TMS200 - Microsoft Teams for Email Addicts

John Peluso, CTO AvePoint Public Sector
@JohnConnnected
http://johnpeluso.me

Introductions…

John Peluso

CTO, AvePoint Public Sector
Microsoft Regional Director

Email: John.Peluso@AvePoint.com

Twitter: www.twitter.com/johnconnected

LinkedIn: https://www.linkedin.com/in/johnpeluso

Blog: https://www.avepoint.com/blog/author/john-pelusoavepoint-com/

If all else fails: http://johnpeluso.me

Where we're going…

- Teamwork primer
- Microsoft Teams in the wild
- The email vs. Teams thing..

This Photo by Unknown Author is licensed under CC BY-SA

Let's Back Up a Bit…

The “job to be done”

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…

Share Files

Plan meetings and events

Track tasks

HOW you are collaborating…

Send and receive emails

Chats and conversations

Social engagement

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

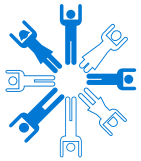

Diverse workforce

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?

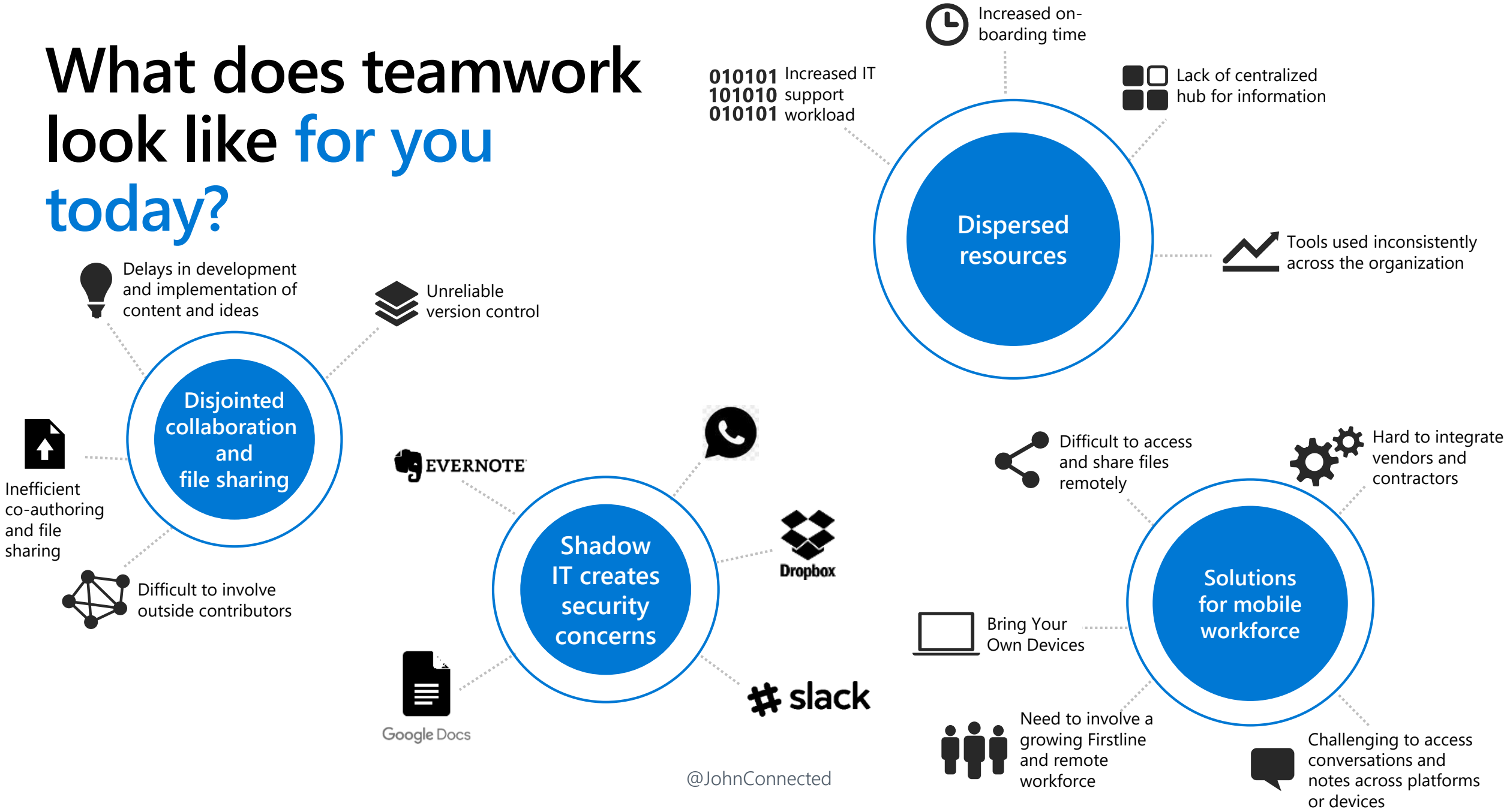

@JohnConnected

Engaged employees are crucial to success

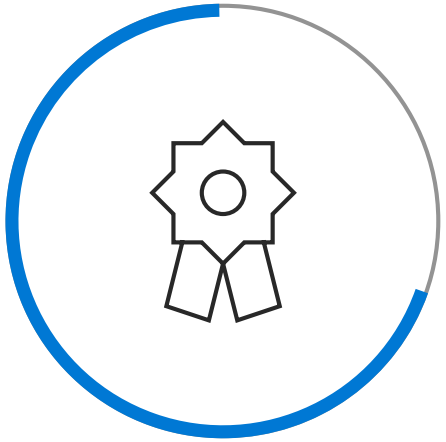

70%

of employees are engaged at best performing companies

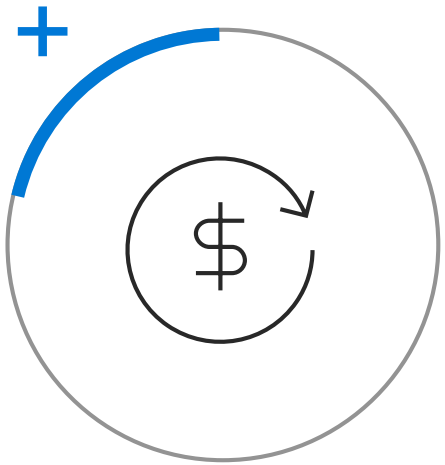

21%

more profit in business units with most engaged employees

Source: Gallup: 37 Workplaces That Stand Out From the Rest

Engaged employees are crucial to success

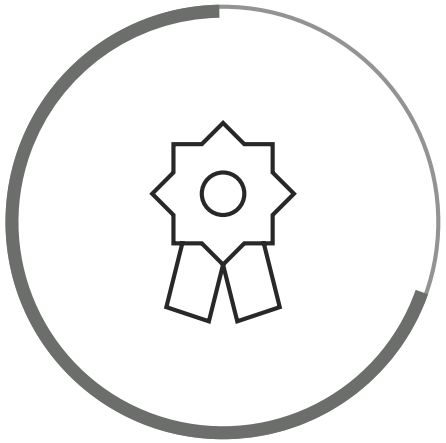

70%

of employees are engaged at best performing companies

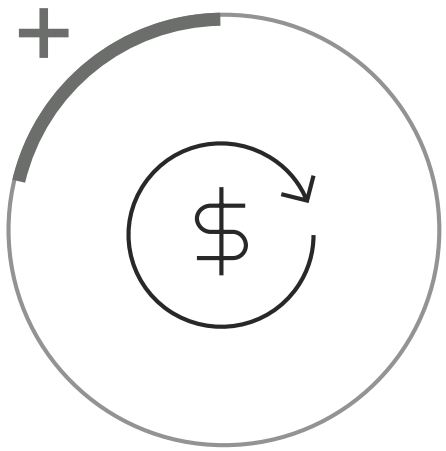

21%

more profit in business units with most engaged employees

15%

of employees are engaged worldwide

And currently that is uncommon worldwide

Source: Gallup: 37 Workplaces That Stand Out From the Rest

What is an Office 365 Group?

