



Drive Productivity with Microsoft Teams

Virtual Workshop Series: Financial Services



Your presenter..



Murugan Balaji

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Microsoft Service Adoption Specialist

<https://www.linkedin.com/in/muruganchelliahbalaji/>



About AvePoint



Migrate. Manage. Protect.



12
Global Cloud
Instances

99.5%
Availability
Backed by Azure

24/7
World-Class
Support

20PB+
Managed
Customer Data

ISO
Certification



16K
Customers

6M
Cloud Users

88
Countries

7
Continents

AvePoint® is headquartered and maintains its principal operational center in Jersey City, NJ, with approximately 1,500 employees across five continents.

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Partner



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Public Sector: Microsoft CityNext Award
2016 Partner of the Year Winner
Technology for Good Citizenship Award
2015 Partner of the Year Winner
Collaboration and Content
2014 Partner of the Year Winner
Public Sector: Public Safety and National Security

Session agenda

The art of the possible (~60 minutes)

Envisioning how Microsoft Teams can fundamentally change the way your teams collaborate, *especially* with remote work and distributed teams

Striking the balance (~50 minutes)

Understand governance and management of Microsoft Teams at scale in your organization. Strike the proper balance between collaboration and control for provisioning, feature availability and compliance.

Getting started... or starting again! (~30 minutes)

Strategies for driving a sustainable adoption program for Microsoft Teams and structuring your rollout activities



Please note that we will be recording this Teams meeting. If you do not wish to be recorded, you are certainly welcome to remain on the line, but we ask that you disable your webcam and mute your microphone for the duration of the meeting. Your continued participation without taking those steps will be deemed your consent to be recorded.

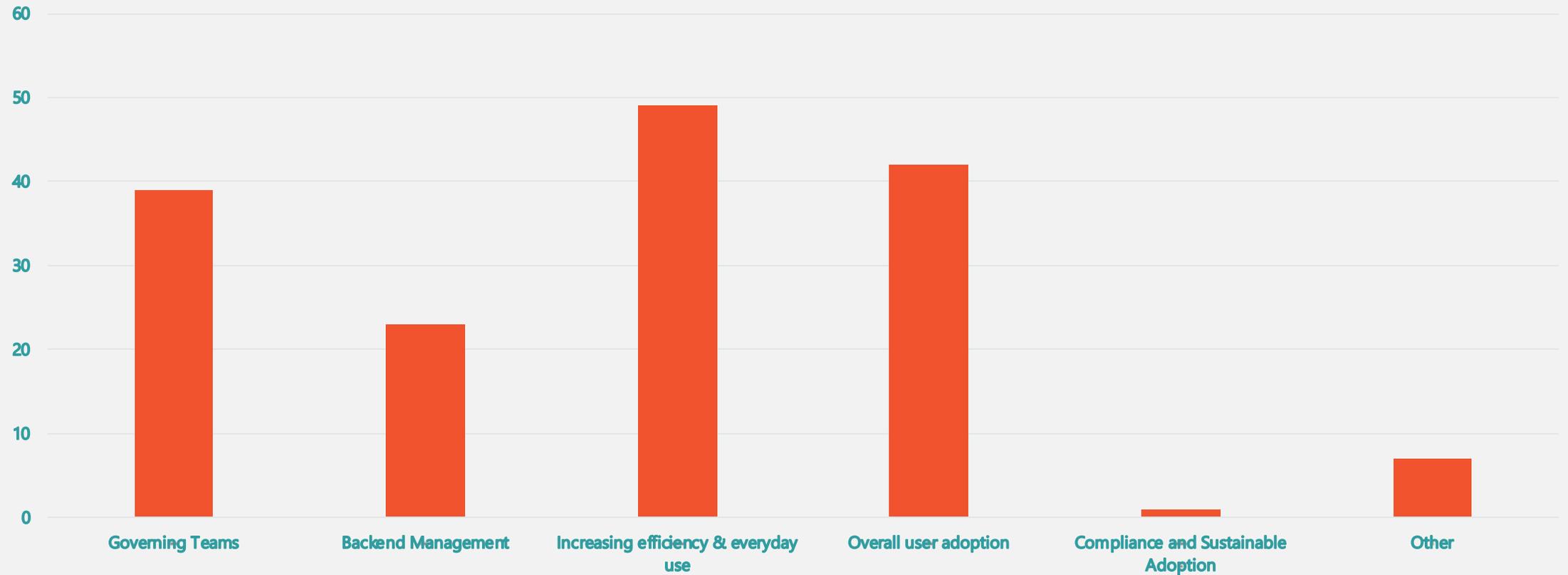
What do YOU hope to get out of the session?



Inc.



Teams Workshop Interest





The art of the possible...

