



Get #WFHReady with Microsoft Teams

Virtual Workshop Series: HLS Focus



Your presenter...

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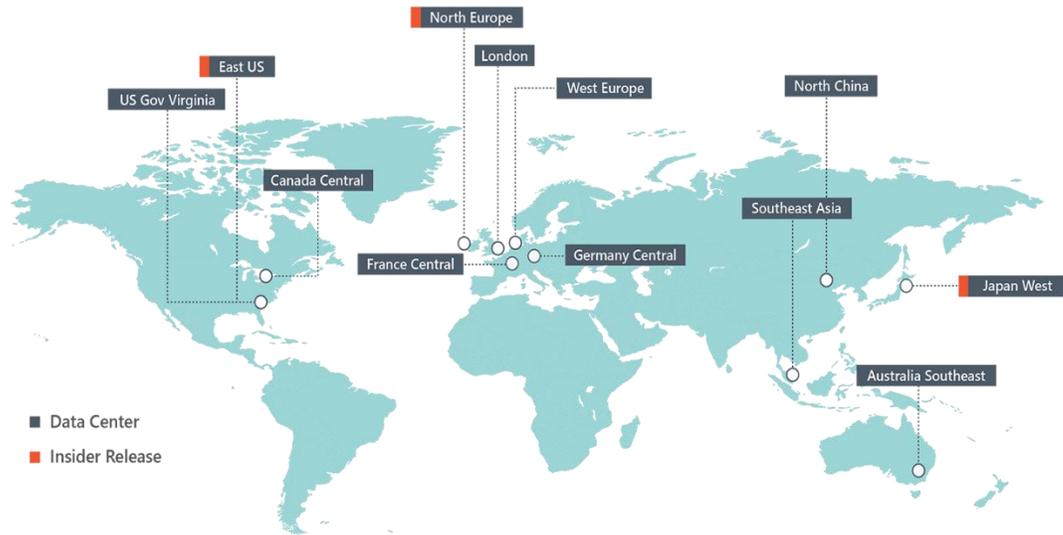
[Twitter.com/funsterD/](https://twitter.com/funsterD/)



About AvePoint



Migrate. Manage. Protect.



12 Global Cloud Instances
99.5% Availability Backed by Azure
24/7 World-Class Support
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ISO Certification



16K Customers
6M Cloud Users
88 Countries
7 Continents

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- 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

Session agenda

The art of the possible (~50 minutes)

Envisioning how Microsoft Teams can fundamentally change the way your teams collaborate, *especially* with remote work and distributed teams

Striking the balance (~50 minutes)

Understand governance and management of Microsoft Teams at scale in your organization. Strike the proper balance between collaboration and control for provisioning, feature availability and compliance.

Getting started... or starting again! (~50 minutes)

Strategies for driving a sustainable adoption program for Microsoft Teams and structuring your rollout activities



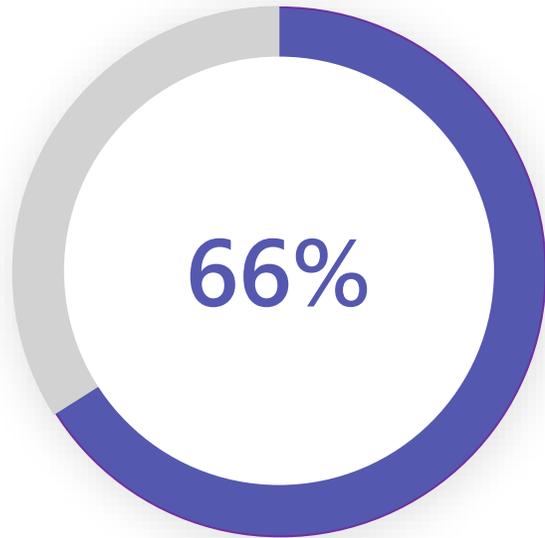
Please note that we will be recording this Teams meeting. If you do not wish to be recorded, you are certainly welcome to remain on the line, but we ask that you disable your webcam and mute your microphone for the duration of the meeting. Your continued participation without taking those steps will be deemed your consent to be recorded.

What do YOU need?

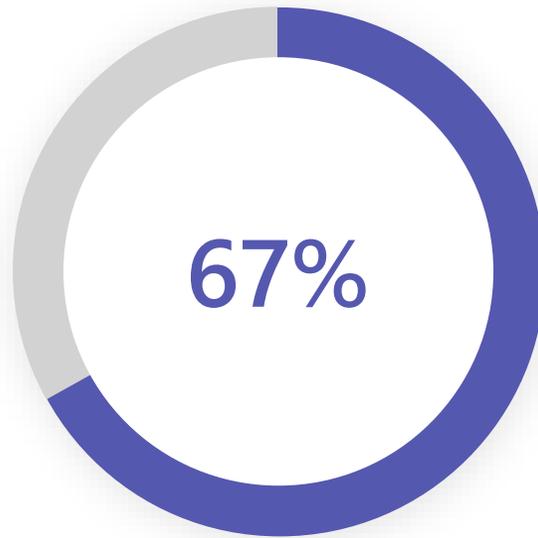


The landscape is changing....

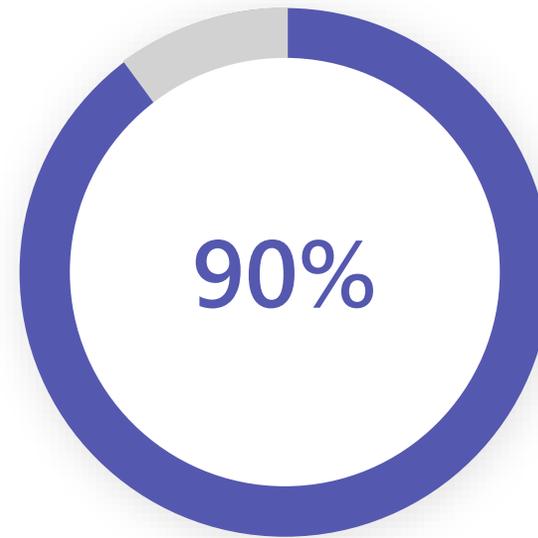
Rapid changes from recent #WFH policies are requiring organizations to adapt and get agile



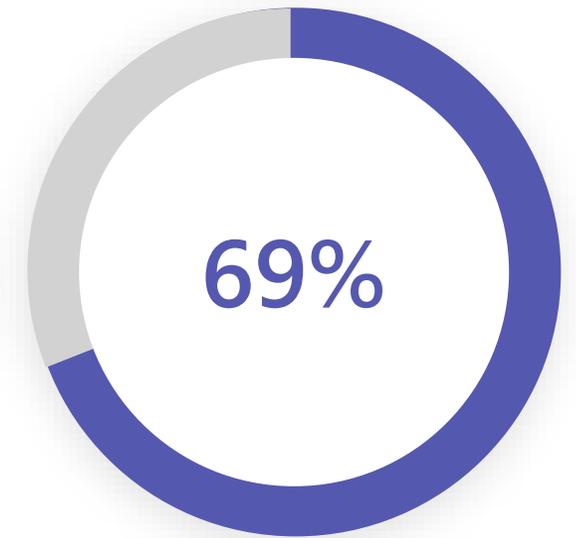
66% of IT budgets spent maintaining legacy systems; **29% increase** in backlog



Average organization now **uses 1,935 cloud apps**, an increase of 15% YoY



52% of employees admit that they use outside apps at work



61% organizations looking to IT to improve business effectiveness and efficiency





The art of the possible...

Envisioning how Microsoft Teams can modernize your teamwork

Discussion:

What are the top two reasons your organization is interested in Microsoft Teams?

What is the biggest dissatisfaction with the way you collaborate today?



"Team | Work"



Share Files



Send and receive emails



Social engagement



Alex Wilber
Marketing Assistant



Ben Walters
VP Sales



Lidia Holloway
Product Manager



Henrietta Mueller
Marketing Assistant



Irvin Sayers
Director



Miriam Graham
VP Marketing



Plan meetings and events



Track tasks



Chats and conversations

Understanding "Office 365 Groups"

**Who work together
as a group or team**

**With "appropriate"
transparency**

**A defined
collection
of people**

**Equipped with
tools to help them
collaborate**

**Internally and
externally**

Office 365 Groups = Membership Service



Office 365 Groups: Single team membership across apps and services

“Flavors” of Office 365 Groups



Conversations
happen in
emails



Conversations
happen in
channels and
**persistent
chat**

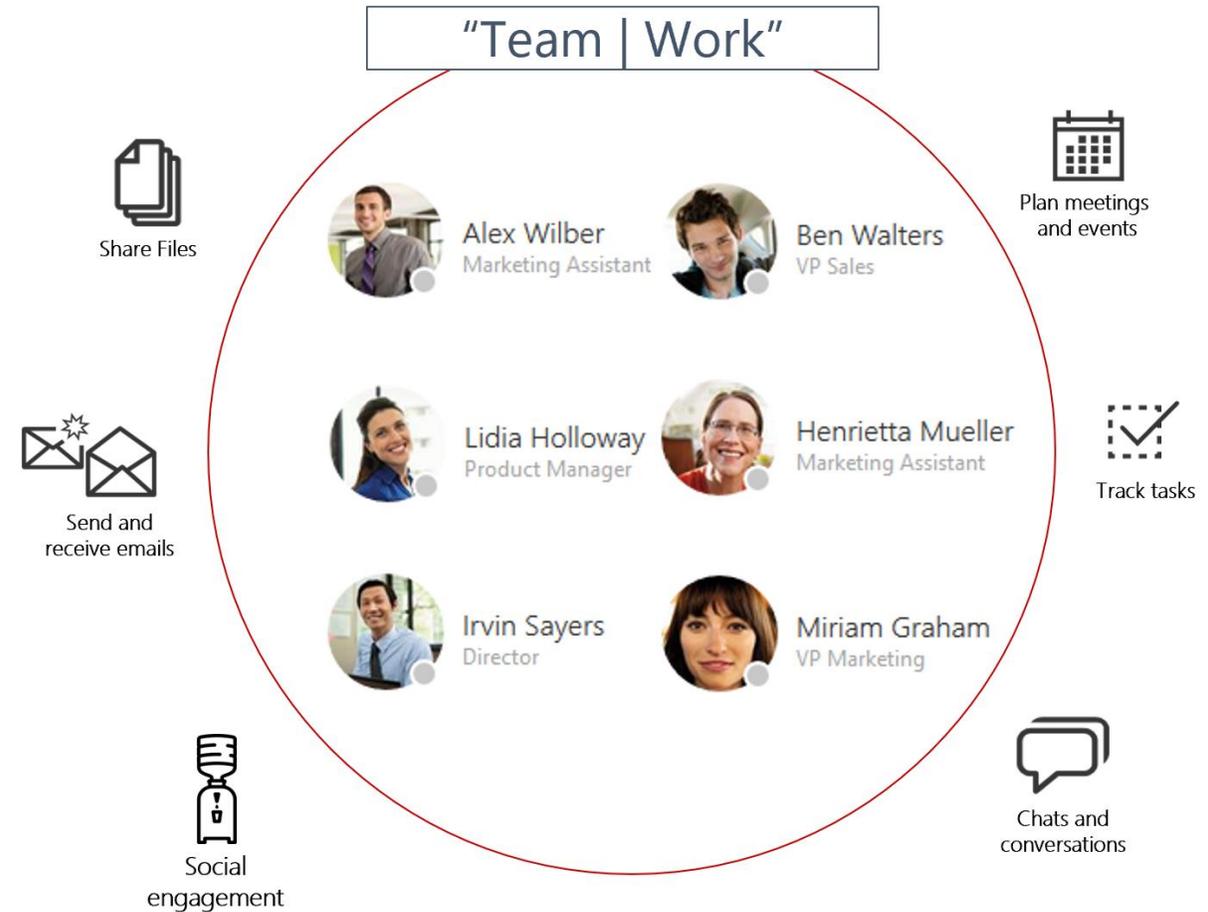
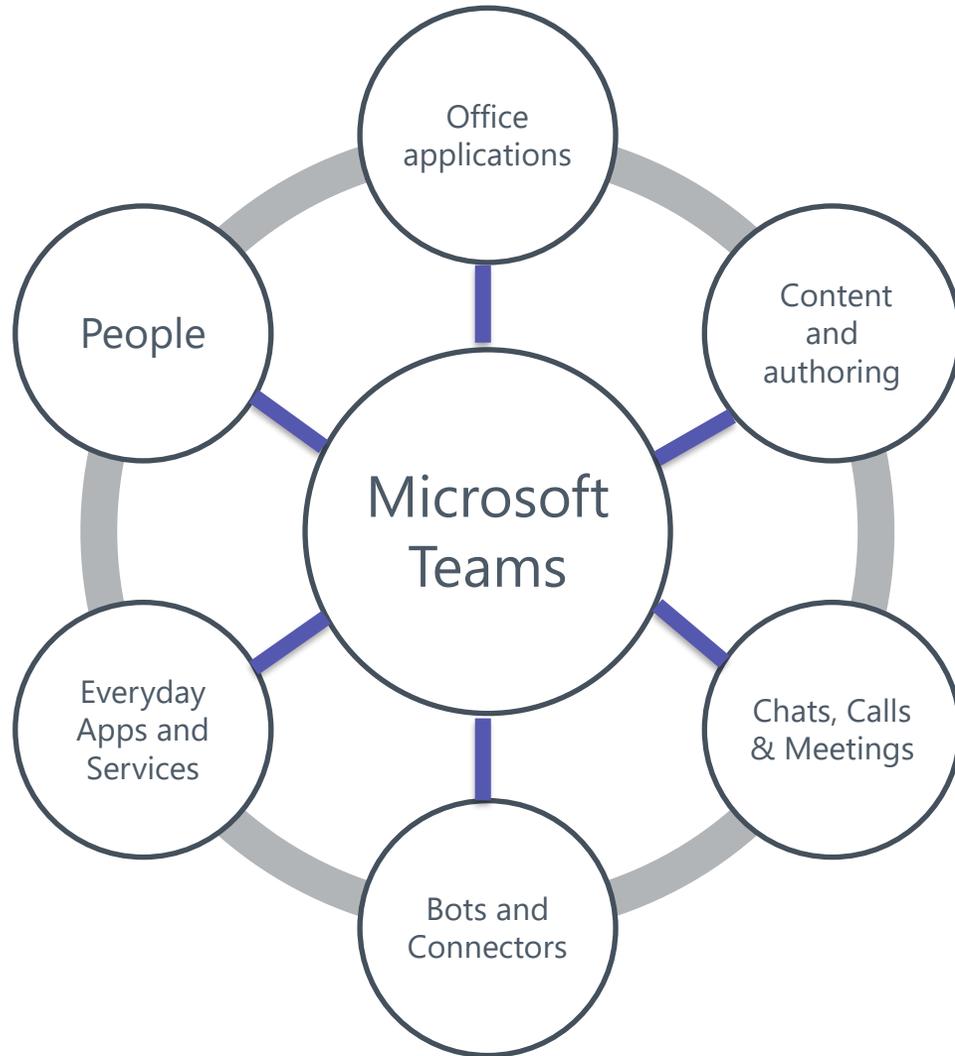


Conversations
happen in
**Yammer
posts***

**Yammer is not currently in GCC environments*



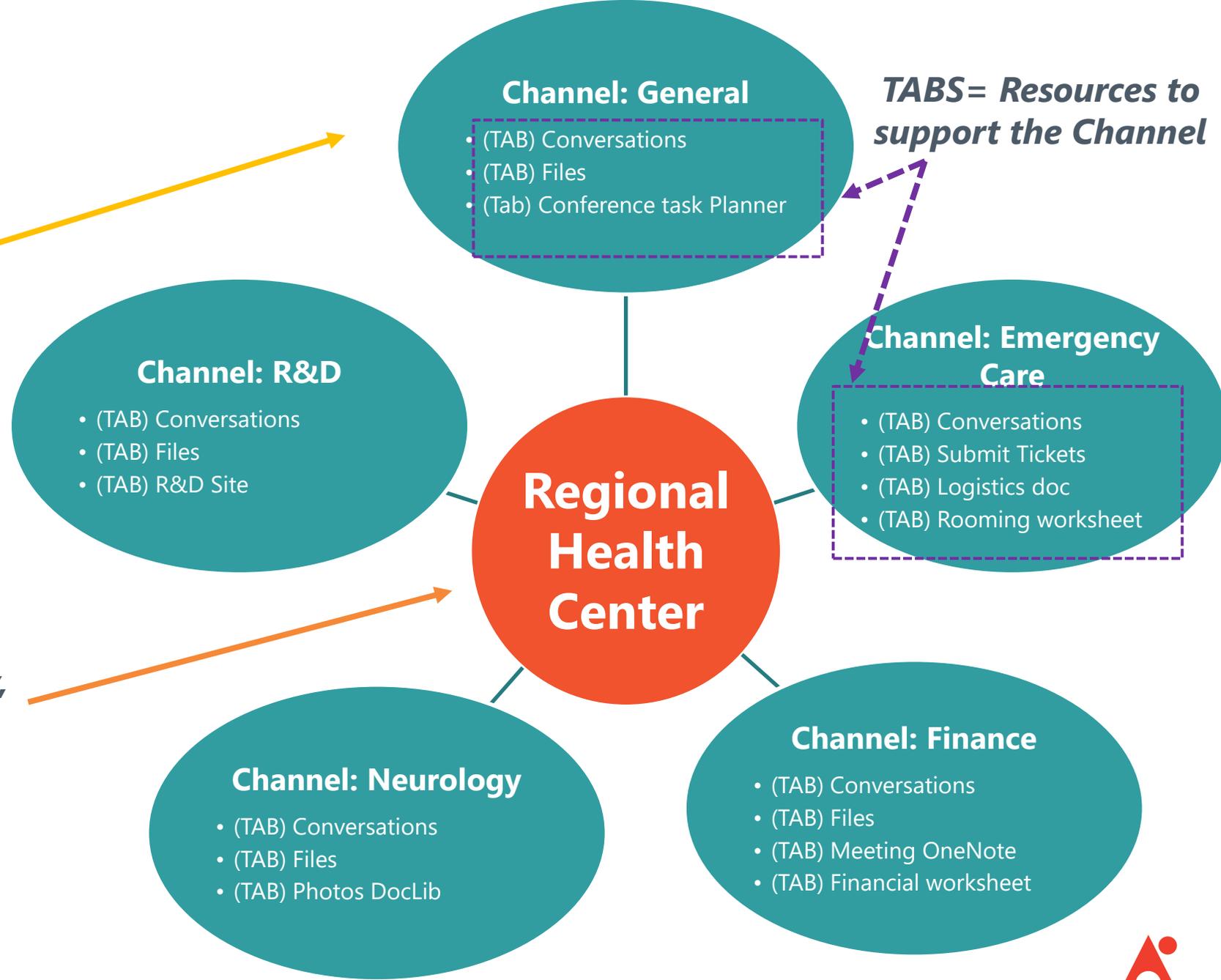
Look familiar?



