

Microsoft Enterprise Services

Description of Services

January 2016

Table of content

- 1 About this document..... 2
- 2 Consulting services..... 3
 - 2.1 How to purchase..... 3
 - 2.2 Package descriptions 4
 - 2.2.1 Enterprise Strategy Program** 4
 - 2.2.2 Enterprise Strategy Business-Ready Engagement: Cloud (BRC), Mobile (BRM) or Productivity (BRP)** 5
 - 2.3 Enterprise Strategy Program and description of services 6
 - 2.3.1 Enterprise Strategy Program services** 6
 - 2.3.2 Enterprise Strategy service modules** 6
 - 2.4 Disclaimers and limitations..... 7
 - 2.5 Your responsibilities 8
- 3 Support services..... 9
 - 3.1 How to purchase..... 9
 - 3.2 Package descriptions 9
 - 3.2.1 Enterprise wide packages 9
 - 3.2.2 Enhanced solutions..... 10
 - 3.3 Description of services 10
 - 3.3.1 Proactive services 10
 - 3.3.2 Service delivery management 12
 - 3.3.3 Reactive services..... 15
 - 3.4 Enhanced services 17
 - 3.4.1 Accelerate Packages..... 17
 - 3.4.2 Designated Support Engineering..... 17
 - 3.4.3 Custom Support..... 18
 - 3.4.4 Extended Hotfix Support..... 19
 - 3.4.5 Premier Ultimate..... 20
 - 3.4.6 Third Tier Support..... 20
 - 3.5 Enhanced solutions..... 21
 - 3.5.1 Premier Mission Critical 21
 - 3.6 Partner focused solutions 21
 - 3.7 Global support solutions 21
 - 3.8 Additional terms and conditions..... 22

3.9 Your responsibilities 24

4 Document changes..... 25

1 About this document

The Microsoft Enterprise Services Description of Services provides you with information on the professional services that are available to purchase from Microsoft.

Please familiarize yourself with the descriptions of the services that you purchase, including any prerequisites, disclaimers, limitations and your responsibilities. The services that you purchase will be listed in your Enterprise Services Work Order or another applicable Statement of Services that references and incorporates this document.

Not all services listed in this document are available globally. For details on which services are available for purchase in your location, contact your Microsoft Services representative. Available services are subject to change.

2 Consulting services

2.1 How to purchase

Consulting services can be purchased as a package or individually defined services. The services that are available for purchase are listed below.

Service	Definition
Enterprise Strategy Program	Microsoft Enterprise Strategy services accelerate customers toward business value by helping to realize maximum value from their technology investments in a mobile-first, cloud-first world.
Enterprise Strategy Business Ready Cloud	A 10-week engagement led by an Enterprise Architect and supported by the Microsoft Services delivery team that helps you find new ways to enable modern business processes and gain competitive advantage by exploring and applying Microsoft cloud solutions. This will enable modern business processes that help you gain competitive advantage. The engagement provides the broadest portfolio of applications, platform, and infrastructure information to help you grow your business, reduce your costs and eliminate the risks associated with large-scale IT deployment projects.
Enterprise Strategy Business Ready Mobile	A 10- week engagement led by an Enterprise Architect and supported by Microsoft Services delivery team That provides guidance for improving end user and consumer experiences and introduces Enterprise grade solutions to help enable "Enterprise Mobility" for users and deliver business scenarios in a secure, well-managed way. This engagement allows you to envision scenarios that will meet strategic business objectives while plotting a realistic and achievable roadmap for how to use technology to achieve those goals.
Enterprise Strategy Business Ready Productivity	A 10- week engagement led by an Enterprise Architect and supported by the Microsoft Services delivery team that helps customers provide outstanding experiences for employees to connect across the enterprise, envisioning scenarios in business productivity that meet strategic objectives, while plotting a realistic and achievable roadmap for how to use technology to meet desired goals, in a context of robust security and reliability.

Key: ↗ indicates items that you may see listed on your Work Order.

2.2 Package descriptions

2.2.1 Enterprise Strategy Program

Enterprise Strategy Program can be purchased as a package (combination of services) or as individual service modules. The included program benefits and modules are described in Section 2.3, "[Enterprise Strategy Program and description of services](#)."

Packages

Enterprise Strategy Connect

Item	Included Services
Microsoft Architect	Up to 400 hours per year in aggregate of a Microsoft Architect and the Enterprise service delivery team
Enterprise Strategy service modules	Up to three of the nine Enterprise Strategy service modules described in Section 2.3.2, " Enterprise Strategy service modules " agreed and documented with you in the Service Delivery Plan
Program benefits	Service Delivery Plan Enterprise Strategy Network Enterprise Strategy Library

Enterprise Strategy Foundation

Item	Included Services
Microsoft Architect	Up to 800 hours per year in aggregate of a Microsoft Architect and the Enterprise service delivery team
Enterprise Strategy service modules	Any combination of the nine Enterprise Strategy service modules described in Section 2.3.2, " Enterprise Strategy service modules " agreed and documented with you in the Service Delivery Plan
Program benefits	Service Delivery Plan Enterprise Strategy Network Enterprise Strategy Library

Enterprise Strategy Portfolio

Item	Included Services
Microsoft Architect	Up to 1600 hours per year in aggregate of a Microsoft Architect and the Enterprise service delivery team

Enterprise Strategy service modules	Any combination of the nine Enterprise Strategy service modules described in Section 2.3.2, " Enterprise Strategy service modules " agreed and documented with you in the Service Delivery Plan
Program benefits	Service Delivery Plan Enterprise Strategy Network Enterprise Strategy Library

Individual modules

You may purchase any combination of Enterprise Strategy service modules, as described in Section 2.3.2, "[Enterprise Strategy service modules](#)," which can be selected to meet your requirements.

Item	Included Services
Microsoft Architect	Services from a Microsoft Architect for the number of hours specified on your Work Order
Enterprise Strategy service modules	Delivery of one or more Enterprise Strategy service modules, described in Section 2.3.2, " Enterprise Strategy service modules ", as specified on your Work Order

2.2.2 Enterprise Strategy Business-Ready Engagement: Cloud (BRC), Mobile (BRM) or Productivity (BRP)

Packages

ESP Business Ready engagement

Item	Included Services
Microsoft Architect	Up to 480 hours in aggregate of a Microsoft Architect and the Enterprise service delivery team
Package Modules Approach	<p>Helps the customer "dream big" and "start small" show how value is calculated, GRCP gaps to resolve, and build a transformation plan for realization of the business vision.</p> <p>The applicable service modules are fixed price services with defined outcomes that focus on the specific selected technology domain or workload that is documented in the Service Delivery Plan, using a consistent, phased approach:</p> <ul style="list-style-type: none"> Prioritize. Microsoft personnel will help the customer envision and prioritize industry-specific, business scenarios and assess customer readiness.

