

Granular Delegated Admin Privileges (GDAP) in Cloud Solution Provider (CSP)

For Microsoft 365, Dynamics 365, Power Platform, and Azure

May 2022



Value and vision

Vision

Cybersecurity continues to be one of the top challenges of our digital age. Creating a secure ecosystem requires the adoption of a holistic security approach that includes a zero trust mindset, cloud-first posture, and the investment in people and skills. Zero trust follows the principles of verify explicitly, use least privileged access, and assume breach. Organizations who operate under these principles are more resilient, consistent, and responsive to new attacks. With our partners, we're taking steps aligned to these principles to secure the channel.

Protecting access to customer data is a critical part of securing the ecosystem and partners should take action to employ tools for the principle of least privileged access.

Granular Delegated Admin Privileges (GDAP)

With the new GDAP capability, partners can control more granular and timebound access to their customers' workloads. This means that partners can better address security concerns from their customers. Partners can also provide more services to customers who are uncomfortable with the current levels of partner access and who have regulatory requirements to **provide only least privileged access to partners**.





Features

Duration

 Partners can select a GDAP relationship duration of between 1 and 730 days.

Supported roles

- Partners can choose from any <u>Azure Active</u> <u>Directory (AAD)</u> <u>roles</u> that are supported by GDAP for granularity, which can be approved by customers at partner tenant scope.
- Partners are discouraged from selecting a <u>global</u> <u>administrator role</u> for GDAP invitation requests.

Security groups (SGs)

Partners can create SGs in their partner tenant to organize their employees so that they can restrict their access per customer per Microsoft 365 workload level and partition their employees' access per customer, depending on the business need.

Reporting

- Partners can use GDAP reporting analytics in Partner Center to track:
- Invitations pending approval from customers.
- Which relationships across their customers are expiring.

Termination

 Either the partner or the customer can terminate access granted through GDAP.



How GDAP works

GDAP provides restriction of access at the customer, partner tenant, partner user, and workload levels.

Partner user agents are assigned to SGs. Each SG is given access to customer workloads for a fixed duration of time. The access expires automatically at the end of the duration.





Considerations for transitioning from DAP to GDAP

- > While DAP and GDAP will coexist during the transition period, GDAP will eventually replace DAP. This is to ensure that we provide a more secure solution for our partners and customers. We advise transitioning your customers to GDAP as soon as possible to ensure continuity.
- > There are no changes to the existing DAP relationship flow while DAP and GDAP coexist.
- Partner earned credit (PEC) earnings won't be affected when you transition to GDAP. There will be no changes to the partner admin link (PAL) with the transition, ensuring that you continue to earn PEC. Disabling DAP will not remove PAL.
- > GDAP permissions will take precedence over DAP permissions:
 - > The precedence for GDAP permissions over DAP permissions works at the partner tenant, customer tenant, and workload levels. For example, if a partner user signs in for a given workload and there's DAP for the global admin role and GDAP for the global reader role, the partner user will get the global reader permissions only.
- > Transitioning a large customer base from DAP to GDAP:
 - > This can be carried out by APIs starting in late February. This will require customer consent.
 - > We're in the process of building a transition tool for partners that will help them transition all their customers from DAP to GDAP without requiring customers' consent.
- > GDAP will be required to turn on Microsoft 365 Lighthouse in the future.
 - > The partner user will need to have the right GDAP permissions on the customer's tenant if they want to view that customer in Microsoft 365 Lighthouse.
 - > If the GDAP relationship expires, that customer will no longer be visible in Microsoft 365 Lighthouse.



Transitioning from DAP to GDAP



Audit existing DAP connections.

Determine how partner agents within your organization are accessing customer tenants through DAP using the DAP monitoring tool.

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Remove inactive DAP connections.

Review the active and inactive DAP connections using the monitoring tool. We strongly recommend removing any inactive DAP connections as soon as possible.



Start planning for your DAP-to-GDAP transition.

Understand what activities your partner agents carry out in the customer tenant to determine which GDAP roles will be most applicable.



Transition to GDAP.

Begin your transition to GDAP by referring to the stepby-step guide. This process will require your <u>customer to</u> <u>approve the GDAP request</u>.

<u>Disable DAP</u>.

After you've been granted GDAP by your customer and confirmed that you can perform all necessary admin activities on behalf of your customer, you should disable your existing DAP connection.



Start planning for your DAP-to-GDAP transition

Transition to GDAP

Audit existing DAP connections





Start planning for your DAP-to-GDAP transition

DAP monitoring report

- > This report displays all the DAPenabled customers for the partner.
- This report can be used by direct bill partners, indirect providers, and indirect resellers transacting through the CSP program.
- > Partners with the admin agent role can access this reporting.
- Partners can access DAP reporting by going to:

Partner Center > Account settings > Security Center > Administrative relationships

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88	Locations		DAP	enabled customers: 9	90										
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	Integration sandbox			Alpine Ski House	5		25	40%		51	75		Disable DAP		
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	Multi-factor authentication			Incredible Inc.	5		25	25%		33	44				
	Test drive new features	\sim		Relectoud	5		25	25%		30	58		Disable DAP		
				Relectoud II	5		25	15%		27	58		Disable DAP		

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APIs aren't currently supported for this reporting feature.

We're also offering service providers <u>AAD Premium Plan 2</u>, which provides extended access to sign-in logs and premium features such as AAD Privileged Identity Management (PIM) and risk-based conditional access capabilities for strengthening security controls.



