



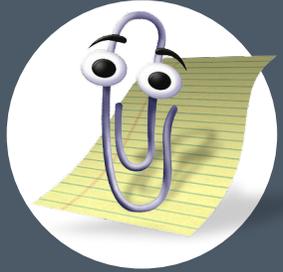
How to Ensure Operational Governance for Microsoft Teams



Dux Raymond Sy
@meetdux | AvePoint
Microsoft RD + MVP



Unleash the Power of You



Activity: Governance Pictionary

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



Management
Office Staff



Field Sales
Task Workers
Shop-floor Workers
Maintenance Engineers
Medical Staff



Vendors
Suppliers
Wholesalers
Citizens
Partners
Volunteers

Information Worker

Firstline Worker

Value Chain



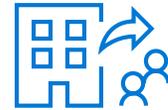
Teamwork

The landscape has changed

2x

More collaboration

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



Internal, external & remote

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



Diverse workforce

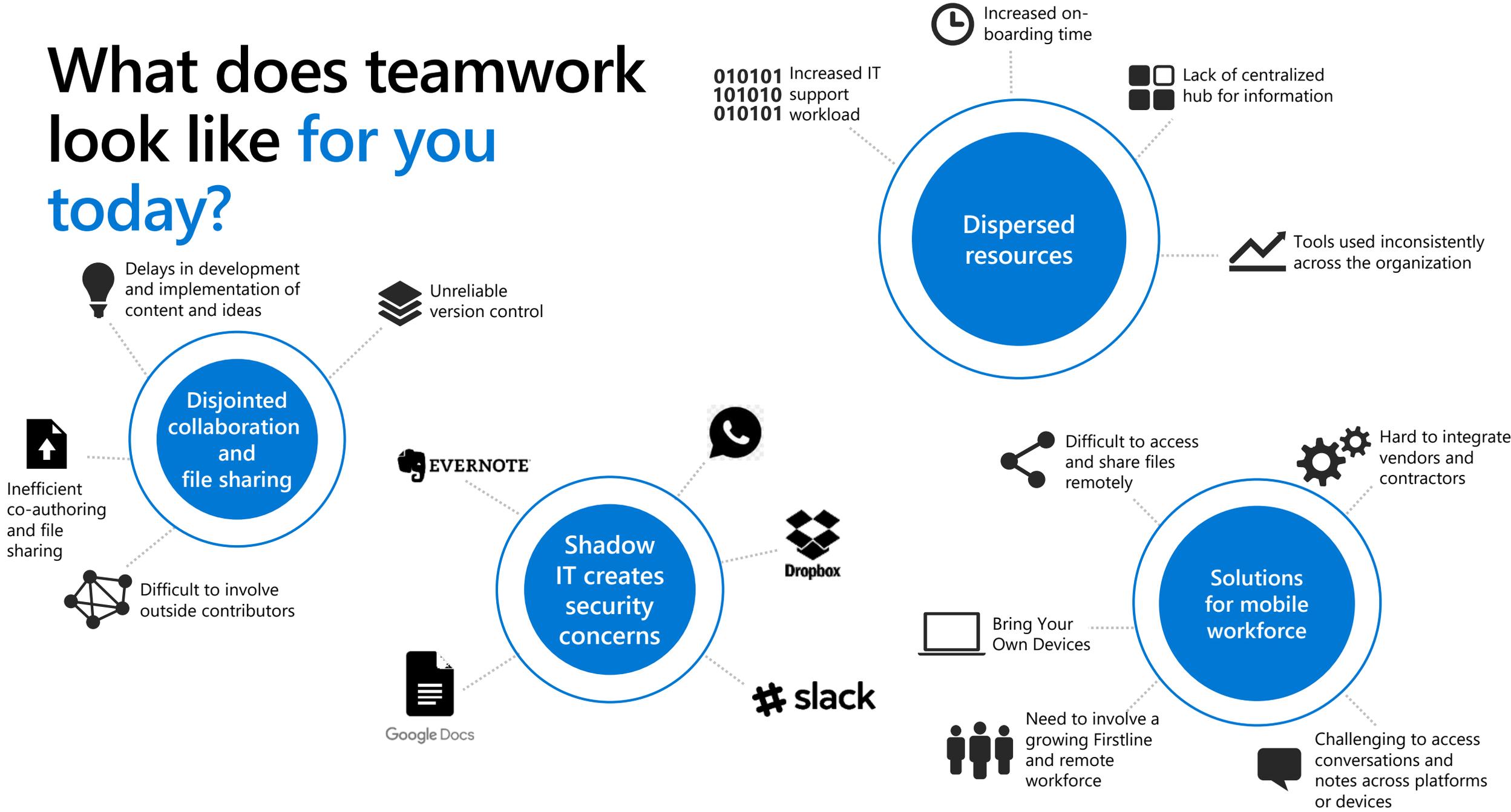
People have different expectations, preferences, skillsets and abilities



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

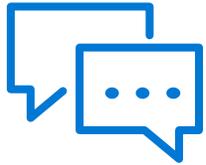
Windows 10

Enterprise Mobility + Security



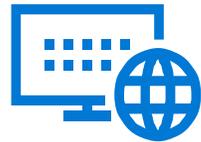
Microsoft 365: Universal Toolkit for Teamwork

Teams



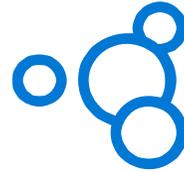
Hub
for Teamwork

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

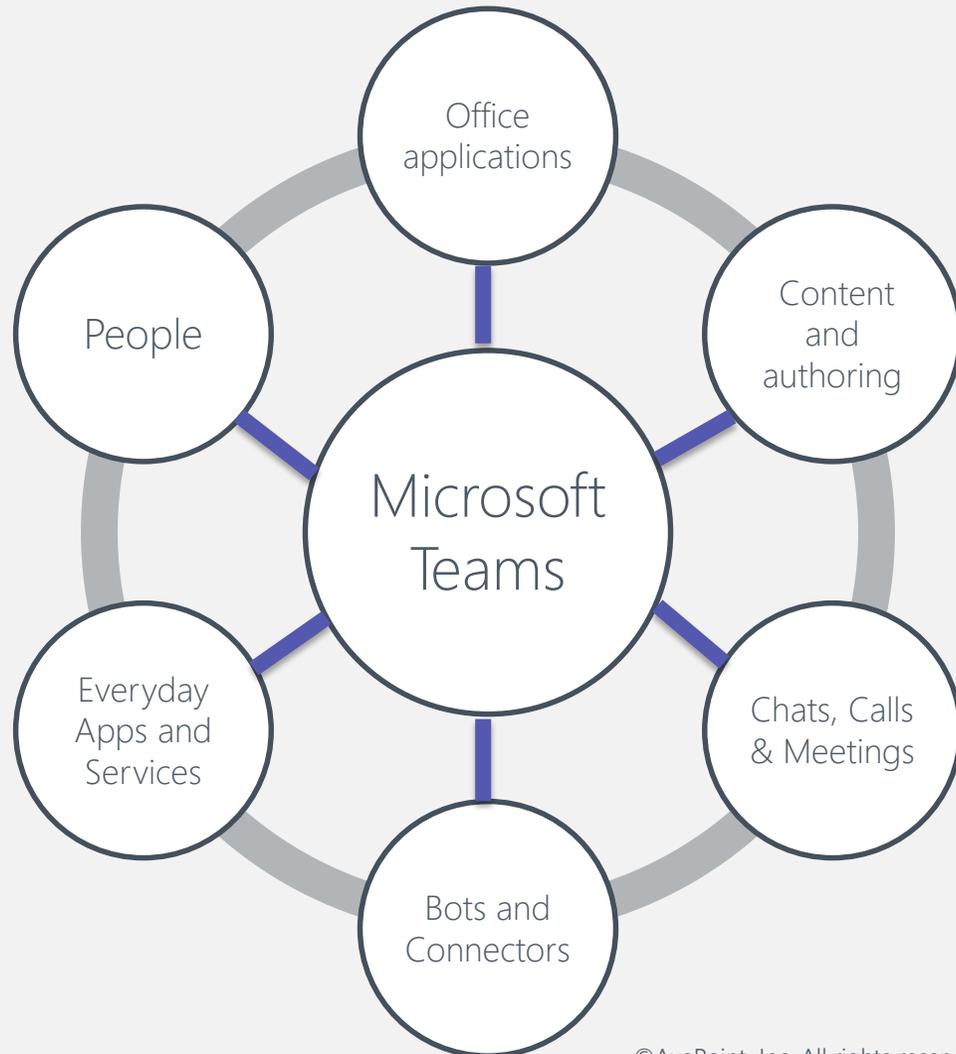
Centralized policy management

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

Compose Extensions

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

Connectors

- Simple webhook notifications in channels

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.



