



Microsoft Teams Private Channels: Real World Implications and Applications

Matt Wade, Hunter Willis, & Sven Seidenberg

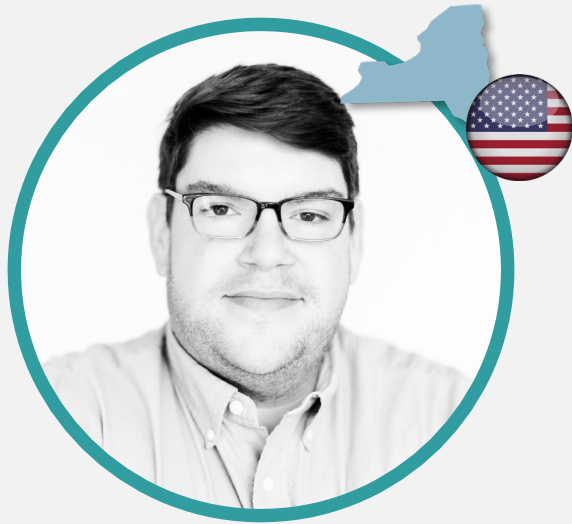
Microsoft
Partner



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

Accessible content is available upon request.

Introductions



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Agenda



What



Why



Permissions



Files



Admin



Adoption



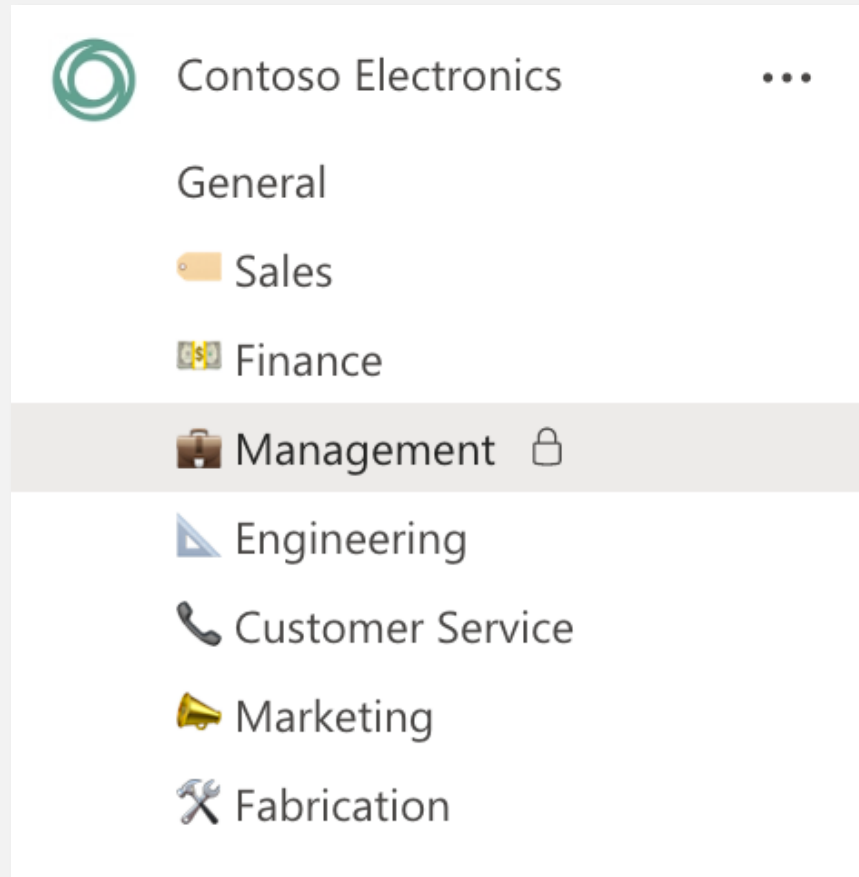
Thoughts



Wrap Up



What are Private Channels?



What are Private Channels?



Permission-protected
safe space in Teams



Separate
conversation area



Separate file
storage area



Most-requested
feature ever for Teams





Microsoft Teams

User Feedback Forum

Welcome to the Microsoft Teams UserVoice!

← Public

24,735

votes

Vote

Support for Private Channels

Looking for the ability to create a channel that only channel members can see. Private channels are available in slack. There is an admin for private channels who is the creator, and they are the ones who add/remove users.

