



Tailoring Microsoft Teams & Delegating Administration in Office 365 GCC

Jay Leask, Principal Solution Engineer

Antoine Snow, Senior Solution Engineer

Microsoft
Partner



Gold Application Development
Gold Cloud Platform
Gold Cloud Productivity
Gold Collaboration and Content

Accessible content is available upon request.

Objectives

The Challenge

Managing a single Office 365 tenant for multiple divisions...

Admin Roles in Office 365

It's all or nothing...

Delegating Admin Tasks

What can they do, where they can do it...

Tailoring Office 365 Services

Different experiences different teams



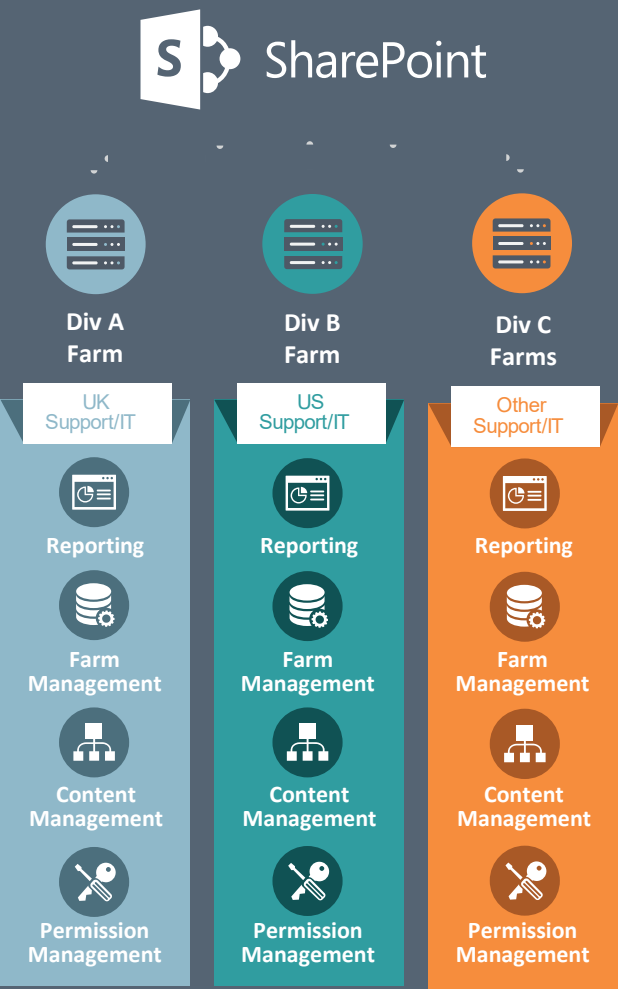


From Autonomy to Centralized Control

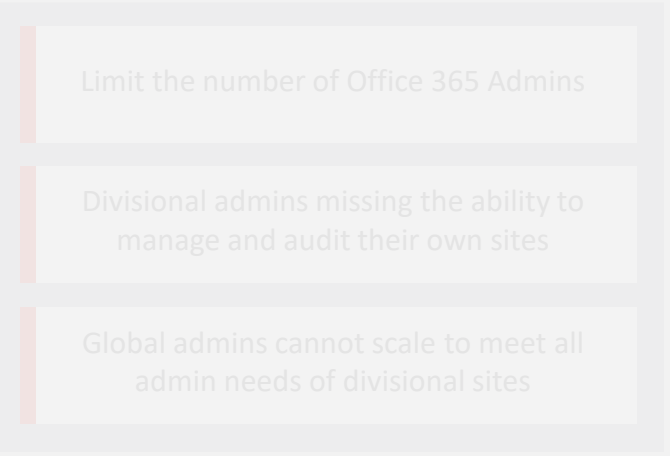
Enabling Bureau and Department Administrators
within Specific, Controlled Scope

