

Quest Platform Management Virtual Summit 2020

Four things to know when Managing Office 365

Speaker: Chris Thorpe

EMEA Cloud Solutions Architect

Agenda

Remote working is here to stay

- Most offices have already transitioned to a WFH basis, where possible
- Employees do not want to return to a daily commute
- Office costs can be massively reduced over time

Migrations

- How to get to the cloud
- Once you're there, it's not over
- Additional workloads that can be ported over

License Management

- How to understand what your cloud spend is
- Ensure that licenses are being used effectively
- Target low areas for training

Management and Auditing

- Who is doing what when where and how
- Tracking and identifying non-compliance

Security and compliance

- Are people doing the right thing
- Understand the environment
- Key challenges
- Strategies
- Consider the entire environment
- Perform clean-ups and data removal

Remote Working is here to stay



More productivity



Reduced costs



Need to move workloads
online to reduce stress on
office networks to access
on prem applications



Reduce administration

Migration

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Where Next Meets Now.

Migrations

Its typically not a single process

Many steps and can take time

Understand what is possible

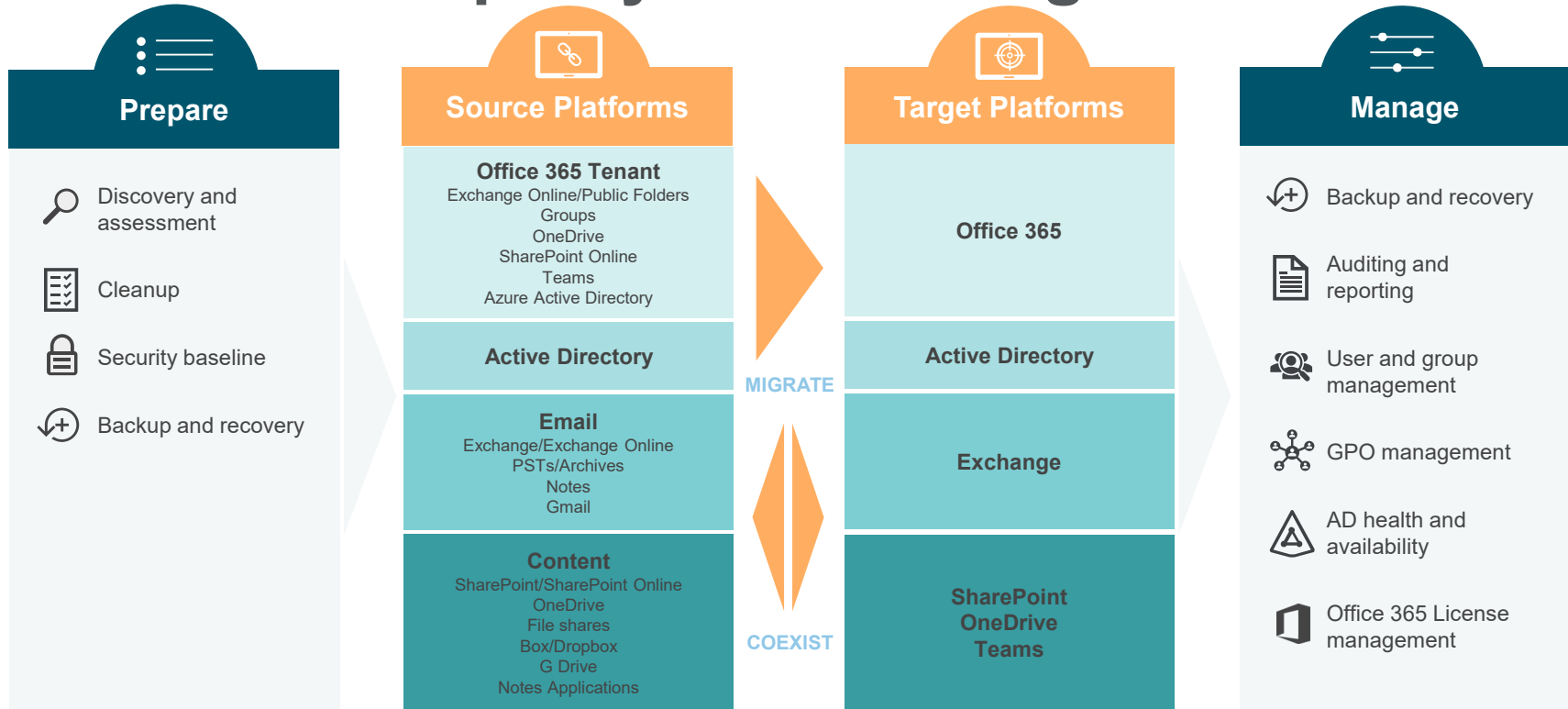
Not everything may work in the cloud

Hybrid

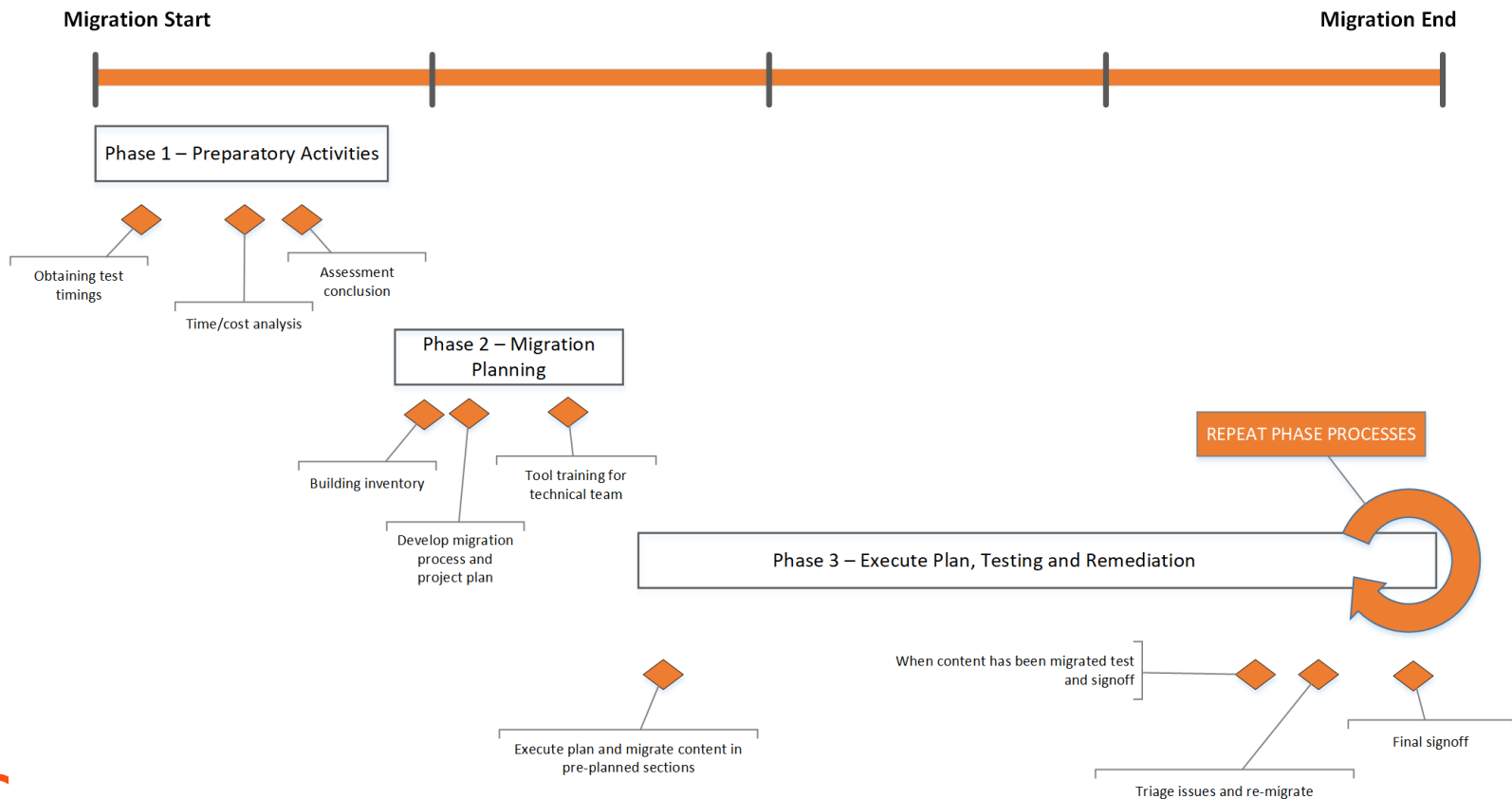


Where Next Meets Now.

