

# FastTrack for Azure

Service level description

# Microsoft FastTrack for Azure

FastTrack for Azure is a customer success program for organizations with cloud projects. We work with your team to enable rapid, effective solution design and deployment. The program includes tailored guidance from Azure engineers, using proven practices and architectural guides.

## Eligibility criteria

FastTrack for Azure is available to all customers:

- With an active paid Azure subscription.
- With a defined project using a solution FastTrack for Azure supports, with intent to deploy, expected to yield US \$5000 per month of Azure consumption within a year of deployment. A defined project has an executive sponsor, committed customer/partner resources, established success metrics, and clear timelines for start and end of the project.
- Located in an Azure commercially supported region. The following exceptions apply: FastTrack is not available in mainland China. FastTrack is available in Russia, Hong Kong, Taiwan, and Macao by exception and in English only. Engagements in local language are dependent on resource availability.

There is no cost to you for the FastTrack for Azure program.

## Process overview

FastTrack for Azure partners with you to drive your business outcomes and success. Our goal is to empower your IT professionals and development teams to deliver a new breed of IT solutions that meet the fast-changing needs of business today and in the future. To achieve this goal, FastTrack takes a solution-centric approach, providing you with design principles and tools for your solutions: we'll work with you from design to deployment in a development or test environment. When you use FastTrack to help accelerate and deploy solutions on Azure, there are three phases involved in the process:

### **Phase One: Discovery**

Once you've identified your Azure project, you can request your account team or your partner to nominate your project through an online form. That submission sparks a kick-off meeting, to include your account team and deployment partner to validate your eligibility for the program.

## **Phase 2: Solution enablement**

If your project is approved, the FastTrack for Azure engineering team will work with you to identify key stakeholders, validate your requirements, and assess architectural needs to meet your business outcomes.

Microsoft and partner experts will provide guidance, resources, and tools to help you get the most out of Azure – aligning your business and IT needs with Azure capabilities. These services focus on a programmatic approach to building on Azure, starting with core platform services as a part of solution enablement, including management, governance, networking, security, and identity.

A typical project may include the following engagements:

- Configuration guidance for the Azure platform
- Design principles for building applications
- Enablement of proof of concept and development of a test environment
- Solution review of applications and infrastructure for production

## **Phase 3: Deployment**

Microsoft and partner experts will support your team in deploying your solution to a development or test environment.

### **Environment assessments and optimization engagements**

Beyond defined project enablement, FastTrack engineers can work with your team to evaluate optimization opportunities. Common engagements include

- Azure environment review and optimization
- Azure solution optimization review
- Azure solution modernization and extension assessment
- Azure operations and management optimization

# **Responsibilities**

FastTrack for Azure's success is measured by your success.

### **Microsoft's Responsibilities**

- Provide remote support and guidance toward enablement of Azure solutions
- Provide documentation, tools, and automation to help with configuration tasks
- Provide assistance for configuration of Azure platform (IaaS/PaaS)
- Provide architectural guidance and design principles for eligible solutions
- Provide Microsoft resources committed to making your project successful

## **Your Responsibilities**

- Have access to your paid Azure subscription
- Identify appropriate stakeholders - including technical lead, architect, IT operations, developers (as appropriate), and an executive sponsor
- Share existing and proposed application architecture diagrams
- Share the on-premises/Azure network layout diagram as needed
- Create architectural and technical documentation specific to your organization
- Manage, configure, and apply security policies as needed
- Provide hands-on administration, support, and deployment on Azure
- Produce any reports, presentations, or meeting minutes that are specific to your organization
- Provide overall program and project management for your resources
- Manage your deployment or implementation partner, as necessary