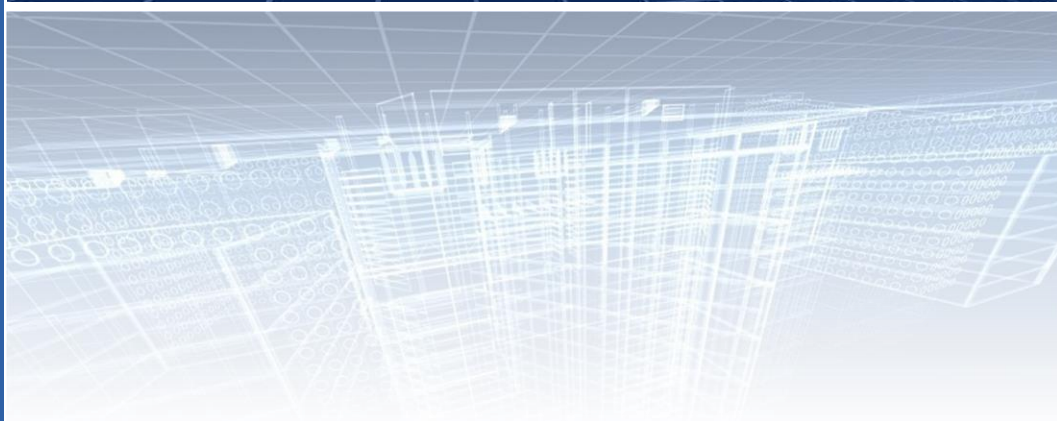# G-Cloud 14

Microsoft 365
Implementation and Enhancement

Service Definition - 2024

Contents

1. Service Definition – *providing clarity and transparency*

ElysianIT Offer a Range of Services related to Microsoft 365 (Office 365) which build into a complete Service offering:

Microsoft 365 - Readiness and Assessment
Microsoft 365 – Health Check
Microsoft 365 - Roadmap and Strategy
Microsoft 365 - Performance Testing and Quality Assurance
Microsoft 365 - Baseline Implementation and Pilot
⊖ Microsoft 365 - Implementation and Enhancement
Microsoft 365 - Migration
Microsoft 365 - Project and Change Management
Microsoft 365 - Security Audit and Recommendations
Microsoft 365 - Security Baselines Implementations
Microsoft 365 - Security Enhancements
Microsoft 365 – Support
Microsoft 365 – Guidance Documentation, Training and Coaching
Microsoft 365 – Tenant to Tenant Migration

Our "Microsoft 365 – Implementation and Enhancement Service" adds to or extends your existing Microsoft 365 implementation and its workloads such as: Exchange, SharePoint and Teams.

The following table provides the Microsoft 365 (M365) product overview which are services used by this engagement.

