

Office 365 Dedicated Platform vNext Service Release

Applies to: *Office 365 Dedicated vNext*

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Microsoft has evolved the core and platform services of the legacy Office 365 Dedicated suite to align with the common service fabric of Office 365. The latest offerings of Exchange Online, SharePoint Online, OneDrive for Business, and Skype for Business Online services for large enterprise customers is referred to as the vNext release family of Office 365.

The platform elements of the vNext release now closely resemble the same elements provided within the multi-tenant offering of Office 365. The [Platform Service Description](#) of Office 365 and related IT Pro topics held within [Microsoft TechNet](#) both apply to vNext.

In some cases, the vNext service releases differ slightly at the administrative, user, and service management levels when compared to their respective peers within the standard Office 365 offering.. The table below provides additional guidance for platform level functionality and feature implementations of the vNext release. Each table entry includes a link to the base feature explanation provided within the Office 365 service description set.



Note:

- The term customer data, as defined in the enrollment agreement for Office 365 services, refers to all data that you, as a customer, place in the Office 365 service including both data created directly by users of the service and user-identifiable information generated through use of the service. The term customer content refers to a specific subset of customer data and includes any content that has been directly created by users such as email body text and attachments, content uploaded to SharePoint Online, or IM and voice conversations.
- In some cases, a subscription plan for a vNext service release does not offer all of the features that are provided with the legacy version of the same subscription plan. To ensure adequate readiness awareness is obtained to support your transition from a legacy service implementation to the replacement vNext version, review the feature differences described within this document and consult with your Microsoft Account Team to determine if your subscription licensing model requires modification.
- This service description overlay does **not** apply to the ITAR-support offering of Office 365.

Feature or Supplemental Service	Multi-tenant Service Description Section	Notes
Office 365 Enterprise E4 Plan	Office 365 Plan Options	As described on the Office 365 Plan Option Page, "Office 365 Enterprise E4 will no longer be sold after June 30, 2016. To learn more, see Important information for Office 365 Enterprise E4 customers. " If your organization uses the E4 plan, contact your Microsoft Account Team to determine how your transition plan should be implemented.
Groups	Office 365 Suite Features	The Groups feature will become available in an upcoming vNext release. The feature will require both Exchange Online and SharePoint Online to be the vNext release.
Office Delve	Office 365 Suite Features	The Office Graph machine learning tool is the data source for Delve. All the Office 365 Dedicated core services queried by Office Graph must be the vNext release. See Office Delve for Office 365 admins for additional information.

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Feature or Supplemental Service	Multi-tenant Service Description Section	Notes
Branded URLs	Domains	The Office 365 admin center can be used to apply custom domains (also referred to as vanity domains) for your cloud service subscriptions. The domains are available for Exchange Online mail routing purposes and to reach Skype for Business Online users (e.g., joe@contoso.com for either service). Within the vNext service releases of Office 365, you can establish Branded URLs to access specific Office 365 service endpoints. The URLs leverage your custom domains and include added subdomain designations (e.g., mail.o365.contoso.com for Exchange Online or sites.contoso.com for SharePoint Online). The URLs are defined by you and applied by Microsoft as part of your service activation. Contact your Microsoft Service Delivery Manager for assistance with establishing or altering your Branded URLs.
Office 365 Dedicated Service Continuity	Service Health and Continuity	The Service Continuity Management model for Office 365 Dedicated is an Enhanced Service Management feature as described below (link refers to section of this document). The current Service Continuity Management service description for Office 365 Dedicated is applicable to the legacy platform and vNext service releases. The content of the service description replaces the material described for the multi-tenant release.
BlackBerry Services	Mobile Devices	Legacy BlackBerry mobile devices (BlackBerry 7 and earlier BlackBerry devices) are not compatible with the vNext service releases.

