

# Office 365 Services

## Inclusions and Exclusions

### Office 365 Migration as a Service

Source	What We Migrate	What We Don't Migrate
Exchange 2003, 2007, 2010, 2013 and 2016	<ul style="list-style-type: none"> <li>• Emails</li> <li>• Mailbox rules</li> <li>• Mailbox contacts</li> <li>• Calendar</li> <li>• Tasks</li> <li>• Alias</li> <li>• Signature blocks</li> <li>• Public Folders</li> <li>• Full mailbox permissions</li> <li>• Distribution Groups</li> <li>• Outlook address autocomplete</li> <li>• Notes</li> <li>• Conversation history</li> </ul>	<ul style="list-style-type: none"> <li>• Personal contacts</li> <li>• Archive data</li> <li>• Any email that exceeds the message size limit</li> <li>• Corrupted items</li> <li>• Explicit calendar permissions</li> <li>• Send on behalf permissions</li> <li>• Office 365 Groups</li> </ul>
Google Mail (Gmail)	<ul style="list-style-type: none"> <li>• Emails</li> <li>• Mailbox Contacts</li> <li>• Calendar</li> <li>• Tasks</li> <li>• Labels</li> <li>• Email Categories</li> <li>• Distribution Groups</li> </ul>	<ul style="list-style-type: none"> <li>• Rules</li> <li>• Delegates</li> <li>• Folder/Calendar permissions</li> <li>• Shared mailbox</li> <li>• Online Google signatures</li> <li>• Any email or attachment that is greater than 35MB</li> <li>• Corrupted items</li> <li>• Google Hangouts</li> <li>• Google Groups</li> <li>• Resource mailboxes</li> </ul>
POP/IMAP	<ul style="list-style-type: none"> <li>• Emails</li> <li>• Mailbox Contacts</li> <li>• Calendar</li> <li>• Tasks</li> <li>• Distribution Groups</li> <li>• Email Categories</li> </ul>	<ul style="list-style-type: none"> <li>• Rules</li> <li>• Shared mailbox</li> <li>• Delegates</li> <li>• Folder/Calendar permissions</li> <li>• Online IMAP signatures</li> <li>• Online POP signatures</li> <li>• Sent mail, Calendars and contacts for POP mail environments</li> </ul>

Please note that we will not migrate email from the following source environments as part of this service offering:

- Lotus Notes
- GroupWise
- Exchange Hybrid
- Complex IMAP (Zimbra, iPlanet, etc.)
- Mail environments greater than 1000 mailboxes

# Office 365 Services

## Office 365 Backup as a Service

Source	Service Inclusions	Service Exclusions
Exchange Online	<ul style="list-style-type: none"><li>• Full Mailboxes</li><li>• Full Shared mailboxes</li><li>• Public folders</li><li>• Individual Emails</li><li>• Mailbox contacts</li><li>• Calendar</li><li>• Tasks</li><li>• Notes</li><li>• Journals</li></ul>	<ul style="list-style-type: none"><li>• Personal contacts</li><li>• Archive data</li><li>• Corrupted items</li><li>• Permissions</li><li>• Signatures</li><li>• Distribution Groups</li><li>• Outlook address autocomplete</li></ul>
SharePoint Online	<ul style="list-style-type: none"><li>• Files</li><li>• SharePoint Sites</li></ul>	<ul style="list-style-type: none"><li>• Full SharePoint site restores (coming soon)</li><li>• Permissions</li></ul>
OneDrive for Business	<ul style="list-style-type: none"><li>• Files</li></ul>	<ul style="list-style-type: none"><li>• Full OneDrive restores (coming soon)</li><li>• Permissions</li></ul>

Our backup service includes the following services:

- Configure backup tenancy
- Backup monitoring
- Backup health
- Service degradation notification
- Outage notifications
- Configure Exchange mailboxes for backup
- Configure SharePoint collections for backup
- Configure OneDrive for Business for backup
- Configure backup policies
- Restores (limit 10 per month)
- Monthly reporting

# Office 365 Services

## Office 365 Administration as a Service

Service Inclusions

Service Exclusions

- User provisioning
- User removal
- License Assignment/Re-Assignment
- Permission changes for:
  - Shared mailboxes
  - Distribution groups
  - Calendars
- Distribution group creation
- Domain management (up to 5 domains)
- SMTP alias management
- Archiving large mailboxes to shared mailboxes
- Manage shared mailboxes
- Manage security groups
- Manage public folders
- Retention policies
- Compliance
- Spam filtering management
- Teams
- Office 365 Groups

- Desktop support
- Password resets
- First level support
- Patch management
- Office 365 billing assistance
- Data migrations
- On-premises Exchange support
- On-premises AD support
- Server support
- SharePoint site development
- Dynamics CRM
- Yammer
- Planner
- Power BI
- OneNote
- Delve

# Office 365 Services

## Office 365 Monitoring and Reporting As A Service

Service Inclusions	Service Exclusions
<ul style="list-style-type: none"><li>• Custom Dashboards</li><li>• Customizable alerting on adds, moves, changes and threshold breaches</li><li>• 365 Services Status<ul style="list-style-type: none"><li>• Real-time service status</li><li>• Tenant uptime for the month</li><li>• Service uptime</li><li>• Microsoft reported issues for the month</li><li>• Scheduled or unscheduled outage</li></ul></li><li>• Exchange Online<ul style="list-style-type: none"><li>• Mail traffic overview</li><li>• Monthly Spam\Malware traffic</li><li>• Monthly top senders and receivers</li><li>• Total mail storage over time for storage forecasting</li><li>• Top largest mailboxes for storage forecasting</li></ul></li><li>• New changes for current month<ul style="list-style-type: none"><li>• Accounts</li><li>• Groups</li><li>• Public folders</li><li>• Distribution groups</li><li>• Admin accounts</li></ul></li><li>• Subscription summary<ul style="list-style-type: none"><li>• Licensing</li><li>• Usage reporting (How many users are consuming Office Proplus, SharePoint, etc)</li></ul></li><li>• SharePoint/One Drive for Business<ul style="list-style-type: none"><li>• Storage usage trending and forecasting</li><li>• Sites</li><li>• Permissions</li><li>• Inactive objects</li><li>• Sharing settings</li></ul></li><li>• External users</li></ul>	<ul style="list-style-type: none"><li>• Office 365 Administration services</li><li>• Office 365 support</li><li>• Desktop support</li><li>• Password resets</li></ul>

# Office 365 Services

## Office 365 Discover and Audit as a Service

Service Inclusions	Service Exclusions
<ul style="list-style-type: none"><li>• Track administrator activities</li><li>• Sharing and access requests</li><li>• File and folder operations</li><li>• SharePoint and OneDrive for Business sync operations</li><li>• Account Security<ul style="list-style-type: none"><li>• Days since last password change</li><li>• All Office 365 administrator accounts</li><li>• Alignment of security policies<ul style="list-style-type: none"><li>• Litigation Hold/in place hold</li><li>• Retention Policies</li></ul></li><li>• Devices being used Devices users are utilising – are they approved by corporate policy</li><li>• Accounts configured for Multi-Factor Authentication</li></ul></li><li>• Discover and Audit sign-ins:<ul style="list-style-type: none"><li>• after multiple failures</li><li>• from non-approved or unknown locations (other countries)</li><li>• from multiple locations within a short timeframe (e.g. user in Sydney signs in and later signs in from London)</li></ul></li><li>• from infected devices</li></ul>	<ul style="list-style-type: none"><li>• Office 365 Administration services</li><li>• Office 365 support</li><li>• Desktop support</li><li>• Password resets</li></ul>