AvePoint Public Sector

Leveraging Microsoft Teams Series:

Delegating Administration in Office 365 GCC

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Microsoft

Gold Application Development
Gold Cloud Platform
Gold Cloud Productivity
Gold Collaboration and Content

Objectives

The Challenge

Managing a single Office 365 tenant for multiple divisions…

Admin Roles in Office 365

It's all or nothing…

Delegating Admin Tasks

What can they do, where they can do it…

Tailoring Office 365 Services

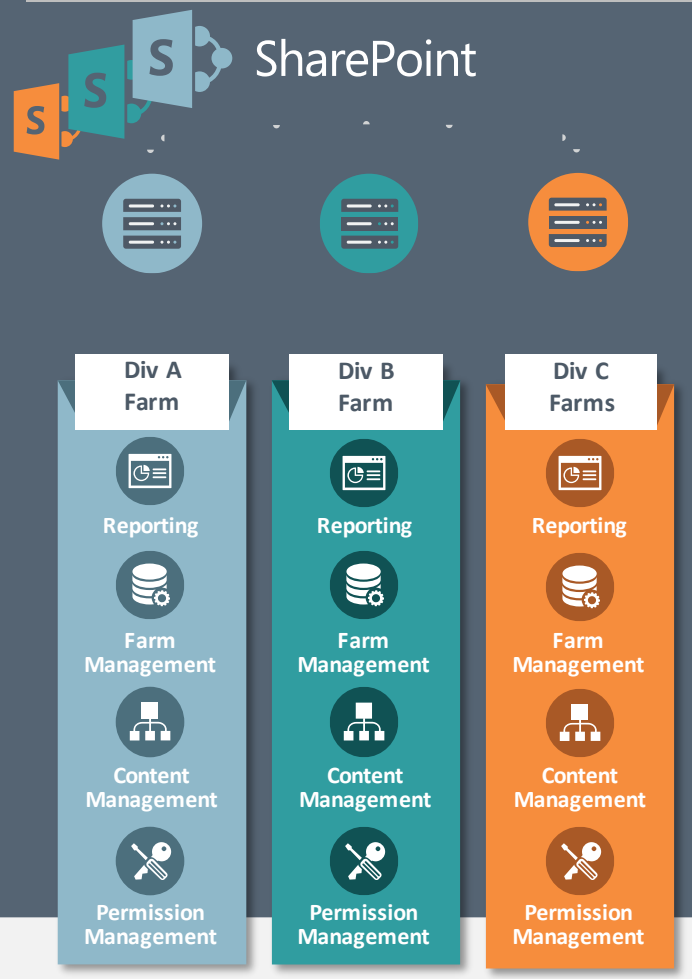
Different experiences different teams

From Autonomy to Centralized Control

Enabling Bureau and Department Administrators within Specific, Controlled Scope

Delegating Site Administration

TRADITIONAL DIVISION FARMS



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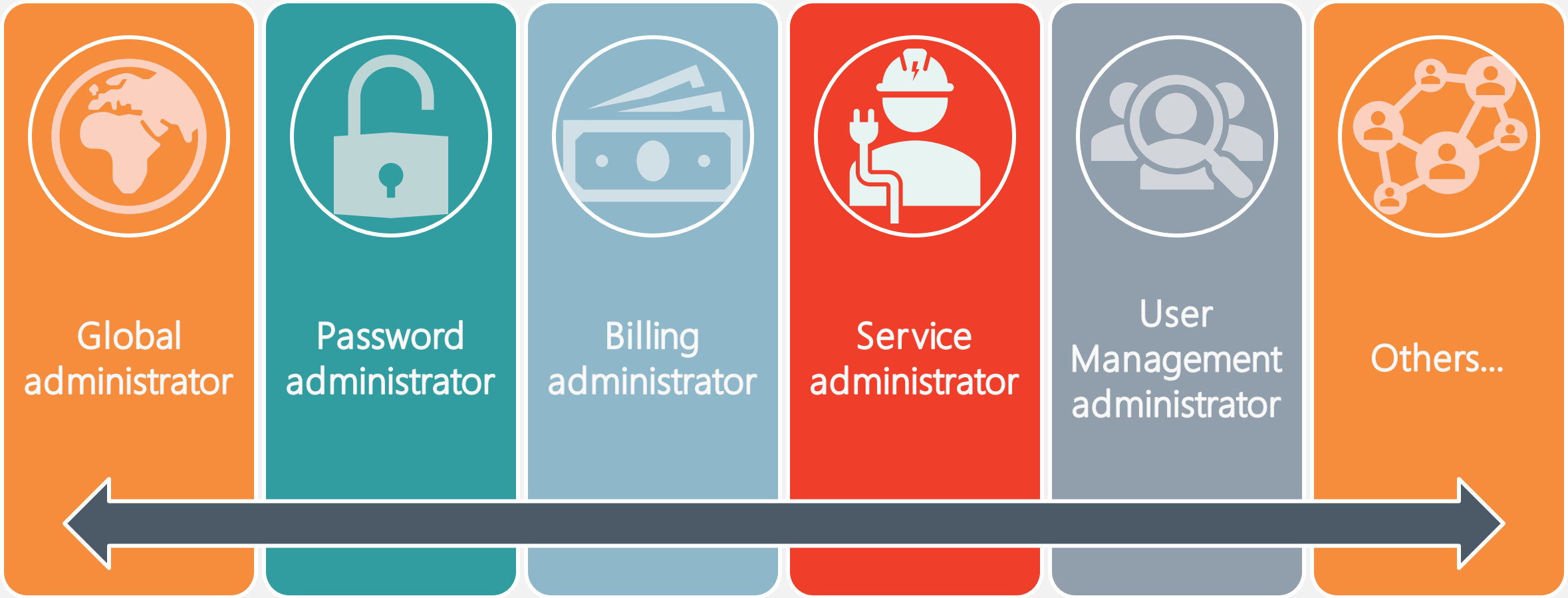
Native Office 365 Administrative Roles



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Microsoft 365 admin center

Contoso

The new admin center

Roles

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

Export admin list

Search

Filter

Choose columns

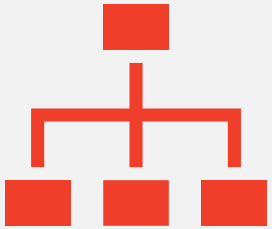
Name	Description	Category
Application admin	Full access to enterprise applications, application registrations, and application proxy settings.	Identity
Application developer	Create application registrations and consent to app access on their own behalf.	Identity
Authentication admin	Can require users to re-register authentication for non-password credentials, like MFA.	Identity
