

Skype for Business to Teams Transition

With Hunter Willis and Paul Dredge

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.

Agenda

Prepping for the
change

The Migration Plan

Setting up for
Success with
Teams



About our presenters



Hunter Willis

Product Marketing Manager
President, Richmond SharePoint User Group



Paul Dredge

Senior Technical Consultant at Hable
linktr.ee/MrPaulDredge



Prepping for the change



The background features a large, faint triangle on the right side, composed of many smaller triangles. A solid dark circle is positioned in the lower right quadrant, overlapping the larger triangle. The overall color palette is dark blue and grey, with a teal-to-red gradient bar at the bottom.

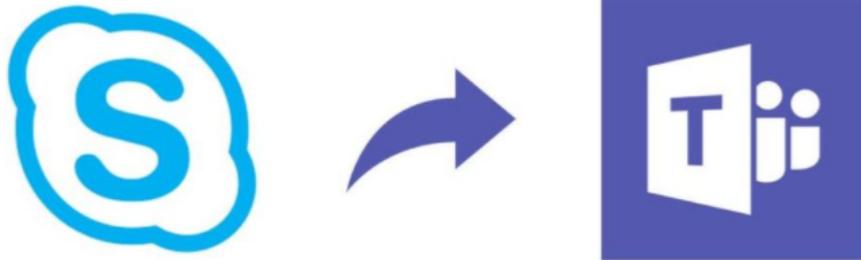
Why are we here to begin with?



Shelly Avery Microsoft

Jul 30 2019 08:48 AM

Skype for Business Online - End of Life - July 31, 2021



Today Microsoft [announced](#) that Skype for Business Online will be retiring on July 31, 2021. Though we didn't know the exact date until today, we have been preparing for this for the past year and are ready to support you however we can as we work together to help you make this transition.

We knew this was coming, we have been preparing for this for the past year, now we know the official date. We hope this does not come as a shock to you as MS Teams has taken center stage for

<https://techcommunity.microsoft.com/t5/healthcare-and-life-sciences/skype-for-business-online-end-of-life-july-31-2021/ba-p/779137>

Skype for Business Online

Skype for Business Online follows the [Modern Lifecycle Policy](#).

Important

This service will retire on July 31, 2021. See below for migration guidance. Go [here](#) to learn about impact to Hybrid Voice deployments.

Support Dates

Listing	Start Date	Retirement Date
Skype for Business Online	05/01/2015	07/31/2021

Links

- [Migration guidance](#)



Facilitate leadership buy-in

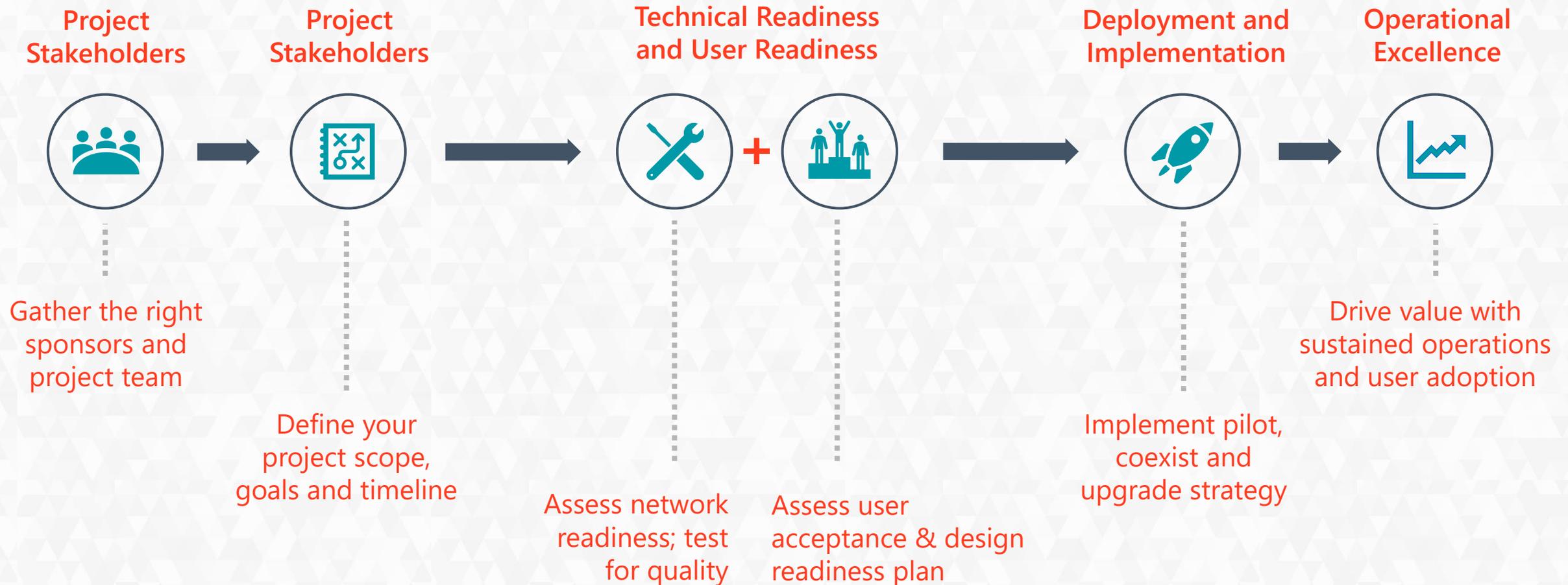


Highlight financial benefits

Demonstrate better transparency

Ensure information security

Planning Based on a Proven Framework



Benefits of Upgrading



Features & Capabilities

- Teams can already do more than Skype for Business Online
- Rich Intelligent Communications roadmap and rapid innovation



User Experiences

- Modern, rich experiences
- State-of-the-art cross-platform and mobile experiences
- Collaboration, Teams and Channels



Operational Performance

- Modern client built on modern infrastructure
- Teams can provide improvements in quality and operational metrics



5 Features in Microsoft Teams

1

Team Collab Workspaces

Channel Group Chat, Tabs, Files, Bots

2

Online Meetings

Voice (VoIP and PSTN), Video, Desktop sharing, schedule and ad-hoc

3

Private Chat

2 or more people, ad-hoc, private, async

4

VoIP/Video Calls

User to User, voice but no phone number

5

Phone Calls

A real phone number, real IP phone

COMMUNICATIONS



Microsoft's Internal Approach

1 Technical readiness—transition when the product meets our users' needs

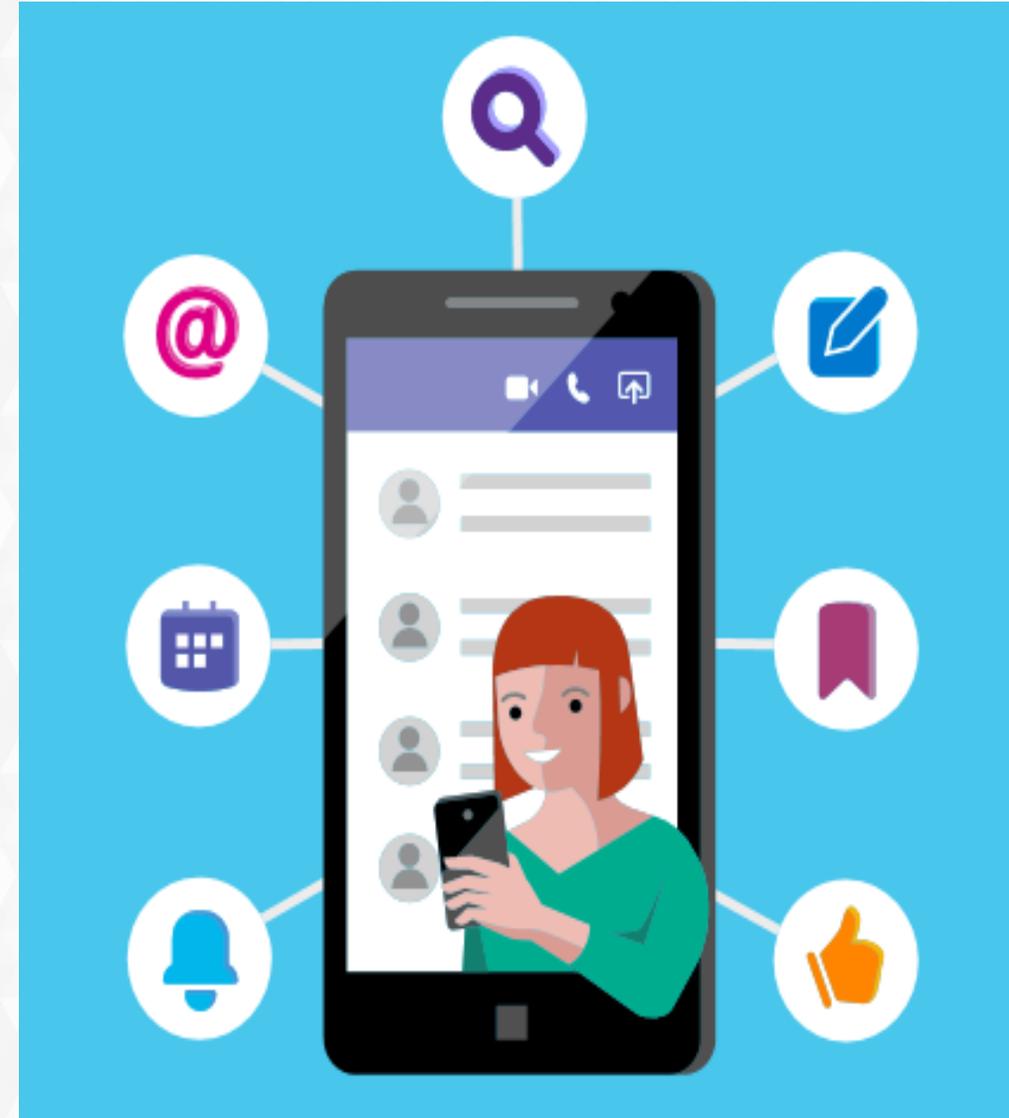
- User-validated minimum viable (and valuable) product
- Functionality tested at scale through the internal Microsoft 365 ring structure and by other early adaptors

2 Adoption—win the hearts and minds of our employees

- User-validated, scenario-based training and adoption strategy
- Comprehensive data-driven listening strategy
- Globalized change management framework

3 Sponsorship and personalization—enable and ease change

- Local adoption teams guide organizations through change
- Global toolkit tailored to your organization or area's needs



What does Microsoft Recommend?

