Oregon is moving to Microsoft 365.

ENTERPRISE information services

Microsoft 365 Progress Report
Joint W&M Subcommittee on General Government

February 13, 2020

Office 365 Consolidation – Package 804*

Budget Note

"The Office of the State CIO (OSCIO) shall implement a project to migrate all executive branch agencies to an OSCIO managed and secured Enterprise Office 365 system by June 30, 2021. The mandatory migration project shall, among other things, lead to the elimination of independently hosted and managed email systems by state agencies within the executive branch. "

Scope of M365 Services + Solutions

1. MVP: Minimum Viable Product (keep scope focused, simple, and attainable)

2. Microsoft Exchange Online (M365 Cloud Services)

3. One Oregon-branded email address (<Firstname>.<Lastname>@<agency>.oregon.gov)

4. Global Address Library (GAL): Statewide Directory of Employees and/or Partners

5. Resourcing and Calendaring: ability to calendar and schedule across agencies

6. Office Suite of Tools (Word, Excel, PowerPoint, Outlook, etc.)

7. Microsoft Teams:
   • Instant Messaging (Chat)
   • Video Conferencing
   • Presence
   • Cloud Storage (OneDrive)

Office 365 Capabilities

Apps	Services	Security	Analytics	Skype

Office Pro Plus:

Office apps on up to 5 PCs & Macs

Mobile Office Apps:

Office Apps for Tablet & Smartphones

Exchange :
Business-class email & Calendar

OneDrive:
Cloud Storage and file sharing

SharePoint:
Team sites & internal portals

Microsoft Teams:
Chat-based Collaboration, Online Meetings, video chat, IM

Advanced Threat Protection:
Zero-day threat and malware protection

Advanced Security Management:
Enhanced visibility and control

Customer Lockbox:
Enhanced customer data access controls

Advanced Compliance:

Advanced eDiscovery, Advanced Data Governance and Customer Key bundled together to provide an intelligent solution to meet compliance needs

Power BI Pro:
Live business analytics and visualization

My Analytics:
Individual and team effectiveness

Dial-In Conferencing Bridge:
Worldwide dial-in for your online meetings

Phone System:
Business phone system in the cloud

(Add-On) Calling Plan:
Cost effective cloud based dial tone

Windows 10 Capabilities

The Most Trusted Platform	More Productive	More Personal	The Most Versatile Devices
Windows Information Protection: Prevent accidental leaks by separating personal and business data *(previously Enterprise Data Protection)*	**Azure Active Directory Join:** Streamline IT process by harnessing the power of the cloud	**User Experience Virtualization (UE-V):** OS and app settings synchronized across Windows instances	**Windows 10 for Industry Devices:** Turn any inexpensive, off-the-shelf device, into an embedded, handheld, or kiosk experience
Windows Hello for Business: Enterprise grade biometric and companion device login	**MDM enablement:** Manage all of your devices with the simplicity of MDM	**Granular UX Control:** Enterprise control over user experience	
Credential Guard: Protects user access tokens in a hardware-isolated container	**Windows Store for Business, Private Catalog:** Create a curated store experience for employee self-service		
AppLocker: Block unwanted and inappropriate apps from running	**Application Virtualization (App-V):** Simplify app delivery and management		
Device Guard: Device locked down to only run fully trusted apps	**Cortana Management:** Create, personalize, and manage Cortana profiles through Azure Active Directory		
Advanced Threat Protection: Behavior-based, attack detection Built-in threat intelligence Forensic investigation and mitigation			
Built into Windows			

Mobility & Security Capabilities

Identity and Access Management

Azure Active Directory Premium P1/P2:

- Federated Authentication
- Self-Service Password Reset/Change
- Password Protection
- Multi-Factor Authentication
- Could App Discovery
- Application Proxy
- Microsoft Identity Manager (MIM) CAL
- Conditional Access Policies
- *Identity Protection* – Vulnerabilities and risky accounts detection. Risk events investigation. Risk based Conditional Access polices and Geo-Fencing
- *Identity Governance* – Privileged Identity Management (PIM), Access Reviews and Entitlement Management*

Identity Driven Security

Microsoft Advanced Threat Analytics:

Identify suspicious activities & advanced attacks on premises.

Microsoft Cloud App Security:

Bring enterprise-grade visibility, control, and protection to your cloud applications.

Azure Advanced Threat Protection:

Identify suspicious user and device activity. Protect user identities and credentials stored in Active Directory.

