

Service Description

The Office 365 service provides customers the ability to use email, Office 365 ProPlus, instant messaging, online meetings and web conferencing, and file storage all from the Cloud, allowing the customer to access services virtually anytime and from anywhere and includes email archiving and eDiscovery services.

The Office 365 service provides licensing and support for email, Office 365 ProPlus (Outlook, Word, Excel, PowerPoint, Publisher, Skype for Business and OneNote), SharePoint, and OneDrive for Business. Please note that the Office Suite may require agency deployment or agency/end user installation as well as patch management and distribution.

- Email in the Microsoft Cloud
- Office 365 ProPlus
- Skype for Business
- SharePoint Online
- OneDrive for Business

Customers of this service may also be interested in:

- Ohio One Network

Customer Benefits

- **Efficiency** - This service is delivered in a manner that requires fewer resources (i.e. cost, labor, time, etc.) to meet the operational demands of the customer.
- **Support** - Service support is provided by OIT staff that is skilled and experienced in planning and provisioning, as well as maintaining and troubleshooting the service.

OIT Provides

- Facilitation of Service Provisioning and Implementation
- Incident Resolution Services via the Customer Service Center
- Office 365 Licensing
- Routine maintenance

Maintenance Schedule

Office 365 maintenance occurs in the Cloud Service without downtime for the customer.

On-premise Office deployments will require agency based patch management.

Incident Response & Resolution

As a primary Service, Office 365 support staff is available 24 x 7 for both incident reporting and resolution. Office 365 staff will respond to the customer within 30 minutes of a reported Incident. Customer involvement is essential to resolving issues; therefore, the customer will need to provide a Technical Contact resource. With collaboration from the customer and vendor resources, staff will commit to resolve the incident within 4 hours.

Note: The customer is responsible for providing end user support for this Service.

Service Objectives

Category	Evaluation Criteria	Target
Availability	Office 365 uptime	99%
Incident Responsiveness	Office 365 Support Staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Office 365 Support Staff resolves incident within 4 hours.	75%

Customer Requirements

- A PC or other mail-capable device
- Maintain agency and service contact lists via the IT Enterprise Services portal at: <http://itenterprise.ohio.gov>.
- Outlook client at the desktop (support and maintenance)
- Place service order via the OIT Enterprise Service Catalog
- Provide DAS OIT with a valid Billing Number

Additional Information

For more information on this service or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov .

Visit us on the web at: <http://das.ohio.gov/Divisions/InformationTechnology.aspx>.