AvePoint®

Drive Productivity with Microsoft Teams

Virtual Workshop Series: HLS

Your presenter…

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About AvePoint

Migrate. Manage. Protect.

12 Global Cloud Instances

99.5% Availability Backed by Azure

24/7 World-Class Support

20PB+ Managed Customer Data

ISO Certification

27001:2013

16K Customers

6M Cloud Users

88 Countries

7 Continents

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

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Microsoft

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

What you told us during registration…

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Session agenda

The art of the possible (~50 minutes)

Envisioning how Microsoft Teams has fundamentally changed 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 roll

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.

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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

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“Team | Work”

Share Files
Plan meetings and events
Alex Wilber
Marketing Assistant
Ben Walters
VP Sales
Send and receive emails
Lidia Holloway
Product Manager
Henrietta Mueller
Marketing Assistant
Track tasks
Irvin Sayers
Director
Miriam Graham
VP Marketing
Social engagement
Chats and conversations

Understanding "M365 Groups"

Teamwork in M365

Microsoft 365

Microsoft Stream

Microsoft Teams
- Team Chat
- Team Channel
- MS Teams Voice, Video, Meetings

Exchange Online
- User Mailboxes
- Calendars
- Group Conversations
- Group Mailboxes
- Planner Task Comments

SharePoint Online
- Sites, Lists, Libraries
- User OneDrive
- Group Files
- Group Notebook
- Team Files
- Planner Attachments

Planner
- Plans
- Buckets
- Tasks
- Team Planner

Yammer
- Internal Networks
- External Networks
- Yammer Notes & Files

Power BI

M365 Groups: Single team membership across apps and services

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Look familiar?

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The basic "shape" of a Team…

CHANNEL = Focus area & "attention" boundary

TEAM = Security boundary, O365 Group membership

TABS= Resources to support the Channel

Regional Health Center

Channel: General
- (TAB) Conversations
- (TAB) Files
- (Tab) Conference task Planner

Channel: R&D
- (TAB) Conversations
- (TAB) Files
- (TAB) R&D Site

Channel: Emergency Care
- (TAB) Conversations
- (TAB) Submit Tickets
- (TAB) Logistics doc
- (TAB) Rooming worksheet

Channel: Neurology
- (TAB) Conversations
- (TAB) Files
- (TAB) Photos DocLib

Channel: Finance
- (TAB) Conversations
- (TAB) Files
- (TAB) Meeting OneNote
- (TAB) Financial worksheet

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

- 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

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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

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Understanding SharePoint and Teams relationship

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Notifications…

Tabs: Docs and applications in your Team channels…

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

Unlock productivity with

150+ integrations

AvePoint®

INTERCOM
Trello
Adobe
sapho
Growbot
zendesk
meisterlabs
icertis Applied Cloud
MICRO FOCUS
SurveyMonkey
Hootsuite
GitHub
ModuleQ
Polly.ai
Wrike
smartsheet
Mail Clark
KAYAK
sage
officevibe
Zoom.ai
talla
hipmunk
meekan
ZENEFITS
papr.ai
nimble
workato
POPin
STATSBOT
asana
Stream

The “hub” … in action!

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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

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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: General

- (TAB) Conversations
- (TAB) Files
- (Tab) Conference task Planner

Channel: R&D

- (TAB) Conversations
- (TAB) Files
- (TAB) R&D Site

Regional Health Center

Channel: Emergency Care

- (TAB) Conversations
- (TAB) Files
- (TAB) Logistics doc
- (TAB) Rooming worksheet

Channel: Neurology

- (TAB) Conversations
- (TAB) Files
- (TAB) Photos DocLib

Channel: Finance

- (TAB) Conversations
- (TAB) Files
- (TAB) Meeting OneNote
- (TAB) Financial worksheet

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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

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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 it’s parent Team
- Special template for the channel-specific site collection (*TeamChannel#0*)

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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

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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!)

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Sharing from Outlook to Teams!

Inbox - MeganB@MSIgnite2019a.OnMicrosoft.com - Outlook

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

New Email | New Items | Delete | Archive | Reply | Reply All | Forward | Move to: ? | To Manager | Team Email | Move | Rules | Assign Policy | Unread/ Read | Categorize | Follow Up | New Group | Browse Groups | Search People | Address Book | Filter Email | Read Aloud | Get Add-ins | Send to OneNote | Share to Teams | Insights

New | Delete | Respond | Quick Steps | Move | Tags | Groups | Find | Speech | Add-ins | OneNote | Teams

Favorites
- Inbox 16
- Sent Items
- Deleted Items 21

MeganB@MSIgnite2019a.OnMic...
- Inbox 16
- Drafts
- Sent Items
- Deleted Items 21
- Archive
- Conversation History
- Junk Email
- Outbox
- RSS Feeds
- Search Folders
- Groups

Online Archive - MeganB@MSIg...

