Azure Expert Managed Service Provider (MSP)

Audit Process and Criteria
Azure Expert MSP Program Guide

Valid
July 12, 2018 – December 31, 2018
VERSION 1.5
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Introduction

Azure Expert MSP is a program available as part of the Microsoft Partner Network. The program is designed to ensure that customers and Microsoft field personnel can connect with the most capable Azure managed service Providers to meet specific business needs, with the following goals:

✦ Make the most relevant and capable Partners discoverable to customers.
✦ Recognize Partners’ proven capabilities and specialization in harnessing Azure services in tandem with their service management expertise to deliver business solutions for their customers.
✦ Differentiate MSPs who have passed a rigorous onsite audit of their IT service management competencies (across people, process and technology), and have demonstrated an ability to deliver consistent, repeatable high fidelity managed services on Azure.

Application for Azure Expert MSP Status

https://partner.microsoft.com/membership/azure-expert-msp

Definition of an Azure Expert MSP

Azure Expert MSP status is aimed at Partners who already have an established Azure MSP practice.

Azure Expert MSPs are a highly evolved form of managed services Partners. The core of an Azure Expert MSP’s business places a significantly higher focus on “Automation & Dev-Ops” over traditional MSP’s who focus on the people & processes associated with the customer lifecycle. Azure Expert MSP’s are highly technical organizations with skillsets across DevOps/Sys-Ops, architecting cloud solutions and technical professional consulting. An Azure Expert MSP pivots on business outcomes of their customer’s solutions and applications, and not on workloads or offers.

An Azure Expert MSP must offer repeatable, highly automated solutions to enable and support hyper-scale cloud implementations. Their service follows an agile customer-driven design, and mixes consultancy, migration and management to evolve a customer from a “Design, Build, Operate” process to a dynamic “Design, Optimize, Transform” cycle. Focus is on creating end-user value through business value metrics, SLAs, resiliency and continual optimization to drive outcomes for customers.

An Azure Expert MSP must:

✦ Be able to guide customers towards innovative business solutions to support their digital transformation efforts and high performance, agile environments.
✦ Deliver & manage a full customer cloud engagement lifecycle: Plan/Design → Build/Migrate → Run/Optimize.
✦ Implement Cloud Assessments, Cloud Enablement Services and Cloud Operations, supported by state of the art Cloud Tooling that enables margin expansion at scale.
✦ Demonstrate use of automation and well-articulated repeatable process and policy for operations, security and management.
✦ Drive application innovation.
✦ Manage from the application/solution down, not from the infrastructure up.
✦ Operate an automated CMP integrated with Microsoft Cloud Platform. CMP can be a combination of homegrown tools, enabling 3rd party ISV applications and APIs and Microsoft native tools.
Provide application level performance monitoring and management tied to business outcomes.

Microsoft employs an independent third-party audit company to assess compliance against the Azure Expert MSP Audit requirements. The Azure Expert MSP audit is a systematic, independent and documented process for obtaining evidence and evaluating objectively to determine the extent to which audit criteria are met.

This document defines the requirements for the Azure Expert MSP program and provides guidelines for the auditing process.

For more information, visit: https://partner.microsoft.com/membership/azure-expert-msp
Audit Process

Process Overview

Microsoft uses an independent third-party audit company, Information Security Systems International, LLC (ISSI), to schedule and conduct Azure MSP audits.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
<th>Responsibility</th>
</tr>
</thead>
</table>
| 1    | Review requirements on https://partner.microsoft.com/membership/azure-expert-msp  
     Once you meet all pre-requisites, please apply. Do not submit a partial application, as this will be rejected. | Partner          |
| 2    | Review and validate information included in Partner application, including customer evidence. Notify Partner of a successful application. | Microsoft       |
| 3    | Confirm to 3rd party audit company that Partner is eligible for audit | Microsoft       |
| 4    | Schedule and confirm audit within 90 days                              | ISSI (with Partner) |
| 5    | Conduct pre-audit assessment                                           | ISSI            |
| 6    | Conduct audit                                                          | ISSI            |
| 7    | Provide Gap Report to Partner listing Open Action Items*               | ISSI            |
| 8    | Provide Open Action Item responses to Auditor in Gap Review Meeting, if required* | Partner       |
| 9    | Submit Final Report to Partner and Pass or No Pass Report to Microsoft | ISSI            |
| 10   | Confirm all requirements have been met for Azure Expert MSP Program    | Microsoft       |

*These steps will be skipped if the Partner has no Open Action Items after the Onsite Audit.

Timing Considerations

Partners must be audited against the version of the audit checklist that is active at the time they qualify to take the audit, irrespective of their program application date. Partners have **120 days to complete their audit** from the date they are notified that their application was successful.

Audit checklists are updated twice per year.
July 2018: V1.5  
January 2019: V1.6  
July 2019: V1.7  
Note that audits must be booked 30 days in advance. Audits booked after November 30 2018 and before May 31, 2019, will be audited against v1.6 of the audit checklist.
Partners must meet all pre-requisites before they can schedule their audit.

Refresh Cycle

To retain Azure Expert MSP status, Partners must continue to meet all pre-requisites annually, understanding that the pre-requisites and the audit checklist are updated regularly to reflect technology and market advances.

Partners will be required to undergo an annual Progress Audit. The Progress Audit will focus on:

- Changes and improvements to the partner’s managed services operations and activities.
- Any new Azure Expert MSP Program Requirements added to this document since the previous audit.
- Validation of any new tools implemented since the last audit.

Partners will undergo a Full Audit every third year.

Year One – Full Audit
Year Two – Progress Audit
Year Three – Progress Audit
Year Four – Full Audit

Only year 1 requires a pre-audit assessment. For subsequent years, the pre-audit assessment is optional.

Program Pre-Requisites

Overview of Pre-requisites for July – December 2018 Intake Period

Prior to scheduling their Azure Expert MSP Audit, Partners must:

☐ Have an active Gold Cloud Platform Competency
☐ Drive a global minimum of $100,000 monthly run-rate of Azure Consumption

IMPORTANT NOTE:
For partners joining or renewing between July- December 2019 the threshold will increase to $300,000, of which $100,000 has to be via CSP

☐ Have an active CSP contract in place
☐ Have an MSP Offer listed in the OCP Catalog, Appsource or Azure Marketplace
☐ Have an Azure MSP Offer promoted to customers on the partner’s own website
☐ Have 15 FTEs who have passed one of the following exams: 70-532, 70-533, 70-535
☐ Provide 1 public case study and 3 win wires.

All customer evidence must relate to an Azure MSP project and should be no more than 12 months’ old.

IMPORTANT NOTE: starting January 2019, partners will be required to demonstrate a minimum number of active customers using your Cloud Management Platform.
Jan-June 2019: 15 active CMP customers required
July-Dec 2019: 50 active CMP customers required

☐ Have either Advanced Support for Partners or Premier Support for Partners covering Azure
Microsoft reserves the right to add or change requirements.

**Detailed View of Pre-Requisites for July – December 2018 Intake Period**

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>MPN Program Tier</td>
<td>Partners must have an active Gold <a href="https://www.microsoft.com/en-us/">Cloud Platform</a> Competency.</td>
</tr>
<tr>
<td>Azure Consumption Monthly Run-Rate</td>
<td>Partners must drive a minimum of $100,000 USD Azure consumed revenue (ACR) per month derived from customer engagements. Consumed revenue will be measured via Cloud Solution Provider (CSP) subscriptions and Digital Partner of Record (DPOR) based on Microsoft Azure consumption trackers. We will not include any consumption that is for a Partner’s own use or cannot be attributed to a customer. ACR is calculated at a global level.</td>
</tr>
</tbody>
</table>
| Certified Staff                    | Partner must have a **minimum total of 15** individuals who are employed by the company, and who each complete **one** of qualifying exams. Currently, the 3 qualifying Microsoft Certified Professional Exams*:  
  ✦ Exam 70-532 – Developing Microsoft Azure Solutions  
  ✦ Exam 70-533 – Implementing Microsoft Azure Infrastructure Solutions  
  ✦ Exam 70-535 – Architecting Microsoft Azure Solutions  
  For details on the individual certifications, see [https://www.microsoft.com/en-us/learning/](https://www.microsoft.com/en-us/learning/)  
  Partners must demonstrate compliance by showing associated certified personnel via the Microsoft Partner Network (MPN).  
  When new exams are available, new and renewing Partners will be expected to undertake the latest exams in market at the time of their application or re-application. Retired exams are not accepted.  
  *New exams will become available in September 2018. Partners who have passed the exams above will have until December 31, 2018 to undertake the V1.5 audit. |
| Customer References                | Partner must provide evidence of four (4) Azure customer references, including one (1) public reference with a published case study. Customer references must be for customer engagements started no longer than 12 months prior to the MSP application date. All customer evidence must specify the benefits gained by the customer as a result of their Azure managed service. |
| Marketing Presence on one of the qualifying Microsoft Sites | OCP Catalog – please work with your PDM AppSource Azure Marketplace |
| Marketing of Azure MSP offerings on Partner sites | Please submit the URL for the website where your solution is marketed to: azureexpertmsp@microsoft.com |
| Must have a CSP contract in place | Find out more: https://partner.microsoft.com/en-us/cloud-solution-provider |
| Partner Geography/Region | For the initial launch period of July-December 2018, we will require a full audit of your primary cloud operations center. For renewal, you will be required to demonstrate consistent capability across all operations centers. These changes will reflect in the updated version of the checklist, and will need to be demonstrated in either a progressive or full-audit. |

**Glossary and Audit Phases and Roles**

**Glossary**

- Pre-Audit Assessment
- Onsite Audit
- Opportunities for Improvement
- Open Action Items
- Gap Report
- Gap Review Meeting
- Missed Items
- Final Report
- Pass Report
- No Pass Report

**Pre-Audit Assessment**
A one-day remote assessment checking Partner readiness for audit and giving guidance on preparation for the onsite Audit.