Envisioning how Microsoft Teams can modernize your teamwork

Discussion:

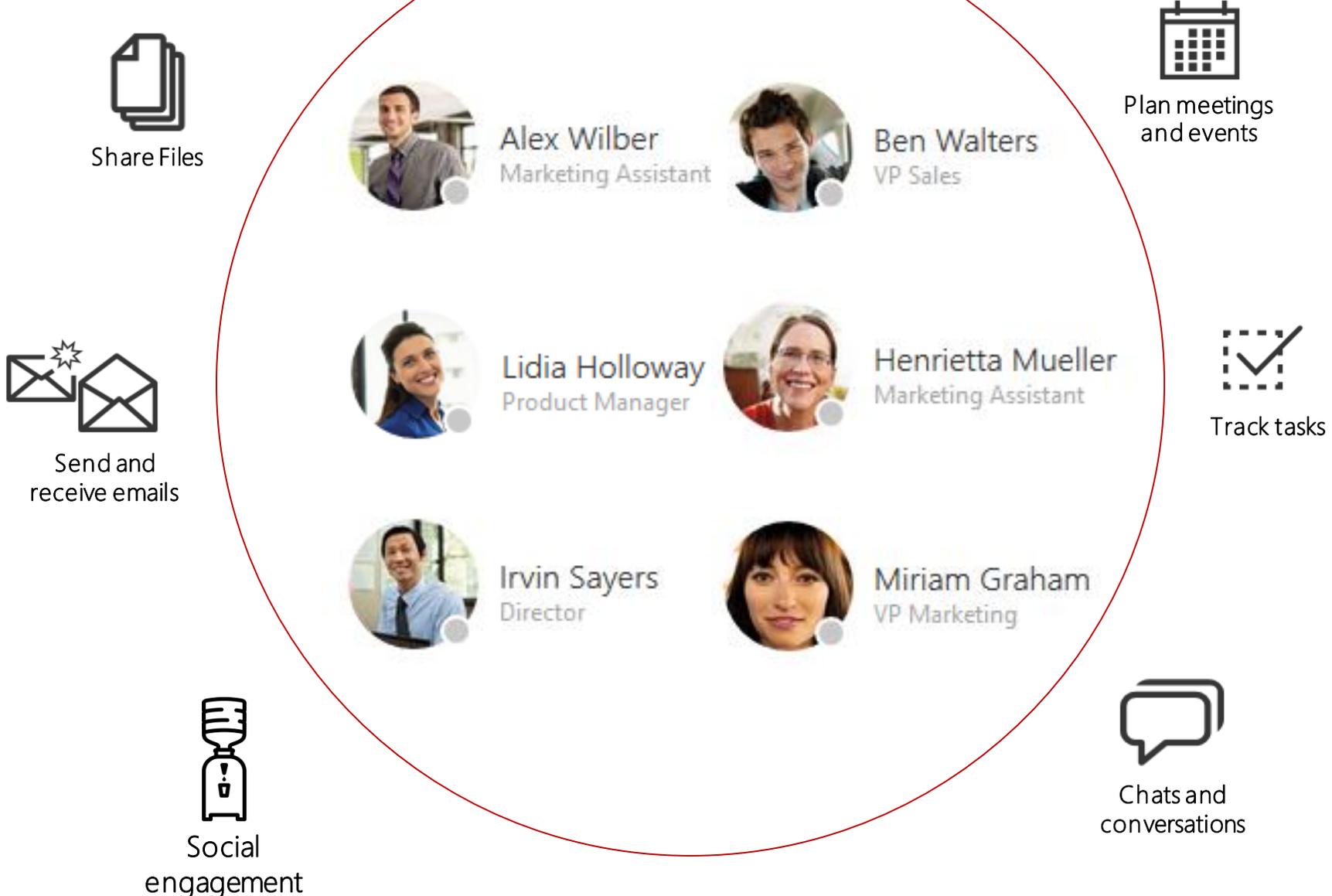
What is the biggest dissatisfaction with the way you collaborate today with remote employees or distributed teams?



slido.com
#16912



"Team | Work"



