



6 Practical Tips to Mastering Office 365 Groups

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Unleash the Power of You

Agenda

Learn Key Concepts

Establish Governance Strategy

Plan Staged Rollout

Collaborate Externally

Simplify Groups Management

Explore Identity Governance





Office 365 Groups

Powering Collaboration
Across Microsoft 365



Share knowledge and information using email, calendaring, documents and more



Enable communications in a secure and controlled manner



Streamline the creation and use of collaboration features



Leverage self-service capabilities to reduce costs and save time

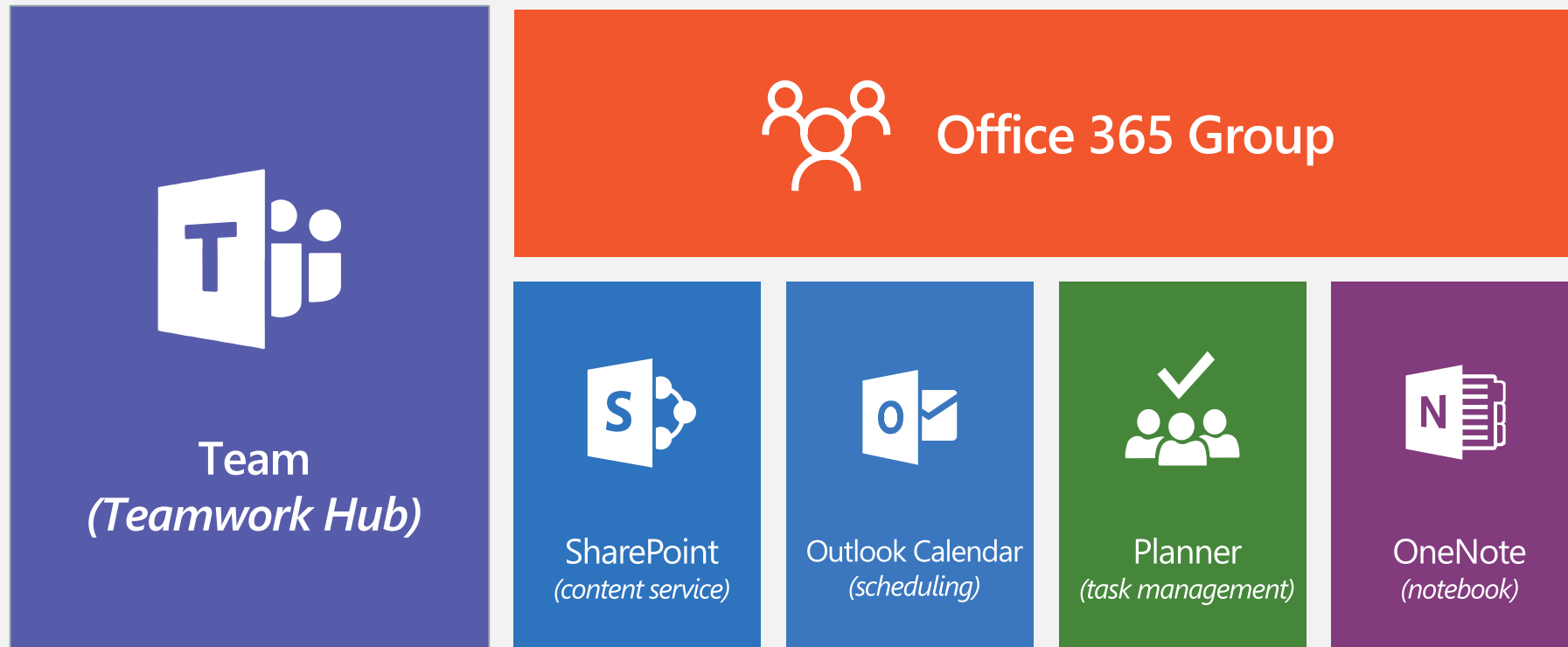
Learn Key Concepts

1

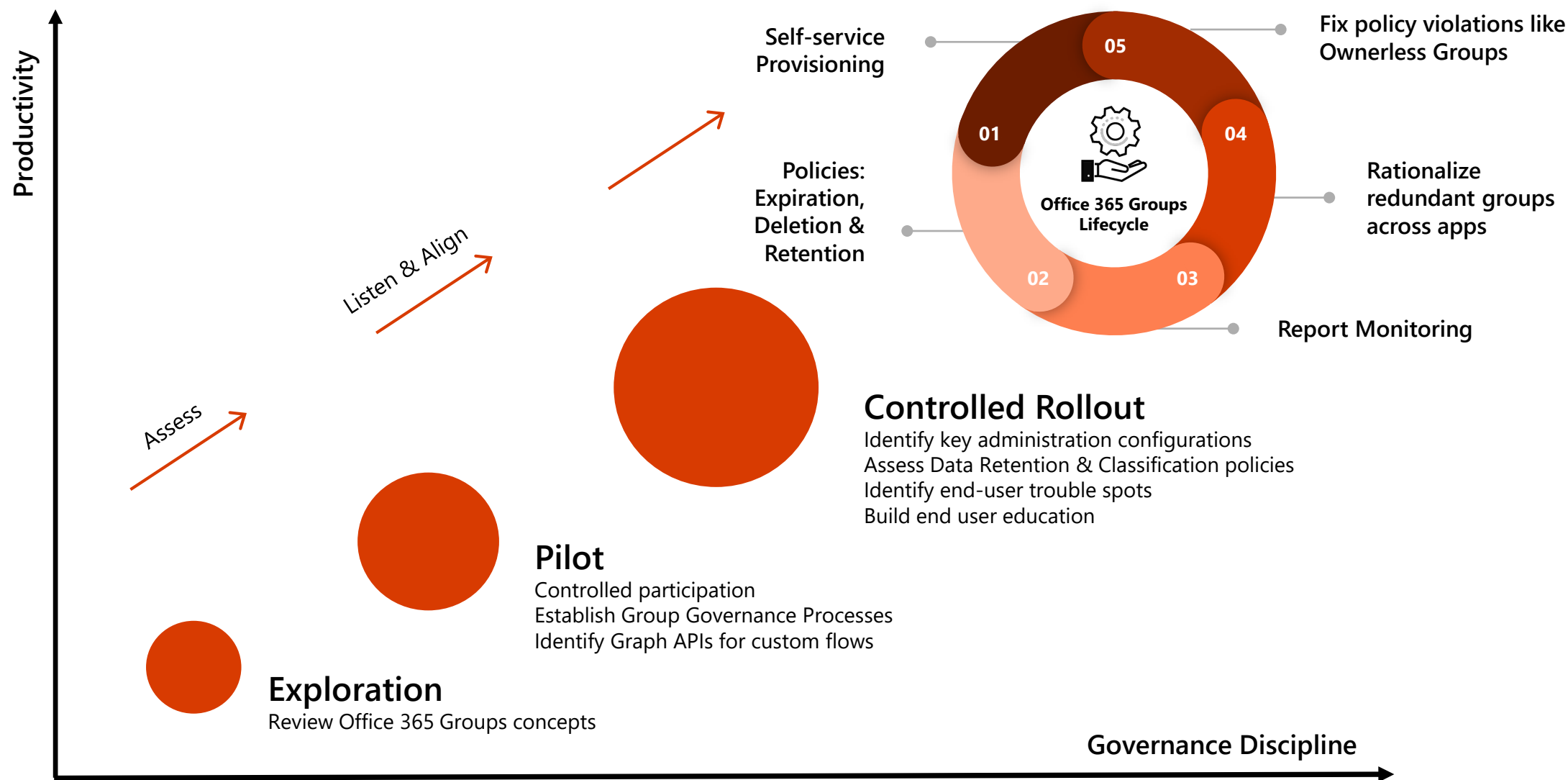
Powering collaboration Across Microsoft 365



Example: When Creating a Team ...



Office 365 Groups lifecycle & adoption



Establish Governance Strategy

2

What do I need to govern?



For collaborative workspaces, customers want to govern:

How are workspaces
requested, approved
and created

Provisioning

How are availability,
compliance and
changes over time are
managed

Management

How do I
retain/expire/dispose of
workspaces as
appropriate

Lifecycle



Office 365 Groups Tools to deploy at scale

“...shadow IT is always a case of people trying to get their job done better/easier and usually occurs when they can't get IT to support them effectively.”

- CIO.com

[Creation permissions](#)

[Naming policy](#)

[Expiration policy](#)

[Soft delete and restore](#)

[Upgrade DLs to groups in Outlook](#)

[Reporting](#)

[Policies and information protection](#)

[Access packages](#) (Entitlement Management, Guests)

Naming Policy

Manage groups display name on create or change
Implement blocked words



Group naming policy



Benefits

Applies to all O365 apps

Ensure group names follow your organization schema

Use fixed strings or Active Directory attributes as prefixes and/or suffixes

Define custom blocked words



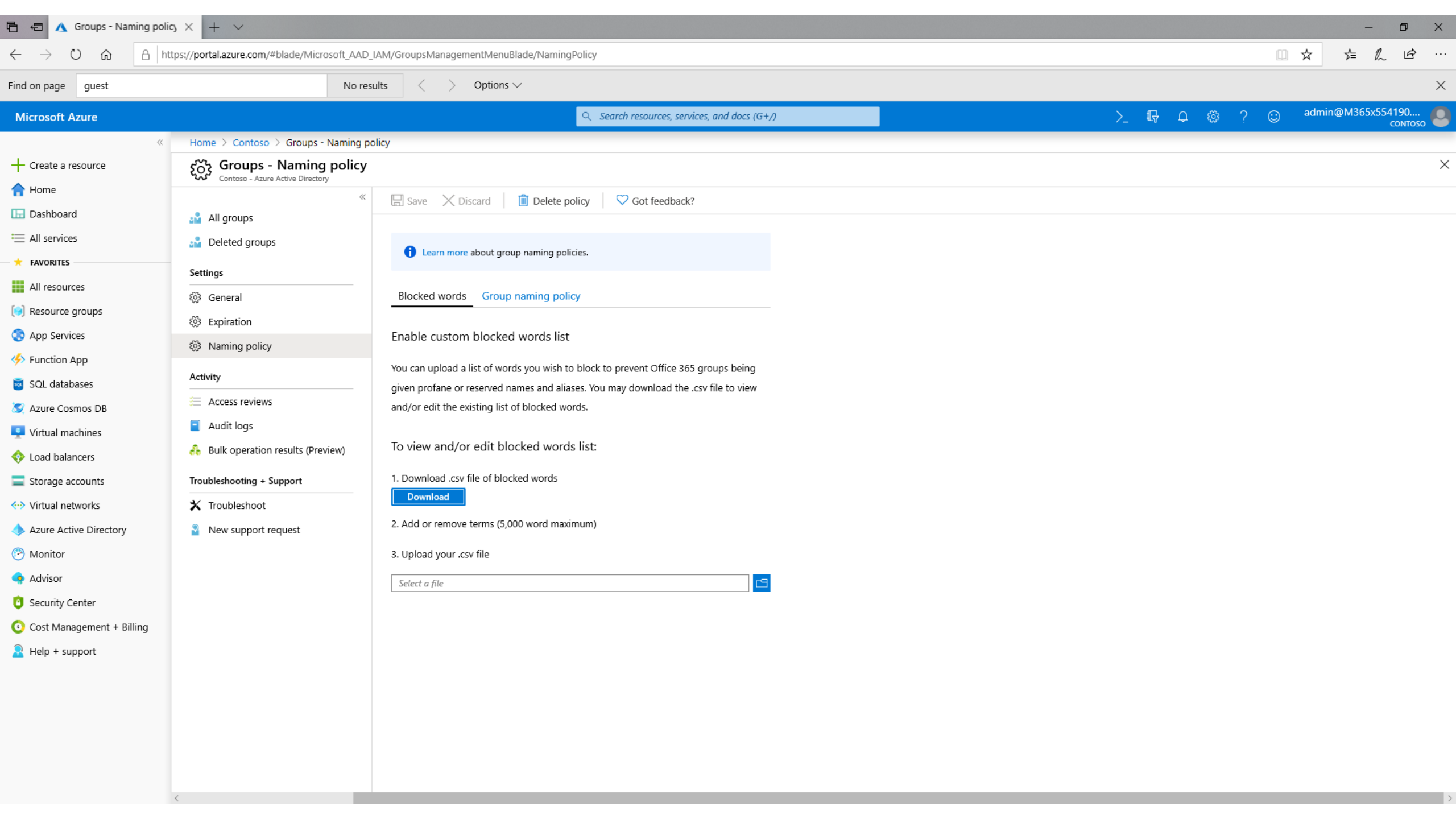
Tips

Use short strings as suffix

Use attributes with values

Don't be too creative, total name length has a maximum of 264 characters

Now GA!



