



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

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Unleash the Power of You

Attendee Poll

- What are your largest concerns when you hear Microsoft Teams Adoption ?
- How can a lack of governance impact the way your users interact with Teams?
- How do you think Teams will change your business?



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



About AvePoint: Our Core Values



Agility · Passion · Teamwork

UNLEASH
the power of you



Agility: We value quick, informed decision-making to meet and exceed customer expectations. We subscribe to a growth mindset, which contributes to our entrepreneurial and learning spirit.

Passion: Drive and energy are contagious here; we are not just going through the motions. We do things that are impactful and as a result, amplify our customers' success.

Teamwork: We are invested in the success of our colleagues, partners, customers and community. We do this by promoting global collaboration and taking pride in helping, sharing, mentoring and coaching each other.



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%

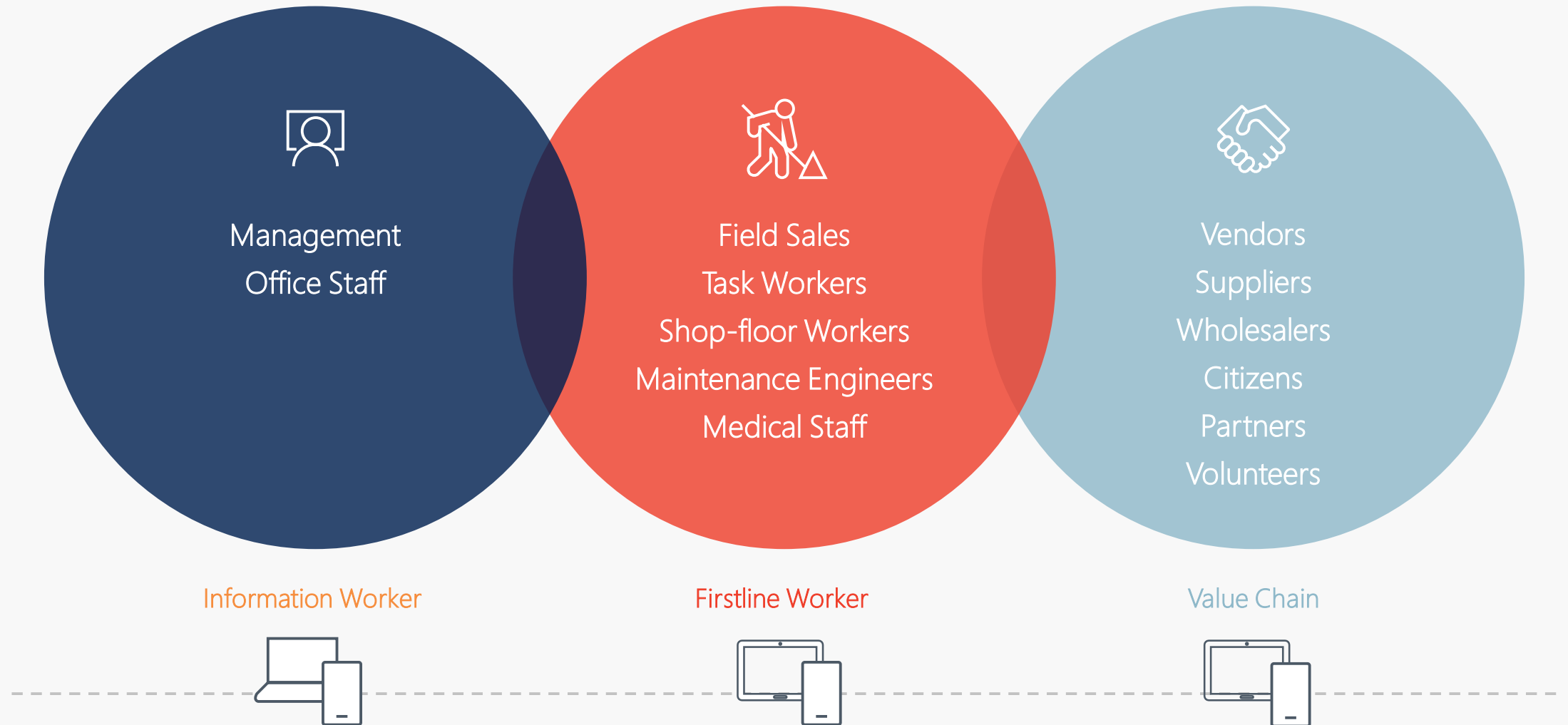
of business leaders say it is very important that technology empowers employee creativity and innovation

\$4m

Average cost of a data breach



Today's modern workforce



Teamwork

The landscape has changed

2x

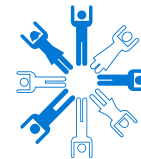
More collaboration

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

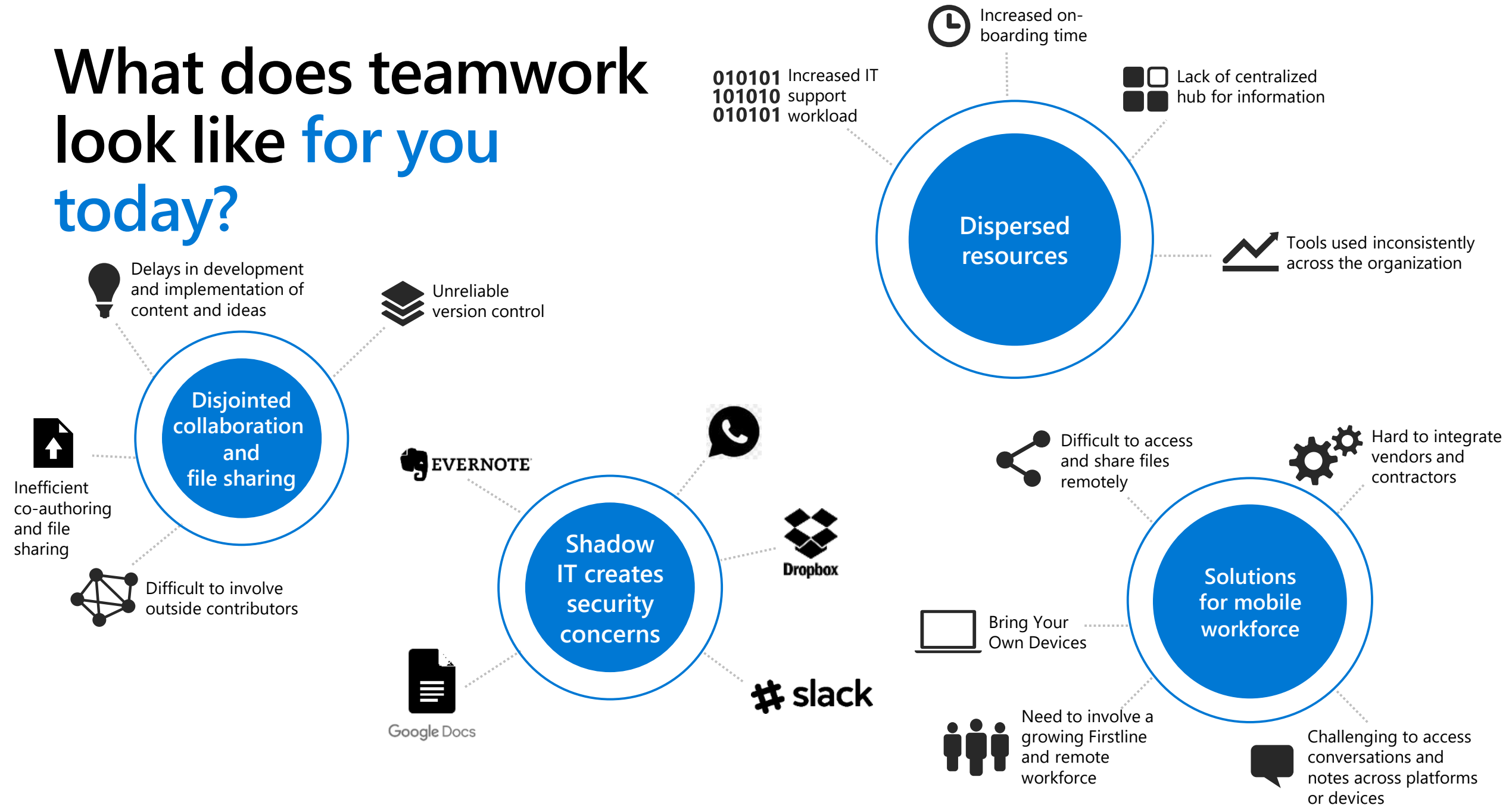
People have different expectations, preferences, skillsets and abilities



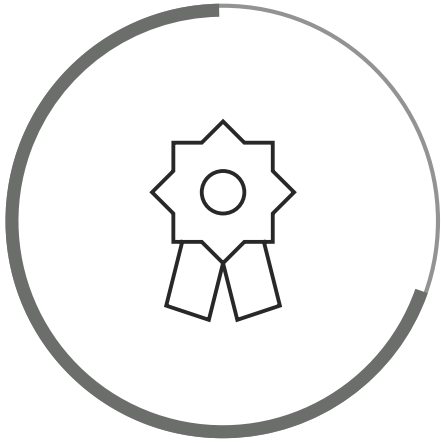
Employee engagement

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?

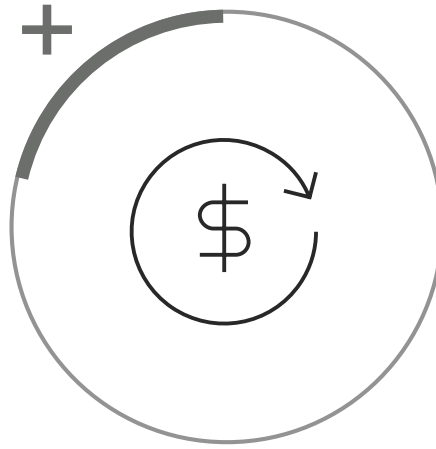


Engaged employees are **crucial to success**



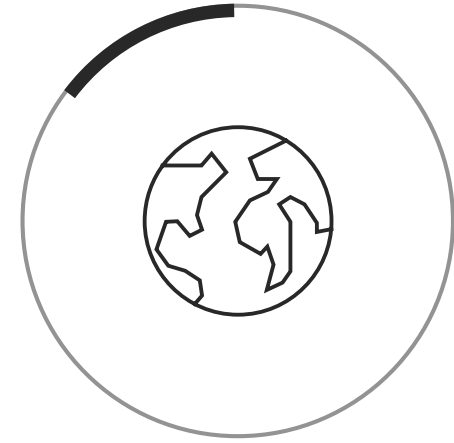
70%

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

Microsoft 365

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

Office 365

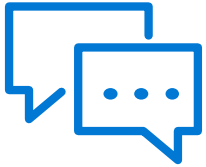
Windows 10

Enterprise Mobility + Security



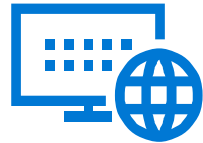
Microsoft 365: Universal Toolkit for Teamwork

