



North Carolina, Dept. of Information Technology

Service Level Agreement – Microsoft 365

Enterprise Collaboration Services

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Purpose

This Service Level Agreement (SLA) establishes the framework for addressing the administration, management, support, and use of Microsoft 365 (M365), including current and future features implemented to the M365 Enterprise. All sections of the Agreement are subject to audit by the M365 Subject Matter Expert (SME) or designee. This Agreement is considered a living document and shall be updated and revised as required or as needed where changes in features, updates, processes, and security concerns dictate.

The term “Best Practice” defines methods that are strongly recommended to avoid increased support issues due to design, limitations, or overall functionality.

The M365 SLA describes the IT Service, documents the Service Level Targets, and specifies the responsibilities of both the Department of Information Technology (DIT) and the Customer.

Disclaimer

Regarding content and/or scope deviations between this document and the established DIT Global Service Levels policy, this Service Level Agreement takes precedence, once properly executed. If there are any additional or accompanying MOU or other contractual vehicle properly executed yet having contradictory content or scope specific to this Service or requirements, this said contractual document takes precedence.

Service Level Agreement Scope

This agreement specifies only the standard operational service commitments and responsibilities of DIT and DIT Customers. Customer-specific deviations from these commitments and responsibilities will be specified in an accompanying Memorandum of Understanding (MOU). Service rates are outside the scope of this agreement and are specified in financial documents.

Service Commitments

Standard Support Hours

Enterprise Collaboration Services are available to customers 24/7/365, excluding planned outages, maintenance windows, and unavoidable events. Maintenance windows are used only when needed for scheduled changes that have been implemented through the DIT Change Management Process. In addition to the standard DIT maintenance windows, site-specific and service-specific changes may be coordinated with customers at non-standard times.

- For Critical and High Priority Agency or Enterprise-wide Incidents, support is available 24/7
- For Low or Medium Priority End User Incidents, the Service Desk M365 SMEs are available 24/7 for First Level Support. Second and Third Level Support for Enterprise Collaboration Services is available from 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding State Holidays.
- Request response times are within 5 business days.

Incident Prioritization Model with Response Times

Priority	Target Acknowledgement Response (OLA)	Target Status Update (OLA)	Target Customer Status Update (SLA)	Target Resolution (SLA)	Target % of Calls Resolved on Time
Critical	15 minutes	Every 30 minutes by assigned working team until resolved	Every 60 minutes or as agreed upon with the customer(s)	4 hours or less	90%
High	30 minutes	Within 1 hour, then every hour thereafter by assigned working team until resolved	Every 2 hours or as agreed upon with the customer(s)	8 hours or less	90%
Medium	2 hours	Within 3 hours	Every 6 hours or as agreed upon with the customer(s)	24 hours or less	90%
Low	1 business Day	1 business day	Daily	3 business days	90%

Maintenance Windows & Change Management

Enterprise Collaboration Services follow the DIT Standard Change Management standards and procedures as documented in the [Change Management Policy & Standards](#). The changes windows we use to perform maintenance and upgrades are as follows:

- Sunday 4:00 a.m. to 12:00 p.m.
- Thursday 7:00 p.m. to 12:00 a.m. (midnight)

Roles and Responsibilities

Tenant Architecture

The state maintains on-premises Active Directory and Exchange Servers (ADFS) for identity of all users, federated to ADFS and synced to the Cloud via Forefront Identity Manager (FIM) to sync with Azure Identity. The state currently has an in-house developed Distributed Admin tool for email administration (NC Mail Admin Portal) to manage the M365 environment in terms of mail provisioning, license management, and billing. Agencies are given access to admin groups via an exchange attribute to manage their environment and users. The State of North Carolina is organized into agencies and each agency has one or more divisions/admin groups. Divisions/admin groups are set up as Operating Units (OU) and nested OUs in Active Directory (AD). There are roughly 400 administrators across the State who manage mail provisioning, and 10 Super admins on the email staff that can manage all domains. There is also a Service Desk group that has more capabilities than the Agency admins but not as much privilege as the Super admins.

- One Tenant 40+ domains with multiple Admin groups per domain
- Centralized ADFS/FIM Solution
- Licenses are pooled, assigned, and reported by Agency and admin group
- Email Admin Tools allow for multiple roles (Global, Service Desk, Agency Admin)
- Agencies must manage their purchased and consumed licenses. Failure to manage licenses will cause a shortage of licenses.

