Microsoft Teams Governance Worksop @SPOUG

AvePoint nets

Take 3 post-IT

Note your name on one side

Answer each question on one post IT

The pink one, is the happy one

1. What goes well with Governance in your Office 365 environment?
2. What could be improved?

- When are you happy at the end of this workshop

AvePoint®

Unleash the Power of You

AvePoint

nets

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AvePoint
TSP / SE

Microsoft Teams Governance

Workshop @SPOUG

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Migrate. Manage. Protect

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From Tahoe to Today

Inc. Magazine **Hire Power Award**

Ernst & Young **Entrepreneur of the Year**

Windows IT Pro **Best SharePoint Product**

Deloitte **Technology Fast 500**

17K	7M	88	6
Customers	Cloud Users	Countries	Continents

Microsoft Partner

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

Let’s shake hands

Who you are and what is your role
And what did you pen on the post-it

You want to use Teams but…..

Multiple Collaboration Technologies are already in use

IT and Executive Stakeholders are concerned with losing control/visibility

Lack implementation strategy

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Today's performance in three acts…

Act 1: Introduction Teams Governance

09:00am - 10:40am

10:40 – 10:50 Short Break

Act 2: Striking the balance…

10:50am - 01:00pm

Deep dive into the governance and management of Microsoft Teams at scale in your organization. Strike the proper balance between collaboration and control

12:01pm – 12:30pm Lunch

Act 3: Pilot to production

1:00pm – 1:30pm

Act 4: End of the day 01:30pm – 02:00

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Mood Scale: How Are You Feeling?

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Act 1: Introduction Teams Governance

Envisioning how Microsoft Teams can modernize your teamwork

“Team | Work”

Share Files

Plan meetings and events

Send and receive emails

Track tasks

Social engagement

Chats and conversations

Teamwork

The landscape has changed

2x

More collaboration

People work on twice as many teams and spend 50% more time collaborating

Internal, external & remote

People need to connect and communicate across organizations, locations & time zones

Diverse workforce

People have different expectations, preferences, skillsets and abilities

Employee engagement

Globally, employee engagement is 15%, but at the best performing companies, 70% of employees are engaged and profits are 21% higher

Understanding "Office 365 Groups"

What all O365 Groups have in common…

SharePoint stores the files for collab and compliance

Leverage all SharePoint's doc management functionality

Protection, compliance, DLP

Exchange mailbox stores the conversations for compliance

Conversations spool to Exchange for retention, hold and eDiscovery

Additional Office 365 services support the group

Planner for task management

Stream for video sharing

…

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Microsoft Teams – The Hub for Teamwork

Communicate: Chat, calls & meetings for today's teams

Collaborate: Deeply integrated Office 365 apps

Customize & Extend: 3rd party apps & existing systems

Work w/ Confidence: Enterprise security, compliance & manageability

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Look familiar?

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The basic "shape" of a Team…

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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

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

Channel: After Hours
- (TAB) Conversations
- (TAB) Files
- (TAB) OpenTable Site

Conference Team

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

Channel: Marketing Communication
- (TAB) Conversations
- (TAB) Files
- (TAB) Photos DocLib
- (TAB) Hootsuite site
- (TAB) LinkedIn

Channel: Meeting Management
- (TAB) Conversations
- (TAB) Files
- (TAB) Meeting OneNote
- (TAB) Meeting worksheet

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The “hub” … in action!

The TEAM

The Team’s CHANNELS

Channel TABS

Activity
Chat
Teams
Meetings
Calls
Files

Favorites

US-PubSec

General

FED Sales

Knowledge Channel

Marketing Events

Partner Program

US-PubSec > **Knowledge Channel**

Private

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

July 26, 2018

7/26 1:13 PM Edited

Following Group Emails in Outlook

Hey US-Federal,

Quick reminder, be sure to "follow" the US-Federal Group in Outlook so you receive emails sent to the distro in your inbox. You can find instructions HERE or take a look at the screenshot below. Taylor will be sending out important messages via these

See more

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“Conversations” 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

- 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

- *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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When Creating a Team …

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Example: Creating a Service Catalog for Office 365

