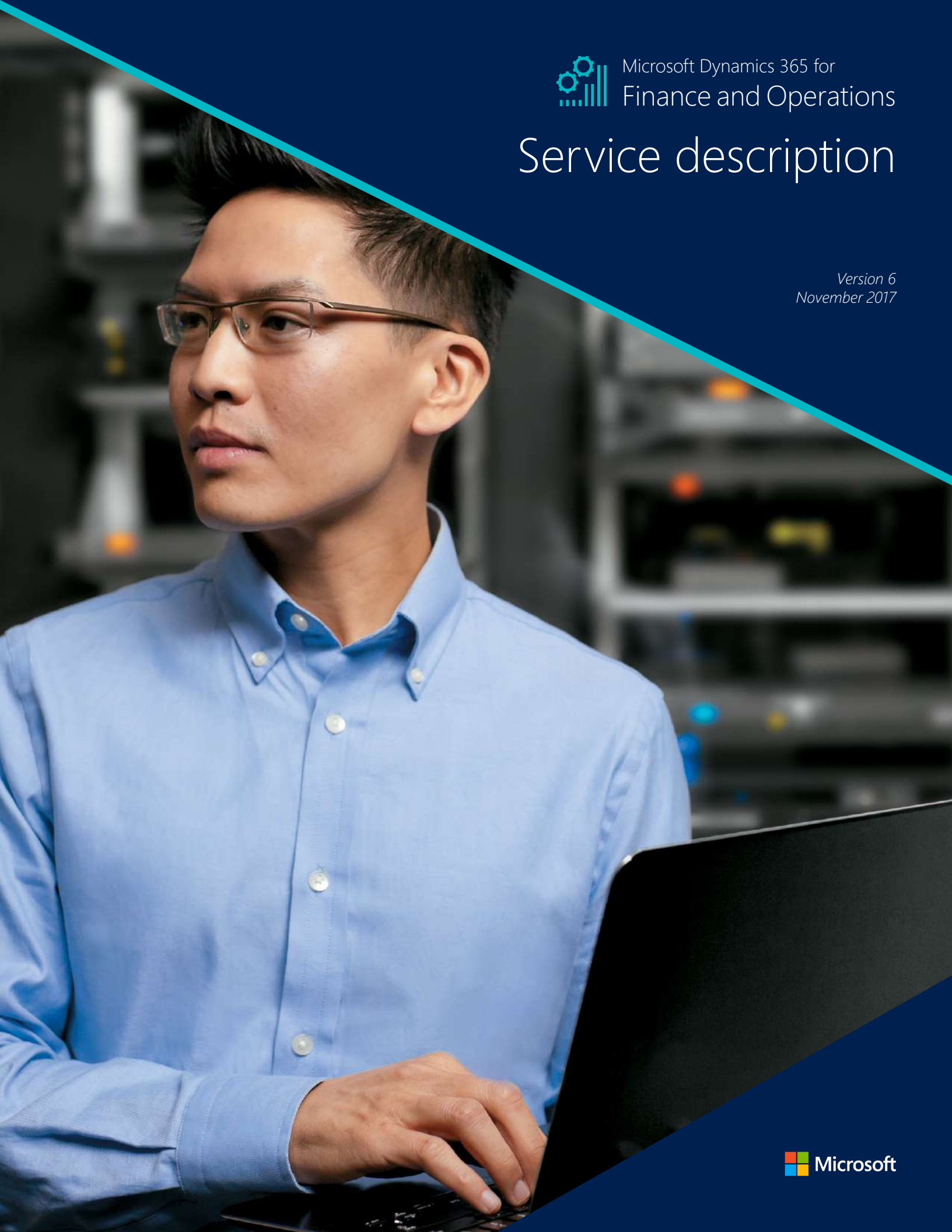




Microsoft Dynamics 365 for
Finance and Operations

Service description

*Version 6
November 2017*



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Overview

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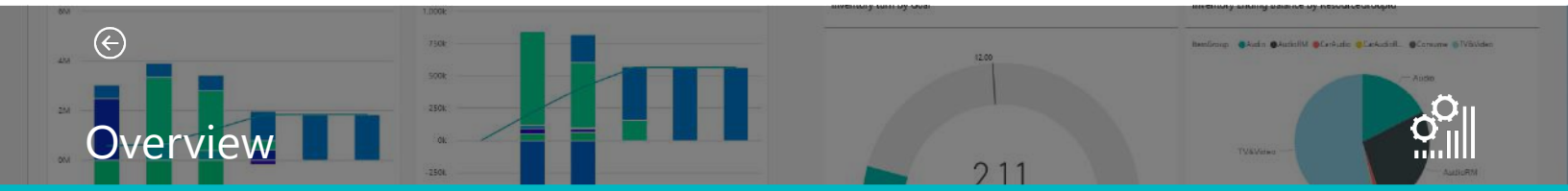
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Overview

Microsoft Dynamics 365 for Finance and Operations, Enterprise edition is a cloud Enterprise Resource Planning (ERP) service for enterprises, built on and for Microsoft Azure. It provides organizations with ERP functionality that supports their unique requirements and helps them adjust to constantly changing business environments, without the hassle of managing infrastructure. Dynamics 365 for Finance and Operations brings together a set of ERP, business intelligence, infrastructure, compute, and database services in a single offering that enables organizations to run industry-specific and operational business processes that are extendable with specific solutions from Independent Software Vendors (ISV). See Microsoft AppSource for more information. Organizations can match their business growth by easily adding users and business processes with a simple, transparent subscription model. For more information, see the Microsoft Dynamics Licensing Guide.

The Dynamics 365 for Finance and Operations cloud service is composed of the components illustrated in **Figure 1**.

