



#CollabDaysBE

The importance of signals in Office 365 Tenancy Health

Paul Hunt | @cimares

CollabDays Belgium 2022 by BIWUG



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Platinum



Gold



Silver



European
SharePoint
Office 365 & Azure
Conference

SharePint



Community



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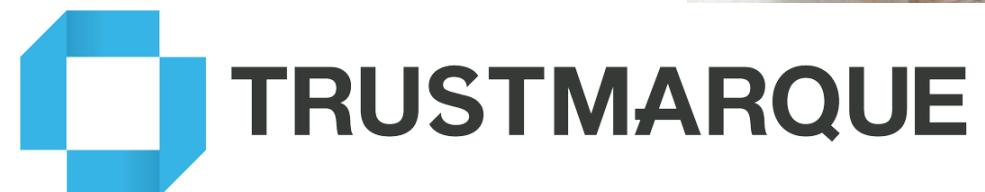


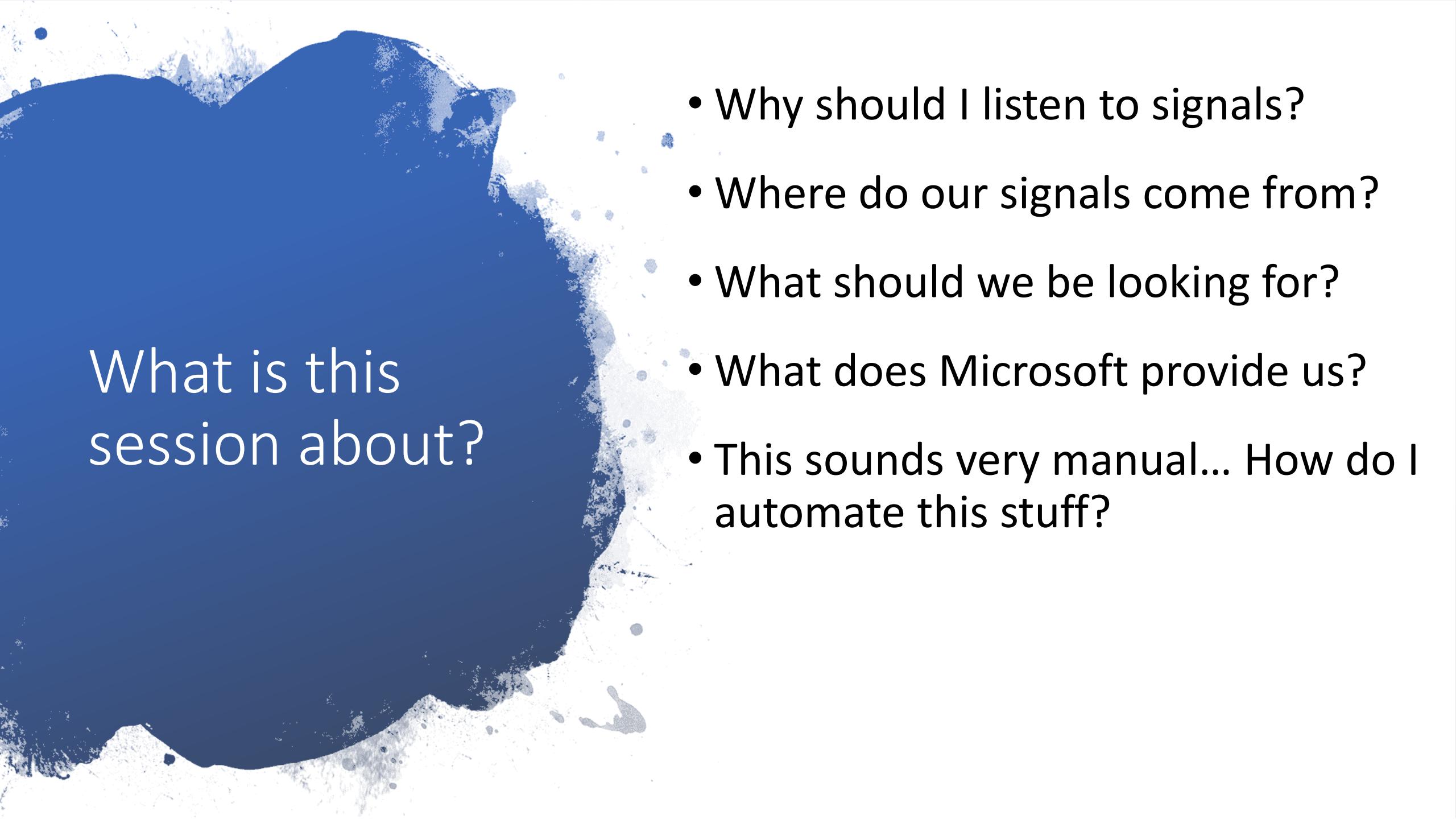
Who am I?

- Principal Consultant – M365 Global Solutions
- Designer for WTW
- Collabdays Steering Group
- Co-organizer CollabDays Birmingham, Cambridge, & Bletchley Park
- Member of the Microsoft community since 2007
- Office Apps & Services MVP since 2016
- Modern woodturner & Artisan



- Paul Hunt
-  @Cimares
- www.myfatblog.co.uk
- www.trustmarque.com





What is this session about?

- Why should I listen to signals?
- Where do our signals come from?
- What should we be looking for?
- What does Microsoft provide us?
- This sounds very manual... How do I automate this stuff?



Why should I listen to
signals from O365?



Avoid User Dissatisfaction





Reduce
Shadow IT Usage

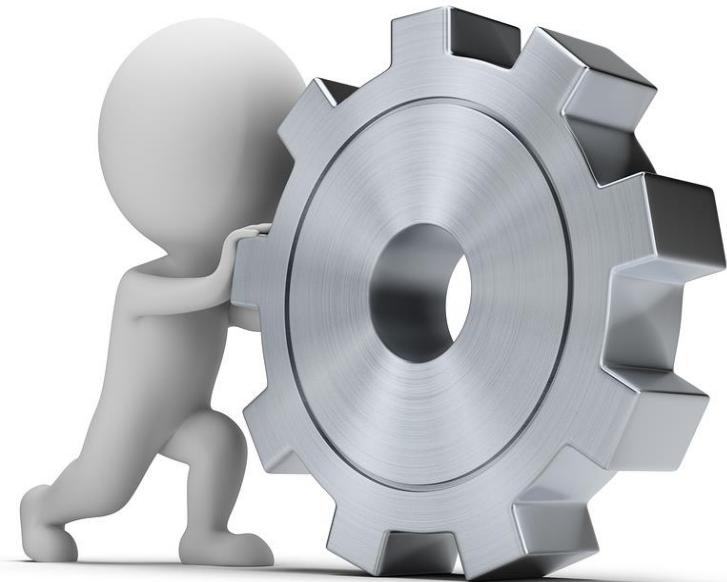


Reduced Risk
Exposure

Where do our signals come from?

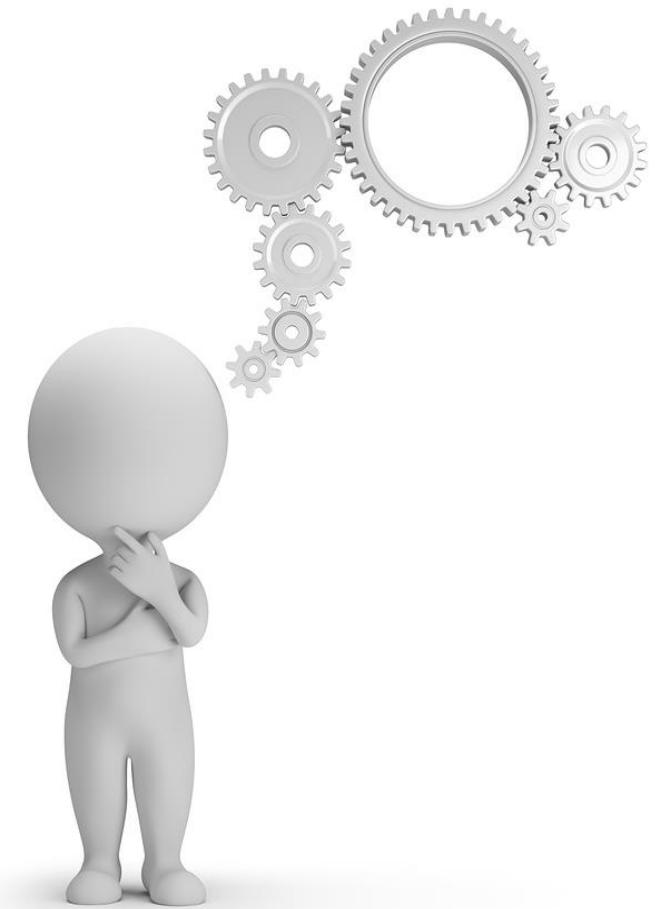


Users



On-prem Systems

Community



Cloud Services

Where do our signals come from?



Users

service^{now}™ Service Automation

Welcome: System Administrator

Logout

Filter

Incidents New Go to number Search

All > Updated between 2016-12-01 00:00:00 and 2016-11-20 23:59:59

Self-Service

Estate_Module2

Estate_Module1

sample

Service Desk

testing

★ testings

Copy URL

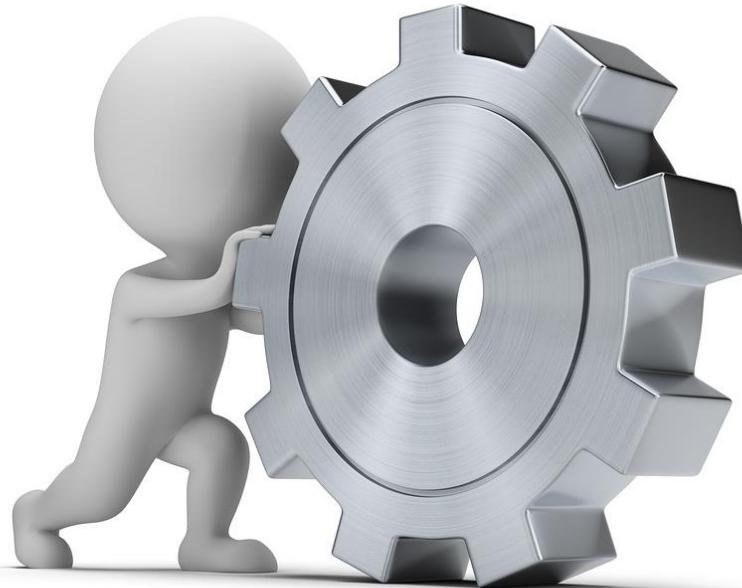
Copy query

No records to display

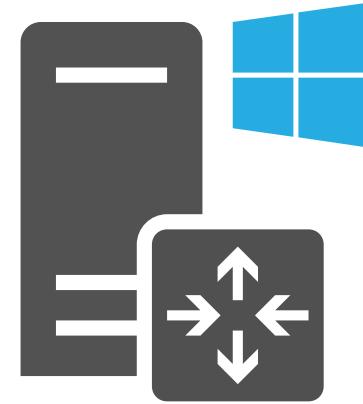
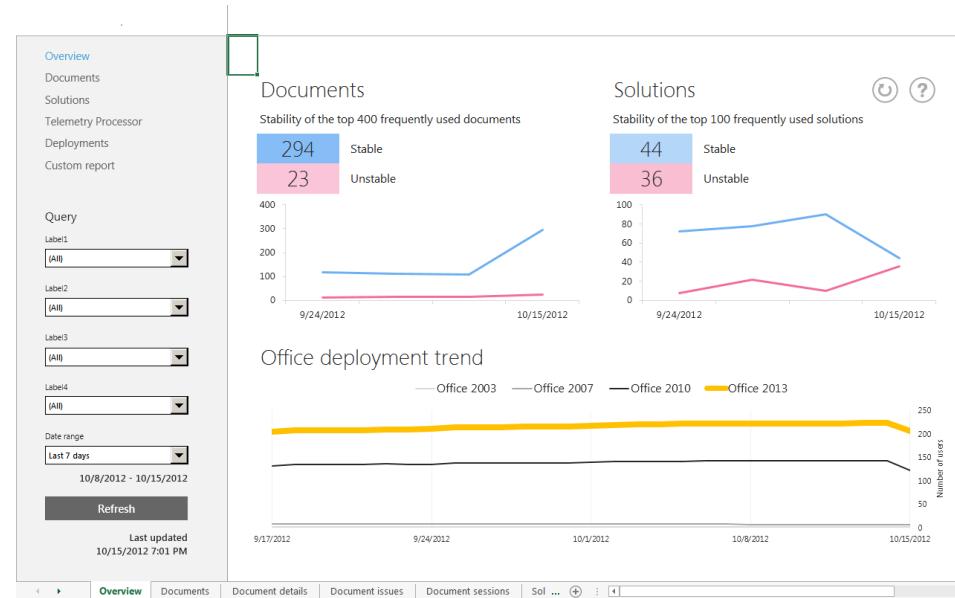
Response time(ms): 22751, Network: 2350, server: 10734, browser: 9667



Where do our signals come from?



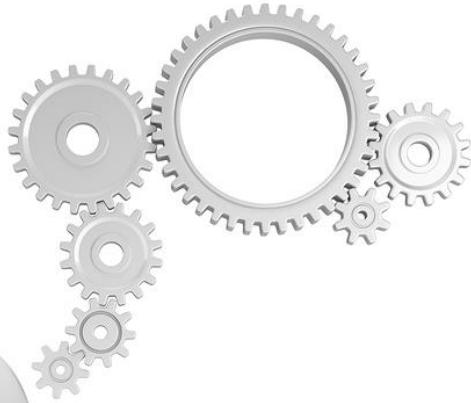
On-prem Systems



Where do our signals come from?



Cloud Services



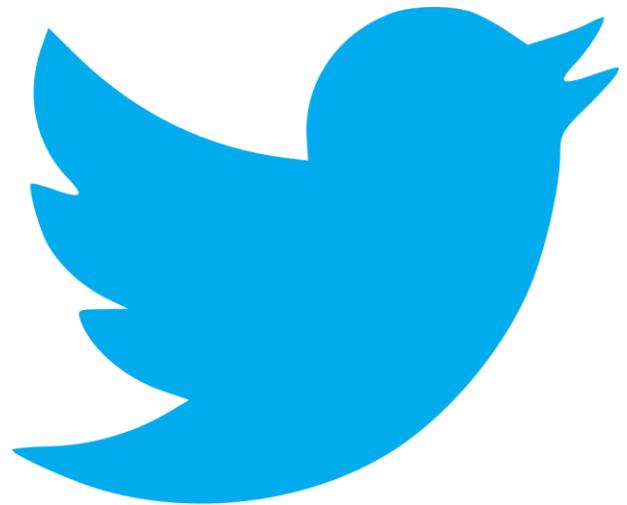
The screenshot shows the Microsoft 365 admin center interface. On the left, a sidebar lists various administrative sections like Home, Users, Groups, Roles, Resources, Billing, Support, Settings, Setup, Reports, and Admin centers. The 'Reports' section is currently selected. The main content area displays several dashboards:

- Usage:** A chart titled "Active users" showing trends over 7 days, 30 days, 90 days, and 180 days. The chart includes data for Office 365 and Exchange.
- Identities:** A section titled "Users at risk" showing 6 users at risk, categorized by risk level (High Risk, Medium Risk, Low Risk). It includes a "View all users" button.
- Global admins:** A section titled "Reduce global admins" showing 8 global admins. It includes a "Manage roles" button.
- Data:** A section titled "Users with the most shared files" listing users sharing the most files from cloud apps. It includes a table:

| User | Files shared |
|---------------------------------------|--------------|
| paul.hunt@wharfconsulting.co.uk | 601 |
| admin@wharfconsulting.onmicrosoft.com | 1 |
- Third-party DLP policy matches:** A chart showing Third-party DLP policy matches over time, with a single data series labeled "Third-party DLP policy matches".
- Service health:** A summary of service health across various categories. The categories listed are:

| Name | Status |
|------------------------------------|---------------------------|
| OneDrive | 1 incident 2 advisories |
| Power BI | 1 advisory |
| Information Protection | Healthy |
| Microsoft 365 | Healthy |
| Microsoft 365 Data Loss Prevention | Healthy |
| Microsoft 365 Mailbox | Healthy |
| Microsoft 365 Security | Healthy |
| Microsoft 365 SharePoint | Healthy |

Where do our signals come from?



