Lab 1 - Compliance Manager

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

Pre-requisites

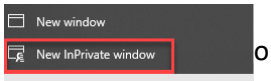
Before you start you should have completed the "Getting started with Microsoft 365 Compliance Master Class Labs". If you have not completed this you will not be able to do this lab. You can find this document which you can download from https://aka.ms/m365masterclass-Intro. Each tenant will take 24 hours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

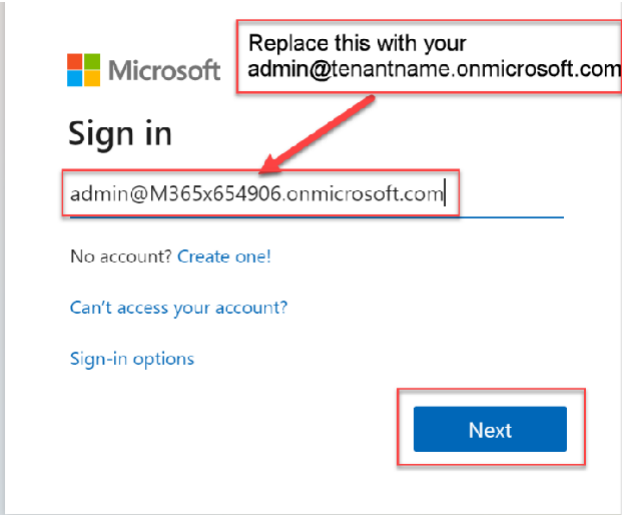
a) Open an In-private browser (Edge) 

or New in-Cognito (Chrome) 

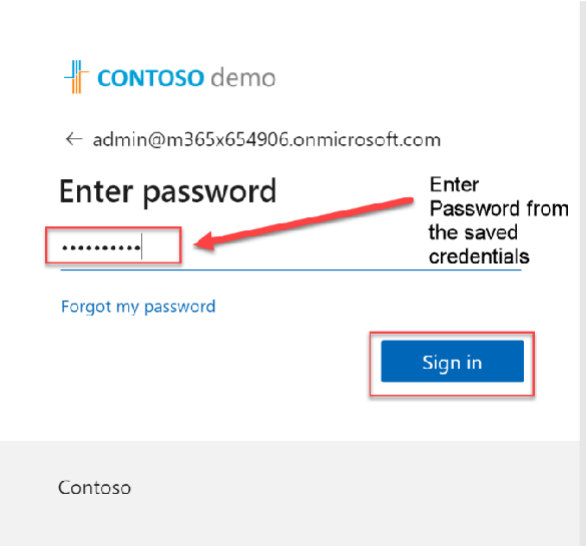
on your machine and then go to https://compliance.microsoft.com/homepage

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

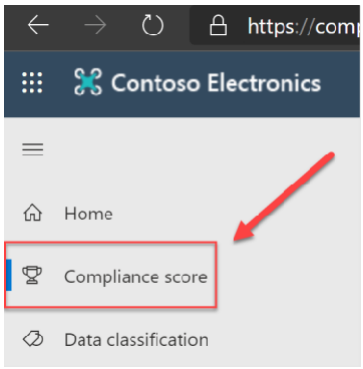
c) Enter your admin credentials in the sign in as below and click NEXT



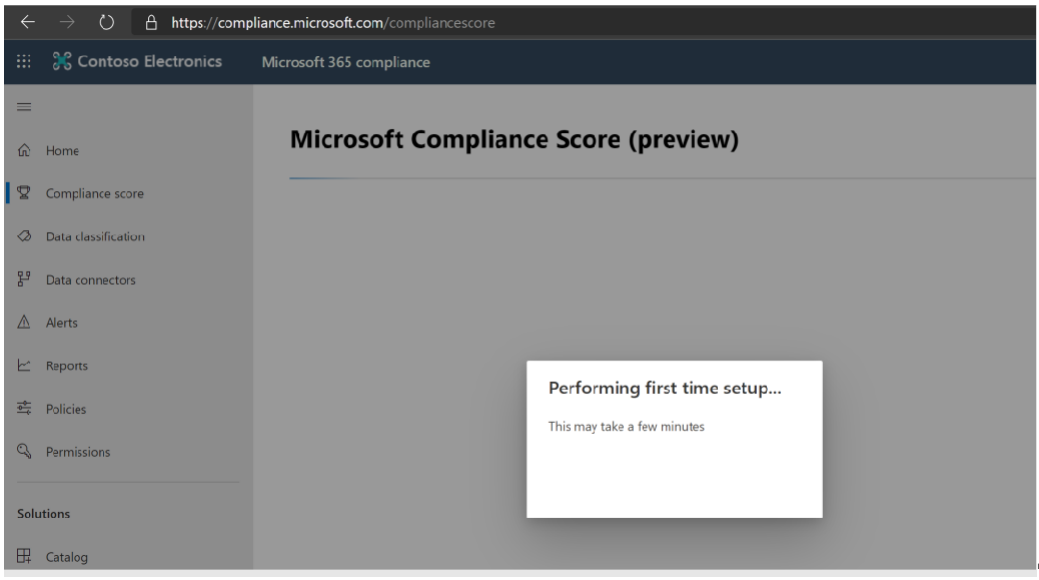
d) Enter the password and then click "Signin"



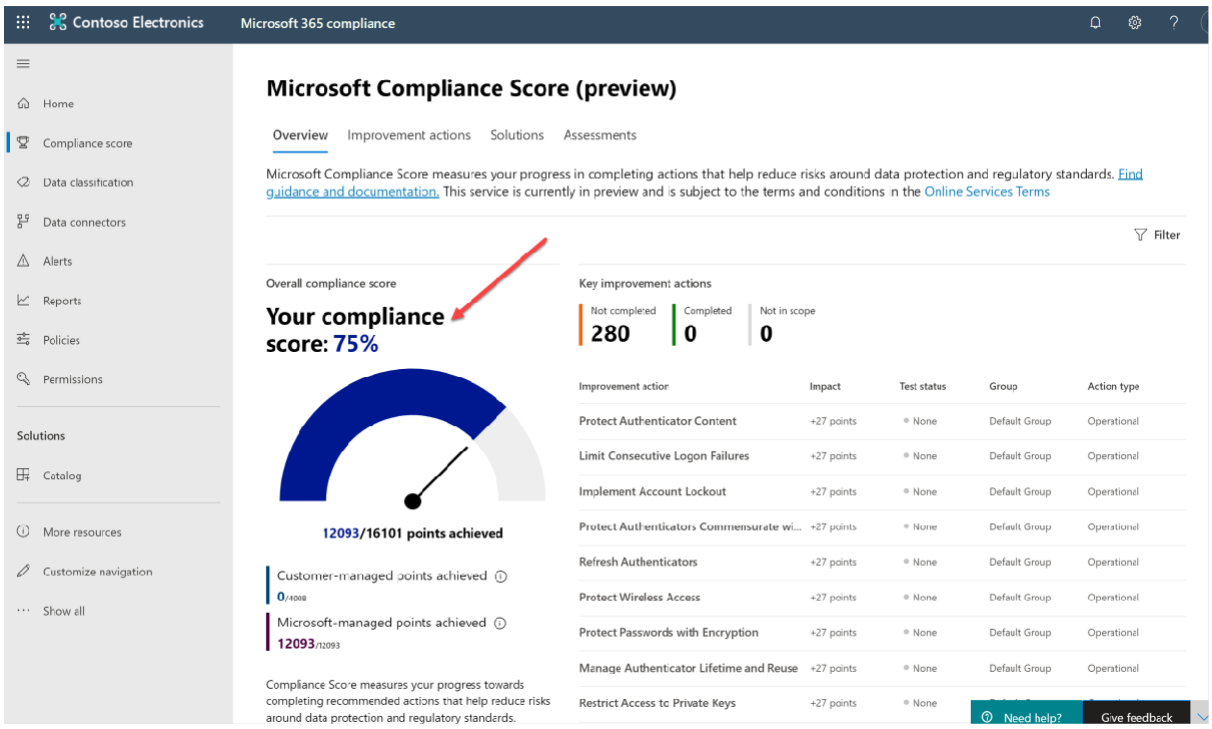
1. **On the left hand side of the portal Select Compliance Score.**



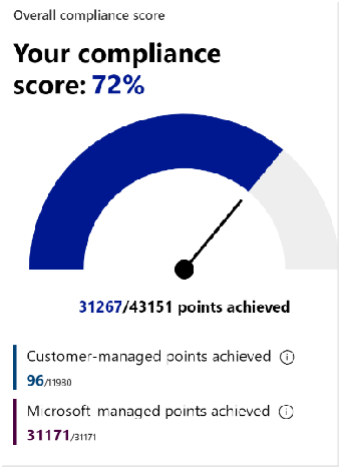
2. **You may see this message below as it sets up the Score. It should only take a few minutes to provision.**



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*

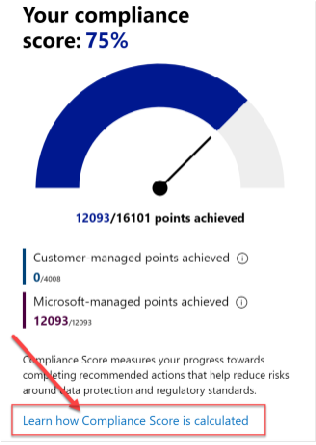
ii. **Microsoft Managed points - contribute to your compliance score based on controls** *managed by Microsoft as a cloud service provider*.

a. **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.**

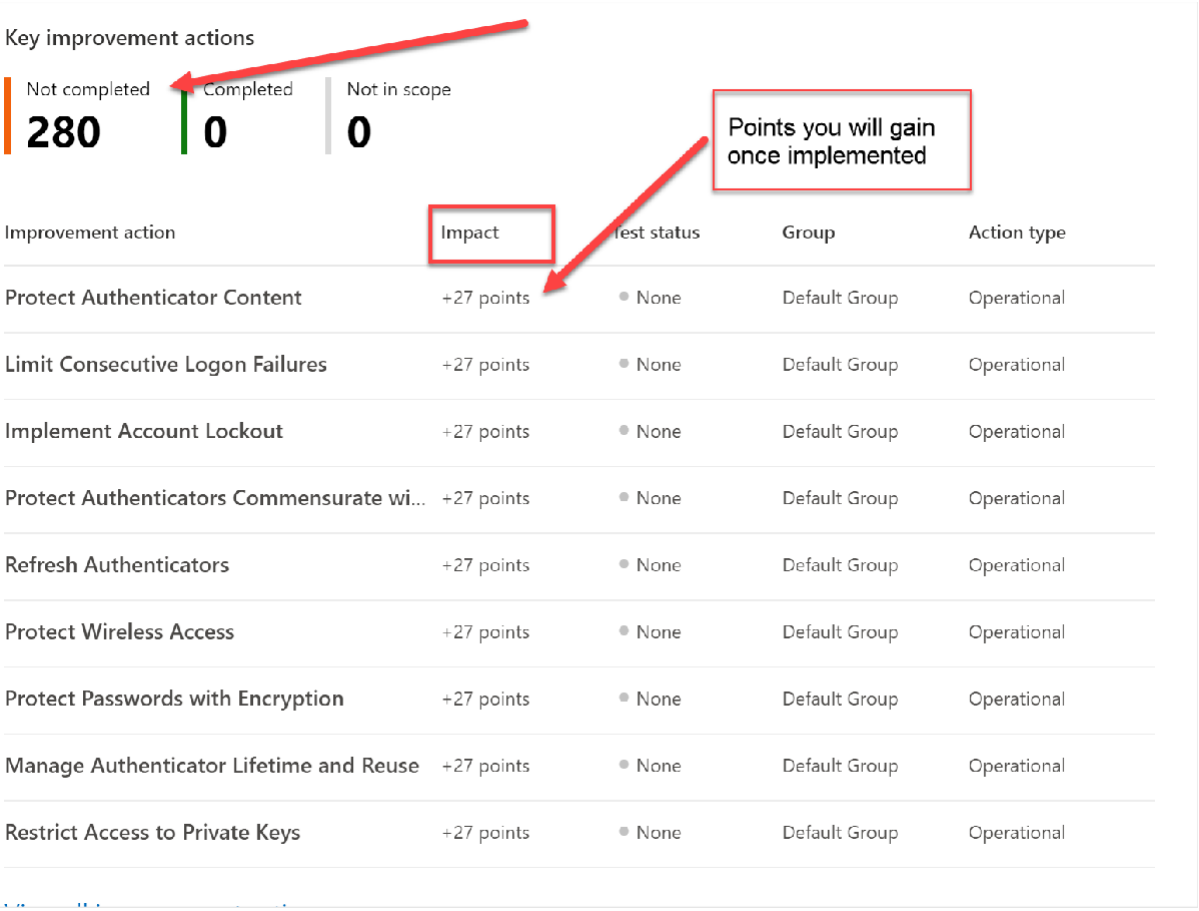
i. **Mandatory controls are actions that cannot be bypassed either intentionally or accidentally.** An example is a centrally-managed password policy that sets requirements for password length, complexity, and expiration. Users must comply with these requirements to access the system.

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

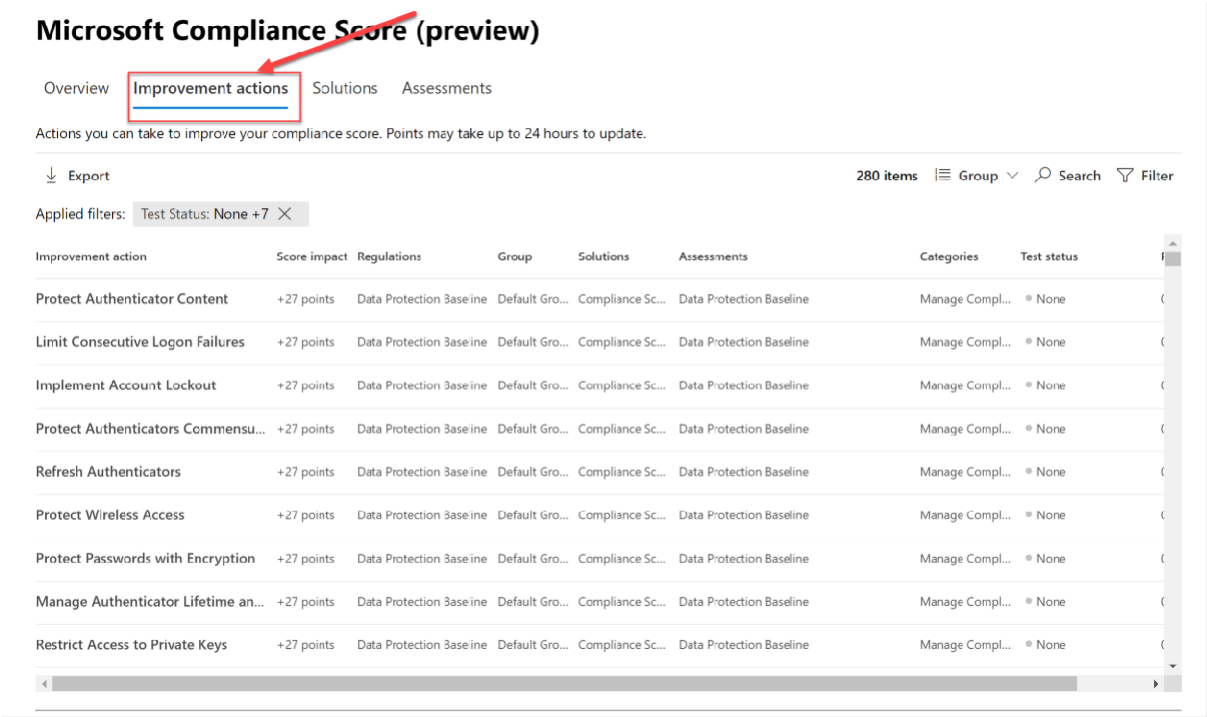


6. Note the Key Improvement actions. This provides a top level summary of the recommended actions. These are shown in order of highest impact which means they are the key actions to focus on first.



