



**Microsoft 365  
for the Digital Workplace  
Guide**

# Contents

► You can jump to each section directly by clicking on the heading.

- 03 Introduction
- 05 The difference between Microsoft 365 and Office 365
- 07 Microsoft 365 Overview
- 08 Subscriptions and licencing
- 08 The difference between Microsoft 365 Business Plans and Enterprise Plans
- 09 Do I need an E or F license?
- 13 Summary
- 15 Included applications
- 19 Security
- 20 Top Ten Tips for Adopting Microsoft 365 Successfully
- 22 Microsoft services (inc MSP services)
- 23 Cantium support
- 24 Microsoft 365 Hosting with Cantium
- 27 Appendices: Microsoft 365 security controls and protocols

# Introduction

As we begin to exit the COVID-19 pandemic, many public sector organisations are planning to utilise a combination of on-site and remote working – a hybrid workplace model. This model promises access to greater talent, increased productivity and improved wellbeing for employees, lower costs and increased flexibility.

**However, how do you get the most from your workforce when the digital workplace is accessible anytime, anywhere?**

At **Cantium Business Solutions**, we firmly believe that ‘work’ is not a place; it is the combination of **people, culture and technology** that enables an organisation to deliver value, not just an office building. The team at Cantium is fully empowered to work **remotely from home or public spaces**, as well as our **offices**. Due to this, our workforce is much less susceptible to disruptive events such as severe weather, transport strikes or recently and most prominently, the Coronavirus pandemic. We’ve created a culture that empowers **our people to work efficiently wherever they may be**. From ICT through to HR, we have the technology and processes in place to maximise productivity and provide flexibility to our workforce.



**If your organisation is on the journey to implementing a digital workplace, the Microsoft 365 suite is a fantastic place to start.**

Firstly, the suite will cover everything your organisation needs to improve the end-user experience, increase collaboration, and enable effective communication between teams. There are subscription options for all types of organisations, providing varying levels of features and functionality. And most importantly, the tools enable your employees to communicate freely and collaborate on projects and day-to-day tasks. Furthermore, the security features and services available within Microsoft 365 are some of the best in the world.

## When you select Cantium as your Solution and Service Partner,

we will ensure that your migration to Microsoft 365 is seamless, backing up your data, reapplying your user permissions, supporting your users and decommissioning your legacy environment.

## We understand that it can be confusing when trying to wrap your head around Microsoft 365 and its features.

So, we've created this guide to provide you with the current state of Microsoft 365, helping you to decide if it is right for your organisation and which licenses you may need. Throughout the guide, we relate to our own experiences and that of our clients, providing a starting point for you to decide how to progress with your infrastructure.

We don't expect you to absorb all the information in this guide, but it should help you understand how Microsoft 365 is central to your digital workplace, empowering your workforce to be more effective and productive than ever before.

## Once you're ready for more, please get in touch with our Microsoft 365 experts.

We will support you in developing a tailored Microsoft 365 adoption roadmap and help with key decisions, including licensing, applications and security.

## You can get in touch with us by:

 [cantium.solutions](https://cantium.solutions)

 03000 411 115

 [sales@cantium.solutions](mailto:sales@cantium.solutions)

Available on

G- Cloud 12 Crown Commercial Service Supplier | Network Services 2 Crown Commercial Service Supplier | Digital Outcomes and Specialists 5 Crown Commercial Service Supplier | Technology Services 3 Crown Commercial Service Supplier | **Bloom\*** \*Opening up procurement\* | **KCS** MANAGED BY SERVICES

# What is the difference between Microsoft 365 and Office 365?

Microsoft have started to rebrand Office 365 as Microsoft 365. Microsoft 365 takes the Office application suite and adds enterprise mobility and security features, as well as Windows 10. This is in line with Microsoft's vision to provide a complete productivity platform and suite for its customers.

The easiest way to understand the differences is to build from the ground up. For this guide, we will assume that you are currently running an on-premises Microsoft Office solution.

**At its most basic level,** Office 365 takes the Office applications that you are used to; Outlook, Word, PowerPoint and Excel, and places them in the cloud – on Microsoft's servers, rather than your own. This model is fantastic as you only pay for the subscription, there is no capital investment in hardware and infrastructure, and Microsoft 365 services are designed to be highly available and resilient to failure.

## **Microsoft 365 takes everything from Office 365 and adds Windows 10 and Mobility and Security options.**

Rather than purchasing, implementing and maintaining a suite of Office applications, you will now find that Microsoft 365 is focused on workforce productivity and collaboration, enterprise-grade management and advanced cloud security features.