Start planning for your DAP-to-GDAP transition

Filter options for managing DAP

- Inactive for more than 90 days: Displays the number of customers whose DAP relationship has been inactive for more than 90 days. Partners will be recommended to remove DAP if inactive for more than 90 days.
- Inactive for 60 to 90 days: Displays the number of customers whose DAP relationship has been inactive between 60 and 90 days. Partners will be recommended to remove DAP if inactive for more than 60 days.
- Inactive for 30 to 60 days: Displays the number of customers whose DAP relationship has been inactive between 30 and 60 days.
- > Established in the last seven days: Displays the number of customers whose DAP relationship was established in the last seven days.

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	Integration sandbox			Alpine Ski House	5		25	40%		51	75	Disable DAP	
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	Administrative relationships			Fabrikam, Inc.	5		25	30%		90+	58	Disable DAP	
	Multi-factor authentication			Incredible Inc.	5		25	25%		33	44		
	Test drive new features	~		Relectoud	5		25	25%		30	58	Disable DAP	
				Relectoud II	5		25	15%		27	58	Disable DAP	



Active DAP connection is defined as connections where partners are accessing the customer's tenant through the Partner Center portal and administer on behalf of (AOBO) or when partners use APIs to connect to the customer's tenant by exchange of tokens.



Start planning for your DAP-to-GDAP transition

Field details

This report provides details about each customer's DAP connection and the activity associated with it. It includes:

- > Customer name
- > Number of partner agents signed in: The number of unique partner agents who have signed in to the customer tenant in the last 30 days.
- Number of times partner agents signed in: The number of times the partner agents signed in to the customer tenant in the last 30 days.
- > Percentage of global admin sign ins: The percentage of times the partner agent signed in to the customer tenant as a global admin.

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=	Account settings		Security center f	or administ	rative relations	nips				
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			Relectoud II	5	25	15%	27	58	Disable DAP	





Start planning for your DAP-to-GDAP transition

Field details

- Days enabled: The number of days since the DAP or GDAP relationship has been established between the partner and the customer. If it's more than 90 days, it will be displayed as 90+, otherwise you'll see an absolute number.
- Days inactive: The number of days since the DAP or GDAP relationship has been inactive between the partner and the customer. If it's more than 90 days, it will be displayed as 90+, otherwise you'll see an absolute number.
- Recommendation: Recommendation to turn off DAP will be provided if the partner agent has not signed in to any of the customer's workload in the last 60 days.

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Account settings		Security center for a	administr	ative relationship	os					
Partner profile	~	Delegated administration privileges DAP for security when inactive. DAP	(DAP) allows par is disabled after	rtner agents to log in to custom inactive for 90 days. Learn mo	ners' online serv re about DAP	rices; disable				
Locations		DAP enabled customers: 9	0							
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User management		Customer 1	No of Partner agents signed	↑ No of times Partner agents signe	∱ % of gl d admins	obal s sign ins [↑]	Days enabled 1	Days ir	nactive 1 Recommendations	
App management		Adventure Works Cycles	5	25	45%		90+	88	Disable DAP	
Shared services		Alpine Ski House	5	25	40%		51	75	Disable DAP	
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Administrative relationships		Fabrikam, Inc.	5	25	30%		90+	58	Disable DAP	
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Test drive new features	~	Relectoud	5	25	25%		30	58	Disable DAP	
		Relectoud II	5	25	15%		27	58	Disable DAP	



Start planning for your DAP-to-GDAP transition

Transition to GDAP

Disable DAP



Remove inactive DAP connections







Considerations for turning off DAP access

- > Ensure that you notify your customer about turning off DAP.
- Partner agents won't have access to the customer's online services.
- > Turning off DAP access for a customer will turn off the partner's administrator privilege to manage capabilities on the customer tenant.
- Transacting partners can continue to place orders on behalf of their customers.
- > Partner agents can no longer raise a support ticket on behalf of their customers to Microsoft.
- > It can take a few minutes for the changes to reflect in Partner Center.
- > Turning off DAP won't affect current role-based access control roles on a subscription, so it won't affect PECs.





DAP removal





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DAP removal

The customer will receive an email notification informing them that the partner has removed the delegated admin role on their account. Microsoft

Fabrikam has removed your delegated admin roles

Fabrikam has removed your delegated admin roles on March 24, 2021. This means they can no longer manage your account with Microsoft or access your account in the Microsoft 365 admin center and other sites.

Partner information

Partner name Fabrikam

Partner contact Partner contact information

If you want to authorize this partner to manage your account with Microsoft again, ask them to send you a new delegated admin relationship request.

Account information

Organization name: Contoso

Domain: contoso.onmicrosoft.com

<u>Privacy Statement</u> Microsoft Corporation, One Microsoft Way, Redmond, WA 98052

Microsoft



Audit existing DAP connections Remove inactive DAP connections

Start planning for your DAP-to-GDAP transition

Transition to GDAP

Disable DAP





Audit existing DAP connections

Start planning for your DAP-to-GDAP transition

Transition to GDAP

Disable DAP

Prepare for your transition

- > Understand what activities your partner agents carry out in the customer tenant.
- > We recommend granting your partner agents the least privileged roles based on the tasks that they carry out.
- Refer to the <u>guidance</u> to help you determine which GDAP roles will be the most applicable.



















Create admin relationship invitation request

- Only the partner admin agent within the partner organization can raise a GDAP invitation request.
- From the Partner Center menu, select Customers, and on the Customers page, select a customer.
- 2

For that customer, select Admin relationships, and then select Request admin relationship.

