

. Service name

Service name

TRUSTMARQUE MICROSOFT OFFICE 365 PRODUCT SET

. About your service

Service description

From Microsoft Partner (x7 Designations), Office365 products include Office ProPlus Word, Excel, PowerPoint, OneNote, co-authoring, Outlook Exchange Email, Skype for Business, Instant Messaging, voicemail, video dial-in conferencing, SharePoint collaboration/team sites, OneDrive, Yammer, enterprise social-networking, Encryption, Data Loss Protection, Rights Management. Mobile (iOS, Android, Windows phone), desktop (Windows, Mac). See <https://www.microsoft.com/en-gb/microsoft-365>

Service categories

- Collaborative working
 - Blogging
 - Booking, scheduling and diary management
 - Calendar
 - Content management system (CMS)
 - Content storage and sharing
 - Email and secure email
 - Enterprise social networking
 - File sending and file sharing
 - Instant messaging (IM) and chat
 - Meeting management
 - Online forum or community
 - Online meetings
 - Presentations and slides (office productivity)
 - Project collaboration
 - Spreadsheets (office productivity)
 - Task management
 - Webinars
 - Word processing (office productivity)
- Creative, design and publishing
 - Blogging

- Content management system (CMS)
- Presentations and slides (office productivity)
- Word processing (office productivity)
- Electronic document and records management (EDRM)
 - Content management system (CMS)
- Human resources and employee management
 - Enterprise social networking
- Information and communications technology (ICT)
 - Calendar
 - Email and secure email
 - File sending and file sharing
 - Instant messaging (IM) and chat
 - Online meetings
 - Presentations and slides (office productivity)
 - Spreadsheets (office productivity)
 - Word processing (office productivity)
- Legal and enforcement
 - Electronic discovery (legal)
 - Legal document management
- Marketing
 - Webinars
- Project management and planning
 - Task management

Multi cloud support

Yes

• Service features and benefits

Service features and benefits

1. Service features

- Microsoft Office ProPlus Suite, Office-Online and Mobile Office Apps.
- Office on PCs, Macs, Windows, iOS Android tablets and phones.
- Unlimited storage for Email, calendaring and contacts.
- Archive, legal hold, eDiscovery, data leakage protection (DLP).

- Compliance tools, including rights management services and information protection.
- IM, voice-video web-conferencing. Teams Meeting Broadcast 10,000 attendees.
- 1Tb of personal file storage.
- Sync email, calendars contacts and content for offline access.
- Team sites with 10Gb baseline storage plus 0.5Gb per-user pooled.
- Corporate social network.

2. Service benefits

- Use business email through an up-to-date, familiar Outlook experience.
- Accomplish more faster with a modern collaboration workplace.
- Share files and co-author documents with team-sites and full Office.
- Increase employee engagement with a corporate social network.
- Professional digital story telling with Sway.
- Access information from virtually anywhere and any device.
- Move to cloud with easy management and task automation.
- Host online meetings with audio, HD video and web conferencing.
- Collaborate using instant messaging, voice calls and video conferences.
- Communicate with employees using Teams Meeting Broadcast.

. Service scope

Add-ons and extensions

3. Software add-on or extension

No

Cloud deployment model

Public cloud

Service constraints

Our Service Descriptions are available at <https://learn.microsoft.com/en-us/office365/servicedescriptions/office-365-service-descriptions-technet-library?redirectedfrom=MSDN> and <https://learn.microsoft.com/en-us/microsoft-365/enterprise/microsoft-365-overview?view=o365-worldwide>

System requirements

See <https://www.microsoft.com/en-GB/microsoft-365/microsoft-365-and-office-resources>

. Reselling

Supplier type

4. Supplier type

I'm a reseller providing extra support

5. Organisation whose services are being resold

Microsoft

. User support

Email or ticketing support

6. Email or online ticketing support

Yes

7. Support response times

Subject to an agreed SLA

8. User can manage status and priority of support tickets

Yes

9. Online ticketing support accessibility

WCAG 2.1 AA or EN 301 549

Phone support

10. Phone support

Yes

11. Phone support availability

24 hours, 7 days a week

Web chat support

12. Web chat support

Yes

13. Web chat support availability

24 hours, 7 days a week

14. Web chat support accessibility standard

WCAG 2.1 AA or EN 301 549

15. Web chat accessibility testing

None

Onsite support

Yes, at extra cost

Support levels

Premier Support is available at further cost. <https://www.microsoft.com/en-us/unifiedsupport/overview>