Delegated O365 Administration

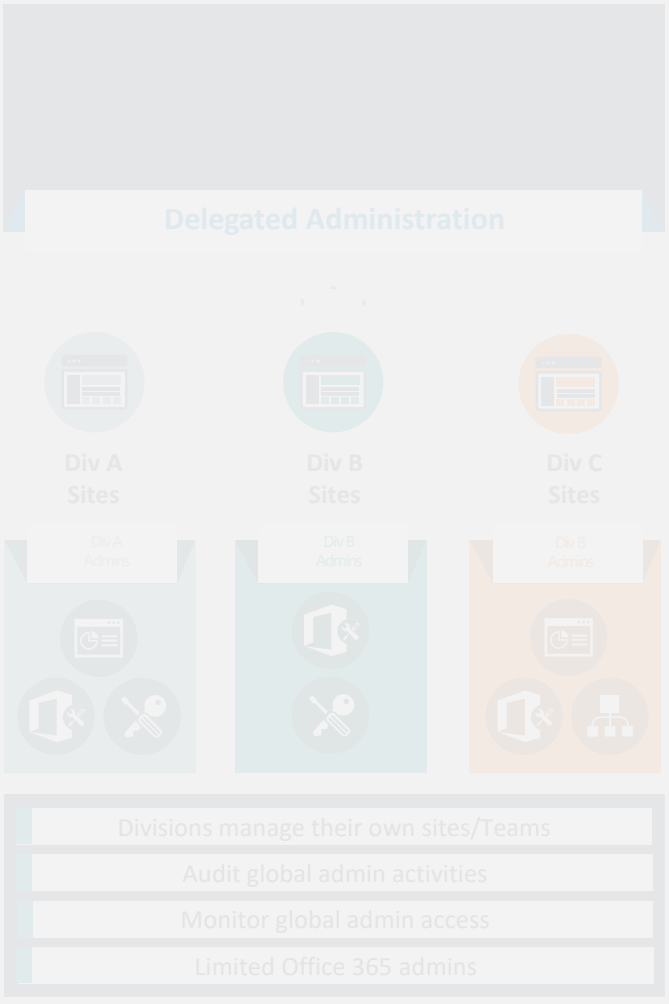
PRESENT DAY



TRANSITION

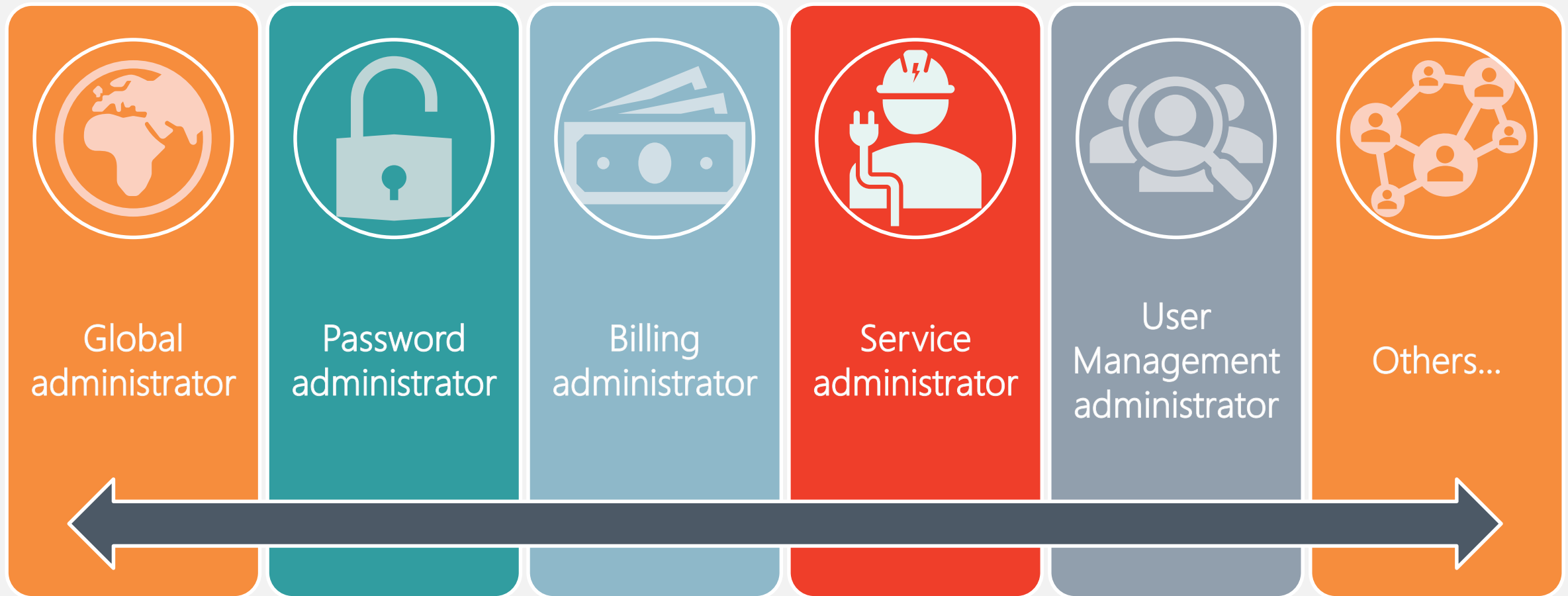


THE FUTURE

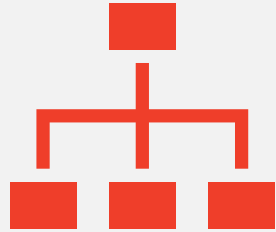


Microsoft Admin Roles in Office 365

Native Office 365 Administrative Roles



These roles are good, but...



They are too broad...

