Lab 1 - Compliance Manager

This lab is contains five activities. These are shown below:

Pre-requisites

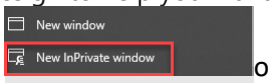
Before you start you should have completed the "Getting started with Microsoft 365 Compliance Master Class Labs". If you have not completed this you will not be able to do this lab. You can find this document which you can download from https://aka.ms/m365masterclass-Intro. Each tenant will take 24 hours to provision so its important that you complete this prior to Tuesday when the event starts.

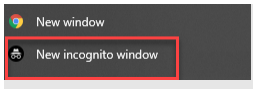
Part 1 - Compliance Manager

Microsoft Compliance Score is a preview feature in the Microsoft 365 compliance center to help you understand your organization's compliance posture. It calculates a risk-based score measuring your progress in completing actions that help reduce risks around data protection and regulatory standards.

You can use Compliance Score as a tool to track all of your risk assessments. It provides workflow capabilities to help you efficiently complete your risk assessments through a common tool.

If you currently use Compliance Manager, you'll notice that Compliance Score is now a standalone feature with a simpler, more user-friendly design to help you manage compliance more easily.

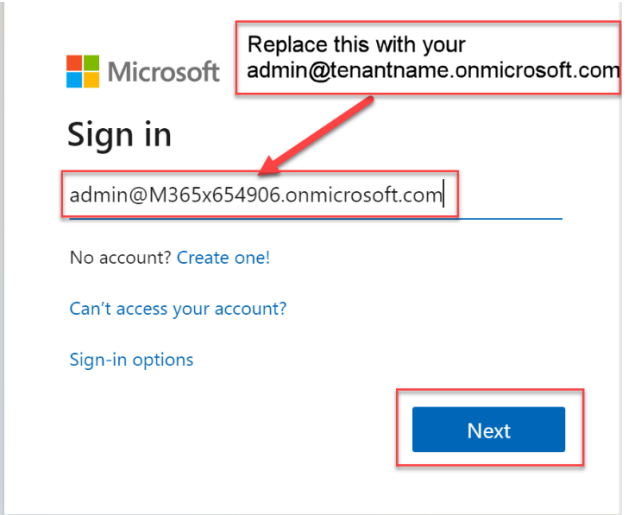
a) Open an In-private browser (Edge) 

or New in-Cognito (Chrome) 

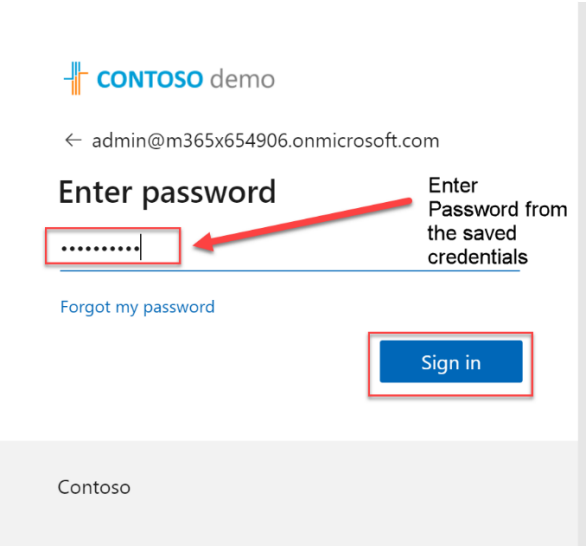
on your machine and then go to https://compliance.microsoft.com/homepage

b) Enter the admin account username that you saved in "Getting started with Microsoft 365 Compliance Master Class Labs" to gain credentials.

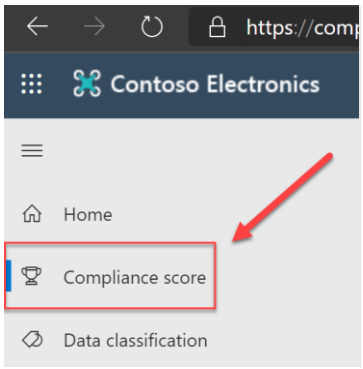
c) Enter your admin credentials in the sign in as below and click NEXT



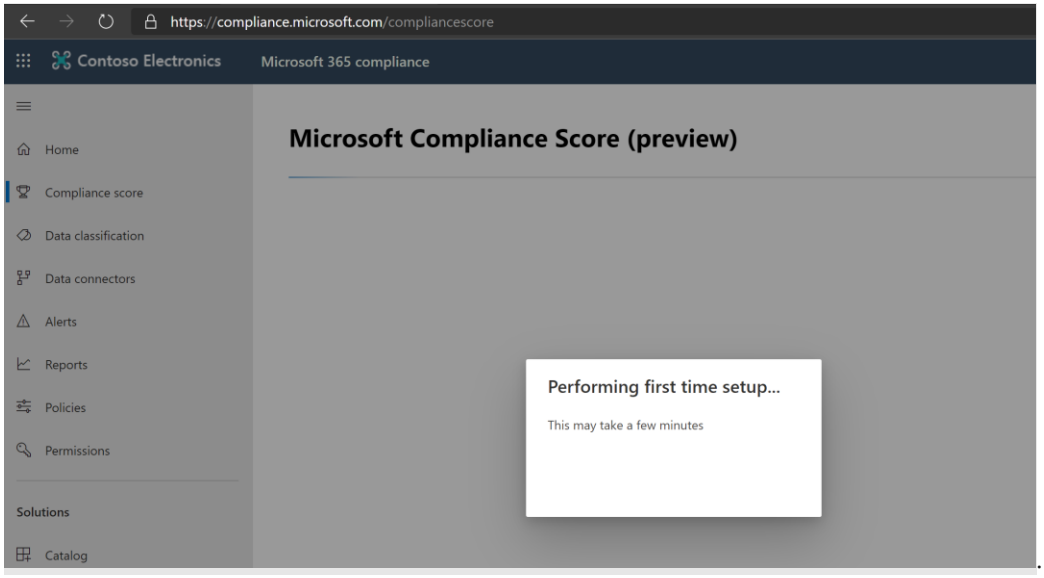
d) Enter the password and then click "Sign in"



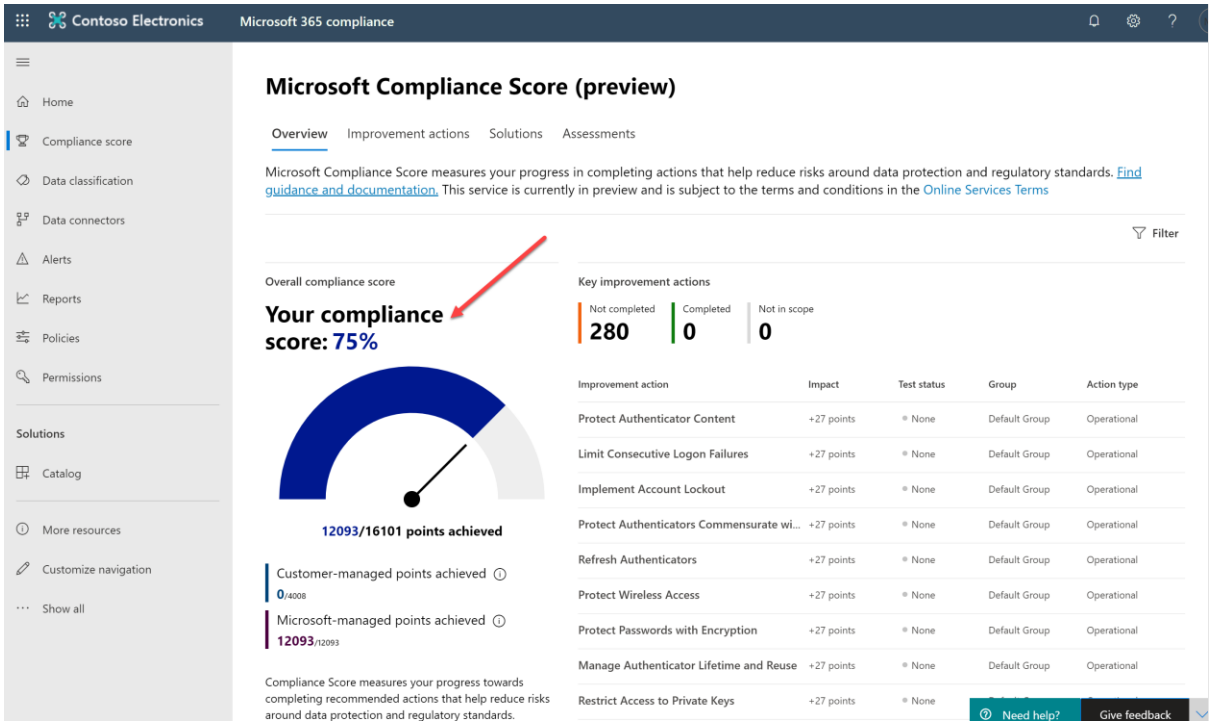
1. On the left hand side of the portal Select Compliance Score.



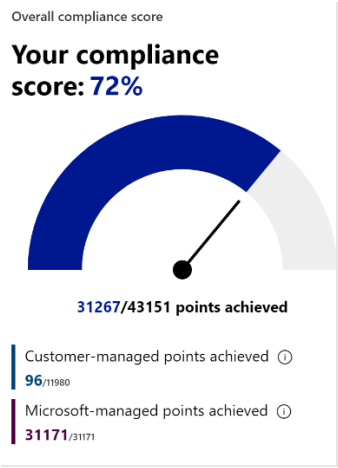
2. You may see this message below as it sets up the Score. It should only take a few minutes to provision.



3. You should see the as Overview below:



4. Note the overall compliance score. Its important to note the following:
    a. This is made up of Two parts.



i. **Customer managed points** - these contribute to your compliance score based on controls managed by *your organization*

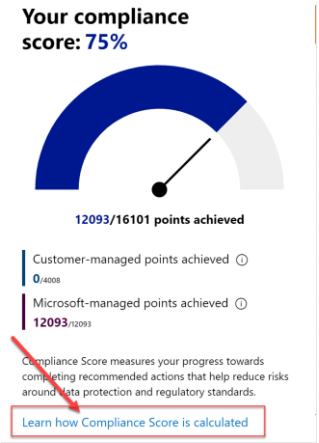
ii. **Microsoft Managed points** - contribute to your compliance score based on controls *managed by Microsoft as a cloud service provider*.

b. Controls are assigned a score value based on whether they are mandatory or discretionary, and whether they are preventative, detective, or corrective—as described below.

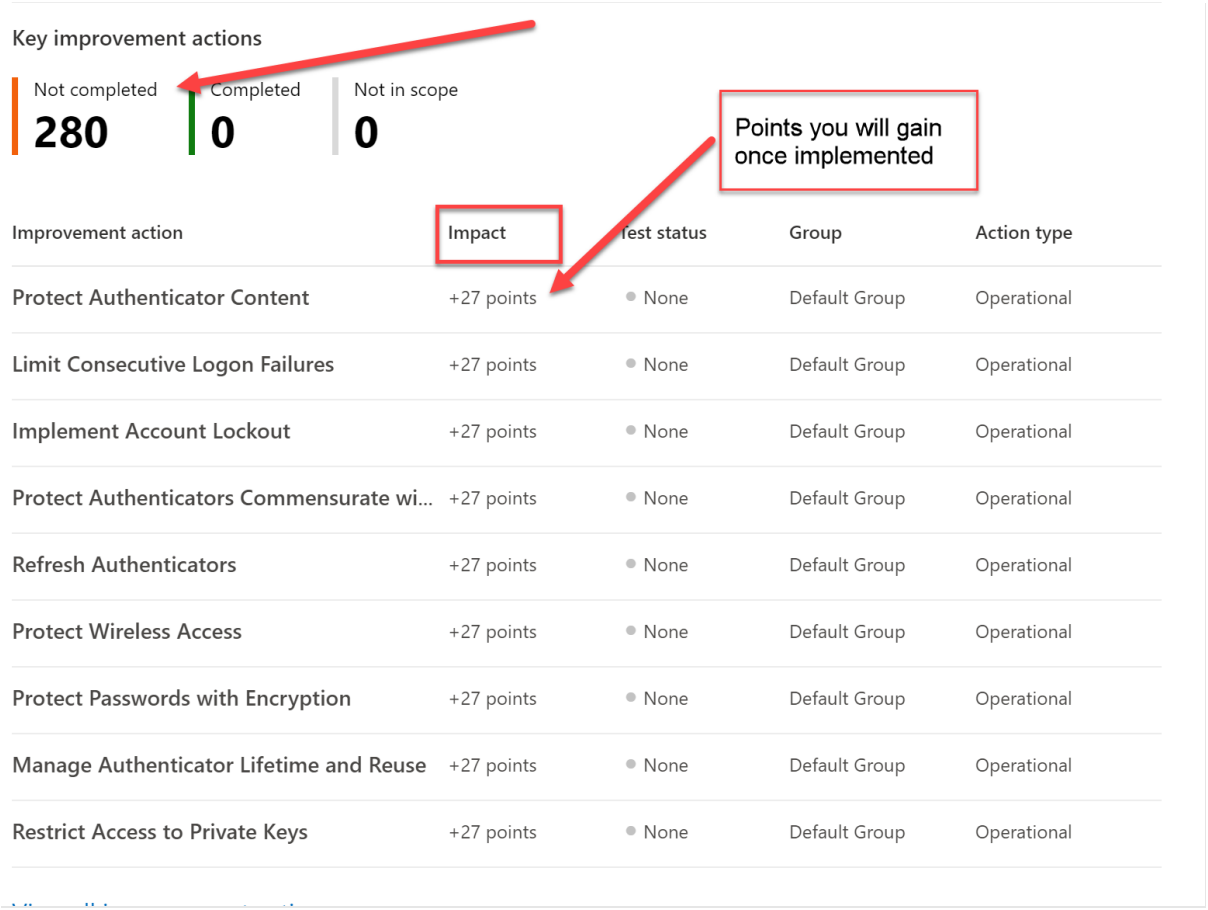
i. **Mandatory controls are actions that cannot be bypassed either intentionally or accidentally.** An example is a centrally-managed password policy that sets requirements for password length, complexity, and expiration. Users must comply with these requirements to access the system.

ii. **Discretionary controls** rely upon users to understand policy and act accordingly. For example, a policy requiring users to lock their computer when they leave it is a discretionary control because it relies on the user.

