Modernizing Gov IT and Securing Collaboration in M365

Best practices for the government cloud journey…

May 19th, 2021

Microsoft Partner

Microsoft

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

Collaborate with Confidence

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Let’s connect!

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We Are AvePoint

Leader in Microsoft 365 data management solutions

AvePoint is headquartered in Jersey City, NJ, with approximately 1,500 employees across 29 offices, 14 countries, and five continents.

25% Fortune 500

7M Cloud Users

88 Countries

7 Continents

Microsoft Partner

Microsoft

5x Partner of the Year Award Winner

AVPT NASDAQ

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QIAGEN
MERCK
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BNP PARIBAS
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TD Ameritrade
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Govt / Education

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Australian Government
Department of Health
IRS
US Department of State
MSF
MINISTRY OF SOCIAL AND FAMILY DEVELOPMENT
GIC
US Treasury Department
Environment Canada
NYC.gov
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THE CITY OF CALGARY
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AvePoint Cloud

Our Global Cloud Instances Ensure Your Data Sovereignty

Multiple Global Cloud Instances

- Hyper Scale; Regional Redundancy;
- Cloud Service Resiliency;
- Data Residency Availability;
- Geo Replication

99.5% Availability | 24/7 Support

Uptime backed by Microsoft Azure and World-Class Support

7 Million Microsoft 365 Supported Seats

Providing Operational Efficiency for Microsoft 365

Managing 50PB+

Customer Data Worldwide

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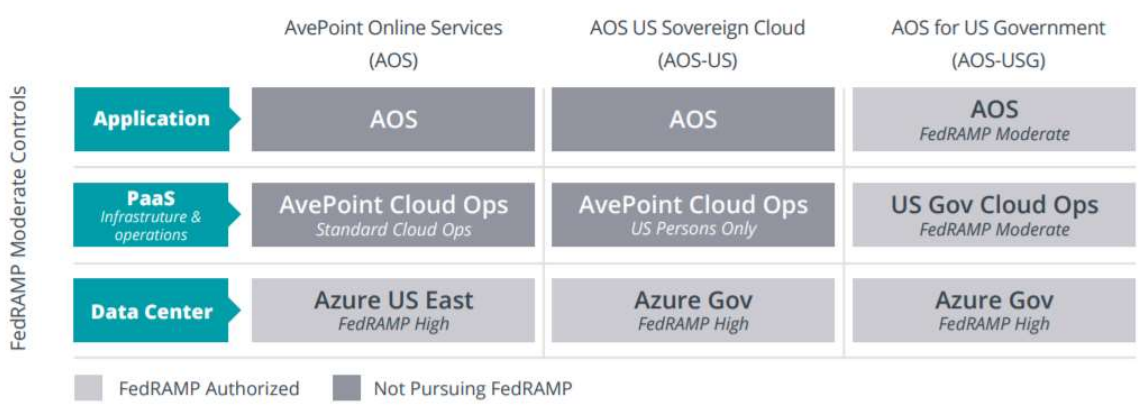
Multiple clouds for US customers

The AvePoint Cloud manages more than 50 petabytes of data for more than 400 public sector organizations and is offered across three different security levels: AOS-USG (FedRAMP ATO), AOS-US, and AOS.

Understanding AvePoint Options for Government Customers



AOS-US

Our SaaS solutions are currently hosted in the FedRAMP (High) Authorized Azure Government Data Center.

This data center follows the certifications and accreditations for FedRAMP (High) as well as the Department of Defense Impact Level 5.

The service is not pursing FedRAMP Authorization, but is managed by an operations team consisting only of US persons.

AOS-USG

Our cloud services are a FedRAMP (Moderate) Authorized SaaS solution for use across all agencies. We received agency-sponsored authority to operate (ATO) in April 2021.

AOS

AvePoint SaaS solutions are available in 12 Azure instances across the world. All US Azure data centers are FedRAMP (High) Authorized.

They include everything you would expect from a robust, mature cloud offering including: an insider release program, dynamic resource availability, automated updates, and fixed subscription pricing.

We Facilitate Your Cloud Journey

Transformation	Governance	Compliance
Customer Needs		
• Information Lifecycle Management • Delegated Administration • Managed, Automated End-User Services • Cloud Migration and Consolidation	• Content & Collaboration Security • Operational Governance/SaaS Mgmt • Asset Management • Internal / External Sharing Governance	• File Analysis and Discovery • Data Retention • Records Management • Data Classification, Audit, Protection
AvePoint Solutions		
AvePoint Migration Platform AvePoint DocAve Infrastructure AvePoint AVA	AvePoint Cloud Management AvePoint Cloud Backup AvePoint Cloud Governance AvePoint MyHub Productivity	AvePoint Cloud Records AvePoint Compliance Guardian AvePoint Policies & Insights For Microsoft 365

Easily Scalable, Cloud Delivered Model to Meet Complex Requirements

Government

Financial Services

Pharma & Health

High Technology

Retail

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Communications

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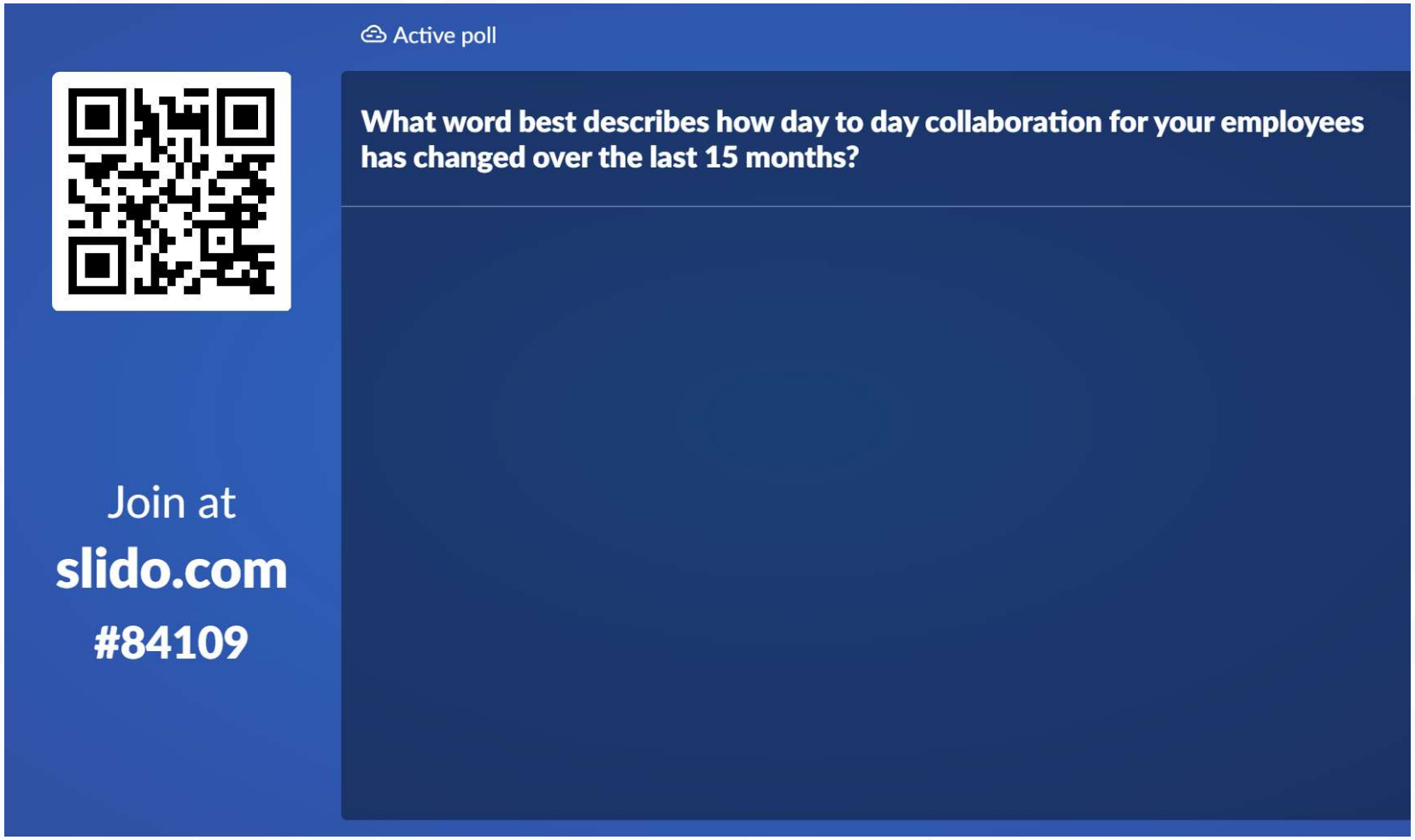
First things first...



Where we're going....

What is "sustainable adoption"?

Best practices for:

- Managing sensitive data in M365
- Cross agency and partner collaboration
- Delegating administration in centralized tenants
- Information governance in the cloud
- Understanding FedRAMP for your cloud solutions providers

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Good governance precedes great adoption.

Frictionless self-service with robust IT manageability is an attainable goal.

So are satisfied users.

Source: Microsoft, Ignite 2019

Types of governance within our internal IT org

Solution governance

Discovery governance

Security governance

Container and content governance

Change management

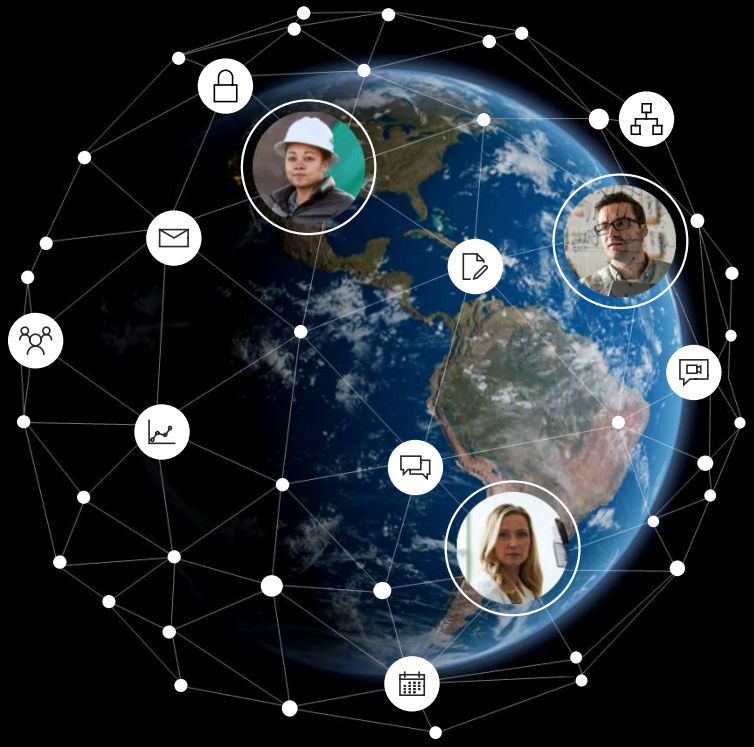
Source: Microsoft, Ignite 2019

Another question...

Sustainable Adoption of Microsoft 365 in Government Organizations

Self-Service Enablement	***Empower business users and increase use of Office 365 services.***
Balanced Controls	***Promote sustainable adoption with appropriate controls in place.***
Efficiency Through Automation	***Create repeatable and consistent service delivery.***
Ongoing Governance	***Streamline security reviews and maintain inventory of collaboration spaces.***
Managed Disposition	***Eliminate sprawl and reduce clutter while maintaining compliance.***

AvePoint's approach…

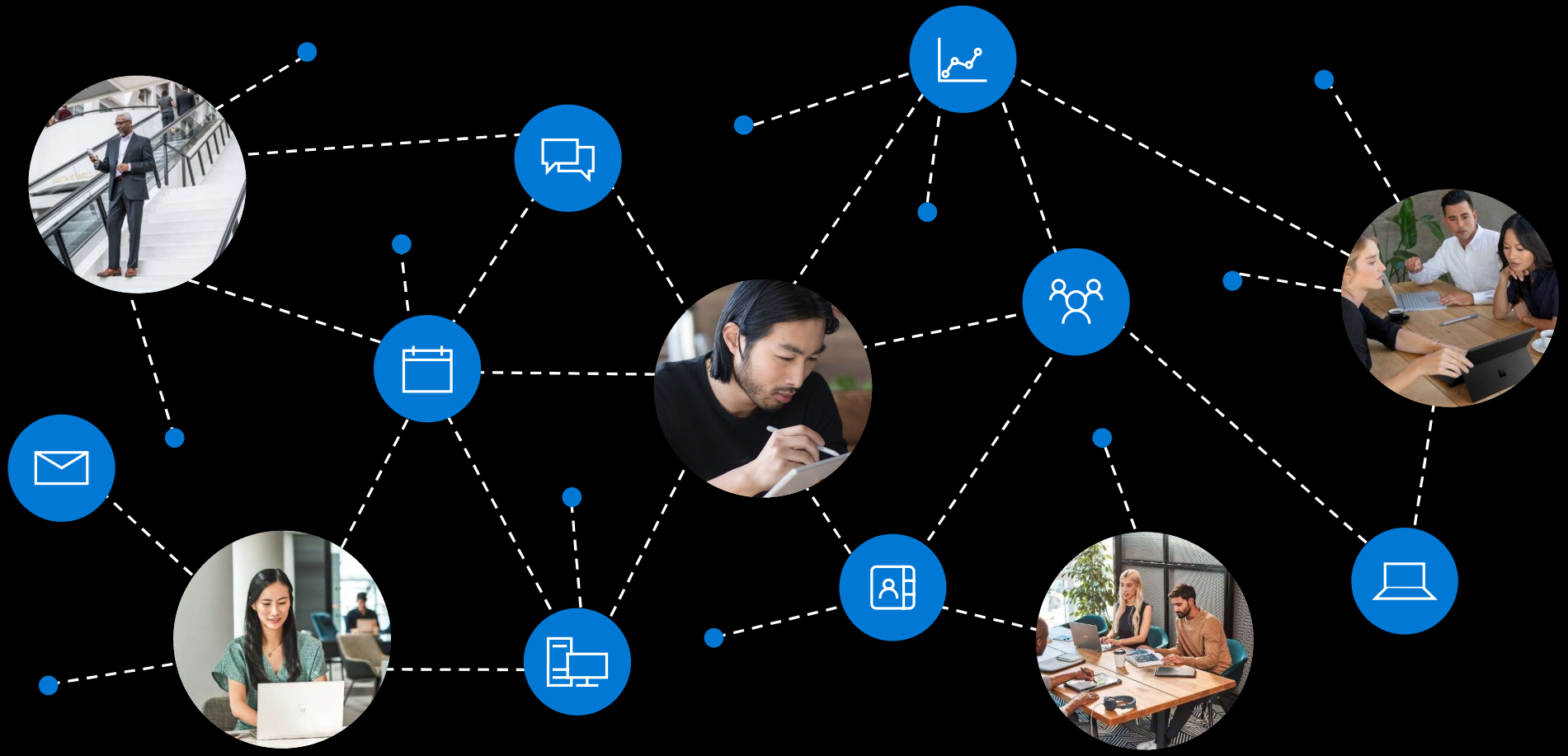


Microsoft 365

The world's productivity cloud

Source: Microsoft

and all the organization

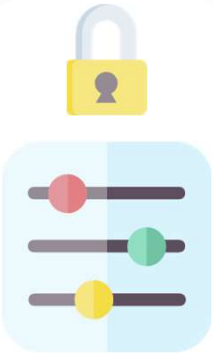


Source: Microsoft

Sensitive data in a “free and open sharing” system?

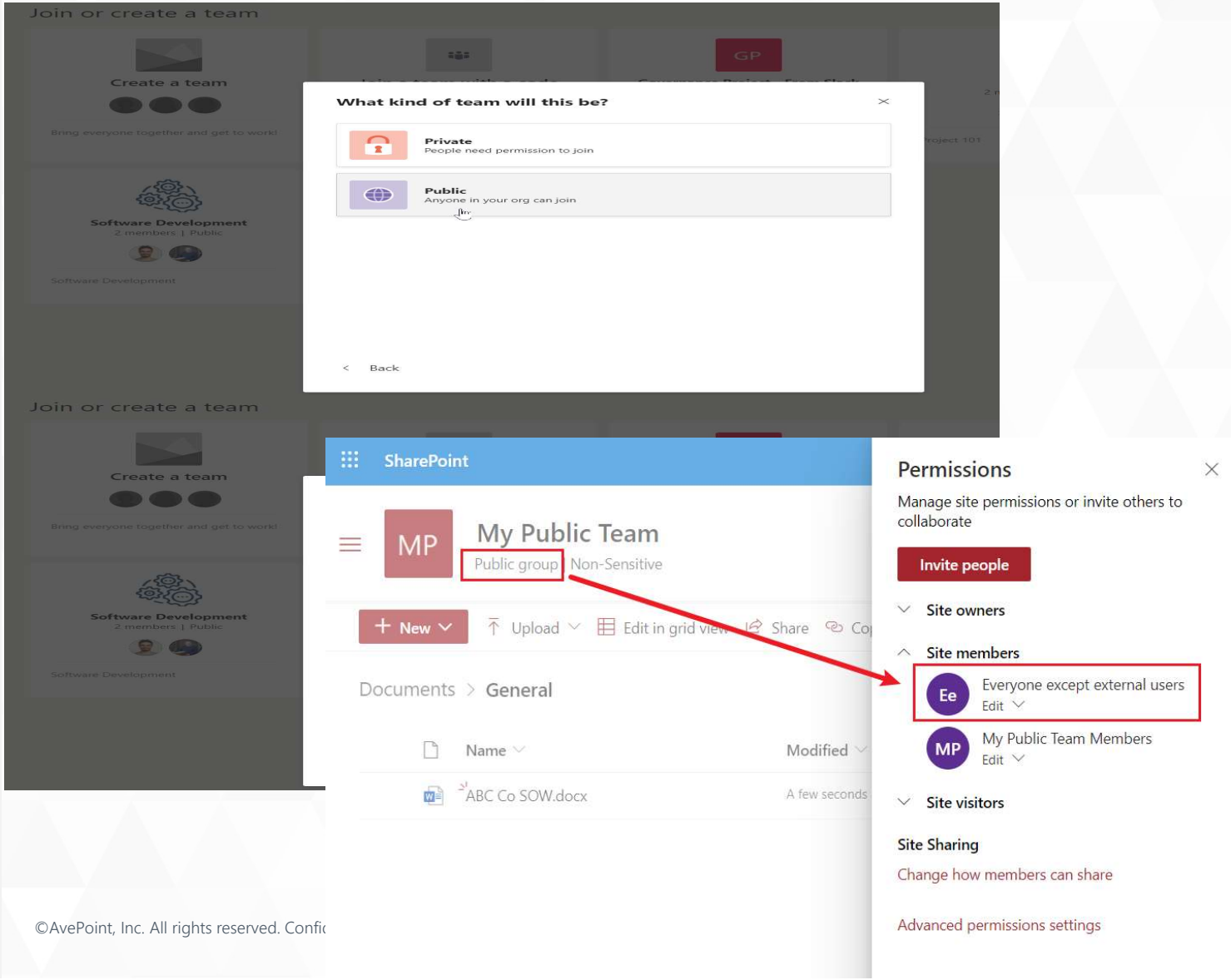
Office 365 gives “Owners” significant privilege