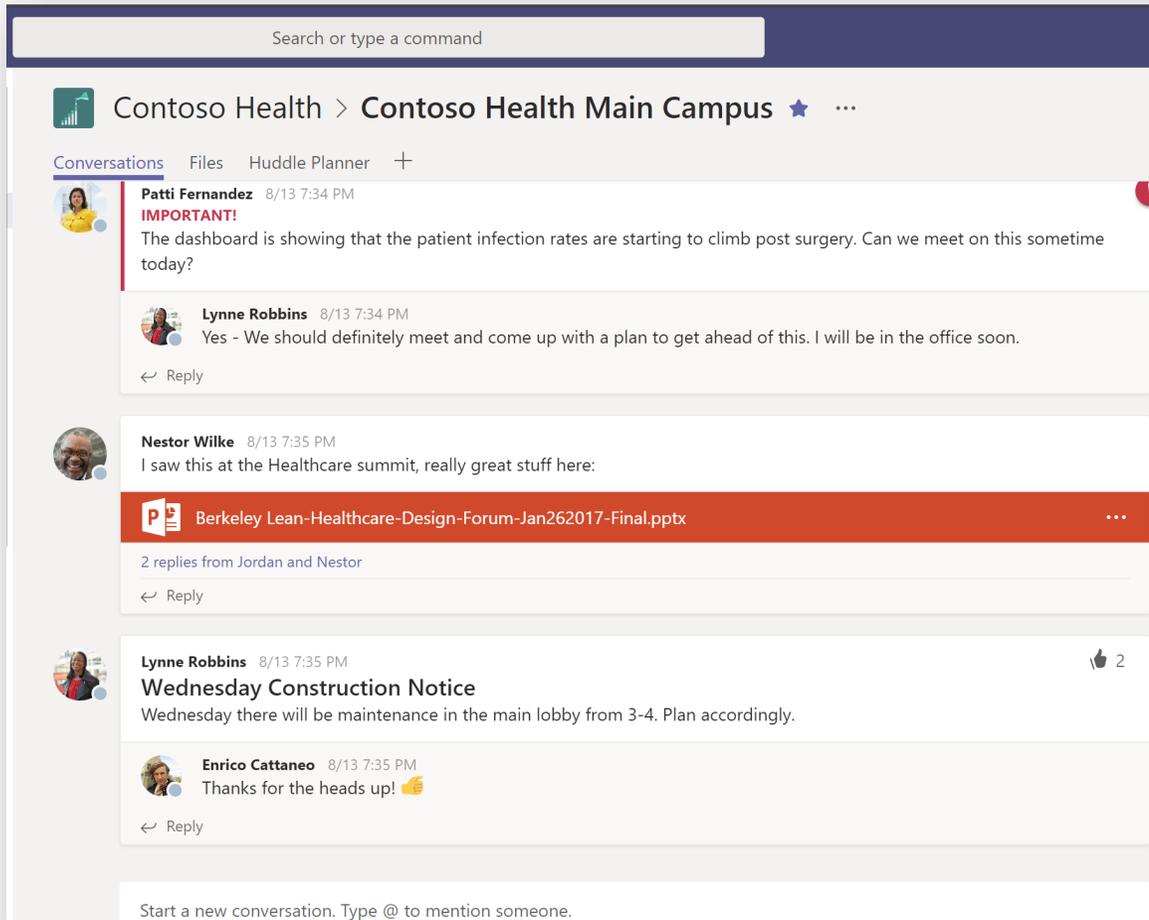
Project Management

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



The screenshot shows a Microsoft Teams channel interface for 'Contoso Health Main Campus'. At the top, there is a search bar with the text 'Search or type a command'. Below the search bar, the channel name 'Contoso Health Main Campus' is displayed with a star icon and a menu icon. The channel tabs include 'Conversations', 'Files', and 'Huddle Planner'. The conversation history shows several messages:

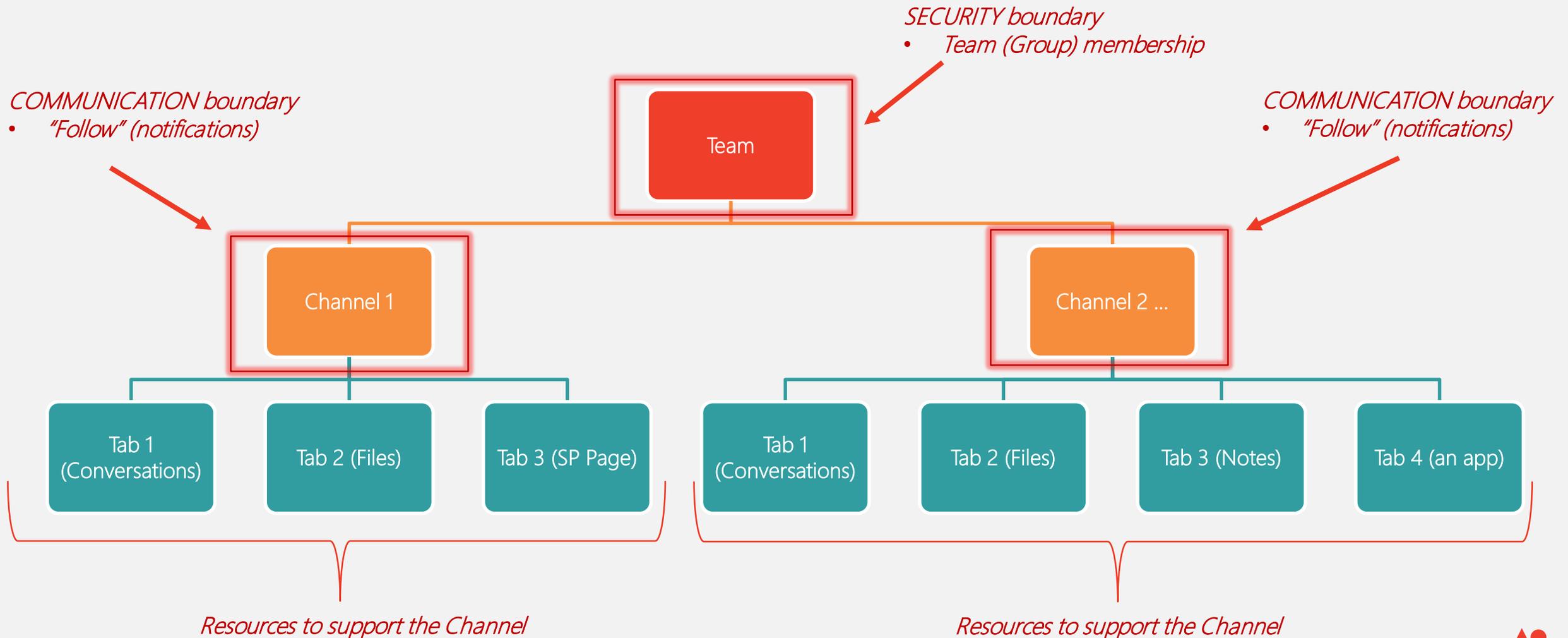
- Patti Fernandez** (8/13 7:34 PM): **IMPORTANT!** The dashboard is showing that the patient infection rates are starting to climb post surgery. Can we meet on this sometime today?
- Lynne Robbins** (8/13 7:34 PM): Yes - We should definitely meet and come up with a plan to get ahead of this. I will be in the office soon.
- Nestor Wilke** (8/13 7:35 PM): I saw this at the Healthcare summit, really great stuff here:
A file named 'Berkeley Lean-Healthcare-Design-Forum-Jan262017-Final.pptx' is attached to the message. Below the file, it says '2 replies from Jordan and Nestor'.
- Lynne Robbins** (8/13 7:35 PM): **Wednesday Construction Notice** Wednesday there will be maintenance in the main lobby from 3-4. Plan accordingly.
- Enrico Cattaneo** (8/13 7:35 PM): Thanks for the heads up! 🙌

At the bottom of the channel, there is a text input field with the placeholder text: 'Start a new conversation. Type @ to mention someone.'

- 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. It is divided into three main sections:

- The TEAM:** Indicated by a red arrow, this section refers to the team itself, represented by the "US-PubSec" team name in the Favorites list on the left sidebar.
- The Team's CHANNELS:** Indicated by a teal arrow, this section refers to the various channels within the team, such as "General", "FED Sales", "Knowledge Channel", "Marketing Events", and "Partner Program".
- Channel TABS:** Indicated by an orange arrow, this section refers to the tabs within a specific channel, such as "Conversations", "Files", "AP Wiki", "AP University", "L&L Planner", and "Resources".

The main content area shows a view of the "US-PubSec > Knowledge Channel". A message from Taylor Davoport, dated 7/26 1:13 PM, is displayed. The message content is:

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 so please follow ACAD if you are not already.

See more

The message includes a screenshot of an Outlook interface showing the "SLED TEAM" group and a "Follow the Group" button. The screenshot also shows a "Stop following in inbox" notification.



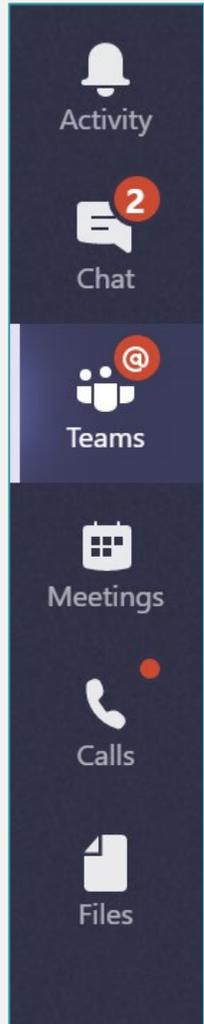
The Difference between TEAMS and CHATS

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

The screenshot shows the Microsoft Teams interface. On the left is a dark blue navigation pane with icons for Activity, Chat (with a red badge showing '2'), Teams (with a red badge showing '@'), Meetings, and Calls. The main area displays the 'BGLeads' team, represented by a red 'A' logo. Below the team name is a list of channels: 'General' (highlighted), 'BG Virtual Stand-up', 'BG-Dev Workshop 2018', 'GTM-Sales', 'Product Strategy', 'Project Tasks', 'SP 2019', 'Technical Partnerships', and '2 more channels'.

The screenshot shows the Microsoft OneDrive interface for the 'BGLeads' private group. At the top, there's a blue header with a white 'B' icon and the text 'BGLeads Private group'. Below this is a toolbar with options: '+ New', 'Upload', 'Quick edit', 'Sync', and 'Export to Excel'. The main content area is titled 'Documents' and contains a table of files and folders.

Name	Modified
BG Virtual Stand-up	July 16
BG-Dev Workshop May 2018 C...	April 24
Field Feedback	March 15
General	November 17, 2017
GTM-Sales	August 14, 2017
Product Strategy	August 14, 2017
Project Tasks	6 days ago
SP 2019	July 3
Technical Partnerships	August 14, 2017





Unlock productivity with



150+ integrations



How can we improve everyday experiences by extending Teams?