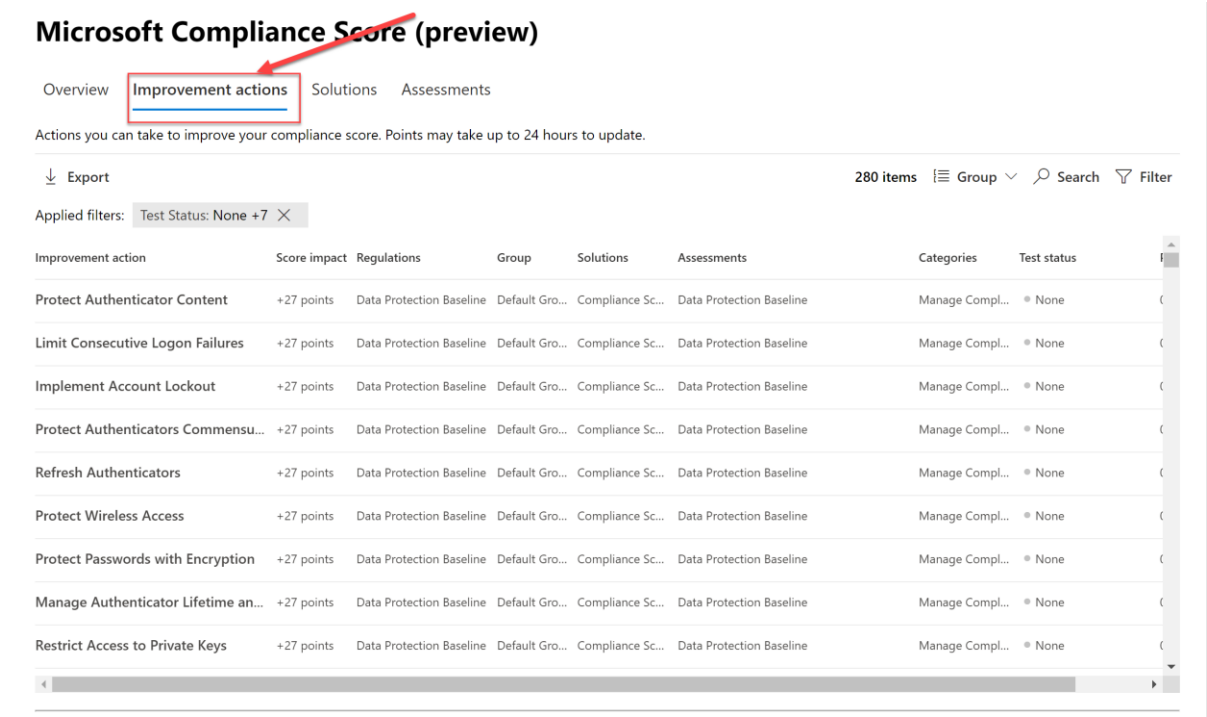
5. For more information on how scores are calculated please follow the link on the page as below



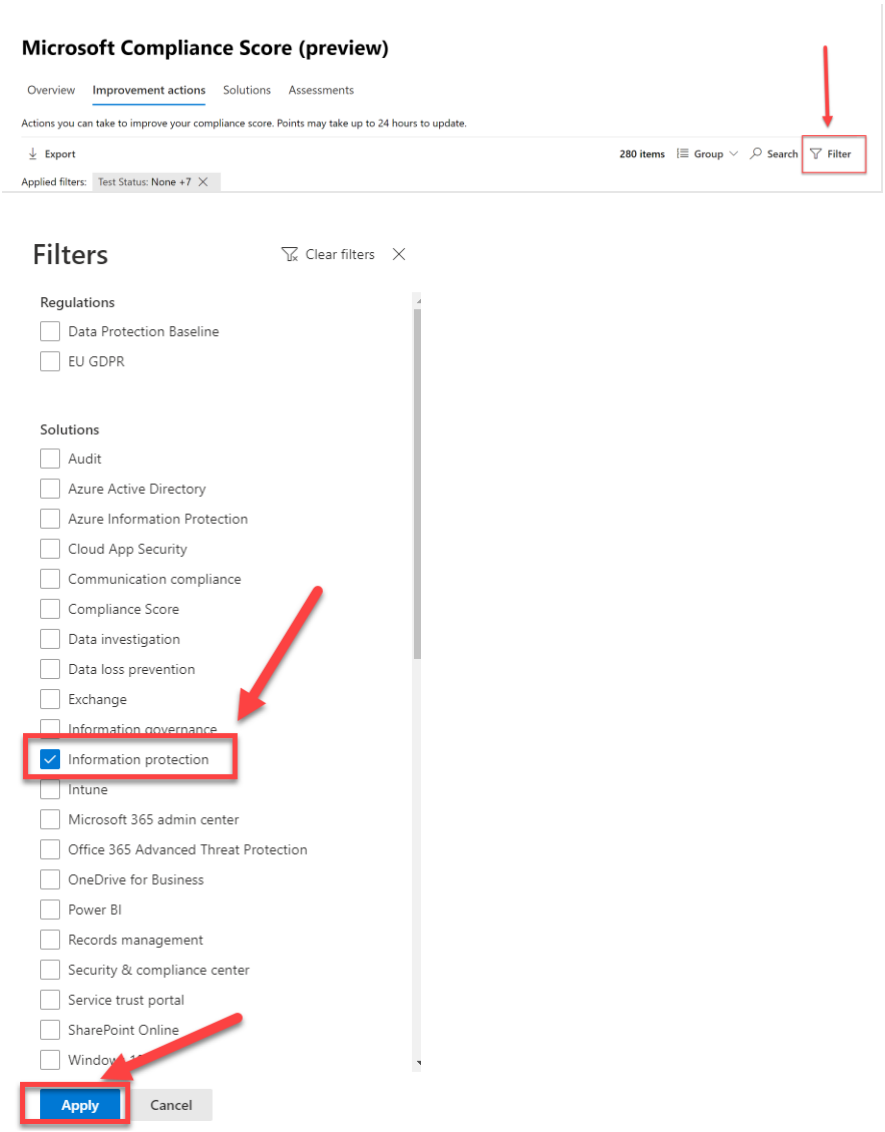
6. Note the Key Improvement actions. This provides a top level summary of the recommended actions. These are shown in order of highest impact which means they are the key actions to focus on first.



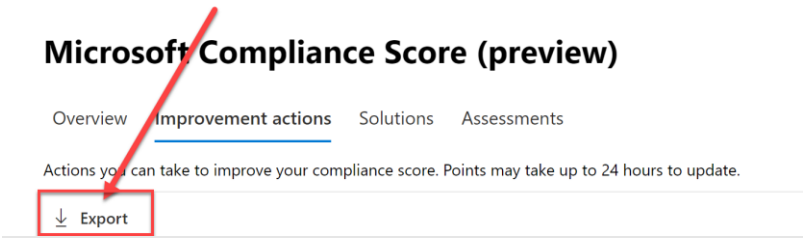
7. For a more detailed view - Click on Improvement actions at the top of the screen as shown below by the RED arrow. This shows all the improvement actions that you need to review and action



a. Note the headings at the top of each page. These can be filtered to show just what you want to focus on. Click on Filters on top right of page. Select to show just Solutions > Information Protection and click apply.

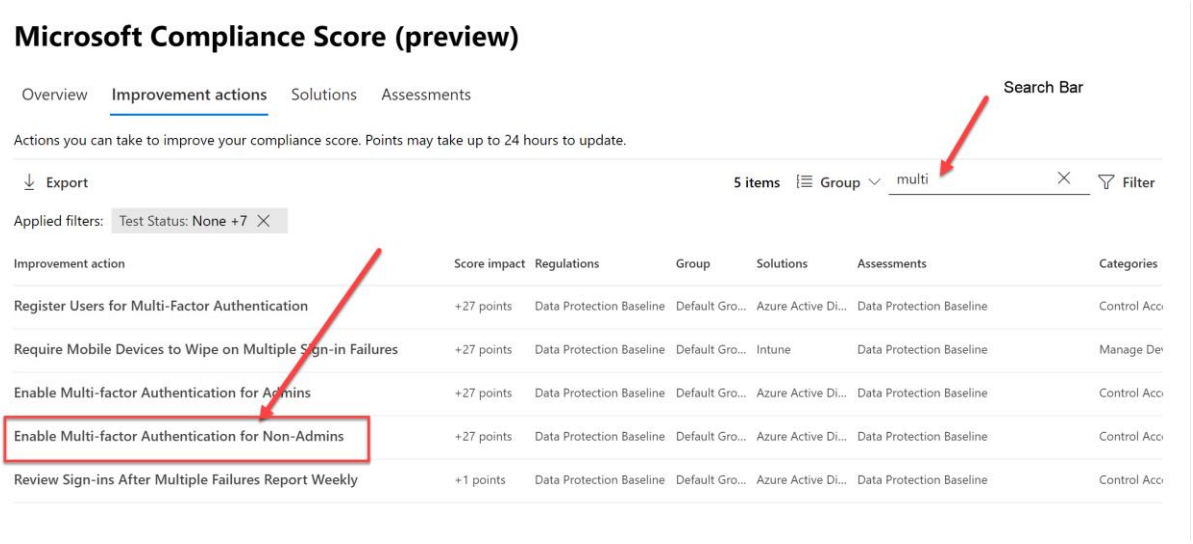


At the top left of the page click on “Export”. This will allow you to create provide a copy of the report in CSV format. This is useful when preparing for any audits by downloading detailed reports from the assessment that combine Microsoft’s and our organization’s assessment information into a single Excel file that can be provided to internal and external auditors and regulators.

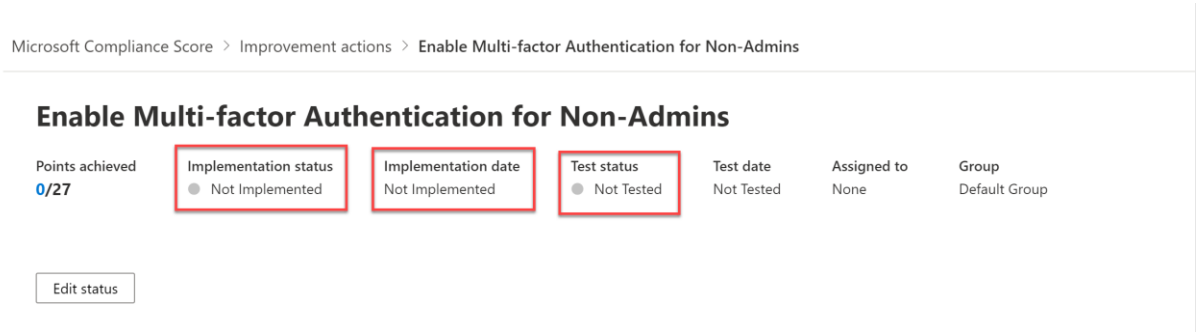


b. Return to the Improvement Actions page and clear the filters. In the search bar enter Multi

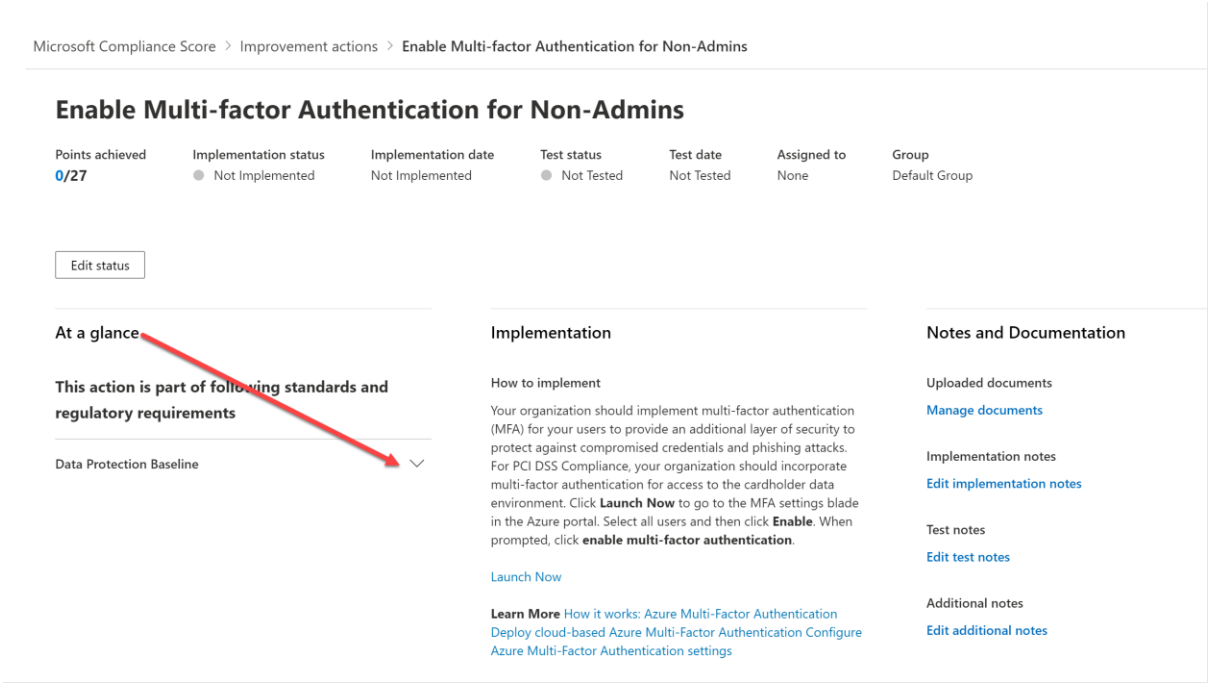
c. Click on Enable Multi-factor Authentication for Non-Admins

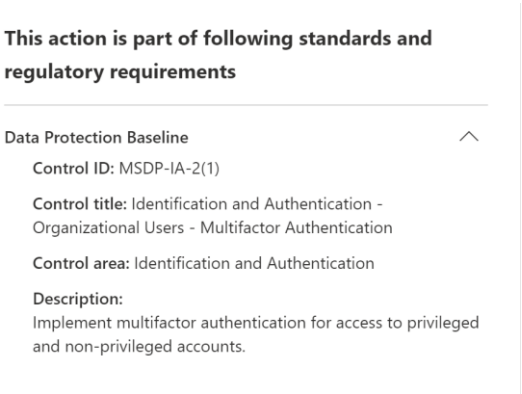


d. At the top shows you the status of this control. Note the Implementation Status and Implementation Date of this control

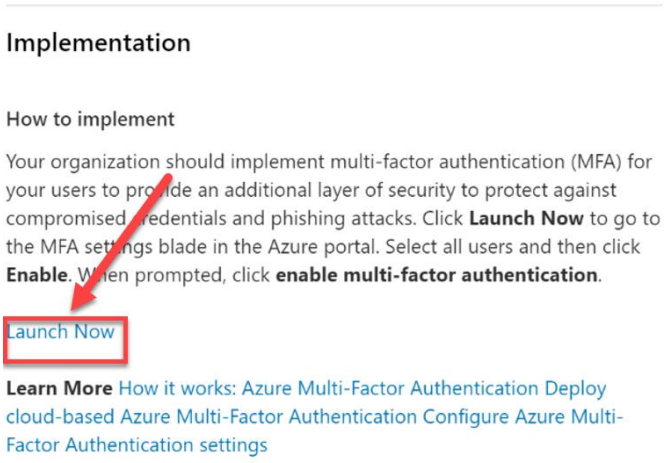


e. Under **"At a glance"** Expand out the controls. Note the detail of each control that this applies to.

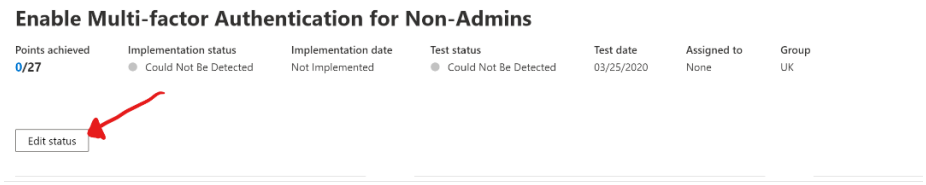




f. Implementation – note the step by step instructions and Launch Now – which can take you to the implementation of the control. This is updated by Microsoft regularly so you can be sure you always have the latest implementation steps.

