ManageEngine
M365 Manager Plus

GLBA Compliance

with M365 Manager Plus

www.microsoft365managerplus.com

About GLBA

The Gramm-Leach-Bliley Act (GLB Act or GLBA) is also known as the Financial Modernization Act of 1999. It is a United States federal law that requires financial institutions to explain how they share and protect their customers' private information. To be GLBA compliant, financial institutions must communicate to their customers how they share the customers' sensitive data, inform customers of their right to opt-out if they prefer that their personal data not be shared with third parties, and apply specific protections to customers' private data in accordance with a written information security plan created by the institution.

The primary data protection implications of the GLBA are outlined its Safeguards Rule, with additional privacy and security requirements issued by the FTC's Privacy of Consumer Financial Information Rule (Privacy Rule), created under the GLBA to drive implementation of GLBA requirements. The GLBA is enforced by the FTC, the federal banking agencies, and other federal regulatory authorities, as well as state insurance oversight agencies.

Please note that the efforts and procedures required to establish compliance in each section may vary in different organizations depending on their systems configuration, internal procedures, nature of business, and other factors.

Usage of the below mentioned reports may not guarantee complete organizational compliance. This document can be used as a reference guide for complying with GLBA industrial mandate.

GLBA compliance with M365 Manager Plus

To comply with industrial mandates various control methods have to implemented. For management simplicity we have mapped the compliance requirements with the required control methods. You can find the reports required to complete the control methods subsequently. Though mentioned separately, all the control methods are interlinked and often required by most of the regulations.

Access Control
Account Management
User Management
Integrity Monitoring
Credentials Management
Data Governance
Configuration Management
Audit Trail

Requirements	**Control Methods**
Tier I Objectives	
Objective 2 (4)	Audit Trail Integrity Monitoring
Objective 2 (6)	Audit Trail
Objective 6 (3)	Access Control Account Management User Management Integrity Monitoring Credentials Management Data Governance Configuration Management Audit Trail
Tier II Procedures: A. Authentication and Access Controls	
Access Rights Administration (1)	Account Management User Management

Access Rights Administration (2)	Access Control
Access Rights Administration (4)	Access Control User Management
Access Rights Administration (5)	Access Control Account Management
Access Rights Administration (6)	Access Control Account Management Integrity Monitoring
Access Rights Administration (7)	Access Control Account Management
Authentication (2)	Access Control User Management Audit Trail
Authentication (4)	Access Control
Authentication (7)	Access Control
Tier II Procedures: B. Network Security	
(8)	Access Control User Management
(12)	Access Control Configuration Management Integrity Monitoring
(13)	Access Control Audit Trail
(16)	Integrity Monitoring
(19)	Audit Trail
Tier II Procedures: C. Host Security	
(7)	Access Control
(9)	Access Control

	Configuration Management
(11)	Integrity Monitoring
Tier II Procedures: D. User Equipment Security (e.g., workstation, laptop, handheld)	
(3)	User Management
(6)	Configuration Management Audit Trail
Tier II Procedures: G. Application Security	
(1)	Access Control Data Governance
(3)	Access Control
(7)	Access Control Configuration Management Integrity Monitoring
Tier II Procedures: L. Data Security	
(2)	Access Control Data Governance Integrity Monitoring User Management
(3)	Access Control
Tier II Procedures: M. Security Monitoring	
(1)	Audit Trail
(2)	Integrity Monitoring
(5)	Audit Trail
(6)	Audit Trail Data Governance
(7)	Audit Trail

(8)	Audit Trail Access Control User Management
(9)	Audit Trail Access Control User Management Integrity Monitoring
(14)	Access Control
(18)	Audit Trail
(22)	Access Control Account Management User Management Integrity Monitoring Credentials Management Data Governance Configuration Management Audit Trail

Control methods and M365 Manager Plus reports

The following section will map the control methods and M365 Manager Plus reports that help to implement them.