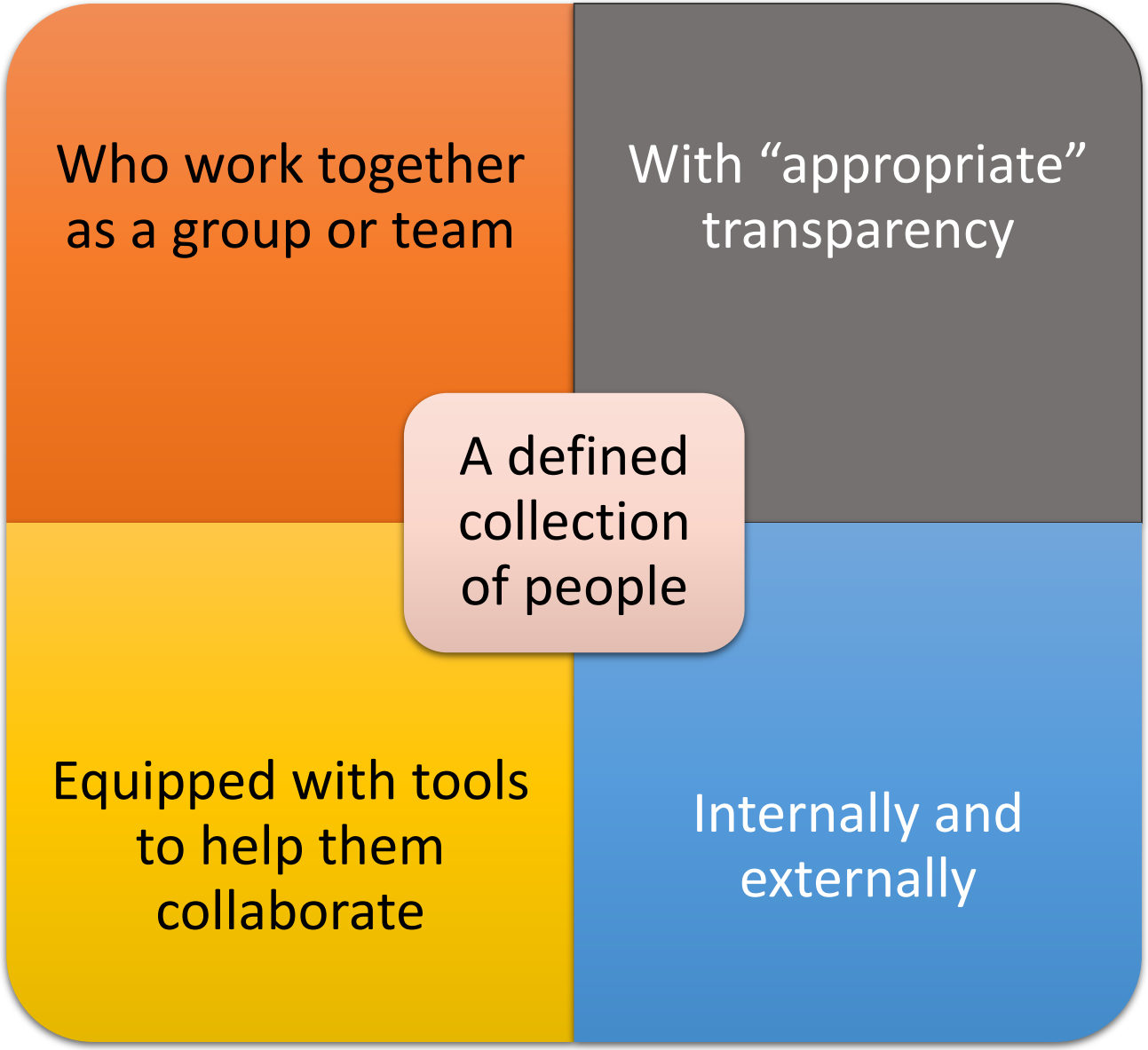

A “defined group of people”…

- A “Group” object in Azure Active Directory
- Can contain only USERS, not other groups
- Multiple “entry points” to create
- Microsoft’s preference is “self-service”
- Simple roles–
- “Owners” and “Members”