The basic "shape" of a Team...

CHANNEL = Focus area & "attention" boundary

TEAM = Security boundary, O365 Group membership



“Conversations (Posts)” are at the heart of Team collaboration

The screenshot shows a Microsoft Teams chat window for a channel named "Digital Assets Web". The chat history includes:

- A post from "Core Web Team Sync" with the text "Occurs every Mon, Wed and Fri @ 10:30 AM".
- A post from "Isaiah Langer" dated 7/8/19 6:57 PM: "Hi all - I would like to get some quick feedback on the new website proposal. I have a meeting with the vendor team and need input ASAP." It has 3 likes and 2 replies from Alex and Isaiah.
- A post from "Isaiah Langer" dated 7/8/19 6:57 PM: "Website Proposal Feedback". The text says: "Megan Bowen - The wireframes for the site proposal have been updated, please let me know what you think!".
- A reply from "Johanna Lorenz" dated 7/8/19 6:57 PM: "Isaiah Langer, sorry I got hung up in a previous meeting. I will take a look at the wireframes ASAP and get back to you". It includes a video thumbnail and a "See more" link.
- A post from "Johanna Lorenz" dated 7/8/19 6:58 PM: "Mockup review - final Design review". The text says: "Hello All, in an effort to facilitate our final Mockup review Alex will be sharing a OneDrive location where you can access the latest/greatest mockups for the Web Portfolio and Digital Assets. I'll be setting up a Skype for Business call later this afternoon, invitations to come. Adele, can you share a few one hour blocks of time that you're available this Thursday/Friday, please?". It includes a video thumbnail.

At the bottom, there is a text input field with the placeholder "Start a new conversation. Type @ to mention someone." and a rich text editor toolbar with options for bold, italic, underline, strikethrough, link, text color, background color, paragraph style, text alignment, list creation, quote, link, and more.

- Persistent and threaded
- Full editing canvas for links, urgency, font and more
- Attach or link files from desktop, Team or OneDrive
- Additional “message actions” leveraging Microsoft and 3rd party applications



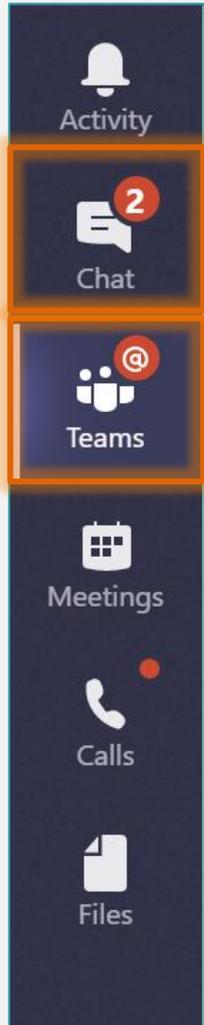
The Difference between Channel Conversations and Chats

Team Conversations (Posts)

- Threaded
- 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 (1:1, 1:Many)

- *Not* threaded
- 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



Where Are My Conversations Stored?

Chat service (Azure)

In memory processing for speed

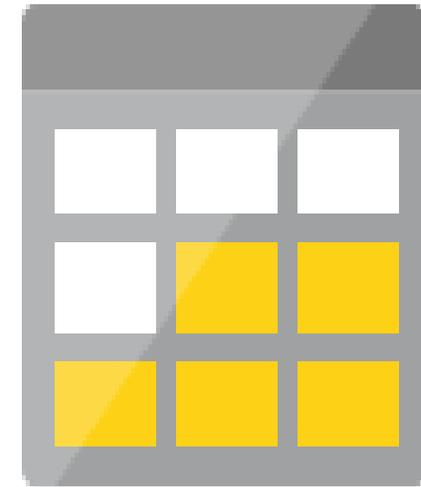
Leverages Azure storage (blob, tables, queues), moving to Cosmos DB

Substrate / Exchange

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

Conversation images & media

Inline Images/Stickers are stored in a media store (Azure), 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



Understanding SharePoint and Teams relationship

The screenshot illustrates the relationship between a Microsoft Teams channel and its underlying SharePoint document library. On the left, the Teams interface shows a channel named 'BGLeads' with a list of channels including 'General', 'BG Virtual Stand-up', 'BG-Dev Workshop 2018', 'GTM-Sales', 'Product Strategy', 'Project Tasks', 'SP 2019', and 'Technical Partnerships'. On the right, the SharePoint document library for the 'BGLeads' group is shown, containing folders for each of these channels. A red arrow points from the 'Field Feedback' folder back to the 'BGLeads' channel, with a large grey 'X' over it and a callout box that says 'Create manually on the site', indicating that this folder was not automatically created by Teams.

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



Understanding OneDrive and Teams relationship

The screenshot displays the OneDrive web interface. At the top, there is a search bar and a navigation menu with options: New, Upload, Share, Copy link, Sync, Download, and Automate. The left sidebar shows navigation options: My files, Recent, Shared, Discover, Recycle bin, and Shared libraries. Under Shared libraries, several teams are listed, including Contoso, Retail - Store #12 - Boston, Finance, Mark 8 Project Team, Contoso - Senior Leader..., Human Resources, Contoso - Leadership, and Operations. The main content area shows a file list for 'Microsoft Teams Chat Files' with columns for Name, Modified, Modified By, File size, and Sharing. The file list contains three items: 'About AvePoint_2019.pptx', 'Employee Handbook.docx', and 'TopProducts.PNG', all of which are shared.

OneDrive

Search

MOD Administrator

+ New ▾ ↑ Upload ▾ ↗ Share ↻ Copy link ↻ Sync ↓ Download ⚙ Automate ▾

My files

Recent

Shared

Discover

Recycle bin

Shared libraries

- Contoso
- Retail - Store #12 - Boston
- Finance
- Mark 8 Project Team
- Contoso - Senior Leader...
- Human Resources
- Contoso - Leadership
- Operations

Files > Microsoft Teams Chat Files

Name ▾	Modified ▾	Modified By ▾	File size ▾	Sharing
About AvePoint_2019.pptx	November 14, 2019	MOD Administrator	15.7 MB	Shared
Employee Handbook.docx	December 3, 2019	MOD Administrator	441 KB	Shared
TopProducts.PNG	October 9, 2019	MOD Administrator	283 KB	Shared

Notifications...

The image shows a Microsoft Teams interface with several notification settings panels overlaid. Red arrows point from the settings panels to specific elements in the Teams interface.

Channel notification settings (Product Launch > General):

- All new posts: Off
- Include all replies:
- Channel mentions: Banner and feed

Global settings...:

- Mentions: Personal mentions (Banner and email), Channel mentions (Banner and email), Team mentions (Banner and email)
- Messages: Chat messages (Banner and email), Replies to conversations I started (Banner), Replies to conversations I replied to (Banner), Likes and reactions (Banner), Followed channels (Banner and email), Trending (Only show in feed)
- Other: Team membership changes (Banner), Team role changes (Banner), Notification sounds (Call, mention and chat), Missed activity emails (Once every hour)

Settings (User Profile):

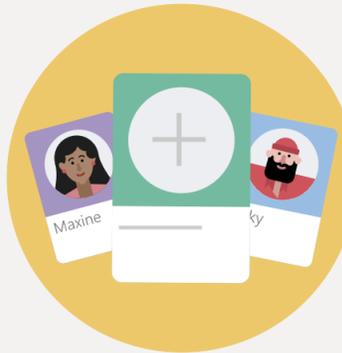
- General
- Privacy
- Notifications
- Calls

Teams Interface:

- Search bar: Search or type a command
- Teams list: Product Launch, General, Features In Development, Launch Campaign X, Contoso News, Grp_Mktg_My Cool Marketing, Grp_Mktg_AvePointsAwesome, Grp_Mktg_DC Workshop Maniacs, Follow-Up Actions, Matt Compliments, Grp_Mktg_test team 0422, Grp_Mktg_AP Gov Workshop Prep, Post-Mortem, Grp_Mktg_Test Team 0820
- Channel: General (Posts, Files, Wiki, News)
- Post: Miriam Graham (11/13 7:10 AM) "Scope vision doc?" with attachment "Great White Overview.docx"
- Post: MOD Administrator (11/13 7:11 AM) "Anyone else hangry? thinking pizza at our working lunch..."

Tabs: Docs and applications in your Team channels...

General Posts Files Wiki News 



Add more people

 Megan Bowen joined the team.

Add a tab

Turn your favorite apps and files into tabs at the top of the channel

Search 

[More apps](#)

Tabs for your team



Document Library

Excel

Forms

Jira Cloud

OneNote

PDF

Planner



Power BI

PowerPoint

SharePoint

Stream

Website

Wiki

Word

More tabs



Aktivlearn Plus

AMiON

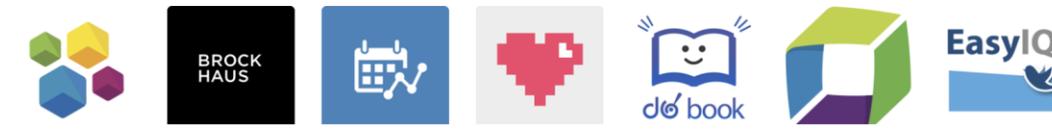
aulaPlaneta

Avochato

BA Insight

Beedle

Beesy



BROCK HAUS

do book

EasyIQ

 Manage apps

*Note: GCC environments and private channels may have reduced Tab selection





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The "hub" ... in action!

The screenshot shows the Microsoft Teams interface. On the left is a dark sidebar with navigation icons for Activity, Chat (with a '2' notification), Teams, Meetings, Calls, and Files. The main area is divided into two panes. The left pane shows the 'Favorites' list with 'US-PubSec' highlighted in a red box. Below it, the 'General' channel is selected and highlighted in a teal box. The right pane shows the 'US-PubSec > Knowledge Channel' page. At the top right of this pane is a 'Private' button in a white box. Below the channel name is a horizontal menu of tabs: 'Conversations' (underlined), 'Files', 'AP Wiki', 'AP University', 'L&L Planner', 'Resources', and '1 more'. An orange box highlights this entire menu. Below the tabs is a message from 'Taylor Davoport' dated '7/26 1:13 PM Edited', titled 'Following Group Emails in Outlook'. The message text includes a quick reminder to follow the group in Outlook and provides links for instructions. Below the message is a screenshot of an Outlook interface showing the 'SLED TEAM' group settings, with a red box highlighting the 'Follow the Group' option.

The TEAM

The Team's CHANNELS

Channel TABS (Resources)

Transparency

Private

US-PubSec

General

FED Sales

Knowledge Channel

Lain Lane (SAC)

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 unless you follow ACAD if you do not follow.

See more

SLED TEAM Private group

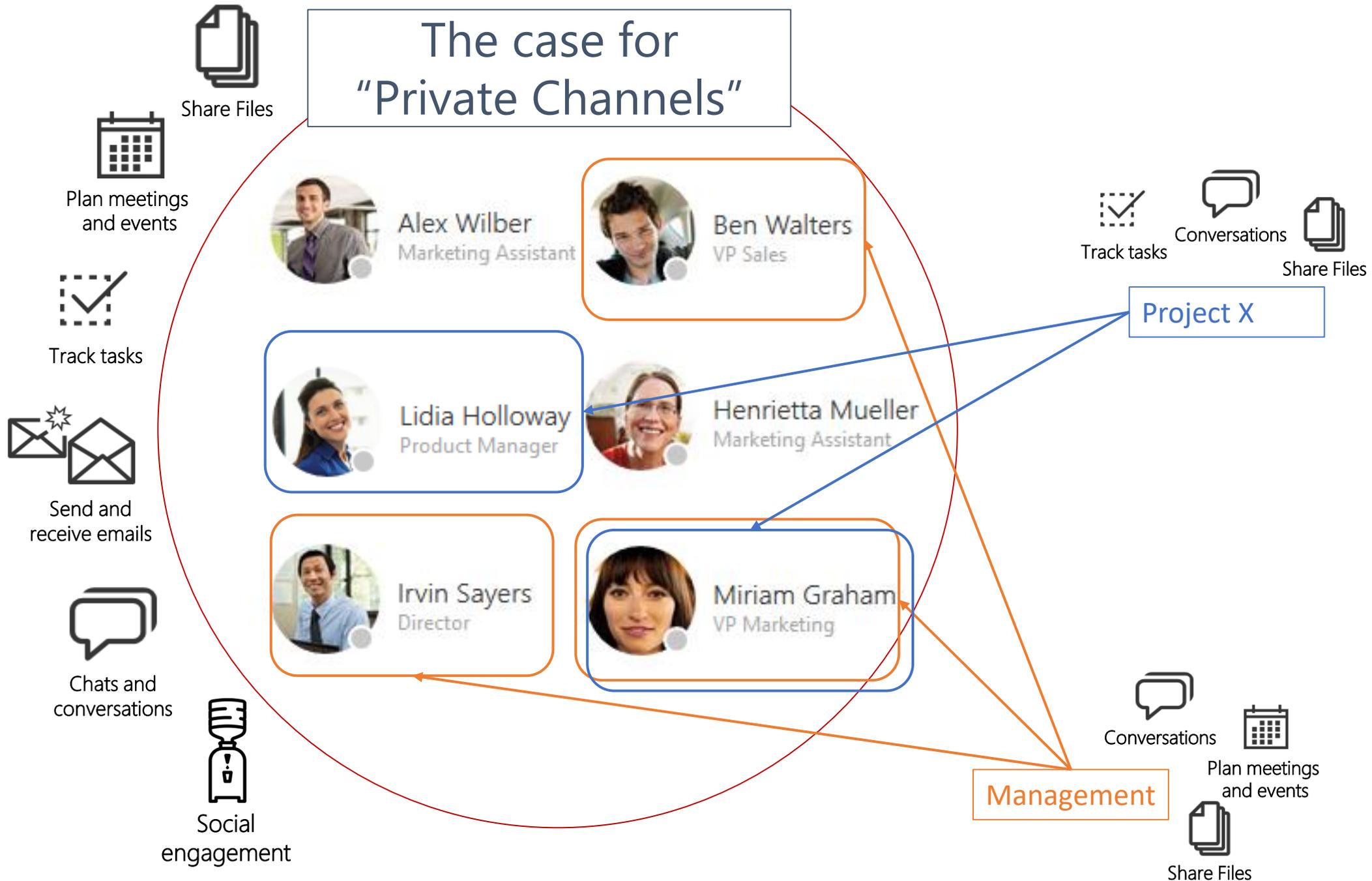
2 - Follow the Group



Demo:
"A day in the life"
with Microsoft
Teams

- Creating Teams
- Creating channels
- Navigating Teams and Channels
- Creating and participating in conversations
- Using and managing notifications and @mentions
- Document sharing and co-authoring in Channels

The case for "Private Channels"



When to Create a Private Channel

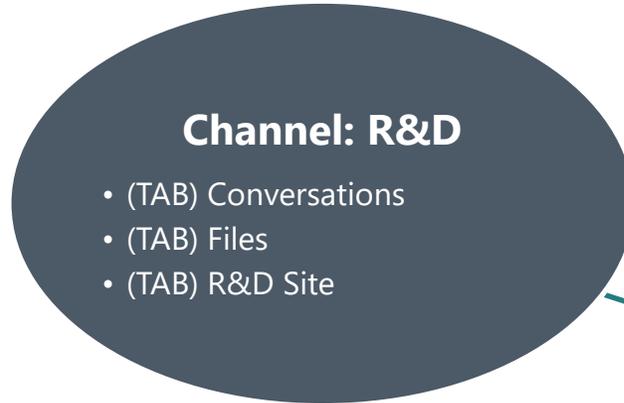
Is there already a team that has these people as team members?	Does this work need to be kept private from others?	Are there multiple distinct topics to discuss?	Recommendation
Yes	Yes	Yes	Create a private channel in the existing team or consider creating dedicated private channels for each topic.
Yes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

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

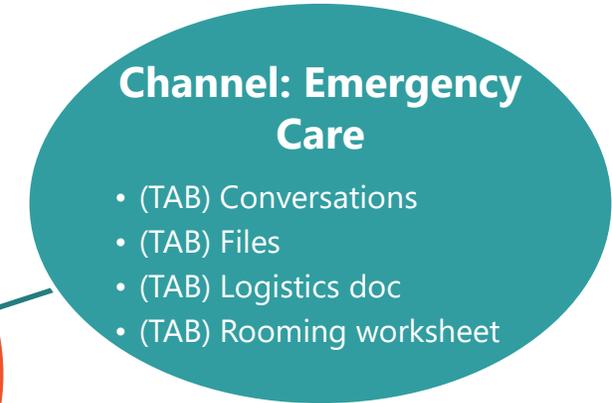
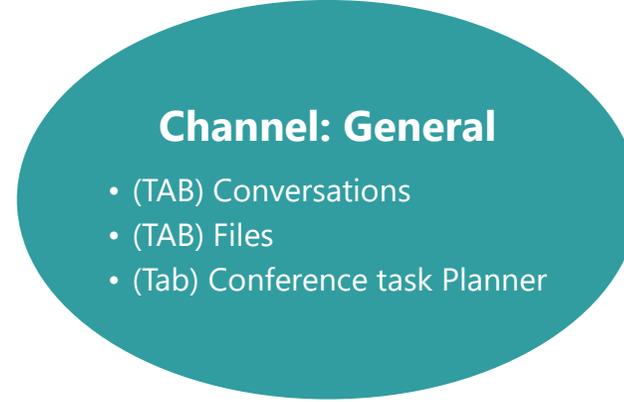


