AvePoint

Microsoft Teams, Office 365 Groups, SharePoint, Yammer: What Should I Use and When?

Dux Raymond Sy
@meetdux | AvePoint
Microsoft RD + MVP

Unleash the Power of You

Agenda

Modern Workplace Today

Drive Company Engagement

Facilitate Team Collaboration

Ensure Sustainable Adoption

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

Information Worker

Firstline Worker

Value Chain

Teamwork

The landscape has changed

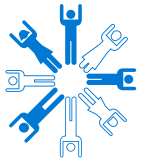
2x

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



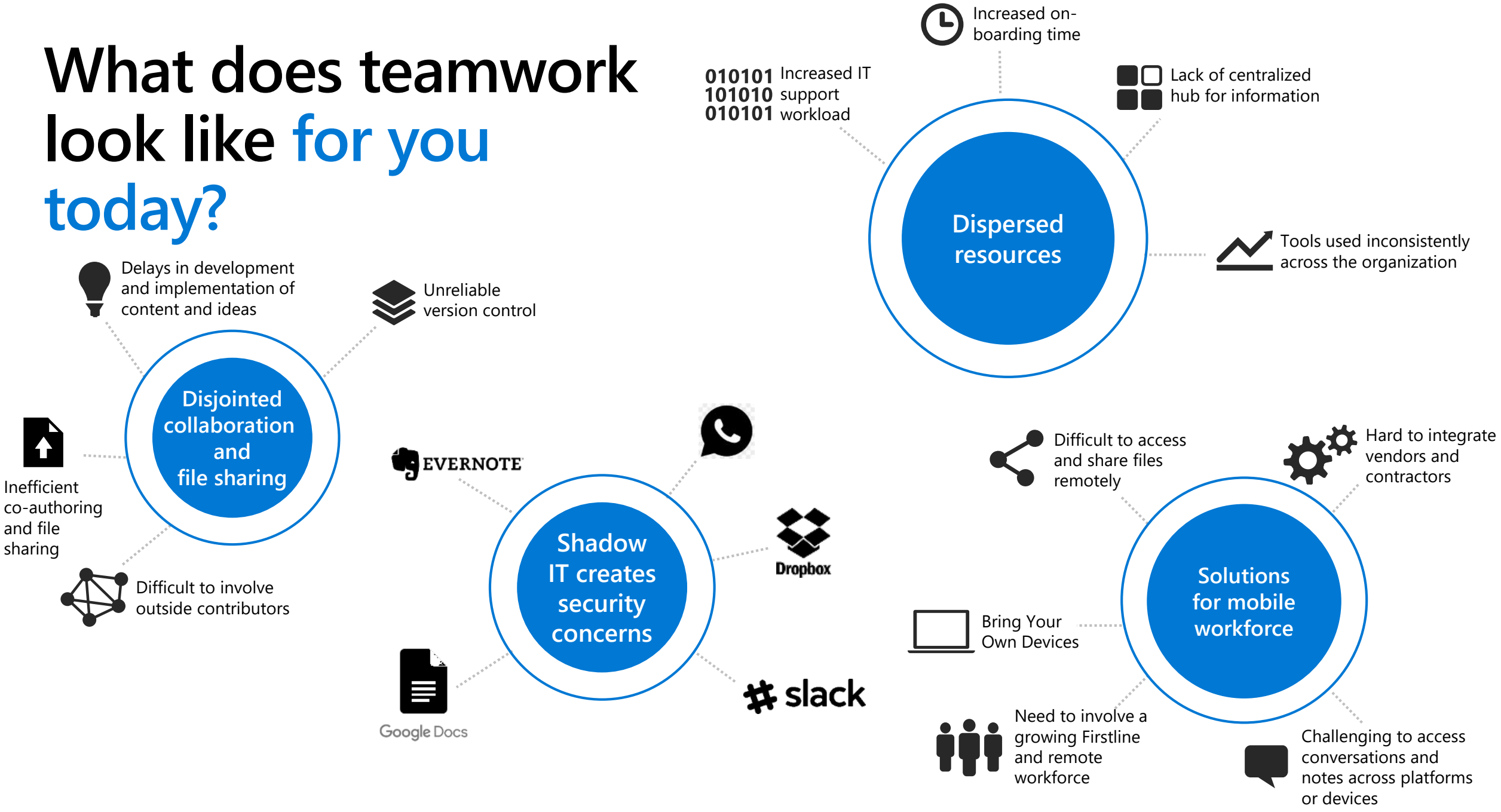
Diverse workforce

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

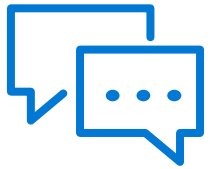
Office 365

Windows 10

Enterprise Mobility + Security

Microsoft 365: Universal Toolkit for Teamwork

Teams

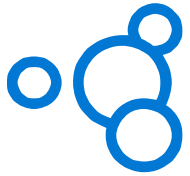


Hub
for Teamwork

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

Inner Loop

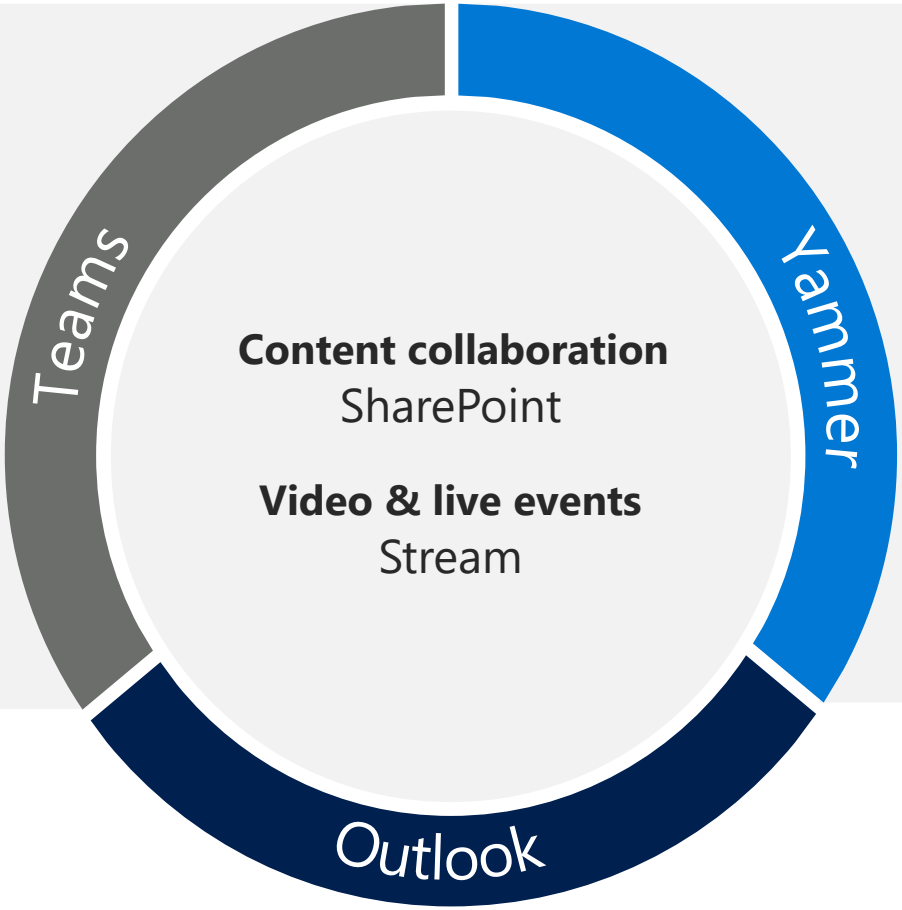
People you work with regularly on core projects

Examples:

Team meetings & communication

Event planning

Sales Team planning



Outer Loop

People you connect with openly across the organization

Examples:

Corporate communications

CEO Town Hall Meetings

Employee Interest Groups

Email

Pervasive availability. Targeted communications.

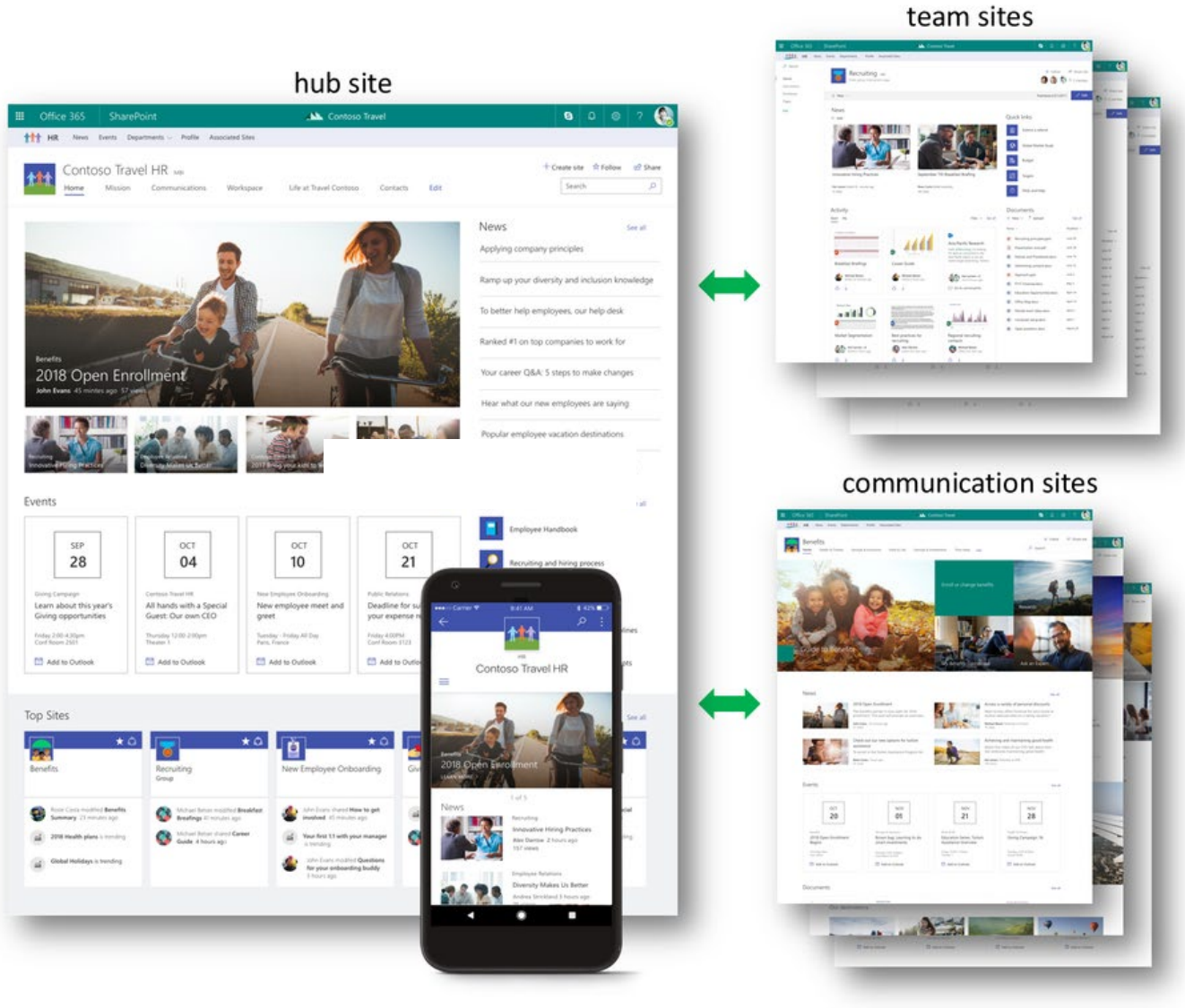
Drive Company Engagement

Gateway to the Modern Workplace

Centralize corporate communications

One-stop shop for corporate resources

Access to business critical information and workflows



Välkommen till Dokument Portal

Denna bibliotekssamling har bevis på processöverensstämmelse som sitt syfte. I processuppföljning har Processowner och Processleaders tillgång till alla processbibliotek. Varje process i VLS har ett bibliotek speglat i Dokumentportalen. I Huvudkontor hittar du HQ Stockholm, HQ Malmö, BilMog och avdelningarna på toppnivå. I Division Bus och Divisionsutbildningen hittar du alla webbplatser som rapporterar till divisionsdirektören för antingen buss eller tåg.

Processuppföljning

Huvudkontor

Division Buss

Division Tåg

arriva rail london

launchpad.

Ideas Library Challenge Library Intranet

Dashboard

London is changing. It's getting busier and its inhabitants – our customers – are changing the way they choose to live, work, play, transact, shop and travel. Consumer expectations as a whole are rising, and the users of London's transport system are no different.

We need your help to Proudly Deliver a World Class Railway for London. Submit your ideas, respond to our challenges and earn points along the way!
Visit our Astronaut Academy for more information!

Submit an idea

Latest Open Ideas

- Streetview mapping Of stations
- Daniel Sweeting
- History of your Overground Station

Trending Ideas

- This is an example response.
- Online Payslips
- #Countdown

Latest Open Challenges

- Health, Safety & Wellbeing Strategy - Mental health innovation
- Health, Safety & Wellbeing Strategy - Ideas & Suggestions

arriva rail london Home Customer Experience Vision Q&As Exchange Updates Consultation Documents Employee Support

Questions and Answers

Why we need to change

- Why are you proposing to make changes?
- Why are the changes happening now?