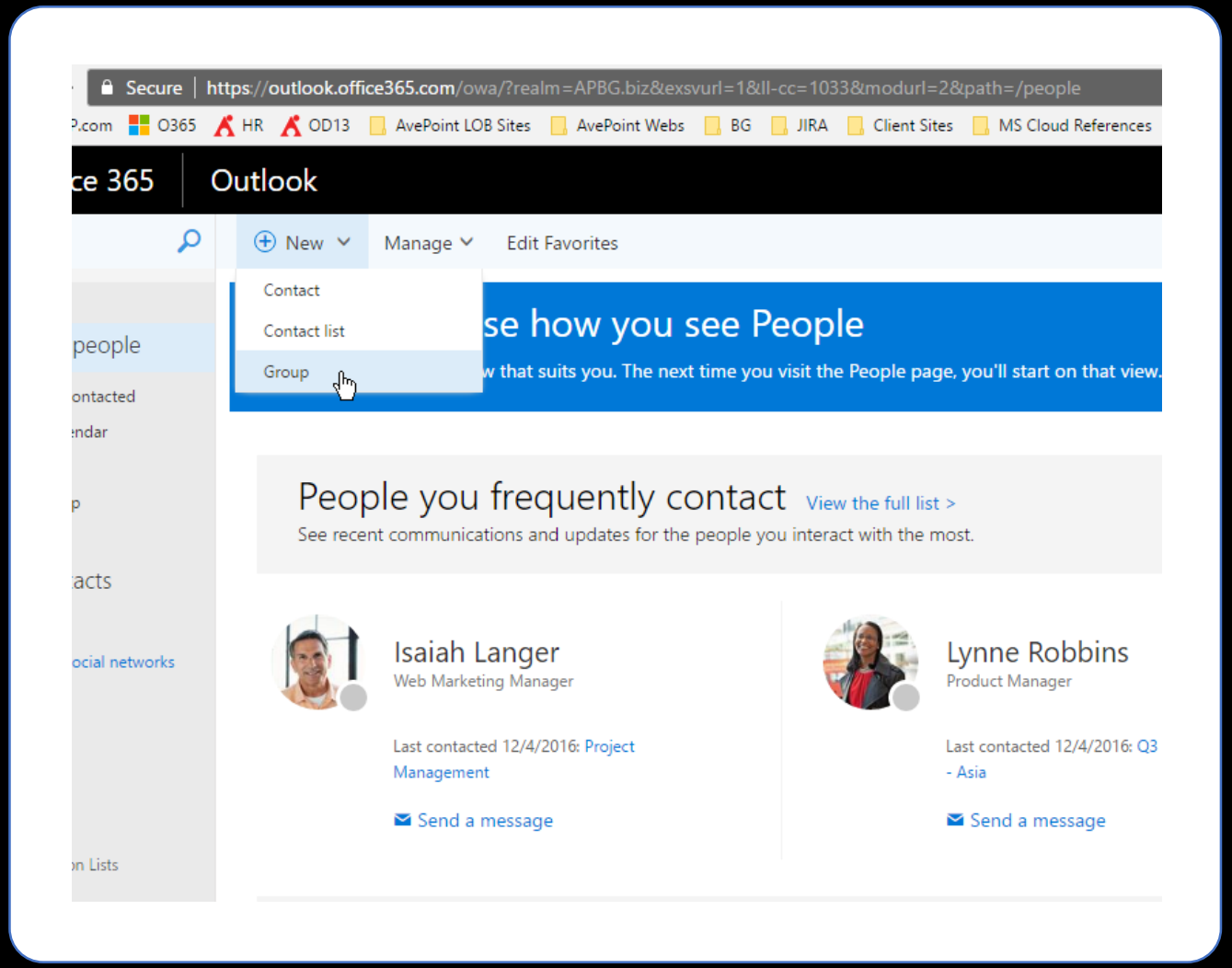

“Appropriate” transparency…

- “Private” Groups allow access and edits only to members and owners
- “Public” Groups allow access and edits to EVERYONE in the organization
- Privacy can be changed later
- Groups can be “unlisted” so even their names are not visible to non-members

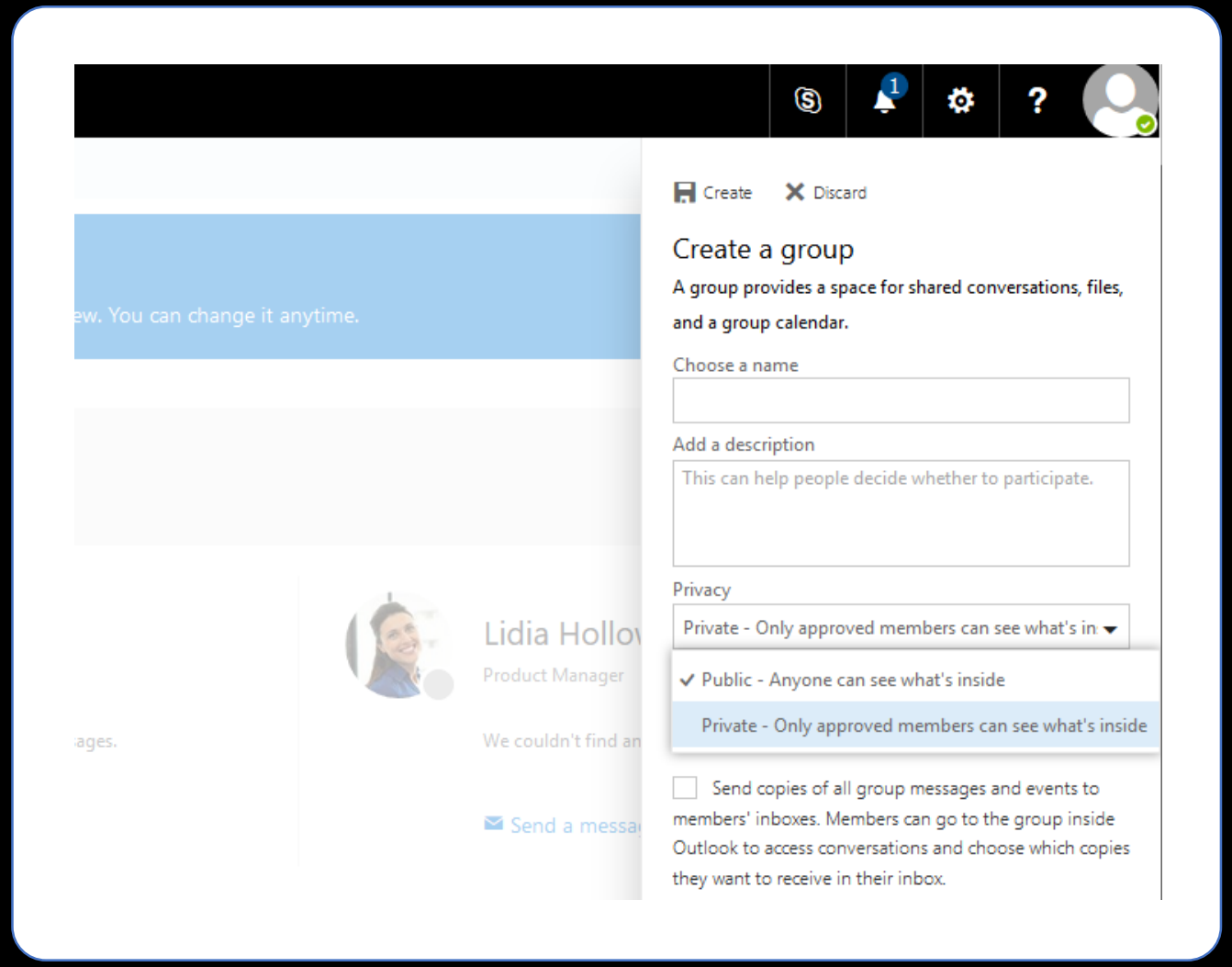

Collaborating internally and externally

As with SharePoint and OneDrive, organizations can enable external access to Groups

External user invitations can be centrally managed by admins or available to Group owners

Collaborating internally and externally

- As with SharePoint and OneDrive, organizations can enable external access to Groups
- External user invitations can be centrally managed by admins or available to Group owners

