

# Driving Productivity with Microsoft Teams for Law Firms & the Legal Workforce

Putting the TEAM back in  
Teamwork



[slido.com](https://www.slido.com/join/default/#16912)  
#16912



# Your presenters...



Michael Wit  
Solutions Architect  
Jersey City, NJ

<https://www.linkedin.com/in/mike-wit/>



# Your presenters...



Bryan Vanetten  
Solutions Engineer, Team Lead  
Seattle, WA

<https://www.linkedin.com/in/bvanetten>



# Shout out to the Assistants!



Tom Gawczynski  
Director, Solution  
Engineering



Sarah Zalesiak  
Director of Marketing



Valerie Calautti  
Marketing Coordinator

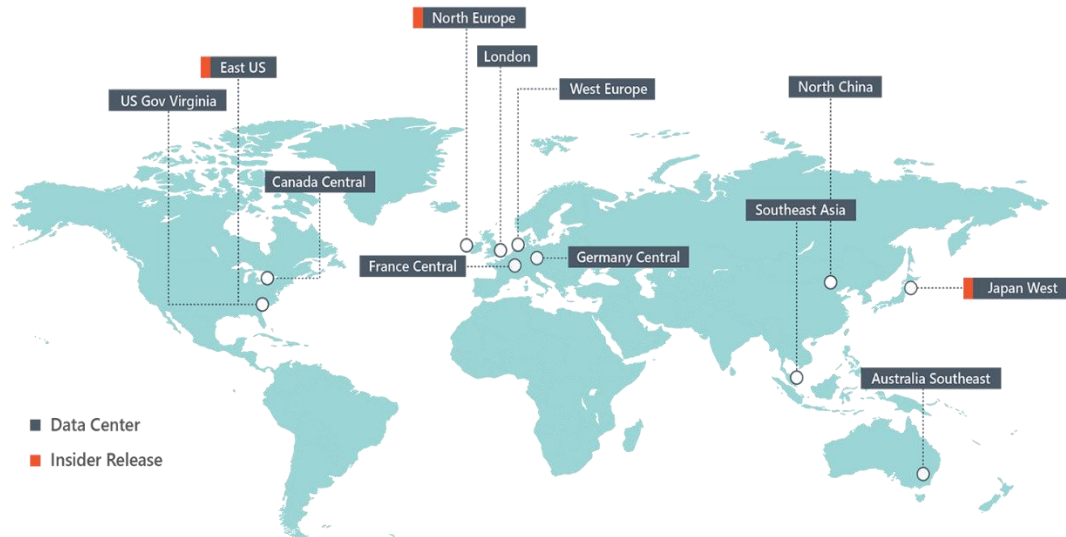
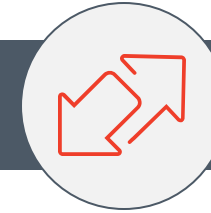




# About AvePoint



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99.5% Availability Backed by Azure  
24/7 World-Class Support  
20PB+ Managed Customer Data

ISO Certification



27001:2013

17K  
Customers

7M  
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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2020 Partner of the Year Winner  
Singapore  
2017 Partner of the Year Winner  
Public Sector: Microsoft CityNext Award  
2016 Partner of the Year Winner  
Technology for Good Citizenship Award  
2015 Partner of the Year Winner  
Collaboration and Content  
2014 Partner of the Year Winner  
Public Sector: Public Safety and National Security

# Session agenda

## Act I: The Art of the Possible (~60 minutes)

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

## Act II: Striking the Balance (~60 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.

## Act III: Handling Sprawl and Lifecycle Management going forward! (~60 minutes)

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

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



# What do YOU hope to get out of the session?





# Act I: The Art of the Possible...

---

Envisioning how Microsoft Teams can modernize your teamwork



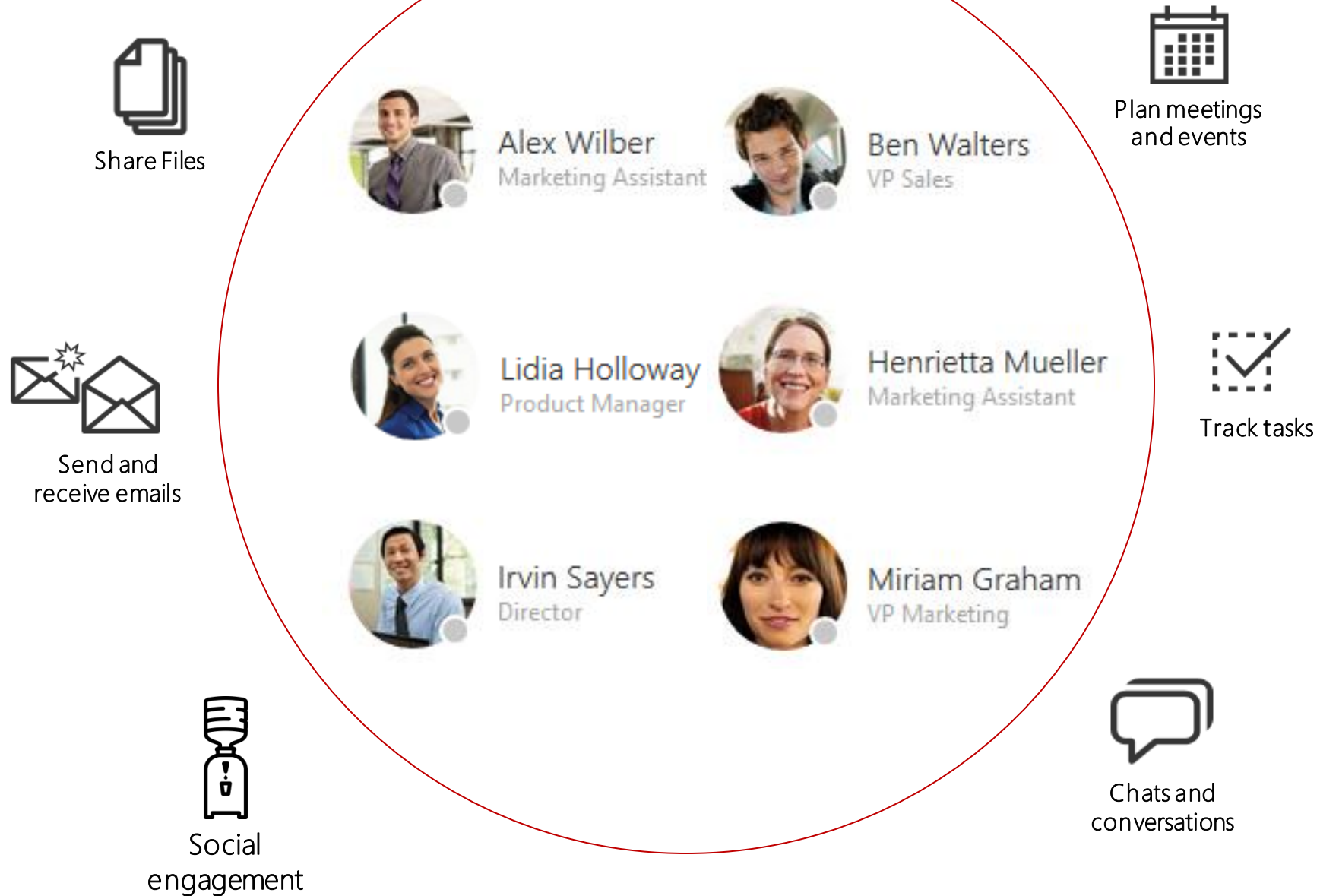
Discussion:

*What is the biggest dissatisfaction with the way you collaborate today with remote employees or distributed teams?*

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# "Team | Work"





# Understanding "Office 365 Groups" – "Microsoft 365 Groups"

*The foundation of  
Microsoft Teams*



# Equipped with Tools...

## All apps



Add-Ins



Admin



AvePoint MyH...



AvePoint MyH...



Calendar



Compliance



Delve



dxprovisionin...



dxprovisionin...



Dynamics 365



Excel



Forms



Kaizala



Microsoft Clo...



MOD Demo P...



MyAnalytics



OneDrive



OneNote



Outlook



People



Planner



Power Apps



Power Autom...



Power BI



PowerPoint



Security



SharePoint



Stream



Sway



Tasks



Teams



To Do



Video



Whiteboard

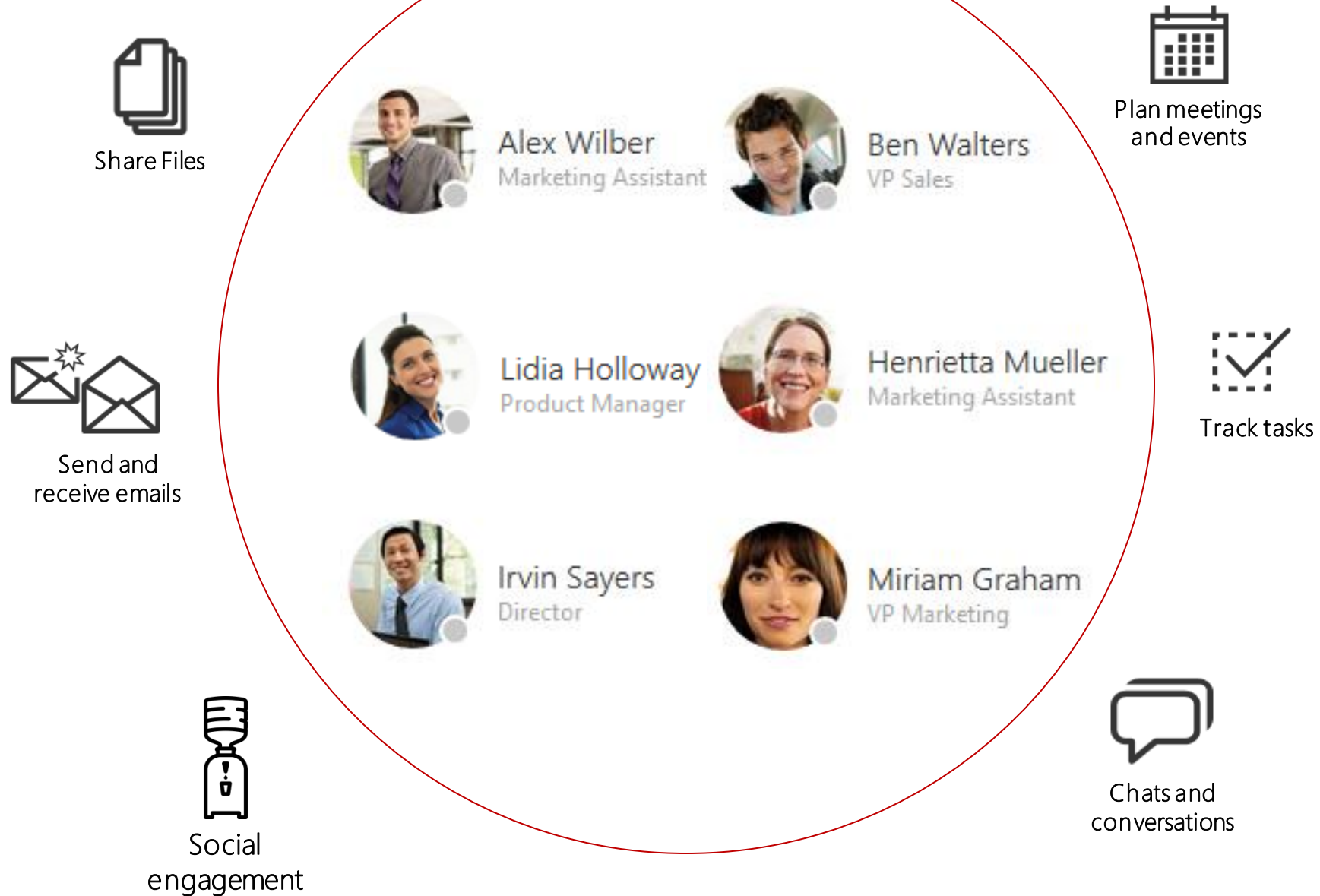


Word



Yammer

# "Team | Work"



# 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

...



# "Flavors" of O365 Groups...



Conversations  
happen in  
**emails**



Conversations  
happen in  
**channels** and  
**persistent**  
**chat**

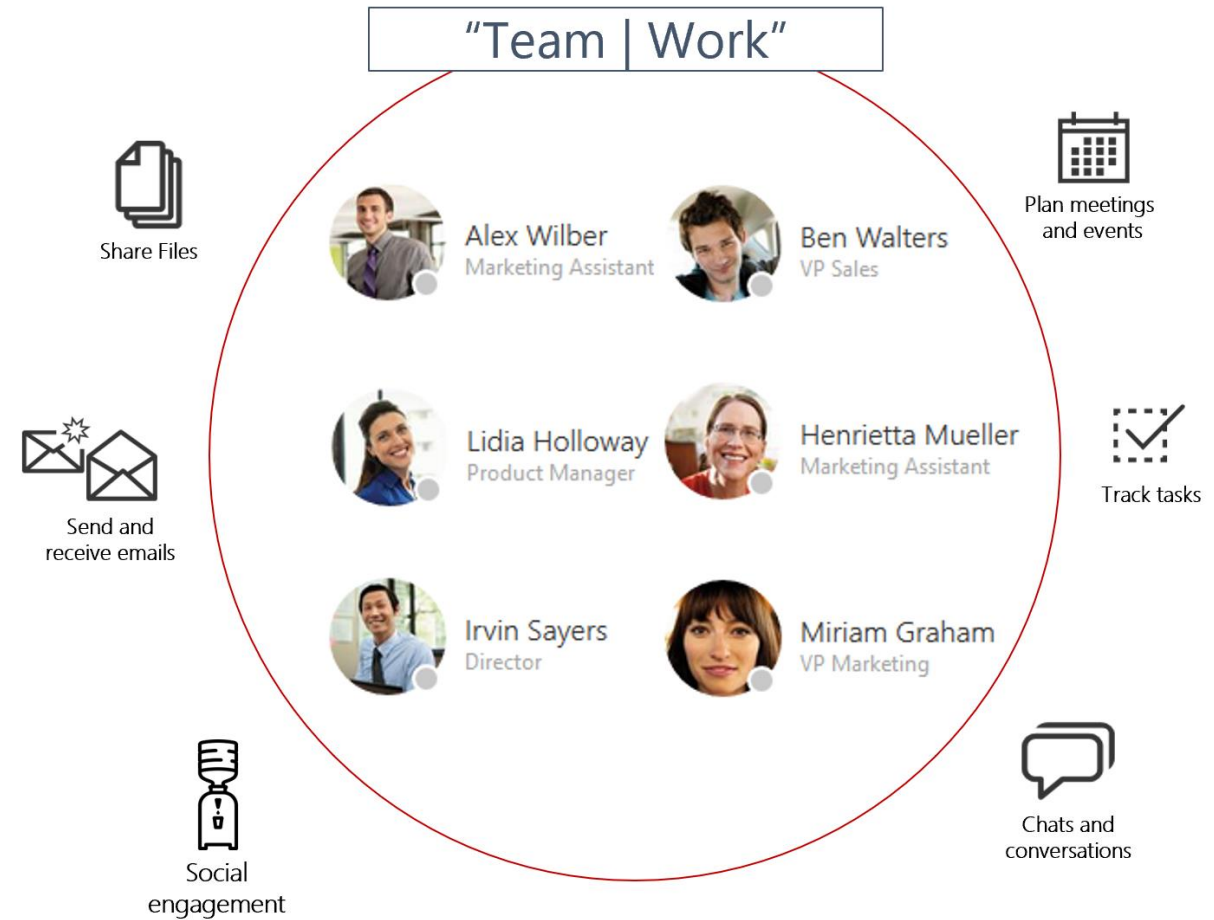
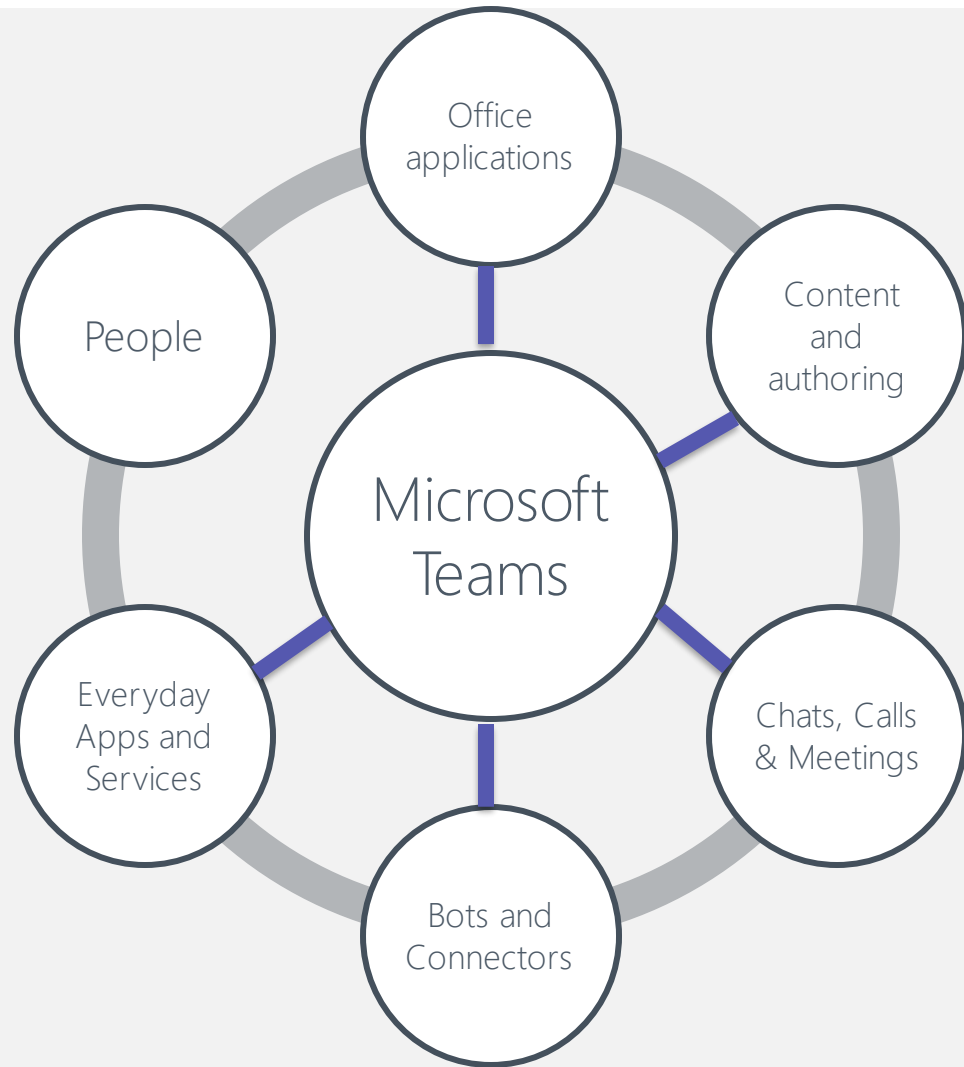