- **Plan.** Microsoft personnel will provide architectural options and recommendations for prioritized scenarios, the business case and prototype design.
- **Perform.** A plan presented to the customer that includes information about governance, risk and compliance frameworks; a roadmap to achieve—based on IT maturity—the desired state.

	Service Delivery Plan
Program benefits	Enterprise Strategy Network
	Enterprise Strategy Library

2.3 Enterprise Strategy Program and description of services

Whether you purchase Enterprise Strategy as a package or as individual service modules, a Microsoft Architect creates and provides a Service Delivery Plan that defines milestones and goals and establishes process, data, and rules to track progress against the plan. The Microsoft Architect will present monthly status updates of your progress against the plan and manage the Microsoft service delivery team complementing the delivery. Microsoft service delivery team can include resources from Microsoft Services centers and Services Centers of Excellence to complement delivery with subject matter expertise or provide you with recommended-practice advice, specific guidance on Microsoft technologies, and reference architectures.

2.3.1 Enterprise Strategy Program services

When you purchase one of the packages defined above, the following program benefits are included for the duration of the engagement term:

Enterprise Strategy Network: A connection, through the Microsoft Architect, to subject matter expertise from across Microsoft research and development groups.

Enterprise Strategy Library: A rich collection of materials including industry insights and benchmarks tools, enterprise and technology architecture and reference models and methods.

2.3.2 Enterprise Strategy service modules

Listed below are available service modules:

🔗 **Value discovery workshop:** A workshop that leads business and IT stakeholders through an ideation and innovation process to identify scenarios that produce value opportunities to grow the business and attract new customers.

🔗 **Enterprise agreement value plan:** Provides a roadmap and for initiatives that evaluates the business value of your investment in Microsoft software and devices, including a series of recommendations to accelerate time to deployment and adoption of the investment.

🔗 **Portfolio optimization:**

- **Project portfolio optimization:** A report based on an assessment of your IT portfolios (including capabilities, IT services, and existing program or project portfolio) that identifies opportunities for

Microsoft devices and services to rationalize specific portfolios in the context of the current business strategy.

- **Application portfolio optimization:** A report based on an assessment of your software application portfolio, analysis of workload characteristics, and solution architecture that provides recommendations for future dispensation of target applications, including online-hosted application options.

⇒ **Architecture options and recommendations:** An enterprise-wide architecture definition and recommendation document that addresses viable architecture options, evaluated against a program charter and architecture principles and IT standards, and constraints.

⇒ **Value plan:** A detailed program plan, adoption and change guidance, value scorecard and governance in support of the recommendation and roadmap described under "Architecture options and recommendations."

⇒ **Business case development:** A business value model based on financial analysis of your projected costs and quantifiable benefits for the proposed business scenario.

⇒ **Adoption and change management:** A module to help you implement the adoption and change plan (including communication, readiness or training, and support) and provide adoption oversight, reporting and risk mitigation for one or multiple initiatives.

⇒ **Value management:** A report that measures and tracks progress of the initiative against your established Key Performance Indicators and its internal measurement systems that such as commitments, scorecards and business reviews.

⇒ **Program governance, risk, and compliance (GRC) management:** A framework that allows you to oversee program status and provides reports based on a defined governance structure, such as steering committees and review boards, to facilitate effective decision making throughout the program lifecycle.

2.4 Disclaimers and limitations

Our delivery of services is based upon the following disclaimers and limitations:

- The consulting services Enterprise Strategy Program is comprised solely of advice and guidance solely regarding your deployment and use of Microsoft technologies.
- You choose at your sole discretion whether to follow or disregard Microsoft's advice, guidance and recommendations.
- Product licenses are not included in the consulting services and must be purchased separately.
- Microsoft makes no representations, warranties, or guarantees as to the results that you may achieve as a result of following Microsoft's advice, guidance, or recommendations.
- The consulting services Enterprise Strategy Program does not include product deployment, problem resolution, or break fix support, review of non-Microsoft source code, or technical or architectural consultation beyond the services described above.
- For any non-Microsoft source code, our services are limited to analysis of binary data only, such as a process dump or network monitor trace

Where onsite visits of Microsoft Architects or service delivery team resources are mutually agreed and not pre-paid, you will be billed for reasonable travel and living expenses.

2.5 Your responsibilities

The success of consulting engagements and the performance of our obligations are dependent on your involvement throughout the duration, including but not limited to:

- The availability of your representatives, IT staff, and resources, including hardware, software, Internet connectivity, and office space.
- Your timely provision of accurate and complete information as requested by the service delivery team.
- Access to information about your organization.
- Timely and effective completion of your assigned responsibilities.
- Timely decisions and approvals by your management.
- Payment of travel and expenses incurred by your employees or contractors.

3 Support services

3.1 How to purchase

Premier Support can be purchased as a package of individual services; the available packages are outlined below.

Service	Definition
Enterprise wide packages	A combination of services that offer support for all commercial, supported Microsoft products and/or Online Services in use within your organization. Configurable and Fixed package options are available.
Developer focused packages	Premier Support for Developers is a development-focused service option that helps your staff build, deploy, and support applications built with Microsoft technology.
Enhanced solution packages	A package of support services which covers a specific Microsoft product or customer IT system. Available with the Configurable package.

Key: ↗ indicates items that you may see listed on your Work Order.

3.2 Package descriptions

3.2.1 Enterprise wide packages

Enterprise wide packages options include: Configurable (tailored to meet your requirements) or Fixed packages (pre-defined services with a set term).

Configurable package

A support package is customized from the items listed below to meet your requirements.

