



How To Ensure Microsoft 365 Collaboration Success For Remote Workers

Valerie Froehling
Microsoft
Customer Success Manager

Dux Raymond Sy
AvePoint
Microsoft RD + MVP

Unleash the Power of You

Agenda

The New Modern Workplace

When to Use What in Microsoft 365

Make it Easy to Do the Right Thing

Facilitate Sustainable Adoption



The New Modern Workplace



How we work today



Share Files



Plan meetings
and events



Track tasks



Alex Wilber
Marketing Assistant



Ben Walters
VP Sales



Lidia Holloway
Product Manager



Henrietta Mueller
Marketing Assistant



Irvin Sayers
Director



Miriam Graham
VP Marketing

*WHO you're collaborating
with...*



Send and
receive emails

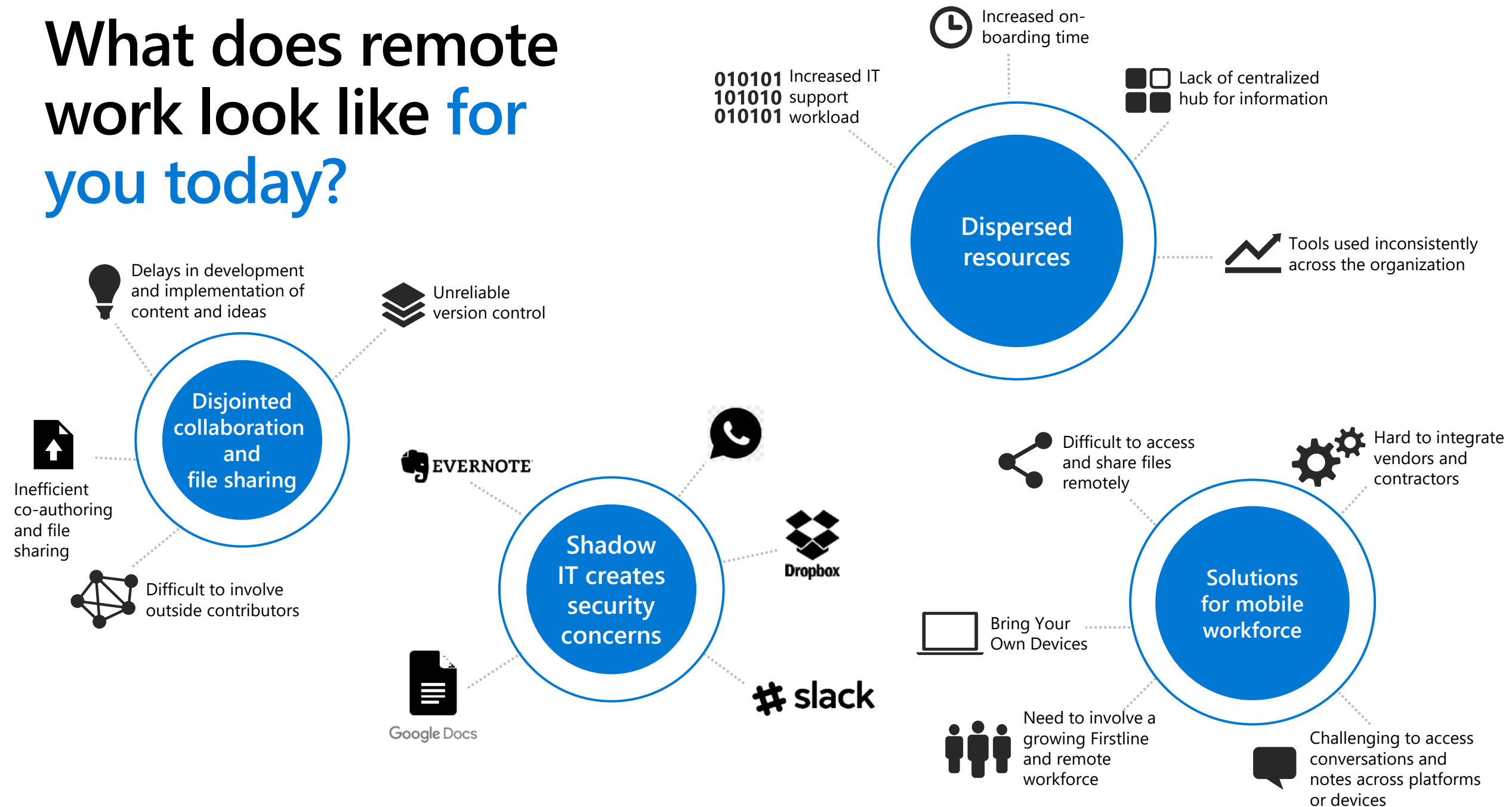


Chats and
conversations



Serendipitous
collision

What does remote work look like for you today?



The Modern Workplace in Microsoft 365



When to Use What in Microsoft 365

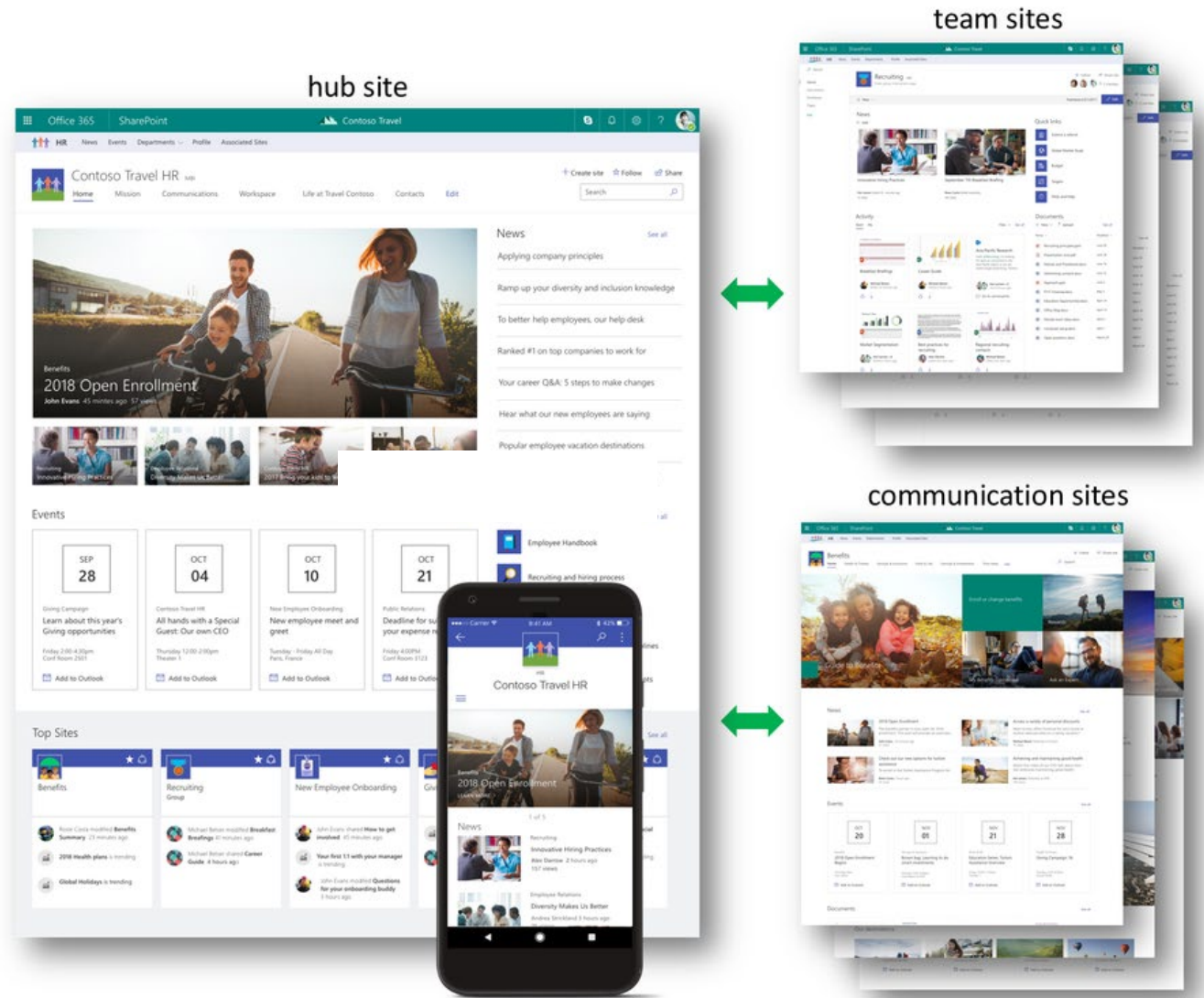


SharePoint: Gateway to the Modern Workplace

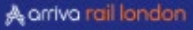
Centralize corporate communications


One-stop shop for corporate resources

Access to business-critical information and workflows



Example: Corporate knowledgebase

[Ideas Library](#) [Challenge Library](#) [Intranet](#)




