

Records Management in MS Teams: Real World Approaches

1st December 2021

Microsoft
Partner



Gold Application Development
Gold Collaboration and Content
Gold Cloud Productivity
Gold Messaging
Gold Datacenter

Collaborate with Confidence

Accessible content is available upon request.

Today's Presenters



Bruce Berends

Snr Solution Engineer & Product Strategy



AvePoint



Melbourne, VIC, Australia



Alyssa Blackburn

Director, Records & Information Management



AvePoint




Brisbane, QLD, Australia



We Are AvePoint

Leader in Microsoft 365 data management solutions



 AvePoint[®] is headquartered in Jersey City, NJ, with approximately 1,500 employees across 29 offices, 14 countries, and five continents.



8M

Cloud Users



88

Countries



7

Continents

Microsoft
Partner



5x

Partner of the Year
Award Winner

AVPT
Nasdaq Listed

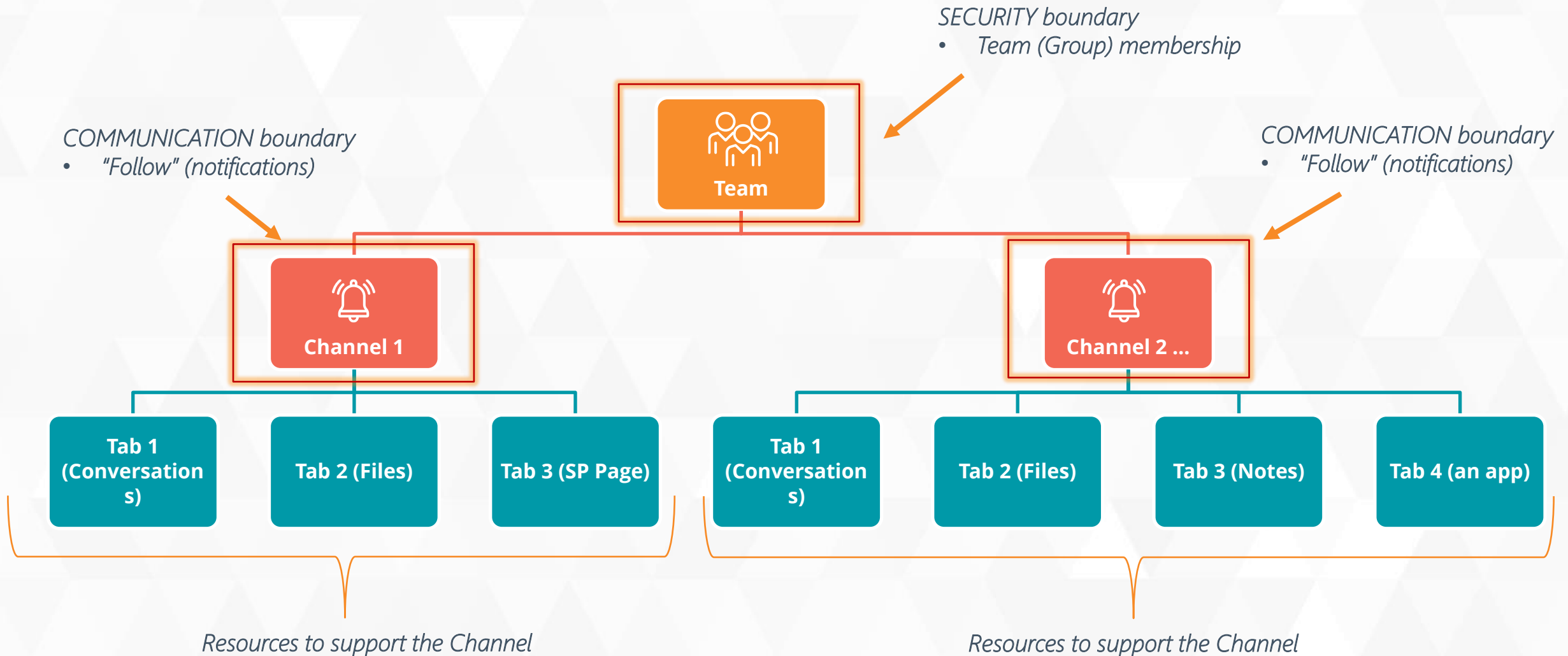


MS Teams: Overview

Microsoft Teams – The Hub for Teamwork

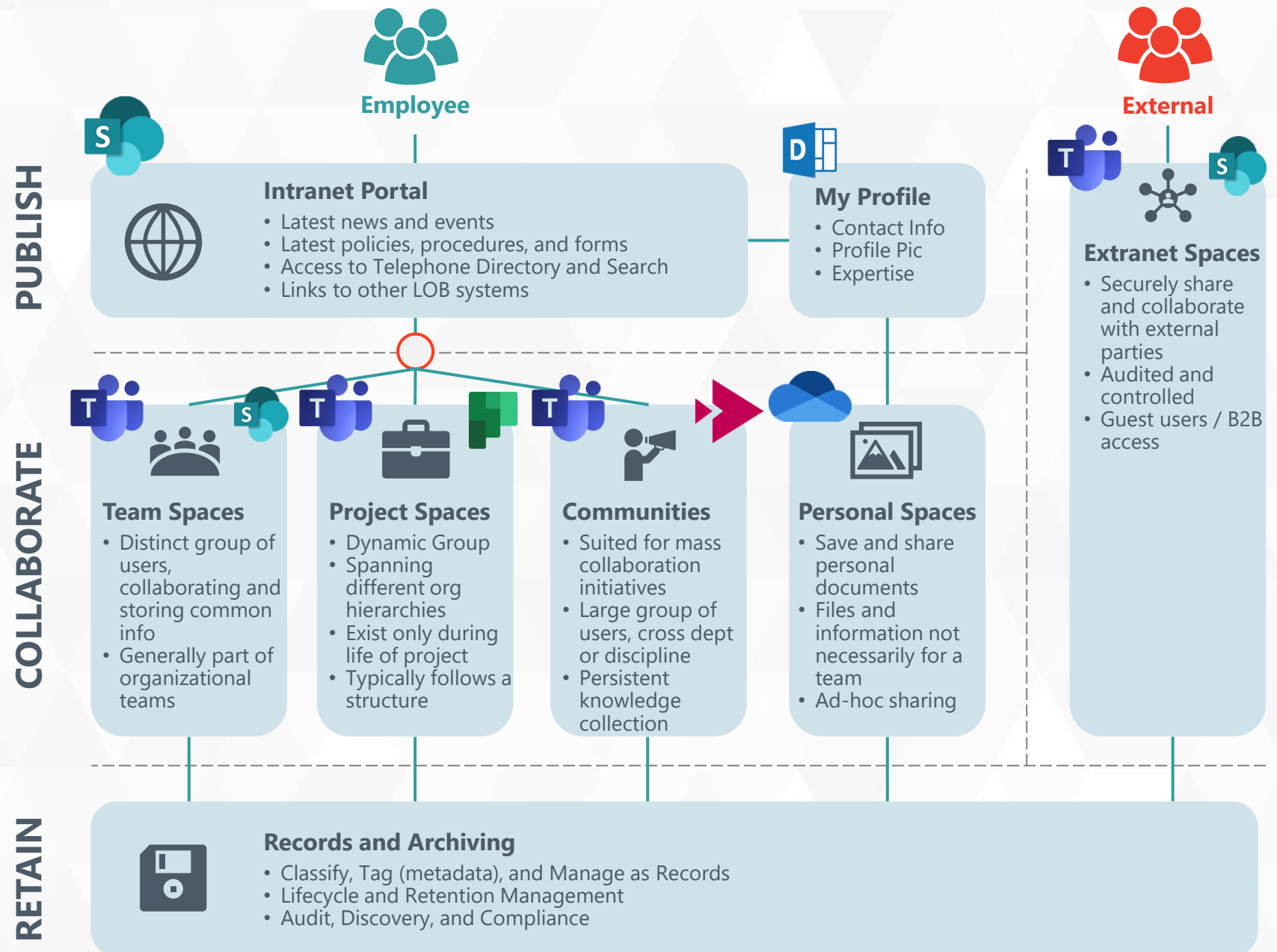


The basic shape of a Team



A Best-Practice Approach to Information Architecture and Knowledge Management in Office 365

Don't try and organize your information by department... think about the information type instead.