Azure Information Protection admin	Manages labels for the Azure Information Protection policy, manages protection templates, and activates protection.	Security & Compliance
Billing admin	Makes purchases, manages subscriptions, manages service requests, and monitors service health.	Billing
Cloud application admin	Full access to enterprise applications and application registrations. No application proxy.	Identity
Cloud device admin	Enables, disables, and deletes devices and can read Windows 10 BitLocker keys.	Devices
Compliance admin	Manages regulatory requirements and eDiscovery cases, maintains data governance for locations, identities, and apps.	Security & Compliance
Conditional Access admin	Manages Azure Active Directory conditional access settings, but not Exchange ActiveSync conditional access policy.	Identity
Customer Lockbox access approver	Manages Customer Lockbox requests, can turn Customer Lockbox on or off.	Security & Compliance
Desktop Analytics admin	Can access and manage Desktop management tools and services.	Devices
Dynamics 365 admin	Full access to Microsoft Dynamics 365 Online, manages service requests, monitors service health.	Collaboration
Exchange admin	Full access to Exchange Online, creates and manages groups, manages service requests, and monitors service health.	Mailflow
External identity provider admin	Configure identity providers for use in direct federation.	Identity
Global admin	Has unlimited access to all management features and most data in all admin centers.	Global

Home
Users
Groups
Roles
Roles
Resources
Billing
Support
Settings
Setup
Reports
Health

Admin centers

Security & Compliance
Azure Active Directory
Exchange
SharePoint
Teams
All admin centers