Item	Available Services
Proactive services	The services which are described in section 3.3.1 " Proactive services " are available for inclusion in your support package
Service delivery management	Included in all packages. The delivery model and level of service is customized as described in section 3.3.2 " Service delivery management "
Reactive services	The services which are described in section 3.3.3 " Reactive services " are available for inclusion in your support package
Enhanced services	Additional services, described in section 3.4 " Enhanced services " can be included in your support package

Fixed package

An entry level set package of support services with a one year term

Item	Included Services
Proactive services	One "Risk and Health Assessment Program as a Service"
Service delivery management	A Core level of service is included, delivered through a Pooled model, described in Section 3.3.2, "Service delivery management"
Reactive services	Up to 20 "Problem Resolution Support" hours

3.2.2 Enhanced solutions

Enhanced solution packages cover a specific Microsoft product or customer IT system, available services are listed below.

Item	Description
Premier Mission Critical	Provides a higher level of support for a defined set of Microsoft products that are contained within your mission critical business solution(s) and is introduced in Section 3.5.1 "Premier Mission Critical"

3.3 Description of services

The items which are combined to form your Premier Support package are described in this section.

3.3.1 Proactive services

Proactive services help prevent issues in your Microsoft environment and are typically scheduled in advance of the service delivery to help ensure resource availability.

Assessment services

Assessment services provide review of your infrastructure or support documentation to identify improvement opportunities.

🔗 **Assessment Program:** Direct engagement with a Microsoft resource who works with you to perform an assessment on the Design, Technical Implementation, Operations or Organizational Change Management of your Microsoft technologies against our recommended practices. They work with you to remediate possible issues. At the conclusion of the service, you may receive a report containing the technical assessment of your environment which may include a remediation plan.

✦ **Health Check:** A review of your Microsoft technology implementation against our recommended practices. A Microsoft engineer plans the Health Check engagement with you, performs the review, analyzes the data and upon completion delivers a report.

✦ **Risk and Health Assessment Program as a Service (RAP as a Service):** An automated assessment of your Microsoft technology implementation, with data collected remotely. The gathered data is analyzed by Microsoft, and we provide you with a report of our findings and remediation recommendations.

✦ **Risk and Health Assessment Program as a Service Plus (RAP as a Service Plus):** The RAP as a Service is provided and is followed up with a customized system optimization workshop at your location focused on remediation planning and knowledge transfer.

✦ **Offline Assessment:** An automated assessment of your Microsoft technology implementation, with data collected remotely or by a Microsoft engineer at your location. The data gathered is analyzed by Microsoft using on-premises tools, and we provide you with a report of our findings and remediation recommendations.

✦ **Security Assessment Program:** A technical and process review of how your organization grants access to your computing environment. At the conclusion of the service, you receive a report containing our analysis of the security risks identified and guidance for reducing your risk profile.

Education services

Education services help enhance your support staff's technical and operational skills.

✦ **Chalk Talks:** Typically, one-day sessions, in a lecture and demonstration format, covering product and support topics delivered by a Microsoft engineer either in person or online.

✦ **On-demand Subscriptions:** A subscription grants access to a collection of online training materials from a workshop library developed by Microsoft engineers. Subscriptions are sold on a per seat basis.

✦ **Webcasts:** Microsoft hosted education sessions delivered to audiences remotely over the internet. Webcasts can be purchased on a per-attendee basis or as a dedicated delivery to your organization, as specified on your Work Order.

✦ **Workshops:** Advanced level, hands-on, technical training sessions, available on a wide selection of support and Microsoft technology topics, delivered by a Microsoft engineer in person or online. Workshops are purchased on a per-attendee basis or as a dedicated delivery to your organization, as specified on your Work Order. Workshops cannot be recorded without express written permission from Microsoft.

Operation services

Operation services help manage people, process and technology related issues and risks to help ensure business goals are realized.

✦ **Lab Services:** Where available in your geography, Microsoft can provide you with access to a lab facility to assist you with product development, benchmarking, testing, prototyping, and migration activities on Microsoft products.

🔗 **Onboarding Accelerator:** Direct engagement with a Microsoft engineer who works with you to provide deployment, migration, or upgrade assistance. This can include assistance with planning and validation of a proof of concept or production workload using Microsoft products.

🔗 **Proactive Monitoring:** Delivery of technical operations monitoring tools and recommendations for tuning your server incident management processes. This service helps you to create incident matrices, conduct major problem reviews and create the design for a sustained engineering team.

🔗 **Proactive Operations Programs (POP):** A review conducted, with your staff, of your planning, design, implementation or operational processes against our recommended practices, done either onsite or remotely by a support resource.

🔗 **Remediation Side by Side:** Direct engagement with a Microsoft engineer who works with you to address findings identified during an Assessment service. The duration of each engagement is specified in days on your Work Order and is delivered in partnership with your engineering staff.

🔗 **Custom proactive services**

An engagement with our personnel to deliver services, at your direction, in person or online, which are not otherwise described in this document. These engagements are measured and priced in days.

The focus areas for Custom proactive services are:

- Assessment services
- Education services
- Operation services

🔗 **Support Assistance**

Where available, proactive services may be sold as a quantity of Support Assistance hours. These hours can be exchanged for one or more proactive services described above, at current rates that are provided by your Microsoft Services representative. After scheduling the proactive service, we will deduct the appropriate number of Support Assistance hours from your balance, rounded up to the nearest hour, to cover the value of a daily rate or the fixed fee for the service. If you order one type of Support Assistance service and wish to exchange it for another, you may apply the hours already purchased to that alternative service, where available and agreed upon with your Service Delivery Manager.

3.3.2 Service delivery management

🔗 **Service delivery management**

All Premier Support packages are coordinated and initiated by a Service Delivery Manager (SDM). In certain geographies, this role is also called a Technical Account Manager (TAM) or Support Account Manager (SAM). For Premier Support for Developer and developer focused packages, your service delivery management is provided by an Application Development Manager (ADM) who has broad development industry expertise as well as an understanding of developer technologies. This delivery may be refined, based on delivery model, level of service, and geography. If not otherwise specified on your Work Order, the delivery model will be Designated, and the level of service will be Core.

Delivery model

Item	Definition
Pooled	Performed by a group of individuals located remotely
Designated	Provided on a part-time basis, either onsite or remotely, by a named individual who also services other Microsoft Premier Support customers
Dedicated	Provided, either onsite or remotely, by a named individual who is solely focused on a single Microsoft Premier Support customer

Level of service

Item	Definition
Core	Includes general coordination, plus a service introduction, service delivery planning, service reviews, critical security support advice, incident management, crisis management, information services and service subscription management
Standard	Includes all Core services, plus an Initial Assessment and remediation planning
Extended	Includes all Standard services, plus Microsoft Product/Online Services lifecycle awareness, incident trend analysis and advice, and process guidance

Scope details

The following services are available to customers who purchase a Core level of service delivery management:

Service introduction: An overview of Premier Support services, including an explanation of how to select and plan proactive services and a demonstration of how to log assisted reactive support requests and utilize available tools.

