



Tailor Microsoft Teams to Accelerate Your Line of Business Collaboration & Communications

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About AvePoint

- Migrate. Manage. Protect.



12
Global Cloud
Instances

99.5%
Availability
Backed by Azure

24/7
World-Class
Support

20PB+
Managed
Customer Data

ISO
Certification



16K
Customers

6M
Cloud Users

88
Countries

7
Continents

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

Microsoft
Partner

2017 Partner of the Year Winner
Public Sector: Microsoft CityNext Award
2016 Partner of the Year Winner
Technology for Good Citizenship Award
2015 Partner of the Year Winner
Collaboration and Content
2014 Partner of the Year Winner
Public Sector: Public Safety and National Security

Agenda

- The New Culture of Teamwork
- Teams Customization / Extension
- Enable Business Solutions
- Teams Governance
- Drive Sustainable Adoption
- Wrap Up



The New Culture of Teamwork



Today's modern workforce



Management
Office Staff

Information Worker



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

Firstline Worker

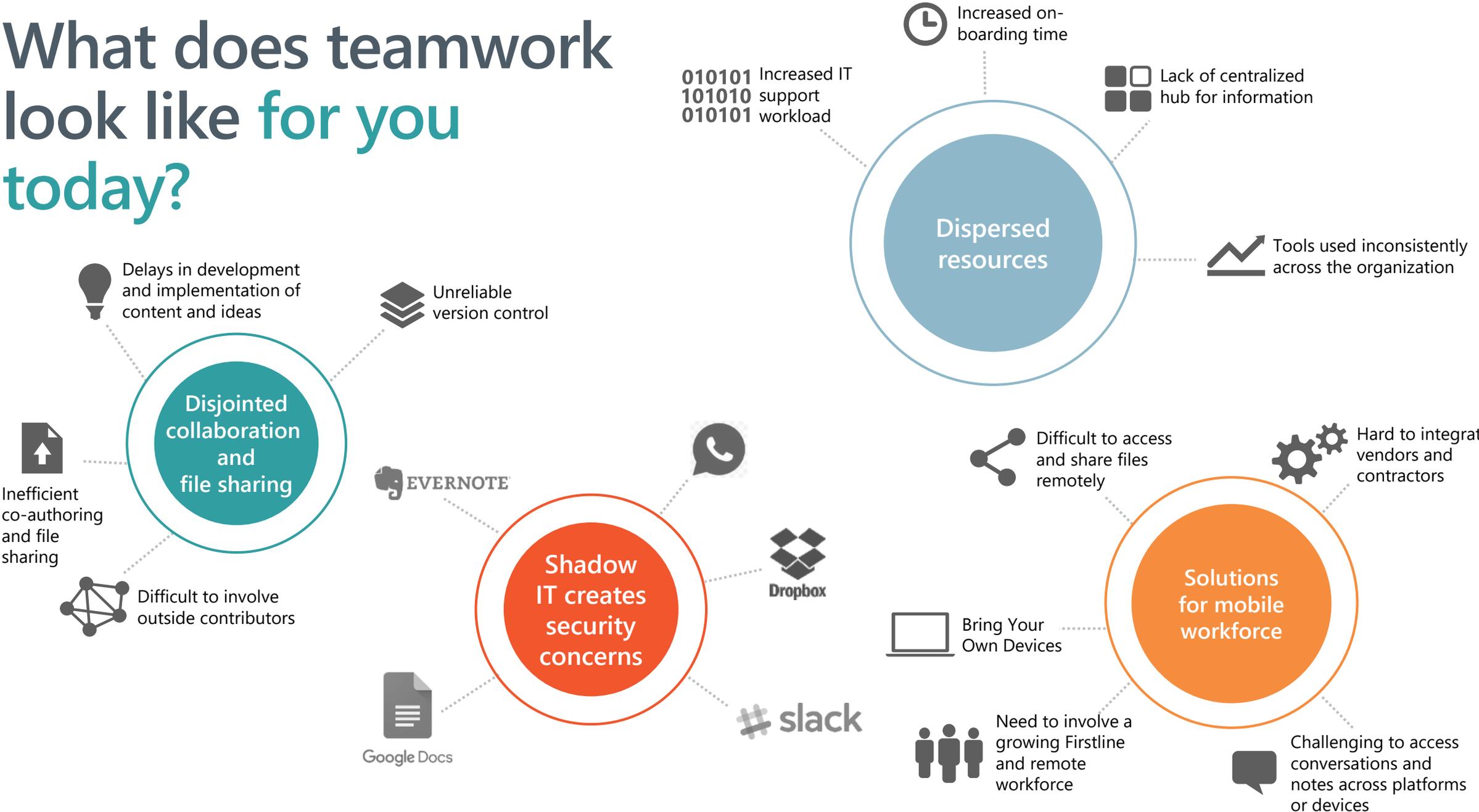


Vendors
Suppliers
Wholesalers
Citizens
Partners
Volunteers

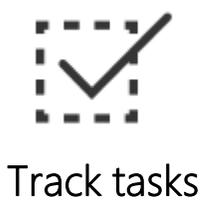
Value Chain



What does teamwork look like for you today?



How we work today



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



Serendipitous collision

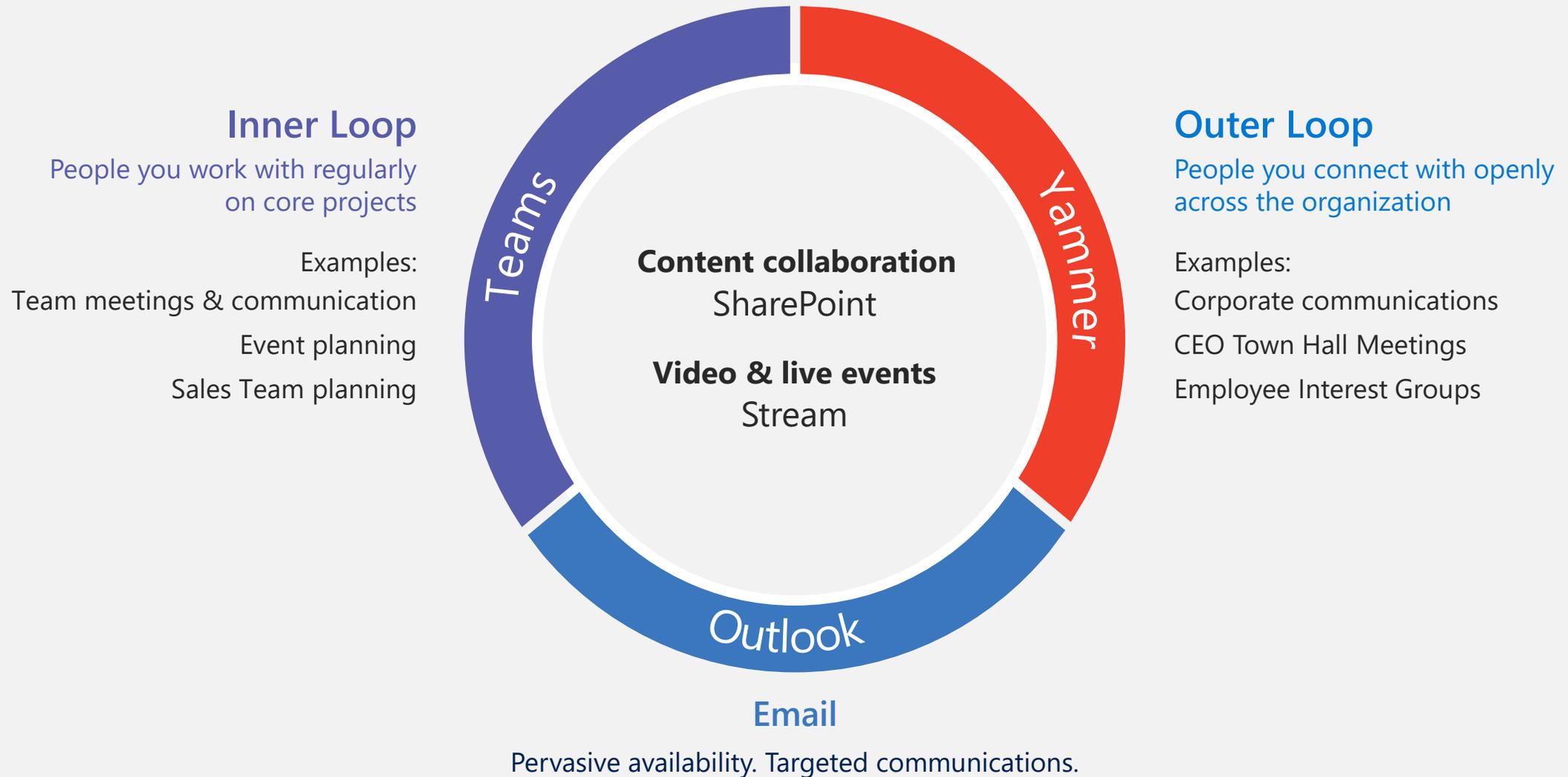
Imagine a world where you can integrate...

Your business apps
Routine workflows
Communication and collaboration

All in a single hub



Teamwork in Microsoft 365



What can Teams do for your business



Transform workplace collaboration



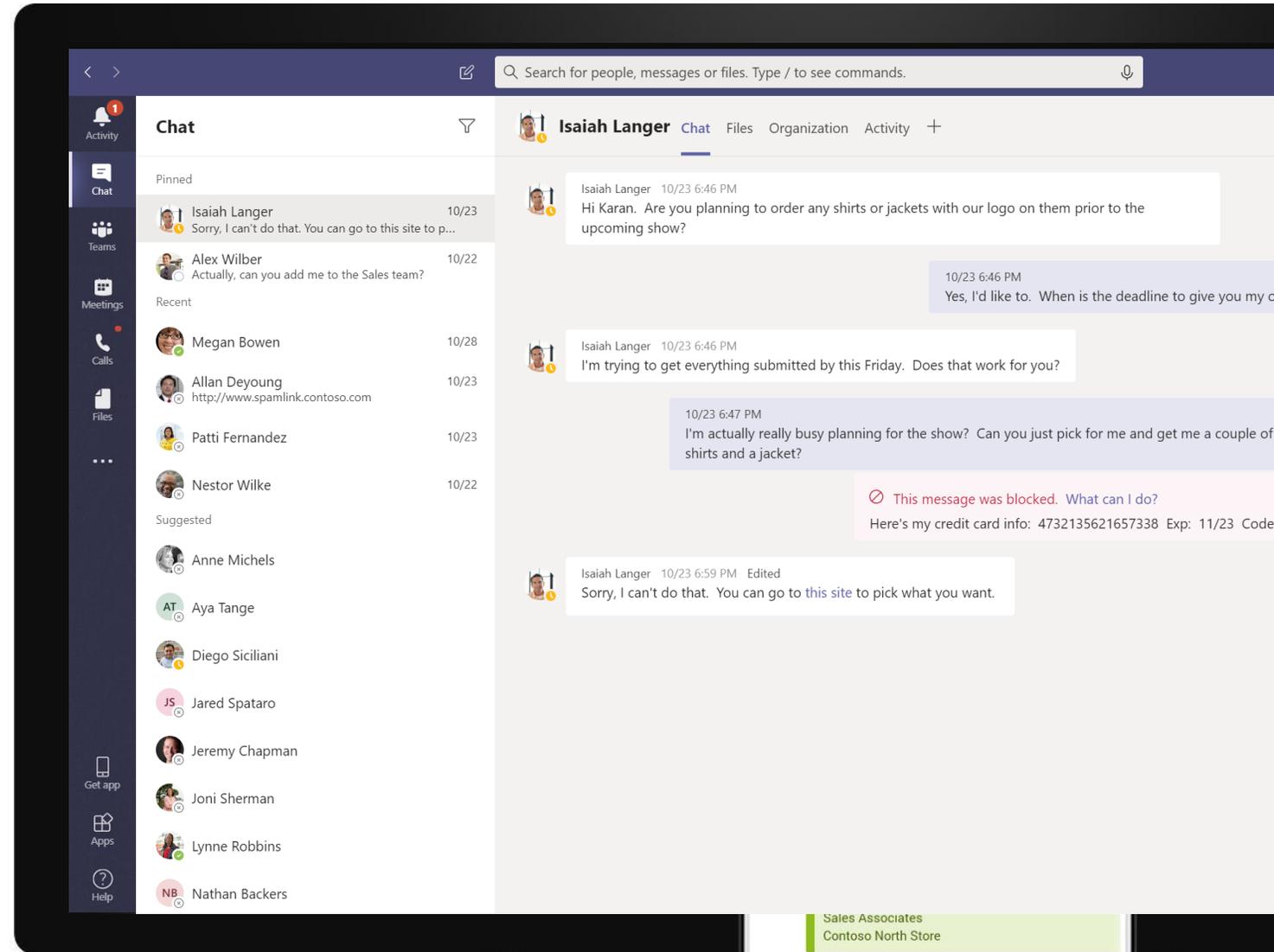
Streamline business processes



Connect everyone on a single platform



Provide enterprise grade security & compliance



Three ways to access your Teams

Desktop



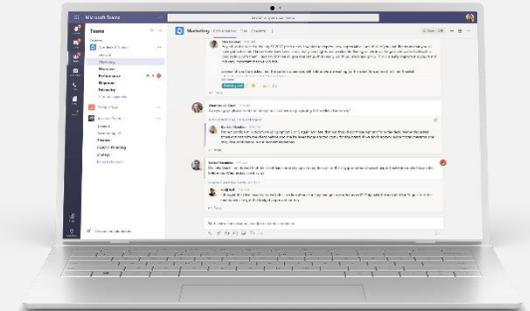
 Windows 7+

Mobile



iPad

Browsers



 OS X 10.10+



iPhone



Android



Edge



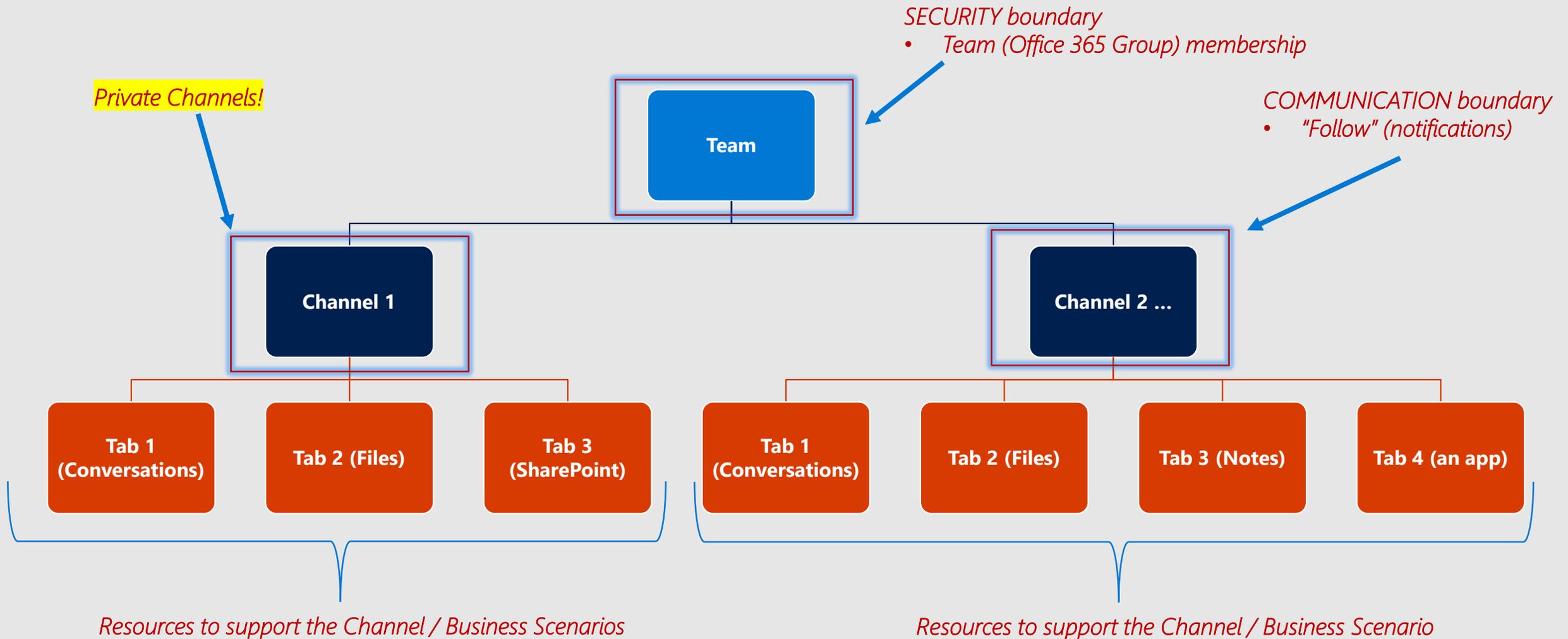
Chrome



Firefox

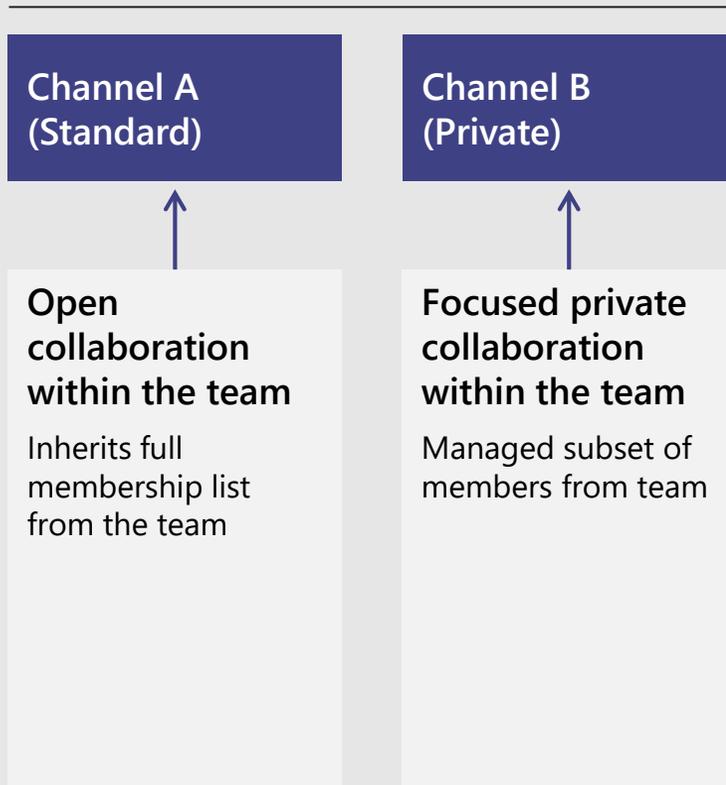


The basic shape of a Team



Private Channels (New)

