



Back Up & Restore with Microsoft Teams: Even While Remote!

Reduce the load on your IT admins while enabling users to restore lost or deleted content and tasks in Teams!

Microsoft
Partner



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

Accessible content is available upon request.

Today's Speakers



John Hodges

VP of Product Strategy

John is focused on developing solutions that address modern data protection needs for organizations worldwide, working with many Fortune 500 companies to drive sustainable adoption of Microsoft technology.



Hunter Willis

Product Marketing Manager

Hunter is the President of the Richmond SharePoint User Group. He is a top contributor for AvePoint's blog as well as CMS Wire, and has been featured in over a dozen publications, most notably the Wall Street Journal.



Goal: Protect Teams, Simplify IT



1. What are we protecting against?
2. What are my native options?
3. What should I really be worried about protecting?
4. Creating a backup and recovery strategy that scales!





1. What are we protecting against?

AvePoint Cloud Backup for Office365






Exchange Public Folders

-  Primary Mailbox
-  Secondary Mailboxes








Microsoft Teams

-  Team Chat
-  Team Channel
-  MS Teams Voice, Video, Meetings









Exchange Online

-  User Mailboxes
-  Calendars
-  Group Conversations
-  Group Mailboxes
-  Planner Task Comments







SharePoint Online

-  Sites, Lists, Libraries
-  User OneDrive
-  Group Files
-  Group Notebook
-  Team Files
-  Planner Attachments



Planner




-  Plans
-  Buckets
-  Tasks
-  Team Planner



Project Online

-  Project Online Sites

Project for Web

-  Power BI
-  Power Apps
-  Power Automate

Common Data Service

Office 365 Groups

More Common Data Loss Events...



User-Driven Errors

"I've misplaced a document... the URL I have doesn't work anymore!"

"The document version I have is corrupted, all my changes are missing!"

"I accidentally deleted a planner task, I can't find the history anymore!"

Admin-Driven Errors

"I've updated the apps on my site, but I need to roll back some changes."

"I've broken the inheritance on my site, people can't see my files anymore!"

"A user left the company 6 months ago, but we forgot their retention policy!"





Search this site

[Home](#)[Conversations](#)[Documents](#)[Notebook](#)[Pages](#)[Site contents](#)[Recycle bin](#)[Edit](#)

Marketing

Public group

[☆ Not following](#)

10 members

[+ New](#) [Send by email](#) [Promote](#)

Published 7/13/2018

[Edit](#)

Real-world scenario: One of our MVPs at AvePoint indicated that in his first administrative job in SharePoint on-prem, he managed to erase the permissions to all users to their intranet portal. This demo is in tribute to him – but actually fairly common. Permissions are relatively easy to screw up: whether allowing members to invite new team members, accidentally “inheriting permissions” on a sub-site, or simply malicious changes can be difficult to restore!

[Like](#)[Comment](#)[Feedback](#)

Contoso: News and Updates

CN

Contoso: News and Updates

New

Send by email

Promote

Release Announcements

Spring 2018 Announcements

Fusce quis quam ut massa convallis faucibus in non augue. Curabitur dapibus urna at sem venenatis, et rutrum erat vehicula. Phas sollicitudin. Praesent commodo purus sed urna molestie euismod. Aenean ultricies eros ac scelerisque aliquam. Nulla pretium ullam urna at pellentesque. Integer pulvinar nisl nec purus aliquet, ac sagittis diam auctor. In vel volutpat lorem. Phasellus vel neque orci. scelerisque ligula in elementum.

Aliquam ultricies malesuada libero, ac molestie ipsum eleifend rhoncus. Integer non sem arcu. Nam ac pellentesque arcu. Aenean dignissim vitae arcu in, suscipit molestie lacus. Fusce eget tincidunt ipsum. Cras tristique, turpis blandit imperdiet consectetur, purus ex eget nisi. Etiam quis libero gravida, maximus tellus et, eleifend massa. Integer et aliquam velit. Aenean in ante vel neque aliquet in pellentesque quam mattis fermentum. Etiam risus erat, dictum a vehicula et, hendrerit eget odio. Cras in finibus nisi. Duis mattis condimentum.

Vivamus vitae est non massa vestibulum auctor. Donec pulvinar vehicula ornare. Aenean ac suscipit ante. Praesent dui ipsum, cons tellus. Nulla scelerisque fermentum dui non gravida. Vestibulum et ullamcorper ante, eu elementum leo. In vitae mi in tellus feugiat ex eget, facilisis consequat nunc. Sed sapien orci, malesuada ac fringilla eget, mattis vitae lacus. Suspendisse potenti.

It tincidunt, sapien in blandit porta, urna odio scelerisque tortor, nec efficitur lacus orci eu felis. Duis ut urna scelerisque, viverra ris

Site permissions

Manage site permissions or invite others to collaborate

Share site

None

Everyone except external users

Edit

Site members

None

There are additional groups with permissions on this site. To see them, please visit [Advanced permissions settings](#).



Search this site

Home

Notebook

Documents

Pages

Release Announceme...

Site contents

Recycle bin

Edit

Contoso: News and Updates



Contoso: News and Updates

+ New Send by email Promote

If we accidentally wipe these out...

Release Announcements

Spring 2018 Announcements

Fusce quis quam ut massa convallis faucibus in non augue. Curabitur dapibus urna at sem venenatis, et rutrum erat vehicula. Phas sollicitudin. Praesent commodo purus sed urna molestie euismod. Aenean ultricies eros ac scelerisque aliquam. Nulla pretium ullam urna at pellentesque. Integer pulvinar nisl nec purus aliquet, ac sagittis diam auctor. In vel volutpat lorem. Phasellus vel neque orci. scelerisque ligula in elementum.

Aliquam ultricies malesuada libero, ac molestie ipsum eleifend rhoncus. Integer non sem arcu. Nam ac pellentesque arcu. Aenean dignissim vitae arcu in, suscipit molestie lacus. Fusce eget tincidunt ipsum. Cras tristique, turpis blandit imperdiet consectetur, purus ex eget nisi. Etiam quis libero gravida, maximus tellus et, eleifend massa. Integer et aliquam velit. Aenean in ante vel neque aliquet in pellentesque quam mattis fermentum. Etiam risus erat, dictum a vehicula et, hendrerit eget odio. Cras in finibus nisi. Duis mattis condimentum.

Vivamus vitae est non massa vestibulum auctor. Donec pulvinar vehicula ornare. Aenean ac suscipit ante. Praesent dui ipsum, con tellus. Nulla scelerisque fermentum dui non gravida. Vestibulum et ullamcorper ante, eu elementum leo. In vitae mi in tellus feugiat ex eget, facilis consequat nunc. Sed sapien orci, malesuada ac fringilla eget, mattis vitae lacus. Suspendisse potenti.