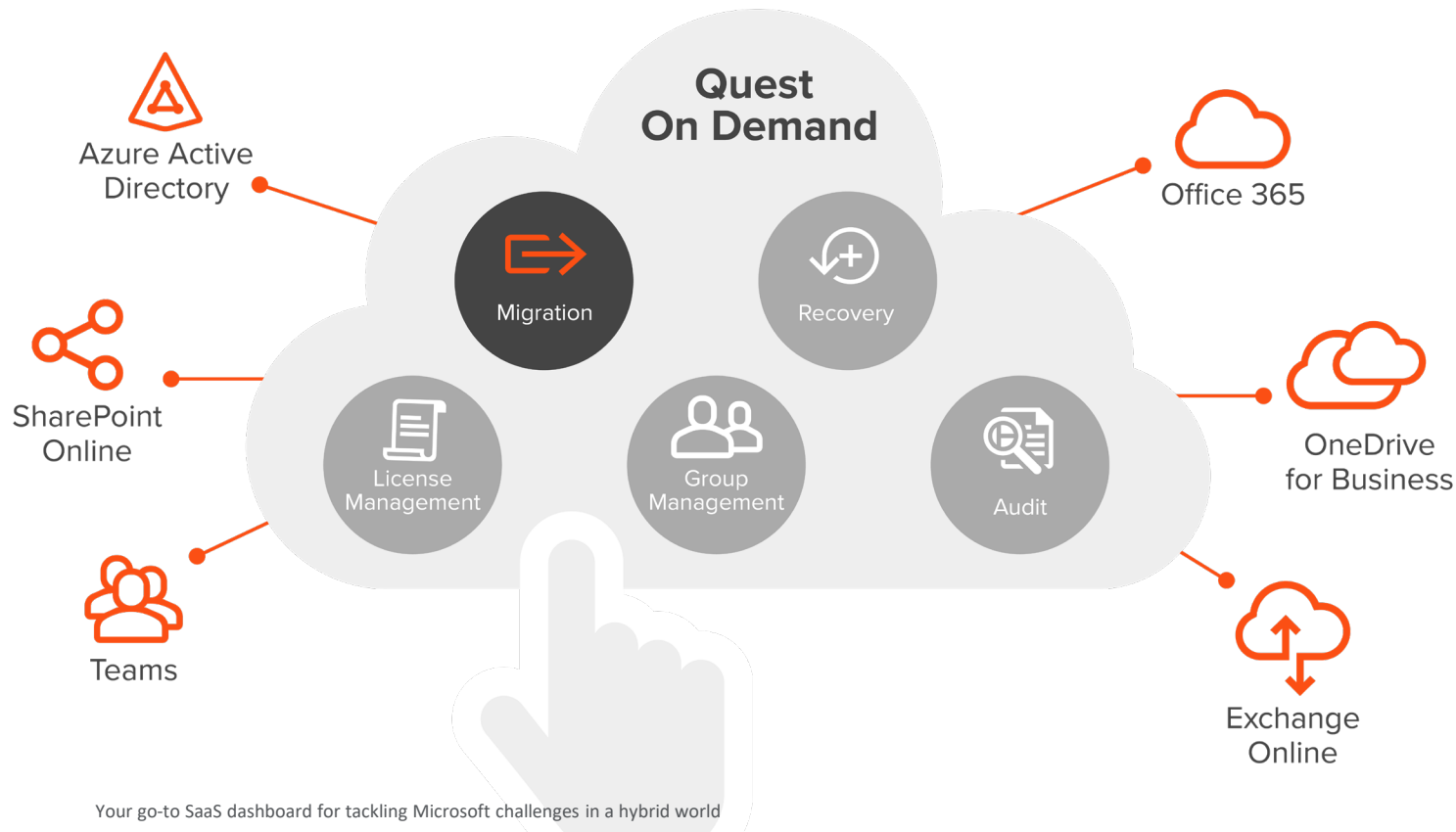
Conquer your next migration



Anatomy of a Migration Project



Quest On Demand

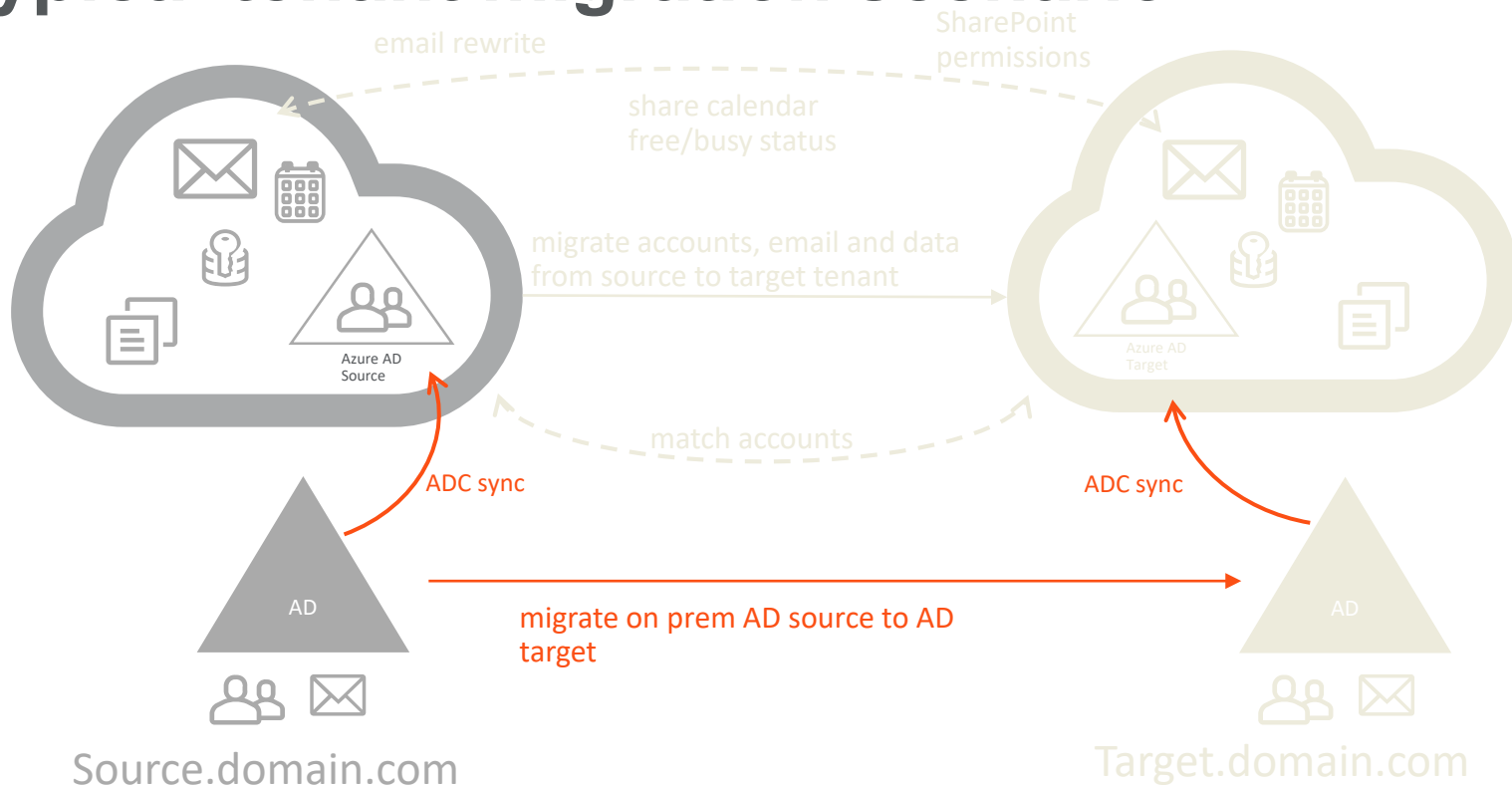


Your go-to SaaS dashboard for tackling Microsoft challenges in a hybrid world

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Where Next Meets Now.

A typical tenant migration scenario




On Demand Migration



A woman with dark hair and headphones is shown in a close-up, looking upwards and to the right with a thoughtful expression. Her hands are clasped under her chin. The background is a blurred indoor setting.