The shape of a Team with private channels

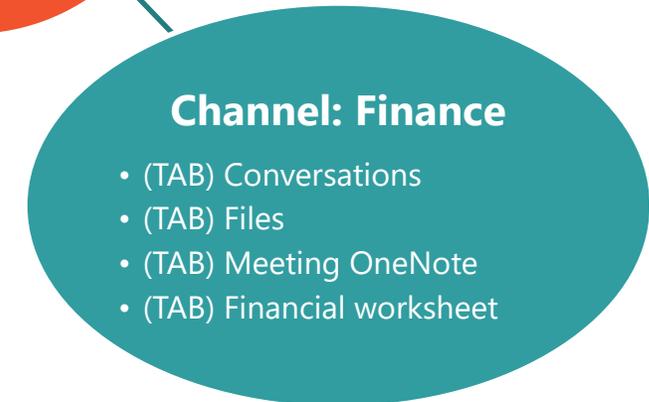
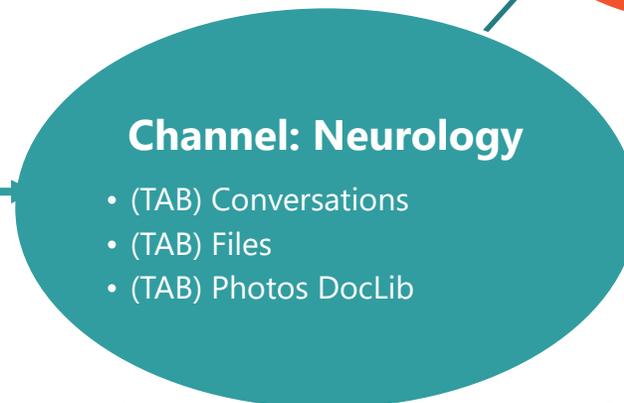
PRIVATE CHANNEL =
Focus/attention AND security boundary



TEAM = *Security boundary, O365 Group membership*

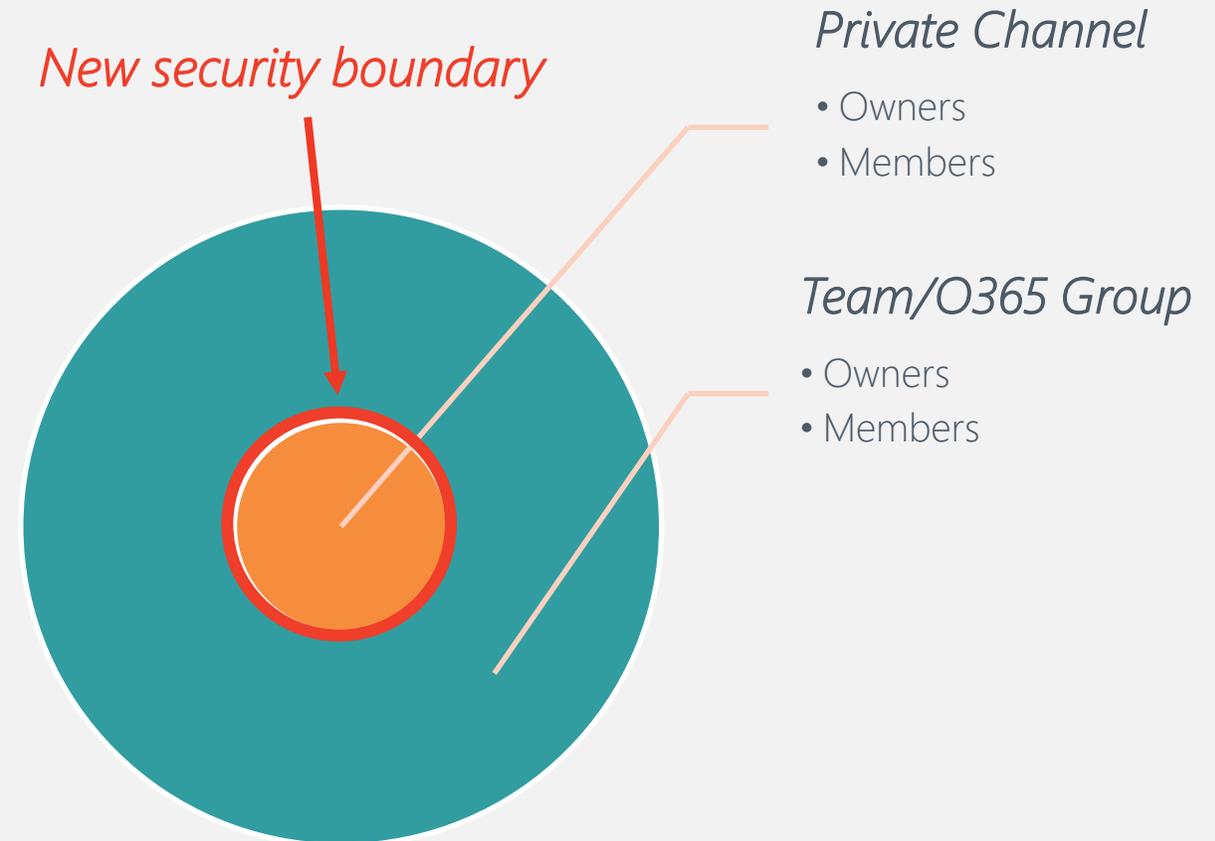


STANDARD CHANNELS =
Focus area & "attention" boundary



Channel “members” and “owners” in private channels

- A subset of the overall team, so Private Channel members/owners must be Team members
- Each Private Channel has it's own list of members/owners, “mastered” in Teams
- Private Channel owners *do not* have to be Team owners



Where does private channel content “live”?

Conversations

- Conversations live in the Team channel
- Protected by Teams via access to the channel
- “spool” into the mailboxes of private channel members for eDiscovery

Files

- Files stored in a new, automatically provisioned SharePoint site collection dedicated to the channel
- Naming convention to help trace channel site to its parent Team
- Special template for the channel-specific site collection (*TeamChannel#0*)



Does this mean I have to worry about all those new SPO sites?



Teams handles most of the work...

- Teams ensures SPO site members/owners kept in sync with the PC owners/members
 - Teams PC member/owner change to SPO= immediate*
 - SPO member/owner changes reverted within 4 hours to Team PC settings*
- Teams will also ensure the SPO site for the PC lives and dies with the PC
 - PC deletion triggers SP site deletion, restoration of PC = restore of site*
 - Teams triggers restoration of sites if deleted before PC*

But SharePoint is still SharePoint...

- Management of explicit SPO permissions *outside* of SPO member/owner groups is on you.
- PC site collections are *not* visible in the SPO admin center but *are* discoverable through PowerShell and APIs



Demo:
*Working with
Private Channels*

- Creating private channels
- Private channels and SharePoint
- Limiting private channels in your team

While Teams excels at collaboration *within* the team...

Email is often the way to converse *outside* of the Team

- Teams do not show in the GAL by default, so you cant use them like a distro list on CC
- Internal conversations based on email received tend to stay in the inbox instead of Teams

Mitigating the email to Teams handoff

- Enable Teams to show in GAL via PowerShell

```
Set-UnifiedGroup -Identity "TeamName" -HiddenFromAddressListsEnabled $false
```
- Educate users on the "Email a Channel" feature (NOT in GCC!)



Sharing from Outlook to Teams!

The screenshot displays the Microsoft Outlook interface. The top ribbon shows the 'Home' tab with various action buttons. A red box highlights the 'Share to Teams' button in the ribbon. The main window shows an email from Lee Gu (LeeG@MSIgnite2019c.OnMicrosoft.com) to Megan Bowen, dated Tue 10/29/2019 5:25 AM. The email contains two attachments: 'Website Copy v3.docx' (166 KB) and 'Design Guidelines.pptx' (7 MB). The email body text reads: 'Hi Megan, I wanted to touch base on the design updates to our website we discussed last week. I've attached our design guidelines, as well as some website copy I've been working on. Will you speak with your team and let me know if it's something you think you can help us with? Thanks!' The status bar at the bottom indicates 'Items: 34 Unread: 16' and 'Connected to: Microsoft Exchange'.

Replying to Teams messages in Outlook!

Inbox - AlexW@MSIgnite2019a.OnMicrosoft.com - Outlook

File Home Send / Receive Folder View Help Tell me what you want to do

New Email

Search Current Mailbox Current Mailbox

Focused Other By Date

Today

- Marissa Salazar in Teams
Marissa mentioned you in Proje... 8:28 PM
Alex I think we should work a

Yesterday

- Megan Bowen (2)
Weekly check-in with Engineers Sun 2:52 PM

Last Week

- Marissa Salazar in Teams
Marissa posted a message Sat 11/2
Thanks Pete Daderko, this is going
- Marissa Salazar
Design sync Sat 11/2
- Pete Daderko in Teams
Pete mentioned Operations Fri 11/1
Hi Operations, here's the overall
- Microsoft Planner
You've been assigned a task! Fri 11/1
- Microsoft Teams
You have been added to a team... Tue 10/29
Microsoft Teams Jared added
- There's new activity in T...
You have 1 message, 1 mention Mon 10/28
Social Media Lets use this tracker

Two Weeks Ago

Items: 57 Unread: 57 Reminders: 18

Marissa mentioned you in Project Tailspin > Design

MS Marissa Salazar in Teams <noreply@email.teams.microsoft.com>
To Alex Wilber Mon 11/4/2019 8:28 PM

If there are problems with how this message is displayed, click here to view it in a web browser.

Microsoft Teams

Hi, Alex

Your teammates are trying to reach you in [Microsoft Teams](#)

Marissa mentioned you in Project Tailspin > Design

Alex 1 day ago
Hi all. I'm working on finalizing the overall event planning docs. Does anyone have a few minutes to review them with me?

Marissa 10 minutes ago
Alex I think we should work a customer co-create session into the morning. I can put something together.

[See More](#)

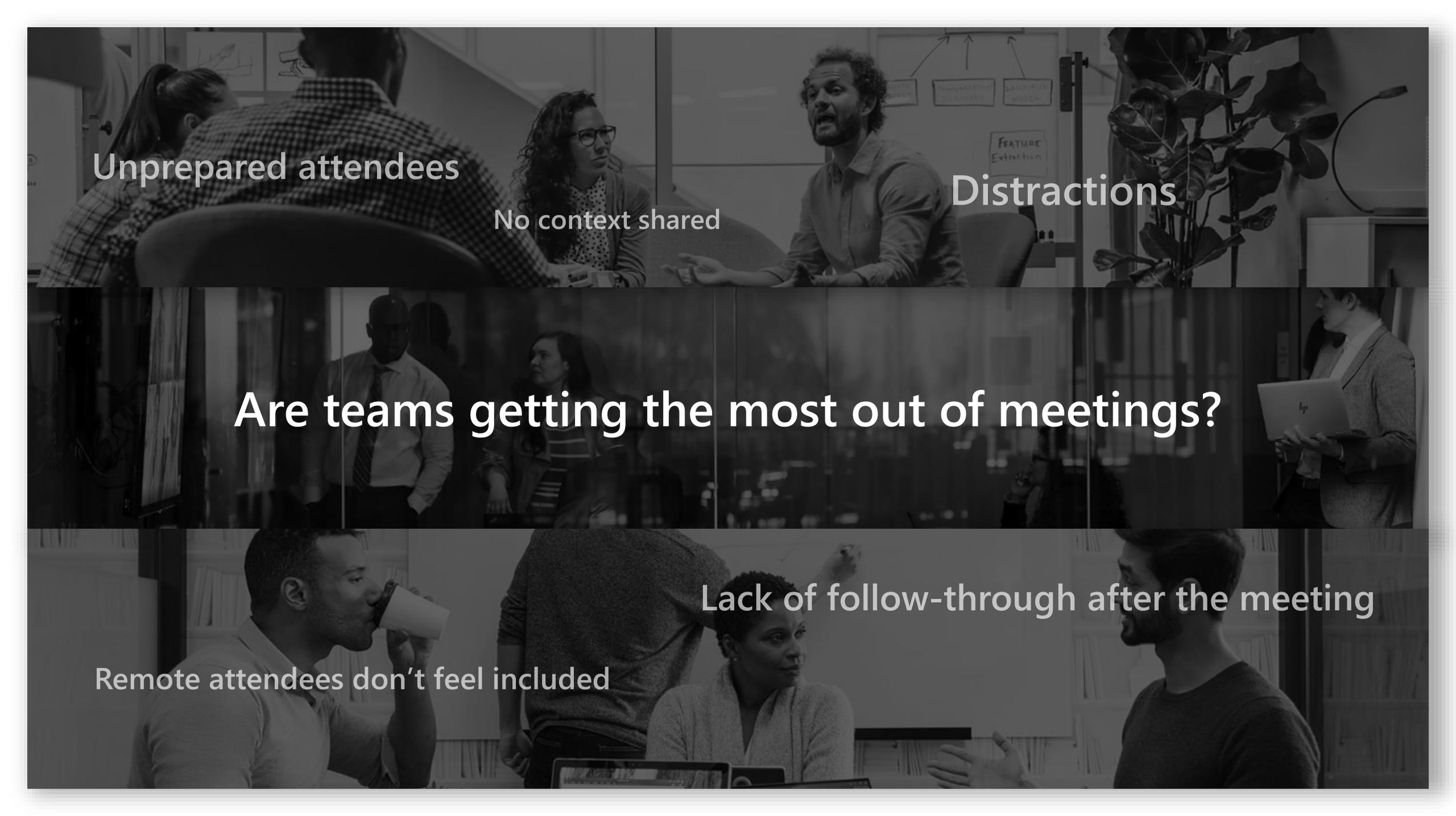
[Reply](#) [Go to conversation](#)

Install Microsoft Teams now

iOS Android

This email was sent from an unmonitored mailbox. Update your email preferences in Teams.

All folders are up to date. Connected to: Microsoft Exchange

A collage of office meeting scenes with text overlays. The top row shows a meeting with a man speaking and a woman listening, with a whiteboard in the background. The middle row shows a man standing and talking to a woman sitting at a table. The bottom row shows a man drinking from a cup while others work at a table. The text overlays are: 'Unprepared attendees', 'No context shared', 'Distractions', 'Are teams getting the most out of meetings?', 'Lack of follow-through after the meeting', and 'Remote attendees don't feel included'.

Unprepared attendees

No context shared

Distractions

Are teams getting the most out of meetings?

Lack of follow-through after the meeting

Remote attendees don't feel included

Managing your meeting life in Teams...

The screenshot displays the Microsoft Teams interface with the calendar view active. The top navigation bar includes the Microsoft Teams logo, a search bar, and a user profile icon. The calendar view shows a grid for the week of March 30 to April 3, 2020. Meetings are listed in blue blocks with details such as title, organizer, and participants. A red dashed line highlights a meeting titled 'Website Review' on Wednesday, March 31, at 9 AM. A red arrow points from the text 'Join current meetings' to a 'Join' button on the meeting card. Another red arrow points from the text 'Schedule new meetings' to the '+ New meeting' button in the top right corner of the calendar view.

Microsoft Teams

Search or type a command

Calendar

Meet now + New meeting

Schedule new meetings

Today < > March 2020 - April 2020 Work week

30 Monday 31 Tuesday 01 Wednesday 02 Thursday 03 Friday

8 AM Company All Hands
Mark 8 Project Team / Go to Market Plan Lee

UX Sync
Mark 8 Project Team / Design Pradeep Gupta

9 AM Website Review
Mark 8 Project Team / Digital Assets Web
Lynne Robbins

10 AM Social Media Campaign
Mark 8 Project Team / Go to Market Plan Lidia

11 AM

12 PM Core Web Team Sync
Mark 8 Project Team / Digital Assets Web Prac

General sync-up
MOD Administrator

1 PM Market Plan Review
Mark 8 Project Tea

Online Marketing
Online Sales and Mai

2 PM

3 PM Mark 8 Project Sync
Mark 8 Project Team / Research and Developm

Join current meetings

Join



Initiating quick and easy ad-hoc meetings...

