

# How to Ensure Operational Governance for Microsoft Teams

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Dux Raymond Sy  
@meetdux | AvePoint  
Microsoft RD + MVP



Unleash the Power of You





# Activity: Governance Pictionary

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## *Individual Activity*

1. Get three sticky notes
2. List a governance issue on each sticky note

## *Group Activity*

1. Consolidate your list of issues
2. Identify the top three issues
3. Draw these three issues on the white board with no words



# Agenda

Modern Workplace Today

Why Microsoft Teams?

Microsoft Teams Administration

Right Sizing Governance

Establish Sustainable Adoption Plan





# 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

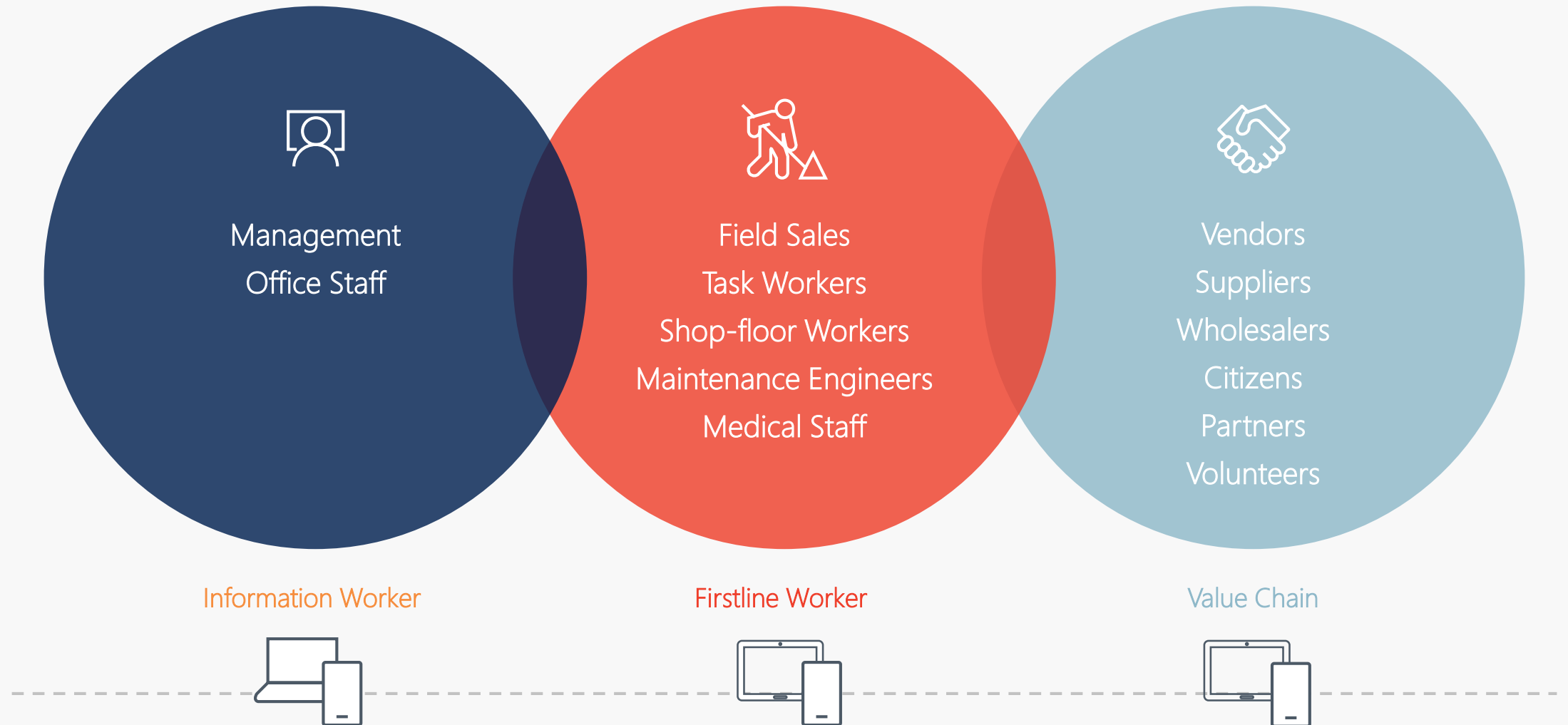
**\$4m**

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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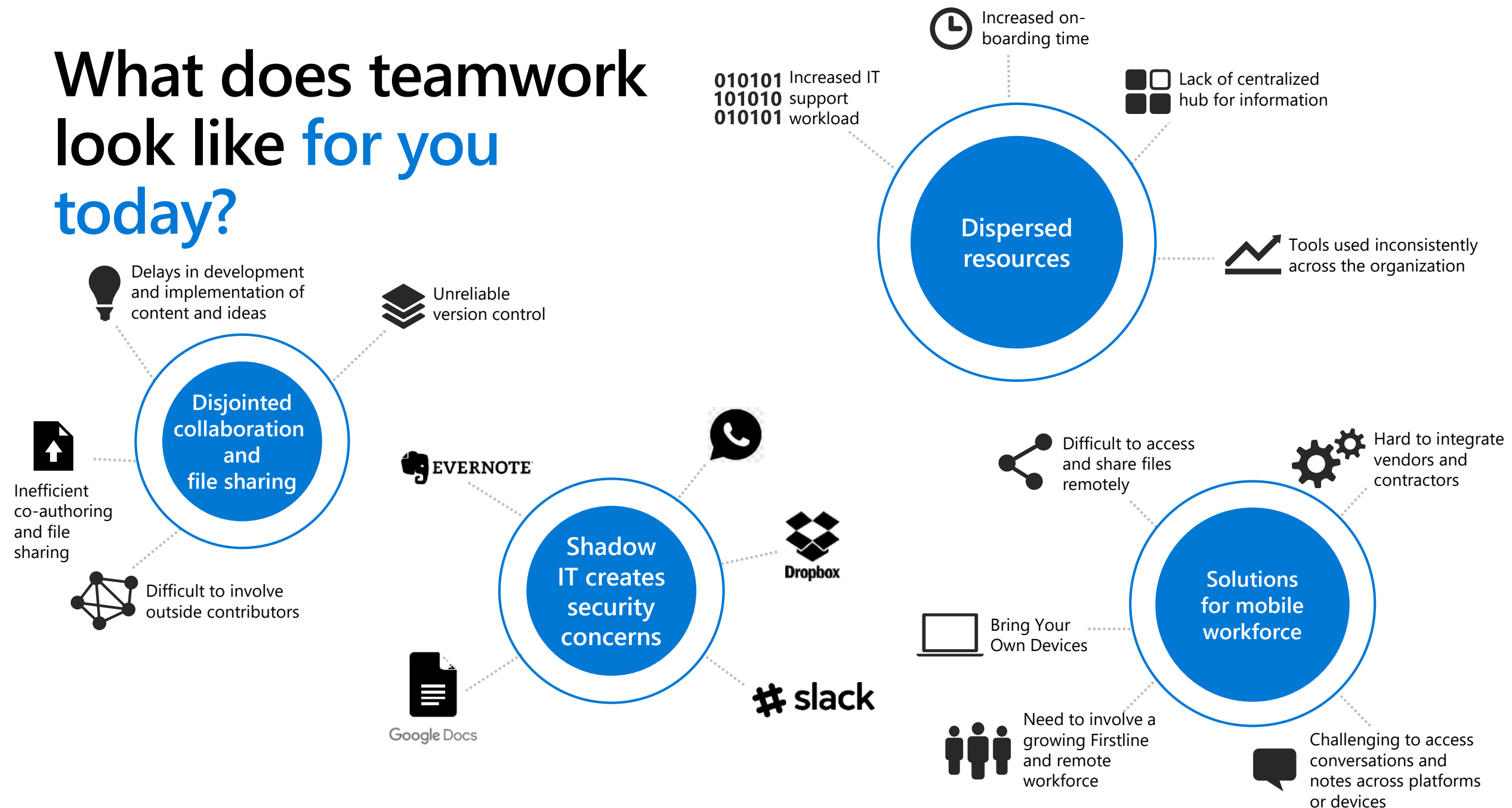


### Employee engagement

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?





# Microsoft 365

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

Office 365

Windows 10

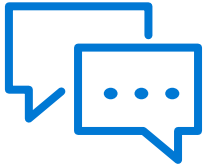
Enterprise Mobility + Security





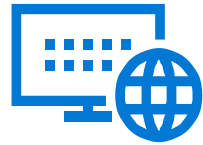
# Microsoft 365: Universal Toolkit for Teamwork

Teams



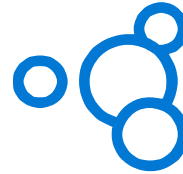
Hub  
for Teamwork

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**

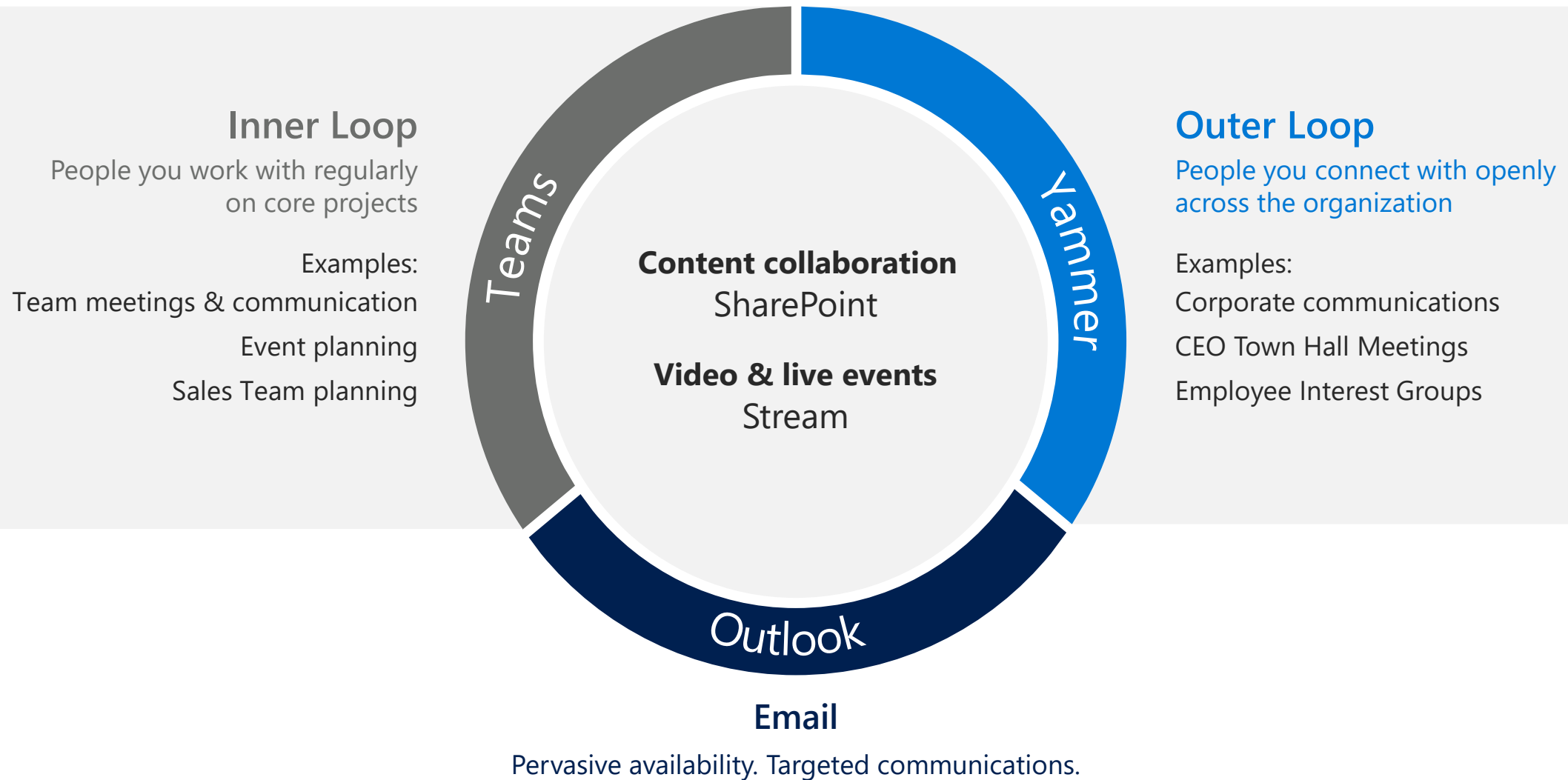
Suite-wide intelligence  
connecting people and content