**Onsite Audit**
Two-day audit. Carried out onsite by a qualified ISSI Auditor at the Partner’s primary Cloud Operations Center. Partners must present evidence for 100% of Category 0 and Category 1 checklist items. Partners may choose not to present evidence for 100% of Category 2 or Category 3 checklist items, but they must still meet the minimum pass threshold for these categories. (See Scoring)
Opportunities for Improvement

If a Partner passes the necessary requirements in Categories 0, 1, 2, and 3, but does not meet 100% of all 64 requirements, the Auditor will provide a list of Opportunities for Improvement. These are for the Partner’s only reference. They do not require a response or any follow-up with the Auditor.

Open Action Items

If the Auditor deems that the Partner has failed to demonstrate the required evidence for an audit checklist item during the Onsite audit, this will be recorded as Open Action Items, and is included in the Gap Report.

Gap Report

Open Action Items are listed in the Gap Report, which will be sent to Partners within 48 business hours of their Evidence Review Meeting. The Gap Report will detail all Open Action Items, and details the evidence still required. Partners have 48 business hours to acknowledge receipt and to schedule a Gap Review Meeting. The Gap Review Meeting must take place within thirty (30) calendar days of the Gap Report being issued. Note: Only checklist items from Category 1, 2 and 3 may be recorded as Open Action Item. Partners must pass 100% of all Category 0 checklist items during the two-day onsite audit.

Gap Review Meeting

Partners who receive a Gap Report have thirty (30) calendar days from receipt of the report to close the Open Action Items via a Gap Review Meeting. The Gap Review meeting is done over Skype and may not exceed 3 hours.

Missed Items

If the Auditor deems that the Partner has failed to demonstrate the required evidence for an audit checklist item during the Gap Review Meeting, this will be recorded as Missed Items and is included in the Final Report.

Final Report

The Final Report is provided to the Partner and denotes whether they earn a Pass or No Pass in the audit. Final Reports showing a “pass” can be issued at the end of either the onsite Audit or the Gap Review Meeting. Final Reports showing a “no pass” will be issued after the Gap Review Meeting or, in the case where a Partner chooses not to proceed to a Gap Review Meeting, or fails to acknowledge receipt of the Gap Report.

Pass Report

The Pass Report is a summary report sent to Microsoft indicating the Partner’s overall scores for each category and section, and indicates a Pass status.

No Pass Report

The No Pass Report is a summary report sent to Microsoft indicating the Partner’s overall scores for each category and section, and indicates a No Pass status.

Audit Phases

➢ Audit Preparation and Scheduling Phase
➢ Pre-Audit Assessment Phase
➢ Onsite Audit Phase
➢ **Gap Review Phase**

➢ **Implementation Phase**

**Audit Preparation and Scheduling Phase**

Microsoft uses an independent third-party audit company (ISSI) to schedule and conduct MSP audits.

Once a Partner meets all program pre-requisites, Microsoft will pass their details to the audit company.

Partners will receive a communication from the Auditor asking them to propose dates for their pre-audit assessment and onsite audit.

Note: Partners cannot schedule their pre-audit assessment or Onsite audit until they have met all other program pre-requisites (see Program Pre-Requisites).

The audit company will make every effort to accommodate the Partner’s requested audit date and will attempt to schedule an Auditor in the region closest to the onsite audit location to minimize travel costs. Once the date and Auditor are confirmed, the Partner will be provided with a detailed confirmation for the audit day(s).

Prior to the pre-audit assessment, the Partner is expected to review the audit checklist and prepare questions for the Auditor around the audit process. The intention of the pre-audit assessment is enable the Partner to have a general discussion of the audit scope, expectations, preparation, and the requirements of the controls, allowing you to gain general knowledge of the program requirements.

The pre-audit assessment is not:

- A review of prepared materials, or
- A deep dive into specific controls

* Please note there is a cost associated with the pre-audit assessment and onsite audit. See Payment Terms and Conditions

**Pre-Audit Assessment Phase**

The third-party audit company (ISSI) will first deliver a Pre-Audit assessment to help the Partner prepare for the onsite audit.

The Pre-Audit assessment is mandatory. Pre-audit assessments may not be scheduled before all pre-requisites are met.

Partners work directly with ISSI to schedule this remote session (online web conference) which covers the following:

- Conducted using your preferred conferencing platform. The duration is typically 6-8 hours. Partners review the audit requirements and discuss the required evidence with an experienced MSP auditor.
- To ensure objectivity, conducted by someone other than your assigned onsite auditor.
- Deliverable is a written report detailing any identified gaps and recommendations for closure.
- Recommend scheduling this at least three (3) weeks prior to your onsite audit.
* Please note there is a cost associated with the pre-audit assessment. See Payment Terms and Conditions

**Onsite Audit Phase**

Prior to the audit, the Partner is expected to have undertaken a thorough review of the Audit Checklist, compiled all required evidence and ensured the right subject matter experts are available to present the required evidence. This is often a significant undertaking, requiring several hundreds of man-hours of preparation.

The Azure MSP audit is conducted over two days, onsite at the Partner’s nominated Cloud Operations Center.

An agenda will be provided to the Partner upon confirmation of the audit date. During the audit, the Partner must provide access to the appropriate personnel who can discuss and disclose evidence to demonstrate compliance to pilot requirements. Subject Matter Experts (SME’s) for each section are highly recommended to attend.

On the day of the audit, the Partner must be prepared to provide the Auditor with access to live demonstrations, documents and personnel as necessary to demonstrate compliance to requirements.

During the audit, the Auditor will seek to verify whether the Partner can provide satisfactory evidence to show they meet all required audit checklist items.

There are two possible outcomes at the end of the Onsite Audit:

1. The Partner passes the audit.
   a. The Auditor will present a brief synopsis of the audit, including identifying observed strengths and opportunities for improvement.
   b. The Auditor will provide a Final Report to the Partner.
   c. The Auditor will send a Pass Report to Microsoft (subject to Auditor Terms and Conditions).

2. The Partner does not satisfy all checklist items during the Onsite Audit.
   a. The Auditor will present a brief synopsis of the audit at the end of day two, including observed strengths and Open Action Items.
   b. The Partner will receive a Gap Report detailing the Open Action Items.
   c. The Partner will move into the Gap Review Phase (See Gap Review Phase).

**Gap Review Phase**

If the Partner does not demonstrate evidence to the auditor’s satisfaction to meets the required minimum scores across all 4 audit categories during the Onsite Audit, the Partner will move into the Gap Review Phase.

The Partner will receive a Gap Report detailing the Open Action Items with the required outstanding evidence within 48 business hours from the Onsite Audit. Upon receipt of the Gap Report, the Partner has 48 business hours to acknowledge receipt and schedule a Gap Review Meeting. The Gap Review Meeting is conducted over Skype with the Auditor, and must take place within thirty (30) calendar days of when the Gap Report was sent, and last no more than 3 hours. During the Gap Review Meeting the Partner must present evidence to address all the Open Action Items.

There are two possible outcomes at the end of the Gap Review Meeting:

1. The Partner passes the audit.
   a. The Auditor will confirm the partner has satisfied the required evidence during the Gap Review Meeting
b. The Auditor will provide a Final Report to the Partner

c. The Auditor will send a Pass Report to Microsoft (subject to Payment Terms and Conditions)

(2) The Partner does not satisfy all checklist items during the Gap Review Meeting.

a. The Auditor will present a brief synopsis of the audit, including Missed Items
b. The Partner will receive a Final Report detailing the Missed Items
c. The Auditor will send a No Pass Report to Microsoft

If the Partner is still unable to provide evidence that satisfies the Auditor during their Gap Review meeting, they will be deemed to have failed the audit and will need to begin the application process again.

