



Managed Modern Work

Solution Overview
V1.0.0

Modern Work & Identity Security



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Introduction

Microsoft 365 (M365) is a powerful cloud platform that offers a suite of productivity, collaboration, and security tools for your organization. However, managing and securing M365 can be complex, time-consuming, and costly. SilverSky provides a solution to help you maximize your M365 investment while protecting your data, users, and devices from cyber threats.

Managed Modern Work is a comprehensive service encompassing the administration, management, and security of Microsoft's suite of tools designed to enhance productivity and collaboration in a modern workplace. This includes user and group management, enforcement of security policies, and seamless integration of various M365 applications to ensure an optimized and secure working environment.

SilverSky Managed Modern Work is a managed service that leverages SilverSky's expertise and partnership with Microsoft to deliver a comprehensive and secure service for your M365 environment.

Scope of Services

Managed Modern Work covers the following M365 services:

Entra ID Management

- User and group management, including provisioning, de-provisioning, and synchronizing users and groups across your M365 environment.
- Assistance with currently deployed conditional access policies, including configuration, testing, and troubleshooting policies that control access to your M365 resources based on user, device, location, and risk factors.
- Multi-factor authentication, including setup, configuration, and support of Entra ID multi-factor authentication (MFA), a robust and flexible solution that adds a needed layer of security to your M365 sign-in process.

Modern Work

- **SharePoint Online:** Site collection administration and access management, including creation, deletion, and modification of site collections, as well as management of site permissions, sharing settings, and external access.
- **Teams:** Administration and permissions management, including creation, deletion, and modification of teams, as well as management of team settings, policies, and guest access.
- **Exchange Online:** Recipient management, including creation, deletion, and modification of mailboxes, distribution groups, contacts, and resources, as well as assistance with management of mailbox permissions, delegates, and forwarding.

Intune (BYOD MAM & MDM)

- Mobile access management (MAM), mobile device management (MDM), and application management for bring-your-own-device (BYOD) scenarios, ensuring that corporate data is protected on personal devices through policy enforcement and secure access controls.

Email Communications Security

- Spam and malware protection
- Encryption
- Archiving
- Data loss prevention
- Advanced threat protection

Quarterly Reporting

- SilverSky provides quarterly conformance reporting against our Minimum Viable Security Baseline (MVSB), a set of best practices and recommendations that help you assess and improve your M365 security posture.

Key Benefits

SilverSky Managed Modern Work provides you with the following benefits:

- Optimize your M365 environment: Leverage SilverSky's expertise and best practices to configure and manage your M365 services according to your business needs and goals.
- Reduce your M365 costs: Use SilverSky's flexible licensing options and support to choose the M365 plans that best suit your budget and requirements.
- Free up your IT resources: Outsource the configuration management of your M365 environment to SilverSky, allowing you to focus on your core business functions and strategic initiatives.
- Gain peace of mind: Rely on SilverSky's 24x7 support, monitoring, and reporting for your M365 environment. You may pair additional SilverSky-managed Defender and MxDR services for a comprehensive security solution that monitors, detects, and responds to cyber threats across your network, endpoints, and cloud services.

Minimum Viable Security Baseline

SilverSky will help you implement and exceed our MVSB for your M365 environment based on best practices and standards from the Cybersecurity and Infrastructure Security Agency (CISA), the Center for Internet Security (CIS), and SilverSky's own experience in serving regulated industries. The MVSB covers essential security controls for identity and access management, data protection, threat protection, device management, and cloud application security. SilverSky will also provide quarterly reports on your conformance to the MVSB and recommendations for continuous improvement and

adaptation to the evolving threat landscape. Following the MVSB can enhance your security posture and reduce the risk of data breaches, data loss, and compliance violations.

Service Implementation

The onboarding process will be performed in four stages:

1. Service Orientation Call

- Your assigned Project Coordinator will contact you to schedule a Service Orientation Call attended by the team assisting you throughout your SilverSky service. The goals of the call will be:
 - Introduce the SilverSky team members.
 - Review any hardware, software, or connectivity requirements for the service.
 - Review customer infrastructure, users, and systems in scope for the service.
 - Discuss notification and escalation procedures and customer points of contact.

2. Service Onboarding

- During the onboarding phase, SilverSky will work with you to configure and enable the features and services included in your solution, such as:
 - Spam and Malware Protection
 - Encryption
 - Archiving
 - Data Loss Prevention
 - Advanced Threat Protection
 - Multi-Factor Authentication
 - Entra ID

SilverSky will also provide end-user training materials, helpdesk training, and best practices for using and managing M365.

