

Infotechtion-ARM Compliance Extender for Microsoft Purview

A service definition document

Contents

Overview	2
Features	2
Benefits	4
Service Architecture	4
High Availability and Disaster Recovery	4
Service Hosting Options	4
Data Backup	4
Infrastructure Pre-requisites	5
Service Description	5
Support Location and Hours	5
Business Impact Assessment	6
Incident Management.....	6
Incident Service Level Agreement.....	7
Service Interface	8
Service Request Management	8
Service Request Service Level Agreement	9
Service Level Agreement Compliance.....	9
Product and Organisation Continuity.....	10
Information Security policies and processes	11
API: Purpose and Availability	11
Onboarding and Offboarding	11

Overview

Infotechtion-ARM (i-ARM) is an intelligent operational governance addon for Microsoft Purview, providing an integrated platform for information protection and records/information lifecycle management. Our solution capabilities impact all stages of the client protection and governance maturity lifespan:

- Establishing and synchronizing retention and file plan details to save on administration time and improve accuracy.
- Classifying ROT, Sensitive Information Types and Retention Labels to reduce risk and content attack surfaces.
- Applying and managing labels for protection and governance across MultiCloud sources to provide a single pane of glass for all compliance activities across platforms.
- Reporting and exploring progress and success in governance activities to help justify and quantify benefits and resolve issues.
- Aggregating disposition classification and activities to minimize user burden.

Extending Microsoft Purview capabilities, i-ARM provides user experiences to simplify the operational governance of information. The solution enhances Purview functional and technical capabilities improving visibility, governance, and compliance, while keeping your data in-place within the platform. Built on Microsoft Purview means that your investment in Microsoft platform is future proof.

All the features to meet your information protection and governance needs under the i-ARM product offering are sold on an annual license subscription and can be licensed separately as well.

Key Overall Competitive Advantages: Native integration with Microsoft 365 means customer data is:

- Future compatible in schemas and technologies,
- Consistent and familiar to users and administrators,
- Minimum new technical debt as all Infotechtion-ARM components is built on Power platform,
- Aligned with Purview native capabilities and roadmap in a way that no other 3rd party products can provide.

Features

FEATURE NAME	DESCRIPTION
Network and Cloud Files governance	• Provides a unified solution to define governance policies, data classification rules and controls. • Extends Microsoft Purview capabilities to beyond Microsoft cloud and enable organizations to govern files across on-premises and hosted storages with a single set of controls. • Provides automated data discovery, classifications and active policy enforcement features consistently across ALL data.
Physical Records Lifecycle Management	• Provides a Solution integrated with Microsoft Purview retention and sensitivity Labels to enable registration of Physical record and Archive box metadata into Microsoft 365. • Workflows to orchestrate business processes related to requesting access to physical records through an audited process. • Digitise paper records and associate with physical records taxonomy.

	• User experience integrated with electronic records managed in Microsoft 365.
Advanced Disposition Review Process	• Manage record disposition review process via advanced workflows and ability to provide personalised views to each disposition reviewer. • Email integration with actionable insights to review and approve disposition activities from within email notifications. • Total integration with Microsoft Purview disposition process, enhancing the capabilities by presenting enriched information to disposition reviewers for effective and informed decision making. • Integrated management of Digital and Physical record disposition process.
Advanced Digital and Physical Data Analytics	• Personalised analytics dashboard for Records Managers, Disposition Reviewers and Physical record Managers built on Microsoft Unified audit log and Infotechtion advanced analytics engine. • Advanced search (integrated with Microsoft Search) capabilities to find both physical and digital records leveraging enterprise taxonomy and metadata. • Business reporting integration through Microsoft Power BI to easily create additional analytics specific to customer scenarios. • Data insights collected from the i-ARM classification engine and presented via various dimensions (Redundant, obsolete, duplicate, sensitive, personal sensitive etc.) to identify and govern through active policy enforcement (quarantine, archive, retention, de-identify etc.) to insights.
Universal Retention Connector	• Connect 3rd party retention management applications / databases to Microsoft 365 Purview and automatically publish / manage retention changes. • Enable record managers to better align with legal / regulatory changes and reflect them effectively in the implementation of retention policies in M365 and other systems of records.
M365 Workspace Provisioning Hub	• A SharePoint / Microsoft Teams app to govern user led creation of M365 workspaces, with integrated application of Enterprise taxonomy, Apps, templates, retention, and protection policies. • Configurable workflows to manage approval process, and ongoing operational governance including workspace lifecycle management.
Auto Classification Engine	• Regular expressions, keyword dictionary, metadata, and AI powered content analytics capabilities to discover and classify data across Microsoft365, Azure, on-premises and other cloud hosted data sources. • An orchestration engine to tag your data with sensitivity, retention, and business data classifications.
Long term Audit retention	• Captures data related activities across multiple sources into a single audit database. • Audit data is transformed and presented through the Advanced digital and physical data analytics feature of the solution. • Integrates with customer's Security Information and Event Management solutions (e.g. Microsoft Sentinel etc.)