Community

Users



Users



Documents
take so long to
open/upload!

My OneDrive
sync is running
forever!

Teams calls are
useless, they
keep breaking
up



Users

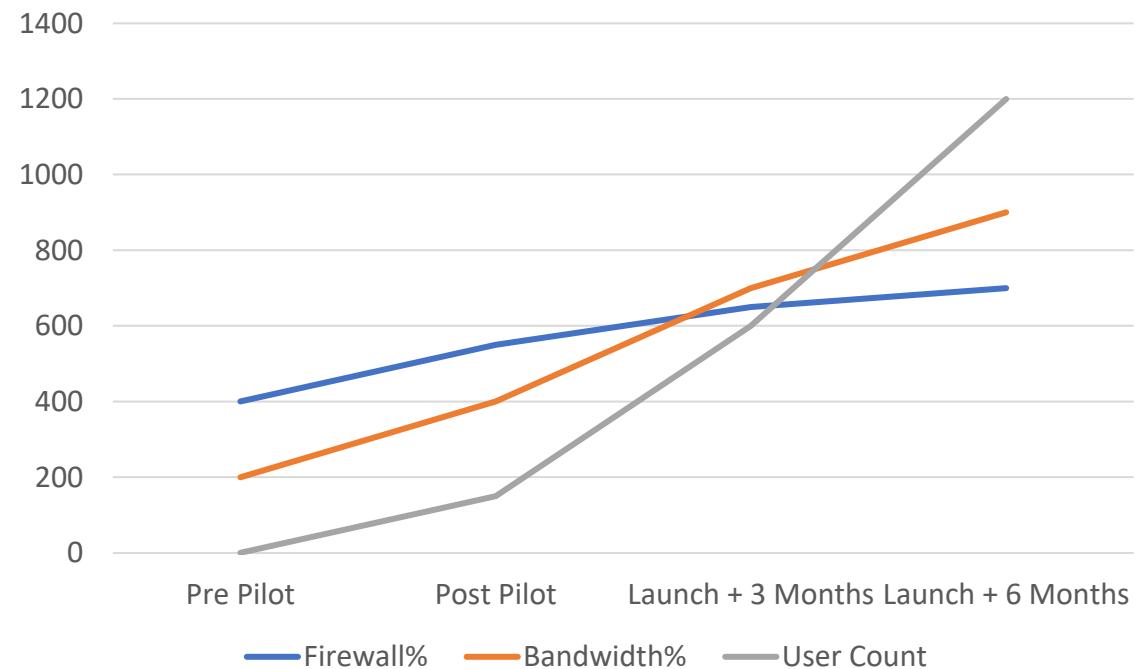


Documents take so long to open/upload!

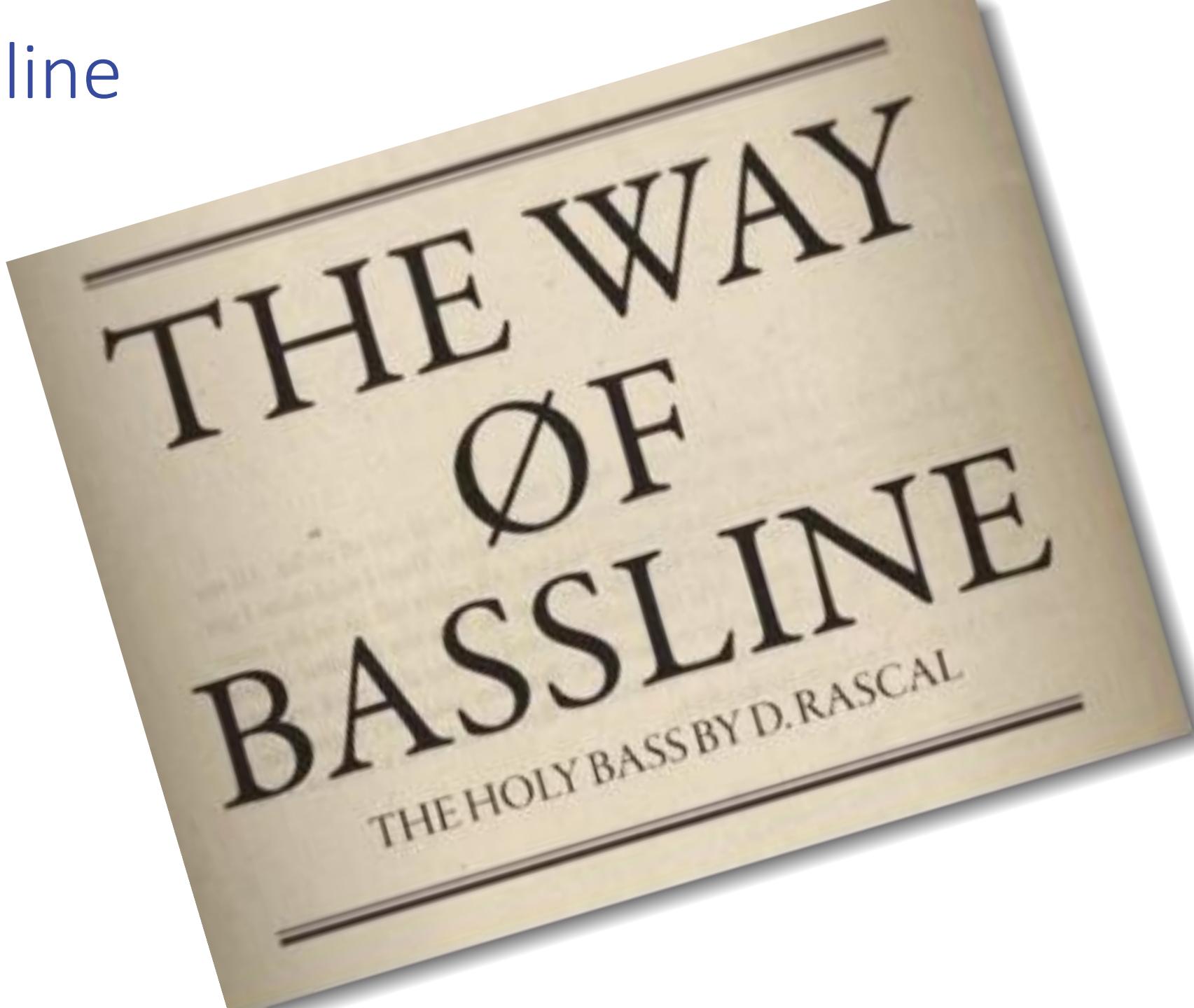
My OneDrive sync is running forever!

Teams calls are useless, they keep breaking up

Users V Consumption



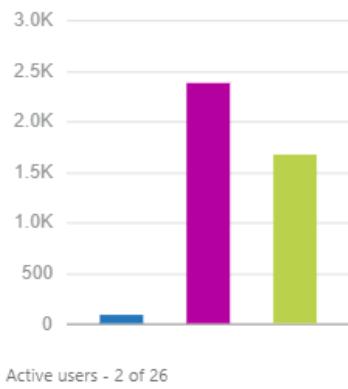
Baseline



Baseline comparison

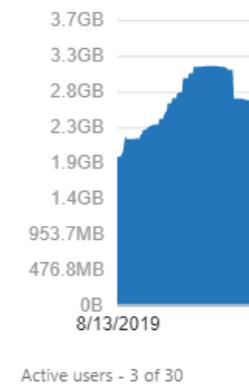
Email activity
2.5K 40.0%↓

Sent Received Read



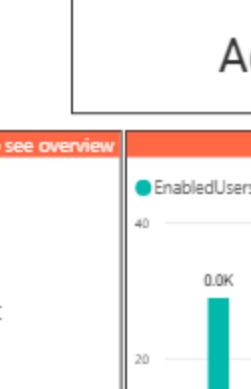
OneDrive files
2.8K 3.7%↑

Storage used



SharePoint files
5.1K 10.4%↑

Storage used



Adoption overview: Office365

2/4/2020

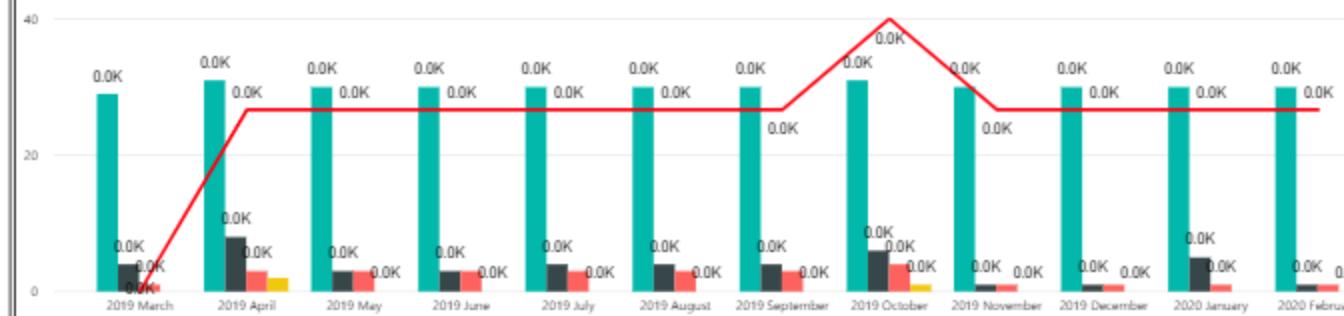
Latest Content Date

Select a product to see overview

- Exchange
- Office365
- OneDrive
- SharePoint
- Skype
- Teams
- Yammer

Adoption overview

EnabledUsers ActiveUsers MoMReturningUsers FirstTimeUsers CumulativeActiveUsers



Metrics valid for

January 2020

% of active users

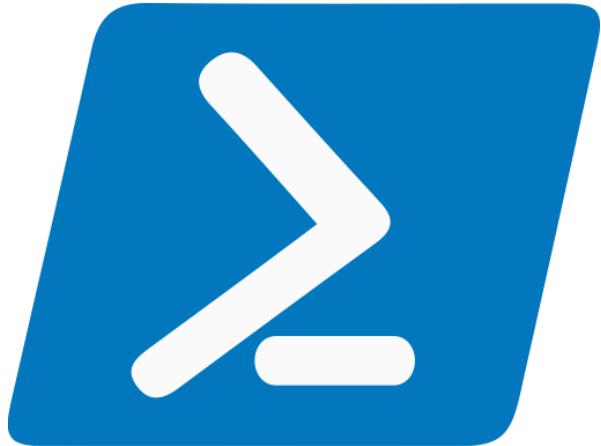
16.67%

% of returning users

| Product | Year | MonthName | EnabledUsers | ActiveUsers | MoMReturningUsers | FirstTimeUsers | CumulativeActiveUsers | ActiveUsers(%) | MoMReturningUsers(%) |
|-----------|------|-----------|--------------|-------------|-------------------|----------------|-----------------------|----------------|----------------------|
| Office365 | 2019 | March | 29 | 4 | 1 | 0 | 17 | 13.8% | 0.00% |
| Office365 | 2019 | April | 31 | 8 | 3 | 2 | 19 | 25.8% | 75.00% |
| Office365 | 2019 | May | 30 | 3 | 3 | 0 | 19 | 10.0% | 37.50% |
| Office365 | 2019 | June | 30 | 3 | 3 | 0 | 19 | 10.0% | 100.00% |
| Office365 | 2019 | July | 30 | 4 | 3 | 0 | 19 | 13.3% | 100.00% |
| Office365 | 2019 | August | 30 | 4 | 3 | 0 | 19 | 13.3% | 75.00% |
| Office365 | 2019 | September | 30 | 4 | 3 | 0 | 19 | 13.3% | 75.00% |
| Office365 | 2019 | October | 31 | 6 | 4 | 1 | 20 | 19.4% | 100.00% |
| Office365 | 2019 | November | 30 | 1 | 1 | 0 | 19 | 3.3% | 16.67% |
| Office365 | 2019 | December | 30 | 1 | 1 | 0 | 19 | 3.3% | 100.00% |
| Office365 | 2020 | January | 30 | 5 | 1 | 0 | 19 | 16.7% | 100.00% |
| Office365 | 2020 | February | 30 | 1 | 1 | 0 | 19 | 3.3% | 20.00% |
| Total | | | 361 | 44 | 27 | 3 | 227 | 12.2% | 0.00% |

Baseline your Tenant configuration

Managing & Monitoring changes



PowerShell DSC



Third Party tools such as SysKit*

*Other Vendors may exist!

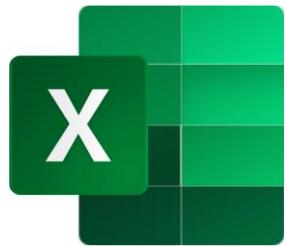
Pebkac?



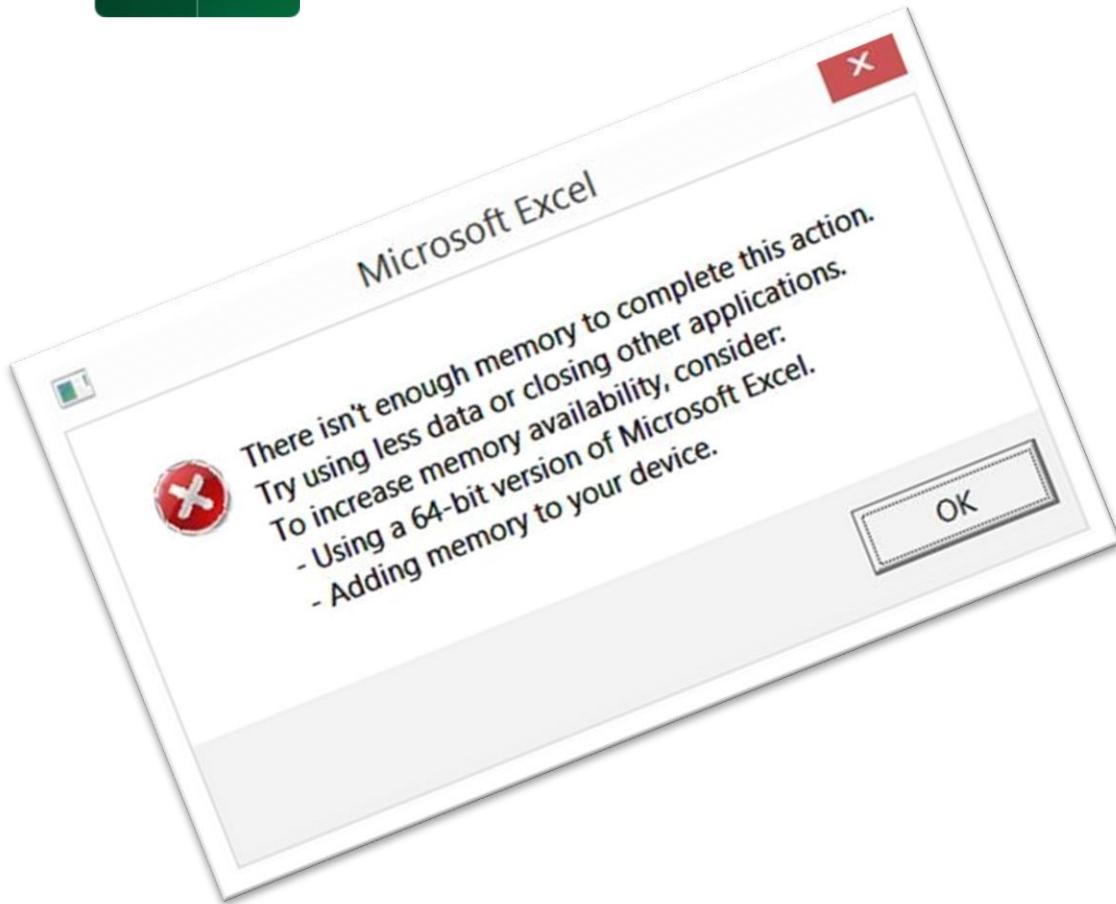
Client software has evolved too!



Client software has evolved too!



2013/16/19 > 2010



Older versions of Excel had 65,536 rows.

New versions have 1,048,576 rows.

Excessive Formatting, Conditional Formatting and Array formulas all slow spreadsheets down due to increased limits.