The core…
Office 365 Groups

Where I create it…

Planner
Outlook
SharePoint Online

= *"Outlook Group"* → *What I get…*

Microsoft Teams

= *"Team"* → *What I get…*

yammer
The Enterprise Social Network

= *"Yammer Connected"* → *What I get…*

Establish Governance Foundation

- For collaborative workspaces, you need to govern:

How are Teams requested, approved and created

Provisioning

How do I ensure that policies are enforced and resources are protected

Management

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

Lifecycle

Office 365 Groups is a membership service

1 User creates new group for collaboration

2 Group identity created in Azure Active Directory

3 Group experience populated in app of choice

To govern Microsoft Teams you must govern Office 365 Groups

One Identity

Azure Active Directory (AAD) is the master for group identity and membership across Office 365 (*Exchange, SharePoint, etc.*)

Federated Resources

O365 services extend with their data (*e.g. Group messaging, SharePoint Team Site, OneNote, Planner*)

Loose coupling

Services notify each other of changes to a group (*e.g., creation, deletion, updates*).

Group Assignemt: *"Name your organization's TOP THREE governance concerns for Teams and / or Office 365 and what is your solution*

- Create 5 groups, depending the amount of attendees
- 15 minutes
- 5 minutes presentation
- Pen each governance concern on 1 post-it

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Act 2: Striking the Balance Between Collab and Control

Right-sizing governance for Microsoft Teams

What Microsoft is saying about Teams governance

From Ignite 2019 Sessions Delivered by Microsoft

Good governance precedes great adoption.

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

So are satisfied users.

Governance Considerations with Teams

? Why was this Team created?

? Will a Team host protected data

? Was a Team, the right choice for this data?

? How many Teams are users/departments creating?

? Who is accountable for each of these Teams?

? What is the lifecycle for the content?

Plan Governance from the start

Right-sizing governance for Microsoft Teams

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

Defining “governance” for our session…

IT Governance

(Broad, organization-wide)

Operational Governance

(Application-specific, aligns with IT Governance goals)

Data Governance

(Content-specific, aligns with IT Governance goals)

- **Workspace Provisioning**
- **Ongoing Management & Enforcement**
- **Lifecycle and EOL for Workspaces**
- **Item-level Retention & Expiration**
- **Records Mgmt**
- **Classification**
- **DLP**

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

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

Classification and Privacy…

Private or Public- What's the impact?

Understanding “Public” content visibility

Group “Classification”

Understanding Classification- *Today*

Can be applied to Sites and Groups

Set at “container’ level where Labels are at item level for docs and emails

Currently requires application via PowerShell

PowerShell used by an admin to create and apply classifications

Can be selected by user if self-service site collection provisioning is enabled in SharePoint

Microsoft signaling same for O365 Groups in future

Does not drive any action currently

Currently no impact on retention or expiration

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Preview EOY

Classifying SharePoint sites and Groups- *Soon*

Preview EOY

Classifying SharePoint sites and Groups

Office 365 | SharePoint

Your organization doesn't allow you to download, print, or sync using this device. To use these actions, use a device that's joined to a domain or marked compliant by Intune. For help, contact your IT department. More info.

CM

Contoso Merges and Acquisition

Private group | Confidential

Microsoft Admin 1 member

Search this site

New Published Edit

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

News

Add

Keep your team updated with News on your team site

From the new team site home page you'll be able to quic...

Add News

Quick links

Learn about a team site

Learn how to add a page

Activity

Documents

See all

New Upload ... All Documents

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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Demo:
Native *Governing provisioning of Office 365 Groups*

- Native Site Creation
- Managing Office 365 Groups
  - Expiration
  - Naming Policy
- External Sharing
- The impact of these settings to users

