Office 365 in Healthcare

Shawn Remacle
Director, Industry Sales Engagement
Microsoft Health & Life Sciences
Today’s Topics

Introducing Office 365
Protect PHI and Sensitive Information
Healthcare Collaboration
Healthcare Enterprise Grade Cloud
Cloud on your Terms
Q&A
Microsoft: Cloud scale infrastructure

► 1B+ customers in 125 marketplaces
► Over 1M servers in Microsoft datacenters
► 30T+ objects stored in Microsoft datacenters
► 1.5M+ network process requests per second
► Windows Azure Active Directory has handled over 400B identity authentications

► First cloud offering in 1995 – MSN
► $15B+ in cloud infrastructure
► 200+ services, delivered 24x7
► 100+ globally-distributed data centers
► 1.4+ km of dark fiber; peering with 3k ISP’s globally
### What’s Office 365?

#### MAIL + CALENDAR

<table>
<thead>
<tr>
<th><strong>Exchange Online</strong></th>
<th><strong>OneDrive For Business</strong></th>
<th><strong>Yammer &amp; SharePoint Online</strong></th>
<th><strong>Skype for Business</strong></th>
<th><strong>Office Pro Plus &amp; Office Online</strong></th>
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<tr>
<td>Up to 50GB mailboxes, with options for unlimited archiving</td>
<td>1TB of personal cloud storage</td>
<td>Share/organize important documents and insights across the enterprise</td>
<td>Create/join audio, video and web meetings inside and outside your business</td>
<td>Familiar, consistent Office user experience across devices</td>
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<td>e-Discovery, Legal Hold, Data Loss Prevention</td>
<td>Sync files across your devices</td>
<td>Build new content experiences with familiar tools</td>
<td>Desktop, application and whiteboard sharing</td>
<td>Always the latest version</td>
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<td>Protected by Exchange Online Protection</td>
<td>Securely share your files inside or outside your organization</td>
<td>Yammer extends collaboration through a private social network</td>
<td>Flexibility with Lync mobile clients</td>
<td>First class browser experience with Office Online</td>
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<td>Send encrypted email with Azure Rights Management</td>
<td>Integrated with Office, with support for version control</td>
<td>Quickly bring your team together so they can have conversations</td>
<td>Lync and Skype federation</td>
<td>Whether you’re working online or off, from your computer, tablet, or phone, Office 365 has you covered</td>
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### NOTE
Details above represent features available as part of the overall Office 365 portfolio of offerings. Not all specific features are available on all Office 365 SKUs and as robust on all platforms. Please review [www.office.com/information](http://www.office.com/information) for detailed information on specific SKUs and device compatibility.
Use Office 365 Pro Plus across your devices

Latest version of Office for your PC, Mac, Windows tablets/phones, iPads, iPhone, Android tablets/phones

Per user Office license on 5 devices + 5 tablets + 5 smartphones

For Health IT:
- Virtualization as a device
- Deploy from on-premises vs. Office 365 portal (click-to-run)
- Shared Computer Activation
- Use Office versions supported by your EMR/LOB applications
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## Office 365 Plans – Mapping to the Organization

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*Core CAL Bridge (Windows Server CAL, Systems Center Configuration Mgr/Endpoint Protection) – Retain SA and platform discounts*
Protect PHI and sensitive information

- Multi-Factor Authentication
- Message Encryption
- Data Loss Prevention
- Mobile Device Management
Email communications are permitted, but you must take precautions

The Privacy Rule allows covered health care providers to communicate electronically, such as through e-mail, with their patients, provided they apply reasonable safeguards when doing so. See 45 C.F.R. § 164.530(c).

Providers must take steps to protect the integrity of information and protect information shared over open networks

The Security Rule does not expressly prohibit the use of email for sending e-PHI. However, the standards for access control (45 CFR § 164.312(a)), integrity (45 CFR § 164.312(c)(1)), and transmission security (45 CFR § 164.312(e)(1)) require covered entities to implement policies and procedures to restrict access to, protect the integrity of, and guard against unauthorized access to e-PHI.