Roles

Role of the Auditor
It is the role of the Auditor to review submitted evidence and objectively assess if the evidence provided satisfies the audit checklist requirements.

The Auditor will select and evaluate evidence, based on samples of the information available, from live systems. The appropriate use of such sampling is closely related to the confidence that can be placed in the audit conclusions.

All ISSI Auditors are under nondisclosure agreement (NDA) with Microsoft. Auditors will also comply with requests from Partners to sign a direct NDA.

Role of the Partner
The Partner must provide objective evidence to satisfy the Auditor for all checklist items. It is the responsibility of the Partner to have reviewed all checklist items prior to the audit, to have collated all necessary documentation and evidence and to ensure the right subject matter experts available to discuss and show systems as appropriate.

All audit evidence must be reproducible and verifiable.

Role of the Microsoft Partner Development Manager
The Microsoft Partner Development Manager (PDM) is responsible for ensuring that the Partner fully understands the requirements prior to applying for the audit. The Partner Development Manager may also attend the audit to address any Microsoft Partner business relationship issues that may arise, but may not otherwise intervene in the audit process.

Payment Terms and Conditions

Pricing Schedule

Pre-Audit Assessment: USD$2,000
Onsite Audit: USD$6,000 + T&E

A Gap Review Meeting not exceeding 3 hours: Included
Payment Terms

The cost of the audit, and pre-audit assessment if selected, is payable in full to the audit company, and must be settled before the audit or pre-audit assessment. Failure to pay will result in cancellation of the audit.

Scoring Methodology

The audit checklist comprises 64 checklist items divided into 8 sections and 4 categories.

The Partner score is based on the total number of Category 0, 1, 2, and 3 requirements verified.

Partners must meet the minimum scores by category to pass, whilst providing adequate evidence demonstrating existence, effectiveness and efficiency of processes, policies, procedures and tooling against the checklist item being assessed.

The following table outlines the passing score criteria by category listed in the audit checklist.

<table>
<thead>
<tr>
<th>Category</th>
<th>Passing Score Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>Category 0</td>
<td>Must meet 8/8 requirements – must be met during onsite audit</td>
</tr>
<tr>
<td>Category 1</td>
<td>Must meet 38/38 requirements.</td>
</tr>
<tr>
<td>Category 2</td>
<td>Must meet 10/13 requirements.</td>
</tr>
<tr>
<td>Category 3</td>
<td>Must meet 2/5 requirements.</td>
</tr>
</tbody>
</table>

The following section illustrates a sample audit scorecard for demonstrating compliance across each of the audit categories in the checklist.

Sample Audit Score

The following example provides details of the scoring methodology; the total number of Category 0, Category 1, Category 2, and Category 3 requirements for each section are listed in the grey columns, and the example Partner results are listed in the green columns. Partner scores are totaled and represented as a percentage.

Partner must meet the minimum required score per category to pass the audit.

<table>
<thead>
<tr>
<th>Requirements Section</th>
<th># of Requirements</th>
<th>Example Minimum Viable Partner Score</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Cat 0</td>
<td>Cat 1</td>
</tr>
<tr>
<td>1.0 Business Health and Managed Service Focus</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>2.0 Microsoft Services</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>3.0 Assessment and Design</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>Section</td>
<td>4.0</td>
<td>5.0</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>-----</td>
<td>-------</td>
</tr>
<tr>
<td>Build and Migration</td>
<td>2</td>
<td>7</td>
</tr>
<tr>
<td>Cloud Operations and Service Management</td>
<td>2</td>
<td>14</td>
</tr>
<tr>
<td>Security and Governance</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Cloud SLAs, Customer Satisfaction, and Cost Optimization</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>Continual Improvement and Process Optimization</td>
<td>8</td>
<td>1</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>8</td>
<td>38</td>
</tr>
</tbody>
</table>
Azure MSP Audit Checklist

Customer Evidence – You must present a different evidence from different customers in each section – the same customer may not be used for evidence in more than one section.

1.0 Business Health and Managed Service Focus

Partner must demonstrate business and financial health and must provide evidence of commitment to and focus on providing cloud managed services to customers.

Partner Roles Required

Executive team, Human Resources, Business Development/Sales/Account Managers, Finance (CFO)

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Category</th>
<th>Met (Y/N)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1 Positioning and Messaging of your Azure Managed Services</td>
<td>Category 1</td>
<td></td>
</tr>
<tr>
<td>Partner must provide an overview of their business, and their relationship with Microsoft. The overview must address: ✦ Company history and structure ✦ Partner capabilities around Azure managed services ✦ Company resources utilized and invested towards your Azure managed services practice covering people, processes and technology ✦ Location of your primary cloud operations center(s), and all other secondary facilities supporting your Azure managed service practice ✦ Scale of the services offered compared to overall business ✦ Overview of your customer life-cycle management (e.g. automated monitoring tools, provisioning and orchestration scripts, migration, provisioning portals, billing management tools, IT service management tools and framework etc.) ✦ Relevant strategic alliances and customer base (including targeted verticals) ✦ Competitive differentiation and ROI, quantitative business outcomes ✦ Include information on your business model (IaaS, SaaS, PaaS)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Required Evidence

Present to the Auditor as if customer facing, and for no longer than 30 minutes. Presentation content must include either material used for customer presentations in the last 12 months, or a role play that adequately represents your customer sales pitch.

1.2 Financial Health

Partner must be able to describe the following:
✦ Overall company financial health

Required Evidence

Records of company financial health no more than 12 months old, such as: Dun & Bradstreet Reports, Audited Financials, Paydex scores, Risk Rating, etc.

1.3 Thought Leadership

Partner must be able to provide examples of cloud managed services related Thought Leadership

Required Evidence

Examples of Thought Leadership published by Company and/or key personnel within your organization. (e.g., Linkedin articles, whitepapers, blogs, videos, major conference presentations online, etc.), current as of 18 months from the audit date.
1.4 Succession Planning
Partner must be able to describe the following:

- Succession planning for key personnel within your Azure managed services practice
- Approach to retain Azure managed service practice top talent
- Approach to stay up-to-date on Azure skillsets

Required Evidence
Succession plan for key personnel within your Azure managed services practice including those responsible for managing the managed service practice at the leadership level.

1.5 Offer Development
Partner must have a process for managing its services, including:

- Financial Management and Pricing
- Customer Demand
- Management of the pipeline
- Pricing Model

Required Evidence
Description of process, and the relevant evidence for managing the complete set of services. Process must include methods for financial management, including budgeting and pricing. Partners must have a clear pricing model. Consumption based, tiering, flexible options for professional services.

2.0 Microsoft Services
Partner must have proven capability to design, architect, deploy, operate and services on-behalf of customers, in the IaaS or PaaS or SaaS spectrum, including automated provisioning/deprovisioning of environments, resources and services.

Partner Roles Required
Sales/Pre-Sales Solution Architects, Platform Engineer

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Category</th>
<th>Met (Y/N)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1 Microsoft Services</td>
<td>Category 0</td>
<td></td>
</tr>
<tr>
<td>Partner must provide customers with a well-defined catalog of Microsoft services of which it is able to deploy, support, manage and operate. Partner should also be able to demonstrate technical competency across those services.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The Partner can choose to do one or both the following categories:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>o IaaS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>o PaaS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>A minimum of one of these categories must be selected.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Partner can choose Data Platform alone or, Data Platform + Analytics combined Analytics cannot be selected without Data Platform.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hybrid is an optional category. Partner can select or skip.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>After the categories and subcategories are identified, Partner must satisfy the services/features called out for those categories and subcategories. Refer to Audit Requirement per Service/Feature below.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**Required Evidence**
Verifiable asset or demonstration (i.e. walk through in a user interface or through scripts) that shows you are using this capability/feature in at least three (3) customer service environments. Partner must be able to provide the following:

- Partner’s service catalog
- Partner’s website
- Demonstration in Azure Portal with customer or Partner production, or staging environment with user interfaces or command line/scripting
- Architectural Blueprints as presented to customers or in template form