Create a resource

Home

Dashboard

All services

FAVORITES

All resources

Resource groups

App Services

Function App

SQL databases

Azure Cosmos DB

Virtual machines

Load balancers

Storage accounts

Virtual networks

Azure Active Directory

Monitor

Advisor

Security Center

Cost Management + Billing

Help + support

Groups - Naming policy

Contoso - Azure Active Directory

<< Save Discard Delete policy Got feedback?

All groupsDeleted groups

SettingsGeneralExpirationNaming policy

ActivityAccess reviewsAudit logsBulk operation results (Preview)

Troubleshooting + SupportTroubleshootNew support request

Learn more about group naming policies.

Blocked wordsGroup naming policy

Group naming policy

The Office 365 groups naming policy allows you to add a specific prefix and/or suffix to the group name and alias of any Office 365 group created by users. For example:
<Finance> <group> <Seattle>

Current policy

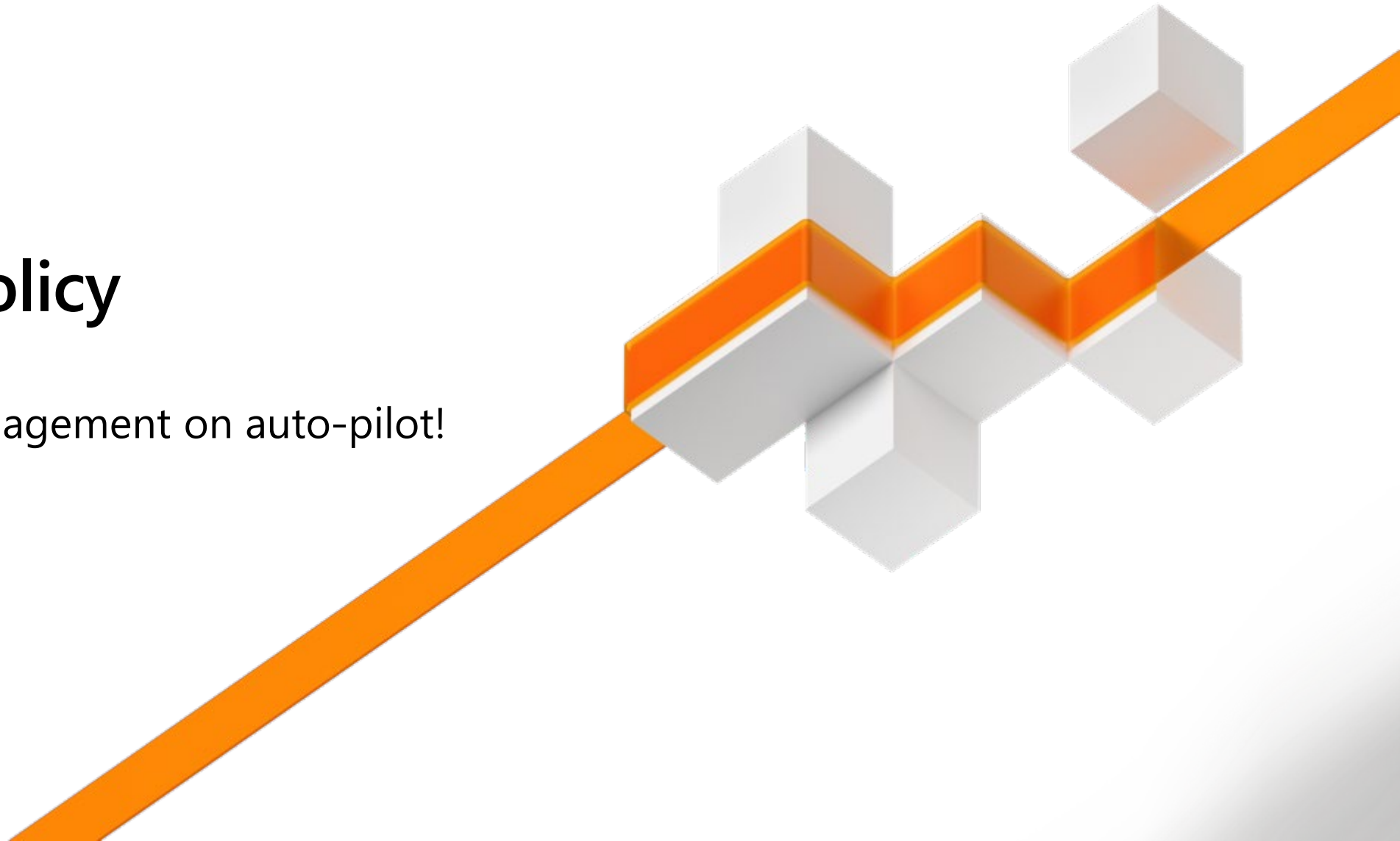
<Department> <Group name> <CountryOrRegion>

DeleteAdd prefixAttributeStringSelect another prefixDepartment

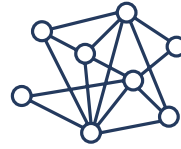
DeleteAdd suffixAttributeStringSelect another suffixCountryOrRegion

Expiration Policy

Groups lifecycle management on auto-pilot!



Group Lifecycle Management – A Balancing Act

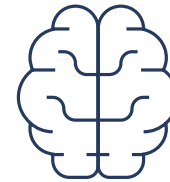


Information Asymmetry

Administrators do not know
which groups are actively
used



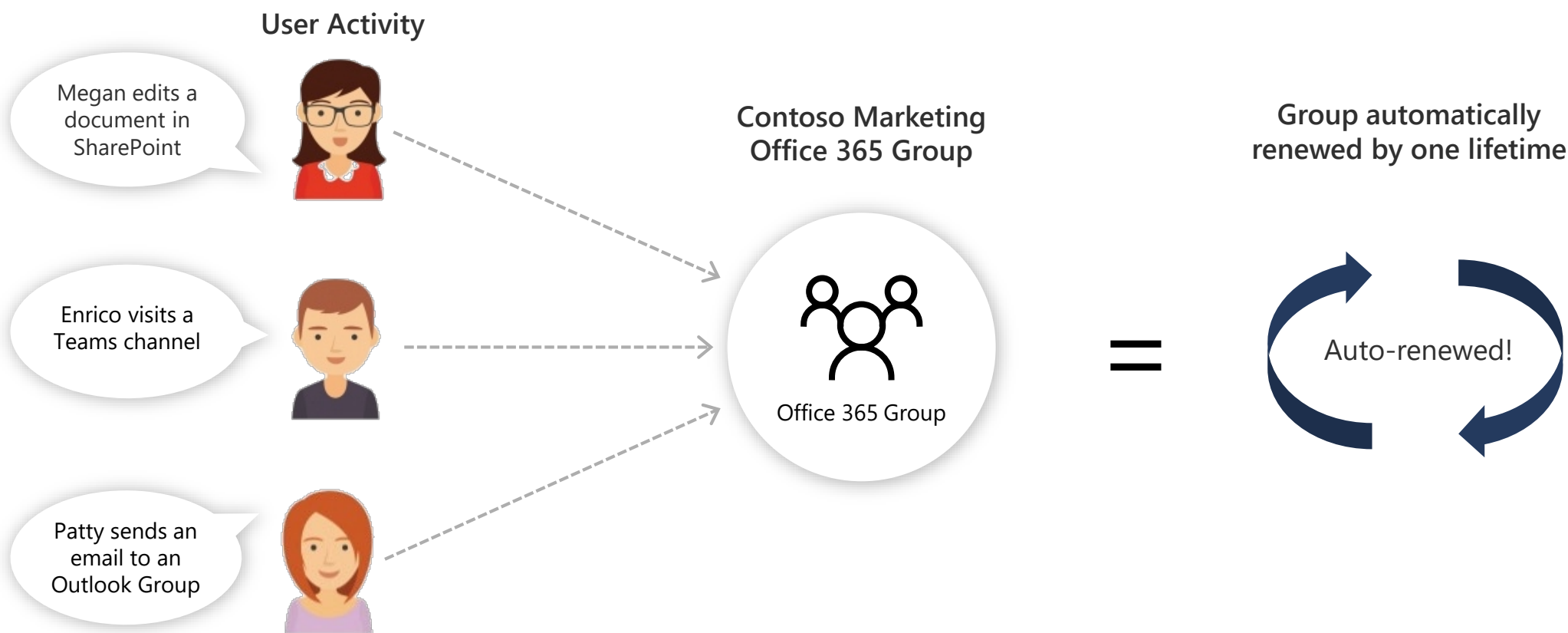
Prevent Group Sprawl



Retain Group
Knowledge

Expiration Policy – Lifecycle management on auto-pilot!

Activity Based Expiration



Group expiration policy

Now GA!



Benefits

Auto-renewal of groups based on user activity

New!

Expire inactive groups older than a specific period

Group owners get emails/ app notifications to take renewal action on the group

Can set expiration policy to specific groups

Expired groups can be restored within 30 days



Tips

Pilot with specific groups initially

Choose inactive groups based on the activity report in Microsoft Admin center

Review Audit Logs to see auto-renewed groups

Onboard your helpdesk team

Communicate renewal process to group owners

Ensure groups have multiple owners & configure alternate email for ownerless groups

Microsoft Teams

Activity

Chat

Teams

Calendar

Calls

Files

Your teams

z_demoMike01

Sales and Marketing

General

Monthly Reports

Mark 8 Project Team

General

Design

Digital Assets Web

Go to Market Plan

Research and Development

Retail

z_IgniteDemoAdminCenter

Demo Operations

General

Hidden teams

Marketing Ignite XP101

Join or create a team

Search or type a command

Sales and Marketing > Monthly Reports

Public

ConversationsFilesWiki

That was awesome!-8a0005cd-aac1-4b23-8b02-afed313307a7

Reply

Christie Cline9/25 7:42 AM

Hello!

Reply

Miriam Graham9/25 7:53 AM

Great team work!