If you are a workload admin, you manage the ENTIRE workload



There's no granularity ...

You cannot setup admins of only *some* mailboxes





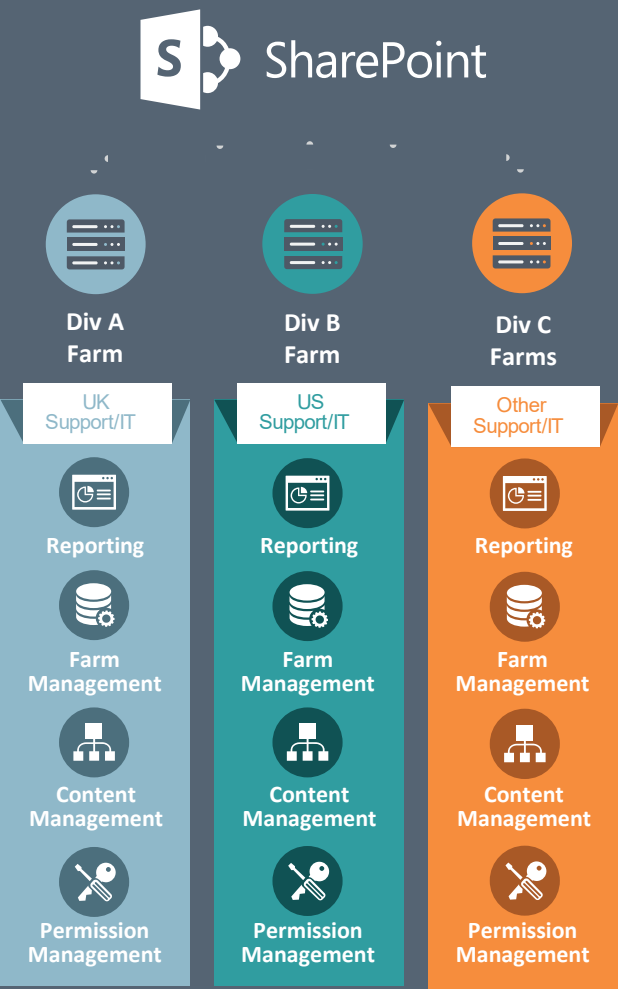
DEMO:

Office 365 Administrative Roles and Interfaces

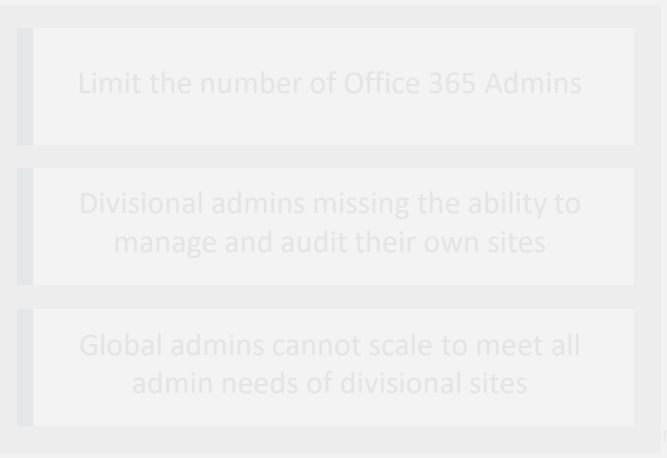
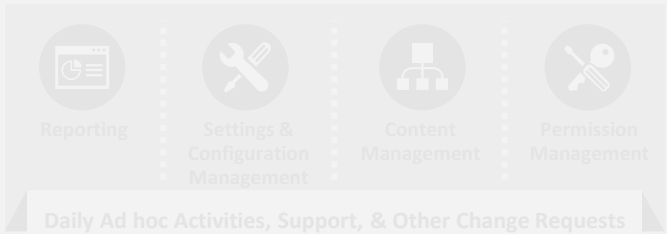
Re-forging Divisional Admin Roles

