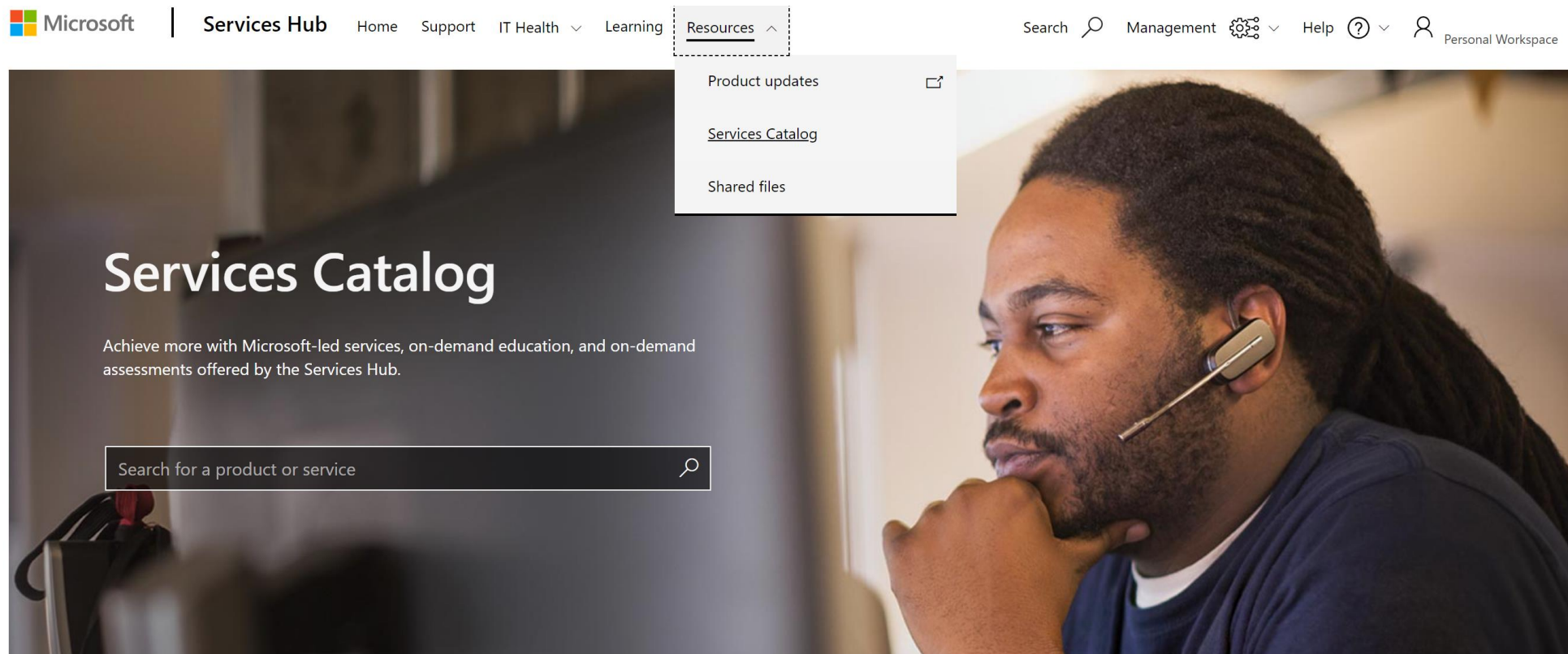


Microsoft Unified Support Built-In Proactive Services List



IMPORTANT NOTICE: Starting May 1st, 2021, this link will re-direct to the Services Hub catalog to make it easier to dynamically search for Built-in Proactive Services and access datasheets.

To go directly to the catalog, [sign in to Services Hub](#) and go to Resources > **Services Catalog** in the main navigation bar. Once you're in the catalog, refine your results by using the Service Level filter to search for Built-In Proactive Services.



Microsoft Unified Support Built-In Proactive Services List



Drive your key technology initiatives forward with recommended proactive support services that accelerate implementation and results. Please work with your Customer Success Account Manager to schedule the right service for your needs.

AZURE

PRIMARY TECHNOLOGY	PHASE	BUILT-IN PROACTIVE SERVICES
Azure – Advanced Analytics and A.I	Educate	WorkshopPLUS - Data AI: Azure Machine Learning - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Data AI: Introduction to Advanced Analytics and AI in Azure - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Data AI: Open Source Analytics with HDInsight - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Data AI: Azure Databricks Essentials - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Data AI: Data Analytics with Python - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Data AI: Transform Business with Internet of Things - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Data AI: Orchestrating Data with Azure Data Factory - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Data AI: Azure Synapse Analytics - SQL Pool Essentials - Closed Workshop (Data Sheet) R,O
	Plan	Activate Building and Deploying Machine Learning Models (Data Sheet) O
	Plan	Activate Data Warehouse Migration and Modernization - Azure Synapse SQL pool (Data Sheet) R,O
	Maintain	Optimize Azure Synapse SQL Pools (Data Sheet) R,O
Azure – Data Platform	Educate	WorkshopPLUS - Data AI: Azure Cosmos DB - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Data AI: Azure Database for MySQL - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Data AI: Azure Database for PostgreSQL - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Data AI: Azure SQL Database Essentials - Closed Workshop (Data Sheet) R
	Plan	Activate Data Platform Modernization for OpenSource (Data Sheet) R,O
	Plan	Activate Data Platform Modernization for SQL (Data Sheet) R,O
	Plan	Activate Azure SQL Performance Tuning and Optimization (Data Sheet) R,O
	Plan	Activate Azure SQL Security and Governance (Data Sheet) R,O
	Plan	Activate Optimize SQL Databases in Azure with CI/CD Pipelines (Data Sheet) R,O

