



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

Stephen Hines, MCSA: Office 365
Sr. Solutions Engineer
Stephen.Hines@avepoint.com

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%

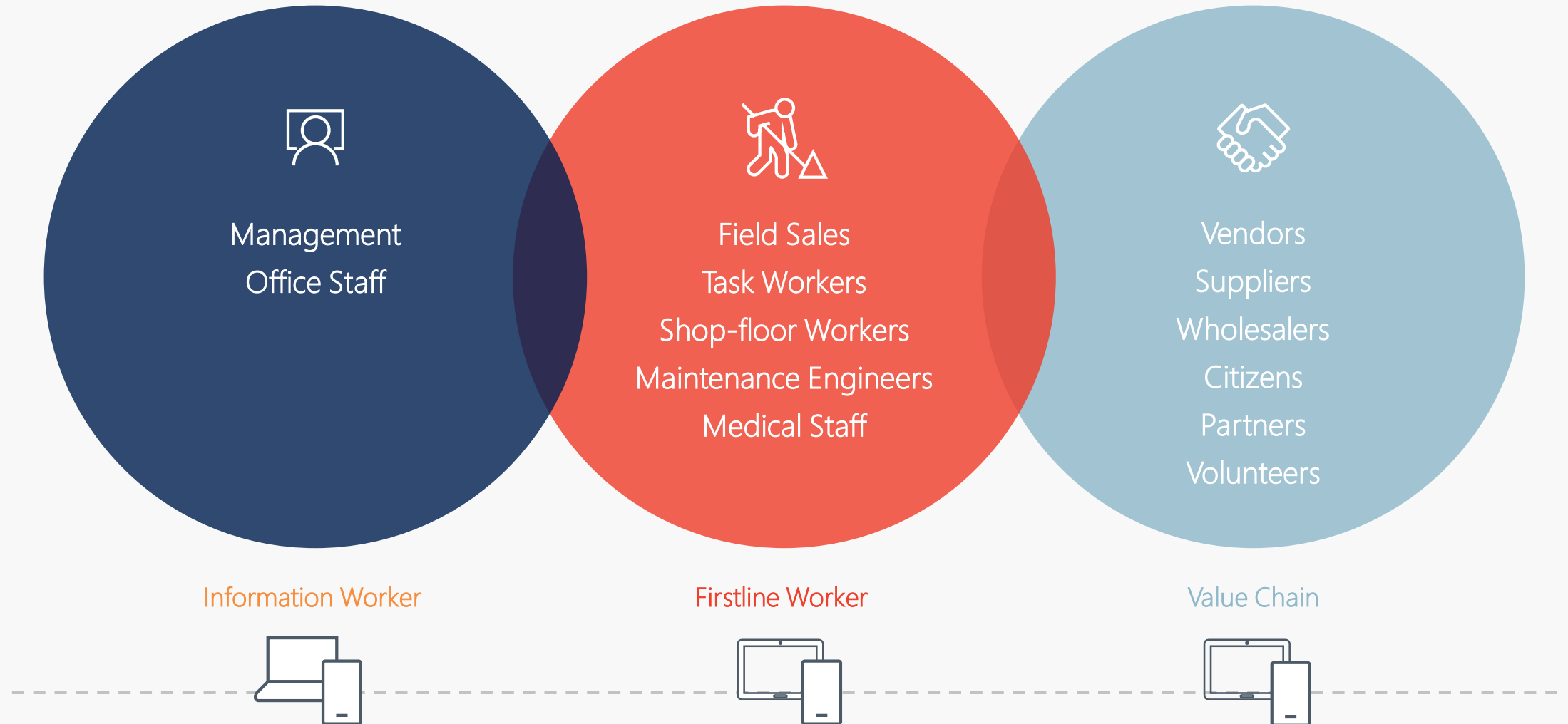
of business leaders say it is very important that technology empowers employee creativity and innovation

\$4m

Average cost of a data breach



Today's modern workforce



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

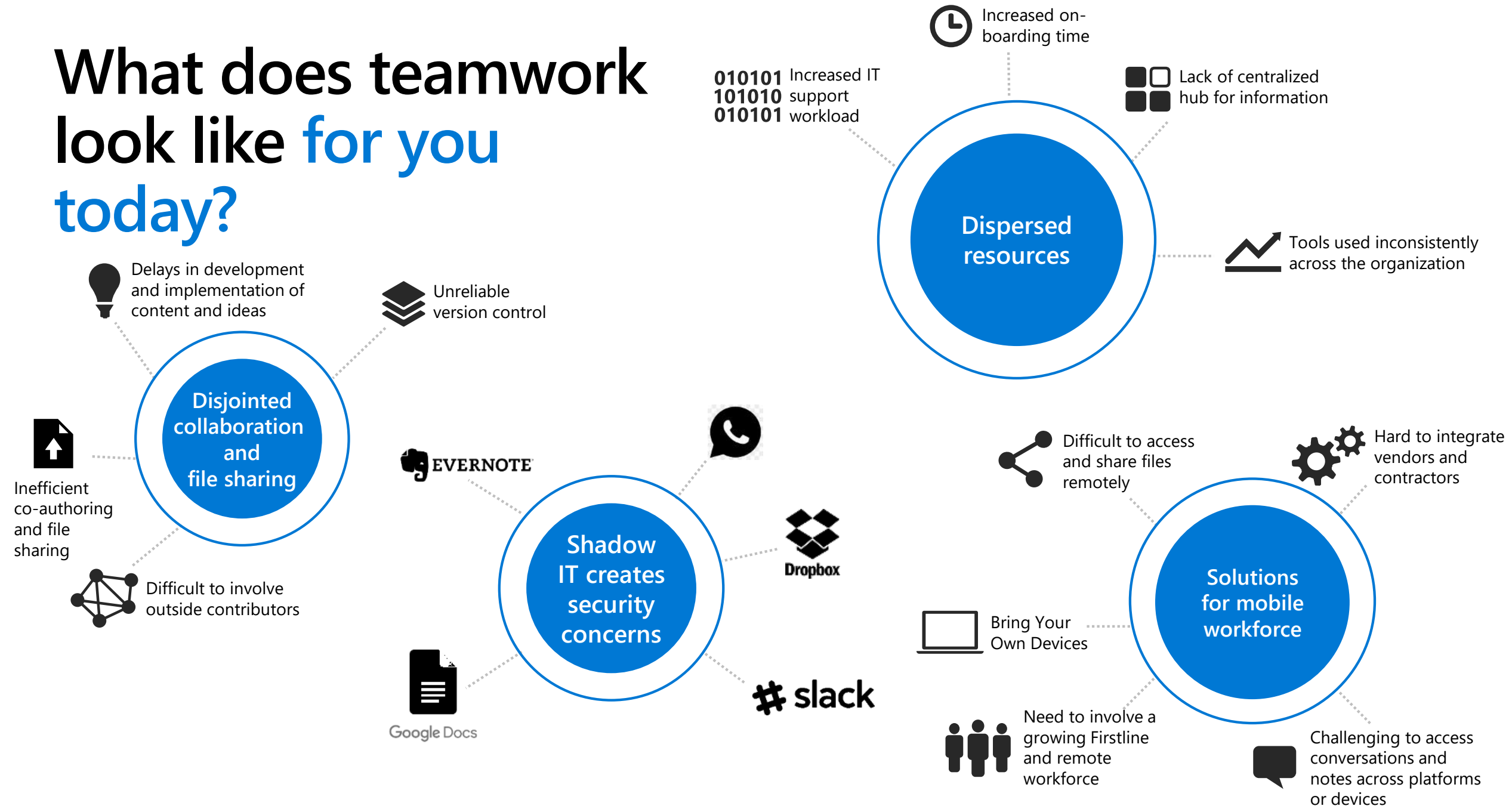
People have different expectations, preferences, skillsets and abilities



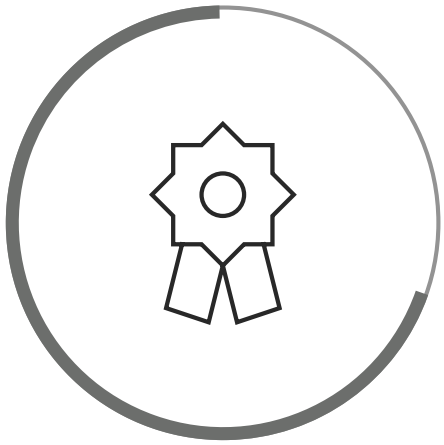
Employee engagement

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?

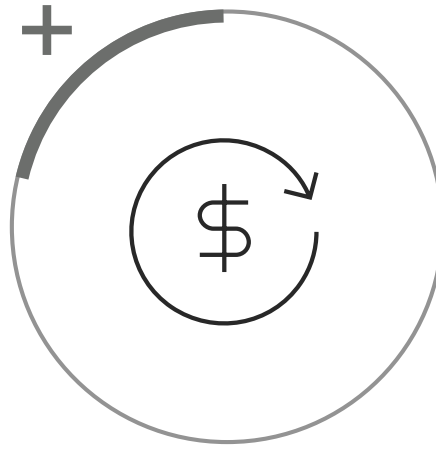


Engaged employees are **crucial to success**



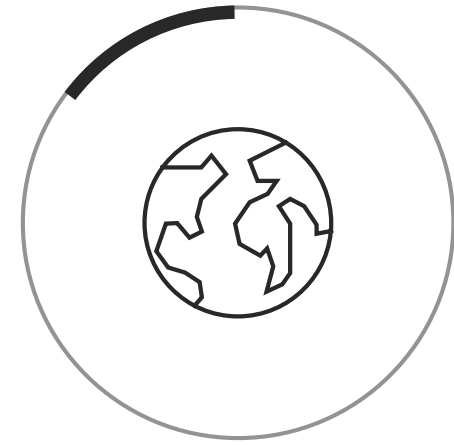
70%

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

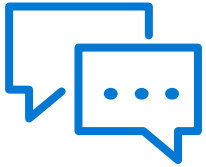
Windows 10

Enterprise Mobility + Security



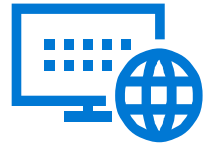
Microsoft 365: Universal Toolkit for Teamwork

Teams



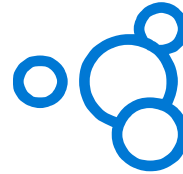
Hub
for Teamwork

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

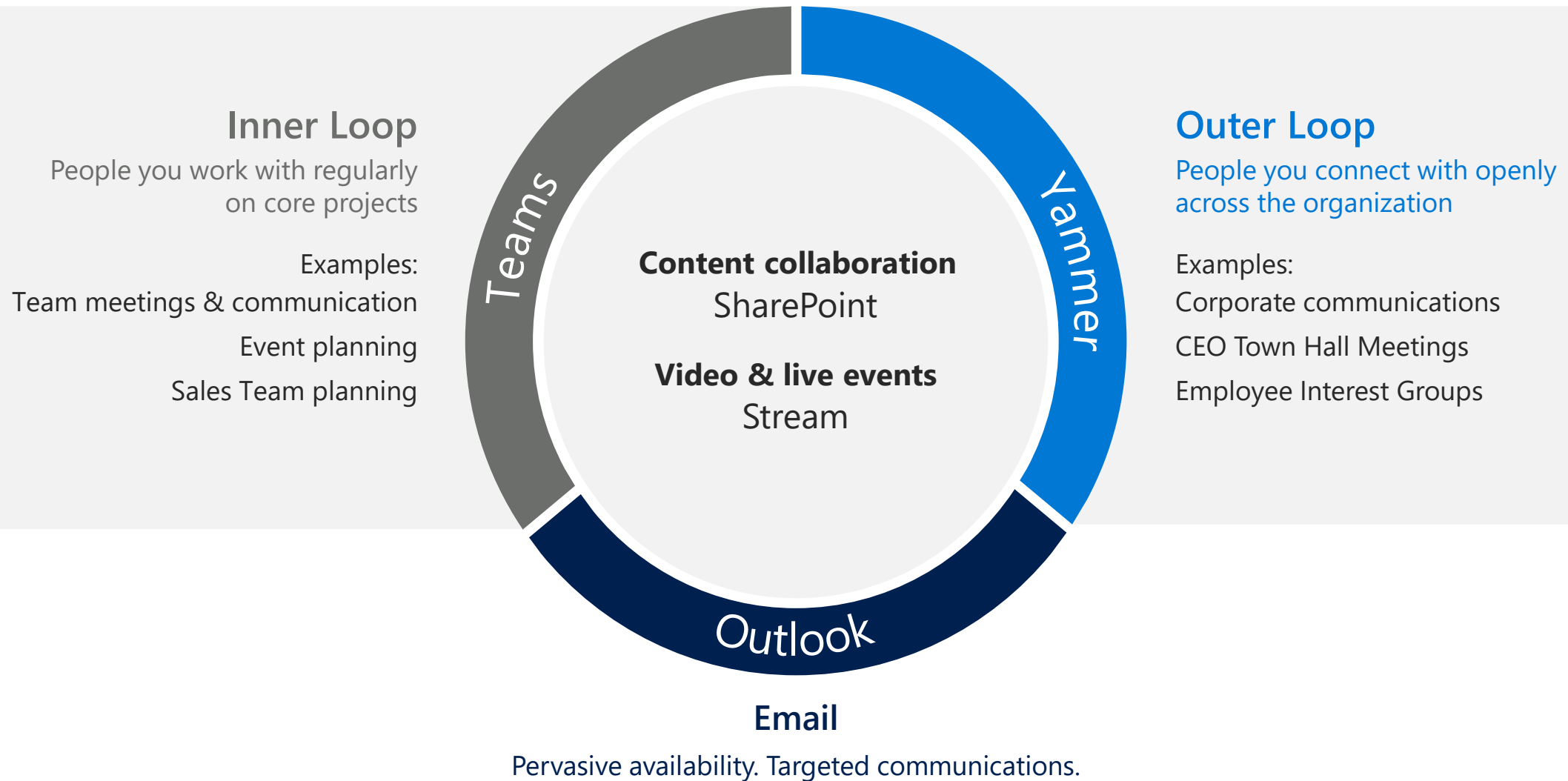
Microsoft Graph

Suite-wide intelligence
connecting people and content

Security and Compliance

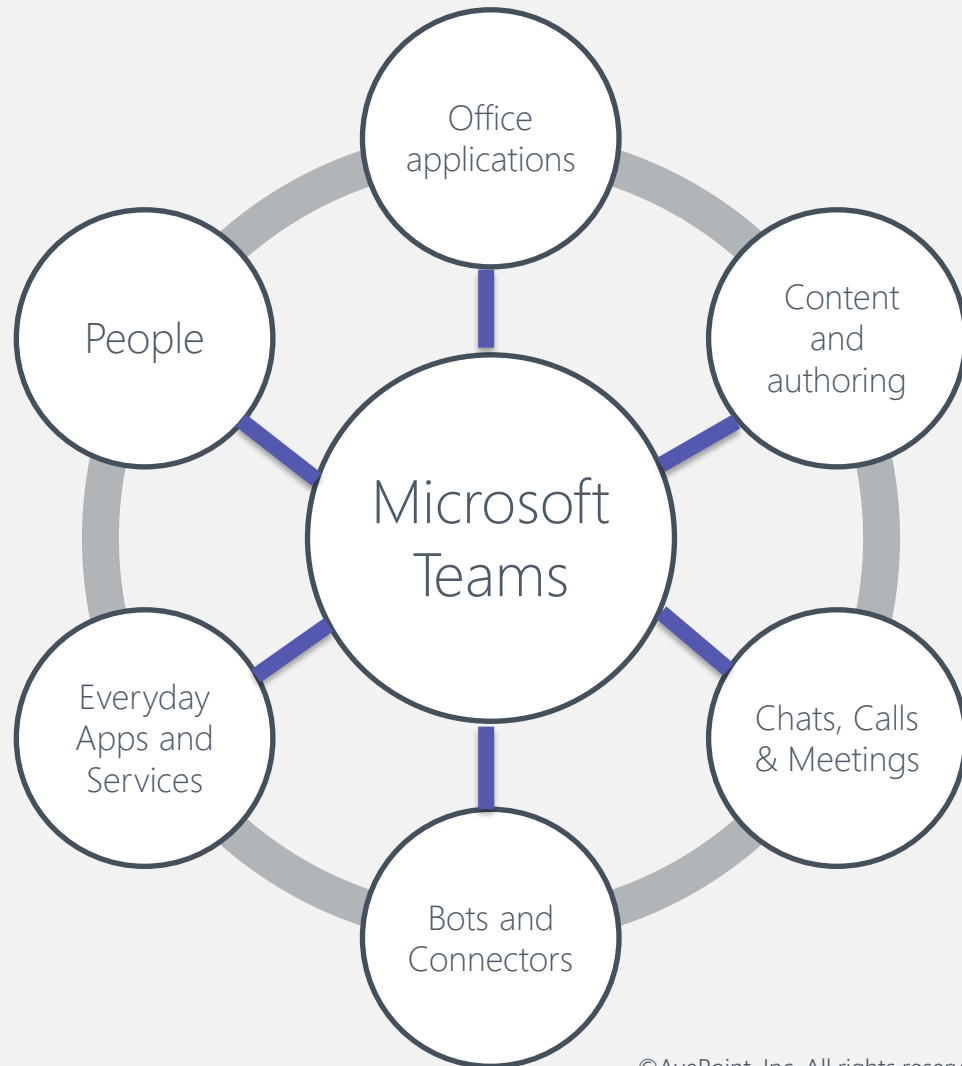
Centralized policy management

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



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.