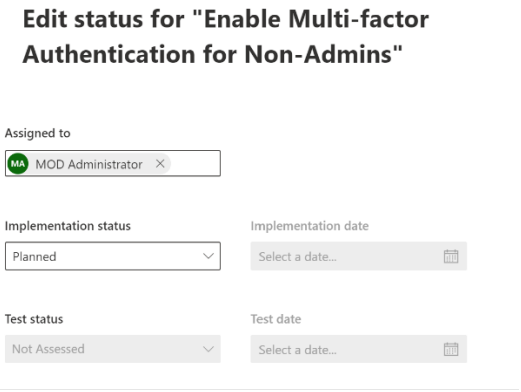


g. Click on the Edit Status of this control

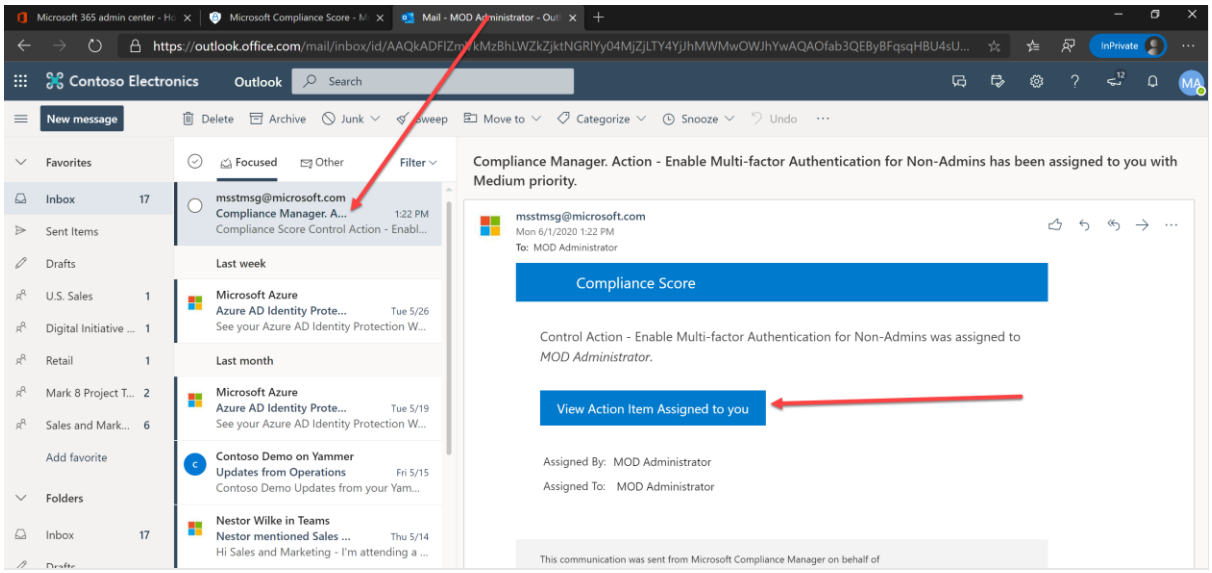


h. Click in the assigned to box – Assign it to the MOD Administrator and Save and close

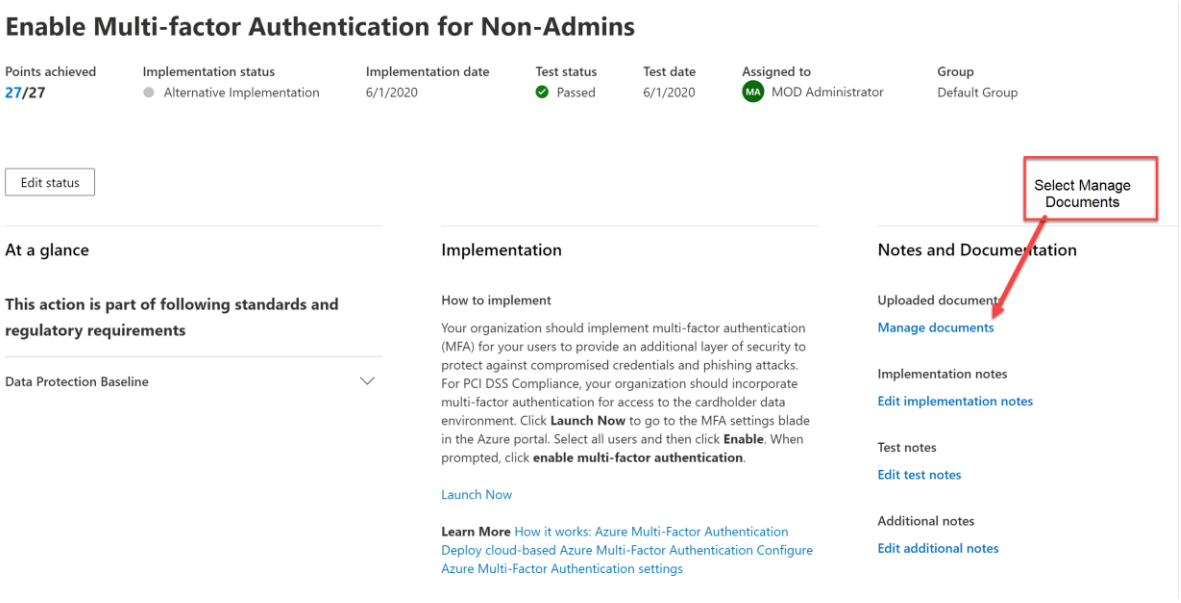
i. Look at the Implementation Status options. Choose Implementation status – Planned. Save and close. This will email the MOD Administrator.



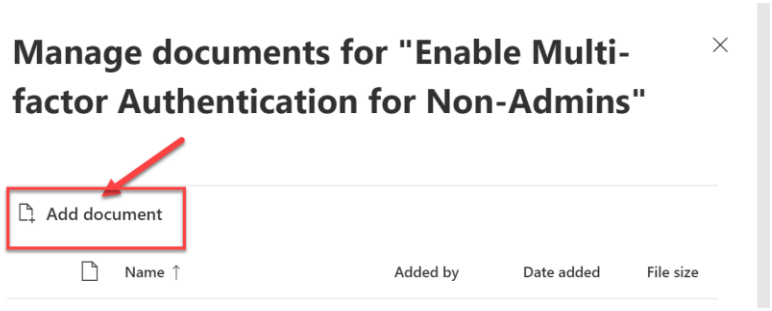
j. In another tab go to outlook.office.com. In your inbox should be an email similar to below showing there is an action for the user in Compliance manager. Click on View Action Item Assigned to you.



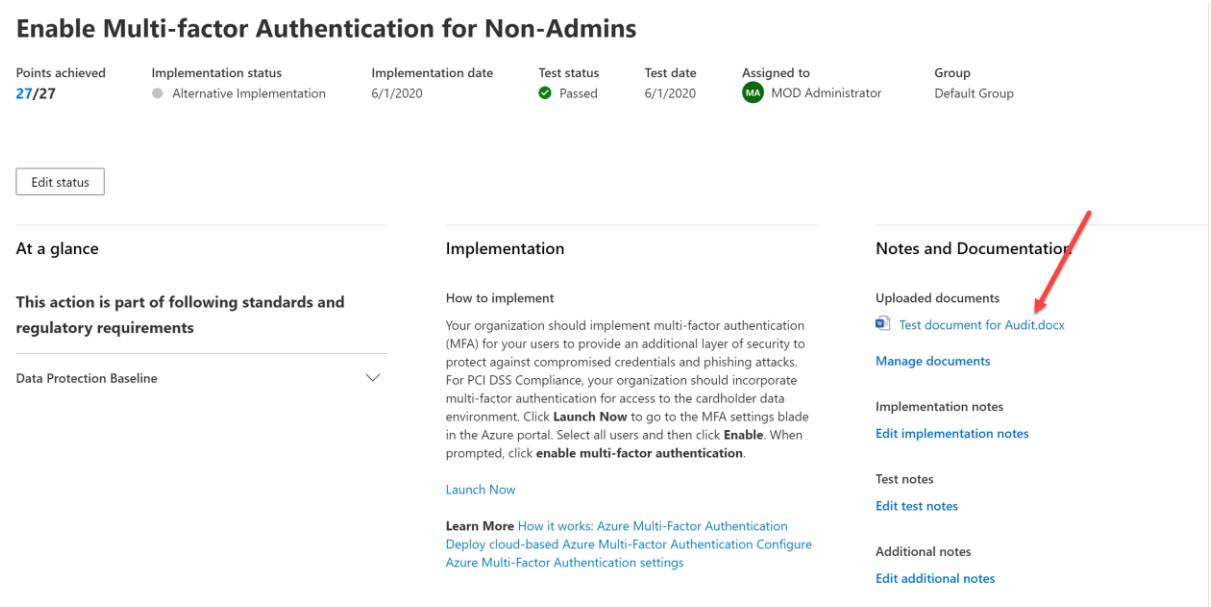
k. This opens the control. Go to the Notes and Documentation



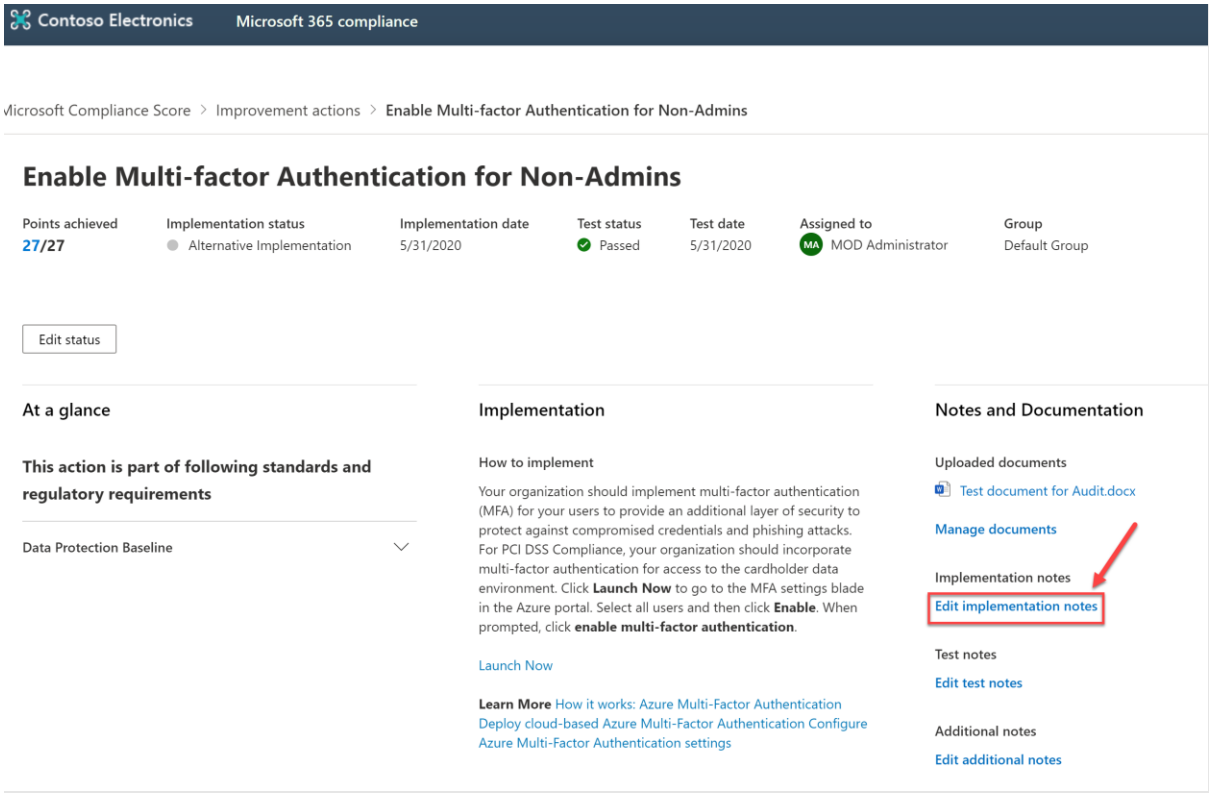
Here you would attach the relevant document that was used to pass the assessment. However for the purpose of this lab we will just create a test word document. Open Microsoft Word. Create a new blank document. Enter Test passed and save. Upload the document and close.



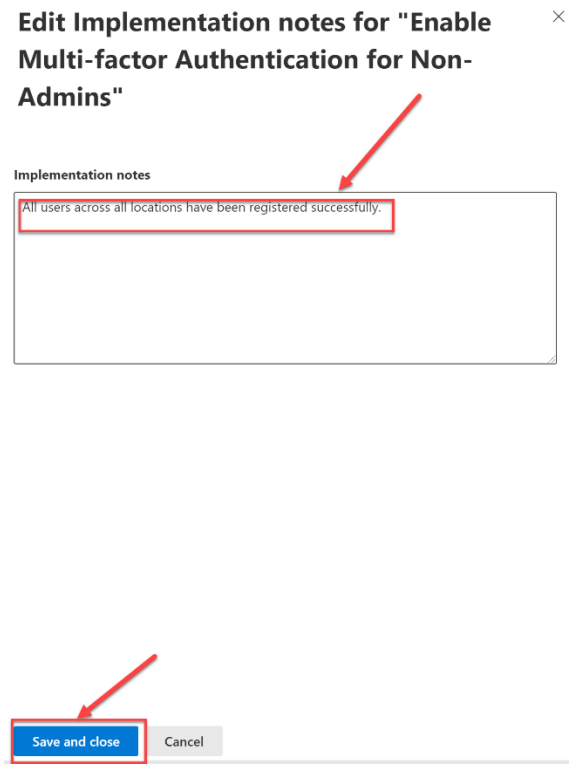
l. You can now see the Test document



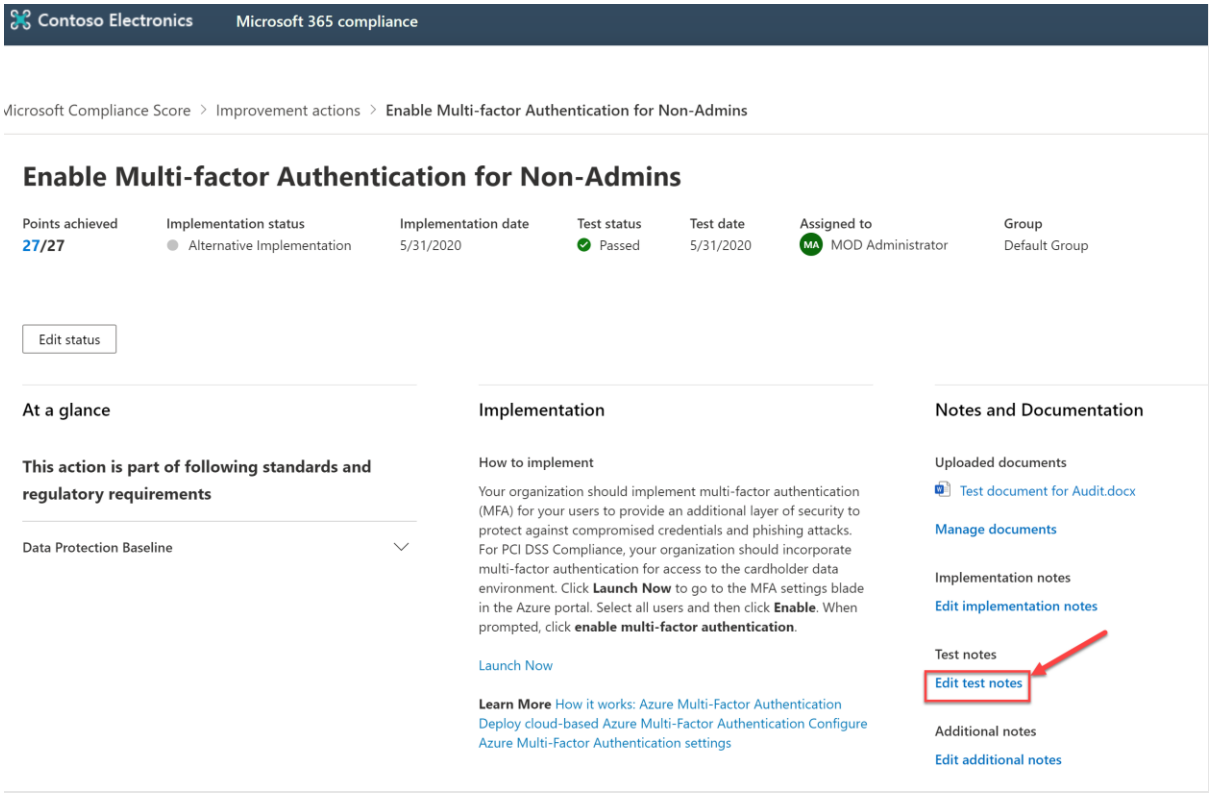
m. Select Edit Implementation Notes



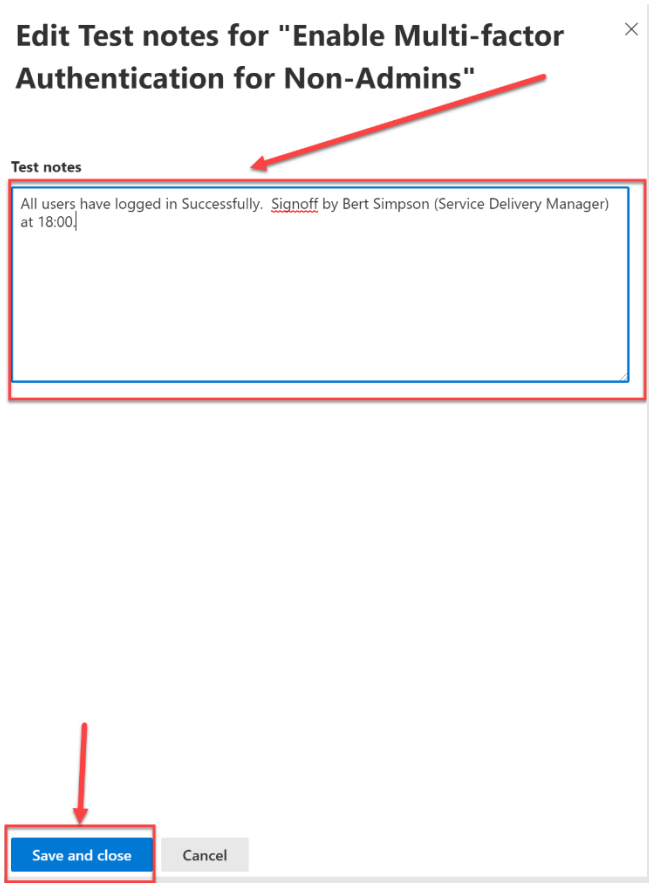
a. Add implementation notes and click Save.