# Microsoft 365 adds the following features to your Office 365 application suite



Endpoint and application management



Threat protection



Identity protection and management

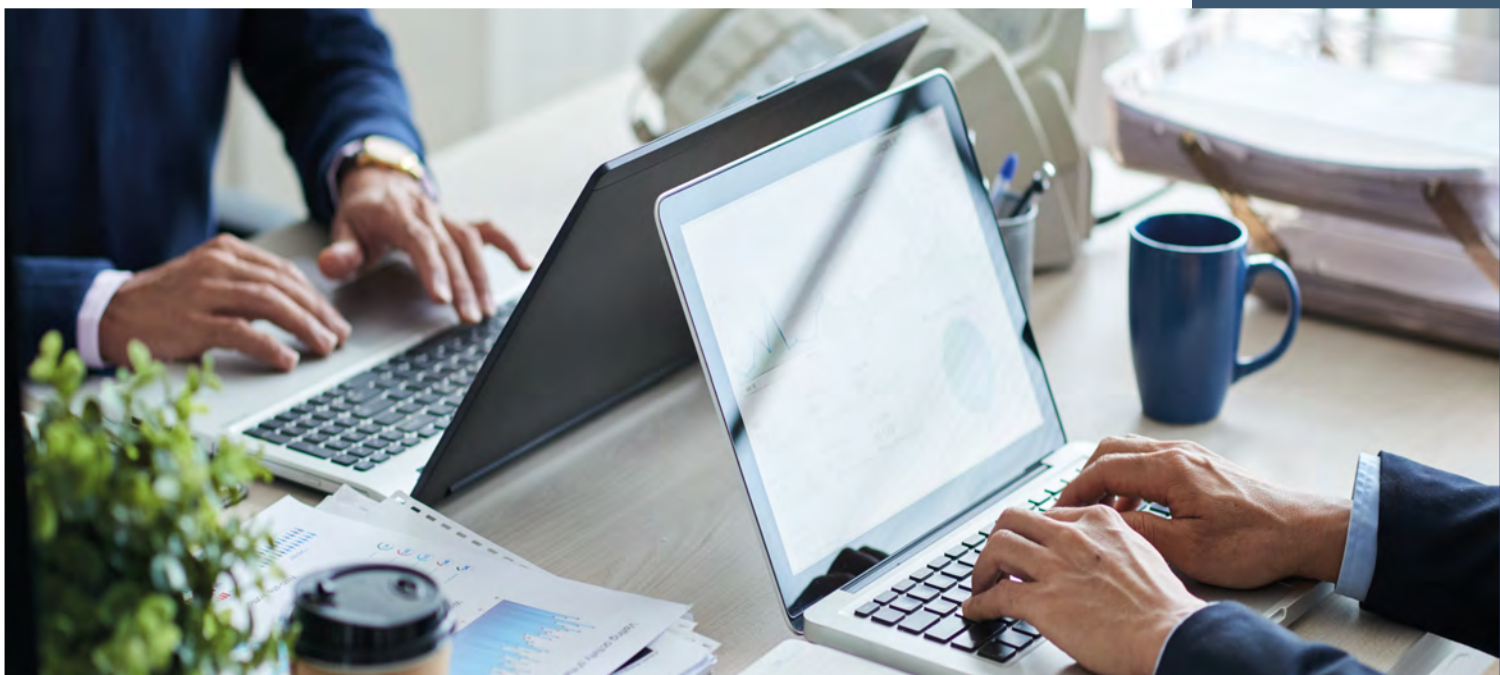


Enhanced cloud security features



Windows 10, Virtual Desktop and Universal Print

Microsoft 365 is charged as a monthly, per-user subscription. This provides you with access to the applications without user support or help to migrate your existing data to Microsoft servers.



# Microsoft 365 Overview

## Access your files from anywhere

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Your files can be accessed **anytime, anywhere** with a **99.9%** uptime commitment. Whether you're on your mobile phone in the Bahamas, or on your desktop in Slough, **you can access your files**, communicate with your colleagues and share your documents with Microsoft 365.

## Improved communication and collaboration

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Microsoft 365 enables you to collaborate on projects with your colleagues with easy options to share your documents, spreadsheets, and presentations. Communication has never been easier with Microsoft Teams, so you can video chat with your team and work on documents simultaneously.

## Business Continuity

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When severe weather hits, does your organisation **struggle** to continue operating efficiently? If another global pandemic strikes, are your employees able to **work from home seamlessly**? Microsoft 365 enables your organisation to continue delivering services, wherever you have an **internet connection**.

## Secure Cloud Storage

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With some of the most advanced security methods in the world, Microsoft 365 keeps your data safe and secure in its cloud storage facilities. There's an entire section on this further in the guide.

## Predictable spend and simple licensing

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As it is charged on a per user per month basis, Microsoft 365 makes it easier to plan your financial budget. If you are an organisation that has its own on-premise Office infrastructure, you have to pay for repairs, maintenance and new infrastructure when it needs to be refreshed. By offloading that responsibility to Microsoft, you're left with a monthly bill to pay, with subscription features that can be increased and decreased to suit your organisation's requirements.

# Subscriptions and Licensing

Microsoft's 365 subscription plans are tailored to the needs of specific organisations. By removing the Microsoft 365 for Government plans, Microsoft has adapted its Enterprise plans to accommodate large organisations of all types. Therefore, most large public sector organisations will require Enterprise plans.

## The difference between Microsoft 365 Business Plans and Enterprise Plans.

Microsoft Business Plans were created with small businesses in mind. Large public sector organisations will be looking at the Microsoft Enterprise subscriptions – Office 365 E1, E3 and E5, Microsoft 365 E3 and E5, and the F1 and F3 front line worker plans.