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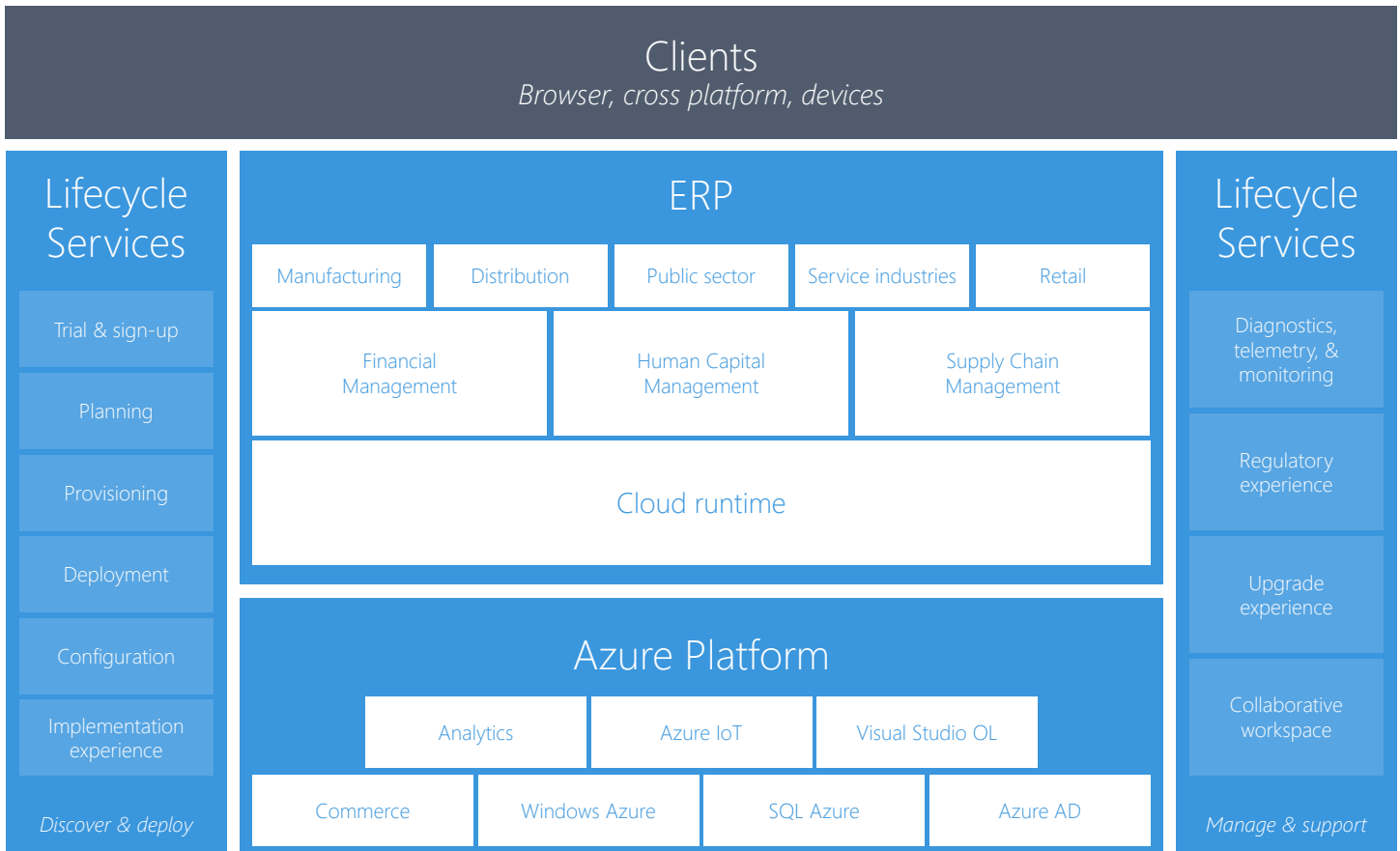
Click buttons for more info.

Microsoft AppSource

Licensing Guide

Figure 1: Overview of the Dynamics 365 for Finance and Operations cloud service

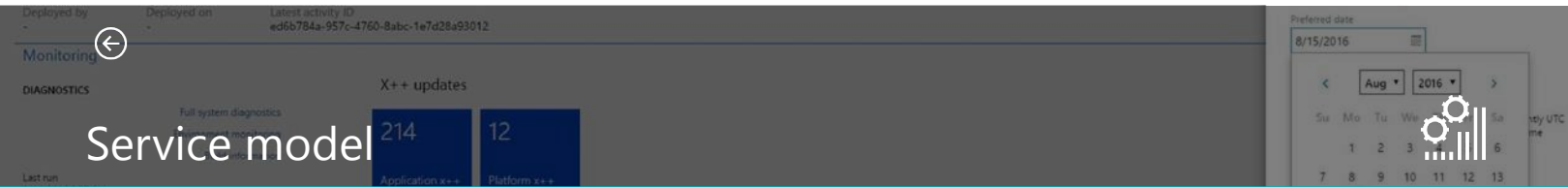
Built on and for Microsoft Azure



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Service model

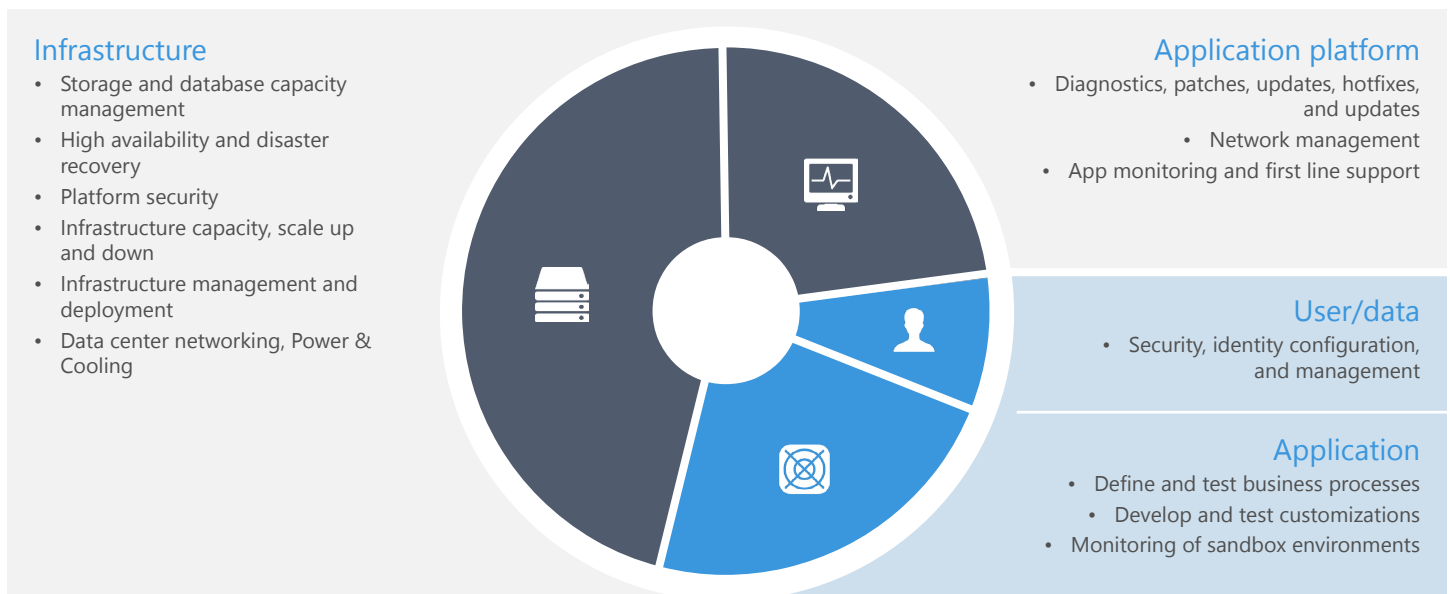


Service model

The Dynamics 365 for Finance and Operations service model distinguishes specific roles and responsibilities for Customer, Implementation Partner, and Microsoft throughout the lifecycle of the service, as illustrated in Figure 2. Microsoft maintains the Dynamics 365 for Finance and Operations service by deploying, actively monitoring, and servicing the Customer’s production tenants. This includes allocating the required system infrastructure to run the service and proactive communication to Customers about the service’s health.