MS Teams: The RM Challenge



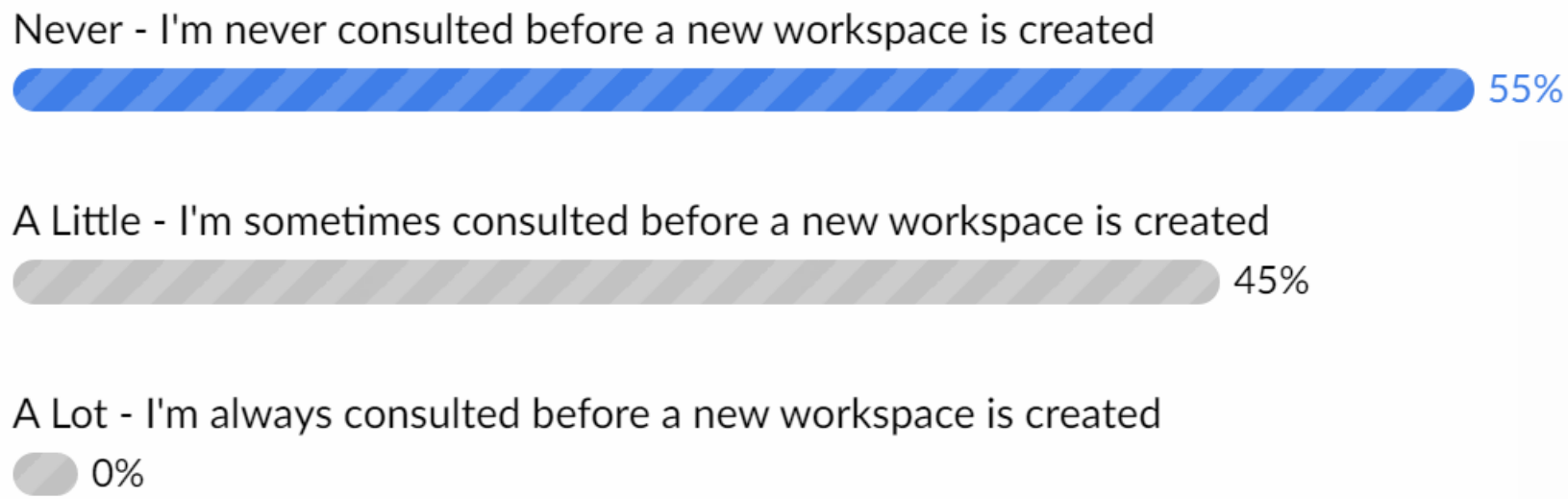
Abandoned
Teams

Teams in use

The Records
Manager

Competing Requirements

In your organisation how involved are you in the creation of new Teams or M365 workspaces?



3 Key lifecycle stages



Provisioning

- Are you going to enable Self-service?
- Do you want managed provisioning done by IT?
- Or a combination of both?
- Are native user options OK or is more governance required?



Ongoing Management

- How do you track data ownership Ongoing?
- How do you ensure the right users have the right access at the right time?
- Is there a need to gather, maintain and report on common governance details?



Expiration/End Of Life

- Do you have a “Managed” de-provisioning process?
- What are your triggers to start the process?
- Do you have Records Management requirements that need to form part of this process?



RM Considerations



Provisioning

- Do you know when a Team is being created?
- Does there need to be approval before a Team is created?
- How will the records in that Team be captured and managed?
- How will retention and disposal rules be applied?

Are you being left out?



RM Considerations



Ongoing Management

- How do you manage the content being created in the Team?
- How do you ensure the right users have the right access at the right time?
- Is there a need to manage content lifecycle while the Team is active?

Allowing users to work
how they want to
without knowing they
are working how you
want them to.

