

. Service name

Service name

- TRUSTMARQUE MICROSOFT POWER BI

. About your service

Service description

- Power BI is a suite of business analytics tools and services that enables anyone to connect to, visualize, and analyse data with greater speed, efficiency, and understanding. It connects users to a broad range of data through easy-to-use reports/dashboards. Makes your data work for you. Trustmarque's a Microsoft solution partner for data and AI.

Service categories

- Analytics and business intelligence
 - Analytics
 - Business intelligence
 - Data mining, analysis tools and analytics
 - Data visualisation
 - Reporting and dashboards
- Application security
 - Log management
- Collaborative working
 - Spreadsheets (office productivity)
- Healthcare
 - Healthcare analytics
 - Healthcare management
- Human resources and employee management
 - Applicant tracking
 - Workforce analytics
- Information and communications technology (ICT)
 - IT asset management
 - Machine learning and artificial intelligence
 - Spreadsheets (office productivity)
- Marketing
 - Marketing analytics
 - Social media monitoring

- Operations management
 - Business transformation and organisational change management
 - Inventory management
 - Product lifecycle management
- Transport and logistics
 - Aviation maintenance
 - Fleet management
 - Inventory management

Multi cloud support

- Yes

• Service features and benefits

Service features and benefits

Service features

- Business intelligence (BI) and Management Information (MI)
- Share interactive reports published to the web
- Interactive dashboards
- Data model publication with a data catalog
- Mobile apps for iOS, Windows and Android
- Natural Language exploration
- Curate CRM Dynamics, Salesforce and Google Analytics
- Auto refresh capability
- Governance, compliance and Security
- Microsoft Data and AI solution Partner

Service benefits

- Monitor your important data using a live dashboard
- Create stunning interactive reports
- Access data with native mobile apps for iOS, Windows, Android
- Analyse data and share insights
- Get answers quickly with rich dashboards on every device
- Share personal dashboards and reports in seconds with other users
- Build robust, reusable data models provides report consistency
- Import data and reports

- Alerts, Subscriptions and Automation
- Self service analytics with security and governance and compliance wrapper

• **Service scope**

Add-ons and extensions

Software add-on or extension

- Yes, but can also be used as a standalone service

What software services is the service an extension to

- We can extend the functionality of Power Bi with custom data connectors and visualisations as well as embedded Power Bi solutions for custom portals, web pages or your own software.

Cloud deployment model

- Public cloud
- Private cloud
- Community cloud
- Hybrid cloud

Service constraints

- Our Service Descriptions are available at <https://technet.microsoft.com/en-us/library/office-365-service-descriptions.aspx> and <https://docs.microsoft.com/en-gb/microsoft-365/enterprise/services-overview>

System requirements

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

• **Reselling**

Supplier type

Supplier type

- I'm a reseller providing extra support

Organisation whose services are being resold

- Microsoft

. User support

Email or ticketing support

Email or online ticketing support

- Yes

Support response times

- Subject to an agreed SLA.

User can manage status and priority of support tickets

- Yes

Online ticketing support accessibility

- WCAG 2.1 AA or EN 301 549

Phone support

Phone support

- Yes

Phone support availability

- 24 hours, 7 days a week

<https://www.applytosupply.digitalmarketplace.service.gov.uk/suppliers/frameworks/g-cloud-14/submissions/cloud-software/297816/edit/user-support/phone-support>

Web chat support

Web chat support

- Yes

Web chat support availability

- 24 hours, 7 days a week

Web chat support accessibility standard

- WCAG 2.1 AA or EN 301 549

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/microsoftservices/support.aspx>

Support available to third parties

- No

. How users work with your service

Browsers

Web browser interface

- Yes

Supported browsers

- Internet Explorer 11
- Microsoft Edge
- Firefox
- Chrome
- Safari

Installation

Application to install

- Yes

Compatible operating systems

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

Mobile

Designed for use on mobile devices

- Yes

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.office.com/en-us/article/Office-Online-browser-support-AD1303E0-A318-47AA-B409-D3A5EB44E452>

