

服务管理

微软合作伙伴技术顾问

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Office 365

Office 365服务管理



Office 365



你已经将环境部署在了云端... 接下来呢?

使用提供的强大的管理工具来管理你的环境

使用实时的服务更新通知渠道能够让你随时了解到计划中或者计划外的对服务有影响的更改

接受Office 365 定期更新以便您的环境能够保持最新且能够享受最新的功能

管理 Office 365





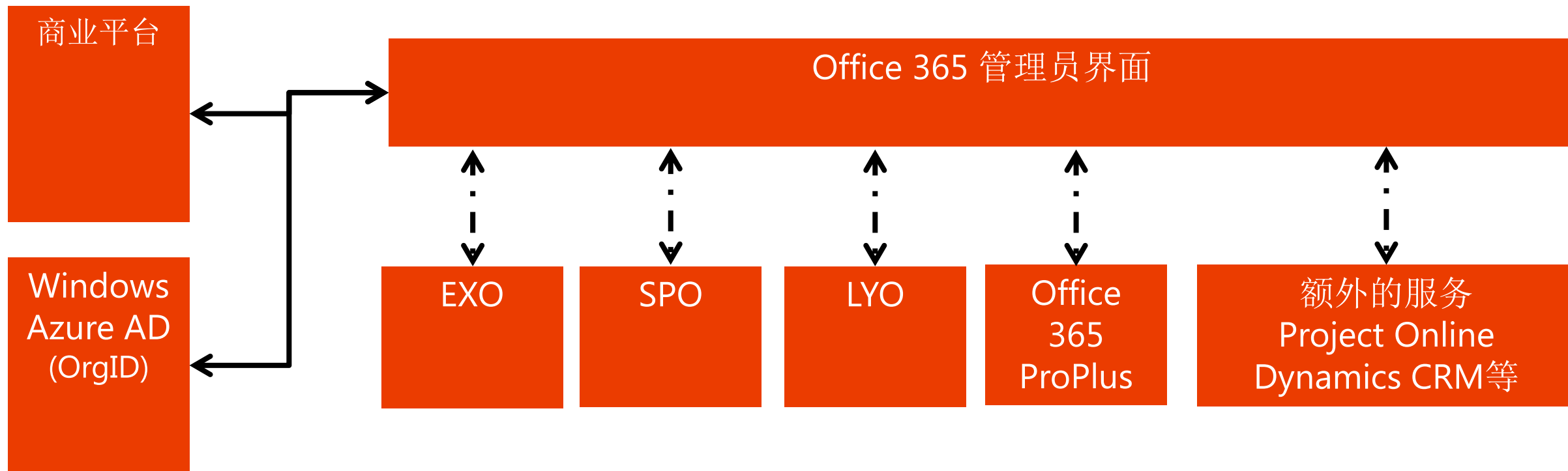
通过简单有效的工具来管理服务

帮助IT人员更加迅速自信的完成任务

保持您的环境的精细控制

在所有工作负载中有一个连续一致的管理经验

Office 365 界面架构



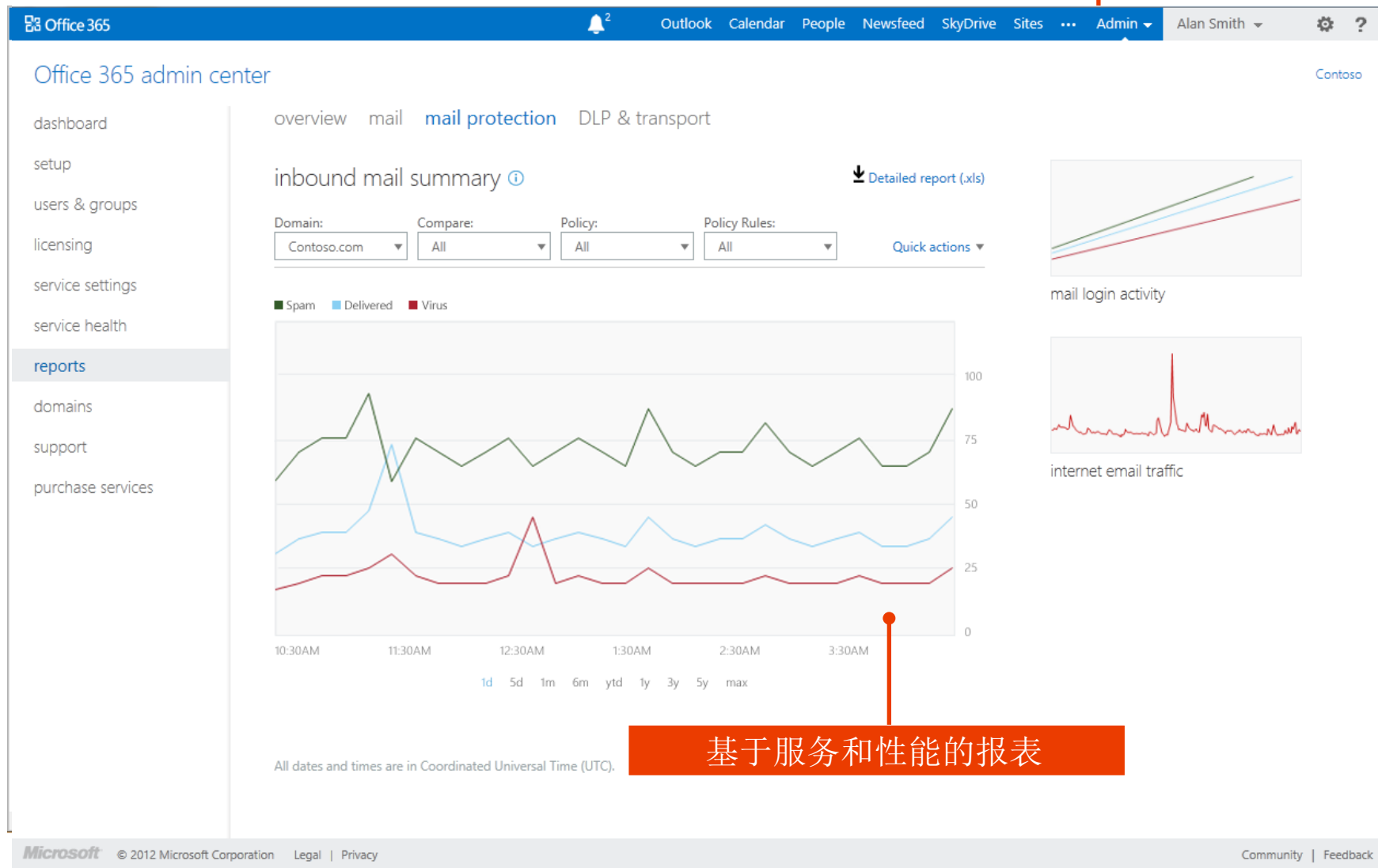
Office 365中一些常用工具

简易的导航栏使用户快速访问各个工作负荷

统一的管理本地和云端用户的界面

PowerShell 对每个工作负荷的支持大大增加

报表功能帮助IT人员了解他们服务的使用情况和性能



基于服务和性能的报表

Exchange 管理员中心

让IT人员能够使用一个单一，易用，基于WEB的用户管理界面

Recipients
Permissions
Compliance
Management
Organization
Protection
Mail Flow
Mobile
Public Folders
Unified Messaging
Servers
Hybrid

Rules Delivery Reports Accepted Domains Email Address Policies Receive Connect

Search for delivery information about messages sent to or from a specific person. You can narrow the search to messages with certain keywords in the subject.

*Mailbox to search:

[browse...](#)

Search for messages sent to:



Arlene Huff



[select users...](#)

Search for messages received from:



[select a user...](#)

Search for these words in the subject line:

Select this option to find messages sent from the mailbox you're searching. Leave this field blank to find messages sent to anyone.

Track message delivery

Search results



FROM

TO

SUBJECT

There are no items to show in this view.