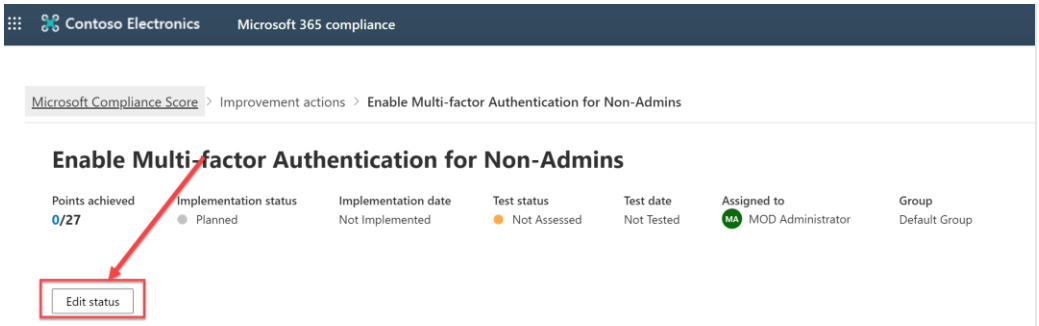
b. Select Edit Test notes



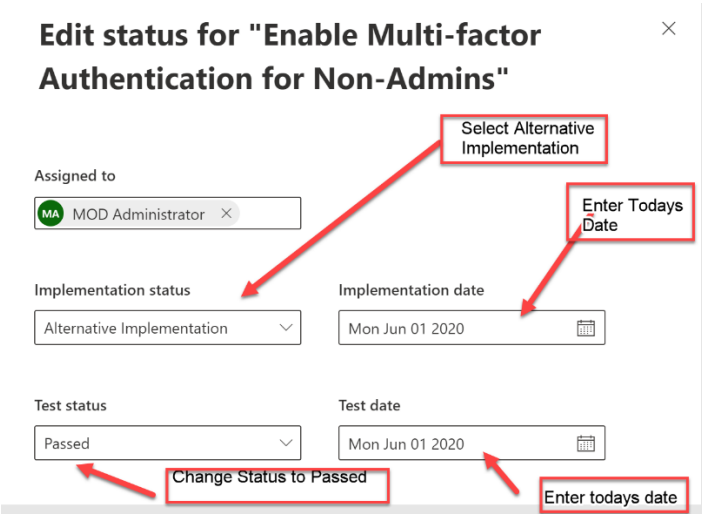
a. Add test notes and click Save.



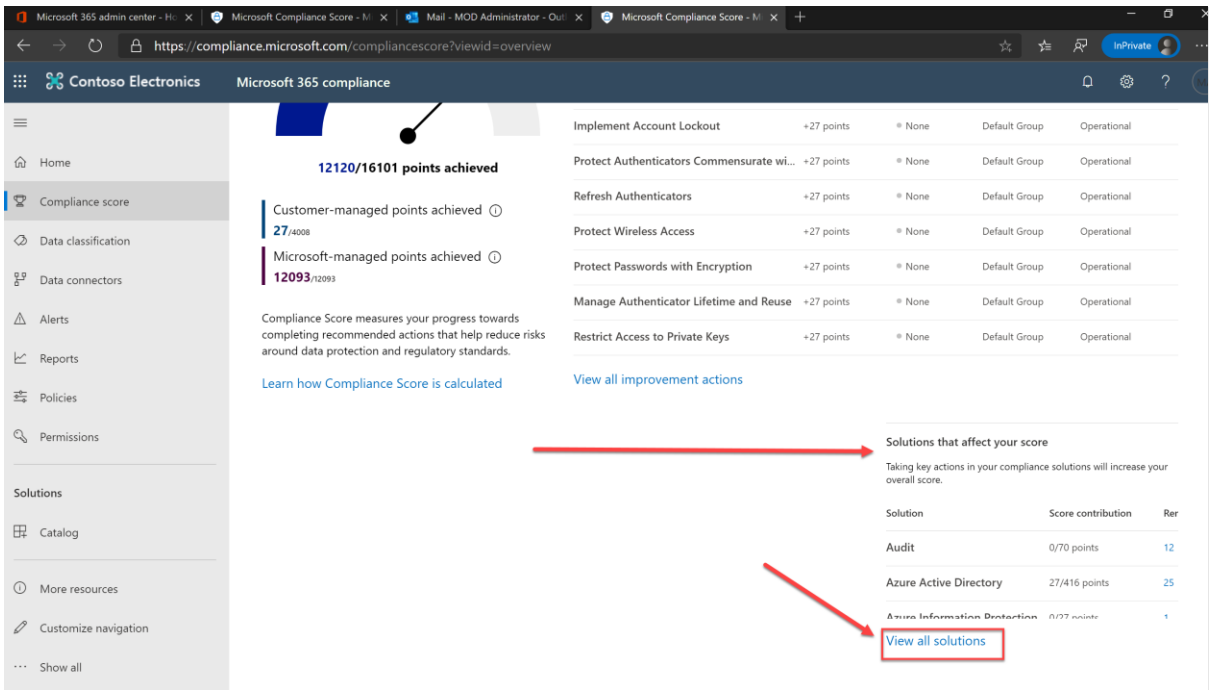
b. Click Edit Status



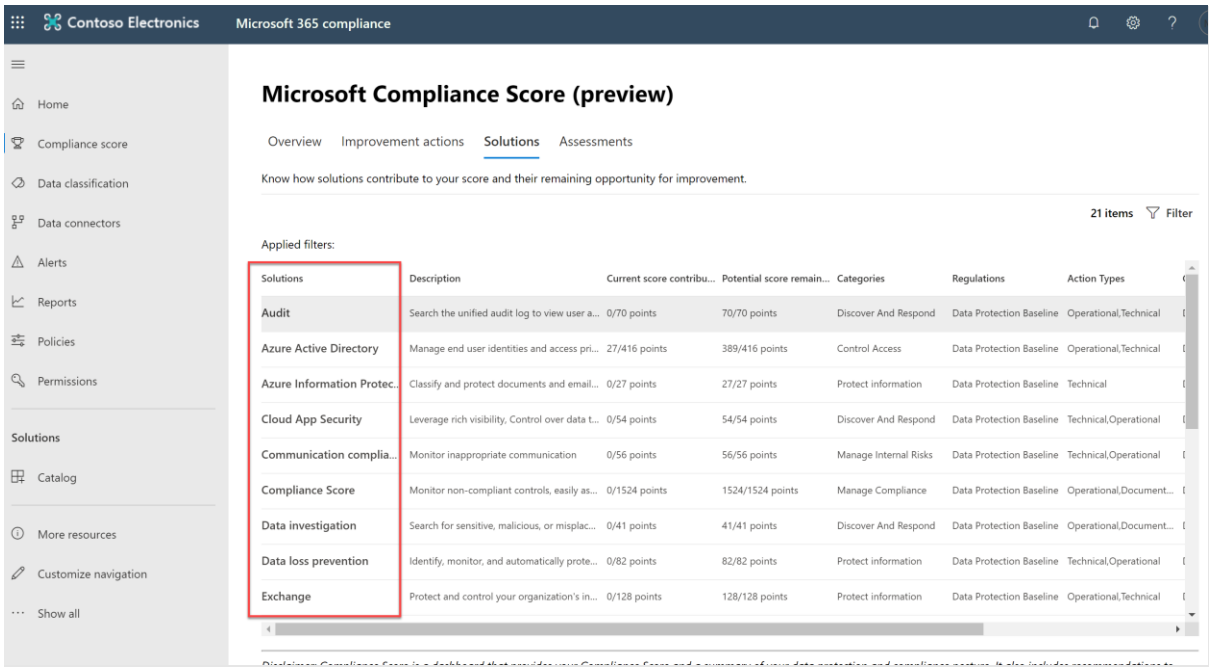
c. Update the Implementation Status as per screen shot below.



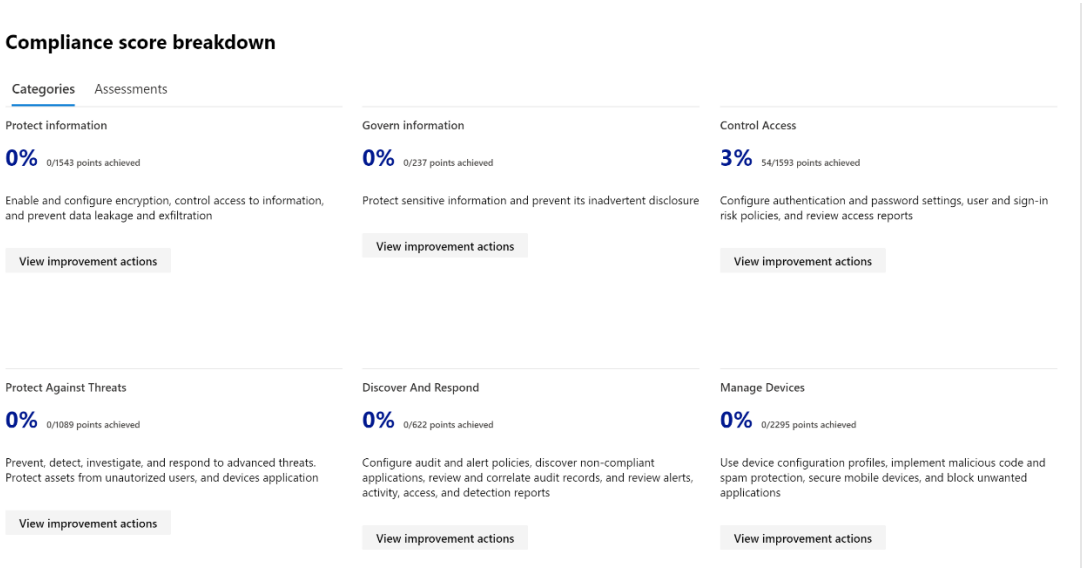
8. Return to the Overview page. Scroll down to see Solutions that affect your Score. Click on "**View All Solutions link**".



a. This view shows all the Actions Via Solutions perspective. Scroll down to see all the solutions (grouping available)

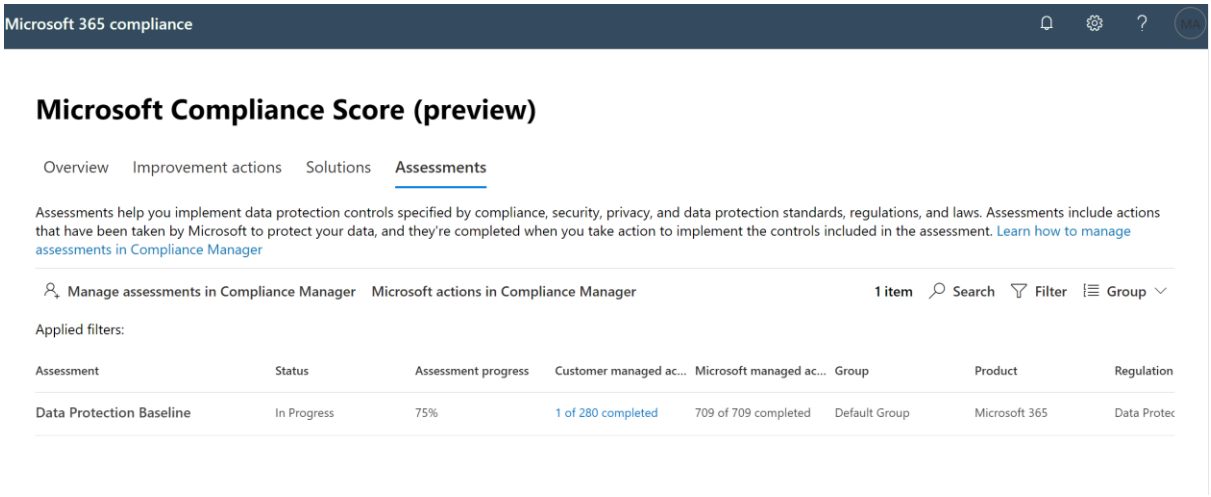


9. Switch back to the Overview page and scroll down to Compliance Score breakdown. This shows and view by Categories.

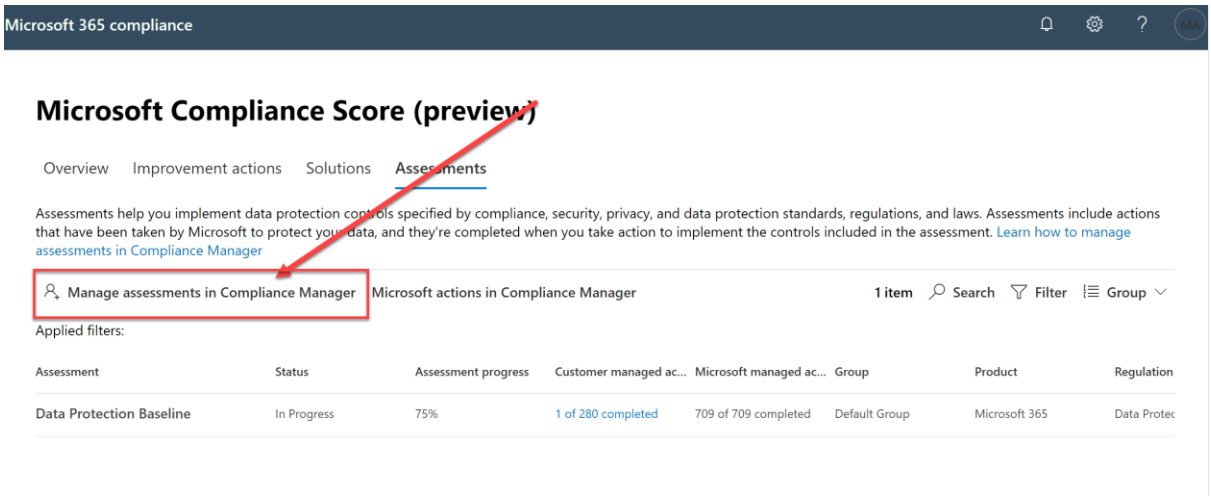


Part 2 - Compliance Assessments

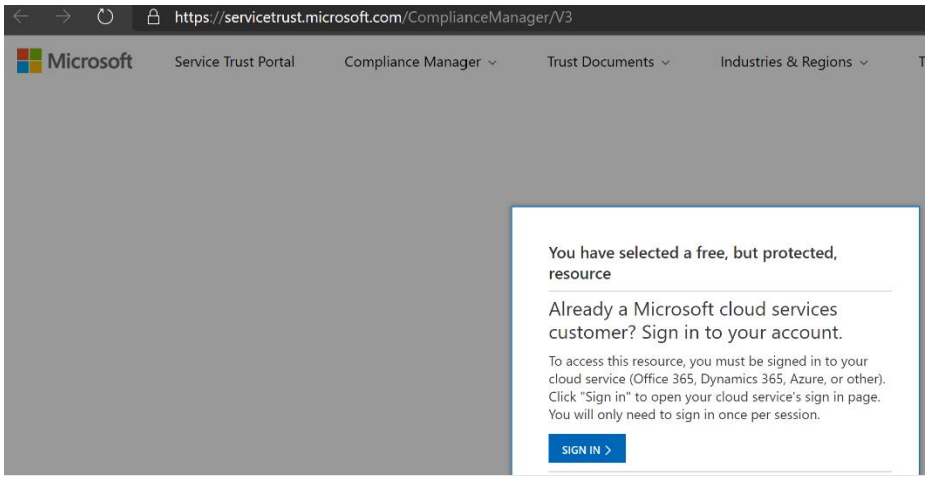
1. Click on Assessments – This shows the view of the assessments that have been created. Note that these are a point in time assessment and **NOT current status**.



