

Agent Governance & Compliance Framework

Service Type: Professional Service	Duration: 4–6 Weeks	Agent 365 Pillar: Govern	Offering: 3
--	----------------------------	------------------------------------	--------------------

Overview

This offering designs and implements a comprehensive agent governance framework covering the full agent lifecycle — from initial onboarding and approval through ongoing policy enforcement, audit logging, regulatory compliance, and agent retirement. It is purpose-built for regulated industries including financial services, healthcare, government, and critical infrastructure.

With only 21% of companies reporting a mature model for governance of autonomous agents (Deloitte State of AI 2026), most organisations lack the structured processes, policies, and controls required to manage agents at enterprise scale. This engagement addresses that gap by establishing a governance operating model that balances developer freedom with centralised IT oversight.

The framework integrates deeply with Microsoft Purview for compliance controls, Microsoft Entra for access governance, and the Agent 365 Admin Center for lifecycle management — creating a unified governance layer that is enforceable, auditable, and scalable.

Key Deliverables

- **Agent Onboarding Workflow Design** — IT-controlled registration, multi-level approval chains, ownership assignment, certification requirements, and policy template auto-application.
- **Lifecycle Management Policies** — Rules-based automation for inactivity expiration (30/60/90-day thresholds), ownerless agent flagging, risky agent blocking, and retirement workflows.
- **Least-Privilege Access Framework** — Entra-based access packages with scoped permissions, just-in-time access for elevated capabilities, and periodic access reviews.
- **Purview Compliance Configuration** — Communication compliance policies, retention policies, eDiscovery holds, and data lifecycle management controls for agent interactions.
- **Audit & Traceability Framework** — Immutable activity logs capturing agent creation, approval, modification, access events, and retirement with pre-built audit reports.
- **Regulatory Alignment Documentation** — Governance controls mapped to MAS TRM, PDPA, APRA CPS 234, OJK, BNM, SOX, HIPAA, ISO 27001, and NIST AI RMF.
- **Agent Governance Playbook** — Comprehensive operational runbook for IT teams covering day-to-day governance procedures, escalation paths, and review cycles.

Target Audience

CISO, Chief Compliance Officer, Risk Management, IT Governance, Internal Audit, Legal

Engagement Model

Fixed-price engagement delivered by a Governance Architect, a Purview Specialist, and a Compliance Consultant. Includes regulatory landscape review, policy design workshops, technical implementation, and stakeholder sign-off.

Microsoft SKU Dependencies

Microsoft SKU / License	Required?	Notes
Microsoft 365 E5	Required	Provides Purview compliance suite and advanced audit capabilities
Microsoft Agent 365	Required	Agent lifecycle management and governance policy enforcement
Microsoft Purview (add-ons)	Optional	Premium eDiscovery, Insider Risk, Communication Compliance
Microsoft Entra Suite	Required	Access governance, entitlement management, and access reviews