### All the Microsoft Enterprise Plans come with increased features, aimed at enterprises:



Microsoft Teams PBX and PSTN conferencing (PSTN calling is available as an add-on in E3 and E5)



Advanced Information Protection



Advanced Threat Protection



Active Directory integration



Power BI



Delve Analytics



Litigation Hold



Unlimited archive and mail storage



Enterprise app management



# Do I need an E or F license?

- ▶ **The F1 and F3 licences are created for frontline employees that do not spend much time in front of a computer.**

Because frontline workers have often been left behind when it comes to digital transformation, many lack seamless access to the tools and data they need to be productive. Many resort to using manual systems and consumer technology that may be unknown to ICT, Business Operations, Communications, or Legal. Every unrecognised application or device introduces new levels of risk to your environment.

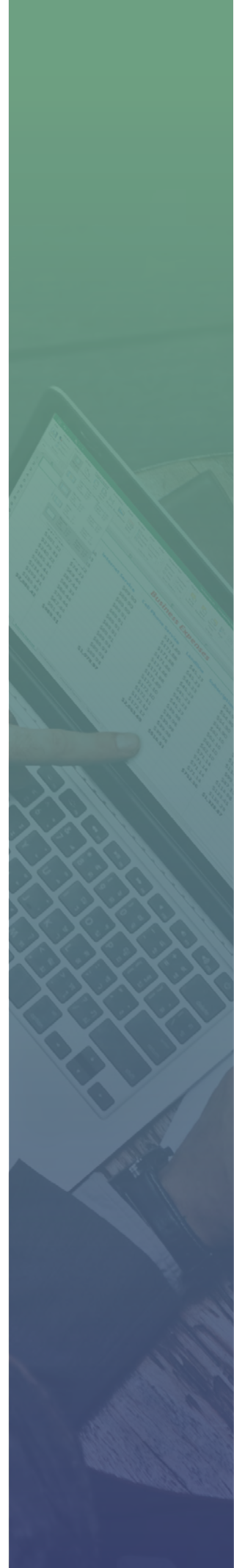
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**If you have employees that do not have a desk at home or the office, are mobile working or do not often require access to a computer, the F licenses could be useful.**

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## Here is a comparison of the F1 and F3 plans.

Service	Microsoft 365 F3	Microsoft 365 F1
Office 365 platform	✓	✓
Exchange Online	✓	✗
SharePoint Online	✓	✓
OneDrive	✓	✓
Office for the web	✓	✗
Office applications	✗	✗
Power BI	✗	✗
Yammer Enterprise	✓	✓
Azure Information Protection	✗	✗



## Key points to note:

### F1

- Office for the web applications are available, but in read-only mode.
- Does not include Microsoft Sway
- Microsoft Planner is included, but other work management applications are not, such as power apps, Forms and To Do.
- Windows 10 enterprise is not included.
- Key security features missing: Microsoft Defender Antivirus and Device Guard, Credential Guard, Direct Access, Windows Information Protection and BitLocker.

### F3

- Exchange online is included without Outlook Desktop Integration or Voicemail.
- Windows 10 Enterprise included and includes cloud management and virtualization.
- Key security features missing from F1 are included in F3: Microsoft Defender Antivirus and Device Guard, Credential Guard, Direct Access, Windows Information Protection and BitLocker.

**If your frontline workers are using paper to complete forms, communicating via external or consumer applications to message each other, such as WhatsApp, then a front line worker subscription could be right for you.**

**F Licences** could enable your frontline workers to use Microsoft Teams to communicate with each other, access meetings and conferences virtually, and update their calendar with their schedules.

In many cases, **F licenses** will not contain enough power for an organisation. This is where the **E licenses** come into play, upgrading your employees' ability to collaborate on everyday tasks.

## Let's compare the Enterprise plans

Service	Office 365 E1	Office 365 E3	Office 365 E5	Microsoft 365 E3	Microsoft 365 E5
Office 365 platform	✓	✓	✓	✓	✓
Exchange Online	✓	✓	✓	✓	✓
SharePoint Online	✓	✓	✓	✓	✓
OneDrive	✓	✓	✓	✓	✓
Office for the web	✓	✓	✓	✓	✓
Office applications	✗	✓	✓	✓	✓
Power BI	✗	✗	✓	✗	✓
Yammer Enterprise	✓	✓	✓	✓	✓
Azure Information Protection	✗	✗	✗	✓	✓



# Key points to note:

## Office 365

**E1**

- Doesn't include Office desktop applications. Users can use Office for web and mobile applications only.
- Comes with a 50GB exchange online mailbox.
- Power Automate includes cloud flows only.

## Office 365

**E3**

- Unlimited OneDrive personal storage
- Power Automate includes cloud flows only.
- Includes Office 365 version of Azure Information Protection. Requires the Enterprise Mobility & Security E3 or E5 subscription to have the full version of Azure Information Protection.

## Office 365

**E5**

- The only Office 365 plan to include Power BI Pro.
- Includes Office 365 version of Azure Information Protection. Requires the Enterprise Mobility & Security E3 or E5 subscription to have the full version of Azure Information Protection.