Ut tincidunt sapien in blandit porta. urna odio scelerisque tortor, nec efficitur lacus orci eu felis. Duis ut urna scelerisque viverra ris

Site permissions

Manage site permissions or invite others to collaborate

Share site

None

None

Site members

There are additional groups with permissions on this site. To see them, please visit [Advanced permissions settings](#).



BROWSE

PERMISSIONS



Grant Permissions

Grant



Create Group



Edit User Permissions

Modify



Remove User Permissions



Check Permissions

Check



Permission Levels



Access Request Settings



Site Collection Administrators

Manage

Or do it the old-fashioned way...

Home

Notebook

Documents

Pages

Recent

Monthly Blog

Release Announcements

Site contents

Recycle Bin

EDIT LINKS


Some content on this site has different permissions from what you see here. [Show these items.](#)There are limited access users on this site. Users may have limited access if an item or document under the site has been shared with them. [Show users.](#)


<input type="checkbox"/>	Name	Type	Permission Levels
<input type="checkbox"/>	Adele Vance	User	Contribute
<input type="checkbox"/>	Alex Wilber	User	Contribute
<input type="checkbox"/>	Allan Deyoung	User	Contribute
<input type="checkbox"/>	Christie Cline	User	Contribute
<input type="checkbox"/>	Debra Berger	User	Contribute
<input type="checkbox"/>	Diego Siciliani	User	Contribute
<input type="checkbox"/>	Emily Braun	User	Contribute
<input type="checkbox"/>	Enrico Cattaneo	User	Contribute
<input type="checkbox"/>	Excel Services Viewers	SharePoint Group	View Only
<input type="checkbox"/>	Grady Archie	User	Contribute
<input type="checkbox"/>	Henrietta Mueller	User	Contribute
<input type="checkbox"/>	Irvin Sayers	User	Contribute
<input type="checkbox"/>	Isaiah Langer	User	Contribute
<input type="checkbox"/>	Johanna Lorenz	User	Contribute
<input type="checkbox"/>	Joni Sherman	User	Contribute
<input type="checkbox"/>	Jordan Miller	User	Contribute
<input type="checkbox"/>	Lee Gu	User	Contribute
<input type="checkbox"/>	Lidia Holloway	User	Contribute
<input type="checkbox"/>	Lynne Robbins	User	Contribute
<input type="checkbox"/>	Megan Bowen	User	Contribute





BROWSE


PERMISSIONS


Grant Permissions
Grant


Create Group


Edit User Permissions
Modify

Remove User Permissions

Check Permissions
Check

Permission Levels
Manage


Access Request Settings


Site Collection Administrators

 SHARE

 FOLLOW



- Home
- Notebook
- Documents
- Pages
- Recent
- Monthly Blog
- Release Announcements
- Site contents
- Recycle Bin
-  EDIT LINKS

 Some content on this site has different permissions from what you see here. [Show these items.](#)
There are limited access users on this site. Users may have limited access if an item or document under the site has been shared with them. [Show users.](#)

There are no items to show in this view.

Oops!

Sorry, you don't have access.

I'd like access, please.

[Request Access](#)

Typical first sign that something has gone wrong...



Outages can happen!

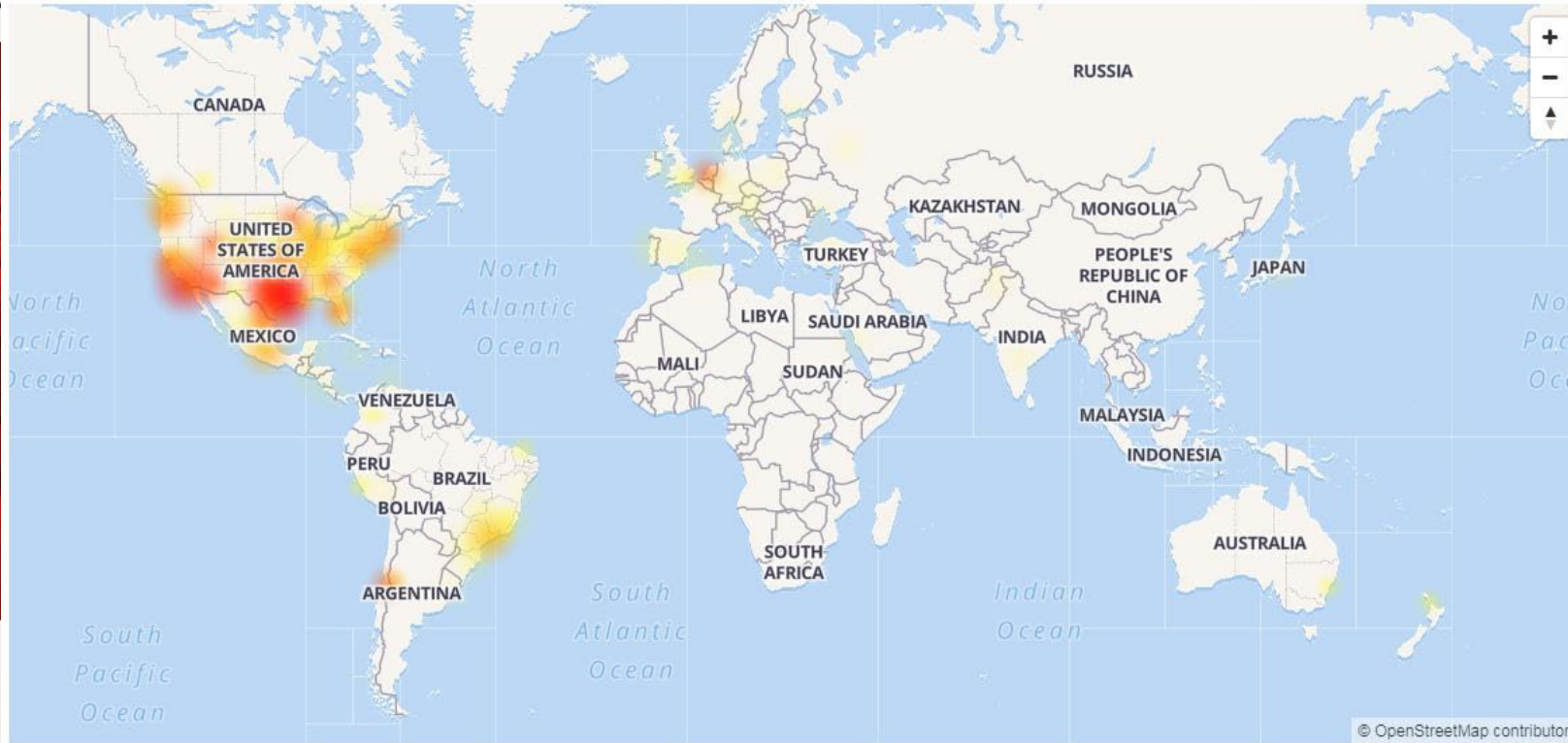
Microsoft suffers g

Microsoft Azure outage map



WRITTEN BY
Keumars Afifi-
Sabet

Disruption
hours after
knocked a c



Microsoft Azure is a cloud computing platform operated by Microsoft. Azure offers both 'platform as a service' (PaaS) and 'Infrastructure as a service' cloud solutions.