Identity and Access Management	Device Management	Data Governance	Threat Management
Office 365 (E1\E3) Logon Identities (SSO), Security and Privacy (Password Policies, external sharing), Identity Protections (MFA and Password Reset, OneDrive\SharePoint\Teams\Skype Sharing and Syncing restrictions and Exchange Mail Flow, Transport Rules, Compliance Management, S/MIME, TLS, Protection and Mobile Access	**Office 365 (E1\E3) - Active Sync** Device Access Management, Full Device Wipe, Device Security Enforcement	**Office 365 (E1\E3)** Data Classification, Data Retention, Data Loss Prevention, Sensitive Information Types, Labels and eDiscovery	**Office 365 (E1\E3)** Includes Exchange Plan 1, Office Message Encryption Portal and in-built anti-malware detection for non Exchange Apps (SharePoint\Teams\OneDrive) **Exchange Plan 1** Anti-Spoofing, Anti-Malware, Anti-Spam, Mail Flow, Transport Rules
Active Directory Premium Plan 1 (EMS E3) Password write-back to on-premise AD, Advanced MFA (On-Premise and SaaS based solutions), MIM Licensing, Conditional Access, Windows 10 Bit locker Management	**Office 365 (E1\E3) - MDM** Enhancement to Active Sync, Full Wipe and Selective Wipe, Device Policies and Compliance	**Azure Information Protection Plan 1 (EMS E3)** Advanced Data Classification, File Protection (Encryption), Visual Document Marking supports Office 365, File Shares and User Local Locations	**Office Threat Intelligence (O365 E5)** Dashboard which provides a holistically view of the Threat landscape, Attack Simulator and Threat Tracker
Active Directory Premium Plan 2 (EMS E5) Risk-Based Sign-In and Advanced Reporting	**Intune with ADP1 (EMS E3)** Advanced Mobile Device Management, Mobile App Management, Enhancement to Office 365 MDM and Active Sync and PC Management	**Azure Information Protection Plan 2 (EMS E5)** Advanced AIP1, Auto classification	**Azure Information Protection (EMS E3)** Advance support for Office Message Encryption Portal, SharePoint IRM
Office Advanced Compliance (O365 E5) Lockbox - Microsoft Support Just In-Time Privilege Access to tenant data, control how a Microsoft support engineer accesses your data during a help session		**Office Advanced Compliance (O365 E5)** Auto Data Classification, Policy based governance and Advanced eDiscovery	**Office ATP (O365 E5)** Unknown malware attachment detections, Safe email links, works with Exchange, Office Pro Plus, and document libraries (SharePoint\Teams\OneDrive)
Office 365 Cloud App Security (O365 E5) Gain enhanced visibility and granular security controls and policies including the ability to monitor Risk Based sign in (similar to ADP2) block access to unmanaged cloud applications.		**Office 365 Cloud App Security (O365 E5)** Enhanced Data governance, Supports AIP and Sensitive Types, Centralized Dashboard, email and text alerts, manual firewall log review	**Defender ATP (Win E5)** Abnormal and Behavioral Activity Detection, IOC, AD, SIEM integration, Windows 10, Mac, Linux, Windows Server, iOS and Android support
Microsoft Cloud App Security (EMS E5) Advanced Office 365 Cloud App Security support for third-party SaaS solutions, Firewall log Automation, suspend user access, apply AIP policies and Session Proxy App (requires Azure AD Premium plan 1)		**Microsoft Cloud App Security (EMS E5)** Advanced Office 365 Cloud App Security support for third-party SaaS solutions, Firewall log Automation, suspend user access, apply AIP policies and Session Proxy App (requires Azure AD Premium plan 1)	**Azure ATP (EMS E5)** Abnormal and Behavioral Activity Detection (pass the hash),monitors on-premise and IaaS environments, integrates with Office ATP, Defender ATP and Office Threat Intelligence and SIEM integration
			Office Cloud App Security (O365 E5) Monitoring and Reporting of impossible login and abnormal and behavioral activity
			Microsoft Cloud App Security (EMS E5) Same as Office CAS, but can support Third-Party SaaS Solutions.

More information on the Microsoft 365 Product features please see section 1.2.

1.1. Service Features

Our Implementation and Enhancement Service will implement or extend your Microsoft 365 tenancies to include new or extended products as a part of a larger programme of work, or as a standalone project.

This engagement can cover all Microsoft 365 services and third-party connected services such as:
- Exchange Online Protection
- SharePoint, MS Teams and OneDrive
- ActiveSync Quarantine
- Defender ATP
- Azure ATP
- Conditional Access
- Office ATP
- Azure Identity Protection
- Endpoint Manager MAM and MDM (aka Intune)
- Azure AD (including Azure AD Connect, Azure AD Conditional Access, Azure AD PIM, Windows AD DS)
- Okta, Proofpoint, Mimecast, One Login, Darktrace, zScaler and other ISV products
- Data Loss Prevention
- Data Classification

Before the commencement of this service, we will agree on the solutions areas and associated costs for this engagement.

The first day will be a workshop, which will start with an overview of a delivery plan and will be followed up by a discovery session covering your product enhancement requirements.

From this, we will create an appropriate implementation plan to meet the requirements – if a new Microsoft tenancy is required as the target for the implementation, we can instigate one of the Microsoft 365 implementation services we offer to deliver this.

A Pilot Phase will be used to test the implementation, and sign-off the validity of the process. Once satisfied, we will complete the exercise.

A suitable agreement on user training, communication and change management activities will be carried out as a part of the project deliverables.

A project closure phase will be enacted to handover the completed outcome

This service can be used in conjunction with any of the other services we deliver on the digital marketplace to enable delivery of larger or more complex programmes of work.

1.2. Microsoft 365 Product Features

The following are features of Microsoft 365 (Office 365) and other connected third-party solutions

1.2.1. Identity and Access Management

Identity and access management focuses on the security control plane to access Microsoft online services, on-premise solutions and third-party SaaS based solutions (Salesforce, ServiceNow etc..).

Enhance security and compliance – Redefine your approach to security with conditional access policies and multi-factor authentication (MFA) that mitigate risk without disrupting valid users. Reduce the attack surface by limiting privileged accounts and reviewing access rights

Identity and access management typically covers the following products: Azure AD, Azure AD Premium, Azure AD Privilege Identity Management (PIM), Azure AD Conditional Access (CA) but might also cover third-party solutions such as Okta, One Login, Windows AD CA (PKI), Windows CALs and Windows AD DS

1.2.2. Device Management

With Device Management, people can work securely from the phone (iOS, Android), tablet (iOS, Android), Mac, Linux, or Windows —whether it's corporate-owned, employee-owned, or a third-party managed device.