## Microsoft 365

**E3**

- Includes Microsoft Teams but doesn't include a phone system or audio conferencing solution.

## Microsoft 365

**E5**

- Includes Microsoft's Teams phone system and audio conferencing.
- Includes Power BI pro. – Power BI Pro allows individual users to access the full Power BI service, including the expected Microsoft collaboration services and unlimited viewing and sharing of user-created reports.
- Includes security features: Microsoft Defender, Cloud App Security, advanced eDiscovery, Customer Lockbox, Advanced Data Governance, Customer Key, Privileged Access Management, DLP for Teams chat and channel conversations, Information Barriers, Advanced Message Encryption, Data Investigations, and Supervision policies.



# Summary

Building on the UK Government's One Government Cloud Strategy, a new three-year Memorandum of Understanding (MOU) has been established with Microsoft, enabling public sector organisations to implement cloud computing with discounts and beneficial terms.

Large government organisations will likely require a Microsoft E5 subscription as it delivers value through sustainable, agile, and highly secure online workspaces whilst maximising productivity via advanced features and functionality. Microsoft 365 E5 will improve collaboration between your teams, encourage communication and enable them to work anytime, anywhere.

However, smaller public sector organisations may wish to utilise other Microsoft 365 subscription options and add the security features later. Alternatively, the Frontline plans enable you to get your employees up and running and keep in touch via web apps and Teams if they aren't desk-based.

# Security and compliance standards

Microsoft's Office 365 Security and Compliance Guidance identifies that the Microsoft 365 E3 subscription would enable an organisation to adopt the tools and techniques to reach a **'Good' standard of security and compliance.**

You can add a Security and Compliance Package (SCP) or E5 Security subscription to lower residual risk. This will enable you to adopt the tools and techniques of 'Better', which is recommended for most central government organisations. To adopt the 'Best' controls, the recommendation is Microsoft 365 E5, or the E5 Security and E5 Compliance subscription if working with an E3 subscription.

You can read more about this **[guidance on the Microsoft website](#)**, which was developed in collaboration with the National Cyber Security Centre (NCSC) and the Cabinet Office.

To further understand what subscription plans are best for you, the next step is to look at the applications included as part of Microsoft 365.

# Included applications



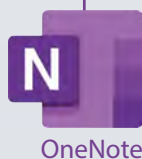
The most popular word processing tool in the world, Microsoft Word is used to create and edit documents, adding text, graphics and tables. Your teams can collaborate in real-time, sharing and editing documents together, adding comments and responding with an Office 365 license, alongside SharePoint or OneDrive for document storage.



The most commonly-used spreadsheet and data analysis application. The latest innovations enable you to import data with Power Pivot, create user-friendly dashboards with Power View and automation with Power Query. With Office 365, your dashboards and data can be edited simultaneously by multiple users.



Formal presentations are often created using PowerPoint, with themes and styles to suit everybody and every situation. Is your team working on a report and all members need to input? Office 365 enables your team to collaborate on PowerPoint in real-time.



Online notepads that synchronise across devices using SharePoint or OneDrive storage. The data that can be input into OneNote ranges from text to images, from video to audio and file attachments. If your teams need to share information, OneNote can be used by everybody at the same time.



Perhaps the most traditional office application, Outlook is much more than a tool to send and receive emails. It can also be used to store contacts and manage calendars, enabling your organisation to keep up to date with external contacts as they do with internal ones. Possibly the most useful feature is quickly being able to share a document or document location for cross-team collaboration.



If Microsoft Word is a little too clunky for your project, you probably need Publisher. Creating brochures, newsletters and calendars? Publisher offers extra, easy-to-use functionality without the need for fancy design tools.



Are your users collecting and manipulating data? Access is a database program that enables staff to store information for referencing, reporting and analysis.



When using Office Online, users can store and synchronise documents and projects with OneDrive. These work even better for live collaboration than the desktop applications, updating almost instantly for staff members to respond.



This is a new application that allows users to come together and create stories about projects, proposals, reports, and statements. Content can be collected from photos, audio files, videos, PDFs, and spreadsheets. Then the content is designed and formatted automatically and displayed in a shareable format. Still not a replacement for PowerPoint, Sway is a story-telling device for informal reports.



This is your organisation's social networking application. With great SharePoint integration, Yammer can create teams to work on individual projects and communicate with one another.



Skype for Business was Microsoft's application for instant messaging, calling and video functionality for organisations of all types. Reaching end of life in July 2021, Skype has been replaced by Microsoft Teams, which adds document collaboration and integration with other applications, taking your communication to the next level.





Enables your team to communicate and collaborate easily, using OneDrive and SharePoint for document storage. Office Apps are built into teams, enable your users to collaborate and co-author important documents, while initiating voice and video meetings. Teams is the teamwork hub of Microsoft 365, keeping your teams engaged and informed.



The Microsoft email service used by most organisations that syncs email and calendar data between the server and mail app (often Outlook). Essentially unchanged in Microsoft 365, Exchange is a highly scalable solution that can easily suit your organisation's needs on-premises or in the cloud. Exchange Online also offers greater security and control with anti-malware and anti-spam filtering to protect your mailboxes.