<table>
<thead>
<tr>
<th>Category</th>
<th>Subcategory</th>
<th>Service/Feature</th>
<th>Audit Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>IaaS</td>
<td>Compute</td>
<td>Azure Virtual Machines - Linux</td>
<td>Required (demonstrate competency case)</td>
</tr>
<tr>
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<td>Azure Virtual Machines Scale Sets</td>
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<td></td>
<td>Azure Batch</td>
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<td></td>
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<td></td>
<td>Storage</td>
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<td>Azure File Storage</td>
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<td>Azure Archive Storage</td>
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<td>Azure Blob Storage</td>
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<td>Backup</td>
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<td></td>
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<tr>
<td></td>
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<td>Requirement</td>
<td>Demonstrate Competency &amp; Use Case</td>
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<td></td>
<td>Azure Traffic Manager</td>
<td><strong>Required</strong></td>
<td>(demonstrate competency &amp; use case)</td>
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<td></td>
<td>Azure DDoS Protection</td>
<td><strong>Required</strong></td>
<td>(demonstrate competency &amp; use case)</td>
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<td></td>
<td>Azure CDN</td>
<td><strong>Optional</strong></td>
<td>(demonstrate competency &amp; use case)</td>
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<td></td>
<td>Azure Virtual Network</td>
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<td>(demonstrate competency &amp; use case)</td>
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<td><strong>Compute</strong></td>
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<td>Azure Container Service</td>
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<td>Cloud Services</td>
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<td><strong>Application Services</strong></td>
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<td>Azure Web Apps</td>
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<td>Azure App Service</td>
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<td>Azure Logic Apps</td>
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<td></td>
<td>Azure Notification Service</td>
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<td><strong>Networking</strong></td>
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<td>Azure DNS</td>
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<td>Azure CDN</td>
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<td>Storage</td>
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<td></td>
<td>Azure File Storage</td>
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<td>Azure Archive Storage</td>
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<td>Azure Blob Storage</td>
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<td>Backup</td>
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<td>Site Recovery</td>
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<td>Manager</td>
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<tr>
<td>Management &amp;</td>
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<td>Operations</td>
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<td></td>
<td>Azure Log Analytics</td>
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<td></td>
<td>Azure Service</td>
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<td></td>
<td>Health</td>
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<td></td>
<td>Azure Migrate</td>
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<td></td>
<td>Azure Update</td>
<td>Required (demonstrate competency &amp; use case)</td>
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<td>Management</td>
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<tr>
<td>Hybrid</td>
<td>Azure ExpressRoute</td>
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<tr>
<td>Networking</td>
<td>Azure SQL Database</td>
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<tr>
<td>Data Platform</td>
<td>Azure SQL Database for MySQL</td>
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<td></td>
<td>Azure SQL Database for Postgre SQL</td>
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<td></td>
<td>Azure SQL Data</td>
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<td></td>
<td>Warehouse</td>
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<tr>
<td></td>
<td>Azure Cosmos DB</td>
<td>Required (demonstrate competency &amp; use case)</td>
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</tbody>
</table>
2.2 Partner demonstrates the ability to deliver the following application modernization outcomes for customers on Azure using containers, microservices (e.g. decomposing of applications into loosely coupled and smaller services), and/or serverless frameworks:

+ **Increased business agility**: Continuous delivery and code portability with containers or guest executables and a consistent deployment experience
+ **Reduced time to market**: Highly-available and resilient applications running on Azure infrastructure that scales on demand
+ **Reduced TCO**: Reduced cloud infrastructure costs via increased utilization of cloud VMs for production workloads and reduced maintenance costs

**Required Evidence**
Evidence should be in the form of implemented customer design (demonstration of production or test/UAT environments and related architecture diagrams/whitepapers) by Partner for Cloud DevOps ready and/or Cloud Native applications, using Azure Service Fabric or Azure Container Service (AKS), or other containers/microservices on Azure - such as Windows Containers, Docker EE on Azure or partner-solutions on Azure such as Pivotal CloudFoundry. See Audit terms section for cloud-native and cloud-DevOps-ready definitions.

Partner must demonstrate a minimum of 2 of the capabilities outlined below to demonstrate they have the functionality needed to support continuous integration, continuous delivery, and continuous deployment:

+ Capability with one or more Azure app modernizations services (App Service, Service Fabric, Azure Container Service (AKS), Azure Container Instance (ACI), or other containers/microservices on Azure - such as Windows Containers, Docker, Pivotal CloudFoundry), and is able to identify trade-offs to design the appropriate cloud-native or cloud-DevOps-ready solutions to meet the functional, operational and deployment related requirements of their customers' apps, using one of the above choices. See Audit terms section for cloud-native and cloud-DevOps-ready definitions.
+ Automated build and deployment of containers and microservices onto Azure (i.e. abstracts application deployment from infrastructure deployment).
+ Ability to articulate and advise customers on alternative options for blue/green deployment (which requires two identical sets of hardware with added costs and no
improvements to capacity or utilization), such as rolling deployments (staggers rollout of new code) or canary testing (small group of users first).

- Collection and analysis of container and microservices metrics for performance and security (e.g. scan container images to discover vulnerability and misconfigurations to prevent runtime risks).
- Life-cycle operations, such as deployment, troubleshooting and controlling of containers and microservices on Azure (via AppInsights, Log Analytics and other operations and security capabilities on Azure).

### 3.0 Assessment and Design

Partner must have the ability to assess customer requirements and design relevant solutions that incorporate both customer requirements and best practices.

#### Partner Roles Required

*Pre-Sales Solution Architect/Professional Services/Platform Engineer/Sales*

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Category</th>
<th>Met (Y/N)</th>
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<tbody>
<tr>
<td><strong>3.1 Design Processes</strong></td>
<td>Category 1</td>
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</tr>
<tr>
<td>Partner must have processes in place for designing solutions for customers.</td>
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<tr>
<td>Design documents must address:</td>
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<tr>
<td>- Review and verification of customer requirements, and any associated changes</td>
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<td>- Design due diligence, including peer review</td>
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<td>- Capacity planning</td>
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<td>- Architectural review</td>
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<tr>
<td>- Operational process</td>
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<tr>
<td>- Details of the system performance, capacity management, and availability measurement</td>
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<tr>
<td>- Assessment of current infrastructure/application environment</td>
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<tr>
<td>- A methodology for assessing customer infrastructure architecture and customer methods for identification of risks and risk mitigation plans</td>
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<tr>
<td>- Service management workflows, including incident, problem and change management</td>
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<tr>
<td>Required Evidence</td>
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<tr>
<td>Description of design process and the relevant design documents, workflow diagrams and evidences for at least two (2) projects to show the entire design cycle. Evidence must also include ongoing assessments that are scheduled with current customers where appropriate.</td>
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</table>

<p>| <strong>3.2 Security Assessment</strong> | Category 1 | |
| Partner must have a methodology to assess customer security policies. | | |
| - A methodology for performing and identifying gaps in customer’s security policies and procedures |
| - A framework to document and report of customer’s existing security implementation on Azure, gap identification and best practice recommendations to jointly address with partner input &amp; managed services |
| Required Evidence | | |</p>
<table>
<thead>
<tr>
<th>Category 1</th>
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</table>
| **3.3** IaaS, PaaS & SaaS Demonstration  
Partner must be able to describe and demonstrate how each of the Microsoft services selected in Section 2.1 is provisioned and deprovisioned, including any related change management policies.  
**Required Evidence**  
Description and demonstration of how the above are provisioned, including an explanation of both manual and automated deployment processes. Demonstration must be live either through the Partner’s production environment or test environment, and must include all the relevant tools. The Auditor will also review use-cases with at least three (3) customers to demonstrate consistent use of best practices. |
| Category 2 |
| **3.4** Architecture Design (Topology)  
Partner must be able to describe and demonstrate the design of the Azure Virtual Network environment when relevant to the overall solution:  
- Vnet to Vnet connections  
- Site to site Vnet connections  
- Vnet peering  
- Azure ExpressRoute  
**Required Evidence**  
Description of above design with the relevant network and architectural diagrams for customer implementations, design guides, and specifications. The Auditor will also review use-cases with at least three (3) customers to demonstrate consistent use of best practices. |
| Category 1 |
| **3.5** Assessment and Design Tools  
Partner must demonstrate specific owned products/tools used during the standard assessment and design, including for assessment of customer infrastructure and processes, and for design and development of a migration strategy.  
**Required Evidence**  
Demonstrations of products/tools and/or API’s used by partner for assessment and design, including tools for discovery, assessment and planning. Demonstration must be done in a customer-facing manner. The Auditor will also review use-cases with at least three (3) customers to demonstrate consistent use of best practices. |
| Category 1 |
| **3.6** Sales Support Materials  
Partner must have material to support sales personnel, including:  
- Service-specific website  
- White papers  
- Procedures  
- Services catalog  
**Required Evidence**  
Documentation as described above or equivalent, that are used to support the sales. Evidence may be a combination of the bullets listed above. |

### 4.0 Build and Migration
Partner must have processes in place for building for and migrating customers to Azure, and for supporting customers during the migration process.