Microsoft Azure

<http://www.cloudpro.co.uk/it-infrastructure/7658/microsoft-suffers-global-outage-to-azure-and-office-365-services>

<https://rcpmag.com/articles/2018/09/04/microsoft-cloud-outage-datacenter.aspx>

©AvePoint, Inc. All rights reserved. Confidential and proprietary information of AvePoint, Inc.

Services Outage Hits

went down this week after
Microsoft's datacenters in

datacenter temporarily
outages that have affected
Office 365 services, as
services. Power to the
but Microsoft still listed
servers in that region,



Walls Construction Protects Critical Data From Ransomware Attack With AvePoint Cloud Backup

Following their roll out of Office 365 and SharePoint Online, Walls experienced an incident with one of their members of staff being hit with a malicious ransomware attack. The staff member's OneDrive was replicated and then deleted, resulting in the complete loss of that user's data.

"With the amount of control that Office 365 brings to end users, it is not realistic for a company to completely monitor every deletion. So we had to have a way to very quickly and easily recover from something like this, and began evaluating Office 365 backup products..."

<https://www.avepoint.com/case-studies/walls-construction>



1. What are we protecting against?

- ❑ Basic user-error (lost / corrupt files)
- ❑ Admin error (data loss / settings issues)
- ❑ "Worst Case" scenarios (outages)

2. Wait... doesn't Microsoft protect me?

Native tools and coverage

Low Impact

Out-of-the-box tools

- Version Control (minimum 100)
- Recycle Bin (93 days total)
- Deleted E-mail (14 days default – 30 max)

High Impact

- Soft-delete Sites / Groups / Teams (30 days)
- Retention settings (legal holds)
- “Files Restore” – OneDrive / Sites / Teams
- Restore from Microsoft Backup (14 days)

Scenario

- ☐ User Error, document corruption
 - ☐ User Error, document deletion
 - ☐ User Error, e-mail deletion
-
- ☐ Owner / Admin error, deletion
 - ☐ Legal Retention Only
 - ☐ Ransomware
 - ☐ Corruption / Ransomware




But what about retention policies?

Retention Policies are designed to retain or delete content for legal compliance.

Ubiquitous retention policies could prevent any files from being deleted, and would only cover the scenario of content being *deleted by a user*.

See Joanne Klein's post on our blog:

Microsoft Teams/Email Retention and its Impact on User Adoption

 By Joanne Klein 02/25/2020

Create a label to help users classify their content.

✔ Name your label

● Label settings

● Review your settings

Label settings

Retention ⓘ



On

When this label is applied to content...

☒ Retain the content ⓘ

For this long... 7 years

What do you want to do after this time?

☐ Delete the content automatically. ⓘ

☐ Trigger a disposition review. ⓘ

☒ Nothing. Leave the content as is. ⓘ

☐ Don't retain the content. Just delete it if it's older than ⓘ

1 years

Retain or delete the content based on when it was created ⓘ

Microsoft helps, but can't cover everything...



User-Driven Errors

"I've misplaced a document... the URL I have doesn't work anymore!"

"The document version I have is corrupted, all my changes are missing!"

~~"I accidentally deleted a planner task, I can't find the history anymore!"~~

Admin-Driven Errors

"I've updated the apps on my site, but I need to roll back ~~some~~ ^{ALL} changes."

~~"I've broken the inheritance on my site, people can't see my files anymore!"~~

~~"A user left the company 6 months ago, but we forgot the retention policy!"~~





Debunking Myths: Native Office 365 Backup Coverage and Gaps

Set and execute a backup strategy that meets your organizational goals using a mixture of native controls and third party backups.



This webinar has already aired. You may watch an on-demand recording by registering below.

Duration: 1 Hour

[Watch on-demand →](#)



More Common Data Loss Events...



User-Driven Errors

- "I've misplaced a document... the URL I have doesn't work anymore!"
- "The document version I have is corrupted, all my changes are missing!"
- "I accidentally deleted a planner task, I can't find the history anymore!"

Examples:

- Native versioning control in-client
- Native recycle bin settings in-browser
- Native "Files Restore" in Teams / OneDrive



Example: Files Versioning / Recycle Bin

The screenshot displays the OneDrive web interface. The top navigation bar is blue with the OneDrive logo and a search bar. Below the navigation bar, the left sidebar shows the 'Recycle bin' selected. The main content area is titled 'Recycle bin' and contains a table of deleted files. The table has columns for Name, Date deleted, Deleted by, Created by, and Original location. Two files are listed: 'Contoso Purchasing Permissions....' and 'CR-227 Product Overview.docx'. Both files were deleted on 5/6/2019 at 9:32 PM by Megan Bowen. The original location for both files is 'personal/meganb_m365x884154_onmicrosoft_com/Documents'. Below the table, there is a link to the 'Second-stage recycle bin'.

OneDrive

Search everything Delete Restore 1 selected

Recycle bin

Name	Date deleted	Deleted by	Created by	Original location
Contoso Purchasing Permissions....	5/6/2019 9:32 PM	Megan Bowen	Megan Bowen	personal/meganb_m365x884154_onmicrosoft_com/Documents
CR-227 Product Overview.docx	5/6/2019 9:32 PM	Megan Bowen	Megan Bowen	personal/meganb_m365x884154_onmicrosoft_com/Documents

Can't find what you're looking for? Check the [Second-stage recycle bin](#)

Shared libraries

- HR
- Project Web App
- Mark 8 Project Team

X1050 Launch Team

Contoso IT

Name	Date deleted	Deleted by	Created by	Original location	
Contoso Patent Template.docx	March 16	Megan Bowen	Megan Bowen	83.6 KB	Private
Contoso Purchasing Data - Q1 ...	March 16	Megan Bowen	Megan Bowen	21.5 KB	Private



Example: Microsoft Dynamics

How long are deleted items kept in the Recycle Bin?

