



# Tech Alert

from Customer Engagement Services  
*"Your Gateway to Technology Services"*

## TA 18-01: Microsoft Office 365 Premier Support

**ISSUE DATE:** April 23, 2018  
**ATTENTION:** Shared Microsoft Office 365 Premier Support Customers  
**ACTION REQUESTED:** If interested, submit a Remedy Service Request  
**DUE DATE:** May 15, 2018

### Overview:

The California Department of Technology (CDT) will be renewing the contract for Shared Microsoft Office 365 Premier Support. The current Agreement (contract # 17-11310) will expire on August 07, 2018. The new Agreement will be effective August 8, 2018 through August 7, 2019.

To provide more efficient service, and to determine the actual cost for customers, CDT will be collecting Service Requests (SRs) from interested customers before the renewal date of this contract. Customers who wish to continue using the Shared Premier Support service or begin a new enrollment must submit an SR by May 15, 2018. This timeframe will allow CDT to complete the competitive bidding process prior to the expiration of the current contract.

Any customer who signs up after the effective date of the new contract (August 8, 2018) will only be able to utilize Premier Support through the end of the contract term (e.g. if a customer signs up in October 2018, they have 10 months to use their contracted hours).

Self-Service support is currently available to all customers through their O365 enrollment. The differences between Self-Service and Premier Support are identified in the table below.

	Service Area*	Self-Service	Premier Support
Problem Resolution Support	24x7x365 Problem Resolution	•	✓
	Critical Situation Escalation Management	∅	✓
	Onsite Support	∅	✓
	Complex hybrid break/fix support	∅	✓
	Escalation Assistance	∅	✓
Service Delivery Management	Account Management	∅	✓
	Priority Assistance	∅	✓
	Service Delivery Plan	∅	✓
	Remediation Planning	∅	✓
	Operational Guidance/Advisory Services	∅	✓
	Reporting and trending advice	∅	✓
	Onsite Resource	∅	✓
	Online Service Delivery Management	∅	✓
Proactive Support	Health Check, Risk Assessments, and Reviews	∅	✓
	Remediation Services	∅	•
	Proactive Information Distribution	∅	✓

\*Support details may vary per offering

∅ Not Available      • Extra Purchase or Limited Access      ✓ Available

## Cost:

The actual cost to those enrolled in Premier Support will be determined by the total number of customers and hours identified in the SRs received. The *estimated* preliminary cost to join Premier Support will be approximately \$4,000 for five (5) hours and \$800 for each additional hour. More accurate estimates will be communicated after all initial SRs are received.

Any customer who submits an SR after May 15, 2018 will be charged the full amount and not the shared/prorated amount.

## Action Requested:

To request Microsoft Premier Support, submit a [Remedy](#) Service Request as follows:

1. Select "Software Services" Category
2. Select "VHSS Services" from the Available Requests list
3. Select "Office 365" under the drop down list for *VHSS Product*
4. Enter the number of Premier Support hours you would like to purchase in the *Quantity* field (the minimum is five (5) hours)
5. Enter "MS Premier Support" in the *SKU/Part* and *Description* fields.

## Due Date:

Customers currently enrolled or requesting new Premier Support subscriptions must submit an SR by **Tuesday, May 15, 2018** to enroll in the new Premier Support Agreement.

## Contact:

If you have questions or need further clarification, please contact your CDT Account Lead by using the [Account Lead Directory](#), or call Customer Engagement Services at (916) 431-5390.