

A large tortoise, possibly a Galapagos tortoise, is seen in a field of dense green vegetation. The tortoise is positioned in the center-right of the frame, facing left. Its head and front legs are visible, and it appears to be moving through the plants. The background is filled with various green plants and trees, creating a natural, outdoor setting. The text "Exploring Data Governance and Compliance for Office 365" is overlaid on the image in a white, sans-serif font, centered horizontally and vertically.

Exploring Data Governance and Compliance for Office 365

Tony Redmond
@12Knocksinna



Tony Redmond

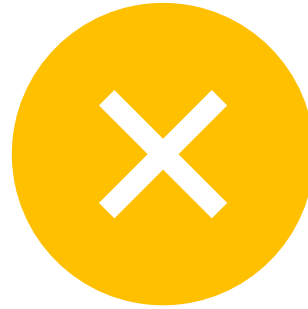
- Lead author for "Office 365 for IT Pros" eBook
 - <https://gum.co/O365IT/>
 - <https://office365itpros.com>
- MVP since 2004
- Columnist for Petri.com

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Technical Editor: Vasil Michev

Fifth Edition (2019)

Data Governance Principles for Office 365



KEEP WHAT YOU WANT,
DISCARD WHAT YOU DON'T

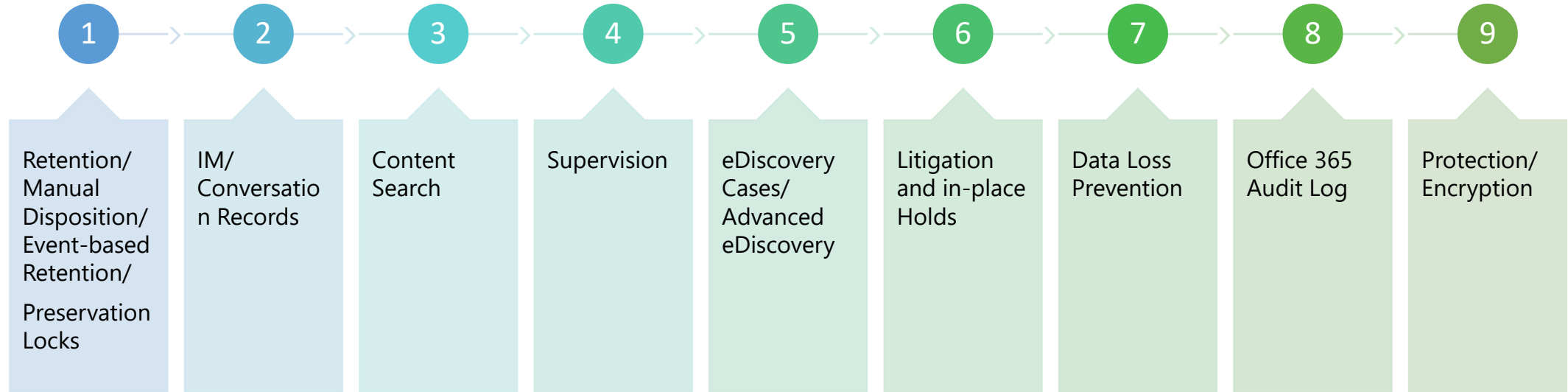


SERVICE-WIDE NOT
WORKLOAD-SPECIFIC



DATA CAN PERSIST FOR A
LONG TIME

Aspects of Data Governance within Office 365



Office 365 Workloads and Data Governance

Office 365 is a Big Canvas

Exchange Online – Good

- Public Folders - Acceptable

SharePoint Online – Good

OneDrive for Business – Good

Office 365 Groups – Good

Teams – Acceptable

Skype for Business Online - Acceptable

Yammer – Poor

Office 365 Data

- Storing data in Office 365 is critical for compliance purposes
 - If data is elsewhere, it can't be indexed by Office 365, and is therefore invisible to its searches
 - Generous SharePoint and OneDrive for Business storage
 - Massive 100 GB mailboxes, expanding archives, and recoverable item quotas
 - It's time to eradicate PSTs, personal file shares, and network file shares
- Microsoft and Third-party tools available to import data into Office 365