“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
```

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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Mood Scale: How Are You Feeling?

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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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Teams admin roles…

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

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The Teams Admin Center…

Contoso | Microsoft Teams & Skype for Business Admin Center

Dashboard \ Manage teams \ X1050 Launch Team

- Dashboard
- Teams
  - Manage teams
- Devices
- Locations
- Users
- Meetings
- Messaging policies
- Voice
- Analytics & reports
- Org-wide settings

Edit

X1050 Launch Team

XL

X1050 Launch Team

Privacy
Public

Mail
X1050LaunchTeam@teamworkdemob.onmicrosoft.com

Team members | Channels | Settings

Add team members | Remove | 5 Team members

Search

Display name	User name	Title	Location	Role
Angela Donohue	AngelaD@teamworkdemob.onmicroso...	Sr Product Marketing Manager	-	Member
Christian Schacht	ChristianS@teamworkdemob.onmicros...	Sr Product Marketing Manager	-	Member
Heidi Gloudem...	HeidiG@teamworkdemob.onmicrosoft....	-	-	Owner
Jeff Teper	JeffT@teamworkdemob.onmicrosoft.co...	-	-	Member

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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

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Monitoring for adoption and usage

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Audit reporting for Teams…

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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Demo: *Ongoing management of Teams*

- Teams Admin Center
- Monitoring Team and Group Usage
- Office 365 audit reporting

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

Microsoft Teams

Search or type a command

Want an even faster, more collaborative experience? Download the desktop app. Download

Activity
Chat
Teams
Meetings
Files

Favorites
test123
Product Launch
Test Team
Contoso News
Exec Chatter
Big Wigs
General
My Other Channel
More

Join or create a team

Manage teams

Create a team

Search teams

Active (6)

Name	Description	Membership	People	Type
Big Wigs	A casual forum for senior leadership.	Owner	9	
Contoso News	Company News Channel ... everything you need to know ...	Owner	24	
Exec Chatter	Exec Chatter	Owner	2	
Product Launch	A collaboration area for the Product Launch team.	Owner	11	
Test Team	Test Team	Owner		
test123	test123	Owner		

Archived (1)

Name	Description	Membership
DC Posse	DC Posse	Owner

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

Want to archive "DC Posse"?

This will freeze all team activity, but you'll still able to add or remove members and update roles. Go to Manage teams to restore the team.

☐ Make the sharepoint site read-only for team members

Cancel | Archive

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Group expiration helps prune old Teams

Azure Active Directory admin center contoso > Users and groups >

Expiration (preview)

Search (Ctrl+/)

MANAGE

General

Expiration (preview)

ACTIVITY

Audit logs

TROUBLESHOOTING + SUPPORT

Troubleshoot

New support request

Save Discard

Renewal notifications are sent via email to group owne
day prior to group expiration. Failure to renew will resu
Office 365 group and its content from Teams, Planner,
Outlook, etc. If group owners do not have Exchange Lic
this feature.

Group lifetime (in days) Custom 31

* For groups with no owners, notify Admin@odem

Enable expiration for these Office 365 groups All Selec

Select Office 365 groups

AD Alex Dept Planning

AT Alex Team YamJam

TE test

Action Required: Renew your Office 365 group

M msonlineservicesteam@microsoftonline.com

Yesterday, 3:20 PM

MOD Administrator

Reply all

Your Office 365 group 'test' expires in 30 day(s)

test

MA

Renew group Go to group

If you don't renew, the group and its related content from Teams, Planner, Yammer, Sharepoint, Outlook, etc. will be deleted on 9/10/2017

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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 cr

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

Demo:
Lifecycle and "end of life" for Teams

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

Also consider…

Additional LIFECYCLE ideas from the field

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

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Mood Scale: How Are You Feeling?

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Wait, how are we going to make it easy for the people to do the right thing, including YOU

Right-sizing governance for Microsoft Teams

Targeting Services & Policies Across Divisions

Tenant Wide General Services

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

Address Unique Needs of Specific Departments or Divisions

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

Specialized Services Smaller Groups

- Unique needs can be addressed
- Pilots of future services

Self-Service Enablement

Balanced Controls

Efficiency through Automation

Ongoing Governance

Managed Disposition

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EXAMPLE

	DEPARTMENT A	DEPARTMENT B	DEPARTMENT C
EXTERNAL SHARING	No external sharing X	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

