

THE ART OF USER MANAGEMENT IN OFFICE 365 AND ONEDRIVE FOR BUSINESS



Quest®

Employees are your business's most important resource

EFFECTIVE ONBOARDING AND OFFBOARDING PRACTICES ARE CRITICAL TO EMPLOYEE RETENTION AND PRODUCTIVITY

Engaging new hires with the particulars of their roles and familiarizing them with company culture is essential to retaining them over the long term, as well as helping them succeed in their positions at an organization. A rapid settling-in period will ensure a quicker path to full productivity, while a poor onboarding experience can result in up to four percent of new employees leaving their new job on the first day, according to a [study from Bersin by Deloitte](#). In fact, the [UrbanBound Blog](#) reports that as much as 20 percent of staff turnover

Up to 20 percent of staff turnover occurs in the first 45 days of employment, and replacing an employee costs US\$3,000–\$18,000.





occurs in the first 45 days of employment and pegs the cost of replacing an average employee at US\$3,000–\$18,000 (and even more for higher positions). Proper offboarding is also important: When employees leave the company, the organization must ensure that they complete the right exit interviews and that their access to company IT resources is revoked promptly.

OFFICE 365 AND ONEDRIVE FOR BUSINESS LICENSES ARE AN ESSENTIAL PART OF USER MANAGEMENT

Office 365 is the world's leading cloud-based enterprise productivity environment, offering tools that support and facilitate many of your key business processes and help users achieve their potential. Therefore, organizations that have adopted a cloud or hybrid Microsoft IT environment need to establish effective onboarding and offboarding practices for Office 365 and OneDrive for Business. This ebook explains the key processes involved, as well as how to automate them using Metalogix® solutions from Quest.

Effective user management is critical

IT IS RESPONSIBLE FOR ENABLING USER PRODUCTIVITY WHILE MAINTAINING SECURITY.

Traditional business processes and IT are now so intertwined that the role of the IT administrator has evolved beyond the simple maintenance of servers and networks. In particular, the process of onboarding and offboarding employees now relies on technology to such a degree that your IT department has almost as big a role to play in how a new recruit settles into a job as the HR team does.

While HR will get employees onto payroll and introduce them to the company's culture, it is up to the IT department to enable new users to become productive as quickly as possible — providing them with the accounts and licenses they need to get their work done, the right storage quotas, the proper permissions to content and sites, and access to email, Teams, Skype for Business and more. At the same, IT must ensure that no one gets more access than they need; otherwise they increase the risk of security breaches and compliance failures, and pay for licenses that are not needed.

Effective user management is critical to maintaining security, enabling user productivity and controlling costs.

IT's job does not end there. As employees change roles within the organization, IT must update their access permissions to match their new responsibilities, ensuring that all user accounts adhere to the least-privilege principle throughout each employee's tenure at the organization. Finally, when an employee leaves, IT must disable or delete their accounts promptly.





The path forward

WHY IT TEAMS STRUGGLE WITH ONBOARDING AND OFFBOARDING

Busy IT departments can easily be overwhelmed by the number of users, the amount of data and the speed of change in a cloud or hybrid environment, especially if they rely solely on native tools and manual processes. Specific challenges in effectively managing Office 365 and OneDrive for Business users using native tools include:

- Having to master multiple disparate processes
- Becoming bogged down with PowerShell commands and Excel lists, rather than focusing on good governance
- Trying to make the best use of the licenses and tools available for users
- Struggling to accurately monitor user adoption
- Not being able to rigorously enforce the least-privilege principle

AUTOMATION IS THE KEY TO EFFECTIVE USER MANAGEMENT

The best way to make user management and data governance tasks as efficient and accurate as possible is to embrace automation and

Improving your processes can boost security and employee productivity while reducing costs.

workflows. Having robust, repeatable and consistent processes for creating accounts, assigning licenses, granting and revoking permissions, and decommissioning unneeded accounts will help you improve both employee and IT productivity, enhance security, and control costs.

For example, the onboarding process should begin well before the employee's first day. With the official job offer email, attach a form that will collect the new hire's basic information in a format that can be imported automatically into the company's system; this workflow will enable IT to automate some of the user account provisioning work.

Let's explore how automation and workflows can deliver benefits in four key areas:

- Ensuring licenses are used efficiently
- Tracking adoption and usage
- Establishing and enforcing good governance
- Administering OneDrive for Business

Ensuring licenses are used efficiently

THE CHALLENGE

Office 365 and OneDrive for Business are licensed through a subscription plan based on the number of users each month. You need to pay for only what you use — for instance, if you have 100 users, you need to pay for only 100 licenses per month. However, it's up to you to track those licenses. When an employee is hired, your IT team must ensure that the appropriate licenses are provisioned to the new user account in a timely manner. In particular, you'll want to establish processes that ensure:

- IT has all the information they need on each user, including what groups and level of access the user requires and whether they need to use special products such as Yammer or Delve.
- There are the right number of licenses of the correct type available.
- Users are added to Active Directory efficiently.
- Users get a timely welcome email with their login credentials and information on how to get help on day one.
- Training and support mechanisms are in place to educate new users on best or business practices, such as password policies.

The larger your organization, the trickier it can be to keep track of active and unused licenses, and the more money you might waste.





