

# Office 365 Transformation Beyond the Perimeter

*Episode 1: Overcoming Covid-19  
challenges in public sector - IT's reply  
& pivoting Modern Workplace priorities*

**2 July, 2020 @ 14:00 BST**

**Reserve Your Spot**



# Agenda

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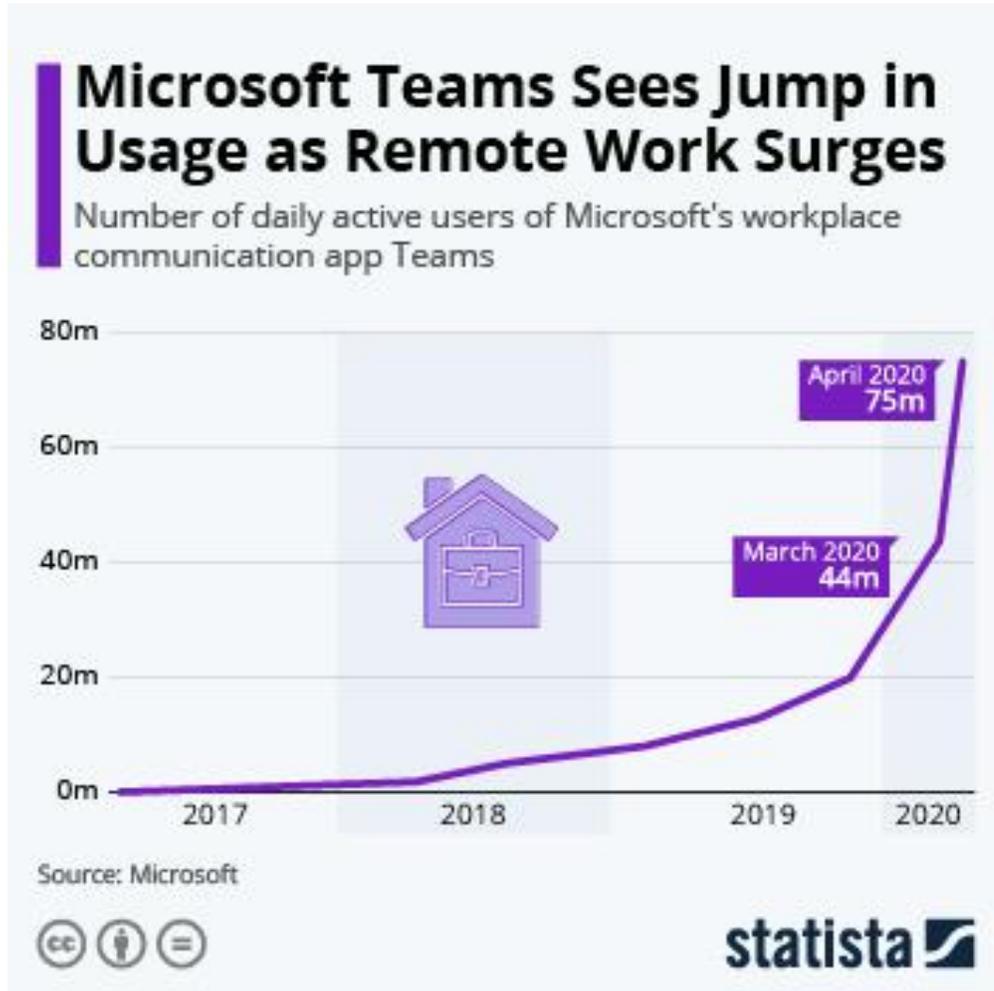
- Lessons Learned from COVID-19
- The New Modern Workplace
- The Future of Work
- Ensure Security and Compliance



# Lessons Learned from COVID-19



# Surge in Microsoft Teams usage



- UK local regional government Microsoft Teams monthly active usage
- July 2019 = 50k
- June 2020 = 400k

# Real World Stories



A testimonial graphic for AvePoint. It features a circular profile picture of Jeff Godderz, a man with a beard, next to a Microsoft Teams icon. Below the photo is the AvePoint logo and the URL [avept.it/wfhmsteams](https://avept.it/wfhmsteams). To the right, a quote is enclosed in a white-bordered box with double quotation marks at the top and bottom. The quote reads: "We went live with AvePoint Cloud Governance on Sunday 3/15 via schedule crash to allow the org to make Teams since the governor of Minnesota closed schools. We have some backlog but the process has been working beautifully. We had a 400% increase in Teams created this week. Overall increase in teams of 20% in one week." Below the quote is the name "Jeff Godderz, ECM Architect" and "Metropolitan Council of The Twin Cities".

