



# Beyond Microsoft Teams Deployment: How to Roll Out A Sustainable Adoption Program in 90 Days

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Unleash the Power of You

# About AvePoint: Corporate Overview

Migrate. Manage. Protect



**AvePoint** is headquartered and maintains its principal operational center in Jersey City, NJ, with approximately 1,500 employees across five continents.

From Tahoe  
to Today

Inc. Magazine  
**Hire Power  
Award**

Ernst & Young  
**Entrepreneur  
of the Year**

Windows IT Pro  
**Best SharePoint  
Product**

Deloitte  
**Technology  
Fast 500**

16K

Customers

6M

Cloud Users

88

Countries

7

Continents



Microsoft  
Partner



2017 Partner of the Year Winner  
Public Sector: Microsoft CityNext Award

2016 Partner of the Year Winner  
Technology for Good Citizenship Award

2015 Partner of the Year Winner  
Collaboration and Content

2014 Partner of the Year Winner  
Public Sector: Public Safety and National Security





# Agenda

Modern Workplace Today

Why Microsoft Teams?

Right Sizing Governance

Establish Sustainable Adoption Plan

Drive Adoption Success



# Modern Workplace Today



# Modern workplace is top of mind for business leaders

**81%**

of business leaders plan to increase their modern workplace investments in the next 2 years

**72%**

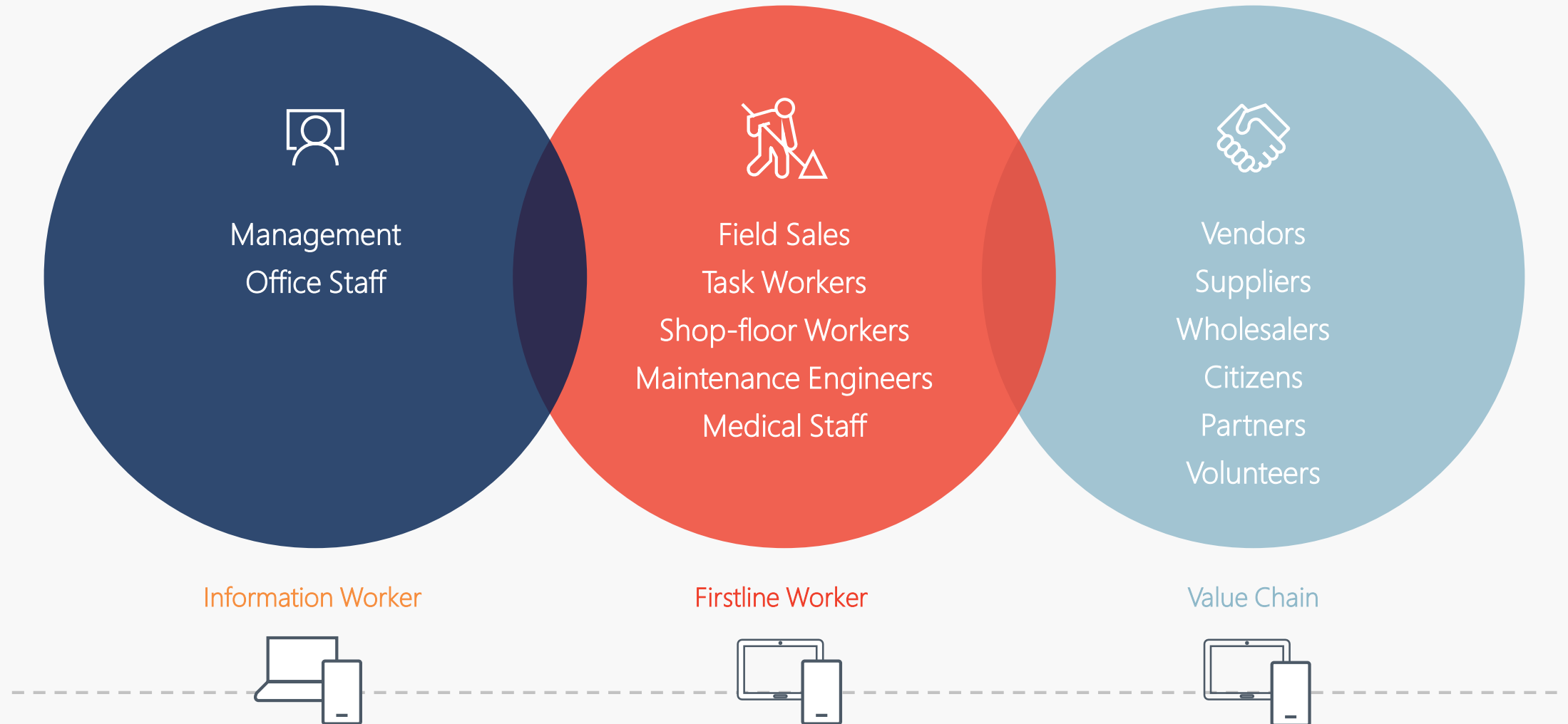
of business leaders say it is very important that technology empowers employee creativity and innovation

**\$4m**

Average cost of a data breach



# Today's modern workforce



## Teamwork

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# The landscape has changed

2x

### More collaboration

People work on twice as many teams and spend 50% more time collaborating

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### Internal, external & remote

People need to connect and communicate across organizations, locations & time zones

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### Diverse workforce

People have different expectations, preferences, skillsets and abilities

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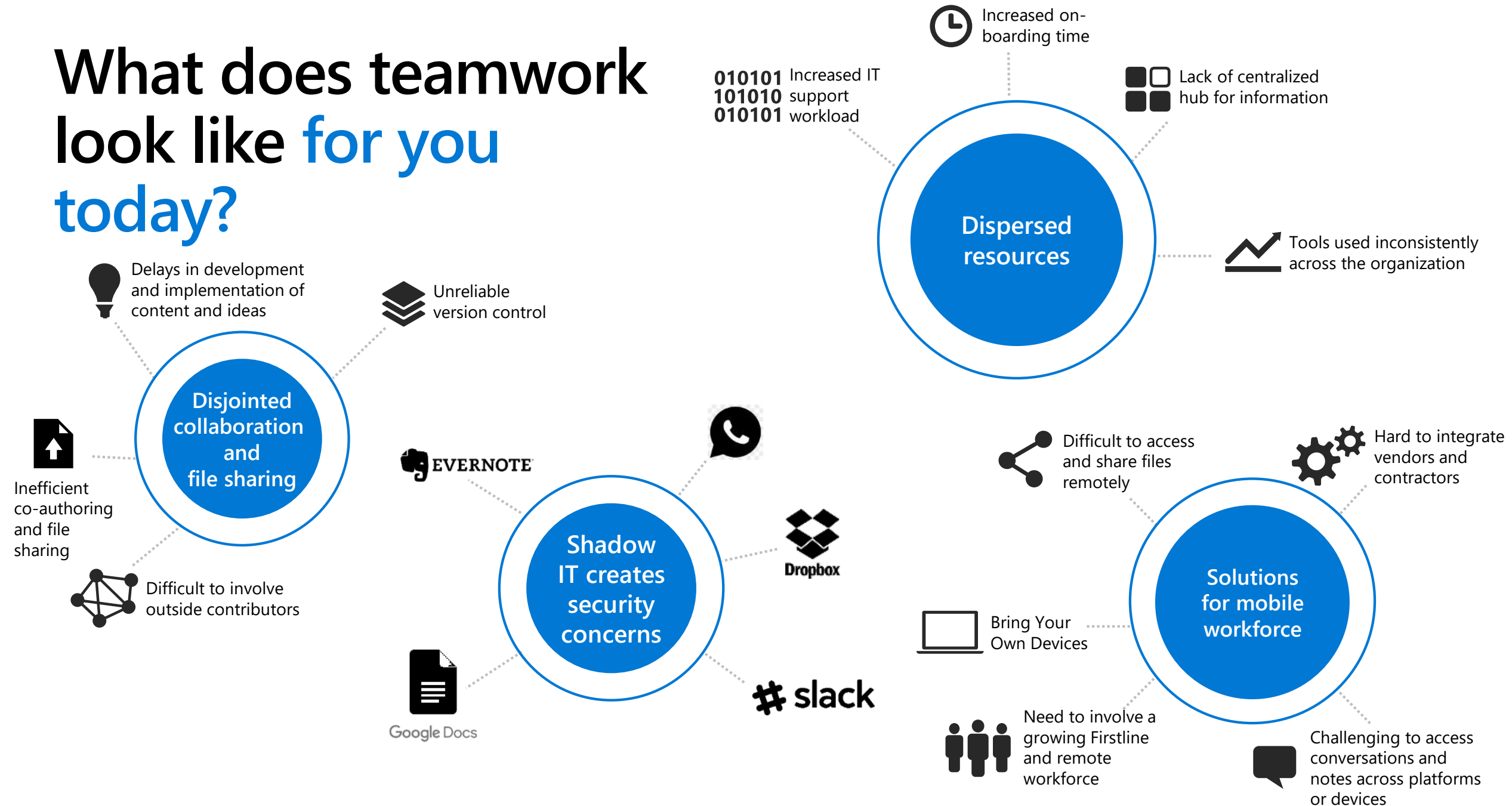


### Employee engagement

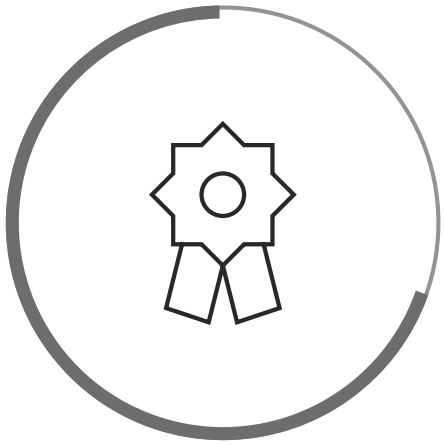
Globally, employee engagement is 15%, but at the best performing companies, 70% of employees are engaged and profits are 21% higher



# What does teamwork look like **for you** today?

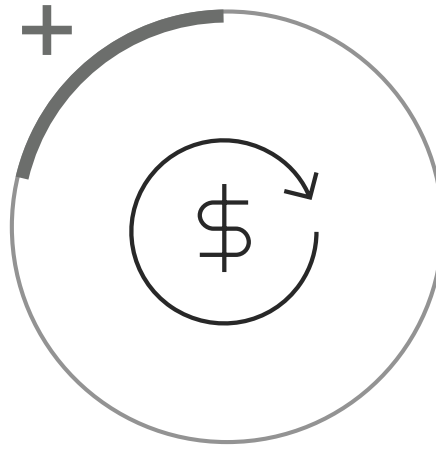


# Engaged employees are **crucial to success**



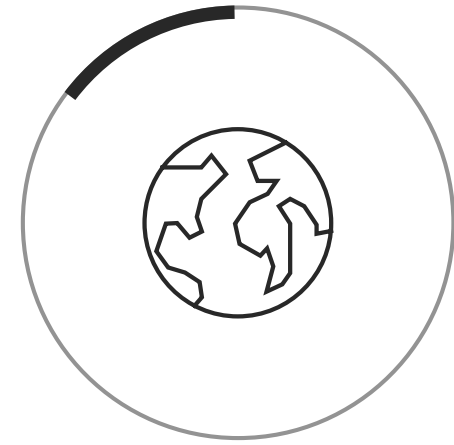
**70%**

of employees are engaged at  
best performing companies



**21%**

more profit in business units  
with most engaged employees



**15%**

of employees are  
engaged worldwide

## And currently that is uncommon worldwide



# Microsoft 365

A complete, intelligent solution  
to empower employees to be  
creative and work together, securely

Office 365

Windows 10

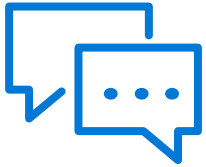
Enterprise Mobility + Security





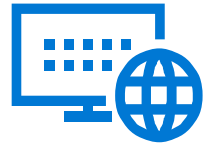
# Microsoft 365: Universal Toolkit for Teamwork