Access Control

Microsoft 365 Service	**M365 Manager Plus Reports**
Exchange Online	Exchange Admin Activity Exchange User Activity Non-Owner Mailbox Access Recently Added Members to Groups Recently Removed members from groups Group Members Distribution List Members Active Directory Reset User Password Disabled Exchange Users Send-As Permission Send-on-Behalf Permission Mailbox Permissions Changes Permissions Changes

	Unified Messaging Mailbox Policy User Rights Assignment Policy Changes DLP Policy Matches OWA Logon by Users OWA Logon by OS OWA Logon by Browsers Public Folder Activity
Active Directory	Recently Enabled Accounts User Account Status Changes User Logon Activity Temporary User Accounts Never Expiring Passwords All Users Password Expired Users Azure Locked Users Group Modification Report Group Settings Modification Report Azure Admin Activity, Recently modified users Multi Factor Authentication Status Reset User Password Change User Password Update User Credentials User Activity(based on Business Hours) User Logon Activity
OneDrive for Business	OneDrive Events Log OneDrive Files Accessed OneDrive File Modifications

	OneDrive Files Renamed OneDrive Files Movement OneDrive File Operation OneDrive Downloads OneDrive File Uploads OneDrive Deleted Files OneDrive Download Sync OneDrive Upload Sync
Microsoft Teams	Added Channel Created Team Deleted Team Users Signed in to Teams Changed Setting (legacy) Changed Organizational Settings Changed Team Settings Changed Channel Settings
Power BI	Created Dashboard Viewed Dashboard Modified Dashboard Deleted Dashboard Printed Dashboard Shared Dashboard Created Groups Added Group members Started Pro-trial Subscriptions Created Reports Viewed Reports Modified Reports Deleted Reports Shared Reports Printed Reports Downloaded Reports Published Reports Exported Dashboard Tile Exported Reports Started Extended Trial Admin Portal Activities

	Viewed Usage Metrics Analyzed Dataset Created Organizational Content Pack Deleted Dataset Objects
Sway	Viewed sway Enabled and disabled sway Enabled and disabled sway service Enabled and disabled external sway sharing Created, modified, and deleted sway

Account Management

Microsoft 365 Service	**M365 Manager Plus Reports**
Exchange Online	Non-Owner Mailbox Access Contact Audit Log Added Member to Group Removed Member from Group Group Members Users Not in Group Groups with Disabled Users Account Policy Changes User Configuration Changes Role Assignment policy Unified Messaging Mailbox Policy User Rights Assignment Policy Changes DLP Policy Matches
Azure Active Directory	Recently Enabled Accounts Recently Created User Account Recently Modified User Account Recently Deleted User Account Password change Report Accounts with Most Logon Activity (In All Logon Activities Report) All Users Password Expired User Accounts Locked User Accounts Never Expiring Passwords

	Azure Locked Users Azure User Activities Recent Logon Failure Recent Successful Logon User Logon Activtiy Exchange User Activity
Micorosft Teams	Added Channel Created Team Deleted Team Users Signed in to Teams Changed Setting (legacy) Changed Organizational Settings Changed Team Settings Changed Channel Settings
Power BI	Started Pro-trial Subscriptions Started Extended Trial Admin Portal Activities Viewed Usage Metrics Analyzed Dataset Created Organizational Content Pack
Sway	Viewed sway Enabled and disabled sway Enabled and disabled sway service Enabled and disabled external sway sharing Created, modified, and deleted sway

Credentials Management

Microsoft 365 Service	**M365 Manager Plus Reports**
Azure Active Directory	Password Change Never Expiring Passwords Soon to Expire Users Password Changed Users Password Unchanged Users Multi Factor Authentication Status Recently Password Reset Users Forced Password Change Updated User Credentials

Microsoft Teams	Users Signed in to Teams

User Management

Microsoft 365 Service	**M365 Manager Plus Reports**
Exchange Online	Exchange User Activity Mailbox Features Mailbox with ForwardTo Mailbox Auto Reply Configuration Group Members Recently Added Users to Groups Recently Deleted Users from Groups Distribution List Members Dynamic Distribution Group Members Mailbox Permissions Changes Created and deleted Malware Filter Policy Created, Modified, and Deleted Phishing Rules Created, Modified, and Deleted Role Assignments Created, Modified, and Deleted Safe Attachment Policies Created, Modified, and Deleted Safe Link Policies OWA Logon by Users OWA Logon by OS OWA Logon by Browsers
Azure Active Directory	Added Users Updated Users Deleted Users Cloud users Synced Users Never Expiring Passwords User Logon Activity Added Users to Admin Role Recent Logon Failure Recent Successful Logon User Activity(based on Business Hours) User Logon Activity
OneDrive for Business	OneDrive Events Log OneDrive Files Accessed

