



THR1032- Highly Regulated and in the Cloud? Here's How!

John Peluso
CTO, AvePoint Public Sector
Microsoft Regional Director

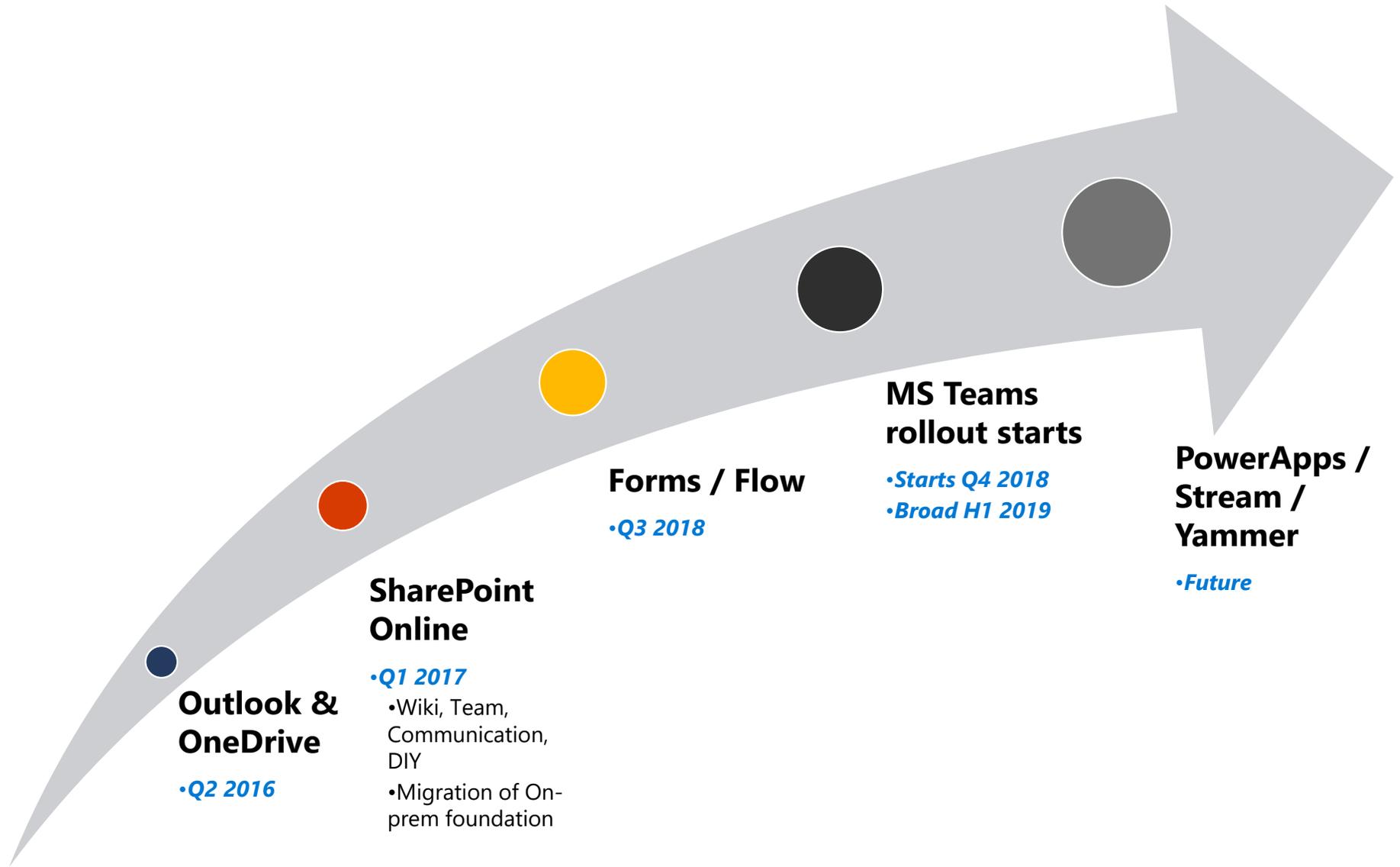


Where we're going...



- Prudential's Journey to the Cloud
- How to think about obstacles and roadblocks
- Meaningful and Calculated Policies
- Change Management
- Forward Thinking

Prudential's Office 365 Journey for 45k NA users and 23k APAC Users from Lotus Notes and IBM Connections



Obstacles & Roadblocks

- Regulated FinServ Org, strenuous legal requirements
- Multiple business units and regions with many differing needs/wants/requirements
- Need to balance business demands for innovation with need to satisfy compliance and regulatory teams
- Lotus notes lessons learned – sprawl and content owner accountability



7 year Global Retention policy
for SharePoint

Appropriate everywhere? All content?