Control access to your critical corporate data with policies that you define based on conditions such as user, location, or device state. As conditions and risk change, the controls you set keep your data safe in real time.

Safeguard your apps and data both before and after access with a rich set of app protection policies, such as the ability to restrict copy/paste and save-as. No device enrolment required: you can enforce app policies even on personal devices.

Device Management typically covers the following products: Microsoft Endpoint Managed (MEM), Microsoft Endpoint Configuration Manager (MECM), Autopilot but may also cover third-party solutions such as Zoho ManageEngine Desktop Central

1.2.3. Data Governance

Data Governance in the security context can provide the following:

- **Compliance Manager** is a dashboard which looks at the entire organisation to make sure that the policies instituted are being followed through real time auditing for analysis and corrective action. You can monitor email communications and data stored within Office 365 and content in third-party solutions.

- **Cloud App Security** allows organisations to set up anomaly detection policies, so you can be alerted to potential breaches of your network. Anomaly detection works by scanning user activities and evaluating their risk against over 70 different indicators, including sign-in failures, administrator activity and inactive accounts

- **Classification and Labels** in Office 365 can help you take the right actions on the right content. With labels, you can classify data across your organization for governance, and enforce retention rules based on that classification.

- **Advanced eDiscovery** can search multiple data sources and provide relevant results based on the search. You can also import the searchable content into Office 365. Advanced eDiscovery employ optical character recognition for content within pictures and analyses email threads to recognise near duplicate content. You can tag individual documents with key words to enhance future search results as well. What may have taken weeks or months in the past can be significantly condensed.

Data Governance typically covers the following products: Microsoft Compliance Center, DLP, Microsoft Cloud App Security, Azure Information Protection (AIP), Labels and Retention, but might

also cover third-party solutions such as Ernst & Young (EY) data solutions, Mimecast, Darktrace and AvePoint

1.2.4. Threat Management

Threat management includes protection from both malicious software and attacks against systems and networks. Microsoft products and services can provide data protection against malware and other types of threats.

Microsoft 365 uses multi-engine antimalware scanning to protect incoming, outgoing, and internal messages from malicious software transferred through email. Administrators can manage antimalware/antispam controls in the Microsoft 365 admin center; individual users can manage their safe senders and blocked senders from within their inboxes in Microsoft Outlook or Microsoft Outlook on the web. Microsoft 365 also includes features that can mitigate the effects of malware attacks, including ransomware attacks.

Microsoft Endpoint Manager includes Intune Endpoint Protection and allows you to set policies to help ensure that computers are kept up to date with the latest antimalware definition updates. Intune can also deliver malware protection to PCs.

Advanced Threat Protection using Defender for Endpoint provides real-time protection from unknown and sophisticated attacks on your Emails, Workstations and AD Domain. It also protects users from unsafe attachments\files and provides real-time, time-of-click protection from malicious links that are included in messages and documents stored in Office 365. Advanced Threat Protection using Defender for Office 365 complements the security features of Exchange Online, Windows Defender, On-premise and cloud environments to help provide better protection from zero-day to unknown attacks.

Threat management typically covers the following products: Microsoft Cloud App Security – security for other SaaS and non-SaaS solutions, Microsoft Defender XDR (Suite of Advanced Threat Protection solutions), Microsoft Endpoint protection, but might also cover third-party solutions such as zScaler, Proofpoint, Sophos, Darktrace, Cybereason, SentinelOne, AT&T and Qualys.

1.2.5. Windows Client

Windows Enterprise can provide the following enhanced security features to mitigate against security breaches and attacks.

- Defender Anti-Virus

- Defender for Endpoint

- Defender SmartScreen

- Defender Application Guard

- Defender Application Control

- Defender Exploit Guard

- Defender Credential Guard

- Windows Firewall

- Windows Hello for Business

- Windows Information Protection

1.3. Benefits

This service will provide the following business benefits:

- Business Case and Cost Benefits
- Understand Microsoft 365 capabilities
- Understand your readiness to adopt Microsoft 365 Technologies
- Best practices with real world experiences
- Documentation of Implementation

1.4. Timescales

Service delivery estimates will be provided during the initial planning phase as the timescale will vary based on the size and complexity of the products to implement or enhance.

1.5. Pricing

All Pricing is in accordance with the SFIA Rate Card attached to the Service definition entry on the digital marketplace portal.

1.6. Terms and Conditions

Terms and conditions are in accordance with the G-Cloud 14 Framework agreement and call off contract.

1.7. Invoicing Process

- All work is proposed and delivered using ElysianIT terms of business.
- ElysianITs' Payment terms are 30 days' net from date of invoice, Payment of invoices will be made in Sterling.
- All financial queries and correspondence to ElysianIT: finance@elysianit.com
- The registered address of ElysianIT Ltd is: Upper Farm, Wootton St. Lawrence, Basingstoke, Hampshire, RG23 8PE

1.8. Customer Responsibility

In each engagement there will be a range of dependencies on the customer which are specific to each project. These will be discussed and agreed prior to commencement and will form part of the contract.

