

Så fick IT-Centrum bättre kontroll
över identiteter och optimerade
licensanvändningen i Microsoft 365

Onsdag 3 juni kl. 14:00

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bsure.



Samuel Carlid

Teamledare & IT-specialist
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Hallvard Eide

Co-founder
Bsure

Identity Challenges in Microsoft 365

Most organisations manage some identities.
Few manage all of them.

Hallvard Eide, Co-founder | May 2026

The Shift from Network Security to Identity Security

ON-PREMISE

- Apps and data lived on local servers
- A handful of identity types
- IT granted access from a central point
- Access was visible and auditable
- **The firewall was the perimeter**



CLOUD


- Apps and data moved to the cloud
- Identity sprawl — human and non-human
- Users access from anywhere, on any device
- Access is complex and hard to audit
- **Identity is the new perimeter**




Every identity in your environment is a potential entry point


Identity Objects in Microsoft 365


Human Identities

 **User**
Internal member

 **Guest**
External guest

 **Admin**
Elevated privileges

 **External User**
B2B collaboration

 **Test Account**
Test / dev only

Non-Human Identities


 **Service Principal**
App identity in Entra

 **Managed Identity**
Secretless auth

 **Custom Agent**
Custom AI solution


Device Identities


 **Registered**
BYOD/personal

 **Entra ID Joined**
Cloud-native

 **Managed by Intune**
Via Intune


Application & Resources

 **Application**
Entra ID application

 **Teams**
Built on M365 Group

SharePoint
Backed by M365 Group

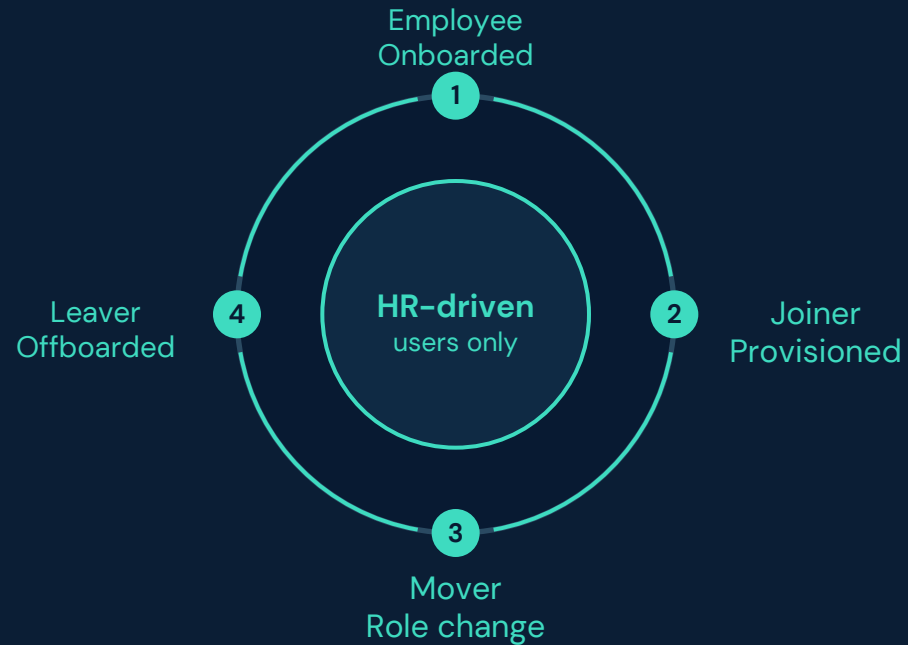
 **Shared Mailbox**
Exchange resource

 **Meeting rooms**
Bookable room resource

1. Who is responsible for knowing the status of all these identities?
2. How do you handle this today?

Identity Lifecycle Management

Today



Most organisations manage the HR-driven lifecycle...

