



centric  
tech  
event



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M365 Centre of Excellence



# Turn dark data in managed data

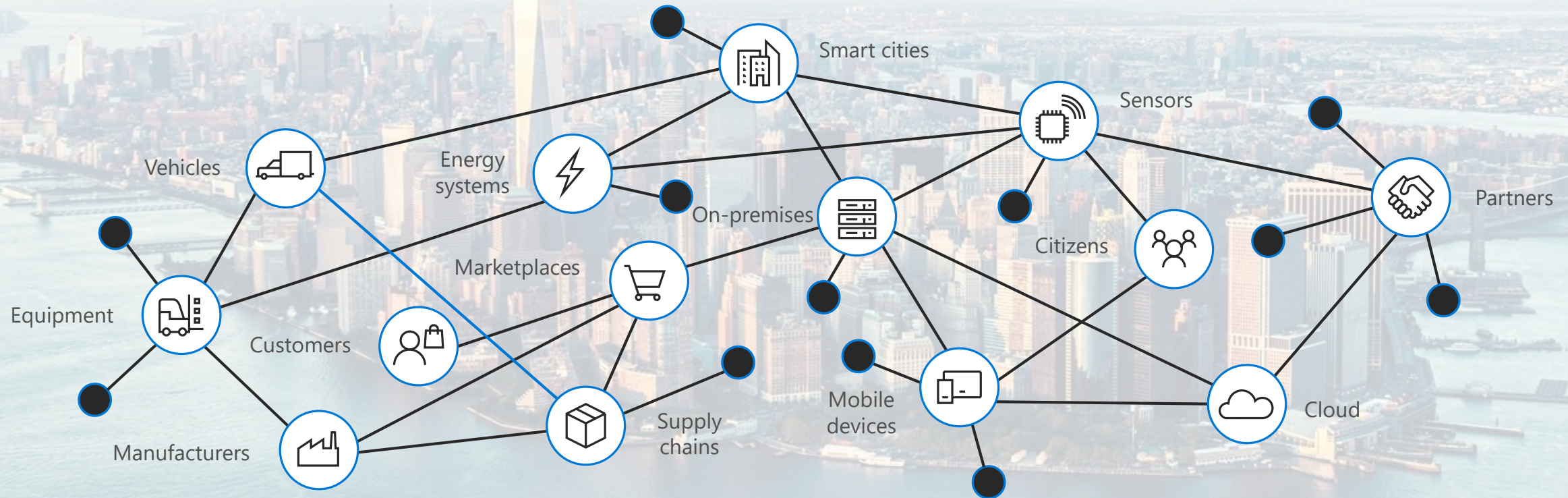
Does your organization have a keep everything strategy?  
Intelligent compliance and risk management solutions

François van Hemert – Architect, Microsoft M365 Centre of Excellence



# Data is exploding across the digital estate

It's Created, Stored, and Shared Everywhere



# Data regulations are increasing around the world



Personal Information  
Protection and Electronic  
Documents Act (PIPEDA)



California Consumer  
Privacy Act (CCPA) 2018



Federal Data Protection  
Law 2000



Data Protection in Act  
(pending)



General Data Privacy Law



Australia Privacy Principles  
2014



Protection of Personal  
Information Act 2013  
(POPI)



General Data Protection  
Regulation (GDPR 2016)



The Privacy Protection  
Act (PPA) 2017



Personal Data Protection  
Bill 2018



Personal Data Protection  
Act (PDPA 2012)



Personal Information  
Security Specification 2018

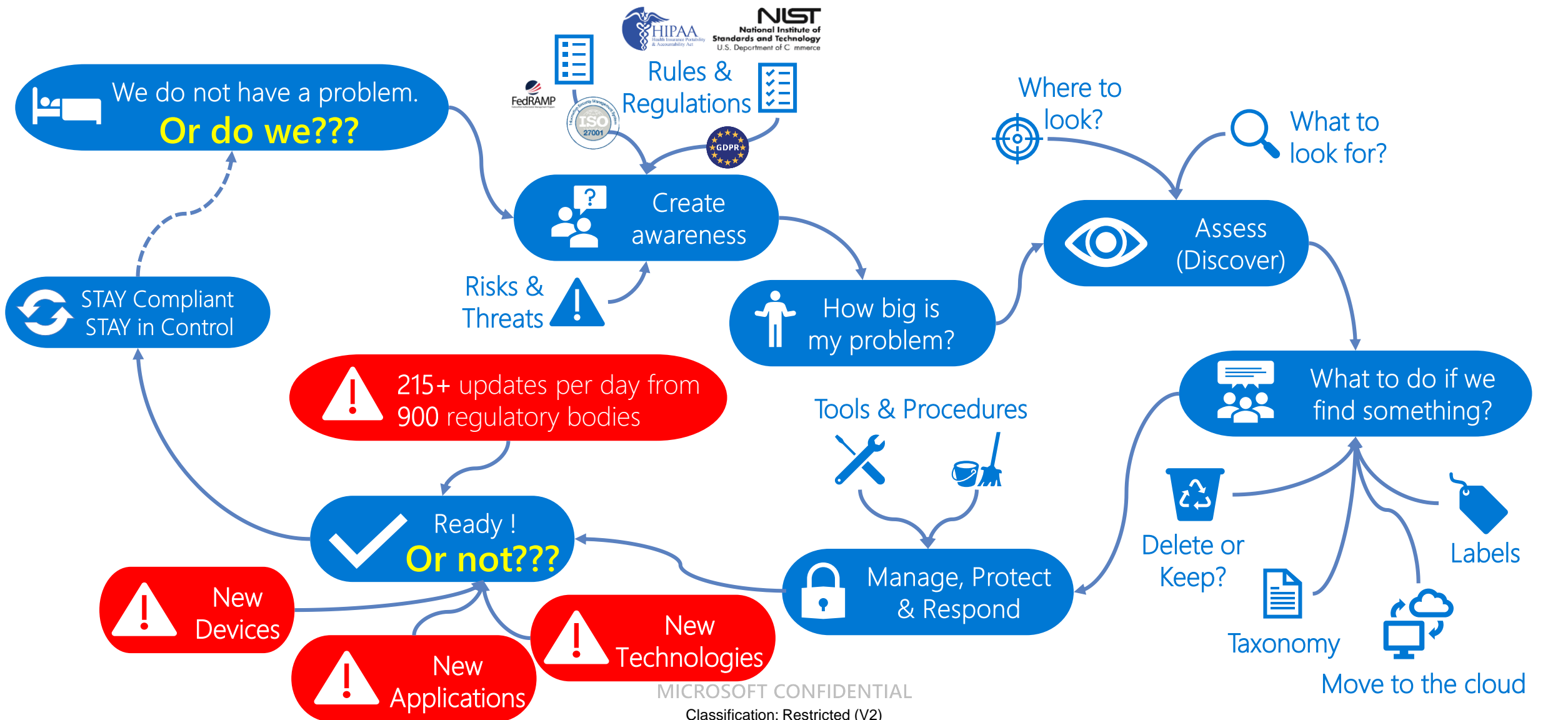


Personal Information  
Protection Act (PIPA) 2011



Act on Protection of  
Personal Information  
(APPI) 2017

# The data governance & compliance journey



# Can we do it alone?

Who is 'we'?

Can we have the conversation?

Do we understand the questions?

Can we answer with authority?

Should we even answer?

