Microsoft

THR2172- Tailoring Teams and Delegating Administration in O365

John Peluso
CTO, AvePoint Public Sector
Microsoft Regional Director

Today's modern workforce

Teamwork

The landscape has changed

2x

More collaboration

People work on twice as many teams and spend 50% more time collaborating

Internal, external & remote

People need to connect and communicate across organizations, locations & time zones

Diverse workforce

People have different expectations, preferences, skillsets and abilities

Employee engagement

Globally, employee engagement is 15%, but at the best performing companies, 70% of employees are engaged and profits are 21% higher

What does teamwork look like for you today?

Disjointed collaboration and file sharing

- Delays in development and implementation of content and ideas
- Unreliable version control
- Inefficient co-authoring and file sharing
- Difficult to involve outside contributors

Shadow IT creates security concerns

- EVERNOTE
- Dropbox
- slack
- Google Docs

Dispersed resources

- Increased on-boarding time
- 010101 101010 010101 Increased IT support workload
- Lack of centralized hub for information
- Tools used inconsistently across the organization

Solutions for mobile workforce

- Difficult to access and share files remotely
- Hard to integrate vendors and contractors
- Bring Your Own Devices
- Need to involve a growing Firstline and remote workforce
- Challenging to access conversations and notes across platforms or devices

Understanding the “day 2” scenario…

All is Great

Organization pilot Office 365 licenses

- Initial roll-out of Exchange, OneDrive, SPO
- Evaluations of Groups, Teams, Planner, etc.
- Team of MS Engineers and contractors available to help configure MIP and other protections

Sprawl Begins

Users can:

- Provision anything anytime
- Share anything with anyone
- Delete anything anytime
- Duplicate content/workspaces
- Let workspaces live forever

The Shutdown

- Realizing the security threat company decides not to move forward with all/some O365 services till proper security control are in place.
- Workspaces created without owners / classification
- Duplicate/unnecessary/unused workspaces

6 Months

1 Year

Support, Operations, & IT Nightmare

Employees get involved in:

- Manually provisioning thousand of workspaces
- Handling 40-50 change request daily
- Only option to manage workload is to grant elevated privileges

Let's Build it

- PowerShell / API driven integrations built and designed to manage issues
- Engineers, support staff, and additional SMEs required
- Changes to Microsoft app models, APIs, and features a full-time job for SMEs

1 Year

1.5 Years

TCO Increases

The advantages of moving to cloud is diminished.

- More engineers are hired to keep up with Microsoft updates
- Potential cost increases from blanket governance policies (AAD premium, default retention policies, audit history, etc.)

Over-Privileged Users

Microsoft Office365 limitations starts surfacing:

- Over-privileged owners can delete sites permanently
- Accidental or intentional data loss difficult to police and recover from
- Change in purpose of a site or types of content does not change the policy for the site
- Ownership does not adapt to changes in the business

2 Years

Around Same Time

Permission Challenges

Office365 makes sharing too easy:

- Users can share sensitive documents with wrong audiences
- Employees change role/dept/ project but can still access old files/sites
- Content managers fail to validate permissions of workspaces

The basic shape of a Team

What we're all realizing about Teams adoption…

"Empty" deployments are trouble

May see some early adoption spikes but soon drops off and hard to get users back

Need "gravity" to get sustained active usage

With "Daily Active Usage" as a goal, Teams needs to be hosting real business processes, not general collaboration

Most business processes require APP support

Apps can drive usage by making Teams usage easier, more efficient, and more business process focused

Teams for different People Managers

Project Management

Manage your project team, streamline meeting communications, collaborate on budgets, deliverables, and feedback.

Sales

Get an overview of your Sales team's activities. Collaborate and deliver proposals with input from different stakeholders. Manage sales planning and training.

Marketing

Plan and deliver marketing campaigns and go-to-market activities with participation from internal and external stakeholders. Plan events and manage event communications and logistics.

Human Resources

Manage team request, recruitment, performance reviews, and training across departments.

Legal

Have a place for legal team members to raise questions and ask advice, store key documents, manage Legal Matters, and more.

©AvePoint, Inc. All rights reserved. Confidential and proprietary information of AvePoint, Inc.

Make it easy to choose the right template

- Users can make self-service requests from available workspace templates that are relevant to them
- Workspaces can come pre-configured with channels, tabs, and bots

©AvePoint, Inc. All rights reserved. Confidential and proprietary information of AvePoint, Inc.

