



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

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Unleash the Power of You

About AvePoint: Corporate Overview

Migrate. Manage. Protect



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

From Tahoe
to Today

Inc. Magazine
**Hire Power
Award**

Ernst & Young
**Entrepreneur
of the Year**

Windows IT Pro
**Best SharePoint
Product**

Deloitte
**Technology
Fast 500**

16K

Customers

6M

Cloud Users

88

Countries

7

Continents



Microsoft
Partner



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

2016 Partner of the Year Winner
Technology for Good Citizenship Award

2015 Partner of the Year Winner
Collaboration and Content

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



Agenda

Modern Workplace Today

Why Microsoft Teams?

Right Sizing Governance

Establish Sustainable Adoption Plan

Drive Adoption Success



Modern Workplace Today



Modern workplace is top of mind for business leaders

81%

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

72%

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

\$4m

Average cost of a data breach



Today's modern workforce



Management
Office Staff



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



Vendors
Suppliers
Wholesalers
Citizens
Partners
Volunteers

Information Worker



Firstline Worker



Value Chain



Teamwork

The landscape has changed

2x

More collaboration

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



Internal, external & remote

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



Diverse workforce

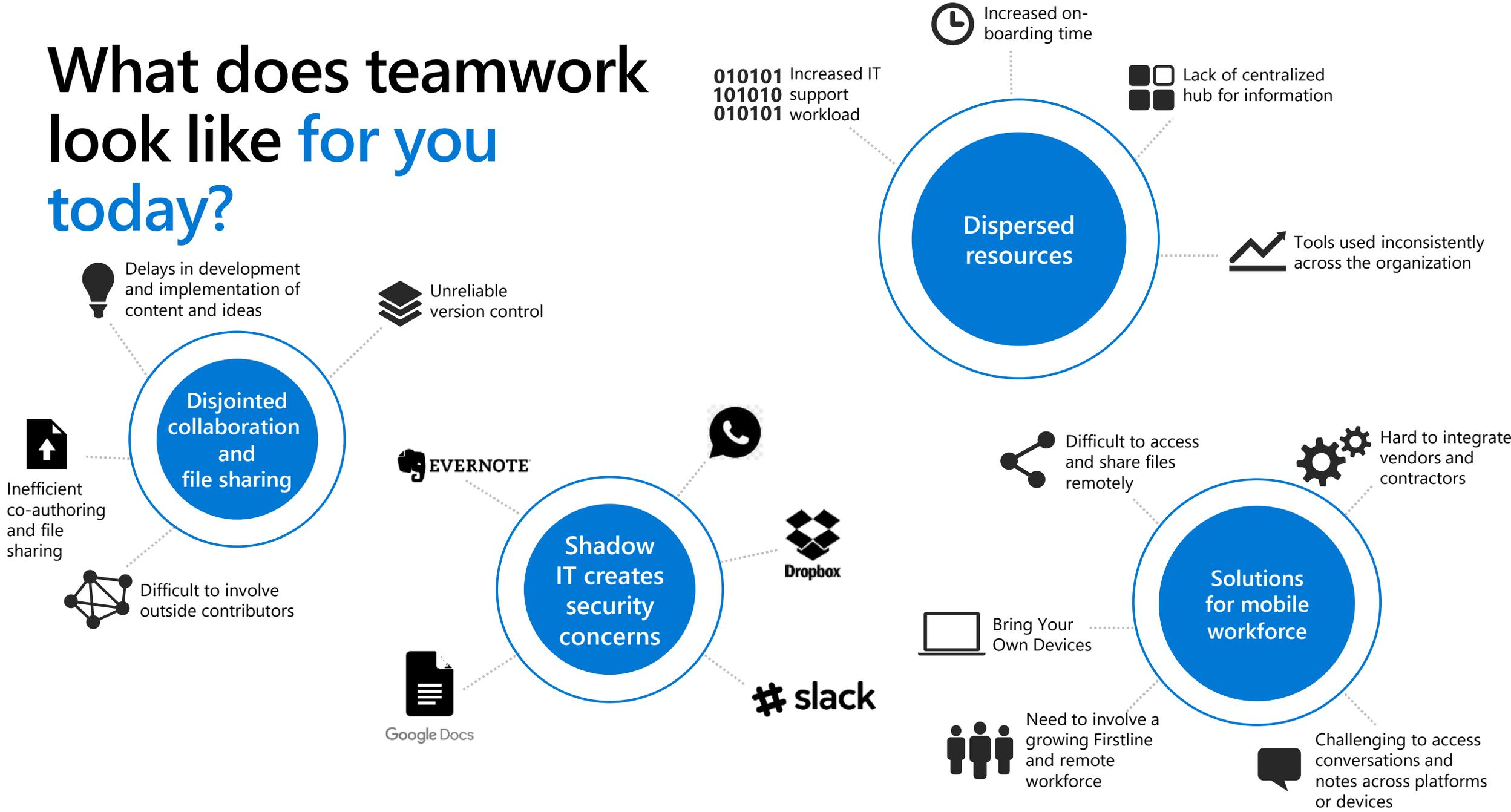
People have different expectations, preferences, skillsets and abilities



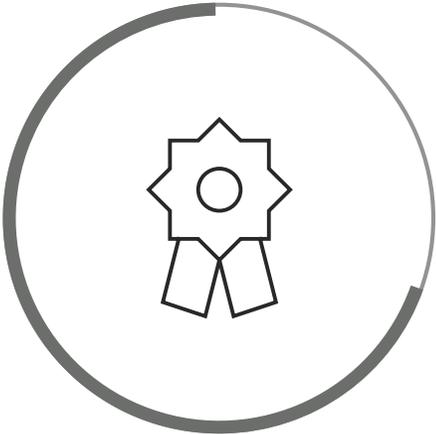
Employee engagement

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

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

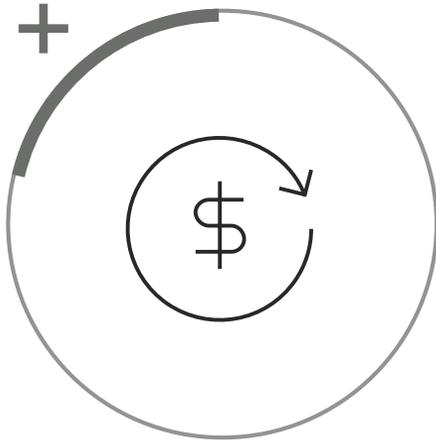


Engaged employees are **crucial to success**



70%

of employees are engaged at best performing companies



21%

more profit in business units with most engaged employees



15%

of employees are engaged worldwide

And currently that is uncommon worldwide

Source: Gallup: 37 Workplaces That Stand Out From the Rest

Microsoft 365

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

Office 365

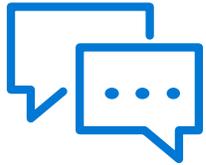
Windows 10

Enterprise Mobility + Security



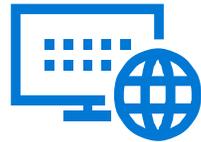
Microsoft 365: Universal Toolkit for Teamwork

