

Microsoft
Professional
Services

Compliance Framework

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Meeting compliance needs

Microsoft Professional Services delivers Microsoft’s technical support and consulting services offerings, which can require customers to entrust Microsoft with their data. Microsoft is committed to the highest levels of trust, transparency, standards conformance, and regulatory compliance. Microsoft Professional Services addresses the most rigorous security and privacy demands of our customers.

To help organizations comply with national, regional, and industry-specific requirements governing the collection and use of individuals’ data, Microsoft Professional Services provides a comprehensive set of compliance offerings, including certifications and attestations.

Learn more on the [Microsoft Professional Services Trust site](#).

Overview: Data collected by Microsoft

As Microsoft provides offerings and services to customers, different categories of data are collected. Protection levels for these categories are prioritized based on risk, data type, and nature of the service. The following table describes these data categories and the applicable protections.

Data collected for:	Online Services (e.g., Office 365, Azure, Dynamics)	Professional Services and Support , meaning technical support or consulting engagements	Account management or sales , or to maintain our business relationship
Data classification	Customer data	Support and consulting data Support data	Account data Contact data Administrator data Microsoft business data
Contract definition	All data, including all text, sound, video, or image files, and software, that are provided to Microsoft by, or on behalf of the customer through use of the online service. Customer data does not include support data. (Online Services Terms)	Data provided to Microsoft by or on behalf of the customer or obtained by Microsoft directly from an online service with explicit customer consent, through a Professional Services engagement with Microsoft. (Microsoft Professional Services Data Protection Addendum)	The information provided to Microsoft during sign-up, purchase, or administration of your account. (Microsoft Privacy Statement)
Examples	End-user emails or SharePoint data, Azure VMs, active directory located within the Microsoft Cloud.	Support tickets, chat sessions, customer emails sent or provided to the support or consulting team, consulting notes, and general engagement artifacts, as well as system diagnostic data and event logs (application, system, security) or any other data or content when provided by the customer for support or consulting purposes.	Name, address, phone number, and email address you provide, as well as aggregated usage data related to your account, such as the controls you select. Also includes information about your account, including subscriptions, billing, and updates.
Data protection commitments	See the following Online Services Compliance Frameworks: Azure, O365, Dynamics 365 . See the Microsoft Trust Center Compliance section for other services.	See <i>Compliance Framework</i> below.	See Microsoft Privacy Statement .

Case example

Contoso is a Microsoft customer using Microsoft Azure for database storage along with a Microsoft Professional Services Unified Support agreement. Contoso signs up for Azure and provides billing and invoice information and a contact for their administrative contact in the Azure portal (i.e., account/administrator data). Contoso then uploads a database onto the Azure service itself (i.e., customer data). A few months later, their database fails, and they file a ticket with Microsoft support (i.e., support and consulting data). With the customer's consent, Microsoft support pulls log information from the database on the backend of the Azure service to analyze for repair (i.e., support and consulting data).

Microsoft support and consulting data compliance framework

Within this compliance framework, Microsoft Professional Services categorizes support and consulting offerings into multiple tiers. Each tier is defined by specific compliance commitments.

	Tier 1	Tier 2A	Tier 2B
Support or consulting level	<ul style="list-style-type: none"> - Standard general support - In-product support - Pro support - Support for unmanaged accounts 	Managed accounts <ul style="list-style-type: none"> - Microsoft consulting services (MCS) - Microsoft Unified support - Microsoft Premier support 	
Data classification	Support data	Professional Services Support Interaction and Consulting Data	Professional Services Content Data
Examples	<ul style="list-style-type: none"> - All data provided to Microsoft support for support purposes including engagement data (tickets), diagnostic data, event logs, and content 	<ul style="list-style-type: none"> - Engagement data (tickets) - System diagnostic data provided or used for support or consulting purposes - Event logs (application, system, security) provided or used for support or consulting purposes 	<ul style="list-style-type: none"> - End-user emails - SharePoint data - Website content - Crash dumps - Customer Code (when in Professional Services IT environment)
Privacy requirements	<ul style="list-style-type: none"> - ISO 27001 & ISO 27018 - General Data Protection Regulation (GDPR) - PIMS (ISO 27701) 	<ul style="list-style-type: none"> - ISO 27001 & ISO 27018 - General Data Protection Regulation (GDPR) - PIMS (ISO 27701) - EU Model Clauses (also called Standard Contractual Clauses) - Defense Federal Acquisition Regulation Supplement (DFARS) 	<ul style="list-style-type: none"> - Commitments included in tier 2A - Additional security practices such as encryption-at-rest On request: HIPAA Business Associate Agreement
Data protection agreement	<ul style="list-style-type: none"> - Online Services Terms (OST) 	<ul style="list-style-type: none"> - Microsoft Professional Services Data Protection Addendum (MPSDPA) 	<ul style="list-style-type: none"> - Microsoft Professional Services Data Protection Addendum (MPSDPA)

Note: In addition to the multiple tiers above, there is also a data services level for preview, pilot, beta, and limited release offers which provides minimum security and confidentiality commitments. You can find out more [here](#).

Case examples

Tier 1: Contoso is a Microsoft Professional Services customer that needs standard general support to conduct an Azure connectivity check. Contoso requires that their troubleshooting-related data will be protected and meet the ISO 27001 standard to ensure their security risks are managed effectively.

Tier 2A: Fabrikam is a Microsoft Professional Services Premier support customer based out of Europe that needs to file a ticket after they experience performance problems with their database on Azure. As a European company, Fabrikam's privacy manager requires privacy that meets the standards in the EU Model Clauses.

Tier 2B: Fabrikam is a Microsoft Professional Services Unified support customer that has a regulatory requirement to maintain encryption at rest over a database on Azure that is not responding properly. Fabrikam's data protection manager designates the database as support and consulting content data to ensure encryption-at-rest.

Frequently asked questions

Which Professional Services offerings does the Microsoft Professional Services compliance framework apply to?

The Professional Services compliance framework applies to all offerings under Microsoft Consulting Services (MCS), Microsoft Unified support, and Microsoft Premier support, excluding [preview, pilot, beta, and limited release](#) offerings.

What does the compliance framework mean for customers in various geographies or industries?

A key commitment Microsoft makes to customers is transparency in service operations. With this view of compliance across Microsoft Professional Services, customers can make informed decisions in selecting the appropriate offering while considering their own business requirements based on geography and industry regulations.

What is standard general support?

Standard general support is support that either comes included with a product/cloud services or is purchased on an as-needed basis. Standard general support does not include account management or proactive support solutions.

Can a compliance category lose its current capabilities?

No. A compliance category can become stronger with more capabilities but will not lose any of its current capabilities unless a standard or regulation becomes inapplicable.

Is the compliance framework current?

Microsoft commits to keeping the compliance framework up to date to provide customers with the latest view of compliance across various Professional Services. This framework was last updated based on the date on the title page of the document.

Additional resources

- [Microsoft Professional Services Data Protection White Paper](#) - How Microsoft Professional Services addresses security and privacy challenges and information on data protection controls and compliance.
- Additional information about other [Microsoft Compliance Offerings](#).

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