**Security and Compliance**

Centralized policy management



# Teamwork in Microsoft 365

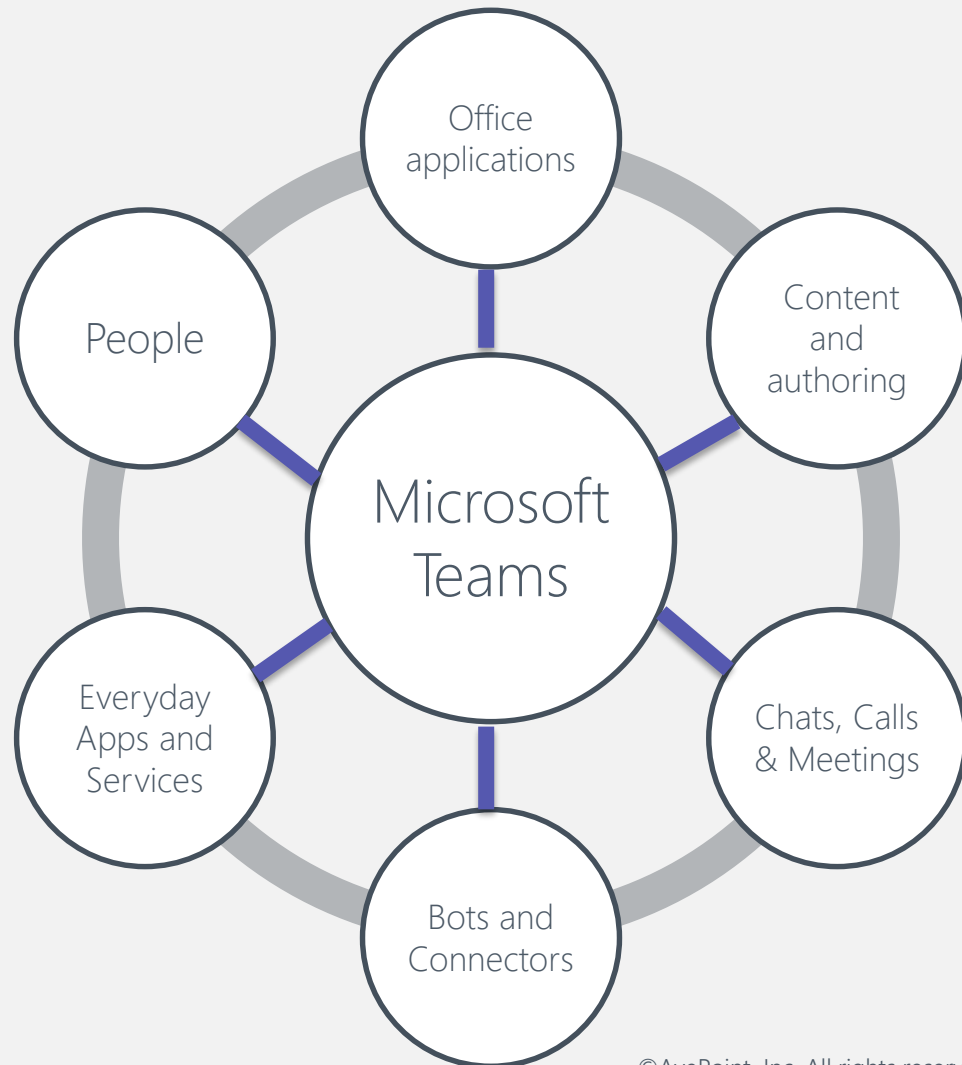




# Why Microsoft Teams?



# 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

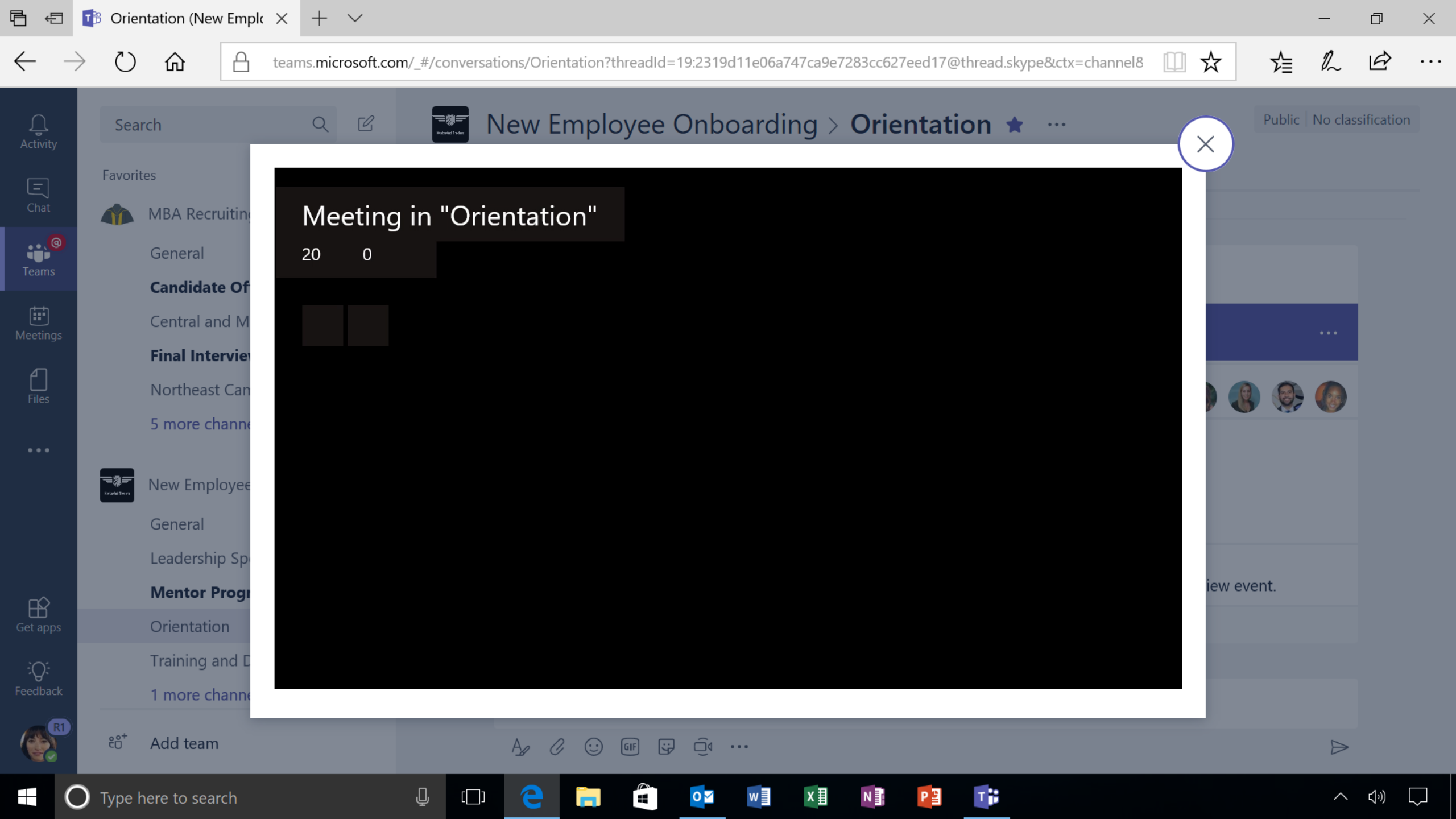


## Bots in 1:1 chat

- 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

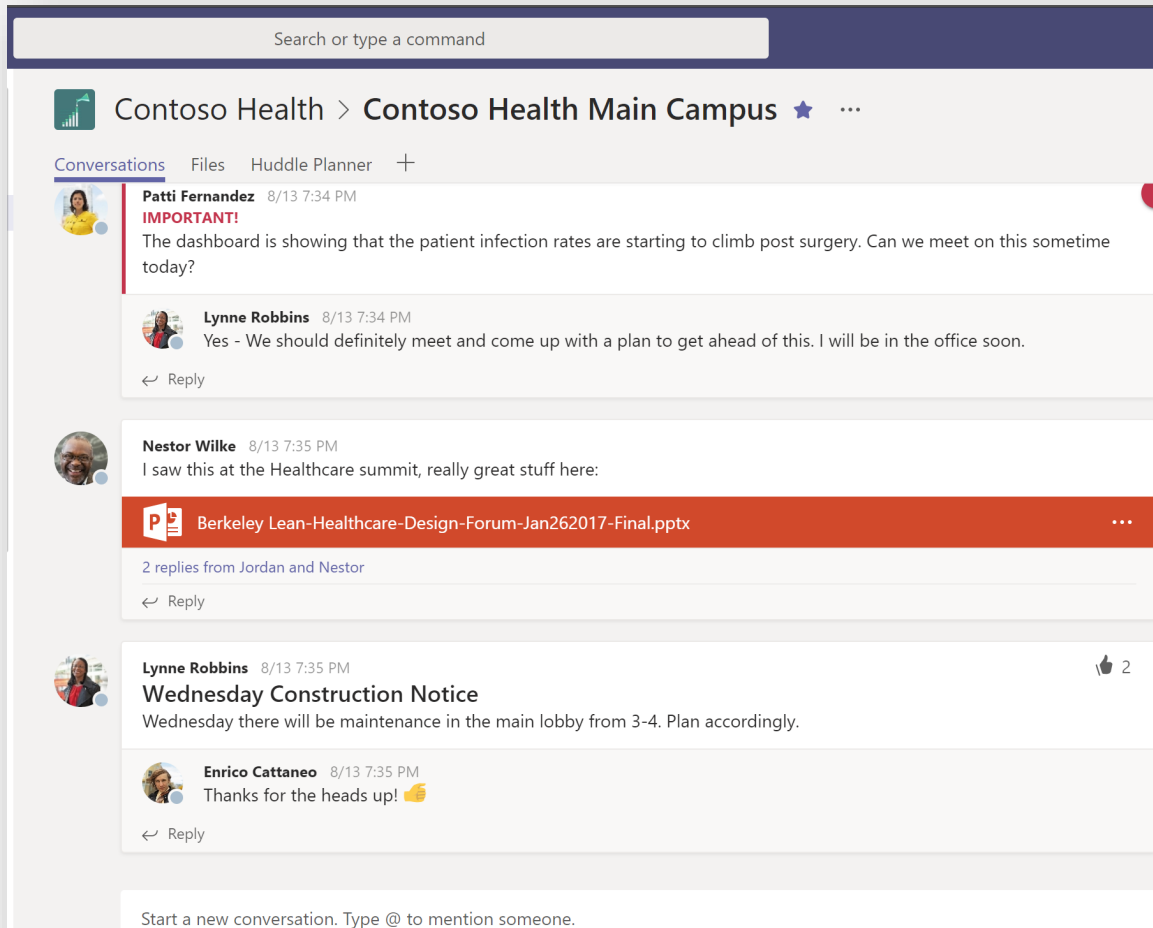
Manage project stakeholders, tools, budgets, project reviews and feedback.



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



# “Conversations” are at the heart of Team collaboration

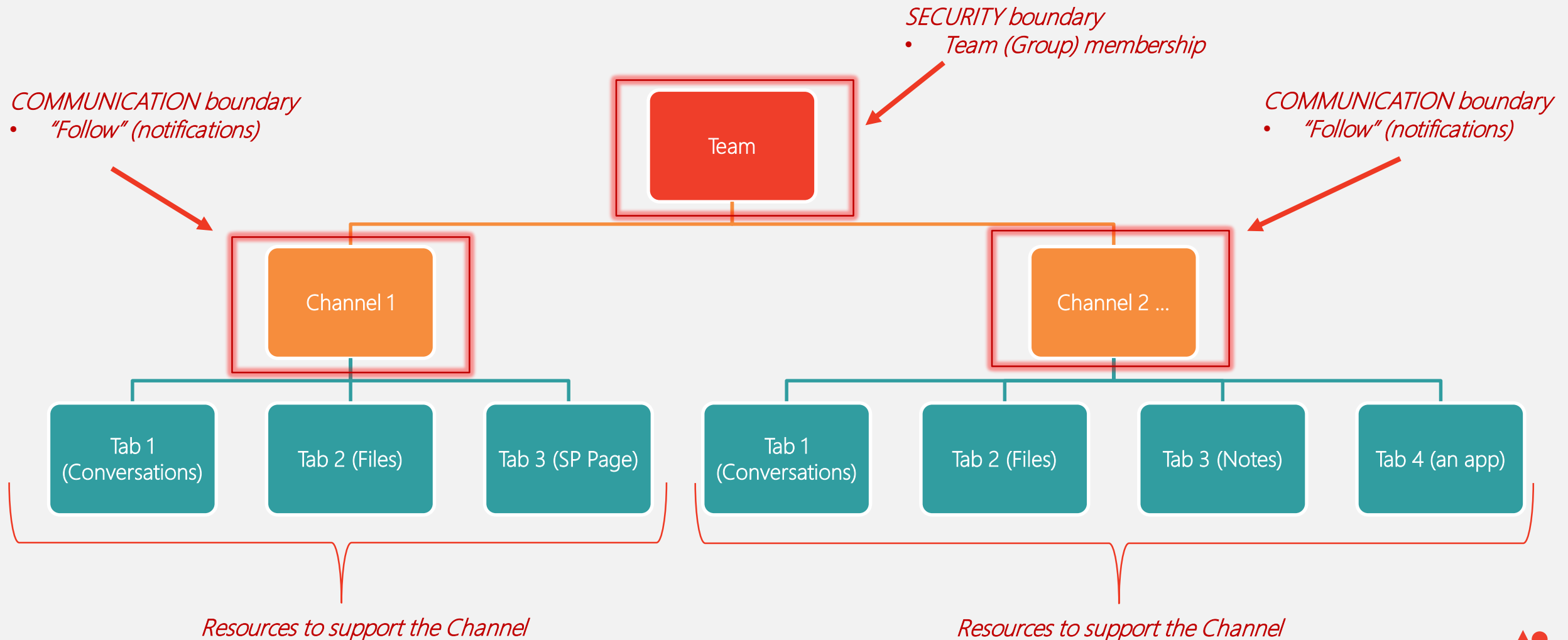


- Follow/unfollow channel to be notified of all activity
- @Mention people or the Team to alert them to your message regardless of their follow status
- Only users that have favorited a channel get notified if you @Mention the Channel itself





# The basic shape of a Team





# The structure of a real-life Team

The screenshot illustrates the structure of a real-life Team in Microsoft Teams. On the left, the 'Favorites' list shows the 'US-PubSec' team, which is highlighted with a red box and labeled 'The TEAM' with a red arrow. Below it, the 'Knowledge Channel' is highlighted with a teal box and labeled 'The Team's CHANNELS' with a teal arrow. The right side of the image shows the 'Knowledge Channel' view, which is labeled 'Channel TABS' with an orange arrow. The channel view includes tabs for 'Conversations', 'Files', 'AP Wiki', 'AP University', 'L&L Planner', 'Resources', and '1 more'. A post titled 'Following Group Emails in Outlook' is visible, dated 7/26 1:13 PM. The post content includes a quick reminder to follow the US-Federal Group in Outlook and a link to a screenshot of the Outlook interface showing the 'SLED TEAM' group.

*The TEAM*

*The Team's CHANNELS*

*Channel TABS*

US-PubSec > Knowledge Channel

Conversations Files AP Wiki AP University L&L Planner Resources 1 more +

July 26, 2018

Following Group Emails in Outlook

Hey US-Federal,

Quick reminder, be sure to "follow" the US-Federal Group in Outlook so you receive emails sent to the distro in your inbox. You can find instructions [HERE](#) or take a look at the screenshot below. Taylor will be sending out important messages via these distros please follow ACAD if you are not already.

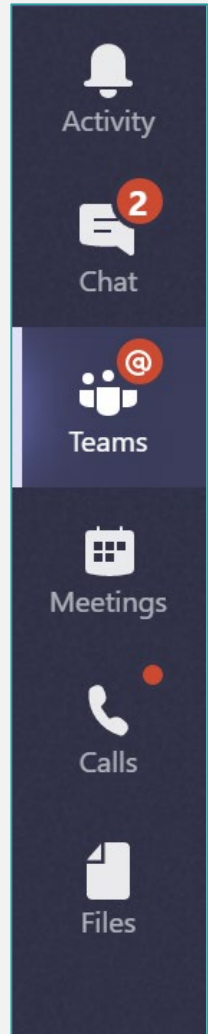
See more

Screenshot of Outlook interface showing the SLED TEAM group.





# 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

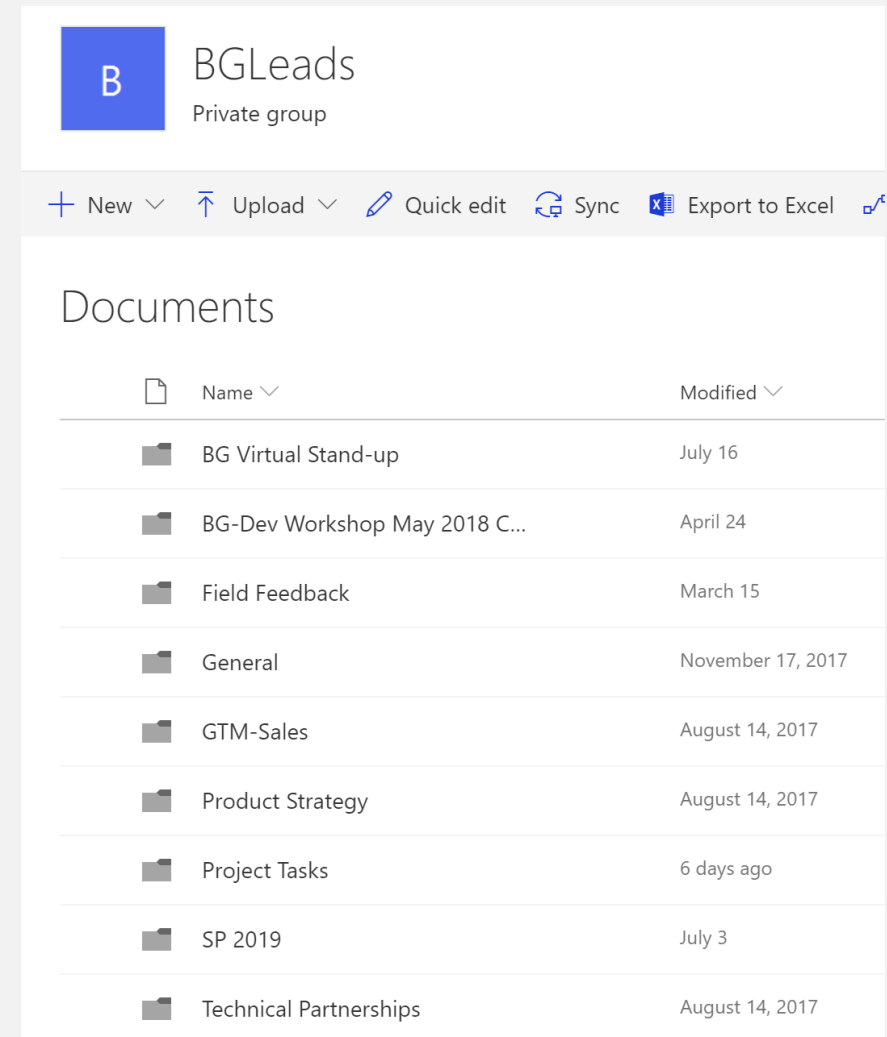
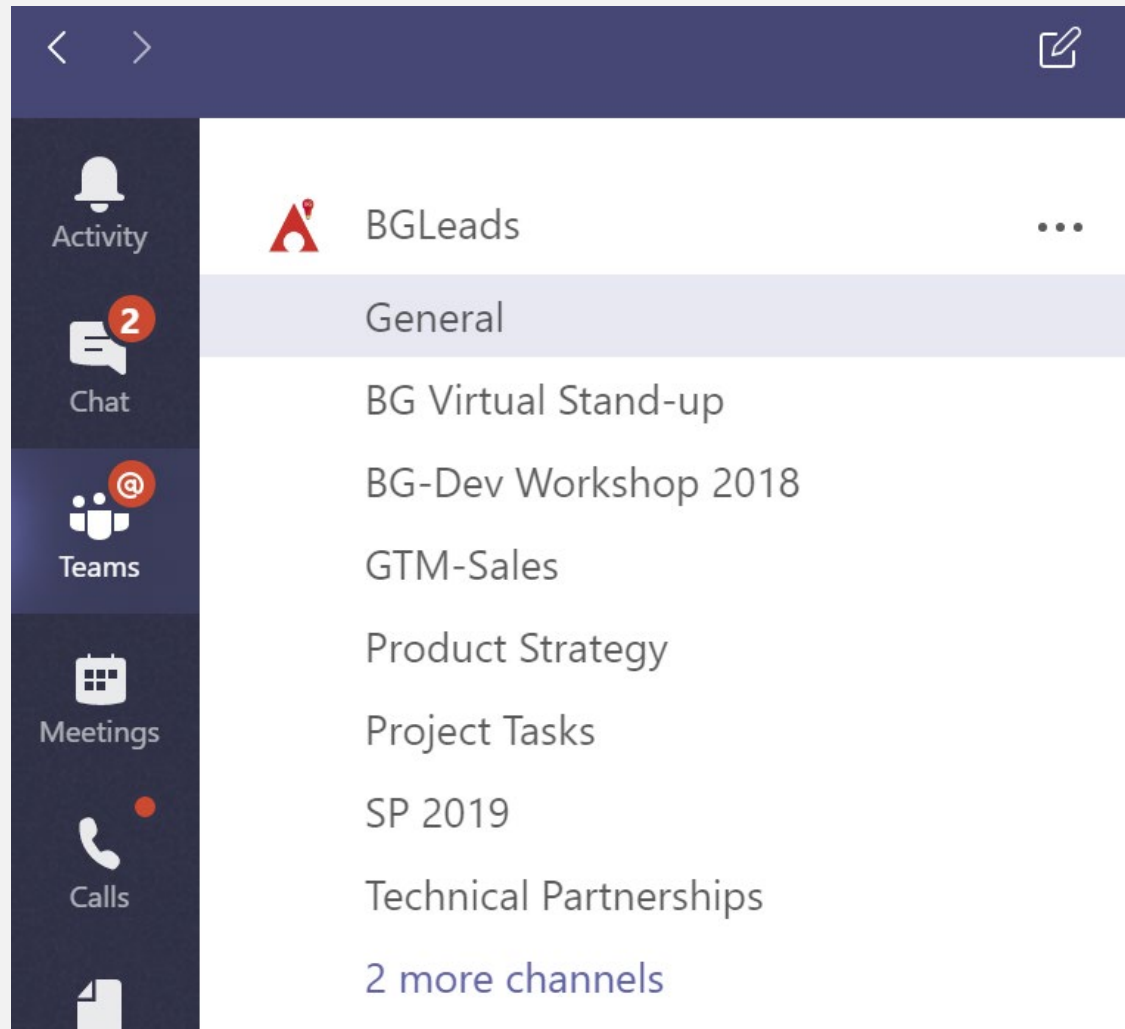
## Chats