Focused private collaboration within a team



Access control of channel content

- Separate SPO site collection for files with access restricted to channel members
- Copy of channel messages in private channel user mailboxes for compliance

Creation

- Admins can control via policies who can create private channels in tenant
- Team owners can control via setting if members can create private channel in team

Membership

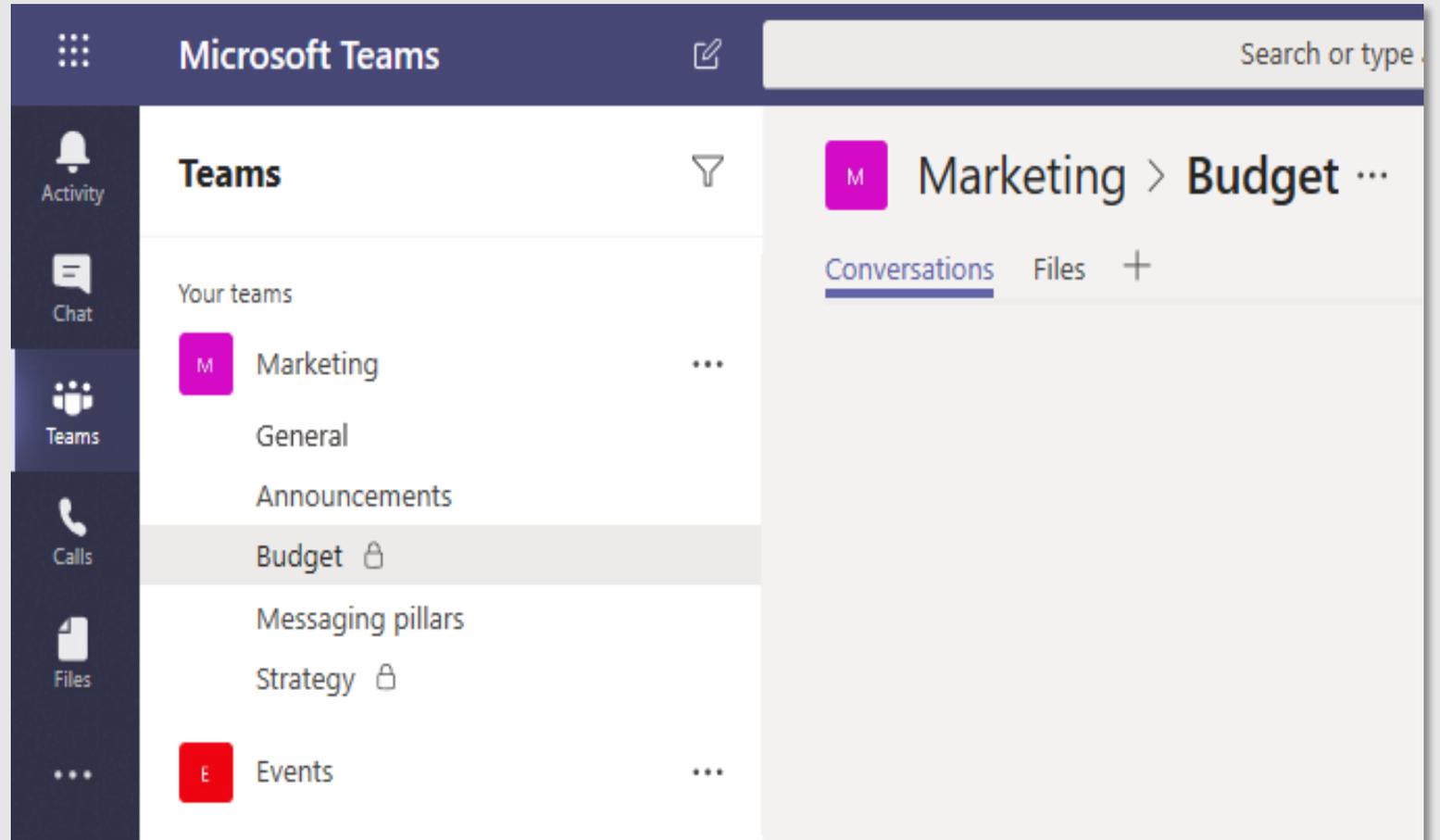
- Only existing members and guests in the team can be added to a private channel
- Only members of the private channel can view private channel content

Lifecycle and classification tied to parent team

- Private channel lifecycle is tied to parent team
- SP site data classification and lifecycle same as private channel

Private Channels (New!)

- Only the users on the team can access the channel.
- Anyone can be added as a member of a private channel if they are already a member of the team.
- May be used if...
 - You want to limit collaboration to select audience
 - You want to collaborate with a subset without having to create an additional MS Team



When to Create a Private Channel

Is there already a team that has these people as team members?	Does this work need to be kept private from others?	Are there multiple distinct topics to discuss?	Recommendation
Yes	Yes	Yes	Create a private channel in the existing team or consider creating dedicated private channels for each topic.
Yes	Yes	No	Create a private channel in the existing team.
Yes	No	No	Create a channel in the existing team.
No	No	No	Consider creating a new team.
No	No	Yes	Consider creating a new team and then, depending on the confidentiality of each topic, consider creating separate standard or private channels for each topic.
No	Yes	No	Create a new team or create a new private channel in an existing team.

<https://docs.microsoft.com/en-us/microsoftteams/private-channels#when-to-create-a-private-channel>

What to use and when in Teams

The screenshot displays the Microsoft Teams interface. At the top, the header reads "Microsoft Teams" with a search icon. On the left, a navigation pane includes "Activity", "Chat", "Teams", "Calendar", and "AVA". The main area shows a list of teams under "Your teams": "My Class Team" (selected), "General", "Class Announcements", and "Homework". Below these are "Contoso" and other teams. The right pane shows the "My Class Team > General" chat, with tabs for "Conversations" and "Files". An orange callout box with a pointer to the "Conversations" tab contains the text "No More Group Email".

Group Communication in Teams

 **Spenser Bullock** 7/1 10:48 AM 👍 11 @

IMPORTANT!
New Webinar! 8/7: Delegating Administration
Hello everyone, we have a webinar on 8/7 at 11am EST/8 PST. We will feature **Dux**, John Peluso and **Hunter** for "Tailoring Microsoft Teams & Delegating Administration in Office 365"

[Landing Page](#)
[Graphics Page](#)

Can the following that are tagged please help with distribution/promotion?

- **Megan** for organic and paid social efforts
- **Sarah, Katie and Skylar** for connecting to sales
- **Brent** for CTA on anything around Office 365 compliance or anything else you can think of?
- **Chandler** and **Mikayla** can we incorporate this into our newsletter or any other customer comms?

Please note that the social media graphics have been updated and should be visible when you share out the link
Please let me know if there is anything you need!

FYI: **Michael, Chisa, Joanne, Martina, AnnMarie, Oscar Jessica, Annie, Isabelle**

[See less](#)



Tailoring Microsoft Teams & Delegating Administration in Office 365 | AvePoint
Learn how to give departments in the same Office 365 tenant different policies for provisioning, external sharing, etc.
www.avepoint.com

 **Martina Dingis** 7/2 5:16 AM 👍 4

 **Annie Wang**  **Eva Wang**  **Spenser Bullock** I would like to invite the DACH database as well. Spenser, can you please copy the email invite and share with Eva so we can translate?

 **Spenser Bullock** 7/2 6:29 AM 👍 1

Yes, will do!

 **Spenser Bullock** 7/15 11:00 AM 👍 3

NEW UPDATE: Hi everyone! We are looking to break our current webinar registration number and get to 1000 registrants for this webinar, **can we please have all hands on deck to promote and push this out to as much as possible?**

 **Sarah Zalesiak** 7/15 11:02 AM 👍 3

 **Megan Hoel** can you craft some copy for the sales teams to share out on their social channels? thinking something they can push out on their feeds as well as something they can send via linkedin messaging

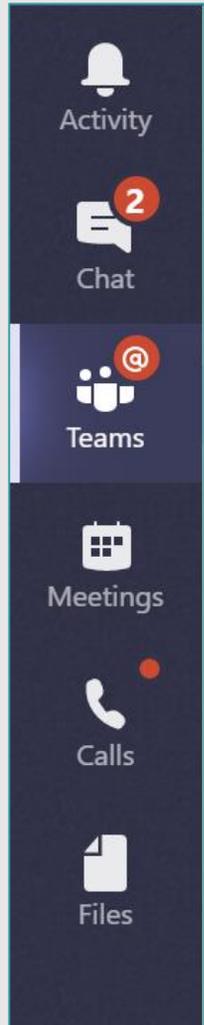
 **Michael Segner** 7/15 11:08 AM 👍 3

 **Brent Middleton** can we include this as the top CTA on the top 15 blogs that get the most traffic currently?

← Reply



Example: Move email addicts to Teams



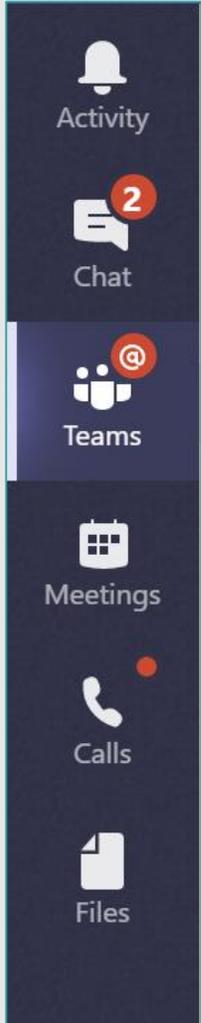
Your email...

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

A team...

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

The Difference between TEAMS and CHATS



Team Conversations (Posts)

- Visible to all Team members/owners
 - Except Private Channels
- 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

What to use and when in Teams

The screenshot displays the Microsoft Teams interface. On the left is a navigation pane with icons for Activity, Chat, Teams, Calendar, and AVA. The main area shows the 'My Class Team' workspace. The 'General' channel is selected, and the 'Files' tab is active. A red callout box points to the 'Files' tab with the text: 'Everyone Can Access all the files'.

Microsoft Teams

Teams

Your teams

- My Class Team
- General
- Class Announcements
- Homework
- Contoso

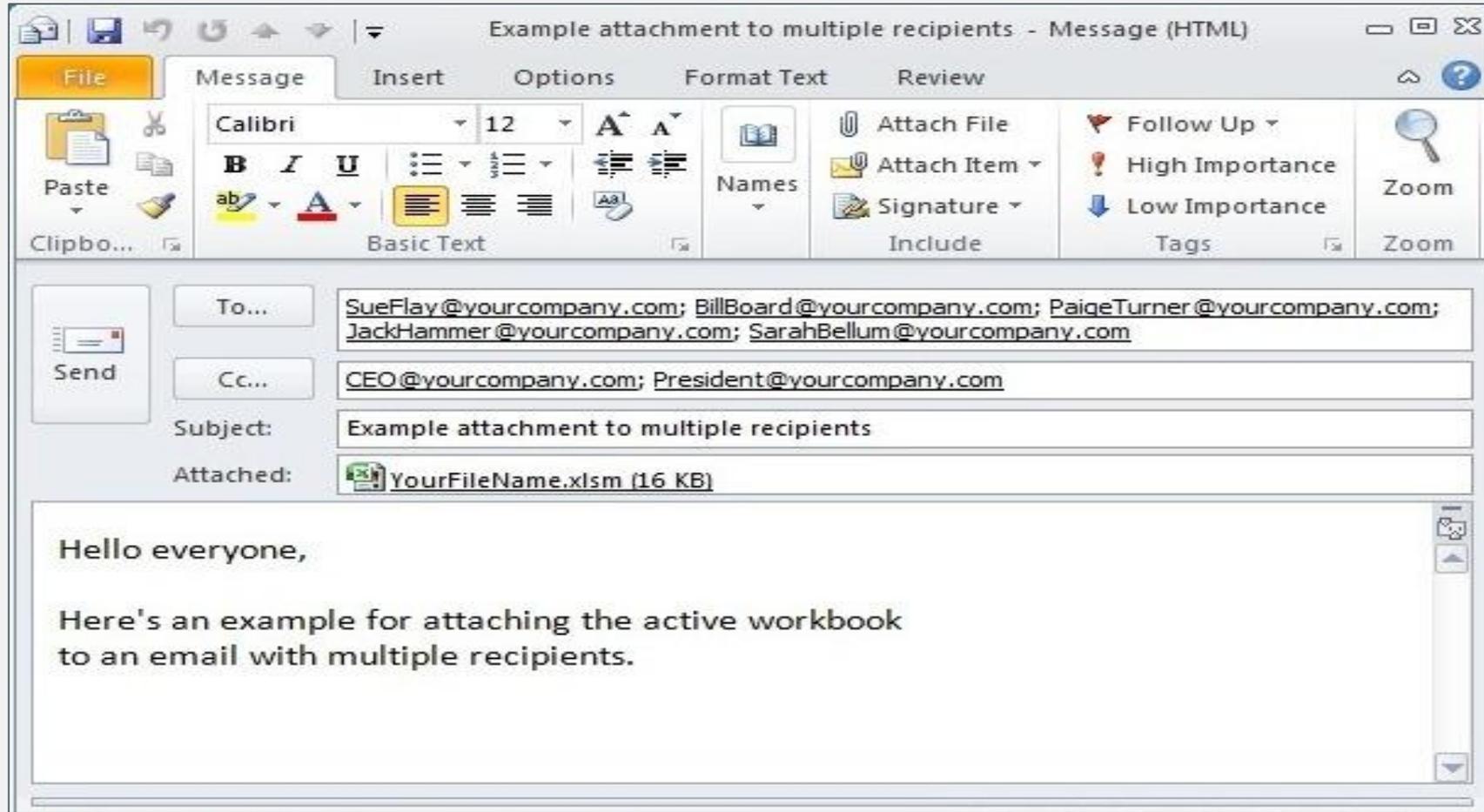
My Class Team > General ...

Conversations Files +

Everyone Can Access all the files



Document Collaboration via Email



Document Co-Authoring in Teams

The screenshot shows a Microsoft Word document titled "Citizen Services 1.3.1 Product Update Blog.docx" being viewed within a Microsoft Teams chat window. The document content includes:

Citizen Services 1.3.1

Citizen Services 1.3.1 represents a number of high-value features that expand the capabilities and enhance the flexibility of the platform. The release is about helping customers dial in those specific, granular settings that speak to their unique business processes.

Smart Forms

One of the features customers love about Citizen Services is the "WYSIWYG" form editor. Even users with no technical skills are able to design and create forms that their constituents use to submit service requests. Well, those forms have just gotten smarter in two important ways!

- Conditional Logic to Show/Hide fields**

Conditional logic can be added to the form so that certain fields on the form will only appear if specific conditions are met. For example, a form for reporting abandoned vehicles may have a field to indicate whether the car has a license plate. If the user selects "yes", a new field can appear where the user can enter the license plate number, and conversely, that field will disappear if the user selects "no."

Figure 1: Show or hide fields based on other form selections.

This capability makes for much more usable forms by hiding irrelevant fields, and opens opportunities for previously unsupported use cases.
- Cascading Dropdowns**

In many situations, it's useful for drop-down fields to be related to each other. For example, for a form requesting maintenance in an office, there may be a drop-down list to select which floor the office is on and another drop-down to select the room number. A cascading drop-down would allow you to configure the form so that only the relevant room numbers are loaded in the second drop-down once the floor is selected in the first drop-down.

Figure 2: Configure cascading dropdown lists.

Not only is this a useful capability in general, but specifically, it makes it easier to configure Citizen Services for use cases like building maintenance.

At the bottom of the document, a link is visible: [Export Service Request Data to CSV](#)

The Teams chat window on the right shows a conversation with several messages:

- Vanessa Molnar: 11/1/17 12:16 PM: Well done Paul Olenick on the animated GIFs!!
- Vanessa Molnar: 11/1/17 1:19 PM: Looping in Mary Zubritsky to review/edit this CS 1.3.1 product release blog
- Vanessa Molnar: 11/3/17 2:34 PM: Looping you lovely ladies in re: the animated GIF's that need to be added to Paul's CS 1.3.1 product update blog
- Evelyn Zh...: 11/7/17 5:00 AM: Hello Vanessa, Here comes the blog: <https://www.avepoint.com/product/avepoint-blog/citizen-services-1-3-1/>
- Vanessa Molnar: 11/7/17 7:40 AM: Fantastic; thanks Evelyn!!