2. Why ElysianIT – *making IT effortless*

> We pride ourselves on building a partnership with customers, identifying targeted changes to technology that will transform end users experience of IT, to the benefit of the organisation, through increased innovation, productivity, empowerment, agility and cost efficiencies.
>
> We provide a comprehensive outsourced Managed IT Service comprising end user, network and infrastructure support alongside IT Strategy and Roadmap advice to ensure that the latest technology developments are regularly briefed for consideration by customers.

2.1. Our Purpose – *what we're all about*

Intelligent Services
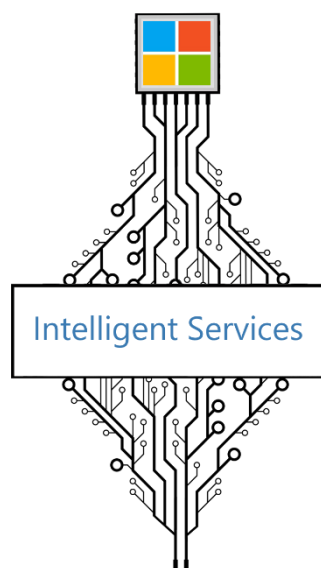
Microsoft Gold SI Partner

Our Vision

Provide **best-in-class transformational IT services**, to **forward-thinking** organisations, **achieving goals** through the use of technology.

Our Mission

Understand our customer's business strategy, deliver and **exploit world-class IT technologies** to assist and facilitate in **achieving their goals**, and support their users in **maximising the technological benefit.**

2.2. Our Credentials – *recognised in our industry*

Microsoft Certified Partner:

- o Gold Datacentre
- o Gold Cloud Productivity
- o Gold Cloud Platform
- o Silver Collaboration and Content
- o Silver Enterprise Mobility Management
- o Silver Windows Devices
- o Silver Application Development
- o Silver Security

Gold
**Microsoft
Partner**

■■ Microsoft

Partner number: 4438246

Microsoft Partner
Cloud Solutions Provider

CYBER
ESSENTIALS
PLUS

ISO
27001
Information Security Management Certified

2.3. Our Services – *intelligent centric*

Offering a range of intelligent business change and implementation services focussed around Microsoft technologies, we have a wealth of experience of delivering change projects through careful and considered implementation of technology.
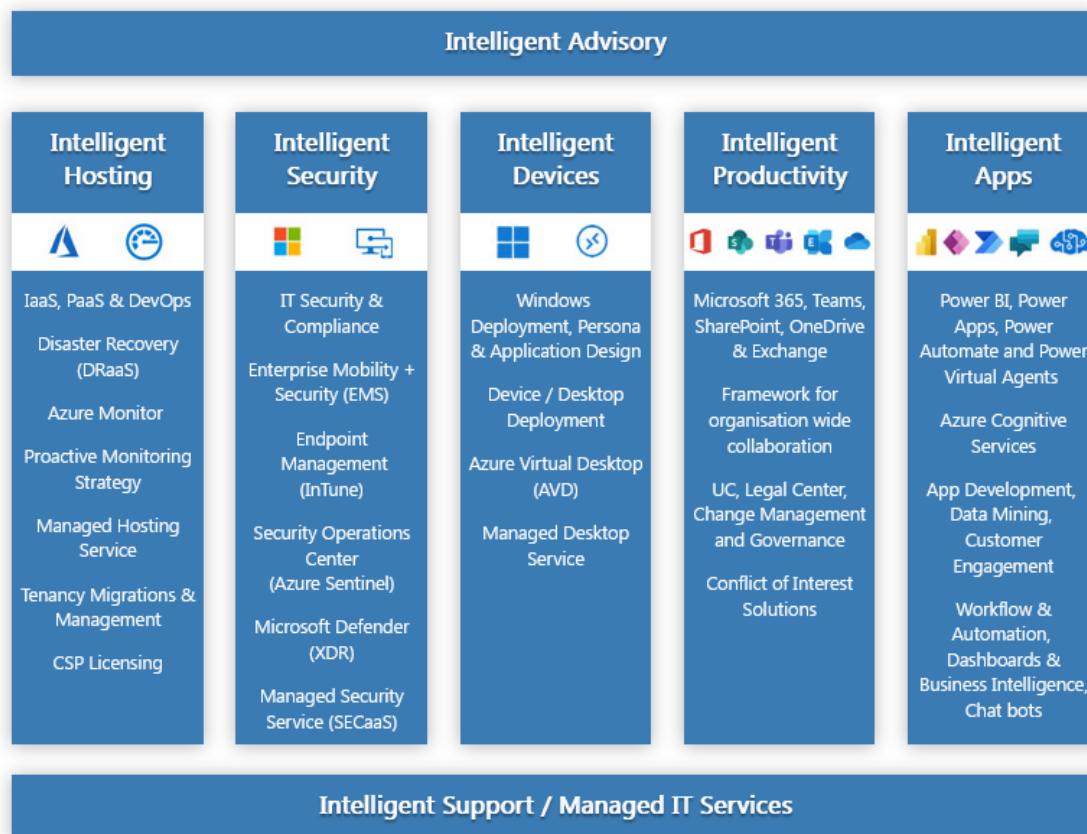
2.3.1. Intelligent Advisory – ensuring you're future ready