Azure continued ↓

Microsoft Unified Support Built-In Proactive Services List



AZURE

PRIMARY TECHNOLOGY	PHASE	BUILT-IN PROACTIVE SERVICES
Azure – Data Platform	Maintain	Data Platform Modernization Assessment for SQL (Data Sheet) R,O
	Maintain	Data Platform Modernization Migration Support for SQL (Data Sheet) R,O
	Maintain	Azure SQL Managed Instance Assessment (Data Sheet) R,O
	Maintain	Azure SQL Security and Governance Clinic (Data Sheet) R,O
	Maintain	Data Platform Modernization Migration Support for OpenSource (Data Sheet) R,O
Azure – Developer	Educate	WorkshopPLUS - Microsoft Azure: Application, Monitoring and Diagnostics for Developers - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - DevOps: Fundamentals - Closed Workshop (Data Sheet) O
	Educate	WorkshopPLUS – Secure DevOps: Application Security Principles and Practices – Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Modernizing Applications with Containers and Orchestrators - Closed Workshop (Data Sheet) R,O
	Optimize	Azure DevOps Services: Continuous Delivery Review (Data Sheet) R,O
	Implement	Onboarding Accelerator - Deployment and Migration Assistance for Azure DevOps Services (Data Sheet) O
	Implement	Onboarding Accelerator – Deployment and Migration Assistance for Azure Kubernetes Services (Data Sheet) O,R
	Plan	Activate Azure with Advanced PaaS Development (Data Sheet) R,O
	Plan	Activate Azure with Dev Ops (Data Sheet) O
	Plan	Activate Azure with DevTest Labs (Data Sheet) R,O
	Plan	Activate Azure with Application Insights (Data Sheet) R,O
	Plan	Activate Azure with Advanced PaaS Development (Data Sheet) R,O
	Maintain	Services Insights for Application Security (Data Sheet) R
	Maintain	Services Insights for Developer (Data Sheet) R
	Maintain	DevOps Capability Assessment (Data Sheet) R

Microsoft Unified Support Built-In Proactive Services List



AZURE

PRIMARY TECHNOLOGY	PHASE	BUILT-IN PROACTIVE SERVICES
Azure Identity	Implement	Onboarding Accelerator - Azure Active Directory: Auditing - Add On (Data Sheet) R,O
	Implement	Onboarding Accelerator - Azure Active Directory: Auditing – Base (Data Sheet) R,O
Azure Infrastructure	Educate	WorkshopPLUS - Microsoft Azure: Infrastructure as a Service - Closed Workshop (Data Sheet) O
	Educate	WorkshopPLUS - Microsoft Azure: Site Recovery Services - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Microsoft Azure: Application, Monitoring and Diagnostics for IT Professionals - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Azure: Cloud and Datacenter Management with Azure Automation - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Microsoft Azure: Hybrid Cloud Solutions - Azure Stack - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Microsoft Azure: Automation 1 Day with Lab - Closed Workshop (Data Sheet) R
	Educate	WorkshopPLUS - Microsoft Azure: Backup 1 Day with Lab - Closed Workshop (Data Sheet) R
	Educate	WorkshopPLUS - Microsoft Azure: Hyper-V Site Recovery 1 Day with Lab - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Microsoft Azure: IaaS Overview 1 Day - Closed Workshop (Data Sheet) R
	Educate	WorkshopPLUS - Microsoft Azure: Management 1 Day with Lab - Closed Workshop (Data Sheet) R
	Educate	WorkshopPLUS - Microsoft Azure: Networking 1 Day with Lab - Closed Workshop (Data Sheet) R
	Educate	WorkshopPLUS - Microsoft Azure: Resource Manager 1 Day with Lab - Closed Workshop (Data Sheet) R
	Educate	WorkshopPLUS - Microsoft Azure: Storage 1 Day with Lab - Closed Workshop (Data Sheet) R
	Educate	WorkshopPLUS - Microsoft Azure: US Government Cloud 1 Day - Closed Workshop (Data Sheet) O
	Educate	WorkshopPLUS - Microsoft Azure: Virtual Machines 1 Day with Lab - Closed Workshop (Data Sheet) R
	Educate	WorkshopPLUS - Microsoft Azure: VMWare Site Recovery 1 Day with Lab - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Azure: Modern Monitoring and Management - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS Remote - Microsoft Azure: Infrastructure as a Service - Closed Workshop (Data Sheet) R
Educate	WorkshopPLUS - Kubernetes: Technical Briefing 1 Day with Labs - Closed Workshop (Data Sheet) R	
Educate	WorkshopPLUS - Modernizing Applications with Containers and Orchestrators - Closed Workshop (Data Sheet) O	

Microsoft Unified Support Built-In Proactive Services List



AZURE

PRIMARY TECHNOLOGY	PHASE	BUILT-IN PROACTIVE SERVICES
Azure Infrastructure	Educate	WorkshopPLUS - Microsoft Azure: Azure Monitor Introduction 1 day - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Microsoft Azure: Azure Monitor Visualization 1 day - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS Remote - Microsoft Azure: Automation 1 Day with Lab - Closed Workshop (Data Sheet) R
	Educate	WorkshopPLUS Remote - Microsoft Azure: Backup 1 Day with Lab - Closed Workshop (Data Sheet) R
	Educate	WorkshopPLUS Remote - Microsoft Azure: Management 1 Day with Lab - Closed Workshop (Data Sheet) R
	Educate	WorkshopPLUS Remote - Microsoft Azure: Networking 1 Day with Lab - Closed Workshop (Data Sheet) R
	Educate	WorkshopPLUS Remote - Microsoft Azure: Resource Manager 1 Day with Lab - Closed Workshop (Data Sheet) R
	Educate	WorkshopPLUS Remote - Microsoft Azure: Storage 1 Day with Lab - Closed Workshop (Data Sheet) R
	Educate	WorkshopPLUS Remote - Microsoft Azure: Virtual Machines 1 Day with Lab - Closed Workshop (Data Sheet) R
	Implement	Onboarding Accelerator - Microsoft Azure: Migration - Production Landing Zone (Data Sheet) R,O
	Implement	Onboarding Accelerator - Microsoft Azure: Disaster Recovery Implementation - Add On (Data Sheet) R,O
	Implement	Onboarding Accelerator - Microsoft Azure: Migration – Execution (Data Sheet) R,O
	Implement	Onboarding Accelerator - Microsoft Azure: Migration - Planning and Assessment (Data Sheet) R,O
	Implement	Onboarding Accelerator - Microsoft Azure: Disaster Recovery Implementation (Data Sheet) R,O
	Maintain	Azure Networking Optimization (Data Sheet) R,O
	Maintain	Azure Platform Assessment (Data Sheet) R,O
	Maintain	Azure Management and Cost Optimization (Data Sheet) R,O
	Maintain	Well-Architected Cost Optimization Assessment (Data Sheet) R,O
	Maintain	Well-Architected Reliability Assessment (Data Sheet) R,O
	Maintain	Well-Architected Security Assessment (Data Sheet) R,O
	Maintain	Well-Architected Go-Live Assessment (Data Sheet) R,O
	Plan	Activate Azure with Automation Runbooks (Data Sheet) R,O
	Plan	Activate Azure with Administration & Governance (Data Sheet) R,O