Search Current Mailbox | Current Mailbox

Focused | Other | By Date

Today
- Lee Gu — Website updates — Hi Megan, I wanted to touch

Yesterday
- There's new activity in ... — You have 1 message, 1 mention — Social Media Lets use this — Mon 8:56 AM

Last Week
- Nestor Wilke — Sales Team Weekly Meeting — Fri 10/25
- There's new activity in ... — You have 2 mentions — Hi Launch Event, here is the — Thu 10/24
- VC210 — Staff Meeting — Your request was accepted. — Thu 10/24
- Aya Tange in Teams — Aya sent a message — Awesome - looking forward to — Tue 10/22
- Marissa Salazar — Lunch? — Tue 10/22
- You have new messag... — Nestor and Marissa sent 2 m... — Does anyone have a — Tue 10/22

Website updates

LG Lee Gu <LeeG@MSIgnite2019c.OnMicrosoft.com>
To Megan Bowen

Reply | Reply All | Forward
Tue 10/29/2019 5:25 AM

Website Copy v3.docx 166 KB
Design Guidelines.pptx 7 MB

Action Items | Get more add-ins

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!

Items: 34 Unread: 16 | All folders are up to date. Connected to: Microsoft Exchange | 100%

Replying to Teams messages in Outlook!

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…

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

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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

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Teams Meetings & Live Events

Not currently in GCCH/ DoD

M365 Live Events	Scale	Structure
	Up to 10k	High One Way

Temporarily raising to 20K attendees, 50 events simultaneously, event length 16 hours until 1/2021

Temporarily raising to 350 until September 2020

Teams Meetings	Scale	Structure
	Up to 300	Low Collaborative

Structure

Scale

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)

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

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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.

Striking the Balance Between Collab and Control

Right-sizing governance for Microsoft Teams

Understanding the “day 2” scenario…

All is Great

Organization pilot M365 licenses

- Initial roll-out of Exchange, OneDrive, SPO
- Evaluations of Groups, Teams, Planner, etc.
- Team of MS Engineers and contractors available to help configure MIP and other protections

Sprawl Begins

Users can:

- Provision anything anytime
- Share anything with anyone
- Delete anything anytime
- Duplicate content/workspaces
- Let workspaces live forever

Understanding the "<1 Year" scenario…

The Shutdown

- Realizing the security threat company decides not to move forward with all/some M365 services till proper security control are in place.
- Workspaces created without owners / classification
- Duplicate/unnecessary/unused workspaces

6 Months

1 Year

Support, Operations, & IT Nightmare

Employees get involved in:

- Manually provisioning thousand of workspaces
- Handling 40-50 change request daily
- Only option to manage workload is to grant elevated privileges

Understanding the ">1 Year" scenario…

Let's Build it

- PowerShell / API driven integrations built and designed to manage issues
- Engineers, support staff, and additional SMEs required
- Changes to Microsoft app models, APIs, and features a full-time job for SMEs

1 Year

1.5 Years

TCO Increases

The advantages of moving to cloud is diminished.

- More engineers are hired to keep up with Microsoft updates
- Potential cost increases from blanket governance policies (AAD premium, default retention policies, audit history, etc.)

Understanding the “2 Year” scenario…

Over-Privileged Users

Microsoft M365 limitations starts surfacing:

- Over-privileged owners can delete sites permanently
- Accidental or intentional data loss difficult to police and recover from
- Change in purpose of a site or types of content does not change the policy for the site
- Ownership does not adapt to changes in the business

2 Years

Around Same Time

Permission Challenges

M365 makes sharing too easy:

- Users can share sensitive documents with wrong audiences
- Employees change role/dept/ project but can still access old files/sites
- Content managers fail to validate permissions of workspaces

Good governance precedes great adoption.

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

So are satisfied users.