Feature or Supplemental Service	Multi-tenant Service Description Section	Notes
Support Model	Support	The Support model for Office 365 Dedicated vNext is provided as an Enhanced Service Management feature (link refers to section of this document). The current Support Service Description applies to the legacy platform and vNext service releases of Office 365 Dedicated. The content of the service description replaces the material described for the multi-tenant release.
Change Management	Service Updates	The Change Management model for Office 365 Dedicated vNext is an Enhanced Service Management feature (link refers to summary description within this document) that supplements the Service Updates material.
Ports, protocols, and IP addresses	Networking	At this time, IPv6 cannot be enabled over ExpressRoute for Office 365. IPv6 can be enabled if the Internet is used as your primary networking implementation for vNext services.
Connecting to Office 365	Networking	If you are an existing Office 365 Dedicated customer that will transition from a legacy release to a vNext release, see the Networking related guidance within the vNext Migration Readiness Library .
BlackBerry® Business Cloud Services (BBCS) BlackBerry Internet Service (BIS)	BlackBerry	BBCS is not an available option for Office 365 Dedicated vNext. The use of BlackBerry Enterprise Server (BES) 5.0.x infrastructure on-premises in conjunction with Exchange Online Dedicated vNext also is not supported. Microsoft does not offer the ability to deploy BES within a Microsoft datacenter for use with Exchange Online Dedicated vNext. BIS, which utilizes POP and/or IMAP to retrieve mail, is an available service.

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Feature or Supplemental Service	Multi-tenant Service Description Section	Notes
Partner Management of an Office 365 environment	Partners	At this time, the features described on the Partners page do not apply to Office 365 Dedicated vNext.

Trial Tenant Options

To gain access to a test tenant for long term use which also offers access to the First Release feature as described in [Service Updates](#), a trial tenant can be created using one of the following options:

- [Office 365 Enterprise E3 Trial subscription](#) – Standard Office 365 trial tenant available to anyone (90 day lifespan)
- [Set up your Office 365 development environment](#) – Development environment tenant available to MSDN subscribers (360-day lifespan) or establish 30-day free trial.

When your tenant has been activated, review the First Release configuration instructions described in [Office 365 release options](#) to complete the activation process.

Enhanced Service Management

The collection of premium process oriented services are described within this section.

Notes

1. The service management descriptions provided below apply to the *core services* of Office 365 Dedicated vNext (i.e., Exchange Online, SharePoint Online including OneDrive for Business, and Skype for Business).
2. The following definitions describe the shared services associated with the vNext service release:
 - *Tightly integrated shared services* provide essential functionality for the core services. Microsoft Online Services Support (MOSSUP) will provide ticket escalation and status update assistance for incidents associated with the services listed below.
 - Azure Active Directory
 - Azure RMS
 - Office Online (service disruptions only)
 - Exchange Online Protection
 - *Subscription based shared services* are optional services used in conjunction with the core services (e.g., Project Online, Yammer, Power BI, Microsoft Intune, and Microsoft Dynamics CRM). See the public facing Web site for the shared service for additional information. Subscription based shared services are currently supported through the Microsoft Services Premier Support for Office 365 program at no additional cost as part of your standard Premier Support agreement.
3. Change postponements and change freeze periods do not apply to the tightly integrated or subscription based shared services.

Service Management Feature	Description
Support & Incident Management	<p>The Microsoft Online Services Support (MOSSUP) organization is a specialized incident resolution team available only to Office 365 Dedicated customers. MOSSUP provides IT Pro level resources to support the resolution of issues raised by your Service Desk. In addition to technical support to resolve service escalations, MOSSUP also provides process oriented support services including customer Service Desk onboarding assistance, support performance reporting, and a Support Services Management (SSM) team committed to driving continuous support improvements for your individual experience.</p> <p>In all core services, Microsoft will proactively monitor the service, alert you of significant user impacting events, and keep you apprised of resolution progress. As an Office 365 Dedicated customer, you also have the option to (a) elevate a service incident to a Severity A or (b) initiate a Severity A service request for a business impact. When a Severity A service request is activated, Microsoft resources are immediately engaged to work with your IT support staff until the incident is resolved to your satisfaction or until the incident is sufficiently mitigated to allow you to reduce severity. During the Severity A resolution period, you will be provided with periodic updates throughout every 24 hour cycle.</p> <p>Following a Severity A incident resolution, Microsoft determines if a Service Level Agreement (SLA) impact has occurred. If confirmed, a post incident report (PIR) is prepared and delivered to you. If an SLA impact results in financial penalties that are the responsibility of Microsoft, an appropriate service credit will be proactively applied to your account. For a Severity A case that does not impact the SLA, a PIR can be requested.</p> <p>For more information, see the Support Service Description for Office 365 Dedicated.</p>