Delegated O365 Administration

PRESENT DAY

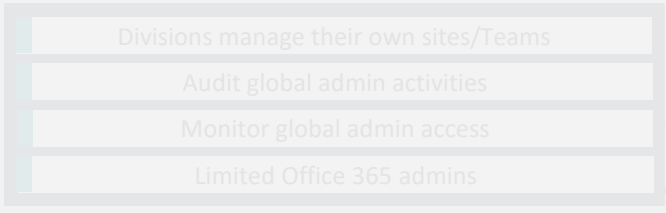


TRANSITION



CONCERNS

THE FUTURE



BENEFITS

Critical admin delegation considerations



"Role based access" (RBAC)

Limiting what feature(s) an Admin can use within applications



Security Trimming

Limiting what scopes of content, objects and workspaces an Admin can see and impact within the application



“Dynamic Object Registration” for Security Trimming

Group workspaces as needed for proper administrative delegation

AvePoint Online Services

Scan Profiles > Create a Profile

How Advanced Onboarding Works | Examples of Advanced Onboarding

Mailbox | OneDrive for Business | **Site Collection** | Office 365 Groups | Project Sites

I want to define a container for certain objects.

Container Name:
Site Collection Container

Rules: (Copy from Existing Rules)
Site Collection Rule

Rule Name:
Site Collection Rule

And

Title	Contains	Human Resources
Primary Administrator	Contains	Ken DuMore

Select the logic option for the criteria.

Use this name to identify the container for the objects you want to register.

Copy criteria from an existing rule.

Specify a name for the rule.

These are criteria of the rule. Objects meet the criteria will be added to the container you defined.



Registration Examples...

Objects can be grouped using properties and property combinations...

Exchange

The screenshot shows the 'Exchange' registration interface. A dropdown menu is open, listing various properties for selection. The 'City' property is highlighted at the top of the list. Other visible properties include Company, Country or Region, Custom Attribute, Department, Display Name, E-mail Address, Group Membership, Job Title, Mailbox Type, Office, Office 365 Subscription Name, State or Province, User ID, and ZIP/Postal Code. The interface also includes sections for 'How would you like to scan objects?' and 'Define Custom Containers'.

SharePoint

The screenshot shows the 'SharePoint' registration interface. A dropdown menu is open, listing various properties for selection. The 'Created Time' property is highlighted at the top of the list. Other visible properties include Custom Property: Date and Time, Custom Property: Number, Custom Property: Text, Custom Property: Yes/No, Primary Administrator, Size, Template Name, Template Title, Title, and URL. The interface also includes sections for 'How would you like to scan objects?' and 'Define Custom Containers'.

One Drives

The screenshot shows the 'One Drives' registration interface. A dropdown menu is open, listing various properties for selection. The 'City' property is highlighted at the top of the list. Other visible properties include Company, Country or Region, Custom Attribute, Department, Group Membership, Job Title, Office, Office 365 Subscription Name, Username, and City. The interface also includes sections for 'How would you like to scan objects?' and 'Define Custom Containers'.

Groups/Teams

The screenshot shows the 'Groups/Teams' registration interface. A dropdown menu is open, listing various properties for selection. The 'Display Name' property is highlighted at the top of the list. Other visible properties include Group Classification, Group ID, Group Member, Group Owner, Group Type, Privacy, and Display Name. The interface also includes sections for 'How would you like to scan objects?' and 'Define Custom Containers'.