Teams



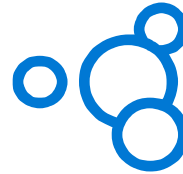
Hub
for Teamwork

SharePoint



Intranets &
Content Management

Yammer



Connect Across
the Organization

Office Apps



Co-Author

Outlook



Email
& Calendar

Office 365 Groups

Single team membership
across apps and services

Microsoft Graph

Suite-wide intelligence
connecting people and content

Security and Compliance

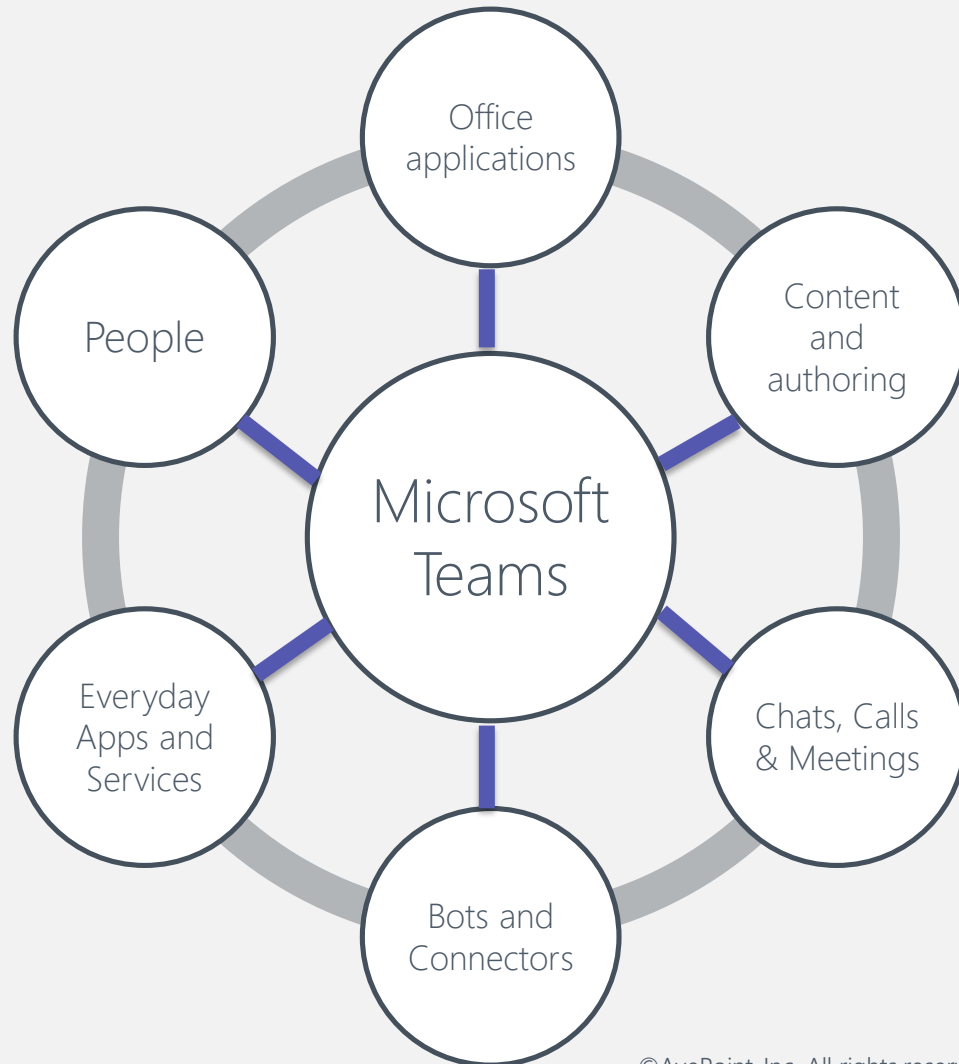
Centralized policy management

Teamwork in Microsoft 365



Why Microsoft Teams?

Microsoft Teams – The Hub for Teamwork



Communicate: Chat, calls & meetings for today's teams



Collaborate: Deeply integrated Office 365 apps



Customize & Extend: 3rd party apps & existing systems



Work w/ Confidence: Enterprise security, compliance & manageability



Microsoft Teams Capabilities



Channel Tabs

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



Connectors

- Simple webhook notifications in channels



Compose Extensions

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



Personal Tabs

- Create a personal workspace
- Aggregate content from across Teams



Bots in channels

- Coordinate tasks in a team environment
- Broadly share information



Bots in 1:1 chat

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



Teams for different departments

Marketing

Deliver marketing campaigns and go-to-market activities across a diverse group of internal and external stakeholders.



Sales

Build and deliver proposals with input from different stakeholders.
Manage sales planning, training and sales readiness in the same place.



Finance

Aggregate and report on data while conducting business reviews.



Human Resources

Manage recruitment, training and reviews across departments.



IT

Drive IT transformation and change management.
Plan, execute and manage all phases of IT deployment, adoption and rollout.



Engineering

Move quickly between ideation, development and deployment.
Integrate with developer tools.



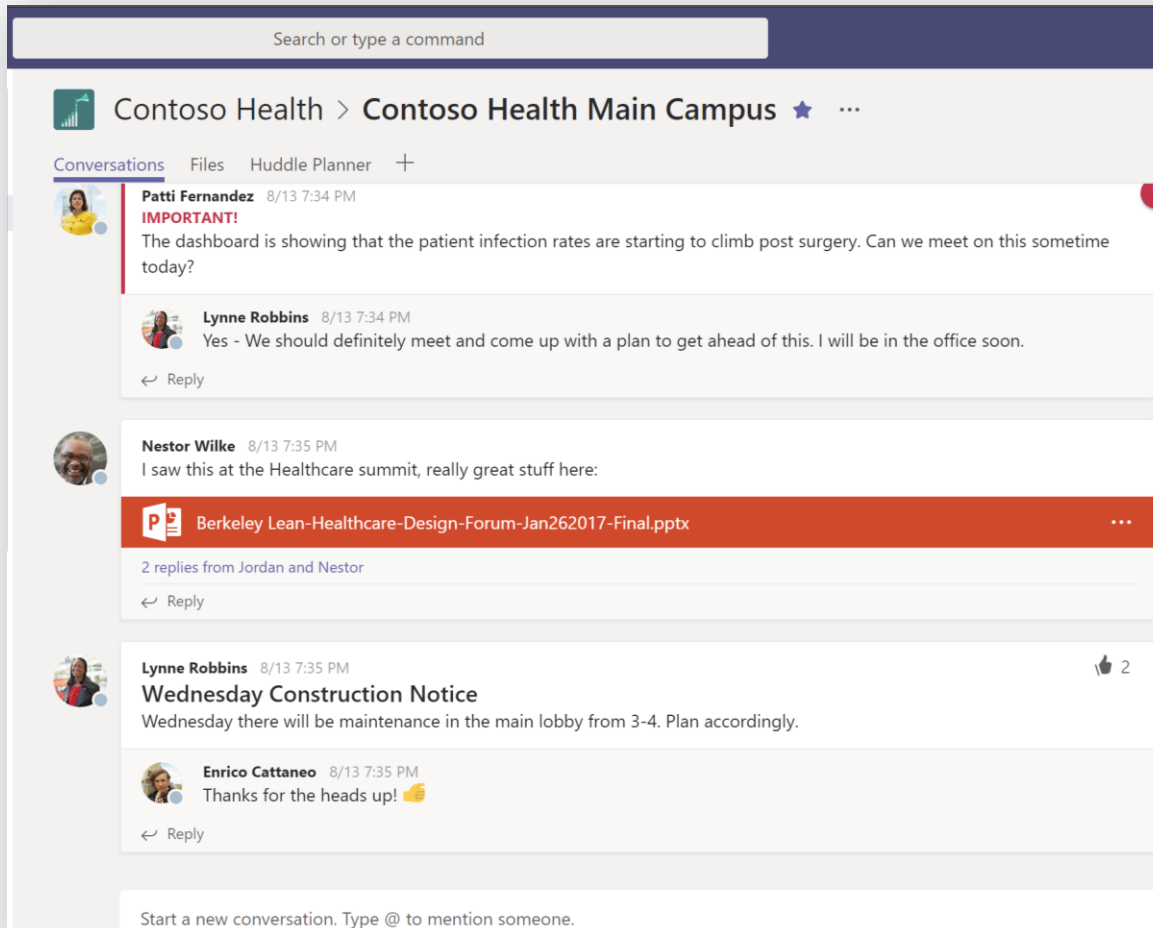
Project Management

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



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

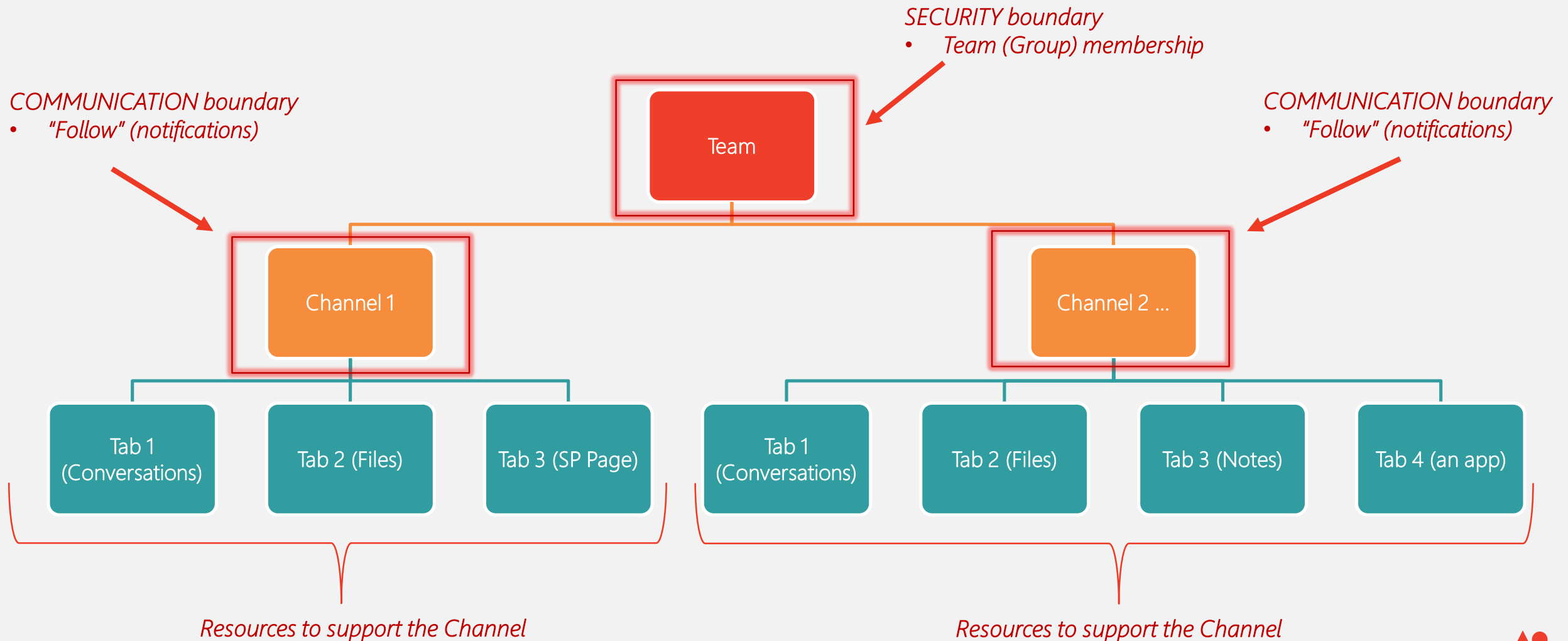
“Conversations” are at the heart of Team collaboration



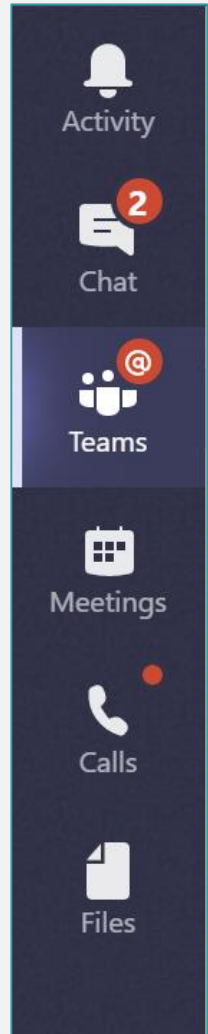
- Follow/unfollow channel to be notified of all activity
- @Mention people or the Team to alert them to your message regardless of their follow status
- Only users that have favorited a channel get notified if you @Mention the Channel itself