Service interface

Service interface

- No

User support

User support accessibility

- WCAG 2.1 AA or EN 301 549

API

API

- Yes

What users can and can't do using the API

- The full API details are available online at dev.office.com

API documentation

- Yes

API documentation formats

- HTML

API sandbox or test environment

- Yes

Customisation

Customisation available

- Yes

Description of customisation

- Please see <https://technet.microsoft.com/en-us/office/dn788774.aspx>

. Onboarding and offboarding

Getting started

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

Documentation

Service documentation

- Yes

Documentation formats

- HTML
Documentation accessibility standard
- WCAG 2.1 AA or EN 301 549

End-of-contract data extraction

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

End-of-contract process

- Upon expiration or termination of your 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 <http://www.microsoftvolumelicensing.com/Downloader.aspx?DocumentId=13655> and <http://trustoffice365.com/>

• Data importing and exporting

Data export approach

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

Data export formats

Data export formats

- CSV
- ODF
- Other

Other data export formats

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

Data import formats

Data import formats

- CSV
- ODF
- Other

Other data import formats

- Please see <http://fasttrack.microsoft.com/office/onboard/50>
- <https://docs.microsoft.com/en-us/power-bi/connect-data/power-bi-data-sources>

. Analytics

Metrics

Service usage metrics

- Yes

Metrics types

- Please see the Business admins section found here <https://support.office.com/en-gb>

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

Connection to public sector networks

- No

. Data-in-transit protection

Protection between networks

Data protection between buyer and supplier networks

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

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 <http://aka.ms/Office365CE>

Protection within your network

Data protection within supplier network

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

Other protection within supplier network

- Please see <http://aka.ms/Office365TI> and <http://aka.ms/Office365CE>

• Asset protection

Data storage and processing locations

Knowledge of data storage and processing locations

- Yes

Data storage and processing locations

- United Kingdom
- European Economic Area (EEA)
- Other locations

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

Penetration testing frequency

- At least once a year

Penetration testing approach

- 'IT Health Check' performed by a Tigerscheme qualified provider or a CREST-approved service provider

Protection of data at rest

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
- Scale, obfuscating techniques, or data storage sharding
- Other

Other data at rest protection approach

- For data at rest, Microsoft 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

Data sanitisation process

- Yes

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

- <http://www.microsoftvolumelicensing.com/Downloader.aspx?DocumentId=13655>

Approach to resilience

- Please see <http://aka.ms/Office365DR>

Outage reporting

- Via the service status portal

. Governance

Named board-level person responsible for service security

- Yes

Security governance

Security governance certified

- Yes

Security governance standards

- ISO/IEC 27001
- Other

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

- Microsoft 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, Microsoft runs multiple layers of antivirus software to ensure protection from common malicious software. Servers within the 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

User authentication needed

- Yes

User authentication

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

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://technet.microsoft.com/en-us/library/office-365-user-account-management.aspx>

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://support.office.com/en-gb/article/About-Office-365-admin-roles-da585eea-f576-4f55-a1e0-87090b6aaa9d?ui=en-US&rs=en-GB&ad=GB> <https://support.office.com/en-gb/article/Assign-admin-roles-in-Office-365-eac4d046-1afd-4f1a-85fc-8219c79e1504?ui=en-US&rs=en-GB&ad=GB>

Access restriction testing frequency

- At least once a year

Management access

Management access authentication

. Audit information for users

Audit for buyers' users' actions

Access to user activity audit information

- Users have access to real-time audit information

How long user audit data is stored for

- Between 6 months and 12 months

Audit for suppliers' users' actions

Access to supplier activity audit information

- Users receive audit information on a regular basis

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

ISO/IEC 27001 certification

- Yes

Who accredited the ISO/IEC 27001

- BSI

ISO/IEC 27001 accreditation date

- 03/12/2023

What the ISO/IEC 27001 doesn't cover

- Service scope for office 365 is described in Document available at:
<https://learn.microsoft.com/en-us/compliance/regulatory/offering-iso-27001>

ISO 28000:2007 certification

ISO 28000:2007 certification

- No

CSA STAR certification

CSA STAR certification

- Yes

CSA STAR accreditation date

- 02-Dec-11

CSA STAR certification level

- Level 1: CSA STAR Self-Assessment

What the CSA STAR doesn't cover

- Service scope is described in this document:
<http://download.microsoft.com/download/1/4/3/1434ABAB-B8E9-412D-8C3A-187B5FCB7A2F/Compliance%20Framework%20document.pdf>

PCI certification

PCI certification

- No

Cyber essentials

Cyber essentials

- Yes

Cyber essentials plus

- No

Other security certifications

Other security certifications

- Yes

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
- HIPAA/HITECH. ISB 1596