Retention and Disposition

Office 365 Retention Policies

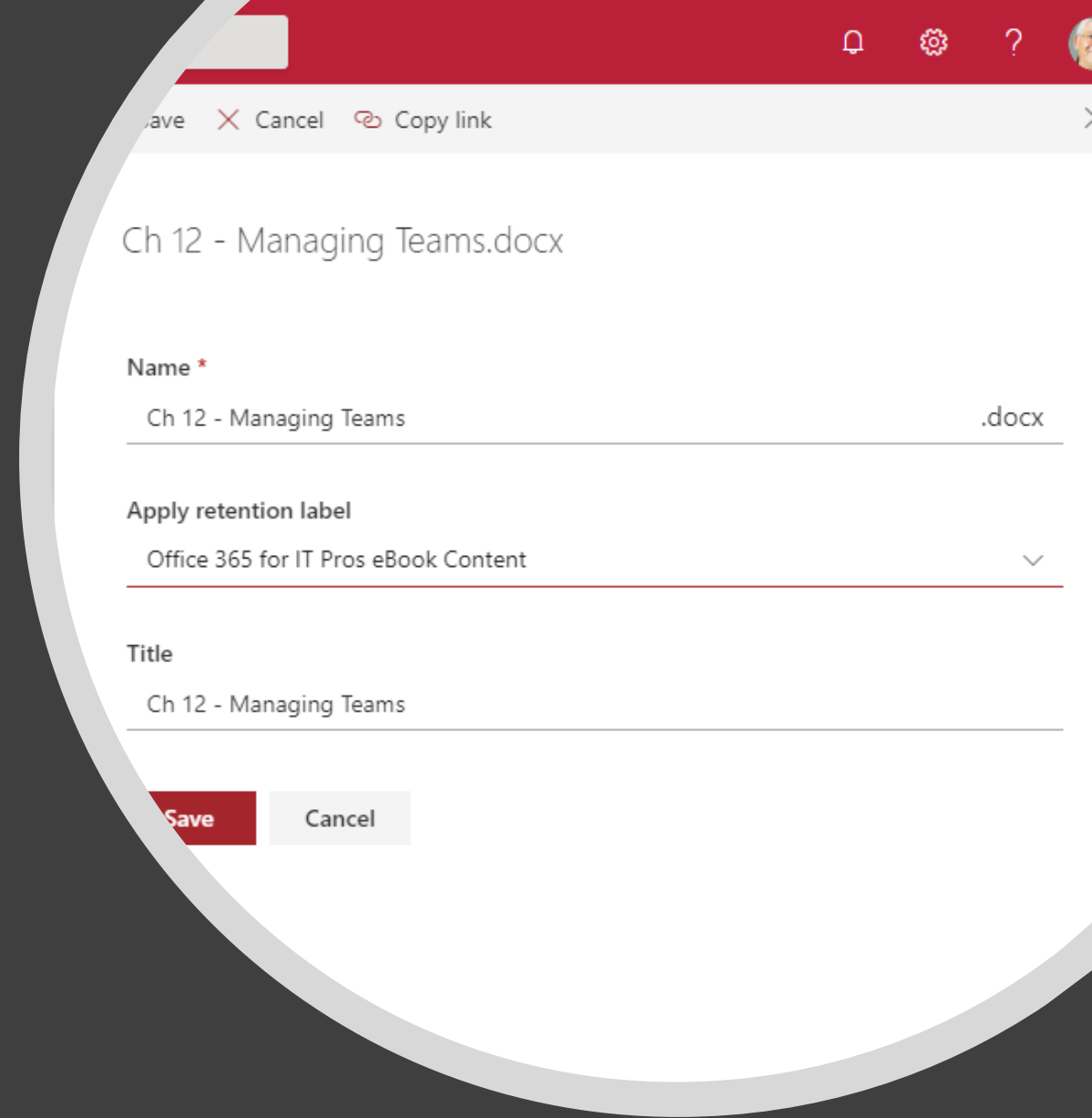
- Common policies applying to mailboxes, sites, groups, and IM conversations (Teams use separate policies)
- Can publish labels to workloads or apply default retention settings to workloads
- Exchange mailbox retention policies
 - More precise for mailbox processing
- Managed Folder Assistant
 - Core to Exchange and Teams