For maximum storage, synchronisation, collaboration and control there's only one application in the Microsoft stack. OneDrive enables your users to access their files from anywhere on all their devices.



Enables your organisation to leverage the cloud and set up a secure platform for storage, organisation and collaboration through private browser sessions. With security features that can be built-in and configured, SharePoint is an enterprise-level storage solution for even the most highly confidential information.



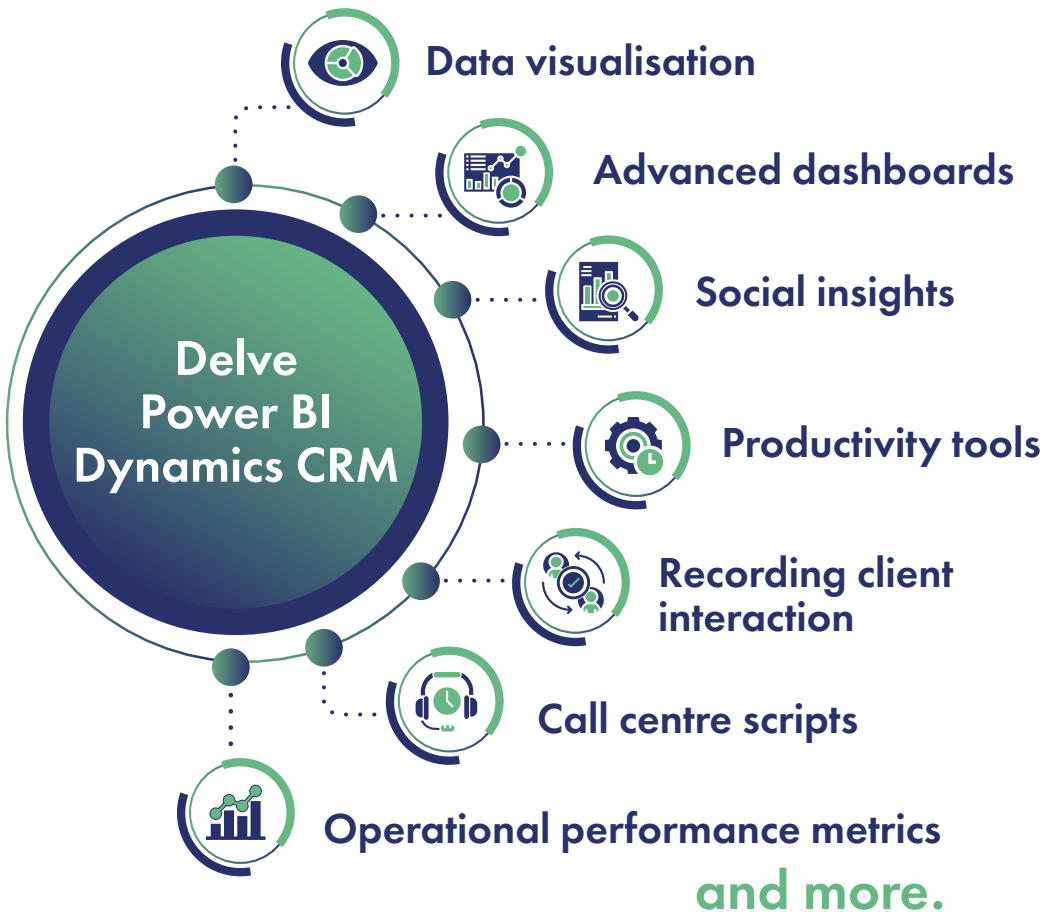
Now accessible via Microsoft 365, Intune is a Mobile Application Management tool that is designed with the aim to protect your organisation's data. This can be used across personal and organisation-owned devices, with custom and store-defined applications.



Azure Active Directory and Information Protection features are included in Microsoft 365 plans. The Microsoft Azure platform is a collection of integrated cloud services to build, deploy and manage servers and applications. Azure supports a wide range of operating systems, programming languages, databases, and devices, thereby enabling application development via the tools and technologies with which the developers are familiar.

# Business Intelligence Applications

**Delve, Power BI and Dynamics CRM** are third-party services that **Microsoft** offers through **365** subscriptions.



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## Probably the most popular tool is **Microsoft Power BI**.

This is a Business Intelligence and Data Visualisation tool that allows you to take data from multiple sources and create interactive dashboards and reports. The interface is simple for your end-users and will enable them to create their own reports and dashboards, as well as access those created by others.

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# Security

It's important to know that Microsoft 365 means your documents, data and information are stored on Microsoft servers. It's reasonable for you to be concerned about security when your data is in the hands of another organisation.

However, Microsoft takes the security of your data and its services very seriously and provides a range of custom controls and protections.

These fall under several categories including:



Identity and Access Management (IDAM)



Security Management



Information Protection



Custom Security Controls



Threat protection



Physical Server Security

► You can click on any of the headings above to view each Appendix.

# Our Top Tips for Adopting Microsoft 365 Successfully

1

Start with a solid plan and define your DIBS – Due Date, Intent, Business Reason and Success Owner. Identify your goals concisely and tie them directly to your organisation's bottom line.