- 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







Unlock productivity with  
150+ integrations






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?

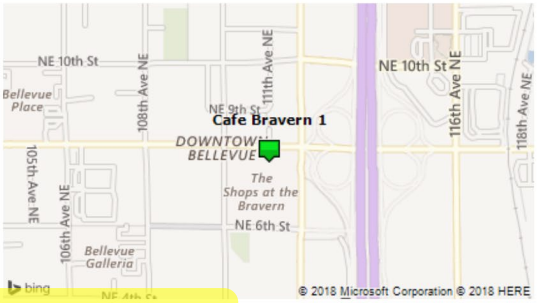
 Café and Dining Dev Yesterday 1:49 PM

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

[Sign in](#)


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

Cafés near you



NE 10th St  
Bellevue Place  
105th Ave NE  
106th Ave NE  
108th Ave NE  
NE 9th St  
DOWNTOWN BELLEVUE  
Cafe Bravern 1  
The Shops at the Bravern  
NE 6th St  
116th Ave NE  
118th Ave NE



bing  
© 2018 Microsoft Corporation © 2018 HERE

 Café Bravern 1  
Building BRAVERN-1

Here's the menu for Cafe Bravern 1 on Wednesday


What can I do?

Type your questions here




# 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

 **Café and Dining Dev**

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

Noodle w/ Penne Pasta

**SALAD BAR**  
Salad Bar

**GRILL**  
Mushroom Swiss Burger, California Fried Chicken, Haystack Burger, Diablo Burger, The Grill

**GLOBAL**  
Whole Roasted Striploin with Brussel Sprout and Potato

**ESPRESSO**  
Proudly Serving Caffè Lusso Espresso!

**CULTURAL CUISINES**  
TERIYAKI


**CHEF'S TABLE**  
Salmon with Cashew Gremola

**BREAKFAST**  
Simply Breakfast

[View full menu](#) [Get directions](#) [Order now](#)







[Favorite](#)


Yesterday 1:54 PM  
Meal card balance

 Café and Dining Dev · Yesterday 1:54 PM  
Here's your meal card balance.

**\$426.01**  
Meal card balance as of 10/31/2018

[Manage](#)

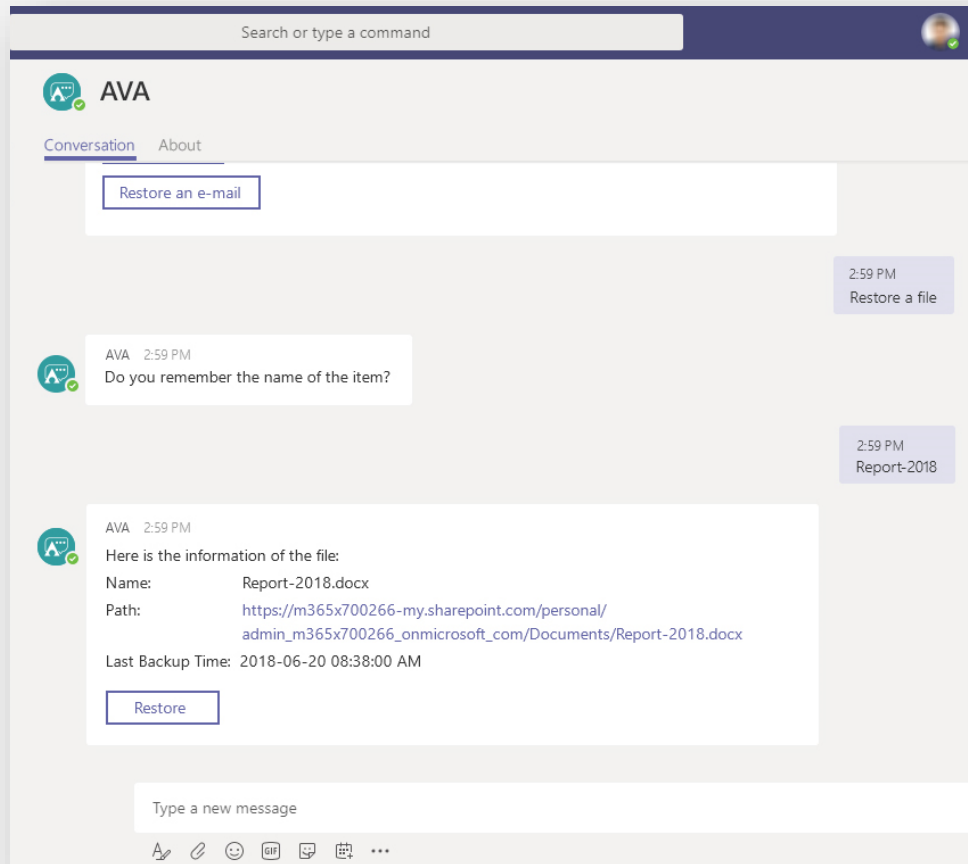








# AVA: AvePoint's Virtual Assistant



Give users a place to look for lost content:

- Filenames that can't be found
- Documents modified recently
- Broken URLs to documents and files
- Lost e-mails that can't be searched in Exchange / Outlook

Highlight quick-wins to limit support calls:

- Identify version history, first and second level recycle bins, soft-deleted content
- Identify recent data in AvePoint's backup data sets
- Fully security-trimmed to each user





# Microsoft Teams Administration



# Where Are My Conversations Stored?

## Chat service

In memory processing for speed

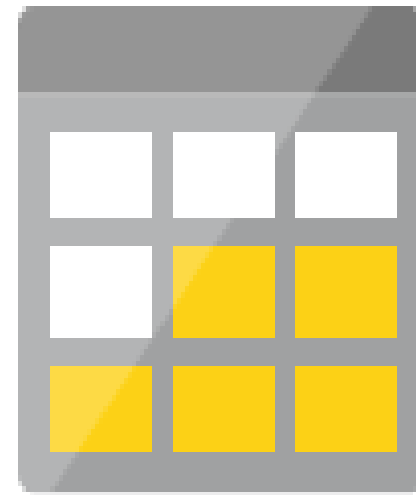
Leverages Azure storage (blob, tables, queues)

## 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

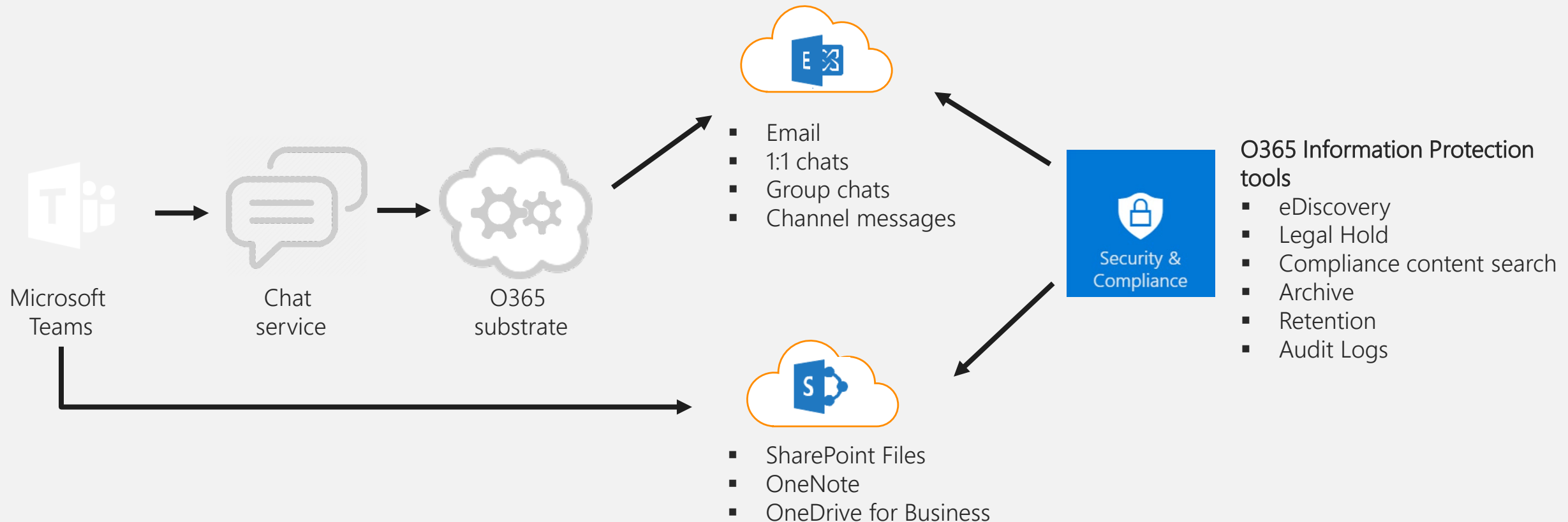
## Cloud storage

Dropbox, Box, Citrix ShareFile, Google Drive





# How Teams Enable Information Protection





# External Access



Anyone with an Azure Active Directory (AAD) account can be added as a guest in Teams.

## Guests ...

Can have any email account (Work accounts e.g. Office 365)

Accounts are added and securely managed within Azure AD through Azure AD B2B Collaboration

IT admins can quickly and easily view, add, or revoke a guest's access to the host tenant

Are included as part of your Office 365 subscription at no additional cost

Are subject to Azure AD & Office 365 service limits





# 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 do I manage  
Microsoft Teams  
at scale?





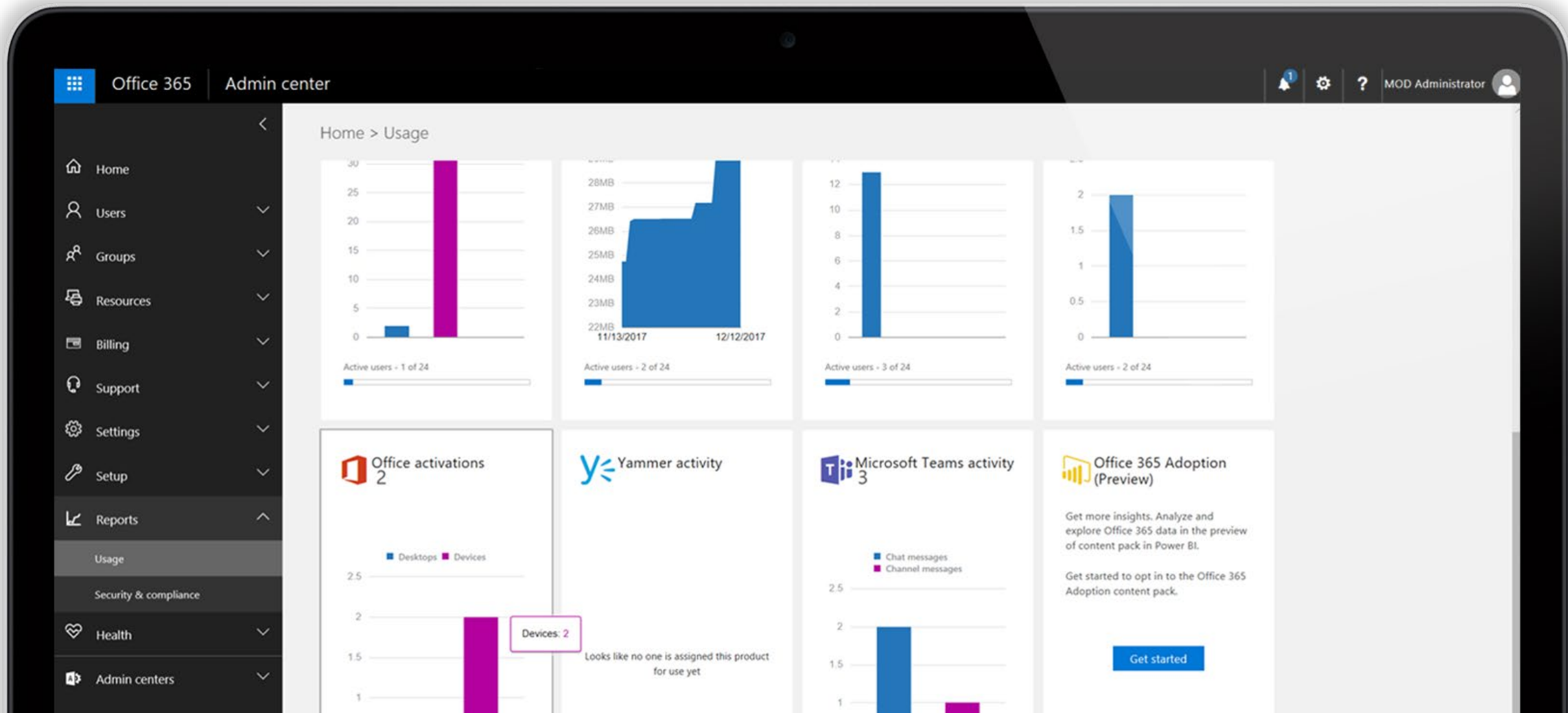
# How Do I Best Manage Teams?

