

Freshservice Ticket #42959 — Request - Digital Champion access to Microsoft Defender portal

Ticket Details

id: 42959
subject: Request - Digital Champion access to Microsoft Defender portal

description_text:

Hi Hwb,

Could you please provide access to the Microsoft Defender security portal to [REDACTED]
[REDACTED] 6814600 St Illtyd's Catholic High School
[REDACTED] Hwbcymru.net<mailto:[REDACTED]@hwbcymru.net> scoped to his device tags.
Ieuan has already been promoted to an Intune Administrator for his school.

Regards,

[REDACTED]
[REDACTED] ICT Services
[REDACTED] Gwasanaethau TGCh

Cardiff Council / Cyngor Caerdydd
County Hall Room 453 / Neuadd y Sir Ystafell 453
Atlantic Wharf / Glanfa Iwerydd
Cardiff / Caerdydd
CF10 4UW
Tel: / Ffon: [REDACTED]
E-mail: / Epost: [REDACTED]@cardiff.gov.uk<mailto:[REDACTED]@cardiff.gov.uk>

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Mae'n bosibl bod gwybodaeth gyfrinachol yn y neges hon. Os na chyfeirir y neges atoch chi'n benodol (neu os nad ydych chi'n gyfrifol am drosglwyddo'r neges i'r person a enwir), yna ni chewch gopio na throsglwyddo'r neges. Mewn achos o'r fath, dylech ddinistrio'r neges a hysbysu'r anfonwr drwy e-bost ar unwaith. Rhwch wybod i'r anfonydd ar unwaith os nad ydych chi neu eich cyflogydd yn caniatáu e-bost y Rhynggrwyd am negeseuon fel hon. Rhaid deall nad yw'r safbwyntiau, y casgliadau a'r wybodaeth arall yn y neges hon nad ydynt yn cyfeirio at fusnes swyddogol Cyngor Dinas a Sir Caerdydd yn cynrychioli barn y Cyngor Sir nad yn cael sel ei fendith. Caiff unrhyw negeseuon a anfonir at, neu o'r cyfeiriad e-bost hwn eu prosesu gan system E-bost Gorfforaethol Cyngor Sir Caerdydd a gallant gael eu harchwilio gan rywun heblaw'r person a enwir.

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Os ydych wedi derbyn y neges e-bost hon drwy gamsyniad, rhwch wybod i'r anfonwr a'i dileu'n barhaol o'ch system. Os oes cynnwys yn y neges e-bost hon sy'n bersonol neu os oes ynddi gynnwys nad yw'n gysylltiedig â gwaith Llywodraeth Cymru, ysgolion, y consortia addysg rhanbarthol neu unrhyw awdurdod lleol yng Nghymru, nid ydym yn derbyn cyfrifoldeb am gynnwys o'r fath nac atebolrwydd drosto. Gallai data mewn negeseuon e-bost sy'n cael eu hanfon dros y rhynggrwyd gael eu llygru, neu gallai negeseuon gael eu darllen cyn iddynt gyrraedd pen eu taith neu gael eu diwygio heb awdurdod; nid oes gennym unrhyw reolaeth dros hyn.

Nid ydym yn atebol am unrhyw feirysau cyfrifiadurol a allai fod yn y neges hon nac am unrhyw golledion yn sgil feirysau. I gael gwybodaeth am y sail a ddefnyddir ar gyfer casglu gwybodaeth bersonol drwy <http://hwb.llyw.cymru>, ewch i <http://hwb.gov.wales/Privacy>, ac i weld telerau defnydd y wefan, ewch i <http://hwb.gov.wales/TermsAndConditions>

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status: 5
priority: 1
type: Incident
requester_id: 26003299103
responder_id: 26003604380
group_id: 26000248092
created_at: 2024-10-08T14:50:13Z
updated_at: 2024-10-10T16:30:26Z
due_by: 2024-10-18T15:21:00Z
fr_due_by: 2024-10-11T11:50:51Z
source: 1
category: Service Request
custom.msf_affected_service: Microsoft Defender

Conversations
Conversation 1

from_email: "Hwb Service Desk" <support@hwbcymru.net>
to_emails: [REDACTED]@cardiff.gov.uk
cc_emails:
bcc_emails:
created_at: 2024-10-10T16:30:13Z
updated_at: 2024-10-10T16:30:13Z
private: False

Hi [REDACTED], The 6814600 Intune Admin's role has now been added into Defender for Endpoint and should see their devices which have been correctly onboarded and tagged in the security console. Yn gywir [REDACTED];
Regards Huw Tîm
Hwb [REDACTED];
Hwb Team Llywodraeth Cymru [REDACTED];
Welsh Government
Ebost [REDACTED];

Email: cymorth@hwbcymru.net / support@hwbcymru.net
Ffôn: / Phone: 0300 025 2525

Conversation 2

to_emails: Huw Backhouse [REDACTED]
cc_emails:
created_at: 2024-10-10T13:16:15Z
updated_at: 2024-10-10T13:16:15Z
private: True
Merge added

Conversation 3

to_emails:
cc_emails:
created_at: 2024-10-10T13:16:01Z
updated_at: 2024-10-10T13:16:01Z
private: True
Merged from ticket 43114
Subject: Reference #INC-42959
Description:
Good morning,

My colleague [REDACTED] logged the above ticket, understand that this was logged not so long ago on Tuesday afternoon, but I was wondering if there were any updates?

I believe the request should include a device group to be created within Defender XDR, defined by DFE number so that a High school network manager (Digital Champion) can only see their own high school devices, and our authority can also see the High school devices. As well as continue to see all devices in Cardiff authority.

Kind regards

[REDACTED]

[REDACTED]

[REDACTED]@cardiff.gov.uk

Ffôn / Tel: [REDACTED]

Gwansanaethau TGCh, Cyngor Caerydd, Neuadd y Sir, Glanfa'r Iwerydd, Caerdydd.
CF10 4UW

ICT Services, Cardiff Council ,County Hall, Atlantic Wharf, Cardiff. CF10 4UW

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Cyngor Sir Caerdydd a gallant gael eu harchwilio gan rywun heblaw'r person a enwir.

Ar gyfer yr unigolyn y cyfeirir yr e-bost hwn ato yn unig y mae'r neges a'r atodiadau sydd ynghlwm. Os ydych wedi derbyn y neges e-bost hon drwy gamsyniad, rhwngch wybod i'r anfonwr

a'i dileu'n barhaol o'ch system. Os oes cynnwys yn y neges e-bost hon sy'n bersonol neu os oes ynddi gynnwys nad yw'n gysylltiedig â gwaith Llywodraeth Cymru, ysgolion, y consortia

addysg rhanbarthol neu unrhyw awdurdod lleol yng Nghymru, nid ydym yn derbyn cyfrifoldeb am gynnwys o'r fath nac atebolrwydd drosto. Gallai data mewn negeseuon e-bost sy'n cael eu hanfon dros y rhyngrwyd gael eu llygru, neu gallai negeseuon gael eu darllen

cyn iddynt gyrraedd pen eu taith neu gael eu diwygio heb awdurdod; nid oes gennym unrhyw reolaeth dros hyn.

Nid ydym yn atebol am unrhyw feirysau cyfrifiadurol a allai fod yn y neges hon nac am unrhyw golledion yn sgil feirysau. I gael gwybodaeth am y sail a ddefnyddir ar gyfer casglu gwybodaeth bersonol drwy

<http://hwb.llyw.cymru>, ewch i <http://hwb.gov.wales/Privacy>, ac i weld telerau defnydd y wefan, ewch i

<http://hwb.gov.wales/TermsAndConditions>

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<http://hwb.gov.wales/TermsAndConditions>

Conversation 4

from_email: "Hwb Service Desk" <support@hwbcymru.net>

to_emails:

cc_emails:

created_at: 2024-10-10T13:16:01Z

updated_at: 2024-10-10T13:16:01Z

private: True

Ticket with id 43114 is merged into this ticket.

Conversation 5

from_email: "Hwb Service Desk" <support@hwbcymru.net>

to_emails: [REDACTED]@cardiff.gov.uk

cc_emails:

bcc_emails:

created_at: 2024-10-10T13:15:47Z

updated_at: 2024-10-10T13:15:47Z

private: False

Hi [REDACTED], We'll get back to you on the original ticket ASAP. Yn
gywir;/ Regards Tom Tîm Hwb;/ Hwb Team Llywodraeth
Cymru;/ Welsh Government Ebost;/
Email:/ cymorth@hwbcymru.net;/ support@hwbcymru.net
Ffôn;/ Phone: 0300 025 2525

Freshservice Ticket #43114 — Reference #INC-42959

Ticket Details

id: 43114
subject: Reference #INC-42959

description_text:

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Kind regards

[A red dragon with blue text Description automatically generated]

[REDACTED]

[REDACTED]

[REDACTED]@cardiff.gov.uk<mailto:[REDACTED]@cardiff.gov.uk>

Ffôn / Tel: [REDACTED]

Gwansanaethau TGCh, Cyngor Caerydd, Neuadd y Sir, Glanfa’r Iwerydd, Caerdydd.
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awdurdod; nid oes gennym unrhyw reolaeth dros hyn.
Nid ydym yn atebol am unrhyw feirysau cyfrifiadurol a allai fod yn y neges hon nac am unrhyw golledion yn sgil feirysau. I gael gwybodaeth am y sail a ddefnyddir ar gyfer casglu gwybodaeth bersonol drwy <http://hwb.llyw.cymru>, ewch i <http://hwb.gov.wales/Privacy>, ac i weld telerau defnydd y wefan, ewch i <http://hwb.gov.wales/TermsAndConditions>

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status: 5
priority: 1
type: Incident
requester_id: 26004514861
responder_id: 26001423638
group_id: 26000248091
created_at: 2024-10-10T13:02:55Z
updated_at: 2024-10-11T07:50:57Z
due_by: 2024-10-22T14:02:55Z
fr_due_by: 2024-10-15T10:32:55Z
source: 1

Conversations

Conversation 1

from_email: [REDACTED]@cardiff.gov.uk
to_emails: Hwb Service Desk <support@hwbcymru.net>
cc_emails:
bcc_emails:
created_at: 2024-10-11T07:50:57Z
updated_at: 2024-10-11T07:50:57Z
private: False

Thank you, Tom, pass on my thanks to anyone who helped set this up. [REDACTED] let me know that this was now complete.

Regards

Conversation 2

from_email: [REDACTED]@cardiff.gov.uk
to_emails: Hwb Service Desk <support@hwbcymru.net>
cc_emails:
bcc_emails:
created_at: 2024-10-10T13:17:14Z
updated_at: 2024-10-10T13:17:14Z
private: False

Hi Tom,

Thank you.

Regards

Conversation 3

from_email: "Hwb Service Desk" <support@hwbcymru.net>
to_emails:
cc_emails:
created_at: 2024-10-10T13:16:01Z
updated_at: 2024-10-10T13:16:01Z
private: True

This ticket is closed and merged into ticket 42959.

Freshservice Ticket #44034 — Digital Champion access to Microsoft Defender portal

Ticket Details

id: 44034

subject: Digital Champion access to Microsoft Defender portal

description_text:

Good morning Hwb Support,

Could I please request [REDACTED] access to Microsoft Defender portal for [REDACTED]
[REDACTED]@hwbcymru.net at Willows High School.

Including a role for 6814041, so all 6814041 School Intune Admin's will inherit access to Defender XDR, and relevant device groups created in Defender XDR same as ticket #INC-43387

In addition, [REDACTED]@hwbcymru.net, [REDACTED] at Cardiff High will also need access to manage Willows devices. [REDACTED] has recently been given access to Cardiff High devices on ticket #INC-43387.

Kind regards

[A red dragon with blue text Description automatically generated]

[REDACTED]

[REDACTED]

[REDACTED]@cardiff.gov.uk<mailto:[REDACTED]@cardiff.gov.uk>

Ffôn / Tel: [REDACTED]

Gwansanaethau TGCh, Cyngor Caerdydd, Neuadd y Sir, Glanfa'r Iwerydd, Caerdydd.
CF10 4UW

ICT Services, Cardiff Council, County Hall, Atlantic Wharf, Cardiff. CF10 4UW

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y consortia addysg rhanbarthol neu unrhyw awdurdod lleol yng Nghymru, nid ydym yn derbyn cyfrifoldeb am gynnwys o'r fath nac atebolrwydd drosto. Gallai data mewn negeseuon e-bost sy'n cael eu hanfon dros y rhyngwrwyd gael eu llygru, neu gallai negeseuon gael eu darllen cyn iddynt gyrraedd pen eu taith neu gael eu diwygio heb awdurdod; nid oes gennym unrhyw reolaeth dros hyn.

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status:	5
priority:	1
type:	Incident
requester_id:	26004514861
responder_id:	26003604380
group_id:	26000248092
created_at:	2024-10-29T10:15:55Z
updated_at:	2024-12-03T16:18:15Z
due_by:	2024-12-11T10:06:36Z
fr_due_by:	2024-11-01T16:16:42Z
source:	1
category:	Service Request
custom.msf_affected_service:	Microsoft Defender

Conversations
Conversation 1

from_email: [REDACTED]@cardiff.gov.uk
to_emails: Hwb Service Desk <support@hwbcymru.net>
cc_emails:
bcc_emails:
created_at: 2024-12-03T16:18:15Z
updated_at: 2024-12-03T16:18:15Z
private: False

Thank Huw,

Apologise. I thought it was completed as part of your process, I'll get onto that

No worries

Conversation 2

from_email: "Hwb Service Desk" <support@hwbcymru.net>
to_emails: [REDACTED]@cardiff.gov.uk
cc_emails:
bcc_emails:
created_at: 2024-12-03T16:06:33Z
updated_at: 2024-12-03T16:06:33Z
private: False

Hi [REDACTED], Looking at [REDACTED]@hwbcymru.net roles, and he hasn't been assigned as an Intune Admin for his school. So once you've applied this, he should be able to view the relevant menu items in the security console. Yn gywir [REDACTED] Regards Huw Tîm Hwb [REDACTED] Hwb Team Llywodraeth Cymru [REDACTED] Welsh Government Ebost [REDACTED] Email: [REDACTED]@hwbcymru.net [REDACTED] support@hwbcymru.net Ffôn [REDACTED] Phone: 0300 025 2525

Conversation 3

from_email: [REDACTED]@cardiff.gov.uk
to_emails: Hwb Service Desk <support@hwbcymru.net>
cc_emails:
bcc_emails:
created_at: 2024-12-03T14:48:58Z
updated_at: 2024-12-03T14:48:58Z
private: False

Yes, of course. Thank you. This is [REDACTED] view

[cid:60765b48-edfe-46cc-9fb1-ed6ede18d40a]

Conversation 4

from_email: "Hwb Service Desk" <support@hwbcymru.net>

to_emails: [REDACTED]@cardiff.gov.uk

cc_emails:

bcc_emails:

created_at: 2024-12-03T14:31:38Z

updated_at: 2024-12-03T14:31:38Z

private: False

Hi [REDACTED], Can you ask for more detail, screenshot if possible so we can advise further. Yn gywir [REDACTED] Regards Huw Tîm Hwb [REDACTED] Hwb Team

Llywodraeth Cymru [REDACTED] Welsh Government Ebst [REDACTED]

Email: [REDACTED]@hwbcymru.net [REDACTED] support@hwbcymru.net

Ffôn [REDACTED] Phone: 0300 025 2525

Conversation 5

from_email: [REDACTED]@cardiff.gov.uk

to_emails: Hwb Service Desk <support@hwbcymru.net>

cc_emails:

bcc_emails:

created_at: 2024-12-03T14:02:33Z

updated_at: 2024-12-03T14:02:33Z

private: False

Hello Huw,

[REDACTED] has contacted me this morning, it appears that he does not have all the required access and has provided a screen shot, showing the menus in Defender are limited.