Change how long permanently deleted items are kept for an Exchange Online mailbox

03/04/2019 • 3 minutes to read • Contributors 

If you've *permanently* deleted an item in Microsoft Outlook or Outlook on the web (formerly known as Outlook Web App), the item is moved to a folder (**Recoverable Items** > **Deletions**) and kept there for 14 days, by default. You can change how long items are kept, up to a maximum of 30 days.

ⓘ Note

You must use Exchange Online PowerShell to make the change. Unfortunately, you can't currently do this directly in the Outlook or Outlook on the web.

choose Restore.

467b-5a0a-02105002d140#1D0EAALAAA=Online

©AvePoint, Inc. All rights reserved. Confidential and proprietary information of AvePoint, Inc.



Restore your OneDrive

If something went wrong, you can restore your OneDrive to a previous time. Select a date preset or use the slider to find a date with unusual activity in the chart. Then select the changes that you want to undo.

Select a date

Custom date and time

Yesterday

One week ago

Three weeks ago

Custom date and time

All changes after 3/20/2018 4:25:54 PM will be rolled back



✓	Deleted by John Hodges 6:44:23 PM	Microsoft ADG Update March 2018.mp4
✓	14 days ago - 3/6/2018 (3)	
✓	Added by John Hodges 3:48:17 AM	Value of Server Products.pptx
✓		
✓		
✓	15 days ago	
✓		

Limitations and troubleshooting

- Files Restore uses version history and the recycle bin to restore OneDrive, so it's subject to the same restrictions as those features. When version history is turned off, Files Restore won't be able to restore files to a previous version. For information about versioning settings, see [Enable and configure versioning for a list or library](#).

Settings

Search all settings

Site settings
Go to site settings for this site.

Theme
Jelly Fish

Start page
People

Notifications
Off

Password
Change your password.

OneDrive
Restore your OneDrive

Restore X1050 Launch Team - Documents



X1050 Launch Team

Public group

Search

Home

Conversations

Documents

Shared with us

Notebook

Pages

Site contents

Recycle bin

Edit

+ New Upload Sync Export to Excel Flow ...

Documents

Name	Modified
Design	March 16
Digital Assets Web	March 16
General	March 16
Go to Market Plan	March 16
Launch Event	March 16
Legal and Compliance	March 16
Web and Social Trends	March 16
Fabrikam3DPrinterBrochure.pptx	March 16
Product Launch.pptx	March 16



Microsoft Teams

Activity

Chat

Teams

Calendar

Files

...

Your teams



X1050 Launch Team

General

Design

Digital Assets Web**Go to Market Plan**

Launch Event

Legal and Compliance

Web and Social Trends



Contoso Sales

General

Grady Archie



Updated by Megan Bowen 1:01:40 AM



Usability Testing Priorities.docx



Example: I've deleted a planner task...

No safety net for some user content:

The screenshot shows the Microsoft Planner interface for a plan named 'Event Plan'. The board is divided into four columns: 'To Do', 'Presentation', 'Press', and 'Venue'. Each column contains a list of tasks. A context menu is open over the task 'Schedule Post Event Press Interviews' in the 'Press' column. The menu options are: Label, Assign, Copy task, Copy link to task, and Delete. The 'Delete' option is highlighted with a red box, and a red arrow points to it from the bottom right. The 'Delete' option is the only one that is not disabled (indicated by a greyed-out icon).

Column	Task	Assignee	Due Date
To Do	Submit your expenses	Alex Wilber	06/17
	Schedule Dress Rehearsal	Alex Wilber	04/12
Presentation	Main Deck review	Grady Archie	05/11
	Create example 3D samples for stage	Grady Archie	06/09
Press	OnSite Press Kit	Grady Archie	05/08
	Schedule Post Event Press Interviews	Adele Vance	05/12
Venue	Car Service for Patti F.		05/11
	Book Valet Service for Event	Adele Vance	05/24



More Common Data Loss Events...

Admin-Driven Errors

"I've updated the apps on my site, but I need to roll back some changes."
"I've broken the inheritance on my site, people can't see my files anymore!"
"A user left the company 6 months ago, but we forgot their retention policy!"

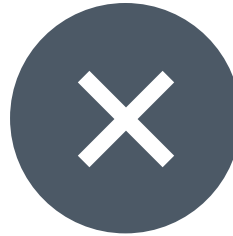


Examples:

- Native second-level recycle bins
- Native restore requests
- Native soft-delete policies



What about Sites, Groups and Teams?



OBJECT LEVEL
RESTORE ONLY



LIMITED TIME (MAX 90
DAYS)



MAY REQUIRE
SUPPORT TICKET FILED
WITH MSFT



ADMIN RESTORE MAX
30 DAYS



ZERO GRANULARITY-
ENTIRE OBJECT
REVERTS

Office 365Admin

Exchange admin center

dashboardmailboxesgroupsresourcescontactssharedmigration

recipientspermissionscompliance managementorganizationprotectionadvanced threatsmail flowmobilepublic foldersunified messaginghybrid

GROUPS
IN OUTLOOK

Create a group

UPGRADE
DISTRIBUTION LISTS

Get started

New Office 365 group

new

DISPLAY NAME	GROUP TYPE	STATUS	EMAIL ADDRESS
All Employees	Distribution list	Active	Employees@M365x884154.onmicro...
Business Development	Office 365	Active	BusinessDevelopment@M365x8841...
Commercial Lending	Office 365	Active	CommercialLending@M365x884154...
Contoso #02	Office 365	Active	Contoso02@M365x884154.onmicro...
Contoso #02	Office 365	Active	StaffHubfeacb@M365x884154.onmi...
Contoso Finance	Office 365	Active	ContosoFinance@M365x884154.on...
Contoso IT	Office 365	Active	ContosoIT@M365x884154.onmicros...
Contoso Sales	Office 365	Active	ContosoSales@M365x884154.onmi...
DG-2000 Feedback	Office 365	Active	dg-2000feedback@M365x884154.o...
DG-2000 Product Team	Office 365	Active	DG-2000ProductTeam@M365x8841...
Electronic Events	Office 365	Deleted today	ElectronicEvents@M365x884154.on...
Employee Advocacy	Office 365	Active	employeeadvocacy@M365x884154....
Engineering	Office 365	Active	Engineering@M365x884154.onmicr...
Executives	Distribution list	Active	Executives@M365x884154.onmicros...
Finance	Office 365	Active	finance@M365x884154.onmicrosoft...
Finance Team	Distribution list	Active	FinanceTeam@M365x884154.onmic...
HR	Office 365	Active	hr@M365x884154.onmicrosoft.com
HR - Onboarding Exp VTeam	Office 365	Active	HR-OnboardingExpVTeam@M365x...