Conversations  
happen in  
**Yammer**  
**posts\***

*\*Yammer is not currently in GCC environments*



# Look familiar?

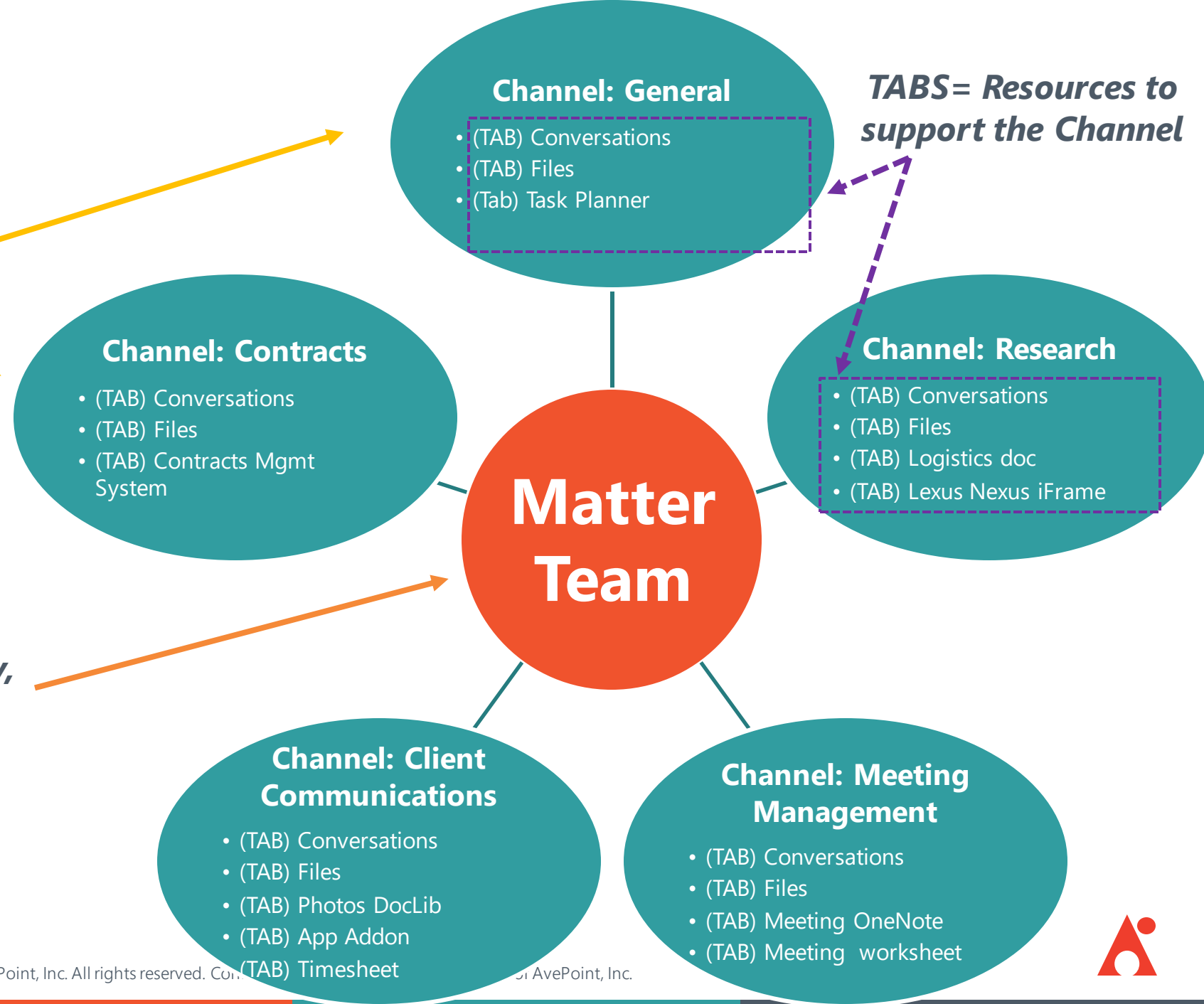




# The basic "shape" of a Team...

**CHANNEL** = Focus area & "attention" boundary

**TEAM** = Security boundary, O365 Group membership



# The "hub" ... in action!

*The TEAM*      *The Team's CHANNELS*      *Channel TABS*

The screenshot displays the Microsoft Teams application interface. On the left sidebar, under 'Your teams', the team 'ACMETeam\_1234-123' is highlighted with a red box. Below it, the 'General' channel is highlighted with a blue box. The main content area shows the 'General' channel tabs (General, Posts, Files, Wiki, Notes, Website) at the top, which are highlighted with an orange box. Below the tabs, the 'iManage Work' interface is visible, showing a search bar and a list of 'Recent Documents' including 'Chapter 1.pdf', 'Arrangement Letter DocsCorp with references.docx', 'Arrangement Letter Town Corp with references.pdf', 'Application for Final Decree Exhibit C.pdf', and 'Sale of business letter - XYZ Nominees.docx'. A context menu is open over the 'Arrangement Letter Town Corp with references.pdf' document, showing options like 'Preview', 'Edit', 'Open In Protected View', 'Download', 'Take Offline', 'Print', 'Upload New Version', 'Add to My Favorites', 'Copy Link', 'Share', 'Copy', 'Move', 'Delete', 'More Actions', and 'Timeline'.



"Conversations" are at the heart of Team collaboration

Search or type a command

Contoso Health > Contoso Health Main Campus ★ ...

Conversations

Files

Huddle Planner

+

Patti Fernandez

8/13 7:34 PM

**IMPORTANT!**

The dashboard is showing that the patient infection rates are starting to climb post surgery. Can we meet on this sometime today?

Lynne Robbins

8/13 7:34 PM

Yes - We should definitely meet and come up with a plan to get ahead of this. I will be in the office soon.

← Reply

Nestor Wilke

8/13 7:35 PM

I saw this at the Healthcare summit, really great stuff here:

Berkeley Lean-Healthcare-Design-Forum-Jan262017-Final.pptx

...

2 replies from Jordan and Nestor

← Reply

Lynne Robbins

8/13 7:35 PM

**Wednesday Construction Notice**

Wednesday there will be maintenance in the main lobby from 3-4. Plan accordingly.

Enrico Cattaneo

8/13 7:35 PM

Thanks for the heads up! 🙌

← Reply

Start a new conversation. Type @ to mention someone.

**B**

*I*

U

Paragraph ▾

Type a new message

- 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 3<sup>rd</sup> party applications



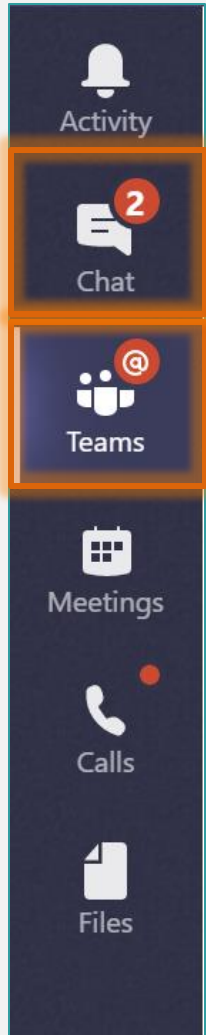
# The Difference between Channel Conversations and Chats

## 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

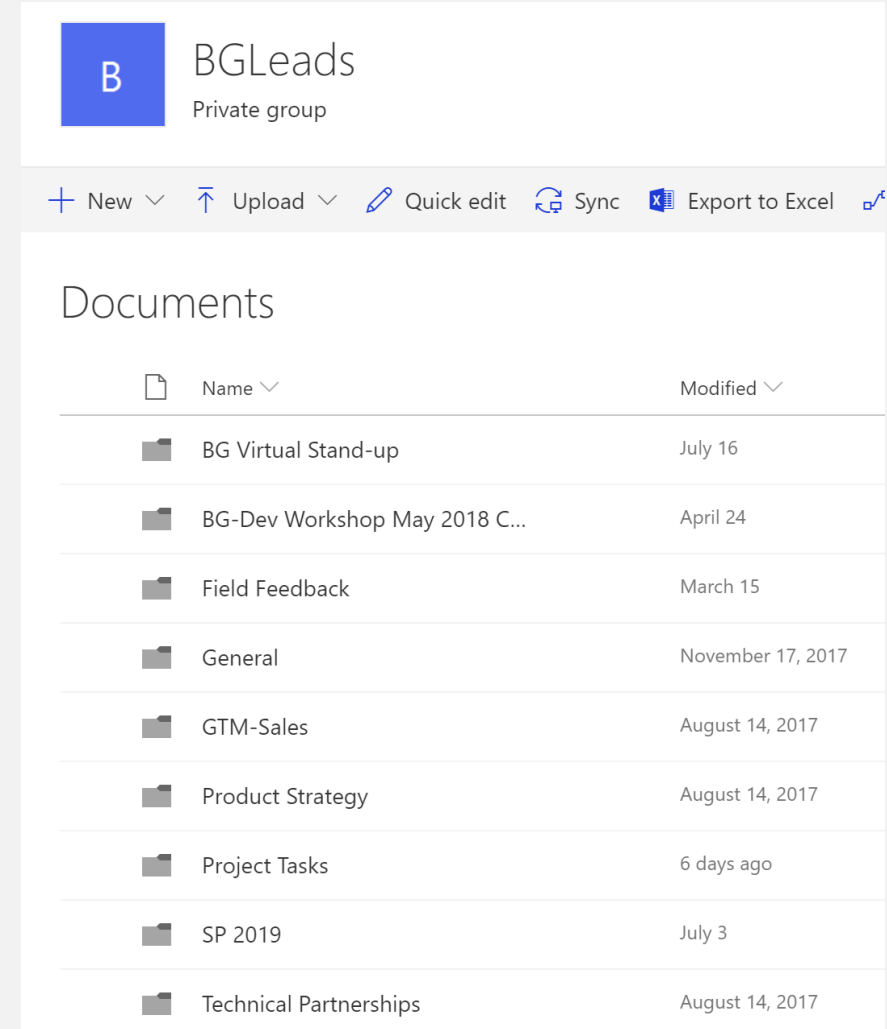
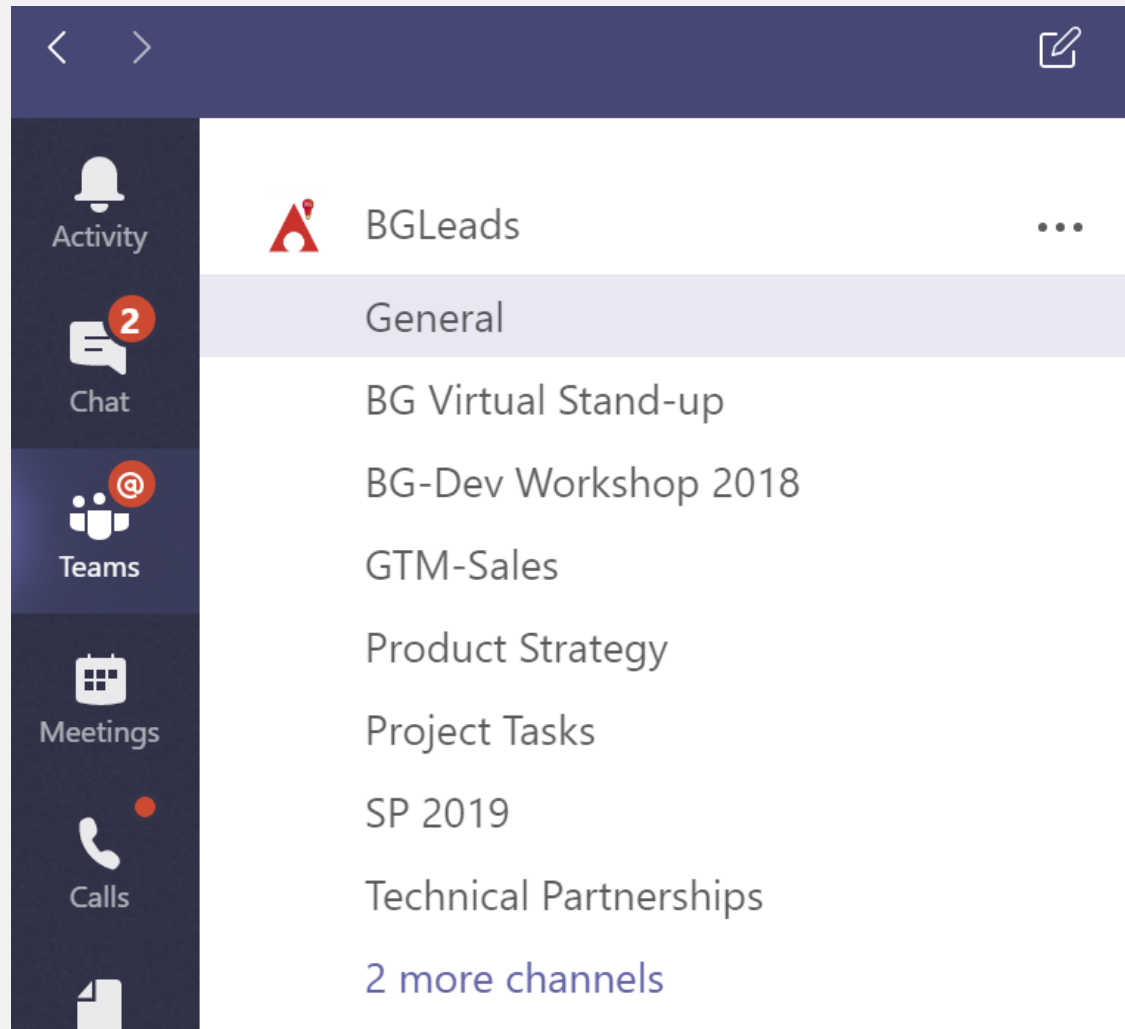


# Having trouble getting users to store files where they belong?

... what if you could have proper file storage without changing behavior?



# Teams "Files" are really SharePoint files...





# An Announcement on Notifications

The image shows a screenshot of the Microsoft Teams application interface. On the left, the 'Teams' list is visible, showing various channels like 'Product Launch', 'General', 'Features In Development', and 'Launch Campaign X'. Red arrows point from these channels to the 'Channel notification settings' dialog box on the right. The dialog box is titled 'Channel notification settings' and shows 'Product Launch > General' as the selected channel. It displays 'All new posts' as the notification type, with a dropdown menu set to 'Off'. Below this, there are sections for 'Mentions' (Personal mentions, Channel mentions, Team mentions) and 'Messages' (Chat messages, Replies to conversations I started, Replies to conversations I replied to, Likes and reactions, Followed channels, Suggested, Trending). Each section has a dropdown menu. At the bottom, there is a 'Cancel' button and a 'Save' button. In the background, a 'Settings' dialog box is also visible, showing the 'Notifications' tab selected, with options for 'General', 'Privacy', 'Devices', 'Permissions', and 'Calls'.

Microsoft Teams

Search or type a command

Teams

General Posts Files Wiki News +

Product Launch > General

All new posts

Off

Banner and feed

Cancel Save

Settings

General Privacy Notifications Devices Permissions Calls

Mentions

Personal mentions Banner and email

Channel mentions Banner and email

Team mentions Banner and email

Messages

Chat messages Banner and email

Replies to conversations I started Banner

Replies to conversations I replied to Banner

Likes and reactions Banner

Followed channels Banner and email

Suggested Only show in feed

Trending Only show in feed

Other

Team membership changes Banner

Team role changes Banner

Notification sounds Call, mention and chat

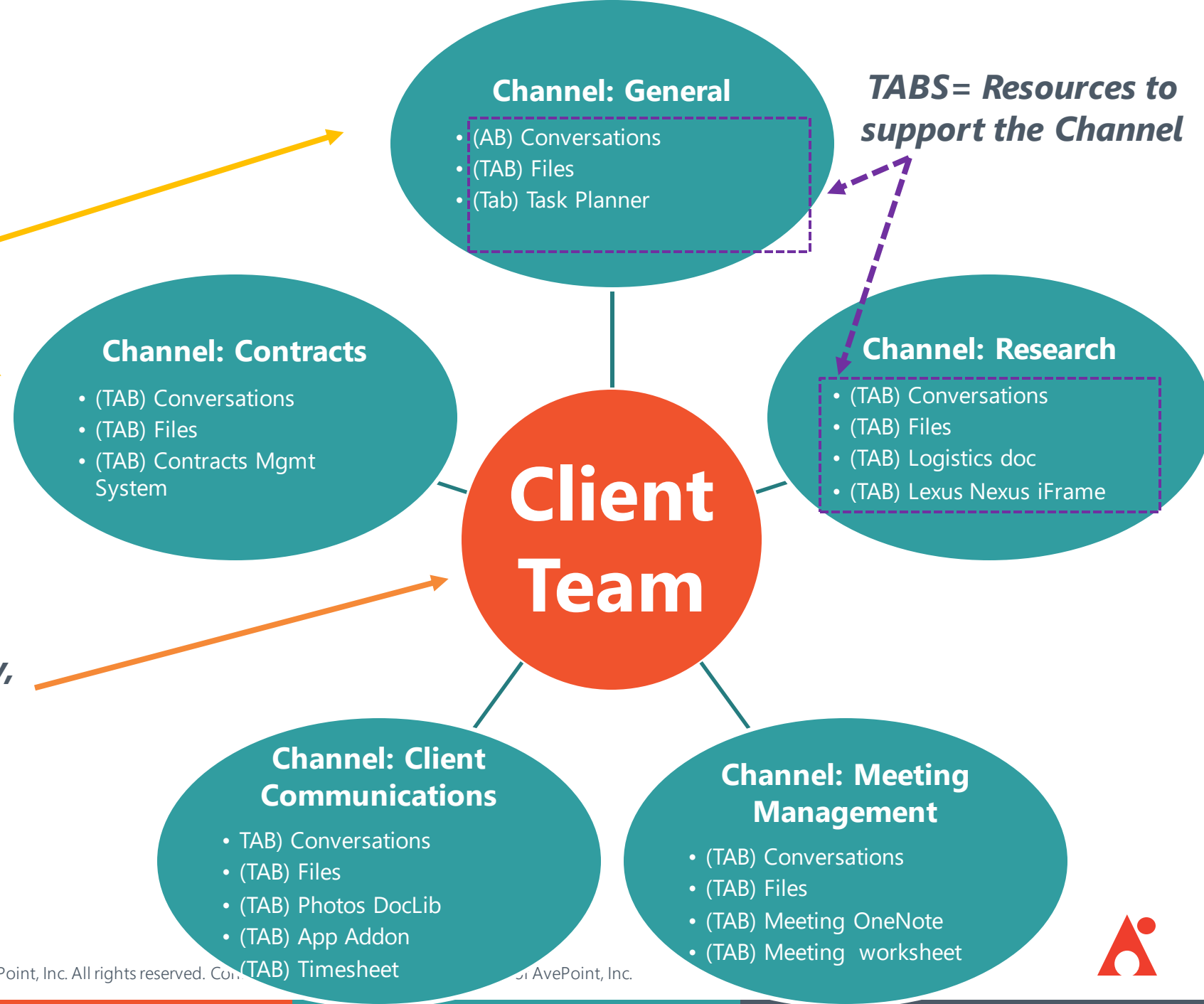
Missed activity emails Once every hour



# The basic "shape" of a Team...

**CHANNEL** = Focus area & "attention" boundary

**TEAM** = Security boundary, O365 Group membership



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

The screenshot shows a Microsoft Teams channel interface. At the top, there are tabs for 'General', 'Posts', 'Files', 'Wiki', and 'News'. A hand icon is pointing to the 'Add' button (a plus sign) next to the 'News' tab. Below the tabs, there is a large yellow circle containing a green plus sign and two profile pictures of 'Maxine' and 'ky'. Below this circle is a button that says 'Add more people'. At the bottom left, there is a notification that says 'Megan Bowen joined the team.'.