Would you mind confirming if setup as expected.

Regards

Reviewing the request.

We can enable the Defender for Endpoint permissions for 6814041, meaning

[REDACTED]@hwbcymru.net<mailto:[REDACTED]@hwbcymru.net> as an Intune Admin will inherit the permission.

Conversation 6

from_email: [REDACTED]@cardiff.gov.uk
to_emails: Hwb Service Desk <support@hwbcymru.net>
cc_emails:
bcc_emails:
created_at: 2024-11-04T10:01:26Z
updated_at: 2024-11-04T10:01:26Z
private: False

Thank you Huw for completing this for us.

Regards

Conversation 7

from_email: "Hwb Service Desk" <support@hwbcymru.net>
to_emails: [REDACTED]@cardiff.gov.uk
cc_emails:
bcc_emails:
created_at: 2024-11-01T16:16:53Z
updated_at: 2024-11-01T16:16:53Z
private: False

Hi [REDACTED], We've surfaced [REDACTED]@hwbcymru.net as an Intune Admin at 6814041. We've also created the associated Defender Admin role against the School Intune Admin group for both 6814039 and 6814041. If you need anything further, please let us know. Yn gywir [REDACTED] Regards Huw Tîm
Hwb [REDACTED] Hwb Team Llywodraeth Cymru [REDACTED] Welsh Government
Ebst [REDACTED]
Email: [REDACTED]@hwbcymru.net [REDACTED] support@hwbcymru.net
Ffôn [REDACTED] Phone: 0300 025 2525

Conversation 8

from_email: [REDACTED]
to_emails: support@hwbcymru net <support@hwbcymru.net>
cc_emails:

created_at: 2024-11-01T16:13:40Z
updated_at: 2024-11-01T16:13:40Z
private: True

[ID:0116904]

Hi Huw,

I've now added that user for you.

Many thanks,

[Redacted]
Hwb Project Support Officer

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Ar gyfer yr unigolyn y cyfeirir yr e-bost hwn ato yn unig y mae'r neges a'r atodiadau sydd ynghlwm.

Os ydych wedi derbyn y neges e-bost hon drwy gamsyniad, rhowch wybod i'r anfonwr a'i dileu'n barhaol o'ch system. Os oes cynnwys yn y neges e-bost hon sy'n bersonol neu os oes ynddi gynnwys nad yw'n gysylltiedig â gwaith Llywodraeth Cymru, ysgolion, y consortia addysg rhanbarthol neu unrhyw awdurdod lleol yng Nghymru, nid ydym yn derbyn cyfrifoldeb am gynnwys o'r fath nac atebolrwydd drosto. Gallai data mewn negeseuon e-bost sy'n cael eu hanfon dros y rhyngwrdd gael eu llygru, neu gallai negeseuon gael eu darllen cyn iddynt gyrraedd pen eu taith neu gael eu diwygio heb awdurdod; nid oes gennym unrhyw reolaeth dros hyn.

Nid ydym yn atebol am unrhyw feirysau cyfrifiadurol a allai fod yn y neges hon nac am unrhyw golledion yn sgil feirysau. I gael gwybodaeth am y sail a ddefnyddir ar gyfer casglu gwybodaeth bersonol drwy <http://hwb.llyw.cymru>, ewch i <http://hwb.gov.wales/Privacy>, ac i weld telerau defnydd y wefan, ewch i <http://hwb.gov.wales/TermsAndConditions>

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Conversation 9

from_email: "Hwb Service Desk" <support@hwbcymru.net>

to_emails: [REDACTED]

cc_emails:

bcc_emails:

created_at: 2024-11-01T15:44:31Z

updated_at: 2024-11-01T15:44:31Z

private: True

Afternoon, Can you please surface [REDACTED]@hwbcymru.net as a School Intune Admin within 6814041 dashboard. Many Thanks Huw Yn gywir / /Regards Huw Tîm Hwb / /Hwb Team Llywodraeth Cymru / /Welsh Government Ebst / /

Email: cymorth@hwbcymru.net; support@hwbcymru.net
Ffôn: Phone: 0300 025 2525

Conversation 10

from_email: [REDACTED]@cardiff.gov.uk
to_emails: Hwb Service Desk <support@hwbcymru.net>
cc_emails:
bcc_emails:
created_at: 2024-10-29T11:40:12Z
updated_at: 2024-10-29T11:40:12Z
private: False

Thats perfect Huw,

Thats make sense, thank you for clarifying, just wanted you to have as much info as required.

Regards

Conversation 11

from_email: "Hwb Service Desk" <support@hwbcymru.net>
to_emails: [REDACTED]@cardiff.gov.uk
cc_emails:
bcc_emails:
created_at: 2024-10-29T11:35:44Z
updated_at: 2024-10-29T11:35:44Z
private: False

Hi [REDACTED], To clarify, when the Defender for Endpoint permissions are enabled for a school, it is inherited by all Intune Administrator for the specified School. We don't enable this permission to individual accounts. Reviewing the request. We can enable the Defender for Endpoint permissions for 6814041, meaning [REDACTED]@hwbcymru.net as an Intune Admin will inherit the permission. We can then surface [REDACTED]@hwbcymru.net (located in 6814039) as an Intune Admin at (6814041), to inherit the permissions. This is a manual process, so we'll confirm once the request has been completed. Any questions or concerns, please let us know. Yn gywir; Regards Huw Tîm Hwb; Hwb Team Llywodraeth Cymru; Welsh Government Ebo; Email: cymorth@hwbcymru.net; support@hwbcymru.net
Ffôn: Phone: 0300 025 2525

Freshservice Ticket #44035 — Digital Champion access to Microsoft Defender portal

Ticket Details

id: 44035
subject: Digital Champion access to Microsoft Defender portal
description_text:
Good morning Hwb Support,

Could I please request [REDACTED] access to Microsoft Defender portal for [REDACTED]@hwbcymru.net at Mary Immaculate High School.

Including a role for 6814607 so all 6814607 School Intune Admin's will inherit access to Defender XDR, and relevant device groups created in Defender XDR same as ticket #INC-43387

Kind regards

[A red dragon with blue text Description automatically generated]

[REDACTED]

[REDACTED]

[REDACTED]@cardiff.gov.uk<mailto:[REDACTED]@cardiff.gov.uk>

Ffôn / Tel: [REDACTED]

Gwansanaethau TGCh, Cyngor Caerdydd, Neuadd y Sir, Glanfa'r Iwerydd, Caerdydd.
CF10 4UW

ICT Services, Cardiff Council, County Hall, Atlantic Wharf, Cardiff. CF10 4UW

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Mae'n bosibl bod gwybodaeth gyfrinachol yn y neges hon. Os na chyfeirir y neges atoch chi'n benodol (neu os nad ydych chi'n gyfrifol am drosglwyddo'r neges i'r person a enwir), yna ni chewch gopio na throsglwyddo'r neges. Mewn achos o'r fath, dylech ddinistrio'r neges a hysbysu'r anfonwr drwy e-bost ar unwaith. Rhwch wybod i'r anfonydd ar unwaith os nad ydych chi neu eich cyflogydd yn caniatáu e-bost y Rhynggrwyd am negeseuon fel hon. Rhaid deall nad yw'r safbwyntiau, y casgliadau a'r wybodaeth arall yn y neges hon nad ydynt yn cyfeirio at fusnes swyddogol Cyngor Dinas a Sir Caerdydd yn cynrychioli barn y Cyngor Sir nad yn cael sel ei fendith. Caiff unrhyw negeseuon a anfonir at, neu o'r cyfeiriad e-bost hwn eu prosesu gan system E-bost Gorfforaethol Cyngor Sir Caerdydd a gallant gael eu harchwilio gan rywun heblaw'r person a enwir.

Ar gyfer yr unigolyn y cyfeirir yr e-bost hwn ato yn unig y mae'r neges a'r atodiadau sydd ynghlwm.

Os ydych wedi derbyn y neges e-bost hon drwy gamsyniad, rhwch wybod i'r anfonwr a'i dileu'n barhaol o'ch system. Os oes cynnwys yn y neges e-bost hon sy'n bersonol neu os oes ynddi gynnwys nad yw'n gysylltiedig â gwaith Llywodraeth Cymru, ysgolion, y consortia addysg rhanbarthol neu unrhyw awdurdod lleol yng Nghymru, nid ydym yn derbyn cyfrifoldeb am gynnwys o'r fath nac atebolrwydd drosto. Gallai data mewn negeseuon e-bost sy'n cael eu hanfon dros y rhynggrwyd gael eu llygru, neu gallai negeseuon gael eu darllen cyn iddynt gyrraedd pen eu taith neu gael eu diwygio heb

awdurdod; nid oes gennym unrhyw reolaeth dros hyn.
Nid ydym yn atebol am unrhyw feirysau cyfrifiadurol a allai fod yn y neges hon nac am unrhyw golledion yn sgil feirysau. I gael gwybodaeth am y sail a ddefnyddir ar gyfer casglu gwybodaeth bersonol drwy <http://hwb.llyw.cymru>, ewch i <http://hwb.gov.wales/Privacy>, ac i weld telerau defnydd y wefan, ewch i <http://hwb.gov.wales/TermsAndConditions>

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status: 5
priority: 1
type: Service Request
requester_id: 26004514861
responder_id: 26003604380
group_id: 26000248092
created_at: 2024-10-29T10:15:56Z
updated_at: 2024-11-01T15:56:59Z
due_by: 2024-11-12T11:15:59Z
fr_due_by: 2024-11-01T16:16:51Z
source: 1
category: Service Request
custom.msf_affected_service: Microsoft Defender

Conversations

Conversation 1

from_email: "Hwb Service Desk" <support@hwbcymru.net>
to_emails: [REDACTED]@cardiff.gov.uk
cc_emails: [REDACTED]cardiff.gov.uk
bcc_emails:

created_at: 2024-11-01T15:56:48Z

updated_at: 2024-11-01T15:56:48Z

private: False

Hi [REDACTED], The 6814607 Defender Admin role has been created and assigned to the 6814607 Intune Admins group. Any issues, please let us know. Yn

gywir;/ Regards Huw Tîm Hwb;/ Hwb Team Llywodraeth

Cymru;/ Welsh Government Ebst ;

Email:/ cymorth@hwbcymru.net / support@hwbcymru.net

Ffôn;/ Phone: 0300 025 2525

Freshservice Ticket #45628 — Critical Assets in Defender XDR

Ticket Details

id: 45628
subject: Critical Assets in Defender XDR

description_text:

Hi,

Currently we have 30 Cardiff devices within Defender showing tagged with a 'High' criticality level. Could you help me understand the rule that assigns these tags, so that I better understand the criticality of these devices?

Kind regards

[A red dragon with blue text Description automatically generated]

[REDACTED]

[REDACTED]

[REDACTED]@cardiff.gov.uk<mailto:[REDACTED]@cardiff.gov.uk>

Ffôn / Tel: [REDACTED]

Gwansanaethau TGCh, Cyngor Caerdydd, Neuadd y Sir, Glanfa'r Iwerydd, Caerdydd.
CF10 4UW

ICT Services, Cardiff Council, County Hall, Atlantic Wharf, Cardiff. CF10 4UW

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Mae'n bosibl bod gwybodaeth gyfrinachol yn y neges hon. Os na chyfeirir y neges atoch chi'n benodol (neu os nad ydych chi'n gyfrifol am drosglwyddo'r neges i'r person a enwir), yna ni chewch gopio na throsglwyddo'r neges. Mewn achos o'r fath, dylech ddinistrio'r neges a hysbysu'r anfonwr drwy e-bost ar unwaith. Rhwch wybod i'r anfonydd ar unwaith os nad ydych chi neu eich cyflogydd yn caniatáu e-bost y Rhynggrwyd am negeseuon fel hon. Rhaid deall nad yw'r safbwyntiau, y casgliadau a'r wybodaeth arall yn y neges hon nad ydynt yn cyfeirio at fusnes swyddogol Cyngor Dinas a Sir Caerdydd yn cynrychioli barn y Cyngor Sir nad yn cael sel ei fendith. Caiff unrhyw negeseuon a anfonir at, neu o'r cyfeiriad e-bost hwn eu prosesu gan system E-bost Gorfforaethol Cyngor Sir Caerdydd a gallant gael eu harchwilio gan rywun heblaw'r person a enwir.

Ar gyfer yr unigolyn y cyfeirir yr e-bost hwn ato yn unig y mae'r neges a'r atodiadau sydd ynghlwm.