Electronic Events

Office 365 group
ElectronicEvents@M365x884154.onmicrosoft.com

Status
This group was deleted on 5/7/2019 4:28:49 AM
[Click here to restore](#)

Description
Electronic Events

Owners
Megan Bowen
MOD Administrator
Nestor Wilke

Privacy
Public - Anyone can see content



Example: Project Cleanup Activities

Re

Project

Project Intake

Ideas

New Proposal

My Activities

Calendar

Tasks

Manage Timesheets

Issues & Risks

Timesheet

Approvals (Tasks)

Approvals (Workflow)

Dashboards

Project Center

Resource Center

Report Center

Power BI

Strategy

July Product 2018

Schedule

Project

Project Site

Project Intake

Ideas

Project

Delete Enterprise Objects ⓘ

What do you want to delete from Project Web App?

- ☒ Projects
- ☐ Resources and Users
- ☐ Status Report Responses
- ☐ Timesheets

Delete the selected projects

- ☐ Delete draft and published projects
- ☐ Delete only published projects
- ☐ Delete archived projects
- ☒ Delete the connected SharePoint sites

You can't delete Projects that are currently checked out to other users. To force check-in projects, go to [Force Check-in Enterprise Objects](#)

<input type="checkbox"/>	Project Name ▲	Project Manager	Version	Type	Last Updated	Checked Out	Job State
<input checked="" type="checkbox"/>	AdventureWorks Cycles Building Maintenance	Lidia Holloway	Published	Project	3/29/2019 5:12:47 PM	No	
<input checked="" type="checkbox"/>	Agile	MOD Administrator	Working	Template	3/29/2019 5:18:11 PM	Yes	
<input checked="" type="checkbox"/>	APAC Network Expansion	Lidia Holloway	Published	Project	3/29/2019 5:22:35 PM	No	
<input type="checkbox"/>	Bay Plaza	Lidia Holloway	Published	Project	3/29/2019 5:26:08 PM	No	
<input type="checkbox"/>	Bell Linguistics Analysis Tool	Adele Vance	Published	Project	3/29/2019 5:24:05 PM	No	
<input type="checkbox"/>	Benjamin Map and GPS Software R100	Lidia Holloway	Published	Project	3/29/2019 5:07:58 PM	No	

DELETE

CANCEL

?

X



Native tools and coverage

Low Impact

Out-of-the-box tools

- Version Control (minimum 100)
- Recycle Bin (93 days total)
- Deleted E-mail (14 days default – 30 max)

Scenario

- ☐ User Error, document corruption
- ☐ User Error, document deletion
- ☐ User Error, e-mail deletion

High Impact

- Soft-delete Sites / Groups / Teams (30 days)
- Retention settings (legal holds)
- “Files Restore” – OneDrive / Sites / Teams
- Restore from Microsoft Backup (14 days)

- ☐ Owner / Admin error, deletion
- ☐ Legal Retention Only
- ☐ Ransomware
- ☐ Corruption / Ransomware



2. What does my policy cover?

- ☐ Basic user-roll back for document versions
- ☐ Temporary admin “soft-delete” protection
- ☐ “Worst Case” roll-backs via Microsoft support

3. What should I be worried about?

Who has you covered?



[Share](#)

FOR INFRASTRUCTURE & OPERATIONS PROFESSIONALS

Back Up Your SaaS Data — Because Most SaaS Providers Don't

Cloud-To-Cloud Backup Is The Only Practical Option For SaaS Data Protection

December 29, 2017



By **Naveen Chhabra**
with Glenn O'Donnell,
Will McKeon-White,
Bill Nagel

Why Read This Report

Software-as-a-service (SaaS) is a popular element of a sound technology strategy. While almost all SaaS vendors explicitly state that protecting data is the customer's responsibility, infrastructure and operations (I&O) leaders usually send critical data to those providers without any plan for ensuring data resiliency. Back up SaaS data or risk losing customers, partners, and employees. Stop leaving the door open to data loss, and start proactively protecting cloud data before it's too late. This report helps I&O leaders navigate the landscape of SaaS services and data recovery. This is an update of a previously published report; Forrester reviews and updates it periodically for continued relevance and accuracy.

Table of Contents

Few Firms Protect Their Cloud Data From Obliteration

You Can — And Must — Mitigate The Risk Of Losing SaaS Data

Recommendations

Don't Make Assumptions: Grill Your SaaS Provider About Backup



Your responsibility for backup



Microsoft Protection

- ✓ Loss of service due to hardware or infrastructure failure
- ✓ Loss of service due to natural disaster or data center outage
- ✓ Short-term user-error with recycle bin / version history (including new OneDrive "Files Restore")
- ✓ Short-term administrative error with soft-delete for Groups, Mailboxes or services-lead rollback

Customer Responsibility

- ❑ Loss of data due to departing employees and deactivated accounts
- ❑ Loss of data due to malicious insiders / hackers deleting content
- ❑ Loss of data due to malware / ransomware
- ❑ Recovery from prolonged outages
- ❑ Long-term accidental deletion coverage with selective rollback



Backup Data Must Be Offline!

Cybersecurity Maturity Model Certification (CMMC)

Cybersecurity Maturity Model Certification Version 0.7

Recovery (RE) P1139: Regularly perform complete and comprehensive data back-ups as organizationally defined and store them off-site and offline.

REFERENCES

- CIS Controls v7.1 10.1, 10.2, and 10.5

DISCUSSION [CIS CONTROLS V7.1 10]

Data Recovery Capabilities

The processes and tools used to properly back up critical information with a proven methodology for timely recovery of data.

Why Is This CIS Control Critical?

When attackers compromise machines, they often make significant changes to configurations and software. Sometimes attackers also make subtle alterations of data stored on compromised machines, potentially jeopardizing organizational effectiveness with information that has been modified with malicious intent. When the attackers are discovered, it can be extremely difficult for organizations without a trustworthy data recovery capability to remove all aspects of the attacker's presence on the machine.

CLARIFICATION

Ensure all systems and data are backed up at an interval that enables an organization to restore the system or data in accordance with their business requirements. You should complete the backups frequently, and on a regular schedule that satisfies the needs of your organization. You should consider storing at least one system backup off-site and offline to provide redundancy in the event of a disaster. The interval and complexity of your data recovery capabilities can be informed by reviewing your service level agreement with your DoD customer.

Example

You are in charge of IT operations for your organization. As part of your responsibilities, you create backups of all your system data. You do this to meet the business objectives of your organization as outlined in your service level agreements with your customers. Meeting these objectives will help you manage the loss of data availability or corrupted data in the event of a cyber incident. For example,

https://www.acq.osd.mil/cmmc/docs/CMMC_Version0.7_UpdatedCompiledDeliverable_20191209.pdf

©AvePoint, Inc. All rights reserved. Confidential and proprietary information of AvePoint, Inc.