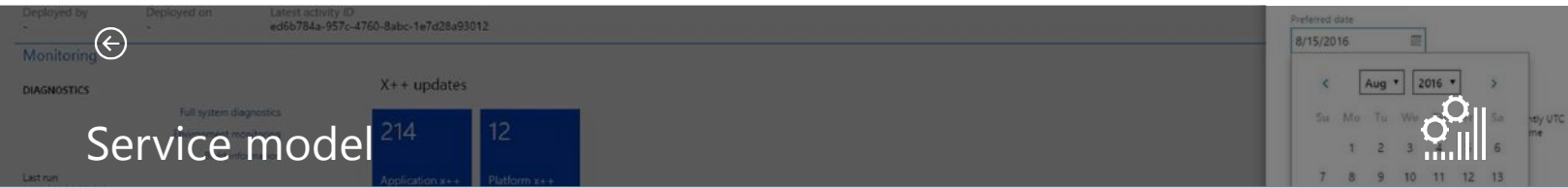
6

Support provided by Microsoft



Customer leading, supported by Implementation Partner

Figure 2: Implementation roles and responsibilities



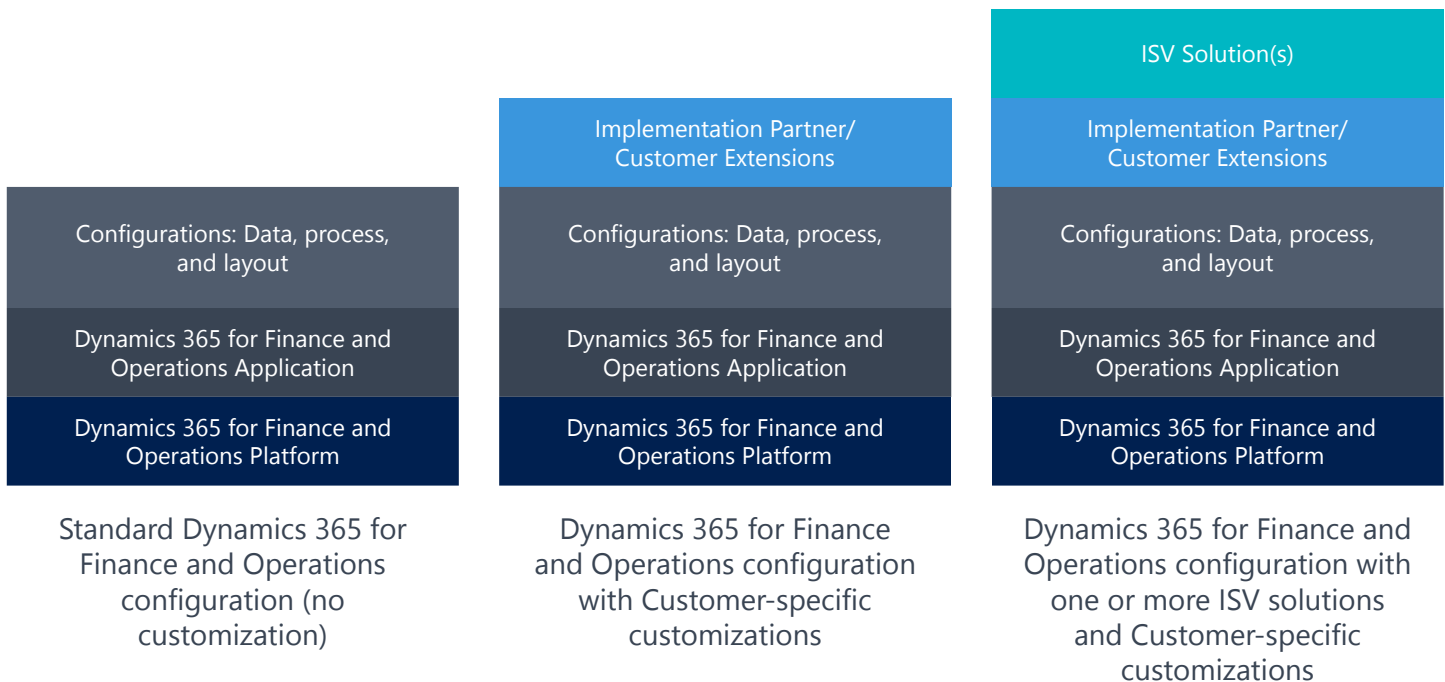
With the support of their Implementation Partner, Customers determine the configuration of the business application logic in Dynamics 365 for Finance and Operations to match their unique business processes. Customers can extend Dynamics 365 for Finance and Operations with ISV solutions of their choice, unique customizations, or a combination of these. Typically, Customers choose one of the following configuration scenarios (also shown in **Figure 3**):

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- **Solution 1:** Standard Dynamics 365 for Finance and Operations configuration (no customization)
- **Solution 2:** Dynamics 365 for Finance and Operations configuration with Customer-specific customizations
- **Solution 3:** Dynamics 365 for Finance and Operations configuration with one or more ISV solutions and Customer-specific customizations

For any of these scenarios, the Customer defines, develops, and tests any modifications using Microsoft Dynamics Lifecycle Services (LCS) and tools.

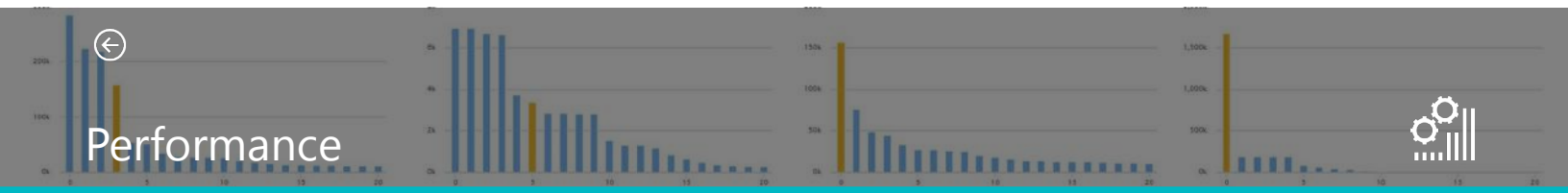
Figure 3: Common configuration scenarios



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Performance



Performance

Performance

Dynamics 365 for Finance and Operations scales with transaction volume and user load. Each Customer implementation of Dynamics 365 for Finance and Operations produces a unique solution due to the following variables:

- **Data composition:** A unique set of parameters that control behavior, layout of the organization, structure of master data (such as financial and inventory dimensions), and granularity of transaction tracking.
- **Customization and configuration:** Extension mechanisms of Dynamics 365 for Finance and Operations with code customizations, ISV solutions, and unique configurations including workflows, integrations, and report configurations.
- **Usage patterns:** A unique combination of online and batch usage combined with the ability to integrate with upstream and downstream systems for unified data flow and the ability to differentiate based on the information views used by Customers in their business processes.