Choose locations

<input checked="" type="checkbox"/>	 Exchange email	All Choose recipients	None Exclude recipients
<input checked="" type="checkbox"/>	 SharePoint sites	All Choose sites	None Exclude sites
<input checked="" type="checkbox"/>	 OneDrive accounts	All Choose accounts	None Exclude accounts
<input checked="" type="checkbox"/>	 Office 365 groups	All Choose groups	None Exclude groups
<input type="checkbox"/>	 Skype for Business		
<input type="checkbox"/>	 Exchange public folders		
<input type="checkbox"/>	 Teams channel messages		

Office 365 Retention Labels

- Supported by documents and messages
- Define retention or deletion period and what happens when period elapses
 - Delete
 - Trigger manual review
 - Can do nothing (just a visual label)
 - No archive action



Office 365 Retention Labels

- Keep information for a period (Retain)
 - Then delete items or leave them alone
- Or remove items once they reach an age (Remove)
- Special processing
 - Find items based on DLP sensitive data types or keyword searches
 - Can also be applied by DLP policies

Decide if you want to retain content, delete it, or keep it for a period of time.

Do you want to retain content? ⓘ

☒ Yes, I want to retain it ⓘ

For this long... ▾ 7 years ▾

Retain the content based on when it was created ▾ ⓘ

Do you want us to delete it after this time? ⓘ

☐ Yes ☒ No

☐ No, just delete content that's older than ⓘ

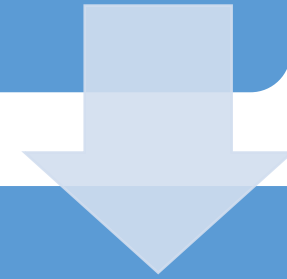
1 years ▾

Options?

Retention settings ⓘ

Publishing Office 365 Retention Labels

After they are created, retention labels must be published in a retention policy to make them available to workloads



Applied manually, by setting default label for a library, or with auto-label policies (E5)

- SharePoint Online and OneDrive for Business document libraries only
- Policies search for files based on keywords or sensitive data types

Preservation Locks

- To satisfy the needs of some regulated industries, you can lock a retention policy so that administrators can only:
 - Add new locations
 - Extend the retention period
- Don't do this without thinking!
- Locks can only be set using PowerShell

```
Set-RetentionCompliancePolicy -RestrictiveRetention $True -Identity  
"Management Preservation Policy"
```

Manual disposition

- Manual check of items that reach end of retention period
- Intended to stop important information being removed automatically
- Users can extend retention period, apply another label, or allow deletion

 Thu 26/04/2018 03:53

Office 365 Security & Compliance Center <no-reply@sharepointo>
Items labeled as 'Manual disposition' are ready for disposition review .

To  Tony Redmond

Retention Policy Deleted Items 120 (4 months) Expires 24/08/2018 ^

EmailTranslator V1.1 + Get more add-ins

You're getting this mail to let you know that some items with the 'Manual disposition' label applied are close to the end of their retention period and ready for your disposition review.

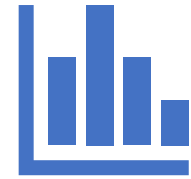
You can perform the review on the Dispositions page of the Office 365 Security & Compliance Center. [Go there now.](#)

Thanks,

The Office 365 Team

Event-based Retention

- A special form of Office 365 classification label associated with an event such as an employee leaving or a project finishing
- Users update *ComplianceAssetId* tag to identify items associated with the event
- Retention period begins when an event occurs
- Normal retention processing occurs when retention period ends
- Office 365 E5



