



FAQ for Microsoft Dynamics CRM Online Government

March 23, 2015

Microsoft delivers a cloud-based solution to United States federal, state, and local government customers and government-authorized entities helping leaders, policy makers and those they serve to achieve greater impact within their communities. Bringing together the Microsoft Cloud platform and productivity applications with an easy to use CRM solution that helps U.S. government organizations streamline infrastructure and management, get greater insights from their data, enable greater communication and collaboration, and better engage with constituents through new services.

1. **The most complete cloud designed for government** - Familiar productivity tools and business applications in a secure cloud that's cost-effective, easy to use, and available anywhere, on any device.
2. **Rigorous security and compliance** - Government cloud with US government organizations only, located in U.S. datacenters, with FedRAMP and HIPAA certification.
3. **Enables the right personal experience in a trusted cloud** - Single sign-on across cloud applications, regardless of device, with enhanced security, identity management and user access control.
4. **Achieve flexible, hyper-scale and focus on mission** - Simply manage your choice of workloads in the public cloud, government cloud, or your own datacenter, with flexibility and capacity to scale, so IT can focus on mission critical solutions.
5. **Open platform for development flexibility** - Readily integrated with Open Source, and coupled with the security and compliance capabilities governments require.

Based on the architecture of Microsoft industry leading Dynamics CRM Online public cloud offering, Dynamics CRM Online Government is designed to meet U.S. government demands by:

- Providing business continuity with true geographic redundancy
- Data, applications, and hardware located in the continental U.S.
- Physically isolated datacenter and network
- Operated by screened personnel
- Technical Support provided by U.S. Citizens
- Addressing certain government security and compliance requirements:
 - ISO 27001 certified, one of the best security benchmarks available across the world
 - SOC compliant: CRM Online is committed to annual SSAE 16 / ISAE 3402 attestation

- Meets the requirements of HIPAA/HITECH (Microsoft will sign an accompanying HIPAA Business Associate Agreement upon request),
- Regulatory compliance roadmap including FedRamp

What are the benefits of Dynamics CRM Online Government?

- Integrated today with Office365 for ease of use, seamless sign on for users. Dynamics CRM Online Government and Office365 Government share administration functions and authentication.
- Process-guided experience extended to mobile devices. Integrated today with not only iPhone, iPad, Android and Windows Phone 8, you can extend your business process to nearly every mobile device.
- Cost predictability. Pay-as-you-go pricing that allows you to change capital expenditures into predictable operating expenses.
- Redundant, 3rd party testing, multiple copies of your data and instance to prevent outages. We do the heavy lifting so you don't have to.
- Speed to Value. Get up and running faster, implement enhancements quicker, realize value sooner.
- Continuously Available. Application and Infrastructure Management is handled for you and backed by a guaranteed, [financially backed SLA of 99.9%](#). Access anywhere using a browser, work offline with Outlook integration.
- Use Modern, High Performing Infrastructure. We have invested billions in our state of the art datacenters to deliver the best user experience.
- No Compromise on Dev & Test. Dev & Test on the same configuration and hardware as Production.
- Maintain Flexibility. Customize as needed for your organization. UI, Entities, Activities, Dashboards, Workflows. Tons of flexibility
- Transform IT, Deliver Higher Value. Focus IT on strategic efforts to achieve better business alignment by reducing complexity associated with hardware, software, support, update, backup or tech training activities. Microsoft manages, allowing customers to focus on their core business strengths.
- Ready When You Are. Capacity to adapt when needed, as fast as unforeseen events demand. Deploy quickly; expand in an instant; add users at a moment's notice.

What is Microsoft's Cloud for Government?

- The [Microsoft Cloud for Government](#) is built around three distinct cloud services to provide Productivity, Business Applications, and a general purpose cloud platform to meet government needs through Office 365, Dynamics CRM Online, and Microsoft Azure. While these three services are all great as standalone offerings. Together, they create a virtuous cycle that drives more value for our customers and partners than they do independently. For more information please go [here](#).

When is Dynamics CRM Online Government going to be available?