Creating RBAC and Security Trimmed Backup Admins

Cloud Backup

Home

Office 365 Backup

Restore

Data Subject Access Requests

Activity Report

Settings

- Account Management
- Notification Settings
- General Settings
- Mapping Settings

Dynamics 365 Backup

Account Management

Create Security GroupGrant User Permissions

Name	Description
Administrators	This built-in group will have access to all Cloud Backup
Back-office Personal Data	

Create Security Group

Name: *
Exchange Admins

Description:

Invite Users:

Example: name@example.com;name2@example.com

Grant Permissions:

Service	Permission Scope	Action
<input checked="" type="checkbox"/>	Exchange Online	Select Scope
<input type="checkbox"/>	OneDrive for Business	
<input type="checkbox"/>	SharePoint Online	
<input type="checkbox"/>	Office 365 Groups	
<input type="checkbox"/>	Teams	

SaveCancel

Select Permission Scope for Exchange Online

Container Name

☐ Container

☐ Default Mailbox Container

☐ Knowledge Workers

☐ Management

1Go

SaveCancel

RBAC

Security Trimming





DEMO:

Creating Admin Scopes and Admin Roles in AvePoint Cloud Management

Tailoring Office 365 Services for Different Teams and Divisions

AvePoint Cloud Governance Approach

The screenshot shows a web interface for a 'New Request > Project Management Questionnaire'. At the top, there's a header bar with the word 'Governance' and some icons. Below the header, the breadcrumb 'New Request > Project Management Questionnaire' is visible. A grey box contains the text: 'Before we get started... We want to help you ensure that all your data is secure and that you have the right tools for the right job. Please answer the following questions to the best of your ability!'. The first question is 'Is this a new or existing project?' with a dropdown menu showing 'New Project'. The second question is 'How would you describe this project's collaboration?' with two radio button options: 'Traditional Workstream' and 'Modern Workstream' (which is selected). The third question is 'Is this project going to involve sharing/storing any of the following types of information?' with a dropdown menu showing 'Please select an option...'. At the bottom right, there are 'Cancel' and 'Save as Draft' buttons.

Standardized Services

- Clear definition of ownership, business purpose, and guidelines
- Tailored by role and business units
- Approval process for new workspaces
- Terms of service and use (example: protected health information)

Policy Enforcement

- Apply proactive monitoring/enforcement of permissions and configuration policies



Tailoring Services & Policies Across Divisions

Tenant Wide General Services

- Available to all/most users
- Address general productivity, security, compliance needs

Core Services
(provisioning, lifecycle, policy, protection)

Address Unique Needs of Specific Departments or Divisions

- LOB specific configurations
- More/less control and restrictions
- Example – External sharing allowed

Division



Division



Division



Specialized Services Smaller Groups

- Unique needs can be addressed
- Pilots of future services

Team C-1
specialized Services



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



Search To-do List

- Home
- Workspace
- Requests

+ New Request

New Request > Project Management Questionnaire

Before we get started...
We want to help you ensure that all your data is secure and that you are using the right tools for the right job. Please answer the following questions to the best of your knowledge.

Is this a new or existing project?