Service Delivery Plan (SDP): The basis of your Premier Support services that includes a customized service plan created in collaboration with your team to determine how and when services are to be applied. We monitor and adjust your SDP based on your needs throughout the term.

Service reviews: On an ongoing basis, we review the past period's services, report to you on what has been delivered and improved, review your feedback, and discuss any actions or adjustments, which may be required. These reviews may consist of standard status reports and virtual or onsite status meetings (if onsite travel is authorized). If you have online services, your service reviews will include status of service requests and service incidents, as well as, uptime information. Customization of the service review is also available, but this may require an additional purchase, depending on the level of service delivery management included in your purchased services.

Critical security support advice: Notification of critical Microsoft Security Bulletins. If you have a Designated or Dedicated SDM, your SDM will help you assess the effect of this information on your IT infrastructure.

Incident management: Oversight by your SDM of support incidents to drive timely resolution and a high quality of support delivery. This may include the development of incident response plans, identification of a primary contact for status updates during incidents and facilitating root cause analysis after an incident has occurred. If you have online services, this may include a summary of the cause of the incident and the Service Level Agreement (SLA).

Crisis management: Around-the-clock issue ownership and communication to you from SDMs and Critical Situation Managers during situations in which you experience critical business impacts.

Information services: Delivery of newsletters, websites and resources focused on Microsoft products and services relevant to your environment. May include support and operational information about Microsoft technologies, troubleshooting tools and references to knowledge base articles.

Service subscription management: For customers with online services, your SDM may assist with the escalation of issues that relate to your online service subscriptions and provide answers to billing, account provisioning and SLA credit questions.

Customers who purchase a Standard level of service will get the Core level services, plus the following services:

Initial assessment: A discovery assessment for identifying service needs within your IT operations environment that helps build an actionable plan to reach the desired state of your IT operations. For customers who have online services, your SDM can arrange to analyze the on premises infrastructure required to connect users to the online service. In addition, the SDM will work with your staff to document risks, which may impact your connectivity and suggest potential mitigations.

Remediation planning: A consolidation of actions for improvement prompted by the findings of proactive assessments. These findings will be documented as improvement advice with associated remediation within your SDP. Follow-up takes place through scheduled service reviews.

🔗 **Onsite service delivery management:** Onsite visits from your SDM are available and may require an additional charge per visit. This service is subject to Microsoft's resource availability.

Customers who purchase Extended level of service will get the services listed in the Core and Standard levels, plus the following services:

Microsoft Product/Online Services lifecycle awareness: Regular reports on developments within the Microsoft organization and advice on any updates to the Microsoft product lifecycle or roadmap which may be applicable and beneficial to your organization. For customers who have online services, your SDM will provide a monthly (or as needed) communication of service upgrades and planned outages for your subscribed online services.

Incident trend analysis and advice: One or more reviews of your incident history with a focus on people, process, and technology aspects of high business impact incidents logged with us involving any supported Microsoft technology. The review results in recommendations on operations improvement activities, in addition to people readiness or technology changes, all focused on helping you lower your IT operations costs.

Process guidance: Basic information on recommended processes will be provided.

3.3.3 Reactive services

Reactive services can include any combination of the following services:

➤ **Problem Resolution Support (PRS):** Assistance for problems with specific symptoms encountered while using Microsoft products, where there is a reasonable expectation that the problems are caused by Microsoft products. Severity definitions, our estimated initial response times, and submission requirements are detailed in "[Table: Incident response.](#)"

PRS is charged on an hourly basis, deducted from the pre-paid hours established in your Work Order. If we determine that the problem resulted from a bug, we will not deduct PRS hours. If you exhaust all pre-paid hours while we are addressing a particular problem, we will charge you in arrears and you must purchase additional PRS hours before we respond to additional incidents. Upon your request, we collaborate with third-party software suppliers to help resolve complex multi-vendor product interoperability issues, however, it is the responsibility of the third party to support its product.

As needed PRS is provided for online services. Purchased PRS hours will not be deducted for incidents opened against these technologies.

The incident severity determines the response levels within Microsoft, initial estimated response times and your responsibilities. You are responsible for outlining the business impact to your organization and, in consultation with us, Microsoft will assign the appropriate severity level. You can request a change in severity level during the term of an incident should the business impact require a change to a higher or lower severity.

Table: Incident response

Severity and situation	Our expected response	Your expected response
<p>Severity 1</p> <p>Catastrophic business impact:</p> <ul style="list-style-type: none"> • Complete loss of a core business process and work cannot reasonably continue • Needs immediate attention 	<ul style="list-style-type: none"> • First call response in one hour or less • Our resources at your site as soon as possible • Critical Situation Manager¹ assigned • Continuous effort on a 24/7 basis² • Rapid escalation within Microsoft to product teams • Notification of our senior executives 	<ul style="list-style-type: none"> • Notification of your senior executives • Allocation of appropriate resources to sustain continuous effort on a 24/7 basis² • Rapid access and response from change control authority • Submission via phone only
<p>Severity A</p> <p>Critical business impact:</p> <ul style="list-style-type: none"> • Significant loss or degradation of services 	<ul style="list-style-type: none"> • First call response in one hour or less • Our resources at your site, as required 	<ul style="list-style-type: none"> • Allocation of appropriate resources to sustain continuous effort on a 24/7 basis²

Severity and situation	Our expected response	Your expected response
<ul style="list-style-type: none"> Needs attention within one hour 	<ul style="list-style-type: none"> Critical Situation Manager¹ assigned Continuous effort on a 24/7 basis² Notification of our Senior Managers 	<ul style="list-style-type: none"> Rapid access and response from change control authority Management notification Submission via phone only
<p>Severity B</p> <p>Moderate business impact:</p> <ul style="list-style-type: none"> Moderate loss or degradation of services, but work can reasonably continue in an impaired manner Needs attention within two business hours⁴ 	<ul style="list-style-type: none"> First call response in two hours or less Effort during business hours only^{3,4} 	<ul style="list-style-type: none"> 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
<p>Severity C</p> <p>Minimum business impact:</p> <ul style="list-style-type: none"> Substantially functioning with minor or no impediments of services Needs attention within four business hours⁴ 	<ul style="list-style-type: none"> First call response in four hours or less Effort during business hours⁴ only 	<ul style="list-style-type: none"> Accurate contact information on case owner Responsive within 24 hours Submission via phone or web

¹ Critical Situation Managers are individuals who are assigned to help drive prompt issue resolution through case engagement, escalation, resourcing, and coordination.