Use the Inquire tool to help

Increased use of agents on client PCs



Provide guidance & training

The Digital Virtual Academy has been created to provide a single point of information relating to developing your knowledge of the Microsoft 365 platform that has been implemented to support you in your daily work role.

As we all learn in different ways, this site aims to provide all of the key information in a number of ways, either through information guides for you to read, short video snippets to watch or training opportunities for you to attend.

About the Virtual Academy

video devices in Teams

Bring your Audio/Video devices in the Teams client.

before or during a call.

Then choose **Devices** (3) to display the devices options.

Choose your headset or earpiece device or choose custom if using individual headset/microphone settings (4).

Accessing the Teams client settings menu

Settings

General

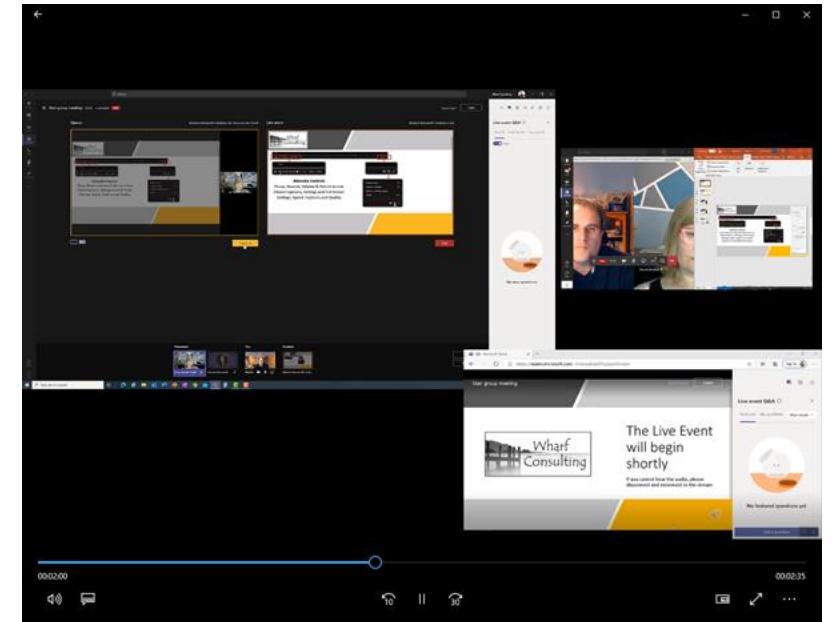
Image

Notifications

Audio devices

Custom setup

Speaker

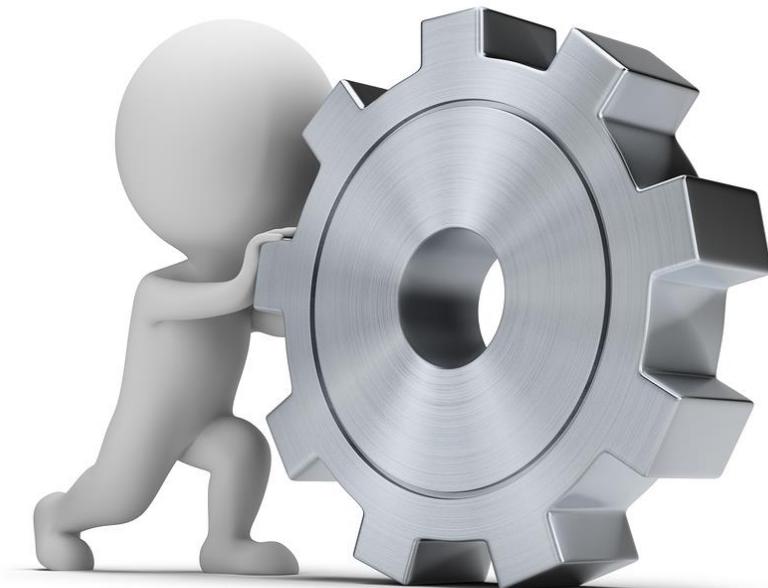


Key Activities

- Capture baseline measurements – It's not too late!
- Review usage reports in the Admin Portal
- Turn on Microsoft Usage Analytics
<http://bit.ly/M365Usage>
- Educate your users
- Mixed media.. Read.. Live.. Recorded



On-prem systems

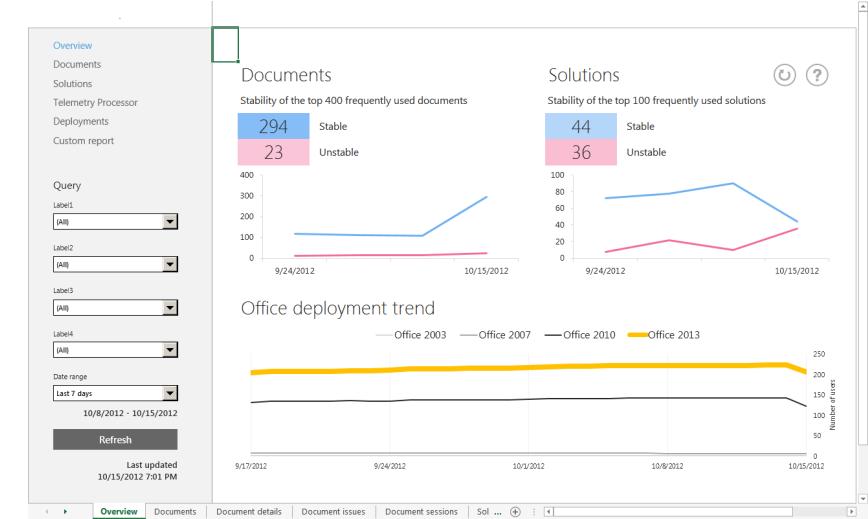
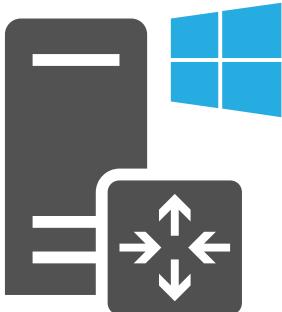


On-prem Systems



Office Telemetry Service (Until Aug 22!)

<http://bit.ly/OfficeTelemetry>



Office 365 URLs and IP Ranges

<http://bit.ly/O365IPRanges>

Pay attention to Optimise Addresses!

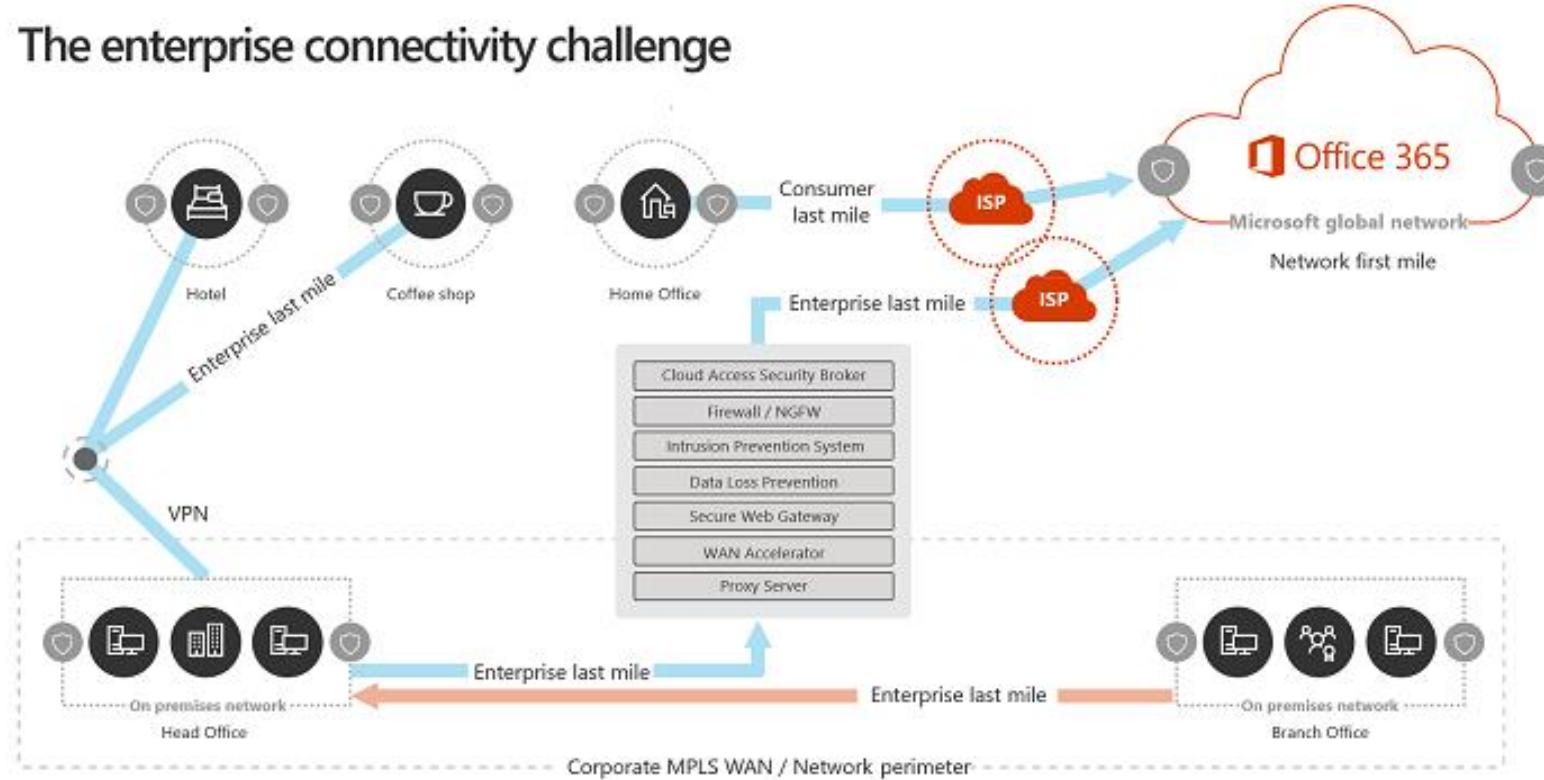
<http://bit.ly/ManageEndPoints>

Client add-ins & compatibility

- Office telemetry being removed in Aug 22.*
- Readiness toolkit available now
- Microsoft 365 Apps readiness feature in Microsoft Endpoint Configuration Manager
- Inventory feature in Microsoft 365 Apps admin center

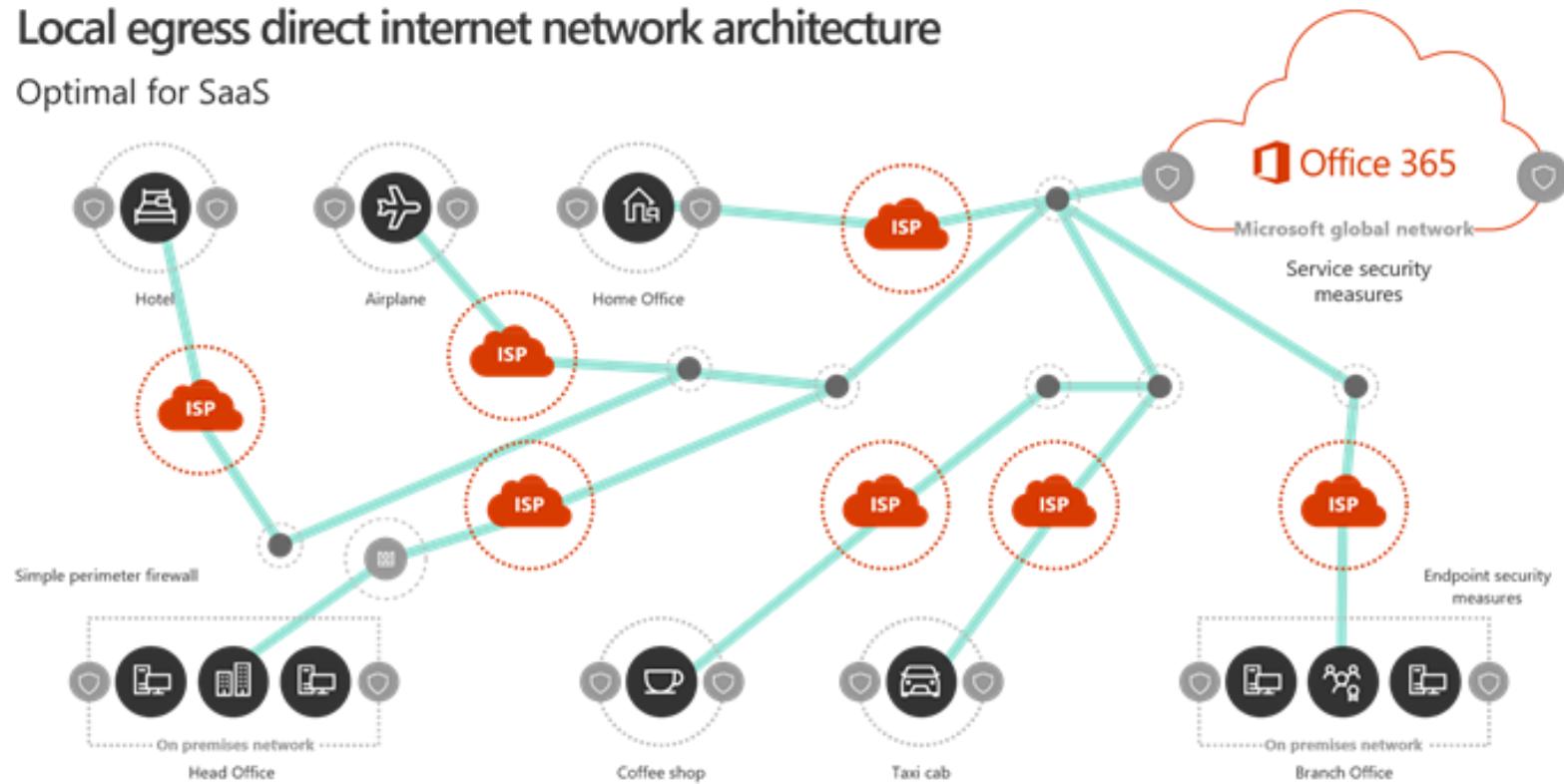
Network Optimisation – Centralised egress

The enterprise connectivity challenge

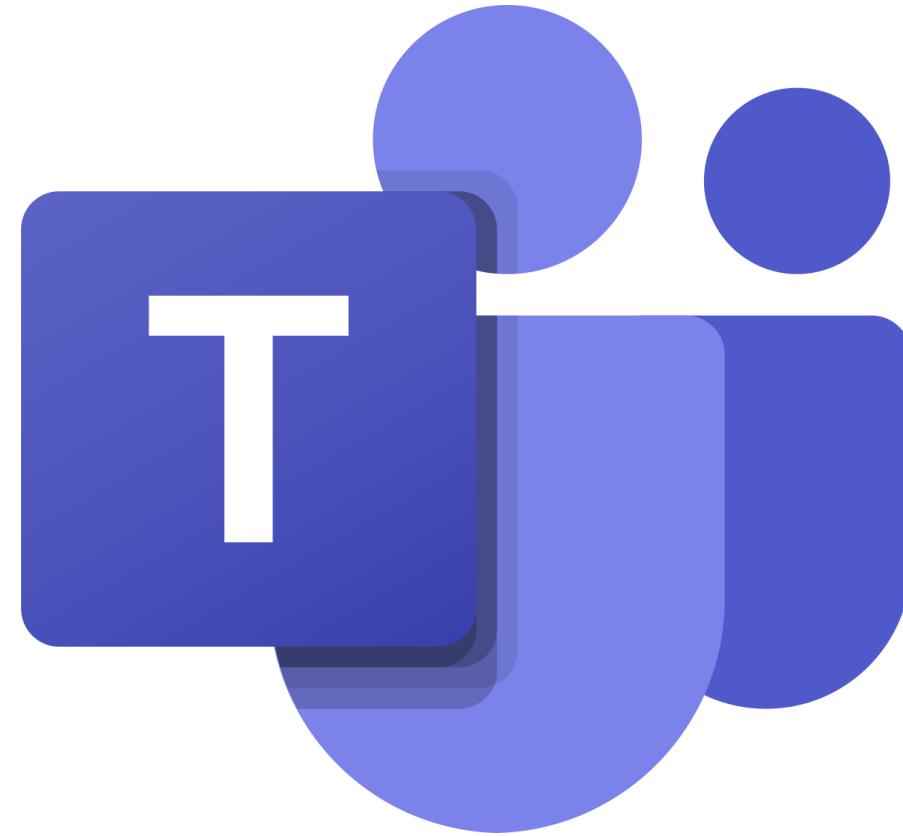


<https://docs.microsoft.com/en-us/microsoft-365/enterprise/network-planning-and-performance>

