North Carolina, Dept. of Information Technology

Service Level Agreement – Microsoft 365

Enterprise Collaboration Services

Last Reviewed & Updated:
5-26-2026

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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 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 until resolved**	**Every 2 hours or as agreed upon with the customer(s)**	**8 hours or less**	**90%**
Medium	**2 hours**	**Within 3 hours**	**Upon request**	**24 hours or less**	**90%**
Standard	**1 business Day**	**1 business day**	**Upon request**	**3 business days**	**90%**

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
Ash Nathaniel	M365 Service Mgr.		05/26/2026

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
Karen Mann	1.5	Updated Account Profile Types and license information	08/15/2023
Karen Mann	2	Revised and updated SLA	05/26/2026