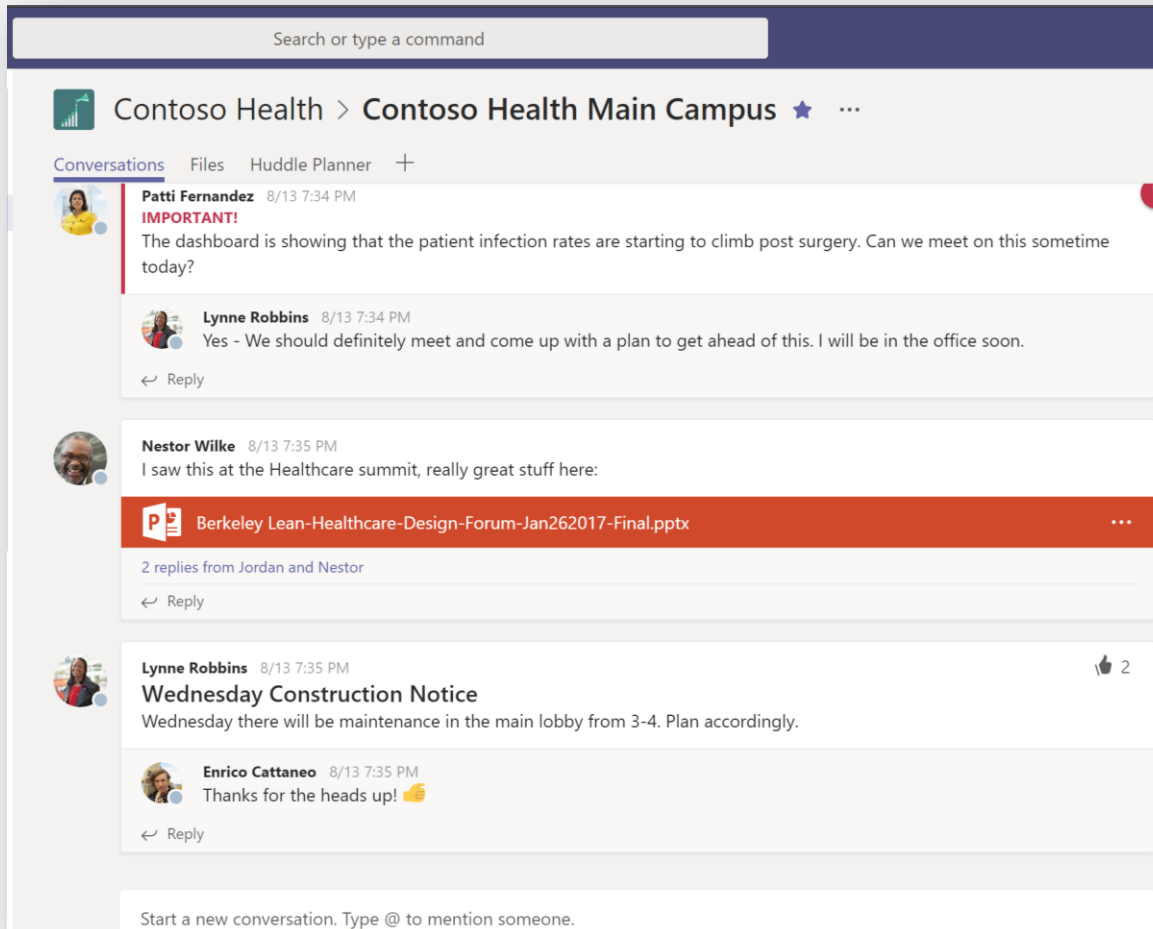
Project Management

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



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

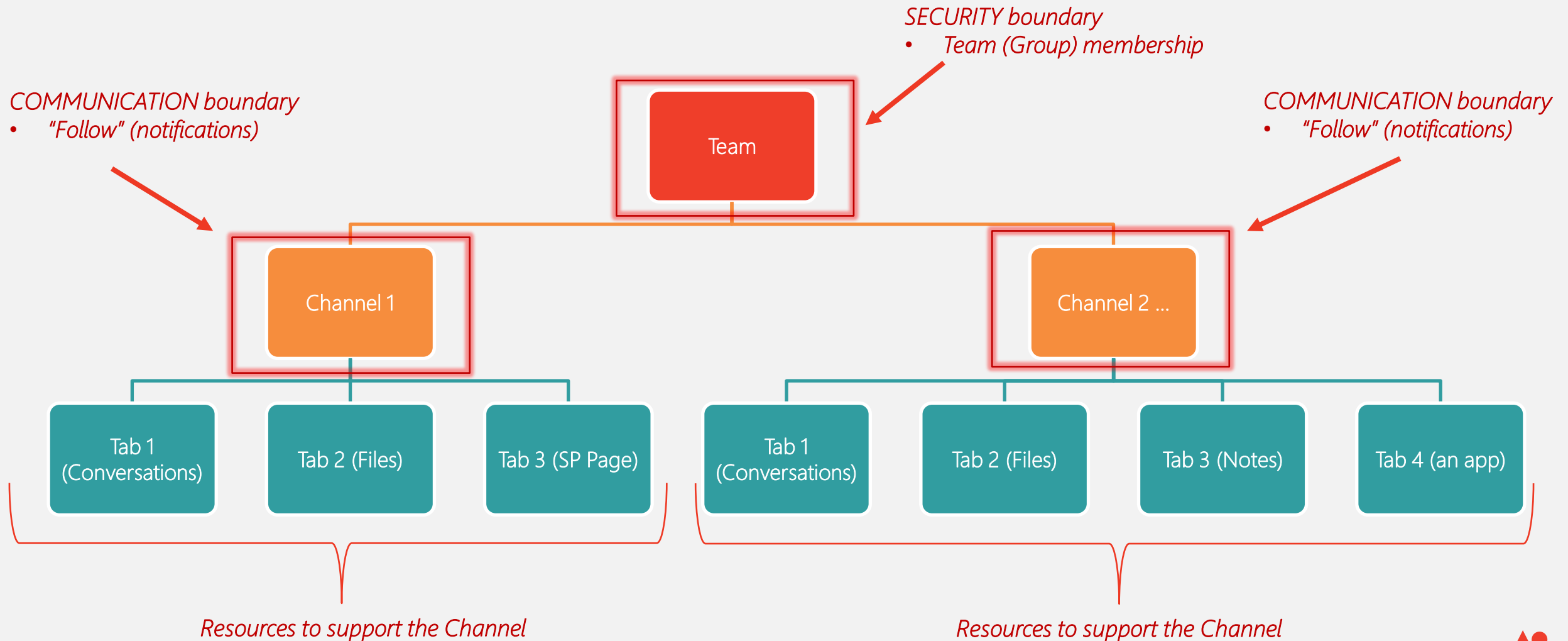
“Conversations” are at the heart of Team collaboration



- 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 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' with a red arrow. Below it, the 'Channels' list is shown, with 'Knowledge Channel' highlighted by a teal box and labeled 'The Team's CHANNELS' with a teal arrow. A red circle with the number '1' is next to the 'Marketing Events' channel. On the right, the 'Knowledge Channel' is open, showing a tab labeled 'Conversations' (highlighted with an orange box and labeled 'Channel TABS' with an orange arrow). The channel content includes a post from 'Taylor Davernport' dated 7/26 1:13 PM, titled 'Following Group Emails in Outlook', which provides instructions on how to follow the group in Outlook. Below the post is a screenshot of the Outlook interface showing the 'SLED TEAM' group and a 'Follow the Group' button.

The TEAM

The Team's CHANNELS

Channel TABS

US-PubSec

General

FED Sales

Knowledge Channel

Marketing Events

Partner Program

US-PubSec > Knowledge Channel

Conversations Files AP Wiki AP University L&L Planner Resources 1 more +

July 26, 2018

7/26 1:13 PM Edited

Following Group Emails in Outlook

Hey US-Federal,

Quick reminder, be sure to "follow" the US-Federal Group in Outlook so you receive emails sent to the distro in your inbox. You can find instructions [HERE](#) or take a look at the screenshot below. Taylor will be sending out important messages via these distros, please follow ACAD if you are not already.

[See more](#)

SLED TEAM

Private group

Travel this Week

2 - "Follow the Group"

Stop following in inbox

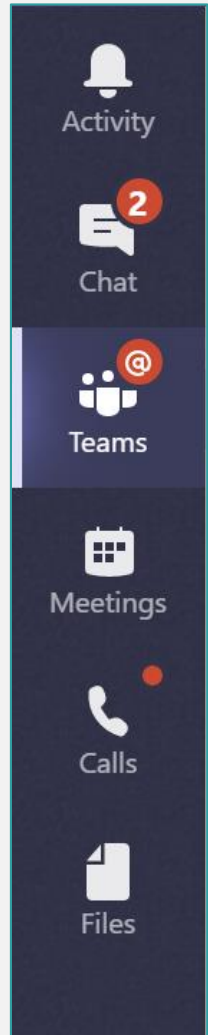
Only receive replies to you in your inbox

Leave group

You'll no longer be a member of this group and will stop receiving all content.



The Difference between TEAMS and CHATS



Team Conversations

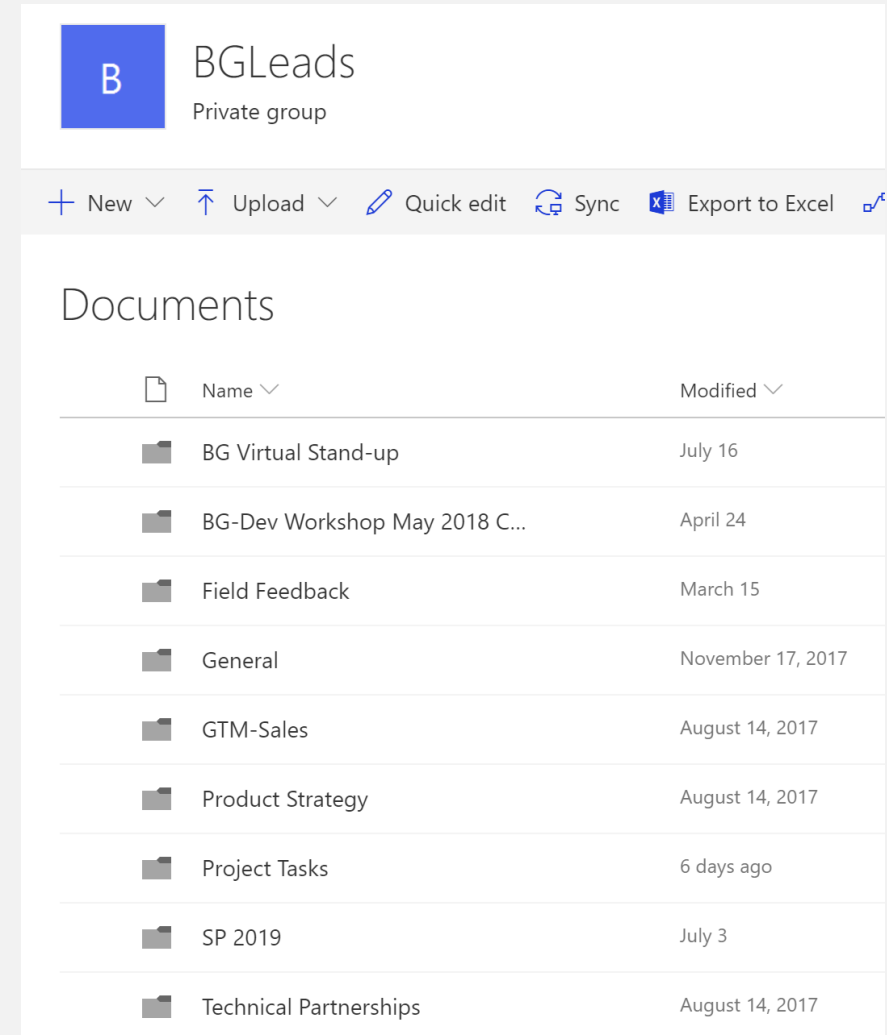
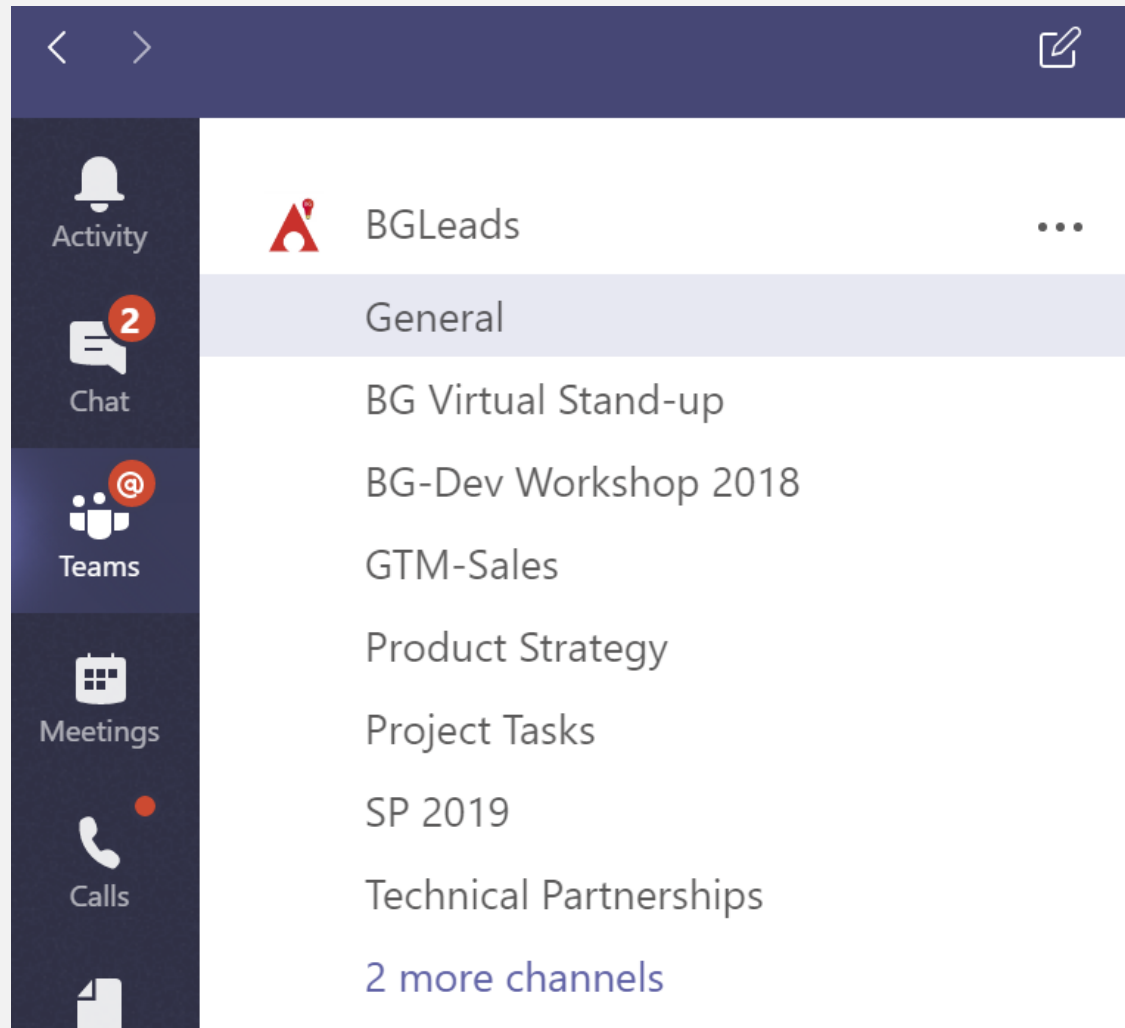
- Visible to all Team members/owners
- Uploaded files go into the SharePoint folder for the Channel
- Conversation history goes into the Team mailbox for compliance needs (hidden)
- Notifications will be sent to those following the Channel + those who are @mentioned