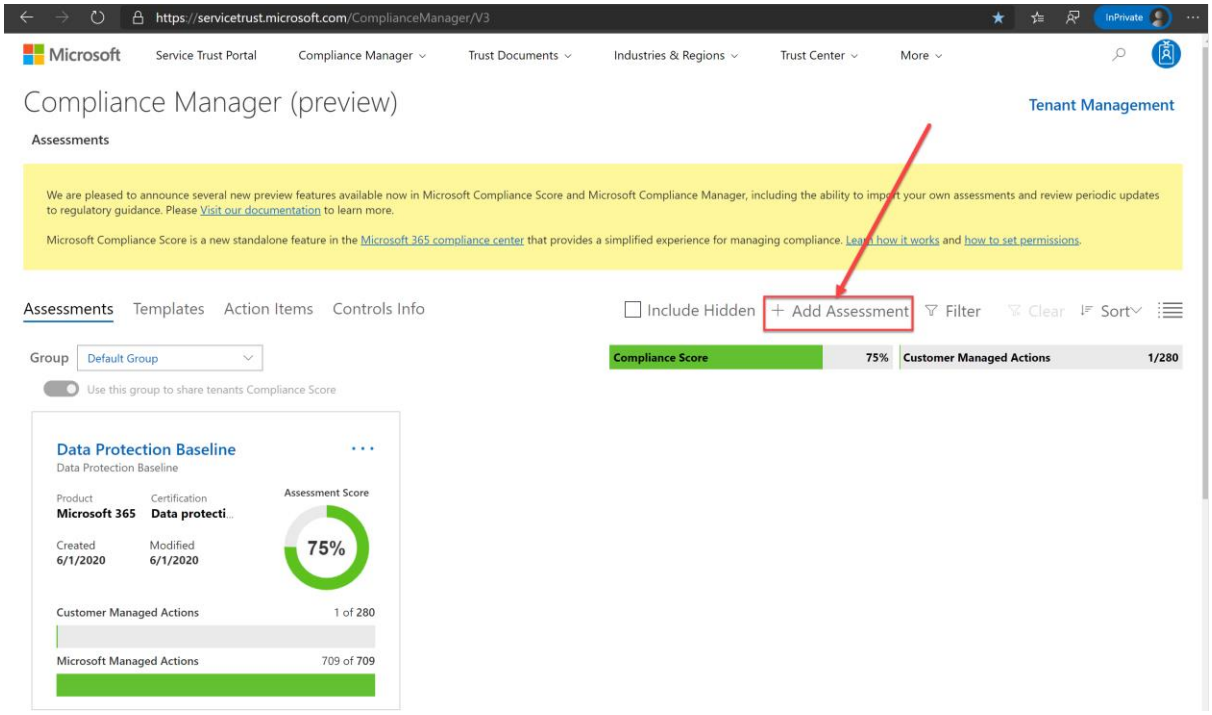
2. Click on Manage Assessments in Compliance Manager



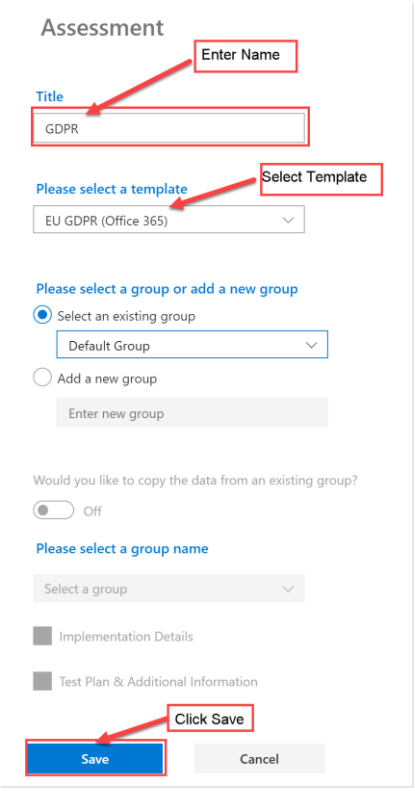
3. Assessments have not yet been migrated from the old Compliance Manager portal. This will redirect you to the older Compliance Manager portal
    a. This will bring up the sevicetrustportal (old interface). Click Sign in



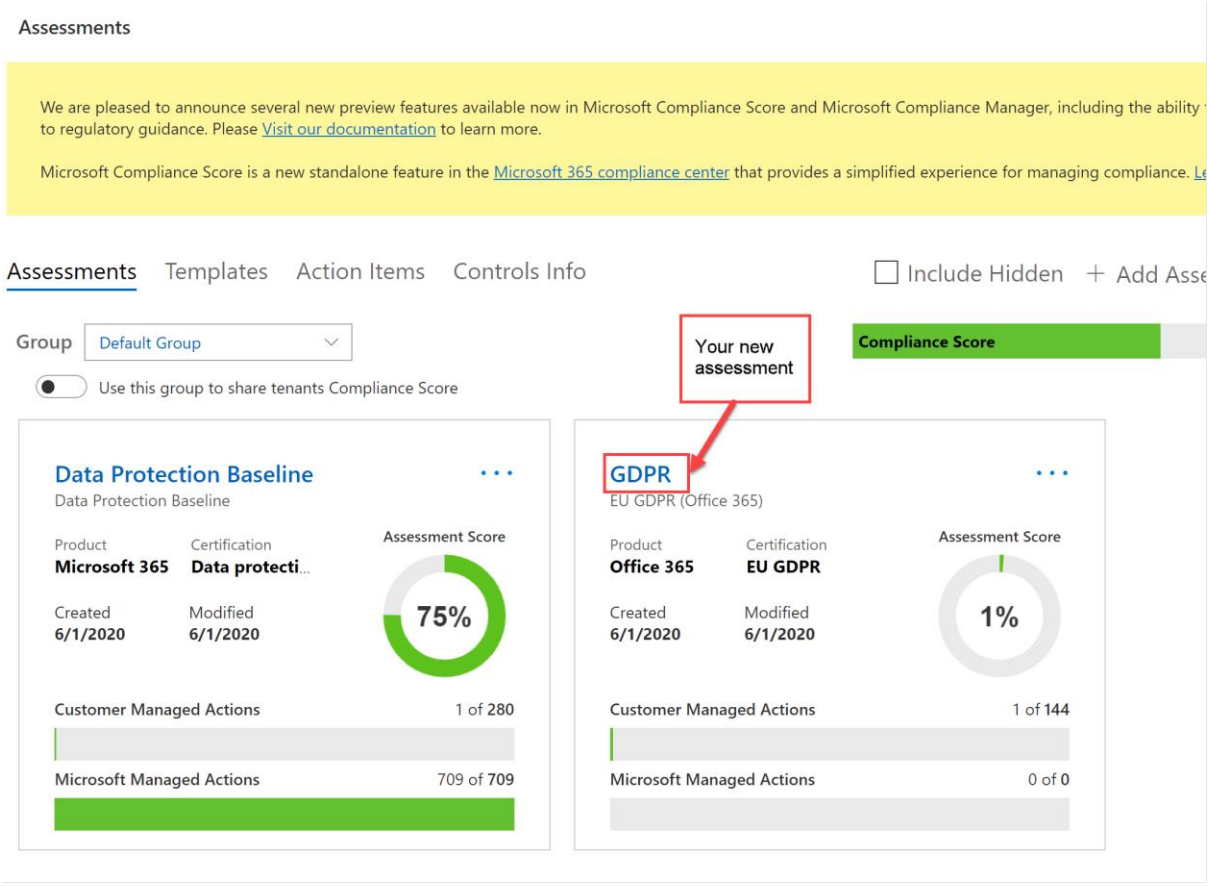
    b. In the new portal – Click the + to add an assessment.



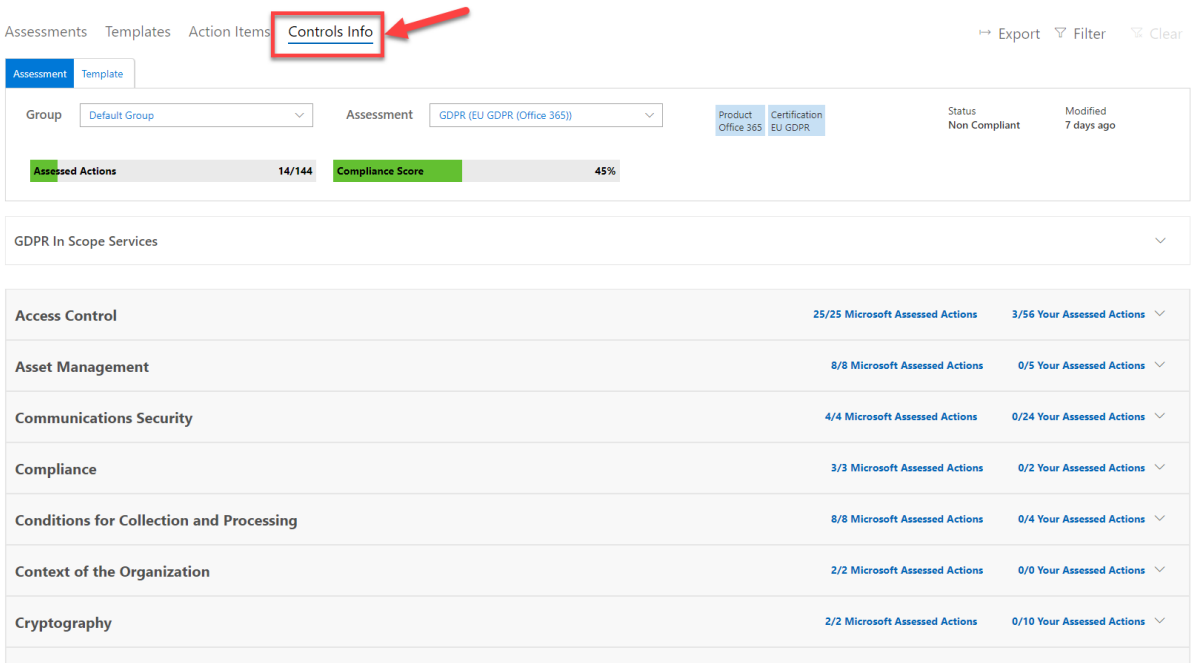
c. Add the Title “GDPR Assessment”, select the EU GDPR (Office 365) template. Leave the rest as default and click SAVE



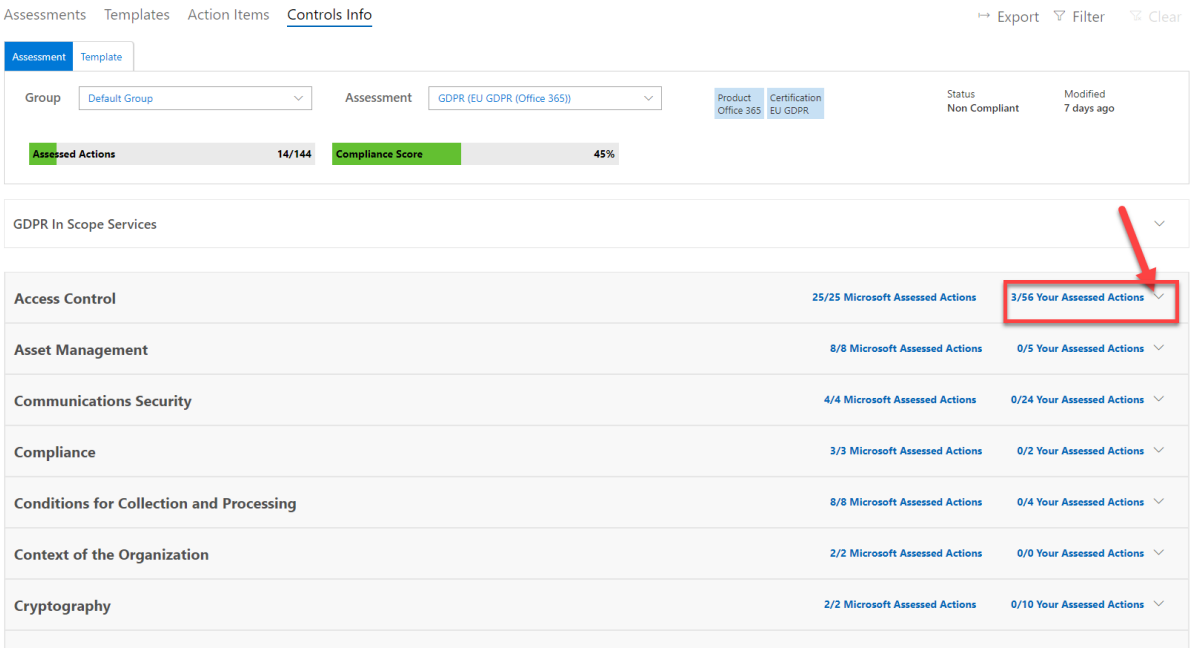
d. Click on the new Assessment GDPR



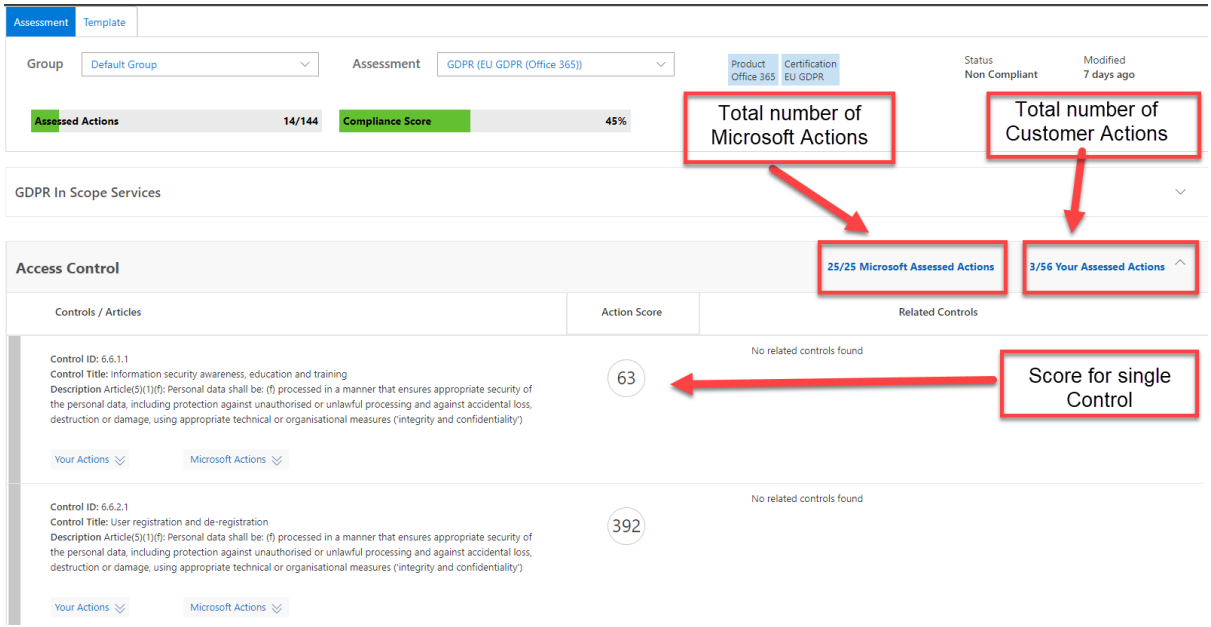
e. Select Controls Info Tab and you can now see the In Scope Services for this assessment