0 selected of 0 total

访问控制基于用户角色

角色组定义了高级的用户功能

自助服务的最终用户的角色分配策略

分配任务，操作，或基于功能的权限

委托授权多个角色

能够限制角色分配的范围 e.g., "Legal Department" or "Asia Offices"



使用角色的访问控制赋予用户权限

通过委派管理任务来赋予用户权限

控制范围和权限的细分



远程 PowerShell

日常任务的自动化和脚本化

提供高级的管理功能

通过PowerShell 3.0提供增强的性能和可扩展性 兼容2.0 的客户端



```
Machine: BJEX063-VM14.BJEX063-VM14DOM.extest.microsoft.com

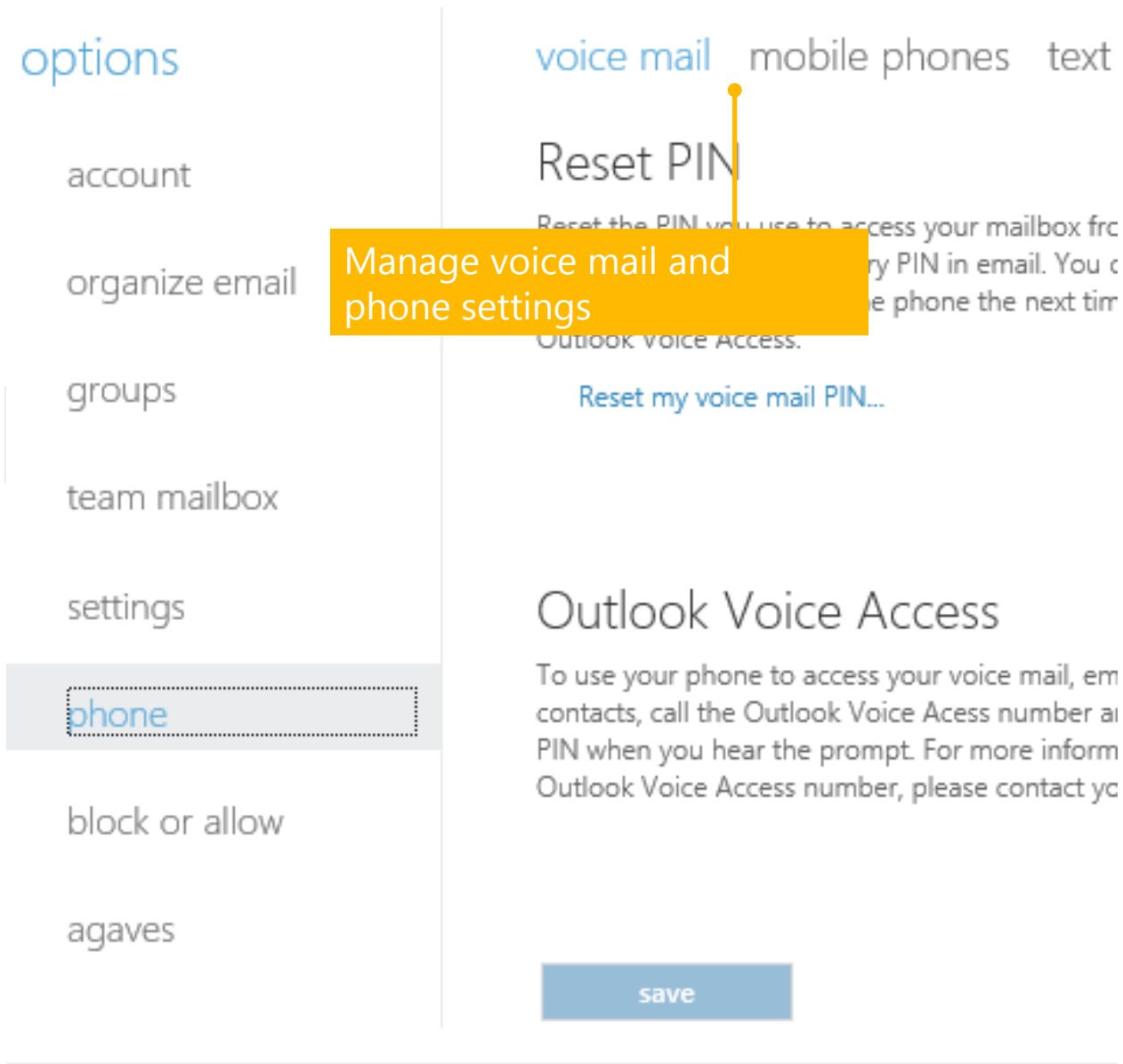
Welcome to the Exchange Management Shell!

Full list of cmdlets: Get-Command
Only Exchange cmdlets: Get-ExCommand
Cmdlets that match a specific string: Help *<string>*
Get general help: Help
Get help for a cmdlet: Help <cmdlet name> or <cmdlet name> -
Show quick reference guide: QuickRef
Exchange team blog: Get-ExBlog
Show full output for a command: <command> ! Format-List

Tip of the day #17:
To display the user's alias formatted in a table together with
their phone numbers, type:

Get-Mailbox ! Format-Table ServerName,PhoneNumbers

VERBOSE: Connecting to BJEX063-VM14.BJEX063-VM14DOM.extest.m
VERBOSE: Connected to BJEX063-VM14.BJEX063-VM14DOM.extest.m
[PS] D:\Windows\system32>
```