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

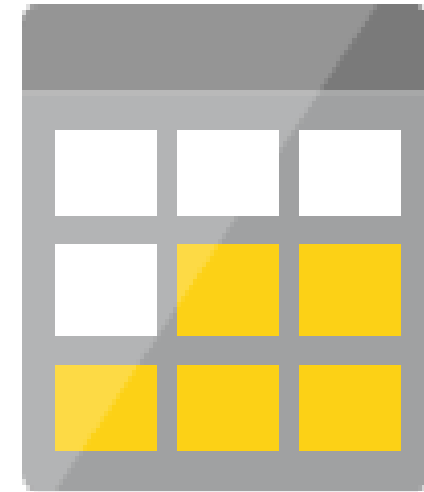
Leverages Azure storage (blob, tables, queues)

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



External Access



Anyone with an Azure Active Directory (AAD) account can be added as a guest in Teams.

Guests ...

Can have any email account (Work accounts e.g. Office 365)

Accounts are added and securely managed within Azure AD through Azure AD B2B Collaboration

IT admins can quickly and easily view, add, or revoke a guest's access to the host tenant

Are included as part of your Office 365 subscription at no additional cost

Are subject to Azure AD & Office 365 service limits



Guest Access Capabilities

Capabilities	Teams User	Guest User
Create channels	X	X
Participate in a private chat	X	X
Participate in a channel conversation	X	X
Post, delete, and edit messages	X	X
Share a channel file	X	X
Share a chat file	X	
Add apps (tabs, bots, connectors)	X	
Create tenant-wide and teams/channels guest access policies	X	
Invite a user outside the Office 365 tenant's domain		X
Create team	X	
Discover and join public teams	X	
View org chart	X	

Note: Office 365 admins control the features available to guests.





Unlock productivity with


150+ integrations

<https://docs.microsoft.com/en-us/microsoftteams/platform/get-started/get-started>



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?

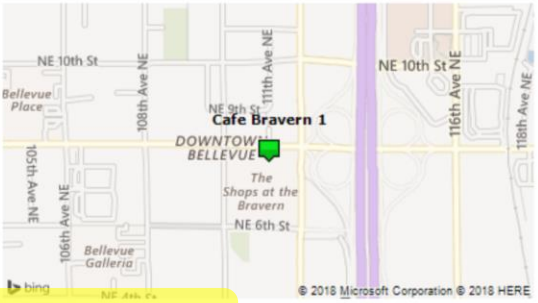
 Café and Dining Dev Yesterday 1:49 PM

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
NE 9th St
108th Ave NE
111th Ave NE
NE 10th St
116th Ave NE
118th Ave NE
DOWNTOWN BELLEVUE
Cafe Bravern 1
The Shops at the Bravern
NE 6th St
Bellevue Galleria

bing


© 2018 Microsoft Corporation © 2018 HERE

 **Cafe 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 ...

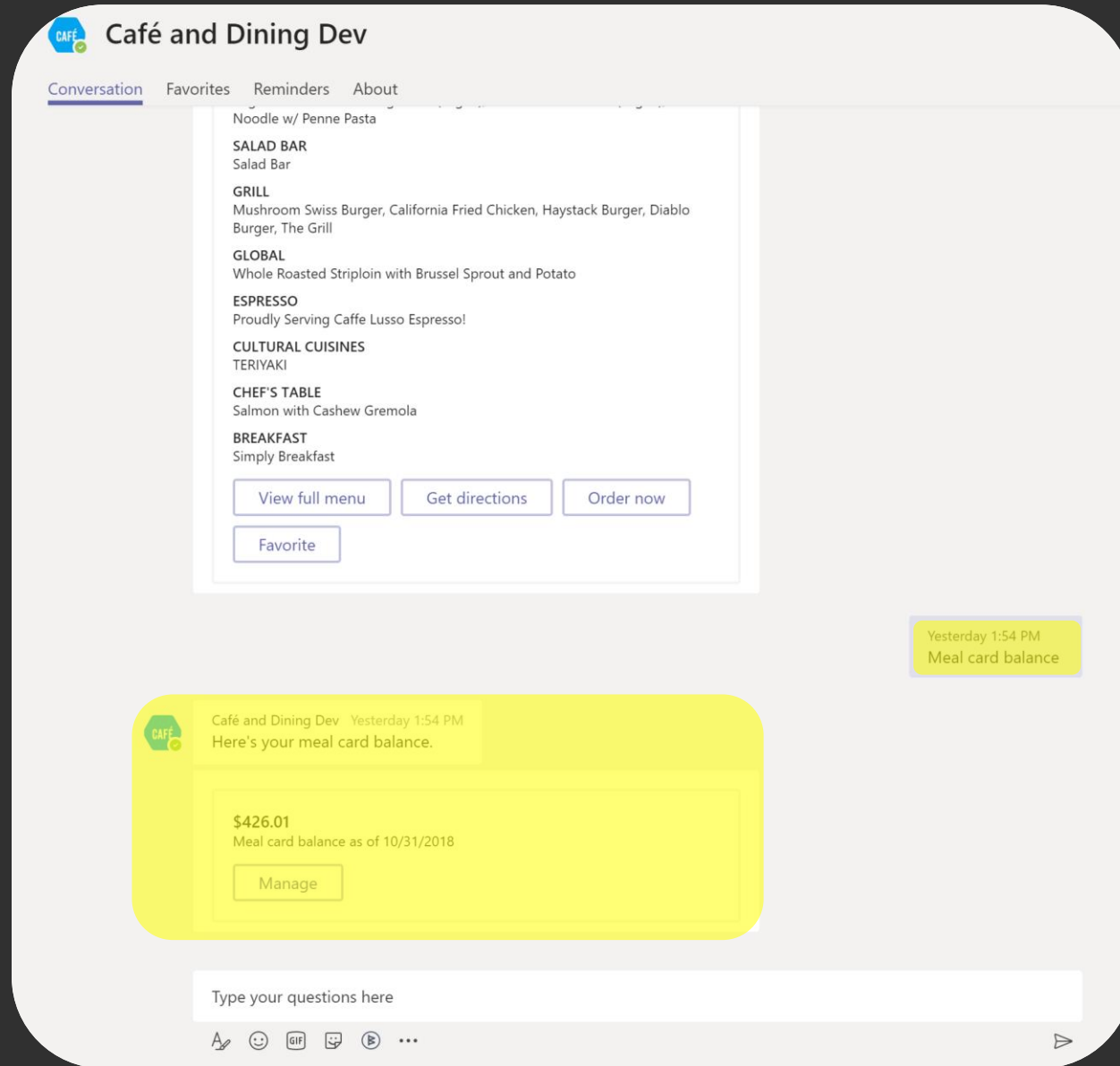
Meal card balance

See your meal card balance and add money

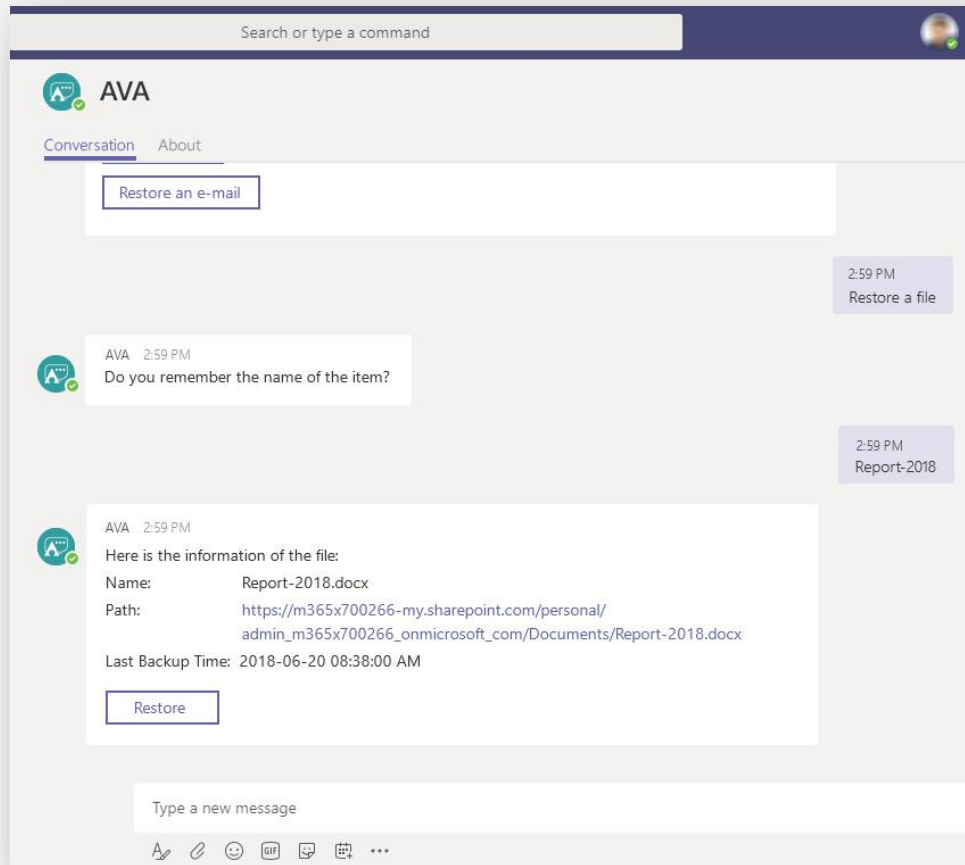
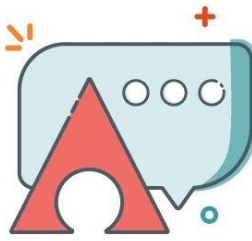
Type your questions here

Every day I have to ... eat



AVA: AvePoint's Virtual Assistant



Give users a place to look for lost content:

- Filenames that can't be found
- Documents modified recently
- Broken URLs to documents and files
- Lost e-mails that can't be searched in Exchange / Outlook

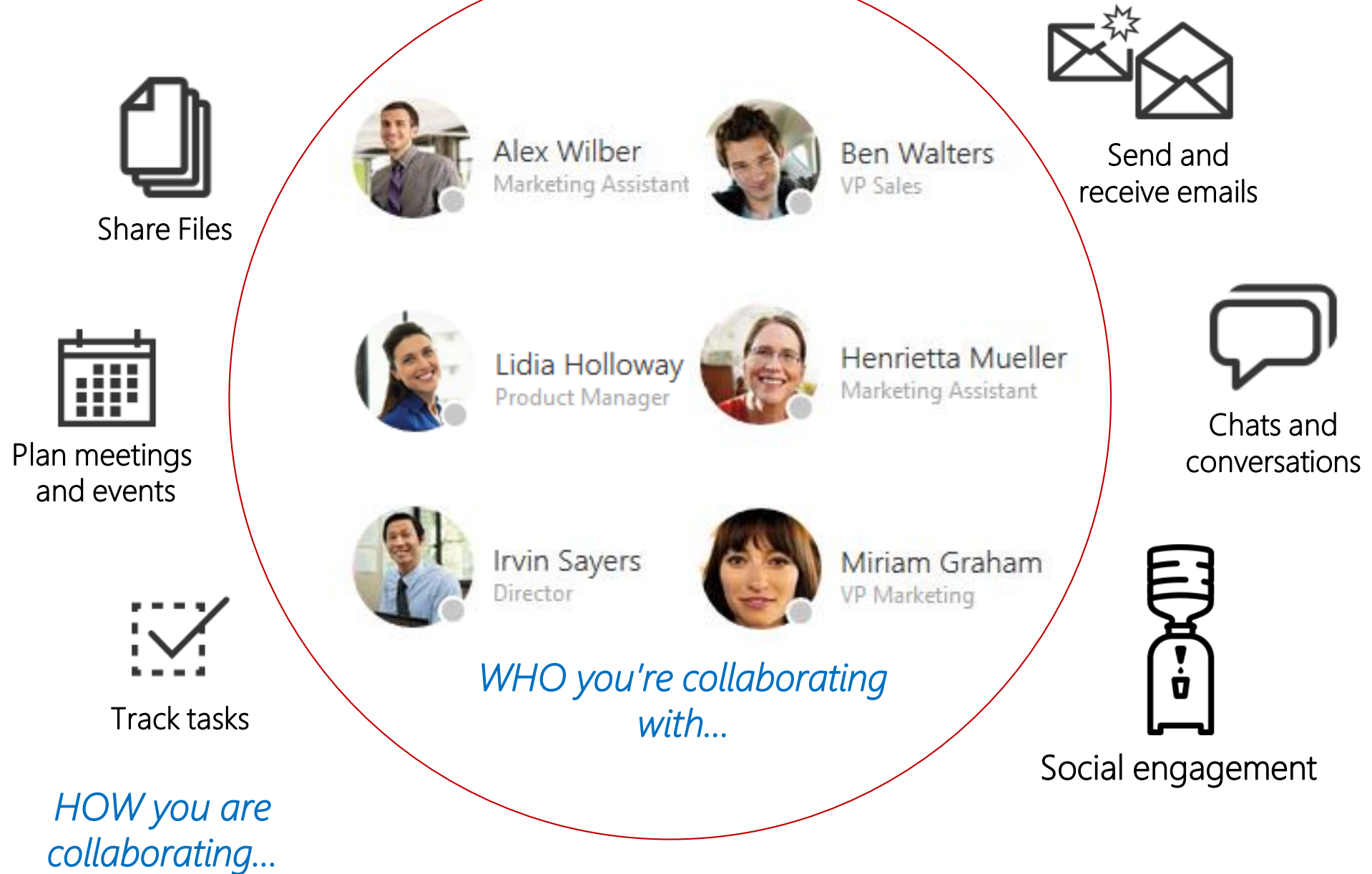
Highlight quick-wins to limit support calls:

- Identify version history, first and second level recycle bins, soft-deleted content
- Identify recent data in AvePoint's backup data sets
- Fully security-trimmed to each user



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

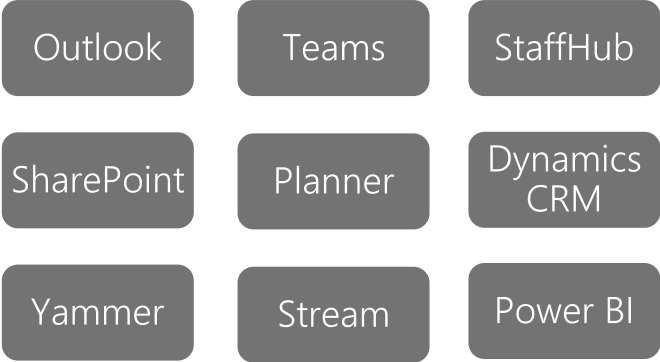


Group experience populated in app of choice

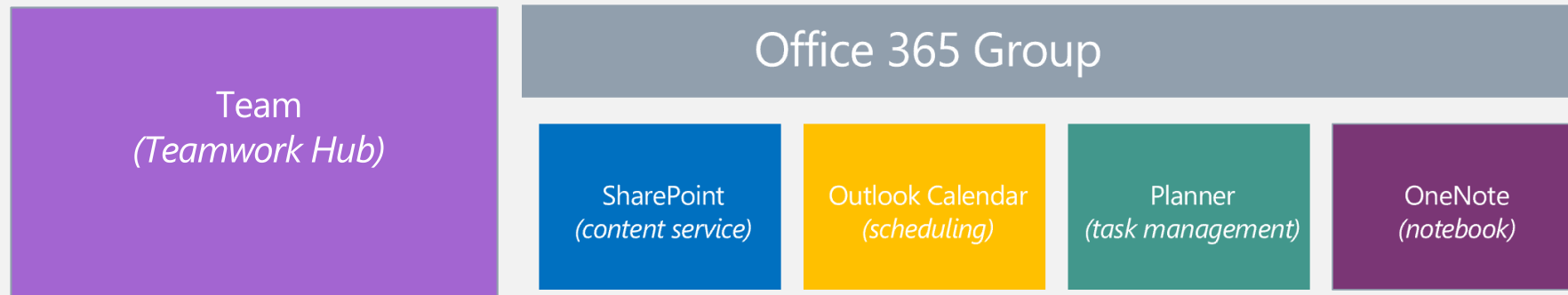
Apps



Azure AD



When Creating a Team ...



Entry-points for self-service creation

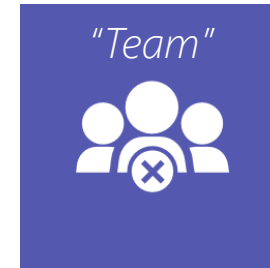
Office 365
Groups



=



=



=








Gartner.

WHY GARTNER ANALYSTS RESEARCH EVENTS CONSULTING ABOUT

Sign In | Register | Select a Gartner site▼

Search

Why Microsoft Teams Will Soon Be Just as Common as Outlook



Published: 18 June 2018 **ID:** G00348503

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

Summary

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

Table of Contents

Analysis

- Microsoft Teams From an End-User Perspective
 - Channels Are the Heart of Group Collaboration in Microsoft Teams
 - Peer-to-Peer Chat Provides Simple Messaging and Sharing
 - Teams Also Provides Personal Productivity Features
- How Teams Impacts Other Office 365 Products and Services
 - Membership: Teams and Office 365 Groups
 - Messaging: Teams, Yammer, Skype for Business and Outlook
 - Content Collaboration: Teams, Office 365 ProPlus, OneDrive for Business and SharePoint

Already have a Gartner account?

Sign in to view this research document.

SIGN IN

Forgot [username](#) or [password](#)?

Not a Gartner Client?

Want more research like this?

Learn the benefits of becoming a Gartner client.

CONTACT US ONLINE

Free Research

Discover what **12,000 CIOs** and **Senior IT leaders** already know.

FREE ACCESS ▶

Why Gartner

Gartner delivers the technology-related insight you need to make the right decisions, every day.

[Find out more](#) ▶

By default, anyone can create an Office 365 group. Therefore, anyone can create a team in Microsoft Teams. However, history has shown that allowing this privilege to go ungoverned can result in users creating workspaces on impulse. Such workspaces often become abandoned, because their creators fail to promote them. Ultimately, people wonder why the workplaces were created in the first place. For example, you may recall the early days of SharePoint Server. Some enterprises saw the creation of hundreds, perhaps thousands, of sites, with little thought given to why those sites were needed.

<https://www.gartner.com/doc/3879669>

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>



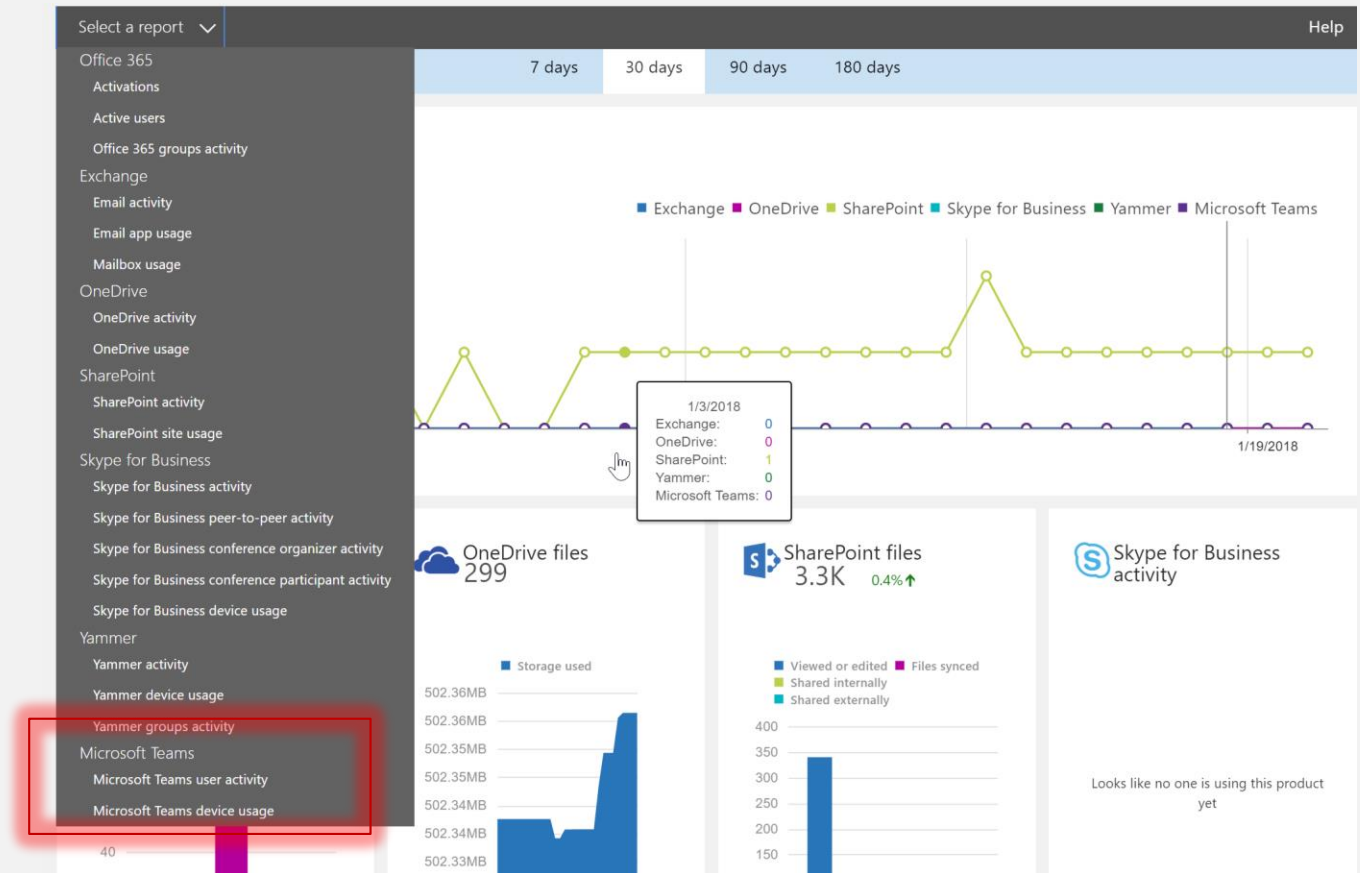
Govern Ongoing Management

- 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 titled 'Dynamic membership rules' and is divided into two panes. The left pane, labeled 'Group', contains fields for 'Group type' (Office 365), 'Group name' (My Cool Dynamic Group), 'Group description' (Enter a description for the group), and 'Membership type' (Dynamic User). The right pane, labeled 'Dynamic membership rules', contains a section for 'Add dynamic membership rule' with buttons for 'Simple rule' and 'Advanced rule'. Below this, there is a section for 'Add users where' with a dropdown menu set to 'department', a dropdown menu set to 'Equals', 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, with the 'Soft Delete/Restore' feature highlighted. On the right, a detailed view of this feature is shown, including its description, feature ID, roadmap status, and social sharing options.

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

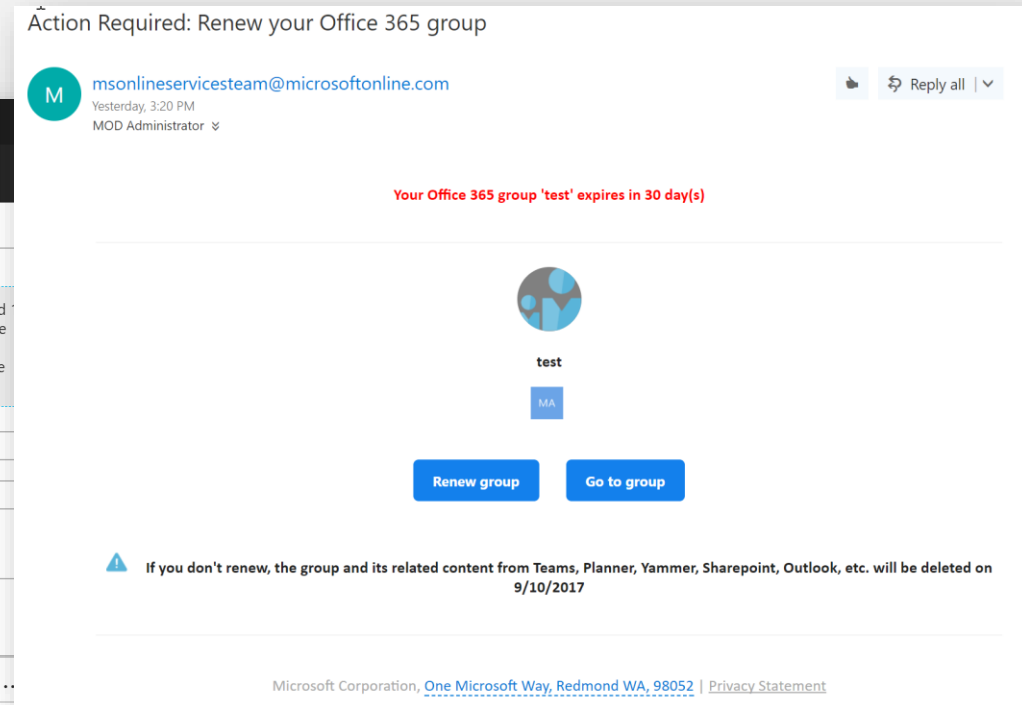
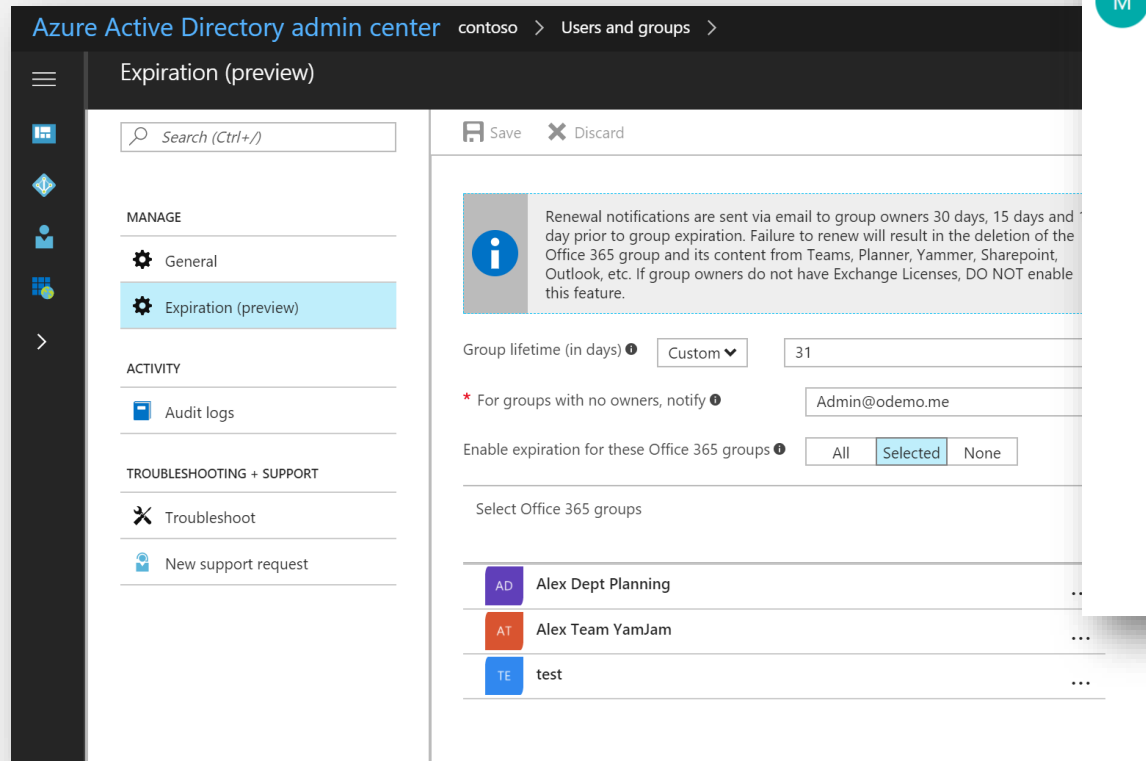
Tags: O365, Groups

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. The left sidebar contains navigation links: Classifications, Data loss prevention, Data governance, Dashboard, Import, Archive, Retention (selected), Events, Supervision, Threat management, Mail flow, and Data privacy. The main content area shows the 'Retention' configuration steps: 'Create a policy to retain what you want and get rid of what you don't.', 'Name your policy' (checked), 'Settings', 'Choose locations' (selected), and 'Review your settings'.