Teams



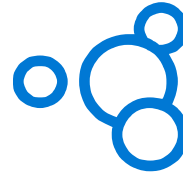
Hub  
for Teamwork

SharePoint



Intranets &  
Content Management

Yammer



Connect Across  
the Organization

Office Apps



Co-Author

Outlook



Email  
& Calendar

**Office 365 Groups**

Single team membership  
across apps and services

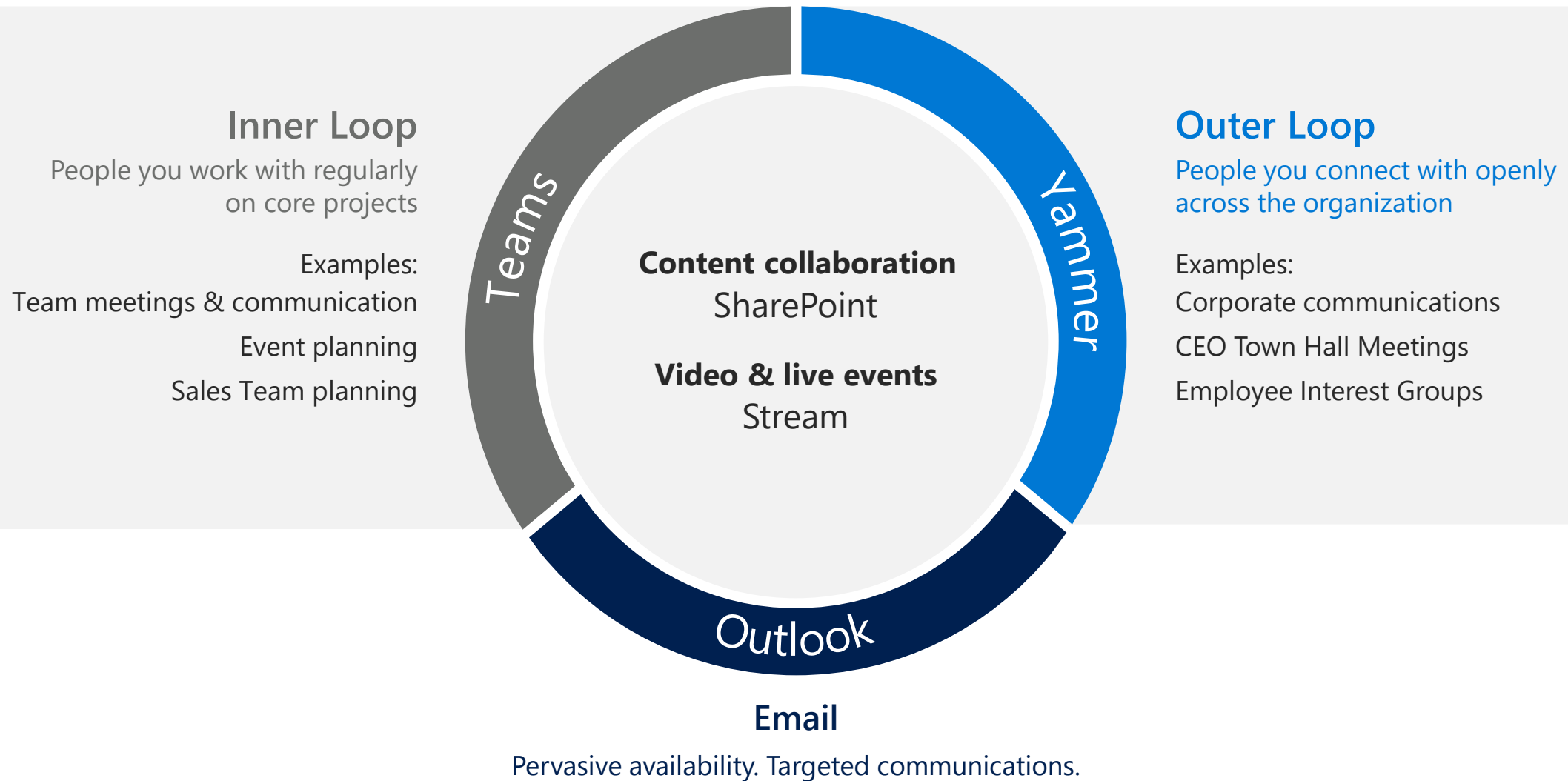
**Microsoft Graph**

Suite-wide intelligence  
connecting people and content

**Security and Compliance**

Centralized policy management

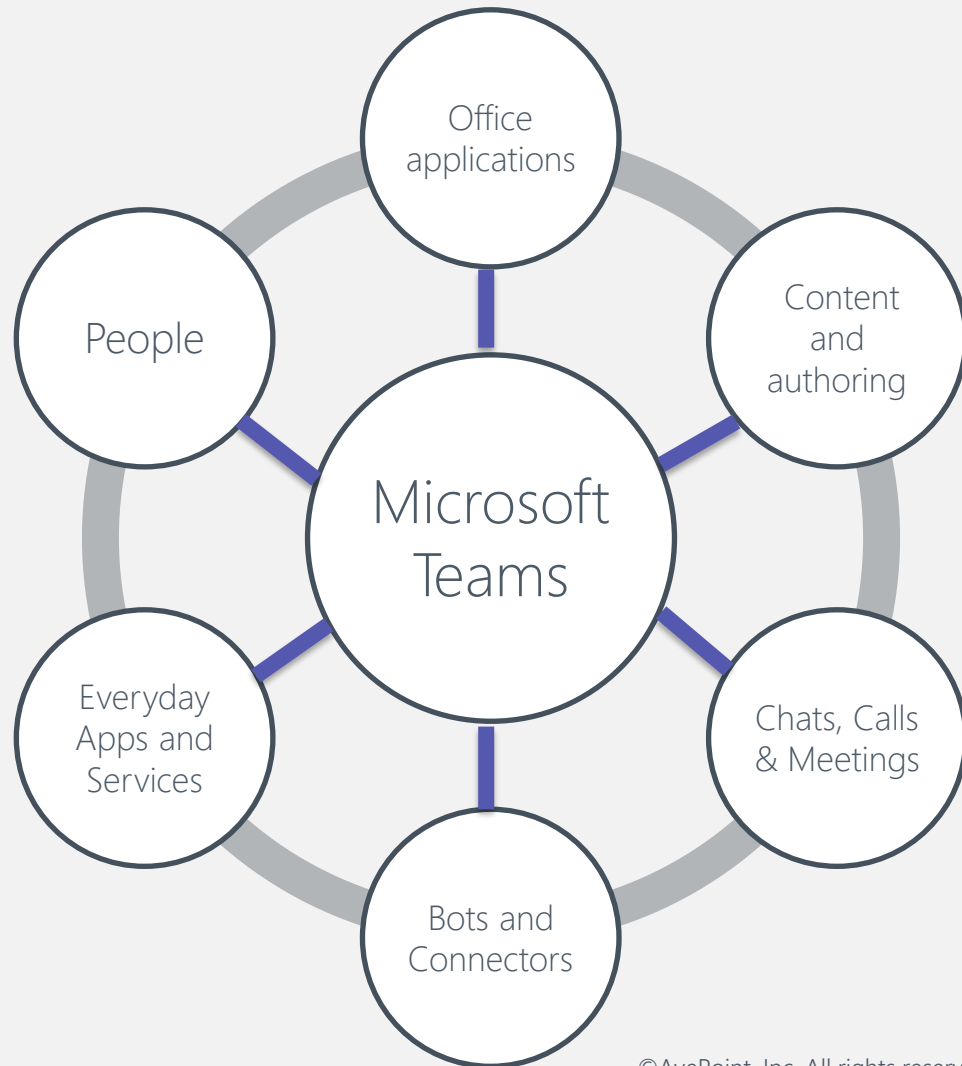
# Teamwork in Microsoft 365



# Why Microsoft Teams?



# Microsoft Teams – The Hub for Teamwork



**Communicate:** Chat, calls & meetings for today's teams



**Collaborate:** Deeply integrated Office 365 apps



**Customize & Extend:** 3rd party apps & existing systems



**Work w/ Confidence:** Enterprise security, compliance & manageability



# Microsoft Teams Capabilities



## Channel Tabs

- Sharing group information
- Pin information or tools important for the channel



## Connectors

- Simple webhook notifications in channels



## Compose Extensions

- Make it easy for your users to look up and share information



## Personal Tabs

- Create a personal workspace
- Aggregate content from across Teams



## Bots in channels

- Coordinate tasks in a team environment
- Broadly share information



## Bots in 1:1 chat

- Easy access to commands
- Q&A
- Provide user right insight at right time



# Teams for different departments

## Marketing

Deliver marketing campaigns and go-to-market activities across a diverse group of internal and external stakeholders.



## Sales

Build and deliver proposals with input from different stakeholders.  
Manage sales planning, training and sales readiness in the same place.



## Finance

Aggregate and report on data while conducting business reviews.



## Human Resources

Manage recruitment, training and reviews across departments.



## IT

Drive IT transformation and change management.  
Plan, execute and manage all phases of IT deployment, adoption and rollout.



## Engineering

Move quickly between ideation, development and deployment.  
Integrate with developer tools.



## Project Management

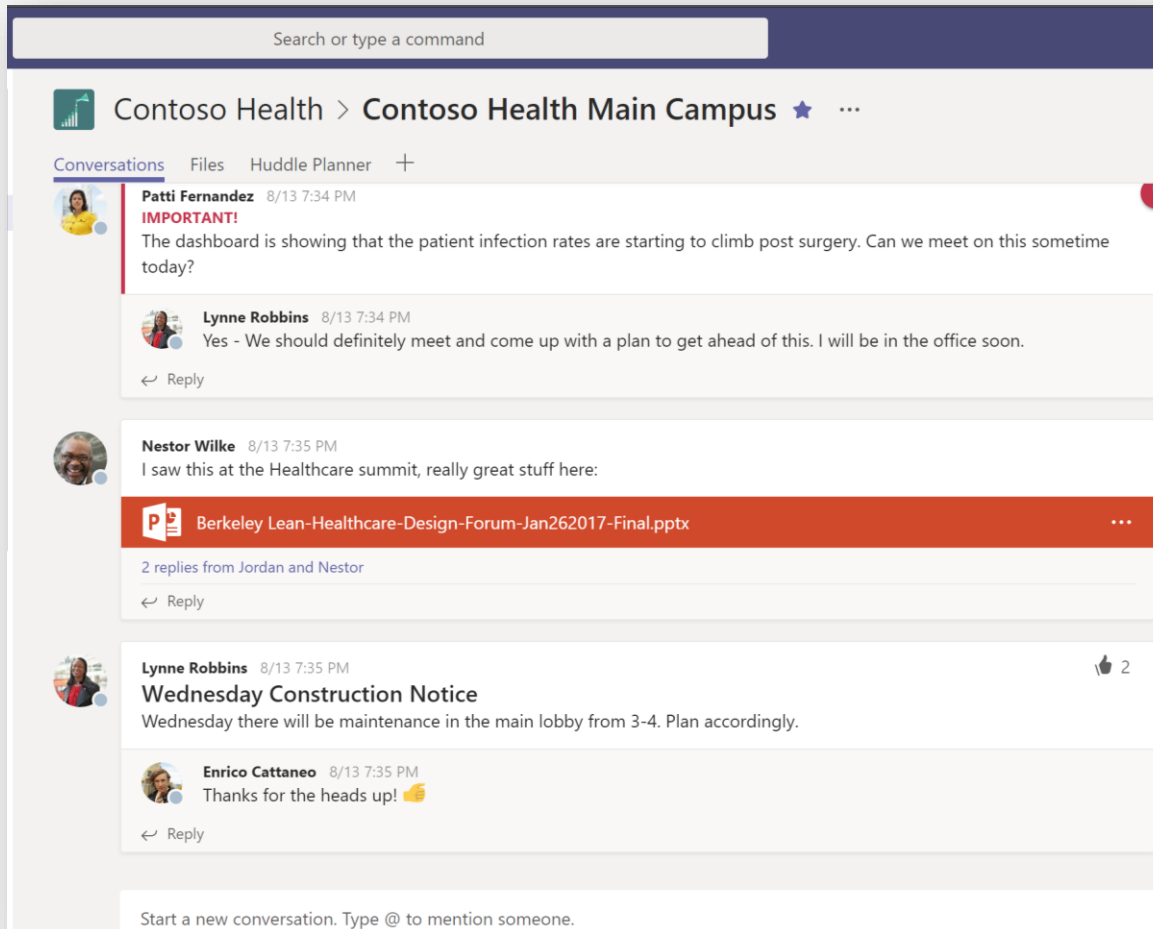
Manage project stakeholders, tools, budgets, project reviews and feedback.



Get guidance on these and other scenarios in the [FastTrack Productivity Library](#)



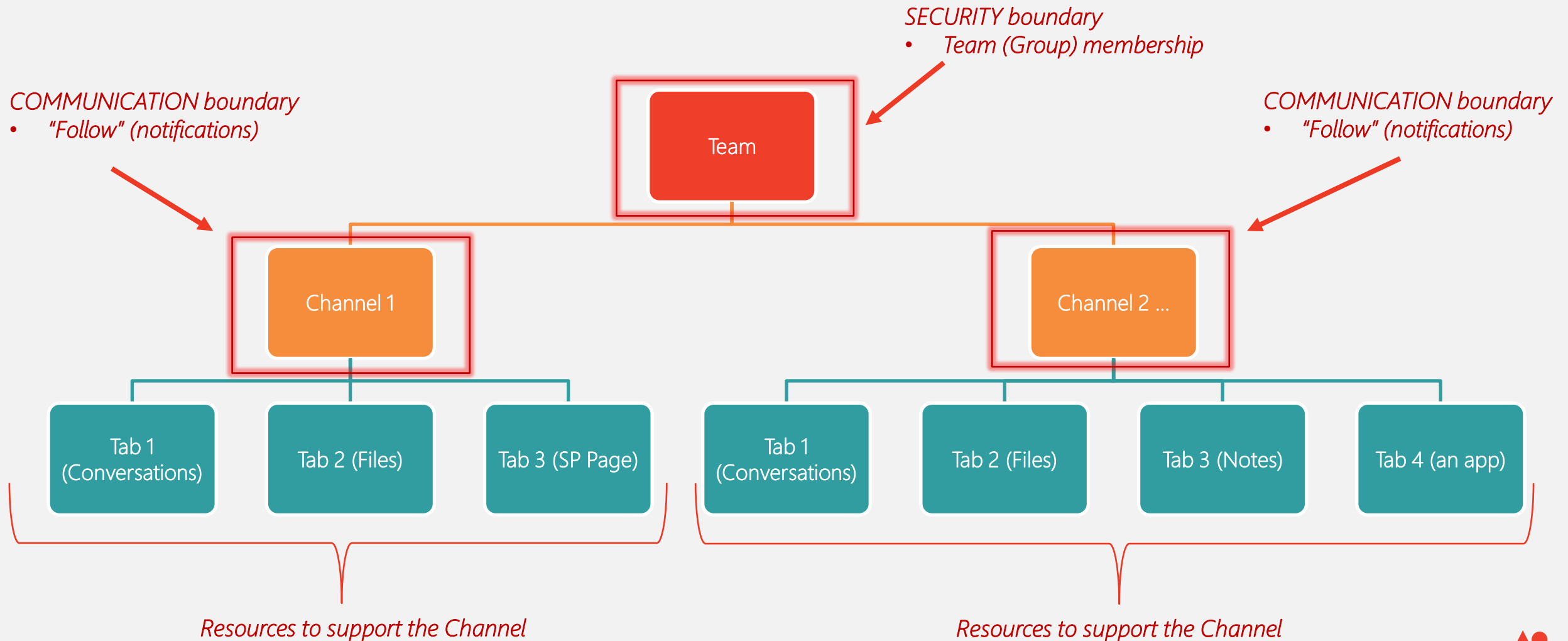
# “Conversations” are at the heart of Team collaboration



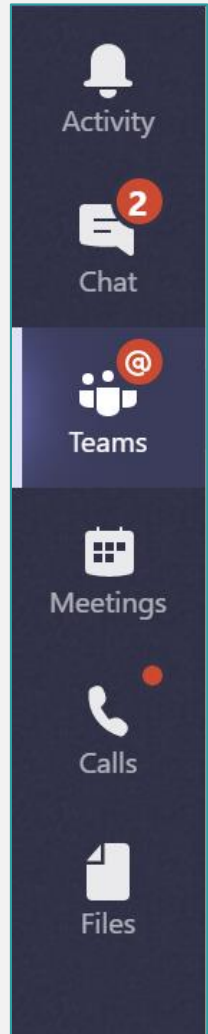
- Follow/unfollow channel to be notified of all activity
- @Mention people or the Team to alert them to your message regardless of their follow status
- Only users that have favorited a channel get notified if you @Mention the Channel itself



# The basic shape of a Team



# The Difference between TEAMS and CHATS



## Team Conversations

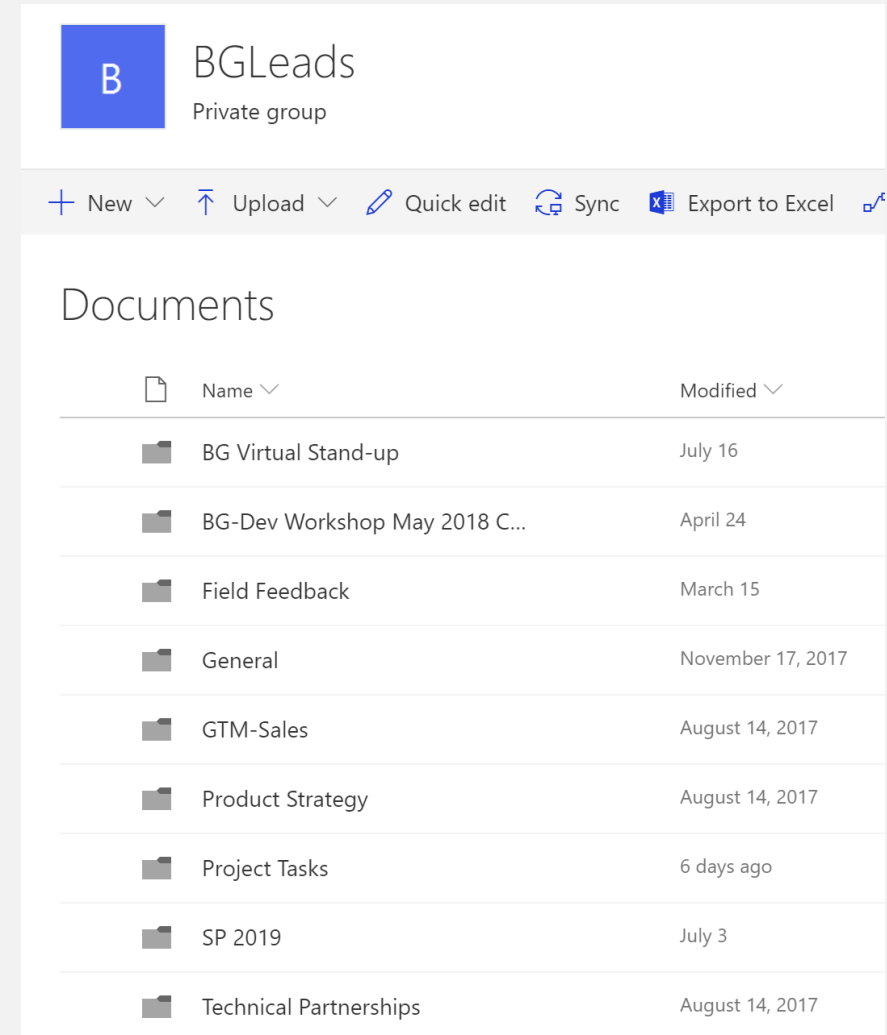
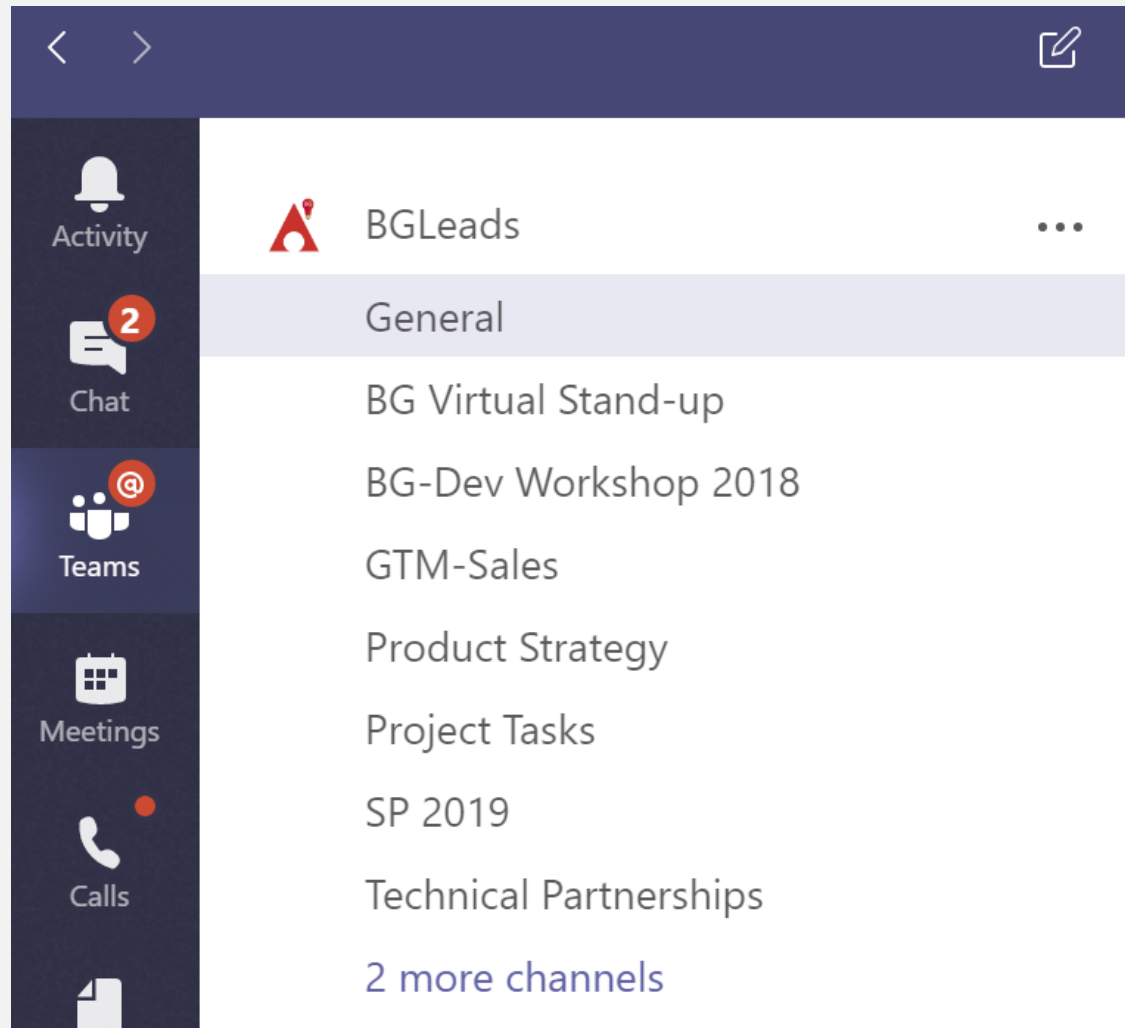
- Visible to all Team members/owners
- Uploaded files go into the SharePoint folder for the Channel
- Conversation history goes into the Team mailbox for compliance needs (hidden)
- Notifications will be sent to those following the Channel + those who are @mentioned

## Chats

- Visible only to those in the chat
- Uploaded files go into the OneDrive of the poster and are shared with current chat participants automatically
- Chat history goes into the participants mailboxes for compliance needs (hidden)
- Notifications will be sent to participants



# Understanding the SharePoint and Teams relationship



# Where Are My Conversations Stored?

## Chat service

In memory processing for speed

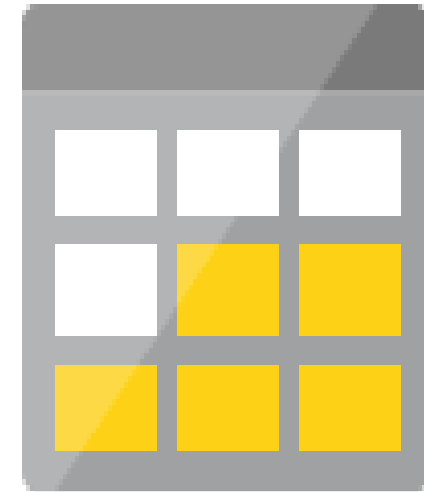
Leverages Azure storage (blob, tables, queues)

## Substrate / Exchange

Chat and channel messages are also stored in Exchange for information protection

## Conversation images & media

Inline Images/Stickers are stored in a media store,  
Giphys are not stored.