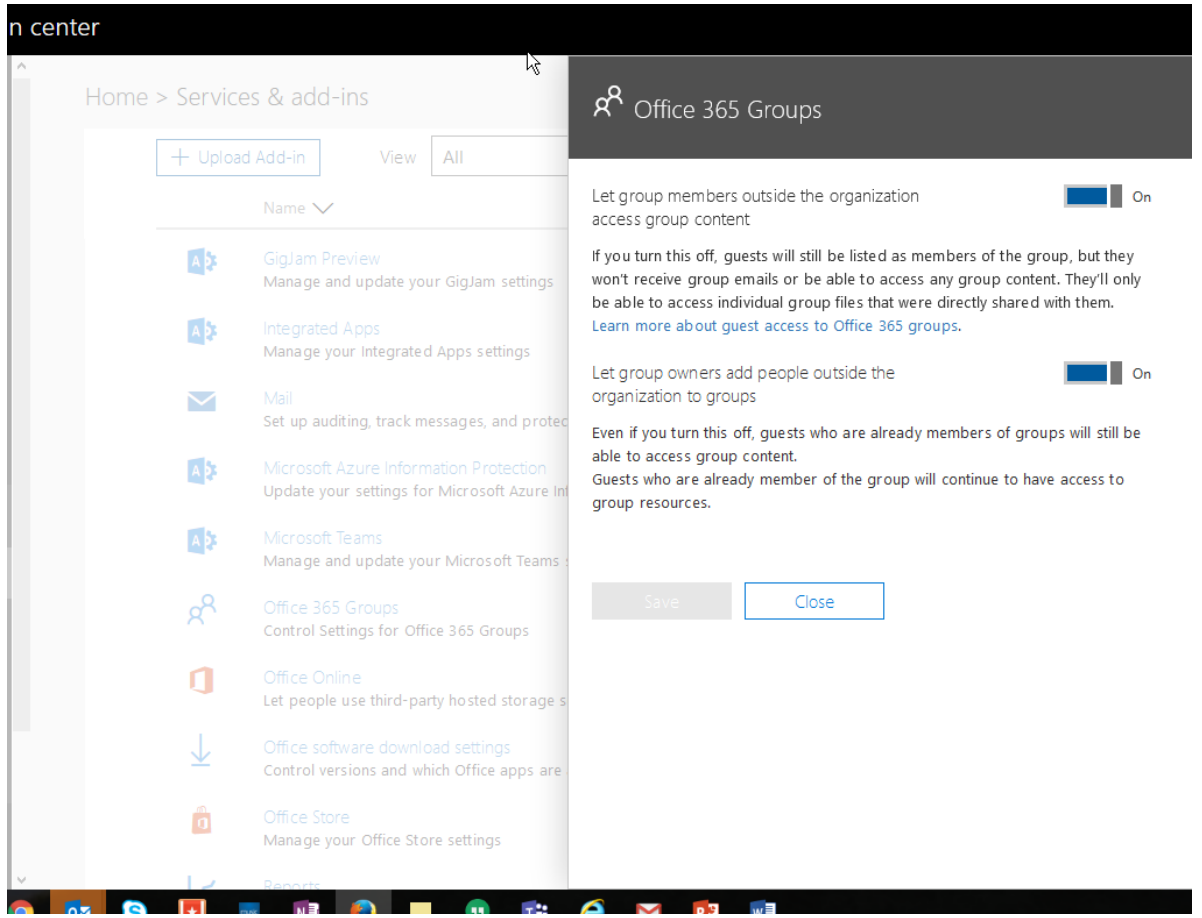

Equipped with tools…

- This is where it gets complicated…

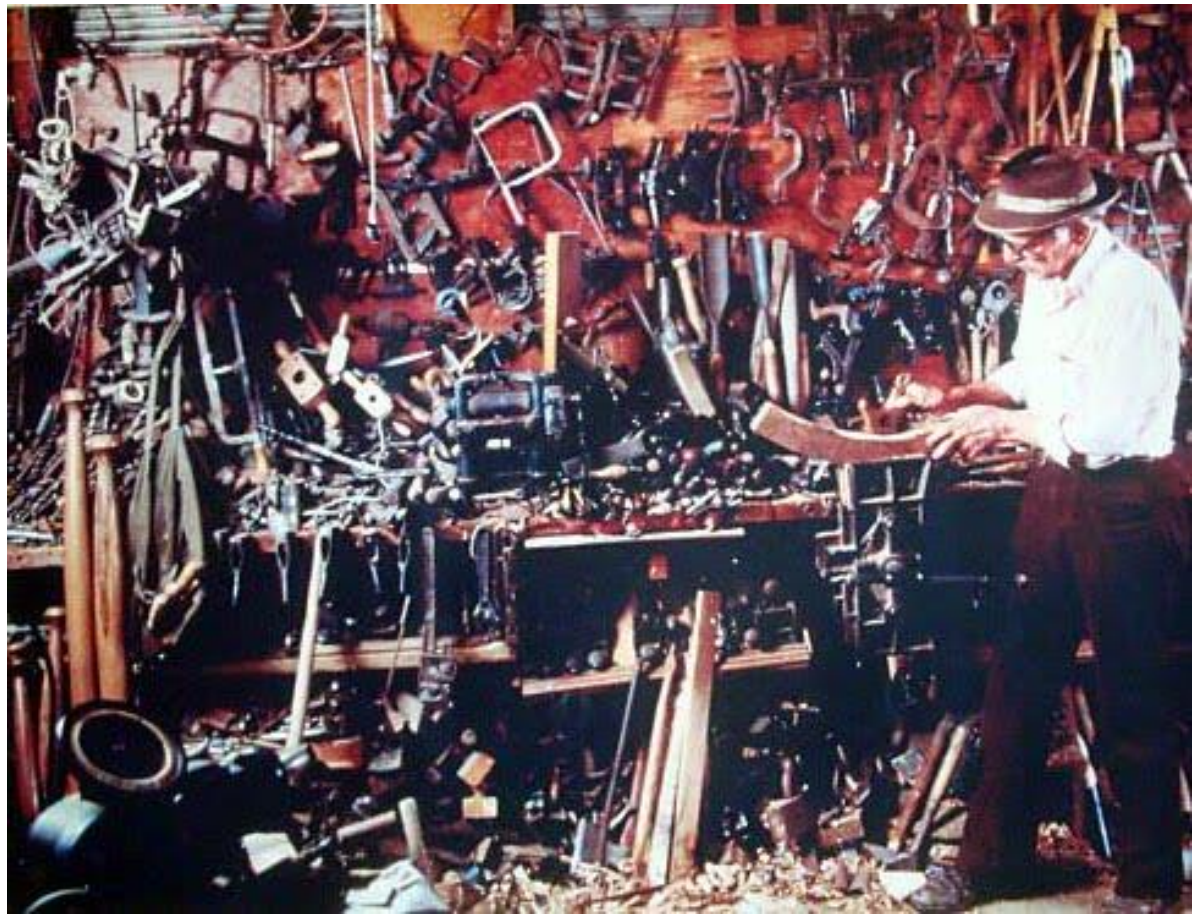

“Flavors” of Office 365 Groups

Conversations happen in the Group Mailbox

Conversations happen in "Channel Conversations"

Conversations happen in Yammer posts

Not currently in GCC environments

Why Microsoft Teams?