提供最终用户自助服务

通过委派任务给最终用户来降低IT人员的工作量和花费

允许用户更改联系人细节

允许用户管理distribution组

赋予用户追踪邮件递送的权利

帮助用户管理他们的移动设备

服务通知



服务通知类型

计划中的维护

计划中的维护，包含迁移/升级，修复和更新等类型

服务警报

服务功能，性能，或商业服务项上的更改

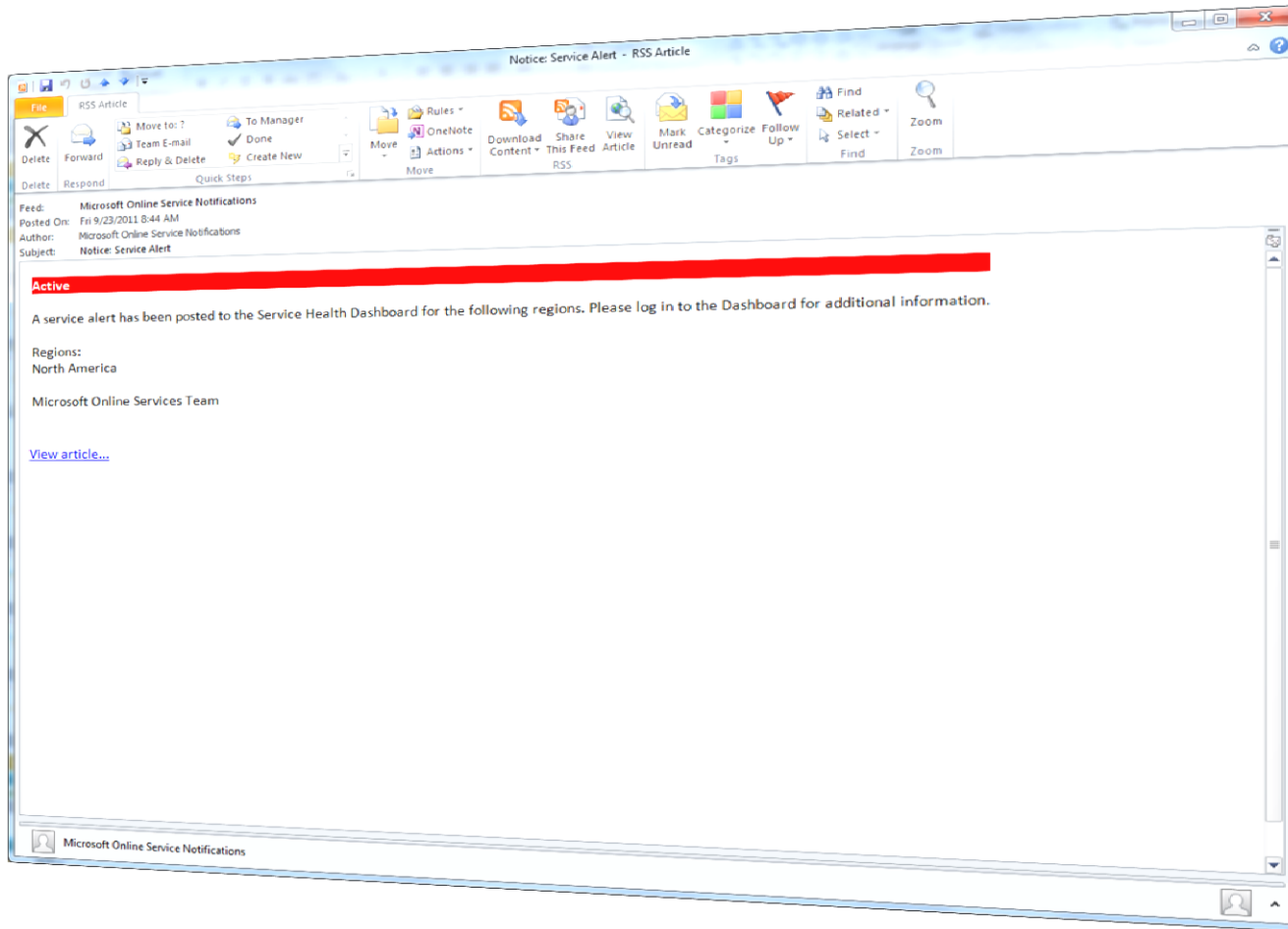
账户生命周期

在订阅生命周期中的里程碑

服务事件

服务中断事件

RSS Feed



区域性

指向服务健康状态仪表盘

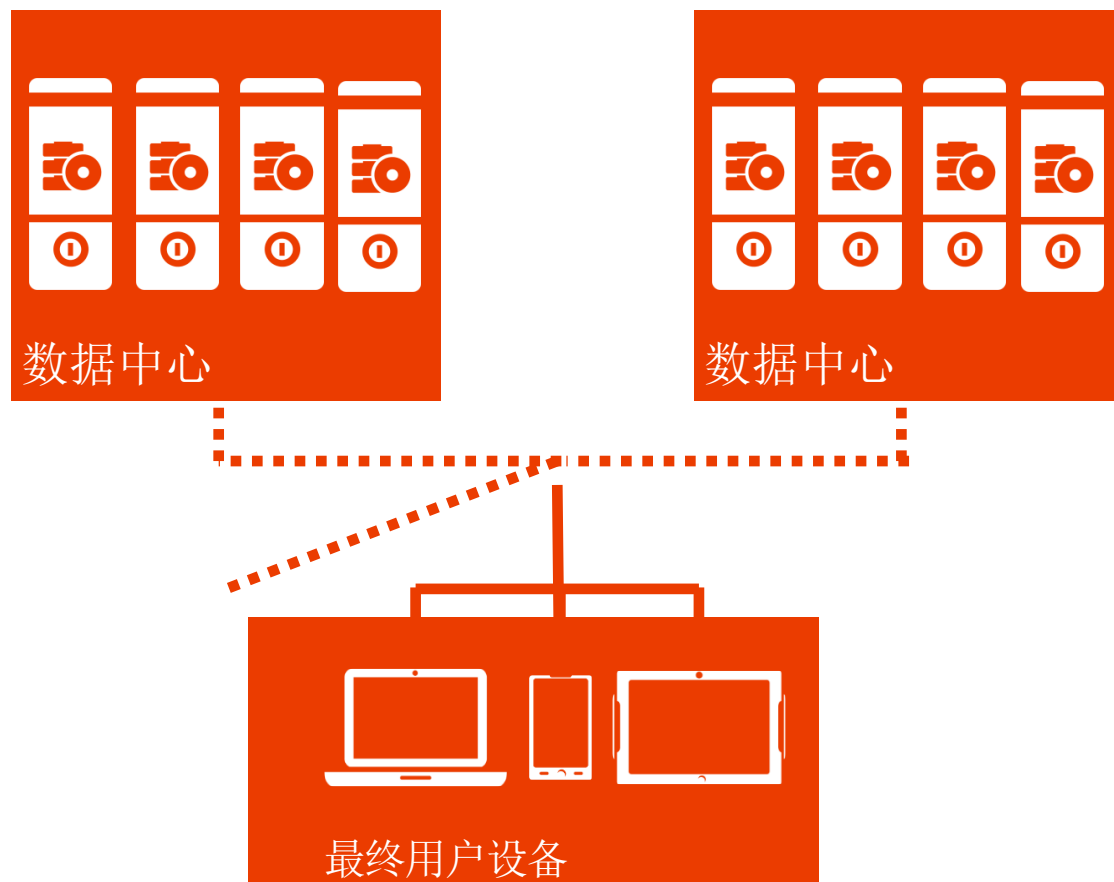
企业级可靠性

数据被复制到冗余的数据中心来防止数据中心层面的错误

99.9% 财政支持服务等级协议

多维风险管理手段，帮助安全保障服务和数据隐私

通过ISO 27001, SAS 70 Type I, HIPPA, FISMA, EU Model Clauses的认证



服务事件

安全等级 0-2
的事件








持续的沟通

事件后的总结

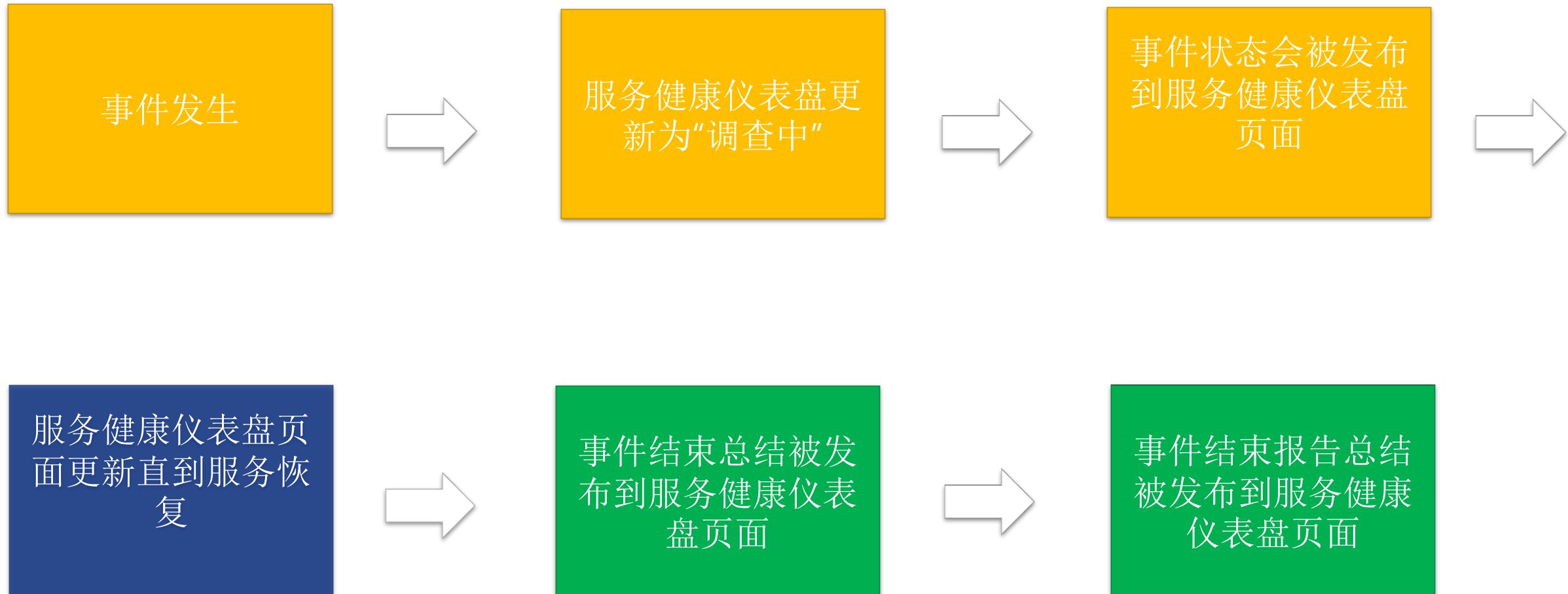
服务事件等级

New Sev	Definition
0	<ul style="list-style-type: none">• Catastrophic situation in which all functions of a federated (synonymous with workload) service are down and inaccessible, impacting production or profitability. Multiple companies, multiple users are reporting loss of complete functionality of all services.• Data security, data loss, privacy, and/or regulatory breaches have occurred or are likely to occur.• Risk management or LCA determine that Microsoft is, or may be, exposed to litigation or serious damage to reputation.• Microsoft Executive has declared this situation as Severity 0.