The basic shape of a Team



The Difference between TEAMS and CHATS



Team Conversations

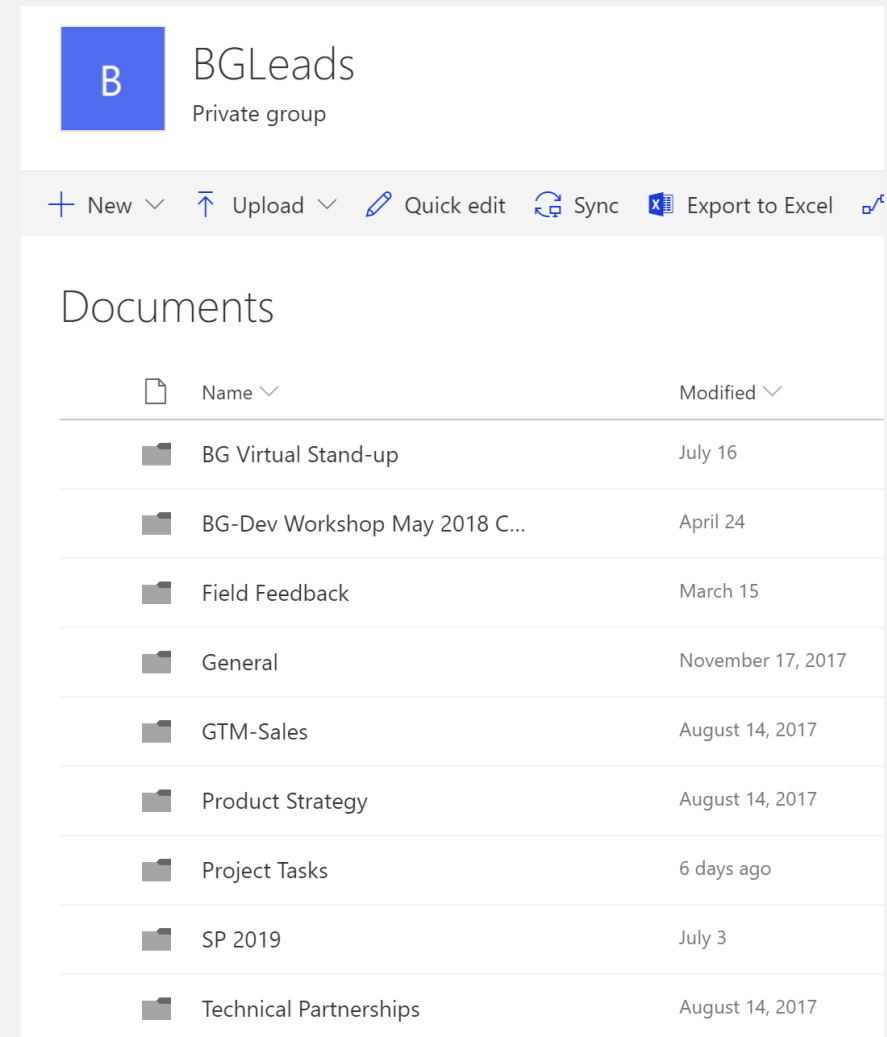
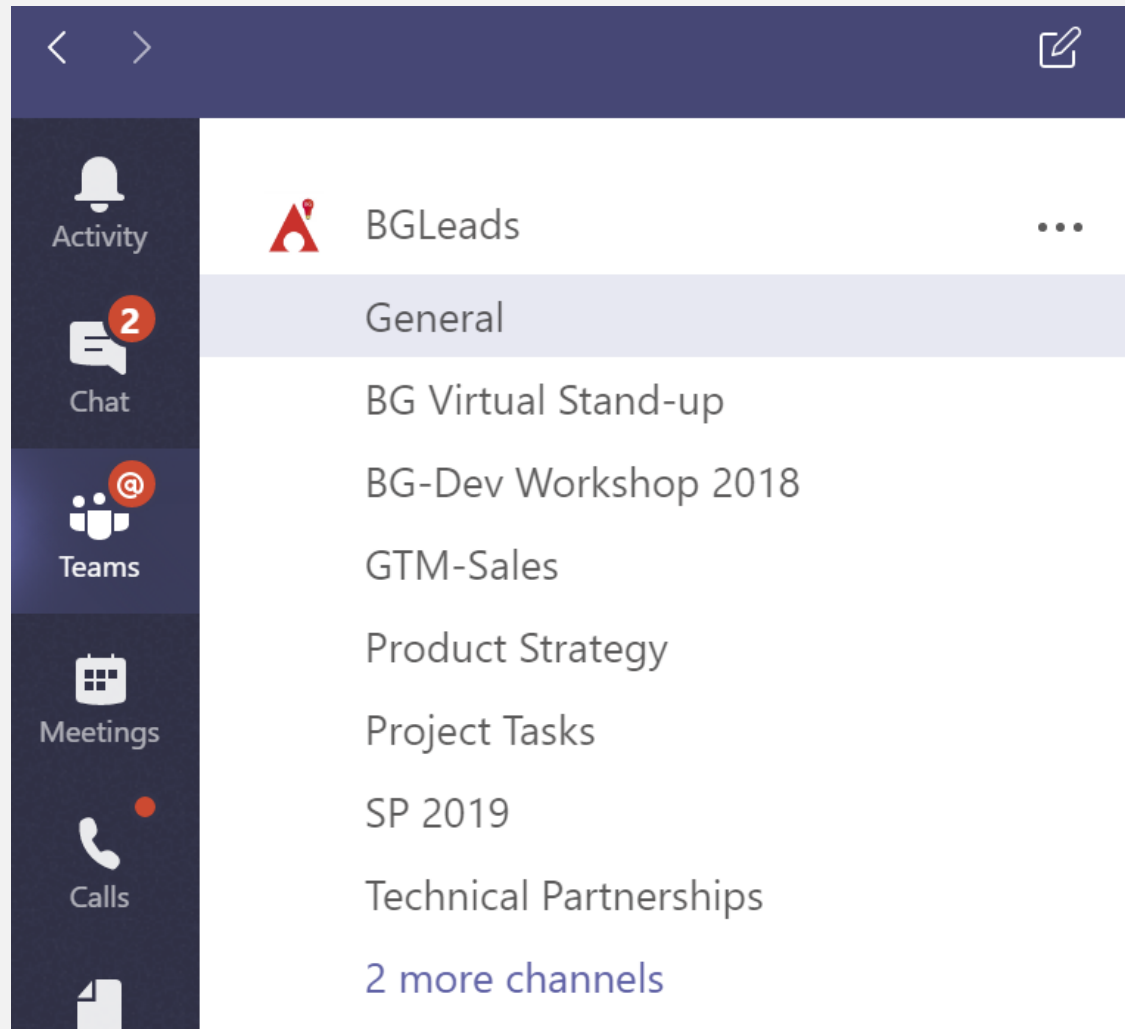
- Visible to all Team members/owners
- Uploaded files go into the SharePoint folder for the Channel
- Conversation history goes into the Team mailbox for compliance needs (hidden)
- Notifications will be sent to those following the Channel + those who are @mentioned

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



Where Are My Conversations Stored?

Chat service

In memory processing for speed

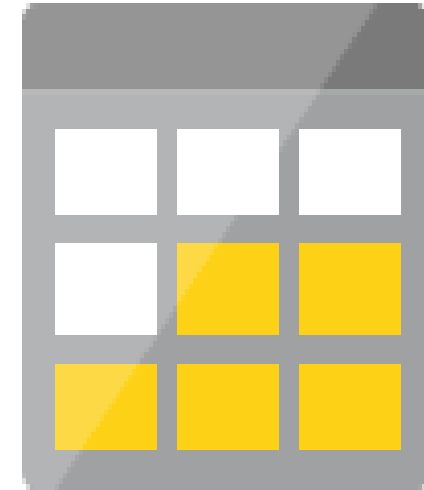
Leverages Azure storage (blob, tables, queues)

Substrate / Exchange

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

Conversation images & media

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



Where Are My Files Stored?

1:N chats

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

Team conversations

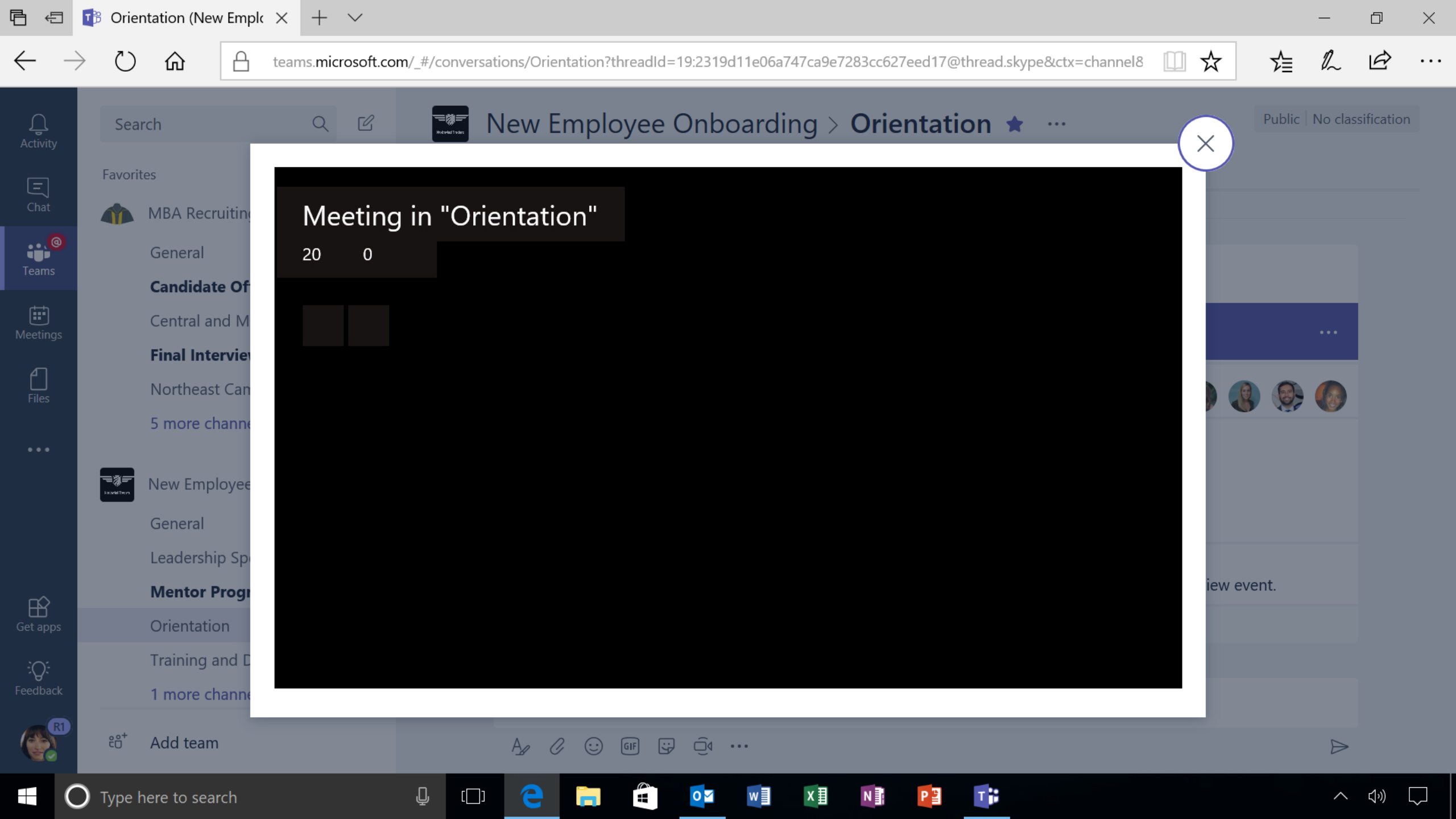
Files are uploaded to SharePoint. A folder is associated with each channel in the team

Cloud storage

Dropbox, Box, Citrix ShareFile, Google Drive




How can we improve everyday experiences by extending Teams?