Exchange Mailbox Retention

Folder tags – default folders

Personal tags – any other folder or specific items

Default tag – anything else

Perform delete or archive action after retention period

Retention policies composed of tags and applied to mailboxes

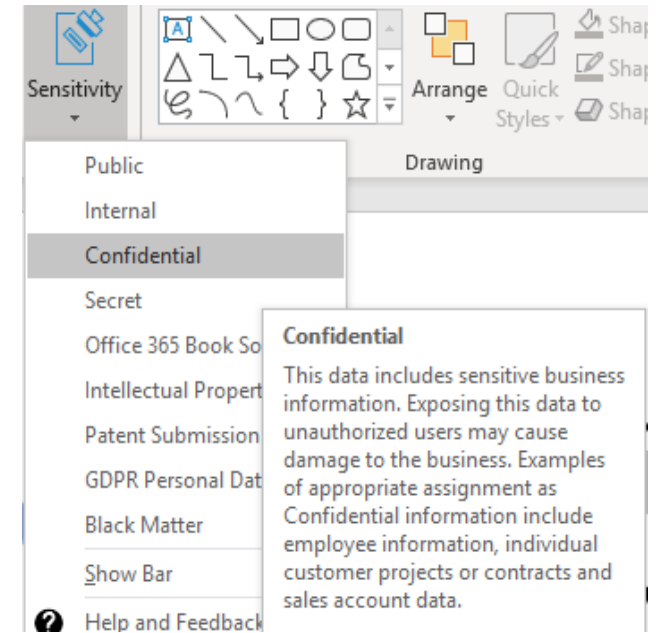
Managed Folder Assistant processes mailboxes at least once a week

Rights Management, Encryption, and Office 365

Azure Information Protection Service			Use licenses Encryption Revocation Logging
Rights Management Templates			Permissions
Office 365 Message Encryption		Office 365 Sensitivity Labels/AIP Labels	SharePoint IRM Protection
Encrypt-Only Do Not Forward	Transport Rules	Visual Marking and Encryption for Email and Documents	Protection for Documents Downloaded from SPO

Office 365 Sensitivity Labels

- Brings Rights Management protection into the Office 365 mainstream
- Supports both visual marking of information and encryption
- Native integration into Office (click to run, Mac, mobile, online)
- Labels and policies published to users via sensitivity label policies
- Available to E3 and E5 tenants and with add-on





Rights Management and SharePoint Online

- You can configure rights management to protect files downloaded from a library or list
- You can upload protected files (sensitivity labels or AIP labels) to a SharePoint Online or OneDrive for Business library, but:
 - No co-authoring
 - No online preview
 - No checking for sensitive data with DLP policy
 - No search for document (search for metadata OK)



Searches and
eDiscovery



Content Searches

Fast, scalable searches across multiple Office 365 workloads

Exchange

SharePoint












OneDrive for Business

Teams

Public Folders

Export results to individual files, PSTs, or ZIP

Modify locations

Location	Selected locations	Select all
 Exchange email	None selected Choose users, groups, or teams	<input type="checkbox"/>
 Office 365 group email		
 Skype for Business		
 Teams messages		
 To-Do		
 MyAnalytics		
 Other Office 365 data		
<hr/>		
 SharePoint sites	None selected Choose sites	<input type="checkbox"/>
 OneDrive accounts		
 Office 365 group sites		
 Teams sites		

Content search > Search : Test Teams 21 March 2018

Search Export

[Back to saved searches](#)

+ New search | Save | Open... More

Search query ⓘ

Keywords

1522593402837

☐ Show keyword list ⓘ

+ Add conditions

Showing 1-21 out of total 21 estimated indexed result(s) (411.43 KB) ⓘ

Office 365 for IT Pros/Fifth Edition/1522593402837

Date: 2018-04-01 16:44:55 | Sender/Author: Tony Redmond

Office 365 for IT Pros/Fifth Edition/1522593402837

Date: 2018-04-02 16:07:41 | Sender/Author: Tony Redmond

Office 365 for IT Pros/Fifth Edition/1522593402837

Date: 2018-04-02 16:59:34 | Sender/Author: Tony Redmond


Office 365 for IT Pros/Fifth Edition/1522593402837

Teams Compliance Records

- Office 365 searches don't run against the Teams Azure services
- Teams Compliance Records captured in:
 - Exchange user mailboxes: personal chats
 - Group mailboxes: channel conversations
- Individual items captured for each message in a conversation; need to reassemble conversation to form complete record

 Edit role group

eDiscovery

 Copy role group

Assigned roles

Export

RMS Decrypt

Review

Preview


Compliance Search

Case Management

- Case management system for Office 365
- Cases managed by eDiscovery Managers and Administrators
- Cases are made up of content searches and holds, each of which explores a different aspect of an investigation
- Cases are Open or Closed

Holds


- Workload-specific in-place holds are deprecated
- In-place holds are now set as part of eDiscovery cases
 - Deletions and changes captured in Recoverable Items folder (EXO) and Preservation Holds folder (SPO)
- Exchange litigation (legal) and retention holds also supported



Brian Weakliam (Operations)

Brian.Weakliam@office365itpros.com

Litigation hold

When a mailbox is put on litigation hold, users can purge items from their mailbox, but those items will still be retained by Office 365. 