Overlaid on the main content is a dialog box titled 'Decide if you want to retain content, delete it, or both'. It contains the following options:

- Do you want to retain content?**
 - ☒ Yes, I want to retain content
 - ☐ No, just delete content
- For this long...** (dropdown menu)
- Retain the content for...** (dropdown menu)
- Do you want us to delete content that is no longer retained?**
 - ☐ Yes
 - ☒ No
- Need more options?**
 - ☐ Use advanced retention settings

At the bottom of the dialog are 'Back' and 'Next' buttons.

Overlaid on the right side of the dialog is a 'Choose locations' panel. It lists various locations with toggle switches and selection options:

- Office 365 groups**: Toggle off
- Skype for Business**: Toggle off
- Exchange public folders**: Toggle off
- Teams channel messages**: Toggle on. Selection options: [All](#) (Choose teams), [None](#) (Exclude teams)
- Teams chats**: Toggle on. Selection options: [All](#) (Choose users), [None](#) (Exclude users)

At the bottom of the 'Choose locations' panel are 'Back', 'Next', and 'Cancel' buttons. A 'Feedback' button is located at the bottom right of the entire interface.

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

Label settings

Retention ⓘ
☒ 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

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?

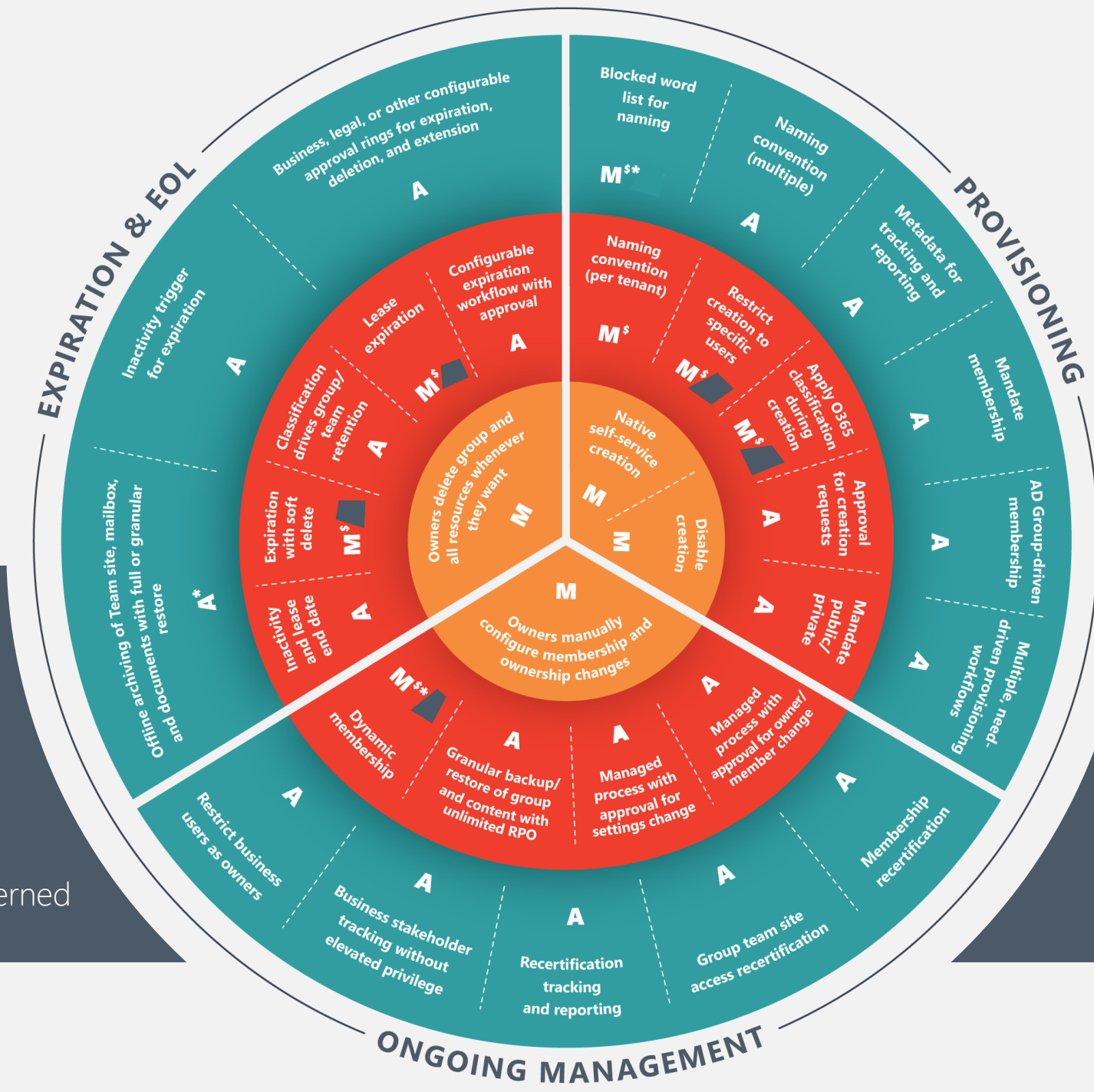


Right-Sizing Office 365 Governance

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

Self service and
automated
provisioning
based on
business need

Megan Bowen

Megan needs to work with
some colleagues on the
departmental away day
planning



- Search
- Home
 - Notebook
 - Documents
 - Pages
 - Site contents
 - Work Space Catalogue
 - Recycle bin


Global Intranet Template

Global Intranet

Not following Share

New Send by email

Published 1:48 PM Edit



Work Space Catalogue

LEARN MORE >



Register for Annual Staff Meeting



Environmental Policy



World Wildlife Day




Check out the new café


- Home Page
- Start a Request
- My Requests
- My To-Do List
- Public Site Collection Directory
- My Sites

Hi Megan Bowen, what would you like to do?


Start a Request




View My Requests




View My To-Do List



Public Site Collection Directory



My Sites



- Home Page
- Start a Request
- My Requests
- My To-Do List
- Public Site Collection Directory
- My Sites

Hi Megan Bowen, what would you like to do?

Start a Request

Submit a new request from your service catalog.

View My Requests

View My To-Do List

Public Site Collection Directory


My Sites

- Home Page
- Start a Request
- My Requests
- My To-Do List
- Public Site Collection
- Directory
- My Sites

Start a Request


Administration
(1)

Provide Permissions




Not sure what you want? Start Here
(1)

Create a new Space




Spaces
(3)


Create Document Space



Create External Project Space



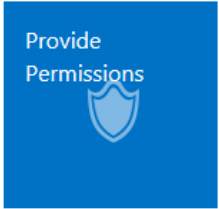
Create Internal Project Space



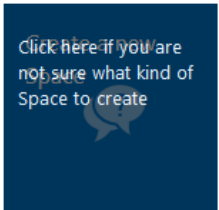
- Home Page
- Start a Request
- My Requests
- My To-Do List
- Public Site Collection
- Directory
- My Sites

Start a Request

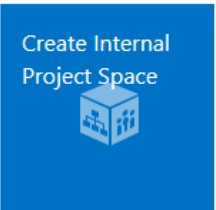
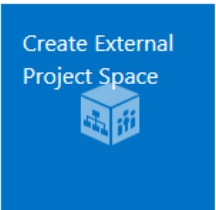
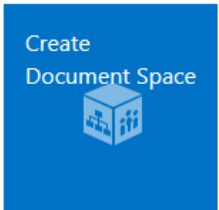
Administration
(1)



Not sure what you want? Start Here
(1)



Spaces
(3)



Home Page

Start a Request

My Requests

My To-Do List

Public Site Collection
Directory

My Sites

Start a Request > Questionnaire

Cancel

What do you need this space for?

Select One

- Home Page
- Start a Request
- My Requests
- My To-Do List
- Public Site Collection Directory
- My Sites

Start a Request > Questionnaire

Cancel

What do you need this space for?

Select One

Select One

Collaborate with external parties

Collaborate internally

Publish information about my department

Something else

- Home Page
- Start a Request
- My Requests
- My To-Do List
- Public Site Collection Directory
- My Sites

Start a Request > Questionnaire

Cancel

What do you need this space for?

Collaborate with external parties

How would you classify the content?

Select One

- Home Page
- Start a Request
- My Requests
- My To-Do List
- Public Site Collection Directory
- My Sites

Start a Request > Questionnaire

Cancel

What do you need this space for?

Collaborate with external parties

▼

How would you classify the content?

Select One

▼

Select One

Public

Internal

Confidential

- Home Page
- Start a Request
- My Requests
- My To-Do List
- Public Site Collection Directory
- My Sites

Start a Request > Questionnaire

[Cancel](#)

What do you need this space for?

Collaborate with external parties

How would you classify the content?

Public

Is this for a project?

☐ Yes

☐ No



- Home Page
- Start a Request
- My Requests
- My To-Do List
- Public Site Collection Directory
- My Sites

Start a Request > Questionnaire

Submit

Cancel

What do you need this space for?

Collaborate with external parties

How would you classify the content?

Public

Is this for a project?

☒ Yes

☐ No

Back to site

- Home Page
- Start a Request
- My Requests
- My To-Do List
- Public Site Collection Directory
- My Sites

Start a Request > Create External Project Space

Save As Draft Save and Submit Cancel

Request Summary

Enter a brief summary for your new service request. It will be displayed on your My Requests and your approvers' My Tasks list. It should reflect the request's purpose or function to help your approvers to quickly understand the business reason behind the request. Enter optional notes to your approvers.

*Request Summary:

Create new space for EOY Charity Event

Notes to approvers:

Privacy

Choose to make the new Office 365 group to be a public group or a private group.

Public - Anyone can see group content

Outside Senders

Choose whether to let people outside the organization e-mail the group.

Allow outside senders

Primary Group Contact

Specify a user to be the primary group contact. This should be a

* Megan Bowen X

Back to site

Primary Group Contact

Specify a user to be the primary group contact. This should be a business user who will be responsible for managing the lifecycle of the Office 365 group.

* Megan Bowen X

Secondary Group Contact

Specify a user to be the secondary group contact. This should be a business user who will be responsible for managing the lifecycle of the Office 365 group in the event the primary group contact is unable to respond to a notification.

* Diego Siciliani X

Group Owners

Specify one or more Office 365 users to be the owners of the new group. Note that only Office 365 users who have mailboxes are allowed to be specified as owners of the new group. You can also enter \$ to select from the following options:

Irvin Sayers

[View Available Roles >](#)

Group Members

Specify one or more Office 365 users to be the members of the new group. Note that only Office 365 users who have mailboxes are allowed to be specified to be the members of the new group. You can also enter \$ to select from the following options:

☒ Select group members manually

Megan Bowen X Alex Wilber X
Emily Braun X Diego Siciliani X
Pradeep Gupta X |

☐ Define rules to populate group members dynamically

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

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

Project Code

*CharityQ42017

Basic Information

Enter the group name and group ID. Then, enter an optional group description.

*Group name:
ExternalProject EOYCharity

*Group ID:
charityq42017

Group description:

Self service and
automated
provisioning
based on
business need

Diego Siciliani

Diego is Megan's manager
and receives an email
requesting approval for her
request



^ Folders

More

^ Groups New

FinanceTest1

→ Discover

+ Create

- Focused Other Filter
- Next: No events for the next two days. Agenda
- ☐ AvePoint Governance Automa...
You Have a New Task for Create new space 7:34 AM
Hello Diego Siciliani, A new task Create new space for...
 - AvePoint Governance Automa...
The Request Create new Space for Fundraisi 6:28 AM
Hello Megan Bowen, The request Create new Space f...
 - AvePoint Governance Automa...
You Have a New Task for Create new Space 6:10 AM
Hello Diego Siciliani, A new task Create new Space fo...
 - AvePoint Governance Automa...
The Request Office Move Project Has compl 3:51 AM
Hello Diego Siciliani;Megan Bowen, The request Offic...
 - AvePoint Governance Automa...
You Have a New Task for Office Move Proje 3:42 AM
Hello Diego Siciliani, A new task Office Move Project...
 - AvePoint Governance Automa...
The Request Demo Template Creation Has c 3:15 AM
Hello Diego Siciliani;Megan Bowen, The request Dem...
 - AvePoint Governance Automa...
The Request Please create new space for Au 3:12 AM
Hello Megan Bowen, The request Please create new s...
 - AvePoint Governance Automa...
The Request Create Xmas Party Org Has con 3:11 AM
Hello Diego Siciliani;Megan Bowen, The request Crea...
 - AvePoint Governance Automa...
You Have a New Task for Demo Template Ci 3:10 AM
Hello Diego Siciliani, A new task Demo Template Cre...

You Have a New Task for Create new space for EOY Charity Event

AvePoint Governance Automation Online Team <GAOnline@avepoint.com>
Today, 7:34 AM
Diego Siciliani

To help protect your privacy, some content in this message has been blocked. To re-enable the blocked features, [click here](#).

To always show content from this sender, [click here](#).

Hello Diego Siciliani,

A new task Create new space for EOY Charity Event submitted by MeganB@M365x445196.onmicrosoft.com has been assigned to you at 10/26/2017 2:34:31 PM . Please go to this [link](#) for more details.

Sincerely,
The Governance Automation Online Team

[Learn more about Governance Automation Online](#)
[Contact Us](#)

Enterprise Software Service For Microsoft® SharePoint® © 2014-2017 AvePoint, Inc. All Rights Reserved.

Please do not reply to this e-mail. This e-mail was sent from an unattended mailbox, and replies are not reviewed. Please [contact us](#) if you have any issues.