Prepare your service for upgrading to Teams

12/04/2020 • 2 minutes to read •  +8 • Applies to: Microsoft Teams



This article is part of the Technical Readiness stage of your upgrade journey, an activity you complete in parallel with the User Readiness stage. Before proceeding, confirm that you've completed these activities from previous stages:

- [Enlisted your project stakeholders](#)
- [Defined your project scope](#)
- [Understood coexistence and interoperability of Skype for Business and Teams](#)
- [Chosen your upgrade journey](#)

This article gives an overview of the requirements for preparing your organization for collaboration and cloud voice services with Teams. By preparing properly, you can be sure you're ready to provide these capabilities to your organization.

Onboarding checklists and landing pages for Microsoft Teams rollout

The following checklists and landing pages walk you through the steps for deploying Microsoft Teams in your organization:

- [Prepare Microsoft 365 or Office 365 for Teams](#)
- [Configure Teams core capabilities](#)
- [Prepare your network](#)
- [Chat, teams, channels, and apps](#)
- [Meetings and audio conferencing](#)
- [Phone System and PSTN connectivity options](#)

Prepare your organization

12/04/2020 • 2 minutes to read •  +4 • Applies to: Microsoft Teams



This article is part of the User Readiness stage of your upgrade journey, an activity you complete in parallel with the Technical Readiness stage. Before proceeding, confirm that you've completed these activities from previous stages:

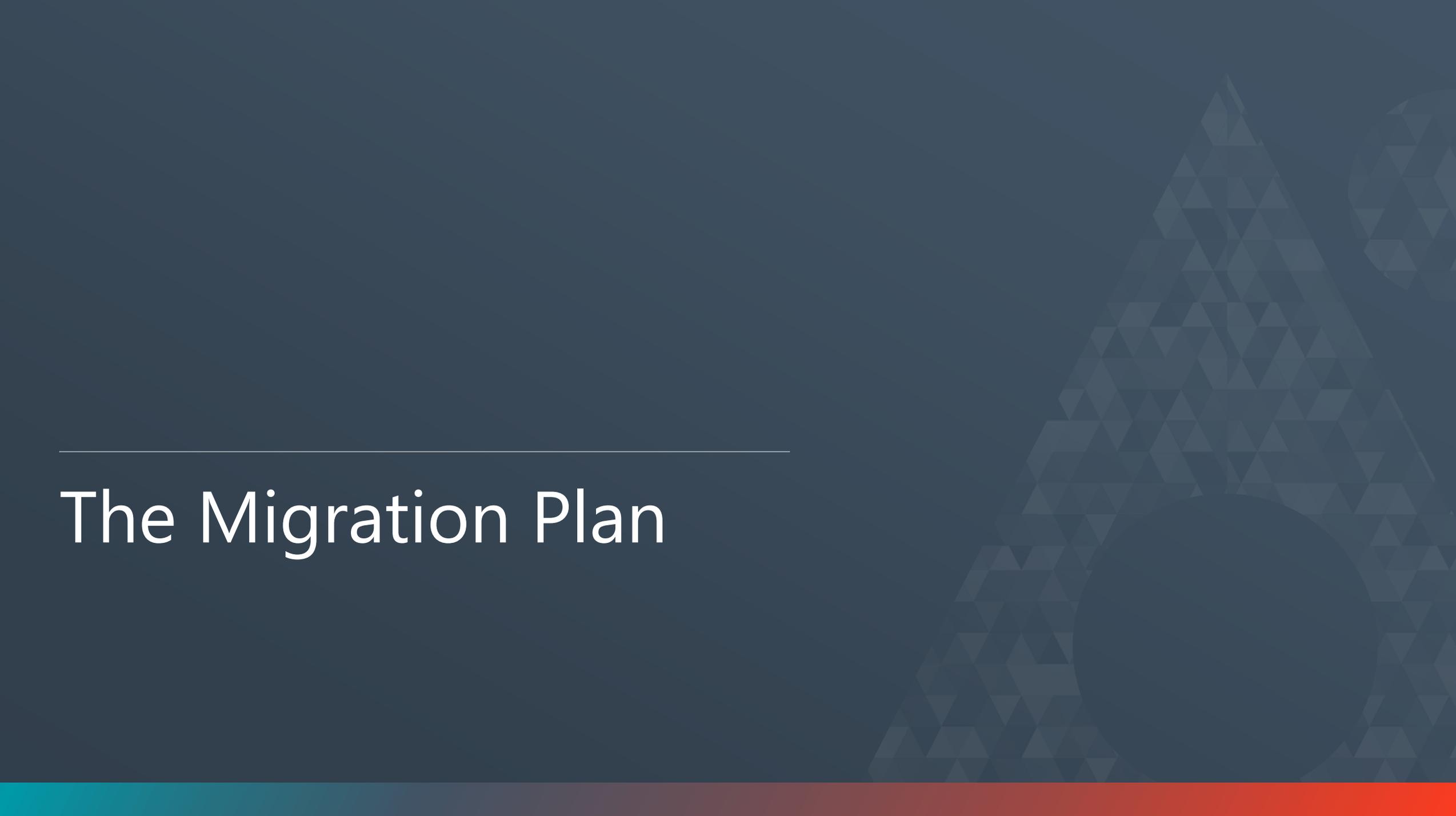
- [Enlisted your project stakeholders](#)
- [Defined your project scope](#)
- [Understood coexistence and interoperability of Skype for Business and Teams](#)
- [Chosen your upgrade journey](#)

To realize maximum value from Teams, users must actually use it, but getting users to change the way they work isn't always easy. Taking time to understand your users and design the right readiness plan can help facilitate change and accelerate adoption of Teams. These activities should be completed in parallel with your technical readiness preparation:

- [Assessing organizational change readiness](#): This includes understanding who your users are, how they'll use the new technology, and how readily they adapt to change. This is also an opportunity to identify specific user profiles who would benefit from focused onboarding.
- [Preparing a user readiness plan](#): Consisting of awareness, training, and support activities, your readiness plan should address both your broad user base and targeted profiles, as identified in the [assessing change readiness](#) article.



The Migration Plan



Upgrade Objectives

- Enable SfB Online users to move to Teams
- Enable SfB on-prem users to move to Teams
- Provide interop between users who have SfB and those with Teams
- Empower admins to selectively move users

Note: The terms "upgrade" and "migration" are used interchangeably in this deck



The 5 “User Modes”

For Testing Only:

1 Islands/Evaluation

I Only Want a Single Client SfB or Teams:

2 SfB Only (Teams turned completely off)

3 Teams Only (SfB in meeting join only mode)

I Want Some of Teams, Choose Your Features:

4 Teams Collaboration

5 Teams Collaboration with Meetings



Office 365 Groups = Membership Service

Attributes

One identity

Azure AD is the master for group identity & membership

Federated resources

Office 365 services extend with their data

Loose coupling

Service notify each other of changes to a group

Flow

User creates new group for teamwork



Group identity created in Azure Active Directory



Group experience populated in app of choice

Apps



Azure AD

Outlook

Teams

StaffHub

SharePoint

Planner

Dynamics CRM

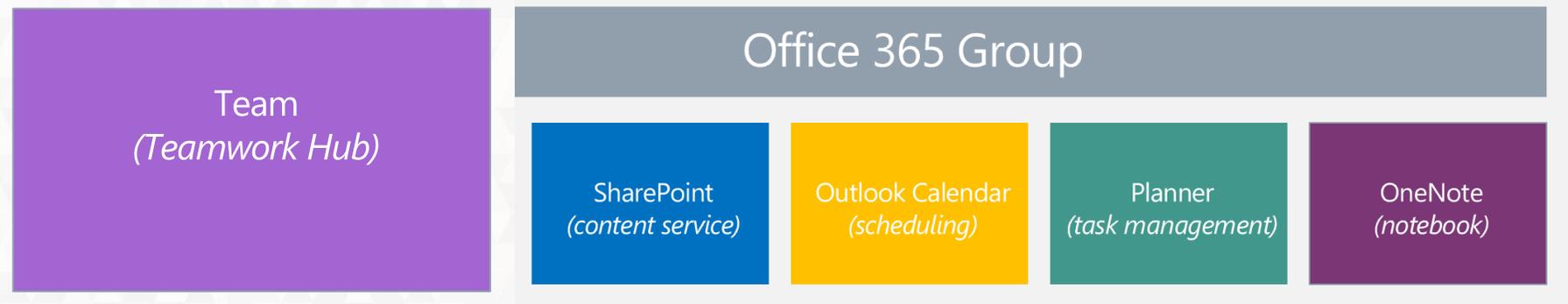
Yammer

Stream

Power BI



When Creating a Team ...



