



TRANSFORMING BUSINESS
THROUGH **TECHNOLOGY**

G-Cloud

Service Description



Overview

Microsoft 365 Healthcheck, Tenant Review and Hardening

Core provides advanced technical and managed services across Microsoft's cloud platforms. This is a central competency we deliver to our customers.

In any given engagement, we normally expect to complete the following steps;

Project Initiation Meeting

We will hold a project initiation meeting over Microsoft Teams to introduce the delivery team, confirm the scope and proposed timeline, and to ensure we have everything in place to move forward with the Health Check.

M365 & Azure Security Health Check

We will then undertake a Security Health Check on your tenant(s). **This will incorporate:**

Baselining of:

- M365 tenant configuration
- Azure Active Directory configuration
- Azure configuration.

Security assessment of:

- Overall tenant baseline
- Microsoft 365 Admin Center configuration
- Azure Active Directory configuration
- Identity - Azure Active Directory IDAM (P1/P1)
- Microsoft Defender for Cloud Apps configuration (formerly known as Cloud App Security Center)
- Microsoft Defender Suite configuration
- Microsoft Purview
- Exchange Online/Hybrid
- SharePoint Online
- Microsoft Teams
- Intune & Endpoint Manager.

Assessment of environment alignment with internal policies and best practices.

Assessment of:

- Areas of elements of Microsoft 365 that use PowerShell
- Use of Azure security tools
- Use of Defender ATP.

Develop understanding of your organisational cybersecurity strategy and how it can be improved.

Health Check report

The output of the Health Check will be a detailed report on your M365 tenants, Azure and AAD. The report will include the following elements:

- Baseline configuration report
- Report on alignment with internal M365 policies and best practices (Zero Trust Model, NCSC Guidance)
- Report on assessment of areas using PowerShell
- Recommended settings to enable continuous monitoring/auditing
- Recommendations on improvements across Tenant & Azure Security
- Documentation of practical risk management plans to improve security and compliance.

This report will be written clearly and concisely, providing technical detail but still accessible to senior business

colleagues.

The report is a paid output of this project, the contents of the report are provided to the Customer to use as they see fit.

Playback Session

We will then present our findings to an agreed group of key stakeholders, talk you through them and invite discussion around next steps.

The engagement outlined in this Statement of Works will end at the completion of the playback session, with no obligation for any further works from the customer.

Remediation / Hardening

Given the potential variations between different customer environments, it is impossible to provide a single standard offering for all remediation or hardening activities. These will be quoted to the customer alongside the playback session as a Time and Materials project.

Dependencies

Permissions

To enable the Health Check to take place, we require cloud accounts to be created within Azure and your Microsoft 365 tenant with 'Global Reader' credentials. This role enables our team to access the required admin features, while preventing content from being viewed. This role is read-only, ensuring we cannot make changes to your tenant during the Health Check process.

The Global Reader role does not allow any configuration changes to be made to the tenancy, or provide any ability to access file level data, so there is no danger of any new threats, vulnerabilities or data loss events being created in your tenancy as a result of our review.

In the event of the customer agreeing to hardening or remediation activities as a follow on piece of work, we will discuss and agree appropriate users and permissions levels to complete these tasks. We will fully support any PIM or PAM policies in place at the customers organization.

NDAs

Although we don't anticipate working with your sensitive corporate information, our team is happy to agree to confidentiality/non-disclosure agreements (NDAs) as required by your organisation's policies.

Access to key stakeholders

The Health Check will be carried out entirely remotely, but we will typically need to ask some follow-up questions around your business challenges, objectives and processes while compiling the report. It is therefore anticipated that we will require access to a small number of relevant stakeholders within your organisation, such as representatives from your IT and Information Management teams.

Scope

As described in this document, the scope of this Health Check project will be limited to your Microsoft 365 tenant, Azure Active Directory and Azure SaaS. It includes Azure Security Tools configuration and Azure Deployment configuration but does not include wider Azure PaaS or IaaS workloads.

Project delivery methodology

Your critical path to project success.

Project Managers are the key drivers of successful migrations, implementations, deployments and transformations. They are the fabric through which effective communications, coordination and collaboration come together to create positive change, and Core's Project Management team have the experience and expertise to lead that change.

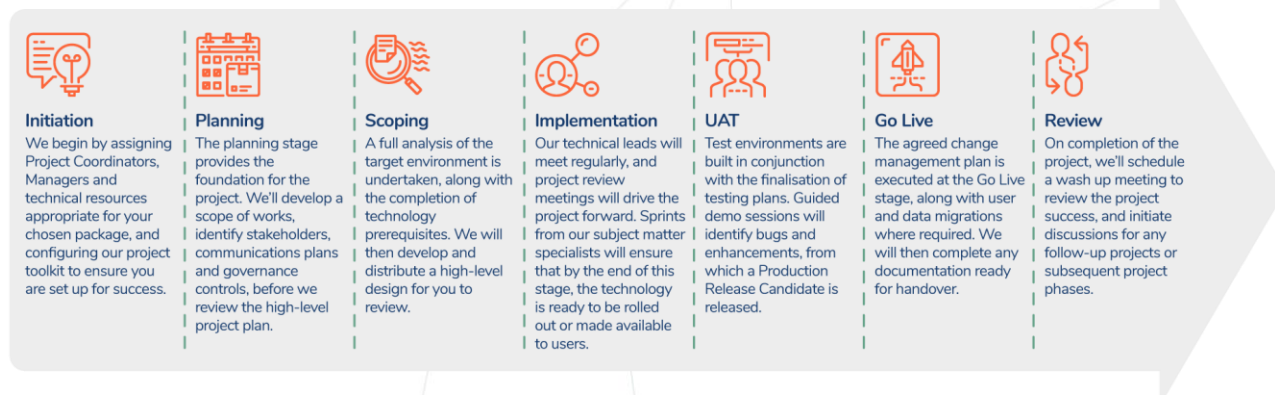
Delivering innovative, business transformation through technology and solutions can often create complex challenges. Effective planning, coordination and communication are key factors in any successful project, and our Project Management services have been developed to drive that success for you, so you can do focus on what you do best.