Os ydych wedi derbyn y neges e-bost hon drwy gamsyniad, rhwch wybod i'r anfonwr a'i dileu'n barhaol o'ch system. Os oes cynnwys yn y neges e-bost hon sy'n bersonol neu os oes ynddi gynnwys nad yw'n gysylltiedig â gwaith Llywodraeth Cymru, ysgolion, y consortia addysg rhanbarthol neu unrhyw awdurdod lleol yng Nghymru, nid ydym yn derbyn cyfrifoldeb am gynnwys o'r fath nac atebolrwydd drosto. Gallai data mewn negeseuon e-bost sy'n cael eu hanfon dros y rhynggrwyd gael eu llygru, neu gallai negeseuon gael eu darllen cyn iddynt gyrraedd pen eu taith neu gael eu diwygio heb awdurdod; nid oes gennym unrhyw reolaeth dros hyn.

Nid ydym yn atebol am unrhyw feirysau cyfrifiadurol a allai fod yn y neges hon nac am unrhyw golledion yn sgil feirysau. I gael gwybodaeth am y sail a ddefnyddir ar gyfer casglu gwybodaeth bersonol drwy <http://hwb.llyw.cymru>, ewch i

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status: 5
priority: 1
type: Incident
requester_id: 26004514861
responder_id: 26002360961
group_id: 26000248092
created_at: 2024-11-29T15:35:27Z
updated_at: 2024-12-05T13:21:25Z
due_by: 2024-12-13T16:11:25Z
fr_due_by: 2024-12-05T13:06:15Z
source: 1
category: Service Request
custom.msf_affected_services: Microsoft Defender

Conversations

Conversation 1

from_email: "Hwb Service Desk" <support@hwbcymru.net>
to_emails: [REDACTED]@cardiff.gov.uk
cc_emails: [REDACTED]@cardiff.gov.uk>
bcc_emails:
created_at: 2024-12-03T09:52:55Z
updated_at: 2024-12-03T09:52:55Z
private: False

Hi [REDACTED], That's good to know, just so you're aware we're currently evaluating

licencing for Hwb across the board and Defender for Endpoint is part of this. I can see that you have a large number of devices on boarded outside of Intune. Should we need to prioritise licencing in the future I want to make you aware that the priority would be those devices managed in Intune and we may not be in a position to licence endpoints onboarded in any other way. To help us understand your requirements and the value of Defender for Endpoint would you be able to answer some questions for me? [REDACTED] copied in for info. Hope you don't mind answering some questions for me based on your use of Defender for Endpoint in Cardiff schools? I'd appreciate any information that you can share with me. How many devices do you have available in your education department? Windows: macOS: iOS: Of the devices above, how many are managed in Intune through Hwb? - Of the managed devices, how many devices do you have enrolled in Defender for Endpoint - From our data I can see Cardiff have around 3,475 devices enrolled in Defender for Endpoint. Do you foresee that figure increasing in the next year, if so by how much? - What ant virus solution were you using before Defender for Endpoint? - Did your previous AV solution provide you with all the functionality that defender for endpoint does e.g. vulnerability management, endpoint detection and response. - all - some - only standalone AV on the device How much did your previous AV solution cost per device? - cost per month/year Is there any functionality or feature missing from Defender for endpoint through Hwb that you'd like to see? - Do you have a dedicated Security Operations team to handle incidents and alerts on education devices? Yes/No Yn gywir / Regards Dafydd Tîm Hwb / Hwb Team Llywodraeth Cymru / Welsh Government Ebst / Email: cymorth@hwbcymru.net / support@hwbcymru.net Ffôn / Phone: 0300 025 2525

Conversation 2

from_email: [REDACTED]@cardiff.gov.uk
to_emails: Hwb Service Desk <support@hwbcymru.net>
cc_emails:
bcc_emails:
created_at: 2024-12-02T15:16:47Z
updated_at: 2024-12-02T15:16:47Z
private: False

Hi Dafydd,

Appreciate that info, will definitely chase that up in regards to domain admins.

Intune through Hwb is being progressed by members of another team on our side. My

manger and I meet with them regularly to provide support from a Cyber Security interest.

Regards

Conversation 3

from_email: "Hwb Service Desk" <support@hwbcymru.net>

to_emails: [REDACTED]@cardiff.gov.uk

cc_emails:

bcc_emails:

created_at: 2024-12-02T14:38:05Z

updated_at: 2024-12-02T14:38:05Z

private: False

Hi [REDACTED], The High criticality is more to do with the type of user using those devices and the importance or value of that device, it's worth checking why the main user on those devices are all domain admins. This fact has elevated the criticality value of those devices to High. It is recommended that these devices are all managed in Intune through Hwb, if this was the case this scenario would be avoided. The vulnerabilities on the devices however is expressed by the exposure metric. These can be managed in the Vulnerability Management section, this should provide you with all the functionality required to manage the security of your devices. I am unable to provide you access to the Exposure Management area as you already have all the permissions available under the RBAC role provided by Defender for Endpoint. Yn gywir
Regards
Dafydd Tîm Hwb
Hwb Team Llywodraeth Cymru / Welsh
Government Ebst
Email: cymorth@hwbcymru.net / support@hwbcymru.net
Ffôn / Phone: 0300 025 2525

Conversation 4

from_email: [REDACTED]@cardiff.gov.uk

to_emails: Hwb Service Desk <support@hwbcymru.net>

cc_emails:

bcc_emails:

created_at: 2024-12-02T11:10:41Z

updated_at: 2024-12-02T11:10:41Z

private: False

Hi Dafydd,

Thank you, appreciate the info. I was wondering if you were able to grant access to Exposure Management section so that clearly I can see which classification and specifically which databases, Groups, or Roles are causing the device to be classified in this category?

I have checked the devices and can only view Security Recommendations, Inventories, Vulnerabilities. I can look to ensure these devices are cleaned up as much as possible, but was just unsure if there is something else which is part of the predefined categories that may be highlighted in Exposure Mgmt.

What do you think?

Cheers

Conversation 5

from email: "Hwb Service Desk" <support@hwbcymru.net>

to_emails: [REDACTED]@cardiff.gov.uk

cc emails:

bcc_emails:

created at: 2024-12-02T10:10:55Z

updated_at: 2024-12-02T10:10:55Z

private: False

Hi [REDACTED], Please see the following guidance from Microsoft
[https://learn.microsoft.com/en-us/security-exposure-management/critical-asset-manage-
ment#predefined-classifications](https://learn.microsoft.com/en-us/security-exposure-management/critical-asset-management#predefined-classifications) Your assets fall into the following predefined
category and have been automatically assigned a criticality level of High because of
this. Policy Name Domain Admin Workstations Description A workstation
commonly utilized by a user holding domain admin privileges Yn
gywir / Regards Dafydd Tîm Hwb / Hwb Team Llywodraeth
Cymru / Welsh Government Ebost /
Email: cymorth@hwbcymru.net / support@hwbcymru.net
Ffôn / Phone: 0300 025 2525

Conversation 6

to emails:

cc emails:

created at: 2024-11-29T16:00:08Z

updated at: 2024-11-29T16:00:08Z

```
private: True
```

Matt advised assign to Daf

Conversation 7

to_emails:
cc_emails:
created_at: 2024-11-29T15:59:03Z
updated_at: 2024-11-29T15:59:03Z
private: True
Messaged Matt in team to make him aware

Conversation 8

to_emails:
cc_emails:
created_at: 2024-11-29T15:57:53Z
updated_at: 2024-11-29T15:57:53Z
private: True
LA query assigning to TT

Freshservice Ticket #45717 — Access to Defender XDR/Device group setup

Ticket Details

id: 45717
subject: Access to Defender XDR/Device group setup
description_text:
Hi,

Similar to ticket #INC-4295. Can I request access setup for [REDACTED]@hwbcymru.net<mailto:[REDACTED]@hwbcymru.net> with a device group in Defender on 6814072.

Kind regards

[A red dragon with blue text Description automatically generated]

[REDACTED]

[REDACTED]

[REDACTED]@cardiff.gov.uk<mailto:[REDACTED]@cardiff.gov.uk>

Ffôn / Tel: [REDACTED]

Gwansanaethau TGCh, Cyngor Caerdydd, Neuadd y Sir, Glanfa'r Iwerydd, Caerdydd.
CF10 4UW

ICT Services, Cardiff Council, County Hall, Atlantic Wharf, Cardiff. CF10 4UW

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Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg, Saesneg neu'n ddwyieithog. Byddwn yn cyfathrebu â chi yn ôl eich dewis, dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

Mae'n bosibl bod gwybodaeth gyfrinachol yn y neges hon. Os na chyfeirir y neges atoch chi'n benodol (neu os nad ydych chi'n gyfrifol am drosglwyddo'r neges i'r person a enwir), yna ni chewch gopio na throsglwyddo'r neges. Mewn achos o'r fath, dylech ddinistrio'r neges a hysbysu'r anfonwr drwy e-bost ar unwaith. Rhwch wybod i'r anfonydd ar unwaith os nad ydych chi neu eich cyflogydd yn caniatáu e-bost y Rhynggrwyd am negeseuon fel hon. Rhaid deall nad yw'r safbwyntiau, y casgliadau a'r wybodaeth arall yn y neges hon nad ydynt yn cyfeirio at fusnes swyddogol Cyngor Dinas a Sir Caerdydd yn cynrychioli barn y Cyngor Sir nad yn cael sel ei fendith. Caiff unrhyw negeseuon a anfonir at, neu o'r cyfeiriad e-bost hwn eu prosesu gan system E-bost Gorfforaethol Cyngor Sir Caerdydd a gallant gael eu harchwilio gan rywun heblaw'r person a enwir.

Ar gyfer yr unigolyn y cyfeirir yr e-bost hwn ato yn unig y mae'r neges a'r atodiadau sydd ynghlwm.

Os ydych wedi derbyn y neges e-bost hon drwy gamsyniad, rhwch wybod i'r anfonwr a'i dileu'n barhaol o'ch system. Os oes cynnwys yn y neges e-bost hon sy'n bersonol neu os oes ynddi gynnwys nad yw'n gysylltiedig â gwaith Llywodraeth Cymru, ysgolion, y consortia addysg rhanbarthol neu unrhyw awdurdod lleol yng Nghymru, nid ydym yn derbyn cyfrifoldeb am gynnwys o'r fath nac atebolrwydd drosto. Gallai data mewn negeseuon e-bost sy'n cael eu hanfon dros y rhynggrwyd gael eu llygru, neu gallai negeseuon gael eu darllen cyn iddynt gyrraedd pen eu taith neu gael eu diwygio heb awdurdod; nid oes gennym unrhyw reolaeth dros hyn.

Nid ydym yn atebol am unrhyw feirysau cyfrifiadurol a allai fod yn y neges hon nac am unrhyw golledion yn sgil feirysau. I gael gwybodaeth am y sail a ddefnyddir ar gyfer casglu gwybodaeth bersonol drwy <http://hwb.llyw.cymru>, ewch i

<http://hwb.gov.wales/Privacy>, ac i weld telerau defnydd y wefan, ewch i <http://hwb.gov.wales/TermsAndConditions>

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status: 5
priority: 1
type: Incident
requester_id: 26004514861
responder_id: 26002360961
group_id: 26000248092
created_at: 2024-12-02T15:12:33Z
updated_at: 2025-02-20T18:57:30Z
due_by: 2024-12-16T10:23:06Z
fr_due_by: 2024-12-05T14:00:00Z
source: 1
category: Service Request
custom.msf_affected_services: Microsoft Defender

Conversations

Conversation 1

from_email: "Hwb Service Desk" <support@hwbcymru.net>
to_emails: [REDACTED]
cc_emails: [REDACTED]@cardiff.gov.uk, [REDACTED]@cardiff.gov.uk
bcc_emails:
created_at: 2024-12-10T09:56:19Z
updated_at: 2024-12-10T09:56:19Z
private: False

Hi [REDACTED], If you've got time before the meeting it would be useful if you could

take a look at the questions I sent over last week. Your feedback will help us a great deal in licencing discussions in the near future. Yn gywir / Regards Dafydd Tîm Hwb / Hwb Team Llywodraeth Cymru / Welsh Government Ebost / Email: cymorth@hwbcymru.net / support@hwbcymru.net Ffôn / Phone: 0300 025 2525

Conversation 2

from_email: [REDACTED]@cardiff.gov.uk
to_emails: Hwb Service Desk <support@hwbcymru.net>
cc_emails: [REDACTED]@cardiff.gov.uk, [REDACTED]@cardiff.gov.uk
bcc_emails:
created_at: 2024-12-10T09:54:05Z
updated_at: 2024-12-10T09:54:05Z
private: False

Good Morning Dafydd,

Thank you for your patience and support. One of Cardiff's main objectives is transitioning to cloud-based Intune, away from on-prem devices. I understand that there are things you would like to discuss and understand, so I look forward to catching up.

Regards

Conversation 3

from_email: "Hwb Service Desk" <support@hwbcymru.net>
to_emails: [REDACTED]@cardiff.gov.uk
cc_emails: [REDACTED]@cardiff.gov.uk, [REDACTED]@cardiff.gov.uk
bcc_emails:
created_at: 2024-12-09T08:40:48Z
updated_at: 2024-12-09T08:40:48Z
private: False

Hi [REDACTED], I'd rather discuss things first if that's ok, I'm reluctant to onboard more on-prem devices if it's something we're not able to support in future. Yn gywir / Regards Dafydd Tîm Hwb / Hwb Team Llywodraeth Cymru / Welsh Government Ebost / Email: cymorth@hwbcymru.net / support@hwbcymru.net Ffôn / Phone: 0300 025 2525

Conversation 4

from_email: [REDACTED]@cardiff.gov.uk
to_emails: Hwb Service Desk <support@hwbcymru.net>
cc_emails: [REDACTED]@cardiff.gov.uk, [REDACTED]@cardiff.gov.uk
bcc_emails:
created_at: 2024-12-06T16:29:15Z
updated_at: 2024-12-06T16:29:15Z
private: False

Great, speak to you then.

Would it be possible to progress the two tickets logged this week?