Initial proposals

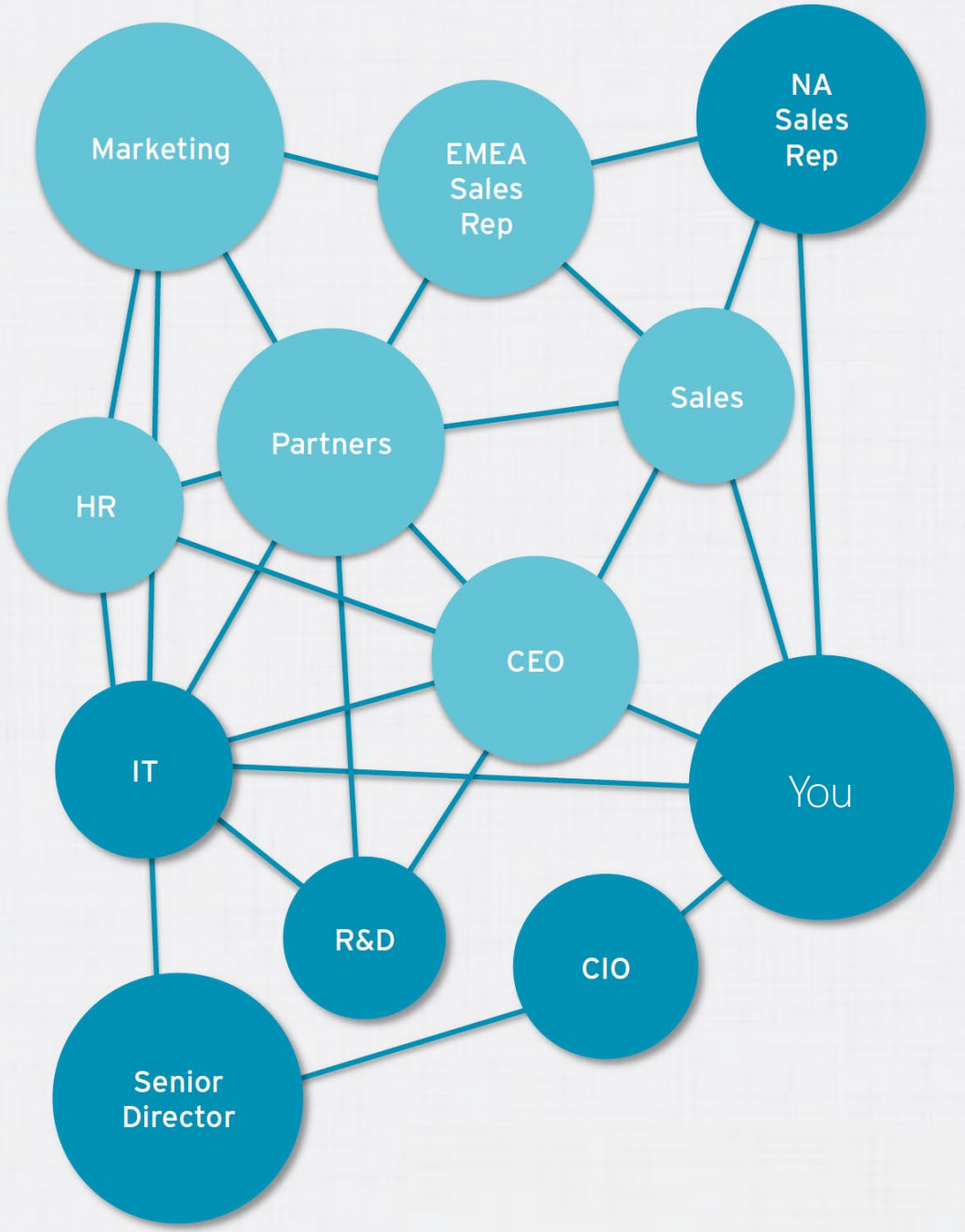
- What are the proposed changes for frontline employees?
- Are ticket offices closing?
- If ticket offices are closed, what will happen to the employees?
- If a ticket office is closed, will there be booths located on the station instead?
- What the proposed new roles look like?
- How will stations be staffed in the future?
- Will there be any measures to protect employees that will now be outside, for example, additional security?
- How will ARL address any safety and security concerns that might result from lone working?
- Our customers tell us that they would like increased visibility on the trains. Is this something you are looking at?
- Will you use agency staff for the night/security shifts?

yammer

» Born to connect

EVERYONE

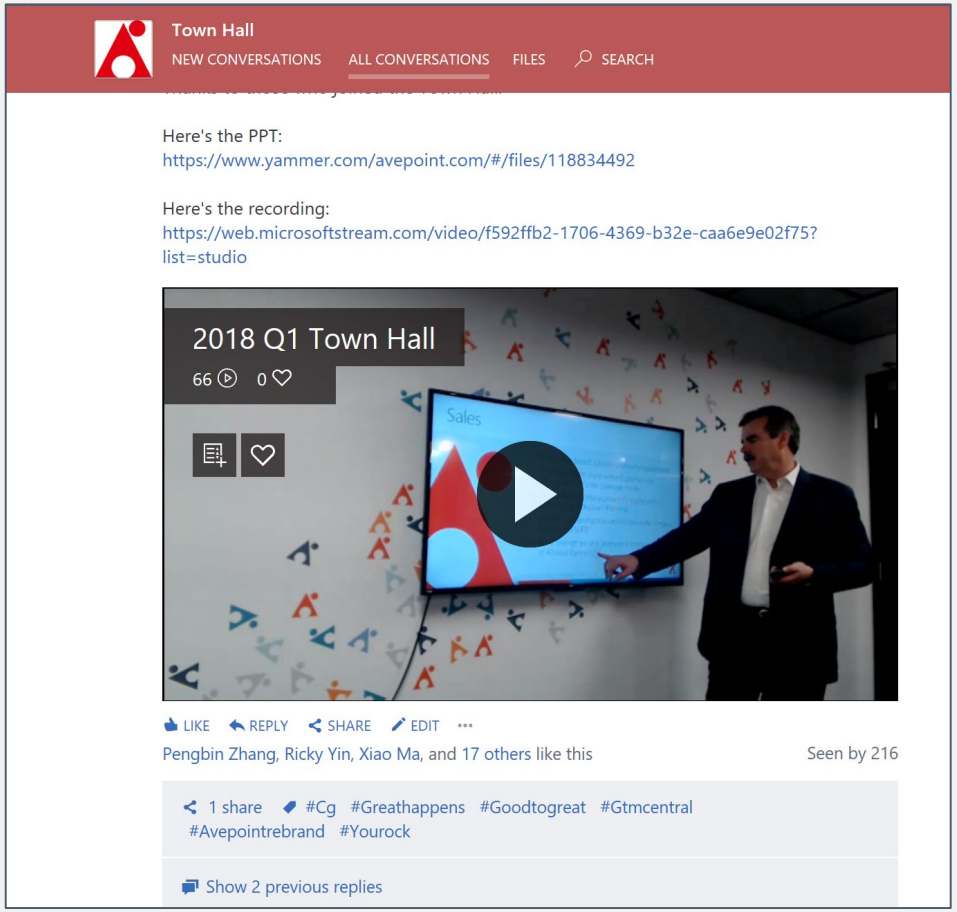
in the workplace

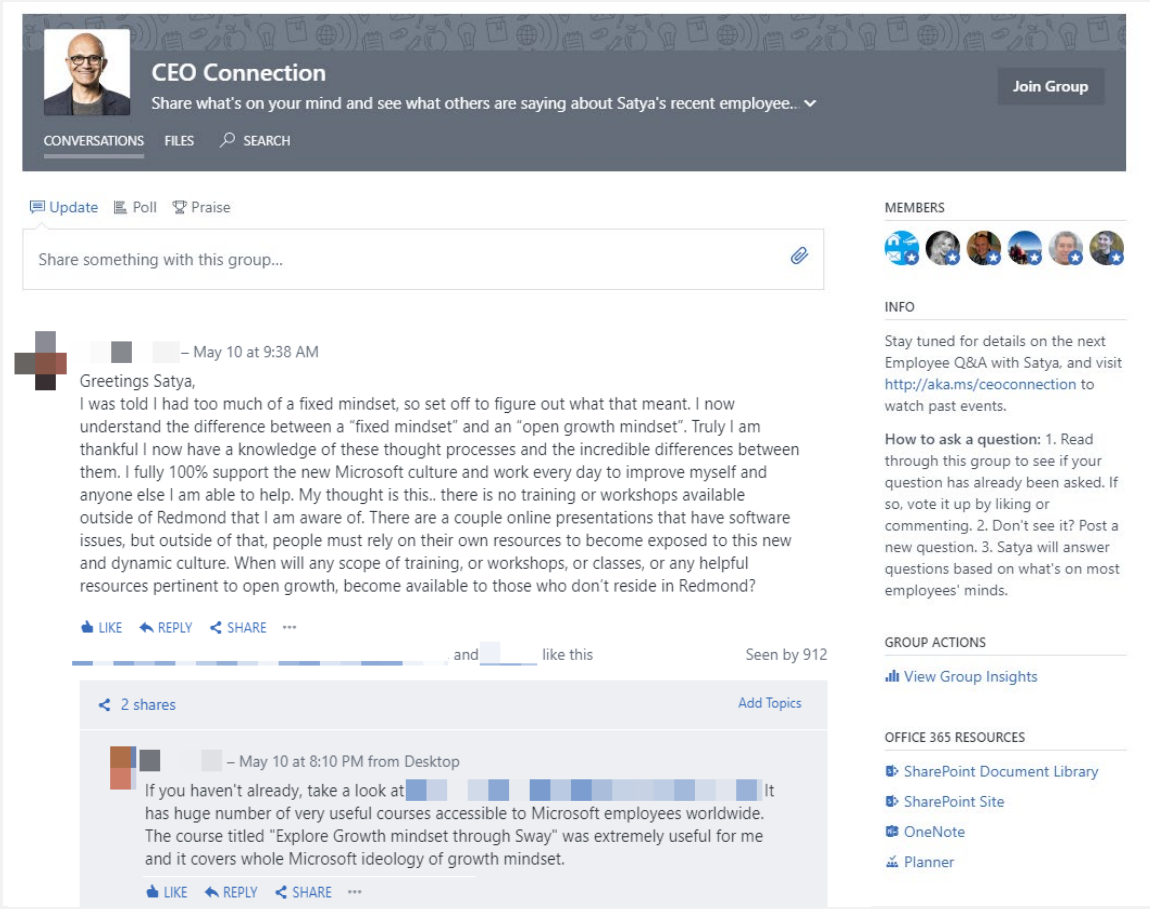


People connecting based on role

Organization

Example: Executive engagement





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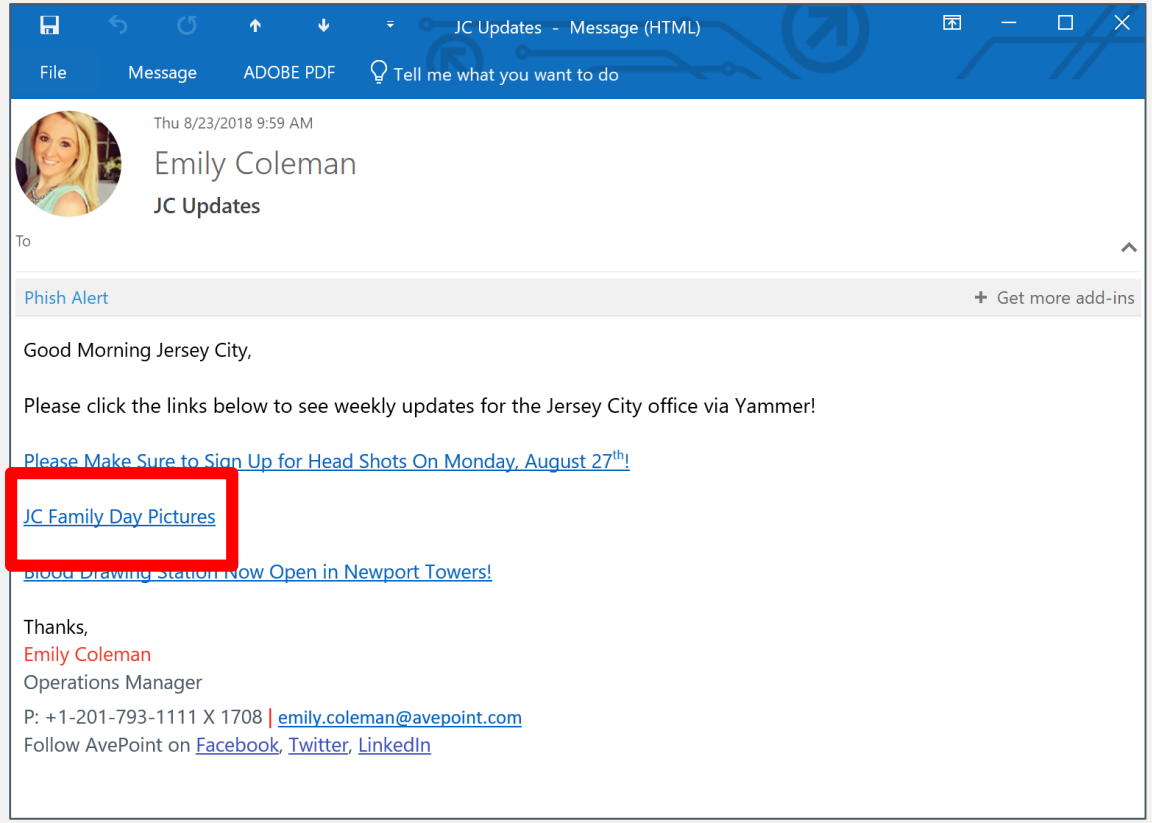
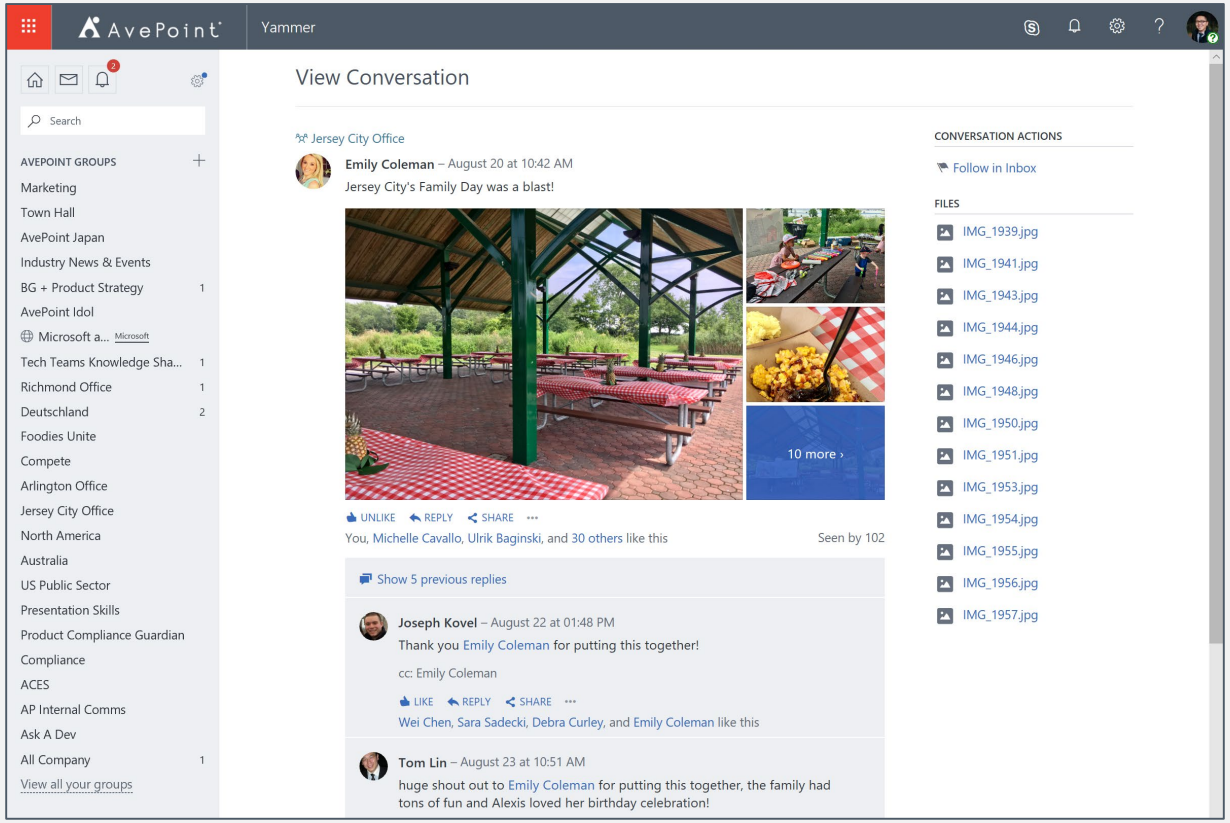
People connecting around a topic

