



MICROSOFT CSP ESSENTIALS SERVICE GUIDE

Last Modification Date: 05/01/2025
Exported and Shared on: 05/02/2025

For additional information, visit www.intervision.com

CONTENTS

1 Essentials Service Overview..... 1

2 Key Features of the Microsoft CSP Essentials Service 1

3 Service Scope 3

3.1 Service Exceptions..... 3

3.2 Access Requirements 3

3.3 Partner-Led Support..... 4

3.4 Incident Management and Service Request Scope 4

3.5 Service Contact Methods 4

3.6 Incident Prioritization 5

3.7 InterVision Responsibilities 5

3.8 Customer Responsibilities..... 6

3.9 Roles and Responsibilities Matrix 6

3.10 Service Level Objectives 7

3.11 Escalation Path..... 8

3.12 Service Limitations 8

4 Microsoft CSP Essentials Service Guide - Change log 8



1 ESSENTIALS SERVICE OVERVIEW

InterVision (IV), a Premier partner of Microsoft, resells, implements, and supports Microsoft cloud services purchased under the Microsoft Cloud Solution Provider (CSP) program. The service will manage the cloud billing relationship regarding usage within the Customer's environment in these public clouds. In addition, the service transfers ownership of reactive support for both cloud billing and infrastructure related support questions and tickets from the Customer to InterVision. This allows the Customer to maintain control and governance over strict ITIL process such as change and problem management while shifting responsibility of reactive incident and escalation handling to InterVision.

2 KEY FEATURES OF THE MICROSOFT CSP ESSENTIALS SERVICE

The Microsoft CSP Essentials services package is the foundation of our Microsoft CSP support offering enabling customers to purchase their Microsoft services from InterVision under the Microsoft Cloud Solution Provider (CSP) program. The Microsoft CSP support services through InterVision has many benefits that are included in our Essentials service level including:

- Access to InterVision Customer Support Portal for supported services
- Net payment terms provided (upon credit approval) through InterVision so you're not running your entire business on a credit card (or keep it on a credit card through InterVision)
- Simplified billing enabling simple monthly invoicing with custom bill splitting and chargeback processing
- Access to a wide array of fee-based Microsoft professional and managed services
- Flexible support options:
 - Microsoft CSP Essentials, details outlined in this Service Guide
 - Managed Cloud Services for Azure, details outlined in the [Managed Cloud Service for Azure](#)¹
 - Managed Help Desk, details outlined in the [Managed Help Desk Service Guide](#)²
 - Professional Services engagements
- Escalations to Microsoft engineers, if required, through InterVision's Advanced Support for Partners Agreement
- License optimization reviews and guidance to help you navigate the various Microsoft SKUs and help you find the right fit for your needs.

Prerequisites

Customer order is placed on a customer's behalf under the CSP program and supported by IV, the customer must accept and sign the applicable Microsoft Customer Agreement. Microsoft Customer Agreements are region-specific. This is included as part of the license quote. The Microsoft Customer Agreements can be found at <https://www.microsoft.com/licensing/docs/customeragreement>

Onboarding

The following steps will be performed as part of the onboarding process:

- You will receive an email invitation to become a Microsoft Cloud Customer via InterVision
- Upon receiving your acceptance, InterVision will reach out to you for the following information:
 - The name of the billing point of contact
 - The resource(s) you wish to have as administrators of your account
 - A cloud tenant (x.onmicrosoft.com) if you don't already have one

¹ <https://intervision.com/wp-content/uploads/sg/Infrastructure/Managed-Help-Desk-Service-Guide.pdf>

² <https://intervision.com/wp-content/uploads/sg/Infrastructure/Managed-Help-Desk-Service-Guide.pdf>



MICROSOFT CSP ESSENTIALS SERVICE GUIDE

- InterVision will then place the subscription order with Microsoft, and you will receive an email confirming the changes and notifying you of any existing licenses that have been cancelled
- InterVision Customer Support Portal user account setup
 - If InterVision provisions user in Office 365, Azure AD, or Active Directory, InterVision will provision a user account in our customer portal for the user.
 - If customer is provisioning user account, customer must provision user account in the InterVision support portal. Single Sign on with automatic Just in Time user account provisioning available if the customer can support SAML single sign on.
- Initial on-boarding training session including
 - How to sign into the ticketing portal system
 - How to open a ticket for incidents and requests.
- Assignment of seats to user accounts is the responsibility of the customer
- Migration from direct subscription to CSP subscription of Azure services can only be on-boarded as part of a Professional Services project