The 'Add a tab' dialog box is open, showing a search bar and a grid of app icons. The dialog box has a title 'Add a tab' and a close button (X). Below the title, it says 'Turn your favorite apps and files into tabs at the top of the channel' and 'More apps'. The grid is divided into two sections: 'Tabs for your team' and 'More tabs'.

**Tabs for your team**

Icon	App Name
	Document Library
	Excel
	Forms
	Jira Cloud
	OneNote
	PDF
	Planner
	Power BI
	PowerPoint
	SharePoint
	Stream
	Website
	Wiki
	Word

**More tabs**

Icon	App Name
	Aktivlearn Plus
	AMION
	aulaPlaneta
	Avochato
	BA Insight
	Beedle
	Beesy
	BROCK HAUS
	Calendar
	do book
	EasyIQ

Manage apps

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





Unlock productivity with

# 150+ integrations



# Key Concepts Covered So Far...

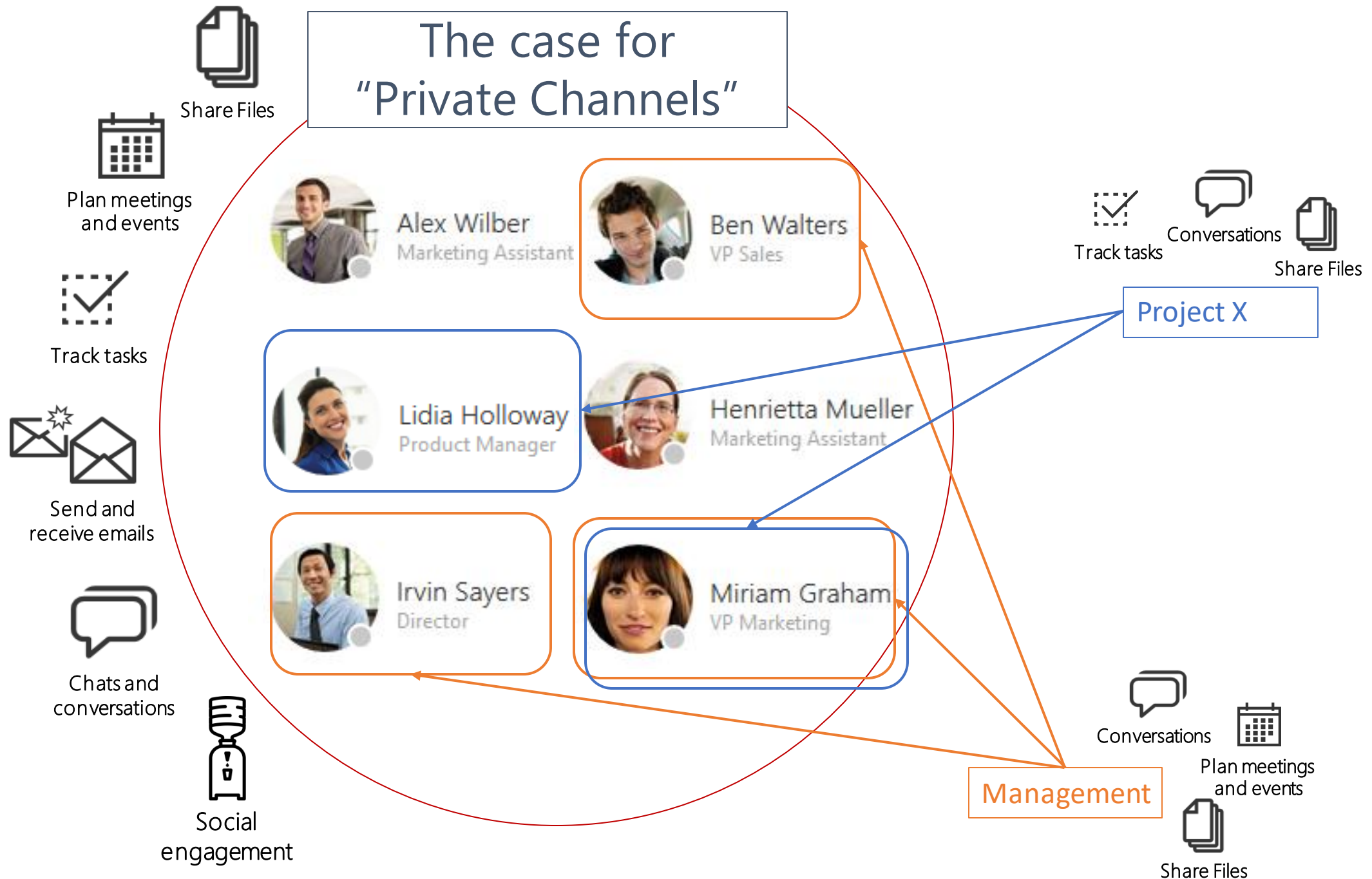
- Introductions & Scope of Conversation – Acts I-III
- Discussed the concept & technical approach relating to Teams
- Overview of the initial Information Architecture, Workloads, and elements that make up a team – fundamentally about people and enabling them with common tools
- Pointed out the crucial concept that as O365 evolves, Teams will be a central hub of collaboration and activity going forward



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

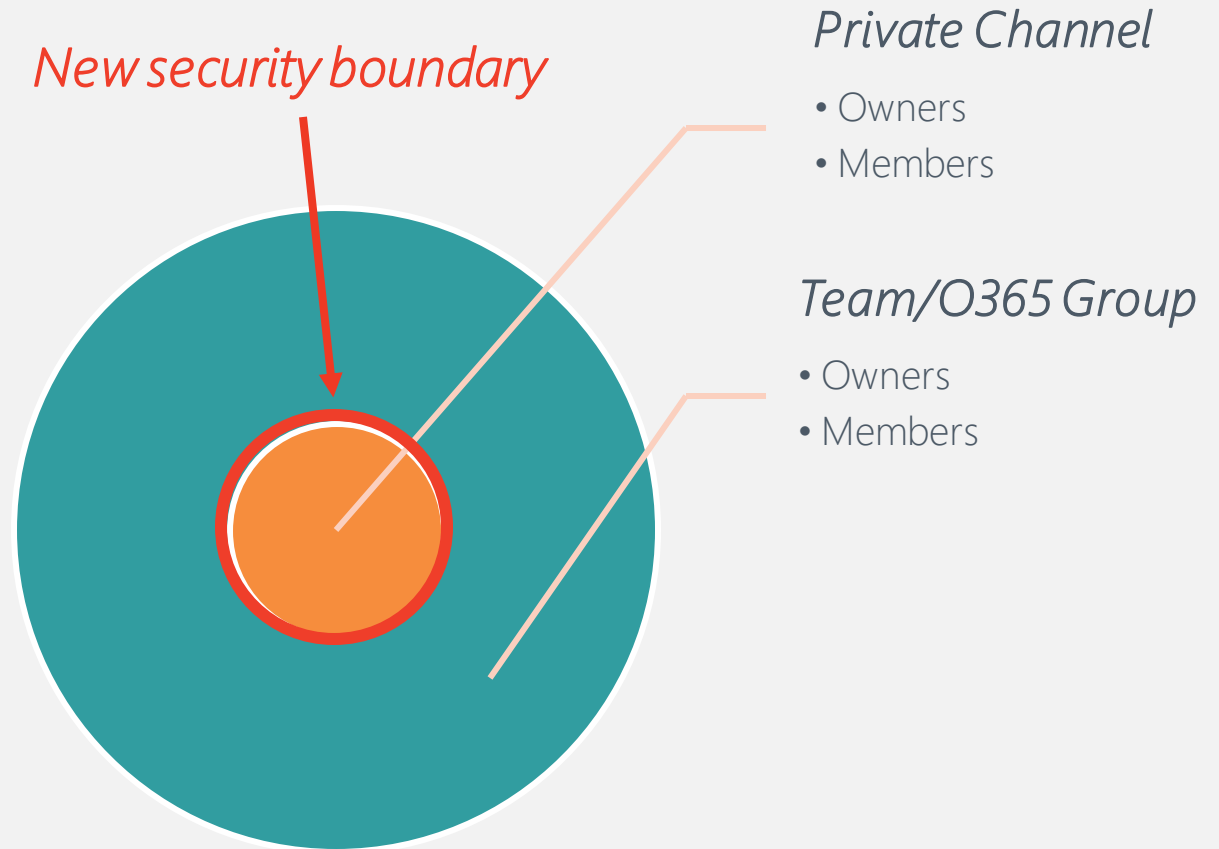
- Creating and navigating Teams and Channels
- Creating and participating in conversations
- Document sharing and co-authoring in Channels
- Bots, Apps, and other Addons
- Other Social Aspects of Teams





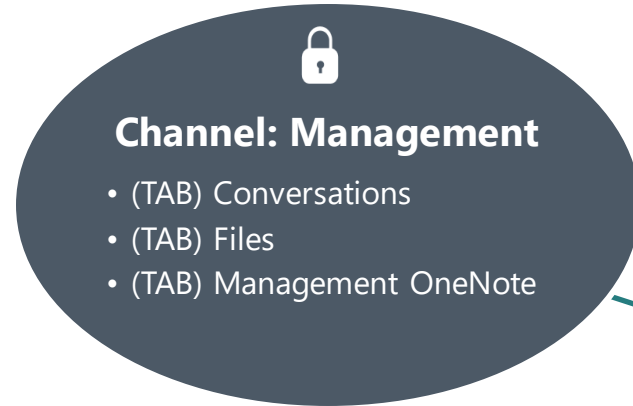
# Channel “members” and “owners” in private channels

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



# The shape of a Team with private channels

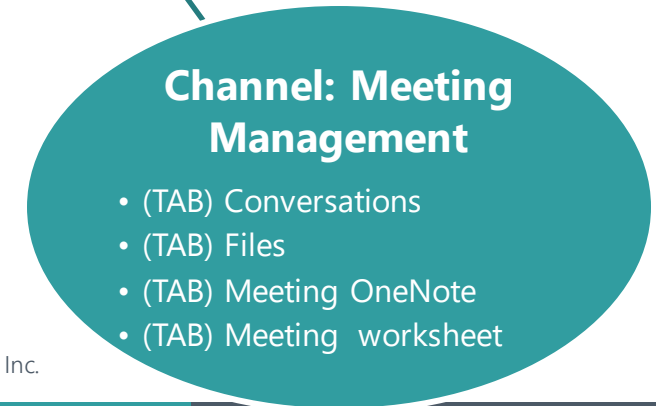
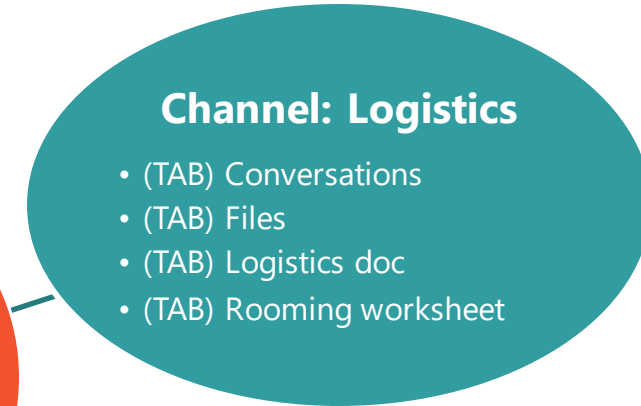
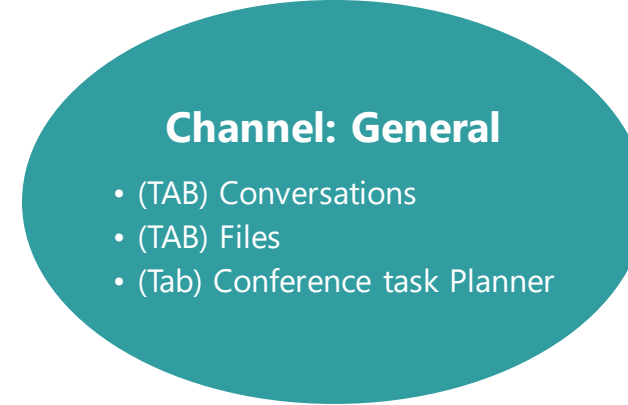
**PRIVATE CHANNEL =**  
**Focus/attention AND**  
**security boundary**



**TEAM = security boundary,**  
**O365 Group membership**



**STANDARD CHANNELS =**  
**Focus area & "attention"**  
**boundary**




# The Evolving Features Available on Private Channels

















Contoso

## Message center

Each message gives you a high-level overview of a planned change and how it may affect your users, and links out to more detailed information to help you prepare. [Learn more about managing changes](#)

All active messages High importance Unread messages Archived messages

 Archive  Mark as unread  Share

	Message title	Act by	Category
	 Organizational branding of Teams custom apps store		Stay Informed
	Search Yammer using the Teams Communities app		Stay Informed
	(Updated) Final Reminder: Office 365 ATP External email forwarding controls and polic...		Plan For Change
	Updated sender name for Message center email communication		Stay Informed
	Configuration Change: We're making some changes to the way we treat Feedback in O...		Plan For Change
	(Updated) Speaker attribution in Live Captions		Stay Informed
	(Updated) Introducing live transcription in Microsoft Teams meetings		Stay Informed
	(Updated) Microsoft Authenticator App Lock will be enabled by default		Stay Informed
	Deployment schedule available for Microsoft Power Platform 2020 Release Wave 2		Stay Informed
	Flow Admin Center unavailable		Stay Informed
	Turn off message preview for chat notifications in Teams		Stay Informed

## Organizational branding of Teams custom apps store

MC222261, Stay Informed, Published date: Sep 16, 2020

You will soon be able to customize the Teams Apps store with your organizational branding for line of business applications in your custom apps store.

This message is associated with Microsoft 365 [Roadmap ID 67111](#).

### When this will happen

This feature will be available in late September.

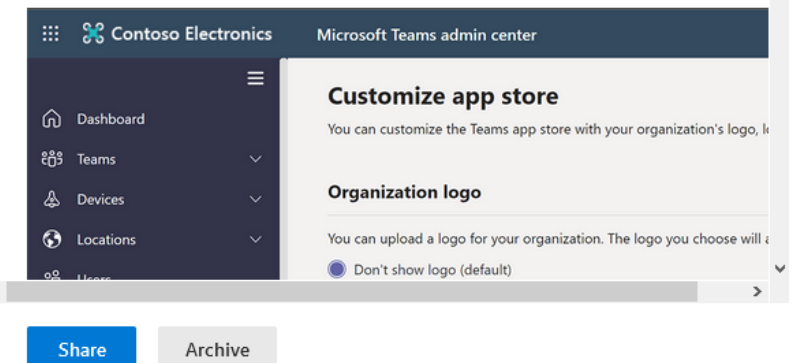
### How this will affect your organization

After you [upload brand images and customize colors](#), your users will see this in their line of business app catalog.

### What you need to do to prepare

If your organization publishes line of business apps, prepare the brand assets needed to be able to [customize your tenant app store](#). You will need:

- Company logo (240x60)
- Background image (1212x100) or Background color
- Logomark (32x32)

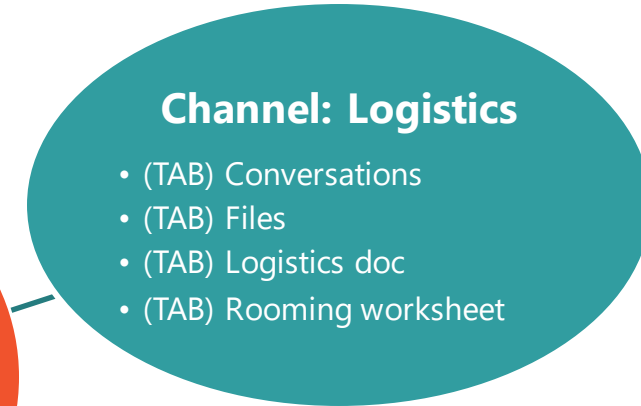
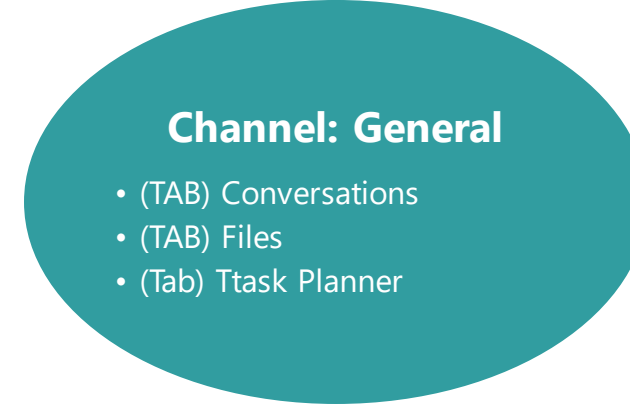


# The shape of a Team with private channels

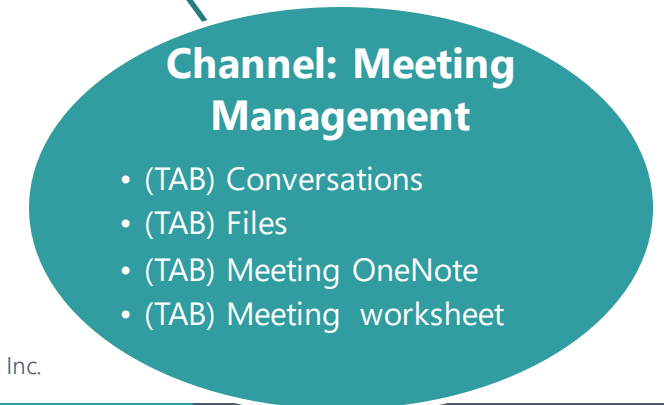
**PRIVATE CHANNEL =**  
**Focus/attention AND**  
**security boundary**



**TEAM = security boundary,**  
**O365 Group membership**



**STANDARD CHANNELS =**  
**Focus area & "attention"**  
**boundary**



# Where does private channel content “live”?

## Conversations

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

## Files

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



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



## Teams handles most of the work...

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

## But SharePoint is still SharePoint...

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



# Key Concepts Covered So Far...

- Microsoft's Philosophy of Teams Collaboration
- Integrating M365 workloads through the Teams Architecture
- The Difference between Groups and Teams
- User Collaboration Experience based on Device
- Business considerations for managing Teams across the company





# Demo: Working with Private Channels

- Creating Private Channels
- Private Channels & SharePoint
- Limiting Private Channels in your team

# Meeting needs are changing

Our customer's employees are more mobile, increasing remote collaboration

**72%** of employees will be working remotely by 2020

**56%** of meetings have at least one remote attendee

**1/3** of meetings are 100% virtual in nature

**38%** of remote attendees join via mobile



Video is becoming the norm





Unprepared attendees

No context shared

Distractions

Are teams getting the most out of meetings?