Can

Conversation 5

from_email: "Hwb Service Desk" <support@hwbcymru.net>
to_emails: [REDACTED]@cardiff.gov.uk
cc_emails: [REDACTED]@cardiff.gov.uk, [REDACTED]@cardiff.gov.uk
bcc_emails:
created_at: 2024-12-06T16:20:10Z
updated_at: 2024-12-06T16:20:10Z
private: False

Thanks [REDACTED], Invite sent, speak to you then. Yn gywir / Regards Dafydd Tîm Hwb / Hwb Team Llywodraeth Cymru / Welsh Government Ebost / Email: cymorth@hwbcymru.net / support@hwbcymru.net Ffôn / Phone: 0300 025 2525

Conversation 6

from_email: [REDACTED]@cardiff.gov.uk
to_emails: Hwb Service Desk <support@hwbcymru.net>, [REDACTED] <[REDACTED]@cardiff.gov.uk>
cc_emails: [REDACTED]@cardiff.gov.uk
bcc_emails:
created_at: 2024-12-06T16:11:14Z
updated_at: 2024-12-06T16:11:14Z
private: False

Hi Dafydd,

Yes, OK with me. Please invite @ [REDACTED]
[REDACTED] <mailto:[REDACTED]@cardiff.gov.uk>, lets make it the week after next on the 19th if that's OK, we are all free from 3pm.

Would it also be possible to progress the two tickets i requested an update on this morning?

Kind Regards
[REDACTED]

Conversation 7

from_email: "Hwb Service Desk" <support@hwbcymru.net>
to_emails: [REDACTED]@cardiff.gov.uk
cc_emails: [REDACTED] <[REDACTED]@cardiff.gov.uk>
bcc_emails:
created_at: 2024-12-06T15:45:29Z
updated_at: 2024-12-06T15:45:29Z
private: False

Hi [REDACTED], I wonder if you would be available sometime along with @ [REDACTED] to discuss this? I have some concerns around allowing devices that are locally managed into defender for Endpoint in Hwb as I mentioned in my email the other day. What time do you have next week or the week after to discuss this? Yn gywir / Regards Dafydd Tîm Hwb / Hwb Team Llywodraeth Cymru / Welsh Government Ebo / Email: cymorth@hwbcymru.net / support@hwbcymru.net Ffôn / Phone: 0300 025 2525

Conversation 8

from_email: [REDACTED]@cardiff.gov.uk
to_emails: Hwb Service Desk <support@hwbcymru.net>
cc_emails:
bcc_emails:
created_at: 2024-12-06T10:00:31Z
updated_at: 2024-12-06T10:00:31Z
private: False

Good morning Hwb Team,

Could I request and update on this ticket please?

Kind regards

Conversation 9

to_emails:
cc_emails:
created_at: 2024-12-02T15:28:51Z
updated_at: 2024-12-02T15:28:51Z
private: True
LA query assigning to to TT

Freshservice Ticket #45748 — Access to Defender XDR/Device group setup - Whitchurch High School

Ticket Details

id: 45748
subject: Access to Defender XDR/Device group setup - Whitchurch High School

description_text:

Hi,

Similar to ticket #INC-4295. Can I request access setup for [REDACTED] at Whitchurch High School

[REDACTED] - [REDACTED]@hwbcymru.net
[REDACTED] - [REDACTED]@hwbcymru.net

with a device group in Defender on 6815403.

Kind regards

[A red dragon with blue text Description automatically generated]

[REDACTED]

[REDACTED]

[REDACTED]@cardiff.gov.uk<mailto:[REDACTED]@cardiff.gov.uk>

Ffôn / Tel: [REDACTED]

Gwansanaethau TGCh, Cyngor Caerdydd, Neuadd y Sir, Glanfa'r Iwerydd, Caerdydd.
CF10 4UW

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Mae'n bosibl bod gwybodaeth gyfrinachol yn y neges hon. Os na chyfeirir y neges atoch chi'n benodol (neu os nad ydych chi'n gyfrifol am drosglwyddo'r neges i'r person a enwir), yna ni chewch gopio na throsglwyddo'r neges. Mewn achos o'r fath, dylech ddinistrio'r neges a hysbysu'r anfonwr drwy e-bost ar unwaith. Rhwngch wybod i'r anfonwydd ar unwaith os nad ydych chi neu eich cyflogydd yn caniatáu e-bost y Rhynggrwyd am negeseuon fel hon. Rhaid deall nad yw'r safbwyntiau, y casgliadau a'r wybodaeth arall yn y neges hon nad ydynt yn cyfeirio at fusnes swyddogol Cyngor Dinas a Sir Caerdydd yn cynrychioli barn y Cyngor Sir nad yn cael sel ei fendith. Caiff unrhyw negeseuon a anfonir at, neu o'r cyfeiriad e-bost hwn eu prosesu gan system E-bost Gorfforaethol Cyngor Sir Caerdydd a gallant gael eu harchwilio gan rywun heblaw'r person a enwir.

Ar gyfer yr unigolyn y cyfeirir yr e-bost hwn ato yn unig y mae'r neges a'r atodiadau sydd ynghlwm.

Os ydych wedi derbyn y neges e-bost hon drwy gamsyniad, rhwngch wybod i'r anfonwr a'i dileu'n barhaol o'ch system. Os oes cynnwys yn y neges e-bost hon sy'n bersonol neu os oes ynddi gynnwys nad yw'n gysylltiedig â gwaith Llywodraeth Cymru, ysgolion,

y consortia addysg rhanbarthol neu unrhyw awdurdod lleol yng Nghymru, nid ydym yn derbyn cyfrifoldeb am gynnwys o'r fath nac atebolrwydd drosto. Gallai data mewn negeseuon e-bost sy'n cael eu hanfon dros y rhyngwrwyd gael eu llygru, neu gallai negeseuon gael eu darllen cyn iddynt gyrraedd pen eu taith neu gael eu diwygio heb awdurdod; nid oes gennym unrhyw reolaeth dros hyn.

Nid ydym yn atebol am unrhyw feirysau cyfrifiadurol a allai fod yn y neges hon nac am unrhyw golledion yn sgil feirysau. I gael gwybodaeth am y sail a ddefnyddir ar gyfer casglu gwybodaeth bersonol drwy <http://hwb.llyw.cymru>, ewch i <http://hwb.gov.wales/Privacy>, ac i weld telerau defnydd y wefan, ewch i <http://hwb.gov.wales/TermsAndConditions>

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status:	5
priority:	1
type:	Incident
requester_id:	26004514861
responder_id:	26002360961
group_id:	26000248092
created_at:	2024-12-03T09:17:09Z
updated_at:	2025-02-28T15:11:34Z
due_by:	2025-03-07T08:38:34Z
fr_due_by:	2024-12-05T15:17:18Z
source:	1
category:	Service Request
custom.msf_affected_service:	Microsoft Defender

Conversations

Conversation 1

from_email: [REDACTED]@cardiff.gov.uk
to_emails: Hwb Service Desk <support@hwbcymru.net>
cc_emails:
bcc_emails:
created_at: 2024-12-06T10:00:27Z
updated_at: 2024-12-06T10:00:27Z
private: False

Good morning Hwb Team,

Could I request and update on this ticket please?

Kind regards

Conversation 2

to_emails:
cc_emails:
created_at: 2024-12-03T09:25:07Z
updated_at: 2024-12-03T09:25:07Z
private: True

LA query assigning to TT

Freshservice Ticket #48204 — Device Groups required for Defender XDR

Ticket Details

id: 48204

subject: Device Groups required for Defender XDR

description_text:

Hi,
Could I please log a ticket for a Defender Device Group within the Defender XDR console for the following High schools please. DFE numbers for schools in brackets below

*

Cantonian High (6814049)

*

The Bishop of Llandaff (6814608)

*

Whitchurch High (6815403)

*

Ysgol Glantaf (6814071)

*

Ysgol Plasmawr (6814072)

*

Cardiff West Community High (6814075)

Thank you

[A red dragon with blue text Description automatically generated]

[REDACTED]

[REDACTED]

[REDACTED]@cardiff.gov.uk<mailto:[REDACTED]@cardiff.gov.uk>

Ffôn / Tel:

[REDACTED]

Gwansanaethau TGCh, Cyngor Caerdydd, Neuadd y Sir, Glanfa'r Iwerydd, Caerdydd.

CF10 4UW

ICT Services, Cardiff Council, County Hall, Atlantic Wharf, Cardiff. CF10 4UW

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Ar gyfer yr unigolyn y cyfeirir yr e-bost hwn ato yn unig y mae'r neges a'r atodiadau sydd ynghlwm.

Os ydych wedi derbyn y neges e-bost hon drwy gamsyniad, rhowch wybod i'r anfonwr a'i dileu'n barhaol o'ch system. Os oes cynnwys yn y neges e-bost hon sy'n bersonol neu os oes ynddi gynnwys nad yw'n gysylltiedig â gwaith Llywodraeth Cymru, ysgolion, y consortia addysg rhanbarthol neu unrhyw awdurdod lleol yng Nghymru, nid ydym yn derbyn cyfrifoldeb am gynnwys o'r fath nac atebolrwydd drosto. Gallai data mewn negeseuon e-bost sy'n cael eu hanfon dros y rhyngwrdd gael eu llygru, neu gallai negeseuon gael eu darllen cyn iddynt gyrraedd pen eu taith neu gael eu diwygio heb awdurdod; nid oes gennym unrhyw reolaeth dros hyn.

Nid ydym yn atebol am unrhyw feirysau cyfrifiadurol a allai fod yn y neges hon nac am unrhyw golledion yn sgil feirysau. I gael gwybodaeth am y sail a ddefnyddir ar gyfer casglu gwybodaeth bersonol drwy <http://hwb.llyw.cymru>, ewch i <http://hwb.gov.wales/Privacy>, ac i weld telerau defnydd y wefan, ewch i <http://hwb.gov.wales/TermsAndConditions>

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status:	5
priority:	1
type:	Incident
requester_id:	26004514861
responder_id:	26002360961
group_id:	26000248092
created_at:	2025-01-28T12:08:11Z
updated_at:	2025-02-14T11:59:31Z
due_by:	2025-02-20T08:45:00Z
fr_due_by:	2025-02-10T14:30:43Z

source: 1
category: Service Request
custom.msf_affected_services: Microsoft Defender

Conversations

Conversation 1

from_email: "Hwb Service Desk" <support@hwbcymru.net>
to_emails: [REDACTED]@cardiff.gov.uk
cc_emails:
bcc_emails:
created_at: 2025-02-13T15:35:10Z
updated_at: 2025-02-13T15:35:10Z
private: False

Hi [REDACTED], As mentioned in my previous email, these devices need to be managed in Hwb Intune to appear in these new device groups setup yesterday. They will still appear in your Cardiff group for your visibility but ideally we would see a move to managing these devices in Hwb as you carry out the migration plan. Yn gywir /
Regards Dafydd Tîm Hwb / Hwb Team Llywodraeth Cymru / Welsh Government Ebst /
Email: cymorth@hwbcymru.net / support@hwbcymru.net Ffôn / Phone: 0300 025 2525

Conversation 2

to_emails: Dafydd James <[REDACTED]>
cc_emails:
created_at: 2025-02-13T15:29:38Z
updated_at: 2025-02-13T15:29:38Z
private: True
merge added

Conversation 3

to_emails:
cc_emails:
created_at: 2025-02-13T15:29:26Z
updated_at: 2025-02-13T15:29:26Z
private: True

Merged from ticket 49314

Subject: Re: Ynglŷn â'ch cais [#INC-48204] - Device Groups required for Defender XDR / Regarding your request [#INC-48204] - Device Groups required for Defender XDR

Description:
Hi Dafydd

Do we need to wait some "microsoft" time (a day or 2) for this to work fully?

Currently we see devices when filtering on their tag

But nothing appears when we try to use the new group

Kind regards

[REDACTED]

From: [REDACTED] <[REDACTED]@cardiff.gov.uk>

Sent: 13 February 2025 14:44

To: [REDACTED] <[REDACTED]@cardiff.gov.uk>

Subject: Fw: Ynglŷn â'ch cais [#INC-48204] - Device Groups required for Defender XDR /
Regarding your request [#INC-48204] - Device Groups required for Defender XDR

From: Hwb Service Desk <support@hwbcymru.net>

Sent: 12 February 2025 5:27 PM

To: [REDACTED] <[REDACTED]@cardiff.gov.uk>

Subject: Re: Ynglŷn â'ch cais [#INC-48204] - Device Groups required for Defender XDR /
Regarding your request [#INC-48204] - Device Groups required for Defender XDR

EXTERNAL: This email originated from outside Cardiff Council, take care when clicking links.

ALLANOL: Daw'r e-bost hwn o'r tu allan i Gyngor Caerdydd, cymerwch ofal wrth glicio ar ddolenni.

Hi [REDACTED],

These groups are setup now, Intune admins in the school will be able to access these devices in defender but for Hwb intune managed devices only.

Yn gywir / Regards

Dafydd

Tîm Hwb /
Hwb Team
Llywodraeth Cymru / Welsh Government
Ebost / Email:
cymorth@hwbcymru.net /
support@hwbcymru.net
Ffôn /
Phone: 0300 025 2525

On Wed, 12 Feb 11:53 , [REDACTED] <[REDACTED]@cardiff.gov.uk> wrote:

Hi Dafydd,

Appreciated and thank you. Let me know when they're setup and available.

Regards

From: Hwb Service Desk <support@hwbcymru.net>
Sent: 12 February 2025 10:44 AM
To: [REDACTED] <[REDACTED]@cardiff.gov.uk>
Subject: Re: Ynglŷn â'ch cais [#INC-48204] - Device Groups required for Defender XDR /
Regarding your request [#INC-48204] - Device Groups required for Defender XDR

EXTERNAL: This email originated from outside Cardiff Council, take care when clicking

links.

ALLANOL: Daw'r e-bost hwn o'r tu allan i Gyngor Caerdydd, cymerwch ofal wrth glicio ar ddolenni.

Hi [REDACTED],

Apologies for the delay with this one, as you know we've been discussing the Cardiff devices enrolled in defender for endpoint and your plans to migrate to Hwb managed devices. Discussions are ongoing with your colleagues [REDACTED] and [REDACTED].

I can create these school device groups for you now but they will only include devices that are managed in Hwb Intune. If they're not managed in Intune they will still appear for you in the

Cardiff LA group. However please be aware that enrolling them in defender for endpoint whilst not managed in Hwb is not a supported method and considered not compliant from a licencing point of view.

Yn gywir / Regards

Dafydd

Tîm Hwb /

Hwb Team

Llywodraeth Cymru / Welsh Government

Ebost / Email:

cymorth@hwbcymru.net /

support@hwbcymru.net

Ffôn /

Phone: 0300 025 2525

On Tue, 11 Feb 12:13 , [REDACTED] <[REDACTED]@cardiff.gov.uk> wrote:

Morning,

Hope your doing well and don't mind me catching up with you to check up on the progress of my Device group request?

