



Service Level Agreement (Service Description) M365 Pro-Active Services – Basic

Code: MS-M365PASB

Version: 3.0

Valid from 01.01.2025

CANCOM Austria AG // Wienerbergstraße 53 // 1120 Wien // Österreich // T +43 50 822 0 // info@cancom.com

HG Wien FN 178368g // Firmensitz Wien // UID ATU46276408 // InterzeroNr. 155219

Raiffeisenlandesbank Oberösterreich // BIC: RZOOAT2L // IBAN: AT35 3400 0000 0009 7899 // Creditor-ID: AT17ZZZ00000029797

www.cancom.at

Service of the contractor

This document describes the services of the service module, which are provided as part of the contract concluded between the client (CL) and the contractor (CO). The responsibilities of the services described are based on a RACI model. Explanations of terms and contact information for the Customer Service Center can be found under the following [link](#).

Unless otherwise agreed, the following service goals apply as standard: Service time "SNAZ" (NWH) with a response time of 4 hours.

M365 Pro-Active Services – Basic

With M365 Pro-Active Services, we proactively keep your Microsoft 365 administrators up to date.

Initial Services	CO	CL
Setting up authentication of the M365 Pro-Active Services service in the client's environment	R/A	C/I
Preparing the onboarding of the service within the backend of the M365 Pro-Active service	R/A	C/I

Recurring Services	CO	CL
Regular summary of innovations/changes		
The service includes the provision/transmission of regular information publicly announced by Microsoft about changes, adjustments or innovations that are either partially or fully automated in Microsoft 365 or that must be adjusted manually.	R/A	C/I
Summary of disturbances		
The service includes regular electronic transmission of disruptions to the Microsoft 365 cloud service that have occurred since the last transmission.	R/A	C/I
Summary Usage Reports		
The service includes regular electronic transmission of usage reports (anonymous or with user data) of the client's Microsoft 365 environment in order to identify usage trends.	R/A	C/I
Identity Risk Report Submission		
This service includes regular transmission of the "Identity Risk Events" automatically detected by Microsoft, including the details provided by Microsoft.	R/A	C/I
Evaluation of guest users in your tenant		
You will regularly be provided with a list of all guest users, including their status and the last time they logged in to your client.	R/A	C/I

Evaluation of the admin users in your tenant		
Regularly transmit a list of all users who are in one of the critical administrator roles.	R/A	C/I
Evaluation of the rollout status of MFA and Self Service Password Reset		
The client will regularly receive a report for all users stating whether MFA and Self Service Password Reset have already been set up by the users.	R/A	C/I
Evaluation of the use of individual services		
Overview of the current usage of the services. In detail, this is the current utilization of OneDrive for Business, Exchange Online and SharePoint Online sites.	R/A	C/I

Framework conditions for service
The contractor must be registered as a CSP partner with delegated administrator rights in the client's tenant in order to be able to provide this service.
To onboard the services, an enterprise application must be created once in the client's tenant. This is done together with the client.

Services not included
Activation or commissioning of new services or licenses within Microsoft 365.
Configuration changes to the Microsoft 365 service that fall outside the agreed options.