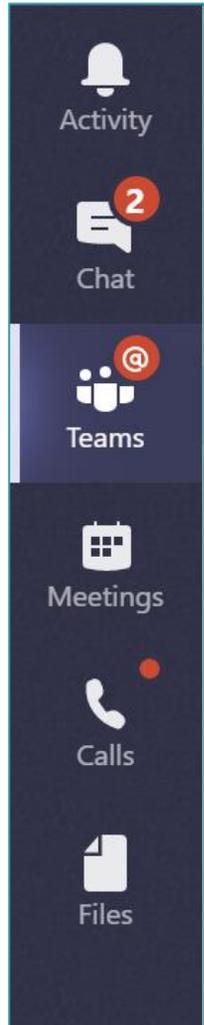
The Difference between TEAMS and CHATS

Team Conversations

- 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 (+ Private Chats)

- 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

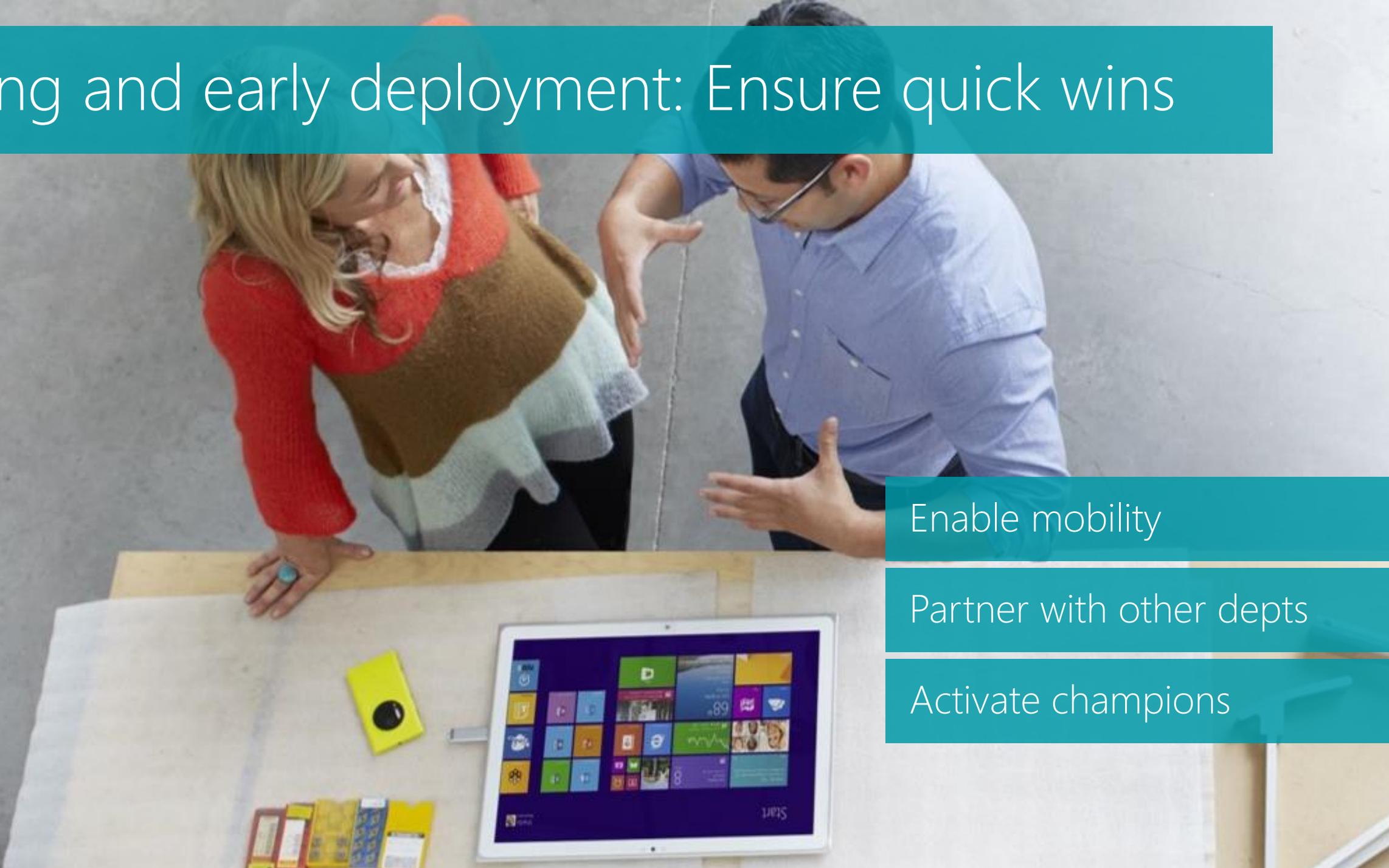


Piloting and early deployment: Ensure quick wins

Enable mobility

Partner with other depts

Activate champions



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



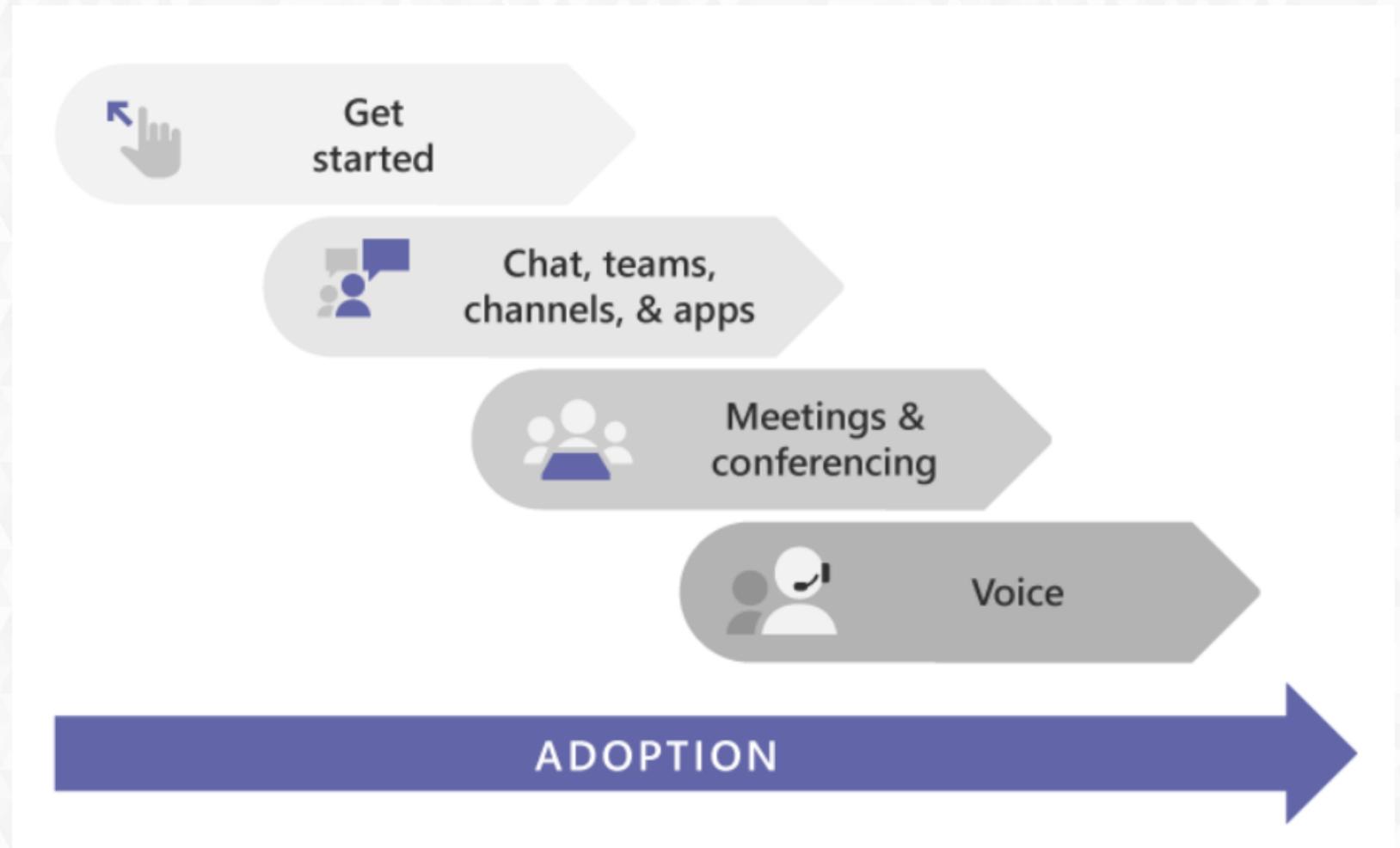
Organize teams and manage calendars



Example: Make meetings better



Skype for Business to Teams: Customer Journey



Know Where You Are Coming From



SfB for Instant
Messaging

Easiest Change



SfB for IM
and Meetings

Some Change



SfB for IM,
Meetings and Voice

Highest Level of Change

In all scenarios Teams adds new collaboration abilities that need change management and adoption