A covered entity must implement procedures to verify that a person or entity seeking access to ePHI is the one claimed. (45 CFR § 164.312 (d))

Office 365 provides Health IT the tools to enable HIPAA compliance for email.
Enable Person Authentication

• Providing an extra layer of authentication, beyond a user’s account credentials, to secure access

• Verification options
  - Text Messages
  - Phone Calls
  - Mobile App Notification (iOS, Android, Windows Phone)

• Extend to on-premises, other cloud apps with Azure Multi Factor Authentication
Securing Integrity of Communications

- Deliver confidential business and patient communications
- Allows users to send encrypted email easily
- IT can easily create a user experience that enables HIPAA compliance

### Diagram

1. **Office 365 user sends an email message.**
2. **Message is filtered by admin-defined rules and matches a rule for encryption.**
3. **Message is encrypted with Office 365 Message Encryption.**
4. **Encrypted message is delivered with an HTML attachment.**
5. **Recipient opens HTML attachment to connect to the viewing portal.**
6. **Recipient authenticates by signing in or entering a one-time passcode.**
7. **Message is decrypted.**
   - Recipient views the message and can send an encrypted reply.
Data Loss Prevention

Avoid Compliance Loopholes

- Ensure adherence for non-compliant, new to organization, and misclassified users
- Use classifications to enforce policies via hold, block, audit, encrypt, and Policy Tip notifications
- Combine with other compliance controls, like e-Discovery, for an integrated experience
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Mobile Device Management for Office 365

Conditional Access
Help secure and manage corporate resources by requiring enrollment of devices

Device Management
Set device policies such as jailbreak detection and device level pin

Selective Wipe
Perform a selective wipe of Office 365 data, while leaving personal data intact

Built-In to all Office 365 plans at no cost

On Launch
Manage:
Exchange ActiveSync, OneDrive for Business, Word, Excel, PowerPoint
On:
iOS 6+, Android 4+, Windows/Windows RT 8.1*, Windows Phone 8.1

Future
Manage:
OneNote, Yammer, Lync, Browser-only access to Office
Mobile Device Management for Office 365

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Microsoft Intune

Application Management

Onedrive

Office

Word

Excel

Powerpoint

iOS 6+, Android 4+, Windows/Windows RT 8.1*, Windows Phone 8.1

Future Manage:

OneNote, Yammer, Lync, Browser - only access to Office

LoB App

LoB App

EMR

EMR

+ comprehensive MDM capabilities

LoB App

LoB App

EMR

EMR
Healthcare Collaboration

Extend the Care Experience

Improve Care Team Collaboration

Cloud Sharing
Extend the Care Experience

Created a “Tele-Cart” to support genetic or nutrition counseling at its remote locations

- Radiology Consults
- Stroke Observation
- Prescription Approvals

Uses telemedicine through Lync to deliver a wide range of psychiatric services

Delivers remote patient consultations via the cloud
IMPROVE CARE TEAM COLLABORATION
Advocate Health, Chicago, IL
Cloud Sharing

- Share business files selectively with colleagues, patients, and external business partners
- 1TB of dedicated space per employee

“We use OneDrive for Business to comprehensively manage many of our documents...[including] photos that we use as part of everything we do in plastic surgery.”

— Dr. Alex Campbell, Medical Advisor, Guwahati’s Comprehensive Cleft Care Center
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Healthcare Enterprise Grade Cloud

Privacy and Security
HIPAA and Compliance
FastTrack Onboarding and Deployment
Privacy and Security

Privacy by Design

- Customer ownership of data
- No data mining or advertising
- ISO/IEC 27018 certification
  
  Code of practice for protection of personally identifiable information (PII) in public clouds

- Zero access is the starting point
- Privacy controls for customer
- Transparency about your data; Redirect data requests to customer

Built in Security

- Physical – biometric access, segregated networks, role separation, encrypted disk
- Logical – servers run only whitelisted processes, proactive threat management
- Data – encryption at rest, SSL/TLS in transit, file/data integrity checks
- Admin and user controls – Rights Management, Message Encryption, MFA, MDM

Announced: Customer Lockbox for Office 365
Continuous Compliance

Independent verification and audits
Over 900 controls in the Office 365 compliance framework
Dedicated compliance team

Certifications
- ISO 27001/27018
- SSAE SOC 1 Type I/II, SOC 2 Type II
- HIPAA/HITRUST
- FISMA/FedRamp
- EU Model Clauses and Safe Harbor Framework
- Gramm-Leach-Bliley Act (GLBA)
- FERPA

HIPAA

HIPAA Physical, Technical and Administrative safeguards have been implemented since 2011
Microsoft offers a HIPAA Business Associate Agreement that covers Office 365 services

- Created collaboratively with healthcare customers to help ensure broad acceptance
- Over 10M users covered by the BAA to date
- US Dept of HHS is an Office 365 customer (125k seats, Nov 2014)

“The fact that Office 365 is built from the ground up to be HIPAA compliant was a key to our choice.”