Getting too much email from AvePoint Governance Automation Online Team <GAOnline@avepoint.com>? [You can unsubscribe](#)

My To-Do List >

My Tasks

My Recertification Report

🔄 Refresh

Search 🔍

Show rows: 15 ▾

< 1/1 >

+ ✓	Request ID	Request Summary	Requester	Service	Status	Request Status	Comments
	572	Create new space for EOY Charity Event	... Megan Bowen	Create External Project Space	Waiting for Approval		

My To-Do List

My Tasks My Recertification Report

Refresh

Search Show rows: 15 1/1

Request ID

Request Summary

572

Create new space for EOY Charity Event

View Details: Create new space for EOY Charity Event

✓ Approve

Reassign

✗

 Reject

View Request History

Task Information

Request ID:572

Request Summary:Create new space for EOY Charity Event

Notes to approvers:

Service Type:Create Group

Requester:Megan Bowen

Status:Waiting for Approval

Last Modified Time:2017-10-26 14:34:31

Request Status:

(First Stage Task Created)

Comments:

Create Group - Basic Settings

Privacy

Privacy:Public - Anyone can see group content

Outside Senders

Request Status

Comments

My To-Do List > My Tasks My Recertification Report

Refresh Search Show rows: 15 1/1

Request ID

Request Summary

572

Create new space for EOY Charity Event

View Details: Create new space for EOY Charity Event

Approve

Reassign

Reject

View Request History

▼ Create Group - Basic Settings

Privacy

Privacy:

Public - Anyone can see group content

Outside Senders

Outside Senders:

Allow outside senders

Primary Group Contact:

Megan Bowen

Secondary Group Contact:

Diego Siciliani

Group Owners:

Irvin Sayers

Group Members

Method to select group members:

Select group members manually

Group Members:

Megan Bowen

Alex Wilber

Request Status

Comments

My To-Do List

My Tasks My Recertification Report

Refresh

Search Show rows: 15 1/1

+ ✓	Request ID	Request Summary	View Details: Create new space for EOY Charity Event	Request Status	Comments
-----	------------	-----------------	--	----------------	----------

572 Create new space for EOY Charity Event

✓ Approve Reassign ✗ Reject ⌚ View Request History

Group Members

Method to select group members:	Select group members manually
Group Members:	Megan Bowen Alex Wilber Emily Braun Diego Siciliani Pradeep Gupta
Enable hidden group membership:	No

Office 365 Group Policy

Office 365 group policy:	Office 365 Groups Policy
--------------------------	--------------------------

Metadata

Metadata Name	Metadata Value
Space Classification	Public
Project Code	Charity042017

My To-Do List > My Tasks My Recertification Report

Refresh Search Show rows: 15 < 1/1 >

+ ✓	Request ID	Request Summary	View Details: Create new space for EOY Charity Event	Request Status	Comments
-----	------------	-----------------	--	----------------	----------

572 Create new space for EOY Charity Event

✓ Approve Reassign ✗ Reject ⌚ View Request History

Office 365 Group Policy

Office 365 group policy: Office 365 Groups Policy

Metadata < 1/1 >

Metadata Name	Metadata Value
Space Classification	Public
Project Code	CharityQ42017

Basic Information

Group name:	ExternalProject_EOYCharity
Group ID:	charityq42017@M365x445196.onmicrosoft.com
Group description:	Space for EOY Charity Event

My To-Do List >

My Tasks

My Recertification Report

Approve Reassign Reject Refresh

Search Show rows: 15 1/1

+ ✓	Request ID	Request Summary	View Details: Create new space for EOY Charity Event	Request Status	Comments
✓	572	Create new space for EOY Charity Event			

Approve Reassign Reject View Request History

Office 365 Group Policy

Office 365 group policy: Office 365 Groups Policy

Meta

Meta

Space

Project

Basic

Group name: ExternalProject_EOYCharity

Group ID: charityq42017@M365x445196.onmicrosoft.com

Group description: Space for EOY Charity Event

Governance Automation Online

My Comments:

OK Cancel

My To-Do List

- My Tasks
- My Recertification Report

Approve Reassign Reject Refresh

Search Show rows: 15 1/1

+ ✓	Request ID	Request Summary
✓	572	Create new space for EOY Charity Event

View Details: Create new space for EOY Charity Event

Approve Reassign Reject View Request History

Office 365 Group Policy

Office 365 group policy: Office 365 Groups Policy

Governance Automation Online

My Comments:

Approved

OK

Cancel

Basic

Group name: ExternalProject_EOYCharity

Group ID: charityq42017@M365x445196.onmicrosoft.com

Group description: Space for EOY Charity Event

My To-Do List > My Tasks My Recertification Report

Refresh Search

+ ✓ Request ID Request Summary View Details: Create new space for EOY Charity Event Request Status Comments

View Request History

Office 365 Group Policy

Office 365 group policy: Office 365 Groups Policy

Metadata

< 1/1 >

Metadata Name	Metadata Value
Space Classification	Public
Project Code	CharityQ42017

Basic Information

Group name:	ExternalProject_EOYCharity
Group ID:	charityq42017@M365x445196.onmicrosoft.com
Group description:	Space for EOY Charity Event

Self service and
automated
provisioning
based on
business need

Megan Bowen

Megan receives an email
to let her know that her
space is now available



- Folders
- Favorites
 - Inbox 1
 - Megan Bowen
 - Inbox 1
 - Drafts
 - Sent Items
 - Deleted Items
 - Archive
 - Conversation History
 - Junk Email
 - Notes
 - In-Place Archive -Megan Bowen
 - Groups
 - ExternalProject_Ei
 - ExternalProject_Fi
 - Finance_Project4!
 - Finance_OM455
 - Finance_Q2QPR

- Focused Other Filter
- Next: No events for the next two days. Agenda
- AvePoint Governance Automation Online Team <GAOnline@avepoint.com>
- You Have a New Task for Xmas in July site collection. 4:39 AM
- Hello Megan Bowen, A new task Xmas in July site collection...
- AvePoint Governance Automation Online Team <GAOnline@avepoint.com>
- You Have a New Task for Xmas in July site collection. 4:35 AM
- Hello Megan Bowen, A new task Xmas in July site collection...
- AvePoint Governance Automation Online Team <GAOnline@avepoint.com>
- The Project Space, Site Collection Title, has been created. 4:16 AM
- Hello Megan Bowen, Hello, Please note that the Inter...
- Yesterday
- Megan Bowen
- You've joined the ExternalProject_EOYCharity. Thu 7:59 AM
- WorkBrilliantlyTogether Welcome to the ExternalProject...
- ☐ AvePoint Governance Automation Online Team <GAOnline@avepoint.com>
- The Request Create new space for EOY Charity Event Has Completed. Thu 7:48 AM
- Hello Megan Bowen, The request Create new space f...
- Megan Bowen
- You've joined the ExternalProject_Fundraising. Thu 6:39 AM
- WorkBrilliantlyTogether Welcome to the ExternalProject...
- AvePoint Governance Automation Online Team <GAOnline@avepoint.com>
- The Request Create new Space for Fundraising. Thu 6:28 AM
- Hello Megan Bowen, The request Create new Space f...
- AvePoint Governance Automation Online Team <GAOnline@avepoint.com>
- The Request Office Move Project Has completed. Thu 3:51 AM
- Hello Diego Siciliani;Megan Bowen, The request Offic...
- AvePoint Governance Automation Online Team <GAOnline@avepoint.com>
- A Site Collection https://m365x445196.sharepoint.com. Thu 3:51 AM
- Hello Megan Bowen, You are given the responsibility...

The Request Create new space for EOY Charity Event Has Completed



AvePoint Governance Automation Online Team <GAOnline@avepoint.com>

Yesterday, 7:48 AM

Megan Bowen; Megan Bowen; Diego Siciliani



Reply all

Hello **Megan Bowen**,

The request Create new space for EOY Charity Event submitted by MeganB@M365x445196.onmicrosoft.com has Completed .

Log into <https://nega.avepointonlineservices.com> for more details.

Sincerely,
The Governance Automation Online Team

[Learn more about Governance Automation Online](#)
[Contact Us](#)

Enterprise Software Service For Microsoft® SharePoint® © 2014-2017 AvePoint, Inc. All Rights Reserved.

Please do not reply to this e-mail. This e-mail was sent from an unattended mailbox, and replies are not reviewed. Please [contact us](#) if you have any issues.

Getting too much email from AvePoint Governance Automation Online Team <GAOnline@avepoint.com>? [You can unsubscribe](#)

Properties: All

EF

ExternalProject_Fundra

☆

🔗

⌵

Private Group

Information

Tags

Members

Details

Send email messages to

projectcharity@M365x445196.onmicrosoft.com

Description

FQ

Finance_Q2QPR

Private Group

☆

🔗

▼

Information

Tags

Members

Details

Send email messages to

q2qpr@M365x445196.onmicrosoft.com

Description





FinanceTest1   

- Search All Groups
- Create Group
 - My Requests
 - All Groups
 - Favorite Groups
 - Joined Teams
 - Joined Groups
 - Recent Groups
 - My Hubs

All Groups

Save as a Hub List





Properties: All

 **Demo Template**   
Private Group

Information Tags Members Details

Send email messages to
DemoTemplate@M365x445196.onmicrosoft.com

Description
Demo Template





 **ExternalProject_EOYCh**   
Public Group

Information Tags Members

Send email messages to
charityq42017@M365x445196.onmicrosoft.com

Description
Space for EOY Charity Event





- Conversations
- Calendar
- Files
- Notebook
- Site
- Planner

 **ExternalProject_Fundra**   
Private Group

Information Tags Members Details

Send email messages to
projectcharity@M365x445196.onmicrosoft.com





Description

 **Finance_OM455**   
Private Group

Information Tags Members Details

Send email messages to
om455@M365x445196.onmicrosoft.com





Description

 **Finance_Project455**   
Private Group

Information Tags Members Details

Send email messages to
audit455@M365x445196.onmicrosoft.com

Description
Finance_Project455

 **Finance_Q2QPR**   
Private Group

Information Tags Members Details

Send email messages to
q2qpr@M365x445196.onmicrosoft.com


Description

- Search
- Home
 - Conversations
 - Documents
 - Notebook
 - Pages
 - Site contents
 - Recycle bin
 - Edit

EE ExternalProject_EOYCharity
Public group


+ New Published Edit

News
+ Add

 News

Keep your team engaged by sharing content and updates


Add News



Keep your team updated with News on your team site

From the new team site home page you'll be able to quickly author a new News Post – a status update, trip report, or even just highlight a...


SharePoint Oct 26, 2017



What is a team site?

A SharePoint team site connects you and your team to the content, information, and apps you rely on every day. For example, you can...

SharePoint Oct 26, 2017



Add a page to a site

Using pages is a great way to share ideas using images, Excel, Word and PowerPoint documents, video, and more. You can create and...

SharePoint Oct 26, 2017

Activity

Activity feed items (partially visible)

DT

Demo Template

Private Group

Information

Tags

Members

Details

Send email messages to

DemoTemplate@M365x445196.onmicrosoft.co

Description

Demo Template

EE

ExternalProject_EOYCh ☆ ⚙️ ▼

Public Group

Information Tags Members Details

Send email messages to
charityq42017@M365x445196.onmicrosoft.com

Description
Space for EOY Charity Event

EF

ExternalProject_Fundra

☆ ⚙️ ▼

Private Group

Information

Tags

Members

Details

Send email messages to

projectcharity@M365x445196.onmicrosoft.com

Description

FO

Finance_OM455

Private Group

☆

⚙

▼

Information

Tags

Members

Details

Send email messages to

om455@M365x445196.onmicrosoft.com

Description

FP

Finance_Project455

Private Group

Information

Tags

Members

Details

Send email messages to

audit455@M365x445196.onmicrosoft.com

Description

Finance_Project455

FQ

Finance_Q2QPR

Private Group

☆

⚙

▼

Information

Tags

Members

Details

Send email messages to

q2qpr@M365x445196.onmicrosoft.com

Description

FinanceTest1   

All Groups

https://gh-north-europe-x.avepointonlineservices.com/AllGroups

GroupHub

Megan Bowen

Search All Groups

Create Group

My Requests

All Groups

Favorite Groups

Joined Teams

Joined Groups

Recent Groups

My Hubs

All Groups

Save as a Hub

Properties: All

DT

Demo Template

Private Group

InformationTagsMembersDetails

Send email messages to

DemoTemplate@M365x445196.onmicrosoft.co

Description

Demo Template

EE

ExternalProject_EOYCh

Public Group

InformationTagsMembersDetails

Send email messages to

charityq42017@M365x445196.onmicrosoft.com

Description

Space for EOY Charity Event

FO

Finance_OM455

Private Group

InformationTagsMembersDetails

Send email messages to

om455@M365x445196.onmicrosoft.com

Description

FP

Finance_Project455

Private Group

InformationTagsMembersDetails

Send email messages to

audit455@M365x445196.onmicrosoft.com

Description

Finance_Project455

ExternalProject_EOYCharity

Basic PropertiesMetadataPolicyLifecycle TimelineService

Department

Finance

Primary Contact

MeganB@M365x445196.onmicrosoft.com

Secondary Contact

DiegoS@M365x445196.onmicrosoft.com

All Groups

https://gh-north-europe-x.avepointonlineservices.com/AllGroups

Search

☆

📁

⬇

🏠

🔒

🔧

☰

GroupHub

Search All Groups

⊕ Create Group

My Requests

All Groups

Favorite Groups

Joined Teams

Joined Groups

Recent Groups

My Hubs

All Groups

Save as a Hub

Properties: All

DT

Demo Template

Private Group

InformationTagsMembersDetails

Send email messages to
DemoTemplate@M365x445196.onmicrosoft.co

Description
Demo Template

EE

ExternalProject_EOYCh

Public Group

InformationTagsMembersDetails

Send email messages to
charityq42017@M365x445196.onmicrosoft.com

Description
Space for EOY Charity Event

EF

Ex

Pr

Information

Send email r

Description

FO

Finance_OM455

Private Group

InformationTagsMembersDetails

Send email messages to
om455@M365x445196.onmicrosoft.com

Description

FP

Finance_Project455

Private Group

InformationTagsMembersDetails

Send email messages to
audit455@M365x445196.onmicrosoft.com

Description
Finance_Project455

FQ

Fi

Pr

Information

Send email r

Description

ExternalProject_EOYCharity

Basic PropertiesMetadataPolicyLifecycle TimelineService

Space Classification

Public

Project Code

CharityQ42017

All Groups

https://gh-north-europe-x.avepointonlineservices.com/AllGroups

Search

☆

📁

⬇

🏠

🔒

🔧

☰

GroupHub

Search All Groups

⊕ Create Group

My Requests

All Groups

Favorite Groups

Joined Teams

Joined Groups

Recent Groups

My Hubs

All Groups

Save as a Hub

Properties: All

DT

Demo Template

Private Group

InformationTagsMembersDetails

Send email messages to
DemoTemplate@M365x445196.onmicrosoft.co

Description
Demo Template

EE

ExternalProject_EOYCh

Public Group

InformationTagsMembersDetails

Send email messages to
charityq42017@M365x445196.onmicrosoft.com

Description
Space for EOY Charity Event

EF

Ex

Pr

Information

Send email r

Description

FO

Finance_OM455

Private Group

InformationTagsMembersDetails

Send email messages to
om455@M365x445196.onmicrosoft.com

Description

FP

Finance_Project455

Private Group

InformationTagsMembersDetails

Send email messages to
audit455@M365x445196.onmicrosoft.com

Description
Finance_Project455

FQ

Fi

Pr

Information

Send email r

Description

ExternalProject_EOYCharity

Basic PropertiesMetadataPolicyLifecycle TimelineService

🏠

10/26/2017 2:48:06 PM

Provisioned

📅

10/26/2017

Today

⚠

4/26/2018 2:48:06 PM

Lease Expiration

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?