When to review your insurance policy...

1. You're actively using Project or Planner

- Mistakes here can be difficult to recover from! Project sites, Planner tasks, etc.

2. You're rolling out SharePoint / Teams / Groups with end-users as "Owners"

- Helpful files restore can potentially impact all user's content, open to all owners
- Permissions can be a slippery slope to manage for end-users!

3. You're dealing with turn-over / clean-up but *do not* actively place all employees on legal hold!

- Restore requests typically come AFTER soft-delete window has passed!



3. What should I be worried about?

- ❑ Missing SLAs for end-user recovery
- ❑ Potential high-impact scenarios with native restore
- ❑ Long-term recovery requests for user data





What *should* I be worried about?

Taking infrastructure out of the picture, what do I need to look at when managing vendors for backup?

AvePoint Cloud Backup for Office365






Exchange Public Folders

-  Primary Mailbox
-  Secondary Mailboxes








Microsoft Teams

-  Team Chat
-  Team Channel
-  MS Teams Voice, Video, Meetings









Exchange Online

-  User Mailboxes
-  Calendars
-  Group Conversations
-  Group Mailboxes
-  Planner Task Comments







SharePoint Online

-  Sites, Lists, Libraries
-  User OneDrive
-  Group Files
-  Group Notebook
-  Team Files
-  Planner Attachments



Planner




-  Plans
-  Buckets
-  Tasks
-  Team Planner



Project Online

-  Project Online Sites

Project for Web

-  Power BI
-  Power Apps
-  Power Automate

Common Data Service

Office 365 Groups



AvePoint Cloud Backup for Office365

Office 365



Microsoft Teams

- Team/Group
- Team Channel
- Channel Conversations
- Team Files
- Team Mailbox
- Plans
- Tasks

Any or all of these



Exchange Online

- User Mailboxes
- Calendars
- Group Conversations
- Group Mailboxes
- Planner Task Comments



SharePoint Online

- Sites, Lists, Libraries
- User OneDrive
- Group Files
- Group Notebook
- Team Files
- Planner Attachments



Planner

- Plans
- Buckets
- Tasks
- Team Planner



Project Online

- Project Online Sites

Project for Web

- Power BI
- Power Apps
- Power Automate

Common Data Service

Office 365 Groups



AvePoint Cloud Backup



Unlimited, automated backup for your Microsoft Cloud assets

Automatic backups, up to 4X per day, for Dynamics 365, Office 365 - SharePoint Online, OneDrive for Business, Exchange Online, Project Online, and Groups. Unlimited options give you flexibility to protect content as your organizational needs dictate.



Granular restore, in or out of place

Search for and filter content for restore based on properties—including content type, owner, date created, file size, parent list name, parent folder name, email subject, date sent, and more. Restore granular content in place or out of place – even to your file system or export as a PST!



Visibility and control over protected content

Simple dashboard display gives immediate insight into what services are covered – and where you may be exposed. Whether you bring your own storage – or use AvePoint's Azure storage – you retain full control over your protected content!



Global Cloud Footprint

12 Global Cloud Instances

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

99.5% Availability | 24/7 Support

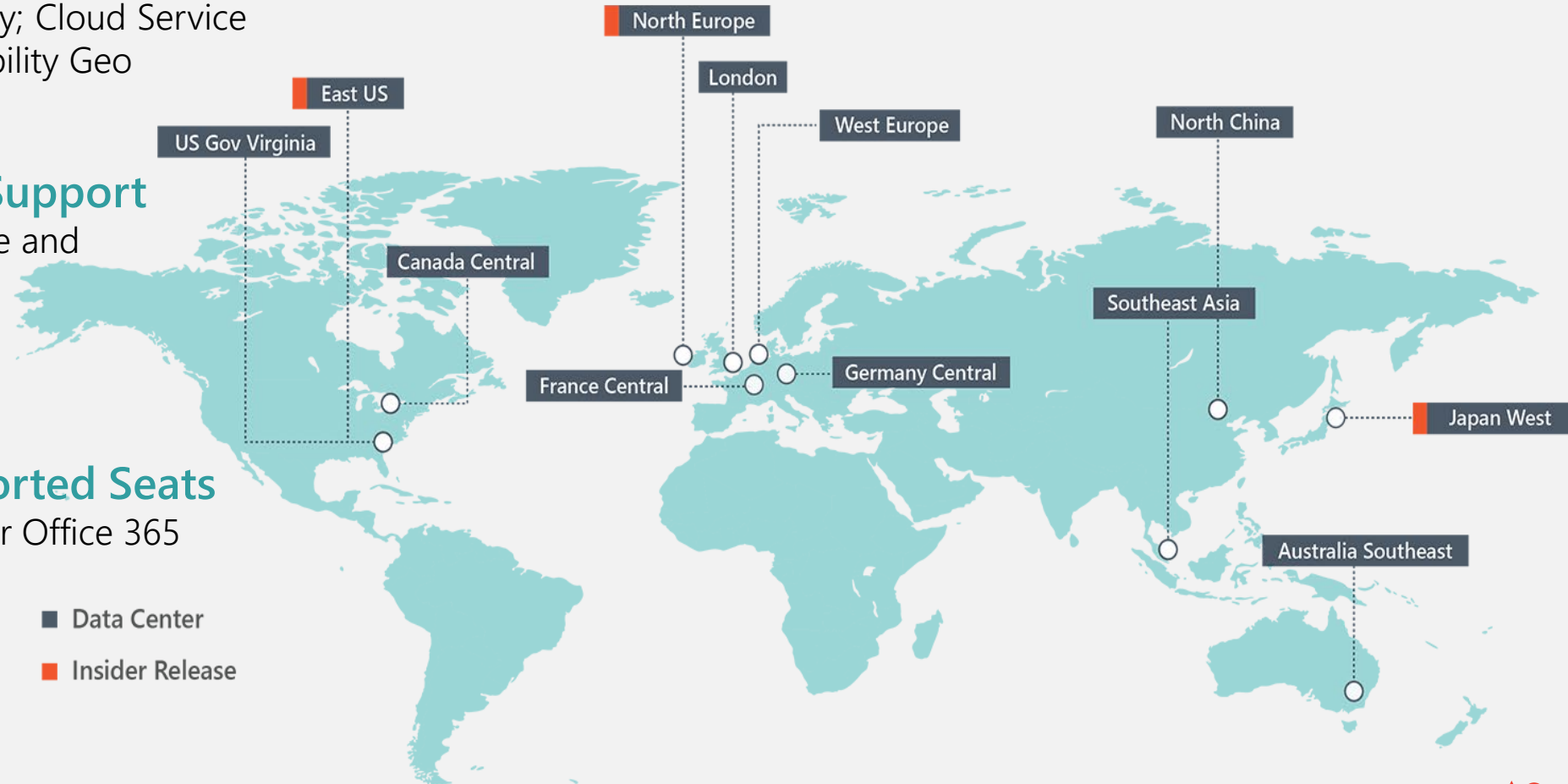
Uptime backed by Microsoft Azure and World-Class Support

7 Million Office 365 Supported Seats

Providing Operational Efficiency for Office 365

Managing 20PB+

Customer Data Worldwide





FAQ

INFOSEC

Is the security program based on any standard or best practice and how often are your information security policies reviewed and updated?