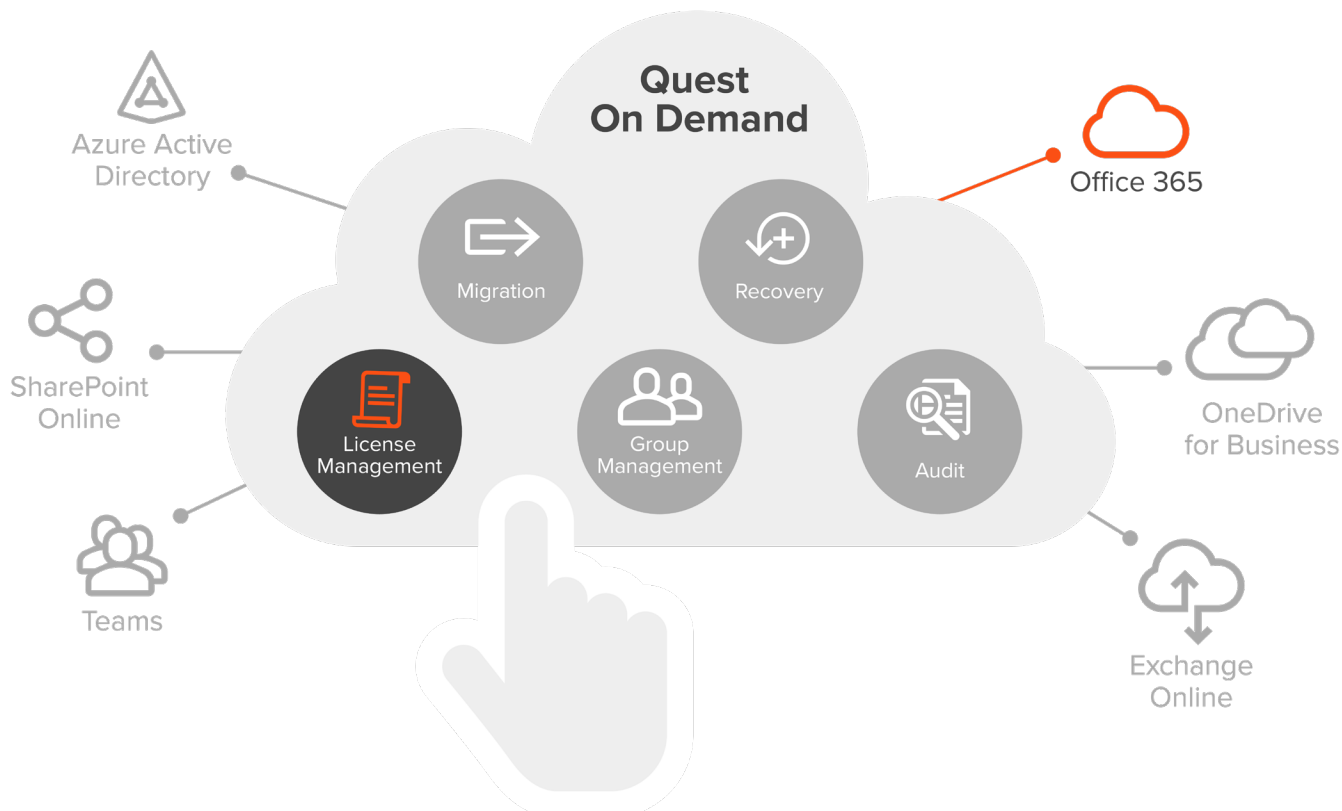
License Management

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A large white arrow originates from the bottom left and points diagonally upwards towards the right, ending near the top right corner of the frame.

Where Next Meets Now.

Quest® On Demand License Management



Problem Statement

How many O365 licenses do I have?

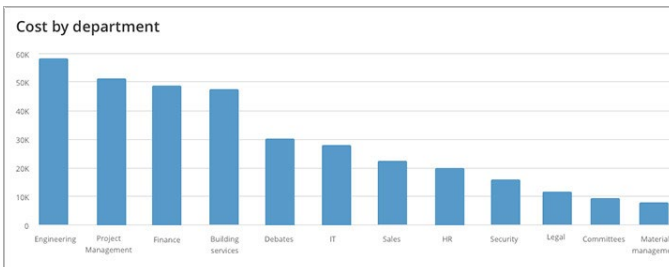
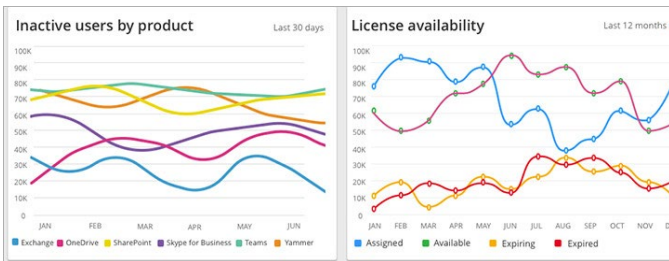
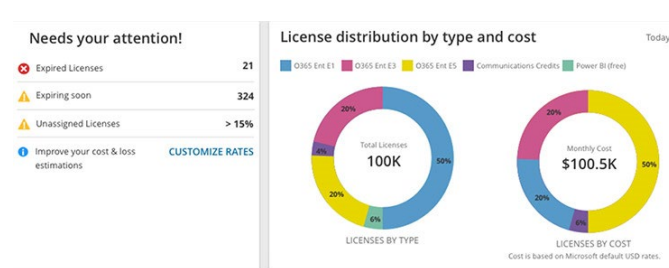
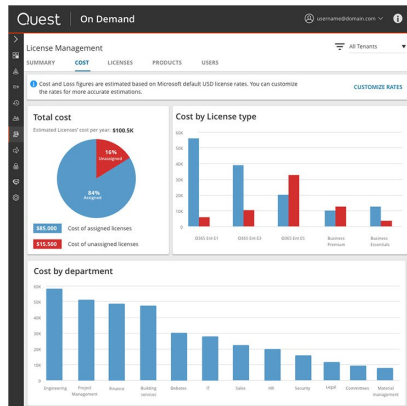
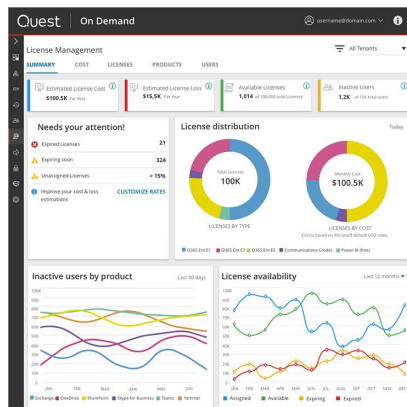
What is the cost of unutilized or under-utilized licenses? Should I consider a new licensing plan?

Are my end users using the O365 services that have been provisioned?

How can I see how many expired or unassigned licenses I have?

How much am I paying for each O365 service?

How it works



- ✓ Get insight into key information on hidden costs of licenses in a single location and customize the rates specific to your company.
- ✓ Proactively manage license assignments and gain insight into license distribution to understand total proportion of license types and related costs.
- ✓ Gain visibility into what products are being utilized or underutilized ensuring cost effective license renewal.
- ✓ Confidently discover the total cost/loss of licenses per year with a cost/loss breakdown of each license type.
- ✓ Accurately report chargeback license costs by department.

