Indian Health Service
Microsoft 365 G5
Product Line Overview

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Agenda

➢ **IHS/Microsoft Enterprise Agreement**

➢ **IHS/Microsoft Unified Support**

➢ **Microsoft 365 Overview and Applications**

➢ **Microsoft Power Platform**

➢ **Microsoft Copilot**

➢ **Microsoft Security and Compliance**

➢ **Microsoft Learning**

Microsoft Enterprise Agreement

➢The IHS Microsoft Enterprise Agreement is the only approved source to procure Microsoft Services and Applications

➢Allows IHS access to nearly all Microsoft Cloud Services in the Government Community Cloud

➢All IHS Staff receive Microsoft 365 licenses automatically with a D1 Network account

➢HQ OIT Manages the Microsoft EA contract and licenses

- Microsoft 365 Productivity Apps
- Security and Compliance Tools
- Cloud Storage
- Desktop Applications
- Windows Operating System Licenses
- Server Application Licenses
- Azure Infrastructure-as-a-Service
- Power Platform
- CoPilot AI

Microsoft Unified Support

Microsoft Unified Support provides technical and advisory services to optimize IT infrastructure.

Microsoft Unified Support helps accelerate digital transformation and drive innovation.

Foundational services	Technical Support (As-needed, 24/7)	• Expected response times:
		  – Critical Sev 1: 15-min for Azure/1-hour for all other products
		  – 1-hour Sev A/2-hour Sev B/4-hour Sev C

	Escalation Management	• For Critical Business System Down issues, resource assigned after 15-minutes for Azure, or 1-hour for all other products • For Critical Business System Degraded issues, resource assigned after 1-hour for all products
	IT Health	• As-needed on-demand assessments with setup and configuration services
	Cloud Assistance	• Billing support provided by the Azure Support team (included in the free support)
	Account Management	• Assigned Customer Success Account Manager (CSAM)
	Advisory Support	• As-needed Advisory Phone Support (limited to six hours or less per incident)
	Technical Training	• On-demand videos, hands-on labs, learning paths, and expert-led webcasts
Tailor your solution	Enhanced Solutions*	• Relationship-driven, in-depth support experiences, including Support for Mission Critical, Designated Engineering, Azure Rapid Response, Azure Event Management, Office 365 Engineering Direct, GitHub Engineering Direct, Developer Support

Introduction to Microsoft 365
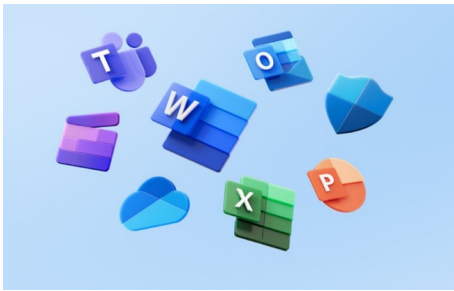
➢ **Productivity**

Microsoft 365 provides a range of productivity tools to streamline workflows, improve collaboration, and boost productivity. Includes applications to improve productivity such as Word, Excel, PowerPoint, and Outlook, and advanced features like Power BI and PowerApps.

➢ **Collaboration**

Team chat, video conferencing, document sharing and co-authoring, and project management tools, allowing colleagues to work together seamlessly.

➢ **Application Development**

Power Platform is a low-code platform that enables teams to create custom business applications using PowerApps, Power BI, and Power Automate. It allows teams to automate workflows, build custom apps, and analyze data.

➢ **Artificial Intelligence**

Copilot is a generative AI solution embedded into Microsoft 365 that uses natural language processing to automate tasks and enhance nearly every Microsoft 365 product.

➢ **Enterprise-Grade Security and Compliance**

Microsoft 365 provides enterprise-grade security and compliance tools to protect your business and its data from cyber threats and data breaches.

Sample of Microsoft 365 Cloud Apps

Sample of Microsoft 365 Apps			
Admin	Dataverse Chat Sync	Outgoing Webhook	Stocks
Approvals	Defender Experts	Payments (preview)	Viva Topics
Avatars	Developer Portal	Places	Updates
Azure AD Notifications	Dynamics 365	Planner	Virtual Appointments
Azure Boards	Employee ideas	Polls	Visio
Azure DevOps	Forms	Power Apps	Viva Connections
Azure DevOps Server	Images	Power Automate Actions	Viva Engage
Azure Lab Services	Inspection	Power BI	Viva Goals
Azure Pipelines	Issue reporting	Praise	Viva Insights
Azure Repos	Lists	Project	Viva Learning
Bing News	Microsoft 365 Chat	PTZ Camera Controls	Viva Pulse
Bookings	Mesh	Roadmap – Microsoft Project	Weather
Bulletins	Power Virtual Agents	Sales Copilot	Website
Channel calendar	Milestones	SharePoint	Whiteboard
Data Activator	News	SharePoint News	Wikipedia Search
Shifts	OneNote	SharePoint Pages	Workflows

Microsoft 365 Modern Work Applications

Word
Excel
PowerPoint
Windows
Outlook
Exchange
SharePoint
OneNote
OneDrive
Microsoft Teams
Microsoft Stream
Microsoft Bookings
Microsoft Publisher

