

Monitoring and Maintaining the SharePoint Online Service



Vlad Catrinescu

OFFICE APPS AND SERVICES MVP

@vladcatrinescu <https://absolute-sharepoint.com>



Overview



The service health dashboard

Keeping up to date with Microsoft 365 updates

Getting support



The Service Health Dashboard



Single location to view
the status of Office
365 services

Located in the M365
admin center

Three possible options

Healthy

Advisory












Incident

First place you should
check if users are
reporting errors

Service health

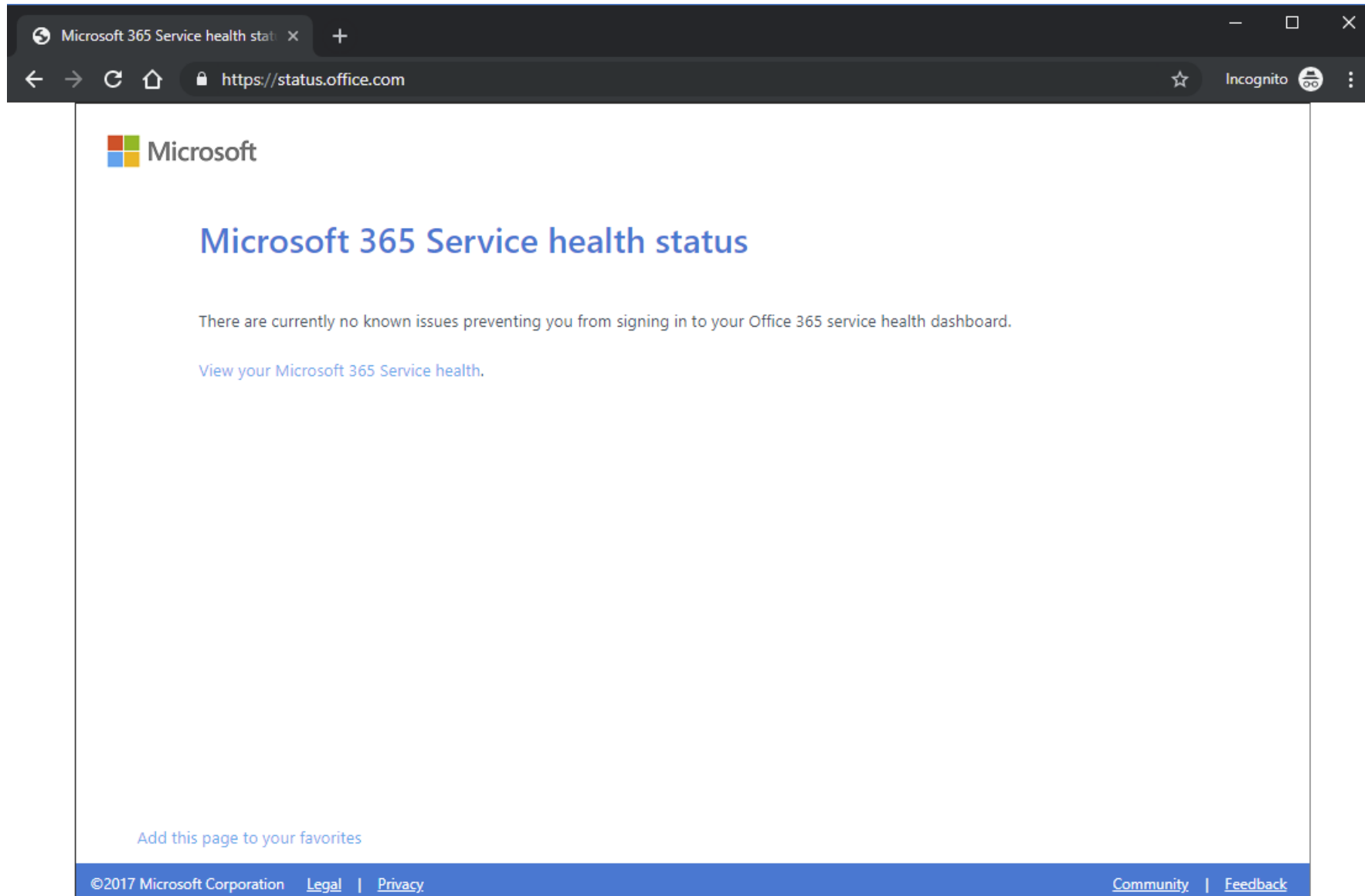
Some services are disrupted

2019-08-05 18:43 (UTC) [View histo](#)

All services	 Exchange Online	1 incident 1 advisory
Incidents	 Planner	1 advisory
Advisories	 SharePoint Online	1 advisory
	 Azure Information Protection	Service is healthy
	 Flow in Microsoft 365	Service is healthy
	 Identity Service	Service is healthy
	 Microsoft Flow	Service is healthy
	 Microsoft Intune	Service is healthy
	 Microsoft Kaizala	Service is healthy
	 Microsoft StaffHub	Service is healthy
	 Microsoft Teams	Service is healthy



What if We Cannot Login to the Admin Center?