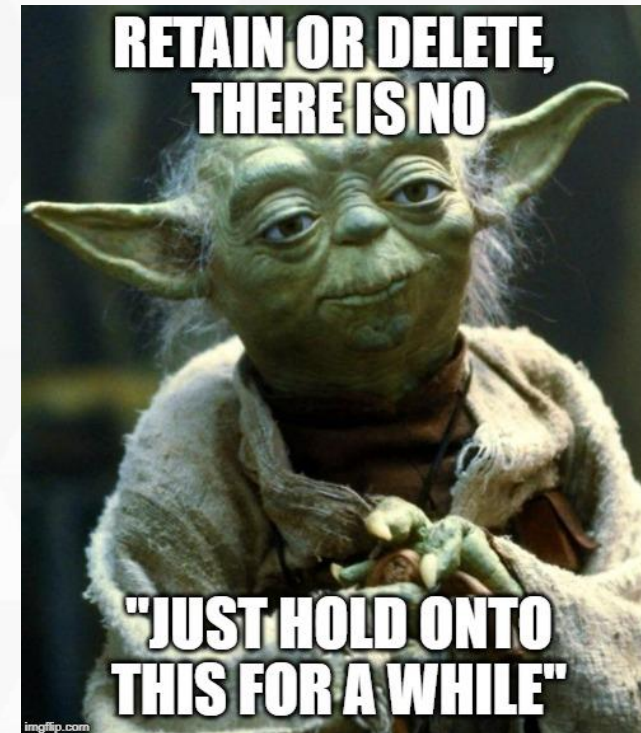


RM Considerations



Expiration/End Of Life

- What happens to the Team when it's no longer being used?
- How do you ensure the Team is no longer required by the business area?
- What if that Team has content that needs to be retained longer than the Team does?





You can't manage what
you don't know about



Ongoing monitoring and
oversight is important



Just because the workspace is
no longer required, doesn't
mean the content can be
destroyed



Everything else in the Team!

Components of a Team



Chats & Channel Messages

The watercooler conversation of the online world. Chats are persistent (ongoing) although expiration (retention) policies can be set by an Administrator. The messages reaching expiration will be automatically deleted.



Documents

Documents created in a Team are stored in a single SharePoint Document Library although other libraries can be connected to the Team. Different channels in the Team store the documents in folders in the document library. Required metadata cannot be applied in the Teams interface.



Tabs

Teams can have a variety of connected 'apps' including things like Planners, OneNote, Lists etc. Some things may sit in M365, others may be connectors to other external sources.



RM Considerations: Chats & Messages



Chats & Channel Messages

- Could be considered the new water cooler or corridor chat location
- While almost certainly contain things that can be considered 'records' this is not the place for their long-term storage and management
- Decisions made in a chat should be 'documented' elsewhere



RM Considerations: Documents



Documents

- Retention labels can be applied to documents however there may be some limitations
- More complex RM requirements may require 3rd party solutions
- Cannot take a traditional approach to records management in a Teams environment



Managing records in Microsoft 365 requires a fundamental shift in the way we have traditionally managed records.



RM Considerations: Tabs




Tabs

- Anything that sits inside the Teams ecosystem can more easily have management applied to it (documents, lists, OneNote etc)
- Anything that sits outside the Team ecosystem will require more consideration around management approach
- May need to consider different approaches such as export, migration, business guidelines.




Where does your RM strategy currently sit with M365?

We're not really managing records in M365 at the moment, but need too




65%

We're managing some records in M365, but are looking to manage more




29%

Whats M365?



6%

We're already managing records in M365



0%

Case Study

Meet Our Client: Cardinia Shire Council



Public Sector
Melbourne, Australia
Award-winning leader in records
management compliance
Or so they thought....

500 users
4.5 TB data



The Challenge

Cardinia's analysis showed they were only capturing **50%** of records. Users were actively finding ways to avoid the system.

- Needed to reach full compliance without burdening users
- Make it easier for users to do the right thing
- Remove their users from traditional 'records' process



The Solution

- Migrated from HP TRIM to Microsoft 365
- Identify and implement a simple, automated records management tool
- Roll out a change management plan



Don't underestimate change management. It's a journey and it's been our biggest challenge so far. Be sure to pick a platform rather than a point solution and work with your partners. Finally, implement incrementally where possible, but don't drag it on for point solutions."



