

# 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 Technical 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 ( <a href="#">Data Sheet</a> ) R,O                                         |
|                                    | Educate | WorkshopPLUS - Data AI: Introduction to Advanced Analytics and AI in Azure - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O             |
|                                    | Educate | WorkshopPLUS - Data AI: Open Source Analytics with HDInsight - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                           |
|                                    | Educate | WorkshopPLUS - Data AI: Azure SQL Data Warehouse Essentials - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                            |
|                                    | Educate | WorkshopPLUS - Data AI: Azure Databricks Essentials - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                                    |
|                                    | Educate | WorkshopPLUS - Data AI: Building Advanced Bots with Cognitive Services - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                 |
|                                    | Educate | WorkshopPLUS - Data AI: Cognitive Services - Knowledge 1 Day with Lab - Closed Workshop ( <a href="#">Data Sheet</a> ) R                    |
|                                    | Educate | WorkshopPLUS - Data AI: Cognitive Services - Language - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                                  |
|                                    | Educate | WorkshopPLUS - Data AI: Cognitive Services - Search - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                                    |
|                                    | Educate | WorkshopPLUS - Data AI: Cognitive Services - Speech - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                                    |
|                                    | Educate | WorkshopPLUS - Data AI: Cognitive Services - Vision - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                                    |
|                                    | Educate | WorkshopPLUS - Data AI: Data Analytics with Python - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                                     |
|                                    | Educate | WorkshopPLUS - Data AI: Transform Business with Internet of Things - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                     |
|                                    | Educate | WorkshopPLUS - Data AI: Orchestrating Data with Azure Data Factory - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                     |
|                                    | Educate | WorkshopPLUS - Data AI: Developing Production Ready AI using Team Data Science Process - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O |
|                                    | Plan    | Activate SQL Data Warehouse Migration and Modernization ( <a href="#">Data Sheet</a> ) O                                                    |
|                                    | Plan    | Activate Building and Deploying Machine Learning Models ( <a href="#">Data Sheet</a> ) O                                                    |
| Azure – Data Platform              | Educate | WorkshopPLUS - Data AI: Azure Cosmos DB - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                                                |
|                                    | Educate | WorkshopPLUS - Data AI: Azure Database for MySQL - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                                       |
|                                    | Educate | WorkshopPLUS - Data AI: Azure Database for PostgreSQL - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                                  |
|                                    | Educate | WorkshopPLUS - Data AI: SQL Server AlwaysOn Availability Groups in Azure 1 Day - Closed Workshop ( <a href="#">Data Sheet</a> ) R           |
|                                    | Educate | WorkshopPLUS - Data AI: Azure SQL Database Essentials - Closed Workshop ( <a href="#">Data Sheet</a> ) R                                    |

Azure continued ↓

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| PRIMARY TECHNOLOGY    | PHASE     | BUILT-IN PROACTIVE SERVICES                                                                                                                       |
|-----------------------|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| Azure – Data Platform | Educate   | WorkshopPLUS - Data AI: SQL Server on Azure Virtual Machines (IaaS) 1 Day - Closed Workshop ( <a href="#">Data Sheet</a> ) R                      |
|                       | Plan      | Activate Data Platform Modernization for OpenSource ( <a href="#">Data Sheet</a> ) R,O                                                            |
|                       | Plan      | Activate Data Platform Modernization for SQL ( <a href="#">Data Sheet</a> ) R,O                                                                   |
|                       | Maintain  | Data Platform Modernization Assessment for SQL ( <a href="#">Data Sheet</a> ) R,O                                                                 |
|                       | Maintain  | Data Platform Modernization Migration Support for SQL ( <a href="#">Data Sheet</a> ) R,O                                                          |
|                       | Maintain  | Data Platform Optimization Post Migration for SQL ( <a href="#">Data Sheet</a> ) R,O                                                              |
| Azure – Developer     | Educate   | WorkshopPLUS - Microsoft Azure: PaaS Solutions for Developers - Closed Workshop ( <a href="#">Data Sheet</a> ) O                                  |
|                       | Educate   | WorkshopPLUS – Azure DevOps Server: Essentials - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                                               |
|                       | Educate   | WorkshopPLUS - Microsoft Azure: Application, Monitoring and Diagnostics for Developers - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O       |
|                       | Educate   | WorkshopPLUS - DevOps: Fundamentals - Closed Workshop ( <a href="#">Data Sheet</a> ) O                                                            |
|                       | Educate   | WorkshopPLUS - Developing Applications: Microservices with Containers - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                        |
|                       | Educate   | WorkshopPLUS - Azure DevOps Services: Essentials - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                                             |
|                       | Educate   | WorkshopPLUS - Azure DevOps Services: Essentials - Git with Command Line 1 Day with Labs - Closed Workshop ( <a href="#">Data Sheet</a> ) R       |
|                       | Educate   | WorkshopPLUS - Azure DevOps Services: Essentials - Git with Visual Studio 1 Day with Labs - Closed Workshop ( <a href="#">Data Sheet</a> ) R      |
|                       | Educate   | WorkshopPLUS - Azure DevOps Services: Essentials - Git with Visual Studio Code 1 Day with Labs - Closed Workshop ( <a href="#">Data Sheet</a> ) R |
|                       | Educate   | WorkshopPLUS - Modernizing Applications with Containers and Orchestrators - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                    |
|                       | Optimize  | Microsoft Security Code Analysis Extension ( <a href="#">Data Sheet</a> )                                                                         |
|                       | Optimize  | Azure DevOps Services: Continuous Delivery Review ( <a href="#">Data Sheet</a> ) R,O                                                              |
|                       | Implement | Onboarding Accelerator - Deployment and Migration Assistance for Azure DevOps Services ( <a href="#">Data Sheet</a> ) O                           |
|                       | Plan      | Activate Azure with Advanced PaaS Development ( <a href="#">Data Sheet</a> ) R,O                                                                  |
|                       | Plan      | Activate Azure with Dev Ops ( <a href="#">Data Sheet</a> ) O                                                                                      |
|                       | Plan      | Activate Azure with Application Insights ( <a href="#">Data Sheet</a> ) R,O                                                                       |
|                       | Maintain  | Services Insights for Application Security ( <a href="#">Data Sheet</a> ) R                                                                       |
|                       | Maintain  | Services Insights for Developer ( <a href="#">Data Sheet</a> ) R                                                                                  |