- Teams administration works hand in hand with Office 365 Groups administration
- Primary interface is Office 365 Admin Center
- Advanced administration requires Azure AD Premium P1 license & PowerShell





# Office 365 Admin Center





# 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





# Group creation permissions



## Benefits

- Restrict some users from creating groups anywhere in Office 365
- Configured using a Security group and Azure AD PowerShell cmdlets
- Does not prevent users from using groups
- Admin can still create groups



## Guidance

- Strongly consider self-service!
- Use dynamic membership to configure Security group's members
- Document and communicate how to request a group
- Revisit who can create groups during your cloud journey

Documentation: [Manage who can create Office 365 groups](#) | [Populate groups dynamically based on object attributes](#)





# Restrict via Powershell

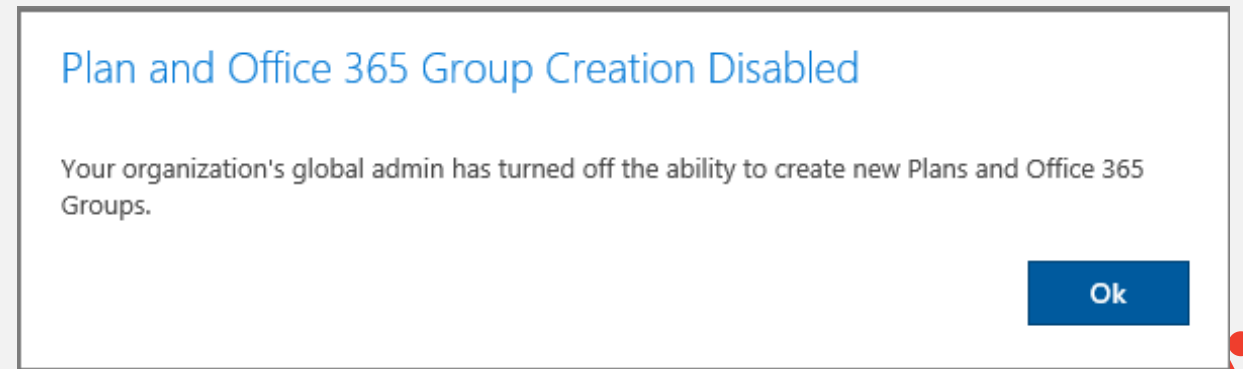
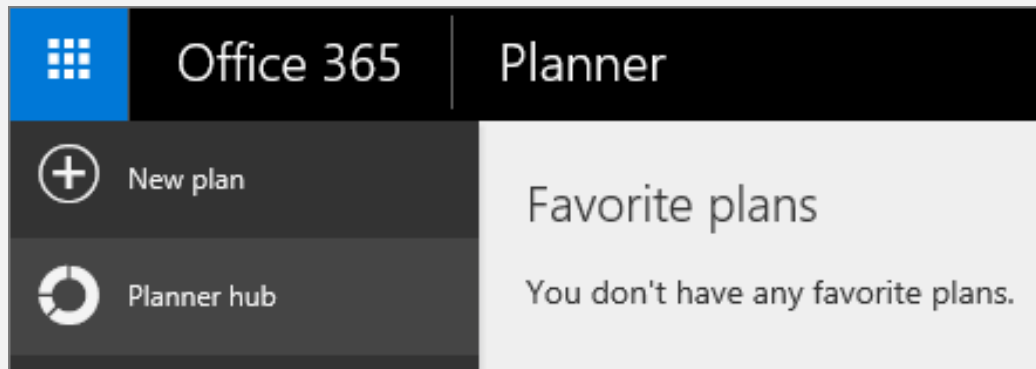
Name	Value
ClassificationDescriptions	
DefaultClassification	
PrefixSuffixNamingRequirement	
AllowGuestsToBeGroupOwner	False
AllowGuestsToAccessGroups	True
GuestUsageGuidelinesUrl	
GroupCreationAllowedGroupId	Afc88abb-5df6-4c0f-b6f7-b7e82620bf89
AllowToAddGuests	True
UsageGuidelinesUrl	
ClassificationList	
EnableGroupCreation	False

PS C:\WINDOWS\system32>

This is the id of AllowedtoCreateGroups

This indicates no one else in the company can create groups

## How restriction works





# Group naming policy



## Benefits

Applies to all apps

Ensure group names follow your organization schema

Use fixed strings or Active Directory attributes as prefixes and/or suffixes

Define custom blocked words



## Guidance

Use short strings as suffix

Use attributes with values

Don't be too creative, total prefixes and suffixes string length is restricted to 53 characters

Documentation: [Office 365 Groups Naming Policy](#)





# Set naming policy & custom blocked words

1. Now you can set the prefixes and suffixes. Run the following commands in Azure AD PowerShell:

```
$Setting["PrefixSuffixNamingRequirement"] = "Grp_[Department]_[GroupName]_[Country]"
```

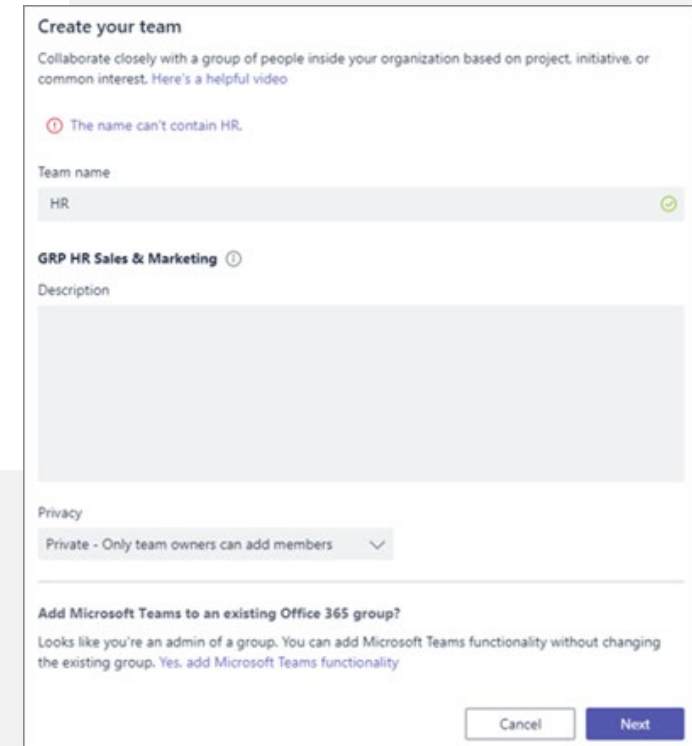
2. Now set the custom blocked words that you want to restrict by typing below. Add your own custom words that you want:

```
$Setting["CustomBlockedWordsList"]="Payroll,CEO,HR"
```

3. Save the settings for the new policy to be effective by typing:

```
Set-AzureADDirectorySetting -Id (Get-AzureADDirectorySetting | where -Property  
DisplayName -Value "Group.Unified" -EQ).id -DirectorySetting $Setting
```

That's it. You've set your naming policy and added your blocked words.



**Create your team**

Collaborate closely with a group of people inside your organization based on project, initiative, or common interest. [Here's a helpful video](#)

ⓘ The name can't contain HR.

Team name

HR

**GRP HR Sales & Marketing** ⓘ

Description

Privacy

Private - Only team owners can add members

**Add Microsoft Teams to an existing Office 365 group?**

Looks like you're an admin of a group. You can add Microsoft Teams functionality without changing the existing group. Yes, add Microsoft Teams functionality

Cancel Next



# Group expiration policy



## Benefits

Expire groups older than a specific period

Group owners get notified to take renewal action on the group

Can set expiration policy to specific groups

Expired groups can be restored within 30 days



## Guidance

Pilot with specific groups initially

Choose inactive groups based on the activity report in Office Admin center

Communicate renewal process to group owners

Onboard your helpdesk team

Configure email for orphan groups & ensure groups have multiple owners

Documentation: [Office 365 Group Expiration Policy](#) | [Configure Office 365 groups expiration \(preview\)](#)





# Group soft delete and restore



## Benefits

Deleted groups and their respective app content are kept for a maximum of 30 days  
Restore the deleted group and its content via Exchange admin center or PowerShell  
Hard delete a group and its content ahead of the 30 days retention period



## Guidance

Communicate the restore process to your users  
Train your helpdesk team  
Track upcoming groups that will be deleted using PowerShell script

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



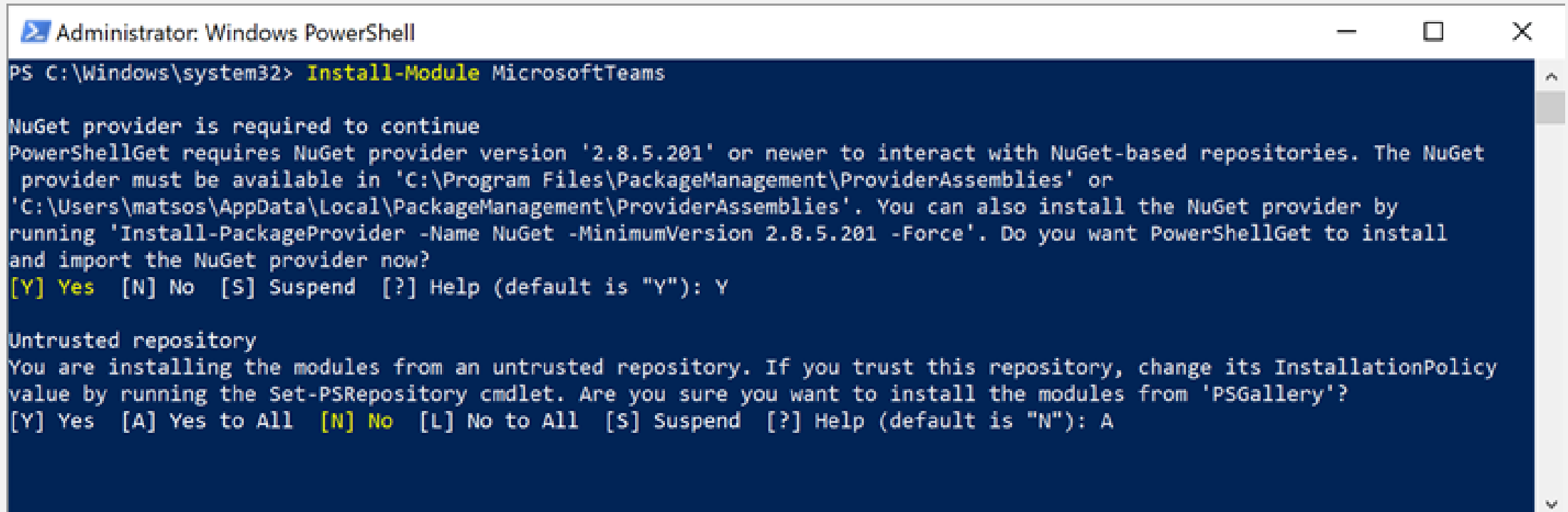


How do I  
administer with  
Powershell?





# Install the module



```
Administrator: Windows PowerShell
PS C:\Windows\system32> Install-Module MicrosoftTeams

NuGet provider is required to continue
PowerShellGet requires NuGet provider version '2.8.5.201' or newer to interact with NuGet-based repositories. The NuGet
provider must be available in 'C:\Program Files\PackageManagement\ProviderAssemblies' or
'C:\Users\matsos\AppData\Local\PackageManagement\ProviderAssemblies'. You can also install the NuGet provider by
running 'Install-PackageProvider -Name NuGet -MinimumVersion 2.8.5.201 -Force'. Do you want PowerShellGet to install
and import the NuGet provider now?
[Y] Yes [N] No [S] Suspend [?] Help (default is "Y"): Y

Untrusted repository
You are installing the modules from an untrusted repository. If you trust this repository, change its InstallationPolicy
value by running the Set-PSRepository cmdlet. Are you sure you want to install the modules from 'PSGallery'?
[Y] Yes [A] Yes to All [N] No [L] No to All [S] Suspend [?] Help (default is "N"): A
```





# List of cmdlets available

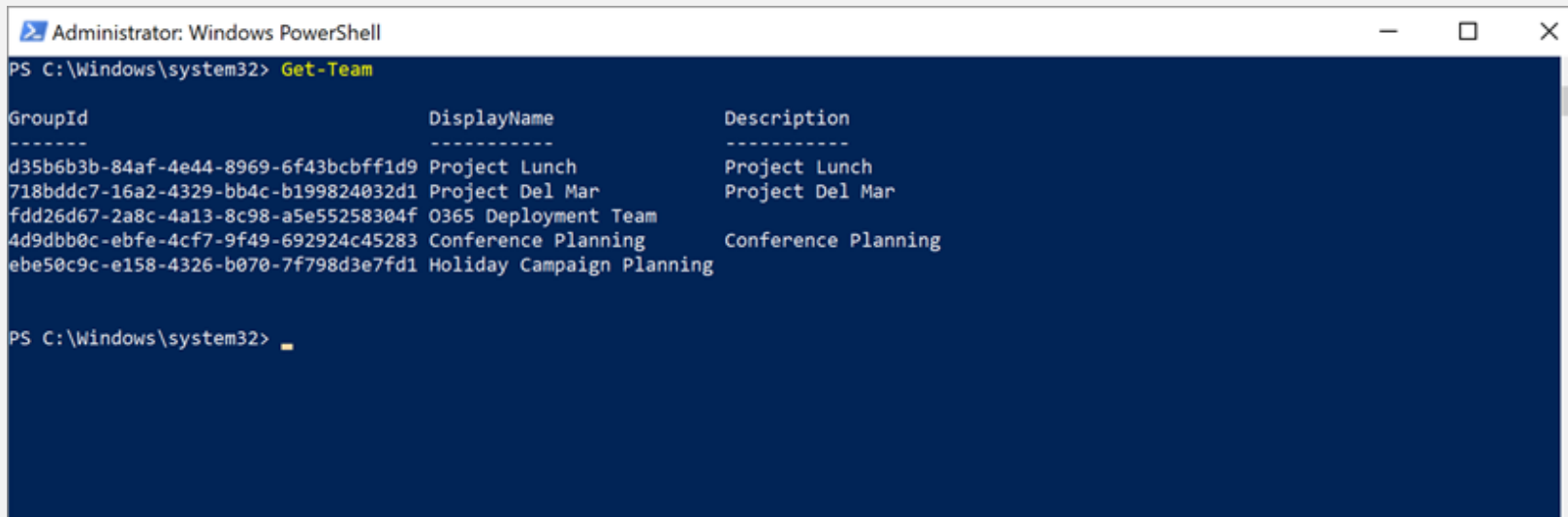
```
PS C:\Windows\system32> Get-Command -Module MicrosoftTeams
```

CommandType	Name	Version	Source
-----	----	-----	-----
Cmdlet	Add-TeamUser	0.9.0	MicrosoftTeams
Cmdlet	Connect-MicrosoftTeams	0.9.0	MicrosoftTeams
Cmdlet	Disconnect-MicrosoftTeams	0.9.0	MicrosoftTeams
Cmdlet	Get-Team	0.9.0	MicrosoftTeams
Cmdlet	Get-TeamChannel	0.9.0	MicrosoftTeams
Cmdlet	Get-TeamFunSettings	0.9.0	MicrosoftTeams
Cmdlet	Get-TeamGuestSettings	0.9.0	MicrosoftTeams
Cmdlet	Get-TeamHelp	0.9.0	MicrosoftTeams
Cmdlet	Get-TeamMemberSettings	0.9.0	MicrosoftTeams
Cmdlet	Get-TeamMessagingSettings	0.9.0	MicrosoftTeams
Cmdlet	Get-TeamUser	0.9.0	MicrosoftTeams
Cmdlet	New-Team	0.9.0	MicrosoftTeams
Cmdlet	New-TeamChannel	0.9.0	MicrosoftTeams
Cmdlet	Remove-Team	0.9.0	MicrosoftTeams
Cmdlet	Remove-TeamChannel	0.9.0	MicrosoftTeams
Cmdlet	Remove-TeamUser	0.9.0	MicrosoftTeams
Cmdlet	Set-Team	0.9.0	MicrosoftTeams
Cmdlet	Set-TeamChannel	0.9.0	MicrosoftTeams
Cmdlet	Set-TeamFunSettings	0.9.0	MicrosoftTeams
Cmdlet	Set-TeamGuestSettings	0.9.0	MicrosoftTeams
Cmdlet	Set-TeamMemberSettings	0.9.0	MicrosoftTeams
Cmdlet	Set-TeamMessagingSettings	0.9.0	MicrosoftTeams
Cmdlet	Set-TeamPicture	0.9.0	MicrosoftTeams