<u>Technology experts on-demand</u>

Partnering with ElysianIT gives you direct access to our ***Virtual 'C-level' Advisory Services***. Not only ensuring that you're getting the best from your current technology, but our Senior Consultants horizon scan to verify that your technology decisions are both future-proof and strategically aligned with your goals.

We pride ourselves in understanding your organisations strategy to deliver transformative technology with outstanding solutions, moving you from just ***operating to innovating***.

2.4. Our Impact – *trusted by peers*

With experience of working with organisations ranging in size from a handful of users to thousands, we relish solving challenges these organisations bring.

2.4.1. Partnering in focus - *delivering transformational results*

The Charity Commission for England and Wales (CCEW) is the non-ministerial government department that regulates registered charities in England and Wales and maintains the Central Register of Charities. CCEW has around 550 users across 4 UK sites.

ElysianIT has delivered the following services and has continued to support the organisation for over 3 years.

- Planning and Design for a full IT estate modernisation comprising Windows 10 roll out, Office 365 onboarding, Enterprise Mobility Suite and migration of on-premise estate to migration
- Design of a modern desktop management approach comprising Intune and Autopilot
- Implementation of a highly secure M365 collaboration environment including Teams, SharePoint, OneDrive for Business and the Office client
- Active Directory audit, recommendations, modernisation & rationalisation
- Identity Management, Conditional Access, MFA and Self Service SPR
- Deployment of a Hybrid Exchange environment and migration of all mailboxes
- Design and build of an Azure landing zone to cater for their hosting requirements and migration of circa 50 servers
- Rebuild all of user devices to Windows10 and implementation of supporting iOS device estate
- Project & Change Management and Governance
- Ongoing 3rd Line Microsoft Azure Cloud Support

UK Anti-Doping (UKAD) is a Non-Departmental Public Body accountable to Parliament. UKAD is the national organisation dedicated to protecting a culture of clean sport in the UK. UKAD have around 100 users across 2 main UK sites.

ElysianIT has delivered the following services and has continued to support the organisation for over 8 yrs.

- Cloud Strategy and Business Case
- Planning and Design for Azure, Office 365
- Change Management and Governance
- Windows 10 Rollout
- Exchange Online Email migration
- Intune for Device Management
- OneDrive and SharePoint Site Migration
- SharePoint Intranet Development
- Data centre replacement into Azure Services
- Web Hosting migration to Azure Services
- PKI Infrastructure
- Operations Management with Microsoft OMS and Intune
- Ongoing Fully Managed Service (Support)

2.5. Microsoft CSP – *Licensing without the hassle*

ElysianIT is a Microsoft Cloud Solution Provide (CSP) and therefore can transact Azure cloud service costs directly with our customers.

The Cloud Solution Provider (CSP) Program enables purchases of Microsoft online service subscriptions (M365), Azure services, and some on-premises software via the Microsoft Customer Agreement.

The CSP allows you to take advantage of True PAYG billing and benefit from the highest discounts through Reserved Instances, Hybrid Benefits and Software Subscriptions.

2.6. Our Leadership Team - *proud to be an SME*

We're a people company - our strength lies in our ability to stay open-minded, to see through the complex and tech jargon to focus on what is important for the end customer.

We transform entire organisations – we help companies master their digital investments to create better working environments, teach multiple teams to speak the same language, build empathy with each other, and give them the tools to build unstoppable momentum.

2.7.   Getting in Touch – *share your thoughts*

We work on a no-obligation basis and welcome the opportunity to discuss how we can help organisations realise business change and the associated benefits through the application of technology.

