



IT WITHOUT FEAR!  
**ACTION**  
**ADMIN**

CAN ACTION ADMIN'S  
POWERS OF PLANNING  
HELP HER THWART THE

**FOES OF  
FORESIGHT?**



THE SUN GREET'S OUR HEROINE AS SHE SIP'S HER MORNING COFFEE AT NORTHWIND, INC. WHAT APPEARS TO BE SMOOTH SAILING SUDDENLY TURNS CHOPPY...

HMMM. I TRIED CREATING AN OFFICE 365 ACCOUNT FOR OUR NEW EMPLOYEE, BUT IT WOULDN'T LET ME PROVISION A NEW USER.

LET'S SEE IF I CAN FIND SOME INFO ONLINE.

HERE'S AN ARTICLE...

LISA ANDREWS  
CIVIL ENGINEER AND  
OFFICE 365 ADMIN,  
NORTHWIND, INC.

NEWS  
ALL OF MICROSOFT'S SERVERS ARE DOWN? BECAUSE A GRIZZLY BEAR IS HIBERNATING IN THE DATACENTER AND THEY CAN'T REBOOT??

WHAT ARE WE GOING TO DO ALL WINTER???

OH.

THIS LINK SAYS THAT I SHOULD GO TO THE OFFICE 365 SERVICE HEALTH DASHBOARD.

THERE'S A SERVICE INCIDENT. ADMINS MIGHT BE UNABLE TO PROVISION NEW USERS. I'LL TRY AGAIN IN A BIT.

HOW DID I NOT KNOW ABOUT THE SERVICE HEALTH DASHBOARD? WHAT IF THERE WAS AN INCIDENT IMPACTING MY END USERS?

WHAT ELSE AM I MISSING?

HEY GUYS, SINCE I'M NEW AT THIS ADMIN THING I WAS WONDERING, DO WE HAVE ANY SORT OF PLAN TO MANAGE A SERVICE INCIDENT?

LIKE SOME WAY TO GET THE WORD OUT TO OUR END USERS?

SUSAN BURKE  
CO-FOUNDER,  
NORTHWIND, INC.

MIKE JAFFE  
CO-FOUNDER,  
NORTHWIND, INC.

A WHILE AGO I STARTED THINKING HOW WE SHOULD KEEP OUR OFFICE 365 USERS INFORMED, BUT I NEVER GOT AROUND TO MAKING A PLAN.

WE'VE BEEN GROWING SO FAST THAT IT GOT AWAY FROM US, BUT LUCKILY NOTHING MAJOR HAS COME UP SO FAR.

IF YOU HAVE THE TIME GO AHEAD AND PUT SOMETHING TOGETHER, BUT IT DOESN'T NEED TO BE A TOP PRIORITY.

WELL, WHAT WOULD HAPPEN IF THERE WAS A SERVICE INCIDENT?