# Listing of Teams (that you are a member of)



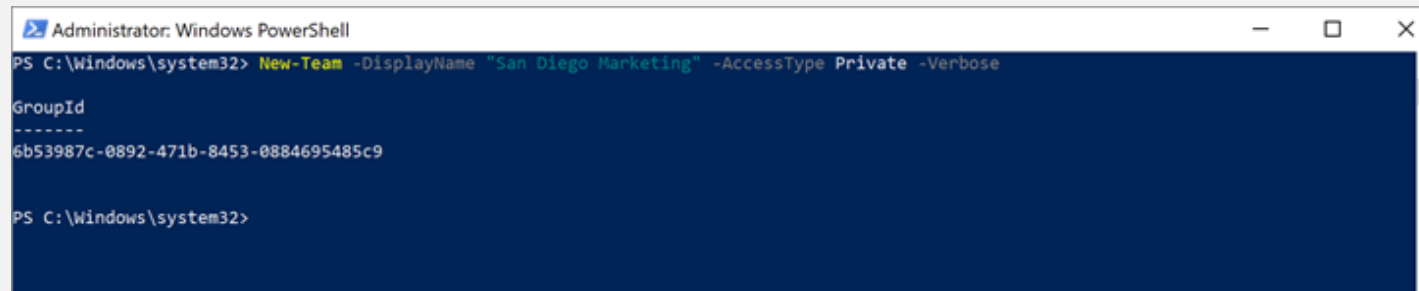
```
Administrator: Windows PowerShell
PS C:\Windows\system32> Get-Team

GroupId                DisplayName            Description
-----                -
d35b6b3b-84af-4e44-8969-6f43bcbff1d9 Project Lunch          Project Lunch
718bddc7-16a2-4329-bb4c-b199824032d1 Project Del Mar        Project Del Mar
fdd26d67-2a8c-4a13-8c98-a5e55258304f O365 Deployment Team  O365 Deployment Team
4d9dbb0c-ebfe-4cf7-9f49-692924c45283 Conference Planning    Conference Planning
ebe50c9c-e158-4326-b070-7f798d3e7fd1 Holiday Campaign Planning
```





# Create Teams



```
Administrator: Windows PowerShell
PS C:\Windows\system32> New-Team -DisplayName "San Diego Marketing" -AccessType Private -Verbose

GroupId
-----
6b53987c-0892-471b-8453-0884695485c9

PS C:\Windows\system32>
```





# Right Sizing Governance





# The “job to be done”



Share Files



Plan meetings  
and events



Track tasks

*HOW you are  
collaborating...*



Alex Wilber  
Marketing Assistant



Ben Walters  
VP Sales



Lidia Holloway  
Product Manager



Henrietta Mueller  
Marketing Assistant



Irvin Sayers  
Director



Miriam Graham  
VP Marketing

*WHO you're collaborating  
with...*



Send and  
receive emails



Chats and  
conversations



Social engagement



# 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

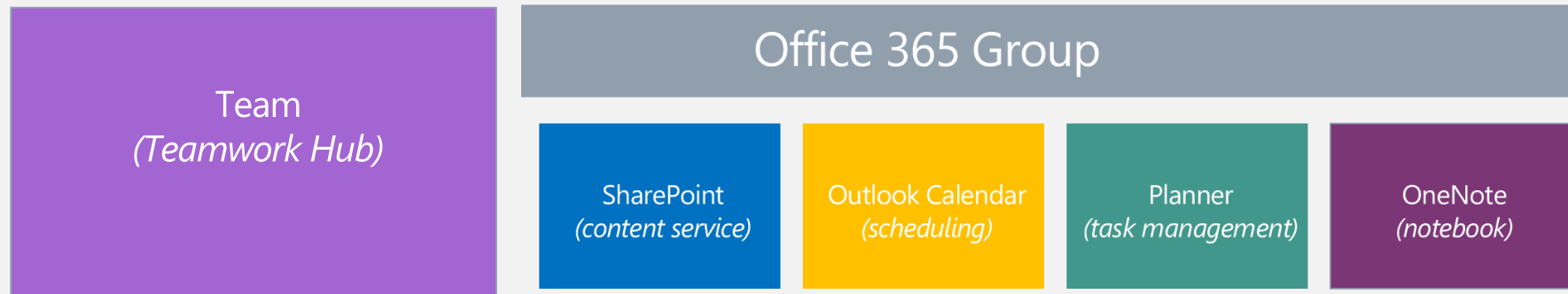


Azure AD

Outlook	Teams	StaffHub
SharePoint	Planner	Dynamics CRM
Yammer	Stream	Power BI



# When Creating a Team ...





**Gartner.**  
WHY GARTNER ANALYSTS RESEARCH EVENTS CONSULTING ABOUT

Sign In | Register | Select a Gartner site▼

Search

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

**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

### Free Research

Discover what **12,000 CIOs** and **Senior IT leaders** already know.

**FREE ACCESS** ▶

---

### Why Gartner

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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>



# Entry-points for self-service creation

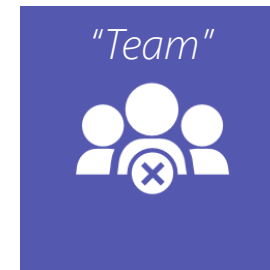
Office 365  
Groups



=



=



=





# When Considering Native Self-Service...



You should be thinking about:

- Impact on user experience and business agility
- Desire/need to mandate options and settings
- What can/can't be adjusted afterwards





# Benefits of Well Governed Implementation



Repeatable and consistent service delivery

Administrative efficiency

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

Provable compliance with internal and external policies and regulatory requirements





# Where should tools fit in an IT Governance Model

## IT Governance

Broad, organization-wide

### Operational Governance

Application-specific, aligns with IT Governance goals

Workspace  
Provisioning



Ongoing  
Management/  
Enforcement



Lifecycle and  
EOL for  
Workspaces



Retention/  
Expiration



Records  
Management



Classification



DLP



### Data Governance

Content-specific, aligns with IT Governance goals





# 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 + AAD 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

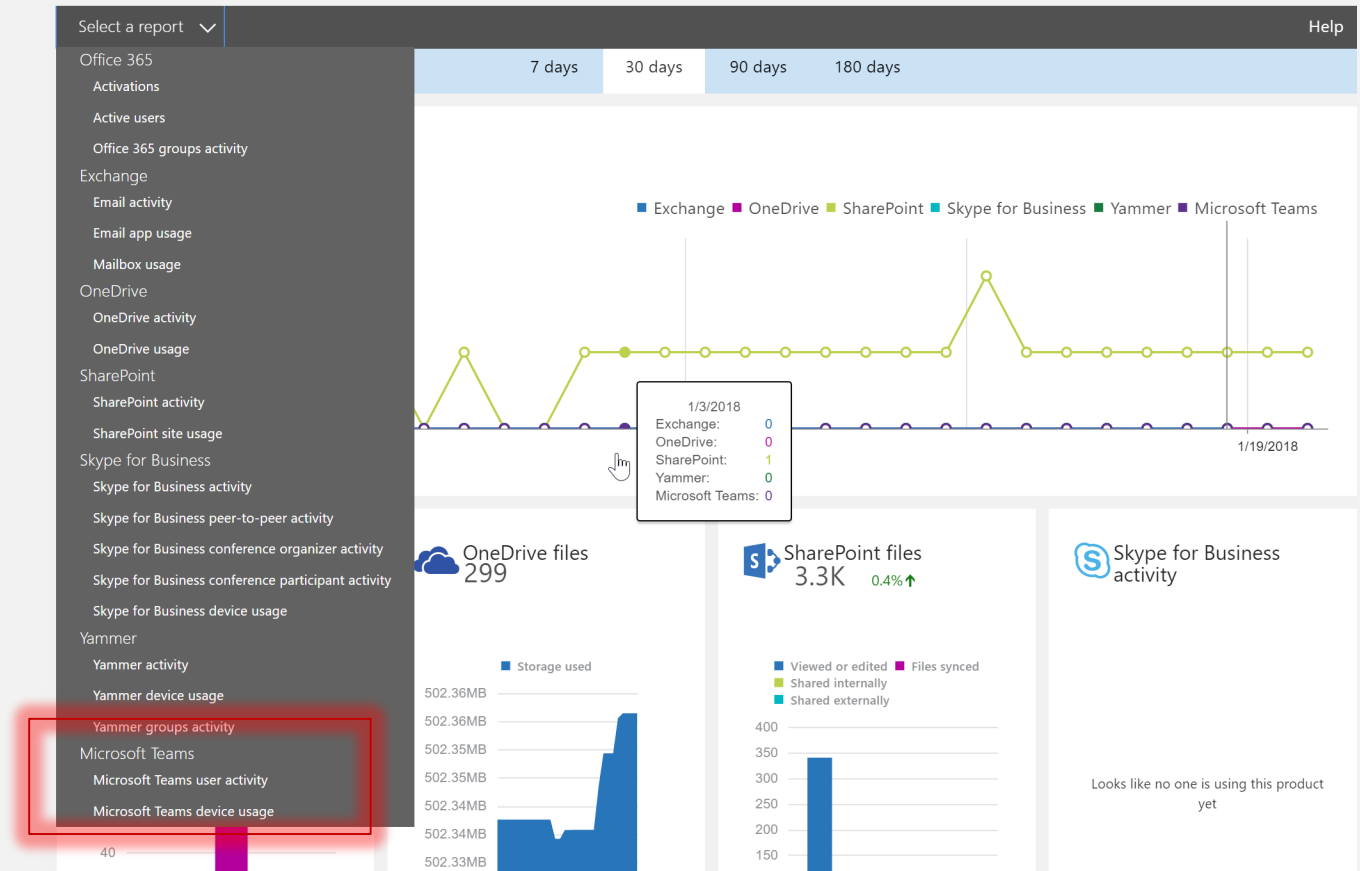
- Monitor usage
- Policy enforcement
- Quota enforcement
- SharePoint governance





# Out of the Box Capabilities

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





# Office 365 + AAD 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 divided into two panes. The left pane, titled 'Group', shows the configuration for a group named 'My Cool Dynamic Group'. It includes fields for '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, titled 'Dynamic membership rules', shows the configuration for a dynamic membership rule. It includes a section for 'Add dynamic membership rule' with buttons for 'Simple rule' and 'Advanced rule'. Below this, there is a section for 'Add users where' with a dropdown menu set to 'department', a dropdown menu set to 'Equals', and a text input field containing 'Cool People'.





# Govern Information Lifecycle

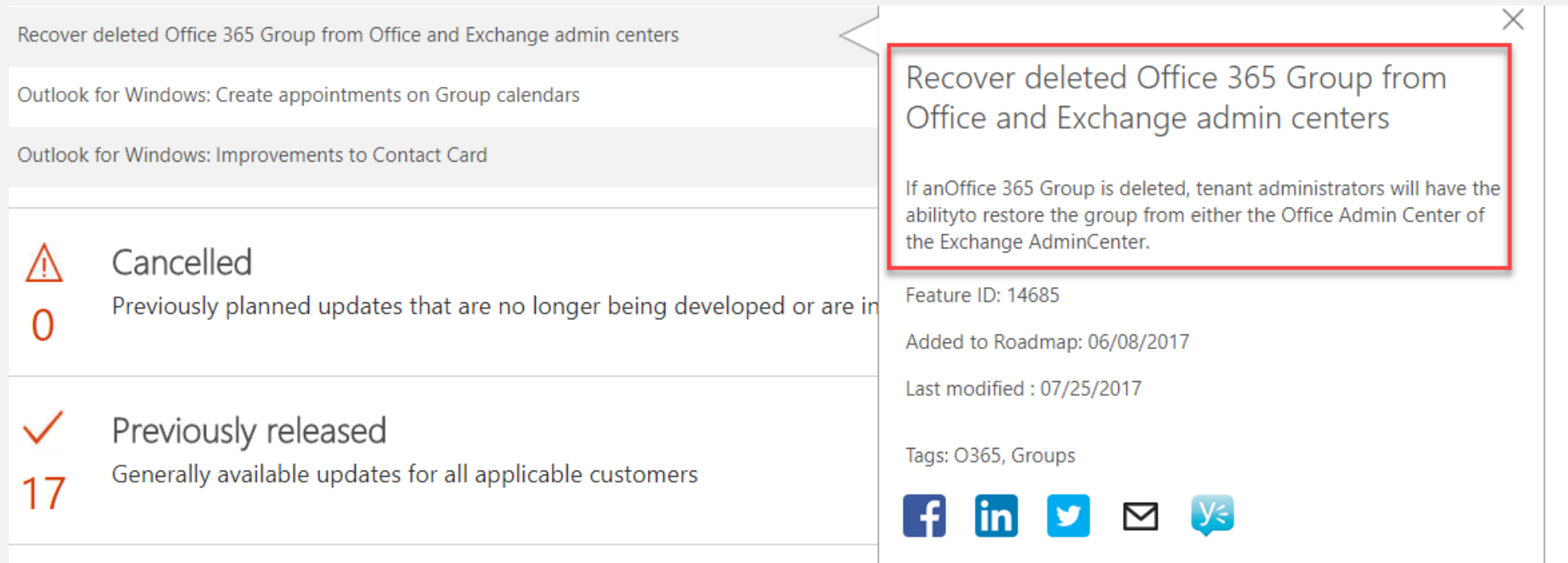
- Expiration
- Retention





# 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 a callout box highlighting the 'Recover deleted Office 365 Group from Office and Exchange admin centers' feature. The callout box contains the following text:

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

Below the callout box, there are social media sharing icons for Facebook, LinkedIn, Twitter, Email, and YouTube.

On the left side of the update center, there are two categories of updates:

- Cancelled**: Previously planned updates that are no longer being developed or are in progress. Count: 0.
- Previously released**: Generally available updates for all applicable customers. Count: 17.