2

Create a team of key stakeholders that represents the entire organisation. These stakeholders will be important to drive change and be champions for Microsoft 365 across your user base. Ensure that an individual from each department is responsible for the project's success, ensuring that users are getting value from your new tools. Also, engage your security team early on in the project to define essential security elements.

3

Ensure that your leadership team is playing its part, being visible and communicating about the project. Your leaders will have the greatest influence on company culture, so they should be communicating the value and benefits of new technology, as well as any new ways of working throughout the organisation.

4

As you migrate to Microsoft 365, use the applications as much as possible to promote their usage and show their success in everyday operations.

5

Be sure to run an implementation pilot - a small-scale implementation with selected user groups to test and de-snap the approach before committing to a full-scale deployment across the entire organisation.

# Our Top Tips for Adopting Microsoft 365 Successfully

6

Microsoft 365 needs a lot of support to make it work for your organisation. Be sure to look after the technical aspects, but also ensure that the service delivery aspects are accounted for in any deployment.

7

Run workshops throughout the organisation to share and receive ideas on how Microsoft 365 could be used, alongside the benefits it provides your organisation.

8

Ensure you have identified your organisation's KPIs to measure the impact of your Microsoft 365 migration. Commonly these are reduced costs, increased customer satisfaction, improved employee engagement, reduced waiting times, increased productivity amongst staff.

9

Ensure that your communications are generating awareness and excitement – before and during your rollout, as well as post-launch.

10

Share examples of people using Microsoft 365 as you have discussed and envisioned, and share these using Microsoft 365 tools, such as Yammer.

# Microsoft Services

Microsoft provides services that support your adoption of Microsoft 365 services via an adoption and change management strategy they have developed. This focuses on the needs of your users, helping them to embrace change as efficiently and smoothly as possible.

**They can also support you** to develop a Project Portfolio Management solution to support the project management of your digital transformation strategy.

## Consulting services are at the heart of Microsoft.

They supported [Aberdeen City Council](#) to evolve their back office by supporting their users in adopting Microsoft 365, increasing efficiency and flexibility and lowering infrastructure spend.

**If your content management strategy needs some work, Microsoft can also help you to create a strategy that streamlines content development, enhances collaboration and drives business agility using their Office suite.**

Although Microsoft is the expert in their own software suite, Managed Service Providers (MSPs) can provide a more tailored and customer-focused solution.

For example, **Cantium** works with our customers to explore your current challenges and provide a tailored solution to overcome them so that you can get back to serving your citizens as best as possible. Whether that's implementing Microsoft 365, creating your technology roadmap, or supporting the programme management.

# Cantium Support

**Cantium Business Solutions** offers a Microsoft 365 Support and Consultancy service from the ground up, supporting and consulting your organisation throughout the Microsoft 365 onboarding process.

We can support the flexibility and scalability of the full Microsoft 365 suite, including Word, Excel, Outlook, PowerPoint, Teams, OneNote, and more. These applications are the backbone of everyday productivity, and are all hosted on a cloud platform for maximum flexibility, availability, and security in your organisation.

**We work with our customers to deliver tailor-made Microsoft 365 Support that provides value for money while fulfilling your business needs, making the most of Microsoft cloud solutions.**

**As a Gold Microsoft Cloud Productivity Partner, Cantium offers comprehensive expertise when working with the Microsoft 365 range.**

*Cantium provides Microsoft 365 consultancy, service design, project management, and implementation solutions. This includes migration and optimisation services.*



# Microsoft 365 Hosting with Cantium

Cantium also offers a comprehensive Microsoft 365 managed service that provides you with access to the Microsoft 365 portfolio, and can be tailored to suit your organisation.

## Features and Benefits

- ✓ **Full Office suite, including Word, Excel, Outlook, PowerPoint, Publisher and OneNote**
- ✓ **1TB OneDrive storage per user**
- ✓ **Call handling with Microsoft Teams**
- ✓ **Enhanced email capabilities**
- ✓ **SharePoint and Teams real-time co-authoring with colleagues**
- ✓ **Advanced security features**
- ✓ **Edit and convert PDF Documents**
- ✓ **Access Office on mobile devices (Phones & Tablets)**
- ✓ **Outstanding service levels from our Microsoft accredited support staff**
- ✓ **Flexibility to scale - can grow with your business**
- ✓ **Capability to work anywhere with an internet connection**
- ✓ **Excellent collaboration features**
- ✓ **Always up to date**
- ✓ **Reduces capital spend through subscriptions**
- ✓ **Reduces hardware and energy costs**
- ✓ **Different plans for different staff**
- ✓ **Multi-device usage on up to 5 devices per user**



# About us

Cantium is a private limited company with a difference; we have a unique blend of experience, commerciality and public sector heritage that allows us to successfully deliver services to a diverse range of customers including NHS Trusts, Local and Central Government and the Education sector.

Wholly owned by Kent County Council, the Public Sector is part of Cantium's DNA, with our profits staying within the sector. We have successfully traded for over 35 years both as part of the Local Authority and as a standalone company and are experienced in delivering back-office services including HR, ICT and Finance support to a diverse range of customers.