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



THE ANSWER: Right-sizing control based on risk

Understanding the impact of Public/Private for Groups and Teams…



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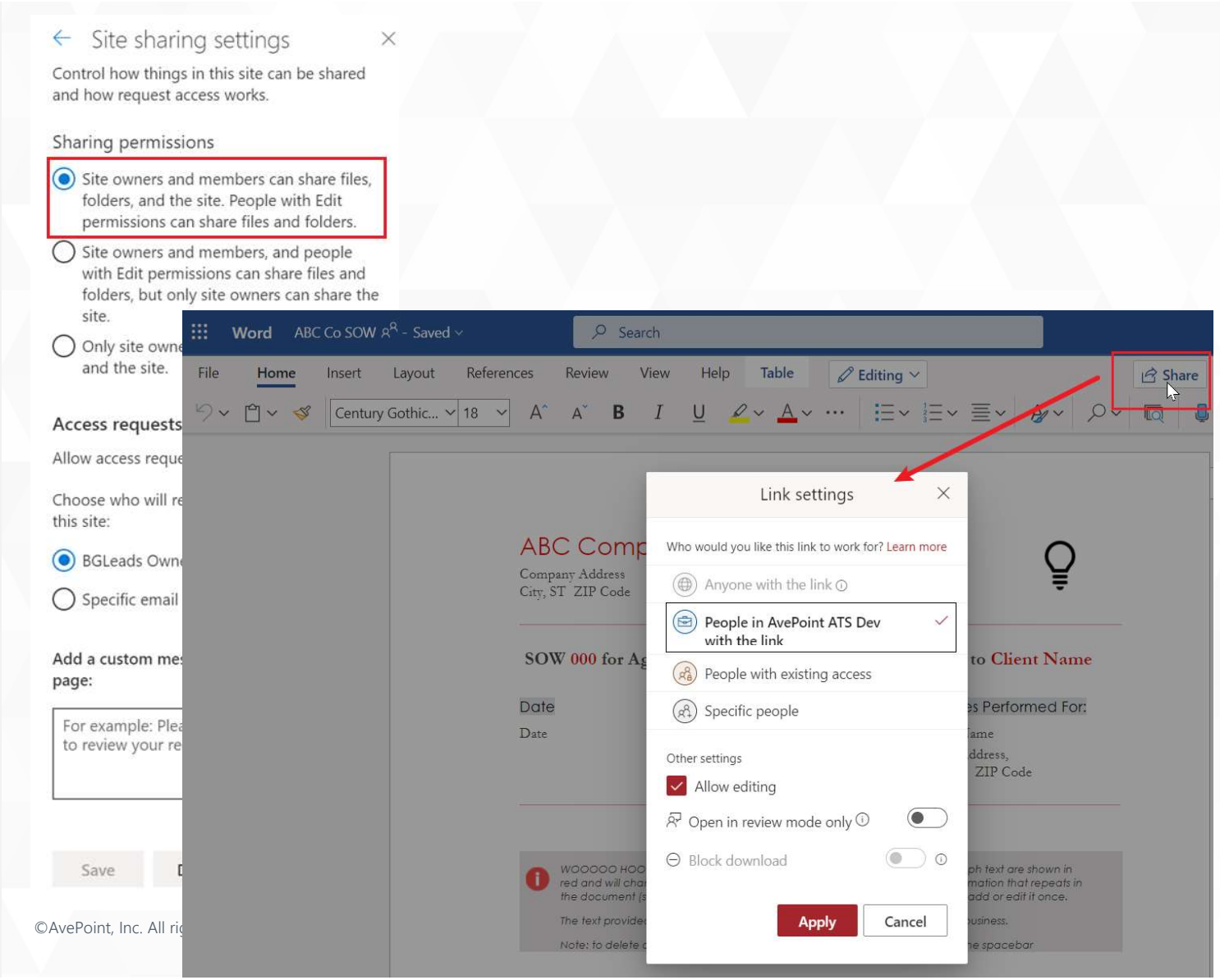
Understanding the default sharing options for all SharePoint sites…



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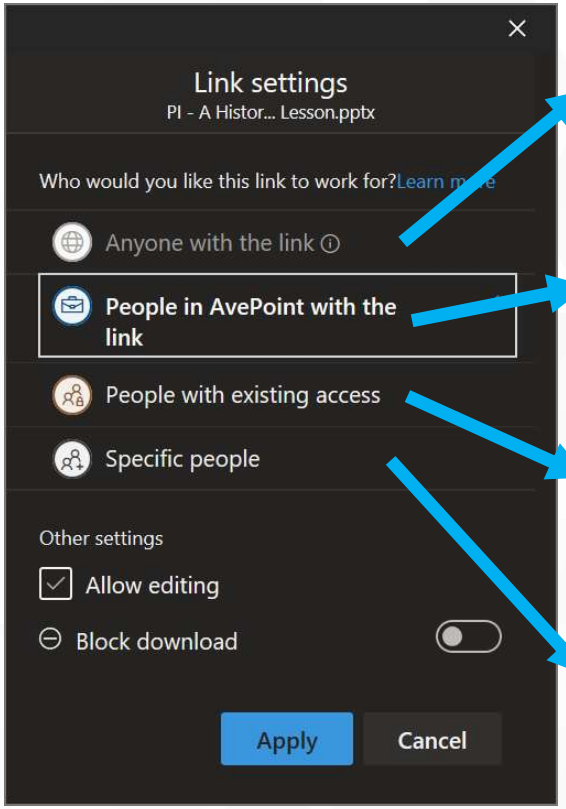
Lots of options, but lots of complexity



Anonymous & External Links

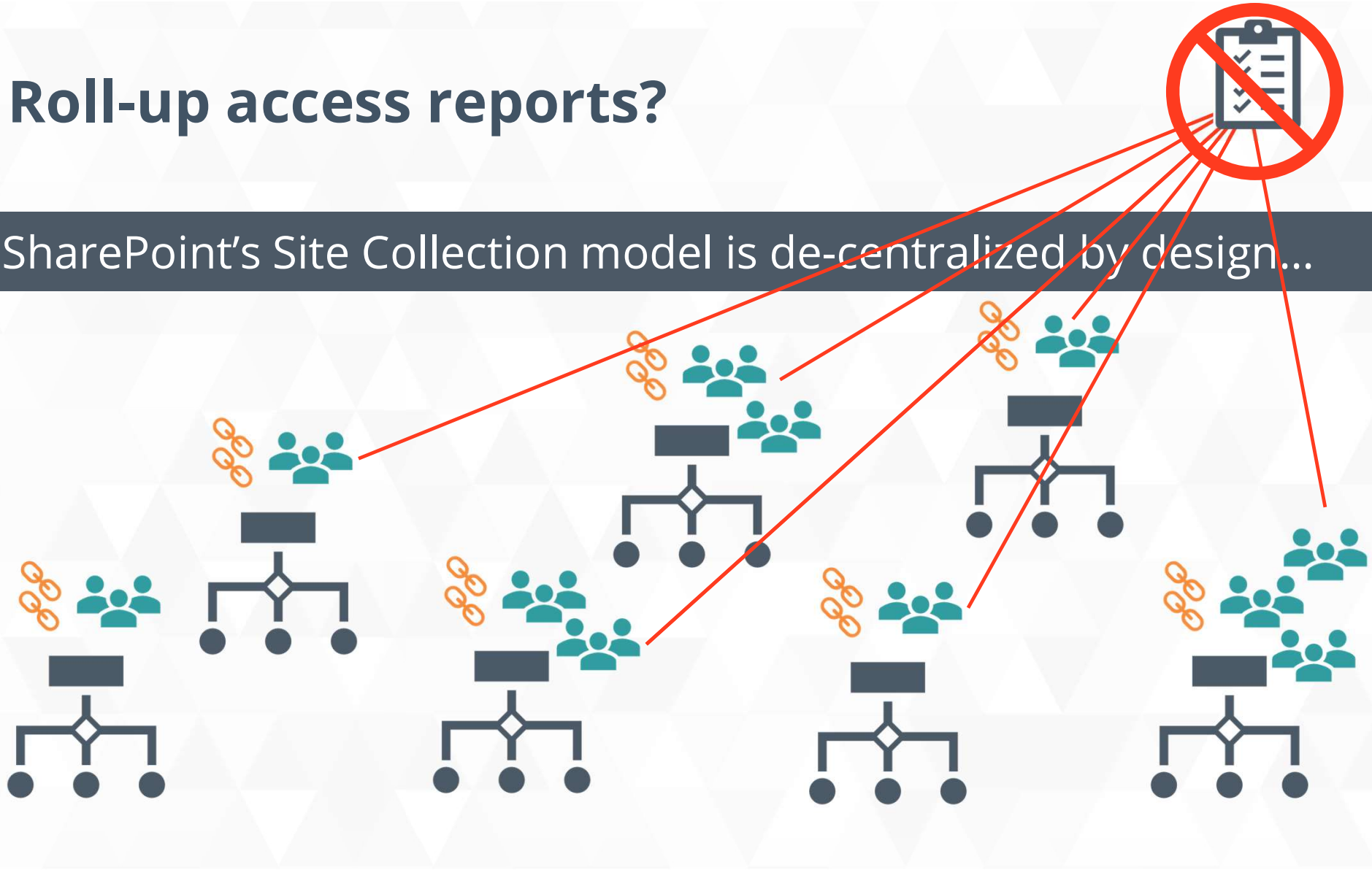
- So Easy! “Everyone except external”

Large and Nested Security Groups

- Explicit people hiding in the wings

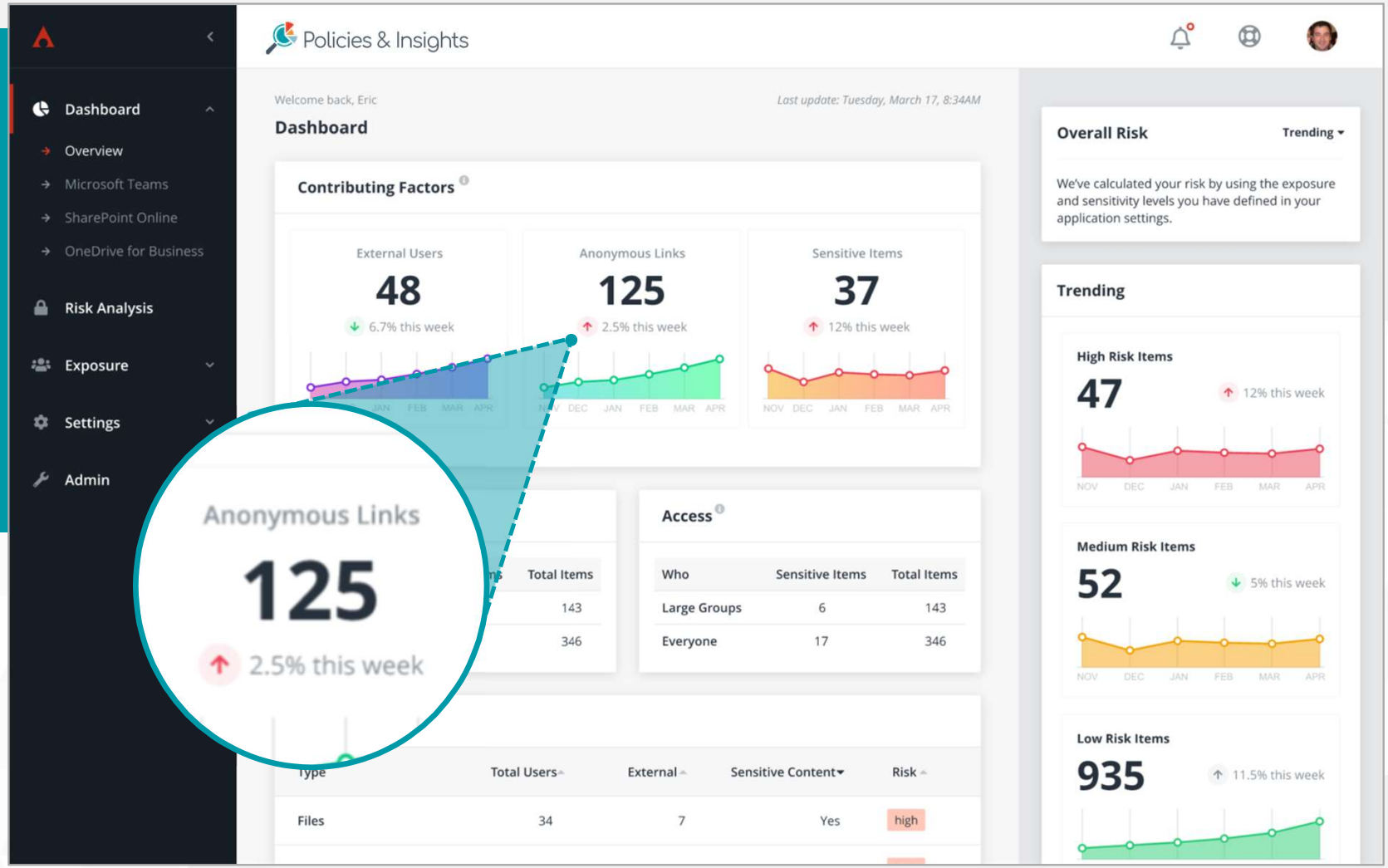
Roll-up access reports?

SharePoint's Site Collection model is de-centralized by design...

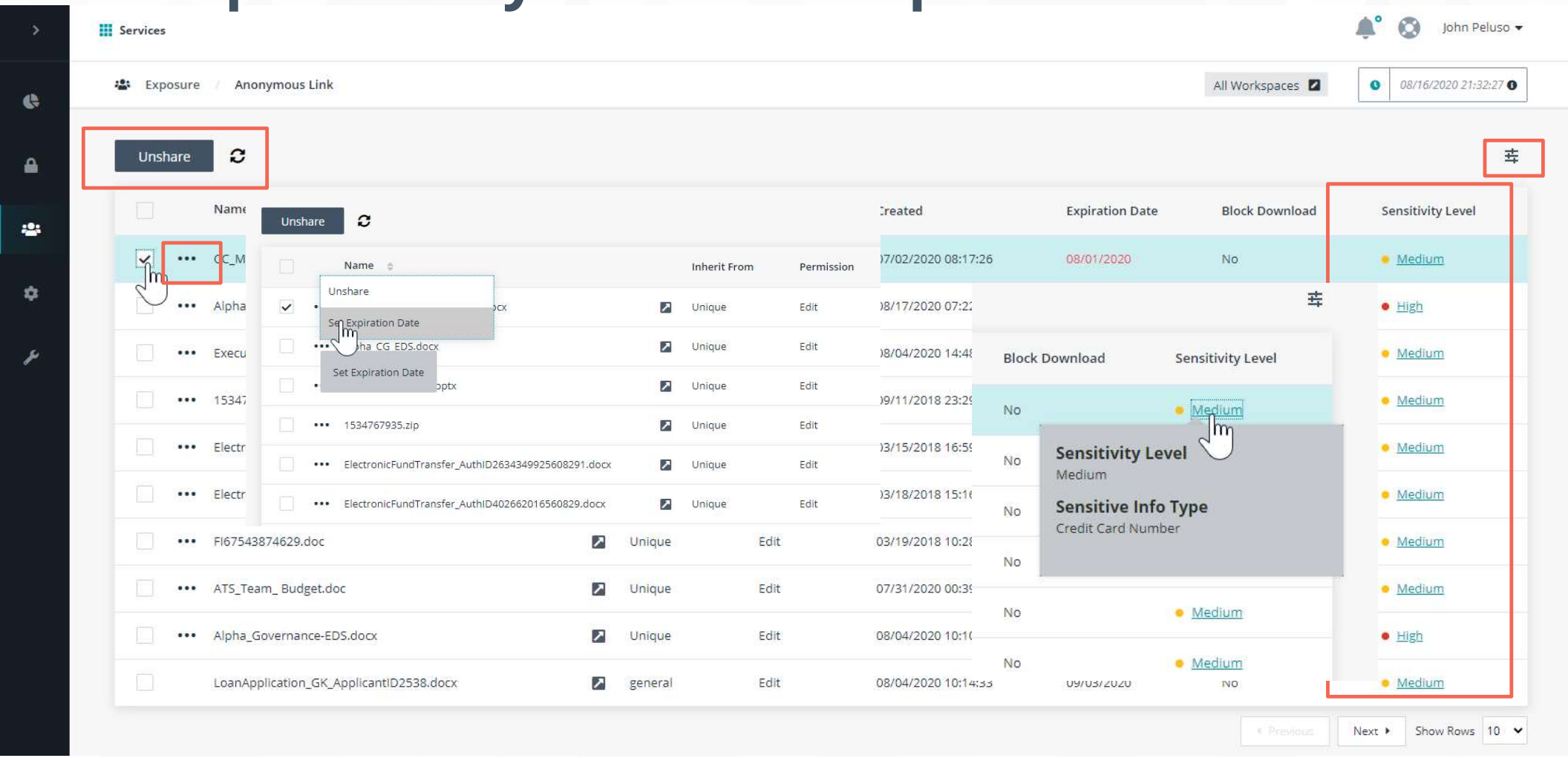


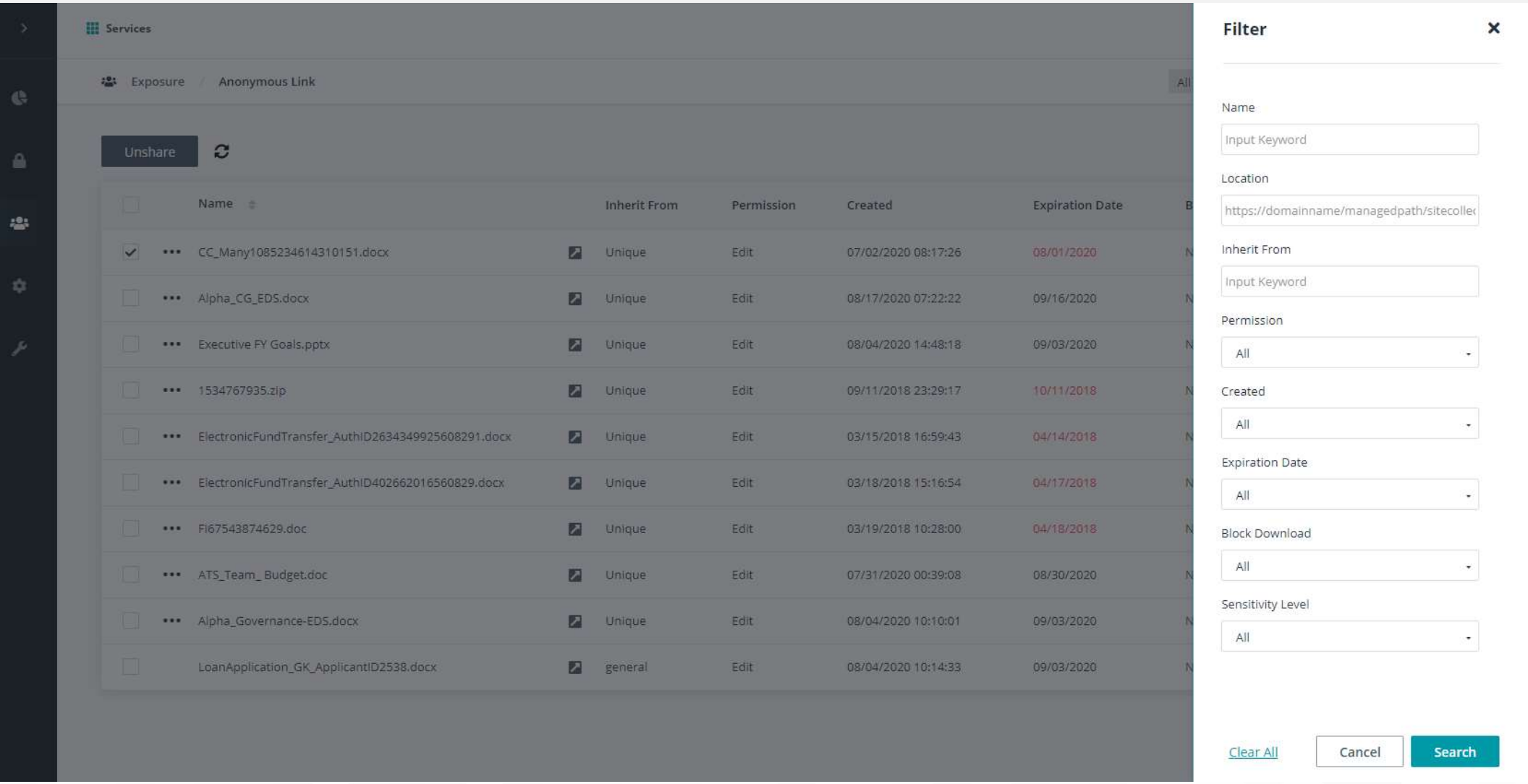
Tracking risk over time to understand changes to your environment