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





# What about retention of *content*?



O365 "Advanced Data Governance" can handle retention/expiration

Retention policies at the  
"Container" level

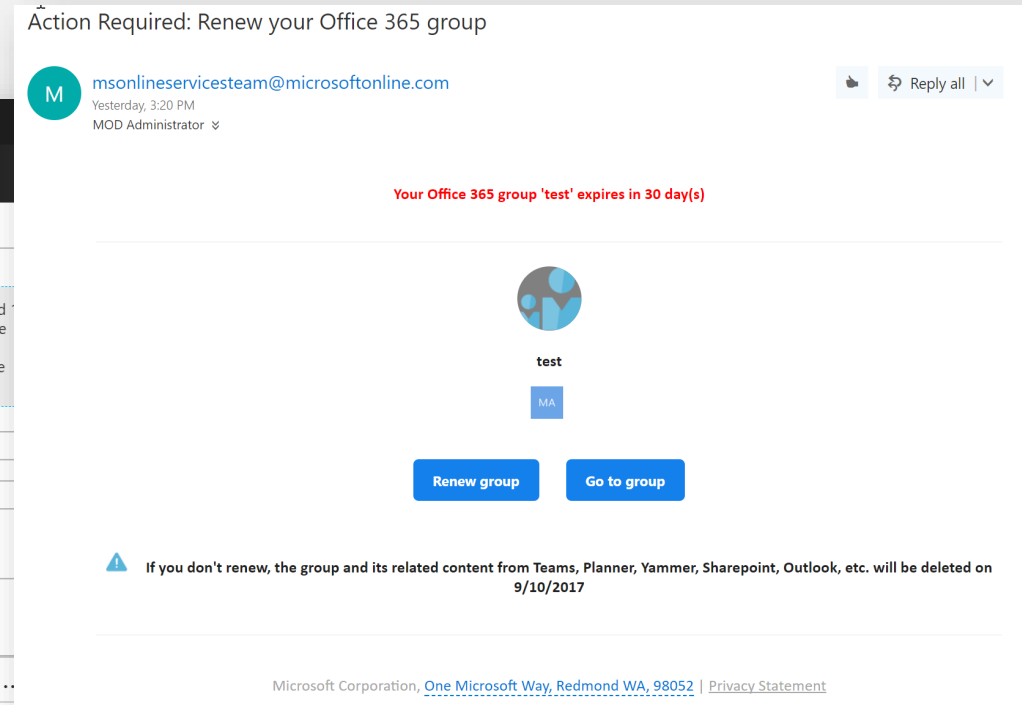
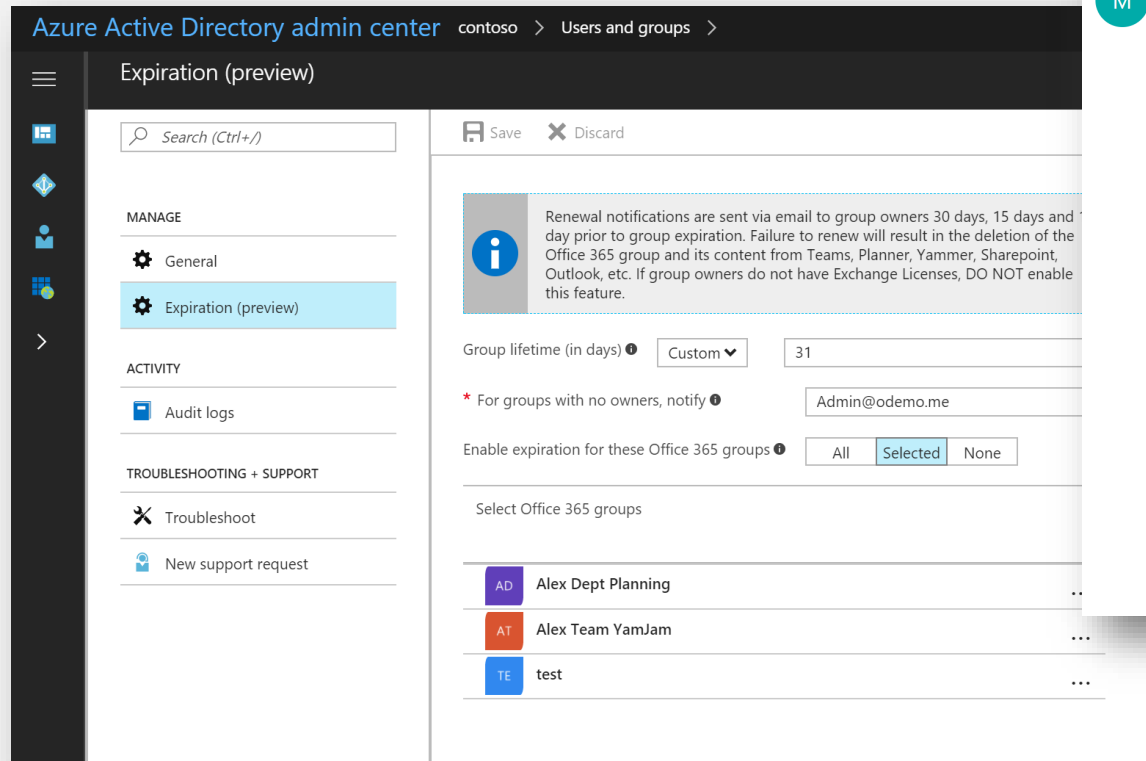
Retention Labels at the  
folder or item level





# Office 365 + AAD P1

- Group Expiration





# Using Retention Policies for Teams

The screenshot displays the Office 365 Security & Compliance center interface. On the left, a navigation pane lists various security and compliance tools, with 'Retention' highlighted. The main content area shows the 'Create a policy to retain what you want and get rid of what you don't' wizard. The wizard is currently at the 'Choose locations' step, which is highlighted in the left sidebar. The 'Choose locations' step includes a list of locations with toggle switches to select or deselect them. The locations listed are Office 365 groups, Skype for Business, Exchange public folders, Teams channel messages, and Teams chats. For Teams channel messages and Teams chats, there are additional options to select specific teams or users. The 'Next' button is highlighted in blue, indicating the next step in the process.

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

For this long...

Retain the content for...

Do you want us to delete content that is no longer retained?

☐ Yes ☒ No

☐ No, just delete content

1 year

Need more options?

☐ Use advanced retention settings

Back

Next

Cancel

Feedback

Choose locations

☐ Office 365 groups

☐ Skype for Business

☐ Exchange public folders

☒ Teams channel messages

All ☐ None

[Choose teams](#) [Exclude teams](#)

☒ Teams chats

All ☐ None

[Choose users](#) [Exclude users](#)



# Understanding O365 "Retention Labels"

Office 365 | Security & Compliance

Create a label to help users classify their content.

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

### Label settings

Retention  ⓘ   
☒ On  
On

When this label is applied to content...

☒ Retain the content

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	

Documents

Test Doc.rtf  
Document

Name \*  
Test Doc.rtf

Apply label  
High Business Impact (HBI)

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



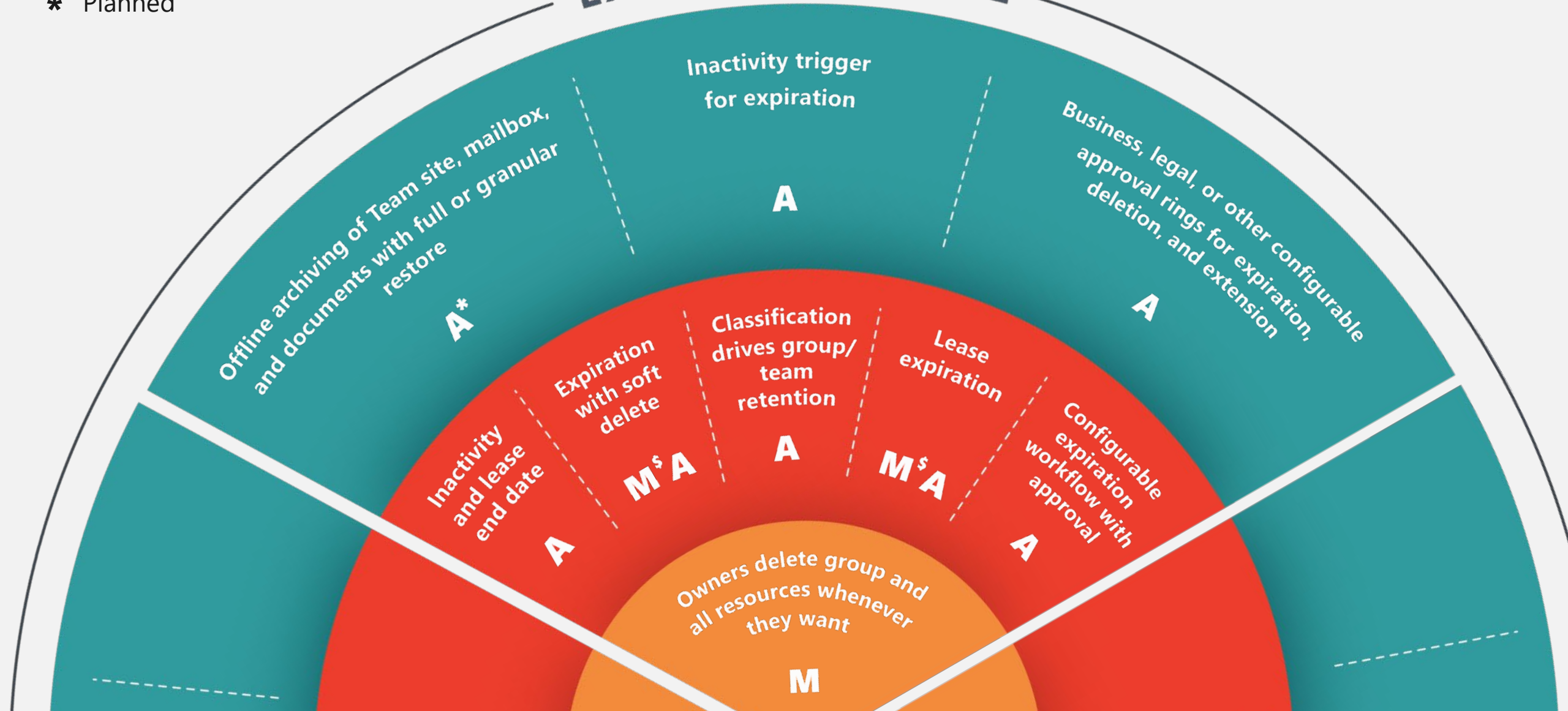
Are these  
management  
controls  
enough?





- M** Office 365 OOB
- A** AvePoint Cloud Gov
- \$** Requires AAD Premium
- \*** Planned

## EXPIRATION & EOL





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

+ New ▾ ✉ Send by email

Published 1:48 PM Edit



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

Language Search

Administration

(1)

Provide Permissions



Not sure what you want? Start Here

(1)

Create a new Space



Spaces

(3)

Create Document Space



Create External Project Space



Create Internal Project Space

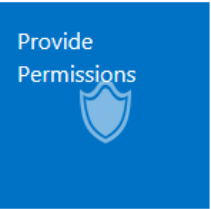




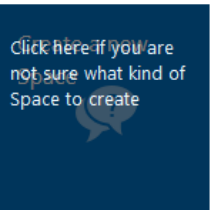
- Home Page
- Start a Request
- My Requests
- My To-Do List
- Public Site Collection Directory
- My Sites

# Start a Request

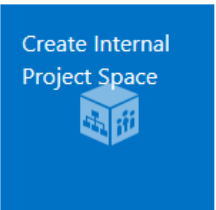
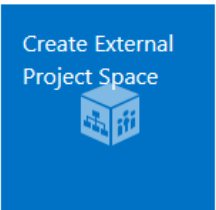
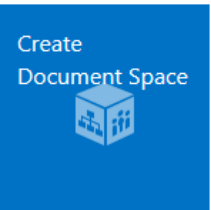
Administration  
(1)



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



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:



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

Reply all

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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Please do not reply to this e-mail. This e-mail was sent from an unattended mailbox, and replies are not reviewed. Please [contact us](#) if you have any issues.


Getting too much email from AvePoint Governance Automation Online Team <GAOnline@avepoint.com>? [You can unsubscribe](#)



My To-Do List >

My Tasks My Recertification Report

 Refresh



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

Request Status

Comments



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	
+	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

Governance Automation Online

My Comments:

Approved

OK Cancel

Basic

Group name: ExternalProject\_EOYCharity

Group ID: charityq42017@M365x445196.onmicrosoft.com

Group description: Space for EOY Charity Event



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





Mail - MeganB@M365x445196

Microsoft Corporation (US) | https://outlook.office.com/owa/?path=/mail/inbox

Search

☆

📧

⬇

🏠

🔒

⚙

☰

Office 365

Outlook

🔒

🔔

⚙

?

Megan Bowen

Search Mail and People

➕ New

🗑 Delete

📁 Archive

🗑 Junk

Sweep

Move to

Categories

⋮

Undo

🔍 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 be 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

A

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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Please do not reply to this e-mail. This e-mail was sent from an unattended mailbox, and replies are not reviewed. Please [contact us](#) if you have any issues.

Getting too much email from AvePoint Governance Automation Online Team <GAOnline@avepoint.com>? [You can unsubscribe](#)



Search All Groups

## All Groups

Create Group

My Requests

All Groups

Favorite Groups

Joined Teams

Joined Groups

Recent Groups

My Hubs

Save as a Hub

List

Properties: All



Demo Template

Private Group

Information Tags Members Details

Send email messages to

[DemoTemplate@M365x445196.onmicrosoft.com](mailto:DemoTemplate@M365x445196.onmicrosoft.com)

Description

Demo Template



ExternalProject\_EOYCh

Public Group

Information Tags Members Details

Send email messages to

[charityq42017@M365x445196.onmicrosoft.com](mailto:charityq42017@M365x445196.onmicrosoft.com)

Description

Space for EOY Charity Event



ExternalProject\_Fundra

Private Group

Information Tags Members Details

Send email messages to

[projectcharity@M365x445196.onmicrosoft.com](mailto:projectcharity@M365x445196.onmicrosoft.com)

Description



Finance\_OM455

Private Group

Information Tags Members Details

Send email messages to

[om455@M365x445196.onmicrosoft.com](mailto:om455@M365x445196.onmicrosoft.com)

Description



Finance\_Project455

Private Group

Information Tags Members Details

Send email messages to

[audit455@M365x445196.onmicrosoft.com](mailto:audit455@M365x445196.onmicrosoft.com)

Description

Finance\_Project455



Finance\_Q2QPR

Private Group

Information Tags Members Details

Send email messages to

[q2qpr@M365x445196.onmicrosoft.com](mailto:q2qpr@M365x445196.onmicrosoft.com)

Description



- 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

**FinanceTest1**



ExternalProject\_EOYCharity

Public group

+ 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




Search All Groups

All Groups List

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

Save as a Hub


Properties: All

 **Demo Template** Private Group

Information Tags Members Details

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


Description  
Demo Template

 **ExternalProject\_EOYCh** Public Group

Information Tags Members Details

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


Description  
Space for EOY Charity Event

 **ExternalProject\_Fundra** Private Group

Information Tags Members Details

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


Description

 **Finance\_OM455** Private Group

Information Tags Members Details

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


Description

 **Finance\_Project455** Private Group

Information Tags Members Details

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

Description  
Finance\_Project455

 **Finance\_Q2QPR** Private Group

Information Tags Members Details

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

Description

 **FinanceTeam1**



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

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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

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Send email r

q2qpr@M36

Description

ExternalProject\_EOYCharity

Basic PropertiesMetadataPolicyLifecycle TimelineService

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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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

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Send email messages to  
DemoTemplate@M365x445196.onmicrosoft.co

Description  
Demo Template

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ExternalProject\_EOYCh

Public Group

InformationTagsMembersDetails

Send email messages to  
charityq42017@M365x445196.onmicrosoft.com

Description  
Space for EOY Charity Event

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Description

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Private Group

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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

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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

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Description  
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Private Group

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Send email messages to  
audit455@M365x445196.onmicrosoft.com

Description  
Finance\_Project455

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Information

Send email r

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

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Favorite Groups

Joined Teams

Joined Groups

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My Hubs

All Groups

Save as a Hub

Properties: All

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Send email messages to  
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Description  
Demo Template

EE

ExternalProject\_EOYCh

Public Group

InformationTagsMembersDetails

Send email messages to  
charityq42017@M365x445196.onmicrosoft.com

Description  
Space for EOY Charity Event

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Finance\_OM455

Private Group

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Send email messages to  
om455@M365x445196.onmicrosoft.com