Microsoft configures production tenants sized to handle the transaction volumes and user concurrency. Microsoft is responsible for:

- Proper configuration of production tenants, based on the Customer's profiling information in the LCS Subscription Estimator
- Continually monitoring and diagnosing production tenants
- Analyzing and troubleshooting performance issues with Dynamics 365 for Finance and Operations

To ensure that a particular implementation is configured for high performance, Customers must:

- Provide accurate usage profiling information for the Dynamics 365 for Finance and Operations implementation through the LCS Subscription Estimator
- Build and test customizations for performance and scale
- Test data configurations appropriately for performance



Service operations

1. Onboarding and implementation
2. Tenant and data management
3. Service update strategy and maintenance windows
4. Security and administrative access
5. Business continuity with high availability and disaster recovery
6. Monitoring, diagnostics, and support for cloud platform
7. Application support offerings
8. Service termination
9. Data back-up and retention



Service operations

Service Operations

Service operations reflect various aspects of deployment and use of Dynamics 365 for Finance and Operations, from onboarding and implementation to updates and monitoring and through service termination. For each successful implementation of Dynamics 365 for Finance and Operations, Microsoft, the Customer, and Implementation Partners or ISVs (when applicable) have specific roles and responsibilities.

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- 1 Onboarding & implementation
- 2 Tenant & data management
- 3 Service update strategy & maintenance windows
- 4 Security & administrative access
- 5 Business continuity with high availability and disaster recovery
- 6 Monitoring, diagnostics, and support for cloud platform
- 7 Application support offerings
- 8 Service termination
- 9 Data back-up & retention

Onboarding and implementation

Typical onboarding and implementation events and the expected responsibilities for each party are shown in **Table 1**.

Table 1. Onboarding and implementation events

Request	Expected Microsoft action	Expected Customer/ Implementation Partner action
Initial offer purchase	LCS project is created after the purchase of the offer.	Go through EA or CSP onboarding process. Partner creates tenant for Customer, if applicable.
Add-On purchase	Grant Customer access to Add-On selected during the implementation.	Not applicable
Implementation planning and analysis	Provide relevant tools in LCS, such as Business Process Modeler and interoperability with Visual Studio Online.	Project planning, Visual Studio Team System onboarding and admin account setup.

More information about the onboarding process is published here (login required).

[More info](#)



Tenant and data management

Typical tenant and data management events and the expected responsibilities for each party are shown in **Table 2**.

Table 2. Tenant and data management events

Request	Expected Microsoft action	Expected Customer/ Implementation Partner action
New sandbox instance	<p>Ensure instance request is against a base subscription or an Add-On offer.</p> <p>Deploy the instance and notify the Customer and Implementation Partner.</p> <p>A sandbox instance is a Tier-1 development or build environment or a Tier-2 (or higher). Tier-2 (or higher) environment are multi-box environments closer in topology to a production environment. They are used as pre-production or acceptance testing environments.</p> <p>As of platform update 12, customer will not have administrator access to development environment VMs running in the Microsoft subscription.</p>	<p>Ensure all the instances needed, have been planned and Add-On offers purchased.</p>
Deploy a new production instance	<p>Ensure that the implementation checklists in LCS have been completed, including the sizing questionnaire.</p> <p>Deploy the instance and notify the Customer and Implementation Partner.</p>	<p>Accurately complete the sizing questionnaire before production instance is requested. Complete all implementation tasks as indicated by the LCS checklists.</p>
Production database copy to sandbox	<p>Copy the database to the sandbox instance.</p> <p>Restrict User access to Admin user only.</p> <p>Withhold batch jobs, remove SMTP email and printing configuration on the copied database</p> <p>Note: this is only supported between Azure SQL Database based environments.</p>	<p>Post-copy: Delete or obfuscate sensitive data, adjust environment specific application configuration (such as integration endpoints) and enable/add Dynamics 365 for Finance and Operations Users. Microsoft recommends these changes are made by applying a data package.</p>
Sandbox database copy to production before go-live	<p>Copy a sandbox database (Tier-2 or higher) to a production instance as part of the go-live process.</p> <p>This request is not available if the customer already is live in production.</p>	<p>Validation and sign-off.</p>
Sandbox database point in time restore	<p>Restore a sandbox database (Tier-2 or higher) to a point in time in the past.</p>	<p>Accept that process cannot be undone.</p>



Service Update strategy and maintenance windows

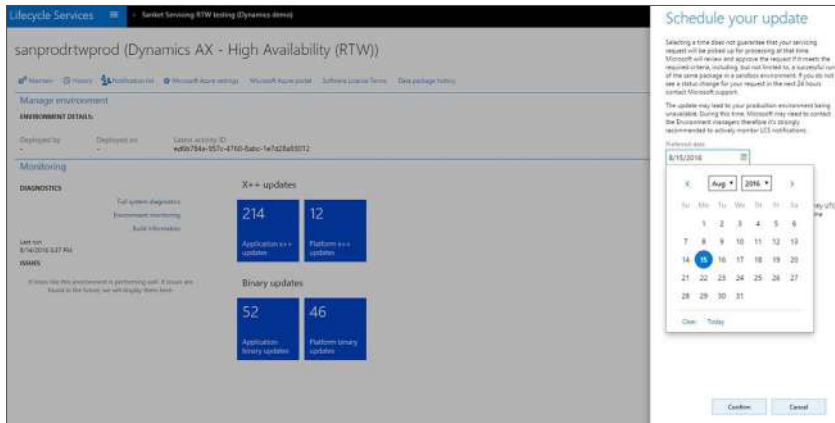
All versions of Microsoft Dynamics 365 for Finance and Operations (D365FO) will use the new Microsoft Modern Lifecycle Policy. The Modern Lifecycle covers products that are serviced and supported continuously. Customer must stay current as per the servicing requirements published for the product or service. The updates to Dynamics 365 for Finance and Operations application and platform are handled as follows:

- **Platform updates** are updates to the Dynamics 365 for Finance and Operations platform. Microsoft notifies customers when they release an update to the platform. Microsoft requires each Customer to be current on the latest Dynamics 365 for Finance and Operations platform update within 12 months of general availability of this update. Customers can get the update via LCS and can apply the update to their environments.
- **Application Updates** are updates to the Dynamics 365 for Finance and Operations application. These updates are optional. A Customer indicates acceptance of updates by providing consent, after which the application updates are applied by Microsoft to the Customer’s production environment.

Updates are provided as X++ code or a binary (deployable package). X++ updates must be applied on a development environment before they can be deployed on a sandbox, staging, or production environment. Binary updates can be applied directly on any environment, but must be validated on the Customer’s sandbox environment before being promoted to a production environment. Refer to **Table 3** for more detailed information.

Some updates may be mandatory and require no consent. To help protect our Customers and the service, Microsoft may apply critical security updates directly to a Customer’s Dynamics 365 for Finance and Operations production environment. For more information, see the Dynamics 365 for Finance and Operations update policy.

Screenshot 1: Scheduling date



Servicing requirements

For more information about updates, click here.

More info

For more information, click here.

Update policy



Planned maintenance responsibilities

Microsoft provides Customers with the types of updates to the Dynamics 365 for Finance and Operations service set forth in **Table 3**. These updates may require downtime on the production environment. The downtime window can be categorized as Microsoft planned maintenance (initiated by Microsoft) or Customer planned maintenance (initiated by the Customer). Updates are scheduled with the Customer via LCS.

