



Corporate Policies

Employees must comply with ethical and other corporate standards



Risk Management

Identify and manage legal and corporate risk



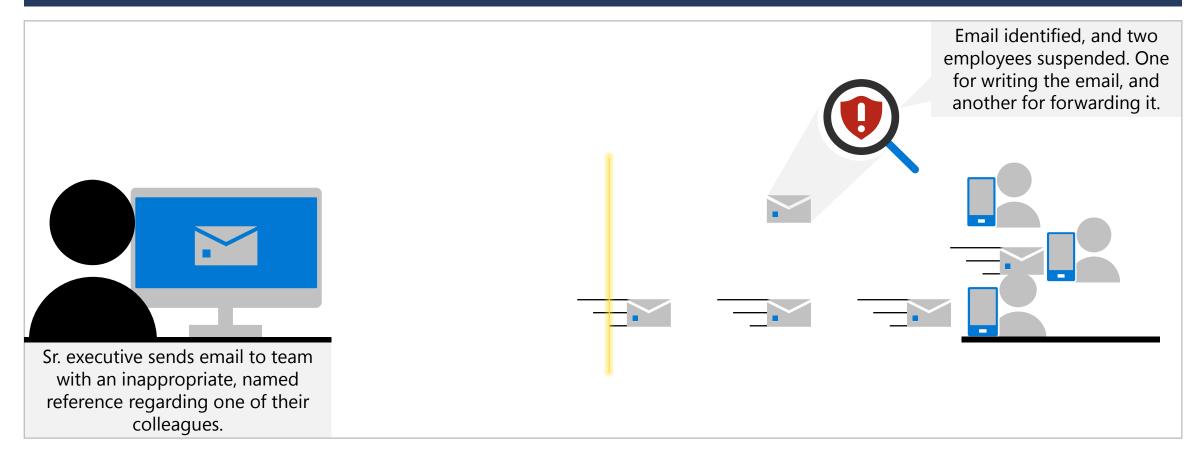
Regulatory Compliance

SEC, FINRA require communications oversight

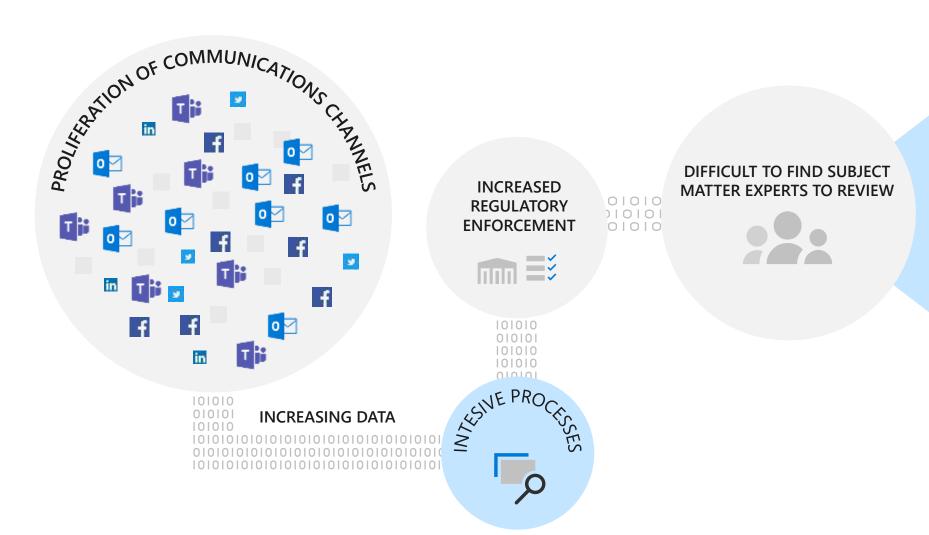
Ensuring a safe work environment

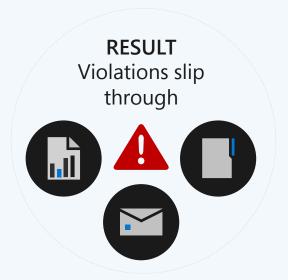
Employees suspended after making inappropriate comments in an email

In June of 2019, two employees of a major finance institution were suspended for violating company policy for the writing and forwarding of an email that harassed one of their co-workers.

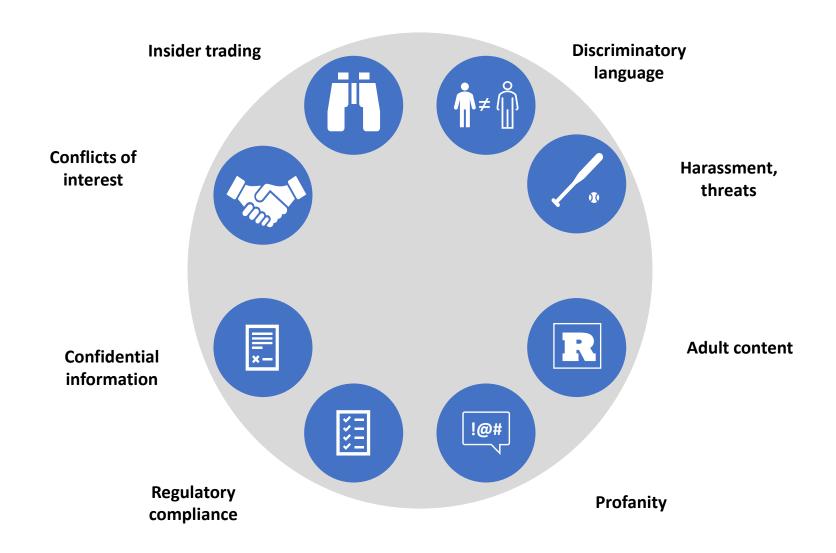


Typical workflow and customers pain points





Broad range of communication risks



Communication Compliance

Quickly identify and remediate corporate code-of-conduct policy violations



Intelligent customizable playbooks

Leverage machine learning to detect violations across Teams, Exchange and 3rd party content



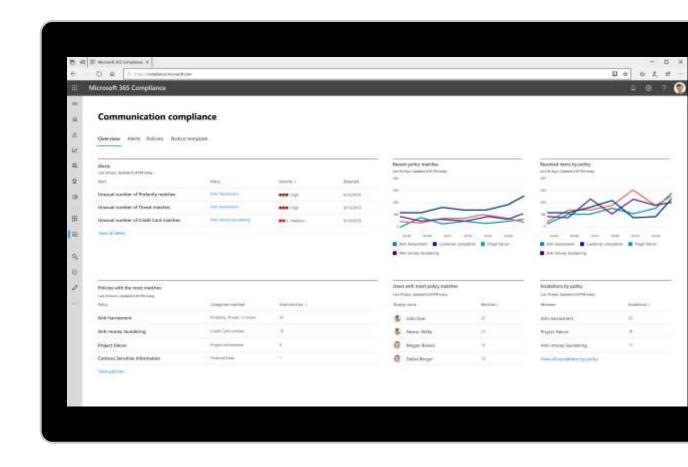
Flexible remediation workflows

Remediation workflows to quickly act on violations and remove incriminating messages on Teams



Actionable insights

Gain insight into policy violations by detecting threatening language in a timely manner



Intelligent customizable playbooks & flexible workflows



Leverage machine learning to intelligently reduce false positives



Customizable pre-configured templates to address common communications risks



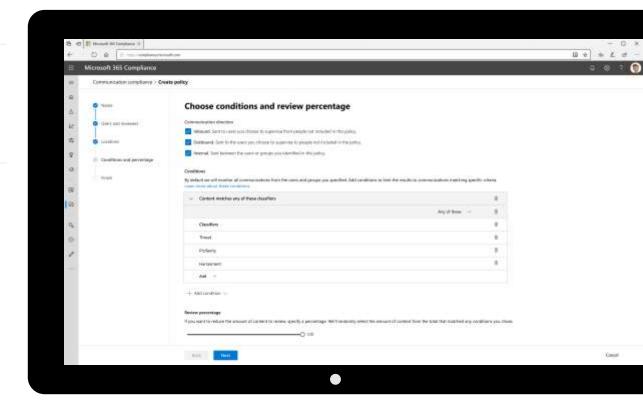
Build your own machine learning model to detect violations unique to your organization



Conversation threading, keyword highlighting, exact & near duplicates, filters for efficient review, historical context

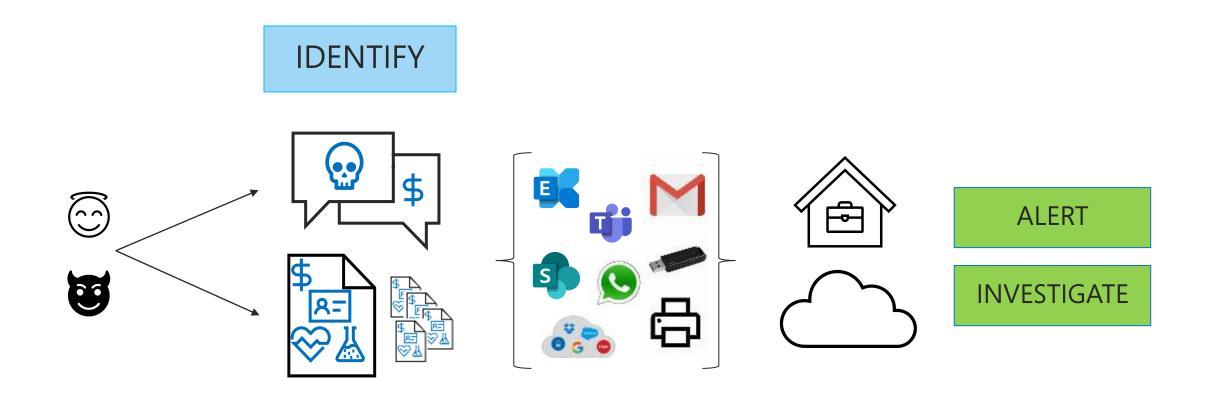


Built-in remediation workflows to quickly act on violations, ability to remove Teams message