Every day I have to ... eat

 **Café and Dining Dev**

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

Yesterday 1:49 PM

Where is the nearest café?

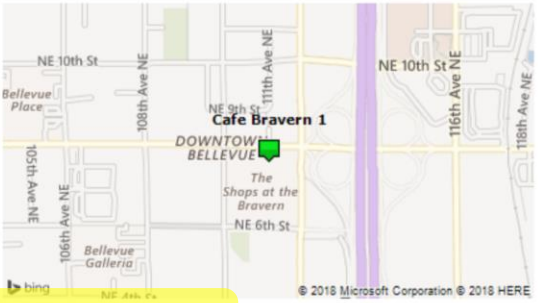
 Café and Dining Dev Yesterday 1:49 PM

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

[Sign in](#)

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


Cafés near you



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

bing


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 Café Bravern 1
Building BRAVERN-1


Here's the menu for Cafe Bravern 1 on Wednesday

What can I do?

Type your questions here




Every day I have to ... eat

 Café and Dining Dev

Conversation Favorites Reminders About

Here's the menu for Cafe Bravern 1 on Wednesday



Cafe Bravern 1
Breakfast 7:00 - 10:30 am | Lunch
11:00 - 2:00 pm | Espresso 7:00 -
4:30 pm

THE WOK
Fried Rice, Spicy Fried Chicken Wing, Mongolian Tofu, General Tso Chicken

SUB SHOPPE
Build Your Own Sub

SOUPS
Vegetarian Southwest Vegetable (vegan), Old Fashion Tomato (vegan), Chicken
Noodle w/ Penne Pasta

SALAD BAR
Salad Bar

GRILL

What can I do?

Take a tour

Learn about what I can do

Where is the nearest café?

Get cafés nearest to your assigned building

What is on menu for Friday?

Get menu of any week day for your building's ...

Today's menu at Lincoln Square

Get today's menu for a cafe

What cafés are serving sushi

See what cafés are serving sushi







Remind me when sushi available







Get reminders for when a food item is on the ...

Meal card balance

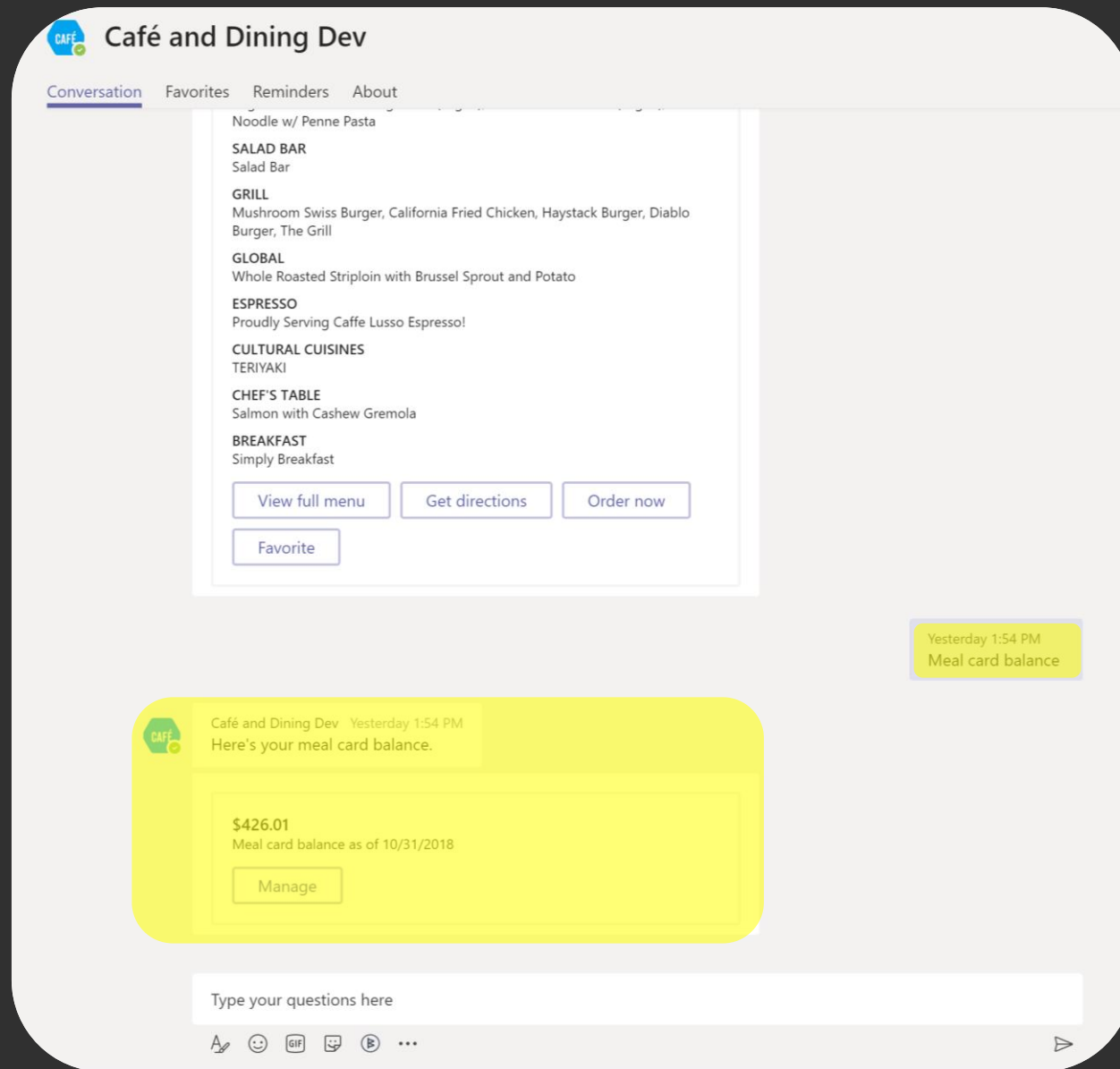
See your meal card balance and add money

Type your questions here

     ... 

     ... 

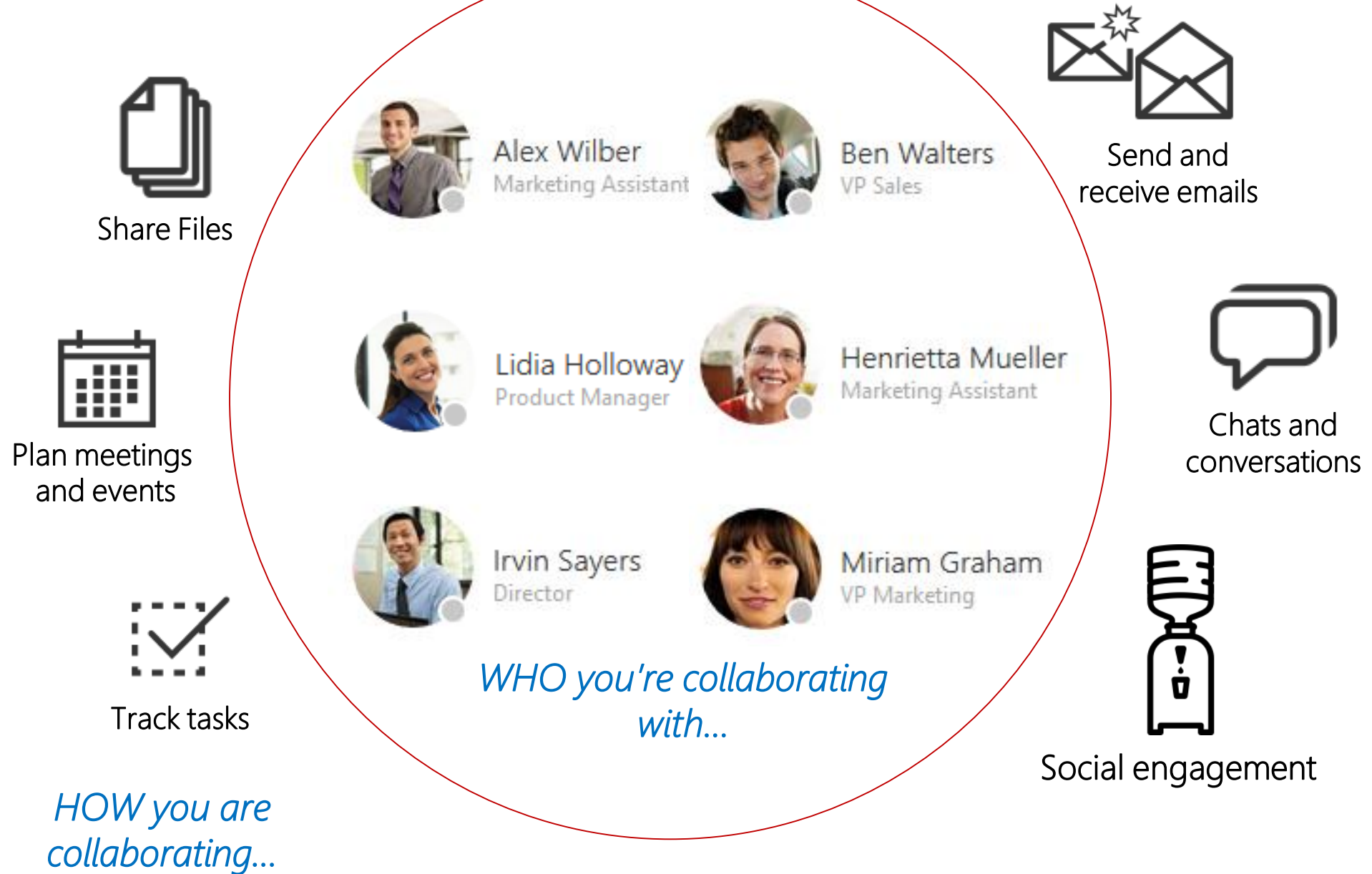
Every day I have to ... eat



Right Sizing Governance



The "job to be done"



Office 365 Groups = Membership Service

Attributes

One identity

Azure AD is the master for group identity & membership

Federated resources

Office 365 services extend with their data

Loose coupling

Service notify each other of changes to a group

Flow

User creates new group for teamwork



Group identity created in Azure Active Directory



Group experience populated in app of choice

Apps



Azure AD

Outlook

Teams

StaffHub

SharePoint

Planner

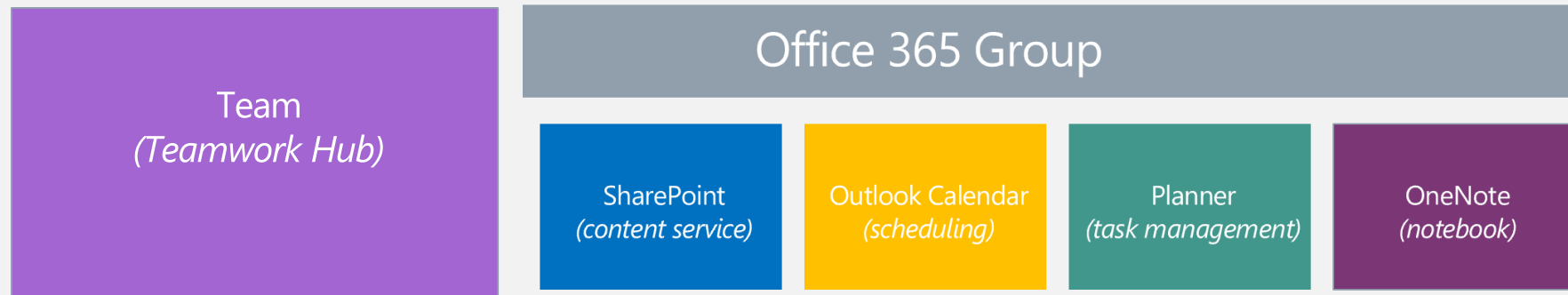
Dynamics CRM

Yammer

Stream

Power BI

When Creating a Team ...