“Flavors of Ice Cream”



Targeting Services & Policies Across Divisions

Tenant Wide General Services

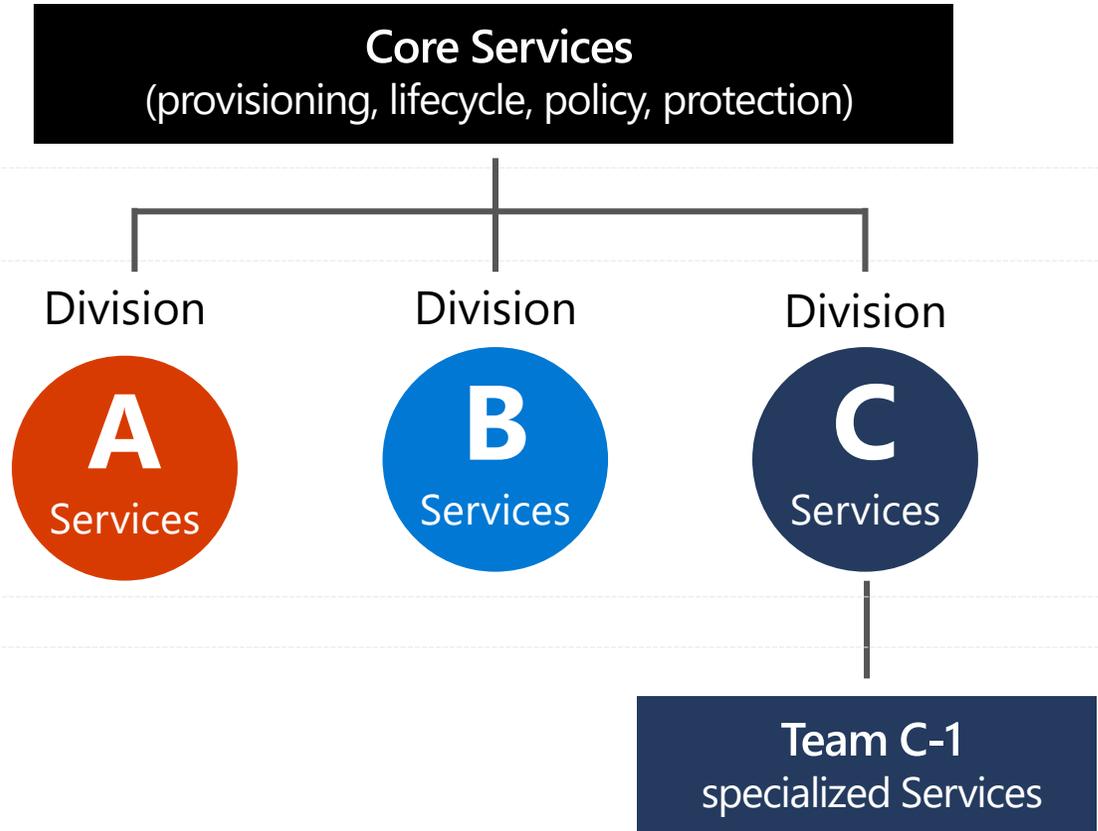
- Available to all/most users
- Address general productivity, security, compliance needs

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



What we mean by "flavors"...