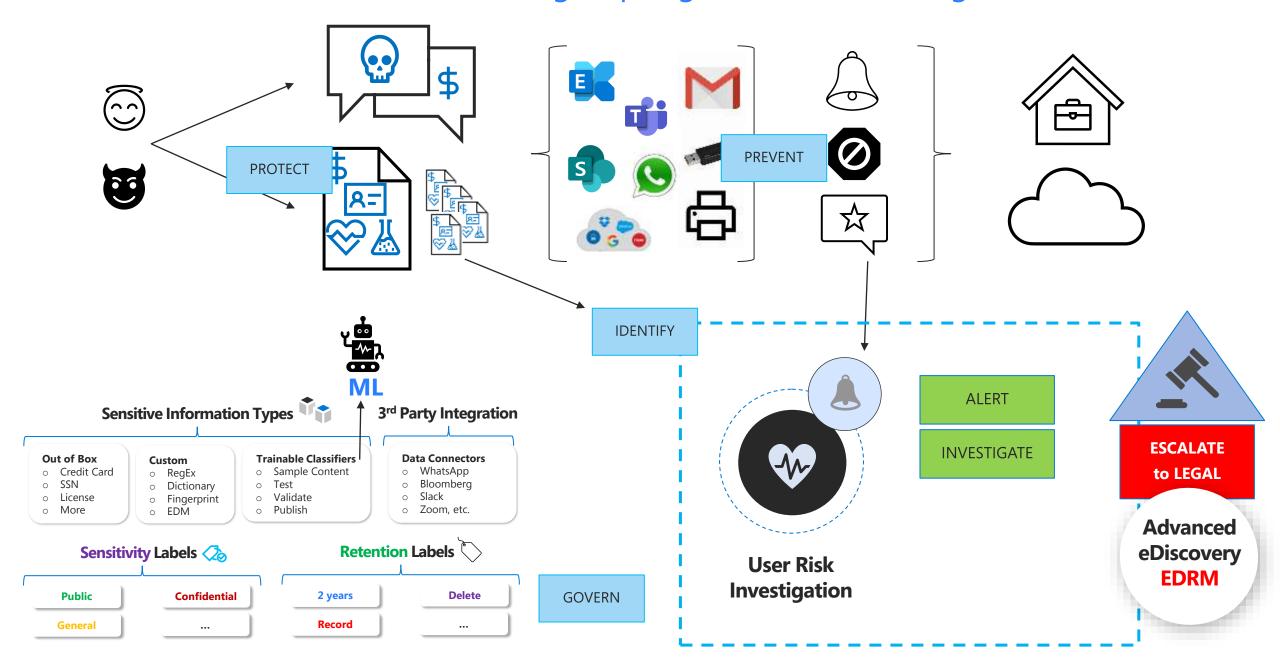
USE CASE e-surveillance:

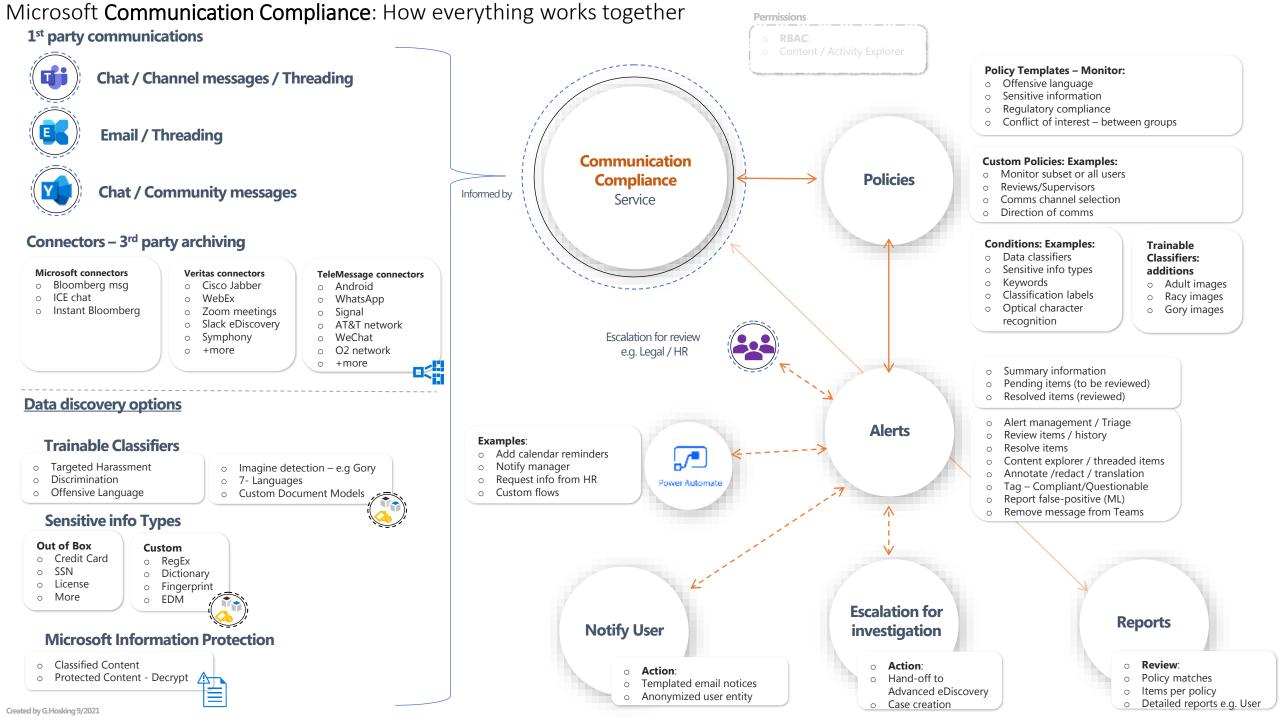
Prevent from Data Leakage, Spillage, misuse, or wrong communication



PROTECT, PREVENT & GOVERN

<u>USE CASE</u>: Prevent from Data Leakage, Spillage, misuse, or wrong communication









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▼ Compliance score

Data classification

무 Data connectors

⚠ Alerts

Solutions

Communication compliance

de eDiscovery

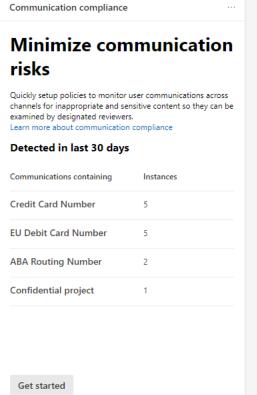
A Insider risk management

☼ Settings

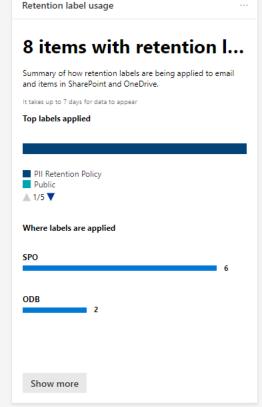
More resources

Customize navigation

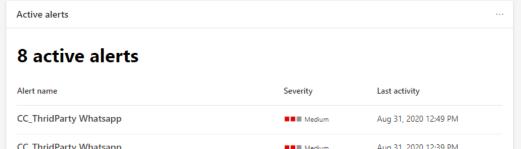
· · · Show all







Office 365 Security & Compliance Center & What's new? + Add cards



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Communication compliance

Policies Alerts Reports

+ Create policy ∨ ひ Refresh → Export po	policy updates					9 items Search
Policy name	Reviewer	Items pending review	Escalated items	Resolved items	Status	Last modified
Analyze Teams IM	admin@M365x462457.onmicrosoft.com, AdeleV@	M365x 2	0	0	Active	Aug 31, 2020 7:13
ThirdParty Whatsapp OL	AdeleV@M365x462457.OnMicrosoft.com, admin@	M365 2	0	0	Active	Aug 30, 2020 11:02
ThridParty Whatsapp	: AdeleV@M365x462457.OnMicrosoft.com, admin@	M365 14	0	0	Active	Aug 30, 2020 10:58
Adult images	admin@M365x462457.onmicrosoft.com, AdeleV@	M365x 8	0	0	Active	Aug 27, 2020 5:43
Yammer msgs only	: AdeleV@M365x462457.OnMicrosoft.com, AlexW@)M365 11	0	0	Active	Aug 7, 2020 4:49 PM
Confidential project	AdeleV@M365x462457.OnMicrosoft.com, admin@	M365 0	0	0	Active	Aug 31, 2020 12:03
Teams msgs only	admin@M365x462457.onmicrosoft.com, AdeleV@	M365x 230	11	0	Active	Aug 7, 2020 5:08 PM
Insiders	admin@M365x462457.OnMicrosoft.com, AdeleV@	M365 60	4	4	Active	Aug 31, 2020 6:00
Offensive language	admin@M365x462457.OnMicrosoft.com, AdeleV@	M365 66	1	3	Active	Aug 31, 2020 2:17

Recommended policies

Monitor for offensive language

Add a policy that uses Microsoft's machine learning model for abusive and offensive language to find and prevent instances of harassment in your organization.

View

Monitor for sensitive info

Add a policy that monitors communications containing sensitive information to help prevent unauthorized leaks.

View

Monitor for financial regulatory compliance

Add a policy that monitors communications that might contain info related to insider trading.

View

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Communication compliance

Policies	Alerts	Reports

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Monitor for sensitive info Monitor for regulatory compliance	admin@M365x462457.onmicrosoft.com, AdeleV@M365x	к 2	0	0	Active	Aug 31, 2020 7:13
Custom policy	: AdeleV@M365x462457.OnMicrosoft.com, admin@M365	2	0	0	Active	Aug 30, 2020 11:02
ThridParty Whatsapp	: AdeleV@M365x462457.OnMicrosoft.com, admin@M365	14	0	0	Active	Aug 30, 2020 10:58
Adult images	admin@M365x462457.onmicrosoft.com, AdeleV@M365x	к 8	0	0	Active	Aug 27, 2020 5:43
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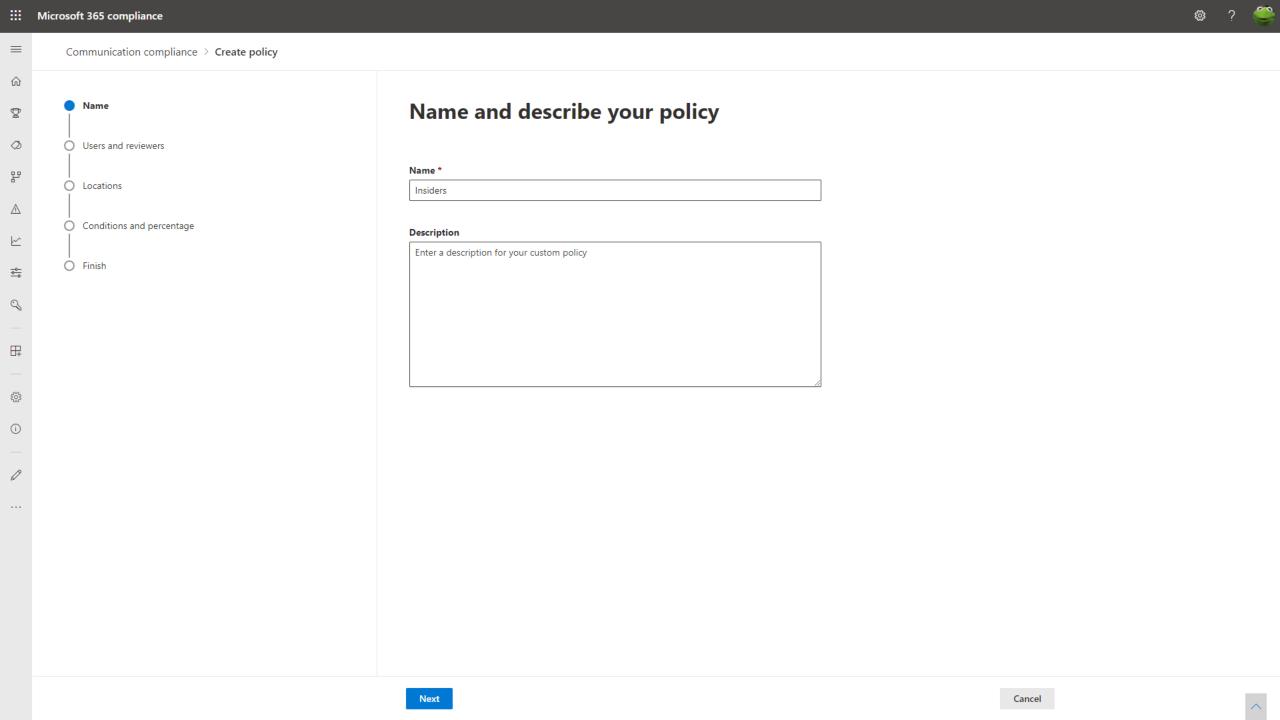
Monitor for sensitive info