“Templates” are more than just channels and configuration.

A template framework that includes the site components, and the lifecycle components.

- Pre-set Channels and Tab recommendations are great for helping contextualize Teams for business users, but these only get you so far as a “template”.
- The AvePoint approach accounts for the Operational Governance and lifecycle to ensure “templates” are not ONLY provisioned correctly (and compliant with IT policy) but also managed

Project (INTERNAL)

TEMPLATE DEFINITION: Recommended for internal-department or ad-hoc Projects with a small-to-medium audience who require pre-configured default Project channels with real-time chat and meetings.

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

©AvePoint, Inc. All rights reserved. Confidential and proprietary information of AvePoint, Inc.

Effectively Managing Divisional Differences

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

EXAMPLE

	DEPARTMENT A	DEPARTMENT B	DEPARTMENT C
EXTERNAL SHARING	No external sharing X	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

Decision Trees Map the Business to the Templates

Helps with adoption making it easy for users, and helps clarify IT Governance

©AvePoint, Inc. All rights reserved. Confidential and proprietary information of AvePoint, Inc.

Example: Request and Track Workspaces

- Harness the power of Microsoft Teams templates to empower employees & improve employee engagement.
- Quickly spin up a new team with the appropriate pre-set channels, bots and integrated apps.
- Maintain operational oversight in Office 365 while still allowing your employees the freedom to collaborate securely.

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.

Bringing It Together

Team Space

- Distinct group of users, collaborating and storing common info
- Generally part of organizational teams

Backup: All
External Users: No
Recert: Annual
Reporting: Ad-hoc
+
Default Labels
Metadata Presets

Project Space

- Dynamic Group
- Spanning different org hierarchies
- Exist only during life of project
- Typically follows a structure

Backup: All
External Users: No
Recert: Annual
Reporting: Ad-hoc
+
Default Labels
Metadata Presets

Extranet Space

- Securely share and collaborate with external parties
- Audited and controlled

Backup: All
External Users: Yes
Recert: 6 Months
Reporting: Annual
+
Default Labels
Metadata Presets

EOY Charity Event

- External Sharing: On
- Recertification / Reporting: On
- URL: /sites/PROJ_EOYCharityEvent

LABELLED

TAGGED

Process for the identifying business-ready templates

Discovery & Best Practice Alignment

- Work with IT/Project stakeholders to understand Teams / O365 as a template service
- Understand current provisioning and lifecycle management constraints
- Discuss as-is / to-be and any challenges
- Discuss Teams IA best practices and opportunities to align

Business Engagement

- Meet with People Managers and/or Business Representatives
- Understand how you are working today
- Present opportunities to collaborate differently with Teams with a Template starter
- Identify common themes and requirements

Sustainable Template Design

- Provide Teams design for templated use-cases discovered
- Put the Templates in the context of Operational Governance and IA framework
- Create a functional design for automated deployment and management of Templates with Cloud Governance

Pilot Deployment

- Deploy and configure Templates with Cloud Governance in O365
- Pilot the Provisioning and Template, allow users to try the template in their team
- Allow a chance for feedback and refinement of the templated defaults

Not sure how to begin?

To help identify team scenarios, consider using the framework below

As someone in…
(Team)

I want to….
(Description of what I want to do)

Using…
(Specific application of the technology)

I'll know this is successful when….
(Solutions success measure)

As someone in
Sales Management

I want to
have a single version of the sales proposal that everyone has access to rather than managing multiple versions in email

Using
a Teams site to centrally store and share a single version of a sales proposal that my team can edit together using co-authoring in Word and PowerPoint

I'll know this is successful when
my sales team creates proposals more easily, giving them more time to close deals

How can you operate this model at scale?

Manual?

- Good luck with that

Semi-automated

- Scripts, Flow, PowerApps

Fully Automated

- Home-grown or 3rd party apps

Microsoft

Example:

Guiding users to templated Teams and automating access reviews

thank you

Gracias	ευχαριστώ	Danke	Grazie	благодаря
Hvala	Obrigado	Kiitos	شكراً	Tak
Ahsante	Teşekkürler	متشكرم	Salamat Po	감사합니다
Cám ơn	شكريه	Terima Kasih	Dank u Wel	Děkuji
நன்றி	Köszönöm	ありがとうございます	ขอบคุณครับ	Dziękuję
谢谢	Tack	Mulţumesc	спасибо	Merci
תודה	多謝晒	дякую	Ďakujem	