These roles are good, but…



They are too broad…

If you are a workload admin, you manage the ENTIRE workload

There's no granularity …

You cannot setup admins of only *some* mailboxes

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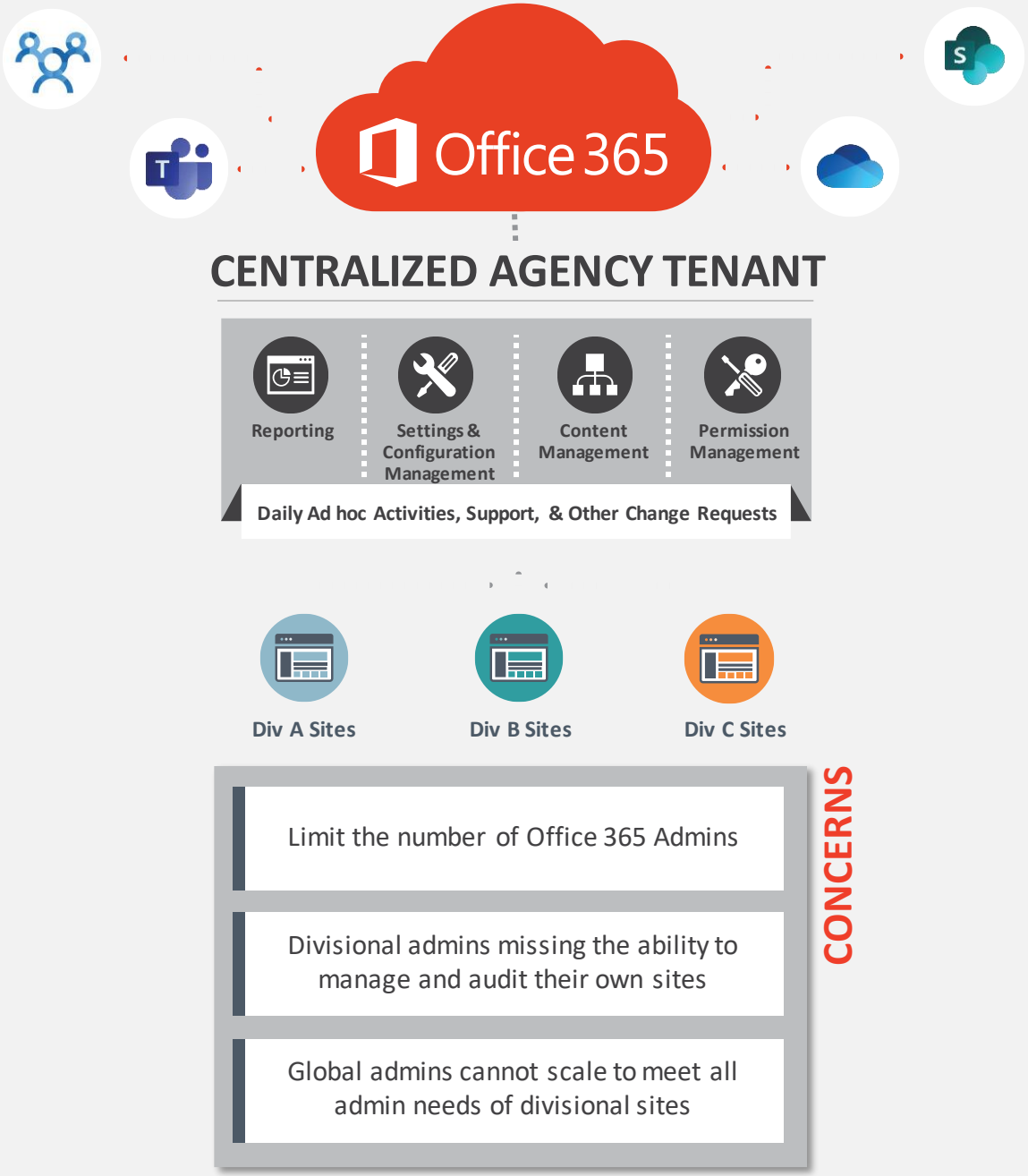
Delegating Site Administration

TRADITIONAL DIVISION FARMS



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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 Admin can see and impact within the application