Community

Example: Office updates





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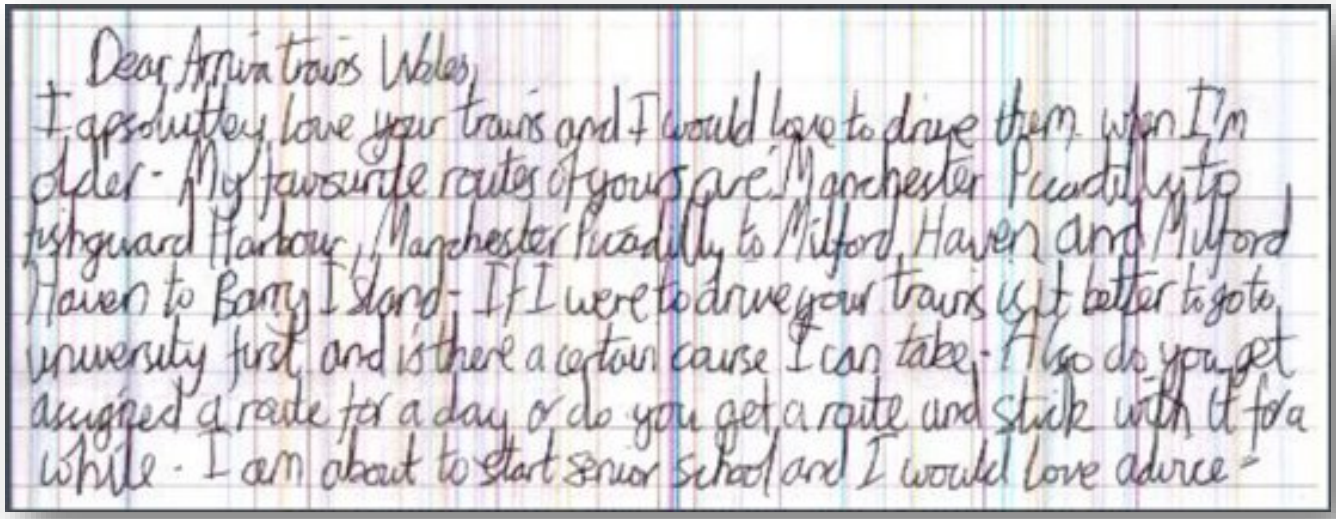
People connecting towards a goal

Initiative



Dear Arriva trains Wales,
I absolutley love your trains and I would love to drive them when I'm older - My favourite routes of yours are Manchester Piccadilly to Fishguard Harbour, Manchester Piccadilly to Milford Haven and Milford Haven to Barry I stand - If I were to drive your trains is it better to go to university first and is there a certain course I can take - Also do you get assigned a route for a day or do you get a route and stick with it for a while - I am about to start Senior School and I would love advice -

UNLIKE REPLY SHARE ...

You, Gareth Smith, Lewis Brencher, and 18 others like this — Seen by 311

Gareth Morgan – January 26 at 8:28am from Android

This is fantastic!!! My tips, work hard at GCSE's and also A Level's to get a good education. Study the rail industry as a whole and understand how train drivers fit into the customer journey. Why dont we get this aspiring person in for a drive in the simulator?

LIKE REPLY SHARE ...

Chris Williams, Jay Bryce, Lewis Brencher, and 3 others like this

Dean Katchi – January 26 at 9:04am from Android

Could we write back and offer a day in the Simulator? My th
SIM and talk about expectations of a Driver.

LIKE REPLY SHARE ...

Jay Bryce, Lewis Brencher, Gareth Thomas, and 2 others like this

Gaz Derry – January 26 at 2:33pm from Android

I'd also suggest that there are lots of great jobs on the railway, not just driving and that by doing them you get to learn lots about all of the railway.

Maybe if they came down to the sim they could have a mock interview or something like too? I'd happily give up some of my time to talk to them about what it's like to be a driver though, it's lovely to see young people with good ambitions

UNLIKE REPLY SHARE ...

You, Jay Bryce, Gemma Southgate, and 3 others like this

O365 Grp - Chiltern Railways - All Company Join

Lauren Henney – June 20 at 5:36 PM from iPhone

#magicmoments One of my many favourite things about this job is witnessing real magic moments - when family and friends reunite at the station. Seeing the joy and love on their faces is something I will never get tired of! Here is my little Nephew Max visiting Auntie Iols (as he calls me) on a day out with his mummy and daddy. He was chuffed to get a magic moment of his own - a wave from his train driver and still talks about it, so thank you to whoever that was - you made his day!!!

LIKE REPLY SHARE ...

Debbie Osborne, Rebecca Thorneycroft, Carl Rodger, and 16 others like this — Seen by 152

#Magicmoments

Stephen Arthur – June 20 at 7:08 PM from Android

Fantastic heart warming moment..Great post

LIKE REPLY SHARE ...

Adil Lone and Lauren Henney like this

arriva
a DB company

Office 365 | Yammer

Search

AVEPOINT GROUPS

- Accounting NA
- ATS Collaboration
- All Company
- Create a group
- Discover more groups

PRIVATE MESSAGES

Create your first private message by clicking the + button next to this tip.

Create a message

Accounting NA

Accounting NA

Joined

NEW CONVERSATIONS | ALL CONVERSATIONS | FILES | SEARCH

Update | Poll | Praise | Announcement

Accounting NA | Add people to notify

Add topics

Post

Post a message.

You've got an idea to share, update to give, or deadline to make—why not post it?

MEMBERS (2)

INFO

Click here to edit this section.

GROUP ACTIONS

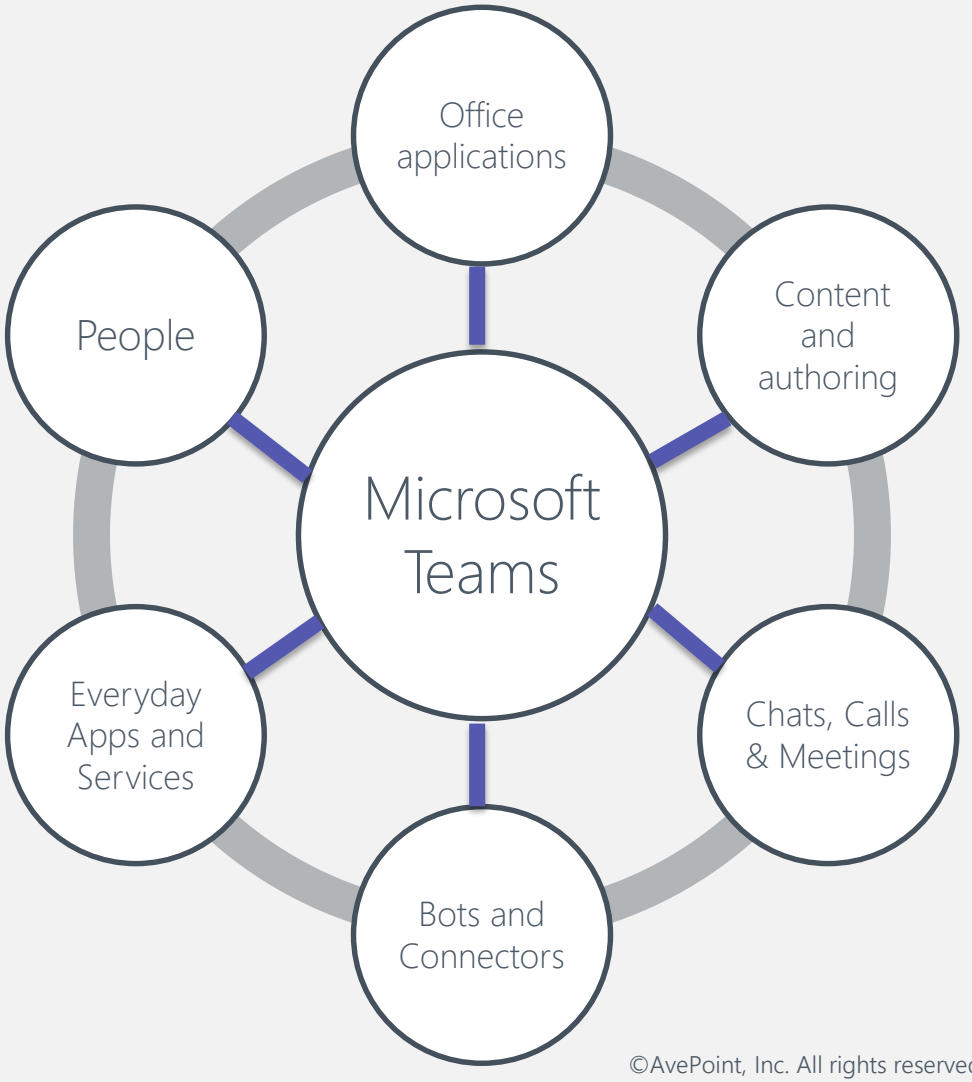
- View Group Insights
- Add or Remove Apps
- Add Members
- Create a Live Event

OFFICE 365 RESOURCES

- SharePoint Document Library
- SharePoint Site
- OneNote
- Planner

Facilitate Team Collaboration

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

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Microsoft Teams Capabilities

Channel Tabs

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

Connectors

- Simple webhook notifications in channels

Bots in channels

- Coordinate tasks in a team environment
- Broadly share information

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 1:1 chat

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

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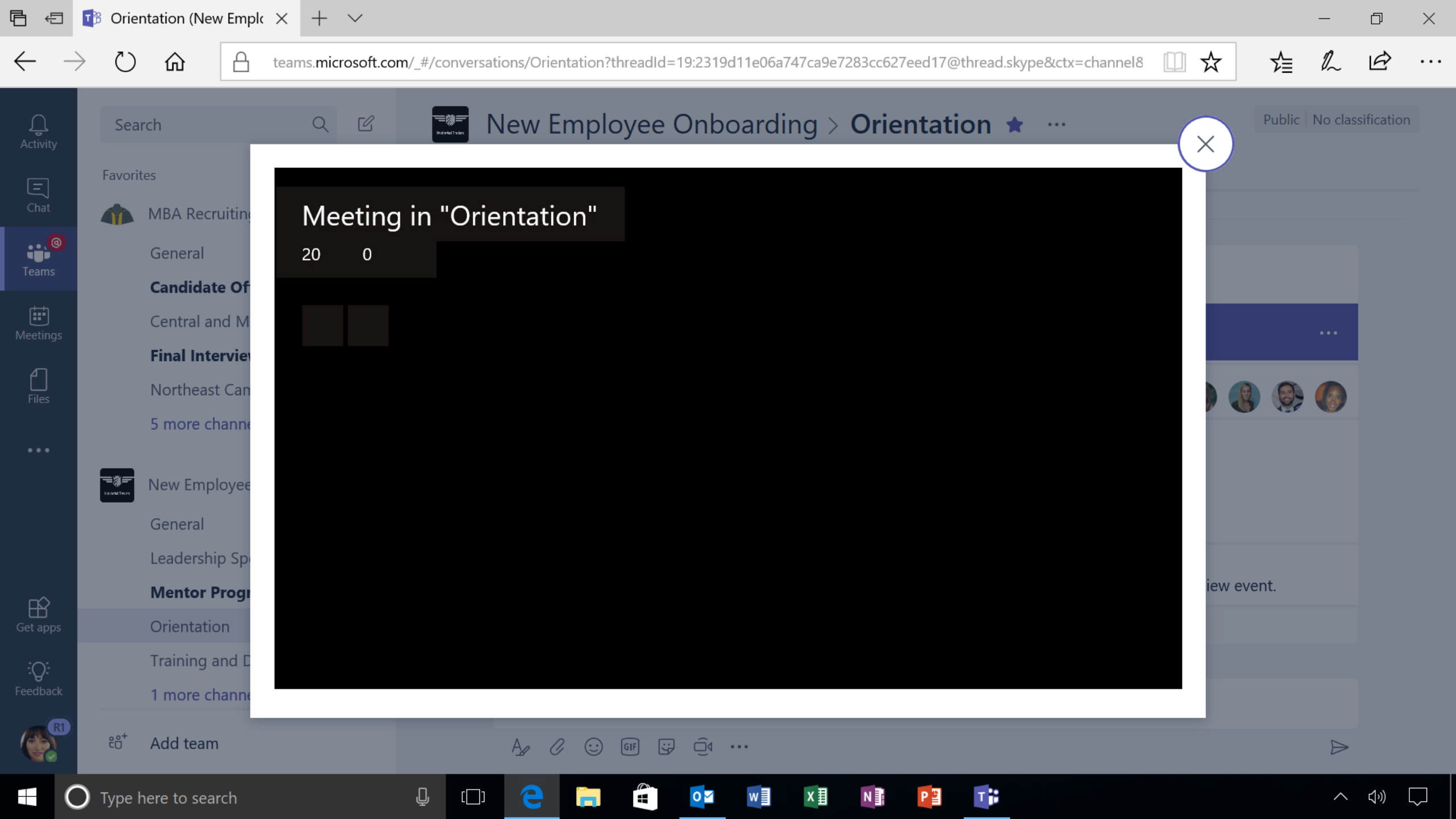

Orientation (New Empl
teams.microsoft.com/_#/conversations/Orientation?threadId=19:2319d11e06a747ca9e7283cc627eed17@thread.skype&ctx=channel8
Activity
Chat
Teams
Meetings
Files
Get apps
Feedback
Search
Favorites
MBA Recruiting
General
Candidate Of
Central and M
Final Intervie
Northeast Can
5 more channe
New Employee
General
Leadership Sp
Mentor Progr
Orientation
Training and D
1 more channe
Add team
New Employee Onboarding > Orientation
Public | No classification
Meeting in "Orientation"
20 0
iew event.
Type here to search

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.