Reply

Megan Bowen9/25 2:59 PM

That was awesome!-8370bab2-5f65-423f-8edc-3d24bec27418

Reply

Nestor Wilke9/25 3:21 PM

Hello!-85b4ab3b-df21-401f-aa3b-3a29cb3d6bef

Reply

Adele Vance9/25 3:37 PM

Good morning!-2a7e88fe-8bf2-4255-a990-36f145ac4e90

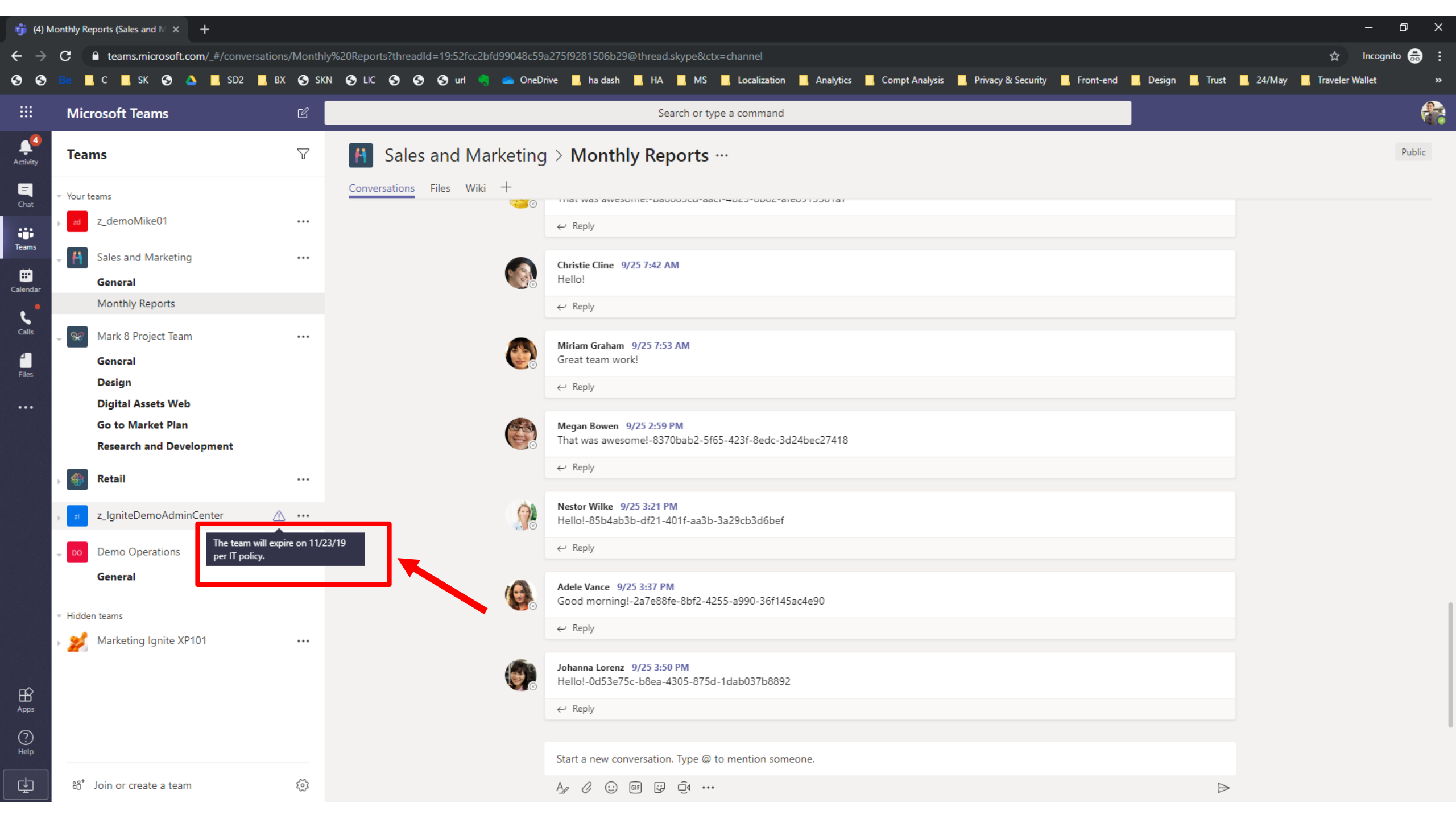
Reply

Johanna Lorenz9/25 3:50 PM

Hello!-0d53e75c-b8ea-4305-875d-1dab037b8892

Reply

Start a new conversation. Type @ to mention someone.



Extend Governance Capabilities

Self-Service
Enablement



Empower business users and increase use of existing Office 365 services.

Balanced Controls



Promote sustainable adoption with appropriate controls in place.

Efficiency Through
Automation



Create repeatable and consistent service delivery.

Ongoing Governance



Streamline security reviews and maintain inventory of collaboration spaces.

Managed Disposition



Eliminate sprawl and reduce clutter while maintaining compliance.



Plan Staged Rollout

3

Why Conduct a Pilot?



Test Drive
Office 365 Groups



Minimize
Risk



Evaluate
Options



Confirm
Benefits



Empowering users with self-service



Enabled for all users

Everyone can create groups

Using teamwork apps to meet their diverse needs

Consistent classification and policy enforcement

Custom provisioning workflows



Limited to a subset of users

Creation is limited to certain business units/users

Progressively expand self-service during O365 apps onboarding

Guide users to collaboration choices



Common

Processes in place

Change management

Reporting & monitoring

Analytics

Create Allow List of Users for Group Creation



Identify the set of user with permission to create a Group



Create a Security Groups with all these users



Configure users in this Security Group to have permission for Group creation

#Create Security Group via Azure Portal

```
$GroupName = "Allowed To Create Groups"
```

#Allow users in the Security Group to create Office 365 Groups

```
$AllowGroupCreation = "False"
```

```
$settingsObjectID = (Get-AzureADDirectorySetting | Where-object -  
Property Displayname -Value "Group.Unified" -EQ).id
```

```
if(!$settingsObjectID){  
    $template = Get-AzureADDirectorySettingTemplate | Where-object  
    {$_ .displayname -eq "group.unified"}
```

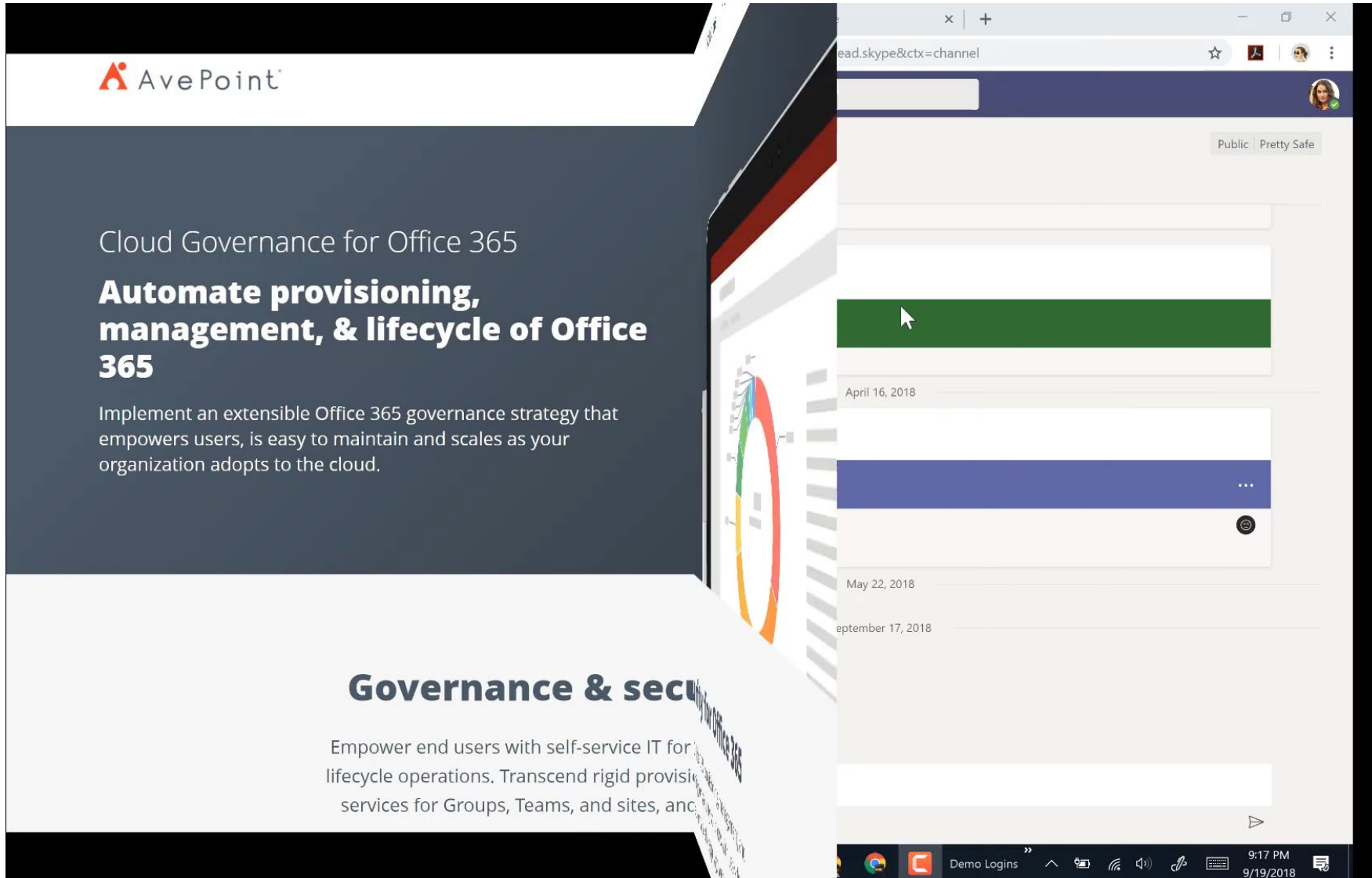
```
    $settingsCopy = $template.CreateDirectorySetting()  
    New-AzureADDirectorySetting -DirectorySetting $settingsCopy  
    $settingsObjectID = (Get-AzureADDirectorySetting | Where-object -  
Property Displayname -Value "Group.Unified" -EQ).id  
}
```

```
$settingsCopy = Get-AzureADDirectorySetting -Id $settingsObjectID  
$settingsCopy["EnableGroupCreation"] = $AllowGroupCreation
```

```
if($GroupName){  
    $settingsCopy["GroupCreationAllowedGroupId"] = (Get-  
AzureADGroup -SearchString $GroupName).objectid}
```

```
Set-AzureADDirectorySetting -Id $settingsObjectID -DirectorySetting  
$settingsCopy
```

Example: Automate Self-Service Governance

The image shows a presentation slide on the left and a Skype chat window on the right. The slide is titled 'AvePoint Cloud Governance for Office 365' and features the text 'Automate provisioning, management, & lifecycle of Office 365'. It also includes a sub-header 'Governance & security' and a description: 'Empower end users with self-service IT for lifecycle operations. Transcend rigid provisioning services for Groups, Teams, and sites, and...'. The Skype chat window is titled 'Public | Pretty Safe' and shows a conversation with a green bar at the top. The chat history includes dates: 'April 16, 2018', 'May 22, 2018', and 'September 17, 2018'. The Windows taskbar at the bottom shows the time as 9:17 PM on 9/19/2018 and includes icons for Chrome, Demo Logins, and other applications.

AvePoint

Cloud Governance for Office 365

Automate provisioning, management, & lifecycle of Office 365

Implement an extensible Office 365 governance strategy that empowers users, is easy to maintain and scales as your organization adopts to the cloud.

Governance & security

Empower end users with self-service IT for lifecycle operations. Transcend rigid provisioning services for Groups, Teams, and sites, and...