What does it look like : End User View

CM

Campaigns

Posts

Files

Wiki

+

↗

↻

Meet

▼

+ New ▼

↑ Upload ▼

↻ Sync

🔗 Copy link






↓ Download

+ Add cloud storage

🔗 Open in SharePoint

☰ All Documents ▼

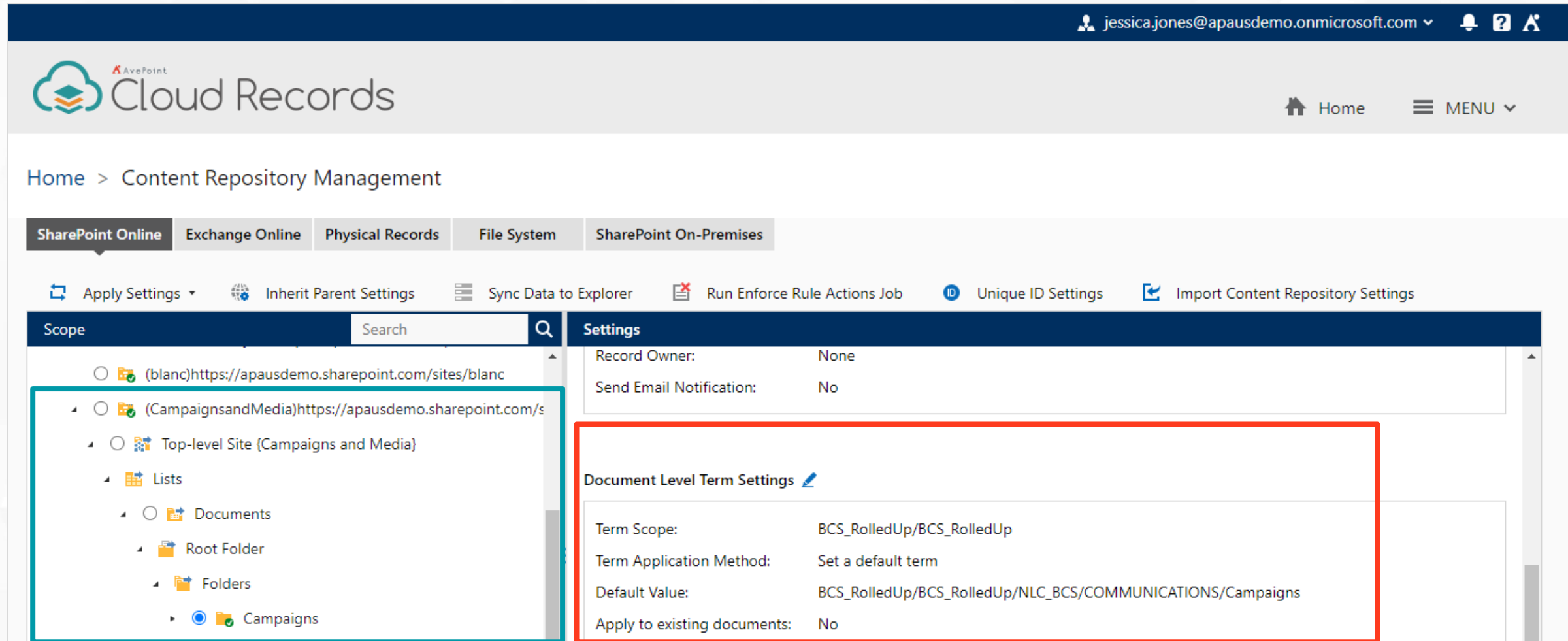
Campaigns

	Name ▼	Modified ▼	Modified By ▼	Business Classificati... ▼	Document ID ▼
	Book Club Photo.docx	September 25, 2020	Jessica Jones	Campaigns	REC--1628734992-6
	Configuring retention settings in Cloud Rec...	September 25, 2020	Jessica Jones	Campaigns	REC--1628734992-5
	Presentation for Records.pptx	September 25, 2020	Jessica Jones	Campaigns	REC--1628734992-7
	Robyn Confirmation.jpg	December 10, 2020	Jessica Jones	Campaigns	REC--1628734992-11

File plan terms assigned at creation

Unique ID assigned

What does it look like: RM View




The screenshot displays the AvePoint Cloud Records interface, specifically the Content Repository Management view for a SharePoint Online site. The top navigation bar shows the user email 'jessica.jones@apausdemo.onmicrosoft.com' and a search bar. The main content area is divided into two sections: 'Scope' and 'Settings'.

