



SUPPLEMENTAL INFORMATION

Office 365 Dedicated-ITAR

Technical Description



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Cloud Services Blanket Purchase Agreement (BPA): Office 365 Dedicated-ITAR CLIN Description:

1. What is the Office 365 Dedicated-ITAR CLIN?

- a. It is a solution for Cloud Services that includes email, calendaring, unified communications, collaboration portal services and productivity products.
- b. Office 365 Dedicated-ITAR (O365 D-ITAR) is a “software as a service” (SaaS) private cloud service and deployment model from Microsoft per the NIST (National Institute of Standards and Technology) SP800-145 definitions.
- c. O365 D-ITAR has earned a Federal Information Security Management Act (FISMA) moderate certification (FedRAMP) and is available upon request.
- d. Microsoft’s compliance approach includes quarterly updates of the accreditation packages providing current accreditation for all updates and improvements to the service. O365 D-ITAR is delivered from domestic (CONUS) data centers
- e. O365 D-ITAR provides logically and physically separated cloud services, each tenant is private and dedicated. Customers leverage dedicated network circuits to connect to this cloud, therefore providing stronger controls through isolation from public networks.
- f. O365 D-ITAR:
 - i. Provides a standard set of modern collaboration and office automation tools across Federal customers as a service that is always up to date.
 - ii. Enables enterprise policy governance across the service.
 - iii. Provides enterprise search capability for knowledge management, collaboration and information retrieval.
 - iv. Provides isolation and control while allowing the ability to co-exist as a single enterprise through ease of collaboration between Federal/DoD Commands.
 - v. Allows for integration and interoperability with existing on-premises collaboration and office automation solutions.
 - vi. Provides the security controls, identity management features and capabilities required by DoD, including Common Access Card (CAC) and Public Key Infrastructure (PKI).
- g. O365 D-ITAR provides predictable, lower costs to meet current budget constraints along with the continuous enhancement and improvement of cloud capabilities in the form of major updates and new features is included in the service (Evergreen service).

What is included in the Microsoft O365 D-ITAR Cloud solution?

1. Exchange Outlook Online (*Email*), (50GB primary mailbox)
2. E-Mail archiving and Litigation Hold (150GB))
3. SharePoint Online (*Collaboration*)
 - SharePoint Online: the total amount of storage is calculated by multiplying the number of users by 500 MB per user. Example: with 40,000 users, the base storage allocation is 19 TB (500 MB * 40,000 users). If/when all 19 TB are used up there are options to purchase more storage on a per GB per month basis up to 120 TB.
4. OneDrive for Business
 - For OneDrive for Business, each user is provided 1TB of storage per user. OneDrive for Business storage is not associated to SharePoint Online storage.
5. Lync Online (*unified communications capabilities*)
6. Office Online (Formerly Office Web Apps - *limited function Office*)

Please see detailed capability descriptions in O365 D-ITAR Table below

Outlook Exchange Email Online D-ITAR	SharePoint Online D-ITAR	Lync Online (Unified Capabilities) D-ITAR	Microsoft Office Online D-ITAR
1. Business-class email with a familiar Outlook experience accessible from desktop or web browser using Outlook Web App.	7. Work together on docs/co-author	22. Instant messaging, PC-to-PC calling, and online meetings	30. Word, Excel, PowerPoint and OneNote from a browser
2. Shared calendars	8. Everyone can access the latest master copy of Word, PowerPoint, Excel, OneNote files	23. 'Presence' indicator to see when colleagues are online /available	31. Use the same familiar Ribbon in both Office and Office Web Apps
3. Spam and malware protection and anti-spam filtering	9. Documents stay up-to-date	24. Set status and control who sees it so others know when and how to contact you	32. Create, edit, share and save a document in the cloud from your browser
4. Active Directory synchronization and integration to manage user credentials and permissions.	10. Keep teams in sync	25. Save TDY costs by conducting online meetings	33. Share common versions
5. Guaranteed 99.9% uptime with financially backed service level agreements (SLA).	11. Leave and respond to comments and status updates so everyone's 'in the know'	26. Include up to 250 participants inside and outside of your Command	34. Capture comments and changes on one doc
6. Email ability with the DISA DMDC Authorization Gateway Services alias for seamless	12. Share ideas using blogs-wikis	27. Share desktops, files, and presentations online through Lync	35. Avoid version confusion: no emailing docs back and forth
	13. Use search to find what you need quickly and easily	28. Invite others to lead and share screens and documents	36. Read and edit documents from most web browsers
	14. Use a team site to manage projects	29. See the list of meeting participants; know who is speaking	37. View documents on your phone
	15. Create, edit, review reports and calendars with others in real time		38. Documents are fully compatible whether created in Office or Office Web Apps
	16. Shared files include the latest changes and additions		39. Work online and retain desktop formatting and
	17. Manage access to team site		
	18. Store and organize important documents		
	19. Create a central place to collaborate from virtually anywhere where there is internet access		
	20. Group sites by function, project, or team		

identity	21. Control who gets to see what		data
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Decision Making

Before moving users and services to the cloud, the knowledge of whether key requirements will be met must be determined and this is accomplished through the Microsoft Customer Decision Framework (CDF). This methodology and process provides clarity and enables decision making .