**Partner Roles Required**
*Agile PMO/Service Management/Customer Onboarding/DevOps/Platform Engineer/Solutions Architect*

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<thead>
<tr>
<th>Requirement</th>
<th>Category</th>
<th>Met (Y/N)</th>
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</table>
| **4.1** Configuration and Change Management  
Partner must have documented processes for Configuration and Change Management that address:  
✦ How custom server images are built and managed  
✦ Application of patches and upgrades (including the requirement to enable back-out if patch or upgrade needs to be reversed)  
✦ How Azure Policy (Azure Resource Policy) is applied to migrating assets during migration  
✦ Application management and deployment via a DevOps methodology  
✦ Management of changes to OS hardening baselines, security groups, or OS firewalls managed | Category 1 |  |
| **Required Evidence**  
Documented configuration and change management processes, and the relevant change and configuration records for at least two (2) projects. | | | |
| **4.2** Service Validation and Testing  
Partner must have documented processes for Service Validation and Testing, including a methodology to ensure that deployed services meet customer expectations. This step should be performed right after customer’s Azure estate moves to Partner’s management umbrella through migration or build process. This includes all estate and services at the time of service provider binding, and all new services added from there on. Partners need to prove that IT operations can support customer across the lifecycle. | Category 1 |  |
| **Required Evidence**  
Documented service validation and testing processes, and the relevant service validation and testing records for at least two (2) projects where customer was recently onboarded to Partner’s management umbrella, or a net new estate or service was added to Partner’s management umbrella for an existing customer. | | | |
| **4.3** Service Transition  
Partner must have a process for transitioning MSP services for a customer workload with minimal business disruption, if any. The process must include:  
✦ Methods for ensuring that transition is achieved with minimal business disruption of services, if any; including planning for maintenance windows, and adhering to agreed planned maintenance timeframes  
✦ Maintenance of customer records, including their disposition  
✦ Policies addressing data considerations, including how data governance, confidentiality, integrity, and quality are preserved during migration  
✦ Partner must be able to provide evidence that standard terms and conditions (e.g., SLAs) are consistent with policies and procedures | Category 1 |  |
<p>| <strong>Required Evidence</strong> | | | |</p>
<table>
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<tr>
<th>Section</th>
<th>Category</th>
<th>Description</th>
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</table>
| 4.4     | Category 1 | Migration Risk Assessment  
Partner must have a process for assessing risks during migration.  
**Required Evidence**  
Description of process and evidence of risk assessment for at least two (2) projects. |
| 4.5     | Category 0 | Application Migration  
Design documents (provided in Section 3.1) must include an application migration overview that allows tooling to abstract application deployment from infrastructure deployment, and allows customers to independently or, in conjunction with the managed service, deploy and configure their applications. Migrations can be from on-premises to Azure, from other public-clouds to Azure, from IaaS to PaaS models, or migrations from hybrid environments to Azure.  
**Required Evidence**  
Description of application migration with relevant design document, including migration records for at least two (2) projects. |
| 4.6     | Category 0 | Provisioning and Orchestration Tooling  
Partner must demonstrate specific products/tools used for core provisioning and orchestration Azure environments (e.g., in a Cloud Management Portal including both provisioning and orchestration management.)  
**Required Evidence**  
Demonstrations of products/tools/scripts used for overall Cloud Environments, cloud service provisioning, including viewing of service template/packages used in the deployment of end customer Azure environments. Demonstration must be done in a customer-facing manner. |
| 4.7     | Category 1 | Migration Tools  
Partner must demonstrate specific products/tools/scripts used for migration of workloads (including infrastructure and data) to Azure, including tools for migrating Open Source Software.  
**Required Evidence**  
Demonstrations of products/tools/scripts used for migration, including tools for data replication, OS upgrade, cut-off, validation, etc. Demonstration must be done in a customer-facing manner. |
| 4.8     | Category 1 | Automated Deployment Tools  
Partner must demonstrate specific products/tools/scripts used for automated provisioning and deprovisioning, and deployment of infrastructure, including tools for continuous integration and continuous delivery (CI/CD).  
**Required Evidence**  
Demonstrations of products/tools/scripts used for automated deployment, including creation of workload deployment templates, automation of routine operations, and automated scale-out. Demonstration must be done in a customer-facing manner. |
| 4.9     | Category 1 | High Availability & Resilient Infrastructure  
A highly available application absorbs fluctuations in availability, load, and temporary failures in dependent services and hardware. The application continues to perform |
acceptably, as defined by business requirements or application service-level agreements (SLAs).

**Required Evidence**
Demonstrate competency and use-cases for Availability Sets, Availability Zones, VM scale sets, region pairs, storage replication etc.

### 4.10 Knowledge Management

Partner must have documented processes for Knowledge Management, including for:

- Managing all relevant service information (i.e. in a knowledge management database)
- Ensuring that the information is accessible and maintained.

**Required Evidence**
Documented Knowledge Management processes, including evidence that processes are implemented. Records of activities must be provided, including evidence of entries in a searchable Knowledge Management database. Evidence must also include knowledge base articles submitted on an ongoing basis and usage logs, demonstrating that the knowledge base is used on an ongoing basis.

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### 5.0 Cloud Operations and Service Management

Partner must have a documented Service Management System in place.

**Partner Roles Required:**

*Service Delivery Manager, Operations Manager, Engineer, Cloud Security & Compliance*