Microsoft Unified Support Built-In Proactive Services List



AZURE

PRIMARY TECHNOLOGY	PHASE	BUILT-IN PROACTIVE SERVICES
Azure Infrastructure	Plan	Activate Azure with Recovery Services (Data Sheet) R,O
	Plan	Activate Azure with Azure Monitor (Data Sheet) R,O
	Plan	Activate Azure with Enterprise-grade Networking (Data Sheet) R,O
	Plan	Activate Windows Virtual Desktop (Data Sheet) R,O
	Plan	Activate Azure with Hybrid Cloud (Data Sheet) O
	Plan	Architecture Service - Microsoft Azure: Infrastructure (Data Sheet) R, O
	Plan	Activate Azure with Automated Deployments (Data Sheet) R,O
	Plan	Activate Azure Stack with IaaS (Data Sheet) R,O
	Plan	Activate Azure with Azure Files (Data Sheet) R,O
	Plan	Activate Azure with Update Management (Data Sheet) R,O
Azure Security & Identity	Educate	WorkshopPLUS - Microsoft Azure: Security Best Practices - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Microsoft Azure: Identity 1 Day - Closed Workshop (Data Sheet) R
	Educate	WorkshopPLUS - Microsoft Azure: Hybrid Identity - Closed Workshop (Data Sheet) O
	Implement	Onboarding Accelerator - Password-less Authentication (Data Sheet) R,O
	Implement	Onboarding Accelerator - Azure Active Directory: Features Deployment - Add On (Data Sheet) R,O
	Implement	Onboarding Accelerator - Azure Active Directory: Features Deployment – Base (Data Sheet) R,O
	Maintain	Security: Azure Security Center – Fundamentals (Data Sheet) O
	Maintain	On-Demand Assessment – Azure Active Directory: Remote Engineer (Data Sheet) R
	Maintain	Security: Azure Information Protection – Fundamentals (Data Sheet) O
	Maintain	Azure Active Directory: Recovery Execution Service (Data Sheet) R,O
	Maintain	On-Demand Assessment – Azure Active Directory: Onsite Engineer (Data Sheet) O
	Maintain	Security: Azure Sentinel – Fundamentals (Data Sheet) O
	Plan	Architectural Service - Azure Active Directory: Designing a Secure Cloud Identity (Data Sheet) R,O
	Plan	Activate Windows Hello for Business (Data Sheet) R,O
Plan	Activate Azure with Multi-Factor Authentication and Conditional Access (Data Sheet) R,O	
Plan	Activate Azure with Multi-Factor Authentication and Conditional Access – Add on (Data Sheet) R,O	

Microsoft Unified Support Built-In Proactive Services List



PRIMARY TECHNOLOGY	PHASE	BUILT-IN PROACTIVE SERVICES
Active Directory	Educate	WorkshopPLUS - Active Directory Federation Services: Troubleshooting 1 Day With Lab - Closed Workshop (Data Sheet) O
	Educate	WorkshopPLUS Remote - Active Directory: Troubleshooting - Closed Workshop (Data Sheet) R
	Educate	WorkshopPLUS Remote - Active Directory Federation Services: Deployment, Administration and Troubleshooting - Closed Workshop (Data Sheet) O
	Implement	Onboarding Accelerator - Deployment and Migration Assistance for Active Directory Base (Data Sheet) O
	Implement	Onboarding Accelerator - Deployment and Migration Assistance for Active Directory Lite (Data Sheet) R,O
	Implement	Onboarding Accelerator - Deployment and Migration Assistance for Active Directory Add On (Data Sheet) O
	Maintain	Offline Assessment for Active Directory (Data Sheet) O
	Maintain	On-Demand Assessment - Active Directory: Remote Engineer (Data Sheet) R
	Maintain	Active Directory Federation Services Assessment (Data Sheet) R,O
	Maintain	On-Demand Assessment - Active Directory: Onsite Engineer (Data Sheet) O
	Maintain	Active Directory Recovery Execution Service On-Premises (Data Sheet) O
Maintain	Active Directory Recovery Execution Service Remote (Data Sheet) R	
Developer – Visual Studio	Educate	WorkshopPLUS Remote – DevOps: Fundamentals – Closed Workshop (Data Sheet) O
Business Intelligence	Educate	WorkshopPLUS - Data AI: Business Analytics with Power BI - Closed Workshop (Data Sheet) R
	Educate	WorkshopPLUS - Data AI: Reporting Services and Power BI Report Server - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Data AI: Advanced Data Analytics with Power BI - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS Remote - Data AI: Business Analytics with Power BI - Closed Workshop (Data Sheet) R
	Educate	WorkshopPLUS - Data AI: Enterprise Business Intelligence (BI) with Azure Analysis Services - Closed Workshop (Data Sheet) O,R
	Plan	Activate Business Analytics with Power BI (Data Sheet) O
	Maintain	Power BI Assessment (Data Sheet) R,O
	Maintain	Power BI Clinic (Data Sheet) R,O