Demo



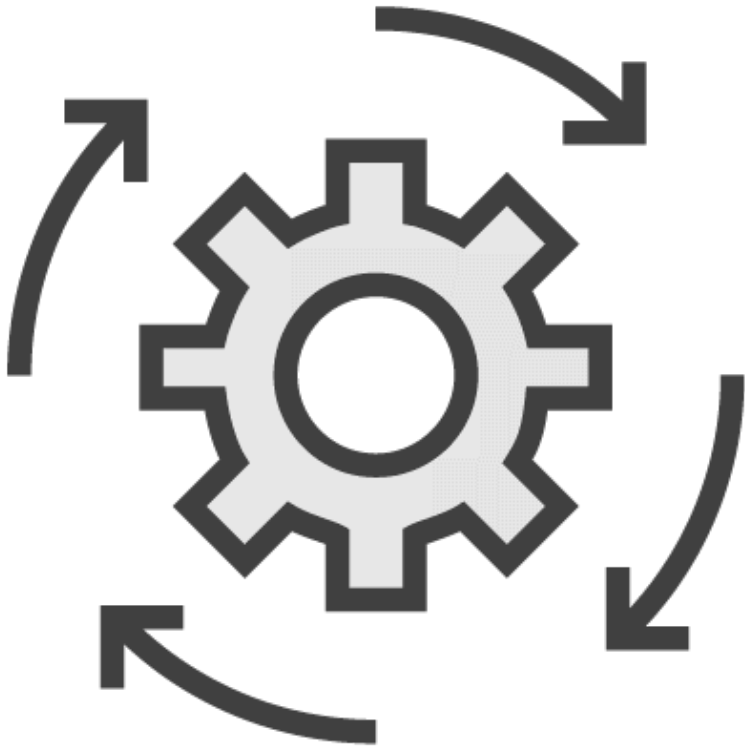
The Service Health Dashboard



Keeping Up to Date With Microsoft 365 Updates



Keeping Up to Date Is More Important Than Ever!



Microsoft ships feature updates daily

We do not control when those updates hit our tenant

Change management is part of every IT Pro job in the cloud world

Where Do We Need to Go for Updates?

The Microsoft 365 Roadmap

**The Office 365 Message
Center**

**The Microsoft Tech
Community**

Social Media and Conferences



The Microsoft 365 Roadmap



Central roadmap for all Microsoft 365 services

- <https://www.microsoft.com/en-us/microsoft-365/roadmap>

Follow features through stages

- In development
- Rolling out
- Launched

Can also subscribe to RSS feed of the roadmap



The Office 365 Message Center

Message Center found in your Microsoft 365 Admin Portal

Multiple categories:

- Stay Informed
- Plan For Change
- Prevent or Fix Issues

All new features or changes that will be coming to **your tenant**

- If a feature is not activated in your tenant, you might not get a message for it



Ability to view Message
Center is not included in the
SharePoint Administrator
role!



Demo



The Microsoft 365 Roadmap

The Office 365 Message Center



**Official blog of the
SharePoint team**

**Upcoming releases,
news, best practices
and more!**

**Community forums to
ask questions / discuss
with peers**

**[https://techcommunity
.microsoft.com](https://techcommunity.microsoft.com)**

The Microsoft Tech Community

The screenshot shows the Microsoft SharePoint Blog homepage. At the top is the Microsoft logo. Below it is a navigation bar with a hamburger menu, a 'Home' link, a search bar labeled 'Search the community', and a 'Sign In' link. The main header features a large image of four people in a meeting, with the text 'Microsoft SharePoint Blog' and a welcome message: 'Welcome to the SharePoint Blog! Learn best practices, news, and trends directly from the SharePoint team.' Below the header are three buttons: 'Filter by label', 'RSS', and 'Follow'. The main content area has a breadcrumb trail 'Home > SharePoint' and an 'Options' dropdown. There are two featured articles. The left article is titled 'Preferred Content Services' with a Microsoft logo and a count of 1,370. The right article is titled 'Roadmap Pitstop July 2019' with a count of 5,661. The right article includes a timeline of updates for June and July 2019, such as 'SharePoint page/news authoring updates', 'Updated Site usage page', '566' image previewer', 'Quick Edit improvements', 'Enhanced pre-rendered hold library', 'OneDrive Azure AD S2S sync', and 'Bulk approvals for workflows'. The article text begins with 'July brought the heat to many cities across the world, so we at Microsoft thought we'd bring a little heat of our own vi...'.

Social Media and Conferences

Great way to keep up to date with latest releases

Most of the SharePoint product team is on Twitter

- #SharePoint hashtag

Some conference recorded sessions are also on Pluralsight

- Ex: SharePoint Conference 2019
- <https://www.pluralsight.com/paths/sharepoint-conference-2019>



Demo



The Microsoft Tech Community



Getting Support



Microsoft 365 Support



Contact support

Describe your issue*

I cannot access SharePoint

Confirm your number*

+1 123-456-7899

Confirm your email*

vlad@globomantics.org

Preferred contact method*

☒ Phone (Expected wait time is 29 minutes)

Attachments

5 of 5 available. Each file must be less than 25 MB in size.

No attachments added to this service request yet.

Contact me

Administrators can open tickets through the Microsoft 365 admin center

First contact through phone with Microsoft support

Next steps depend on what problem is



Office 365 Support SLA

		Office 365 Business plans	Office 365 Enterprise* plans
Critical:	Events that prevent you from accessing or using your services or data, severely impact deadlines or profitability, or affect multiple users or services.	Available: 24/7 Response time: one hour	Available: 24/7 Response time: one hour
High:	Events that affect the productivity of users but have moderate business impact, can be dealt with during business hours, or affect a single user, customer, or service.	Available: business hours Response time: no commitment	Available: 24/7 Response time: next day
Non-critical:	Events that have minimal service or productivity impact on the business, such as a single user experiencing partial disruption, but an acceptable workaround exists. Learn more about event severity levels	Available: business hours Response time: no commitment	Available: 24/7 Response time: no commitment



Conclusion



The service health dashboard

Central location to view status of all Office 365 services

If the Admin Center is down >

<https://status.office.com/>

Keeping up to date with Microsoft 365 updates

Change Management is part of every IT Pro's life

Microsoft 365 Roadmap

Message Center

Tech Community

Getting support

Administrator support from the admin center