UK Office – Basingstoke

📍 **ElysianIT Ltd**
Upper Farm,
Wootton St. Lawrence,
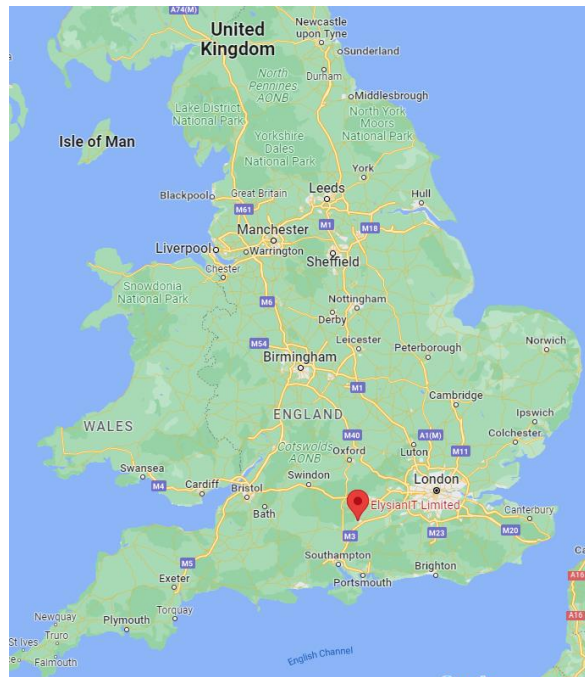Basingstoke,
Hampshire,
RG23 8PE

🌐 www.elysianit.com

📞 01256 976 650

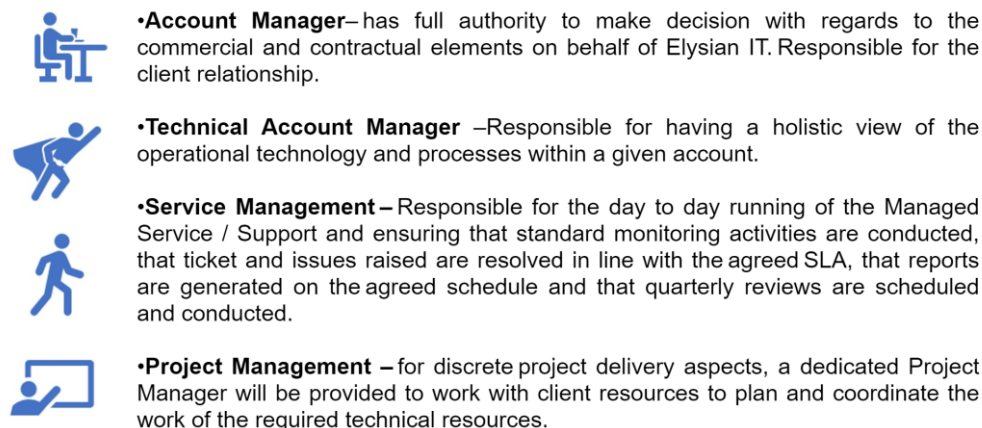✉️ info@elysianit.com

in Follow us

3.   Methodology and Approach – *turning ideas into value*

ElysianIT embrace a consultative approach to each project engagement, taking time to understand the key challenges, then leveraging our expertise and combined knowledge of the technology capabilities to address the business challenge(s) and achieve your goals.
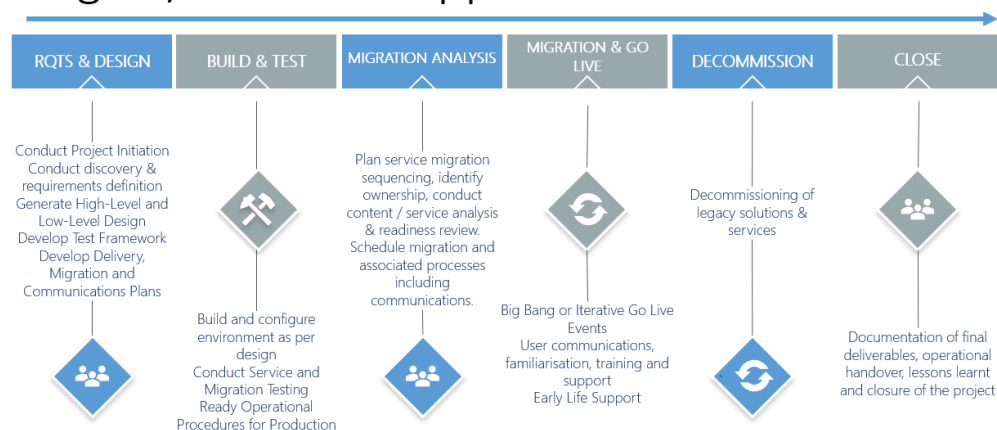
We align specific resources throughout the engagement phases to ensure smooth running, alignment of shared values, effective communications, and management with the goal to ensure that we expedite projects efficiently.
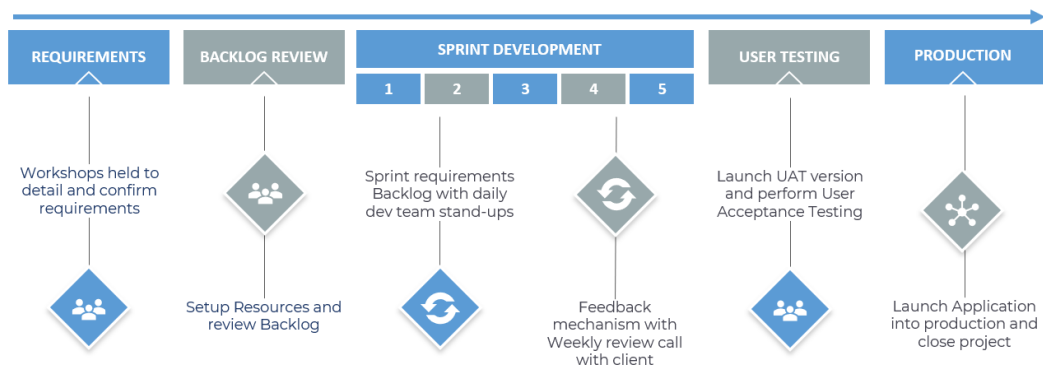
•**Account Manager**– has full authority to make decision with regards to the commercial and contractual elements on behalf of Elysian IT. Responsible for the client relationship.