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## AZURE

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

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## AZURE

| PRIMARY TECHNOLOGY   | PHASE     | BUILT-IN PROACTIVE SERVICES                                                                                               |
|----------------------|-----------|---------------------------------------------------------------------------------------------------------------------------|
| Azure Infrastructure | Educate   | WorkshopPLUS - Microsoft Azure: Azure Monitor Introduction 1 day - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O     |
|                      | Educate   | WorkshopPLUS - Microsoft Azure: Azure Monitor Visualization 1 day - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O    |
|                      | Educate   | WorkshopPLUS Remote - Microsoft Azure: Automation 1 Day with Lab - Closed Workshop ( <a href="#">Data Sheet</a> ) R       |
|                      | Educate   | WorkshopPLUS Remote - Microsoft Azure: Backup 1 Day with Lab - Closed Workshop ( <a href="#">Data Sheet</a> ) R           |
|                      | Educate   | WorkshopPLUS Remote - Microsoft Azure: Management 1 Day with Lab - Closed Workshop ( <a href="#">Data Sheet</a> ) R       |
|                      | Educate   | WorkshopPLUS Remote - Microsoft Azure: Networking 1 Day with Lab - Closed Workshop ( <a href="#">Data Sheet</a> ) R       |
|                      | Educate   | WorkshopPLUS Remote - Microsoft Azure: Resource Manager 1 Day with Lab - Closed Workshop ( <a href="#">Data Sheet</a> ) R |
|                      | Educate   | WorkshopPLUS Remote - Microsoft Azure: Storage 1 Day with Lab - Closed Workshop ( <a href="#">Data Sheet</a> ) R          |
|                      | Educate   | WorkshopPLUS Remote - Microsoft Azure: Virtual Machines 1 Day with Lab - Closed Workshop ( <a href="#">Data Sheet</a> ) R |
|                      | Implement | Onboarding Accelerator - Microsoft Azure: VMware Solutions ( <a href="#">Data Sheet</a> ) R,O                             |
|                      | Implement | Onboarding Accelerator - Microsoft Azure: Migration - Production Landing Zone ( <a href="#">Data Sheet</a> ) R,O          |
|                      | Implement | Onboarding Accelerator - Microsoft Azure: Disaster Recovery Implementation - Add On ( <a href="#">Data Sheet</a> ) R,O    |
|                      | Implement | Onboarding Accelerator - Microsoft Azure: Migration – Execution ( <a href="#">Data Sheet</a> ) R,O                        |
|                      | Implement | Onboarding Accelerator - Microsoft Azure: Migration - Planning and Assessment ( <a href="#">Data Sheet</a> ) R,O          |
|                      | Implement | Onboarding Accelerator - Microsoft Azure: Disaster Recovery Implementation ( <a href="#">Data Sheet</a> ) R,O             |
|                      | Maintain  | Azure Networking Optimization ( <a href="#">Data Sheet</a> ) R,O                                                          |
|                      | Maintain  | Azure Management and Cost Optimization ( <a href="#">Data Sheet</a> ) R,O                                                 |
|                      | Maintain  | Azure Solution Assessment ( <a href="#">Data Sheet</a> ) R,O                                                              |
|                      | Plan      | Activate Azure with Automation Runbooks ( <a href="#">Data Sheet</a> ) R,O                                                |
|                      | Plan      | Activate Azure with Administration & Governance ( <a href="#">Data Sheet</a> ) R,O                                        |
|                      | Plan      | Activate Azure with Azure Monitor ( <a href="#">Data Sheet</a> ) R,O                                                      |
|                      | Plan      | Activate Azure with Enterprise-grade Networking ( <a href="#">Data Sheet</a> ) R,O                                        |