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

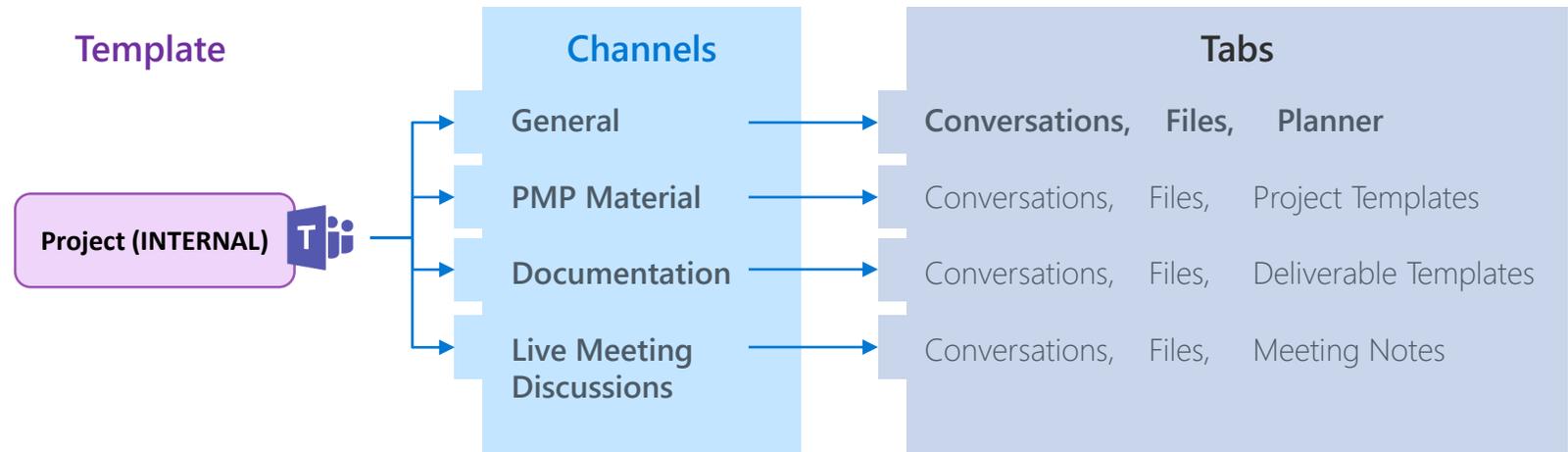
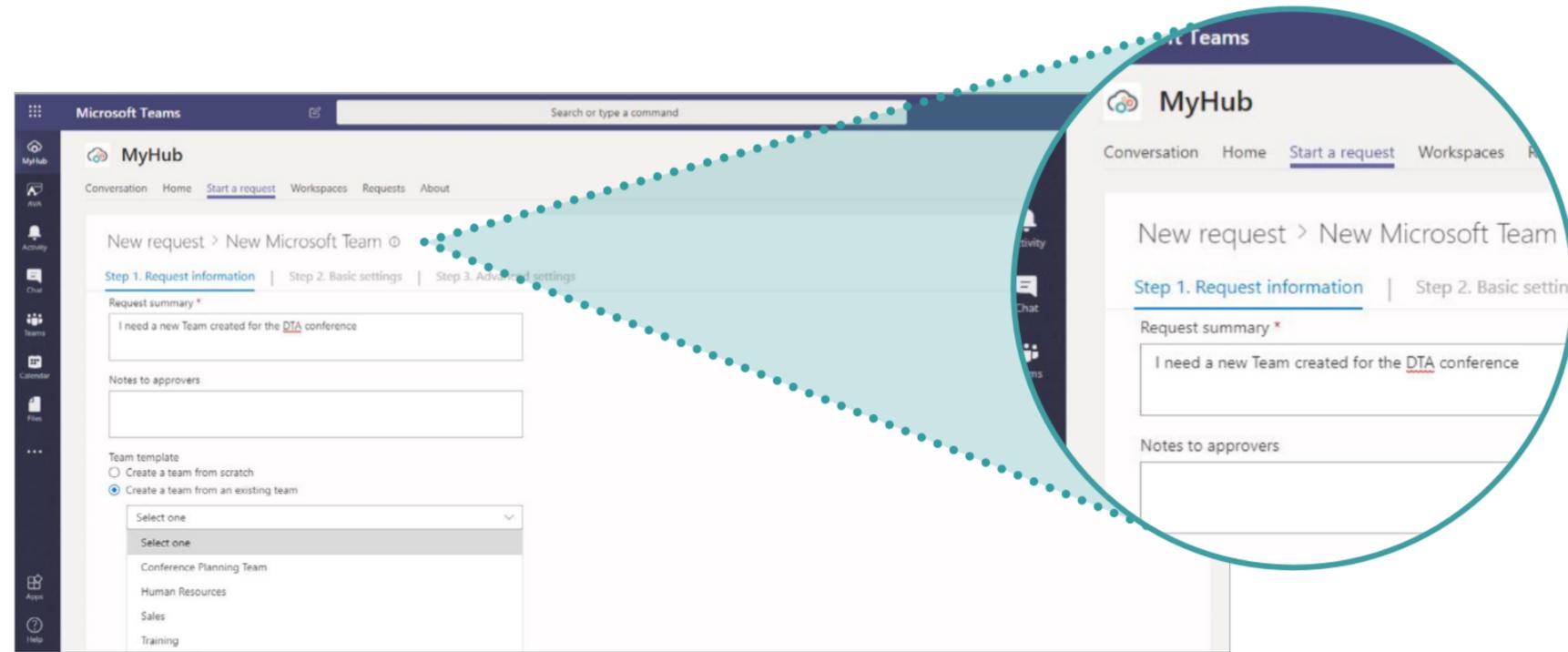
after
3 Months

after
6 Months

after
12 Months

Make it easy to choose the right flavor

- Users can make self-service requests from available workspace templates that are relevant to them
- Workspaces can come pre-configured with channels, tabs, and bots



Guidance for “Meaningful and Calculated Policies”...

- Determine your key drivers and include stakeholders in decision making process (i.e.. Legal / Compliance / Security Office)
- Cloud Governance policies to manage SharePoint and MS Teams
 - By Storage, Renewal/Recertification, SharePoint Designer Settings, Sharing Enabled Settings, and Policy Enforcer
- “Flavors” is just an analogy-- It isn't an ice cream shop so keep the number of flavors to a minimum
- Start off restrictive and open up as you move forward
 - It's much easier to add capabilities than try to take away things later

“Templates” are more than just channels and configuration.