Customer Agency Responsibilities

- Maintain Email per agency's retention schedules and policies
- Review all DIT M365 Service information in this document and in [SharePoint](#) (This will be the main source of support for Agencies)
- Manage their Purchased vs. Consumed license
- Provide and maintain a primary and back-up Email admin
- Email admin will provide 1st level support and all on-/offboarding activities
- Provide and maintain an Agency admin for services outside mail, such as SharePoint, OneDrive and Teams
- Secretary of the Agency must identify and maintain an eDiscovery admin
- Periodically review the M365 [Support and Announcement Page](#)
- Ensure all agency licensing is in place and available, including Windows server CALs
- Agree to and understand the Support Matrix of the service
- Provide Application testing for integration/dependencies with M365. Application owners should gauge their agencies' application remediation required for moving to M365.
- Deploy and maintain updates on OS, browser, and Office. The Office version used should be Click to Run M365 and be on the Monthly Channel for updates. Windows 10 and Office 2016 are highly recommended.
- Test Office deployment options and customize options for the Agency
- Provide user training and communications to employees for the M365 Service
- Maintain security best practices
- Work with Security liaison on email monitoring requests, whitelist, blacklist, and filtering requests
- Communicate to their users about the Email service, specifically best practices like Encryption and DLP
- The primary contact for the end user should be the Agency's help desk, which can contact DIT if escalation is required

DIT Responsibilities

- Provide Escalated Support after Agency does triage with their admins or Service Desk
- Provide day to day monitoring and management of the M365 Platform and DIT services
- Assign Agency Users to Licenses. The M365 Service does not provide the licensees. Licenses are provided by the Agency. For Managed Desktop customers, DIT provides the M365 License. Use of Visio and Project is purchased by the Agency.
- Provide links to [Online Training Resources and Roadmap](#) information
- Provide a tool to manage on-/offboarding of users
- Provide a user-friendly license report for Agency consumption located here
- Maintain contracts for filtering support/service and Microsoft Premiere Services

- Provide a SharePoint site for M365 services, Community of Practices, Service Offered, and Announcements

Licensing

By default, all new user accounts are configured with a G3 license. If a Secondary Mailbox Account (formerly known as Service Account) is requested, it will be assigned an Exchange Online Plan 2 (EOLP2) license.

DIT updates the Microsoft licensing report every Monday showing Purchased vs Consumed licenses for each Agency. The license report can be viewed [here](#).

Before deploying Microsoft 365 Apps to users in your organization, the user's email address will need to be created and a M365 license assigned. Each license allows a user to install Microsoft 365 Apps on up to five desktops, five tablets, and/or five mobile devices. Each installation is activated and kept activated automatically by cloud-based services associated with Microsoft 365.

Learning & Education

The Knowledge College

NCDIT provides training on Microsoft products and Tableau through the Knowledge College. Microsoft provides online training classes for many of its products available for North Carolina state government users. Classes are free, but registration is required.

Tableau webinars are led by certified instructors, and the recordings are housed on the NCDIT website.

- [Microsoft Training Opportunities](#)
- [NCDIT M365 Training Playlist on YouTube](#)
- [Tableau Training Opportunities](#)

Monthly M365 Ninja Q&As

Each month all M365 users are invited to join a virtual Q&A session with Microsoft and the M365 Ninjas, who are administrators and power users from various state agencies. At these meetings, the team shares updates on Microsoft products and answers questions users might have about solutions including Teams, SharePoint, and OneDrive for Business.

Information about these sessions is available in the All Things M365 User Group in Microsoft Teams or in the All Things M365 Newsletter.

Communications and Conferences

All Things M365 Conference

Each spring, NCDIT hosts an annual day-long virtual conference with sessions on M365 products hosted by subject matter experts and Microsoft customer success managers.

All Things M365 Newsletter

The monthly M365 Newsletter highlights all things Microsoft 365 for the state of North Carolina, including user community, training opportunities and a one-minute quick tip for M365.

NCDIT Communications Hub

Enterprise Collaboration Services communicates news about the health of our services and general information through the NCDIT Communications Hub. This site shows the current health of all NCDIT services, and customers can subscribe to be informed about impacts to any or all services.

NCDIT Business Intelligence Newsletter

The quarterly NCDIT Business Intelligence newsletter highlights new features for Tableau and Power BI for the state of North Carolina.