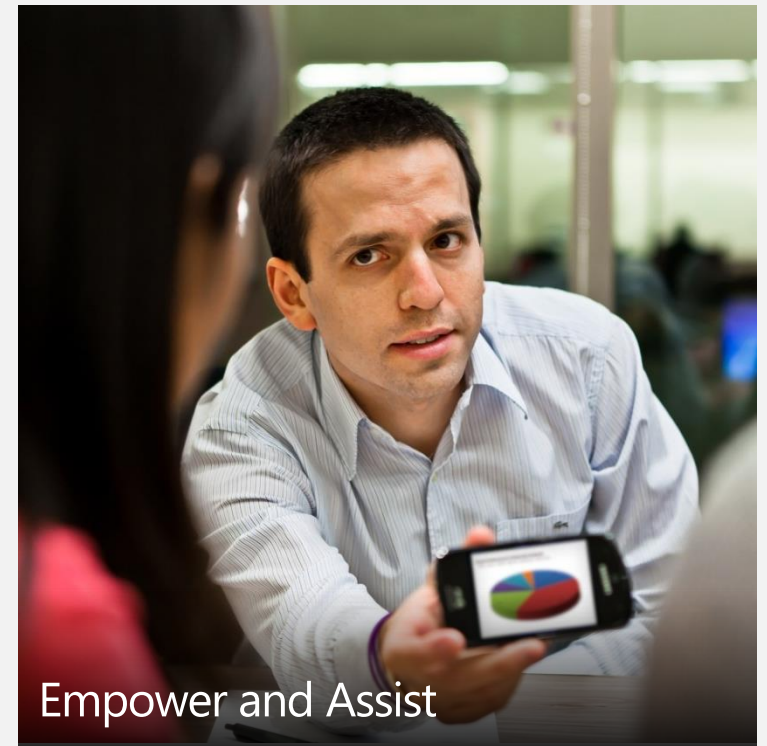
Goal: Drive Sustainable Adoption



Drive Excitement

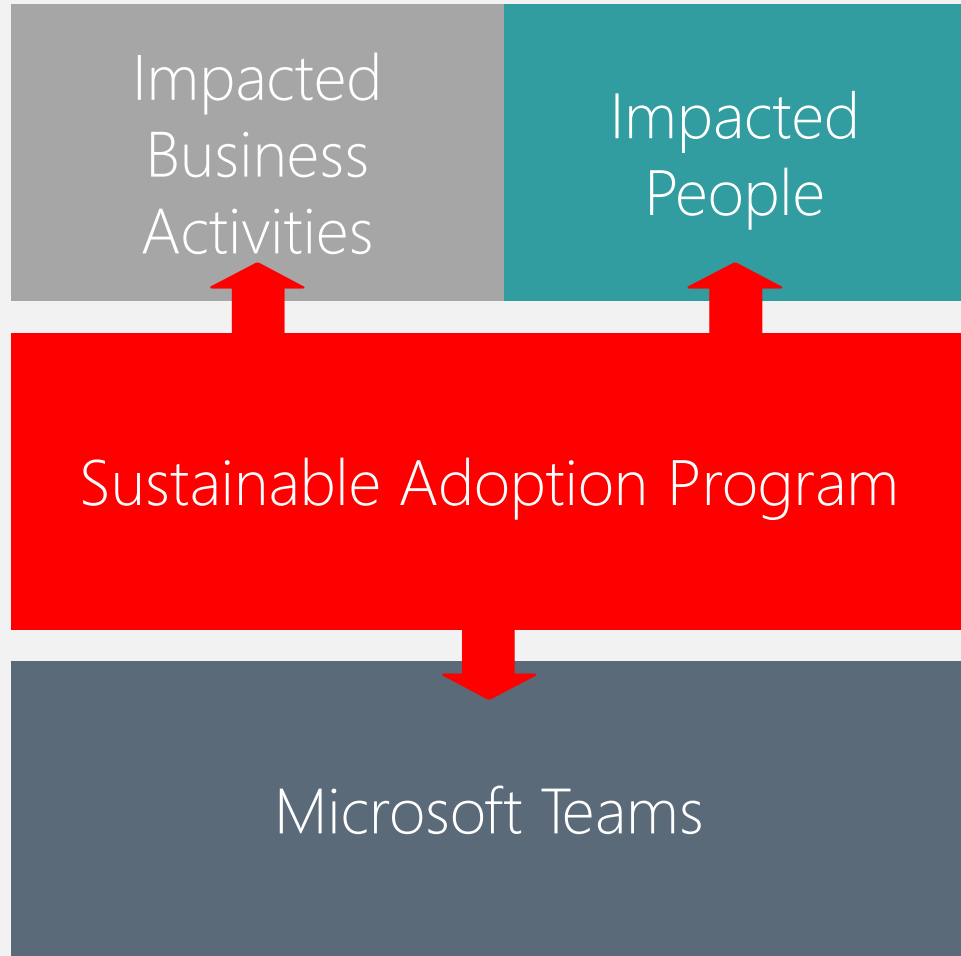


Facilitate Change



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

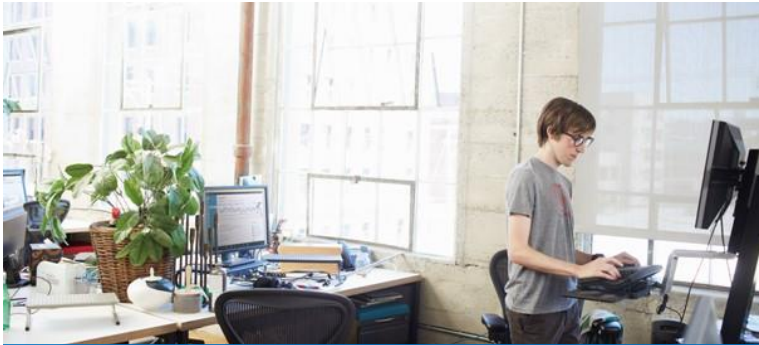


Example: Make meetings better



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



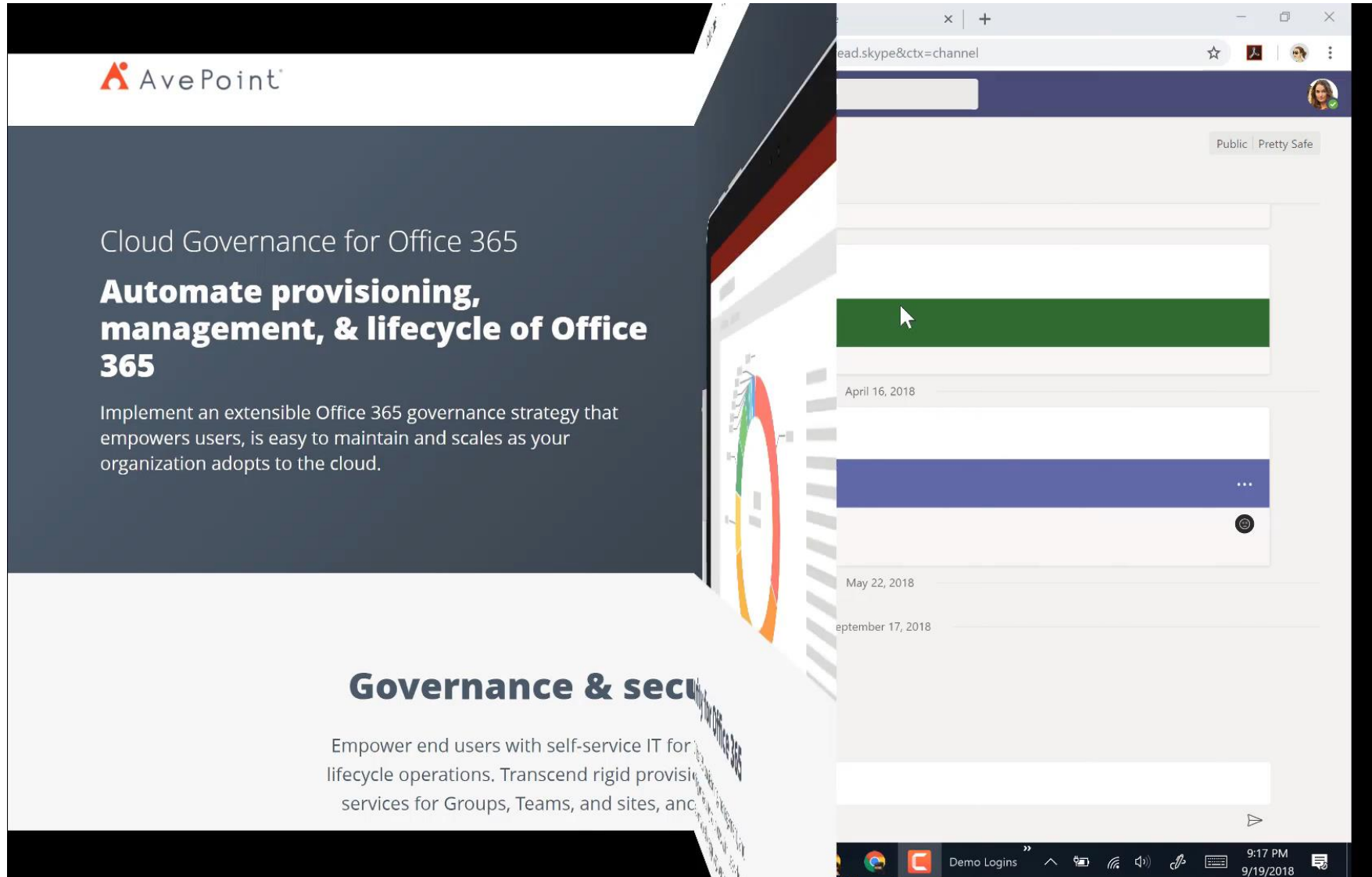
Pull data and build financial reports

Administration



Organize teams and manage calendars

Example: Govern Self-Service



The image displays a presentation slide on the left and a Skype chat window on the right. The slide is titled 'AvePoint' and 'Cloud Governance for Office 365'. It features a dark blue background with white text. The main heading is 'Automate provisioning, management, & lifecycle of Office 365'. Below this, a paragraph states: 'Implement an extensible Office 365 governance strategy that empowers users, is easy to maintain and scales as your organization adopts to the cloud.' At the bottom of the slide, the text 'Governance & security' is visible, followed by a partially obscured sentence: 'Empower end users with self-service IT for lifecycle operations. Transcend rigid provisioning services for Groups, Teams, and sites, and...'. The Skype chat window on the right shows a conversation with a contact named 'Pretty Safe'. The chat history includes a green message bar, a date separator for 'April 16, 2018', a blue message bar, a date separator for 'May 22, 2018', and a date separator for 'September 17, 2018'. The Windows taskbar at the bottom shows the time as 9:17 PM on 9/19/2018, along with various system icons and the text '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...

Public | Pretty Safe

April 16, 2018

May 22, 2018

September 17, 2018

9:17 PM 9/19/2018

Step 2: Facilitate leadership buy-in

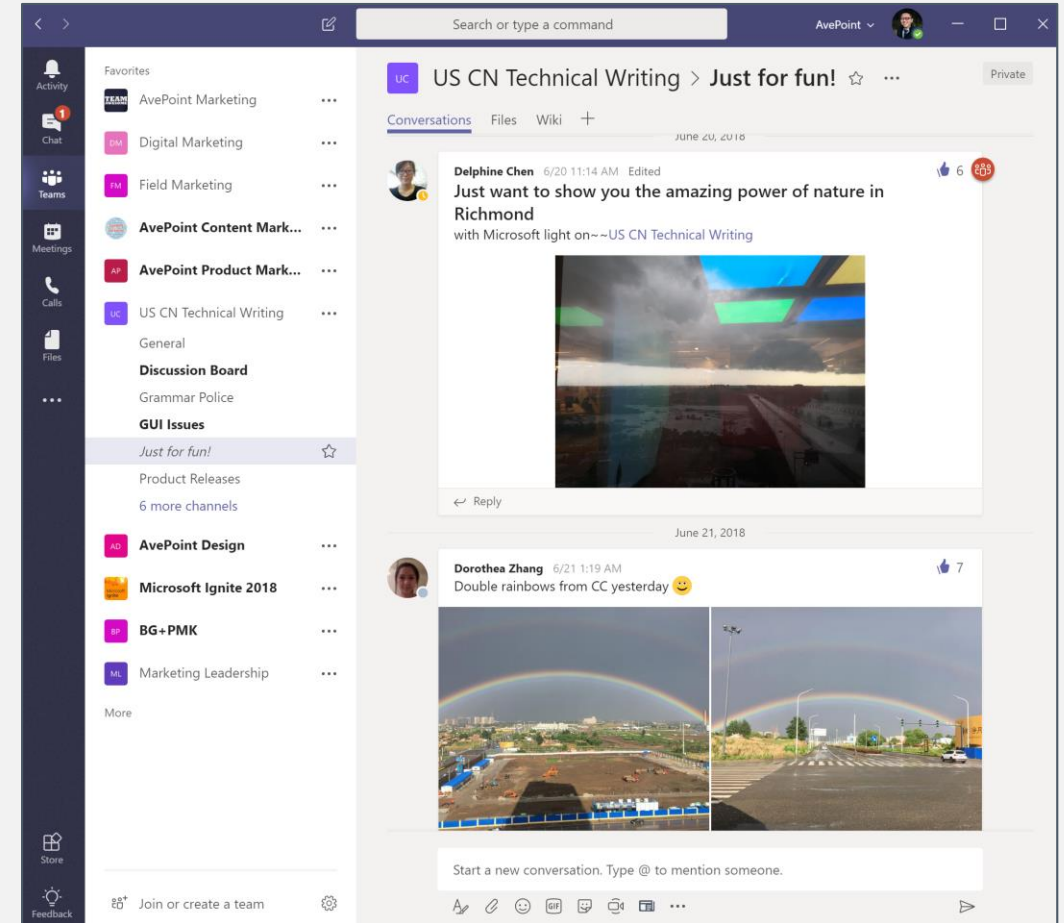
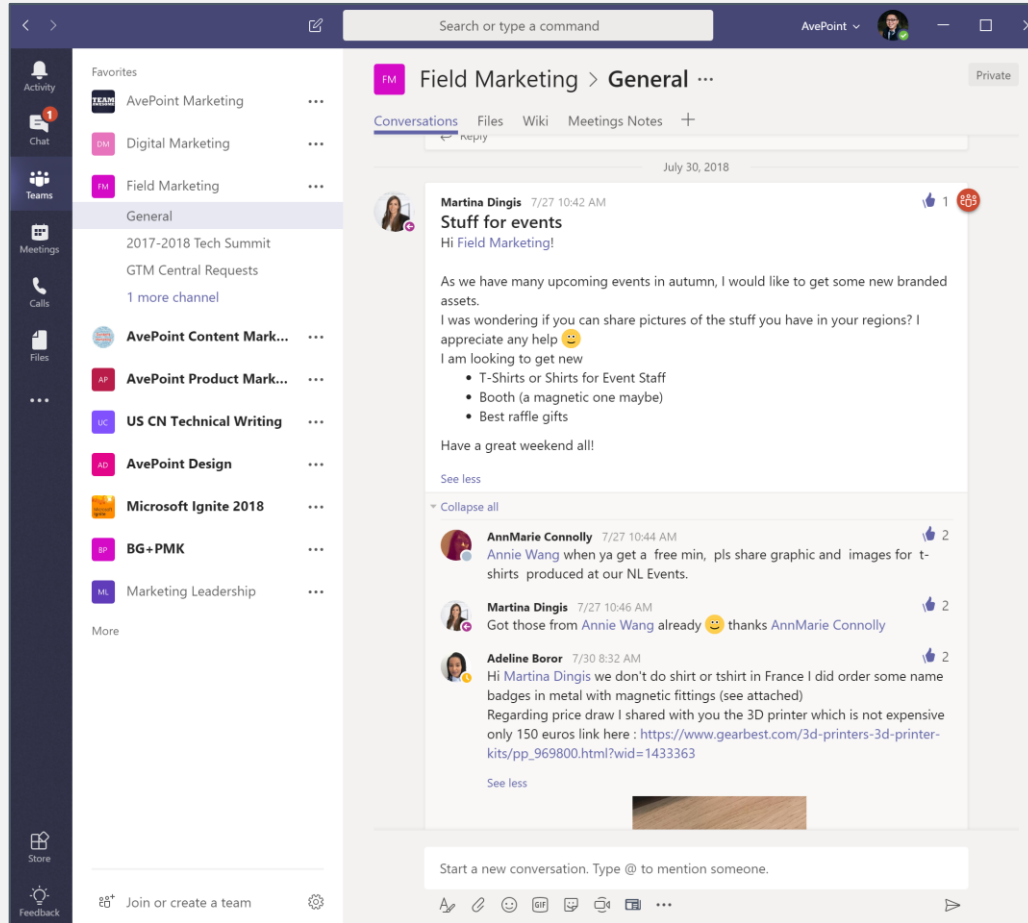
Highlight financial benefits