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## AZURE

| PRIMARY TECHNOLOGY        | PHASE     | BUILT-IN PROACTIVE SERVICES                                                                                                        |
|---------------------------|-----------|------------------------------------------------------------------------------------------------------------------------------------|
| Azure Infrastructure      | Plan      | Activate Azure with Recovery Services ( <a href="#">Data Sheet</a> ) R,O                                                           |
|                           | Plan      | Activate Azure with Hybrid Cloud ( <a href="#">Data Sheet</a> ) O                                                                  |
|                           | Plan      | Architecture Service - Microsoft Azure: Infrastructure ( <a href="#">Data Sheet</a> ) R, O                                         |
|                           | Plan      | Activate Azure with Automated Deployments ( <a href="#">Data Sheet</a> ) R,O                                                       |
|                           | Plan      | Activate Azure Stack with IaaS ( <a href="#">Data Sheet</a> ) R,O                                                                  |
|                           | Plan      | Activate Azure with Virtual Classrooms ( <a href="#">Data Sheet</a> ) R,O                                                          |
|                           | Plan      | Activate Azure with Azure Files ( <a href="#">Data Sheet</a> ) R,O                                                                 |
| Azure Security & Identity | Educate   | WorkshopPLUS - Microsoft Azure: Security Best Practices - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                       |
|                           | Educate   | WorkshopPLUS - Microsoft Azure: Identity 1 Day - Closed Workshop ( <a href="#">Data Sheet</a> ) R                                  |
|                           | Educate   | WorkshopPLUS - Azure Active Directory: Connect Troubleshooting 1 Day With Lab - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O |
|                           | Educate   | WorkshopPLUS - Microsoft Azure: Hybrid Identity - Closed Workshop ( <a href="#">Data Sheet</a> ) O                                 |
|                           | Implement | Onboarding Accelerator - Password-less Authentication ( <a href="#">Data Sheet</a> ) R,O                                           |
|                           | Implement | Onboarding Accelerator - Azure Active Directory: Features Deployment - Add On ( <a href="#">Data Sheet</a> ) R,O                   |
|                           | Implement | Onboarding Accelerator - Azure Active Directory: Features Deployment - Base ( <a href="#">Data Sheet</a> ) R,O                     |
|                           | Maintain  | Security: Azure Security Center - Fundamentals ( <a href="#">Data Sheet</a> ) O                                                    |
|                           | Maintain  | POP - Azure Active Directory: Multi-Factor Authentication (MFA) ( <a href="#">Data Sheet</a> ) O                                   |
|                           | Maintain  | On-Demand Assessment - Azure Active Directory: Remote Engineer ( <a href="#">Data Sheet</a> ) R                                    |
|                           | Maintain  | Security: Azure Information Protection - Fundamentals ( <a href="#">Data Sheet</a> ) O                                             |
|                           | Maintain  | Active Directory Recovery Execution Service for Azure ( <a href="#">Data Sheet</a> ) O                                             |
|                           | Maintain  | On-Demand Assessment - Azure Active Directory: Onsite Engineer ( <a href="#">Data Sheet</a> ) O                                    |
|                           | Maintain  | Security: Azure Sentinel - Fundamentals ( <a href="#">Data Sheet</a> ) O                                                           |
|                           | Plan      | Activate Azure with Conditional Access ( <a href="#">Data Sheet</a> ) R,O                                                          |
|                           | Plan      | Architectural Service - Azure Active Directory: Designing a Secure Cloud Identity ( <a href="#">Data Sheet</a> ) R,O               |
|                           | Plan      | Activate Windows Hello for Business ( <a href="#">Data Sheet</a> ) 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 ( <a href="#">Data Sheet</a> ) O                        |
|                           | Educate                                                                             | WorkshopPLUS Remote - Active Directory: Troubleshooting - Closed Workshop ( <a href="#">Data Sheet</a> ) R                                                    |
|                           | Educate                                                                             | WorkshopPLUS Remote - Active Directory Federation Services: Deployment, Administration and Troubleshooting - Closed Workshop ( <a href="#">Data Sheet</a> ) O |
|                           | Implement                                                                           | Onboarding Accelerator - Deployment and Migration Assistance for Active Directory Base ( <a href="#">Data Sheet</a> ) O                                       |
|                           | Implement                                                                           | Onboarding Accelerator - Deployment and Migration Assistance for Active Directory Lite ( <a href="#">Data Sheet</a> ) R,O                                     |
|                           | Implement                                                                           | Onboarding Accelerator - Deployment and Migration Assistance for Active Directory Add On ( <a href="#">Data Sheet</a> ) O                                     |
|                           | Maintain                                                                            | Offline Assessment for Active Directory ( <a href="#">Data Sheet</a> ) O                                                                                      |
|                           | Maintain                                                                            | On-Demand Assessment - Active Directory: Remote Engineer ( <a href="#">Data Sheet</a> ) R                                                                     |
|                           | Maintain                                                                            | Active Directory Federation Services Assessment ( <a href="#">Data Sheet</a> ) R,O                                                                            |
|                           | Maintain                                                                            | On-Demand Assessment - Active Directory: Onsite Engineer ( <a href="#">Data Sheet</a> ) O                                                                     |
|                           | Maintain                                                                            | Active Directory Recovery Execution Service On-Premises ( <a href="#">Data Sheet</a> ) O                                                                      |
| Maintain                  | Active Directory Recovery Execution Service Remote ( <a href="#">Data Sheet</a> ) R |                                                                                                                                                               |
| Developer – Visual Studio | Educate                                                                             | WorkshopPLUS Remote – DevOps: Fundamentals – Closed Workshop ( <a href="#">Data Sheet</a> ) O                                                                 |
| Business Intelligence     | Educate                                                                             | WorkshopPLUS - Data AI: Business Analytics with Power BI - Closed Workshop ( <a href="#">Data Sheet</a> ) R                                                   |
|                           | Educate                                                                             | WorkshopPLUS - Data AI: Reporting Services and Power BI Report Server - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                                    |
|                           | Educate                                                                             | WorkshopPLUS - Data AI: Advanced Data Analytics with Power BI - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                                            |
|                           | Educate                                                                             | WorkshopPLUS Remote - Data AI: Business Analytics with Power BI - Closed Workshop ( <a href="#">Data Sheet</a> ) R                                            |
|                           | Educate                                                                             | WorkshopPLUS - Data AI: Enterprise Business Intelligence (BI) with Azure Analysis Services - Closed Workshop ( <a href="#">Data Sheet</a> ) O,R               |
|                           | Plan                                                                                | Activate Business Analytics with Power BI ( <a href="#">Data Sheet</a> ) O                                                                                    |
|                           | Maintain                                                                            | Power BI Assessment ( <a href="#">Data Sheet</a> ) R,O                                                                                                        |
|                           | Maintain                                                                            | Power BI Clinic ( <a href="#">Data Sheet</a> ) 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 ( <a href="#">Data Sheet</a> ) R,O                      |