“Meet Now”

- Evolve naturally from a new or active conversation
- Can have video, audio and screen share
- Easy to invite those from the active conversation as well as others from the team

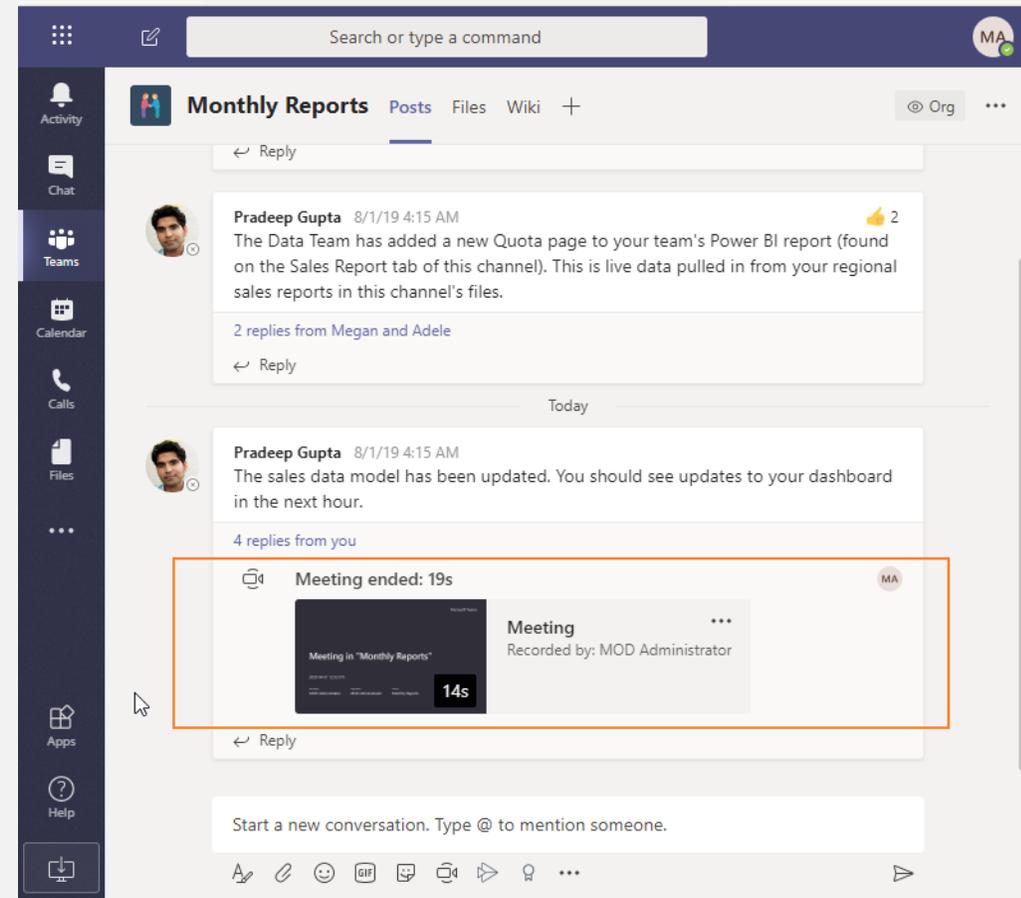
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Reviewing past meetings: *Channel Meetings*

Ad hoc or scheduled channel meetings are just another part of the ongoing conversation...

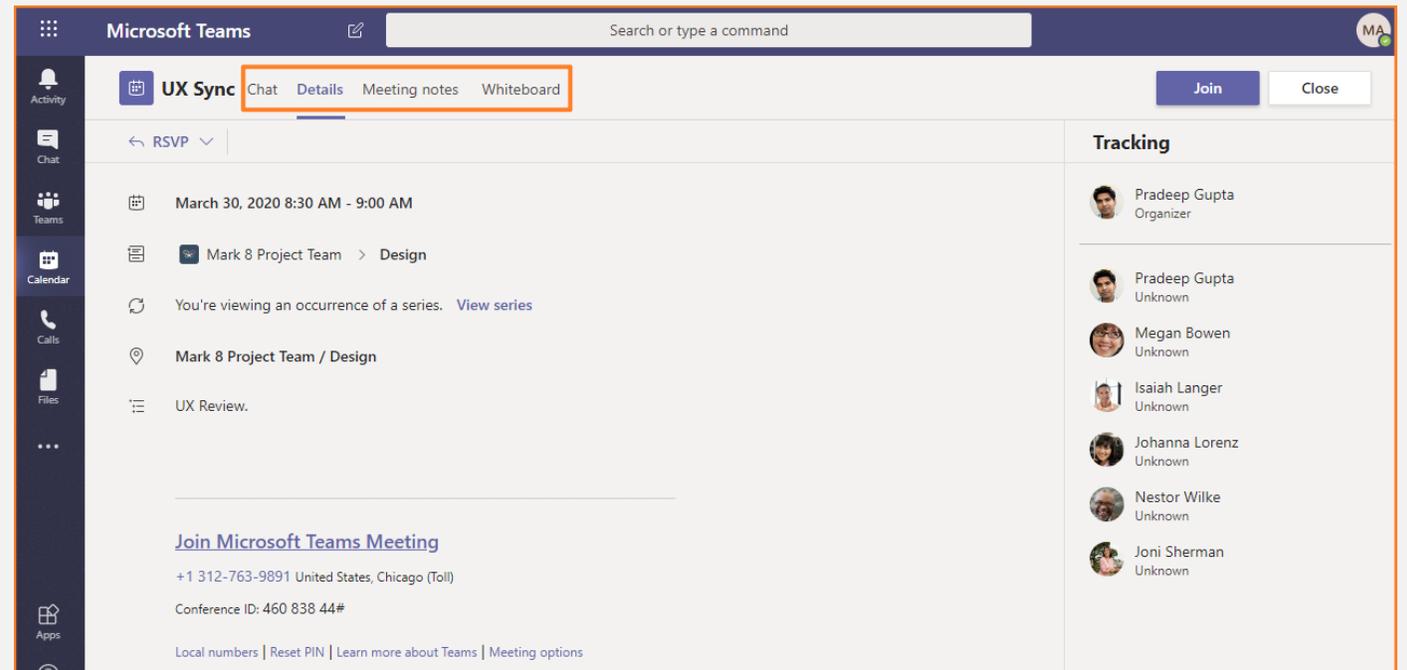
- Appears in-line with the conversation thread
- Includes all chat messages and files and notes shared during the meeting
- If recorded, recording and transcription available for all team members to review



Reviewing past meetings: *Non-channel meetings*

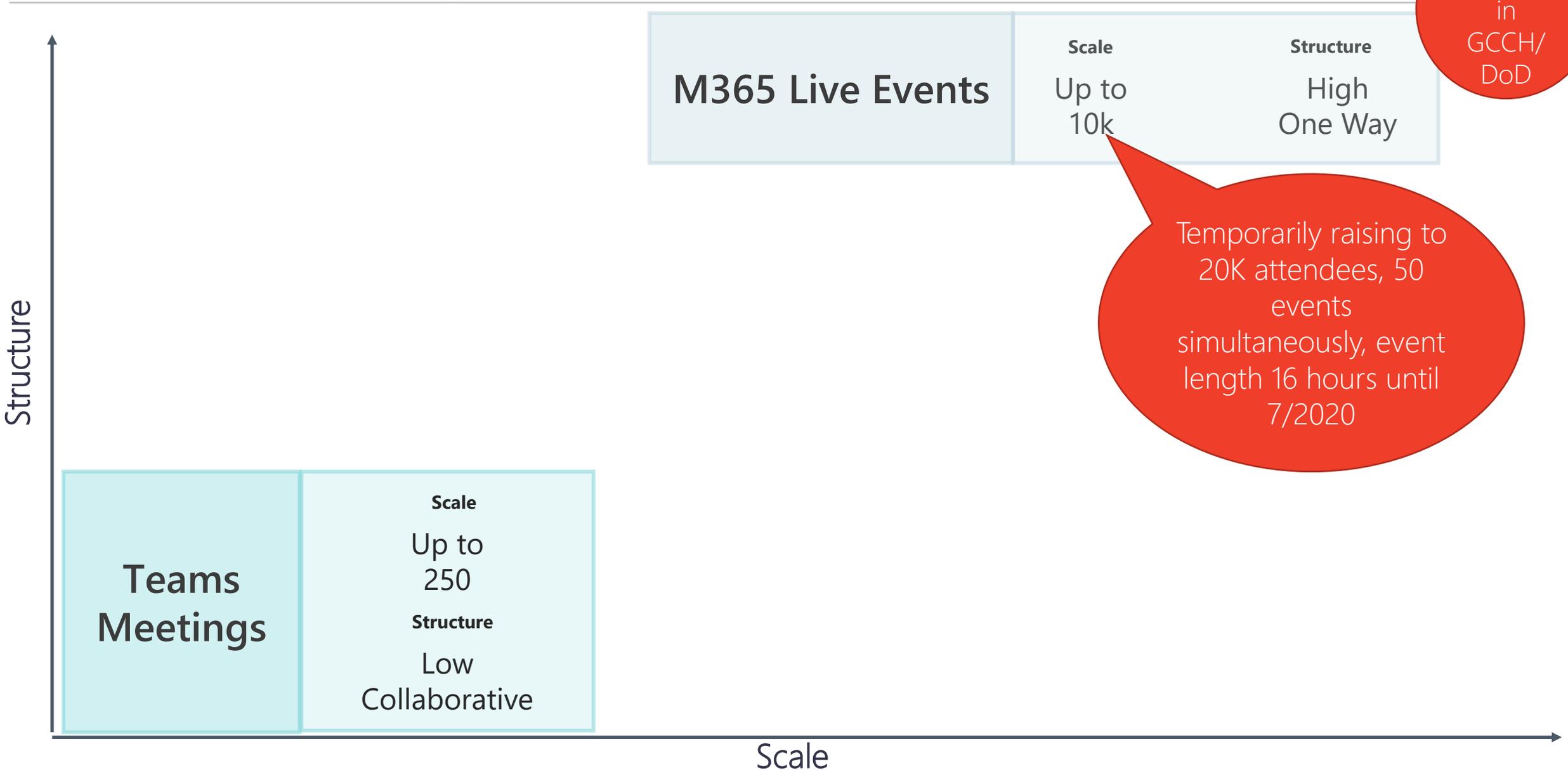
Use the Calendar to access past meetings...

- Includes all chat messages and files and notes shared during the meeting
- If recorded, recording and transcription available for all team members to review



Teams Meetings & Live Events

Not currently in GCCH/DoD



Guest Access (use with caution)



Anyone with a business or consumer email account can be added as a guest in Teams.

- 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 (5 Guests per licensed user)
- Are subject to Azure AD & Office 365 service limits

Guest Access (use with caution)



Browser address bar: <https://protection.office.com/safeattachment>

Office 365 Security & Compliance

- Permissions
- Classifications
- Data loss prevention
- Data governance
- Supervision
- Threat management
- Dashboard
- Explorer
- Attack simulator
- Review
- Policy
- Threat tracker
- App permissions
- Mail flow

Home > Safe attachments

Safe attachments

Use this page to protect your organization from malicious content in email attachments and files in SharePoint, OneDrive, and Microsoft Teams.

Protect files in SharePoint, OneDrive, and Microsoft Teams

If a file in any SharePoint, OneDrive, or Microsoft Teams library is identified as malicious, ATP will prevent users from opening and downloading the file. [Learn more about ATP for SharePoint, OneDrive, and Microsoft Teams](#)

Turn on ATP for SharePoint, OneDrive, and Microsoft Teams

Protect email attachments

Set up an ATP safe attachments policy for specific users or groups to help prevent people from opening or sharing email attachments that contain malicious content. [Learn more about ATP safe attachments for email](#)

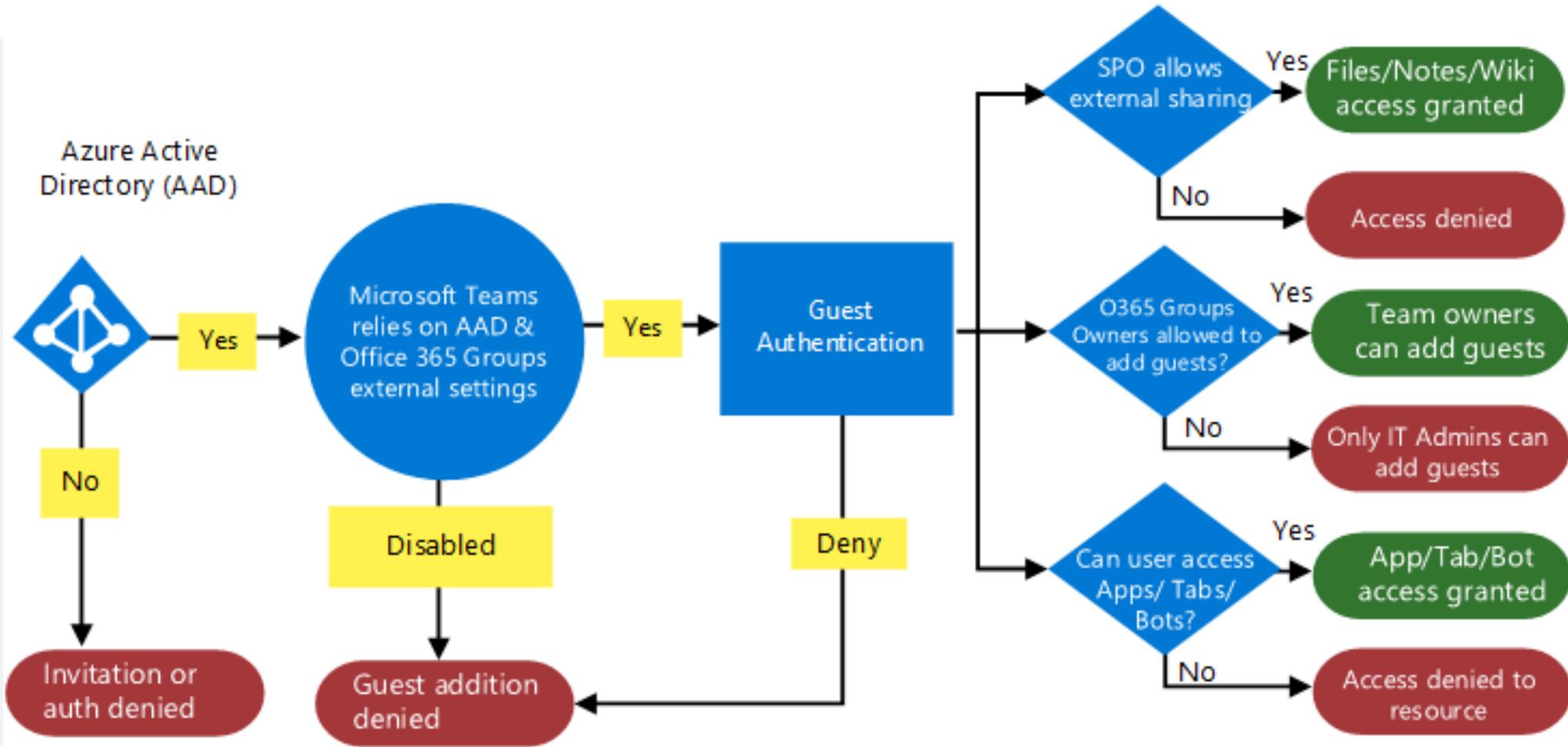
Reports for this feature just got better. Check out the new [report](#) in the Security and Compliance Center for an enhanced reporting experience.

+ ✎ 🗑️ ⬆️ ⬇️ 📄 ⌵ ↻

ENABLED	NAME	PRIORITY
There are no items to show in this view.		

0 selected of 0 total

Guest Access



<https://docs.microsoft.com/en-us/microsoftteams/teams-dependencies>



External Access



How is this different to guest access?

- With Teams external access (federation), users from other domains can participate in your chats and calls
- With external access (federated chat), the external chat participants have no access to the inviting organization's teams or team resources.
- You can also allow external users who are still using Skype for Business to participate.
- In order to turn on external access, go to the Microsoft Teams Admin Center, select Org-wide settings > External access.

Demo:
"A day in the life"
with Microsoft
Teams

- Using "Meet Now"
- Scheduling a meeting
- Following up on past meetings



Striking the Balance Between Collab and Control

Right-sizing governance for Microsoft Teams

Discussion:

Name your organization's TOP TWO governance and management concerns for Teams and/or Office 365



Good governance precedes great adoption.

Frictionless self-service with
robust IT manageability is an
attainable goal.

So are satisfied users.



Office 365 Groups = Membership Service

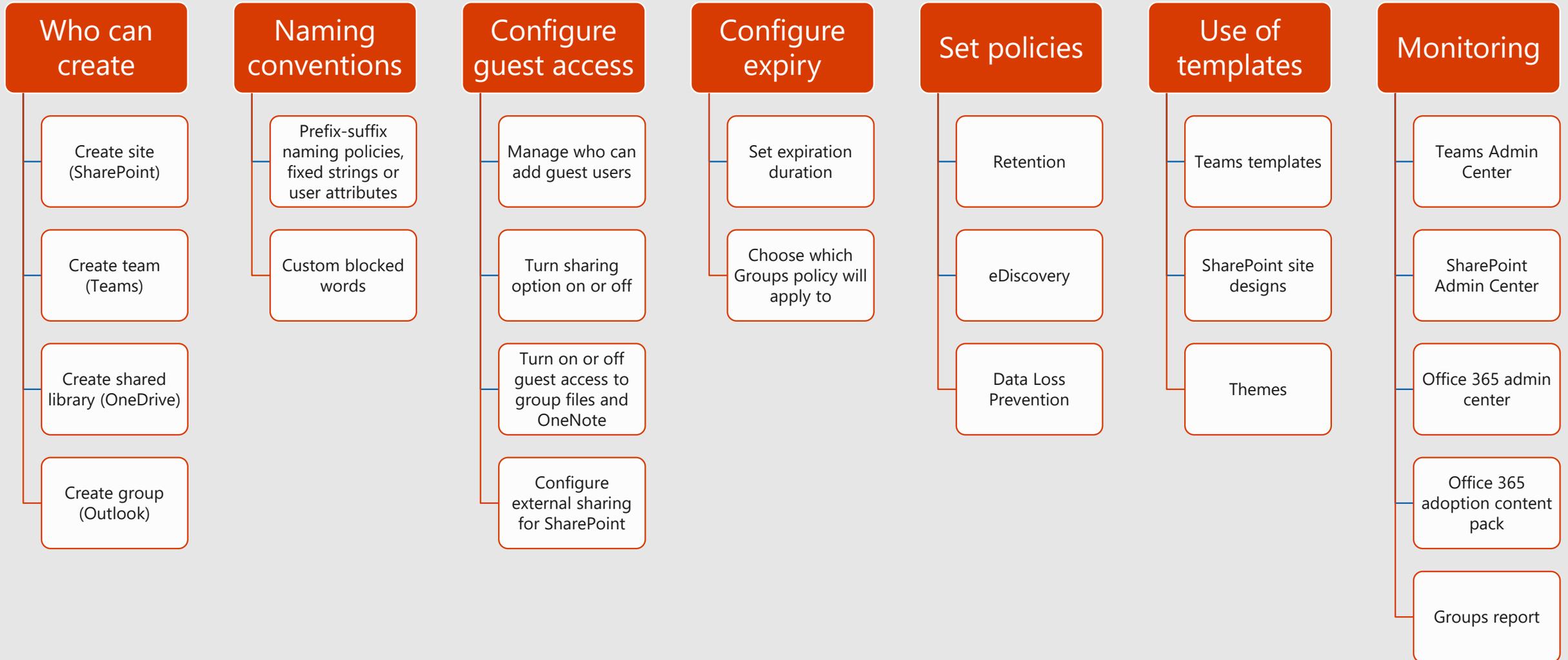
Office 365

The image shows a grid of Office 365 application icons and their associated features. The icons are arranged in a grid, with each icon representing a different application or service. The text 'To govern Microsoft Teams you must govern Office 365 Groups' is overlaid in large white font across the center of the grid.