Full Side by Side (with feature overlap)

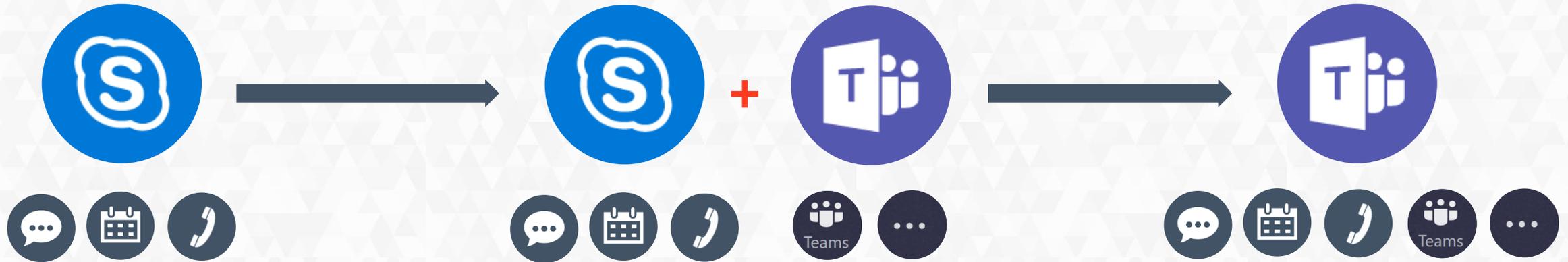


- Enable Teams with broadest possible functionality
- Allow users to experience benefits of Teams and experience Teams capabilities soonest
- Each service operates independently, without interoperability
- All users must run both Skype for Business and Teams clients at all times until they become Teams Only



Phased Upgrade (no overlap)

For on-prem & hybrid orgs, or organizations that want to minimize multiple communication apps



- Starting point: user is in Skype for Business with UC functionality
- Introduce Teams to the user, without UC functionality
 - All calls & chat continue to land in and originate from Skype for Business
 - User can explore net new functionality of Teams (Channels, notifications, files, apps...)
- Switch UC functionality over to Teams
 - Non-upgraded users and upgraded users rely on interop to communicate



Meetings First

For on-prem & hybrid orgs that will move to Meetings First before going to Teams Only



- Start state: user only has SfB with UC functionality
- Introduce Teams to the user, without UC functionality (as previously described)
- Adopt Teams Meetings First: switch Meetings scheduling functionality from Skype for Business to Teams
 - Up to this point, all calls and chats initiate from and land in Skype for Business, no need for interop yet
- At some point in the future, upgrade fully to Teams-Only Teams
 - Chat & Calling between Upgraded (Teams-Only) users and all other users relies on interop

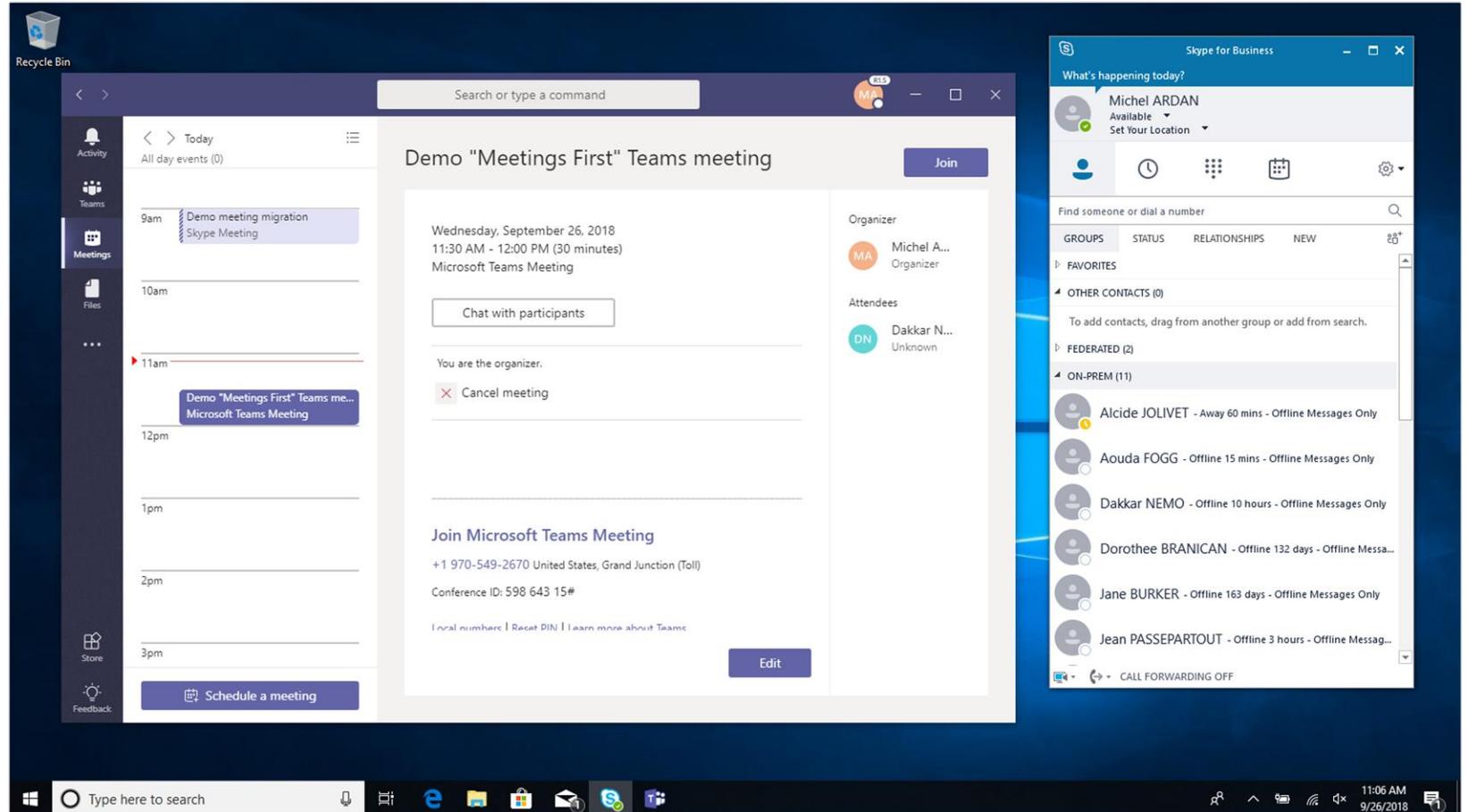


Meetings First Experience

Initiative to move meetings workload to Teams first

Skype & Teams Co-Exist

- Your Teams and Skype for Business clients play nice with each other
- Your Skype for Business meetings are now Teams meetings
- Full IT story – provisioning, reporting



Interop:

How do Teams and SfB users talk to each other during upgrade?

You must be SfB Online or setup for Hybrid (interop is routing via SFBO)

You get basic P2P (user to user) chat, voice and video calling (no emojis) 🙄

To do multiparty (more than 2 people) Chat/Call/Video/Conference, it must be on either Microsoft Teams or SfB

If a SfB mode user, you can join using Teams in Meeting mode or via Web Browser (no plugin)

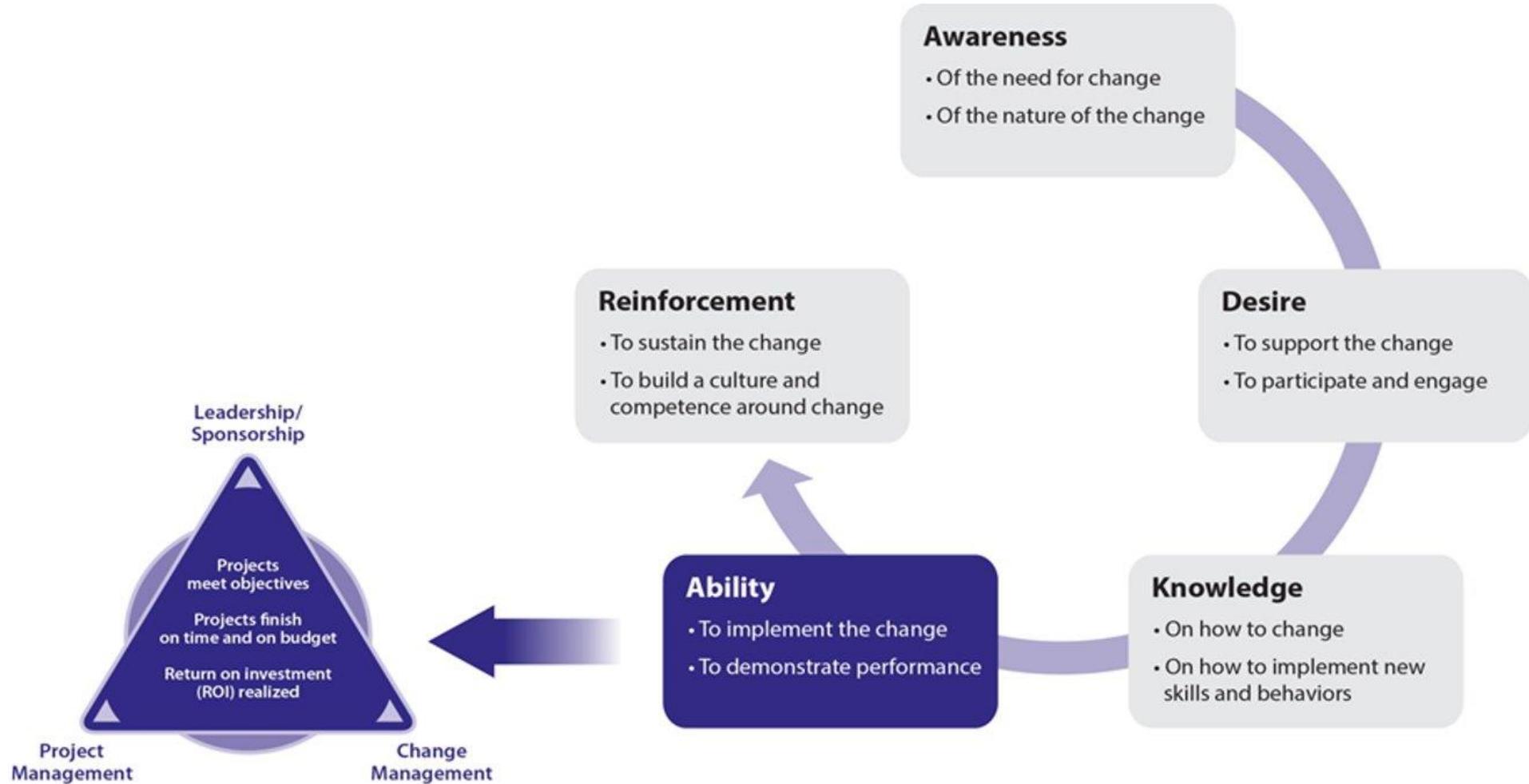
If a Teams Mode user, you can join using the SfB client in meeting only mode, or via the SfB Web client (plugin)