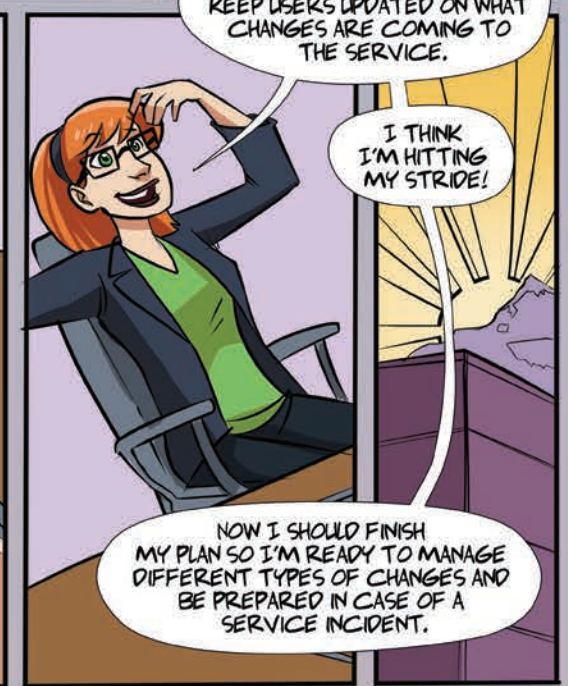
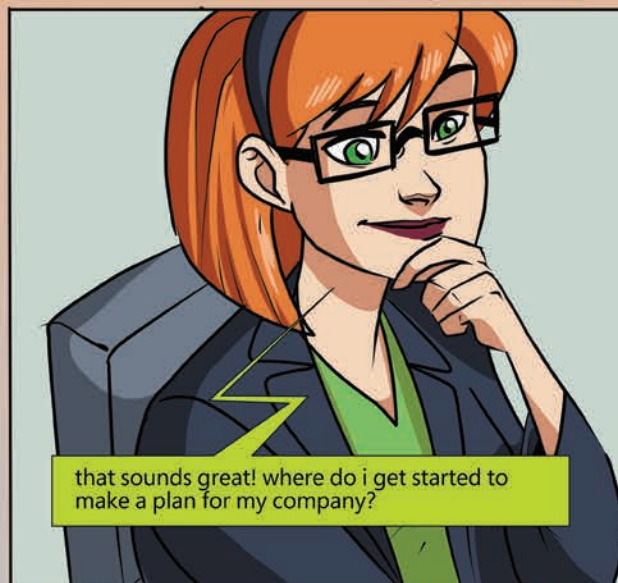
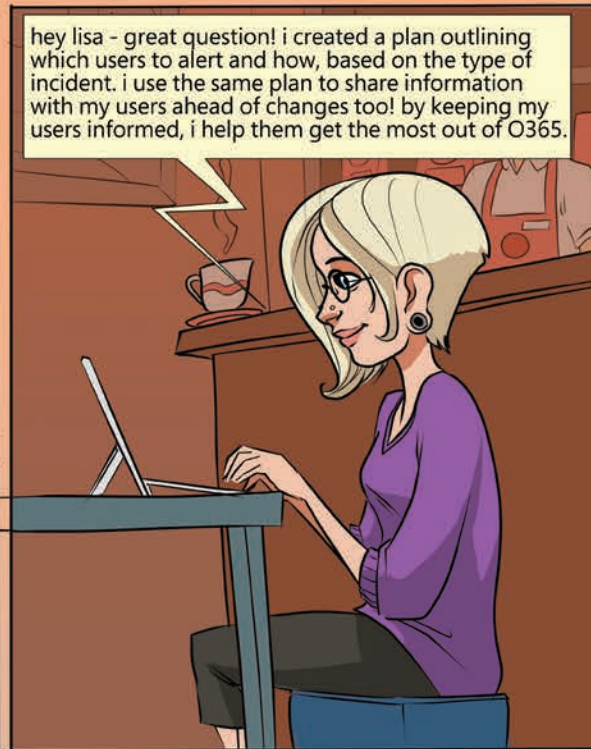
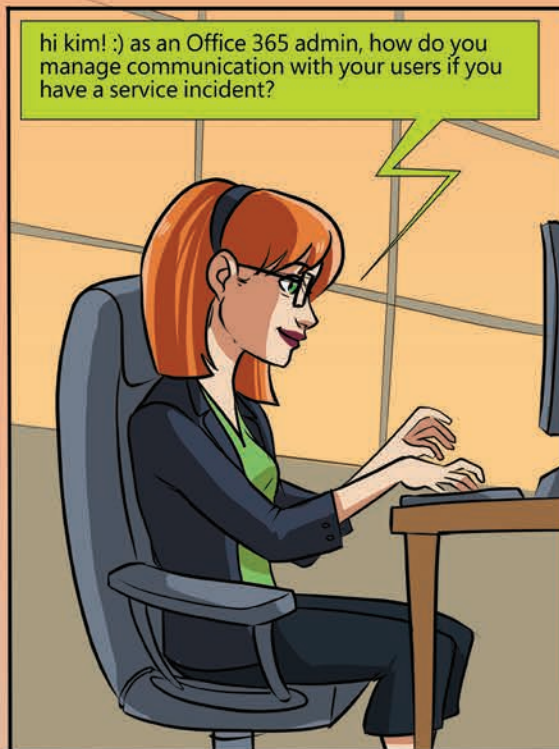
LIKE IF OUR USERS COULDN'T ACCESS SHAREPOINT OR MAIL WAS DELAYED?

HOW WOULD WE KEEP IMPACTED USERS UPDATED ON WHAT'S HAPPENING?

GOOD POINT.

ACTUALLY, YOU'D BETTER GET RIGHT ON IT.