- [All Things M365 Conference](#)
- [All Things M365 Monthly Newsletter](#)
- [All Things M365 User Group](#)
- [Agency Administrators SharePoint site](#)
- [NCDIT Business Intelligence Newsletter](#)
- [NCDIT Communications Hub](#)

User Groups and Communities of Practice

The N.C. Department of Information Technology offers user groups and Communities of Practice focused on commonly needed IT functions and skill areas.

These groups are open to staff from state and local agencies as well as educational institutions.

- [All Things 365](#)
- [Business Analysis](#)
- [Dynamics 365](#)

Microsoft 365 Framework

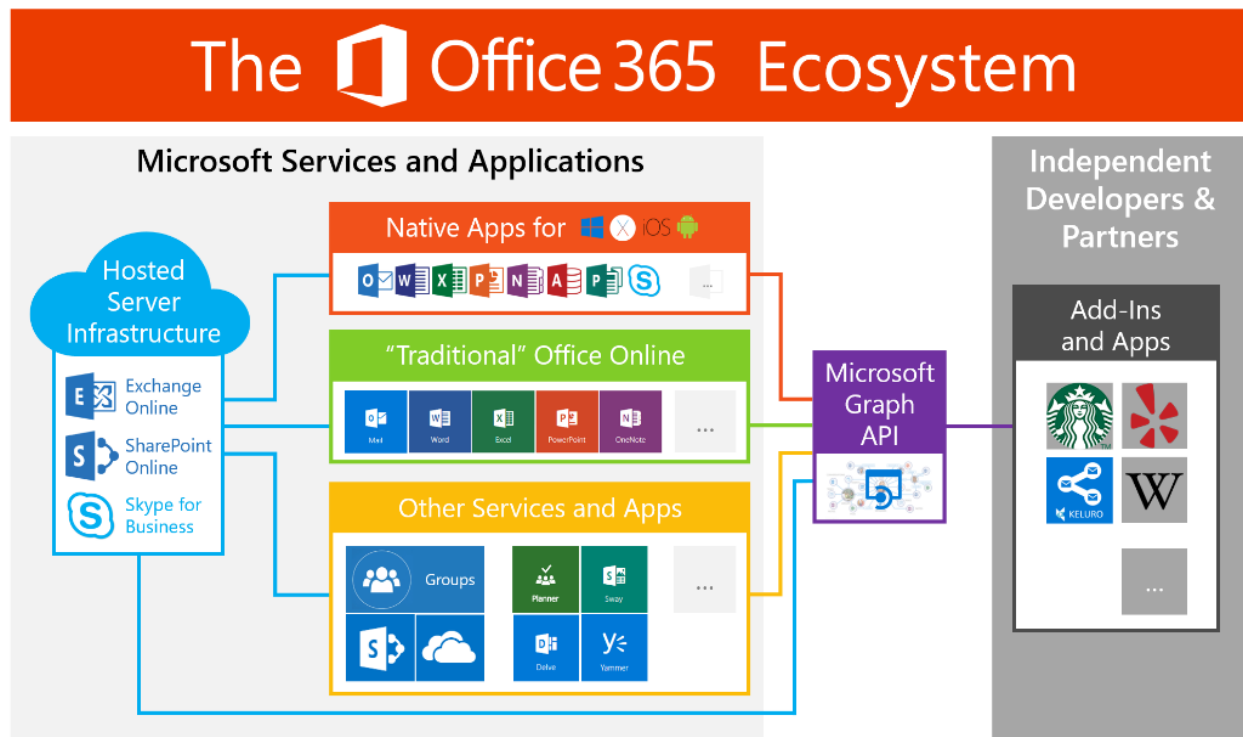
DIT operates one Production M365 tenancy in the Government Cloud and one Test tenant. The following applications are currently in the Microsoft 365 environment:

- Exchange Online
- Defender for Microsoft 365
- Teams
- One Drive for Business
- Office Pro Plus
- SharePoint Online
- Project Online
- Power BI
- Intune MAM
- Dynamics 365
- Power Apps
- Power Automate

Services Included with Microsoft 365

M365 is a Subscription Service provided by Microsoft through DIT. If warranted, by means described within the SLA, DIT can request financial compensation from Microsoft for breach of SLA. If accepted Microsoft will send refunds directly back to the Agencies who have purchased the licenses. Agencies can choose from a full suite of products and services that meet their business requirements and costs. The state has moved to Secure Productive Enterprise (SPE) E3 suite for users. This Stock-Keeping Unit (SKU) is now called the “Microsoft 365” E3 Enterprise Mobility Suite. For email only accounts, an Exchange Online Plan 2 is needed to get Email and Archiving.