1	<ul style="list-style-type: none">• Critical situation where one or more function of a federated service is down. Production, operations, or deployment deadlines are severely impacted, or where there will be a severe impact on production or profitability. Multiple customers, users, or services are partially affected• Risk management or LCA determine that Microsoft may be exposed to some reputation damage.• Microsoft Management has declared this situation as a Severity 1.
2	<ul style="list-style-type: none">• Situation that has a Moderate business impact or is a Customer CPE issue. Significant problem where use of the service is proceeding, but in an impaired fashion. Single user, customer, or service is partially affected. *If posted to the SHD, the incident must be updated every 2-8 hours.
3	<ul style="list-style-type: none">• Minimum business impact. Important issue, but does not have significant current service or productivity impact for the customer. Single user is experiencing partial impact, but an acceptable workaround exists.
4	<ul style="list-style-type: none">• Used for design change requests (DCRs), feature requests, research activities, and similar items. Customers' business is not impacted.• If the business is going to be impacted by this incident/request, do not use this severity rating.

服务事件状态更新

Status	Description	SHD icon
Investigating	Monitors have indicated a service anomaly and/or Microsoft has received reports of a potential service incident. Microsoft is currently investigating.	
False Positive	Our investigation is complete and we have determined that the service is healthy and a service incident did not actually occur.	
Service Interruption	Microsoft has confirmed that normal services are being impacted. Microsoft is taking immediate action to understand the cause of the failure and determine the best course of action to restore service.	
Degraded Service	Services are still active, but service responsiveness and/or delivery times may be slower than usual. Microsoft is working to restore normal service responsiveness.	
Restoring Service	Microsoft has isolated the likely cause of the incident and is in the process of restoring service.	
Extended Recovery	Services are restored and may be slower than usual.	
Service Restored	Normal system services have been restored.	