Management & Auditing

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Quest® On Demand Audit



Native auditing gaps



No consolidated view of on-prem and cloud activity



Difficult to configure auditing across both on-prem and cloud workloads



Limited alerting, searching and reporting



Difficult to interpret events



Audit data only retained for a limited time before it is permanently lost*

*Native retention period varies based on workload and subscription type. See Microsoft retention policies:

- Office 365: <https://docs.microsoft.com/en-us/office365/securitycompliance/search-the-audit-log-in-security-and-compliance>
- Azure AD: <https://docs.microsoft.com/en-us/azure/active-directory/reports-monitoring/reference-reports-data-retention>

What if you could ...



Search and view any change made on-prem or in the cloud from a single hosted dashboard



Normalize what a change looks like across Office 365 and on-prem workloads



Delegate audit data access so users get exactly the reports they need and nothing more



Keep as much audit data as you need for as long as you want

Hybrid Auditing with On Demand Audit

On-prem, cloud or Hybrid? Quest has you covered!



Change Auditor

Change Auditor

In-depth, high fidelity auditing on all critical on-prem configuration, user and administrator changes.

- AD changes
- Logon / logoff activity
- Windows Server / NAS
- Exchange

Coming soon



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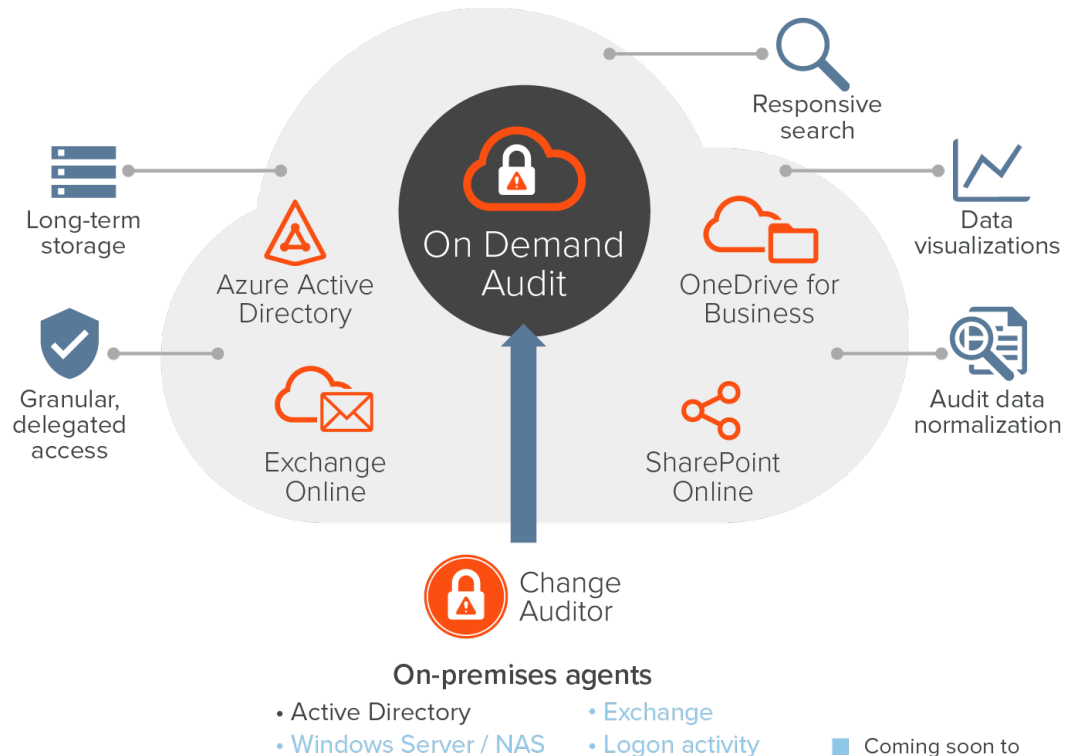
On Demand Audit

View on-prem and cloud activity together with responsive search, interactive data visualization and long-term storage.


- Azure AD changes
- Azure AD sign-ins
- OneDrive for Business
- Exchange Online
- SharePoint Online

Here's how it works

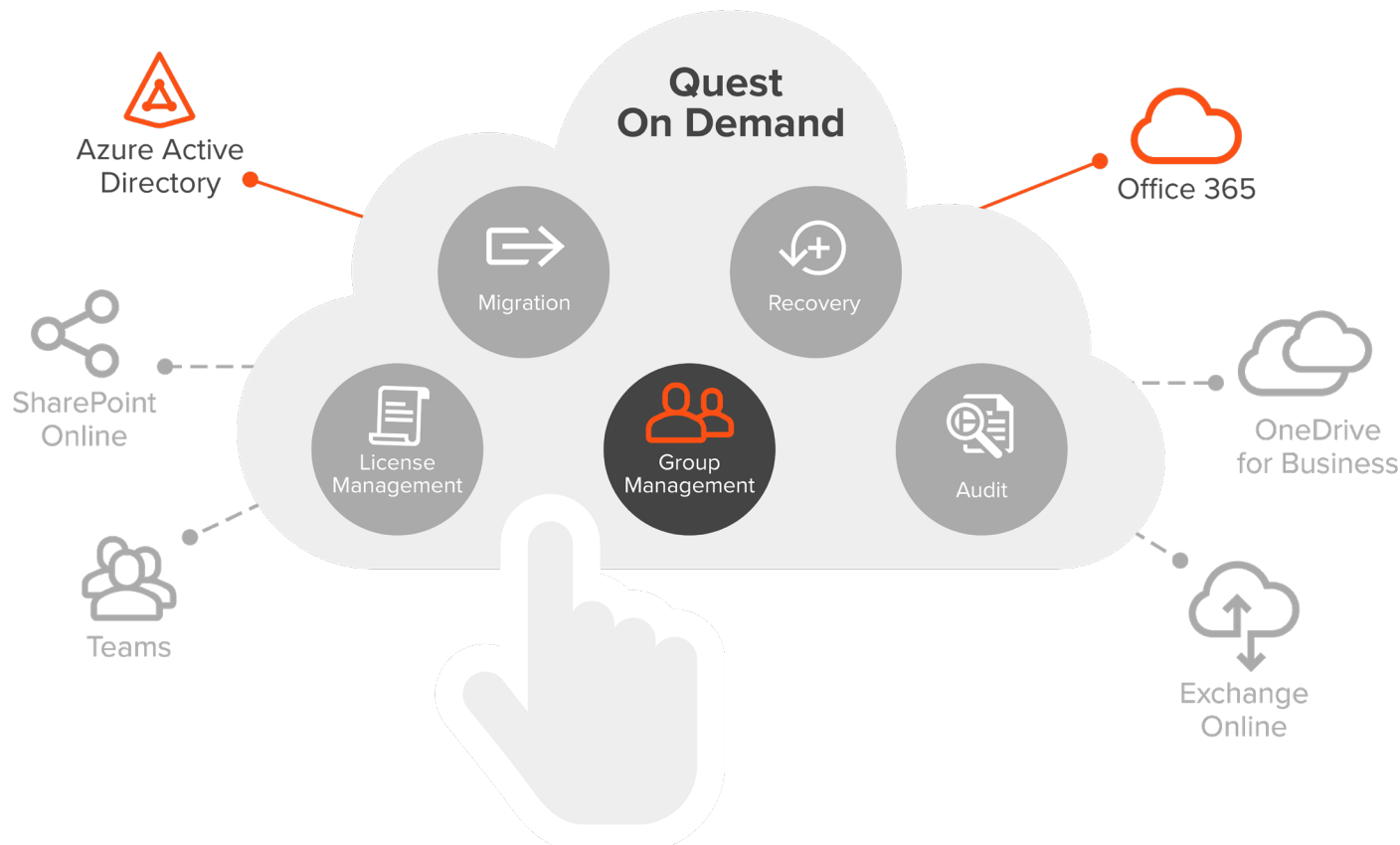
- Single view of on-prem and cloud activity from a modern, intuitive dashboard
- Responsive search builder
- Interactive data visualizations
- Normalized view of hybrid audit data
- Granular, delegated access
- Long-term storage