Remote attendees don't feel included

Lack of follow-through after the meeting

# Managing your meeting life in Teams...

Microsoft Teams

Search or type a command

Calendar

Meet now + New meeting

Schedule new meetings

Today < > March 2020 - April 2020 Work week

	30 Monday	31 Tuesday	01 Wednesday	02 Thursday	03 Friday
8 AM	Company All Hands Mark 8 Project Team / Go to Market Plan Lee				
9 AM	UX Sync Mark 8 Project Team / Design Pradeep Gupta		UX Sync Mark 8 Project Team / Design Pradeep Gupta		UX Sync Mark 8 Project Team / Design Pradeep Gupta
	Website Review Mark 8 Project Team / Digital Assets Web Lynne Robbins		Website Review Mark 8 Project Team / Digital Assets Web Lynne Robbins		
10 AM	Social Media Campaign Mark 8 Project Team / Go to Market Plan Lidia		Social Media Campaign Mark 8 Project Team / Go to Market Plan Lidia		Social Media Campaign Mark 8 Project Team / Go to Market Plan Lidia
11 AM					
12 PM	Core Web Team Sync Mark 8 Project Team / Digital Assets Web Prac		Core Web Team Sync Mark 8 Project Team / Digital Assets Web Prac		Core Web Team Sync Mark 8 Project Team / Digital Assets Web Prac
			General sync-up MOD Administrator		
1 PM	Market Plan Review Mark 8 Project Tea	Online Marketing Online Sales and Mar	Market Plan Review Mark 8 Project Team / Go to Market Plan Grac		
2 PM					
3 PM	Mark 8 Project Sync Mark 8 Project Team / Research and Developm				

Join current meetings

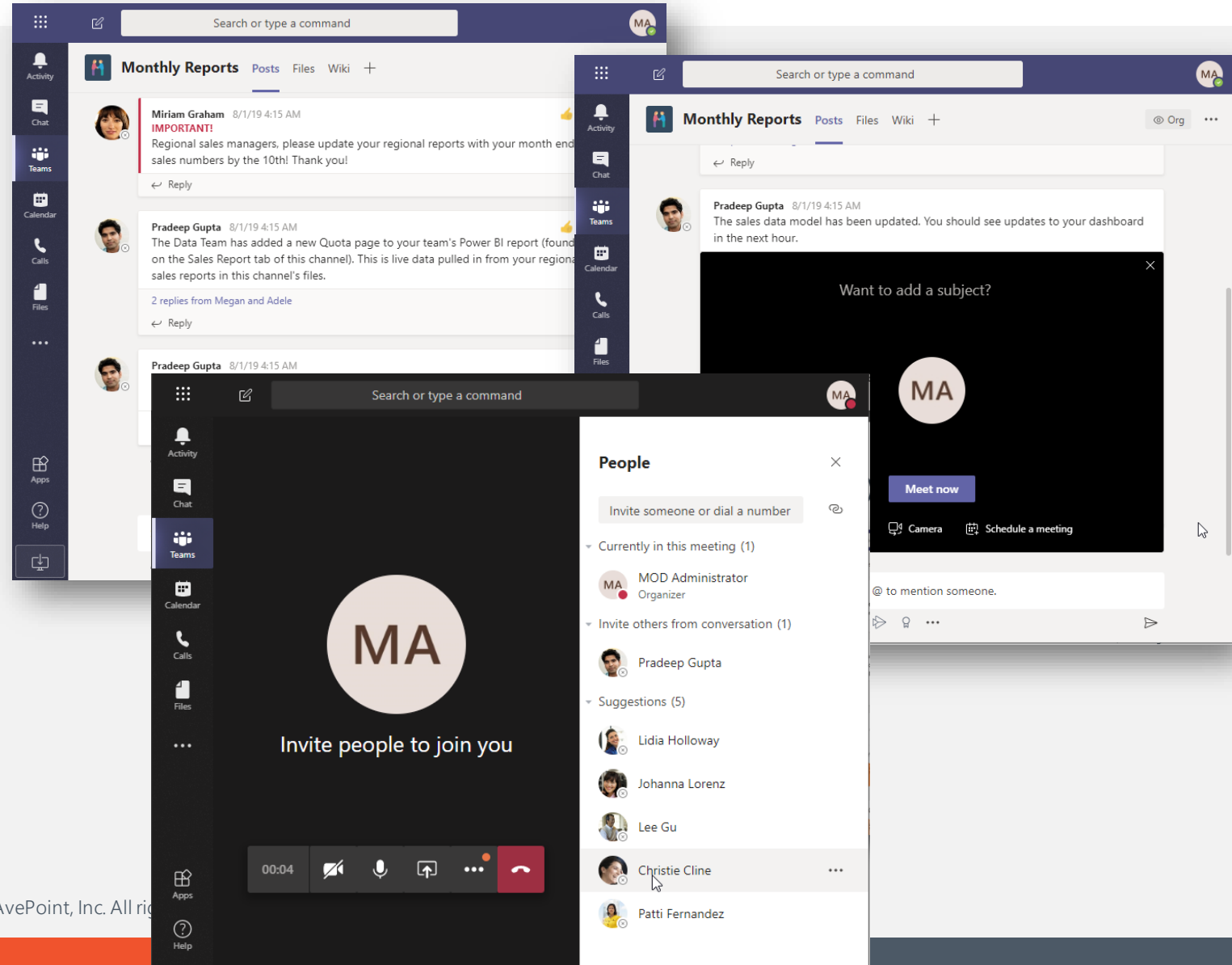




# Initiating quick and easy ad-hoc meetings...

## "Meet Now"

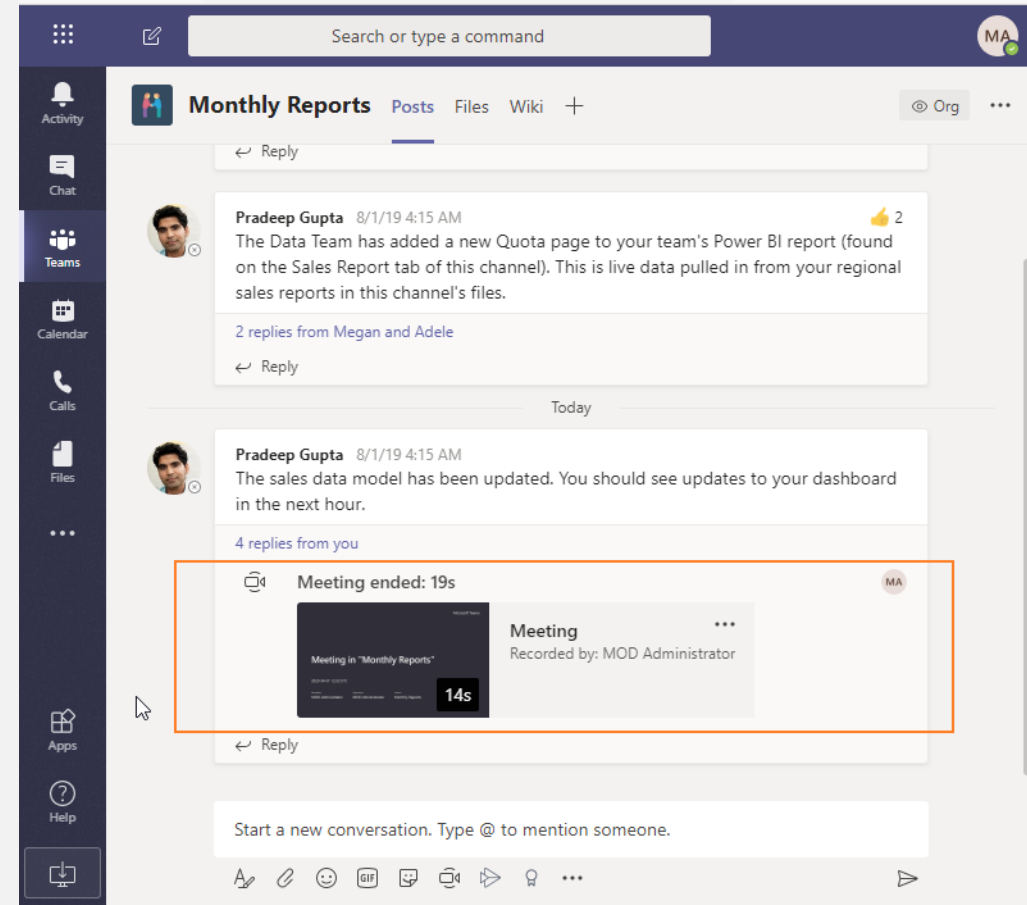
- Evolve naturally from a new or active conversation
- Can have video, audio and screen share
- Easy to invite those from the active conversation as well as others from the team



# Reviewing past meetings: *Channel Meetings*

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

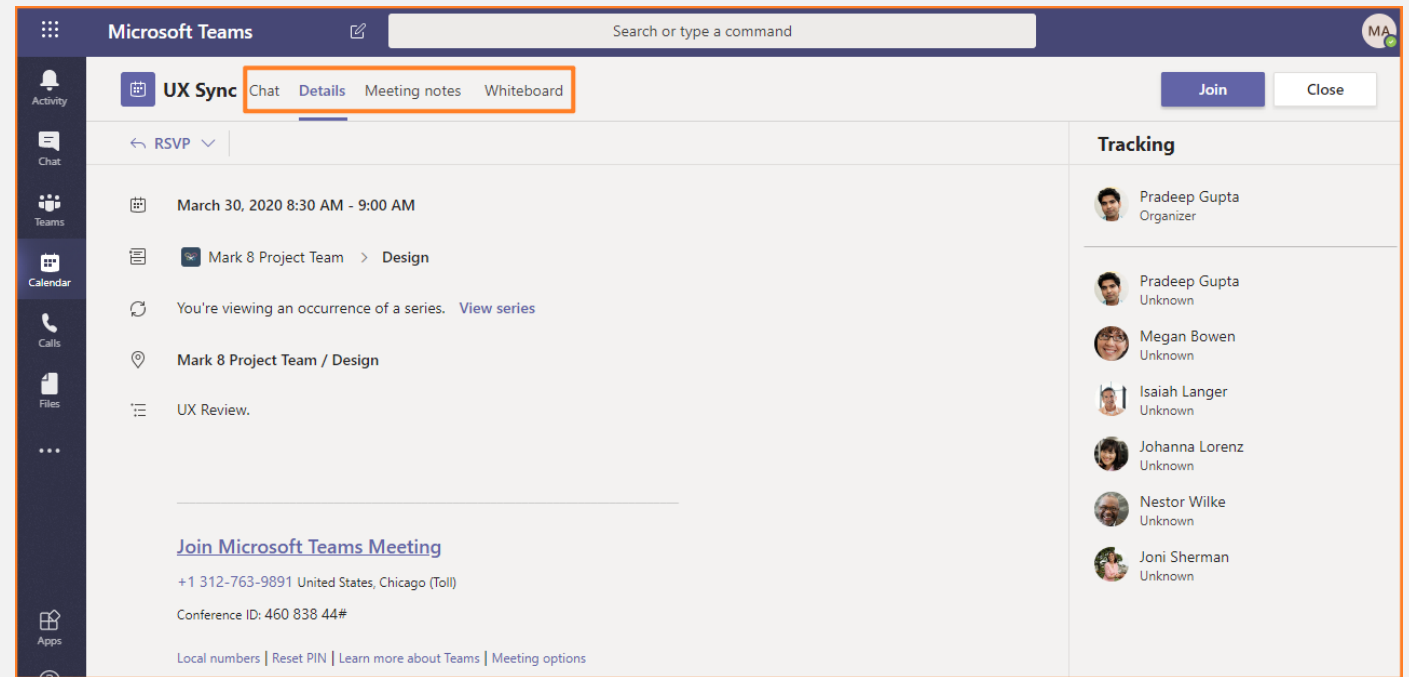
- Appears in-line with the conversation thread
- Includes all chat messages and files and notes shared during the meeting
- If recorded, recording and transcription available for all team members to review



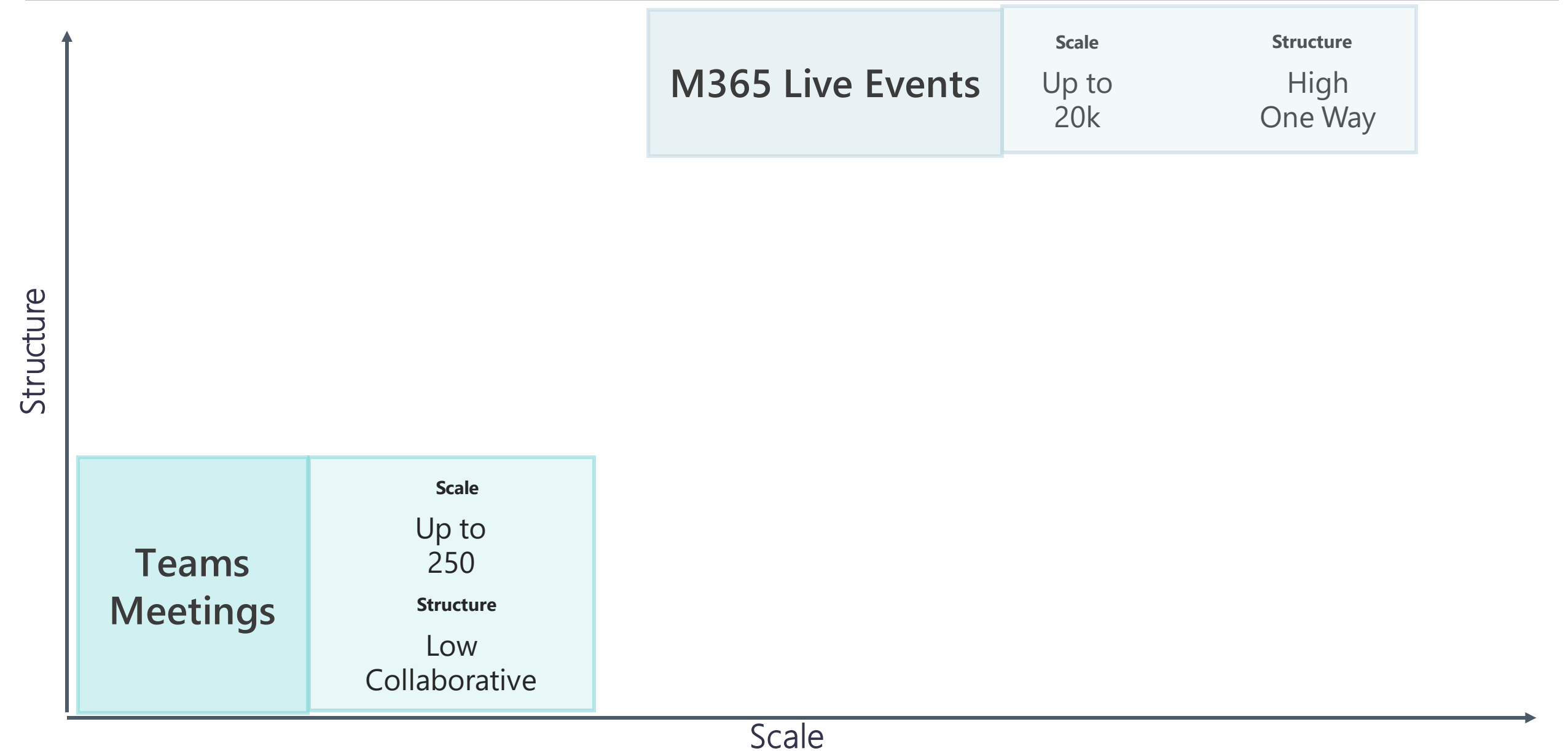
# Reviewing past meetings: *Non-channel meetings*

Use the Calendar to access past meetings...