•**Technical Account Manager** –Responsible for having a holistic view of the operational technology and processes within a given account.

•**Service Management –** Responsible for the day to day running of the Managed Service / Support and ensuring that standard monitoring activities are conducted, that ticket and issues raised are resolved in line with the agreed SLA, that reports are generated on the agreed schedule and that quarterly reviews are scheduled and conducted.

•**Project Management –** for discrete project delivery aspects, a dedicated Project Manager will be provided to work with client resources to plan and coordinate the work of the required technical resources.

Our engagement methodology is often determined by a client's current operating model, or our role within an overarching project – we are conversant with many different approaches and have qualified, experienced project managers who assist with integrating into your required processes.

We typically use a simple yet effective & scalable traditional waterfall style management structure for infrastructure or migration engagements and an agile style, where appropriate, for our software development projects.

Staged / Waterfall Approach

RQTS & DESIGN	BUILD & TEST	MIGRATION ANALYSIS	MIGRATION & GO LIVE	DECOMMISSION	CLOSE

Conduct Project Initiation
Conduct discovery &
requirements definition
Generate High-Level and
Low-Level Design
Develop Test Framework
Develop Delivery,
Migration and
Communications Plans

Plan service migration
sequencing, identify
ownership, conduct
content / service analysis
& readiness review.
Schedule migration and
associated processes
including
communications.

Decommissioning of
legacy solutions &
services

Build and configure
environment as per
design
Conduct Service and
Migration Testing
Ready Operational
Procedures for Production

Big Bang or Iterative Go Live
Events
User communications,
familiarisation, training and
support
Early Life Support

Documentation of final
deliverables, operational
handover, lessons learnt
and closure of the project

Agile / Iterative Approach

| REQUIREMENTS | BACKLOG REVIEW | SPRINT DEVELOPMENT | | | | | USER TESTING | PRODUCTION |

Workshops held to detail and confirm requirements

Setup Resources and review Backlog

Sprint requirements Backlog with daily dev team stand-ups

Feedback mechanism with Weekly review call with client

Launch UAT version and perform User Acceptance Testing

Launch Application into production and close project

ElysianIT has, over the course of hundreds of successful engagements, adopted these methodologies to enable our consultants to focus on collaboration with our clients in long-term partnerships, ensuring full transparency and that everyone has common understanding on the agreed expectations.

4.   Support and Training – *expertise on-tap*

Every Service engagement we deliver will be backed up by our support team with numerous options for how this support can be delivered. In addition, we have Microsoft Certified Trainer embedded experience in house, which provides key Transition and Adoption activities to assist with the delivery of end-user, expert or administrator focussed training and business change activities with the appropriate supporting collateral.

Our support team members all have at least 5 years commercial experience, and we ensure that every member of the team is trained across the broad concepts of Microsoft 365, EMS and Microsoft Azure and undertake the relevant Microsoft Certifications (MCPs). Ensuring that we maintain skilled and experienced staff, with the necessary qualifications and experience, to achieve the right outcomes.