In an Escalation scenario, whoever initiates the conference will dictate the platform

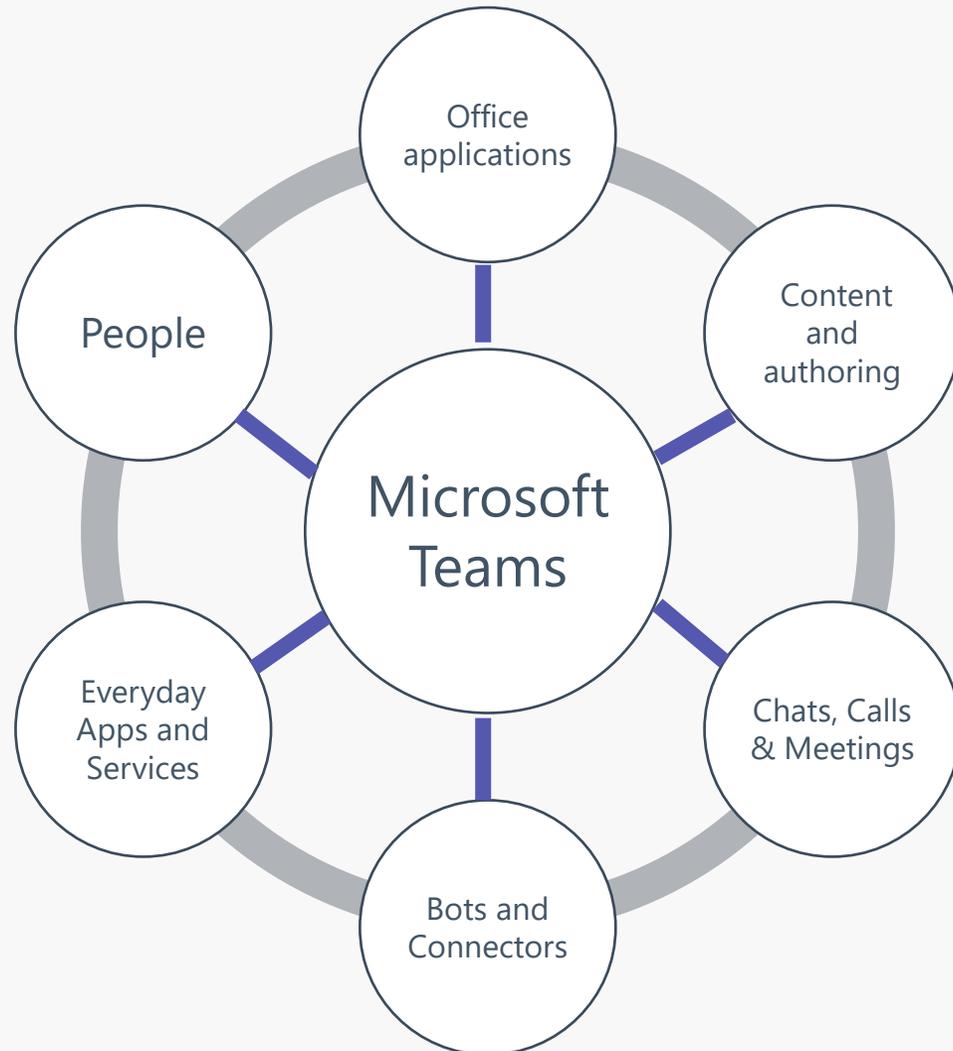


Setting up for success with Microsoft Teams

Prosci ADKAR Model



Microsoft Teams – The Hub for Teamwork



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



Collaborate: Deeply integrated Office 365 apps



Customize & Extend: 3rd party apps, existing systems, automation, process flows & custom apps



Work w/ Confidence: Enterprise security, compliance & manageability



Teamwork in Microsoft 365

Inner Loop
People you work with regularly on core projects

Examples:
Team meetings & communication
Event planning
Sales Team planning



Outer Loop
People you connect with openly across the organization

Examples:
Corporate communications
CEO Town Hall Meetings
Employee Interest Groups

Email

Pervasive availability. Targeted communications.



Where **work** happens



OneDrive

Personal documents
Single owner
Temporarily shared
Moved once finalised



Teams

Shared documents
Collectively owned
Real time collaboration
Continual editing



SharePoint

Shared documents
Collectively owned
Final versions



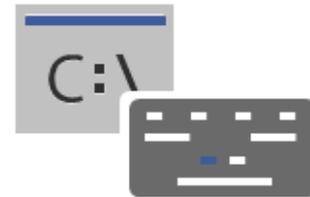
Boost team productivity



Launch ready-to-use apps
within your environment



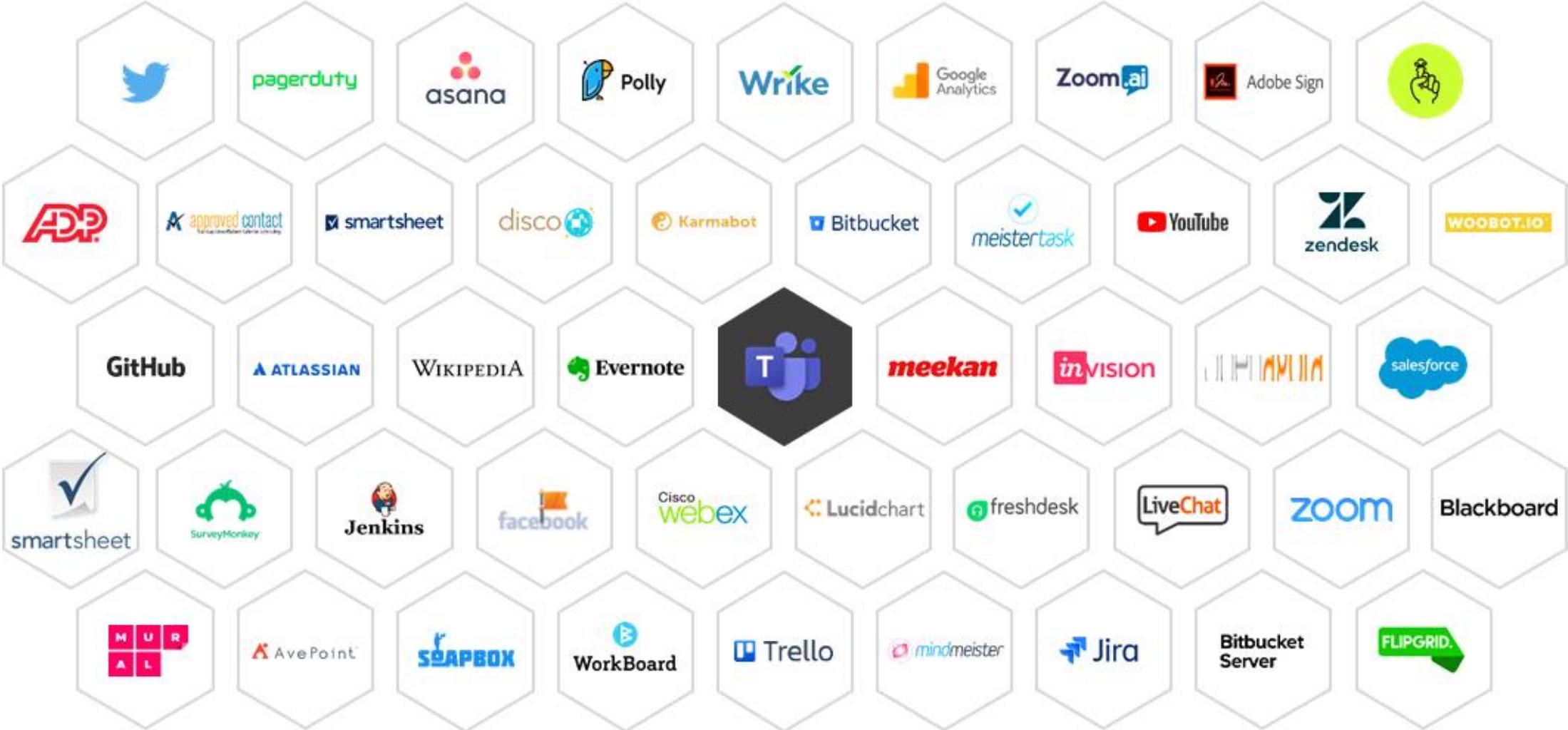
Empower end users
to create their own apps



Amplify your solution
using custom integrations



250+ third-party apps...