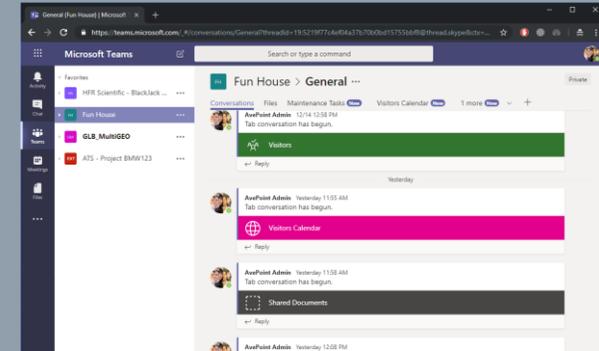
A template framework that includes the site components, and the lifecycle components.

- Pre-set Channels and Tab recommendations are great for helping contextualize Teams for business users, but these only get you so far as a “template”.
- The AvePoint approach accounts for the Operational Governance and lifecycle to ensure “templates” are not ONLY provisioned correctly (and compliant with IT policy) but also managed

Project (INTERNAL)



TEMPLATE DEFINITION: Recommended for internal-department or ad-hoc Projects with a small-to-medium audience who require pre-configured default Project channels with real-time chat and meetings.



EXTERNAL SHARING



No external sharing

EXPIRATION/RETENTION

6 Months
after last accessed

WHO CAN CREATE

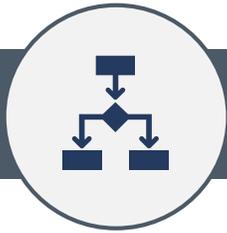
All requests through
Central IT

RECERTIFY MEMBERS

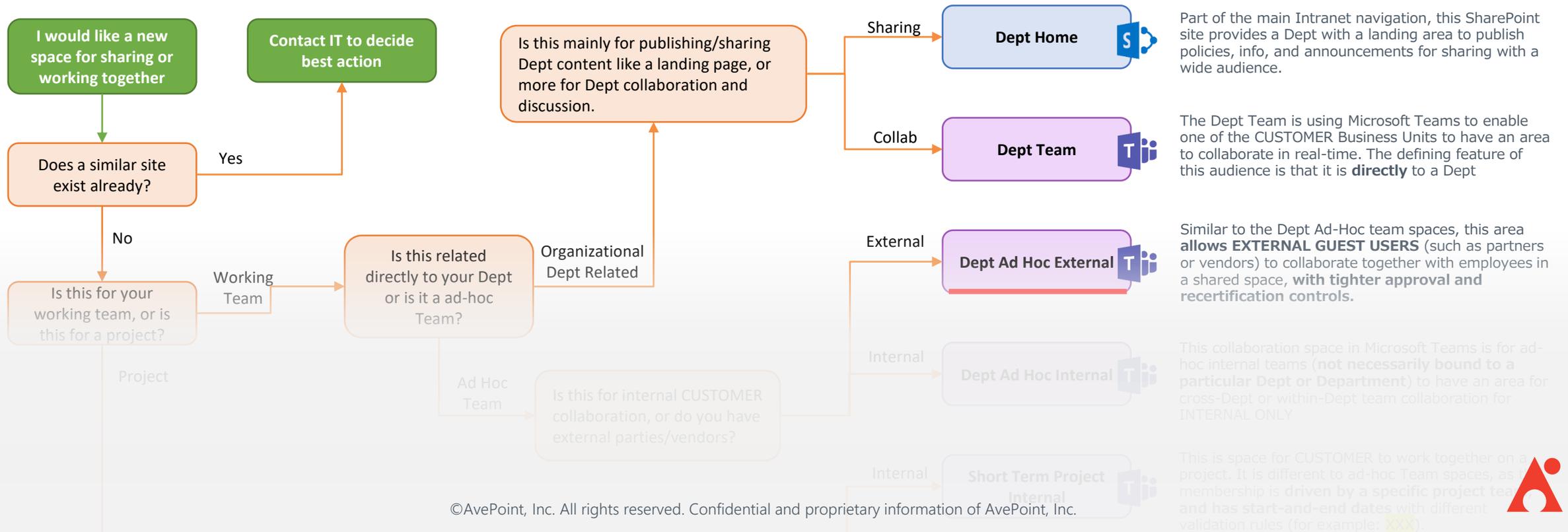
after
3 Months



Decision Trees Map the Business to the Templates

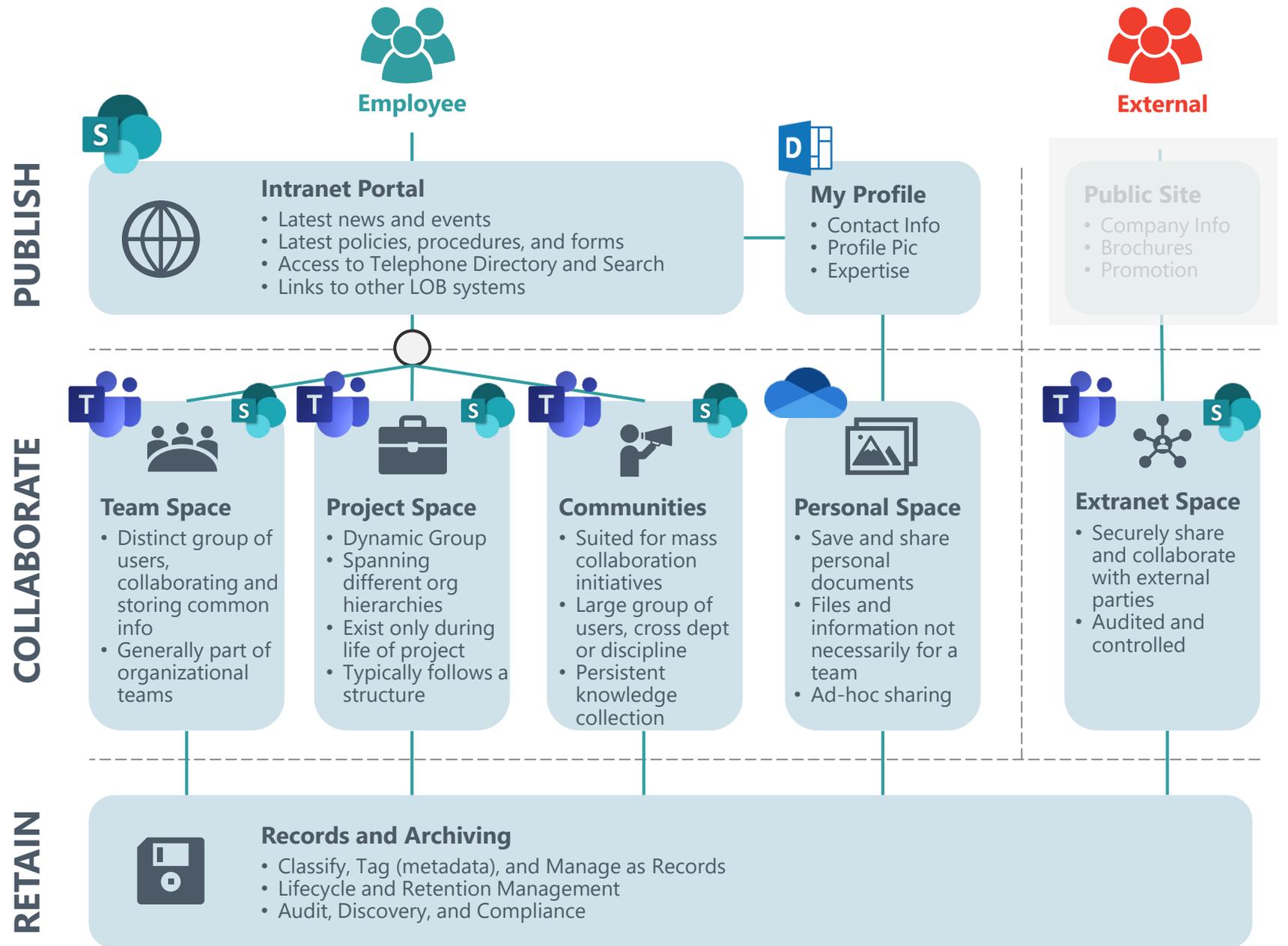


Helps with adoption making it easy for users, and helps clarify IT Governance



A Best-Practice Approach to Information Architecture and Knowledge Management in Office 365

Don't try and organize your information by department... think about the information type instead.



AvePoint/Prudential operational governance approach for Office 365

The screenshot shows a web interface for a 'New Request' titled 'Project Management Questionnaire'. The header includes the word 'governance' and navigation icons. The main content area contains a grey box with the text: 'Before we get started... We want to help you ensure that all your data is secure and that you have the right tools for the right job. Please answer the following questions to the best of your ability!'. Below this, there are three questions: 1. 'Is this a new or existing project?' with a dropdown menu showing 'New Project'. 2. 'How would you describe this project's collaboration?' with radio buttons for 'Traditional Workstream' and 'Modern Workstream' (which is selected). 3. 'Is this project going to involve sharing/storing any of the following types of information?' with a dropdown menu showing 'Please select an option...'. At the bottom right, there are 'Cancel' and 'Save as Draft' buttons.

Standardized Services with Automated Delivery

- Clear definition of ownership, business purpose, and guidelines
- Tailored by role and business units
- Approval process for new workspaces
- Terms of service and use (example: protected health information)

Policy Enforcement

- Apply proactive monitoring/enforcement of permissions and configuration policies



🔍 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 tools for the right job. Please answer the following questions to the best of your ability.

Is this a new or existing project?