Entry-points for self-service creation

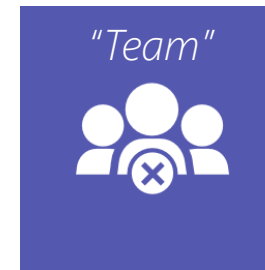
Office 365
Groups



=



=



=



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	This is the Id of AllowedtoCreateGroups
AllowToAddGuests	True	
UsageGuidelinesUrl		
ClassificationList		
EnableGroupCreation	False	This indicates no one else in the company can create groups

PS C:\WINDOWS\system32>



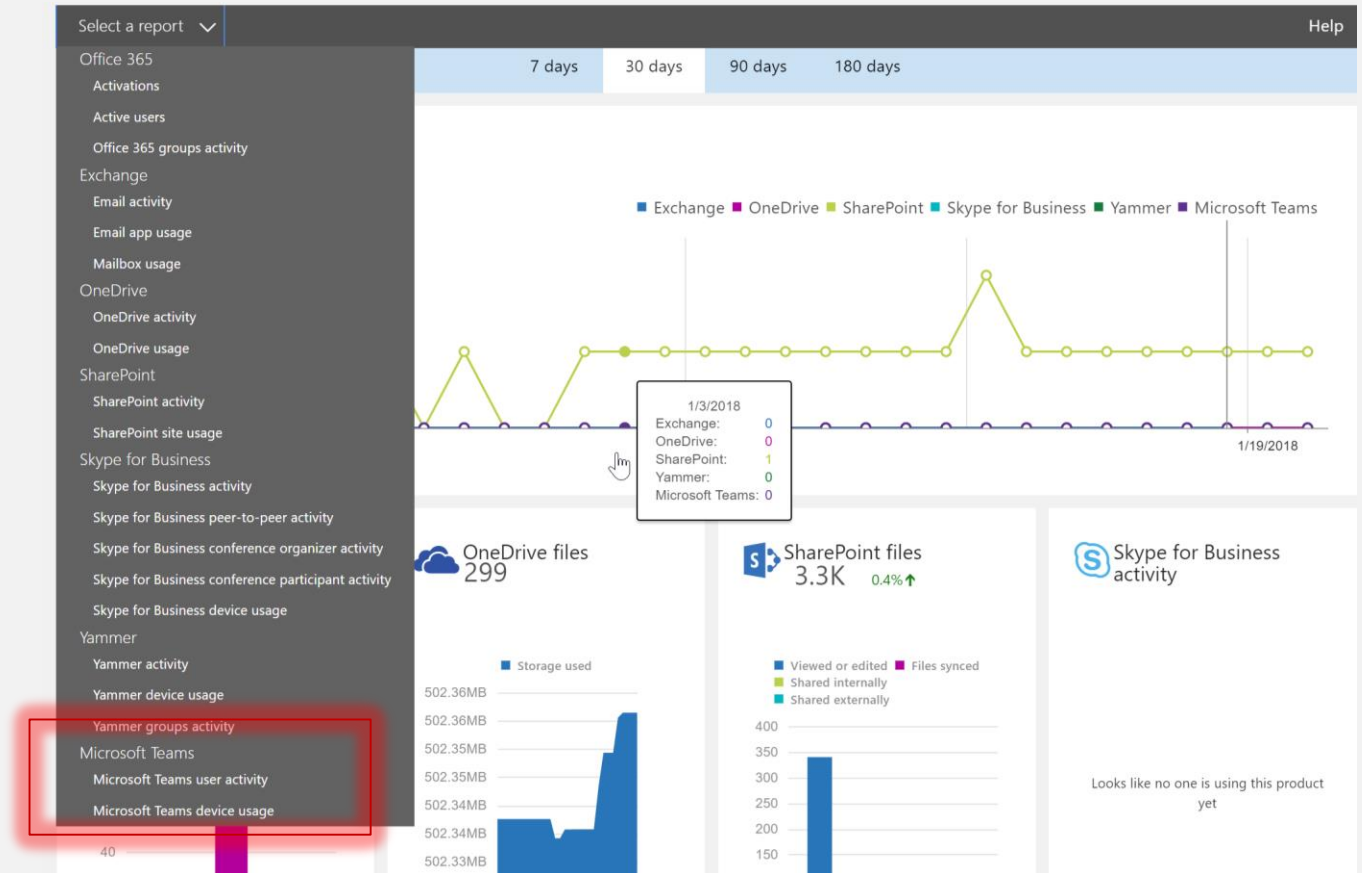
Govern Ongoing Management

- Monitor usage 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

The screenshot displays the Azure Active Directory admin center interface. The left sidebar shows the navigation menu with options like Home, Groups, and Users. The main content area is divided into two panes. The left pane, titled 'Group', shows the configuration for a group named 'My Cool Dynamic Group'. The 'Group type' is set to 'Office 365', the 'Group name' is 'My Cool Dynamic Group', and the 'Membership type' is 'Dynamic User'. The right pane, titled 'Dynamic membership rules', shows the 'Add dynamic membership rule' section. It includes a 'Simple rule' button and an 'Advanced rule' button. Below these, there are fields for 'Add users where' (set to 'department'), 'Equals' (set to 'Cool People'), and a text input field containing 'Cool People'.



Govern Information Lifecycle

- Expiration
- Retention
- Policy enforcement



Out of the Box Capabilities

- Soft Delete/Restore

The screenshot displays the Office 365 update center interface. On the left, a list of updates is shown, including 'Recover deleted Office 365 Group from Office and Exchange admin centers', 'Outlook for Windows: Create appointments on Group calendars', and 'Outlook for Windows: Improvements to Contact Card'. Below these, a summary section shows 'Cancelled' updates (0) and 'Previously released' updates (17). On the right, a detailed view of the 'Recover deleted Office 365 Group' feature is shown, highlighting its description, feature ID (14685), roadmap date (06/08/2017), last modified date (07/25/2017), and tags (O365, Groups). Social media sharing icons for Facebook, LinkedIn, Twitter, Email, and YouTube are also present.

Recover deleted Office 365 Group from Office and Exchange admin centers

Outlook for Windows: Create appointments on Group calendars

Outlook for Windows: Improvements to Contact Card

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

Previously released
17 Generally available updates for all applicable customers

Recover deleted Office 365 Group from Office and Exchange admin centers

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

Feature ID: 14685

Added to Roadmap: 06/08/2017

Last modified : 07/25/2017

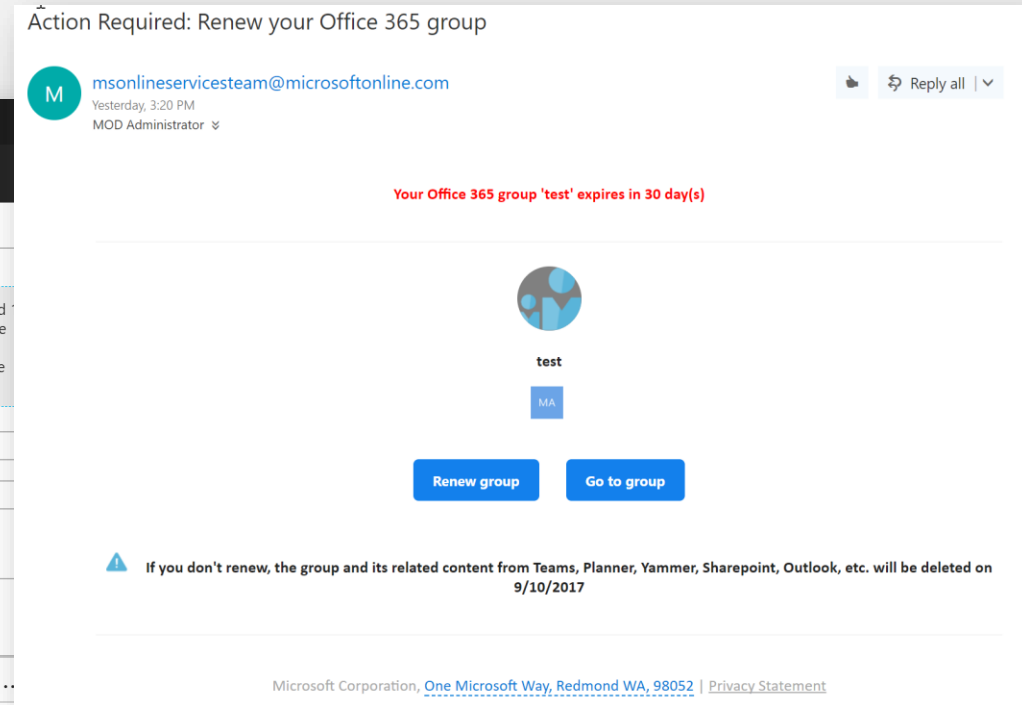
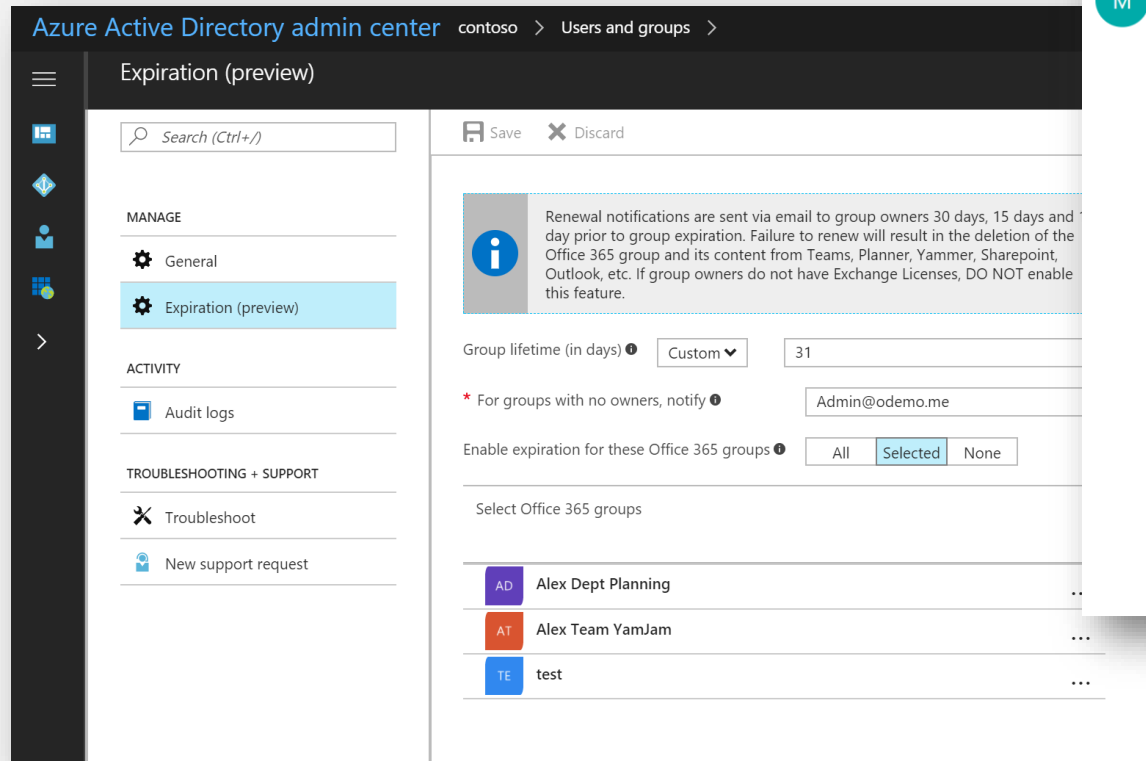
Tags: O365, Groups

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



Office 365 + AIP P1

- Group Expiration



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 Microsoft 365 Security & Compliance center interface. On the left is a navigation pane with links to Classifications, Data loss prevention, Data governance, Dashboard, Import, Archive, Retention, Events, Supervision, Threat management, Mail flow, and Data privacy. The main area shows the 'Create a policy to retain what you want and get rid of what you don't' workflow. The 'Choose locations' step is highlighted, showing a list of locations with toggle switches and selection options.