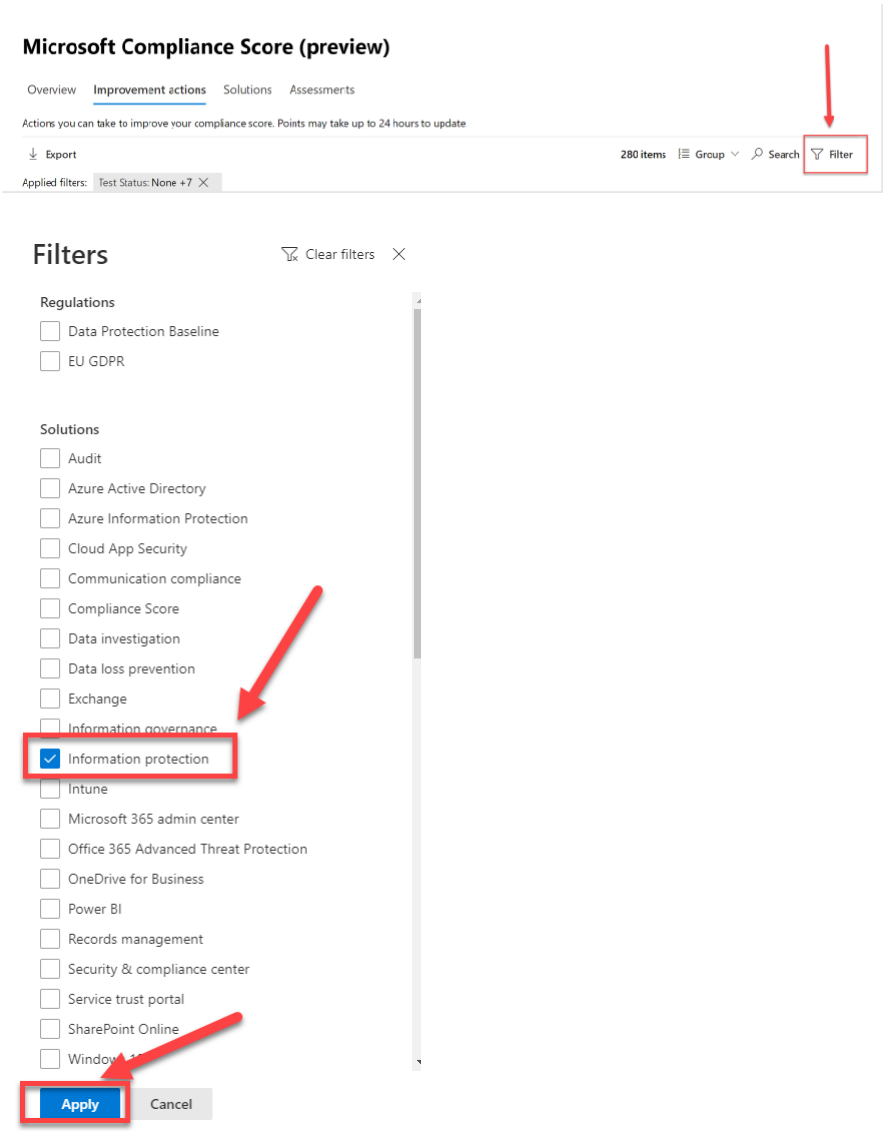
Improvement action	Impact	Test status	Group	Action type
Protect Authenticator Content	+27 points	None	Default Group	Operational
Limit Consecutive Logon Failures	+27 points	None	Default Group	Operational
Implement Account Lockout	+27 points	None	Default Group	Operational
Protect Authenticators Commensurate wi...	+27 points	None	Default Group	Operational
Refresh Authenticators	+27 points	None	Default Group	Operational
Protect Wireless Access	+27 points	None	Default Group	Operational
Protect Passwords with Encryption	+27 points	None	Default Group	Operational
Manage Authenticator Lifetime and Reuse	+27 points	None	Default Group	Operational
Restrict Access to Private Keys	+27 points	None	Default Group	Operational

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

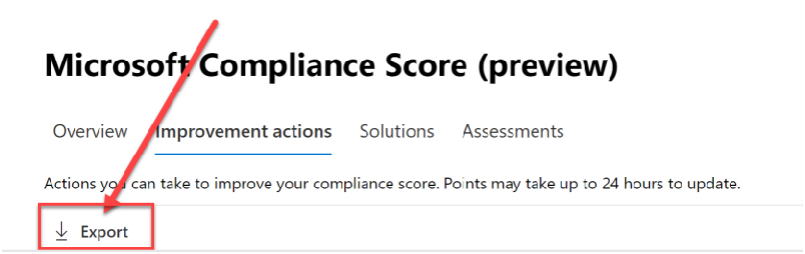


Improvement action	Score impact	Regulations	Group	Solutions	Assessments	Categories	Test status
Protect Authenticator Content	+27 points	Data Protection Baseline	Default Gro...	Compliance Sc...	Data Protection Baseline	Manage Compl...	None
Limit Consecutive Logon Failures	+27 points	Data Protection Baseline	Default Gro...	Compliance Sc...	Data Protection Baseline	Manage Compl...	None
Implement Account Lockout	+27 points	Data Protection Baseline	Default Gro...	Compliance Sc...	Data Protection Baseline	Manage Compl...	None
Protect Authenticators Commensu...	+27 points	Data Protection Baseline	Default Gro...	Compliance Sc...	Data Protection Baseline	Manage Compl...	None
Refresh Authenticators	+27 points	Data Protection Baseline	Default Gro...	Compliance Sc...	Data Protection Baseline	Manage Compl...	None
Protect Wireless Access	+27 points	Data Protection Baseline	Default Gro...	Compliance Sc...	Data Protection Baseline	Manage Compl...	None
Protect Passwords with Encryption	+27 points	Data Protection Baseline	Default Gro...	Compliance Sc...	Data Protection Baseline	Manage Compl...	None
Manage Authenticator Lifetime an...	+27 points	Data Protection Baseline	Default Gro...	Compliance Sc...	Data Protection Baseline	Manage Compl...	None
Restrict Access to Private Keys	+27 points	Data Protection Baseline	Default Gro...	Compliance Sc...	Data Protection Baseline	Manage Compl...	None

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.

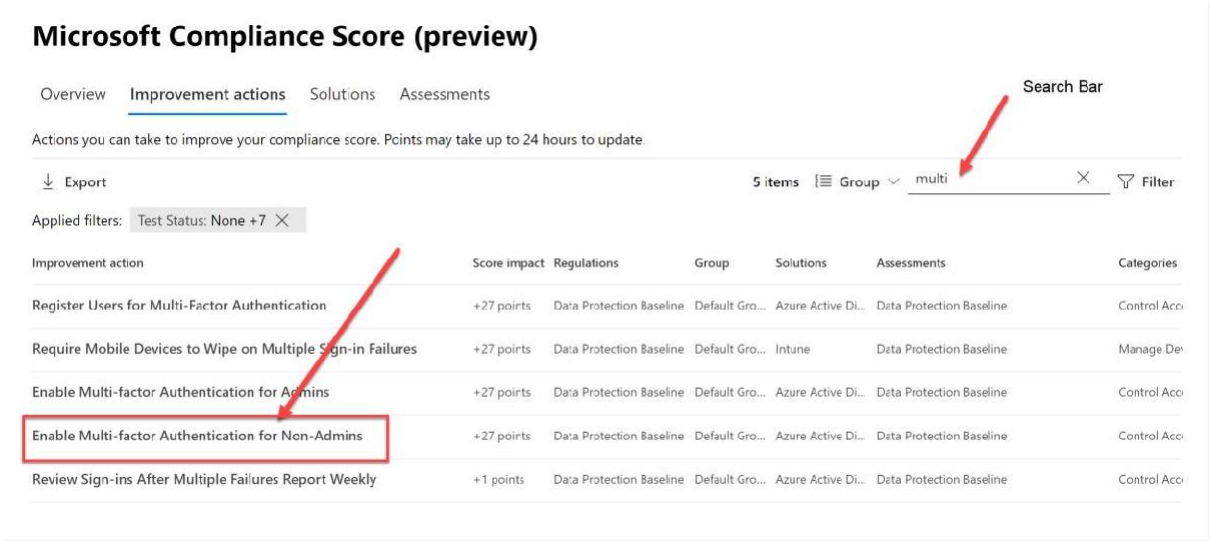


At the top left of the page click on “Export”. This will allow you to create provide a copy of the report in CSV format. This is useful when preparing for any audits by downloading detailed reports from the assessment that combine Microsoft’s and our organization’s assessment information into a single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

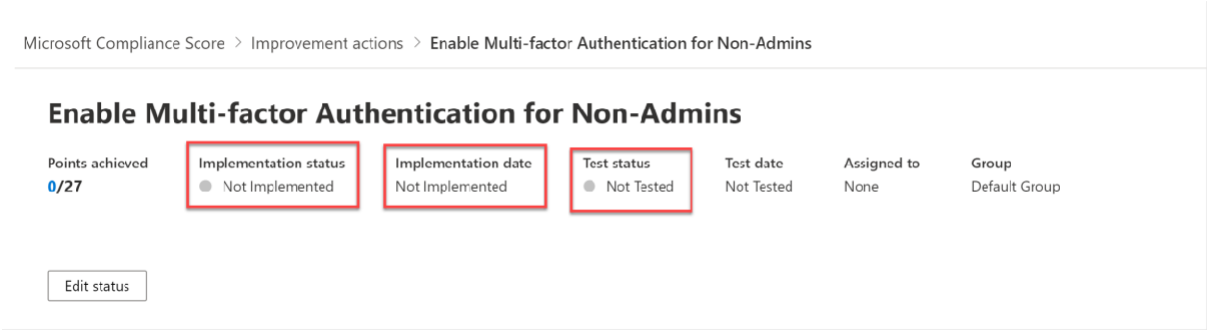


b. Return to the Improvement Actions page and clear the filters. In the search bar enter Multi

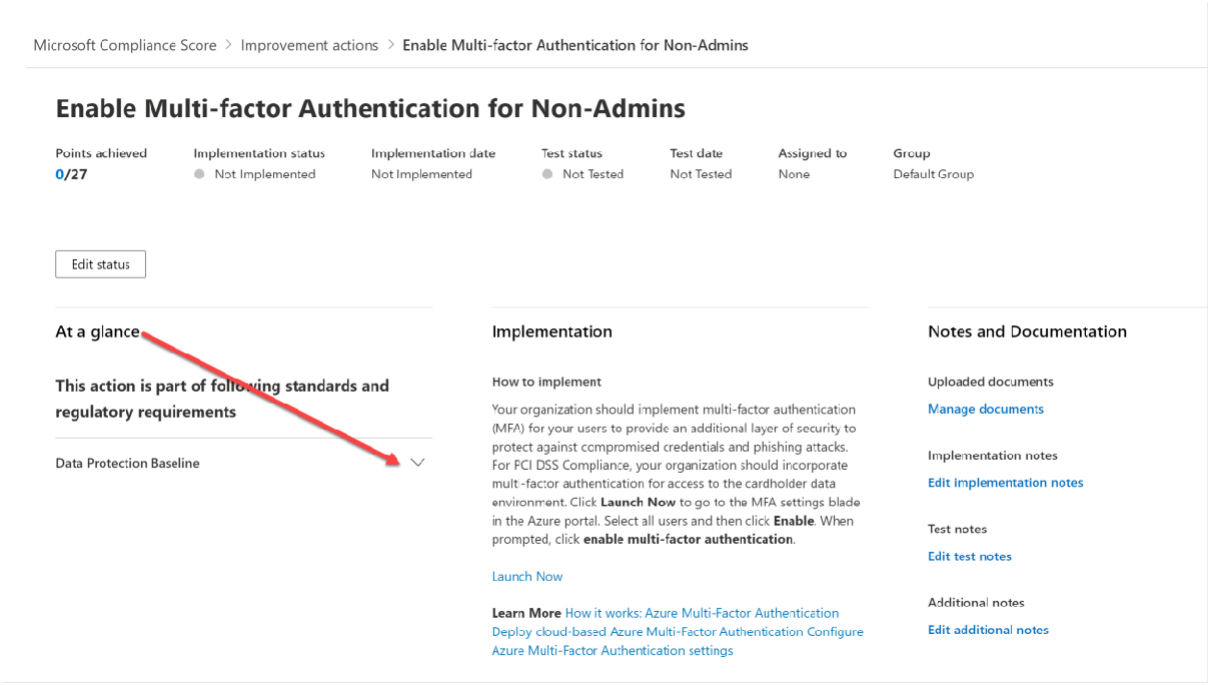
c. Click on Enable Multi-factor Authentication for Non-Admins

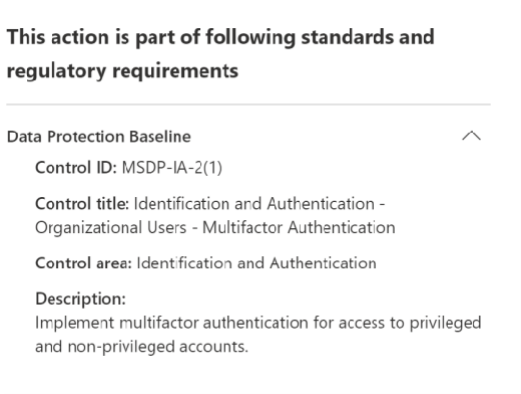


d. At the top shows you the status of this control. Note the Implementation Status and Implementation Date of this control

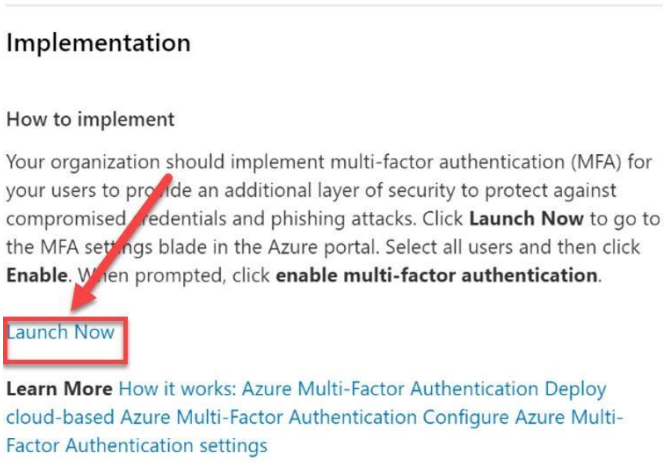


e. Under **"At a glance"** Expand out the controls. Note the detail of each control that this applies to.

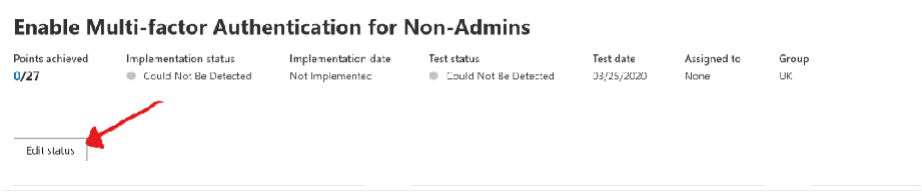




f. Implementation – note the step by step instructions and Launch Now – which can take you to the implementation of the control. This is updated by Microsoft regularly so you can be sure you always have the latest implementation steps.