Microsoft Unified Support Built-In Proactive Services List



DYNAMICS 365

PRIMARY TECHNOLOGY	PHASE	BUILT-IN PROACTIVE SERVICES
Dynamics 365	Educate	WorkshopPLUS - Dynamics 365 for Finance and Operations: Administration and Troubleshooting - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Dynamics 365 Customer Engagement: Administration and Troubleshooting for On-Premises Deployments - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Dynamics 365 Customer Engagement: Development - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Dynamics 365 Customer Engagement: Administration 1 Day with Lab - Closed Workshop (Data Sheet) R
	Educate	WorkshopPLUS - Power Platform: Building Model-Driven Power Apps and Customizing Dynamics 365 Apps - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Dynamics 365 Customer Engagement: Email and Collaboration 1 Day with Lab - Closed Workshop (Data Sheet) R
	Educate	WorkshopPLUS - Dynamics 365: Adoption Scenario Workshop - Closed Workshop (Data Sheet) O
	Educate	WorkshopPLUS - Dynamics 365 Customer Engagement: Reporting 1 Day with Lab - Closed Workshop (Data Sheet) R
	Educate	WorkshopPLUS - Dynamics 365 for Finance and Operations: Integration - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Dynamics 365 Customer Engagement: Troubleshooting 1 Day with Lab - Closed Workshop (Data Sheet) R
	Educate	WorkshopPLUS - Dynamics 365 for Finance and Operations: Cloud Transition 1 Day - Closed Workshop (Data Sheet) R
	Educate	WorkshopPLUS - Dynamics 365 for Finance and Operations: Regression Suite Automation Tool 1 Day with Lab - Closed Workshop (Data Sheet) R
	Educate	WorkshopPLUS - Dynamics 365 for Finance and Operations: Development Foundations - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Dynamics 365 for Finance and Operations: Advanced Development - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Dynamics 365 Customer Engagement: DevOps 1 Day with Lab - Closed Workshop (Data Sheet) R
	Maintain	Dynamics 365 Customer Engagement: PowerApps Checker Advisory (Data Sheet) R
	Maintain	Dynamics 365 for Finance and Operations Assessment: Remote Engineer (Data Sheet) R
	Maintain	Office 365 Network Performance Assessment: Dynamics 365 for Finance and Operations Add-on (Data Sheet) R,O
	Maintain	Dynamics 365 Customer Engagement: Code Review (Data Sheet) R,O
Maintain	Dynamics 365 Customer Engagement: Performance Review for On-Premises Deployments (Data Sheet) R,O	

Microsoft Unified Support Built-In Proactive Services List



PRIMARY TECHNOLOGY	PHASE	BUILT-IN PROACTIVE SERVICES
Dynamics 365	Educate	WorkshopPLUS - Dynamics 365 Customer Engagement: Power Apps & Power Automate 1 Day with Lab - Closed Workshop (Data Sheet) R
	Educate	WorkshopPLUS – Dynamics 365 Customer Insights 1 Day with Lab - Closed Workshop (Data Sheet) R
	Maintain	Dynamics 365 Customer Engagement Assessment (Data Sheet) R
	Maintain	Dynamics 365 Customer Engagement: Code Review Premium (Data Sheet) R,O
	Maintain	Dynamics 365 Customer Engagement: Performance Review (Data Sheet) R
	Maintain	Activate Dynamics 365 Customer Engagement Test Automation with EasyRepro (Data Sheet) R,O
	Maintain	Dynamics 365 for Finance and Operations: Business Intelligence Hands on Lab (Data Sheet) R,O
	Maintain	Dynamics 365 for Finance and Operations: Code Review (Data Sheet) R
	Maintain	Dynamics 365 for Finance and Operations: Performance Review *** (Data Sheet) R
Dynamics AX	Maintain	Office 365 Network Performance Assessment: Dynamics 365 Add-on (Data Sheet) R,O
Enterprise Mobility Suite	Maintain	Dynamics AX: Code Review (Data Sheet) R,O
	Educate	WorkshopPLUS - Enterprise Mobile Device Management with Microsoft Intune - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Managing Windows 10 Devices with Microsoft Intune and Autopilot - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Device Protection with Microsoft Endpoint Manager and Microsoft Defender for Endpoint - Closed Workshop (Data Sheet) R,O
	Plan	Activate Enterprise Mobility + Security (Data Sheet) O
	Implement	Onboarding Accelerator - Implementing Microsoft Intune Features Base (Data Sheet) R
	Implement	Onboarding Accelerator - Implementing Microsoft Intune Features Premium (Data Sheet) R,O
	Implement	Onboarding Accelerator - Implementing Microsoft Intune Features Add On (Data Sheet) R
	Maintain	Microsoft Endpoint Configuration Manager: Advanced Dashboards (Data Sheet) O
Maintain	Microsoft Endpoint Manager: PowerBI Dashboard Integration Base (Data Sheet) R	
Maintain	Microsoft Endpoint Manager: PowerBI Dashboard Integration Premium (Data Sheet) R,O	

