

# Enterprise Shared Tenant/Microsoft 365 FAQs

---

## **What is the Enterprise Shared Tenant?**

A Tenant is a term used for a Microsoft 365 Organization. The Enterprise Shared Tenant is similar to an apartment complex with the foundation, walls, plumbing, staircases, elevators, etc. Each customer Agency resides in an apartment within the complex. The complex will have many apartments providing agency-specific workspaces.

## **When will the Shared Tenant be available?**

The Enterprise Shared Tenant opened September 30, 2019.

## **What will WaTech's role be in the Shared Tenant? What will the agency administrators have control over?**

WaTech's guiding principle for the shared tenant is to delegate as much as possible back to the agencies so that each one can control its own workspace. The resulting administration roles are described in the Shared Tenant Administrative Delegation.

## **What is the cost to users in the Shared Tenant?**

The Enterprise Shared Tenant Management fee is \$6.50 per budget OFM FTE count/per month.

## **What services are/will be available in the Shared Tenant?**

The following components are available as of September 30, 2019:

- Exchange Online
- Exchange Online Archive
- Exchange Online Protection
- OneDrive
- SharePoint
- Skype Online (no PBX integration)
- Microsoft Office Suite (Word, Excel, PowerPoint, OneNote)
- Power BI Pro

Subsequent enhancements to the Enterprise Shared Tenant will include the following:

- Dynamics 365

- Modern Public Folders
- Intune Mobile Device Management (MDM)
- Microsoft Teams

## **Office of the Attorney General (ATG) waiver**

### **What does the recent provisional approval for the ATG mean for the shared tenant?**

A private M365 tenant for ATG has no impact to the shared tenant project. A detailed project plan for the shared tenant is nearing completion; the plan currently supports a July 2019 completion date for that work. Regular project status communications for the shared tenant have begun. The next communication will be released within two weeks and will identify the scope of the project as well as key milestone dates.

### **Why was ATG granted a waiver? What criteria was used?**

Multiple factors were used to grant ATG a waiver, including some specific to the ATG's role and business need. Early involvement of the ATG in tenant architectures allows for critical learning around regulatory and compliance questions.

### **Will the same criteria be used going forward?**

Possibly. Governance bodies will weigh in on the criteria, and we will share the guidance once it is available.

### **I think my agency has a good business case for a separate tenant. Can I submit a waiver now?**

While agencies can submit a request for waivers at any time, any requests submitted before the successful completion of the ATG effort and prior to governance decisions regarding future requests will be denied.

It is recommended that agencies wait for further guidance, which is expected in the next six to nine months (October 2019 to January 2020 timeframe).

### **Can my agency move ahead with a private tenant outside of the state's approved architecture?**

Any agency that moves forward with a private tenant without a waiver will be out of compliance with state technology policy and will be required to come back into compliance, incurring increased cost and risk.

Note that the circumstances regarding ATG's case were exceptions based on both their business need and the role that they hold in state government. As mentioned before, agencies can submit policy waiver requests providing a business case and justification for establishing a private tenant, but the likelihood a waiver will gain approval before more insight is gained from the experience with ATG is slim.

**Will either WaTech or the ATG be forming workgroups around the separate/private tenant?**

Workgroups will not be formed at this time. One of the conditions of the ATG waiver is that lessons learned are captured and reported for the good of the Enterprise. Those lessons may or may not result in formation of workgroups or communities of practice. In the meantime, we want to let the ATG concentrate on moving forward with their project.