

Software as a Service - Excluded Support

Software

Category	Item	Support	Included	Not Included	Selfservice
Support Delivery	Subscription/Billing	Questions regarding their Invoice/amount of licenses and for basic licenses recommendation	X		
	Identity Management Members	Add or remove members in Services Marketplace		X	X
	Identity Management Licenses	Change the amount of licenses, apply/remove licenses in Services Marketplace		X	X
	Identity Management Termination	Termination of licenses and account within Dustin	X		X
Escalation	Escalated to 3rd party	Escalation to Dustin internally	X		
	Escalated to 3rd party	Escalation to Microsoft	X		
	Escalated to 3rd party	Escalation to 3rd Party Suppliers that not are included in Services Marketplace		X	
	Escalated to 3rd party	Escalation for PC or hardware issues		X	
	3rd Party Applications	Support for 3rd party features, services and applications		X	
Changes to the IMAC service	Item depending on the case	Adding of licenses without user setup		X	
	Item depending on the case	Installation, move, addition and change initiated by customer		X	
Microsoft 365 Service/Support	Service related applications, Mobile Apps	Issues with Microsoft 365 Apps on PC (Not including Operative System, Hardware, external devices)		X	
	Service related applications, Mobile Apps	Issues with Microsoft 365 apps on MAC devices by manufacturers supported OS versions. (Not including Operative System, Hardware, external devices)		X	
	Service related applications, Mobile Apps	Issues with Microsoft 365 apps and mobile (iOS, Android) devices by manufacturers supported OS versions. (Not including Operative System, Hardware, external devices)		X	
	Identity Management Authentication	Issues with user accounts and licenses		X	
	Identity Management Authentication	Issues with permissions and access		X	
	Identity Management Authentication	Issues with Multifactor authentication		X	
	Identity Management	Help with remove licenses that have been purchased directly from Microsoft and add new licenses within Dustin.		X	
	GDAP Permissions	GDAP relationship with least privileges created, restricted tenant access. Only access to create support tickets to Microsoft	X		
Microsoft 365 Advanced features	O365/M365 Sharepoint	Customization of SharePoint, Teams, and other services		X	
	O365/M365 General	DNS settings related to the service		X	
	O365/M365 General	Issues with Microsoft services such as Exchange, Onedrive, SharePoint, Teams, Groups, Forms, Sway, Stream, etc. This is included in Modern Workplace		X	
Not defined for Software	Out of Scope	Questions that not are included in some of the other topics and not are related to Software business		X	
	Print	Support for print		X	
	Authentication	Questions about customers authentication for apps and programs that belongs to Software business		X	
	DNS/Domain	Troubleshooting or managing for DNS/Domain		X	
	Drivers/Firmware	Troubleshooting for clients		X	
	Policy/Configuration/GPO	Issues with Policy/Configuration/GPO		X	
	Non Profit	Issues with not approved tenant for Non profit licenses		X	
M365 Backup	M365 Backup Support	Issues and questions that need to be escalated to 3rd party	X		
	M365 Backup Delivery	Help with add/remove M365 licenses		X	

