

Office 365 Government GCC for CSP

Frequently asked questions

**Microsoft partners**

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As a Microsoft Cloud Solution Provider (CSP) partner, use this FAQ to learn about the Office 365 Government GCC for CSP opportunity, product features, customer eligibility, and partner onboarding process.

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# Partner opportunity

## Why should I sell Office 365 Government GCC?

Like businesses, government agencies seek support with their digital transformations. Governments are continually under pressure to deliver greater value with dwindling resources. Legacy infrastructure remains a significant obstacle, as governments aim to improve their engagement with citizens and keep them safe. Now that Office 365 Government GCC is available in the CSP program, you can increase your opportunity to provide the Microsoft suite of cloud productivity services to your state, local or federal government agencies.

Read [how the Missouri Department of Conservation securely collaborates](https://enterprise.microsoft.com/en-us/real-stories-of-digital-transformation/#ufh-i-356746384-how-the-missouri-department-of-conservation-securely-collaborates/456591) with Microsoft Office 365 Government.

## What is the opportunity for me with Office 365 Government GCC for CSP?

You qualify for the standard [CSP incentives for Office](https://partner.microsoft.com/en-us/membership/partner-incentives) 365 commercial SKUs. In addition, you can expand your service offerings by:

* Offering project services: IT security audits, compliance assessments, cloud roadmaps
* Growing managed services: Basic end-user support, security monitoring, ‘As-a-service’ features
* Creating your own IP: Custom security assessments, tools integrated with Office 365 Secure Score

## What are the different managed services available for Office 365 Government GCC for CSP?

**Basic**

* Help desk, end user support
* Remote monitoring and management
* Identity and access monitoring

**Advanced**

* Cyber-attack monitoring and prevention
* Endpoint security monitoring and remediation
* Security protocol monitoring, management, and remediation
* Automated archiving, compliance monitoring
* Full backup and disaster recovery as a service
* Business process and dashboard automation

# Product features

## What is Office 365 Government GCC?

Office 365 Government GCC is Microsoft's offering of cloud productivity services designed for the United States government and government contractors. It provides Office 365 services with additional commitments regarding compliance accreditations, personnel screening, and data residency to meet the unique needs of US Government customers.

Microsoft offers a comprehensive set of certifications and attestations. Features that are automatically enabled in Office 365 Government GCC tenants meet the strict requirements of certifications defined in the [Microsoft Trust Center Compliance page](https://www.microsoft.com/en-us/TrustCenter/Compliance/default.aspx). A new service, application, or feature is introduced to the subscriptions only after it meets the compliance requirements.

Access the [Microsoft Service Trust Portal](https://support.office.com/en-us/article/get-started-with-the-microsoft-service-trust-portal-f30e2353-0bd6-41ed-8347-eea1fb8d2662?ui=en-US&rs=en-US&ad=US) for additional content, tools, and resources about Microsoft’s security, privacy, and compliance practices.

## What are the unique features of Office 365 Government GCC compared to Office 365 Enterprise?

Organizations that use Office 365 Government GCC benefit from the following:

* Content from the government agency, and their end customers, is more secure because it is stored in a separate cloud, outside of Microsoft's commercial Office 365 services
* Government agency content is stored in cloud infrastructure within the United States
* Outside of the government agency, only screened Microsoft personnel can access the government agency’s customer content
* Office 365 Government GCC complies with certifications and accreditations required for US public sector customers, including [CJIS](https://www.microsoft.com/en-us/TrustCenter/Compliance/CJIS), [FedRAMP Moderate](https://www.microsoft.com/en-us/trustcenter/compliance/fedramp), [IRS 1075](https://www.microsoft.com/en-us/trustcenter/compliance/irs), and [DISA SRG L2](https://www.microsoft.com/en-us/trustcenter/compliance/disa)

## Are there different Office 365 Government offerings for US Government customers?

Microsoft offers three Office 365 Government offerings that meet various levels of compliance to help organizations adhere to national, regional and industry-specific requirements. However, at this time, CSP partners can only sell Office 365 Government GCC.

|  |  |  |  |
| --- | --- | --- | --- |
| **Offerings** | **Audience** | **Compliance levels** | **Available to sell via CSP** |
| Office 365 Government GCC | Federal, civilian, state, local, tribal, federal contractor | FedRAMP Moderate  CJIS  IRS 1075  DISA SRG L2 | Yes |
| Office 365 Government GCC High | Federal, defense industrial base, aerospace, defense contractor | FedRAMP High, ITAR, DFARS, DISA SRG L4 | No |
| Office 365 Government DoD | US Department of Defense | DISA SRG L5 | No |

## What Office 365 Government GCC plans are available?

Within the GCC environment, the following suite plans are available:

* Office 365 GCC G1
* Office 365 GCC G3
* Office 365 GCC G5
* Office 365 GCC F1

## What features are available under the Office 365 Government GCC offering?

Office 365 Government GCC follows the standard [Office 365 roadmap](https://products.office.com/en-US/business/office-365-roadmap), which is available publicly. New services do not release in Office 365 Government GCC until they meet the appropriate compliance requirements, and in some cases, this means commercial tenants will have earlier availability.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office 365  Services** | **Office 365 GCC G1** | **Office 365 GCC G3** | **Office 365 GCC G5** | **Office 365 GCC F1** |
| Outlook for iOS and Android | Yes | Yes | Yes | Yes |
| Office Online | Yes | Yes | Yes | Yes |
| Exchange Online | Yes | Yes | Yes | Yes |
| SharePoint Online | Yes | Yes | Yes | Yes |
| OneDrive for Business | Yes | Yes | Yes | Yes |
| Skype for Business (Instant Messaging & Presence) | Yes1 | Yes | Yes | Yes1 |
| Groups | Yes | Yes | Yes | Yes |
| Delve | Yes | Yes | Yes | Yes |
| Azure Active Directory Services | Yes | Yes | Yes | Yes |
| Office 365 Video | Yes | Yes | Yes | Yes |
| Admin Center | Yes | Yes | Yes | Yes |
| PowerShell | Yes | Yes | Yes | Yes |
| Management Activity API | Yes | Yes | Yes | Yes |
| PST Import | Yes | Yes | Yes | Yes |
| Service Communication API | Yes | Yes | Yes | Yes |
| Office Mobile Apps | No | Yes | Yes | Yes |
| Office 365 ProPlus | No | Yes | Yes | No |
| Security Compliance Center | No | Yes | Yes | Yes |
| Power BI Pro | No2 | No2 | Yes | No2 |
| Cloud Voice | No2 3 | No2 3 | Yes3 | No2 3 |

1 Skype for Business Basic is available for all customers. The Skype for Business desktop client is a locally installed application that provides presence, instant messaging, and conferencing features for Office 365 plans that include Skype for Business Online. Office 365 ProPlus, G3, and G5 include the full Skype application, which includes additional features such as advanced telephony support, archiving, and compliance features. For more information on Skype for Business Basic features, see [Clients for Skype for Business Online](https://technet.microsoft.com/en-us/library/018516c9-1bc6-4ad7-af21-d41935feb806).

2 Not included but can be purchased as a separate add-on.

3 Calling Plan is an add-on.

# Customer eligibility

## Can existing Office 365 customers transition to Office 365 Government GCC?

No. Customers cannot transition once they deploy the environment and associated offering. To apply the appropriate controls for Office 365 Government GCC, an organization’s cloud identity and Office 365 tenant must be set up accordingly at the time of creation.

## Can customers subscribe to multiple offerings?

A tenant can only exist in one environment, and the Office 365 Government GCC offerings are associated with that environment. Thus, multiple offerings—Enterprise/Business, GCC, GCC High—cannot coexist in the same tenant.

Customers are welcome to subscribe to multiple offerings and manage them in separate tenants, but this is not recommended because of its complexity and a sub-optimal user experience.

## Who has administrative access to the data in Office 365 Government GCC?

Government agencies have administrative access to the data in Office 365 Government GCC. Outside of their organization, only Microsoft personnel who are US citizens have administrative access. These personnel undergo background investigations in accordance with relevant government standards.

## Can customers request a trial of Office 365 Government GCC?

You will be able to provision GCC trials for your customer.

## Where is additional information on customer eligibility available?

Additional customer eligibility info is available [here](https://go.microsoft.com/fwlink/?linkid=2007442).

# Partner onboarding process

## How do I get started selling Office 365 Government GCC for CSP?

Enablement guidance is available [here](https://go.microsoft.com/fwlink/?linkid=2006179).

# Product roadmap

## What new features will be available to government customers in the coming months? When will Microsoft add these features?

In the coming months, Microsoft plans to make the Microsoft 365 GCC G3 and G5 SKUs available in CSP.

Office 365 Government GCC follows the standard Office 365 roadmap, which is available publicly at [Roadmap.Office.com](https://products.office.com/en-US/business/office-365-roadmap). New services do not release in US Government environments until they meet the appropriate compliance requirements, and in some cases, this means commercial tenants will have earlier availability. The [Office 365 Government Service Description](https://technet.microsoft.com/en-us/library/mt774581.aspx) provides additional details.

## Does Microsoft plan to offer Microsoft Teams in Office 365 Government GCC?

Microsoft Teams reached FedRAMP moderate compliance in June and will start rolling out to US Government customers on July 17, 2018. Teams will be available for all eligible customers by the end of August 2018.

In addition to supporting US Government standards such as SOC 1, SOC 2, ISO27001 and HIPAA, Microsoft Teams now meets the [federal compliance requirements of GCC customers](https://technet.microsoft.com/en-us/library/mt774967.aspx), including FedRAMP Moderate, CJIS and IRS 1075. Microsoft has added support for audit log search, eDiscovery, retention policies and legal hold for channels, chats, and files, as well as [mobile application management](https://blogs.technet.microsoft.com/enterprisemobility/2017/03/14/microsoft-teams-is-now-generally-available-and-mam-enabled-on-ios-and-android) with Microsoft Intune.

## Will all the features of Microsoft Teams be available for US Government customers?

To accommodate the requirements of our US Government cloud customers there are a few differences between Teams for US Government and Teams for commercial customers. For more information about the features available, visit [aka.ms/teamsgccsetup](https://aka.ms/teamsgccsetup).

Going forward, new features for Microsoft Teams will arrive to US Government customers after their release to commercial customers, due to increased audit requirements and activities to meet the needs of the US Government compliance. We are dedicated to honoring our compliance commitments laid out in the [Office 365 Compliance Framework](https://products.office.com/en-us/business/office-365-trust-center-compliance). We are working to shorten this time where possible.

# Resources

## Where can I find other resources to help me sell Office 365 Government GCC?

Use the following resources to learn more:

* Learn how to get started selling the [Microsoft Cloud for US Government](https://go.microsoft.com/fwlink/?linkid=2006179) for CSP
* Access information on the [partner opportunity in US Government](https://www.microsoft.com/microsoft-365/partners/governmentforCSP) on the Microsoft 365 for partners site
* Product resources:
  + [Office 365 Government Service Description](https://technet.microsoft.com/en-us/library/mt774581.aspx)
  + [Roadmap.Office.com](https://products.office.com/en-US/business/office-365-roadmap)
  + [Microsoft Trust Center](https://www.microsoft.com/en-us/TrustCenter/)
  + [Microsoft Service Trust Portal](https://aka.ms/STP)