Additionally, some Agencies have purchased E1 Web Only Apps with Exchange Online Plan 2 (EOP2) or Exchange Online Archive. Email Archive is included in E3 and EOLP2.



Exchange Email Service

The Microsoft Exchange Email Service provides an enterprise-wide email and calendaring solution that is highly available and reliable, feature rich, and cost effective to use for State agencies and local government entities. The Service runs on the Microsoft Exchange Online platform and provides customers with efficient access to email, calendar, attachments, contacts, and more. Service support is provided by experienced and professional personnel focused on “Best-in-Class” customer service and satisfaction.

Email, Calendars, and Distribution Groups

Agencies have Government-class Email through Exchange Online Services. This service provides Email, Archive, and Protection with the rich and familiar Outlook experience users are accustomed to. Users can access these services from their desktop web browser using Outlook for the Web (OWA) and mobile devices. Each user gets a 100 GB mailbox and can send attachments up to 25 MB. Email Archive is

“unlimited” with a Microsoft cap at 1.5 terabytes (TB) and all mailboxes on our tenant are put on legal (litigation) hold for compliance. Retention policies can also be applied. Shared calendars let users see when others are free or busy.

Upon subscribing to the service, agencies are assigned a primary email domain under the .GOV top-level domain space. This .GOV email domain space will be assigned to the agency for their sole use. No other agencies may use an email domain space assigned to another agency. Agencies may have multiple email sub-domains under their assigned domain as needed for applications or other business purposes. Each agency must assign their users email addresses using the primary email domain for their agency. Users can have multiple email addresses assigned as aliases however all aliases must be part of the agency email domain (ex: OSHR.NC.GOV). This is required to ensure automated workflows for employee onboarding, offboarding and transfers function correctly and as designed.

- [Exchange Online Service Description](#)
- [Exchange Online Limits](#)

The Exchange Email Service includes:

- Integrated Email and Calendar function
- 100 GB of Email storage per user, with unlimited archive
- Microsoft Exchange Online
- Integration with the NC Identity Management system (NCID)
- Redundant and load-balanced configuration
- Disaster Recovery/Business Continuity infrastructure
- Antivirus and Anti-Spam solutions
- Internet browser access for Email: Outlook Web Access (OWA)
- Centralized and personal address books
- Folder creation and management for messages
- Native file format attachments; i.e., Word, Excel, etc.
- Outlook 2013 and Outlook 2016 access from anywhere via RPC/HTTPS-Outlook Anywhere (SSL encapsulated client connections). Agencies should use the current Office Click to Run software to utilize all production functionality.
- Centralized administrative website for commonly performed functions
- Meeting scheduling for individuals, groups, and other required resources such as conference rooms and conference numbers
- Personalized or shared daily notes/tasks
- Share/view calendar entries with others
- Designate rights for others; i.e., administrative assistants, to create meetings on your behalf
- Mobile device wireless synchronization via Outlook Mobile App (see [Intune Service](#))
- Email Archiving (see Email Archiving Service for more details)
- Requirements include:
 - For Outlook users—an NCID account, Outlook 2013 or higher, and Windows. Office/Outlook 2016 or later is recommended.
 - For OWA users—Browsers that are N-1 or higher are recommended, but OWA will function in a limited fashion with older browsers

eDiscovery

eDiscovery in M365 is accessed through the Security and Compliance Center admin portal. eDiscovery administrators are chosen by the Agency secretary, subject to approval by the SCIO. It is the Agency's responsibility to maintain a list of administrators, especially in times of political transition. After eDiscovery administrators are chosen, they must complete training. To request training, please open a request in ServiceNow by visiting the [Microsoft 365 Office & Email service catalog page](#).