Understanding the SharePoint and Teams relationship

The image shows a side-by-side comparison of a Microsoft Teams channel and its corresponding SharePoint document library. On the left, the Teams interface shows a channel named 'BGLeads' with a list of channels: General, BG Virtual Stand-up, BG-Dev Workshop 2018, GTM-Sales, Product Strategy, Project Tasks, SP 2019, and Technical Partnerships. A red arrow points from the 'BGLeads' group in this list to the 'BGLeads' group header in the document library on the right. The document library shows a list of documents, including folders for 'BG Virtual Stand-up', 'BG-Dev Workshop May 2018 C...', 'Field Feedback', 'General', 'GTM-Sales', 'Product Strategy', 'Project Tasks', 'SP 2019', and 'Technical Partnerships'. A red arrow points from the 'Field Feedback' document to a large grey 'X' mark, with a red callout box saying 'Create manually on the site'. A red bracket groups the channel list items.



What to use and when in Teams

Encourage owners to design the channel tabs so that users can find things quickly

The screenshot shows the Microsoft Teams interface. On the left is a navigation pane with icons for Activity, Chat, Teams, Calendar, and AVA. The main area displays the 'My Class Team' workspace. Under 'Your teams', 'My Class Team' is selected, showing its channels: 'General', 'Class Announcements', and 'Homework'. Two red arrows point to the 'Class Announcements' and 'Homework' channels. A red callout box on the right contains the text 'But wait. There is much more!'.



Structure of a real-life Team

The image shows a Microsoft Teams interface with several annotations:

- The TEAM:** A red arrow points to the "US-PubSec" team name in the Favorites list, which is enclosed in a red box.
- The Team's CHANNELS:** A teal arrow points to the "Knowledge Channel" in the channel list, which is enclosed in a teal box.
- Channel TABS:** An orange arrow points to the "Conversations" tab in the channel header, which is enclosed in an orange box.
- Transparency:** A blue arrow points to the "Private" status indicator in the top right corner, which is enclosed in a blue box.

The main content area shows a message from Taylor Davoport in the "US-PubSec > Knowledge Channel" dated July 26, 2018. The message is titled "Following Group Emails in Outlook" and includes a screenshot of an Outlook interface showing the "SLED TEAM" group settings.



Understanding "Public" content visibility

The image shows a Microsoft Teams interface. The top bar contains a search bar with the text "Search or type a command" and a status icon. The left sidebar shows navigation options: Activity, Chat, Teams, Meetings, Files, and Get app. The main area displays a group chat for "Contoso News > General". The group chat header shows "Public" in a red box. Below the header, there are tabs for "Conversations", "Files", "Wiki", and "GAO". The group chat content shows a welcome message and a grid of avatars. The bottom of the screen shows the "Office 365" taskbar. A red arrow points from the "Public" box to the "Everyone except external users" option in the "Contoso News Members" settings panel.

Search or type a command

Contoso News > General ...

Public

Conversations Files Wiki GAO +

here are some things to get going...

Office 365

People and Groups > Contoso News Members

Groups

- Contoso News Members
- Contoso News Visitors
- Contoso News Owners
- More...

New Actions Settings

	Name	About me	Title	Department
<input type="checkbox"/>	Contoso News			
<input type="checkbox"/>	Everyone except external users			

External/Guest 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.

Teams Customization and Extension

Customize & extend Microsoft Teams



Organizational
tools & services



Departmental
tools



Employee
resources



Support
& info



3rd party
applications



Polly.ai



Trello

Gi



e

W



ke

Jira Core



Confluence



Office 365
applications



make your apps work for you

Different App Modes in Teams

Encourage owners to design the channel tabs so that users can find things quickly and in one place

The screenshot displays the Microsoft Teams interface. On the left, a dark blue sidebar contains navigation icons for Activity, Chat, Teams, Calendar, and AVA. The main area is divided into two sections. The top section, titled 'Microsoft Teams', shows a list of teams under 'Your teams', including 'My Class Team' and 'Contoso'. The 'My Class Team' is selected, and its 'General' channel is active. Below the channel name, there are two tabs: 'Conversations' (underlined) and 'Files'. Two orange arrows point to the 'Class Announcements' and 'Homework' channels, which are marked with a megaphone and a ribbon icon respectively. A third orange arrow points to the 'AVA' icon in the sidebar, which is marked with a house icon.

Tab Apps

Personal Apps



Unlock productivity with

150+ integrations



Microsoft 365 certified apps(starting with Teams)



Adobe Sign



Dynamic Signal

Wrike

Microsoft 365 publisher-attested apps



asana



AvePoint



AtBot



Bonusly

droplr



Evernote



Karma

KRONOS

LawToolBox.com

Letsignit

Lucidchart



MailClark

meister

MURAL

officeatwork 365

openasapp

OnePlace Solutions



Polly

PRIORITY MATRIX

questback

Rencore

RSpace



Simple In/Out

SOAPBOX



SOCIALINTENTS

SurveyMonkey

talla

thoughtstuff

WOOBOT.IO

ZOHO

Zoom.ai

... and more

App Trust using Microsoft 365 Certification

Application Security

Pen-test, SAST/DAST

Operational Security

Malware, Patch Management, Incident Response, Vulnerability scan and Risk Management

Data Handling Security and Privacy

Data Retention and Disposal, Data Access and Approval & GDPR

Compliance Claim Checks

SOC2, PCI-DSS, ISO27001

Contoso Electronics Microsoft Teams admin center

Manage apps

When you are managing apps for your organization, you are controlling what apps are available to users in your organization's app store. You can then use app permission and app setup policies to configure what apps will be available for specific users. [Learn more](#)

+ Upload new app | Allow | Block | 318 Items | Search

Name ↑	Certification ⓘ	Categories	Publisher	App status ⓘ	Custom app
+BI Collaboration	--	Communication, DataVisualiza	Ataira Analytics Inc.	Allowed	No
ADP Virtual Assis...	--	HumanResourcesAndRecruitin	ADP	Allowed	No
AIアシスタントポット	--	HumanResourcesAndRecruitin	TIS Inc.	Allowed	No
ASC Recording In...	--	Communication, FilesAndDocu	ASC Technologies AG	Allowed	No
AVA	--	Productivity	AvePoint, Inc.	Allowed	No
Achievers	--	HumanResourcesAndRecruitin	Achievers	Allowed	No
AdL AddressLook	--	Productivity	Big Bang System Corp.	Allowed	No
Adobe Creative C...	--	Productivity	Adobe	Allowed	No
Adobe Sign	Microsoft 365 certified	WorkflowAndBusinessManage	Adobe Systems Inc.	Allowed	No
Advisor for Teams	--	Microsoft	Microsoft	Allowed	No
Advisor for Team...	--	Microsoft	Microsoft	Allowed	No



App Trust using Microsoft 365 Publisher Attestation

Accelerate Adoption

Expedite the enterprise review process so apps get reviewed and turned on faster

Build Trust

Provide visibility and confidence in compliance of apps through developer provided security, data handling information

Access Easily

All developer provided app assessments in a single location & consistent format across 90+ vendors

App	Partner	Self-Attested?	Data Handling Information	Cloud App Security Information	Cloud Security Alliance Information	App Capabilities
ADP Virtual Assistant	ADP		No	Yes	No	Bot, Tab
AVA	AvePoint, Inc.		No	No	Yes	Bot, Tab
Adobe Sign	Adobe Systems Inc.		Yes	Yes	No	Bot, Tab
Aha!	Microsoft Teams Ecosystem		No	Yes	No	Connector
Airbrake	Microsoft Teams Ecosystem					
ApproveSimple	Capriza, Inc					
Asana	Asana, Inc.					
Assistant @ Zoom.ai	Zoom.ai Inc					
AtBot	H3 Solutions, Inc.					
Axure Share	Axure					
Beanstalk	Beanstalk					
Bitbucket	SoftServe, Inc.					

Adobe Sign

06/27/2019 • 3 minutes to read • Applies to: Microsoft Teams

Choose the category of information you want to see for this app:

 The information on this page is based on a self-assessment report provided by the app developer on the security, compliance, and data handling practices followed by this app.

Last updated by the developer on: —

- [View in Teams store](#)
- [View in AppSource](#)

General information

Information provided by Adobe Systems Inc. to Microsoft:

Information	Response
App name	Adobe Sign
ID	0f56a9d1-f502-40f9-a9e8-816d7adbb68b
Capabilities	Bot, Tab



Publishing your app for Microsoft Teams

Publish to the store

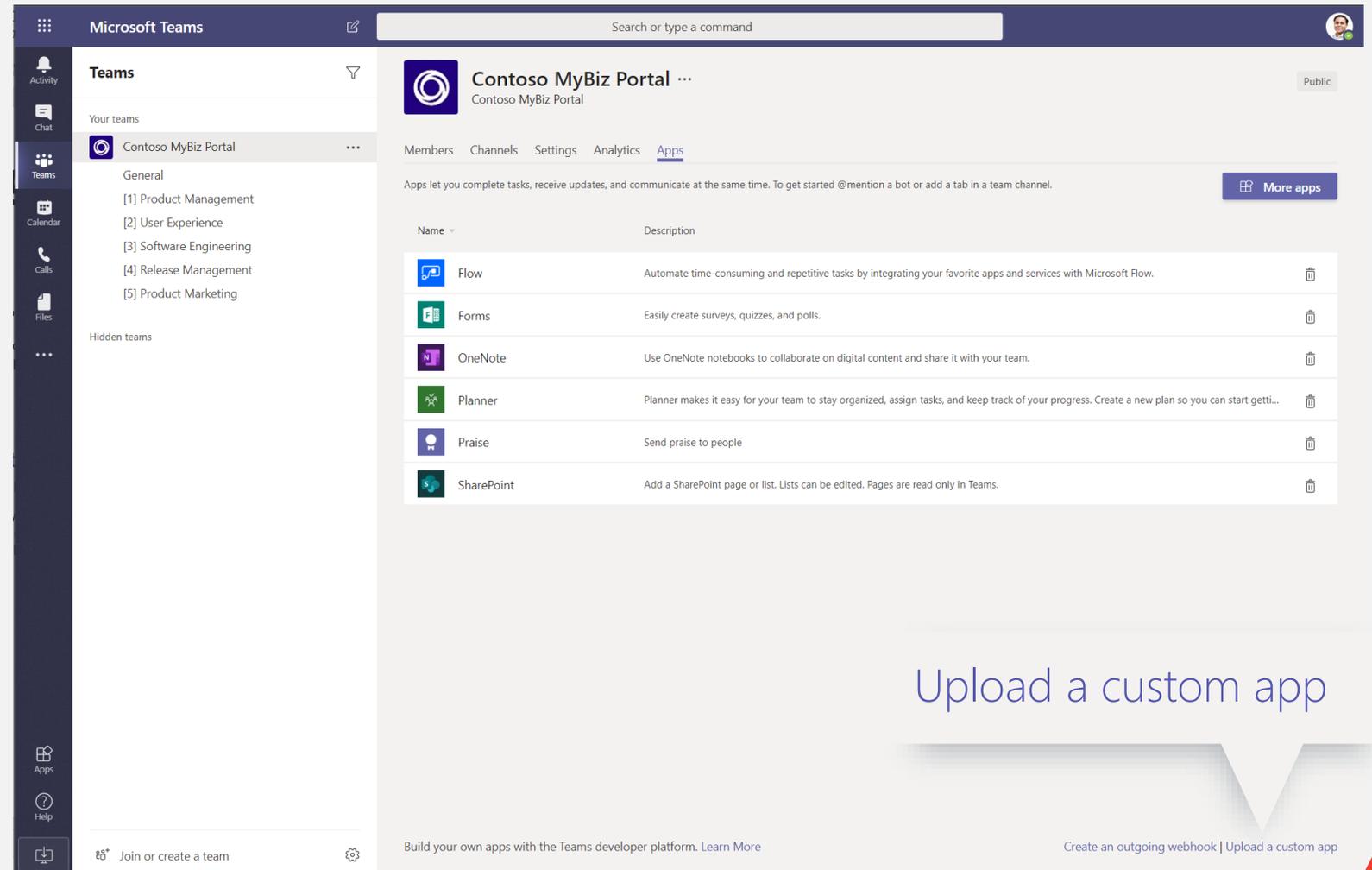
Make your app available to the world. Let people know the category of your service, include screenshots and videos and easy to access app details that show off your app's capabilities and skills

Publish to your tenant

When your app is designed to support a specific function in your company you can make it easy to find for all your company's users. We've got a great place for your admin to host all your internal apps and they can suggest publicly available apps here too

Publish to a team

When you want to test your app or if it was designed for a specific group of people you can sideload your app and use it right away



The screenshot shows the Microsoft Teams interface. On the left, the navigation pane includes Activity, Chat, Teams, Calendar, Calls, Files, and an Apps icon. The main area displays a team named 'Contoso MyBiz Portal' with a search bar and a 'Public' status. Below the team name, there are tabs for Members, Channels, Settings, Analytics, and Apps. A list of installed apps is shown with columns for Name and Description:

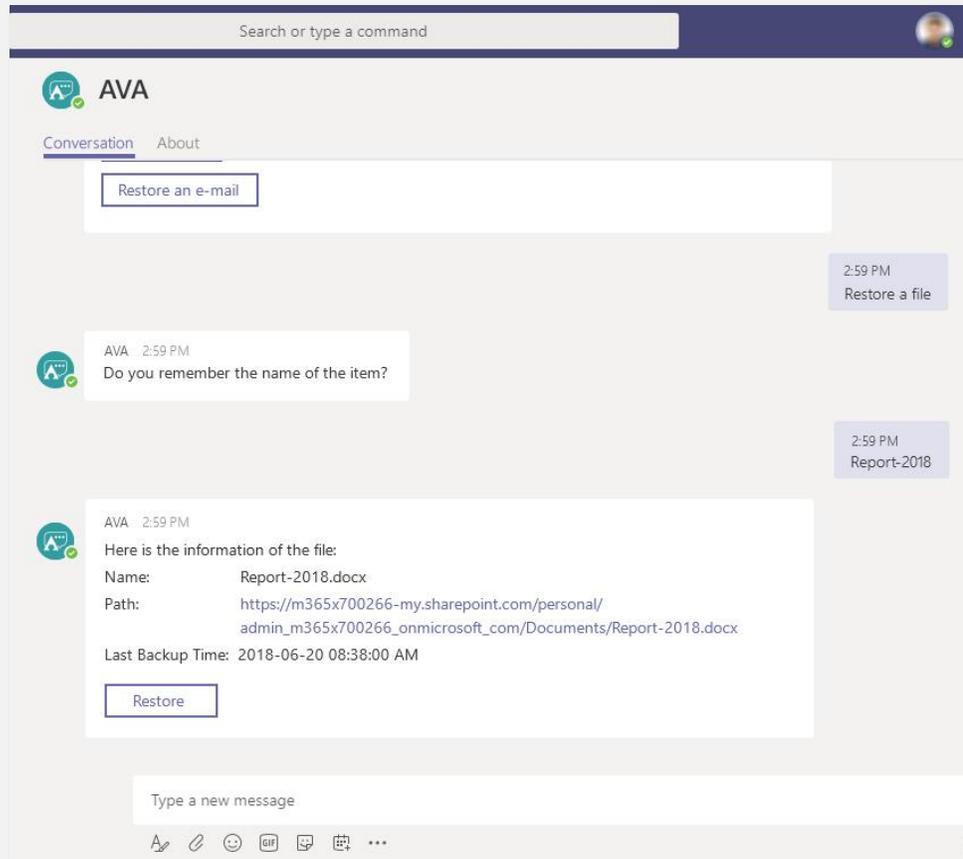
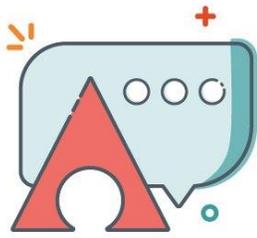
Name	Description
Flow	Automate time-consuming and repetitive tasks by integrating your favorite apps and services with Microsoft Flow.
Forms	Easily create surveys, quizzes, and polls.
OneNote	Use OneNote notebooks to collaborate on digital content and share it with your team.
Planner	Planner makes it easy for your team to stay organized, assign tasks, and keep track of your progress. Create a new plan so you can start getti...
Praise	Send praise to people
SharePoint	Add a SharePoint page or list. Lists can be edited. Pages are read only in Teams.

At the bottom of the screenshot, there is a link to 'Build your own apps with the Teams developer platform. Learn More' and a button for 'Upload a custom app'.



Demo

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



Enable Business Solutions



Qualitative Benefits & Additional Impact



“Moving everyone to Teams elevates collaboration.”