Every day I have to ... eat

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

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

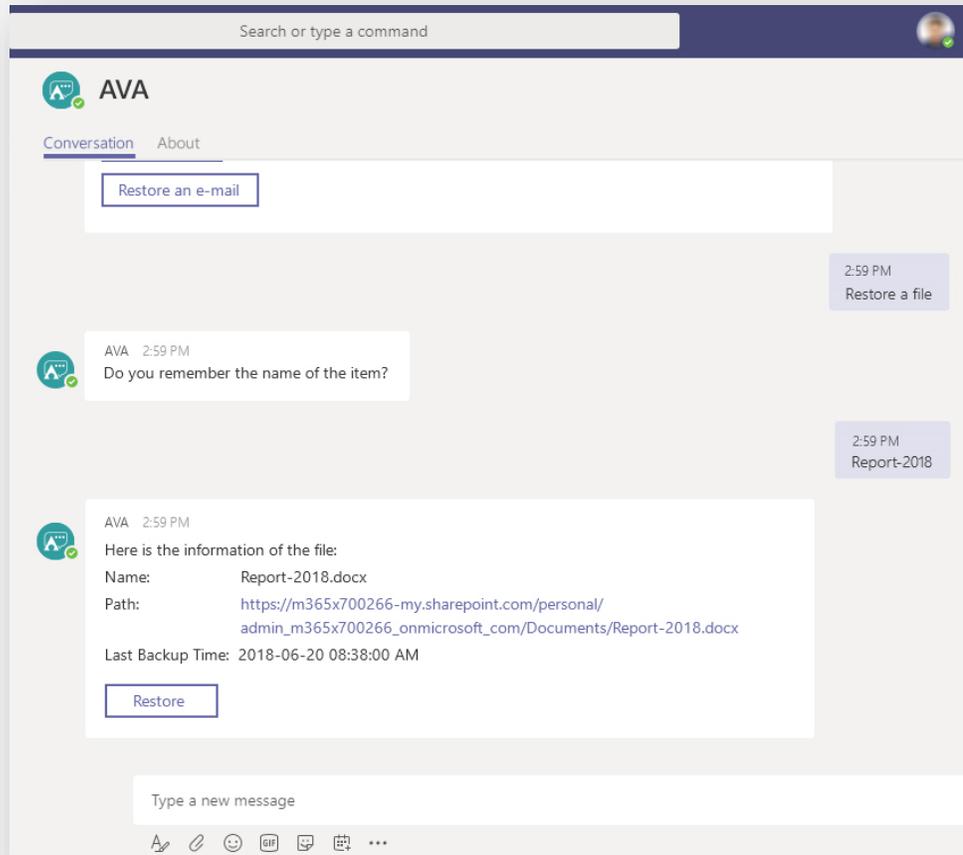
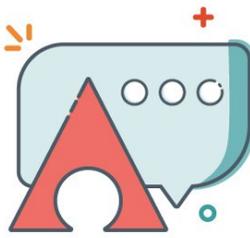
Manage

Type your questions here

✍️ 😊 📄 🗨️ 🎧 ⋮



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

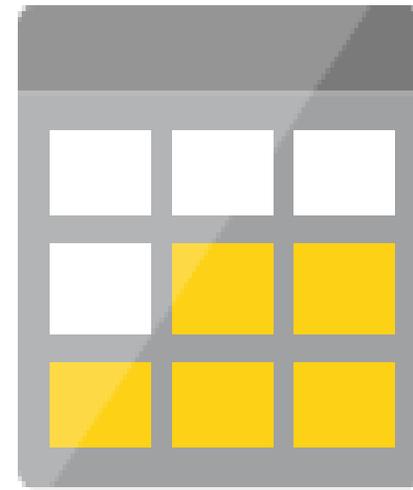
In memory processing for speed
Leverages Azure storage (blob, tables, queues)

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

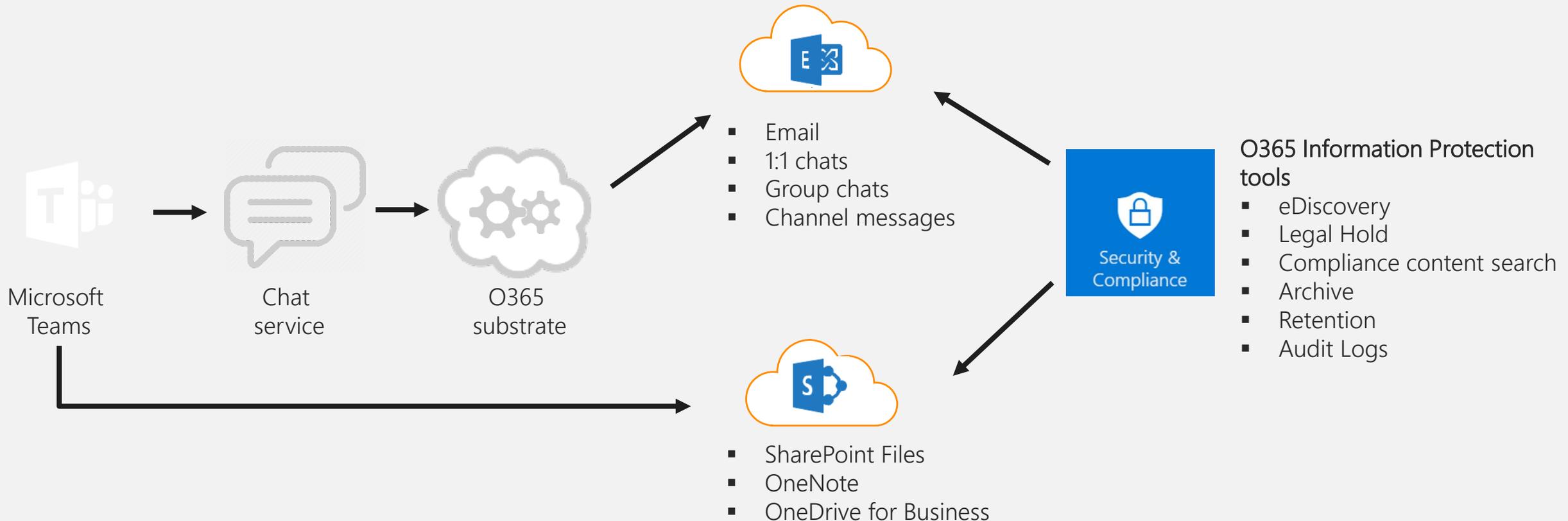
Files are uploaded to SharePoint. A folder is associated with each channel in the team

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?

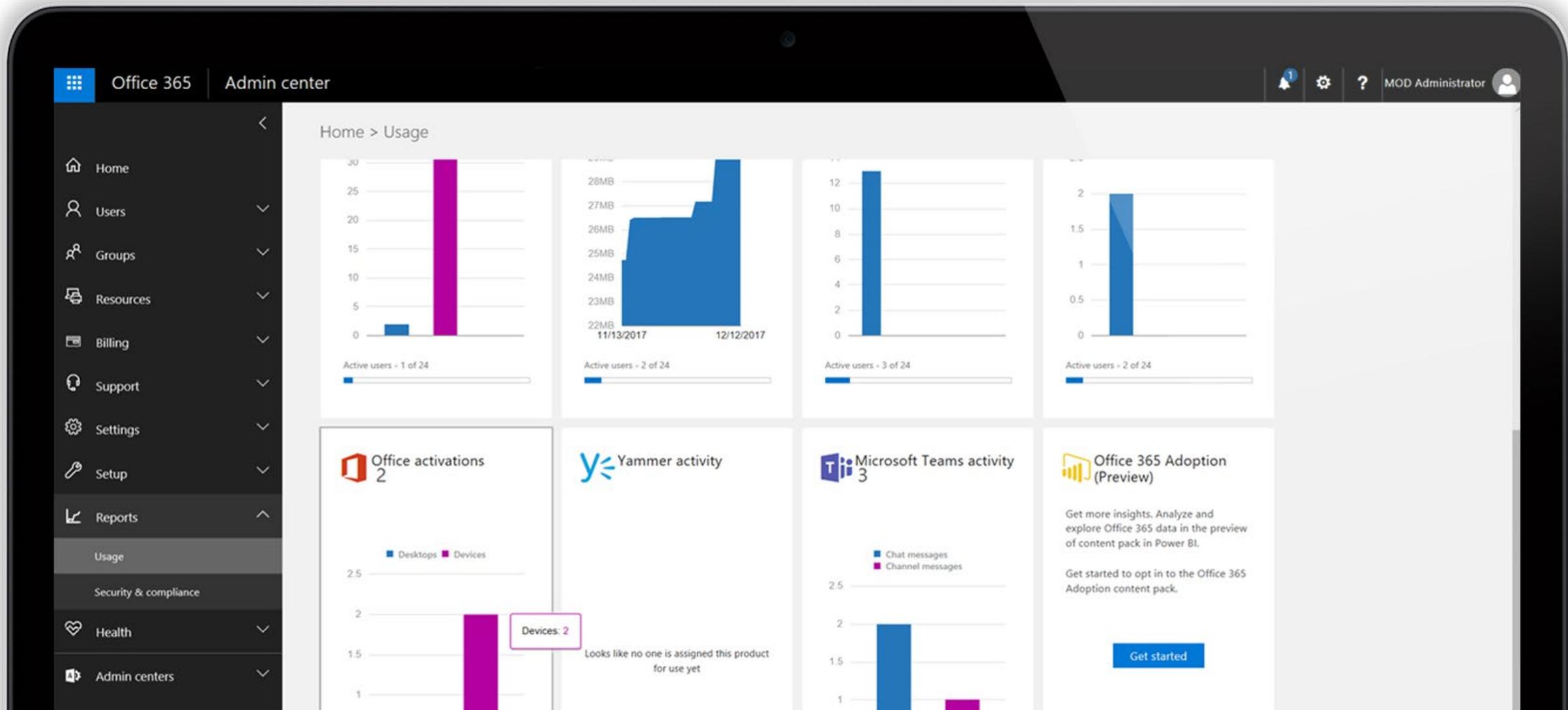


How Do I Best Manage Teams?