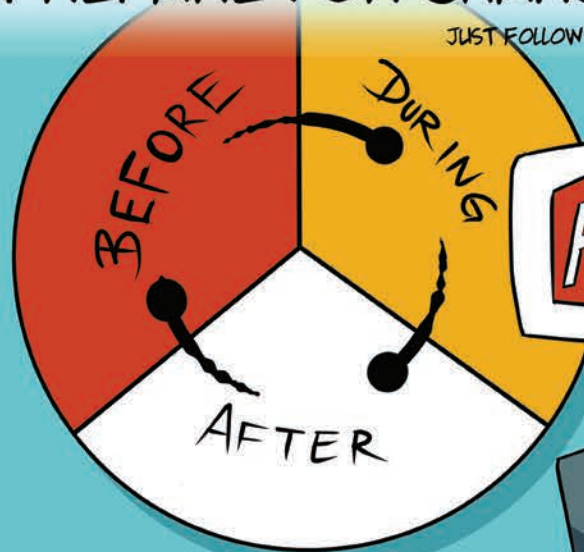






# PREPARE FOR CHANGES AND INCIDENTS

JUST FOLLOW THE STEPS...



## 1. UNDERSTAND YOUR ROLE

KNOW WHAT TO DO AND WHO TO CONTACT BEFORE, DURING, AND AFTER CHANGES AND INCIDENTS.



## 2. KNOW YOUR RESOURCES

USE THE RESOURCES IN THE SERVICE MANAGEMENT TOOLKIT TO STAY INFORMED.



## 3. MAKE YOUR MANAGEMENT AND COMMUNICATION PLAN

### 1. BUILD YOUR TEAM

GET HELP GETTING THE WORD OUT. ENLIST OTHER TEAM MEMBERS, PEERS IN IT, POWER USERS, OR ASSIGNED ADMINS FOR CERTAIN SERVICES (LIKE SHAREPOINT).

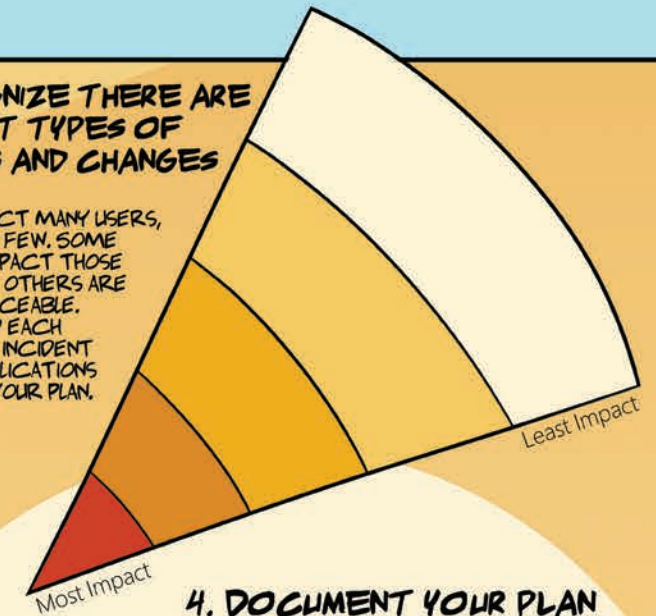


### 2. IDENTIFY YOUR STAKEHOLDERS

DECIDE WHO YOU WILL CONTACT DEPENDING ON THE TYPE OF CHANGE OR INCIDENT. IT COULD BE EVERYONE, A FEW PEOPLE, OTHER ADMINS, OR A SPECIFIC DEPARTMENT.

## 3. RECOGNIZE THERE ARE DIFFERENT TYPES OF INCIDENTS AND CHANGES

SOME AFFECT MANY USERS, SOME VERY FEW. SOME GREATLY IMPACT THOSE USERS WHILE OTHERS ARE HARDLY NOTICEABLE. UNDERSTAND EACH CHANGE OR INCIDENT AND THE IMPLICATIONS IT HAS FOR YOUR PLAN.