Benefits

- **Improve data governance:** Infotechtion-ARM helps users to improve data governance by providing a comprehensive and holistic view of data assets, data relationships, data quality, data impact, and data policies. Infotechtion-ARM helps users to establish data standards, data accountability, data transparency, and data trust across the organization.
- **Increase data value:** Infotechtion-ARM helps users to increase data value by enabling data discovery, data exploration, data analysis, and data consumption. Infotechtion-ARM helps users to find the right data, understand the data, use the data, and share the data with others.
- **Reduce data risks:** Infotechtion-ARM helps users to reduce data risks by detecting and resolving data issues, data anomalies, and data breaches. Infotechtion-ARM helps users to prevent data errors, data losses, and data violations, and to comply with data regulations and data ethics.

Service Architecture

High Availability and Disaster Recovery

The solution leverages the Microsoft Azure platform to provide high availability and disaster recovery options for customers. The solution uses zone-redundant storage (ZRS) to replicate data across three availability zones within the same region, ensuring data durability and availability in the event of a zone failure. The solution also offers geo-redundant storage (GRS) to replicate data to a secondary region, which can be activated in case of a regional outage. The customer can choose the level of redundancy that suits their business continuity and compliance requirements.

Service Hosting Options

The solution offers two hosting options: customer hosted or Infotechtion hosted. The customer hosted option allows the customer to deploy the solution on their own cloud infrastructure, such as Microsoft Azure. The Infotechtion hosted option provides a fully managed service by Infotechtion dedicated to the customer subscription and isolated from other customer data. In both cases, the solution follows a continuous integration and continuous delivery (CI CD) pipeline to ensure fast and reliable feature releases and updates. The customer can choose the frequency and timing of the deployments according to their preferences and needs.

Data Backup

The solution uses Azure Backup to protect the data and applications running on Azure virtual machines from accidental or malicious data loss. Azure Backup provides the following backup configurations:

- **Backup frequency:** The customer can choose to back up their data daily, weekly, monthly, or on a custom schedule.
- **Backup retention:** The customer can define how long they want to retain their backups, from days to years, depending on their compliance and recovery objectives.
- **Backup encryption:** The customer can encrypt their backups with a passphrase or a key stored in Azure Key Vault, ensuring data security and privacy.
- **Backup restore:** The customer can restore their backups to the same or a different Azure virtual machine, or download them to an on-premises location. The restore process is fast and reliable, with minimal downtime and data loss.

Infrastructure Pre-requisites

S#	Solution Component	Purpose	Specification Details
1.	Azure App Service	Solution components.	Standard Tier; 1 S2 (2 Core(s), 3.5 GB RAM, 50 GB Storage) x 730 Hours; Windows OS; 0 SNI SSL Connections; 0 IP SSL Connections
2.	Azure Static Web App	Solution user experience.	Standard tier, 1 app, 0 GB of Bandwidth overages
3.	Azure Logic App	Solution business process automation components.	Consumption based plan
4.	Power Automate	Solution components.	Per flow license for one flow
5.	Azure SQL DB	Customer business information, applications and records.	Single Database, vCore, RA-GRS Backup Storage, General Purpose, Provisioned, Standard-series (Gen 5), Locally Redundant, 1 - 6 vCore Database(s) x 730 Hours, 2 GB Storage, 0 GB Backup Storage
6.	Azure Functions	Solution components.	Consumption tier, 256 MB memory, 100 milliseconds execution time, 0 executions/mo
7.	Microsoft Purview	Solution policies, classifications and associated rules.	Elastic Data Map: 1 Capacity Unit hour, 730 hours, Automated Scanning and Classification: 2 Total scan duration in hours x 32 Total vCores across scans (For other data sources), Other features: 730 Resources Set hours, Azure Purview Data Catalog: C1 Service
8.	SharePoint SPFx app	Solution user experience for accessing Azure files from SharePoint.	NA
9.	Search Connector	Solution to surface Azure file share index into SharePoint online enterprise search.	NA
10.	Azure Key Vault	Solution component	Standard