Microsoft Teams – The Hub for Teamwork

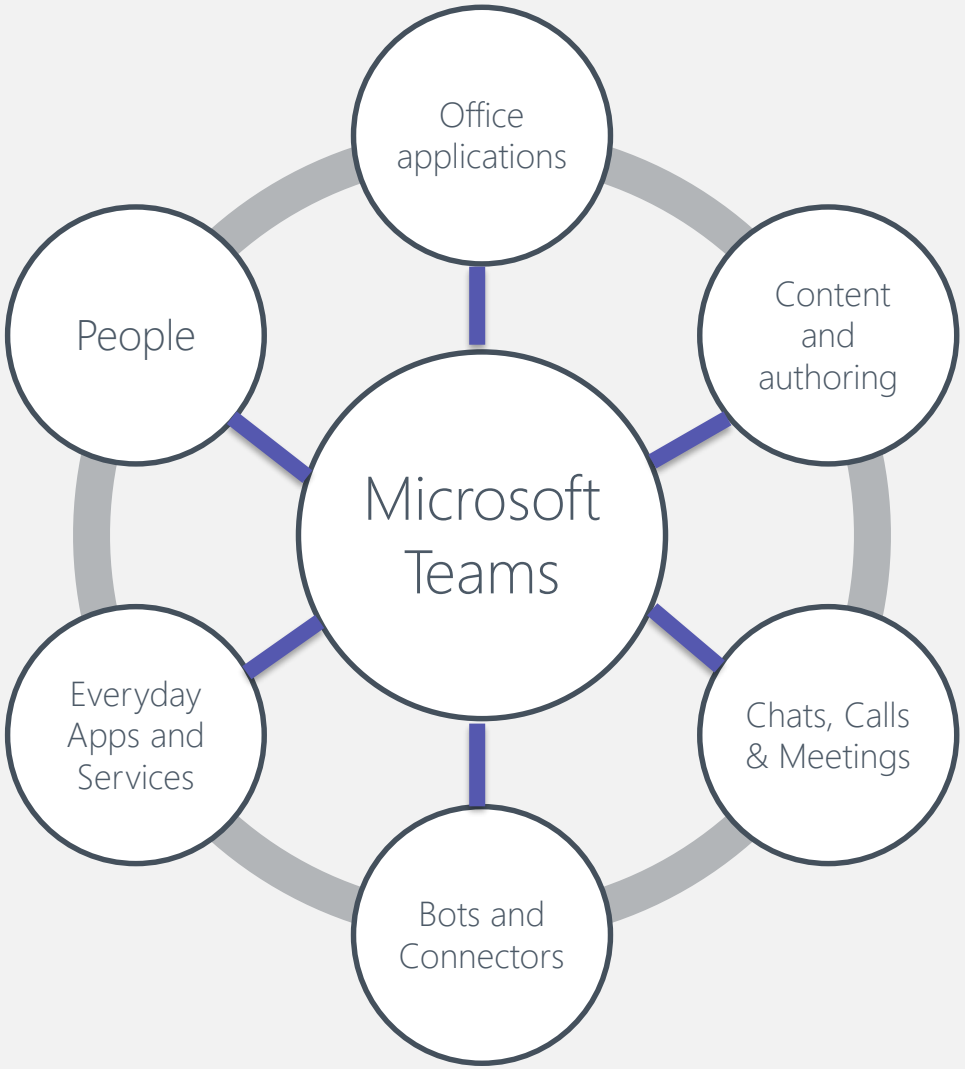

Communicate: Chat, calls & meetings for today's teams

Collaborate: Deeply integrated Office 365 apps

Customize & Extend: 3rd party apps & existing systems

Work w/ Confidence: Enterprise security, compliance & manageability

“Conversations” are at the heart of Team collaboration

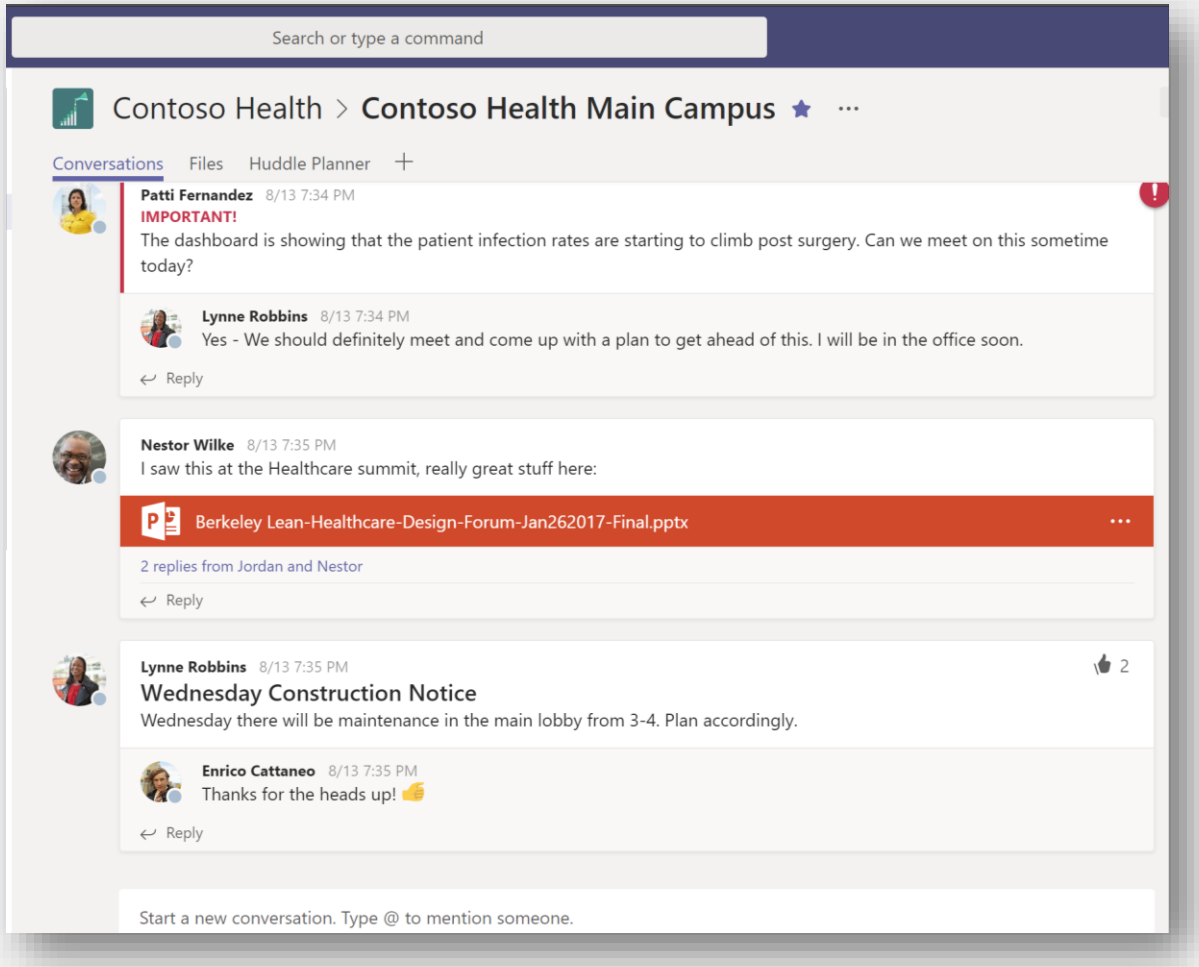

- Follow/unfollow channel to be notified of all activity
- @Mention people or the Team to alert them to your message regardless of their follow status
- Only users that have favorited a channel get notified if you @Mention the Channel itself