	,P Search	Workspaces
Home > Customers > DemoCustomer >	Admin relationships	
Subscriptions Order history Software Azure reservations Devices Users and licenses Admin relationships Service management Service requests Account	<section-header><section-header><text><text><text></text></text></text></section-header></section-header>	



Create admin relationship invitation request

On the next page, enter the appropriate details in the Admin relationship name and Duration in days fields.

Select Azure AD roles, which opens a side panel with a list of granular AAD roles. Review which least privileged AAD built-in role can be selected <u>here</u>.

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The **admin relationship name** must be unique and visible to the customers in the Microsoft 365 Admin Center.

Duration in days is the time after which the granular admin relationship will automatically expire. After expiration, you will no longer have admin access to manage customer services. The maximum duration is 730 days.





Create admin relationship invitation request

		Microsoft Partner Center	,O Search	Workspaces 👥 💭 😳 ? 🚳
5	Select the roles that you want to request access to, and select Save.	Home > Customers > DemoCustomer Customer list Administer	Admin relationships Create an admin relationship request DemoCustomer Create an admin relationship request To request an admin relationship with a customer. Fill out the form below, copy and pasts the following text, including the URL, into an email. Edit the text if necessary and send the email to your customer. Your customer will be able to see the Admin relationship mame in the MB85 Admin Center.	Privileged role administrator User administrator User administrator Other Billing administrator Domain name administrator Comain name administrator Comain name administrator
6	All selected AAD roles will appear under the Requested Azure AD roles section.		Admin relationship name Admin relationship name is visible to customers. Duration in days * 730 Requested Azure AD roles * Identify the Azure AD roles you want to assume for your customer.	Read-only Read-only Directory readers Global reader Message center privacy reader Message center reader
\langle	You can repeat these steps multiple times for addition or deletion of selected roles.		co Select Azure AD roles	Reports reader Security reader Usage summary reports reader Security & Compliance Attack payload author
7	To confirm, select Finalize request, which will initiate an email that will go to your customer, requesting the admin access.			Attack simulation administrator Authentication policy administrator Attack information protection administrator Compliance administrator Compliance data administrator Customer Lockbox access approver Save

GDAP in CSP	Audit existing DAP connections	Remove inactive DAP connections	Start planning for your DAP-to-GDAP transition	Transition to GDAP	Disable DAP	
Inviting a customer	Role assignment	AOBO services	Termination of GDAP	Expiration of GDAP	Auditing	

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Create admin relationship invitation request

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- Review the draft email message. You can open the draft message in your default email application, or you can copy the message that has the GDAP invitation link to your clipboard and paste it into an email for your customer.
- 9

Send the email to your customer.



Select Done when you've reviewed the email and sent it to your customer.



You can edit the text in the email, but be sure **not to edit the GDAP invitation link** because it's personalized to link the customer directly to your account.

Create an admin relationship request

Send the request form below to any of your customers. You may edit the text, but be sure to include the URL unedited. Request URLs, once accepted, are not reusable.

Admin relationship name

Kontoso admin relationship

Duration in days

Requested Azure AD roles Exchange administrator, Teams communications administrator, Intune administrator, Global administrator, Helpdesk administrator

Request

By clicking the included link you will be able to accept the request for us to administer your products using the roles listed below for the specified date range.

Click to review and accept:

https://admin.microsoft.com/AdminPortal/Home? flight=EnableReactPartnerGDAP&flightUpdateMode=add#/partners/invitation/granularAdminRelatior ccd9-4dfe-8b53-1ada63c9ac19-589fa218-5206-4279-b995-427c4d2f8a5e

Duration in days:

Azure AD roles:

Exchange administrator Can manage all aspects of the Exchange product.

Teams communications administrator Can manage calling and meetings features within the Microsoft Teams service.

Intune administrator Can manage all aspects of the Intune product

Global administrator Can manage all aspects of Azure AD and Microsoft services that use Azure AD identities.





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Approve admin relationship invitation request

Your customer can approve your GDAP request.

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The customer will need to select the GDAP invitation link.

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On the Approve partner roles page, the customer will select Approve all.

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Both you and the customer will get a confirmation email notification after approval.

Wilcrosoft 505	admin center	>> Search	<u>کې</u> کې
=		gaaTestCustomer	🕗 Dark mode
命 Home			
R Users	~	Approve partner roles	
ී¤ ^e Groups	~	Your partner, test_test_csp_20190123_01, requests these admin roles.	
දි Roles		These roles give your partner permission to view data and complete tasks in the admin centers. Learn more about admin roles	
🗔 Billing	\sim		
Support	~	Partner information test_test_csp_20190123_01	
l Settings	^	Redmond, WA 98052 US	
Search & intellige	nce	1231231234	
Org settings		Parlational in Ame	
Integrated apps		Granular admin access	
Partner relationshi	ps		
Setup	\sim	Relationship name	
🗠 Reports	~	Kontoso admin relationship	
℅ Health	~	Roles	
		Your partner requests these roles to support the work they do for	
Admin centers		your organization in the admin centers. show role descriptions	
Security		Exchange administrator Teams communications administrator Intune administrator	
Compliance		Global administrator Helpdesk administrator	
Endpoint Manage	r	Duration	
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IΞ All admin centers			
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Email confirmation sent to customer

Subject: You have a granular administrator relationship with *name of customer's organization*

tost t	ost con 20100122 01 has been
approve	ed as a delegated admin
An administra delegated adr administrator manage your	tor in your organization approved test_test_csp_20190123_01 to be a ninistrator for your account with Microsoft. This Granular relationship gives them access to the Microsoft 365 admin center to account.
Details	
Approved by	admin@testTestGAACustomer.onmicrosoft.com
Expires on	September 4, 2021
Partner name	test_test_csp_20190123_01
Partner roles	View assigned roles in Microsoft 365 admin center
mportant	
f you do not Granular admi Microsoft 365	want this partner to manage your account with Microsoft, remove the inistrator relationship and unassign their administrator roles in the admin center.
Account	information
Organization	name gaaTestCustomer