Microsoft Access
Viva Engage
Viva Insights
Microsoft Lists
Microsoft Forms
Sway
Visio
Power Apps
Power Automate
Microsoft Planner
Microsoft To Do
Microsoft Loop
Power BI Pro
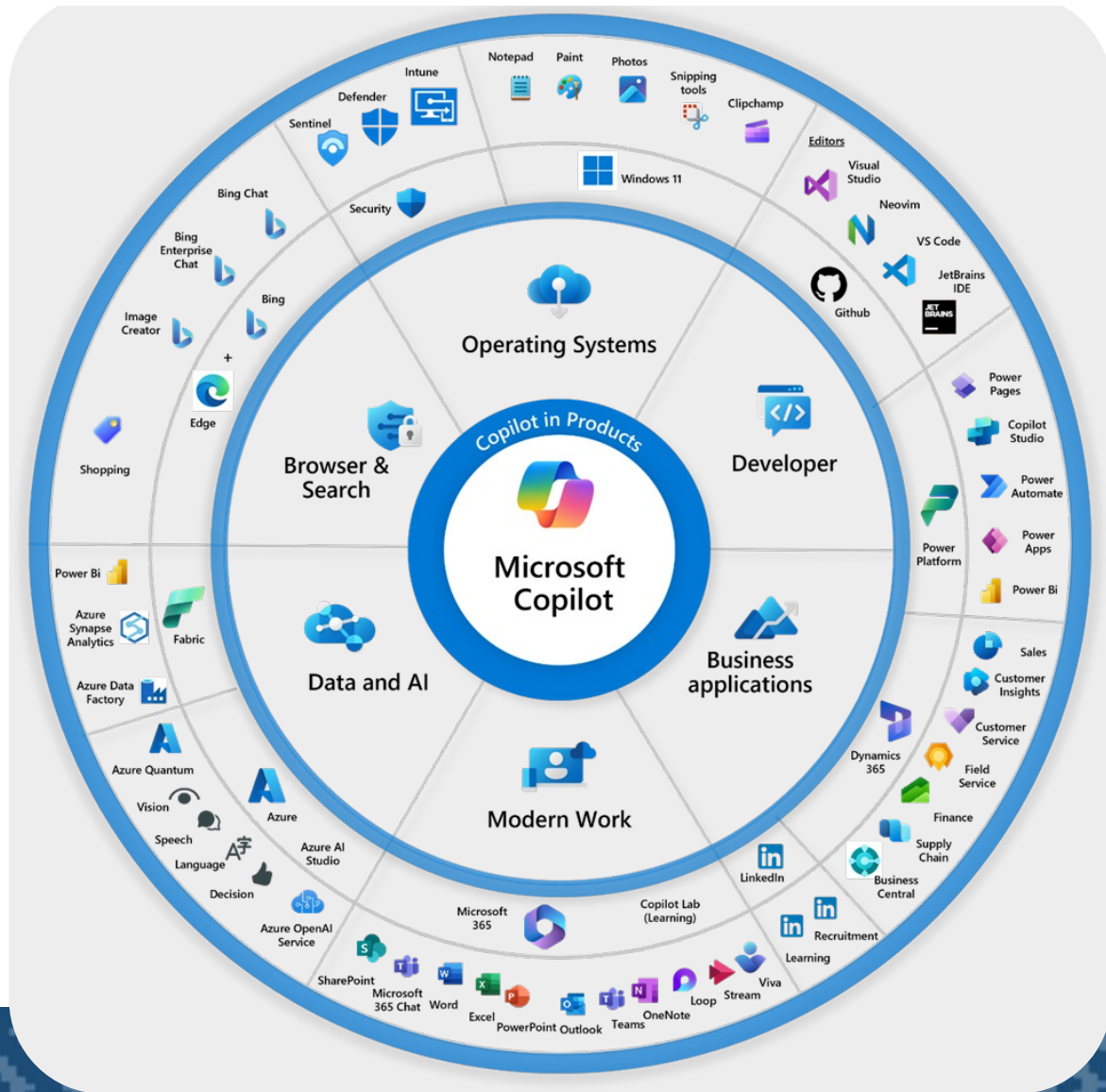
Microsoft SharePoint Online

➢Cloud-based platform for document collaboration and sharing

➢Provides customizable sites and workspaces for teams and projects

➢Use Cases: Sharing information across the IHS with an Intranet website; Long-term storage of organizational documents with records management built-in
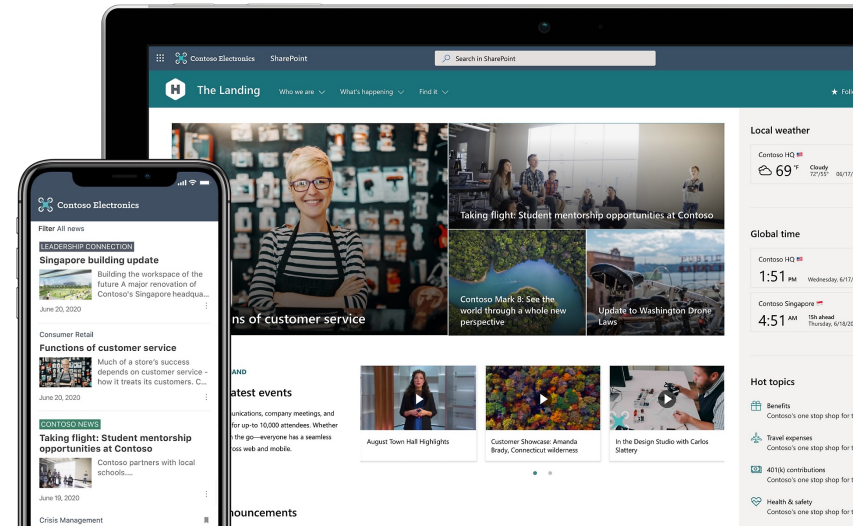
Microsoft OneDrive

➢OneDrive is a cloud-based storage solution offering 1 TB of storage per person.