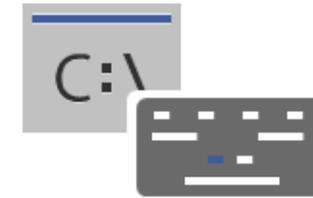
Boost team productivity



Launch ready-to-use apps
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Empower end users
to create their own apps



Amplify your solution
using custom integrations



Empower every developer



Citizen developers



IT developers



Pro developers

Power Platform



PowerApps

Easily build apps, forms, and workflows with a full featured low-code / no-code platform



Power Bi

Connect data sources, create visuals and gain business intelligence quickly



Power Automate

Seamlessly scale processes and publish apps using an intelligent automation service



Power Virtual Agents

Easy to build chatbots to engage conversational with your customers and employees



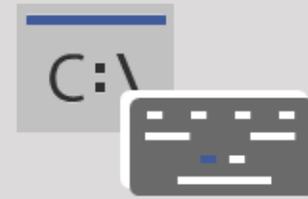
Boost team productivity



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Amplify your solution



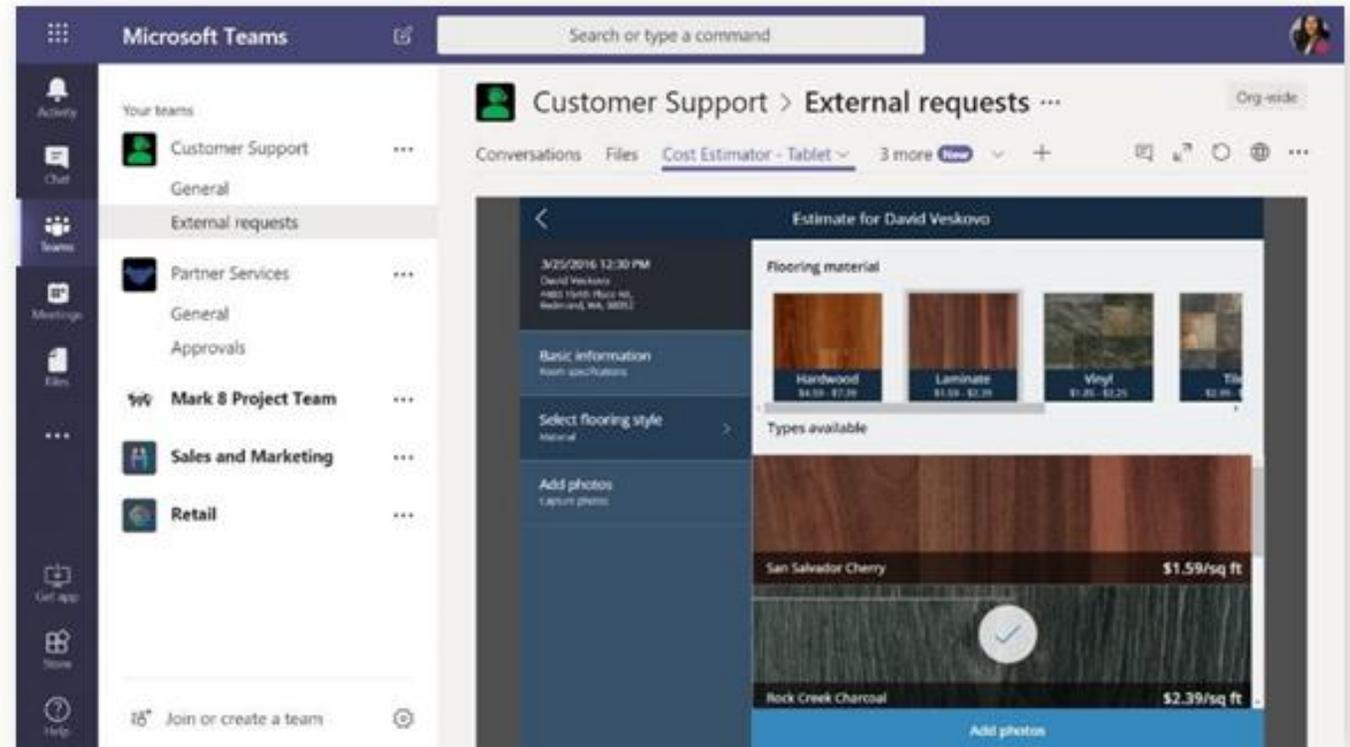
Leverage built-in capabilities



Add custom tools and apps



Layer on processes and workflows



Structure of a real-life Team

The TEAM

The Team's CHANNELS

Channel TABS

The screenshot displays the Microsoft Teams interface. On the left is a dark navigation pane with icons for Activity, Chat (with a '2' badge), Teams, Meetings, Calls, and Files. The main area is split into two panes. The left pane shows the 'Favorites' list for the 'US-PubSec' team, with 'US-PubSec' highlighted in a red box. Below it, the 'General' channel is selected and highlighted in a blue box. Other channels listed include 'FED Sales', 'Knowledge Channel', 'Lan Lane (SAC)', 'Marketing Events' (with a '1' badge), and 'Partner Program'. The right pane shows the 'US-PubSec > Knowledge Channel' view. At the top right is a 'Private' button. Below the channel name is a horizontal bar with tabs: 'Conversations' (underlined), 'Files', 'AP Wiki', 'AP University', 'L&L Planner', 'Resources', '1 more', and a '+' icon. This bar is highlighted in a red box. Below the tabs, a message from 'Taylor Davoport' is shown, dated '7/26 1:13 PM Edited', with the subject 'Following Group Emails in Outlook'. The message content includes a quick reminder to follow the US-Federal Group in Outlook. At the bottom of the message is a screenshot of an Outlook interface. In this screenshot, a 'SLED TEAM' group is shown, and a red box highlights a '2 - Follow the Group' button. To the right of the message is a thumbs-up icon with '1' and a group icon.



Step 1: Create the right governance



Create the right governance?



For collaborative workspaces, customers want to govern:

How are Teams requested, approved and created

Provisioning

How are availability, compliance and changes over time are managed

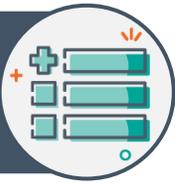
Management

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

Lifecycle



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.



Benefits of AvePoint for Operational Governance



Repeatable and consistent service delivery



Administrative efficiency



Accurate cataloging & monitoring of adoption, usage and governance attributes for collaboration workspaces



Provable compliance with internal and external policies and regulatory requirements



AvePoint MyHub for Office 365



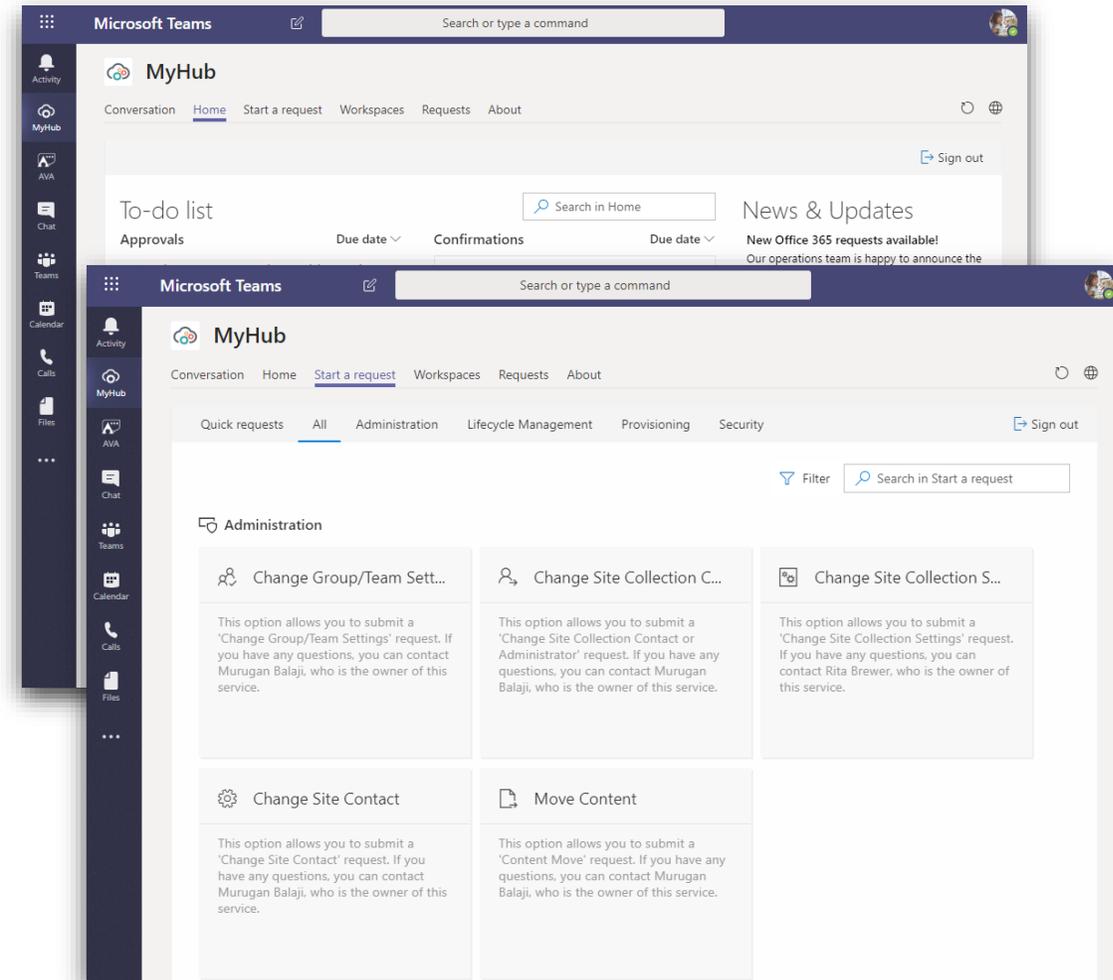
Easily find the right tools for whatever you need and get them faster:

A simplified catalog of Office 365 services tailored to you

Answer basic questions to be guided to the right services

for Office 365
Governance is built into each request and service – there are no extra steps!

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





- 🔍 Search To-do List
- 🏠 Home
- 📁 Workspace
- 🗨️ Requests

+ New Request

New Request > Project Management Questionnaire

Before we get started...
 We want to help you ensure that all your data is secure and that you have 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?

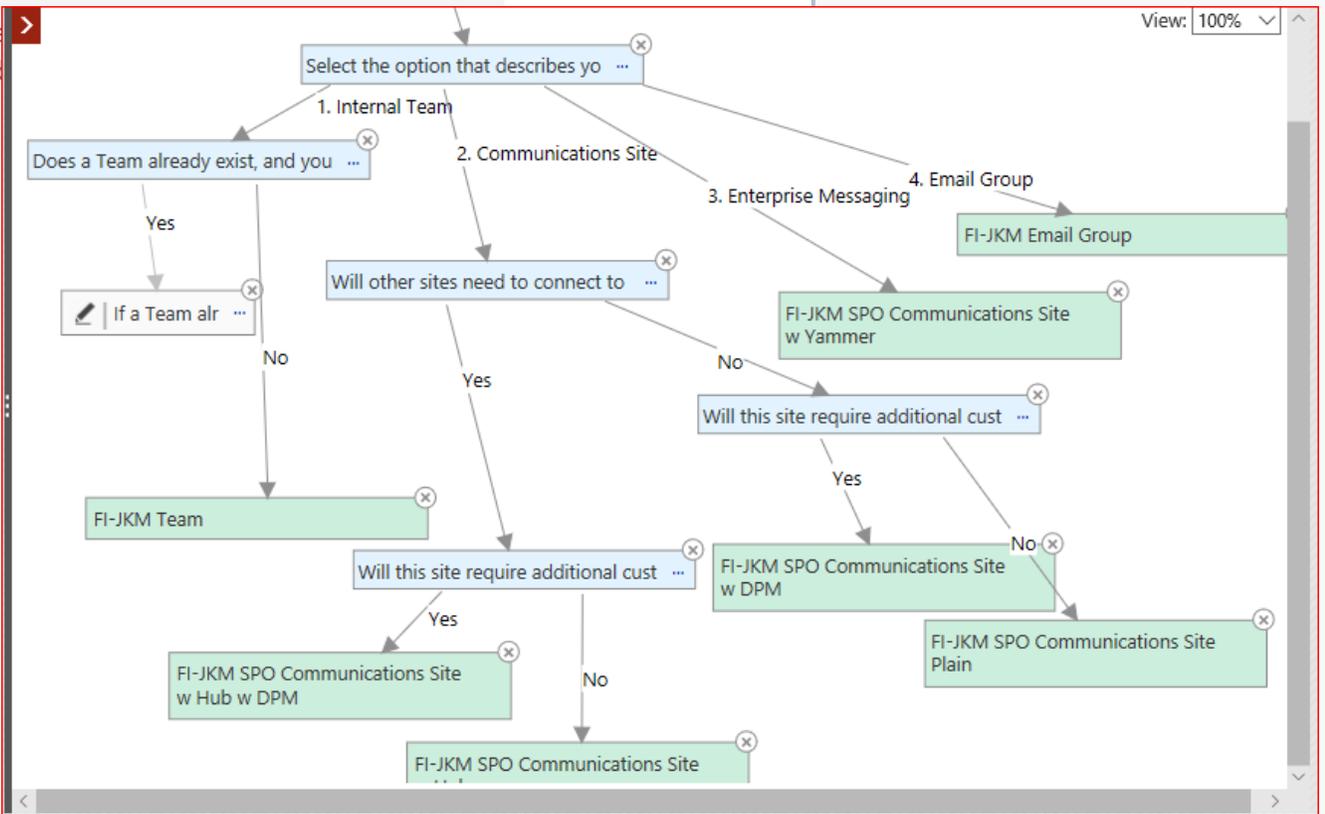
New Project

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...



Targeting Services & Policies Across Divisions

Tenant Wide General Services

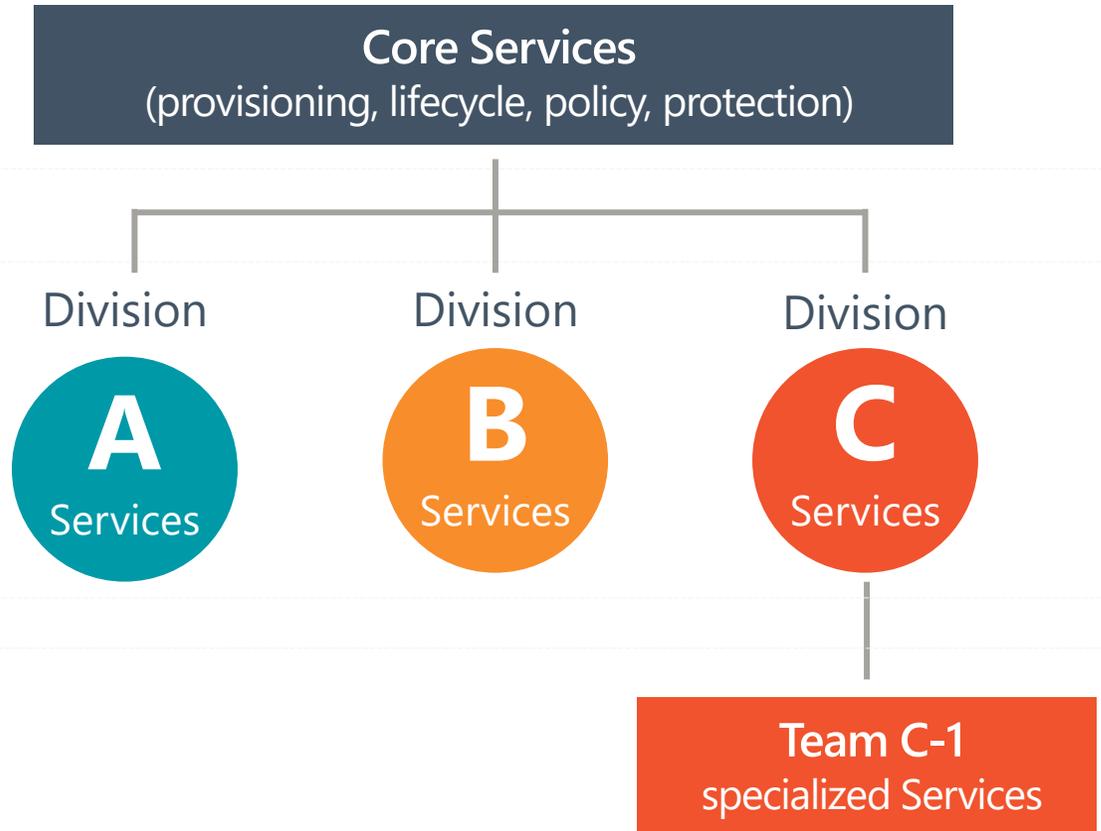
- Available to all/most users
- Address general productivity, security, compliance needs

Address Unique Needs of Specific Departments or Divisions

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

Specialized Services Smaller Groups

- Unique needs can be addressed
- Pilots of future services



Confirm Governance Details - Google Chrome
Microsoft Corporation [US] | https://outlook.office.com/owa/projection.aspx

Reply all | Delete Junk | ...

Confirm Governance Details

 AvePoint Cloud Governance Team <GAOnline@avepoint.com>
Today, 9:39 AM
Adele Vance

Inbox

 Confirm Governance De...
5 KB

Show all 1 attachments (5 KB) Download Save to OneDrive - Contoso



The banner features the AvePoint logo on the left, which consists of a stylized cloud with three gears inside. To the right of the logo, the text "AvePoint Cloud Governance" is displayed in a white, sans-serif font. The background of the banner is a dark red color with a white cloud graphic on the right side.