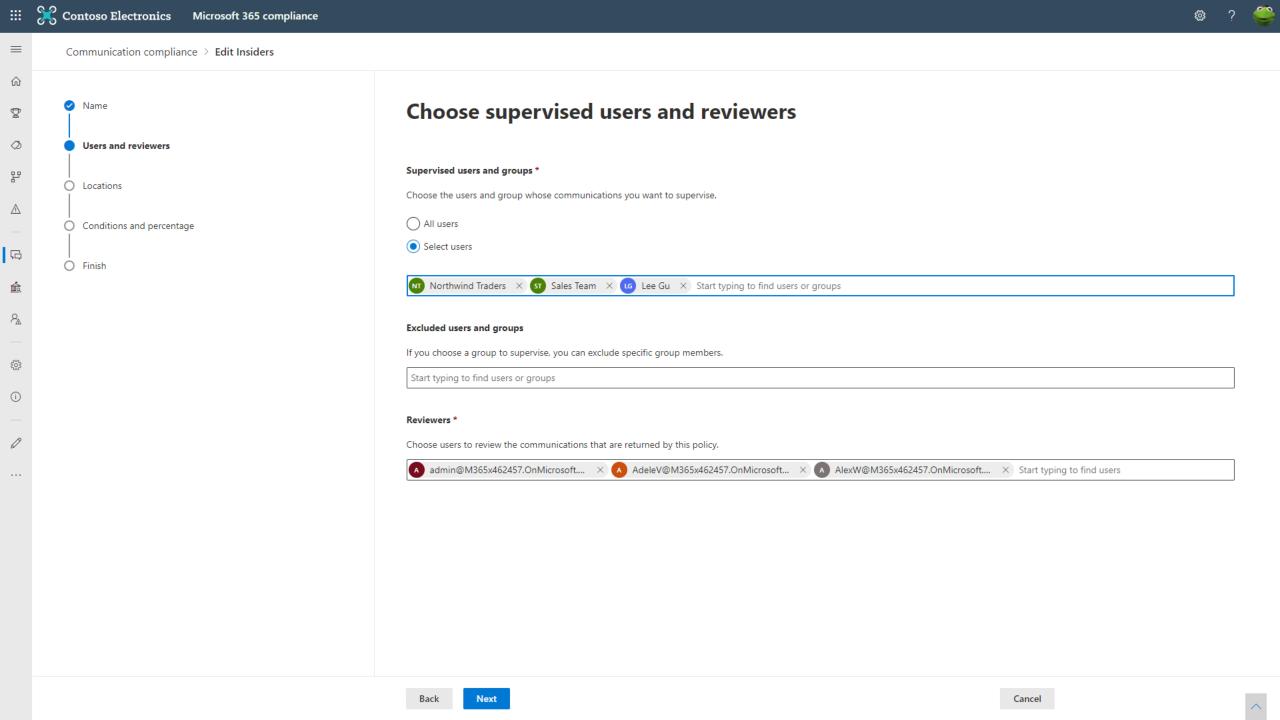
Add a policy that monitors communications containing sensitive information to help prevent unauthorized leaks.

Monitor for financial regulatory compliance

Add a policy that monitors communications that might contain info related to insider trading.

View





Communication compliance > Edit Insiders

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Name Users and reviewers Locations O Conditions and percentage Finish

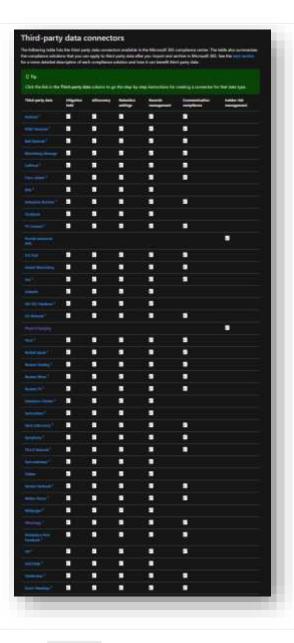
Choose locations to monitor communications

Microsoft 365 locations

- **Exchange.** Emails and attachments sent or received by Exchange mailboxes.
- ▼ Teams. Messages in Teams channels and individual and group chats.
- Skype for Business. Messages in individual and group conversations.
- Yammer. Private messages and community conversations.

Third-party sources Learn more

- ✓ Instant Bloomberg
- ✓ ICE Chat
- ✓ WhatsApp Archiver
- ✓ AT&T SMS/MMS Network Archiver (preview)
- ✓ Verizon SMS/MMS Network Archiver (preview)
- Bloomberg Message (preview)
- ▼ TELUS SMS Network Archiver (preview)
- Slack (preview)
- Zoom (preview)