Financial services industry Trends

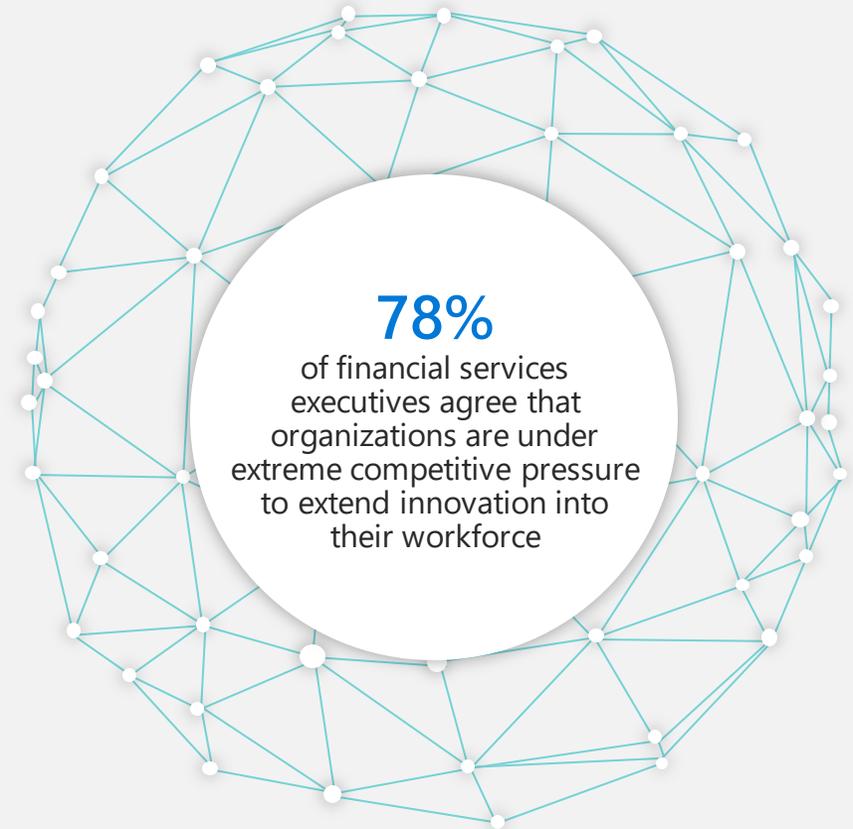
Pressure from fees and increasingly low interest rates
Diversifying revenue streams is necessary for increasing profitability

Competition from non-traditional players
Fintechs are driving down the cost of financial intermediation

High cost/income ratio
Lack of organizational agility and cumbersome processes

Difficulty hiring and retaining employees
30% annual turnover vs. 0.7% annual job growth

Imperative regulatory compliance
In 2017, regulatory programs and compliance costs mounted to \$3.3B



Financial services industry Trends



Agility, continuity, and risk management for financial services >

April 8, 2020



By [Bill Borden](#), Corporate Vice President of Worldwide Financial Services, Microsoft

It would be an understatement to say that the COVID-19 pandemic has changed our lives, both personally and professionally. As the situation rapidly changes, all of us in the business world are learning and adapting as quickly as possible to respond to the crisis at hand and keep our communities safe. The current implications of COVID-19 on the financial services...[Read more](#)



SANJAY RAVI

General Manager, Automotive Industry

The automotive industry in the time of COVID-19

COVID-19 has impacted our lives in ways many of us could not have imagined. From how we interact with our friends and family to working from home and so much more. For me personally, juggling the complexity of remote work, the immense disruption, and ever-changing priorities and precautions have been a daily learning and growth...[Read more](#)



SHELLEY BRANSTEN

Corporate Vice President, WW Retail & Consumer Goods Industry

Retail in the time of COVID-19

COVID-19 has impacted our lives in ways many of us couldn't have imagined. From how we interact with our friends and family to working from home and so much more. For me personally, juggling the joys of homeschooling my teenage boys with a packed work schedule has been a true personal test. Yet I know...[Read more](#)



The role of open dialogue in financial services compliance >

April 20, 2020



By [Dave Dadoun](#), Managing Director, Global Regulatory Compliance, Worldwide Financial Services

As part of ongoing engagement with financial services regulators and customers, I had the opportunity to attend a Cloud Technology Summit sponsored by the Federal Reserve Bank of Richmond. The conference assembled leaders within the U.S. Federal Reserve System; technology providers; senior risk, compliance and CTOs from major banks; and other key industry participants to...[Read more](#)

<https://cloudblogs.microsoft.com/industry-blog/financial-services/>

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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

"Team | Work"



Share Files



Send and receive emails



Social engagement



Alex Wilber
Marketing Assistant



Ben Walters
VP Sales



Lidia Holloway
Product Manager



Henrietta Mueller
Marketing Assistant



Irvin Sayers
Director



Miriam Graham
VP Marketing



Plan meetings and events



Track tasks



Chats and conversations

Understanding "Office 365 Groups"

**Who work together
as a group or team**

**With "appropriate"
transparency**

**A defined
collection
of people**

**Equipped with
tools to help them
collaborate**

**Internally and
externally**

Equipped with Tools...

All apps



Add-Ins



Admin



AvePoint MyH...



AvePoint MyH...



Calendar



Compliance



Delve



dxprovisionin...



dxprovisionin...



Dynamics 365



Excel



Forms



Kaizala



Microsoft Clo...



MOD Demo P...



MyAnalytics



OneDrive



OneNote



Outlook



People



Planner



Power Apps



Power Autom...