Kind regards

From: [REDACTED] <[REDACTED]@cardiff.gov.uk>

Sent: 06 February 2025 10:14 AM

To: Hwb Service Desk <support@hwbcymru.net>

Subject: Re: Cais newydd [#INC-48204] - Device Groups required for Defender XDR /
New request [#INC-48204] - Device Groups required for Defender XDR

Hi,

Hope you are doing well. Just like to see if it is possible to create the Device Groups requested on this ticket please.

Kind regards,



From: Hwb Service Desk <support@hwbcymru.net>

Sent: 28 January 2025 12:08 PM

To: [REDACTED] <[REDACTED]@cardiff.gov.uk>

Subject: Cais newydd [#INC-48204] - Device Groups required for Defender XDR / New request [#INC-48204] - Device Groups required for Defender XDR

EXTERNAL: This email originated from outside Cardiff Council, take care when clicking links.

ALLANOL: Daw'r e-bost hwn o'r tu allan i Gyngor Caerdydd, cymerwch ofal wrth glicio ar ddolenni.

Mae'r ddesg gwasanaeth Hwb wedi cofnodi eich cais yn erbyn cyfeirnod #INC-48204.

Pwnc: Device Groups required for Defender XDR

Bydd eich cais yn cael ei drosglwyddo i'r tîm priodol ei weithredu. Os bydd angen i chi gysylltu â ni am y cais hwn, dyfynnwch y cyfeirnod uchod.

The Hwb Service Desk has logged your request against reference #INC-48204.

Subject: Device Groups required for Defender XDR

Your request will now be passed to the appropriate team for action. Should you need to contact us regarding this request please quote the above reference.

Yn gywir / Regards

Tîm Hwb / Hwb Team

Llywodraeth Cymru / Welsh Government

Ebost / Email: cymorth@hwbymru.net / support@hwbcymru.net

Ffôn / Phone: 0300 025 2525

Ar gyfer yr unigolyn y cyfeirir yr e-bost hwn ato yn unig y mae'r neges a'r atodiadau

sydd ynghlwm.

Os ydych wedi derbyn y neges e-bost hon drwy gamsyniad, rhowch wybod i'r anfonwr a'i dileu'n barhaol o'ch system. Os oes cynnwys yn y neges e-bost hon sy'n bersonol neu os oes ynddi gynnwys nad yw'n gysylltiedig â gwaith Llywodraeth Cymru, ysgolion, y consortia

addysg rhanbarthol neu unrhyw awdurdod lleol yng Nghymru, nid ydym yn derbyn cyfrifoldeb am gynnwys o'r fath nac atebolrwydd drosto. Gallai data mewn negeseuon e-bost sy'n cael eu hanfon dros y rhyngwrdd gael eu llygru, neu gallai negeseuon gael eu darllen

cyn iddynt gyrraedd pen eu taith neu gael eu diwygio heb awdurdod; nid oes gennym unrhyw reolaeth dros hyn.

Nid ydym yn atebol am unrhyw feirysau cyfrifiadurol a allai fod yn y neges hon nac am unrhyw golledion yn sgil feirysau. I gael gwybodaeth am y sail a ddefnyddir ar gyfer casglu gwybodaeth bersonol drwy

<http://hwb.llyw.cymru>, ewch i

<http://hwb.gov.wales/Privacy>, ac i weld telerau defnydd y wefan, ewch i

<http://hwb.gov.wales/TermsAndConditions>

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<http://hwb.gov.wales/TermsAndConditions>

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Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg, Saesneg neu'n ddwyieithog. Byddwn yn cyfathrebu â chi yn ôl eich dewis, dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

Mae'n bosibl bod gwybodaeth gyfrinachol yn y neges hon. Os na chyfeirir y neges atoch chi'n benodol (neu os nad ydych chi'n gyfrifol am drosglwyddo'r neges i'r person a enwir), yna ni chewch gopio na throsglwyddo'r neges. Mewn achos o'r fath, dylech ddinistrio'r

neges a hysbysu'r anfonwr drwy e-bost ar unwaith. Rhowch wybod i'r anfonydd ar unwaith os nad ydych chi neu eich cyflogydd yn caniatáu e-bost y Rhynggrwyd am negeseuon fel hon. Rhaid deall nad yw'r safbwyntiau, y casgliadau a'r wybodaeth arall yn y neges hon

nad ydynt yn cyfeirio at fusnes swyddogol Cyngor Dinas a Sir Caerdydd yn cynrychioli barn y Cyngor Sir nad yn cael sel ei fendith. Caiff unrhyw negeseuon a anfonir at, neu o'r cyfeiriad e-bost hwn eu prosesu gan system E-bost Gorfforaethol Cyngor Sir Caerdydd

a gallant gael eu harchwilio gan rywun heblaw'r person a enwir.

[#INC-48204]:336130:fs

[#INC-48204]:336130:fs

Conversation 4

from_email: "Hwb Service Desk" <support@hwbcymru.net>
to_emails:
cc_emails:
created_at: 2025-02-13T15:29:26Z
updated_at: 2025-02-13T15:29:26Z
private: True

Ticket with id 49314 is merged into this ticket.

Conversation 5

from_email: "Hwb Service Desk" <support@hwbcymru.net>
to_emails: [REDACTED]@cardiff.gov.uk
cc_emails:
bcc_emails:
created_at: 2025-02-12T17:27:49Z
updated_at: 2025-02-12T17:27:49Z
private: False

Hi [REDACTED], These groups are setup now, Intune admins in the school will be able to access these devices in defender but for Hwb intune managed devices only. Yn gywir / Regards Dafydd Tîm Hwb / Hwb Team Llywodraeth Cymru / Welsh Government Ebst / Email: cymorth@hwbcymru.net / support@hwbcymru.net Ffôn / Phone: 0300 025 2525

Conversation 6

from_email: [REDACTED]@cardiff.gov.uk
to_emails: Hwb Service Desk <support@hwbcymru.net>
cc_emails:
bcc_emails:
created_at: 2025-02-12T11:53:55Z
updated_at: 2025-02-12T11:53:55Z
private: False

Hi Dafydd,

Appreciated and thank you. Let me know when they're setup and available.

Regards

Conversation 7

from_email: "Hwb Service Desk" <support@hwbcymru.net>
to_emails: James [REDACTED] <[REDACTED]@gov.wales>
cc_emails:
bcc_emails:
created_at: 2025-02-12T11:27:31Z
updated_at: 2025-02-12T11:27:31Z
private: True

See my reply to Martin from Cardiff's Cyber Security team Yn gywir / Regards Dafydd
Tîm Hwb / Hwb Team Llywodraeth Cymru / Welsh Government Epost / Email:
cymorth@hwbcymru.net / support@hwbcymru.net Ffôn / Phone: 0300 025 2525

Conversation 8

from_email: "Hwb Service Desk" <support@hwbcymru.net>
to_emails: [REDACTED]@cardiff.gov.uk
cc_emails:
bcc_emails:
created_at: 2025-02-12T10:44:24Z
updated_at: 2025-02-12T10:44:24Z
private: False

Hi [REDACTED], Apologies for the delay with this one, as you know we've been discussing the Cardiff devices enrolled in defender for endpoint and your plans to migrate to Hwb managed devices. Discussions are ongoing with your colleagues [REDACTED] and [REDACTED]. I can create these school device groups for you now but they will only include devices that are managed in Hwb Intune. If they're not managed in Intune they will still appear for you in the Cardiff LA group. However please be aware that enrolling them in defender for endpoint whilst not managed in Hwb is not a supported method and considered not compliant from a licencing point of view. Yn gywir / Regards Dafydd Tîm Hwb / Hwb Team Llywodraeth Cymru / Welsh Government Epost / Email: cymorth@hwbcymru.net / support@hwbcymru.net Ffôn / Phone: 0300 025 2525

Conversation 9

from_email: [REDACTED]@cardiff.gov.uk
to_emails: Hwb Service Desk <support@hwbcymru.net>
cc_emails:
bcc_emails:
created_at: 2025-02-11T12:13:28Z
updated_at: 2025-02-11T12:13:28Z
private: False

Morning,

Hope your doing well and don't mind me catching up with you to check up on the progress of my Device group request?

Kind regards

Conversation 10

from_email: [REDACTED]@cardiff.gov.uk
to_emails: Hwb Service Desk <support@hwbcymru.net>
cc_emails:
bcc_emails:
created_at: 2025-02-06T10:14:43Z
updated_at: 2025-02-06T10:14:43Z
private: False

Hi,

Hope you are doing well. Just like to see if it is possible to create the Device Groups requested on this ticket please.

Kind regards,

[REDACTED]

Conversation 11

from_email: "Hwb Service Desk" <support@hwbcymru.net>
to_emails: James [REDACTED] <[REDACTED]@gov.wales>
cc_emails:
bcc_emails:
created_at: 2025-01-30T15:55:37Z
updated_at: 2025-01-30T15:55:37Z
private: True

Hi James, How did your discussion with Cardiff go, I've had this request below. Has anything changed? Yn gywir / Regards Dafydd Tîm Hwb / Hwb Team Llywodraeth Cymru / Welsh Government Epost / Email: cymorth@hwbcymru.net / support@hwbcymru.net Ffôn / Phone: 0300 025 2525

Conversation 12

to_emails:

cc_emails:

created_at: 2025-01-28T14:27:53Z

updated_at: 2025-01-28T14:27:53Z

private: True

I'm not sure what came from Cardiff using Defender for non Hwb managed devices, placing on hold.

Freshservice Ticket #48418 — Attack Simulation Training

Ticket Details

id: 48418
subject: Attack Simulation Training

description_text:

Hi,

We are interested in running Attack Simulation training across our schools using the module within Defender XDR and would like to understand the process. Understand there are two elements available in defender, phishing campaigns and video training so would like to know how this would work and if it is possible for us to access the Attack Simulation section within Defender.

Kind regards

[A red dragon with blue text Description automatically generated]

[REDACTED]

[REDACTED]

[REDACTED]@cardiff.gov.uk<mailto:[REDACTED]@cardiff.gov.uk>

Ffôn / Tel:

[REDACTED]

Gwansanaethau TGCh, Cyngor Caerdydd, Neuadd y Sir, Glanfa'r Iwerydd, Caerdydd.
CF10 4UW

ICT Services, Cardiff Council, County Hall, Atlantic Wharf, Cardiff. CF10 4UW

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Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg, Saesneg neu'n ddwyieithog. Byddwn yn cyfathrebu â chi yn ôl eich dewis, dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

Mae'n bosibl bod gwybodaeth gyfrinachol yn y neges hon. Os na chyfeirir y neges atoch chi'n benodol (neu os nad ydych chi'n gyfrifol am drosglwyddo'r neges i'r person a enwir), yna ni chewch gopio na throsglwyddo'r neges. Mewn achos o'r fath, dylech ddinistrio'r neges a hysbysu'r anfonwr drwy e-bost ar unwaith. Rhwngch wybod i'r anfonwydd ar unwaith os nad ydych chi neu eich cyflogydd yn caniatáu e-bost y Rhynggrwyd am negeseuon fel hon. Rhaid deall nad yw'r safbwyntiau, y casgliadau a'r wybodaeth arall yn y neges hon nad ydynt yn cyfeirio at fusnes swyddogol Cyngor Dinas a Sir Caerdydd yn cynrychioli barn y Cyngor Sir nad yn cael sel ei fendith. Caiff unrhyw negeseuon a anfonir at, neu o'r cyfeiriad e-bost hwn eu prosesu gan system E-bost Gorfforaethol Cyngor Sir Caerdydd a gallant gael eu harchwilio gan rywun heblaw'r person a enwir.

Ar gyfer yr unigolyn y cyfeirir yr e-bost hwn ato yn unig y mae'r neges a'r atodiadau sydd ynghlwm.

Os ydych wedi derbyn y neges e-bost hon drwy gamsyniad, rhwngch wybod i'r anfonwr a'i dileu'n barhaol o'ch system. Os oes cynnwys yn y neges e-bost hon sy'n bersonol neu os oes ynddi gynnwys nad yw'n gysylltiedig â gwaith Llywodraeth Cymru, ysgolion, y consortia addysg rhanbarthol neu unrhyw awdurdod lleol yng Nghymru, nid ydym yn derbyn cyfrifoldeb am gynnwys o'r fath nac atebolrwydd drosto. Gallai data mewn negeseuon e-bost sy'n cael eu hanfon dros y rhynggrwyd gael eu llygru, neu gallai negeseuon gael eu darllen cyn iddynt gyrraedd pen eu taith neu gael eu diwygio heb awdurdod; nid oes gennym unrhyw reolaeth dros hyn.

Nid ydym yn atebol am unrhyw feirysau cyfrifiadurol a allai fod yn y neges hon nac am unrhyw golledion yn sgil feirysau. I gael gwybodaeth am y sail a ddefnyddir ar gyfer

casglu gwybodaeth bersonol drwy <http://hwb.llyw.cymru>, ewch i
<http://hwb.gov.wales/Privacy>, ac i weld telerau defnydd y wefan, ewch i
<http://hwb.gov.wales/TermsAndConditions>

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status: 5
priority: 1
type: Incident
requester_id: 26004514861
responder_id: 26003604380
group_id: 26000248092
created_at: 2025-01-31T12:09:14Z
updated_at: 2025-07-14T10:29:20Z
due_by: 2025-07-16T07:25:00Z
fr_due_by: 2025-02-05T09:40:01Z
source: 1
category: Service Request
custom.msf_affected_service: Microsoft Defender

Conversations

Conversation 1

from_email: [REDACTED]@cardiff.gov.uk
to_emails: Hwb Service Desk <support@hwbcymru.net>
cc_emails: [REDACTED]@cardiff.gov.uk
bcc_emails:
created_at: 2025-04-03T10:56:51Z
updated_at: 2025-04-03T10:56:51Z
private: False

Thanks Huw,

Its unfortunate we were not chosen for the pilot, please keep me informed once the service is released. I'm sure your aware that Cyber Security training for staff is an important element and would like to get this setup as soon as possible.

