

This agreement is based upon a mutual understanding between ITD and the [IT Coordinators Council](#) (reviewed December 14, 2016). In conjunction with ITD's [Hosting Service Level Agreement](#), it acts as a [Service Level Agreement](#) between ITD and all customers utilizing the [Office 365](#) service.

Single Tenant Configuration

- OneDrive is configured so that content can only be shared with other people within the ND.gov domain. No external users can be granted permission to OneDrive content.
- OneDrive is configured so that content can only be synchronized locally with Windows devices that are joined to the ND.gov domain. OneDrive content cannot be synchronized onto personal computers.
- ITD provisions the initial OU-level synchronization with Office 365 for agencies. Agencies are delegated the ability to manage licenses via Active Directory groups.
- Microsoft allows Office 365 to be licensed on up to 5 concurrent devices. End-users are responsible for managing and deactivating licenses via the Office 365 portal.
- Agencies are required to populate the Active Directory “Manager” field for each end-user so that proper notification occurs upon account removal. Otherwise, files may be lost within 30 days.
- OneDrive retains 25 published major versions and 512 minor versions of files.
- Teams Chat records shall be deleted after one year.

Modifications

Date	SLA Modification
2016-12-14	Initial adoption of SLA
2020-08-06	Added policy for one-year deletion of Teams Chat records