Teams



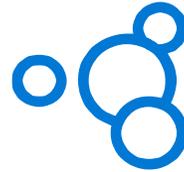
Hub
for Teamwork

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

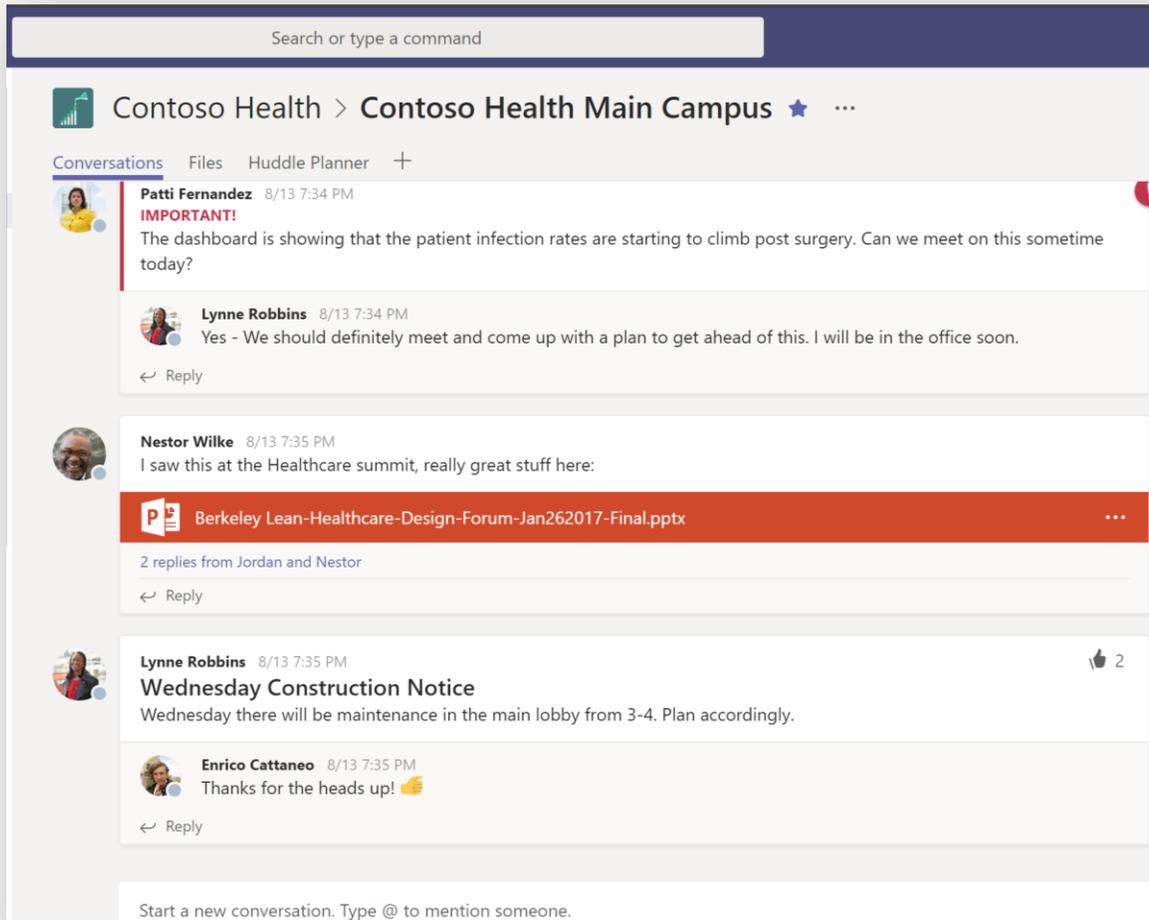
Suite-wide intelligence
connecting people and content

Security and Compliance

Centralized policy management

Why Microsoft Teams?

“Conversations” are at the heart of Team collaboration



The screenshot shows a Microsoft Teams channel interface for 'Contoso Health Main Campus'. At the top, there is a search bar with the text 'Search or type a command'. Below the channel name, there are tabs for 'Conversations', 'Files', and 'Huddle Planner'. The main content area displays a conversation thread:

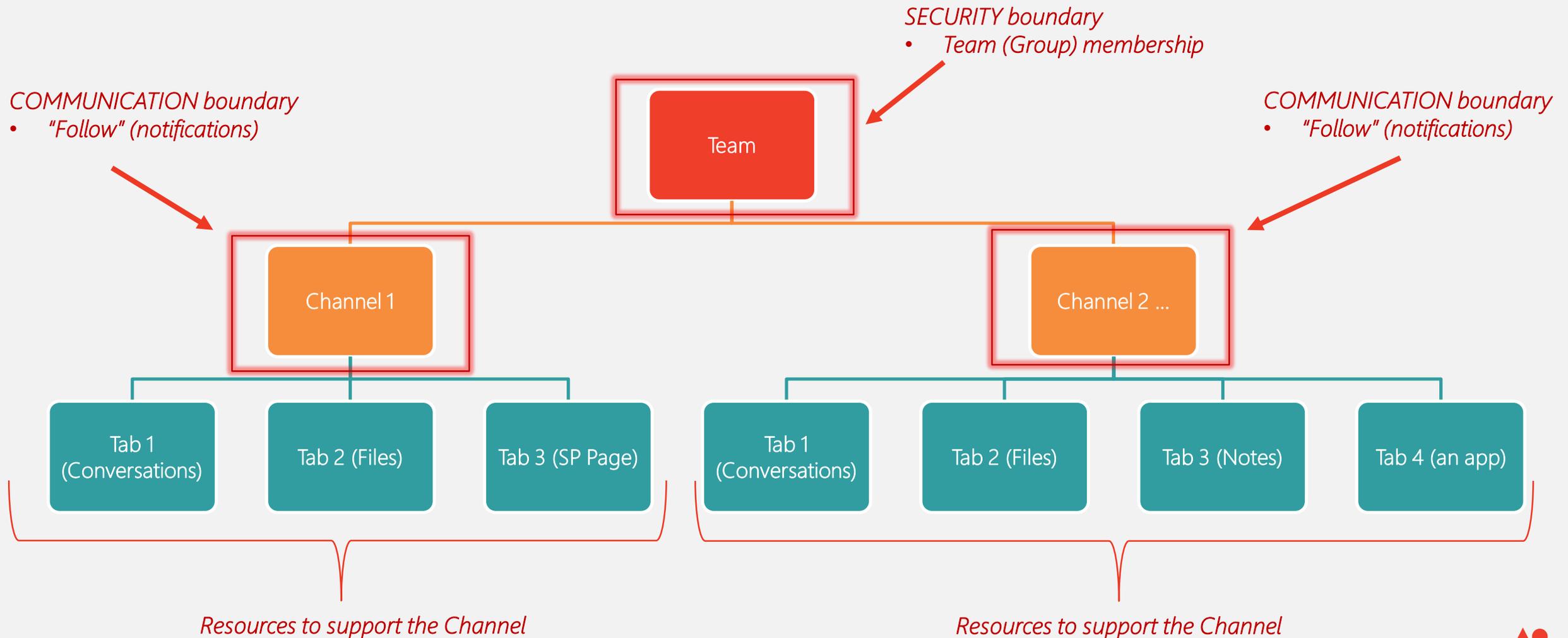
- Patti Fernandez** (8/13 7:34 PM) sends an **IMPORTANT!** message: "The dashboard is showing that the patient infection rates are starting to climb post surgery. Can we meet on this sometime today?"
- Lynne Robbins** (8/13 7:34 PM) replies: "Yes - We should definitely meet and come up with a plan to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

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

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



The basic shape of a Team



The structure of a real-life Team

The screenshot illustrates the structure of a real-life Team in Microsoft Teams. On the left, the 'Favorites' list shows the 'US-PubSec' team, which is highlighted with a red box and labeled 'The TEAM'. Below it, the 'General' channel is highlighted with a teal box and labeled 'The Team's CHANNELS'. The right side of the screenshot shows the 'US-PubSec > Knowledge Channel' view, with the channel tabs (Conversations, Files, AP Wiki, AP University, L&L Planner, Resources, 1 more) highlighted with an orange box and labeled 'Channel TABS'. A message from Taylor Davernport is visible, titled 'Following Group Emails in Outlook', with a screenshot of an Outlook interface showing the 'SLED TEAM' group and a 'Follow the Group' button.