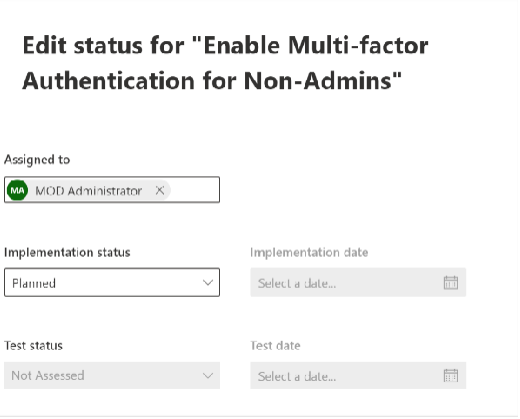


g. Click on the Edit Status of this control

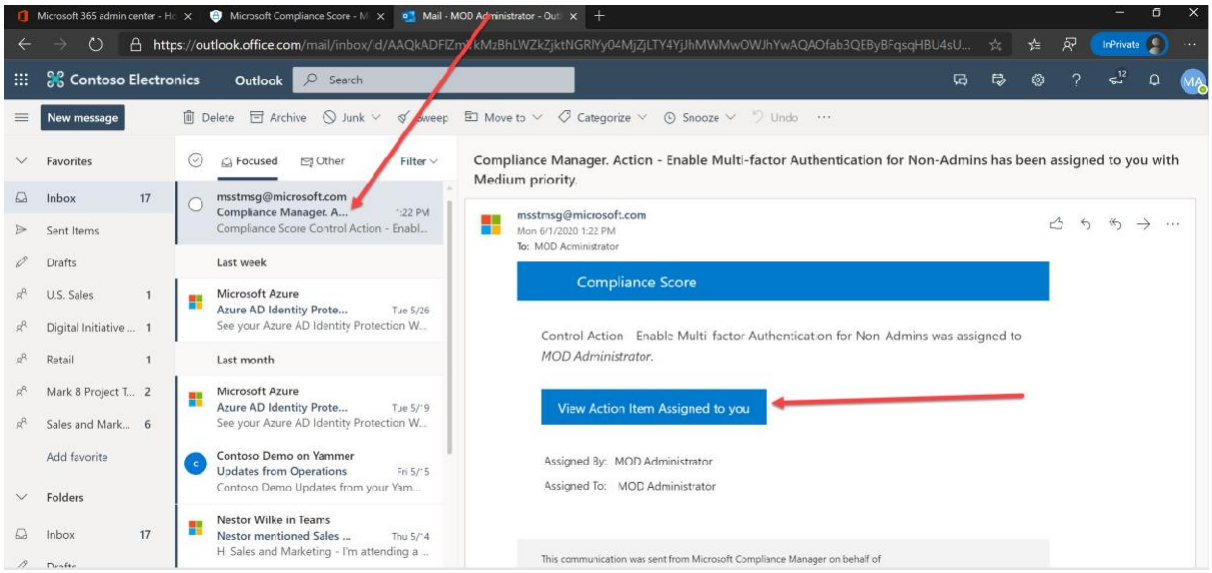


h. Click in the assigned to box – Assign it to the MOD Administrator and Save and close

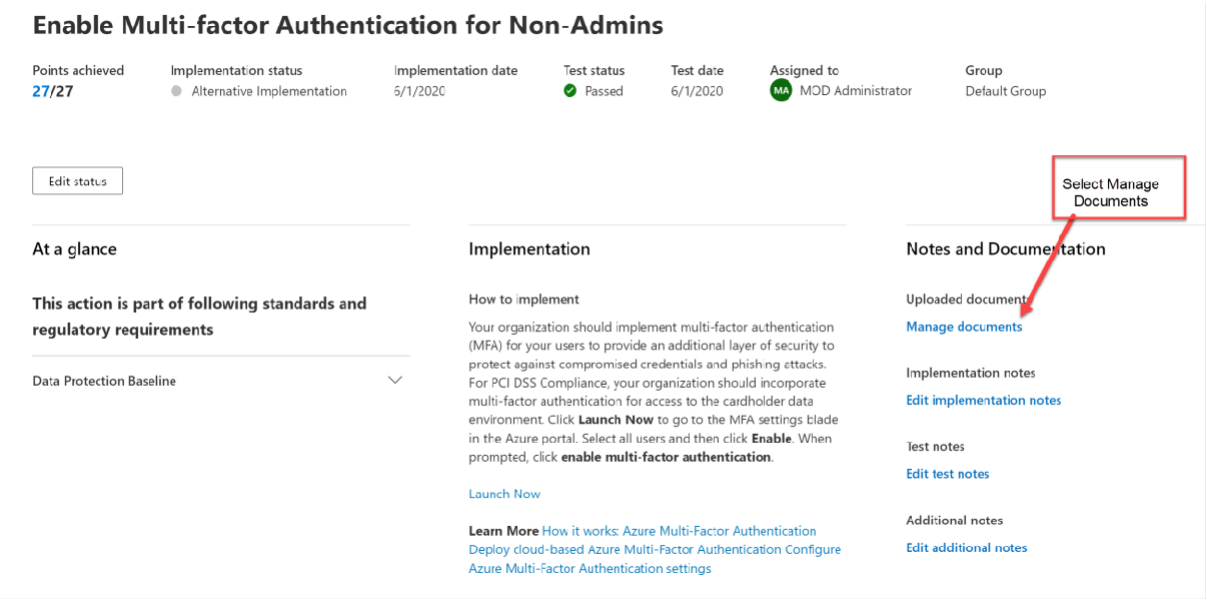
i. Look at the Implementation Status options. Choose Implementation status – Planned. Save and close. This will email the MOD Administrator.



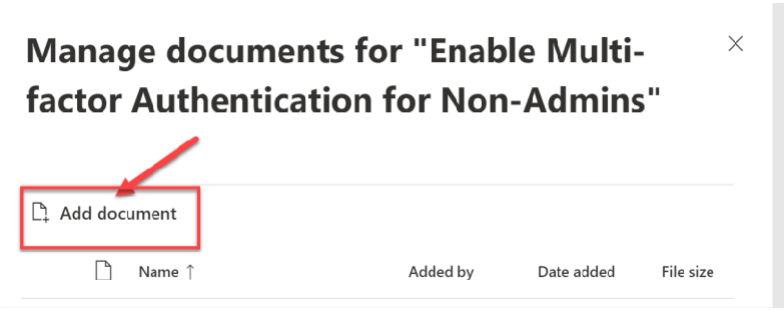
j. In another tab go to outlook.office.com. In your inbox should be an email similar to below showing there is an action for the user in Compliance manager. Click on View Action Item Assigned to you.



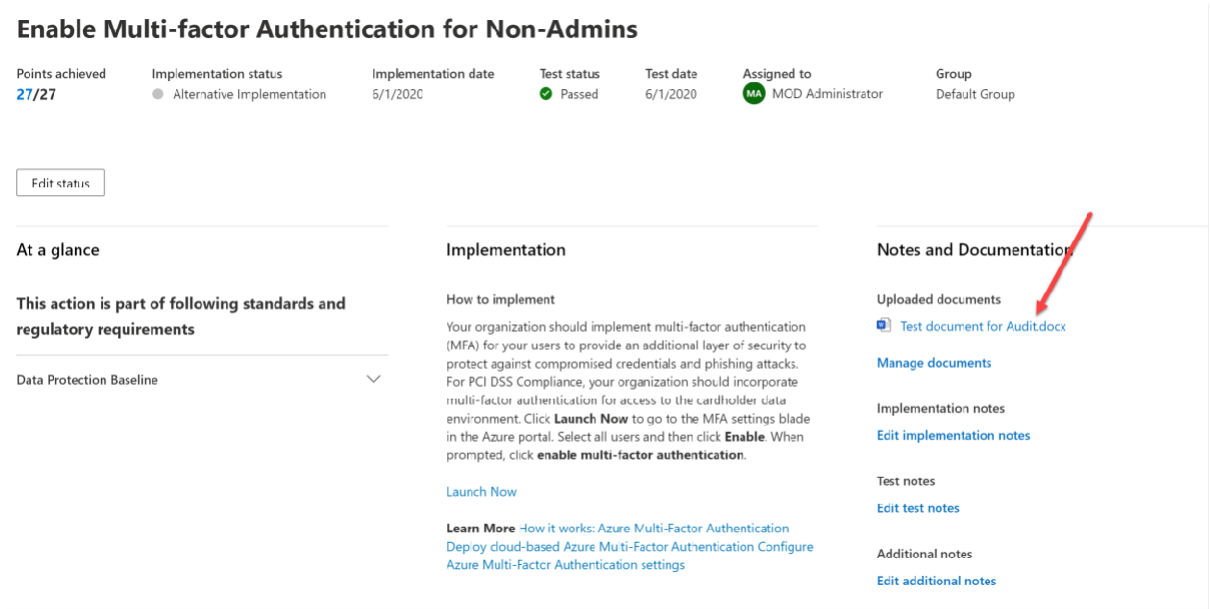
k. This opens the control. Go to the Notes and Documentation



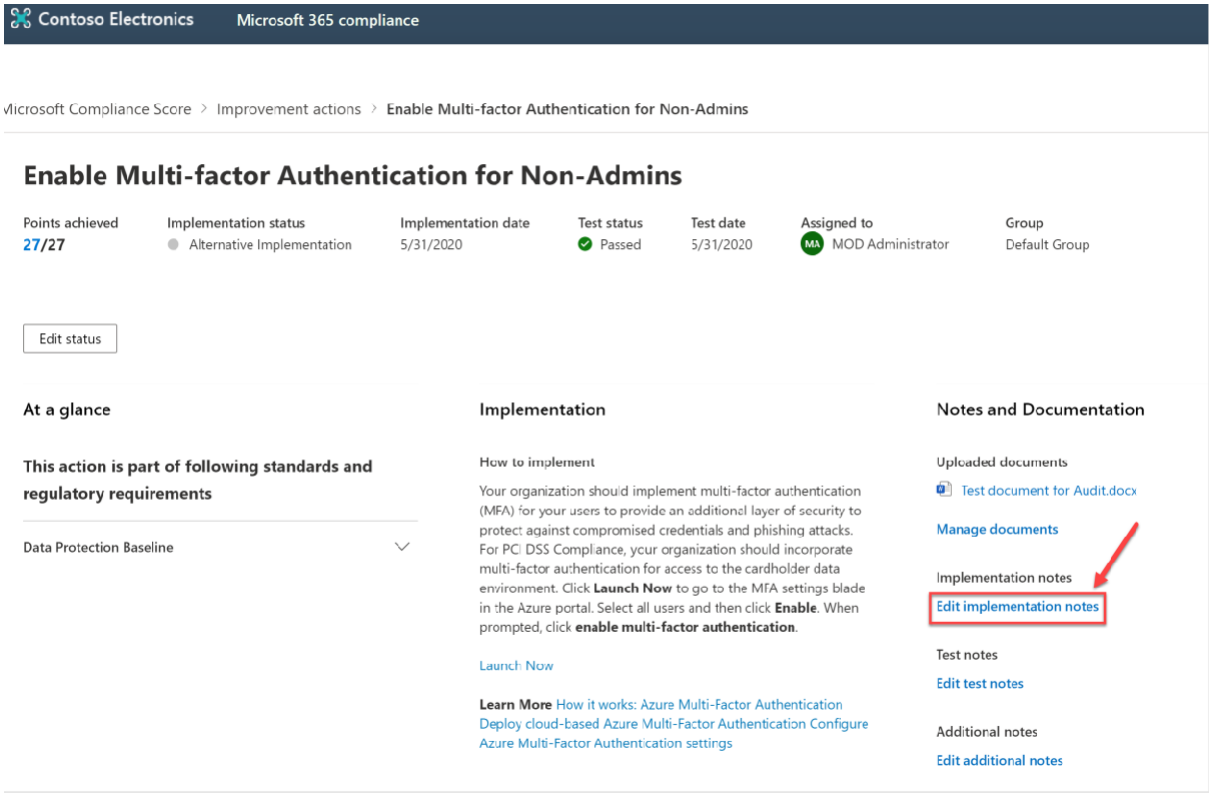
Here you would attach the relevant document that was used to pass the assessment. However for the purpose of this lab we will just create a test word document. Open Microsoft Word. Create a new blank document. Enter Test passed and save. Upload the document and close.