Public | Pretty Safe

April 16, 2018

May 22, 2018

September 17, 2018

9:17 PM 9/19/2018

Monitor Adoption with Group Reporting



Benefits

Shows activity across the Office 365 products in the organization

Includes group mailbox conversations, group site/files, membership (and guest count)

Enables trend analysis over the specified timeline

Leverage Power BI content packs for additional insights



Guidance

Monitor trends and review any usage anomalies

Review granular insight for each office app using specific activities

Monitor and reach out to group owners of active groups to learn uses cases and amplify them

Documentation: [Office 365 Reports in the admin center](#) | [Office 365 Adoption content pack](#) | [Azure AD content pack](#)

About this report

This report helps you analyze your user's activity in Office 365 Groups. Select an Office 365 Group type to focus your view. You can also analyze how many Office 365 Groups are active and what capabilities within Office 365 Groups are more popular amongst your users e.g. Group mailbox messaging or file collaboration, or messaging in Yammer. You can understand how many files are active across Office 365 Groups. You can also see how much storage is being used across all Office 365 Groups.

Select a group type

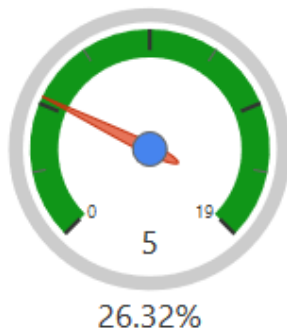
- ☐ Any
- ☐ Private
- ☐ Public

Metrics valid for
February 2019

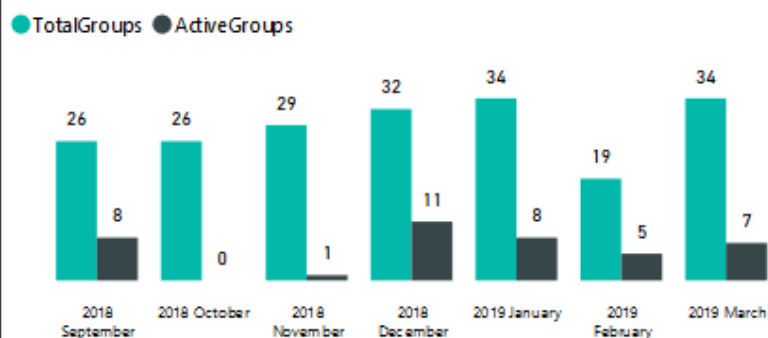
Group mailbox activity

0

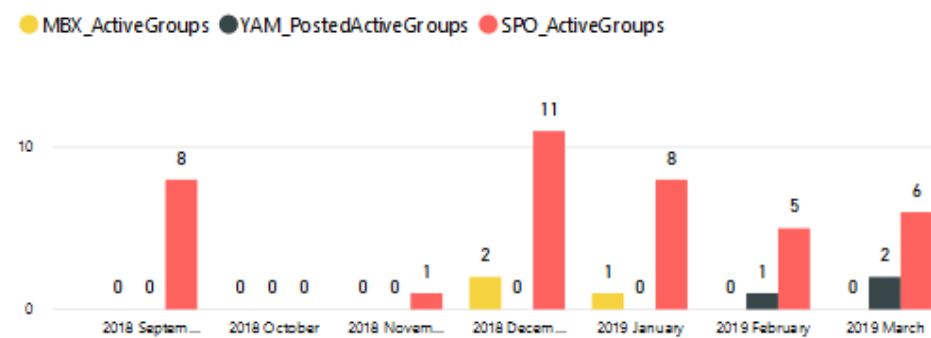
Total vs Active groups %



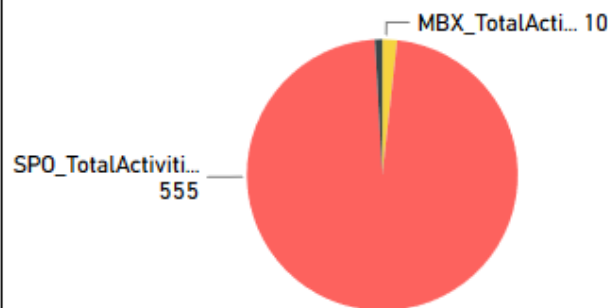
Total vs Active groups



Active groups by activity type

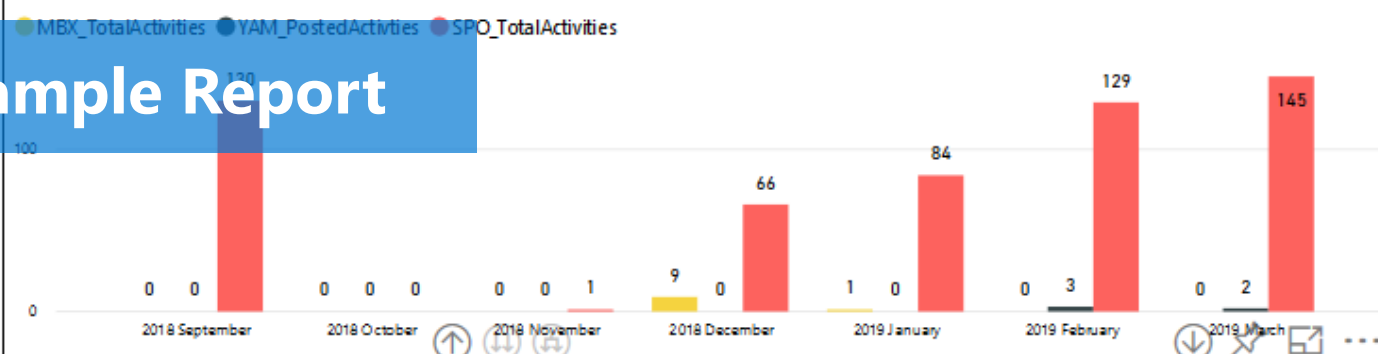


Total activity count by activity type

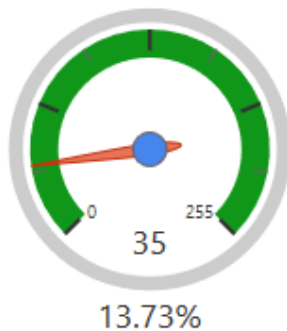


Sample Report

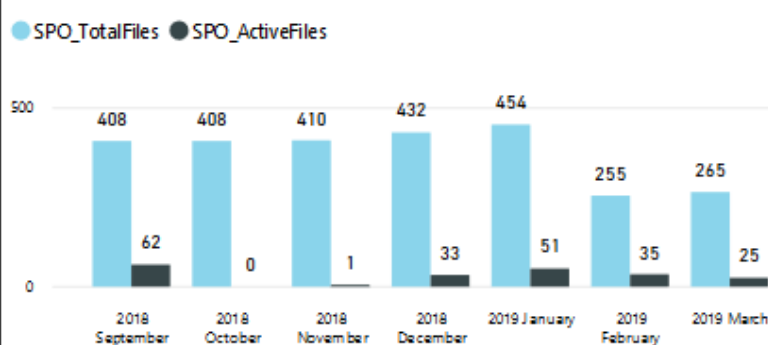
Activity count by activity type



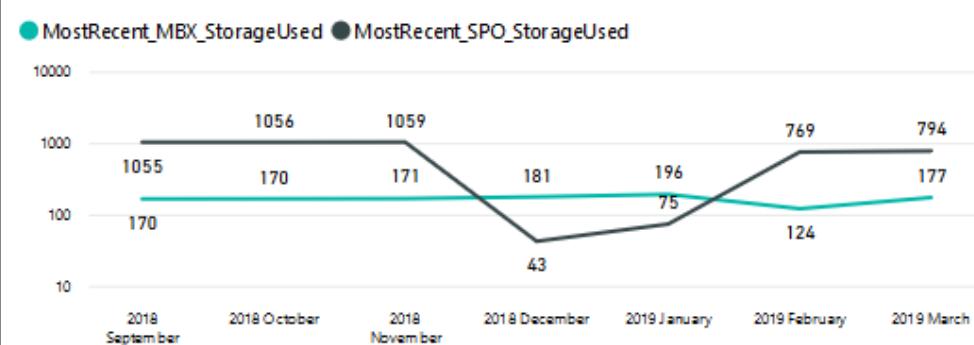
Total vs Active files %



Total vs Active file



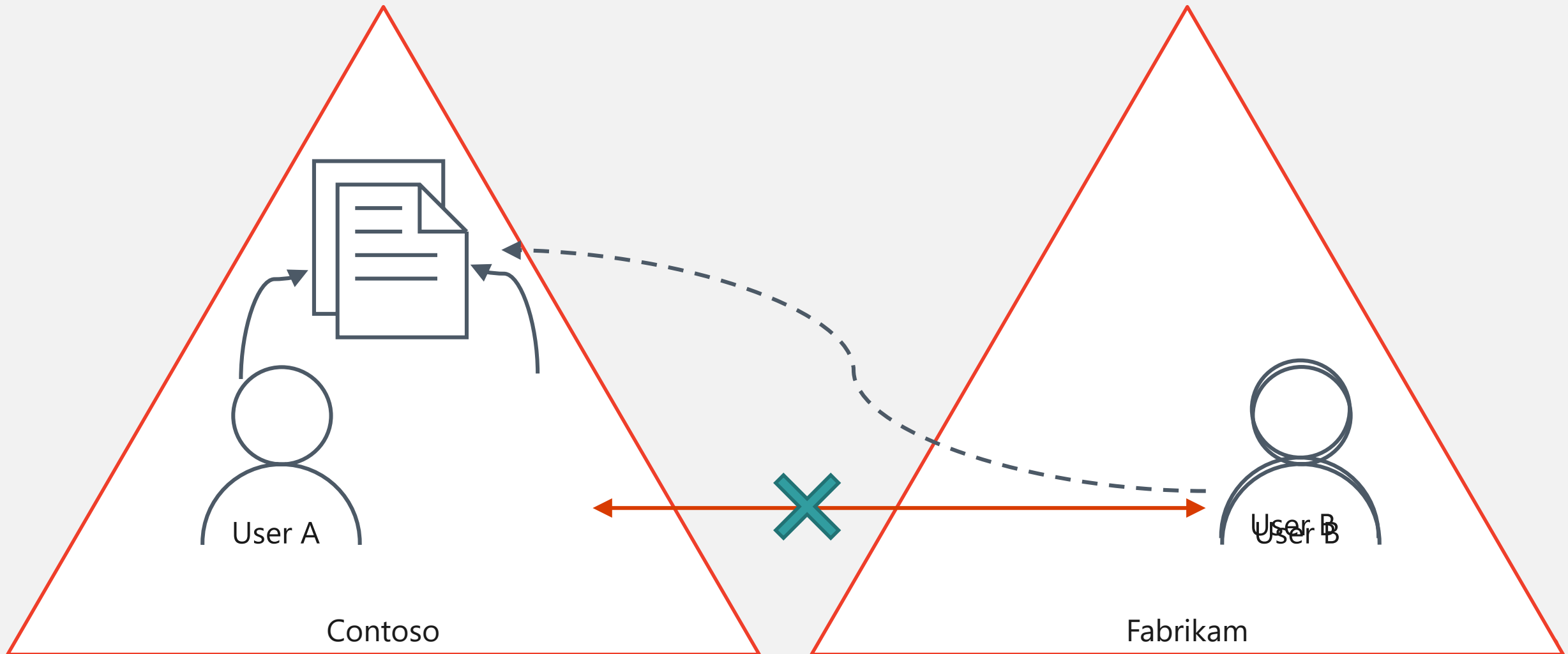
Storage used



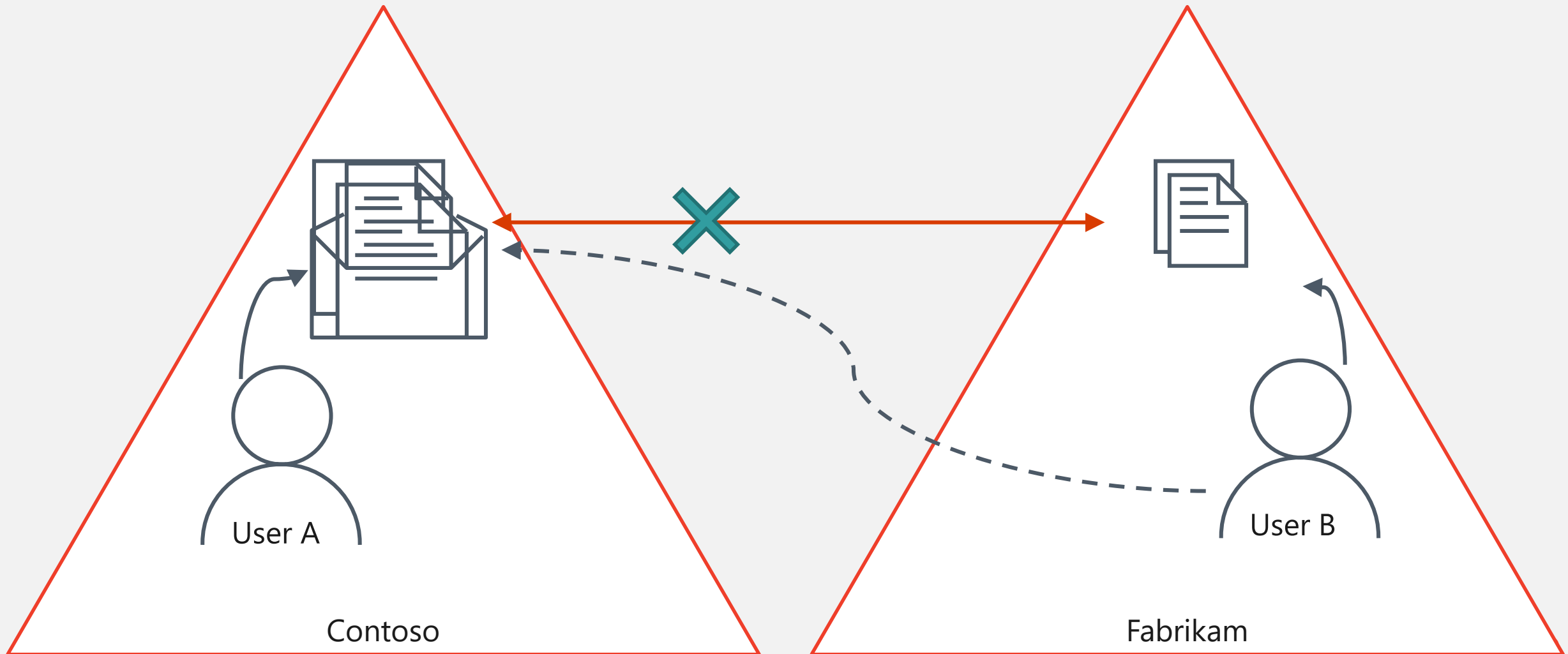
Collaborate Externally

4

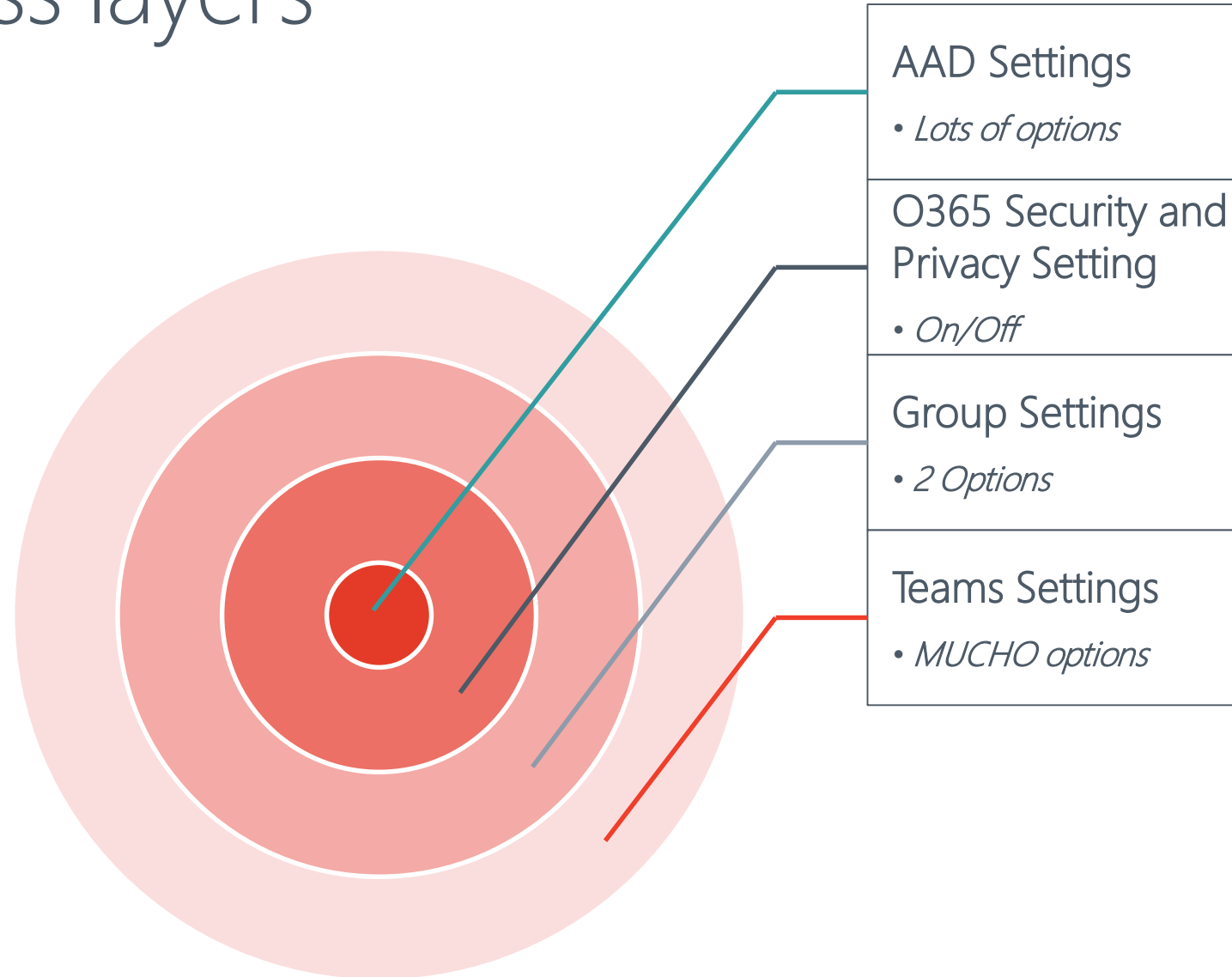
How we've shared externally in the past...



And this is even more common...



Guest access layers



<https://docs.microsoft.com/en-us/microsoftteams/guest-access-checklist>

In Teams, be careful with your “guest” and “external” terminology

Guest access vs. external access (federation)

External access (federation) and guest access are different:

- Guest access gives access permission to an individual. External access gives access permission to an entire domain.