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The responsibilities of Microsoft, the Implementation Partner, and the Customer are reflected in **Table 3** for each update type.

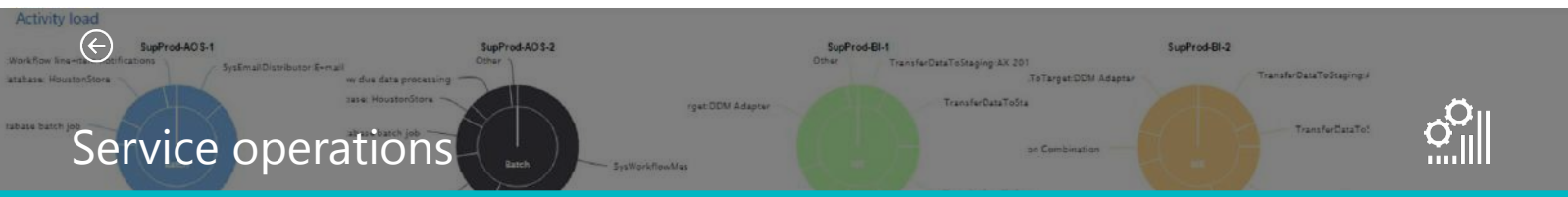
Table 3. Planned maintenance responsibilities (Impacted layer)

Type of update	Expected action		Maintenance window
	Microsoft	Customer/ Implementation Partner	
<i>Description</i>			
Platform			
<p>Hotfix Fix for a specific issue that the Customer reported or Microsoft discovered in the platform. A binary or X++ hotfix will be released. After the platform update 3 in the fall of 2016, hotfixes to the platform code will be released as a binary.</p> <p>Binary updates, released as a deployable package, will be cumulative and replace existing binaries. They have the same major version as the replaced binary and the Customer can apply it directly to sandbox environments before Microsoft is promoting it to production.</p>	<p>Publish Platform X++ and Binary updates to LCS.</p>	<p>Binary: Apply on sandbox environment; validate; and then promote to production environment.* X++: Apply on dev environment; test; deploy on sandbox; validate; and then promote to production environment.*</p>	<p>Customer planned</p>
<p>Critical security updates Update that addresses a critical security vulnerability.</p>	<p>Initiate critical security updates within the Microsoft planned maintenance window.</p>	<p>No action needed.</p>	<p>Microsoft planned</p>
<p>Platform rollups (Platform updates) Platform rollups (aka platform updates) are collections of hot fixes and new features for the platform, provided monthly as a deployable package. They are backwards compatible with the last major release of the Dynamics 365 for Finance and Operations application.</p>	<p>Make platform rollups available and notify Customer.</p>	<p>Apply the rollup, following the same procedure as for a binary update. Customers must be current on the latest Dynamics 365 for Finance and Operations platform update within 12 months of general availability of this update.</p>	<p>Customer planned</p>

Continued on next page

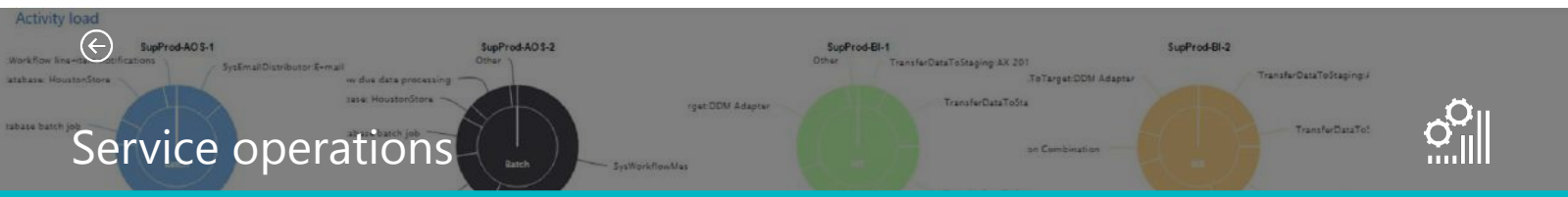


Type of update	Expected action		Maintenance window
	Microsoft	Customer/ Implementation Partner	
Description			
Application			
<p>Hotfix Fix for a specific issue that the Customer reported or Microsoft discovered in the application. Hotfixes are delivered in one of two formats: X++ or binary.</p>	Publish the update in LCS.	<p>Binary: Apply on sandbox/staging environment; validate; and then promote to production environment.*</p> <p>X++: Apply on dev environment; test; deploy on sandbox; validate; and then promote to production environment.*</p>	Customer planned
<p>Critical update Update that solves a critical issue.</p>	<p>Notify Customer of the critical update.</p> <p>Initiate update within the specified timeline.</p>	Apply the critical update.	Customer planned
<p>Major releases Major releases for the Dynamics 365 for Finance and Operations application include new functionality.</p>	Make the new major release available and notify Customer.	Prepare for the upgrade according to the LCS instructions and best practices.	Customer planned
<p>Customizations Change to the standard business application logic.</p>	No action required.	Validate customizations in Customer's sandbox/staging environment and then promote them to the Customer's production environment.*	Customer planned



Type of update	Expected action		Maintenance window
	Microsoft	Customer/ Implementation Partner	
Infrastructure			
D365FO IP Address whitelisting <i>Securing access from Customer's corpnet to D365FO.</i>	D365FO is an Azure Service and uses Azure IP address range.	Customers need to whitelist the Azure Datacenter Ranges for both their Primary and Geo-DR datacenters.	NA
Security <i>Update that solves a critical issue.</i>	Secure Infrastructure.	Microsoft installs AntiMalware, uses SSL, Rotate secrets, and adheres strictly to SOC/ISO standards.	Refer to https://www.microsoft.com/en-us/trustcenter/security/dynamics365-security/ for more details on Security.
Network Security Groups (NSG) <i>With the September LCS release, customers can configure Network Security Group rules to restrict RDP and WinRM access to their MS managed sandbox VMs through LCS.</i>	Microsoft disallows Remote Desktop access to Sandbox (Tier 1, Tier 2, Tier 3, Tier 4 & Tier 5) environments over the internet	Customers need to whitelist their IP Address ranges via LCS to enable RDP access to their environments in Microsoft managed subscriptions. Refer to https://docs.microsoft.com/en-us/dynamics365/unified-operations/dev-itpro/deployment/cloud-deployment-overview#features-of-the-finance-and-operations-production-instance for more information	NA
ExpressRoute <i>Dedicated connection to D365FO.</i>	D365FO is enabled on ExpressRoute over public peering.	Customers need to work with the Azure ExpressRoute Service Providers to acquire a dedicated connection to D365FO.	NA

** Promoting an update to a Customer's production environment is a service request to Microsoft that must be initiated from LCS. This is within the Customer planned maintenance window. The request is planned to be executed within two business days.*



Service operations

Microsoft planned maintenance schedule and communication

Scheduled downtime means periods of downtime¹ related to network, hardware, or service maintenance or upgrades. Microsoft will publish a notice or notify Customers at least five days prior to the commencement of such downtime. The default downtime window is scheduled on weekends in time windows defined per region to minimize the impact to the Customers' business.

