



# How to Approach Office 365 Governance

March 16, 2017

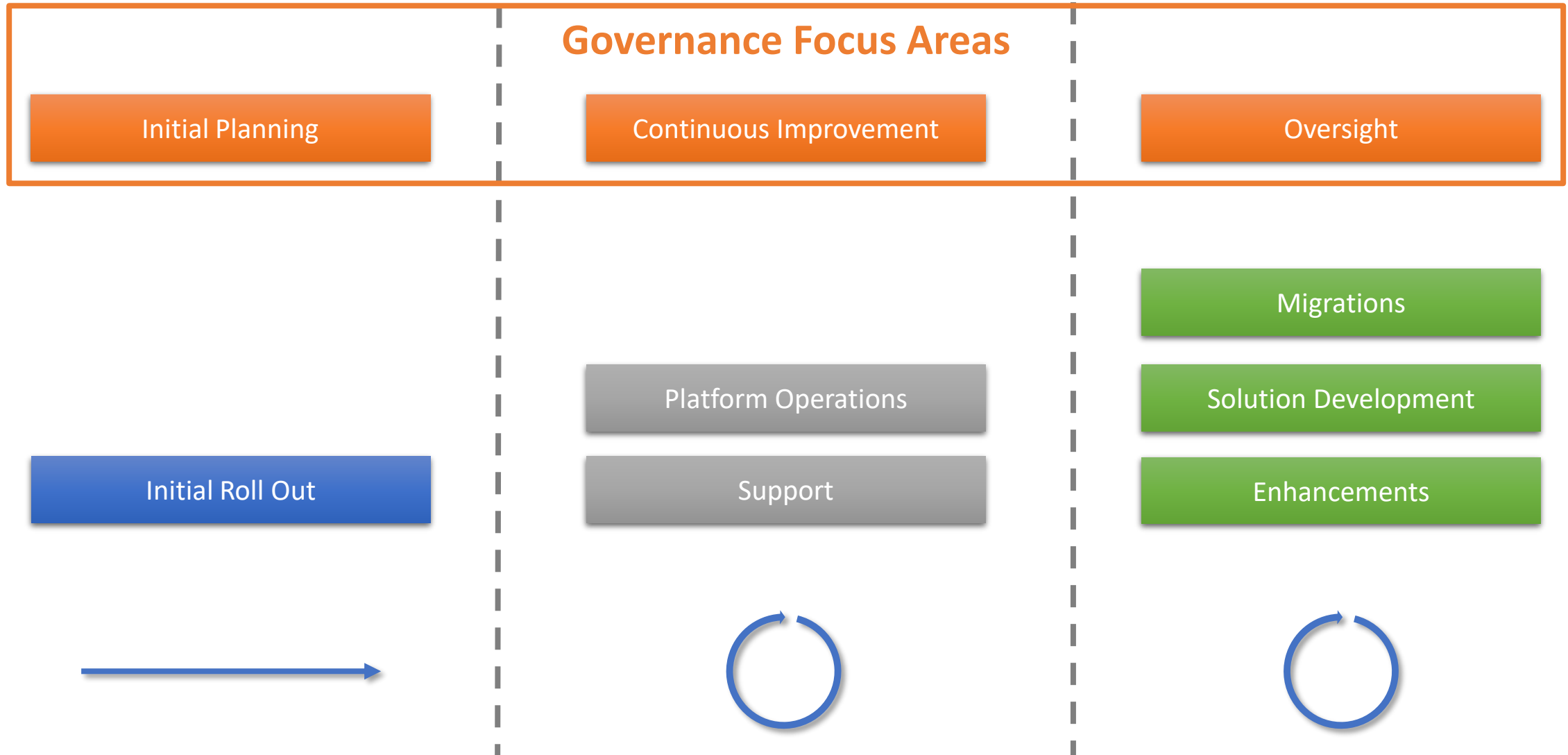
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- Co-Founder of the Boston O365 User Group
- 10+ Years Content & Collaboration Consultant
- Working with SharePoint since 2005