Email Archiving Service

The Email Archiving Service provides archiving of all Exchange mailbox content, including messages, calendar items, contacts, Teams chats, and tasks for the 5-year period specified by Executive Order 12. This Service is based on eDiscovery software. Coupled with a robust physical storage solution, eDiscovery provides significant deduplication capabilities, resulting in efficient use of disk space.

eDiscovery archives all items in real time as they arrive in or are sent from a user's mailbox, and archives changes in state, such as a message manually moved from one folder to another within the mailbox. Exchange users have access to their own archived data through the Archive folder which appears in their Outlook client or OWA browser session. In this folder, users can search their archived data in seconds, and view message history and deleted items.

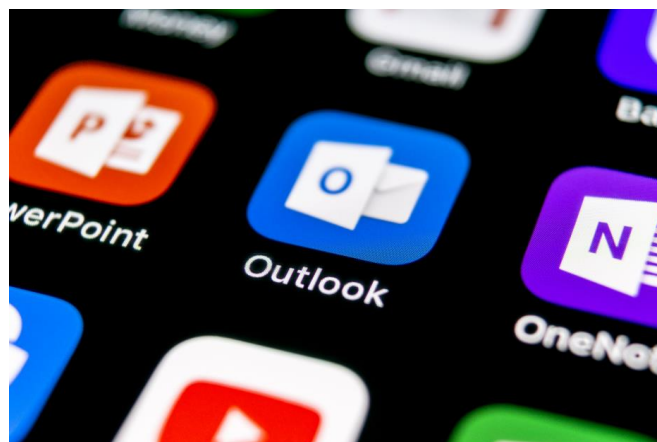
Users specifically designated by agency leadership can perform eDiscovery for legal purposes and public records requests using an additional eDiscovery client. Teams message chats are stored in a conversations-view folder of the individual having the chat. This folder is only viewable by an eDiscovery Admin, who performs a pull for this information using the Compliance Center.

The Email Archiving Service includes:

- Archiving and 5-year retention of all mailbox content
- Access to a user's own archived data through the Archive folder in Outlook and OWA

Intune Mobile App Access

The [Intune MAM Service](#) enables customers to connect wirelessly to their Microsoft Exchange email and calendar account via smartphone or tablet devices. This highly available and feature rich service provides customers with efficient mobile access to email, calendar, attachments, contacts, and more. Service support is provided by experienced and professional personnel focused on "Best-in-Class" customer service and satisfaction.



Defender for Microsoft 365 and Encryption

Exchange Online Protection defends against spam and malware. It provides advanced security by eliminating threats from known viruses and 99% of spam before they reach the firewall. Exchange Online includes:

- [Anti-Spam and Anti-Malware Protection](#)
- [Exchange Online Protection](#)

Exchange Online Encryption:

- [Encryption in Microsoft 365](#)
- [Service Information for Microsoft 365 Message Encryption](#)
- [Microsoft 365 Message Encryption FAQ](#)

Email Encryption Service

The Email Encryption Service Includes:

- Ability to send secure email to anyone on any email system (encryption “in transit”)
- Secure Receive and Reply for message recipients
- Zero desktop footprint (no software or add-in installation is needed)
- Built-in content scanning capability (can encrypt based on specific message content)

For additional information reference [Encryption in Microsoft 365](#)

Microsoft Teams

Microsoft Teams is an online communications solution that lets you easily collaborate with other people, as well as large groups. As part of the Microsoft 365 Government G3 bundled service offering, Teams integrates with SharePoint, Word, Outlook and other Microsoft 365 applications, so you can quickly access these tools while collaborating in real-time.