Comparing Quest with native auditing

Critical auditing requirement	Native	 Quest® On Demand
Alert on suspicious events regardless of whether they occur on prem or cloud	X	✓
Cut through raw data and see only what is important for the change/activity	X	✓
Flexible search on any event or any field, including by actor, changed attributes, activity details or cloud-only objects	X	✓
Normalize view of all user activity, on prem and in the cloud	X	✓
Keep audit data for up to 10 years to satisfy internal policies and external compliance regulations	X	✓

Quest® On Demand Group Management



Is your hybrid environment a mess?

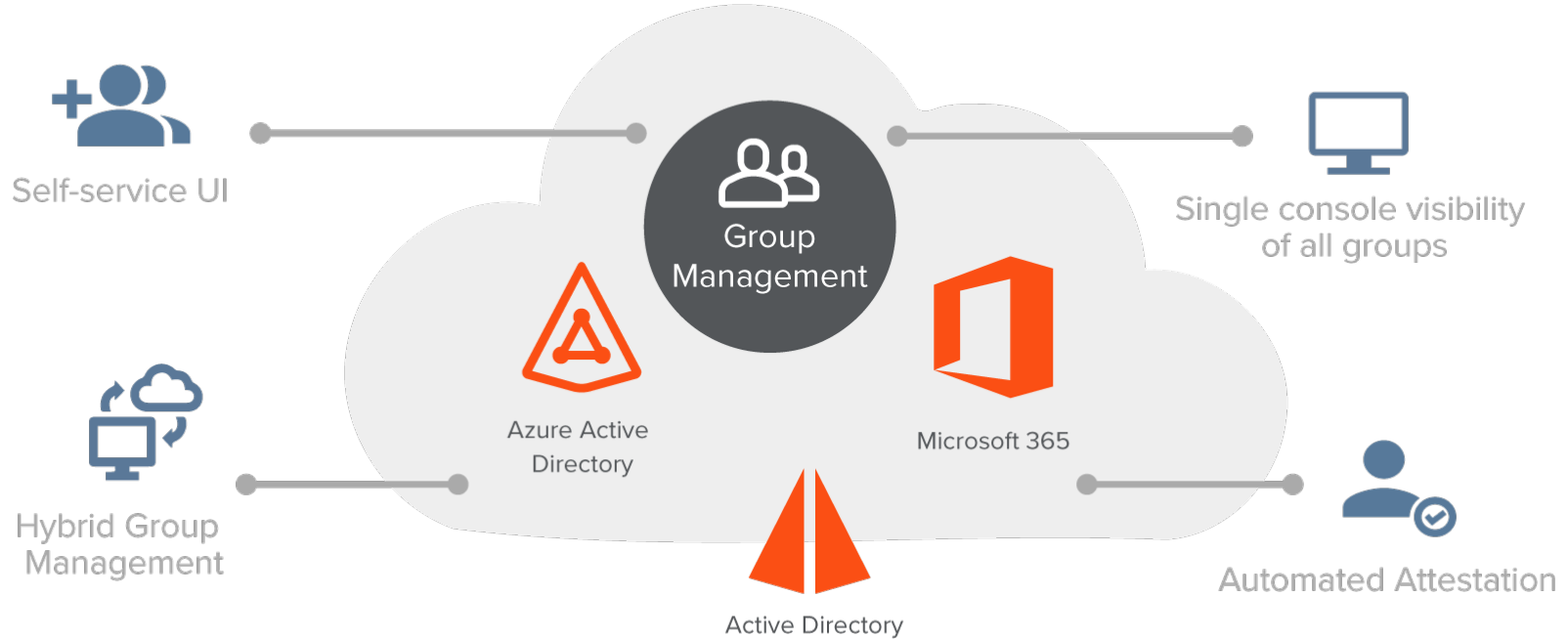


48%

identified that Office 365 groups are their #1 concern

of security professionals expect access abuse to increase next year

Group chaos meet On Demand Group Management



On Demand Group Management

Quest On Demand

Group Management

Dashboard Groups Activities

Groups 73 total

Pending admin approvals 0 requests

Self-service requests 0 in-progress

Needs your attention!