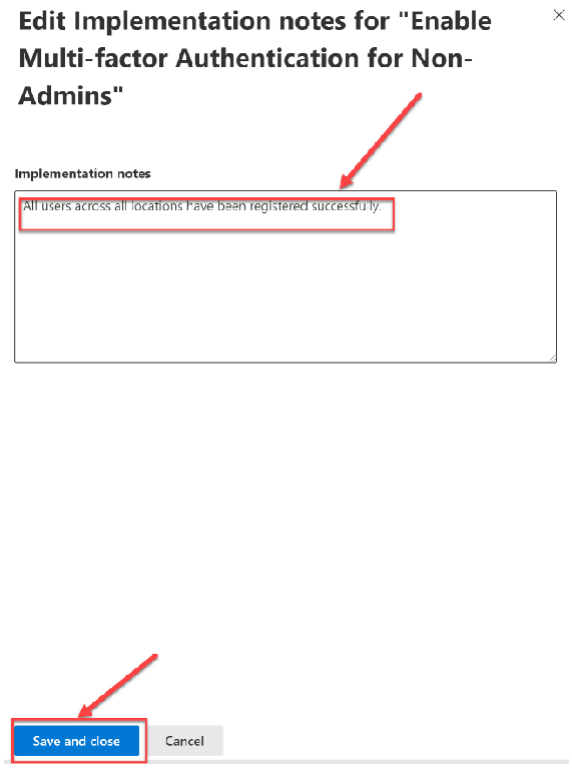
l. You can now see the Test document



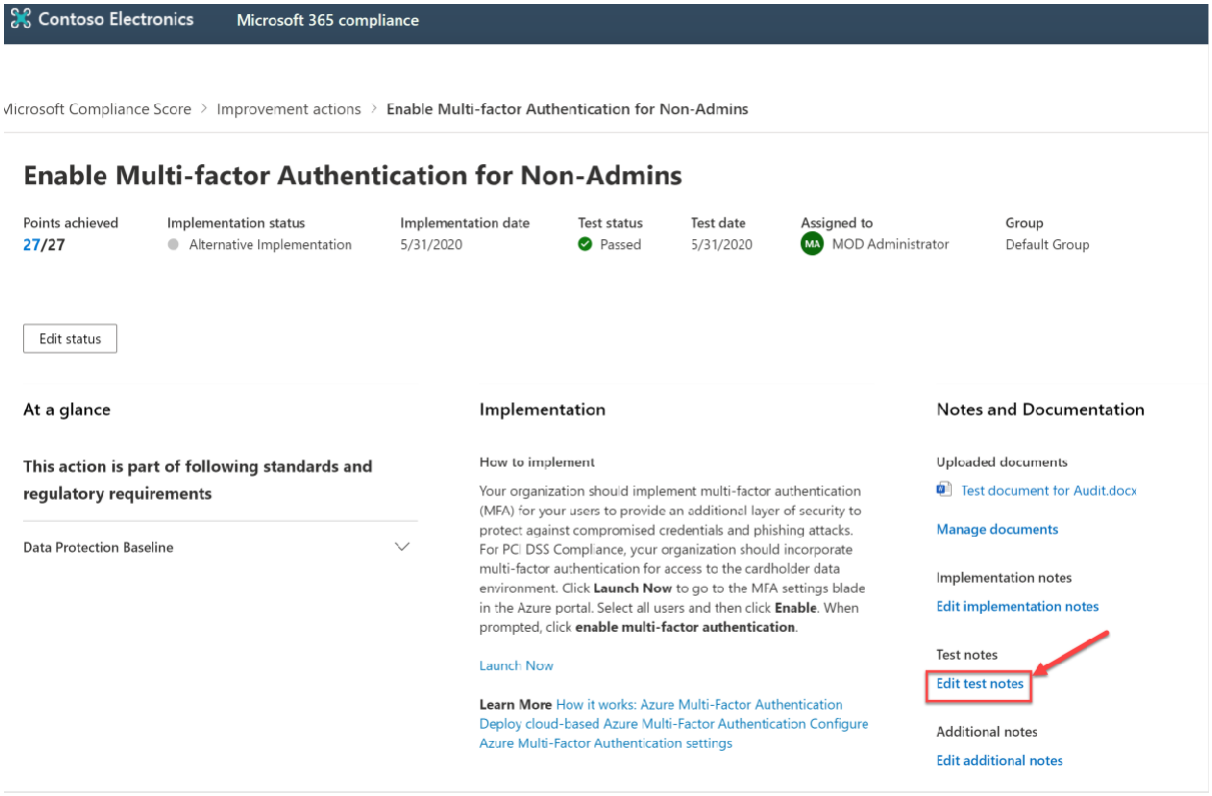
m. Select Edit ImplementationNotes



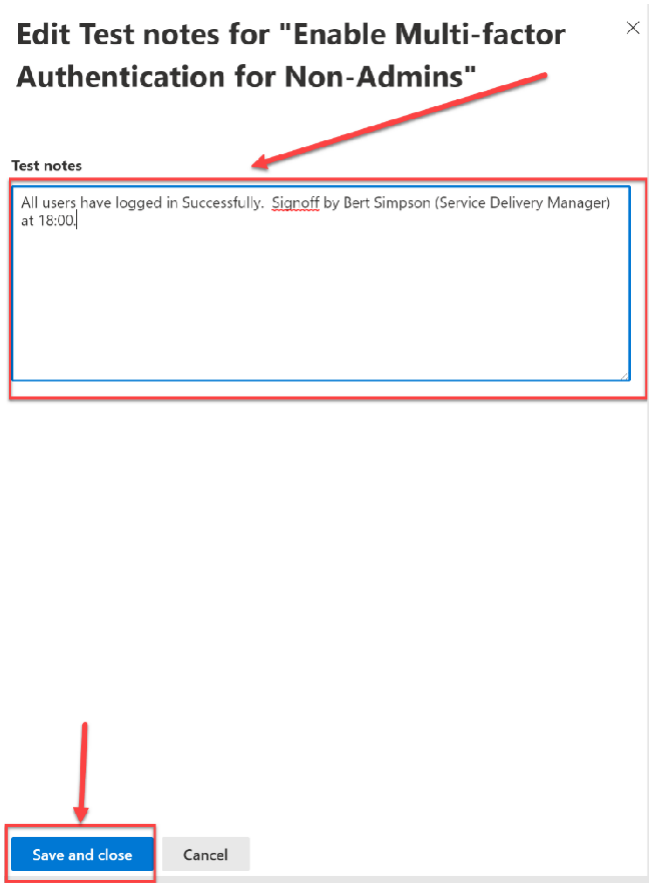
a. Add implementation notes and click Save.



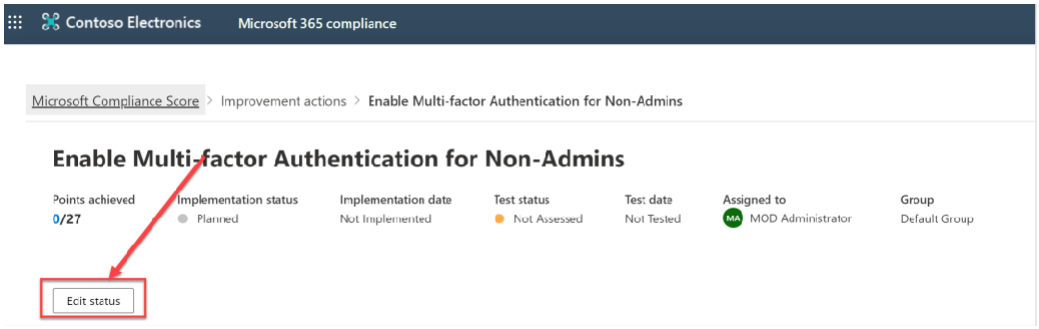
b. Select Edit Test notes



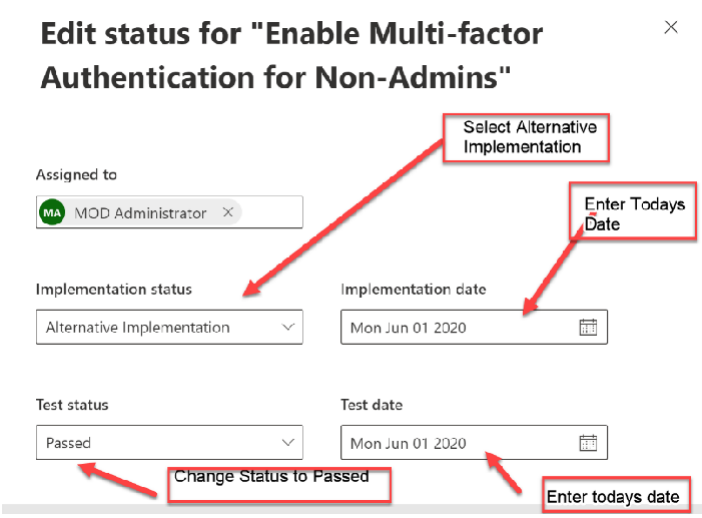
a. Add test notes and click Save.



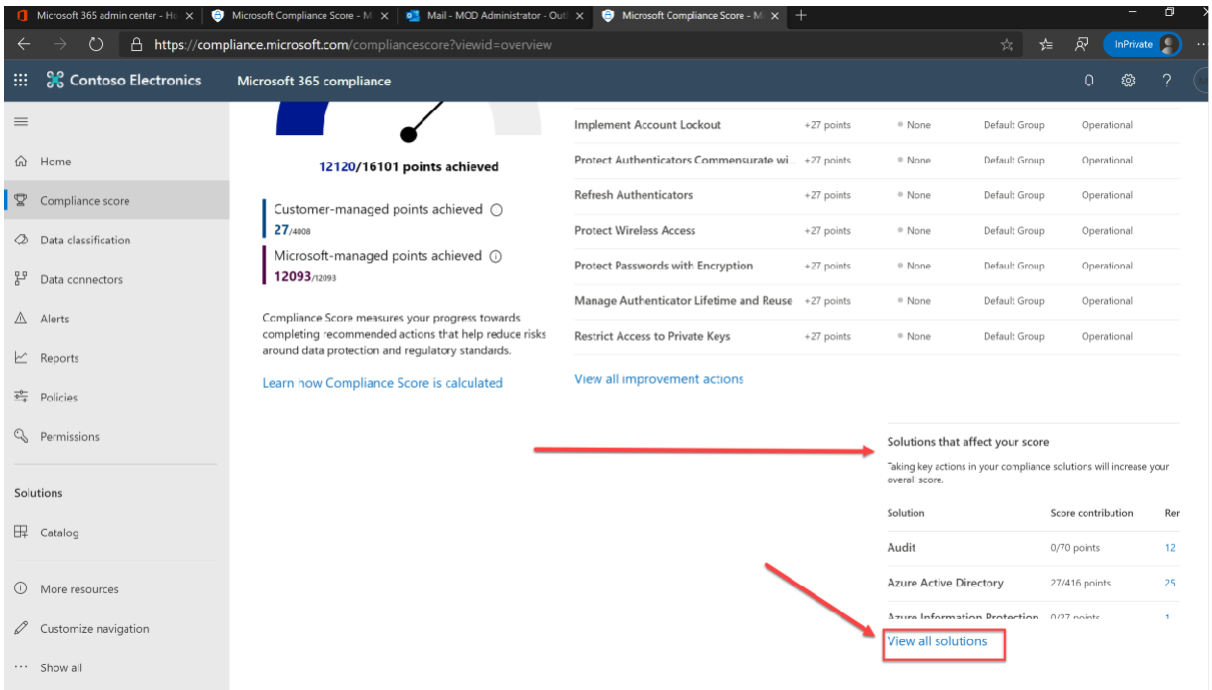
b. Click Edit Status



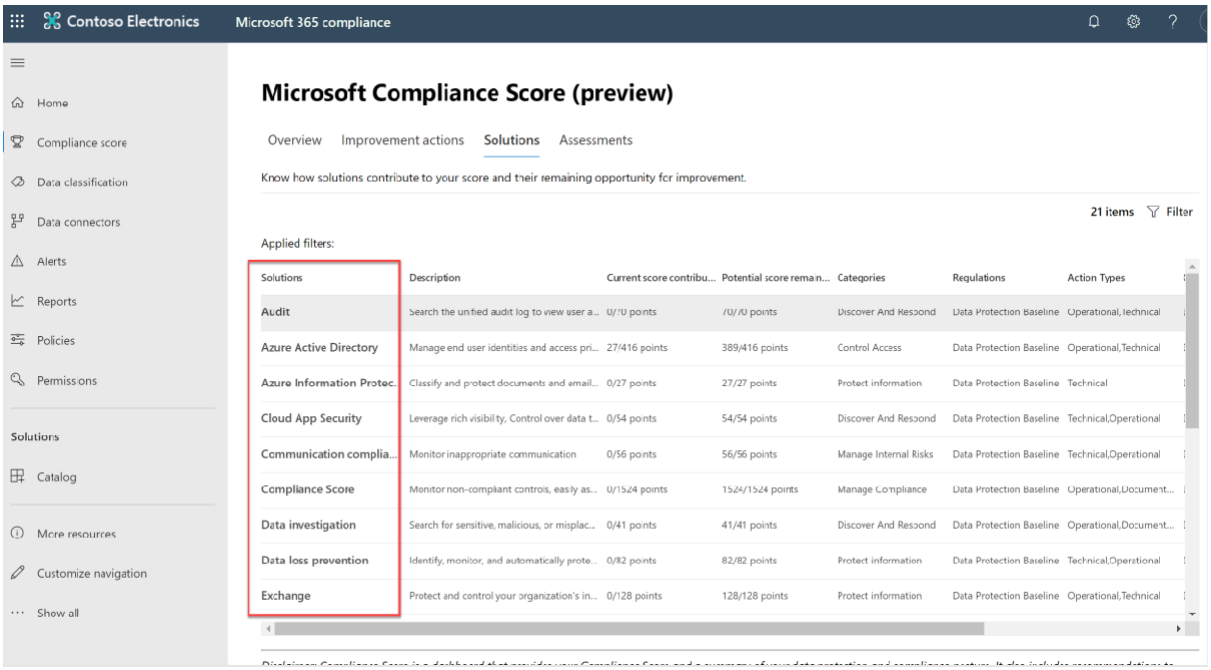
c. Update the Implementation Status as per screen shot below.



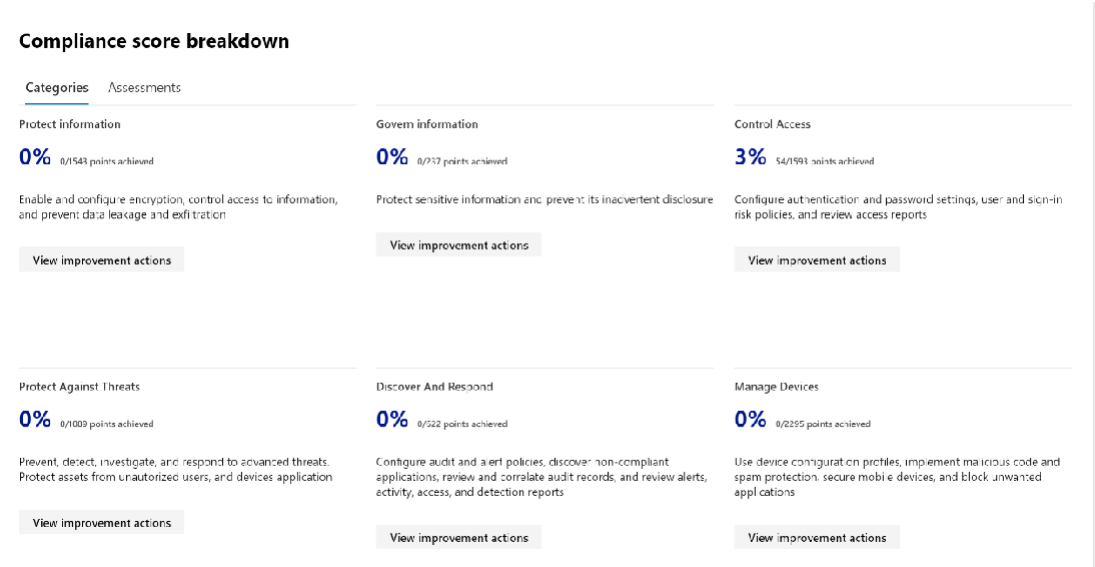
8. Return to the Overview page. Scroll down to see Solutions that affect your Score. Click on "**View All Solutions link**".



