

Software as a Service - Included Support

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 licens 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	X		
	Service related applications, Mobile Apps	Issues with Microsoft 365 apps and mobile (iOS, Android) devices by manufacturers supported OS	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 Mangagement	Help with remove licenses that have been purchased directly from Microsoft and add new licenses	X		
	GDAP Permissions	GDAP relationship with extended privileges created, full tenant access.	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,		X	
Not defined for Software	Out of Scope	Questions that not are included in some of the other topics or are not related to Software business		X	
	Print	Support for prints		X	
	Authentication	Questions about customers authentication for apps and programs that belongs to Software business.	X		
	DNS/Domain	Troubelshooting or managing for DNS/Domain		X	
	Drivers/Firmware	Troubelshooting 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		