Dashboard


London is changing. It's getting busier and its inhabitants – our customers – are changing the way they choose to live, work, play, transact, shop and travel. Consumer expectations as a whole are rising, and the users of London's transport system are no different.

We need your help to Proudly Deliver a World Class Railway for London. Submit your ideas, respond to our challenges and earn points along the way! Visit our [Astronaut Academy](#) for more information!

[Submit an idea](#)


Latest Open Ideas


[Streetview mapping Of stations](#) 

[Daniel Sweeting](#) 

[History of your Overground Station](#)

Trending Ideas

[This is an example response.](#) 

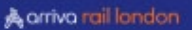
[Online Payslips](#) 


[#Countdown](#)

Latest Open Challenges

[Health, Safety & Wellbeing Strategy - Mental health innovation](#)

[Health, Safety & Wellbeing Strategy - Ideas & Suggestions](#)

[Home](#) [Customer Experience Vision](#) [Q&As](#) [Exchange Updates](#) [Consultation Documents](#) [Employee Support](#)



Questions and Answers

Why we need to change

[Why are you proposing to make changes?](#)

[Why are the changes happening now?](#)

Initial proposals

[What are the proposed changes for frontline employees?](#)

[Are ticket offices closing?](#)

[If ticket offices are closed, what will happen to the employees?](#)

[If a ticket office is closed, will there be booths located on the station instead?](#)

[What the proposed new roles look like?](#)

[How will stations be staffed in the future?](#)

[Will there be any measures to protect employees that will now be outside, for example, additional security?](#)

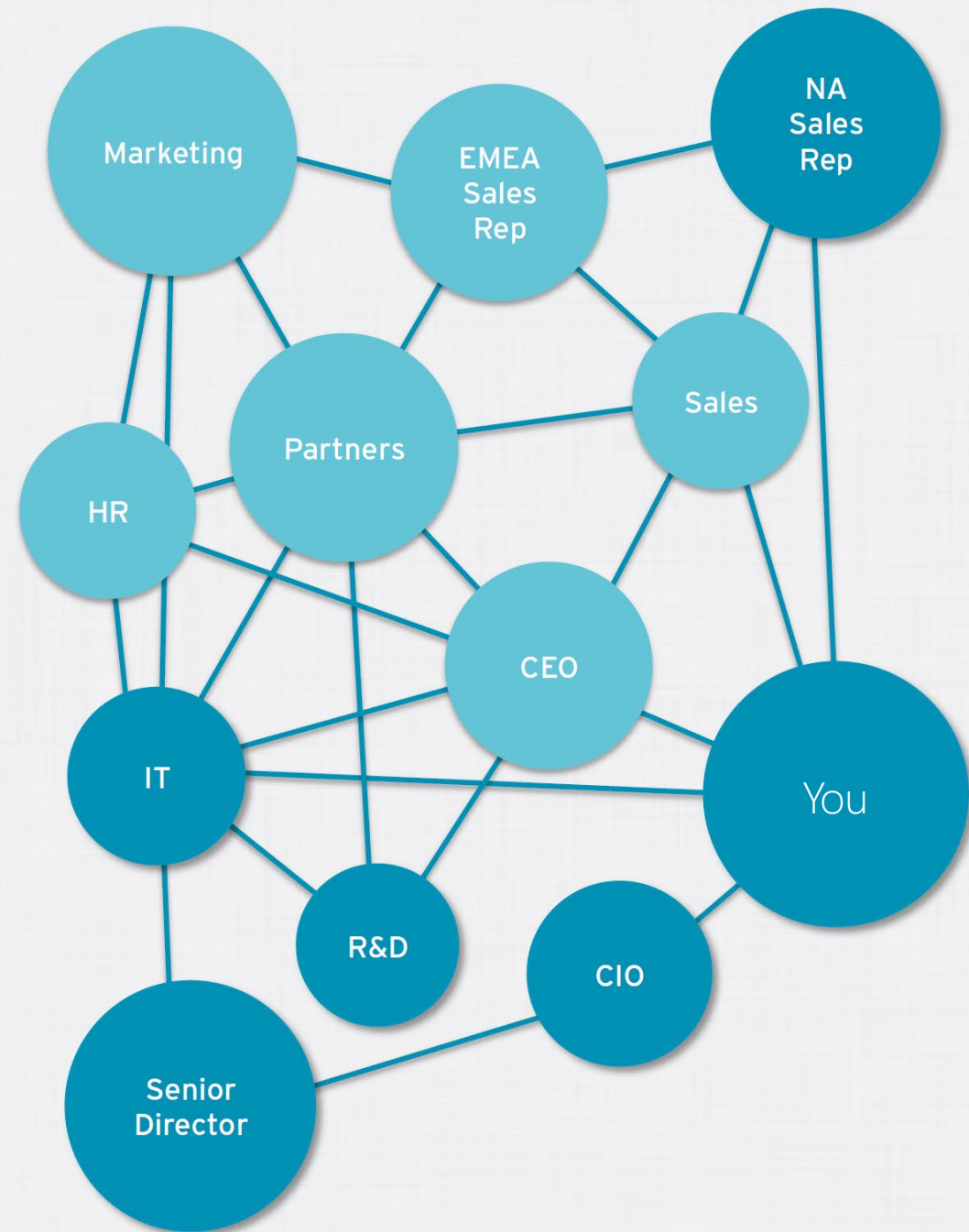
[How will ARL address any safety and security concerns that might result from lone working?](#)

[Our customers tell us that they would like increased visibility on the trains. Is this something you are looking at?](#)


[Will you use agency staff for the night/security shifts?](#)

yammer[®]

» Born to connect
EVERYONE
in the workplace




Example: Executive engagement

 **Town Hall**
NEW CONVERSATIONS ALL CONVERSATIONS FILES SEARCH

Here's the PPT:
<https://www.yammer.com/avepoint.com/#/files/118834492>

Here's the recording:
<https://web.microsoftstream.com/video/f592ffb2-1706-4369-b32e-caa6e9e02f75?list=studio>



2018 Q1 Town Hall

66 0


LIKE REPLY SHARE EDIT

Pengbin Zhang, Ricky Yin, Xiao Ma, and 17 others like this

Seen by 216



< 1 share #Cg #Greathappens #Goodtogreat #Gtmcentral #Avepointrebrand #Yourock

Show 2 previous replies

 **CEO Connection**
Share what's on your mind and see what others are saying about Satya's recent employee...
CONVERSATIONS FILES SEARCH Join Group

Update Poll Praise

Share something with this group...