Services	CSP Essentials Service
Simplified Billing & Billing Support InterVision can tailor your cloud invoicing process to be aligned to your business requirements. Examples include splitting invoices for chargeback or accounting purpose, consolidating and summarizing invoices.	✓
InterVision Customer Support Portal Access to InterVision's Customer Support Portal, which includes visibility and management of cloud support requests and your cloud accounts.	✓
Self-Service Technical Support 24x7 access to Microsoft support documentation, best practices, tutorials and web-based administration tool for system configuration and management	✓
Microsoft CSP Support (Tier 1 Support) Initiated via phone and InterVision's Support Portal. Support includes unlimited cases with managed escalation back to the cloud provider (Microsoft) as necessary.	✓
License Review & Optimization Access to our Microsoft Adoptions Specialist to help your review your license options and right size your license needs.	✓



3 SERVICE SCOPE

The following table provides a high-level overview of what is provided from a support and cloud billing perspective. Additional service offerings can provide enhanced services as shown below:

Responsibility	Customer	InterVision
Sign Microsoft CSP Agreement with InterVision	✓	
Transfer Ownership of Microsoft account to InterVision	✓	
Purchase Microsoft Subscription through InterVision	✓	
Maintain Partner Led Support or Adopt InterVision's Managed Cloud Services	✓	
Implement Tagging	✓	
Provide Partner Led Support		✓
Provide Reactive Support for Incidents and Service Requests		✓
Escalate Issues to Microsoft (if necessary)		✓

3.1 SERVICE EXCEPTIONS

The following services are not covered under CSP Essentials support

- Monitoring
- Proactive Incident Management
- Change Management
- Patching
- Backups
- Configuration Management
- Mobile Device Support (InTune)
- Security Management
- Workload Security Detect and Response

3.2 ACCESS REQUIREMENTS

To deliver the CSP support services, InterVision requires access to the Customer's environment(s). Level of access may vary depending on the CSP as well as the chosen support service. Access enables InterVision's operational teams to provide advice, troubleshooting and service management as necessary.

All work on the Customer's environment will be completed remotely by InterVision.



3.3 PARTNER-LED SUPPORT

InterVision, a Microsoft Cloud Solution Provider (CSP), will provide Tier 1 reactive technical support for Microsoft services purchased and maintained through InterVision. This is known generally as Partner-Led Support. Support is provided regarding platform advice, general guidance, best practices, and troubleshooting.

Where InterVision cannot resolve issues with Tier 1 support, InterVision will engage with Microsoft directly for assistance on behalf of the Customer. As a premium-tier partner, InterVision can provide additional advanced support to assist in the resolution of CSP-escalated incidents for an additional fee.

Support will be provided and covered in two capacities: Service Requests (general requests) and Incidents (troubleshooting, availability of supported infrastructure).

Partner-Led Support is globally available 24x7, provides competitive response times in line with all InterVision managed service offerings and is backed by all top-tier CSP support offerings. InterVision will provide Customer access to the InterVision Support Portal to facilitate communications and support ticket management.

Under CSP support, the customer is not to contact Microsoft support directly and will be liable for any related charges incurred because of doing so.

Alternatively, customers may choose to purchase InterVision's Premium Managed Services, a proactive, 24x7 managed service for cloud environments.

3.4 INCIDENT MANAGEMENT AND SERVICE REQUEST SCOPE

InterVision will aim to provide guidance, best practices, troubleshooting and other general support regarding the availability and accessibility of the Customer's environment(s) in the public cloud. Incident Management and Service Requests are provided on a reactive basis, with customers submitting cases to InterVision via InterVision's Cloud Support Portal (ServiceNow). Cloud Support Services incidents will not cover instance-level requests or any proactive, hands-on management of resources. Our experienced team of cloud technologists can provide platform advice, guidance, best practices, and troubleshooting. Where InterVision cannot resolve issues in the first instance, the Microsoft may be leveraged for assistance by InterVision on behalf of the Customer. Partner-Led Support is available 24x7 and customers may submit incidents and service requests via the InterVision Customer Support Portal or by calling the InterVision Operations Center at 800-731-7096. InterVision will provide Customer access to the InterVision Support Portal to facilitate communications and support ticket management regarding Partner-Led Support.

3.5 SERVICE CONTACT METHODS

Customers may create incidents and contact the Operations Center (OC) in two ways:

1. Phone: (314)-392-6907 or (800) 731-7096
2. Customer Portal: <https://support.intervision.com>

Customer must contact InterVision via phone for P1 incidents.



3.6 INCIDENT PRIORITIZATION

Incidents will be prioritized based on the severity and priority level of the issue. The following describes each priority level:

Priority Level	Description
Priority 1 (P1)	An existing service is “down” or there is a critical impact to business operations.
Priority 2 (P2)	Operation of an existing service is severely degraded, or significant aspects of your business operations are negatively affected by inadequate performance of covered products.
Priority 3 (P3)	Operational performance of the service is impaired while most business operations remain functional.
Priority 4 (P4)	Operational performance of the service is only minimally impaired while business operations remain functional.
MACD Standard	Standard change requests for a move, add, change, or delete to be completed without any scheduling limitation.
MACD Urgent	Urgent change requests for a move, add, change, or delete to be completed without any scheduling limitations.
MACD Scheduled	Scheduled move, add, change, or delete that requires or is requested to be scheduled during a mutually agreed upon time frame.