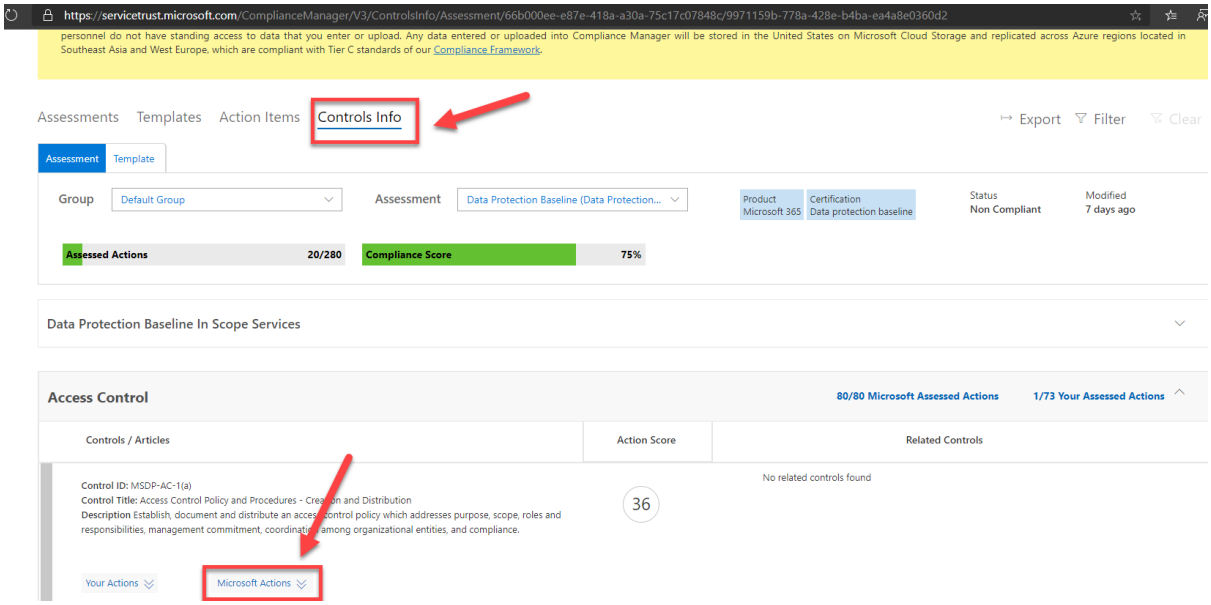
f. You can now see all the GDPR Actions that are required by the Customer. Use the dropdown arrow so see the controls under Access Control and review the details



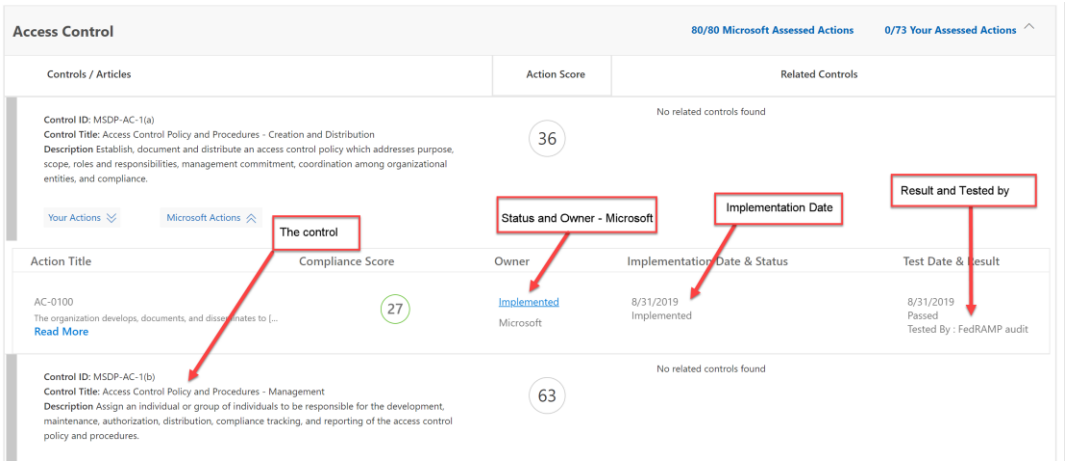
g. See the Total number of actions for customers and Microsoft below



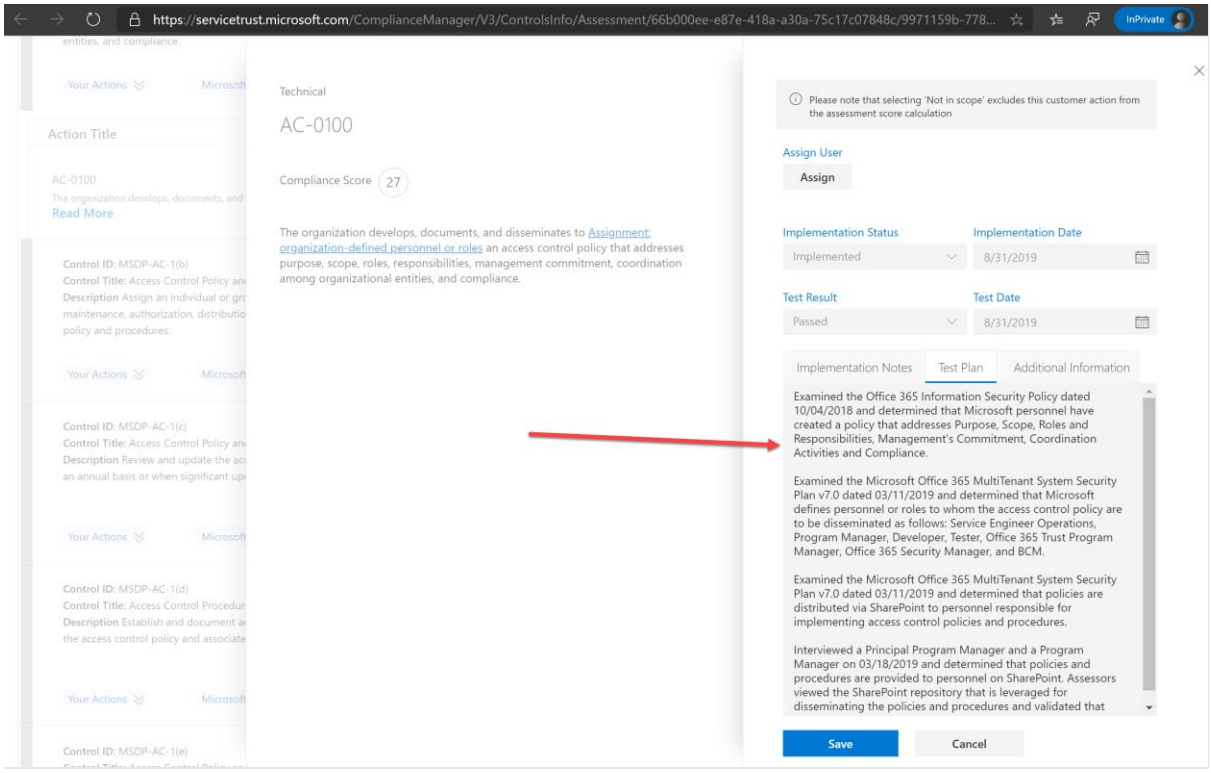
h. Pull down to show the actions that Microsoft have completed.



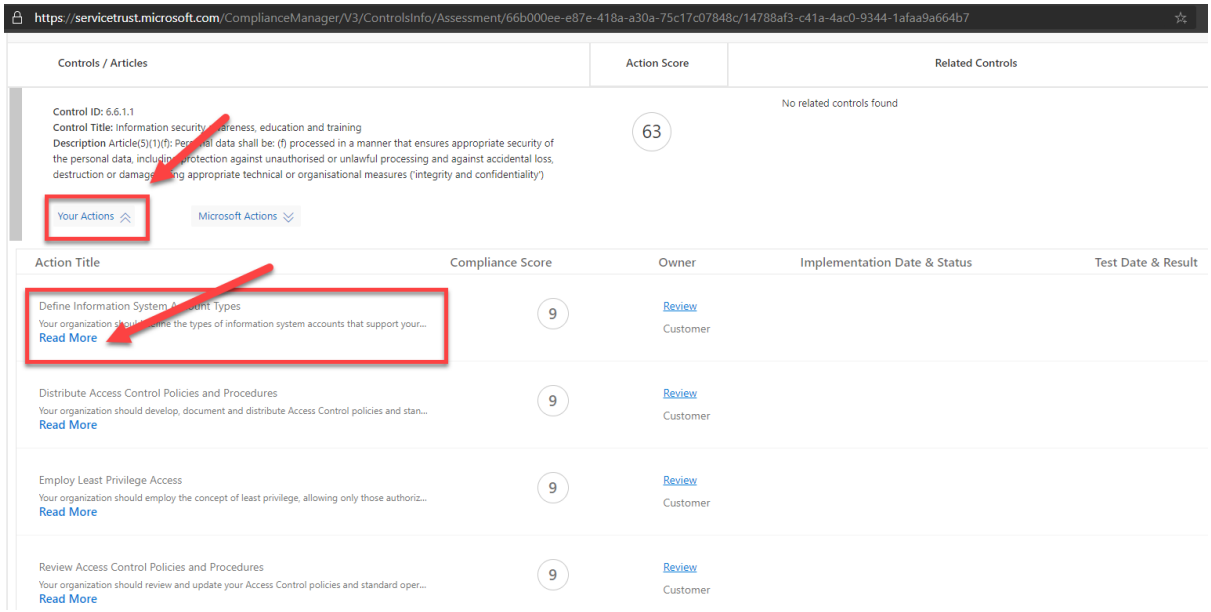
i. You can now see the details of the control that Microsoft have implemented



j. If you select Implementation you can review the test plan that Microsoft conducted



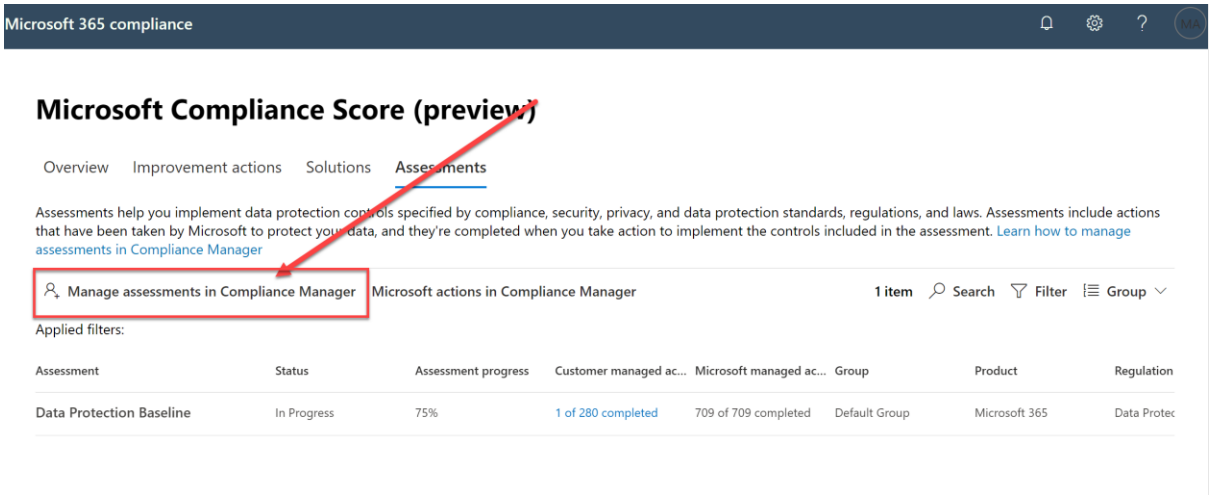
k. Pull down to show the actions that need to be completed by the customer. Select Read more to see more details



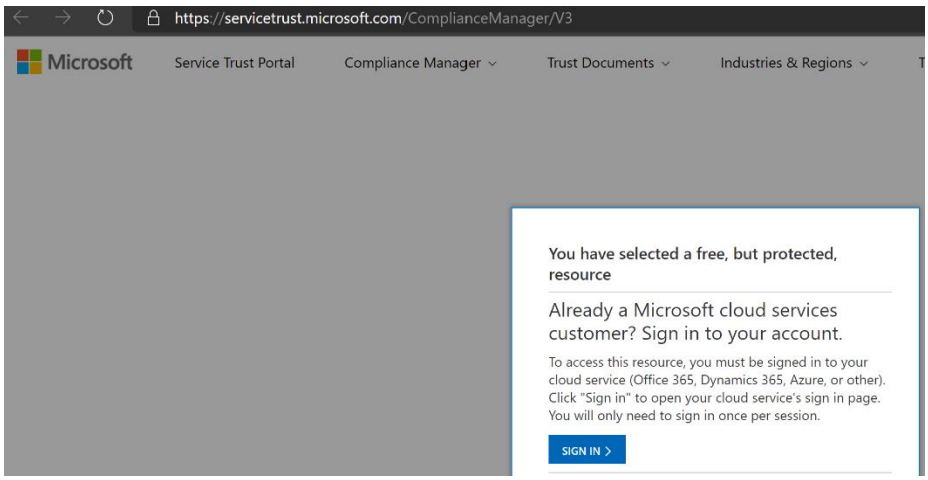
You have completed Part 2.

Part 3 - Make your own Compliance template

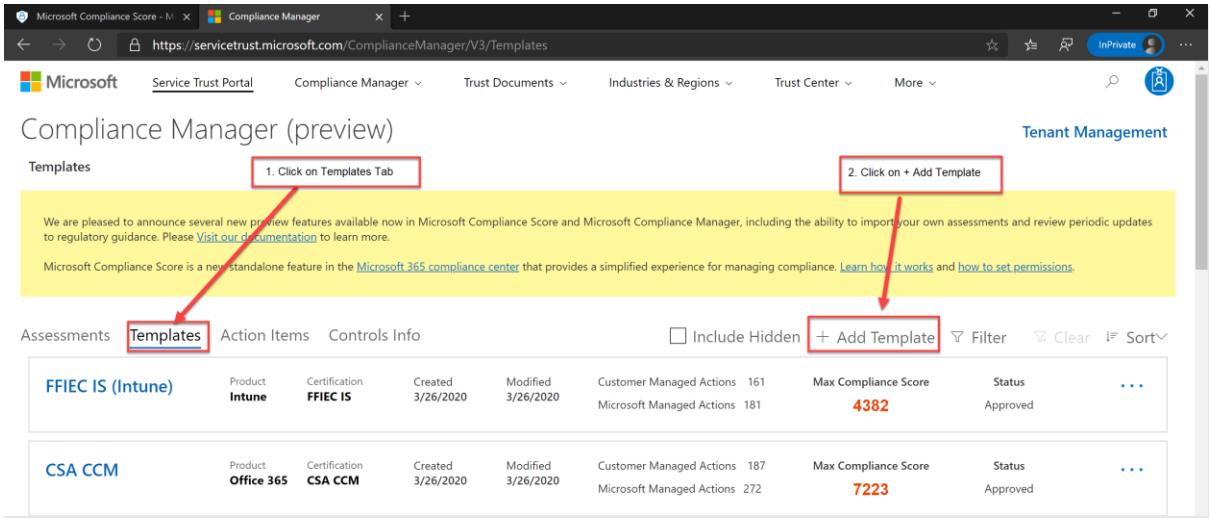
1. Click on Manage Assessments in Compliance Manager