  – May 10 at 9:38 AM


Greetings Satya,
I was told I had too much of a fixed mindset, so set off to figure out what that meant. I now understand the difference between a "fixed mindset" and an "open growth mindset". Truly I am thankful I now have a knowledge of these thought processes and the incredible differences between them. I fully 100% support the new Microsoft culture and work every day to improve myself and anyone else I am able to help. My thought is this.. there is no training or workshops available outside of Redmond that I am aware of. There are a couple online presentations that have software issues, but outside of that, people must rely on their own resources to become exposed to this new and dynamic culture. When will any scope of training, or workshops, or classes, or any helpful resources pertinent to open growth, become available to those who don't reside in Redmond?

LIKE REPLY SHARE ...

and like this


Seen by 912

< 2 shares Add Topics

 – May 10 at 8:10 PM from Desktop

If you haven't already, take a look at [redacted] It has huge number of very useful courses accessible to Microsoft employees worldwide. The course titled "Explore Growth mindset through Sway" was extremely useful for me and it covers whole Microsoft ideology of growth mindset.

LIKE REPLY SHARE ...

MEMBERS


INFO
Stay tuned for details on the next Employee Q&A with Satya, and visit <http://aka.ms/ceoconnection> to watch past events.
How to ask a question: 1. Read through this group to see if your question has already been asked. If so, vote it up by liking or commenting. 2. Don't see it? Post a new question. 3. Satya will answer questions based on what's on most employees' minds.

GROUP ACTIONS
[View Group Insights](#)

OFFICE 365 RESOURCES
[SharePoint Document Library](#)
[SharePoint Site](#)
[OneNote](#)
[Planner](#)