Customer Decision Framework (CDF) Description

The Customer Decision Framework and purpose is to provide information and decision-making detail for Office 365 regarding governance, capability and technical fit, lifecycle services and support, legal and compliance, security and privacy. This process and methodology are no-charge.

Customer Decision Framework (CDF) Key Steps

	ENVISION	ALIGN	EVALUATE	CONFIRM FIT	DUE DILIGENCE	FINALIZE & SIGN	PREPARE / MIGRATE / DEPLOY
Capability & Technical Fit	Cloud Svc/O365 Briefing	Solution/Tech Briefing	Joint Evaluation Plan	Solution Alignment Workshop	Migration Due Diligence Tech Reviews		
Legal & Compliance		Cloud Principles Briefing	Initial Proposal		Contract / SOW Negotiations		
Security, Privacy, Data Sovereignty	Cloud Svc Briefing	Security Briefing		Solution Alignment Workshop			
Business Value		BV Development Session	Initial Bus. Case		Final Business Case		
Governance			Evaluation Plan	Regular C-Level Reviews			
Transaction/ Procurement		Cloud Principles Briefing	Initial Proposal		Contract / SOW Negotiations	Contract & SOW Signed	
Services & Support	Assessments (optional)	Value Add Svc Definition	Evaluation Plan	Online Contract & Svc. SOW	Prov. & Migr. Proposal (>2,400 seats)	Deployment Planning/ Design	Prepare / Migrate/ Deploy
Partners		Partner Role Definition		Solution Alignment	Migration Proposal		
Outcome	Vision Definition	C-Level Review	Evaluation Plan	SAW Report Migration Scope	Feasibility Report Validation	Signed Contracts Migration Preparation	
Go / No Go Decisions:	Vision for Project? Need?	Business & Tech Alignment?	Valid Business Case	Fit? Gaps? Mitigation?	Migration Deployment Plan Feasible?		

Customer Decision Framework (CDF) Decision Streams

Decision Streams

Stakeholders

Key Contemplations

	Governance and Planning	CIO, Leadership & Key Stakeholders	Should we go to Office 365? How do we make an informed decision? How do we ensure all stakeholder needs are met?
	Business Value	CIO, CFO & LOB	What is the business case (CBA) for Office 365
	Capability & Technical Fit	IT Workload SME's	What is Office 365? How will these solutions work in our environment? How does it meet security and compliance needs? Why, when and how should I transition to Office 365? How do I get prepare? How does O365 meet our mission?
	Security, Privacy & Data Sovereignty	CSO and Legal	How does Office 365 align to security and regulatory requirements?
	Operations, Service Management & Support	IT Operations SMEs	How does Office 365 meet operational, tactical, service management and support requirements?
	Legal & Compliance	Legal	How do the Office 365 terms of service and conditions meet your agency's requirements?
	Transaction and Procurement	Procurement & Finance	How are the contracts structured, and what is the best way to transact? What is the process to purchase through the BPA?
	Lifecycle Services & Support	CIO & IT SMEs	What deployment consulting services do I need? How do I prepare for the migration? How do we ensure readiness and manage change? Which support offerings underpin Office 365? What service contracts are available?

Customer Decision Framework (CDF) Detail

1. Briefings: O365 Overview, Cloud Principles, Technical, Services,

- a. Office 365 overview, vision, roadmap
- b. “Evergreen” service
- c. O365 Service Capabilities and Updates (Functionality and Platform)
- d. Platform Review, Infrastructure, Networking and Identity, deployment, requirements
- e. Exchange Online, Lync Online, SharePoint Online, Office Pro Plus Online +++
- f. Networks and connectivity to O365 Dedicated (D-ITAR)
- g. Hybrid, Co-existence
- h. **OUTCOME:** understand O365 and enable vision for optimal solution

2. Legal, Security and Compliance Review

- a. Customer compliance discussion (ISO 27001, EU Safe Harbor, SSAE 16, CJIS, FISMA, HIPAA/BAA, EU Model Clauses, FERPA, FedRAMP)
- b. Authentication, Identity Management, ADFS, DirSync, Rights Management Services
- c. Archiving, Journaling,
- d. Microsoft Office 365 Trust Center: <http://www.microsoft.com/en-us/office365/trust-center.aspx>
- e. **OUTCOME:** understand O365 security

