

Office 365 Update.

March 2020

About this Office 365 Update

We like to inform our customers on a strategic level and of course preferably in person. However, we also would like to keep you up to date monthly, with all the news coming from Microsoft about Office 365. With this update, we hope to achieve that you have a better and clear understanding on how those new updates could impact your business, and what you can do with/about them.

We marked each message sent by Microsoft with a flag to mark their importance, interpreted by Portiva professionals that use their experience to weigh these new or updated experiences for our customers.

This update is created each month with great care by:



Rick Hilferink
Teamlead Managed Services
rhilferink@portiva.nl



New features that are relevant and interesting for your organization



Changes/updates that have direct impact on user / admin experience, important to know!



Noticeable but less important updates

With stickers we provide you with specific advice on how to handle that specific change or new feature.



New Features



Changes/Updates



Less important

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Office 365 General updates

Microsoft 365 preparedness for COVID-19 (Coronavirus) and guidance regarding best practices for Microsoft Teams

Microsoft takes a broad approach to service continuity, including potential effects of an outbreak such as COVID-19. While there is currently no foreseen impact to Microsoft's operation of our services, we wanted to provide some detail regarding our preparedness should the situation change. Recognizing customers will have plans in place for enabling remote work in a situation like this, we are providing guidance regarding best practices under the "Actions you can take" section that will help maximize the benefits of Microsoft 365.



Microsoft has a comprehensive business continuity program, details of which can be found in a PDF [here](#) (file name: "Microsoft Cloud - Enterprise Business Continuity Management (EBCM) Program"). This document outlines our efforts across a multitude of scenarios including pandemic response.

Specific to COVID-19, we are providing an outline of key preparedness activities to ensure continued service delivery during this event. The three areas of focus during any situation that challenges normal operations are as follows:

- Impact to systems – does the event have a potential impact on our systems used to deliver and support Microsoft 365?
- Impact to location – are the locations from which we deliver and support service effected and what is our response?
- Impact to people – are we prepared should there be impact to the individuals responsible for delivering service to our customers?



The COVID-19 virus obviously impacted remote working facilities for a lot of companies.

Microsoft has taken the necessary measures to make sure their platform is up and running for as big of an userbase possible!

Read this longer update to understand what Microsoft does to continue their services.

A grayscale photograph of a modern office hallway. In the foreground, two people are walking away from the camera, their figures slightly blurred. The hallway has large windows on the right, glass doors, and a dark wooden reception desk. The ceiling features exposed ductwork and modern lighting fixtures.

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While the following provides the high-level efforts in each of these areas, there are significantly more activities that relate to our business continuity efforts for Microsoft 365 that are beyond the scope of this communication.

Impact to systems – First and foremost there are no known impacts to Microsoft 365 services. Heightened awareness is in place for the following areas:

- **Service scale and operations** – One of the benefits of a cloud service is the ability to scale dynamically, including utilization of our significant supply chain, reallocation of resources between services, and redistribution of load. We have seen an increase in the utilization of Teams which we have responded to and continue to monitor closely.
- **Supporting systems** – A general principle of cloud service operations is remote management and administration. We see no effect to our ability to manage the systems used to support Microsoft 365, and have confirmed adequate capacity for staff to work remotely at scale.
- **External systems** – We are working across industry with a focus on networking infrastructure. We are seeing some utilization issues with public ingress / egress to China, but otherwise there are no issues identified.

Impact to location – Our services are designed for remote administration; however, with the recent news that the greater Seattle, Washington area represents a higher incidence of COVID-19 we wanted to provide specific details around support of the service should Microsoft engineers be constrained to work from home.

- Microsoft employs a security first approach to administering Microsoft 365 service. Each engineering resource that is accountable for managing the service has the ability to securely administer the service without direct access to the corporate location.

A grayscale photograph of a modern office hallway. In the foreground, two people are walking away from the camera, their figures slightly blurred. The hallway has large windows on the right, glass doors, and a dark wooden reception desk. The ceiling features exposed ductwork and modern lighting fixtures.

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- Microsoft maintains multiple geographic locations outside the Seattle area with individuals who are capable of maintaining and managing the service.

People – As the largest provider of commercial services we have the capability of ensuring continued operations with multiple subject matter experts in each discipline, with geographic diversity being a consideration.