Turn on litigation hold

☒ On

Date hold created : Litigation hold currently not enabled

Hold started by : None

Hold duration (days). Leave blank for no limit.

Note (visible to the user)

Web page with more information for the user

Save

Cancel

GDPR Data Subject Requests

Special version of eDiscovery cases designed to retrieve data belonging to a data subject (article 15, GDPR)

Scans user mailbox, all SharePoint and OneDrive sites, all public folders, Teams and Groups

No Yammer, Planner, Sway, etc.

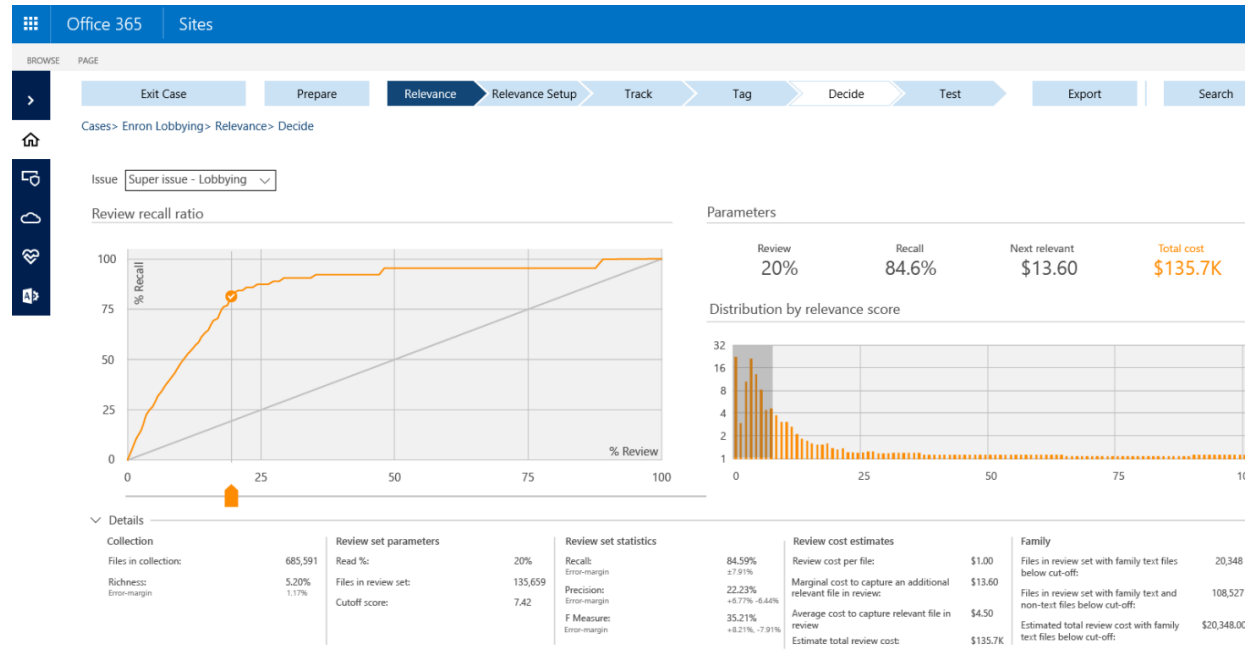
Regular eDiscovery case functionality used for searches and export

Results need to be checked before they are handed over!

The screenshot shows the Microsoft Protection Office interface. The top navigation bar is red with 'Office 365' and 'Security & Compliance' tabs. The left sidebar is dark grey with icons for Home, Alerts, Permissions, Classifications, Data loss prevention, Data governance, Threat management, and Mail flow. The main content area is white and titled 'DSR cases'. Below the title is a description: 'GDPR gives people (also called data subjects) the right to their personal data. This includes obtaining a copy of it and requesting to...'. There are buttons for 'View All', 'Search', '+ New DSR Case', and 'Refresh'. Below these is a table with three columns: 'Case name', 'Status', and 'Created'. The table contains four rows of data.