- 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

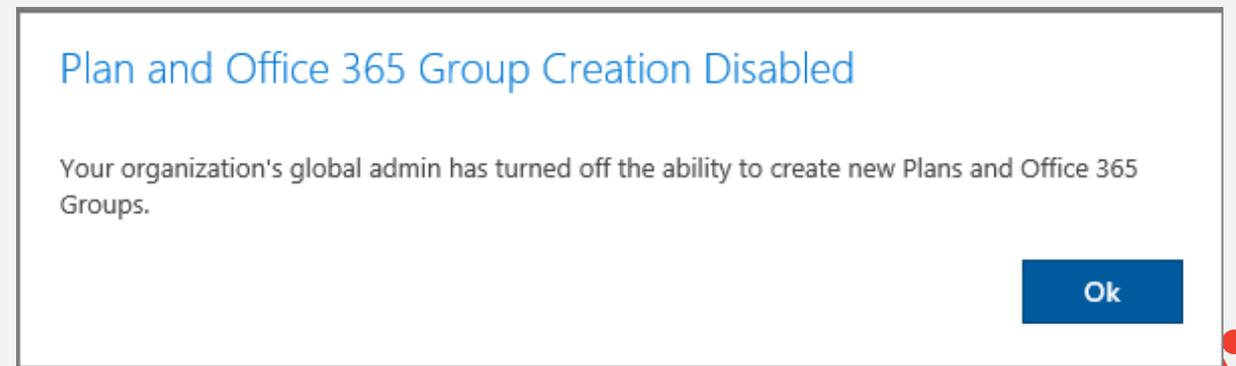
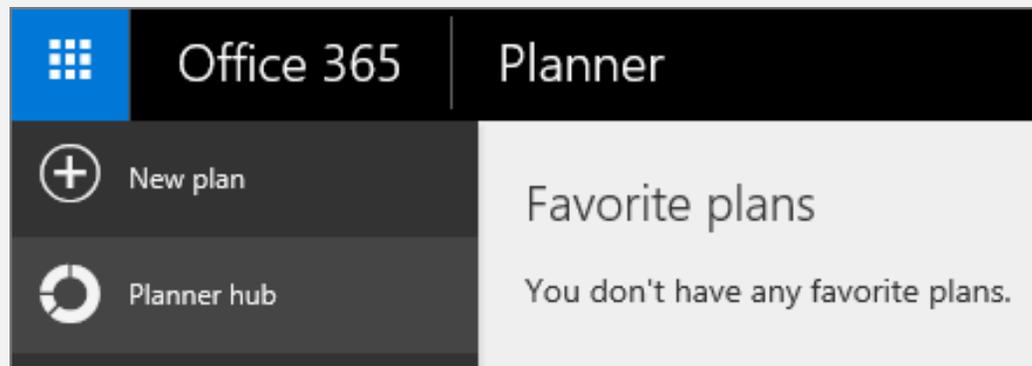
```
Name                Value
-----
ClassificationDescriptions
DefaultClassification
PrefixSuffixNamingRequirement
AllowGuestsToBeGroupOwner    False
AllowGuestsToAccessGroups    True
GuestUsageGuidelinesUrl
GroupCreationAllowedGroupId   Afc88abb-5df6-4c0f-b6f7-b7e82620bf89
AllowToAddGuests         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

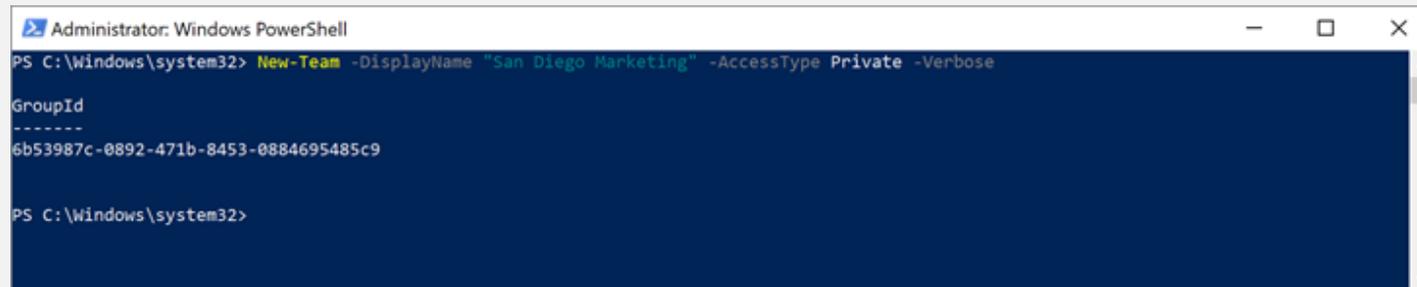
```
Administrator: Windows PowerShell
PS C:\Windows\system32> Get-Team