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

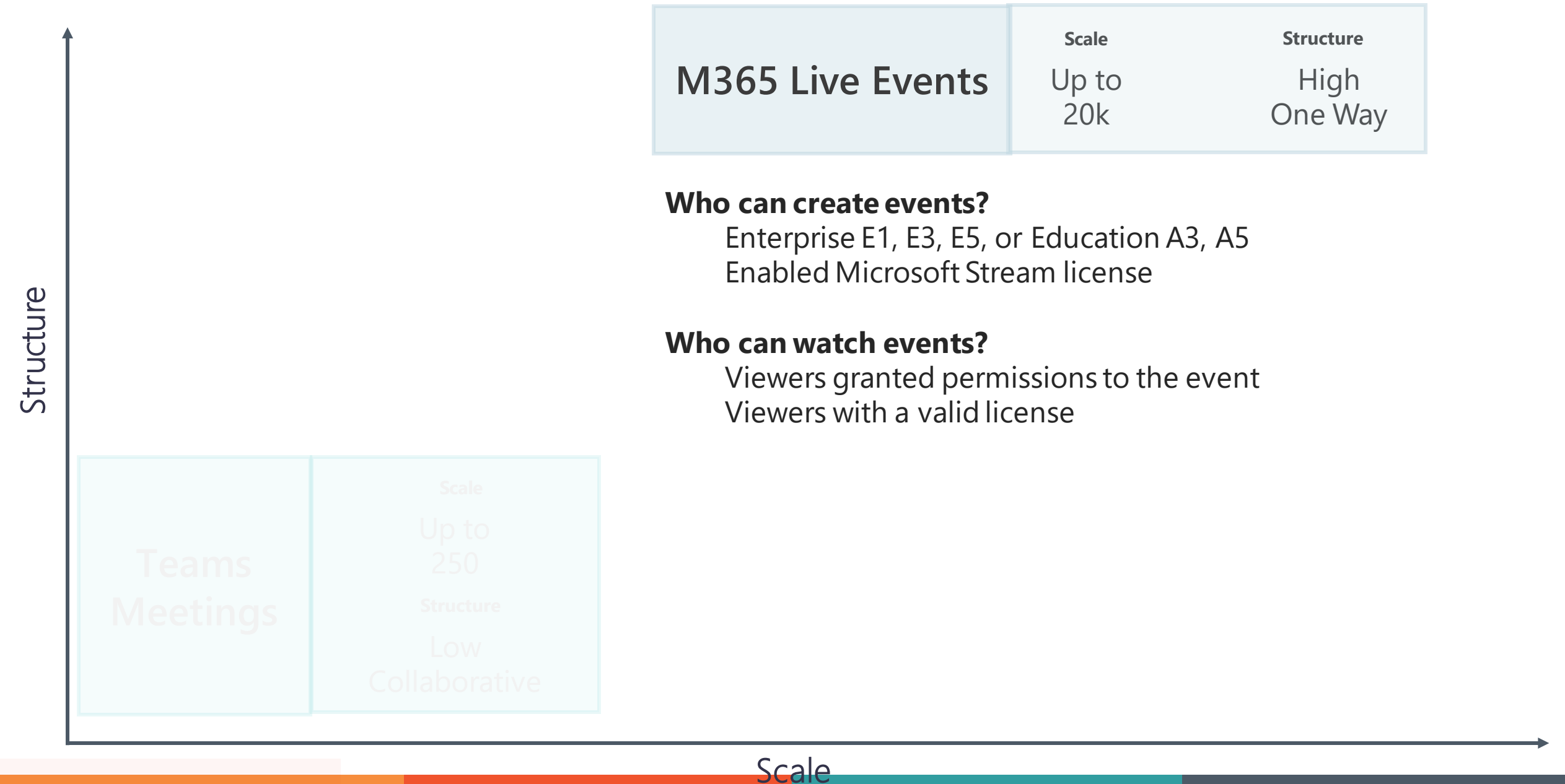


# Teams Meetings & Live Events





# Teams Meetings & Live Events



# Key Concepts Covered So Far...

- What we are seeing in this rapidly changing world regarding meetings
- Different ways users can leverage meetings in Teams – impromptu, scheduled, historical
- Variety of meeting types, smaller or broadcast and what is available to organizations
- Video Chat and Options for audio



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

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

# Quick Break

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## Act II: Striking the Balance Between Collab and Control

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Right-sizing governance for Microsoft Teams

# Discussion:

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





# 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.

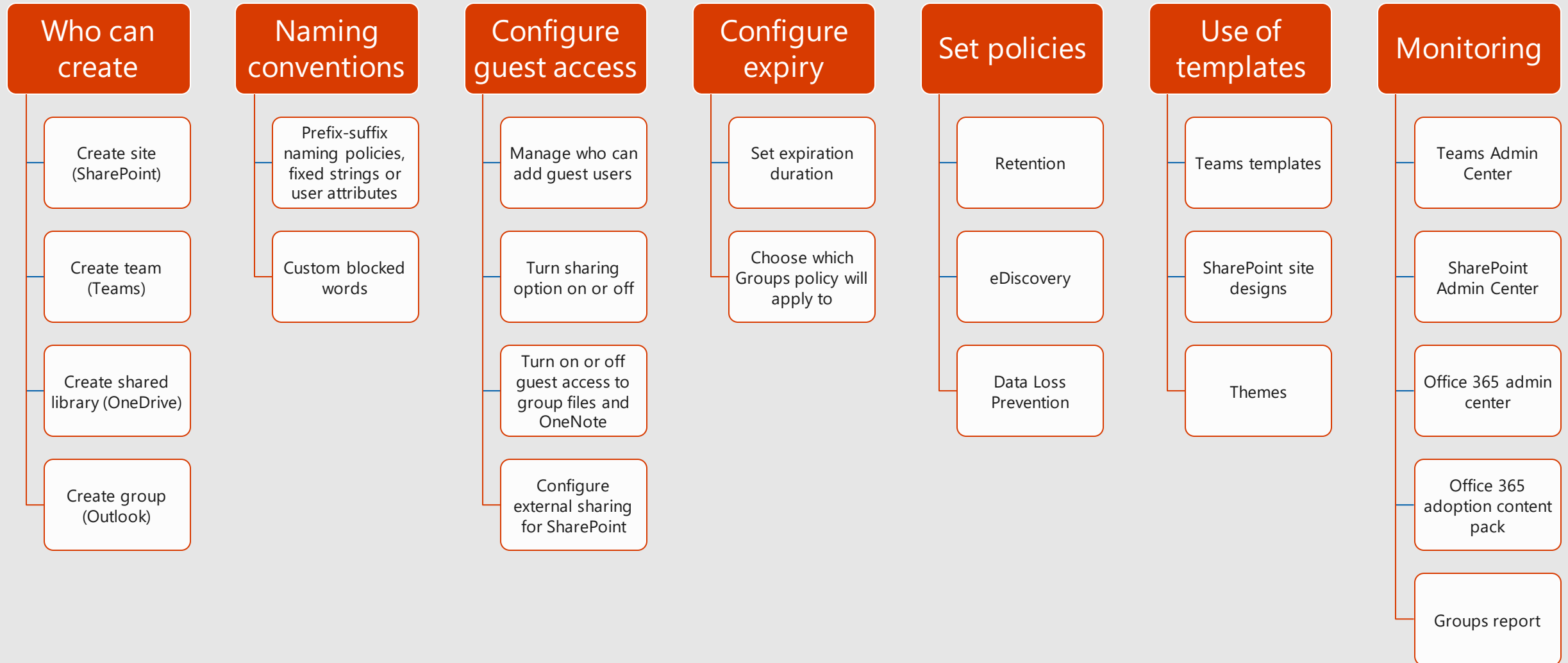


# Office 365 Groups = Membership Service



**Office 365 Groups:** Single team membership across apps and services

# Control governance before day one



# Let's keep it simple...



For collaborative workspaces in O365, customers want to govern:

How are Teams  
requested, approved  
and created

*Provisioning*

How are availability,  
compliance and  
changes over time are  
managed

*Management*

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

*Lifecycle*



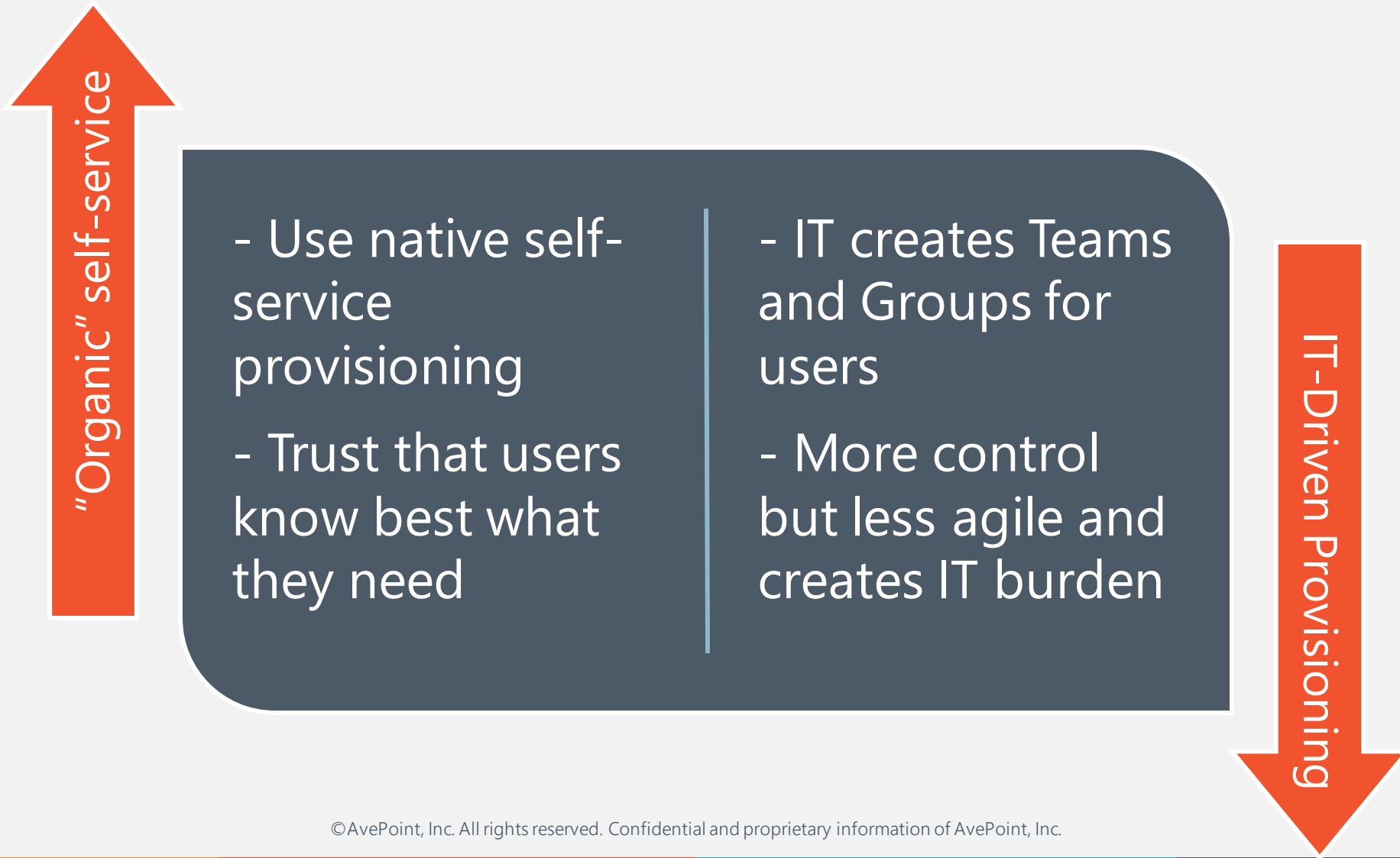
# Consideration 1

How Teams are  
Born

- Sprawl
- Duplication
- Appropriateness
- Convention
- Cataloging

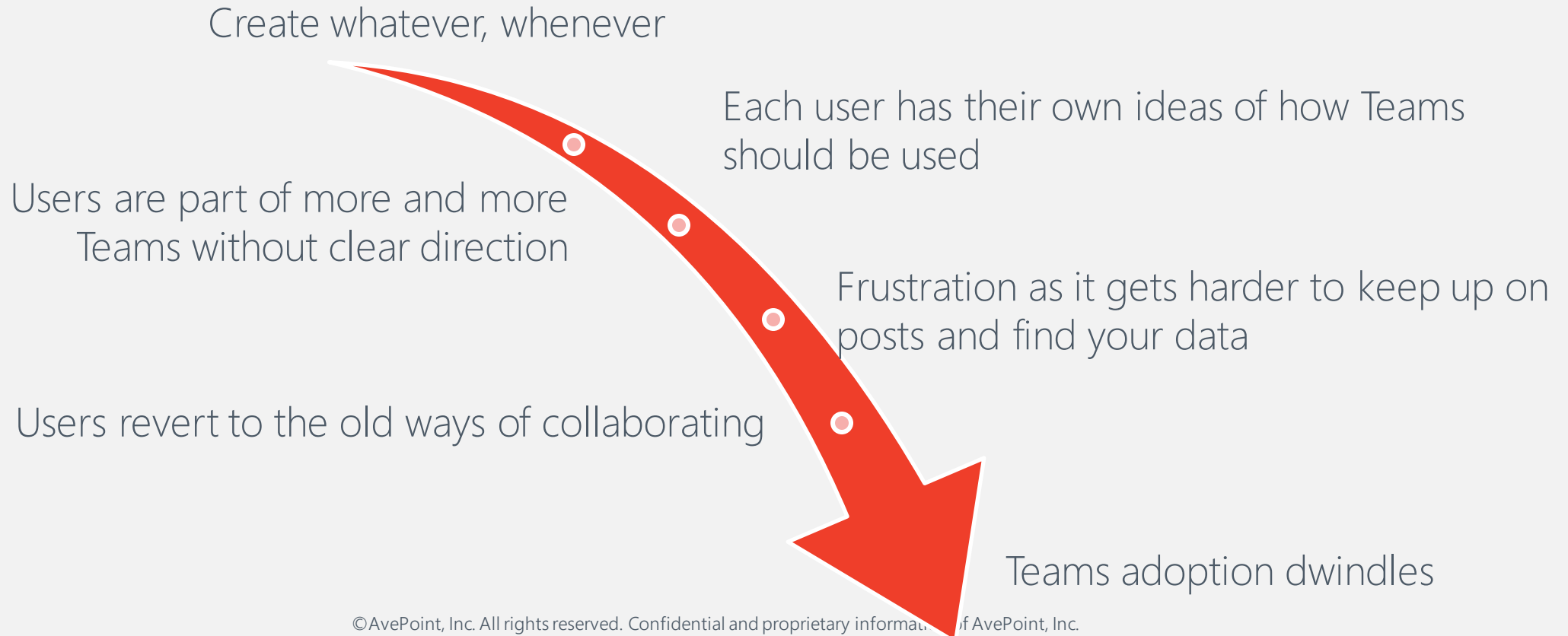


# Two (ish) options for group/team creation



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

Too often, unassisted provisioning can actually *hurt* adoption





# 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

## "Sensitivity Labels" (preview)

Set a label at the Team level to manage access for internal guest users

## 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>



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

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

The screenshot displays the Microsoft 365 user interface. At the top, a navigation bar includes icons for Teams, a notification bell with a '1', settings, help, and the user profile 'Adele Vance'. The main content area is partially visible, showing sections like 'Edit Favorites', 'Choose how you see People', and 'People you frequently contact'. Overlaid on this is the 'Create a group' dialog box, which has a 'Create' button highlighted by a mouse cursor. A large error message box is centered on the screen, stating: 'Plan and Office 365 Group Creation Disabled. Your organization's global admin has turned off the ability to create new Plans and Office 365 Groups.' with an 'Ok' button. In the bottom left corner, another smaller error message says: 'Sorry, the ability to create groups has been turned off by the person who manages your email.' with an 'OK' button. The bottom right corner features the Microsoft 365 logo.