Demo:
End user self service

- Request for team
- Recertify
- And more cool stuf

GOVERNANCE

WITHOUT ENFORCEMENT IS JUST A SUGGESTION

Assignemt:
“Write down your top 3 call to action points and set some mile stones

- 10 minutes
- personal presentation

Today's performance in three acts…

Act 1: Introduction Teams Governance

09:00am - 10:40am

10:40 – 10:50 Short Break

Act 2: Striking the balance…

10:50am - 01:00pm

Deep dive into the governance and management of Microsoft Teams at scale in your organization. Strike the proper balance between collaboration and control

12:01pm – 12:30pm Lunch

Act 3: Pilot to production

1:00pm – 1:30pm

Act 4: End of the day 01:30pm – 02:00

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Act 3: From Pilot to production

Driving sustainable adoption of Microsoft Teams and Office 365

Why Conduct a Pilot?

Test Drive
Microsoft Teams

Minimize
Risk

Evaluate
Options

Confirm
Benefits

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Solutions For Microsoft Teams

Migration

Granular Restore & Backup

Records Management

Top-Down Governance

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Questions to consider before production

- What were the success criteria that determined it's time to move to production?
- What were the use cases you used during the pilot phase?
- What were the lessons learned during the pilot phase and what did you do with it for the existing and newly-created containers?

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Business Scenario Framework

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
Sales Management

I want to
have a single version of the sales proposal that everyone has access to rather than managing multiple versions in email

Using
Microsoft Teams to conduct meetings & centrally store and share a single version of a sales proposal that my team can edit together using co-authoring in Word and PowerPoint

I'll know this is successful when
my sales team creates proposals more easily, giving them more time to close deals

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Questions to consider before production

- ❑ Can you distinguish your pilot and test data from production? For example, did you design a Governance Foundation like:
  - ❑ Classification and naming conventions,
  - ❑ Decisions on how Teams are requested, approved, and created,
  - ❑ How policies are enforced, and
  - ❑ How Teams are being retained, expired, and disposed?

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Questions to consider before production

- ❑ Did you use what you learned to reprovision, migrate content, and delete the pilot containers?
- ❑ Did you gather feedback from your pilot users?
- ❑ Did you establish a communications and training strategy when moving to production?

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Questions to consider before production

- ❑ Did you involve support so this important department is trained and aware of what's going to be in production?
- ❑ Did you establish buy-in from business leadership/stakeholders?
- ❑ Do you have all the tech foundation in place and are all the appropriate licenses activated?

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Develop Production Deployment Plan

Month 1

- Identify use cases for Teams
- Engage leadership and secure buy-in
- Develop rules of engagement and how-to resources

Month 2

- Review pilot learnings
- Identify what works and what doesn't with use cases then modify
- Configure Teams to support use cases for company wide deployment

Month 3

- Launch use cases company wide
- Encourage leadership to consistently promote and adopt the use cases
- Showcase and highlight wins of adopting Teams

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How We Can Help You

Teams Governance Workshop

Define and Clarify Governance in the context of Teams, help identify goals of Teams in the organization. With this tailored and interactive workshop, understand Teams best-practices and get started on the right path with a pointed recommendations summary.

- Workshop Materials
- Meeting Notes

Teams Governance Assessment

In addition to Teams Governance Workshops, AvePoint will help provide a Starter Teams Governance Policy outline, along with a Best Practices Assessment and a mapping exercise of 3x Business Units to Governance policies for Teams use cases.

- Completed Workshops
- Summary Meeting Notes
- Executive Summary (PPT)
- Best Practices Assessment (DOC)
- Starter Governance Policy Outline

Teams Governance Pilot

Provide a detailed analysis of the current state and the tools and techniques to implement IT governance. Map key business units to our analysis of IA, O365 tools, and governance recommendations. Execute a Governance Pilot/POC using O365 and AOS.

- Completed Workshops
- Summary Meeting Notes
- Executive Summary (PPT)
- Strategic Roadmap (DOC)
  - Breakdown of O365 Tools
  - Info Architecture Analysis
  - User Adoption Methodology
  - Governance Policy Outline
  - Roadmap and Recommendations
- Governance POC (O365 and AOS)

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Mood Scale: How Are You Feeling?

Sad,
Depressed,
Down

In the Middle, Not
Happy nor Sad

Happy,
High,
Awesome,
Great

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	

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