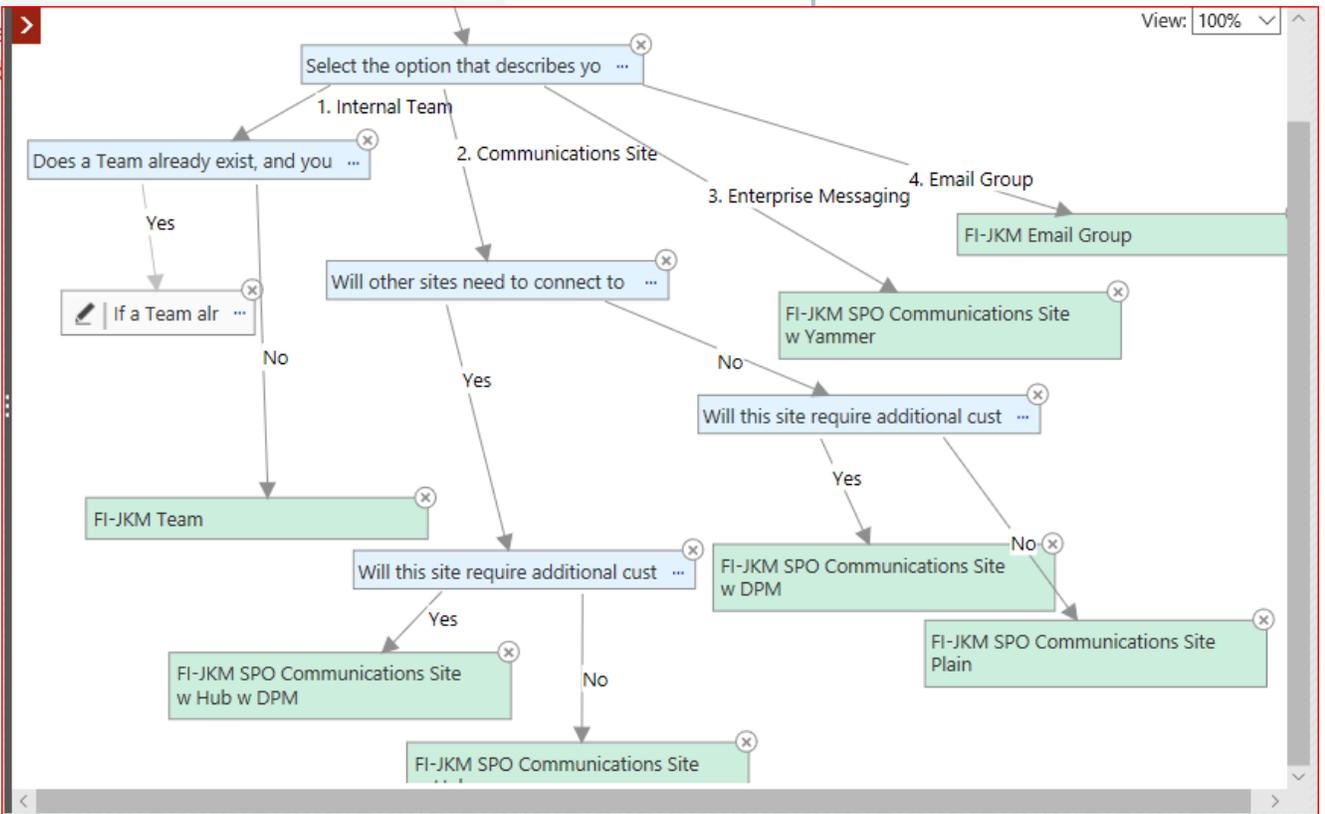
New Project

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...



Example Policy Controls

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.

- 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
- 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

Change Management- Getting them from here



Started with legacy homegrown provisioning engine

- Chargeback Cost associated with our offerings with approvals
- Annual Renewal process

Standardization on ServiceNow for a service delivery platform

- Provisioning new Office 365 workspaces shifting to ServiceNow
- In complex and regulated organizations, extensibility and integration are essential

Assess all components of your solution for extensibility and integration... you will need it!



We learned this lesson a LONG time ago...

Custom Actions

Low-code
scriptable actions

APIs

Programmatic solutions
for integration

Product Integration

No-code integration
with other systems
(ServiceNow)

Forward Thinking

What's next?

Identify and eliminate manual processes wherever possible

- Cloud Governance Panel and Additional Services via AvePoint
- Staying engaged with MS and AvePoint to stay ahead of the O365 Roadmap and potential impacts

Looking at additional data governance options

- E5 Security and Compliance benefits and how the additional capabilities could help with “labels” to classify documents and potentially help with rethinking our global retention policy.



Benefits of structured governance approach



Repeatable and consistent service delivery



Administrative efficiency



Accurate cataloging & monitoring of adoption, usage and governance attributes for collaboration workspaces



Provable compliance with internal and external policies and regulatory requirements



Examples:

Leveraging the AvePoint operational governance model for Office 365





Search

Home

Workspaces

Requests

+ New Request

Settings

Need Help?