**Jeff Godderz**, ECM Architect  
Metropolitan Council of The Twin Cities

# The New Modern Workplace





# The Future of Work in Local Government



Budget  
Constraints



Increased  
Demand

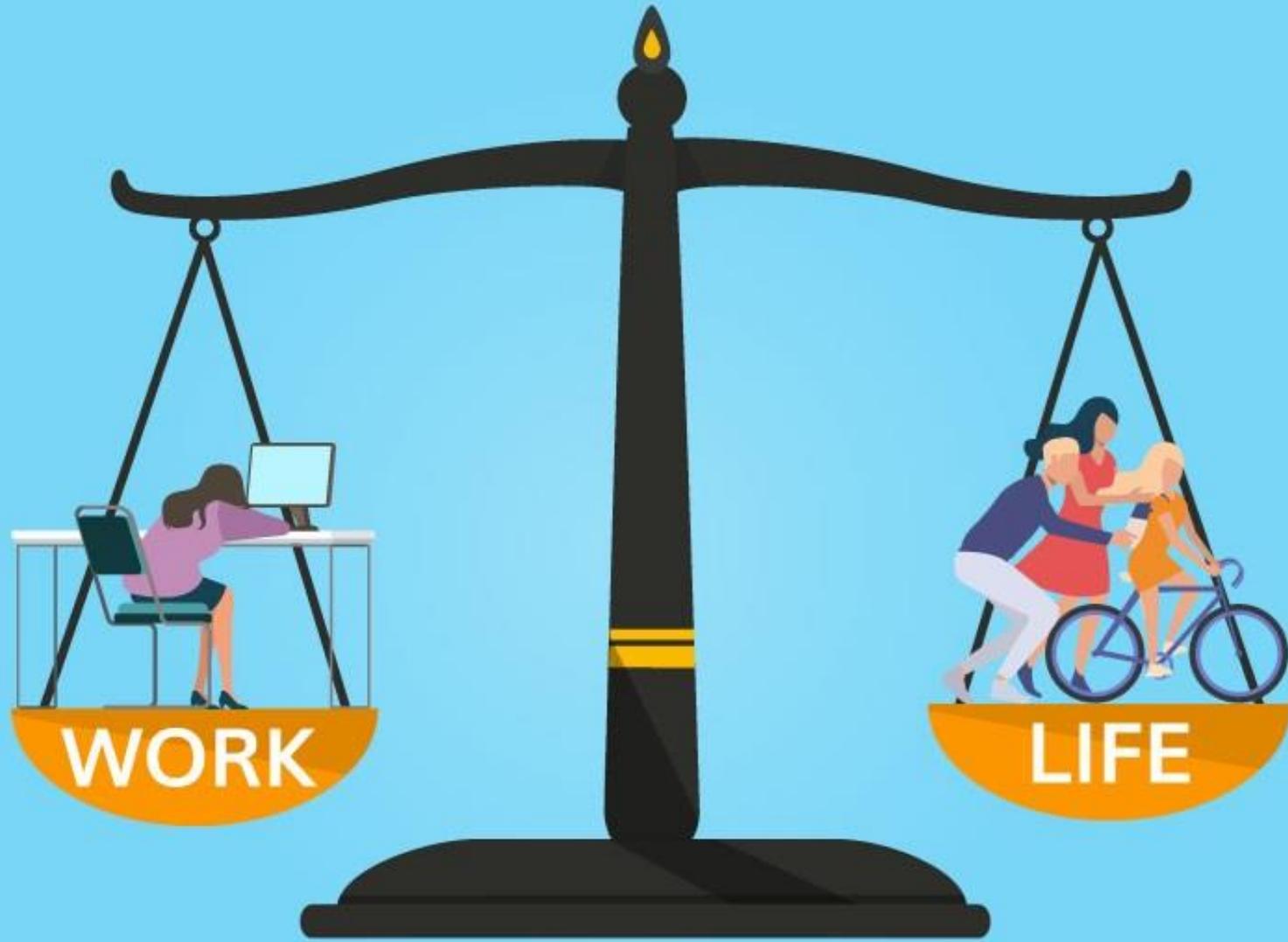


Flexible  
Work



Reduce  
Costs





**WORK**

**LIFE**

# The Future of Work



**Are You  
Planning for  
Your Return to  
the Office?**



# COVID Employee Stats



83% of people enjoyed having no commute during COVID-19

49% felt they had a better work-life balance

62% reported no main challenges in working remotely

50% of people want to continue full home working short term, with only 5% wanting to return to the office full-time

25% of people want to continue full home working long term (over 12 months), with only 7% wanting to return to the office full-time

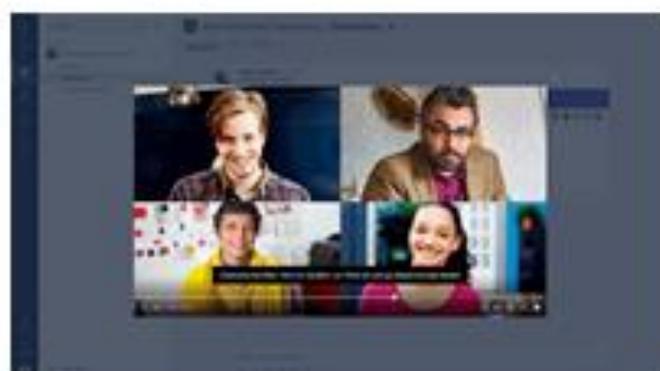
64% of people want some element of permanent home working



# Use Teams to run your meetings and collaborate more effectively Before, During and After the meeting

Teams allows you to use a single hub for teamwork to hold great productive meetings.

Whether it's a weekly Team Meeting, a regular cadence of meeting supporting a Programme or Project, or just an ad-hoc meeting Teams allows you to virtually **collaborate easily Before, During and After the meeting.**



Intelligent Team, Programme, Project, Board and Leadership Meetings that just work for everyone in and outside your organisation

Create Instant Meetings using Meet Now

Easily Schedule a Meeting from an existing 1:1 or group chat

Meet in a Team channel

#### Before the Meeting

- Share and collaborate on relevant information, context and files effectively before meeting

#### During the Meeting

- During the meeting record it to the cloud with audio transcript
- During the meeting use high quality video, blurred background and live captions to enhance everyone's experience
- Efficiently capture and assign all notes, actions and follow ups together

#### After the meeting

- Follow up and manage/track the meeting actions using Planner and the To-Do App, which now integrates with planner to show your planned and assigned tasks
- All the contents from before, during and after your meeting are kept in one place
- No one needs to ever miss a meeting again with meeting recording/searchable transcription and playback via Microsoft Stream