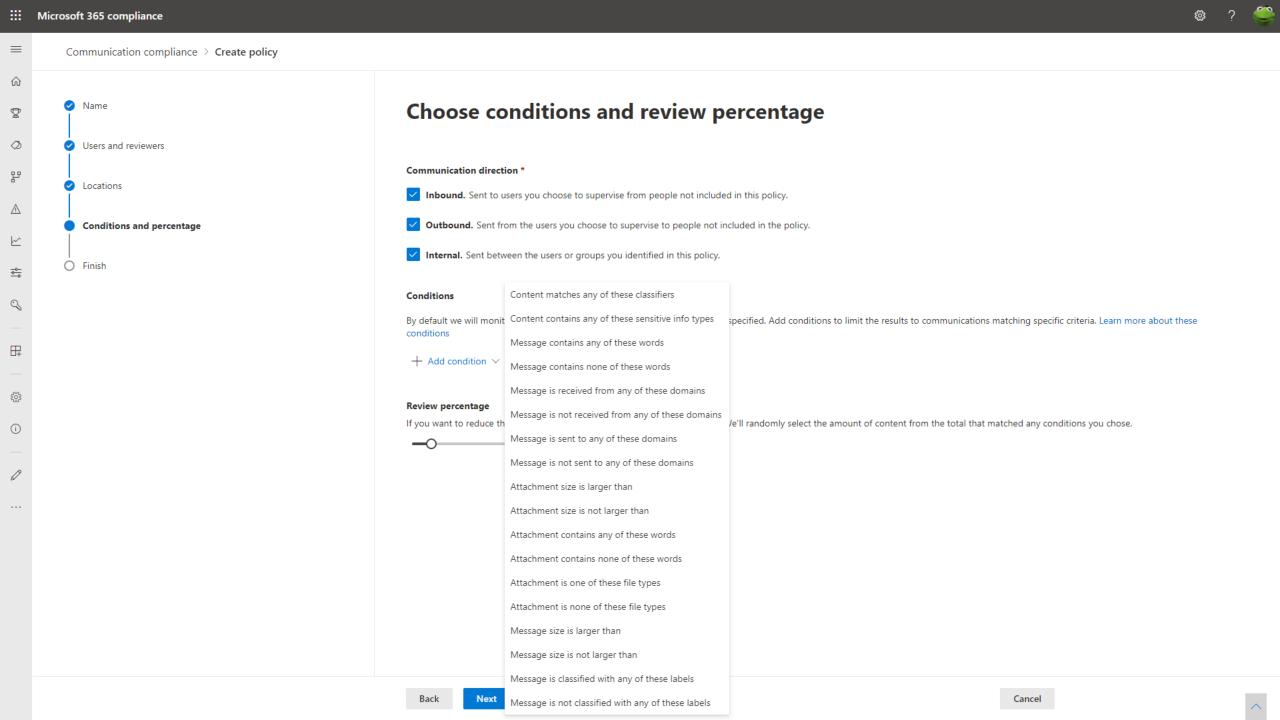
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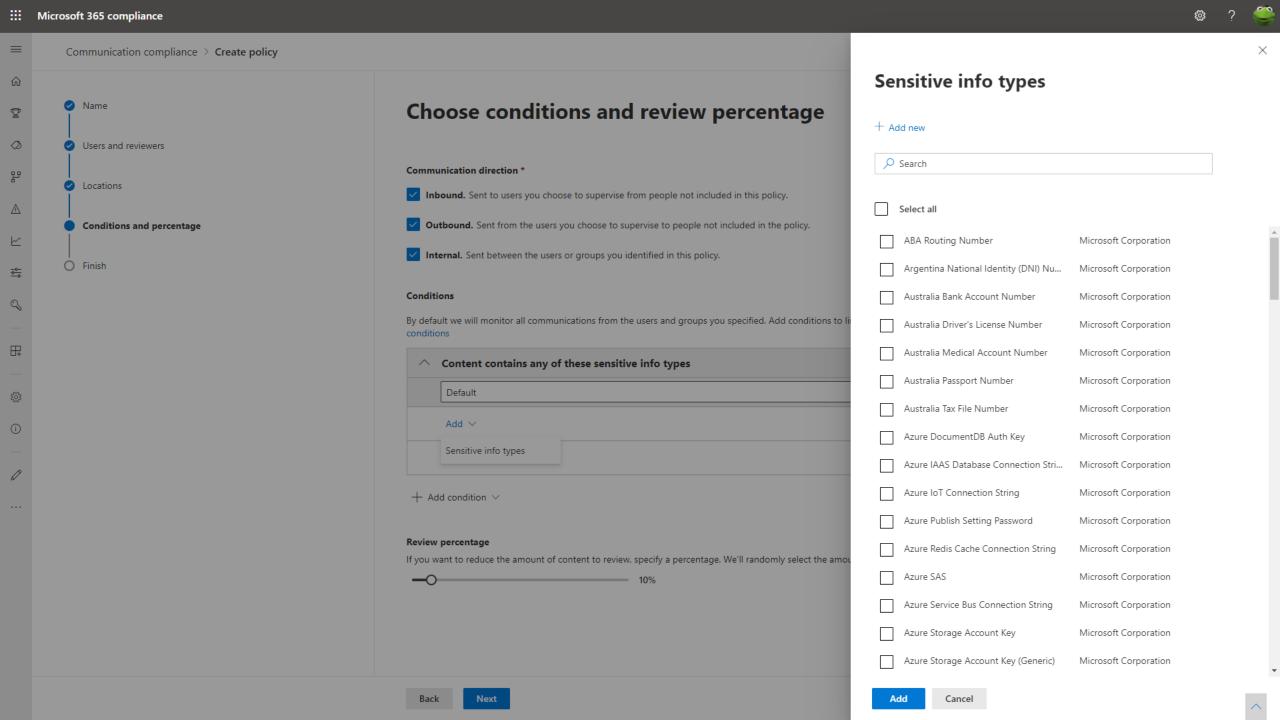
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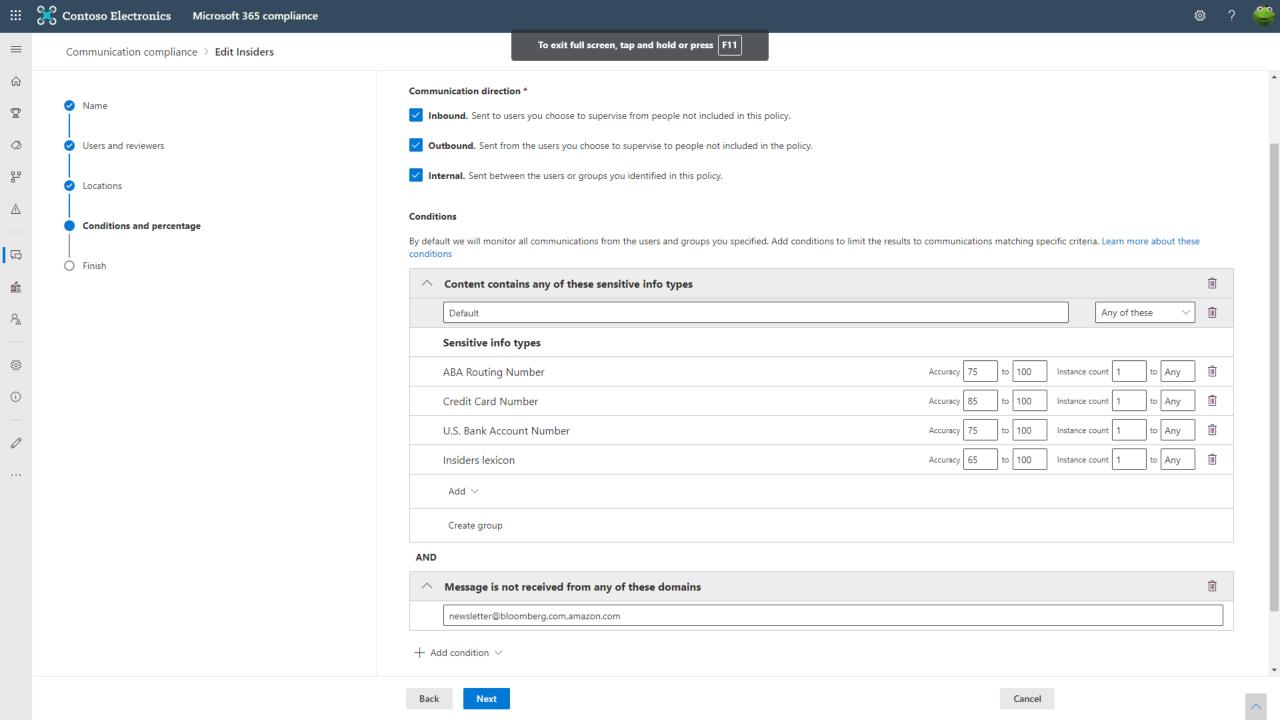
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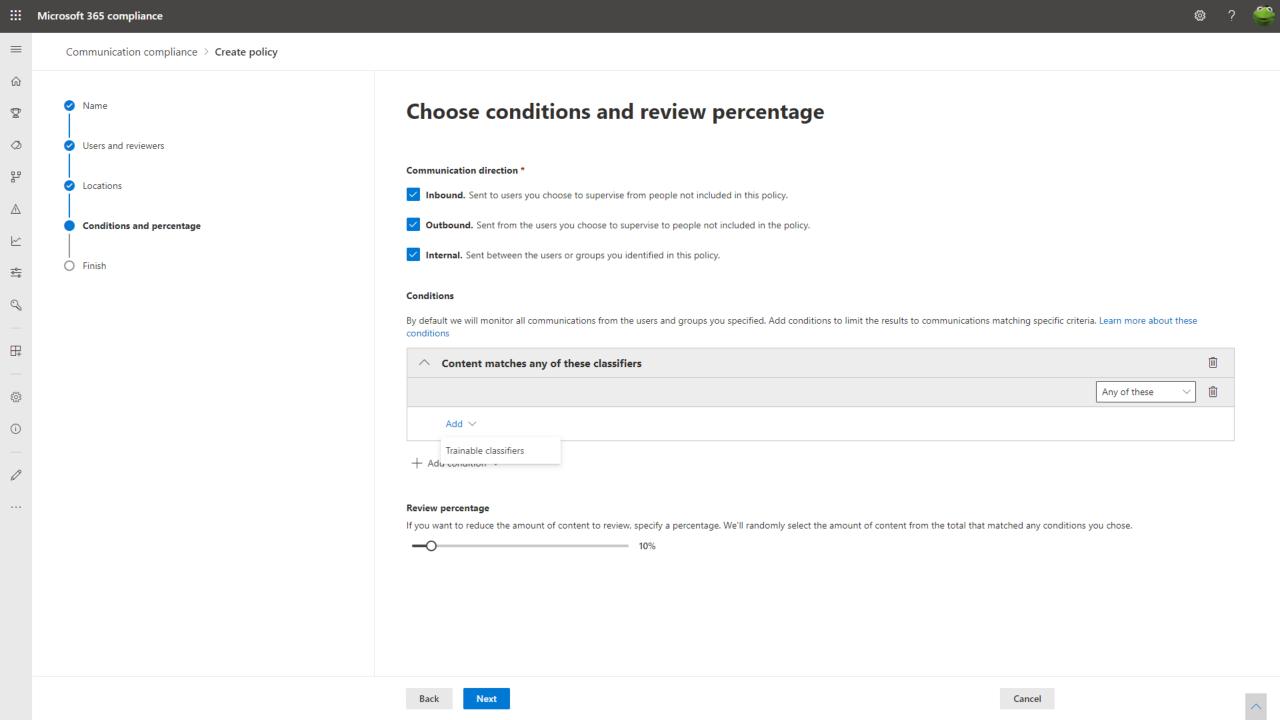
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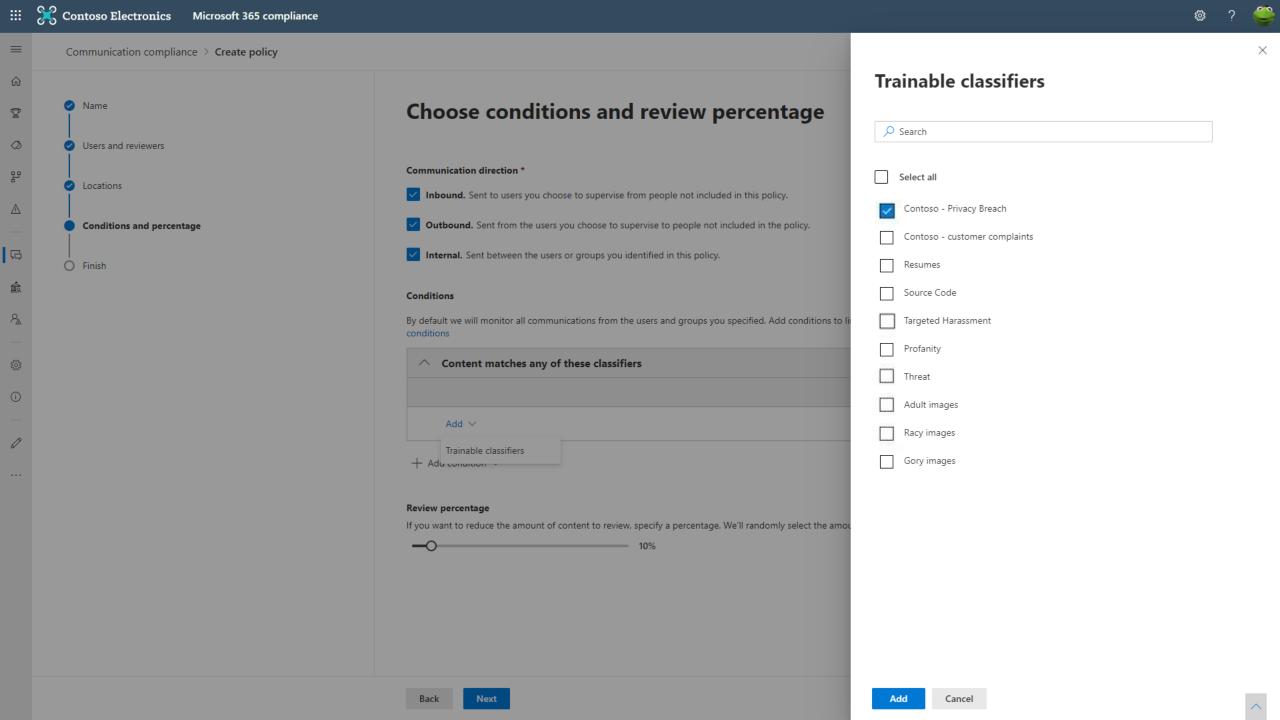
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Data classification

Overview Trainable classifiers (preview) Sensitive info types Content explorer Activity explorer

Get snapshots of how sensitive info and labels are being used across your organization's locations. Learn more

Top sensitive info types

Sensitive info types used most in your content



Top sensitivity labels applied to content

Top retention labels applied to content

Personal

PII Retention Policy

View all sensitive info types

Azure Information Protection labels summary

Start tracking label usage

To start tracking how sensitivity labels are being applied in your organization, you need to first set up Azure Information Protection analytics.