1. Technical Roles (Developers, Admins, Architects, etc.)
2. Functional Roles (Projects Managers, Business Analysts, etc.)
3. Business Roles (Platform Owners, Business Sponsors, etc.)
4. Consultants

# Office 365 Landscape



- What is ~~Love~~ Governance?
- 8 Step Plan to Approaching Office 365 Governance
  1. Assemble the Right Team(s)
  2. Determine Goals & Objectives
  3. Classify and Prioritize Goals & Objectives
  4. Determine Processes to Meet Goals & Objectives
  5. Evaluate What is Possible Out-of-the-Box & Define the gaps
  6. Build a Roadmap to Fill the Gaps
  7. Communicate Your Policies
  8. Rinse and Repeat

# What is ~~Love~~ Governance?

# What is Governance?

*“IT governance (ITG) is defined as the processes that ensure the effective and efficient use of IT in enabling an organization to achieve its goals.” -Gartner*



1. Align IT Strategy with Business Strategy
2. Control Costs
3. Manage Risk
4. Improve Employee Productivity

# Risks of Weak Governance - Examples

- Platform becomes a “wild west” where anyone can do anything
- Very difficult for IT to push back on business requests
- Supporting the platform becomes challenging
- Applications that should not be built on Office 365 are built on Office 365
- Permissions are broken at every level and managing daily access requests becomes a burden
- Investment in platform isn't realized due to it being used only as an online file share
- Valuable company knowledge is difficult to find due to data overload
- Your company hits a tipping point where Office 365 is a bad platform and it's better to migrating everything to *{Insert Latest SFO Start-up Name}*

# 8 Step Plan to Approaching Office 365 Governance

# 1. Assemble the Right Team(s)


- Who will be using which parts of the platform?
  - Which Divisions / Departments?
  - Which Job Roles?
- Who will be managing which parts of the platform?
  - E.g. Will the Communications team be responsible for managing all intranet content?
  - Who will be responsible for Operations and Support?
- Who needs to approve policy?
  - Architecture Board
  - Legal
  - InfoSec
  - Quality Assurance
  - Etc.

# 1. Assemble the Right Team(s)



Office 365 Governance Committee

Small Companies



Office 365 Steering Committee (VP/CxO)



Office 365 Governance Committee


Medium Companies



Office 365 Steering Committee (VP/CxO)



Office 365 Infrastructure Governance Committee (Identity, Exchange, Skype)



Office 365 Application Governance Committee (SharePoint, Yammer, Teams, etc.)

Large Companies

## 2. Determine Goals & Objectives

- What Business Goals & Objectives are we aiming to achieve?
- What will the Platform be used for?
- What are the Concerns and Risks?
- Why are they Concerns and Risks?
- What are the appropriate areas to segment? (e.g. Should your Intranet's Information Architecture have the same policies as your Collaboration areas)