# "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
```



# 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 3<sup>rd</sup> party applications are options



# When considering native self-service...



You should be thinking about:

Impact on user experience and business agility

Desire/need to mandate options and settings

What can/can't be adjusted afterwards



# 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



# Classification and Privacy...

Search or type a command

Richland Hammer Time > General ...

Private Toxic

Conversations Files Task Plan +

Add more people Create more channels Open

MOD Administrator 10/24 12:26 PM  
Tab conversation has begun.

Task Plan

MOD Administrator 10/24 12:26 PM  
Hey @Adele Hello

MOD Administrator 10/24 12:28 PM  
This doc needs attention  
Hey @Adele..

Project tracker1.ods

Start a new conversation. Type @ to mention someone.

Join or create a team





# Private or Public- What's the impact?

Microsoft Teams

Search or type a command

Join or create a team

### Create your team

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

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

Team name

Description

Privacy

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

Cancel Next



# Understanding "Public" content visibility

The screenshot displays the Microsoft Teams interface. On the left, the navigation pane shows the 'Contoso News' channel selected. The main area shows the 'General' tab of the channel. A red box highlights the 'Public' visibility setting in the top right corner. A red arrow points from this box to the 'Settings' dropdown menu in the 'People and Groups' section, specifically to the 'Everyone except external users' option.

**Contoso News > General ...** Public

Conversations Files Wiki GAO +

Here are some things to get going...

Office 365

**People and Groups > Contoso News Members**

Groups

- Contoso News Members
- Contoso News Visitors
- Contoso News Owners
- More...

**Settings**

	Name	About me	Title	Department
<input type="checkbox"/>	Contoso News			
<input type="checkbox"/>	Everyone except external users			

# Group "Classification"

**Microsoft Teams** Search or type a command

Join or create a team

**Create your team**

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

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

Team name

Description

Privacy

Private - Only team owners can add members

**Classification**

Pretty Safe

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

Pretty Safe - You know like iffy but still safe

WickedlyPrivate - Probably don't show anyone

Toxic - Don't you DARE!

[Create a team using an existing team as a template](#)

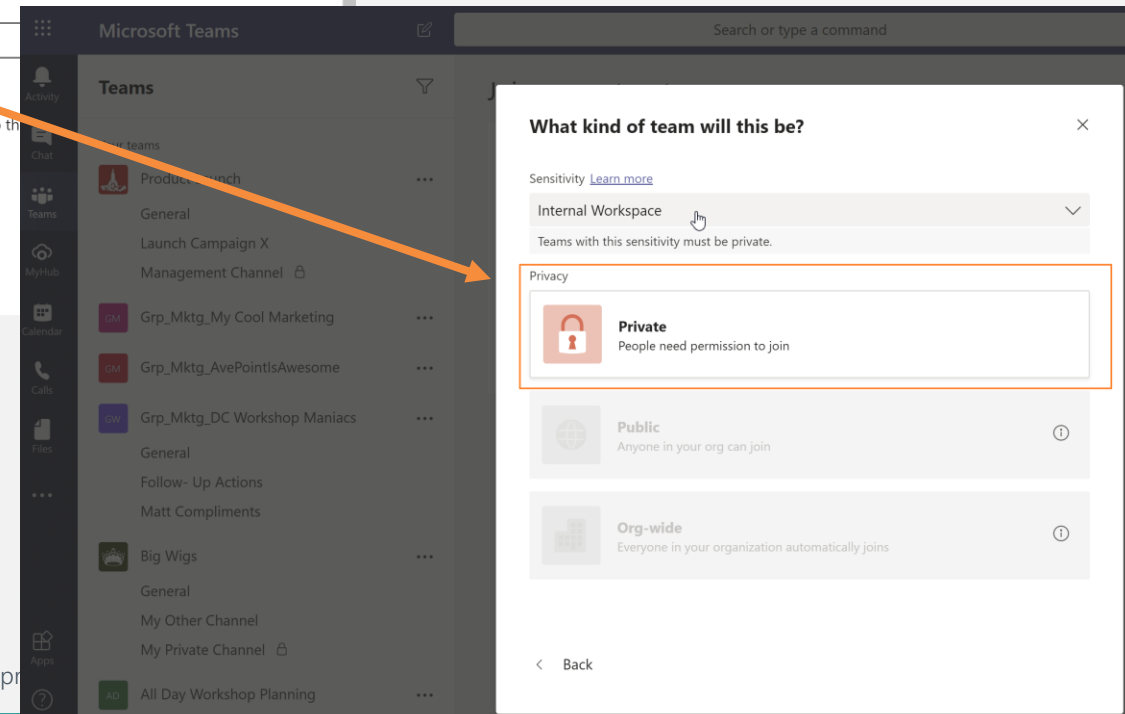
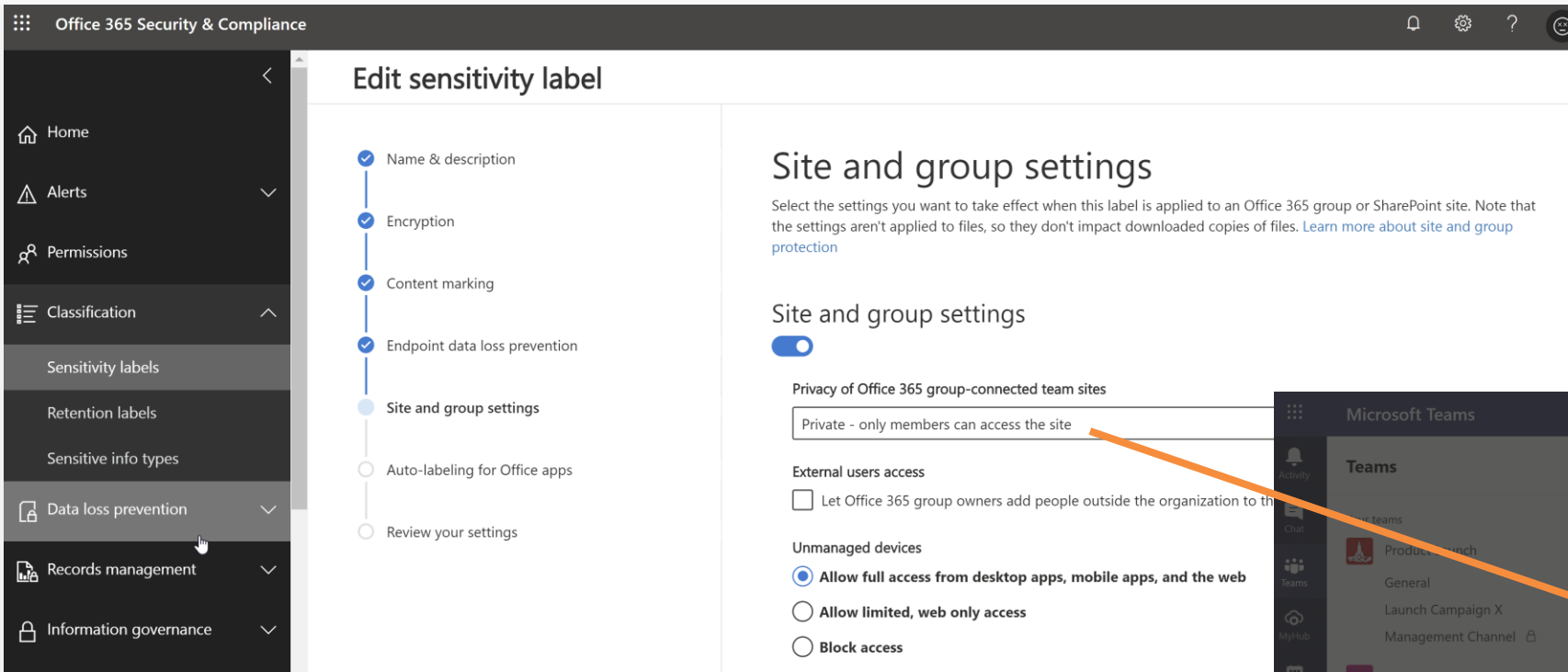
[Create a team from an existing Office 365 group](#)

Cancel Next



# Sensitivity Labels for teams, groups and sites

*Creating the Sensitivity Labels in Security and Compliance Center*



*Team creation wizard*

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

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

## Set the naming policy and custom blocked words

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

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

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

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

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

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

### Create your team

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

❗ The name can't contain HR.

Team name

HR

GRP HR Sales & Marketing ⓘ

Description

Privacy

Private - Only team owners can add members

## Limited Prefix/Suffix options

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

## Requires *clean* AAD

- AAD properties must be current and complete

## “Blocked” words

- MSFT list
- “Custom list”



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

The screenshot shows the Azure Active Directory admin center interface. The left sidebar contains navigation icons. The main content area is titled 'Dynamic membership rules' and is divided into two panes. The left pane shows group configuration details: Group type is 'Office 365', Group name is 'My Cool Dynamic Group' (with a green checkmark), Group description is 'Enter a description for the group', and Membership type is 'Dynamic User'. The right pane shows the 'Add dynamic membership rule' section with tabs for 'Simple rule' and 'Advanced rule'. Under 'Add users where', the dropdown menu is set to 'department' and the comparison is 'Equals'. The text input field contains 'Cool People'.

## Based on AAD Attributes

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

## Requires *clean* AAD

- AAD properties must be current and complete

This is a detailed view of the 'Dynamic membership rules' dialog box. It shows the 'Advanced rule' tab selected. The 'Add dynamic membership rule' section has tabs for 'Simple rule' and 'Advanced rule'. Below this, the 'Advanced rule' section is active, showing a text input field with the rule expression: `(user.department -eq "Cool People")`.



# Also consider...



## Additional PROVISIONING ideas from the field

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





# Considerations 2

## Ongoing Operations

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



# The Teams Admin Center...

The screenshot shows the Microsoft Teams Admin Center interface. The top navigation bar includes the Contoso logo, the title "Microsoft Teams & Skype for Business Admin Center", and user information (JS). The left sidebar lists navigation options: Dashboard, Teams, Manage teams (selected), Devices, Locations, Users, Meetings, Messaging policies, Voice, Analytics & reports, and Org-wide settings. The main content area displays the "X1050 Launch Team" details, including a team card with a pink "XL" icon, privacy settings (Public), and a mail address (X1050LaunchTeam@teamworkdemob.onmicrosoft.com). Below the team card are tabs for Team members, Channels, and Settings. The "Team members" tab is active, showing a list of 5 team members with columns for Display name, User name, Title, Location, and Role. A search bar is located at the top right of the team members list.

Dashboard \ Manage teams \ X1050 Launch Team

[Edit](#)

## X1050 Launch Team

Privacy  
**Public**

Mail  
[X1050LaunchTeam@teamworkdemob.onmicrosoft.com](mailto:X1050LaunchTeam@teamworkdemob.onmicrosoft.com)

**Team members** Channels Settings

+ Add team members × Remove | 5 Team members

Display name	User name	Title	Location	Role	
<a href="#">Angela Donohue</a>	<a href="mailto:AngelaD@teamworkdemob.onmicrosoft.com">AngelaD@teamworkdemob.onmicrosoft.com</a>	Sr Product Marketing Manager	-	Member	▼
<a href="#">Christian Schacht</a>	<a href="mailto:ChristianS@teamworkdemob.onmicrosoft.com">ChristianS@teamworkdemob.onmicrosoft.com</a>	Sr Product Marketing Manager	-	Member	▼
<a href="#">Heidi GlouDEM...</a>	<a href="mailto:HeidiG@teamworkdemob.onmicrosoft.com">HeidiG@teamworkdemob.onmicrosoft.com</a>	-	-	Owner	▼
<a href="#">Jeff Teper</a>	<a href="mailto:JeffT@teamworkdemob.onmicrosoft.com">JeffT@teamworkdemob.onmicrosoft.com</a>	-	-	Member	▼



# Microsoft native tooling to help govern Teams management...

## Teams Admin Center

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

## Usage Reporting

Track and monitor usage and adoption

## Audit Reporting

Report on user activity within Microsoft Teams

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



# Teams “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.



Powershell experts can get me Permissions Reports. But, they don't tell me the whole story...

A	B	C	D	E	F	G
Path	Title/Name	Level	Username	Display Name	E-mail	Account Type
http://intranet/demo/Sales/Shared Documents/North East Invoices/Migration and Tagging.pptx	Migration and Tagging.pptx	Item	i:0# wjave\mary.preston	Mary Preston	mary.preston@ave.com	User
http://intranet/demo/Sales/Shared Documents/North East Invoices/Migration and Tagging.pptx	Migration and Tagging.pptx	Item	i:0# wjave\susan.adams	Susan Adams	susan.adams@ave.com	User
http://intranet/demo/Sales/Shared Documents/North East Invoices/Migration and Tagging.pptx	Migration and Tagging.pptx	Item	i:0# wjave\simon.chen	Simon Chen		User
http://intranet/demo/Sales/Shared Documents/North East Invoices/Migration and Tagging.pptx	Migration and Tagging.pptx	Item	i:0# wjave\ben.miller	Ben Miller		User
http://intranet/demo/Sales/Shared Documents/North East Invoices/Migration and Tagging.pptx	Migration and Tagging.pptx	Item	i:0# wjave\chris.turner	Chris Turner		User
http://intranet/demo/Sales/Shared Documents/North East Invoices/Migration and Tagging.pptx	Migration and Tagging.pptx	Item	i:0# wjave\wojciech.gajda	Wojciech Gajda	Wojciech.Gajda@ave.com	User
http://intranet/demo/Sales/Shared Documents/North East Invoices/Migration and Tagging.pptx	Migration and Tagging.pptx	Item	i:0# wjave\julie.mccoy	Julie McCoy	julie.mccoy@ave.com	User
http://intranet/demo/Sales/Shared Documents/North East Invoices/Migration and Tagging.pptx	Migration and Tagging.pptx	Item	i:0# wjave\jericho.ren	Jericho Ren		User
http://intranet/demo/HR/Shared Documents/GA Slide.pptx	GA Slide.pptx	Item	i:0# wjave\warren.villanueva	Warren Villanueva	warren.villanueva@ave.com	User
http://intranet/demo/HR/Shared Documents/GA Slide.pptx	GA Slide.pptx	Item	i:0# wjave\brian.goldstein	Brian Goldstein	Brian.Goldstein@ave.com	User
http://intranet/demo/HR/Shared Documents/GA Slide.pptx	GA Slide.pptx	Item	i:0# wjave\hr.owners	HR Owners		SharePoint Group
http://intranet/demo/HR/Shared Documents/GA Slide.pptx	GA Slide.pptx	Item	i:0# wjave\susan.adams	Susan Adams	susan.adams@ave.com	User
http://intranet/demo/HR/Shared Documents/GA Slide.pptx	GA Slide.pptx	Item	i:0# wjave\laura.callahan	Laura Callahan		User
http://intranet/demo/HR/Shared Documents/GA Slide.pptx	GA Slide.pptx	Item	i:0# wjave\ben.miller	Ben Miller		User
http://intranet/demo/HR/Shared Documents/GA Slide.pptx	GA Slide.pptx	Item	i:0# wjave\ray.hill	Ray Hill	ray.hill@ave.com	User
http://intranet/demo/HR/Shared Documents/GA Slide.pptx	GA Slide.pptx	Item	i:0# wjave\frank.wilson	Frank Wilson		User
http://intranet/demo/HR/Shared Documents/GA Slide.pptx	GA Slide.pptx	Item	i:0# wjave\daniel.attardi	Daniel Attardi	Daniel.Attardi@ave.com	User
http://intranet/demo/HR/Shared Documents/GA Slide.pptx	GA Slide.pptx	Item	i:0# wjave\jericho.ren	Jericho Ren		User
http://intranet/demo/C-SDemo/_catalogs/users	User Information List	List	i:0# wjave\daniel.attardi	Daniel Attardi	Daniel.Attardi@ave.com	User
http://intranet/demo/InformationTechnology/Project Documents/GASubSiteDirectory.wsp	GASubSiteDirectory.wsp	Item	i:0# wjave\warren.villanueva	Warren Villanueva	warren.villanueva@ave.com	User
http://intranet/demo/InformationTechnology/Project Documents/GASubSiteDirectory.wsp	GASubSiteDirectory.wsp	Item	c:0( s true	Everyone		Domain Group
http://intranet/demo/InformationTechnology/Project Documents/GASubSiteDirectory.wsp	GASubSiteDirectory.wsp	Item	i:0# wjave\da_admin	DA_Admin		User
http://intranet/demo/InformationTechnology/Project Documents/GASubSiteDirectory.wsp	GASubSiteDirectory.wsp	Item	i:0# wjave\nt.authority\system	NT AUTHORITY\system		User
http://extranet/sites/HR/Lists/TaxonomyHiddenList	TaxonomyHiddenList	List	c:0( s true	Everyone		Domain Group
http://intranet/demo/InformationTechnology/Project Documents/AvePoint File Share Navigator vs Connect AvePoint File Share Navigator vs C	AvePoint File Share Navigator vs Connect AvePoint File Share Navigator vs C	Item	i:0# wjave\warren.villanueva	Warren Villanueva	warren.villanueva@ave.com	User
http://intranet/demo/InformationTechnology/Project Documents/AvePoint File Share Navigator vs Connect AvePoint File Share Navigator vs C	AvePoint File Share Navigator vs Connect AvePoint File Share Navigator vs C	Item	c:0( s true	Everyone		Domain Group
http://intranet/demo/InformationTechnology/Project Documents/AvePoint File Share Navigator vs Connect AvePoint File Share Navigator vs C	AvePoint File Share Navigator vs Connect AvePoint File Share Navigator vs C	Item	i:0# wjave\da_admin	DA_Admin		User
http://intranet/demo/InformationTechnology/Project Documents/AvePoint File Share Navigator vs Connect AvePoint File Share Navigator vs C	AvePoint File Share Navigator vs Connect AvePoint File Share Navigator vs C	Item	i:0# wjave\nt.authority\system	NT AUTHORITY\system		User
http://ave2013prodwfe.7777/sites/Powell_Industries/Lists/TaxonomyHiddenList	TaxonomyHiddenList	List	c:0( s true	Everyone		Domain Group
http://intranet/demo/ArchiveListItems	ArchiveListItems	Site	i:0# wjave\warren.villanueva	Warren Villanueva	warren.villanueva@ave.com	User
http://intranet/demo/ArchiveListItems	ArchiveListItems	Site	Excel Services Viewers	Excel Services Viewers		SharePoint Group