Every identity needs a lifecycle process

Human Identities

Users · Guests · Admins · External · Test

Non-Human Identities

Service Principals · Managed Identities

Device Identities

Entra Joined · Hybrid Joined · Registered

Applications & Resources

M365 Groups · SharePoint · Teams

Processes may exist

But what about the identities without a process? → **The Identity Gap**

Every Identity Gap has consequences

Security

- ✗ Orphaned accounts stay active
- ✗ Accounts without MFA are a breach waiting to happen
- ✗ Service accounts run without oversight

You can't protect what you can't see

Compliance

- ✗ Identity accountability is missing
- ✗ JML processes are not verifiable end-to-end
- ✗ Access reviews rely on self-reported data

Compliance without visibility is documentation, not control

Cost

- ✗ Unused licences go undetected
- ✗ Overprovisioning licences
- ✗ Licence tiers are assigned by policy, not by needs

What you can't govern, you can't optimise

Many of these blind spots may exist in your environment today.

Closing the **Identity Gap**

Why existing tools are not enough



Scattered across systems



Fragmented across teams



Dependent on manual work

You need more visibility into your environment

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Identity Visibility & Intelligence Platform

Entra ID

Microsoft Identity Platform

HR

Human Resources

Joiners / Movers /
Leavers
Employee data
Org structure

IT · IAM

AM / IGA / PAM

Access control
Lifecycle mgmt
Privileged access

SaaS

Applications

M365 / Teams
Third-party apps
Service accounts

Isolated silos — fragmented & incomplete data

Your tools **control** identities — but they don't give you the **intelligence** to act on them.

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Identiteter och
licenskostnader under
skalet i Entra ID

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TIERPS
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HEBY
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- **Samverkansnämnd för fem kommuner i Region Uppsala**
- **30000 användarkonton**
- **12000 PC**
- **15000 andra devices**
- **600 servrar**
- **5 lokala Active Directories**
- **4 Entra-tenants**

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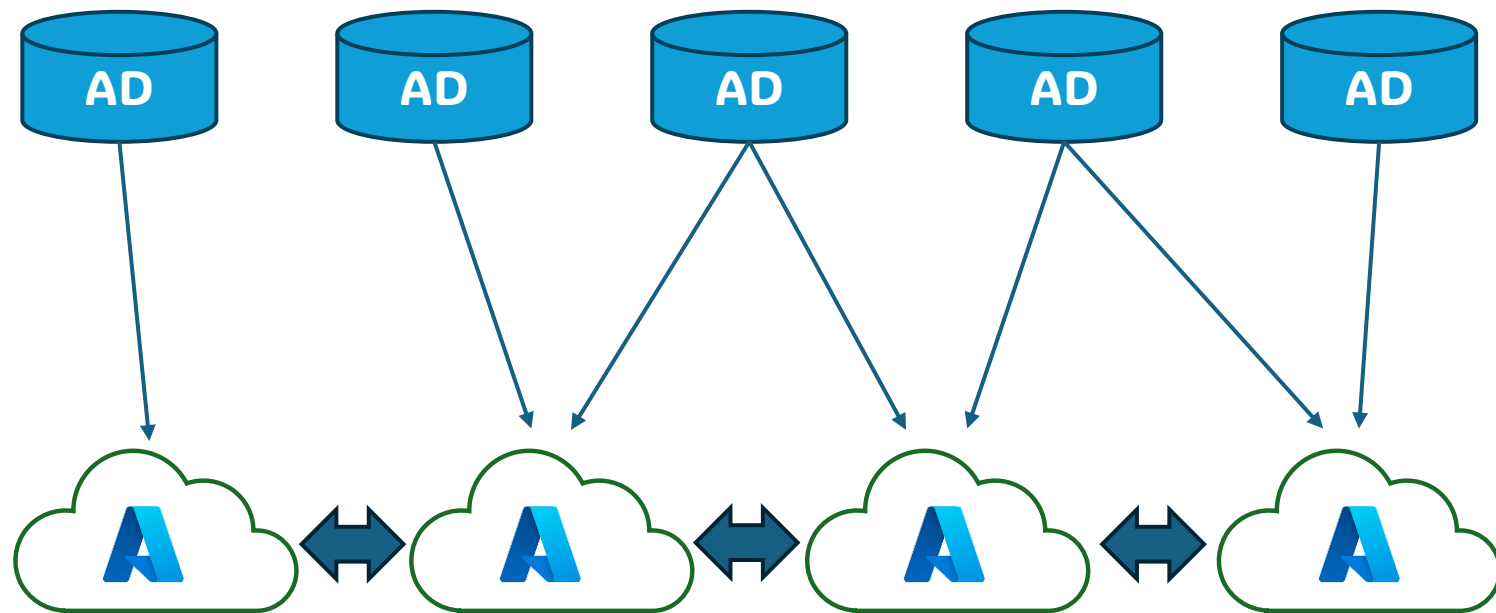