Commercially astute with a collaborative, partnership-based ethos and approach, we are an ICT and Professional partner to over 700 organisations including local authorities, central government, NHS trusts, Multi-Academy Trusts and colleges.



# Certifications and Frameworks

## Certifications



## Frameworks



# Appendices: Microsoft 365 Security Controls and Protocols

## Identity and Access Management (IDAM)

### Azure Active Directory Premium

Microsoft Azure Active Directory Premium is a service that provides comprehensive identity and access management capabilities in the cloud. There are two premium editions – P1 and P2.

#### P1

Includes everything you will need for information worker and identity administrators in hybrid and cloud environments for application access, self-service identity and access management.

#### P2

Includes every feature of all other Azure Active Directory editions, as well as advanced identity protection and privileged identity management capabilities. These advanced identity protection features significantly reduce many risks related to user access, such as automatically blocking access when risky and anomalous log in behaviour is detected.

### Windows Hello

A more personal and secure way to instantly access your Windows 10 devices. Using PIN, facial recognition or fingerprint, your users can sign into their device and have this backed up for recovery with their Microsoft account.

### Windows Credential Guard

Windows Credential Guard ensures that only trusted applications and processes can access user credentials. Without this, if an endpoint is accessed, the Local Security Authority (LSA) can have its details compromised – Credential Guard protects your organisation against these types of attacks.

### Windows DirectAccess

Allows users to remotely access network resources without the need for traditional Virtual Private Network (VPN) connections. DirectAccess allows your employees to connect to your network from their personal computers, which are always connected to your network, with administrators being able to manage these computers too.

# Appendices: Microsoft 365 Security Controls and Protocols

## Information Protection

### Data Loss Prevention (DLP)

DLP looks for messages, files and documents within Microsoft 365 that contain sensitive information and applies your policies to them. These can be built-in information types and policies, or your own custom ones. For example, you can send a warning to users before attaching documents to emails with sensitive information within.

### Windows Information Protection (WIP)

Previously known as Enterprise Data Protection (EDP), WIP is a set of policies that helps protect corporate data on employee-owned devices and organisation-owned devices. These policies support your employees in preventing enterprise data leaks and simultaneously help you to maintain ownership and control over enterprise data. This is done via encryption, remote wiping, app-specific access and data segregation between personal and corporate data.

### Windows Bitlocker

Microsoft provides data encryption via BitLocker, which can be deployed with either Advanced Encryption Standard (AES) 128- or 256-bit security. This is used for all the servers that hold emails, documents, projects, instant messages, and conversations across OneDrive and SharePoint.

### Azure Information Protection (AIP)

Cloud-based solution that enables you to classify and protect documents and emails by applying labels. Labels can be applied via rules and conditions or manually by users. They prevent unauthorised actions such as printing, viewing, copying and downloading content if not approved on that classification label.

With a basic Office 365 version and P1 and P2 options, AIP can perform anything from basic administrative control and to automated classification. P1 adds protection for non-Office formats, manual classification, scanners, tracking and revocation. While P2 further adds the ability to set labels automatically, control over-sharing of information, and provides an option for automating classification, labelling, and protecting files.

### Cloud App Security

Microsoft Cloud App Security helps your ICT team to find the right balance of access and flexibility of cloud applications while maintaining control and protecting critical data. In addition, sophisticated analytics to identify and combat cyber threats across all your Microsoft and third-party cloud services. It does this by discovering and monitoring user activities for behaviour anomalies, controlling access to your resources, and providing the ability to classify and prevent sensitive information leaks.

# Appendices: Microsoft 365 Security Controls and Protocols

## Threat Protection

### Microsoft Advanced Threat Analytics (ATA)

ATA technology detects suspicious activity from several phases of the cyber attack kill chain such as surveillance, lateral movement cycle and domain dominance. ATA searches for malicious attacks, abnormal behaviour, and security issues and risks, providing insight into what's happening in your environment.

### Microsoft Defender Antivirus

Continually scans for malware, viruses, and security threats and provides real-time protection and automatic updates to keep your devices protected from the latest threats.

### Microsoft Device Guard

A group of key features, designed to protect your devices against malware. Device Guard's focus is preventing malicious code from running and ensures that only known, approved code can run.

### Microsoft 365 Defender

An enterprise-grade pre- and post-breach defense suite that coordinates the detection, prevention, investigation, and response across endpoints, identities, email, and Office applications to provide protection against sophisticated cyber attacks.

### Microsoft Defender for Endpoint

Defender for Endpoint uses a combination of technology built into Windows 10 and Microsoft's robust cloud service. Endpoint behavioural sensors collect and process behavioural signals and send the data to your Microsoft Defender. Cloud security analytics leverage big data, device learning, and unique Microsoft optics, including behavioural signals to create insights, make detections and recommend responses to advanced threats. Threat intelligence enables Defender to identify attacker tools, techniques, and procedures and generate alerts when they are observed in the collected data.