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...
1 year

Do you want us to delete content?
☐ Yes ☒ No

Need more options?
☐ Use advanced retention settings

Back

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

Home

Alerts

Permissions

Classifications

Labels

Label policies

Sensitive information types

Data loss prevention

Data governance

Threat management

Data privacy

Search & investigation

Reports

Create a label to help users classify their content.

✓ Name your label

● Label settings

● Review your settings

Label settings

Retention ⓘ

On

When this label is applied to content...

● Retain the content

○ Do not retain the content

Documents

Name	Modified	Modified By	Sign-off status
General	September 25, 2017	MOD Administrator	
HBI Stuff	September 11	MOD Administrator	
My Other Channel	September 25, 2017	MOD Administrator	
2018-01-24_17-11-17.png	April 16	MOD Administrator	
✓ Test Doc.rtf	August 23, 2017	Adele Vance	

Share Copy link Download Delete Flow Pin to top Move to Copy to Rename

1 selected

Test Doc.rtf

Document

Name *

Test Doc.rtf

Apply label

High Business Impact (HBI)

None

Clear the label

High Business Impact (HBI)

Retain for 7 years

Low Business Impact (LBI)

Delete after 2 years

Medium Business Impact (MBI)

Retain for 3 years

My New Label

Test Label 2

Retain for 22 years

Are these
management
controls
enough?

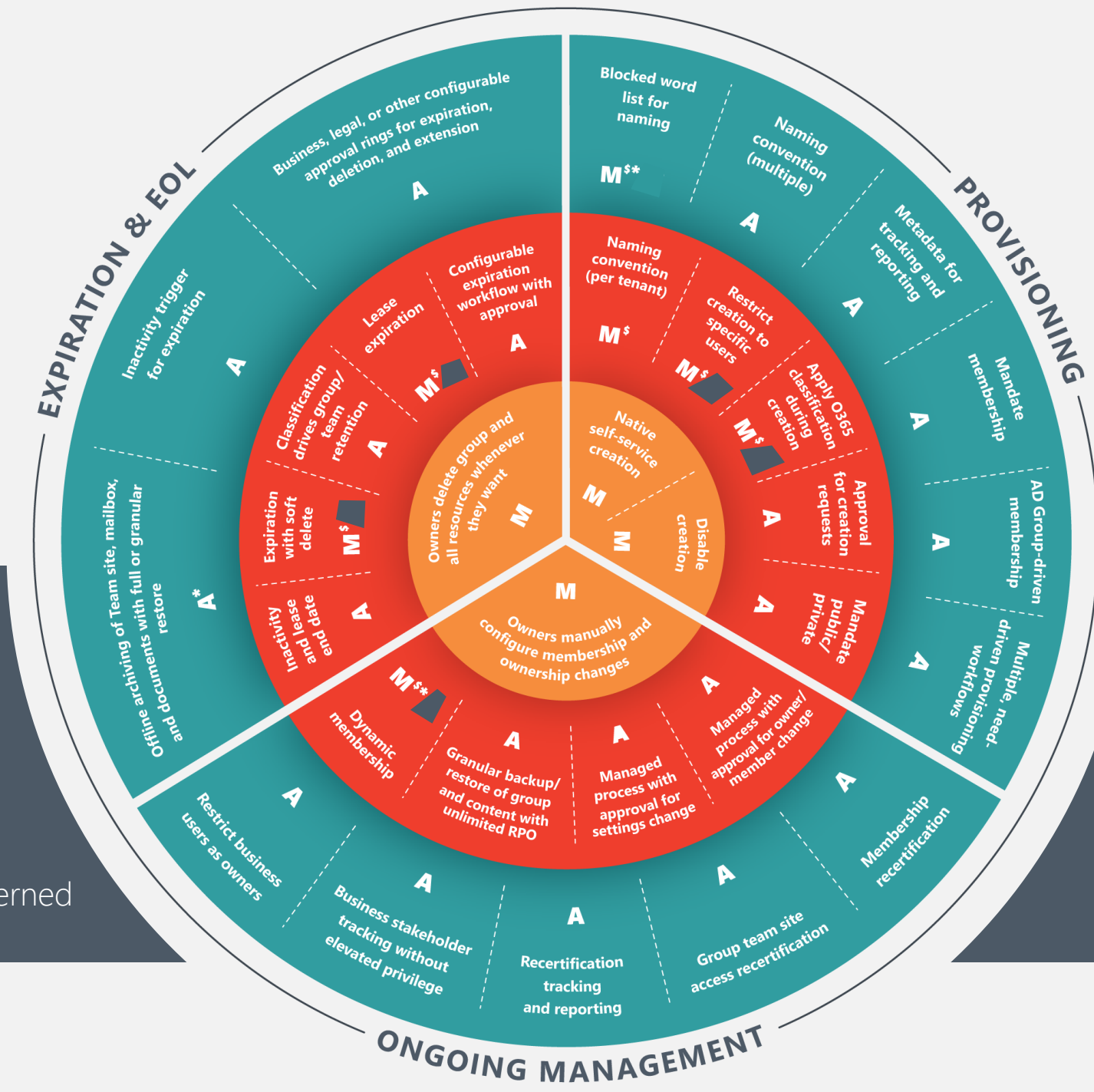


Right-Sizing Office 365 Governance

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

LEVELS OF GOVERNANCE:

■ Ungoverned ■ Lightly Governed ■ Fully Governed



- 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

Back to site

Office 365 Group Policy

Select an Office 365 group policy that will be applied to the group.

*Office 365 group policy:
Office 365 Groups Policy

Space Classification

Public

- ✓ Granular backup every 6 hours
- ✓ Auditing Enabled
- ✓ Lease period of 6 months
- ✓ Option to extend lease by 3 months
- ✓ Recertify members every month

Save As Draft

Save and Submit

Cancel

Back to site

View Details: Office 365 Groups Policy



Copy



Deactivate

Office 365 Group Team Site Quota Threshold

Enable Office 365 group team site quota threshold:	No
--	----

Recertification

Enable recertification:	Yes
-------------------------	-----

Recertification profile name:	O365 Recertification Profile
-------------------------------	------------------------------

Enabled membership recertification:	Yes
-------------------------------------	-----

Group owners:	Yes
---------------	-----

Group members:	Yes
----------------	-----

Recurrence:	Day 1 of every 1 months
-------------	-------------------------

Approval Process:	Group Contact Approval
-------------------	------------------------

Enabled permission recertification:	No
-------------------------------------	----

Save As Draft

Save and Submit

Cancel

Establish Sustainable Adoption Plan



Change is
often met with
resistance

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



Adoption challenges

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

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

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

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

Why training alone doesn't work



Lack of buy-in

Unclear expectations

Non-contextual

What's in it for me?