Privacy Statement Microsoft Corporation, One Microsoft Way, Redmond, WA 98052

Microsoft

Email notification confirming approval sent to partner

Subject: Your customer has accepted the granular administrator request

Microsoft	
Test_Test_GAA_Cus	stomer_Account accepted the
Granular Admin Re	lationship Contoso Delegated
Administration	
Test_Test_GAA_Customer_Accou	nt has accepted your Granular Admin Relationship request.
You can now assign Azure AD ro on behalf of this customer.	les to your security groups so they can administer services
Admin relationship details	
Customer:	Test_Test_GAA_Customer_Account
Admin relationship name:	Contoso Delegated Administration
Expiration date:	2/19/2021
Please navigate to the Relations	hip details page in Partner Center to see further details.
Microsoft respects your privacy. To learn mor will receive emails such as this from time to the Microsoft Corporation One Microsoft Way Redmond WA, USA 98052	e please read our online Privacy Statement. Because you have an active account, you me to inform you about account-related matters.

The admin agent role within the partner organization will receive this email notification.











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If you prefer to have different partner users managing different customers, then you should assign those partner users to separate security groups for percustomer isolation.

Role assignment works at the customer-to-GDAP relationship level through the Partner Center interface. If you want multicustomer role assignment, you can automate using an API.



View admin relationships

To grant permission to the SGs, complete the following steps:

1	

From the Partner Center menu, select Customer, and then select Administer. Select the customer that you want to manage.

Customer list	Customers Gra	nular administration			
Rominister	To request an admin relationship with the below.	re customer, select the link below. To manage an existing admin relationship, select the o	customer company from the list		
	🕞 Request admin relationship			Search	
	Company name	Details			
	p126internaltesting3				
	Test_Test_Customer_Azure_DAP				
	TestRadand				
	Azure_With_DAP_GDAP				
	Win365NoDAPCustomer				



Select SG



Select Admin relationships, and then select the specific admin relationship that you want to change.

Microsoft Partner Center	,∕P Search			Workspaces 🗾 💭 🙂
Home > Customers > TestRadand >	Admin relationships			
Subscriptions	TestDedand Admin role	tionching		
Order history	TestRadand Admin rela	luonsnips		
Software	Below is a list of admin relationships with the customer that	are currently active, expired, or terminated.		
Azure reservations	🖙 Request adminiralationshin 👘 🔿 Terminate relationshin			Search admin relationships
Devices		·		,
Users and licenses	Admin relationship name	Status	Start date	End date
Admin relationships	Beta	Active	05/11/2021	05/11/2023
ervice management				
ervice requests				
Account				



Select SG

3

Under Security groups, select Add security groups.

Microsoft Partner Center	, Р Se	arch	Workspaces 🗾 🔎
Home $>$ Customers $>$ TestRadand $>$	Admin relationships 🚿 Beta		
Subscriptions	සැ Request admin relationship 👔 Terminate	relationship	
Order history			
Software	Admin relationship	os Beta	
Azure reservations	•		
Devices	Status	Active	
Users and licenses	Start date	11/5/2021, 11:55:08 PM GMT	
Admin relationships	End date	11/5/2023, 11:53:08 PM GMT	
Service management	Azure AD roles: ①		
Service requests	Intune administrator		
Account			
	Security groups		
	Select a security group to modify role assignment	nts available for members of the group. Learn more about security groups.	
	- Add security groups	groups	
	- Add secondy gloups	- · ·	
	Name	Status	
	Done		



Select SG

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partner's tenant to elevate the access of a few highprivilege users, just in time (JIT) to grant them highprivilege roles like password admins with automatic removal of access. Microsoft is offering a free AAD premium plan 2 license for this.



Assign SGs to roles in approved admin relationships

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On the Select Azure AD

roles panel, select the AAD roles that you want to assign to the SG within that admin relationship. With the AAD roles assigned, users in the SG can administer services.

- Select Save from the panel, and then select Done.
 - You can remove or add more SGs and AAD roles.

All the users assigned to the SG can now administer services from the Service management page.

			Select Azure AD roles
Subscriptions	සු Request admin relationship 👔 Terminate relati		Select Azure AD Toles
Order history			Select from approved Azure AD roles to assign to the following security group click "Save", Learn more about Azure AD roles.
Software	Admin relationships	Beta	HelpdeskAgents
Azure reservations	Status	Active	
Devices	Start date	11/5/2021, 11:53:08 PM GMT	Azure AD roles
Admin relationships	End date	11/5/2023, 11:53:08 PM GMT	Intune administrator
Service management			
Service requests	Azure AD roles: ①		Save
Account	Intune administrator		
	Security groups		
	Select a security group to modify role assignments av	ailable for members of the group. Learn more about security groups.	
	+ Add security groups	ps	
	HelpdeskAgents	No Azure AD roles	s selected
	Done		



Refer to this article for information needed to restrict a user's administrator permissions by assigning least privileged roles in AAD. We recommend assigning the service support administrator for partner users looking to create support tickets for customers.











AOBO services

The partner user can administer services for the customer's workload by going to the customer's Service management page.



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You don't need GDAP to fulfill orders for new and existing customers. You can continue to use the same process to fulfill customer orders in Partner Center.