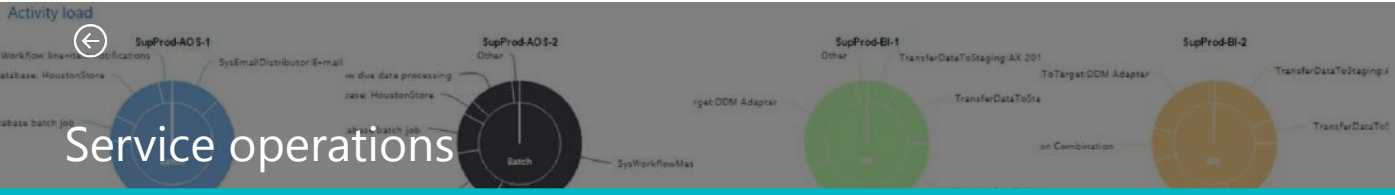
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Microsoft planned maintenance occurs during the maintenance windows set forth in **Table 4**.

Table 4. Microsoft planned maintenance notice and window

Types of updates	Frequency	Duration	Notice	Default maintenance window (defined in UTC/GMT)
Critical security updates	As needed	5 hours	5 days	NAM: 2 AM - 10 AM SAM: 12 AM - 8 AM EMEA: 6 PM - 2 AM CAN: 2 AM - 10 AM APAC: 12 PM - 9 PM
Cloud infrastructure updates	Monthly	3 hours	5 days	

¹ **Downtime:** Any period of time when end users are unable to login to their active tenant, due to a failure in the unexpired Platform or the Service Infrastructure as Microsoft determines from automated health monitoring and system logs. Downtime does not include scheduled downtime, the unavailability of Service add-on features, the inability to access the Service due to your modifications of the Service, or periods where the Scale Unit capacity is exceeded.



Service operations

Security and administrative access

Dynamics 365 for Finance and Operations features robust security and access controls for applications and Customer data at each phase of cloud services delivery and for user interaction: physical datacenter, network connectivity, service hosting platform, and user and administrator access. Details about Dynamics 365 for Finance and Operations security protections can be found on the Microsoft Trust Center.

Administrative access to a Dynamics 365 for Finance and Operations production environment is strictly controlled and logged. Customer data is handled in accordance with the Microsoft Online Services Terms. **Table 5** shows the different levels of access for different Microsoft administrators.

For more information, [click here](#).

[Trust center](#)

[Services Terms](#)

Table 5. Administrator Access

Administrator	Customer data
Operations response team (limited to key personnel only)	Yes, granted by support ticket. Access is audited and limited to the duration of the support activity.
Microsoft Customer Support Services	No direct access. Customer may use screen sharing to work with support staff to debug issues.
Engineering	No direct access. Operations response team may use screen sharing to work with engineering to debug issues.
Others in Microsoft	No access.



Business continuity with high availability and disaster recovery

To ensure accessibility of the service, all production environments are protected through high availability (HA) and disaster recovery (DR) features. HA functionality provides ways to avoid downtime caused by the failure of a single node within a datacenter, and DR features protect against outages broadly impacting an entire datacenter. Dynamics 365 for Finance and Operations cloud architecture uses Azure availability sets for the compute tier to prevent single-point-of-failure events. HA for databases is supported through Azure SQL (a PaaS offering from Microsoft).

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The Dynamics 365 for Finance and Operations production environments are configured with disaster recovery support that includes the following:

- Azure SQL active-geo replication for primary databases, with a Recovery Point Estimate (RPO) of < 5 seconds.
- Geo-redundant copies of Azure blob storage (containing document attachments) in other Azure regions.
- Same secondary region for the Azure SQL and Azure blob storage replications.

The primary data stores are supported for replication. This means that Dynamics 365 for Finance and Operations application components, such as Management Reporter and Entity store, use transformed data from the primary database, which need to be generated after the recovery site has been set up and the service has started. Customer code artifacts and recovered data stores are used to re-deploy the site, with a Recovery Time Objective (RTO) of up to 10 hours. This will enable state replication of the compute nodes along with networking and other components to set up the secondary site using the recovered data stores. Refer to **Table 6** for more information about the roles and responsibilities for disaster recovery.

Table 6. Responsibilities for Disaster Recovery

Microsoft	Customer/Implementation Partner
Create secondary site in a functional manner for the Customer.	N/A



Monitoring, diagnostics, and support for cloud platform

Microsoft has invested in an extensive toolset to monitor and diagnose Customers' production environments. Microsoft monitors Customers' production environments 24 hours a day, 7 days a week. If incidents are found, Microsoft notifies Customers and Implementation Partners by email. Incidents are classified based on the severity set forth in Table 7 to determine the level of response.

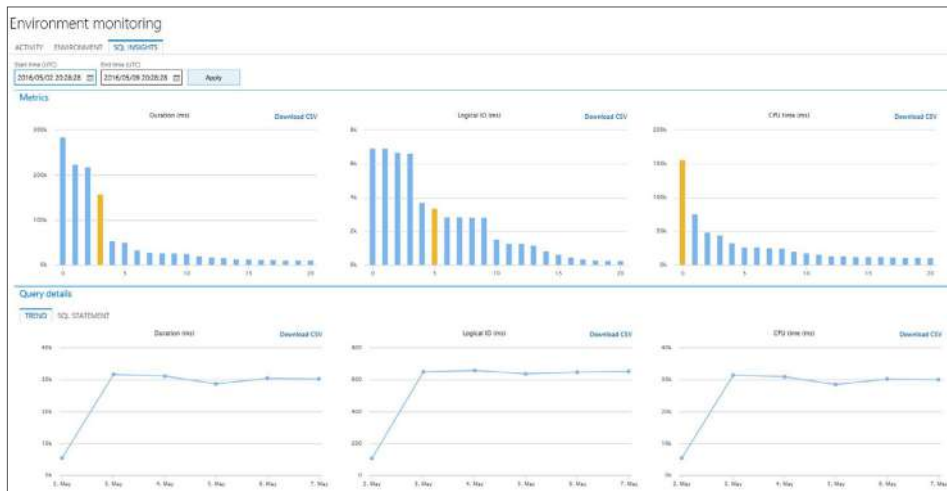
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Table 7. Service Incident Severity Classification

Classification	Description
Severity 0 Catastrophic	<ul style="list-style-type: none"> Catastrophic event in which all functions of a service in a region are down or inaccessible. <p>Note: Sev-0 incidents normally start as Sev-1, then get upgraded with management approval based on assessment of impact type/scope.</p>
Severity 1 Critical	<ul style="list-style-type: none"> Severe outage of service caused by confirmed systemic problem, resulting in a broad scope of impact, requiring a Technical Control Bridge and engagement from all engineering/development teams. Suspected breach of a security or privacy boundary.
Severity 2 Urgent	<ul style="list-style-type: none"> Service outage with narrow scope of impact (> 25% customers). Degradation of customer experience caused by confirmed systemic event with broad scope (> 25% customers).
Severity 3 Moderate	<ul style="list-style-type: none"> Service outage with limited scope of impact (single organization or subset of users). Degradation of Customer experience caused by confirmed systemic event with narrow scope.
Severity 4 Non-SLA Impacting	<ul style="list-style-type: none"> Monitoring or Customer reported incidents requiring action to avoid potential service impact. General maintenance events with no Customer impact. Standard service change requests.