Service Description

Support Location and Hours

Our support team is available to serve global customers. To that effect, support can be provided in local working time zones, and the following regions are supported:

1. India and Australia
2. UK & Ireland
3. Europe
4. Canada
5. US

The service support hours are Mon-Fri 8:00 am till 5:00 pm excluding public holidays local to customer's regional time zones. Where customers require extended hour / out of office hour support, these can be supported through additional commercial agreements.

Business Impact Assessment

Infotechtion Advanced information governance suite / individual modules are all classified as 'non-business' critical applications. The rationale for the classification is as follows:

- The failure of modules does not impact a user's ability to work with information. The solution does not prevent a user from uploading / downloading or collaborating with the information in M365.
- The failure mode still allows the underlying information files (digital records) and metadata (physical records) to still be accessible to authorised personnel.
- On occasion of discontinuing the Infotechtion services, the underlying information, files and all audit data stays with the customer.
- All workflows and M365 purview Graph API orchestrations are configured to retry after failure, audit the failure diagnostics for remediation and restart from the point of failure.
- Information metadata, retention details and eligibility for disposal details are mastered in Microsoft Purview. Therefore, in critical / disaster failure situation the entire data model can be rebuilt from the master data in M365 and Purview.
 - The only data loss can be the business decisions related information eligible of disposal. These are mitigated through a backup management of Infotechtion database managed in customer Azure subscription.

Incident Management

The following incident categories will be generally supported in the product.

Category	Impact	Description	Example
Critical	extensive / widespread	The Solution is unavailable or Materially Disrupted in its entirety, or a Core element / application of the Solution is unavailable to all users.	Failure: Infotechtion solution database corruption. Mitigation: Data recovery based on recovery point and time objectives agreed with customer.
High	significant / large	The Solution is unavailable or Materially Disrupted for 25 Users or greater, or a Core element / application of the Solution is unavailable to 25 users or greater, or	Failure: Physical records Management user interface not available to records new Physical record metadata.

Category	Impact	Description	Example
		a non-Core element of the Solution is unavailable for all users.	Mitigation: Leverage bulk import feature with IT support which can be used even when user interface is inaccessible.
Medium	moderate / limited	The Solution is unavailable or Materially Disrupted for fewer than 25 Users, or a Core element / application of the Solution is unavailable to fewer than 25 Users, or a non-Core element of the Solution is unavailable to 25 users or greater.	Failure: Advanced analytics dashboard is unavailable to Compliance managers / reviewers. Mitigation: Critical data can be exported in Excel with IT support.
Low	minor / localised	The Solution is unavailable or Materially Disrupted for an individual User, or a non-Core element of the Solution is unavailable for fewer than 25 Users. All other Incidents not falling within the descriptions of Critical, High or Medium above.	Failure: Universal retention connector unable to connect to Microsoft purview to detect and update retention changes. Mitigation: Use Fileplan import method to update allowed changes using a CSV.

Incident Service Level Agreement

Infotection is committed to resolve all production incidents and bring them to a stable state. The resolution time is the elapsed time between the fault being reported to Infotection support and either the Service returning to full operation or an agreed workaround being in place.