## 2. Determine Goals & Objectives

### Platform Governance

Global Settings

Shared Services

Identity Management

Hybrid Configuration

### Information Management

Information Architecture

Information Access

Taxonomy

Retention & Compliance

### Custom Solutions

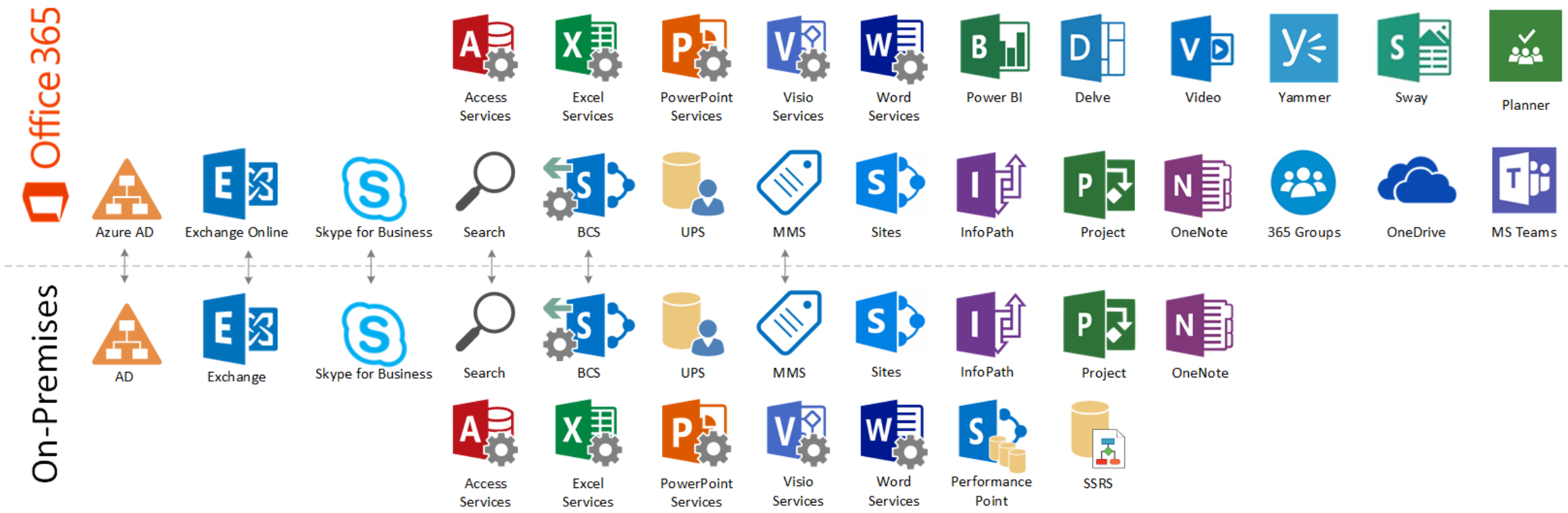
Customization Policy

Architecture Standards

Vendor Integration

Application Lifecycle Management

# 2. Determine Goals & Objectives





# 3. Classify and Prioritize Goals & Objectives

- Show Stoppers
- Must Have Day 1
- Must Have Day ...n
- Nice to Have Day 1
- Nice to Have Day ...n

# 3. Classify and Prioritize Goals & Objectives

Category	Item	Enforcement	Priority
Show Stopper	Site Provisioning Form	Proactive	1
Show Stopper	3 Year Email Retention	Proactive	2
Show Stopper	Limit user profile fields	Proactive	3
Show Stopper	Block sharing of CC numbers	Proactive	4
Must Have Day 1	Basic training materials	N/A	5
Must Have Day 60	Limit depth of subsites	Reactive	6
Must Have Day 120	Site Provisioning Automation	N/A	7
Nice to Have Day 1	Showcase Site	N/A	8
Nice to Have Future	Usage Analytics	Reactive	9

## Traceability Matrix Example (Step 3)

# 4. Determine Processes to Meet Goals & Objectives

- What are the business processes required to meet the goals & objectives?
  - E.g. Provisioning a team site requires manager's approval & dept. cost center
  - E.g. Mandatory metadata fields require a comprehensive Taxonomy
- What are the technology processes required to meet the goals & objectives?
  - E.g. Workflow to gather manager's approval and look up dept. cost center in HR system
  - E.g. How to we enable taxonomy curators to manage options and control scope of taxonomy?