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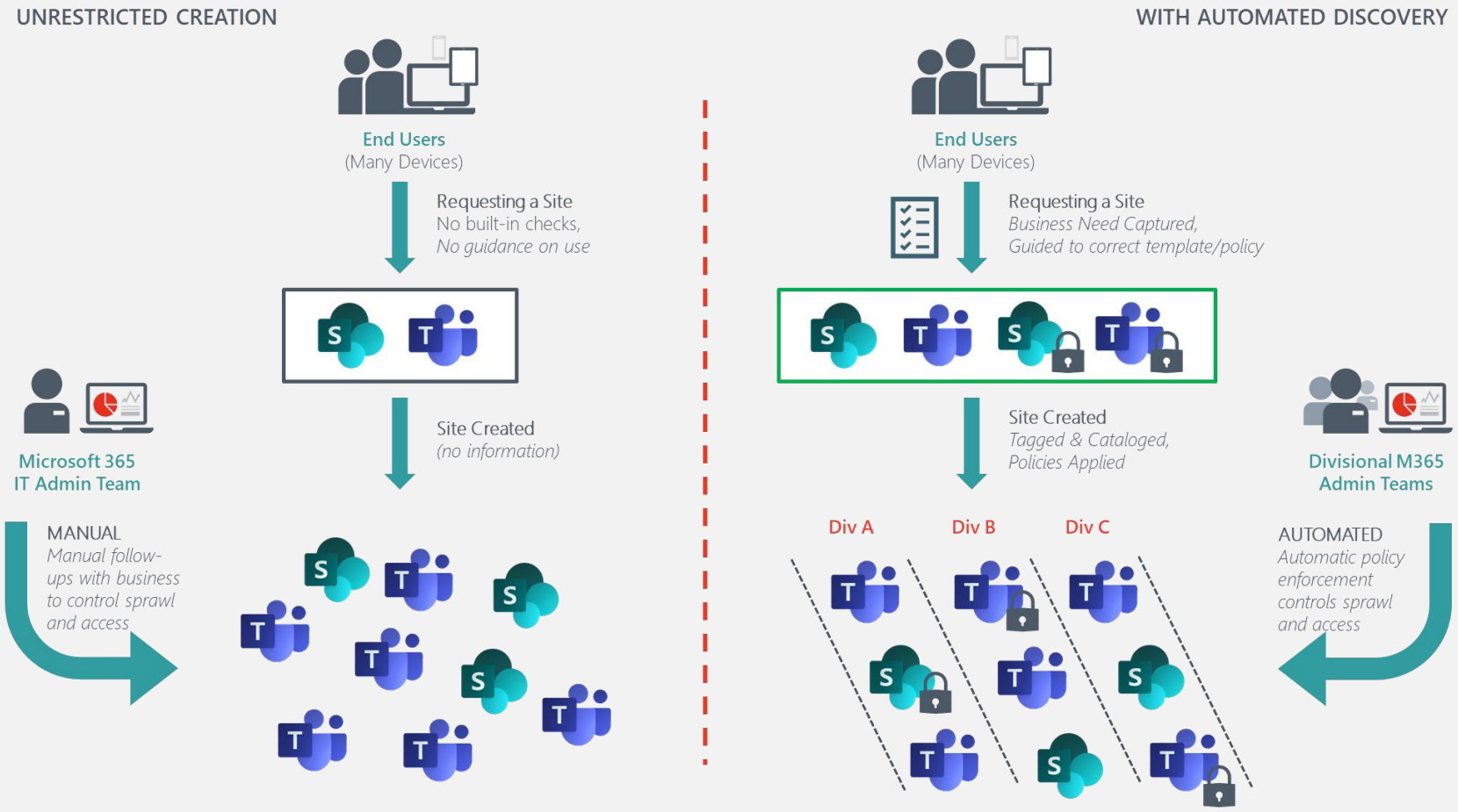
Automatic Workspace Discovery



AvePoint Online Services **Auto-Discovery reviews your tenant** for newly created and updated Teams, Groups, and SharePoint Site Collections.

Using pre-defined filters, Auto-Discovery **sorts your workspaces by service or other metadata to enable to enforce IT policies**. When paired with a meta-data driven provisioning solution, this enables business-driven decisions without the need for end-user or IT intervention.