- Employees responsible for managing the service all have access to needed resources to take action from home or the office.
- A “deep” on-call rotation allows for sustained support should issues arise and ensures that resources are available should individuals fall ill.

While Microsoft puts the safety and well-being of its employees at the forefront, our “defense-in-depth” approach is expected to allow for uninterrupted service operation should the virus spread significantly.

We will make updates to this Message Center post should the situation change.

Actions you can take:


- Follow a similar program to the above ensuring consideration for your systems, people and work locations.
- If your organization is looking to accelerate its move to Teams, overview information regarding Teams can be found [here](#).
- If you do have an increase in remote work, follow our [best practices](#) to maximize your use of Teams.
- Ensure your organization’s network is prepared to support the use of Teams by following [these recommendations](#).

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New Feature: Poll added to Outlook

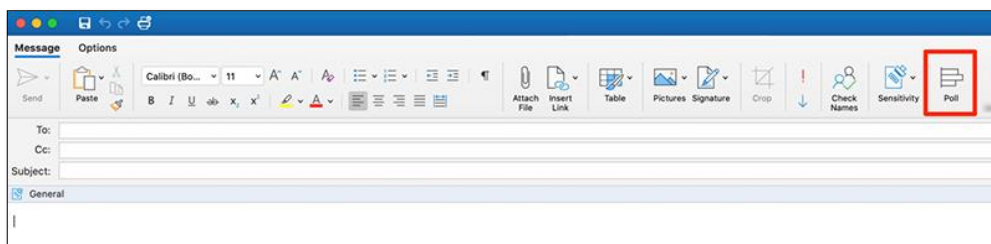
Your Outlook for Mac, Outlook for Windows, and Outlook on the web (desktop) users

will soon be able to create a poll  within Outlook without needing to find-and-install an add-in.

- For Outlook for Mac, users will find Poll on the Message tab. After a user pins the add-in, it will appear under the contextual toolbar.
- For Outlook on the web, when users create a new email message, they can access the add-in under "...> Poll.
- For Outlook for Windows, users can access Poll either via Insert tab > Poll or via Options> Use Voting Buttons> Poll.

Note: Screen captures for each version of Outlook are at the bottom of this message.
We plan to withdraw the current Quick Poll add-in from the store in January 2021.
We will send a communication through Message Center before the final retirement of the Quick Poll add-in.

Outlook for Mac



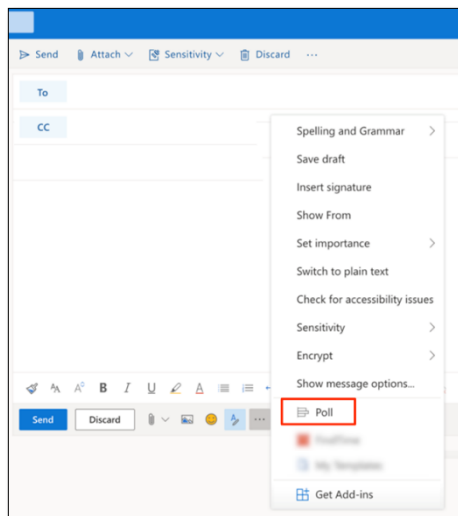
A new addition to the Outlook toolbox which creates new polls right from the tool itself, without the need to install add-ons.

Have a look at the screenshots to see the changes for your specific version of the Outlook application.

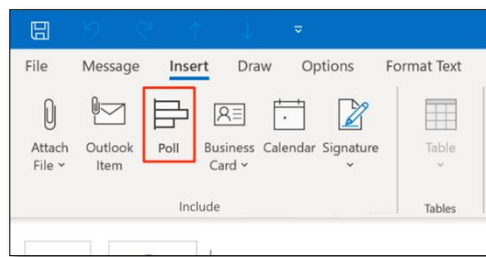
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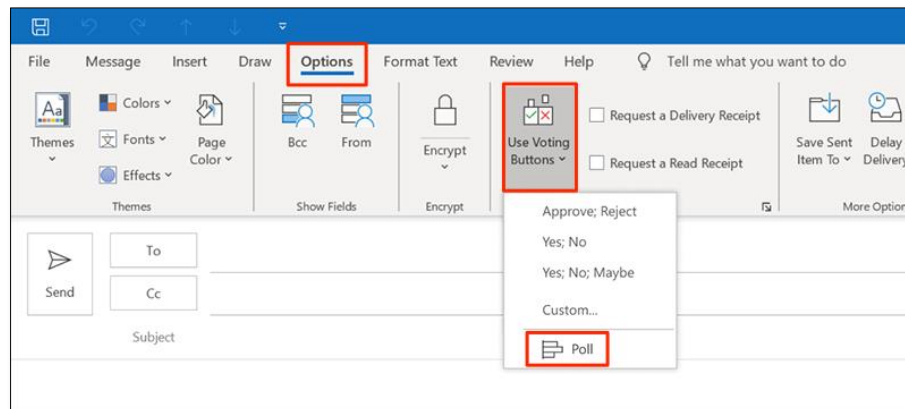
Outlook on the web