Description

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Private Group

InformationTagsMembersDetails

Send email messages to  
audit455@M365x445196.onmicrosoft.com

Description  
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Description

ExternalProject\_EOYCharity

Basic PropertiesMetadataPolicyLifecycle TimelineService

🏠

10/26/2017 2:48:06 PM

Provisioned

📅

10/26/2017

Today

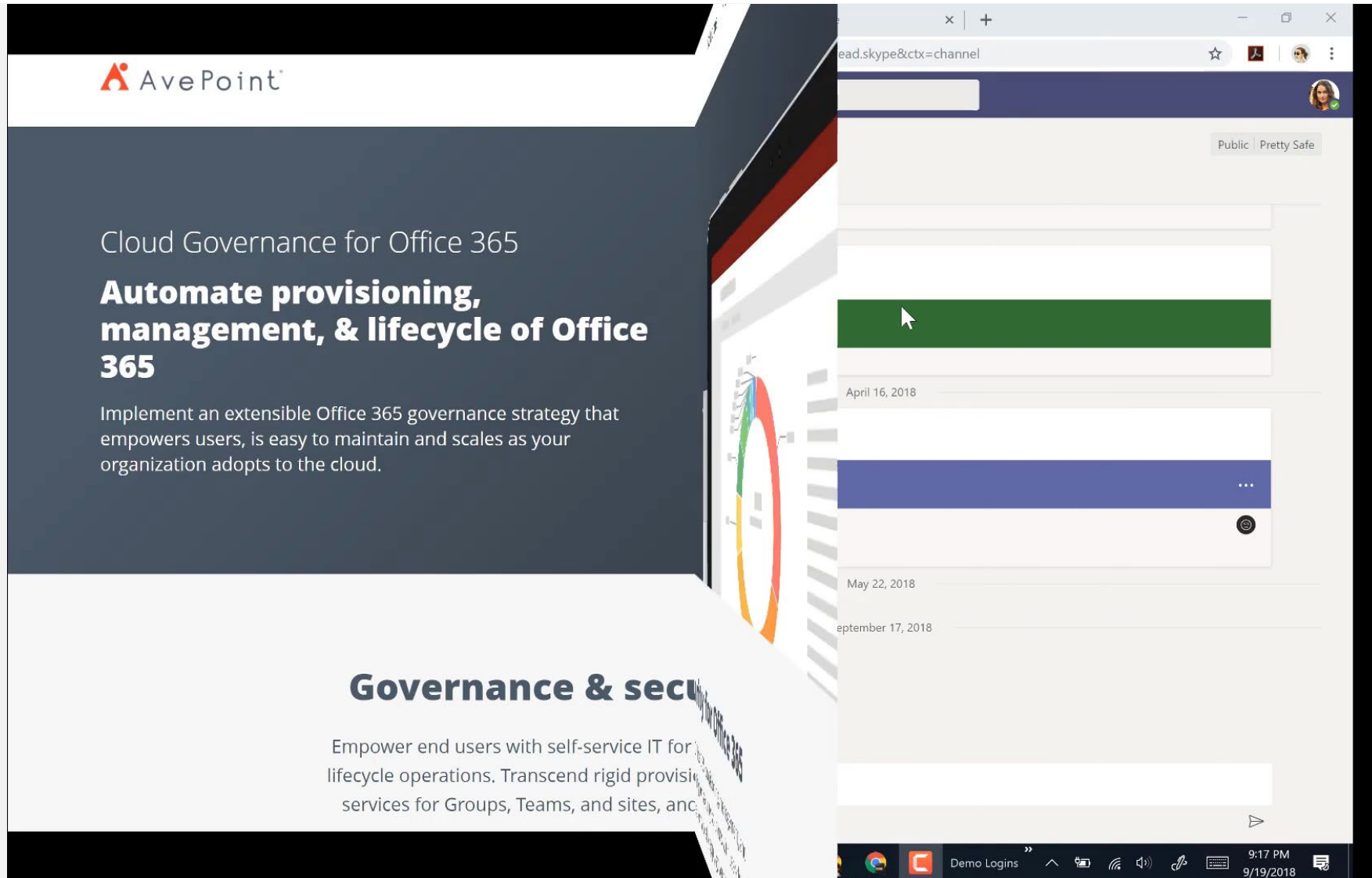
⚠

4/26/2018 2:48:06 PM

Lease Expiration



# Example: Govern Self-Service



The image displays a presentation slide on the left and a Skype chat window on the right. The slide is titled 'AvePoint' and 'Cloud Governance for Office 365'. It features a dark blue background with white text. The main heading is '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 text 'Governance & security' is visible, followed by a partially obscured sentence: 'Empower end users with self-service IT for lifecycle operations. Transcend rigid provisioning services for Groups, Teams, and sites, and...'. The Skype chat window on the right shows a conversation with a contact named 'Pretty Safe'. The chat history includes a green bar, a date separator for 'April 16, 2018', a blue bar, a date separator for 'May 22, 2018', and a date separator for 'September 17, 2018'. The Windows taskbar at the bottom shows the time as 9:17 PM on 9/19/2018.

**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...

Public | Pretty Safe

April 16, 2018

May 22, 2018

September 17, 2018

9:17 PM 9/19/2018





# 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?





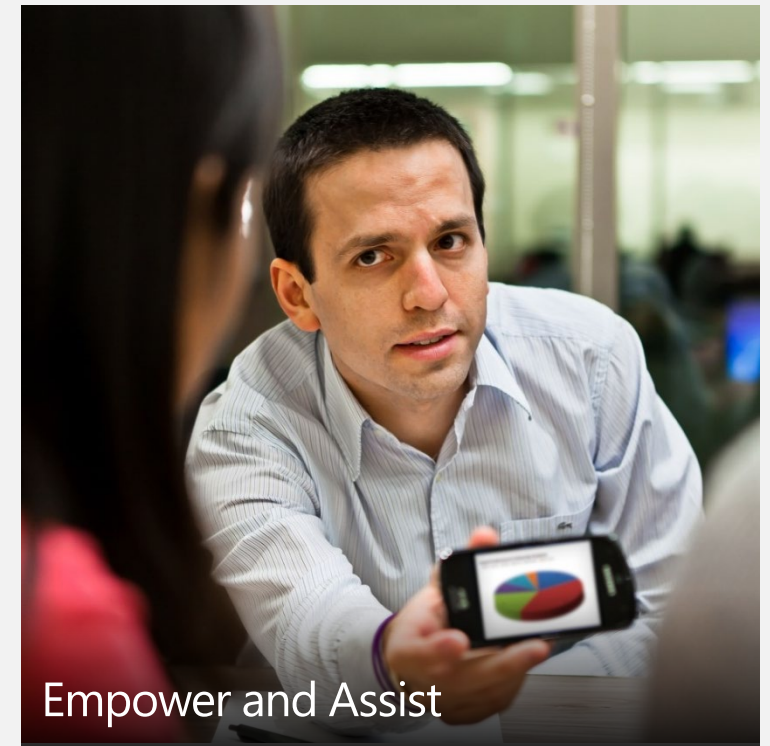
# Goal: Drive Sustainable Adoption



Drive Excitement



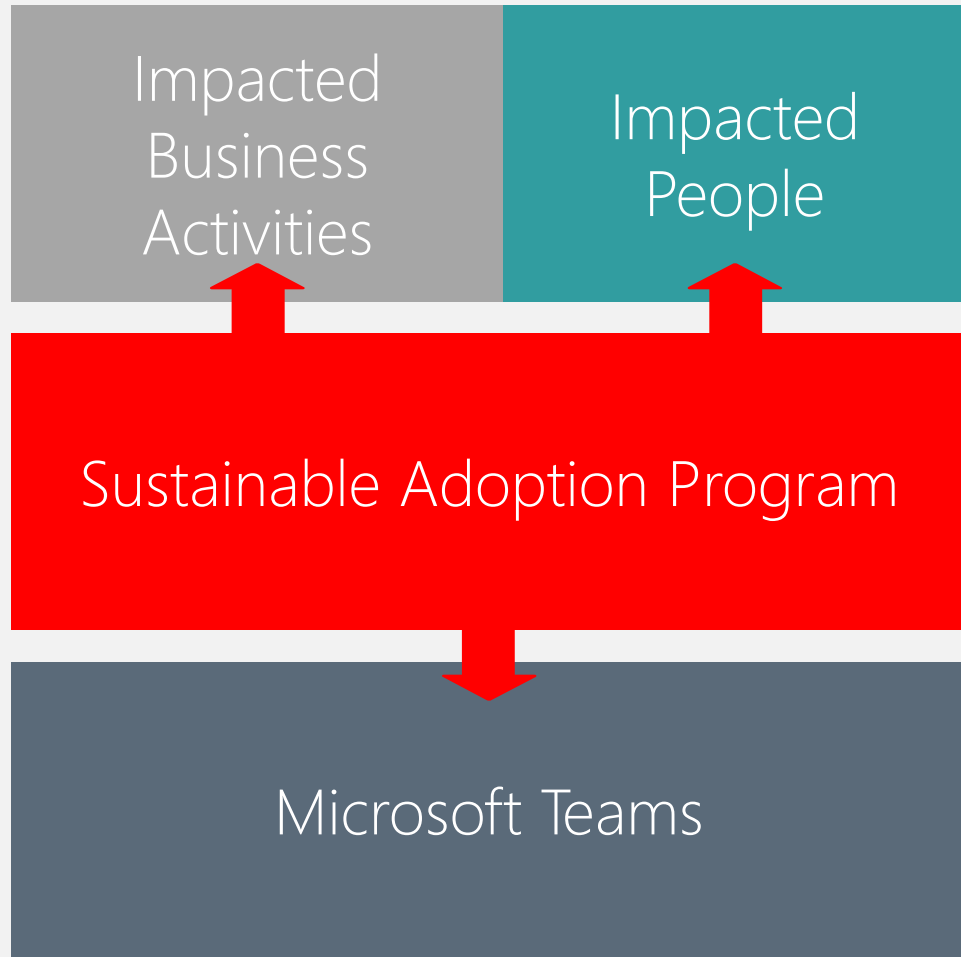
Facilitate Change



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





# Why Training Alone is Not Working



Non-Contextual

Unclear Roles

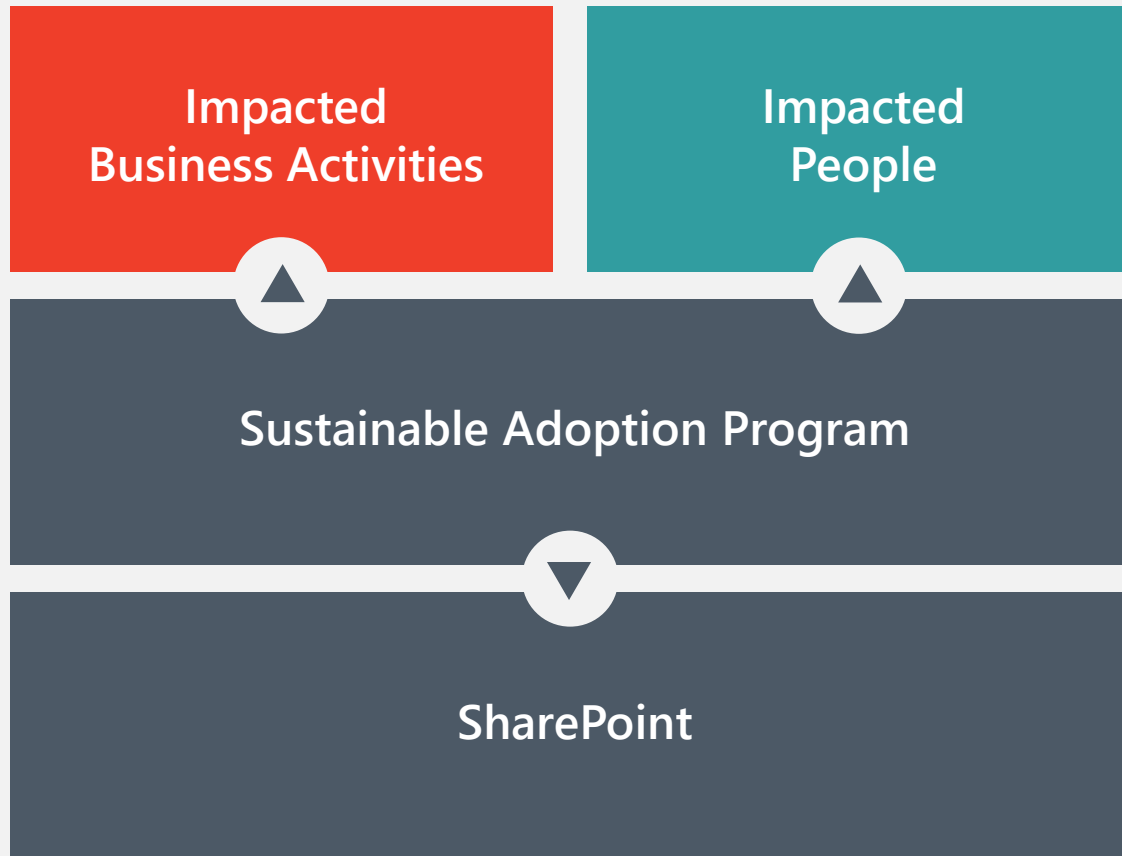
Generational Gap

What's In It For Me?





# Sustainable Adoption Objectives



- Minimize the negative impact of making technology changes
- Promote the adoption of new systems and solutions
- Provide users with the resources they need to be successful
- Encourage an organization culture which embraces on-going evolution.