Kind regards

Conversation 2

from_email: "Hwb Service Desk" <support@hwbcymru.net>
to_emails: [REDACTED]@cardiff.gov.uk
cc_emails: [REDACTED]@cardiff.gov.uk
bcc_emails:
created_at: 2025-04-02T09:36:29Z
updated_at: 2025-04-02T09:36:29Z
private: False

Hi [REDACTED], The Phishing Simulation pilot has now concluded and documentation detailing how this is availability to Local Authorities is being developed. Once the service has been released, we can share more details. Yn gywir / Regards Huw Tîm Hwb / Hwb Team Llywodraeth Cymru / Welsh Government Ebost / Email: cymorth@hwbcymru.net / support@hwbcymru.net Ffôn / Phone: 0300 025 2525

Conversation 3

from_email: [REDACTED]@cardiff.gov.uk
to_emails: Hwb Service Desk <support@hwbcymru.net>
cc_emails: [REDACTED]@cardiff.gov.uk
bcc_emails:
created_at: 2025-03-31T16:47:25Z
updated_at: 2025-03-31T16:47:25Z
private: False

Hi,

Just wondering if I can get an update on this please, or some contact from the team involved, so we can understand the next steps and what is required. We have had no further communication?

Regards

Conversation 4

from_email: [REDACTED]@cardiff.gov.uk
to_emails: Hwb Service Desk <support@hwbcymru.net>
cc_emails: [REDACTED]@cardiff.gov.uk
bcc_emails:
created_at: 2025-02-21T11:53:33Z
updated_at: 2025-02-21T11:53:33Z
private: False

No worries, thank you Huw

Regards

Conversation 5

from_email: "Hwb Service Desk" <support@hwbcymru.net>
to_emails: [REDACTED]@cardiff.gov.uk
cc_emails: [REDACTED]@cardiff.gov.uk
bcc_emails:
created_at: 2025-02-21T09:27:50Z
updated_at: 2025-02-21T09:27:50Z
private: False

Hi [REDACTED], Apologies for not updating you, the team have been updates that you would like to be considered to join the pilot. Yn gywir / Regards Huw Tîm Hwb / Hwb Team Llywodraeth Cymru / Welsh Government Ebst / Email: cymorth@hwbcymru.net / support@hwbcymru.net Ffôn / Phone: 0300 025 2525

Conversation 6

from_email: [REDACTED]@cardiff.gov.uk
to_emails: Hwb Service Desk <support@hwbcymru.net>
cc_emails: [REDACTED]@cardiff.gov.uk
bcc_emails:
created_at: 2025-02-21T08:00:19Z
updated_at: 2025-02-21T08:00:19Z
private: False

Hi Huw,

Would you mind letting me know if our details were shared with the relevant team? I believe this ticket may have been closed soon after, does this need to be re-opened to progress?

Kind regards

Conversation 7

to_emails:

cc_emails:

created_at: 2025-02-18T14:41:42Z

updated_at: 2025-02-18T14:41:42Z

private: True

Probably need to look at guidance and comms for availability. Will discuss in next safeguarding meeting.

Conversation 8

from_email: [REDACTED]@cardiff.gov.uk

to_emails: Hwb Service Desk <support@hwbcymru.net>

cc_emails: [REDACTED]@cardiff.gov.uk

bcc_emails:

created_at: 2025-02-11T16:29:18Z

updated_at: 2025-02-11T16:29:18Z

private: False

Hi Huw,

Can you go ahead and share our details with the relevant team so we can understand more about the whole process and discuss this with that team how we can be involved in the pilot. Understanding that there is the phishing email element but also like to understand what happens when a user clicks on a link, do they get directed to a training video provided in the Attack Simulation module. Can videos from Defender also be provided to staff on a regular basis

Regards

Conversation 9

from_email: "Hwb Service Desk" <support@hwbcymru.net>

to_emails: [REDACTED]@cardiff.gov.uk

cc_emails: [REDACTED]@cardiff.gov.uk
bcc_emails:
created_at: 2025-02-03T09:11:53Z
updated_at: 2025-02-03T09:11:53Z
private: False

Hi [REDACTED], Its not currently possible to delegate access to these features within Defender whilst only allowing access to relevant mailboxes within your LA/Schools. However, we are looking to provide phishing simulations as a managed service, where we would manage on behalf of the LA/Schools request. This is currently in pilot, but I can share your details with the relevant team if you wish to be involved at this early stage. Yn gywir / Regards Huw Tîm Hwb / Hwb Team Llywodraeth Cymru / Welsh Government Ebst / Email: cymorth@hwbcymru.net / support@hwbcymru.net Ffôn / Phone: 0300 025 2525

Conversation 10

to_emails:
cc_emails:
created_at: 2025-01-31T13:00:03Z
updated_at: 2025-01-31T13:00:03Z
private: True

LA query assigning to TT to advise further

Freshservice Ticket #49314 — Re: Ynglŷn â'ch cais [#INC-48204] - Device Groups required for Defender XDR / Regarding your request [#INC-48204] - Device Groups required for Defender XDR

Ticket Details

id: 49314

subject:

Re: Ynglŷn â'ch cais [#INC-48204] - Device Groups required for Defender XDR / Regarding your request [#INC-48204] - Device Groups required for Defender XDR

description_text:

Hi Dafydd

Do we need to wait some "microsoft" time (a day or 2) for this to work fully?

Currently we see devices when filtering on their tag
[cid:784e7346-3bec-426f-ac3d-14ab64794109]

But nothing appears when we try to use the new group

[cid:404a1e9c-ea82-4e89-8e94-dbb877b3fd4a]

Kind regards

[REDACTED]

From: [REDACTED] <[REDACTED]@cardiff.gov.uk>

Sent: 13 February 2025 14:44

To: [REDACTED], [REDACTED] <[REDACTED]@cardiff.gov.uk>

Subject: Fw: Ynglŷn â'ch cais [#INC-48204] - Device Groups required for Defender XDR / Regarding your request [#INC-48204] - Device Groups required for Defender XDR

From: Hwb Service Desk <support@hwbcymru.net>

Sent: 12 February 2025 5:27 PM

To: [REDACTED] <[REDACTED]@cardiff.gov.uk>

Subject: Re: Ynglŷn â'ch cais [#INC-48204] - Device Groups required for Defender XDR / Regarding your request [#INC-48204] - Device Groups required for Defender XDR

EXTERNAL: This email originated from outside Cardiff Council, take care when clicking links.

ALLANOL: Daw'r e-bost hwn o'r tu allan i Gyngor Caerdydd, cymerwch ofal wrth glicio

ar ddolenni.

Hi [REDACTED],

These groups are setup now, Intune admins in the school will be able to access these devices in defender but for Hwb intune managed devices only.

Yn gywir / Regards

Dafydd

Tîm Hwb / Hwb Team

Llywodraeth Cymru / Welsh Government

Ebost / Email: cymorth@hwbcymru.net<mailto:Hwb@llyw.cymru> /

support@hwbcymru.net<mailto:Hwb@gov.wales>

Ffôn / Phone: 0300 025 2525

On Wed, 12 Feb 11:53 , [REDACTED] <[REDACTED]@cardiff.gov.uk> wrote:

Hi Dafydd,

Appreciated and thank you. Let me know when they're setup and available.

Regards

From: Hwb Service Desk <support@hwbcymru.net>

Sent: 12 February 2025 10:44 AM

To: [REDACTED] <[REDACTED]@cardiff.gov.uk>

Subject: Re: Ynglŷn â'ch cais [#INC-48204] - Device Groups required for Defender XDR /
Regarding your request [#INC-48204] - Device Groups required for Defender XDR

EXTERNAL: This email originated from outside Cardiff Council, take care when clicking links.

ALLANOL: Daw'r e-bost hwn o'r tu allan i Gyngor Caerdydd, cymerwch ofal wrth glicio ar ddolenni.

Hi [REDACTED],

Apologies for the delay with this one, as you know we've been discussing the Cardiff devices enrolled in defender for endpoint and your plans to migrate to Hwb managed devices. Discussions are ongoing with your colleagues [REDACTED] and [REDACTED].

I can create these school device groups for you now but they will only include devices that are managed in Hwb Intune. If they're not managed in Intune they will still appear for you in the Cardiff LA group. However please be aware that enrolling them in

defender for endpoint whilst not managed in Hwb is not a supported method and considered not compliant from a licencing point of view.

Yn gywir / Regards

Dafydd

Tîm Hwb / Hwb Team

Llywodraeth Cymru / Welsh Government

Ebost / Email: cymorth@hwbcymru.net<mailto:Hwb@llyw.cymru> /

support@hwbcymru.net<mailto:Hwb@gov.wales>

Ffôn / Phone: 0300 025 2525

On Tue, 11 Feb 12:13 , [REDACTED] <[REDACTED]@cardiff.gov.uk> wrote:

Morning,

Hope your doing well and don't mind me catching up with you to check up on the progress of my Device group request?

Kind regards

From: [REDACTED] <[REDACTED]@cardiff.gov.uk>

Sent: 06 February 2025 10:14 AM

To: Hwb Service Desk <support@hwbcymru.net>

Subject: Re: Cais newydd [#INC-48204] - Device Groups required for Defender XDR / New request [#INC-48204] - Device Groups required for Defender XDR

Hi,

Hope you are doing well. Just like to see if it is possible to create the Device Groups requested on this ticket please.

Kind regards,

[REDACTED]

From: Hwb Service Desk <support@hwbcymru.net>

Sent: 28 January 2025 12:08 PM

To: [REDACTED] <[REDACTED]@cardiff.gov.uk>

Subject: Cais newydd [#INC-48204] - Device Groups required for Defender XDR / New request [#INC-48204] - Device Groups required for Defender XDR

EXTERNAL: This email originated from outside Cardiff Council, take care when clicking links.

ALLANOL: Daw'r e-bost hwn o'r tu allan i Gyngor Caerdydd, cymerwch ofal wrth glicio ar ddolenni.

Mae'r ddesg gwasanaeth Hwb wedi cofnodi eich cais yn erbyn cyfeirnod #INC-48204.

Pwnc: Device Groups required for Defender XDR

Bydd eich cais yn cael ei drosglwyddo i'r tîm priodol ei weithredu. Os bydd angen i chi gysylltu â ni am y cais hwn, dyfynnwch y cyfeirnod uchod.

The Hwb Service Desk has logged your request against reference #INC-48204.

Subject: Device Groups required for Defender XDR

Your request will now be passed to the appropriate team for action. Should you need to contact us regarding this request please quote the above reference.

Yn gywir / Regards

Tîm Hwb / Hwb Team

Llywodraeth Cymru / Welsh Government

Ebost / Email: cymorth@hwbcymru.net / support@hwbcymru.net

Ffôn / Phone: 0300 025 2525

[#INC-48204]:336130:fs

Ar gyfer yr unigolyn y cyfeirir yr e-bost hwn ato yn unig y mae'r neges a'r atodiadau sydd ynghlwm.

Os ydych wedi derbyn y neges e-bost hon drwy gamsyniad, rhowch wybod i'r anfonwr a'i dileu'n barhaol o'ch system. Os oes cynnwys yn y neges e-bost hon sy'n bersonol neu os oes ynddi gynnwys nad yw'n gysylltiedig â gwaith Llywodraeth Cymru, ysgolion, y consortia addysg rhanbarthol neu unrhyw awdurdod lleol yng Nghymru, nid ydym yn derbyn cyfrifoldeb am gynnwys o'r fath nac atebolrwydd drosto. Gallai data mewn negeseuon e-bost sy'n cael eu hanfon dros y rhyngwrdd gael eu llygru, neu gallai negeseuon gael eu darllen cyn iddynt gyrraedd pen eu taith neu gael eu diwygio heb awdurdod; nid oes gennym unrhyw reolaeth dros hyn.

Nid ydym yn atebol am unrhyw feirysau cyfrifiadurol a allai fod yn y neges hon nac am unrhyw golledion yn sgil feirysau. I gael gwybodaeth am y sail a ddefnyddir ar gyfer casglu gwybodaeth bersonol drwy <http://hwb.llyw.cymru> <<http://hwb.llyw.cymru/>> ,

ewch i <http://hwb.gov.wales/Privacy>, ac i weld telerau defnydd y wefan, ewch i <http://hwb.gov.wales/TermsAndConditions>

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Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg, Saesneg neu'n ddwyieithog.

Byddwn yn cyfathrebu â chi yn ôl eich dewis, dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

Mae'n bosibl bod gwybodaeth gyfrinachol yn y neges hon. Os na chyfeirir y neges atoch chi'n benodol (neu os nad ydych chi'n gyfrifol am drosglwyddo'r neges i'r person a enwir), yna ni chewch gopio na throsglwyddo'r neges. Mewn achos o'r fath, dylech ddinistrio'r neges a hysbysu'r anfonwr drwy e-bost ar unwaith. Rhwngch wybod i'r anfonydd ar unwaith os nad ydych chi neu eich cyflogydd yn caniatáu e-bost y Rhynggrwyd am negeseuon fel hon. Rhaid deall nad yw'r safbwyntiau, y casgliadau a'r wybodaeth arall yn y neges hon nad ydynt yn cyfeirio at fusnes swyddogol Cyngor Dinas a Sir Caerdydd yn cynrychioli barn y Cyngor Sir nad yn cael sel ei fendith. Caiff unrhyw negeseuon a anfonir at, neu o'r cyfeiriad e-bost hwn eu prosesu gan system E-bost Gorfforaethol Cyngor Sir Caerdydd a gallant gael eu harchwilio gan rywun heblaw'r person a enwir.

[#INC-48204]:336130:fs

[#INC-48204]:336130:fs

status: 5
priority: 1
type: Incident
requester_id: 26004712687
responder_id: 26002355443
group_id: 26000248091
created_at: 2025-02-13T14:52:29Z
updated_at: 2025-02-13T15:29:26Z
due_by: 2025-02-27T08:30:00Z
fr_due_by: 2025-02-19T14:00:00Z
source: 1

Conversations

Conversation 1

from_email: "Hwb Service Desk" <support@hwbcymru.net>
to_emails:
cc_emails:
created_at: 2025-02-13T15:29:26Z
updated_at: 2025-02-13T15:29:26Z
private: True

This ticket is closed and merged into ticket 48204.