Yes. AvePoint is ISO 27001:2013 certified.

You can view the third-party certification on our website:
<https://www.avepoint.com/company/privacy-and-security/>

Our ISMS policies and procedures are reviewed least annually. Additionally, internal audits are conducted annually, and AvePoint is subject to annual third-party surveillance audits to prove ongoing compliance.





Are there hidden costs to backup?

What does maintenance typically look like when managing restores?

AvePoint Cloud Backup



Unlimited, automated backup for your Microsoft Cloud assets

Automatic backups, up to 4X per day, for Dynamics 365, Office 365 - SharePoint Online, OneDrive for Business, Exchange Online, Project Online, and Groups. Unlimited options give you flexibility to protect content as your organizational needs dictate.



Granular restore, in or out of place

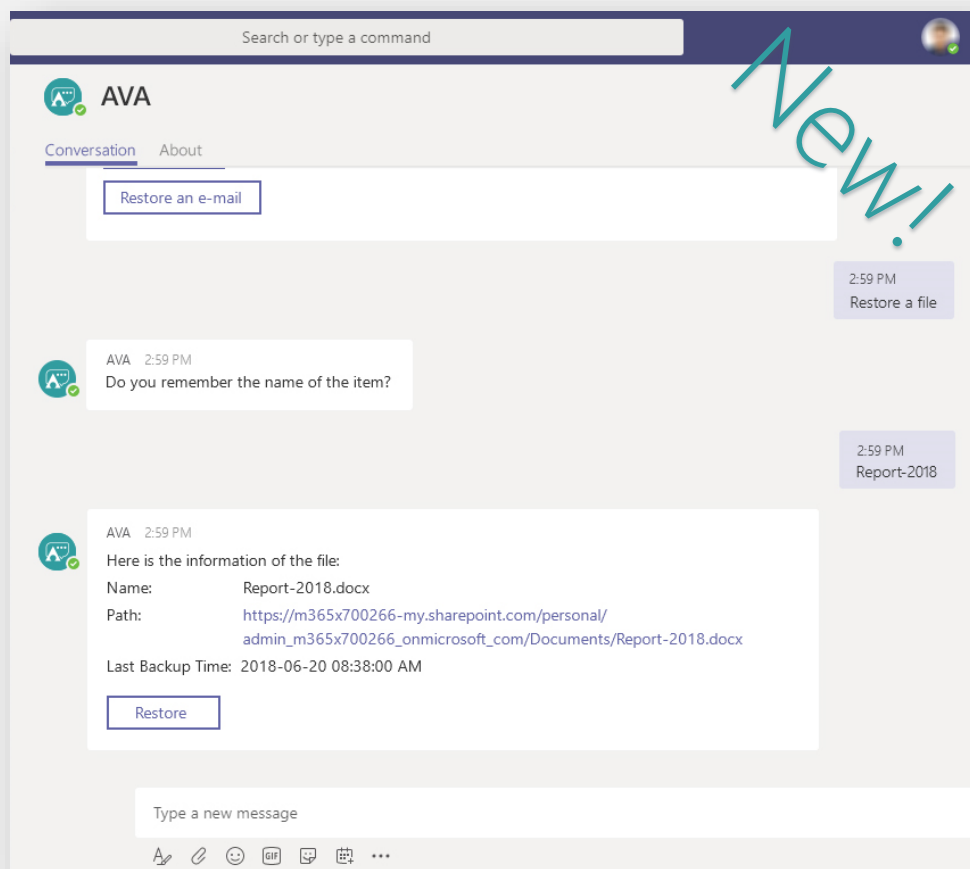
Search for and filter content for restore based on properties—including content type, owner, date created, file size, parent list name, parent folder name, email subject, date sent, and more. Restore granular content in place or out of place – even to your file system or export as a PST!



Visibility and control over protected content

Simple dashboard display gives immediate insight into what services are covered – and where you may be exposed. Whether you bring your own storage – or use AvePoint's Azure storage – you retain full control over your protected content!





Give users a place to look for lost content:

- Filenames that can't be found
- Documents modified recently
- Broken URLs to documents and files
- Lost e-mails that can't be searched in Exchange / Outlook

Highlight quick-wins to limit support calls:

- Identify version history, first and second level recycle bins, soft-deleted content
- Identify recent data in AvePoint's backup data sets
- Fully security-trimmed to each user