Microsoft Unified Support Built-In Proactive Services List



PRIMARY TECHNOLOGY	PHASE	BUILT-IN PROACTIVE SERVICES
Exchange Server	Educate	WorkshopPLUS Remote - Exchange Server: Administration and Troubleshooting - Closed Workshop *** (Data Sheet) R
	Implement	Onboarding Accelerator - Deployment and Migration Assistance for Exchange Server Add On (Data Sheet) O
	Maintain	Offline Assessment for Exchange Server (Data Sheet) O
	Maintain	Offline Assessment for Exchange Server Security (Data Sheet) O
	Maintain	On-Demand Assessment - Exchange Server Security: Onsite Engineer (Data Sheet) O
	Maintain	On-Demand Assessment - Exchange Server Security: Remote Engineer (Data Sheet) R
	Maintain	Exchange Recovery Execution Service (ExRES) – Foundation (Data Sheet) O
	Maintain	On-Demand Assessment - Exchange Server: Remote Engineer (Data Sheet) R
Hyper-V	Maintain	Offline Assessment for Hyper-V (Data Sheet) O
Internet Information Services	Maintain	Offline Assessment for Internet Information Services (Data Sheet) O
	Maintain	On-Demand Assessment - Internet Information Services: Remote Engineer (Data Sheet) R
	Maintain	On-Demand Assessment - Internet Information Services: Onsite Engineer (Data Sheet) O
Adoption Scenario Workshops	Educate	WorkshopPLUS - Microsoft 365: Adoption Scenario Workshop - Closed Workshop (Data Sheet) O
	Educate	WorkshopPLUS - Azure: Adoption Scenario Workshop for IT Professionals - Closed Workshop (Data Sheet) O
	Educate	WorkshopPLUS - DevOps: Adoption Scenario Workshop for IT Professionals - Closed Workshop (Data Sheet) O
	Educate	WorkshopPLUS - Office 365: Adoption Scenario Workshop for IT Professionals - Closed Workshop (Data Sheet) O
No Product – Technology Agnostic	Educate	WorkshopPLUS - Adoption Change Management: Enable Remote Worker - Closed Workshop (Data Sheet) O,R



Microsoft Unified Support Built-In Proactive Services List



PRIMARY TECHNOLOGY	PHASE	BUILT-IN PROACTIVE SERVICES
Modern Service Management	Optimize	Modern Service Management Operational Roles and Tasks for Azure (Data Sheet) O
	Optimize	Servicing and Update Management Process Planning for Windows Client (Data Sheet) O
	Optimize	Modern Service Management Governance for Office 365 (Data Sheet) O
	Optimize	Modern Service Management Governance for Power Platform (Data Sheet) O
	Optimize	Remediation Checkup Services (Data Sheet) O,R
	Optimize	Major Incident Response Plan (MIRP) (Data Sheet)
	Optimize	Modern Service Management Operational Roles and Tasks for Office 365 (Data Sheet) O
	Optimize	Modern Service Management Cloud Success Plan for Office 365 (Data Sheet) R
	Optimize	Change Readiness Assessment (Data Sheet) O
	Optimize	Modern Service Management Operational Roles and Tasks (Data Sheet) O
	Optimize	Modern Service Management Foundations for Azure (Data Sheet) O
	Optimize	Servicing and Update Management Strategy and Roadmap (Data Sheet) O
	Optimize	Modern Service Management Operational Roles and Tasks for Dynamics 365 (Data Sheet) O
	Optimize	Modern Service Management Value Stream Mapping for IT Services (Data Sheet) O
	Optimize	Servicing and Update Management Process Planning for Office 365 ProPlus (Data Sheet) O
	Optimize	Modern Service Management Foundations for Office 365 (Data Sheet) O
	Optimize	Modern Service Management Cloud Success Plan for Azure (Data Sheet) R
	Optimize	Modern Service Management Governance for Azure (Data Sheet) O
	Optimize	Modern Service Management Strategy and Roadmap (Data Sheet) O
	Optimize	Modern Service Management Cost Optimization for Azure (Data Sheet) O

Microsoft Unified Support Built-In Proactive Services List



OFFICE 365

PRIMARY TECHNOLOGY	PHASE	BUILT-IN PROACTIVE SERVICES
Office 365	Educate	WorkshopPLUS - Office 365 Exchange Online: Administration and Configuration - Closed Workshop (Data Sheet) R
	Educate	WorkshopPLUS - Office 365 SharePoint Online: Administration and Configuration - Closed Workshop (Data Sheet) O
	Educate	WorkshopPLUS - Office 365 Exchange Online: Troubleshooting - Closed Workshop (Data Sheet) R
	Educate	WorkshopPLUS - Office 365: Networking Foundations - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - OneDrive for Business: Administration 1 Day - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Office 365: Usage Reporting - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Office 365: Content Search and eDiscovery Case Management 1 Day - Closed Workshop (Data Sheet) O
	Educate	WorkshopPLUS - Office 365: SharePoint Online Troubleshooting - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Office 365: Helpdesk Troubleshooting 1 Day - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS Remote - Office 365 Exchange Online: Administration and Configuration - Closed Workshop (Data Sheet) R
	Educate	WorkshopPLUS Remote - Office 365 SharePoint Online: Administration and Configuration - Closed Workshop (Data Sheet) R
	Educate	WorkshopPLUS - Microsoft Power Automate: Power User 1 Day with Lab - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS Remote - Office 365 Exchange Online: Troubleshooting - Closed Workshop (Data Sheet) R
	Educate	WorkshopPLUS - Office 365 Technical Update Briefing: Dedicated Session 1 Day - Closed Workshop (Data Sheet) R
	Educate	WorkshopPLUS - Office 365 SharePoint Online: Tuning Performance 1 Day with Lab - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Microsoft 365 Apps: Deployment and Management - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Microsoft Power Platform for Administrators - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS Remote - Office 365: Content Search and eDiscovery Case Management 1 Day - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Office 365 SharePoint Online: Power User - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Office 365: Groups Administration - Closed Workshop (Data Sheet) R,O
Educate	WorkshopPLUS - Microsoft 365 Security and Compliance: Compliance Center - Closed Workshop (Data Sheet) R,O	
Educate	WorkshopPLUS - Microsoft 365 Security and Compliance: Security Center - Closed Workshop (Data Sheet) R,O	