Teamwork in M365

To govern Microsoft Teams you must govern Office 365 Groups

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Control governance before day one

Who can create
- Create site (SharePoint)
- Create team (Teams)
- Create shared library (OneDrive)
- Create group (Outlook)

Naming conventions
- Prefix-suffix naming policies, fixed strings or user attributes
- Custom blocked words

Configure guest access
- Manage who can add guest users
- Turn sharing option on or off
- Turn on or off guest access to group files and OneNote
- Configure external sharing for SharePoint

Configure expiry
- Set expiration duration
- Choose which Groups policy will apply to

Set policies
- Retention
- eDiscovery
- Data Loss Prevention

Use of templates
- Teams templates
- SharePoint site designs
- Themes

Monitoring
- Teams Admin Center
- SharePoint Admin Center
- Office 365 admin center
- Office 365 adoption content pack
- Groups report

Let's keep it simple…

For collaborative workspaces in O365, customers want to govern:

How are Teams requested, approved and created	How are availability, compliance and changes over time are managed	How do I retain/expire/dispose of Teams as appropriate
Provisioning	*Management*	*Lifecycle*

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Consideration 1

How Teams are Born

- Sprawl
- Duplication
- Appropriateness
- Convention
- Cataloging

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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

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

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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

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

Too often, unassisted provisioning can actually *hurt* adoption

Create whatever, whenever

Each user has their own ideas of how Teams should be used

Users are part of more and more Teams without clear direction

Frustration as it gets harder to keep up on posts and find your data

Users revert to the old ways of collaborating

Teams adoption dwindles

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“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
```

New contact | Add members | Remove from favorites | Invite others | Leave group | Follow

New contact
New contact list

Contacts
Your contacts
Your contact lists
Deleted
Folders

Groups
Member
Owner
Deleted

Directory

Member | Recent Activity

Mark 8 Project Team
Public group • 19 members

New Group is not available for this user

Mark 8 Project Team
Public group • 20 members
Send email ···
Follow in inbox

About | Members | Email | Files

About this group
Invite others

Description
Mark 8 Project Team

Email
mark8projectteam@m365x050759.onmicrosoft.com

Group members

Megan Bowen
Marketing Manager

MOD Administrator

Adele Vance

Alex Wilber

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

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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

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Group “Classification”

Sensitivity Labels for teams, groups and sites

Creating the Sensitivity Labels in Security and Compliance Center

Office 365 Security & Compliance

Home
Alerts
Permissions
Classification
Sensitivity labels
Retention labels
Sensitive info types
Data loss prevention
Records management
Information governance

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 th

Unmanaged devices

- Allow full access from desktop apps, mobile apps, and the web
- Allow limited, web only access
- Block access

Microsoft Teams

Search or type a command

Teams

General
Launch Campaign X
Management Channel
Grp_Mktg_My Cool Marketing
Grp_Mktg_AvePointIsAwesome
Grp_Mktg_DC Workshop Maniacs
General
Follow- Up Actions
Matt Compliments
Big Wigs
General
My Other Channel
My Private Channel
All Day Workshop Planning

What kind of team will this be?

Sensitivity Learn more

Internal Workspace

Teams with this sensitivity must be private.

Privacy

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

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Private or Public- What's the impact?

Understanding “Public” content visibility

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 -Proper
"Group.Unified" -EQ).id -DirectorySetting $Setting
```

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”

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

Based on AAD Attributes

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

Requires *clean* AAD

- AAD properties must be current and complete

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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*

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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…

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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

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The Teams Admin Center…

Microsoft Teams admin center

- Dashboard
- Teams
  - Manage teams
  - Teams policies
- Devices
- Locations
- Users
- Meetings
- Messaging policies
- Teams apps
- Voice
- Policy packages
- Analytics & reports
- Org-wide settings
- Planning
- Legacy portal
- Call quality dashboard

Manage teams

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

+ Add | Edit | Archive | Delete | **9** teams | Search

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

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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.

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Monitoring for adoption and usage

Usage

Monitoring for adoption and usage

Audit reporting for Teams…

Office 365 Security & Compliance

- Permissions
- Classification
- Data loss prevention
- Records management
- Information governance
- Supervision
- Threat management
- Mail flow
- Data privacy
- Search
  - Content search
  - Audit log search
  - Productivity app discovery
- eDiscovery
- Reports
- Service assurance

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

Activities

Created team, ... (32)

× Clear all to show results for all activities

Search

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

+ New alert policy

+ New audit retention policy

Results

Date	IP address	User	Activity	Item	Detail

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

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Your old friend still needs to be dealt with…

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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

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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

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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?

