

# CTS Advisory Council

## Office 365 License Management

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# Opportunity

- Microsoft is presenting a licensing option that offers attractive pricing for subscription-based licensing in the Cloud even if you don't use Office 365 cloud-based applications
- Once deployed, these licenses must be activated in the Cloud and re-activated every 30 days
- Managing license activation can be labor intensive without the use of:
  - A **sync engine** (DirSync or FIM) to automate creation and maintenance of tenant accounts
  - An **authentication engine** (ADFS) to eliminate need to re-enter credentials for license authentication



# Current Customer Interest

Agencies with an interest in synchronization between EAD and an O365 tenant

- DSHS is evaluating moving to O365 licenses
- DFW wants to provision Office functionality in the cloud
- DES is testing Office functionality in the cloud
- LNI is testing Lync 2013 in the cloud
- Department of the Military is considering a move out of EAD to go to Office in the cloud
- Parks is using SharePoint in the cloud



# Assumptions

- Customers want a similar experience using Cloud-based services as they currently have using on-premises services
- Automated synchronization is preferred
- Single sign on authentication is preferred
- Quality service
- Lowest reasonable price



# Alternatives

<b>Multiple Cloud Tenants Distributed License Administration</b>	<b>Shared Cloud Tenant Central License Administration</b>
<p>Customers provision separate O365 tenants, manually import EAD data, manually administer licenses</p> <p>CTS provisions multiple ADFS connections, one for each tenant</p>	<p>CTS provisions a shared Statewide tenant with one DirSync and one ADFS connector</p>
<p>Customers provision separate O365 tenants</p> <p>CTS provisions multiple DirSync connections and multiple ADFS connections, one for each tenant</p>	<p>CTS provisions a shared Statewide tenant with Forefront Identity Manager (FIM) and one ADFS connector</p>



# Multiple vs Shared Tenant

- Multiple tenants, one per agency
  - Higher operational maintenance cost
    - Multiple DirSync/FIM and ADFS connections, one per tenant
    - Must be undone if state moves to O365 services
  - Agency manages their own licenses
- Shared tenant
  - Lower operational maintenance cost
    - One DirSync/FIM and ADFS connection
  - CTS manages a shared license pool
    - Creates a need to establish license management processes



# DirSync vs FIM

- Both products
  - Require enterprise administration rights to install and manage (and thus CTS involvement)
  - Require review and remediation of EAD attributes needed for synchronization
- DirSync
  - Is “free” and will require some infrastructure to implement
  - Does not filter content (syncs all 190 EAD attributes)
- FIM
  - Is a purchased product and will require more infrastructure to implement
  - FIM filters content (5 required EAD attributes)



# FIM Benefits

- CTS is already looking at an Identity Management (IdM) effort that includes implementing FIM
- FIM supports IdM improvements, such as:
  - Improved management of identities (adds, changes, deletes, attributes)
  - Increased security
  - Self-service password reset
  - Global Address List synchronization (GALSync)



# CTS Direction

- If customers pursue the purchasing of O365 licenses, CTS will provision:
  - A single shared tenant
  - A single synchronization engine - FIM
  - A single authentication connection – ADFS
  - A process for managing the shared pool of licenses



# Project Overview

- Scope
  - Implement FIM to support synchronization of EAD attributes
  - Provision ADFS connector to support license validation
- Estimated Costs
  - Initial capital expense ~\$90,000
  - Project FTE hours ~1,200
  - Ongoing support ~0.3 FTE
- Estimated Duration
  - 6-10 months, primarily for EAD preparation, working with customers, developing license management processes