Proactive policy enforcement for Groups, Teams, and other services to protect content



Example- Anonymous link exposure




Services
Exposure / Anonymous Link
Unshare
Name
Inherit From
Permission
Created
Expiration Date
CC_Many1085234614310151.docx Unique Edit 07/02/2020 08:17:26 08/01/2020
Alpha_CG_EDS.docx Unique Edit 08/17/2020 07:22:22 09/16/2020
Executive FY Goals.pptx Unique Edit 08/04/2020 14:48:18 09/03/2020
1534767935.zip Unique Edit 09/11/2018 23:29:17 10/11/2018
ElectronicFundTransfer_AuthID2634349925608291.docx Unique Edit 03/15/2018 16:59:43 04/14/2018
ElectronicFundTransfer_AuthID402662016560829.docx Unique Edit 03/18/2018 15:16:54 04/17/2018
Fi67543874629.doc Unique Edit 03/19/2018 10:28:00 04/18/2018
ATS_Team_ Budget.doc Unique Edit 07/31/2020 00:39:08 08/30/2020
Alpha_Governance-EDS.docx Unique Edit 08/04/2020 10:10:01 09/03/2020
LoanApplication_GK_ApplicantID2538.docx general Edit 08/04/2020 10:14:33 09/03/2020
Filter
Name
Input Keyword
Location
https://domainname/managedpath/sitecolle
Inherit From
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Sensitivity Level
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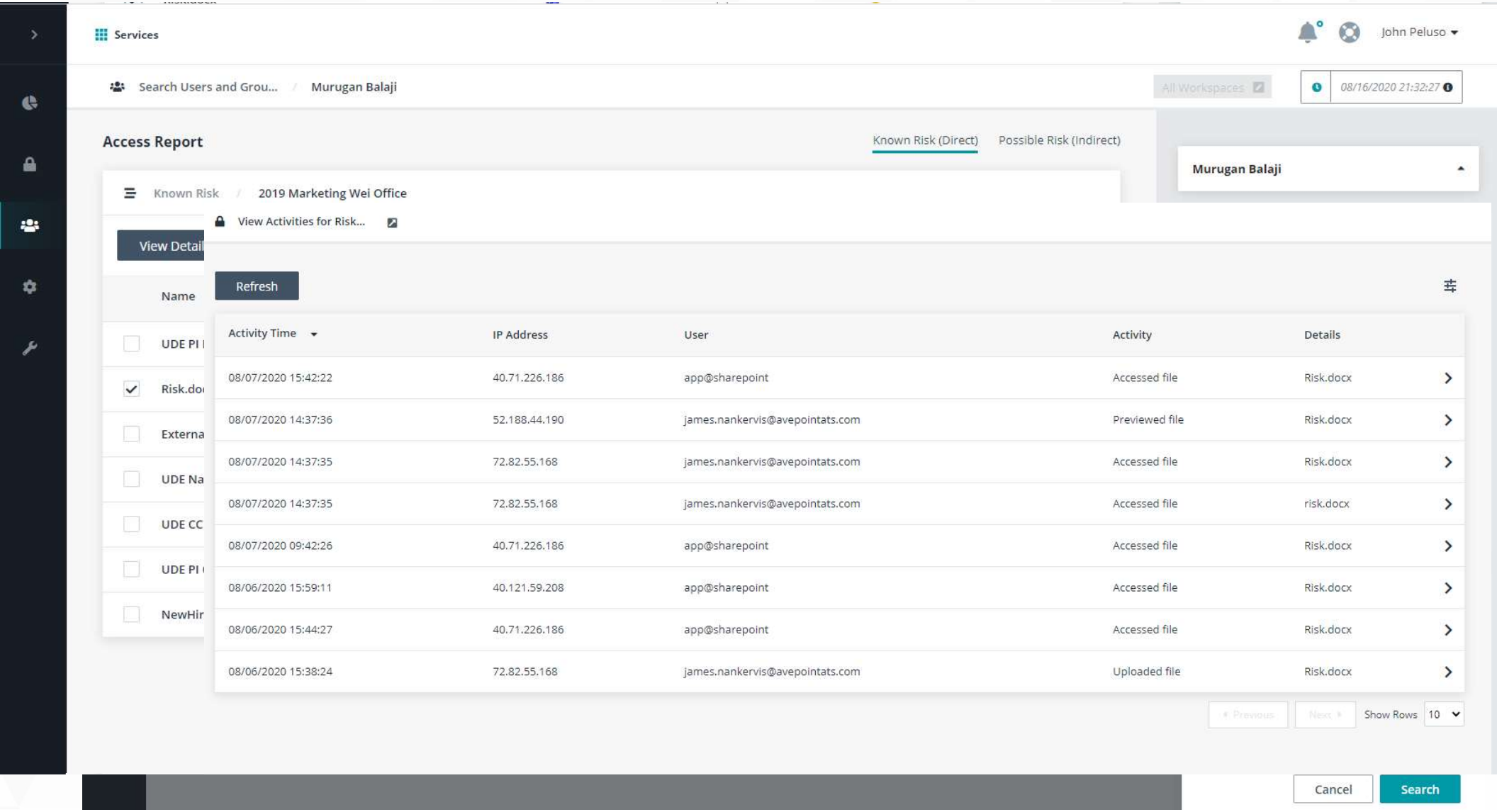
Clear All
Cancel
Search


Services
John Peluso
Search Users and Grou...
Murugan Balaji
All Workspaces
08/16/2020 21:32:27
Access Report
Known Risk (Direct)
Possible Risk (Indirect)
Murugan Balaji
Known Risk
2019 Marketing Wei Office
View Activities for Risk...
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Refresh
Name
UDE PI
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User
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Details
08/07/2020 15:42:22 40.71.226.186 app@sharepoint Accessed file Risk.docx
08/07/2020 14:37:36 52.188.44.190 james.nankervis@avepointats.com Previewed file Risk.docx
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08/06/2020 15:38:24 72.82.55.168 james.nankervis@avepointats.com Uploaded file Risk.docx
Previous
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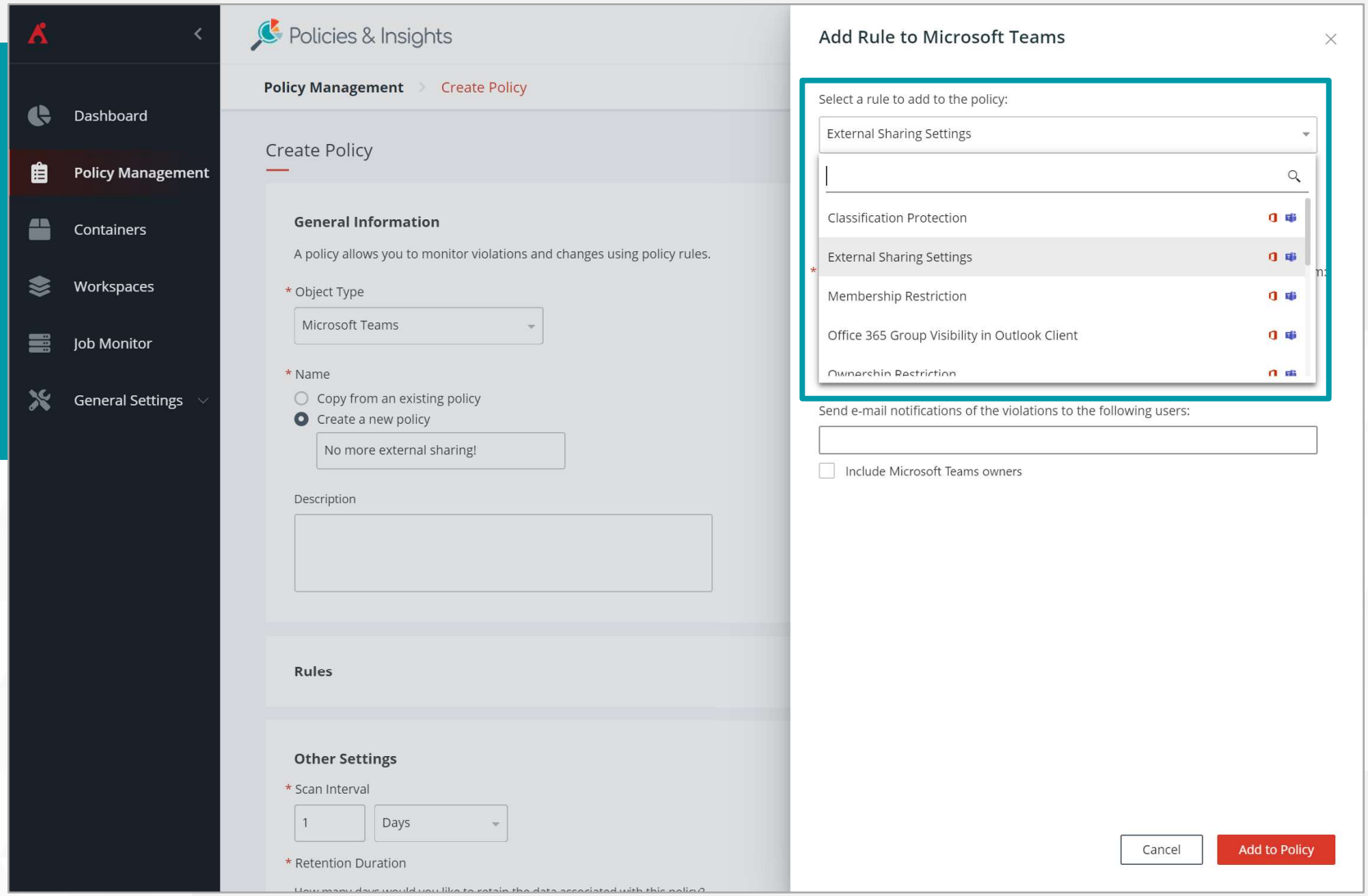
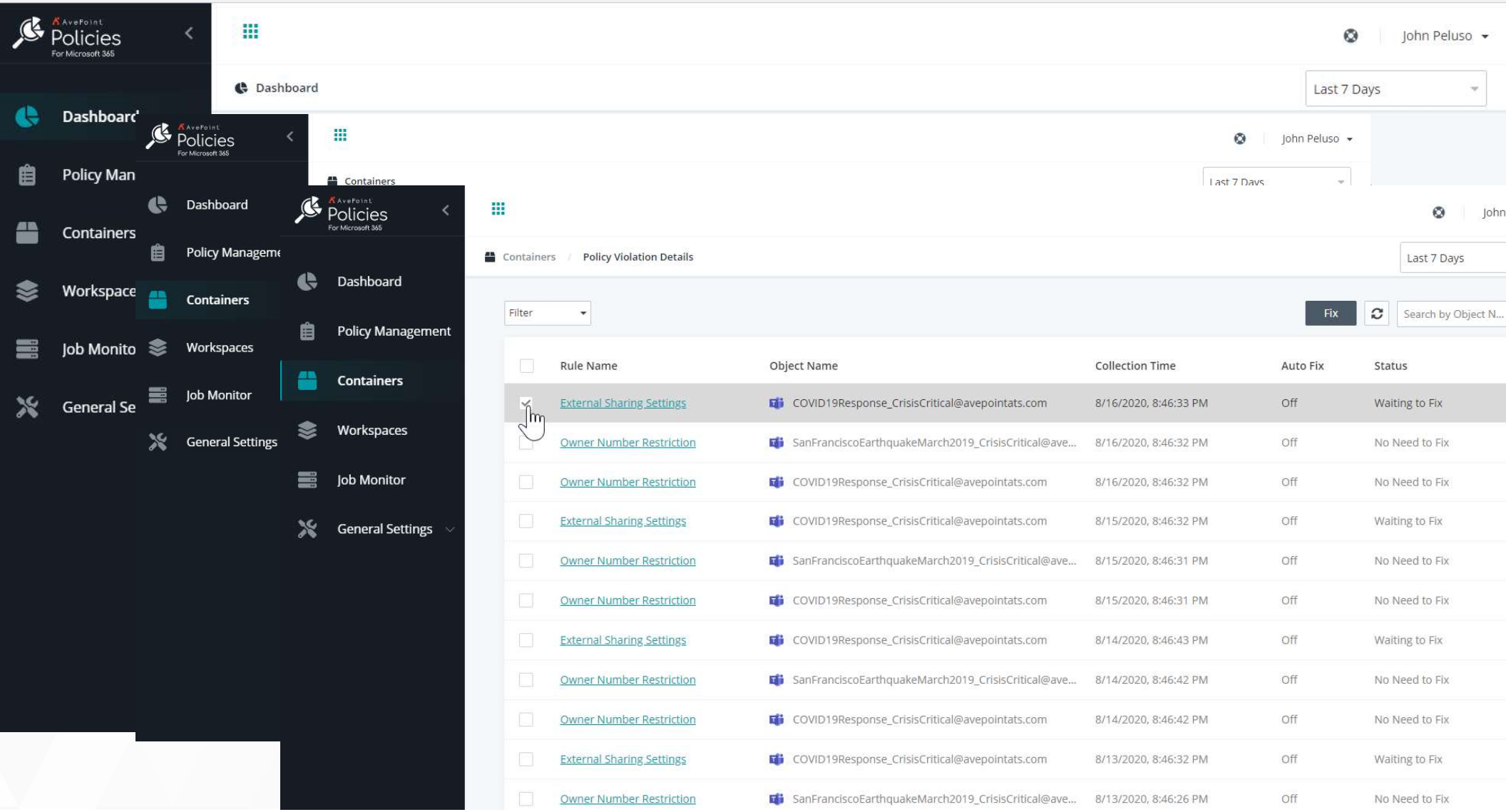
Show Rows 10
Cancel
Search

Craft policies that can adapt to the way your teams work and block the most common risks in your Microsoft 365 environment!




AvePoint
Policies
For Microsoft 365
Dashboard
Policy Man
Containers
Workspace
Job Monito
General Se
John Peluso
Last 7 Days
Policy Management
Workspaces
Job Monitor
General Settings
Containers / Policy Violation Details
Filter
Fix
Search by Object N...
Rule Name
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Collection Time
Auto Fix
Status
External Sharing Settings COVID19Response_CrisisCritical@avepointats.com 8/16/2020, 8:46:33 PM Off Waiting to Fix
Owner Number Restriction SanFranciscoEarthquakeMarch2019_CrisisCritical@ave... 8/16/2020, 8:46:32 PM Off No Need to Fix
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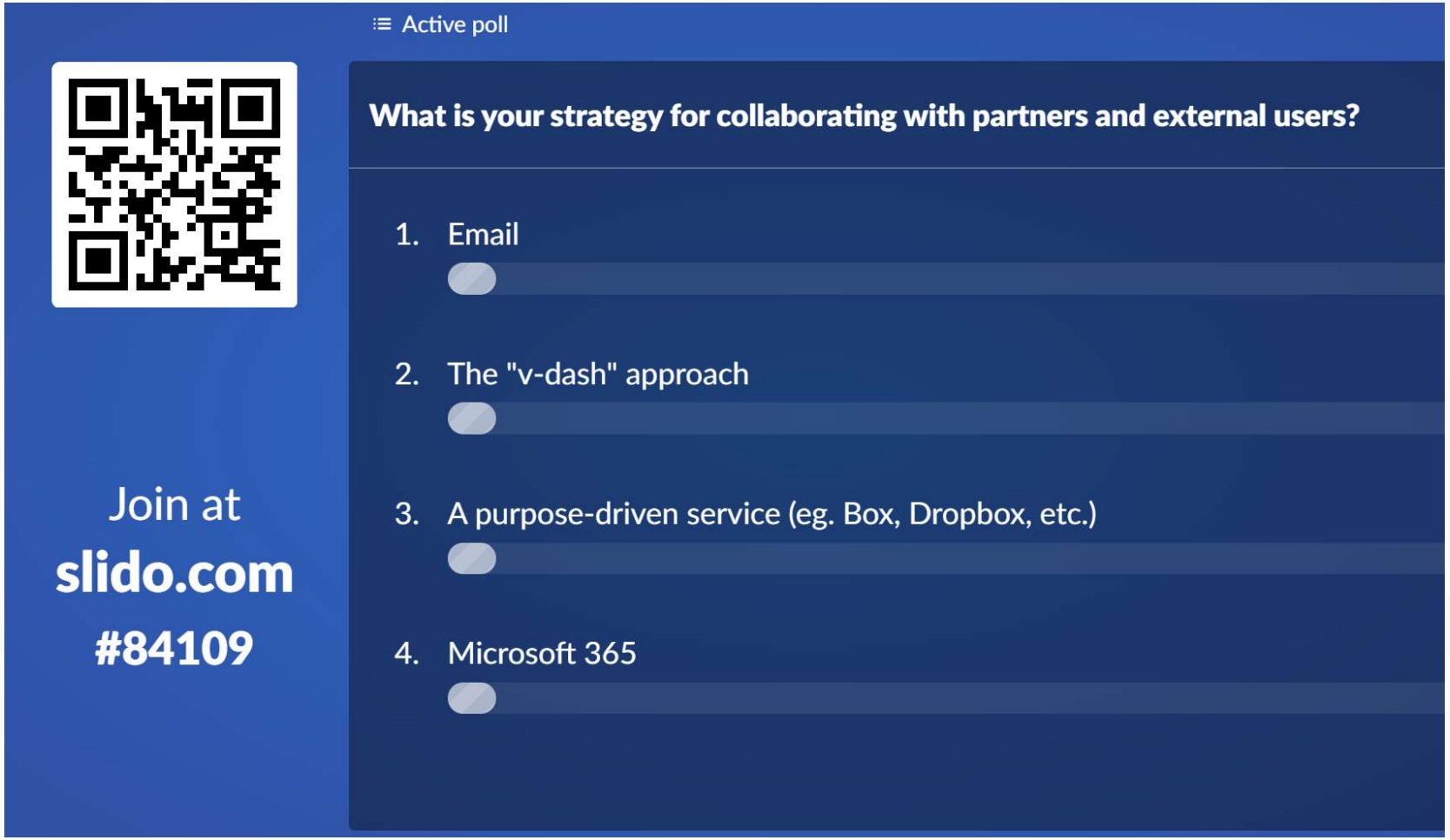
Last question...