# Facilitate Effective Meetings



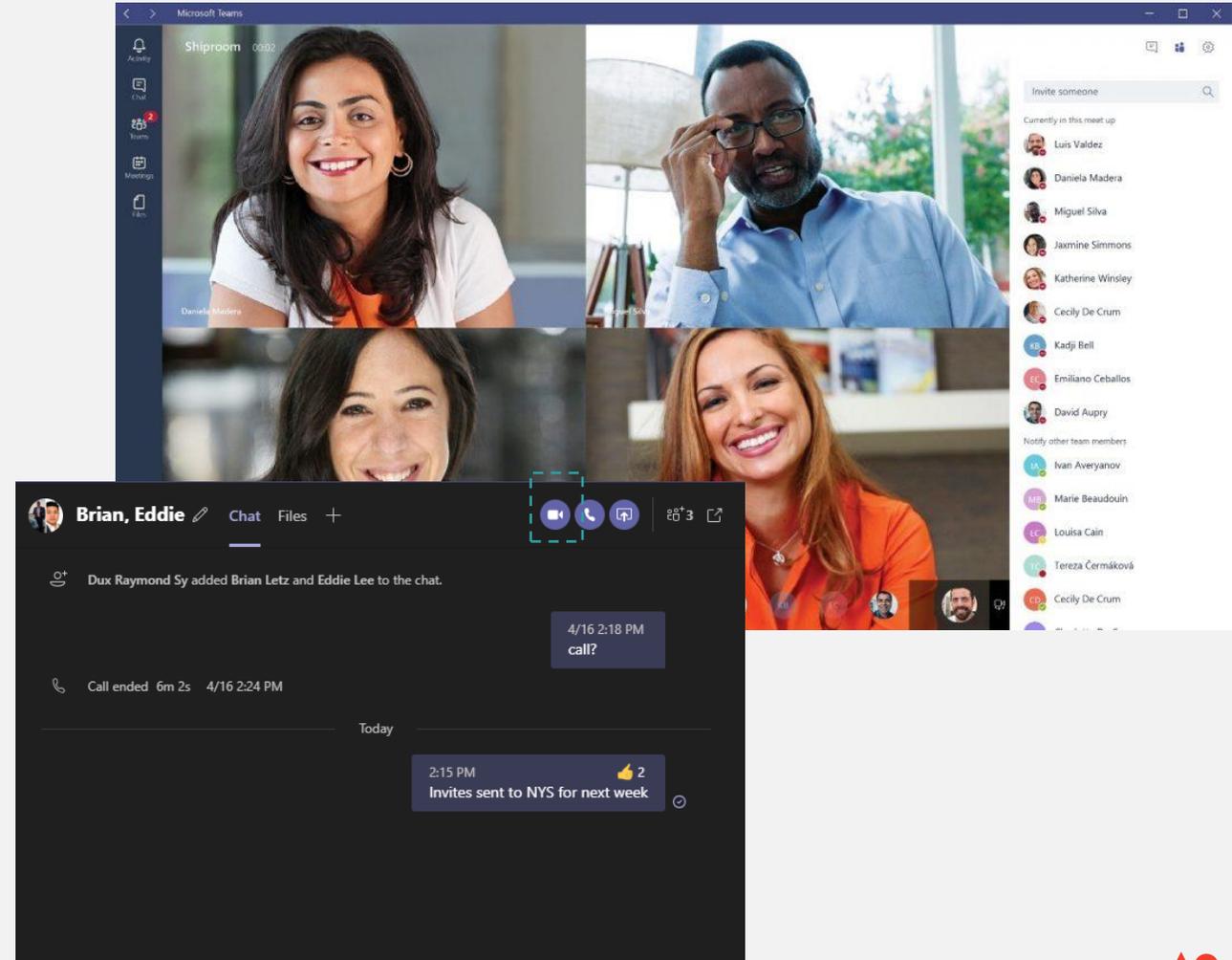
25 min or 50 min meetings



Use video if possible



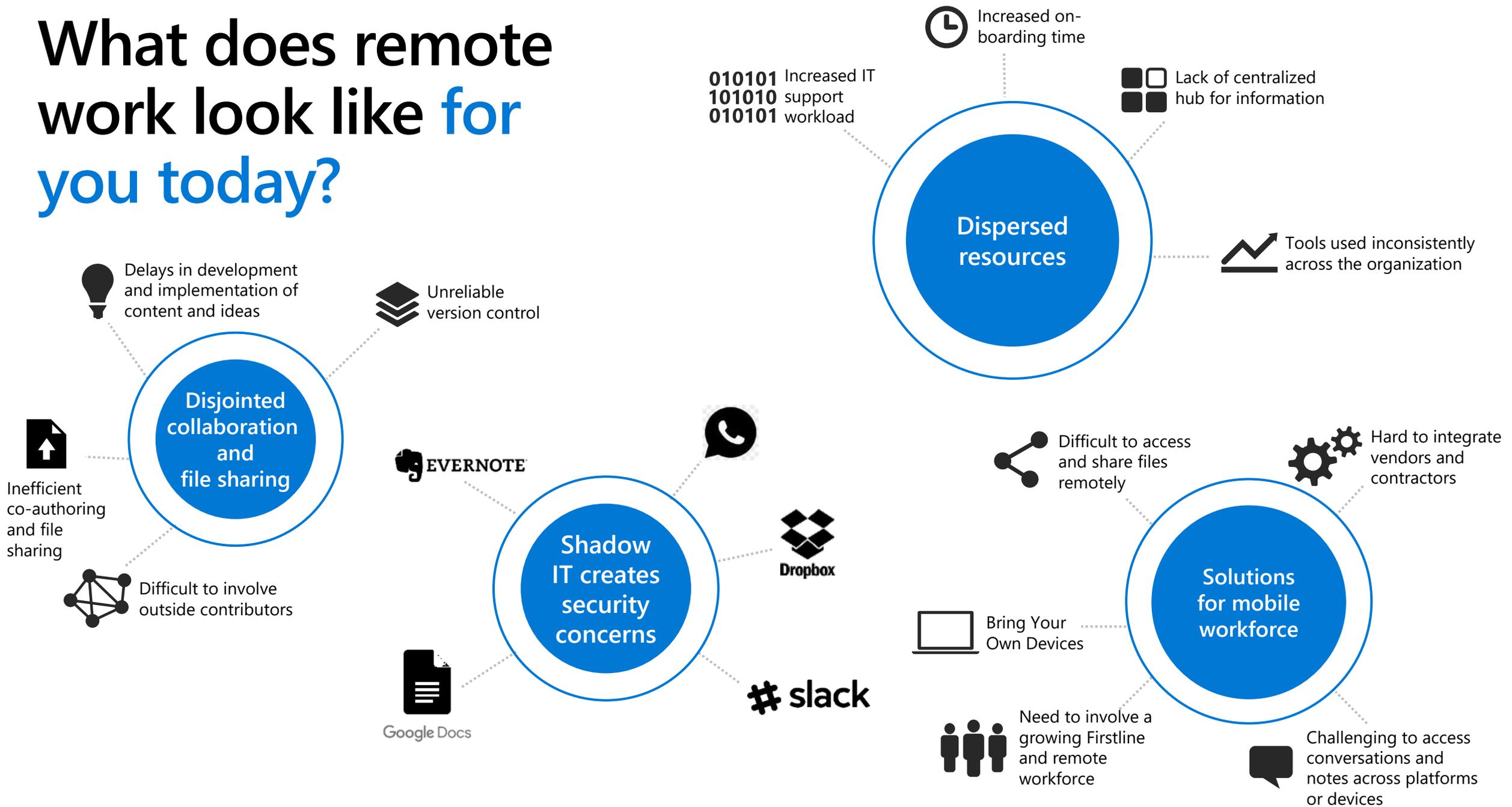
Meet now for ad-hoc calls



Ensure Security & Compliance



# What does remote work look like for you today?



# Identify Business Needs

**EXAMPLE**

DEPARTMENT



DEPARTMENT



DEPARTMENT



**EXTERNAL SHARING**

No external sharing



External sharing allowed in:



External sharing only allowed in:



**EXPIRATION/ RETENTION**

**6 Months**  
after last accessed

**12 Months**  
after last accessed

**9 Months**  
after last accessed

**ALLOW THESE USERS TO CREATE A TEAM**

All requests through  
Central IT

All requests through  
Department IT

Only Joe, Sally, and  
Harold can create

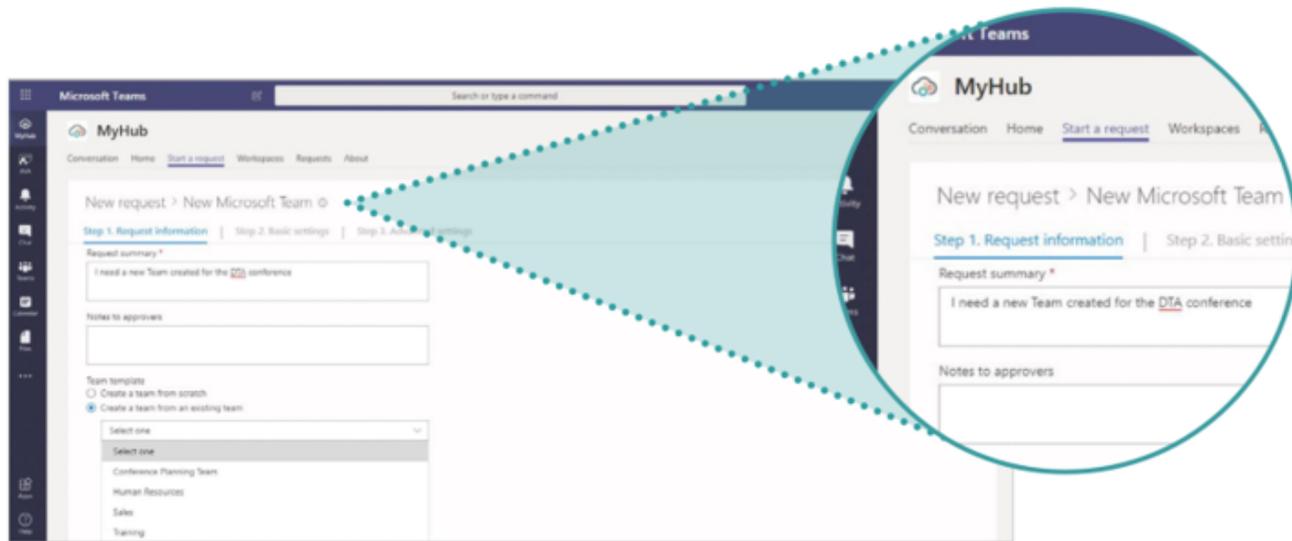
**RECERTIFY MEMBERS**

after  
**3 Months**

after  
**6 Months**

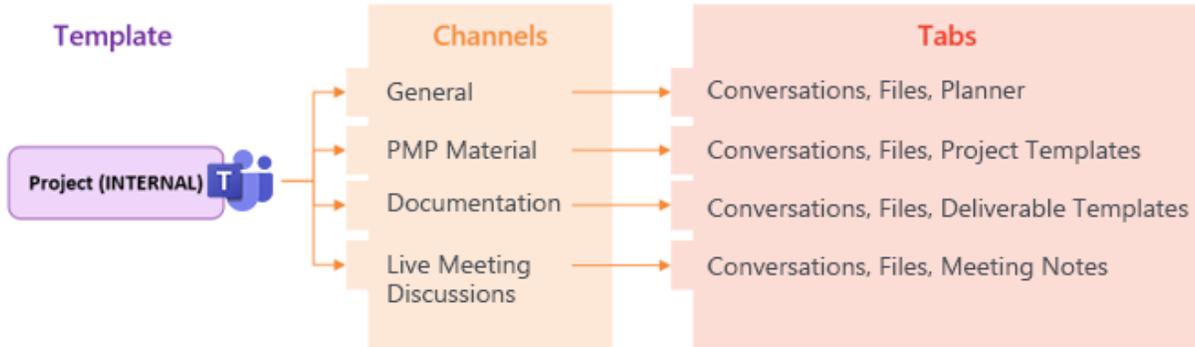
after  
**12 Months**

# Standardize Teams with Templates



**Project (INTERNAL)**

<b>EXTERNAL SHARING</b>	<b>X</b> No external sharing
<b>EXPIRATION/RETENTION</b>	<b>6 Months</b> after last accessed
<b>WHO CAN CREATE</b>	All requests through Central IT
<b>RECERTIFY MEMBERS</b>	after <b>3 Months</b>



[Learn more about AvePoint Cloud Governance and MyHub](#)

# Key Takeaways

Automation can help IT scale and guide end users to do the right thing.