Category	Response target	Resolution target	Applicable hours*
Critical	20 minutes	2 hours	24x7
High	20 minutes	4 hours	Mon-Fri 8:00 am till 5:00 pm excluding public holidays local to customer's regional time zones
Medium	3 hours	29 hours	Mon-Fri 8:00 am till 5:00 pm excluding public holidays local to

Category	Response target	Resolution target	Applicable hours*
			customer's regional time zones
Low	7 hours	44 hours	Mon-Fri 8:00 am till 5:00 pm excluding public holidays local to customer's regional time zones

* Custom hours as per customer requirements to be agreed with additional costs. These are outlined in the pricing section.

An incident resolution is considered to have been achieved when the Service is returned to a condition where the Solution is delivering its full functionality. This may be achieved by a workaround without root-cause being established by agreement of the customer.

If the Service is returned with ongoing minor disruption the severity will be downgraded to the appropriate severity level. A root-cause analysis will be carried out in line with the standard Problem Management processes.

Service Interface

The service interface is the web-based portal that allows customers to access and manage the service features. The service interface provides features such as service dashboard, incident management, service request management, billing and reporting, and user administration.

The service interface meets the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA standards, which ensure that the web content is accessible for people with disabilities. The service interface supports various assistive technologies, such as screen readers, magnifiers, speech recognition software, and keyboard-only navigation.

The service interface undergoes regular testing and evaluation to ensure its compliance with the accessibility standards and its usability for users of assistive technologies. The testing includes automated and manual checks, user feedback, and third-party audits. The service interface also conforms to the best practices of web design and development, such as responsive design, clear navigation, consistent layout, and meaningful labels.

Service Request Management

A service request is a process through which a customer can request changes to the product configurations and features already included in the service request agreement or through raising an additional change request.

The following table provides the definition of service request categories:

Request Category	Description
Standard Request	A request which is offered as standard part of the support model to all customers. These can be further identified by following priorities:
Non-standard Request	A request where there is no defined process or a request for completing standard requests. These often requires additional effort and priced per request through a change management process. The exception to the above will be in scenarios where a non-standard request is already / agreed to be included in the product roadmap for delivery. In which case, the service request delivery will follow the standard product delivery roadmap.

Service Request Service Level Agreement

Category	Priority	Response target	Resolution target	Applicable hours*
Standard	Medium	4 hours	3 days	Mon-Fri 8:00 am till 5:00 pm excluding public holidays local to customer's regional time zones
Standard	Low	4 hours	5 days	Mon-Fri 8:00 am till 5:00 pm excluding public holidays local to customer's regional time zones
Non Standard	Medium	4 hours	7 days**	Mon-Fri 8:00 am till 5:00 pm excluding public holidays local to customer's regional time zones
Non Standard	Low	8 hours	As per roadmap timeline, earliest the following quarter.	Mon-Fri 8:00 am till 5:00 pm excluding public holidays local to customer's regional time zones

* Custom hours as per customer requirements to be agreed with additional costs. These are outlined in the pricing section.

** Subject to the complexity of service request, these could require additional days. In such cases, the overall delivery can be split in sprints of 7 days.

Service Level Agreement Compliance

Infotection is committed to meeting customer service level agreement expectations. We appreciate these may vary for customers as per their own issue management processes.

This section provides the standard targets Infotechtion will set to meet the product functional process and support business continuity in regard to the use of product features.

We appreciate that the product relies on Microsoft 365 and Purview platform to orchestrate several workflows and processes. In this instance our targets align with Microsoft platform availability targets and endeavor to meet the platform service levels to support the normal functioning of our product.

The following table describes the Compliance targets:

Category	Target
Incident resolution - Infotechtion product features	Resolution to 85% of all tickets raised
Service Request – Infotechtion product features	Resolution to 85% of all service requests raised and agreed for delivery.
Service availability – Infotechtion product features	99.95% features hosted in Azure
Service availability – Infotechtion Physical records Management SharePoint app	Aligns with Microsoft online service SLA of < 99.9%
Disposition of eligible records approved for disposition	Aligned to Microsoft purview retention engine SLA.

Please note any Microsoft platform issues with Microsoft Online services are not accounted for in the above SLA. Reference: [Licensing Documents \(microsoft.com\)](https://www.microsoft.com/licensing/docs/default.aspx)

Product and Organisation Continuity

Infotechtion is a well-established organisation committed to support its customers and continue to bring innovative products and services to support our customers Information Governance and Compliance objectives. Infotechtion is a Microsoft GOLD partner, a Modern Work and Security solutions partner with advanced specializations in both categories.