The basic shape of a Team

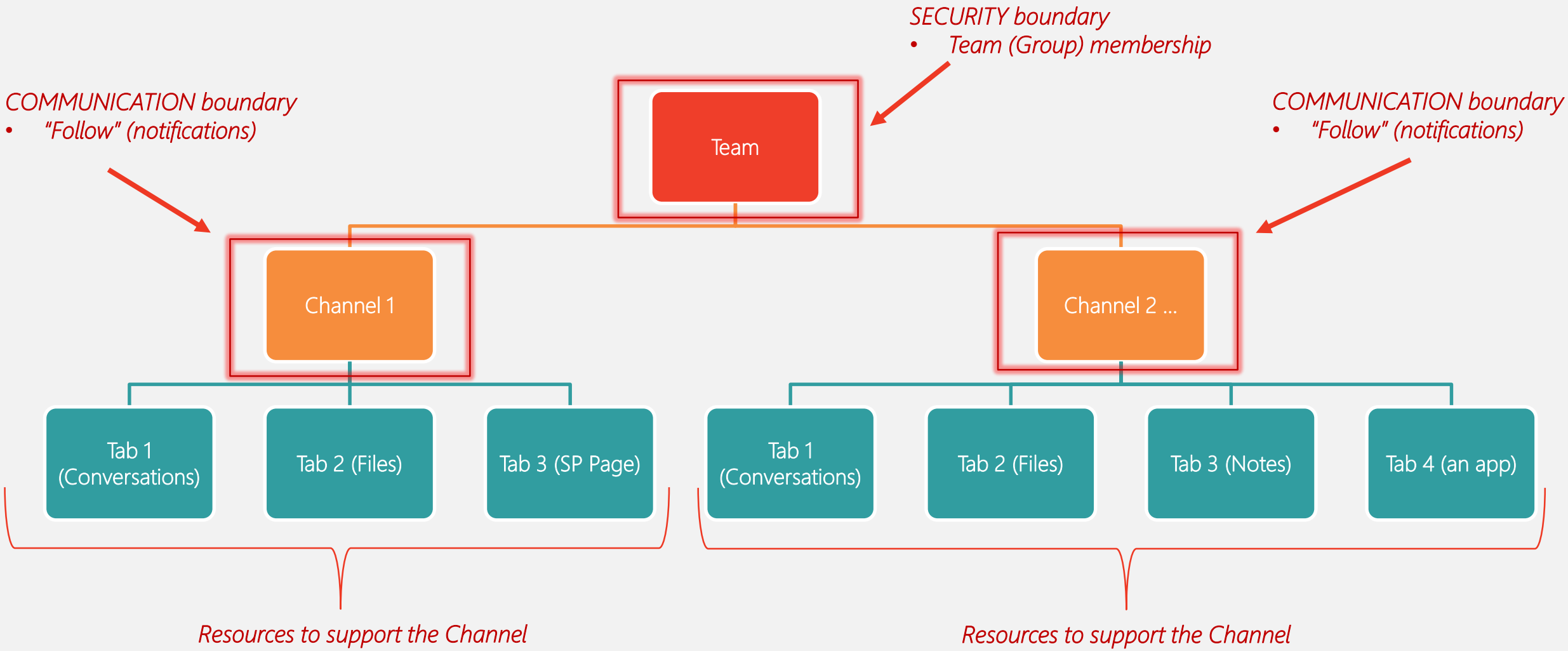

The structure of a real-life Team

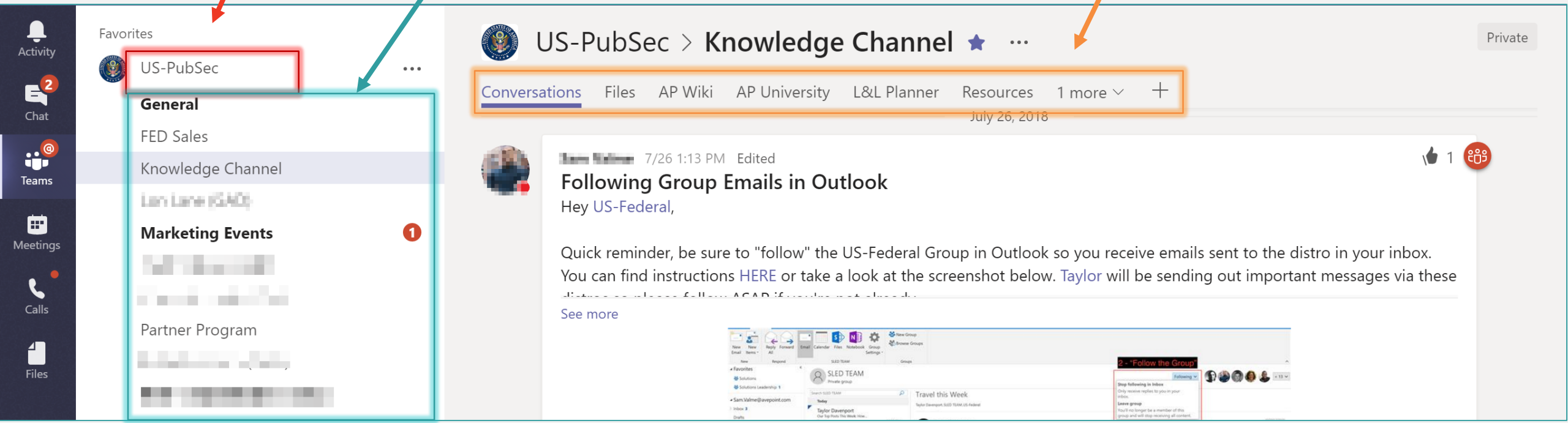

Understanding the SharePoint and Teams relationship

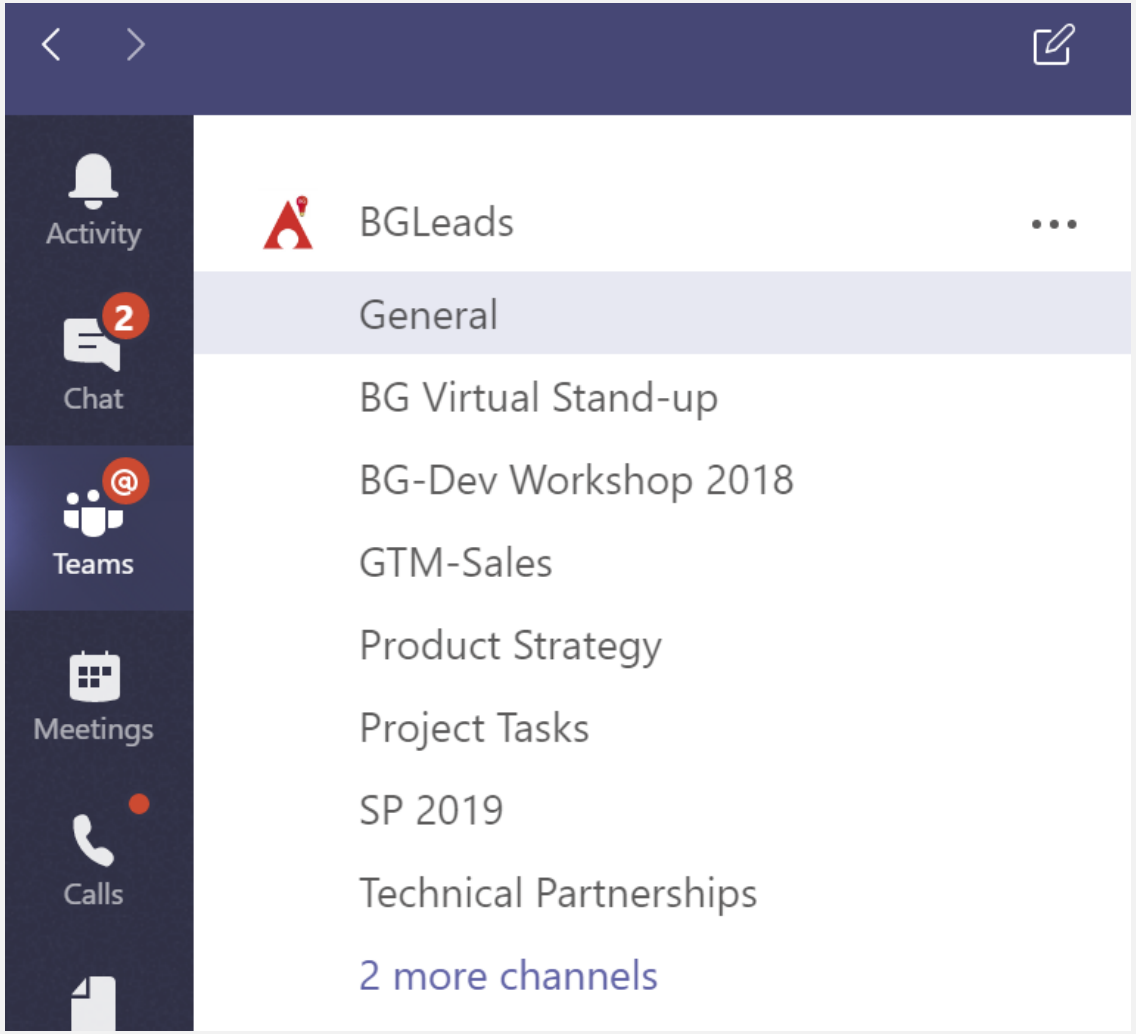

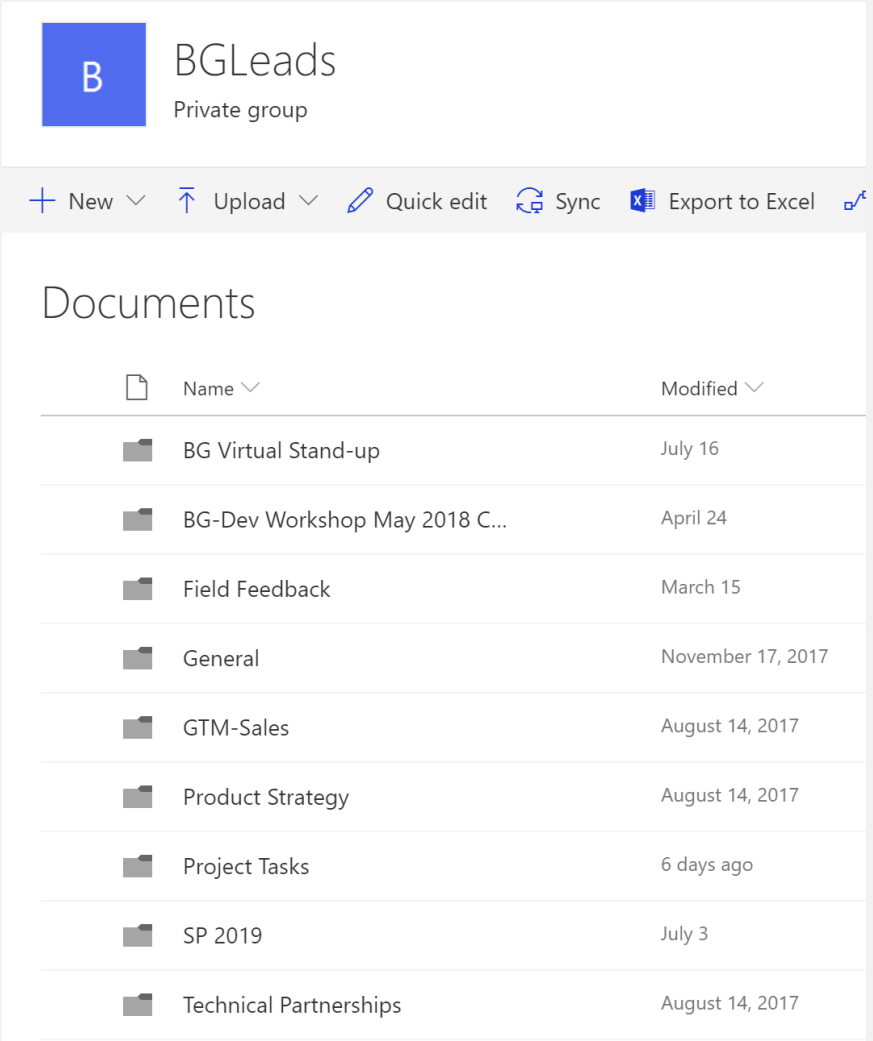

DEMO:
Microsoft Teams in the wild…

That's great but…

My Inbox Today…

Help users understand WIIF THEM

Your email…

- Forces YOU to separate your inbound communication
- Requires YOU to configure complex rules to ensure relevant information is surfaced and noise is reduced
- Notifies you on ALL new messages
- EVERY message goes into a recipient's mailbox

A team…

- AUTOMATICALY separates your inbound communication into Channels
- Let's you TUNE IN to what you care about and tune out what you don't
- Notifies you only for messages you EXPLICITLY care about
- @mentions allow you to poke recipients only when relevant

And IT organizations benefit as well…

Email-focused approach

- Difficult to get users to store files where they belong
- Storage burden of duplicate attachments
- Data governance and security spread across multiple systems
- Burden of creating and managing distribution lists

Modern collab with Teams

- Files seamlessly routed in normal conversation flow
- File access from threaded conversation, pin important files to channel tabs
- O365 platform retention and security features have you covered
- Self-service approach *can* improve agility and admin efficiency when done right

But…

Teams sucks for non-team member communication

- Email is still the only way to converse *outside* of the Team
- Teams do not show in the GAL by default, so you lose the DL concept
- Internal conversations based on email received tend to stay in the inbox instead of Teams

Making Lemonade…

Mitigating the email to Teams handoff

- Consider Guest Access "external inner loops"
- Enable Teams to show in GAL via PowerShell

```
Set-UnifiedGroup -Identity "TeamName" -
HiddenFromAddressListsEnabled $false
```

- Educate users on the "Email a Channel" feature
  (NOT in GCC!)