Microsoft Teams

The hub for teamwork in Microsoft 365



Persistent 1:1 & Group Chat



Enhanced Collaboration



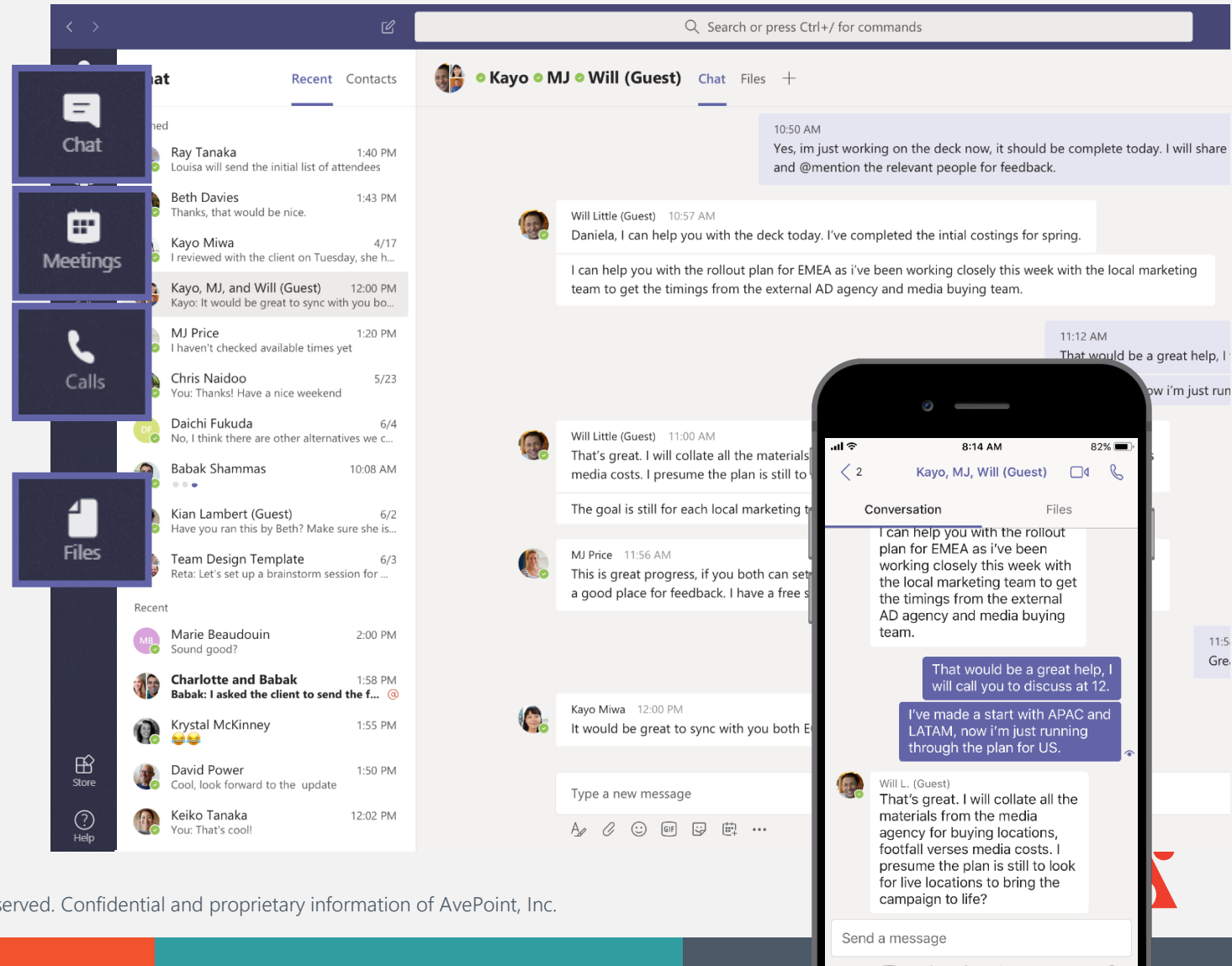
Enterprise Communications



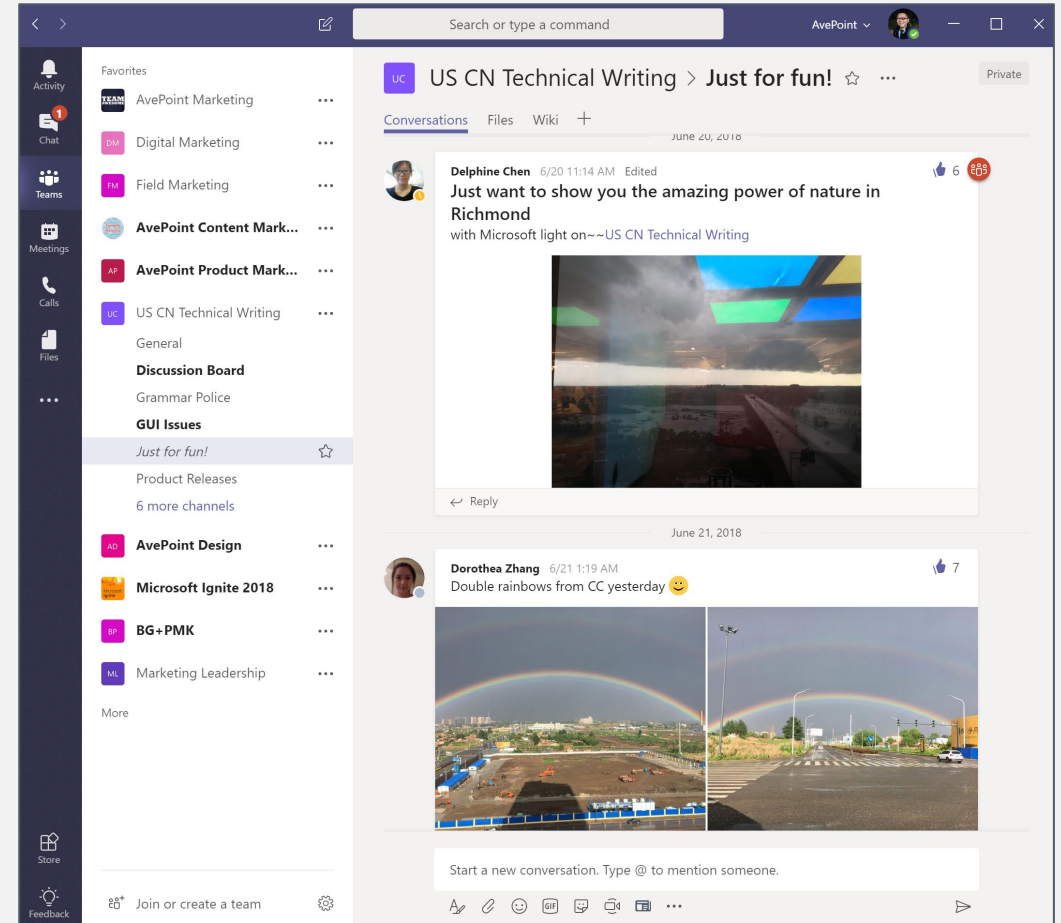
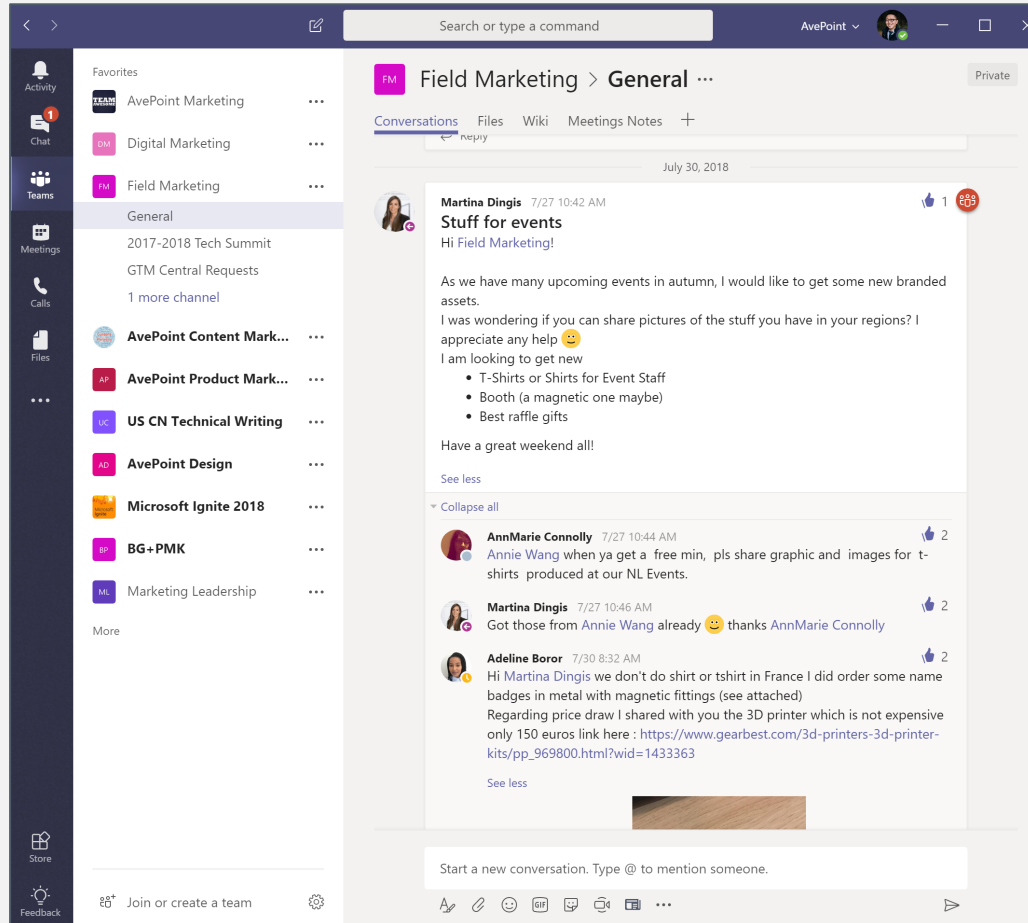
Customize & Extend

Built with the enterprise-grade security and compliance our customers rely on

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Example: Global team collaboration



When to Use What



Meeting Room
Microsoft Teams



Cafeteria
Yammer



Library
SharePoint



Make It Easy to Do the Right Thing



What do I need to govern?



For collaborative workspaces, we need 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



Govern Provisioning

- Creation
- Naming Convention
- Cataloging



Govern Ongoing Management

- Monitor usage
- Policy enforcement
- Access permissions



Govern Information Lifecycle

- Expiration
- Retention



Identify Business Needs

EXAMPLE

DEPARTMENT



DEPARTMENT



DEPARTMENT



**EXTERNAL
SHARING**

No external sharing



External sharing allowed in:



External sharing only allowed in:



**EXPIRATION/
RETENTION**

6 Months
after last accessed

12 Months
after last accessed

9 Months
after last accessed

**ALLOW THESE USERS
TO CREATE A TEAM**

All requests through
Central IT

All requests through
Department IT

Only Joe, Sally, and
Harold can create

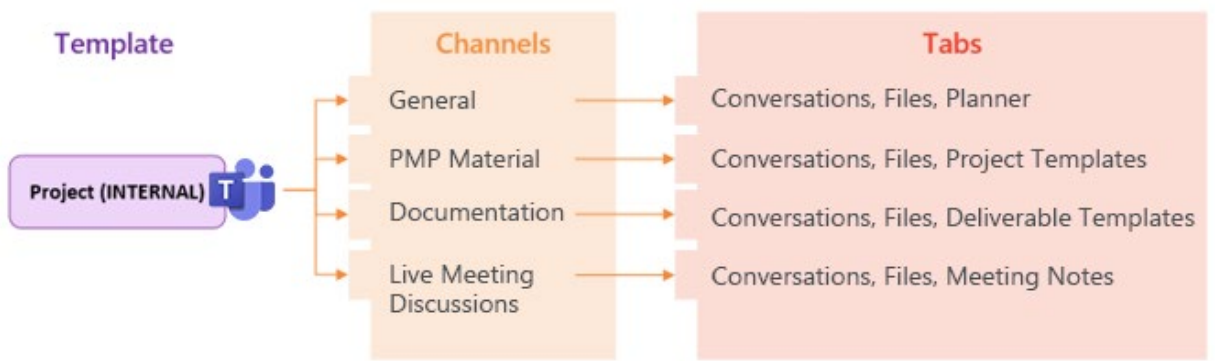
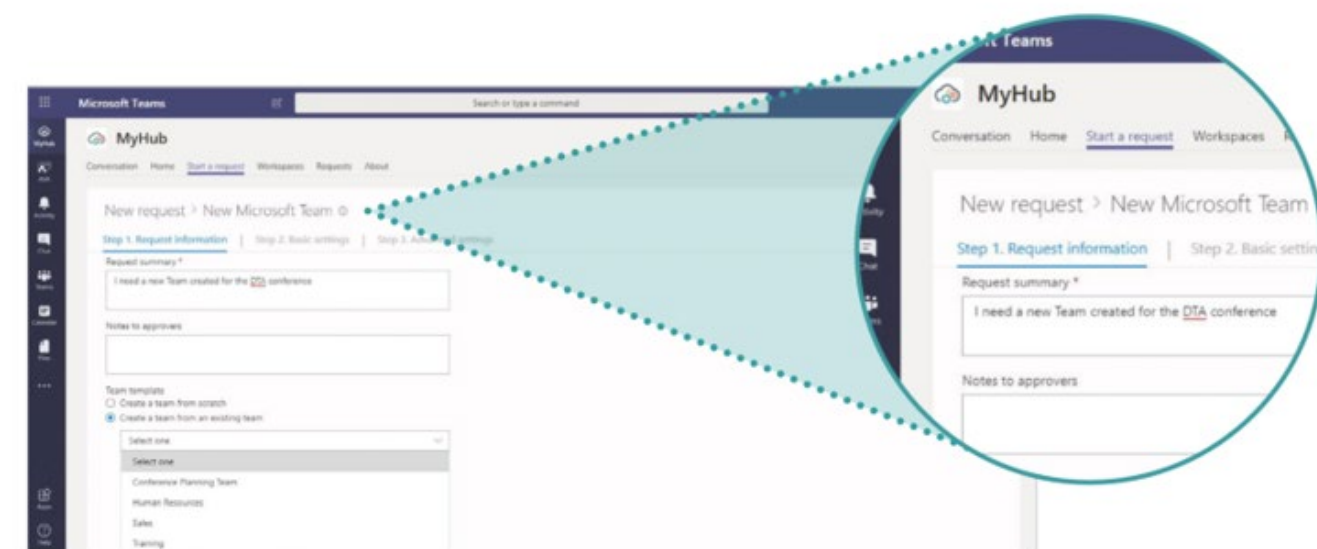
**RECERTIFY
MEMBERS**

after
3 Months

after
6 Months

after
12 Months

Standardize Teams with Templates



Project (INTERNAL)