Support available to third parties

No

. How users work with your service

Browsers

16. Web browser interface

Yes

17. Supported browsers

- Internet Explorer 11
- Microsoft Edge
- Firefox
- Chrome

Installation

18. Application to install

Yes

19. Compatible operating systems

- Android
- iOS
- Linux or Unix
- macOS
- Windows
- Windows Phone

Mobile

20. Designed for use on mobile devices

Yes

21. Differences between the mobile and desktop service

The service is optimised for mobile, desktop and tablet use and there are differences. Core functionality is available across all platforms. See <https://support.microsoft.com/en-us/office/which-browsers-work-with-microsoft-365-for-the-web-and-microsoft-365-add-ins-ad1303e0-a318-47aa-b409-d3a5eb44e452?ui=en-us&rs=en-us&ad=us>

Service interface

22. Service interface

No

User support

23. User support accessibility

None or don't know

API

24. API

Yes

25. What users can and can't do using the API

The full API details are available online at <https://developer.microsoft.com/en-us/microsoft-365>

26. API documentation

Yes

27. API documentation formats

HTML

28. API sandbox or test environment

Yes

Customisation

29. Customisation available

Yes

30. Description of customisation

Please see <https://learn.microsoft.com/en-us/microsoft-365/?view=o365-worldwide>

. Onboarding and offboarding

Getting started

The FastTrack service from Microsoft includes scenarios which help users adopt new, more productive ways of working. See <https://www.microsoft.com/en-gb/fasttrack>

Documentation

31. Service documentation

Yes

32. Documentation formats

HTML

33. Documentation accessibility standard

WCAG 2.1 AA or EN 301 549

End-of-contract data extraction

Please see <https://learn.microsoft.com/en-us/compliance/assurance/assurance-data-retention-deletion-and-destruction-overview>

End-of-contract process

Upon expiration or termination of your Office 365 subscription or contract, Microsoft will provide you, by default, additional limited access for 90 days to export your data. As part of our Online Service Terms we specify that the customer always own its data. Microsoft acts as Data Processor. For more see <https://www.microsoft.com/licensing/docs>

. Data importing and exporting

Data export approach

Please see <https://products.office.com/en-us/business/office-365-online-data-portability>

Data export formats

34. Data export formats

- CSV
- ODF
- Other

35. Other data export formats

See <https://products.office.com/en-us/business/office-365-online-data-portability>

Data import formats

36. Data import formats

- CSV
- ODF
- Other

37. Other data import formats

Please see <http://fasttrack.microsoft.com/office/onboard/50>

. Analytics

Metrics

38. Service usage metrics

Yes

39. Metrics types

Please see the Business admins section found here
<https://support.microsoft.com/en-GB/microsoft-365>

40. Reporting types

- Through an API
- Real-time dashboards

. Scaling

Independence of resources

Please see <http://www.microsoft.com/en-us/download/details.aspx?id=54249>

. Public sector networks

Public sector networks

41. Connection to public sector networks

No

. Data-in-transit protection

Protection between networks

42. Data protection between buyer and supplier networks

- TLS (Version 1.2 or above)
- Legacy SSL and TLS (under 1.2)
- Other

43. Other protection between networks

For data in transit, all customer-facing servers negotiate a secure session by using TLS/SSL with client machines to secure the customer data. This applies to protocols on any device used by clients, such as Skype for Business Online, Outlook, and Outlook on the web. See also <https://learn.microsoft.com/en-us/purview/office-365-encryption-in-the-microsoft-cloud-overview>

Protection within your network

44. Data protection within supplier network

- TLS (Version 1.2 or above)
- IPsec or TLS VPN gateway
- Other

45. Other protection within supplier network

Please see <https://learn.microsoft.com/en-us/purview/office-365-encryption-in-the-microsoft-cloud-overview>

. Asset protection

Data storage and processing locations

46. Knowledge of data storage and processing locations

Yes

47. Data storage and processing locations

- United Kingdom

- European Economic Area (EEA)
48. User control over data storage and processing locations
- Yes