Five types of public/privacy that is being asked for by users:

- Public-Open (visible anywhere including outside the org and anyone can join)
- Public-Invitation (visible anywhere including outside the org, must be invited)
- Company-Open (only visible inside the org and anyone in the org can join; outside the org must be invited)
- Company-Invitation (only visible inside the org, must be invited)
- Secret (invisible to everyone except existing members, must be invited)



Angela Sze shared this idea · November 01, 2016 · [Flag idea as inappropriate...](#)

New and returning users may [sign in](#)

Forum Home

Reference Information for Teams

[Teams Admin Documentation](#)

[Teams Adoption Toolkit](#)

[Help Center](#)

[Coffee in the Cloud Training](#)

Public: **Teams and Channels**

[Post a new idea...](#)

[All ideas](#)

[My feedback](#)

[Accessibility \(keyboard navigation, reader, colors etc.\)](#)
658

[Apps, Connectors, Messaging Extensions](#) 969

[Bots](#) 168



What are Private Channels?



Coming soon to
US Gov tenants

Good reason to always have a
commercial tenant for testing



Why would an org want PCs?



Management
and strategy
channels in
department
teams

Internal
project
teams with
external
guests

Supplier
management
in big
projects



Permission structure

Big picture



Permission structure

- User must first be in a Team to be in a PC
- External guests are supported
- Team owners don't necessarily have PC access



Private channels – a "subteam" of a team

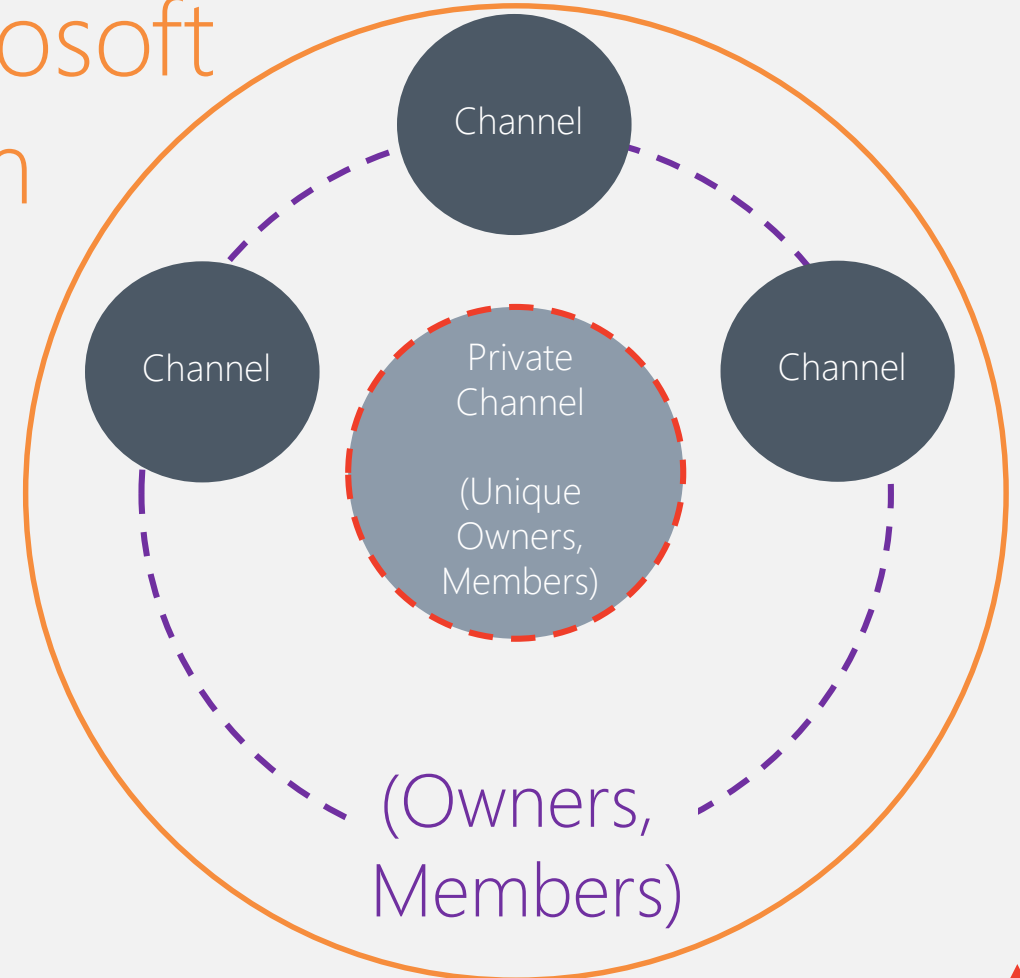
Who can create a private channel?

