



MICROSOFT 365 & GOOGLE WORKSPACE: TENANT HEALTH CHECKLIST





Microsoft 365 & Google Workspace Tenant Health Checklist

Almost every tenant we inherit is paying for licences nobody uses, still has accounts belonging to people who left, and has at least one administrator signing in without multi-factor authentication. None of those show up as an outage, so nothing forces anyone to look.

This checklist is the audit we run on a new Microsoft 365 or Google Workspace tenant before we take it over. It has three parts — licence waste, identity lifecycle, and security posture — and it works the same way on either suite.

Work through it with your admin console open. Write the number down at every step where we ask for one. The numbers are the finding; the opinions are optional.

Part 1 — The Licence Waste Audit

Suite licensing is billed per user per month, so waste compounds quietly for years. This is the fastest money any tenant review finds.

Count These First:

- Total licences purchased, by SKU
- Total licences assigned to a user
- Assigned licences with **no sign-in in the last 45 days**
- Licences assigned to shared mailboxes or resource accounts that don't need one
- Licences still assigned to former employees
- Duplicate coverage — a standalone add-on you already own inside a bundle

The Arithmetic:

Purchased minus actively used, multiplied by the monthly rate, multiplied by twelve. That is the annual number. In tenants of 40–150 users we routinely find 8–20% of seats in one of the categories above.

The Red Flag:

Nobody can say who approves a new licence purchase. Where approval is undefined, the seat count only ever goes up.

The Goal:

A seat count that matches your headcount, reviewed on a schedule rather than at renewal.



Part 2 — The Identity Lifecycle Audit

Identity is the part of the tenant that decides who can reach your email and files. It is also the part most often run from memory rather than a process.

Joiner — Ask:

- Is there a written checklist for creating a new user, or does each admin do it their own way?
- Are groups and permissions assigned by role, or copied from whoever sat there before?
- Is multi-factor authentication enforced before first sign-in, or offered later?

Mover — Ask:

- When someone changes role, is old access removed as well as new access granted?
- Who reviews shared drive and SharePoint site membership, and how often?
- Are external sharing links reviewed, or do they live forever?

Leaver — Ask:

- How many hours pass between an exit and the account being disabled?
- Is the mailbox converted, delegated, or exported — and is the licence reclaimed?
- Are the person's active sessions and refresh tokens revoked, not just the password reset?
- Are their mobile devices removed from the tenant?

The Red Flag:

Any active account belonging to somebody who no longer works for you. One is a process failure, not an exception.

The Goal:

Joiner, mover and leaver each take a documented, repeatable path that survives the admin being on holiday.



Part 3 — The Security Posture Audit

Both Microsoft and Google give you strong controls. Both ship tenants with those controls only partly switched on, and defaults are not a posture.

Administrative Access:

- How many accounts hold global or super-admin rights? (More than four in a small business is usually too many.)
- Is there a shared admin login, or does every administrator have a named account?
- Do administrators use a separate account for admin work, distinct from their daily mailbox?
- Is there a break-glass account, stored securely and excluded from the usual conditional-access rules?

Authentication:

- Is MFA enforced for **every** account, including service and shared accounts?
- Are legacy or basic authentication protocols blocked?
- Are sign-ins from unmanaged devices or unexpected countries restricted?

Mail Flow and Data:

- Are SPF, DKIM and DMARC all published and passing for every sending domain?
- Are inbox forwarding rules to external addresses blocked or alerted on?
- Is retention configured deliberately, or left at the default?
- Do you know where audit logs live and how far back they go?

The Red Flag:

An auto-forwarding rule to an outside address that nobody created deliberately. That is the classic first sign of a compromised mailbox.

The Goal:

Every control decision made on purpose, written down, and reviewed — not inherited from the tenant's first week.



Part 4 — If You Are Considering a Migration

Whether you are moving Google Workspace to Microsoft 365, the other direction, or merging two tenants after an acquisition, the same four things decide whether the cutover is quiet.

Establish Before You Plan Dates:

- **Data volume** — total mailbox size, total file storage, and the largest single mailbox
- **Identity source** — where user accounts live today and where they will live afterwards
- **Domain control** — who can change DNS, and how quickly
- **Coexistence window** — how long both tenants must deliver mail at the same time

The Red Flag:

A cutover date chosen before anyone has measured the data. Copy speed, not ambition, sets the calendar.

The Goal:

Users arrive on Monday to their mail, their calendar and their files — and notice only the new icon.

Part 5 — What Administration Should Cost

Two numbers get confused constantly, and the confusion is expensive.

The Two Numbers:

- **Your licences** — what Microsoft or Google charges you per user, per month, for the suite itself
- **Administration** — what it costs to have someone accountable for the tenant: accounts, mailboxes, files, licensing, security posture and support

At QOS, tenant administration is part of the per-user managed IT fee — **\$125–\$195 per user per month depending on plan tier, management only**. Microsoft 365 and Google Workspace licences are billed separately by the vendor and are never included in that figure. We will tell you what we think you should be spending on licences, which is usually less than you are.

The Goal:

You can say, in one sentence, what you pay for the software and what you pay for someone to run it.



The Final Word

A productivity suite is not a product you buy once. It is a live environment holding your email, your documents and your staff identities, and it drifts every time someone joins, leaves, or asks for access “just for this project”.

The businesses that stay out of trouble are not the ones with the biggest licence bundle. They are the ones where a named person reviews these three lists on a schedule and acts on what they find.

Next Step:

Run Part 1 today — it takes about twenty minutes in either admin console and produces a dollar figure. If the number surprises you, the other two parts will as well. QOS administers Microsoft 365 and Google Workspace tenants for businesses across Indiana and Illinois, and we have been delivering IT since 2007. Call +1 (877) 800-7672 or visit www.qosmsp.com.