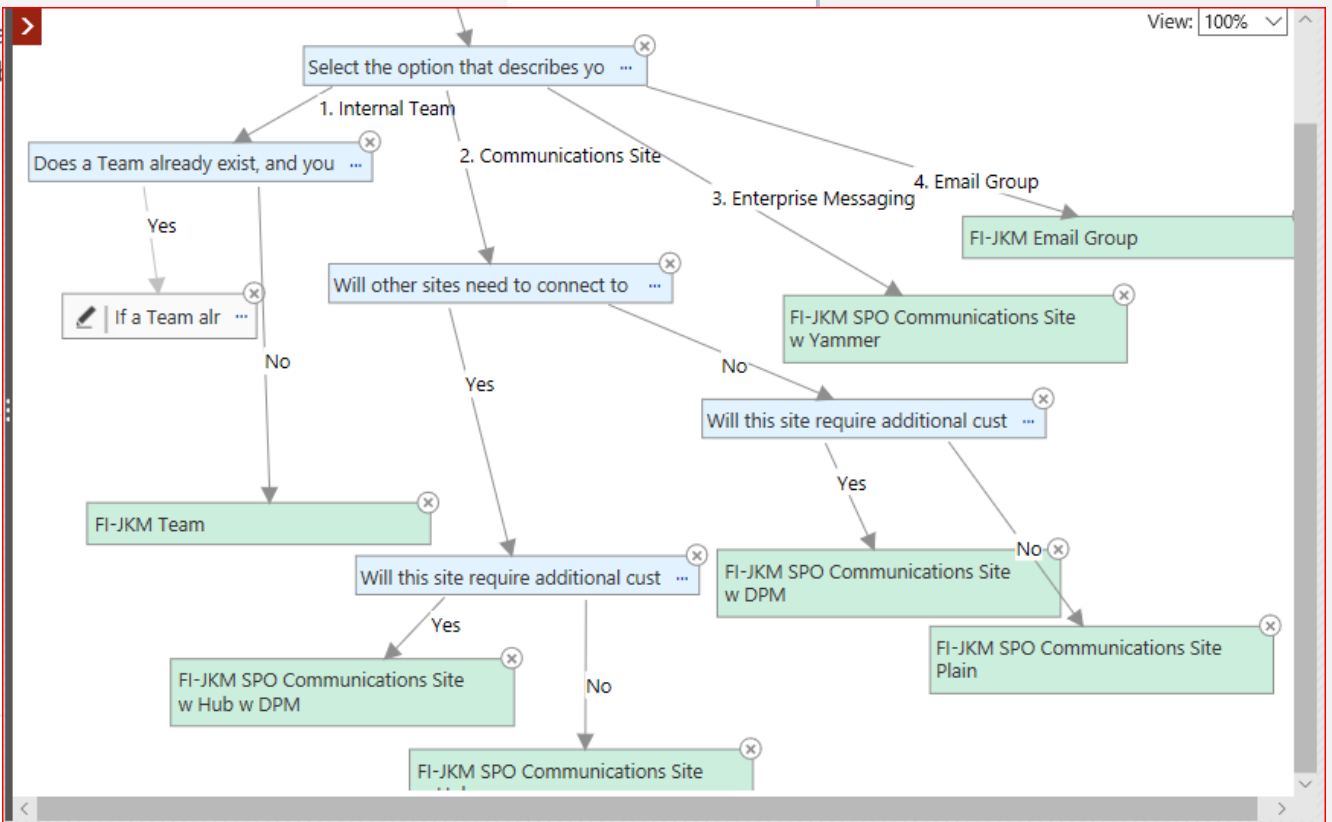
New Project

How would you describe this project's collaboration? ⓘ

- ☐ Traditional Workstream
- ☒ Modern Workstream

Is this project going to involve sharing/storing any of the following types of information?

Please select an option...



Mandating settings and conditions

Add Conditional Approval Process

[Save] [Cancel]

Condition Settings

Configure the condition settings that will be combined with an approval process to create a conditional approval process.

- *Condition Settings:
- ☐ Always run this approval process
- ☒ Run this approval process if the conditions below are met
- *Metadata source:
- *Metadata name:
- *Condition:
- *Metadata value:

+ Add to List ✖ Clear Settings

Logic Option	Metadata Source	Metadata Name
No items to show in this view.		



Defining options available for request

Service Management > Create Service ⓘ



✕ Cancel

Team Member Permissions

Choose the actions you allow team members to perform in the team, or allow business users to configure team member permissions in the service request form.

- ☒ Allow members to create and update channels
 - ☒ Allow members to delete and restore channels
 - ☒ Allow members to add and remove apps
 - ☒ Allow members to create, update, and remove tabs
 - ☒ Allow members to create, update, and remove connectors
 - ☒ Allow members to delete their messages
 - ☒ Allow members to edit their messages
- Assign by Business User ▼
- ☒ Require Business User Input

Guest Permissions

Choose whether to allow guests to create, edit, and delete channels, or allow business users to configure guest permissions in the service request form.

- ☐ Allow guests to create and update channels
 - ☐ Allow guests to delete channels
- Assign by Business User ▼
- ☒ Require Business User Input

@Mentions


Choose whether to allow team members to use @team and @channel mentions, or allow business users to configure this in the service request form.

- ☒ Show members the option to @team or @[team name] (this will send a notification to everyone on the team)
 - ☒ Show members the option to @channel or @[channel name] (this will send a notification to everyone who has favorited the channel being mentioned)
- Assign by Business User ▼
- ☒ Require Business User Input



The case for Teams Templates...