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

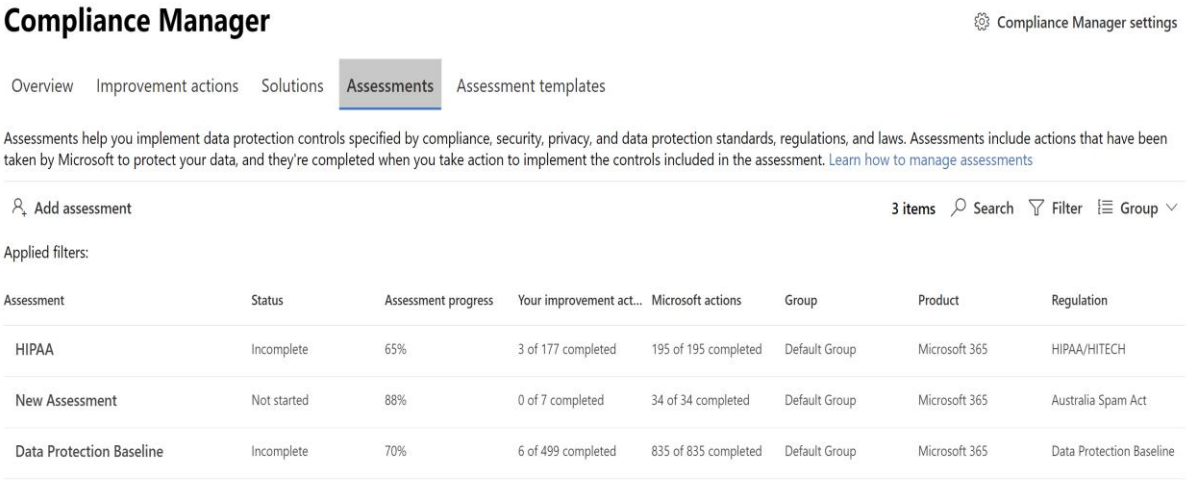


9. Switch back to the Overview page and scroll down to Compliance Score breakdown. This shows and view by Categories.

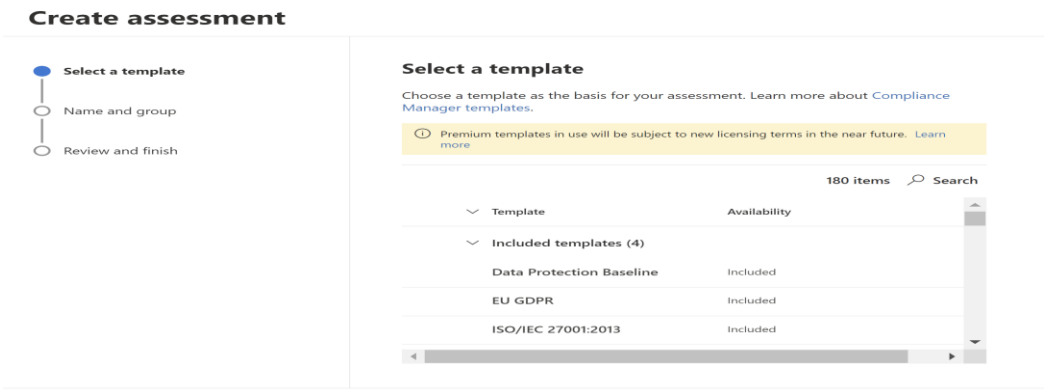


Part 2 - Compliance Assessments

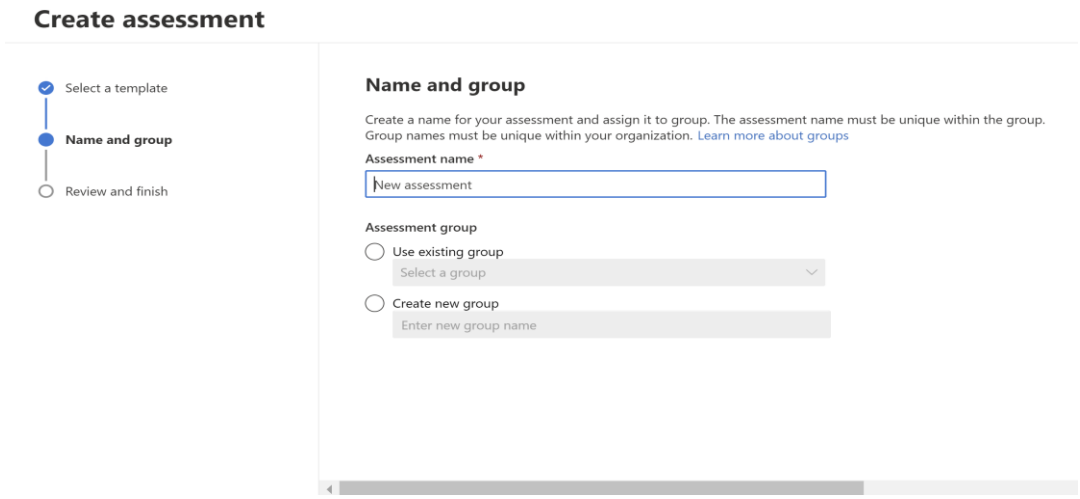
1. Click on Assessments – This shows the view of the assessments that have been created. Note that these are a point in time assessment and **NOT current status**.



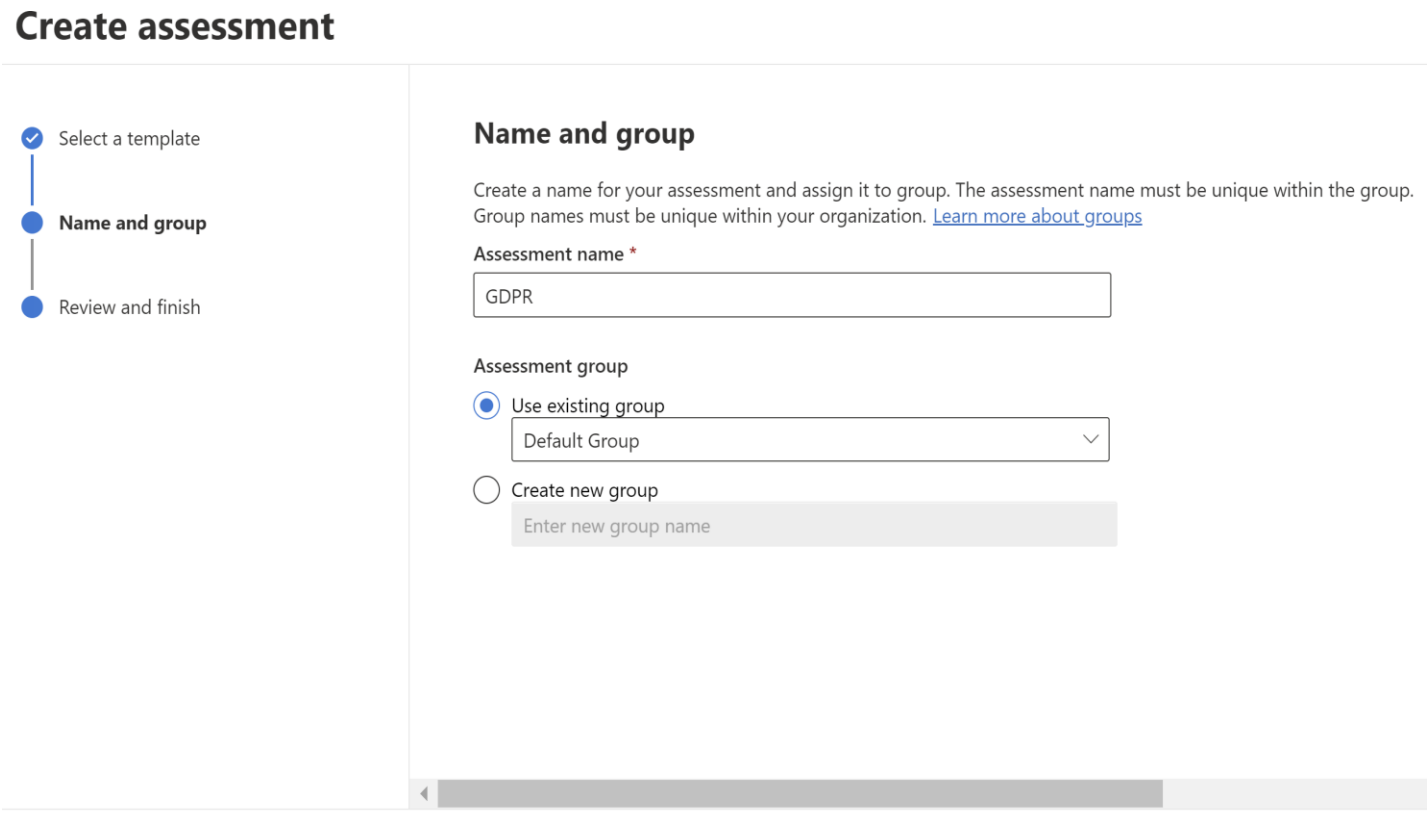
2. Click on Add Assessments in Compliance Manager



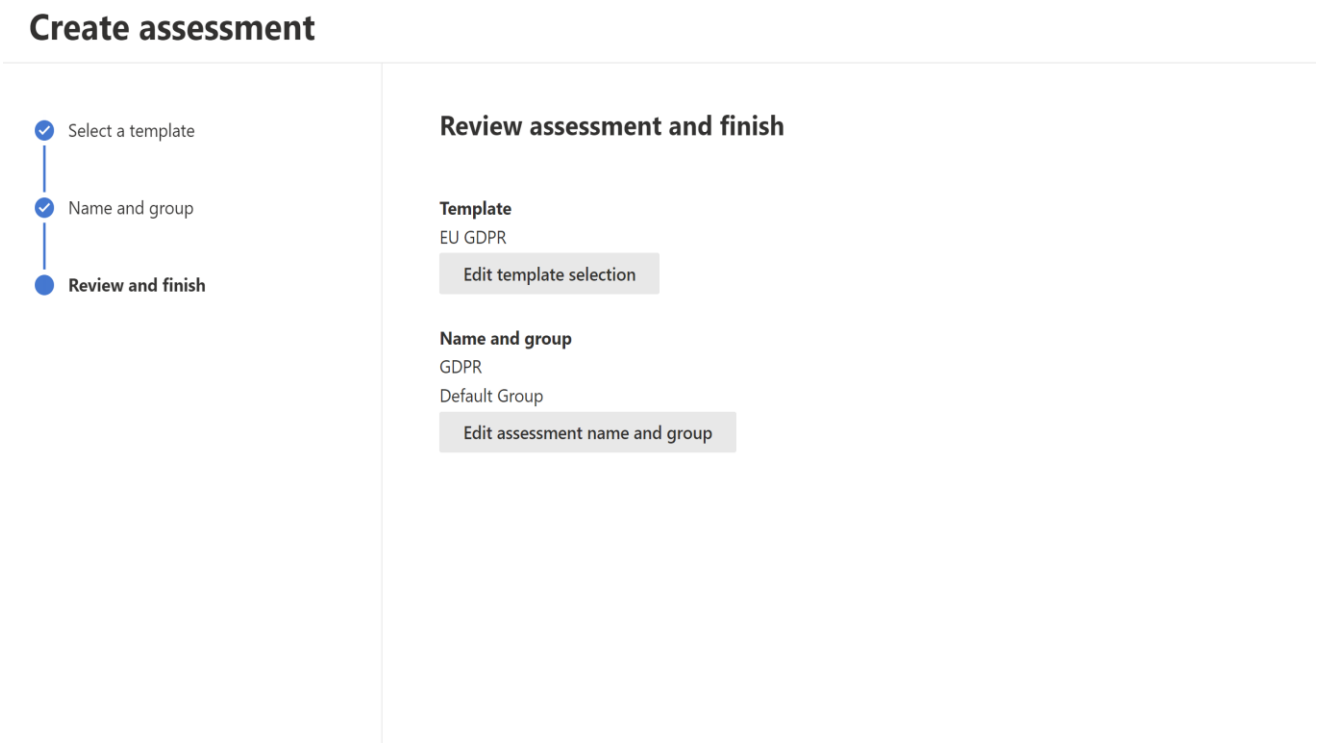
3. Select a template and Click Next



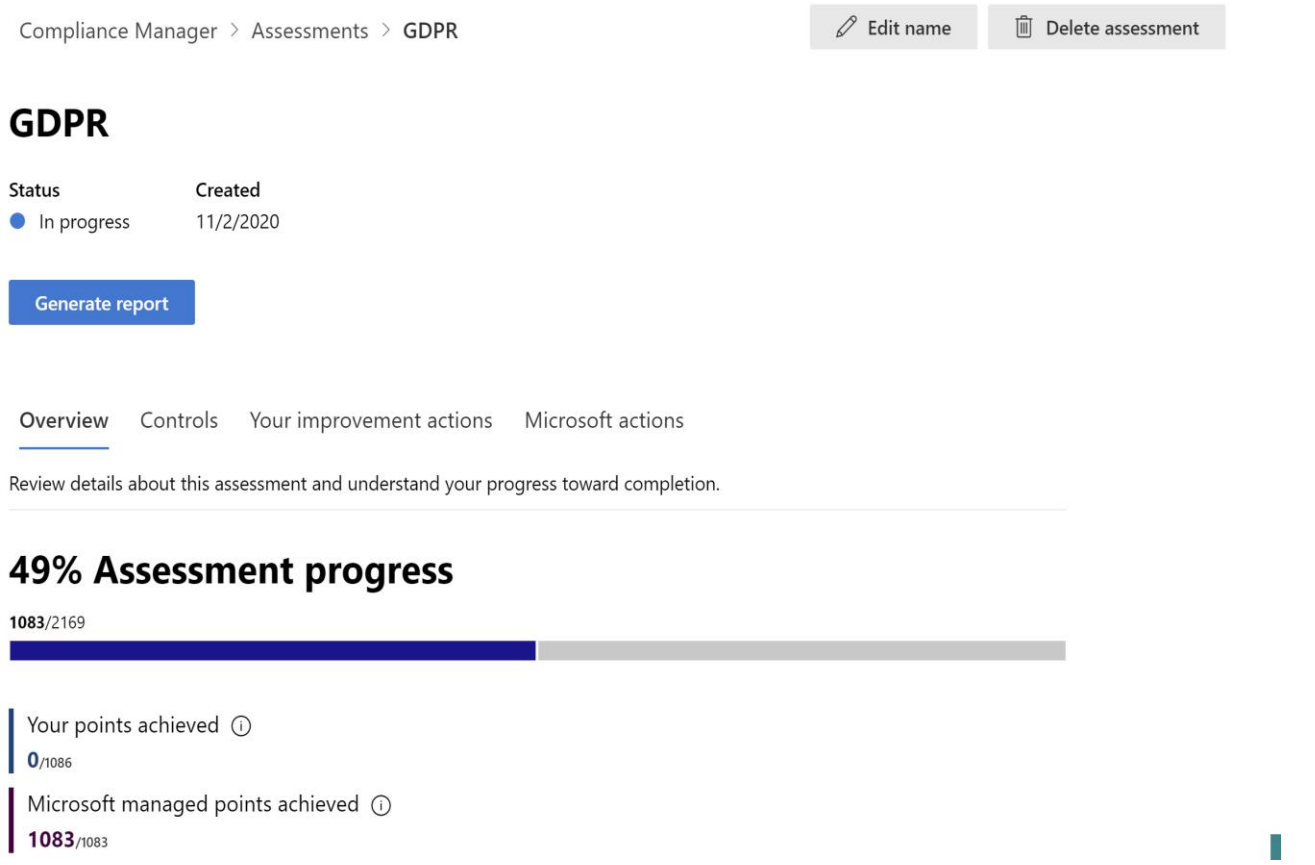
Give a name to the assessment and the use the existing default Office365 group



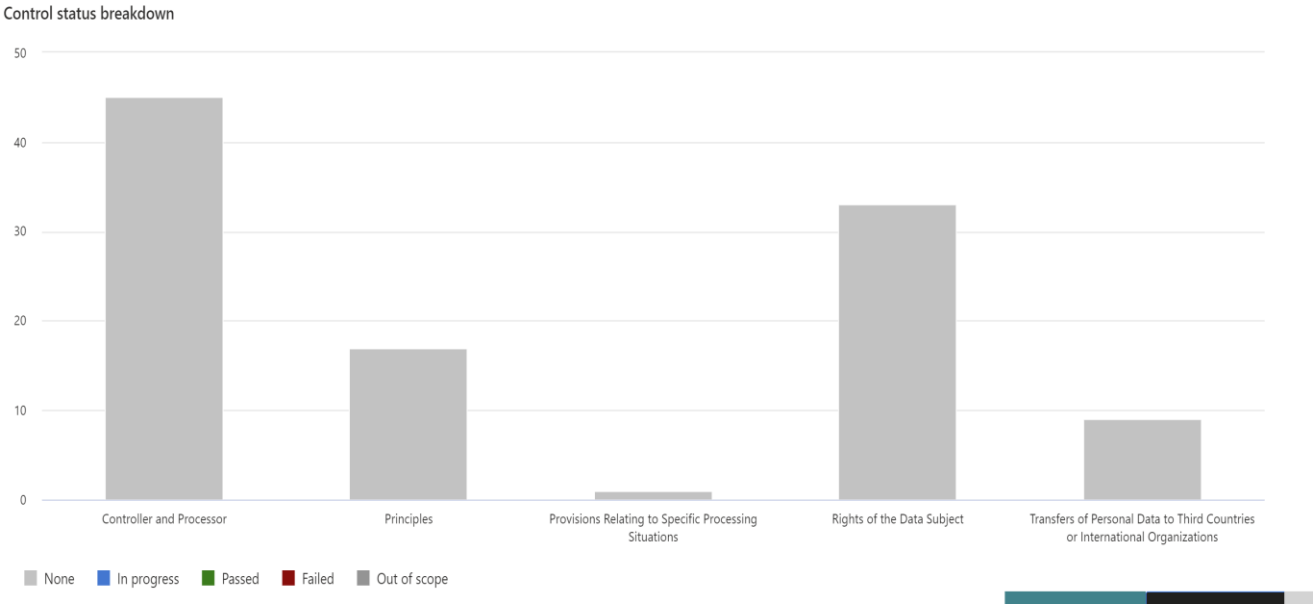
Click on Next and Create the assessment



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

105 items Search

Control title	Status	Control ID	Points achieved	Your improvement actions	Microsoft actions
Controller and Processor (45)					
Principles (17)					
Provisions Relating to Specific Processing Situations (1)					
Rights of the Data Subject (33)					
Transfers of Personal Data to Third Countries or International Organizations (9)					

Scroll down to see the control title and details

Overview Controls **Your improvement actions** Microsoft actions

Review improvement actions managed by your organization. Select an improvement action to edit its status and view implementation guidance.