Top activities detected

29 activities

View all activities

29 Label applied

View all applied sensitivity labels







View all applied retention labels

Locations where retention labels are applied

View details

View details

Configure analytics

Microsoft 365 compliance

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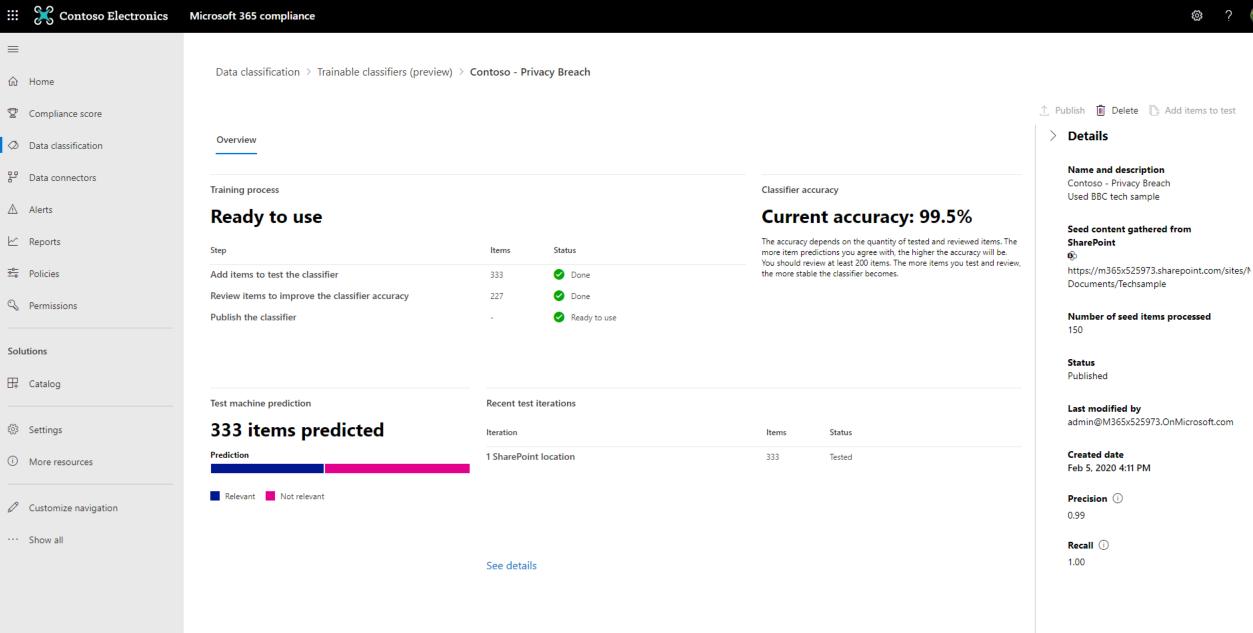


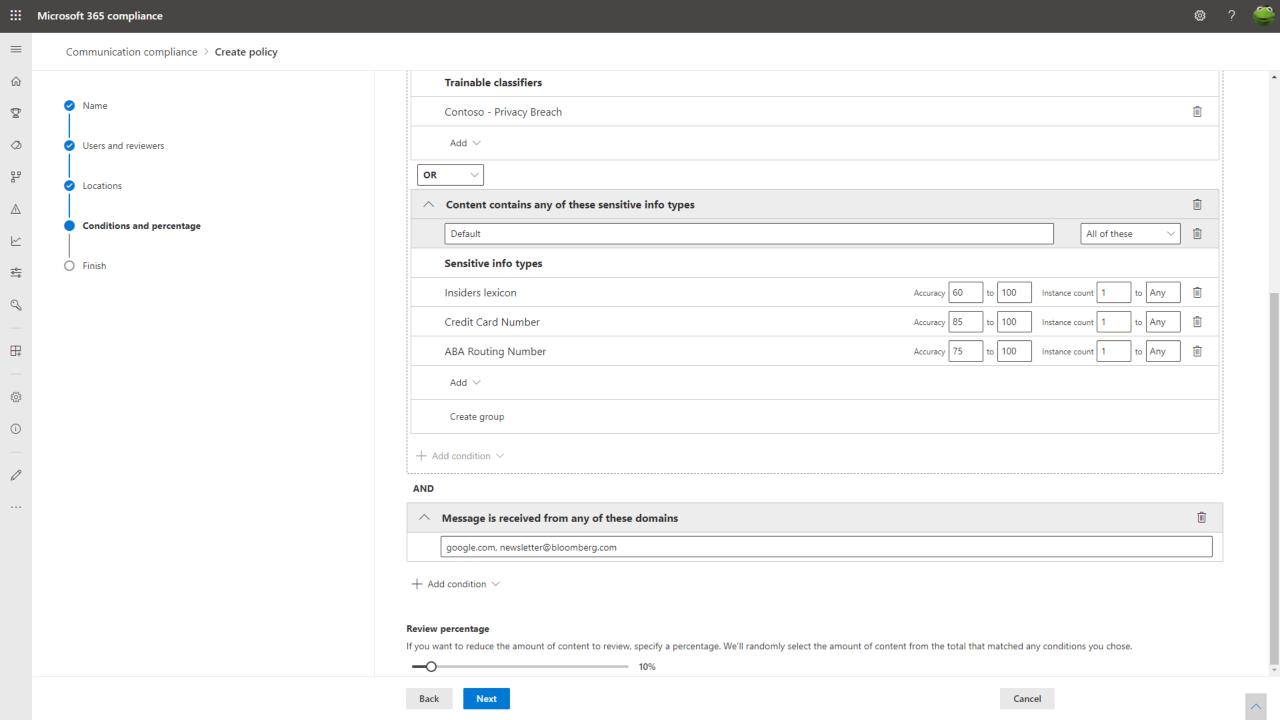
Data classification

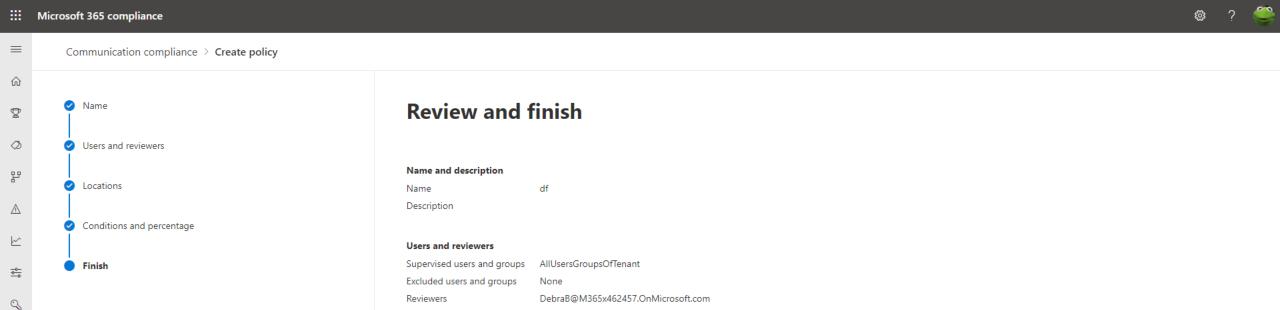
Overview Trainable classifiers (preview) Sensitive info types Content explorer Activity explorer

Use built-in or custom classifiers to identify specific types of info and items in your organization. Once created, classifiers can be used in several compliance solutions to detect related content and classify it, protect it, retain it, and more. Learn more

We're don	ne generating analytics that will allow you to create	and test trainable classifiers.						×					
+ Create tr	+ Create trainable classifier 💍 Refresh												
V 1	Name	Accuracy	Status	Туре	Created by	Last modified	Last modified by						
~ F	Published (8)												
C	Contoso - Privacy Breach	□3 98%	Ready to use	Custom	Contoso	8/29/2020	admin@M365x462457.onmicrosoft.com						
(Contoso - customer complaints	<u>□</u> 3 100 %	Ready to use	Custom	Contoso	8/31/2020	admin@M365x462457.onmicrosoft.com						
C	Offensive Language	□ -	Ready to use	Built-In	Microsoft	5/31/2019							
F	Resumes	┏ -	Ready to use	Built-In	Microsoft	5/31/2019							
S	Source Code	┏ -	Ready to use	Built-In	Microsoft	8/19/2019							
1	Targeted Harassment	다 -	Ready to use	Built-In	Microsoft	8/19/2019							
F	Profanity	다 -	Ready to use	Built-In	Microsoft	8/19/2019							
1	Threat	다 -	Ready to use	Built-In	Microsoft	8/19/2019							







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 $Monitored\ locations \\ Exchange, Teams, Skype\ for\ Business, Yammer, Whats App$

Archiver

Conditions and percentage

Communication direction Inbound,Outbound,Internal

Conditions Message is received from any of these domains:

google.com, newsletter@bloomberg.com , Content matches any of these trainable classifiers: Contoso - Privacy

matches any of these trainable classifiers: Contoso - Privacy Breach , Content contains any of these sensitive info types: Insiders lexicon, Credit Card Number, ABA Routing Number

Percentage to review 1

<u>(i)</u>

Communication compliance

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View

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Communication compliance > Policies > Insiders

Insiders

Overview Pending (60) Resolved (4)

Users with most policy matches

Last 30 days, updated 6:13 PM today Matches Display name Grady Archie 13

Alex Wilber

21 - 28 days

0 - 7 days

7 - 14 days ■ 0

14 - 21 days ■ 0

Age of pending items

Last 30 days, updated 6:13 PM today

Alerts

Last 30 days, updated 6:13 PM today

Alert	Severity	Detected on	Activity count
Unusual number of policy matches	■■■ Medium	7 hours ago	4
Unusual number of policy matches	■■■ Medium	8 hours ago	6

→ Export review activities

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Communication compliance > Policies > Insiders

Overview Pending (60) Resolved (4)