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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

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Understanding “archived” Teams

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Group expiration helps prune old Teams

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“Soft Delete” allows whole-hog recovery of deleted O365 Groups

Azure Active Directory admin center

admin@odemo.me
CONTOSO

Dashboard > Contoso > Groups - Deleted groups

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

Groups - Deleted groups

Contoso - Azure Active Directory

- 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

Delete permanently | Restore group | Refresh | Columns

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
TT Test Team US	Assigned	2/25/2020, 11:38:45 PM	3/27/2020, 12:38:45 AM

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

O365 "Advanced Data Governance" can handle retention/expiration

Using Retention Policies for Teams

Office 365 | Security & Compliance

Classifications
Data loss preventi
Data governance
Dashboard
Import
Archive
Retention
Events
Supervision
Threat manageme
Mail flow
Data privacy

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

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

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

Do you want to retain content?

Yes, I want to retain it

For this long... | 7 | years

Retain the content based on | when it was c

Do you want us to delete it after this time?

Yes | No

No, just delete content that's older than

1 | years

Need more options?

Use advanced retention settings

Back | Next

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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 Choose teams	None Exclude teams	
Teams chats	All Choose users	None Exclude users	

Back | Next | Cancel

Feedback

Understanding O365 “Retention Labels”

Office 365 | Security & Compliance

- Home
- Alerts
- Permissions
- Classifications
  - Labels
  - Label policies
  - Sensitive information types
- Data loss prevention
- Data governance
- Threat management
- Data privacy
- Search & investigation
- Reports

Create a label to help users classify their content.

- Name your label
- Label settings
- Review your settings

Label settings

Retention

On

When this label is applied to content...

Share | Copy link | Download | Delete | Flow | Pin to top | Move to | Copy to | Rename | ... | 1 selected

Documents

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

Test Doc.rtf

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*

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

Also consider…

Additional LIFECYCLE ideas from the field

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

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Getting Started… or Starting Again!

Driving sustainable adoption of Microsoft Teams and Office 365

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

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GET TO KNOW the Message Center!

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

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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

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Equipping your pilot groups

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

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Additional workload-level controls

Tenant level controls

In-workload admin settings

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

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

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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

As someone in…
(Team)

I want to….
(Description of what I want to do)

Using…
(Specific application of the technology)

I'll know this is successful when….
(Solutions success measure)

As someone in
the Contracting Office

I want to
have a single source of truth for all contracts that fall under my purview rather than hoping everyone is looking at the same version last sent to them via email

Using
a SharePoint site to store and share all contracts and metadata to identify versions (draft, vendor response, redlines, executed, etc) that my team can edit together using co-authoring in Word and PowerPoint

This is successful when
my agency Project Managers are using Teams to @mention me with inline discussions threads connected to contracts stored in related SharePoint sites

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“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

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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.

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

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

Microsoft Teams

Search or type a command

Activity
Chat
Teams
MyHub
Calendar
Files
Apps
Help

MyHub Chat Home Start a request Workspaces Requests About

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...

1 2 3

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?

Services

Add End Points Automatically

Change Management(2)

- Change Site ownership
- Change SharePoint Quota

Create(15)

View: 75%

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Microsoft Teams

Search or type a command

Activity
Chat
Teams
MyHub
Calendar
Files
...
Apps

MyHub Chat Home Start a request Workspaces Requests About

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

Clinical Trial

Employee Onboarding

Performance Review

Quarterly Conference

"Templates" are more than just channels and configuration.

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

Microsoft Teams

Search or type a command

Activity
Chat
Teams
MyHub
Calendar
Files
Apps
Help

MyHub Chat Home Start a request Workspaces Requests About

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.

Microsoft Teams

Search or type a command

Activity
Chat
Teams
MyHub
Calendar
Files
...
Apps
Help

MyHub Chat Home Start a request Workspaces Requests About

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

Microsoft Teams

Search or type a command

Activity

Chat

Teams

MyHub

Calendar

Files

Apps

Help

MyHub Chat Home Start a request Workspaces Requests About

Cancel request

Sign out

Search in Requests

Summary	Service	Modified	Assigned to	Status
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
zlkcn lkcn klz c,.m z,.x m,.zcx	Create External Team	2020-02-20 10:25:03	Ian Anderson	Rejected

Bringing It Together

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

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

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Want more structured guidance and advice?

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.

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 additional 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

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thank you

Gracias	ευχαριστώ	Danke	Grazie	благодаря
Hvala	Obrigado	Kiitos	شكراً	Tak
Ahsante	Teşekkürler	متشكرم	Salamat Po	감사합니다
Cám ơn	شكريه	Terima Kasih	Dank u Wel	Děkuji
நன்றி	Köszönöm	ありがとうございます	ขอบคุณครับ	Dziękuję
谢谢	Tack	Mulţumesc	спасибо	Merci
תודה	多謝晒	дякую	Ďakujem	Ευχαριστώ

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