Outlook for Windows



Outlook for Windows

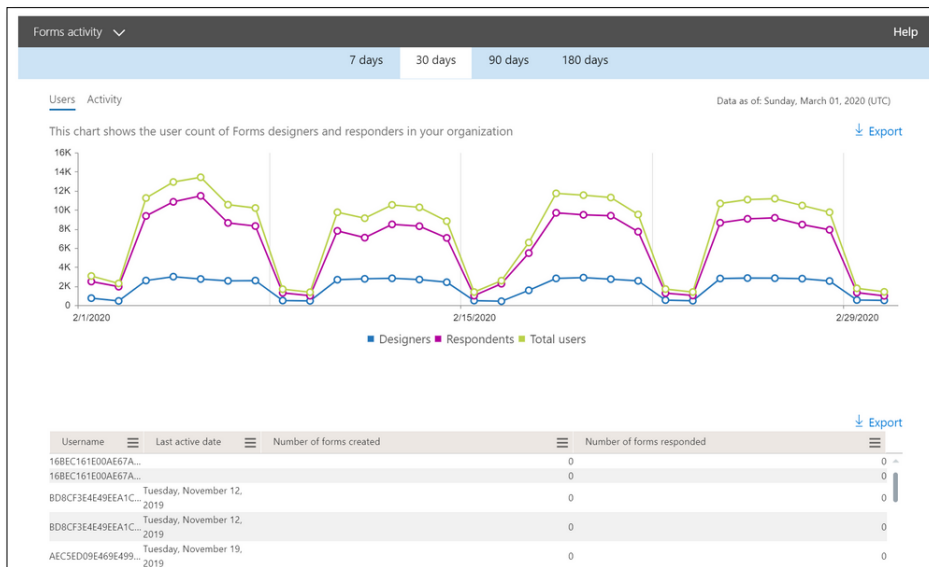


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Updated Feature: Forms Activity Reports in the Microsoft Admin Center

Admins will see Forms Activity Reports within the Microsoft Admin Center. You can find this within Admin Center -> Reports -> Usage -> Forms -> Activity.



A new addition to the reporting center, the ability to look at the forms activity and usage.

Make sure your power users become aware so they can finetune their communication and adoption for their forms.

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Microsoft Teams updates

Awareness of Microsoft 365 temporary feature adjustments



To best support our Microsoft 365 customers worldwide and accommodate new growth and demand during these unprecedented times, we're making temporary adjustments to select non-essential capabilities. We do not expect these changes to have significant impact on the end users experience but wanted to make you aware. Examples of changes we may make include:

- how often we check for presence
- the interval in which we show when the other party is typing
- video resolution

Microsoft Teams - Increasing team membership limit to 10K



Once available, all new and existing teams can host up to 10 thousand members. Increase in team size will help you utilize teams for scenarios such as companywide, department wide and inter-departmental communications.

What do I need to do to prepare for this change?

No explicit action is needed from admins and both new and existing teams will be able to grow to 10,000 members.



Due to the COVID-19 virus, Microsoft Teams adoption has increased with unbelievable percentage. Due to obvious reasons, Microsoft needs to adapt their platform in order to accommodate the increased usage. Inform your end-users and make sure to manage expectations according to Microsoft updates/notifications.



An increase in the team membership, make sure to inform your governance team and power users.