Terminate an admin relationship (initiated by partner)

To terminate the granular admin relationship with a customer, complete the following steps:



3

From the Partner Center menu, select Administer, and then select the customer whose admin relationship you want to terminate.

Select Admin relationships, and then
select the admin relationship that you
want to terminate.

Select Terminate relationship.

Home > Customers > TestRadand >	Admin relationships			
Subscriptions Order history	TestRadand Admin relati	ionships		
Software	Below is a list of admin relationships with the customer that are	currently active, expired, or terminated.		
Azure reservations Devices	Co Request admin relationship]		Search admin relati
Uters and licenses	Admin relationship name	Status	Start date	End date
Admin relationships	Approval test	Approved	Invalid Date	Invalid Date
Service management Service requeste	Approval test 1	Terminated	02/20/2021	03/15/2021
Account	Approval test 2	Approved	Invalid Date	Invalid Date
	Approval test 3	Expiring	02/20/2021	03/02/2021
	Approval test 4	Expiring	02/20/2021	03/02/2021
• • •	Approval test 5	Expiring	02/20/2021	03/02/2021
	Approval test 6	Expiring	02/20/2021	03/02/2021
	Approval test 7	Expiring	02/20/2021	03/02/2021
	Azure test relationship	Active	02/19/2021	03/01/2021
	Contoso admin relationship	Active	03/08/2021	09/04/2021
	Contoso admin relationship	Active	03/08/2021	09/04/2021



Terminate an admin relationship (initiated by partner)

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In the dialog box, confirm that you'd like to terminate the relationship.

ubscriptions	TestRadand	dmin relationships		
rder history	Below is a list of admin relationships v	if the customer that are currently active, expired, or terminated.		
ture reservations				
evices	🖓 Request admin relationship 👔 Se	minute relationship		Search admin relation
sers and licenses	Admin relationship narte	State -	Start dans	Ind date
dmin relationships	Approval test	Terminate admin relationship?	Invalid Date	invalid Date
ervice management ervice requests	Approval test 1	The Azure AD roles within this relationship will be canceled and removed from any security groups to which they have been assigned.	02/20/2021	03/15/2021
count	Approval test 2	This cannot be undone.	Invalid Date	Invalid Date
	Approval test 3	Terminate relationship Cancel	02/20/2021	03/02/2021
	Approval test 4		02/20/2021	03/02/2021
	Approval test 5	Expiring	02/20/2021	03/02/2021
	Approval test 6	Expiring	02/20/2021	03/02/2021
	Approval test 7	Depling	02/20/2021	03/02/2021
	Azure test relationship	Active	02/19/2021	03/01/2021
	Contoso admin relationship	Adive	03/08/2021	09/04/2021
	Contras admin relationship	Active	03/08/2021	09/04/2021





Terminate an admin relationship (initiated by partner)

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The admin agent role within the partner organization will receive a confirmation email stating that the relationship has been terminated. Microsoft

Granular Admin Relationship has been terminated: GDAP Relationship 11152021

Granular Admin Relationship has been terminated.

You will no longer have privileges to administer services on behalf of this customer.

Admin relationship details

Customer: Admin relationship name: Termination date: Terminated by: gdapcustomer11152021 GDAP Relationship 11152021 11/16/2021 deepakku@testtestbugbash4.onmicrosoft.com

Please navigate to the Relationship details page in Partner Center to see further details.

View in Partner Center >

Microsoft respects your privacy. To learn more please read our online Privacy Statement. Because you have an active account, you will receive emails such as this from time to time to inform you about account-related matters...

Microsoft Corporation One Microsoft Way



E Microsoft 365 admin center

Terminate an admin relationship (initiated by customer)

Your customer can decide to remove your GDAP from their tenant. Customers manage rights and permissions to their Microsoft 365 accounts on the Partner relationships page in the Microsoft 365 Admin Center.

On this page, customers can:

- > See which partners they have a relationship with and which partners have GDAP.
- > Remove a partner's GDAP from the tenant.

= gaaTestCustome ப் Home **Partner relationships Q** Users These are the partners that you authorized to work with your organization. Each partner has different °𝔅[®] Groups responsibilities for working with your organization, and some might have roles. ₽_m Roles 🔗 test test csp 20190123 01 has these roles: Exchange administrator, Teams communications administrator, Intune administrator, + 2 more 🕐 Refresh 🗇 Billing 1 item 🔎 Search C Support ✓ Partner ↑ Relationship type Relationship name Roles 🖏 Settings v test_test_csp_20190123_01 (8) Search & intelligence Org settings Granular admin access Contoso admin relationshi Exchange administrator, Teams communications administrator, Granular admin access Teams communications administrator. Intune administrator. Global administ Hera's heroes Partner relationships undefined. Intune administrator. Global administrator. + 1 mor Contoso admin relationship 🖉 Setup Granular admin access undefined. Exchange administrator, undefine Granular admin access ∠ Reports Granular admin access Kontoso admin relationship Granular admin acces 💝 Health Contoso Delegated Administratio Granular admin acces Requesting coffee admin Global administrator, Helpdesk administrato Reseller Admin centers Doesn't apply Security Compliance Endpoint Manager Azure Active Directo. ··· Show pinned

⊘ Search

To remove DAP from a partner:

On the Partner relationships page, select the partner of interest.