End users are **only granted privileges desired by IT**, allowing full management through AvePoint's service catalog.

This also feeds **landscape reporting across sorted containers allowing shared cost** management and identifies inappropriate usage of the system.

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“Auto Discovery” for Security Trimming

Group workspaces as needed for proper administrative delegation

AvePoint Online Services

Home
Management
App Management
Service Account
Service Account Pool
User Management
Encryption Management
Auto Discovery
Scan Profiles
Containers
Rules
Job Notification

Scan Profiles > Create a Profile

How Advanced Onboarding Works | Examples of Advanced Onboarding

Mailbox | OneDrive for Business | Site Collection | Office 365 Groups | Project Sites

I want to define a container for certain objects.

Container Name:
Site Collection Container
Use this name to identify the container for the objects you want to register.

Rules: (Copy from Existing Rules)
Copy criteria from an existing rule.

Rule Name:
Site Collection Rule
Specify a name for the rule.

	Title	Contains	Human Resources
And	Primary Administrator	Contains	Ken DuMore

Select the logic option for the criteria.

These are criteria of the rule. Objects meet the criteria will be added to the container you defined.

DEMO:

Auto Discovery Scan Profiles

Creating Admin Scopes and Admin Roles

Tailoring Office 365 Services for Different Teams and Divisions

Targeted, Policy Enforcement by Division or Purpose

AvePoint's Delegation Solution

AvePoint Online Services (AOS) provides agencies with the ability to create a series of centralized core services that are deployed across the entire tenant.

Then, Division by Division (or other unique specifiers) policies and services can be deployed enabling each to meet their unique needs.

Additionally, AOS combines service/role-based permissions (SharePoint Admin, Exchange Report, RBAC, etc) with content scope to enable elevated privilege, where required, without providing tenant-wide access to services such as SharePoint.

Tenant Wide General Services

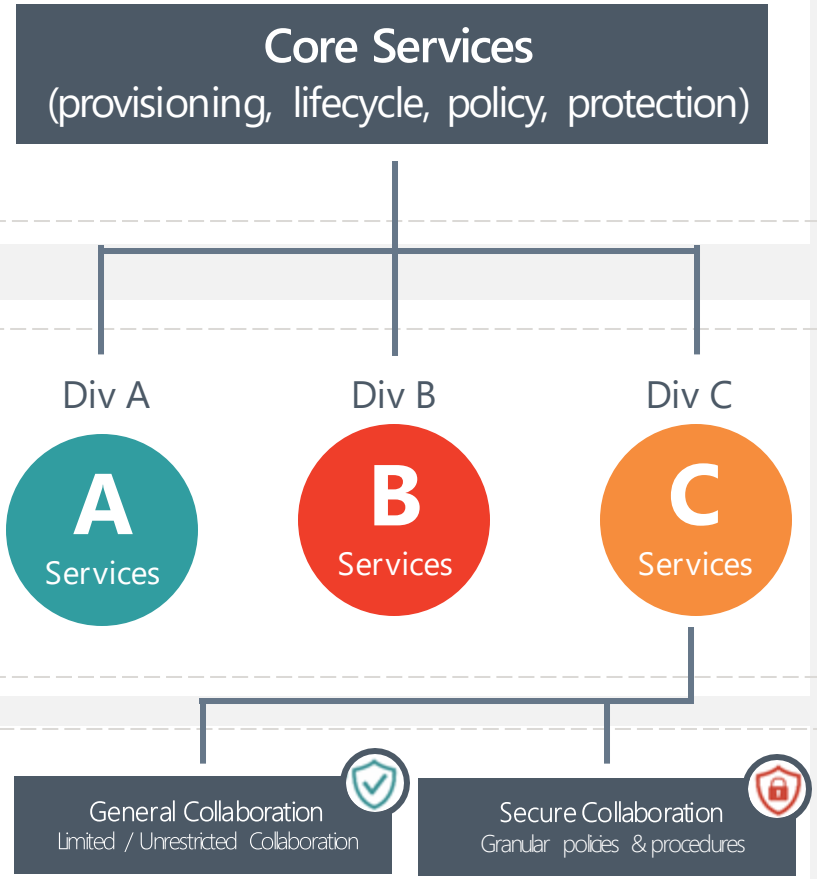
- Available to all/most users
- Address general productivity, security, compliance needs
- Remove burden from centralized IT