Network Optimisation – Local egress



Implement QoS on your network



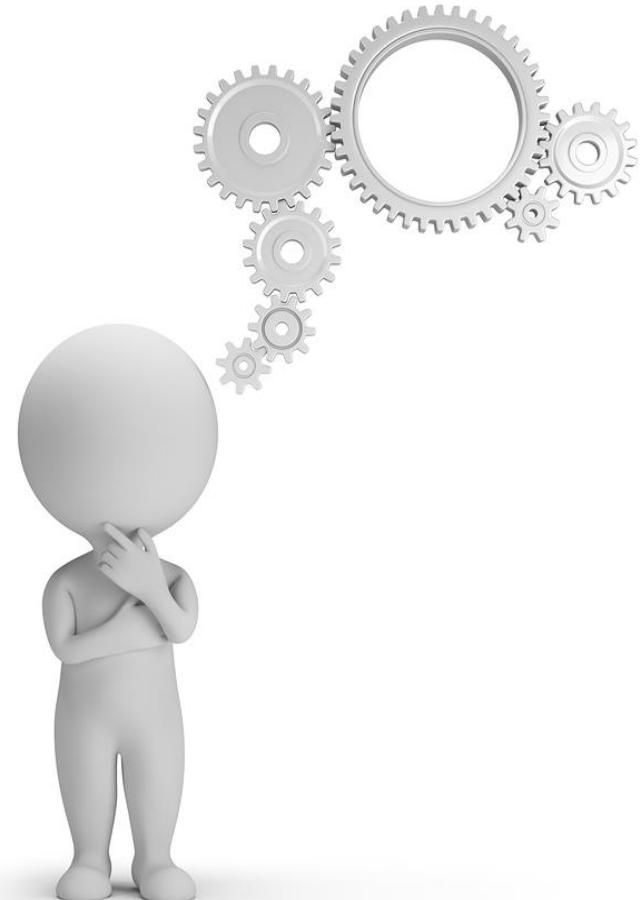
[Implement Quality of Service in Microsoft Teams - Microsoft Teams | Microsoft Docs](#)

Key Activities

- Analyse client usage – Keep up to date
- Analyse & optimise network routing -
<http://bit.ly/NetConPrinciples>
- Get users onto the MS network as quickly as possible
- Implement Quality of Service for Microsoft Teams
- <https://docs.microsoft.com/en-us/microsoftteams/qos-in-teams>



Cloud Services



Cloud Services – O365 Admin portal



Microsoft 365 admin center

Search users, groups, settings or tasks

Add card

Dark mode

User management

Essentials

Home

Users

Groups

Roles

Resources

Billing

Azure AD Connect

£0.00 Total

Service health

Some advisories reported.

2 advisories

Add user

Edit user

Subscription

Message center

101 unread messages

Basic Authentication Retirement - Updated Info

Teams Twitter Connector has been retired

New Feature: Microsoft Office app available for Android and iOS

Show all

Preferences

Office 365

2 of 2

The screenshot shows the Microsoft 365 Admin Center interface. On the left, there's a navigation sidebar with various links like Home, Users, Groups, Roles, Resources, Billing, Support, Settings, Setup, Reports, and Health. Below that is another section for Admin centers with Security, Compliance, Endpoint Management, and Azure Active Directory. The main content area has a search bar at the top. Under 'Essentials', there's a summary for 'Azure AD Connect' showing a total cost of £0.00. A callout box highlights 'Some advisories reported.' with a link to '2 advisories'. To the right, there's a 'User management' section for Azure AD Connect, showing sync status and sync logs. Below that is a 'Message center' section with a large '101 unread messages' count, listing recent notifications about basic authentication retirement, Teams Twitter connector retirement, and a new Microsoft Office app for mobile devices. At the bottom, there are 'Show all' and 'Preferences' buttons.

Cloud Services – Service Health



Microsoft 365 admin center

Search

Home > Service health

Dark mode

May 9, 2022 11:23 PM

Service health

All services Incidents Advisories History Reported issues

View the issues and health status of all services that are available with your current subscriptions. [Learn more about Service Health](#)

Report an issue Customize

Issues in your environment that require action

Shows issues related to your infrastructure or third-party tools and apps. These could affect your Microsoft services and need your attention.

| Issue title | Affected service | Health | Status | Updated |
|--|------------------|--------|--------|---------|
| Great! No active issues | | | | |
| If you're experiencing an issue, report it to Microsoft. | | | | |

Microsoft service health

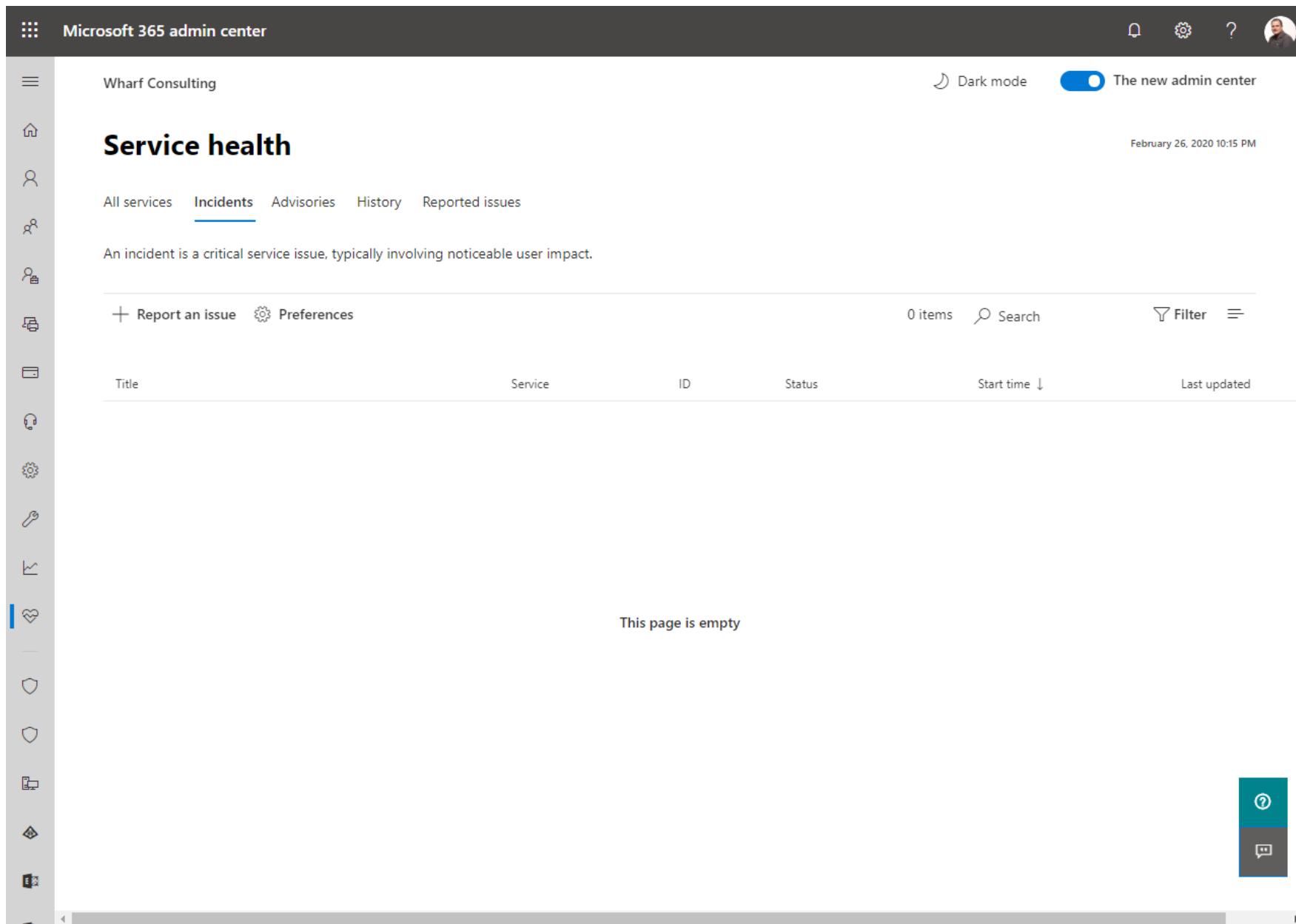
Shows active issues for your Microsoft services, and updates when we resolve these issues.

| Service | Health | Status | Updated | |
|---------------------|--------------|--|---------------------|------------------------|
| Exchange Online | 1 advisory | Advisory | Service degradation | May 9, 2022 11:19 PM |
| Microsoft 365 suite | 2 advisories | [TEST] This is a test of Service Health Dashboard (SHD) functionality for Exchange Online. Microsoft 365 usage reports delays. | Investigating | May 9, 2022 7:20 PM |
| Microsoft Stream | 1 advisory | Microsoft Stream users can't view some video content that was stored in their library. | Service degradation | May 9, 2022 11:21 AM |
| Microsoft Teams | 1 advisory | A limited number of users can't view some video content that was stored in their library. | Extended recovery | April 2, 2022 11:21 AM |
| Microsoft Teams | 1 advisory | A limited number of users may be unable to use the "Copy link" option to share their video content. | Service degradation | May 6, 2022 7:45 PM |

Help & support

Give feedback

Cloud Services – Service Health - Incidents



The image shows the Microsoft 365 Admin Center Service Health - Incidents page. At the top, there's a dark header bar with the title "Microsoft 365 admin center". Below it, a navigation bar includes a gear icon, the organization name "Wharf Consulting", a "Dark mode" toggle, and a "The new admin center" link. On the far right of the header is a user profile picture.

The main content area has a sidebar on the left with various icons for different services and settings. The main title is "Service health". Below it, a navigation menu has "Incidents" selected. A descriptive text states: "An incident is a critical service issue, typically involving noticeable user impact." There are buttons for "Report an issue" and "Preferences".

The main table area has columns for "Title", "Service", "ID", "Status", "Start time", and "Last updated". A message at the bottom of the table says "This page is empty".

In the bottom right corner, there are two small teal-colored boxes: one with a question mark icon and another with a speech bubble icon.

| Title | Service | ID | Status | Start time | Last updated |
|--------------------|---------|----|--------|------------|--------------|
| This page is empty | | | | | |

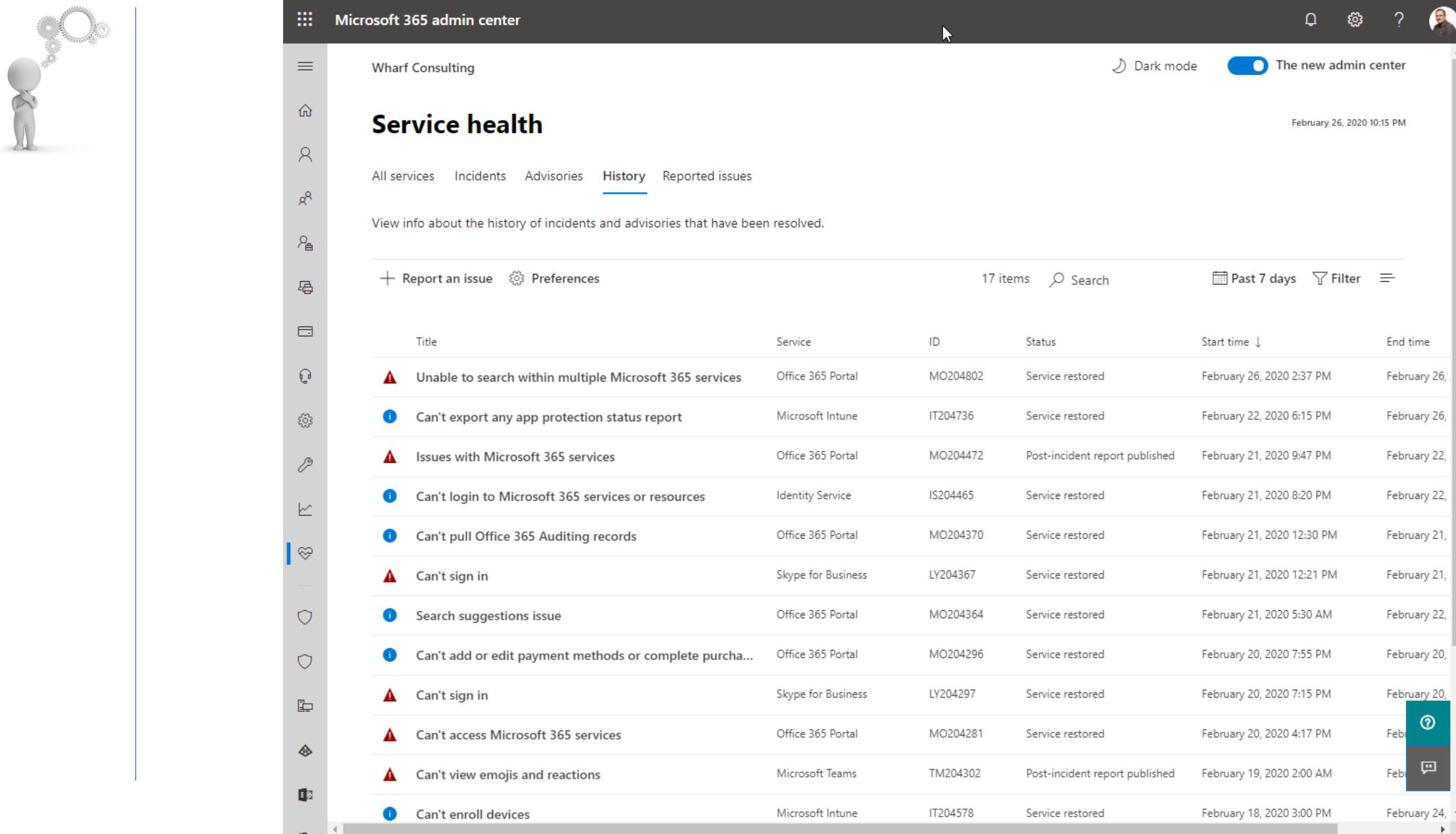
Cloud Services – Service Health - Advisories

The screenshot shows the Microsoft 365 Admin Center interface. On the left is a vertical navigation bar with various icons. The main content area is titled "Service health" and shows two items under the "Advisories" tab. The items are:

| Title | Service | ID | Status | Start time | Last updated |
|---|-------------------|----------|---------------------|---------------------------|-------------------------|
| Can't view call history data from Sunday, February 23, 2... | Microsoft Teams | TM204719 | Restoring service | February 25, 2020 5:57 PM | February 26, 2020 7:33 |
| New and changed query rules used within search querie... | SharePoint Online | SP203888 | Service degradation | February 14, 2020 4:34 AM | February 26, 2020 12:11 |

At the bottom right, there is a teal button with a question mark icon and a dark blue button with a speech bubble icon.

Cloud Services – Service Health - History



The Microsoft 365 Admin Center Service Health History page for Wharf Consulting. The page shows a list of resolved incidents and advisories from the past 7 days. The table includes columns for Title, Service, ID, Status, Start time, and End time. Most entries show 'Service restored' status.