Is this  
*'just another engagement'?*



# Who is there to help our customers?



Technology  
Consultant

## Has knowledge about:

- ✓ Microsoft technology and solutions
- ✓ The customer and the industry

## Executes on:

- ✓ M365 installation and setup
- ✓ Service enablement and configuration

## Needs:

- ✓ Configuration guidance from an Advisory Partner



Advisory  
Consultant

## Has knowledge about:

- ✓ Regulations and the Law
- ✓ The customer and the industry
- ✓ Features and functionality offered by M365

## Executes on:

- ✓ Translating the regulations and law into customer specific policies and guidance

## Needs:

- ✓ A Technology Partner to install and configure the envisioned solution



Installation & Setup  
Service enablement

**The Solution**

Guidance  
Policy configuration

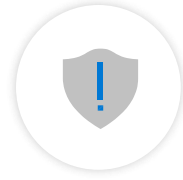
# Intelligent compliance and risk management solutions



## Information Protection & Governance

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Protect and govern data  
anywhere it lives



## Internal Risk Management

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Identify and remediate  
critical insider risks



## Discover & Respond

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Quickly investigate and respond  
with relevant data



## Compliance Management

Simplify and automate risk assessments





## COMPLIANCE MANAGEMENT

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Simplify and automate risk assessments

# Compliance Manager

Manage your compliance from one place



## Ongoing risk assessment

An intelligent score reflects your compliance posture against regulations or standards



## Actionable insights

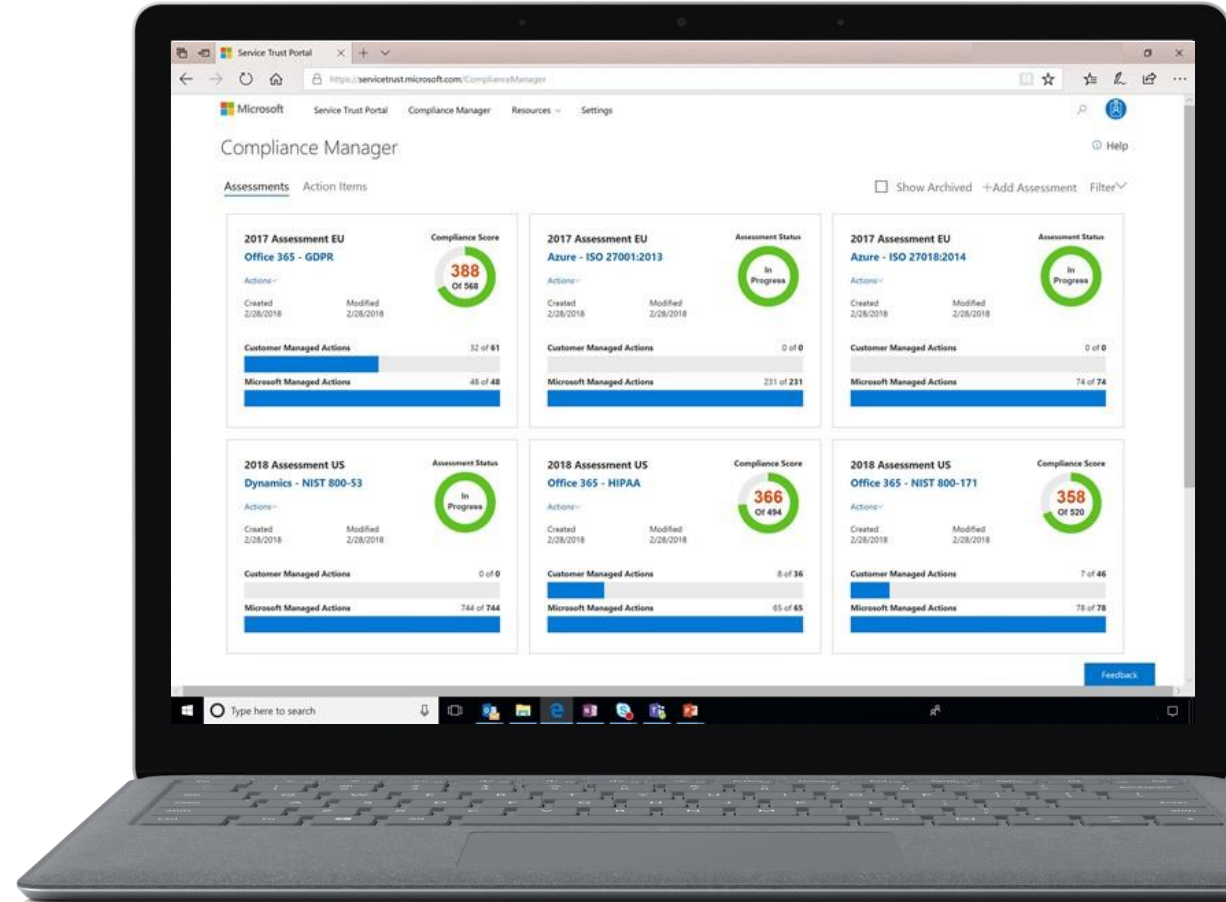
Recommended actions to improve your data protection capabilities



## Simplified compliance

Streamlined workflow across teams and richly detailed reports for auditing preparation

Compliance Manager is a dashboard that provides the Compliance Score and a summary of your data protection and compliance stature as well as recommendations to improve data protection and compliance. This is a recommendation, it is up to you to evaluate and validate the effectiveness of customer controls as per your regulatory environment. Recommendations from Compliance Manager and Compliance Score should not be interpreted as a guarantee of compliance.



# Compliance Manager new features in public preview

Now with automation and customization

## Automated control assessment

Continuously detect your system setting and assess your security-oriented controls