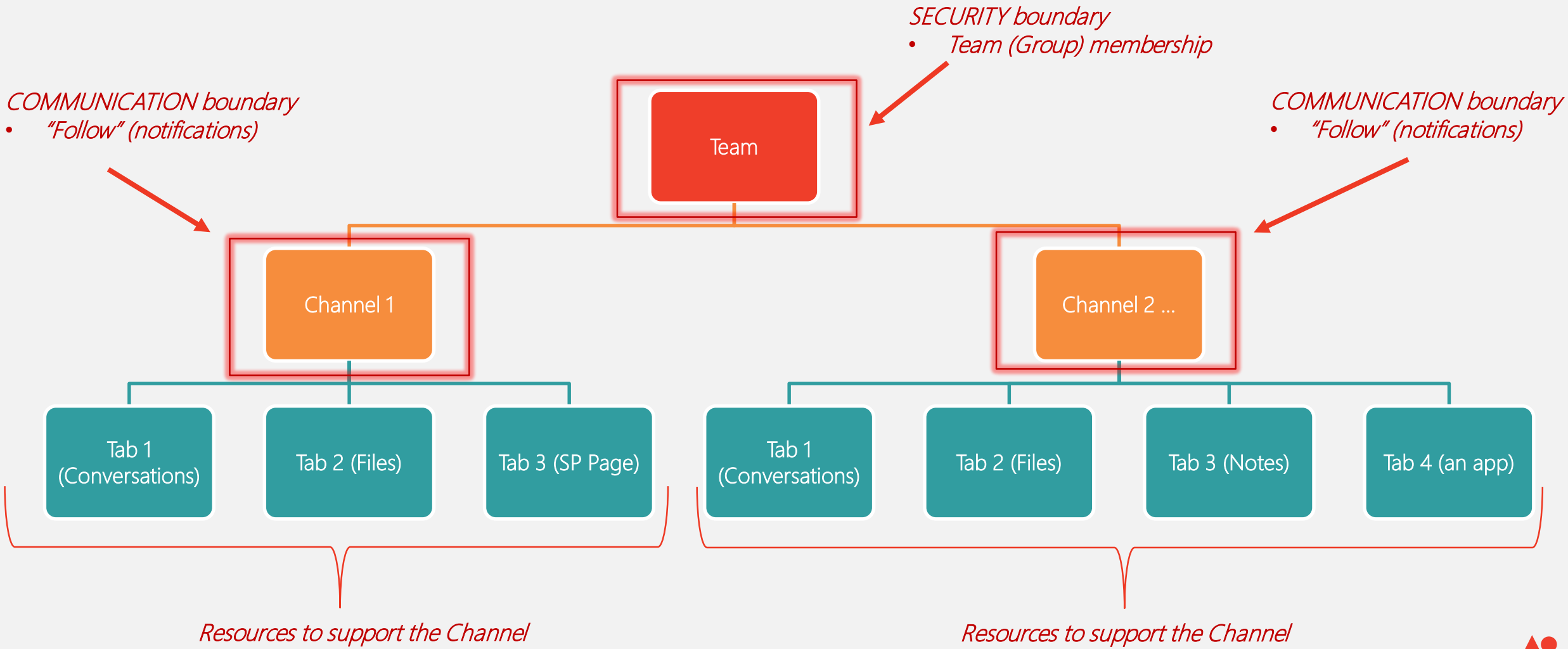
Integrate with developer tools.

Project Management

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

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

The basic shape of a Team



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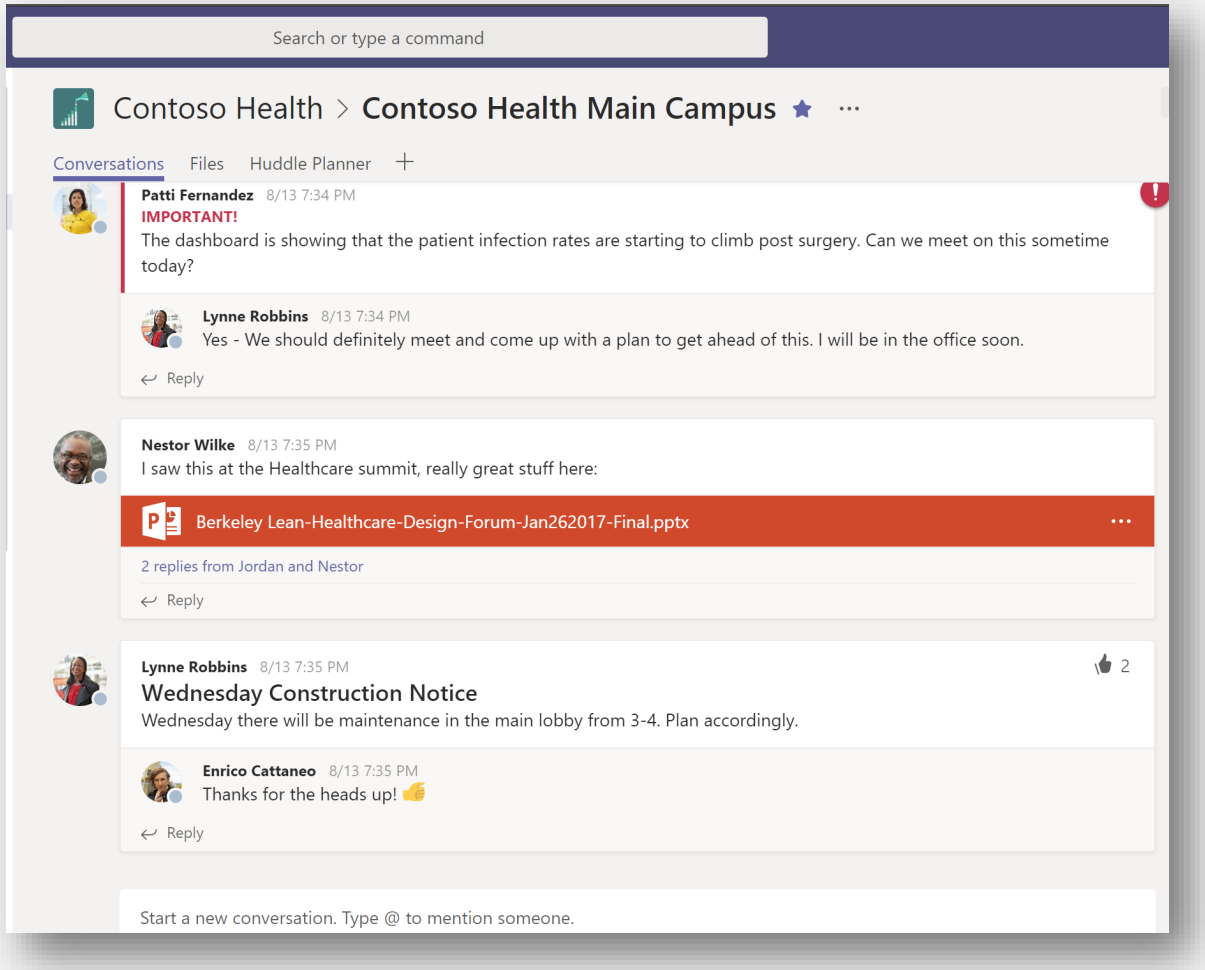
“Conversations” are at the heart of Team collaboration



- 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

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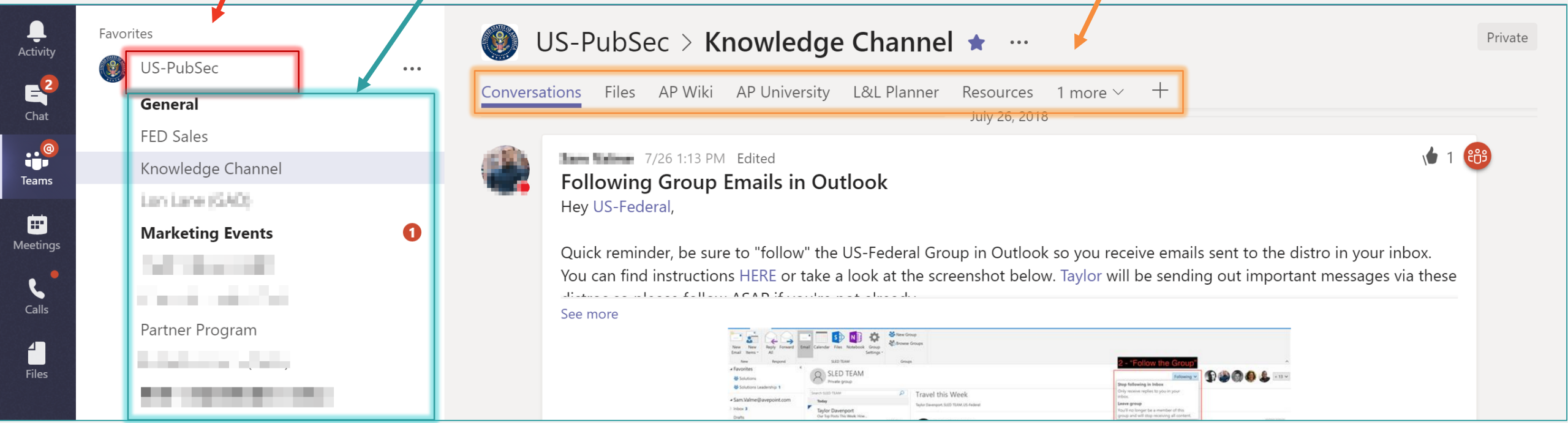
Example: Structure of a real-life Team

The TEAM

The Team's CHANNELS

Channel TABS



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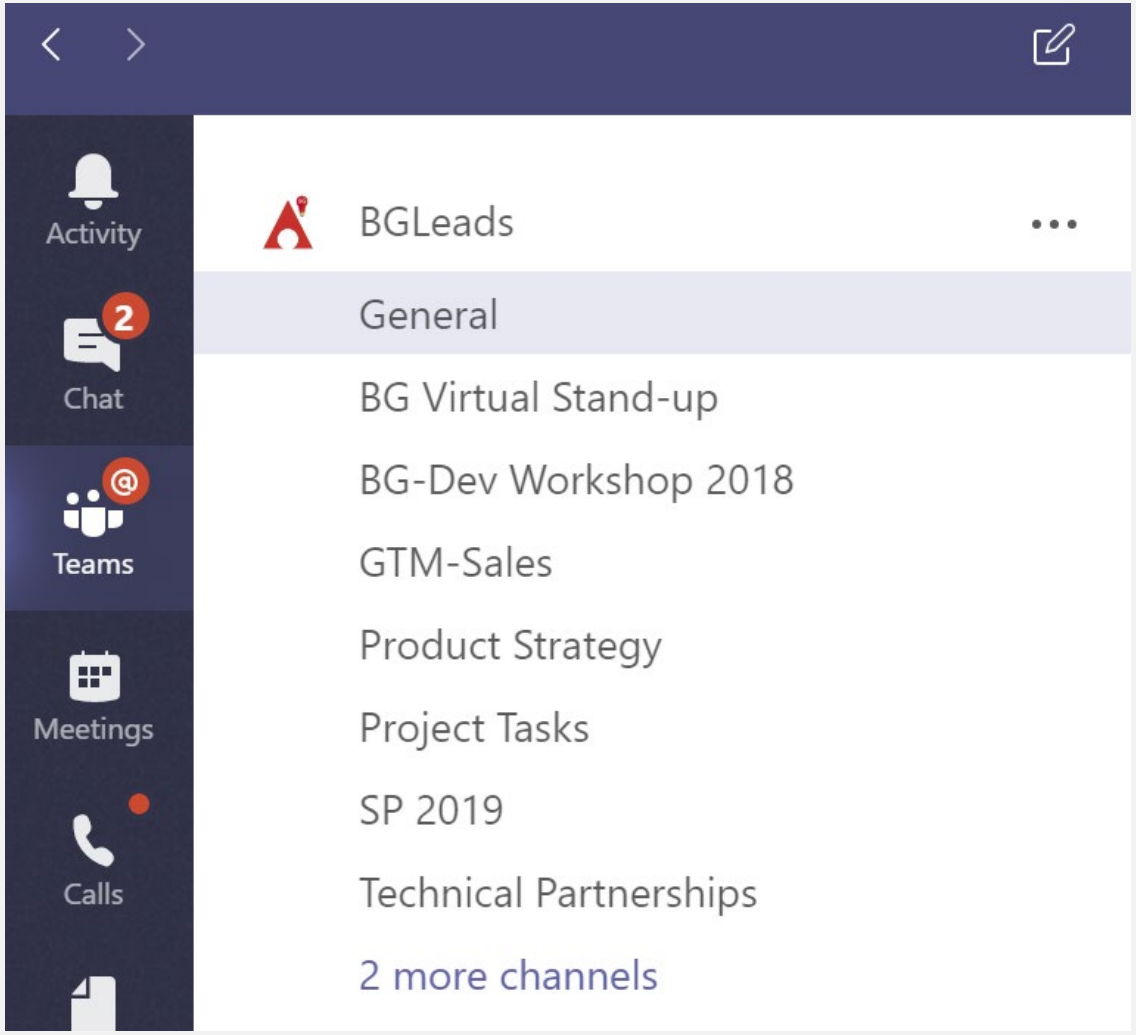
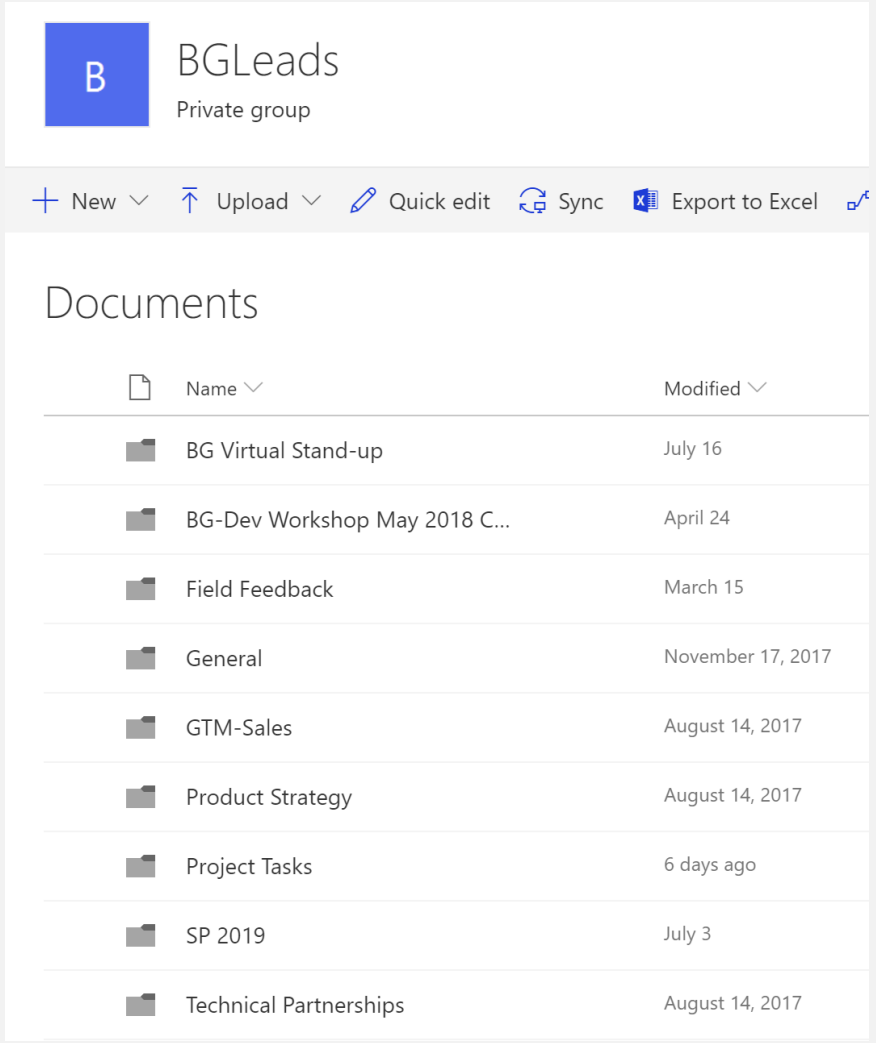
Understanding the SharePoint and Teams relationship