—*Manager, technology*



4 hrs/wk

are saved by information workers through improved collaboration and information sharing

150 trips

average number of overnight trips replaced with online meetings by Year 3

45 minutes

per week are saved by firstline workers collaborating with colleagues

17.7%

improvement of time-to-decision made by decision makers

88%

of survey respondents felt “having all of our solutions in one place saves time”

18.9%

reduction in meetings each week



Activity: Collaboration Pictionary

Individual Activity

1. Get 1 sticky note
2. Identify the most inefficient collaboration practice that you do

Group Activity

1. Consolidate your collaboration practices
2. Identify the top three
3. Draw these three on the flip charts with no words

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

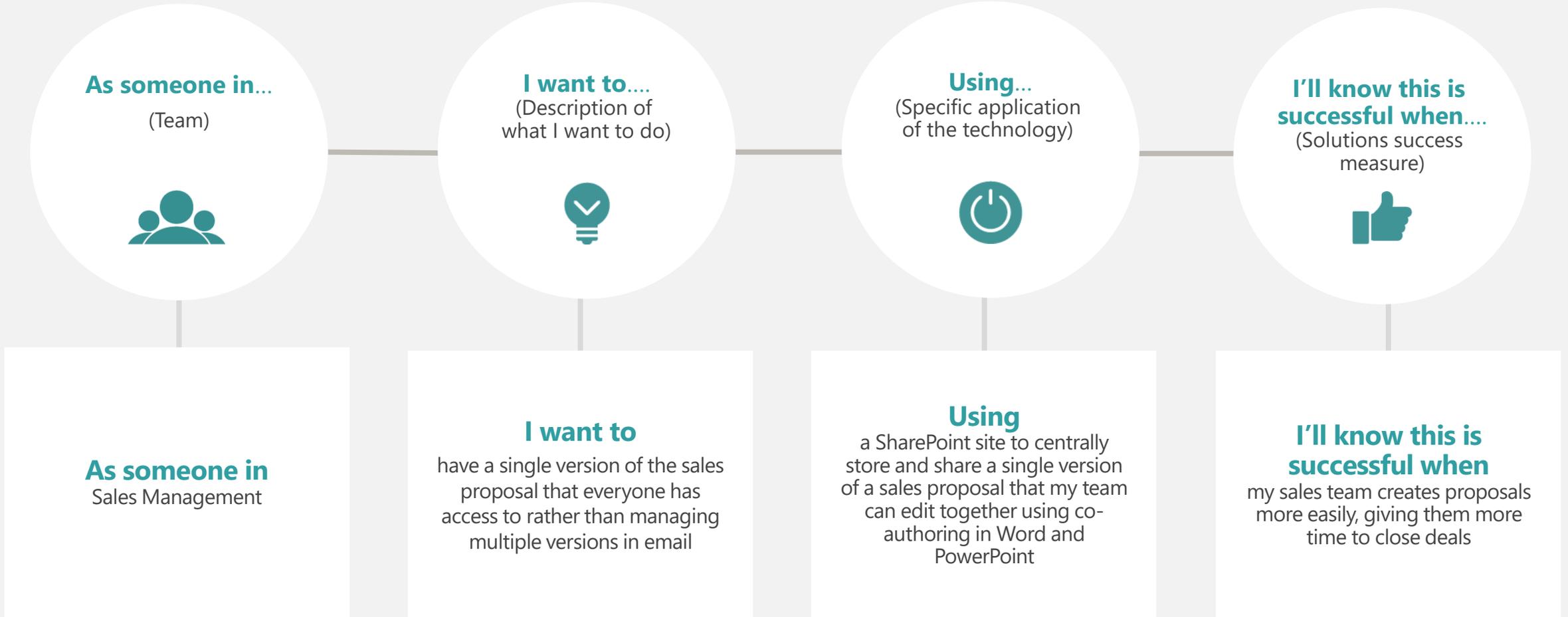
Manage project stakeholders, tools, budgets, project reviews and feedback.



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

Not sure how to begin?

To help identify business scenarios, consider using the framework below





Sales

Create Winning RFPs

Preparing an RFP requires bringing in a variety of resources and references while staying within budget commitments. You need one central location to assign tasks, review documents, and ensure RFP deadlines are met to create a winning proposal.

Create a Microsoft Teams channel to collaborate on the request for proposal (RFP) process. You can have conversations about project management, proposal deliverables, and budget. You can also upload documents right into the conversation to coauthor with colleagues and reference later. Use @mentions to notify team members you need them to weigh in on content.

Add Planner to your Teams channel and assign tasks to team members and track their progress. Follow up on requests with chat, video, or audio calls without ever leaving Teams. You can also use the Teams mobile app to work on the go from any device.

- Bring together project management, proposal deliverables, and budget activities in one location.
- Upload supporting RFP documents right into the conversation.
- Track and assign tasks to manage progress.



The "Sales" Team, One App to rule them all

The screenshot shows the Microsoft Teams interface for a user named Ray Hill. The interface includes a left-hand navigation pane with icons for Activity, Chat, MyHub, Teams, and Calendar. The main content area displays a channel for 'Sales and Marketing' with tabs for Conversations, Files, Account Notes, Power BI, Travel, CRM, and 2 more. A Power BI dashboard is visible, showing 'TotalSales by Division' with a pie chart and 'TotalSales by Sales Period' with a line chart. A dropdown menu is open over the Power BI tab, showing 'Email Templates' and 'Discover Org'. A 'FILTERS' sidebar is visible on the right.

PowerBi Dashboards

Instant access to CRM

OneNote Account Notes

Other Common Resources just a Tab away

Channels for Each Rep

Division	Q2W1	Q2W2
Cameras	300K	280K
Quadcopters	280K	300K



Marketing

Develop Go-To-Market Strategy



- Effective Go-to-Market (GTM) strategies require teamwork and communication to build successful product and service launches. Documentation must be findable and easily updated, and should be accessible to all team members, both internally and externally. Tasks and work items need to be tracked and completed to ensure delivery of a viable and successful strategy.
- Create easier ways for teams to collaborate on your next GTM strategy with dedicated channels in Microsoft Teams. Use one channel for market research or messaging pillars and another to start your strategic plan.

Marketing for Success in Teams

All Presentations & Templates

Stream for past workshops recorded from teams

Past Recorded Workshops
Presentation Stats

Forms for Post workshop survey

PowerBi Dashboard of Survey Data

Channels for Each Series

The screenshot displays the Microsoft Teams interface. On the left, the 'Teams' sidebar shows a list of teams: 'Sales and Marketing', 'Teams Workshop Series', and 'General'. The '2020 - Teams Line of Business' channel is selected. The main area shows a 'Post Workshop Survey' form with a question: '1. How well organized do you feel the workshop was logistically? *'. A dropdown menu is open, showing 'Past Recorded Workshops' and 'Presentation Stats'. A 'Responses' section is visible at the bottom right.



Sales Engineering Team

Technical Sales and Support of Products

It takes teamwork and planning to sell and support products. Too often, teams are hindered by poor communication and outdated documents. You need your team to easily communicate and manage their workflow.

Improve your technical sales and support process by using Microsoft Teams as one central location to bring your teams, documents, and information together. Use your favorite Office 365 apps like Word to coauthor documents in real time, so you know you're always working on the latest version. Save all your corporate earning reports and support requests to your company SharePoint location.



Sales Engineering Team

Stream for Recorded Training

Single Source for Marketing Collateral

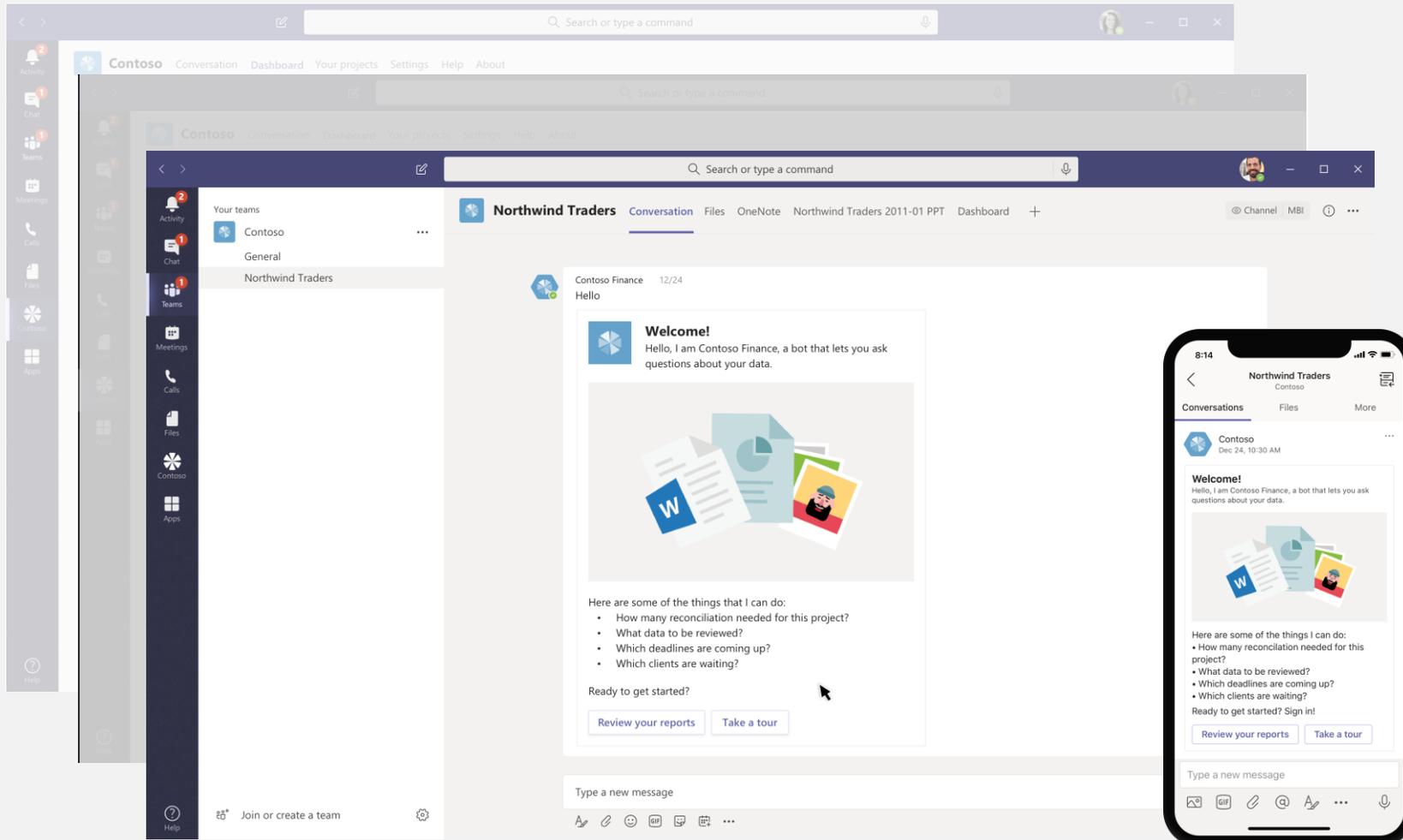
Development Team Release Notes

JIRA for New Feature Requests

Channels for Each Product

Type	Modified	Author
Release Notes	10/31/19	Megan Bowen
RD Q2 Review.pptx	10/31/19	Lidia Holloway
Quality Assurance Guidelines.pptx	10/31/19	Lee Gu
Project Requirements.docx	10/31/19	Lidia Holloway
Phone_Mobile32i Customer Feedback.xlsx	10/31/19	Grady Archie
HCI Research.docx	10/31/19	Lidia Holloway
Game_Controller 3300 Design Proposal.pptx	10/31/19	Irvin Sayers

Automate using Graph API



Kicking off a new project can be easier
Using Teams templates and your app you can automate the onboarding process

Simplify known workflows

Select users who will be team owners vs. team members to comply with access and role limitations, pick documents in your service or on SharePoint to add to the mix. Add a welcome message

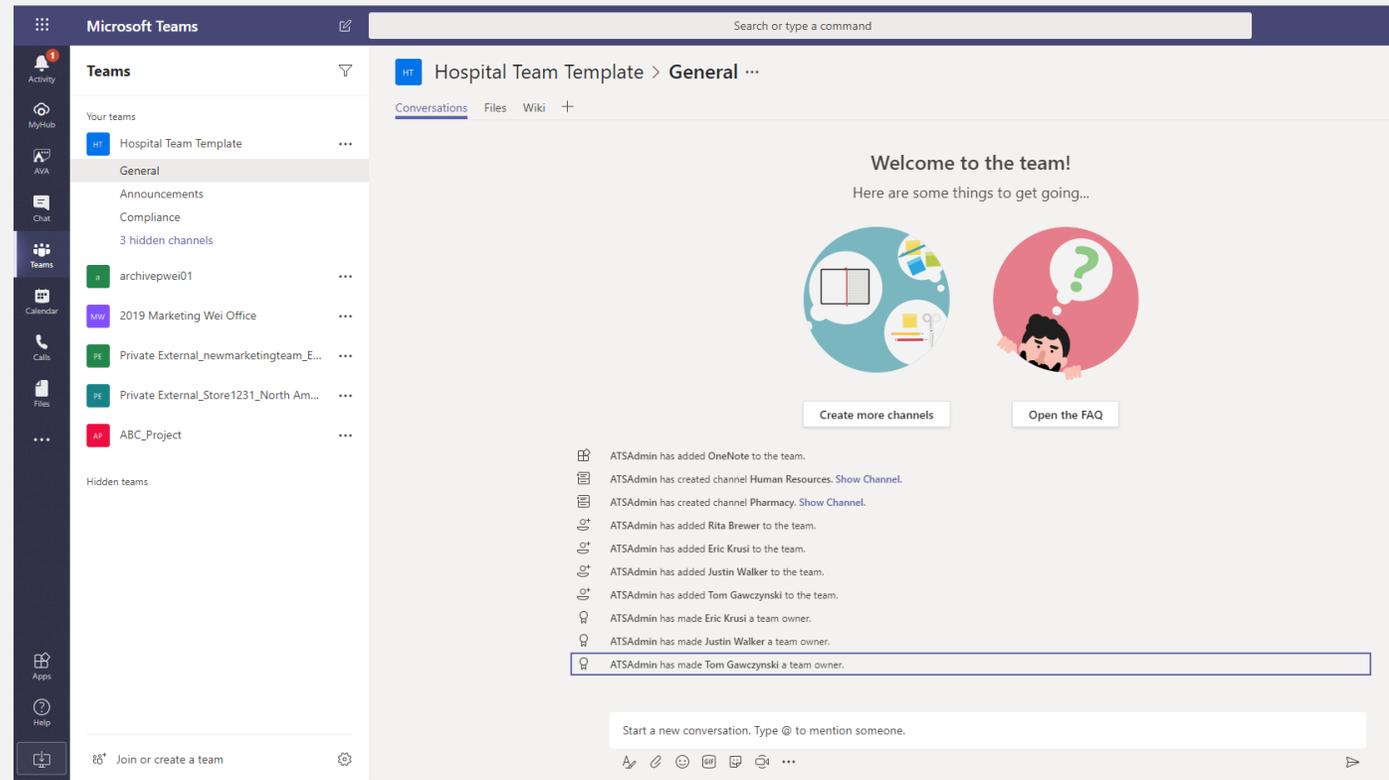
Bot notification

In the new team we start the project knowing what we are doing and where everything is



Industry Teams Templates (In Preview)

- Education - Class Team
- Education - Staff Team
- Education - PLC team
- Retail - Store
- Retail - Manager
- Healthcare - Ward
- Healthcare - Hospital



<https://docs.microsoft.com/en-us/microsoftteams/get-started-with-teams-templates>



Create Your Own Template (In Preview)

- Control Channels
- Set Tabs
- Set Member and Guest Settings
- Deploy Teams Apps
- Set Retention Policies

POST <https://graph.microsoft.com/beta/teams>

Content-Type: application/json

```
{
  "template@odata.bind": "https://graph.microsoft.com/beta/teamsTemplates('educationClass')",
  "displayName": "My Class Team",
  "description": "My Class Team's Description",
  "channels": [
    {
      "displayName": "Class Announcements 📣",
      "isFavoriteByDefault": true
    },
    {
      "displayName": "Homework 📖",
      "isFavoriteByDefault": true
    }
  ],
  "memberSettings": {
    "allowCreateUpdateChannels": false,
    "allowDeleteChannels": false,
    "allowAddRemoveApps": false,
    "allowCreateUpdateRemoveTabs": false,
    "allowCreateUpdateRemoveConnectors": false
  },
  "installedApps": [
    {
      "teamsApp@odata.bind": "https://graph.microsoft.com/v1.0/appCatalogs/teamsApps('com.m
```

<https://docs.microsoft.com/en-us/graph/api/teams>

Make it Easy to Do the Right Thing





Why Microsoft Teams Will Soon Be Just as Common as Outlook



Published: 18 June 2018 ID: G00348503

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

Summary

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

Table of Contents

Analysis

Microsoft Teams From an End-User Perspective

Channels Are the Heart of Group Collaboration in Microsoft Teams

Peer-to-Peer Chat Provides Simple Messaging and Sharing

Teams Also Provides Personal Productivity Features

How Teams Impacts Other Office 365 Products and Services

Membership: Teams and Office 365 Groups

Messaging: Teams, Yammer, Skype for Business and Outlook

Content Collaboration: Teams, Office 365 ProPlus, OneDrive for Business and SharePoint

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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 unregulated 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>



Why Governance is critical to Adoption



Setting the right rules up-front makes it easy and reduces resistance

Strategy Alignment

- **Why:** Understand the broader business objectives and success criteria for information management
- **How:** Review and align with the organisations long term vision and existing frameworks

Business Information Architecture

- **Why:** Understand the information landscape focusing on the information processes of an organisation, how information is captured, distributed and used
- **How:** Define the Information landscape and the architectural aids, structures and repositories to help connect information needs with information resources.

Governance

- **Why:** Assess the people, process and technology dependencies and requirements for the various information domains and processes of the organisation
- **How:** Assign supporting roles, develop supporting communication and education activities, the ongoing governance and sustainable practices for both IT and the business

Implementation

- **Why:** Realise goals in practical terms, accelerate the time to value for technology investments, align with organisational cultural change activities to facilitate business adoption and acceptance
- **How:** Formulate the business and technology means for organising storing and managing information related to information processes, and automate the process to reduce resistance and blockers



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



Native options...

Provisioning

- **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

<https://blogs.office.com/en-us/2017/04/06/whats-new-in-office-365-groups-for-april-2017>



Microsoft 365 admin center

Home

Users

Groups

Resources

Billing

Support

Settings

Setup

Reports

Health

Native tooling to help...

