MICROSOFT 365 ADMIN HEALTH CHECK

15-area recurring tenant review · business ownership · IT Club Health Model

IT CLUB HEALTH MODEL (qualitative tenant review — not a Microsoft score or certification)

KNOWN	REVIEWED	ACTION NEEDED
Reviewed and documented	Recently checked — no action needed	Gap identified — owner and date required

This review complements — and does not duplicate — the IT Club Microsoft 365 Security Baseline Checklist (configuration controls) and Secure Score Review Checklist (Microsoft posture scoring). Use all three together for a complete picture.

1 USERS

- [ ] All user accounts have a named business owner
- [ ] Departed staff accounts disabled or removed
- [ ] Shared and role accounts reviewed and documented
- [ ] Guest accounts reviewed and limited to active use
- [ ] User list compared to HR records this quarter

2 LICENCES

- [ ] Licence count matches active user count
- [ ] Unused licences identified and removed
- [ ] Licence assignments align with user roles
- [ ] Licence renewal date known by a named owner
- [ ] Purchased via a route you directly control

3 ADMINISTRATORS

- [ ] Global Administrators are minimised and named
- [ ] Daily work uses standard accounts, not admin
- [ ] Former supplier delegated access removed
- [ ] Break-glass account documented and secured
- [ ] Admin role changes reviewed this quarter

4 AUTHENTICATION

- [ ] MFA enforced for all users
- [ ] Legacy authentication blocked where feasible
- [ ] Authentication methods reviewed and documented
- [ ] Self-service password reset configured
- [ ] Authentication policy owner named

5 MAILBOXES

- [ ] All mailboxes have a named business owner
- [ ] Shared mailboxes reviewed — no personal logins
- [ ] Departed-staff mailboxes handled appropriately
- [ ] Forwarding rules reviewed — no unexpected routes
- [ ] Mailbox sizes and archive status reviewed

6 MAIL FLOW

- [ ] SPF, DKIM and DMARC confirmed working
- [ ] Connectors and transport rules reviewed
- [ ] Anti-spam and anti-phishing policies reviewed
- [ ] Safe Links and Safe Attachments confirmed active
- [ ] Message trace used to validate recent delivery

7 SHAREPOINT

- [ ] Site inventory reviewed — no orphaned sites
- [ ] Site owners named and notified
- [ ] Permissions reviewed — no over-broad access
- [ ] Guest access limited to active, named guests
- [ ] Storage capacity reviewed against allocation

8 ONEDRIVE

- [ ] Departed-staff OneDrive content reviewed
- [ ] Sync issues on managed devices identified
- [ ] Storage per user reviewed against quota
- [ ] Sharing links reviewed — no stale open links
- [ ] Known Folder Move (Desktop, Docs) confirmed

9 EXTERNAL SHARING

- [ ] SharePoint tenant sharing level reviewed
- [ ] OneDrive sharing level reviewed
- [ ] Anonymous (Anyone) links limited or disabled
- [ ] External sharing only to approved domains
- [ ] Sharing activity reviewed in audit log

10 TEAMS & GROUPS

- [ ] Teams have named owners — no ownerless teams
- [ ] Inactive teams archived or removed
- [ ] Guest members reviewed and limited
- [ ] External access policy reviewed
- [ ] Group creation restricted to approved users

TENANT OWNERSHIP QUESTION: Can you name the person accountable for each of these 15 areas?
If any area has no named owner, that is the first action — assign ownership before reviewing controls.

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11 DATA PROTECTION

- [ ] Sensitivity labels created and in use
- [ ] DLP policies reviewed for key data types
- [ ] Retention policies cover business-critical content
- [ ] Purview compliance posture reviewed
- [ ] Data protection policy owner named

12 SECURE SCORE

- [ ] Secure Score reviewed at security.microsoft.com
- [ ] Score improvement actions reviewed and prioritised
- [ ] Accepted risks documented with justification
- [ ] Deferred actions reviewed each quarter
- [ ] Score not treated as a pass/fail target

13 AUDITING

- [ ] Purview Audit confirmed active
- [ ] Admin activity log reviewed this quarter
- [ ] Mail forwarding and deletion events checked
- [ ] Privilege escalation events reviewed
- [ ] Named owner for audit review confirmed

14 SERVICE HEALTH

- [ ] Microsoft 365 admin centre alerts reviewed
- [ ] Service health dashboard owner named
- [ ] Message Centre communications actioned
- [ ] Planned maintenance windows communicated
- [ ] Incident and advisory history reviewed

15 RECOVERY

- [ ] Recovery from deleted items tested or confirmed
- [ ] OneDrive / SharePoint restore understood
- [ ] Mailbox recovery procedure documented
- [ ] Third-party backup status reviewed if applicable
- [ ] Business continuity responsibility named

REVIEW SCHEDULE

MONTHLY
Users · Administrators · Service Health

QUARTERLY
Licences · Mailboxes · Sharing · Auditing · Secure Score

HALF-YEARLY
Authentication · Mail Flow · SharePoint · Teams · Data Protection

ANNUALLY
OneDrive · Recovery · Full 15-area review

IT CLUB HEALTH MODEL — applying to each area

KNOWN — Owner named, area reviewed and documented

REVIEWED — Recently checked with no action required

ACTION NEEDED — Gap confirmed — assign owner and target date

RELATED IT CLUB GUIDES

> Microsoft 365 Security Baseline Checklist
> Microsoft Secure Score Review Checklist
> Operational Heartbeat Checklist
> Microsoft 365 Provider Exit Checklist

HOW TO USE THIS HEALTH CHECK

Assign the IT Club Health Model status (Known / Reviewed / Action Needed) to each of the 15 areas. Any area marked Action Needed becomes a named task with an owner and target date. Repeat on your chosen review schedule.

QUARTERLY OUTCOME: every area Known or Reviewed, zero unassigned Action Needed items, no area without a named owner.