IT stay in control when policy enforcement is in place

**AvePoint** have a number of ways to help scale delegated administration

# What does a Teams governance quickstart look like?



8 Unique Teams templates (includes both Public and Private team types)



Ready made Policies to be automatically applied during Teams creation to manage multiple lifecycles, classification, ownership, naming convention & guest access



Customisable questionnaire for end users to request a Team



Landscaping reporting & auditing



**Customer Location**  
Minnesota, United States

**Industry**  
Public Sector

**Platform**  
Office 365

- Critical Needs**
- Multiple Teams provisioning approaches within a single tenant
  - Secure, compliant and auditable collaboration within Teams
  - Ability to support surge in remote work

**Solution**

- Cloud Governance

*"We went live with AvePoint Cloud Governance on March 15, 2020 via a schedule crash to allow the organization to make Teams since the Governor of Minnesota closed schools [in response to COVID]. We have some backlog, but the process has been working beautifully. Within one week we had a 20 percent increase in Teams created."*

-Jeff Godderz, ECM Architect, Metropolitan Council

## Metropolitan Council Responds To COVID-19 Work-from-Home Orders By Deploying Cloud Governance and Microsoft Teams

### Success Highlights

- Supported an influx of about 2,000 remote workers
- 20 percent increase of Teams creation within one week; 400 percent increase in Teams daily active usage; 21 percent decrease in emails
- Automated provisioning and lifecycle of Teams in compliance with regulations

### Customer Profile

The Metropolitan Council is the regional policy-making body, planning agency, and provider of essential services for the Twin Cities metropolitan region. The Met Council and its 5,000 employees provide essential services and infrastructure – Metro Transit's bus and rail system, Metro Mobility, Transit Link, wastewater treatment services, regional parks, planning, affordable housing to support communities and businesses to ensure a high quality of life for its residents.

### The Challenge

Metropolitan Council started to roll out Microsoft Teams in July 2019 following its SharePoint 2010 to SharePoint Online migration with AvePoint.

"Our move to Teams made sense as we were re-organizing and re-architecting SharePoint sites and our collaboration needs. From that point, we have been slowly rolling out features available in Teams," said Jeff Godderz, ECM Architect Metropolitan Council.

Metropolitan Council decided to leverage AvePoint's Cloud Governance to support its Microsoft Teams deployment because of its functionality to automatically enforce critical governance components of a Team or SharePoint site such as naming conventions, lifecycle, permissions, and ownership. The organization also needed to have a more tailored provisioning process for each of its council departments.

"We have five council departments, with five different cultures and it seems like all of them had different ideas for managing Teams self-provisioning," said Godderz. "One wanted self-service creation enabled, one wanted to route to IT for approval, and all want more control over getting resources as quickly as possible."

## Metropolitan Council Teams Governance Needs:

- ❖ **Automation** - provisioning to support influx of user requests for Microsoft Teams
- ❖ **Flexibility** - Multiple governance policies mapped to Teams creation during provisioning.

*"We have five council departments, with five different cultures and it seems like all of them had different ideas for managing Teams self-provisioning," said Godderz. "One wanted self-service creation enabled, one wanted to route to IT for approval, and all want more control over getting resources as quickly as possible."*

[Free Download >](#)

[Read all about it!](https://www.avepoint.com/uk/events/webinar/remote-work-microsoft-teams)

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# What's Next?



**10 day jumpstart  
Microsoft Teams Adoption &  
Governance**

Teams popping up like crazy? Get organised and secure in 10 days

These virtual workspaces all contain critical business data of varying sensitivity levels and oversight is critical to long-term success. **Ask yourself will you (or do you):**

- Have a firm grasp on why all these Teams are being created?
- Be confident the content being stored and shared within them is appropriate for all Team members?
- Still need all these Teams a year from now?

## Following a rapid, two week deployment, you will be able to:

- Move from IT service delivery to user self-service
- Automate internal & **external collaboration** across public sector agencies
- Combat Microsoft Teams sprawl
- Identify clear ownership of Microsoft Team owners assigned automatically
- Automatically classify Microsoft Teams depending on content sensitivity



Interested in knowing more? Contact us.



**SCAN ME**

<https://www.avepoint.com/uk/lp/jumpstart-microsoft-teams-governance>

# 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

ໜ້ອຍຄຸນຄວັນ

Dziękuję

谢谢

Tack

Mulțumesc

спасибо

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多謝晒

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Ďakujem