➢OneDrive integrates with other Microsoft 365 applications.

➢OneDrive provides collaboration features, allowing multiple users to work on the same file.

Microsoft Teams

Collaboration Platform

Microsoft Teams is a collaboration platform that allows teams to chat, share files, and work together on projects in real-time.

Audio and Video Conferencing

Microsoft Teams offers a range of features such as audio and video conferencing, making it easy for teams to communicate and collaborate from anywhere.

Screen Sharing

Microsoft Teams allows users to share their screens with others, making it easy to present ideas and collaborate on projects in real-time.

Integration with Other Microsoft 365 Apps

Microsoft Teams integrates with other Microsoft 365 apps, making it easy to access and share files and work together on projects seamlessly.

Microsoft Approvals
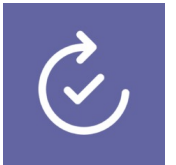
➢Approve requests and processes quickly with Microsoft Teams

➢Approvals can be done directly in Teams

➢Easily track and manage approvals from anywhere

➢Use Case: Any document or list item that requires an approval.

Microsoft Planner

➢Microsoft Planner is a tool for project management and task tracking

➢It enables teams to create plans, organize tasks, and assign them to team members

➢Microsoft Planner integrates with other Microsoft apps like Teams and SharePoint

Microsoft Forms

➢Microsoft Forms is a survey and quiz application that is part of the Microsoft 365 suite.

➢With Microsoft Forms, users can easily create and share surveys and quizzes with others.

➢Forms can be used for a variety of purposes, including feedback gathering, event planning, and more.

Microsoft Shifts

➤ Microsoft Shifts is a schedule management tool

➤ It is designed to help schedule and manage shift-based work

➤ Shifts can be accessed from the Microsoft Teams app
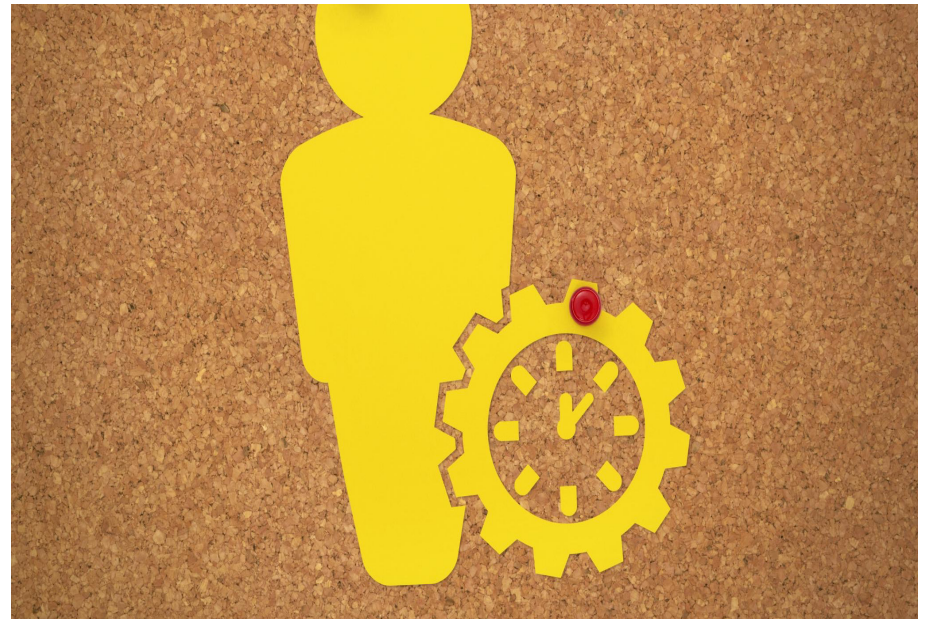
Microsoft Bookings

➤Microsoft Bookings is an appointment scheduling tool.

➤With Microsoft Bookings, organizations can set up their own booking pages, allowing customers to schedule appointments at their convenience.

➤Bookings integrates with other Microsoft 365 tools, such as Outlook, Teams, and OneDrive, making it easy to manage appointments and customer information.

➤Use Case: Allow job candidates choose available date/times for an interview; Schedule performance reviews with employees

Microsoft Delve

➤Use Delve to manage your Microsoft 365 profile, and to discover and organize the information that's likely to be most interesting to you right now - across Microsoft 365.