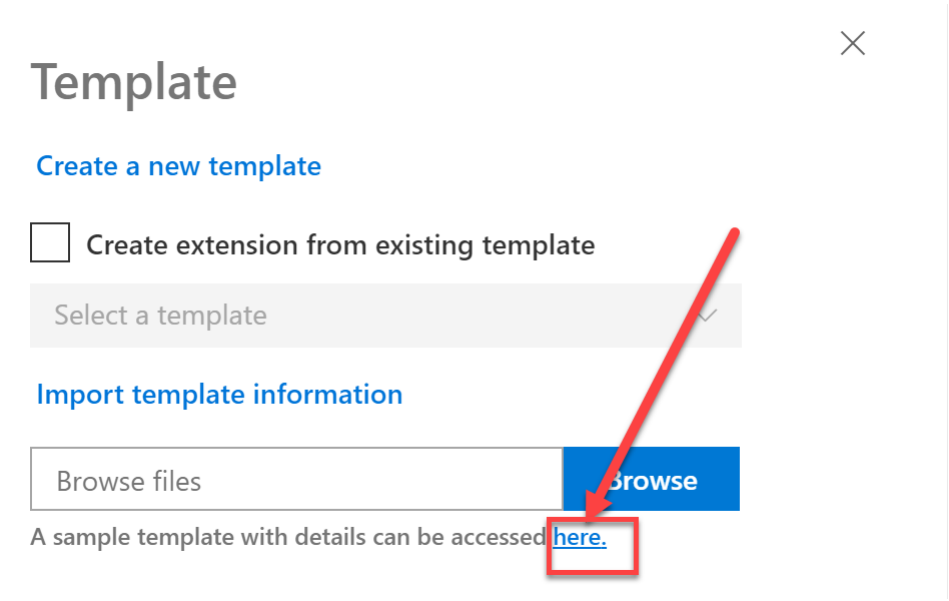
2. Assessments have not yet been migrated from the old Compliance Manager portal. This will redirect you to the older Compliance Manager portal
    a. This will bring up the sevicetrustportal (old interface). Click Sign in



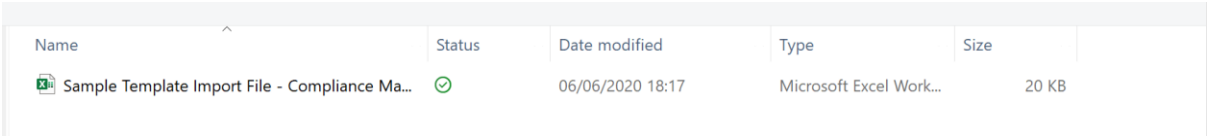
    b. Select the Templates Tab then Select “+ Add Template”



c. Download the Sample template

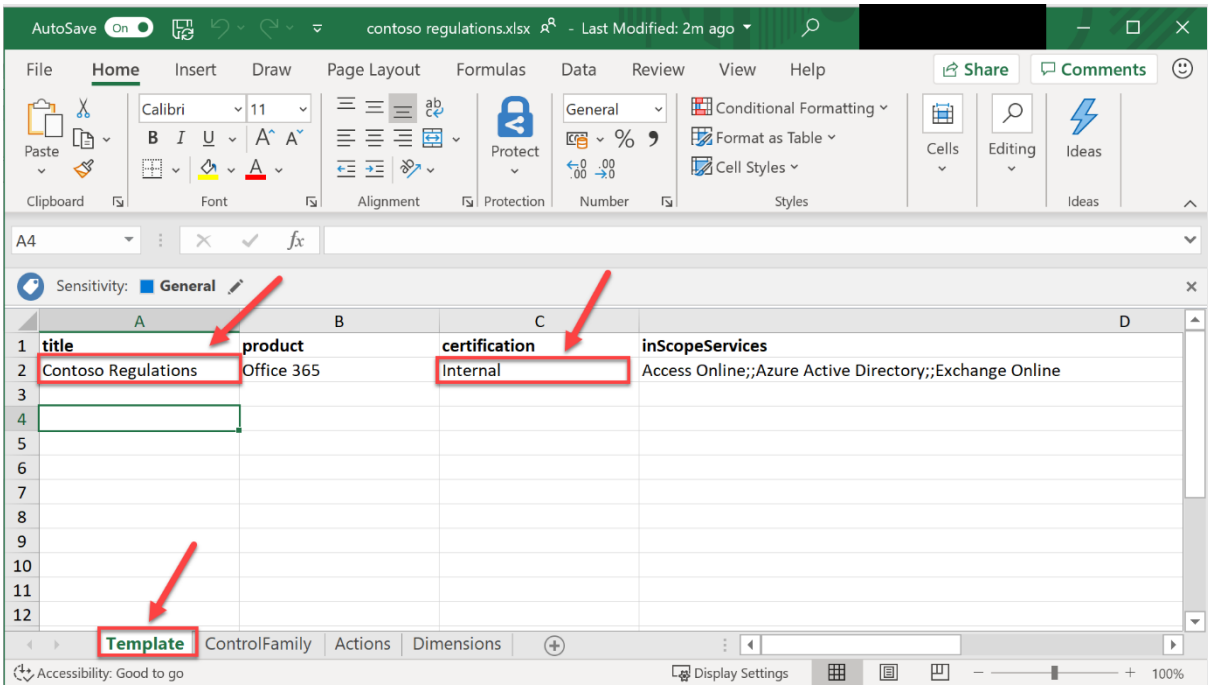


d. Save the Excel file locally



d. Open the downloaded excel file. For more information on how this template is structured click here

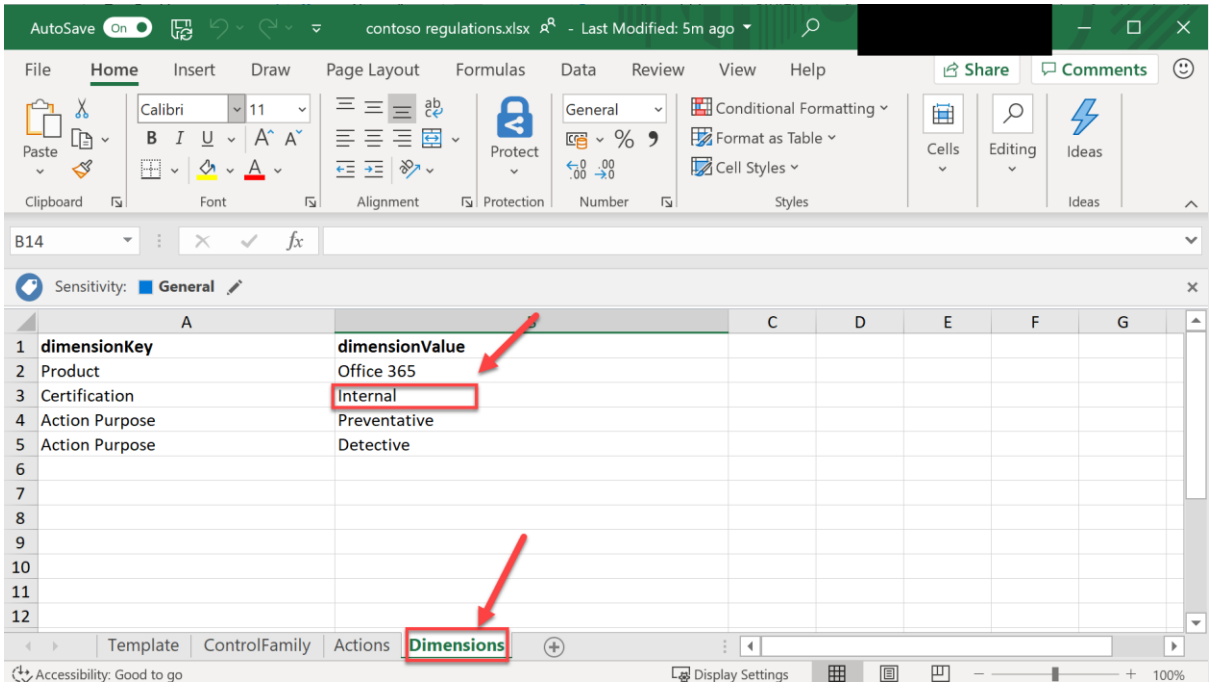
e. On the first Tab “Template” and edit as shown below



f. Select the Second Tab “controlFamily” and Review the content. You may change it if you wish

g. Select the third Tab “Actions” and Review the content. You may change it if you wish

h. Select the Last Tab “Dimensions” replace the certification with Internal

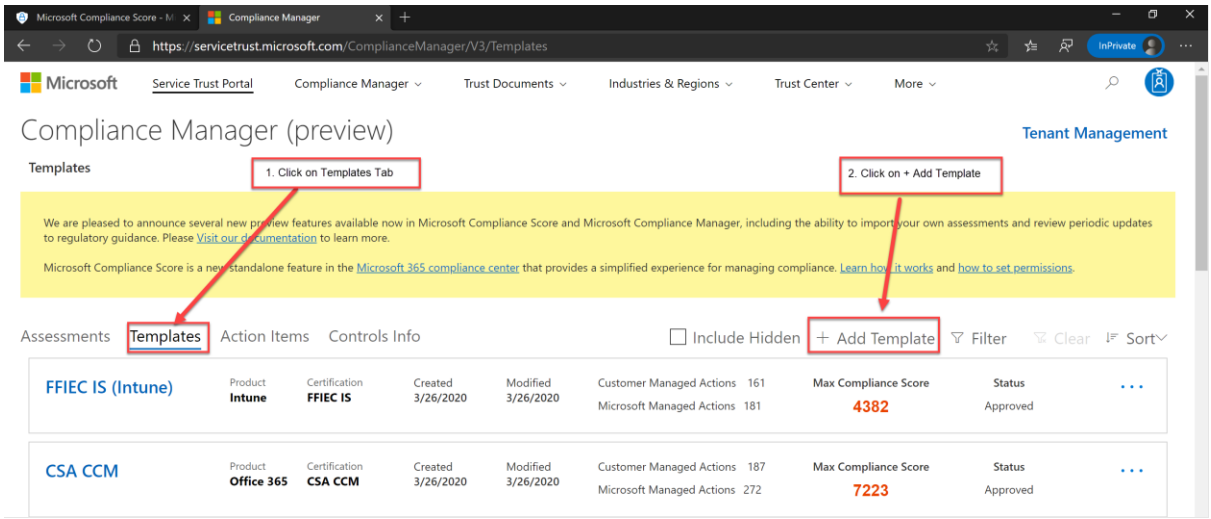


i. Save the files as “Contoso regulations.xls”

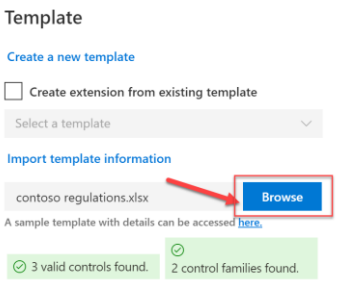
j. Return to the service trust portal

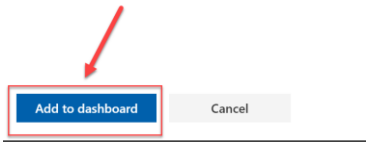
k. Open the **Templates** dashboard and select **+ Add Template**.

1. Select the Templates Tab then Select “+ Add Template”

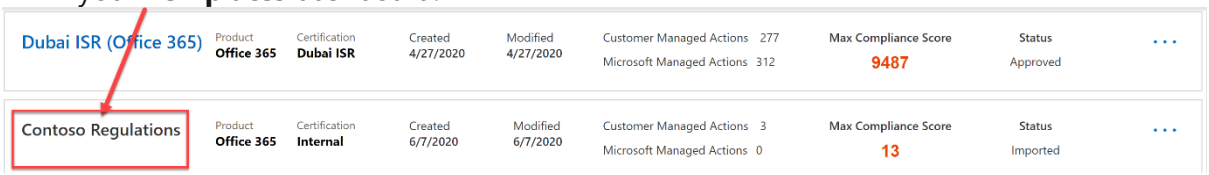


l. Import your template data by selecting **Browse** to upload your Excel file containing the data

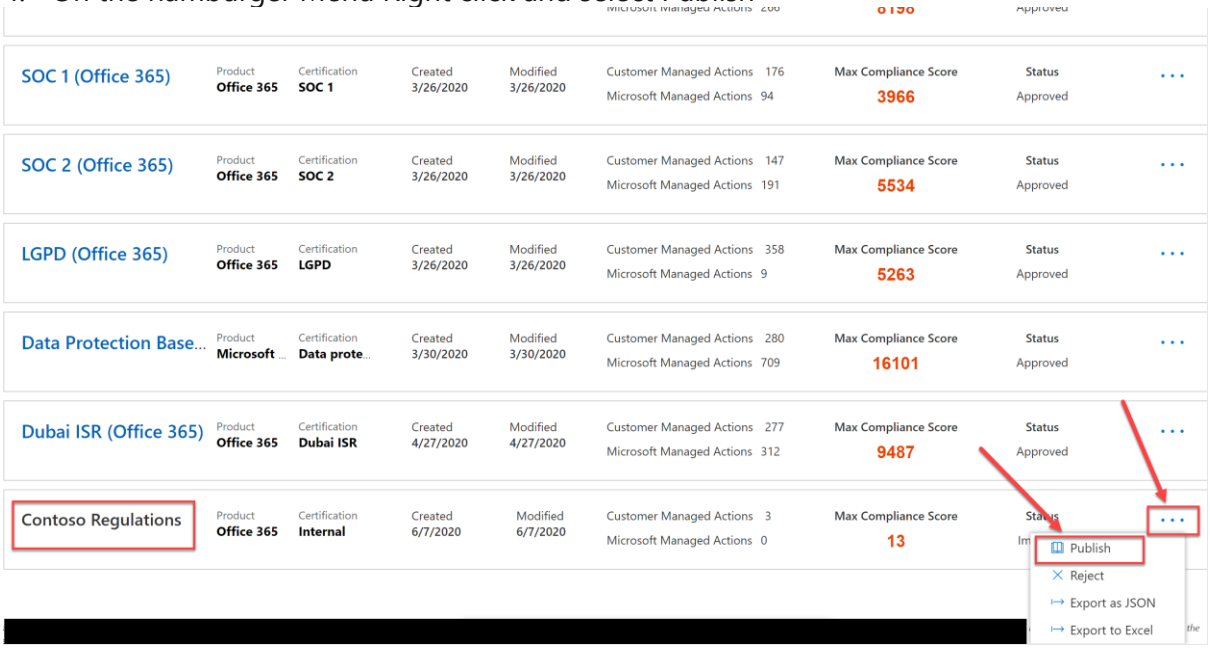


2. 

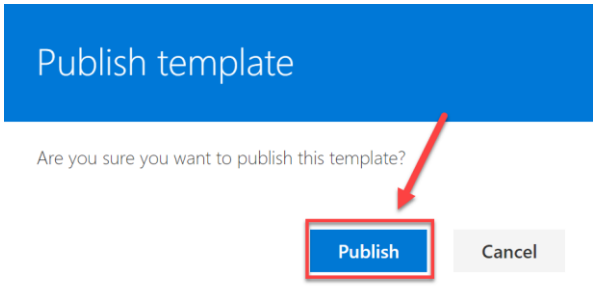
3. Select **Add to Dashboard**. You will then see your new template added to your **Templates** dashboard.