Every member/owner can create a private channel (if no restrictions applied)

Who has access to a private channel?

1. Invited members have access
2. Team owner has no access if not invited

Microsoft Team



PC owners



Permission structure

- Members can create PCs (except external guests)
- Creator becomes the PC owner
- Add members and owners
- Can manage PC membership & files



Team owners



Permission structure

- Can limit who can create PCs
- Can only see name & description of PC
- Can be added to PC, but not necessary
- Limited responsibility & accessibility



Team and/or PC members



Permission structure

- PC members can converse and update files
- If not a PC member, PC is invisible



Membership rights synopsis

Feature	Team member	Team owner
Name and description	Only when invited	Every channel in the team
Conversation and tabs		Only when invited
Files and contents		Only when invited
Private channel owner		Every channel in the team



Files

Team and/or PC members



Files

- PC creates a separate SharePoint site collection
- Site permissions coupled to Private Channel
- Manage permissions from Teams
- Not a standard Team Site (e.g., no Pages)




+ Create news post


Sites


Frequent Following Recent

CE ★

Contoso Electronics Group


 You modified Sales Projections 2020 on 10/10/2019

 AdWords Campaign is popular

 Tweets Library is popular

CE ★

Contoso Electronics - Management

 You modified Salaries And Raises 2020 on 10/10/2019

Site for
'parent' Team

Site for
Private Channel

Edit

Team Site

Saved for later



Pages, news, and files that you've saved for later across SharePoint and OneDrive are shown here.

Get the mobile app

Why this way?



Files

- PCs owned by high-level folks storing sensitive material may not want Team owner to access
- Only way to ensure no permissions loophole through parent Team site



Administration

Microsoft Teams



Administration

- PCs are enabled by default – check *now*
- Can disable PCs at the tenant level
- Team owners can disable at Team level
 - Go check your Org-wide Teams!
- PCs can go ownerless!



SharePoint



Administration

- PC sites do *not* surface in the SharePoint Admin Center (by design)
- SharePoint security groups can be used, but don't mess with owner and member groups



Information protection



Administration

- AIP/MIP classification is same as in the parent Team
- DLP in PC conversations is inherited from the Team
- DLP in PC files is separate from DLP in the parent Team
- Retention policies are not working yet for conversations



Adoption & governance

Considerations for Governance in Office 365

Provisioning



Self-service, managed, or a combination?

Are native user options OK or is more governance required?

Ongoing Management



Tracking data ownership

Gather, maintain and report on common governance details (division, purpose, sensitivity, etc.).

Recertification

Require periodic review of permissions, membership, ownership etc.?

Expiration, End of Life



"Managed" de-provisioning processes?

For "workspaces" like sites and Teams?

For content within workspaces?

Process to assess business relevance?



Why Training Alone is Not Working



Non-Contextual

Unclear Roles

Generational Gap

What's In It For Me?



Best practices



Adoption & governance

SUSTAINABLE Adoption is the key-

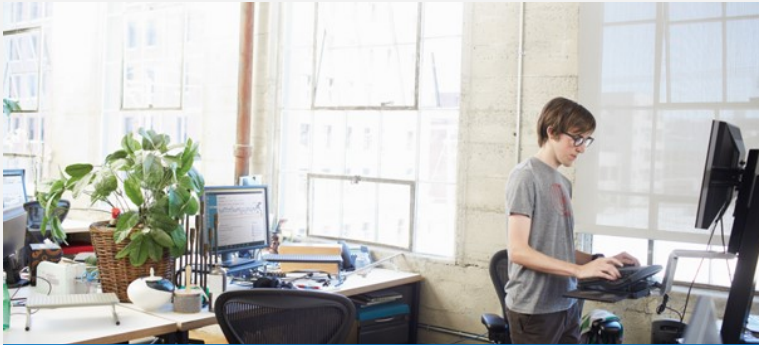
Have a plan for provisioning, management and lifecycle for Teams

- Make it easy to do the right thing
- Focus on business scenarios with contextual training
- Ensure quick wins
- Wash, rinse, repeat