Terminate an admin relationship (initiated by customer)

2 On the details pane, select Remove roles.

3 On the confirmation pane, select Yes.

		Microsoft 365 admin cent	er	♀ Search	🕸 ? (GA)
	=			gaaTestCustomer	Dark mode
:	ŵ	Home		Partner relationships > test_test_csp_20190123_01	
• • •	8	Users	~		
•	192ª	Groups	~	test_test_csp_20190123_01	
• • •	<i>?</i> ≞	Roles		Your partner can view data and manage your Microsoft account in the admin centers.	
		Billing	~	Partner information	
	Q	Support	\sim	test_test_csp_20190123_01 1 Microsoft Way	
	<u>نې</u>	Settings	^	Redmond, WA 98052	
		Search & intelligence		1231231234	
•		Org settings		Relationship type	
• • •		Integrated apps		Granular admin access	
•	1	Partner relationships		Pelationchin name	
•	B	Setup	\sim	Kontoso admin relationship	
•	⊵	Reports	\sim	D-la-	
•	~	Health	~	Your partner requests these roles to support the work they do for your organization in the admin centers. Show role descriptions	
•	Adr	nin centers		Exchange administrator	
•		Security		Interne administrator	
		Compliance		Global administrator Helpdesk administrator	
•	B	Endpoint Manager		Expiration date	
• • •	الله ♦	Azure Active Directo		3/9/2021	
• • • •	E	All admin centers		Remove roles	_
0 0 0 0 0 0 0 0		Show pinned			
•					



Terminate an admin relationship (initiated by customer)

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		/

Both the partner and customer will get termination confirmation email notifications.



After termination, users who were members of the SG that was mapped to this relationship will no longer have access to administer services.



Within the partner organization, the admin agent role will receive a notification. Within the customer organization, the global admin agent role will receive the notification.

Microsoft

test_test_csp_20190123_01 ended their partner relationship with you

An administrator in your organization removed your partner relationship with test_test_csp_20190123_01.

This includes unassigning administrator roles that allowed them to manage your account with Microsoft. This removes their access to the Microsoft 365 admin center for your account.

Details

· · · · · · • •

Removed by admin@testTestGAACustomer.onmicrosoft.com

Partner name test_test_csp_20190123_01

If you want to authorize this partner again so they can manage your account with Microsoft, ask them to send you a new Granular administrator relationship offer.

Account information

Organization name gaaTestCustomer

Domain testTestGAACustomer.onmicrosoft.com

<u>Privacy Statement</u> Microsoft Corporation, One Microsoft Way, Redmond, WA 98052

Microsoft











Expiration of GDAP

- > The GDAP relationship automatically expires on the set expiration date based on the duration that was requested in the GDAP invitation. The default expiration is set to two years (maximum). Permanent GDAP relationships with customers aren't possible for security purposes.
- > Before expiration, both you and your customer will receive proactive email notifications 30 days, 7 days, and 1 day before the expiration date.
- > On the expiration date, an email notification will be sent to both you and your customer, confirming the expiration of your granular admin relationship.
- > After expiration, users who were members of the SG assigned to this relationship will no longer have access to administer services. To extend or renew the GDAP relationship, partners will need to resend the GDAP relationship request to the customer.
- > There will be no change to the customer's existing subscriptions if the GDAP relationship expires.
- > Autorenewal of GDAP relationships with customers isn't permitted for security purposes.
- > To view expired relationships, select Admin relationships.
- > The status column will indicate that the relationship has expired.

GDAP relationships in the **Approval pending**, **Expired**, or **Terminated** state will automatically be cleared after one year and will no longer be accessible or visible to both parties of the relationship.



Email notification for upcoming expiring relationships

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A reminder email notification is sent to the **partner** for upcoming expiring relationships.

Microsoft				
Reminder before the expir Name>.	ration of <gaa relationship<="" th=""></gaa>			
The Granular Admin Relationship between you and CSP GDAP Customer is expiring soon. see further details or to create a new Granular Admin Relationship, please click on the but below to navigate to the Relationship details page in Partner Center.				
Admin relationship details				
Customer:	CSP GDAP Customer			
Admin relationship name:	<gaa name="" relationship=""></gaa>			
Expires on:	1/14/2021			

View in Partner Center :

Microsoft respects your privacy. To learn more please read our online <u>Privacy Statement</u>. Because you have an active account, you will receive emails such as this from time to time to inform you about account-related matters.

Microsoft Corporation One Microsoft Way Redmond WA, USA 98052 A reminder email notification is also sent to the **customer** for upcoming expiring relationships.

Microsoft

A Your partner relationship with test_test_csp_20190123_01 expires on March 5, 2021

Starting on March 5, 2021, test_test_csp_20190123_01 will no longer have access to manage your account with Microsoft. This partner relationship and assigned administrator roles gives your partners access to manage your account with Microsoft in the Microsoft 365 admin center.

Details

Expires on March 5, 2021

Partner name test_test_csp_20190123_01

Partner roles View assigned roles in Microsoft 365 admin center

If you want to keep this partner relationship, ask them to send you a new Granular administrator relationship offer.

Account information

Organization name gaaTestCustomer

Domain testTestGAACustomer.onmicrosoft.com

Privacy Statement

Microsoft Corporation, One Microsoft Way, Redmond, WA 98052

Microsoft



Expired relationship email notification

An expired relationship email notification is sent to the **partner**.

Microsoft

Expiration for the Granular Admin Relationship

between the partner and customer.

The Granular Admin Relationship between you and Test_Test_GAA_Customer_Account has expired. To see further details or to create a new Granular Admin Relationship, please click on the button below to navigate to the Relationship details page in Partner Center.

Admin relationship details

Customer:
Admin relationship name:
Expired:

Test_Test_GAA_Customer_Account Contoso Delegated Administration 12/24/2020

__.....i

View in Partner Center >

Microsoft respects your privacy. To learn more please read our online <u>Privacy Statement</u>. Because you have an active account, you will receive emails such as this from time to time to inform you about account-related matters..