3. Solution Alignment Workshop: (SAW)

- a. Interactive, provides guidance and discussion
- b. Analyze and identify gaps or mitigation steps
- c. Discuss migration options (customer led, CloudVantage, Partner)
- d. Delivered in conjunction with the “Service Description” documents
 - i. Service Descriptions are published O365 detailed information on supported features and capabilities, updated and available on demand at <http://technet.microsoft.com/en-us/library/jj879309.aspx>
- e. TCO and ROI Review
- f. **OUTCOME:** Alignment with solution and “Solution Alignment Report”

4. Migration Due Diligence

- a. Determine best migration path
- b. Co-existence and migration path to cloud
- c. Quick start guidance on migration preparation
- d. **OUTCOM:** Optional migration path

Office 365 Service Descriptions:

Service Descriptions are part of the decision making and Customer Decision Framework (CDF). They present key details of the service offerings and platform components for Office 365 Dedicated plans.

Service description information changes periodically in order to present the latest Office 365 service updates.

The information may not perfectly reflect the service of an existing Office 365 customer because service updates are rolled out over time to Office 365 customers. With the constant changes, these Service Descriptions are stored and updated here: <https://technet.microsoft.com/en-us/library/jj879309.aspx>

Enhanced versions of Exchange Online Dedicated, SharePoint Online Dedicated, and Lync Online Dedicated support the security, privacy, and regulatory compliance requirements for U.S. federal government agencies requiring certification under the Federal Information Security Management Act (FISMA) of 2002 and for commercial entities subject to International Traffic in Arms Regulations (ITAR).

Separate service description documents for these Dedicated “ITAR-support” plans are available here: <http://www.microsoft.com/en-us/download/details.aspx?id=23910>

- **ITAR-Support Solutions Service Description**—this document describes the advanced security and privacy features that are available with the ITAR-support subscription plans from Microsoft Office 365.
 - These descriptions also calls out any significant feature differences between the Office 365 dedicated subscription plans and ITAR-support plans.
- **Network Service Description**—Networking components and features used for delivery of ITAR-support plan solutions are described in this document. Information about network architecture and options for customer connectivity to Microsoft data centers is provided.

Pricing: O365 Dedicated-ITAR

Pricing Methodology

The Office 365 D-ITAR Services are licensed on a subscription basis in the form of a user subscription license (“USL”). The cost basis for a USL is per user/per month.

Enterprise Licensing (Base Year)

If there is no migration of legacy email data for Exchange Online (migration is not included in this BPA), the enterprise licensing costs for the Base Year would be as set forth in a cost estimate for the applicable Office 365 D-ITAR Service.

If there is migration of legacy email data for Exchange Online (migration is not included in this BPA), the enterprise licensing costs for the Base Year would be lower than the above cost estimate for each applicable Office 365 D-ITAR Service because Microsoft's billing model is based on an agreed upon/projected deployment velocity (accounting for migration) to ensure that the customer is only paying for migrated users as those users are migrated to the Office 365 D-ITAR Online Service(s).

Implementation Licensing (Base Year)

Upon completion of the initial scoping/due diligence phase of Services (CDF), there will be an understanding of the services required to ensure a smooth transition to Office 365 Dedicated-ITAR with pricing that may encompass operational changes, program management, mailbox migration (if required) and integration of the on-premises network with Office 365 Dedicated-ITAR. These Services are NOT available under this BPA.

O365 DITAR License Agreement— DITAR Infrastructure Setup Fee

Office 365 Dedicated ITAR Infrastructure Setup Fees: MSFT assumes costs of deploying a dedicated infrastructure for the customer with costs that cannot be defrayed across multiple tenants (such as O365 Government Community Cloud-GCC).

Infrastructure Setup refers to the cost to build and configure the DITAR cloud on the customers' behalf. Setup doesn't include other services such as Active Directory Remediation, network connectivity, Sharepoint portal development, or other services.

DITAR Infrastructure Setup fee is invoiced and due upon contract signing and is nonrefundable. If the government customer does exercise option year(s) the amount of Infrastructure Setup Fee is credited against license fees during any applicable option year (typically the first option year). The DITAR Infrastructure setup fee is based on the unique customer environment, deployment schedule, size, and other factors. The DITAR Infrastructure fee will be determined on a task order basis prior to delivery order award.

Migration/Implementation Services O365 Dedicated-ITAR (NOT INCLUDED IN BPA)

The BPA and Office 365 Dedicated-ITAR CLIN **do not provide for professional services**, integration, migration or support services.

- Integration – Integration refers to services that are outside of the basic setup such as Active Directory Remediation, network connectivity, and Sharepoint portal development.

- These services would be determined upon completion of the CDF process.
- Migration – Migration refers to the moving of data and/or mailboxes to the DITAR Cloud.
- Support Services may be obtained through Dell, the contracted reseller of the BPA and CLIN, other partners or Microsoft the service provider.
 - There are various instruments that exist that can be leveraged for professional services (DITCO METS; GSA (the GSA BPA does include professional services CLINs).

Services are available outside of this BPA.