Freshservice Ticket #49331 — Re: Ynglŷn â'ch cais [#INC-48204] - Device Groups required for Defender XDR / Regarding your request [#INC-48204] - Device Groups required for Defender XDR

Ticket Details

id: 49331

subject:

Re: Ynglŷn â'ch cais [#INC-48204] - Device Groups required for Defender XDR / Regarding your request [#INC-48204] - Device Groups required for Defender XDR

description_text:

Hi Dafydd

Was this a reply to my query about the groups showing blank results currently? If so, sorry for clarity are you saying it's not a "microsoft" time delay thing, but that the groups have been specifically made that way?

Not sure if [REDACTED] mentioned but these groups are intended for us at the top level to help visual risk and posture more easily across the estate on a school by school basis (e.g. through Defender Reports).

Thanks
[REDACTED]

From: [REDACTED] <[REDACTED]@cardiff.gov.uk>
Sent: 13 February 2025 16:22
To: [REDACTED] <[REDACTED]@cardiff.gov.uk>
Subject: Fw: Ynglŷn â'ch cais [#INC-48204] - Device Groups required for Defender XDR / Regarding your request [#INC-48204] - Device Groups required for Defender XDR

From: Hwb Service Desk <support@hwbcymru.net>
Sent: 13 February 2025 3:35 PM
To: [REDACTED] <[REDACTED]@cardiff.gov.uk>
Subject: Re: Ynglŷn â'ch cais [#INC-48204] - Device Groups required for Defender XDR / Regarding your request [#INC-48204] - Device Groups required for Defender XDR

EXTERNAL: This email originated from outside Cardiff Council, take care when clicking links.

ALLANOL: Daw'r e-bost hwn o'r tu allan i Gyngor Caerdydd, cymerwch ofal wrth glicio ar ddolenni.

Hi [REDACTED],

As mentioned in my previous email, these devices need to be managed in Hwb Intune to appear in these new device groups setup yesterday. They will still appear in your Cardiff group for your visibility but ideally we would see a move to managing these devices in Hwb as you carry out the migration plan.

Yn gywir / Regards

Dafydd

Tîm Hwb / Hwb Team

Llywodraeth Cymru / Welsh Government

Ebost / Email: cymorth@hwbcymru.net<mailto:Hwb@llyw.cymru> /

support@hwbcymru.net<mailto:Hwb@gov.wales>

Ffôn / Phone: 0300 025 2525

On Wed, 12 Feb 17:27 , Hwb Service Desk <support@hwbcymru.net> wrote:

Hi [REDACTED],

These groups are setup now, Intune admins in the school will be able to access these devices in defender but for Hwb intune managed devices only.

Yn gywir / Regards

Dafydd

Tîm Hwb / Hwb Team

Llywodraeth Cymru / Welsh Government

Ebost / Email: cymorth@hwbcymru.net<mailto:Hwb@llyw.cymru> /

support@hwbcymru.net<mailto:Hwb@gov.wales>

Ffôn / Phone: 0300 025 2525

On Wed, 12 Feb 11:53 , [REDACTED] <[REDACTED]@cardiff.gov.uk> wrote:

Hi Dafydd,

Appreciated and thank you. Let me know when they're setup and available.

Regards

From: Hwb Service Desk <support@hwbcymru.net>

Sent: 12 February 2025 10:44 AM

To: [REDACTED] <[REDACTED]@cardiff.gov.uk>

Subject: Re: Ynglŷn â'ch cais [#INC-48204] - Device Groups required for Defender XDR /
Regarding your request [#INC-48204] - Device Groups required for Defender XDR

EXTERNAL: This email originated from outside Cardiff Council, take care when clicking links.

ALLANOL: Daw'r e-bost hwn o'r tu allan i Gyngor Caerdydd, cymerwch ofal wrth glicio ar ddolenni.

Hi [REDACTED],

Apologies for the delay with this one, as you know we've been discussing the Cardiff devices enrolled in defender for endpoint and your plans to migrate to Hwb managed devices. Discussions are ongoing with your colleagues [REDACTED] and [REDACTED].

I can create these school device groups for you now but they will only include devices that are managed in Hwb Intune. If they're not managed in Intune they will still appear for you in the Cardiff LA group. However please be aware that enrolling them in defender for endpoint whilst not managed in Hwb is not a supported method and considered not compliant from a licencing point of view.

Yn gywir / Regards

Dafydd

Tîm Hwb / Hwb Team

Llywodraeth Cymru / Welsh Government

Ebost / Email: cymorth@hwbcymru.net<mailto:Hwb@llyw.cymru> /
support@hwbcymru.net<mailto:Hwb@gov.wales>

Ffôn / Phone: 0300 025 2525

On Tue, 11 Feb 12:13 , [REDACTED] <[REDACTED]@cardiff.gov.uk> wrote:
Morning,

Hope your doing well and don't mind me catching up with you to check up on the progress of my Device group request?

Kind regards

[#INC-48204]:336130:fs

[#INC-48204]:336130:fs

Ar gyfer yr unigolyn y cyfeirir yr e-bost hwn ato yn unig y mae'r neges a'r atodiadau sydd ynghlwm.

Os ydych wedi derbyn y neges e-bost hon drwy gamsyniad, rhowch wybod i'r anfonwr a'i dileu'n barhaol o'ch system. Os oes cynnwys yn y neges e-bost hon sy'n bersonol neu os oes ynddi gynnwys nad yw'n gysylltiedig â gwaith Llywodraeth Cymru, ysgolion, y consortia addysg rhanbarthol neu unrhyw awdurdod lleol yng Nghymru, nid ydym yn derbyn cyfrifoldeb am gynnwys o'r fath nac atebolrwydd drosto. Gallai data mewn negeseuon e-bost sy'n cael eu hanfon dros y rhyngwrdd gael eu llygru, neu gallai negeseuon gael eu darllen cyn iddynt gyrraedd pen eu taith neu gael eu diwygio heb awdurdod; nid oes gennym unrhyw reolaeth dros hyn.

Nid ydym yn atebol am unrhyw feirysau cyfrifiadurol a allai fod yn y neges hon nac am unrhyw golledion yn sgil feirysau. I gael gwybodaeth am y sail a ddefnyddir ar gyfer casglu gwybodaeth bersonol drwy <http://hwb.llyw.cymru>, ewch i <http://hwb.gov.wales/Privacy>, ac i weld telerau defnydd y wefan, ewch i <http://hwb.gov.wales/TermsAndConditions>

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***** Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg, Saesneg neu'n ddwyieithog. Byddwn yn cyfathrebu

â chi yn ôl eich dewis, dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn arwain at oedi. Mae'n bosibl bod gwybodaeth gyfrinachol yn y neges hon. Os na chyfeirir y neges atoch chi'n benodol (neu os nad ydych chi'n gyfrifol am drosglwyddo'r neges i'r person a enwir), yna ni chewch gopio na throsglwyddo'r neges. Mewn achos o'r fath, dylech ddinistrio'r neges a hysbysu'r anfonwr drwy e-bost ar unwaith. Rhwngch wybod i'r anfonydd ar unwaith os nad ydych chi neu eich cyflogydd yn caniatáu e-bost y Rhynggrwyd am negeseuon fel hon. Rhaid deall nad yw'r safbwyntiau, y casgliadau a'r wybodaeth arall yn y neges hon nad ydynt yn cyfeirio at fusnes swyddogol Cyngor Dinas a Sir Caerdydd yn cynrychioli barn y Cyngor Sir nad yn cael sel ei fendith. Caiff unrhyw negeseuon a anfonir at, neu o'r cyfeiriad e-bost hwn eu prosesu gan system E-bost Gorfforaethol Cyngor Sir Caerdydd a gallant gael eu harchwilio gan rywun heblaw'r person a enwir.

status: 5
priority: 1
type: Incident
requester_id: 26004712687
responder_id: 26002360961
group_id: 26000248092
created_at: 2025-02-13T16:51:56Z
updated_at: 2025-02-27T16:34:38Z
due_by: 2025-02-27T08:30:00Z
fr_due_by: 2025-02-19T14:00:00Z
source: 1
category: Service Request
custom.msf_affected_service: Microsoft Defender

Conversations

Conversation 1

from_email: "Hwb Service Desk" <support@hwbcymru.net>
to_emails: [REDACTED]@cardiff.gov.uk
cc_emails: [REDACTED]@cardiff.gov.uk
bcc_emails:
created_at: 2025-02-18T12:19:01Z
updated_at: 2025-02-18T12:19:01Z
private: False

Hi [REDACTED], Once those devices are enrolled in Intune they will appear in the correct groups. As previously mentioned, you are enrolling these devices from a local active

directory into a different tenant. Our licences are user based and therefore as the user is not logging into these devices they are not licenced to be in Defender. We have discussed this with your colleagues in the authority and expect to see a plan to migrate device to be managed in Hwb. Please discuss this further with your colleagues. Yn gywir / Regards Dafydd Tîm Hwb / Hwb Team Llywodraeth Cymru / Welsh Government Eboast / Email: cymorth@hwbcymru.net / support@hwbcymru.net Ffôn / Phone: 0300 025 2525

Conversation 2

from_email: [REDACTED]@cardiff.gov.uk
to_emails: Hwb Service Desk <support@hwbcymru.net>
cc_emails: [REDACTED]@cardiff.gov.uk
bcc_emails:
created_at: 2025-02-14T15:43:42Z
updated_at: 2025-02-14T15:43:42Z
private: False

Hi Dafydd

As you say Intune Admins would use them, however we would also be using them for Cyber audit and risk reporting too - lets be honest at times it needs someone to chase schools to do stuff.

Sadly Tags by themselves aren't useful, as places such as the Vulnerability Management Dashboards (and subpages)
[cid:a93e4a86-18bc-4771-90eb-07e2717a9df9]

and places such as Reports > Device Health dashboards

[cid:76a5ab2e-86b2-4128-9267-18ff15526385]

don't have the option to use device tags to filter the data.

For this reason we have to use Device Groups, so that we can get an accurate picture of malware protection status (2nd picture), vulnerability status and understand any gaps (1st picture) and convert these into Cyber Risks with which to progress with the support teams/schools for resolution and reduction of their Cyber Security risks.

Additionally this why we wanted the groups to simply cover devices in general and not be set to only show Intune joined devices - so that we can see the cyber posture, otherwise it's just making our reviews harder, and worse for everyone meaning that schools will be in a weaker Cyber protection status.

Thanks

Conversation 3

from_email: "Hwb Service Desk" <support@hwbcymru.net>
to_emails: [REDACTED]@cardiff.gov.uk
cc_emails: [REDACTED]@cardiff.gov.uk
bcc_emails:
created_at: 2025-02-14T11:14:23Z
updated_at: 2025-02-14T11:14:23Z
private: False

Hi [REDACTED], Usually we setup these groups so the School Intune admins have visibility and can manage the security of their own devices registered in defender for endpoint. When you request secondary school device groups, this permission is given to them automatically so they have the same level of access as you do but for their school only. As mentioned these groups will only contain devices managed in Hwb Intune. If you no longer need these groups let me know and I will remove them. If your looking to separate the devices into different locations then you can use the device tags to do this. Yn gywir / Regards Dafydd Tîm Hwb / Hwb Team Llywodraeth Cymru / Welsh Government Ebst / Email: cymorth@hwbcymru.net / support@hwbcymru.net Ffôn / Phone: 0300 025 2525

Conversation 4

to_emails:
cc_emails:
created_at: 2025-02-14T11:05:08Z
updated_at: 2025-02-14T11:05:08Z
private: True
checking with daf I can merge onto 48204

Freshservice Ticket #53251 — Access to Defender XDR / Digital Champion access to Microsoft Defender XDR portal

Ticket Details

id: 53251

subject: Access to Defender XDR / Digital Champion access to Microsoft Defender XDR portal

description_text:

Good morning Hwb,

Following a meeting that took place on 04-04-2025 with members of Cardiff ICT and Hwb team, it was agreed that we can proceed with the required access for High school Network Managers to Defender XDR console, to include access to all onboarded devices.

The access for the below [REDACTED] needs to be updated to reflect this

*

[REDACTED]@hwbcymru.net

*

Mary Immaculate High School (6814607)

*

[REDACTED]@Hwbcymru.net

*

Cantonian High (6814049)

*

[REDACTED]@Hwbcymru.net

*

Ysgol Glantaf (6814071)

*

[REDACTED]@Hwbcymru.net

*

Ysgol Plasmawr (6814072)

Kind regards

[A red dragon with blue text Description automatically generated]

[REDACTED]

[REDACTED]

[REDACTED]@cardiff.gov.uk<mailto:[REDACTED]@cardiff.gov.uk>

Ffôn / Tel: [REDACTED]

Gwansanaethau TGCh, Cyngor Caerdydd, Neuadd y Sir, Glanfa'r Iwerydd, Caerdydd.
CF10 4UW

ICT Services, Cardiff Council, County Hall, Atlantic Wharf, Cardiff. CF10 4UW

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Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg, Saesneg neu'n ddwyieithog. Byddwn yn cyfathrebu â chi yn ôl eich dewis, dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

Mae'n bosibl bod gwybodaeth gyfrinachol yn y neges hon. Os na chyfeirir y neges atoch chi'n benodol (neu os nad ydych chi'n gyfrifol am drosglwyddo'r neges i'r person a enwir), yna ni chewch gopio na throsglwyddo'r neges. Mewn achos o'r fath, dylech ddinistrio'r neges a hysbysu'r anfonwr drwy e-bost ar unwaith. Rhwch wybod i'r anfonydd ar unwaith os nad ydych chi neu eich cyflogydd yn caniatáu e-bost y Rhynggrwyd am negeseuon fel hon. Rhaid deall nad yw'r safbwyntiau, y casgliadau a'r wybodaeth arall yn y neges hon nad ydynt yn cyfeirio at fusnes swyddogol Cyngor Dinas a Sir Caerdydd yn cynrychioli barn y Cyngor Sir nad yn cael sel ei fendith. Caiff unrhyw negeseuon a anfonir at, neu o'r cyfeiriad e-bost hwn eu prosesu gan system E-bost Gorfforaethol Cyngor Sir Caerdydd a gallant gael eu harchwilio gan rywun

heblaw'r person a enwir.

Ar gyfer yr unigolyn y cyfeirir yr e-bost hwn ato yn unig y mae'r neges a'r atodiadau sydd ynghlwm.