Microsoft 365 admin center

Wharf Consulting

Dark mode The new admin center

February 26, 2020 10:15 PM

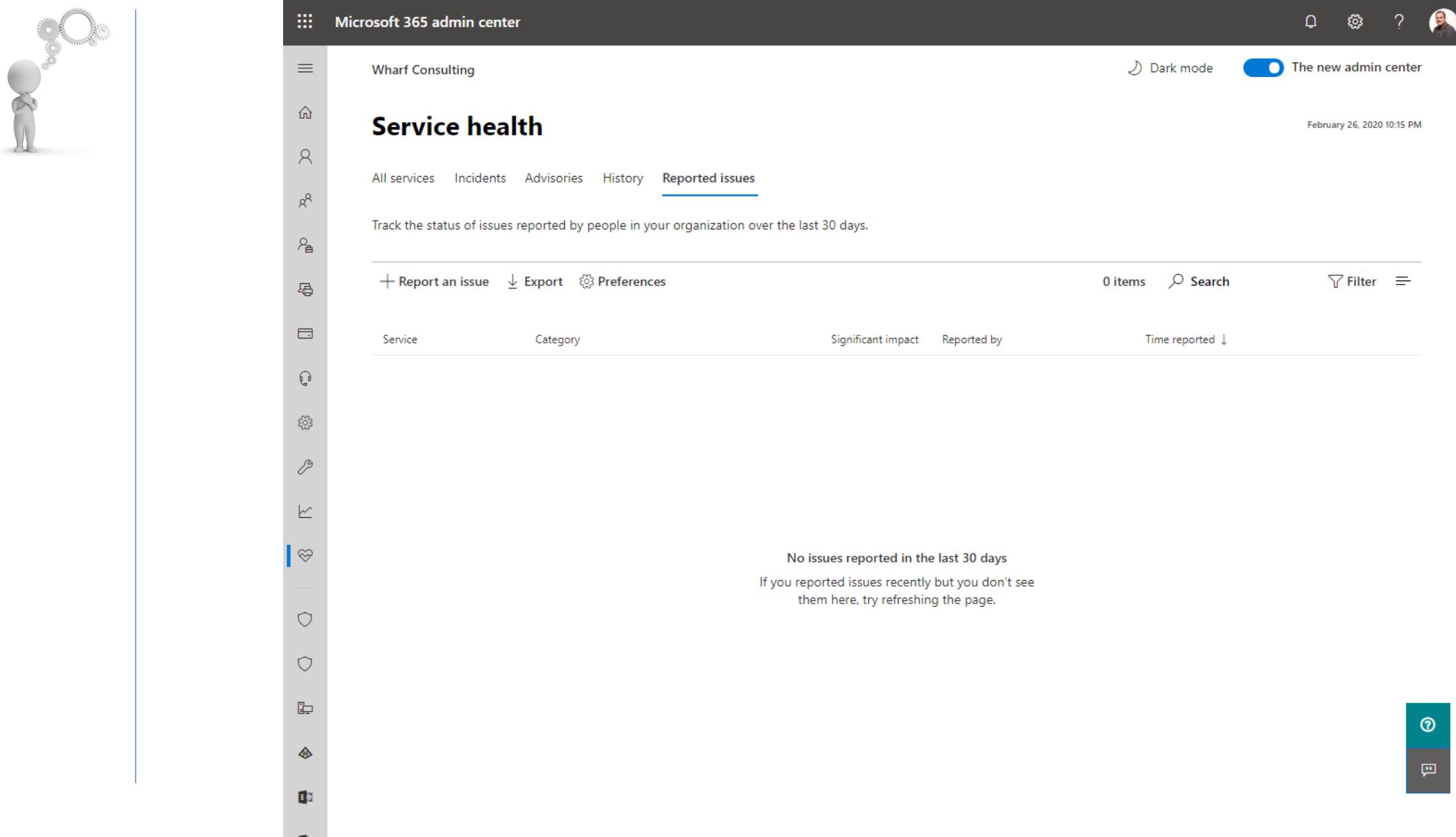
Service health

All services Incidents Advisories History Reported issues

View info about the history of incidents and advisories that have been resolved.

| Report an issue | Preferences | 17 items | Search | Past 7 days | Filter | More |
|--|--------------------|----------|--------------------------------|----------------------------|--------------|------|
| Title | Service | ID | Status | Start time ↓ | End time | |
| ⚠️ Unable to search within multiple Microsoft 365 services | Office 365 Portal | MO204802 | Service restored | February 26, 2020 2:37 PM | February 26, | |
| ℹ️ Can't export any app protection status report | Microsoft Intune | IT204736 | Service restored | February 22, 2020 6:15 PM | February 26, | |
| ⚠️ Issues with Microsoft 365 services | Office 365 Portal | MO204472 | Post-incident report published | February 21, 2020 9:47 PM | February 22, | |
| ℹ️ Can't login to Microsoft 365 services or resources | Identity Service | IS204465 | Service restored | February 21, 2020 8:20 PM | February 22, | |
| ℹ️ Can't pull Office 365 Auditing records | Office 365 Portal | MO204370 | Service restored | February 21, 2020 12:30 PM | February 21, | |
| ⚠️ Can't sign in | Skype for Business | LY204367 | Service restored | February 21, 2020 12:21 PM | February 21, | |
| ℹ️ Search suggestions issue | Office 365 Portal | MO204364 | Service restored | February 21, 2020 5:30 AM | February 22, | |
| ℹ️ Can't add or edit payment methods or complete purcha... | Office 365 Portal | MO204296 | Service restored | February 20, 2020 7:55 PM | February 20, | |
| ⚠️ Can't sign in | Skype for Business | LY204297 | Service restored | February 20, 2020 7:15 PM | February 20, | |
| ⚠️ Can't access Microsoft 365 services | Office 365 Portal | MO204281 | Service restored | February 20, 2020 4:17 PM | February 20, | |
| ⚠️ Can't view emojis and reactions | Microsoft Teams | TM204302 | Post-incident report published | February 19, 2020 2:00 AM | February 20, | |
| ℹ️ Can't enroll devices | Microsoft Intune | IT204578 | Service restored | February 18, 2020 3:00 PM | February 24, | |

Cloud Services – Service Health – Reported Issues



The image shows the Microsoft 365 Admin Center Service Health - Reported Issues page. The top navigation bar includes the Microsoft 365 admin center logo, a gear icon, a user profile, and links for Dark mode, The new admin center, and Help. The left sidebar has a gear icon and a list of service icons: All services, Incidents, Advisories, History, and Reported issues (which is selected). The main content area displays the Service health section with tabs for All services, Incidents, Advisories, History, and Reported issues. A message states "Track the status of issues reported by people in your organization over the last 30 days." Below this are buttons for Report an issue, Export, and Preferences, and search/filter controls showing 0 items. A table header includes columns for Service, Category, Significant impact, Reported by, and Time reported. A message at the bottom states "No issues reported in the last 30 days" and provides instructions to refresh the page if issues were recently reported.

Microsoft 365 admin center

Wharf Consulting

Dark mode The new admin center

February 26, 2020 10:15 PM

Service health

All services Incidents Advisories History **Reported issues**

Track the status of issues reported by people in your organization over the last 30 days.

+ Report an issue Export Preferences

0 items Search Filter

| Service | Category | Significant impact | Reported by | Time reported |
|---------|----------|--------------------|-------------|---------------|
|---------|----------|--------------------|-------------|---------------|

No issues reported in the last 30 days
If you reported issues recently but you don't see them here, try refreshing the page.

①

Cloud Services – Service Health Status Website



<https://status.office365.com/>

 Microsoft

Microsoft 365 Service health status

This site is updated when service issues are preventing tenant administrators from accessing Service health in the Microsoft 365 admin center.

[View your Microsoft 365 Service health.](#)



Add this page to your favorites

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Cloud Services – Message Centre

The screenshot shows the Microsoft 365 admin center interface, specifically the Message center page. The left sidebar includes links for Home, Users, Teams & groups, Roles, Resources, Billing, Support, Settings, Setup, Reports, Health, Admin centers (Security, Compliance, Endpoint Manager, Azure Active Directo..., Exchange, SharePoint, Teams, All admin centers), and Show pinned. The main content area displays the 'Message center' title and a brief description about message details. It shows an 'Inbox' tab selected over 'Archive'. Below are filters for Service, Tag, and Message state. A table lists 292 items, with one row for 'Basic Authentication Deprecation in Exchange Online' highlighted by a red border. This row includes columns for Message title, Service, Last updated, Act by, Tag, Message ID, and a 'Check' icon. The 'Act by' column shows '31 Mar 2023', and the 'Tag' column shows 'MAJOR UPDATE', 'ADMIN IMPACT', '+2', and 'MC375736'. The bottom right features 'Help & support' and 'Give feedback' buttons.

| Message title | Service | Last updated | Act by | Tag | Message ID |
|--|--------------------------------------|--------------|-------------|---------------------------------------|-----------------|
| Update Microsoft Defender for Endpoint Android securit... | Microsoft 365 Defender | 9 May 2022 | | ADMIN IMPACT, FEATURE UPDATE | MC376249 |
| Some users can access an unsupported early test version... | Microsoft 365 Apps | 8 May 2022 | | ADMIN IMPACT, NEW FEATURE, +1 | MC376710 |
| Basic Authentication Deprecation in Exchange Online – ... | Exchange Online | 6 May 2022 | 31 Mar 2023 | MAJOR UPDATE, ADMIN IMPACT, +2 | MC375736 |
| Changes to the Power BI service – simpler navigation an... | Power BI | 6 May 2022 | | NEW FEATURE, USER IMPACT | MC376707 |
| Microsoft Project usage data in Microsoft Admin Center | Project for the web | 6 May 2022 | | ADMIN IMPACT, NEW FEATURE | MC376706 |
| (Updated) Pin shared libraries to Quick Access & Recent ... | OneDrive for Business, SharePoint... | 6 May 2022 | | NEW FEATURE, USER IMPACT | MC343795 |
| (Updated) Upcoming changes to Office 365 Managemen... | Microsoft 365 Defender | 6 May 2022 | | ADMIN IMPACT, NEW FEATURE | MC341683 |
| (Updated) Service health dashboard refresh and ability t... | Microsoft 365 suite | 6 May 2022 | | ADMIN IMPACT, FEATURE UPDATE | MC355213 |
| (Updated) Updating default tenant-level tag manageme... | Microsoft Teams | 6 May 2022 | | MAJOR UPDATE, ADMIN IMPACT, +2 | MC320163 |
| (Updated) Microsoft Purview compliance portal: Annou... | Microsoft 365 suite | 6 May 2022 | | ADMIN IMPACT, NEW FEATURE | MC343797 |
| In Development for Microsoft Intune is now available | Microsoft Intune | 6 May 2022 | | FEATURE UPDATE, USER IMPACT | MC376253 |
| Update Microsoft Defender for Endpoint Linux security a... | Microsoft 365 Defender | 6 May 2022 | 1 Aug 2022 | ADMIN IMPACT, NEW FEATURE | MC376251 |
| Forms: Brand new first-run experiences for Forms new u... | Microsoft Forms | 6 May 2022 | | FEATURE UPDATE, USER IMPACT | |
| Update Microsoft Defender for Endpoint macOS Security... | Microsoft 365 Defender | 6 May 2022 | | ADMIN IMPACT, USER IMPACT | |
| Net promoter score (NPS) survey insights - new visualiza... | Microsoft 365 suite | 6 May 2022 | | ADMIN IMPACT, NEW FEATURE | MC376246 |

Cloud Services – Message Centre



Basic Authentication Deprecation in Exchange Online – ... : Exchange Online 6 May 2022 31 Mar 2023 MAJOR UPDATE ADMIN IMPACT +2 MC375736

Title & Service– What's happening to what!

Act By Date – Pay Attention!

Tags (Available to filter by)

Cloud Services – Message Centre

The screenshot shows a message card from the Microsoft Cloud Services – Message Centre. The message subject is "Basic Authentication Deprecation in Exchange Online – ...". The message state is "MAJOR UPDATE" with "ADMIN IMPACT" and a count of "+2". The date is "31 Mar 2023". The message was posted by "Exchange Online" on "6 May 2022". A small icon of a person thinking is visible on the left.

A red arrow points from the "Major update" item in the tooltip to the "MAJOR UPDATE" tag in the message header.

Message state

- Admin impact
- Data privacy
- Feature update
- Major update
- New feature
- Retirement
- User impact

Basic Authentication Deprecation in Exchange Online – ...

Exchange Online

6 May 2022

31 Mar 2023

MAJOR UPDATE

ADMIN IMPACT

+2

MC375736

Cloud Services – Message Centre



Category

A screenshot of a 'Choose columns' dialog box from a software application. The title bar says 'Choose columns'. Below it, a note says 'To show or hide a column, checkmark the column header. Columns shown and can't be edited.' A red box highlights the 'Plan' column header. The list of columns includes: Message title (checked), Favorites (checked), Service (checked), Last updated (checked), Message ID (checked), Act by (checked), Tag (checked), and Category (checked). The 'Category' checkbox is also highlighted with a red box.

Prevent or fix issues:

You may need to do something to avoid something breaking

Plan for change:

You may need to do something to avoid a disruption to service. E.g. Feature removals or changes to system requirements.
30 days notice SHOULD be given

Stay Informed:

New or updated features are being turned on or made available. Usually announced in the roadmap

Cloud Services – Microsoft Purview (Compliance)



Microsoft Purview

Home

What's new? Add cards

Communication compliance

Minimize communication risks

Quickly setup policies to monitor user communications across channels for inappropriate and sensitive content so they can be examined by designated reviewers. Learn more about communication compliance

Recently detected

| Communications containing | Instances |
|-----------------------------|-----------|
| New Zealand Driver Licen... | 663 |
| ABA Routing Number | 72 |
| Polish REGON Number | 69 |
| Australian Company Num... | 38 |
| IP Address | 33 |

Get started

Show more

Active alerts

0 active alert

| Alert name | Severity | Last activity |
|------------|----------|---------------|
| | | |

Retention label usage

1046 items with rete...

Summary of how retention labels are being applied to email and items in SharePoint and OneDrive. It takes up to 7 days for data to appear.

Top labels applied

| Label | Count |
|------------------------------|-------|
| OD48 Default Content | 1046 |
| Retain as Record for 7 years | 1 |
| 1/5 ▾ | 1 |

Where labels are applied

| Location | Count |
|----------|-------|
| EXO | 1 |
| SPO | 226 |
| ODB | 819 |

Show more

Pending disposition reviews

0 pending items

Items whose retention period ended that need review before deletion

| Label name | Pending dispositions |
|--------------|----------------------|
| 7 Day Review | 0 |

Compliance Manager

Your compliance score: 50%

Compliance Manager helps your org simplify compliance and reduce risks around data protection and regulatory standards. Your score reflects your current compliance posture and helps you see what needs attention. Learn more about Compliance Manager

Microsoft Priva trial

Secure personal data - 1.06K pieces are unprotected now

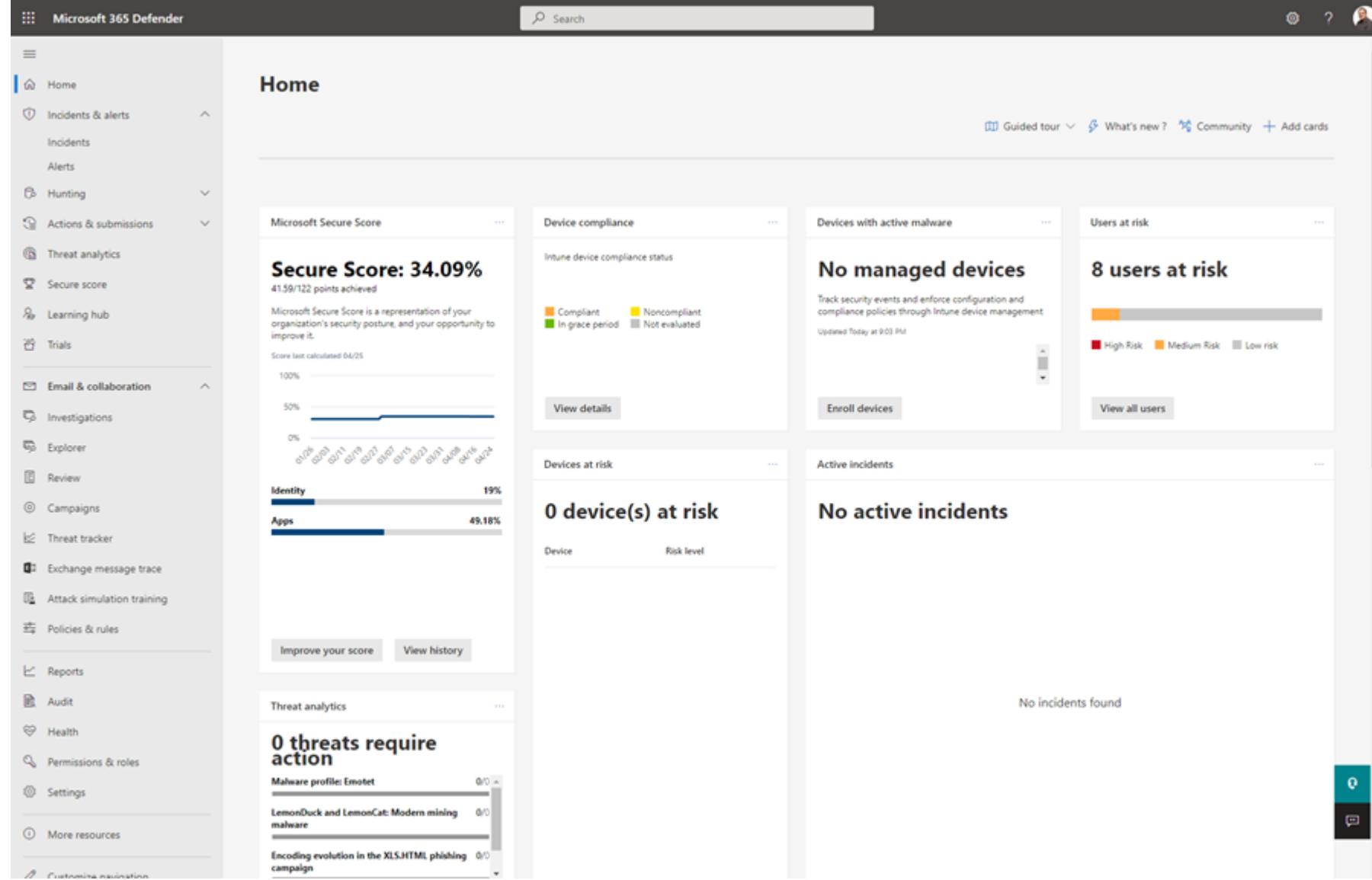
Personal data includes info like Social Security and credit card numbers.

