Microsoft (Office) 365 Backup - Critical Capabilities Checklist

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O365 Backup Fidelity

Extent of Office applications support and their data types. Ability to recover data accurately.

- ☐ complete support of the main apps (e.g. exchange online archive, public folders, legacy SharePoint webpages)
- ☐ new data types - e.g. team (private) channels, chats, etc

Backup Management

Ability to mass-manage backups and the granularity of auto-protection settings.

- ☐ 3x or higher daily backup frequency
- ☐ protection assignment based on user Group membership
- ☐ granular auto-protection (by resource type/user group)

Search & Preview Options

Ability to navigate and preview backup data before restore, backup search speed & scope.

- ☐ point-in-time backup navigation
- ☐ online data preview (for email, other key data types)
- ☐ backup full-text search

Restore & Data Export

Accuracy of recovered data & its attributes, granularity of recovery options.

- ☐ offline data export in PST, EML and ZIP (for full accounts)
- ☐ non-destructive restore to the same / another user
- ☐ instant offline downloads (w/o requests & other delays)

Access Control & Audit

Ability to configure & audit backup access permissions for administrators and end-users.

- ☐ audit log capturing all backup events (browse, export, etc)
- ☐ customizable admin roles, user backup self-service

Reporting & API

Transparency of protection status and error reporting, availability & flexibility of API.

- ☐ email notifications for critical events
- ☐ web dashboard with domain-wide protection summary

Performance & Reliability

System stability and extent it can function with little admin supervision and maintenance.

- ☐ >90% backup success rate, >2MB/sec backup speed
- ☐ no errors / failures during initial set up

Deployment & Maintenance

Solution scalability to 10s of thousands of users, flexibility and simplicity of installation options.

- ☐ simple 1-30 min onboarding
- ☐ no need to have FTE to maintain backup infrastructure

Licensing & Cost

Licensing model and total cost of the backup infrastructure and storage ownership.

- ☐ clear licensing model based on number of active users
- ☐ no additional charges for SharePoint, Groups or storage

Support Service

Quick support resolution & response time, ticketing system and online knowledge base.

- ☐ <12h support response time, <1h for critical issues
- ☐ support provides relevant and helpful resolution options