Datacentre security standards

Complies with a recognised standard, for example CSA CCM v3.0 or SSAE-16 / ISAE 3402

Penetration testing

49. Penetration testing frequency
- At least once a year
50. Penetration testing approach
- 'IT Health Check' performed by a Tigerscheme qualified provider or a CREST-approved service provider

Protection of data at rest

51. Protecting data at rest
- Physical access control, complying with CSA CCM v3.0
 - Physical access control, complying with SSAE-16 / ISAE 3402
 - Encryption of all physical media
 - Other
52. Other data at rest protection approach
- For data at rest, Office 365 deploys BitLocker with AES 256-bit encryption on servers that hold all messaging data, including email and IM conversations, as well as content stored in SharePoint Online and OneDrive for Business. BitLocker volume encryption addresses the threats of data theft or exposure from lost, stolen, or inappropriately decommissioned computers and disks. Your organization's files are distributed across multiple Azure Storage containers, each with separate credentials, rather than storing them in a single database.

Data sanitisation process

53. Data sanitisation process
- Yes
54. Data sanitisation type

Deleted data can't be directly accessed

Equipment disposal approach

Complying with a recognised standard, for example CSA CCM v.30, CAS (Sanitisation) or ISO/IEC 27001

. Availability and resilience

Guaranteed availability

<https://www.microsoft.com/licensing/docs>

Approach to resilience

Please see <https://learn.microsoft.com/en-us/compliance/assurance/assurance-resiliency-and-continuity>

Outage reporting

Via the service status portal

. Governance

Named board-level person responsible for service security

Yes

Security governance

55. Security governance certified

Yes

56. Security governance standards

- ISO/IEC 27001
- Other

57. Other security governance standards

FISMA/FedRamp, EU Model Clauses, HIPAA/HITECH, ISB 1596, ISO 27018, SASE16 SOC1 & SOC 2

Information security policies and processes

The Microsoft Cloud Security Policy is available via the Service Trust Platform aka.ms/stp

. Operational security

Configuration and change management standard

Conforms to a recognised standard, for example CSA CCM v3.0 or SSAE-16 / ISAE 3402

Configuration and change management approach

Office 365 has developed formal standard operating procedures (SOPs) governing the change management process. These SOPs cover both software development and hardware change and release management, and are consistent with established regulatory guidelines including ISO 27001, SOC 1/SOC 2, NIST 800-53, and others. Microsoft also uses Operational Security Assurance (OSA), a framework that incorporates the knowledge gained through a variety of capabilities that are unique to Microsoft. OSA combines this knowledge with the experience of running hundreds of thousands of servers in datacenters around the world.

Vulnerability management type

Conforms to a recognised standard, for example CSA CCM v3.0 or SSAE-16 / ISAE 3402

Vulnerability management approach

In support of the Information Security Policy, Office 365 runs multiple layers of antivirus software to ensure protection from common malicious software. Servers within the Office 365 environment run anti-virus software that scans files uploaded and downloaded from the service for viruses or other malware. Additionally, all mails coming into the service run through the Exchange Online Protection engine, which uses multiple antivirus and antispam engines to capture known and new threats against the system. Microsoft has its own Security Response Center (MSRC) that also supplies information to all our customers covering the whole range Microsoft products.

Protective monitoring type

Conforms to a recognised standard, for example CSA CCM v3.0 or SSAE-16 / ISAE 3402

Protective monitoring approach

Office 365 employs sophisticated software-defined service instrumentation and monitoring that integrates at the component or server level, the datacenter edge, our network backbone, Internet exchange sites, and at the real or simulated user level, providing visibility when a service disruption is

occurring and pinpointing its cause. Proactive monitoring continuously measures the performance of key subsystems of the Office 365 services platform against the established boundaries for acceptable service performance and availability. When a threshold is reached or an irregular event occurs, the monitoring system generates warnings so that operations staff can address the threshold or event.