² We may need to downgrade the severity level if you are not able to provide adequate resources or responses to enable us to continue with problem resolution efforts.

³ 24/7 effort on Severity B is currently available in Canada, Central and South America, the Caribbean, the United Kingdom and the United States unless the customer opts out of 24/7 effort. Consult your SDM for details.

⁴ Business hours are generally defined as 09:00 to 17:30 Local Standard Time, excluding holidays and weekends. Business hours may differ slightly in your country.

🔗 **Onsite Support:** Onsite reactive support provides assistance at your location. This service is subject to Microsoft's resource availability and may require an additional charge per onsite visit.

🔗 **Development Support Assistance:** Help creating and developing applications that integrate Microsoft technologies on the Microsoft platform, specializing in Microsoft development tools and technologies and is sold as a quantity of hours listed on your Work Order.

🔗 **Advisory Services:** Phone-based support on short-term (typically six hours or less) and unplanned issues for IT Professionals and Developers. Advisory Services may include advice, guidance, root cause analysis, and knowledge transfer intended to help you implement Microsoft technologies in ways that avoid common support issues and that can decrease the likelihood of system outages. Advisory Services are sold as a quantity of hours listed on your Work Order.

3.4 Enhanced services

The items which are described in this section are available as supplements, extensions, and modifications to your Premier Support package for an additional fee.

3.4.1 Accelerate Packages

🔗 **Accelerate Packages:** Consist of pre-selected Proactive services, described in section 3.3.1, and are delivered in a prescriptive sequence to address customer's business objectives. Details about the services included in specific packages and their sequence of delivery are available from your Service Delivery Manager. Each Accelerate Package includes a services introduction to:

- Define success criteria and delivery timeline
- Identify target environment
- Introduce roles & responsibilities
- Discuss Proactive Services to be delivered

3.4.2 Designated Support Engineering

🔗 **Designated Support Engineering (DSE):** Hands-on, preventative assistance, available during normal business hours, to support the specific Microsoft products and technologies which are agreed with you and listed on your Work Order. DSE services are purchased as a block of hours, in advance, and we deduct hours from your account as hours are utilized. DSE resources are allocated, prioritized, and assigned based on the agreement of the parties during an engagement initiation meeting, and documented as part of your Service Delivery Plan. DSE services are delivered for a single support location in the designated support location identified on your Work Order.

The focus areas for DSE services are:

- Help to develop and implement strategies to help prevent future incidents and to increase system availability of your covered Microsoft technologies.
- Help to determine the root cause of recurring incidents and to provide recommendations to prevent further disruptions in the designated Microsoft technologies.
- Maintain deep knowledge of your current and future business requirements and configuration of your information technology environment.
- Proactively document recommendations of the use of Premier Support–related deliverables (e.g. supportability reviews, health checks, workshops, and risk assessment programs, among others).
- Help make your deployment and operation activities consistent with your planned and current implementations of Microsoft technologies.
- Enhance your support staff's technical and operational skills.
- Encourage and assist in creating and maintaining customer-specific documentation to support your environment configuration, disaster recovery, network topology, and more for the designated Microsoft technologies.

3.4.3 Custom Support

🔗 **Custom Support:** Custom Support provides limited, continued support for a select number of products and service packs which have reached the end of their lifecycle as defined by the Microsoft Support Policy, <http://support.microsoft.com/lifecycle>. The products (and versions) and/or service packs for which you have purchased Custom Support will be specified on your Work Order.

Custom Support program fees are calculated as if you enrolled on the first day that Custom Support program was available (e.g. if Custom Support for Windows Server 2003 SP2 became available on July 15, 2015 but you don't enroll until October 13, 2015, your program fee is calculated from July 15, 2015).

Custom Support enrollment fees are nonrefundable and cannot be transferred between Custom Support Standard and Custom Support Essentials.

Service-specific prerequisites and limitations:

- You must have a current Premier agreement with sufficient Problem Resolution Support hours to support a request for Custom Support services or to request a hotfix. If your Premier Support agreement lapses or is terminated, the Custom Support service will be terminated on the same date.
- You must install and run the most current service pack for the enrolled products listed in your Work Order before receiving Custom Support.
- To participate in Custom Support for the Enrolled Product(s) and access security bulletins and updates, you must provide a detailed migration plan with device/instance count, quarterly deployment milestones and a migration completion date. Not providing this migration plan may result in the inability to access Custom Support deliverables.
- For the purposes of Custom Support, a "device" is any instance, physical or virtual, to which the customer wants to deploy a security update for a particular product. The device count should equal the number of times the security update or hotfix will be deployed rather than the physical device count.
- Custom Support is available to you in the support location(s) set forth in your Work Order, if the support location is included in your total device/instance count.
- Custom Support only covers the English version of the enrolled products, unless otherwise agreed to in writing. If both parties agree to non-English language support, support times may be extended to enable translation (for which localization fees may apply).
- The security updates which are included in the enrollment fee is determined by the type of Custom Support service purchased and the enrolled product, as described below:
 - **Custom Support Standard:** Provides support for products with support retirement dates *before* January 1, 2010, and includes updates for security vulnerabilities defined by the Microsoft Security Response Center (MSRC) as Critical or Important.
 - **Custom Support Standard:** Provides support for products with support retirement dates *after* January 1, 2010, and includes updates for security vulnerabilities defined by the MSRC as Critical. For an additional fee, you may be able to purchase security updates for vulnerabilities rated by the MSRC as Important.
 - **Custom Support Essentials:** Provides the ability to purchase security updates rated by the MSRC as Critical for an additional, per update, per device fee. Security updates rated Important are not available.