- Guest access, once granted by a team owner, allows a guest to [access resources](#), such as channel discussions and files, for a specific team, and chat with other users in the team they have been invited to.

With external access (federated chat), the external chat participants have no access to the inviting organization's teams or team resources. **They can only participate in one-on-one federated chat.** Tenant

admins can choose between the two communication options depending on which level of collaboration is desirable with the external party. Admins can choose either approaches or both, depending on their organizational needs, but we recommend enabling guest access for a fuller, collaborative Teams experience.

<https://docs.microsoft.com/en-us/microsoftteams/guest-experience>

Example: Teams Guest Access Capabilities

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

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



Conditional access for guest users

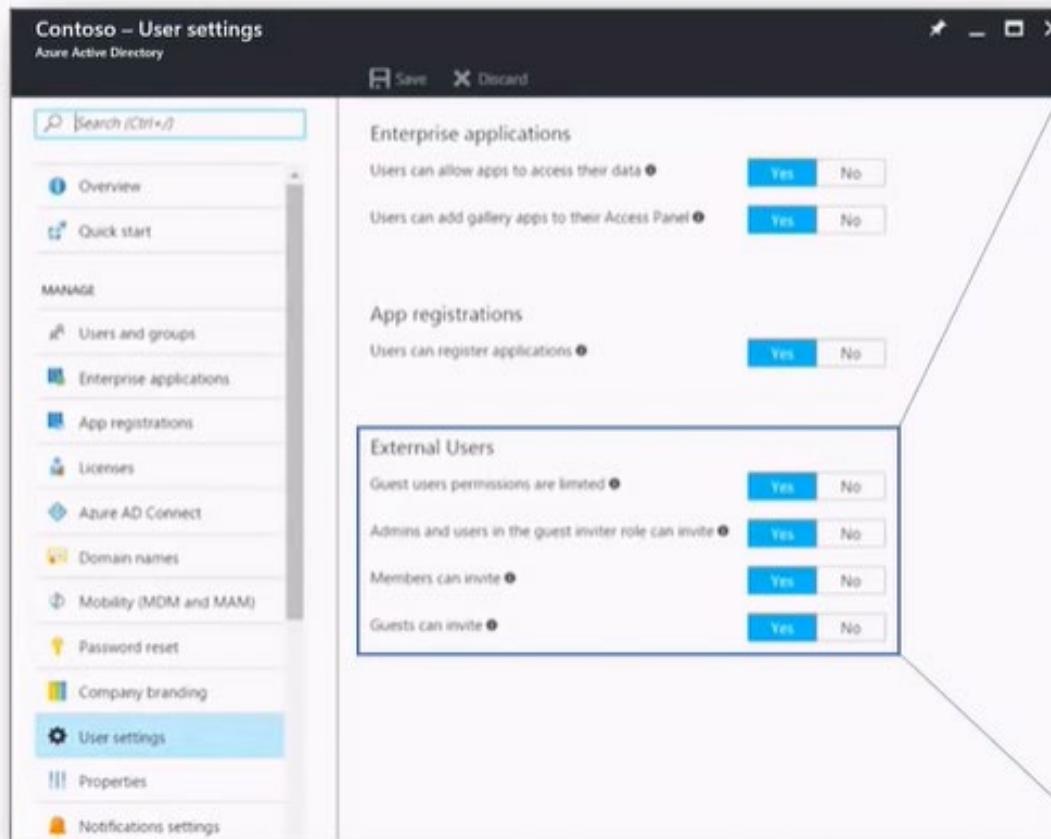
You can enforce conditional access policies on guests just like you would for any other user

Can also have policies *specific to guests*

The screenshot shows the 'New' policy configuration page in the Microsoft Entra ID console. The breadcrumb navigation at the top reads: Home > Contoso > Conditional access - Policies > New > Users and groups. The page is split into two main panels. The left panel, titled 'New', contains an 'Info' section with a name field set to 'Require guests to be on Network' (marked with a green checkmark). Below this is an 'Assignments' section with three expandable options: 'Users and groups' (selected), 'Specific users included', and 'Cloud apps'. The right panel, titled 'Users and groups', shows the selection criteria. It has tabs for 'Include' (active) and 'Exclude'. Under the 'Include' tab, there are three radio button options: 'None', 'All users', and 'Select users and groups' (selected). Below these are three checkboxes: 'All guest users (preview)' (checked), 'Directory roles (preview)', and 'Users and groups'.

Configuring B2B settings in AAD...

Lever 1: Tenant level settings on Azure Active Directory



Guest users permission limited: No means guests and members have same access to directory data. **Yes** limits permission. Some Guests can be added to special access roles.

Admins and users in the guest inviter role can invite: Yes means users in the role can invite guests. **No** means admins or users can't.