Address Unique Needs of Specific Offices

- Division and Unit specific configurations
- Enable more/less control and restrictions
- E.g,: allow external sharing separately for each SharePoint & Teams office-by-office

Specialized Services Smaller Groups

- Unique needs can be addressed
- Pilots of future services



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Leveraging “Service Permissions” to restrict access

Service Management > Create Communicati

Copy | Save | Save and Activate | Cancel

Service Initiation

Choose how users will be able to initiate requests for this service.

Service Permissions

Specify users that should have access to this service.

- **Local Users or Office 365 Users/Groups** - The specified users/groups can view this service in the Start a Request page and can submit requests via this service. You can specify Office 365 users/groups or AvePoint Online Services local users.

Clear Table

MyHub

Search in all services

Home

Workspaces

Requests

Quick requests

Create Private Team

New Workspace R...

View all

My hubs

All | Change Management | Create | Lifecycle Management | Provisioning | Security | ...

New request

Filter

Lifecycle Management

Delete Object

This option allows you to submit a 'Site Lifecycle Management' request. If you have any questions, you can contact Ray Hill, who is the owner of this service.

Delete Site Collection

This option allows you to submit a 'Site Collection Lifecycle Management' request. If you have any questions, you can contact Ian Anderson, who is the owner of this service.

Team Delete Request

This option allows you to submit a 'Group/Team Lifecycle Management' request. If you have any questions, you can contact Barriemore Barlow, who is the owner of this service.

Provisioning

APAC Conf Team

This option allows you to submit a 'Create Group/Team' request. If you have any questions, you can contact Ian Anderson, who is the owner of this service.

IT Pilot Team Provisioning

This option allows you to submit a 'Create Group/Team' request. If you have any questions, you can contact Ian Anderson, who is the owner of this service.

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Logic-driven Questionnaire

Cloud Governance

Kat Larsson

Search To-do List

Home

Workspace

Requests

+ New Request

New Request > Project Management Questionnaire

Before we get started...

We want to help you ensure that all your data is secure and that you have the right t
for the right job. Please answer the following questions to the best of your ability!

Is this a new or existing project?