Provisioning

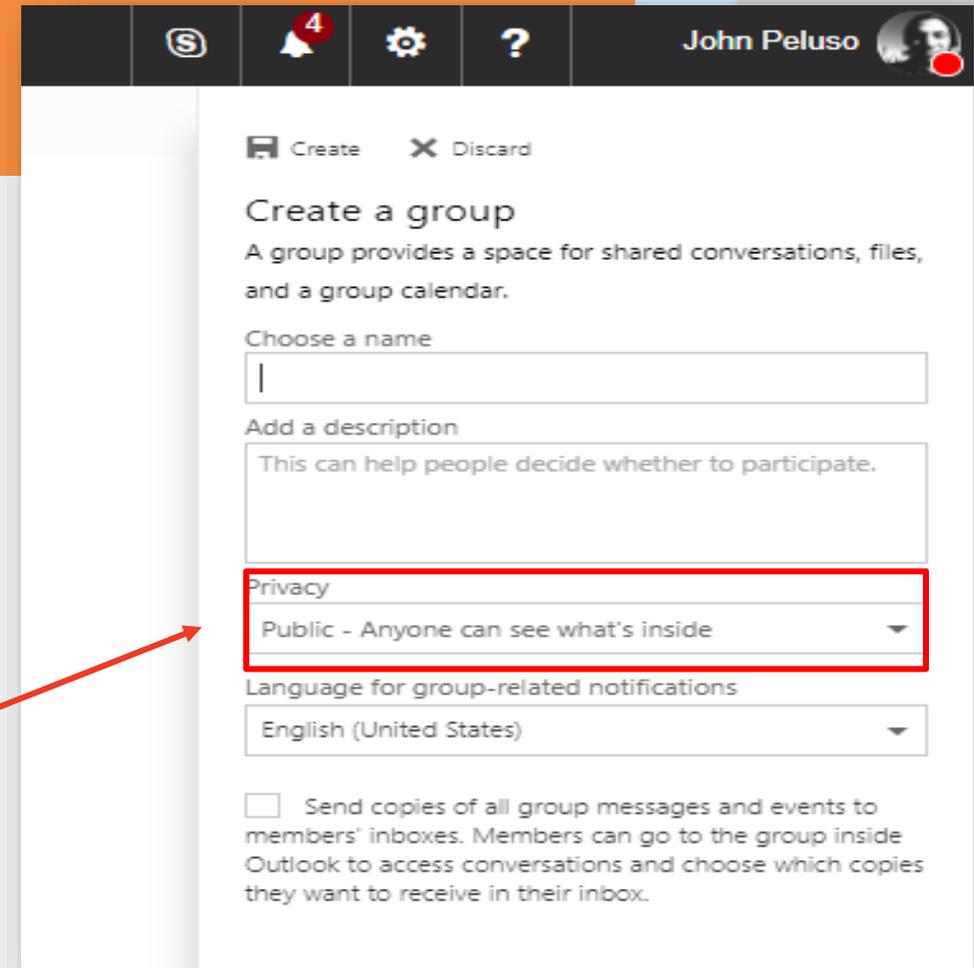
Set group visibility

Options for public/private, hidden membership/group

Within the [Create a Group] wizard the privacy setting is available to be set.

BUT...

Does the creator know if it should be Public vs. Private?, and **will they set the privacy correctly** during creation?



Microsoft 365 admin center

John Peluso

Create Discard

Create a group

A group provides a space for shared conversations, files, and a group calendar.

Choose a name

Add a description

This can help people decide whether to participate.

Privacy

Public - Anyone can see what's inside

Language for group-related notifications

English (United States)

Send copies of all group messages and events to members' inboxes. Members can go to the group inside Outlook to access conversations and choose which copies they want to receive in their inbox.

Native tooling to help...

Provisioning

Restrict self-service

Creation can be restricted to select users

The screenshot shows the 'Create a group' form in the Microsoft 365 admin center. A dark blue horizontal bar is overlaid on the form, containing the text: `GroupCreationAllowedGroupId 319c90a7-67ad-4bc4-83a4-759508d5da45`. The form fields include: 'Choose a name', 'Add a description', 'Privacy' (set to Public), 'Classification', and 'Language for group-related notifications' (set to English (United States)).

Plan and Office 365 Group Creation Disabled

Your organization's global admin has turned off the ability to create new Plans and Office 365 Groups.

Ok

Sorry, the ability to create groups has been turned off by the person who manages your email.

OK

Microsoft 365 admin center navigation sidebar with the following items: Home, Users, Groups, Resources, Reports, Health.

Native tooling to help...

Provisioning

Naming conventions

Prefix/Suffix, blocked words

1. Now you can set the prefixes and suffixes. Run the following command:

```
$Setting["PrefixSuffixNamingRequirement"] = "Grp_[Departm
```