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New Feature: Multi-Window Chat for Microsoft Teams

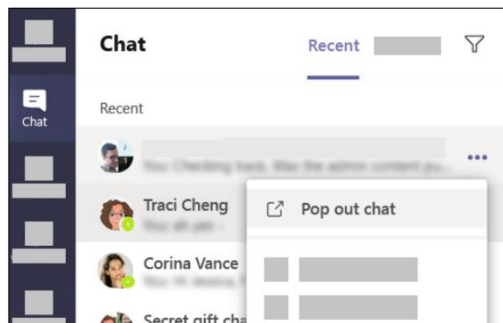
Updated March 23, 2020: The initial roll-out will be for Windows clients only. We will provide support for Mac and Linux clients in the coming weeks.

Multi-Window Chat is a new Microsoft Teams feature which enables users to multitask more efficiently by popping out their chat conversations into separate windows. We'll begin roll-out to all customers starting in early April and expect to complete the roll-out by the end of May.

Once available users will be able to engage in chat sessions in windows outside the Teams client.

There are several ways users can pop-out their conversations:

- Double-click on a conversation in the chat list.
- Click "Pop out chat" from the context menu for a chat in the chat list.
- Click the 'pop out' button in the top-right corner of the chat header.
- Use the slash command /pop
- Double-click on an avatar picture
- Hover over a chat in the chat list and click on the 'pop out' button



A long requested and important feature, the multi-window chat for teams!

Make sure to inform your end-users about this new feature, as soon as it becomes available. It will make them very happy!

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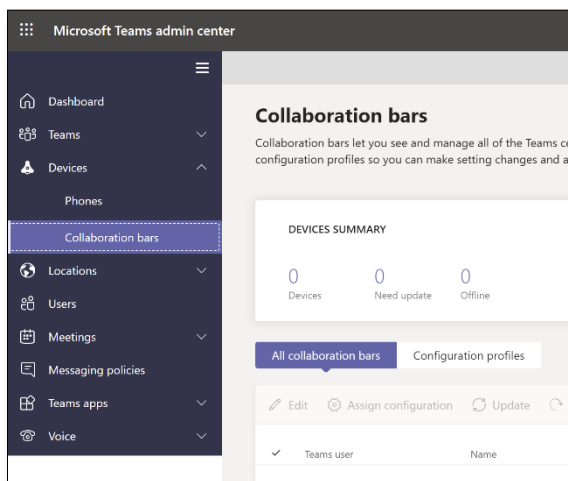
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Updated Feature: Device Management support for Collaboration Bars

A collaboration bar is a unified communication device which combines a sound bar and a camera. This device can be connected to any display and used for Teams meetings, usually in conference rooms.

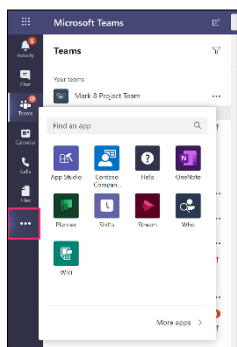
Admins will manage collaboration bars from the Teams Admin Center > Devices > Collaboration bars.

Admins will be able to create configuration profiles for individual device types. Phones will be further classified into desk phones, common area phones, and conference phones and will be shown separately in the dashboard.



Multiple devices are supported already for the use of Microsoft Teams. A new addition to the family is announced, the collaboration bars, and Admins are able to add and manage these devices.

New Feature: Allow IT admins to Pre-Install Apps



You already have the ability to pre-pin apps for your end users. We are adding a new setup policy that makes it possible to pre-install apps that your users will see immediately when they click the ellipses on the left rail of the Teams client. Note that when you install the app for your users, they cannot uninstall the app. You would need to remove it from the list of Installed Apps in the Setup policy.



Admins are now able to pre-install apps for Microsoft Teams. Inform your admins and governance team.

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SharePoint Online updates

Updated feature: Structural navigation caching

Structural navigation caching will be on by default. Disabling this new default site setting will have a negative impact on page performance. You might want to update your SharePoint site owner training and documentation.

Should your SharePoint site owners need to refresh the cache or disable caching:

1. From site Settings, select Site information > View all site settings.
2. Under the Look and Feel heading, select Navigation.
3. Scroll to the Structural Navigation: Caching section, and select the appropriate option.

