



Tech Alert

from the **Customer Delivery Division**
"Your Gateway to Technology Services"

TA 16-11: Microsoft Office 365 - New Services

ISSUE DATE: July 1, 2016
ATTENTION: All Customers
ACTION REQUESTED: None – Information Only
EFFECTIVE: Available Now

Background:

The California Department of Technology (CDT) announced Microsoft Office 365 (O365) as a new service offering at the beginning of this year, via Tech Alerts [16-02](#) and [16-07](#). O365 includes Microsoft Office Software-as-a-Service (SaaS) Productivity tools, Email and Collaboration tools.

New Services:

Microsoft Products

Several new Microsoft cloud solutions are now offered as part of CDT's CalCloud Vendor Hosted Subscription Service, including: Enterprise Mobility Suite, Microsoft Dynamics Customer Relationship Management, Azure Infrastructure-as-a-Service (IaaS), and Exchange Online Plan 2 for Government.

Enterprise Mobility Suite (EMS)

EMS is a bundle of four security-related products offered by Microsoft. The products can be purchased individually, or as part of the EMS bundle.

Azure Active Directory (AD) Premium

Azure AD Premium provides single sign-on to thousands of cloud SaaS applications, and access to on-premises web applications. Built for ease of use, Azure AD Premium features multi-factor authentication; access control based on device health, user location, and identity; and holistic security reports, audits, and alerts.

Azure Rights Management

This product is an information protection solution for organizations that want to protect sensitive information from unauthorized access. This solution controls how the information is used.

Microsoft Intune

Microsoft Intune provides mobile device management, mobile application management, and PC management capabilities from the cloud. Using Intune, organizations can provide their employees with access to enterprise applications, data, and resources from virtually anywhere on almost any device, while helping to keep corporate information secure.

Microsoft Advanced Threat Analytics

This product is an on-premises solution which helps identify breaches and threats using behavioral analysis and provides a clear, actionable report on a simple attack timeline.

Microsoft Dynamics Customer Relationship Management

This product can help reduce costs and increase profitability by organizing and automating business processes that nurture customer relationships and interactions—marketing, sales, and customer service.

Microsoft Azure IaaS (Limited Use Case only)

This service is a vendor managed and hosted cloud solution that provides on-demand, near-real-time, and self-service access to infrastructure resources: at a minimum, compute resources, along with associated storage and network resources.

In accordance with [Technology Letter 14-04](#) (Cloud Computing Policy), departments should utilize the cloud services provided through CDT for all new IT projects when feasible. Departments should first consider the CDT CalCloud IaaS as the first choice for IaaS services. Currently the only allowable use case for Microsoft Azure IaaS is the required servers/storage needed to support a department's subscription to the CalCloud Office Productivity solution.

As new vendor managed and hosted IaaS solutions become available, specific use cases will be developed for those solutions.

Exchange Online Plan 2 for Government

In addition to the O365 bundles (G1, G3, and G4) mentioned in Tech Alert [16-02](#), departments can also request Exchange Online Plan 2 for Government. This option provides only the full featured email solution with a 50GB mailbox, legal archive, and legal hold for email.

CDT Solutions

CDT is developing a set of value added services to complement O365, and help our customers with their transition.

Shared Active Directory Federated Services (ADFS)

The recommended method to authenticate to O365 is through ADFS. CDT is currently developing a shared ADFS solution for departments that would like CDT to provide this service. CDT expects to have this service available in late summer.

End User and Administrator Training

CDT is currently procuring a training package for end-users and O365 administrators that will be available to all departments. The end-user training is web-based, allows users to review it as often as they want, and will be available to new employees as they join your organization. A list of available classes, as well as a preview of the classes, can be found at [Education Services](#).

In addition, CDT will also be working with Microsoft to establish classroom based training for O365 administrators. We will work with departments to schedule classes of approximately 15 administrators at a time. The training will be hands-on and instructor-led at a Sacramento area based location.

Microsoft Premier Agreement

CDT is in the process of establishing a multi-department Microsoft Premier Agreement for departments that currently do not have an agreement. The goal of this agreement is to allow departments' access to Microsoft Premier support for O365 at a lower cost than procuring their own agreement. Although the cost and terms of the agreement are under development, we expect there will be a minimum purchase of five (5) hours to participate in the multi-department agreement.

Unified Global Address List (GAL)

One of the benefits of using a common email solution throughout the state is the ability to communicate with employees across state departments and agencies. CDT will be establishing a unified GAL that all departments will use. The unified GAL will contain the names and contact information of all employees in all departments subscribing to O365.

CDT Managed GCC Tenant Space

CDT will be offering an O365 tenant space administration service for departments that prefer to have this support done by CDT. If a department is interested in this service, please contact your account lead to obtain more details.

If you are interested in any of these new O365 service offerings, please work with your Microsoft Representative to obtain a quote.

The [Discovery/Assessment questionnaire](#) for CES migrations to O365 is available for viewing. A questionnaire for CA.mail migrations will soon be made available. CA.mail customers are welcome to review the questionnaire for CES migrations, as many of the questions will be relevant to CA.mail migrations also.

Rates:

Service Description	Billing Metric	Proposed Rate
CCES Licensing, including EMS	Variable	Pass through + 6.2%
MS Dynamics Customer Relationship Management	% of Vendor Cost	18%
CDT Managed GCC Tenant Space	Hour	\$130
Unified GAL Administration	Per User/Month	\$0.26
Shared ADFS	Per User/Month	\$0.99
End User and Administrator Training	Per User/Annual	\$5.10
MS Premier Agreement	Variable	Pass through + 6.2%

Effective Date:

The offerings listed in the Microsoft Products portion of this Tech Alert are currently available and can be obtained through a Service Request once a quote is obtained from your Microsoft Representative. For questions regarding items listed in the CDT Solutions portion of this Tech Alert, please contact your Account Lead.

Contact:

If you have questions or need further clarification, please contact your CDT Account Lead by using the [Account Lead Directory](#), or call the Customer Delivery Division at (916) 431-5476.