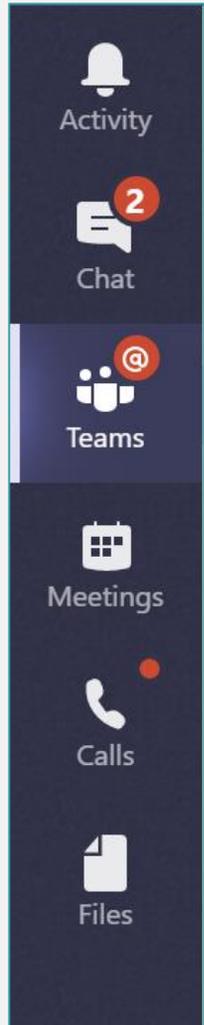
The Difference between TEAMS and CHATS

Team Conversations

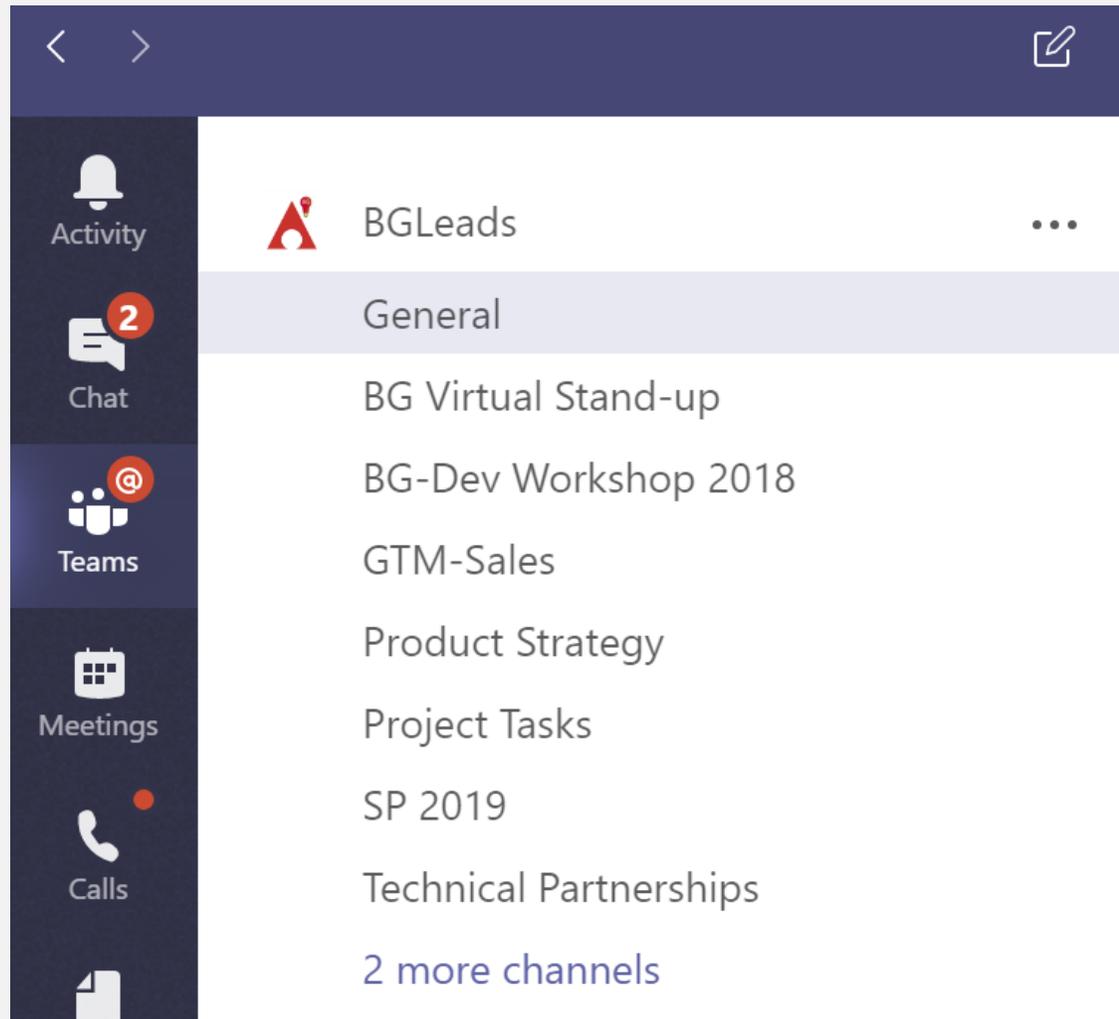
- Visible to all Team members/owners
- Uploaded files go into the SharePoint folder for the Channel
- Conversation history goes into the Team mailbox for compliance needs (hidden)
- Notifications will be sent to those following the Channel + those who are @mentioned

Chats

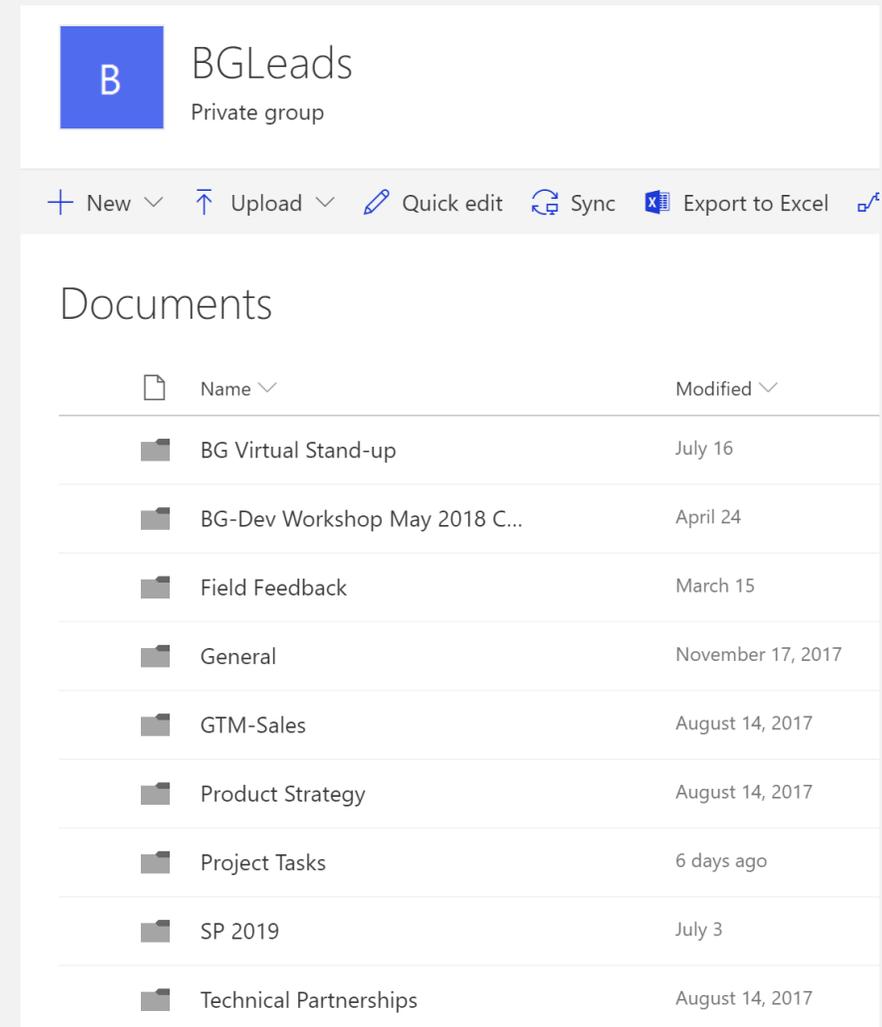
- Visible only to those in the chat
- Uploaded files go into the OneDrive of the poster and are shared with current chat participants automatically
- Chat history goes into the participants mailboxes for compliance needs (hidden)
- Notifications will be sent to participants



Understanding the SharePoint and Teams relationship



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



The screenshot shows the document library for the "BGLeads" team. At the top, there is a header for the team "BGLeads" (Private group) with a blue "B" icon. Below the header is a toolbar with options: "+ New", "Upload", "Quick edit", "Sync", and "Export to Excel". The main content area is titled "Documents" and contains a table of files and folders.

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



Where Are My Conversations Stored?

Chat service

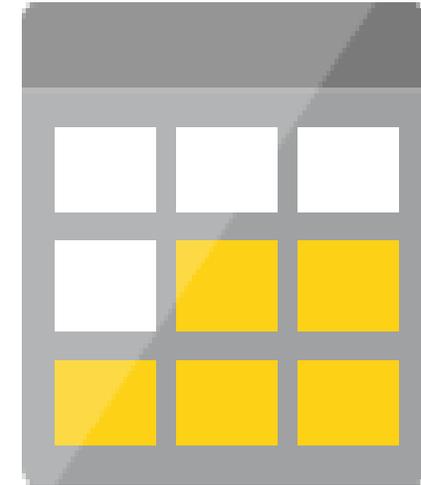
In memory processing for speed
Leverages Azure storage (blob, tables, queues)

Substrate / Exchange

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

Conversation images & media

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



Where Are My Files Stored?

1:N chats

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

Team conversations

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

Cloud storage

Dropbox, Box, Citrix ShareFile, Google Drive



Right Sizing Governance

Entry-points for self-service creation

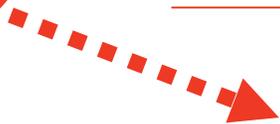
Office 365
Groups



=



=



=



Benefits of well-governed implementation



Repeatable and consistent service delivery



Administrative efficiency



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



Provable compliance with internal and external policies and regulatory requirements



How do I
manage Office
365 Groups at
scale?