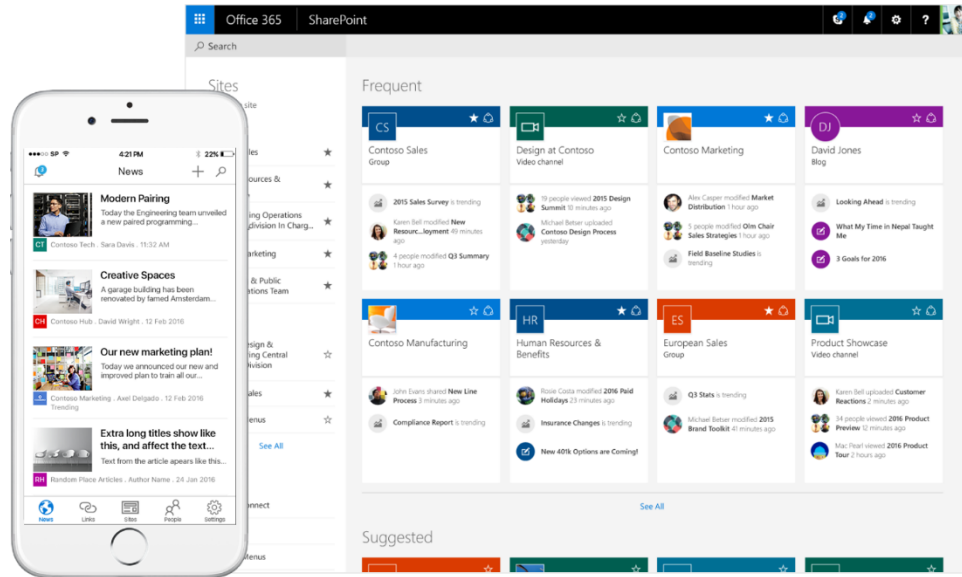


In addition to accessing Microsoft 365 apps from the Teams interface, you can interact via chat, audio calling, desktop screen sharing and online meetings with fully integrated audio and video conferencing. Up to 1,000 people can participate in private meetings, and up to 10,000 can join live events.

For more information, please visit the [Microsoft Teams service page](#).

SharePoint Online and One Drive for Business

SharePoint Online is a highly configurable web-based software platform for web publishing and collaboration. It is widely used as a document management and storage system, but it is also ideal for creating websites, intranets, wikis, blogs, content management systems, composite applications and more.



Your users experience only a short learning curve because SharePoint Online is closely integrated with the Microsoft 365 Office suite and has a similar interface.

For more information, please visit the [Microsoft SharePoint & OneDrive service page](#).

Project Online

Project Online is a flexible online solution for Project Portfolio Management (PPM) and everyday work. Project Online provides powerful project management capabilities for planning, prioritizing, and managing projects and project portfolio investments—from almost anywhere on almost any device. Project Online can be used by administrators, portfolio managers and viewers, project and resource managers, and team leads and members. Project Online is built on the SharePoint platform, and it stores data in the SharePoint data store.

Power BI

Power BI is a collection of software services, apps, and connectors that work together to turn your unrelated sources of data into coherent, visually immersive, and interactive insights. Your data may be an Excel spreadsheet, or a collection of cloud-based and on-premises hybrid data warehouses. Power BI lets you easily connect to your data sources, visualize and discover what's important, and share that with anyone or everyone you want.

Dynamics 365

Microsoft Dynamics 365 provides specific modules with functionality to support customer service, sales and marketing, finance and operations, field service, project management and business intelligence

reporting. This functionality enables organizations to better manage process lifecycles from start to finish. Depending on their requirements, agencies can leverage all or some of the integrated modules.

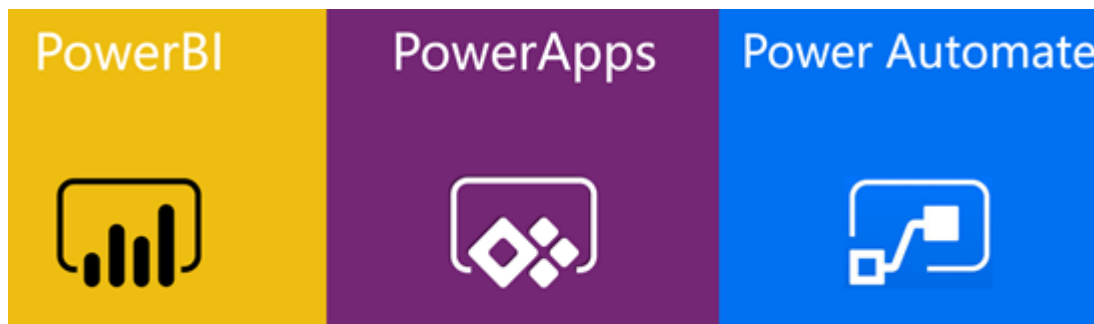
Microsoft Dynamics 365 is a cloud-based business applications platform that combines components of customer relationship management (CRM) and enterprise resource planning (ERP), along with productivity applications and artificial intelligence tools. Dynamics 365 allows users to get a connected view of data intelligence on customer records, transactions, behaviors and preferences, along with information about orders, inventory and shipping. It also allows for predictive insight for decision-makers. Dynamics 365 is tightly integrated with other Microsoft business applications. For business users that rely heavily on Office 365 and Outlook or that run operations on Azure, Dynamics 365 provides seamless integration not utilizing third-party plug-ins.