# Where Are My Files Stored?

## 1:N chats

Files are uploaded to OneDrive for Business and permissions are set for the members of the chat

## Team conversations

Files are uploaded to SharePoint. A folder is associated with each channel in the team

## Cloud storage

Dropbox, Box, Citrix ShareFile, Google Drive



# Guest Access Capabilities


Capabilities	Teams User	Guest User
Create channels	X	X
Participate in a private chat	X	X
Participate in a channel conversation	X	X
Post, delete, and edit messages	X	X
Share a channel file	X	X
Share a chat file	X	
Add apps (tabs, bots, connectors)	X	
Create tenant-wide and teams/channels guest access policies	X	
Invite a user outside the Office 365 tenant's domain		X
Create team	X	
Discover and join public teams	X	
View org chart	X	

Note: Office 365 admins control the features available to guests.



How can we improve everyday experiences by extending Teams?


# Every day I have to ... eat

 **Café and Dining Dev**

[Conversation](#) [Favorites](#) [Reminders](#) [About](#)

Yesterday 1:49 PM

Where is the nearest café?

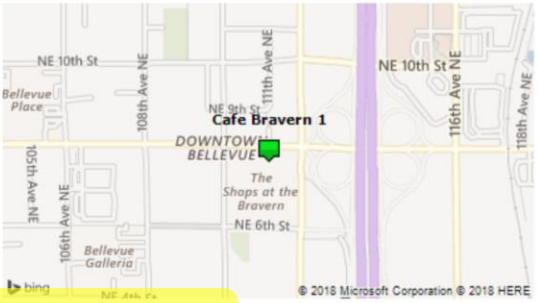
 Café and Dining Dev Yesterday 1:49 PM


You need to sign in before you can use Café Bot.

[Sign in](#)


Here's are all the cafés. Please select a café to get menu details.

Cafés near you




 Café Bravern 1  
Building BRAVERN-1

Here's the menu for Cafe Bravern 1 on Wednesday




# Every day I have to ... eat

 Café and Dining Dev

Conversation Favorites Reminders About

Here's the menu for Cafe Bravern 1 on Wednesday



**Cafe Bravern 1**  
Breakfast 7:00 - 10:30 am | Lunch  
11:00 - 2:00 pm | Espresso 7:00 -  
4:30 pm

**THE WOK**  
Fried Rice, Spicy Fried Chicken Wing, Mongolian Tofu, General Tso Chicken

**SUB SHOPPE**  
Build Your Own Sub

**SOUPS**  
Vegetarian Southwest Vegetable (vegan), Old Fashion Tomato (vegan), Chicken  
Noodle w/ Penne Pasta

**SALAD BAR**  
Salad Bar

**GRILL**

What can I do?

Take a tour

Learn about what I can do

Where is the nearest café?

Get cafés nearest to your assigned building

What is on menu for Friday?

Get menu of any week day for your building's ...

Today's menu at Lincoln Square

Get today's menu for a cafe

What cafés are serving sushi

See what cafés are serving sushi







Remind me when sushi available

Get reminders for when a food item is on the ...

Meal card balance

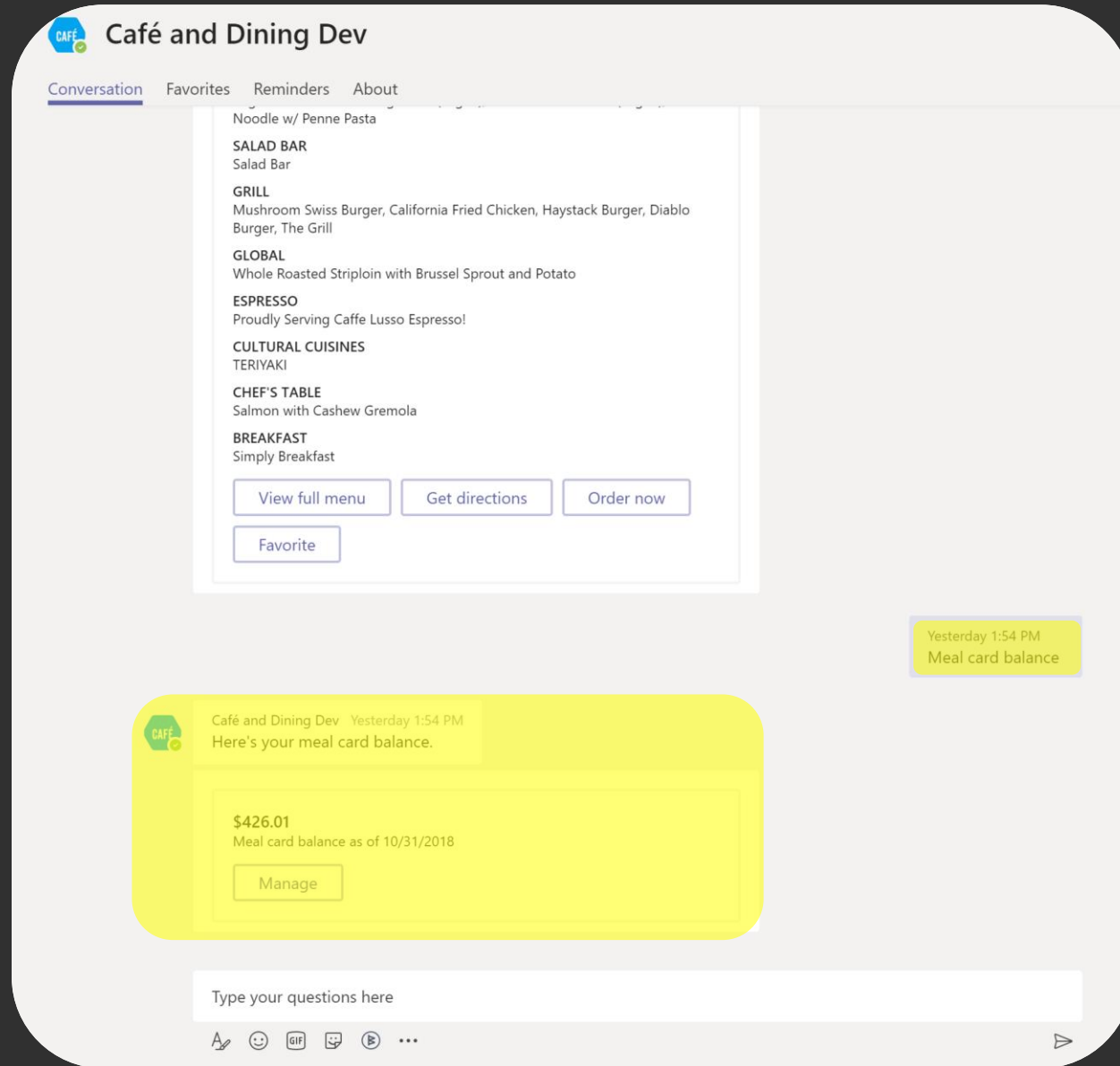
See your meal card balance and add money

Type your questions here



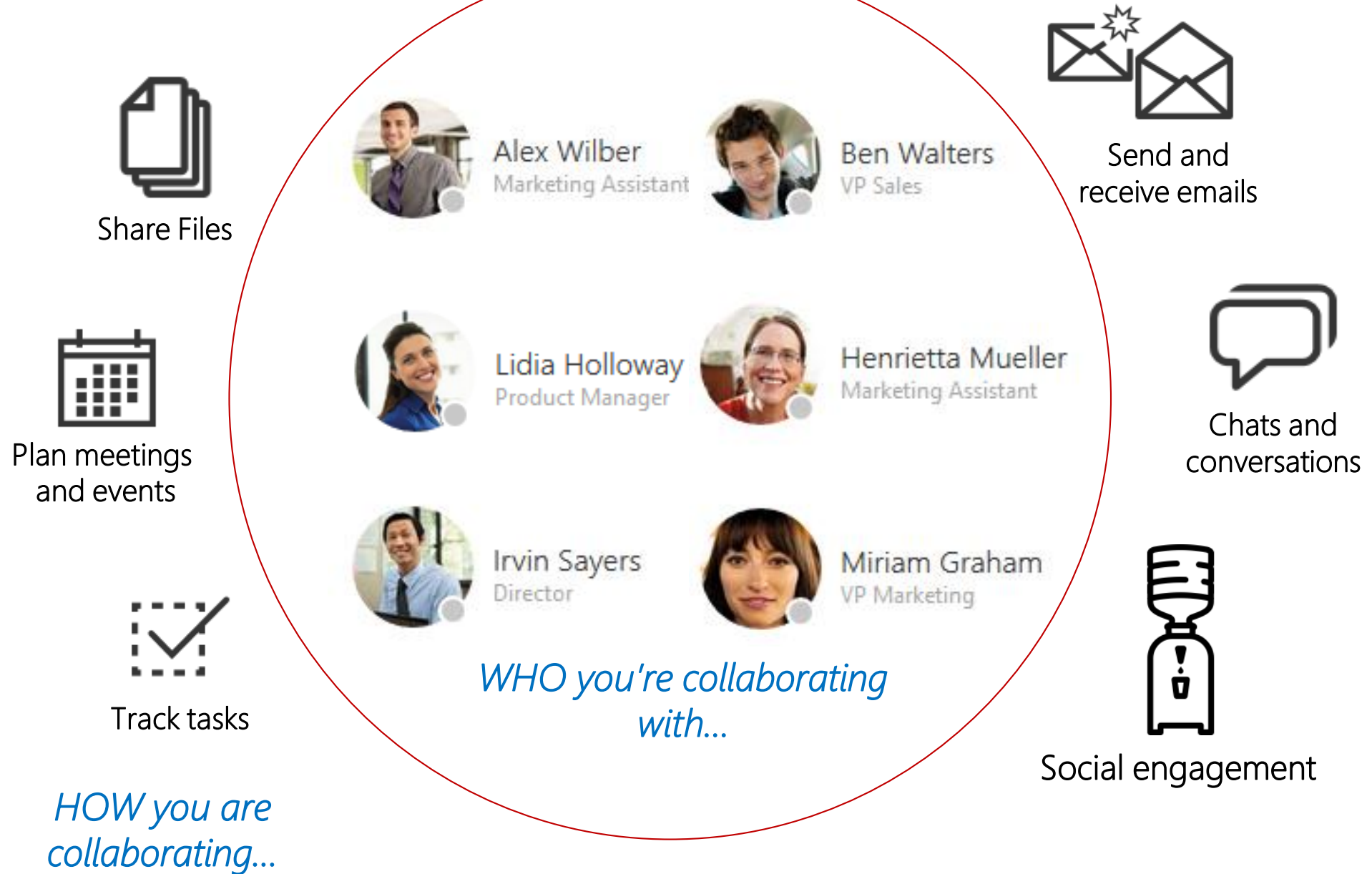
# Every day I have to ... eat



# Right Sizing Governance



# The "job to be done"



# Office 365 Groups = Membership Service

Attributes

One identity

Azure AD is the master for group identity & membership

Federated resources

Office 365 services extend with their data

Loose coupling

Service notify each other of changes to a group

Flow

User creates new group for teamwork



Group identity created in Azure Active Directory



Group experience populated in app of choice

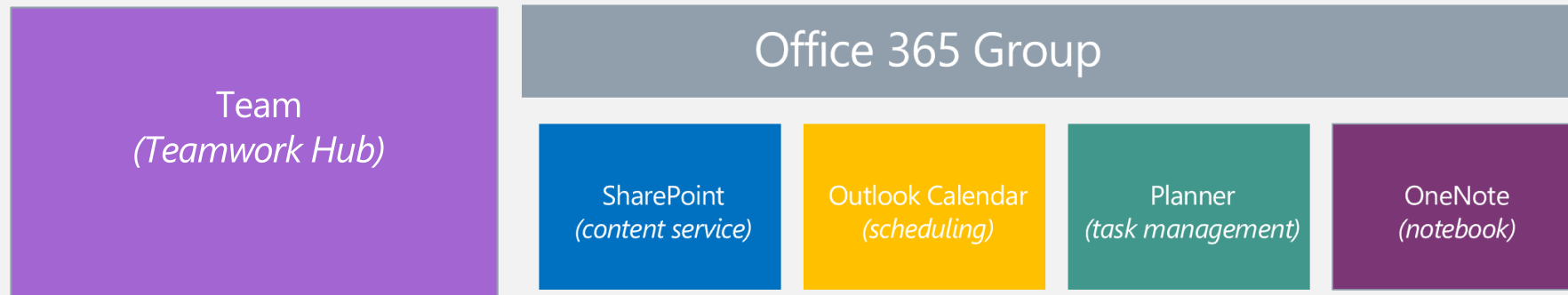
Apps



Azure AD

Outlook	Teams	StaffHub
SharePoint	Planner	Dynamics CRM
Yammer	Stream	Power BI

# When Creating a Team ...





**Gartner.**

WHY GARTNER ANALYSTS RESEARCH EVENTS CONSULTING ABOUT

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Search

# Why Microsoft Teams Will Soon Be Just as Common as Outlook

[f](#)[t](#)[in](#)[G+](#)[e](#)

**Published:** 18 June 2018    **ID:** G00348503

**Analyst(s):** [Larry Cannell](#) | [Mark Cortner](#)

## Summary

Microsoft Teams is playing an increasingly unifying and expanding role in Office 365. This report guides technical professionals on getting the most value out of Teams, analyzes Teams' impact on the rest of Office 365, and assesses Teams' strengths and weaknesses.

## Table of Contents

Analysis

- Microsoft Teams From an End-User Perspective
  - Channels Are the Heart of Group Collaboration in Microsoft Teams
  - Peer-to-Peer Chat Provides Simple Messaging and Sharing
  - Teams Also Provides Personal Productivity Features
- How Teams Impacts Other Office 365 Products and Services
  - Membership: Teams and Office 365 Groups
  - Messaging: Teams, Yammer, Skype for Business and Outlook
  - Content Collaboration: Teams, Office 365 ProPlus, OneDrive for Business and SharePoint

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**CONTACT US ONLINE**

By default, anyone can create an Office 365 group. Therefore, anyone can create a team in Microsoft Teams. However, history has shown that allowing this privilege to go ungoverned can result in users creating workspaces on impulse. Such workspaces often become abandoned, because their creators fail to promote them. Ultimately, people wonder why the workplaces were created in the first place. For example, you may recall the early days of SharePoint Server. Some enterprises saw the creation of hundreds, perhaps thousands, of sites, with little thought given to why those sites were needed.

<https://www.gartner.com/doc/3879669>

# Benefits of well-governed implementation



Repeatable and consistent service delivery



Administrative efficiency



Accurate cataloging & monitoring of adoption, usage and governance attributes for collaboration workspaces



Provable compliance with internal and external policies and regulatory requirements



How do I  
manage Office  
365 Groups at  
scale?