|                    | Educate                                                                                                                      | WorkshopPLUS - Dynamics 365 Customer Engagement: Administration and Troubleshooting for On-Premises Deployments - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O |
|                    | Educate                                                                                                                      | WorkshopPLUS - Dynamics 365 Customer Engagement: Development - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                                                    |
|                    | Educate                                                                                                                      | WorkshopPLUS - Dynamics 365 Customer Engagement: Administration 1 Day with Lab - Closed Workshop ( <a href="#">Data Sheet</a> ) R                                    |
|                    | Educate                                                                                                                      | WorkshopPLUS - Dynamics 365 Customer Engagement: Customizations 1 Day with Lab - Closed Workshop ( <a href="#">Data Sheet</a> ) R                                    |
|                    | Educate                                                                                                                      | WorkshopPLUS - Dynamics 365 Customer Engagement: Email and Collaboration 1 Day with Lab - Closed Workshop ( <a href="#">Data Sheet</a> ) R                           |
|                    | Educate                                                                                                                      | WorkshopPLUS - Dynamics 365: Adoption Scenario Workshop - Closed Workshop ( <a href="#">Data Sheet</a> ) O                                                           |
|                    | Educate                                                                                                                      | WorkshopPLUS - Dynamics 365 Customer Engagement: Reporting 1 Day with Lab - Closed Workshop ( <a href="#">Data Sheet</a> ) R                                         |
|                    | Educate                                                                                                                      | WorkshopPLUS - Dynamics 365 for Finance and Operations: Integration - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                                             |
|                    | Educate                                                                                                                      | WorkshopPLUS - Dynamics 365 Customer Engagement: Troubleshooting 1 Day with Lab - Closed Workshop ( <a href="#">Data Sheet</a> ) R                                   |
|                    | Educate                                                                                                                      | WorkshopPLUS - Dynamics 365 for Finance and Operations: Extensibility 1 Day with Lab - Closed Workshop ( <a href="#">Data Sheet</a> ) R                              |
|                    | Educate                                                                                                                      | WorkshopPLUS - Dynamics 365 Customer Engagement: PowerApps & Flow 1 Day with Lab - Closed Workshop ( <a href="#">Data Sheet</a> ) R                                  |
|                    | Educate                                                                                                                      | WorkshopPLUS - Dynamics 365 for Finance and Operations: Cloud Transition 1 Day - Closed Workshop ( <a href="#">Data Sheet</a> ) R                                    |
|                    | Educate                                                                                                                      | WorkshopPLUS - Dynamics 365 for Finance and Operations: Machine Learning 1 Day with Lab - Closed Workshop ( <a href="#">Data Sheet</a> ) R                           |
|                    | Educate                                                                                                                      | WorkshopPLUS - Dynamics 365 for Finance and Operations: Regression Suite Automation Tool 1 Day with Lab - Closed Workshop ( <a href="#">Data Sheet</a> ) R           |
|                    | Educate                                                                                                                      | WorkshopPLUS - Dynamics 365 for Finance and Operations: Development Foundations - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                                 |
|                    | Educate                                                                                                                      | WorkshopPLUS - Dynamics 365 for Finance and Operations: Advanced Development - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                                    |
|                    | Educate                                                                                                                      | WorkshopPLUS - Dynamics 365 Customer Engagement: DevOps 1 Day with Lab - Closed Workshop ( <a href="#">Data Sheet</a> ) R                                            |
|                    | Maintain                                                                                                                     | Dynamics 365 Customer Engagement: PowerApps Checker Advisory ( <a href="#">Data Sheet</a> ) R                                                                        |
|                    | Maintain                                                                                                                     | Dynamics 365 for Finance and Operations Assessment: Remote Engineer ( <a href="#">Data Sheet</a> ) R                                                                 |
| Maintain           | Office 365 Network Performance Assessment: Dynamics 365 for Finance and Operations Add-on ( <a href="#">Data Sheet</a> ) R,O |                                                                                                                                                                      |
| Maintain           | Dynamics 365 Customer Engagement: Code Review ( <a href="#">Data Sheet</a> ) R,O                                             |                                                                                                                                                                      |
| Maintain           | Dynamics 365 Customer Engagement: Performance Review for On-Premises Deployments ( <a href="#">Data Sheet</a> ) R,O          |                                                                                                                                                                      |

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| PRIMARY TECHNOLOGY        | PHASE     | BUILT-IN PROACTIVE SERVICES                                                                                                   |
|---------------------------|-----------|-------------------------------------------------------------------------------------------------------------------------------|
| Dynamics 365              | Maintain  | Dynamics 365 Customer Engagement Assessment ( <a href="#">Data Sheet</a> ) R                                                  |
|                           | Maintain  | Dynamics 365 Customer Engagement: Code Review Premium ( <a href="#">Data Sheet</a> ) R,O                                      |
|                           | Maintain  | Dynamics 365 Customer Engagement: Performance Review ( <a href="#">Data Sheet</a> ) R                                         |
|                           | Maintain  | Activate Dynamics 365 Customer Engagement Test Automation with EasyRepro ( <a href="#">Data Sheet</a> ) R,O                   |
|                           | Maintain  | Dynamics 365 for Finance and Operations: Business Intelligence Hands on Lab ( <a href="#">Data Sheet</a> ) R,O                |
|                           | Maintain  | Dynamics 365 for Finance and Operations: Code Review ( <a href="#">Data Sheet</a> ) R                                         |
|                           | Maintain  | Dynamics 365 for Finance and Operations: Performance Review *** ( <a href="#">Data Sheet</a> ) R                              |
|                           | Maintain  | Office 365 Network Performance Assessment: Dynamics 365 Add-on ( <a href="#">Data Sheet</a> ) R,O                             |
| Dynamics AX               | Maintain  | Dynamics AX: Performance Hands on Lab ( <a href="#">Data Sheet</a> ) O                                                        |
|                           | Maintain  | Dynamics AX: Performance Review ( <a href="#">Data Sheet</a> ) R,O                                                            |
|                           | Maintain  | Dynamics AX: Code Review ( <a href="#">Data Sheet</a> ) R,O                                                                   |
| Enterprise Mobility Suite | Educate   | WorkshopPLUS - Enterprise Mobile Device Management with Microsoft Intune - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O |
|                           | Educate   | WorkshopPLUS - System Center Configuration Manager: Cloud Features 1 day - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O |
|                           | Plan      | Activate Enterprise Mobility + Security ( <a href="#">Data Sheet</a> ) O                                                      |
|                           | Implement | Onboarding Accelerator - Implementing Microsoft Intune Features Base ( <a href="#">Data Sheet</a> ) R                         |
|                           | Implement | Onboarding Accelerator - Implementing Microsoft Intune Features Premium ( <a href="#">Data Sheet</a> ) R,O                    |
|                           | Implement | Onboarding Accelerator - Implementing Microsoft Intune Features Add On ( <a href="#">Data Sheet</a> ) R                       |