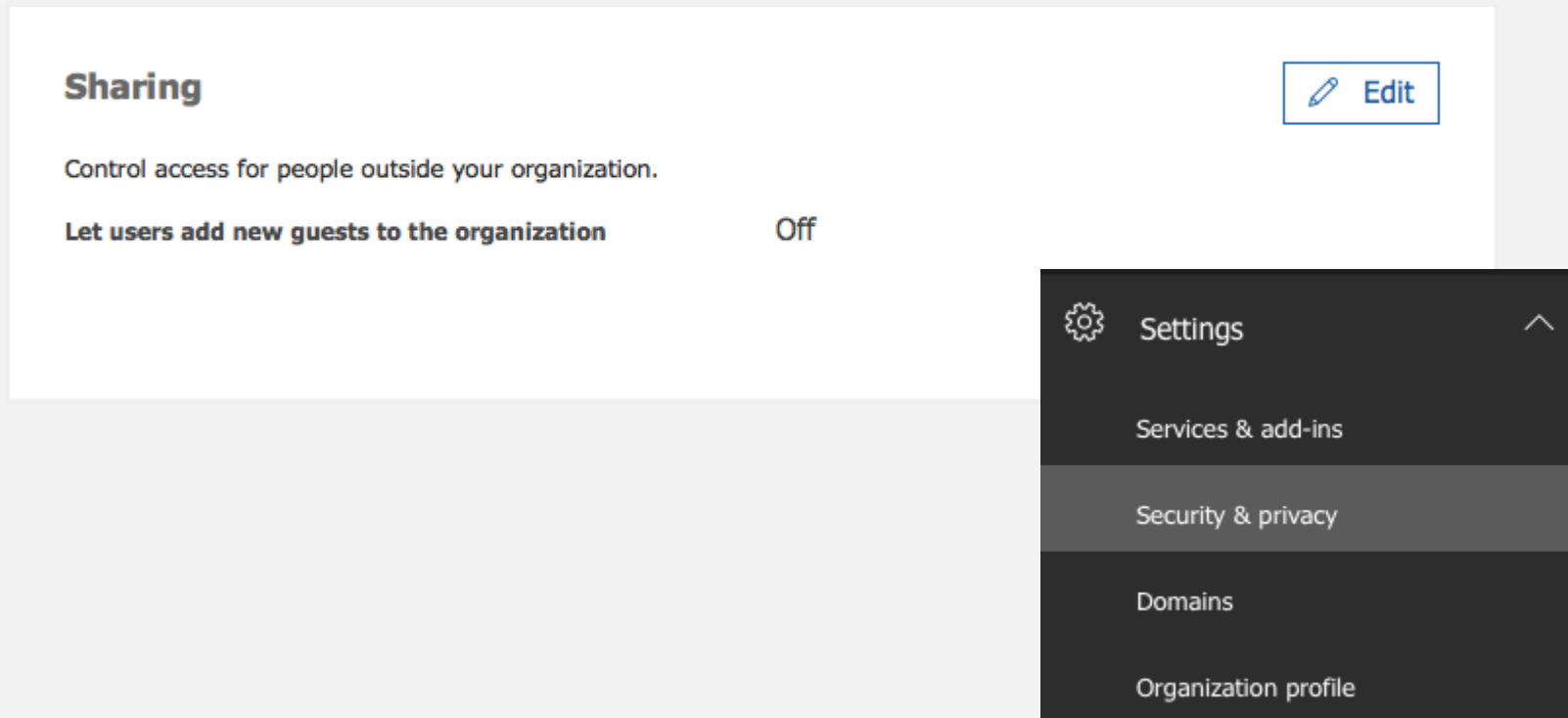
Members can invite: No means that only admins can invite guests to your directory.

Guests can invite: No means guests can't invite other guests.
Default value is set to **Yes** for tenants.



Enable Tenant Level Guest Access

In the Office 365 Admin Center, go to Settings > Security & Privacy, choose Edit (under Sharing).



Enable External Sharing in AAD

External sharing

External sharing

Let users share SharePoint Online and OneDrive for Business content with people outside the organization

On

Users can share with:

☒ Only existing external users (sign-in required)

☐ New and existing external users (sign-in required)

☐ Anyone, including anonymous users

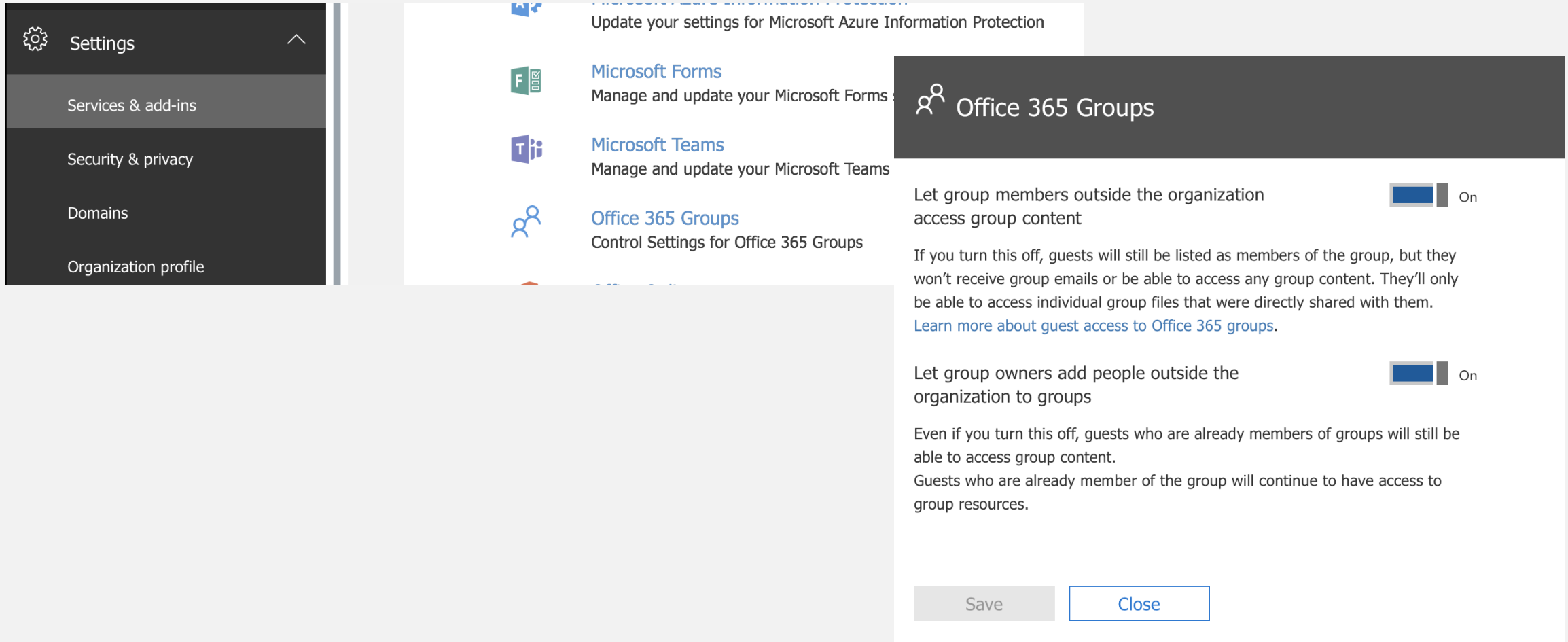
Don't see what you're looking for?

Go to the [SharePoint admin center](#) to manage additional settings and view site collections [↗](#)

Save

Cancel

Enable Guest Access In Groups




The screenshot displays the Office 365 Groups settings interface. On the left, a dark sidebar contains the 'Settings' menu with options: 'Services & add-ins', 'Security & privacy', 'Domains', and 'Organization profile'. The main content area shows a list of services: 'Microsoft Forms', 'Microsoft Teams', and 'Office 365 Groups'. The 'Office 365 Groups' section is expanded, showing two settings:

- Let group members outside the organization access group content**: This toggle is turned **On**. Below it, a note states: "If you turn this off, guests will still be listed as members of the group, but they won't receive group emails or be able to access any group content. They'll only be able to access individual group files that were directly shared with them." A link [Learn more about guest access to Office 365 groups.](#) is provided.
- Let group owners add people outside the organization to groups**: This toggle is also turned **On**. Below it, a note states: "Even if you turn this off, guests who are already members of groups will still be able to access group content. Guests who are already member of the group will continue to have access to group resources."

At the bottom of the settings panel are two buttons: 'Save' and 'Close'.




Invite External Members


 Bloggers

Conversations Files Calendar Notebook ...