➤Microsoft Delve surfaces personalized content from across Microsoft 365 based on what you're working on, and who you're working with, so you can access relevant documents quickly and easily
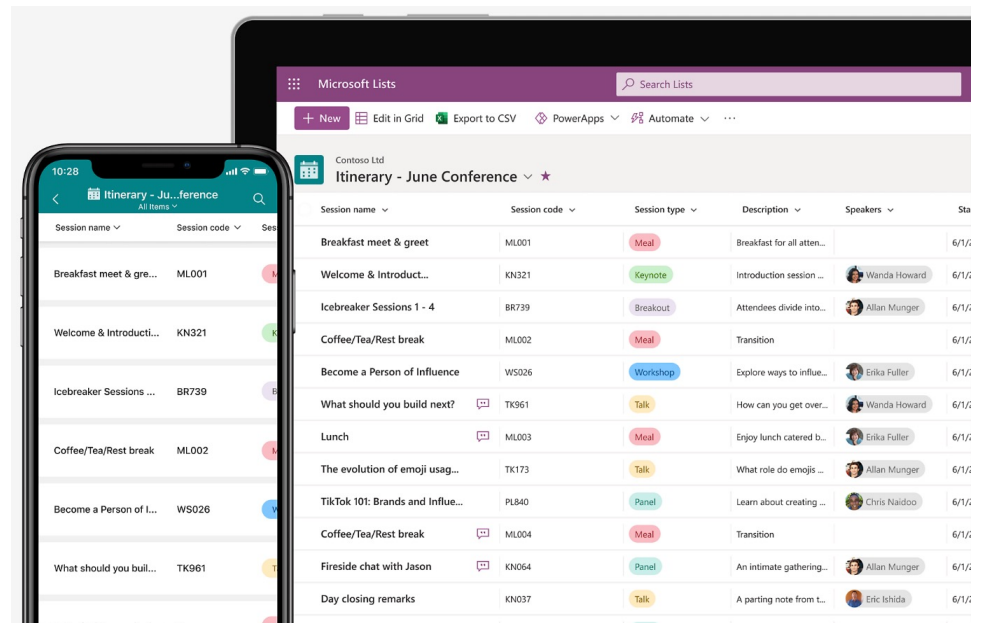
Microsoft Whiteboard

➤ Collaborate in real-time with Microsoft Whiteboard.

➤ Use Whiteboard to express ideas and brainstorm with others.

➤ Easily share your whiteboard with others in your organization.
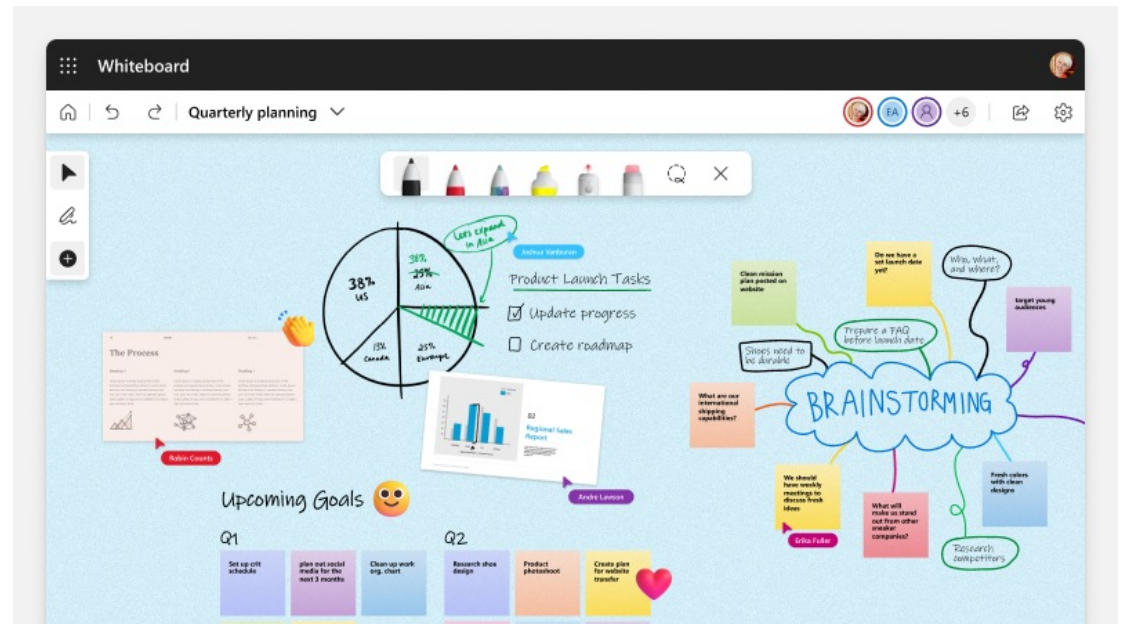
Microsoft Lists

➢Organize and track information

➢Collaborate with team members

➢Available in Teams and SharePoint

Microsoft Viva

Microsoft Viva Insights — Balance productivity and wellbeing.

Microsoft Viva Topics — Connect to knowledge and experts.

Microsoft Viva Learning — Make learning a natural part of your day.

