



# Microsoft



## Enterprise Business Continuity Management

Business Continuity Plan Validation Report—FY20/Q1

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## Greetings

The following report has been created to support customer expectations regarding Business Continuity Plan validations and testing activities for Microsoft Online Services.

This report is a part of our efforts to satisfy our customers' business continuity requirements and as such, we welcome your feedback and are committed to continuous improvement. If you have additional questions or feedback, please send an email to the Microsoft 365 Customer Experience Team at [cxprad@microsoft.com](mailto:cxprad@microsoft.com)

## Introduction

At Microsoft, we recognize that the unexpected can occur at any time. According to our established corporate policy, each of Microsoft's online services must have an established Business Continuity Plan (BCP), which is required to be reviewed and tested at least once every 12 months. **This document details plan validation tests that have occurred in the past quarter.** It does not include information on additional resiliency testing that each service performs more frequently as part of normal operations. *We encourage you to review the [resources](#) noted at the end of this report for additional details on our Business Continuity program and our compliance to industry standards in the form of audit reports.*

The following services are included in this report:

Online Service	Component
Microsoft 365	<ul style="list-style-type: none"><li>• Exchange Online</li><li>• SharePoint Online &amp; OneDrive for Business</li><li>• Skype for Business</li><li>• Microsoft Teams</li><li>• Yammer Enterprise (<i>newly added to this report</i>)</li></ul>
Azure	<ul style="list-style-type: none"><li>• Azure Storage</li><li>• Azure SQL DB</li><li>• Azure Active Directory (Domain Services)</li><li>• Azure Compute (IaaS)</li></ul>
Dynamics	<ul style="list-style-type: none"><li>• Dynamics Customer Engagement (CE)</li></ul>

Additional compliance information can be viewed on the [Service Trust Portal](#), which provides access to documents that cover Microsoft's compliance, security, products, and services. A key resource offering on this portal is [Compliance Manager](#).

**Compliance Manager**, a workflow-based risk assessment tool, enables companies to track, assign, and verify an organization's regulatory compliance activities related to Microsoft cloud services. Compliance Manager combines information Microsoft provides auditors and regulators during third-party audits of Microsoft's cloud services against industry standards (ISO 27001, ISO 27018, and NIST) with Microsoft internal information related to compliance with regulations such as HIPAA and the EU General Data Protection Regulation (GDPR). The tool further provides customers with the ability to self-assess proprietary compliance with these same standards and regulations.

Customers can export Microsoft Excel reports that detail the compliance activities performed by Microsoft and customer organization, which can be provided to auditors, regulators, and other compliance stakeholders.

**Microsoft *highly* recommends using Compliance Manager to review the results of the most recent third-party audit of the forty-nine (49) NIST 800-53 Contingency Planning (CP) controls.** This will provide you with a high level of detail regarding individual service Business Continuity Plans, validations, and other metrics that may be useful for customers seeking to update or create their own BCPs.

## Plan Validations & Maintenance Record for FY20/Q1

Any findings uncovered during plan validations are tracked and must be closed prior to the next validation or a risk finding must be documented. Please note that this report focuses on a subset of our online services, and that all online service Business Continuity and Disaster Recovery plans are tested regularly according to the [Microsoft Enterprise Business Continuity Management Program](#).

### Microsoft 365 Online Services

Component	Validation Date (mm/dd/yyyy)	Test Level*	Test Results	Compliance to Standard(s)
Exchange Online	4/3/2019	6	Pass	Yes
SharePoint Online & OneDrive for Business	2/25/2019	5	Pass	Yes
Skype for Business	2/28/2019	6	Pass	Yes
Microsoft Teams	1/16/2019	6	Pass	Yes
Yammer Enterprise	4/25/2019	4	Pass	Yes

\* See [Figure 1](#) for more detail on Test Levels

### Azure Online Services

Component	Validation Date	Test Level	Test Results	Compliance to Standard(s)
Azure Storage**	12/18/2018	7	Pass	Yes
Azure SQL**	2/19/2019	5	Pass	Yes
Azure Active Directory	7/31/2019	6	Pass	Yes
Azure Compute (IaaS) **	N/A **	N/A ***	Pass	Yes

\*\* Regional services. Customers are responsible for deploying instances in multiple regions and implementing regional resiliency.