Application/Service	Associated Features
Microsoft Stream	
Microsoft Teams	Team Chat, MS Teams Voice, Video, Meetings
Exchange Online	User Mailboxes, Calendar
SharePoint Online	Sites, Lists, Libraries, User Drives, Group Files, Group Notebook, Team Files, Planner Attachments
Planner	Plans, Tasks, Team Planner
Yammer	Internal Networks, External Networks, Yammer Notes & Files
Power BI	

Office 365 Groups: Single team membership across apps and services

Control governance before day one



Let's keep it simple...



For collaborative workspaces in O365, 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



Consideration 1

How Teams are
Born

- Sprawl
- Duplication
- Appropriateness
- Convention
- Cataloging



Microsoft's native tooling to help govern Teams provisioning...

Restricting self-service creation

Can restrict creation to select group of users

Set group visibility

Options for public/private, hidden membership/group

"Classification"

Set one "classification" per group and have it displayed on Group page

Usage Guidelines

Link to acceptable use policy etc.

Dynamic Membership

Set group membership by AAD attribute

Naming rules

Prefix/Suffix, blocked words



Two (ish) options for group/team creation

“Organic” self-service

- Use native self-service provisioning
- Trust that users know best what they need

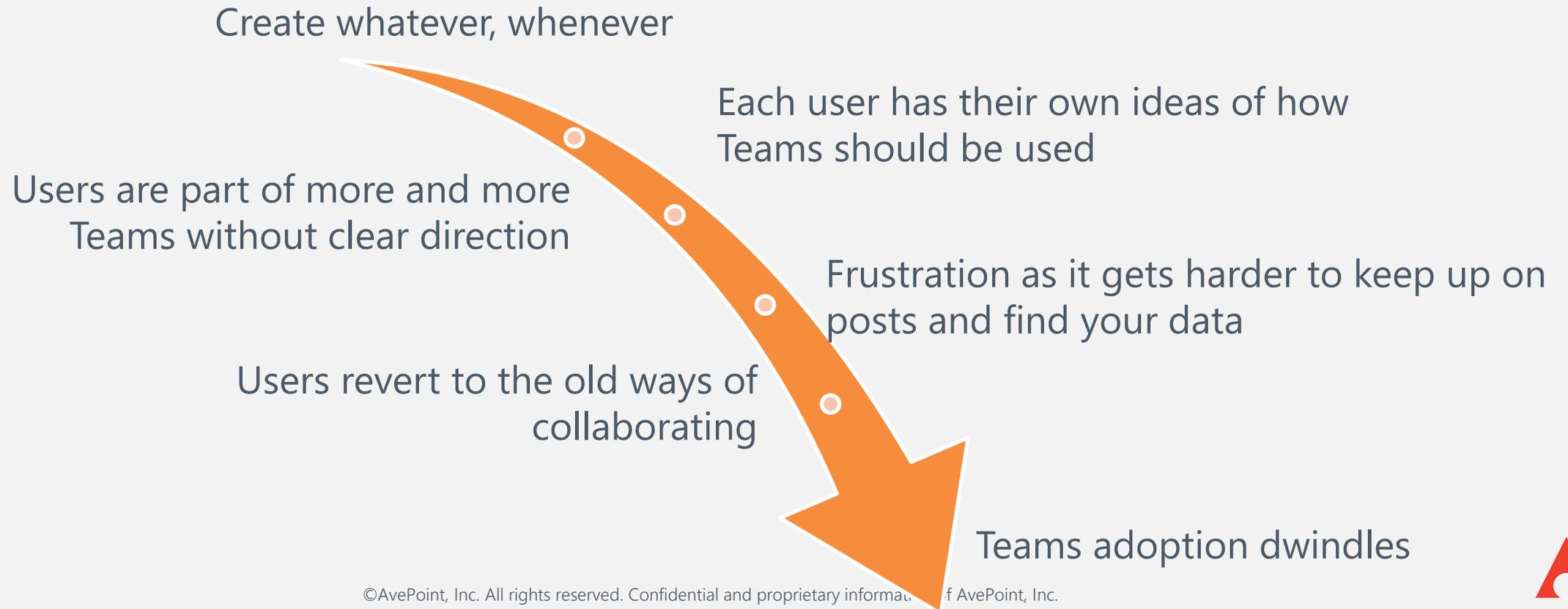
- IT creates Teams and Groups for users
- More control but less agile and creates IT burden

IT-Driven Provisioning



Beware of the “they’ll figure it out” mindset...

Too often, unassisted provisioning can actually *hurt* adoption



"AzureADDirectorySetting" Template allows restriction of self-service group/team creation

Also allows definition of several other options

<https://docs.microsoft.com/en-us/microsoft-365/admin/create-groups/manage-creation-of-groups?view=o365-worldwide>

```
Administrator: Windows PowerShell
PS C:\windows\system32> Get-AzureADDirectorySetting

Id                               DisplayName      TemplateId      Values
--                               -
ed777fcb-0844-4e0d-adca-fcdc202dacb7 Group.Unified    62375ab9-6b52-47ed-826b-58e47e0e304b {class SettingValue {..

PS C:\windows\system32> (Get-AzureADDirectorySetting -id ed777fcb-0844-4e0d-adca-fcdc202dacb7).Values

Name                               Value
-----
CustomBlockedWordsList
EnableMSStandardBlockedWords      false
ClassificationDescriptions
DefaultClassification
PrefixSuffixNamingRequirement
AllowGuestsToBeGroupOwner          False
AllowGuestsToAccessGroups          True
GuestUsageGuidelinesUrl
GroupCreationAllowedGroupId        319c90a7-67ad-4bc4-83a4-759508d5da45
AllowToAddGuests                   True
UsageGuidelinesUrl
ClassificationList
EnableGroupCreation                False
```



You CAN limit who can create Groups- affects all Group flavors

`GroupCreationAllowedGroupId 319c90a7-67ad-4bc4-83a4-759508d5da45`

The screenshot displays the Microsoft Teams interface. At the top, a navigation bar includes options like 'New contact', 'Add members', 'Remove from favorites', 'Invite others', 'Leave group', and 'Follow'. A dropdown menu is open under 'New contact', showing 'New contact' and 'New contact list'. The main content area shows the 'Mark 8 Project Team' group page, which is a public group with 20 members. The 'About' tab is selected, showing the group's description, email address, and a list of members including Megan Bowen, MOD Administrator, Adele Vance, and Alex Wilber. A red callout bubble points to the 'New contact' dropdown with the text: 'New Group is not available for this user'. The left sidebar shows navigation options such as 'Contacts', 'Your contacts', 'Deleted', 'Folders', 'Groups', 'Member', 'Owner', 'Deleted', and 'Directory'.

But don't repeat the mistakes of the past...



If self-service is disabled...

- You MUST have an alternate strategy
- Legacy, overly manual provisioning processes will also kill Teams adoption and burden your operations teams

Automation can provide the “middle way”

- Automation can create sustainable, alternative provisioning workflows
- Powershell, Power Apps, Power Automate and/or 3rd party applications are options



When considering native self-service...



You should be thinking about:

Impact on user experience and business agility

Desire/need to mandate options and settings

What can/can't be adjusted afterwards



Group "Classification"

The screenshot shows the Microsoft Teams interface with a 'Join or create a team' dialog box open. The dialog box has a dark header with the text 'Join or create a team'. Below the header, there is a section titled 'Create your team' with a brief description and a link to 'Watch a quick overview'. The main form contains several fields: 'Team name', 'Description', 'Privacy' (set to 'Private - Only team owners can add members'), and 'Classification' (set to 'Pretty Safe'). A red box highlights the 'Classification' dropdown menu, and a tooltip is displayed over it, listing the classification options: 'Pretty Safe - You know like iffy but still safe', 'WickedlyPrivate - Probably don't show anyone', and 'Toxic - Don't you DARE!'. The background shows the Microsoft Teams sidebar with 'Favorites' including 'Product Launch', 'Contoso News', 'Wicked', and 'Richland Hammer Time'. At the bottom right of the dialog box, there are 'Cancel' and 'Next' buttons.

Microsoft Teams

Search or type a command

Join or create a team

Create your team

Collaborate closely with a group of people inside your organization based on project, initiative, or common interest. [Watch a quick overview](#)

[See your organization's guidelines.](#)

Team name

Description

Privacy

Private - Only team owners can add members

Classification

Pretty Safe

Classification allows organization to protect data based on our policies and standards.

Pretty Safe - You know like iffy but still safe

WickedlyPrivate - Probably don't show anyone

Toxic - Don't you DARE!

Create a team using an existing team

Create a team from an existing Office 365 group

Cancel Next



Sensitivity Labels for teams, groups and sites

Creating the Sensitivity Labels in Security and Compliance Center

Office 365 Security & Compliance

Edit sensitivity label

- ✓ Name & description
- ✓ Encryption
- ✓ Content marking
- ✓ Endpoint data loss prevention
- Site and group settings
- Auto-labeling for Office apps
- Review your settings

Site and group settings

Select the settings you want to take effect when this label is applied to an Office 365 group or SharePoint site. Note that the settings aren't applied to files, so they don't impact downloaded copies of files. [Learn more about site and group protection](#)

Site and group settings

Privacy of Office 365 group-connected team sites

Private - only members can access the site

External users access

Let Office 365 group owners add people outside the organization to this site

Unmanaged devices

Allow full access from desktop apps, mobile apps, and the web

Allow limited, web only access

Block access

What kind of team will this be?

Sensitivity [Learn more](#)

Internal Workspace

Teams with this sensitivity must be private.

Private
People need permission to join

Public
Anyone in your org can join

Org-wide
Everyone in your organization automatically joins

< Back

Team creation wizard

<https://docs.microsoft.com/en-us/microsoftteams/sensitivity-labels>

Private or Public- What's the impact?

The screenshot shows the Microsoft Teams interface with a 'Join or create a team' dialog box open. The dialog box has a title 'Create your team' and a description: 'Collaborate closely with a group of people inside your organization based on project, initiative, or common interest. Watch a quick overview' and 'See your organization's guidelines.' Below this are input fields for 'Team name' and 'Description'. The 'Privacy' section is highlighted with a red box and contains a dropdown menu with the following options:

- Private - Only team owners can add members (selected)
- Private - Only team owners can add members
- Public - Anyone in your organization can join
- Org-wide - Everyone in your organization will be automatically added

At the bottom of the dialog box are 'Cancel' and 'Next' buttons.



Understanding "Public" content visibility

The image shows a Microsoft Teams interface. On the left is a navigation pane with sections for Favorites, Teams, Meetings, and Files. The main area displays a channel named 'Contoso News > General'. A red box highlights the 'Public' visibility setting in the top right corner of the channel header. Below this, a 'People and Groups' window is open, showing a list of groups. A red arrow points from the 'Public' box to the 'Everyone except external users' option in the 'Groups' list. The 'Groups' list includes 'Contoso News Members', 'Contoso News Visitors', and 'Contoso News Owners'. The 'Groups' list also has a 'New' dropdown, 'Actions' dropdown, and 'Settings' dropdown. The 'Groups' list is currently set to 'Detail View'.

Search or type a command

Public

Contoso News > General ...

Conversations Files Wiki GAO +

here are some things to get going...

Office 365

People and Groups > Contoso News Members

Groups

Contoso News Members

Contoso News Visitors

Contoso News Owners

More...

New Actions Settings

Name About me Title Department

Contoso News

Everyone except external users

View: Detail View

Using the native “naming policy” for Teams and Groups...

Set the naming policy and custom blocked words

1. Now you can set the prefixes and suffixes. Run the following commands in Azure AD PowerShell:

```
$Setting["PrefixSuffixNamingRequirement"] = "Grp_[Department]_[GroupName]_[Country]"
```

2. Now set the custom blocked words that you want to restrict by typing below. Add your own custom words that you want:

```
$Setting["CustomBlockedWordsList"]="Payroll,CEO,HR"
```

3. Save the settings for the new policy to be effective by typing:

```
Set-AzureADDirectorySetting -Id (Get-AzureADDirectorySetting | where -Property "Group.Unified" -EQ).id -DirectorySetting $Setting
```

Create your team

Collaborate closely with a group of people inside your organization based on project, initiative, or common interest. [Here's a helpful video](#)

ⓘ The name can't contain HR.

Team name

 ✔

GRP HR Sales & Marketing ⓘ

Description

Privacy

Private - Only team owners can add members ▼

Limited Prefix/Suffix options

- Fixed text
- AAD properties of the requestor
- Dept, Company, Office, State/Province, Country/Region, Title

Requires *clean* AAD

- AAD properties must be current and complete

“Blocked” words

- MSFT list
- “Custom list”



Using the native "Dynamic Membership" for Teams and Groups...

The screenshot shows the Azure Active Directory admin center interface. On the left, the 'Group' configuration pane is visible with the following settings:

- Group type: Office 365
- Group name: My Cool Dynamic Group
- Group description: Enter a description for the group
- Membership type: Dynamic User
- Dynamic user members: Add dynamic query

The main pane shows the 'Dynamic membership rules' configuration. The 'Add dynamic membership rule' section has 'Simple rule' selected. The 'Add users where' section is configured as follows:

- department: department
- Equals: Equals
- Cool People: Cool People

Based on AAD Attributes

- AAD properties drive membership
- Not based on Security Group Membership

Requires *clean* AAD

- AAD properties must be current and complete

This close-up screenshot shows the 'Advanced rule' configuration. The 'Add dynamic membership rule' section has 'Advanced rule' selected. The 'Advanced rule' section contains the following query:

```
(user.department -eq "Cool People")
```



Demo:
*Governing
provisioning of
Office 365 Groups*

- Limiting self-service Office 365 Group Creation in PowerShell
- Additional Group creation settings in Azure AD
- The impact of these settings to users

Also consider...



Additional PROVISIONING ideas from the field

- *Guidance to the user for what to use and when*
- *User/Division-level workflows*
- *Teams "Templates"*
- *Approval when necessary*
- *More flexible naming policies*
- *Setting guest access/external setting per team*
- *Metadata collection for cataloging your collab workspaces*
- *Named data owners*



Considerations 2

Ongoing Operations

- Day to day administration of Teams
- Monitor for Group Usage and Adoption
- Ensure users aren't doing what they shouldn't
- You're old friend hasn't gone anywhere...



Microsoft native tooling to help govern Teams management...

Teams Admin Center

Day to day management of the Teams service with policies and settings

Usage Reporting

Track and monitor usage and adoption

Audit Reporting

Report on user activity within Microsoft Teams

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



Teams admin roles...

Teams Service Admin	Manage the Microsoft Teams service. Manage and create Office 365 Groups
Teams Comm Admin	Manage calling and meetings features within Microsoft Teams
Teams Comm Support Engineer	Troubleshoot comms issues within Teams by using advanced tools
Teams Comm Support Specialist	Troubleshoot comms issues within Teams by using basic tools



The Teams Admin Center...

The screenshot displays the Microsoft Teams Admin Center interface. The left sidebar contains navigation options: Dashboard, Teams, Manage teams (highlighted), Teams policies, Devices, Locations, Users, Meetings, Messaging policies, Teams apps, Voice, Policy packages, Analytics & reports, Org-wide settings, Planning, Legacy portal, and Call quality dashboard. The main content area is titled 'Manage teams' and includes a descriptive paragraph: 'Teams and channels are collections of people, content, and tools used for projects or outcomes within your organization. You can manage all the teams and channels, create new ones, and manage the existing ones. Go to the Admin center > Groups to manage Office 365 groups. Learn more'. Below this is a table of 9 teams with columns for Name, Channels, Team members, Owners, Guests, Privacy, and Status. The table includes a search bar and action buttons (Add, Edit, Archive, Delete).

	Name	Channels	Team members	Owners	Guests ⓘ	Privacy ⓘ	Status ⓘ
✓	Sales and Marketing	5	20	2	0	Public	Active
	Mark 8 Project Team	5	19	2	0	Public	Active
	Contoso	3	26	5	0	Public	Active
	Finance	5	9	4	0	Private	Active
	Human Resources	2	5	2	0	Private	Active
	Product Development	4	9	2	0	Private	Active
	OHSA Compliance and	3	6	2	0	Public	Active
	Upstream	4	7	2	0	Private	Active
	Midstream	4	7	2	0	Private	Active



Teams “policies & settings”

Policies

- A collection of configuration settings
- Applied to some or all users
- Examples: messaging policy, meeting policy, voice policy, etc.

Settings

- A collection of configuration settings.
- Generally grouped by modality.
- Per tenant only.
- Examples: guest, federation, audio conferencing, etc.