Case name	Status	Created
Open An Other	Closed	2018-05-03 11:08:21
Open AN Other 2	Active	2018-05-03 11:09:38
Open Tony DSR	Active	2018-05-01 16:10:56
Open James Ryan DSR	Active	2018-04-30 22:08:19

Advanced eDiscovery



- When you need to make sense of millions of items and don't know how to find the needle in the haystack
- Saves time and legal expenses, but needs special training and expertise
- Equivio Zoom technology
- Included in Office 365 E5 or add-on

DLP, Supervision Policies, and the Audit Log

Data Loss Prevention (DLP)

- Two variants (Exchange-only and Office 365)
 - Long-term unification
- Both identify sensitive information in messages and documents using patterns and algorithms
- When match is detected, content can be blocked and restricted

^ Sensitive information types (82)

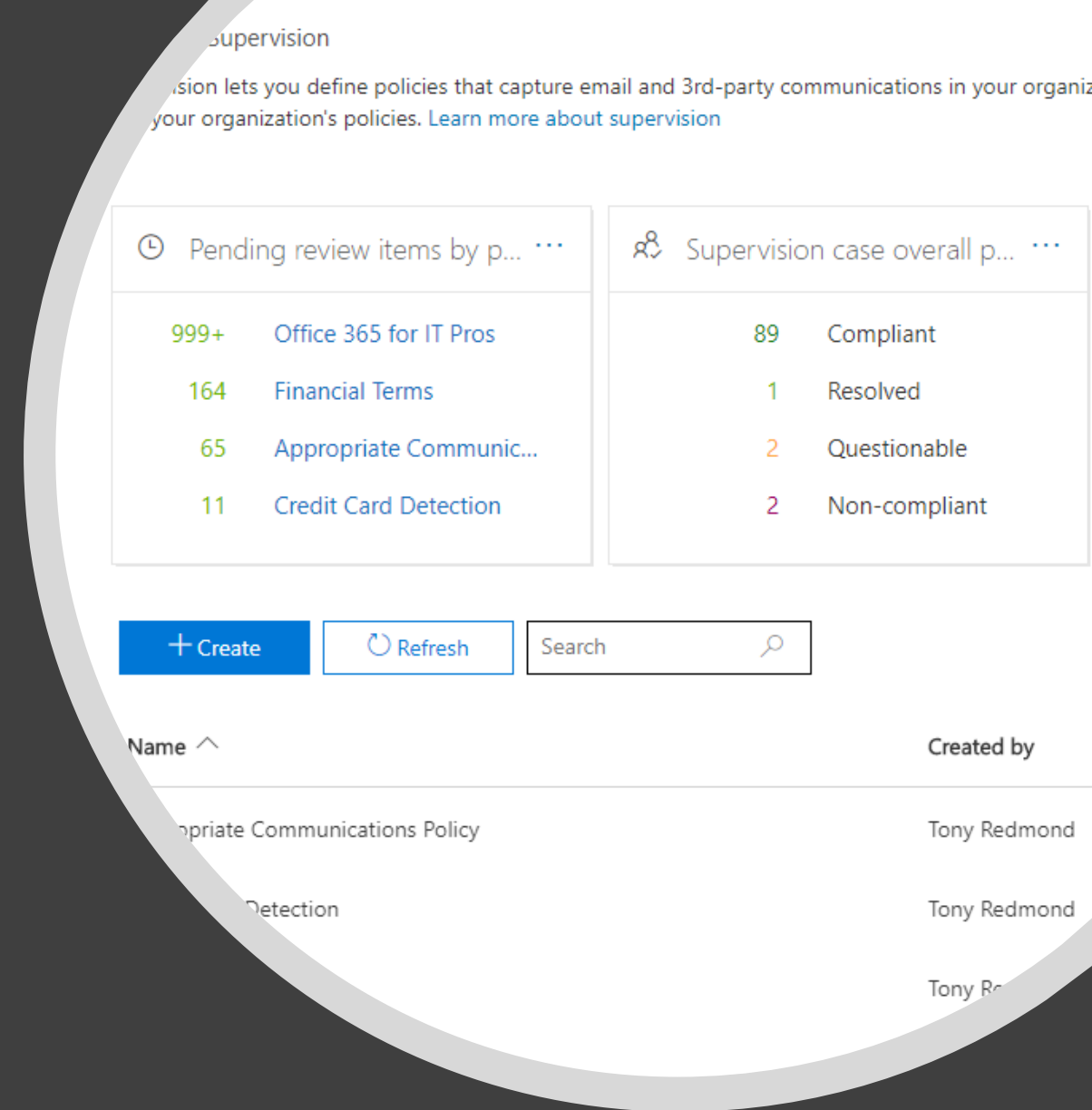
<input type="checkbox"/> Name	Publisher
<input type="checkbox"/> Sweden National ID	Microsoft Corporation
<input type="checkbox"/> Sweden Passport Number	Microsoft Corporation
<input type="checkbox"/> Taiwan National ID	Microsoft Corporation
<input type="checkbox"/> Taiwan Passport Number	Microsoft Corporation
<input type="checkbox"/> Taiwan Resident Certificate (ARC/TARC)	Microsoft Corporation
<input type="checkbox"/> U.K. Driver's License Number	Microsoft Corporation
<input type="checkbox"/> U.K. Electoral Roll Number	Microsoft Corporation
<input type="checkbox"/> U.K. National Health Service Number	Microsoft Corporation
<input type="checkbox"/> U.K. National Insurance Number (NINO)	Microsoft Corporation
<input type="checkbox"/> U.S. / U.K. Passport Number	Microsoft Corporation
<input type="checkbox"/> U.S. Bank Account Number	Microsoft Corporation
<input checked="" type="checkbox"/> U.S. Driver's License Number	Microsoft Corporation