Of course, user and license management tasks don't end there. As employees shift roles within the organization, their license needs might change and you must update them accordingly. And when an employee leaves the company, unless you act, you'll continue to pay for their license every month even though it's not being used. If someone is hired to replace the outgoing employee, you might need to reassign the license; if not, you might want to cancel the license. Moreover, you need to ensure that the data the user owns in Office 365 and OneDrive for Business is correctly reassigned, archived or removed.

The larger your organization, the trickier it can be to keep track of active and unused licenses, and the more money you might waste. Therefore, organizations need accurate, automated ways to monitor Office 365 license usage across the business and discover licenses that have been purchased but are not being used.

HOW QUEST AND METALOGIX CAN HELP

Out-of-the-box reporting in Office 365 continues to improve, but it's no match for Quest® Metalogix® Essentials for Office 365, which delivers comprehensive license management for Office 365 and OneDrive for Business. With this solution, your IT teams can better manage the onboarding and offboarding processes. For instance, they can easily add or remove users, assign licenses in bulk, customize license provisioning, and track license usage. As a result, users can be more productive, IT can be more efficient, and the business can reduce both risk and cost.

Tracking adoption and usage

THE CHALLENGE

Office 365 is disrupting the business landscape and every organization has to keep up or risk falling permanently behind. While scaling the number of licenses you use is greatly appealing, your IT department needs to make sure there is a system in place that enables you to track platform adoption and usage. Specifically, you need to be able to answer the following questions:

- Where are users most active?
- Where is content growing the fastest?
- Are there red flags that indicate license issues?
- Are there people who aren't using their licenses?
- What level of training is being offered to optimize licenses and productivity?

To answer these questions, you need to have an overview of the overall health of your IT infrastructure, as well as the ability to hone in on granular details. For instance, it's important to see where your licenses are being used, but it's just as important to know the details: Where are users most active and how does this relate to aspects of the business, such as content growth? Also, being able to provide statistics on adoption rates for various applications will help you understand overall ROI and guide decisions about your cloud strategy.

HOW QUEST AND METALOGIX CAN HELP

Metalogix Essentials for Office 365 enables IT admins to easily monitor user adoption and track content growth at a high level using predefined reports and intuitive dashboards. You can also perform in-depth analysis of shared content, so you can see which individuals and teams are working most productively together.





Establishing and enforcing good governance

THE CHALLENGE

To avoid costly security incidents and compliance failures, organizations need a well thought-out governance plan and constant vigilance. Microsoft offers some rudimentary data loss prevention (DLP) capabilities, but assessing your security posture and identifying potential security issues still requires wading through lots of cryptic data.

HOW QUEST AND METALOGIX CAN HELP

Metalogix Essentials for Office 365 complements native Office 365 tools with automation and advanced reporting capabilities, giving you better control and peace of mind. For example, it can find and notify you about security flaws that could lead to data breaches, such as former employees who still have access to the system. You can also easily see who has access to what content and change those access rights to enforce security best practices such as the least-privilege principle.

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Administering OneDrive for Business

THE CHALLENGE

OneDrive for Business provides employees with a secure and managed place to sync, share and store their work files in the cloud and enables them to access their data from any device. However, in practice, OneDrive for Business often becomes a jumble that impedes effective collaboration, with people using the platform for both personal and work projects and not taking care to keep track of versioning. Moreover, there are security concerns about how easily content can be shared externally.

HOW QUEST AND METALOGIX CAN HELP

Metalogix Essentials for Office 365 solves these OneDrive for Business administration difficulties. You can clearly understand what content is in your OneDrive environment and how it's being used and shared, so you can ensure the security and relevancy of the content. From the interactive dashboard, you can perform powerful analysis on your OneDrive environment, including getting detailed, actionable reports on permissions and sharing settings, and on trends in site and user activity, data growth and usage.





Conclusion

To maximize the value from your investment in Office 365 and OneDrive for Business, you need to implement efficient and effective user management and data governance processes. [Metalogix Essentials for Office 365](#) gives you the insight and control you need. You can streamline onboarding and offboarding processes, optimize licensing, track user engagement and adoption, and monitor usage of SharePoint Online, OneDrive for Business, Skype for Business and other Office 365 workloads.

In addition, Metalogix Essentials for Office 365 also provides:

- **Office 365 backup and recovery** — Admins can back up and restore content from Exchange Online mailboxes, SharePoint Online and OneDrive for Business.
- **Bulk editing of content attributes** — Users can maintain control of their own content by using a centrally deployed app directly in their SharePoint interface.
- **Security and permissions management** — Admins can discover, analyze and manage users, licenses, permission and content across multiple site collections and farms.

To learn more about how this powerful solution can help you perfect the art of user management in Office 365 and OneDrive for Business, please visit quest.com/products/metalogix-essentials-for-office-365/.

ABOUT QUEST

Quest provides software solutions for the rapidly-changing world of enterprise IT. We help simplify the challenges caused by data explosion, cloud expansion, hybrid datacenters, security threats and regulatory requirements. We're a global provider to 130,000 companies across 100 countries, including 95% of the Fortune 500 and 90% of the Global 1000. Since 1987, we've built a portfolio of solutions which now includes data-base management, data protection, identity and access management, Microsoft platform management and unified endpoint management. With Quest, organizations spend less time on IT administration and more time on business innovation. For more information, visit www.quest.com.

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Quest Software Inc.
Attn: LEGAL Dept
4 Polaris Way
Aliso Viejo, CA 92656

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