Scope Section:

- Search bar
- Site list:
 - (blanc)https://apausdemo.sharepoint.com/sites/blanc
 - (CampaignsandMedia)https://apausdemo.sharepoint.com/s
 - Top-level Site {Campaigns and Media}
 - Lists
 - Documents
 - Root Folder
 - Folders
 - Campaigns (selected)



What does it look like: RM View





 AvePoint Cloud Records

Home MENU


Home > Records Explorer





Global Search

Place Hold



All Input Keyword



	Name	Type	Unique ID	Created By	Classification	Rule Name
...	<input checked="" type="checkbox"/>  Book Club Photo.docx	docx	REC--1628734992-6	Jessica Jones	Campaigns	Campaigns
...	<input type="checkbox"/>  Configuring retention settin...	docx	REC--1628734992-5	Jessica Jones	Campaigns	Campaigns
...	<input type="checkbox"/>  Presentation for Records.pptx	pptx	REC--1628734992-7	Jessica Jones	Campaigns	Campaigns
...	<input type="checkbox"/>  Robyn Confirmation.jpg	jpg	REC--1628734992-11	Jessica Jones	Campaigns	Campaigns

1/4 selected Clear Selection

1-4



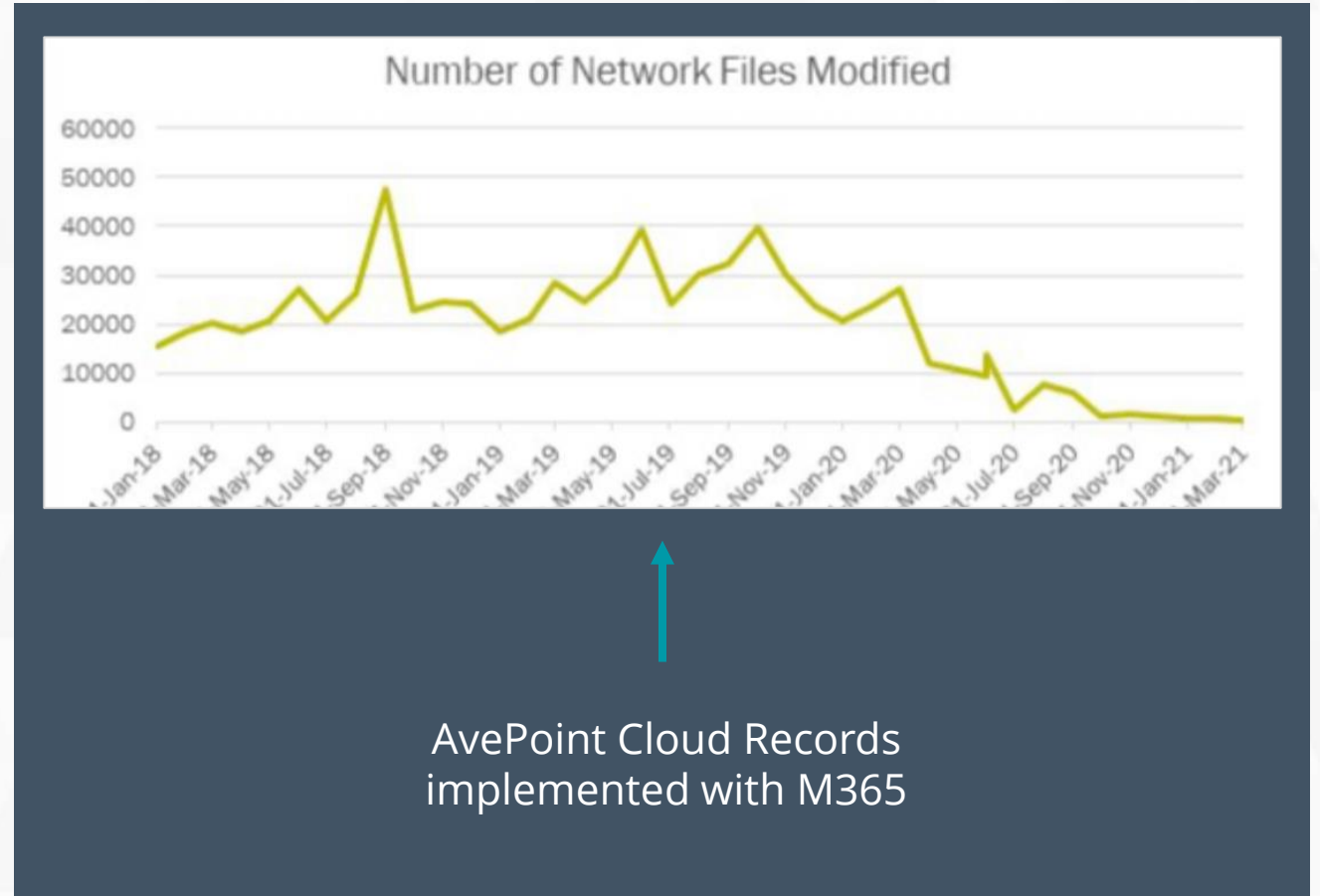
Outcome

Widescale adoption

Monthly network files created dropped from 20k to 5k post-implementation

100% record capture and management

Won RM Excellence award in 2021 for their Cloud Records implementation



Deciding what's non-negotiable

What are you most concerned about when it comes to managing records in M365?





Records Managers



Microsoft 365

The 'Lulu Rule'

Pick. Your. Battles.



Lulu. 4 Years old.
Already has her
own rule.

What's your 'seatbelt'?

What are the things you can't compromise on?

- Record integrity
- Auditing & Reporting
- Defensible Destruction



What's your 'dinner'?



What will you compromise on -
to a point?

- Metadata
- Migration
- Physical records



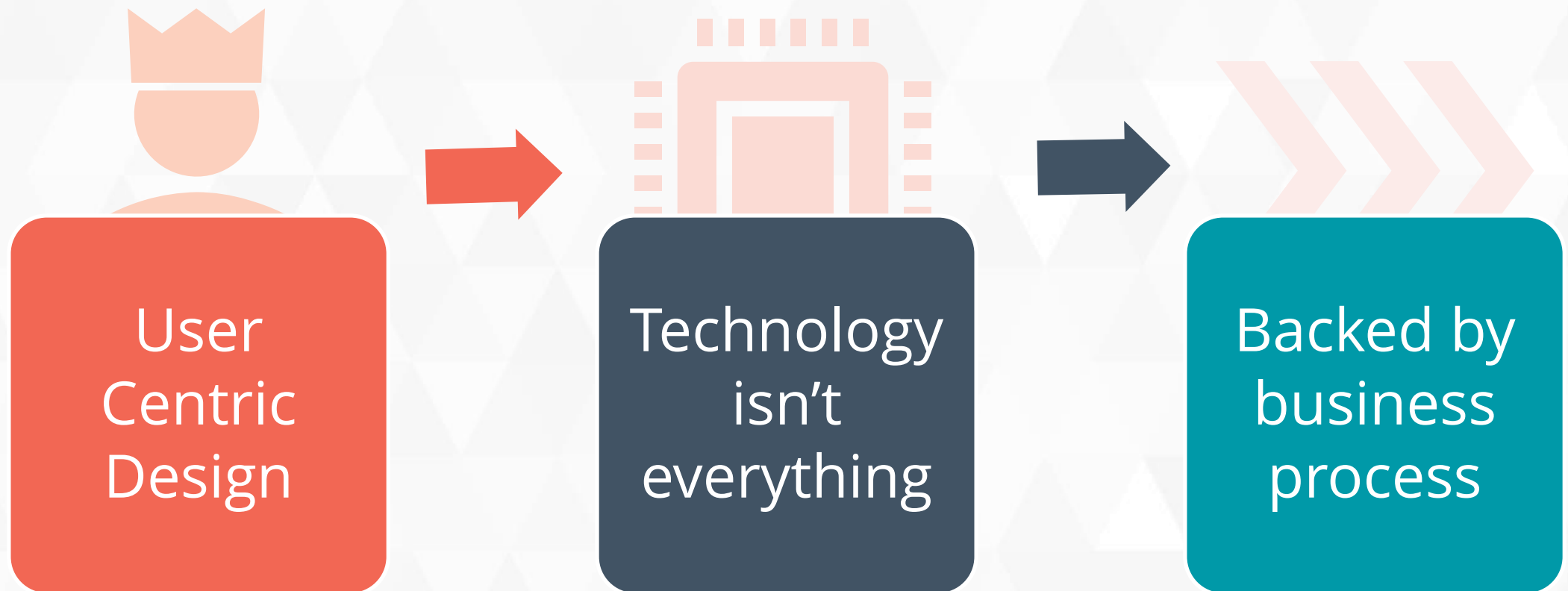
What's your 'clothes'?