Supervision Reviews

Designed to allow organizations to review set percentage of email sent by designated users

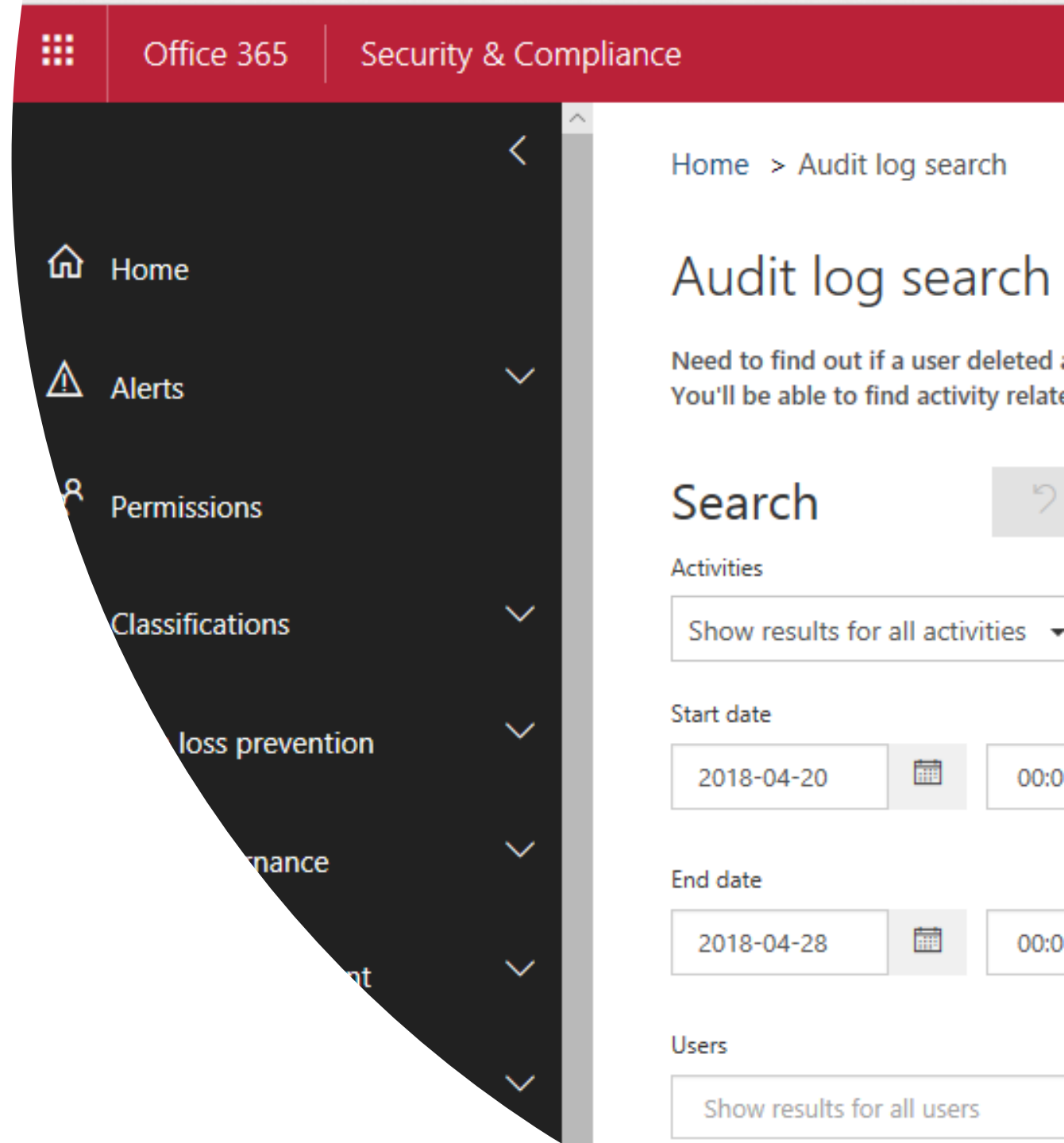
Usually only interesting to companies operating in highly regulated industries