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<tr>
<th>Requirement</th>
<th>Category</th>
<th>Met (Y/N)</th>
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<tbody>
<tr>
<td><strong>5.1 Operational Support</strong></td>
<td>Category 1</td>
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<tr>
<td>Partner must provide 24-hour x 7-day operational support.</td>
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<td><strong>Required Evidence</strong></td>
<td>Category 1</td>
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<tr>
<td>Demonstrated evidence of 24x7 customer support, showing that multiple customer cases are received, logged and responded to.</td>
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<tr>
<td><strong>5.2 Help Desk Operational Procedure</strong></td>
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<tr>
<td>Partner must maintain Help Desk/Service Desk Operational Procedures, and must have methods for ensuring that support procedures are followed.</td>
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<td>Partner must have documented support priority and severity level definition, and corresponding Help Desk callback SLA policy.</td>
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<tr>
<td><strong>Required Evidence</strong></td>
<td>Category 1</td>
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<tr>
<td>Documented Help Desk/Service Desk processes and callback policy, including evidence that processes are implemented and records of activities. Evidence of checks, verification or regularly-conducted audits to ensure that support procedures are followed and promised service-level objectives are met.</td>
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**5.3 Service Delivery System**
Partner must have a Digital Service Delivery system available; system may be off-the-shelf or custom-built.
<table>
<thead>
<tr>
<th>Category</th>
<th>Section</th>
<th>Description</th>
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<tbody>
<tr>
<td>Category 1</td>
<td>5.4 Escalation Process</td>
<td>Partner must have a documented and robust Escalation Process through the Partner management structure and, when necessary, to Microsoft; and must explain or show how escalations are handled. Required Evidence Partner must be able to demonstrate live the digital Service Delivery System during the audit through actual cases. Documented escalation procedure(s) must address the following: + Definition of customer calls by priority/severity + Timeframe for each level of escalation by priority + Timeframe for escalation to Microsoft by priority (if necessary) + Process for escalation of incidents within the Partner + Process for the escalation of incidents by the Partner to Microsoft (if necessary) + Managerial and technical escalation at each level of escalation Required Evidence Documented Escalation Procedure(s) and demonstration of computer-based Service Delivery System on escalation. There should also be evidence presented of previous escalations to ensure that service-level agreements (SLA’s) were honored.</td>
</tr>
<tr>
<td>Category 1</td>
<td>5.5 Help Desk Metrics</td>
<td>Partner must maintain metrics for Help/Service Desk including call back and response/resolution times, and evidence of improvement action when SLA is not met. Help Desk metrics can either be automated by the computer-based Service Delivery System or compiled manually. If compiled manually, Partner must show how the raw data are captured. Required Evidence Help Desk metrics and evidence of actions taken to improve performance must be presented.</td>
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<tr>
<td>Category 1</td>
<td>5.6 Support Personnel Training</td>
<td>Partner must select and train support personnel as appropriate. Records must be maintained. Required Evidence Evidence of Support Personnel Training plans and records. Partner must provide evidence of documented training plans for internal personnel, including: + New hire training requirements + Ongoing training and sharing of best practices + Training for sales and technical personnel on new products, protocols, and features + Solution selling to business decision makers + Hiring and retention of Microsoft certified personnel</td>
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<tr>
<td>Category</td>
<td>Description</td>
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</table>
| 5.7      | **Incident Management Process**  
Partner must maintain a documented Incident Management Process, including incident management tools (custom or 3<sup>rd</sup> party) that addresses incident management requirements, and be ready to demonstrate live how incidents are managed and escalated when necessary.  
**Required Evidence**  
Documented Incident Management Processes, including how incidents are handled and escalated where appropriate. Partner must demonstrate live how incident are handled with records of activities. |
| Category 0 |            |
| 5.8      | **Service, Problem and Incident Management Tools**  
Partner must demonstrate specific products/tools/APIs (custom or 3<sup>rd</sup> party) used for service management, problem management and incident management workflows, including receiving and managing customer requests.  
**Required Evidence**  
Demonstrations of products/tools used for service management, including for logging and tracking of customer requests, capturing and maintaining service knowledge, and for providing self-service incident tracking to end customers. Demonstration must be done in a customer-facing manner. |
| Category 1 |            |
| 5.9      | **Non-Microsoft Tools for Workloads Support**  
Partner must demonstrate additional non-Microsoft products and tools for supporting runtime of workloads on Azure. These may include the use of external tools for providing functionality such as 3<sup>rd</sup> party tools for CDN, 3<sup>rd</sup> party tools for DNS, 3<sup>rd</sup> party tools for providing autoscaling, configuration management, service catalog, etc.  
**Required Evidence**  
Demonstrations and lists of additional tools and technology used for workloads support. Demonstration must be done in a customer-facing manner, and should include evidence of use in multiple customer engagements. |
| Category 2 |            |
| 5.10     | **Event Management Process**  
Partner must maintain a documented Event Management Process, including tooling (custom or 3<sup>rd</sup> party), that addresses how events are detected, filtered, and handled through the appropriate process.  
**Required Evidence**  
Documented Event Management Processes. Partner must demonstrate live how events are handled. |
| Category 1 |            |
| 5.11     | **Problem Management**  
Partner must maintain a documented Problem Management process, including tooling (custom or 3<sup>rd</sup> party), and be ready to demonstrate live, root-cause analysis or problems stemming from incidents with no available resolution that have been logged in a known- errors Database.  
**Required Evidence** |
<p>| Category 1 |            |</p>
<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
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<tbody>
<tr>
<td><strong>5.12</strong></td>
<td><strong>Configuration Management Database</strong>&lt;br&gt;Partner must be able to demonstrate use of a Configuration Management Database (CMDB).&lt;br&gt;&lt;br&gt;<strong>Required Evidence</strong>&lt;br&gt;Demonstration of CMDB.</td>
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<tr>
<td><strong>5.13</strong></td>
<td><strong>Asset Management</strong>&lt;br&gt;Partner must implement formal methods and tools for Asset Management and asset tracking.&lt;br&gt;&lt;br&gt;<strong>Required Evidence</strong>&lt;br&gt;Demonstration of Asset Management and tracking tools/databases and APIs, including evidence of an asset management strategy. Partner must also be able to produce a report (during the audit) of currently active assets for a given customer, share resource tagging strategy, demonstrate the ability to leverage custom resource tags to identify and track Azure resources used - including documentation of types of assets tracked, details for specific assets, and how these assets are integrated with internal asset management systems.</td>
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<tr>
<td><strong>5.14</strong></td>
<td><strong>Security Event Management</strong>&lt;br&gt;Partner must be able to demonstrate real-time how security events are or would be managed and integrated with support operations.&lt;br&gt;&lt;br&gt;<strong>Required Evidence</strong>&lt;br&gt;Demonstration of tools and methods for managing security events; records of actual events must be provided; there must be a customer-notification SLA; Security event records and logs must also be maintained for the agreed retention period. The process must show how this is integrated with support operations.</td>
</tr>
<tr>
<td><strong>5.15</strong></td>
<td><strong>Change and Release Management</strong>&lt;br&gt;Partner must have documented Change and Release Management processes, including tooling (custom or 3rd party), and must be able to demonstrate how changes and releases are managed. This must include a process for rolling back changes when necessary and must describe how rollback is accomplished.&lt;br&gt;&lt;br&gt;<strong>Required Evidence</strong>&lt;br&gt;Documented Change and Release Management processes, and showcase of deployed tools, including evidence that processes are implemented. Records of activities must be provided, including records of rolled back changes, if available.</td>
</tr>
<tr>
<td><strong>5.16</strong></td>
<td><strong>Integrated Monitoring Tools</strong>&lt;br&gt;Partner must demonstrate specific products/tools used for monitoring of infrastructure and services.&lt;br&gt;&lt;br&gt;<strong>Required Evidence</strong>&lt;br&gt;Demonstrations of products/tools used for monitoring and alerting, including demonstration of capabilities for proactive monitoring and alerting, troubleshooting, customer self-service monitoring, and integration with existing monitoring solutions. Demonstration must be done in a customer-facing manner.</td>
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</table>
### 5.17 Security Management Tools
Partner must demonstrate specific products/tools used for maintaining workload security after migration to the cloud.

**Required Evidence**
Demonstrations of products/tools used for security, including demonstration of capabilities for preventing security breaches and for anomaly detection, and for business continuity and disaster recovery. Demonstration must be done in a customer-facing manner.

### 5.18 Third Party Service Providers
Partner must have a process in place for evaluating and managing 3rd Party Service Providers.

**Required Evidence**
Description of 3rd Party Service Provider (see Definitions) management process, and the relevant evidences including records of 3rd Party Service Provider evaluation and re-evaluation, 3rd Party Service Provider communication, performance monitoring, and 3rd Party Service Provider agreement. Records must also specify how security compliance of IaaS, PaaS or SaaS solutions has been addressed.

### 5.19 ISO 20000 certification
Partner must be certified to the ISO 20000 Standard for IT Service Management.

**Required Evidence:** Current ISO 20000 certificate, scoped to the Partner’s Azure managed service practice.

### 5.20 Automated Cloud Management Platform (CMP)
Operate an automated CMP integrated with Microsoft Cloud Platform. CMP can be a combination of home-grown tools and APIs, enabling 3rd party ISV applications and APIs, as well as Microsoft native tools. The specific requirements are defined below.

**Required Evidence:** Partners should demonstrate all the following:

- **Service Request Management** — An interface (UI or API) by which cloud services are consumed and/or requested by the customer of the MSP. It can be a clearly defined finite set of services provisioned from a self-serve service catalog, or a service interface that serves as a pass-through to native Azure capabilities. The former could cater to infrastructure and operations (I&O) staff that just wants to provision IaaS resources while the latter could cater to developers that want flexibility to use a full suite of public cloud services. Typically provided by CMPs or IT service support management (ITSSM) tools, Azure portal service catalog created by the customer/the MSP on-behalf-of the customer, or MSP’s own custom portal/interface.

- **Provisioning, Orchestration and Automation** — Core orchestration/automation/provisioning capabilities by 3rd party CMP software/APIs, or Azure platform native tools, or 3rd party enabling ISV software. Includes provisioning of subscriptions and Azure resources (VM, Virtual Network, Storage and others), automation of resource provisioning and orchestrating life-cycle of provisioned resource (using Azure Policy, Azure Automation, Desired State Configuration, scripting) or 3rd party tools. An MSP should be able initiate the workflow for a brand-new subscription or Azure Resource for a customer from the
“Service Request Management” layer mentioned above and then automate through this layer. Subscription management tools (quota adjustments, limits of use, tagging) also fall into this category.

- Governance and Policy — Detailed policy enforcement and governance (e.g. clearly defining what users (end-customer and MSP staff) can do and cannot do during the life-cycle). Example: Cannot provision VM’s in a specific geography, and cannot create a storage resources without geo-replication. This layer also includes automation policies that allow reactions to environmental conditions (e.g. enabling autoscaling, and autoscaling rules).

- Consumption Monitoring and Metering — Base-level monitoring and metering functionality, mostly geared toward monitoring consumption of the cloud resources, possibly with show-back for internal users and charge-back for end-customers. Should be able to monitor consumption for the customer on a resource and subscription and tenant basis. Includes tracking, reporting, charge-back of consumption. Use of Azure Optimize and Cost Management (Cloudyn) and/or other 3rd party tooling are example proof points.

- Resource Utilization Optimization — Managing and automating efficient operational use of the infrastructure footprint. Tied to orchestration and automation, requires MSP to optimize resource state and configuration, based on consumption, performance and utilization indicators/counters/alerts. MSIT ARO Toolkit, Azure Automation, custom scripts/tools and other 3rd party optimization tools are example proof points.

- Access Management — Sign-on, user access and control management (both for end-customer user and MSP user). Either through native Azure interfaces or MSP’s own tooling or 3rd party tooling.

- Service-Level Management & Monitoring — Includes end-to-end monitoring of an application/solution environment, in other words, the estate managed by MSP in Azure. Monitoring of resource/service health, utilization, incident status, as well as logging and alerts (manual, automated or ML based) are included in this category.
## 6.0 Security and Governance

Partner must have security policies in place to protect internal and customer environments.