Microsoft Viva Connections — Stay engaged and informed.
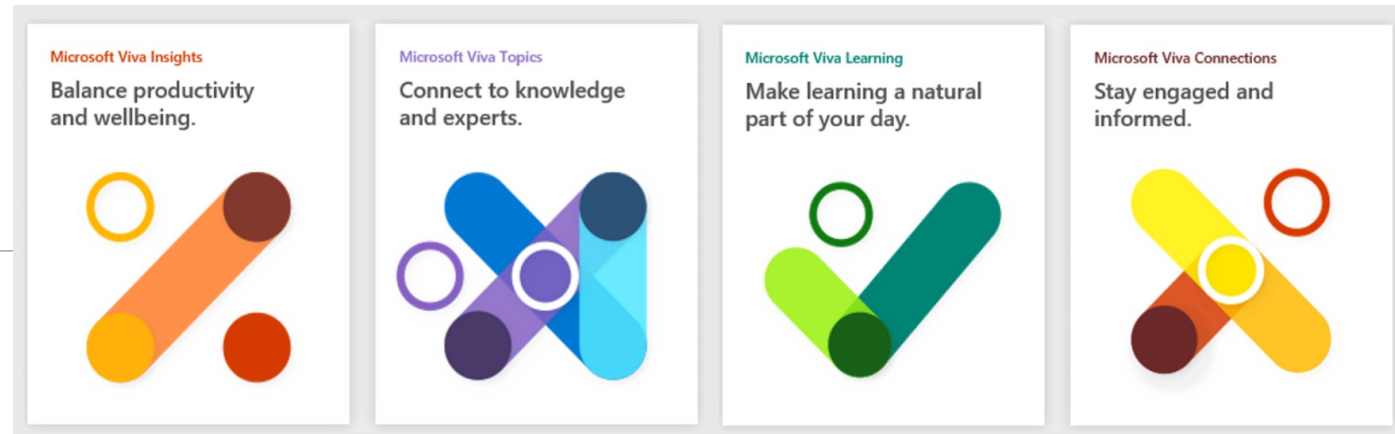
➢Microsoft Viva is a new employee experience platform from Microsoft.

➢It integrates with Microsoft Teams and other Microsoft 365 applications.

➢Microsoft Viva provides a range of features to help organizations improve employee well-being, learning, and knowledge discovery.

Microsoft Stream

➢ Microsoft Stream is a secure video streaming service for businesses

➢ Microsoft Stream is integrated with Microsoft 365 for seamless video sharing

➢ Microsoft Stream offers powerful search capabilities for improved productivity
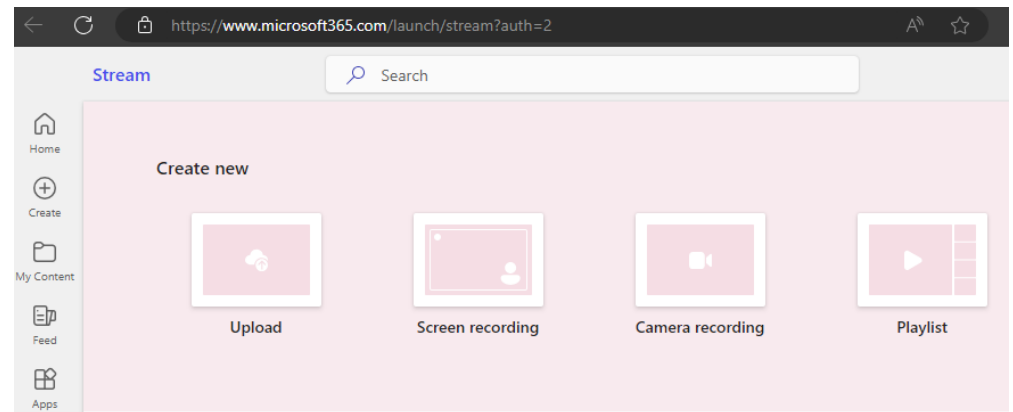
Power Platform

Low-Code Platform

Power Platform is a low-code platform that allows users to build custom applications and automate business processes without the need for extensive coding skills.
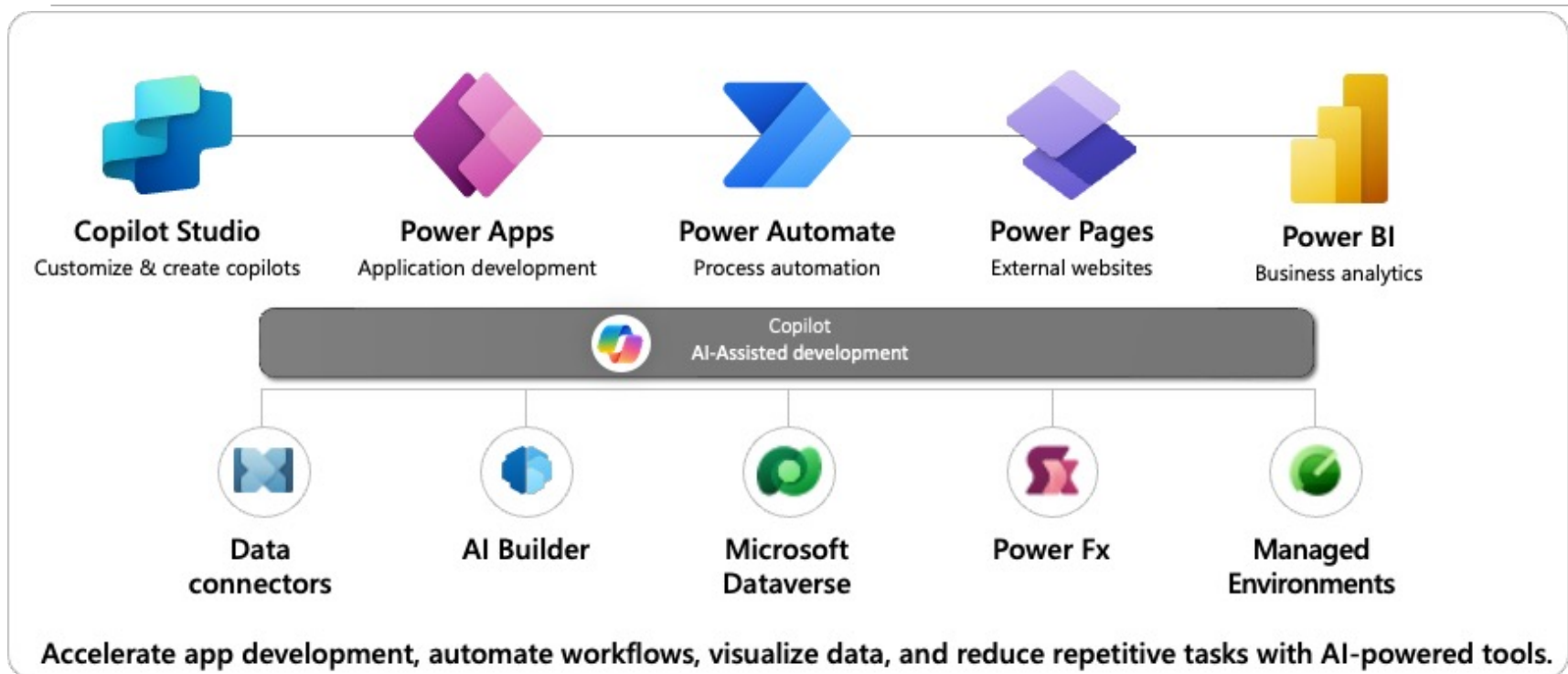
Power Apps

