Enterprise Shared Tenant

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The M365 Shared Tenant is a hosted environment by Microsoft. The M365 Shared Tenant is a Government Community Cloud (GCC) environment, which provides compliance with federal requirements for cloud services, including FedRAMP High, Defense Federal Acquisition Regulations Supplement, and requirements for criminal justice and federal tax information systems (CJI and FTI data types). WaTech works with Microsoft to sustain the Tenant service availability 24 hours a day, 7 days a week, 365 days a year (24/7/365). Microsoft publishes uptime data for M365 in quarterly increments. These uptimes range from 99.97% to 99.99% per quarter.

Intended customers

Intended customers for this service are members of the Enterprise Active Directory (EAD) services or customers on the State Government Network who would like to join the EAD. The Enterprise Shared Tenant currently supports 95 agencies, 115 registered domain names and 107,737 users.

Options available with this service

- The Enterprise Shared Tenant is a Software-as-a-Service offering hosted by Microsoft in the M365 arena. Services include Office for the Web, M365 Apps for the enterprise (Office Suite), Exchange Online, Exchange Online Protection, SharePoint Online, OneDrive for Business, Teams, Intune, Power BI Pro and Teams Telephony. Platform features include Bookings, Planner, Power Automate, Forms, PowerApps, Stream and Shifts.
- Microsoft Cloud App Security, Defender for Identity, Defender for Endpoint and Defender for O365 are also included in the services as well as Azure Active Directory and Business to Business (B2B).

Customer engagement

- Monthly O365 User Group, Cloud Enablement Advisory Committee and Fireside Chat sessions where related topics are discussed.
- Bi-monthly eDiscovery and Records Retention meetings with agency records representatives.
- Semi-annual customer town hall with all Computing Services teams providing updates and gathering customer feedback.
- Monthly Technology Management Council meeting and weekly CIO call.
- Monthly status meetings with business relationship managers.
- Regular outreach to solicit feedback, provide updates and inform agencies on emerging projects, initiatives and services.
- Requests for new consultations and modifications to existing applications.

Action plan

Current activity

- Agency migrations from IronPort, Secure Email, Exchange Email Services, SharePoint, Skype, WAServ (Vault), Audio Conferencing and WebEx have been completed and on-premises services have been decommissioned.
- Migrate Criminal Justice Training Center and Washington State Patrol into EAD and Shared Tenant.

Helpful information

Service category
Communication & Collaboration

Service availability
24/7/365

Planned maintenance
Maintenance is performed by Microsoft

Related services
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- Enterprise Active Directory Services
- Active Directory Federation Services (ADFS)
- Active Directory Services

How to request service
Submit a request for service through our Customer Portal.

Service owner
Angie Sherrer

- Implementing remediation activities from the Security Optimization Assessment.
- Continuing to improve email security posture by evaluating agencies DMARC, DKIM and SPF records.
- Agency migrations from AirWatch MDM to Intune MDM have been completed.
- Hired a Power Platform Administrator and an Intune Windows OS Administrator to enhance customer support
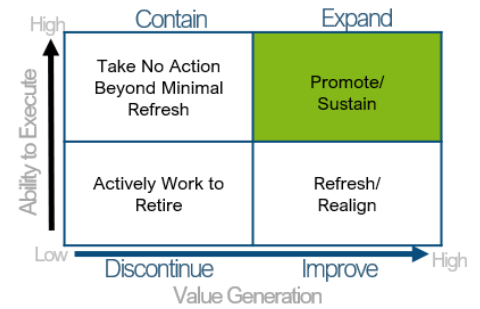

One- to two-year goals

- Continue to test and integrate new M365 releases in the Enterprise Shared Tenant such as Purview and App Governance.
- Implementing an M365 Cloud Backup solution for agency consumption
- Continue to meet with Microsoft regarding service enhancements, service improvements and review the roadmap for M365.
- Evaluate the current cost and rate model and potential for an allocated service.

Three- to five-year goals

- Continue to meet with Microsoft regarding service enhancements and review roadmap for M365.
- Migrate Office of the Secretary of State into EAD and Shared Tenant.
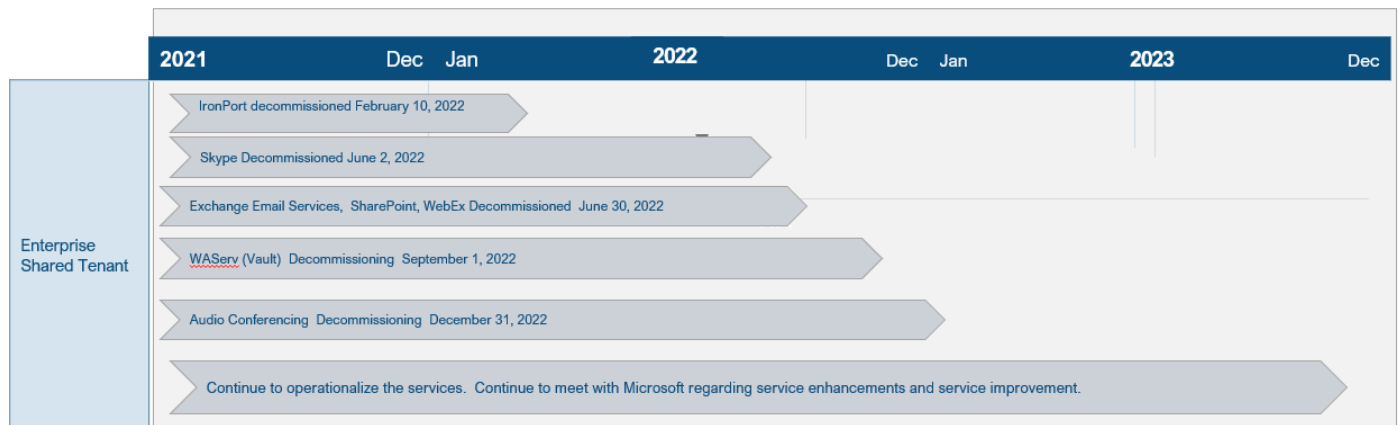
Service review and fully loaded service budget projection

Revenue source

The Enterprise Shared Tenant service operates on a pay-per-use rate structure. Revenue received from this rate structure and EAD services goes directly against the cost incurred to provide the service.