### Partner Roles Required
*Cloud Security & Compliance, Head of Internal Audit, Process Governance Lead, Engineer*

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Category</th>
<th>Met (Y/N)</th>
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<tbody>
<tr>
<td><strong>6.1</strong> Information Security Policies and Procedures&lt;br&gt;Partner must have evidence of documented Security Policies and Procedures to protect the internal environment from threats that may impact customers. Security policies must address physical security, network and server security, and logical data security.</td>
<td>Category 0</td>
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<tr>
<td><strong>Required Evidence</strong>&lt;br&gt;Documented Security Policies and Procedures, and relevant evidences of physical, network, server and logical data security implementation.</td>
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<tr>
<td><strong>6.2</strong> Review and Testing of Information Security Policies and Procedures&lt;br&gt;Security policies must be subject to regular review, approved by an appropriate authority, communicated to all concerned persons on the staff, and periodically reviewed and tested for suitability, adequacy, and effectiveness.</td>
<td>Category 0</td>
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<tr>
<td><strong>Required Evidence</strong>&lt;br&gt;Records of security policy review, approval, communication, and periodic auditing/testing. Records of periodic auditing/testing must identify the item under test, the results, and suggestions and recommendation for improvement, as well as evidence of actions being taken.</td>
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<td><strong>6.3</strong> User Account Provisioning&lt;br&gt;Partner must have a process for provisioning named user accounts on Azure and guest users, including flowchart and approval hierarchy documentation.</td>
<td>Category 2</td>
<td></td>
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<tr>
<td><strong>Required Evidence</strong>&lt;br&gt;Demonstrations of products/tools/process used for account provisioning, as well as documented process flow and approval process. Demonstration of consistent use of above in multiple customer engagements. Demonstration of cases where access account provisioning request cases that are/were denied.</td>
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<td><strong>6.4</strong> Account Credential Management&lt;br&gt;Partner must provide documentation of process and tools to demonstrate how credentials and role-based access control for Azure related service accounts are managed and secured (e.g., for monitoring, etc.).</td>
<td>Category 2</td>
<td></td>
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<tr>
<td><strong>Required Evidence</strong>&lt;br&gt;Demonstrations of products/tools/process used for credential management, as well as documented process flow and approval process.</td>
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<tr>
<td><strong>6.5</strong> Business Continuity and Disaster Recovery&lt;br&gt;Partner must have a documented and communicated Business Continuity and Disaster Recovery Plans to ensure continued operation of services during any outage.</td>
<td>Category 1</td>
<td></td>
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<tr>
<td><strong>Required Evidence</strong></td>
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</table>
6.6 **Business Continuity and Disaster Recovery Testing**  
Partner must provide evidence that Business Continuity and Disaster Recovery Plans are tested periodically (minimum once per year).

**Required Evidence**  
Records of at least annual Business Continuity and Disaster Recovery Plan testing, including testing of all scenarios as identified in section 6.5 through simulated test conditions. Where it is not feasible to simulate a test condition, evidence of alternative validation or verification must be provided.

6.7 **Geographic Security & Governance Compliance**  
Partner must provide evidence of compliance to geographically-specific legislative security and governance requirements which are also available for Azure, as of the audit date, as listed here: [https://www.microsoft.com/en-us/trustcenter/compliance/complianceofferings](https://www.microsoft.com/en-us/trustcenter/compliance/complianceofferings)

**Required Evidence**  
Evidence of identification of applicable local and national security, and governance requirements and records of legislative compliance (e.g., through certification, attestation, etc.).

6.8 **Governance and Policy Tooling**  
Partner must demonstrate specific products/tools used for detailed policy enforcement and governance of Azure environments (e.g., functionality provided in a Cloud Management Portal which clearly defines what customers can do within Azure Environments - restricting cost and access to services/resources made available to developers). DevOps customers can be governed native (i.e. without a CMP tool)

**Required Evidence**  
Demonstrations of products/tools used for providing detailed policy enforcement and governance to end customer Azure environments.

6.9 **ISO 27001 Certification**  
Partner must be certified to the ISO 27001 Standard for Information Security Management.

**Required Evidence:**  
Current ISO 27001 certificate, scoped to the Partner’s Azure Managed Service practice.

6.10 **ISO 22301 Certification**  
Partner must be certified to the ISO 22301 Standard for Business Continuity Management.

**Required Evidence:**  
Current ISO 22301 certificate, scoped to the Partner’s Azure Managed Service practice.

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### 7.0 Cloud SLAs, Customer Satisfaction, and Cost Optimization

Partner must monitor performance to SLAs and customer satisfaction and must demonstrate resource and cost optimization efforts.
## Partner Roles Required
*Client Services, Account Representatives, Customer Care Representative, Cloud Customer Manager, Customer Service Manager*

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Category</th>
<th>Met (Y/N)</th>
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<tr>
<td><strong>7.1 Cloud SLA</strong>&lt;br&gt;Partner must have established managed service SLA (service level agreements), or SLO (service level objectives). SLAs/SLOs must include response times when customer opens ticket/initiates request and turnaround time for customer-initiated changes/requests and if within SLA, expected or average response time and/or average/expected service objective satisfaction rate/frequency.</td>
<td>Category 0</td>
<td></td>
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<tr>
<td>Section</td>
<td>Description</td>
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| 7.2     | **SLA Management**  
Partner must have a process for managing the SLA/SLO including reviewing and reporting of SLA with the customer, handling of customer issues and contract renewal.  
**Required Evidence:**  
Description of SLA/SLO management process and evidences of the above activities. |
| 7.3     | **Service Level Compliance**  
Partner must provide adequate best practices and have ongoing review process in place to ensure that Partner continues to meet SLA commitments.  
**Required Evidence:**  
Partner must provide examples of these SLA compliance best practices (e.g. dedicated Account Manager assigned to customers, face-to-face regular review/business review meeting, customer-facing performance report which includes trending, suggestion and improvement, etc.). |
| 7.4     | **Customer Satisfaction**  
Partner must have a documented process to continually improve customer satisfaction. The process must include:  
+ Identify the type of data (qualitative and quantitative) to be collected  
+ Collect, review and analyze these data  
+ Identify gaps in customer satisfaction and customer issues  
+ Action, plan and timeline to address gaps and customer issues  
**Required Evidence:**  
Documented customer satisfaction processes and evidence of customer satisfaction data, analysis and action to address gaps and customer issues. Net promoter score or other survey approaches are also accepted as part of evidence. |
| 7.5     | **Cost Optimization**  
Partner must maintain processes for measuring and optimizing customer cost.  
**Required Evidence:**  
Records of customer review meetings, including evidence that recommendations and opportunities are communicated and implemented where appropriate. |
| 7.6     | **Workload Optimization Tools**  
Partner must maintain processes for measuring and optimizing customer workloads (e.g., functionality provided in a Cloud Management Portal which clearly monitors consumption of cloud resources, providing end customers with recommendations on optimization of Azure environment).  
**Required Evidence**  
Demonstrations of products/tools used for workload optimization. Demonstration must be done in a customer-facing manner. |
| 7.7     | Partner must measure and review service objectives and performance (e.g., SLA for three (3) customers and service levels). Measurements must include:  
+ Security Patterns  
+ Security Center: # of recommendations not resolved in a defined period  
+ Redundancy and Resiliency: using load balancing, using ASR/BCDR, using right storage solutions (basic/premium) |
Management and Monitoring: a monitoring stack (OMS, Puppet, Chef, Recovery Failover Plan, Service SLA automated, ITSM Stack)

- Patterns and Practices that have been documented and associated with knowledge base articles
- Billing and Subscription Management
- Partner-caused downtime (that is not attributed to Azure)
- Support Incidents/Severity/Resolutions

Required Evidence:
Records of internal reviews across all of Partners Azure Sales, Delivery and Operations teams to measure/report on the health of each of the service objectives highlighted within this section.

### 8.0 Continual Improvement and Process Optimization

Partner must have a documented continual improvement methodology and evidence that continual improvement is a permanent objective.

**Partner Roles Required**
*Business Optimization Manager, Head of Operational Excellence, Process Improvement Manager*

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<thead>
<tr>
<th>Requirement</th>
<th>Category</th>
<th>Met (Y/N)</th>
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| **8.1 Continual Improvement**  
Partner must have a documented methodology for Continual Improvement and must explain or show how continual improvement is implemented throughout the organization.  
**Required Evidence:**  
Documented Continual Improvement process and relevant evidences of Continual Improvement activities throughout the organization. Evidence must show the disciplined methodology used, including records of data collection, analysis, and corrective action. Records of improvement activities must be provided. | Category 1 | | |
| **8.2 Data Collection and Analysis Records Management**  
Records identified in section 8.1 documented methodology must follow a records management process. Partner must maintain disciplined records (records management) of source data, including records of data collection, analysis, and corrective action.  
**Required Evidence:**  
Records of data collection, analysis, and corrective action and records management process. | Category 2 | | |
| **8.3 Capacity Management Processes**  
Partner must maintain processes for executing and measuring of business capacity & service Capacity Management, including associated reporting.  
**Required Evidence:**  
Records of Service Design documentation that demonstrates continual process improvements associated with Capacity Management Processes. | Category 2 | | |
| **8.4 Process Automation** | Category 3 | | |
Partner must maintain processes for evaluation of activities and identification of opportunities for Process Automation.