GroupId                DisplayName            Description
-----                -
d35b6b3b-84af-4e44-8969-6f43bcfff1d9 Project Lunch         Project Lunch
718bddc7-16a2-4329-bb4c-b199824032d1 Project Del Mar       Project Del Mar
fdd26d67-2a8c-4a13-8c98-a5e55258304f 0365 Deployment Team
4d9dbb0c-ebfe-4cf7-9f49-692924c45283 Conference Planning   Conference Planning
ebe50c9c-e158-4326-b070-7f798d3e7fd1 Holiday Campaign Planning
```

PS C:\Windows\system32> _



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

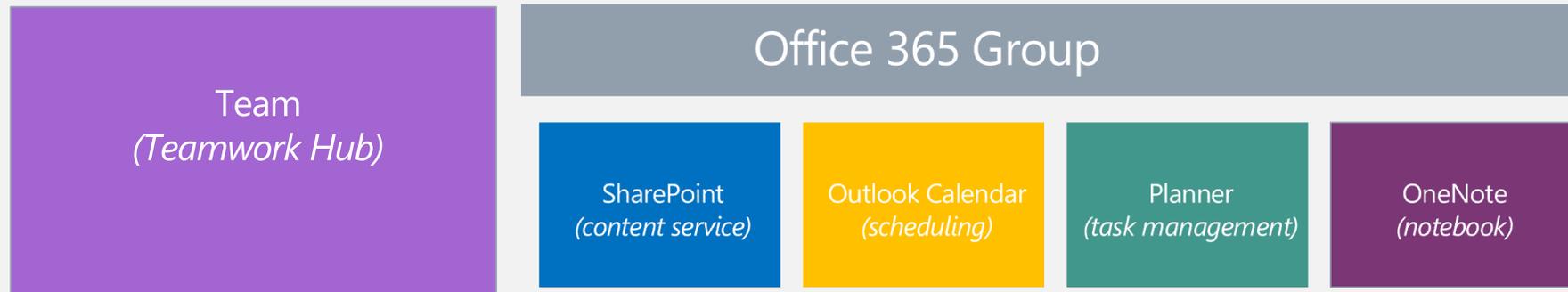
Dynamics CRM

Yammer

Stream

Power BI

When Creating a Team ...



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.

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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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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

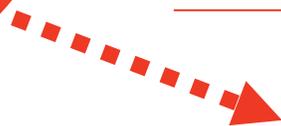
Office 365
Groups



=



=



=



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

Data Governance

Content-specific, aligns with IT Governance goals

Workspace
Provisioning



Ongoing
Management/
Enforcement



Lifecycle and
EOL for
Workspaces



Retention/
Expiration



Records
Management



Classification



DLP



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
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



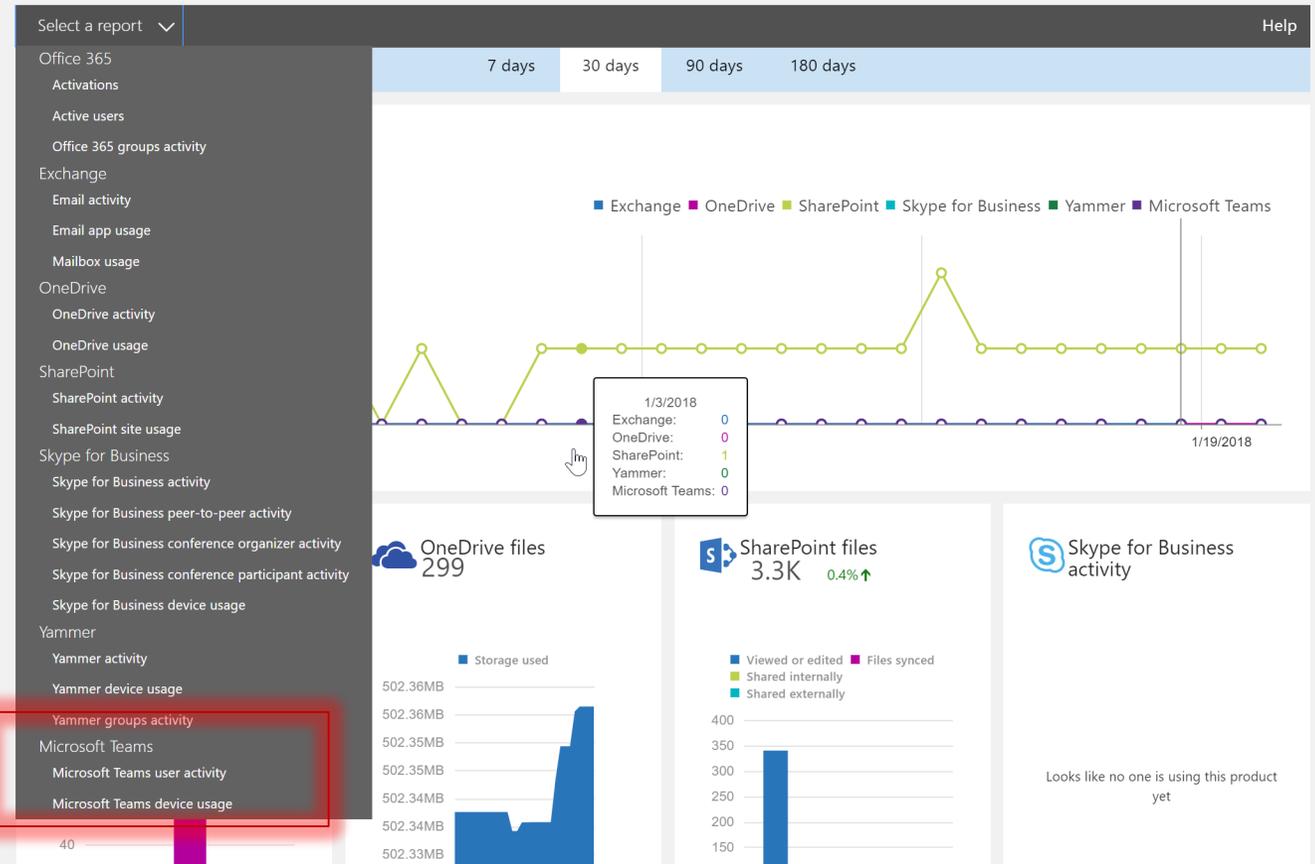
Govern Ongoing Management

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



Out of the Box Capabilities

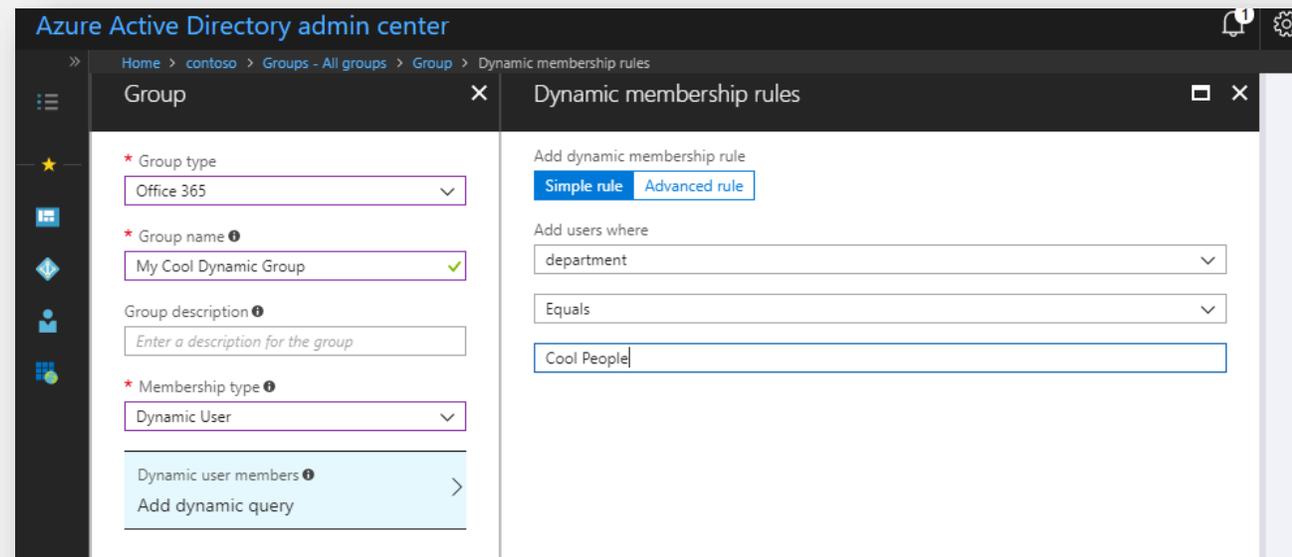
- Manually configure
 - User Permissions
 - Information structure
- Usage Reporting
- Audit Reporting



Office 365 + AAD P1

- **Dynamic Membership**

Set Group permissions based on AAD attributes



Govern Information Lifecycle

- Expiration
- Retention



Out of the Box Capabilities

- Soft Delete/Restore

The screenshot displays a list of updates in the Office 365 update center. A callout box highlights a specific feature card. The card title is "Recover deleted Office 365 Group from Office and Exchange admin centers". The description states: "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." The card also includes the following details: Feature ID: 14685, Added to Roadmap: 06/08/2017, Last modified: 07/25/2017, and Tags: O365, Groups. At the bottom of the card are social sharing icons for Facebook, LinkedIn, Twitter, Email, and YouTube.

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](#)



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

The screenshot shows the Azure Active Directory admin center interface. The left-hand navigation pane includes sections for 'MANAGE' (General, Expiration (preview)), 'ACTIVITY' (Audit logs), and 'TROUBLESHOOTING + SUPPORT' (Troubleshoot, New support request). The main content area is titled 'Expiration (preview)' and contains a search bar, 'Save' and 'Discard' buttons, and an information icon. Below this, there is a text box explaining that renewal notifications are sent 30, 15, and 1 day prior to expiration. The 'Group lifetime (in days)' is set to 'Custom' with a value of 31. There is a field for 'For groups with no owners, notify' set to 'Admin@odemo.me'. A section for 'Enable expiration for these Office 365 groups' has 'Selected' chosen. A list of groups is shown below, with 'test' selected.

Group Name	Expiration (days)
Alex Dept Planning	31
Alex Team YamJam	31
test	31

The screenshot shows an email notification from 'msonlineservicesteam@microsoftonline.com' with the subject 'Action Required: Renew your Office 365 group'. The email body contains a red warning: 'Your Office 365 group 'test' expires in 30 day(s)'. Below this is a profile card for the group 'test' (MA) with 'Renew group' and 'Go to group' buttons. A warning triangle at the bottom states: 'If you don't renew, the group and its related content from Teams, Planner, Yammer, Sharepoint, Outlook, etc. will be deleted on 9/10/2017'. The footer includes Microsoft Corporation contact information and a privacy statement link.



Using Retention Policies for Teams

The screenshot displays the Office 365 Security & Compliance interface. The left sidebar lists various security and compliance tools, with 'Retention' highlighted. The main content area shows the 'Create a retention policy' wizard. The current step is 'Choose locations', where users can select which data sources to apply the policy to. The wizard includes a 'Name your policy' step, a 'Settings' step, and a 'Review your settings' step. The 'Choose locations' step is currently active, showing a list of data sources with toggle switches and options to include or exclude specific content.