Review and disposition of selected items is a manual process



Office 365 Audit Log

- Ingestion and normalization from multiple workloads
 - Not immediate
 - EXO auditing must be enabled for each mailbox
- 90-day storage for E1/E3, 365 for E5
- Audit log search in SCC or *Search-UnifiedAuditLog* PowerShell cmdlet
- ISV Tools

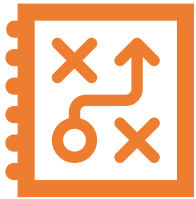


Audit Scenarios

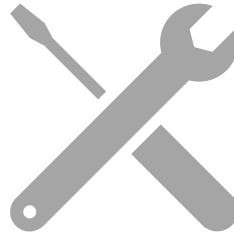
- What Documents do Guest Users access?
- Who last updated a document?
- Who and what are creating Office 365 Groups and Teams?
- User logins (failed and successful)
- Inactive Guest Users

	User
9e-42f0-b203-ea49fb6af367	Administrator@redmondassociat
kManagement	James.Ryan@office365itpros.co
kManagement	Tony.Redmond@redmondassociat
.Exchange	Kim.Akers@office365itpros.co
Teams Services	Tony.Redmond@redmondassociat
Teams Services	Kim.Akers@office365itpros.co
.Exchange	Tony.Redmond@redmondassociat
Teams Services	Tony.Redmond@redmondassociat
.Exchange	Kim.Akers@office365itpros.co
Teams Services	Kim.Akers@office365itpros.co
.SharePoint	Tony.Redmond@redmondassociat
.Exchange	Brian.Weakliam@office365itpr
.Exchange	Tony.Redmond@redmondassociat
Teams Services	James.Abrahams@office365itpr
YammerEnterprise	marc.vigneau@office365itpros
YammerEnterprise	marc.vigneau@office365itpros
YammerEnterprise	kim.akers@office365itpros.co
YammerEnterprise	kim.akers@office365itpros.co
YammerEnterprise	kim.akers@office365itpros.co
s Services	Tony.Redmond@redmondassociat
Services	Tony.Redmond@redmondassociat
Services	Tony.Redmond@redmondassociat
Services	Tony.Redmond@redmondassociat
Services	Tony.Redmond@redmondassociat
YammerEnterprise	tony.redmond@redmondassocia
YammerEnterprise	tony.redmond@redmondassoc

In Closing



Important to have a data governance strategy for Office 365



Strategy means people, technology, and tools



Events like GDPR and hacker attacks sometimes drive compliance – don't be surprised!

Discount Offer for the Office 365 for IT Pros eBook

- \$10 off with this code:
- <https://gumroad.com/l/O365IT/May2019>