- Availability will be in January of calendar year 2015. Dynamics CRM Online Government will allow customers to leverage their existing investment in Microsoft by integrating and authenticating fully with Office 365 Government.

What markets will the Dynamics CRM Online Government?

- Is available for U.S. federal, state, and local government customers and government-authorized entities.

What are the benefits for customers and partners?

- Now government users who serve in areas that range from case management and field inspections to grants management to direct citizen services will have “anytime, anywhere, any device” access to their workflows and applications. Dynamics CRM Online Government will also provide citizens with a central online resource to look up information about events and services, find community health centers, apply for permits or licenses, pay bills and fines, or log reports and requests.

What are the requirements typically requested by U.S. Government Agencies?

- Though agency requirements vary, it is common for government agencies to require one or more of the following:
 - Environment designed for FedRAMP compliance
 - Network Isolation – both physical and logical
 - A tenant community comprised only of government entities
 - Data Center and Customer Data (at rest) location in the Continental United States (CONUS)
 - Cleared personnel – supported by US Citizens or Qualified US Persons

Does Dynamics CRM Online Government have all of the requirement above to qualify as a U.S. Government recognized Government Community Cloud (GCC)?

- Yes. Microsoft is delivering Dynamics CRM Online Government as a separate instance GCC for use by U.S. Government customers that can meet the requirements above. Though issuance of a FedRAMP ATO is ultimately determined by the reviewing agency, Microsoft has designed Dynamics CRM Online for U.S. Government to comply with FedRAMP.

Will Dynamics CRM Online Government work with the other Microsoft for Government Cloud offerings?

- Yes. Microsoft’s Government Cloud provides one unified approach to administration, access authentication across Dynamics CRM Online, Office 365 and Microsoft Azure.

When will Dynamics CRM Online Government meet FedRAMP requirements?

- Microsoft has evaluated Dynamics CRM Online (public cloud version) using FedRAMP security controls, and successfully completed an internal audit meeting those requirements.
- Based on those results, Microsoft submitted an authorization package for a FedRAMP provisional authority to operate (P-ATO) by the FedRAMP Joint Authorization Board (JAB) in October 2013. Once issued, a P-ATO means that the JAB has provided a review of the authorization package and provided an initial approval for federal agencies to leverage when

seeking their own P-ATO for the service. An agency ATO is NOT predicated on a JAB P-ATO, thus agencies must still go through the process to obtain their own agency ATO.

- The Dynamics CRM Online FedRAMP JAB authorization package is available for federal agencies to use in their security assessment to authorize Dynamics CRM Online for use, or grant a P-ATO.

Are there any plans for Dynamics CRM Online for U.S. Government to meet Criminal Justice Information Services (CJIS) requirements?

- Microsoft is working towards implementing technologies and processes along with contractual safeguards that will enable agencies to address CJIS while using Dynamics CRM Online for U.S. Government. A CJIS customer package is available upon request.

Can you provide more details regarding signing up for an Online Trial?

| | CRM Online Government | CRM Online |
|--|---|--|
| Time Limit Options | 30 day and 90 day | 30 day |
| Sign up available online | No, must request access through your Microsoft representative | Yes |
| Licenses | 25 users for 30 day and 100 users for 90 day | 24 users |
| Storage | 5 GB | 5 GB |
| Customer Support | Yes, Routes through Cloud screened US Citizens. Telephone Support is provided from 6am-6pm Pacific Mon-Fri, with 24x7 available to those on Premier and Professional Direct plans. Billing and Technical Support is included for all organizations at no charge. | Yes. Support in North America is 6am-6pm Pacific Mon-Fri, with 24x7 available to those on Premier and Professional Direct plans. Billing and Technical Support is included for all orgs at no charge. |
| Can other Microsoft Online products be included in the trial? | Only if available in the Microsoft Government Cloud, and not offered under the terms of the trial. | Yes, but not offered under the terms of the trial unless, explicitly stated. |
| Terms and conditions | Coming Soon | Yes |
| Locations Supported | US Only | WW |
| Sign up - Online Trial | Link | Link |

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