4 Key Challenges When Considering a Centralized Tenant Approach in M365

2023

Microsoft Partner

Microsoft

Gold Application Development
Gold Collaboration and Content
Gold Cloud Productivity
Gold Messaging
Gold Datacenter

Collaborate with Confidence

Accessible content is available upon request.

Overview

Data Segregation

Administration & Governance

Collaboration

Final Thoughts

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AvePoint® Public Sector

Leader in Microsoft 365 data management solutions

14 Global Cloud Instances

99.9% Availability Backed by Azure

24/7 World-Class Support

100PB+ Managed Customer Data

FedRAMP

Information Security Management System ISO 27001 Certified

AICPA SOC aicpa.org/soc4so SOC for Service Organizations | Service Organizations

25% Fortune 500

9M Cloud Users

88 Countries

7 Continents

Microsoft Partner

Microsoft

5x Partner of the Year Award Winner

AVPT NASDAQ

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Making sense of your M365 landscape…

Power Platform

Admins

OneDrives

Sites

- Central IT

Users

Teams

Groups & DLs

Mailboxes

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Office 365
SharePoint On-Prem
SharePoint
Division 1 Farm
Division 2 Farm
Division 3 Farms
D1 Support/IT
D2 Support/IT
D3 Support/IT
Reporting
Farm Management
Content Management
Permission Management
TRANSITION – Single Tenant
Reporting
Settings & Configuration Management
Content Management
Permission Management
Daily Ad hoc Activities, Support, & Other Change Requests
Central Service Provider
Division 1
Division 2
Division 3
CONCERNS
Limit the number of Microsoft 365 Admins
Divisional admins missing the ability to manage and audit their own sites
Global admins cannot scale to meet all admin needs of divisional sites
THE FUTURE – Virtual Tenants
AvePoint
Delegated Administration
Division 1 – Virtual Tenant
Division 2 - Virtual Tenant
Division 3 - Virtual Tenant
D1 Admins
D2 Admins
D3 Admins
BENEFITS
Bureaus manage their own sites/Teams
Audit Bureau-specific admin activities
Monitor global admin access
Limited Microsoft 365 admins

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- Central IT
- Business Unit #1

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Teams

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- Business Unit #2

Users

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Making sense of your M365 landscape…

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- Executive

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Native M365 delegation story

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Every Admin Will Get Full Access

Manage admin roles

Alex [redacted] selected

Admin roles give users permission to view data and complete tasks in admin centers. Give users only the access they need by assigning the least-permissive role.

Learn more about admin roles

- ○ User (no admin center access)
- ◉ Admin center access

Global readers have read-only access to admin centers, while Global admins have unlimited access to edit all settings. Users assigned other roles are more limited in what they can see and do.

Your org has 15 global admins. Global admins are attacked twice as often as other accounts, so you should have fewer than 5. To protect data and devices, assign a limited role instead. See global admins.

- [ ] Exchange Administrator
- [x] Global Administrator
- [ ] Global Reader
- [ ] Helpdesk Administrator
- [ ] Service Support Administrator
- [ ] SharePoint Administrator
- [ ] Teams Administrator
- [ ] User Administrator

Save changes

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RBAC = Functional + Scope

Critical admin delegation considerations

Scope Delegation

Limiting what scopes of content, objects and workspaces an Amin can see and impact within the application

Functional Delegation

Limiting what feature(s) an Admin can use within applications

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Approach for large M365 tenants with divisional admin needs

Targeting Services & Policies Across Divisions

Tenant Wide General Services

- Available to all/most users
- Address general productivity, security, compliance needs

Address Unique Needs of Specific Departments or Divisions

- LOB specific configurations
- More/less control and restrictions
- Example – External sharing allowed

Specialized Services Smaller Groups

- Unique needs can be addressed
- Pilots of future services

EXAMPLE

	DEPARTMENT A	DEPARTMENT B	DEPARTMENT C
EXTERNAL SHARING	No external sharing X	External sharing allowed in:	External sharing only allowed in:
EXPIRATION/ RETENTION	6 Months after last accessed	12 Months after last accessed	9 Months after last accessed
ALLOW THESE USERS TO CREATE A TEAM	All requests through Central IT	All requests through Department IT	Only Joe, Sally, and Harold can create
RECERTIFY MEMBERS	after 3 Months	after 6 Months	after 12 Months

M365 Management That Fits Your Business Needs

SCENARIO

One tenant organization

- Departments/Agencies
- IT groups (i.e., Exchange team, SharePoint team)
- Location
- Tiered help desk support

SCENARIO

Multi-tenant organization

- Merger & Acquisitions
- Subsidiaries
- Business units
- Location

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Automated Governance

Automated Governance gathers information during provisioning and recertification to enable business-driven enforcement of IT policies.