Insiders

				∇	Re: i2s $\qquad \qquad \uparrow \qquad \downarrow \qquad \checkmark \qquad \nearrow \qquad >$
✓ Resolve		☐ Escalate ☐	Escalate for investi	gation ···	A Pattern detected. In the past 30 days, Grady Archie sent 8 messages matching this policy's conditions to Allan Deyoung.
Œ	☐ Subject	Sender	Recipients	Date	Source view Text view Annotate view User history (8)
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	ஞ்	Grady Archie	Allan Deyoun	Aug 31, 2020 10:.	From: Grady Archie <gradya@m365x462457.onmicrosoft.com> on behalf of Grady Archie Sent on: Monday, August 31, 2020 5:28:51 PM To: Allan Deyoung <alland@m365x462457.onmicrosoft.com></alland@m365x462457.onmicrosoft.com></gradya@m365x462457.onmicrosoft.com>
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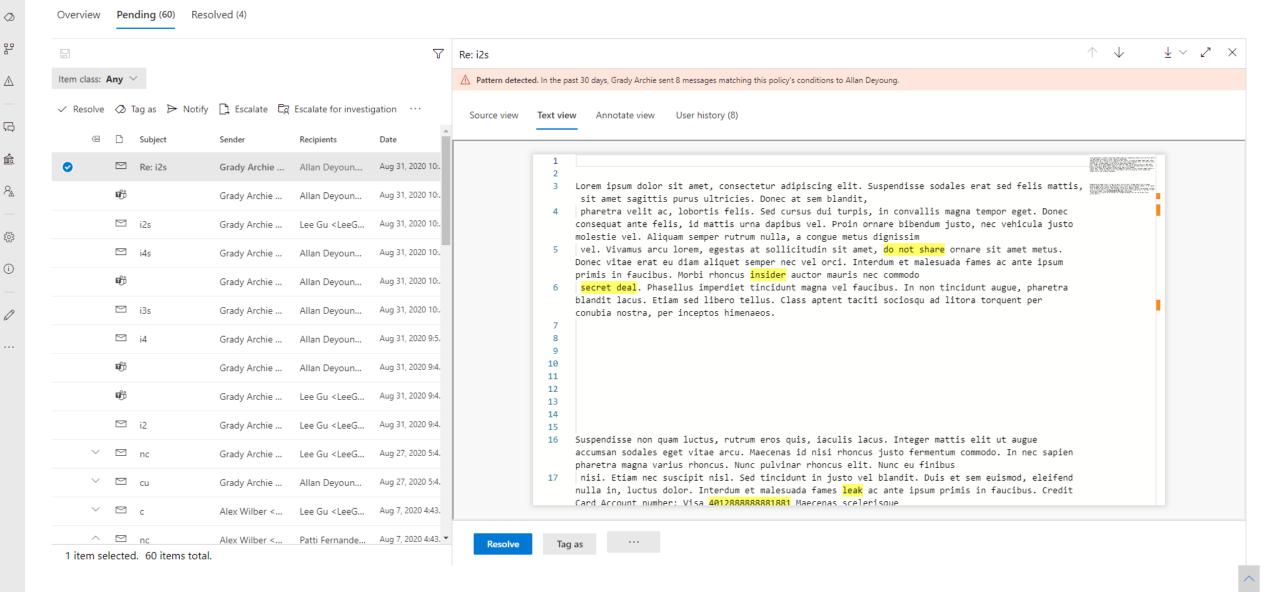
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Communication compliance > Policies > Insiders

Insiders



Communication compliance > Policies > Insiders

Insiders

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Communication compliance > Policies > Insiders

Insiders

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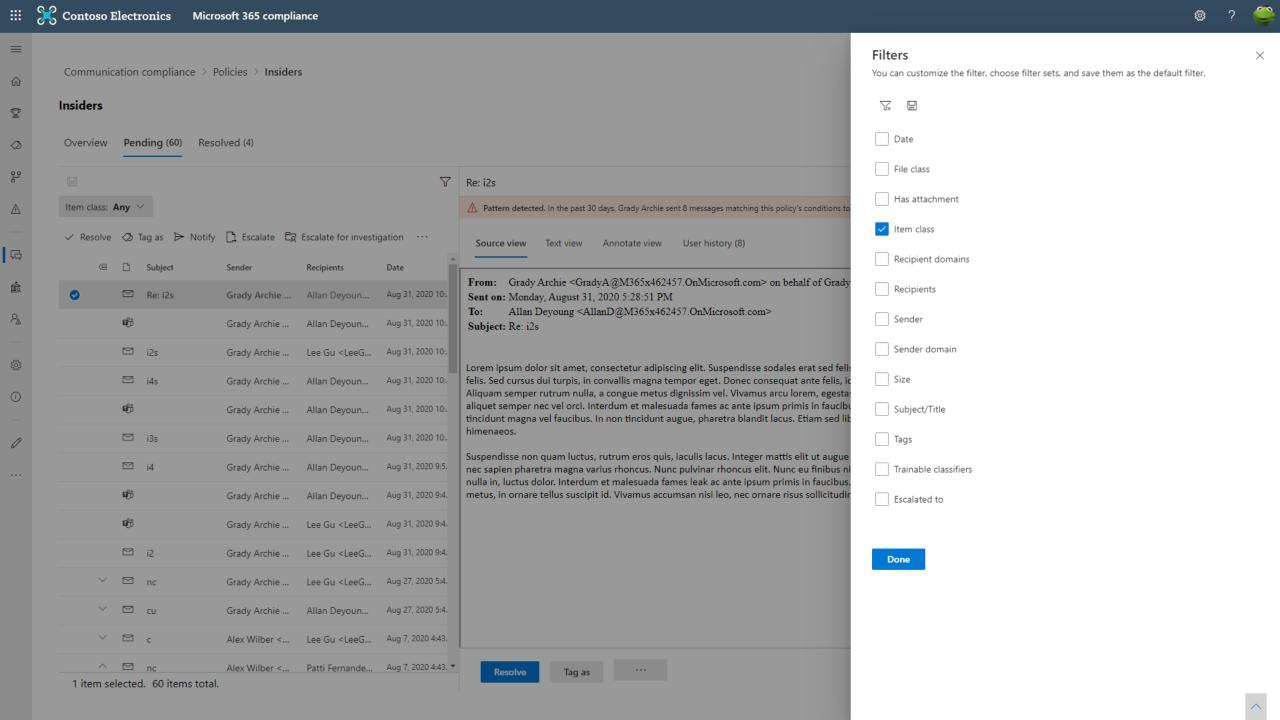
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Communication compliance > Policies > Insiders

Insiders

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Pending (60) Resolved (4)

Item class: IPM.SkypeTeams.Message X

Subject

Sender

	ij	Grady Archie	Allan Deyoun	Aug 31, 2020 10:.
•	G	Grady Archie	Allan Deyoun	Aug 31, 2020 10:.
	ர ீ	Grady Archie	Allan Deyoun	Aug 31, 2020 9:4.

Aug 31, 2020 9:4. Lee Gu <LeeG... Jul 31, 2020 4:31 Lynne Robbins...

Lvnne Robbins... Jul 31, 2020 4:31 Diego Siciliani...

Recipients

Date

Jul 31, 2020 4:30

Jul 31, 2020 4:29

conubia nostra, per inceptos himenaeos.

Resolve

Φij Jul 31, 2020 4:30 Irvin Sayers < I... Allan Deyoun...

Irvin Sayers < I... Allan Deyoun...

Sales Planning...

F Jul 31, 2020 4:30 Christie Cline ... Lidia Holloway...

Φij Lidia Holloway... Jul 31, 2020 4:30 Christie Cline ... ιή

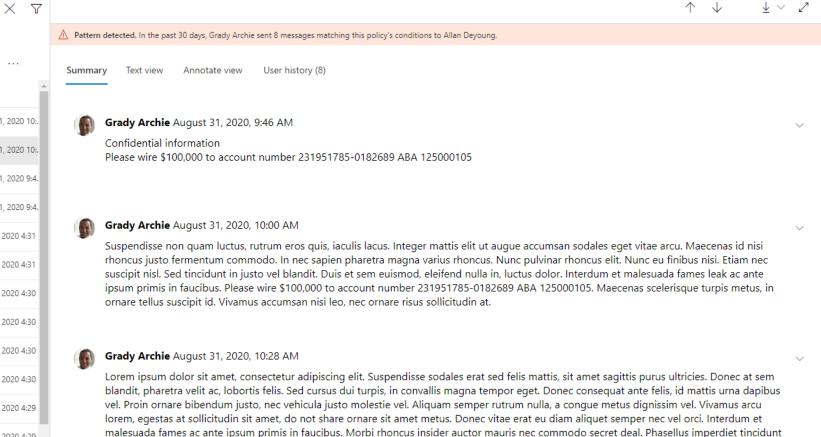
Christie Cline ...

ψħ, Irvin Sayers < I... Sales Planning... Jul 31, 2020 4:29

Φĵ Christie Cline ... Sales Planning... Jul 31, 2020 4:29 Lynne Robbins... Sales Planning... Jul 31, 2020 4:28 ▼

1 item selected. 16 items total.

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Communication compliance > Policies > Teams msgs only

Overview Pending (232) Resolved (0)

Teams msgs only

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Œ	☐ Subject	Sender	Recipients	Date			
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	T	Grady Archie	Lee Gu <leeg< th=""><th>Aug 31, 2020 10:.</th><th>WTF, I hate you</th><th></th><th></th></leeg<>	Aug 31, 2020 10:.	WTF, I hate you		
	ij	Grady Archie	Lee Gu <leeg< th=""><th>Aug 31, 2020 10:.</th><th></th><th></th><th></th></leeg<>	Aug 31, 2020 10:.			
	ij	Grady Archie	Patti Fernande	Aug 31, 2020 10:.	Grady Archie August 31, 2020, 9:38 AM ✓		
	ij	Grady Archie	Allan Deyoun	Aug 31, 2020 10:.	how can you be so dumb and stupid		
	ij	Grady Archie	Allan Deyoun	Aug 31, 2020 10:.			
	ij	Grady Archie	Allan Deyoun	Aug 31, 2020 9:4.			
	ij	Grady Archie	Allan Deyoun	Aug 31, 2020 9:4.			
	T	Grady Archie	Lee Gu <leeg< th=""><th>Aug 31, 2020 9:4.</th><th></th><th></th><th></th></leeg<>	Aug 31, 2020 9:4.			
O	ij	Grady Archie	Miriam Graha	Aug 31, 2020 9:3.			
	T	Grady Archie	Miriam Graha	Aug 31, 2020 9:3.			
	ij	Grady Archie	Megan Bowen	Aug 31, 2020 9:2.			
~	ij	Grady Archie	Allan Deyoun	Aug 27, 2020 5:4.			
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::: Microsoft 365 compliance