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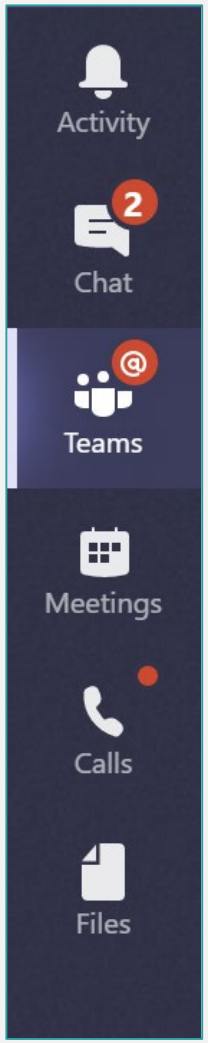
The Difference between TEAMS and CHATS



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

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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

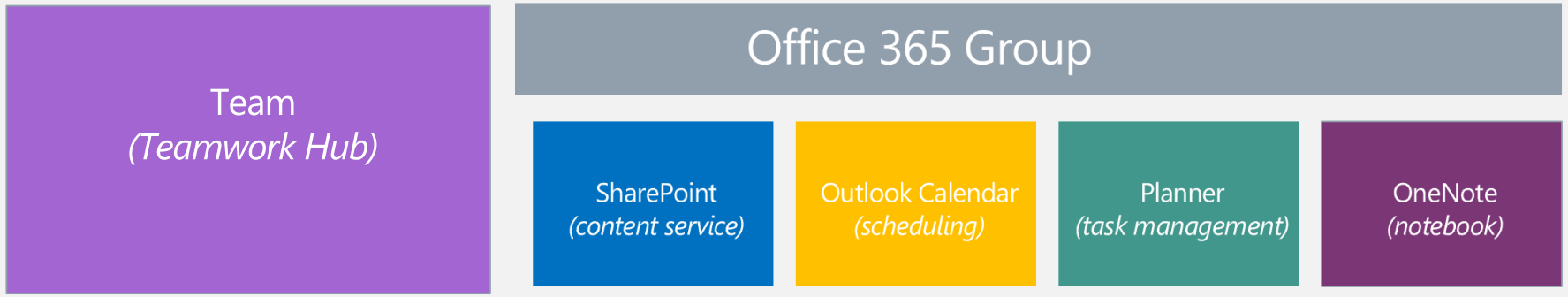
Azure AD

Outlook | Teams | StaffHub

SharePoint | Planner | Dynamics CRM

Yammer | Stream | Power BI

When Creating a Team …



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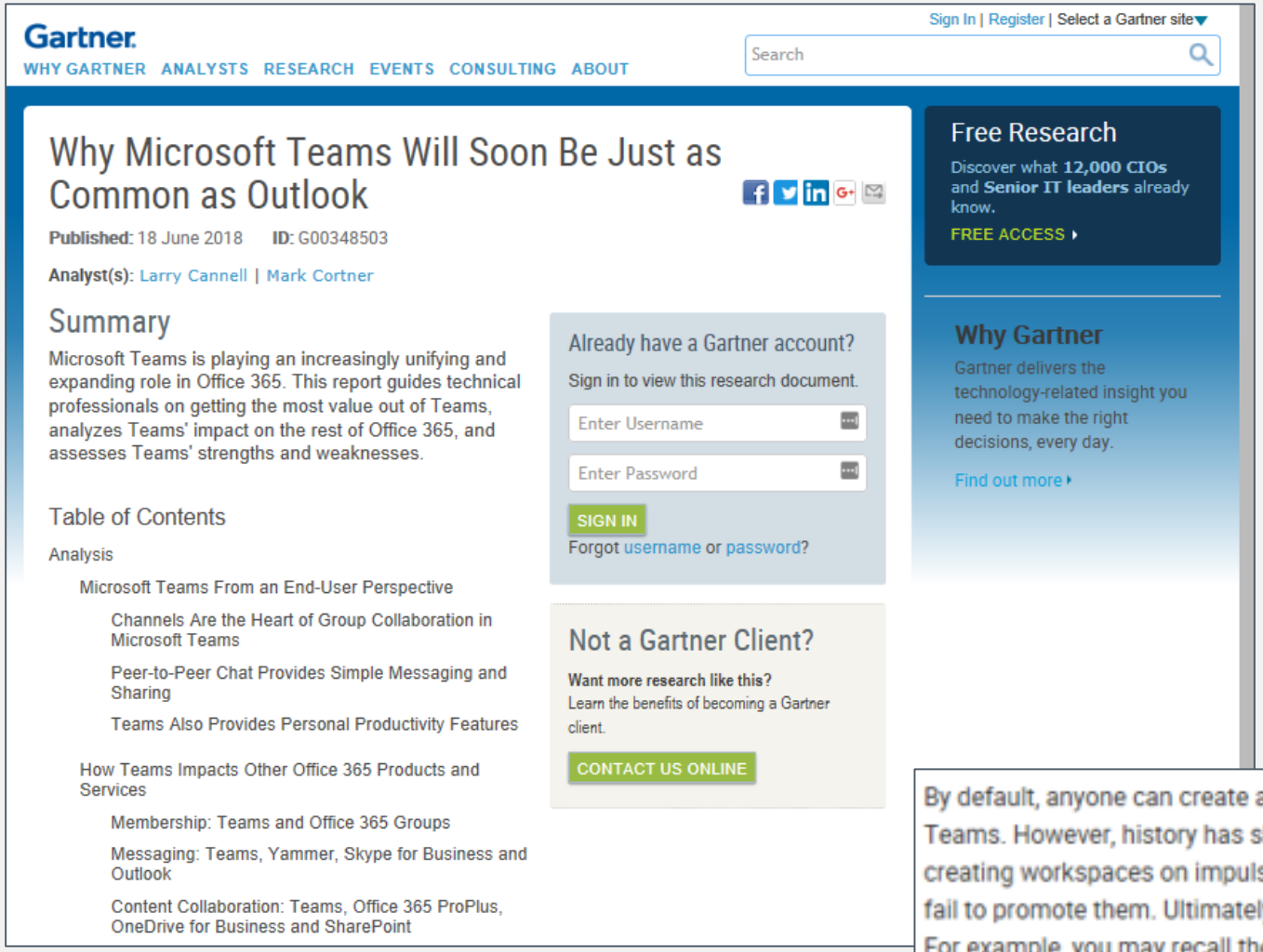

By default, anyone can create an Office 365 group. Therefore, anyone can create a team in Microsoft Teams. However, history has shown that allowing this privilege to go ungoverned can result in users creating workspaces on impulse. Such workspaces often become abandoned, because their creators fail to 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

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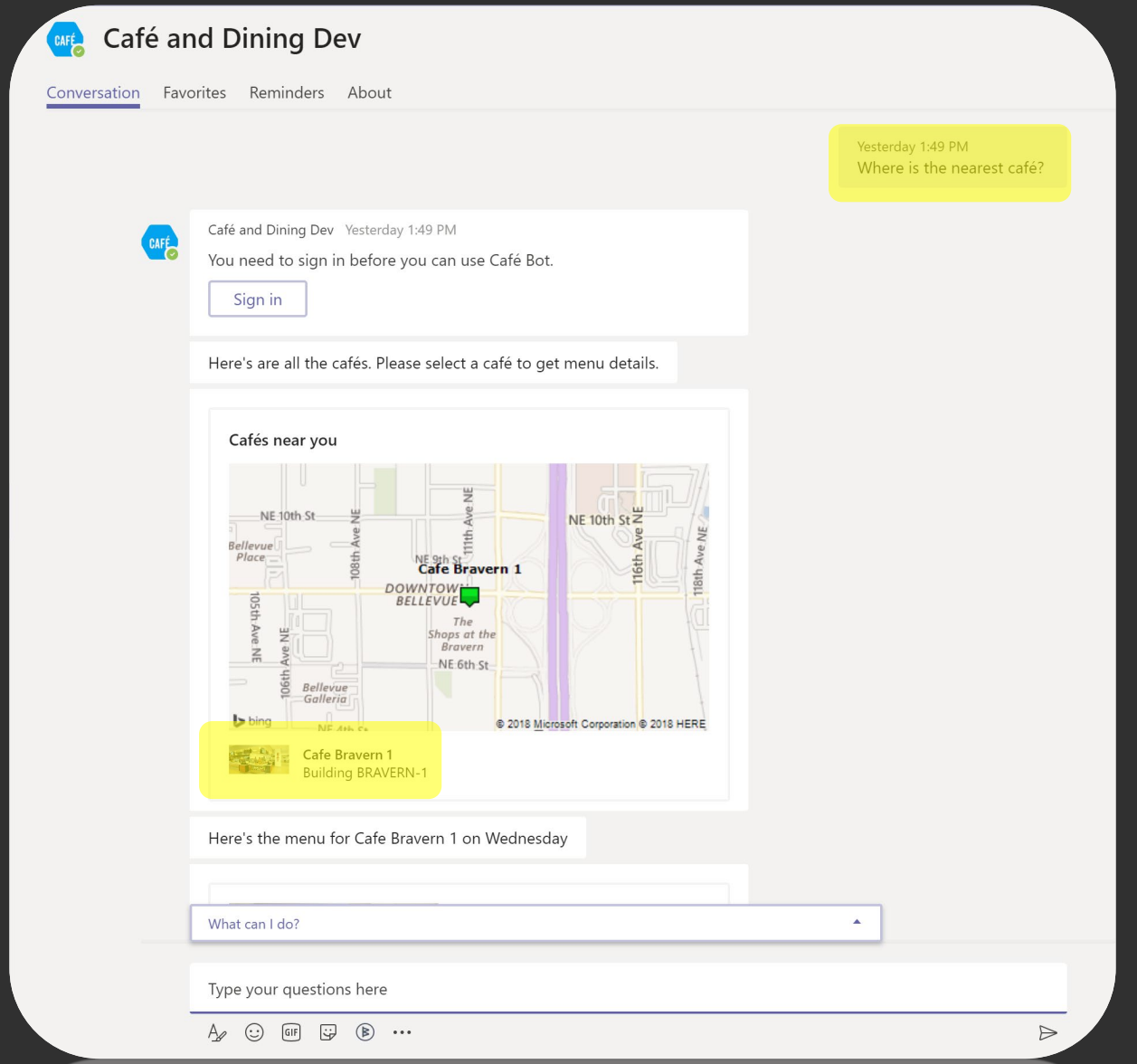
How can we improve everyday experiences by extending Teams?

Every day I have to … eat



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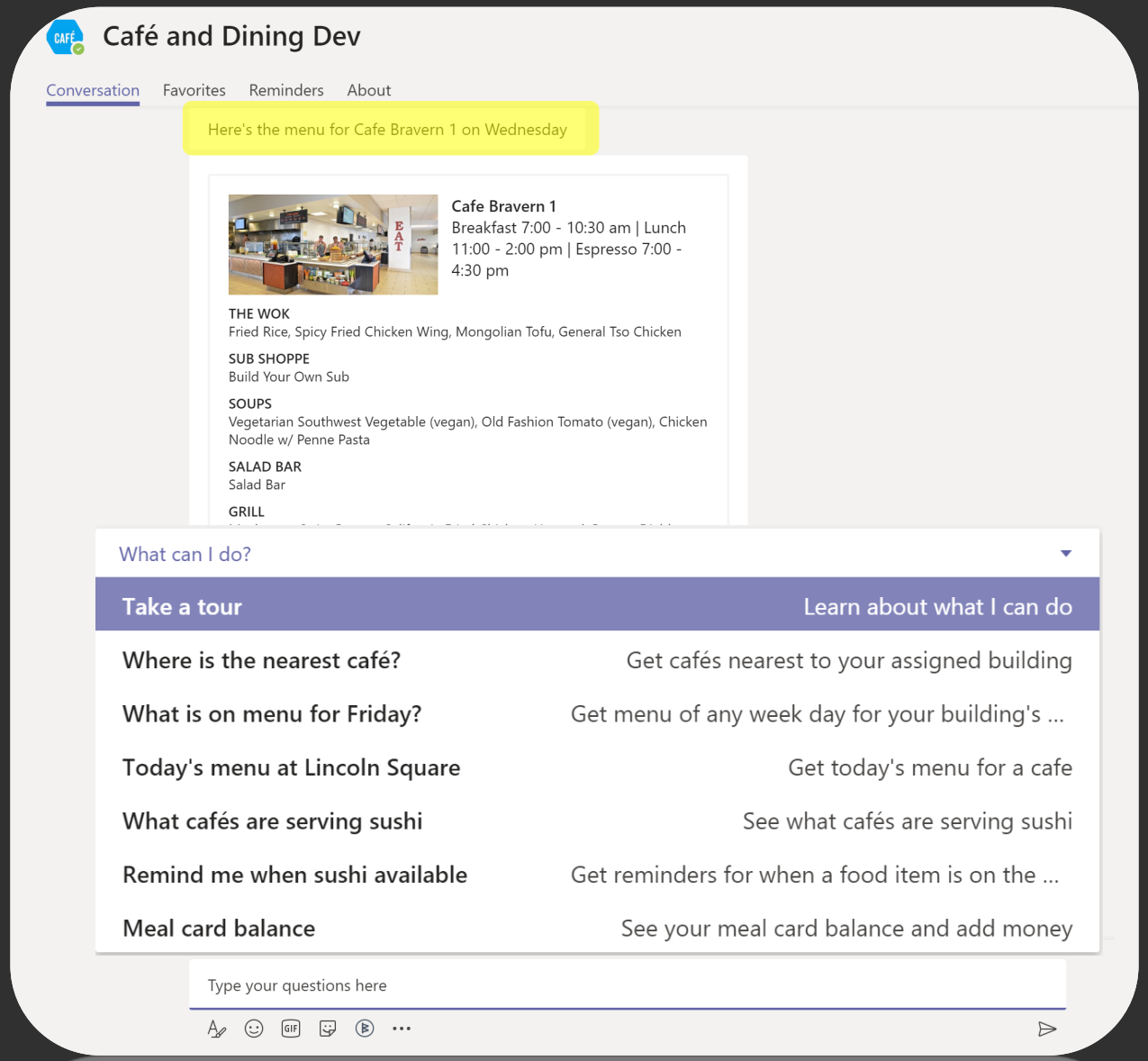