# Azure AD Licensing Requirements for Groups

Capability	Free	Premium P1
Create, read, update, delete	X	
Group activities report	X	
Soft-delete & restore	X	
Hidden membership	X	
Dynamic group membership		X
Self-Service group management		X
Group creation permissions		X
Groups naming convention		X
Groups expiration		X
Usage guidelines		X
Default classification		X



# What do I need to govern?



For collaborative workspaces, customers want to govern:

How are Teams  
requested, approved  
and created

*Provisioning*

How are availability,  
compliance and  
changes over time are  
managed

*Management*

How do I  
retain/expire/dispose of  
Teams as appropriate

*Lifecycle*





# Govern Provisioning

- Sprawl
- Duplication
- Appropriateness
- Convention
- Cataloging



# Out of the Box Capabilities

- Enable self-service provisioning

There are 17 endpoints where Office 365 Groups can be provisioned  
You trust the end user will do the right thing

- Disable self-service provisioning

Only Office 365 administrators can create Office 365 Groups  
By doing this, IT can be a bottleneck



# Office 365 + AIP P1

- Group creation permissions
- Enforce naming convention
- Usage Guidelines
- Specify classification

Name	Value	
ClassificationDescriptions	-----	
DefaultClassification		
PrefixSuffixNamingRequirement		
AllowGuestsToBeGroupOwner	False	
AllowGuestsToAccessGroups	True	
GuestUsageGuidelinesUrl		
GroupCreationAllowedGroupId	Afc88abb-5df6-4c0f-b6f7-b7e82620bf89	This is the Id of AllowedtoCreateGroups
AllowToAddGuests	True	
UsageGuidelinesUrl		
ClassificationList		
EnableGroupCreation	False	This indicates no one else in the company can create groups

PS C:\WINDOWS\system32>





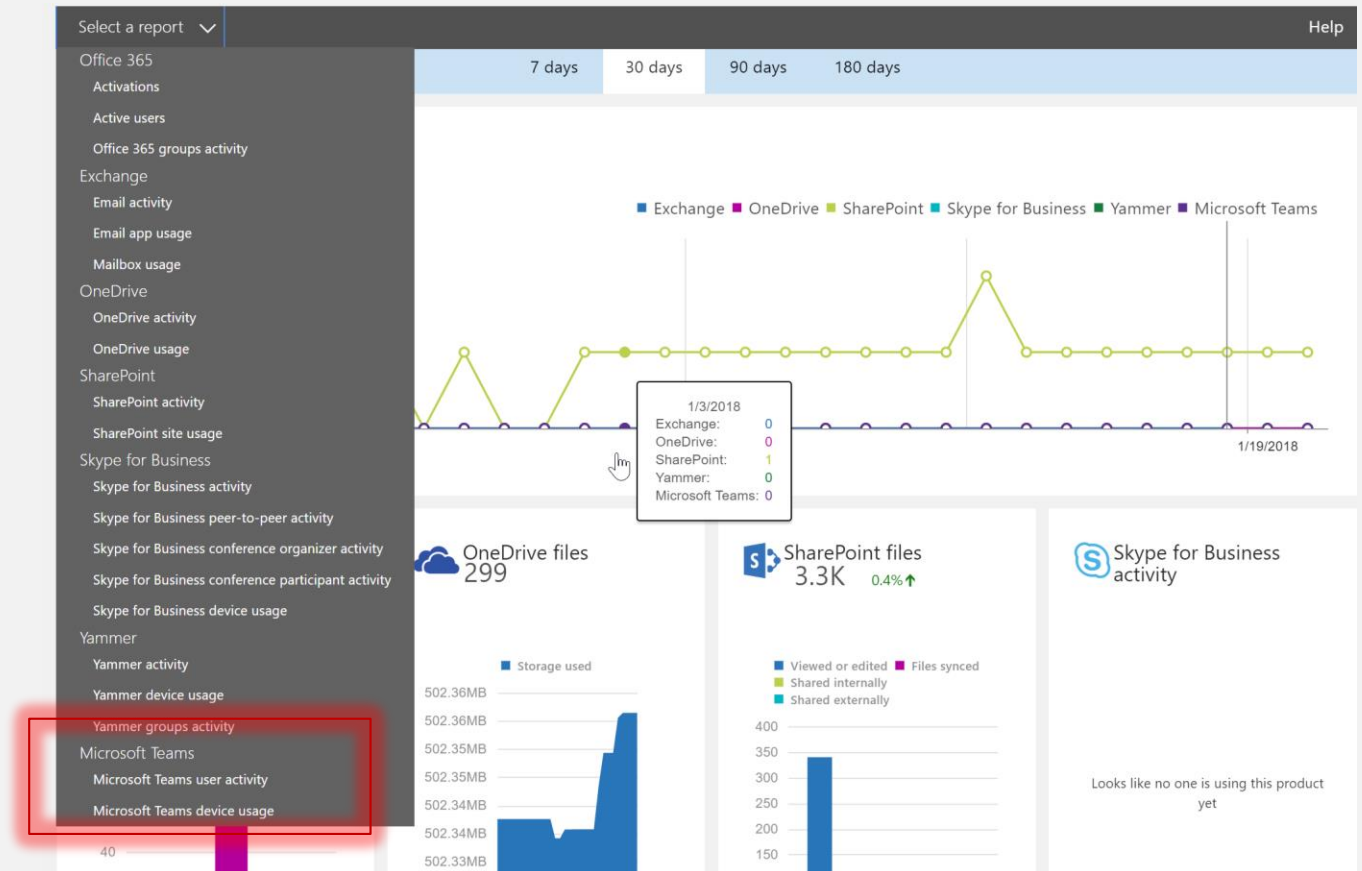
# Govern Ongoing Management

- Monitor usage and adoption
- Ensure users aren't doing what they shouldn't
- Quota enforcement
- SharePoint governance



# Out of the Box Capabilities

- Manually configure
  - User Permissions
  - Information structure
- Usage Reporting
- Audit Reporting



# Office 365 + AIP P1

- Dynamic Membership

Set Group permissions based on AAD attributes

The screenshot displays the Azure Active Directory admin center interface. The left sidebar shows the navigation menu with options like Home, Groups, and Users. The main content area is titled 'Dynamic membership rules' and is divided into two panes. The left pane, labeled 'Group', contains configuration fields for the group: 'Group type' (Office 365), 'Group name' (My Cool Dynamic Group), 'Group description' (Enter a description for the group), and 'Membership type' (Dynamic User). The right pane, labeled 'Dynamic membership rules', shows the 'Add dynamic membership rule' section with tabs for 'Simple rule' and 'Advanced rule'. Below these tabs, there are fields for 'Add users where' (department), 'Equals' (Equals), and a text input field containing 'Cool People'.





# Govern Information Lifecycle

- Expiration
- Retention
- Policy enforcement





# Out of the Box Capabilities

- Soft Delete/Restore

The screenshot displays the Office 365 update center interface. On the left, a list of updates is shown, with the 'Soft Delete/Restore' feature highlighted. On the right, a detailed view of this feature is shown, including its description, feature ID, roadmap status, and social sharing options.

Recover deleted Office 365 Group from Office and Exchange admin centers

Outlook for Windows: Create appointments on Group calendars

Outlook for Windows: Improvements to Contact Card

**Cancelled**  
0 Previously planned updates that are no longer being developed or are in progress

**Previously released**  
17 Generally available updates for all applicable customers

Recover deleted Office 365 Group from Office and Exchange admin centers

If an Office 365 Group is deleted, tenant administrators will have the ability to restore the group from either the Office Admin Center or the Exchange Admin Center.

Feature ID: 14685

Added to Roadmap: 06/08/2017

Last modified : 07/25/2017

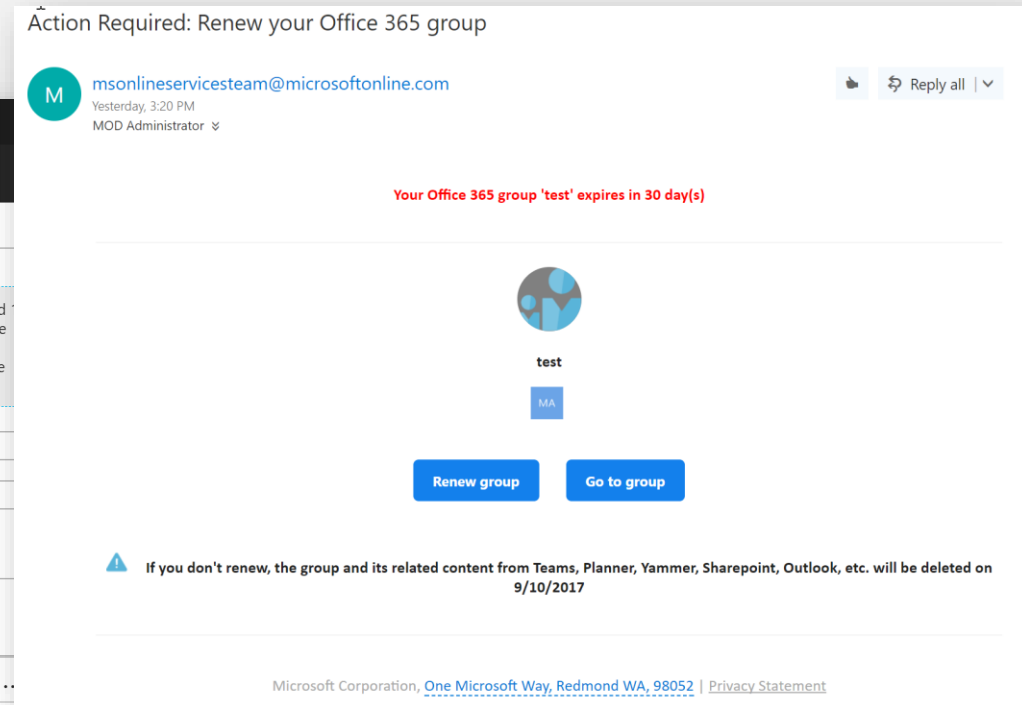
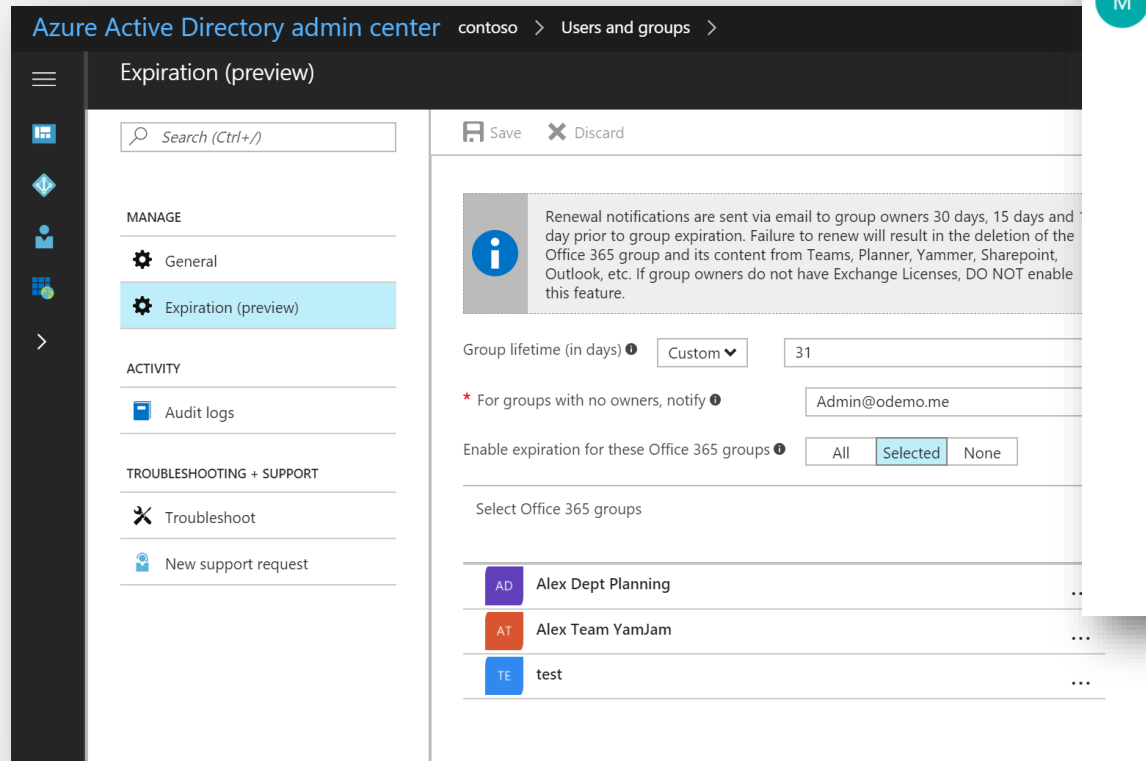
Tags: O365, Groups

Documentation: [Restore a deleted Office 365 Group](#)



# Office 365 + AIP P1

- Group Expiration



# What about retention of *content*?



O365 “Advanced Data Governance” can handle retention/expiration

Retention policies at the  
“Container” level

Retention Labels at the  
folder or item level



# Using Retention Policies for Teams

Office 365

Security & Compliance

Classifications

Data loss prevention

Data governance

Dashboard

Import

Archive

Retention

Events

Supervision

Threat management

Mail flow

Data privacy

Create a policy to retain what you want and get rid of what you don't.

✔ Name your policy

Settings

Choose locations

Review your settings

Decide if you want to retain content, delete it, or both

Do you want to retain content?

☒ Yes, I want to retain content

☐ No, just delete content

For this long...

Retain the content for...

Do you want us to keep the content?

☐ Yes

☒ No

1

year

Need more options?

☐ Use advanced retention policies

Back

Next

Cancel

Create a policy to retain what you want and get rid of what you don't.

✔ Name your policy

Settings

Choose locations

Review your settings

Choose locations

☐ Office 365 groups

☐ Skype for Business

☐ Exchange public folders

☒ Teams channel messages

☒ Teams chats

All

Choose teams

None

Exclude teams

All

Choose users

None

Exclude users

Back

Next

Cancel

Feedback

# Understanding O365 "Retention Labels"

**Office 365 | Security & Compliance**

**Labels**

- Home
- Alerts
- Permissions
- Classifications
- Labels**
- Label policies
- Sensitive information types
- Data loss prevention
- Data governance
- Threat management
- Data privacy
- Search & investigation
- Reports

**Label settings**

Create a label to help users classify their content.

- ☒ Name your label
- ☐ Label settings
- ☐ Review your settings

**Label settings**

Retention  ⓘ

☒ On

When this label is applied to content...

☒ Retain the content

**Documents**

Name	Modified	Modified By	Sign-off status
General	September 25, 2017	MOD Administrator	
HBI Stuff	September 11	MOD Administrator	
My Other Channel	September 25, 2017	MOD Administrator	
2018-01-24_17-11-17.png	April 16	MOD Administrator	
<input checked="" type="checkbox"/> Test Doc.rtf	August 23, 2017	Adele Vance	

**Apply label**

- None  
Clear the label
- High Business Impact (HBI)**  
Retain for 7 years
- Low Business Impact (LBI)  
Delete after 2 years
- Medium Business Impact (MBI)  
Retain for 3 years
- My New Label
- Test Label 2  
Retain for 22 years

Are these  
management  
controls  
enough?