For service information, please visit the [Microsoft Dynamics 365 service page](#).

Power Apps & Power Automate

Power Apps is a suite of apps, services, and connectors, as well as a data platform, that provides a rapid development environment to build custom apps for your business needs. Using Power Apps, you can quickly build custom business apps that connect to your data stored either in the underlying data platform (Microsoft Dataverse) or in various online and on-premises data sources (such as SharePoint, Microsoft 365, Dynamics 365, SQL Server, and so on).

Using Power Automate, you can populate any form and reduce the time needed to enter data on regularly used applications. Performing repetitive online orders, tracking price changes, populating fields on web pages and desktop applications, creating backups, and converting files are all tasks that can be fully automated with desktop flows.



Data Loss Protection

Data Loss Prevention (DLP) is important for enterprise message systems because of the extensive use of email for business-critical communication, which can include sensitive data. With M365, customers own and control their data. The data is not mined or used for advertising.

For more, see Email Encryption and DLP.

Cybersecurity Support & Recovery

Quick recovery of basic IT services is essential following a cyberattack. That is why the N.C. Department of Information Technology offers a cost-effective package of email and productivity tools on Microsoft's Office 365 Government GCC environment that can be quickly deployed to vital staff as local governments recover and rebuild.



Key Benefits:

- No-cost licensing for first six months (support fees still applicable)
- Quick deployment (domain setup within five business days)
- 24/7 monitoring for compromised user accounts
- 24/7 support for critical and high-priority incidents
- Self-service administration portal for account management
- Official .gov email domain providing increased confidence for email recipients

Top Features:

- Service provided within a FedRAMP/NIST-compliant cloud instance
- Email, OneDrive and SharePoint with data loss protection
- Industry-leading anti-virus, anti-spam filtering, content polices, fraud detection and targeted attack protection
- Integrated with NCID statewide identity management system
- Centralized archiving within the Microsoft tenant and eDiscovery ability

For service information, please visit the [Cybersecurity Recovery service page](#).

SMTP Relay and SPAM Filtering Service

The filtering process occurs through a SPAM Filtering Service and then M365. DIT's SPAM Filtering Service incorporates a multilayered approach to filtering email for spam and viruses. This helps protect employees by scanning email and eliminating threats such as viruses, worms, malicious content and attachments, and other junk mail before they reach the end user.

DIT offers the same antivirus/anti-spam protection to local governments and other State agencies that is provided to our Exchange customers.

Locals still have admin access, while state agencies have read-only access. Whitelist/Blacklist requests must be made via service request through the Service Desk.

For hosted email Agencies, this service is included in the monthly support rate. For non- DIT hosted email there is a charge for this service.

The Relay and Filtering Service includes:

- Comprehensive virus scanning and spam filtering for all Email messages
- Email message relay capabilities for any Email system via Simple Mail Transport Protocol (SMTP)

Email Management / Admin Portal

The Email Admin Portal provides the day to day management for DIT, Agencies, and the Service Desk.

Below is a list of what each role can perform. Each Agency should have one or more email admins identified to perform on-/offboarding activities like the NCID role, but not necessarily the same person as the NCID admin. The NCID and Email admins must work together to add, modify, and delete users in the State Email system.

Agencies must submit a Service Request to add and delete email admin access. Once access and training have been accomplished, they can login to the Email Admin Portal.

Table: Agency Administrator Functions

Resource	Function	Modifications
Calendar Resource	Add Delete Manage	<ul style="list-style-type: none"> • Display name • Primary SMTP Address • Admin Group • Automatic processing • Allow recurring meetings • Booking window (365 days) • Schedule Only during work hours • Delegates • Forward requests to delegates • Users with "Book in" privileges • Book in policy • Manage Calendar Permissions • Calendar automatic processing • Calendar allow recurring meetings • Calendar booking window (180 days) • Calendar Schedule only during work hours • Calendar Delegates • Calendar forward requests to delegates • Calendar book in policy
User	Add MBX Delete MBX Manage MBX	<ul style="list-style-type: none"> • Display Name • Name Alias • Primary SMTP Address • Secondary SMTP addresses • Mail aliases • Bill Code • Disable account • Send-On-Behalf-Of Permission • Mailbox 'Full Access' right • "Send-As" permission • List group membership