Solution catalog

Discover solutions for your compliance needs

Discover new and improved compliance and risk management solutions available to your org. Explore the catalog to learn about the benefits of each solution and how they intelligently work together to help meet your compliance needs.

Cloud Services – Microsoft 365 Defender (Security)



The screenshot shows the Microsoft 365 Defender Home page. The left sidebar contains navigation links for Home, Incidents & alerts, Hunting, Actions & submissions, Threat analytics, Secure score, Learning hub, Trials, Email & collaboration, Investigations, Explorer, Review, Campaigns, Threat tracker, Exchange message trace, Attack simulation training, Policies & rules, Reports, Audit, Health, Permissions & roles, Settings, and More resources. The main content area includes sections for Microsoft Secure Score (Secure Score: 34.09%, 41.59/122 points achieved), Device compliance (Intune device compliance status, Compliant, In grace period, Noncompliant, Not evaluated), Devices with active malware (No managed devices, Track security events and enforce configuration and compliance policies through Intune device management, Updated Today at 9:03 PM), Users at risk (8 users at risk, High Risk, Medium Risk, Low risk), Devices at risk (0 device(s) at risk), Active incidents (No active incidents, No incidents found), and Threat analytics (0 threats require action, Malware profile: Emotet, LemonDuck and LemonCat: Modern mining malware, Encoding evolution in XLS.HTML phishing campaign).

Cloud Services – Security & Compliance Alerts



Home > Alerts > View alerts

View alerts

| <input type="checkbox"/> | Severity | Alert name | Status | Category | Activity coun... | Last occurrence |
|--------------------------|----------|-------------------------------------|--------|--------------------|------------------|-----------------|
| <input type="checkbox"/> | Medium | Unusual volume of file deletion | Active | Information gov... | 79 | 4 days ago |
| <input type="checkbox"/> | Medium | Unusual volume of file deletion | Active | Information gov... | 52 | 16 days ago |
| <input type="checkbox"/> | Medium | Unusual volume of file deletion | Active | Information gov... | 64 | 20 days ago |
| <input type="checkbox"/> | High | Unusual external user file activity | Active | Information gov... | 10 | 20 days ago |
| <input type="checkbox"/> | Medium | Unusual volume of file deletion | Active | Information gov... | 49 | 23 days ago |

Cloud Services – Security & Compliance Alerts



The screenshot shows a 'View alerts' interface with a sidebar and a main content area. The sidebar has a 'View alerts' title and a 'Severity' filter section with options for High, Medium, and Low. The 'High' option is selected and highlighted with a blue background. The main content area displays an alert titled 'Unusual external user file activity'. The alert details are as follows:

| Detail | Value | Notes |
|----------------------|---|---|
| Severity | High | |
| Time | Feb 9, 2020 9:22:01 PM | |
| Activity | External user file activity | |
| Activity count | 10 <small>i</small> | |
| Details | This alert is triggered when the volume of external user file activities in your organization becomes unusual -V1.0.0.1 | <small>The activities for this alert have expired</small> |
| Status | Active | <small>Edit</small> |
| Comments | New alert | |
| Alert policy | Unusual external user file activity | |
| Notification sent to | TenantAdmins | <small>View policy</small> |

Cloud Services – Security & Compliance Alerts



Microsoft Purview

- Home
- Compliance Manager
- Data classification
- Data connectors
- Alerts
- Reports
- Policies
- Permissions
- Trials

Solutions

- Catalog
- Audit
- Content search
- Communication compliance
- Data loss prevention
- eDiscovery

Policies

+ New alert policy Search Filter

| Name | Severity | Type | Category | Date modified (UTC +01:00) | Tags | Status |
|--|---------------|--------|-------------------|----------------------------|------|--------|
| Malicious files in libraries | High | Custom | Threat management | 26/01/2022 11:02 | - | |
| CC_Offensive or threatening language | Medium | Custom | Supervision | 02/03/2020 16:00 | - | |
| User identified email as Phishing | Medium | Custom | Threat management | 16/08/2018 14:17 | - | |
| CC_Custom Dictionary of Sensitive Info | Medium | Custom | Supervision | 02/03/2020 15:58 | - | |
| MIP AutoLabel simulation completed | Low | System | Threat management | - | - | |
| Suspicious email sending patterns detected | Medium | System | Threat management | - | - | |
| Email messages removed after delivery | Informational | System | Threat management | - | - | |
| Email messages from a campaign removed after ... | Informational | System | Threat management | - | - | |
| Admin triggered user compromise investigation | Medium | System | Threat management | - | - | |
| Successful exact data match upload | Low | System | Threat management | - | - | |
| Elevation of Exchange admin privilege | Low | System | Permissions | - | - | |

Terms of use

Cloud Services – Security & Compliance Alerts



Alert Policies are available for:

- M365/O365 E1/3/5 F1/3 G1/3/5 Subscriptions

Advanced Functionality is available for:

- M365/O365 E5 G5
- M365/O365 E135/F13/G135

AND Defender P2

OR E5 Compliance or E5 Disc/Audit add-on

Cloud Services – Security & Compliance Alerts



What is advanced functionality?

“The ability to configure alert policies based on a threshold or based on unusual activity requires an E5 subscription or an E1/F1/E3+ Add-on.”



Cloud Services – Security & Compliance Alerts

Choose an activity, conditions and when to trigger the alert X

You can only choose one activity but you can add conditions to refine what we'll detect.

What do you want to alert on?

^ * Activity is

▼

User shared, granted access of a file or folder to an external user, or created an anonymous link for it.

^ Site collection URL is

▼

^ File name is

▼

▼

How do you want the alert to be triggered?

Every time an activity matches the rule

When the volume of matched activities reaches a threshold

More than or equal to activities

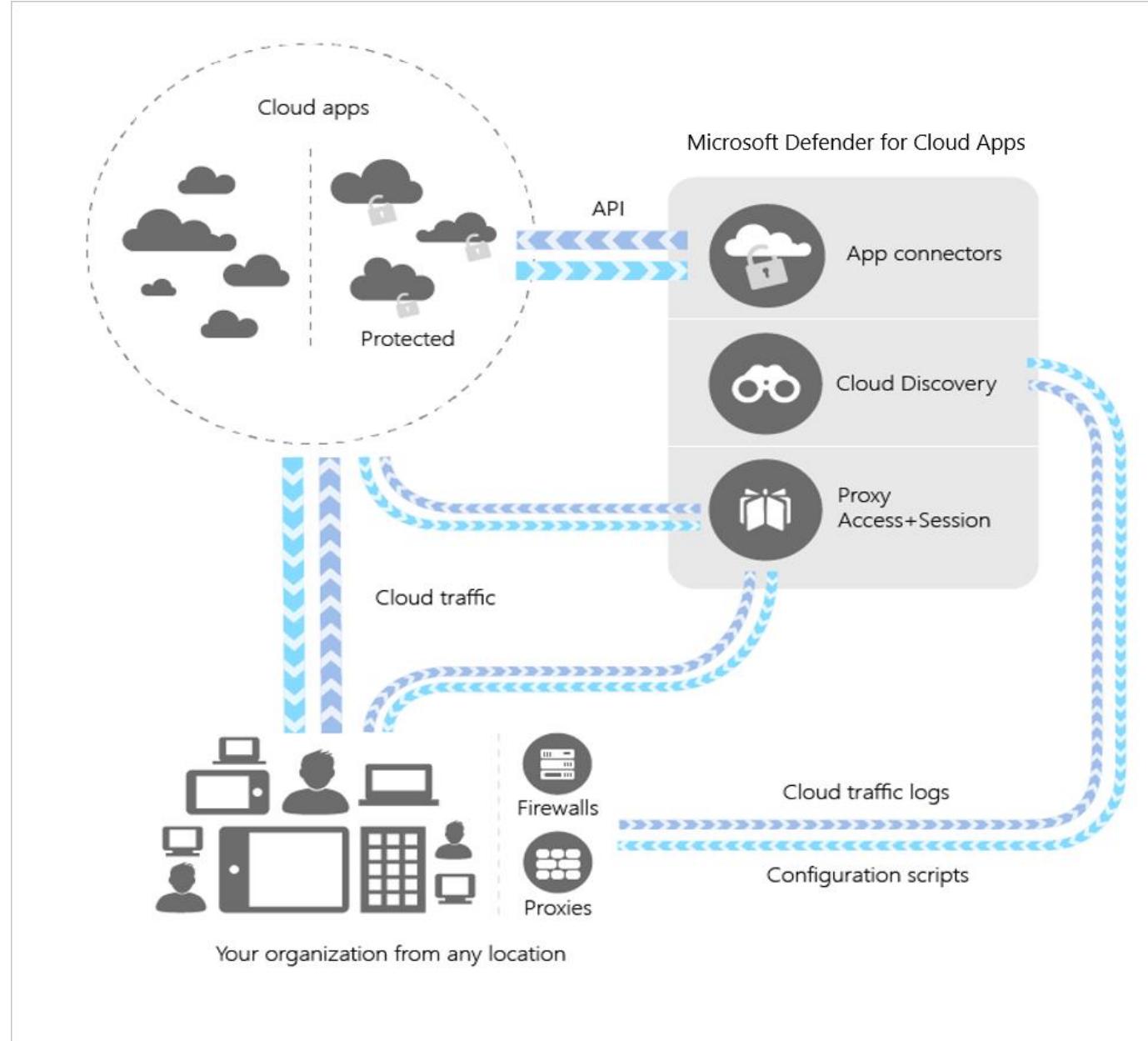
During the last minutes

On ▼

When the volume of matched activities becomes unusual

On ▼

Cloud Services – Microsoft Defender for Cloud Apps



Cloud Services – Cloud App Security



Discover and Assess Cloud Apps (find Shadow IT!)

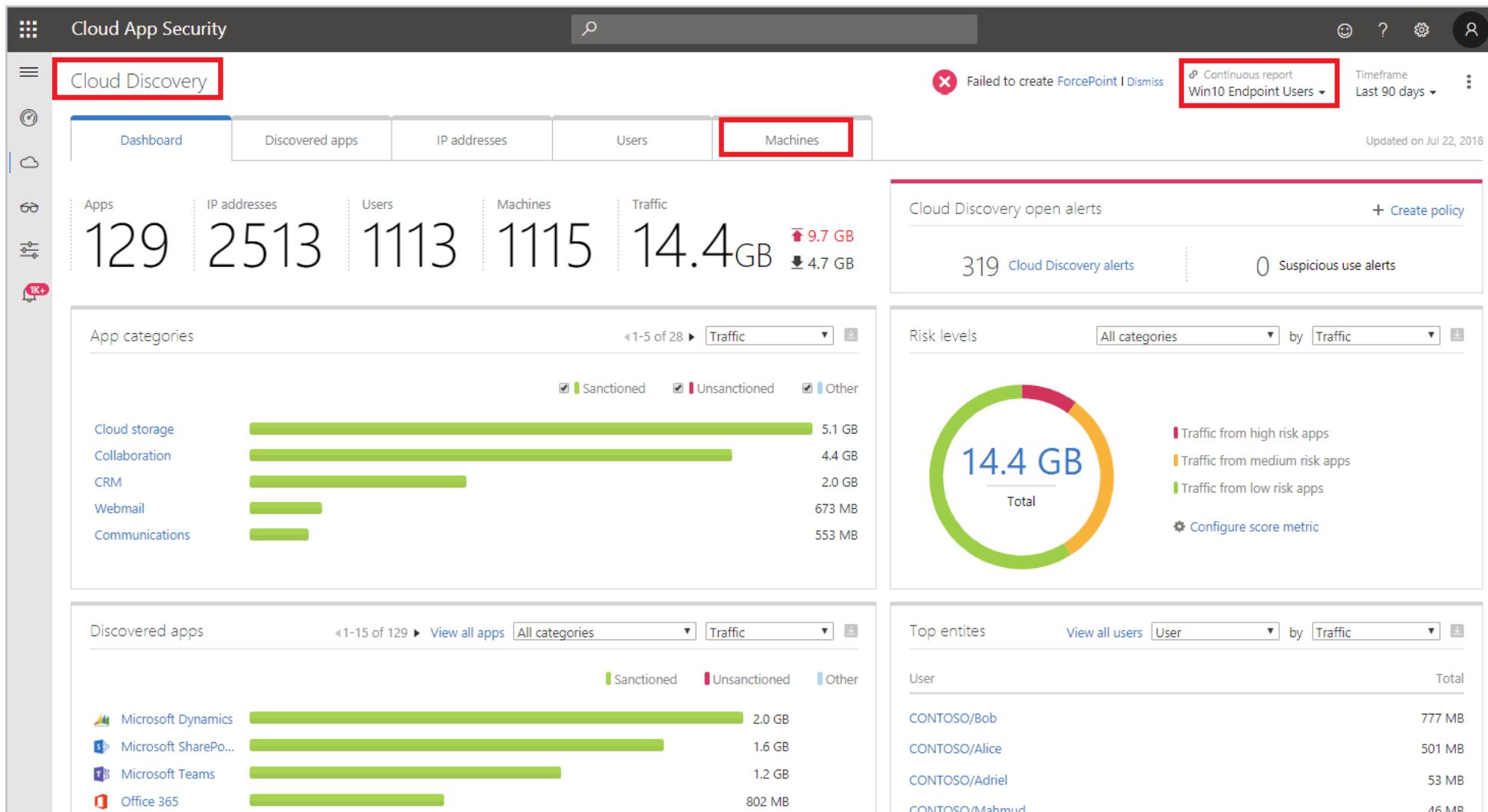
(Sanction & Unsanction apps)