Hello Adele Vance,

Several Office 365 groups have been successfully imported to AvePoint Cloud Governance. You are specified as the person who is responsible for confirming governance details for the groups. A list of the groups is attached for your reference. You can navigate to AvePoint Cloud Governance > My Groups to confirm governance details.

Sincerely,
The AvePoint Cloud Governance Team



Recertification and renewal of workspaces

Cloud Governance | Megan Bowen

Search in To-do list | Cancel

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 Reset

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
<input checked="" type="checkbox"/> DG-2000 Feedback Owners	SharePoint Group	1 Permissions	

5 members in the group [View group members](#)

DG-2000 Feedback
<https://m365x313735.sharepoint.com/sites/dg-2000fe...>
Site

Permissions

- Full Control
- Full Control
- Design
- Edit
- Contribute
- Read

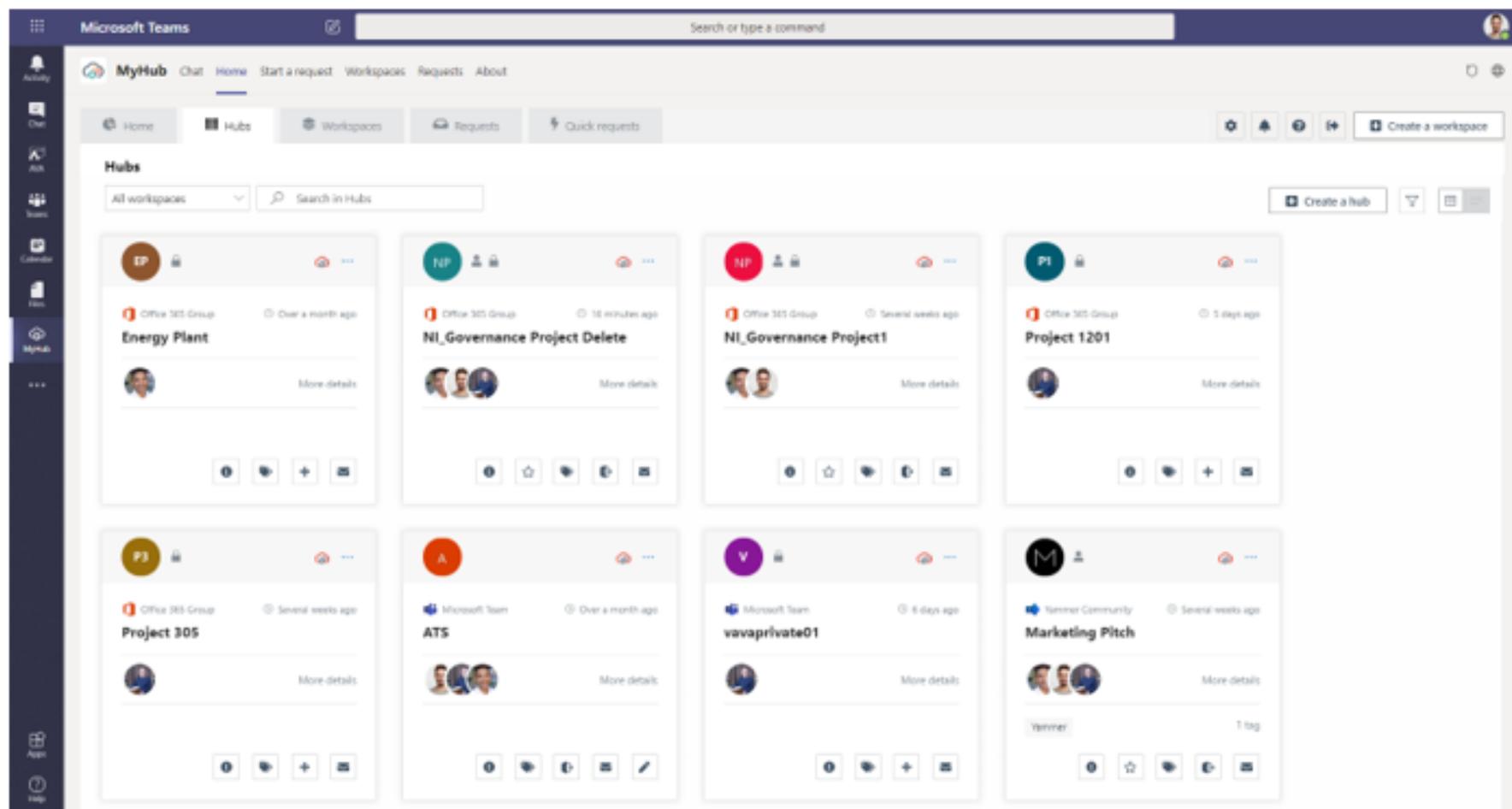
DG-2000 Feedback Visitors | SharePoint Group

DG-2000 Feedback Members | SharePoint Group

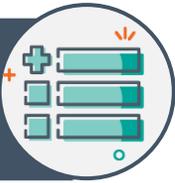
Back Next



Enable more visibility in to the what and why of Teams...



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



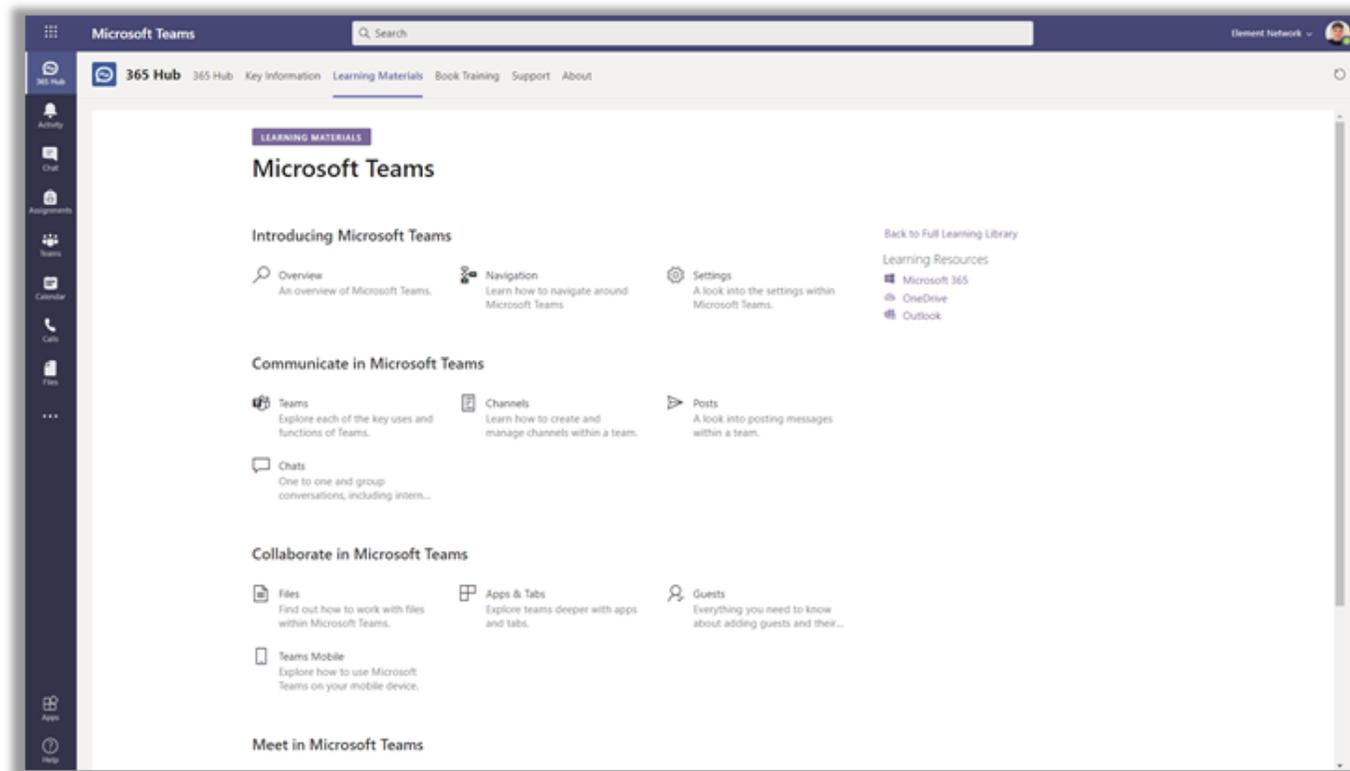
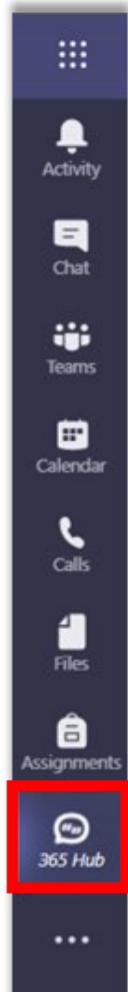
Eliminate sprawl and reduce clutter while maintaining compliance.

**Step 2:
Give users
the access to
knowledge**



Give users access to knowledge

A centralised location that contains key information relevant to you.



**Step 3:
Create
a champion
s network**





Make a Difference – Become a Champion

- Get more from Office 365
- Help others do the same
- Enhance your career

Get started at <https://aka.ms/O365Champions>

*thank
you*



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www.AvePoint.com



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