

THE INSIGHTS

Welcome to your March update

We know it's difficult to keep up with the number of changes and releases that come from Microsoft.

That's why every month, we highlight the latest updates that are important to your business.



News

- 3 priorities for proactive identity & access management in 2025



Copilot updates

- Outlook: prioritise my inbox



Security updates

- New: password protect for PDFs



365 updates

- Queues app: monitor, barge, whisper & takeover



Microsoft news

3 priorities for adopting proactive identity and access security in 2025

Many organisations are struggling to eliminate technical and security debt while continuing to add new users, resources, and applications.

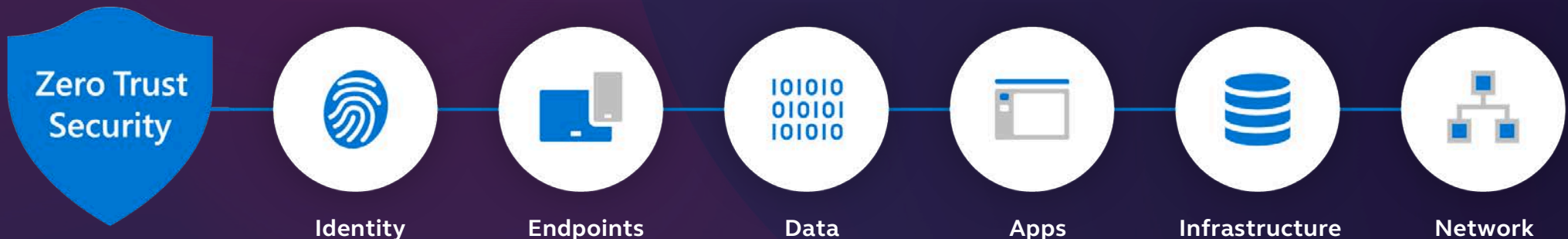
To tackle this, Microsoft has identified three priorities for enhancing IAM security measures this year:

- 1** Start secure, stay secure, and prepare for new cyberthreats
- 2** Extend zero trust access controls to all resources
- 3** Use generative AI to tip the scales in favour of defenders

Microsoft's guidance for 2025 is to always start at the highest level of security, then dial back as needed. It's also critical to protect all identities: employees, contractors, partners, customers, and, most importantly, machines, service, and AI identities.

[The full article](#) outlines four practical measures such as:

- Implementing multifactor authentication.
- Discover and manage shadow IT.
- Creating risk-based conditional access policies.
- Secure access for non-human identities.





Microsoft Copilot

Microsoft Teams: Facilitator agent takes notes in meetings and chat

The Facilitator agent can take notes during your Teams meetings and chats, blending key information from the conversations so users can catch up quickly. In meetings, the Facilitator allows everyone to co-author real-time notes and collaborate seamlessly.

After this rollout, the Facilitator app will be on by default unless all apps are blocked by your organisation. Your admin can control whether Facilitators will be available to your entire organisation, or to a certain group of users.

Microsoft Outlook: Prioritise my Inbox by Microsoft 365 Copilot

This new update will allow users with a 365 Copilot license to opt-in to 'prioritise my inbox' and enable it on their mailbox. Some key considerations are:

- This update requires users to opt themselves in.
- It only works on your main inbox not in folders. It won't work on other mailboxes (shared or group).
- For now, you can't choose which of your users receive the update, it will be available on a first-come/first-serve basis while it is rolled out broadly.

Microsoft Copilot Studio – Add SharePoint as a knowledge source

SharePoint is now a knowledge source for generative answers! When a user asks a question and the agent doesn't have a topic to use for an answer, this feature allows the agent to search the SharePoint URL and all subpaths, and generative answers will summarise this content into a targeted response.



Microsoft security

Protect PDF with Password on OneDrive for web

Employees are now empowered to increase security for documents and data as they deem appropriate by setting passwords on PDFs to stop non-authorised access to the content.

Further to this, they can even grant certain access to operations like printing, copying, or modifying the content.

New Microsoft-managed policies

Starting in February 2025, Microsoft began rolling out two new Microsoft-managed conditional access policies designed to limit device code flow and legacy authentication flows.

The policies will initially be created in report-only mode, allowing you to review their impact before they're enforced. Once created, you'll have at least 45 days to evaluate and configure the policies before they're automatically moved to the "on" state.





Admin

Client health dashboards in Teams admin centre

With Teams becoming the single pane of glass for workplace productivity, Microsoft is making it easier for you to monitor adoption and performance across your business.

IT administrators can monitor the health of Microsoft Teams desktop clients for Windows and Mac through the new 'Teams client health' page in the Teams admin centre.

- This page provides actionable insights into client health metrics, such as crashes, launch/ update failures.
- Administrators have detailed data on top issues, insights and tools to quickly address client health problems.
- Administrators can monitor version adoption, version health, and get granular details about devices and users with the latest client versions.
- Administrators can see client versions and proactively address issues that prevent automatic updates.

Deprecation of WSUS driver synchronisation

If you're using driver synchronisation updates via Windows Server Update Services (WSUS), prepare for change. This service is scheduled for deprecation on April 18th, 2025. If you use WSUS to synchronise driver updates, consider transitioning to cloud-based driver services.