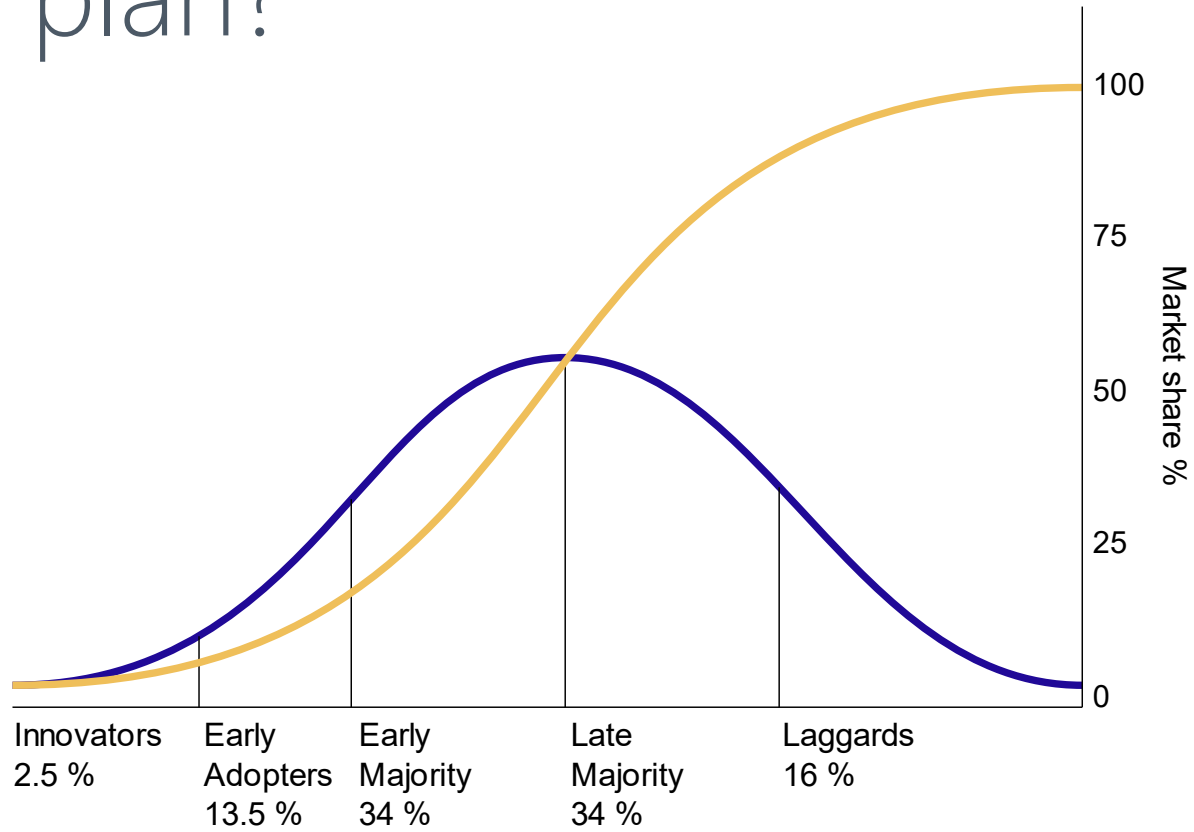


Make it Easy  
to Do the  
Right Thing





# How do you create a sustainable adoption plan?



\* [Diffusion of Innovations](#) by Everett Rogers





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

Specify rules of engagement

Focus on business scenarios or initiatives

Enforce & automate governance





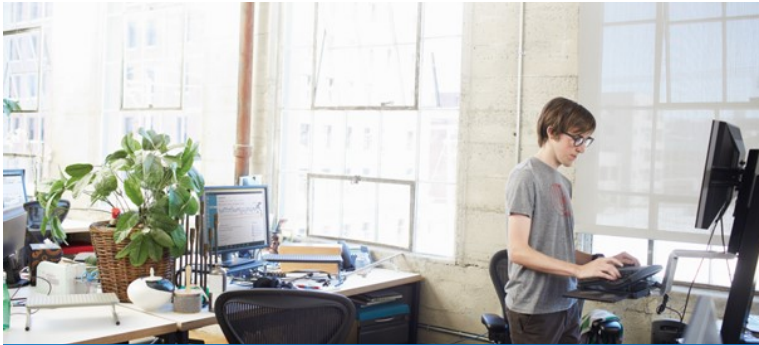
# Example: Make meetings better





# Example: Focus on Business Scenarios

## Engineering, Research & Development



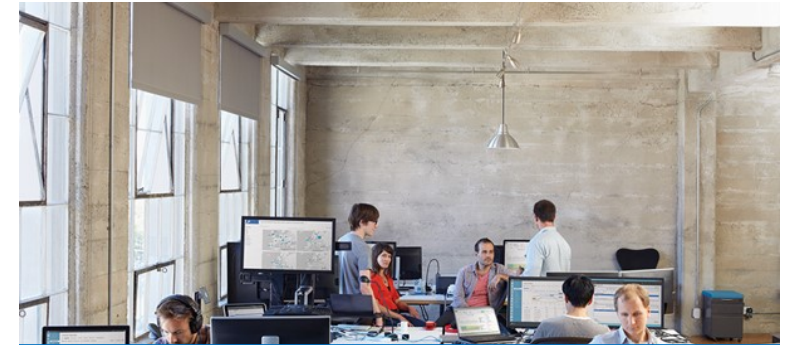
Share best practices across geographies

## Operations, Manufacturing & Logistics



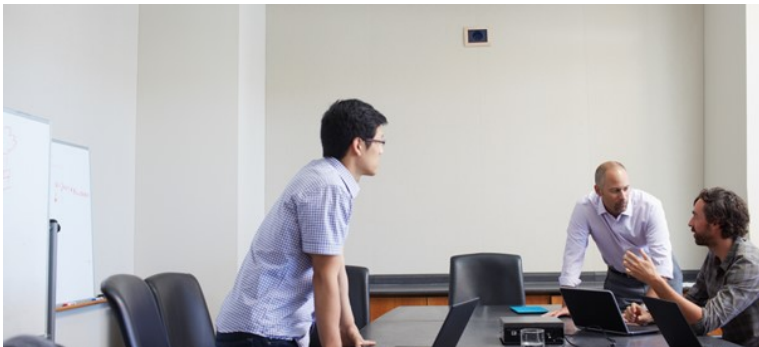
Improve and monitor business processes

## 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



# Step 2: Facilitate leadership buy-in

Highlight financial benefits

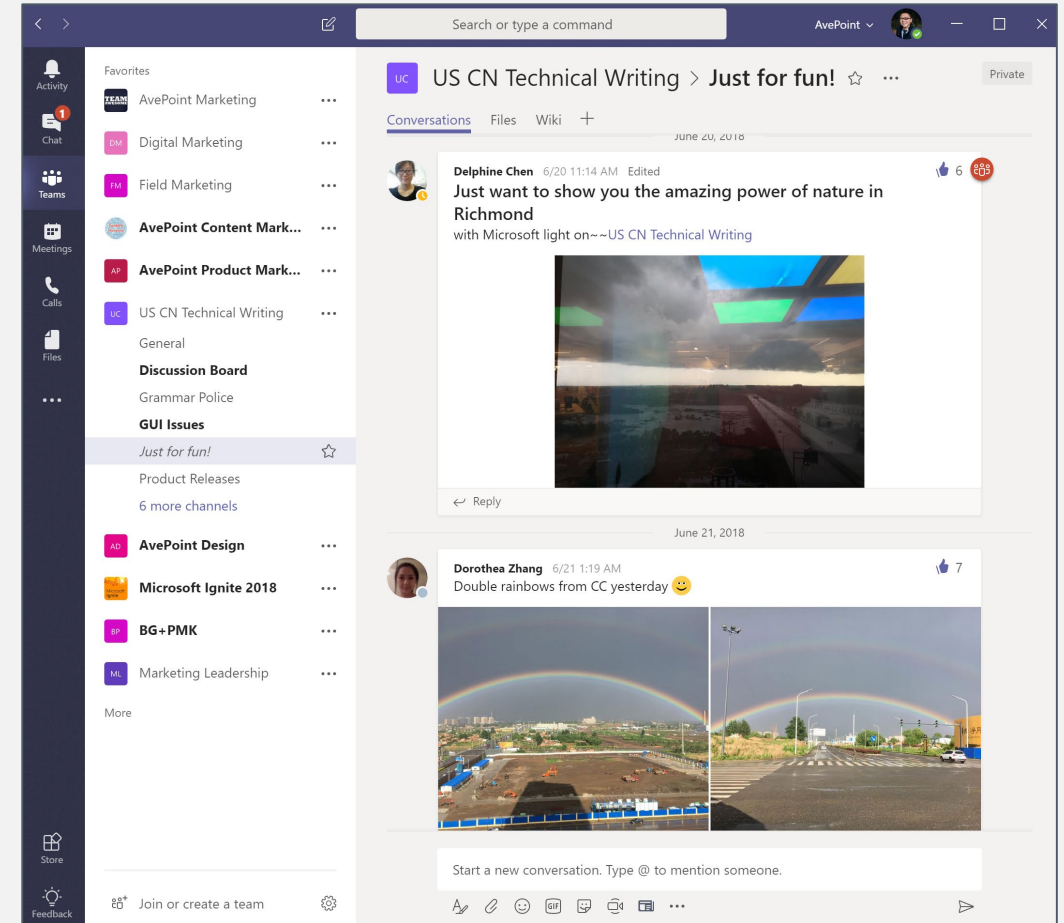
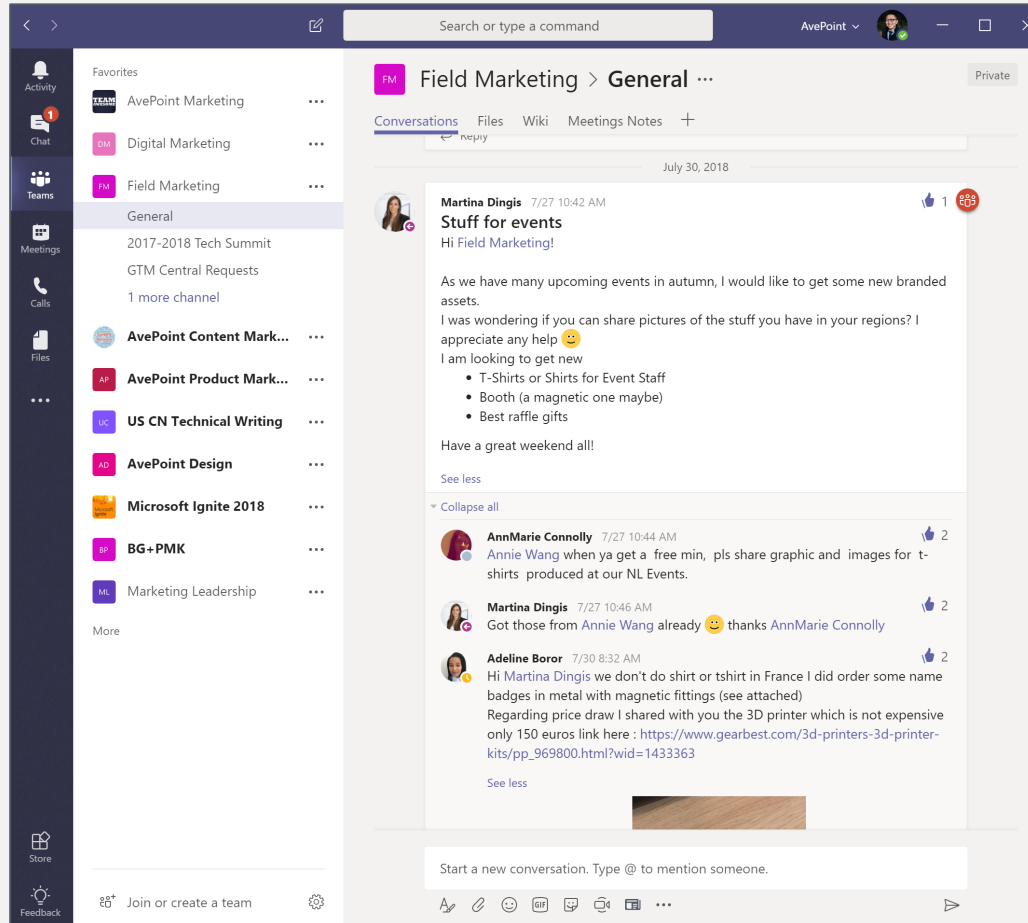
Demonstrate better transparency

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





# Step 4: Develop Contextual Learning



Use case driven

On-demand

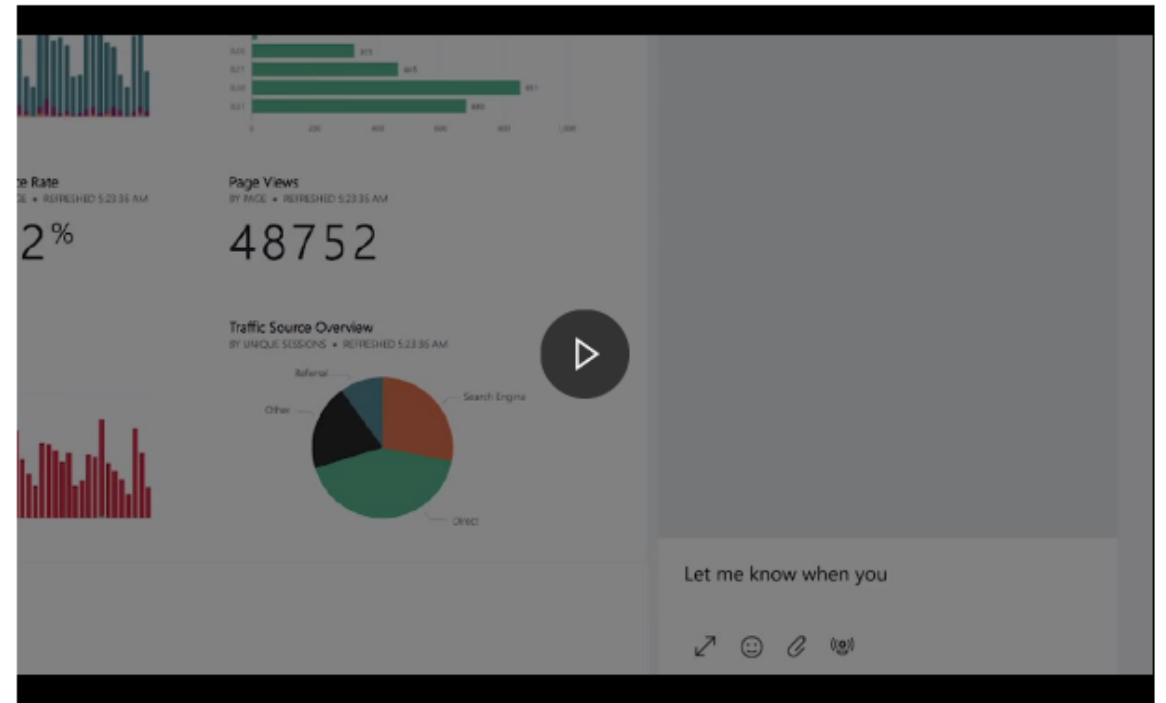
Always have a call to action



# 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

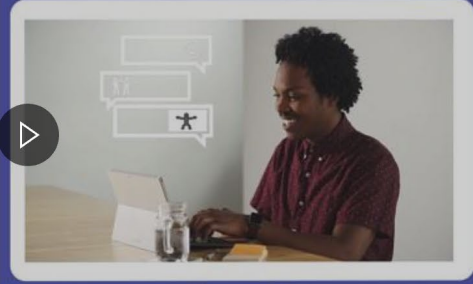
Collaborate  
📄 Article

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?](#)



# Step 5: Create Your 90 Day Plan



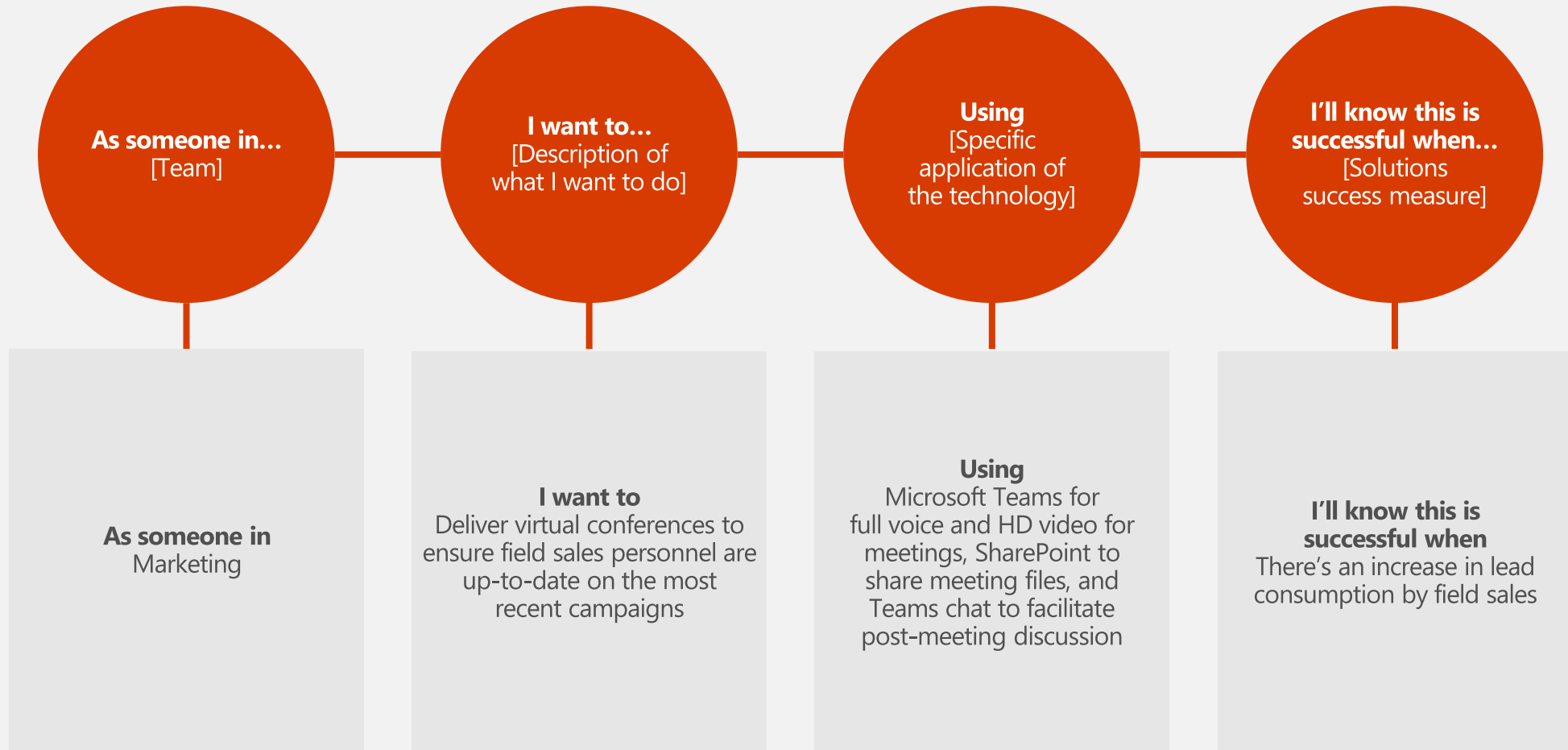
Identify specific use cases

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





# What We Covered

Modern Workplace Today

Why Microsoft Teams?

Microsoft Teams Administration

Right Sizing Governance

Establish Sustainable Adoption Plan





# DIGITAL TRANSFORMATION

## FROM THE TRENCHES

▶ *Register for FREE at*  
*[ShiftHappensCon.com](http://ShiftHappensCon.com)*

Use Code: "CUSTOMER50"

Washington, D.C.

June 12-13, 2019





# Get Resources



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

# Let's Connect



Dux Raymond Sy  
[Linkedin.com/in/meetdux](https://www.linkedin.com/in/meetdux)  
[dux.sy@avepoint.com](mailto:dux.sy@avepoint.com)  
  @meetdux



thank  
you

# Gracias

ευχαριστώ

# Danke

# Grazie

благодаря

# Hvala

# Obrigado

# Kiitos

شكراً

# Tak

# Ahsante

## Teşekkürler

متشکرم

# Salamat Po

감사합니다

Cám ơn

## شکریہ

# Terima Kasih

# Dank u Wel

# Děkuji

நன்றி

# Köszönöm

ありがとうございます

ขอบคุณครับ

Dziękuję

谢谢

# Tack

# Mulțumesc

спасибо

Merci

תודה

多謝晒

# дякую

# Ďakujem





Sales@AvePoint.com | +1 800.661.6588



[www.AvePoint.com](http://www.AvePoint.com)



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