Microsoft

Office 365 Education – Functions for handling certain personal data

Supplement to the DSB ZH guide (data protection officer of Canton Zurich) «Office 365 im Bildungsbereich» (Office in Education)

This document summarizes Office 365 Education functions mentioned in the <u>DSB ZH guide «Office 365 Education»</u> and provides the information you need on licensing and set-up.

Two-factor authentication

Two-factor authentication is a method that uses more than one verification step to identify a user, providing an important second layer of security for user logins and transactions.
Several methods are available for two-factor authentication in Office 365, such as a phone call, text message/SMS or a mobile app. You can find further details <u>here</u>.
To protect your user accounts, you should consider two-factor authentication for educational institutions. This feature is particularly important for administrator accounts with privileged access to resources.

Licensing[1]
Microsoft offers basic two-factor identification features for Office 365 and Azure administrators at no additional cost.
An additional cost only applies if you want to use extra features. These include two-factor identification for accessing applications outside Office 365, e.g. where Office 365 is used as a single-sign-on solution (SSO). For these features, you will require Azure Multi-Factor Authentication, which offers more functions than multi-factor authentication for Office 365.
You can find the availability of the different versions and an overview of the functions <u>here</u>.
Contact your licensing partner for a quote.

Activating two-factor authentication for Office 365
Read this **<u>article</u>** to find out how to set up two-factor authentication for your Office 365 accounts.

Tips

- **Administrator accounts**
  We recommend that Office 365 administrator accounts are *always* protected with two-factor authentication as administrators have extensive access rights.

- **Availability**
  When planning, please bear in mind that some of your users might not have everything they need for two-factor authentication (own cellphone, second e-mail address).

- **Methods of two-factor authentication**
  We recommend using the <u>Microsoft Authenticator app</u>.

Customer Lockbox

As an Office 365 administrator, Customer Lockbox requests allow you to control whether and how a Microsoft support engineer can access your data. If you run into an issue, you might need the help of a support engineer to resolve it. In some cases, the engineer will require access to your Office 365 content to troubleshoot and fix the problem. Customer Lockbox requests allow you to

control whether you give the support engineer access to your data. There is an expiration time on the request and content access is removed after the support engineer has fixed the issue.
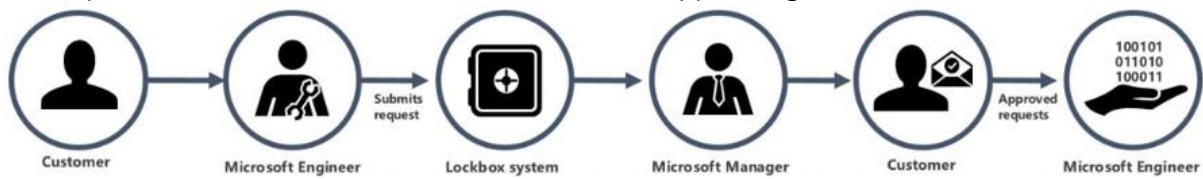
Licensing[1]

Using Customer Lockbox requires paid licenses. These are included in the following plans:
- Microsoft 365 E5 (EES)
- Office 365 A5 (EES)
- O365 Advanced Compliance (EES, OVS-ES)

Contact your licensing partner for a quote.

Activating the Customer Lockbox

You can turn the Customer Lockbox on or off in the Office 365 admin center. Instructions are available here. Please note that you must first purchase the corresponding licenses.

Tips

- Depending on the size of the educational institution, several global administrators or organization management roles applied through RBAC will be required in order to handle pending support requests quickly.

Further information and tips

The following section contains additional information and some suggestions on how you can get more out of Office 365.

Teacher as administrator

If you manage your school's Office 365 environment as the global administrator and also work in another role, e.g. as a teacher, we recommend setting up an additional personal account for this role.

Anonymizing Office 365 accounts for external use

While it is useful to be able to identify teachers and pupils within the school using their real names, it may be preferable for privacy reasons to avoid publicly revealing which educational institution people work in/attend (for example, giving users an e-mail address in the format *first name.surname@school name.ch* would reveal this information). In Office 365, users' first name, surname and display name are stored in the system in full. However, there is the option to use an e-mail address in the form of an alias. This could have the following format, for example *[first 3 letters of first name][first 2 letters of surname]@school name.ch*.

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[1]**Please note:** These statements are intended as general information regarding Microsoft licensing and are not legally binding. All applicable terms and conditions of use and licensing may be found in the Microsoft Product Terms.