# 4. Determine Processes to Meet Goals & Objectives

Category	Item	Enforcement	Priority	Next Steps
Show Stopper	Site Provisioning Form	Proactive	1	Align with governance team on required metadata and workflow
Show Stopper	3 Year Email Retention	Proactive	2	Validate Options
Show Stopper	Limit user profile fields	Proactive	3	Determine which fields to limit
Show Stopper	Block sharing of CC numbers	Proactive	4	Validate Options
Must Have Day 1	Basic training materials	N/A	5	Setup meeting with training dept.
Must Have Day 60	Limit depth of subsites	Reactive	6	Validate Options
Must Have Day 120	Site Provisioning Automation	N/A	7	Validate Options
Nice to Have Day 1	Showcase Site	N/A	8	Define what a showcase site should showcase
Nice to Have Future	Usage Analytics	Reactive	9	Define what to measure

## Traceability Matrix Example (Step 4)

## 5. Evaluate What is Possible Out-of-the-Box & Define the gaps

- What controls are already in place that can be configured?
- Are the controls robust enough to meet your goals & objectives?
- Is there anything on the O365 roadmap that will fulfill your goals & objectives in the near future?
  - (<https://products.office.com/en-us/business/office-365-roadmap>)
- Continue to update Traceability Matrix with OOTB Functionality and Gaps

# 5. Build a Roadmap to Fill the Gaps

Category	Item	Enforcement	OOTB Controls Sufficient	Gaps
Show Stopper	Site Provisioning Form	Proactive	Yes	
Show Stopper	3 Year Email Retention	Proactive	Yes	
Show Stopper	Limit user profile fields	Proactive	Yes	
Show Stopper	Block sharing of CC numbers	Proactive	Yes	Reporting and alerting can be improved
Must Have Day 1	Basic training materials	N/A	TBD	Does not include our branding
Must Have Day 60	Limit depth of subsites	Reactive	No	No enforcement available OOTB
Must Have Day 120	Site Provisioning Automation	N/A	No	No automation available OOTB
Nice to Have Day 1	Showcase Site	N/A	No	OOTB Templates very basic
Nice to Have Future	Usage Analytics	Reactive	Yes	Basic Analytics are OOTB, but lack in measuring detailed usage

## Traceability Matrix Example (Step 5)

# 6. Build a Roadmap to Fill the Gaps

- Build a roadmap to fill the gaps based on criticalness, priorities, and cost, plan the next 3-24 months:
  - Evaluate options
    - Free online add-ins and scripts
    - 3<sup>rd</sup> party commercial products
    - Build your own
  - Map cost of options against goals & objectives
    - Don't forget to include the time required as part of the cost
- Not all policies have to be enforced on Day 1
- Not all policies will have things that *could* be enforced on Day 1
  - e.g. enforcing a 1yr shelf-life for all team sites

# 6. Build a Roadmap to Fill the Gaps

Item	OOTB Controls Sufficient	Gaps	Roadmap Approach
Block sharing of CC numbers	Yes	Reporting and alerting can be improved	Continue with OOTB controls and re-evaluate in 6 months as Microsoft continues to improve the Compliance Center
Basic training materials	No	Does not include our branding	Hire external training vendor to build materials including our branding
Limit depth of subsites	No	No enforcement available OOTB	Build a weekly PowerShell script to email a report to IT when subsite depth exceeds 5
Site Provisioning Automation	No	No automation available OOTB	Invest in 3 <sup>rd</sup> party site provisioning engine
Showcase Site	No	OOTB Templates very basic	Work closely with HR department to build their site for them and leverage as a showcase site
Usage Analytics	Yes	Basic Analytics are OOTB, but lack in measuring detailed usage	Continue with OOTB analytics and Implement Google Analytics shortly after launch