Todo List



Approvals & Confirmations Date due ▾

- Nov 13, 2018 Due today ⌚

Research & Development
Group Confirmation

✓ ✗
- Nov 16, 2018 Due this week ⌚

Finance
Group Confirmation

✓ ✗
- Nov 21, 2018

X1050 Launch Team
Group Confirmation

✓ ✗
- Dec 3, 2018

Product Reviews
Group Confirmation

✓ ✗

Validations Date due ▾

- Nov 13, 2018 Due today ⌚

Product Team Collab
Permission Renewal

✗
- Nov 27, 2018

Research & Development
Membership Renewal

✗
- Dec 2, 2018

Marketing - North America
Contact Renewal

✗

Quick Request

Featured ▾

- Provisioning **New Demo Site** >
- Administration **Change Project Owner** >
- Provisioning **Project Management Questionnaire** >

News & Updates

Curabitur lobortis id lorem id bibendum

Vestibulum rutrum quam vitae fringilla tincidunt. Suspendisse nec tortor urna. Donec quis ornare lacus. Etiam gravida mollis tortor quis porttitor.

Customizable by Admin

This copy is customizable by the admin in the product settings.

Data owner insights for Office 365 workspaces

The screenshot displays the Microsoft Cloud Governance Center interface. At the top, the header shows 'Cloud Governance' with a search bar, navigation icons, and the user profile 'Kat Larsson'. Below the header, there are two main sections: 'Workspace' and 'GA Group Details'.

Workspace Section:

- Search Workspace
- Confirm Group (checked)
- Export Report
- Home
- Workspace (selected)
- Requests
- + New Request
- My Group (selected with a green checkmark)
- Commissioned Research
- Group Name
- Another Group Name
- More Groups
- Group Name

GA Group Details Section:

- Renew
- Group Basic Info
- Phase: Renewal Pending (Phase Start Time: 2018-12-18 16:30, Assignee: pm)
- Automatic Import Profile
- Group/Team Name: GA Group
- Group/Team ID: GA Group 001
- Primary Group/Team Contact: Administrator MOD
- Secondary Group/Team Contact: Adele Vance
- Group/Team Owners: Administrator MOD
- Group/Team Policy: Renewal Group Policy 1 ⓘ
- Object Type: Office 365 Group
- Language: Deutsch
- Metadata
- Metadata Name1: Option1
- Metadata Name2: Option2
- Publish to Directory: Yes



Recertification and renewal of workspaces

Cloud Governance | Megan Bowen

Search in To-do list | Cancel

Group renewal: DG-2000 Feedback

Renewal steps

- Contact renewal**
Confirm that the primary and secondary contacts are still correct. If necessary, you can assign the roles to other users.
- Permission renewal**
Confirm that the group team site permissions for users and groups are still correct. If necessary, you can update the permissions.
- Membership renewal**
Confirm that the group team site permissions for users and groups are still correct. If necessary, you can update the permissions.
- Metadata renewal**
Confirm that the metadata is still correct. If necessary, you can update the metadata values.

Permissions [Reset](#)

Display name	Account type	Permissions	Access type
Megan Bowen	User	1 Permissions	Internal
Diego Siciliani	User	1 Permissions	Internal
Grady Archie	User	1 Permissions	Internal
Lidia Holloway	User	1 Permissions	Internal
<input checked="" type="checkbox"/> DG-2000 Feedback Owners	SharePoint Group	1 Permissions	

5 members in the group [View group members](#)

DG-2000 Feedback
<https://m365x313735.sharepoint.com/sites/dg-2000fe...>
Site

Permissions

- Full Control
- Full Control
- Design
- Edit
- Contribute
- Read

DG-2000 Feedback Visitors | SharePoint Group

DG-2000 Feedback Members | SharePoint Group

[Back](#) [Next](#)



"Renewal" for O365 workspaces- admin

Renewal Profile Management > Create

Save Cancel

Renewal Recurrence

Select Daily, Weekly, or Monthly and configure the renewal recurrence.

Daily
 Weekly
 Monthly

Day of every months

Specify the time to generate the first renewal task

Renewal Option

Choose what information will be displayed to the renewal task assignee for review and modification, and then configure the corresponding settings. Note that if you add metadata that was specified as "Hide from Business User" to the table, the metadata will not be displayed in the renewal report.

Contact renewal
 Permission renewal
 Membership renewal

*Membership type:

Group/Team owners
 Group/Team members

Metadata renewal

*

Metadata Name	Default Value	Actions
No items to show in this view.		