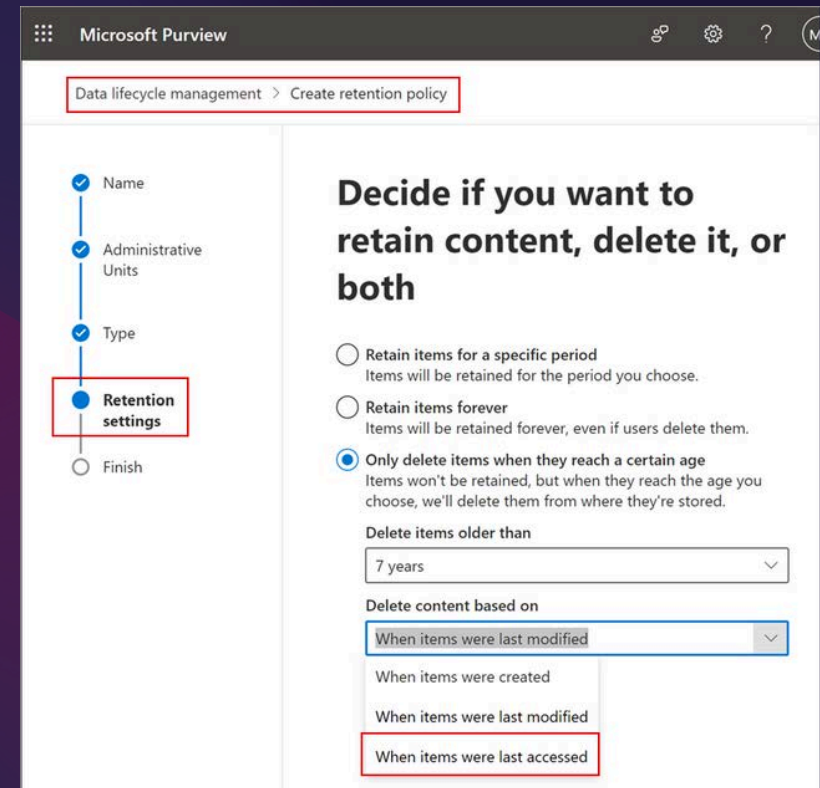
Starting on April 18th, 2025, you'll be able to use other means, such as Device Driver Packages, to import updates from the Microsoft Update catalogue. Read the original deprecation announcement at [Deprecation of WSUS driver synchronisation](#).

Data retention based on "last accessed" for OneDrive and SharePoint files

To help keep your data cleansed and keep monotonous tasks off your desk, Microsoft have expanded the data retention criteria in their policies.

Admins will be able to apply a retention policy or retention label in Microsoft OneDrive and Microsoft SharePoint for files that have not been accessed by anyone in the organisation for a specified period of time.

This is especially important for Copilot and AI customers that don't want old data being processed or accessible in search queries.



Microsoft Purview

Data lifecycle management > Create retention policy

Progress: Name, Administrative Units, Type, **Retention settings**, Finish

Decide if you want to retain content, delete it, or both

- ☐ Retain items for a specific period
Items will be retained for the period you choose.
- ☐ Retain items forever
Items will be retained forever, even if users delete them.
- ☒ Only delete items when they reach a certain age
Items won't be retained, but when they reach the age you choose, we'll delete them from where they're stored.

Delete items older than: 7 years

Delete content based on: When items were last modified

- ☐ When items were created
- ☐ When items were last modified
- ☒ When items were last accessed

Microsoft 365

Queues app to add Monitor, Whisper, Barge, and Takeover

If you're a Queues app customer then you'll be pleased to hear that you can now authorise employees to have additional functionalities like call monitoring, private messaging and call barge or takeover.

This means your managers, mentors and experienced team members can help their teams and drive a positive customer experience by listening to customer calls, whispering to the agents in private messages and barging into or taking over the call.

Retirement: Microsoft Skype interoperability with Microsoft Teams will cease

On May 1st, 2025, Microsoft will retire Microsoft Skype interoperability from Microsoft Teams. Teams users will no longer be able to communicate with Skype accounts after this change is implemented.

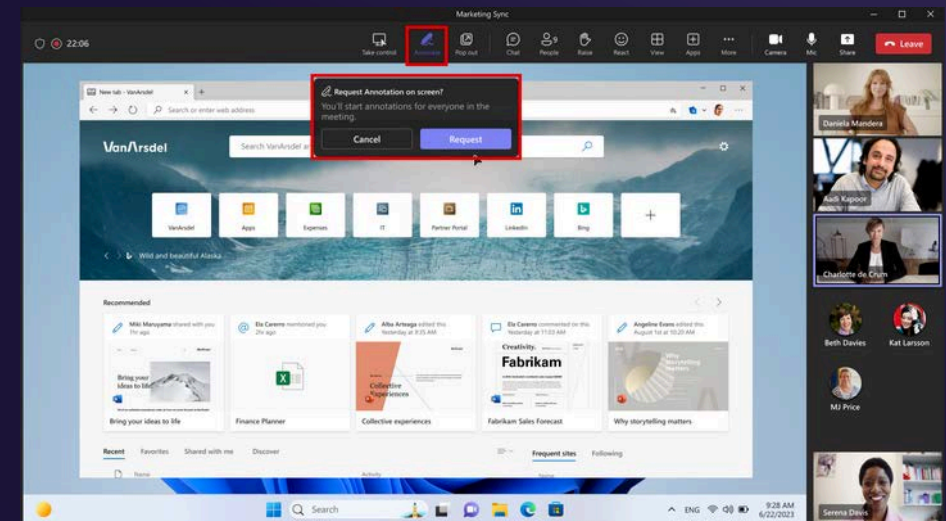
If you're affected by this change you can book time with our Microsoft experts by calling 0330 024 2000.

Online collaborative annotation sessions

Rolling out between mid-April and May 2025, participants in Teams meetings who are not sharing their screen will be able to request an annotation session.

This update will enhance online collaboration by allowing participants who are not sharing their screen to control and annotate the presented content.

The presenter sharing their screen can still choose whether they want to accept or deny it the request.



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