Example: Focus on Business Scenarios

Engineering, Research & Development



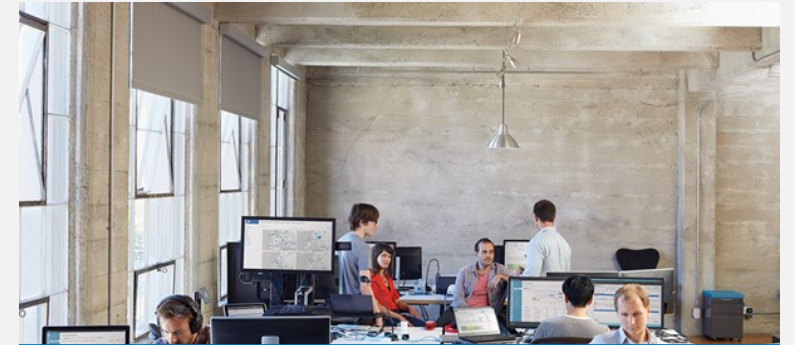
Share best practices across geographies

Operations, Manufacturing & Logistics



Improve and monitor business processes

Sales, Marketing, PR & Communications



Align Sales and Marketing teams

HR & Legal Services



Gather & process forms from employees

Accounting, Finance & Procurement



Pull data and build financial reports

Administration



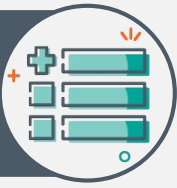
Organize teams and manage calendars



Example: Make meetings better



Self-Service
Enablement



Balanced Controls



Efficiency Through
Automation



Ongoing Governance



Managed Disposition



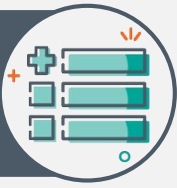
Scale,
Automate,
Secure...

...accelerate adoption while automating service delivery for Office 365.

Let your users get what they want, when they need it by guiding users to efficient, secure, and productive Office 365 workloads and automating a sustainable framework for IT service delivery.



Self-Service
Enablement



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

Balanced Controls



Promote sustainable adoption with appropriate controls in place.

Efficiency Through
Automation



Create repeatable and consistent service delivery.

Ongoing Governance



Streamline security reviews and maintain inventory of collaboration spaces.

Managed Disposition



Eliminate sprawl and reduce clutter while maintaining compliance.



Search To-do List

Home

Workspace

Requests

+ New Request

New Request > Create Team ⓘ

Step1. Request Info

/ Step2. Basic Info

/ Step3. Advanced Info

* Request Summary

Need a Microsoft Team to work on Contoso Project

Notes to Approvers ⓘ

This project involves working with external users

* Department

Executive

Privacy

☒ Public - Anyone can see team content

☐ Private - Only members can see team content

Subscribe Members

☒ Send copies of conversations and events to team members' inboxes

☐ Don't send copies of conversations and events to team members' inboxes

Outside Senders

☒ Allow outside senders

☐ Don't allow outside senders

* Language

English

Cancel

Save as Draft

Next



New Request > Project Management Questionnaire

Before we get started...

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

Is this a new or existing project?