Workspaces are categorized to drive granular, bureau-by-bureau policy enforcement.

End users are only granted privileges desired by IT, allowing full management through the service catalog.

Landscape reporting across each component allows shared cost management and identifies inappropriate usage of the system.

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Advantages of a container-focused approach

- Establishing data ownership
- Workspace level classification
- Collaboration asset inventory
- Attestation/Recertification
- Automated self-service requests
- End-to-end lifecycle management

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How is modern collaboration in M365 different?

Legacy Approaches

- Long term, structured repositories
- Hierarchical and long-term
- Defined permission structures
- Limited broken inheritance
- Limited privileges to create and provide access

Modern M365 Collab

- Mix of long and short-term workspaces
- Non-hierarchical by nature
- Multiple services overlapping
- Highly privileged owners *and members*
- Broken inheritance everywhere
- Self-service

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Sensitive data in M365

Microsoft 365 gives “Owners” significant privilege

Anyone can be an owner, but even members can share content

THE ANSWER: Right-sizing control based on risk

Lots of options, but lots of complexity

Anonymous & External Links

So Easy! “Everyone except external”

Large and Nested Security Groups

Explicit people hiding in the wings

What is it I *really* want to know?

What does Roy (ext) have access to?

Go check every SPO site

Has Roy accessed anything?

Go run an Audit Report

Is anything that's been accessed sensitive?

Did it trip a DLP rule?

An external user (Roy) has access to this Team.

A document has been accessed 10 times in the past month.

This Team contains sensitive information

to

Roy, an external user, has access to confidential info and has accessed it 10 times this past month.

AvePoint Partnership

Our unique, comparative, and holistic differentiators set us apart

Automated

Automated governance mitigates the potential for human error while increasing efficiency

Scalable

Location, platform, operations, and process scalability to meet the needs of your organization

Secure

A secure platform with features to make the modern Microsoft workplace more secure

Comprehensive platform

Helping companies migrate, manage, and protect Microsoft 365, not just a point solution

Customer-centric services

Global support, customer success, product management, professional services

MS Expertise & Partnership

Dedication to Microsoft Alliance enables customers to adopt the latest technology

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Intelligent Data Orchestration

to Support Your Digital Journey

YOUR WORKSPACES, USERS, GROUPS, GUESTS, COMMUNITIES

OUR SOLUTIONS

- AUTOMATION
- INSIGHTS
- DELEGATION
- SELF SERVICE

MODERNIZATION

Streamline the way users work.

RESILIENCE

Ensure business continuity and compliance.

CONTROL

Enable IT to deliver central services at scale.

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AvePoint Confidence Platform

Modernization

- **Migration**
  Move and transform legacy data into modern cloud SaaS platforms
- **M&A and Content Restructuring**
  Merge, split, and re-organize your content and collaborative workspace to reflect ongoing business changes
- **LOB and Industry Solutions**
  Leverage modern technology and innovations to transform legacy business processes
- **Enable & Measure Transformation**
  Equip your workforce to leverage new innovations and measure engagement and transformation across the org

Control

- **Establish an operational model for SaaS collaboration**
  Centralize management and administration where needed, but delegate functions and scope to different roles or business units as needed
- **Enable and monitor security, audit and regulatory controls**
  Implement, enforce, and prove that access and configuration policies are providing ongoing compliance with internal or regulatory requirements
- **Access Management and Risk Assessment**
  Gain insight into who has access to what and where the business is at risk.
- **Cost Optimization and Service Consolidation**
  Budget and maximize ROI for SaaS subscriptions and entitlements

Resilience

- **Business Continuity and Data Protection**
  Protect against ransomware, accidental deletions, user error, and disasters
- **Scan and Protect Content**
  Automate tagging, classification, protection to protect data and prevent loss
- **Storage Optimization**
  Prune stale or unneeded content from active systems to save cost and improve quality, but retain for future use
- **Records Management**
  Automate content compliance and records retention with purpose-built tools for RM teams

Power Platform *Microsoft Viva* *Azure VMs1* *AAD* *Microsoft 365* *Google Workspace* *Salesforce* *Dynamics* *On-Prem*

thank you

Gracias	ευχαριστώ	Danke	Grazie	благодаря
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Ahsante	Teşekkürler	متشكرم	Salamat Po	감사합니다
Cám ơn	شكريه	Terima Kasih	Dank u Wel	Děkuji
நன்றி	Köszönöm	ありがとうございます	ขอบคุณครับ	Dziękuję
谢谢	Tack	Mulţumesc	спасибо	Merci
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