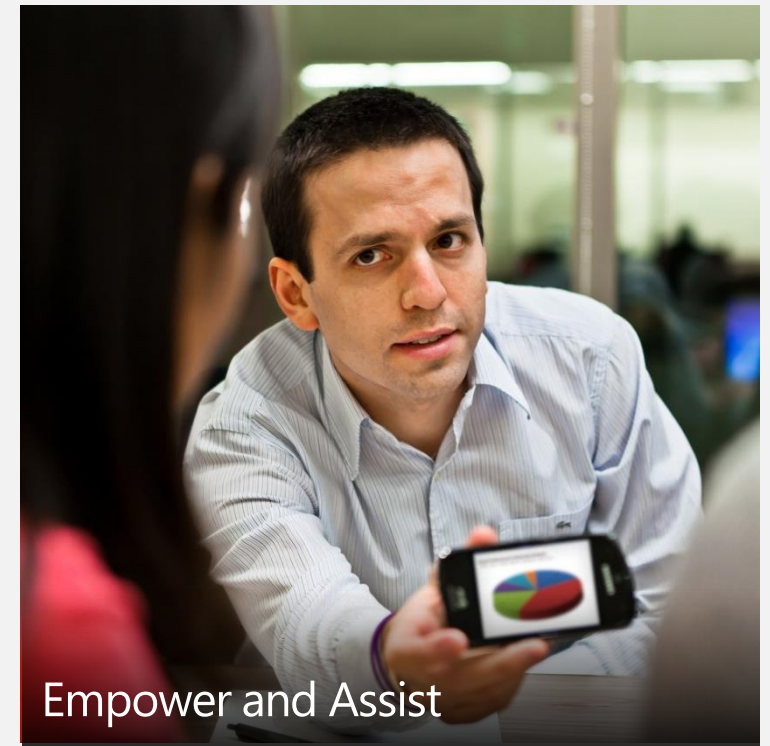
Goal: Drive Sustainable Adoption



Drive Excitement

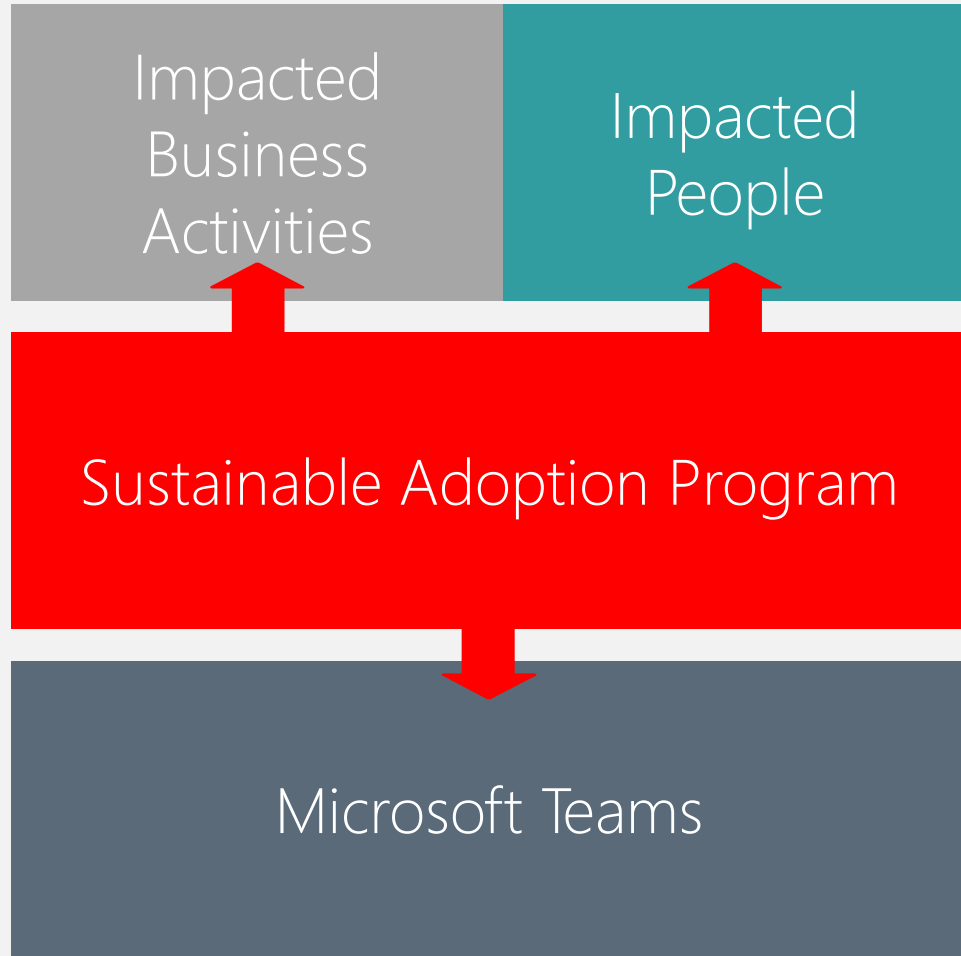


Facilitate Change



Empower and Assist

Sustainable Adoption Objectives



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



Step 1: Make it easy to do the right thing

Specify rules of engagement

Focus on business scenarios or initiatives

Enforce & automate governance

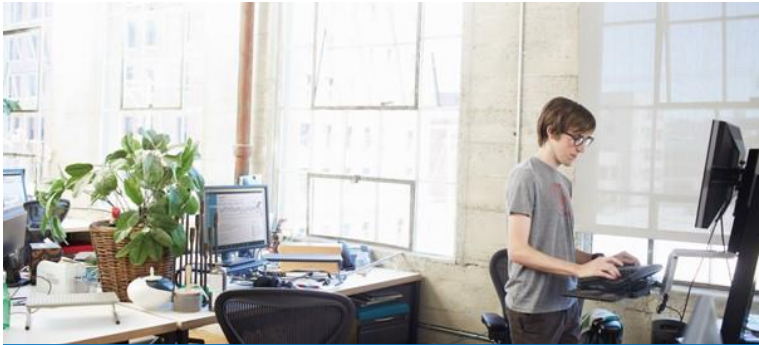


Example: Make meetings better



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



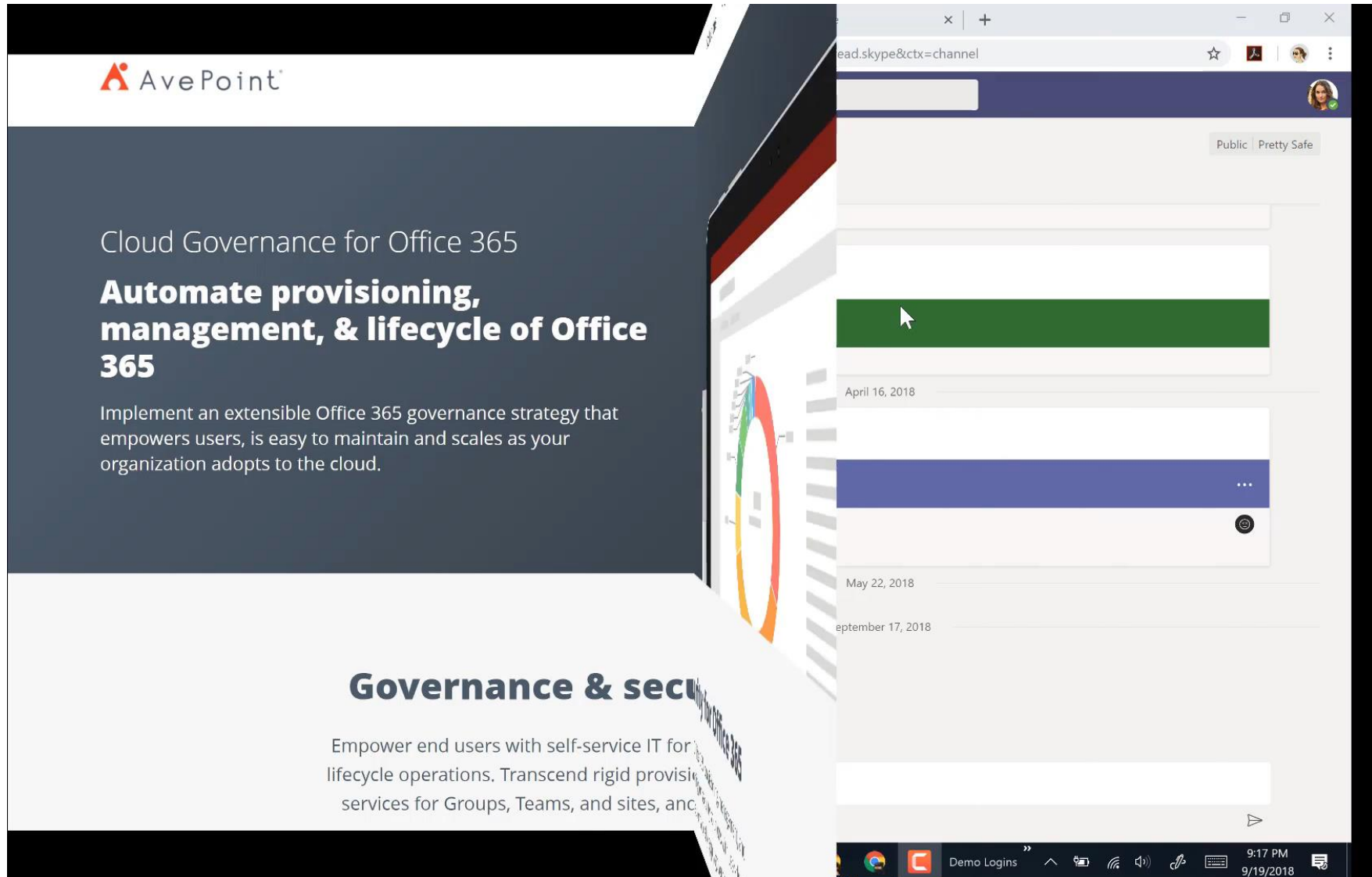
Pull data and build financial reports

Administration



Organize teams and manage calendars

Example: Govern Self-Service



The image displays two overlapping digital interfaces. On the left is a presentation slide for AvePoint's 'Cloud Governance for Office 365'. The slide features the AvePoint logo at the top, followed by the title 'Cloud Governance for Office 365' and a bolded sub-header 'Automate provisioning, management, & lifecycle of Office 365'. Below this, a paragraph describes implementing an extensible governance strategy. At the bottom, a section titled 'Governance & security' is partially visible. On the right is a screenshot of a Skype chat window. The window shows a contact named 'Pretty Safe' with a status of 'Public'. The chat history includes a green message bar, a date separator for 'April 16, 2018', a blue message bar, another date separator for 'May 22, 2018', and a third date separator for 'September 17, 2018'. The Windows taskbar at the bottom shows the time as 9:17 PM on 9/19/2018, with several icons including 'Demo Logins'.

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

head.skype&ctx=channel

Public | Pretty Safe

April 16, 2018

May 22, 2018

September 17, 2018

Demo Logins 9:17 PM 9/19/2018

Step 2: Facilitate leadership buy-in

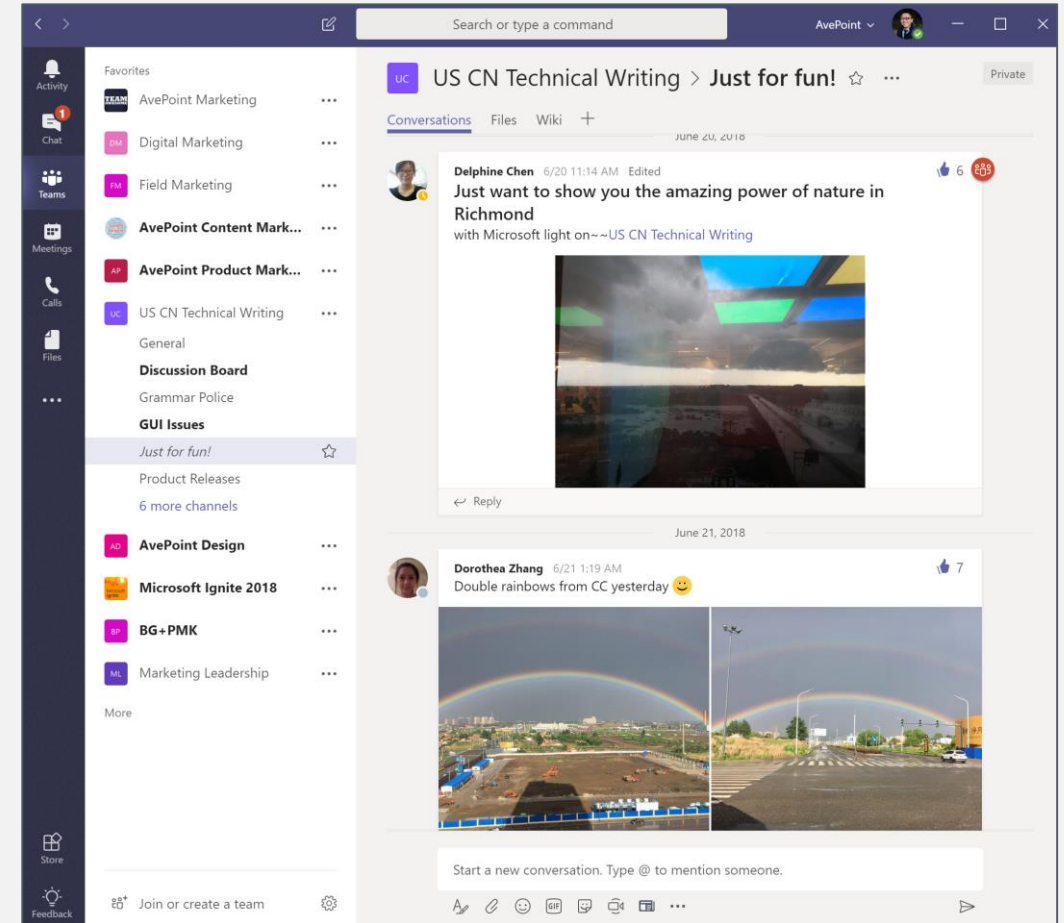
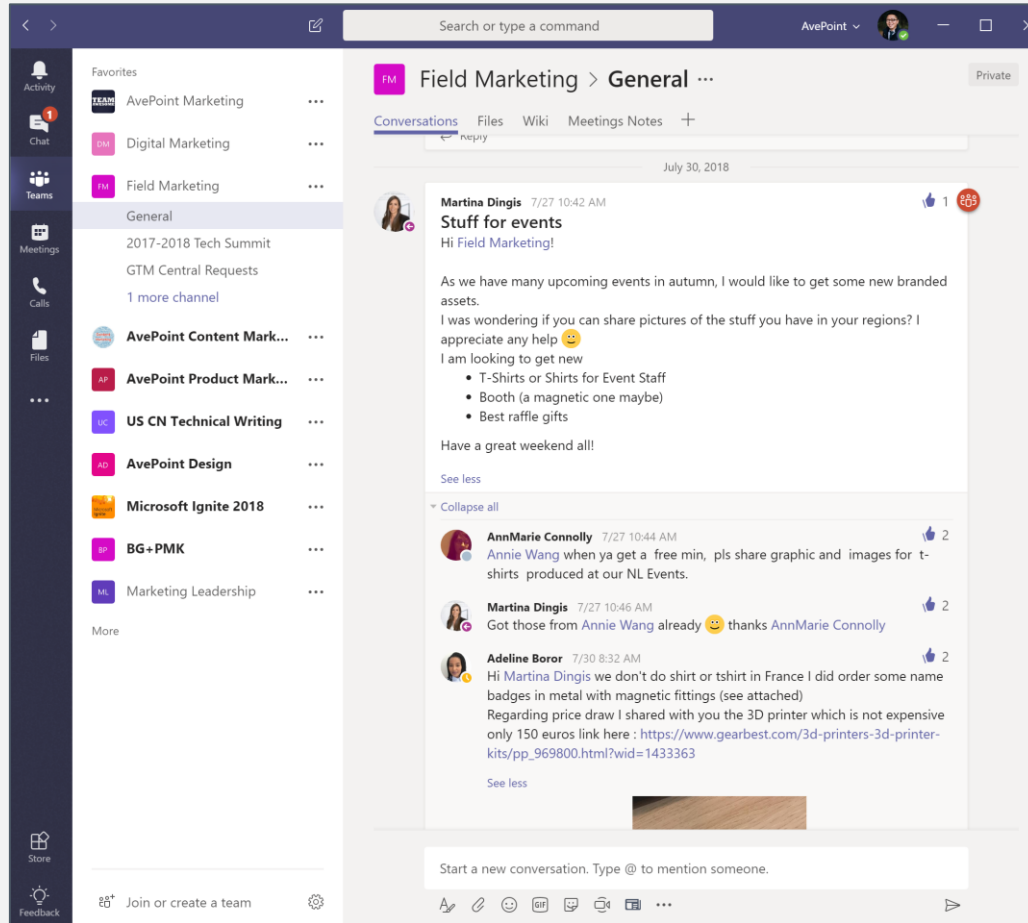
Highlight financial benefits