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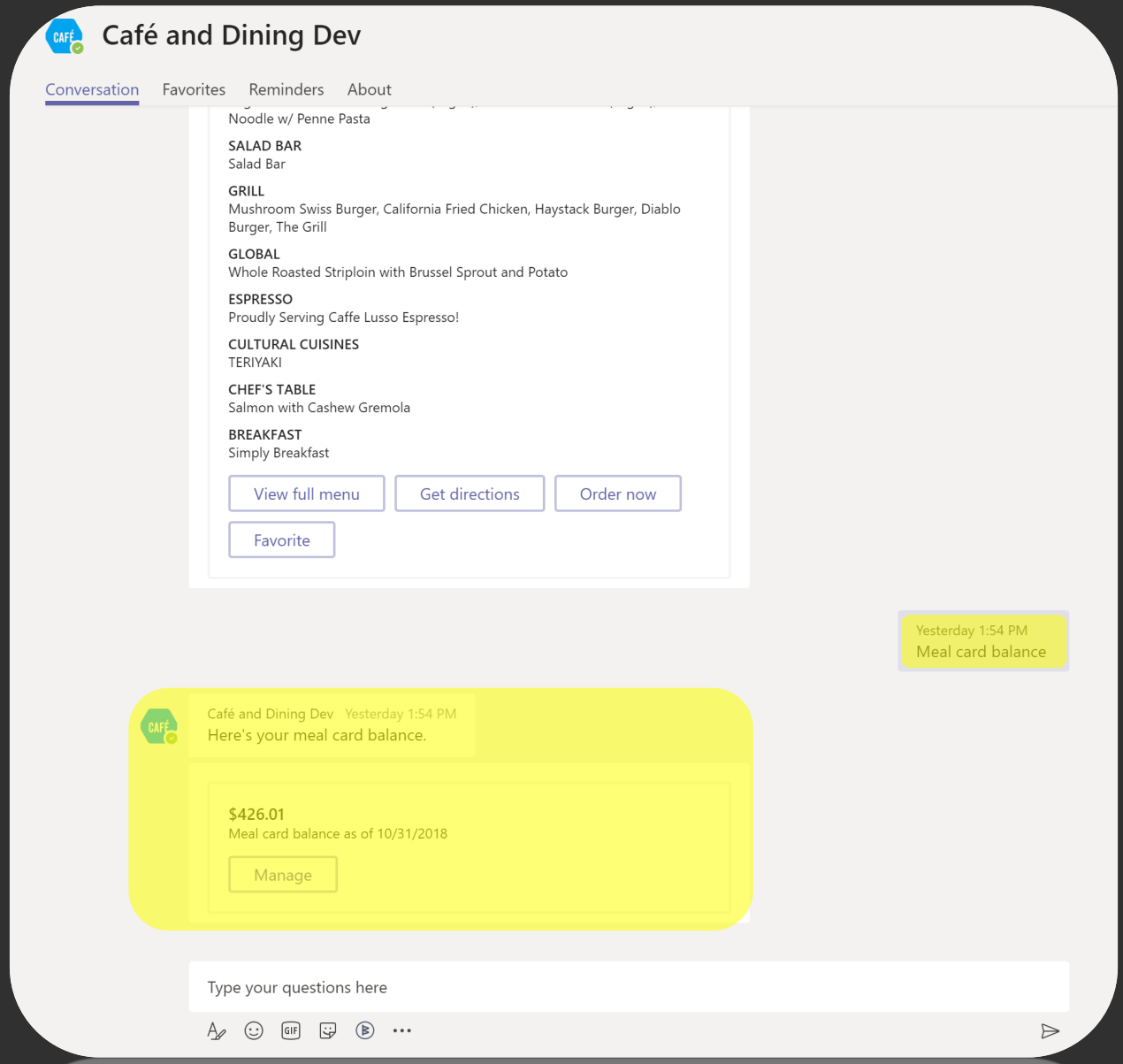
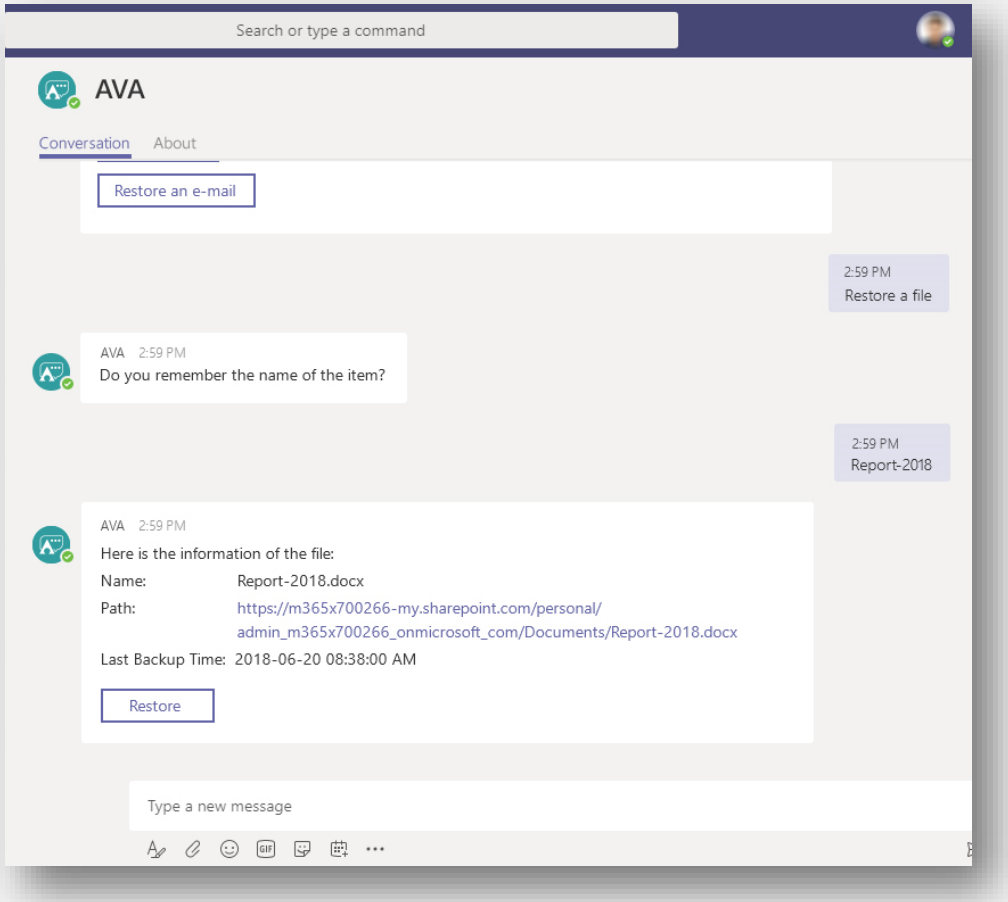


AVA: Restore Deleted Emails + Files



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

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Ensure Sustainable Adoption

Change is often met with resistance

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

Why Training Alone is Not Working

- Non-Contextual
- Unclear Roles
- Generational Gap
- What's In It For Me?

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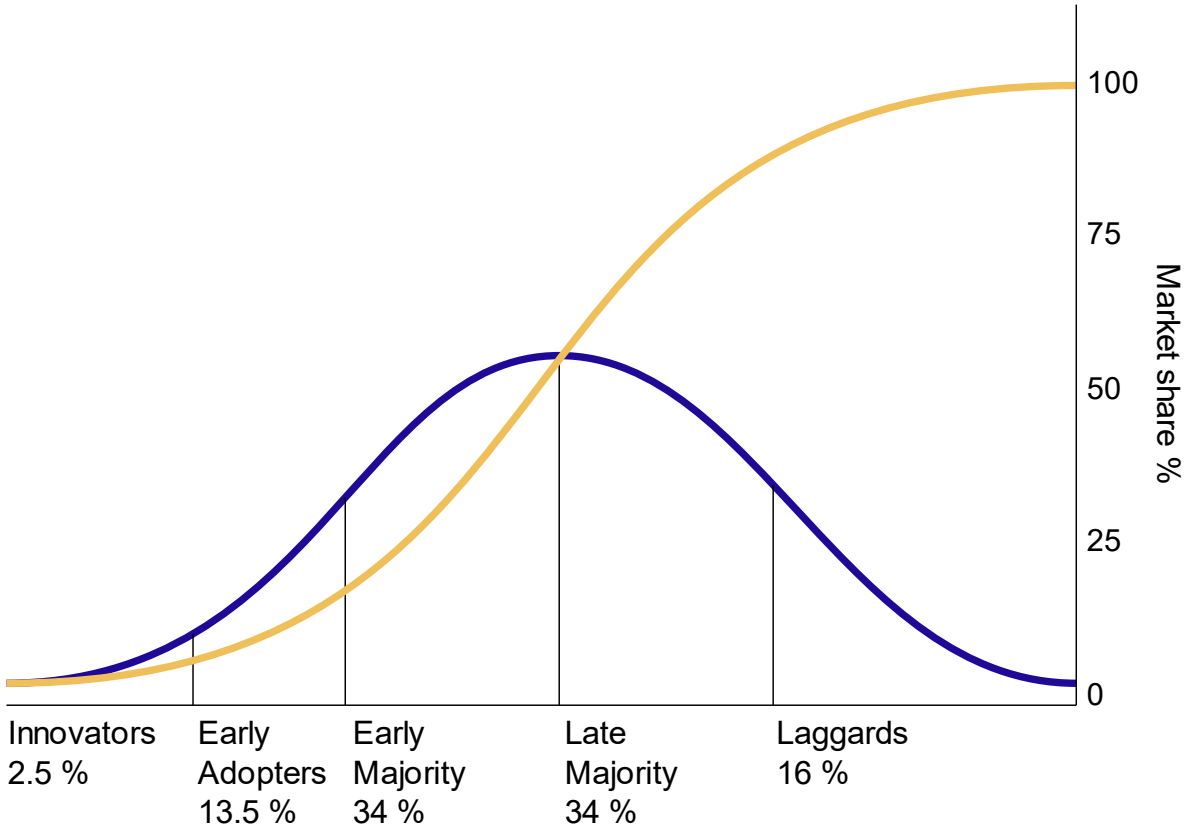
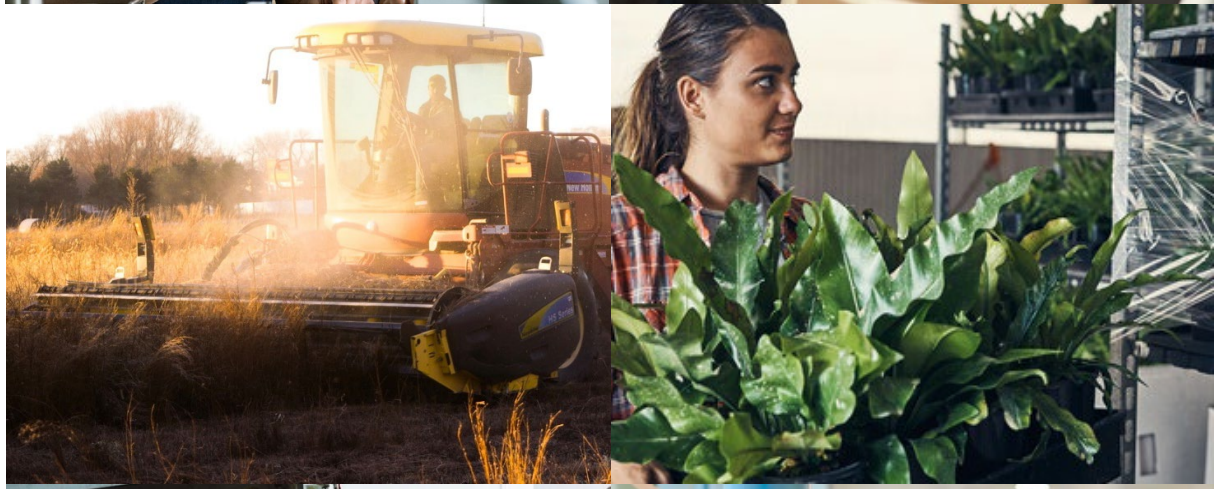
How do you achieve 90% adoption?