Microsoft Corporation One Microsoft Way Redmond WA, USA 98052 An expired relationship email notification is sent to the **customer**.

Microsoft

•Your partner relationship with TEST_TEST_GDAPCSP1 expired on March 13, 2021

TEST_TEST_GDAPCSP1 no longer has access to manage your account with Microsoft. This partner relationship and assigned administrator roles previously gave your partner access to manage your account with Microsoft in the Microsoft 365 admin center.

Details

Expires on March 13, 2021

Partner name TEST_TEST_GDAPCSP1

Partner roles View assigned roles in Microsoft 365 admin center

If you want to authorize this partner again so they can manage your account with Microsoft, ask them to send you a new Granular administrator relationship offer.

Account information

Organization name Global Admin

Domain cspgdapcustomer.ccsctp.net

<u>Privacy Statement</u> Microsoft Corporation, One Microsoft Way, Redmond, WA 98052

Microsoft



Partner can view expired relationships

The partner can go to the Admin relationships page to view expired relationships. You can see details of the expired relationship on the Relationship details page.

Microsoft Partner Center	P Search			Workspaces 🥌 🧔 😳	
Home \rightarrow Customers \rightarrow TestRadand \rightarrow /	Admin relationships				
Subscriptions Order history Software Azure reservations Devices	TestRadand Admin relation Below is a list of admin relationships with the customer that are cur co Request admin relationship	Search admin relationships0			
Users and licenses	Admin relationship name	Sinta	Start-date	End state	Details
Admin relationships	Accessibility Test Relationship	Terminated	02/11/2021	06/02/2021	~
Senice management Senice requests Account	Activation test relationship	Active	02/19/2021	03/14/2021	~
	Alpha8eta /elationship	Terminated	02/11/2021	04/18/2021	~
	Azure admin test relationship	Expired	02/16/2021	02/17/2021	~
	Azure test relationship	Expired	02/16/2021	02/17/2021	×
	Best boy relationship	Terminated	02/11/2021	03/05/2021	~
	Bubba's Fine Cuisine	Approved	Invalid Date	Invalid Date	~
	Ceylon admin relationship	Active	02/11/2021	03/10/2021	~
	Confirmation admin relationship	Terminated	02/19/2021	03/13/2021	~
	Confirmation test relationship	Expired	02/12/2021	02/14/2021	~
	Contoso Admin Relationship	Approval pending			~



Customer can view expired relationships

The customer can view an expired granular admin relationship for a partner:

1

On the Partner relationships page, select the partner of interest.

- 2 Select the filter icon next to the search box.
- 3 Select Expired from the dropdown menu to show relationships that have the Expired status in the table.

iii Microsoft 365 admin cente	er		؛ ٩	Search					ų.
=		gaaTestCustomer							👌 Dar
G Home		Partner relationships							
A Users	\sim	·							
ិភ [ុ] Groups	~	These are the partners that you authorized to w working with your organization, and some migl	vork with your organization. E ht have roles.	ach partner has different responsibili	ties for				
Pa Roles		Dec. 1							2 Citerra enlante
		ORefresh		* *		• • • • • • • • • • • • • • • • • • •	"item" > Search		2 filters selected
Billing	Ň			•					🖌 Clear all filters
😧 Support	~	✓ Partner ↑ Rel	tionship type	Relationship name	Roles		Duration	Status	Status
🐵 Settings		v test_test_csp_20190123_01 (22)		•					Activating
Search & intelligence			ular admin access	Contoso admin relationship	Exchange Administrator, Teams comm	unication admin, Intune Administrator,	3/8/2021 - 9/4/2021	Active	 Active
Org settings		Gran	nular admin access	 Approval test 3 	Dynamics 365 Administrator, Exchang	e Administrator, Groups admin, + 22 m	2/20/2021 - 3/2/2021	Expired	 Expired
Integrated apps		Gran	• • • • • • • • • • • • • • • • • • •	Zues' Electrical Company	Exchange Administrator, Power BI Adr	ninistrator, Teams communication admi	2/27/2021 - 3/7/2021	Expired	Expiri
Partner relationships		Gran	nular admin access	Approval test 5	Dynamics 365 Administrator, Exchang	Administrator, Groups admin, + 22 m	2/20/2021 - 3/2/2021	Expired	Terminated
🖉 Setup	\sim	Gran	nular admin access	Approval test 6	Dynamics 365 Administrator, Exchang	Administrator, Groups admin, + 22 m	2/20/2021 - 3/2/2021	Expired	Terminating
🗠 Reports	\sim	Gran	nular admin access	Contoso Admin Relationship	Global Administrator, Teams communi	cation admin, Exchange Administrator,		Expired	•
. 🤄 .Health		Gran	nular admin access	Expiration test relationship	Global Administrator, Teams commun	cation admin, Exchange Administrator,		Expired	
		Gran	nular admin access	Testing 123	Exchange Administrator, Intune Admir	istrator, Global Administrator	2/19/2021 - 2/28/2021	Expired	
Admin centers		Gran	nular admin access	Approval test 7	Dynamics 365 Administrator, Exchang	Administrator, Groups admin, + 22 m	2/20/2021 - 3/2/2021	Expired	
Security		Gran	nular admin access	Admin relationship with Contoso	Exchange Administrator, Teams comm	unication admin, Intune Administrator,	3/8/2021 - 9/4/2021	Active	
		Gran	nular admin access	Fabrikam admin relationship	Groups admin, Search admin, Global A	dministrator, + 5 more	3/29/2021 - 6/27/2021	Active	
Compliance		Gran	nular admin access	Cupid's flower shop	Dynamics 365 Administrator, Exchang	e Administrator, Groups admin, + 22 m	2/27/2021 - 3/1/2021	Expired	
E Endpoint Manager		Gran	nular admin access	System down failure	Dynamics 365 Administrator		2/20/2021 - 3/3/2021	Expired	
Azure Active Directory		Gran	nular admin access	Hera's heroes	Teams communication admin, Intune	Administrator, Global Administrator	2/27/2021 - 3/30/2021	Active	
All admin centers		Gran	nular admin access	Contoso admin relationship	Groups admin, Intune Administrator, G	ilobal Administrator, + 1 more	3/8/2021 - 9/4/2021	Active	
		Gran	nular admin access	Granular admin access	Dynamics 365 Administrator, Exchang	a Administrator, Groups admin	2/26/2021 - 4/2/2021	Active	
··· Show pinned		Gran	nular admin access	Kontoso admin relationship	Exchange Administrator, Teams comm	unication admin, Intune Administrator,	3/8/2021 - 3/9/2021	Expired	
		Gran	nular admin access	Sync relationship	Exchange Administrator, Teams comm	unication admin, Intune Administrator,	2/19/2021 - 3/1/2021	Expired	
		Gran	nular admin access	Contoso Delegated Administration	Exchange Administrator, Teams comm	unication admin, Intune Administrator,	3/8/2021 - 9/4/2021	Active	
		Gran	nular admin access	Requesting coffee admin	Exchange Administrator, Teams comm	unication admin. Intune Administrator,	2/26/2021 - 3/13/2021	Expired	