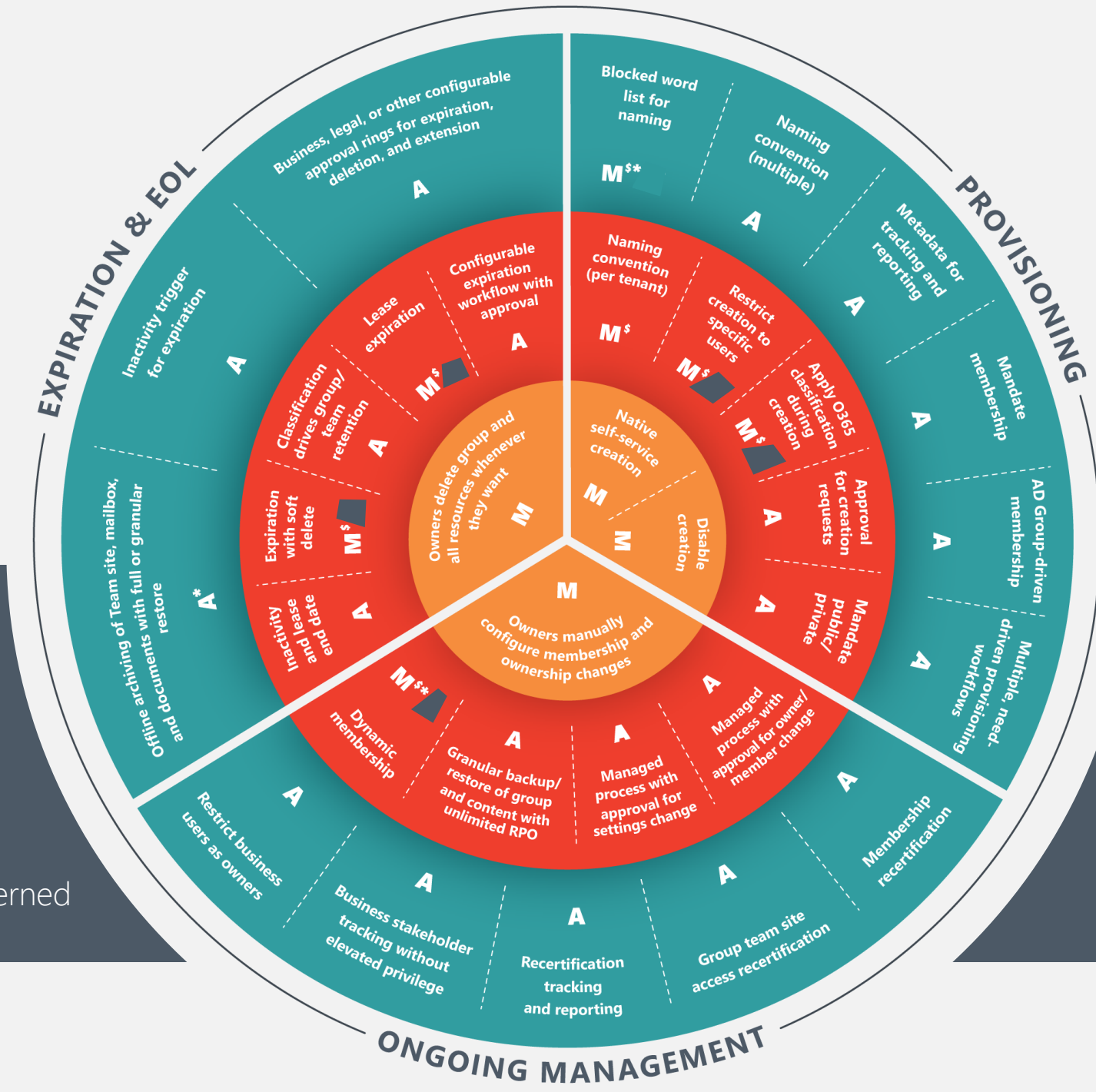


# Right-Sizing Office 365 Governance

**M** Office 365 Feature    \$ Requires AAD Premium  
**A** AvePoint Feature    \* Planned

## LEVELS OF GOVERNANCE:

Ungoverned
  Lightly Governed
  Fully Governed





- M** Office 365 Feature  
**A** AvePoint Feature  
\$ Requires AAD Premium  
\* Planned

## EXPIRATION & EOL

Offline archiving of Team site, mailbox, and documents with full or granular restore

**A\***

Inactivity trigger for expiration

**A**

Business, legal, or other configurable approval rings for expiration, deletion, and extension

**A**

Inactivity and lease end date

**A**

Expiration with soft delete

**M\$A**

Classification drives group/team retention

**A**

Lease expiration

**M\$A**

Configurable expiration workflow with approval

**A**

Owners delete group and all resources whenever they want

**M**

Self service and  
automated  
provisioning  
based on  
business need

## Megan Bowen

Megan needs to work with  
some colleagues on the  
departmental away day  
planning



- Search
- Home
  - Notebook
  - Documents
  - Pages
  - Site contents
  - Work Space Catalogue
  - Recycle bin

Global Intranet Template

Global Intranet

Not following Share



Work Space Catalogue

LEARN MORE >

Register for Annual Staff Meeting

Environmental Policy

World Wildlife Day


Check out the new café




- Home Page
- Start a Request
- My Requests
- My To-Do List
- Public Site Collection Directory
- My Sites

Hi Megan Bowen, what would you like to do?


Start a Request




View My Requests




View My To-Do List



Public Site Collection Directory



My Sites





- Home Page
- Start a Request
- My Requests
- My To-Do List
- Public Site Collection Directory
- My Sites

Hi Megan Bowen, what would you like to do?

Start a Request

Submit a new request from your service catalog.

View My Requests

View My To-Do List

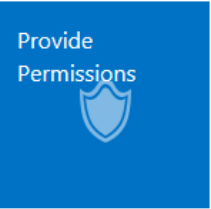
Public Site Collection Directory

My Sites

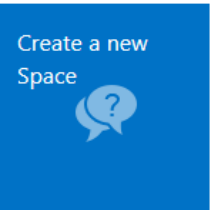
- Home Page
- Start a Request
- My Requests
- My To-Do List
- Public Site Collection
- Directory
- My Sites

# Start a Request

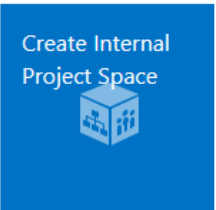
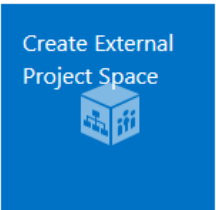
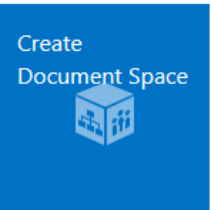
Administration  
(1)



Not sure what  
you want? Start  
Here  
(1)



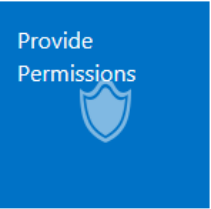
Spaces  
(3)



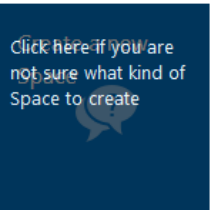
- Home Page
- Start a Request
- My Requests
- My To-Do List
- Public Site Collection
- Directory
- My Sites

# Start a Request

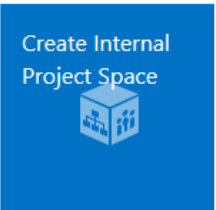
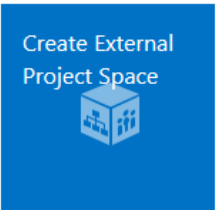
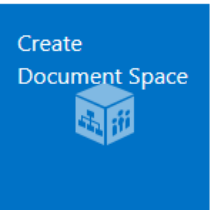
Administration  
(1)



Not sure what you want? Start Here  
(1)



Spaces  
(3)





- Home Page
- Start a Request
- My Requests
- My To-Do List
- Public Site Collection Directory
- My Sites

# Start a Request > Questionnaire

Cancel

What do you need this space for?

Select One

- Home Page
- Start a Request
- My Requests
- My To-Do List
- Public Site Collection Directory
- My Sites

# Start a Request > Questionnaire

[Cancel](#)

What do you need this space for?

Select One

Select One

Collaborate with external parties

Collaborate internally

Publish information about my department

Something else

- Home Page
- Start a Request
- My Requests
- My To-Do List
- Public Site Collection Directory
- My Sites

Start a Request > Questionnaire

Cancel

What do you need this space for?

Collaborate with external parties

How would you classify the content?

Select One

- Home Page
- Start a Request
- My Requests
- My To-Do List
- Public Site Collection Directory
- My Sites

Start a Request > Questionnaire

Cancel

What do you need this space for?

Collaborate with external parties

▼

How would you classify the content?

Select One

▼

Select One

Public

Internal

Confidential

- Home Page
- Start a Request
- My Requests
- My To-Do List
- Public Site Collection Directory
- My Sites

# Start a Request > Questionnaire

[Cancel](#)

What do you need this space for?

Collaborate with external parties

How would you classify the content?

Public

Is this for a project?

☐ Yes

☐ No



- Home Page
- Start a Request
- My Requests
- My To-Do List
- Public Site Collection Directory
- My Sites

# Start a Request > Questionnaire

[Submit](#) [Cancel](#)

What do you need this space for?

Collaborate with external parties

How would you classify the content?

Public

Is this for a project?

☒ Yes

☐ No



Back to site

- Home Page
- Start a Request
- My Requests
- My To-Do List
- Public Site Collection Directory
- My Sites

# Start a Request > Create External Project Space

Save As Draft Save and Submit Cancel

## Request Summary

Enter a brief summary for your new service request. It will be displayed on your My Requests and your approvers' My Tasks list. It should reflect the request's purpose or function to help your approvers to quickly understand the business reason behind the request. Enter optional notes to your approvers.

## \*Request Summary:

Create new space for EOY Charity Event

## Notes to approvers:

## Privacy

Choose to make the new Office 365 group to be a public group or a private group.

Public - Anyone can see group content

## Outside Senders

Choose whether to let people outside the organization e-mail the group.

Allow outside senders

## Primary Group Contact

Specify a user to be the primary group contact. This should be a

\* Megan Bowen X



Back to site

Primary Group Contact

Specify a user to be the primary group contact. This should be a business user who will be responsible for managing the lifecycle of the Office 365 group.

\* Megan Bowen X

Secondary Group Contact

Specify a user to be the secondary group contact. This should be a business user who will be responsible for managing the lifecycle of the Office 365 group in the event the primary group contact is unable to respond to a notification.

\* Diego Siciliani X

Group Owners

Specify one or more Office 365 users to be the owners of the new group. Note that only Office 365 users who have mailboxes are allowed to be specified as owners of the new group. You can also enter \$ to select from the following options:

Irvin Sayers

[View Available Roles >](#)

Group Members

Specify one or more Office 365 users to be the members of the new group. Note that only Office 365 users who have mailboxes are allowed to be specified to be the members of the new group. You can also enter \$ to select from the following options:

☒ Select group members manually

Megan Bowen X Alex Wilber X  
Emily Braun X Diego Siciliani X  
Pradeep Gupta X |

☐ Define rules to populate group members dynamically

Back to site

## Office 365 Group Policy

Select an Office 365 group policy that will be applied to the group.

\*Office 365 group policy:  
Office 365 Groups Policy

Space Classification

Public

- ✓ Granular backup every 6 hours
- ✓ Auditing Enabled
- ✓ Lease period of 6 months
- ✓ Option to extend lease by 3 months
- ✓ Recertify members every month

Save As Draft

Save and Submit

Cancel

[Back to site](#)

## Office 365 Group Policy

Select an Office 365 group policy that will be applied to the group.

\*Office 365 group policy:  
Office 365 Groups Policy

## Space Classification

Public

## Project Code

\*CharityQ42017

## Basic Information

Enter the group name and group ID. Then, enter an optional group description.

\*Group name:  
ExternalProject EOYCharity

\*Group ID:  
charityq42017

Group description:

Save As Draft

Save and Submit

Cancel

Self service and  
automated  
provisioning  
based on  
business need

## Diego Siciliani

Diego is Megan's manager  
and receives an email  
requesting approval for her  
request



^ Folders

More

^ Groups New

FinanceTest1

Discover

Create

- Focused Other Filter
- Next: No events for the next two days. Agenda
- ☐ AvePoint Governance Automa...  
**You Have a New Task for Create new space** 7:34 AM  
Hello Diego Siciliani, A new task Create new space for...
  - AvePoint Governance Automa...  
**The Request Create new Space for Fundraisi** 6:28 AM  
Hello Megan Bowen, The request Create new Space f...
  - AvePoint Governance Automa...  
**You Have a New Task for Create new Space** 6:10 AM  
Hello Diego Siciliani, A new task Create new Space fo...
  - AvePoint Governance Automa...  
**The Request Office Move Project Has compl** 3:51 AM  
Hello Diego Siciliani;Megan Bowen, The request Offic...
  - AvePoint Governance Automa...  
**You Have a New Task for Office Move Proje** 3:42 AM  
Hello Diego Siciliani, A new task Office Move Project...
  - AvePoint Governance Automa...  
**The Request Demo Template Creation Has c** 3:15 AM  
Hello Diego Siciliani;Megan Bowen, The request Dem...
  - AvePoint Governance Automa...  
**The Request Please create new space for Au** 3:12 AM  
Hello Megan Bowen, The request Please create new s...
  - AvePoint Governance Automa...  
**The Request Create Xmas Party Org Has con** 3:11 AM  
Hello Diego Siciliani;Megan Bowen, The request Crea...
  - AvePoint Governance Automa...  
**You Have a New Task for Demo Template Ci** 3:10 AM  
Hello Diego Siciliani, A new task Demo Template Cre...

## You Have a New Task for Create new space for EOY Charity Event

**AvePoint Governance Automation Online Team** <GAOnline@avepoint.com>  
Today, 7:34 AM  
Diego Siciliani

To help protect your privacy, some content in this message has been blocked. To re-enable the blocked features, [click here](#).

To always show content from this sender, [click here](#).

**Hello Diego Siciliani,**

A new task Create new space for EOY Charity Event submitted by MeganB@M365x445196.onmicrosoft.com has been assigned to you at 10/26/2017 2:34:31 PM . Please go to this [link](#) for more details.

Sincerely,  
The Governance Automation Online Team

[Learn more about Governance Automation Online](#)  
[Contact Us](#)

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My To-Do List >

My Tasks

My Recertification Report

🔄 Refresh

Search 🔍

Show rows: 15 ▾ < 1/1 >

+ ✓	Request ID	Request Summary	Requester	Service	Status	Request Status	Comments
	572	<a href="#">Create new space for EOY Charity Event</a>	... Megan Bowen	Create External Project Space	Waiting for Approval		



My To-Do List

My Tasks My Recertification Report

Refresh

Search Show rows: 15 1/1

Request ID

Request Summary

572

Create new space for EOY Charity Event

View Details: Create new space for EOY Charity Event

✓ Approve

Reassign

✗ Reject

View Request History

Task Information

Request ID:

572

Request Summary:

Create new space for EOY Charity Event

Notes to approvers:

Service Type:

Create Group

Requester:

Megan Bowen

Status:

Waiting for Approval

Last Modified Time:

2017-10-26 14:34:31

Request Status:

(First Stage Task Created)

Comments:

Create Group - Basic Settings

Privacy

Privacy:

Public - Anyone can see group content

Outside Senders

My To-Do List > My Tasks My Recertification Report

Refresh Search Show rows: 15 1/1

✓

Request ID

Request Summary

572

Create new space for EOY Charity Event

View Details: Create new space for EOY Charity Event

✓ Approve

Reassign

✗ Reject

View Request History

▼ Create Group - Basic Settings

Privacy

Privacy:Public - Anyone can see group content

Outside Senders

Outside Senders:Allow outside senders

Primary Group Contact:

Megan Bowen

Secondary Group Contact:

Diego Siciliani

Group Owners:

Irvin Sayers

Group Members

Method to select group members:Select group members manually

Group Members:Megan Bowen  
Alex Wilber  
...

Request Status

Comments

My To-Do List

My Tasks My Recertification Report

Refresh

Search Show rows: 15 1/1

+ ✓	Request ID	Request Summary	View Details: Create new space for EOY Charity Event	Request Status	Comments
-----	------------	-----------------	--	----------------	----------

572 Create new space for EOY Charity Event

✓ Approve Reassign ✗ Reject ⌚ View Request History

Group Members

Method to select group members:	Select group members manually
Group Members:	Megan Bowen Alex Wilber Emily Braun Diego Siciliani Pradeep Gupta
Enable hidden group membership:	No

Office 365 Group Policy

Office 365 group policy:	Office 365 Groups Policy
--------------------------	--------------------------

Metadata

Metadata Name	Metadata Value
Space Classification	Public
Project Code	Charity042017

# My To-Do List >

My Tasks

My Recertification Report

Refresh

Search

Show rows: 15 < 1/1 >

+	Request ID	Request Summary
	572	Create new space for EOY Charity Event

View Details: Create new space for EOY Charity Event

Approve Reassign Reject View Request History

### Office 365 Group Policy

Office 365 group policy: Office 365 Groups Policy

### Metadata

< 1/1 >

Metadata Name	Metadata Value
Space Classification	Public
Project Code	CharityQ42017

### Basic Information

Group name: ExternalProject\_EOYCharity

Group ID: charityq42017@M365x445196.onmicrosoft.com

Group description: Space for EOY Charity Event

Request Status	Comments

My To-Do List >

My Tasks My Recertification Report

Approve Reassign Reject Refresh

Search Show rows: 15 1/1

+ ✓	Request ID	Request Summary	View Details: Create new space for EOY Charity Event	Request Status	Comments
✓	572	Create new space for EOY Charity Event			

Approve Reassign Reject View Request History

**Office 365 Group Policy**

Office 365 group policy: Office 365 Groups Policy

**Meta**

Meta

Space

Project

**Basic**

Group name: ExternalProject\_EOYCharity

Group ID: charityq42017@M365x445196.onmicrosoft.com

Group description: Space for EOY Charity Event

**Governance Automation Online**

My Comments:

OK Cancel

My To-Do List > My Tasks My Recertification Report

✓ Approve Reassign ✗ Reject ↻ Refresh

Search Show rows: 15 < 1/1 >

+ ✓	Request ID	Request Summary	View Details: Create new space for EOY Charity Event	Request Status	Comments
✓	572	Create new space for EOY Charity Event			

✓ Approve Reassign ✗ Reject ⌚ View Request History

**Office 365 Group Policy**

Office 365 group policy: Office 365 Groups Policy

**Meta**

Meta

Space

Proj

**Basic**

Group name: ExternalProject\_EOYCharity

Group ID: charityq42017@M365x445196.onmicrosoft.com

Group description: Space for EOY Charity Event

**Governance Automation Online**

My Comments:

Approved

OK Cancel



My To-Do List > My Tasks My Recertification Report

Refresh Search

+ ✓ Request ID Request Summary View Details: Create new space for EOY Charity Event Request Status Comments

View Request History

Office 365 Group Policy

Office 365 group policy: Office 365 Groups Policy

Metadata

< 1/1 >

Metadata Name	Metadata Value
Space Classification	Public
Project Code	CharityQ42017

Basic Information

Group name:	ExternalProject_EOYCharity
Group ID:	charityq42017@M365x445196.onmicrosoft.com
Group description:	Space for EOY Charity Event

Self service and  
automated  
provisioning  
based on  
business need

## Megan Bowen

Megan receives an email  
to let her know that her  
space is now available



- Folders
- Favorites
    - Inbox 1
  - Megan Bowen
    - Inbox 1
    - Drafts
    - Sent Items
    - Deleted Items
    - Archive
    - Conversation History
    - Junk Email
    - Notes
    - In-Place Archive -Megan Bowen
  - Groups
    - ExternalProject\_Ei
    - ExternalProject\_Fi
    - Finance\_Project4!
    - Finance\_OM455
    - Finance\_Q2QPR

- Focused Other Filter
- Next: No events for the next two days. Agenda
- AvePoint Governance Automa...  
You Have a New Task for Xmas in July site col 4:39 AM  
Hello Megan Bowen, A new task Xmas in July site coll...
- AvePoint Governance Automa...  
You Have a New Task for Xmas in July site col 4:35 AM  
Hello Megan Bowen, A new task Xmas in July site coll...
- AvePoint Governance Automa...  
The Project Space, Site Collection Title, has b... 4:16 AM  
Hello Megan Bowen, Hello, Please note that the Inter...
- Yesterday
- Megan Bowen  
You've joined the ExternalProject\_EOYCharity Thu 7:59 AM  
WorkBrilliantlyTogether Welcome to the ExternalProj...
- ☐ AvePoint Governance Automa...  
The Request Create new space for EOY Charit Thu 7:48 AM  
Hello Megan Bowen, The request Create new space f...
- Megan Bowen  
You've joined the ExternalProject\_Fundraising Thu 6:39 AM  
WorkBrilliantlyTogether Welcome to the ExternalProj...
- AvePoint Governance Automa...  
The Request Create new Space for Fundraisin! Thu 6:28 AM  
Hello Megan Bowen, The request Create new Space f...
- AvePoint Governance Automa...  
The Request Office Move Project Has comple Thu 3:51 AM  
Hello Diego Siciliani;Megan Bowen, The request Offic...
- AvePoint Governance Automa...  
A Site Collection https://m365x445196.sharep Thu 3:51 AM  
Hello Megan Bowen, You are given the responsibility...