Os ydych wedi derbyn y neges e-bost hon drwy gamsyniad, rhowch wybod i'r anfonwr a'i dileu'n barhaol o'ch system. Os oes cynnwys yn y neges e-bost hon sy'n bersonol neu os oes ynddi gynnwys nad yw'n gysylltiedig â gwaith Llywodraeth Cymru, ysgolion, y consortia addysg rhanbarthol neu unrhyw awdurdod lleol yng Nghymru, nid ydym yn derbyn cyfrifoldeb am gynnwys o'r fath nac atebolrwydd drosto. Gallai data mewn negeseuon e-bost sy'n cael eu hanfon dros y rhyngwrdd gael eu llygru, neu gallai negeseuon gael eu darllen cyn iddynt gyrraedd pen eu taith neu gael eu diwygio heb awdurdod; nid oes gennym unrhyw reolaeth dros hyn.

Nid ydym yn atebol am unrhyw feirysau cyfrifiadurol a allai fod yn y neges hon nac am unrhyw golledion yn sgil feirysau. I gael gwybodaeth am y sail a ddefnyddir ar gyfer casglu gwybodaeth bersonol drwy <http://hwb.llyw.cymru>, ewch i <http://hwb.gov.wales/Privacy>, ac i weld telerau defnydd y wefan, ewch i <http://hwb.gov.wales/TermsAndConditions>

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status:	5
priority:	1
type:	Incident
requester_id:	26004514861
responder_id:	26002360961

group_id: 26000248092
created_at: 2025-05-09T11:44:09Z
updated_at: 2025-05-22T15:37:04Z
due_by: 2025-05-21T12:44:47Z
fr_due_by: 2025-05-14T09:14:10Z
source: 1
category: Service Request
custom.msf_affected_services: Microsoft Defender

Conversations

Conversation 1

from_email: "Hwb Service Desk" <support@hwbcymru.net>
to_emails: [REDACTED]@cardiff.gov.uk
cc_emails:
bcc_emails:
created_at: 2025-05-19T12:38:31Z
updated_at: 2025-05-19T12:38:31Z
private: False

Hi [REDACTED], These technicians should have had access already if they are Intune Admins in secondary schools, I checked and unfortunately there was an error with some of the roles in defender which meant that some of these users didn't have the correct role. I've fixed that now so as long as they have an intune role in the UMP they should have access to defender for devices managed in Hwb. I've sorted the rules out as well so that the individual schools will see the devices not managed in Hwb (due to be migrated to Hwb) Yn gywir / Regards Dafydd Tîm Hwb / Hwb Team
Llywodraeth Cymru / Welsh Government Ebost / Email: cymorth@hwbcymru.net / support@hwbcymru.net Ffôn / Phone: 0300 025 2525

Conversation 2

from_email: [REDACTED]@cardiff.gov.uk
to_emails: Hwb Service Desk <support@hwbcymru.net>
cc_emails:
bcc_emails:
created_at: 2025-05-19T11:56:30Z
updated_at: 2025-05-19T11:56:30Z
private: False

Hi Clare and Hwb team,

Just wondering if I can get an update on this request please?

Kind regards

Conversation 3

from_email: [REDACTED]@cardiff.gov.uk
to_emails: Hwb Service Desk <support@hwbcymru.net>
cc_emails:
bcc_emails:
created_at: 2025-05-15T10:29:20Z
updated_at: 2025-05-15T10:29:20Z
private: False

Good Morning Clare,

Thats great news, can you let me know when you expect everything to be in place?

Kind regards

Conversation 4

to_emails:
cc_emails:
created_at: 2025-05-14T08:52:09Z
updated_at: 2025-05-14T08:52:09Z
private: True
discussed with Zoe passing to TT

Conversation 5

from_email: "Hwb Service Desk" <support@hwbcymru.net>
to_emails: [REDACTED]@cardiff.gov.uk
cc_emails:
bcc_emails:
created_at: 2025-05-12T12:36:06Z
updated_at: 2025-05-12T12:36:06Z
private: False

Hi [REDACTED], Good afternoon, thank you for your email, I will look into this and get back to you as soon as possible. Yn gywir / Regards Clare Tîm Hwb / Hwb Team
Llywodraeth Cymru / Welsh Government Ebost / Email: cymorth@hwbcymru.net /

Conversation 6

to_emails:
cc_emails:
created_at: 2025-05-09T12:00:31Z
updated_at: 2025-05-09T12:00:31Z
private: True
will run past Zoe

Freshservice Ticket #55255 — RBAC in Defender

Ticket Details

id: 55255
subject: RBAC in Defender

description_text:

Good Morning Hwb,

Hope you are all doing well? It appears that Microsoft are introducing more RBAC controls in Defender, this is the most recent example [NEW: Scope Identity Protection with Defender for Identity | Microsoft Community Hub](https://techcommunity.microsoft.com/blog/microsoftthreatprotectionblog/new-scope-identity-protection-with-defender-for-identity/4422968)<<https://techcommunity.microsoft.com/blog/microsoftthreatprotectionblog/new-scope-identity-protection-with-defender-for-identity/4422968>>.

So, I was wondering about the possibility of scoping more access using RBAC to areas of Defender XDR for us?

Kind regards

[<https://techcommunity.microsoft.com/t5/s/gxcuf89792/images/bS00NDIyOTY4LTFoUWFaYg?revision=5>]<<https://techcommunity.microsoft.com/blog/microsoftthreatprotectionblog/new-scope-identity-protection-with-defender-for-identity/4422968>>

[NEW: Scope Identity Protection with Defender for Identity | Microsoft Community Hub](https://techcommunity.microsoft.com/blog/microsoftthreatprotectionblog/new-scope-identity-protection-with-defender-for-identity/4422968)<<https://techcommunity.microsoft.com/blog/microsoftthreatprotectionblog/new-scope-identity-protection-with-defender-for-identity/4422968>>

I am excited to announce the public preview of domain-based scoping for Active Directory within Microsoft Defender for Identity. This is a foundational step in extending role-based access control (RBAC) as part of the broader XDR URBAC initiative. This new capability enables organizations to define and refine the scope of Microsoft Defender for Identity monitoring, providing more granular ...
techcommunity.microsoft.com

[A red dragon with blue text Description automatically generated]

[REDACTED]

[REDACTED]

[REDACTED]@cardiff.gov.uk<mailto:[REDACTED]@cardiff.gov.uk>

Ffôn / Tel: [REDACTED]

Gwansanaethau TGCh, Cyngor Caerdydd, Neuadd y Sir, Glanfa'r Iwerydd, Caerdydd.
CF10 4UW

ICT Services, Cardiff Council, County Hall, Atlantic Wharf, Cardiff. CF10 4UW

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Mae'n bosibl bod gwybodaeth gyfrinachol yn y neges hon. Os na chyfeirir y neges atoch chi'n benodol (neu os nad ydych chi'n gyfrifol am drosglwyddo'r neges i'r person a enwir), yna ni chewch gopio na throsglwyddo'r neges. Mewn achos o'r fath, dylech ddinistrio'r neges a hysbysu'r anfonwr drwy e-bost ar unwaith. Rhwch wybod i'r anfonydd ar unwaith os nad ydych chi neu eich cyflogydd yn caniatáu e-bost y Rhyngrwyd am negeseuon fel hon. Rhaid deall nad yw'r safbwyntiau, y casgliadau a'r wybodaeth arall yn y neges hon nad ydynt yn cyfeirio at fusnes swyddogol Cyngor Dinas a Sir Caerdydd yn cynrychioli barn y Cyngor Sir nad yn cael sel ei fendith. Caiff unrhyw negeseuon a anfonir at, neu o'r cyfeiriad e-bost hwn eu prosesu gan system E-bost Gorfforaethol Cyngor Sir Caerdydd a gallant gael eu harchwilio gan rywun heblaw'r person a enwir.

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Nid ydym yn atebol am unrhyw feirysau cyfrifiadurol a allai fod yn y neges hon nac am unrhyw golledion yn sgil feirysau. I gael gwybodaeth am y sail a ddefnyddir ar gyfer casglu gwybodaeth bersonol drwy <http://hwb.llyw.cymru>, ewch i <http://hwb.gov.wales/Privacy>, ac i weld telerau defnydd y wefan, ewch i <http://hwb.gov.wales/TermsAndConditions>

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status:	5
priority:	1
type:	Service Request
requester_id:	26004514861
responder_id:	26001423638
group_id:	26000248091
created_at:	2025-06-13T11:11:05Z
updated_at:	2025-06-17T08:06:19Z
due_by:	2025-06-26T12:11:47Z

fr_due_by: 2025-06-19T08:41:30Z
source: 1
category: Service Request
custom.msf_affected_service: Unsupported Service

Conversations

Conversation 1

from_email: [REDACTED]@cardiff.gov.uk
to_emails: Hwb Service Desk <support@hwbcymru.net>
cc_emails:
bcc_emails:
created_at: 2025-06-17T08:06:19Z
updated_at: 2025-06-17T08:06:19Z
private: False

Morning Tom,

Thank you

Conversation 2

from_email: "Hwb Service Desk" <support@hwbcymru.net>
to_emails: [REDACTED]@cardiff.gov.uk
cc_emails:
bcc_emails:
created_at: 2025-06-13T12:49:21Z
updated_at: 2025-06-13T12:49:21Z
private: False

Hi [REDACTED], Please ask your Ed Tech Lead to discuss this with the Hwb Adoption and Engagement Team: <https://hwb.gov.wales/about-us/collaborative-arrangements/> Yn gywir / Regards Tom Tîm Hwb / Hwb Team Llywodraeth Cymru / Welsh Government Ebst / Email: cymorth@hwbcymru.net / support@hwbcymru.net Ffôn / Phone: 0300 025 2525

Conversation 3

to_emails:
cc_emails:
created_at: 2025-06-13T12:10:19Z
updated_at: 2025-06-13T12:10:19Z
private: True

They're requesting additional features within the Defender (security) for XDR portal, therefore can be raised with AnE.

Freshservice Ticket #55261 — Defender Device Groups for each primary School

Ticket Details

id: 55261
subject: Defender Device Groups for each primary School

description_text:

Hi,

We have been wondering if it is possible to have a device group created for each of our primary schools in Defender XDR. I understand this would be a large number of device groups, but this would be beneficial to us in assessing and understanding the vulnerabilities, inventories, weaknesses, security recommendations, AV status and reporting for individual schools.

Kind regards

[A red dragon with blue text Description automatically generated]

[REDACTED]

[REDACTED]

[REDACTED]@cardiff.gov.uk<mailto:[REDACTED]@cardiff.gov.uk>

Ffôn / Tel:

[REDACTED]

Gwansanaethau TGCh, Cyngor Caerdydd, Neuadd y Sir, Glanfa'r Iwerydd, Caerdydd.
CF10 4UW

ICT Services, Cardiff Council, County Hall, Atlantic Wharf, Cardiff. CF10 4UW

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Ar gyfer yr unigolyn y cyfeirir yr e-bost hwn ato yn unig y mae'r neges a'r atodiadau sydd ynghlwm.

Os ydych wedi derbyn y neges e-bost hon drwy gamsyniad, rhwch wybod i'r anfonwr a'i dileu'n barhaol o'ch system. Os oes cynnwys yn y neges e-bost hon sy'n bersonol neu os oes ynddi gynnwys nad yw'n gysylltiedig â gwaith Llywodraeth Cymru, ysgolion, y consortia addysg rhanbarthol neu unrhyw awdurdod lleol yng Nghymru, nid ydym yn derbyn cyfrifoldeb am gynnwys o'r fath nac atebolrwydd drosto. Gallai data mewn negeseuon e-bost sy'n cael eu hanfon dros y rhynggrwyd gael eu llygru, neu gallai negeseuon gael eu darllen cyn iddynt gyrraedd pen eu taith neu gael eu diwygio heb awdurdod; nid oes gennym unrhyw reolaeth dros hyn.

Nid ydym yn atebol am unrhyw feirysau cyfrifiadurol a allai fod yn y neges hon nac am

unrhyw golledion yn sgil feirysau. I gael gwybodaeth am y sail a ddefnyddir ar gyfer casglu gwybodaeth bersonol drwy <http://hwb.llyw.cymru>, ewch i <http://hwb.gov.wales/Privacy>, ac i weld telerau defnydd y wefan, ewch i <http://hwb.gov.wales/TermsAndConditions>

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status: 5
priority: 1
type: Incident
requester_id: 26004514861
responder_id: 26002360961
group_id: 26000248092
created_at: 2025-06-13T12:16:19Z
updated_at: 2025-06-19T12:24:02Z
due_by: 2025-07-01T10:11:02Z
fr_due_by: 2025-06-19T09:47:00Z
source: 1
category: Service Request
custom.msf_affected_service: Microsoft Defender

Conversations

Conversation 1

from_email: [REDACTED]@cardiff.gov.uk
to_emails: Hwb Service Desk <support@hwbcymru.net>
cc_emails:
bcc_emails:
created_at: 2025-06-17T08:05:23Z
updated_at: 2025-06-17T08:05:23Z

private: False

Hi Dafydd,

Thank you, appreciated.

Kind regards

Conversation 2

from_email: "Hwb Service Desk" <support@hwbcymru.net>

to_emails: [REDACTED]@cardiff.gov.uk

cc_emails:

bcc_emails:

created_at: 2025-06-16T13:25:14Z

updated_at: 2025-06-16T13:25:14Z

private: False

Hi [REDACTED], I'm not able to provide you with a group for each primary school at the moment, this is something we're investigating with Microsoft on the limitations to the system. In the mean time you can filter the devices by the school Tags to identify the individual schools in the Device view, you can also query the Device hunting tables to generate reports on exposure by school's device tags. We are looking at ways to optimise this service so will keep your request in mind when opportunities arise to do so.

Yn gywir / Regards Dafydd Tîm Hwb / Hwb Team Llywodraeth Cymru / Welsh Government Ebst / Email: cymorth@hwbcymru.net / support@hwbcymru.net Ffôn / Phone: 0300 025 2525

Conversation 3

to_emails:

cc_emails:

created_at: 2025-06-13T14:11:21Z

updated_at: 2025-06-13T14:11:21Z

private: True

Assigning to TT can see a prev case TT has created the groups for Cardiff [#48204]
Device Groups required for Defender XDR | Hwb Service Desk