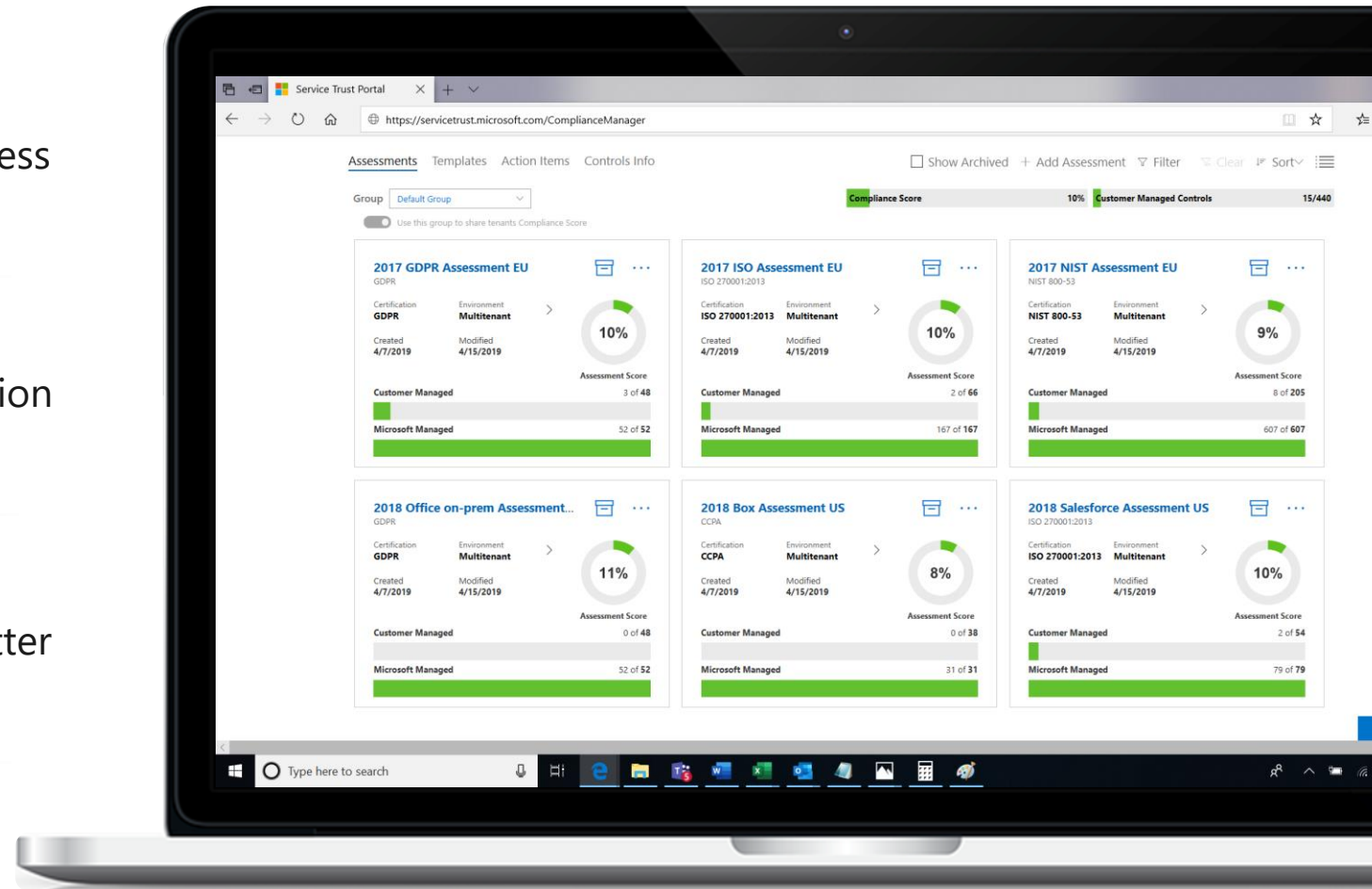
## Custom assessments

Add and customize assessments for any application against any regulation or standard

## Action-based experience

Break down controls into actions to help you better manage and record activities

Learn more at: [aka.ms/cmpreview](https://aka.ms/cmpreview)





## INFORMATION PROTECTION & GOVERNANCE

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Protect and govern data  
anywhere it lives



# Discovering and managing data is challenging



88%

of organizations no longer have confidence to detect and prevent loss of sensitive data<sup>1</sup>

>80%

of corporate data is “dark” – it’s not classified, protected or governed<sup>2</sup>

#1

Protecting and governing sensitive data is biggest concern in complying with regulations

1. Forrester. Security Concerns, Approaches and Technology Adoption. December 2018

2. IBM. Future of Cognitive Computing. November 2015

3. Microsoft GDPR research, 2017

# Discovering and managing data is challenging

"My data is **scattered across sources** and the data continues to grow"

"I can't apply unified policies across various data sources or to a specific repository"

"How do I protect sensitive information such as sensitive PII data across my enterprise?"

"I need complete coverage of all my devices and applications"

"When enforcing compliance our business users' productivity is disrupted"

"How do I find only relevant data when I need it?"

# Do you have a strategy for protecting and managing **sensitive and business critical data**?



Do you know where your business critical and sensitive data resides and what is being done with it?



Do you have control of this data as it travels inside and outside of your organization?



Are you using multiple solutions to classify, label, and protect this data?



# Information Protection & Governance

Protect and govern data  
– **anywhere** it lives

Understand your data landscape and identify important data across your hybrid environment

Apply flexible protection actions including encryption, access restrictions and visual markings



Automatically retain, delete, and store data and records in compliant manner

**Powered by an intelligent platform**

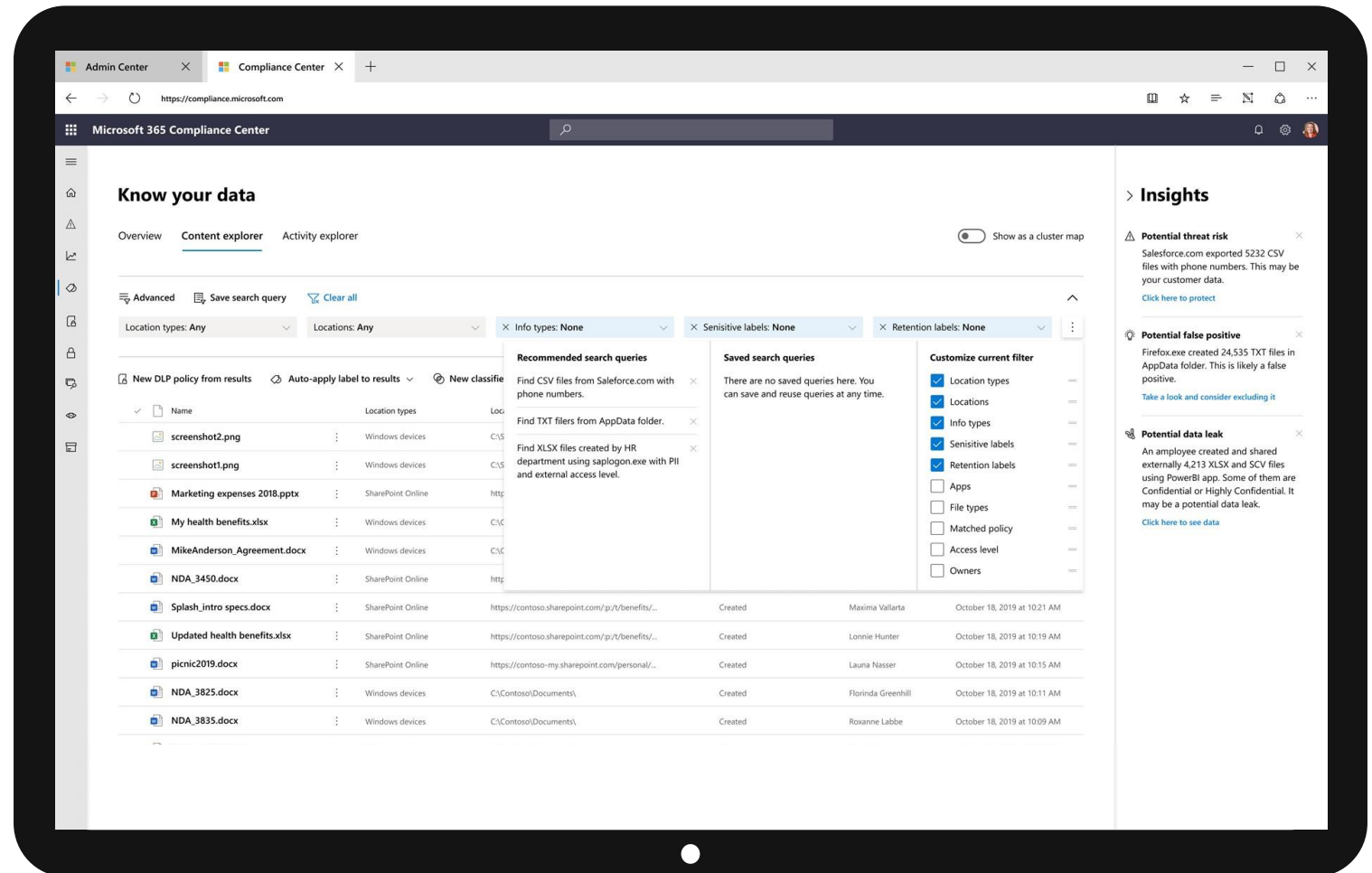
Unified approach to automatic data classification, policy management, analytics and APIs