It's just not worth arguing about?

- Depth of folders
- Useless metadata
- Naming conventions

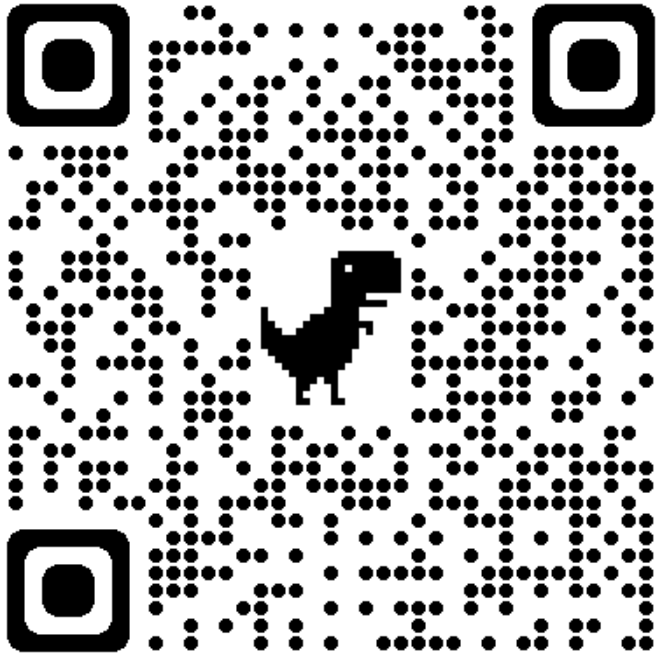


Things to remember

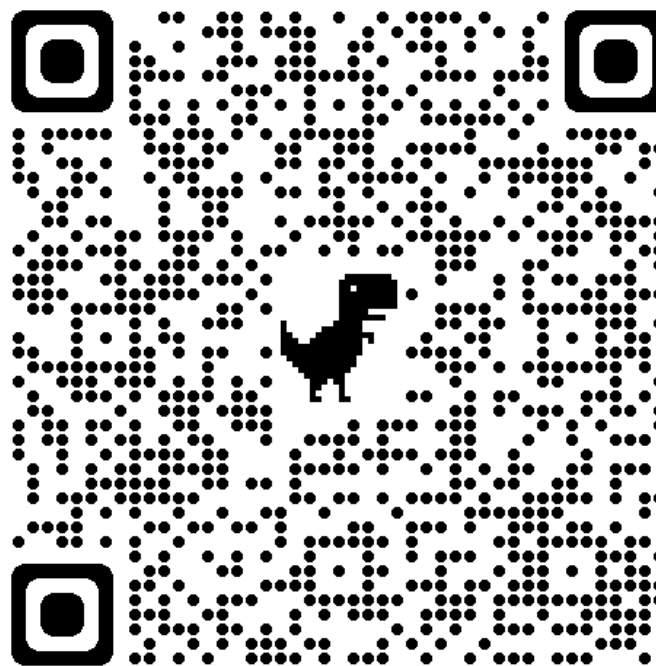


Resources

Speak to a SME



M365 Compliance



[Updated RM vs O365 Native
Brochure](#)

Records E-Book



[Microsoft 365 Records Management
Roadmap | AvePoint](#)

