

Microsoft 365: Unique Identities & MFA Enablement

Service Definition

2024 - 2025



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SERVICES

About the Service

Microsoft 365 credentials are often used to access cloud services, which means each username must be unique to ensure data is available only to the intended person. This could include SIMS data in SIMS NextGen or in the future, our service portal, or personal information in Oracle Fusion. This username is usually your work email address.

Multifactor authentication (MFA) adds extra security to your Microsoft credentials. Typically, this uses an authenticator app on your mobile phone or other device in conjunction with your username and password to access secured resources. MFA is an excellent method of protecting your identity and has been proven by Microsoft to prevent 99% of identity-related breaches.

This service is part of our collection of Microsoft 365 Assisted Setup consultancies, designed to help schools prepare staff accounts for cloud services. Other options include:

- Microsoft Office 365 OneDrive consultancy
- Microsoft Office 365 Teams Setup consultancy
- Microsoft Office 365 Sway consultancy (newsletters)

We also offer technical support for schools once setup with unique identities/MFA to enable Conditional Access MFA or to setup [Single Sign-On between network and Microsoft 365](#). Please ensure you review the additional information below, before requesting this service.

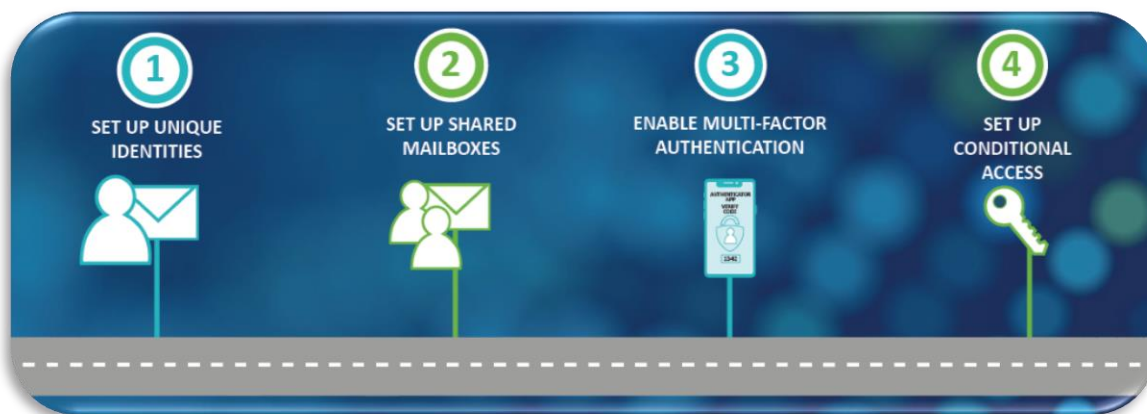
What are the benefits?

- Unique identities with MFA significantly increase the security of school data.
- Prepares your school for using SIMS Next Gen (cloud version of SIMS).
- Ensures that staff who will access SIMS Next Gen have a unique identity and have MFA enabled on their account, meeting a key pre-requisite for access to SIMS Next Gen.
- Adds an extra check at login, reducing the risk of unauthorised access to sensitive data stored in SIMS Next Gen.
- Enables MFA in your Microsoft tenancy for each user with a Microsoft 365 unique identity.
- Help meet the "Control and secure user accounts and access privileges" section of the [DfE Technical Standard for Cyber Security in Schools](#) and new NCSC [guidance on setting up multi-factor authentication](#).
- Helps meet data protection regulations.
- Reassures school staff, governors and parents that the school is taking positive steps to protect their data and the pupils' data.
- Any issues can be identified and addressed early.
- Eliminates downtime reading manuals or support pages.

What's included?



Our Microsoft 365 Unique Identities and Multi-Factor Authentication (MFA) Enablement Service is designed to protect school and data and ensure that staff accounts are setup ready for cloud-based solutions, such as SIMS Next Gen.