Samuel Carlid

Teamleader, IT-Specialist

20 år i organisationen

30 år inom IT



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Personalsystem
x flera

Skolsystem
x flera

IAM

MISSION PASSED!

```
Get-ADUser -fi
```

```
astloondat
```

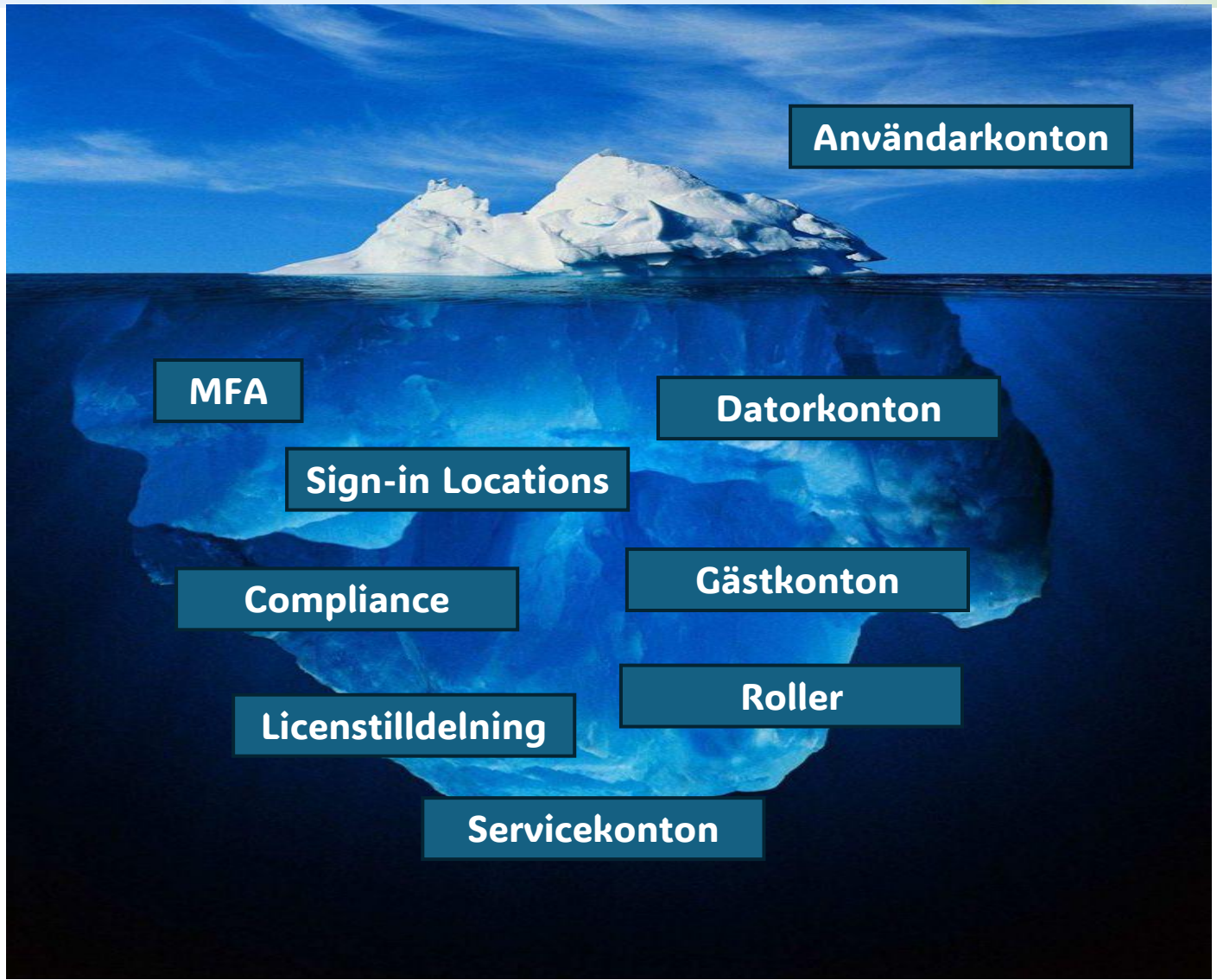
```
).adddays(-180))}]
```

RESPECT + 99



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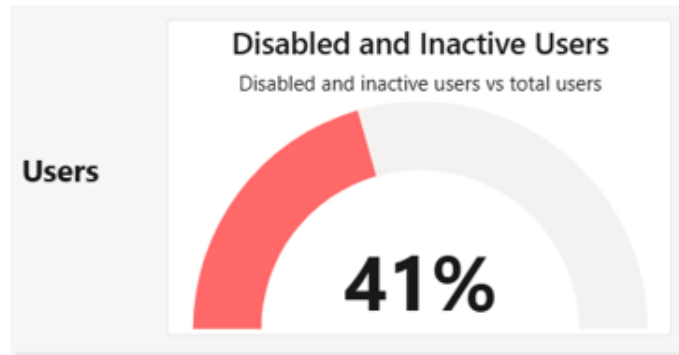
Identity Visibility

Vad är en identitet?

- **Användare**
- **Datorer**
- **Gäster**
- **Resurser**
- **Tjänster**

Vad förväntade vi oss?

- **Politiker, vikarier, testkonton**
- **Skrotade datorer**
- **Enstaka tjänstekonton från avvecklade system**



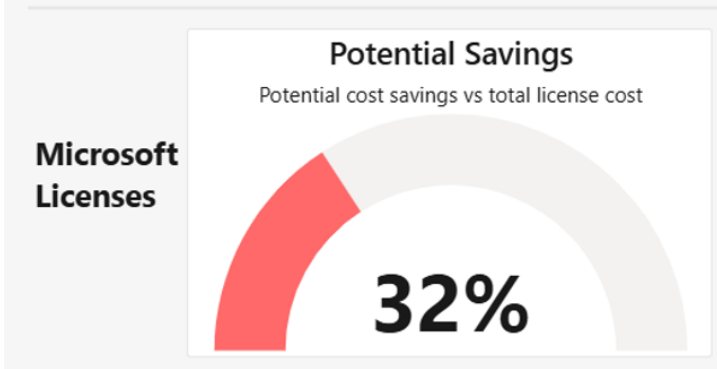
Active Signed in last 90 days 19 536	Inactive Not signed in last 90 days 10 860	Disabled Disabled accounts 2 772
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Created	Last sign in	Days since sign-in
2023-10-05	2023-11-14	828
2023-10-02	2023-11-14	828
2016-11-02	2023-11-15	827
2023-10-12	2023-11-17	825
2023-08-22	2023-11-18	824
2014-07-23	2023-11-21	821
2020-01-21	2023-11-21	821
2022-11-18	2023-11-22	820
2023-11-22	2023-11-22	820

Service Principals
 With high permissions level
20

User Accounts
 Not signed in last 90 days
8 830

Guest Accounts
 Not signed in last 90 days
2 030



<p>Unassigned Licenses in stock kr 288,302</p>	<p>Inactive Not signed in last 90 days kr 202,750</p>	<p>Disabled Licensed disabled users kr 12,894</p>
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License	Overlapping license	Count
Microsoft 365 E3	Microsoft 365 F3	379

License to remove	Replace with	Users	Saving
Microsoft 365 E3	Microsoft 365 F3	162	41 958

Så vad gör man åt det?

- * Är det ett tekniskt problem?
- * Vilka identiteter finns? Hur används de?
- * Vem är ansvarig för en identitet?
- * Sprid informationen. Utse ansvariga.
- * Kom ihåg: INGEN är emot det här arbetet.
- * Identity Life Cycle gäller inte bara användarkonton

Hur har det gått hittills?

- * Inaktiva identiteter rensade
- * Licenser för 200000:-/mån borttagna
- * Höjd säkerhet
- * Bättre samarbete mellan IT/Verksamhet

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Vet du hur många identiteter ni har?

Vet du hur de används?

Vet du vem som är ansvarig för varje identitet?

Vad vet stackarna utanför IT-avdelningen?

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Tack för er tid



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