Whether we are managing small projects or complete programs, our experienced project managers and coordinators bring their extensive knowledge, skills, and tried and tested methodologies to the team, ensuring your project is delivered on time, within budget, and to specification.

For a true professional services engagement, we have a tried and tested approach that we have developed over 30 years to ensure we deliver consistent high value outcomes. Our approach is rooted in the Agile development method; and leverages rapid low-code development techniques to provide working automation solutions up to 78% faster* than conventional development methods.

How our Project Management works

Regardless of which Project Management package you choose, our team will deliver your project with the passion, energy, and expertise our customers have come to recognise as Core's professional and responsive culture.



Project Management by Core – Benefits

- Core's Project Management team are experienced in driving positive change through technology
- Our project methodology combines the stringent coordination of PRINCE2 with the fluidity of Agile practises
- Our Project Management team works with specialists across the technology spectrum every day, and understand the challenges associated within each function; and
- With three levels of Project Management to choose from, you can be sure Core can deliver the level of management your project requires.

Our packages

- Project Coordination

Project Coordination provides a basic level of governance designed for short term engagements, to ensure clear communications and successful management of project risk. Our coordination approach provides the minimum set of controls necessary to achieve a successful implementation across the project.

- Project Management

Our dedicated Project Manager will collaboratively lead the planning and production of the project deliverables, whilst reporting regularly to key stakeholders on the project health, scope, schedule and the status of key risks, issues, dependencies and decisions.

- Custom Project Management

Designed to support programs of work, and projects that are large, complex, high risk, contain multiple streams, or are conducted in regulated industries. Custom Project Management extends our standard project management offering with additional controls to manage risks and a more robust communications framework.

Pricing

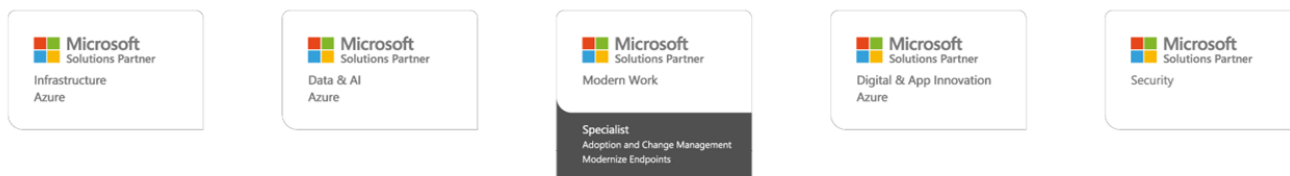
Please see our uploaded Pricing document..



About Core

We have a long and distinguished record of supporting organisations with cloud first strategies, implementing successful, efficient, and safe migrations to the Cloud, driving value, productivity and security.

As a Microsoft Solutions Partner with more than three decades of experience delivering Microsoft solutions, we understand how to unleash potential and unlock value for our customers who have invested in Microsoft technology. We help improve the transition from E3 to E5 licensing, enabling enhanced security and mobility capabilities for our customers, without the need for third-party solutions.



Your organisation deserves reliable, trustworthy, and responsive expert IT support so you can focus on what you do best. With our 35-year history, your business is in capable and experienced hands. In 2001, Core deployed the first installation of SharePoint in the UK and have continued to deliver and support Microsoft products and solutions, leading businesses to superior levels of productivity, security, and growth. From the early operating systems and intranet solutions to the advanced productivity and security tools that organisations adopt to seek efficiencies, Microsoft solutions now touch tens of millions of lives daily; and Core helps to optimise solutions for your desired outcomes.

Core is a Microsoft Advanced Partner and has been delivering Microsoft solutions for nearly three decades; transforming, enabling, and securing our customers with the evolution of Microsoft business technologies across the UK. Our focused expertise and experience, along with our long-standing relationship with Microsoft, means that when our customers invest in world-class transformation products, they are delivered by our team of leading experts, and managed personally, with competence.



Customers

We put our customers first, taking responsibility for our actions.



One Core

We recruit, develop, and retain the best talent in a supportive environment to best serve our customers.



Responsiveness

We are flexible, approachable, and responsive to our customers' needs.



Expertise

We are professional and constantly strive to achieve excellence for our customers, peers, and partners.

Core works in a spirit of partnership. We find that this helps us achieve the best outcomes for our customers, which supports our target of building long term, positive and trusting relationships with our customers. This includes offering as much value as possible and finding new way to maximise on your investment. We are proud to be:

- Winner of CRN MSP of the Year 2023. 2023 and 2024 Best Company to Work For (sub £100m) – CRN
- Cyber Essentials Plus and ISO 27001 Certified.



WINNER
CSP of the Year

**CRN
SALES
AND
MARKETING
AWARDS 2023**

WINNER

Best Company
to Work For
(Sub £100m turnover)

**CRN
SALES
AND
MARKETING
AWARDS 2024**

WINNER

Best Company
to Work For
(Sub £100m turnover)



Crown
Commercial
Service
Supplier