2. Now set the custom blocked words that you want to restrict by typing in the blocked 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-Object {$_.DisplayName -Value "Group.Unified" -EQ}).id -DirectorySettingId
```

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

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

Cancel

Next

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

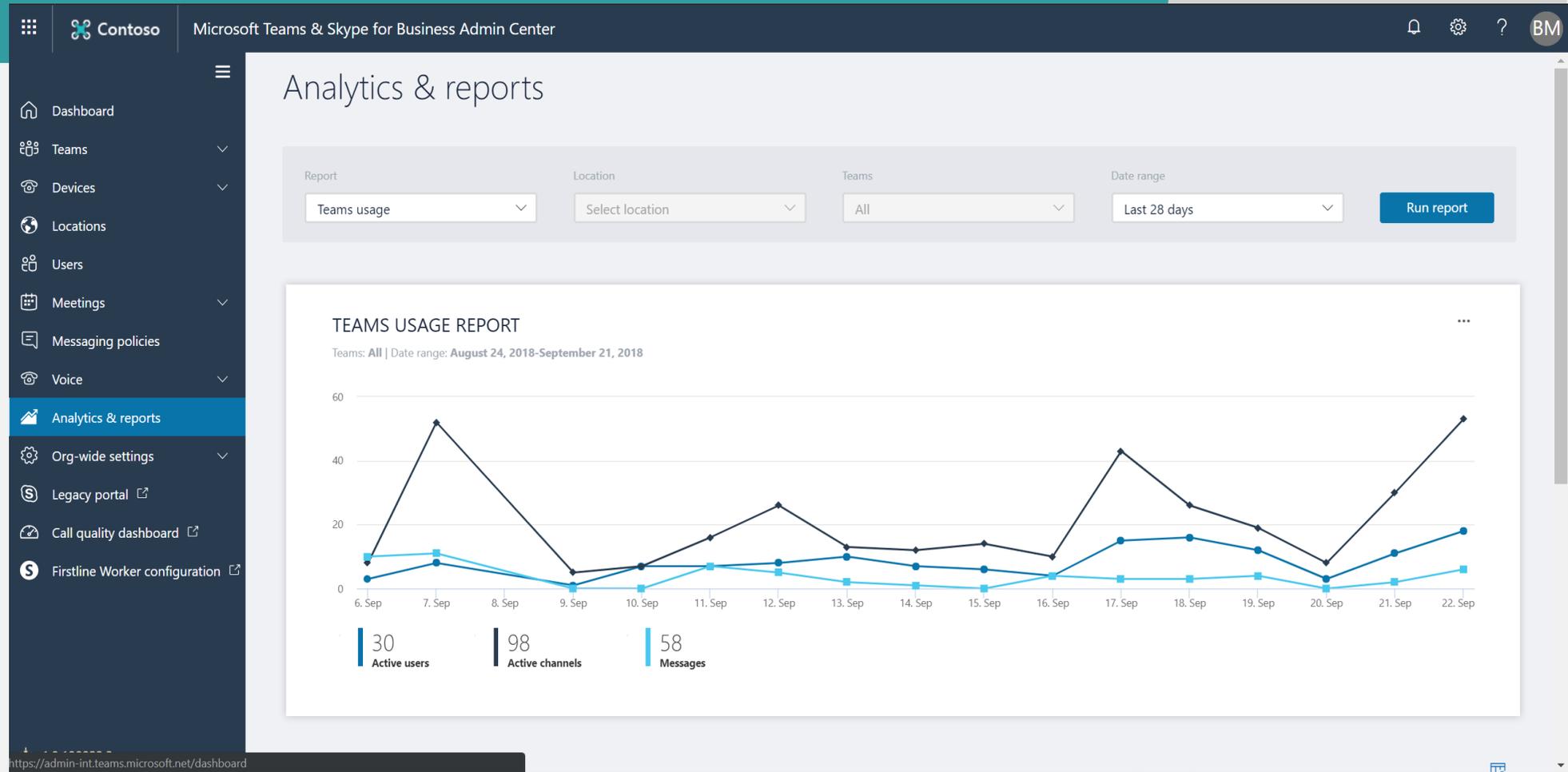


Native tooling to help...

Management

Teams Admin Center

Monitor Teams usage, set policies and settings



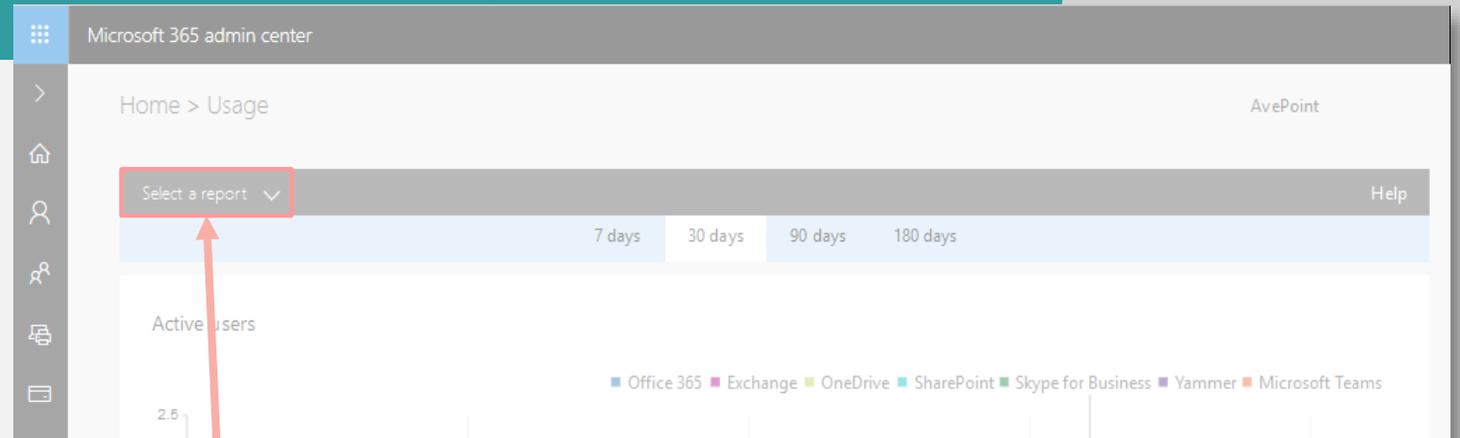
Native tooling to help...

Management

Activity/Usage Reporting

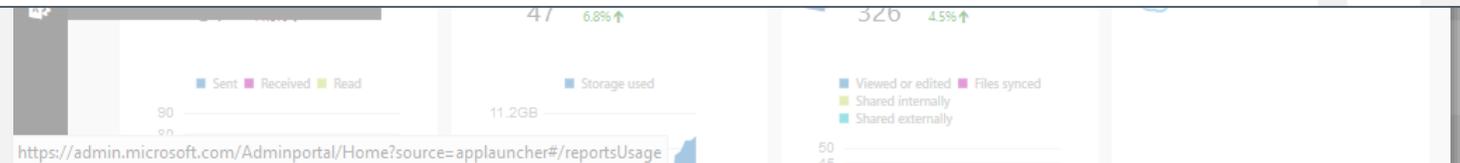
Report on Yammer/Teams Activity

Monitoring of adoption can be tracked from the activity reports section of the admin centre.



The screenshot shows the Microsoft 365 admin center interface. The breadcrumb navigation is 'Home > Usage'. A dropdown menu labeled 'Select a report' is highlighted with a red box and an arrow. Below the dropdown are filters for '7 days', '30 days', '90 days', and '180 days'. A chart titled 'Active users' is visible, with a legend for Office 365, Exchange, OneDrive, SharePoint, Skype for Business, Yammer, and Microsoft Teams.

Details							Export
Username	Last activity date (UTC)	Channel messages	Chat messages	Calls	Meetings		
...	10 December 2018	0	2	0	0	0	
...	30 December 2018	2	0	0	0	0	
...	...	0	0	0	0	0	
...	10 December 2018	0	0	0	0	0	



The bottom part of the screenshot shows a detailed view of usage metrics. It includes a bar chart for 'Sent', 'Received', and 'Read' messages, and another bar chart for 'Storage used' (11.2GB). There are also metrics for 'Viewed or edited', 'Files synced', 'Shared internally', and 'Shared externally'.

Native tooling to help...

Management

Audit reporting

Audit changes in your tenant

Access to the audit logs can be given to non-admins ✓

BUT...

- Limited audit content available for Teams
- 90-day logs for E3
- 365-day logs for E5

<https://docs.>

Office 365 Security & Compliance

Home > Audit log search

Audit log search

Need to find out if a user deleted a document or if an admin reset someone's password? Search the Office 365 audit log to find out what the users and admins in your organization did. Learn more about searching the audit log

Search Clear

Activities

Created team, ... (19)

Start date: 2019-03-15 00:00

End date: 2019-04-25 00:00

Users

Show results for all users

File, folder, or site

Add all or part of a file name, folder name, or URL.

Search

+ New alert policy

Results 53 results found

Date	IP address	User	Activity
2019-04-23 11:29:40		admin@...	Changed team setting
2019-04-23 11:29:29		admin@...	Changed team setting
2019-04-23 11:29:10		admin@...	Updated tab
2019-04-23 11:27:23		admin@...	Changed team setting
2019-04-23 11:26:54		admin@...	User signed in to Teams
2019-04-16 18:10:39		admin@...	User signed in to Teams
2019-04-11 21:45:41		admin@...	User signed in to Teams
2019-04-11 21:30:01		AlexW@...	User signed in to Teams
2019-04-11 21:30:00		AlexW@...	Added members to team
2019-04-11 21:29:42		AlexW@...	Created team
2019-04-11 21:29:41		AlexW@...	Added members to team

Native tooling to help...

Management

Dynamic Membership

Set group membership by AD attribute

Groups can be created using variables from Active Directory accounts.

BUT...

This requires a **continually clean Active Directory**.

The screenshot displays the Azure Active Directory admin center interface. The main window is titled "Azure Active Directory admin center" and shows the navigation path: Home > contoso > Groups - All groups > Group > Dynamic membership rules. The "Group" pane on the left contains the following configuration:

- Group type:** Office 365
- Group name:** My Cool Dynamic Group
- Group description:** Enter a description for the group
- Membership type:** Dynamic User

The "Dynamic membership rules" pane on the right shows the configuration for a new rule:

- Add dynamic membership rule:** Simple rule (selected), Advanced rule
- Add users where:** department
- Equals:** Cool People

A smaller, overlapping window titled "Dynamic membership rules" shows the configuration for an advanced rule:

- Add dynamic membership rule:** Simple rule, Advanced rule (selected)
- Advanced rule:** (user.department -eq "Cool People")

Native tooling to help...

Management

Supervision

Use supervision policies to capture employee communications for examination by internal or external reviewers.

- Exchange Online mailboxes
- SharePoint Online sites and OneDrive for Business accounts
- Microsoft Teams

The screenshot displays the Office 365 Security & Compliance interface. The top navigation bar includes the title 'Office 365 Security & Compliance' and icons for notifications, settings, help, and a user profile. The main content area is titled 'Supervision > Review' and 'X1050 Teams'. Below this, there are tabs for 'Home', 'Review' (which is active), and 'Resolved items'. A 'Resolve' button is visible on the left. The central part of the interface shows a list of items with columns for 'Subject', 'Sender', and 'Date'. The selected item is 'drinking maste...' from 'Alex Wilber <...>' dated '4/11/2019, 9:20:...'.

The 'Native View' section shows the following email details:

- From:** Alex Wilber <AlexW@M365x053534.OnMicrosoft.com>
- Sent on:** Friday, April 12, 2019 2:20:06 AM
- To:** Adele Vance <AdeleV@M365x053534.OnMicrosoft.com>
- Subject:** drinking master card 55555555554444

The body of the email contains the text 'drinking'.

On the right side, there is a 'Review' panel with a 'Tag as' section containing three radio buttons: 'Compliant', 'Non-compliant', and 'Questionable'. Below this is a 'Comment' section with a text area containing the placeholder text 'Put your justification here...' and a 'Save' button.

At the bottom of the interface, there is a 'Close' button and a 'Feedback' button.

1 item(s) loaded.

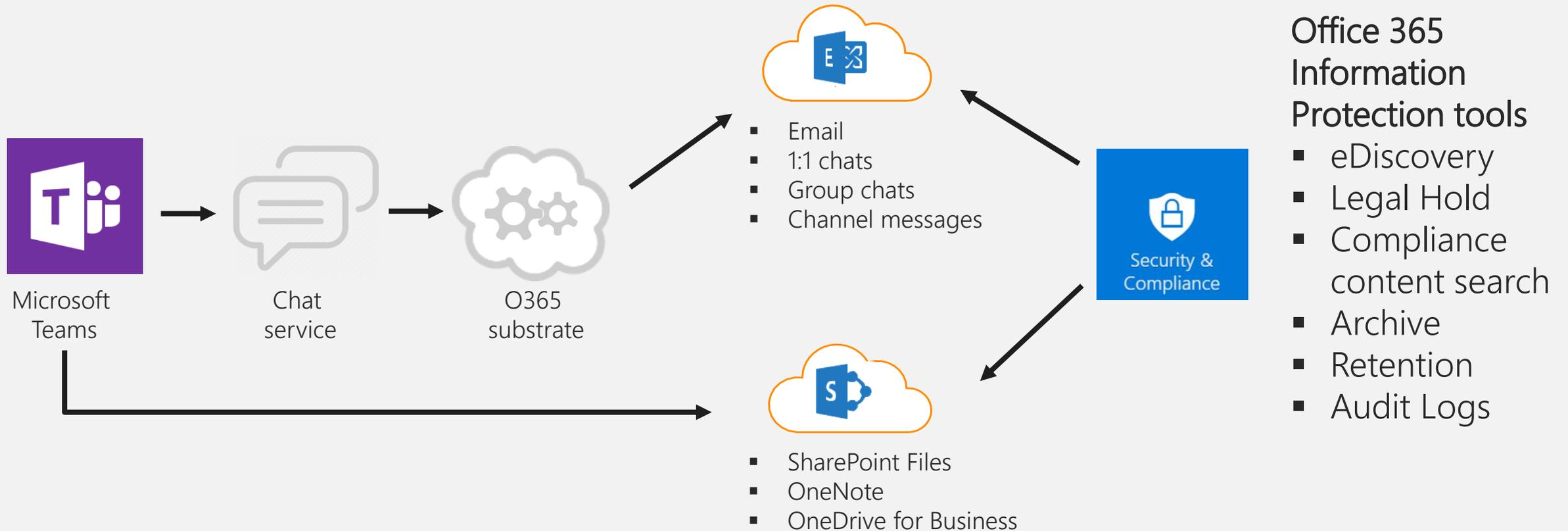
Close

Feedback

Native tooling to help...

Information Lifecycle

How to Enable Information Protection



Native tooling to help...

Information Lifecycle

Group Expiration

Set a default Group expiration time

It is possible to expire groups from the Azure admin panel.

BUT...

AD Premium licenses are required for all members of these groups.

The screenshot displays the Azure Active Directory admin center interface. The main view is the 'Expiration' settings page for a group, with the 'Expiration (preview)' tab selected. A red box highlights an information message: 'Renewal notifications are sent via email to group owners 30 days, 15 days and 1 day prior to group expiration. Failure to renew will result in the deletion of the Office 365 group and its content from Teams, Planner, Yammer, Sharepoint, Outlook, etc. If group owners do not have Exchange Licenses, DO NOT enable this feature.'

Below the settings, there are input fields for 'Group lifetime (in days)' (set to 31), 'Notify group owners with no owners, notify' (set to Admin@odemo.me), and 'Select Office 365 groups' (set to Selected). A list of groups is visible at the bottom, including 'Alex Dept Planning', 'Alex Team YamJam', and 'test'.

Overlaid on the bottom left is an email notification from 'msonlineserviceteam@microsoftonline.com' with the subject 'Action Required: Renew your Office 365 group'. The email content states: 'Your Office 365 group 'test' expires in 30 day(s)'. It includes a group icon for 'test' and buttons for 'Renew group' and 'Go to group'. A warning at the bottom of the email reads: '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'.

Native tooling to help...

Information Lifecycle

Retention

Set retention policies

Retention policies at the "Container" level

And...

Retention Labels at the folder or item level

The screenshot displays the Office 365 Security & Compliance center. On the left, a navigation pane includes Home, Alerts, and Permissions. The main area shows a 'Label settings' dialog with a 'Retention' toggle set to 'On'. Below this, a 'When this label is applied to content...' section is partially visible. In the foreground, a 'Documents' library view shows a table of files. The file 'Test Doc.rtf' is selected, and a context menu is open, showing the 'Apply label' option. The label selection menu includes 'None', 'High Business Impact (HBI)', 'Low Business Impact (LBI)', 'Medium Business Impact (MBI)', 'My New Label', and 'Test Label 2'. The 'High Business Impact (HBI)' label is currently selected, with a tooltip indicating it retains content for 7 years. The background shows a 'Label settings' dialog with a 'Retention' toggle set to 'On' and a 'When this label is applied to content...' section.

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	
Test Doc.rtf	August 23, 2017	Adele Vance	

Native tooling to help...

Information Lifecycle

Archiving

Archive a team when it's no longer active, but you want to keep it around for reference or to reactivate in the future.

Manage teams

Create a team

Search teams

Active (8)

Name	Description	Membership	People	Type
 Business Development	Business Development	Member	22	Public
 Contoso #02	Contoso #02	Member	7	Public
 DG-2000 Product Team	Welcome to the DG-2000 Product Team.	Member	9	Private
 Mark 8 Project Team	Mark 8 Project Team	Member	23	Public
 New York #03	New York #03	Member	8	Public
 Sales				Public
 Texas 2 Step				Public
 X1050 Launch				Public

Want to archive "Texas 2 Step"?

This will freeze all team activity, but you'll still be able to add or remove members and update roles. Go to Manage teams to restore the team. [Learn more.](#)

Make the SharePoint site read-only for team members

Cancel

Archive

Delete the team