All Owners **Guests**


 Add members
Add colleagues, Office 365 groups, or guests. ⓘ


Save Discard

 Bloggers
bloggers@AtlanticSyscon.onmic...
Public group

Public group

Add members
Add colleagues, Office 365 groups, or guests. ⓘ

 aaron.miller@gmail.com ⓘ
Guest

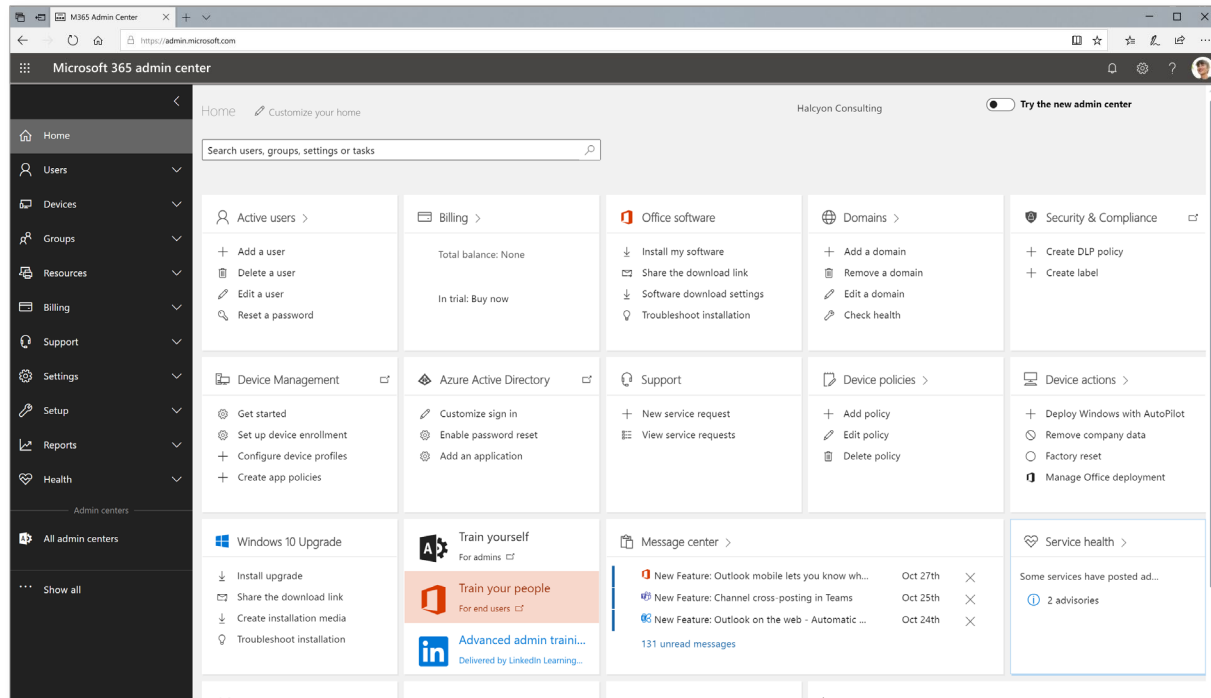
 Search Directory



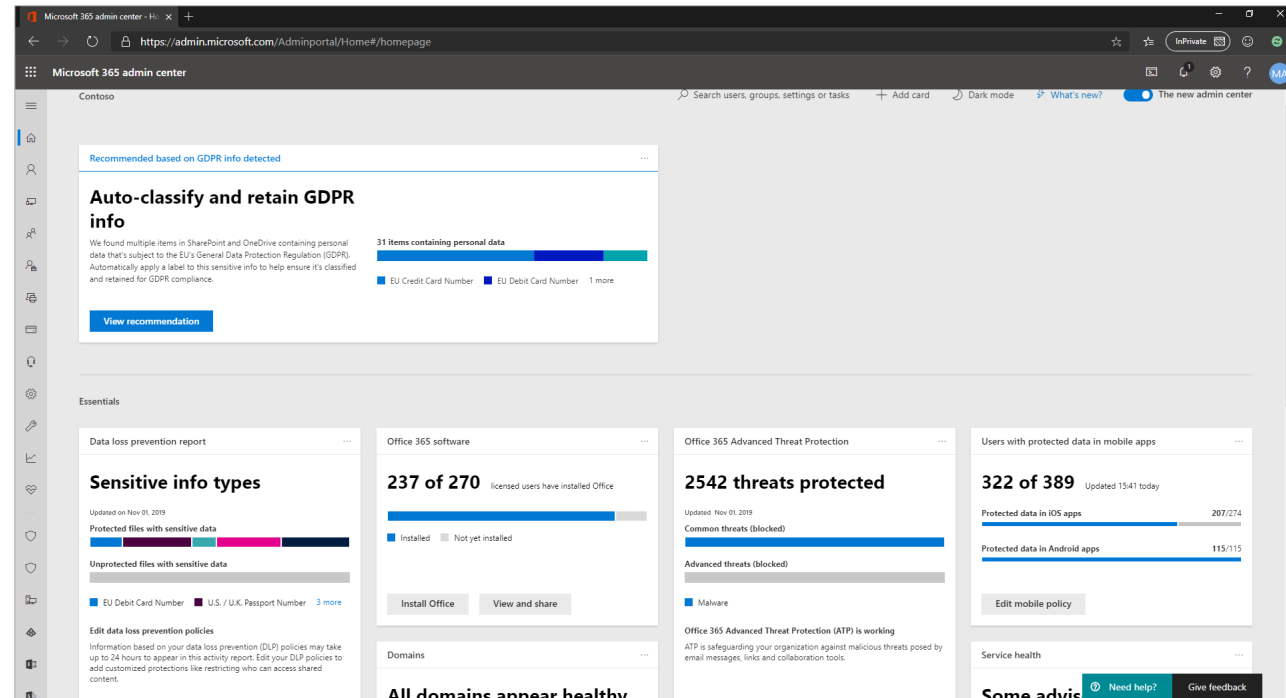
Simplify Groups Management

5

The new Microsoft 365 admin center



Old admin center



New admin center



New Admin Center is the default experience

Released in Oct 2018

Switched to be the default in March 2019

80% of usage is now in the new Admin Center

Moving to per session opt out in the coming months



Loads faster and easier to use

Page load time is 40-50% faster

Admin center tasks (e.g. add user) have a higher success rate in new



Entry point to Microsoft 365 IT administration

Core deployment and day to day tasks are available inside of Microsoft 365 Admin Center

Integrated with the new Security, Compliance, Exchange, Teams and SharePoint specialist admin centers

Microsoft 365 admin center - Gr x

← → ↺ 🏠 🔒 https://admin.microsoft.com/Adminportal/Home?source=applauncher#/groups

☆ 📢 1 ☆ InPrivate

Microsoft 365 admin center

🔔 ⚙️ ? Ian Anderson

🌙 Dark mode ☒ The new admin center

☰

🏠 Home

👤 Users

👥 Groups

Groups

Deleted groups

Shared mailboxes

👤 Roles

🖨 Resources

📅 Billing

🗣 Support

⚙ Settings

🔑 Setup

📊 Reports

🛡 Health

Admin centers

🛡 Security

🛡 Compliance

🔗 Azure Active Directory

📧 Exchange

AvePoint, Inc

Groups

It can take up to an hour for new distribution groups and mail-enabled security groups to appear in your groups list. If you don't see your new group yet, [go to the Exchange admin center](#).

[Learn more about group types](#)

👤 Add a group ↻ Refresh

47 items 🔍 Search

🏠 Filter

Group name ↑	Group email	Type	Sync status	Teams status	Membership type	Group privacy	Created on	⌵ Choose columns
aaaa_US	aaaa_US@avepointats-dev.com	Office 365	☁	📧	Assigned	Private	2/24/2020, 9:50 AM	
Accounting		Security	☁		Assigned		2/17/2020, 10:06 PM	
ATS	ATS@avepointats-dev.com	Office 365	☁		Assigned	Public	7/17/2019, 10:33 AM	
Board Meeting	BoardMeeting@avepointats-dev.com	Office 365	☁	📧	Assigned	Public	1/30/2020, 3:59 PM	
Classified_AuditProject_Groups;SharePoint;Te...	Classified_AuditProject_GroupsSharePointTe...	Office 365	☁	📧	Assigned	Private	2/18/2020, 4:21 PM	
Classified_newproj4_Groups;SharePoint;Team	Classified_newproj4_GroupsSharePointTeam	Office 365	☁	📧	Assigned	Private	2/24/2020, 3:40 PM	
Clinical Trial	ClinicalTrial@avepointats-dev.com	Office 365	☁	📧	Assigned	Private	1/30/2020, 3:55 PM	
Default Team Template	DefaultTeamTemplate@avepointats-dev.com	Office 365	☁	📧	Assigned	Public	2/18/2020, 10:15 AM	
Deployment team	DeploymentTeam@avepointats-dev.com	Office 365	☁	📧	Assigned	Private	2/21/2020, 12:14 PM	
Employee Onboarding	EmployeeOnboarding@avepointats-dev.com	Office 365	☁	📧	Assigned	Private	1/30/2020, 3:53 PM	
Energy Plant	EnergyPlant@avepointats-dev.com	Office 365	☁		Assigned	Private	2/24/2020, 5:37 PM	
External_BOE-Minutes_Team	External_BOE-Minutes_Team@avepointats-d	Office 365	☁	📧	Assigned	Private	2/4/2020, 10:26 PM	
External_BuildingA_Team	External_BuildingA_Team@avepointats-dev.c	Office 365	☁	📧	Assigned	Private	2/12/2020, 5:17 PM	
External_Construction Collab Team	External_ConstructionCollab_Team@avepoin	Office 365	☁	📧	Assigned	Private	2/6/2020, 2:11 PM	

EXAMPLE

DEPARTMENT



DEPARTMENT



DEPARTMENT



**EXTERNAL
SHARING**

No external sharing



External sharing allowed in:



External sharing only allowed in:



**EXPIRATION/
RETENTION**

6 Months
after last accessed

12 Months
after last accessed

9 Months
after last accessed

**ALLOW THESE USERS
TO CREATE A TEAM**

All requests through
Central IT

All requests through
Department IT

Only Joe, Sally, and
Harold can create

**RECERTIFY
MEMBERS**

after
3 Months

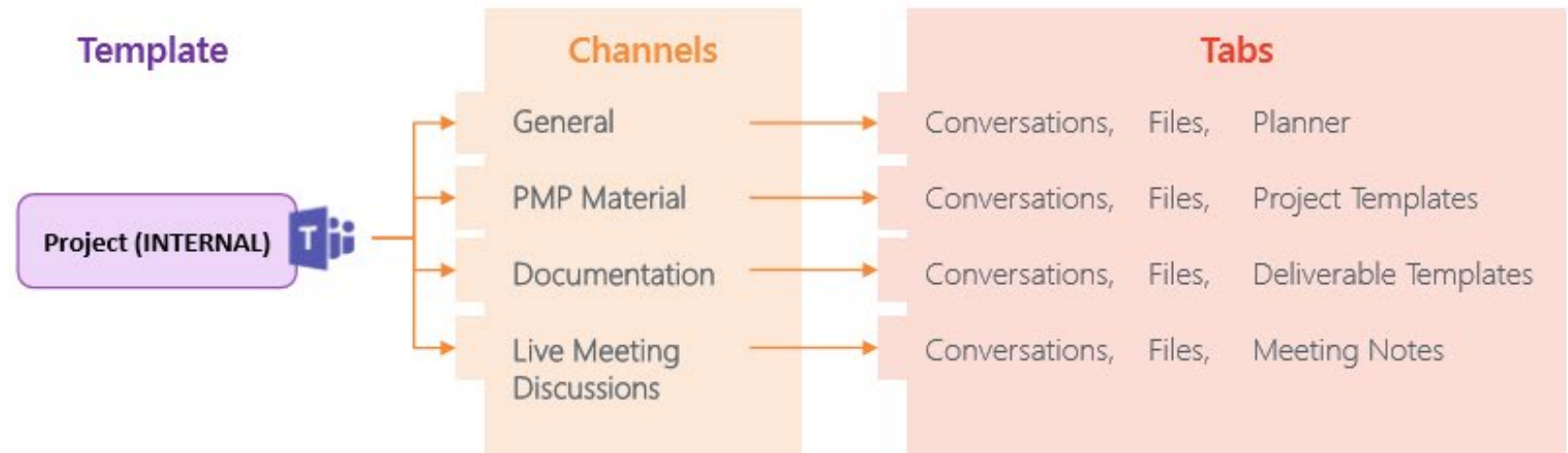
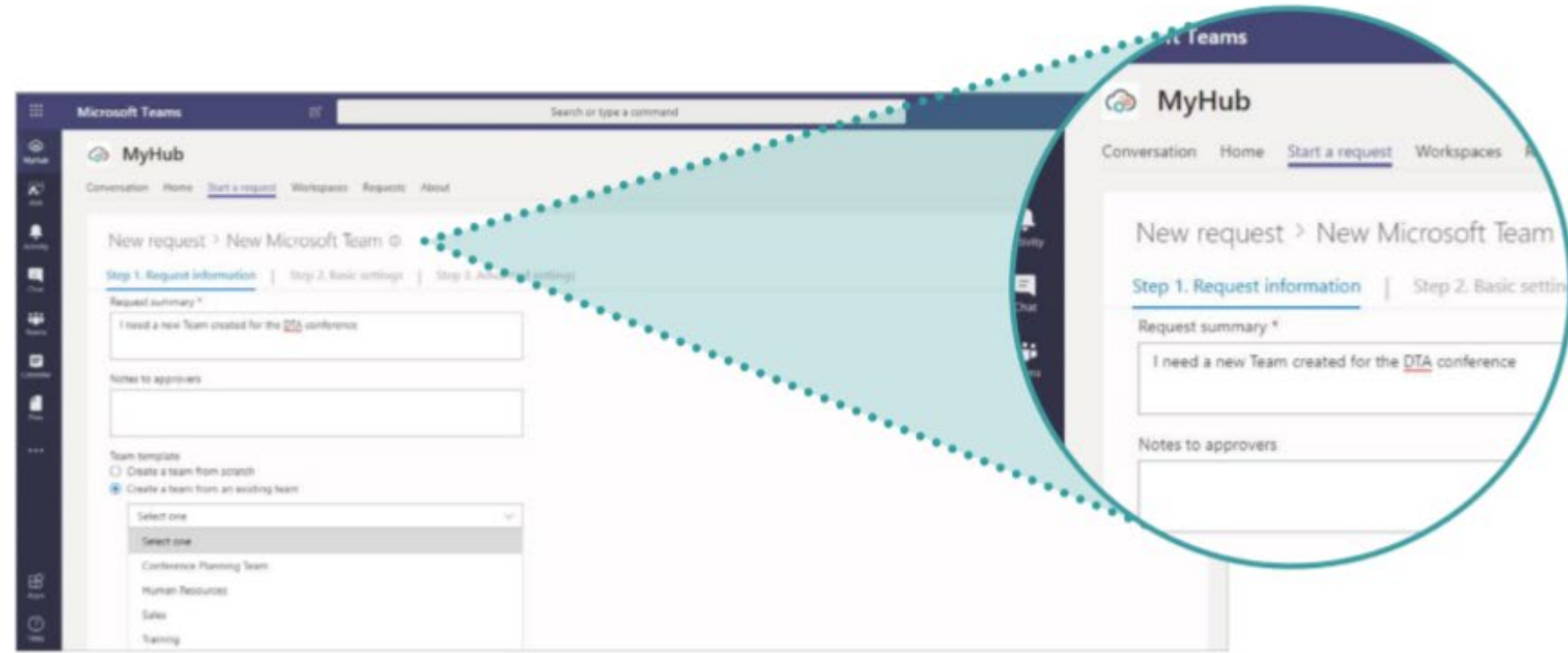
after
6 Months

after
12 Months

Focus on Business Scenarios

Users can make self-service requests from available workspace templates that are relevant to them