Get started with Teams templates

01/24/2019 • 2 minutes to read • Contributors  all • Applies to: M

Teams templates are pre-built definitions of a team's structure designed to help you easily create consistent teams across your organization. You can use Teams templates to quickly create rich collaboration spaces, preinstall apps to pull in mission-critical content and services. Teams templates can help you easily create consistent teams across your organization.

In this article, we'll explain the properties that can be defined in templates and how you can use a few sample requests to create a team from a template.

This article is for you if you're:

- Responsible for planning, deploying, and managing multiple teams
- A developer wanting to programmatically create a team with pred

MENU

AvePoint Cloud Governance

MOD Administrator

Service Management > create team test

12345

Cancel

Tenant

Select an Office 365 tenant as the service scope. Office 365 Groups/Microsoft Teams that will be created via requests for this service will reside in the tenant. To select your tenant here, make sure an app profile for Microsoft Azure AD has been created in AvePoint Online Services.

Group or Team

Choose if an Office 365 Group or a Microsoft Team will be created via this service.

Team Template

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

Outlook Experience

With this option enabled, the Microsoft Teams created via requests for this service will be hidden from the Outlook client and the teams will not show up in Exchange global address list.

Tenant:

share tenant

Contoso

Contoso

Office 365 Group

Microsoft Team

Allow business users to create a Team from scratch

Allow business users to create a Team from an existing Team

Allow user to create Team from his own Teams

Allow user to create Team from Teams below

Add Team




Remove

Team	Description	Action
Team1	This is a team that...	
Team2	This is a team that lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna	
Team3		
Team4		
Team5		

Hide the team from the Outlook client and Exchange global address list

Governing external access through Policy

Policy Management > Copy of Std Groups Poli... ⓘ

 Save  Save and Activate  Cancel

created in AvePoint Online Services.

Group Team Site Quota

Specify an Office 365 group team site quota between 1 and 25600 GB.

External Sharing

Choose whether to use AvePoint Cloud Governance to manage the group/team external sharing setting and group team site external sharing setting for the Office 365 Groups/Microsoft Teams using this policy. Note that to manage the external sharing settings here, make sure the external sharing for Office 365 Groups and SharePoint is turned on in Microsoft 365 admin center > Settings > Services & add-ins.


Storage quota:
 GB

☒ Manage the group/team external sharing setting for the group/team applied with this policy

- ☐ Allow group/team owners to add people outside the organization to the group/team

☒ Manage the group team site external sharing setting for the group/team applied with this policy

- ☐ Allow users to share the group team site content with people outside the organization



Leveraging “Service Permissions” to map services to the right users...

Service Management > Create Communicatio... ⓘ

Copy Save Save and Activate Cancel

Service Initiation

Choose how users will be able to initiate requests for this service.

☒ Available in service catalog (the Start a Request page)
☒ Available as a questionnaire result

- ☒ Users must meet the service permissions below
- ☐ Allow all users to use this service from questionnaire results (Regardless of the service permission conditions)

Service Permissions

Specify users that should have access to this service.

- Local Users or Office 365 Users/Groups** - The specified users/groups can view this service in the Start a Request page and can submit requests via this service. You can specify Office 365 users/groups or AvePoint Online Services local users.

☐ Allow all users to use this service
☒ Define conditions for users who can request this service
Conditions:
Local Users or Office 365 Users/Groups ▼

*Allowed values:

Add to List Clear Settings

Type	Allowed Values	Actions
No items to show in this view.		

Clear Table





DEMO:

Creating and Consuming a Tailored Service Catalog

What We Covered

The Challenge

Managing a single Office 365 tenant for multiple divisions...

Admin Roles in Office 365

It's all or nothing...

Delegating Admin Tasks

What can they do, where they can do it...

Tailoring Office 365 Services

Different experiences different teams



Key Takeaways



It's important to understand...

- Microsoft has a lot of great, but one size fits all features.
- AvePoint has multiple ways to help scale administration.
- Control can be delegated with enforcement in place.
- Administration doesn't have to make it hard for users to do the right thing.



What to do Next?!

Learn more:

- [Microsoft Teams & Delegated Administration Q&A](#)
- <https://www.avepoint.com/solutions/operational-governance/>
- <http://www.avepoint.com/resources>
- <http://www.avepoint.com/blog/>

Contact us today for a demo,
trial, or more information!



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



Sales@AvePoint.com | +1 800.661.6588



www.AvePoint.com



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