As part of our product and organisation growth strategy, we have considered following exceptional situations:

- Company Acquisition
 - In the event of another company acquiring Infotechtion, the product Intellectual property and associated services will be normally transferred to the acquiring company. The customer terms of agreement will remain for the term of agreement.
- Company Dissolution
 - In event of Infotechtion company dissolution, the solution code will be transferred to the end customer for use without the reselling rights.
- Product Discontinuity
 - The solution code will be transferred to the end customer for use without the reselling rights.

Information Security policies and processes

Information security is a key priority for Infotechtion, a company that delivers high-quality software solutions to its clients. Infotechtion follows the secure software development life cycle (SSDLC) framework, which integrates security best practices into every stage of the software development process, from planning to deployment. Infotechtion applies various security controls, such as encryption, authentication, authorization, logging, and auditing, to safeguard the data and systems from unauthorized access, modification, or disruption. Infotechtion also performs regular security risk assessments, vulnerability scans, and penetration tests to detect and fix any potential threats or weaknesses in the software. Infotechtion has a dedicated information security team that monitors and responds to any security incidents or breaches and reports them to the relevant stakeholders and authorities in a timely manner. Infotechtion also educates its employees and contractors on the information security policies and processes and ensures compliance through audits and reviews. Infotechtion strives to maintain the trust and confidence of its clients by delivering secure and reliable software solutions.

API: Purpose and Availability

API (Application Programming Interface) is a way for software applications to communicate and exchange data. Infotechtion-ARM solution uses API to integrate with external systems and services, such as cloud platforms, databases, web services, or third-party applications. This enhances the functionality, scalability, and interoperability of the solution and provides added value to the clients.

Infotechtion-ARM solution ensures that only authorized users can access the API and perform actions, such as creating, updating, deleting, or retrieving data. The solution uses the following security measures to protect the API:

- Authentication: The solution verifies the user identity and credentials by using methods such as username and password, token, or certificate.
- Authorization: The solution checks the user permissions and roles and grants or denies access based on predefined rules and policies.
- Encryption: The solution encrypts the data transmitted between the user and the API by using secure protocols such as HTTPS, SSL, or TLS.
- Logging and Auditing: The solution records and tracks the API activities and events, such as the user identity, the date and time, the request type and outcome, the data and response, and any errors or anomalies.

Onboarding and Offboarding

- User Onboarding to the service - Infotechtion service implementation team includes business change and adoption services. The implementation plan includes a business adoption track, to inform, educate and onboard users to the service. The onboarding process includes the functional training, process for reporting issues, and service desk support.
- Service Documentation / User Manual
 - Formats
 - Accessibility Standards

- End of contract process - The end of contract process is managed via a well document exit strategy and exit plan. The exit strategy is discussed and agreed with the customer ahead of service onboarding, regular checks are performed during the service period to ensure the exit plan is practical. A date is agreed with the customer to invoke the exit plan, delivered via a joint customer and Infotechtion team.
 - Product Deactivation: is achieved via an Azure administrator disabling all runtime services associated with the Infotechtion-ARM product. Another option to deactivate product is by disabling all source integrations from the Infotechtion-ARM administrative settings.
 - Product deactivation does not delete any data or product features but stays dormant including notifications.
 - Product Uninstall: The primary code removal is done through automated deployment pipelines established to manage feature release.
 - Uninstalling custom Azure services, storage accounts, and Azure SQL databases involves deleting the resources from the Azure portal.
 - This can be done by navigating to the specific resource, selecting the 'Delete' option, and following the prompts.
 - It is important to note that deleting these resources is permanent and cannot be undone.
 - Before uninstalling, the uninstall instructions provide details of any relevant data extractions or backups as per customer request.
 - User offboarding is done via removing users from Azure AD groups associated with the product features. Subsequently, the groups are also deleted by accessing the Azure portal by an authorized administrator.
- End of Contract Data extraction - The data / metadata extraction is supported via a service request. Customer administrator can submit a request and data is made accessible within the customer Microsoft Azure / other cloud subscription.