Is external collaboration a bad idea?

Let's face facts...

The Fear...

- By "letting them in", you make it easy to over-share outside the org
- I don't trust my users to be careful when sharing, *especially* externally!
- My security team will never go for it
- Once an external person is *in*, how do I get them *out*?

The Reality...

- You are *already* sharing externally... but how?
- Are you leaving it to your users to decide *when* and *how*?
- Once your data leaves your system, what control do you have?
- Do you know *what* your external users are doing with your data?

Key considerations…

Who and where?

- Do you need to collaborate externally? If so, what does that collaboration look like?

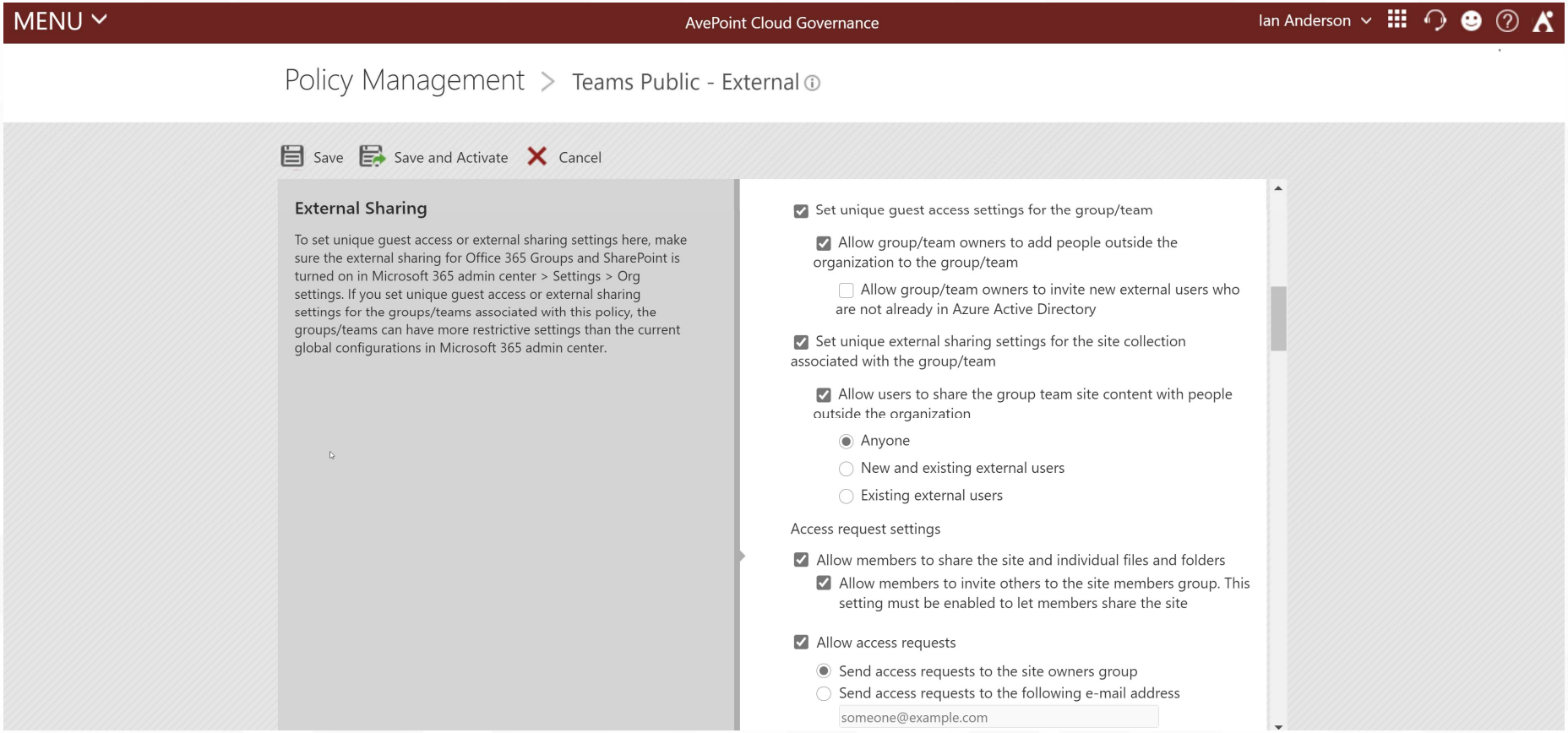
How do you want to onboard *new* external collaborators?

- Controlled, subject to approval? Open to owner invites? Manual or automated?

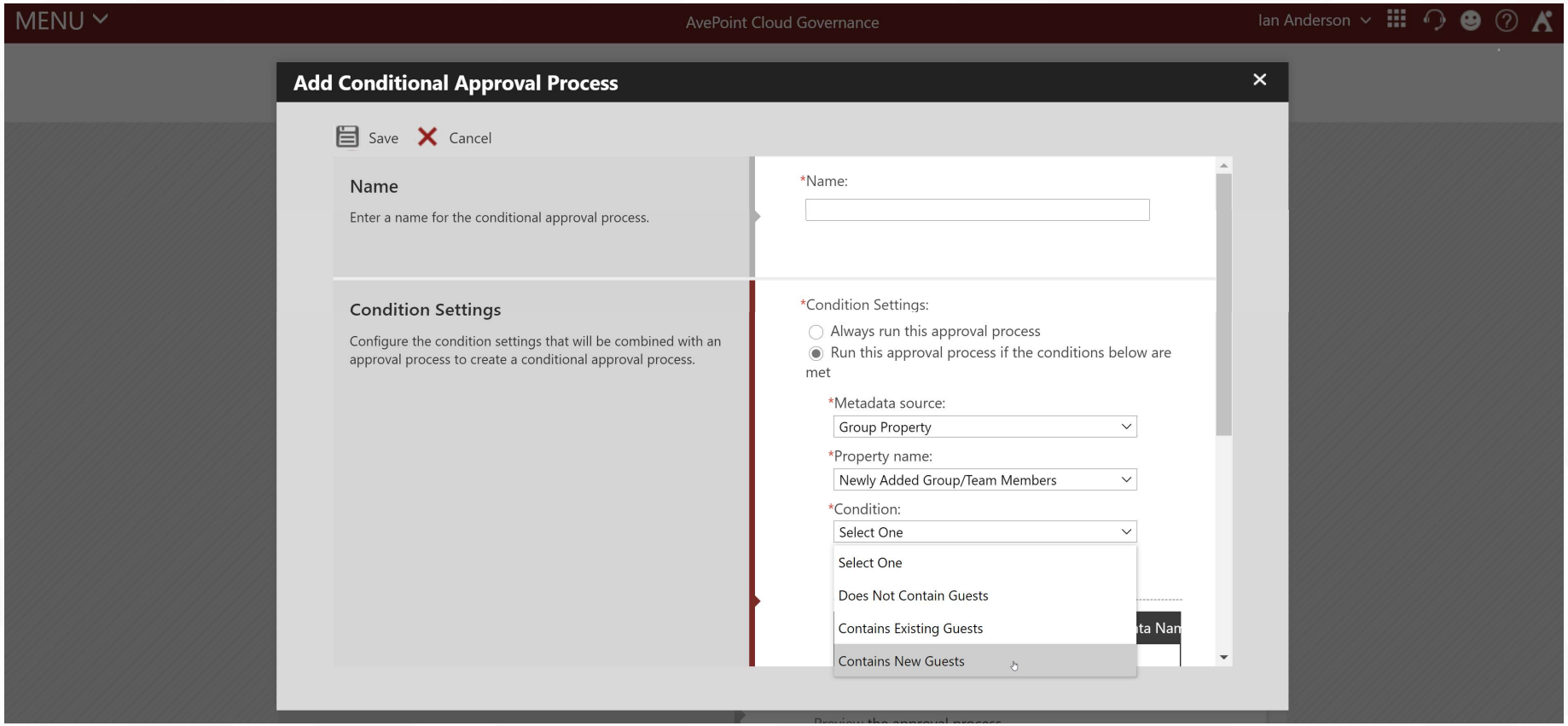
How will you handle the lifecycle of guests?

- Monitoring, reporting, need for access, off-boarding…. How will this happen?

Governing external access through Policy



Conditional approval...



EXAMPLE

	DEPARTMENT	DEPARTMENT	DEPARTMENT
EXTERNAL SHARING	No external sharing	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

Targeting Services & Policies Across Divisions

Tenant Wide General Services

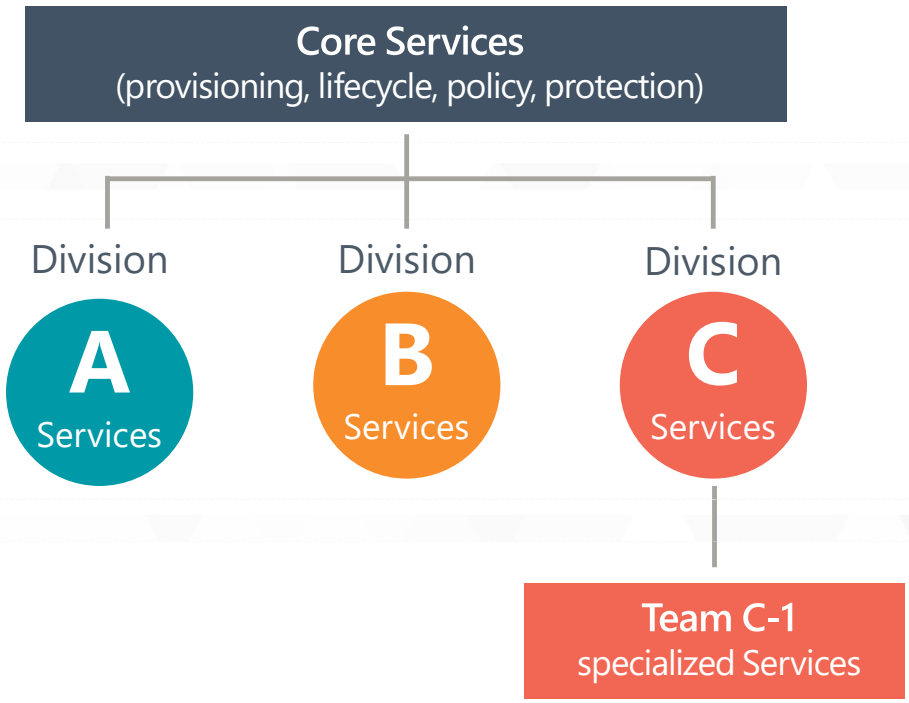
- Available to all/most users
- Address general productivity, security, compliance needs

Address Unique Needs of Specific Departments or Divisions

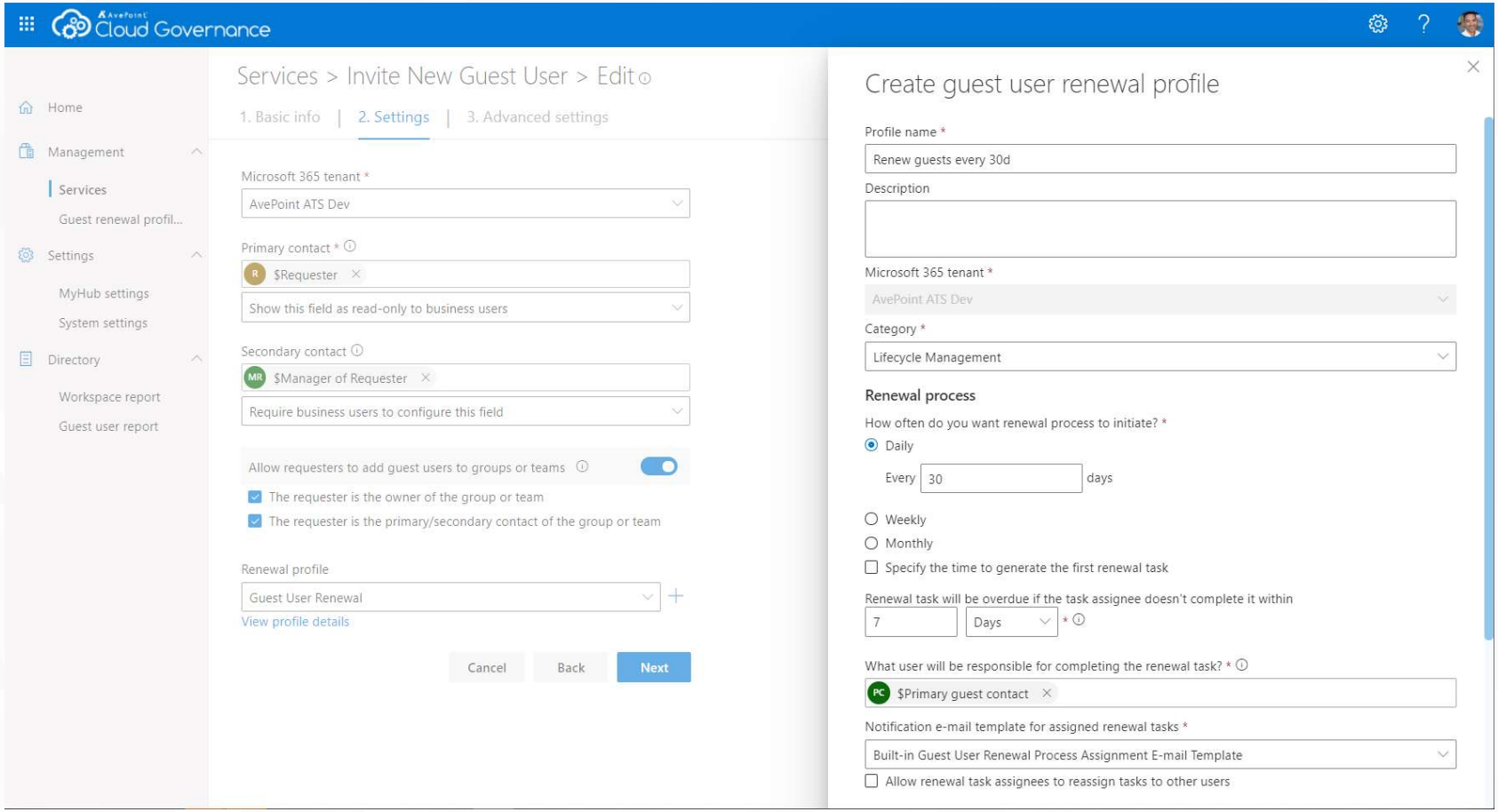
- LOB specific configurations
- More/less control and restrictions
- Example – External sharing allowed

Specialized Services Smaller Groups

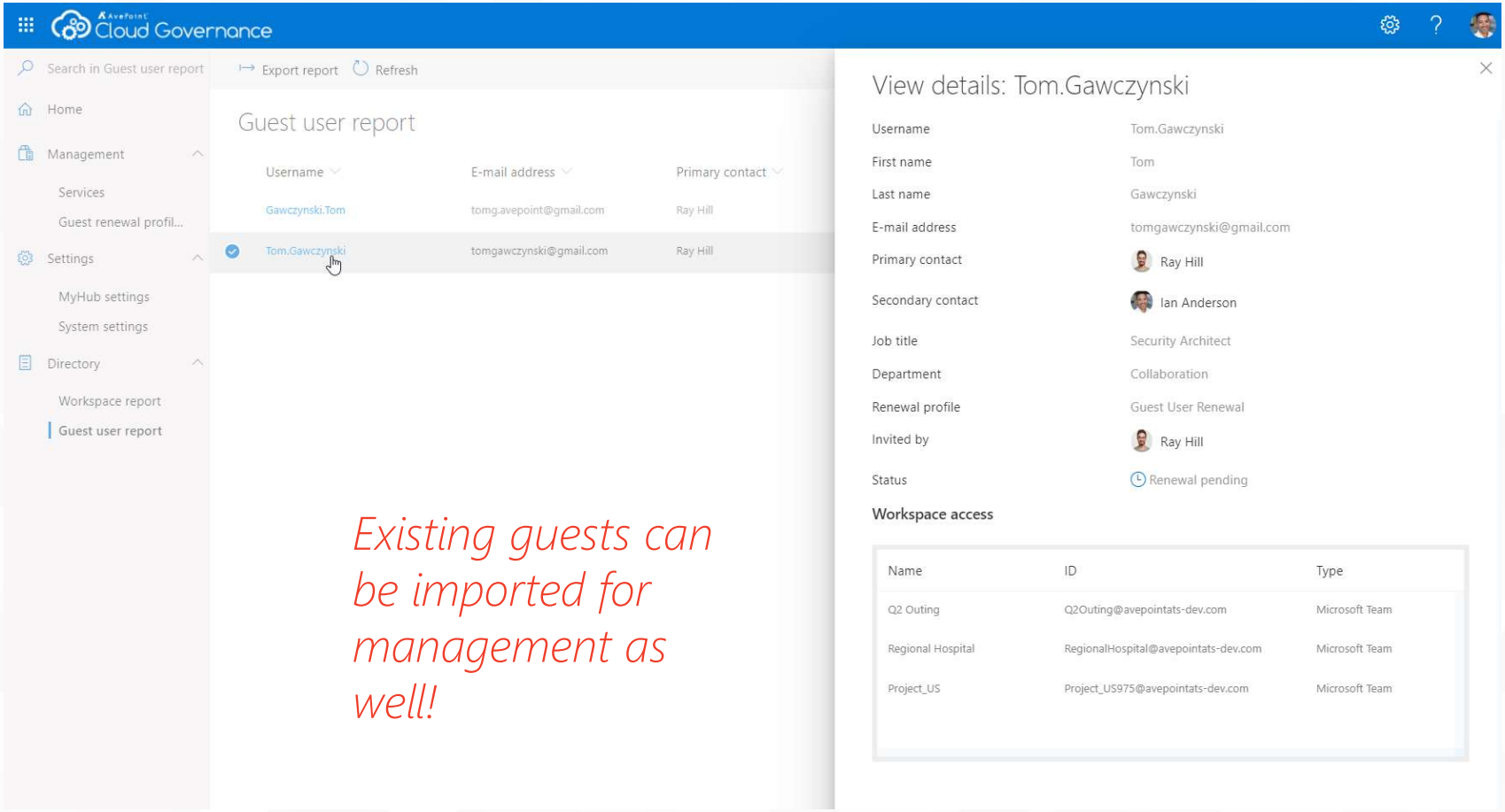
- Unique needs can be addressed
- Pilots of future services