Microsoft Unified Support Built-In Proactive Services List



PRIMARY TECHNOLOGY	PHASE	BUILT-IN PROACTIVE SERVICES
Office 365	Educate	WorkshopPLUS - Office 365: Microsoft Defender for Office 365 1 Day - Closed Workshop (Data Sheet) R,O
	Plan	Activate Microsoft Defender for Office 365 (Data Sheet) R,O
	Plan	Activate Microsoft Graph for Office 365 (Data Sheet) O
	Plan	Activate Microsoft Teams (Data Sheet) R
	Plan	Activate Microsoft Teams Phone System (Data Sheet) O
	Plan	Activate Microsoft Teams Bots and Apps (Data Sheet) O
	Plan	Activate – Power Platform: Building a Power App (Data Sheet) R
	Plan	Activate Modern Sharepoint (Data Sheet) O
	Plan	Activate Sharepoint Online Migration (Data Sheet) R,O
	Plan	Activate - Office 365: Productivity Hackathon for Business Users & IT Pros (Data Sheet) O
	Plan	Activate - Office 365: Productivity Hackathon for Business Users & Developers (Data Sheet) O
	Plan	Activate Accessibility in the Modern Workplace (Data Sheet) O
	Plan	Activate Exchange Online Protection (Data Sheet) R,O
	Implement	Activate Microsoft 365 Security and Compliance : Sensitivity Labels (Data Sheet) R,O
	Implement	Activate Microsoft 365 Security and Compliance : Data Loss Prevention (Data Sheet) R,O
	Implement	Activate Office 365 Threat Investigation and Response Tools (Data Sheet) R,O
	Maintain	On-Demand Assessment - Office 365 SharePoint: Onsite Engineer (Data Sheet) O
	Maintain	Office 365: Security Optimization Assessment (Data Sheet) O
	Maintain	On-Demand Assessment - Office 365 Exchange: Onsite Engineer (Data Sheet) O
	Maintain	Office 365 - Hybrid Configuration Assessment for Exchange (Data Sheet) O
	Maintain	On-Demand Assessment - Office 365 Exchange: Remote Engineer (Data Sheet) R
Maintain	Office 365 Network Performance Assessment (Data Sheet) O	
Maintain	On-Demand Assessment - Office 365 SharePoint: Remote Engineer (Data Sheet) R	

Microsoft Unified Support Built-In Proactive Services List



ON-PREM DATA PLATFORM

PRIMARY TECHNOLOGY	PHASE	BUILT-IN PROACTIVE SERVICES
On-Prem Data Platform	Educate	WorkshopPLUS - SQL Server: Hands-on Troubleshooting - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - SQL Server: Features and Administration - Closed Workshop (Data Sheet) O
	Educate	WorkshopPLUS - SQL Server: Performance Tuning and Optimization - Closed Workshop (Data Sheet) O
	Educate	WorkshopPLUS - SQL Server: AlwaysOn Availability Groups and Failover Cluster Instances - Setup and Configuration - Closed Workshop (Data Sheet) O
	Educate	WorkshopPLUS - SQL Server: AlwaysOn Availability Groups and Failover Cluster Instances - Monitoring and Troubleshooting - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Data AI: SQL Security Essentials - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Data AI: SQL Server on Linux - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS Remote - Data AI: Azure SQL Database Essentials - Closed Workshop (Data Sheet) R
	Educate	WorkshopPLUS Remote - SQL Server: AlwaysOn Availability Groups and Failover Cluster Instances - Setup and Configuration - Closed Workshop (Data Sheet) R
	Educate	WorkshopPLUS Remote - SQL Server: Features and Administration - Closed Workshop (Data Sheet) R
	Educate	WorkshopPLUS Remote - SQL Server: Performance Tuning and Optimization - Closed Workshop (Data Sheet) R
	Maintain	Offline Assessment for SQL Server (Data Sheet) O
	Maintain	T-SQL Patterns and Practices Review (Data Sheet) O
	Maintain	On-Demand Assessment - SQL Server: Onsite Engineer (Data Sheet) O
	Maintain	On-Demand Assessment - SQL Server: Remote Engineer (Data Sheet) R
	Maintain	SQL Server Recovery Execution Service (Data Sheet) O
	Maintain	SQL Server Performance Tuning and Optimization Clinic (Data Sheet) R,O
	Plan	Activate SQL Server Big Data Clusters (Data Sheet) O

Microsoft Unified Support Built-In Proactive Services List



SECURITY

PRIMARY TECHNOLOGY	PHASE	BUILT-IN PROACTIVE SERVICES
Security	Educate	WorkshopPLUS - Windows Client: Securing Windows Client - Closed Workshop (Data Sheet) R
	Educate	WorkshopPLUS - Windows: Deploying and Managing Bitlocker in the Enterprise - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Securing Windows Active Directory - Closed Workshop (Data Sheet) R
	Educate	WorkshopPLUS - Security: Modern Authentication and Authorization - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS Remote - Windows Client: Securing Windows Client - Closed Workshop (Data Sheet) O
	Educate	WorkshopPLUS Remote - Windows Server: Managing and Supporting Active Directory Certificate Services - Closed Workshop (Data Sheet) O
	Educate	WorkshopPLUS Remote - Security: Securing Windows Server - Closed Workshop ^{***} (Data Sheet) R
	Educate	WorkshopPLUS Remote - Securing Windows Active Directory - Closed Workshop (Data Sheet) O
	Educate	WorkshopPLUS - Security: Introduction to Modern Authentication 1 Day - Closed Workshop (Data Sheet) R
	Implement	Onboarding Accelerator - Implementing Visual Auditing Security Toolkit (Data Sheet) O
	Implement	Onboarding Accelerator - Deployment and Migration Assistance for Active Directory Certificate Services Base (Data Sheet) O
	Implement	Onboarding Accelerator - Implementing Security Baselines - Add On (Data Sheet) O
	Implement	Onboarding Accelerator - Implementing Security Baselines – Base (Data Sheet) O
	Implement	Onboarding Accelerator - Advanced Threat Detection - Implementing and Operating Microsoft Defender for Identity (Data Sheet) O
	Implement	Security: Microsoft Defender for Identity – Fundamentals (Data Sheet) R,O
	Implement	Onboarding Accelerator - Deployment and Migration Assistance for Active Directory Certificate Services Add On (Data Sheet) O
	Implement	Onboarding Accelerator - Securing Lateral Account Movement (Data Sheet) R,O
	Maintain	Enterprise Access Reporting Solution – Complex (Data Sheet) R
	Maintain	Security: Identity Delegation – Fundamentals (Data Sheet) R,O