**Required Evidence:**
Records of process evaluation and recommendations for automation of activities (e.g. in Agile Sprint Planning, Monthly/Quarterly business reviews, etc.).

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**Audit Terms and Definitions**

**Change Management:** Process of controlling changes to the infrastructure, tools, process, environments or any aspect of services, in a controlled manner, enabling approved changes with minimum disruption.

**Configuration Management:** The process responsible for maintaining information about Configuration Items (CI) required for delivering an IT service, including their relationships. This information is managed throughout the life-cycle of the CI. The primary objective of Configuration Management is to underpin the delivery of IT Services by providing accurate data to all IT Service Management processes when and where it is needed.

**Configuration Management Database:** A database used to manage configuration records throughout their life-cycle. The CMDB records the attributes of each CI, and relationships with other CIs. A CMDB may also contain other information linked to CI’s, for example: Incident, Problem or Change records. The CMDB is maintained by Configuration Management and is used by all IT Service Management processes.

**Demonstration:** A Partner will be required to carry out demonstration of live Production and/or Dev/Test Azure environments as required evidence where specified. Screenshots or pre-recorded video captures will not be acceptable evidence for submission.

**Event Management:** The process responsible for monitoring all events that occur through the IT infrastructure. It allows for normal operation and detects and escalates exception conditions.

**Incident Management:** The process responsible for managing the life-cycle of all Incidents. The primary objective of Incident Management is to return the IT service to customers as quickly as possible.

**ISO 20000:** Service management system (SMS) standard; specifies requirements for Service Providers to plan, establish, implement, operate, monitor, review, maintain and improve an SMS. Requirements include design, transition, delivery, and improvement of services to fulfil agreed service requirements.

**ISO 22301:** Business continuity management system (BCMS) standard; specifies requirements to plan, establish, implement, operate, monitor, review, maintain and continually improve a documented management system to protect against, reduce the likelihood of occurrence, prepare for, respond to, and recover from disruptive incidents when they arise.

**ISO 27001:** Information security management system (ISMS) standard; specifies requirements for establishing, implementing, maintaining and continually improving an information security management system. Also includes requirements for the assessment and treatment of information security risks tailored to the needs of the organization.

**Knowledge Base:** A database containing information about incidents, problems and known-errors. The Knowledge Base is used to match new incidents with historical information, improving resolution times and first-time fix rates.
**Net Promoter Score:** A customer loyalty index measuring the willingness of customers to recommend a company’s products or services to others. Used to evaluate customer and brand loyalty.

**Presentation:** Partners may be required to provide presentations to ISSI Auditors, as required evidence to sections outlined within the Audit Checklist. Presentations can be in-person or remote and must be delivered in conjunction with Microsoft PowerPoint or equivalent business productivity applications.

**Problem Management:** The process responsible for managing the life-cycle of all problems. The primary objectives of Problem Management are to prevent incidents from happening, and to minimize the impact of incidents that cannot be prevented. Problem Management includes problem control, error control and proactive problem management.

**Process:** A series of actions and/or steps taken in order satisfy the specific requirements covered under the required evidence section each checklist item.

**Release Management:** The process responsible for planning, scheduling and controlling the movement of releases to test and live environments. Release Management works closely with Configuration Management and Change Management.

**Service Level Agreement (SLA):** A contractual agreement between an IT Service Provider and a customer. The SLA describes the IT service, documents service level targets, and specifies the responsibilities of the IT Service Provider and the customer.

**Third Party Service Provider:** These Providers cover both instances, independent contractors and 3rd party (solution) applications and/or tooling providers.

**Cloud DevOps ready Application** has been built with an N-tier or monolithic model, and yet is still taking advantage of the cloud computing model, using a combination of containers (such as Service Fabric and Azure Container Service), Azure cloud infrastructure, resilient application techniques, monitoring, continuous delivery, and DevOps. This is accomplished without re-architecting and recoding the application, rather by migrating to containers. Refer to the table at this link for more definition and a compare & contrast to cloud native applications.

**Cloud Native Application** is built and coded with microservices architecture (application decomposed into loosely coupled and smaller services) and is designed for high-throughput, low latency, mission critical workloads on Azure. Cloud native apps achieve higher levels of scalability, long-term agility and significant improvements in deployments, upgrades, versioning, rollbacks, and health monitoring by using microservices architectures. These are containerized microservices or regular applications based on PaaS on Azure App Service, Azure Service Fabric, Azure Container Service (that is, Kubernetes). Please refer to the table at this link for more definition and a compare & contrast to Cloud DevOps ready application.
Azure Expert MSP Program Guide

1. Program Overview

The Azure Expert MSP Program is available to qualifying partners in the Microsoft Partner Network based on program requirements (covered below). Additional details regarding the Azure Expert MSP Program are available in the Partner FAQ. The program is intended to measure partner capability to ensure MSP partners can consistently deliver high-fidelity managed services on the Azure platform.

To join the program, partners must meet the program requirements detailed in this Program Guide, current at the time of their application. Azure Expert MSP status is valid for one year from the date of acceptance into the program. Thereafter, partners must re-qualify annually against the then-current program requirements. Re-qualification timing is specific to the Azure Expert MSP program and may differ from the partner’s anniversary date for their MPN Membership.

Microsoft does not charge a fee for participation in the Azure Expert MSP program, however, qualification requires the partner to submit to an audit to verify compliance with the Azure Expert MSP Program Requirements, performed by an independent third-party auditor selected by Microsoft. There is a cost for the audit that is payable directly to the audit company.

2. Program Requirements for July 1 – December 31, 2018

To become an Azure Expert MSP, a partner must meet all the requirements listed below:

- Active Gold Cloud Platform Status and MPN ID
- A minimum Monthly Run-Rate (MRR) of US$100,000 of Azure Consumed Revenue
  - Note: For renewal between July 1 and Dec 31 2019, this requirement will increase to $300,000 MRR of Azure Consumed Revenue, of which a minimum of $100,000 must be transacted through CSP.
- A minimum of 15 FTEs who have passed one of the required Azure exams: 70-532, 70-533, 70-535
- An approved Azure MSP offer in either OCP Catalog, Appsource or Azure Marketplace
- Azure MSP offer featured on Partner web properties
- Purchase of Advanced Support for Partners or Premier Support for Partners contract
- Provision of 1 Public Case study and 3 MS internal Win wires or 3 private references
- An active CSP contract – either a Direct CSP Agreement or Indirect Reseller Agreement
- *Successful completion of a third-party, independent audit of people, processes and technology

3. Information on the Audit

The audit checklist will be updated every six months to keep up with technology and market changes. The audit is conducted by an independent third party auditor.

Partners may only apply for their audit when all other program requirements are fully met. The audit must be completed within 90 days of audit application and must be against the then-current Program Requirements.

Partners will be awarded a Pass or No Pass upon completion of the audit. The Pass is valid for one calendar year.
If a partner receives a No Pass, they may not re-take the audit against the same audit checklist. However, the may re-apply to be audited against a subsequent audit checklist providing they still meet all other program requirements.

4. Program Status and Term

When a partner meets all requirements and Microsoft receives a valid Pass Report from the 3rd party audit company, the partner will be awarded Azure Expert MSP status for one calendar year.

Status and the associated Azure Expert MSP can only be used by the organization that met all requirements and passed the audit (determined by Partner ID). Subsidiary or affiliated organizations may not advertise the status or leverage the associated badge.

5. Program Re-enrollment

Partners must re-qualify annually, completing a re-audit before their current audit pass certificate expires. To re-qualify, partners must meet all the requirements that are current at the time of their re-qualification. Requirements will be published on the MPN Portal or in the applicable Program Guide.

Partners are required to undertake a full audit every 3 years and currency audits in interim years. Example schedule below:

Year 1 = Full Audit
Year 2 = Currency Audit
Year 3 = Currency Audit
Year 4 = Full Audit

6. Benefits

Partners meeting Azure Expert MSP status will have access to additional benefits. Some benefits will be awarded automatically, but other benefits may have additional requirements. For example, in the case of co-sell, partners must meet all local requirements to be prioritized for co-sell in a given geography.

Full List of Benefits July 1 – Dec 31 2018

(1) Azure Expert MSP Badge
(2) Azure Expert MSP Showcase
(3) Prioritized for Co-Sell for MSP scenarios (must meet local requirements for target geographies)
(4) Customized customer collateral
(5) Eligibility for Azure Migration and Large Deal Accelerator Incentives (subject to program terms)
(6) 5% Accelerator incentive for Reserved Instances in CSP (subject to program terms)
(7) Streamlined POC Availability
(8) Enhanced Azure Bulk Credit