Incident management type

Conforms to a recognised standard, for example, CSA CCM v3.0 or ISO/IEC 27035:2011 or SSAE-16 / ISAE 3402

Incident management approach

Please see <http://aka.ms/Office365SIM>

. Staff security

Staff security clearance

Staff screening performed but doesn't conform with BS7858:2019

Government security clearance

Up to Developed Vetting (DV)

. Secure development

Approach to secure software development best practice

Independent review of processes (for example CESG CPA Build Standard, ISO/IEC 27034, ISO/IEC 27001 or CSA CCM v3.0)

. Identity and authentication

User authentication

58. User authentication needed

Yes

59. User authentication

- 2-factor authentication
- Identity federation with existing provider (for example Google apps)
- Username or password
- Other

60. Other user authentication

Modern authentication Modern authentication brings Active Directory Authentication Library (ADAL)-based sign-in to Office client apps across platforms, enabling sign-in features such as Multi-Factor Authentication (MFA), SAML-based third-party identity providers with Office client applications, and smart card and certificate-based authentication. Cloud identity authentication - Users with cloud identities are authenticated using traditional challenge/response. Federated identity authentication - Users with federated identities are authenticated using Active Directory Federation Services 2.0 or other Security Token Services. MFA for Office 365 - users are required to acknowledge a phone call, text, or an app notification on their smartphone after correctly entering their password.
<https://learn.microsoft.com/en-us/microsoft-365/admin/m365-feature-descriptions?view=o365-worldwide&redirectedfrom=MSDN&tabs=User-account-management>

Access restrictions in management interfaces and support channels

Office 365 comes with a set of administrator roles that you can assign to users in your organization. Each admin role maps to common business functions, and gives those people permissions to do specific tasks the Office 365 admin center. <https://learn.microsoft.com/en-gb/microsoft-365/admin/add-users/about-admin-roles?view=o365-worldwide&redirectSourcePath=%252fen-us%252farticle%252fAbout-Office-365-admin-roles-da585eea-f576-4f55-a1e0-87090b6aaa9d>
<https://learn.microsoft.com/en-gb/microsoft-365/admin/add-users/assign-admin-roles?view=o365-worldwide&redirectSourcePath=%252fen-us%252farticle%252fAssign-admin-roles-in-Office-365-eac4d046-1afd-4f1a-85fc-8219c79e1504>

Access restriction testing frequency

At least once a year

Management access

61. Management access authentication
Username or password

. Audit information for users

Audit for buyers' users' actions

62. Access to user activity audit information
Users have access to real-time audit information

63. How long user audit data is stored for
Between 6 months and 12 months

Audit for suppliers' users' actions

64. Access to supplier activity audit information
Users receive audit information on a regular basis
65. How long supplier audit data is stored for
Between 6 months and 12 months

How long system logs are stored for
Between 6 months and 12 months

. Standards and certifications

ISO/IEC 27001 certification

66. ISO/IEC 27001 certification
Yes
67. Who accredited the ISO/IEC 27001
BSI
68. ISO/IEC 27001 accreditation date
30-Mar-17
69. What the ISO/IEC 27001 doesn't cover
Service scope for office 365 is described in this document:
https://download.microsoft.com/download/0/4/9/049F6894-3B22-4EC6-8DBD-E4FA27019820/Microsoft_Compliance_Framework_for_Online_Services.pdf

ISO 28000:2007 certification

70. ISO 28000:2007 certification
No

CSA STAR certification

71. CSA STAR certification
Yes

72. CSA STAR accreditation date

02-Dec-11

73. CSA STAR certification level

Level 1: CSA STAR Self-Assessment

74. What the CSA STAR doesn't cover

Service scope for office 365 is described in this document:

<https://download.microsoft.com/download/0/4/9/049F6894-3B22-4EC6-8DBD->

[E4FA27019820/Microsoft_Compliance_Framework_for_Online_Services.pdf](https://download.microsoft.com/download/0/4/9/049F6894-3B22-4EC6-8DBD-E4FA27019820/Microsoft_Compliance_Framework_for_Online_Services.pdf)

PCI certification

75. PCI certification

No

Cyber essentials

76. Cyber essentials

No

77. Cyber essentials plus

Yes

Other security certifications

78. Other security certifications

Yes

79. Any other security certifications

- ENISA IAF
- EU Model Clauses
- EU-U.S. Privacy Shield
- ISO 27018
- SOC 1, SOC 2
- FEDRAMP
- FIPS 140-2
- NIST 800-171
- HIPAA/HITECH. ISB 1596

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