EXTERNAL SHARING	No external sharing
EXPIRATION/RETENTION	6 Months after last accessed
WHO CAN CREATE	All requests through Central IT
RECERTIFY MEMBERS	after 3 Months

[Learn more about AvePoint Cloud Governance and MyHub](#)

Facilitate Sustainable Adoption

Establish How We Work Guidance

Specify rules of engagement

Set Status Message

Facilitate Effective Meetings



Set Status Message

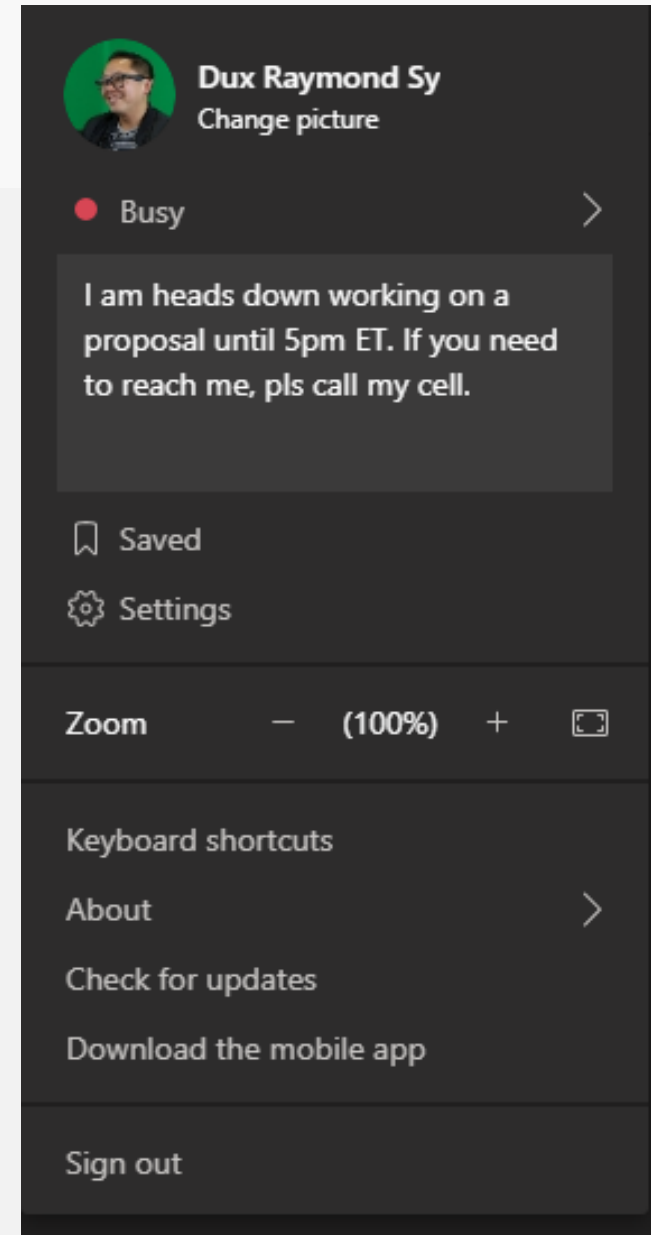


Inform teammates what you are working on



Set expectations

[Learn how to set status message in Microsoft Teams](#)