Identify potentially Risky non-compliant Apps

Manage oAuth Apps

Review your Organisations data Exposure

Cloud Services – Cloud Discovery



Works with Firewall logs & Windows Defender ATP

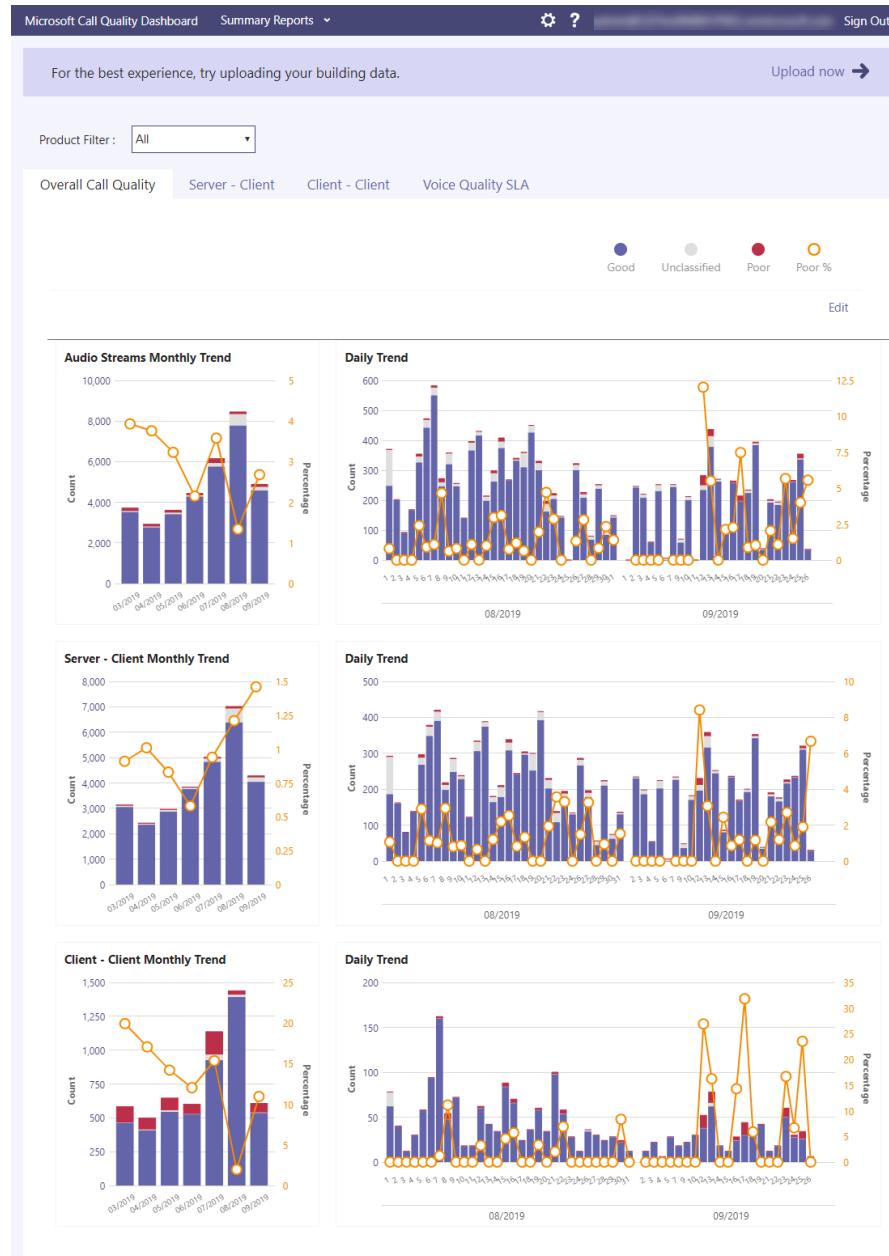
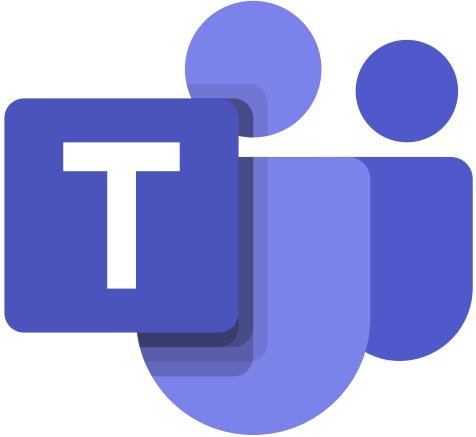
Cloud Services – Cloud App Security

The screenshot shows the Microsoft Cloud App Security interface. On the left, there's a sidebar with icons for gear, user, cloud, and search. The main area has a header "Cloud App Security" with a search bar and user profile. Below is a table titled "Files" with columns: QUERIES, APP, OWNER, ACCESS LEVEL, and FILE TYPE. The "ACCESS LEVEL" column is currently set to "Public". A dropdown menu for "ACCESS LEVEL" is open, listing five options: Public (selected), Public (Internet), External, Internal, and Private. The "FILE TYPE" column has a "Select type..." button.

| File name | Owner | App | Collaborators | Policies |
|--------------------------------|-------------|---------------------|----------------|----------|
| Exploring conditional acces... | Paul Hunt | Microsoft OneDri... | 1 collaborator | — |
| Road safety for Show jumpi... | John Turner | Microsoft OneDri... | 1 collaborator | — |
| What do you mean 90 days ... | Paul Hunt | Microsoft OneDri... | 1 collaborator | — |
| Exporing Multi_Geo Capabil... | Paul Hunt | Microsoft OneDri... | 1 collaborator | — |
| Videos | Paul Hunt | Microsoft OneDri... | 1 collaborator | — |
| 3-RiskBasedAndEntitlement... | Paul Hunt | Microsoft OneDri... | 1 collaborator | — |
| 2-SharePointSiteCollectionS... | Paul Hunt | Microsoft OneDri... | 1 collaborator | — |
| 1-SharePoint Perimeter and... | Paul Hunt | Microsoft OneDri... | 1 collaborator | — |
| What do you mean 90 days ... | Paul Hunt | Microsoft OneDri... | 1 collaborator | — |
| LatestThursdayData.pbix | Paul Hunt | Microsoft OneDri... | 1 collaborator | — |

Report on external sharing!!

Cloud Services – Call Quality Dashboard

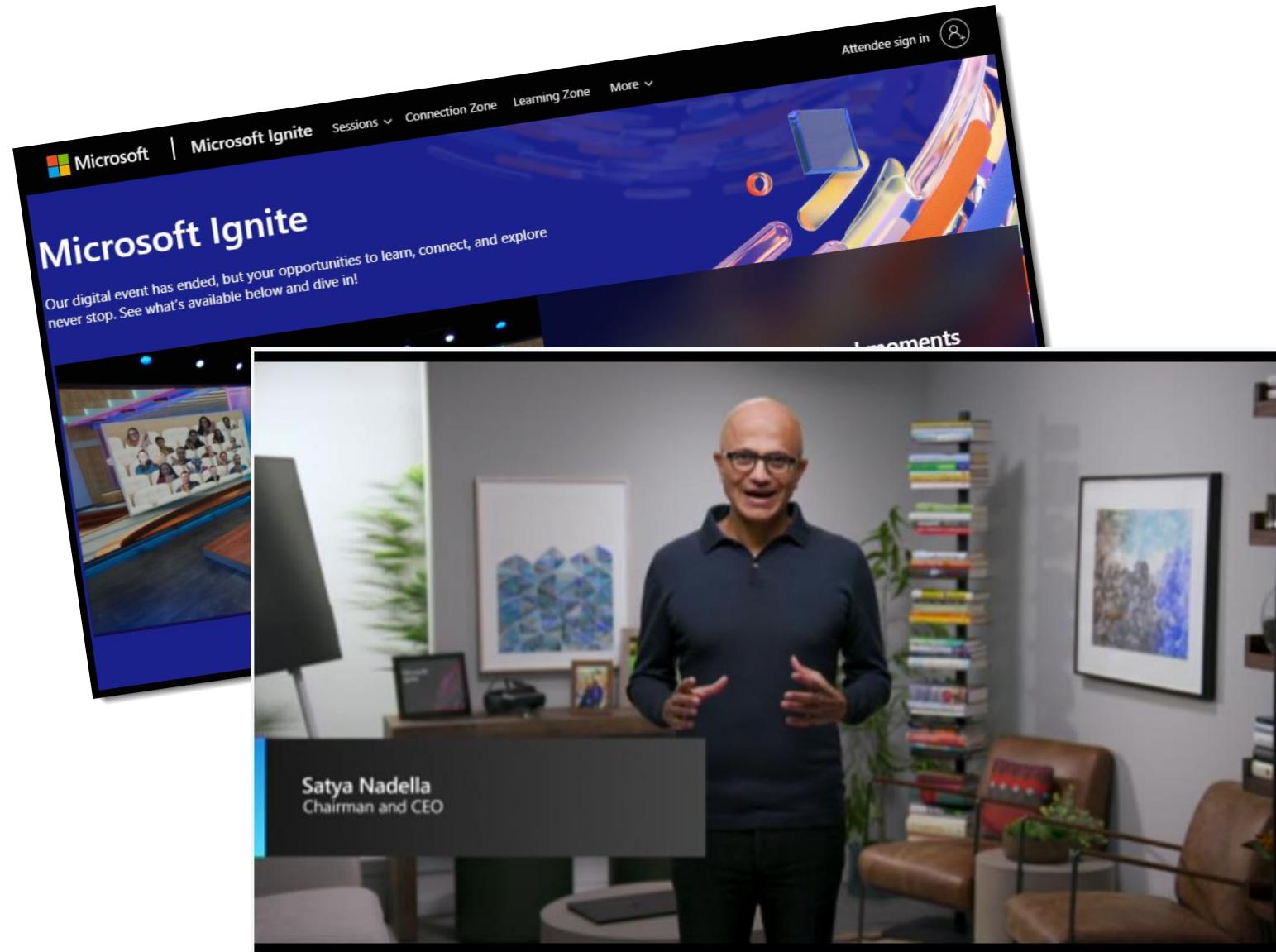


Monitoring the Horizon

Managing
change



Major announcements at Events



Too far over
the horizon?

Most announcements
are some way from
release!

M365 Roadmap

- Provides rough dates
- Subject to Change
- Usually, some way off.

Microsoft 365 roadmap

Get the latest updates on our best-in-class productivity apps and intelligent cloud services. Rethink productivity, streamline business processes, and protect your business with Microsoft 365.

Using this roadmap

Roadmap improvements

Search for a specific item:

Search by feature ID or key

Filter the items below:

Product

Release phase

Platform

Cloud instance

New or updated

Clear all

Showing 1618 updates¹:

[Download](#) | [Share](#) | [RSS](#)

548 In development ■■■

Updates that are currently in development and testing

135 Rolling out ■■■

Updates that are beginning to roll out and are not yet available to all applicable customers

933 Launched ■■■

Fully released updates that are now generally available for applicable customers

Sort by General Availability date

Newest to oldest

> ■■■ Outlook for Windows: Signature cloud settings GA: July 2022

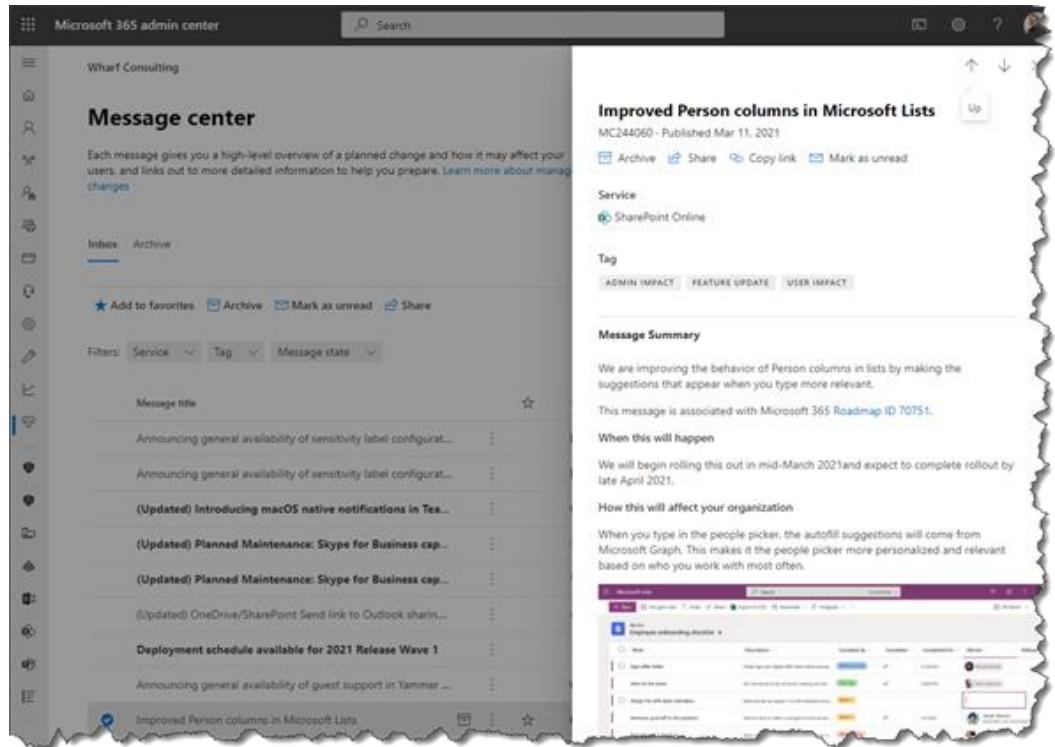
> ■■■ Microsoft Teams: Live Transcript for Teams Meetings for GCC-High GA: May 2022

> ■■■ SharePoint: Microsoft Lists and SharePoint document libraries - Gallery view GA: March 2022

> ■■■ Microsoft Search: Custom filters on native verticals GA: January 2022

> ■■■ Microsoft Lists: forms customization - built on SharePoint GA: December 2021

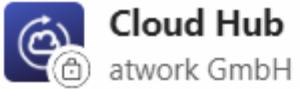
The M365 Message Centre



- More targeted information
- Rough roll-out dates
 - E.g. rolling out Mid-May with expected completion by Late-June.
- Some screenshots
- Links to further information and the roadmap item
- Can be shared by e-mail
- Not all changes appear!

atWork Cloud Hub – MVP App

Provides Message Centre access WITHOUT Admin!



Cloud Hub is a business application that provides data from your Microsoft tenant, the Message Center and the Incident Center, and the Azure Status and Azure...

The M365 Message Centre – Sync to Planner

Message center

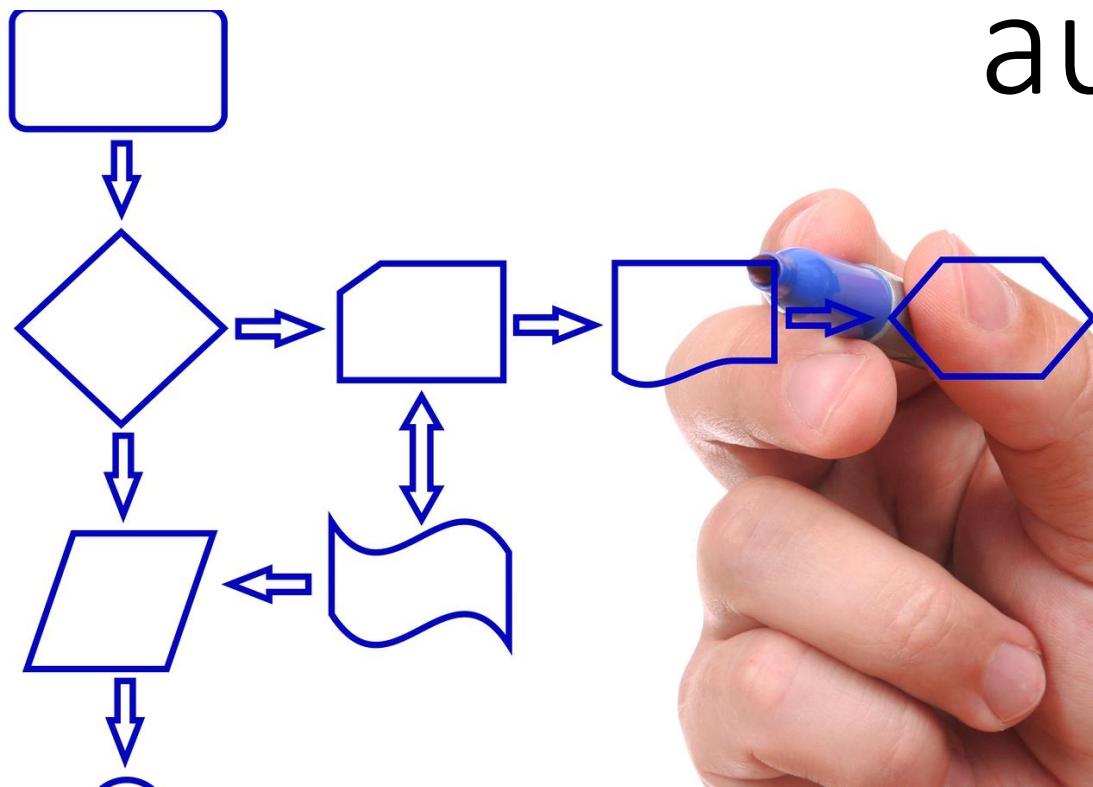
Each message gives you a high-level overview of a planned change and how it may affect your users, and links out to more detailed information to help you prepare. [Learn more about managing changes](#)

Inbox Archive

Preferences **Planner syncing** 263 items ≡

| Triage | Assigned- Awaiting update | In-Progress | Safe to ignore | Completed |
|--|--|---|--|--|
| <p>+ Add task</p> <p>[Microsoft Teams] (Updated) Teams live event producers will see a separate window experience for managing events [MC248212] Message ID: MC248212 Published date: 01/04/2021 Last updated date: 20/05/2021 Category: Plan for change Tags: Major update, Feature update, User</p> <p>0 1</p> | <p>+ Add task</p> <p>Requires User Expe... RISK potential ICCM User comms ... [General announcement] (Updated) Azure B2B Integration with SharePoint Online is now Generally Available [MC256838] Message ID: MC256838 Published date: 17/05/2021 Last updated date: 20/05/2021 Category: Stay informed Tags: Admin impact, Feature update, User</p> <p>PH Paul Hunt</p> | <p>+ Add task</p> <p>Requires User Expe... Operational Proces... [General announcement] Power Apps can now display images from Microsoft Lists [MC257468] Message ID: MC257468 Published date: 20/05/2021 Category: Stay informed Tags: New feature, User impact</p> <p>Adele Vance</p> | <p>+ Add task</p> <p>Hide completed 2</p> <p>✓ [Microsoft Defender for Endpoint] MDE OS-Architecture value change [MC257470] Message ID: MC257470 Published date: 20/05/2021 Category: Plan for change Tags: Major update, Admin impact, Feature update</p> <p>06/21</p> <p>PH Completed by Paul Hunt on 05/21</p> | <p>+ Add task</p> <p>Hide completed 1</p> <p>✓ [Microsoft 365 suite] (Updated) Microsoft Graph privacy controls to fully replace the classic Office-Delve control in May [MC251070] Message ID: MC251870 Published date: 21/04/2021 Last updated date: 18/05/2021 Category: Plan for change Tags: Major update, Admin impact, Feature</p> <p>07/01</p> <p>PH Completed by Paul Hunt on 05/21</p> |

What about automation?