The support onboarding and handover process are engaged in advance of the project delivery completing this ensures our clients and our Support Team understand the scope of support whilst tracking and triaging early adopters or migrated end users' requests in a controlled fashion and to ensure that the transition to support is smoothed through the conclusion of the delivery project.
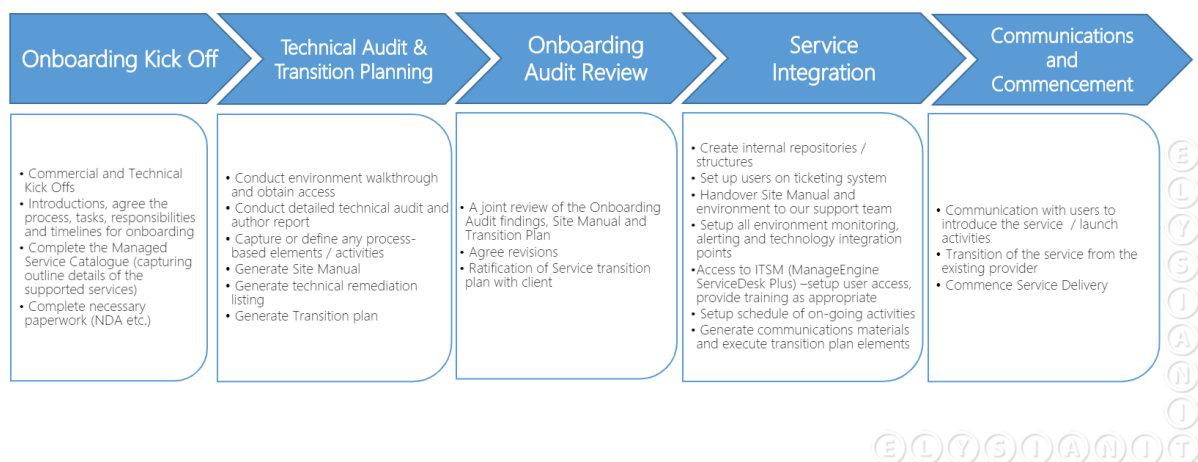
Every Support client has access to the following facilities:

- Dedicated Email address
    - Automatically creates a ticket in the Service Desk software when received
- Dedicated telephone number
    - Staffed by UK based support individuals, not outsourced
- Online Service Desk
    - Implemented with Single Sign On (SSO) for users of Microsoft 365 - Azure AD
    - Users can raise issues and request tickets with appropriate SLAs
    - Allows users to monitor issue progress and update issue information 24/7
    - Provides links to FAQs and help guides
    - Provides a survey to users subsequent to ticket closure to garner feedback on their experience and drive service improvement

- Our Service Desk system is configured to effectively manage issue resolution and management to agreed SLAs. Tickets nearing SLAs automatically alert the ElysianIT ticket owner and management team to ensure quality and timeliness of delivery

Issue Management and Resolution to SLAs - Once any issue is raised it is proactively managed through its lifecycle. A Priority level is assigned, and an appropriate response initiated. Priority 1 issues are alerted to the management team to ensure any resources required are mobilised to provide the quickest path to resolution. All other tickets are acted upon according to priority and the associated SLA response and resolution times.

Security impact - All issues/requests raised are evaluated against security for validity and impact. Any request for elevation/changes in access are always verified via the user's line manager for authorisation prior to execution. Any change requested is reviewed against the defined security principals.

Service impact – Considering the impact to service of any change requested is a fundamental part of the issue triage process to assess any threat and maintain security whilst supporting the user to achieve the desired resolution. All ElysianIT Service Desk resources are suitability trained on both the core technologies and the specific customer procedures to ensure that they both understand and consider the impact of any actions they take.

Continual Service improvement - to ensure continual service improvement ElysianIT undertake the following activities:

o   Weekly senior team review of all tickets – Open/In-progress/Closed (during week), appropriate actions are undertaken/scheduled to ensure quality of service and to ensure no SLA breeches. Tickets details, issue handling, recurring related incidents and resolution are reviewed. The review will highlight the need for updating the FAQs, publishing a help guide or IT remediation activity (e.g. hotfix update or general improvements etc). Any underlying problems or security concerns are raised directly to yourselves where we will jointly address root cause analysis

o   Support ticket reports are reviewed, and trends/issues/service improvement activities are added to the scheduled Quarterly Customer Review meeting agenda. This ensures that support issues are discussed and addressed on a regular ongoing basis (providing a rhythm to the service)

o   ElysianIT maintains an IT Operations Guide that provides detail of the procedures/configurations/processes for the IT environment. The weekly support ticket review ensures updates and augmentation to this guide are undertaken in a timely fashion

o   Best practice, security, process and control are underpinned by the weekly reviews to ensure quality of service, cross team learning and experiences from other clients are integrated into the service that you receive.

o   ElysianIT is a Microsoft Gold partner and invest heavily in staff training to ensure that they are well versed in the latest technology and updates in the marketplace, ensuring that our clients can benefit from the experience.

On-site support is an available service. It is important that the onsite support staff are both technically competent and interact with our client's users an appropriate fashion. During the weekly support ticket review onsite support issues are discussed and these on-site learnings are fed into the continual improvement process to update procedures/practices.