	OneDrive File Modifications OneDrive Files Renamed OneDrive Files Movement OneDrive File Operation OneDrive Downloads OneDrive File Uploads OneDrive Deleted Files OneDrive Download Sync OneDrive Upload Sync
Microsoft Teams	Added Channel Created Team Deleted Team Users Signed in to Teams Changed Setting (legacy) Changed Organizational Settings Changed Team Settings Changed Channel Settings
Sway	Viewed sway Enabled and disabled sway Enabled and disabled sway service Enabled and disabled external sway sharing Created, modified, and deleted sway

Integrity Monitoring

Microsoft 365 Service	**M365 Manager Plus Reports**
Exchange Online	OWA Logon by Users OWA Logon by OS OWA Logon by Browsers
Azure Active Directory	Recent Logon Failure Recent Successful Logon User Activity(based on Business Hours) User Logon Activity
OneDrive for Business	OneDrive Files Accessed OneDrive File Modifications OneDrive File Renaming OneDrive File Movement

	OneDrive File Operations OneDrive Upload OneDrive Downloads OneDrive Deleted Files OneDrive Events Log
Microsoft Teams	Added Channel Created Team Deleted Team Users Signed in to Teams Changed Setting (legacy) Changed Organizational Settings Changed Team Settings Changed Channel Settings
Power BI	Created Dashboard Viewed Dashboard Modified Dashboard Deleted Dashboard Printed Dashboard Shared Dashboard Created Groups Added Group members Started Pro-trial Subscriptions Created Reports Viewed Reports Modified Reports Deleted Reports Shared Reports Printed Reports Downloaded Reports Published Reports Exported Dashboard Tile Exported Reports Started Extended Trial Admin Portal Activities Viewed Usage Metrics Analyzed Dataset Created Organizational Content Pack Deleted Dataset Objects

Sway	Viewed sway Enabled and disabled sway Enabled and disabled sway service Enabled and disabled external sway sharing Created, modified, and deleted sway

Data Governance

Microsoft 365 Service	**M365 Manager Plus Reports**
Exchange Online	Exchange Online Mailbox Permissions Changes Added and deleted folder level permissions Added and deleted send-as permissions Added and deleted mailbox permissions Configured permissions for folders within user mailbox Exchange Online Mailbox Policy Changes Created, modified, and deleted UM mailbox policies Transport rule matches Messages that triggered transport rules Folder Message Count and Size Attachment by File Size Message by Subject Mailbox Message Restrictions Mailbox Clutter Details OWA Attachment Policies OWA Attachment Policy by Users
OneDrive for Business	OneDrive Files Accessed OneDrive File Modifications OneDrive File Renaming OneDrive File Movement OneDrive File Operations OneDrive Upload OneDrive Downloads OneDrive Deleted Files OneDrive Events Log Checked-in and checked-out file Discarded file check-out
Power BI	Created Dashboard

	Viewed Dashboard Modified Dashboard Deleted Dashboard Printed Dashboard Shared Dashboard Created Groups Added Group members Created Reports Viewed Reports Modified Reports Deleted Reports Shared Reports Printed Reports Downloaded Reports Published Reports Exported Dashboard Tile Exported Reports Viewed Usage Metrics Analyzed Dataset Deleted Dataset Objects
Sway	Viewed sway Enabled and disabled sway Enabled and disabled sway service Enabled and disabled external sway sharing Created, modified, and deleted sway

Configuration Management

Microsoft 365 Service	**M365 Manager Plus Reports**
Exchange Online	Created and deleted mailboxes Recovered soft deleted mailboxes Created, suspended, and resumed mailbox restore requests Configured mailbox settings Created mailboxes for existing users Disabled mailboxes of existing users Configured junk email rule for specific mailboxes Modified CAS settings in a mailbox Mailbox Sizes