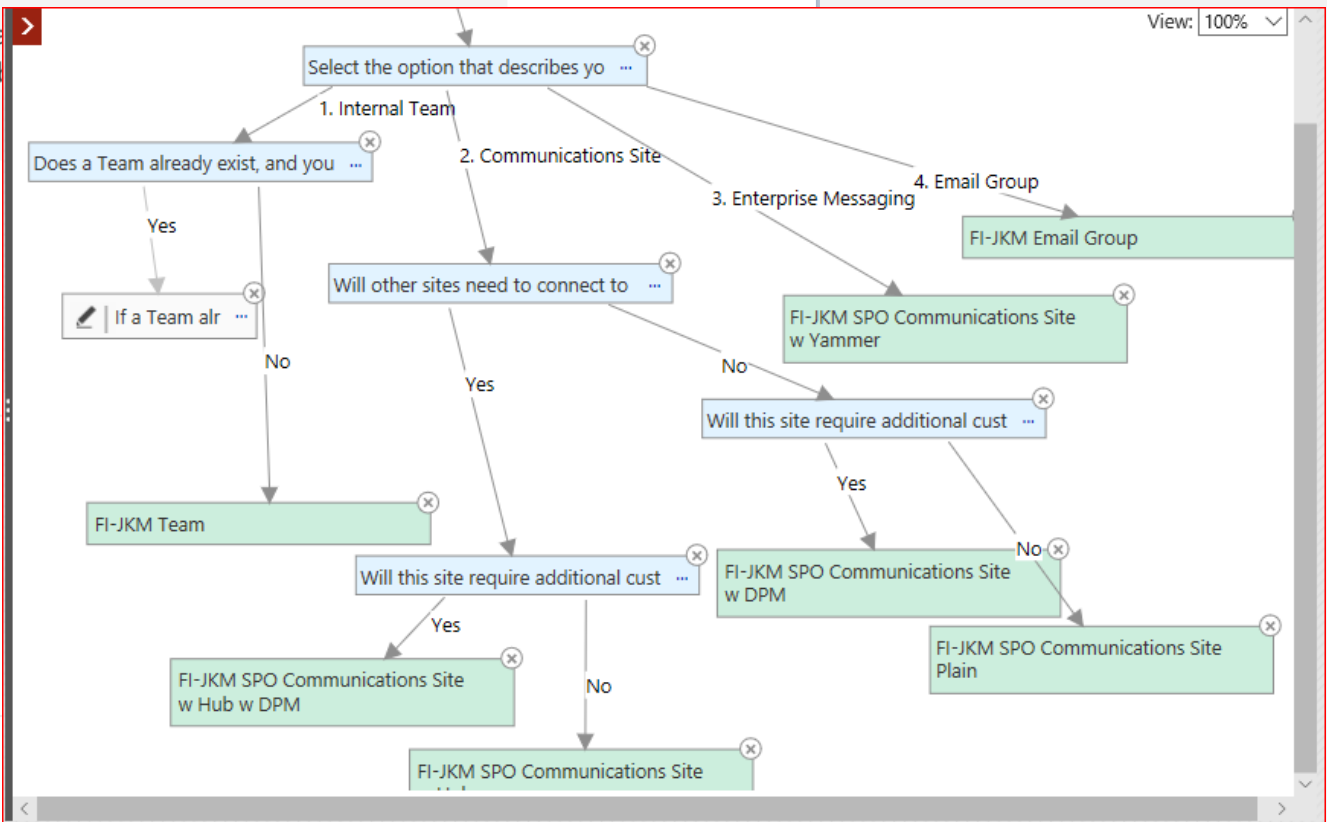
New Project

How would you describe this project's collaboration? ⓘ

- ☐ Traditional Workstream
- ☒ Modern Workstream




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

Please select an option...



Governing external access through Policy

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

 Save  Save and Activate  Cancel

created in AvePoint Online Services.

Group Team Site Quota

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

Storage quota:

GB

External Sharing


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

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

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

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

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



Automated Execution

Approval if required

The screenshot shows the Microsoft Outlook interface. On the left, the 'Inbox' is visible with 227 items. The selected email is from 'AvePoint Cloud Governance Team' with the subject 'You Have a New Task for I need a team for project XYZ' and a timestamp of 'Wed 1:27 PM'. The email body contains a greeting and a task request. The right pane shows the email content, including a banner for 'AvePoint Cloud Governance' and a message from 'AvePoint Cloud Governance Team' dated 'Wed 5/22/2019 1:27 PM'.

Service completes automatically

The screenshot shows the 'Submitted requests' table in the AvePoint Cloud Governance interface. A red arrow points from the 'Approve' button in the email to the first row of the table, which is marked as 'Completed'.

Summary	Service	Modified	Assigned to	Status
I need a team for project XYZ	Create External Team	2019-05-22 17:33:42		Completed
Need new audit workspace.	Create Private Team	2019-05-17 19:40:43	Tom Gawczynski	Verifying Office 365 Group Team...
New MS Teams.	Create Private Team	2019-05-17 17:53:30	Tom Gawczynski	Verifying Office 365 Group Team...
New internal site.	Create Private Team	2019-05-17 17:18:22	Tom Gawczynski	Verifying Office 365 Group Team...
Peter Demo	Create Private Team	2019-05-16 16:26:45		Cancelled
John's Team	Create Private Team	2019-05-14 15:48:02	Tom Gawczynski	Verifying Office 365 Group Team...
New Marketing Site	Create External Team	2019-05-14 15:08:29	Tom Gawczynski	Verifying Office 365 Group Team...
Create Private Group 201905131441...	Create Private Group	2019-05-13 14:51:29		Cancelled
Test	Create Private SharePoint Site Colle...	2019-05-13 14:34:35		Cancelled

