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technology

PLATFORM MANAGEMENT

Microsoft 365 for Business

License Management

- Inventory all Microsoft 365 licenses and subscriptions.
- Regularly review license usage to optimize costs and ensure compliance.
- Plan for future license needs based on business growth and requirements.

Security and Compliance

- Enable multi-factor authentication (MFA) for all user accounts.
- Implement Microsoft Defender for Office 365 (formerly Office 365 Advanced Threat Protection) to protect against phishing and malware.
- Configure data loss prevention (DLP) policies to prevent accidental sharing of sensitive information.
- Set up information protection labels and policies to classify and protect documents and emails.
- Enable Azure Information Protection (AIP) for enhanced document security and encryption.
- Conduct regular security audits and vulnerability assessments.

Data Backup and Recovery

- Set up and configure Microsoft 365 backup solutions for Exchange Online, SharePoint Online, and OneDrive for Business.
- Ensure backups are automated, scheduled regularly, and stored securely (offsite or in a separate location).

User Management

- Maintain a centralized directory and ensure user accounts are synchronized with on-premises Active Directory (if applicable).
- Implement role-based access control (RBAC) to limit administrative privileges.
- Regularly review and update user permissions and access rights.
- Set up self-service password reset to reduce helpdesk calls and improve user experience.

Email and Collaboration

- Configure and manage Exchange Online mailboxes, distribution groups, and email policies.
- Implement Microsoft Teams for collaboration and communication, including channel management and guest access policies.
- Train users on effective use of Microsoft Teams, including chat, file sharing, and meeting capabilities.
- Set up SharePoint Online sites and libraries with appropriate permissions and document management policies.

Mobile Device Management (MDM)

- Implement Intune for managing mobile devices (iOS, Android, Windows) accessing corporate data.
- Enforce device compliance policies (e.g., encryption, passcode requirements) and remote wipe capabilities.
- Provide guidance and training to users on connecting and securing mobile devices.

Training and Adoption

- Develop a Microsoft 365 training plan for employees, covering basic to advanced usage of applications like Outlook, Word, Excel, and Teams.
- Provide ongoing training sessions and resources (webinars, tutorials) to encourage adoption of new features and best practices.
- Monitor adoption metrics and user feedback to identify areas needing additional training

Integration and Automation

- Integrate Microsoft 365 with other business applications and services (e.g., CRM systems, accounting software).
- Automate routine tasks and workflows using Power Automate (formerly Microsoft Flow) to improve efficiency and reduce manual errors.

Governance and Compliance

- Establish governance policies for Microsoft 365, including data retention policies and eDiscovery capabilities.
- Monitor compliance with regulatory requirements (e.g., GDPR, HIPAA) and industry standards.
- Conduct regular audits and compliance assessments to ensure adherence to policies and regulations.

Monitoring and Performance

- Set up Microsoft 365 monitoring tools to track service health and performance (e.g., Microsoft 365 Admin Center, Microsoft 365 Health Center).
- Monitor usage trends and capacity planning to ensure optimal performance and scalability.

Backup and Disaster Recovery

- Establish a backup strategy for Microsoft 365 data, including Exchange Online, SharePoint Online, and OneDrive.
- Regularly test backup and restore procedures to ensure data integrity and availability in case of data loss or corruption.

Documentation and Knowledge Base

- Maintain comprehensive documentation of Microsoft 365 configurations, settings, and policies.
- Create a knowledge base for common issues, troubleshooting steps, and best practices for Microsoft 365 usage.

Security Awareness Training

- Conduct regular security awareness training sessions for employees, focusing on phishing prevention, data protection, and safe use of Microsoft 365 services.

Review and Update Policies

- Regularly review and update Microsoft 365 security policies, user access policies, and data protection policies based on evolving business needs and cybersecurity threats.

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CodeBlue Technology supports businesses in all industries, sizes and locations around the United States. Our mission is to delivery positively memorable technical service while improving your businesses health in the data landscape.

Our team of solutions engineers, networking technicians and business professionals are here to guide, coach and implement a strategy that best suits your needs. If you or any member of your team would like a free consultation, please consider CodeBlue Technology for all of your IT needs.

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