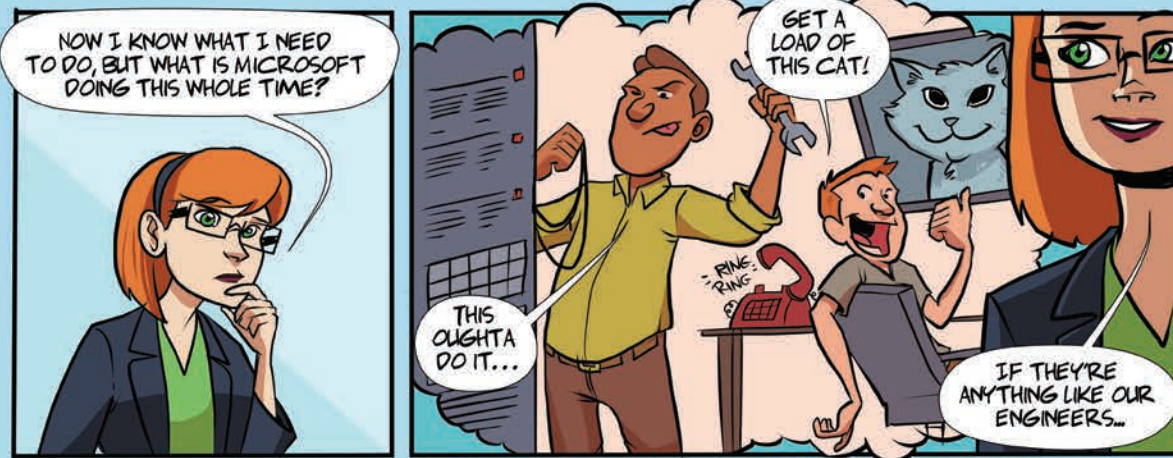


## 4. DOCUMENT YOUR PLAN

GO OVER IT WITH YOUR TEAM. KNOW WHO IS RESPONSIBLE TO MONITOR COMMUNICATIONS FROM MICROSOFT AND RELAY INFORMATION PER THE PLAN.







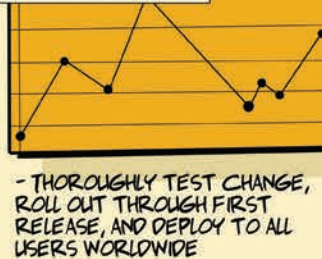
## WHAT MICROSOFT DOES BEHIND THE SCENES

### CHANGES

#### BEFORE A CHANGE:

- SET CUSTOMER EXPECTATIONS
- PROVIDE 30-DAYS NOTICE FOR ANY CHANGE REQUIRING ADMINISTRATOR ACTION
- PUBLISH THE MAJORITY OF NEW FEATURES AND UPDATES ON THE O365 ROADMAP

#### DURING A CHANGE:



- THOROUGHLY TEST CHANGE, ROLL OUT THROUGH FIRST RELEASE, AND DEPLOY TO ALL USERS WORLDWIDE
- MONITOR TELEMETRY AND SUPPORT ESCALATIONS FOR ANY UNEXPECTED ISSUES

#### AFTER A CHANGE:

- LISTEN TO FEEDBACK FROM CUSTOMERS IN THE ADMIN CENTER AND THROUGH SOCIAL MEDIA
- UPDATE THE OFFICE 365 ROADMAP WITH STATUSES, AND ADD NEW FEATURES
- USE LISTENING MECHANISMS TO DESIGN IMPROVEMENTS TO THE SERVICE EXPERIENCE