# Know Your Data

## Identify exposure & risks; guide policy configuration

- Understand volume, scope and location of sensitive information
  - Visibility into sensitive information types detected across documents and emails
  - Identify oversharing, mismanagement or misuse of important documents
- 
- Act on recommendations to enable policies to better protect and govern data
  - Helps inform taxonomy and policies for sensitivity labeling and retention labeling



# Protect Your Data: Information Protection

## Customize protection policies based on data sensitivity

### Streamlined administration

Configure sensitivity labels and protection policies in single place and apply across endpoints and services

### Built-in experiences

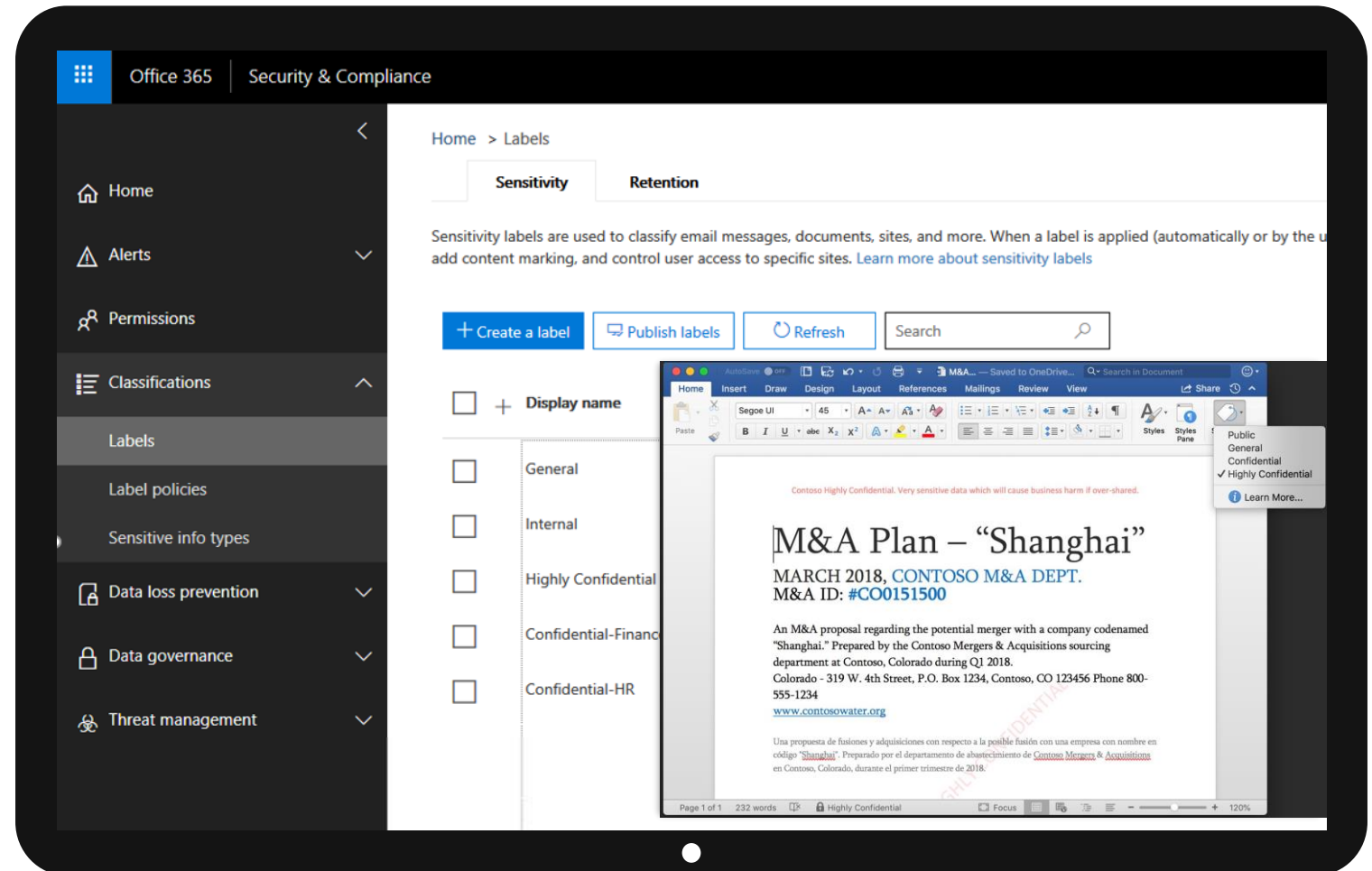
Integrated natively into Office apps, Office 365 services and 3<sup>rd</sup>-party services

### Broad coverage

Protect sensitive information across devices, apps, on-premises file repositories and cloud services

### Flexible labeling options

Choose between automatic labeling, manual end-user driven labeling or recommended labeling



# Govern Your Data: Information Governance

Automatically govern data across your environment

## Streamlined administration

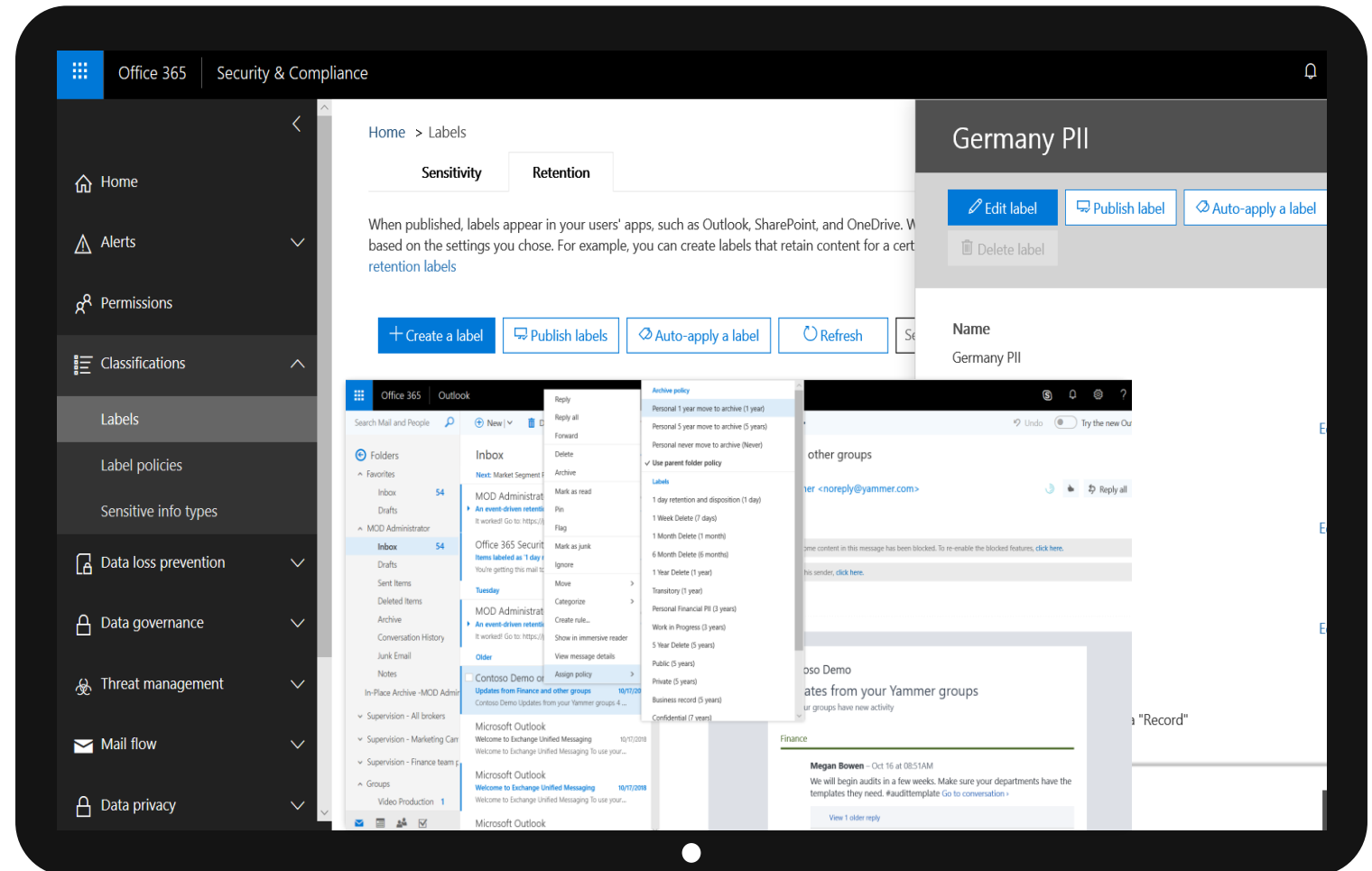
Configure retention labels and policies in single place and apply automatically across services