\*\*\* Compute platform provides IaaS VMs, VM Scale sets, VM images, Managed Disks, Compute usage, SDK/PowerShell/Node.

Customers are responsible for deploying instances in multiple regions and implementing regional resiliency on the application level.

### Dynamics 365 Online Services

Component	Validation Date	Test Level	Test Results	Compliance to Standard(s)
Dynamics Customer Engagement (CE)	6/18/2019	2	Pass	Yes

# Appendix

## Supplementary Information

For all other program information, we encourage you to review the following sources:

- [Enterprise Business Continuity Management Program Description](#)
  - This document covers how Microsoft handles Enterprise Business Continuity Management across the organization, recently updated for FY19. Contains information on how we manage Business Continuity strategy for Microsoft Cloud Services and handle risk across the entire company. Also discusses topics like Service & Data Resilience, which is a critical concept to understand when talking about continuity for modern cloud services.
- [Microsoft Cloud Security Policy](#)
  - This covers broad Security policy across Microsoft, which includes Business Continuity Management policy in section 13.
- [ISO 22301 certification for Office 365](#)
  - We are pleased to announce that Microsoft Office 365 has achieved ISO 22301 certification. ISO 22301 is the premium standard for business continuity, and certification demonstrates conformance to rigorous practices to prevent, mitigate, respond to, and recover from disruptive incidents.
    - [BSI 22301 Microsoft Office 365 Certificate](#)
    - [BSI 22301 Microsoft Office 365 Stage 2 Addendum](#)
    - [Office 365 ISO 22301 Stage 2 Report](#)
- [Global Datacenters Threat, Vulnerability, and Risk Assessment](#)
  - This site details how Microsoft assesses Threat, Vulnerability, and Risk Assessment (TVRA) at the datacenter level. TVRAs are performed annually and are designed to help you understand how Microsoft identifies and mitigates the impact of physical and environmental threats to Microsoft datacenters.
- SLA commitments for online services
  - We provide financial backing to our commitment to achieve and maintain the service levels for each service. If we do not achieve and maintain the service levels for each service as described in the Service Level Agreement, then you might be eligible for a credit towards a portion of your monthly service fees. To learn more about our Service Level Agreements for the services, download the [Service Level Agreement for Microsoft Online Services](#).
- [Data Resiliency in Office 365](#)
  - Given the complex nature of cloud computing, Microsoft is mindful that it's not a case of if things will go wrong, but rather when. We design our cloud services to maximize reliability and minimize the negative effects on customers when things do go wrong. We have moved beyond the traditional strategy of relying on complex physical infrastructure, and we have built redundancy directly into our cloud services. We use a combination of less complex physical infrastructure and more intelligent software that builds data resiliency into our services and delivers high availability to our customers.
- [M365 Service Resilience and Customer Guidance](#)
  - This document guides customers through Microsoft 365 service resiliency principles, while exploring the various options customers have to improve business continuity in the event of service disruption within Microsoft 365, on-prem infrastructure, or third-party providers.

Figure 1:

The following chart describes different levels of BCP tests. Please note that these tests are purely for the purposes of validating Business Continuity Plans themselves and are separate from any additional testing that a service may engage in, such as fault-injection or other methods of testing failover and resiliency.

Level	Disaster Recovery Plan
Level 0	Not Tested
Level 1	Call Tree: Calling responsibilities and the calling order used to contact management, employees, customers, vendors, and other key contacts in the event of an emergency, disaster, or severe outage situation.
Level 2	Tabletop: • Review and discuss the actions they would take without actually performing the actions • Representatives of a single team, or multiple teams, may participate in the exercise typically under the guidance of exercise facilitators
Level 3	Simulation: Structured walkthrough of disaster recovery and response procedures conducted in a tabletop environment.
Level 4	Pre-production environment for target app: DR test is conducted in a pre-production environment for the target application.
Level 5	Production environment for the target application: DR test is conducted in the production environment for the target application.
Level 6	Production environment for target application and all dependencies: DR test is conducted in the production environment for the target application and all upstream dependent applications required by the application.
Level 7	Production environment for an application ecosystem: DR test is conducted in the production environment for all applications critical for recovery and all upstream dependent applications required for a business process.