	Mailbox Size Restrictions Current Mailbox Size vs Quota Archive Mailbox Sizes Mailbox Storage Information Mailbox Size Over Time Created management role assignments Modified management role assignments Deleted management role assignments Created and deleted management role groups Added and deleted management role group members Modified role groups Updated role groups Added and deleted folder level permissions Added and deleted send-as permissions Added and deleted mailbox permissions Configured permissions for folders within user mailbox Account Permissions Group Policy Object Delegation Email Address Policy Changes Exchange Online Mailbox Policy Changes New, rotated, and modified DKIM signing policies
Microsoft Teams	Changed Setting (legacy) Changed Organizational Settings Changed Team Settings Changed Channel Settings
Power BI	Started Pro-trial Subscriptions Started Extended Trial Admin Portal Activities Viewed Usage Metrics Analyzed Dataset Created Organizational Content Pack
Sway	Enabled and disabled sway Enabled and disabled sway service Enabled and disabled external sway sharing

Audit Trail

Microsoft 365 Service	**M365 Manager Plus Reports**

Exchange Online	Created and deleted mailboxes Recovered soft deleted mailboxes Created, suspended, and resumed mailbox restore requests Configured mailbox settings Created mailboxes for existing users Disabled mailboxes of existing users Created, modified, and deleted Microsoft 365 groups Created, modified, and deleted dynamic distribution groups Created, modified, and deleted distribution groups Added and replaced distribution group members Deleted unified groups and unified group links Added members, owners, and subscribers to groups Created, modified, and deleted email users Modified user attributes Modified linked user account properties Purged messages from mailbox Deleted messages form Deleted Items folder Moved messages to Deleted Items folder Moved messages to another folder Created or received messages Sent messages using send-on behalf permission Copied message to another folder Users signed into mailbox Sent messages using SendAs permission Enabled or disabled focused inbox for mailboxes Enabled/disabled UM call answering rules Created, modified, and deleted call answering rules Created, modified and tested site mailboxes Synchronisation triggered site mailboxes Created and modified site mailbox provisioning policies Added, modified, and deleted management role entry Updated and deleted hybrid configurations Configured message flow settings Created, modified, and deleted OnPremisesOrganization objects Enabled and disabled UM auto attendants Created, modified, and deleted auto attendants Transport rule matches Messages that triggered transport rules

	Created, modified and deleted malware filter rules Created, modified, and deleted malware filter policies Created, validated, and deleted inbound connectors Created, validated, and deleted outbound connectors Created, modified, and deleted intra organization connectors Created, modified, and deleted UM dial plans Created, modified, and deleted management role assignments Created, modified, and deleted public folder migration requests Resumed and suspended public folder migration requests Resumed and suspended public folder mailbox migration requests Enabled and disabled UM IP gateway Created, modified, and deleted UM IP gateway configurations Configured auto reply settings for a mailbox Created mailbox folders Configured publishing or sharing settings on a calendar folder Messages with no delivery status Messages undelivered or filtered as spam/malware Messages yet to be delivered Successfully delivered messages Messages undelivered due to expanded group membership Created, modified, and deleted role assignment policies Modified transport configuration settings Removed text messaging settings Compared verification codes Verification codes sent to users' mobile phone Text messaging notifications configured PINs reset for UM mailbox Modified existing accepted domains Created, modified, and deleted sharing policies Created, modified, Tested, and deleted organization relationships Created and deleted availability address space objects Modified access level for free/busy information Created, and deleted availability configurations Created, modified, and deleted OWA mailbox policies Modified mailbox message configuration

	Modified mailbox message configuration Modified wen spelling checker options Calendar settings applied for users using OWA calendars Modified S/MIME configuration New and deleted hotmail, POP or IMAP subscriptions Created and modified POP subscriptions Created, and modified IMAP subscriptions Created and modified hotmail subscriptions Created, modified, and deleted contact integration subscription Activity alerts in Security & Compliance center Created, modified, and deleted safe link policies Enabled and disabled safe link policies Created, modified, and deleted safe attachment rules Enabled and disabled safe attachment rules Created, and deleted safe attachment policies New phish filter policy configured Imported and exported UM prompts Messages marked as malware Spam filtered by advanced filters Messaged filtered as bulk mail Messages filtered based on content Messages filtered by transport rule Messages from blocked users Messages filtered by content, rules or other configuration Messages addressed to an unknown recipient Messages blocked based on SMTP Messages blocked based on sender IP Created and deleted public folder sync Created, modified, and deleted partner app configurations Tested OAuth authentication Modified, and deleted user photos Enabled and disabled UM for mailboxes Modified UM mailbox properties Imported contacts to Exchange Online mailboxes Created email messages Tested MAPI connectivity Enabled and disabled apps for a specific user Created and deleted apps