Data owner insights for Office 365 workspaces

Cloud Governance

Settings

Help

Kat Larsson

Search Workspace

Confirm Group

Export Report

Home

Workspace

Requests

+ New Request

Workspace

Name

Research & Development

Finance

My Group

Commissioned Research

Group Name

Another Group Name

More Groups

Group Name

GA Group Details

Renew

Group Basic Info

Phase

Automatic Import Profile

Group/Team Name

Group/Team ID

Primary Group/Team Contact

Secondary Group/Team Contact

Group/Team Owners

Group/Team Policy

Object Type

Language

Renewal Pending
(Phase Start Time: 2018-12-18 16:30, Assignee: pm)

GA Group

GA Group 001

Administrator MOD

Adele Vance

Administrator MOD

Renewal Group Policy 1

Office 365 Group

Deutsch

Metadata

Metadata Name1

Option1

Metadata Name2

Option2

Publish to Directory

Yes



Recertification and renewal of workspaces

Cloud Governance

Search in To-do list

Cancel

Home

Workspaces

Requests

Quick Requests

Group renewal: DG-2000 Feedback

Renewal steps

✔ Contact renewal

Confirm that the primary and secondary contacts are still correct. If necessary, you can assign the roles to other users.

✔ Permission renewal

Confirm that the group team site permissions for users and groups are still correct. If necessary, you can update the permissions.

✔ Membership renewal

Confirm that the group team site permissions for users and groups are still correct. If necessary, you can update the permissions.

✔ Metadata renewal

Confirm that the metadata is still correct. If necessary, you can update the metadata values.

Permissions

Display name	Account type	Permissions	Access type
Megan Bowen	User	1 Permissions	Internal
Diego Siciliani	User	1 Permissions	Internal
Grady Archie	User	1 Permissions	Internal
Lidia Holloway	User	1 Permissions	Internal
5 members in the group View group members			
<div><div>DG-2000 Feedback</div><div>https://m365x313735.sharepoint.com/sites/dg-2000fe...</div><div>Site</div></div>			
DG-2000 Feedback Visitors	SharePoint Group		
DG-2000 Feedback Members	SharePoint Group		