# Microsoft Unified Support Built-In Proactive Services List



| PRIMARY TECHNOLOGY            | PHASE     | BUILT-IN PROACTIVE SERVICES                                                                                                         |
|-------------------------------|-----------|-------------------------------------------------------------------------------------------------------------------------------------|
| Exchange Server               | Educate   | WorkshopPLUS - Exchange Server: Migration from Previous Exchange Versions - Closed Workshop ( <a href="#">Data Sheet</a> ) O,R      |
|                               | Educate   | WorkshopPLUS Remote - Exchange Server: Administration and Troubleshooting - Closed Workshop *** ( <a href="#">Data Sheet</a> ) R    |
|                               | Implement | Onboarding Accelerator - Deployment and Migration Assistance for Exchange Server Add On ( <a href="#">Data Sheet</a> ) O            |
|                               | Maintain  | Offline Assessment for Exchange Server ( <a href="#">Data Sheet</a> ) O                                                             |
|                               | Maintain  | Offline Assessment for Exchange Server Security ( <a href="#">Data Sheet</a> ) O                                                    |
|                               | Maintain  | On-Demand Assessment - Exchange Server Security: Onsite Engineer ( <a href="#">Data Sheet</a> ) O                                   |
|                               | Maintain  | On-Demand Assessment - Exchange Server Security: Remote Engineer ( <a href="#">Data Sheet</a> ) R                                   |
|                               | Maintain  | Exchange Recovery Execution Service (ExRES) – Foundation ( <a href="#">Data Sheet</a> ) O                                           |
|                               | Maintain  | On-Demand Assessment - Exchange Server: Remote Engineer ( <a href="#">Data Sheet</a> ) R                                            |
| Hyper-V                       | Maintain  | Offline Assessment for Hyper-V ( <a href="#">Data Sheet</a> ) O                                                                     |
|                               | Educate   | WorkshopPLUS - Windows Server 2016: Hyper-V - Closed Workshop ( <a href="#">Data Sheet</a> ) O,R                                    |
| Internet Information Services | Educate   | WorkshopPLUS Remote - IIS: Administration, Troubleshooting and Best Practices - Closed Workshop ( <a href="#">Data Sheet</a> ) R    |
|                               | Maintain  | Offline Assessment for Internet Information Services ( <a href="#">Data Sheet</a> ) O                                               |
|                               | Maintain  | On-Demand Assessment - Internet Information Services: Remote Engineer ( <a href="#">Data Sheet</a> ) R                              |
|                               | Maintain  | On-Demand Assessment - Internet Information Services: Onsite Engineer ( <a href="#">Data Sheet</a> ) O                              |
| Microsoft Identity Manager    | Educate   | WorkshopPLUS - Microsoft Identity Manager: Introduction and Technical Overview - Closed Workshop ( <a href="#">Data Sheet</a> ) O,R |
| Adoption Scenario Workshops   | Educate   | WorkshopPLUS - Microsoft 365: Adoption Scenario Workshop - Closed Workshop ( <a href="#">Data Sheet</a> ) O                         |
|                               | Educate   | WorkshopPLUS - Azure: Adoption Scenario Workshop for IT Professionals - Closed Workshop ( <a href="#">Data Sheet</a> ) O            |
|                               | Educate   | WorkshopPLUS - DevOps: Adoption Scenario Workshop for IT Professionals - Closed Workshop ( <a href="#">Data Sheet</a> ) O           |
|                               | Educate   | WorkshopPLUS - Office 365: Adoption Scenario Workshop for IT Professionals - Closed Workshop ( <a href="#">Data Sheet</a> ) O       |

No Product continued ↓

# 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 ( <a href="#">Data Sheet</a> ) O         |
|                           | Optimize | Servicing and Update Management Process Planning for Windows Client ( <a href="#">Data Sheet</a> ) O     |
|                           | Optimize | Modern Service Management Cloud Success Plan Add On ( <a href="#">Data Sheet</a> ) R                     |
|                           | Optimize | Modern Service Management Governance for Office 365 ( <a href="#">Data Sheet</a> ) O                     |
|                           | Optimize | Remediation Checkup Services ( <a href="#">Data Sheet</a> ) O,R                                          |
|                           | Optimize | Major Incident Response Plan (MIRP) ( <a href="#">Data Sheet</a> )                                       |
|                           | Optimize | Modern Service Management Operational Roles and Tasks for Office 365 ( <a href="#">Data Sheet</a> ) O    |
|                           | Optimize | Modern Service Management Cloud Success Plan for Office 365 ( <a href="#">Data Sheet</a> ) R             |
|                           | Optimize | Change Readiness Assessment ( <a href="#">Data Sheet</a> ) O                                             |
|                           | Optimize | Modern Service Management Operational Roles and Tasks ( <a href="#">Data Sheet</a> ) O                   |
|                           | Optimize | Modern Service Management Foundations for Azure ( <a href="#">Data Sheet</a> ) O                         |
|                           | Optimize | Servicing and Update Management Strategy and Roadmap ( <a href="#">Data Sheet</a> ) O                    |
|                           | Optimize | Modern Service Management Operational Roles and Tasks for Dynamics 365 ( <a href="#">Data Sheet</a> ) O  |
|                           | Optimize | Modern Service Management Cloud Success Plan Premium ( <a href="#">Data Sheet</a> ) O                    |
|                           | Optimize | Modern Service Management Value Stream Mapping for IT Services ( <a href="#">Data Sheet</a> ) O          |
|                           | Optimize | Servicing and Update Management Process Planning for Office 365 ProPlus ( <a href="#">Data Sheet</a> ) O |
|                           | Optimize | Modern Service Management Foundations for Office 365 ( <a href="#">Data Sheet</a> ) O                    |
|                           | Optimize | Modern Service Management Cloud Success Plan for Azure ( <a href="#">Data Sheet</a> ) R                  |
|                           | Optimize | Modern Service Management Governance for Azure ( <a href="#">Data Sheet</a> ) O                          |
|                           | Optimize | Modern Service Management Strategy and Roadmap for Office 365 ( <a href="#">Data Sheet</a> ) 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 ( <a href="#">Data Sheet</a> ) R               |
|                    | Educate                                                                                                                             | WorkshopPLUS - Office 365 SharePoint Online: Administration and Configuration - Closed Workshop ( <a href="#">Data Sheet</a> ) O             |
|                    | Educate                                                                                                                             | WorkshopPLUS - Office 365 Exchange Online: Troubleshooting - Closed Workshop ( <a href="#">Data Sheet</a> ) R                                |
|                    | Educate                                                                                                                             | WorkshopPLUS - Office 365: Security and Compliance - Closed Workshop ( <a href="#">Data Sheet</a> ) O                                        |
|                    | Educate                                                                                                                             | WorkshopPLUS - Office 365 SharePoint Online: Hybrid - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                                     |
|                    | Educate                                                                                                                             | WorkshopPLUS - Office 365: Networking Foundations - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                                       |
|                    | Educate                                                                                                                             | WorkshopPLUS - Office 365 SharePoint Online: PowerApps and Flow for Administrators - Closed Workshop ( <a href="#">Data Sheet</a> ) O        |
|                    | Educate                                                                                                                             | WorkshopPLUS - Office 365: Groups Administration - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                                        |
|                    | Educate                                                                                                                             | WorkshopPLUS - OneDrive for Business: Administration 1 Day - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                              |
|                    | Educate                                                                                                                             | WorkshopPLUS - Office 365: Usage Reporting - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                                              |
|                    | Educate                                                                                                                             | WorkshopPLUS - Office 365: Content Search and eDiscovery Case Management 1 Day - Closed Workshop ( <a href="#">Data Sheet</a> ) O            |
|                    | Educate                                                                                                                             | WorkshopPLUS - Office 365: SharePoint Online Troubleshooting - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                            |
|                    | Educate                                                                                                                             | WorkshopPLUS - Office 365: Helpdesk Troubleshooting 1 Day - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                               |
|                    | Educate                                                                                                                             | WorkshopPLUS - Office 365: Bandwidth Estimation 1 Day with Lab - Closed Workshop ( <a href="#">Data Sheet</a> ) R                            |
|                    | Educate                                                                                                                             | WorkshopPLUS Remote - Office 365 Exchange Online: Administration and Configuration - Closed Workshop ( <a href="#">Data Sheet</a> ) R        |
|                    | Educate                                                                                                                             | WorkshopPLUS Remote - Office 365 SharePoint Online: Administration and Configuration - Closed Workshop ( <a href="#">Data Sheet</a> ) R      |
|                    | Educate                                                                                                                             | WorkshopPLUS Remote - Office 365 Exchange Online: Troubleshooting - Closed Workshop ( <a href="#">Data Sheet</a> ) R                         |
|                    | Educate                                                                                                                             | WorkshopPLUS - Office 365 Technical Update Briefing: Dedicated Session 1 Day - Closed Workshop ( <a href="#">Data Sheet</a> ) R              |
|                    | Educate                                                                                                                             | WorkshopPLUS Remote - Office 365 SharePoint Online: PowerApps and Flow for Administrators - Closed Workshop ( <a href="#">Data Sheet</a> ) R |
|                    | Educate                                                                                                                             | WorkshopPLUS Remote - Office 365: Security and Compliance - Closed Workshop ( <a href="#">Data Sheet</a> ) R                                 |
| Educate            | WorkshopPLUS - Microsoft Power Automate: Power User 1 Day with Lab - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O             |                                                                                                                                              |
| Educate            | WorkshopPLUS - Office 365 SharePoint Online: Tuning Performance 1 Day with Lab - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O |                                                                                                                                              |
| Educate            | WorkshopPLUS - Office 365 ProPlus: Deployment 1 Day with Lab - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                   |                                                                                                                                              |

