshooting Azure Site recovery (ASR)
- Troubleshooting PowerShell command prompt
- Troubleshooting Automation related issues in Azure
- Entra ID and Authentication

- Troubleshooting Active Directory in Azure
- Troubleshooting Entra ID Connect
- Troubleshooting Azure MFA (Multi Factor Authentication)
- Troubleshooting SSO related issues

Customer Responsibilities

In order for Logicalis to provide Azure support, GDAP must be established for each Azure subscription. This includes, but is not limited to, all Azure resources and services within the subscriptions. If GDAP is not established or revoked, Logicalis cannot provide support or open tickets on your organization's behalf.

- GDAP roles to be approved for Logicalis include:
 - Helpdesk Administrator
 - Subscription Owner
 - 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.
- Audit logs are enabled in Azure

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:

- Configuration of data backup and recovery environment
- Product Training
- End User support
- Configuration needs/changes
- Issues related to On-Premise hardware or software
- Onsite support
- Third party application or appliance support
- Upgrade or migration related support

- Architecture Design and Consulting (done through pre-sales engagement)
- Windows and/or Linux OS support
- Customer configured and managed **data and schema** inside any database

RACI Matrix for Support Cases

Activity	Logicalis	Microsoft	Customer
Submit service request	R	A	C
Provide Level 1 support	R	C	I
Escalate to Microsoft Premier Support	C	R	I
Provide 24/7 support for Severity 1 & A tickets	R	A	I
Provide initial response for Severity B & C tickets	R	C	I
Resolve Severity B & C tickets within 4 business hours	R	C	I
Open ticket with Microsoft if unable to resolve	R	A	I
Troubleshoot Azure services	R	C	I
Participate in quarterly review	R	C	A
Maintain key contacts	R	C	A
Provide out-of-scope services	C	R	A

“Break/fix” includes:

- Issues where something is not functioning as expected and is impacting business operations.
- Troubleshooting Azure services such as virtual machines, networking, storage, authentication, and backup/recovery.
- Escalation to Microsoft if Logicalis Level 1 support cannot resolve the issue.

What it does not include:

- Proactive services like configuration, optimization, or upgrades.
- Training, consulting, or architectural design.
- Support for on-premise systems or third-party applications.