

Microsoft 365 Support Scope

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Purpose

This document defines the scope of Microsoft365 (M365) support services provided by Blake Mark Productions. It is designed to remove ambiguity, set clear expectations and prevent scope creep. If a service is not explicitly listed as in scope, it should be assumed to be Out of Scope unless agreed in writing.

Our support focuses on day-to-day Microsoft 365 administration and basic user support. We do not provide hardware support, deep technical investigation, or development-level services.

Supported Microsoft 365 Services

Support applies only to services included within the client's active Microsoft 365 subscription, including (where licensed):

- Microsoft Entra ID (Azure ID)
- Microsoft 365 Admin Centre
- Exchange Online
- SharePoint Online
- OneDrive for Business
- Microsoft Teams
- Microsoft Defender for Office 365 (basic administration only)

In Scope Services

User & Identity Management

- Creating, modifying, and disabling user accounts
- Licence assignment and removal
- Password resets and account unlocks
- Basic multi-factor authentication (MDA) setup and resets
- Guest user creation and removal

Access & Permission Management

- Granting and removing access to:
 - Mailboxes

- Shared mailboxes
- Microsoft Teams
- SharePoint sites and document libraries
- OneDrive folders (basic access requests)
- Managing distribution groups and Microsoft365 groups

Email & Exchange Online Support

- Shared mailbox creation and configuration
- Mail forwarding and auto-replies
- Basic mail flow troubleshooting (e.g. user not receiving emails)
- Adding and managing email aliases

Microsoft Teams Support

- Creating Teams and channels
- Managing team membership and ownership
- Basic Teams configuration support
- Troubleshooting common user issues (access, sign-in, basic functionality)

SharePoint & OneDrive

- Creating SharePoint sites from standard templates
- Managing site access and permissions
- Basic document library structure support
- OneDrive access issues and sharing permissions

Security & Compliance (Basic administration)

- Applying existing security policies
- User-level security actions (e.g. sign-in blocks)
- Assisting with standard Microsoft 365 security features already configured

General Microsoft 365 admin tasks

- Navigating and using the Microsoft 365 admin centre
- Advising on licence requirements (not procurement)
- Routine administrative changes

Out of Scope Services

The following are explicitly excluded from Microsoft 365 support:

Hardware & Device Support

- Laptops, desktops, servers, printers, phones, tablets
- Network infrastructure, Wi-Fi, firewalls, switches

- Device repairs, replacements, or diagnostics

Onsite support

- Any on-premise or in-person support

Advanced technical & investigative work

- Root cause analysis
- Extensive troubleshooting of performance issues
- Deep investigation into recurring or systematic issues
- Tenant-wide audits unless contracted separately

Data & Recovery Services

- Data recovery
- Restoring permanently deleted data outside standard Microsoft retention
- Backup strategy design or implementation

Development & Customisation

- Writing, reviewing, or debugging code
- Power Automate, Power Apps, or custom scripting
- Office add-ins, VBA, access, publisher development
- Third-party integrations

Third-party products & services

- Supporting non-Microsoft applications
- Ensuring compatibility between Microsoft 365 and third-party tools
- Vendor liaison with third-party providers

Microsoft Support Dependency

Our support aligns with Microsoft's standard break-fix support model, which covers issues where Microsoft 365 services fail to operate as intended in their normal course of use.

We do not override Microsoft platform limitations and cannot guarantee resolution where issues fall outside Microsoft's supported scope.

Change Control & Exceptions

Any request outside this scope will be declined, or quoted separately as a one-off or project. No out-of-scope work will be undertaken without written approval.

Review & Updates

This document may be updated periodically to reflect service changes, Microsoft platform updates, or contractual amendments.