# Azure Managed Service

Created and proposed by
AIS Digital Business Team

# Platform Services
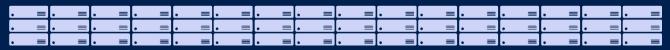
## Security & Management

- Portal
- Active Directory
- Multi-Factor Authentication
- Automation
- Key Vault
- Store / Marketplace
- VM Image Gallery & VM Depot

## Compute

- Cloud Services
- Service Fabric
- Batch
- Remote App

## Web and Mobile

- Web Apps
- API Apps
- API Management
- Mobile Apps
- Logic Apps
- Notification Hubs

## Developer Services

- Visual Studio
- Azure SDK
- Team Project
- Application Insights

## Integration

- Storage Queues
- Biztalk Services
- Hybrid Connections
- Service Bus

## Analytics & IoT

- HDInsight
- Machine Learning
- Data Factory
- Event Hubs
- Stream Analytics
- Mobile Engagement

## Data

- SQL Database
- SQL Data Warehouse
- Redis Cache
- Search
- Document DB
- Tables

## Media & CDN

- Media Services
- Content Delivery Network (CDN)

## Hybrid Operations

- Azure AD Connect Health
- AD Privileged Identity Management
- Backup
- Operational Insights
- Import/Export
- Site Recovery
- StorSimple

## AIS Managed Service

# Infrastructure Services

## Compute

- Virtual Machines
- Containers

## Storage

- BLOB storage
- Azure files
- Disk & Premium Storage

## Networking

- Virtual Network
- Load Balancer
- DNS
- Express Route
- Traffic Manager
- VPN Gateway
- Application Gateway

# Datacenter Infrastructure (24 Regions, 19 Online)

*Not all services available in CSP as of Jan 2015. Refer to CSP release notes for details.

# SCOPE OF AIS MANAGED SERVICE

| Service Scope | | |
|---|:---:|:---:|
| **Service Catalog** | **Essential** | **Premium** |
| **Monitoring & Alert 24x7** | | |
| Based on Azure Monitor | ● | ● |
| Availability | ● | ● |
| Performance | ● | ● |
| Critical Alert | ● | ● |
| **Service Desk 24x7** | | |
| Online Ticket Portal | ● | ● |
| Ticket Operation | ● | ● |
| Open case to Microsoft (Premier Support) | ● | ● |
| **Standard Monthly Report** | | |
| Availability, Capacity, Performance | ● | ● |
| Ticket and Service Request | ● | ● |
| SLAs | ● | ● |
| **Service Management** | | |
| SLA Report | ● | ● |
| Incident Management | ● | ● |
| Service Request Management | ● | ● |
| Problem Management | ● | ● |
| Change Management | ● | ● |

# SCOPE OF AIS MANAGED SERVICE (Cont.)

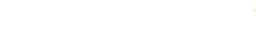| Service Scope | | |
|---|:---:|:---:|
| **Service Catalog** | **Essential** | **Premium** |
| **OS Administration** | | |
| Incident, problem solving and system restoration | - | ● |
| Configuration change support | - | ● |
| Quarterly patch deployment | - | ● |
| Zero-day patch deployment | - | ● |
| **Firewall Administration (3Rd Party)** | | |
| Incident, problem solving and system restoration | ● | ● |
| Configuration change support | ● | ● |
| Quarterly patch deployment | ● | ● |
| Zero-day patch deployment | ● | ● |
| **Cloud Platform Administration** | | |
| Incident, problem solving and system restoration | ● | ● |
| Configuration change support | ● | ● |
| Native Cloud Backup Management | ● | ● |
| Cost Optimization Quartey Review | ● | ● |
| Anaual Full Architect Review *based on Microsoft Guideline* | ● | ● |
| **Virtual Network & Firewall Administration (Native Cloud)** | | |
| Incident, problem solving and system restoration | ● | ● |
| Configuration change support | ● | ● |

# Service Workflow

| Customer's | 1st tier Service Desk | 2nd tier Engineer (Managed Service) | 3rd tier Expert from Microsoft |
|---|---|---|---|

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Call / email

**Tier-1 Support** is the first level of customer support. The customer representatives have a basic understanding of their company's products and provide customers with workarounds and tips to resolve their problems. To achieve this, Tier-1 support engineers usually access resources in the technical knowledgebase. When the Tier-1 support engineers cannot satisfy a customer, they raise a ticket and pass the issue along to Tier-2 support.

**Tier-2 Support** is staffed with engineers who have a deeper understanding of the product; they have troubleshooting capabilities beyond the Tier-1 engineers and the technical skills necessary to investigate issues thoroughly. Tier-2 is in charge of reproducing the issues, investigating the causes and providing resolutions. Should they be unable to settle a customer's problem, they pass the ticket over to Tier-3.

**Tier-3  Microsoft Premier Support**
• **Resolve issues quickly**
Get the fastest response times for you and critical situation support for the most pressing cases.

Microsoft Partner
Gold Cloud Platform
Gold Datacenter
Gold Cloud Productivity
Microsoft

# Service Level Agreement

| Severity Level | Customer Impact | Response time by AIS Managed SD | Response Time By AIS Cloud Engineer | Response Time by Microsoft Premier Support |
|---|---|---|---|---|
| **Severity A (SEV/A)** | **Critical Business Impact**<br>Customer's business has stopped, or has a significant loss or degradation of services, and requires immediate attention to restore functionality or usability. | 20 Mins | 24x7<br>1 Hrs. | 24x7<br>1 Hrs. |
| **Severity B (SEV/B)** | **Moderate Business Impact**<br>Customer's business has degraded to the point that services cannot be rendered at a pace that business is sustainable. This is due to a moderate loss of services but can still work with limited capacity. | 30 Mins | 8x5<br>2 Hrs. | 8x5<br>2Hrs. |
| **Severity C (SEV/C)** | **Minimal Business Impact**<br>Customer's business is functioning with minor limitations or impediments of services. | 60 Mins | 8x5<br>4 Hrs. | 8x5<br>4 Hrs. |

**AIS Business 5G**
Your Trusted Smart Digital Partner

Thank You