4. On the hamburger Menu Right click and select Publish



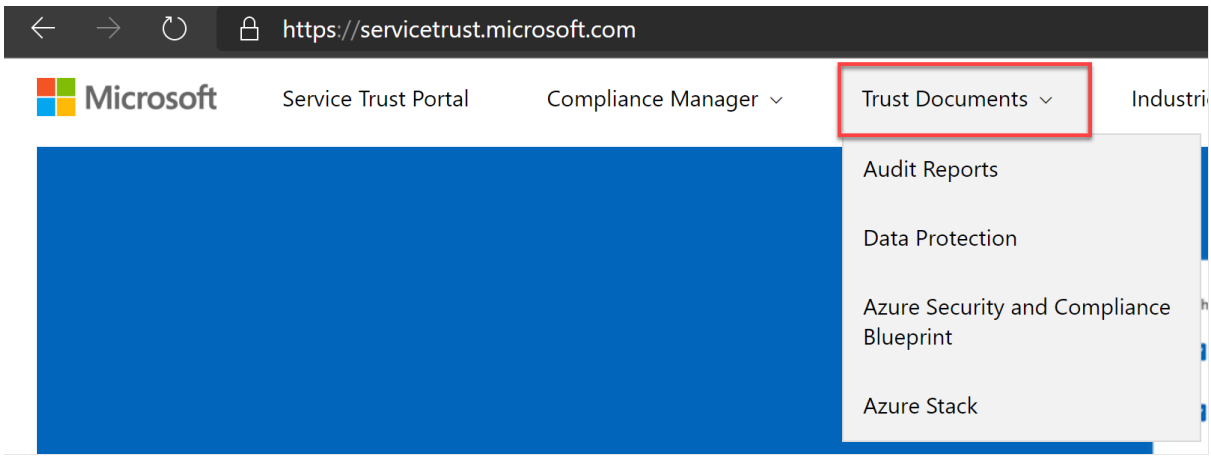
5. Select Publish to continue



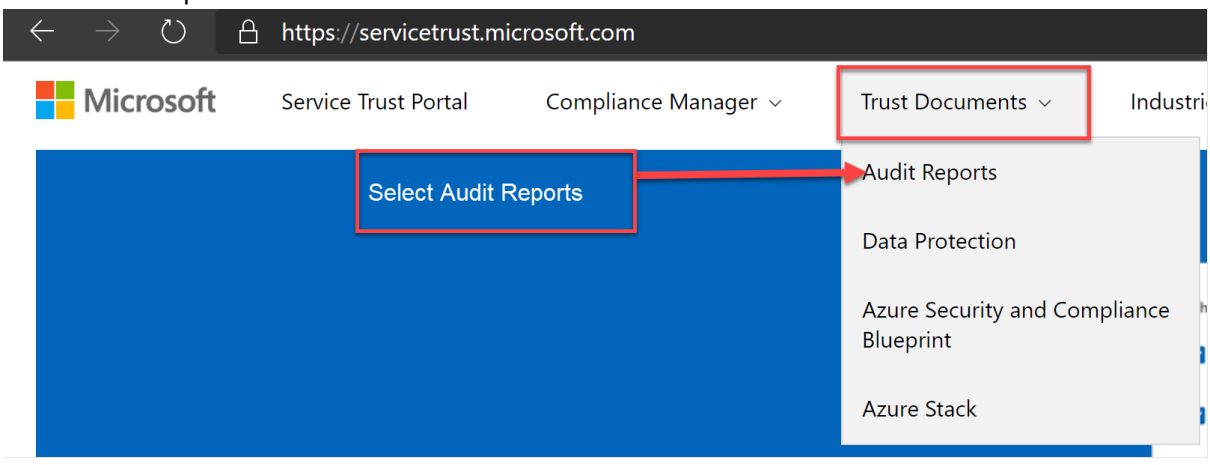
6. To complete the process you need a second delegated admin account to do the approval. Author of the template adds, and then publishes, a second admin will then change the status by Approving To complete this task in the lab please logon as meganb@*replacewithyourtenantname.onmicrosoft.com*, *go to compliance manager, templates* then change the status by Approving (same elipsis in the templates section where you would select Publish).
7. Once approved the templates are now available to use.

Part 4 - Overview of Trust Documents

1. Browse to Service Trust Portal https://servicetrust.microsoft.com/
2. In here you will find Links to the Audit reports that you saw in the controls above that you created for the GDPR assessments. Click on Trust Documents



3. Select Audit Reports



4. Scroll down the page till you can see the New and Archived Audit reports.

5. Select SOC Reports and choose one to view. Note these documents can be downloaded for your reference or for RFP submissions etc.

Extensions

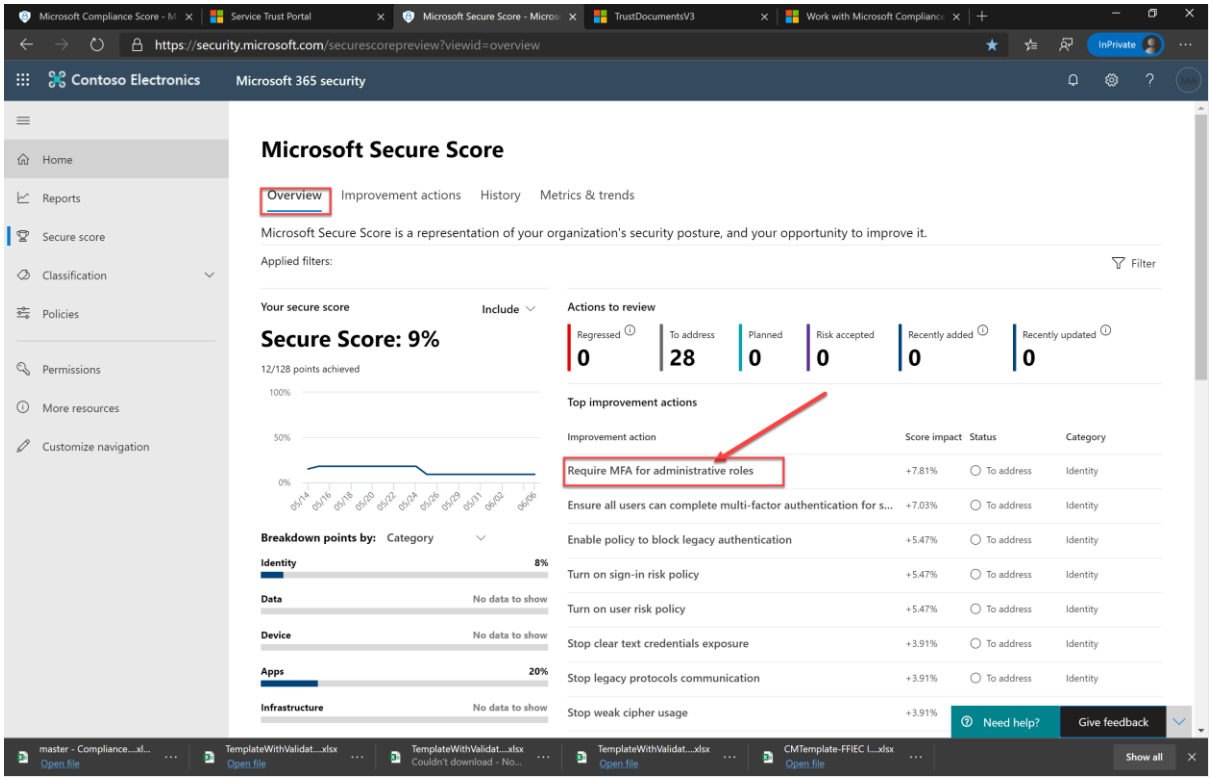
This section is not required for the Compliance Masterclass however its is an extension that you may wish to complete in your own time.

Extension 1 – Secure Score Planner Integration

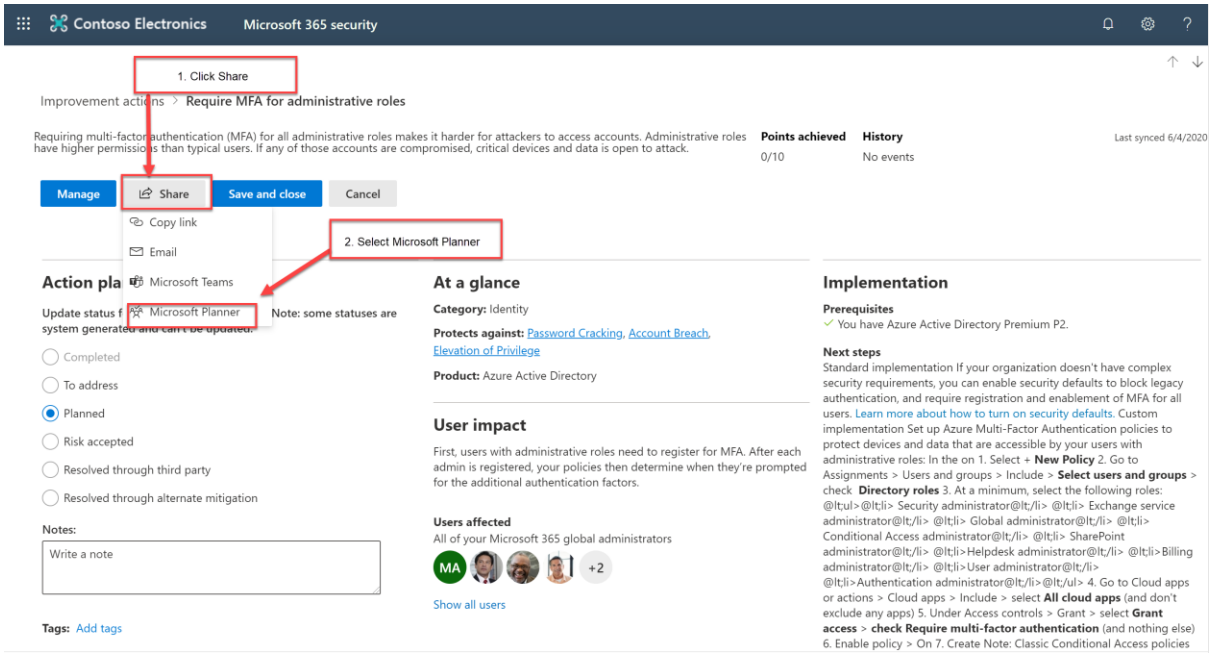
Although Secure Score is not part of this training it is integral to Compliance as well as Security.

For an overview of the new Secure Score please read https://docs.microsoft.com/en-us/microsoft-365/security/mtp/microsoft-secure-score-new?view=o365-worldwide

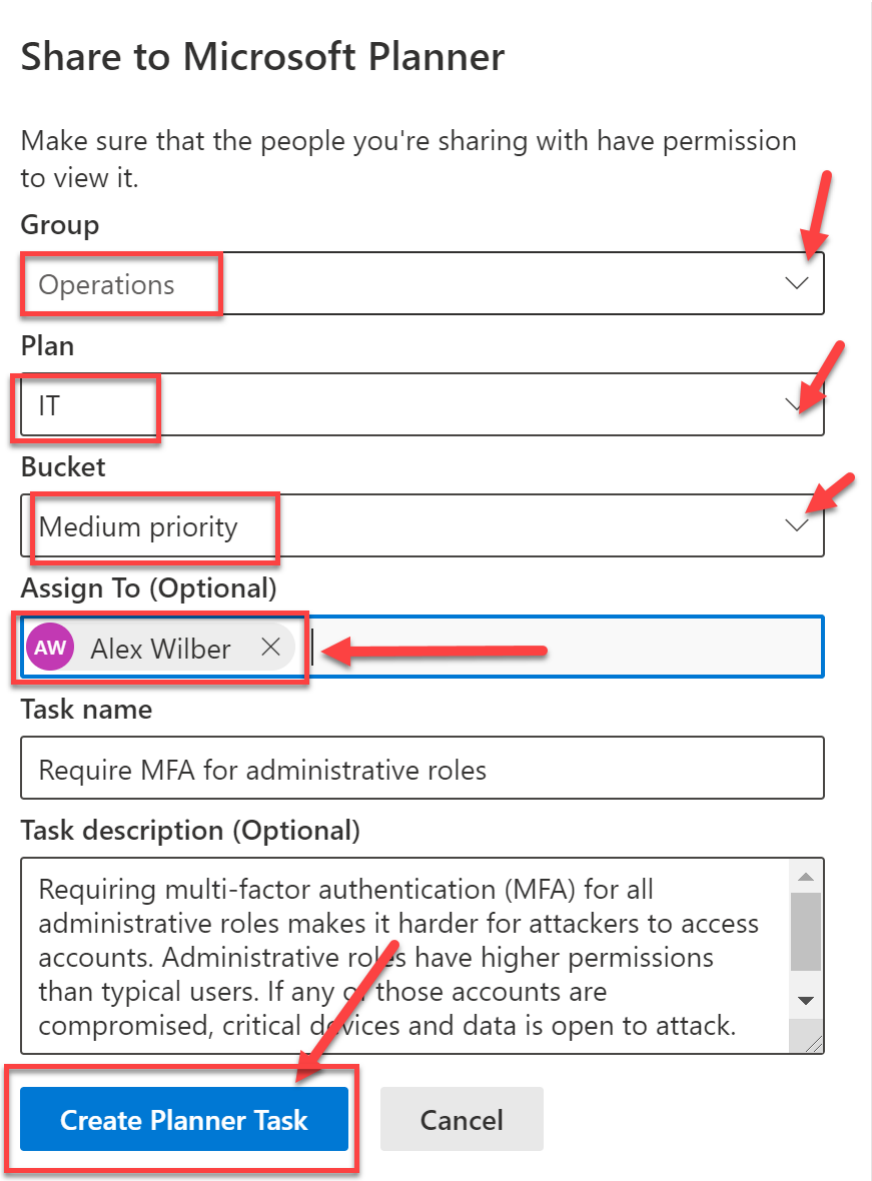
1. Browse to https://security.microsoft.com/securescorepreview?viewid=overview
2. On the Overview page select the first improvement action



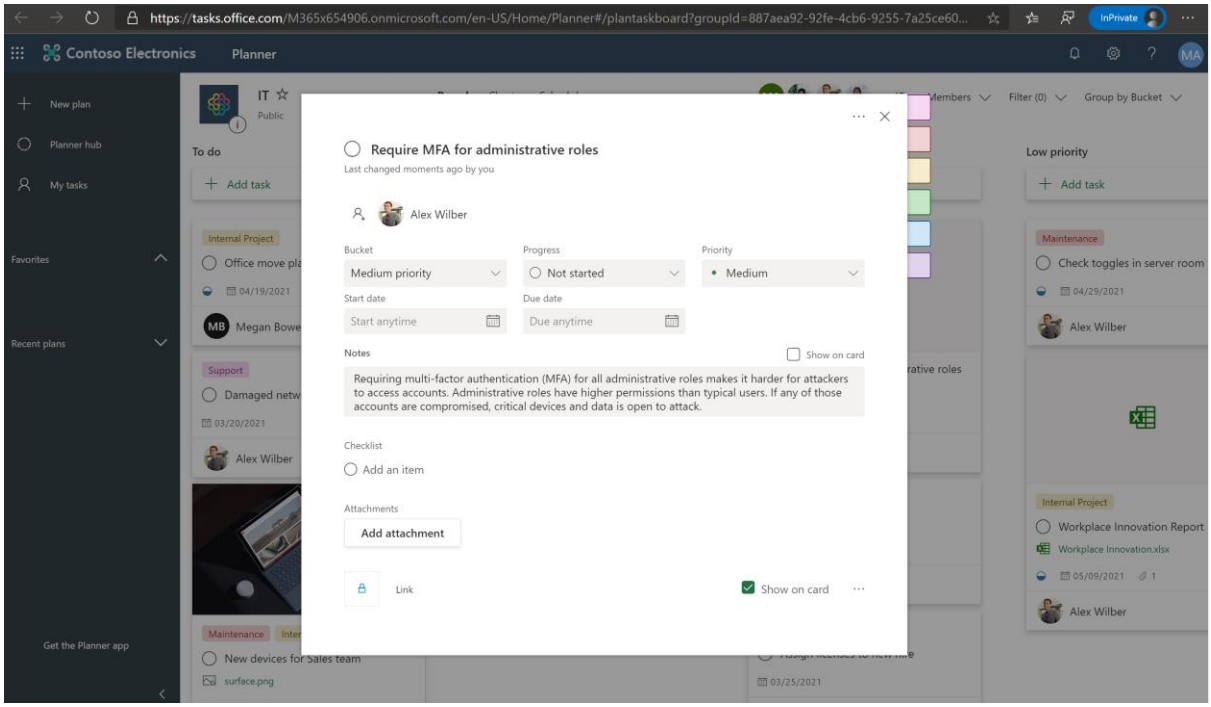
3.To create a task in Microsoft Planner just select the **Microsoft Planner** option from the **Share** menu,



8. Update any fields as necessary (see suggestions below), and then select the **Create Planner Task** button to create it.



9. You may review the task in planner



Extension 2 – Integrate ServiceNow with Microsoft Secure Score

This requires an account in ServiceNow which is a 3rd party to Microsoft. Without a ServiceNow account you CANNOT complete this lab.

Please follow this article to complete this part of the lab.

https://techcommunity.microsoft.com/t5/security-privacy-and-compliance/announcing-servicenow-microsoft-teams-and-planner-integration/ba-p/914367