

Webinar FAQ: Compliance Score

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View the Compliance Score technical documentation for additional information:
<https://docs.microsoft.com/microsoft-365/compliance/compliance-score>

FAQ developed from Q&A session: April 2020

Q: What's the difference between Compliance Score, Compliance Manager, and Secure Score?

A: *Compliance Score and Compliance Manager have the same backend. Compliance Manager is our legacy product and we recommend you start with Compliance Score. We have in-product experiences to help you navigate to Compliance Manager from Compliance Score for certain capabilities. . We understand that this is not an optimal product experience for you and we are working diligently to bring all Compliance Manager capabilities to Compliance Score in the coming months. We thank you for being patient as we work toward creating a seamless experience.*

Compliance Score and Secure Score are complementary solutions. They work better together - Secure Score helps security administrators continuously enhance security controls as the threat landscape changes, and Compliance Score helps IT, compliance, privacy, and risk professionals collaborate to implement and demonstrate controls that help meet global, regional, and industrial regulatory requirements. In other words, Secure Score is a solution used by security administrators who want to go deeper into security configurations and orchestrations and Compliance Score serves a broader set of compliance personas. Currently, all Secure Score actions are also included in Compliance Score and if you take actions in Secure Score, you will see those actions reflected in Compliance Score within 24 hours.

Q: I can see this is in preview, when will it be Generally Available? Do you recommend using this today in preview?

A: *Yes, Microsoft Compliance Score is currently in preview, we will GA by early Q3 2020. We recommend you start using Compliance Score now to begin your data protection journey. We are making deep investments in providing additional capabilities and out-of-box assessments in the coming months. We would love to hear from you regarding your experience with Compliance Score. You can send us feedback through the in-product feedback button or email Shilpa [<mailto:shbothr@microsoft.com>]. We really value your opinion.*

Q: What type of licenses do we need for this?

A: *Microsoft Compliance Score is available with all Office 365 and Microsoft 365 subscription plans. You can go to aka.ms/compliancescore to get started.*

Q: How do you calculate the score? Does it also include non-Microsoft apps and services?

A: We will answer this question in two steps:

1. *Score calculation: Your Microsoft Compliance Score is an aggregation of points assigned to individual actions within the control framework of one or more regulatory assessments. This score is calculated using automated signals from Secure Score, existing Microsoft audit results, and your own manual attestations to model your current Compliance state. In the demonstration, look at the "Current score contribution" and "potential score remaining" fields.*
2. *Including non-Microsoft apps and services: Currently we provide deep links to only Microsoft applications. That said, you can use non-Microsoft applications and services to meet a requirement and use 'Alternative implementation' in the Implementation Status dropdown to receive the score for that action.*

Q: Any chance of adding a risk register element? For example, the business may decide that a particular framework control is going to be ignored. They may have specific reasons for doing so which need to record and then update the Compliance Score to give a score against the framework and company score aligned to the framework.

A: We want to provide you the flexibility to determine which controls and improvement actions are relevant to you and which aren't. You can mark the implementation status of a set of improvement actions as 'not in scope' to ignore the related control. You can also add implementational notes and upload any document explaining why it a particular action is not relevant to your organization.

Q: Assessment Templates added from

[\[https://servicetrust.microsoft.com/ComplianceManager/V3\]](https://servicetrust.microsoft.com/ComplianceManager/V3) have not yet appeared in SCC Compliance Score (even though they are added in Compliance Manager). Is this expected? How long does this normally take to sync across?

A: Once you add an assessment via Compliance Manager it should automatically appear in Compliance Score within a few minutes, but in certain cases can take up to one hour. If you are having issues, please send an email to Shilpa [<mailto:shbothr@microsoft.com>] and we will connect you with a product team engineer to help you with the issue.

Q: Does the score measure differently if we use Microsoft tools or other 3rd party applications? (e.g. MS MFA vs 3rd party).

A: You get the same score if you complete the action by using Microsoft or 3rd party applications. The score is dependent on the impact that the improvement action will have on your organizational compliance. With Microsoft tools, you get continuous monitoring for our automated controls and we currently do not support continuous monitoring for 3rd party applications. However, you can still receive the score if you use 3rd party applications by selecting 'Alternate implementation' in the improvement action status.

Q: Which role (or permission) is required to access this dashboard, and is there a read-only options so it can be reviewed but not managed?

A: We outline the required permissions here: <https://docs.microsoft.com/en-us/microsoft-365/compliance/compliance-score-setup?view=o365-worldwide>

Q: If we are working with partners/vendors, can we share our score with them? if so, how?

A: Currently the only way to share your compliance score with partners and vendors is by adding them as a guest account in your Azure Active Directory. We understand that this is not the optimal solution and are evaluating adding delegate access capability.

Q: If we see a specific score with recommendations that are not relevant to us as an organization, how can we dismiss them so they will not affect our score?

A: Thank you for the feedback. We allow you to classify an improvement action as out of scope if it doesn't apply to you. You can click on edit status on the particular improvement action and select "Not In Scope" as the Implementation Status to remove this action from your score calculation.

Q: Is this score aligned with Secure Score? or any other cloud vendors security scores?

A: Compliance Score contains all the actions in Secure Score and if you implement an action in Secure Score, you get the points for that action in Compliance Score as well. Compliance Score has a broader scope than Secure Score and contains operational and procedural actions related to compliance that aren't present in Secure Score.

Q: When will you add more assessments? Can I add my own assessments?

A: We are working on increasing the out-of-box assessments in the coming months and customers can add their own assessments as well. To add your assessment, navigate to Compliance Manager and select add template under the Template tab. You can add a completely new template or add to existing out-of-box template to suit your organizational needs.

Q: How do you stay up to date with new apps that can help increase my score (ex: a new MFA app is available)?

A: Currently we deep-link Microsoft solutions but we do provide a way for you to update the status of the action if you use 3rd party applications. You can do so by selecting 'Alternate implementation' in the Implementation status dropdown in the particular improvement action. Once you update the implementation status of the action, you will see an increase in your score.

Q: If you specify an improvement action as "not in scope" or "alternative solution", do you get the points or are the points removed from the overall score?

A: We will answer this question in 2 parts:

1. *Not-in-scope: When you select 'not in scope' as an implementation status for a given improvement action, we do not count the points associated with that action towards your score since that action is considered not relevant to you.*
2. *Alternate solution: When you select 'Alternative Implementation' as an implementation status for a given improvement action, and indicate that the Test Result is "Passed", we add the associated score to your overall score since you have taken the action.*