Delegated controls to empower users

Work with security teams

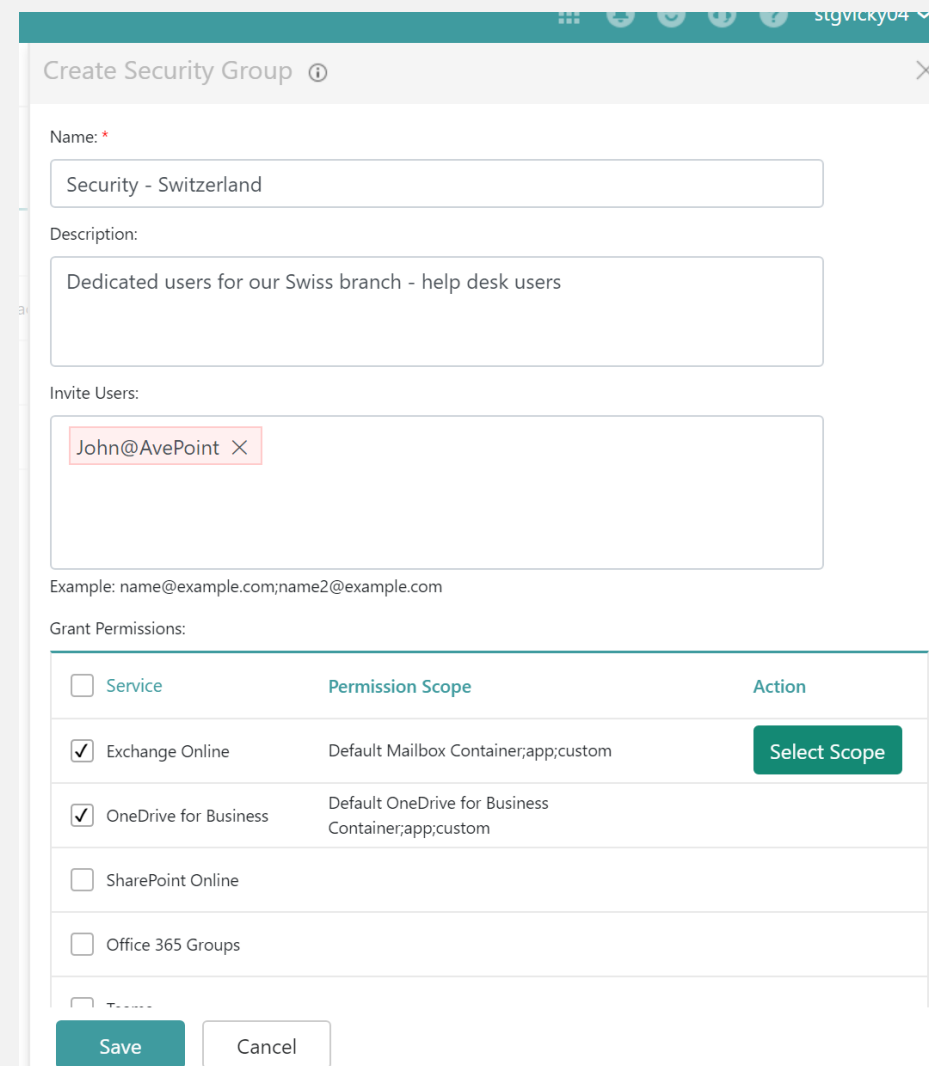
- One backup SLA, but many ways to restore
- Divide by country, department, title, division, etc.

Identify service administrators

- Give Exchange teams access to e-mail
- Give SharePoint teams access to Groups / Teams

Delegate help-desk calls

- OneDrive and Mailbox request can go to lower-level help-desk administrators



Create Security Group ⓘ

Name: *

Security - Switzerland

Description:

Dedicated users for our Swiss branch - help desk users

Invite Users:

John@AvePoint ×

Example: name@example.com;name2@example.com

Grant Permissions:

<input type="checkbox"/> Service	Permission Scope	Action
<input checked="" type="checkbox"/> Exchange Online	Default Mailbox Container;app;custom	Select Scope
<input checked="" type="checkbox"/> OneDrive for Business	Default OneDrive for Business Container;app;custom	
<input type="checkbox"/> SharePoint Online		
<input type="checkbox"/> Office 365 Groups		
<input type="checkbox"/> Teams		

Save Cancel



Let's Recap!

Microsoft helps, but can't cover everything...



User-Driven Errors

"I've misplaced a document... the URL I have doesn't work anymore!"

"The document version I have is corrupted, all my changes are missing!"

~~"I accidentally deleted a planner task, I can't find the history anymore!"~~

Admin-Driven Errors

"I've updated the apps on my site, but I need to roll back ~~some~~ ^{ALL} changes."

~~"I've broken the inheritance on my site, people can't see my files anymore!"~~

~~"A user left the company 6 months ago, but we forgot the retention policy!"~~



Your responsibility for backup



Microsoft Protection

- ✓ Loss of service due to hardware or infrastructure failure
- ✓ Loss of service due to natural disaster or data center outage
- ✓ Short-term user-error with recycle bin / version history (including new OneDrive "Files Restore")
- ✓ Short-term administrative error with soft-delete for Groups, Mailboxes or services-lead rollback

Customer Responsibility

- ❑ Loss of data due to departing employees and deactivated accounts
- ❑ Loss of data due to malicious insiders / hackers deleting content
- ❑ Loss of data due to malware / ransomware
- ❑ Recovery from prolonged outages
- ❑ Long-term accidental deletion coverage with selective rollback



AvePoint Cloud Backup



Unlimited, automated backup for your Microsoft Cloud assets

Automatic backups, up to 4X per day, for Dynamics 365, Office 365 - SharePoint Online, OneDrive for Business, Exchange Online, Project Online, and Groups. Unlimited options give you flexibility to protect content as your organizational needs dictate.



Granular restore, in or out of place

Search for and filter content for restore based on properties—including content type, owner, date created, file size, parent list name, parent folder name, email subject, date sent, and more. Restore granular content in place or out of place – even to your file system or export as a PST!



Visibility and control over protected content

Simple dashboard display gives immediate insight into what services are covered – and where you may be exposed. Whether you bring your own storage – or use AvePoint's Azure storage – you retain full control over your protected content!



Don't just take our word for it...



Check out the evidence for yourself!

"We wanted the ability to back up files to multiple cloud platforms, and AvePoint was the only one who had the capability to do that."

Kevin Tsuei
Technology Practice Director



"[AOS] ensures there is no potential to lose any of our SharePoint Online data in the future."

James Dickinson
Chief Information Officer

"[AvePoint Online Services] gives us assurance that if documents go missing or we run into problems within our Office 365 environment, we have a full backup available in the cloud along with granular content restoration abilities to minimise business disruption."

John Baddiley
Senior Business Manager



<https://www.avepoint.com/resources/customer-review/>

©AvePoint, Inc. All rights reserved. Confidential and proprietary information of AvePoint, Inc.





Chapter 1: Data Loss in North America

It's no secret we are living in a rapidly expanding datasphere, where information is usually accessed on laptops instead of in libraries. Globally, more than 16 zettabytes of data was generated in 2016 alone, which equates to more than 17 billion gigabytes (Reinsel, Gantz, & Rydning, April 2017). That number continues to grow exponentially with the rise of connected devices and expanding Internet of things (IoT) technologies.

As we grapple with how to productively use such vast amounts of data, we also struggle to understand how to best store and protect all that information. With more than 60 million companies actively using Office 365, some customers are left wondering how best to approach backup as part of their content and data management strategy.

Nowadays, most businesses have some method to backup information. Globally, data protection vendors are popular: 57% of businesses use two or more data protection vendors (Dell EMC, 2016). These vendors help customers store, protect, manage and retrieve misplaced data.

Free eBook

Office 365 Backup Handbook

- Common ways companies lose data, and how to protect against them
- Secure data management and backup techniques
- Office 365 native backup and restore capabilities and how to extend them

Free Download >

<https://www.avepoint.com/unlimited-cloud-backup-ebook/>



Sales@AvePoint.com | +1 800.661.6588



www.AvePoint.com



[in](#) [twitter](#) [youtube](#) [f](#) [g+](#)