Monitoring for adoption and usage

Usage

Microsoft Teams user activity

Help

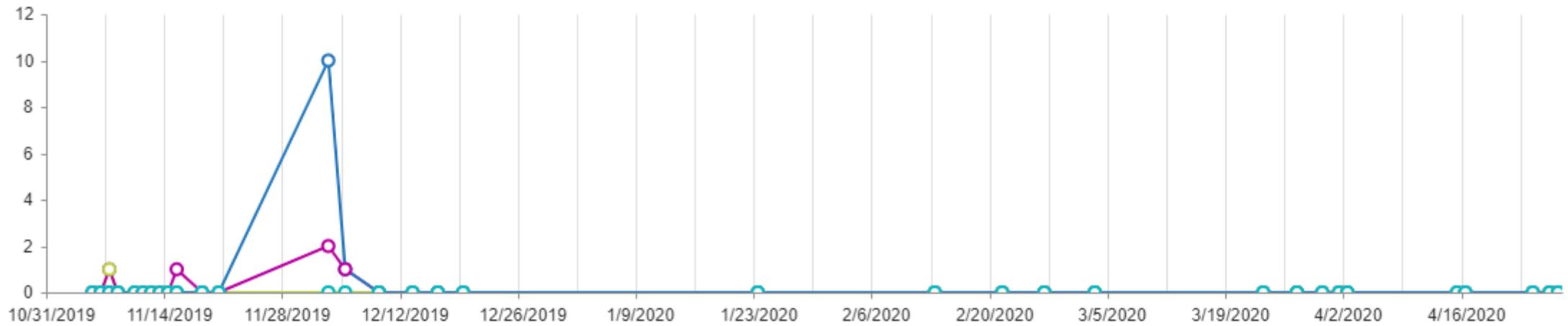
7 days 30 days 90 days 180 days

Activity Users

Data as of: Monday, April 27, 2020 (UTC)

Number of activities by type

Export



Channel messages Chat messages Calls Meetings

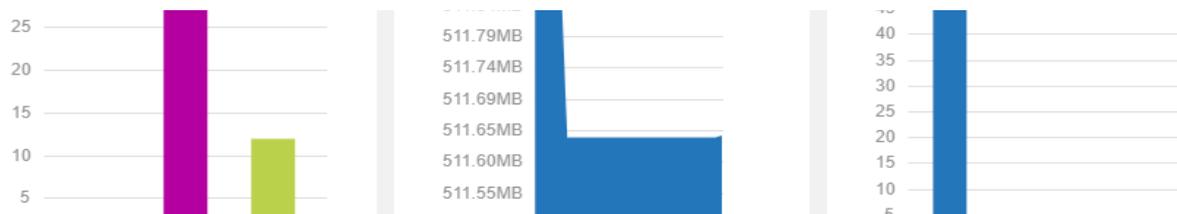
Has usage of Microsoft 365 apps changed?

Microsoft 365 Apps usage

How file activity in the cloud has changed?

OneDrive activity

0.3% ↑ SharePoint activity



Monitoring for adoption and usage

Teams usage

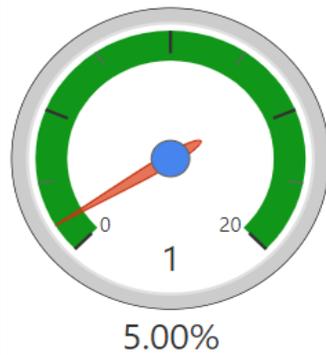
4/17/2020

Latest ContentDate

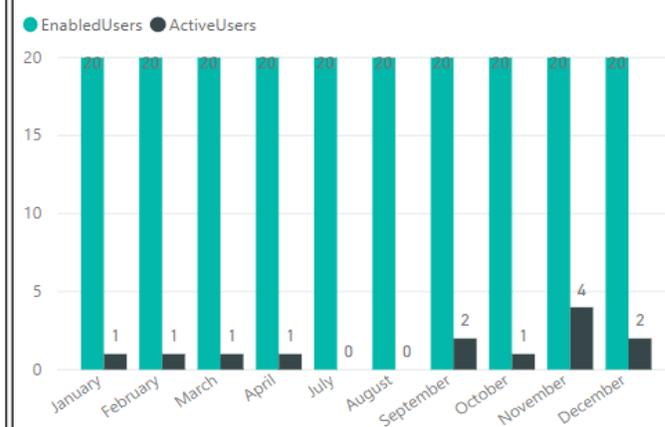
About this report

This report helps you analyze your user's activity across Microsoft Teams.

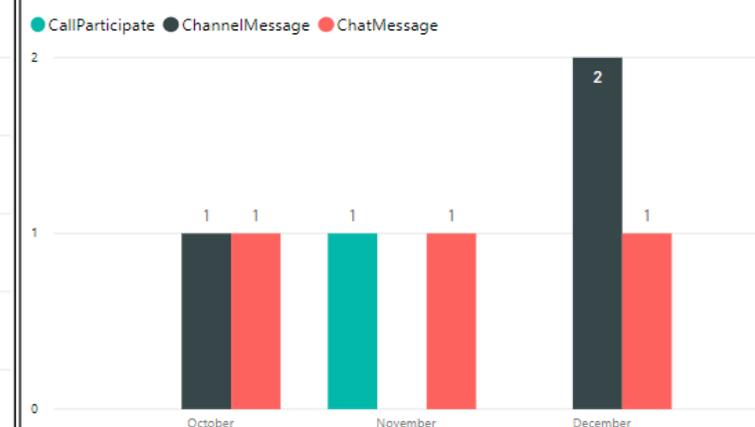
Enabled vs Active users %



Enabled vs Active users



Active users by activity type

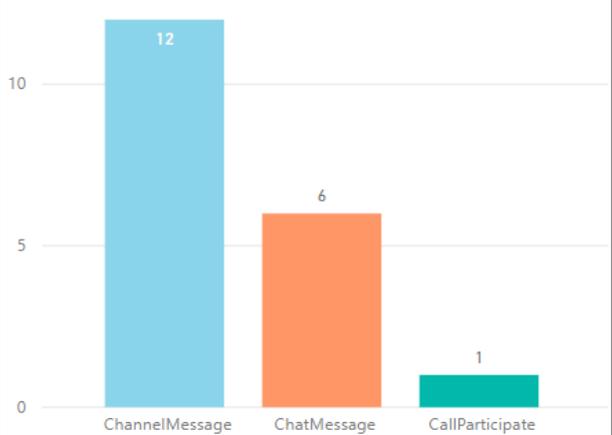


Metrics valid for
March 2020

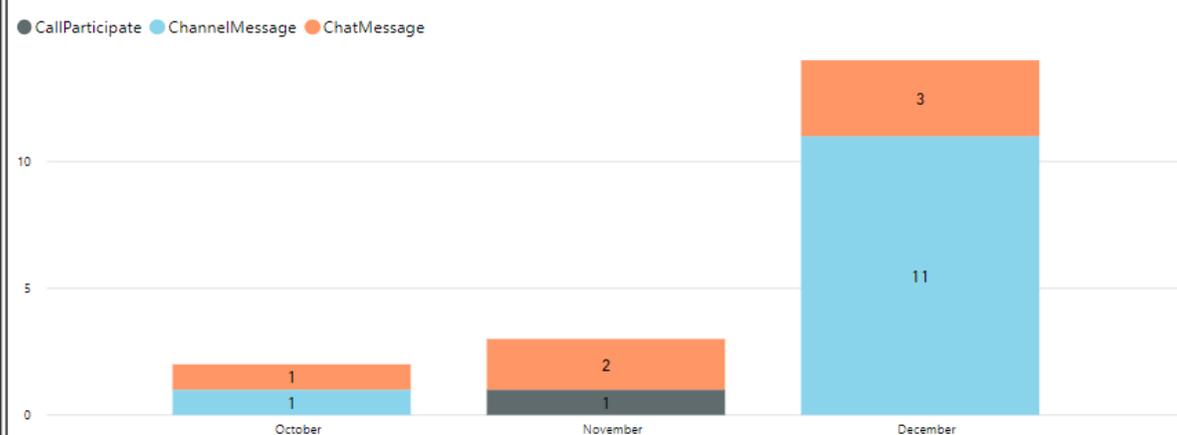
Teams message activity

14

Overall user activity count



User activity by activity type



Audit reporting for Teams...

Office 365 Security & Compliance

Home > Audit log search

Audit log search

Need to find out if a user deleted a document or if an admin reset someone's password? Search the Office 365 audit log to find out what the users and admins in your organization have been doing. You'll be able to find activity related to email, groups, documents, permissions, directory services, and much more. [Learn more about searching the audit log](#)

Search Clear Results

Activities Date IP address User Activity Item Detail

Created team, ... (32)

Clear all to show results for all activities

Activity	Item
Created team	Deleted team
Deleted channel	Added channel
Changed channel setting	Changed organization setting
Changed role of members	Changed team setting
Removed bot from team	User signed in to Teams
Updated tab	Added members
Updated connector	Removed members
Blocked Teams device	Added bot to team
Enrolled Teams device	Added tab
Uninstalled app	Removed tab
Deleted app	Added connector
	Removed connector
	Downloaded analytics report
	Upgraded Teams device
	Unblocked Teams device
	Changed configuration of Teams device
	Installed app
	Upgraded app
	Published app
	Updated app
	Deleted all organization apps

+ New alert policy

+ New audit retention policy

Limited detail currently

- User sign-ins
- No "Team" centric pivots
- Check "Group" activities for more actions

Non-admins allowed

- Set permissions in Sec & Compliance center



Your old friend still needs to be dealt with...



Example: Management of Teams (SharePoint)

Operational Governance

- Standardized look & feel
- Authorized features / workflow
- Publishing settings
- Site Creation

Information Governance

- Azure Information Protection (AIP)
- DLP and Audit Settings
- Records Management

Look and Feel
Quick launch
Navigation Elements
Change the look

Web Designer Galleries
Site columns
Site content types

Site Administration
Regional settings
Language settings
Export Translations
Import Translations
Site libraries and lists
User alerts

RSS
Sites and workspaces
Workflow settings
Term store management

Search
Result Sources
Result Types
Query Rules
Schema
Search Settings
Search and offline availability
Configuration Import
Configuration Export

Site Collection Administration
Recycle bin

Search Result Sources
Search Result Types
Search Query Rules
Search Schema
Search Settings
Search Configuration Import
Search Configuration Export

Site collection features
Site hierarchy

Site collection audit settings
Portal site connection
Site collection app permissions
Storage Metrics

Content type publishing
HTML Field Security
Site collection health checks
Site collection upgrade



Demo: *Ongoing management of Teams*

- Exploring the Teams Admin Center
- Managing Teams
- Configuring Meeting and Messaging Policies
- Setting App Permissions and Policies

Also consider...



Additional MANAGEMENT ideas from the field

- Catalog/Inventory reporting
- Recertification and renewal
- Setting and enforcing Policies at the workspace level
- "Right-sized" governance packages for specific needs and divisions
- Offline retention
- Additional Team and item level recovery options
- Delegated administration tools and reporting



Consideration 3

Retention,
Expiration and
Disposition

- How do I know when a Group should be expired
- How do I get rid of it “safely”
- How do I make sure information management policies are enforced?



Microsoft native tooling to help govern Teams lifecycle...

Team "Archiving"

- Removes Team from user's lists of active Teams
- Puts Team conversations and files into "read only"
- Can be reversed by a Team owner

Soft Delete

- Recover deleted Teams and Groups

Group Expiration

- Require owners to confirm their Group is still active and relevant periodically

Retention and expiration of content

- Records management and content compliance policies



Understanding "archived" Teams

The screenshot displays the Microsoft Teams interface. On the left is a navigation pane with icons for Activity, Chat, Teams, Meetings, and Files. The main area shows the 'Manage teams' section with a search bar and a table of teams. The table is divided into 'Active (6)' and 'Archived (1)' sections. A dialog box is overlaid on the 'DC Posse' team, and a context menu is open over its row.

Name	Description	Membership	People	Type
Active (6)				
Big Wigs	A casual forum for senior leadership.	Owner	9	Public
Contoso News	Company News Channel ... everything you need to know ...	Owner	24	Public
Exec Chatter	Exec Chatter	Owner	2	Private
Product Launch	A collaboration area for the Product Launch team.	Owner	11	Public
Test Team	Test Team	Owner		
test123	test123	Owner		
Archived (1)				
DC Posse	DC Posse	Owner		

Want to archive "DC Posse"?
This will freeze all team activity, but you'll still be able to add or remove members and update roles. Go to Manage teams to restore the team.

Make the sharepoint site read-only for team members

Cancel Archive

- Manage team
- Add channel
- Add members
- Leave the team
- Edit team
- Get link to team
- Archive Team
- Delete the team



Group expiration helps prune old Teams

The image shows two overlapping screenshots. On the left is the Azure Active Directory admin center interface, and on the right is an email notification from Microsoft Online Services Team.

Azure Active Directory admin center (left):

- Page title: Azure Active Directory admin center contoso > Users and groups
- Section: Expiration (preview)
- Search bar: Search (Ctrl+/)
- Buttons: Save, Discard
- MANAGE section:
 - General
 - Expiration (preview) (highlighted)
- ACTIVITY section:
 - Audit logs
- TROUBLESHOOTING + SUPPORT section:
 - Troubleshoot
 - New support request
- Group lifetime (in days): []
- Info: * For groups with no owners, Enable expiration for these Office 365 groups
- Select Office 365 groups:
 - AD Alex Dept Planning
 - AT Alex Team YamJam
 - TE test

Email notification (right):

- Subject: Action Required: Renew My Class Team by April 27, 2020
- From: Microsoft Online Services Team <msonlineserviceteam@microsoftonline.com>
- Date: Sun 4/12/2020 2:56 AM
- Role: MOD Administrator
- Body:
 - Microsoft Office 365
 - My Class Team is set to expire on April 27, 2020
 - MC My Class Team
 - HiddenMembership group with 1 member
 - MA
 - Renew group
 - Renew My Class Team before it expires on April 27, 2020. If it isn't renewed, it will be deleted, along with all associated communications, files, calendar events, and tasks. You received this email because you're an owner of the group.



"Soft Delete" allows whole-hog recovery of deleted O365 Groups

Azure Active Directory admin center

admin@odemo.me
CONTOSO

Dashboard > Contoso > Groups - Deleted groups

Groups - Deleted groups

Contoso - Azure Active Directory

Delete permanently | Restore group | Refresh | Columns

i This experience is exclusive to Office 365 groups. 30 days after original deletion, groups are permanently deleted.

Search groups

Name	Membership Type	Deletion date	Permanent deletion date
<input checked="" type="checkbox"/>  Test Team US	Assigned	2/25/2020, 11:38:45 PM	3/27/2020, 12:38:45 AM

Navigation menu:

- Dashboard
- All services
- FAVORITES
- Azure Active Directory
- Users
- Enterprise applications

Left sidebar:

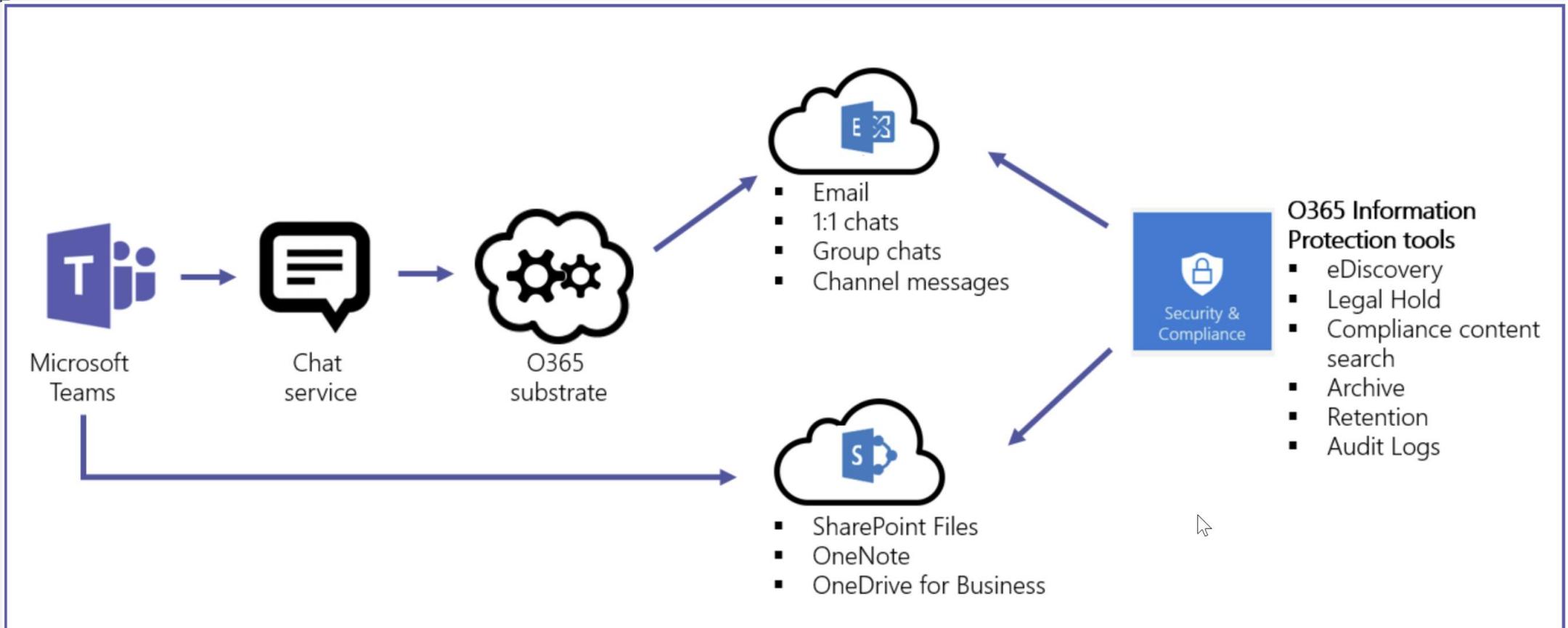
- All groups
- Deleted groups
- Diagnose and solve problems
- Settings
 - General
 - Expiration
 - Naming policy
- Activity
 - Access reviews
 - Audit logs
 - Bulk operation results (Preview)
- Troubleshooting + Support
 - New support request



What about retention of *content* within Teams, Groups and Sites?



O365 "Advanced Data Governance" can handle retention/expiration



Using Retention Policies for Teams

- 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? [i](#)

Yes, I want to retain it [i](#)

For this long... 7 years

Retain the content based on when it was created

Do you want us to delete it after this time?

Yes No

No, just delete content that's older than [i](#)

1 years

Need more options?