## Traceability Matrix Example (Step 6)

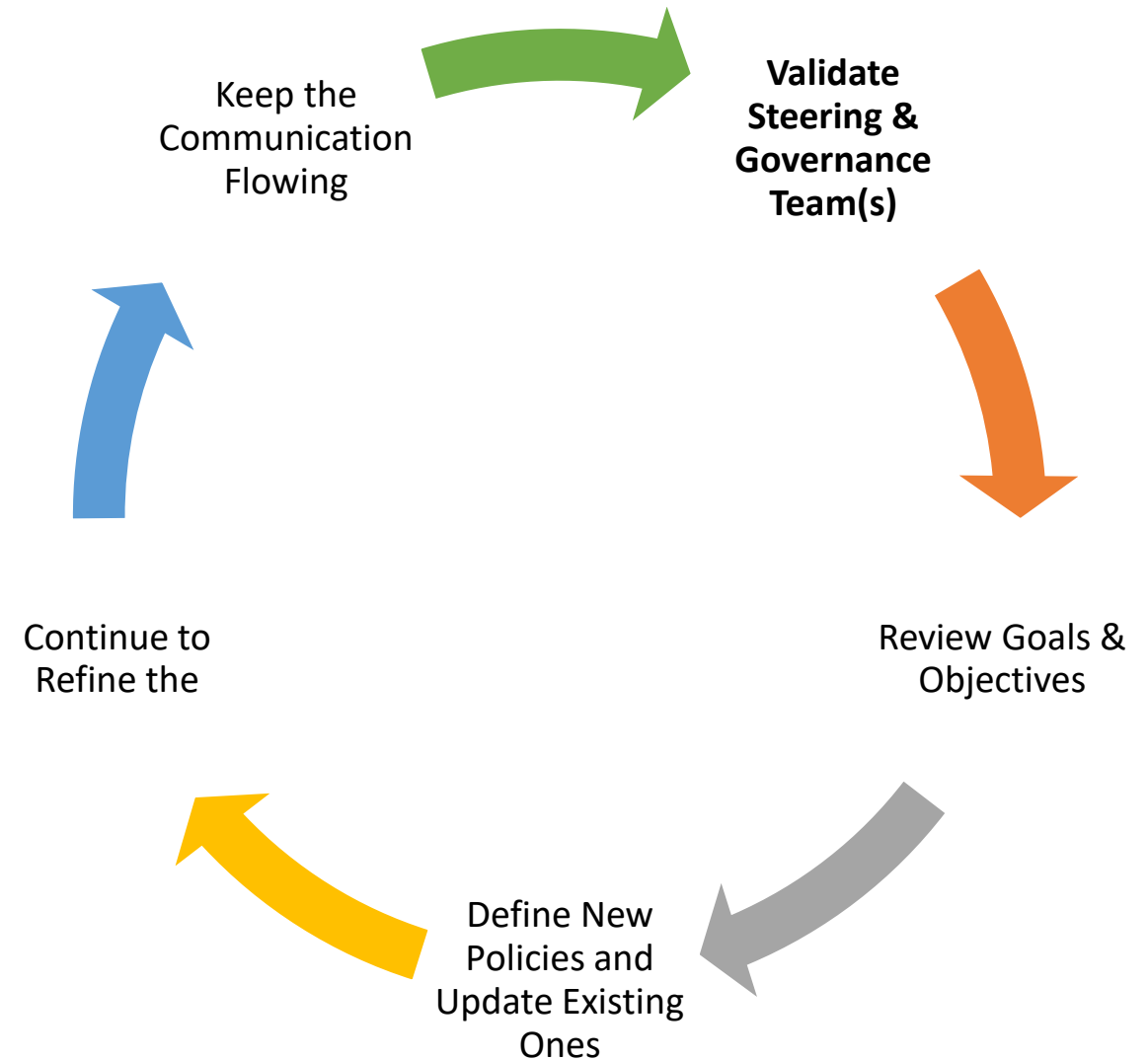


# 7. Communicate Your Policies

- **MS Word is where Governance Policies go to die**
- Make your policies clear and to the point
- Common practice is to create an Office 365 Management publishing site that includes a sub-site explaining all of the Governance Policies
- Make it easy for users to ask questions or request changes & exceptions

# 8. Rinse and Repeat

- Technical Features and Best Practices are Continuously Changing
- Business Needs are Continuously Changing
- People change roles & responsibilities



Thank You!