Service Management Feature	Description
Service Continuity	<p>The Service Continuity Management offering for Office 365 Dedicated includes the implementation of service continuity procedures, execution of failover exercises or tests for core services, and issuance of annual failover reporting. All of the functions are provided to ensure service resiliency objectives are maintained. Personnel of the Service Continuity Management team are available, as needed, to provide technical assistance. For catastrophic outages, a Critical Situation (CritSit) Manager of the team will engage with your organization to maintain communication until the outage is resolved.</p> <p>For more information, see the Service Continuity Management service description for Office 365 Dedicated.</p>
Service Change Management	<p>The implementation of Exchange, SharePoint, and Skype as single tenant services allows an enhanced level of service change management to be provided for Office 365 Dedicated customers. In addition, customers are able to submit requests for service enhancements or service assistance.</p> <p>Except for Regular Updates and emergency changes applied by Microsoft, you have the ability to declare a change freeze period or postpone announced Impacting or Potentially Impacting Changes that could be visible to your IT operations or end-users for the Exchange Online, SharePoint Online, OneDrive for Business, and/or Skype for Business core services. The freeze period or postponement cannot exceed two (2) weeks. Prior to any additional freeze or postponement, a minimum of two weeks must elapse to allow the environment to refresh. Note that change freezes or postponements do not apply to security patching, shared networking changes, or break/fix work.</p> <p>For more information, see the Change Management service description for Office 365 Dedicated.</p>

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Service Management Feature	Description
Customer Requests	<p>A unique service management feature is the ability to submit requests to Microsoft for service enhancements and service assistance. Examples include submitting a Request for Information (RFI) query to obtain guidance on how to implement or use a feature, submitting a configuration request to adjust an aspect of the service that cannot be modified using the set of self-service tools and procedures provided by Microsoft, or placing a request to enhance a feature of a service. Your Service Delivery Manager (SDM) is available to provide assistance to place your request and to assist with implementing changes. All customer requests submitted through your SDM are evaluated by Microsoft on an individual basis to determine if and how a change should be implemented.</p>
Relationship Management	<p>The foundation of Office 365 Dedicated relationship management is your Service Delivery Manager (SDM). Your SDM is focused on your use of, and success with, Office 365 technologies. If you have a Premier support agreement established with Microsoft, the SDM works in close partnership with the Technical Account Manager (TAM) for your existing Premier agreement to coordinate enhancements applied to your online services environment. Your SDM will lead monthly service reviews, provide project management oversight for service implementations and changes, and also provide Office 365 escalation management functions. The SDM has access to Microsoft subject matter experts, program management personnel, and internal development staff as supplemental resources to provide the support you require.</p> <p>In addition to technical events offered to the broad community of Office 365 customers, Office 365 Dedicated customers are offered the opportunity to participate in a twice yearly Customer Advisory Board (CAB) with the Office 365 team to discuss your specific service requirements and questions. Also hosted as individual events throughout the year are focus groups, Webinars, and topic-specific online meetings. As an Office 365 Dedicated customer, you receive a greater degree of exposure to Office 365 executive management when compared to mainstream Office 365 customers. The Office 365 team will strive to maintain a strong business relationship between you and Microsoft.</p>

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Service Management Feature	Description
Service Lifecycle	<p>At Microsoft, continuously improving Office 365 services is a very high priority. The investments made in service innovation produce a steady stream of enhancements that are made available to you in a streamlined manner.</p> <p>As an Office 365 Dedicated customer, your input for our service roadmap is greatly valued. Through channels such as the Customer Advisory Board sessions, your core service improvement suggestions receive the attention of the Office 365 team, product group visibility, and implementation feedback from Microsoft.</p>

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