Designing the “Guest User Request” service

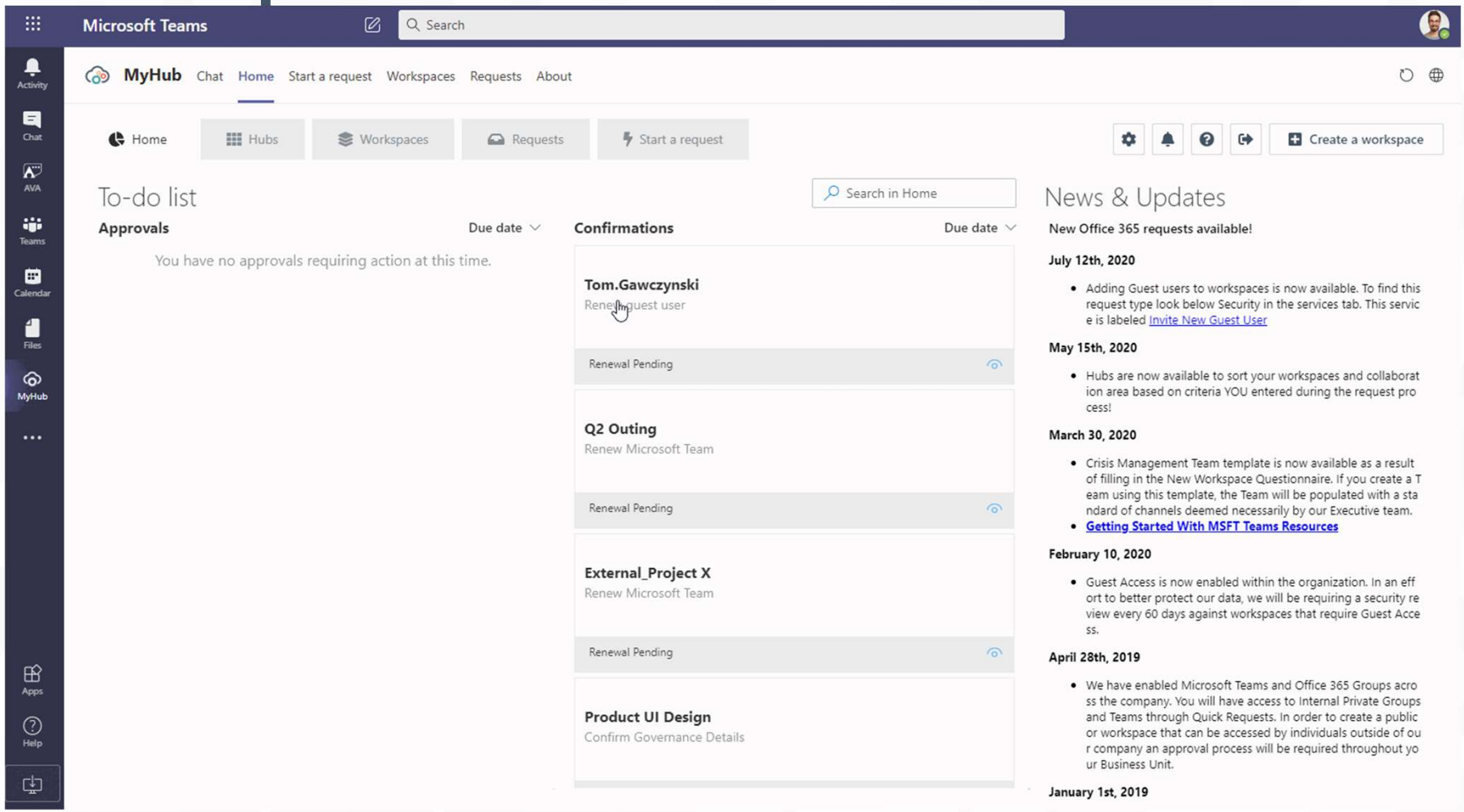


Admin monitoring of Guests

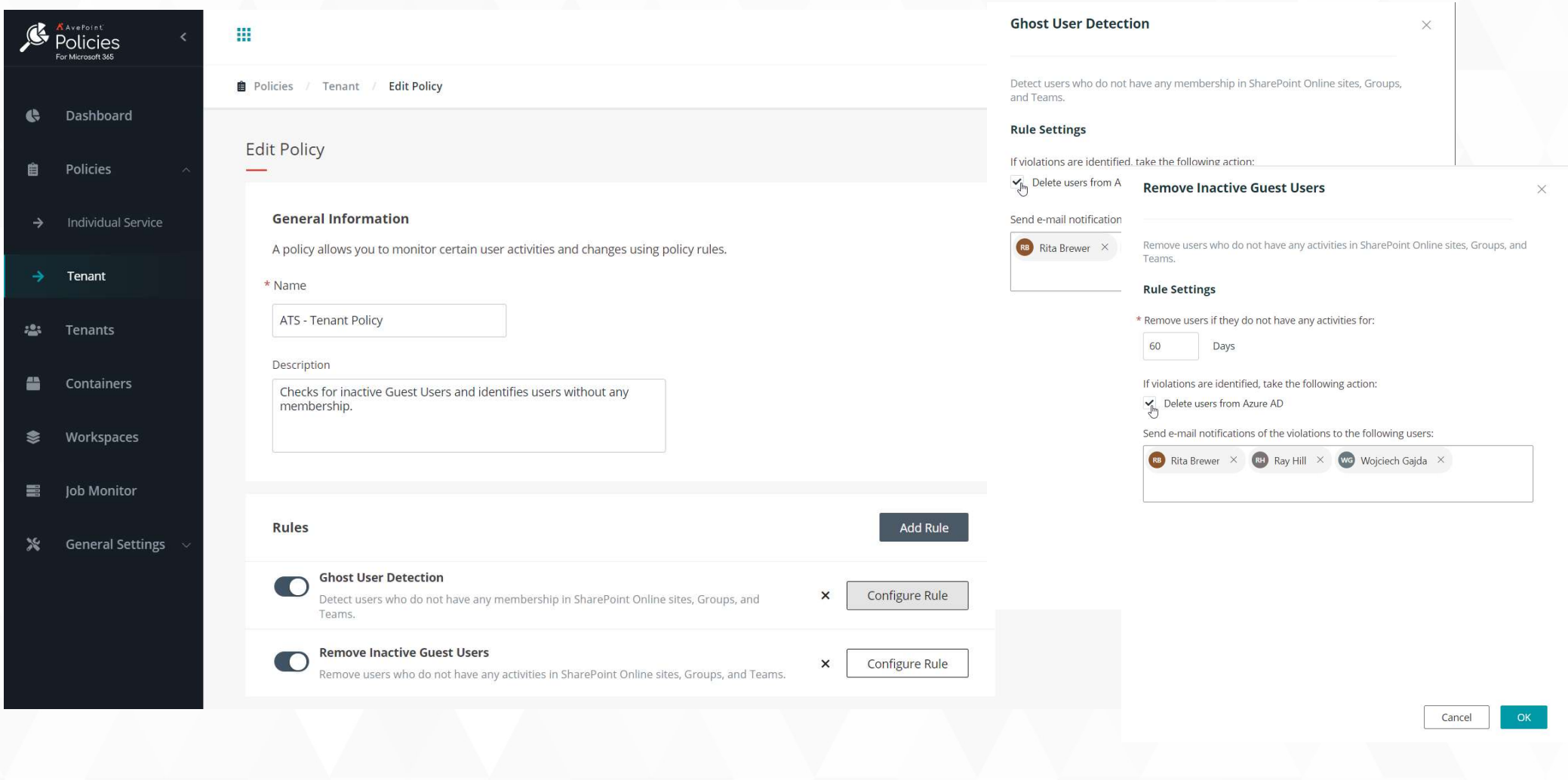


Existing guests can be imported for management as well!

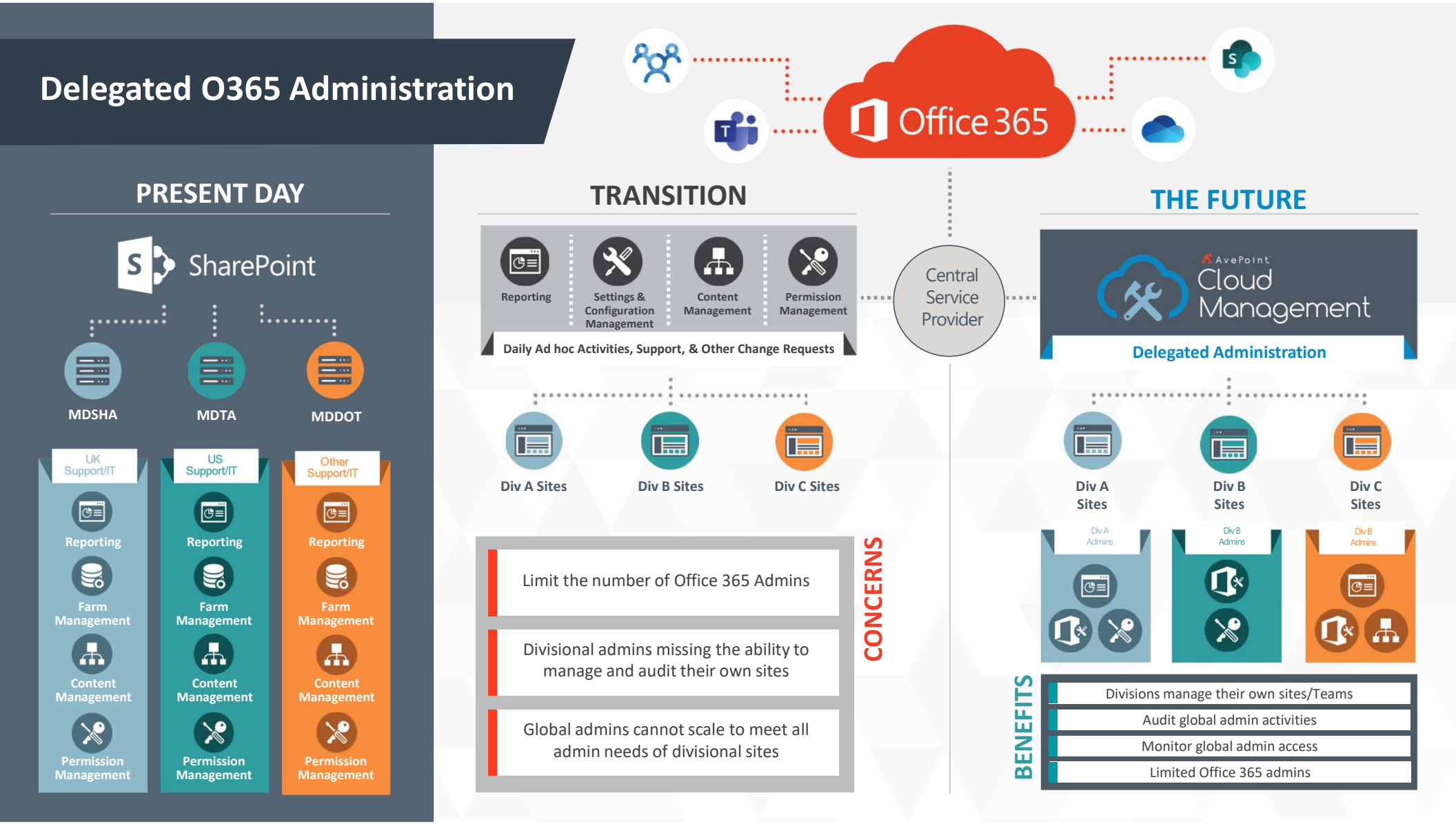
Renewal process for Guests



Proactive monitoring and removal of unneeded guests…



Delegated O365 Administration



Critical admin delegation considerations

"Role based access" (RBAC)

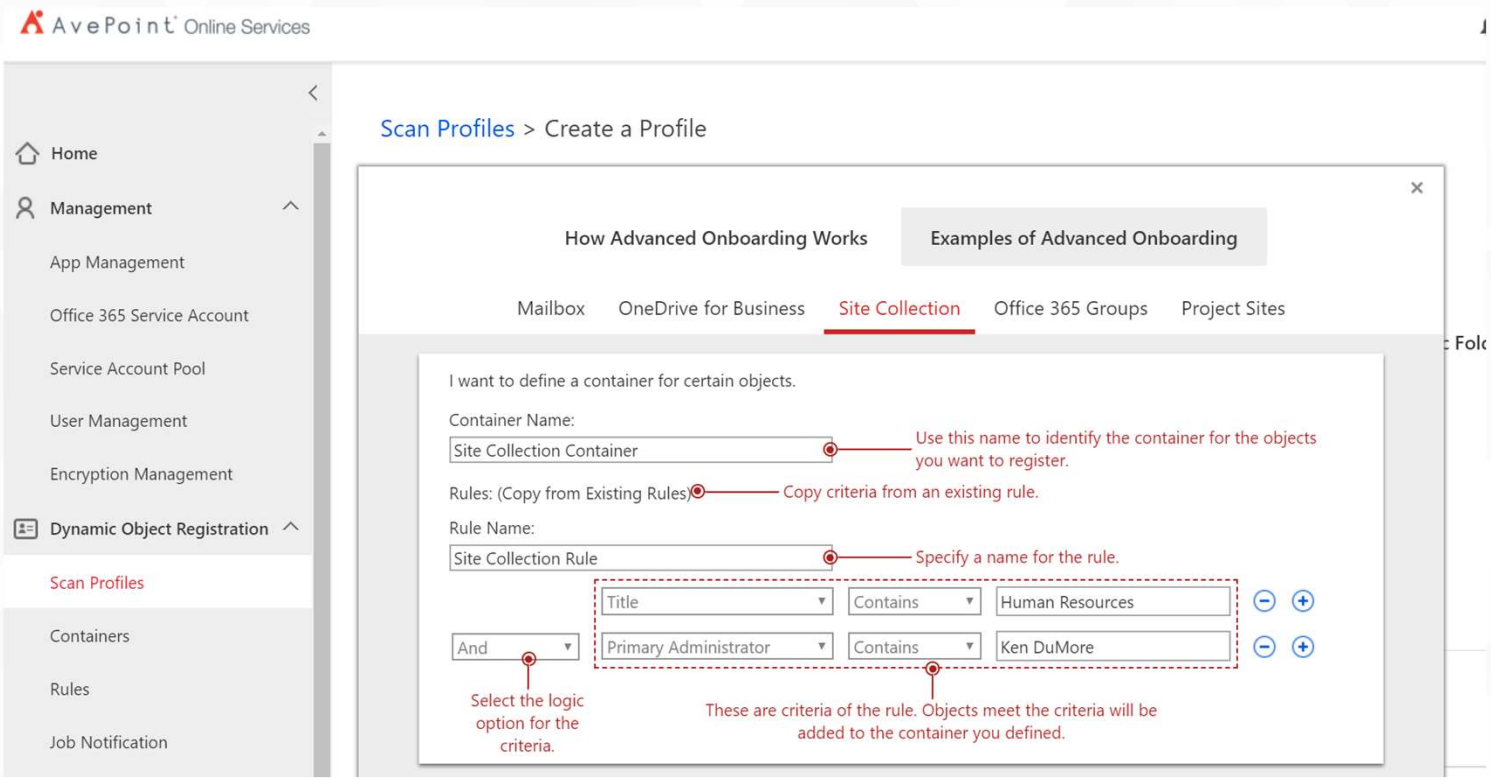
Limiting what feature(s) an Admin can use within applications

Security Trimming

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

“Dynamic Object Registration” for Security Trimming

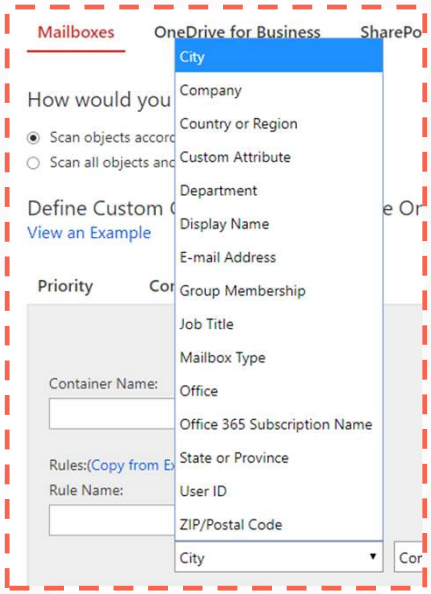
Group workspaces as needed for proper administrative delegation