## Built-in experiences

Investigate and validate how and when labels are being applied. Defensibly dispose of content after disposition review

## Records Management

Ensure core business records are properly declared and stored immutability with full audit visibility to meet regulatory obligations





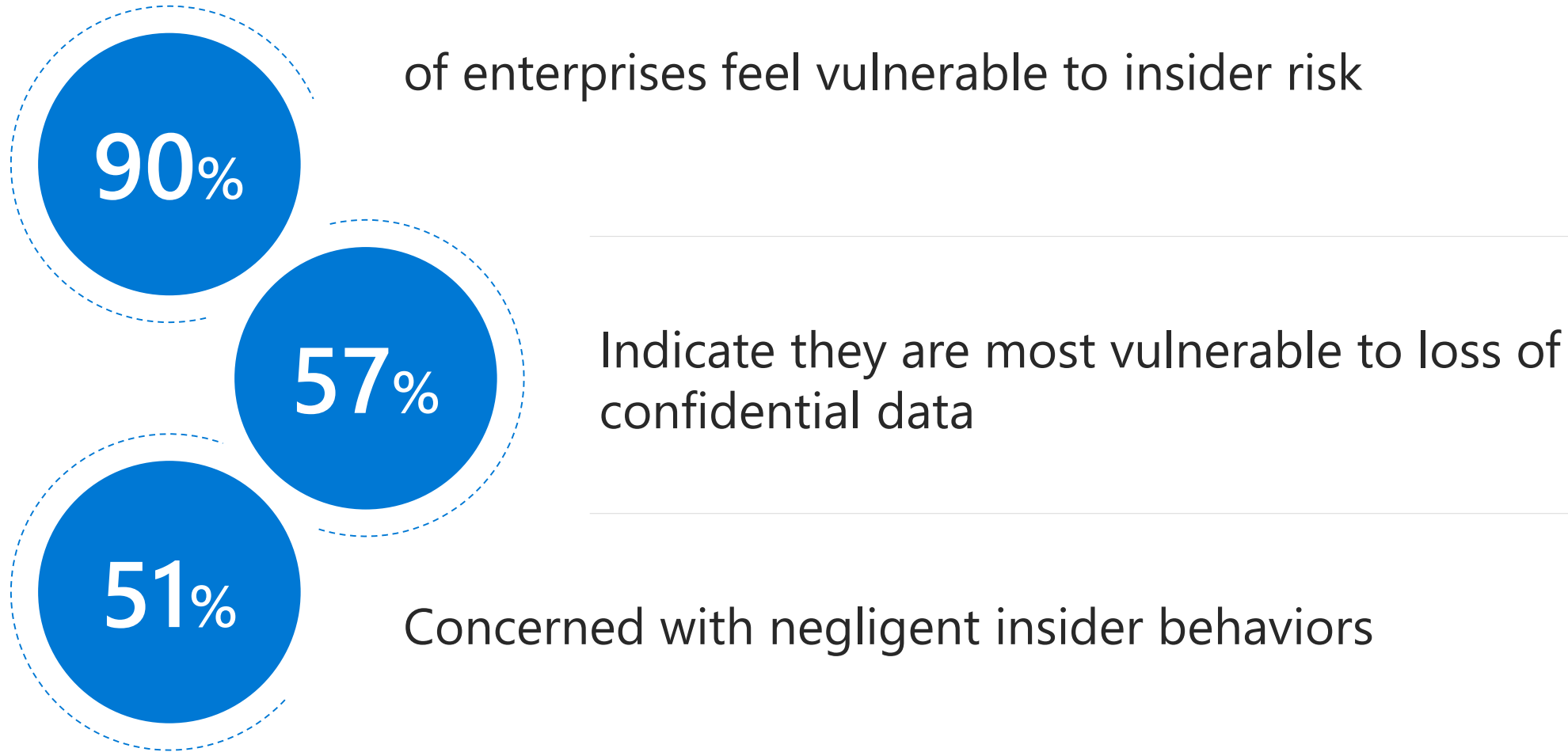
## INTERNAL RISK MANAGEMENT

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Identify and remediate  
critical insider risks

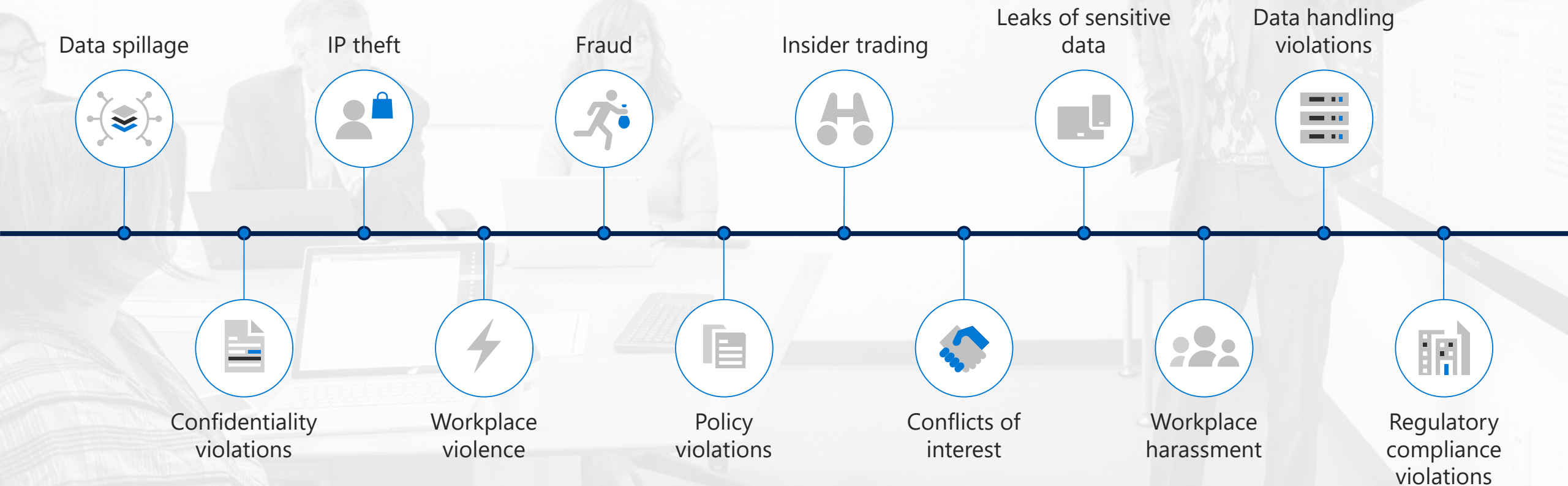


# Identifying and mitigating risks is challenging



<https://www.veriato.com/docs/default-source/whitepapers/insider-threat-report-2018.pdf>