Workspaces can come pre-configured with channels, tabs, and bots



AvePoint MyHub for Office 365



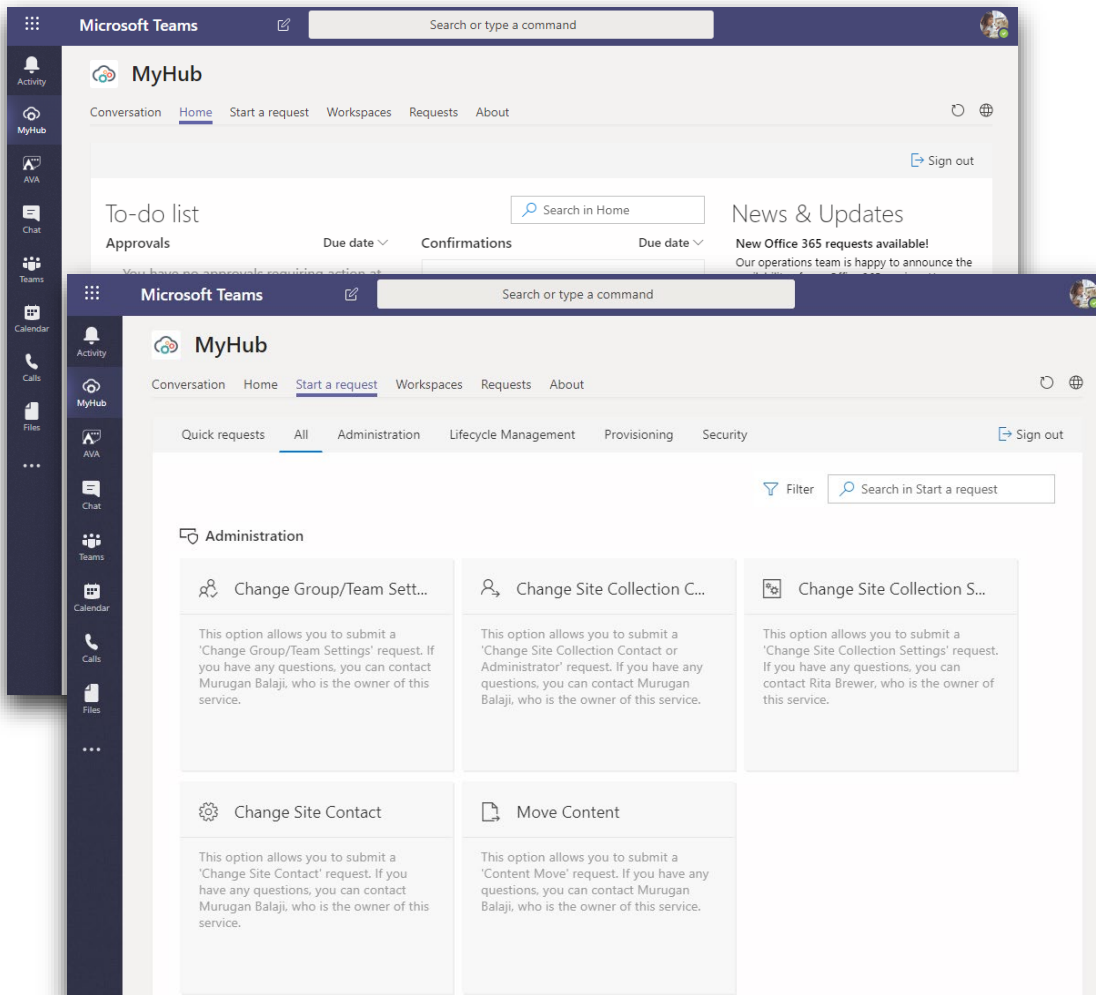
Easily find the right tools for whatever you need and get them faster:

A simplified catalog of Office 365 services tailored to you

Answer basic questions to be guided to the right services

Governance is built into each request and service – there are no extra steps!

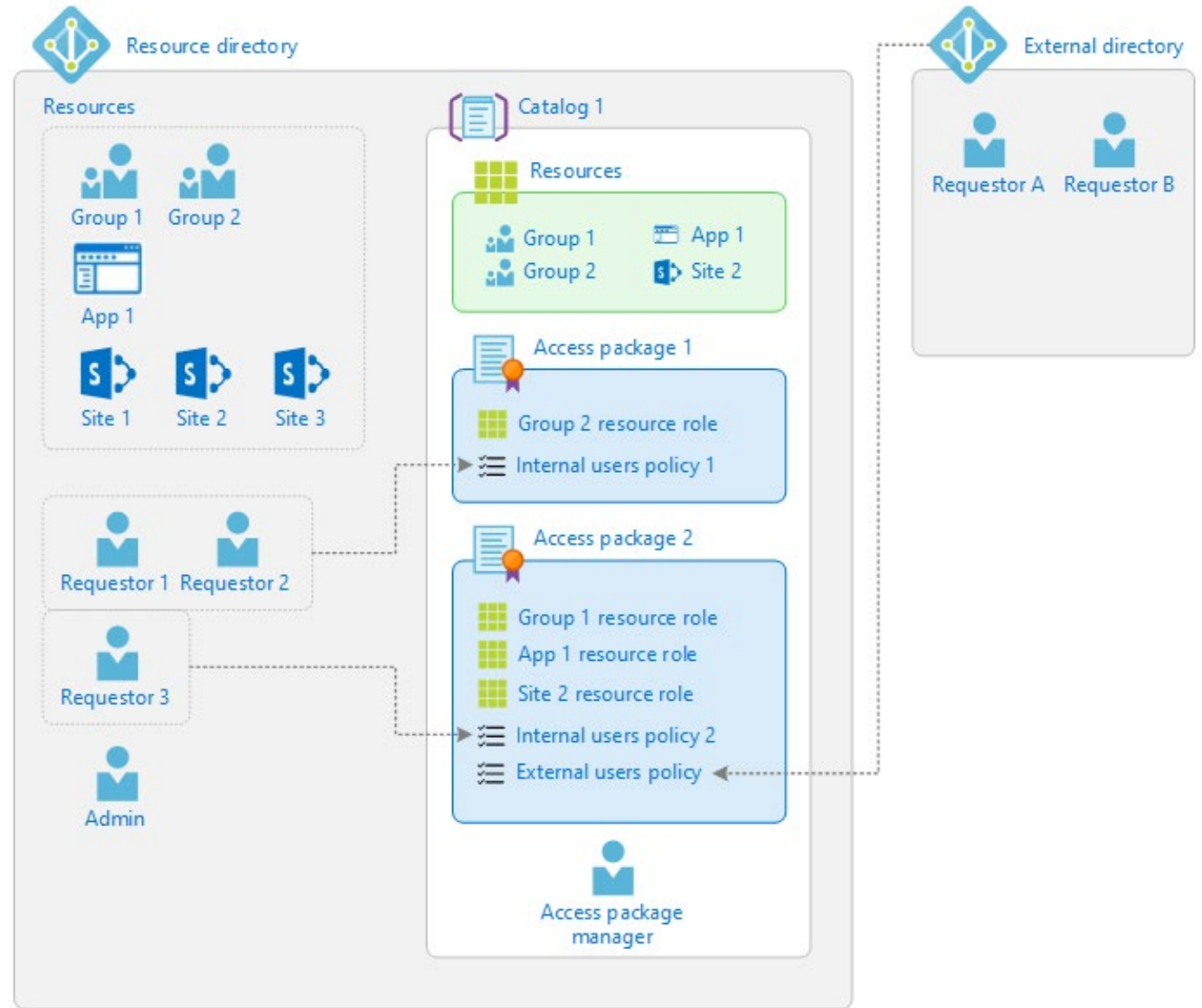
Request, approve, renew and more without ever leaving Teams!



Explore Identity Governance

6

Entitlement Management



Entitlement Management



Benefits

Enables management for groups access, applications and SPO for internal and external users

Access is available only for the time access is required

Based on Azure Active Directory



Tips

Create access packages for related resources users can request access to

Define rules for how to request resources and when access expires

Govern the lifecycle of access

Delegate management of resources

Identity Governance

Allow or block invit...

Microsoft Office Ho...

Mail - MOD Admini...

Microsoft 365 admi...

SharePoint admin c...

z_IgniteTestSharePc...

Mail - MOD Admini...

My New Site - Hom...

New tab

https://portal.azure.com/#blade/Microsoft_AAD_ERM/DashboardBlade/elmEntitlement

Microsoft Azure

Search resources, services, and docs (G+)

admin@M365x815615...
CONTOSO

Create a resource

Home

Dashboard

All services

FAVORITES

All resources

Resource groups

App Services

Function App

SQL databases

Azure Cosmos DB

Virtual machines

Load balancers

Storage accounts

Virtual networks

Azure Active Directory

Monitor

Advisor

Security Center

Cost Management + Billing

Help + support

Home > Contoso > Identity Governance - Access packages

Identity Governance - Access packages

PREVIEW

Getting started

Entitlement management (Preview)

Access packages

Catalogs

User assignments reports

Settings

Access reviews

Overview

Access reviews

Programs

Privileged Identity Management

Azure AD roles

Azure resources

Terms of use

Terms of use

Activity

Audit logs

Troubleshooting + Support

Troubleshoot

New support request

New access package

Column

Refresh

Got feedback?

Search by access package name

-Search by catalog-

NAME	DESCRIPTION	CATALOG	PENDING REQUESTS	ACTIVE ASSIGNME...
Test new access package	Test new access package	General	1	0

Access packages

Request history

Approvals (1)

Approvals

1 pending approval

Pending Completed

✓ Approve ✕ Deny

Name	Access package	Due ↑	
<div><div></div><div>Nestor Wilke</div><div>NestorW@M365x635058.C</div></div>	Test new access packa...	Oct 16, 2019	View

What we covered

Learn Key Concepts

Establish Governance Strategy

Plan Staged Rollout

Collaborate Externally

Simplify Groups Management

Explore Identity Governance



Let's Connect

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thank
you

Gracias

ευχαριστώ

Danke

Grazie

благодаря

Hvala

Obrigado

Kiitos

شكراً

Tak

Ahsante

Teşekkürler

متشکرم

Salamat Po

감사합니다

Cám ơn

شکریہ

Terima Kasih

Dank u Wel

Děkuji

நன்றி

Köszönöm

ありがとうございます

ขอบคุณครับ

Dziękuję

谢谢

Tack

Mulțumesc

спасибо

Merci

תודה

多謝晒

дякую

Ďakujem