## The Request Create new space for EOY Charity Event Has Completed



AvePoint Governance Automation Online Team <GAOnline@avepoint.com>

Yesterday, 7:48 AM

Megan Bowen; Megan Bowen; Diego Siciliani



Reply all

Hello **Megan Bowen**,

The request Create new space for EOY Charity Event submitted by MeganB@M365x445196.onmicrosoft.com has Completed .

Log into <https://nega.avepointonlineservices.com> for more details.

Sincerely,  
The Governance Automation Online Team

[Learn more about Governance Automation Online](#)  
[Contact Us](#)

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- Search All Groups
- Create Group
  - My Requests
  - All Groups
  - Favorite Groups
  - Joined Teams
  - Joined Groups
  - Recent Groups
  - My Hubs

All Groups

Save as a Hub List

Properties: All

**DT Demo Template** Private Group

Information Tags Members Details

Send email messages to [DemoTemplate@M365x445196.onmicrosoft.com](mailto:DemoTemplate@M365x445196.onmicrosoft.com)

Description  
Demo Template

**EE ExternalProject\_EOYCh** Public Group

Information Tags Members

Send email messages to [charityq42017@M365x445196.onmicrosoft.com](mailto:charityq42017@M365x445196.onmicrosoft.com)

Description  
Space for EOY Charity Event

- Conversations
- Calendar
- Files
- Notebook
- Site
- Planner

**EF ExternalProject\_Fundra** Private Group

Information Tags Members Details

Send email messages to [projectcharity@M365x445196.onmicrosoft.com](mailto:projectcharity@M365x445196.onmicrosoft.com)

Description

**FO Finance\_OM455** Private Group

Information Tags Members Details

Send email messages to [om455@M365x445196.onmicrosoft.com](mailto:om455@M365x445196.onmicrosoft.com)

Description

**FP Finance\_Project455** Private Group

Information Tags Members Details

Send email messages to [audit455@M365x445196.onmicrosoft.com](mailto:audit455@M365x445196.onmicrosoft.com)

Description  
Finance\_Project455


**FQ Finance\_Q2QPR** Private Group

Information Tags Members Details

Send email messages to [q2qpr@M365x445196.onmicrosoft.com](mailto:q2qpr@M365x445196.onmicrosoft.com)

Description

- 🔍 Search
- Home
  - Conversations
  - Documents
  - Notebook
  - Pages
  - Site contents
  - Recycle bin
  - ✎ Edit


 ExternalProject\_EOYCharity  
Public group

☆ Not following Group conversations ↗️  
👤 1 member

+ New ▾ Published ✎ Edit

## News

+ Add

 News

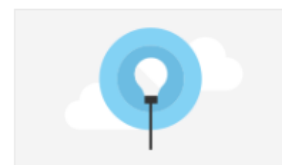
Keep your team engaged by sharing content and updates

**Add News**



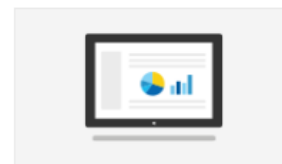
Keep your team updated with News on your team site  
From the new team site home page you'll be able to quickly author a new News Post – a status update, trip report, or even just highlight a...

SharePoint Oct 26, 2017



What is a team site?  
A SharePoint team site connects you and your team to the content, information, and apps you rely on every day. For example, you can...

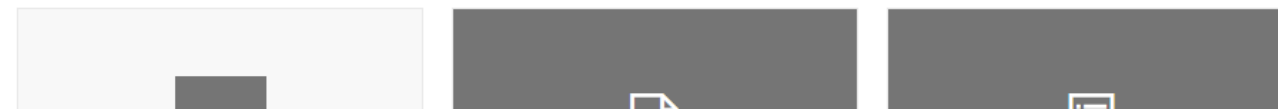
SharePoint Oct 26, 2017



Add a page to a site  
Using pages is a great way to share ideas using images, Excel, Word and PowerPoint documents, video, and more. You can create and...

SharePoint Oct 26, 2017

## Activity







ExternalProject_EOYCharity				
Basic Properties	Metadata	Policy	Lifecycle Timeline	Service
Department				
Finance				
Primary Contact				
MeganB@M365x445196.onmicrosoft.com				
Secondary Contact				
DiegoS@M365x445196.onmicrosoft.com				

All Groups

https://gh-north-europe-x.avepointonlineservices.com/AllGroups

Search

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🔧

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GroupHub

Search All Groups

🔍

➕ Create Group

My Requests

All Groups

Favorite Groups

Joined Teams

Joined Groups

Recent Groups

My Hubs

All Groups

Save as a Hub

Properties: All

DT

Demo Template

Private Group

InformationTagsMembersDetails

Send email messages to  
DemoTemplate@M365x445196.onmicrosoft.co

Description  
Demo Template

EE

ExternalProject\_EOYCh

Public Group

InformationTagsMembersDetails

Send email messages to  
charityq42017@M365x445196.onmicrosoft.com

Description  
Space for EOY Charity Event

EF

Ex

Pr

Information

Send email r

Description

FO

Finance\_OM455

Private Group

InformationTagsMembersDetails

Send email messages to  
om455@M365x445196.onmicrosoft.com

Description

FP

Finance\_Project455

Private Group

InformationTagsMembersDetails

Send email messages to  
audit455@M365x445196.onmicrosoft.com

Description  
Finance\_Project455

FQ

Fi

Pr

Information

Send email r

Description

ExternalProject\_EOYCharity

Basic PropertiesMetadataPolicyLifecycle TimelineService

Space Classification

Public

Project Code

CharityQ42017

All Groups

https://gh-north-europe-x.avepointonlineservices.com/AllGroups

Search

☆

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🔧

☰

GroupHub

Search All Groups

🔍

➕ Create Group

My Requests

All Groups

Favorite Groups

Joined Teams

Joined Groups

Recent Groups

My Hubs

All Groups

Save as a Hub

Properties: All

DT

Demo Template

Private Group

InformationTagsMembersDetails

Send email messages to

DemoTemplate@M365x445196.onmicrosoft.co

Description

Demo Template

EE

ExternalProject\_EOYCh

Public Group

InformationTagsMembersDetails

Send email messages to

charityq42017@M365x445196.onmicrosoft.com

Description

Space for EOY Charity Event

EF

Ex

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Information

Send email r

projectcharit

Description

FO

Finance\_OM455

Private Group

InformationTagsMembersDetails

Send email messages to

om455@M365x445196.onmicrosoft.com

Description

FP

Finance\_Project455

Private Group

InformationTagsMembersDetails

Send email messages to

audit455@M365x445196.onmicrosoft.com

Description

Finance\_Project455

FQ

Fi

Pr

Information

Send email r

q2qpr@M36

Description

ExternalProject\_EOYCharity

Basic PropertiesMetadataPolicyLifecycle TimelineService

Policy Name

Office 365 Groups Policy

Policy Description

Lease Period Expiration Date

181 Day(s)

Will expire on 4/26/2018 2:48:06 PM

All Groups

https://gh-north-europe-x.avepointonlineservices.com/AllGroups

Search

☆

📁

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🔒

🔧

☰

GroupHub

Search All Groups

⊕ Create Group

My Requests

All Groups

Favorite Groups

Joined Teams

Joined Groups

Recent Groups

My Hubs

All Groups

Save as a Hub

Properties: All

DT

Demo Template

Private Group

InformationTagsMembersDetails

Send email messages to

DemoTemplate@M365x445196.onmicrosoft.co

Description

Demo Template

EE

ExternalProject\_EOYCh

Public Group

InformationTagsMembersDetails

Send email messages to

charityq42017@M365x445196.onmicrosoft.com

Description

Space for EOY Charity Event

EF

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Information

Send email r

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Description

FO

Finance\_OM455

Private Group

InformationTagsMembersDetails

Send email messages to

om455@M365x445196.onmicrosoft.com

Description

FP

Finance\_Project455

Private Group

InformationTagsMembersDetails

Send email messages to

audit455@M365x445196.onmicrosoft.com

Description

Finance\_Project455

FQ

Fi

Pr

Information

Send email r

q2qpr@M36

Description

ExternalProject\_EOYCharity

Basic PropertiesMetadataPolicyLifecycle TimelineService

🏠

10/26/2017 2:48:06 PM

Provisioned

📅

10/26/2017

Today

⚠

4/26/2018 2:48:06 PM

Lease Expiration

# Establish Sustainable Adoption Plan



Change is  
often met with  
resistance

Only 34% are the early  
majority willing to adopt  
new technology within the  
enterprise \*





# Adoption challenges

SaaS productivity platform move is “lift and shift” and no new value is delivered

Organizations are ill-prepared to deliver continuous change provided by SaaS productivity platform

Lack of “digital dexterity” investment such as mobile first programs

\* [Maximize the Value of Office 365 by Making it Part of a Digital Dexterity Program](#)



# Why training alone doesn't work



Lack of buy-in

Unclear expectations

Non-contextual

What's in it for me?



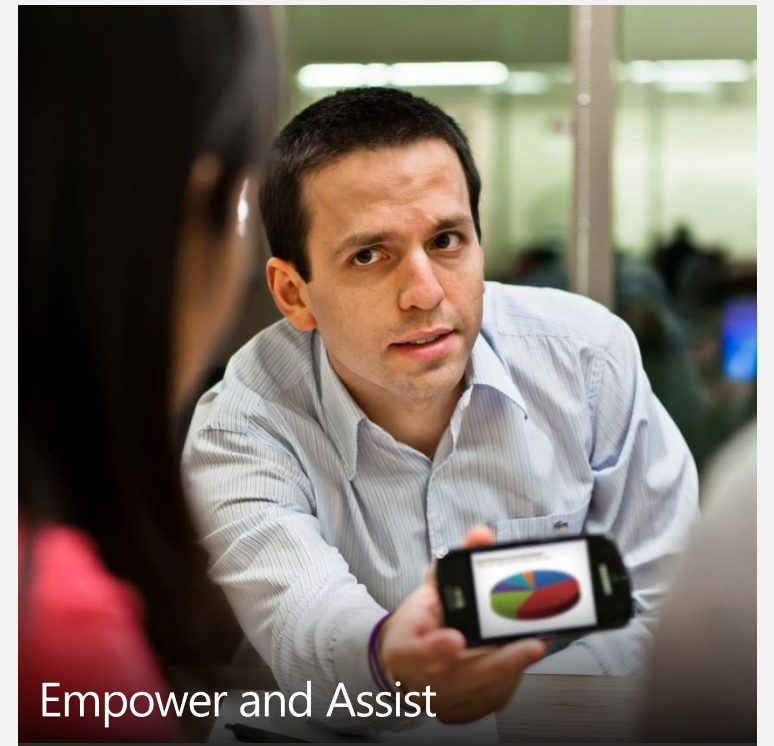
# Goal: Drive Sustainable Adoption



Drive Excitement

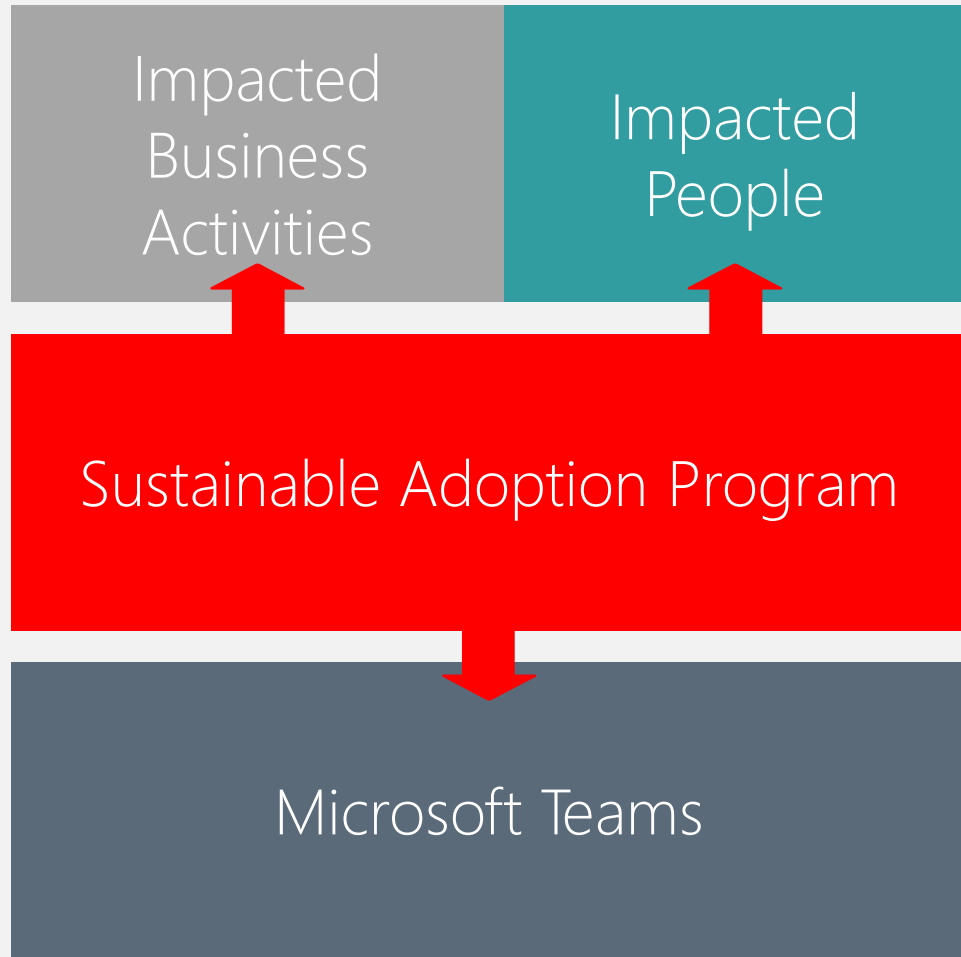


Facilitate Change



Empower and Assist

# Sustainable Adoption Objectives



- Minimize the negative impact of making technology changes
- Promote the consistent adoption of Microsoft Teams
- Provide users with the resources they need to be successful