# Organizations face a broad range of risks from insiders



# Audit log and alerts

Comprehensive long-term audit supports continuous compliance



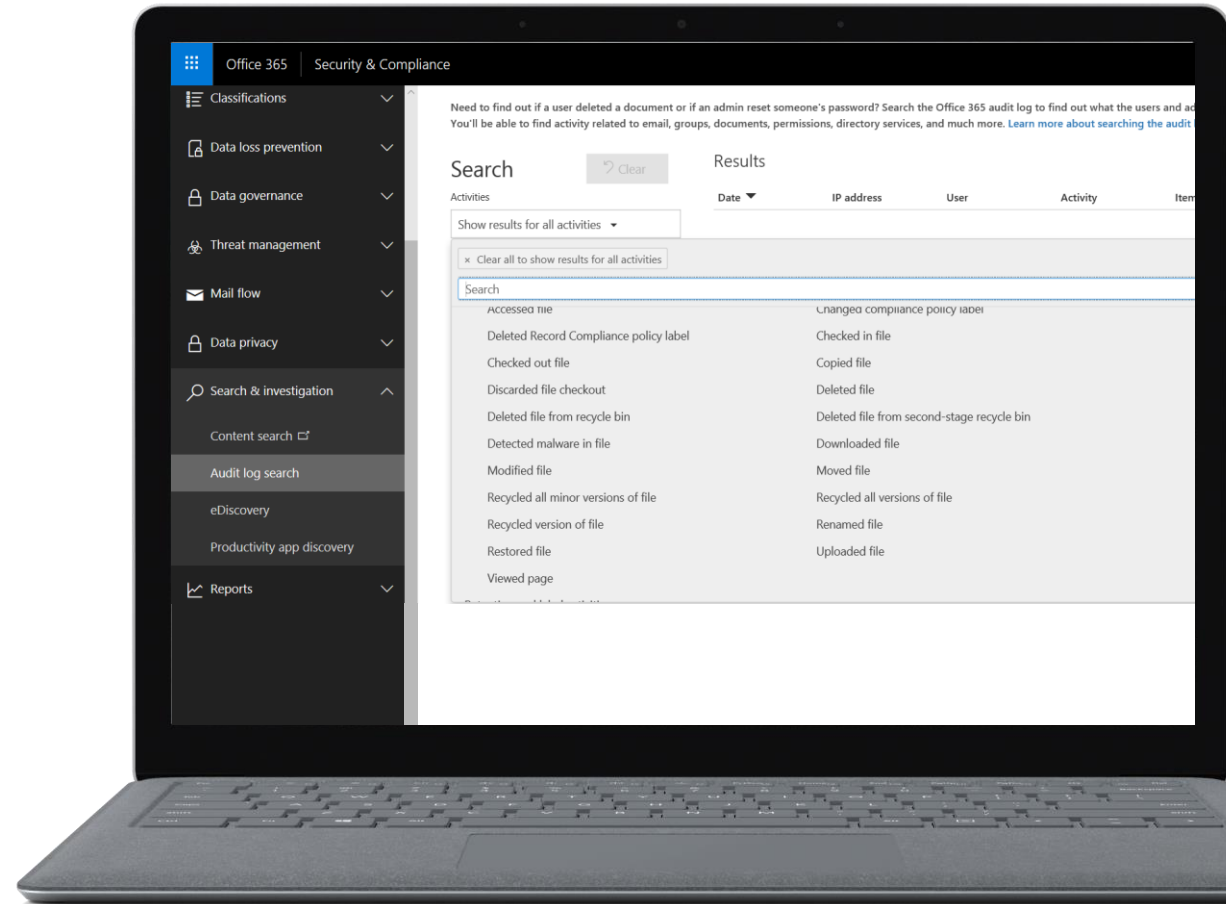
Comprehensive coverage across  
Office 365 services



Unified Audit log search and alert  
experience



Establish alerts based on  
organization specific criteria



# Communications Supervision



## Intelligent policies

Refine digital communications with intelligent conditions, sensitive info types, inclusions & exclusions and percent sample



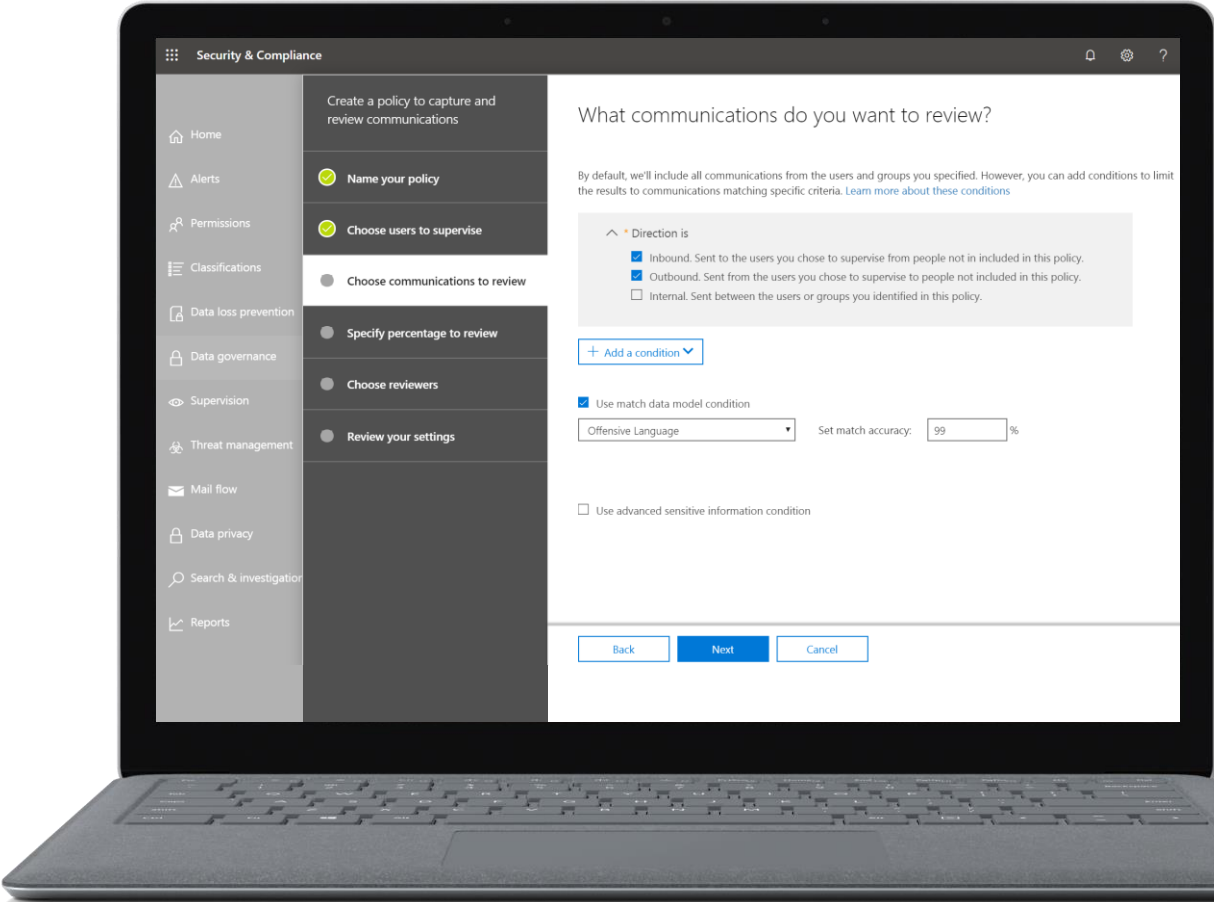
## Efficient reviews

Review experience built into Compliance center, tag and comment on content and bulk resolution



