

Mission Critical Services for GitHub

Elevated support for your GitHub complex environments

Your complex developer environment requires specialized support. Mission Critical Services for GitHub gives you expedited access to GitHub engineering teams, through your Customer Reliability Engineer, helping you manage your GitHub environment more effectively and with greater levels of confidence.

Build on your Microsoft Unified experience with Mission Critical Services for GitHub, connecting you directly to GitHub engineers while helping you look proactively at your GitHub environment health.



Focus on what matters the most to you

Accelerated Resolution

- 30-min response time, and escalation management for critical incidents
- Incident analysis and prevention through targeted repair items to avoid issue recurrence

Technical Engagement

- Customer Reliability engineer who act as an integral part of your cloud operations team, and advocate for you within GitHub
- Collaboration with GitHub engineering to engage on your critical projects and eliminate technical blockers

Reliability

- Monthly one-on-one administration assistance and quarterly GitHub health checks
- Business continuity and crisis prevention through guided incident simulations that help you prepare for – and experience – an incident without risk



Drive outcomes

Your priorities

Needs a single point of technical escalation and clear insight on moving forward.

Large-scale enablement or difficult deployment configurations.

Have a complex environment and need a specialized support solution.

Outcomes we deliver

Designated Technical Lead who offers you a trusted partnership and helps to proactively prevent issues.

Tailored delivery experience
Quarterly enhanced health checks with findings, interpretations, and recommendations.

Engineering guidance and engagement
Designated experts who act as an integral part of your cloud operations team.