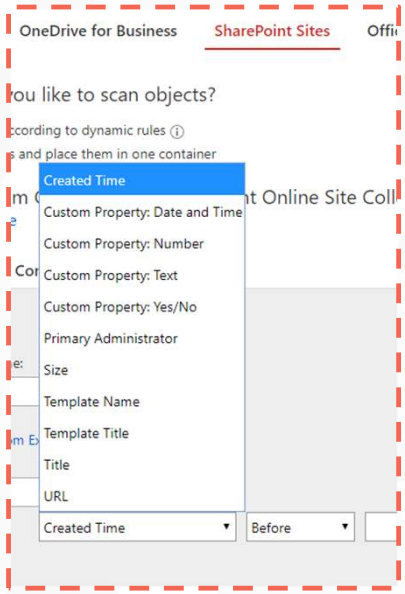
Registration Examples…

Objects can be grouped using properties and property combinations…

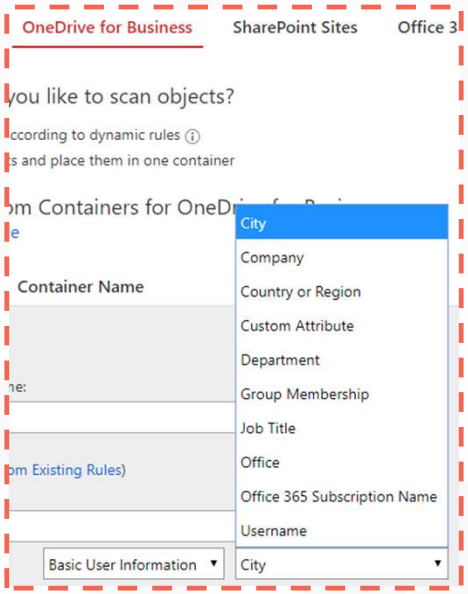
Exchange



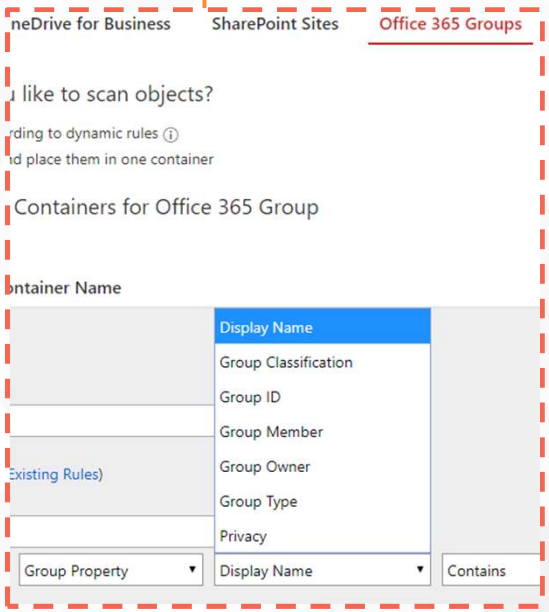
SharePoint



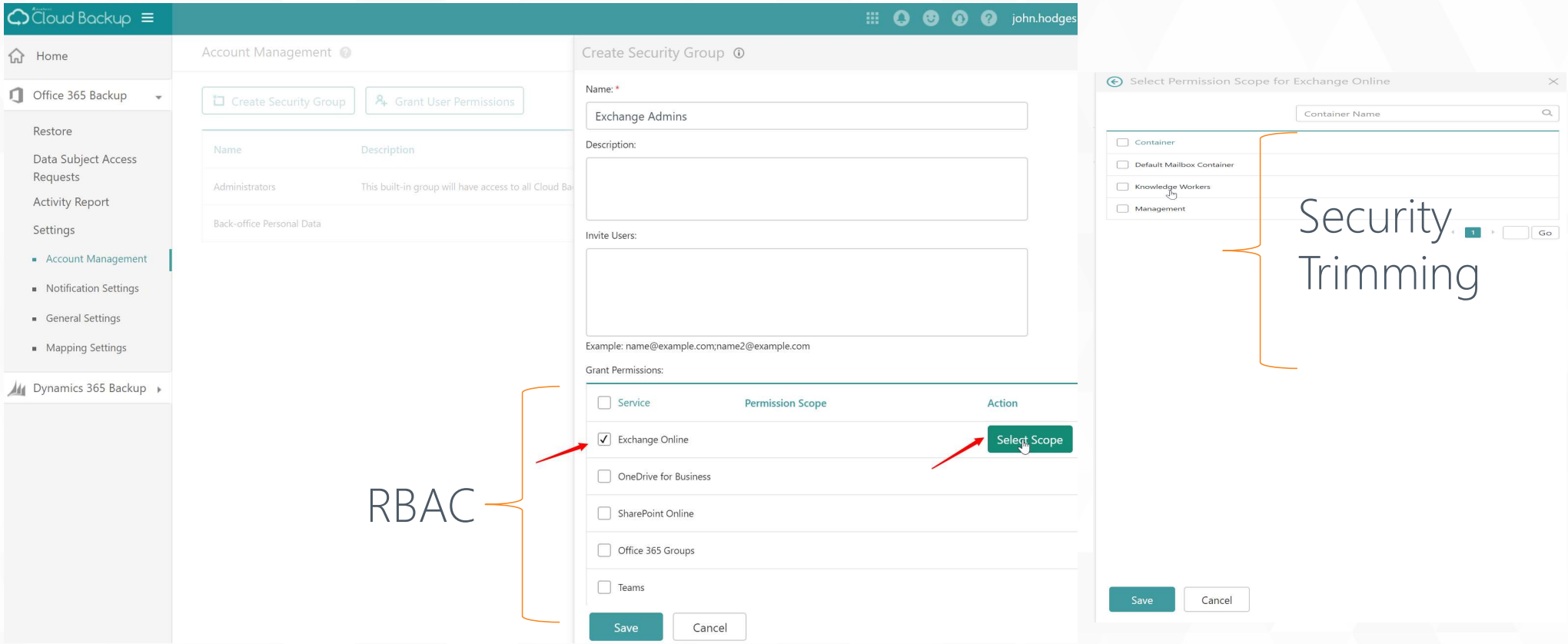
One Drives



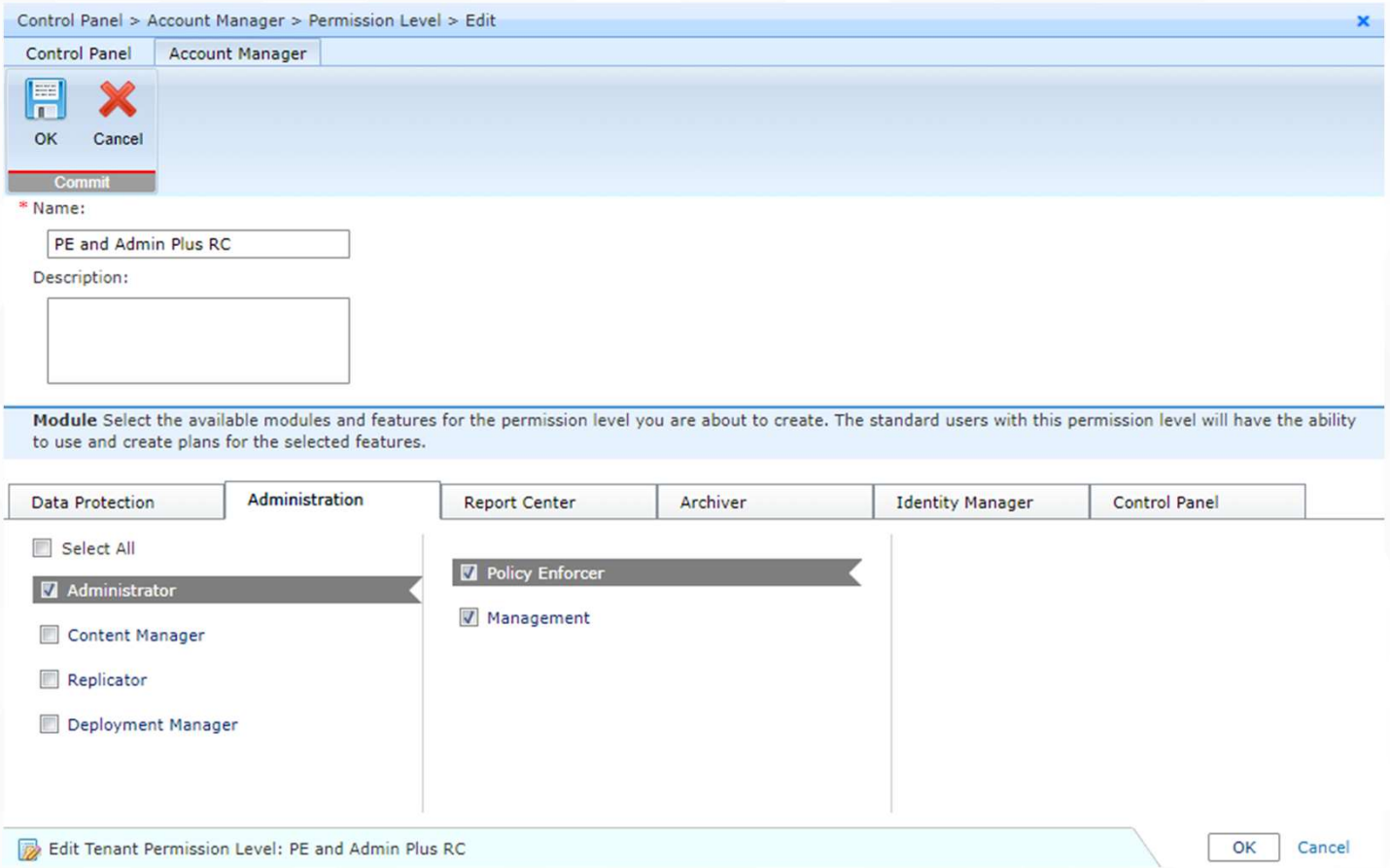
Groups/Teams



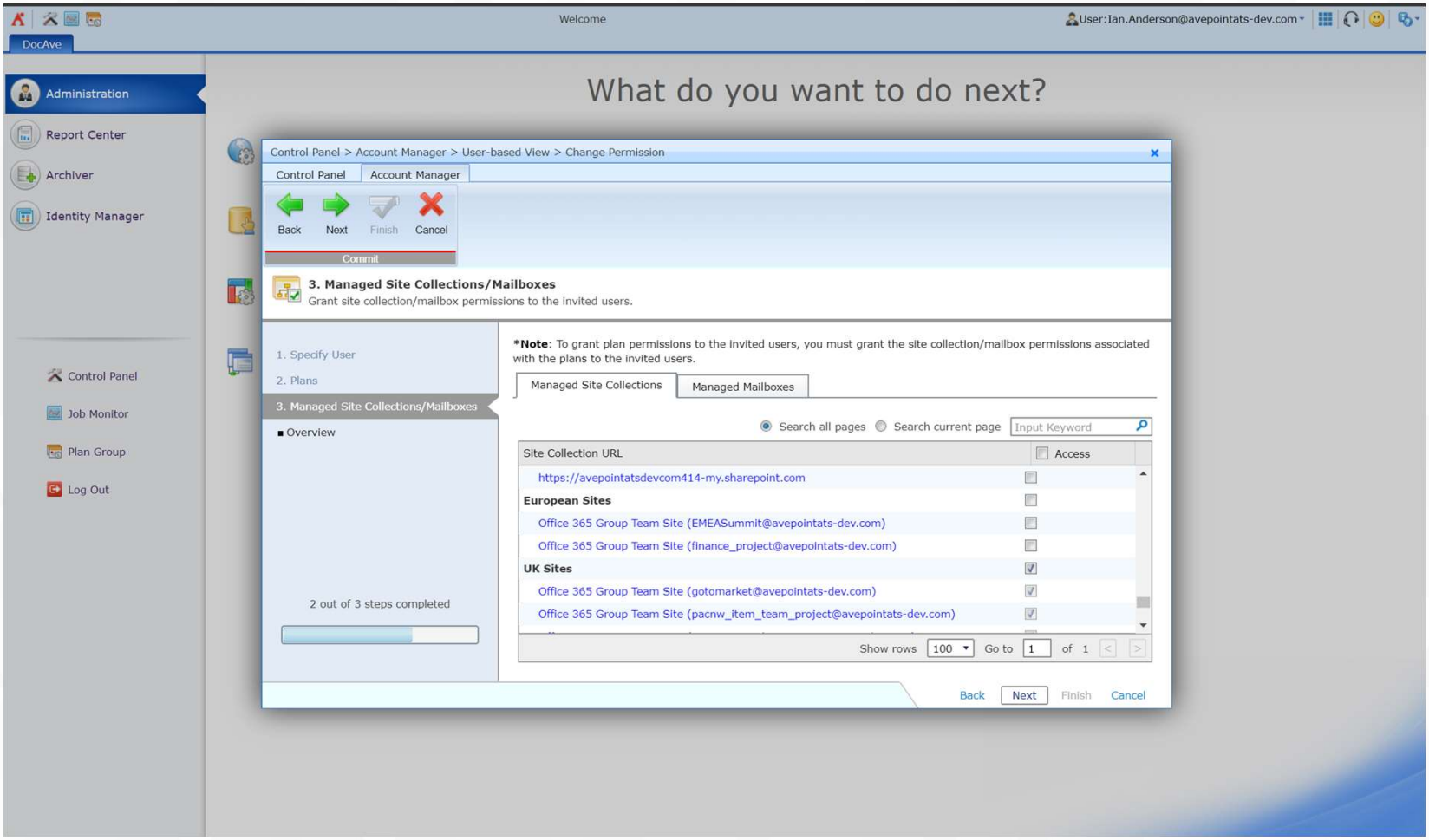
Leveraging DOS's groupings in AOS applications for delegation



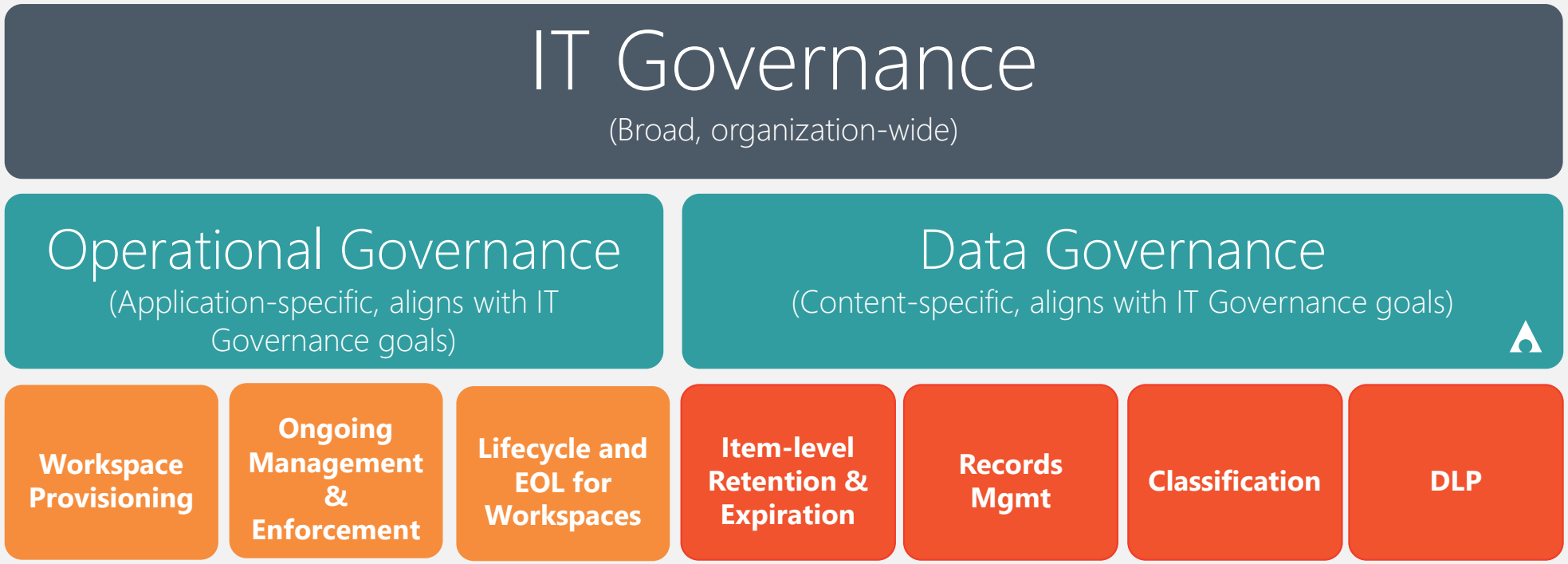
Role based access in Cloud Management



Security Trimming in Cloud Management



A “layered approach” for M365 governance…



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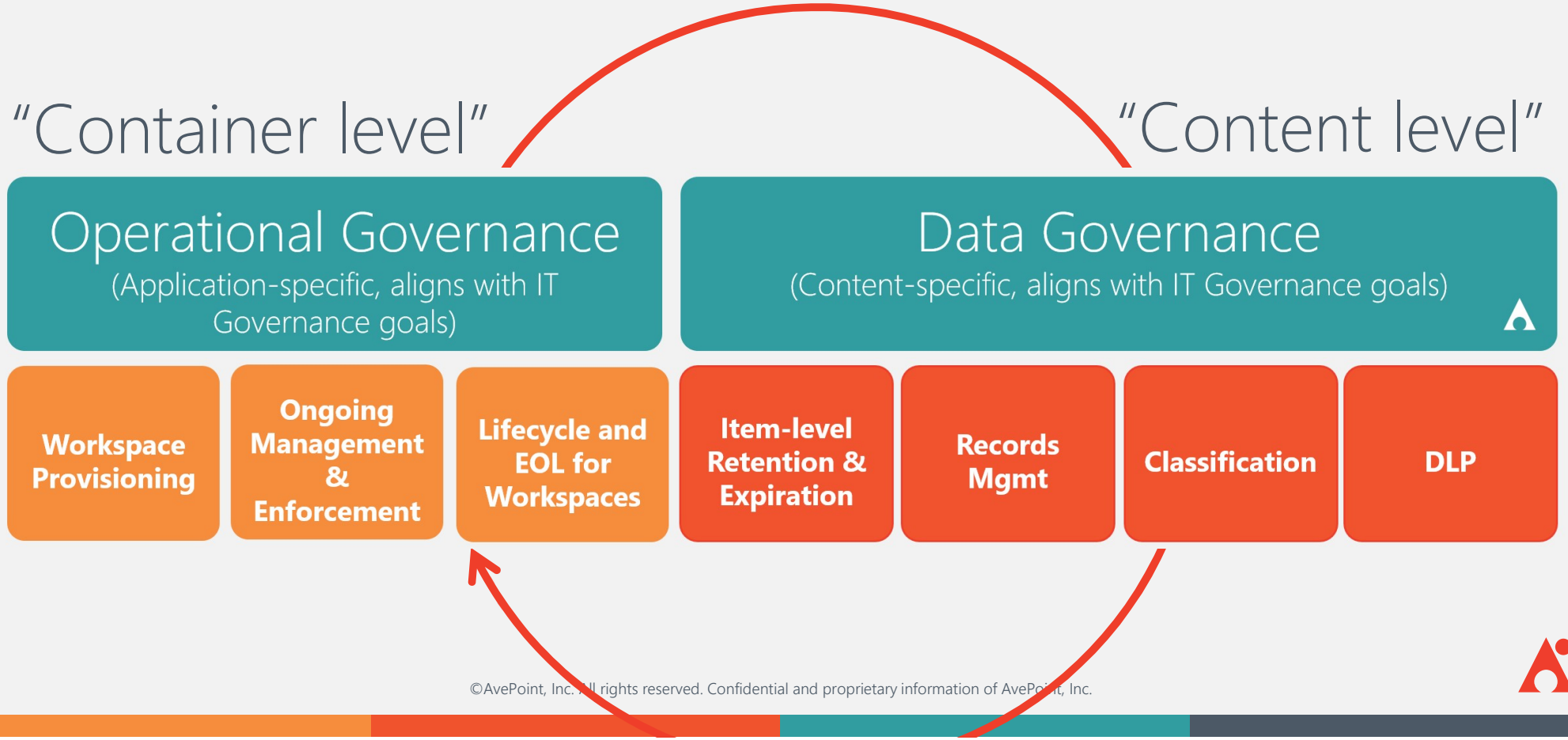
Top-down, and bottom-up…



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Microsoft native tooling to help govern workspace lifecycle…

Team "Archiving"

Removes Team from user's lists of active Teams
Puts Team conversations and files into "read only"
Can be reversed by a Team owner