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...
1 year

Retain the content for this long...
Do you want us to keep the content for this long?
 Yes No

Need more options?
 Use advanced retention settings

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](#)

[Back](#) [Next](#) [Cancel](#) [Feedback](#)

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

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?



- M** Office 365 OOB
- A** AvePoint Cloud Gov
- \$** 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

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

Feedback

Home Page

Start a Request

My Requests

My To-Do List

Public Site Collection Directory

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

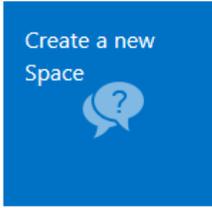
My Sites

Start a Request

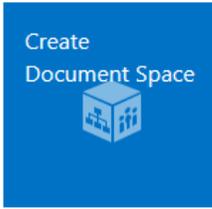
Administration
(1)



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

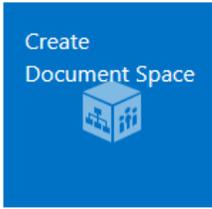
Administration
(1)



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?

- 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?

How would you classify the content?

- 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?

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

- 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:

[Empty text area for 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

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

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

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

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	Create new space for EOY Charity Event	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	View Details: Create new space for EOY Charity Event	Request Status	Comments
572	Create new space for EOY Charity Event	<p> ✓ Approve 👤 Reassign ✗ Reject 🕒 View Request History </p> <p>Task Information</p> <p>Request ID: 572</p> <p>Request Summary: Create new space for EOY Charity Event</p> <p>Notes to approvers:</p> <p>Service Type: Create Group</p> <p>Requester: Megan Bowen</p> <p>Status: Waiting for Approval</p> <p>Last Modified Time: 2017-10-26 14:34:31</p> <p>Request Status: (First Stage Task Created)</p> <p>Comments:</p> <p>Create Group - Basic Settings</p> <p>Privacy</p> <p>Privacy: Public - Anyone can see group content</p> <p>Outside Senders</p>		

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

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

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 < 1/1 >

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	View Details	Request Status	Comments
------------	-----------------	--------------	----------------	----------

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

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			

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

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:

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	Request Status	Comments
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:

OK Cancel

Basic

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

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 br 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

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

Description
Demo Template

EE ExternalProject_EOYCh Public Group

Information Tags Members Details

Send email messages to charityq42017@M365x445196.onmicrosoft.com

Description
Space for EOY Charity Event

EF ExternalProject_Fundra Private Group

Information Tags Members Details

Send email messages to projectcharity@M365x445196.onmicrosoft.com

Description

FO Finance_OM455 Private Group

Information Tags Members Details

Send email messages to om455@M365x445196.onmicrosoft.com

Description

FP Finance_Project455 Private Group

Information Tags Members Details

Send email messages to audit455@M365x445196.onmicrosoft.com

Description
Finance_Project455

FQ Finance_Q2QPR Private Group

Information Tags Members Details

Send email messages to q2qpr@M365x445196.onmicrosoft.com

Description

FinanceTest1

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

All Groups List

Save as a Hub

Properties: All

DT Demo Template Private Group

Information Tags Members Details

Send email messages to DemoTemplate@M365x445196.onmicrosoft.com

Description
Demo Template

EE ExternalProject_EOYCh Public Group

Information Tags Members

Send email messages to 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