http://intranet/demo/ArchiveListItems	ArchiveListItems	Site	ArchiveListItems Owners	ArchiveListItems Owners		SharePoint Group
http://intranet/demo/ArchiveListItems	ArchiveListItems	Site	ArchiveListItems Visitors	ArchiveListItems Visitors		SharePoint Group
http://intranet/demo/ArchiveListItems	ArchiveListItems	Site	ArchiveListItems Members	ArchiveListItems Members		SharePoint Group
http://intranet/demo/InformationTechnology/Notification Pages	Notification List	List	i:0# wjave\warren.villanueva	Warren Villanueva	warren.villanueva@ave.com	User
http://intranet/demo/InformationTechnology/Notification Pages	Notification List	List	i:0# wjave\ben.miller	Ben Miller	Ben.Miller@ave.com	User
http://intranet/demo/InformationTechnology/Notification Pages	Notification List	List	InformationTechnology Owners	InformationTechnology Owners		SharePoint Group
http://intranet/demo/InformationTechnology/Notification Pages	Notification List	List	i:0# wjave\bruce.wayne	Bruce Wayne	bruce.wayne@ave.com	User

How do I prioritize? Anything sensitive in the files and sites?



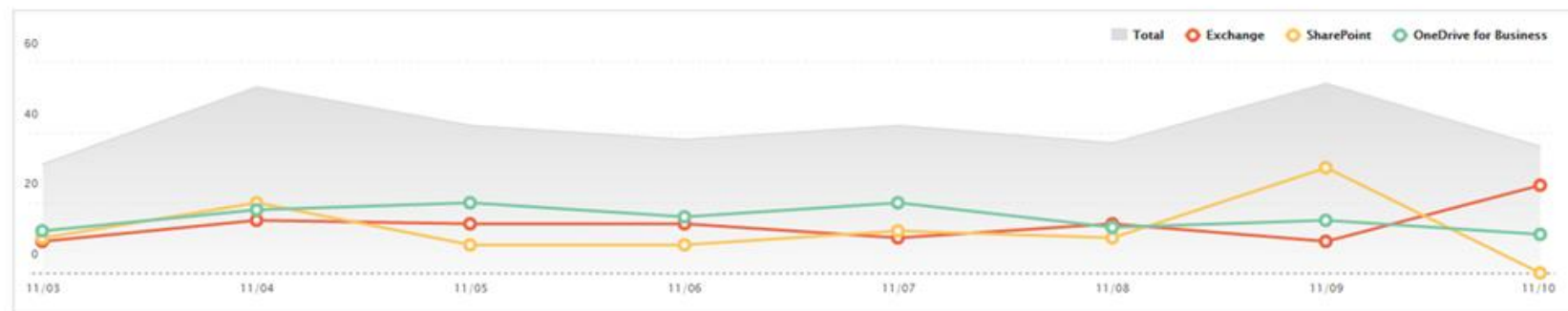
Labels give some insight...

(Sensitivity is indexed in E3. Scripting gets you access. But any action requires E5)

## DLP policy matches

Show data for All policy matches Break down by Services ...

Filters



Date	Rule	Item	Last modified by	Sensitive Information	Sensitive Information count	Severity	Action
2016-11-03T02:56:04	High Volume of Content...	2015 Employee Roster.xlsx	sarad@contos...	Credit Card Number	7	Low	GenerateIncidentReport
2016-11-03T02:56:05	High Volume of Content...	2016-Q1 Expense Accoun...	sarad@contos...	Credit Card Number	3	Low	NotifyUser
2016-11-03T02:56:06	High Volume of Content...	2016-Q2 Expense Accoun...	sarad@contos...	Credit Card Number	4	Low	
2016-11-03T02:56:07	High Volume of Content...	2016-Q3 Expense Accoun...	admin@contos...	Credit Card Number	2	Low	SetAuditSeverityLow
2016-11-03T02:56:08	High Volume of Content...	Company Picnic.xlsx	janed@contos...	Credit Card Number	21	High	NotifyUser
2016-11-03T02:56:09	High Volume of Content...	Expenses-QR1-2016.pptx	janed@contos...	Credit Card Number	14	High	
2016-11-03T02:56:10	High Volume of Content...	New Item Order Form 20...	janed@contos...	Credit Card Number	8	High	SetAuditSeverityLow
2016-11-03T02:56:13	High Volume of Content...	New Item Order Form 20...	janed@contos...	Credit Card Number	12	High	GenerateIncidentReport
2016-11-03T02:56:14	High Volume of Content...	New Item Order Form 20...	janed@contos...	Credit Card Number	18	High	NotifyUser

Feedback

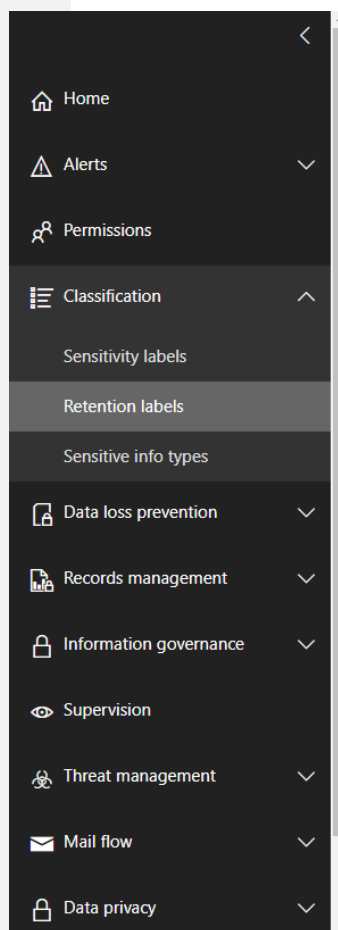
... but must aggregate with permissions for a better picture. And, has it been accessed?



Lock files  
based on  
sensitivity.

Can apply to  
specific  
locations in  
O365

# Retention and Sensitivity Labels



Home > Retention labels

Labels

Label policies

When published, labels appear in your users' apps, such as Outlook, SharePoint, and OneDrive. When a label is applied to email or docs (automatically or by the user), the content is retained based on the settings labels that retain content for a certain time or ones that simply delete content when it reaches a certain age. [Learn more about retention labels](#)

+ Create a label

Publish labels

Auto-apply a label

Refresh

Search

<input type="checkbox"/> Name	Created by	Retention period	Last modified
<input type="checkbox"/> PII Retention Policy	Megan Bowen	7 years	September 11, 2019
<input type="checkbox"/> Confidential	Megan Bowen	7 years	September 11, 2019
<input type="checkbox"/> Product Retired	Megan Bowen	10 years	September 11, 2019
<input type="checkbox"/> Private	Megan Bowen	5 years	September 11, 2019
<input type="checkbox"/> Public	Megan Bowen	5 years	September 11, 2019
<input type="checkbox"/> Employee Records	Megan Bowen	Forever	September 11, 2019
<input type="checkbox"/> Medical Records Retention Policy	Megan Bowen	7 years	September 11, 2019
<input type="checkbox"/> Personal Financial PII	Megan Bowen	3 years	September 11, 2019





# Finding sensitive information in M365 (E3)

DLP Policy Rule One

Name

Conditions

Exceptions

Actions

User notifications

User overrides

Incident reports

Options

We'll apply this policy to content that matches these conditions.

Content contains

Any of these

Sensitive info type	Instance count		Match accuracy		
	min	max	min	max	
U.S. Bank Account Number	1	any	75	100	×
U.S. Driver's License Number	1	any	75	100	×
U.S. Individual Taxpayer Identification Number (ITIN)	1	any	75	100	×
U.S. Social Security Number (SSN)	1	any	75	100	×

Add

+ Add group

Content is shared

only with people inside my organization

only with people inside my organization

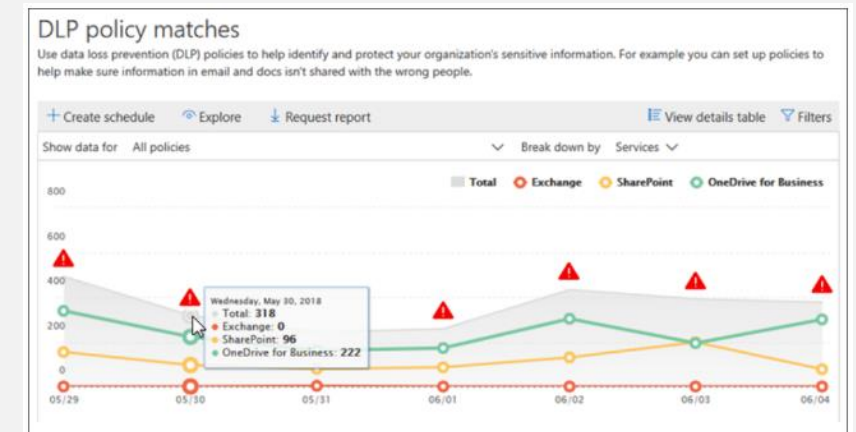
with people outside my organization

+ Add a condition

Teams chat or channel message, or shared in a SharePoint or OneDrive document.

Notifications for internal or external sharing.

DLP Policies allow for notifications, as well as visibility into where sensitive content exists.



Audit activity  
can see if bad  
behavior has  
occurred...

## 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

Show results for all activities

Start date

2018-06-15

00:00

End date

2018-06-21

00:00

Users

Show results for all users

File, folder, or site

Add all or part of a file name, folder name, or URL.

Search

+ New alert policy

Results 150 results found (More items available, scroll down to see more.)

Filter results

Export results

Save loaded results

Download all results

Date	IP address	User	Activity	Item
2018-06-20 09:21:36		j	User signed in to Tea...	Windows (27/1.0.0.20...
2018-06-20 09:14:13		e	User signed in to Tea...	windows (27/1.0.0.20...
2018-06-20 08:51:38	.236	j	Accessed file	AllItems.aspx Accessed from "Share...
2018-06-20 08:51:14	.236	s	UserLoggedIn	00000002-0000-0000...
2018-06-20 08:46:23	.5	e	SearchQueryPerformed	5a404152-b318-4993...
2018-06-20 08:44:24	.236	j	Accessed file	FreshPaint-7-2016.03.... Accessed from "Docu...
2018-06-20 08:44:23	.236	j	Accessed file	FreshPaint-6-2015.12.... Accessed from "Docu...
2018-06-20 08:31:37	.236	j	UserLoggedIn	00000002-0000-0000...
2018-06-20 08:31:26	.236	j	UserLoggedIn	0f698dd4-f011-4d23-...
2018-06-20 08:31:25	.236	j	UserLoggedIn	00000002-0000-0ff1-...
2018-06-20 08:31:25	.236	j	UserLoggedIn	Unknown
2018-06-20 08:31:20	.236	j	UserLoggedIn	00000002-0000-0000...
2018-06-20 08:27:59	.236	j	Accessed file	AllItems.aspx Accessed from "Share...

...but that's a lot of logs to sort through!



# Audit reporting for Teams...

Office 365 Security & Compliance

Home > Audit log search

## Audit log search

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

Search Clear

Results

Activities Created team, ... (32)

Clear all to show results for all activities

Search

Date	IP address	User	Activity	Item	Detail
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

## Limited detail currently

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

## Non-admins allowed

- Set permissions in Sec & Compliance center



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



# Example: Management of Teams (SharePoint)

## Operational Governance

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

## Information Governance

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

Look and Feel  
Quick launch  
Navigation Elements  
Change the look

Site Actions  
Manage site features  
Enable search configuration export  
Reset to site definition

Site Collection Administration  
Recycle bin

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

Site collection features  
Site hierarchy

Site collection audit settings

Portal site connection  
Site collection app permissions  
Storage Metrics

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

Web Designer Galleries  
Site columns  
Site content types

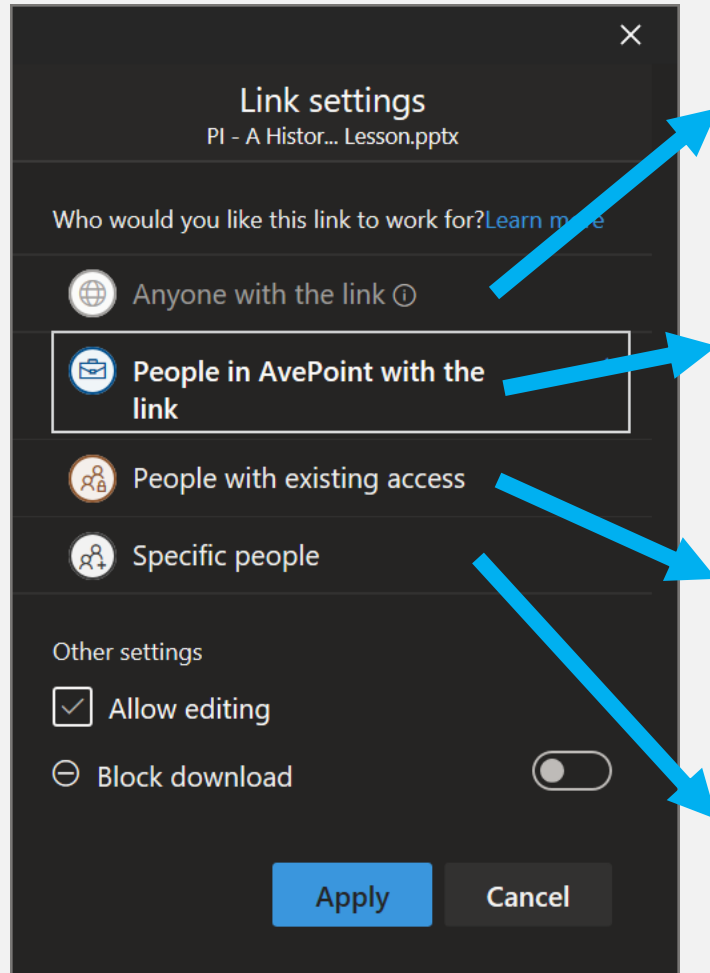
Site Administration  
Regional settings  
Language settings  
Export Translations  
Import Translations  
Site libraries and lists  
User alerts

RSS  
Sites and workspaces  
Workflow settings  
Term store management

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



# Who has access...Sharing is easy!



## Anonymous Links (external too!)

Usually disabled, but high risk if it's not!

## "Everyone except external"

Super common in migration environments (it's just easier!)

## Implicit permissions from big groups

Just who is in "PMRequest" anyway?

## Explicit people hiding in the wings

Broken inheritance is the norm in Office Apps + Teams!



# Monitoring for adoption and usage

## Usage

Microsoft Teams user activity ▾

Help

7 days

30 days

90 days

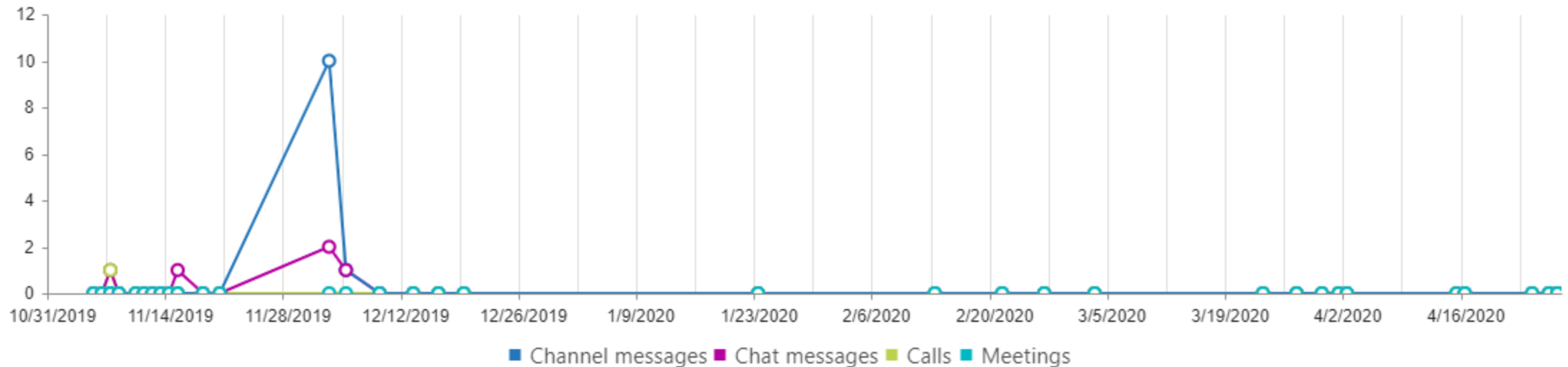
180 days

Activity Users

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

Number of activities by type

↓ Export



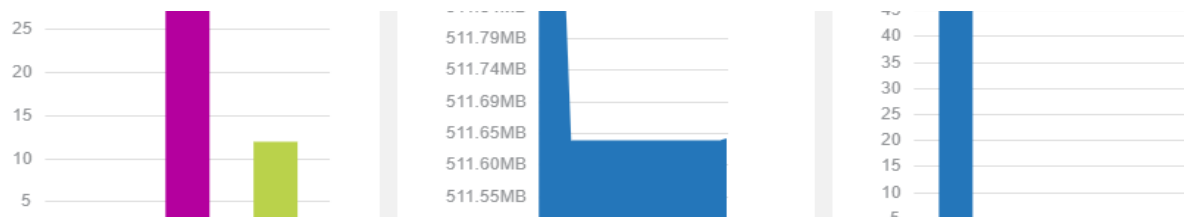
Has usage of Microsoft 365 apps changed?

[Microsoft 365 Apps usage](#)

How file activity in the cloud has changed?

[OneDrive activity](#)

0.3% ↑ [SharePoint activity](#)





# Demo: *Ongoing Management of Teams*

- Explore the Teams Admin Center
- Create and manage Teams
- View and change settings
- Create and apply policies

# Also consider...



## Additional MANAGEMENT ideas from the field

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



# Consideration 3

Retention,  
Expiration and  
Disposition

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



# Microsoft native tooling to help govern Teams lifecycle...

## Team "Archiving"

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

## Soft Delete

- Recover deleted Teams and Groups

## Group Expiration

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

## Retention and expiration of content

- Records management and content compliance policies



# Understanding "archived" Teams

**Microsoft Teams**

Search or type a command

Want an even faster, more collaborative experience? Download the desktop app. [Download](#)

**Manage teams** [Create a team](#)

Search teams

**Active (6)**

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

**Archived (1)**

Name	Description	Membership
DC Posse	DC Posse	Owner

**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](#)

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



# Group expiration helps prune old Teams

The image shows the Azure Active Directory admin center interface for managing group expiration. The left sidebar contains navigation options: MANAGE (General, Expiration (preview)), ACTIVITY (Audit logs), and TROUBLESHOOTING + SUPPORT (Troubleshoot, New support request). The main pane is titled 'Expiration (preview)' and includes a search bar, 'Save' and 'Discard' buttons, and a list of Office 365 groups: Alex Dept Planning, Alex Team YamJam, and test. The 'test' group is selected. A modal window titled 'Action Required: Renew your Office 365 group' is overlaid on the right. It features a message from 'msonlineservicesteam@microsoftonline.com' dated 'Yesterday, 3:20 PM' from 'MOD Administrator'. The message states: 'Your Office 365 group 'test' expires in 30 day(s)'. Below the message is a Teams chat preview for the 'test' group, showing a profile picture and a 'MA' tag. At the bottom of the modal are two buttons: 'Renew group' and 'Go to group'. A warning icon and text at the bottom of the modal state: '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'. The footer of the modal includes the Microsoft Corporation address and a link to the Privacy Statement.

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

Group lifetime (in days) Custom 31

\* For groups with no owners, notify Admin@odemo

Enable expiration for these Office 365 groups All Select

Select Office 365 groups

- Alex Dept Planning
- Alex Team YamJam
- test

Action Required: Renew your Office 365 group

msonlineservicesteam@microsoftonline.com  
Yesterday, 3:20 PM  
MOD Administrator

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

Microsoft Corporation, One Microsoft Way, Redmond WA, 98052 | Privacy Statement



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

Azure Active Directory admin center

admin@odemo.me  
CONTOSO

Dashboard > Contoso > Groups - Deleted groups

## Groups - Deleted groups


Contoso - Azure Active Directory

«

Delete permanently | Restore group | Refresh | Columns

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

Search groups

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

«

All groups

Deleted groups

Diagnose and solve problems

### Settings

General

Expiration

Naming policy

### Activity

Access reviews

Audit logs

Bulk operation results (Preview)

### Troubleshooting + Support

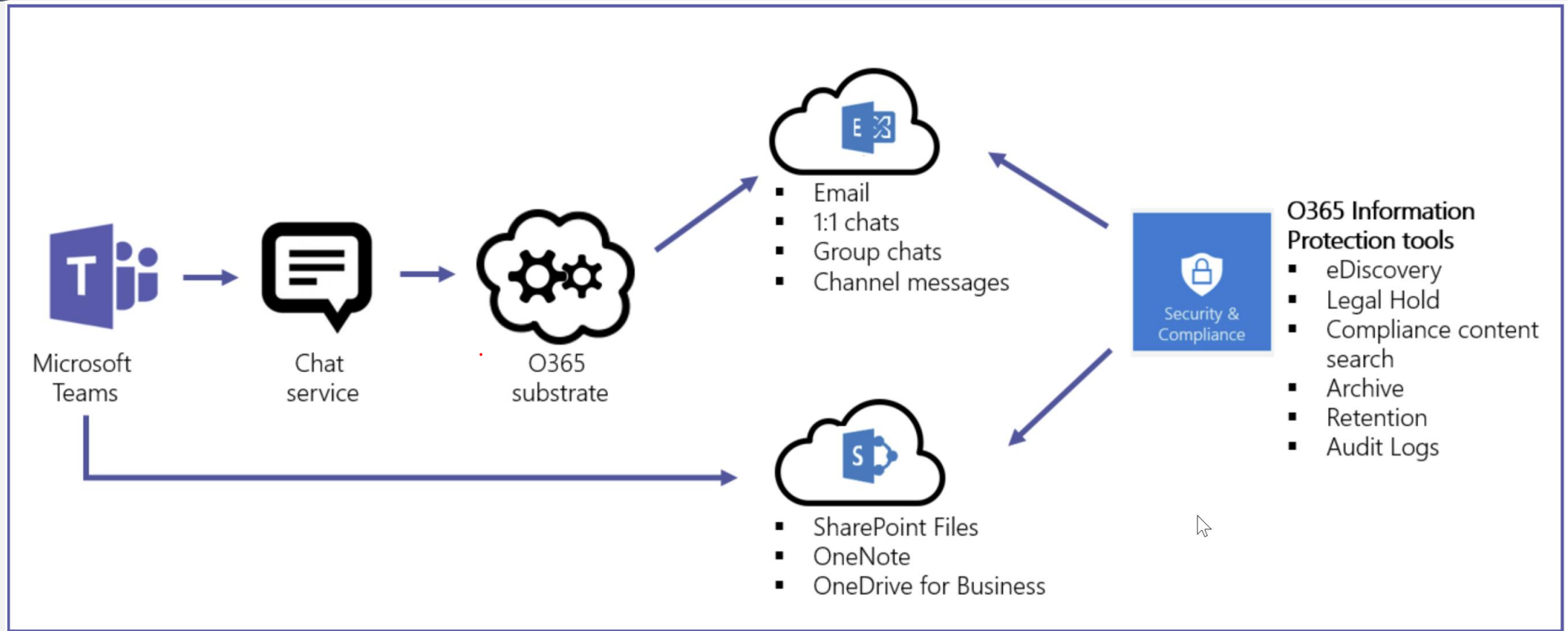
New support request



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



O365 “Advanced Data Governance” can handle retention/expiration