Reset

Permissions

Full Control

Full Control

Design

Edit

Contribute

Read

Full Control

Full Control

Design

Edit

Contribute

Read

Back

Next

AvePoint MyHub for Office 365



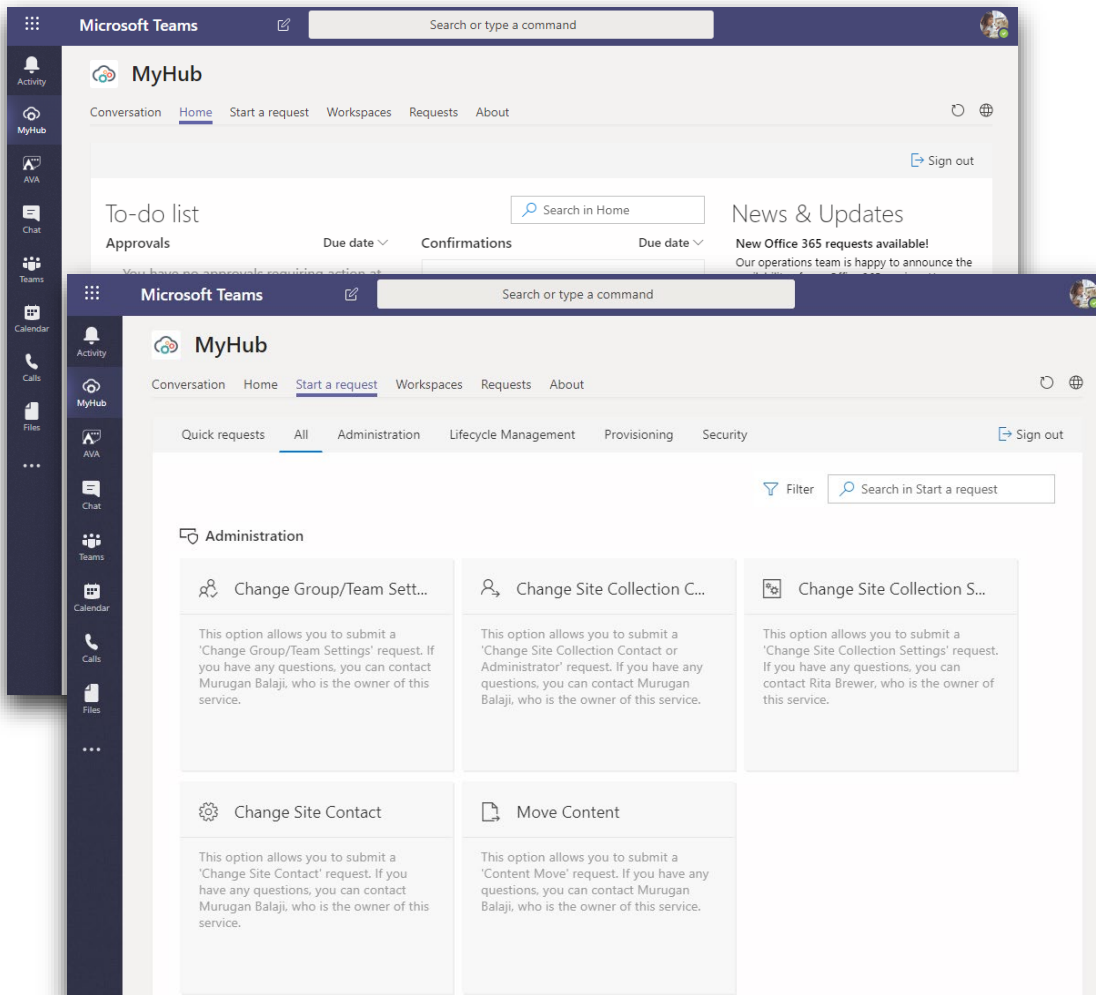
Easily find the right tools for whatever you need and get them faster:

A simplified catalog of Office 365 services tailored to you

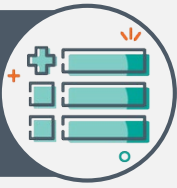
Answer basic questions to be guided to the right services

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

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



Self-Service
Enablement



Balanced Controls



Efficiency Through
Automation



Ongoing Governance



Managed Disposition



Empower end users to adopt
Office 365 while increasing
control over your
environment.



Thoughts

Major pros



Thoughts

- Less Team sprawl
- Better usability, simpler navigation
- Potentially improved security
- Microsoft listens



Could be better...



Thoughts

- More training
- Must *follow* and sync multiple sites/libraries
- More permission sprawl
- Not a "just do it" kind of solution



Feature limitations



Thoughts

- No apps and bots (including Planner)
- No scheduled Channel meetings
- No moderation



Wrap up

Resources



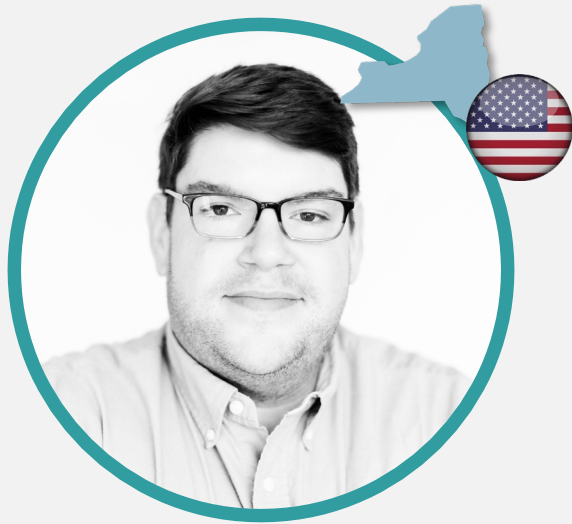
Wrap up

- Matt's overview guide & video
jum.to/PrivateChannels
- John Peluso's (AvePoint) guide
jum.to/AvePointPCs
- Official Microsoft documentation
jum.to/PCDocs

Follow the AvePoint blog for written answers to your questions!



Your panel



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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

ໂພນຄຸນຄວັບ

Dziękuję

谢谢

Tack

Mulțumesc

спасибо

תודה

多謝晒

дядкую

Ďakujem