Improvement action status

None Not assessed Passed Failed low risk Failed medium risk Failed high risk Out of scope To be detected Could not be detected Partially tested

Filter Filters

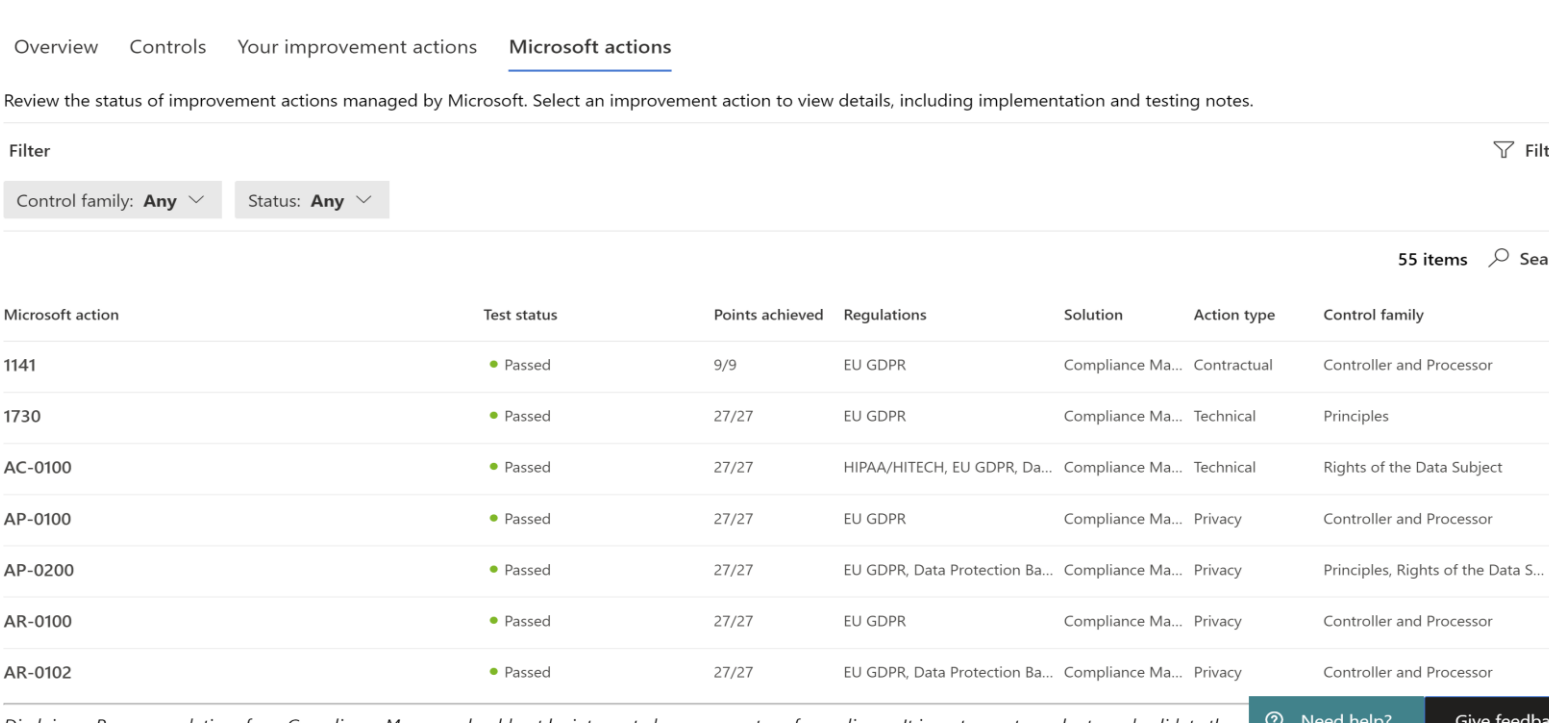
Control family: **Any** Status: **Any**

100 items Search

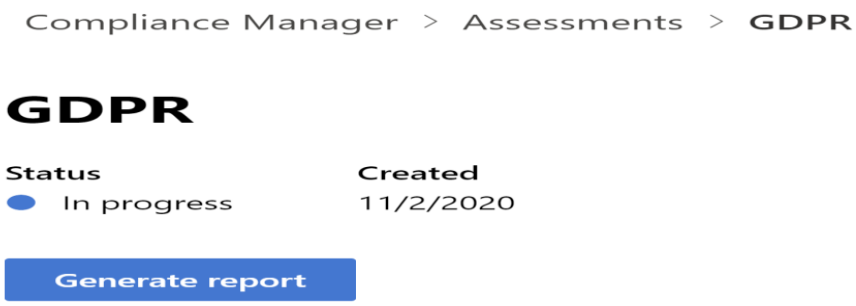
Improvement action	Test status	Impact	Points achieved	Regulations	Solution	Action type	Control family

Navigate to see the Improvement actions tab

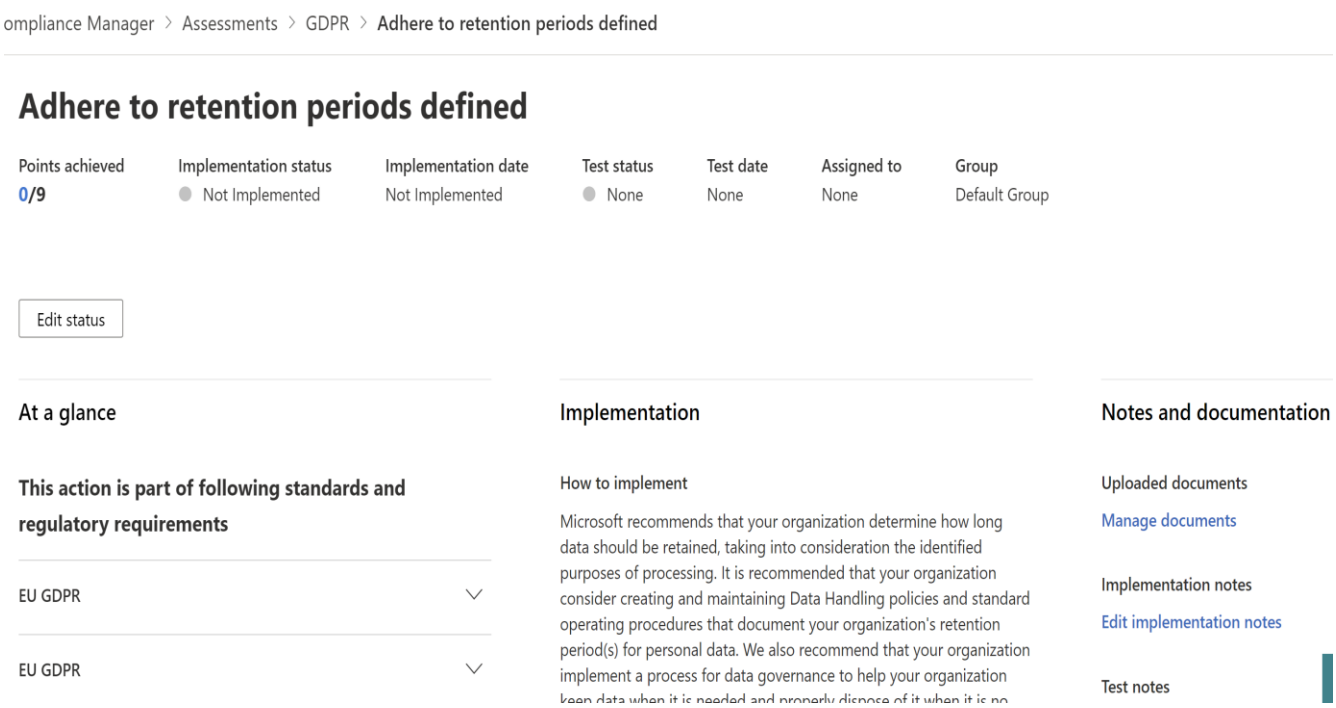
Improvement action	Test status	Impact	Points achieved	Regulations	Solution	Action type	Control family
Adhere to retention periods defined	None	+9 points	0/9	EU GDPR	Compliance Ma...	Operational	Principles, Provisions Relating ...
Adopt security, technical, and administrative me...	None	+9 points	0/9	EU GDPR	Compliance Ma...	Operational	Principles, Controller and Proc...
Apply Sensitivity Labels to Protect Personal Data	None	+27 points	0/27	EU GDPR, Data Protecti...	Information pr...	Technical	Principles, Controller and Proc...
Automatically apply retention labels	None	+27 points	0/27	EU GDPR	Records manag...	Technical	Principles, Provisions Relating ...
Complete third party information notices	None	+9 points	0/9	EU GDPR	Compliance Ma...	Operational	Rights of the Data Subject
Confirm accuracy of collected personal data	None	+9 points	0/9	EU GDPR, Data Protecti...	Compliance Ma...	Operational	Principles
Consumer financial incentives opt out rights	None	+9 points	0/9	EU GDPR	Compliance Ma...	Operational	Rights of the Data Subject



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



j. You can also generate a report for the GDPR using generate report

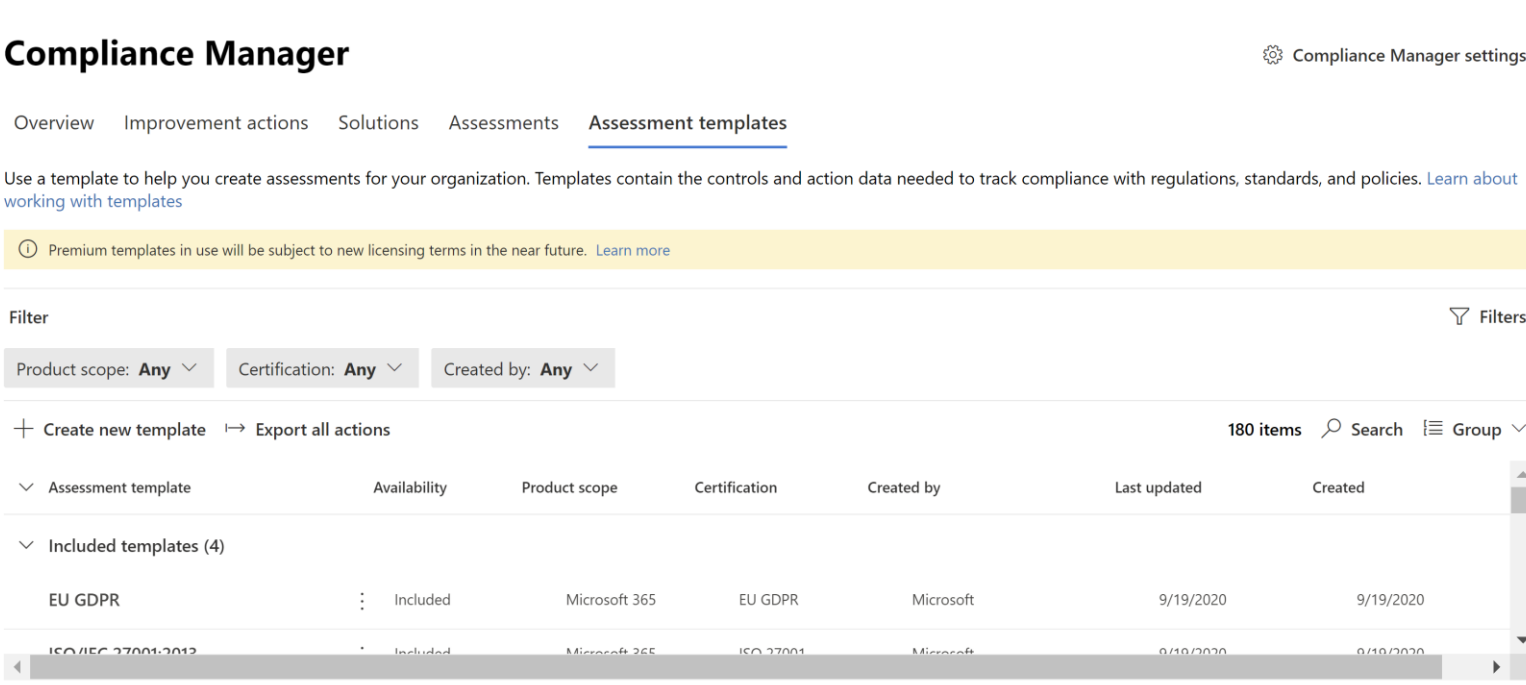


You can Navigate to each control ,read more information and also upload any documents related to the implementation

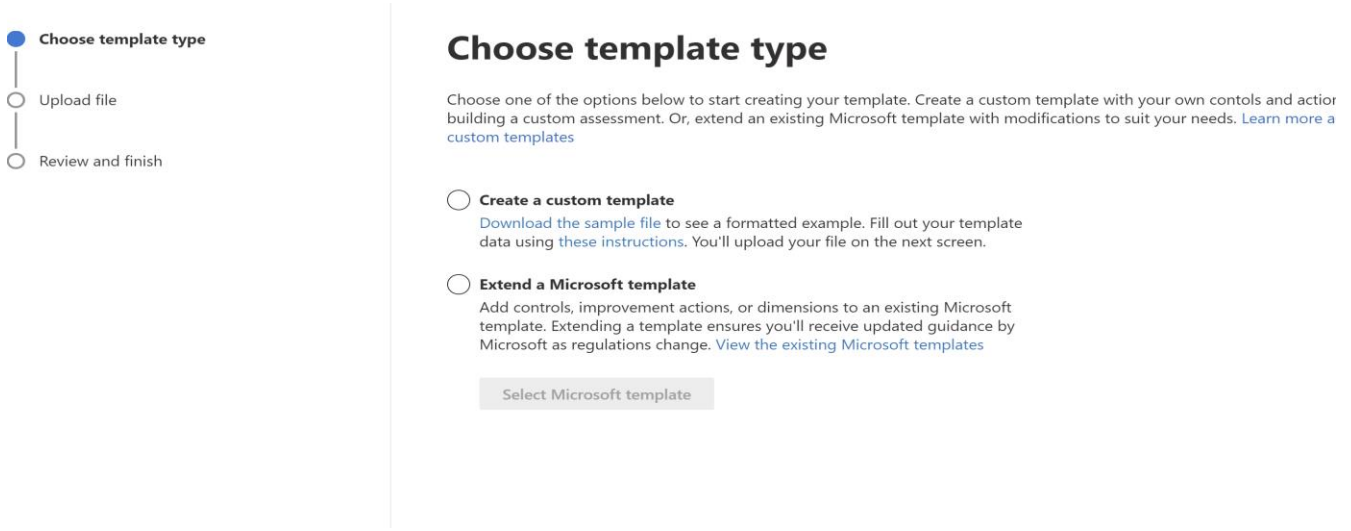
You have completed Part 2.