Managed Mobile Productivity

Microsoft Intune:

- Mobile Device Management
- Mobile Application Management
- Advanced Office 365 Data Protection
- Integrated On-Premises and PC Management

Information Protection

Azure Information Protection Premium P1/2

- Manual Classification/Retention Labeling
- Office 365 Message Encryption
- Azure Rights Management
- Bring Your Own Key (BYOK) for data encryption
- Automatic Classification/Retention Labeling
- Hold Your Own Key (HYOK) for highly regulated data encryption
- Azure Information Protection Scanner – Automated classification, labeling and protection for on-premises file servers

Recommended M365 Tenant Structure – Affinity Groups*

EIS Governance, Licensing and Centralized Support (people & processes)

Admin and Business Services "shared" tenant	Education "shared" tenant	Healthy People "shared" tenant	Natural Resources "shared" tenant	Public Safety "shared" tenant	Transportation and Economic Dev 'shared' tenant
- ACLB - OACO - BOA - OBTP - BOLI - PUC - CCB - DAS - DCBS - DOR - ERB - OSBAE - ESO - PERS - GOV	- ODE - SLO - TSPC - HECC	- BLSW - OBOP - HRLB - OCB - LTCO - OMB - MHRA - OPSC - OBCE - OSBN - OBD - PSRB - OBMT - PTLB - OBO - DHS/OHA	- DEQ - OSBEELS - DLCD - OSBGE - DOGAMI - OSLAB - DSL - OSMB - LCB - OWEB - LUBA - WRD - ODF - DOA - ODFW - ODOE - OPRD	- CJC - ORC - DOJ - BOPPPS - DPSST - DOC - OCE - OLCC - OEM - OSP - OGEC - OYA - OMD	- ODVA - OED - OHCS - OREA - OBDD - ODOT - OTE - ODA

Key Outputs per Project Stage*

Stage 1:
Validate Enabling Capabilities

- Governance structure operational
- Project management oversight established
- Migration resources allocated/assigned
- Change mgmt. and training plan defined/approved

Stage 2:
Tenant Assignments

- Tenant discovery processes complete
- Agency assignments defined/approved
- Tenant structure defined/approved

Stage 3:
Tenant Setup

- IAM strategy is defined/approved
- Tenant configuration standards defined/approved
- Administrative access to tenants transferred to EIS
- M365 tenants setup and configured
- Agencies assigned to migration queue based on prioritization

Stage 4:
MVP Product Migrations

- Migration processes defined/approved
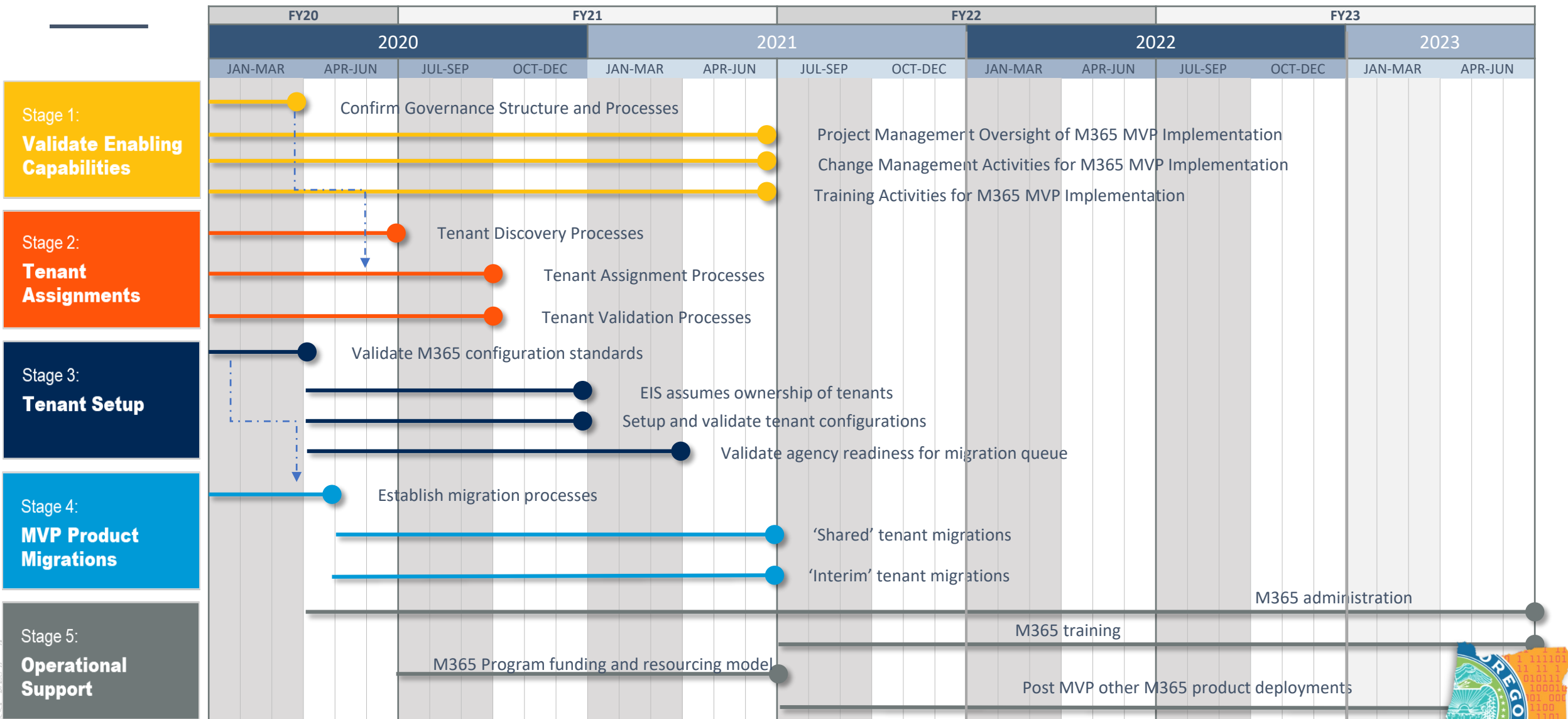- Executive agencies mailboxes migrated to Exchange Online