As part of the Microsoft 365 Unique Identities and Multi-Factor Authentication (MFA) Enablement consultancy service, we will:

- Agree dates for the required consultancy slots (two separate dates are recommended, an initial session to enable MFA for staff you choose as your MFA pilot and then a second date to complete your schools' MFA enablement for all staff).
- Explain how MFA works.
- Provide a list of your users in your tenancy, and with the aid of an authorised member of school staff, update and cleanse this list for you.
- Prepare your tenancy by setting up appropriate security and Teams groups and assigning appropriate Microsoft licences.
- Enable Conditional Access (if your school has our A3 EES licences), which helps reduce the number of MFA challenges staff will receive, while continuing to give enhanced security.
- Set up unique identities for up to five staff.
- Convert generic accounts (e.g., head@, bursar@, contactus@) to shared team mailboxes, which will enable approved office team staff to access these generic accounts.
- Migrate files and folders from any generic accounts to relevant user's unique identity One Drive (personal work storage folder) or alternatively to Microsoft Teams file storage areas.
- Enable Multi-Factor Authentication (MFA) in Microsoft 365 for the unique identities to provide improved security, ready for staff to use with Microsoft Authenticator app.

What does it cost?



Microsoft 365 Consultancy Charges 2024-2025

Consultancy Type	Price Ex VAT
Microsoft 365 Unique Identities and Multi-Factor Authentication (MFA) Enablement Price Band B - Remote consultancy call	£91.00 per hour

Please contact educationdigitalservices@lancashire.gov.uk to arrange a booking.

All consultancies are subject to consultant availability.

Additional information



Where can I read more about Multi-Factor Authentication?

Visit our [Security and Online Safety pages on our website](#) to find out more.

Is anything required before I can use this service?

You will need to:

- Ensure that all staff have installed the Microsoft Authenticator app on a separate device to your work PC/laptop or tablet, typically this would be on a mobile phone. Schools, with a no mobile phone policy for school staff, should review the [DfE guidance on staff use of mobile phones](#) which suggests an exemption to allow staff to use MFA (see p8 "The Role of Staff"). Alternatively schools could purchase [Microsoft A3 licencing](#) and [use conditional access to reduce the requests for MFA](#).
- Have a Microsoft 365 tenancy supported by Education Digital Services (this is part of your Broadband and Online Services subscription).

Note: If your school has taken the [Microsoft 365 Devolved Admin option](#), you will need to ensure a member of staff with Global Administration privileges is available throughout the consultancy.

- Consider how your school will keep backups of data stored in OneDrive and Teams. You can purchase a [Microsoft 365 backup service](#) through Education Digital Services.

Important: We recommend that once MFA has been enabled on accounts that your school also requests ["Conditional Access"](#) to be set up. This will reduce the number of times staff are challenged to enter additional codes (MFA) when they login. To do this, you will require either Microsoft A3 or A5 subscription licencing, as each staff member will need an A3 Faculty licence



assigned. These A3 or A5 EES Licences can be purchased through Education Digital Services via our [Microsoft EES Subscription Agreement](#).

Can I setup MFA on Microsoft A1 licensing?

Yes it is possible to set up multi-factor authentication (MFA) where users have free Microsoft A1 licensing (please note you should not do this for users with A1 Pro licences as these licences are being retired by Microsoft), however there are significant disadvantages to MFA on A1 licences, as your school staff will receive many more requests to input MFA codes than if you were to enable Conditional Access on your tenancy (this requires Microsoft A3 licensing). [Microsoft A3 licensing](#) comes with lots of additional benefits.

How many consultancy hours will be needed for this service?

This consultancy can vary in length, depending on the bespoke requests from each school but this will be discussed with you as part of the initial consultation.

We would anticipate that the two consultancy sessions combined would be 1 to 3 hours depending on the size of your school and the number of staff being setup.

Are there other ways our school can setup Multi-Factor Authentication?

We also offer downloadable User Guides for schools that subscribe to our Broadband and Online Services or our SIMS support (available in the support section of our website).

Alternatively, schools subscribing to our Technical Support for Curriculum Networks can ask their technician to help or log a request with our ICT Service Centre.

If your Microsoft 365 tenancy is supported by a third-party support company, please contact them to arrange setup.

What's excluded?



Please note that this service does not include installation and setup of Microsoft Authenticator app on staff devices.

Amendments or new requests for assistance should be commissioned separately.