Managing your collab workspace "landscape"

Set Filter Export Report Refresh Back Apply Policy Elect Contact Specify Contact Mail Contacts Search Show rows: 15 < 1/2 >

	Phase	Title	Department	Policy	Site Collection Template	Primary Site Collection Administrator	Additional Site Collection Administrators	Site Collection Data Owner	Site Collection Seco
...		MyC...			Communication site				
✓		MyC...	IT	Gold	Communication Site	MOD Administrator	Alex Wilber	MOD Administrator	Adele Vance
✓	✓	Portal	IT	Gold	Team site (classic experience)	MOD Administrator		Adele Vance	MOD Administrator
✓	✓	BI	Marketing	Silver	Business Intelligence Center	MOD Administrator	Provisioning User;provisioninguser3@mst...	Adele Vance	MOD Administrator
✓	✓	Visio ...	IT	Gold	Team site (classic experience)	MOD Administrator	Provisioning User;Provisioning User;provis...	Adele Vance	MOD Administrator
✓	✓	MVP ...	Marketing	Silver	Team site (classic experience)	MOD Administrator	Provisioning User;provisioninguser1@mst...	Adele Vance	MOD Administrator
...		Legal...			eDiscovery Center				
✓		Perso...	Marketing	Silver	Publishing Site	MOD Administrator	Provisioning User;provisioninguser3@mst...	Adele Vance	MOD Administrator
✓		Devel...	Marketing	Silver	Team site (classic experience)	MOD Administrator	Provisioning User;provisioninguser3@mst...	Adele Vance	MOD Administrator
...		Adva...			Team site (classic experience)				
✓		Com...	IT	Gold	Community Portal	MOD Administrator	Provisioning User;provisioninguser3@mst...	Adele Vance	MOD Administrator
✓		Cont...	IT	Silver	Team site (classic experience)	MOD Administrator	Provisioning User;Provisioning User;provis...	Adele Vance	Miriam Graham
✓		Cont...	Marketing	Silver	Publishing Site	MOD Administrator	Provisioning User;provisioninguser3@mst...	Adele Vance	MOD Administrator
✓		Home	IT	Gold	Publishing Site	MOD Administrator	Provisioning User;provisioninguser3@mst...	Adele Vance	MOD Administrator
✓		https:...	Marketing	Silver	Enterprise Search Center	Company Administrator	MOD Administrator	Adele Vance	MOD Administrator



Fully-managed de-provisioning of O365 Workspaces

Group/Team Lease Management

Choose whether to enable a lease period for the Office 365 Group/Microsoft Team. A lease period is the amount of time the group/team is available for use. With this option enabled, a lease expiration task will be assigned to approvers specified in the selected approval process asking if they would like to extend the lease or delete the group/team. You can also enable lease expiration warning to remind the approvers of the lease expiration in advance, and/or enable automatic deletion of the group/team when the lease expires.

Note: If you enable automatic deletion of the group/team and enable the notification upon the deletion, apart from specifying users as the e-mail notification recipients, you can also enter \$ to select from the following options:

[View Available Roles >](#)

Enable group/team lease management

*Generate a group/team lease expiration task after a lease period of or when the last lease extension expires

*Approval Process:

[Create New](#)

[Create From This Existing Approval Process](#)

* Stage one:

Assign To:

\$Primary Group Contact; \$Secondary Group Contact

Order:

All at once (parallel)

Allow the approval stage to complete when one approver approves

Allow approvers to reassign tasks to others

Enable group/team lease expiration warning

Enable automatic deletion of the group/team

*Automatically delete the group/team when the lease has expired for

Enable a reminder for the approvers before the group/team deletion task is generated

*Reminder profile:

[Create New](#)

Notify the following people upon the deletion of the group/team

*



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

The screenshot displays a SharePoint site titled "Project Management Intranet" with a "Sensitive" classification. The navigation bar includes "Home", "PM Records Site", "Client Portal", "External Client Portal", "Classic Intranet", and "Reports". A "Notifications" dropdown is visible in the top right corner.

The main content area features a banner with the text "Welcome to the Project Management Intranet! Click Here to work on a project." and a "LEARN MORE >" link. Below the banner is a "Check on your Projects" section with a gear icon and a "Check out In" section with a calendar icon.

The "Cloud Governance Panel" is open on the right, showing a "Lifecycle Timeline" with the following events:

Event	Date	Action
Provisioned	2018-07-09	Provisioned
Lease Expiration	2018-12-29	Lease Expiration
Lease Extension	2019-01-04	Lease Extension
Permission Recertification	2019-01-13	Permission Recertification
Permission Recertification and Ownership Recertification	2019-02-01	Permission Recertification, Ownership Recertification
Permission Recertification and Ownership Recertification	2019-05-01	Permission Recertification, Ownership Recertification

thank you

Gracias

ευχαριστώ

Danke

Grazie

благодаря

Hvala

Obrigado

Kiitos

شكراً

Tak

Ahsante

Teşekkürler

متشكراً

Salamat Po

감사합니다

Cám ơn

شكريه

Terima Kasih

Dank u Wel

Děkuji

நன்றி

Köszönöm

ありがとう
ございます

ໜ້າອຸດອນ

Dziękuję

谢谢

Tack

Mulțumesc

спасибо

Merci

תודה

多謝晒

дядкую

Ďakujem