Office 365 服务时间通知流程



事件回顾策略

对于延展影响到多个用户的服务可用性问题将发布事件回顾

对于事件等级0和1的问题将发布事件回顾

对于事件等级2并且用户影响已经被发布到服务健康仪表盘将发布事件回顾

是由Office 365提供的结果分析和调查

服务升级



迁移，过渡，升级



迁移

将数据从一个电脑移动到另外一台电脑

- 从本地到Office 365
- 从一个老的系统到Office 365



过渡

事物通过一个更改从一个状态，形式，或活动到另外一个的过程

- 从BPOS 到 Office 365
- 从Live@Edu 到 Office 365

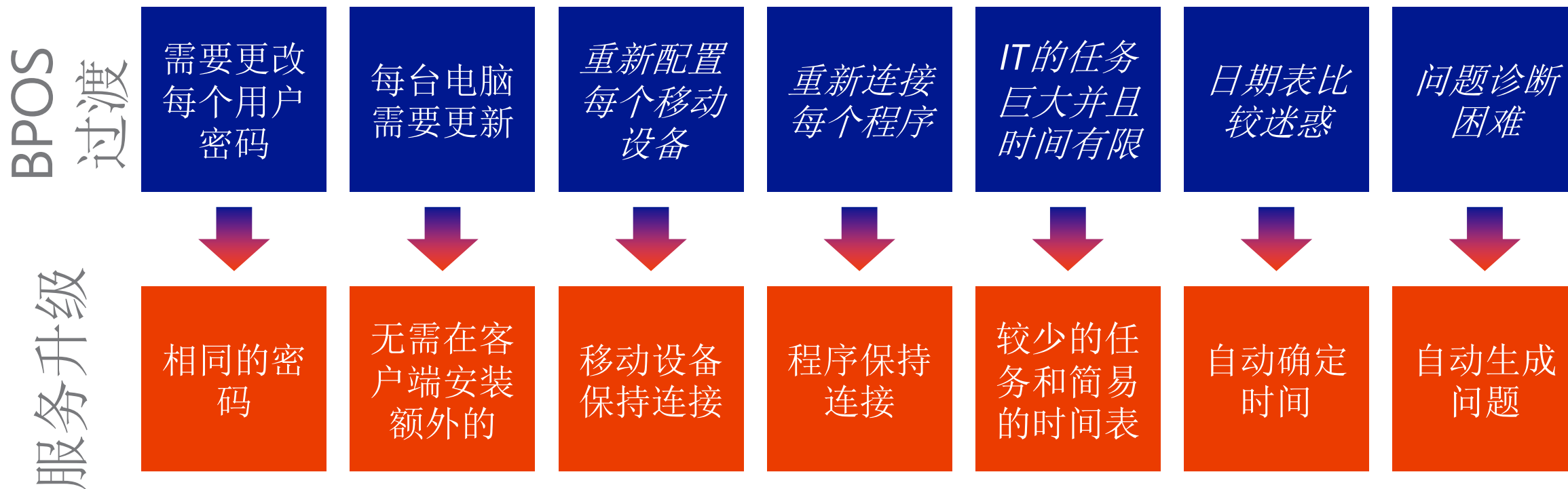


升级

将一个实例带到一个最新的状态

- 对于现有的用户启用新的功能

BPOS 过渡vs主要的服务升级



Office 365 在2013的主要服务升级

并非IT部门的项目

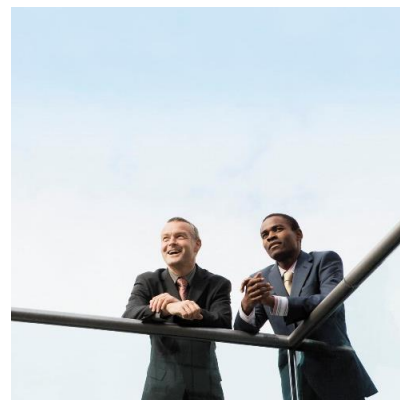
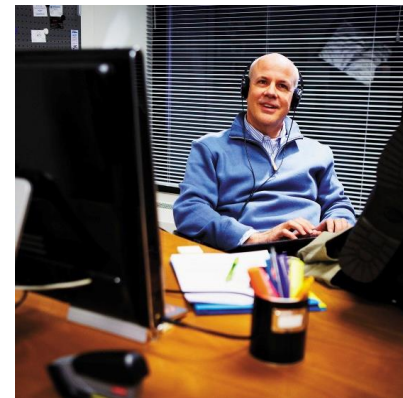
所有的服务都将在后台完成更新
桌面系统整合? 极少到没有

不会打断最终用户

邮件客户端-从桌面电脑到移动电话保持连接状态
只有登录界面和OWA显示为升级后的更改

项目类别上的更新

用户能够通过实验性的自主的选择升级到高级客户端和
SharePoint的站点, 或选择推迟更新



服务升级企业状态



服务更新企业状态

新的Office Web Apps

SPO, LYO upgrade

客户角度

新Office Web Apps发布
管理员界面, 用户体验没有更改

数据中心角度

“当前” 和新的共存

当前状态

正式发布前

服务升级企业状态

可选择的“提早升级”

- 用户选择“提早升级”用户
- 用户在整个组织接受更新前接收到新的工作负荷
- 能够同时使用老的和更新后的管理体验



服务升级企业状态

服务升级完成

- 现有客户端是向前兼容的
- 新的Office和Lync客户端可以下载到
- 客户控制SharePoint的Visual更新

Sites, clients unchanged

All services updated



问题？

The Microsoft logo is displayed in a large, bold, italicized white font against a solid black background. The word "Microsoft" is written in its characteristic script-like typeface, with a registered trademark symbol (®) positioned at the top right of the final letter.

Microsoft®