* Diffusion of Innovations by Everett Rogers



Make it easy to do the right thing

- Focus on business scenarios as use cases
- Enforce policies by automating governance
- Specify rules of engagement

Examples: Specify rules

Yammer

- Post company wide message on All Company group and send link via email
- Post office announcements on specific yammer group and send summary via email
- Encourage knowledge sharing

Microsoft Teams

- Departmental and/or project-based communications and collaboration
- Virtual meetings
- Instant messaging

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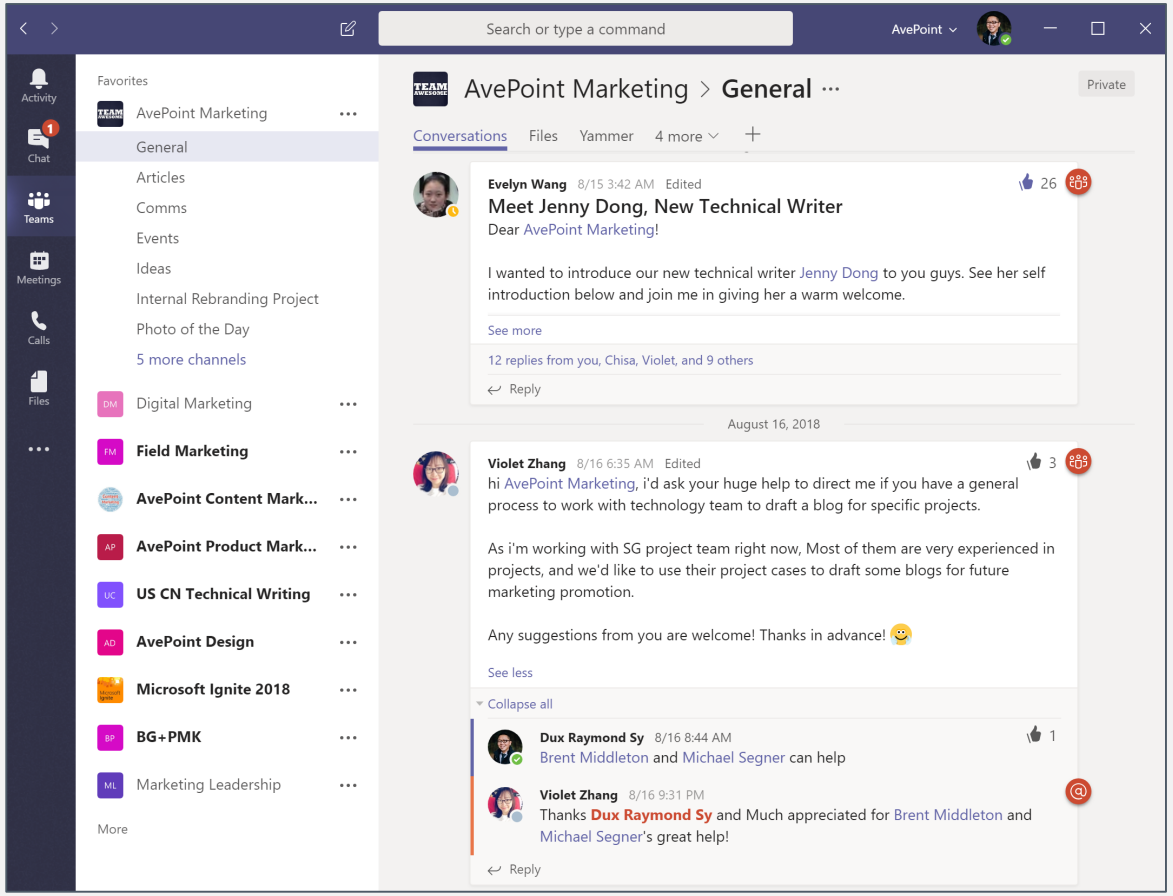
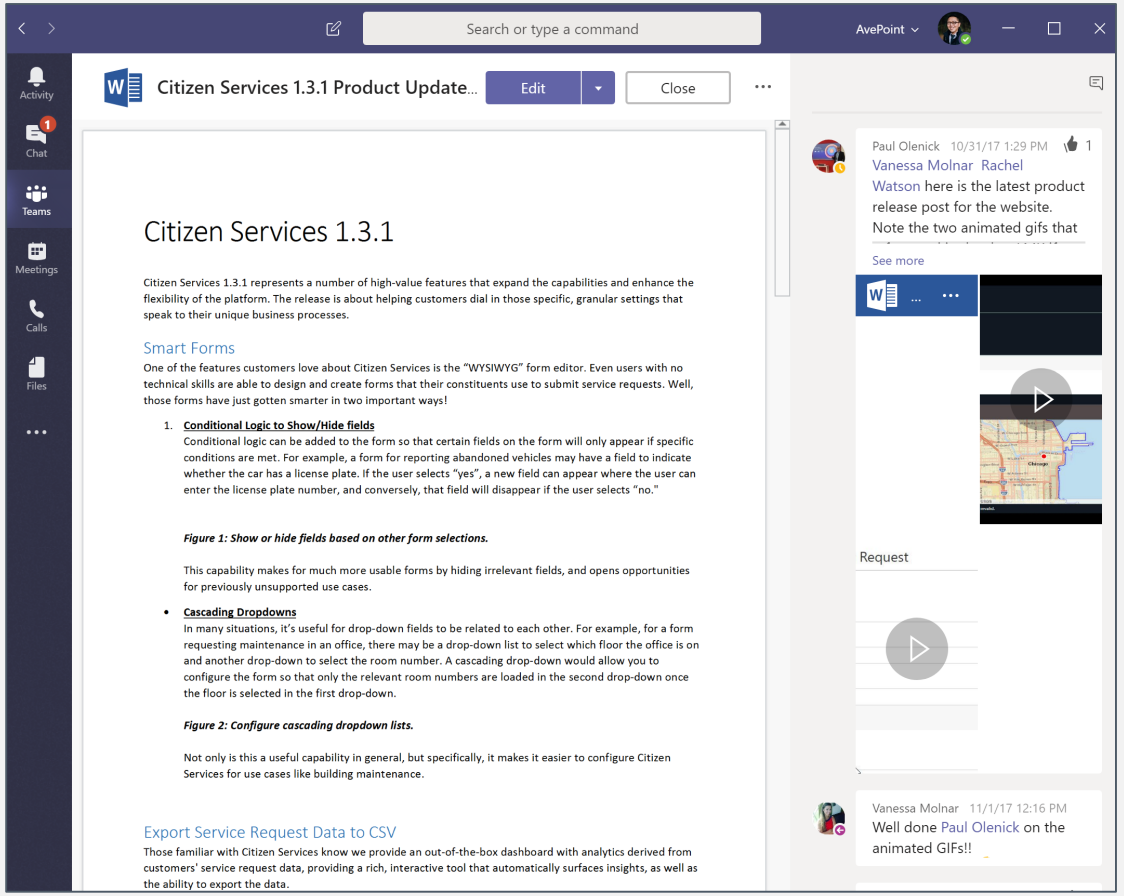
Example: Departmental collaboration





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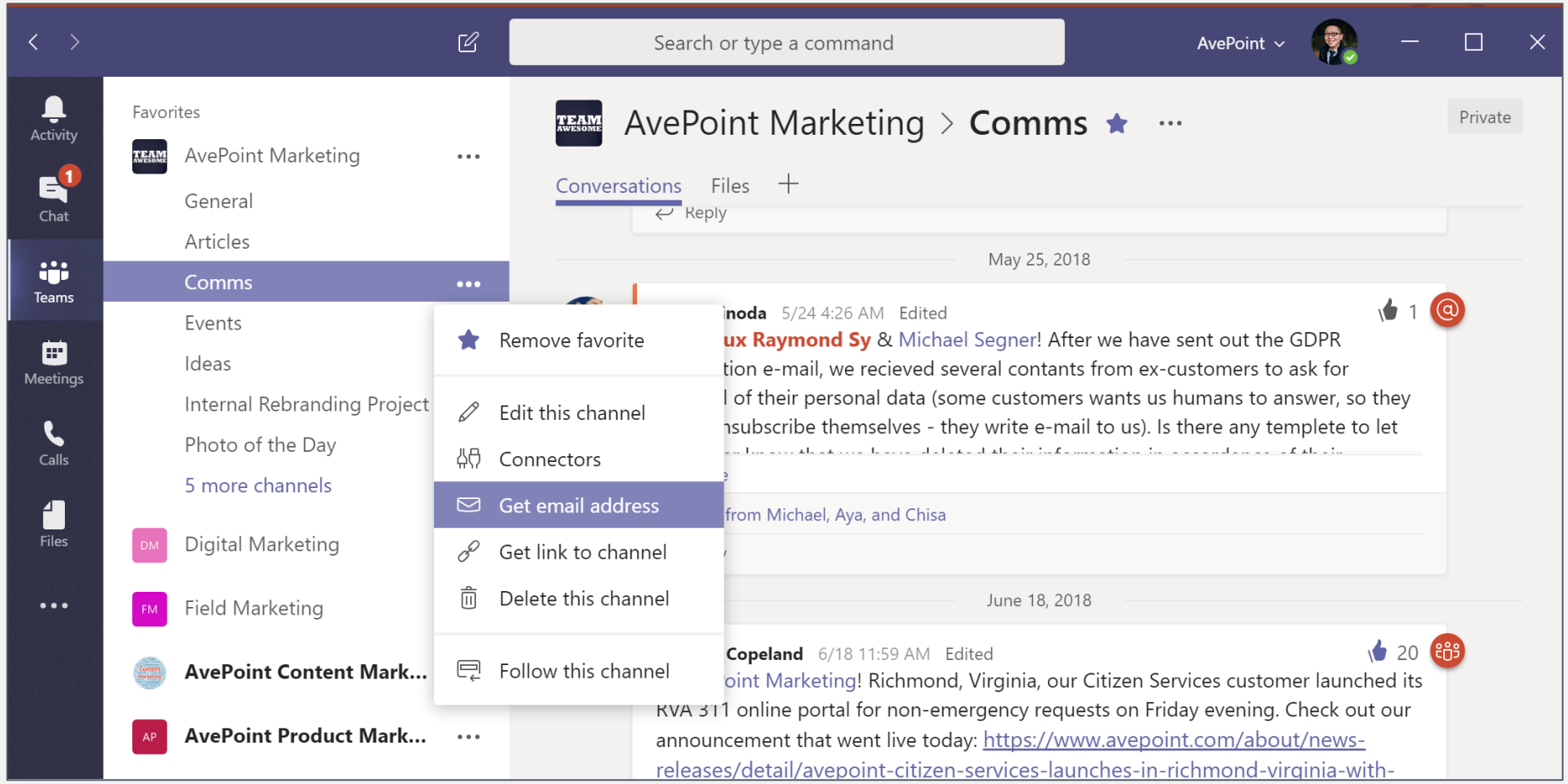
Example: Make email work better



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Facilitate leadership buy-in

Highlight financial benefits

Demonstrate better transparency

Expedite organizational agility

Examples: Leadership buy-in

Yammer

- Conduct townhalls
- Institutional knowledge repository for new hire onboarding
- Executive engagement

Microsoft Teams

- Geographically dispersed teams visibility
- Facilitate better knowledge management across docs, chats, meetings
- Integrate line of business tools

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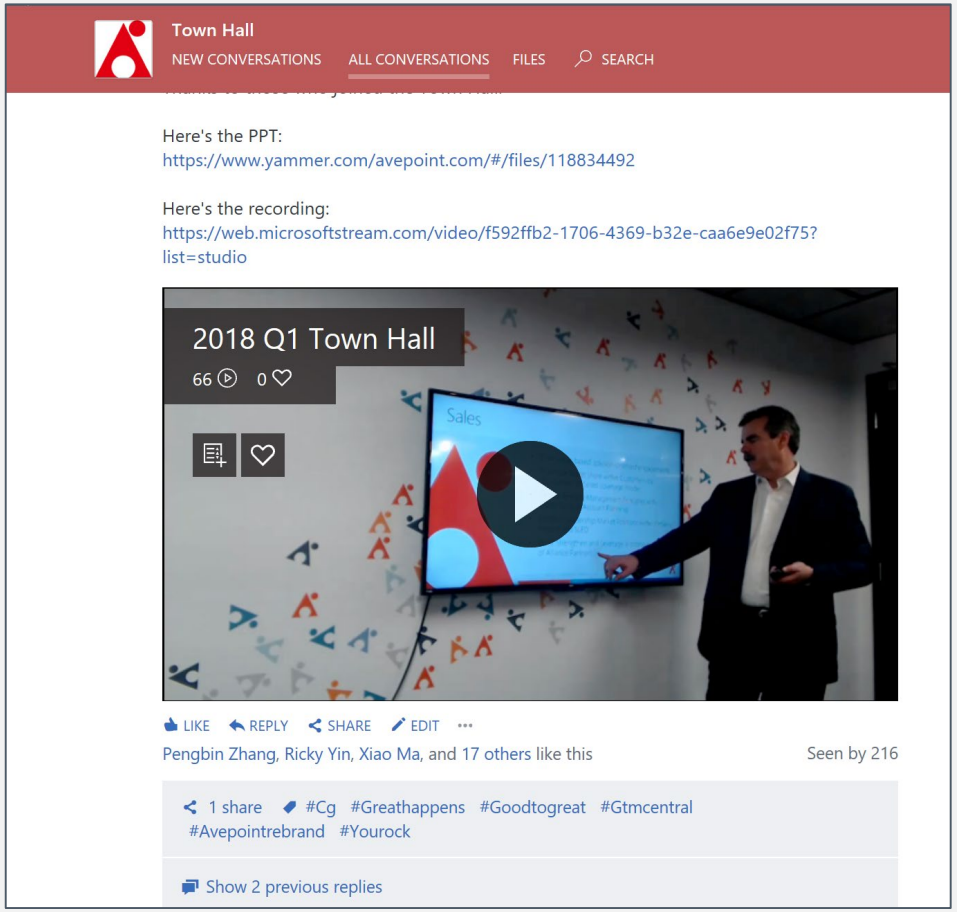
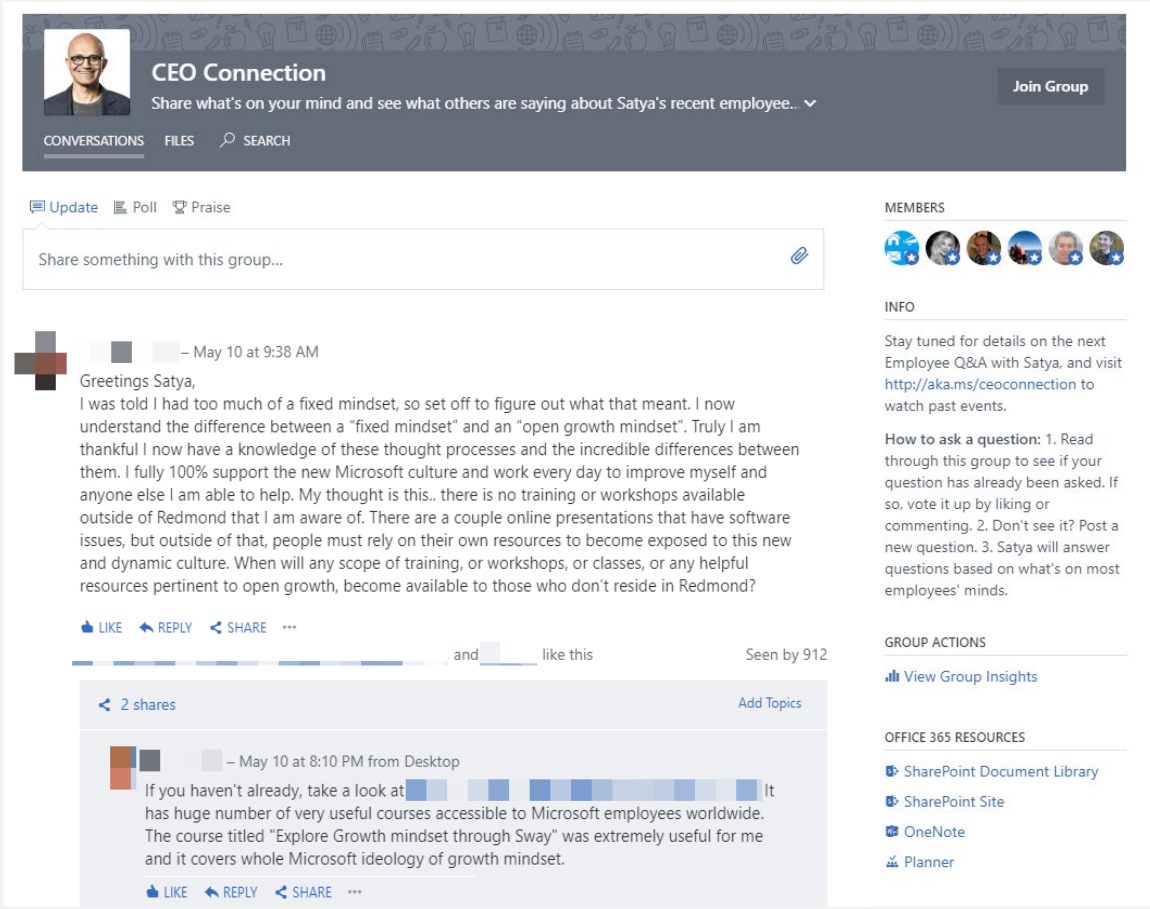
Example: Executive engagement





