

Microsoft®

Microsoft Solutions for Security

Supporting the Windows Server 2003 Security Guide



patterns & practices

proven practices for predictable results

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Table of Contents

Introduction	1
Audience.....	1
Document Expectations	1
Support Model.....	2
Delivery Models.....	3
Professional Support.....	3
Problem Resolution Services.....	3
Advisory Services	3
Premier Support	4

Introduction

This document describes the different support options available for customers who implement the *Windows Server 2003 Security Guide*.

Audience

This document is intended for delivery teams that are implementing the guidance and customers who are supporting and maintaining it.

Document Expectations

The document is designed to provide information on how the software components in the guidance are supported by Microsoft® Support Services (PSS).

Support Model

Microsoft customers can obtain support for the underlying shipping products via three main support packages. Support is also available directly from Microsoft or through a Microsoft Gold Certified partner. For more information about these support packages, see the Microsoft Help and Support Web site at <http://support.microsoft.com/>.

The documentation, scripts, and templates included with this guidance, and the samples included are intended to facilitate the implementation of the guidance in a customer's environment. These files and documents are provided as is. Microsoft does not provide any guarantees for the scripts, tools, and supporting files included with this guide. Please note that all of these should be thoroughly tested in the customers specific test environment prior to rolling them out into a production environment.

Delivery Models

Professional Support

Microsoft Professional Support provides a full range of technical expertise to help you with your support problems or questions. Microsoft Professional Support is subdivided into Problem Resolution Services and Advisory Services.

Problem Resolution Services

Microsoft Problem Resolution Services provide assistance for problems with specific symptoms encountered while using a Microsoft product.

Problem Resolution Services are delivered on an incident basis. A Problem Resolution incident is defined as a single support issue and the reasonable effort needed to resolve it. A single support issue is a problem that cannot be broken down into subordinate issues. You can reach Professional Support at the following numbers:

Table 1.1: Professional Support Telephone Numbers

Professional Support	Phone
Developers	(800) 936-5800
IT Professionals	(800) 936-4900
Partners (resellers/consultants)	(888) 456-5570
Microsoft Certified Partners	(888) 677-9444
Original Equipment Manufacturers	(800) 936-2197
System Builders	(888) 456-5570

If you are working outside of the United States, refer to <http://support.microsoft.com/common/international.aspx> for support.

Advisory Services

Microsoft Advisory Services is a remotely-delivered, consultative support option that adds the element of proactive support, providing a comprehensive result beyond basic product maintenance needs.

Microsoft Advisory Services provides short-term advice and guidance for problems not covered by Problem Resolution Service, as well as requests for consultative assistance for design, development, and deployment issues.

Advisory Services can be reached by telephone at: 1-800-936-5200.

Additional Information can be found at the Web site:

<http://support.microsoft.com/default.aspx?scid=fh;EN-US;OfferProPhone#faq607>.

Premier Support

Microsoft Premier Support for the Enterprise is designed to help large enterprise customers to successfully develop, deploy, and manage business systems built around a broad range of high-quality Microsoft solutions for the server and the desktop. Premier Support provides a proactive account-managed relationship, personalized technical services and fast, expert resolution of technical issues for all Microsoft products any time of the day or night. Premier Support provides a comprehensive suite of services focusing on four key areas of customer needs:

Account Management: Personal account management and advocacy within Microsoft to ensure Premier Support meets the unique needs of your enterprise.

Proactive Services: Planning and skills transfer services aimed at reducing systems management and support costs by helping to prevent problems before they happen.

Premier Online Support: Extensive information services to ensure your staff remains current on technology issues and products.

Responsive Services: Fast, accurate solutions to operational problems around the clock.

For more information, contact your Microsoft account representative, or call Microsoft Enterprise Support Sales at 1-800-936-3200 in the United States, or 1-877-568-2495 in Canada.