Microsoft Unified Support Built-In Proactive Services List



PRIMARY TECHNOLOGY	PHASE	BUILT-IN PROACTIVE SERVICES
Security	Maintain	POP - Privileged Access Workstation (PAW): Fundamentals (Data Sheet) O
	Maintain	Security: Security Incident Management – Fundamentals (Data Sheet) O
	Maintain	Offline Assessment for Active Directory Security (Data Sheet) O
	Maintain	On-Demand Assessment - Windows Server Security: Onsite Engineer (Data Sheet)
	Maintain	Security: Cloud App Security – Fundamentals (Data Sheet) O
	Maintain	Security: Microsoft Defender for Endpoint – Fundamentals (Data Sheet) R,O
	Maintain	Offline Assessment for Windows Client Security (Data Sheet) O
	Maintain	On-Demand Assessment - Active Directory Security: Remote Engineer (Data Sheet) R
	Maintain	On-Demand Assessment - Active Directory Security: Remote/Onsite Engineer (Data Sheet) O
	Maintain	Offline Assessment for Windows Server Security (Data Sheet) O
	Maintain	Security: Active Directory Certificate Services – Fundamentals (Data Sheet) O
	Maintain	Active Directory Certificate Services Assessment (Data Sheet) O
	Maintain	POP - Securing Lateral Account Movement (SLAM) (Data Sheet) O
	Maintain	On-Demand Assessment - Windows Server Security: Remote Engineer (Data Sheet) R
	Maintain	Security: Modern Workplace Threat Protection – Fundamentals (Data Sheet) O

Microsoft Unified Support Built-In Proactive Services List



PRIMARY TECHNOLOGY	PHASE	BUILT-IN PROACTIVE SERVICES
SharePoint	Educate	WorkshopPLUS - SharePoint: Developer - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS Remote - SharePoint Server: Administration - Closed Workshop (Data Sheet) R
	Educate	WorkshopPLUS - Accessibility in the Modern Workplace 1 Day with Lab - Closed Workshop (Data Sheet) R,O
	Implement	Onboarding Accelerator - Deployment and Migration Assistance for SharePoint Server - Add On (Data Sheet) O
	Implement	Onboarding Accelerator - Deployment and Migration Assistance for SharePoint Server – Base *** (Data Sheet) O
	Maintain	Offline Assessment for SharePoint Server (Data Sheet) O
	Maintain	SharePoint: Recovery Execution Service (Data Sheet) O
	Maintain	On-Demand Assessment - SharePoint Server: Onsite Engineer (Data Sheet) O
	Maintain	On-Demand Assessment - SharePoint Server: Remote Engineer (Data Sheet) R
System Center Configuration Manager	Maintain	SharePoint Code Review (Data Sheet) R,O
	Educate	WorkshopPLUS - System Center Configuration Manager: Operating System Deployment - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - SCVMM 2016: Private Cloud Implementation and Management - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - System Center Configuration Manager: Troubleshooting Infrastructure - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS – Microsoft Endpoint Configuration Manager: Troubleshooting Client Features - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Microsoft Endpoint Configuration Manager: Admin Concepts and Cloud Services - Closed Workshop (Data Sheet) O
	Educate	WorkshopPLUS Remote - Microsoft Endpoint Configuration Manager: Admin Concepts and Cloud Services - Closed Workshop (Data Sheet) R
	Educate	WorkshopPLUS - Microsoft Endpoint Manager: Advanced Concepts and Cloud Services - Closed Workshop (Data Sheet) O
	Implement	Onboarding Accelerator - Implementing Modern Device Management Add On (Data Sheet) R
	Implement	Onboarding Accelerator - Implementing Modern Device Management Base (Data Sheet) R
Implement	Onboarding Accelerator - Deployment and Migration Assistance for Microsoft Endpoint Configuration Manager Base (Data Sheet) O	
Implement	Onboarding Accelerator - Deployment and Migration Assistance for Microsoft Endpoint Configuration Manager Add On (Data Sheet) O	

Microsoft Unified Support Built-In Proactive Services List



PRIMARY TECHNOLOGY	PHASE	BUILT-IN PROACTIVE SERVICES
System Center Configuration Manager	Maintain	Onboarding Accelerator - Implementing Modern Device Management Premium (Data Sheet) R,O
	Maintain	Offline Assessment for Microsoft Endpoint Manager (Data Sheet) O
	Maintain	On-Demand Assessment - Microsoft Endpoint Manager: Onsite Engineer (Data Sheet) O
	Maintain	System Center Configuration Manager: Recovery Execution Service (Data Sheet) O
	Maintain	On-Demand Assessment - Microsoft Endpoint Manager: Remote Engineer (Data Sheet) R
	Maintain	Microsoft Endpoint Manager: Update Compliance Dashboard (Data Sheet) R
System Center Operations Manager	Educate	WorkshopPLUS Remote - System Center Operations Manager: Configuration and Administration - Closed Workshop (Data Sheet) R
	Educate	Onboarding Accelerator - Deployment and Migration Assistance for System Center Operations Manager Add On (Data Sheet) O
	Educate	Onboarding Accelerator - Deployment and Migration Assistance for System Center Operations Manager Base (Data Sheet) O
	Educate	Onboarding Accelerator - Deployment and Migration Assistance for System Center Operations Manager Lite (Data Sheet) O
	Educate	Offline Assessment for System Center Operations Manager (Data Sheet) O
	Educate	On-Demand Assessment - System Center Operations Manager: Remote Engineer (Data Sheet) R
	Implement	On-Demand Assessment - System Center Operations Manager: Onsite Engineer (Data Sheet) O