ALL SYSTEMS OPERATIONAL

Everything is running smoothly. There are no errors or warnings that require your action at this time.

Top 5 group membership

Schema Admins	3
Domain Admins	3
Organization Management	3
Enterprise Admins	3
ADSyncAdmins	3

+ Unburdens IT

**Increases
user productivity +**

**+ More
secure**

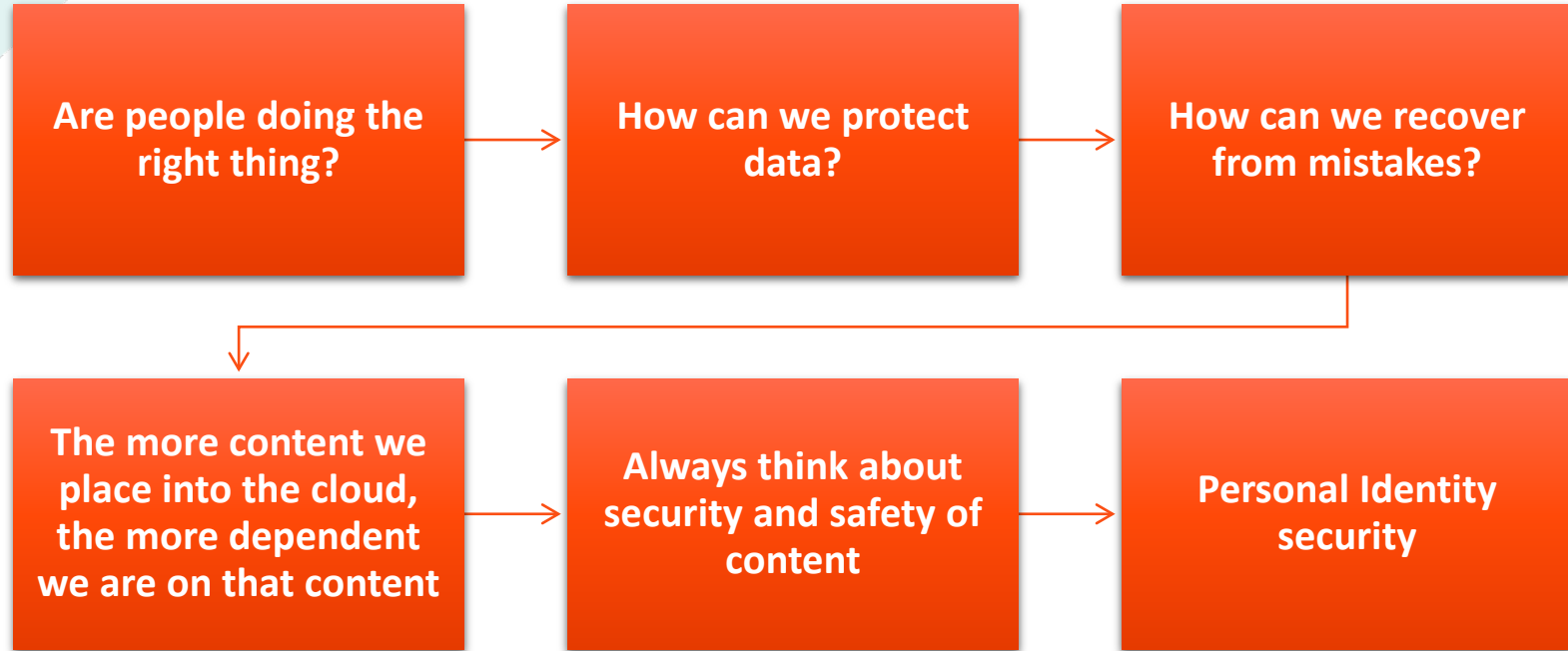


Security & Compliance

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What to look for



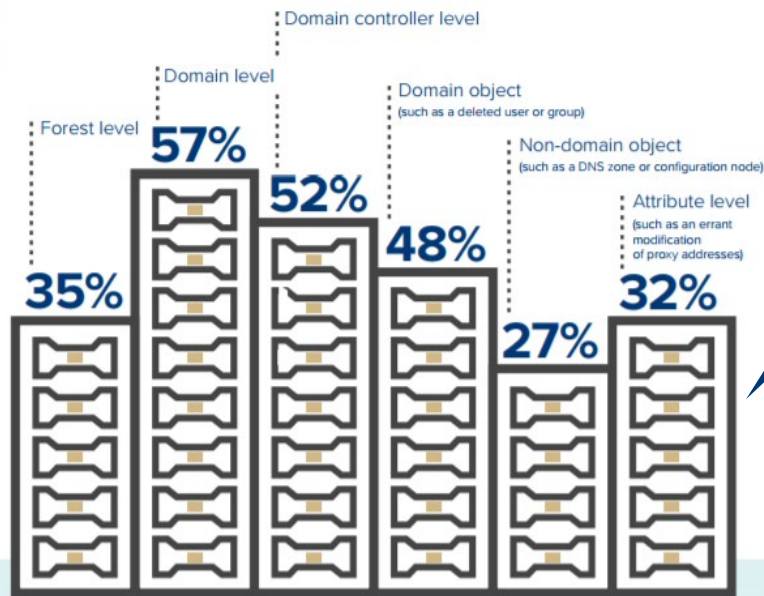
Quest® On Demand Recovery



Azure AD incidents and disasters – more common than you might think



Active Directory incidents by the numbers



These problems
don't change in
the cloud



Hybrid/Cloud compounds the risk



Your reliance on Azure AD is increasing



More cloud-only objects than you think – O365 groups, B2B/B2C users



On-prem recovery won't cover cloud

Azure AD recycle bin limitations

	Only keeps deleted objects for 30 days
	No reporting to identify what you need to restore
	You can't restore specific user attributes
	Some objects cannot be recovered at all – AAD groups, group membership, hard deletes
	You can't restore in bulk without PowerShell
	You can't restore objects across tenants

On Demand Recovery product overview



Comparing Quest with Azure AD recycle bin

Azure AD and Office 365 recovery

Recycle Bin



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Restore multiple attributes at one time	✗	✓
Restore Azure AD Groups and group membership	✗	✓
Granular restore of user attributes – i.e. O365 license type	✗	✓
Restore hard deleted objects which bypassed the recycle bin	✗	✓
Difference reporting with restore capability	✗	✓
Search and restore capability	✗	✓

On-prem AD, Azure AD or Hybrid?