Facilitate Effective Meetings



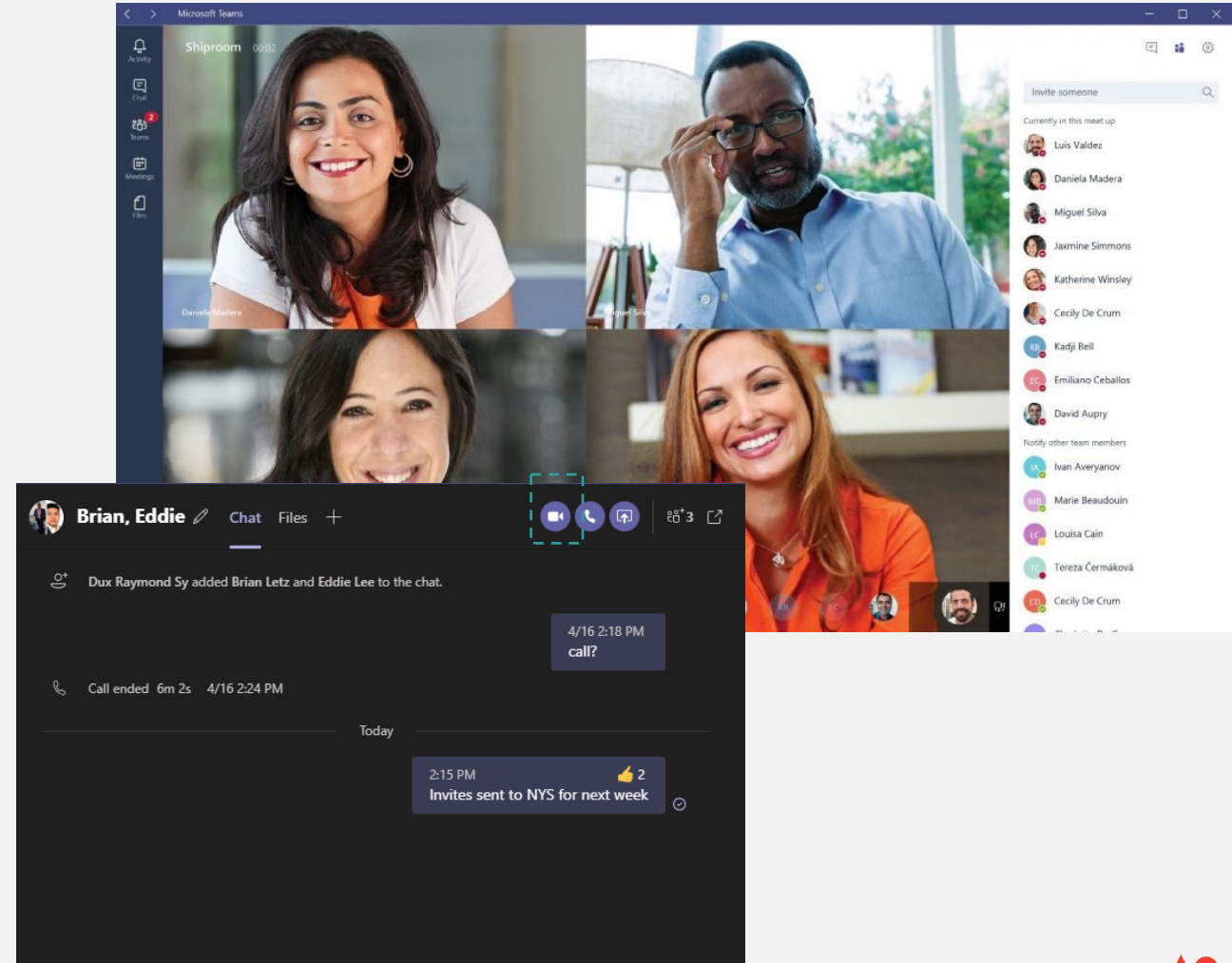
25 min or 50 min meetings



Use video if possible



Meet now for ad-hoc calls

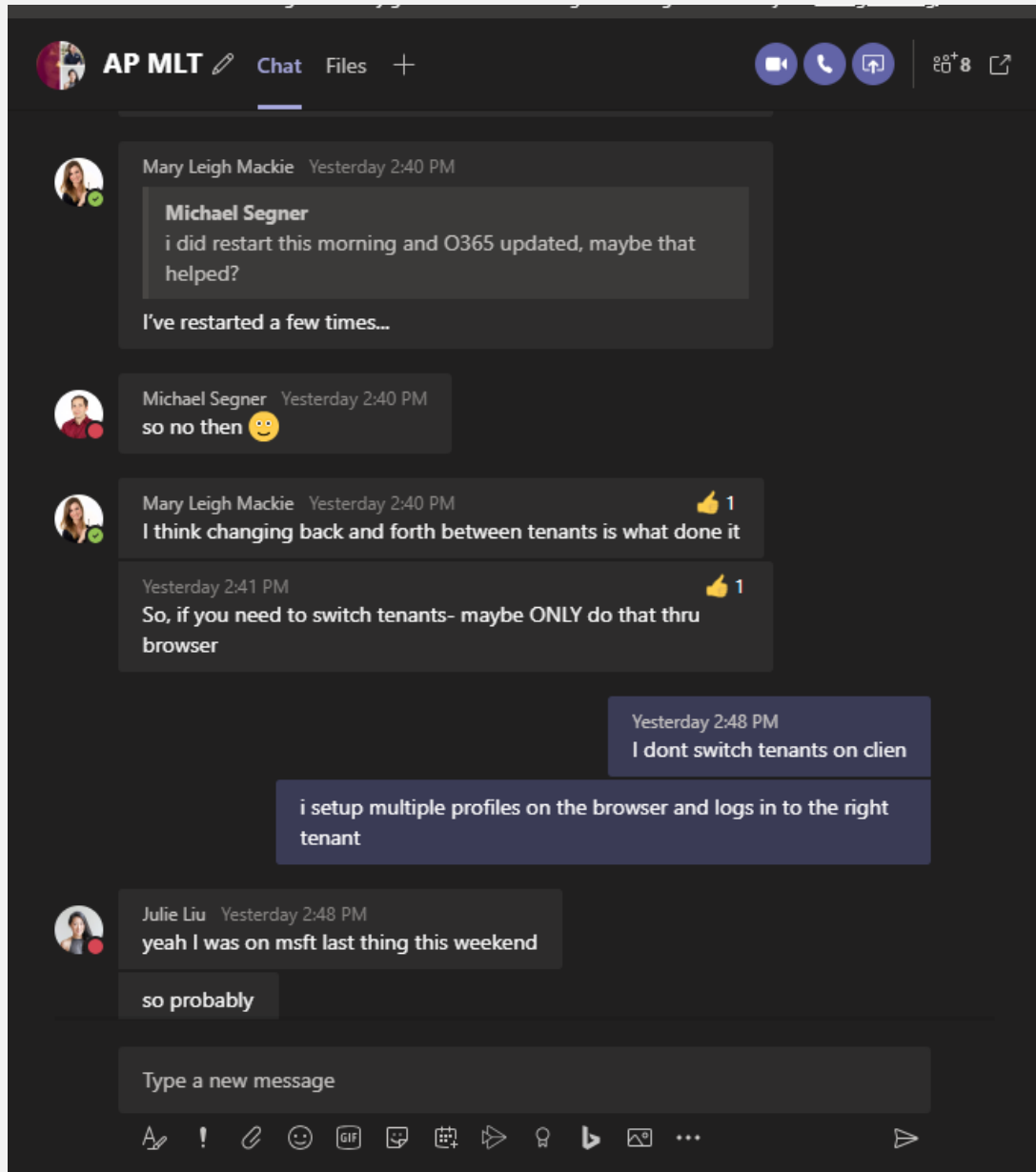


Streamline Communications



Group chats for ad-hoc convo

Use Teams for team communication



Use Group Chats for Ad-hoc Convoos



Ask question(s) for clarification




Casual greetings



Akin to in-office chit chats



Use Teams for team communication

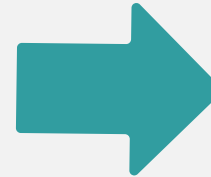
 **Joe Dougherty** 🇺🇸 🇲🇪
@PIO_Joe

So this is happening right now. It's Replyall-gate 2018. Adventures in state government. #ReplyAll Actually don't reply all.


From	Time	Message
HousingAuthority Reception	9:36 AM	Please stop replying to all, it's overwhelming th...
Joselyn Bravo	9:36 AM	STOP REPLYING TO ALL On Fri, Dec 7, 2018 at...
waivers TAX	9:36 AM	STOP THE MADNESS!!!! On Fri, Dec 7, 2018 at...
Ryan Bartlett	9:35 AM	I'm sorry you have to uninvite the entire State...
Connie Mickles	9:35 AM	EVERYONE STOP RESPONDING! *Sincerely,* *...
Ty Amy	9:35 AM	Just so you all are aware. You don't need to re...
Dave Christensen	9:35 AM	Perhaps people could not respond to all. I am t...
Nate Neeley	9:35 AM	Please stop responding to this email- its going...

Verizon LTE 9:51 AM 97%
Mailboxes Inbox Edit

From	Time	Message
Patrick Morris	9:34 AM	Yeah..... if you could stop replying to all. That'd...
Nancy Perez DHS	9:34 AM	You send me as a wrong person. On Fri, Dec 7,...
Matt Christensen	9:34 AM	Please take me off you group text I don't know...
David Wicai	9:34 AM	Stop hitting reply all! On Fri, Dec 7, 2018 at 9:3...
Angela Carlisle	9:34 AM	Hey this was sent to the entire state. Please st...
Rebecca Powell	9:33 AM	Please do not reply to all...we are ALL getting t...
David Dinger DHS	9:33 AM	




General > Post by Spenser Bullock Jul 1, 2019


 Spenser Bullock 7/1/19 10:48 AM
IMPORTANT!
New Webinar! 8/7: Delegating Administration
Hello everyone, we have a webinar on 8/7 at 11am EST/8 PST. We will feature **Dux**, John Peluso and Hunter for "Tailoring Microsoft Teams & Delegating Administration in Office 365"
[Landing Page](#)
[Graphics Page](#)
Can the following that are tagged please help with distribution/promotion?


- Megan for organic and paid social efforts
- Sarah, Katie and Skylar for connecting to sales
- Brent for CTA on anything around Office 365 compliance or anything else you can think of?
- Chandler and Mikayla can we incorporate this into our newsletter or any other customer comms?

Please note that the social media graphics have been updated and should be visible when you share out the link
Please let me know if there is anything you need!
FYI: Michael, Chisa, Joanne, Martina, AnnMarie, Oscar Jessica, Annie, Isabelle
See less


 **Tailoring Microsoft Teams & Delegating Administration in Office 365 | ...**
Learn how to give departments in the same Office 365 tenant different policies for provisioning, external sharing, retention and more!
www.avepoint.com

July 2, 2019

 Martina Dingis 7/2/19 5:16 AM
Annie Wang Eva Wang Spenser Bullock I would like to invite the DACH database as well. Spenser, can you please copy the email invite and share with Eva so we can translate? 4

 Spenser Bullock 7/2/19 6:29 AM 1
Yes, will do!