Part 3 - Make your own Compliance template

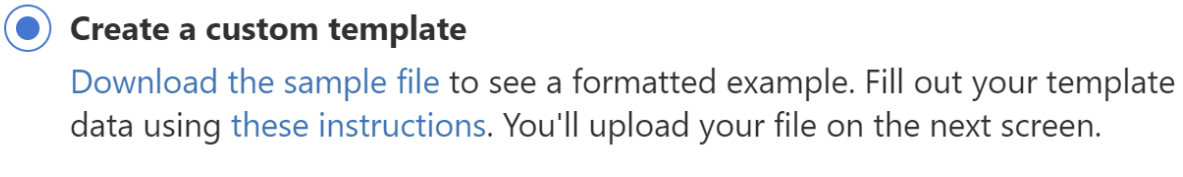
1. Click on Assessments templates in Compliance Manager



Click on create new template



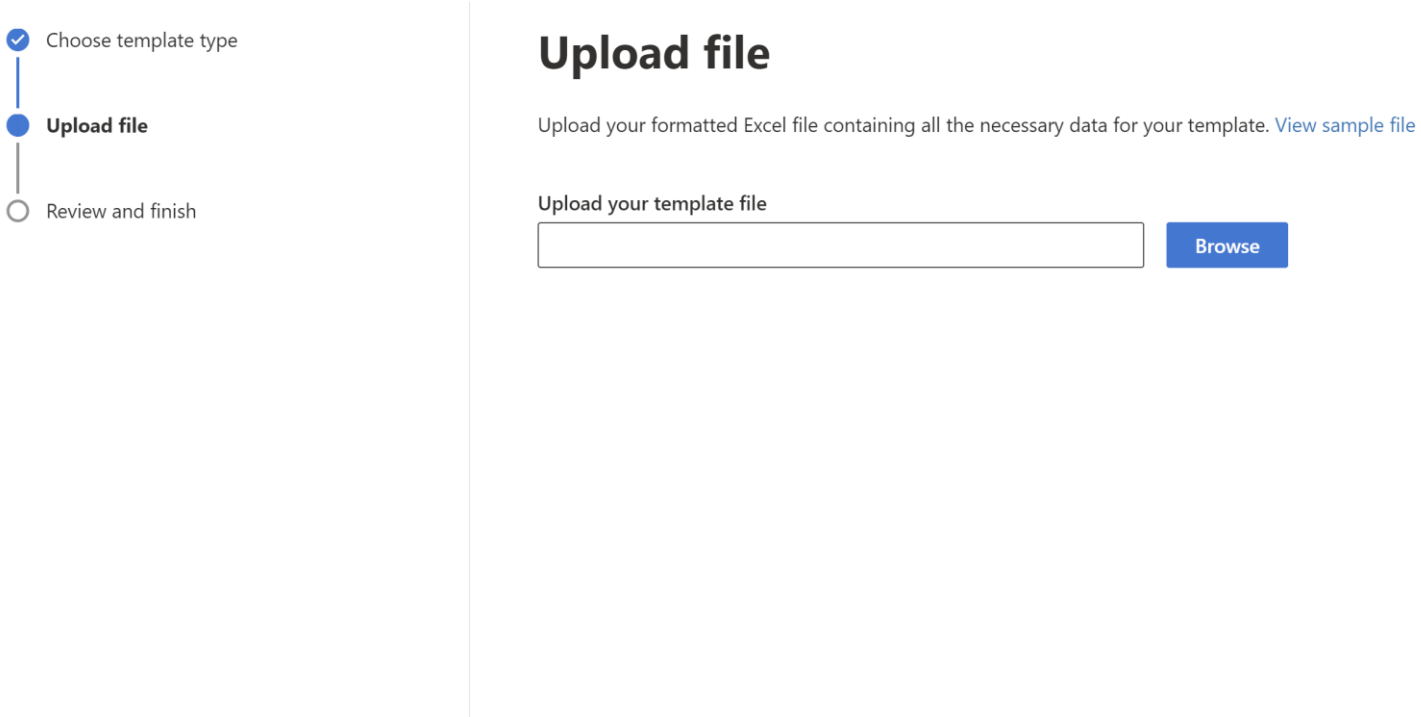
b. Choose a create custom template



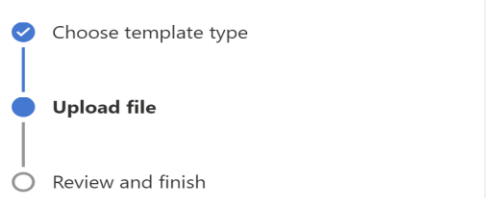
c. Download the Sample template

A	B	C	D
title	**product**	**certification**	**inScopeServices**
Example Template	Office 365	HIPAA	Access Online;;Azure Active Directory;;Exchange Online

d. Save the file locally and you can edit if you want to change the contents and save the file



f. You can upload the new file with changes and finish to create the template



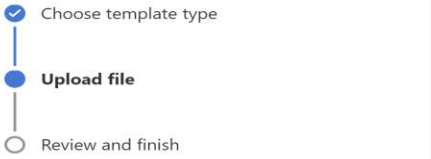
Upload file

Upload your formatted Excel file containing all the necessary data for your template. View sample file

Upload your template file

Browse

Upload the file, click in review and finish



Upload file

Upload your formatted Excel file containing all the necessary data for your template. View sample file

Uploaded file: Sample Template Import File - Compliance Manager.xlsx (1).xlsx

Upload a different file

Review and finish

Review these settings to complete your template. Go back to make changes, upload a different file, or c
save and finish.

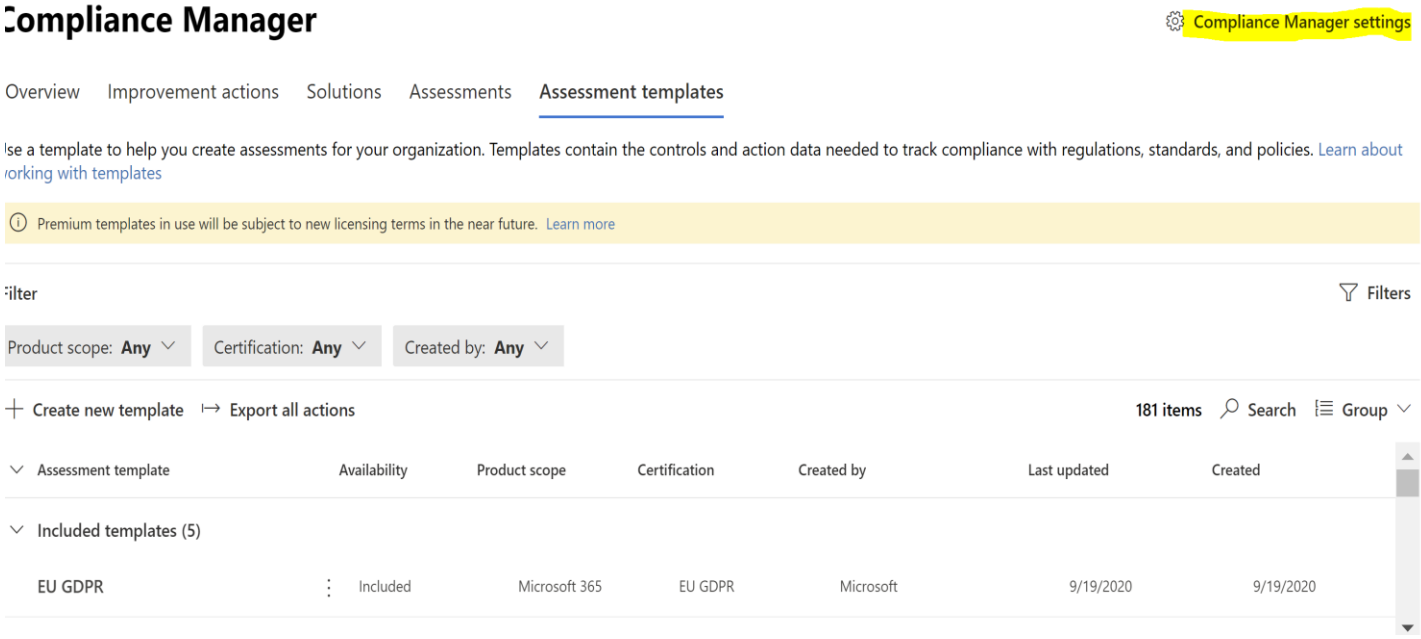
Max template score

13

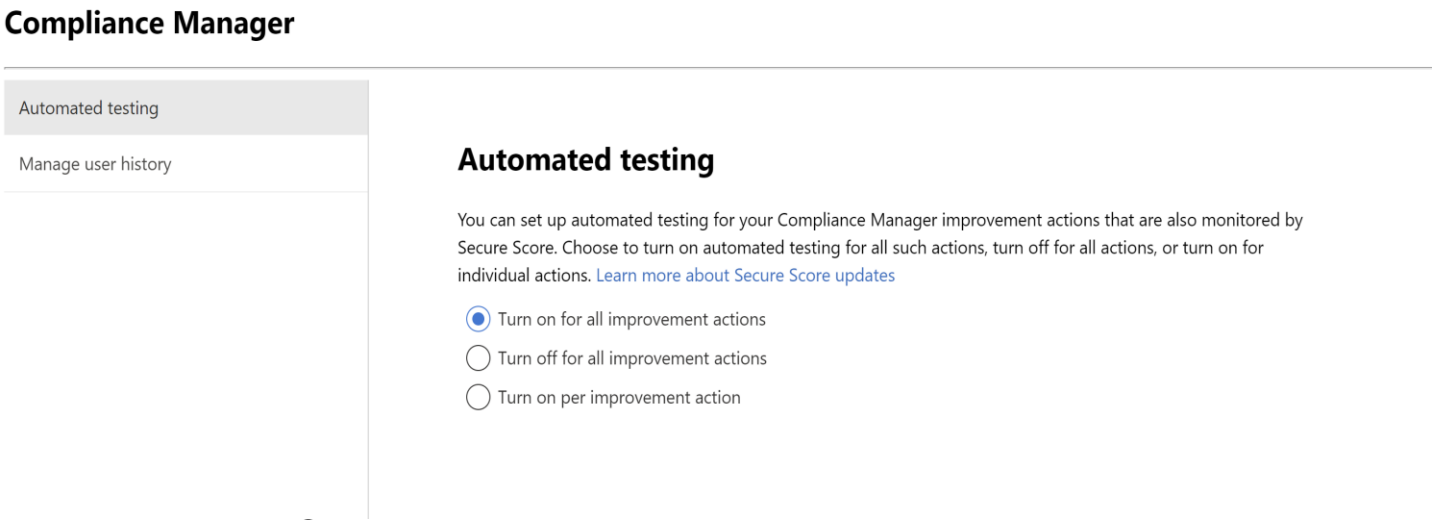
Improvement action changes
3 new improvement actions