New Project

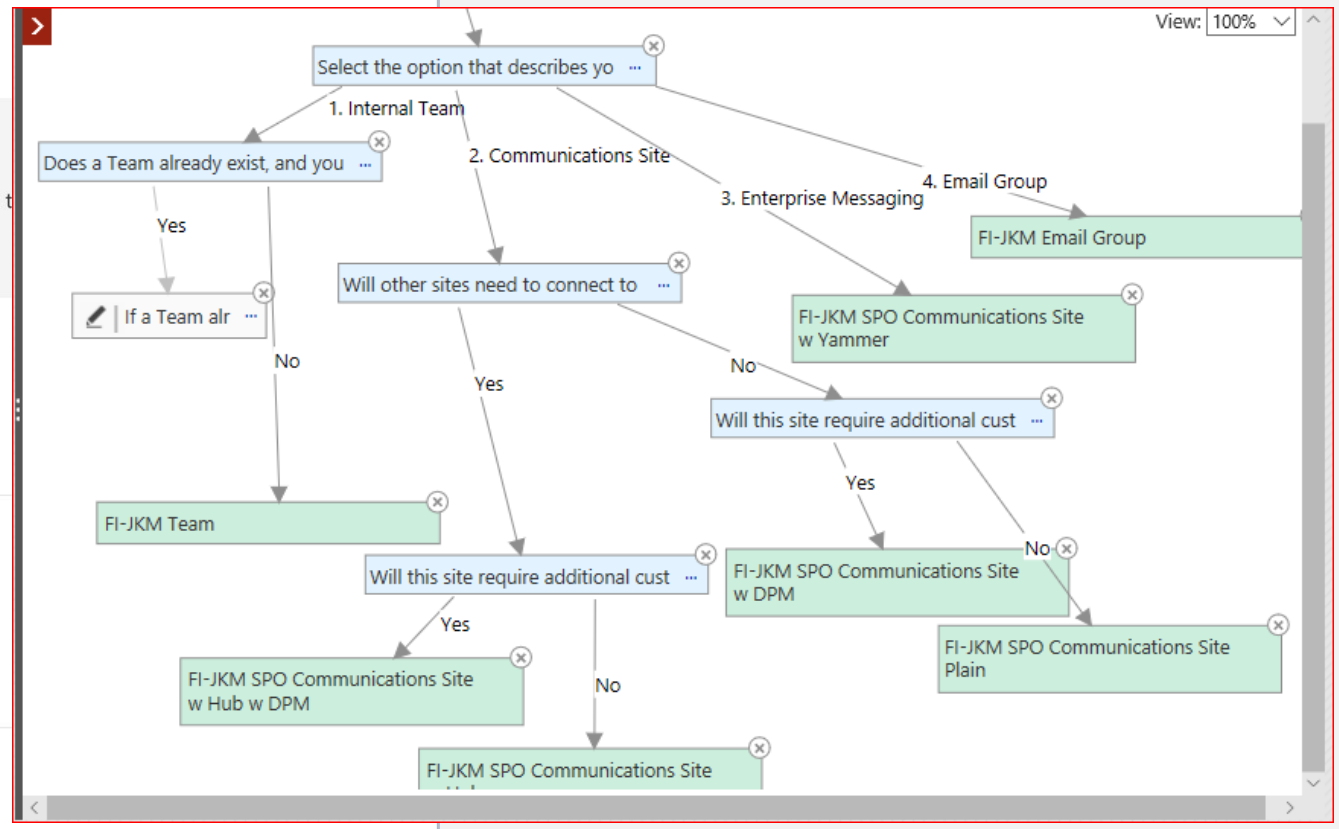
How would you describe this project's collaboration?

- Traditional Workstream
- Modern Workstream

Is this project going to involve sharing/storing any of the following types of information?

Please select an option...

Cancel | Save as Draft | Next



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Mandating policies and conditions

Service Management > Create Group w T&C

Copy | Save | Save and Activate | Cancel

Group/Team Name and ID

Choose whether to set rules for the names and IDs of new Office 365 Groups/Microsoft Teams created via this service. For group/team names, you can set prefix and suffix to construct group/team names. For group/team IDs, you can set prefix and suffix to construct group/team IDs. You can also choose to populate group/team IDs according to group/team names and do not show group/team IDs in the request form.

Group/Team ID suffix:

Text | _

Attribute | Country or Region

+ Add

Add Conditional Approval Process

Save | Cancel

Condition Settings

Configure the condition settings that will be combined with an approval process to create a conditional approval process.

*Condition Settings:

- Always run this approval process
- Run this approval process if the conditions below are met

*Metadata source: Group Property

*Metadata name: Privacy

*Condition: Equals

*Metadata value: Public - Anyone can see group/team content

Add to List | Clear Settings

Logic Option	Metadata Source	Metadata Nam
No items to show in this view.		

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Defining options available for request

Service Management > Create Service

1 2 3 4 5

Cancel

Team Member Permissions

Choose the actions you allow team members to perform in the team, or allow business users to configure team member permissions in the service request form.

- [x] Allow members to create and update channels
- [x] Allow members to delete and restore channels
- [x] Allow members to add and remove apps
- [x] Allow members to create, update, and remove tabs
- [x] Allow members to create, update, and remove connectors
- [x] Allow members to delete their messages
- [x] Allow members to edit their messages

Assign by Business User

Require Business User Input

Guest Permissions

Choose whether to allow guests to create, edit, and delete channels, or allow business users to configure guest permissions in the service request form.

- [ ] Allow guests to create and update channels
- [ ] Allow guests to delete channels

Assign by Business User

Require Business User Input

@Mentions

Choose whether to allow team members to use @team and @channel mentions, or allow business users to configure this in the service request form.