Azure AD Licensing Requirements for Groups

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



What do I need to govern?



For collaborative workspaces, customers want to govern:

How are Teams requested, approved and created

Provisioning

How are availability, compliance and changes over time are managed

Management

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

Lifecycle



Govern Provisioning

- Sprawl
- Duplication
- Appropriateness
- Convention
- Cataloging



Out of the Box Capabilities

- **Enable self-service provisioning**

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

- **Disable self-service provisioning**

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



Office 365 + AIP P1

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

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

PS C:\WINDOWS\system32>

This is the Id of AllowedtoCreateGroups

This indicates no one else in the company can create groups



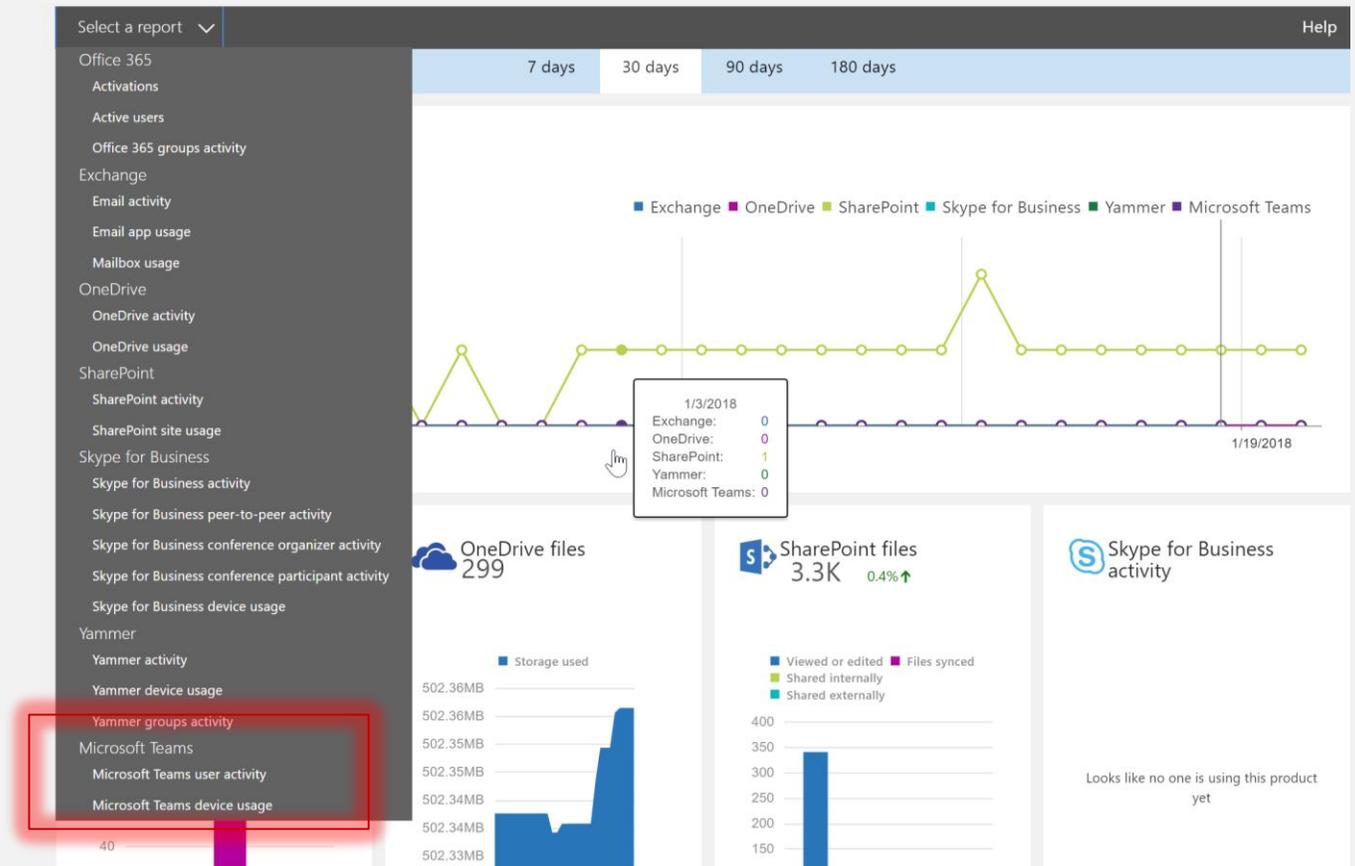
Govern Ongoing Management

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



Out of the Box Capabilities

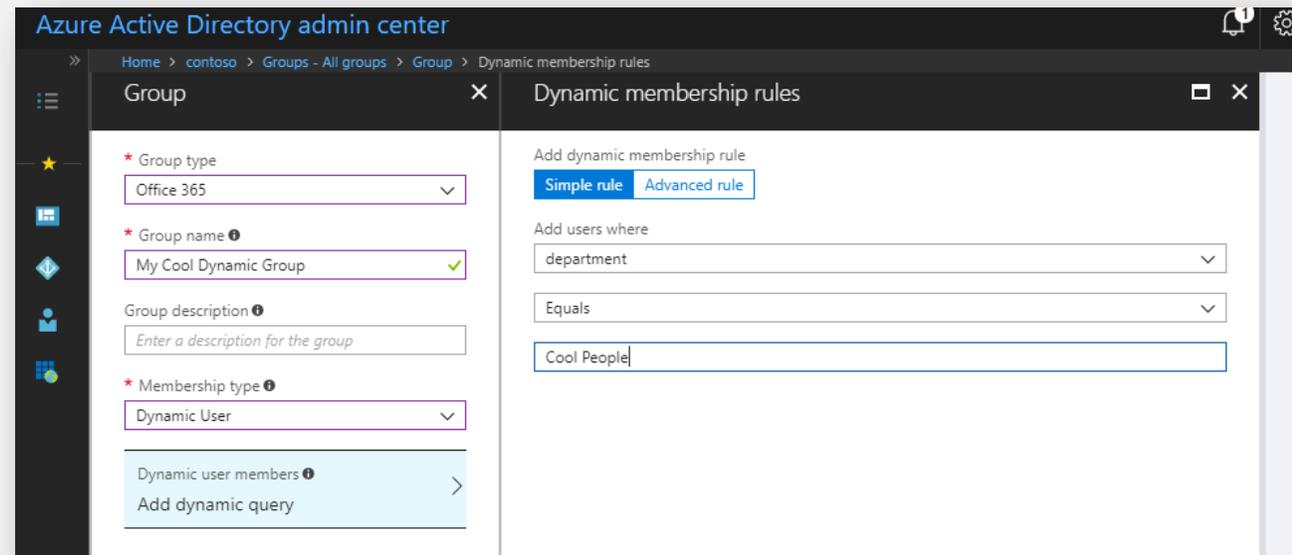
- Manually configure
 - User Permissions
 - Information structure
- Usage Reporting
- Audit Reporting



Office 365 + AIP P1

- **Dynamic Membership**

Set Group permissions based on AAD attributes



Govern Information Lifecycle

- Expiration
- Retention
- Policy enforcement



Out of the Box Capabilities

- Soft Delete/Restore

The screenshot shows a software update notification interface. On the left, a list of updates is shown, with the selected update highlighted. On the right, a detailed view of the selected update is displayed, including a description, feature ID, roadmap date, last modified date, tags, and social media sharing options.

Status	Update Name
Cancelled	Recover deleted Office 365 Group from Office and Exchange admin centers
Previously released	Outlook for Windows: Create appointments on Group calendars
Previously released	Outlook for Windows: Improvements to Contact Card

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

Previously released
17 Generally available updates for all applicable customers

Recover deleted Office 365 Group from Office and Exchange admin centers

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

Feature ID: 14685
Added to Roadmap: 06/08/2017
Last modified : 07/25/2017

Tags: O365, Groups

[f](#) [in](#) [t](#) [✉](#) [y](#)

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



Office 365 + AIP P1

- Group Expiration

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

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



What about retention of *content*?