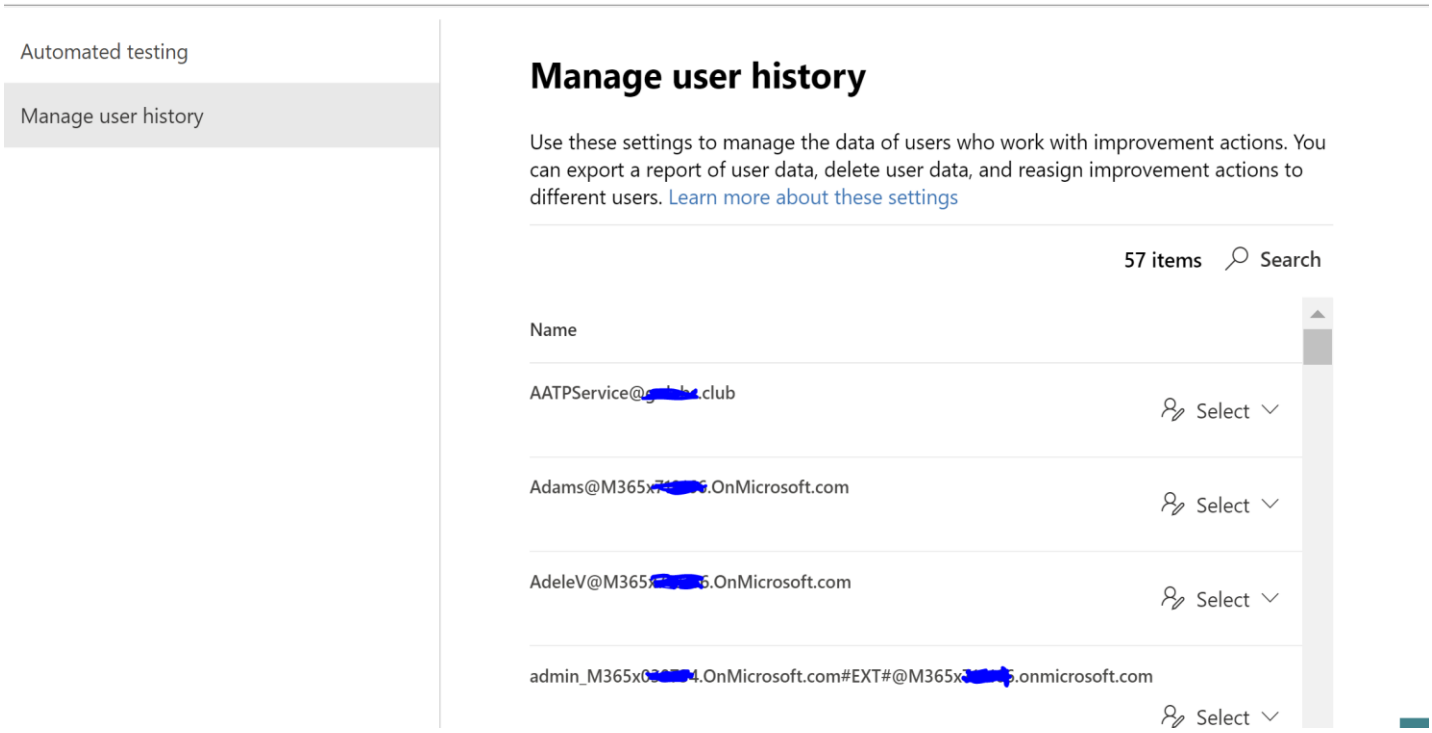
Control changes
3 controls added

Control family changes
2 control families added



Navigate to Compliance Manager settings

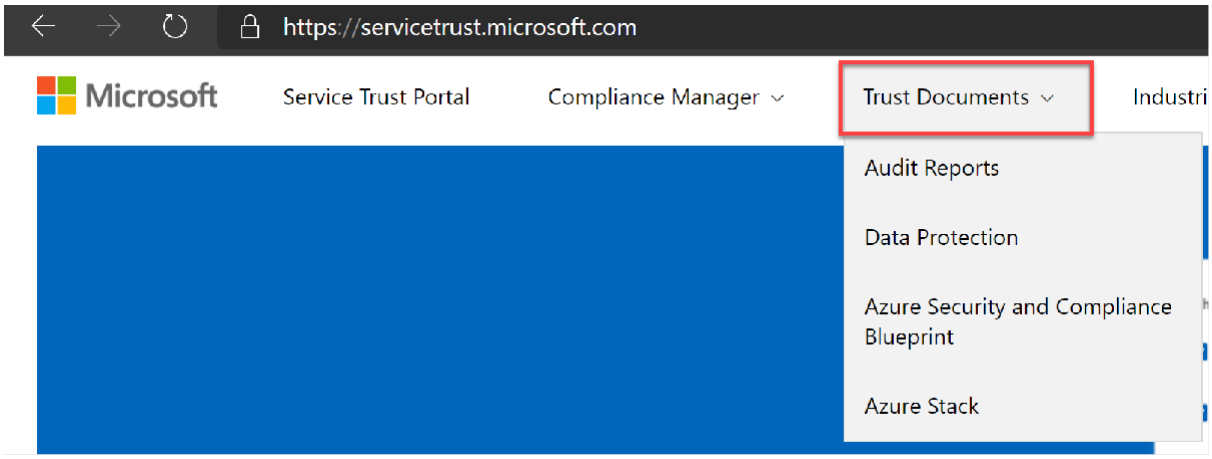




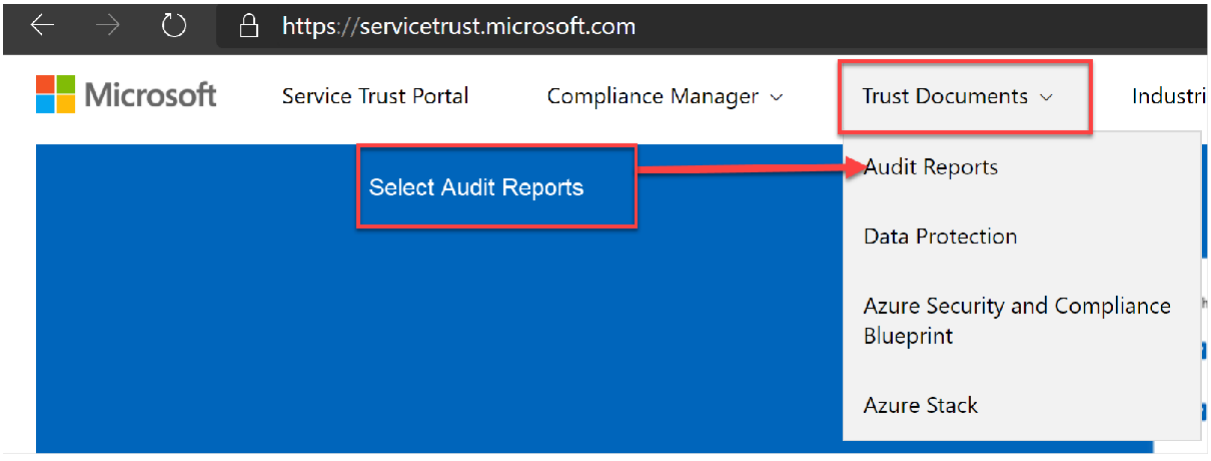
You can choose how you want to have the automated testing and then mange the user history

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

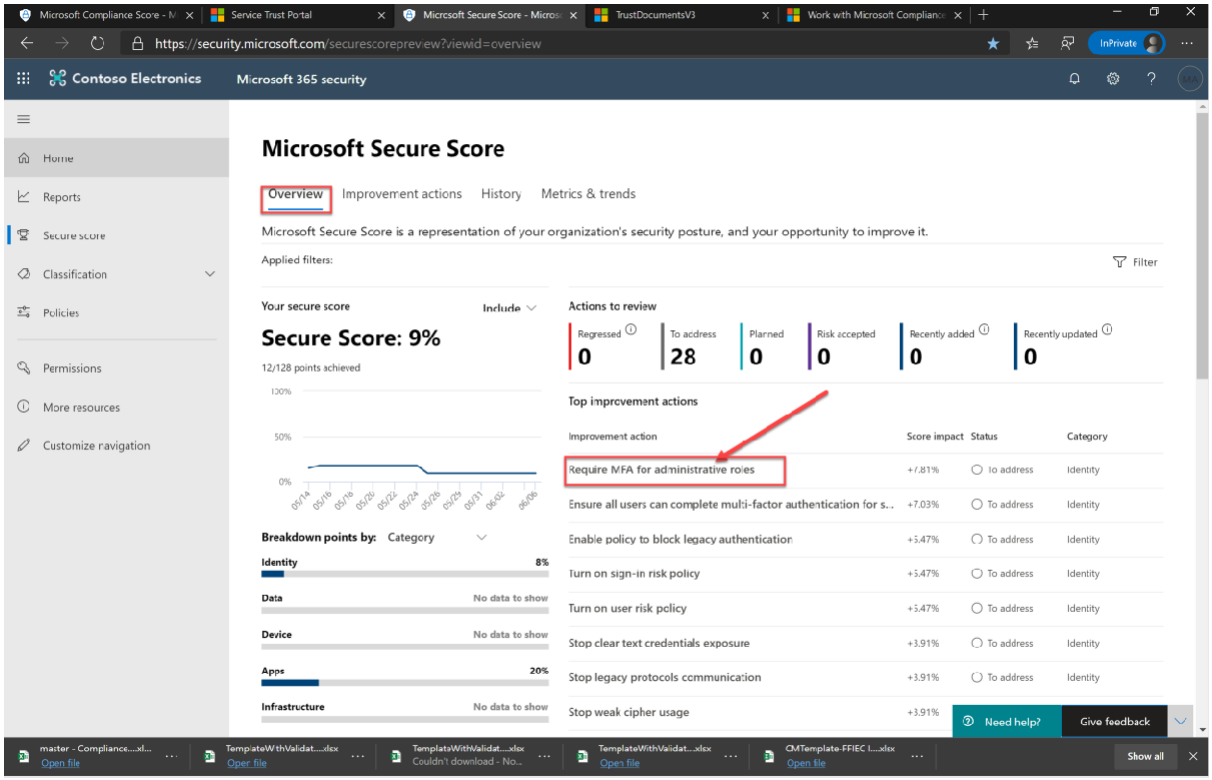
This section is not required for the Compliance Masterclass however its is an extension that you may wish to complete in your own time.

Extension 1 - Secure Score Planner Integration

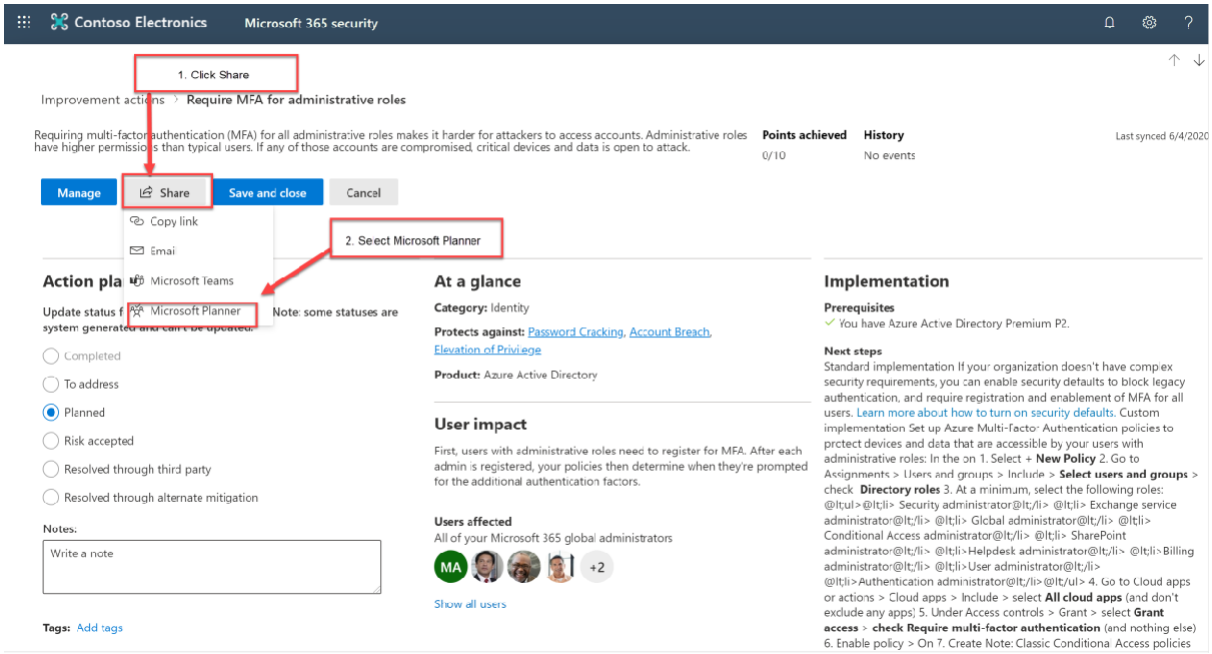
Although Secure Score is not part of this training it is integral to Compliance as well as Security.

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

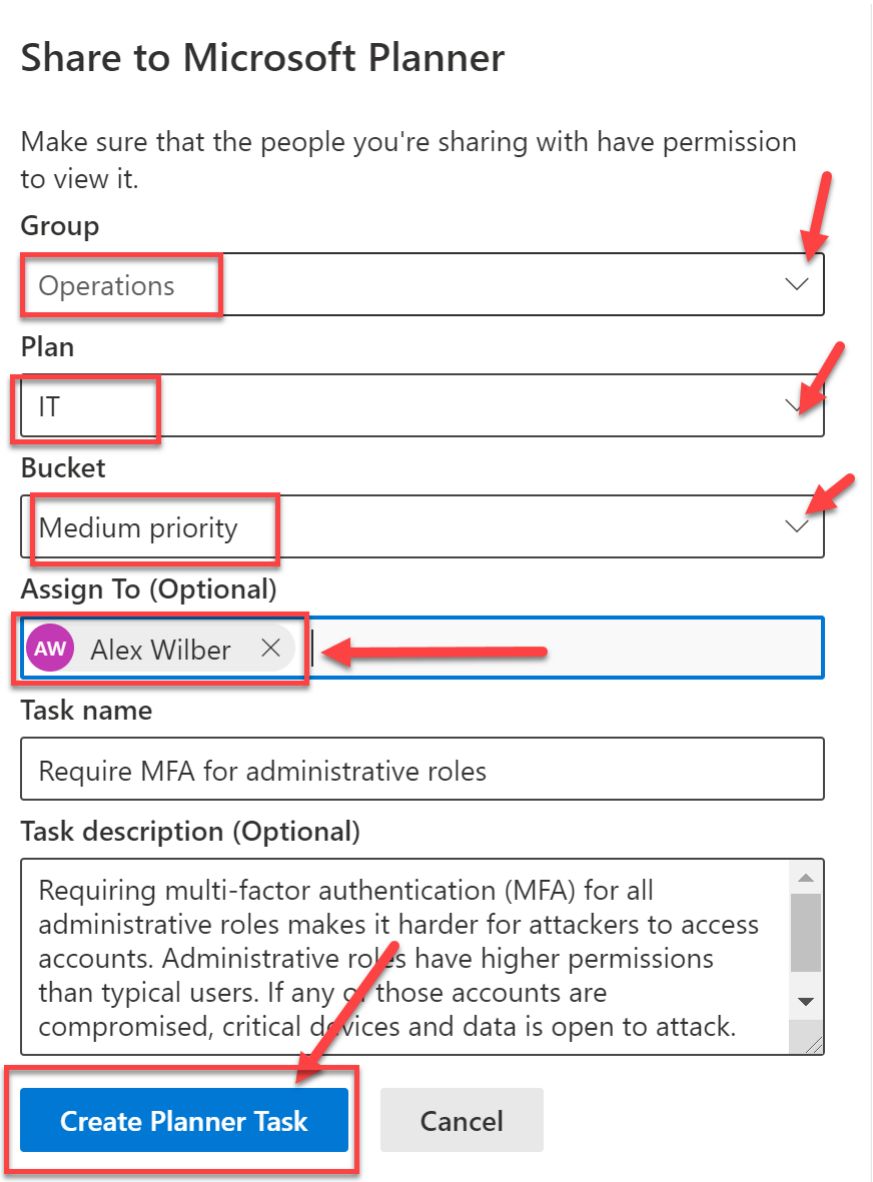
1. Browse to https://security.microsoft.com/securescorepreview?viewid=overview
2. On the Overview page select the first improvement action



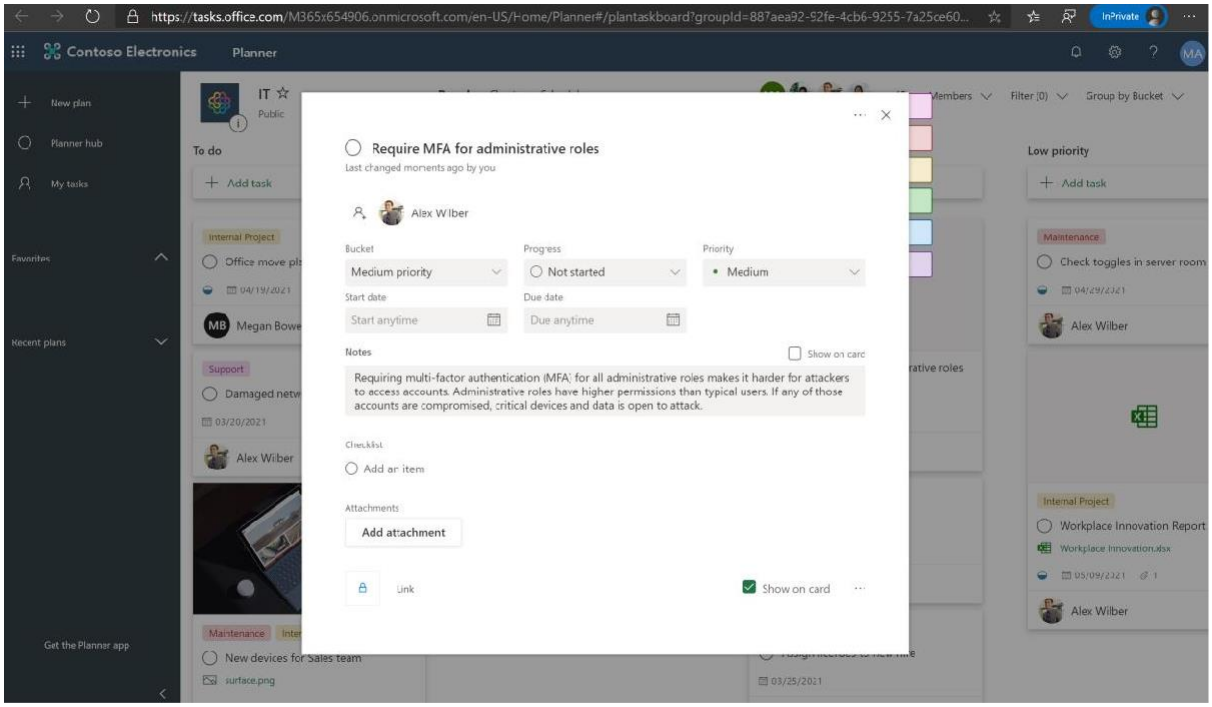
3.To create a task in Microsoft Planner just select the **Microsoft Planner** option from the **Share** menu,



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