# Step 1: Make it easy to do the right thing

Specify rules of engagement

Focus on business scenarios or initiatives

Enforce & automate governance



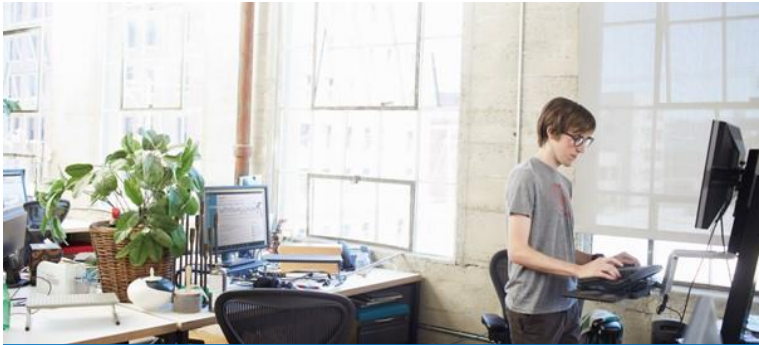


# Example: Make meetings better



# Example: Focus on Business Scenarios

## Engineering, Research & Development



Share best practices across geographies

## Operations, Manufacturing & Logistics



Improve and monitor business processes

## Sales, Marketing, PR & Communications



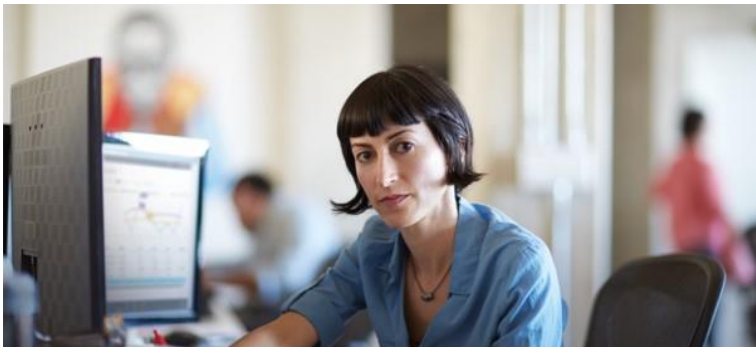
Align Sales and Marketing teams

## HR & Legal Services



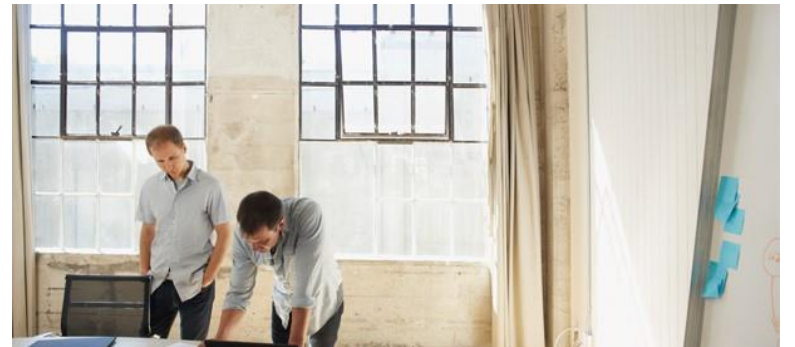
Gather & process forms from employees

## Accounting, Finance & Procurement



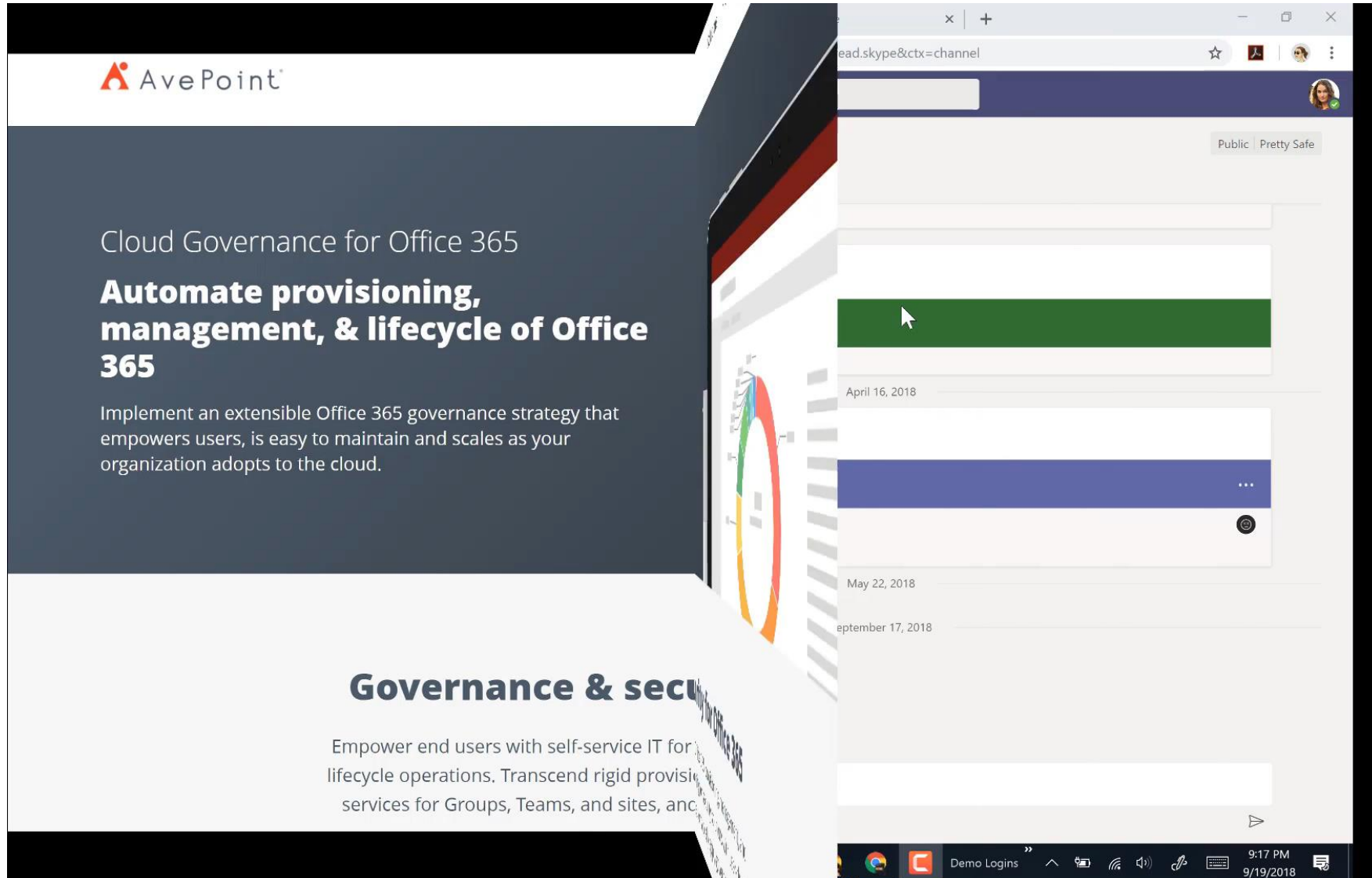
Pull data and build financial reports

## Administration



Organize teams and manage calendars

# Example: Govern Self-Service



The image displays a presentation slide for AvePoint's Cloud Governance for Office 365, overlaid on a Skype chat window. The slide features the AvePoint logo at the top left. The main heading is "Cloud Governance for Office 365", followed by the sub-heading "Automate provisioning, management, & lifecycle of Office 365". Below this, a paragraph states: "Implement an extensible Office 365 governance strategy that empowers users, is easy to maintain and scales as your organization adopts to the cloud." At the bottom of the slide, the heading "Governance & security" is partially visible, with the text "Empower end users with self-service IT for lifecycle operations. Transcend rigid provisioning services for Groups, Teams, and sites, and" below it. The background of the slide includes a colorful circular graphic. The Skype chat window on the right shows a channel named "lead.skype&ctx=channel" with a status of "Public | Pretty Safe". The chat history includes a green message bar, a date separator for "April 16, 2018", a blue message bar with a "..." menu, a date separator for "May 22, 2018", and another date separator for "September 17, 2018". The Windows taskbar at the bottom shows the time as 9:17 PM on 9/19/2018, with icons for Chrome, a red square icon, and "Demo Logins".

AvePoint

Cloud Governance for Office 365

**Automate provisioning, management, & lifecycle of Office 365**

Implement an extensible Office 365 governance strategy that empowers users, is easy to maintain and scales as your organization adopts to the cloud.

**Governance & security**

Empower end users with self-service IT for lifecycle operations. Transcend rigid provisioning services for Groups, Teams, and sites, and

lead.skype&ctx=channel

Public | Pretty Safe

April 16, 2018

May 22, 2018

September 17, 2018

9:17 PM 9/19/2018



# Step 2: Facilitate leadership buy-in

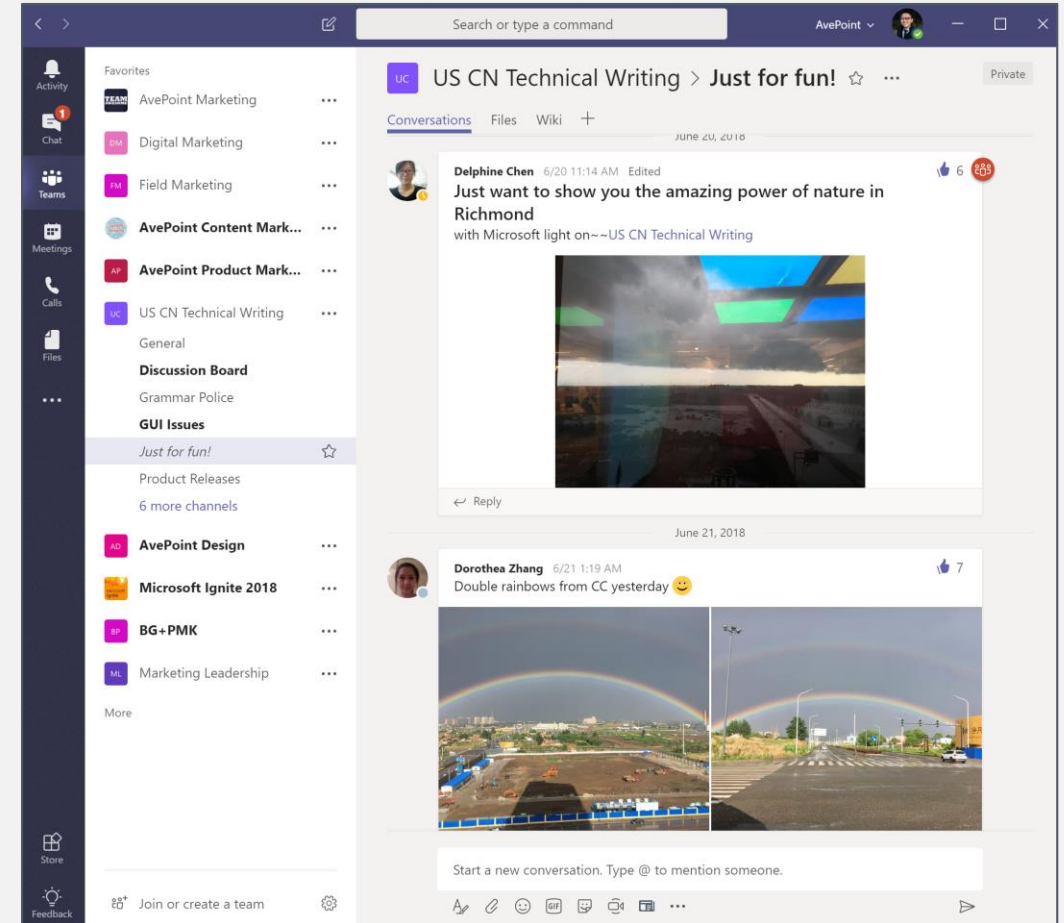
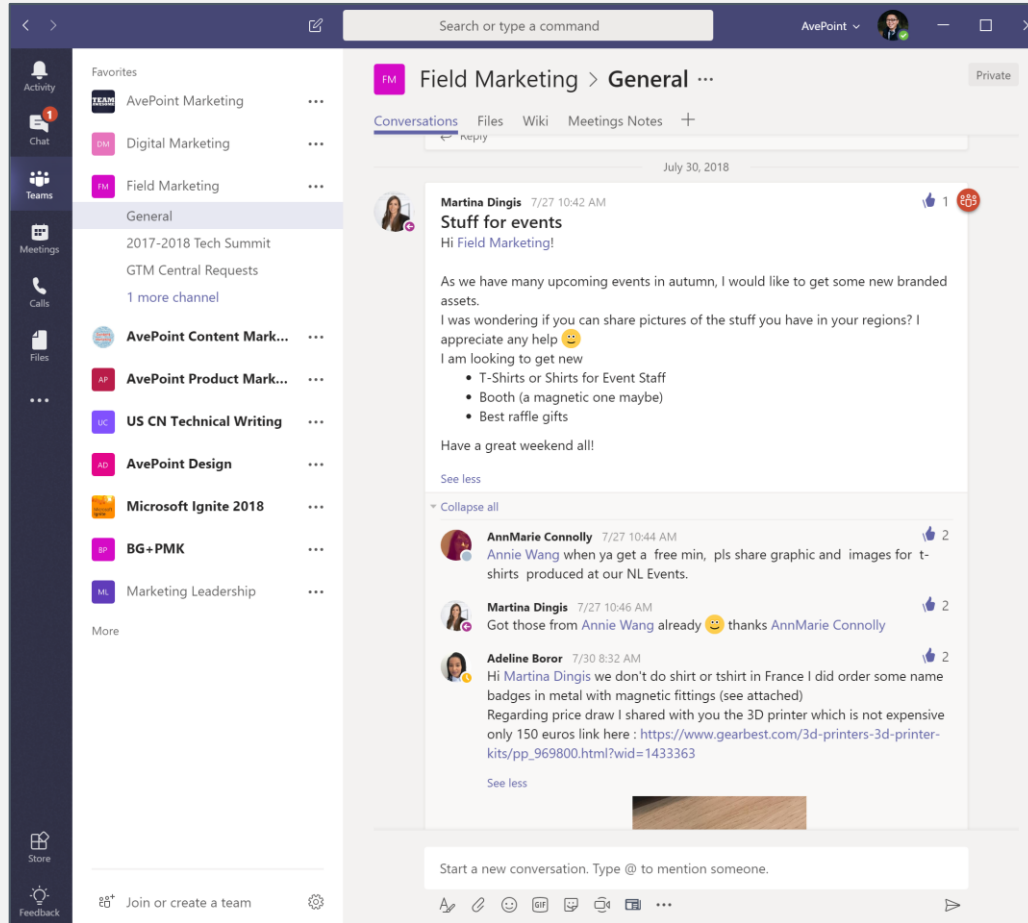
Highlight financial benefits

Demonstrate better transparency

Expedite organizational agility



# Example: Global team collaboration





# Step 3: Ensure quick wins

Enable mobility

Provide a one-stop shop

A day in the life



# Example: Real time translation



O365 Grp - Dokumentportal > General ...

Conversations Files Wiki Development Tasks Notes DokumentPortalen +

**Kimberley Morrison** 7/17 5:07 PM  
Veronica Johansson could you please upload all the images for the depots and departments you have created to the files section in the team?  
1 reply from Veronica  
← Reply

July 23, 2018

**Veronica Johansson** 7/23 8:22 AM  
**Kimberley Morrison** kan du skapa två mappar som jag kan ladda upp alla bilder i? det blir så många filer i vår lista annars 😊 @

**Kimberley Morrison** 7/23 9:57 AM  
Good morning veronica, I've created two folders, one for the images with their descriptions and one without  
← Reply

**Veronica Johansson** 7/23 8:55 AM  
**Kimberley Morrison** utöver alla processbibliotek behöver vi även ett bibliotek för Lokala rutiner och ett för BilMog. ... @

**Kimberley Morrison** 7/23 9:58 AM  
Thanks, I made a note of the Local Routines one but will also make sure there is one for BilMog. in your excel you create?  
← Reply

- Delete
- Mark as unread
- Copy link
- Translate
- Immersive Reader

# Example: Mobile Access



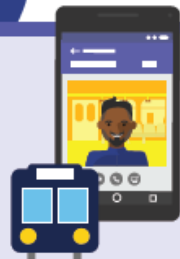
## Microsoft Teams

### Day in the life – IT Project Manager

Jamal is an IT project manager with Contoso Technologies and is responsible for making sure IT projects are meeting stakeholders needs, and delivered on time and within budget.

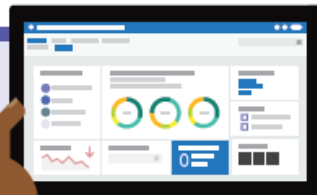
7:45 AM

Jamal uses his Teams mobile app to get up to speed the activity feed as he travels to work and joins the daily stand up call remotely.



8:30 AM

At the office, he navigates to the Visual Studio Online dashboard tab in Teams. Jamal reviews his projects and notes a few trends that are concerning.



9:30 AM

On Teams he asks for additional data points related to projects risks and @ mentions specific individuals to get their attention.

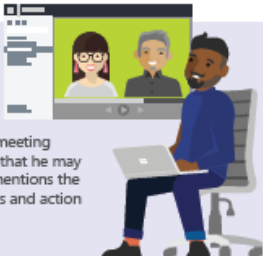


11:30 AM

Jamal joins a project review meeting in Teams, shares his screen, and navigates to the Planner tab to review key activities by owner and adjusts due dates.

2:00 PM

He prepares his meeting notes and replays the Teams cloud based meeting recording for things that he may have missed. He @mentions the channel with updates and action items in Planner.



3:30 PM

Jamal gets notified in Teams of a new bug that was posted in the channel from the Visual Studio Online connector. He @ mentions experts to help to resolve in time for their release date.



4:30 PM

In Teams he goes to the Financial app tab to update current resource costs for several of his projects.



6:00 PM

Jamal receives another notification from Visual Studio Online notifying him that the bug is being resolved. He prepares for his weekly status report and posts it into the PMO Teams site @mentioning the team.