3. Service Transition

- Once the onboarding has been completed, SilverSky will transition the service to the ongoing management and security phase. SilverSky will provide 24x7 support, monitoring, and reporting for your M365 environment in this phase. SilverSky will also schedule quarterly meetings with you to review service performance, satisfaction, and feedback.

4. Ongoing & ProActive Service

- SilverSky Managed M365 service includes complete support for all items in the Managed Service Definition below as part of ongoing support handled by SilverSky's Modern Work & Identity Security (MWIS) team. Additionally, it includes up to twenty proactive service support hours annually. These hours can be utilized for advanced or specialized management of the in-scope M365 technologies. Proactive service support ensures that

SilverSky is there to help secure every step of your IT journey, regardless of whether you completed deployment last week or last year. Proactive engagements enable you to leverage SilverSky for advanced management capabilities beyond the day-to-day. Conditional access changes, advanced email security, and assistance with licensing concerns are just some of the ways SilverSky customers take advantage of proactive services.

Managed Service Definition

Software Updates

- SilverSky will work with the customer to help install updates to M365 tools, services, and applications as needed. This does not mean it will be as soon as a new update is available. The update must be tested to ensure it does not cause adverse issues in customer environments. This is usually performed during off-times or pre-scheduled times based on customer feedback.

Entra ID User and Group Management

- SilverSky will work with the customer on user and group management, including provisioning, de-provisioning, and synchronizing users and groups across your M365 environment. This also includes managing user licenses, roles, and attributes.

Conditional Access Policies

- SilverSky will assist with currently deployed conditional access policies, including configuration, testing, and troubleshooting policies controlling access to your M365 resources based on user, device, location, and risk factors. Deployment of new conditional access policies will require a proactive or professional service engagement.

Multi-Factor Authentication

- SilverSky will work with the customer on setting up, configuring, and supporting Entra ID MFA using Microsoft Authenticator. This robust and flexible solution adds an essential layer of security to your M365 sign-in process. This also includes managing MFA methods, settings, and reports. The initial deployment of biometric, certificate, or other advanced authentication methods will require a proactive or professional service engagement.

SharePoint Online Administration and Access Management

- SilverSky will work with customers on standard site collection administration and access management tasks, including creating, deleting, and modifying site collections, subsites, and site features and managing site permissions, sharing settings, and external access. Modifying the SharePoint Online platform to extend functionality or modify workflows requires proactive or professional service engagement.

Teams Administration and Permissions Management

- SilverSky will work with the customer on Teams administration and permissions management, including creating, deleting, and modifying teams and managing team settings, policies, and guest access.

Recipient Management

- SilverSky will work with the customer on recipient management, including creation, deletion, and modification of mailboxes, distribution groups, contacts, and resources, as well as management of mailbox permissions, delegates, and forwarding.

Mail Flow Rules

- SilverSky will work with the customer on managing exchange transport rules, including creating, deleting, and modifying rules that apply actions to messages that flow through your Exchange Online organization.

Quarterly Reporting

- SilverSky will provide the customer with quarterly reports against SilverSky's MVSB for M365 and a set of best practices and recommendations that help you assess and improve your M365 security posture.

Critical Items

- SilverSky, at times, may discover a critical situation and recommend software updates/changes or additional configurations needed to address the situation. If we can address the situation with the tools the customer already has, we will do so. If not, we will outline the requirements to the customer, addressing what is needed to fix the issue.

RACI Matrix

Roles and Responsibilities are used to assign the level of task responsibility for various components of the SilverSky services:

Responsible	The person who is responsible for doing the work
Accountable	The person who is ultimately accountable for the process or task being completed properly
Consulted	People who are not directly involved with carrying out the task but who are consulted
Informed	Those who receive output from the process or task or need to stay in the know

Task ownership for the SilverSky Managed Modern Work service:

Activity	SilverSky	Customer
Solution Evaluation	RA	RCI
Service Kick-Off Call	RA	CI
Service Onboarding	RA	CI
Service Transition	RA	CI
Ongoing & ProActive Service	RA	RCI
Software Updates	RA	RCI
Entra ID User and Group Management	RA	RCI
Conditional Access Policies	RA	RCI
Multi-Factor Authentication	RA	RCI
SharePoint Online Administration	RA	RCI
Teams Administration and Permissions	RA	RCI
Recipient Management	RA	RCI
Mail Flow Rules	RA	RCI
Quarterly Reporting	RA	CI
Critical Items Management	RA	RCI