O365 “Advanced Data Governance” can handle retention/expiration

Retention policies at the
“Container” level

Retention Labels at the
folder or item level



Using Retention Policies for Teams

The screenshot displays the Office 365 Security & Compliance interface. The left sidebar lists various security features, with 'Retention' selected. The main content area shows the 'Name your policy' step, with a 'Choose locations' modal dialog open. The modal dialog is titled 'Choose locations' and contains a list of locations with toggle switches and options for retention.

Office 365 | Security & Compliance

Classifications
Data loss prevention
Data governance
Dashboard
Import
Archive
Retention
Events
Supervision
Threat management
Mail flow
Data privacy

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

Name your policy

Settings

Choose locations

Review your settings

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

Do you want to retain content?
 Yes, I want to retain content
 No, just delete content

For this long...
1 year

Retain the content for this long...
Do you want us to delete content after the retention period?
 Yes No

Need more options?
 Use advanced retention settings

Back

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

Name your policy

Settings

Choose locations

Review your settings

Choose locations

Office 365 groups

Skype for Business

Exchange public folders

Teams channel messages
All None
[Choose teams](#) [Exclude teams](#)

Teams chats
All None
[Choose users](#) [Exclude users](#)

Back Next Cancel Feedback

Understanding O365 "Retention Labels"

Office 365 | Security & Compliance

Create a label to help users classify their content.

- Name your label
- Label settings
- Review your settings

Retention ⓘ
 On
On

When this label is applied to content...

Retain the content

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

Documents

Test Doc.rtf
Document

Name *
Test Doc.rtf

Apply label

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

Are these
management
controls
enough?



M Office 365 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

Establish Sustainable Adoption Plan



Change is
often met with
resistance

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



Adoption challenges

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

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

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

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

Why training alone doesn't work



Technology focused

Lack of buy-in

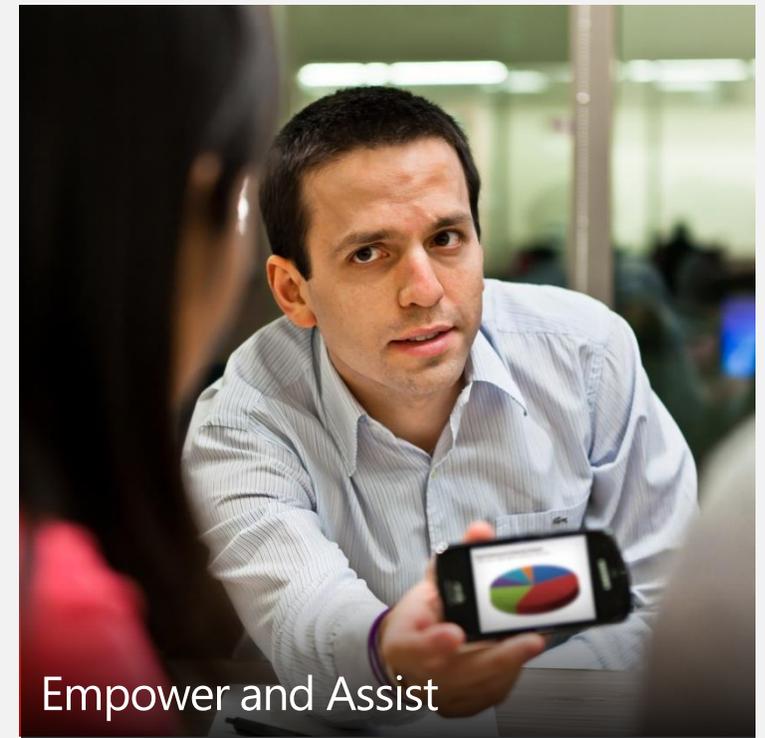
Unclear expectations

Non-contextual

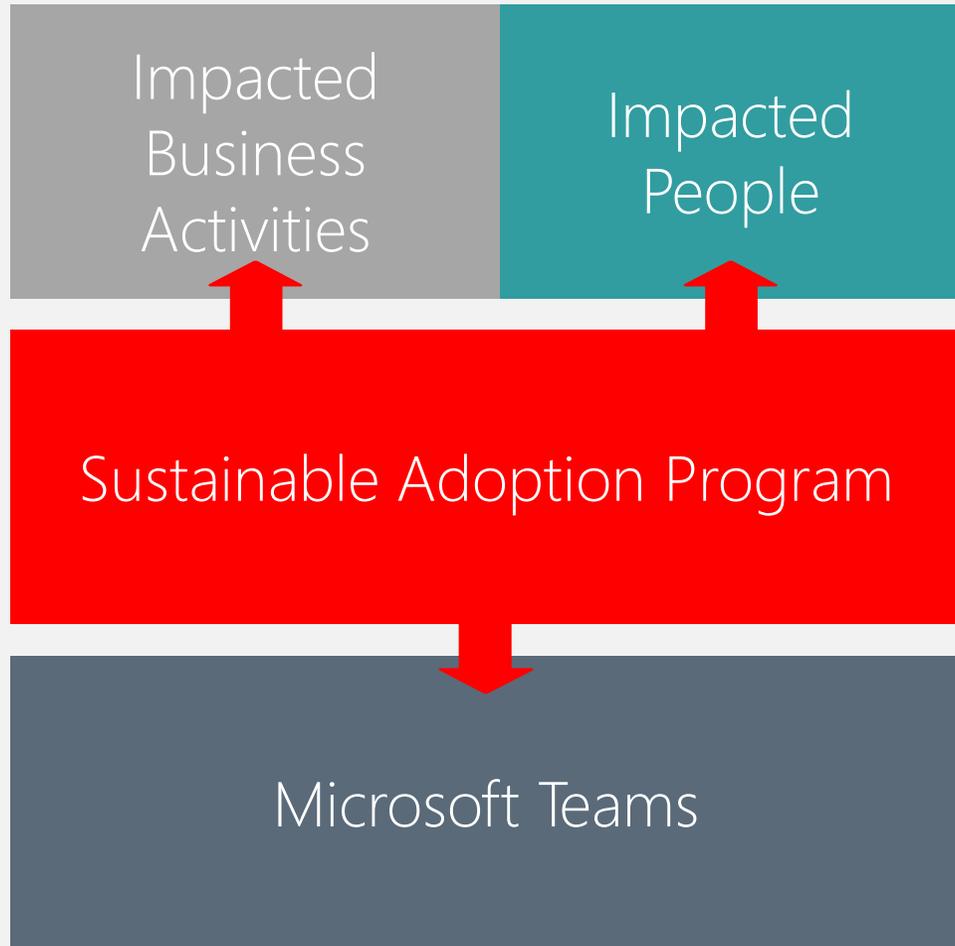
What's in it for me?