Doug Herrick
Chief Information Officer
Jefferson University and Hospital Information Technologies
FastTrack for Office 365

**Office 365 Free Trial** - 250 person/90-day E3 trial subscription

**FastTrack Planning Engagements** (for Software Assurance customers)

**Partner-led** Solution Alignment Workshops

**Technical Labs and Readiness**

**Deployment Planning Tools**

Microsoft delivered direct remote assistance of onboarding activities for Office 365 services

**Robust suite** of automated checks and configurations to assess

Available for all customers with **150+ seats of paid** E plan, or eligible standalone SKUs

**Microsoft Consulting** fixed-price deployments available

Customers who buy **150+ seats of Office 365** (E1, E3, E4, Exchange Online, SharePoint Online, Lync Online, OneDrive Standalone plans, Office 365 Pro Plus **until June 30, 2015** are eligible for:

- **Microsoft led** email migration
- **Partner led** qualified adoption activities - $15 per seat for 150-1000 seats, then $5 per seat above 1000 seats ($60K limit per customer)

//deploy.office.com
## A Regular Cadence to Evolve Office

| Exchange  | Mailbox size doubled 25GB to 50GB, 25MB to 150MB attachments  
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<th></th>
<th>Unlimited archiving</th>
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| Skype for Business | Mobile clients for iOS, Android, Windows Phone, Windows 8  
|           | Connectivity to Skype network           |
| SharePoint | OneDrive for Business increased storage space from 25GB to unlimited  
|           | Yammer Enterprise Social integration    |
| Office   | Office for iPad, Android  
|          | Power BI, Office Delve, Office 365 Video |
| Security | Office 365 Message Encryption added at no cost to E3 plan  
|          | MFA and MDM added to all plans at no additional cost |
Strategic Impact

Boost business agility – from acquiring new organizations to enabling new business processes – with instant-on capacity

Redeploy IT talent from implementing hardware and installing software to managing initiatives to improve business objectives

Better disaster recovery options through geo-replication

IT Control

Optimize a move to the cloud with the flexibility of staged deployments or hybrid scenarios

Patches, security updates, and back-end upgrades deployed automatically saving time – while IT retains control over when to deploy major changes
New Economics

**Shift from Capex to Opex** – easily budget your annual costs and any future growth

**Pay for what you use** – the right plans for the right users at the right price

**Lower your TCO**

### Cloud Investment: CFO

- **Infrastructure Costs**
  - Hardware
  - Storage
  - Back up and DR
  - 3rd party software/services
  - MPLS/LAN
  - DC costs
  - Periodic upgrades

- **Operations Costs**
  - Annual Admin costs
  - Annual Support/Helpdesk costs
  - **Periodic** upgrade costs
  - Updates / Server Resets
  - Patching

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<th>Current (On-Premise)</th>
<th>New (Cloud)</th>
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<td>Microsoft Software Licensing Cost</td>
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**X% Cost Savings**
Key customer decisions to prepare for Cloud

**Value Proposition and Business Case Development**
- Office 365 in Healthcare Overview
- Discovery of organizational business needs and use cases
- ROI/TCO analysis
- Scenario demos (as needed)

**Review Security, Privacy, and Compliance**
- Review of Microsoft HIPAA BAA
- Review Microsoft ISO and SSAE16 reports (if required)
- Office 365 compliance and security overview

**Experience and Solution Fit**
- Sign-up for Office 365 free trial
- Set up FastTrack Get Started pilot with Cloud Partner (if needed)
- First-hand evaluation of features/functions and IT administration

**Deployment and Migration Options**
- Determine appropriate Cloud Partner for deployment/migration
- Deployment Scoping: Solution Alignment Workshop and Cloud Migration Deployment plan with Cloud Partner

**Purchasing, Contracts and Support**
- Review organizational user mix/needs and match to appropriate Office 365 plans
- Premier support for Office 365
- Review licensing agreements and final pricing proposal