Quest has you covered!



Recovery
Manager

Recovery Manager for AD / Forest Edition

Backup and restore on-prem AD objects



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Quest On Demand Recovery

Will cover the rest – backups and restores are faster than on-premises

- Cloud-only attributes, users and groups that are not synchronized
- Difference reporting to differentiate hybrid or cloud-only objects

On Demand Recovery for Teams

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ODRT



Released 11th December



Can be standalone



Bundling with On
Demand Azure AD is
cheaper

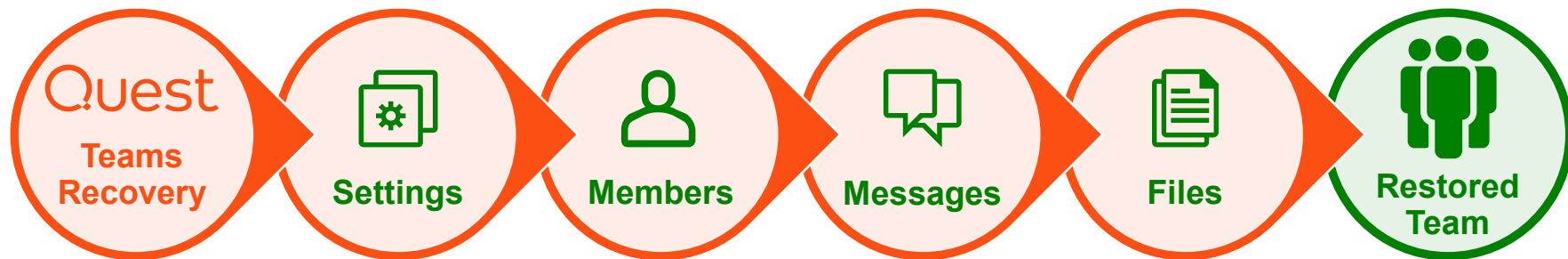
Deleting a Team

- Deleting a team removes the team mailbox and calendar from Exchange.
- The corresponding SharePoint site and all its files will also be deleted.
- And any OneNote notebook, Planner plan, PowerBI workspace, or Stream group affiliated with the team will also be deleted.

Recycle Bin	Days of retention (defaults)
Azure	30 days
SharePoint	93 days
Exchange	30 days

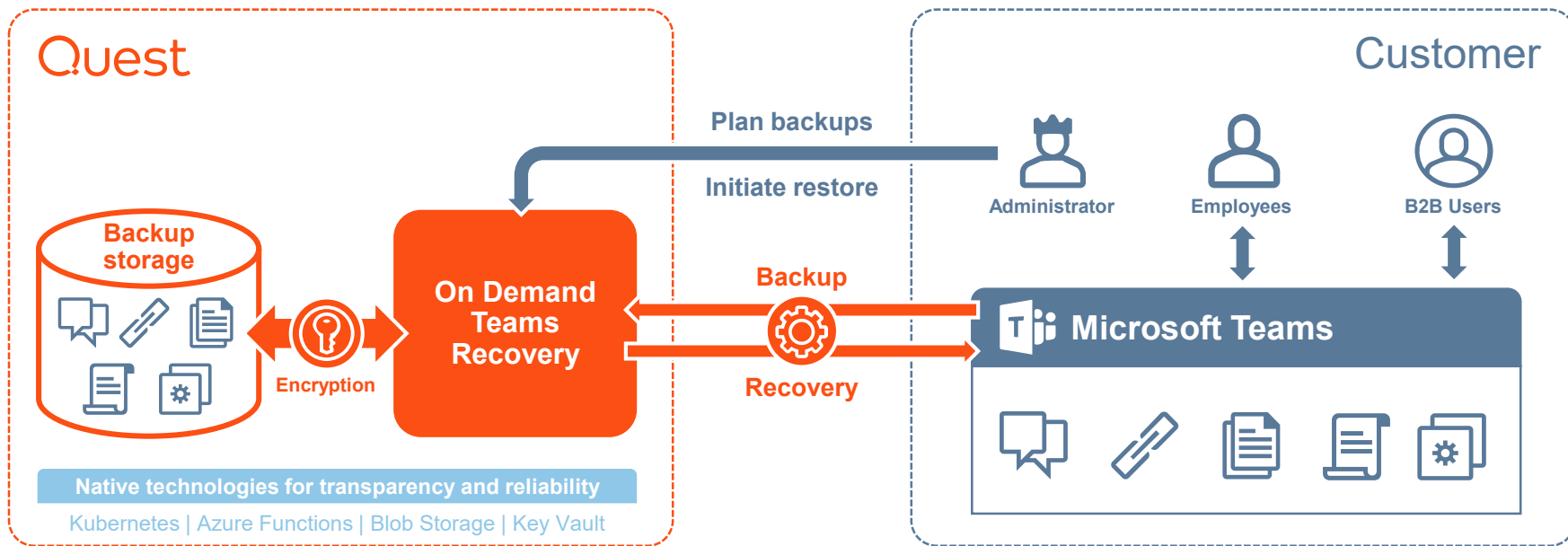
Restoring a Team

Granularly and securely restore Team content, references and configuration









Architecture

Microsoft Azure



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Backup my Data Types

Backup Data \ Backup Method	Manual backup button	Schedule enabled
Teams settings, membership, channels (fully)	 Immediately backup	 Every day at UTC-23:30
Conversations (incrementally)	 Immediately backup	 Every hour
Files (fully)	 Immediately backup	 Every week at Saturday UTC-6

QUESTions?

Active Directory & Office 365 management
End-to-end support for your next Microsoft
challenge

For more information on O365, Hybrid O365 check out our solutions pages:

<https://www.quest.com/solutions/microsoft-platform-management/>

Feel free to reach out to me with any questions.

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Where Next Meets Now.