Power Apps is a component of Power Platform that allows users to build custom applications quickly and easily, without coding.

Power BI and Power Automate

Power BI and Power Automate are two additional components of Power Platform that enable users to create custom visualizations and automate business processes, respectively.
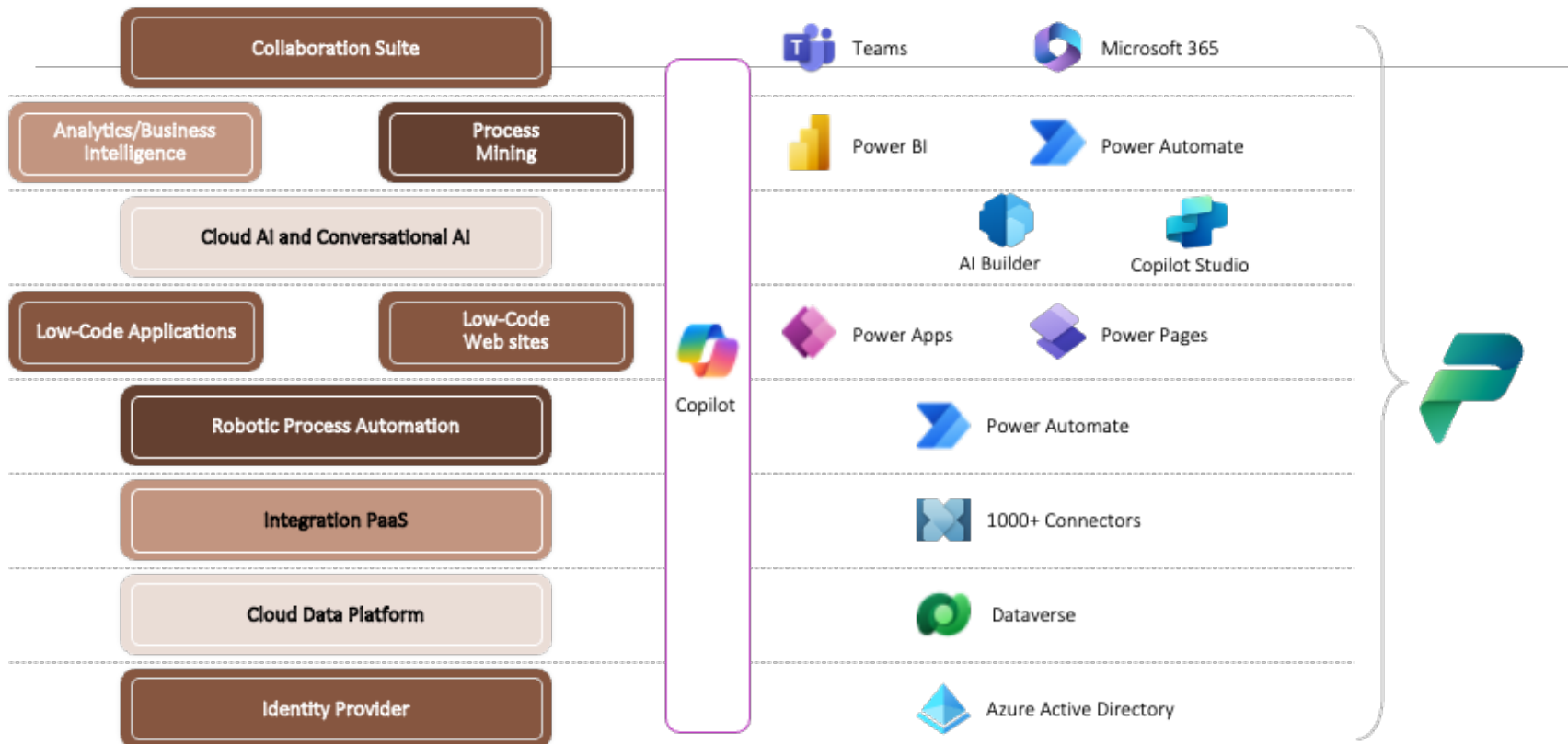
Microsoft Power Platform