## Defensible insights

Productivity reporting, full audit of review activities and policy tracking





# Privileged Access Management

Controlling privileged access by Microsoft service engineers and by your administrators



The principle of **zero standing access**



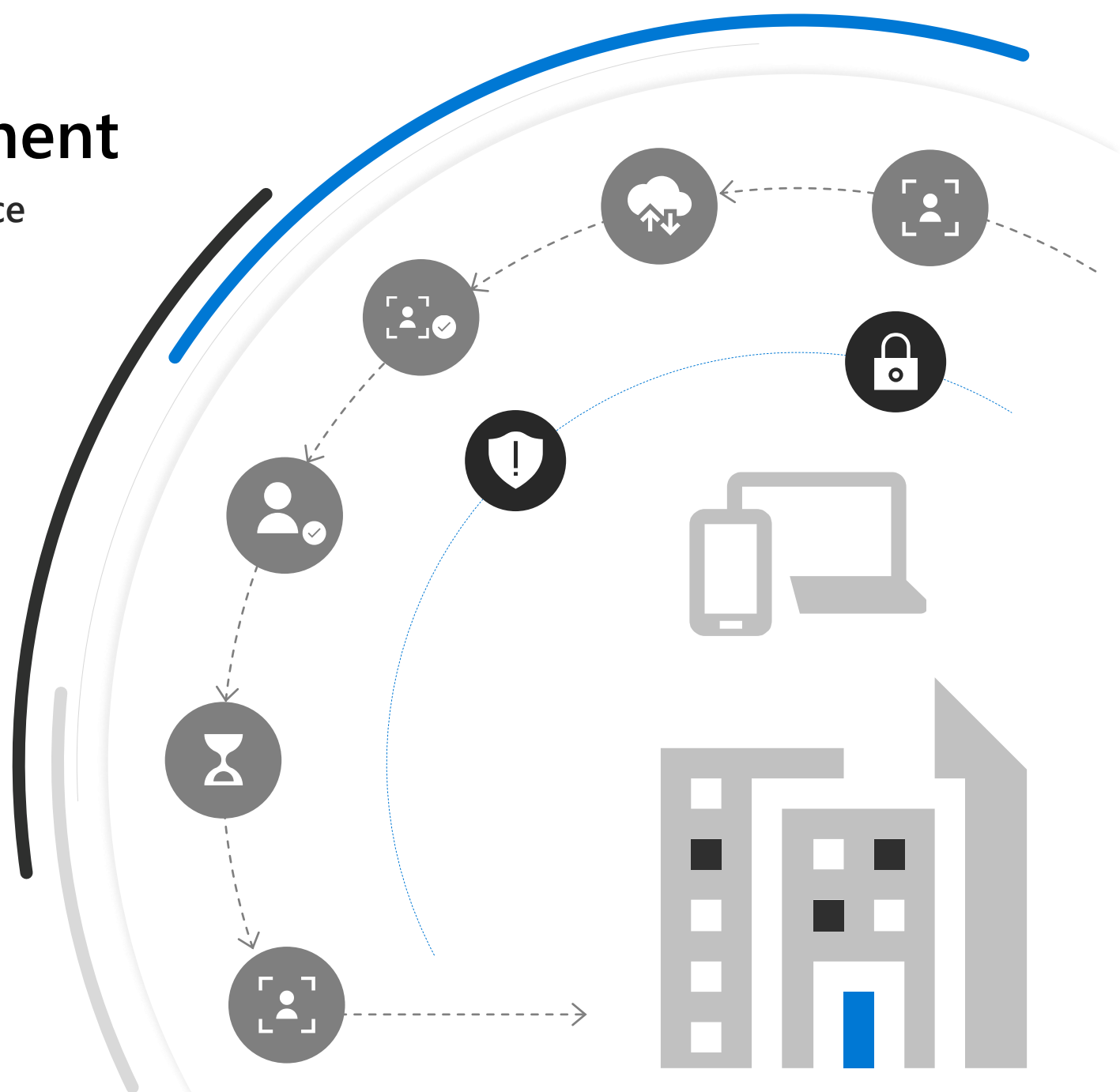
Just in time and just enough access



Privileged workflow



Logging and **auditing**





## DISCOVER & RESPOND

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Quickly investigate and  
respond with relevant data

# Cost of compliance can be significant

**51%**

of companies of >\$1B  
revenue, indicate at least  
one regulatory  
proceeding pending<sup>2</sup>

**44%**

of organizations report  
they have had more than  
one internal  
investigation requiring  
outside counsel<sup>2</sup>

**50%**

of organizations have  
spent more time over  
last 3 years address  
regulatory requests<sup>2</sup>

1. Strategy Analytics. "Global Mobile Workforce Forecast Update 2016-2022." Oct 2016.
2. Entrepreneur.com. "Password Statistics: The Bad, The Worse, and The Ugly." June 3, 2015.
3. DARKReading. "Data Breach Record Exposure Up 205% from 2016." Nov 8, 2017.



Are you able to intelligently reduce the volume of data to find what's relevant?



Are you able to track activity to fulfill compliance obligations?



Do you have a process in place to review the data before its shared?



# Advanced eDiscovery

Quickly find and respond with only the relevant information



## Custodian Management and Communications

Preserve content by custodian, send hold notifications and track acknowledgements



## Deep crawling and indexing

Deep processing (e.g. much higher size limits, non-Microsoft file types, ...) to extract and index text & metadata



## Collection into document working sets

Manage static sets of documents within a case, that can be independently searched, analyzed, shared, and acted upon.