Communication compliance > Policies > Teams msgs only

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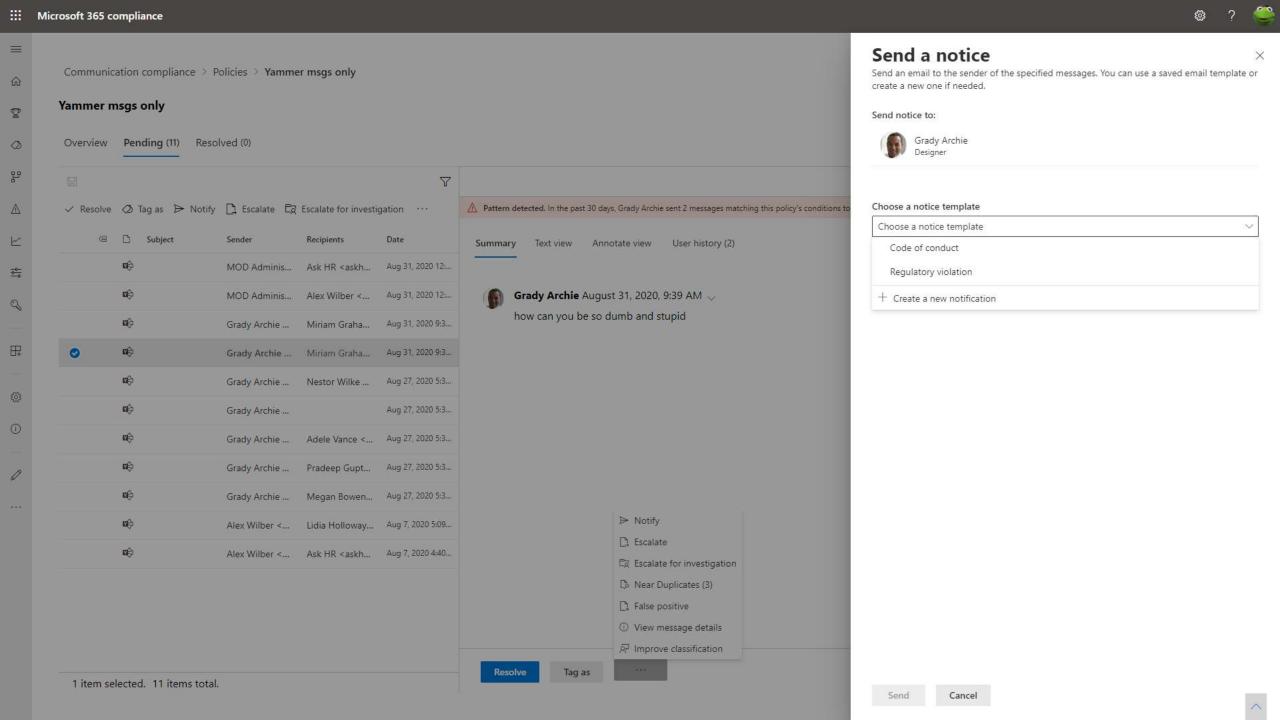
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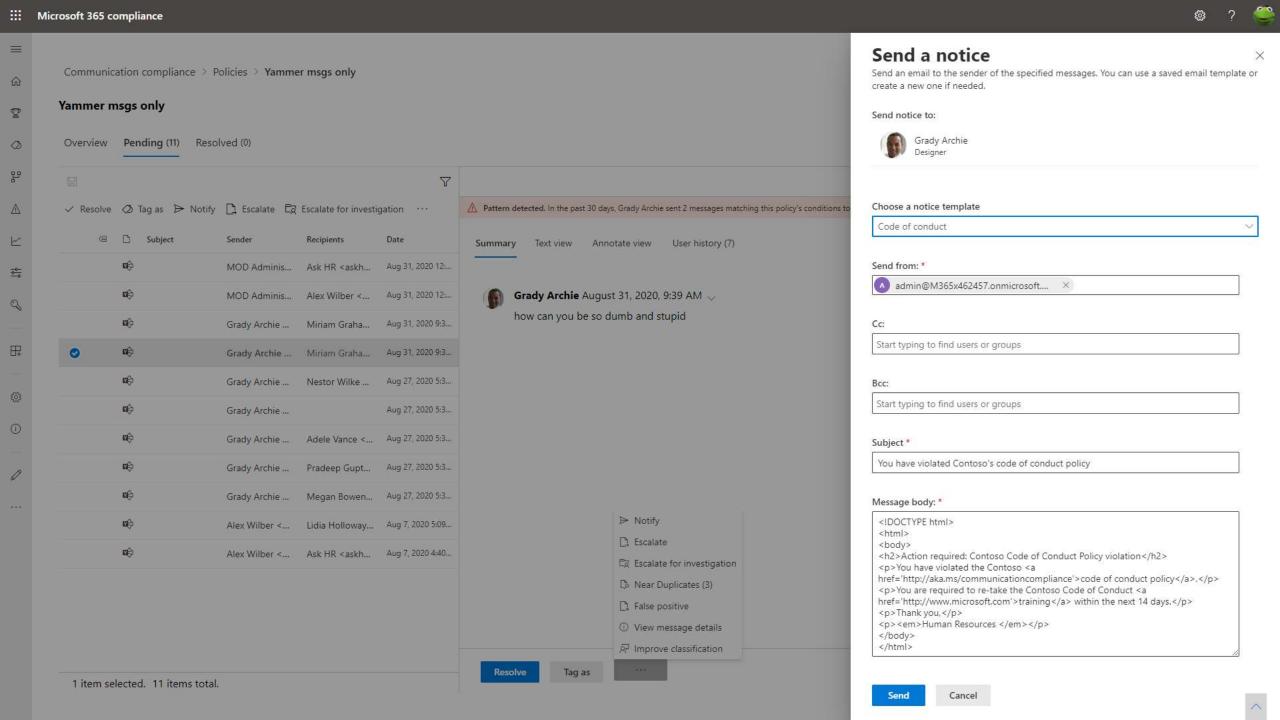
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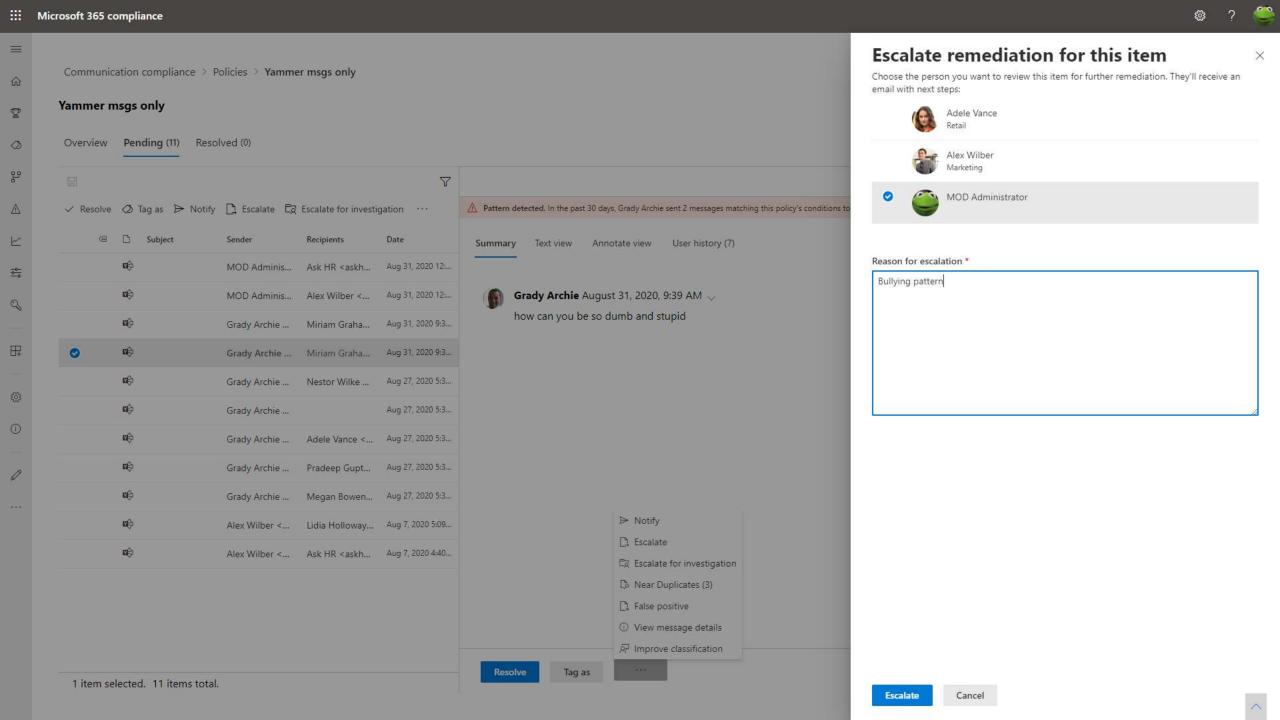
Teams msgs only