CUSTOMER FEEDBACK

ROADMAP

### SERVICE INCIDENTS

#### BEFORE AN INCIDENT:

- DESIGN THE SERVICE TO BE REDUNDANT AND RELIABLE
- PROVIDE SERVICE INCIDENT READINESS FOR CUSTOMERS

#### DURING AN INCIDENT:

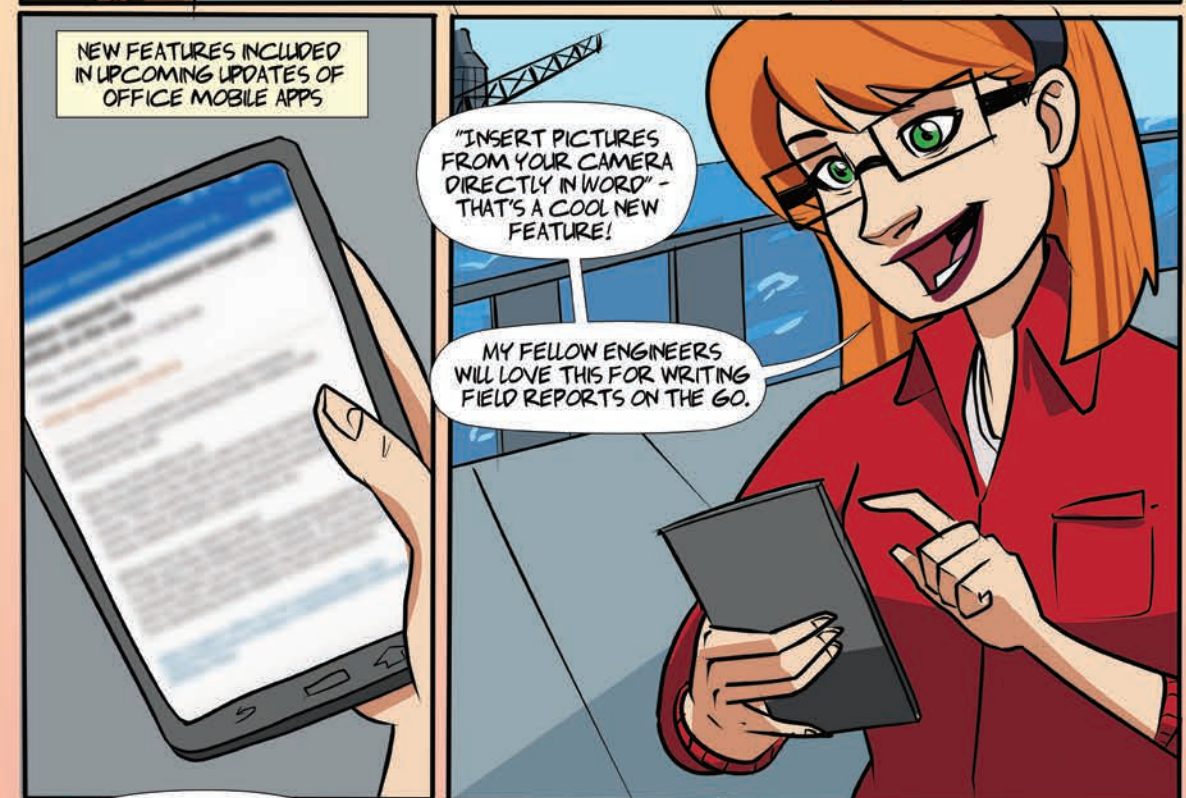
- ASSIGN ON-CALL ENGINEERS TO RESOLVE INCIDENT 24/7
- COMMUNICATE TO CUSTOMERS VIA THE SERVICE HEALTH DASHBOARD

#### AFTER AN INCIDENT:

- PROVIDE CLOSURE SUMMARY
- PERFORM ACTIONS IN CLOSURE SUMMARY TO PREVENT SIMILAR ISSUES

REVIEW

WOW, LOOKS LIKE MICROSOFT HAS US COVERED!





BACK AT THE OFFICE...

AND CHECK THIS OUT!  
I CAN TAKE PICTURES ON  
MY TABLET AND ADD THEM  
STRAIGHT TO MY FIELD  
REPORTS!

PLUS I HAVE ALL  
THIS EXTRA STORAGE  
IN ONEDRIVE WITH  
OFFICE 365!

THIS WILL  
SAVE ME  
TIME!

THAT'S  
AWESOME...

THANKS FOR  
THINKING PROACTIVELY  
AND MAKING A PLAN TO SMOOTHLY  
COMMUNICATE ABOUT THE  
SERVICE, LISA!

YOU'VE HELPED  
KEEP EVERYONE IN  
THE LOOP SO THEY CAN  
USE NEW FEATURES  
RIGHT AWAY!

THANKS GUYS! WITH THE  
HELP OF MICROSOFT'S RESOURCES  
I FEEL MORE CONFIDENT AS AN ADMIN.  
IT'S GREAT TO SEE OUR USERS  
GET THE MOST OUT OF  
OFFICE 365.

BUT WE'RE NOT DONE YET.  
WE NEED TO MAINTAIN OUR  
COMMUNICATIONS PLAN  
TO KEEP US PREPARED  
FOR WHAT MIGHT HAPPEN  
TODAY...

...AND CHECK THE  
OFFICE 365 ROADMAP AND  
THE MESSAGE CENTER TO  
GET PREPARED FOR WHAT'S  
COMING TOMORROW.

# CHECK OUT:

Service management resources for admins at  
[aka.ms/manageOffice365](https://aka.ms/manageOffice365)





UNFORESEEN UPDATE

CURVEBALL

THE INCIDENTIST

## CREDITS:

EXECUTIVE  
PRODUCER: PERI ERICKSON-BROWN  
CREATED BY INDIGO SLATE  
ART DIRECTOR: JEREMY BONNER  
STORY: JOE GUSTAV  
PENCILS, INKS, LETTERING: CHAD WELCH  
COLORISTS: CATHERINE LIN  
MAJESTA VESTAL