



## MICROSOFT 365

# INFORMATION & PROTECTION

This document provides a comprehensive overview of the benefits and considerations for IT decision-makers utilizing Microsoft 365. It highlights the efficiency and scalability of cloud services, the shared responsibility model between Microsoft and its users, and the critical need for additional backup solutions. By leveraging services like Titan Cloud Storage and backup orchestration software, organizations can ensure the security and continuity of their data.

# INTRODUCTION

Welcome to the cloud era of IT services. If you're an IT decision maker for your organization, you're likely already running at least part of your IT infrastructure on cloud services. Cloud-based services offer numerous benefits, including avoiding large capital expenditures with monthly payments, relieving you from maintaining large physical hardware deployments, and allowing the deployment and maintenance of IT platforms to be managed by experts.

Microsoft 365, formerly known as Office 365, is an excellent example of this success, providing IT infrastructure that is both efficient and reliable. It allows IT decision makers to "outsource" much of the risk and hard work of maintaining a solid IT infrastructure without losing much control over user demands.

Microsoft 365 offers a clear per-user price for a comprehensive suite of IT services. It's easily scalable, allowing for the addition of new users, and helps avoid paying for unused infrastructure. Additionally, it continually evolves with new features and functionalities, ensuring that your IT department remains at the forefront of technology.

In summary, Microsoft 365 is a powerful tool that can improve your IT department's efficiency while reducing costs. However, one common question is: "Do I need to back up Microsoft 365?" This paper explores that question by examining how Microsoft protects your data, the responsibilities for your data, and the importance of business continuity planning.



# Microsoft's view of Backups



Microsoft does not focus on traditional backups for Microsoft 365 due to the significant time and financial resources required for such a large deployment. Instead, Microsoft chooses not to back up most data within Microsoft 365, opting to allocate compute resources elsewhere.

Microsoft does perform some level of backup for SharePoint Online data, but these backups are infrequent and only available at the site collection level. Restoring from these backups can be time-consuming and requires Microsoft support.

In essence, Microsoft provides its services at a low price by not backing up most data within Microsoft 365.

Microsoft's Service Agreement "Service Availability Section 6" Quotes "We recommend that you regularly backup Your Content and Data that you store on the Services or store using Third-Party Apps and Services."



# Shared Responsibility Model

Cloud services like Microsoft 365 operate under a “shared responsibility model.” Many customers assume that paying their monthly bill ensures everything works seamlessly, but that’s not the case. Microsoft is responsible for the physical infrastructure, while the customer is responsible for their data.

Microsoft guarantees uptime for servers and networks within its data centers, but cannot help recover data lost due to user errors, rogue administrators, or other circumstances. Therefore, it’s crucial to understand this shared responsibility to make informed decisions about data protection.

# Business Continuity Planning

CIOs and IT Directors are responsible for business continuity planning to address IT outages. If a Microsoft 365 outage occurs, the answer might simply be that “Microsoft is working on it.” However, Microsoft does not have plans for all possible outages, such as ransomware attacks, rogue administrators, or major data center issues.

While it’s unlikely that Microsoft 365 will experience an outage so severe that service cannot be restored quickly, it’s essential for organizations to have their own business continuity plans in place.



# SOLUTIONS

Microsoft 365 is an excellent solution for moving complex and costly services out of your data center and into Microsoft's management. However, it's important to remember that Microsoft's priority is its business continuity, not necessarily yours. Therefore, investing in additional data protection beyond what Microsoft offers may be prudent.

By leveraging Titan Cloud Storage's immutable cloud storage offering as well as backup orchestration software such as Veamm or MSP360, you can confidentially store backups and versions of your Microsoft 365 data, ensuring quickly recovery and data safety in the event of an incident.



# REASONS FOR ADDITIONAL BACKUP PROTECTION

## **1. Accidental Deletion:**

A backup can restore deleted users, whether to on-premises Exchange or Microsoft 365.

## **2. Retention Policy Gaps and Confusion:**

A backup provides longer, more accessible retention, protected and stored in one place for easy recovery.

## **3. Internal Security Threats:**

High-grade recovery solutions mitigate the risk of data loss or destruction from internal threats.

## **External Security Threats:**

A backup can restore mailboxes to an instance before a malware or virus attack.

## **Legal and Compliance Requirements:**

Ensure retrieval of mailbox data during legal actions and regulatory compliance.

## **Managing Hybrid Email Deployments and Migrations to Microsoft 365:**

Protect and manage exchange data consistently, regardless of the source location.



# CONCLUSION

When migrating to Microsoft 365, remember that Microsoft takes on the responsibility of application uptime and the underlying infrastructure. However, managing and protecting your business's vital data remains your responsibility. Understanding the gaps in Microsoft's coverage and making appropriate plans ensures your organization can continue to operate if an unplanned disaster occurs.

## ABOUT TITAN CLOUD STORAGE

Titan Cloud Storage is a managed infrastructure solutions provider addressing the challenges of next-generation managed cloud, connectivity, and security. Titan Cloud Storage empowers customers and partners with fully-integrated, automated services, activities, and data on a single platform, delivering increased performance, optimization, and savings.

For more information, visit [titancloudstorage.com](https://titancloudstorage.com)