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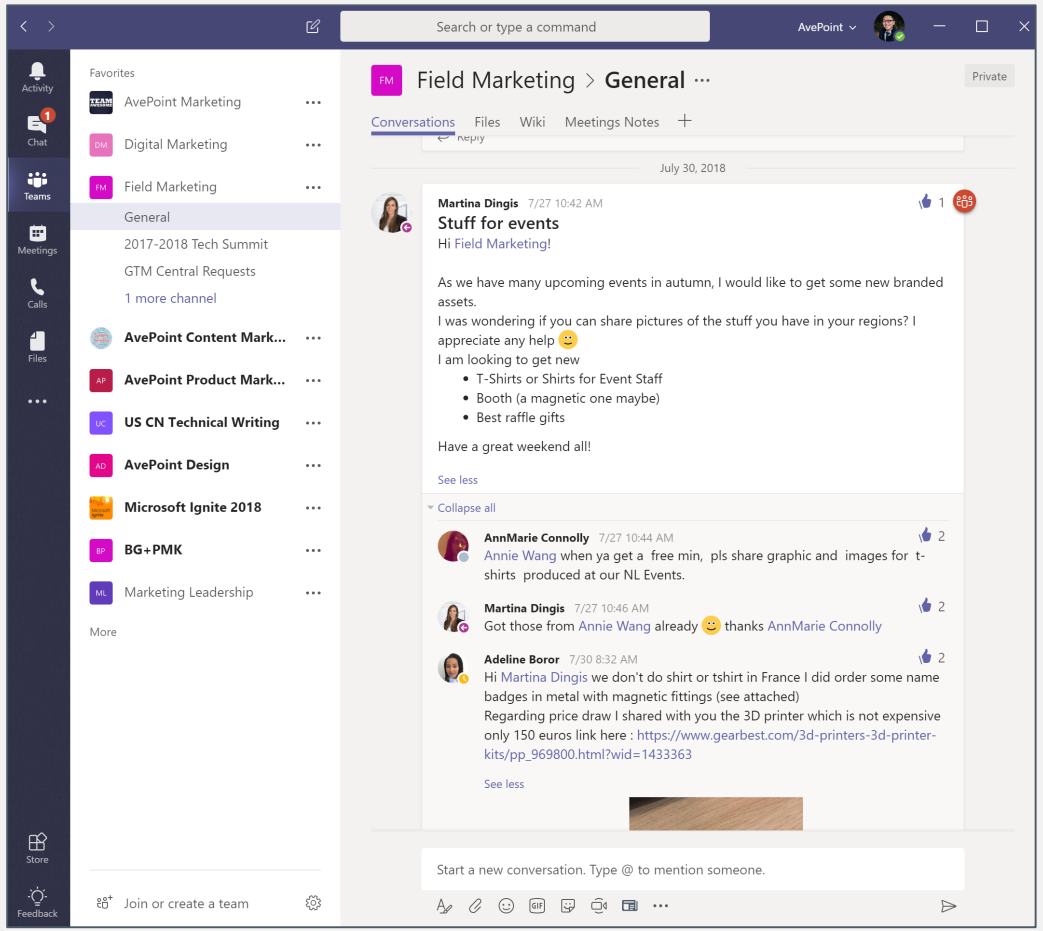
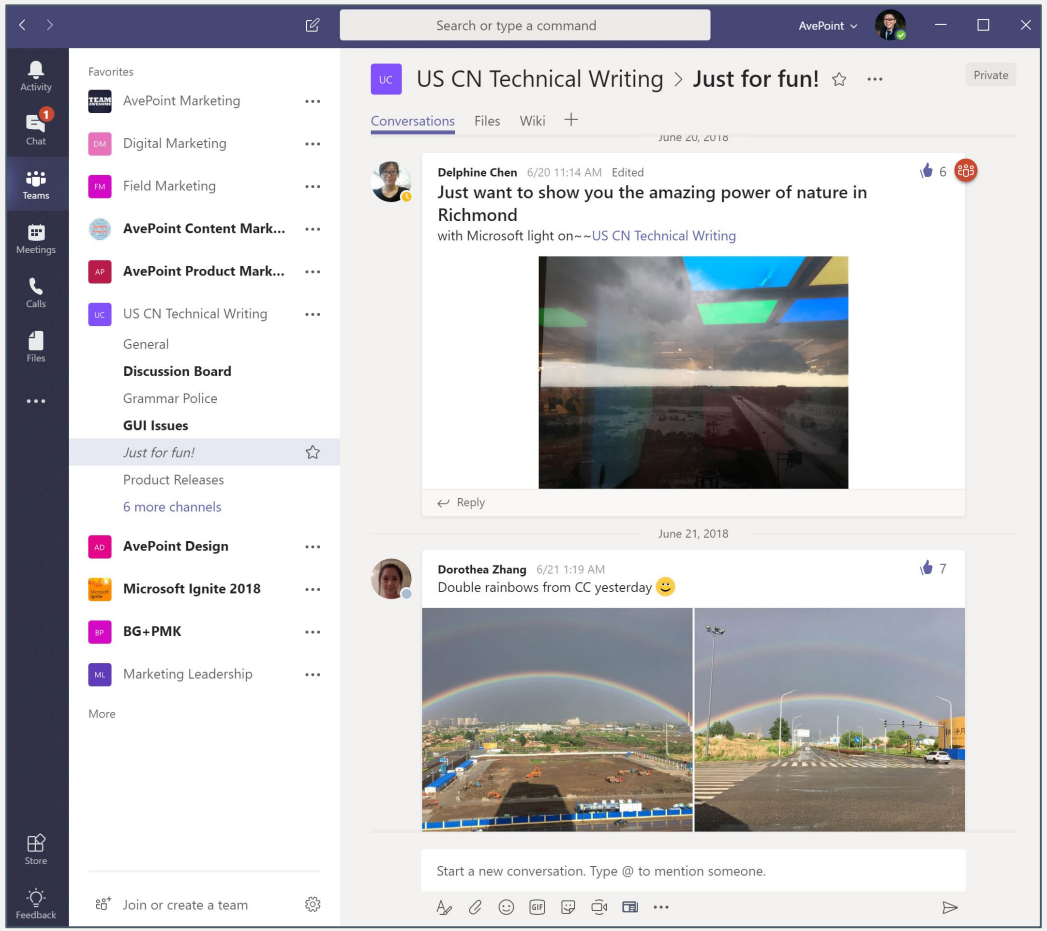
Example: Global team collaboration





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Ensure quick wins

Enable mobility

Partner with other dept

Activate champions

Examples: Quick Wins

Yammer

- Corporate initiatives
- External collaboration
- Learning and enrichment

Microsoft Teams

- Utilize mobile app
- Forward emails to channels
- Conduct meetings

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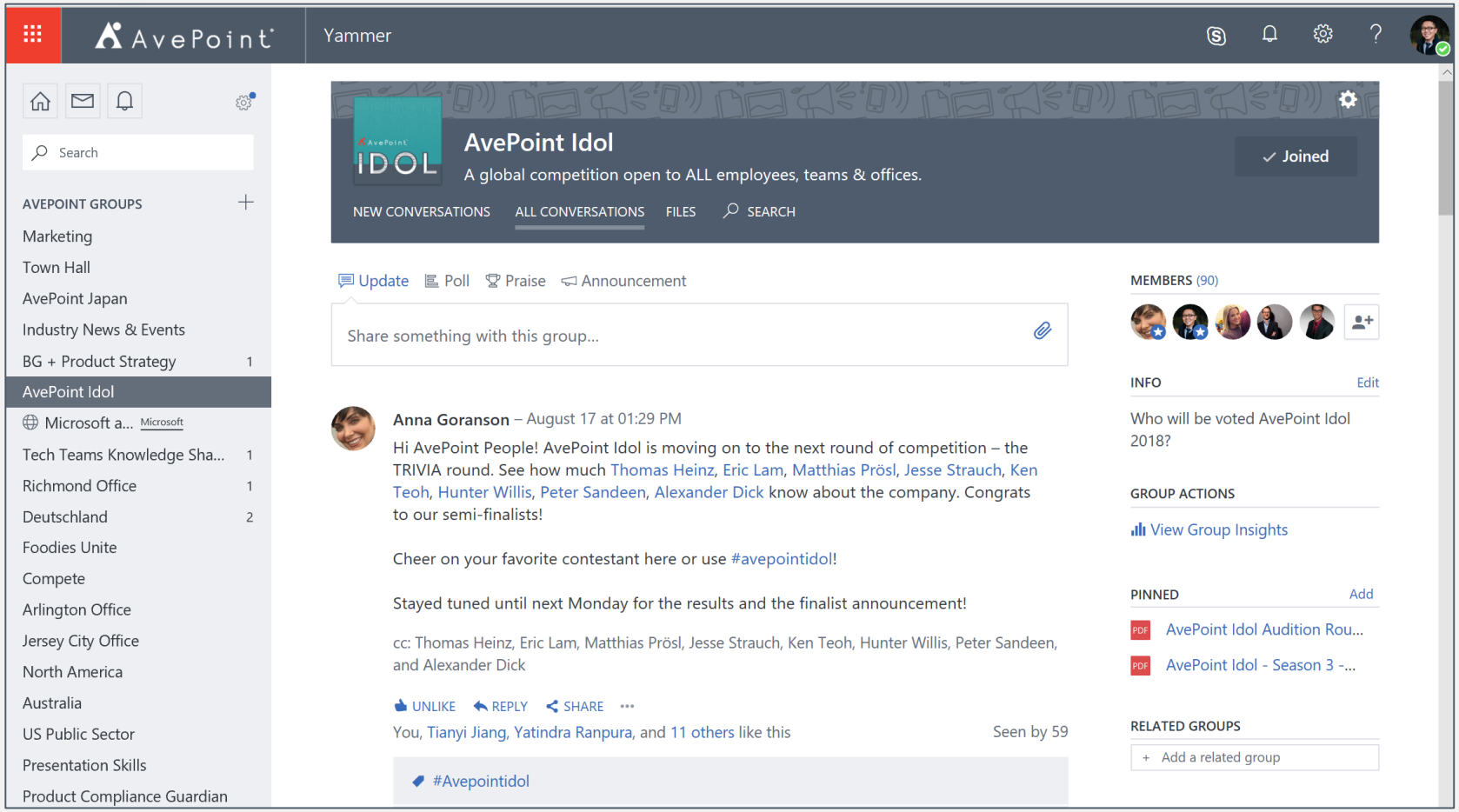
Example: Corporate initiatives



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Example: Make meetings better

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Make a Difference – Become a Champion

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Establish Rollout Timeline

Month 1

- Identify 3 use cases for Yammer and 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 Yammer and Teams use cases
- Identify what works and what doesn't with use cases then modify
- Configure Yammer and 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 Yammer and Teams

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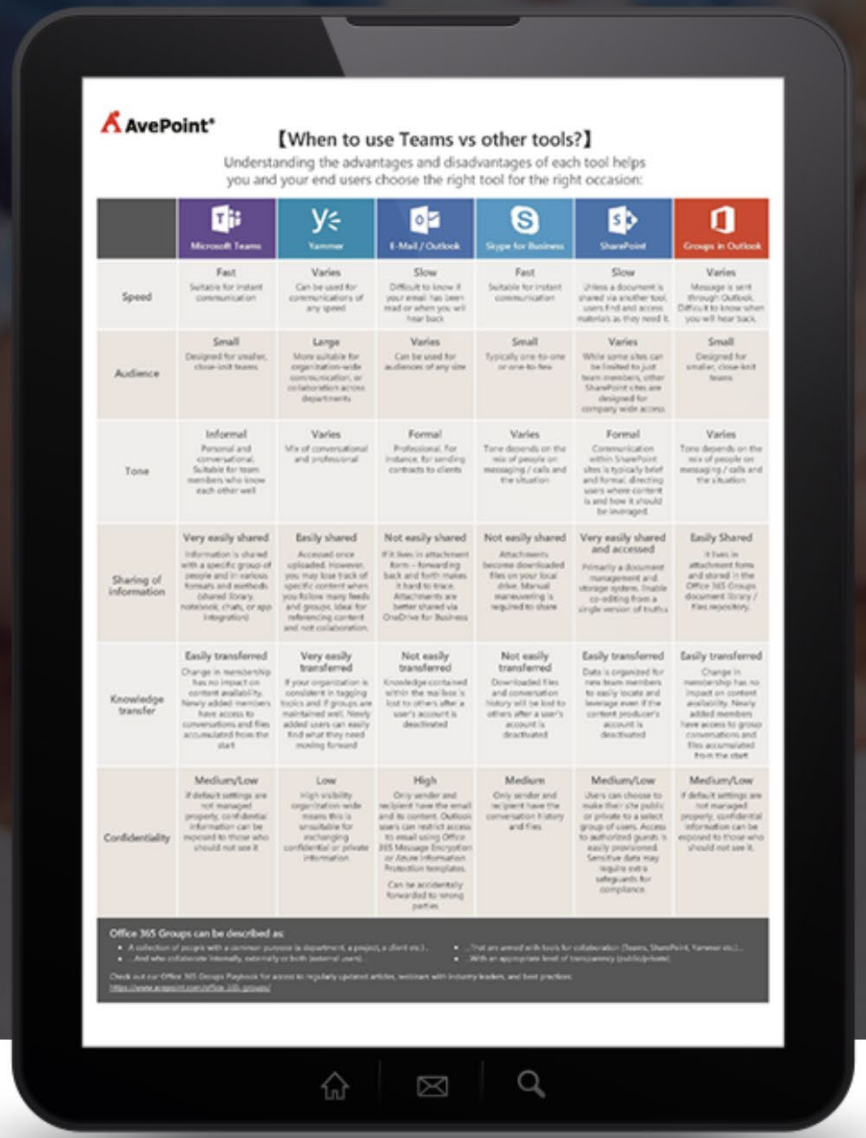

Free eBook

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

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

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