Keep up on what's coming in Teams

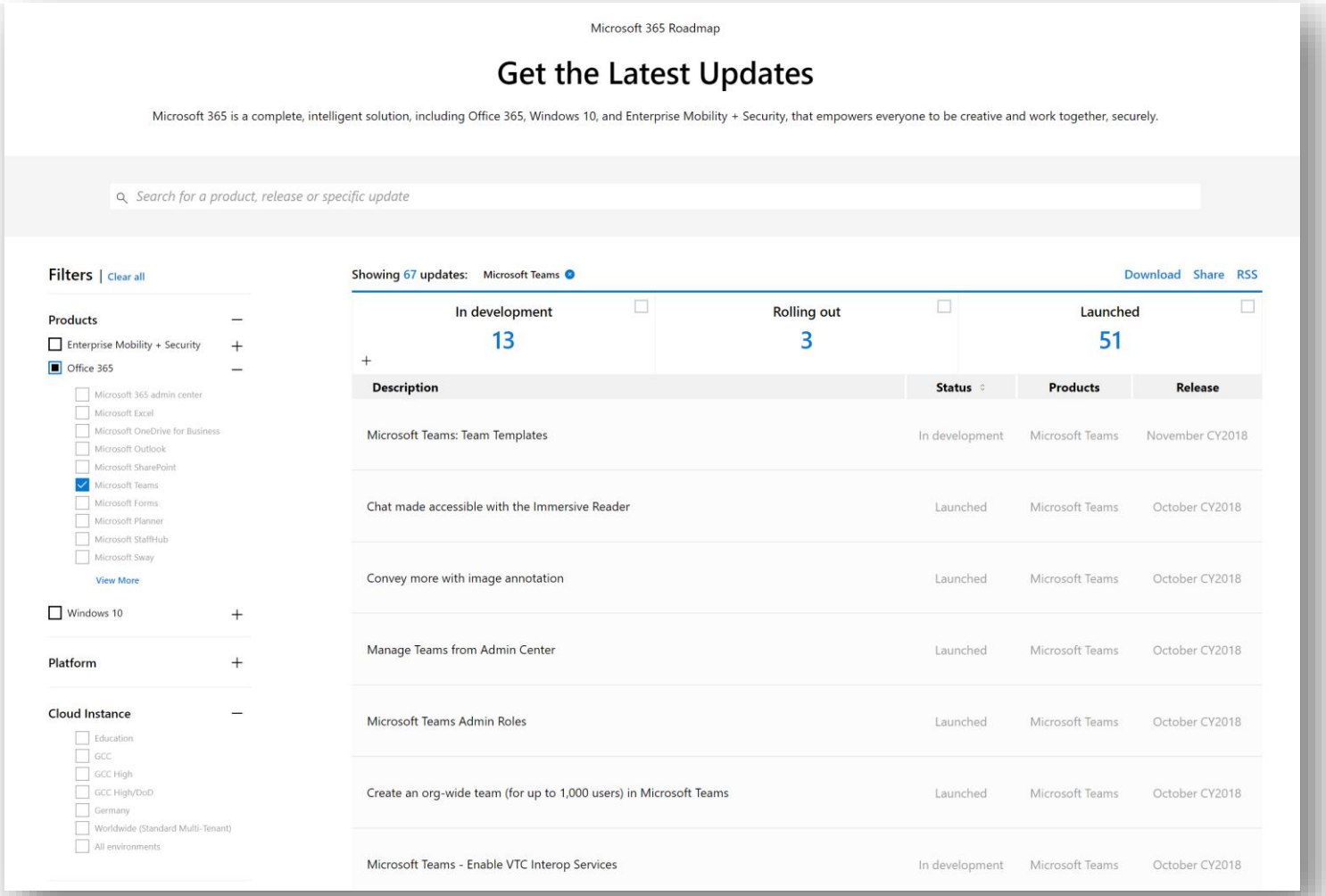

https://www.microsoft.com/en-us/microsoft-365/roadmap?rtc=1#abc&filters=Microsoft%20Teams

@JohnConnected

Demo: Email-enable a Channel

Please Don't Forget to Fill Out Your Session Surveys!

1. Click on the 'Agenda' button in the app
2. Select the session you wish to review
3. Click on the 'Take Survey' button at the bottom of the page

Where next? https://www.avepoint.com/resources

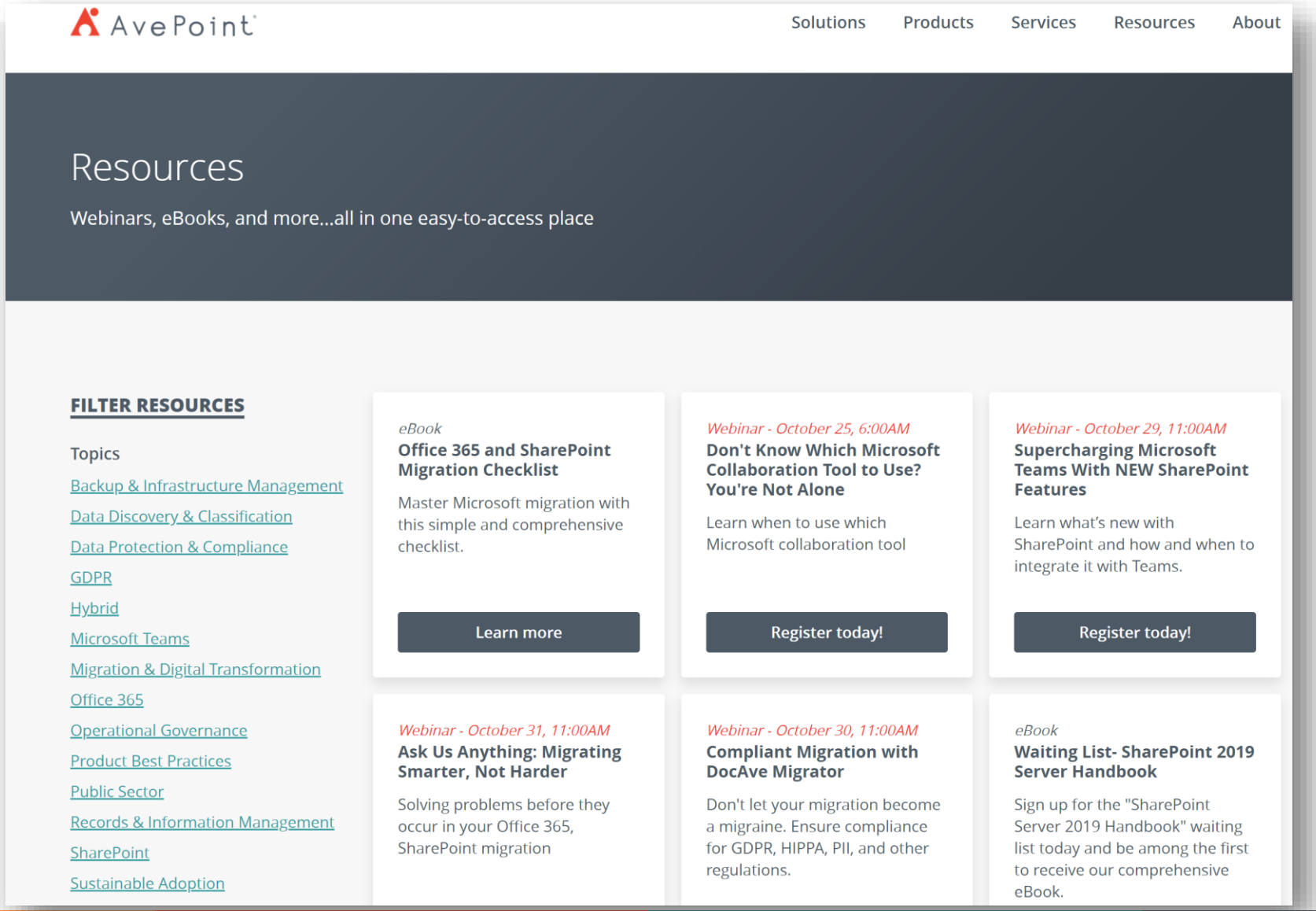

thank you

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	