	Modified availability of organization apps Modified mailbox plans Exchange organisation settings configured Enabled organization customization Modified gateway server IP addresses Created and deleted remote domains Connections configured for a remote domain Configured text message notification for calendar events Modified calendar processing options for resource mailboxes Created, modified, and deleted inbox rules Enabled and disabled inbox rules Configured junk email rule for specific mailboxes Configured Exchange ActiveSync settings Mobile device mailbox policy settings applied to server Configured and deleted device access level for rules Created and deleted active sync mailbox policies Created and deleted active sync device access rule Created, modified, and deleted mobile device mailbox policies Deleted data from mobile device Deleted mobile devices Created, modified, and deleted UM mailbox policies Added and deleted folder level permissions Added and deleted send-as permissions Added and deleted mailbox permissions Configured permissions for folders within user mailbox Modified CAS settings in a mailbox Configured federated organization identifier New federation trust set up Created and deleted public folder Hierarchy updated public folders Mail enbled and disabled public folders Added and deleted permissions to public folders Modified mail enabled public folders
Security	Messages filtered by DLP rule Messages incorrectly filtered by DLP rule Messages that override one or more DLP rules Messages that triggered DLP rules and policy rules Created and deleted UM hunt group

	Created, modified, and deleted management scopes Created, modified, and deleted content filter policies Released quarantine messages Created, modified, and deleted connection filter policies Created, modified, and deleted content filter rules Enabled and disabled content filter rules Modified outbound spam filter policy New, rotated, and modified DKIM signing policies Created and deleted management role groups Added and deleted management role group members Modified role groups Updated role groups Created, modified, and deleted email contacts Configured clutter settings for mailboxes Created and deleted management roles Deleted migration users Tested migration server availability Exported migration reports Modified staged IMAP, and remote migrations Created and deleted migration endpoints Started and stopped batch migration process Created, finalized, and deleted migration batches Created, modified, resumed, suspended, and deleted move requests Updated migration requests
Azure Active Directory	Added, updated, and deleted user Updated and deleted group Created group settings Added and removed member from a group Set license properties Changed user license Added users to admin role Deleted users from member role Updated company contact information Sign-in using password Sign-in using cookies Successful and failed logins Added modified, and removed delegation entry

	Added and removed service principals Added and removed credentials of service principals Reset user password Changed user password Set property that forces user to change password Updated user credentials
OneDrive for Business	Allowed and blocked computers from syncing files Downloaded and uploaded files Downloaded and uploaded file changes Created, accepted and withdrawn sharing invitations Created, used, and deleted company-wide share links Shared and unshared file, folder or site Created, accepted and denied access requests Created, used, and deleted anonymous links Renamed file Moved file Modified file Uploaded and downloaded file Deleted file Restored file Checked-in and checked-out file Discarded file check-out Copied file Accessed file
Sway	Viewed sway Enabled and disabled sway Enabled and disabled sway service Enabled and disabled external sway sharing Created, modified, and deleted sway
Microsoft Teams	Added Channel Created Team Deleted Team Users Signed in to Teams Changed Setting (legacy) Changed Organizational Settings

	Changed Team Settings Changed Channel Settings
Power BI	Created Dashboard Viewed Dashboard Modified Dashboard Deleted Dashboard Printed Dashboard Shared Dashboard Created Groups Added Group members Started Pro-trial Subscriptions Created Reports Viewed Reports Modified Reports Deleted Reports Shared Reports Printed Reports Downloaded Reports Published Reports Exported Dashboard Tile Exported Reports Started Extended Trial Admin Portal Activities Viewed Usage Metrics Analyzed Dataset Created Organizational Content Pack Deleted Dataset Objects

ManageEngine
M365 Manager Plus

M365 Manager Plus is an extensive Microsoft 365 tool used for reporting, managing, monitoring, auditing, and creating alerts for critical incidents. With its user-friendly interface, you can easily manage Exchange Online, Azure Active Directory, Skype for Business, OneDrive for Business, Microsoft Teams, and other Microsoft 365 services from a single console.

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