Note: Microsoft's incident severity can be changed during initial assessment of the incident and as more information about the impact and scope becomes available. However, if the incident is mitigated, then the incident severity remains unchanged.

Screenshot 2: Environment monitoring





Service operations

Table 8. Incident classification matrix

Impact scope / Incident impact	Entire Geo or > 25% of global footprint	1 logical service unit (e.g. 1 customer tenant)	2+ customers	1 Customer or subset of users belonging to one Customer
Service is unavailable	1	1	2	3
Service is usable only through a workaround or critical subset feature is malfunctioning	1	2	3	4
Degradation of performance, or non-critical subset feature is malfunctioning	2	3	4	4
Incidents requiring action to avoid potential impact or service disruption	3	4	4	4

Screenshot 3: Monitor activity





Application support offerings

Microsoft offers volume licensing (VL) customers three support plans: Premier, Professional direct, and the support included in the subscription. The level of support differs per plan and highlights are shown in **Table 9**.

More information about Microsoft Dynamic Online support plans can be found here.

[Online Support page](#)

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Table 9. Key volume licensing support service features

Service feature	Premier	Professional direct	Subscription
Unlimited break/fix incidents	✓	✓	✓
24/7 support	✓	✓	Local business hours
Fastest response times	< 1 hour	< 1 hour	Next business day

Process to engage support

For incidents with Dynamics 365 for Finance and Operations, Customers can submit support incidents to Microsoft by phone or through LCS. Microsoft Customer support (CSS) will handle incidents depending on the Customer’s support plan and severity of the incident.

Service termination

During the term of the Customer’s subscription, Customers can access and extract Customer data stored in Dynamics 365 for Finance and Operations. Except for free trials, Microsoft will retain Customer data stored in Dynamics 365 for Finance and Operations in a limited function account for 90 days after expiration or termination of the Customer’s subscription so that the Customer may extract the data. After the 90-day retention period ends, Microsoft will disable the Customer’s account and delete the Customer data. More information can be found in the Online Service Terms.

For more information on our Online Service Terms, click here.

[Online Service Terms](#)

Data back-up and retention

Databases are protected by automatic back-ups. Full database backups are taken weekly, differential database backups are taken hourly, and transaction log backups are taken every 5 minutes. Automatic back-ups are retained for 35 days.

Service Level Agreement (SLA)

Microsoft is committed to an availability of 99.5% per month of the service. If Microsoft does not achieve and maintain the service levels for Dynamics 365 for Finance and Operations described in the Service Level Agreement (SLA), then the Customer may be eligible for a credit towards a portion of their monthly service fees for Dynamics 365 for Finance and Operations. See the “Claims” section of the SLA for details on how to initiate a service credit.

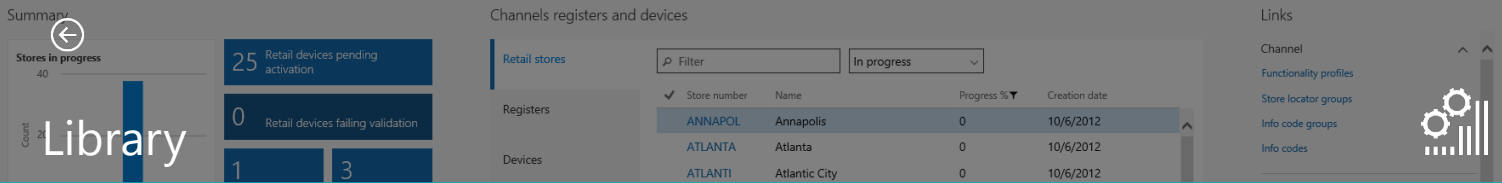
Click here to learn more about Service Levels for Dynamics 365 for Finance and Operations.

[Service Level Agreement](#)

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Library



More information about Dynamics 365 for Finance and Operations can be found in the sources published below.

Trust Center

For information on privacy, compliance, and security procedures

[Learn more](#)

Terms

Terms and conditions of Microsoft's services

[Learn more](#)

Service Level Agreement
Service Level Agreement

[Learn more](#)

Update policies
Online updates

[Learn more](#)

Online Services lifecycle support policy
Support policy

[Learn more](#)

Licensing guide
Overview of service licensing

[Learn more](#)

Customer support
Details about the three support plans for customers

[Learn more](#)

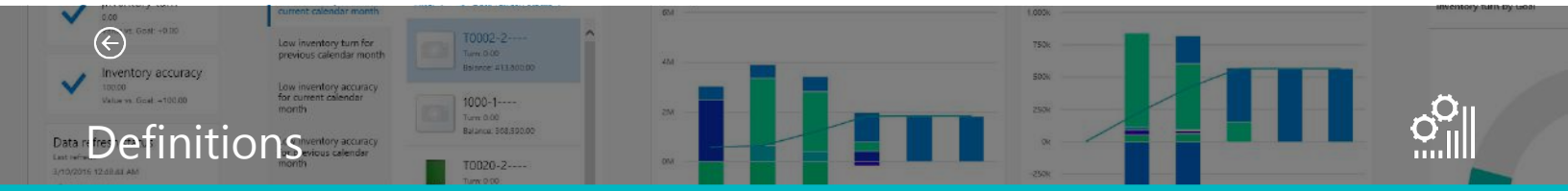
Dynamics Lifecycle Services
Access LCS

[Learn more](#)

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Definitions



The following table contains the meaning of terms used in this document.

Click the links below for more information.

Azure region

A geographical region where one or more Azure datacenters exist; for example, US and Europe.

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Business Process Manager (BPM)

A tool in LCS to help complete a fit-gap analysis for a given implementation using business process definitions as defined in APQC and their support within Dynamics 365 for Finance and Operations.

Cloud Solution Provider

Cloud Solution Provider (CSP)

Partners who are part of Microsoft's CSP program and provide Customers with value-added cloud services, Customer support, one invoice, and Customer management at scale.

Customer

A business entity that consumes Dynamics 365 for Finance and Operations and is represented by a tenant in Office 365 service.

Development environment

Tenant used for developing customizations.

Downtime

Any period of time when end users are unable to login to their Active Tenant, due to a failure in the unexpired Platform or the Service Infrastructure as Microsoft determines from automated health monitoring and system logs. Downtime does not include Scheduled Downtime, the unavailability of Service add-on features, the inability to access the Service due to your modifications of the Service, or periods where the Scale Unit capacity is exceeded.

Implementation Partner

The partner that Customer choses to customize, configure, implement, and manage its Dynamics 365 for Finance and Operations solution.

Lifecycle Services

Microsoft Dynamics Lifecycle Services (LCS)

Online portal for lifecycle management of Dynamics 365 for Finance and Operations from trial to implementation to post-production management and support.