- [x] Show members the option to @team or @[team name] (this will send a notification to everyone on the team)
- [x] Show members the option to @channel or @[channel name] (this will send a notification to everyone who has favorited the channel being mentioned)

Assign by Business User

Require Business User Input

Governing external access through Policy

Policy Management > Copy of Std Groups Poli...

Save | Save and Activate | Cancel

created in AvePoint Online Services.

Group Team Site Quota

Specify an Office 365 group team site quota between 1 and 25600 GB.

Storage quota:

25600 GB

External Sharing

Choose whether to use AvePoint Cloud Governance to manage the group/team external sharing setting and group team site external sharing setting for the Office 365 Groups/Microsoft Teams using this policy. Note that to manage the external sharing settings here, make sure the external sharing for Office 365 Groups and SharePoint is turned on in Microsoft 365 admin center > Settings > Services & add-ins.

- [x] Manage the group/team external sharing setting for the group/team applied with this policy
  - [ ] Allow group/team owners to add people outside the organization to the group/team
- [x] Manage the group team site external sharing setting for the group/team applied with this policy
  - [ ] Allow users to share the group team site content with people outside the organization

EXAMPLE

	A	B	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

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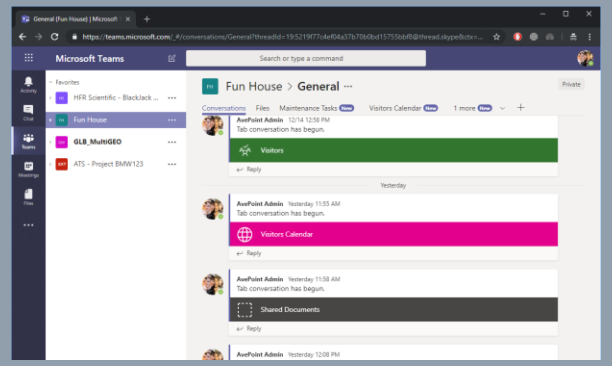
"Templates" are more than a rubber stamp structure

They should include **lifecycle components, policy enforcement, & records controls**

- Deploying **Site Designs** as part of your templates enable **default records classifications** to be added to content at the time of creation
- Pre-set Channels, Tab recommendations, and site structure are great for **helping contextualize Teams and SharePoint sites** for business users.
- AvePoint's approach ensures "templates" are not ONLY provisioned correctly (and **compliant with IT policy**) but also managed securely

External Collaboration

Recommended for secure collaboration during emergency responses with region/partner collaboration. Includes pre-configured topical channels with real-time chat and automated policy enforcement on membership and guest membership restrictions.



EXTERNAL SHARING	External sharing
EXPIRATION/ RETENTION	1 Month after last accessed
WHO CAN CREATE	All requests through Central IT
RECERTIFY MEMBERS	after 1 Month

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DEMO:

Creating and Consuming a Tailored Service Catalog

What We Covered

The Challenge

Managing a single Office 365 tenant for multiple divisions…

Admin Roles in Office 365

It's all or nothing…

Delegating Admin Tasks

What can they do, where they can do it…

Tailoring Office 365 Services

Different experiences different teams

Key Takeaways

It's important to understand…

- Microsoft has a lot of great, but one size fits all features.
- AvePoint has multiple ways to help scale administration.
- Control can be delegated with enforcement in place.
- Administration doesn't have to make it hard for users to do the right thing.

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Drive Productivity with Microsoft Teams

Putting the TEAM back in Teamwork

- 9/16 - Legal
- 9/29 - State & Local Government
- 10/7 - Federal Government
- 10/8 - Healthcare & Life Sciences
- 10/13 - Manufacturing
- 10/14 - Financial Services
- 10/15 - Retail & Consumer Goods

Register today:
avept.it/Teams-Workshop

AvePoint

Webinar Series: Leveraging Microsoft Teams in the GCC

- 8/19 - Delegating Administration in Office 365 GCC
- 9/1 - Handling FOIA Requests in Federal Government
- 9/15 - Debunking Office 365 GCC and Microsoft Teams Backup Myths

Register today:
avept.it/Teams-GCC

thank you

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
תודה	多謝晒	дякую	Ďakujem	

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