# Example: A Day in the Life

## Make it relevant to their role





# Step 4: Develop Contextual Learning



Use case driven

On-demand

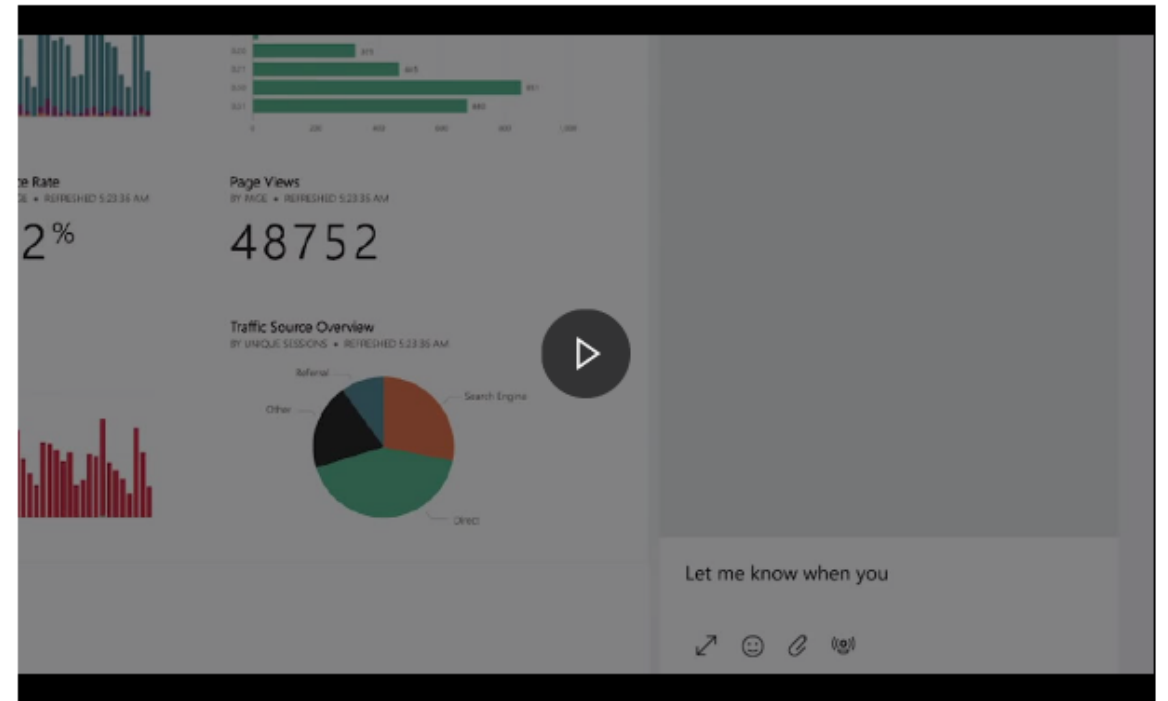
Always have a call to action



# Example: Microsoft Teams for Sales

## Bring together content, people, and tools in one place

As a sales manager, you work with many different tools and people. **Microsoft Teams** is a digital, chat-based workspace for today's teams. After setting up a group in a Teams channel, you can email the entire channel, send attachments, and receive notifications from all posts in a channel. Channels bring together chat, content, people, and tools in one place so everyone has instant access to everything they need. You can set up different groups for specific workflows like account transitions or customer feedback.



# Example: On-Demand Learning

What is Microsoft Teams?  
▶ Video

Sign in and get started  
📄 Article

Chat and share files  
📄 Article

Collaborate  
📄 Article

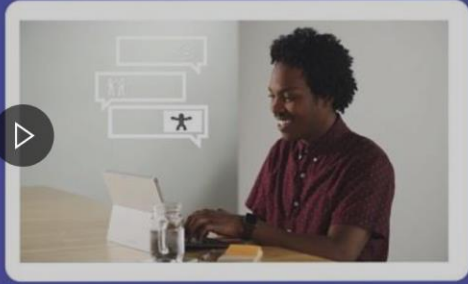
Set up your mobile apps  
📄 Article

Learn more  
📄 Article

**Next:** Intro to Microsoft Teams

What is Microsoft Teams?

▶



With Microsoft Teams on your PC, Mac, or mobile device, you can:

- Pull together a team.
- Use chat instead of email.
- Securely edit files at the same time.
- See likes, @mentions, and replies with just a single tap.
- Customize it by adding notes, web sites, and apps.

[Video Training: What is Microsoft Teams?](#)

# Example: Move email addicts to Teams

## Your email...

- Forces YOU to separate your inbound communication
- Requires YOU to configure complex rules to ensure relevant information is surfaced and noise is reduced
- Notifies you on ALL new messages
- EVERY message goes into a recipient's mailbox

## A team...

- AUTOMATICALLY separates your inbound communication into Channels
- Let's you TUNE IN to what you care about and tune out what you don't
- Notifies you only for messages you EXPLICITLY care about
- @mentions allow you to poke recipients only when relevant





### 【When to use Teams vs other tools?】

Understanding the advantages and disadvantages of each tool helps you and your end users choose the right tool for the right occasion:

	Microsoft Teams	Yammer	E-Mail / Outlook	Skype for Business	SharePoint	Groups in Outlook
Speed	Fast Suitable for instant communication	Varies Can be used for communications of any speed	Slow Difficult to know if your email has been read or when you will hear back	Fast Suitable for instant communication	Slow When a document is shared via another tool, users find and access materials as they need it.	Varies Message is sent through Outlook. Difficult to know when you will hear back.
Audience	Small Designed for smaller, close-knit teams	Large More suitable for organization-wide communication or collaboration across departments	Varies Can be used for audiences of any size	Small Typically one-to-one or one-to-few	Varies While some sites can be limited to just team members, other SharePoint sites are designed for company-wide access	Small Designed for smaller, close-knit teams
Tone	Informal Personal and conversational. Suitable for team members who know each other well	Varies Mix of conversational and professional	Formal Professional. For instance, for sending contracts to clients	Varies Tone depends on the mix of people on messaging / calls and the situation	Formal Communication within SharePoint sites is typically brief and formal, directing users where content is and how it should be managed	Varies Tone depends on the mix of people on messaging / calls and the situation
Sharing of information	Very easily shared Information is shared with a specific group of people and in various formats and methods (shared library, networks, chats, or app integrations)	Easily shared Accessed once uploaded, however, you may lose track of specific content when you follow many feeds and groups. Idea for referencing content and not collaboration.	Not easily shared If it lies in attachment form - forwarding back and forth makes it hard to track. Attachments are better shared via OneDrive for Business	Not easily shared Attachments become downloaded files on your local drive. Manual maneuvering is required to share	Very easily shared and accessed Primarily a document management and storage system. Trouble co-editing from a single version of truth.	Easily Shared It lies in attachment form and stored in the Office 365 Groups document library / files repository.
Knowledge transfer	Easily transferred Change in membership has no impact on content availability. Newly added members have access to conversations and files accumulated from the start	Very easily transferred If your organization is consistent in tagging topics and if groups are maintained well, newly added users can easily find what they need moving forward	Not easily transferred Knowledge contained within the mailbox is lost to others after a user's account is deactivated	Not easily transferred Downloaded files and conversation history will be lost to others after a user's account is deactivated	Easily transferred Data is organized for new team members to easily locate and leverage even if the content producer's account is deactivated	Easily transferred Change in membership has no impact on content availability. Newly added members have access to group conversations and files accumulated from the start
Confidentiality	Medium/Low If default settings are not managed properly, confidential information can be exposed to those who should not see it	Low High visibility organization-wide means this is suitable for exchanging confidential or private information	High Only sender and recipient have the email and its content. Outlook users can restrict access to email using Office 365 Message Encryption or data information Protection templates. Can be accidentally forwarded to wrong parties	Medium Only sender and recipient have the conversation history and files	Medium/Low Users can choose to make their site public or private to a select group of users. Access to authorized groups is easily pronounced. Sensitive data may require extra safeguards for compliance	Medium/Low If default settings are not managed properly, confidential information can be exposed to those who should not see it

Office 365 Groups can be described as:

- A collection of people with a common purpose (a department, a project, a client etc.)
- ...That are armed with tools for collaboration (Teams, SharePoint, Yammer etc.)
- ...And who collaborate internally, externally or both (internal clients)
- ...With an appropriate level of transparency (public/private)

Check out our Office 365 Groups Playbook for access to regularly updated articles, webinars with industry leaders, and best practices.  
<https://www.avepoint.com/office365groups>

Free eBook

# When to Use and How to Manage Microsoft Teams & Office 365 Groups

- Chapter 1: What are Office 365 Groups?
- Chapter 2: What is Microsoft Teams?
- Chapter 3: What collaboration tool should I use when?
- Chapter 4: Top 3 concerns for Office 365 admins and how to alleviate them

Free Download >

[avepoint.com/resources](https://avepoint.com/resources)



# Step 5: Create Your 90 Day Plan

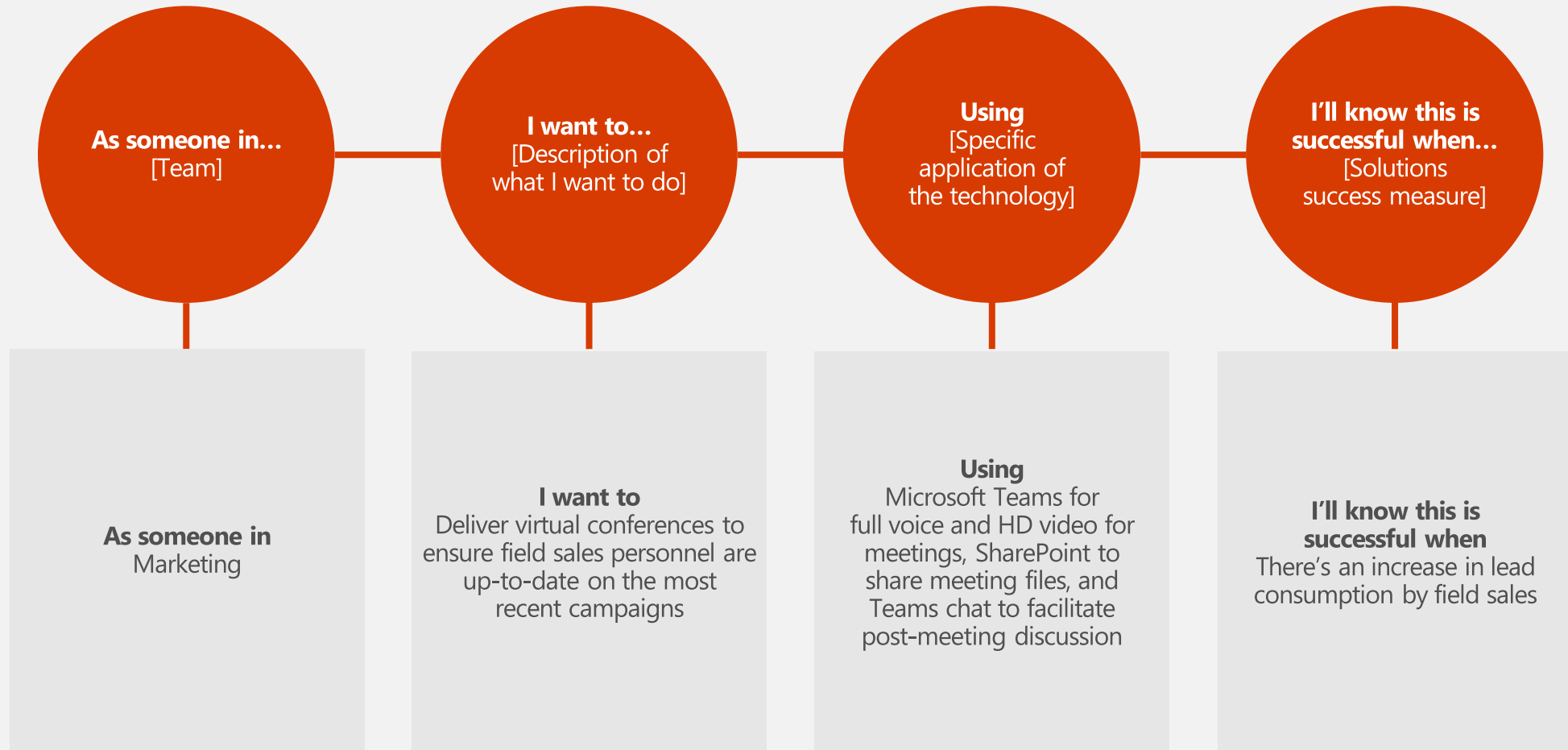
A man in a grey sweater is standing and speaking to a group of people in a modern office setting. In the foreground, a woman with brown hair is looking down at a laptop, and a man is drinking from a white cup. The background shows bookshelves filled with books.

Identify specific use cases

Conduct pilot

Launch company wide

# Example: Identify Business Use Case



# Example: Business Use Case

## Employee Onboarding

Bring new employees into the department's team from day one and provide a real-time resource of information. Help new employees get up to speed as quickly as possible.

### Issue

We currently have a formal onboarding process to inform new employees of processes and resources, however there are limited opportunities to educate them about our departmental culture and create a sense of inclusiveness.

### Solution

Bring employees onto Microsoft Teams on their first day at the organization. By creating early adoption, employees are more likely to participate in conversations – and do so more frequently - and will be more informed at an early stage in their tenure. Employees will also be able to see conversations that happened prior to their start date, to speed up their awareness.

### Benefits

- Increase adoption
- Convey department culture and benefits to employees early on
- Live FAQs for new employees
- Historically searchable

### Success Metrics

- Use of Microsoft Teams by new employees
- Employee survey response after 90 days

### Owner & Timeline

- HR team and Departmental Managers
- Before Summer 2019 hiring season



# Example: 90 Day Plan

## Month 1

- Identify 3 use cases for Teams
- Engage leadership and secure buy-in
- Develop rules of engagement and how-to resources

## Month 2

- Engage 3 departments/groups to pilot Teams use cases
- Identify what works and what doesn't with use cases then modify
- Configure Teams to support use cases for company wide deployment

## Month 3

- Launch use cases company wide
- Encourage leadership to consistently promote and adopt the use cases
- Showcase and highlight wins of adopting Teams



# Drive Adoption Success

# IT Can You Handle This?



Business Engagement

Drive  
Adoption

Support &  
Maintenance



# Engage Key Business Groups

Corporate  
Communications



Human  
Resources



# Facilitate Governed Empowerment

Draconian IT Control



Governed Empowerment



Wild Wild West Chaos



# Establish Scalable Support







# Month 1: Key Activities

Get stakeholder consensus

Identify low hanging fruits

Conduct proof of concept



# Month 2: Key Activities

Launch Teams pilot across 3 departments/groups

Establish help desk / support strategy + resources

Identify success metrics



# Month 3: Key Activities

Launch organization wide

Ensure leadership is engaged

Showcase wins







Ensure  
sustainable  
adoption

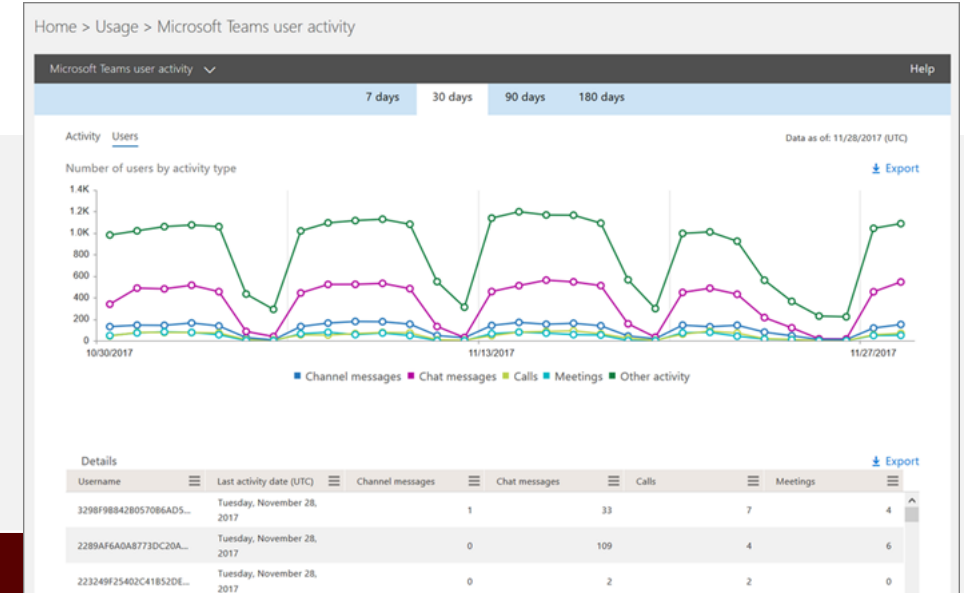
Consistently gather feedback

Regular learning activities

Introduce relevant new features

# Measure Success

Achieve real business relevance by measuring your outcomes in terms of ROI. Use Microsoft Teams engagement data to support your findings.



Business Use Case	How did Microsoft Teams help?	What was achieved?	How is it measured?
Team Collaboration	Streamlined collaboration across regional teams to execute go-to-market strategy.	Increasing global spread of business.	15% improvement in increasing number of successful innovations for new products or services.
Employee Engagement	Find experts and information fast.	Time saved in searching for assistance with marketing training resources	30% improvement in access to departmental experts and knowledge.



# What We Covered

Modern Workplace Today

Why Microsoft Teams?

Right Sizing Governance

Establish Sustainable Adoption Plan

Drive Adoption Success







# DIGITAL TRANSFORMATION

FROM THE TRENCHES

Washington, D.C. | June 12-13, 2019



# thank you

Gracias

ευχαριστώ

Danke

Grazie

благодаря

Hvala

Obrigado

Kiitos

شكراً

Tak

Ahsante

Teşekkürler

متشكراً

Salamat Po

감사합니다

Cám ơn

شكريه

Terima Kasih

Dank u Wel

Děkuji

நன்றி

Köszönöm

ありがとう  
ございます

ໂພນລຸ້ນລຽ້ນ

Dziękuję

谢谢

Tack

Mulțumesc

спасибо

Merci

תודה

多謝晒

дядкую

Ďakujem

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Download workshop resources:

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