

## **2025 Chronology – Microsoft Unified Support Services**

The Department of Information and Instructional Technology (DIIT) requests approval for the annual subscription to Microsoft Unified Support Services to provide ongoing technical assistance, advisory resources, and proactive system management for all Microsoft technologies used by the DeKalb County School District (DCSD). The service supports the district's Microsoft cloud, on-premises, and hybrid environments by ensuring timely issue resolution, maintaining system availability, and addressing security needs.

Microsoft Unified Support includes access to engineering expertise for troubleshooting and system improvements, scheduled health checks, and incident response services. It also provides planning support, staff training resources, and tools to help manage technology operations effectively.

### **Key Services:**

- ***Dedicated Engineering Support***
  - Access to expert Microsoft engineers who can quickly resolve issues with Teams Voice (phone features) and other collaboration tools used by staff and students
  - Forty (40) hours set aside for engineers to work proactively on improving system performance and preventing future problems
- ***Cybersecurity Incident Response***
  - 230 hours of expert help in the event of a cyber incident
  - Support includes planning ahead for emergencies, monitoring for threats, checking systems for signs of compromise, and helping the district recover quickly if an incident occurs
  - Services are delivered by Microsoft's top security specialists, using advanced tools to detect, investigate, and stop cyber threats
- ***Unified Enterprise Base Support***
  - Ongoing advice and troubleshooting help for Microsoft systems
  - Access to quick system check-ups and learning resources to help staff use tools effectively and safely
  - An online portal to request help and track progress
  - Live webcasts and administrative support to assist with day-to-day needs
- ***Proactive Security Services Add-On***
  - 205 proactive credits dedicated to enterprise security initiatives

These services help the district sustain daily instructional and operational activities, respond to technical issues efficiently, and maintain secure, stable technology resources for students and staff.

**Financial Impact:**

| <b>Year</b> | <b>Cost</b>             |
|-------------|-------------------------|
| 2022-23     | \$213,924               |
| 2023-24     | \$221,233.92            |
| 2024-25     | \$235,037.92            |
| 2025-26     | \$278,108.38 requesting |