Native tooling to help...

Information Lifecycle

Content Search in Office 365

Search for in-place items such as email, documents, and instant messaging conversations in your Office 365 organization.

- Exchange Online mailboxes and public folders
- SharePoint Online sites and OneDrive for Business accounts
- Skype for Business conversations
- Microsoft Teams
- Office 365 Groups

Office 365 Security & Compliance

Content search > Search : Mark

Searches Exports

Back to saved searches

+ New search | Save | Open... More

Sort: Type Individual results

Search query

Keywords

Mark

Show keyword list

+ Add conditions

Locations: selected locations(selected)

All locations

Specific locations Modify...

Status: completed

Save & run Status details

Showing 1-31 out of total 31 estimated indexed result(s) (73.79 MB)

Date: 2017-12-28 13:24:32 | Sender/Author: Brad McCabe:Megan Bowen
Type: pptx

Contoso Mark 8

Date: 2017-10-04 17:42:49 | Sender/Author: Brad McCabe:Megan Bowen
Type: pptx

Building the Contoso Mark 8

Date: 2018-02-15 15:28:55 | Sender/Author: Sonia Dara:Megan Bowen
Type: pptx

Building the Contoso Mark 8

Date: 2018-05-17 17:34:06 | Sender/Author: Sonia Dara:Megan Bowen
Type: pptx

Building the Contoso Mark 8

Date: 2018-05-17 17:30:38 | Sender/Author: Sonia Dara:Megan Bowen

Author: Sonia Dara
Title: Creating Ideas from Nature
Download Original Item

Building the
Quadcopter and state of the a

Results per page: 50 | 100 | 500

1 of 1 Pages

Feedback

Native tooling to help...

Information Lifecycle

DLP

Use data loss prevention (DLP) policies to help identify and protect your organization's sensitive info.

- Exchange Online mailboxes
- SharePoint Online sites and OneDrive for Business accounts
- Microsoft Teams

The screenshot displays the Microsoft 365 interface. At the top, a 'Data loss prevention' window is open, showing a policy named 'U.S. Financial Data' with a status of 'On'. Below this, a Microsoft Teams chat window for 'X1050 Launch Team > General' is visible. The chat shows a message that has been flagged as containing sensitive data. A dialog box is overlaid on the chat, displaying the following text:

Your message was flagged because it contains sensitive data

- Credit Card Number
- EU Debit Card Number

This item is protected by a policy in your organization.

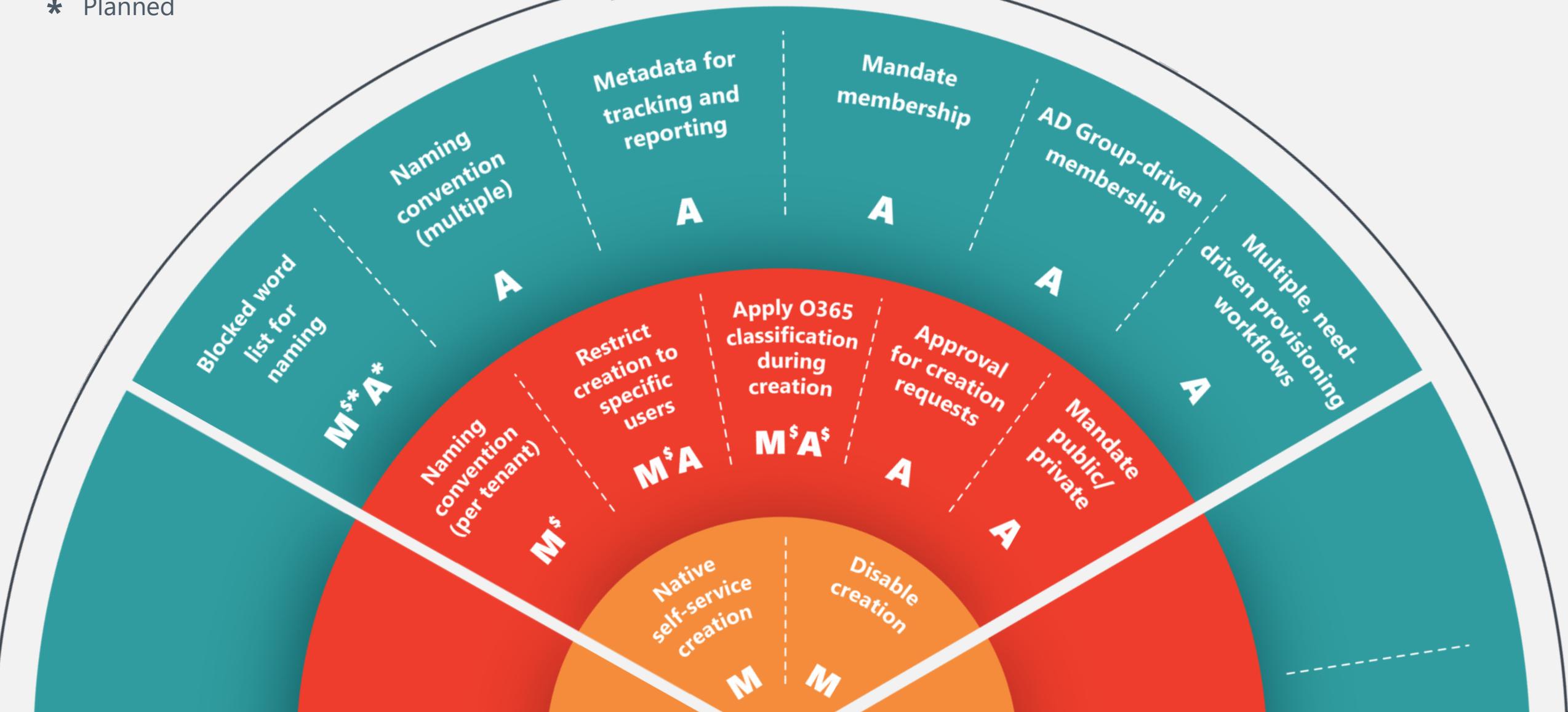
Here's what you can do

If you think the message was flagged in error, report it to your admin. Reporting won't unflag the message.

Buttons: Cancel, Report

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

PROVISIONING



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

ONGOING MANAGEMENT

Membership
recertification

A

Group team site
access recertification

A

Recertification
tracking
and reporting

A

Business stakeholder
tracking without
elevated privilege

A

Restrict business
users as owners

A

Managed process
with approval for
owner/member
change

A

Managed process
with approval
for settings
change

A

Granular backup/
restore of group
and content with
unlimited RPO

A

Dynamic
membership

M^{\$*}A

Owners manually configure
membership and ownership
changes

M

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

EXPIRATION & EOL

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

A*

Inactivity trigger for expiration

A

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

A

Inactivity and lease end date

A

Expiration with soft delete

M\$A

Classification drives group/team retention

A

Lease expiration

M\$A

Configurable expiration workflow with approval

A

Owners delete group and all resources whenever they want

M

Demo

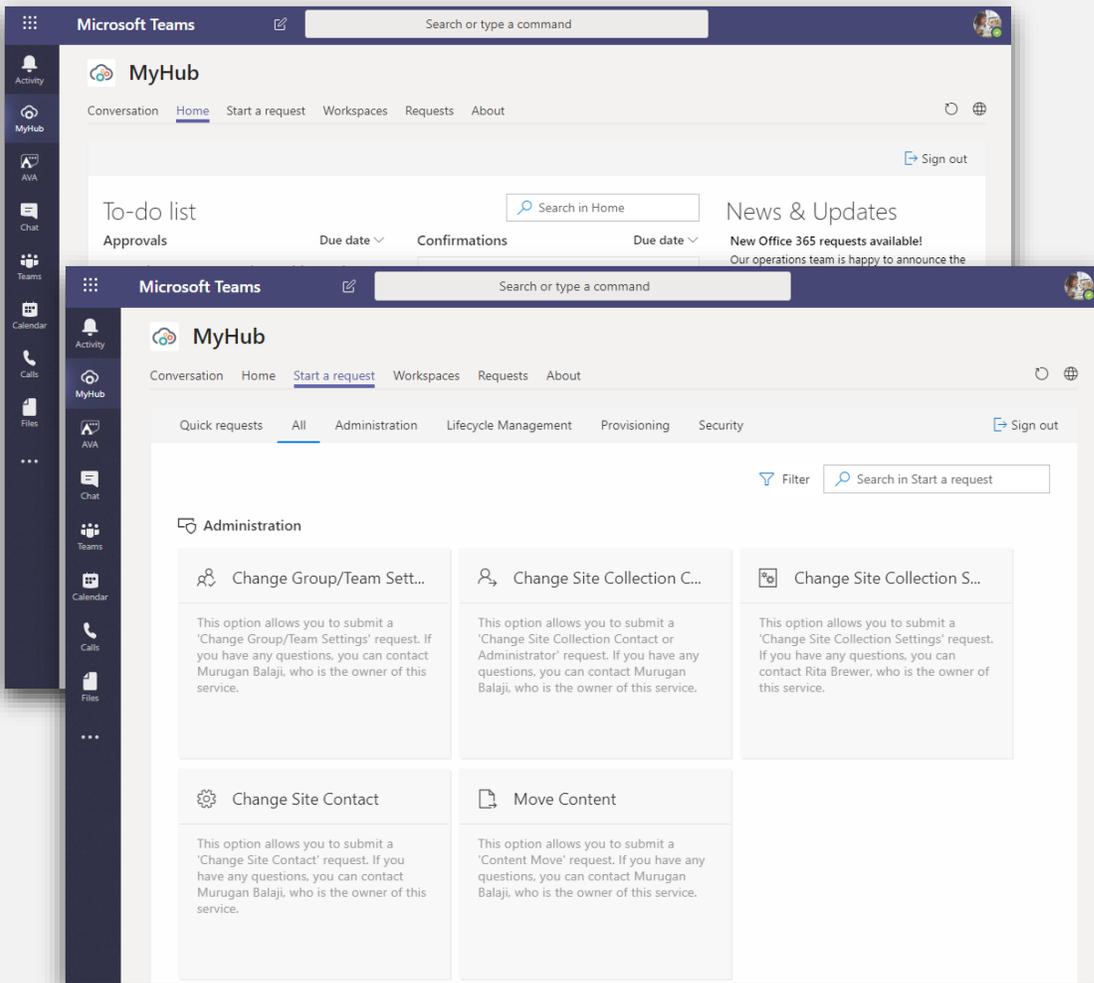
AvePoint MyHub Teams App

Easily find the right tools for whatever you need and get them faster:

A simplified catalog of Office 365 services tailored to you
Answer basic questions to be guided to the right services

Governance is built into each request and service – there are no extra steps!

Request, approve, renew and more without ever leaving Teams!





Team Space

- Distinct group of users, collaborating and storing common info
- Generally part of organizational teams

Backup: All
External Users: No
Recert: Annual
Reporting: Ad-hoc
 +
Default Labels
Metadata Presets



Project Space

- Dynamic Group
- Spanning different org hierarchies
- Exist only during life of project
- Typically follows a structure

Backup: All
External Users: No
Recert: Annual
Reporting: Ad-hoc
 +
Default Labels
Metadata Presets



Extranet Space

- Securely share and collaborate with external parties
- Audited and controlled

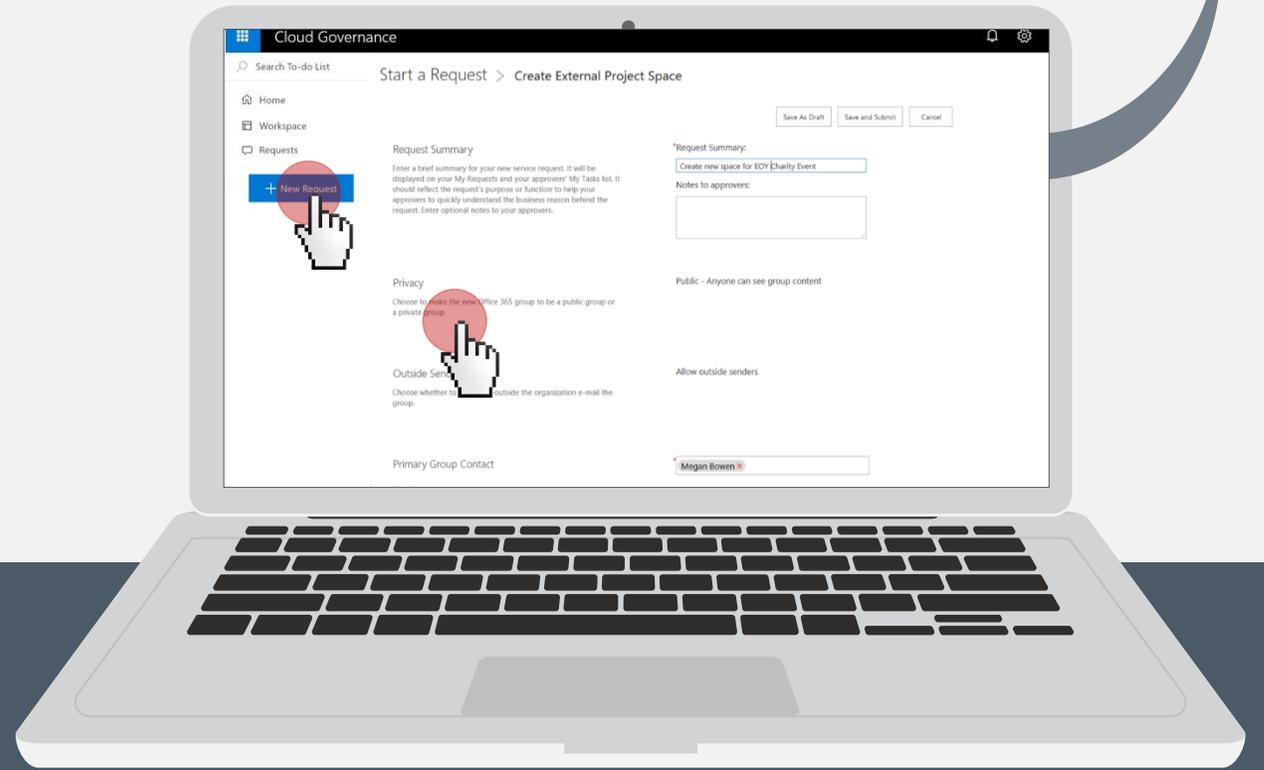
Backup: All
External Users: Yes
Recert: 6 Months
Reporting: Annual
 +
Default Labels
Metadata Presets



EOY Charity Event

- External Sharing: On
- Recertification / Reporting: On
- URL: /sites/PROJ_EOYCharityEvent

LABELLED
TAGGED



Bringing It Together

Drive Sustainable Adoption



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



Non-Contextual

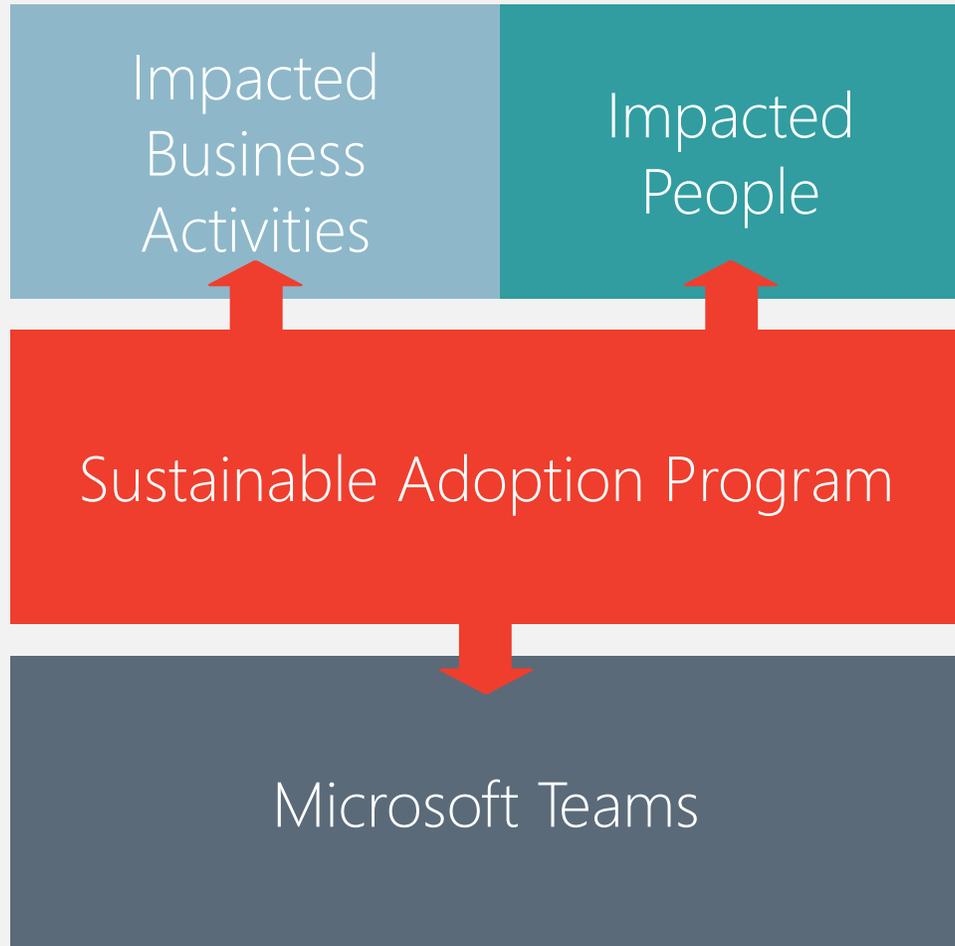
Unclear Roles

Generational Gap

What's In It For Me?



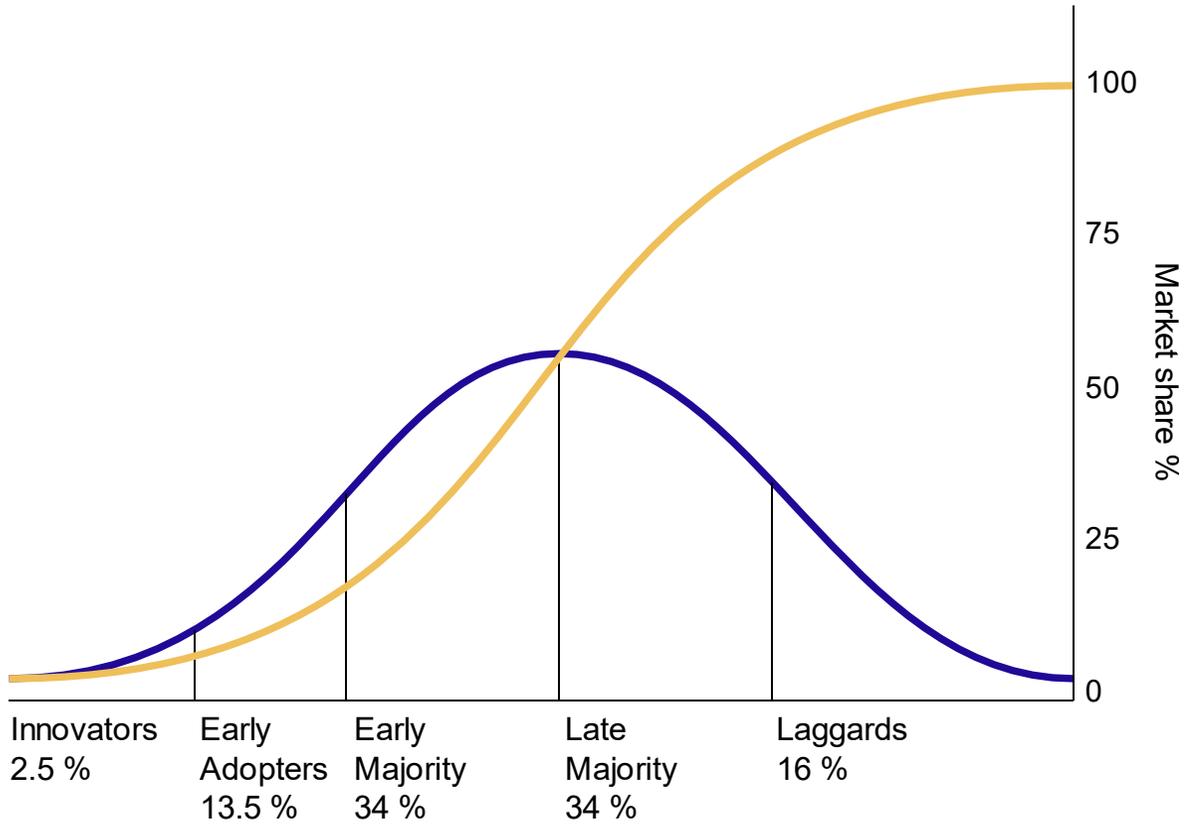
Sustainable Adoption Objectives



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



How do you create a sustainable adoption plan?



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



5 Steps To Success

Step 1: Engage Key Stakeholders

Business leadership

Champions

Early Adopters

IT Support



Gain Business Leadership Buy-In

Executive
Leadership



Divisional
Heads



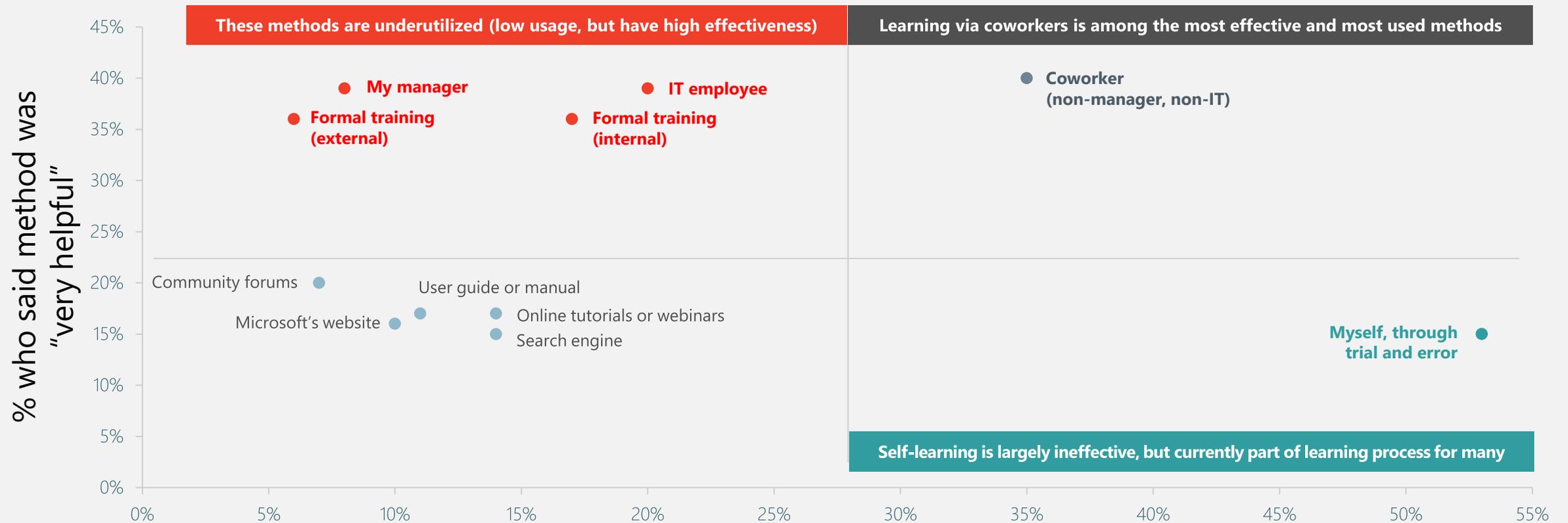
Who are **champions**?

- Champions evangelize and help train their teams on the new ways of working.
- They build awareness, understanding, and engagement throughout the community.



Why are champions important?

Learning via coworkers is among the most effective and most used methods.





Who are **early adopters**?

- The first to embrace new technology and try out new practices
- Opinion leaders

Team members to include in adoption efforts

Many people throughout your organization will have important responsibilities during the launch of a new technology. The chart below provides a summary of those roles. We have created a template so you can identify and document your team in the – [Adoption Planning Workbook](#).

Role	Responsibilities	Department
Executive Sponsor	Communicate high-level vision and values of Microsoft 365 to the company	Executive Leadership
Success Owner	Ensure the business goals are realized from your Microsoft 365 rollout	Any department
Program Manager	Oversee the entire Microsoft 365 launch execution and rollout process	IT
Champions	Help evangelize Microsoft 365 and manage objection handling	Multiple departments
Training Lead	Manage and communicate training content about Microsoft 365	IT or other
Department Leads (Stakeholders)	Identify how specific departments will use Microsoft 365 and encourage engagement	Any department (management)
IT Specialists	Oversee all technical aspects of the rollout, including integrations	IT
Communication Lead	Oversee company-wide communications about Microsoft 365	Corp Communications, IT or other

Note: Though we recommend having each of these roles fulfilled throughout your rollout, you may find that you don't require them all to get started with your identified solutions.

Step 2: Establish Use Cases

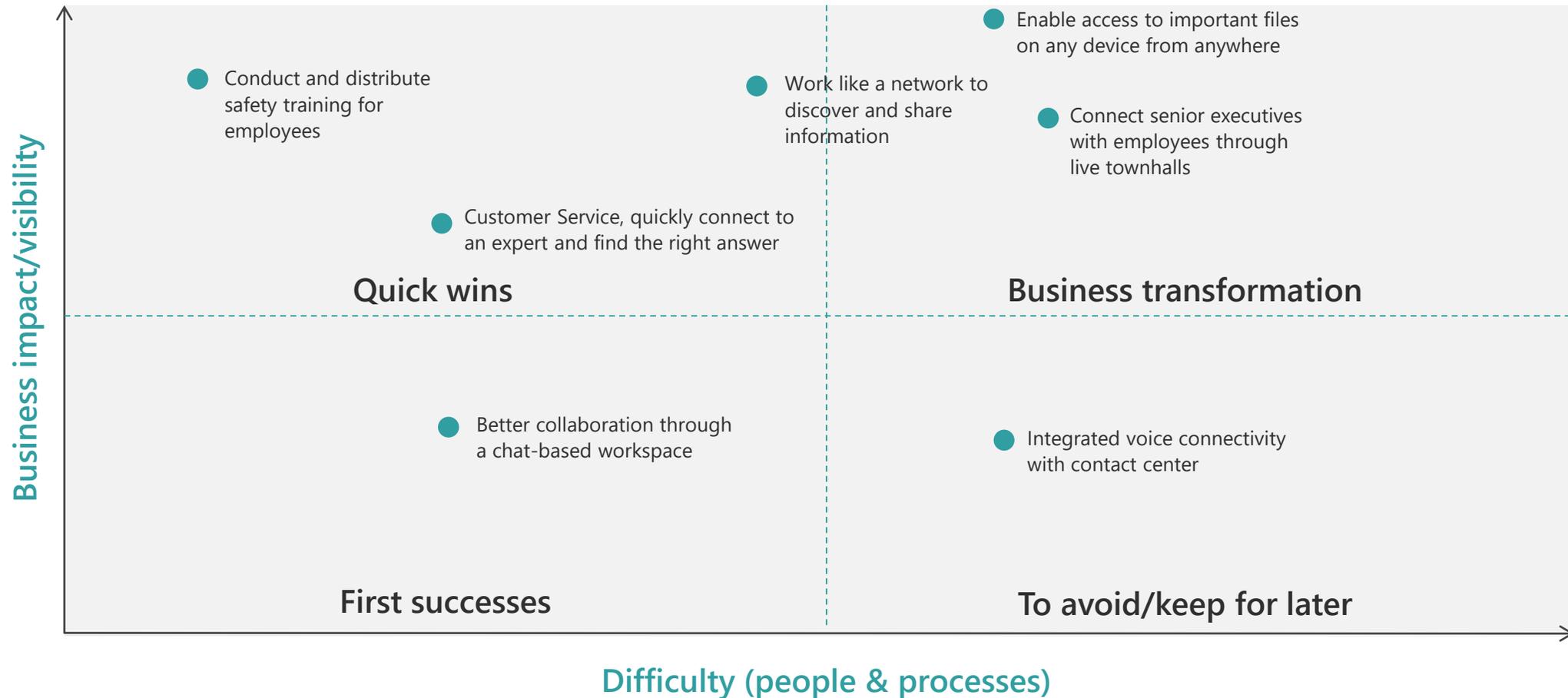


Identify specific use cases

Prioritize scenarios

Communicate value

Prioritize use case scenarios by **evaluating impact and difficulty**



Example: 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



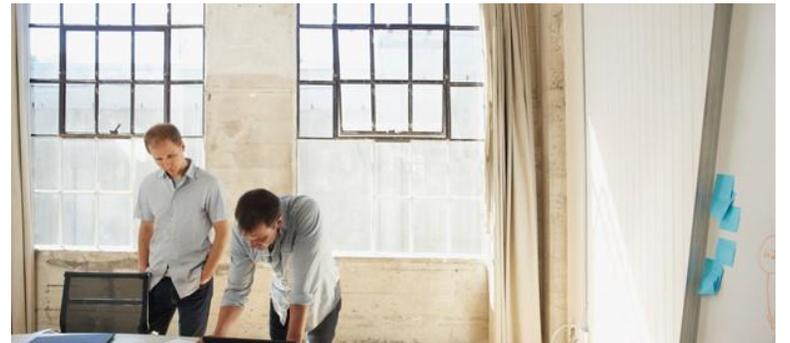
Gather & process forms from employees

Accounting, Finance & Procurement



Pull data and build financial reports

Administration



Organize teams and manage calendars

Step 3: Develop Contextual Learning



Use case driven

Multiple modalities

Align to various phases

Build your training strategy

- Focus on the why
- Use real work scenarios
- Use multiple formats
- Reinforce

- What is best practice?
 - What is current vs future state?
 - Technical literacy of employees?
 - Any other change programs?
 - Training preferences of employees?



Build capability through **varying methods**



Onsite Training

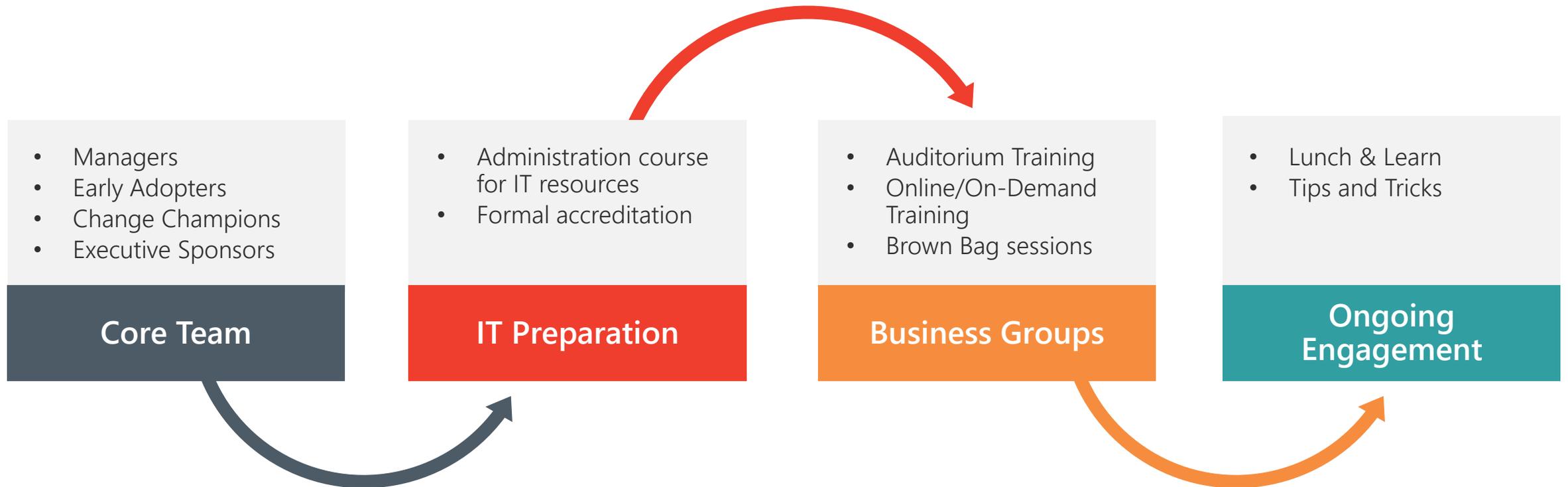
Virtual Training

Self-Help Resources

Live Support

Champions Network

Align training strategy throughout phases



All Employees - Needs Assessment

We need to understand the personas and the move from legacy through transition to future state

Transition State

- Big picture overview of the new environment and role in it
- New process skills/knowledge [linked to Persona and Scenarios]
- New system and technical skills/knowledge [O365]
- New organizational or role skills/ knowledge

Future State

- Big picture overview of new environment and role in it
- New process skills/knowledge
- New system and technical skills/knowledge
- New organizational or role skills/ knowledge

All Employees - Needs Assessment Recommendations

Recommended Modalities

- **Face-to-face training** – Sponsors (1 hour), Ambassadors Training (1 hour), Change Champions (1 hour), Manager (1 hour)
- **Web-based training** – On-demand webinars, videos, Online Training (OLT) for O365 training
- **Self-paced training** – Review Theodore training activities incorporating persona and scenarios, Frequently Asked Questions (FAQ) sheets

Recommended Reuse of Existing Source Material

- Office 365 training materials, contextualized for Personas and Scenarios.

Recommended Timing

- Face to face training
 - T-7 weeks
 - Sponsor training (hosted by Theodore Margand)
 - Sponsors attend high-level training on new ways of working (Gaby Bosse and Theodore Margand lead)