Description

FO Finance_OM455 Private Group

Information Tags Members Details

Send email messages to om455@M365x445196.onmicrosoft.com

Description

FP Finance_Project455 Private Group

Information Tags Members Details

Send email messages to audit455@M365x445196.onmicrosoft.com

Description
Finance_Project455

FQ Finance_Q2QPR Private Group

Information Tags Members Details

Send email messages to 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

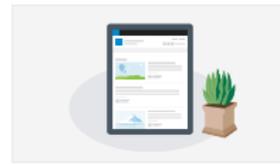
News

+ Add

News

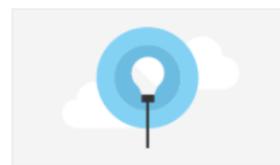
Keep your team engaged by sharing content and updates

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

Activity feed area with three placeholder cards.

- 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

Description
Demo Template

EE ExternalProject_EOYCh Public Group

Information Tags Members Details

Send email messages to charityq42017@M365x445196.onmicrosoft.com

Description
Space for EOY Charity Event

EF ExternalProject_Fundra Private Group

Information Tags Members Details

Send email messages to projectcharity@M365x445196.onmicrosoft.com

Description

FO Finance_OM455 Private Group

Information Tags Members Details

Send email messages to om455@M365x445196.onmicrosoft.com

Description

FP Finance_Project455 Private Group

Information Tags Members Details

Send email messages to audit455@M365x445196.onmicrosoft.com

Description
Finance_Project455

FQ Finance_Q2QPR Private Group

Information Tags Members Details

Send email messages to q2qpr@M365x445196.onmicrosoft.com

Description

FinanceTest1

- 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

Information Tags Members Details

Send email messages to DemoTemplate@M365x445196.onmicrosoft.co

Description: Demo Template

EE ExternalProject_EOYCh Public Group

Information Tags Members Details

Send email messages to charityq42017@M365x445196.onmicrosoft.com

Description: Space for EOY Charity Event

FO Finance_OM455 Private Group

Information Tags Members Details

Send email messages to om455@M365x445196.onmicrosoft.com

Description:

FP Finance_Project455 Private Group

Information Tags Members Details

Send email messages to audit455@M365x445196.onmicrosoft.com

Description: Finance_Project455

ExternalProject_EOYCharity

Basic Properties Metadata Policy Lifecycle Timeline Service

Department: Finance

Primary Contact: MeganB@M365x445196.onmicrosoft.com

Secondary Contact: DiegoS@M365x445196.onmicrosoft.com

- 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

Information Tags Members Details

Send email messages to DemoTemplate@M365x445196.onmicrosoft.com

Description: Demo Template

EE ExternalProject_EOYCh Public Group

Information Tags Members Details

Send email messages to charityq42017@M365x445196.onmicrosoft.com

Description: Space for EOY Charity Event

FO Finance_OM455 Private Group

Information Tags Members Details

Send email messages to om455@M365x445196.onmicrosoft.com

Description

FP Finance_Project455 Private Group

Information Tags Members Details

Send email messages to audit455@M365x445196.onmicrosoft.com

Description: Finance_Project455

ExternalProject_EOYCharity

- Basic Properties
- Metadata**
- Policy
- Lifecycle Timeline
- Service

Space Classification

Public

Project Code

CharityQ42017

- 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

Information Tags Members Details

Send email messages to DemoTemplate@M365x445196.onmicrosoft.com

Description: Demo Template

EE ExternalProject_EOYCh Public Group

Information Tags Members Details

Send email messages to charityq42017@M365x445196.onmicrosoft.com

Description: Space for EOY Charity Event

FO Finance_OM455 Private Group

Information Tags Members Details

Send email messages to om455@M365x445196.onmicrosoft.com

Description

FP Finance_Project455 Private Group

Information Tags Members Details

Send email messages to audit455@M365x445196.onmicrosoft.com

Description: Finance_Project455

ExternalProject_EOYCharity

Basic Properties Metadata **Policy** Lifecycle Timeline Service

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

- 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

Information Tags Members Details

Send email messages to DemoTemplate@M365x445196.onmicrosoft.com

Description: Demo Template

EE ExternalProject_EOYCh

Public Group

Information Tags Members Details

Send email messages to charityq42017@M365x445196.onmicrosoft.com

Description: Space for EOY Charity Event

FO Finance_OM455

Private Group

Information Tags Members Details