Service Accounts	Add Manage	<ul style="list-style-type: none"> • Agencies cannot add Service Accounts but they can manage them once created. To submit a Service Request, send an email to dit.incidents@nc.gov • Display Name • Primary SMTP address • Secondary SMTP address • Admin group • Bill Code • Disable account • Change password • Send-On-Behalf-Of delegates • Mailbox "Full access" right • "Send-As" permission • See MBX Storage
Mail Contacts	Add Delete Manage	<ul style="list-style-type: none"> • Display Name • External Forward Address • Primary SMTP address
Distribution Groups	Add Delete Manage	<ul style="list-style-type: none"> • Display name • Primary SMTP Address • Secondary SMTP addresses • Grant send-on-behalf-of privileges to • Accept messages only from internal users • Accept messages only from these users • Reject messages only from these users • Accept messages only from these distribution groups • Reject messages only from these distribution groups • Send delivery report to the sender of the message • List/add/remove members
Dynamic Distribution Group	Display	<ul style="list-style-type: none"> • Display Only
Mail Security Group	Add Delete Manage	<ul style="list-style-type: none"> • Add/remove members

Mailman Email Distribution List Management Service

The Email Distribution List Management Service uses Mailman software running on Red Hat Enterprise Linux 4. Mailman is integrated with the web, making it easy for users to manage their accounts and for list owners to administer their lists. Mailman supports built-in archiving, automatic bounce processing, content filtering, digest delivery, spam filters, and more.

More Information:

- [Mailman Administrator login](#)
- Mailman Documents

The Distribution List Management Service provides customers with a low-cost and highly secure method of maintaining Email distribution lists. Key to the Service is the ability to moderate (approve) postings to distribution lists. Auto-subscribe/unsubscribe features are also provided. The Service offers an open standard solution to state and government agencies that is highly available and reliable. Service support is provided by experienced and professional personnel focused on “Best-in-Class” customer service and satisfaction.

The Mailman Email Distribution List Management Service includes:

- Mailman software used for Email Distribution List Management
- Users can subscribe or unsubscribe to a list
- List members can be inside or outside of the DIT Email system
- Any list can be moderated by a moderator or list administrator
- Posting a message to a distribution list can be restricted to only the list members
- Options for individual Email message delivery posted to the list, or a “digest” message that combines multiple postings
- Archive option permits posted messages to be saved via a web browser interface
- Easy to use and administer by non-technical personnel

Microsoft Service Descriptions

Visit the Microsoft website to review the M365 Service Descriptions.

- [“Microsoft 365”](#) Full Suite (E3) — Office, Email/Archive, SharePoint, OneDrive, Teams
- Web Access Only (G1) — Office Web apps, Outlook on the Web, SharePoint, OneDrive, Teams, Archive in Web Access only
- Email Only — via Outlook on the Web, Exchange Online Plans (EOLP), Archive in Web Access only.

Note 1: M365 Exchange is an online service. DIT and the Agencies are subscribers via the licenses purchased to access the service. There are multiple access methods for this service, such as Outlook, Outlook Web Access (OWA), and Mobile. Consequently, DIT Service Desk tickets for service issues with unmanaged devices will be treated as a Best Effort service with no specified SLA. If the device is managed by DIT, the ticket will be assigned to the Consumer Platform Support Group within their SLA Agreement. If the Exchange Online Service has an issue that can be verified on the M365 Service Health Dashboard, then the ticket will be treated as an Incident. For most issues with Outlook, OWA is usually still available as a workaround. See [Support Matrix](#).

Note 2: Email is not a guaranteed delivery service. When an email is sent, there is no guarantee it will get to the destination due to systems beyond DIT control. Typically, the user will get a Non-Deliverable Report (NDR) warning, but not always.

Approvals

Wherefore, intending to be bound hereby, this Service Level Agreement is executed by the undersigned authorized representatives of each Party, effective as of the date of execution of all Parties hereto.

Name	Title	Signature	Date
Brad Marchand	M365 Service Mgr.		03/29/2023

Version Control

Author	Version	Change Summary	Date
Suzanna Cary	1.0	Revised and updated SLA	06/19/2018
Suzanna Cary	1.1	Updated service name	09/30/2020
Karen Mann	1.2	Updated formatting	08/02/2022
Brad Marchand	1.3	General updates for service information	01/10/2023
Brad Marchand	1.4	Updated maintenance windows and change management	03/29/2023