Microsoft Online Services Terms (OST)

The OST contains terms that apply to Customer's use of Online Services.

Online Services Terms

Microsoft Service Engineering (DSE)

Dynamics Service Engineers team responsible for managing public cloud operations.



Definitions

Microsoft Customer support (CSS)

Microsoft's support team dedicated to providing quality service for Dynamics 365 for Finance and Operations.

Production environment

Instance of Dynamics 365 for Finance and Operations used by Customer for managing its "live" daily transactions.

Sandbox/staging environment

Instance of Dynamics 365 for Finance and Operations used by Customer for validating customizations and other development tasks.

Service Level Agreement for Microsoft Online Services (SLA)

The SLA applies to Microsoft's Online Services, including Dynamics 365 for Finance and Operations.

Support incident

An issue with the Dynamics 365 for Finance and Operations that Customer encounters while using the service.

Update request

Request raised to Microsoft for specific update.

User

A single person consuming Dynamics 365 for Finance and Operations, which is associated with a Customer's tenant.

Volume licensing (VL)

Microsoft's licensing program for organizations to acquire Microsoft's software or cloud services.

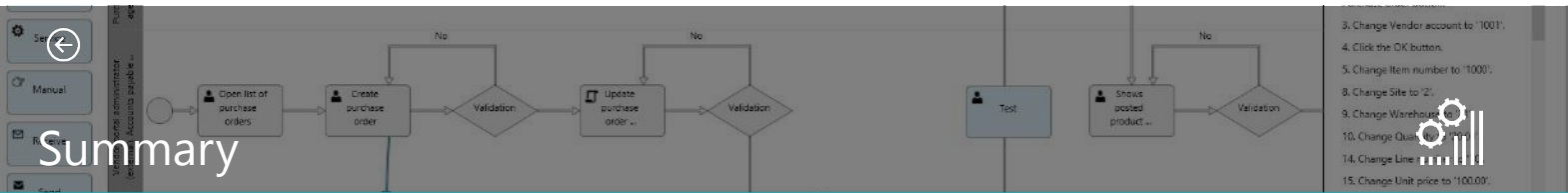
Service Level Agreement

Volume licensing

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Summary

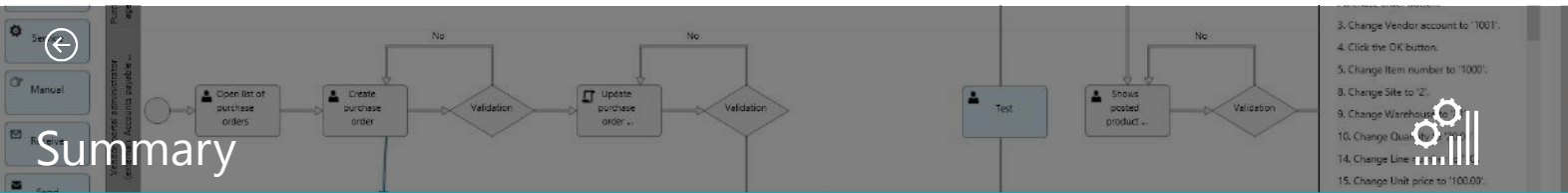


Summary

Table 10 provides an overview of activities managed by Microsoft or the Customer, or the Implementation Partner. In general, the Customer or Implementation partner will manage and monitor Dynamics 365 for Finance and Operations environments for development, test, and staging purposes. Microsoft will manage and monitor Dynamics 365 for Finance and Operations production environments for Customers.

Table 10. Activities managed by Microsoft, Customer, or Implementation Partner

Activity	Microsoft	Customer/Implementation Partner
Provisioning initial tenants		
Size projected load in LCS using the sizing estimator tool and request deployment of the specific environment(s).		✓
Provision all production, sandbox, and developer environments in a Microsoft-owned Azure subscription.	✓	
Once completed, Microsoft deploys the environment(s) for Customer or Implementation Partner to validate.		✓
Updates to Dynamics 365 for Finance and Operations application (Hotfixes, patches, updates, integrations, and customizations)		
Download update from LCS and define, develop, test the update and provide code update package back to LCS.		✓
Request deployment of update to the production environment.		✓
Create code and data backup for production deployments before applying any updates.		✓
In case of any failure, roll back environment to code and data back-up.	✓	
Apply code update to production.	✓	
Data management (Back-up, restore, and update)		
Back up database (back-ups are stored for 35 days).	✓	
Determine HA and disaster recovery plan.	✓	
Restore backup to a point in time as agreed in case of failure	✓	✓
Monitor database performance through LCS and SQL management studio.	✓	
Tuning of the database for performance.	✓	✓
Self-serve initiation of copy of production database to Sandbox.		✓



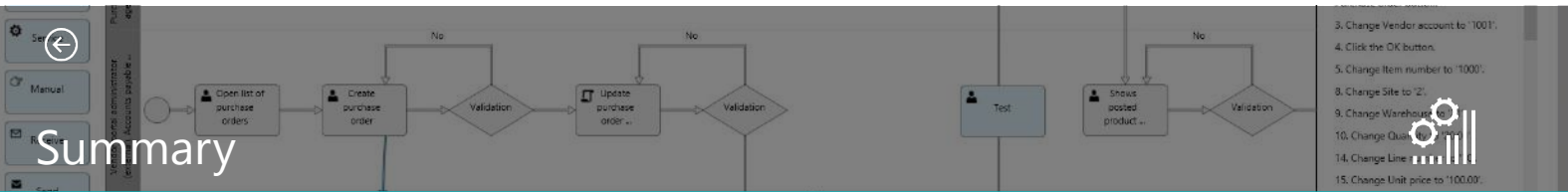
Activity	Microsoft	Customer/Implementation Partner
Update Infrastructure		
Execute scheduled updates to the infrastructure (operating system updates).	✓	

Scale up and down (users, storage, instances)		
Add additional users, storage, and instances.		✓
Scheduling usage peaks with the LCS usage profiler.		✓
Report any significant performance issues impacting business.		✓
Proactively manage the resources needed for the service.	✓	
Investigate and troubleshoot issues in cooperation with Customer.	✓	

Security (user access)		
Provide user access for Customers and Implementation partners to Customer's LCS project and Dynamics 365 for Finance and Operations tenant.	✓	✓
Provide LCS project access for production deployment, remote access, monitoring and updates.	✓	
Provide LCS project access for sandbox, development and related monitoring and updates.		✓

Monitor production environment		
Monitor production, sandbox, and development environment 24/7 using Monitoring and diagnosis tools in LCS.	✓	✓
Notify Customer proactively in case of issues.	✓	

Manage and monitor Dev/test/staging environment		
Manage development, test, and staging environments with LCS application lifecycle management experience.		✓
Monitoring development, test, and staging environments.		✓



A Customer, or a partner on a customer’s behalf, can submit the described service requests through LCS. Response times for the service requests (not service incidents) are set forth in **Table 11**.

Table 11. Microsoft’s response times for service requests

Microsoft's response time to request initiation	Microsoft provides status updates	Microsoft's target completion time
Scenarios described in Table 10		
<8 hours	Every business day	<2 business days

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