# Microsoft Unified Support Built-In Proactive Services List



| PRIMARY TECHNOLOGY | PHASE                                                                                          | BUILT-IN PROACTIVE SERVICES                                                                                                                |
|--------------------|------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| Office 365         | Educate                                                                                        | WorkshopPLUS - Power Platform - PowerApps for Power User 1 Day with Lab - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O               |
|                    | Educate                                                                                        | WorkshopPLUS - Office 365: Advanced Threat Protection 1 Day - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                           |
|                    | Educate                                                                                        | WorkshopPLUS Remote - Office 365: Content Search and eDiscovery Case Management 1 Day - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O |
|                    | Educate                                                                                        | WorkshopPLUS - Office 365 SharePoint Online: Power User - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                               |
|                    | Plan                                                                                           | Activate Microsoft Teams ( <a href="#">Data Sheet</a> ) R                                                                                  |
|                    | Plan                                                                                           | Activate – Power Platform: Building a Power App ( <a href="#">Data Sheet</a> ) R                                                           |
|                    | Plan                                                                                           | Activate Modern Sharepoint ( <a href="#">Data Sheet</a> ) O                                                                                |
|                    | Implement                                                                                      | Onboarding Accelerator - Office 365 Security and Compliance - Add-on ( <a href="#">Data Sheet</a> ) R                                      |
|                    | Implement                                                                                      | Onboarding Accelerator - Office 365 Security and Compliance – Base ( <a href="#">Data Sheet</a> ) R                                        |
|                    | Implement                                                                                      | Onboarding Accelerator - Office 365 Security and Compliance – Premium ( <a href="#">Data Sheet</a> ) R,O                                   |
|                    | Maintain                                                                                       | On-Demand Assessment - Office 365 Skype and Teams: Remote Engineer ( <a href="#">Data Sheet</a> ) R                                        |
|                    | Maintain                                                                                       | On-Demand Assessment - Office 365 SharePoint: Onsite Engineer ( <a href="#">Data Sheet</a> ) O                                             |
|                    | Maintain                                                                                       | Office 365: Security Optimization Assessment ( <a href="#">Data Sheet</a> ) O                                                              |
|                    | Maintain                                                                                       | On-Demand Assessment - Office 365 Exchange: Onsite Engineer ( <a href="#">Data Sheet</a> ) O                                               |
|                    | Maintain                                                                                       | Office 365 - Hybrid Configuration Assessment for Exchange ( <a href="#">Data Sheet</a> ) O                                                 |
|                    | Maintain                                                                                       | On-Demand Assessment - Office 365 Exchange: Remote Engineer ( <a href="#">Data Sheet</a> ) R                                               |
|                    | Maintain                                                                                       | Office 365 Network Performance Assessment ( <a href="#">Data Sheet</a> ) O                                                                 |
|                    | Maintain                                                                                       | Office 365 ProPlus - Readiness and Remediation ( <a href="#">Data Sheet</a> ) O                                                            |
| Maintain           | On-Demand Assessment - Office 365 SharePoint: Remote Engineer ( <a href="#">Data Sheet</a> ) 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 ( <a href="#">Data Sheet</a> ) R,O                                                                     |
|                       | Educate  | WorkshopPLUS - SQL Server: Features and Administration - Closed Workshop ( <a href="#">Data Sheet</a> ) O                                                                    |
|                       | Educate  | WorkshopPLUS - SQL Server: Performance Tuning and Optimization - Closed Workshop ( <a href="#">Data Sheet</a> ) O                                                            |
|                       | Educate  | WorkshopPLUS - SQL Server: Common Tasks and Solutions for Non SQL Administrators - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                                        |
|                       | Educate  | WorkshopPLUS - SQL Server: AlwaysOn Availability Groups and Failover Cluster Instances - Setup and Configuration - Closed Workshop ( <a href="#">Data Sheet</a> ) O          |
|                       | Educate  | WorkshopPLUS - SQL Server: AlwaysOn Availability Groups and Failover Cluster Instances - Monitoring and Troubleshooting - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O |
|                       | Educate  | WorkshopPLUS - Data AI: SQL Security Essentials - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                                                                         |
|                       | Educate  | WorkshopPLUS - Data AI: SQL Server on Linux - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                                                                             |
|                       | Educate  | WorkshopPLUS - Data AI: SQL Server New Features and Enhancements 1 Day - Closed Workshop ( <a href="#">Data Sheet</a> ) R                                                    |
|                       | Educate  | WorkshopPLUS - SQL Server: Query Optimization 1 Day with Lab - Closed Workshop ( <a href="#">Data Sheet</a> ) R                                                              |
|                       | Educate  | WorkshopPLUS - Data AI: Writing High Performance T-SQL Queries - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                                                          |
|                       | Educate  | WorkshopPLUS Remote - Data AI: Azure SQL Database Essentials - Closed Workshop ( <a href="#">Data Sheet</a> ) R                                                              |
|                       | Educate  | WorkshopPLUS Remote - SQL Server: AlwaysOn Availability Groups and Failover Cluster Instances - Setup and Configuration - Closed Workshop ( <a href="#">Data Sheet</a> ) R   |
|                       | Educate  | WorkshopPLUS Remote - SQL Server: Features and Administration - Closed Workshop ( <a href="#">Data Sheet</a> ) R                                                             |
|                       | Educate  | WorkshopPLUS Remote - SQL Server: Performance Tuning and Optimization - Closed Workshop ( <a href="#">Data Sheet</a> ) R                                                     |
|                       | Maintain | Offline Assessment for SQL Server ( <a href="#">Data Sheet</a> ) O                                                                                                           |
|                       | Maintain | T-SQL Patterns and Practices Review ( <a href="#">Data Sheet</a> ) O                                                                                                         |
|                       | Maintain | On-Demand Assessment - SQL Server: Onsite Engineer ( <a href="#">Data Sheet</a> ) O                                                                                          |
|                       | Maintain | On-Demand Assessment - SQL Server: Remote Engineer ( <a href="#">Data Sheet</a> ) R                                                                                          |
|                       | Maintain | SQL Server Consolidation Assessment ( <a href="#">Data Sheet</a> ) O                                                                                                         |
|                       | Maintain | SQL Server Recovery Execution Service ( <a href="#">Data Sheet</a> ) O                                                                                                       |
|                       | Maintain | SQL Server Performance Tuning and Optimization Clinic ( <a href="#">Data Sheet</a> ) R,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 ( <a href="#">Data Sheet</a> ) R                                              |
|                    | Educate                                                                         | WorkshopPLUS - Windows: Deploying and Managing Bitlocker in the Enterprise - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                        |
|                    | Educate                                                                         | WorkshopPLUS - Securing Windows Active Directory - Closed Workshop ( <a href="#">Data Sheet</a> ) R                                                    |
|                    | Educate                                                                         | WorkshopPLUS - Security: Modern Authentication and Authorization - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                                  |
|                    | Educate                                                                         | WorkshopPLUS Remote - Windows Client: Securing Windows Client - Closed Workshop ( <a href="#">Data Sheet</a> ) O                                       |
|                    | Educate                                                                         | WorkshopPLUS Remote - Windows Server: Managing and Supporting Active Directory Certificate Services - Closed Workshop ( <a href="#">Data Sheet</a> ) O |
|                    | Educate                                                                         | WorkshopPLUS Remote - Security: Securing Windows Server - Closed Workshop <sup>***</sup> ( <a href="#">Data Sheet</a> ) R                              |
|                    | Educate                                                                         | WorkshopPLUS Remote - Securing Windows Active Directory - Closed Workshop ( <a href="#">Data Sheet</a> ) O                                             |
|                    | Educate                                                                         | WorkshopPLUS - Security: Introduction to Modern Authentication 1 Day - Closed Workshop ( <a href="#">Data Sheet</a> ) R                                |
|                    | Implement                                                                       | Onboarding Accelerator - Advanced Threat Detection - Operating Advanced Threat Analytics ( <a href="#">Data Sheet</a> ) O                              |
|                    | Implement                                                                       | Onboarding Accelerator - Securing Lateral Account Movement - Implementing Account Restrictions ( <a href="#">Data Sheet</a> ) O                        |
|                    | Implement                                                                       | Onboarding Accelerator - Securing Lateral Account Movement - Implementing Firewall Restrictions ( <a href="#">Data Sheet</a> ) O                       |
|                    | Implement                                                                       | Onboarding Accelerator - Implementing Visual Auditing Security Toolkit ( <a href="#">Data Sheet</a> ) O                                                |
|                    | Implement                                                                       | Onboarding Accelerator - Advanced Threat Detection - Implementing Advanced Threat Analytics ( <a href="#">Data Sheet</a> ) O                           |
|                    | Implement                                                                       | Onboarding Accelerator - Deployment and Migration Assistance for Active Directory Certificate Services Base ( <a href="#">Data Sheet</a> ) O           |
|                    | Implement                                                                       | Onboarding Accelerator - Implementing Security Baselines - Add On ( <a href="#">Data Sheet</a> ) O                                                     |
|                    | Implement                                                                       | Onboarding Accelerator - Implementing Security Baselines – Base ( <a href="#">Data Sheet</a> ) O                                                       |
|                    | Implement                                                                       | Onboarding Accelerator - Advanced Threat Detection - Implementing and Operating Azure ATP ( <a href="#">Data Sheet</a> ) O                             |
|                    | Implement                                                                       | Onboarding Accelerator - Deployment and Migration Assistance for Active Directory Certificate Services Add On ( <a href="#">Data Sheet</a> ) O         |
|                    | Implement                                                                       | Onboarding Accelerator - Securing Lateral Account Movement - Implementing Local Administrator Password Solution ( <a href="#">Data Sheet</a> ) O       |
| Maintain           | POP - Protecting Against Ransomware ( <a href="#">Data Sheet</a> ) O            |                                                                                                                                                        |
| Maintain           | Enterprise Access Reporting Solution – Complex ( <a href="#">Data Sheet</a> ) R |                                                                                                                                                        |

# Microsoft Unified Support Built-In Proactive Services List



| PRIMARY TECHNOLOGY | PHASE    | BUILT-IN PROACTIVE SERVICES                                                                               |
|--------------------|----------|-----------------------------------------------------------------------------------------------------------|
| Security           | Maintain | POP - Privileged Access Workstation (PAW): Fundamentals ( <a href="#">Data Sheet</a> ) O                  |
|                    | Maintain | Security: Security Incident Management – Fundamentals ( <a href="#">Data Sheet</a> ) O                    |
|                    | Maintain | Offline Assessment for Active Directory Security ( <a href="#">Data Sheet</a> ) O                         |
|                    | Maintain | On-Demand Assessment - Windows Server Security: Onsite Engineer ( <a href="#">Data Sheet</a> )            |
|                    | Maintain | Security: Cloud App Security – Fundamentals ( <a href="#">Data Sheet</a> ) O                              |
|                    | Maintain | Security: Microsoft Defender Advanced Threat Protection – Fundamentals ( <a href="#">Data Sheet</a> ) O   |
|                    | Maintain | Offline Assessment for Windows Client Security ( <a href="#">Data Sheet</a> ) O                           |
|                    | Maintain | On-Demand Assessment - Active Directory Security: Remote Engineer ( <a href="#">Data Sheet</a> ) R        |
|                    | Maintain | On-Demand Assessment - Active Directory Security: Remote/Onsite Engineer ( <a href="#">Data Sheet</a> ) O |
|                    | Maintain | Software Update Management Technical Implementation ( <a href="#">Data Sheet</a> ) O                      |
|                    | Maintain | Offline Assessment for SQL Server Security ( <a href="#">Data Sheet</a> ) O                               |
|                    | Maintain | Offline Assessment for Windows Server Security ( <a href="#">Data Sheet</a> ) O                           |
|                    | Maintain | POP - Active Directory Delegation (POPADD) ( <a href="#">Data Sheet</a> ) O                               |
|                    | Maintain | Security: Active Directory Certificate Services – Fundamentals ( <a href="#">Data Sheet</a> ) O           |
|                    | Maintain | Active Directory Certificate Services Assessment ( <a href="#">Data Sheet</a> ) O                         |
|                    | Maintain | POP - Securing Lateral Account Movement (SLAM) ( <a href="#">Data Sheet</a> ) O                           |
|                    | Maintain | On-Demand Assessment - Windows Server Security: Remote Engineer ( <a href="#">Data Sheet</a> ) R          |
|                    | Maintain | Security: Modern Workplace Threat Protection – Fundamentals ( <a href="#">Data Sheet</a> ) O              |
|                    | Maintain | Security: Delegation and Hybrid Identity ( <a href="#">Data Sheet</a> ) O                                 |
|                    | Maintain | Microsoft Remote Desktop Services Health Check ( <a href="#">Data Sheet</a> ) O                           |