- One quarter is the minimum term for Custom Support. Customers may opt out of Custom Support on a quarterly basis with a minimum 14 days' notice prior to the next billing date.
- Non-security hotfixes (e.g. for time zone or Daylight Savings Time issues) may also be available for an additional fee.
- You may request access to security updates and non-security hotfixes (where available) for named contacts designated by you. You agree to notify us of any changes to these designated contact(s). Security updates and hotfixes may not be distributed to unaffiliated third parties without our written consent.
- Custom Support does not include the option to request additional features, functionality or design changes, or warranty support.
- Although we use commercially reasonable efforts to respond to your requests for hotfixes, you acknowledge that there may be cases in which a security update or non-security hotfix, including Critical and Important security updates, cannot be created or provided.
- All requests for Problem Resolution Support must be submitted via telephone by your designated contacts.
- If you are purchasing Custom Support directly from Microsoft, you may apply the non-security hotfixes and security updates to the applicable Enrolled Product(s) including Enrolled Product(s) acquired through Microsoft Volume Licensing or through the Microsoft Service Provider License Agreement.
- Partners who are hosting Windows Server through the Microsoft Service Provider License Agreement Program (SPLA) are not eligible to purchase Custom Support for themselves or their customers.
- For Partner focused solutions, the following applies:
 - Hotfixes and security updates issued by Microsoft to you under Custom Support are for your internal use only unless you have the Microsoft Support Services Subcontracting Exhibit in place.
 - The license rights granted for Security Updates and hotfixes are limited to the internal business operations of the individual customers identified on the Custom Support Hotfix Redistribution Form and are not intended for further redistribution.
 - The customer pricing applies to each of your individual customers identified in the Custom Hotfix Redistribution form attached to the Microsoft Support Services Subcontracting Exhibit. The amount you are responsible to pay Microsoft equals the sum of all prices for each individual customer identified on the Custom Hotfix Redistribution form, it is not determined by aggregating all of your customers.
 - Partner's use of security update(s) and hotfix(es) in their hosted environment is for partner's direct benefit only and may not be further distributed to third-parties.

3.4.4 Extended Hotfix Support

🔗 **Extended Hotfix Support:** Extended Hotfix Support allows you to request non-security hotfixes for Microsoft software that has entered the Extended Support Phase, as defined at <http://support.microsoft.com/lifecycle>.

Service-specific prerequisites and limitations:

- You must have a current Premier agreement with sufficient Problem Resolution Support hours to support a hotfix request. If your Premier support agreement lapses or is terminated, the Extended Hotfix Support service will be terminated on the same date.
- Although we use commercially reasonable efforts to respond to your requests for non-security hotfixes, you acknowledge that there may be cases in which a hotfix cannot be created or provided.
- Hotfixes are designed to address your specific problem and are not regression tested.
- Hotfixes may not be distributed to unaffiliated third parties without our written consent.
- Delivery times for hotfixes for non-English versions of the enrolled product identified in your Work Order may vary, and localization fees may apply.
- Problem Resolution Support hours must be available under your Work Order at the time a hotfix is requested.
- We will not provide added features, functionality, updates, or design changes. We will only address problems in the enrolled product which cause it to crash, lose data, or otherwise materially deviate from the product's documented functionality.

3.4.5 Premier Ultimate

Premier Ultimate: Modifies the services available under reactive services to provide as needed Problem Resolution Support.

Service-specific prerequisites and limitations:

- Premier Ultimate is restricted to the number of contacts specified in your Work Order.
- To remain enrolled in Premier Ultimate, you agree to use commercially reasonable efforts to remediate any issues identified from your or Microsoft's initiated assessments within 30 days of the creation of an assessment summary.
- Either party may terminate a Premier Ultimate service agreement with 30 days of prior written notice, should either fail to remediate issues, or within 60 days of prior written notice.
- Premier Ultimate customers who terminate prior to the end of term receive a pro-rated refund for unused services, unless the termination was due to a failure to remediate.
- Premier Ultimate may not be available in all support locations

3.4.6 Third Tier Support

🔗 **Third Tier Support:** Direct access to Microsoft's most experienced specialists, in a defined product area or areas, who respond to your Problem Resolution requests for the Microsoft technologies specified in your Work Order.

Service-specific prerequisites and limitations:

- Problem Resolution requests submitted to the Third Tier Support team may require resources from standard product support professionals for resolution, although the Third Tier Support team retains primary responsibility for the request.

- You may apply Third Tier Support hours to standard Problem Resolution Support services, however, standard Problem Resolution Support hours cannot be applied towards Third Tier Support requests.
- Third Tier Support team business hours and market availability of the third tier service vary by country. Consult your SDM for details.
- This service requires an enrollment fee, supplements your Problem Resolution Support hours and is not available in all support locations.
- If using Third Tier support in conjunction with Pooled PRS Hours, your Third Tier fees may be based on the full quantity Pooled PRS Hours.

3.5 Enhanced solutions

Enhanced solution packages provide additional support resources for a specific Microsoft product or customer IT system.

3.5.1 Premier Mission Critical

✦ **Premier Mission Critical (PMC):** Provides a higher level of support for a defined set of Microsoft products that make up a part of your mission critical solution, as specified on your Work Order. PMC provides a customized program of support services, is available for an additional fee and is defined in an Exhibit referenced in your Work Order.

3.6 Partner focused solutions

✦ **Partner Focused Solutions:** For Microsoft Partners, this solution provides Partner's customers access to support services as described in the Services Subcontracting Exhibit. Such services will be delivered by Microsoft on your behalf. This service is only available to Microsoft Partners who have a current Microsoft Support Services Subcontracting Exhibit in place. Please contact your Microsoft Services representatives for additional information.

3.7 Global support solutions

✦ **Global support solutions:** With Premier Global, you may receive Premier support in one or more Support Location. Premier Global is available as part of a Configurable package, as described below.

- **Host:** This is the support location where you have contracted Microsoft for Premier Global services. Unless otherwise noted, this will be the support location of your Designated or Dedicated Support Delivery Manager.
- **Downstream:** This is a support location designated in your Enterprise Services Work Order to receive services, other than the Host support location.

Proactive Services, Reactive Services, Service Delivery Management, and Enhanced Services are delivered as described in this description of services, with the following modifications.

- **Proactive Services:** You may transfer Proactive services from one designated support location to another designated support location listed on your Work Order(s).
- **Reactive Services:** You may choose to purchase all your Problem Resolution Support (PRS) hours at your Host support location. This is referred to as Pooled Problem Resolution Hours. You may transfer PRS hours from one designated support location to another designated support location listed on your Work Order(s).