Send email messages to om455@M365x445196.onmicrosoft.com

Description:

FP Finance_Project455

Private Group

Information Tags Members Details

Send email messages to audit455@M365x445196.onmicrosoft.com

Description: Finance_Project455

ExternalProject_EOYCharity

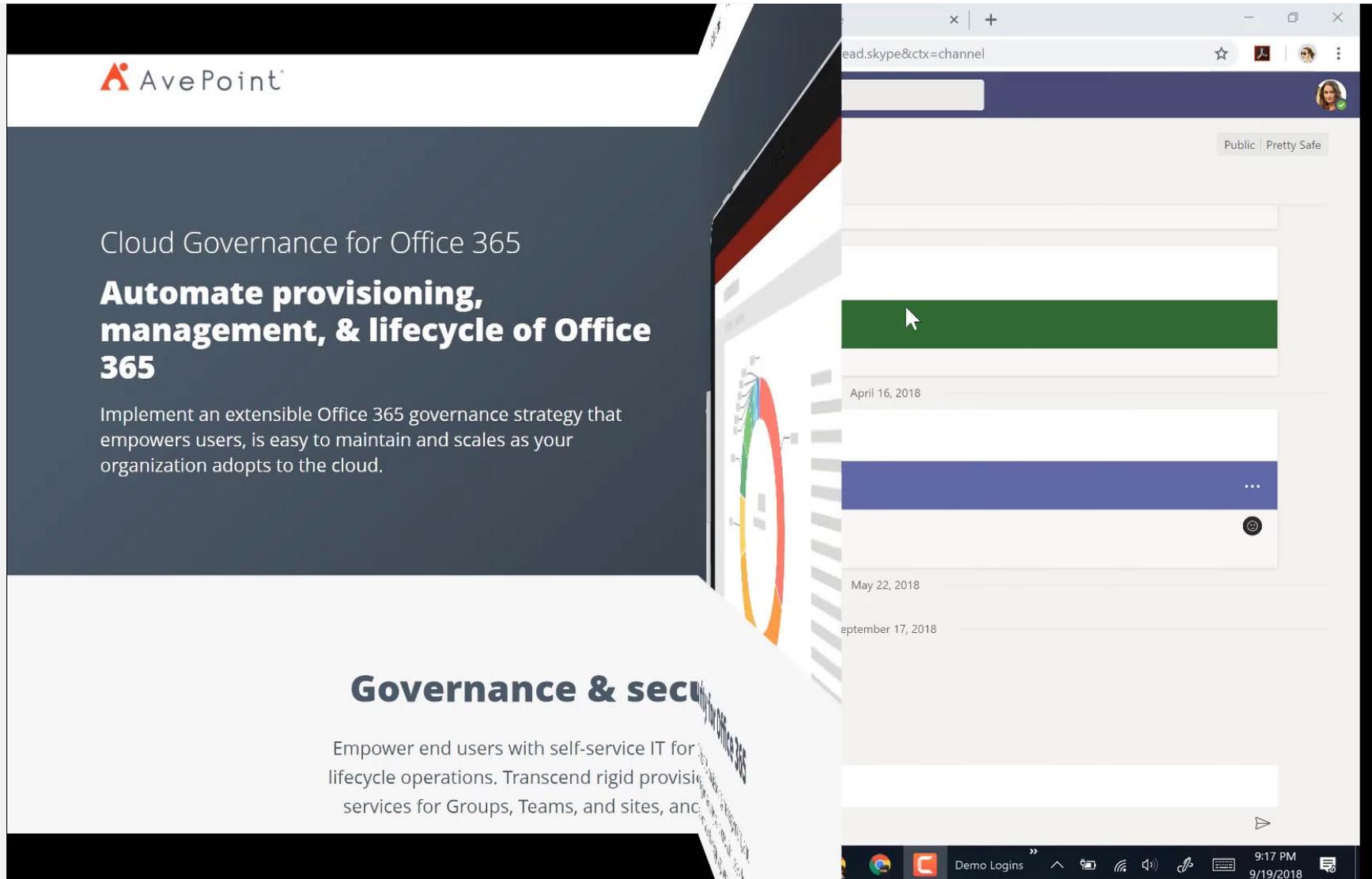
Basic Properties Metadata Policy Lifecycle Timeline Service

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 is a composite of two screenshots. On the left is an AvePoint advertisement for Office 365 governance. On the right is a screenshot of a Skype chat window.

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

Skype Chat Window:

- Address bar: ...ead.skype&ctx=channel
- Channel name: Public | Pretty Safe
- Message 1: [Redacted]
- Message 2: [Redacted]
- Message 3: [Redacted]
- Message 4: April 16, 2018
- Message 5: [Redacted]
- Message 6: May 22, 2018
- Message 7: eptember 17, 2018
- Message 8: [Redacted]

Taskbar: Demo Logins, 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



Technology focused

Lack of buy-in

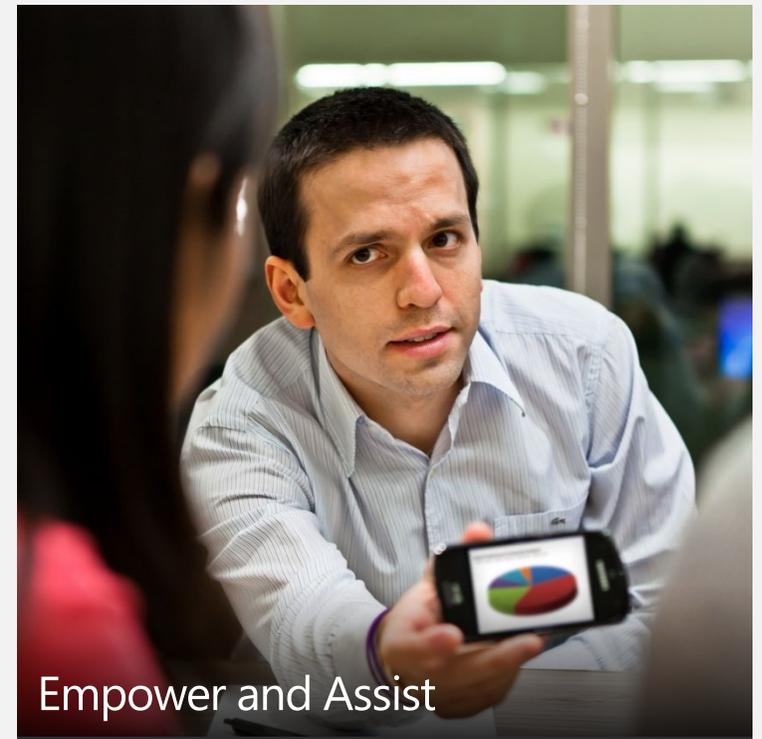
Unclear expectations

Non-contextual

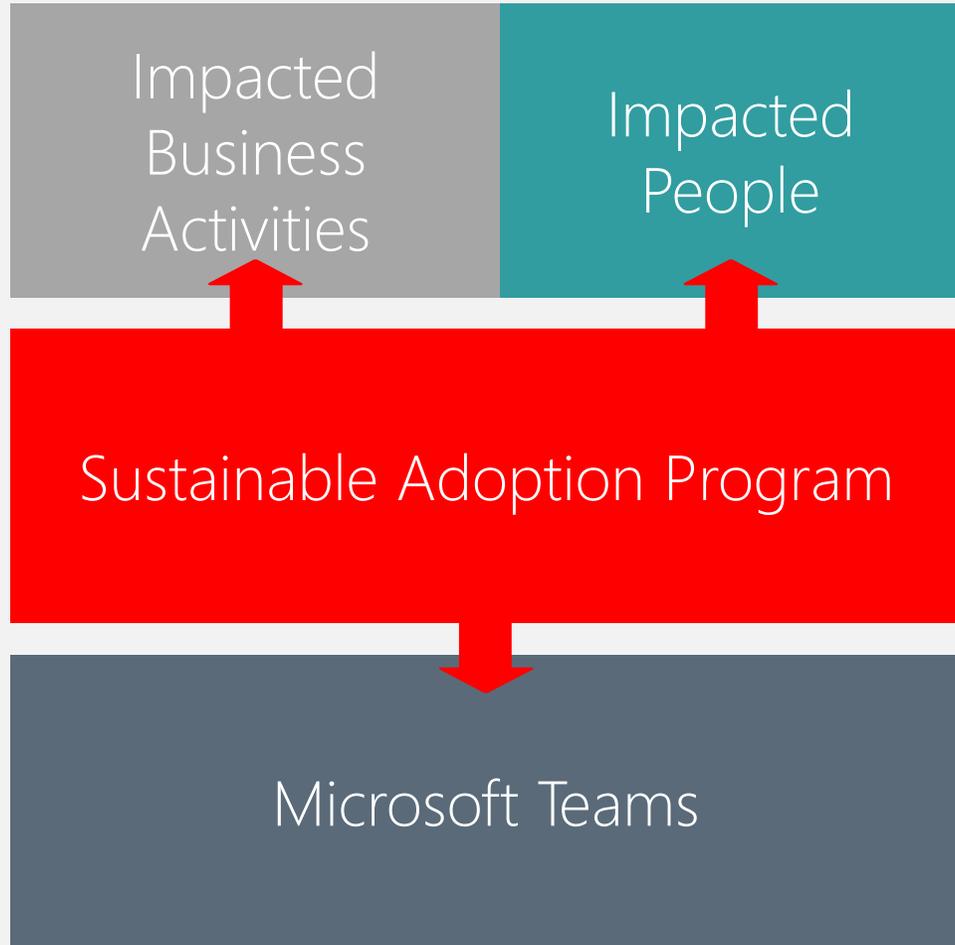
What's in it for me?



Goal: Drive Sustainable Adoption



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

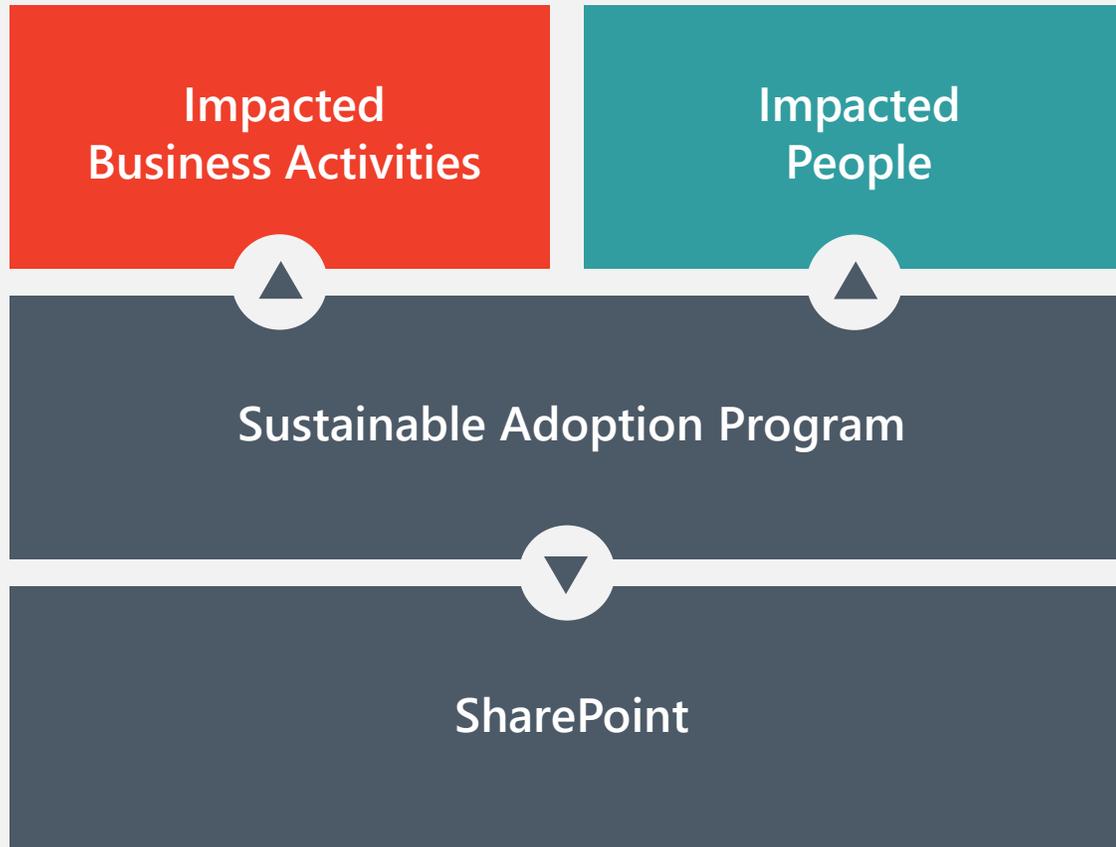
Unclear Roles

Generational Gap

What's In It For Me?



Sustainable Adoption Objectives



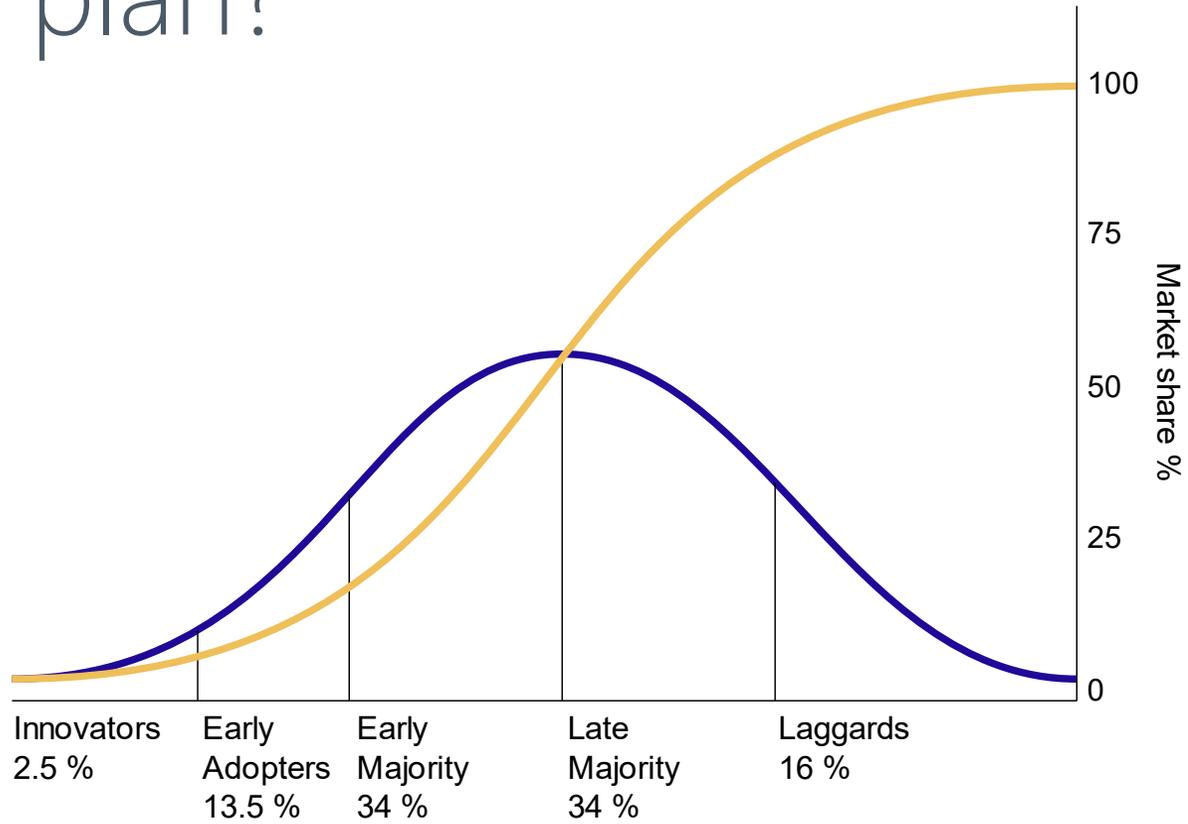
- Minimize the negative impact of making technology changes
- Promote the adoption of new systems and solutions
- Provide users with the resources they need to be successful
- Encourage an organization culture which embraces on-going evolution.



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

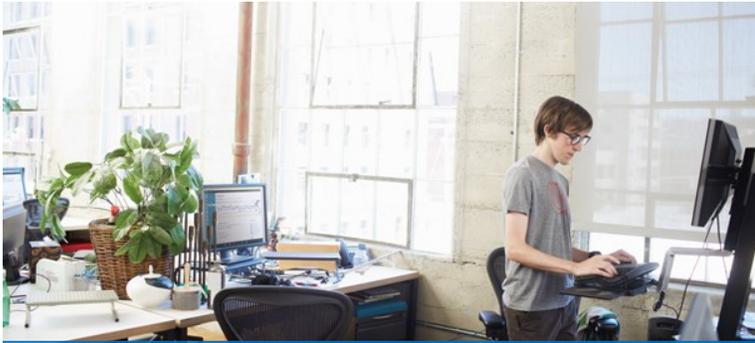


Example: Make meetings better



Example: Focus on Business Scenarios

Engineering, Research & Development



Share best practices across geographies

Operations, Manufacturing & Logistics



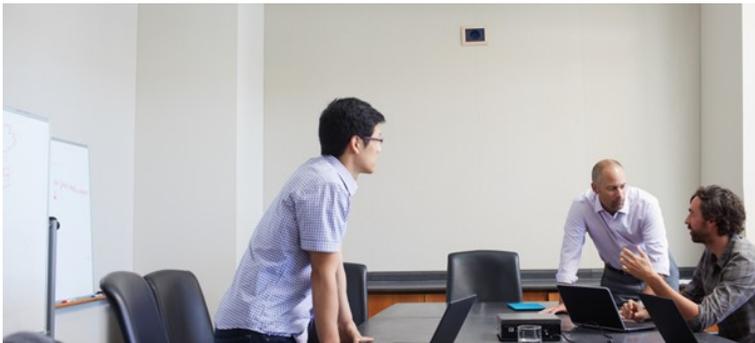
Improve and monitor business processes

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

Search or type a command

Field Marketing > General

Conversations Files Wiki Meetings Notes

July 30, 2018

Martina Dingis 7/27 10:42 AM
Stuff for events
Hi Field Marketing!

As we have many upcoming events in autumn, I would like to get some new branded assets.
I was wondering if you can share pictures of the stuff you have in your regions? I appreciate any help 😊
I am looking to get new

- T-Shirts or Shirts for Event Staff
- Booth (a magnetic one maybe)
- Best raffle gifts

Have a great weekend all!

See less

AnnMarie Connolly 7/27 10:44 AM
Annie Wang when ya get a free min, pls share graphic and images for t-shirts produced at our NL Events.

Martina Dingis 7/27 10:46 AM
Got those from Annie Wang already 😊 thanks AnnMarie Connolly

Adeline Boror 7/30 8:32 AM
Hi Martina Dingis we don't do shirt or tshirt in France I did order some name badges in metal with magnetic fittings (see attached)
Regarding price draw I shared with you the 3D printer which is not expensive only 150 euros link here : https://www.gearbest.com/3d-printers-3d-printer-kits/pp_969800.html?wid=1433363

See less

Start a new conversation. Type @ to mention someone.

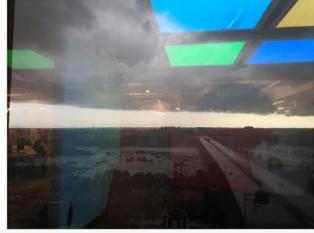
Search or type a command

US CN Technical Writing > Just for fun!

Conversations Files Wiki

June 20, 2018

Delphine Chen 6/20 11:14 AM Edited
Just want to show you the amazing power of nature in Richmond
with Microsoft light on~~US CN Technical Writing



See less

Reply

June 21, 2018

Dorothea Zhang 6/21 1:19 AM
Double rainbows from CC yesterday 😊



See less

Start a new conversation. Type @ to mention someone.



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

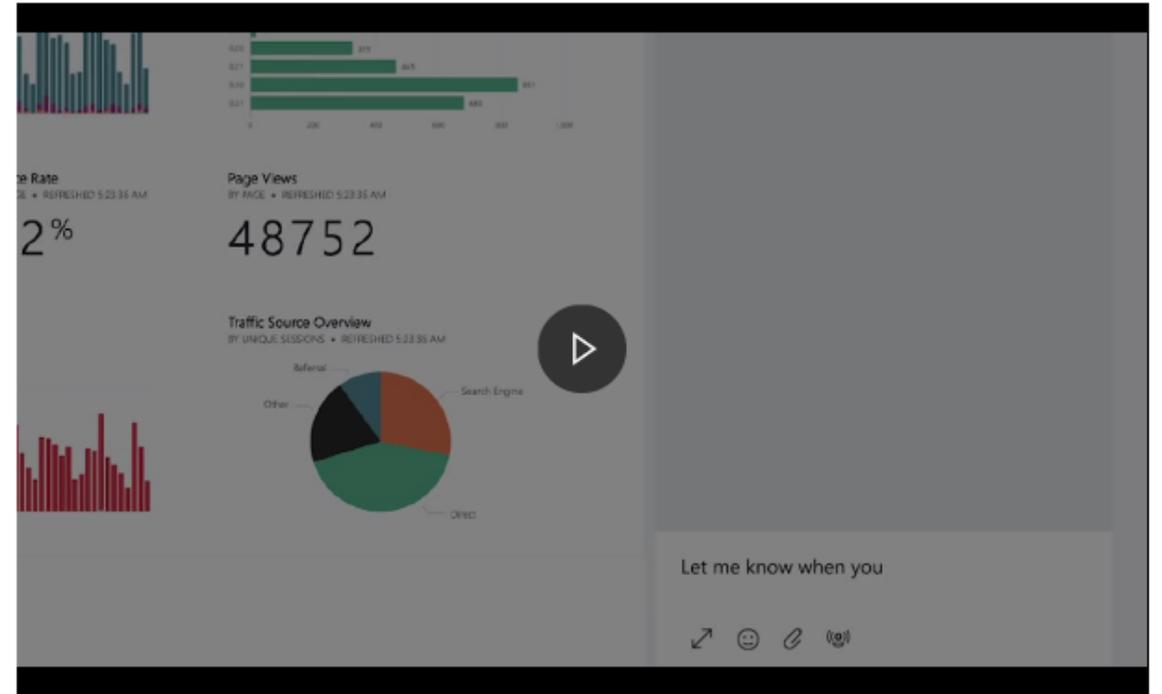
On-demand

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

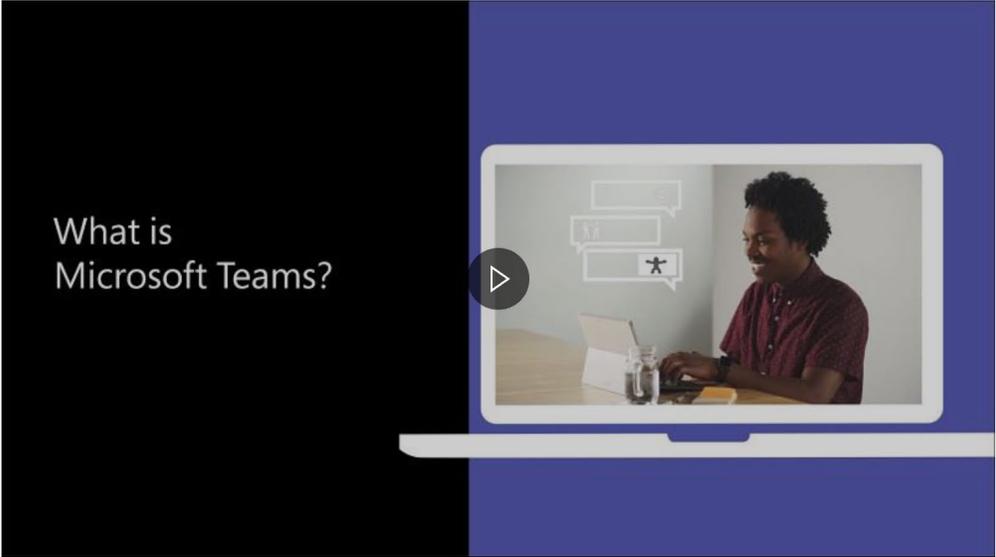
Chat and share files
📄 Article

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

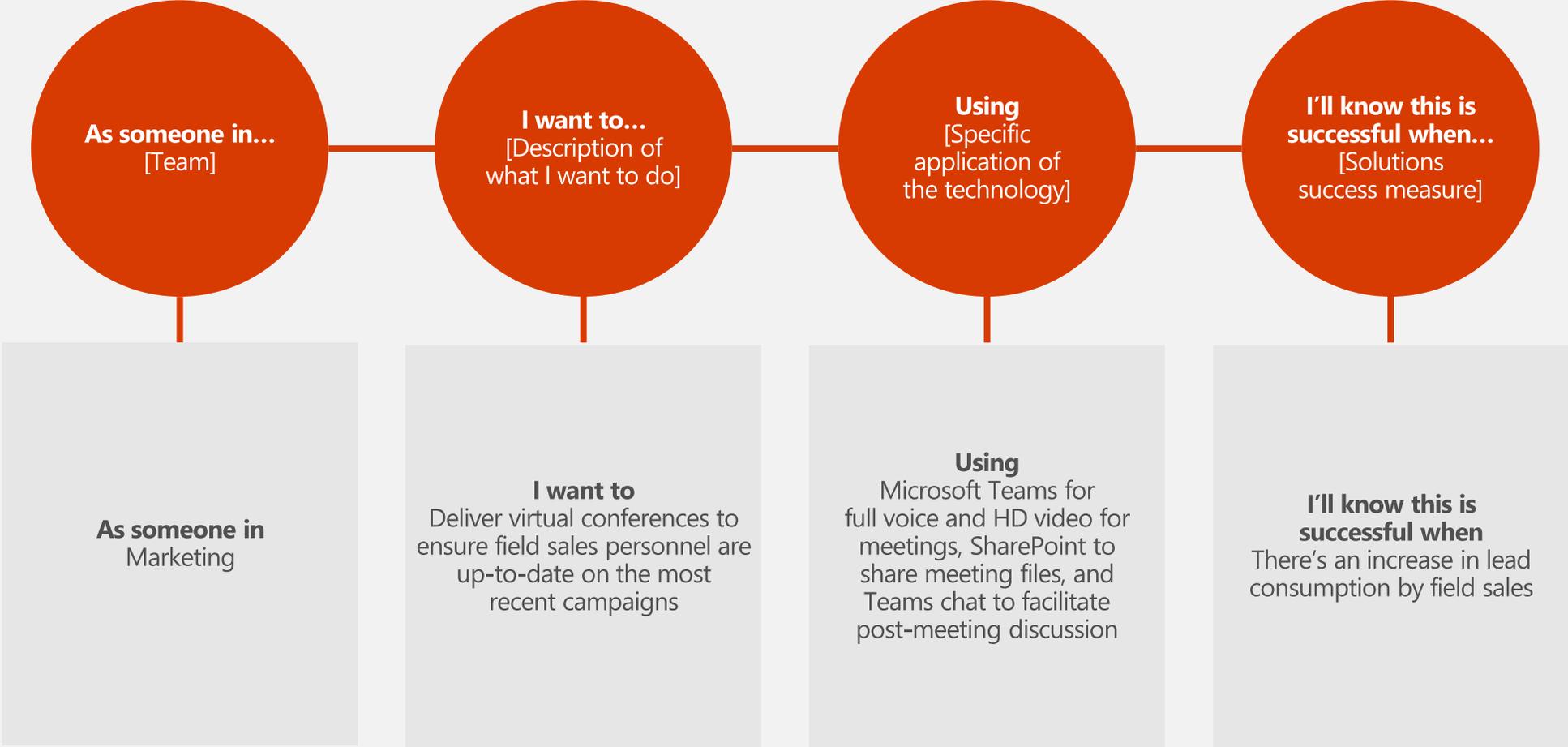


Identify specific use cases

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

Use Code: "CUSTOMER50"

Washington, D.C.

June 12-13, 2019

#shifthappens

Get Resources



avepoint.com/presentations

Let's Connect



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

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

ឧបត្ថម្ភគ្រប់

Dziękuję

谢谢

Tack

Mulțumesc

спасибо

Merci

תודה

多謝晒

дядкую

Ďakujem



Sales@AvePoint.com | +1 800.661.6588



www.AvePoint.com



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