Copilot Studio
Customize & create copilots

Power Apps
Application development

Power Automate
Process automation

Power Pages
External websites

Power BI
Business analytics

Copilot
AI-Assisted development

Data connectors

AI Builder

Microsoft Dataverse

Power Fx

Managed Environments

Accelerate app development, automate workflows, visualize data, and reduce repetitive tasks with AI-powered tools.

Power Automate Ecosystem
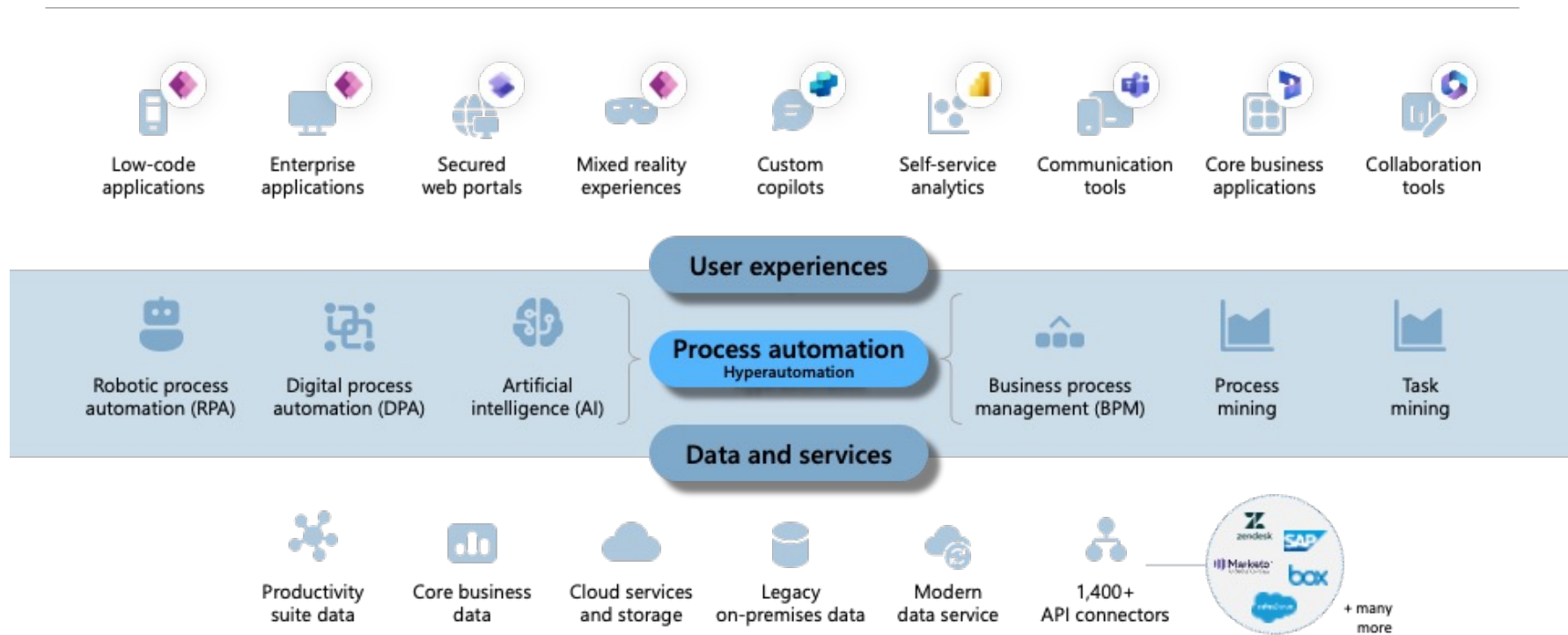
The Microsoft Approach – An Orchestrated Platform

Microsoft Graph

➢Microsoft Graph is the gateway to data and intelligence in Microsoft 365

➢It provides a unified programmability model that Developers can use to build smarter and more efficient applications

➢Microsoft Graph is a RESTful web API that allows you to access Microsoft Cloud Service resources.
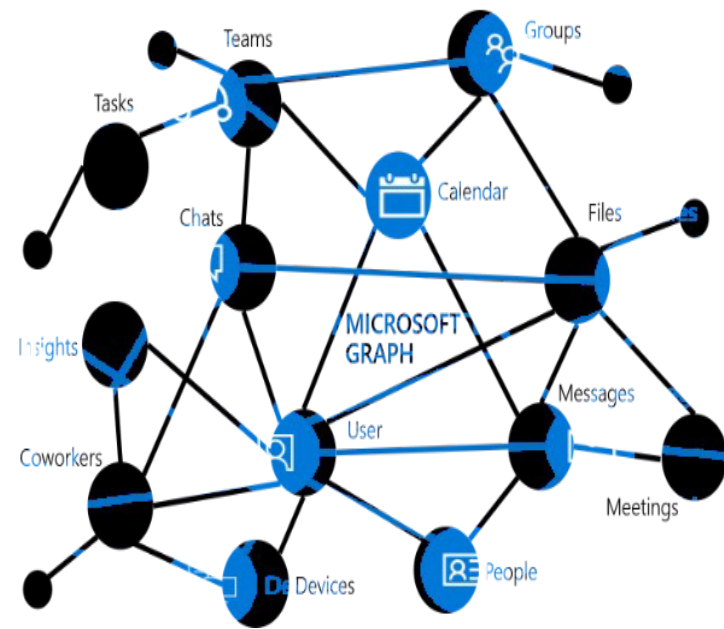
Microsoft Copilot Artificial Intelligence