We may allow staff in your non-designated support location(s) to participate in remote Proactive and Problem Resolution Support services that have been designated for a specific support location. Such participation will be allowed subject to availability.

Service Delivery Manager: Your Global Service Delivery Manager is either a Designated or Dedicated resource and will provide you an Extended level of service as defined in Section 3.3.2. In addition, this resource will provide multi-country services coordination and report management.

Service-specific prerequisites and limitations:

- **Rate Differences:** Rates for Proactive and Problem Resolution Support services may vary by country. Microsoft reserves the right to invoice you for any rate differences or, in the case of hourly based Services, adjust hours to address any rate differences between countries.
- As-needed PRS provided by Office 365 and Microsoft Azure subscriptions is available for all designated support locations.
- **Billing Consolidation:** Unless otherwise noted, you will be issued a single invoice for fees incurred for all support locations identified on your Work Order. The invoice will be delivered to the support location designated by you. Taxes, if applicable, will be determined based on your delivery support location and will be added to your invoice as appropriate. You are solely responsible for any additional taxes due.
- Restrictions or modifications services available by support location may apply.
- **Exceptions to Billing Consolidation:** Services delivered in the Republic of India, Japan, People's Republic of China, Republic of China (Taiwan) and Republic of Korea must each have a separate Enterprise Services Work Order listing the services being delivered in the specified support location. Services will be invoiced and delivered to your support location in that country and any applicable local tax will be applied to the applicable invoice.

3.8 Additional terms and conditions

All Premier Services are delivered based on the following prerequisites and assumptions:

- You may be required to perform problem determination and resolution activities, as requested by us. These may include performing network traces, capturing error messages, collecting configuration information, changing product configurations, installing new versions of software or new components, or modifying processes.
- You are responsible for backing up your data and for reconstructing lost or altered files resulting from catastrophic failures. You are also responsible for implementing the procedures necessary to safeguard the integrity and security of your software and data.
- All services are provided remotely to your locations in the country listed on your Work Order, unless otherwise set forth in writing. If locations are identified in more than one country, you receive services from an assigned Global Services Delivery Manager and may include a Services resource in each global service location. The Work Order describes the services to be provided in each of your designated global support locations.
- Where onsite visits are mutually agreed upon and not pre-paid, we bill you for reasonable travel and living expenses, or, at your request, we deduct an equivalent number of Problem Resolution Support hours to cover the expenses.

- All services are provided in the spoken language of the Microsoft Services location providing services or English, unless otherwise agreed to in writing.
- We provide support for all versions of commercially released, generally available Microsoft products identified on the Product List, published by Microsoft from time to time at <http://microsoft.com/licensing/contracts> (or at a successor site that Microsoft identifies), unless otherwise set forth in a Work Order, an Exhibit to this Description of Services, or specifically excluded on the Microsoft Premier Online website at <http://premier.microsoft.com>. Non-security related hotfix support is not available for Microsoft products that have entered the Extended Support Phase, as defined at <http://support.microsoft.com/lifecycle>, unless you have purchased such support as described in this Description of Services as Extended Hotfix Support or in an Exhibit attached to your Work Order.
- Support for pre-release and beta products is not provided, except as otherwise noted in an attached Exhibit.
- All services, including any additional services purchased during the term of a Work Order, are forfeited if not utilized during the term of the applicable Work Order.
- If you ordered one type of service and wish to exchange it for another type, you may apply equivalent value to an alternative service, where available and agreed with your SDM.
- Scheduling of services is dependent upon the availability of resources and workshops may be subject to cancellation if minimum registration levels are not met.
- We can access your system via remote connection to analyze problems at your request. Our personnel will access only those systems authorized by you. To utilize remote connection assistance, you must provide us with the appropriate access and necessary equipment.
- Some services may require us to store, process, and access your customer data. When we do so, we use Microsoft-approved technologies, which comply with our data protection policies and processes. If you request that we use technologies not approved by Microsoft, you understand and agree that you are solely responsible for the integrity and security of your customer data and that Microsoft assumes no liability in connection with the use of non-Microsoft-approved technologies.
- If you request cancellation of a previously scheduled service, Microsoft may choose to deduct a cancellation fee of up to 100 percent of the price of the service, if the cancellation or rescheduling was done with less than 14 days' notice prior to the first day of delivery.
- When adding additional services to your support package by purchase, conversion of Software Assurance Benefit incidents, we may require the inclusion of a corresponding level of service delivery management to facilitate delivery.
- Software Assurance Benefit incidents may only be converted to Problem Resolution Support hours or Third Tier Support. Additional services may be available in your geography, please contact your SDM for details.
- Support services are limited to advice and guidance related to code owned by you or by Microsoft.
- You agree that the only non-Microsoft code to which you provide us access to is code that you own.

- Support does not provide code of any kind, other than sample code.
- There may be minimum platform requirements for the services purchased.

Additional prerequisites and assumption may be set forth in relevant Exhibits.

3.9 Your responsibilities

Optimizing the benefits of Premier Support is contingent upon you fulfilling the following responsibilities, in addition to those set forth in any applicable Exhibits. Failure to comply with the following responsibilities may result in delays of service:

- You can designate named contacts in your Work Order, one of which will be known as your Customer Support Manager (CSM). The CSM is responsible for leading your team and for managing all of your support activities and internal processes for submitting support service requests to us. Each contact is given an individual account number for access to the Microsoft Premier Online website, support issue submission, and access to your Microsoft service delivery team. In addition to the named contacts, you may also identify two types of group contacts, as follows:
 - One type of contact receives a shared account ID that provides access to the Microsoft Premier Online website for information and the ability to submit support requests.
 - One type of contact receives a shared account ID that provides access to the Microsoft Premier Online website for information only.
- You agree to notify us of any changes to the designated contacts named on your Work Order.
- You agree to work with us to plan for the utilization of services, based upon the service level you purchased.
- You submit requests for proactive services, along with any necessary/applicable data, no later than 60 days prior to the expiration date of the applicable Work Order.
- You agree, where possible, to respond to customer satisfaction surveys that we may provide from time to time regarding the services.
- You agree to provide our service delivery team (who are required to be onsite) with reasonable telephone and high-speed Internet access, in addition to access to your internal systems and diagnostic tools.
- You are responsible for any travel and expenses incurred by your employees or contractors.
- You may be asked by your Service Delivery Manager to fulfill other responsibilities specific to the service you purchased.