Goal: Drive Sustainable Adoption



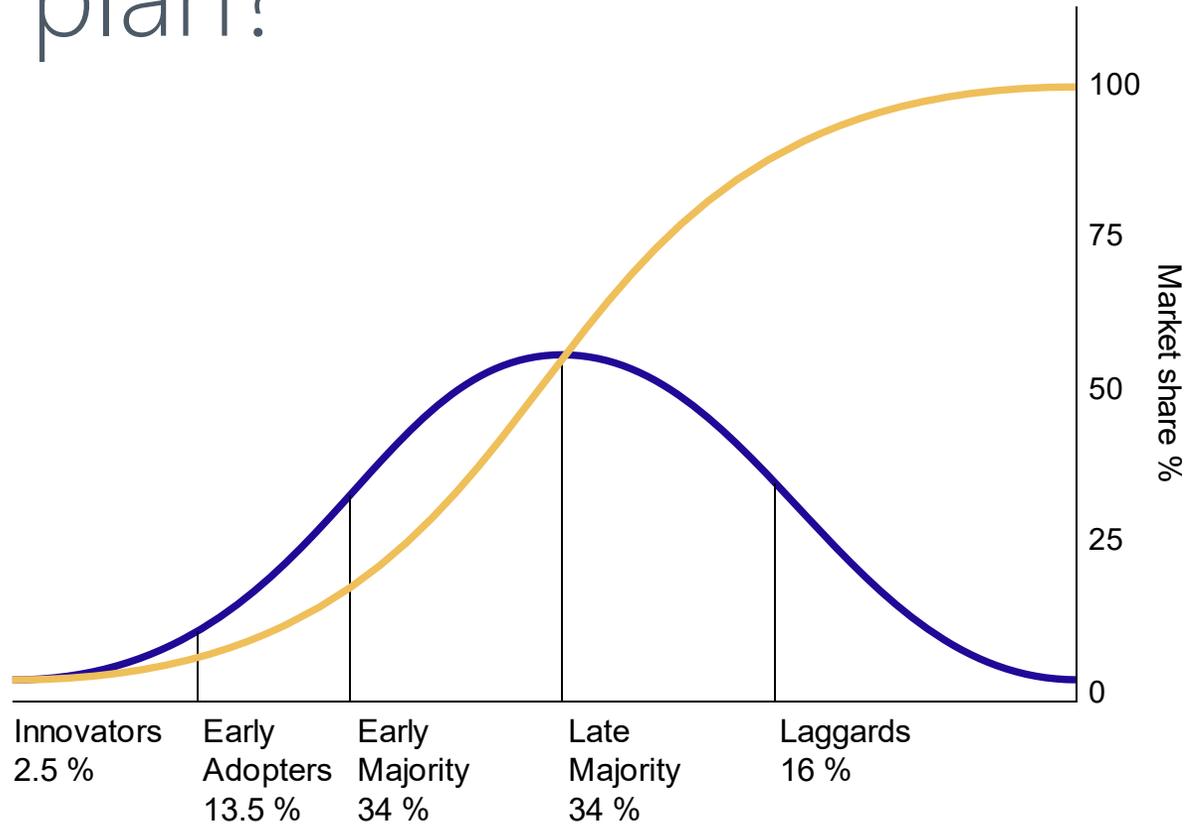
Sustainable Adoption Objectives



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



How do you create a sustainable adoption plan?



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



Step 1: Make it easy to do the right thing

Specify rules of engagement

Focus on business scenarios or initiatives

Enforce & automate governance



Example: Make meetings better



Example: Focus on Business Scenarios

Engineering, Research & Development



Share best practices across geographies

Operations, Manufacturing & Logistics



Improve and monitor business processes

Sales, Marketing, PR & Communications



Align Sales and Marketing teams

HR & Legal Services



Gather & process forms from employees

Accounting, Finance & Procurement



Pull data and build financial reports

Administration



Organize teams and manage calendars

Example: Govern Self-Service

AvePoint

Cloud Governance for Office 365

Automate provisioning, management, & lifecycle of Office 365

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

Governance & security

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

Microsoft Teams Chat Window

Public | Pretty Safe

April 16, 2018

May 22, 2018

September 17, 2018

9:17 PM 9/19/2018

Step 2: Facilitate leadership buy-in



Highlight financial benefits

Demonstrate better transparency

Expedite organizational agility

Example: Global team collaboration

The screenshot shows a Microsoft Teams chat window for the 'Field Marketing' team. The left sidebar lists various teams including 'AvePoint Marketing', 'Digital Marketing', 'Field Marketing', and 'US CN Technical Writing'. The main chat area is titled 'Field Marketing > General' and shows a conversation from July 30, 2018. A message from Martina Dingis asks for help with event assets, listing items like T-shirts, a booth, and raffle gifts. Other team members, AnnMarie Connolly and Adeline Boror, respond with photos and links to resources.

The screenshot shows a Microsoft Teams chat window for the 'US CN Technical Writing' team. The left sidebar lists various teams including 'AvePoint Marketing', 'Digital Marketing', 'Field Marketing', and 'US CN Technical Writing'. The main chat area is titled 'US CN Technical Writing > Just for fun!' and shows a conversation from June 20 and 21, 2018. A message from Delphine Chen shares a photo of a sunset and asks for help with a presentation. Another message from Dorothea Zhang shares two photos of double rainbows.



Step 3: Ensure quick wins

Enable mobility

Provide a one-stop shop

A day in the life



Example: Real time translation



O365 Grp - Dokumentportal > General ...