# Using Retention Policies for Teams

Office 365

Security & Compliance

Classifications

Data loss prevention

Data governance

Dashboard

Import

Archive

Retention

Events

Supervision

Threat management

Mail flow

Data privacy

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

✔ Name your policy

Settings

Choose locations

Review your settings

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

Do you want to retain content?

☒ Yes, I want to retain it

For this long...7years

Retain the content based onwhen it was created

Do you want us to delete it after this time?

☐ Yes

☒ No

☐ No, just delete content that's older than

1years

Need more options?

☐ Use advanced retention settings

BackNext

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

BackNextCancel

Feedback

©AvePoint, Inc. All rights reserved. Cor

# Using Retention Policies for Teams

Office 365

Security & Compliance

Classifications

Data loss prevention

Data governance

Dashboard

Import

Archive

Retention

Events

Supervision

Threat management

Mail flow

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

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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 created

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

Cancel

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

✔ Name your policy

Settings

Choose locations

Review your settings

Choose locations

Office 365 groups

Skype for Business

Exchange public folders

Teams channel messages

All

None

Choose teams

Exclude teams

Teams chats

All

None

Choose users

Exclude users

Back

Next

Cancel

Feedback

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# 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...

● Retain the content

○ Do not retain the content

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	

Share Copy link Download Delete Flow Pin to top Move to Copy to Rename

1 selected

Test Doc.rtf

Document

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

The screenshot displays the Microsoft 365 Data Loss Prevention (DLP) interface. At the top, the 'Home > Data loss prevention' breadcrumb is visible. Below it, a description states: 'Use data loss prevention (DLP) policies to help identify and protect your organization's sensitive info. For example you can set up policies to help make sure info...'. Two summary cards are shown: 'DLP policy matches' with a count of 0 and 'DLP false positives and ov...' also with a count of 0. On the right, a 'U.S. Financial Data' policy card is shown with 'Edit policy' and 'Delete policy' buttons, and a 'Status' section indicating it is 'On'. Below this, a Microsoft Teams chat window for 'X1050 Launch Team > General' is open. The chat shows a message from 'Irvin Sayers' at 5:43 PM containing sensitive information: 'the customer SSN: 358-45...' and 'use CC Mastercard 55555...'. A red banner at the bottom of the chat message reads: 'This message was flagged because it contains sensitive data'. A large modal dialog is overlaid on the chat, titled 'Your message was flagged because it contains sensitive data'. It lists the flagged items: 'Credit Card Number' and 'EU Debit Card Number'. It states: 'This item is protected by a policy in your organization.' and 'Here's what you can do'. The instructions are: 'If you think the message was flagged in error, report it to your admin. Reporting won't unflag the message.' At the bottom of the modal are 'Cancel' and 'Report' buttons.

Home > Data loss prevention

Use data loss prevention (DLP) policies to help identify and protect your organization's sensitive info. For example you can set up policies to help make sure info...

DLP policy matches 0

DLP false positives and ov... 0

U.S. Financial Data

Edit policy Delete policy

Status On

X1050 Launch Team > General

Conversations Files +

Reply

This message has been flagged because it contains sensitive data

Reply

Irvin Sayers 5:43 PM  
the customer SSN: 358-45...

Reply

Irvin Sayers 5:43 PM  
This message was flagged because it contains sensitive data  
use CC Mastercard 55555...

Reply

**Your message was flagged because it contains sensitive data**

- Credit Card Number
- EU Debit Card Number

This item is protected by a policy in your organization.

**Here's what you can do**

If you think the message was flagged in error, report it to your admin. Reporting won't unflag the message.

Cancel Report

# 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



# Key Concepts Covered So Far...

- Strategies for Governing your Teams in Native Functionality
- Elements to Considering in Good Governance
- What we are seeing in the field
- Provisioning, Naming Conventions, Labels, Content and Container Expiration Controls
- Monitoring and Reporting for Oversight





## Act III: Handling Sprawl and Lifecycle Management going forward!

---

Driving sustainable adoption of Microsoft Teams and Office 365





So what's the next step?

---

Resources and opportunities to continue this journey

# Managing the pace of change in Office 365

Keep up on what's coming and  
build an ongoing pilot program  
for new functionality




# The Evolving Features Available on Private Channels

















Contoso

## Message center

Each message gives you a high-level overview of a planned change and how it may affect your users, and links out to more detailed information to help you prepare. [Learn more about managing changes](#)

All active messages High importance Unread messages Archived messages

 Archive  Mark as unread  Share

	Message title	Act by	Category
	 Organizational branding of Teams custom apps store		Stay Informed
	Search Yammer using the Teams Communities app		Stay Informed
	(Updated) Final Reminder: Office 365 ATP External email forwarding controls and polic...		Plan For Change
	Updated sender name for Message center email communication		Stay Informed
	Configuration Change: We're making some changes to the way we treat Feedback in O...		Plan For Change
	(Updated) Speaker attribution in Live Captions		Stay Informed
	(Updated) Introducing live transcription in Microsoft Teams meetings		Stay Informed
	(Updated) Microsoft Authenticator App Lock will be enabled by default		Stay Informed
	Deployment schedule available for Microsoft Power Platform 2020 Release Wave 2		Stay Informed
	Flow Admin Center unavailable		Stay Informed
	Turn off message preview for chat notifications in Teams		Stay Informed

## Organizational branding of Teams custom apps store

MC222261, Stay Informed, Published date: Sep 16, 2020

You will soon be able to customize the Teams Apps store with your organizational branding for line of business applications in your custom apps store.

This message is associated with Microsoft 365 [Roadmap ID 67111](#).

### When this will happen

This feature will be available in late September.

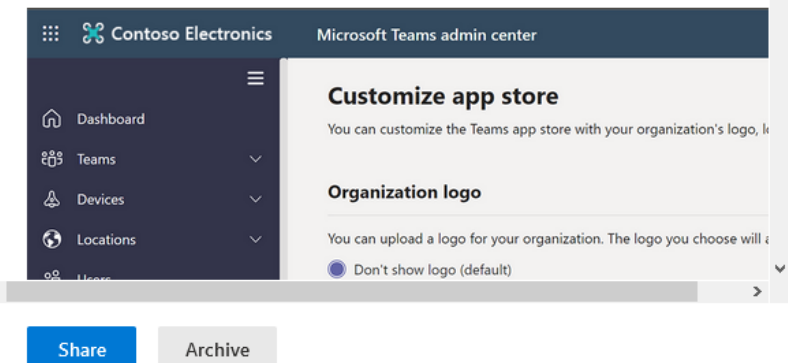
### How this will affect your organization

After you [upload brand images and customize colors](#), your users will see this in their line of business app catalog.

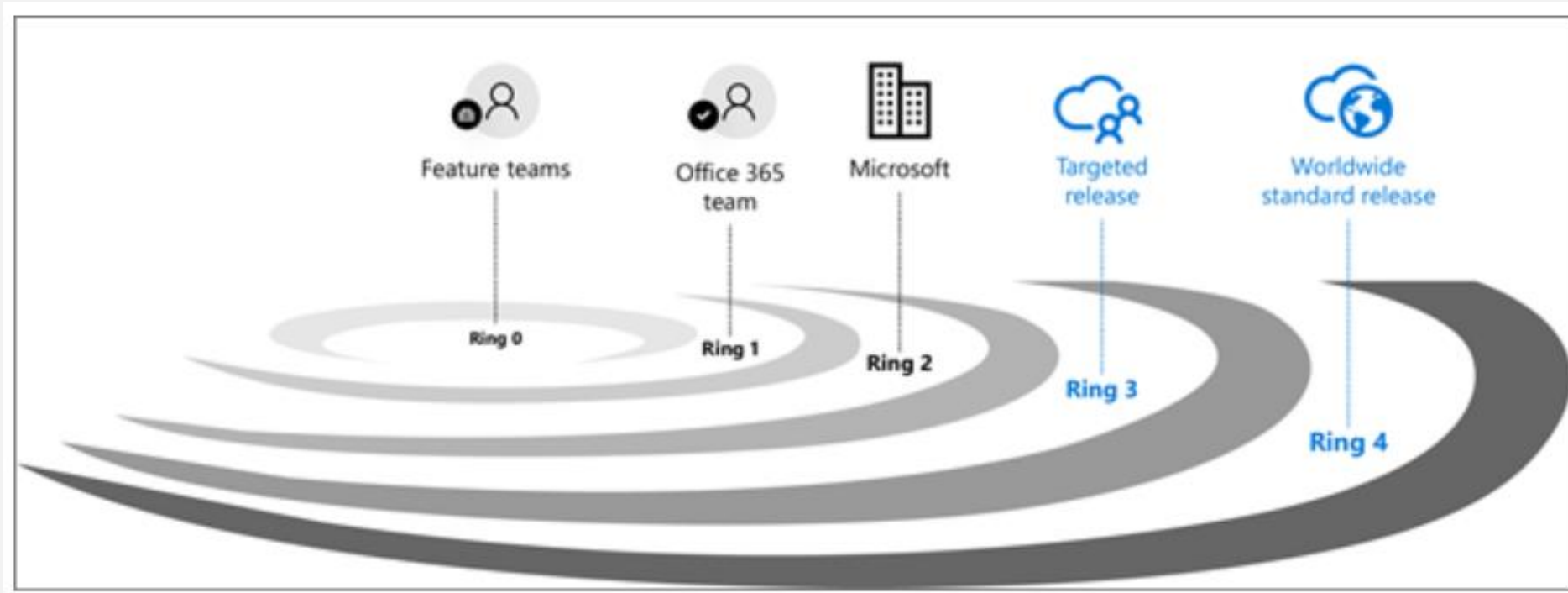
### What you need to do to prepare

If your organization publishes line of business apps, prepare the brand assets needed to be able to [customize your tenant app store](#). You will need:

- Company logo (240x60)
- Background image (1212x100) or Background color
- Logomark (32x32)



# Microsoft releases O365 features in “rings”



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

## How Microsoft is THINKING

- User Voice: <https://office365.uservoice.com/>

## 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>



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

## Adoption guidance:

<https://aka.ms/TeamsAdoption>

## Use Teams to roll out Teams:

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

## Building Champions program:

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

## O365 Champions program:

<https://aka.ms/O365Champions>

## Learn and earn cert:

<https://aka.ms/AdoptionCert>

## Training for IT Team:

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

### Adopt Microsoft Teams

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



Quick start



Introduction to teams and channels



Plan your first teams



Empower your champions



Training & certification



Tools and Downloads

#### Deeper adoption guidance

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

1

#### Start

- Get started
- Understand teams and channels
- Create your first teams
- Assess cultural and organizational readiness

2

#### Experiment

- Create your champions program
- Governance quick start
- Define usage scenarios
- Onboard early adopters and gather feedback
- Onboard support

3

#### Scale

- Define outcome and success
- Optimize feedback and reporting
- Drive awareness and implement training
- Schedule service health reviews





# Setting up your “pilot” groups...

## Recommendations

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



# Equipping your pilot groups

The screenshot displays the Microsoft 365 Admin Center interface. On the left, the 'Active users' section shows a list of users with columns for Display name, Username, and Licenses. Adele Vance is selected. On the right, the user profile for Adele Vance is shown, including her photo, name, and a 'Sign in allowed' status. Below the profile, the 'Licenses and Apps' tab is active, showing a list of licenses and apps assigned to the user.

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

**Adele Vance**  
Sign in allowed  
Change photo

Account Devices **Licenses and Apps** Mail OneDrive

Select location \*  
United States

**Licenses (5)**

- ☒ **Enterprise Mobility + Security E5**  
2 of 26 licenses available
- ☐ **Microsoft Flow Free**  
9998 of 10000 licenses available
- ☐ **Office 365 E3**  
24 of 25 licenses available
- ☒ **Office 365 E5**  
1 of 25 licenses available
- ☐ **Windows 10 Enterprise E3**  
23 of 23 licenses available

**Apps (39)**

Show apps for:  
All licenses

- ☒ **Audio Conferencing**  
Office 365 E5
- ☒ **Azure Active Directory Premium P1**  
Enterprise Mobility + Security E5
- ☒ **Azure Active Directory Premium P2**  
Enterprise Mobility + Security E5
- ☒ **Azure Advanced Threat Protection**  
Enterprise Mobility + Security E5

## Technology steps

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

## Support your pilot group

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

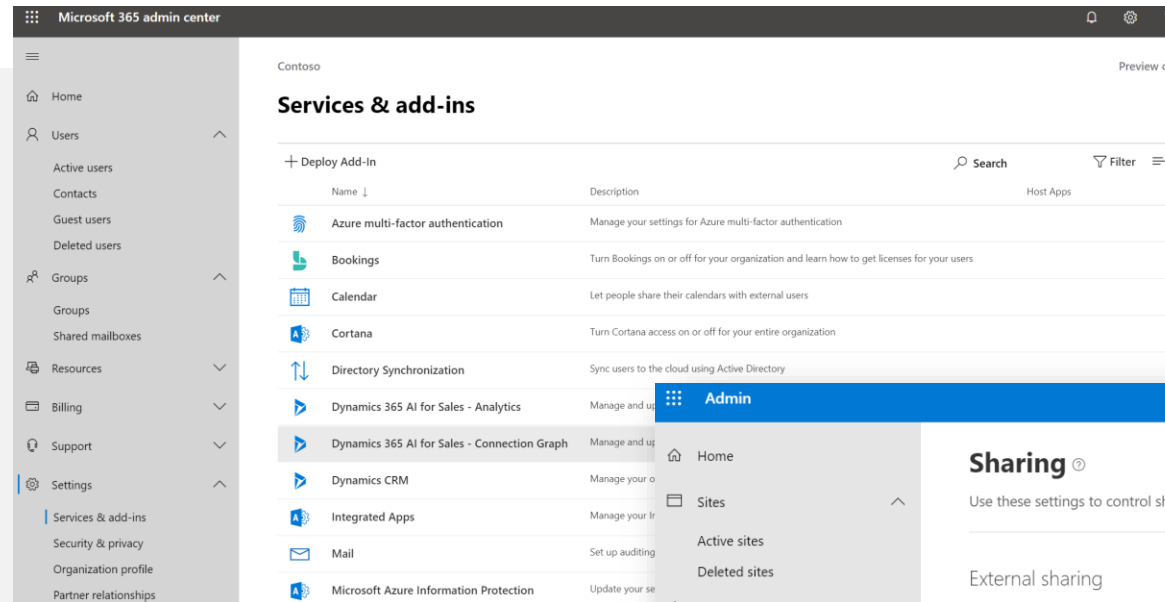
<https://www.microsoft.com/en-us/microsoft-365/success/champions>



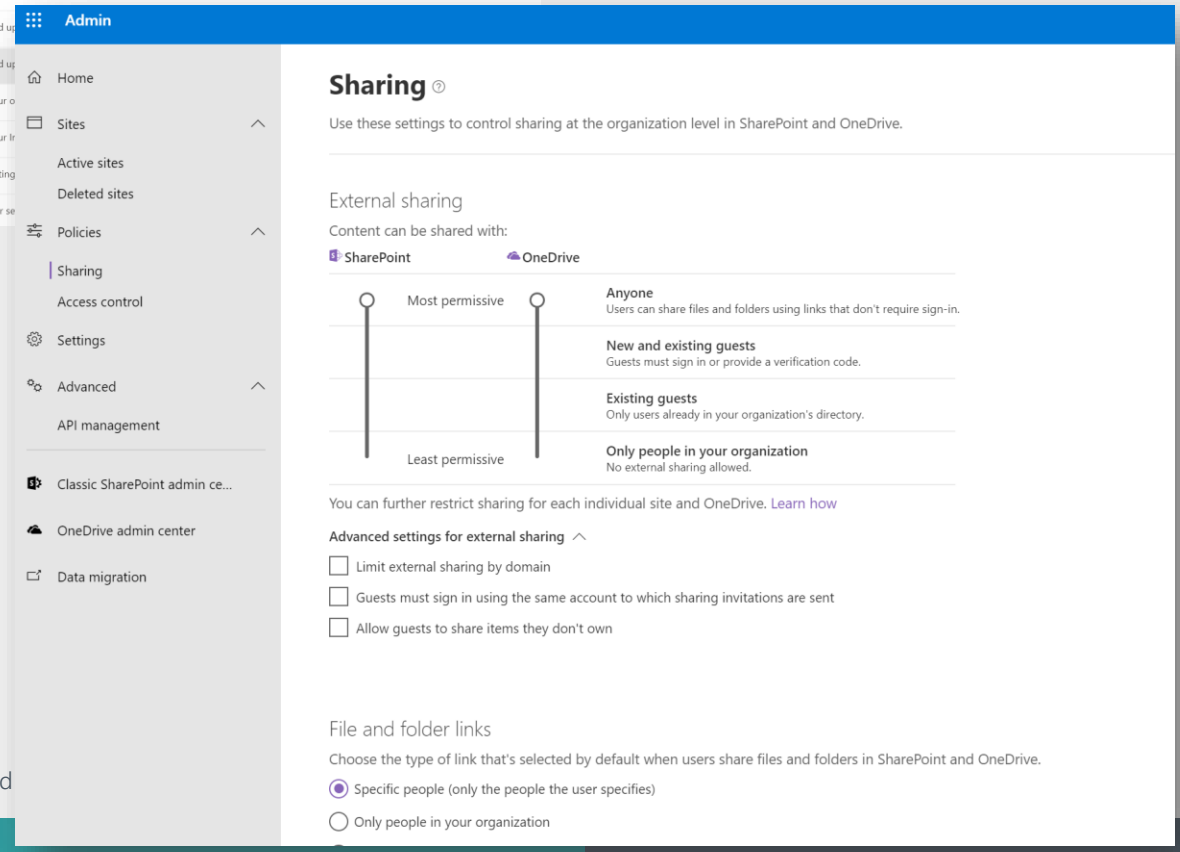


# Additional workload-level controls

Tenant level  
controls



In-workload  
admin settings



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

The image is a collage of three overlapping screenshots from the Microsoft Teams ecosystem, illustrating the 'Teams Advisor' feature.

- Top Screenshot (Microsoft Teams admin center):** Shows the 'Teams advisor' option highlighted in the left-hand navigation menu. The menu includes options like Dashboard, Teams, Devices, Locations, Users, Meetings, Messaging policies, Teams apps, Voice, Policy packages, Analytics & reports, Org-wide settings, Planning, Teams advisor, Network planner, Legacy portal, and Call quality dashboard.
- Middle Screenshot (Microsoft Teams admin center - Deployment team):** Shows the 'Deployment team' page. It includes a message: "We can't load the deployment team right now. Please try again. If you continue to have problems, please contact Microsoft customer support." Below this, there's a section for 'Assessment' with a list of assessments and a 'Vanity domain' checkbox.
- Bottom Screenshot (Microsoft Teams application):** Shows the 'Meetings and Conferencing' section. It features a 'Set up this project' section with a 'Project kickoff' task. Below this, there are several 'Get ready for meetings and conferencing' tasks, including 'Learn about deploying meeting and conferencing', 'Configure org-wide meetings settings', 'Configure conference bridges', 'Configure meeting policies', and 'Configure default and alternate languages'.

# Want more structured guidance and advice?

## Packaged Solution Offerings from AvePoint

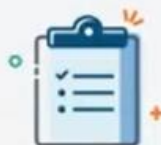
AvePoint's packaged solution offerings around Teams governance and adoption will give your IT team the tools they need to maintain operational oversight in Office 365, while enabling your business users to quickly and securely collaborate using the full Office 365 stack.



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

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



### Teams Governed Pilot

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

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

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

Ευχαριστώ