4 Document changes

The material additions, modifications and deletions made to this current version are:

January 2016

Additions:

- 3.3.1: Assessment Program Service Type
- 3.4.2: Support location clarification for Designated Support Engineering
- 3.4.3 Support location clarification for Custom Support
- 3.4.3: Requesting access to security updates and hotfixes for named contacts.
- 3.4.5: Support location clarification for Premier Ultimate
- 3.4.6: Support location clarification for Third Tier Support
- 3.7: Global support solutions
- 3.8: Storage, processing, and access to customer data.
- 3.9: Notification of changes to the Work Order named contacts.

Modifications:

- 3.3.2: Service Delivery Manager requirement clarification. And revision to the application developer manager (ADM) language.

October 2015

Additions:

- 2.3.2: New modules – Project portfolio optimization; Application portfolio optimization
- 3.3.2: Application developer manager (ADM) role description under Service delivery management
- 3.7: bullet 18: Platform requirements language

Modifications:

- 2.1: Enterprise Strategy Program and Business Ready Cloud table description updates
- 2.2.2: ESP Business Ready Cloud engagement table – Approach phases changed
- 2.3: Enterprise Strategy Program and description of services description changed
- 2.3.2: Module description changes:
 - Value discovery workshop
 - Architecture options and recommendations
 - Value plan
 - Business case development
 - Adoption and change management

- Value management
- Program governance, risk, and compliance (GRC) management
- 3.2.1: Moved Accelerate Packages description to Section 3.4
- 3.3.1: Offline Assessment: added option for remote delivery
- 3.3.1 Onboarding Accelerator: added option for upgrade assistance
- 3.3.3 Problem Resolution Support (PRS): adjusted language for incident severity
3.4.3 Custom Support: migration plan requirements update

Deletions:

3.3.2: Product Scope section – Online services activities integrated into SDM services sections

July 2015

Additions:

- 2.1: ESP Business Ready Cloud engagement types
- 2.2.2: ESP Business Ready Cloud packages
- 2.3: ESP and description of services: defined approach for business ready engagement modules
- 3.3.2: Core SDM services: “Information Services”
- 3.8: New customer responsibility

Modifications:

- 2.3.2: Enterprise Strategy service modules description updates
- 2.4: ESP specified for consulting services
- 3.1: Enhanced solution packages: added “available with configurable package”
- 3.1: Developer focused packages description
- 3.3.1: Assessment services: - RAP as a Service Plus; Operations Services: POP
- 3.3.2: Service Delivery Management – ADM added
- 3.3.2: Moved all Online Enabled SDM activities references to separate section after SDM Product Scope; removed MIRP reference; added service review language
- 3.4.2: Custom Support – prerequisites and limitations updates; partner focused solution information added

Deletions:

- 2.3.2: Enterprise Strategy service modules
 - Mobile Workforce Enablement
 - Data Center Modernization
 - Data Platform Modernization
- 3.3.1: Assessment services – Risk and Health Assessment Program (RAP)

- 3.3.3 Azure and O365 references

January 2015

Additions:

- 3.5: Partner Focused Solutions

Modifications:

- 3.4: Custom Support

Deletions:

- 3.6: MSDN Technical Support incidents available as a potential transfer source

September 2014

Additions:

- 2.3.2: Modules
 - Mobile Workforce Enablement
 - Data Center Modernization
 - Data Platform Modernization
- 2.4: Onsite visits information
- 3.1: Developer Focused Packages added
- 3.2.1: Accelerate package
- 3.3.1: Onboarding Accelerator as an Operation service
- 3.3.2: Online-Enabled Service Delivery Management
- 3.3.3: As needed Problem Resolution Support for online services

Modifications:

- 2.0: Enterprise Architect renamed Microsoft Architect
- 2.3.2: Module description updates
- 3.3.1: Process Improvement and Stabilization services combined into Operation services
- 3.3.1: Custom proactive services updated to utilize operation services
- 3.3.2: Proactive Services Maturity Review changed to Initial Assessment
- 3.4.4: Modifications to Premier Ultimate definition
- 3.6: Source code terms added to Additional Terms and Conditions
- 3.6: MSDN Technical Support incidents available as a potential transfer source

Deletions:

- 3.2.2: Premier Support for Azure (now included in Online Enabled SDM)
- 3.4.4: Premier Support for Developers now defined as a service package
- 3.5.2: Premier Azure Rapid Response

July 2014

Additions:

- 3.3.1: Risk and Health Assessment as a Service Plus
- 3.3.1: Offline Assessment

Modifications:

- 3.2.1: Definition of Premier Core updated to prefix "20 Problem Resolution Support hours" with "Up to"
- 3.3.1: Proactive Monitoring moved from Assessment services to Process improvement services (all within Section 3.3.1)
- 3.3.2: Service delivery management definition extended to include "or Support Account Manager (SAM)"
- 3.4.2: Custom Support pre-requisites and assumptions updated to include additional information on the requirement to provide, and update, a migration plan "You must provide and maintain a migration plan (showing dates, device count and key milestones) for your transition to a supported product level"
- 3.5.2: "Premier Support for Windows Azure" renamed "Premier Support for Azure" and removal of the list of example products included in the "cloud-based development suite"
- 3.6: "Scheduling of services is dependent upon the availability of resources" extended to include "and workshops may be subject to cancellation if minimum registration levels are not met."
- 3.6: Cancellation policy modified from a 30 day notice period (outside the United States) to 14 days

Deletions:

- Recovery Execution Services (previous reference Section 3.3.1)

October 2013

Modifications:

- 2.3.2: Enterprise Agreement Value Roadmap, renamed as Technology Value Roadmap

Deletions:

- Enterprise Strategy Forum (previous references Section 2.21 & Section 2.31)
- Strategy briefings (previous references Section 2.21 & Section 2.31)

© 2015 Microsoft Corporation. All rights reserved. Any use or distribution of these materials without express authorization of Microsoft Corp. is strictly prohibited.

Microsoft and Windows are either registered trademarks of Microsoft Corporation in the United States and/or other countries.

The names of actual companies and products mentioned herein may be the trademarks of their respective owners.