> Auditing







Partner Center activity logs and AAD sign-in logs

The partner admin can view the Partner Center activity logs and AAD sign-in logs by following these steps:



From the Account settings menu, select Activity log.



3

Select the activity log period in the From and To fields. The activity log export defaults to the most recent month.

Select the down arrow to view the details for any previous activity log.

			P Search			
Home > Account settings						0 0 0 0 0 0
My profile User management	Account settings A	ctivity log				6
Agreements	From 09/10/2021	To 09/1	14/2021		Search customer name	• • • • • • • • • • • • • • • • • • •
Activity log			•••••••••••••••••••••••••••••••••••••••			
Organization profile	Date-Time (UTC)	Affected Customer		Action	Performed By	
Legal info	9/14/2021, 7:16 PM	Win365NoDAPCustomer		Create Order	amravaDAPGDAPBoth@testtestCSPUSCPX1T.onmi	crosoft.com
Identifiers	9/14/2021, 7:15 PM	Win365NoDAPCustomer		Create Agreement	amravaDAPGDAPBoth@testtestCSPUSCPX1T.onmi	crosoft.com
Azure AD profile Billing profile	9/14/2021, 7:15 PM	Win365NoDAPCustomer		Granular Admin Access Assignment Created	amravaDAPGDAPBoth@testtestCSPUSCPX1T.onmi	crosoft.com
Payout and tax	9/14/2021, 7:14 PM	Win365NoDAPCustomer		Granular Admin Relationship Activated	admin@Win365NoDAPCustomer.onmicrosoft.com	
Payout and tax profiles	9/14/2021, 7:14 PM	Win365NoDAPCustomer		Granular Admin Relationship Approved	admin@Win365NoDAPCustomer.onmicrosoft.com	



Partner Center activity logs and AAD sign-in logs

The data columns of the log include the following:

4

5

- > Date-Time: The date and time of the action
- > Affected Customer: The customer's company name
- > Action: The action taken, such as "Granular Admin Relationship terminated"
- > Performed By: The partner associated with the activity

Select Export log to copy the customer's activity data into a .csv file and download it to the default downloads folder on your computer.



Customers can also track the partner user's activity in the <u>AAD sign-in logs</u> on the customer's tenant.

		,р _{Sea}	arch			
Home > Account settings						
My profile User management Agreements	Account settings Activity log					
Shared services	09/10/2021	09/14/2021		Search customer name		
Activity log						
Organization profile	Date-Time (UTC)	Affected Customer	Action	Performed By		
Legal info	9/14/2021, 7:16 PM	Win365NoDAPCustomer	Create Order	amravaDAPGDAPBoth@testtestCSPUSCPX1T.onmicrosoft.com		
Identifiers	9/14/2021, 7:15 PM	Win365NoDAPCustomer	Create Agreement	amravaDAPGDAPBoth@testtestCSPUSCPX1T.onmicrosoft.com		
Azure AD profile Billing profile	9/14/2021, 7:15 PM	Win365NoDAPCustomer	Granular Admin Access Assignment Created	amravaDAPGDAPBoth@testtestCSPUSCPX1T.onmicrosoft.com		
Payout and tax	9/14/2021, 7:14 PM	Win365NoDAPCustomer	Granular Admin Relationship Activated	admin@Win365NoDAPCustomer.onmicrosoft.com		
Payout and tax profiles	9/14/2021, 7:14 PM	Win365NoDAPCustomer	Granular Admin Relationship Approved	admin@Win365NoDAPCustomer.onmicrosoft.com		











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Audit existing DAP connections

Remove inactive DAP connections

Start planning for your DAP-to-GDAP transition

Transition to GDAP

Disable DAP

Disable DAP

- After you've been granted GDAP by your customer and have confirmed that you can perform all necessary admin activities on behalf of your customer, you should disable your existing DAP connection.
- > To disable DAP, follow the same steps in the <u>Remove</u> <u>inactive DAP connections</u> section.







Thank you