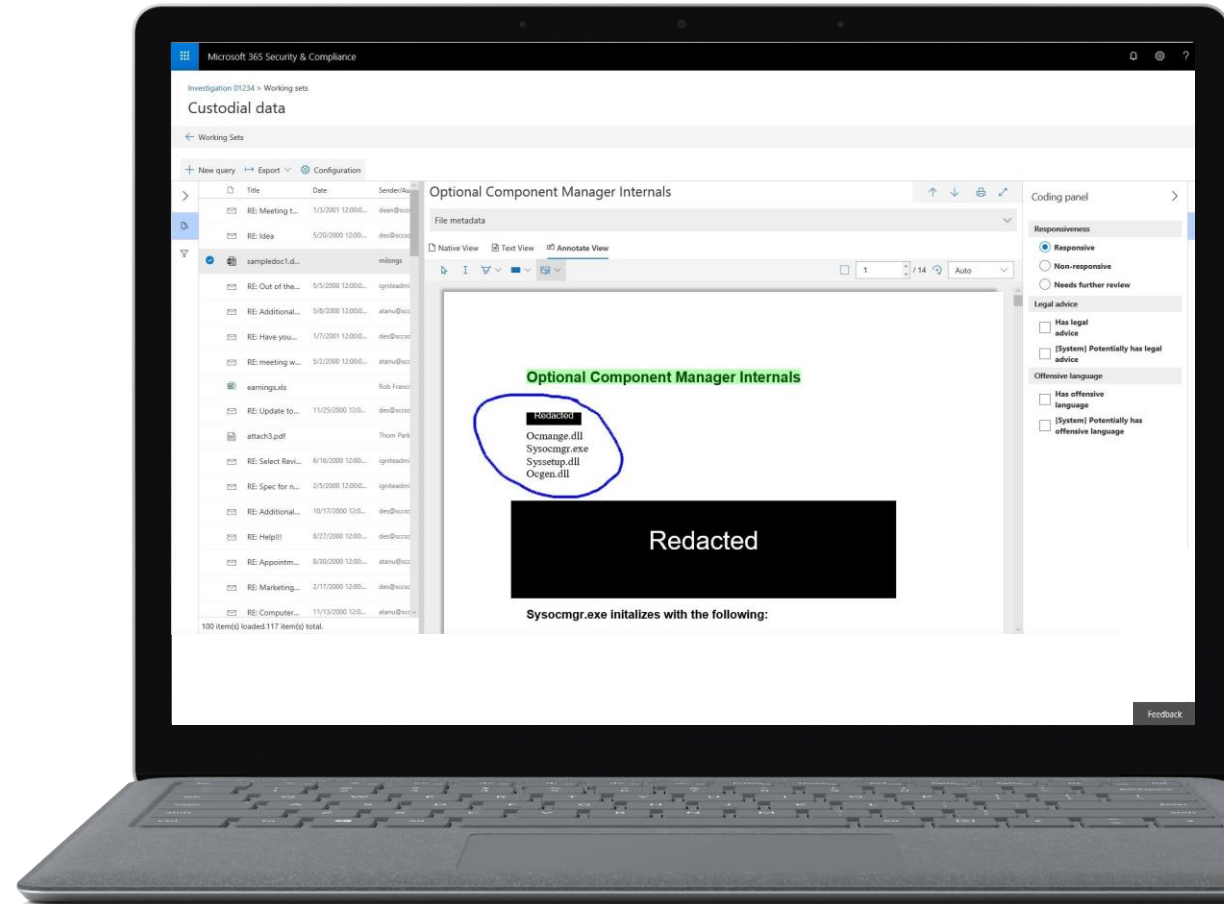
## Cull your data intelligently with ML

Use predictive coding, near duplicate detection, email threading, Themes and ML models to identify potential high value content



## Review and take action on documents

View content via a native and text viewer, organize documents with tags and redact sensitive information prior to export





# Data Investigations

Quickly locate, triage, and remediate sensitive data incidents in your organization



## Advanced search to quickly collect relevant data

Quickly search across Office 365 with conditions, keywords and more to refine targeted search



## Identify and investigate persons of interest

Identify and manage persons of interest within an investigation to ensure related content and people are in scope



## Validate with built-in review

Review content in-place to validate sensitive or malicious content



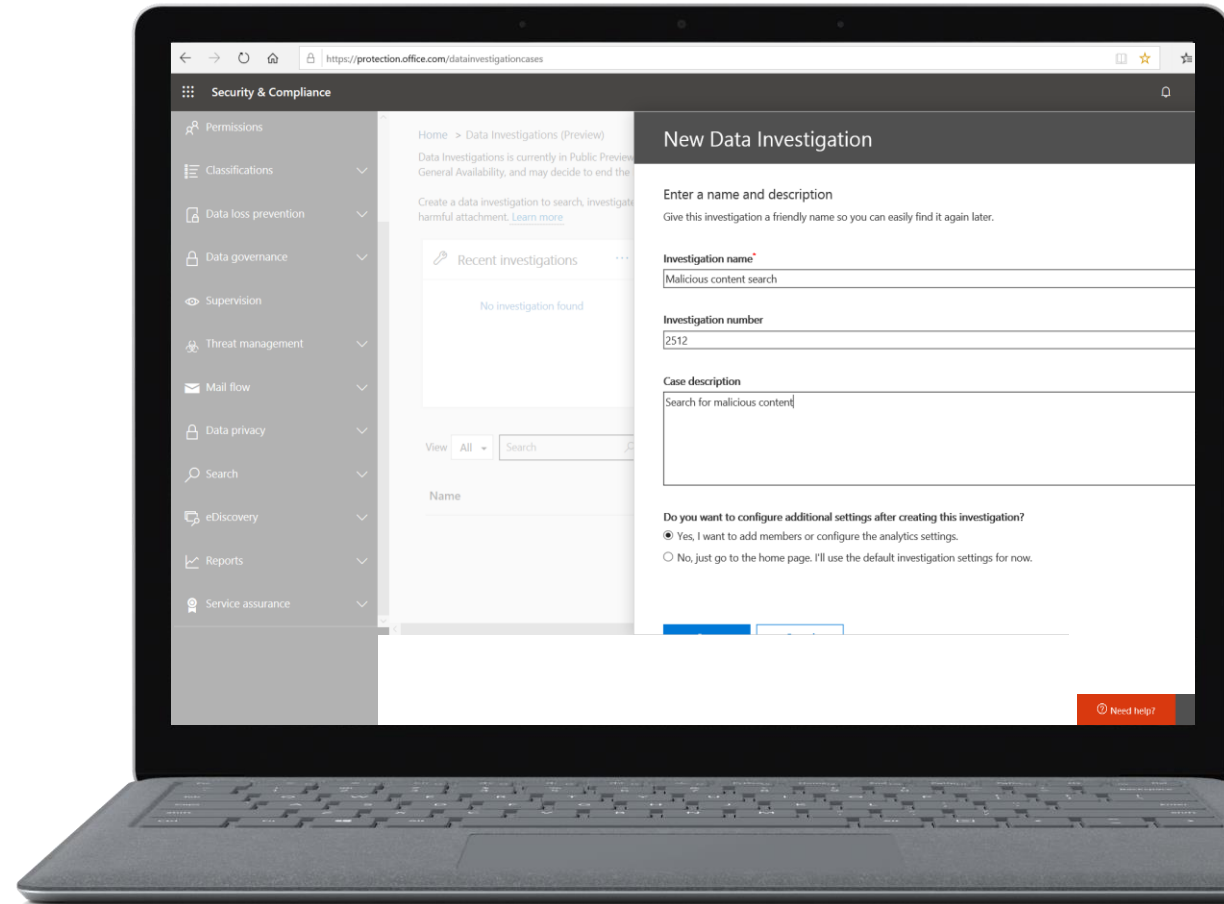
## Take action & remediate sensitive data incidents

Identify sensitive content in-place and take immediate action to soft delete, hard delete or tag for further processing



## Complete audit log and escalation

All actions logged and ability to provide legal hold escalation via the review and action process



# Microsoft 365 Compliance

*Intelligent compliance and risk  
management solutions*



# Consider a different approach



Reduce number of solution vendors and leverage shared responsibility



Know, protect and govern your sensitive data throughout its lifecycle



Implement more intelligent, built-in compliance solutions





# TURN DARK DATA IN MANAGED DATA DOOR FRANÇOIS VAN HEMERT

Geef jouw feedback!

- Gebruik je mobiel  
Ga naar [bit.ly/ct19darkdata](https://bit.ly/ct19darkdata)
- Of start dit op met de QR code;



# Thank you!