Structural Navigation: Caching

Enable caching for improved performance when using structural navigation on this site. [Learn more](#)

☒ Enable caching

Structural Navigation: Refresh Cache

Refresh the cache to display navigation items that have been added or changed since the last time the navigation was refreshed.

Refresh



A small technical update within the structural navigation within SharePoint. Important to inform your power-users/developers so they can leverage this new ability.

New Feature: Audience targeting in site, footer and hub navigation

Site owners will see the toggle setting to enable audience targeting when editing the site, hub, or footer navigation. Once turned on, site owners and editors can target the specific navigation links to be filtered to specific audiences.



Enhanced audience targeting options. Inform your power-users and SharePoint Site Owners. Possibly adjust your training materials.

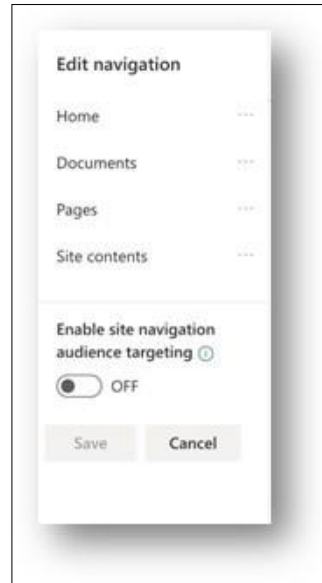
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Audience targeting benefits:

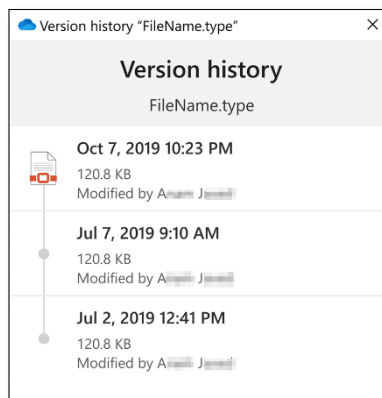
- Enables site owners to create more engaging experiences.
- Accelerates productivity by bringing targeted, high value resources into focus.
- Simplifies the viewing experience for users by removing distractions from content they don't need.

Only site owners can turn audience targeting on and off. Once turned on, any site editor can target menu links to specific audiences using Office 365 Groups or security groups.



New Feature: OneDrive Sync Version History

Users will see a new entry in the context menu in Finder, File Explorer, and OneDrive Activity Feed. Version history will allow users to download previous versions of a file as well restore or delete previous versions.