# Microsoft Unified Support Built-In Proactive Services List



| PRIMARY TECHNOLOGY                  | PHASE                                                     | BUILT-IN PROACTIVE SERVICES                                                                                                                          |
|-------------------------------------|-----------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| Sharepoint                          | Educate                                                   | WorkshopPLUS - SharePoint: Power User - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                                                           |
|                                     | Educate                                                   | WorkshopPLUS - SharePoint: Troubleshooting and Performance - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                                      |
|                                     | Educate                                                   | WorkshopPLUS - SharePoint: Developer - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                                                            |
|                                     | Educate                                                   | WorkshopPLUS Remote - SharePoint Server: Administration - Closed Workshop ( <a href="#">Data Sheet</a> ) R                                           |
|                                     | Implement                                                 | Onboarding Accelerator - Deployment and Migration Assistance for SharePoint Server - Add On ( <a href="#">Data Sheet</a> ) O                         |
|                                     | Implement                                                 | Onboarding Accelerator - Deployment and Migration Assistance for SharePoint Server – Base *** ( <a href="#">Data Sheet</a> ) O                       |
|                                     | Maintain                                                  | Offline Assessment for SharePoint Server ( <a href="#">Data Sheet</a> ) O                                                                            |
|                                     | Maintain                                                  | SharePoint: Recovery Execution Service ( <a href="#">Data Sheet</a> ) O                                                                              |
|                                     | Maintain                                                  | On-Demand Assessment - SharePoint Server: Onsite Engineer ( <a href="#">Data Sheet</a> ) O                                                           |
|                                     | Maintain                                                  | On-Demand Assessment - SharePoint Server: Remote Engineer ( <a href="#">Data Sheet</a> ) R                                                           |
| Maintain                            | SharePoint Code Review ( <a href="#">Data Sheet</a> ) R,O |                                                                                                                                                      |
| System Center Configuration Manager | Educate                                                   | WorkshopPLUS - System Center Configuration Manager: Operating System Deployment - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                 |
|                                     | Educate                                                   | WorkshopPLUS - SCVMM 2016: Private Cloud Implementation and Management - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                          |
|                                     | Educate                                                   | WorkshopPLUS - System Center Configuration Manager: Troubleshooting Infrastructure - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O              |
|                                     | Educate                                                   | WorkshopPLUS - System Center Configuration Manager: Troubleshooting Client Features - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O             |
|                                     | Educate                                                   | WorkshopPLUS - Microsoft Endpoint Configuration Manager: Admin Concepts and Cloud Services - Closed Workshop ( <a href="#">Data Sheet</a> ) O        |
|                                     | Educate                                                   | WorkshopPLUS Remote - Microsoft Endpoint Configuration Manager: Admin Concepts and Cloud Services - Closed Workshop ( <a href="#">Data Sheet</a> ) R |
|                                     | Educate                                                   | WorkshopPLUS - Microsoft Endpoint Manager: Advanced Concepts and Cloud Services - Closed Workshop ( <a href="#">Data Sheet</a> ) O                   |
|                                     | Implement                                                 | Onboarding Accelerator - Implementing Modern Device Management Add On ( <a href="#">Data Sheet</a> ) R                                               |
|                                     | Implement                                                 | Onboarding Accelerator - Deployment and Migration Assistance for System Center Configuration Manager Add On ( <a href="#">Data Sheet</a> ) O         |
|                                     | Implement                                                 | Onboarding Accelerator - Implementing Modern Device Management Base ( <a href="#">Data Sheet</a> ) R                                                 |
|                                     | Implement                                                 | Onboarding Accelerator - Deployment and Migration Assistance for System Center Configuration Manager Base ( <a href="#">Data Sheet</a> ) 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 ( <a href="#">Data Sheet</a> ) R,O                                   |
|                                     | Maintain  | Offline Assessment for Microsoft Endpoint Manager ( <a href="#">Data Sheet</a> ) O                                                          |
|                                     | Maintain  | On-Demand Assessment - Microsoft Endpoint Manager: Onsite Engineer ( <a href="#">Data Sheet</a> ) O                                         |
|                                     | Maintain  | Modern Workplace Compliance Reporting ( <a href="#">Data Sheet</a> ) R,O                                                                    |
|                                     | Maintain  | System Center Configuration Manager and Intune: PowerBI Dashboard Integration ( <a href="#">Data Sheet</a> ) O                              |
|                                     | Maintain  | Modern Workplace Compliance Reporting Subscription ( <a href="#">Data Sheet</a> ) R                                                         |
|                                     | Maintain  | System Center Configuration Manager: Recovery Execution Service ( <a href="#">Data Sheet</a> ) O                                            |
|                                     | Maintain  | On-Demand Assessment - Microsoft Endpoint Manager: Remote Engineer ( <a href="#">Data Sheet</a> ) R                                         |
|                                     | Maintain  | POP - System Center Configuration Manager: Advanced Dashboards ( <a href="#">Data Sheet</a> ) R,O                                           |
|                                     | Maintain  | System Center Configuration Manager and Intune: Power BI Dashboard Integration – Base ( <a href="#">Data Sheet</a> ) R                      |
| System Center Operations Manager    | Educate   | WorkshopPLUS Remote - System Center Operations Manager: Configuration and Administration - Closed Workshop ( <a href="#">Data Sheet</a> ) R |
|                                     | Educate   | Onboarding Accelerator - Deployment and Migration Assistance for System Center Operations Manager Add On ( <a href="#">Data Sheet</a> ) O   |
|                                     | Educate   | Onboarding Accelerator - Deployment and Migration Assistance for System Center Operations Manager Base ( <a href="#">Data Sheet</a> ) O     |
|                                     | Educate   | Onboarding Accelerator - Deployment and Migration Assistance for System Center Operations Manager Lite ( <a href="#">Data Sheet</a> ) O     |
|                                     | Educate   | Offline Assessment for System Center Operations Manager ( <a href="#">Data Sheet</a> ) O                                                    |
|                                     | Educate   | On-Demand Assessment - System Center Operations Manager: Remote Engineer ( <a href="#">Data Sheet</a> ) R                                   |
|                                     | Implement | On-Demand Assessment - System Center Operations Manager: Onsite Engineer ( <a href="#">Data Sheet</a> ) O                                   |