### Microsoft Defender for Identity

Defender for Identity enables security professionals to monitor users, entity behaviour, and activities with learning-based analytics while protecting user identities and credentials stored in Active Directory. Security Operations (SecOps) teams can identify and investigate suspicious user activities and advanced attacks throughout the kill chain and provide clear incident information on a simple timeline for fast triage. This enables your teams to detect advanced attacks in hybrid environments with compromised identities and malicious insider actions.

### Microsoft Defender for O365

Also split into P1 and P2, Microsoft Defender for O365 builds upon Exchange Online Protection (EOP), providing your security team with the ability to detect, investigate and respond to cyber threats.

P1 expands on the prevention capabilities of EOP and adds extra forms of detection. P2 expands on the investigation and response capabilities and adds new automation skills to your response toolkit. In terms of end-users, P1 focuses on providing them with an awareness via Outlook add-ins, while P2 adds further training with threat simulators and metrics included.

# Appendices: Microsoft 365 Security Controls and Protocols

## Security Management

### Microsoft Security and Compliance Centre

Microsoft's Security and Compliance Centre is slowly being replaced by three new services – Microsoft 365 Security Centre, Microsoft 365 Compliance Centre and Exchange Admin Centre. The goal of this is to increase accessibility and usability, and they include the existing features and some new ones to enhance your security and compliance.

### Exchange Admin Centre (EAC)

The EAC has malware and security controls for your systems administrators to control. You can provide different controls and policies to each user or user group or apply company-wide policies within the EAC. This could be to delete messages, attachments or customise alerts for users to be aware of the messages they receive.

### Microsoft 365 Compliance Centre

Providing easy access to the data and tools you need to manage your organisation's compliance needs, Microsoft's Compliance Centre acts as a dedicated workspace for compliance, privacy and risk management needs. Your organisation receives a score based on the actions taken to increase data protection and follow regulatory standards. You are also alerted to the most critical activities required for completion, based on severity or status.

### Microsoft Secure Score

Within the Microsoft Defender portal, you can find your organisation's Secure Score. This score measures your organisation's security posture, with a higher score achieved by completing more improvement actions. This helps your organisation to improve your security posture and report on it, comparing against benchmarks and establishing KPIs.

The composition of all these Microsoft 365 protections working in synergy provides Defence in Depth. By adding multiple layers of security, if somebody manages to bypass one layer of security, you can be confident that they will be caught by the next layer. As well as security protections, there are a range of customisable security controls that enable you to secure your environment.

# Appendices: Microsoft 365 Security Controls and Protocols

## Custom Security Controls

### Password Expiration

The Office Admin Centre (OAC) allows you to control your organisation's password expiration policies. Although you have control to make passwords expire every 14 to 730 days, you should make the policy work for your users. The past decade's surge in password use and increasingly complex password requirements place unrealistic demands on your users. Implementing Multi-Factor Authentication (MFA) and Single Sign-On (SSO) measures can help with this. In addition, the more often users change their passwords, the more often they will forget them and be contacting your service desk for support.

### Multi-Factor Authentication (MFA)

Good security begins with proper access controls. MFA is available with Microsoft 365, verifying that the person using the login credentials is the correct person logging in. This can be implemented via calls, texts, or application verification. You can set this up and enforce a policy for all users from your OAC.

### Content Management

Once your users are logged in, they will want to access documents and other pieces of content to help them perform their roles. However, ensuring the proper controls are in place makes sure that users can only access the content that helps them perform their role and is suitable for their access level. Further to this, you can set up document retention policies, auditing, and labels to support your content management efforts.

### Privacy by Design

Microsoft's "Privacy by Design" policy provides users full control of documents that they create, share and save. Users can also control the privacy of their own data within OneDrive and SharePoint. By default, access is set at 'Read and Edit'. However, system administrators can control higher levels of access to users across the enterprise.

# Appendices: Microsoft 365 Security Controls and Protocols

## Physical Security

You can use every custom control and protection tool to secure your online environment. However, with all of your information and data stored on Microsoft servers in Microsoft's data centres, you need to be confident in the physical security of your assets too.

Microsoft keeps the number of individuals in its data centres to a minimum with its "need-to-access" policy. All individuals must have a valid business justification for attending the data centre and have their access pre-approved. They are then provided with access to only the required areas.

Around the perimeter are tall fences made of steel and concrete, with a security team monitoring cameras 24/7 and well-defined access points. Once you get through the wall, the building entrance is staff with well-trained security guards that are background checked. These same security officers will routinely patrol the data centre while monitored by their colleagues for any security breaches or concerns.

The risk of cyber-attacks at Microsoft is always high due to the nature of the information it holds. One of its strategies is the employment of undercover hackers that attack their own data centres, often referred to as the red/blue team exercise. These hackers will exploit vulnerabilities through tactics, techniques and procedures replicated from real-life events. The Microsoft security team never knows if they are protecting against one of their own or real cyber criminals, so they're always protecting themselves as best as possible. The fines under Data Protection laws and GDPR could be substantial if they did not perform these tests.

As well as being secure, since 2017, Microsoft has been able to maintain uptime levels of 99.7% or higher. So, you can be confident that your Microsoft services will remain online, secured, protected, and available to keep your frontline services running.





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