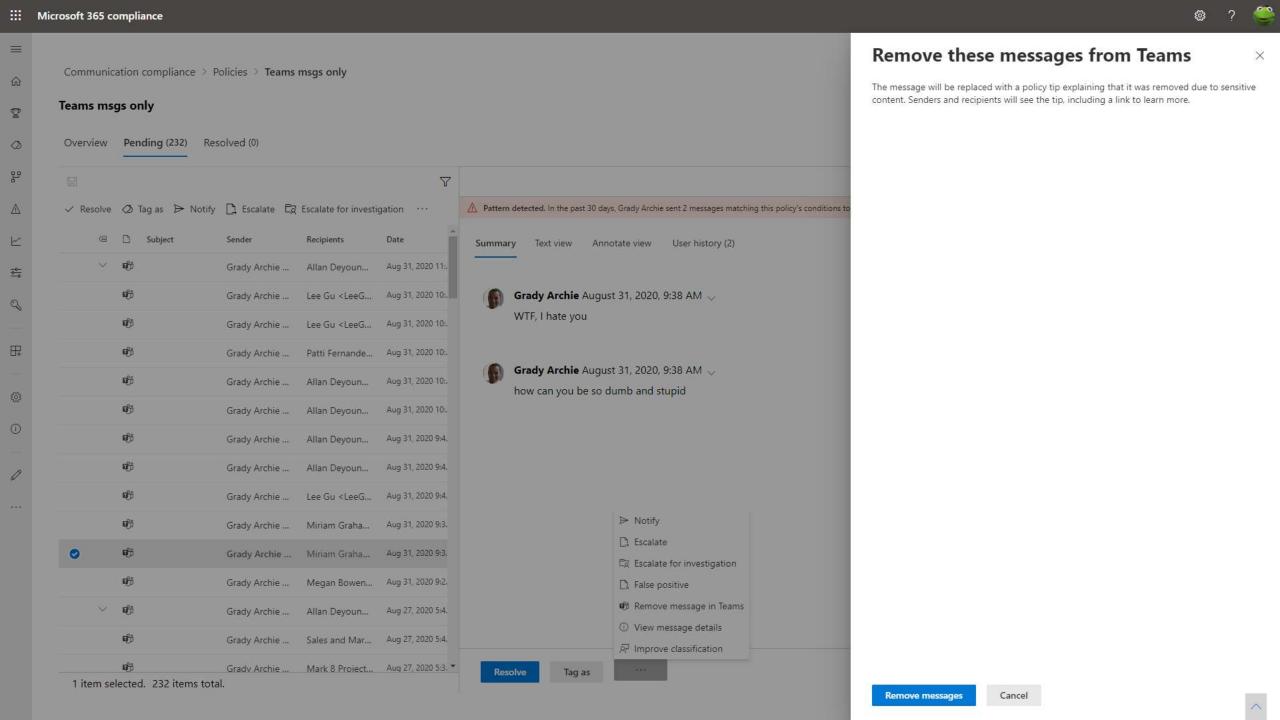
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✓ Resolve		Escalate 🛱	Escalate for investi	gation ···	⚠ Pattern detected. In the past 30 days, Grady Archie sent 2 messages matching this policy's conditions to Miriam Graham.		
侣	☐ Subject	Sender	Recipients	Date	Summary Text view Annotate view User history (7)		
~	மூ	Grady Archie	Allan Deyoun	Aug 31, 2020 11:.			
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	ெ	Grady Archie	Patti Fernande	Aug 31, 2020 10:.	R&D		
	ij	Grady Archie	Allan Deyoun	Aug 31, 2020 10:.	Policy matches and remediation actions in the last 30 days		
	மூ	Grady Archie	Allan Deyoun	Aug 31, 2020 10:.	Policy matches Remediation actions		
	T	Grady Archie	Allan Deyoun	Aug 31, 2020 9:4.	2 5		
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•	T	Grady Archie	Miriam Graha	Aug 31, 2020 9:3.	Aug 31, 2020 9:38 AM Policy match in Teams message		
	O	Grady Archie	Miriam Graha	Aug 31, 2020 9:3.			
	G	Grady Archie	Megan Bowen	Aug 31, 2020 9:2.			
~	ď	Grady Archie	Allan Deyoun	Aug 27, 2020 5:4.			
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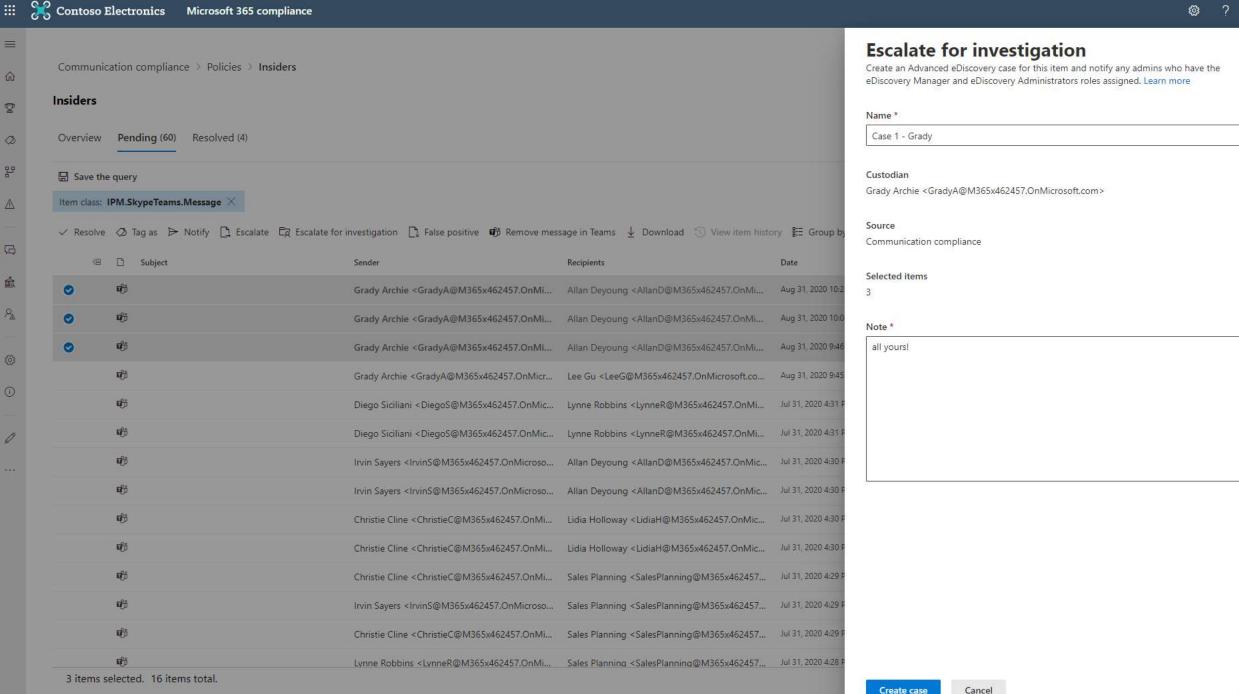
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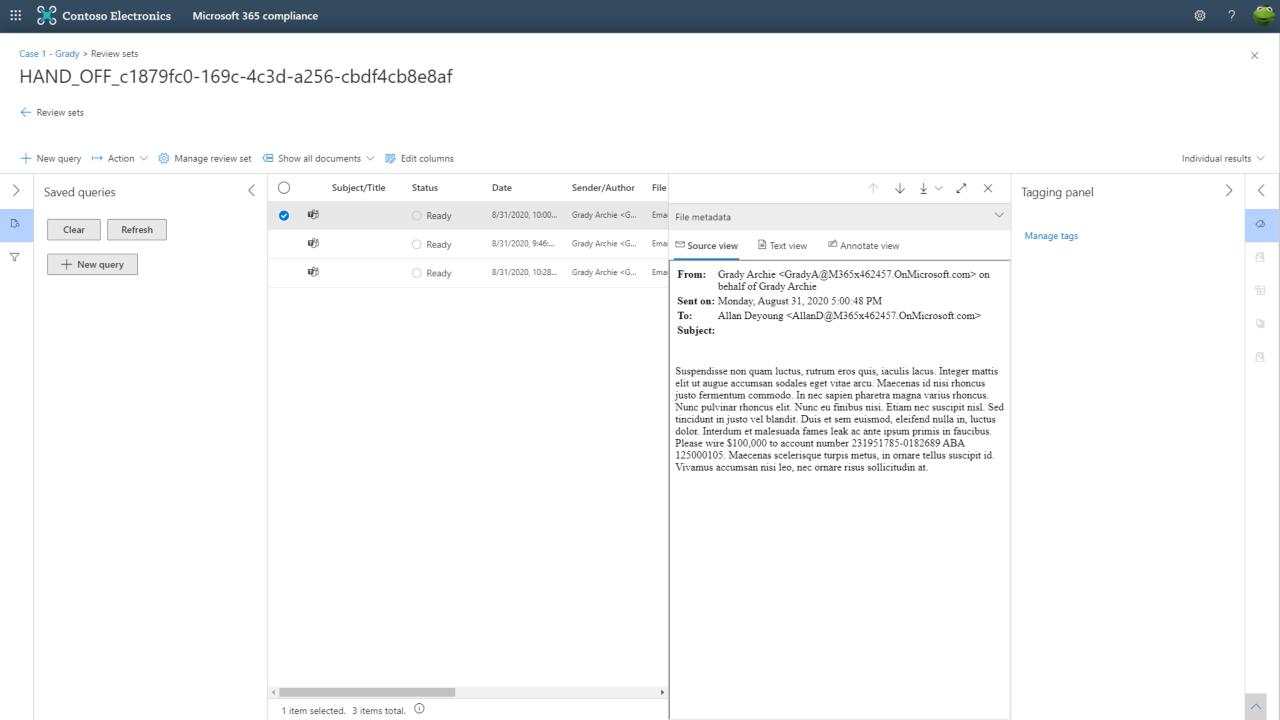








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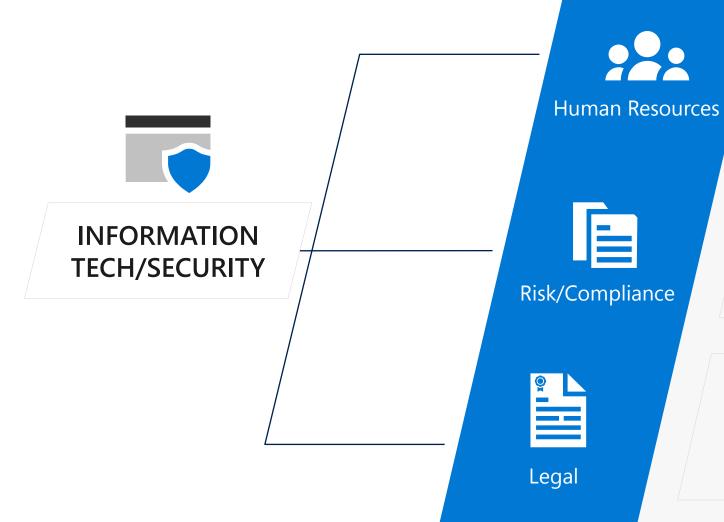


Phases & actions

CONFIGURE REMEDIATE INVESTIGATE **Identify violations** Resolve violations Create & tune policies Playbooks • Tag and comment Resolve • Custom policy creation Notify Document review Escalate User history Compliance solution handoff Monitor Alerts • Productivity reports Audit

Where to start?

Stakeholders by scenarios



Corporate Policies

Comply with ethical and other corporate standards



Risk Management

Identify and manage legal and corporate risk



Regulatory Compliance

SEC, FINRA require communications oversight



SOME CUSTOMER EVIDENCE FOR CC

Canadian Investment Bank

Top Scenarios

- -Maximize use of CC to comply with 17A-4
- -Use of custom dictionaries for Lexicon management/SITs
- -Mapping lexicons to regulation
- -Build out a taxonomy with rulesbased logic

American Bank Holding

Top Scenarios

- -Complement AeD latency search period
- -Reporting required by regulations
- -Teams Chat contextualization

Japanese Multinational Bank

Top Scenarios

- -Custom SIT/Dictionaries using multiple custom dictionaries per policy
- -CC escalations to AeD with cases management
- -Keyword based conditions
- -Double-byte languages support