Soft Delete

Recover deleted Teams and Groups

Group Expiration

Require owners to confirm their Group is still active and relevant periodically

Retention and expiration of content

Records management and content compliance policies

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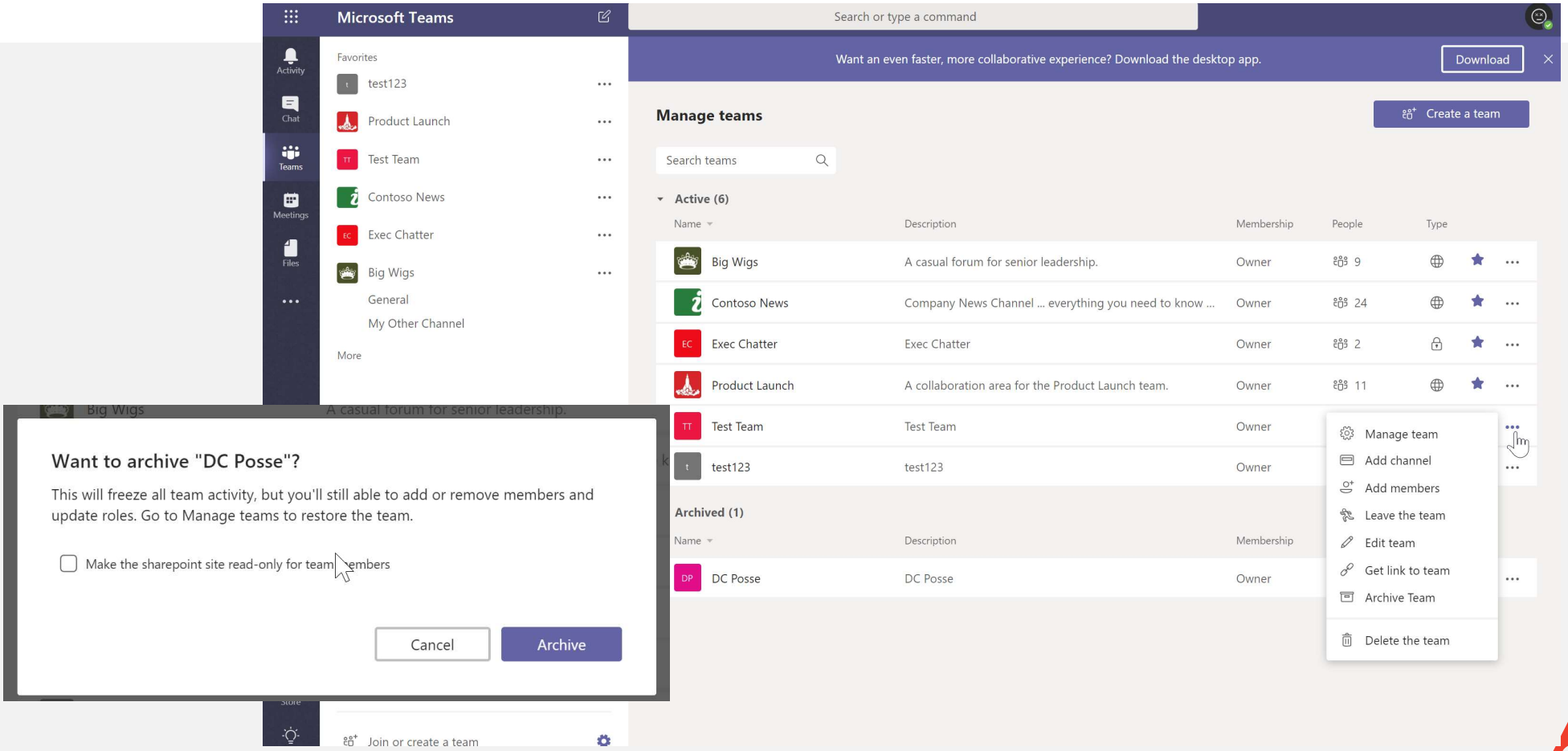
Understanding “archived” Teams



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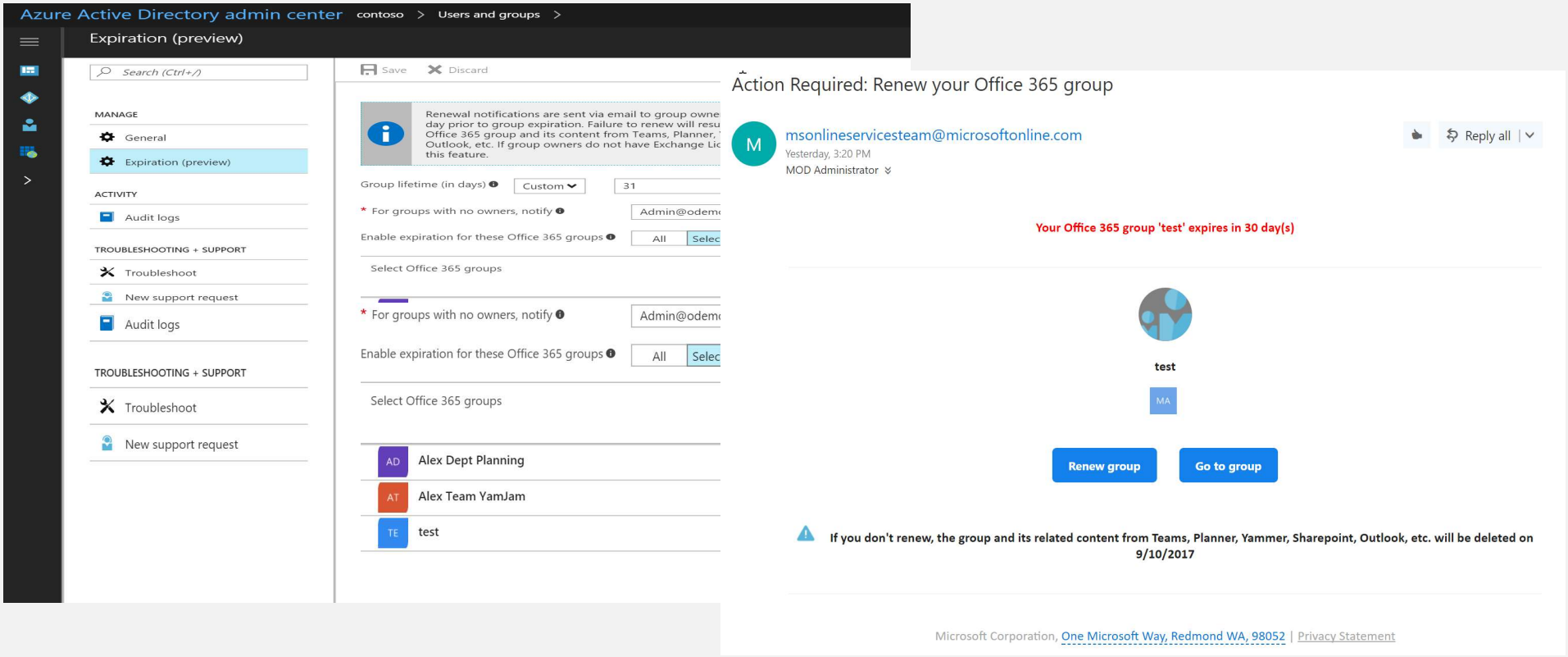
Group expiration helps prune old Teams



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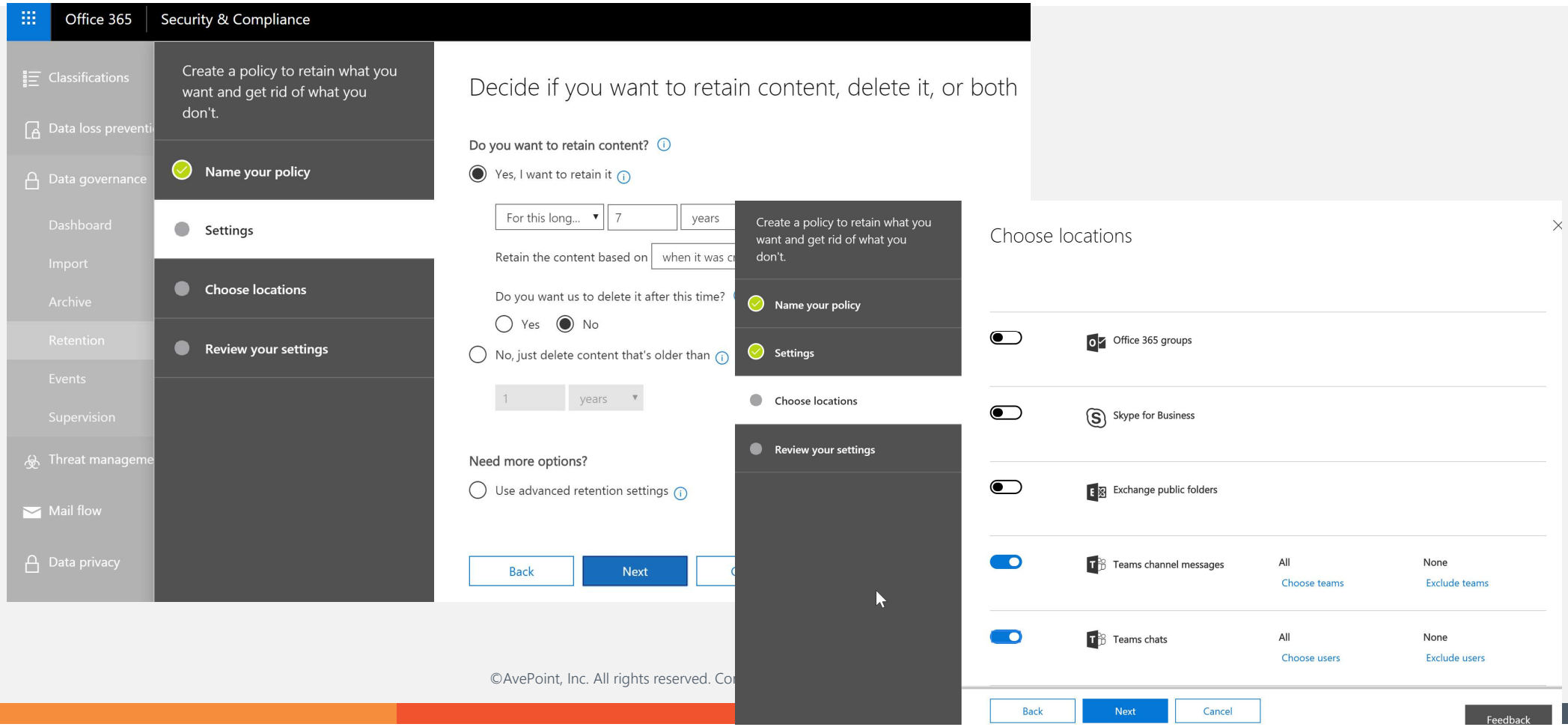
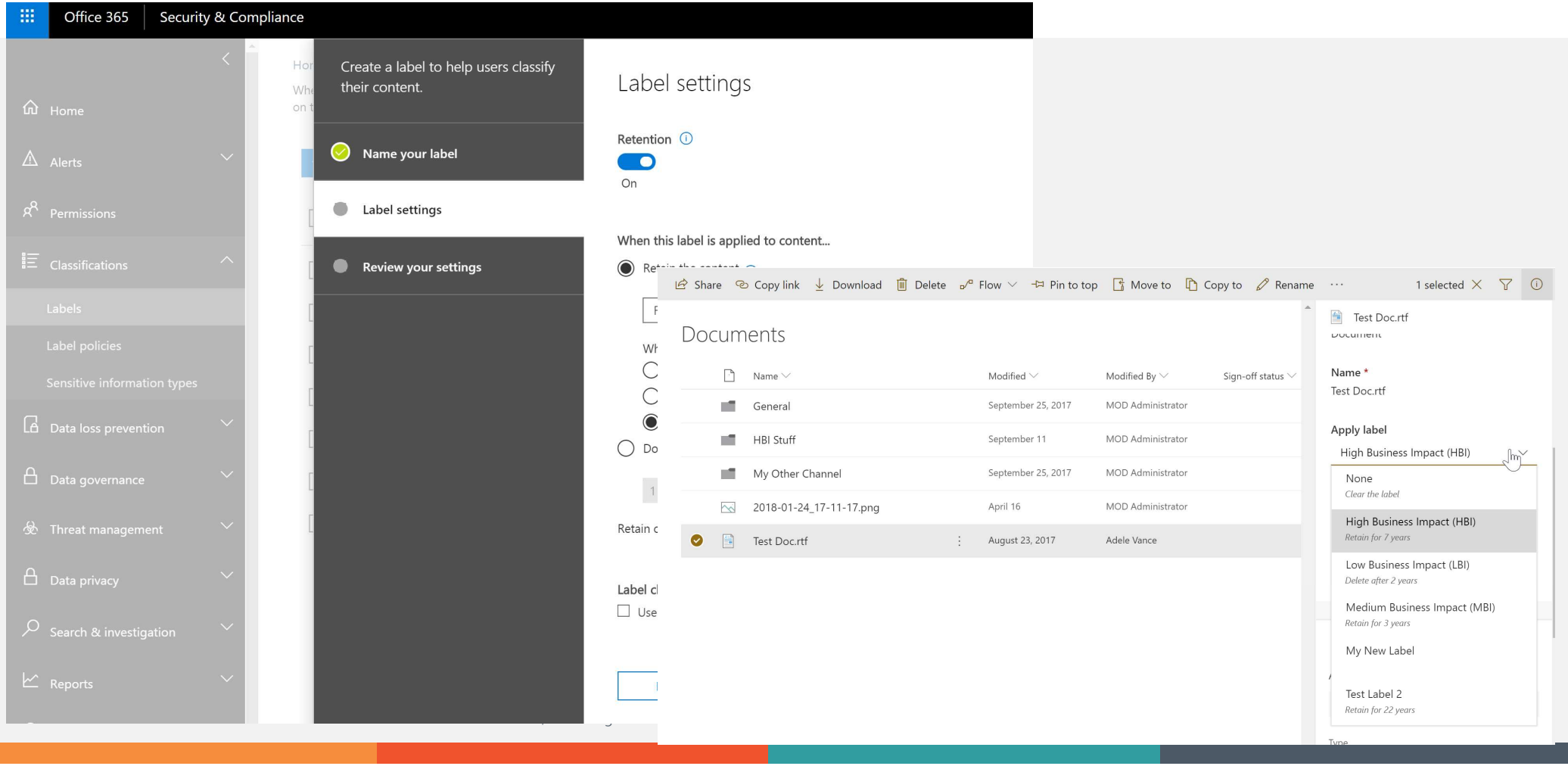
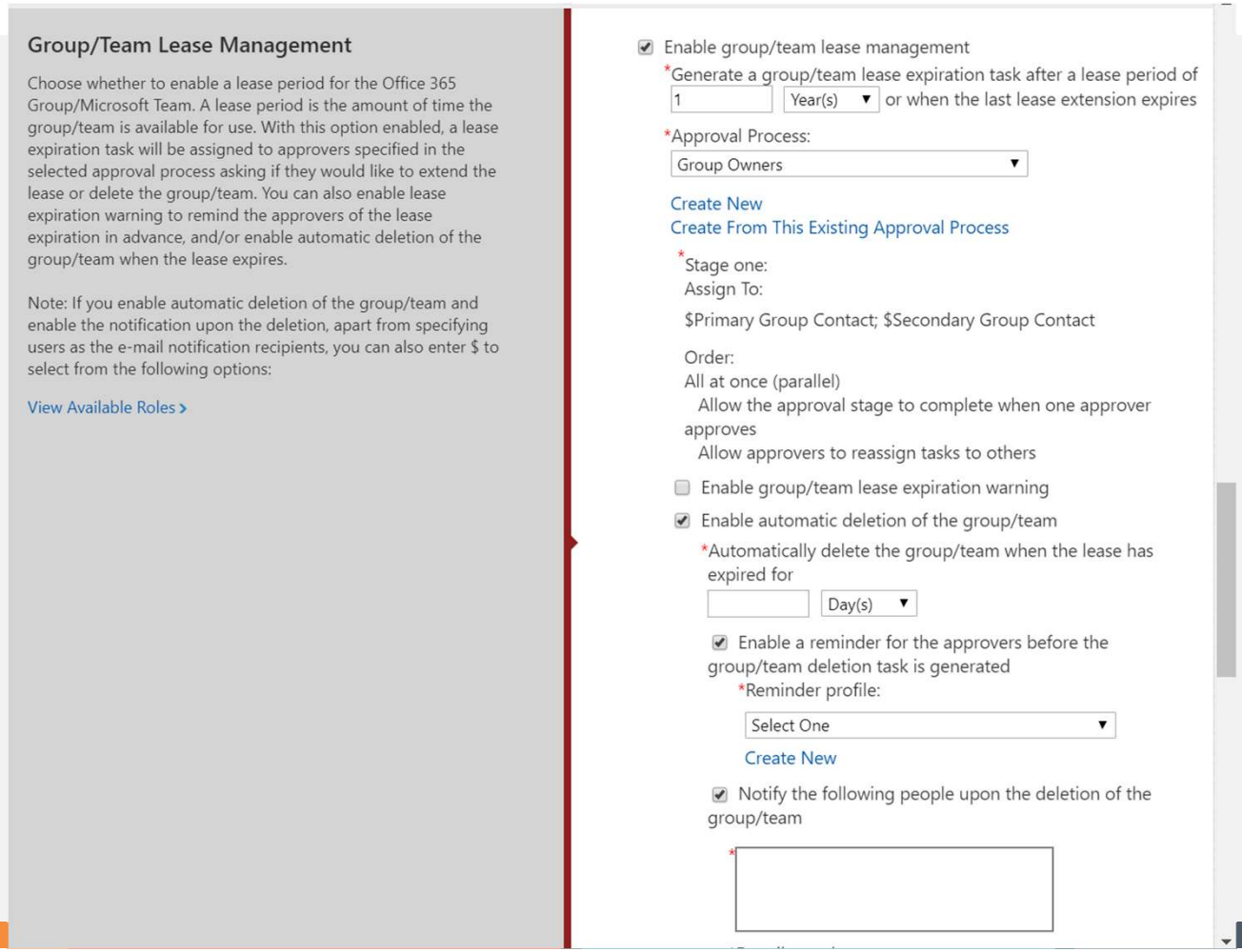
Using Retention Policies for Teams



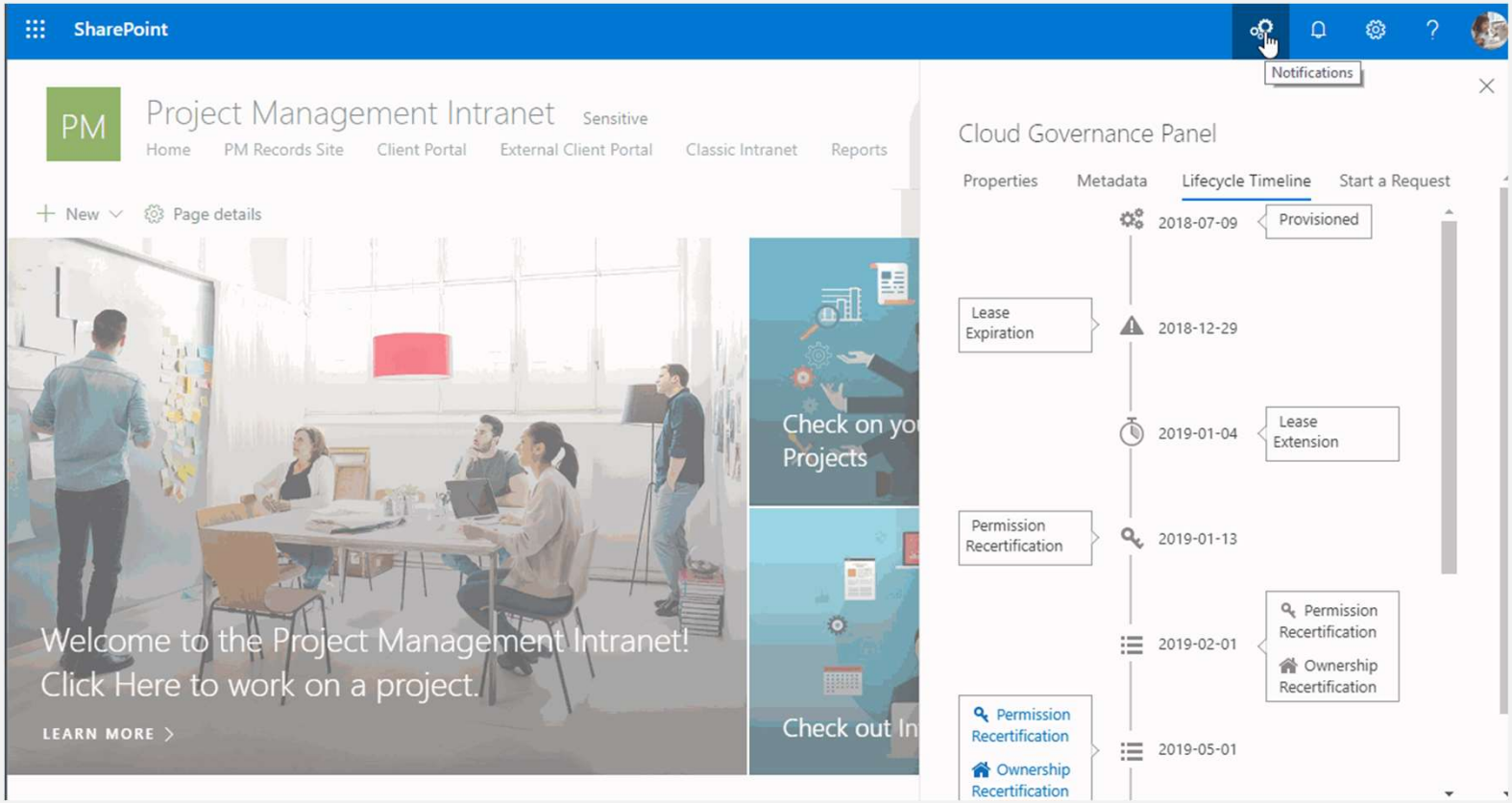
Understanding O365 “Retention Labels”