Use advanced retention settings [i](#)

[Back](#) [Next](#) [Cancel](#)

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

- Name your policy
- Settings
- Choose locations
- Review your settings

Choose locations

- Office 365 groups
- Skype for Business
- Exchange public folders
- Teams channel messages All None
[Choose teams](#) [Exclude teams](#)
- Teams chats All None
[Choose users](#) [Exclude users](#)

[Back](#) [Next](#) [Cancel](#)

Understanding O365 "Retention Labels"

The screenshot displays the Office 365 Security & Compliance center interface. On the left is a navigation pane with options like Home, Alerts, Permissions, Classifications, Labels, Label policies, Sensitive information types, Data loss prevention, Data governance, Threat management, Data privacy, Search & investigation, and Reports. The main area is titled "Label settings" and includes a "Retention" toggle set to "On". Below this, there are sections for "When this label is applied to content..." and "Label c...".

An inset window shows a "Documents" library with a table of files. The file "Test Doc.rtf" is selected. A context menu is open over this file, showing the "Apply label" option. The label selection dropdown is open, showing options: 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, and Test Label 2 (Retain for 22 years).

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

Native DLP tooling to help...

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

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

The image shows a composite of three screenshots illustrating DLP tooling. The top screenshot is the 'Data loss prevention' dashboard in Microsoft 365, showing a policy named 'U.S. Financial Data' with a status of 'On'. The middle screenshot is a Microsoft Teams chat window for the 'X1050 Launch Team' in the 'General' channel, showing a message from Irvin Sayers containing sensitive information: 'the customer SSN: 358-45... use CC Mastercard 55555'. The bottom screenshot is a DLP warning dialog box that appears over the Teams chat, stating: 'Your message was flagged because it contains sensitive data'. The dialog lists the detected sensitive data: 'Credit Card Number' and 'EU Debit Card Number'. It also provides instructions: 'This item is protected by a policy in your organization. Here's what you can do: If you think the message was flagged in error, report it to your admin. Reporting won't unflag the message.' At the bottom of the dialog are 'Cancel' and 'Report' buttons.

Demo:
*Lifecycle and "end
of life" for Teams*

- Archiving Teams
- Setting Group expiration
- Retention policies and labels in the Security and Compliance Center

Also consider...



Additional LIFECYCLE ideas from the field

- Periodic renewal/recertification
- Managed de-provisioning workflows
- Offline archiving
- Data export





Getting Started... or Starting Again!

Driving sustainable adoption of Microsoft Teams and Office 365

Discussion:

Name your organization's TOP TWO concerns or blockers for Teams adoption



Tune into the messages coming from the mother ship and get insight to ...

How Microsoft is THINKING

- User Voice: <https://microsoftteams.uservoice.com/forums/555103-public/filters/top>
- What Microsoft (and others) are SAYING
- Ignite On-Demand Sessions: <https://myignite.techcommunity.microsoft.com/videos>
- Tech Community <https://techcommunity.microsoft.com/>
- Microsoft 365 Roadmap (<https://www.microsoft.com/en-us/microsoft-365/roadmap?rtc=1&filters=>)

What Microsoft is DOING

- O365 Message Center: <https://admin.microsoft.com/AdminPortal/Home#/MessageCenter>



GET TO KNOW the Message Center!

Microsoft 365 admin center

Contoso

Message center

Each message gives you a high-level overview of a planned change and how it may affect your users, and links out to more information.

All active messages | High importance | Unread messages | Dismissed messages

Dismiss | Mark as unread | Share

Message title

- New Feature: Add participants to Teams Meeting chat
- Fluid Framework Preview
- New Feature: Sensitivity Labels for Teams
- New Feature: Private Channels**
- New Feature: Microsoft Teams - Meet Now

New Feature: Private Channels

MC194794, Stay Informed, Published date: Nov 4, 2019

We'll soon begin rolling out private channels in Teams that allow focused private collaboration within a team.

- We'll be gradually rolling out this feature beginning November 6, 2019.
- We'll complete the rollout by the end of November.

This message is associated with Microsoft 365 [Roadmap ID 50588](#).

Admin roles that don't have access to the Message center

- Compliance administrator
- Conditional access administrator
- Customer LockBox access approver
- Device administrators
- Directory readers
- Directory synchronization accounts
- Directory writers
- Intune service administrator
- Privileged role administrator
- Reports reader

https://docs.microsoft.com/en-us/office365/admin/manage/message-center?WT.mc_id=365AdminCSH&view=o365-worldwide

Edit Message center preferences

Which messages do you want to see in Message center?

Services

- Microsoft Exchange On
- Kaizala On
- Skype for Business On
- Microsoft Flow On
- Flow in Microsoft 365 On
- Microsoft Teams On
- Mobile Device Management for Office 365 On

More

Labels

- Not Labeled On
- Data Privacy On

Would you like to receive email communication?

Choose whether you'd like us to email you a weekly digest or notify you when a major update or data privacy breach message is published

- Send a weekly email digest of my messages On
- Send me emails for major updates On
- Send me emails for data privacy messages On

Primary email address
admin@odemo.me

Other email addresses

Please enter up to 2 email addresses, separated by a semicolon

Note: We may occasionally notify you about important updates that aren't covered by these settings

Setting up your “pilot” groups...

Recommendations

- > 300 user orgs should consider having only a subset of users on “targeted” release
- Target for “target” should be IT *AND* power users across depts
- Use this group for O365, Desktop and Application evaluation



Equipping your pilot groups

The screenshot displays the Microsoft 365 Admin Center interface. On the left, a table lists active users with columns for Display name, Username, and Licenses. The user Adele Vance is selected. On the right, a detailed view for Adele Vance shows her profile picture, name, and 'Sign In allowed' status. Below this, there are tabs for Account, Devices, Licenses and Apps, Mail, and OneDrive. The 'Licenses and Apps' tab is active, showing a 'Select location' dropdown set to 'United States'. Under 'Licenses (5)', the following are listed: Enterprise Mobility + Security E5 (2 of 26 licenses available), Microsoft Flow Free (9996 of 10000 licenses available), Office 365 E3 (24 of 25 licenses available), Office 365 E5 (1 of 25 licenses available), and Windows 10 Enterprise E3 (23 of 25 licenses available). Under 'Apps (39)', the following are listed: Audio Conferencing (Office 365 E5), Azure Active Directory Premium P1 (Enterprise Mobility + Security E5), Azure Active Directory Premium P2 (Enterprise Mobility + Security E5), and Azure Advanced Threat Protection (Enterprise Mobility + Security E5).

Display name	Username	Licenses
Adele Vance	AdeleV@M365x758837.OnMicrosoft.com	Office 365 E5, Enterprise Mobility + Security E5
Alex Wilber	AlexW@M365x758837.OnMicrosoft.com	Office 365 E5, Enterprise Mobility + Security E5
Allan Deyoung	AllanD@M365x758837.OnMicrosoft.com	Office 365 E5, Enterprise Mobility + Security E5
Bianca Pisani	BiancaP@M365x758837.onmicrosoft.com	Unlicensed
Brian Johnson (TAILSPIN)	BrianJ@M365x758837.onmicrosoft.com	Unlicensed
Cameron White	CameronW@M365x758837.onmicrosoft.com	Unlicensed
Christie Cline	ChristieC@M365x758837.OnMicrosoft.com	Office 365 E5, Enterprise Mobility + Security E5
Conf Room Adams	Adams@M365x758837.onmicrosoft.com	Unlicensed
Conf Room Baker	Baker@M365x758837.onmicrosoft.com	Unlicensed
Conf Room Crystal	Crystal@M365x758837.onmicrosoft.com	Unlicensed
Conf Room Hood	Hood@M365x758837.onmicrosoft.com	Unlicensed
Conf Room Rainier	Rainier@M365x758837.onmicrosoft.com	Unlicensed
Conf Room Stevens	Stevens@M365x758837.onmicrosoft.com	Unlicensed
Debra Berger	DebraB@M365x758837.OnMicrosoft.com	Office 365 E5, Enterprise Mobility + Security E5
Delia Dennis	DeliaD@M365x758837.onmicrosoft.com	Unlicensed
Diego Siciliani	DiegoS@M365x758837.OnMicrosoft.com	Office 365 E5, Enterprise Mobility + Security E5
Emily Braun	EmilyB@M365x758837.OnMicrosoft.com	Office 365 E5, Enterprise Mobility + Security E5

Technology steps

- Set release ring preferences
- Set user-level app access

Support your pilot group

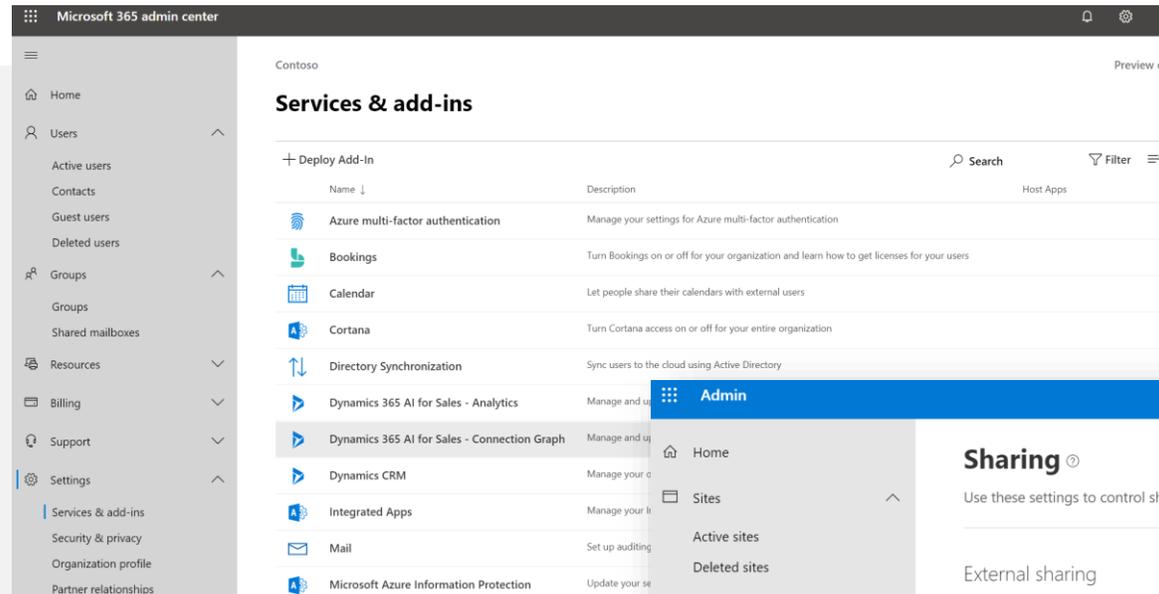
- Establish communication/feedback strategy (Teams is a perfect vehicle)
- Establish an education strategy (Consider Office 365 Champions program)

<https://www.microsoft.com/en-us/microsoft-365/success/champions>

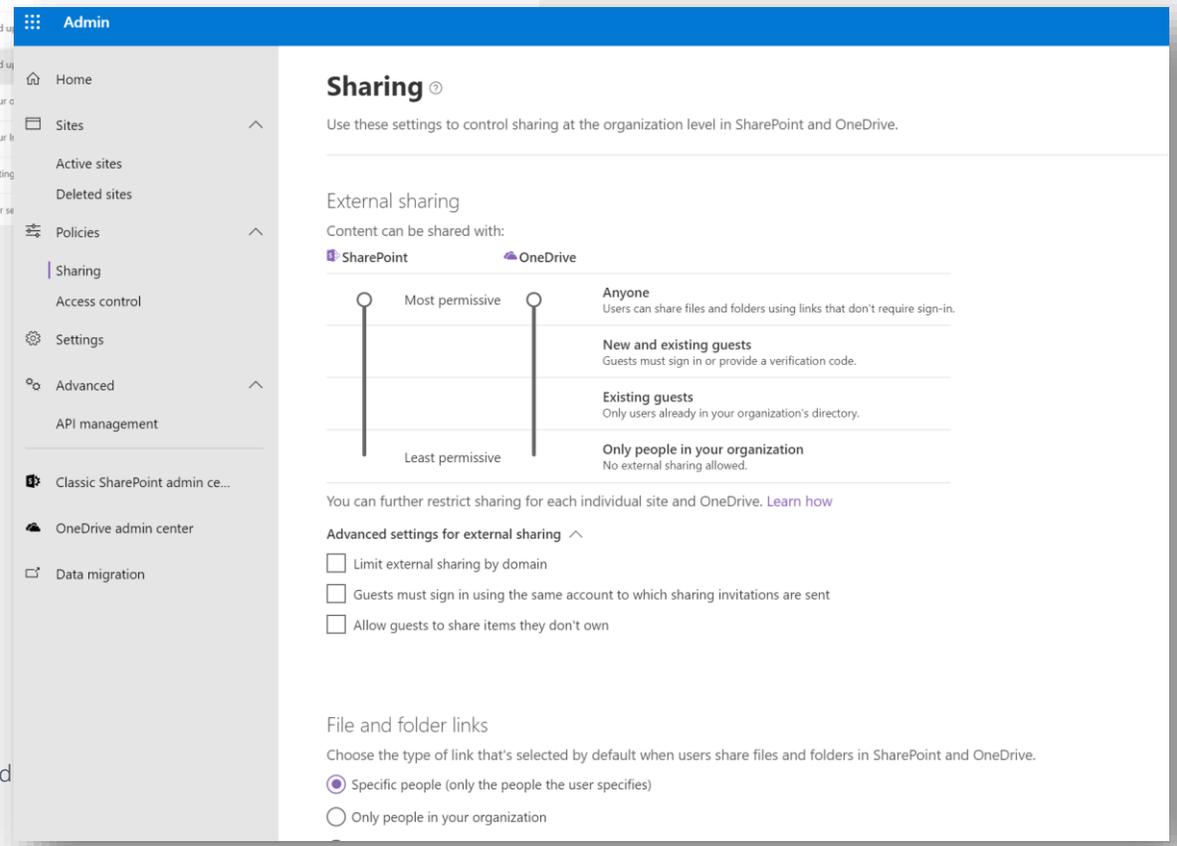


Additional workload-level controls

Tenant level controls



In-workload admin settings



"Teams Advisor" helps you deploy Teams *with* Teams

The image illustrates the Microsoft Teams ecosystem for deployment. It features three overlapping windows:

- Microsoft Teams admin center (top left):** Shows the navigation menu with 'Teams advisor' highlighted. Other options include Dashboard, Teams, Devices, Locations, Users, Meetings, Messaging policies, Teams apps, Voice, Policy packages, Analytics & reports, Org-wide settings, and Planning.
- Microsoft Teams admin center (top middle):** Displays a 'Deployment team' configuration page. A message states: "We can't load the deployment team right now. Please try again. If you continue to have problems, please contact Microsoft customer support." The page includes a 'Vanity domain' field with a checkmark and an 'Assessment' section.
- Microsoft Teams client (bottom):** Shows the 'Meetings and Conferencing' section. The left sidebar lists various teams like 'Sales and Marketing', 'Retail', and 'Mark & Project Team'. The main content area contains several task cards for project management and configuration, such as 'Project kickoff', 'Learn about deploying meeting and conferencing', 'Configure org-wide meetings settings', and 'Configure meeting policies'.

Planning a Teams pilot? Microsoft has done a LOT of the work for you...

Adoption guidance:

<https://aka.ms/TeamsAdoption>

Use Teams to roll out Teams:

<https://docs.microsoft.com/en-us/microsoftteams/teams-adoption-your-first-teams>

Building Champions program:

<https://go.microsoft.com/fwlink/?linkid=854665>

O365 Champions program:

<https://aka.ms/O365Champions>

Learn and earn cert:

<https://aka.ms/AdoptionCert>

Training for IT Team:

<https://www.edx.org/course/enabling-teamwork-microsoft-teams-3>

Adopt Microsoft Teams

If you're a small business, or if you want to roll out Teams starting with chat, teams & channels, and meetings, use our prescriptive [Get started guidance](#), which is designed to get you up and running quickly. If you're a large organization with a hybrid or on-premises Skype for Business configuration, or if you want to roll out voice features (such as Office 365 calling plans or phone system), you can start with our Get started guidance, but you'll need the additional guidance below, under **Deeper adoption guidance**.

- Quick start
- Introduction to teams and channels
- Plan your first teams
- Empower your champions
- Training & certification
- Tools and Downloads

Deeper adoption guidance

Adoption plans can be simple to complex, depending on your environment. For large-scale deployments, step through the guidance below to ensure your organization has a smooth transition to Teams.

- 1 Start**
 - Get started
 - Understand teams and channels
 - Create your first teams
 - Assess cultural and organizational readiness
- 2 Experiment**
 - Create your champions program
 - Governance quick start
 - Define usage scenarios
 - Onboard early adopters and gather feedback
 - Onboard support
- 3 Scale**
 - Define outcome and success
 - Optimize feedback and reporting
 - Drive awareness and implement training
 - Schedule service health reviews



Demo:
*A practical pilot
strategy for Teams*

- Keeping up on the pace of change in Office 365
- Enabling access to Teams and features for pilot teams
- Using Teams Advisor

What we're all realizing about Teams adoption...