 - T-6 weeks Ambassador, Champions and Managers
- Self-paced and Web-based Training to be started T-3 weeks and review self-paced training weekly to accommodate for updates ahead of auditorium training (T-1 week)

Recommended Resources to Scope, Develop, and Deliver Training

- Office 365 Training Materials (see Productivity library on Fast Track).
- Theodore Margand 1 hour training decks for onboarding each key role in the Core Change team.

Step 4: Communicate & Drive Awareness

Focus on what's in it for me

Engagement events

Showcase success stories





Awareness matters

- Validates the importance of the change
- Ensures everyone understands what's happening
- Helps generate enthusiasm
- Gets everyone on board with using the new technology

Best practices to generate awareness and spark excitement

Communications

- Deploy a variety of tactics
- Focus on the “What’s in it for me?”
- Tailor plan to company and culture
- Send out communications

Engagement events

- Engage Executive Sponsors to kick-off launch
- Staff events with IT and Champions
- Distribute banners and leaflets
- Place demo booths in cafeteria/foyer
- Host online events for remote offices



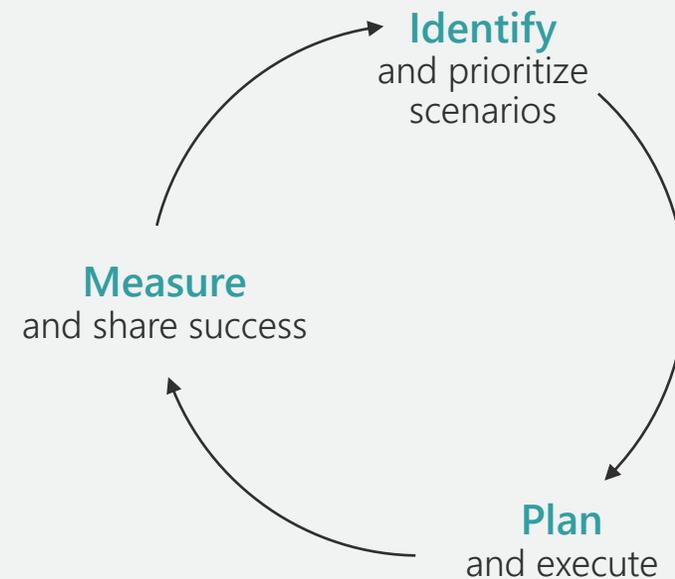
Communicate value to stakeholders with scenarios

Delivering value

Review scenarios and determine the best use cases to be utilized for the organization-wide launch. Scenarios will help inform the communications plan by:

- Translating core scenarios into uses that solve real business problems
- Determining which scenarios make sense for the company to promote in its Microsoft 365 launch
- Using the resources associated with each scenario to implement email announcements and training activities

Report and build on wins





This email template is designed for you to send to your organization on the morning of your Microsoft Teams rollout. Please customize the areas shown in orange below.

Microsoft Teams
Chat-based workspace

Announcing Microsoft Teams

Microsoft Teams is here!

Microsoft Teams is the new tool from Microsoft that brings together information that teams need to work effectively and perform at their peak. This chat-based workspace combines chat, documents, people and tools in one secure place.

Microsoft Teams helps you and the people you work with to:

- Communicate in the moment and keep everyone in the know
- Gain easy access to information you need right in Office 365
- Customize the workspace with the specific content and capabilities you need
- Collaborate with the freedom and confidence of Office 365 security

Microsoft Teams will help you work smarter, wherever you are, and on any device!

This poster is designed to post in hallways and public spaces during your Microsoft Teams rollout. Make sure to customize the areas shown in orange below and print the poster on 11x17 paper.

chat-based workspace

Microsoft Teams brings chat, content, people and tools together, all in one hub, wherever you are.

Chat for today's team

A hub for teamwork

Customized for each team

Learn what you can do with Microsoft Teams

Training Visit the Office 365 Learning Center at https://support.office.com *If available, add links to your organization's internal training resources.*	Community Visit the Microsoft Teams Tech Community at https://techcommunity.microsoft.com *Add links to your Office 365 community or Yammer groups.*	Events *Tell people about your upcoming Microsoft Teams events. For example, "Join our weekly lunch and learn every Monday at noon in the cafeteria!"*
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Your logo here

Microsoft

This email template is designed for you to send to your organization on the morning of your Microsoft Teams rollout. Please customize the areas shown in orange below.

Microsoft Teams
Microsoft Teams is on its way

The new way for teams to work

On <fill in date> we're rolling out Microsoft Teams, the chat-based collaboration workspace in Office 365. Give teams instant access to everything they need in a dedicated hub for teamwork where chat, content, people and tools live together in Office 365.

Watch the video

Customer Success Kit

<https://www.microsoft.com/en-us/download/details.aspx?id=54244>



Incorporate success stories

What makes a good success story?

- **Time.** The story should begin with a time marker so the audience knows when it happened.
- **Characters.** The story should feature names, so the audience knows who was involved.
- **Events.** The story should recount the events that took place.
- **Visuals.** The audience should be able to picture what happened.



Consider priority audiences

Work Force Analysis Persona review may show a natural prioritization

- Sales
- Customer Service
- Finance and Support Teams
- IT

Other Audiences could also drive the change quicker (e.g. Adoption Core Team)

- Sponsors
- Managers
- Ambassadors
- Change Champions

Support Organizations are essential and may need differing communications

- IT operations
- HR

Ensure Scalable Support



Self Service

Community

IT



Step 5: Deliver 90 Day Plan

A man in a dark suit and striped tie is seated at a conference table, gesturing with his hands as he speaks to a woman with long dark hair wearing a light blue blazer. They are in a modern office setting with other people and monitors visible in the background.

Pilot Microsoft Teams

Launch organization wide

Introduce new use cases

Develop 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





Month 1: Key Activities

Get stakeholder consensus

Identify low hanging fruits

Conduct proof of concept

Month 2: Key Activities

Launch Teams pilot across
3 departments/groups

Establish help desk /
support strategy +
resources

Identify success metrics



Month 3: Key Activities

Launch organization wide

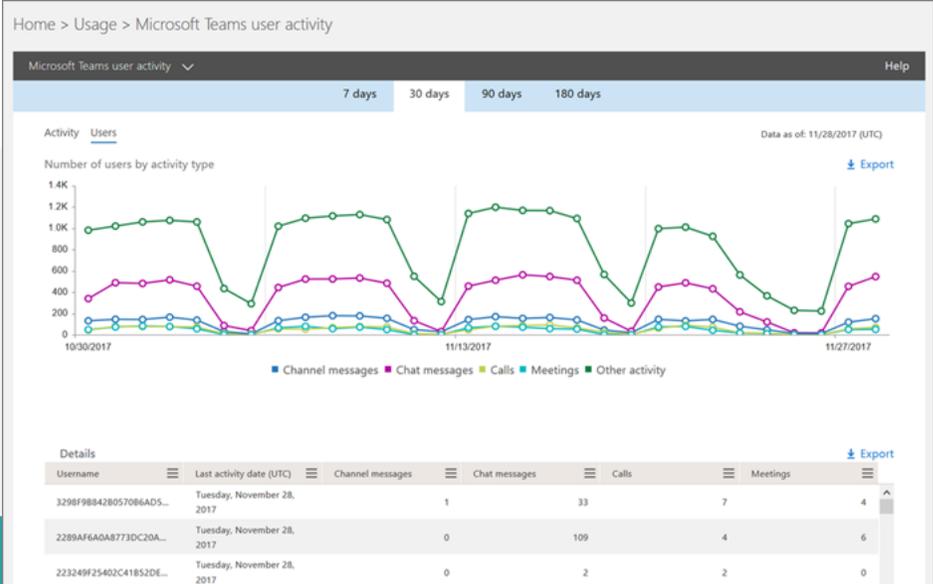
Ensure leadership is engaged

Showcase wins



Measure Success

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



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



Demo



Measure Success – Adoption Pack

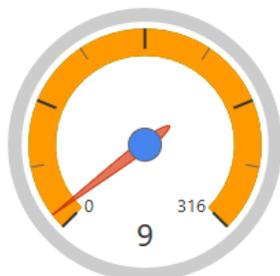
Ask a question about your data

Collaboration

Use this report to analyze the collaboration habits of your users and where they contribute to the work of others. Reviewing the number of files viewed, changed, synced or shared can show you the type of collaboration that is happening. SharePoint data shows activity for both group and team sites.



OneDrive: Total vs active files

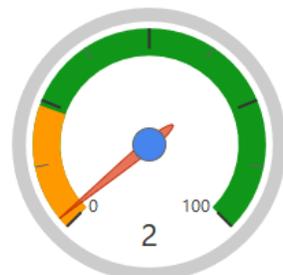


2.85%

OneDrive: Latest total file co...

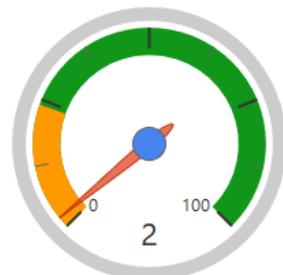
316

OneDrive Enabled vs active ...



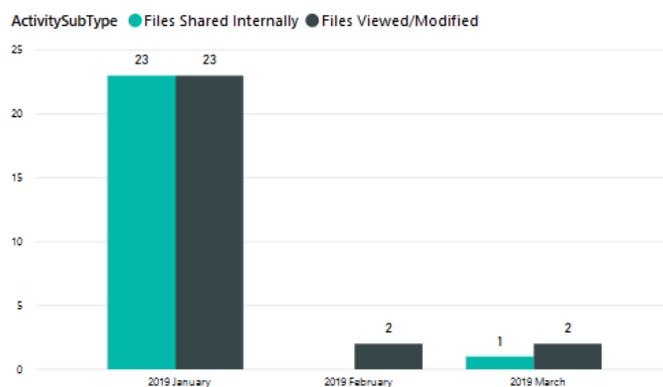
8.33%

OneDrive: Total vs active acc...

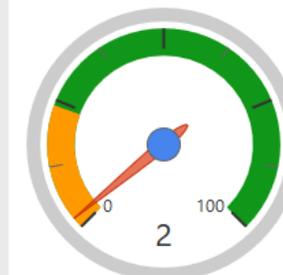


8.33%

OneDrive for Business: Active users by file activity type



SharePoint: Enabled vs activ...



8.33%

SharePoint: Latest total file c...

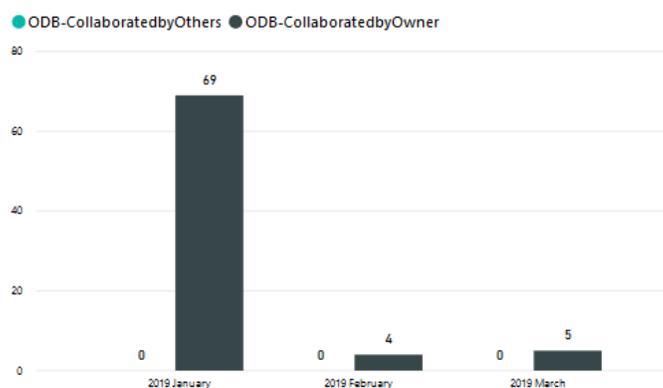
871

Explore [Microsoft FastTrack guidance](#) on how to increase adoption of Office 365 in your organization.

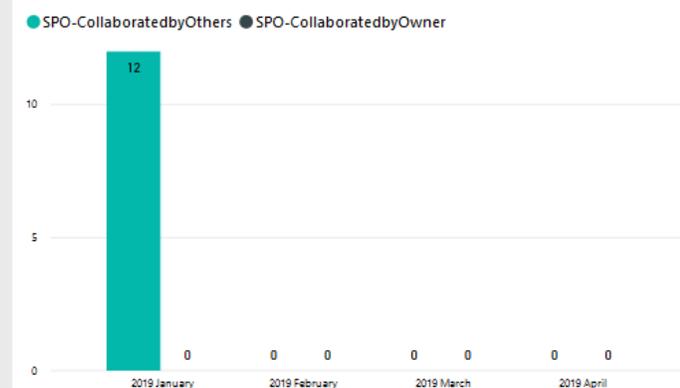
Find ideas and [free downloadable resources](#) to drive more value for your Office 365 investments.

Inspire your users by sharing relevant use cases with training links through the [Fast Track Productivity Library](#).

OneDrive for Business: Accounts used by owner vs. contributed by o...



SharePoint Online: Sites used by owner vs. contributed by others



What We Covered

- The New Culture of Teamwork
- Teams Customization / Extension
- Enable Business Solutions
- Teams Governance
- Drive Sustainable Adoption



How We Can Help You

Teams Governance Workshop

Define and Clarify Governance in the context of Teams, help identify goals of Teams in the organization. With this tailored and interactive workshop, understand Teams best-practices and get started on the right path with a pointed recommendations summary.

- Workshop Materials
- Meeting Notes

Teams Governance Assessment

In addition to Teams Governance Workshops, AvePoint will help provide a Starter Teams Governance Policy outline, along with a Best Practices Assessment and a mapping exercise of 3x Business Units to Governance policies for Teams use cases.

- Completed Workshops
- Summary Meeting Notes
- Executive Summary (PPT)
- Best Practices Assessment (DOC)
- Starter Governance Policy Outline

Teams Governance Pilot

Provide a detailed analysis of the current state and the tools and techniques to implement IT governance. Map key business units to our analysis of IA, O365 tools, and governance recommendations. Execute a Governance Pilot/POC using O365 and AOS.

- Completed Workshops
- Summary Meeting Notes
- Executive Summary (PPT)
- Strategic Roadmap (DOC)
Breakdown of O365 Tools
Info Architecture Analysis
User Adoption Methodology
Governance Policy Outline
Roadmap and Recommendations
- Governance POC (O365 and AOS)



About AvePoint

- Migrate. Manage. Protect.



12
Global Cloud
Instances

99.5%
Availability
Backed by Azure

24/7
World-Class
Support

20PB+
Managed
Customer Data

ISO
Certification



16K
Customers

6M
Cloud Users

88
Countries

7
Continents

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

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- 2016 Partner of the Year Winner
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Collaboration and Content
- 2014 Partner of the Year Winner
Public Sector: Public Safety and National Security

Let's
Connect



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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

ໜ້າອຸດອນ

Dziękuję

谢谢

Tack

Mulțumesc

спасибо

Merci

תודה

多謝晒

дядкую

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