Conversations Files Wiki Development Tasks Notes DokumentPortalen +

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

July 23, 2018

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

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

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

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

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

Example: Mobile Access



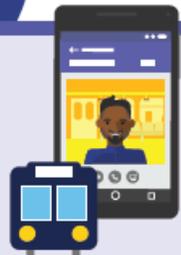
Microsoft Teams

Day in the life – IT Project Manager

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

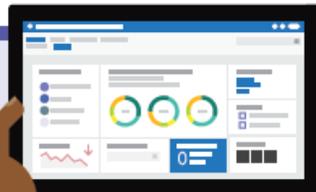
7:45 AM

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



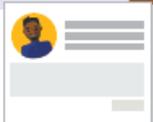
8:30 AM

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



9:30 AM

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



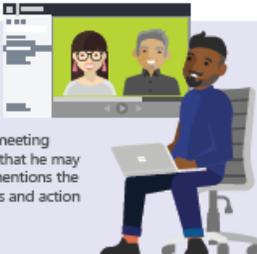
11:30 AM

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



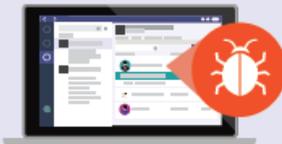
2:00 PM

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



3:30 PM

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



4:30 PM

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



6:00 PM

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



Example: A Day in the Life

Make it relevant to their role

Step 4: Develop Contextual Learning



Use case driven

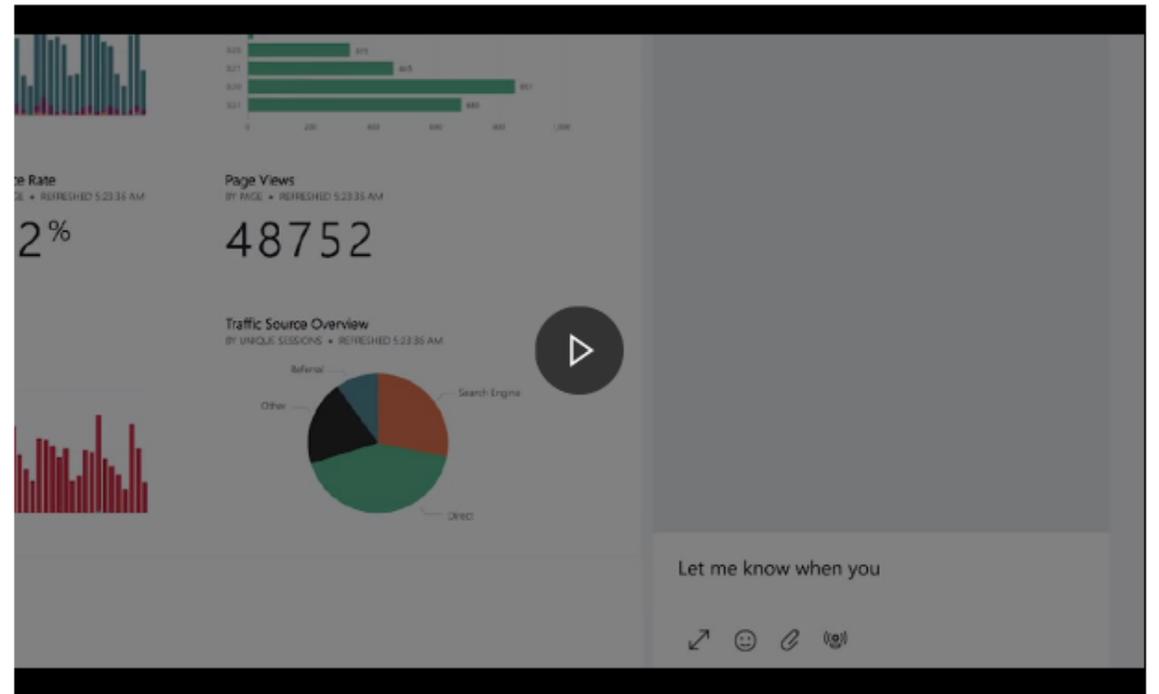
On-demand

Always have a call to action

Example: Microsoft Teams for Sales

Bring together content, people, and tools in one place

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



Example: On-Demand Learning

What is Microsoft Teams?
▶ Video

Sign in and get started
📄 Article

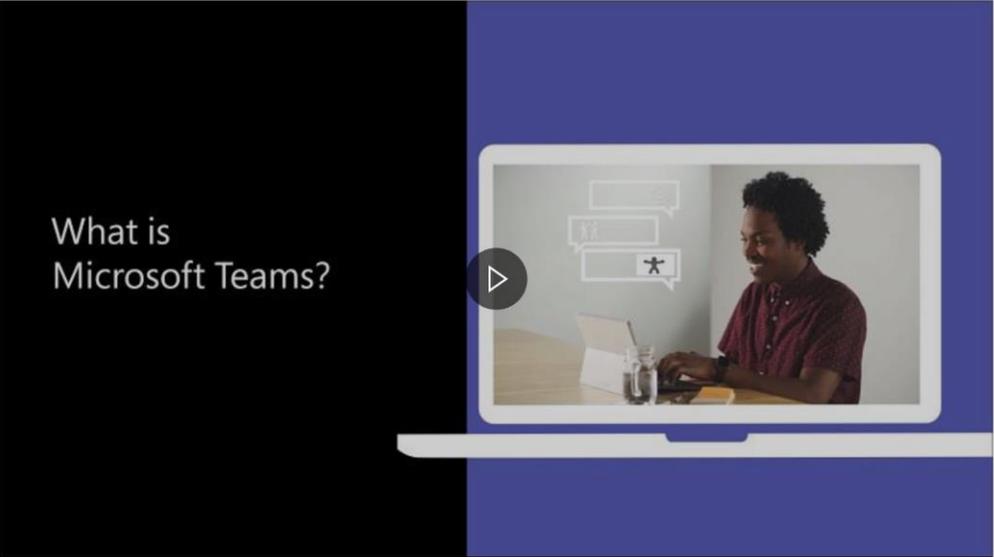
Chat and share files
📄 Article

Collaborate
📄 Article

Set up your mobile apps
📄 Article

Learn more
📄 Article

Next: Intro to Microsoft Teams



What is Microsoft Teams?

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

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

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

Example: Move email addicts to Teams

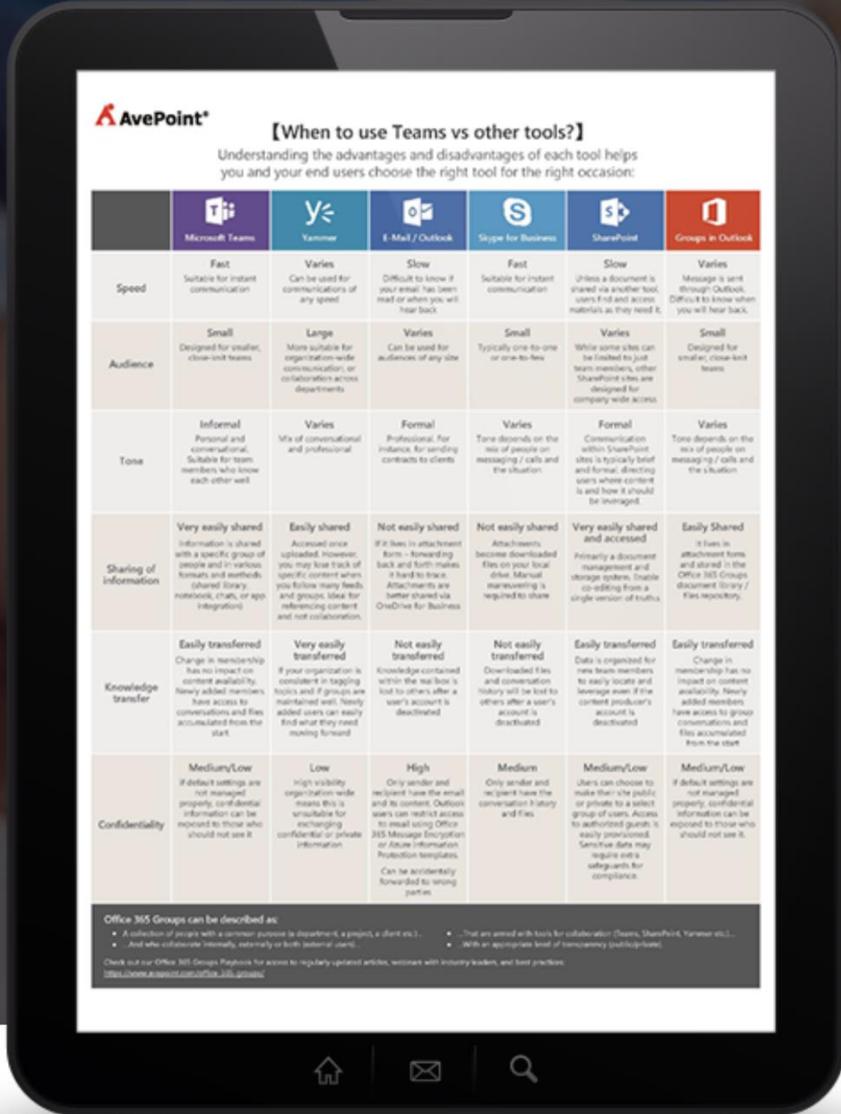
Your email...

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

A team...

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





When to use Teams vs other tools?

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

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

Office 365 Groups can be described as:

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

Check out our Office 365 Groups Playbook for access to regularly updated articles, webinars with industry leaders, and best practices.
<https://www.avepoint.com/Office365/groups/>

Free eBook

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

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

Free Download >

avepoint.com/resources

Step 5: Create Your 90 Day Plan



Identify specific use cases

Conduct pilot

Launch company wide

Example: Business Use Case

Employee Onboarding

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

Issue

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

Solution

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

Benefits

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

Success Metrics

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

Owner & Timeline

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

Example: 90 Day Plan

Month 1

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

Month 2

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

Month 3

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



Drive Adoption Success

IT Can You Handle This?