"Empty" deployments are trouble

May see some early adoption spikes but soon drops off and hard to get users back

Need "gravity" to get sustained active usage

With "Daily Active Usage" as a goal, Teams needs to be hosting real business processes, not general collaboration

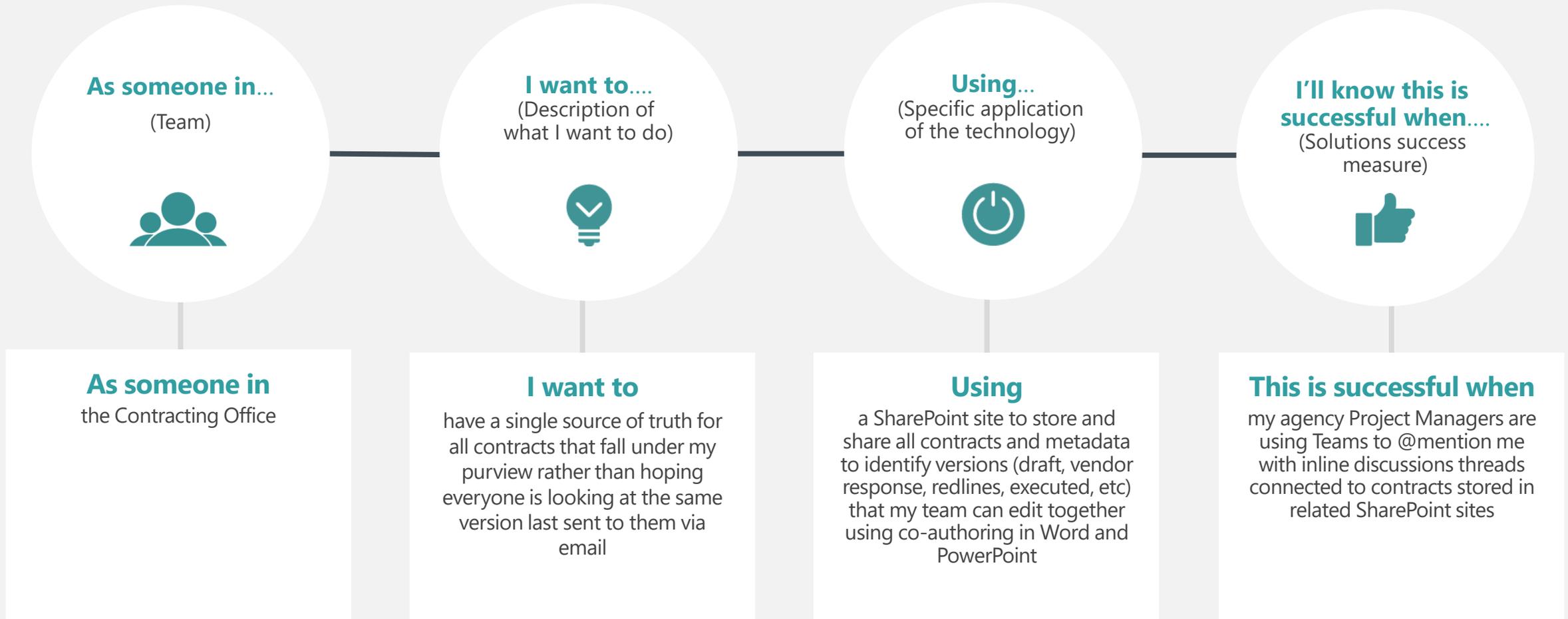
Many need help re-structuring the way they work

The more they see Teams as the way to make their work easier, faster and more effective, the more they will use it



Not sure how to begin?

To help identify team scenarios, consider using the framework below



“Mission-ready” scenarios for Teams

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

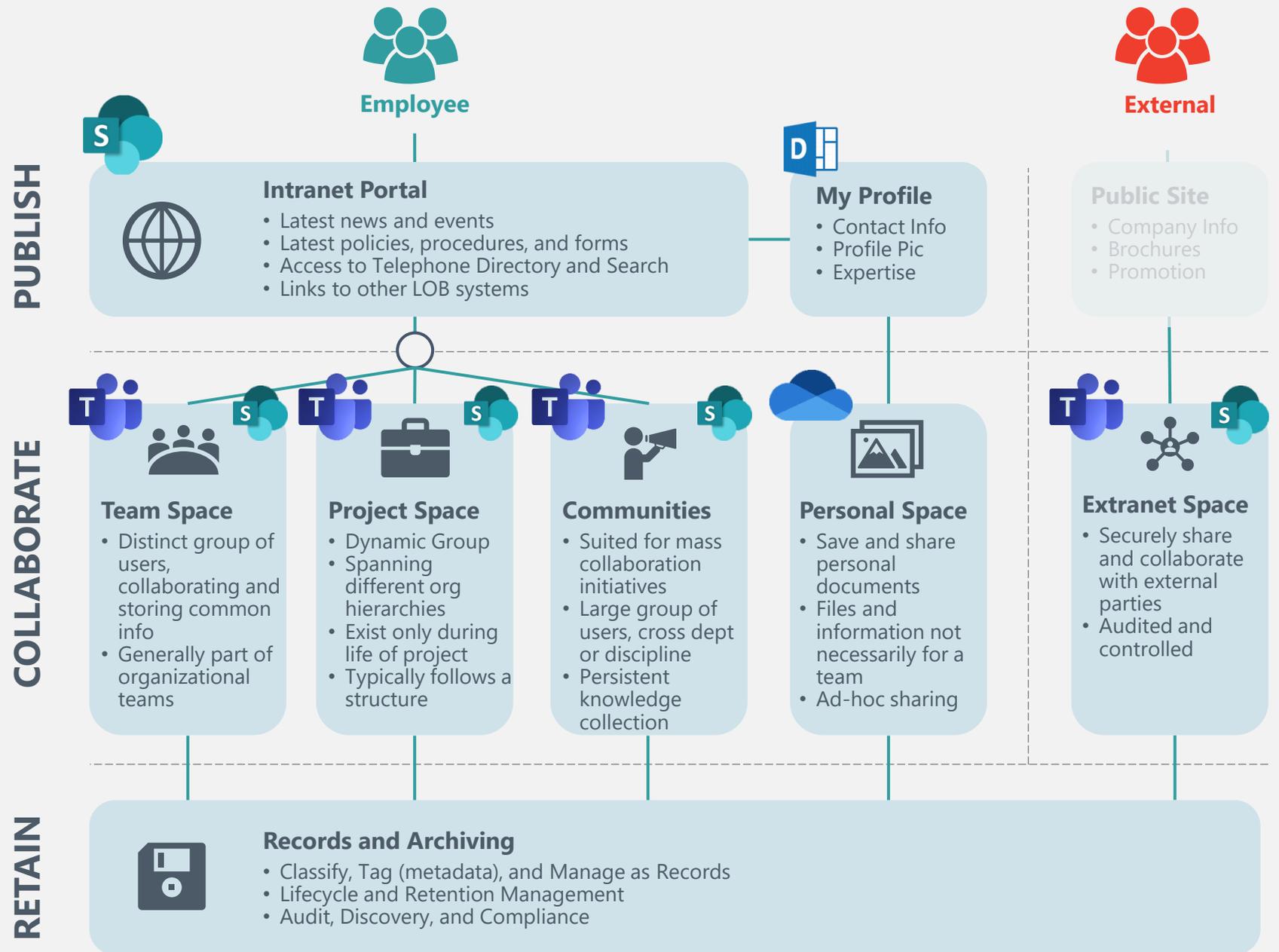


Organize teams and manage calendars



A Best-Practice Approach to Information Architecture and Knowledge Management in Office 365

Don't try and organize your information by department... think about the information type instead.



Demo:
*Making it easy for
users to do the
right thing*

- Guiding users to the right choices
- Leveraging business ready templates



- Activity
- Chat
- Teams
- MyHub
- Calendar
- Files
- Apps
- Help

New request > New Workspace Request

Are you working on a project with more or less than 5,000 people involved?

Less than 5,000 Users

Do you already have access to a workspace for the collaboration required?

No

Do you require chat based functionality to communicate with your team? Or is email functionality more appropriate for communication?

Chat Based Is Needed

Do you need to work with individuals that don't work for our company? These individuals may be contractors or other outside laborers.

Select one

- Internal Only
- Outside Access Required
- Outside Access Required

Questionnaire Management > Workspace Re...



Save As Draft Save and Activate Cancel

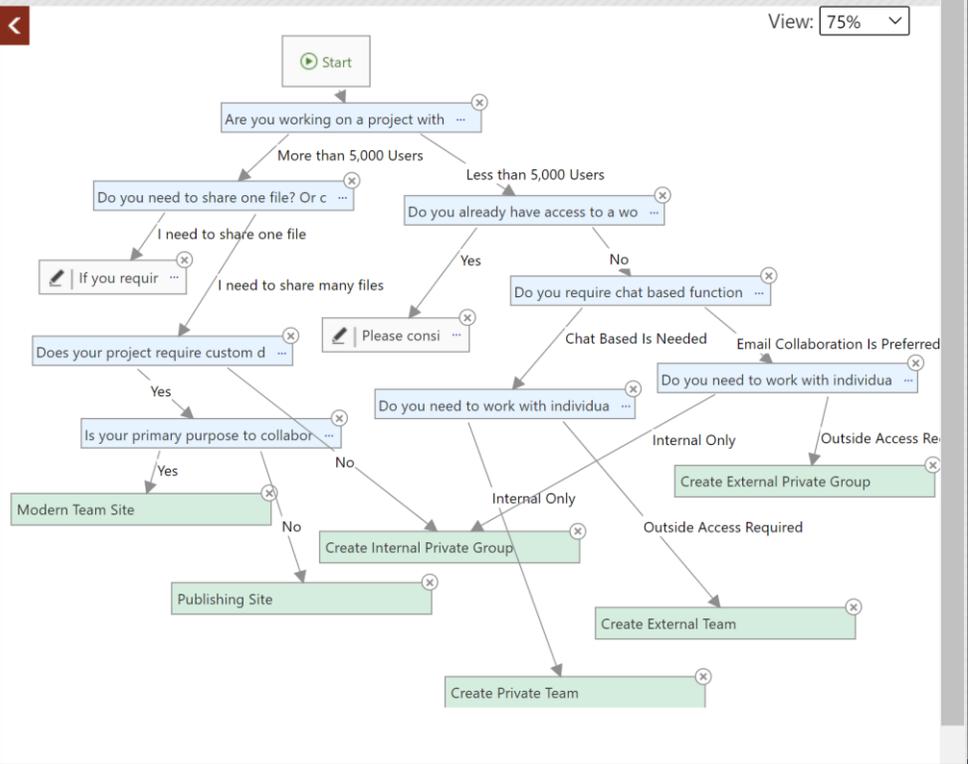
Please drag your desired questions and services from the left pane onto the workspace to configure the question order and logical branches in the right pane. You can view the step-by-step guide for reference.

Questions

- Are you working on a project with more or less than 5,000 people involved?
- Do you already have access to a workspace for the collaboration required?
- Does your project require custom development to display information?
- Do you need to work with individuals that don't work for our company? These individuals may be contractors or other outside laborers.

Services

- Add End Points Automatically
- Change Management(2)
- Change Site ownership
- Change SharePoint Quota
- Create(15)





New request > Create Private Team

[Step 1. Request information](#) |

[Step 2. Basic settings](#) |

[Step 3. Advanced settings](#)

Request summary *

Need a workspace for the new clinical trial

Notes to approvers

Please approve ASAP!

Team template

- Create a team from scratch
- Create a team from an existing team

Select one

Board Meeting

Clinical Trial

Employee Onboarding

Performance Review

Quarterly Conference

Clinical Trial



“Templates”
are more
than just
channels and
configuration.

*A template framework that
includes the site components,
and the lifecycle components.*



- Activity 1
- Chat
- Teams
- MyHub
- Calendar
- Files
- ...
- Apps
- Help

New request > Create Private Team

Step 1. Request information | Step 2. Basic settings | Step 3. Advanced settings

Primary team contact

IA Ian Anderson

Secondary team contact *

RH Ray Hill ×

Team owners *

IA Ian Anderson ×

Team members ⓘ

How to add team members?

- Manually
- Manually
- Dynamically

Team policy

Team policy

Private Team Policy ▾

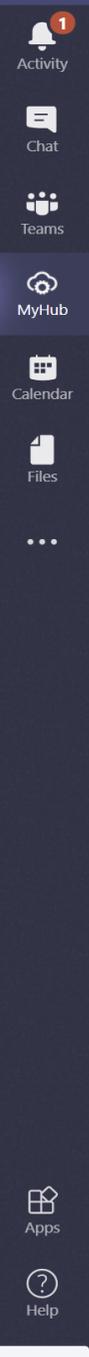
Cancel

Back

Next

“Track the business users throughout the lifecycle”.

A centrally managed policy for settings and controls.



New request > Create Private Team

Step 1. Request information | Step 2. Basic settings | Step 3. Advanced settings

Metadata

Purpose *
Project Management

Region *
US

Access Level
Internal

Object Type
Team

Critical Business Application * ⓘ
 Yes
 No

Team name and ID ⓘ

Team name *
Trial0151629 _US

Team description

Cancel Back Submit

“Catalog of metadata, usage and governance attributes”

A naming convention tailored for the workspace



- Activity
- Chat
- Teams
- MyHub
- Calendar
- Files
- Apps
- Help

Sign out

Search in Requests

Summary	Service	Modified	Assigned to	Status
Cancel request				
Need a workspace for the new clinic...	Create Private Team	2020-02-27 08:58:45		In progress
Request for Private Team - Stephen	Create Internal Private Group	2020-02-27 04:24:51		Completed
IT DevOps for wordpress	Create Private Team	2020-02-27 03:49:26		Completed
IT Team DevOps internal project	Create Private Team	2020-02-24 07:56:48		Completed
New Matter	Create Private Team	2020-02-24 06:46:18		Completed
Need Team for Audit	Create External Team	2020-02-24 06:45:18		Completed
aaaa	Create Private Team	2020-02-24 02:53:53		Completed
Modern Site Request	Modern Site Creation	2020-02-21 07:45:42		Cancelled
zlkc n lkc n klz c,.m z,.x m,.zcx	Create External Team	2020-02-20 10:25:03	Ian Anderson	Rejected



Team Space

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

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



Project Space

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

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



Extranet Space

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

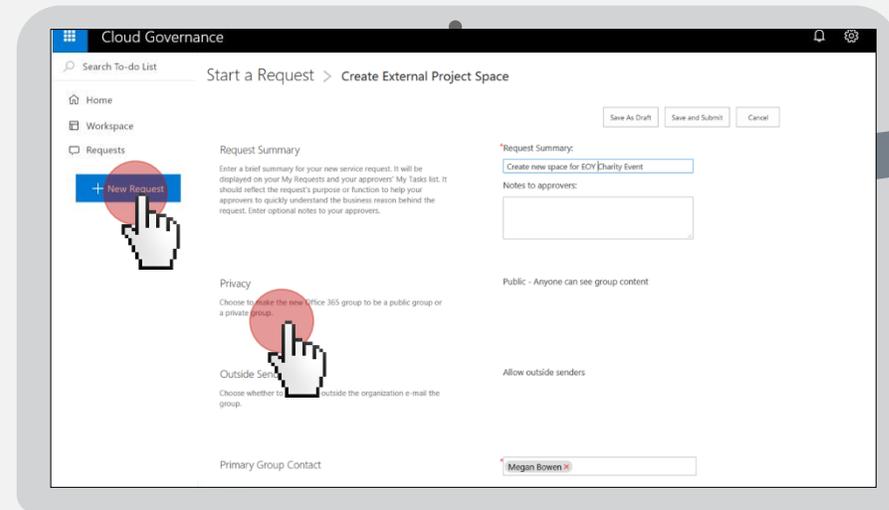
Backup: All
External Users: Yes
Recert: 6 Months
Reporting: Annual
 +
Default Labels
Metadata Presets



EOY Charity Event

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

LABELLED
TAGGED



Bringing It Together



So what's the next step?

Resources and opportunities to continue this journey

Bringing all of this back to your teams...

Microsoft Resources

- Adoption guidance:
<https://aka.ms/TeamsAdoption>
- O365 Champions program:
<https://aka.ms/O365Champions>
- Building a Champions program in your organization:
<https://go.microsoft.com/fwlink/?linkid=854665>

AvePoint Guidance

- Take this workshop to your organization!
- AvePoint can tailor a 1:1 workshop for your key stakeholders
- Contact your AvePoint Account Representative



Packaged Solution Offerings from AvePoint

AvePoint's packaged solution offerings around Teams governance and adoption will give your IT team the tools they need to maintain operational oversight in Office 365, while enabling your business users to quickly and securely collaborate using the full Office 365 stack.

Want more structured guidance and advice?



Teams Governance Workshop

Define and clarify governance in the context of Teams and help identify goals of Teams in the organization.

- 1-day on-site tailored workshop
- Current state discovery
- Best practice recommendations and follow-ups



Teams Best Practices Assessment

In addition to the Teams Governance Workshop, AvePoint will help provide a Starter Teams Governance Policy Outline along with a Best Practices Assessment.

- 3-day on-site tailored workshop
- Current state discovery
- Best practices assessment
- Starter Teams governance policy outline



Teams Governed Pilot

Build on the recommendations from the Teams Governance Workshop and Best Practices Assessment to implement a Governance Pilot for key business units by trialing Cloud Governance and automated templates.

- 5-day on-site tailored engagement & 40-day governed Teams pilot
- Best practices assessment
- Strategic roadmap, IA planning, and starter governance policies
- Functional design for pilot of governance and templates
- Governed Teams Adoption Pilot



Get #WFHready with Microsoft Teams

Working from home is the new modern workplace!

Microsoft Teams #WFHready Kit **When you work from home, AvePoint gets to work**

Your Groups and Teams uncluttered and uncommonly easy. Remote work is under control, and it's business as usual.

[Get started today](#)



Teams Intelligent Surge Management

Rapid Teams Deployment & Governance in a Box with AvePoint



Microsoft Teams Intelligent Surge Management

Teams popping up like crazy? Get organized and secure in two weeks.



Microsoft 365

shifthappens

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Business Continuity & Productivity

IN THE DIGITAL WORKPLACE

🕒 June 22-26, 2020 📍 #ShiftHappens Week Online

▶ Register for FREE today: www.ShiftHappensCon.com

thank you

Gracias

ευχαριστώ

Danke

Grazie

благодаря

Hvala

Obrigado

Kiitos

شكراً

Tak

Ahsante

Teşekkürler

متشكراً

Salamat Po

감사합니다

Cám ơn

شكريه

Terima Kasih

Dank u Wel

Děkuji

நன்றி

Köszönöm

ありがとう
ございます

ឧបត្ថម្ភគ្រប់

Dziękuję

谢谢

Tack

Mulțumesc

спасибо

Merci

תודה

多謝晒

дядкую

Ďakujem

Ευχαριστώ



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