Copilot is a generative AI solution embedded into Microsoft 365. It combines the power of Large Language Models (LLMs) with the Microsoft 365 apps and your business data

Your everyday AI companion
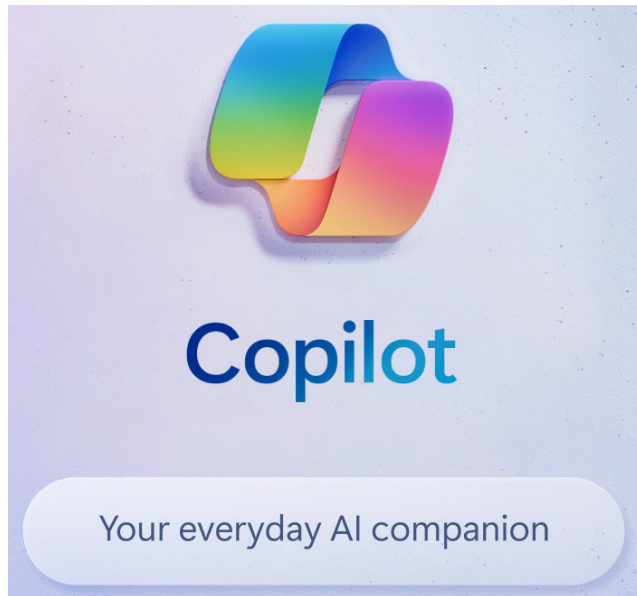
➢Copilots are embedded in the Microsoft 365 apps you use every day — Word, Excel, PowerPoint, Outlook, Teams and more. Some features are unavailable to the IHS in the Government Community Cloud yet.

➢Copilot is built on a comprehensive approach to enterprise-grade security and responsible AI—and automatically inherits the data policies you've set up in Microsoft 365.

➢Connect more deeply to your business data, apps, and workflows outside of Microsoft 365 using out-of-the box Copilot connectors and pre-built extensions. Or build your own copilots or extensions with the Microsoft Copilot Studio.

Copilot (Bing Chat)
interaction with web content
[Copilots for Web](#)

Copilot for M365
Word, Outlook, Excel, PowerPoint, Teams
[Copilot for Productivity](#)

Copilot in Windows
interaction with OS, apps, and files
[Copilot for Everyday](#)

Designer
digital creations
[Copilot for Creativity](#)

Azure
Azure platform operations and optimizations
[Copilot for Cloud](#)

Fabric Copilot
data analytics and business intelligence
[Copilots for Analytics](#)

Power BI
Unlock your insights
[Copilot for Dashboard](#)

Security Copilot
threat detection, identification, and mitigation
[Copilot for Security](#)

Dynamics Copilot
sales and customer support
[Copilots for Business](#)

GitHub Copilot
code development
[Copilot for Development](#)

Power Platform
creation of apps, and workflows
[Copilot for Low/No Code Development](#)

Copilot Studio
creation of your agents
[Extend your Copilot for M365](#)

Custom Copilot
Create your own copilot
[AI Platform](#)

Microsoft Security and Compliance

Advanced Threat Protection

Advanced Threat Protection is a security application offered by Microsoft 365 G5 that helps protect against incoming threats, such as malware and phishing attacks, by providing real-time protection and automatic responses.

Information Protection

Information Protection is a compliance application offered by Microsoft 365 G5 that helps protect sensitive data by automatically classifying, labeling, and protecting it according to your organization's policies.

Cloud App Security

Cloud App Security is a security application offered by Microsoft 365 G5 that helps protect against data leaks and unauthorized access to cloud applications by providing real-time monitoring, threat detection, and control.

Information Protection

Data Loss Prevention

Data loss prevention is a key feature of information protection that helps prevent the accidental or intentional loss of sensitive data.

Sensitivity Labels

Sensitivity labels allow users to classify and label sensitive information, enabling better control and protection of data.

Encryption

Encryption is a key component of information protection that allows data to be securely transmitted and stored, protecting it from unauthorized access.

Microsoft Learning

https://learn.microsoft.com/
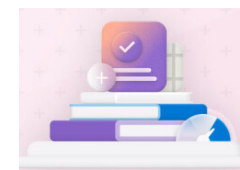
➢Microsoft Learning offers a range of courses and certifications to help professionals improve their skills.

➢Microsoft Learning includes training in areas such as cloud computing, data analytics, and artificial intelligence.

➢With Microsoft Learning, professionals can develop skills that are in high demand in today's job market.

Points of Contact

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