Business Engagement

Drive Adoption

Support & Maintenance



Engage Key Business Groups

Corporate
Communications



Human
Resources



Facilitate Governed Empowerment

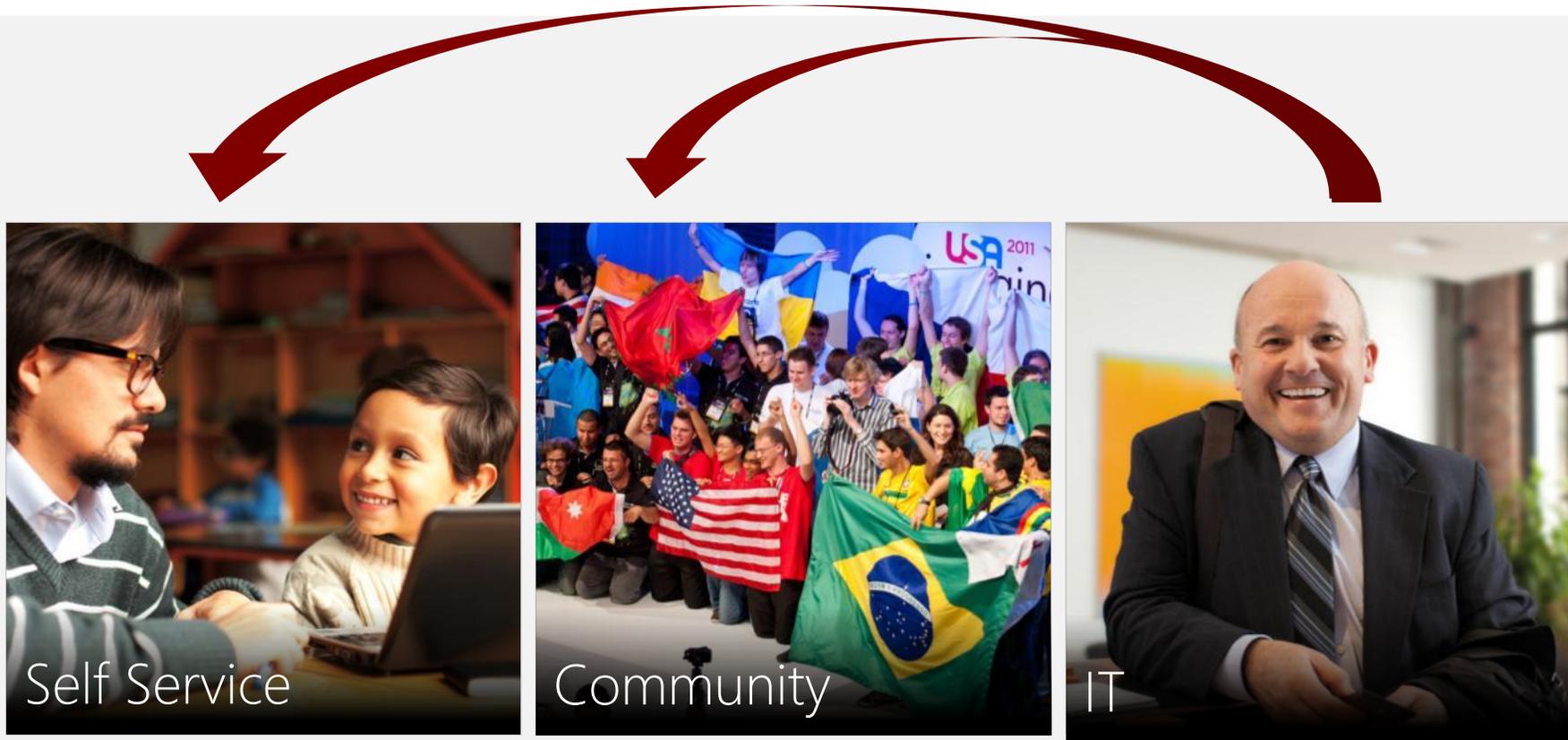
Draconian IT Control

X

Governed Empowerment



Establish Scalable Support





Month 1: Key Activities

Get stakeholder consensus

Identify low hanging fruits

Conduct proof of concept

Month 2: Key Activities

Launch Teams pilot across 3 departments/groups

Establish help desk / support strategy + resources

Identify success metrics



Month 3: Key Activities

Launch organization wide

Ensure leadership is engaged

Showcase wins





Ensure
sustainable
adoption

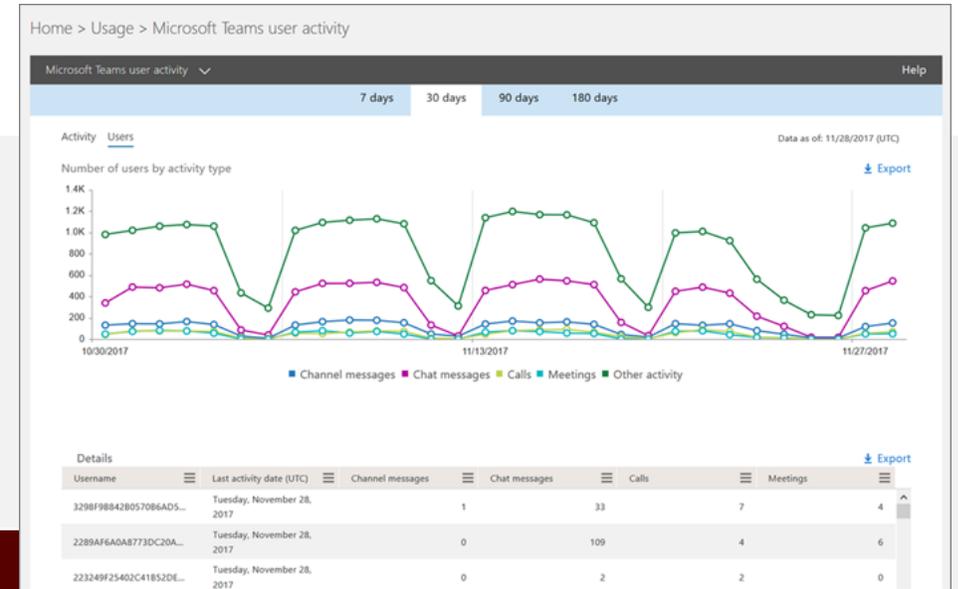
Consistently gather feedback

Regular learning activities

Introduce relevant new features

Measure Success

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



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



What We Covered

Modern Workplace Today

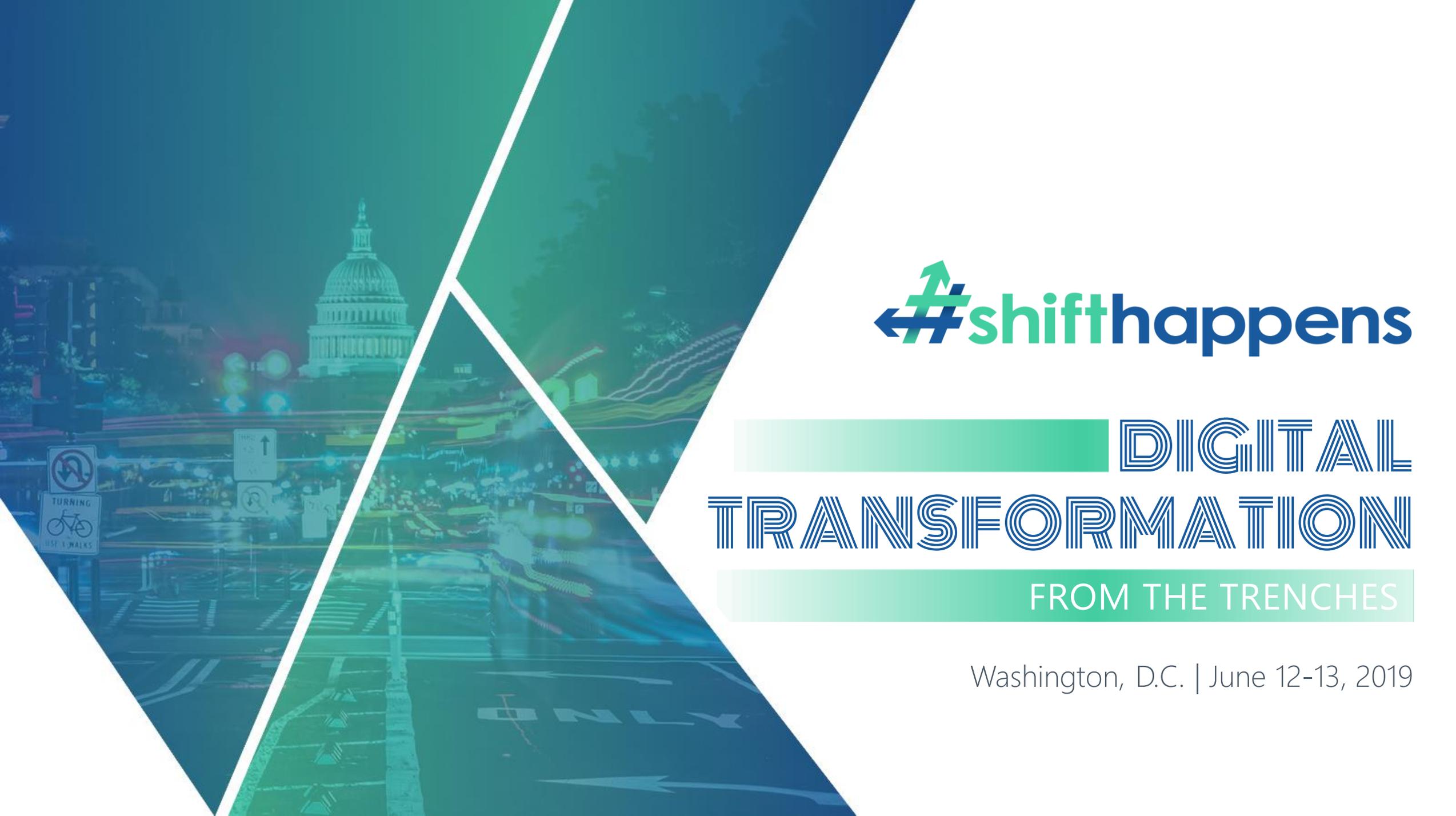
Why Microsoft Teams?

Right Sizing Governance

Establish Sustainable Adoption Plan

Drive Adoption Success





 **#shifthappens**

**DIGITAL
TRANSFORMATION**

FROM THE TRENCHES

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

thank you

Gracias

ευχαριστώ

Danke

Grazie

благодаря

Hvala

Obrigado

Kiitos

شكراً

Tak

Ahsante

Teşekkürler

متشكراً

Salamat Po

감사합니다

Cám ơn

شكريه

Terima Kasih

Dank u Wel

Děkuji

நன்றி

Köszönöm

ありがとう
ございます

ឧបត្ថម្ភគ្រប់

Dziękuję

谢谢

Tack

Mulțumesc

спасибо

Merci

תודה

多謝晒

дядкую

Ďakujem



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