Demonstrate better transparency

Expedite organizational agility



Example: Global team collaboration

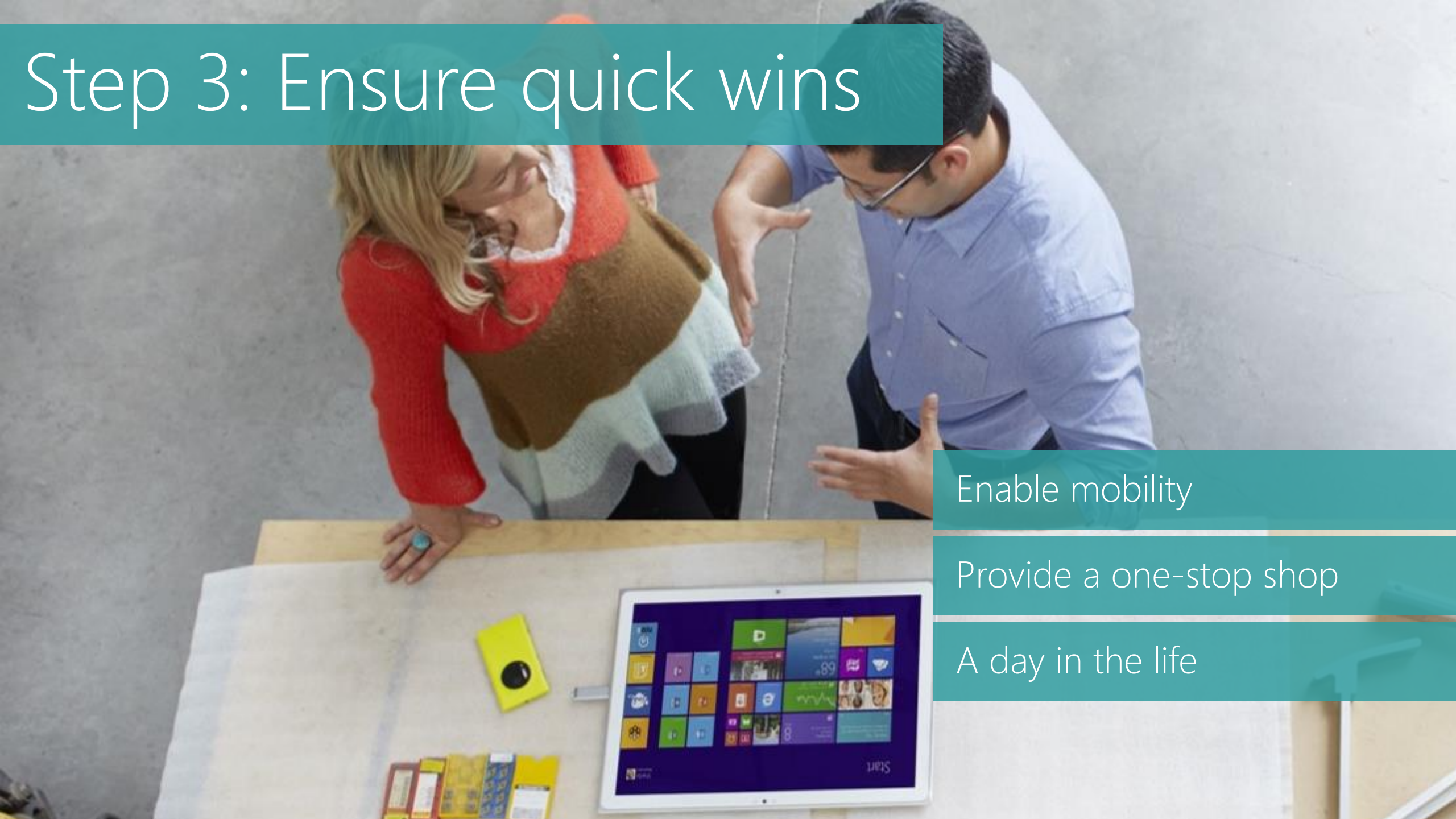


Step 3: Ensure quick wins

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



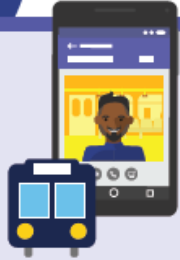
Microsoft Teams

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

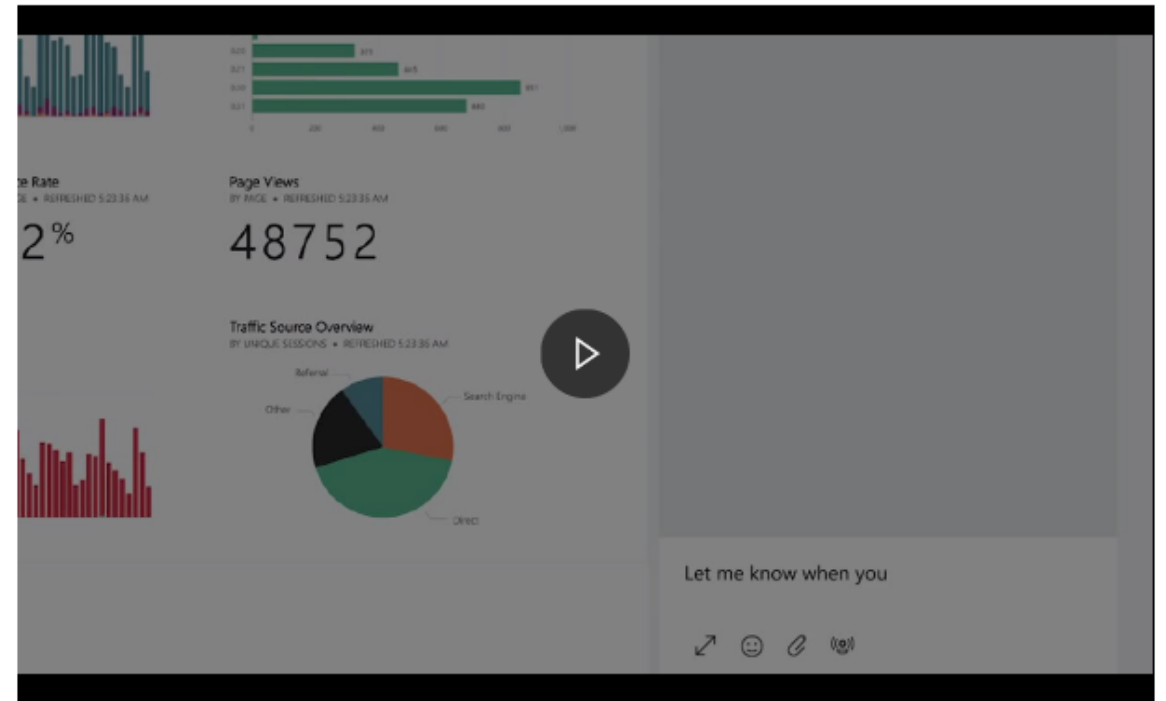
On-demand

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

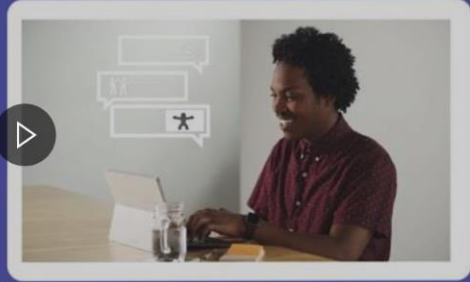
Learn more
📄 Article

Next: Intro to Microsoft Teams

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.

What is Microsoft Teams?



[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 of any speed	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 managed	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, networks, chats, or app integrations)	Easily shared Accessed once uploaded, however, you may lose track of specific content when you follow many feeds and groups. Idea for referencing 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 suitable 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 data 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 armed with tools for collaboration (Teams, SharePoint, Yammer, etc.)
- ...And who collaborate internally, externally or both (internal clients)
- ...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/oh365/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

A man in a grey sweater is standing and presenting to a group of people in a modern office setting. In the foreground, a woman with brown hair is looking at a laptop screen, and a man is drinking from a white cup. The background shows bookshelves filled with books.

Identify specific use cases

Conduct pilot

Launch company wide

Example: Identify Business Use Case



Example: Business Use Case

Employee Onboarding

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

Issue

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

Solution

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

Benefits

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

Success Metrics

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

Owner & Timeline

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

Example: 90 Day Plan

Month 1

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

Month 2

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

Month 3

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



Drive Adoption Success

Engage Key Business Groups

Corporate
Communications



Human
Resources



Facilitate Governed Empowerment

Draconian IT Control



Governed Empowerment



Wild Wild West Chaos



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

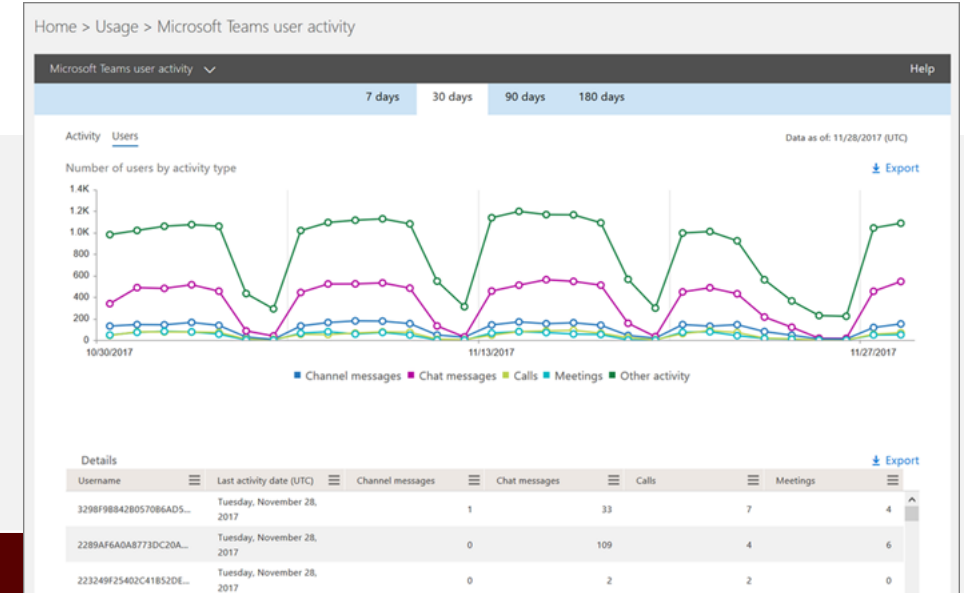
Consistently gather feedback

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





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

ໂພນຊຸມນຸມ

Dziękuję

谢谢

Tack

Mulțumesc

спасибо

Merci

תודה

多謝晒

дядкую

Ďakujem

Let's
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