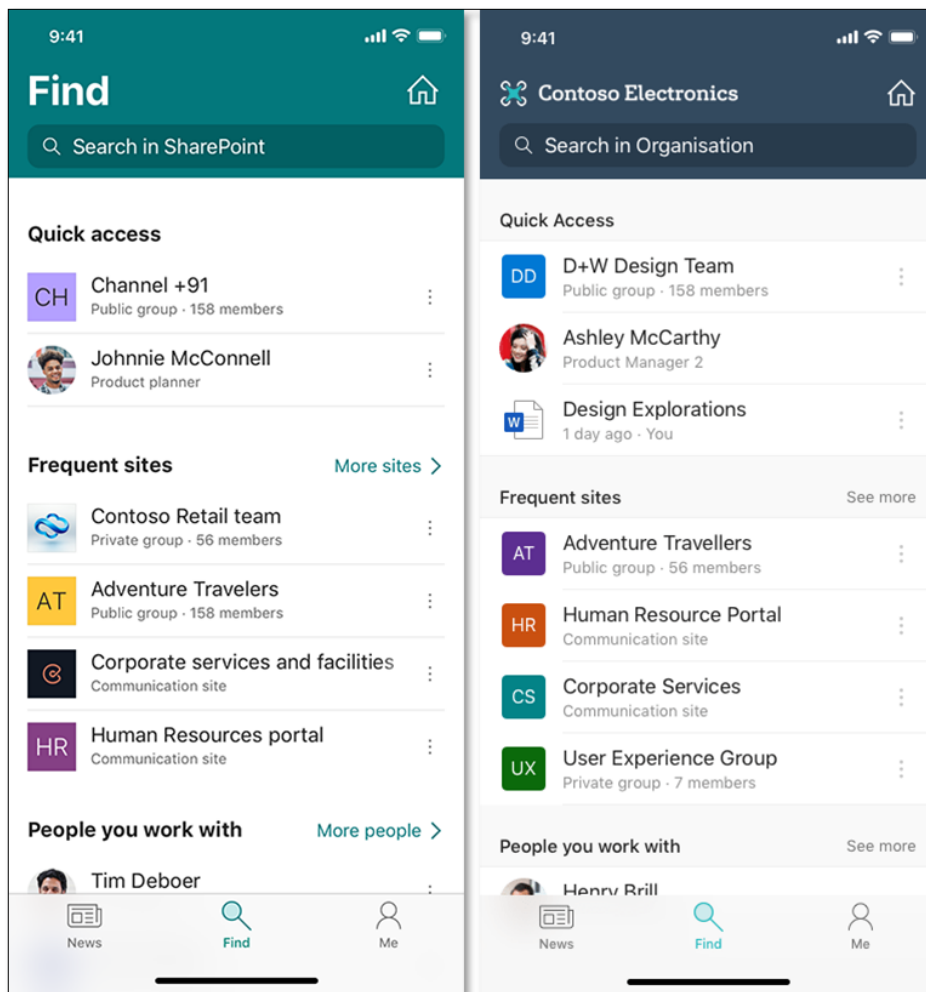


A small user interface change. Inform your end-users and adjust your training material.

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New Feature: SharePoint mobile app to support customized themes



This could be an important new feature for your company and the adoption of the SharePoint mobile app.

Inform your SharePoint power-users and possibly the communication department about this change.

The SharePoint mobile app user interface will inherit any theme customizations you have already implemented for your organization. However, the SharePoint mobile app supports only the Scalable Vector Graphics (SVG) image format.

- If you want the SharePoint mobile app to display your organization logo, you must upload an SVG image in the Microsoft 365 admin center if you have not already done so.

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New Feature: Multilingual publishing for modern SharePoint

This feature enables the publishing and consumption of pages and news in multiple languages in a modern SharePoint communication site. This is an opt-in feature. Site owners must take action to enable this experience. See details below.

We will be gradually rolling out this feature to Targeted Release (entire organization) customers by the end of March 2020. The roll out will be completed for all customers, by the end of May 2020

Organizations with diverse users benefit by having content in their intranet sites available in multiple languages. With this new feature, site owners can set up a multilingual experience on modern Communication sites.



Site owners will see a new experience in the language settings page under site settings. Communication site owners can then enable translation of pages and news. They will also be able to assign translators per language.

Translators get notified via email when there is a new default language page created or when an existing one is updated by the content owner. Translators are responsible for adding their language's content. Site visitors will automatically see pages and news in their preferred user language, if available. See screen shots below:



A historical feature, multilingual content pages, coming to Modern SharePoint. Be aware that this will be an opt-in feature!

You can now create a multilingual intranet experience for your company.

Make sure to check out this big new feature in the next pages, including visuals.

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Site owner language settings experience:

HP HR Portal Confidential

Site languages

The default language for this site is English. You can choose options for using multiple languages on this site.

Enable pages and news to be translated into multiple languages

On

Add or remove site languages

Language	Translators
English	Not applicable for site default language
Spanish	Debra Berger Select or type a translator Remove language
German	Joni Sherman Select or type a translator Remove language
Italian	Diego Siciliani Select or type a translator Remove language

Select or type a language

Show advanced settings

Save Cancel

View of the default language page after **Translation** has been selected in the top bar:

Contoso Electronics SharePoint Search in SharePoint

The Landing Microsoft Edit

The Landing Who we are What's happening Find it Edit Create site

New Translation Page details Published 2/19/2020

FlySafe Conference propels commercial drone industry

Translation

View the status of translations. Learn more

(default) Published

Create for remaining languages

French Draft saved 13 days ago View

Chinese (Simplified) Draft saved 13 days ago View

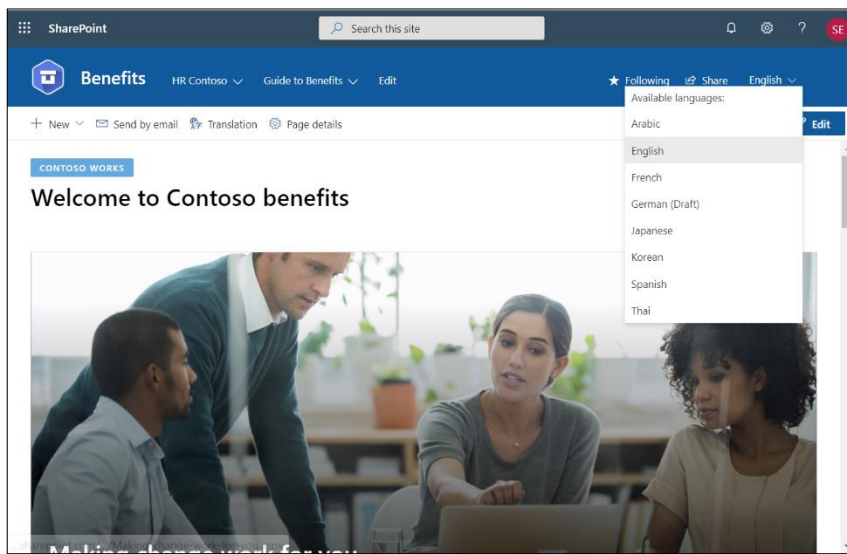
Russian Draft saved 13 days ago View

Spanish Draft saved 13 days ago View

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Page language selection experience for site visitors:



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Security & Compliance updates

Updated Feature: Microsoft Secure Score improvement action updates

In an effort to better represent the security posture of an organization, we are adding new improvement actions.

After listening to feedback from customers, Microsoft Secure Score has developed principles to ensure that the improvement actions presented help provide a meaningful and accurate representation of the security posture of an organization. Improvement actions that don't meet this standard are being updated or temporarily removed from the product.



Inform your security and operation teams about these updates.

If you need help or assistance in using these features, please get in contact [with the Portiva security team!](#)

Updated Feature: Alert notifications for alerts in 'investigating' status

Most ATP alerts handled by automated investigations alerts have the 'investigating' status. We have been sending 'investigating' alert notifications through the API, and they have also been visible in the console alerts queue by default. Until now, we did not also send an email by default.

This change in the ATP alert process ensures that [alerts which are being automatically investigated](#) will generate an email. Only admins who are setup for notifications on a specific policy may experience an increase in email alerts as well as see notifications of older alerts. By default, this is global admins only.

- As a result of this change, you will see these email notifications for new matching events in your organization.
- If your organization receives a high volume of phish messages, this will increase the volume of alert notifications when users encounter serious phish situations.



A change in the amount of notifications triggered by Advanced Threat Protection.

Inform your security team. If you need help, get in touch with the Portiva security team!

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- This change is also creating notifications on prior alerts. If you have already examined at these earlier alerts in the console, you can ignore the email notification.

High-severity alert: User restricted from sending email | P2Sender

Office365Alerts@microsoft.com
Tue 3/17/2020 9:35
awach@o365tsdfv2.onmicrosoft.com; Mimi Fang; Shubhanvi Jain; John E. Ross Admin; Brad Chen; Marvin Garden; Ti Feature Crew; Stuart Clark; Bob Elder; Densio User; Andy Pantabachari; Vishay Gupta (Attack Sim Team); Testing User + 11 others v

Office 365

A high-severity alert has been triggered

⚠ User restricted from sending email | P2Sender

Severity: • High
Time: 3/17/2020 9:32:00 AM (UTC)
Activity: Potentially compromised user account
User: ROSSA@O365TSDFV2.ONMICROSOFT.COM
View investigation details: [ipn:UserCompromisedInvestigation720a2d5e5ebdc8010896560b1c](#)

Details: User ROSSA@O365TSDFV2.ONMICROSOFT.COM has been restricted from sending messages outside the organization due to potential compromised activity.

Malicious Filehash	Malicious Filename(s)	Message Received Datetime(s)	Network Message(s)	App/Workload	File Location	Internet Message(s)	Malicious URL	Detection Method	Override Type	Override Details	Recipients or Users	Tags	Subject	Sender(P2)	Sender IP	URL Click Time	ZAP Event Datetime	ZAP Result	ZAP Location
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	ROSSA@O365TSDFV2.ONMICROSOFT.COM	N/A	3/17/2020 9:31:40 AM	N/A	N/A	N/A

[View alert details](#)

Thank you,
The Office 365 Team

Microsoft