Demonstrate better transparency

Expedite organizational agility



Example: Global team collaboration

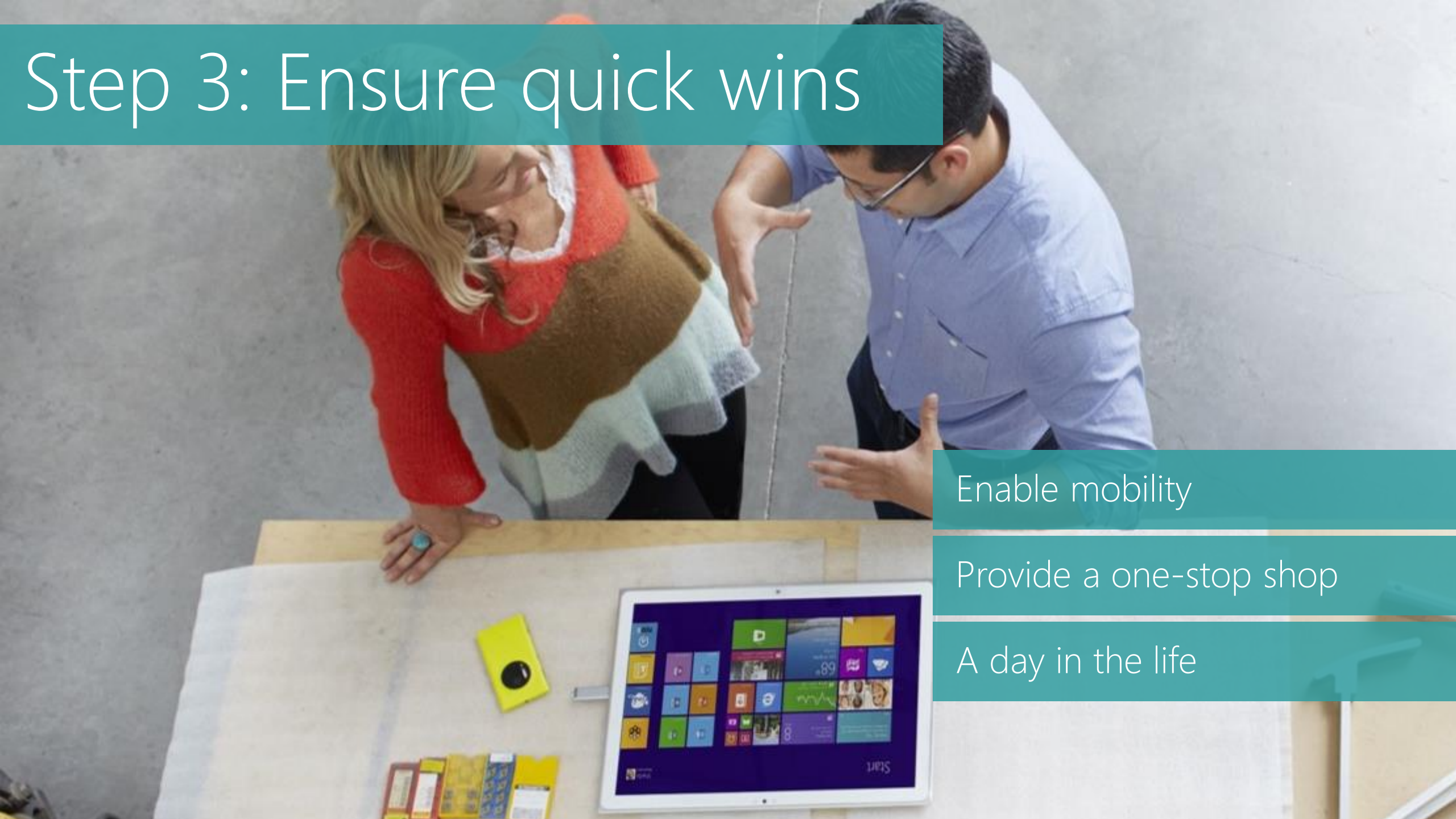


Step 3: Ensure quick wins

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



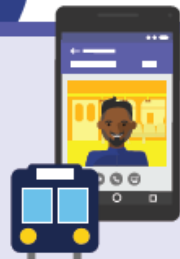
Microsoft Teams

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.

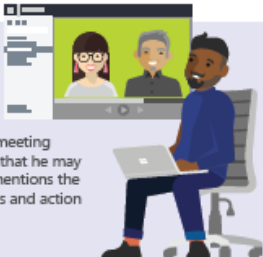


11:30 AM

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.

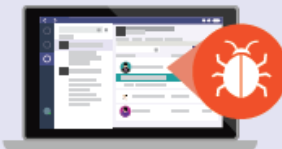
2:00 PM

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.

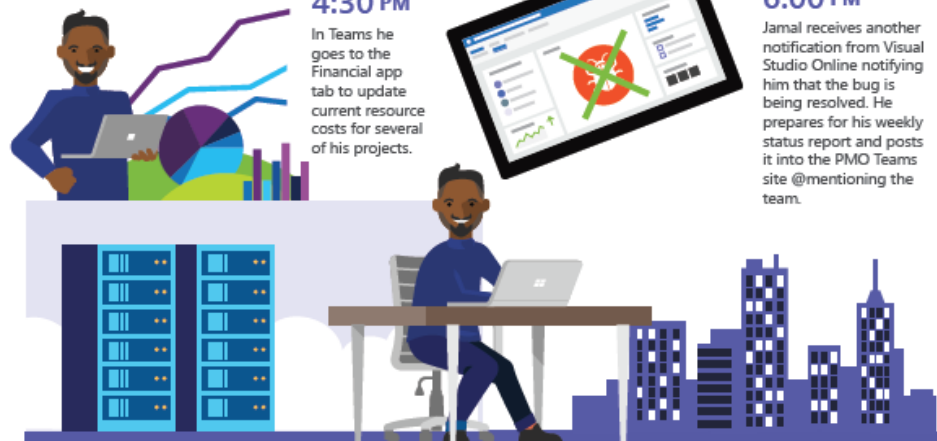


6:00 PM

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

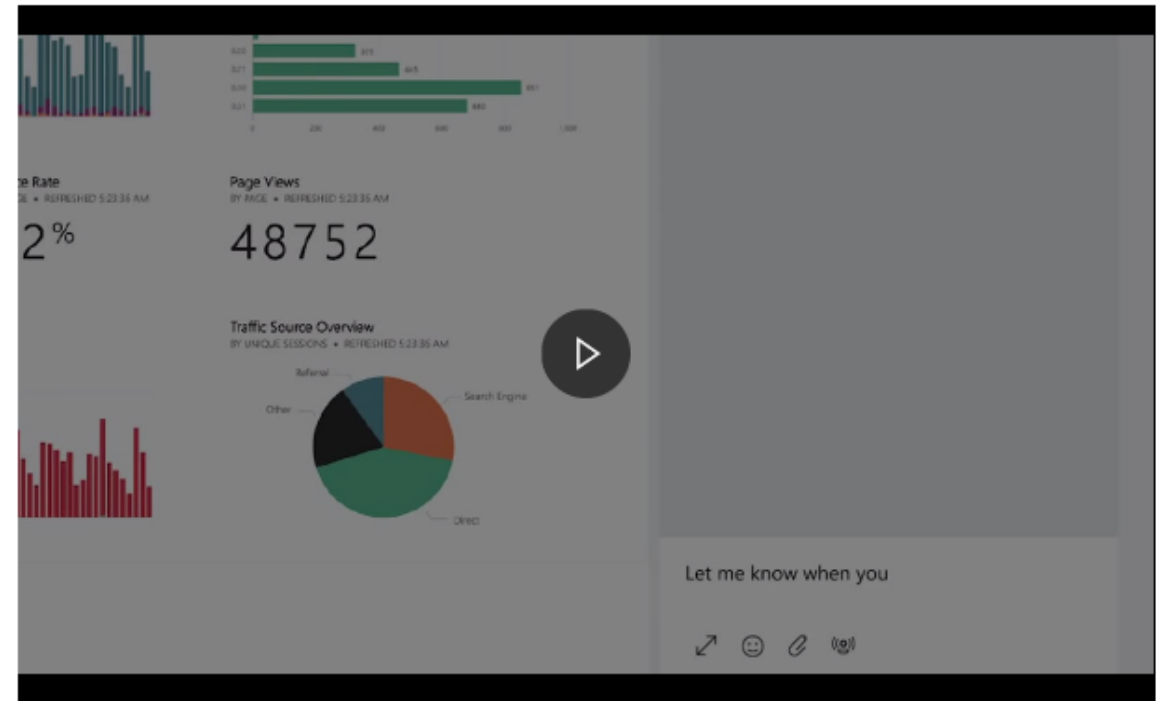
On-demand

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	Slack for Business	SharePoint	Groups in Office 365
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. Suitable 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/office365groups>

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

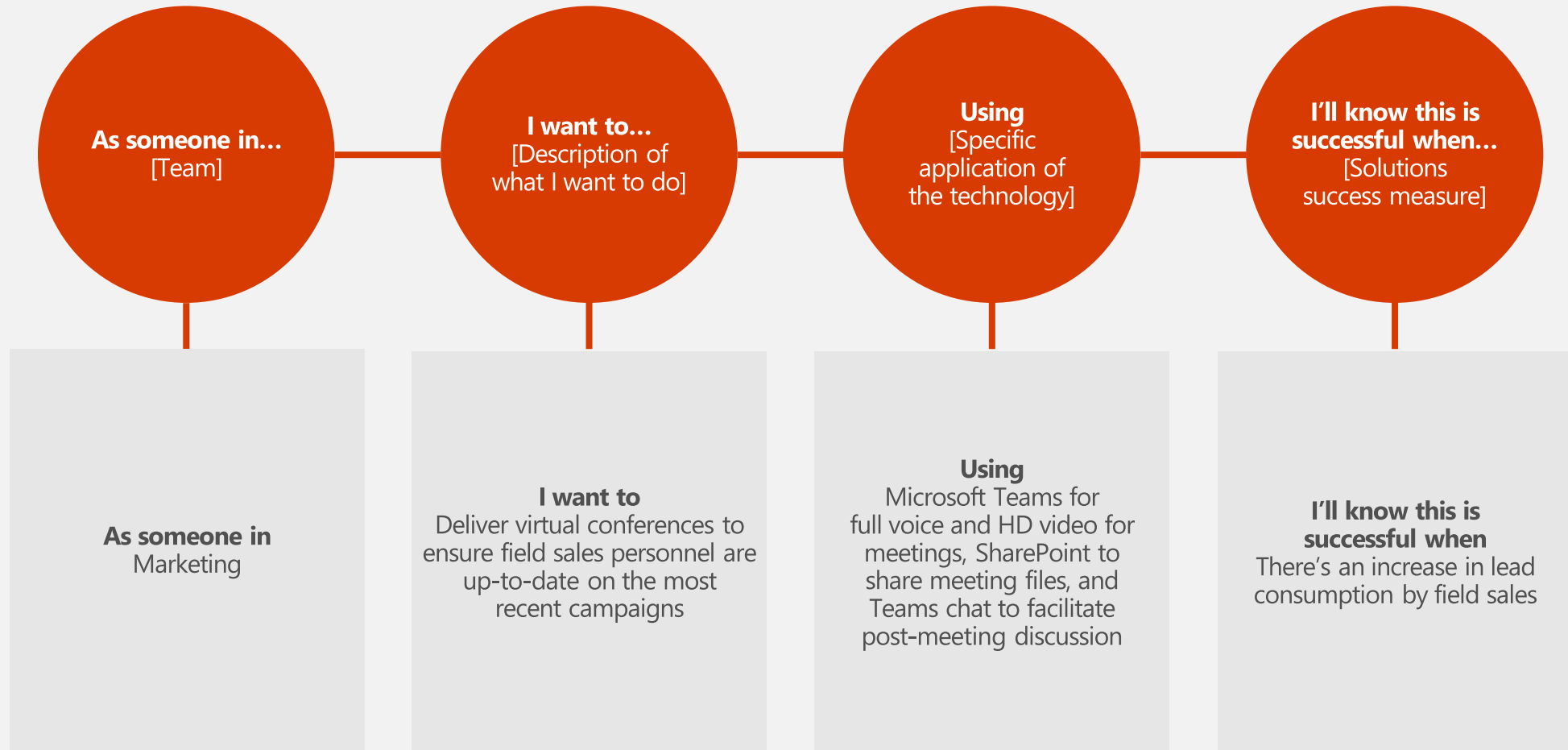


Identify specific use cases

Conduct pilot

Launch company wide

Example: 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

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

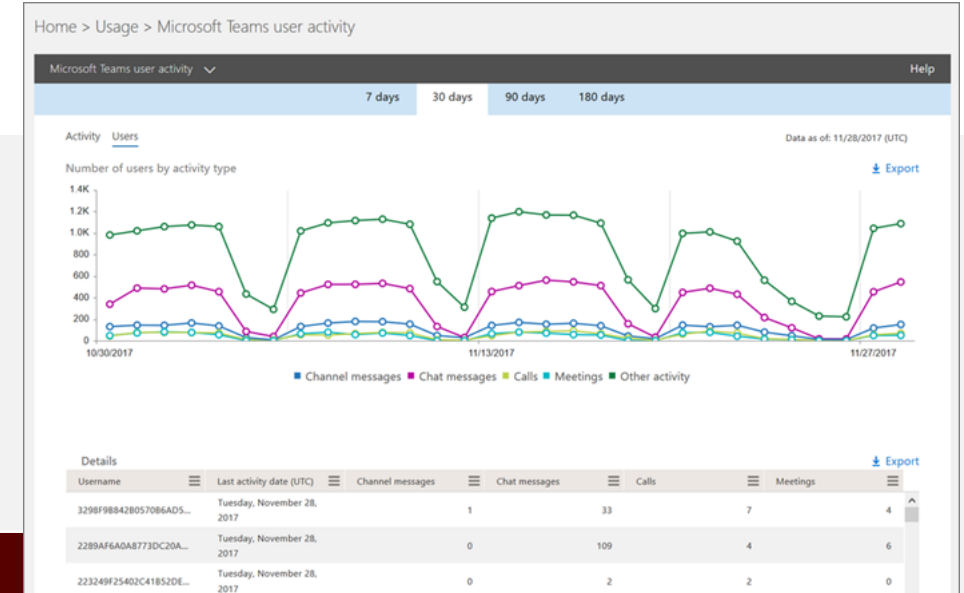
Consistently gather feedback

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





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

ໂພນດຸນດຳ

Dziękuję

谢谢

Tack

Mulțumesc

спасибо

Merci

תודה

多謝晒

дядкую

Ďakujem

Let's
Connect

Stephen Hines

[linkedin.com/in/hinesstephen](https://www.linkedin.com/in/hinesstephen)
Stephen.hines@avepoint.com

Download workshop resources:
<http://www.avepoint.com/speaking>



Sales@AvePoint.com | +1 800.661.6588



www.AvePoint.com



[in](#) [twitter](#) [youtube](#) [f](#) [g+](#)