Stage 5:
Operational Support

- M365 Administration processes operational
- M365 Operating Model strategy is defined/approved
- Post MVP M365 Training strategy is defined/approved
- Post MVP activities are initiated

*Developed in partnership with **Gartner**

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Recommended M365 MVP Implementation Roadmap*

	FY20		FY21		FY22		FY23
	2020		**2021**		**2022**		**2023**
	JAN-MAR	APR-JUN	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN

Stage 1: Validate Enabling Capabilities
- Confirm Governance Structure and Processes
- Project Management Oversight of M365 MVP Implementation
- Change Management Activities for M365 MVP Implementation
- Training Activities for M365 MVP Implementation

Stage 2: Tenant Assignments
- Tenant Discovery Processes
- Tenant Assignment Processes
- Tenant Validation Processes

Stage 3: Tenant Setup
- Validate M365 configuration standards
- EIS assumes ownership of tenants
- Setup and validate tenant configurations
- Validate agency readiness for migration queue

Stage 4: MVP Product Migrations
- Establish migration processes
- 'Shared' tenant migrations
- 'Interim' tenant migrations

Stage 5: Operational Support
- M365 administration
- M365 training
- M365 Program funding and resourcing model
- Post MVP other M365 product deployments

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Identified Risks and Mitigation Strategies*

Expanding scope

The M365 implementation phase will likely present numerous opportunities for expanding project scope. When challenged, governance processes should reference the scope contained within the Minimum Viable Product (MVP) concept as a guide for meeting M365 Budget Note requirements.

Ineffective governance processes

A major contributor to the failure of enterprise modernization initiatives is a lack of stakeholder buy-in due to ineffective governance processes. Establishing an empowered governance structure to validate key project recommendations will encourage agency collaboration using a state-wide perspective.

Insufficient resourcing or expertise

Establishing M365 tenant structures and migrating Exchange mailboxes are one-off project tasks, however administering and supporting multiple M365 tenants over time requires in-house expertise. An effort should be made to procure short term expert resources as needed and focus long term resourcing strategies on identified operational and support requirements.

Supporting users through the transition

Change is difficult, especially when implementing transformational modernization initiatives. Agency representatives and end users will require consistent change management leadership, steadfast communication channels and tailored training during the transition to M365 services.

Strategic Alignment

M365 aligns to EIS Project Priorities **1** (Microsoft 365), **2** (Network Modernization), **3** (Cloud Strategy) while expanding the portfolio of the Cyber Security Service Catalog.

M365 Features	Priority Mapping	Shared Value
Windows Defender Advanced Threat Protection	1, 2	Anti-Virus
Office 365 Advanced Threat Protection	1, 2	Attachment and URL Protection
Azure Advanced Threat Protection	1, 2, 3	Identity Protection
Advanced Security Management	1, 2, 3	Security Administration Portal
Advanced Compliance	1	eDiscovery and Auditing
Dial-In Conferencing Bridge	1	Web and Phone Conferencing
Azure Active Directory Premium Plan 2	1, 2	Geo-Fencing
Azure Information Protection Plan 2	1, 2	Data Classification / Retention
Cloud App Security	2, 3	Cloud App Security Brokers
Phone System and Calling Plans	Future**	Voice over IP

*Requires Identity and Device sync to Azure AD

**Current phone system contracts expire in 2024

Questions

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