# Microsoft Unified Support Built-In Proactive Services List



| PRIMARY TECHNOLOGY | PHASE                                                                                            | BUILT-IN PROACTIVE SERVICES                                                                                             |
|--------------------|--------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| Teams              | Educate                                                                                          | WorkshopPLUS - Microsoft Teams: End User 1 Day with Lab - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O            |
|                    | Educate                                                                                          | WorkshopPLUS - Office 365: Microsoft Teams Administration 1 Day - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O    |
|                    | Maintain                                                                                         | On-Demand Assessment - Lync/Skype for Business Server: Onsite Engineer ( <a href="#">Data Sheet</a> ) O                 |
|                    | Maintain                                                                                         | On-Demand Assessment - Lync/Skype for Business Server: Remote Engineer ( <a href="#">Data Sheet</a> ) R                 |
|                    | Maintain                                                                                         | Accelerate - Microsoft Teams Governance, Security and Compliance ( <a href="#">Data Sheet</a> ) R,O                     |
|                    | Maintain                                                                                         | Microsoft Teams Media Quality Assessment ( <a href="#">Data Sheet</a> ) O                                               |
|                    | Maintain                                                                                         | Office 365: Skype for Business Online Media Quality Assessment ( <a href="#">Data Sheet</a> ) R                         |
|                    | Maintain                                                                                         | Offline Assessment for Lync/Skype for Business Server ( <a href="#">Data Sheet</a> ) O                                  |
| Windows Client     | Educate                                                                                          | WorkshopPLUS - Windows 10 Client: New Features and Upgrade - Closed Workshop ( <a href="#">Data Sheet</a> ) O           |
|                    | Educate                                                                                          | WorkshopPLUS - Windows Client: Modern PC Management - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                |
|                    | Educate                                                                                          | WorkshopPLUS Remote - Windows 10 Client: New Features and Upgrade - Closed Workshop ( <a href="#">Data Sheet</a> ) R    |
|                    | Educate                                                                                          | WorkshopPLUS Remote - Windows Client: Supporting and Troubleshooting - Closed Workshop ( <a href="#">Data Sheet</a> ) O |
|                    | Educate                                                                                          | WorkshopPLUS - Windows Client: Technical Update Briefing 1 Day - Closed Workshop ( <a href="#">Data Sheet</a> ) O       |
|                    | Implement                                                                                        | Onboarding Accelerator - Always On VPN for Windows 10 Add On ( <a href="#">Data Sheet</a> ) R,O                         |
|                    | Implement                                                                                        | Onboarding Accelerator - Always On VPN for Windows 10 ( <a href="#">Data Sheet</a> ) O                                  |
|                    | Implement                                                                                        | Onboarding Accelerator - Deployment and Migration Assistance for Windows Client Add On ( <a href="#">Data Sheet</a> ) O |
|                    | Implement                                                                                        | Onboarding Accelerator - Deployment and Migration Assistance for Windows Client Lite ( <a href="#">Data Sheet</a> ) O   |
|                    | Implement                                                                                        | Onboarding Accelerator - Deployment and Migration Assistance for Windows Client Base ( <a href="#">Data Sheet</a> ) O   |
|                    | Maintain                                                                                         | Offline Assessment for Windows Desktop ( <a href="#">Data Sheet</a> ) O                                                 |
|                    | Maintain                                                                                         | Offline Assessment for Group Policy Object ( <a href="#">Data Sheet</a> ) O                                             |
|                    | Maintain                                                                                         | On-Demand Assessment - Windows Client: Remote Engineer ( <a href="#">Data Sheet</a> ) R                                 |
|                    | Maintain                                                                                         | POP - Windows Client BootXRay ( <a href="#">Data Sheet</a> ) O                                                          |
|                    | Maintain                                                                                         | On-Demand Assessment - Windows Client Security: Onsite Engineer ( <a href="#">Data Sheet</a> ) O                        |
| Maintain           | On-Demand Assessment - Windows Client: Onsite Engineer ( <a href="#">Data Sheet</a> ) O          |                                                                                                                         |
| Maintain           | On-Demand Assessment - Windows Client Security: Remote Engineer ( <a href="#">Data Sheet</a> ) R |                                                                                                                         |

# Microsoft Unified Support Built-In Proactive Services List



| PRIMARY TECHNOLOGY | PHASE                                                                                   | BUILT-IN PROACTIVE SERVICES                                                                                                         |
|--------------------|-----------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| Windows Server     | Educate                                                                                 | WorkshopPLUS - Windows Server: Group Policy Administration and Troubleshooting - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O |
|                    | Educate                                                                                 | WorkshopPLUS - Windows PowerShell: Desired State Configuration - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                 |
|                    | Educate                                                                                 | WorkshopPLUS - Windows Server: Vital Signs - Part 1 - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                            |
|                    | Educate                                                                                 | WorkshopPLUS - Windows Server: Vital Signs - Part 2 - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                            |
|                    | Educate                                                                                 | WorkshopPLUS - Windows Server: Failover Cluster - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                                |
|                    | Educate                                                                                 | WorkshopPLUS - Windows PowerShell: Foundation Skills - Closed Workshop ( <a href="#">Data Sheet</a> ) O                             |
|                    | Educate                                                                                 | WorkshopPLUS - Windows PowerShell: IT Management - Closed Workshop ( <a href="#">Data Sheet</a> ) O                                 |
|                    | Educate                                                                                 | WorkshopPLUS Remote - Windows Server 2019: New Features and Upgrade - Closed Workshop ( <a href="#">Data Sheet</a> ) O              |
|                    | Educate                                                                                 | WorkshopPLUS - PowerShell Core: Fundamentals - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                                   |
|                    | Educate                                                                                 | WorkshopPLUS - Windows Server 2019: New Features and Upgrade - Closed Workshop ( <a href="#">Data Sheet</a> ) O                     |
|                    | Educate                                                                                 | WorkshopPLUS Remote - Windows PowerShell: Foundation Skills - Closed Workshop ( <a href="#">Data Sheet</a> ) O                      |
|                    | Educate                                                                                 | WorkshopPLUS Remote - Windows PowerShell: IT Management - Closed Workshop ( <a href="#">Data Sheet</a> ) O                          |
|                    | Educate                                                                                 | WorkshopPLUS - Microsoft Azure: Networking Essentials - Closed Workshop ( <a href="#">Data Sheet</a> ) R,O                          |
|                    | Educate                                                                                 | WorkshopPLUS - Windows Server: Technical Update Briefing 1 Day - Closed Workshop ( <a href="#">Data Sheet</a> ) O                   |
|                    | Maintain                                                                                | Offline Assessment for Failover Cluster ( <a href="#">Data Sheet</a> ) O                                                            |
|                    | Maintain                                                                                | Offline Assessment for Windows Server ( <a href="#">Data Sheet</a> ) O                                                              |
|                    | Maintain                                                                                | On-Demand Assessment - Hyper-V: Remote Engineer ( <a href="#">Data Sheet</a> ) R                                                    |
|                    | Maintain                                                                                | On-Demand Assessment - Windows Server: Remote Engineer ( <a href="#">Data Sheet</a> ) R                                             |
|                    | Maintain                                                                                | On-Demand Assessment - Failover Cluster: Onsite Engineer ( <a href="#">Data Sheet</a> ) O                                           |
|                    | Maintain                                                                                | On-Demand Assessment - Hyper-V: Onsite Engineer ( <a href="#">Data Sheet</a> ) O                                                    |
| Maintain           | On-Demand Assessment - Windows Server: Onsite Engineer ( <a href="#">Data Sheet</a> ) 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 ( <a href="#">Data Sheet</a> ) R,O |
|                    | Maintain | .NET Code Review (Remote) - Tier 3 ( <a href="#">Data Sheet</a> ) R                                                                 |
|                    | Maintain | .NET Code Review - Tier 1 ( <a href="#">Data Sheet</a> ) O                                                                          |
|                    | Maintain | .NET Code Review (Remote) - Tier 2 ( <a href="#">Data Sheet</a> ) R                                                                 |
|                    | Maintain | .NET Code Review - Tier 2 ( <a href="#">Data Sheet</a> ) O                                                                          |
|                    | Maintain | .NET Code Review (Remote) - Tier 1 ( <a href="#">Data Sheet</a> ) R                                                                 |
|                    | Maintain | .NET Code Review - Tier 3 ( <a href="#">Data Sheet</a> ) O                                                                          |
|                    | Maintain | .NET Code Review - Add-on ( <a href="#">Data Sheet</a> ) O                                                                          |
|                    | Maintain | .NET Performance Tuning and Optimization ( <a href="#">Data Sheet</a> ) R,O                                                         |
|                    | Maintain | .NET Code Review (Remote) - Add-on ( <a href="#">Data Sheet</a> ) 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 TAM for availability.
- As offering availability changes from time to time please validate current availability of the title you are interested in with your Technical Account Manager.
- For any further questions on this list please contact your Technical Account Manager