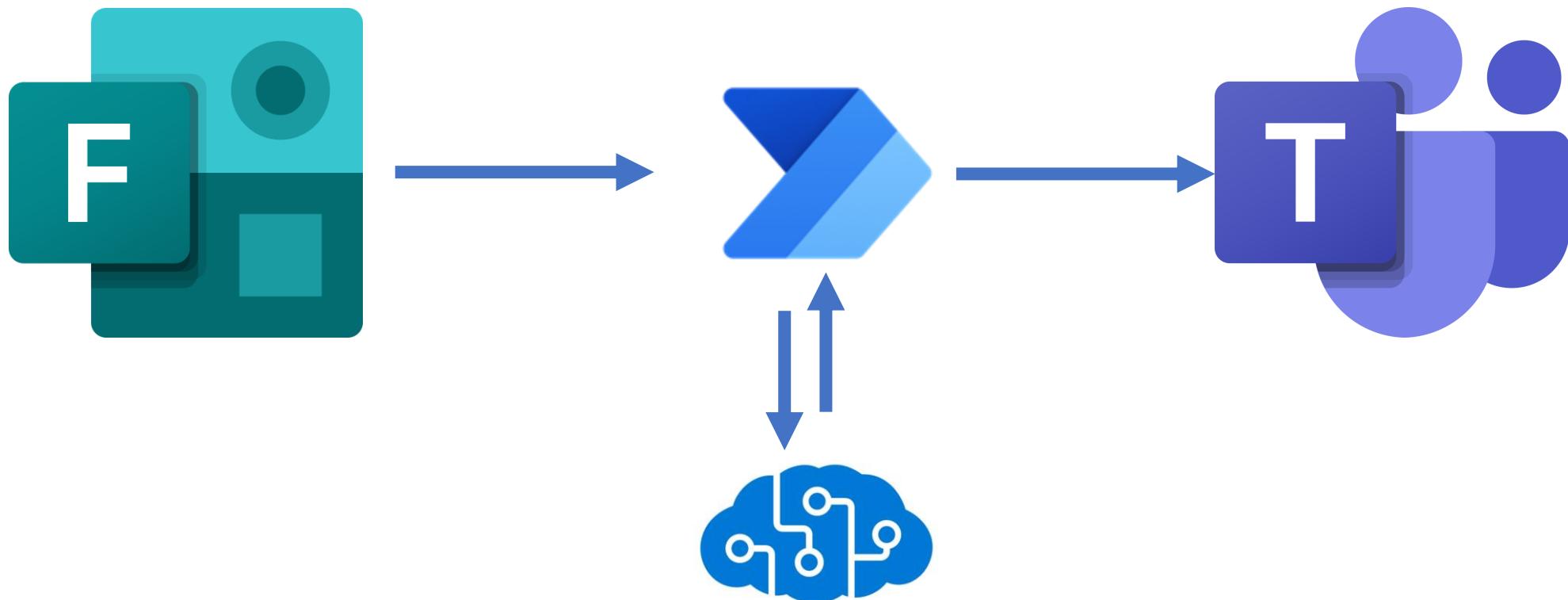
User Satisfaction

- Provide a means for users to provide feedback.
- Target this channel for Champions to avoid general moaning!
- Empowers Champions to provide feedback.
- Uses sentiment analysis to prioritise.



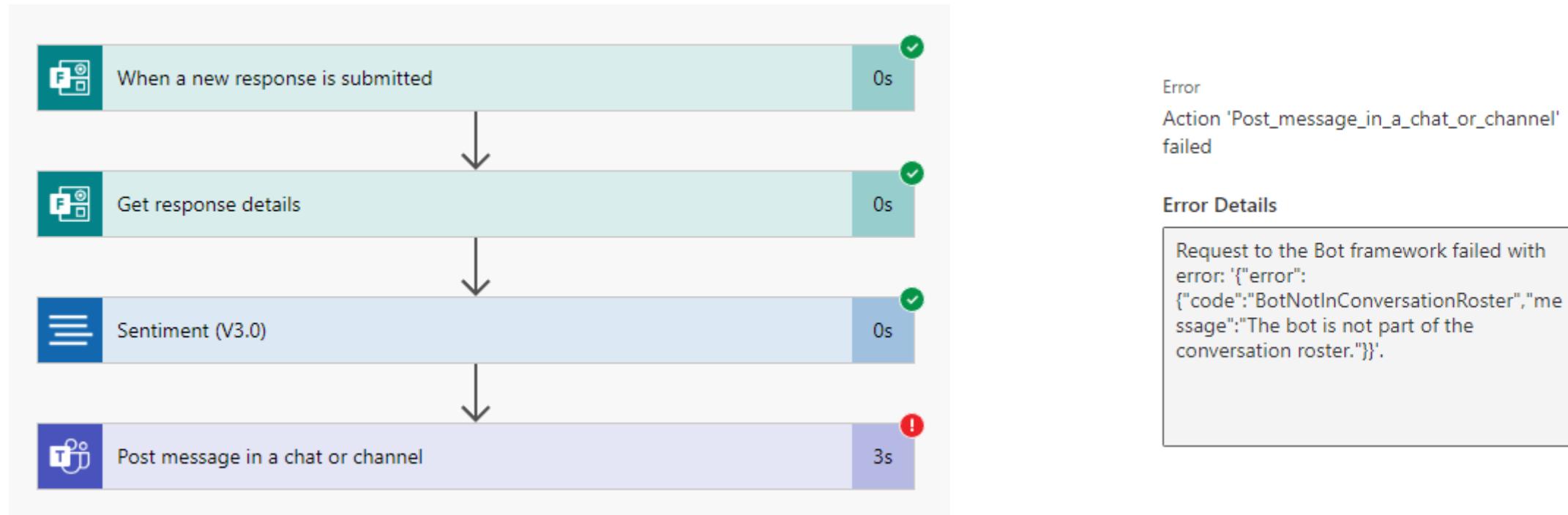
User Satisfaction

Champions feedback portal



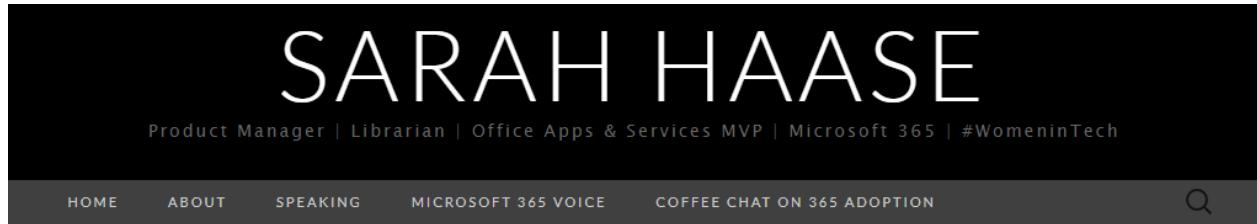
User Satisfaction

Can't post to Private Channel yet!



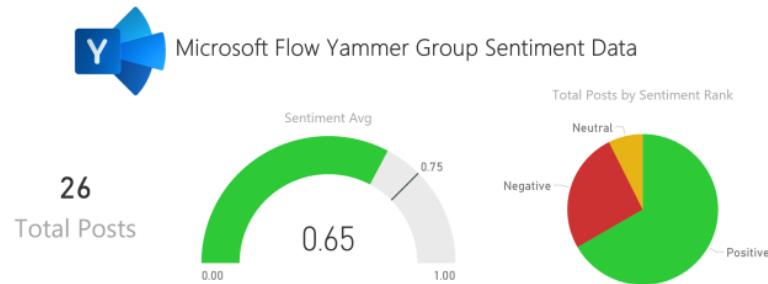
Monitor Yammer with Sentiment Analysis

See blog by Sarah Haase – MVP



The screenshot shows the header of a blog post. The title "SARAH HAASE" is prominently displayed in large white letters. Below it, a subtitle reads "Product Manager | Librarian | Office Apps & Services MVP | Microsoft 365 | #WomeninTech". A navigation bar below the subtitle includes links for "HOME", "ABOUT", "SPEAKING", "MICROSOFT 365 VOICE", and "COFFEE CHAT ON 365 ADOPTION", along with a search icon.

USING MICROSOFT FLOW & AZURE COGNITIVE SERVICES TO AUTOMATE SENTIMENT ANALYSIS OF YAMMER POSTS



As an Office 365 product manager and corporate evangelist, I'm responsible for engaging users and driving adoption of Microsoft Collaboration tools. Measuring the saturation and use of Office 365 is a key part of my role. Yes, I regularly review Office 365 usage metrics for high-level trending. But metrics alone don't tell the story of user satisfaction and adoption. In order to build

Automation – Planner Sync

Basic functionality with some
additional processing options



Automation – Planner Sync

The screenshot shows the Microsoft Power Automate interface. On the left, the navigation bar includes 'Power Automate', 'Home', 'Action items', 'My flows' (which is selected and highlighted in blue), 'Create', 'Templates', 'Connectors', 'Data', 'Monitor', and 'AI Builder'. The main area is titled 'Flows' and shows four entries:

| Name | Modified | Type |
|--|--------------------|-----------|
| Sync Microsoft 365 message center to Planner | 18 sec ago | Scheduled |
| Upload file for Selected Employee | 3 yr ago | Instant |
| Create new Employee File Folder | Activity suspended | Automated |

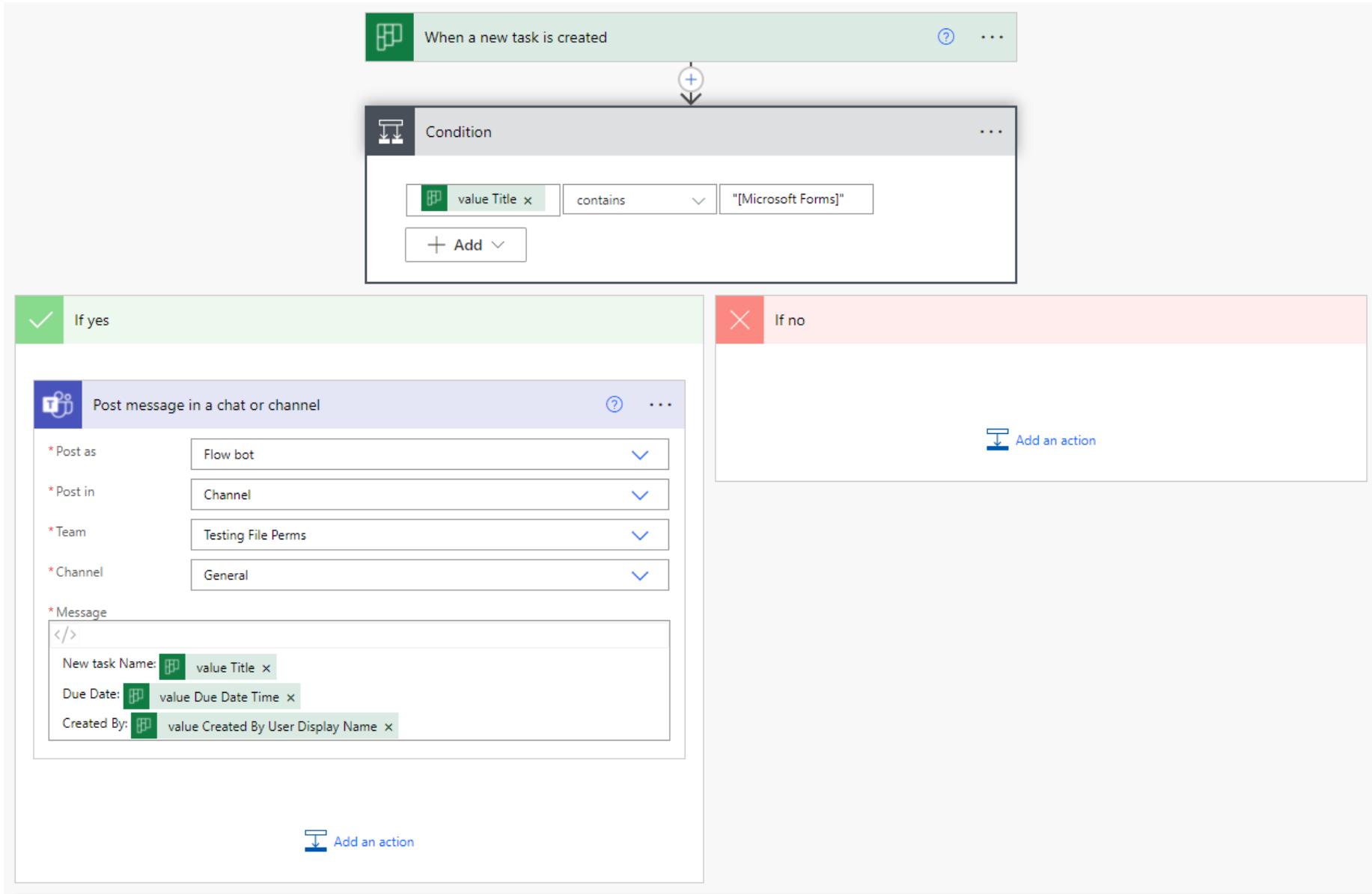
The first entry, 'Sync Microsoft 365 message center to Planner', is highlighted with a red box. Below this, a detailed view of the flow is shown:

Recurrence

Sync messages to planner (Preview)

Buttons at the bottom: '+ New step' and 'Save'

Automation – Planner Sync



Automation – Service Health

Keeping the lights on



Automation – Service Health

- Azure Runbook calling the Graph API.
- Triggers a Flow to Post an Adaptive Card to Teams each morning.
- Provides Admins an overview of outstanding issues.
- Quick links to view full issue if new.
- Quick link to raise new Service Now ticket if new. (URL request to internal service)

Key Takeaways

Pre-emptive work

Network Readiness – Routing, Firewalls, Proxies, Baseline performance

Service Management – Monitoring User reports/Champions networks

Adoption & Change Management – Prepare colleagues!

Consider automation options!

Start
listening!



Any questions?



COMMUNITY

<https://collabdays.be>

Please rate this session and have a chance to win an awesome prize



#CollabDaysBE



#CollabDaysBE

THANK
YOU