All cases raised by the Customer that are not identified as service impairing will be treated as P4 incidents. Billing and FinOps queries have a maximum limit of P4 due to their nature.

3.7 INTERVISION RESPONSIBILITIES

InterVision and Customer will adhere to the following guidelines as part of the Incident Management Process:

All incidents and service requests will be submitted by Customer through the InterVision Support Portal and will be categorized as per the Priority Table above (see Incident Prioritization).

Where InterVision cannot assist in the resolution of the Incident in the first instance, InterVision will engage the Microsoft support team for extended assistance. Once a case with the Microsoft is opened by InterVision, InterVision will manage communications with Microsoft until resolution. The case opened by the customer through the InterVision support portal will be updated as the case is in progress.



3.8 CUSTOMER RESPONSIBILITIES

Incidents must be logged by the Customer in accordance with this section.

When logging an incident, Customer will provide InterVision with the following diagnostic information:

- Detailed description of the issue
- Customer incident number
- If available and reproducible, step-by-step instructions to reproduce the reported incident
- If available, date and time (and time zone) when incident occurred

3.9 ROLES AND RESPONSIBILITIES MATRIX

The following matrix describes the responsibilities for the Customer and InterVision

	IV CSP Essential Services (included)	IV Extended Services (additional fee)	Notes
General			
24x7x365 support via Phone and Customer Portal	✓		
Remote support, limited to initial troubleshooting	✓		
User Move, Add, Changes and Deletes			
User creation and deactivation, addition/removal from groups as requested	✓		
Exchange Online Distribution list, Contact, and Mailbox Move, Add, Changes and Deletes	✓		

MICROSOFT CSP ESSENTIALS SERVICE GUIDE

Incident Management			
Issue Triage	✓		Initial diagnostics /troubleshooting
Tier 1 Microsoft Office Application Suite Support	✓		<p>Ensure the Office applications are working as expected</p> <p>Provide best effort troubleshooting of applications such as:</p> <ul style="list-style-type: none"> • OneDrive • Exchange • Office Apps (i.e. Word, Excel, PowerPoint, Outlook) • Basic SharePoint access • Teams
Tier 2/3 Advanced CSP Application Troubleshooting		✓	<p>Provide best effort troubleshooting of applications such as:</p> <ul style="list-style-type: none"> • Copilot • Dynamics 365 • Power Platform • SharePoint site issues • Security features • Intune/Mobile Devices
Password reset	✓		Office 365 or Entra ID as appropriate

3.10 SERVICE LEVEL OBJECTIVES

InterVision will use commercially reasonable efforts to meet the following Service Level Objectives (SLOs). SLOs are for the initial response and assignment of the ticket and does not guarantee resolution to any incident or ticket within a defined timeframe.

SLA Metric	Priority 1	Priority 2	Priority 3	Priority 4	MACD Standard	MACD Urgent	MACD Scheduled
Respond within:	18 min	30 min	4 hours	4 hours	4 hours	30 min	4 hours
Assigned within:	30 min	4 hours	24 hours	36 hours	24 hours	4 hours	N/A



3.11 ESCALATION PATH

While every effort will be made by the InterVision team to resolve any issues in accordance with our Service Level Objectives, it may become necessary for the customer to escalate an issue. Escalating a ticket can be done withing the Service Now Portal.

3.12 SERVICE LIMITATIONS

The following items are to be considered out of scope for all service levels defined in this document and would require a separate statement of work.

- Migrations of new workloads into the managed Microsoft 365 environment
- Platform migrations between one Microsoft 365 service to another (Ex: OneDrive to Teams)
- Modifications of environment that fundamentally modify the architecture of the applications.
- Any project request that results in major infrastructure changes such as mergers/acquisitions, deployment of new services, tenant migration, directory synchronization
- All work will be completed remotely.

4 MICROSOFT CSP ESSENTIALS SERVICE GUIDE - CHANGE LOG

Below are the changes to this service guide.

Change date	Change Type	Change Details
10/31/2024	New Document	Initial release
11/19/2024	Update	Updated "managed" service and SLA/SLO verbiage
02/03/2025	Update	Updated verbiage adding clarity to the supported applications in CSP Essentials vs Extended Services in the Roles & Responsibility Matrix
5/1/2025	Update	Removed verbiage regarding secondary O365 managed service support options