Microsoft Unified Support Built-In Proactive Services List



PRIMARY TECHNOLOGY	PHASE	BUILT-IN PROACTIVE SERVICES
Teams	Plan	Activate - Microsoft Viva Connections and Modern Intranets R,O
	Educate	WorkshopPLUS - Microsoft Teams: End User 1 Day with Lab - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Office 365: Microsoft Teams Administration 1 Day - Closed Workshop (Data Sheet) R,O
	Maintain	On-Demand Assessment - Lync/Skype for Business Server: Onsite Engineer (Data Sheet) O
	Maintain	On-Demand Assessment - Lync/Skype for Business Server: Remote Engineer (Data Sheet) R
	Maintain	Accelerate - Microsoft Teams Governance, Security and Compliance (Data Sheet) R,O
	Maintain	Microsoft Teams Media Quality Assessment (Data Sheet) O
	Maintain	Offline Assessment for Lync/Skype for Business Server (Data Sheet) O
Windows Client	Educate	WorkshopPLUS - Windows 10 Client: New Features and Upgrade - Closed Workshop (Data Sheet) O
	Educate	WorkshopPLUS Remote - Windows 10 Client: New Features and Upgrade - Closed Workshop (Data Sheet) R
	Educate	WorkshopPLUS Remote - Windows Client: Supporting and Troubleshooting - Closed Workshop (Data Sheet) O
	Educate	WorkshopPLUS - Windows Client: Technical Update Briefing 1 Day - Closed Workshop (Data Sheet) O
	Educate	WorkshopPLUS - Microsoft 365: Windows Virtual Desktop - Closed Workshop (Data Sheet) R,O
	Implement	Onboarding Accelerator - Always On VPN for Windows 10 Add On (Data Sheet) R,O
	Implement	Onboarding Accelerator - Always On VPN for Windows 10 (Data Sheet) O
	Implement	Onboarding Accelerator - Deployment and Migration Assistance for Windows Client Add On (Data Sheet) O
	Implement	Onboarding Accelerator - Deployment and Migration Assistance for Windows Client Lite (Data Sheet) O
	Implement	Onboarding Accelerator - Deployment and Migration Assistance for Windows Client Base (Data Sheet) O
	Maintain	Offline Assessment for Windows Desktop (Data Sheet) O
	Maintain	On-Demand Assessment - Windows Client: Remote Engineer (Data Sheet) R
	Maintain	POP - Windows Client BootXRay (Data Sheet) O
	Maintain	On-Demand Assessment - Windows Client Security: Onsite Engineer (Data Sheet) O
Maintain	On-Demand Assessment - Windows Client: Onsite Engineer (Data Sheet) O	
Maintain	On-Demand Assessment - Windows Client Security: Remote Engineer (Data Sheet) R	

Microsoft Unified Support Built-In Proactive Services List



PRIMARY TECHNOLOGY	PHASE	BUILT-IN PROACTIVE SERVICES
Windows Server	Educate	WorkshopPLUS - Windows PowerShell: Desired State Configuration - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Windows Server: Vital Signs - Part 1 - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Windows Server: Vital Signs - Part 2 - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Windows PowerShell: Foundation Skills - Closed Workshop (Data Sheet) O
	Educate	WorkshopPLUS - Windows PowerShell: IT Management - Closed Workshop (Data Sheet) O
	Educate	WorkshopPLUS Remote - Windows Server 2019: New Features and Upgrade - Closed Workshop (Data Sheet) R
	Educate	WorkshopPLUS - PowerShell Core: Fundamentals - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Windows Server 2019: New Features and Upgrade - Closed Workshop (Data Sheet) O
	Educate	WorkshopPLUS Remote - Windows PowerShell: Foundation Skills - Closed Workshop (Data Sheet) R
	Educate	WorkshopPLUS Remote - Windows PowerShell: IT Management - Closed Workshop (Data Sheet) R
	Educate	WorkshopPLUS - Microsoft Azure: Networking Essentials - Closed Workshop (Data Sheet) R,O
	Educate	WorkshopPLUS - Windows Server: Technical Update Briefing 1 Day - Closed Workshop (Data Sheet) O
	Educate	WorkshopPLUS - Windows Server: Hyper-V - Closed Workshop (Data Sheet) R,O
	Maintain	Offline Assessment for Failover Cluster (Data Sheet) O
	Maintain	Offline Assessment for Windows Server (Data Sheet) O
	Maintain	On-Demand Assessment - Hyper-V: Remote Engineer (Data Sheet) R
	Maintain	On-Demand Assessment - Windows Server: Remote Engineer (Data Sheet) R
	Maintain	On-Demand Assessment - Failover Cluster: Onsite Engineer (Data Sheet) O
	Maintain	On-Demand Assessment - Hyper-V: Onsite Engineer (Data Sheet) O
	Maintain	On-Demand Assessment - Windows Server: Onsite Engineer (Data Sheet) O

Microsoft Unified Support Built-In Proactive Services List



PRIMARY TECHNOLOGY	PHASE	BUILT-IN PROACTIVE SERVICES
.NET	Educate	WorkshopPLUS - .NET Core: Developing Cross-Platform Web Apps with ASP.NET Core - Closed Workshop (Data Sheet) R,O
	Maintain	.NET Code Review (Remote) - Tier 3 (Data Sheet) R
	Maintain	.NET Code Review - Tier 1 (Data Sheet) O
	Maintain	.NET Code Review (Remote) - Tier 2 (Data Sheet) R
	Maintain	.NET Code Review - Tier 2 (Data Sheet) O
	Maintain	.NET Code Review (Remote) - Tier 1 (Data Sheet) R
	Maintain	.NET Code Review - Tier 3 (Data Sheet) O
	Maintain	.NET Code Review - Add-on (Data Sheet) O
	Maintain	.NET Performance Tuning and Optimization (Data Sheet) R,O
	Maintain	.NET Code Review (Remote) - Add-on (Data Sheet) R

Notes

- The WorkshopPLUS listed are eligible for “closed” workshop and will allow a maximum of 16 students.
- The R/O designation stands for “remote” or “onsite” capability and R,O signifies that the service is capable of both remote or onsite delivery.
- + + + Office 365 Network Performance Assessment is a pre-requisite for this title
- *** These titles may not be available in all countries, please check with your CSAM for availability.
- As offering availability changes from time to time please validate current availability of the title you are interested in with your CSAM.
- For any further questions on this list please contact your CSAM.