July 15, 2019

 Spenser Bullock 7/15/19 11:00 AM 3
NEW UPDATE: Hi everyone! We are looking to break our current webinar registration number and

Reply





Encourage Team Collaboration

- Drive teamwork in Teams
- Maximize co-authoring
- Utilize Tabs

Drive Teamwork in Teams

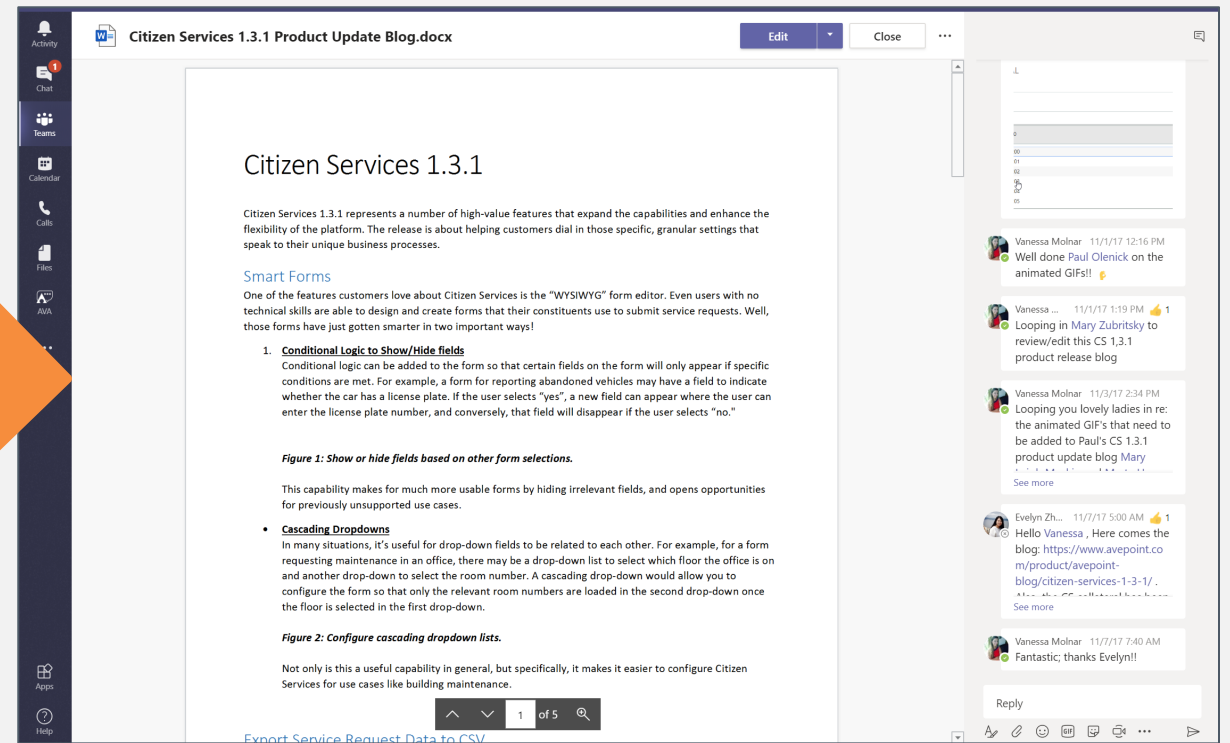
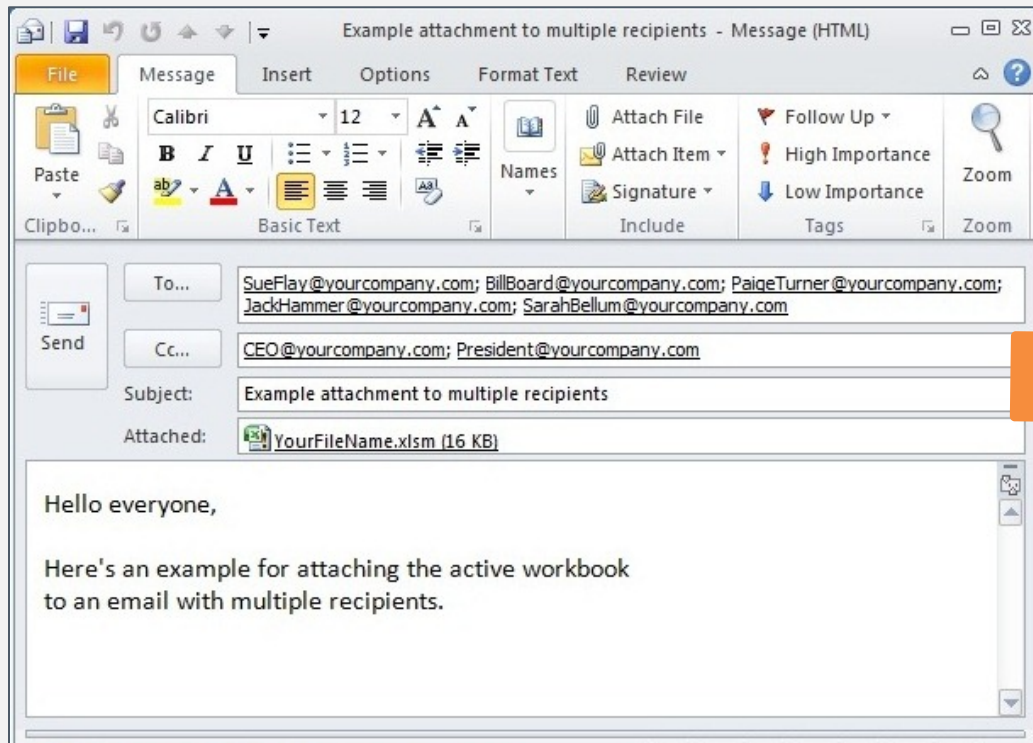
The screenshot displays a Microsoft Teams interface. On the left is a sidebar with navigation icons for Activity, Chat, Teams, Calendar, Calls, Files, and AVA. The main pane shows a chat window for the 'AvePoint Marketing' team, specifically the 'General' channel. The chat history shows a message from Joanne Chang dated 1/30 9:35 PM. The message discusses a nurturing email campaign and includes a 'Content Schedule' diagram. The diagram is a flowchart showing the progression of a nurture campaign through various stages: Management, Migration, and Protection, with specific dates and actions for each. Below the message is a 'Login | Marketo' card with the URL 'app-ab04.marketo.com'. A reply from Michael Segner dated 1/31 11:36 AM is also visible, praising the campaign design.

Teams Interface:

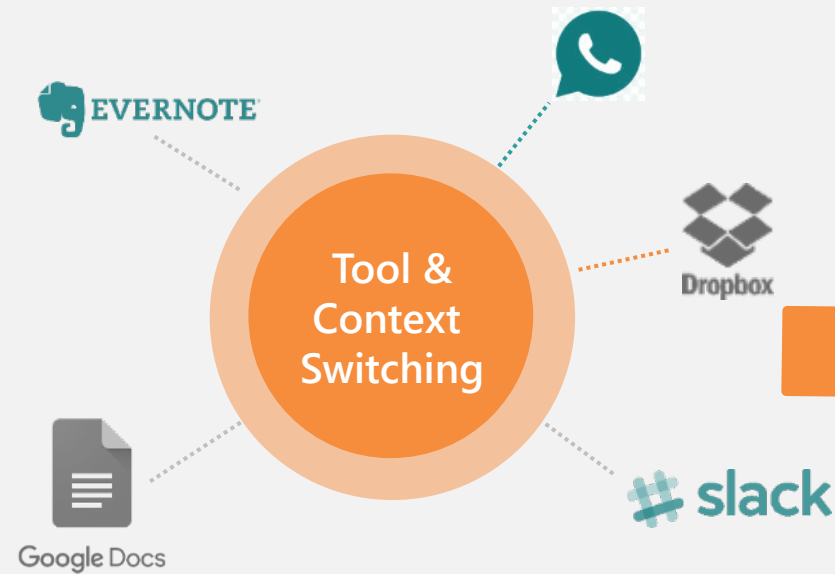
- Left Sidebar:** Activity, Chat, Teams, Calendar, Calls, Files, AVA, and a 'Join or create a team' button at the bottom.
- Channel List:** 'AvePoint Marketing' (selected), 'General', 'Articles', 'ChewNChat Video Series', 'Comms', 'Ideas', 'Lead Routing and Management', 'Photo of the Day', 'Requests', 'SH Podcast', '9 hidden channels', 'APSLT', 'Marketing Leadership', 'Field Marketing', 'Arlington Office'.
- Chat Window:**
 - Header:** 'AvePoint Marketing > General ...' with a 'Private' button.
 - Navigation:** Conversations, Files, Requests, Intranet, Yammer, Web Requests (JIRA), Power BI, 1 more.
 - Date:** July 31, 2019.
 - Message from Joanne Chang (1/30 9:35 PM):**
 - Text:** 'Dux Raymond Sy Michael Segner Amanda Barnes Jessica Ko I'd like to share the nurturing email campaign that AU team's working on. The purpose of the campaign is to engage with new leads moving forward, keeping them posted with our awesome content, ebooks, on-demand webinars, blogs etc. The content people are gonna receive will be based on what / if they click (see attached content schedule). Basically we have 4 streams - Migration, Management, Protection and 'No clicks' (for people who don't click anything we'll send our most popular content to capture'.
 - Attachment:** 'Content Schedule' diagram.
 - Reaction:** 7 thumbs up.
 - Message from Michael Segner (1/31 11:36 AM):**
 - Text:** 'Wow, first off *really* impressive work. What a sophisticated nurture design! Here are some thoughts, happy to discuss further:'
 - Bulleted List:**
 - LOVE the segmented campaigns based off of clicks (or no clicks). The thing that pops out to me here is that it looks like your nurture campaign lasts across 3 months. Have you thought about extending it across a whole year (funding cycle)? You could extend it across 6 months and cast it twice.



Enhance Document Collaboration



Utilize Tabs



The screenshot displays the AvePoint "GTM Central" intranet interface. The top navigation bar includes tabs for General, Posts, Files, Requests, Intranet, Yammer, Web Requests (JIRA), Power BI, and GTM Central. The main content area features a welcome message, a "Brand News" section with two articles, and a sidebar with links to templates, resources, and industry reports.

General | Posts | Files | Requests | Intranet | Yammer | Web Requests (JIRA) | Power BI | GTM Central

If your site isn't loading correctly, click here

Welcome to Go To Market (GTM) Central!
[LEARN MORE →](#)

Brand News

RELEASE: DocAve 6.12.1
DocAve 6.12.1 Get excited, AvePoint! We're continuing our Silverlight replacements with a...
Mary Zubritsky March 18
512 views

The AvePoint Cloud's March Release
Hello, AvePointers! Mark your calendars for March 15th...that's when we'll release updates t...
Mary Zubritsky March 10
666 views

[See all](#)

Templates: PPT, Logos, Letterheads & more

Resources: Pitch Decks, Playbooks, Guidelines,...

Industry Reports: Gartner, Forrester & more

Can't find what you're looking for? Submit a...



What We Covered

The New Modern Workplace

When to Use What in Microsoft 365

Make it Easy to Do the Right Thing

Facilitate Sustainable Adoption





Business Continuity & Productivity

IN THE DIGITAL WORKPLACE

🕒 June 22-26, 2020

Register for free today!



<http://shifthappenscon.com>



【When to use Teams vs other tools?】

Understanding the advantages and disadvantages of each tool helps you and your end users choose the right tool for the right occasion:

	Microsoft Teams	Yammer	E-Mail / Outlook	Skype for Business	SharePoint	Groups in Office 365
Speed	Fast Suitable for instant communications	Varies Can be used for communications of any speed	Slow Difficult to know if your email has been read or when you will hear back	Fast Suitable for instant communications	Slow When a document is shared via another tool users find and access materials as they need it.	Varies Message is sent through Outlook. Difficult to know when you will hear back.
Audience	Small Designed for smaller, close-knit teams	Large More suitable for organization-wide communication, or collaboration across departments	Varies Can be used for audiences of any size	Small Typically one-to-one or one-to-few	Varies While some sites can be limited to just team members, other SharePoint sites are designed for company-wide access	Small Designed for smaller, close-knit teams
Tone	Informal Personal and conversational. Suitable for team members who know each other well	Varies Mix of conversational and professional	Formal Professional, for instance, for sending contracts to clients	Varies Tone depends on the mix of people on the site and the situation	Formal Communication within SharePoint sites is typically brief and formal, directing users where content is and how it should be managed	Varies Tone depends on the mix of people on the site and the situation
Sharing of information	Very easily shared Information is shared with a specific group of people and in various formats and methods (shared library, notebooks, chats, or app integrations)	Easily shared Accessed once uploaded, however, you may lose track of specific content when you follow many feeds and groups. Idea for referencing content and not collaboration.	Not easily shared If it lies in attachment form - forwarding back and forth makes it hard to track. Attachments are better shared via OneDrive for Business	Not easily shared Attachments become downloaded files on your local drive. Manual maneuvering is required to share	Very easily shared and accessed Primarily a document management and storage system. Suitable co-editing from a single version of truth.	Easily Shared It lies in attachment form and stored in the Office 365 Groups document library / files repository.
Knowledge transfer	Easily transferred Change in membership has no impact on content availability. Newly added members have access to conversations and files accumulated from the start	Very easily transferred If your organization is consistent in tagging topics and if groups are maintained well, newly added users can easily find what they need moving forward	Not easily transferred Knowledge contained within the mailbox is lost to others after a user's account is deactivated	Not easily transferred Downloaded files and conversation history will be lost to others after a user's account is deactivated	Easily transferred Data is organized for new team members to easily locate and leverage even if the content producer's account is deactivated	Easily transferred Change in membership has no impact on content availability. Newly added members have access to group conversations and files accumulated from the start
Confidentiality	Medium/Low If default settings are not managed properly, confidential information can be exposed to those who should not see it	Low High visibility organization-wide means this is unsuitable for exchanging confidential or private information	High Only sender and recipient have the email and its content. Outlook users can restrict access to email using Office 365 Message Encryption or data information Protection templates. Can be accidentally forwarded to wrong parties	Medium Only sender and recipient have the conversation history and files	Medium/Low Users can choose to make their site public or private to a select group of users. Access to authorized groups is easily preserved. Sensitive data may require extra safeguards for compliance	Medium/Low If default settings are not managed properly, confidential information can be exposed to those who should not see it

Office 365 Groups can be described as:

- A collection of people with a common purpose (a department, a project, a client, etc.)
- ...That are armed with tools for collaboration (Teams, SharePoint, Yammer, etc.)
- ...And who collaborate internally, externally or both (internal clients)
- ...With an appropriate level of transparency (public/private)

Check out our Office 365 Groups Playbook for access to regularly updated articles, webinars with industry leaders, and best practices

<https://www.avepoint.com/office365groups>

Free eBook

When to Use and How to Manage Microsoft Teams & Office 365 Groups

- Chapter 1: What are Office 365 Groups?
- Chapter 2: What is Microsoft Teams?
- Chapter 3: What collaboration tool should I use when?
- Chapter 4: Top 3 concerns for Office 365 admins and how to alleviate them

Free Download >

avepoint.com/resources

thank you

Gracias

ευχαριστώ

Danke

Grazie

благодаря

Hvala

Obrigado

Kiitos

شكراً

Tak

Ahsante

Teşekkürler

متشكراً

Salamat Po

감사합니다

Cám ơn

شكريه

Terima Kasih

Dank u Wel

Děkuji

நன்றி

Köszönöm

ありがとう
ございます

ໂພນຊຸມນຸມ

Dziękuję

谢谢

Tack

Mulțumesc

спасибо

Merci

תודה

多謝晒

дядкую

Ďakujem

Let's Connect

Valerie Froehling

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