AvePoint managed de-provisioning of O365 Workspaces



Lifecycle timeline, archiving or deleting based on time, inactivity…



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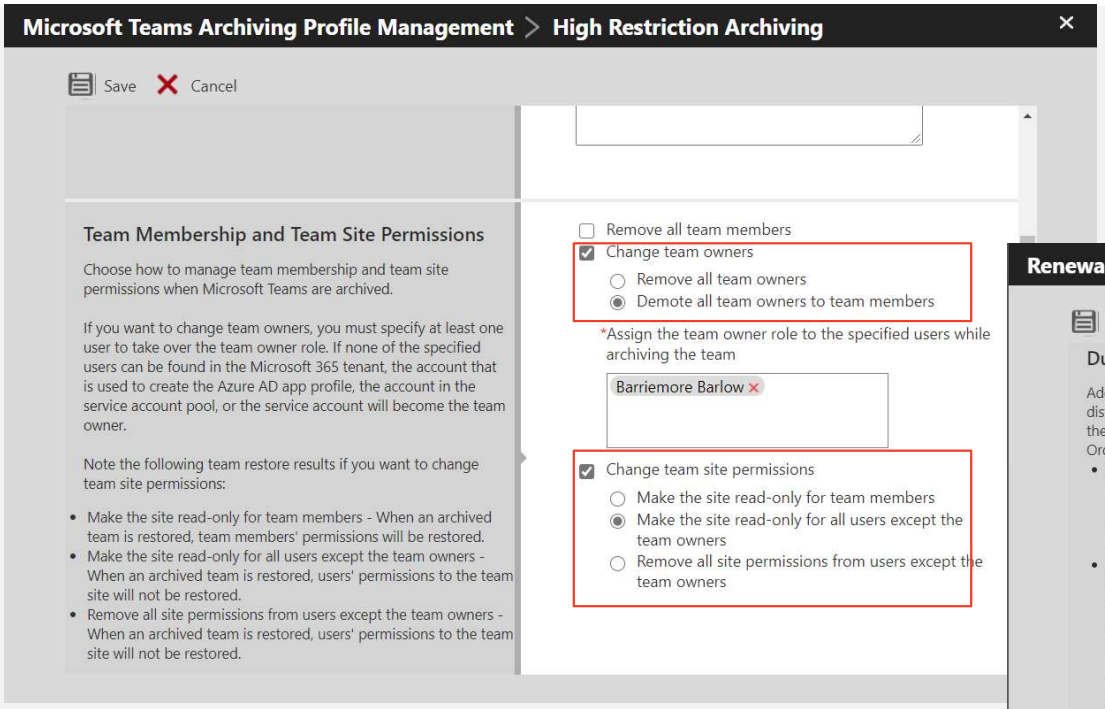
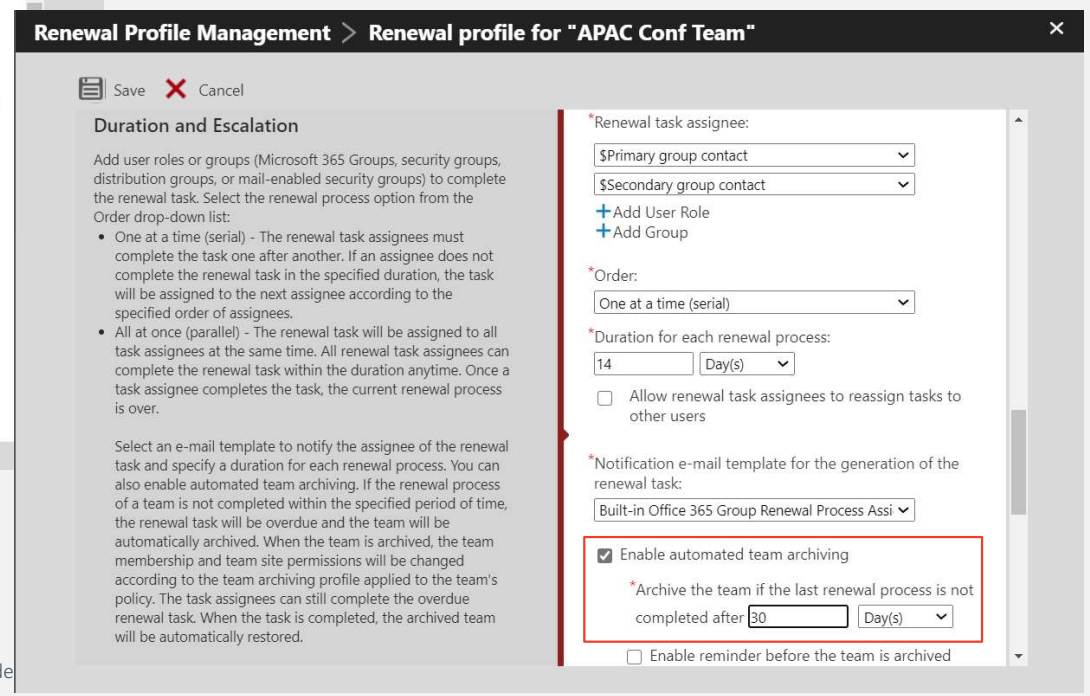
Adding “teeth” to the Teams archiving concept…





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So What is “FedRAMP” Anyway?

Overview

The Federal Risk and Authorization Management Program (FedRAMP) was established in 2011 to provide a cost-effective, risk-based approach for the adoption and use of cloud services by the federal government. FedRAMP empowers agencies to use modern cloud technologies, with an emphasis on security and protection of federal information.

Legal Framework

FedRAMP standardizes security requirements for the authorization and ongoing cybersecurity of cloud services in accordance with FISMA, OMB Circular A-130 [PDF - 536KB], and FedRAMP policy.

FISMA

Federal Information Security Modernization Act (FISMA) requires agencies to protect federal information

OMB Circular A-130

Office of Management and Budget (OMB) states that when agencies implement FISMA, they must use National Institute of Standards and Technology (NIST) standards and guidelines

FedRAMP Policy

FedRAMP leverages National Institute of Standards and Technology (NIST) standards and guidelines to provide standardized security requirements for cloud services; a conformity assessment program; standardized authorization packages and contract language; and a repository for authorization packages

Mission

FedRAMP is a government-wide program that promotes the adoption of secure cloud services across the federal government by providing a standardized approach to security and risk assessment for cloud technologies and federal agencies.

Benefits

- Reduces duplicative efforts, inconsistencies, and cost inefficiencies.
- Establishes a public-private partnership to promote innovation and the advancement of more secure information technologies.
- Enables the federal government to accelerate the adoption of cloud computing by creating transparent standards and processes for security authorizations and allowing agencies to leverage security authorizations on a government-wide scale.

Goals

- Grow the use of secure cloud technologies in use by government agencies.
- Enhance the framework by which the government secures and authorizes cloud technologies.
- Build and foster strong partnerships with FedRAMP stakeholders.

Read more at https://www.fedramp.gov/program-basics/

What are These “Control Families”?

- ACCESS CONTROL
- AUDIT AND ACCOUNTABILITY
- AWARENESS AND TRAINING
- CONFIGURATION MANAGEMENT
- CONTINGENCY PLANNING
- IDENTIFICATION AND AUTHENTICATION
- INCIDENT RESPONSE
- MAINTENANCE
- MEDIA PROTECTION
- PERSONNEL SECURITY
- PHYSICAL AND ENVIRONMENTAL PROTECTION
- PLANNING
- RISK ASSESSMENT
- SECURITY ASSESSMENT AND AUTHORIZATION
- SYSTEM AND COMMUNICATIONS PROTECTION
- SYSTEM AND INFORMATION INTEGRITY
- SYSTEM AND SERVICES ACQUISITION

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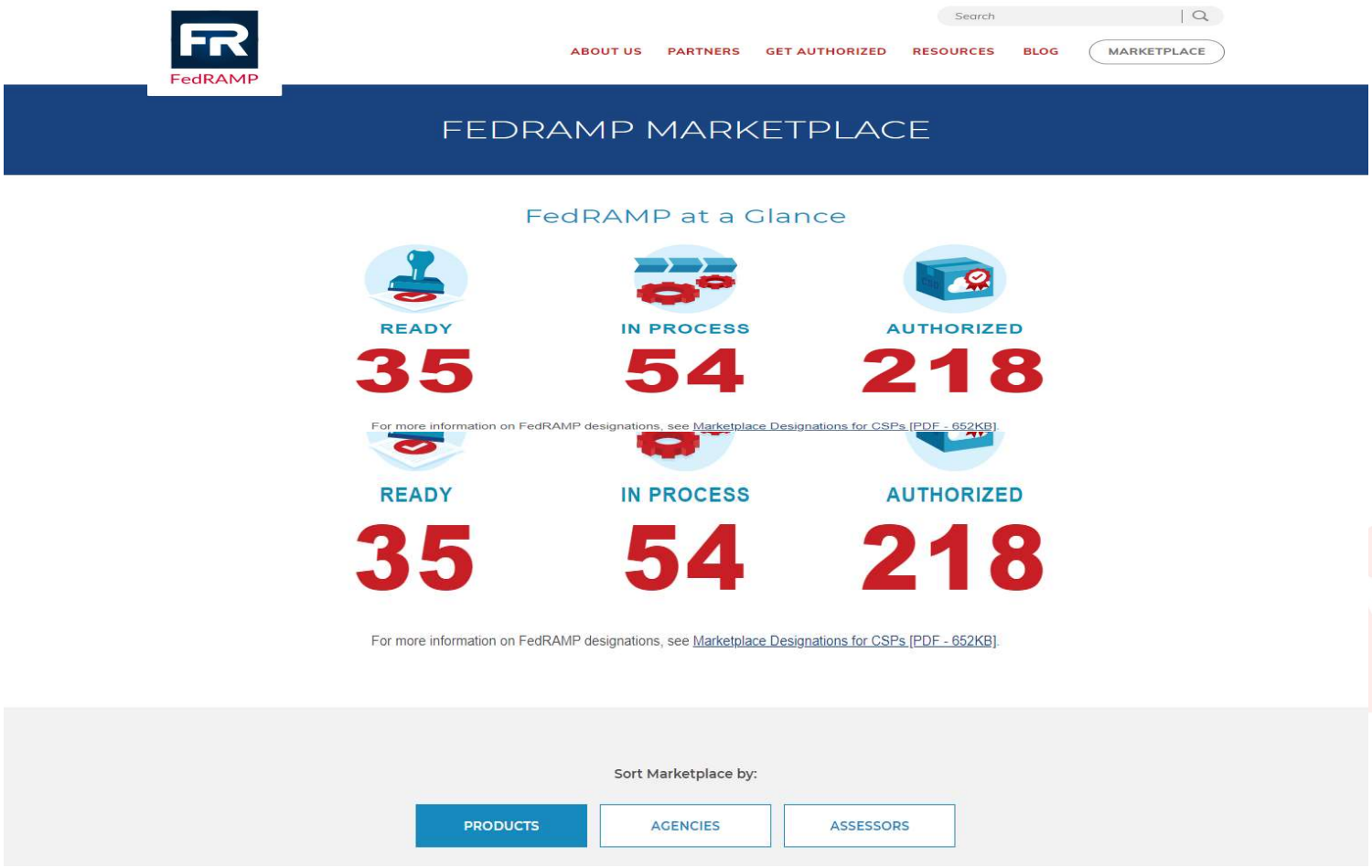
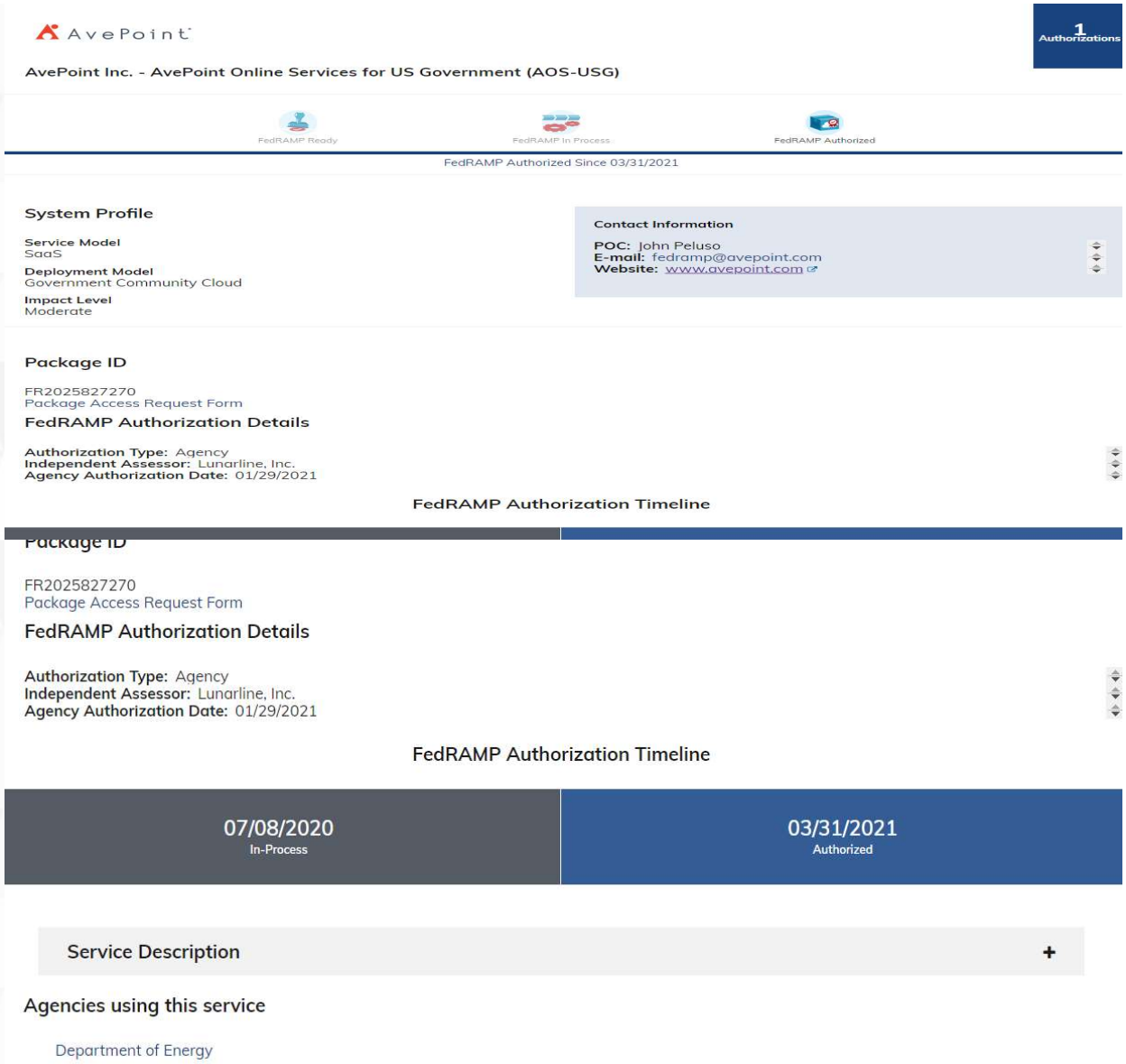
The FedRAMP “Marketplace”



FedRAMP (Moderate) Authorization!

FedRAMP

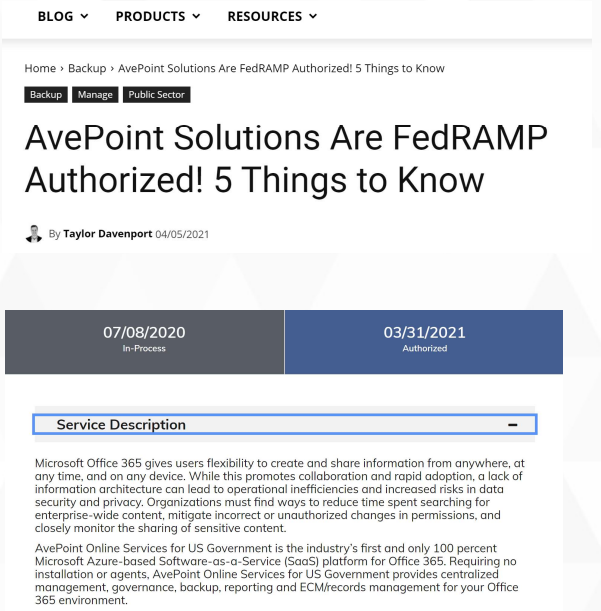


Next Steps!

Resources to dig in deeper and help you plan your cloud journey…

5 things to know about AvePoint's FedRAMP (Moderate) Authorized solutions

http://avpt.co/FRATOBlog

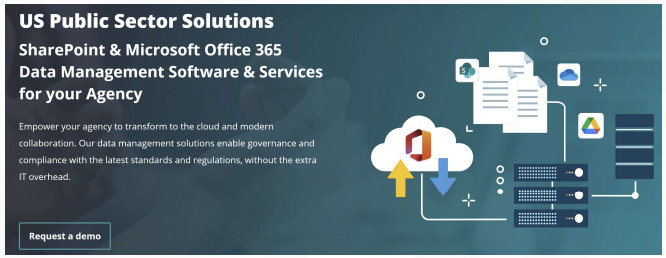


Browse AvePoint's listing on the FedRAMP Marketplace

http://avpt.co/FRMKTPLC

Request a deomstration of the AvePoint solutions discussed today!

https://www.avepoint.com/solutions/us-public-sector



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Gracias	ευχαριστώ	Danke	Grazie	благодаря
Hvala	Obrigado	Kiitos	شكراً	Tak
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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