Power BI



PowerPoint



Security



SharePoint



Stream



Sway



Tasks



Teams



To Do



Video



Whiteboard



Word



Yammer

What all O365 Groups have in common...

SharePoint stores the files for collab and compliance

Leverage all SharePoint's doc management functionality
Protection, compliance, DLP

Exchange mailbox stores the conversations for compliance

Conversations spool to Exchange for retention, hold and eDiscovery

Additional Office 365 services support the group

Planner for task management
Stream for video sharing

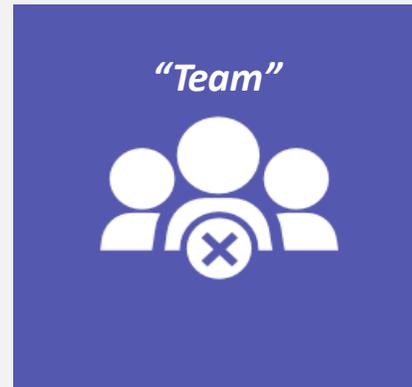
...



“Flavors” of Office 365 Groups



Conversations
happen in
emails



Conversations
happen in
**channels and
persistent
chat**

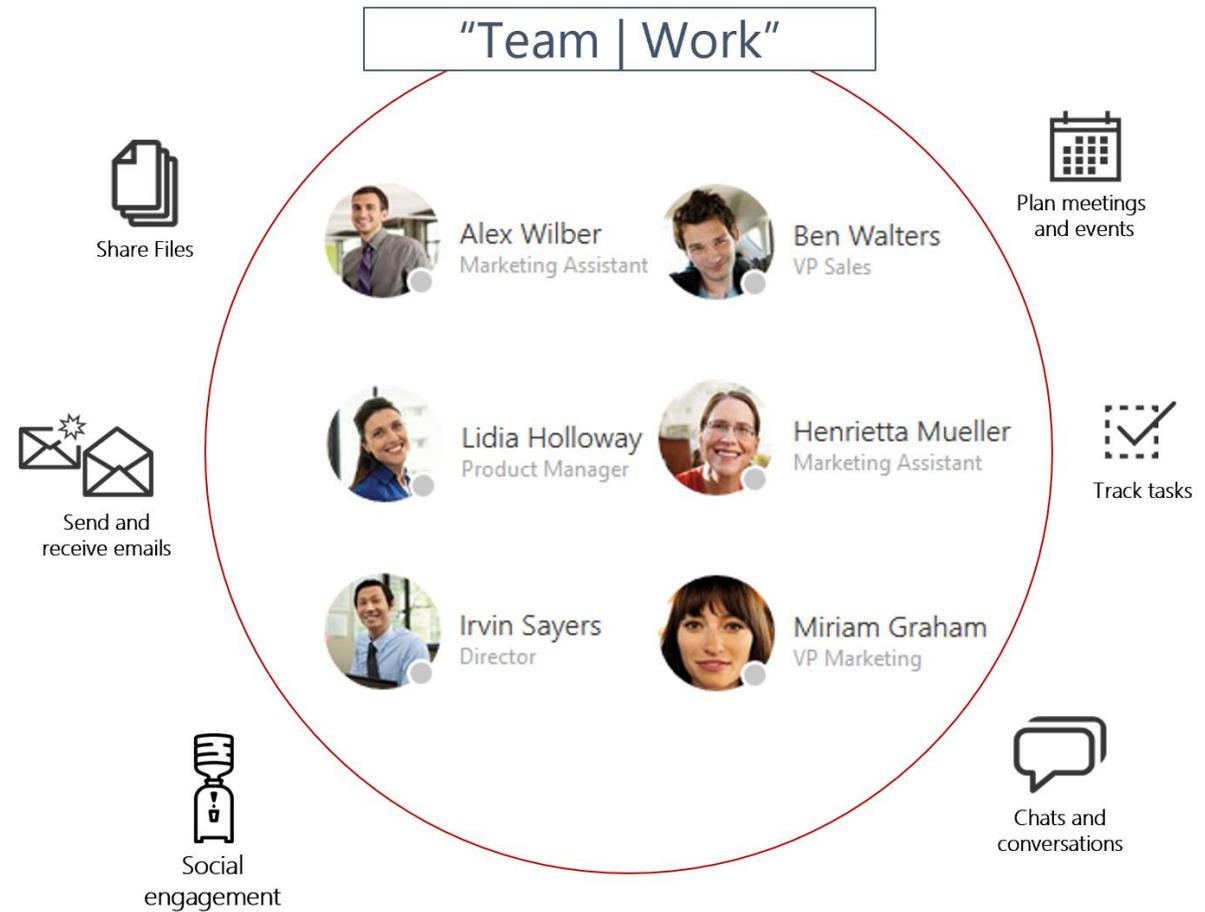
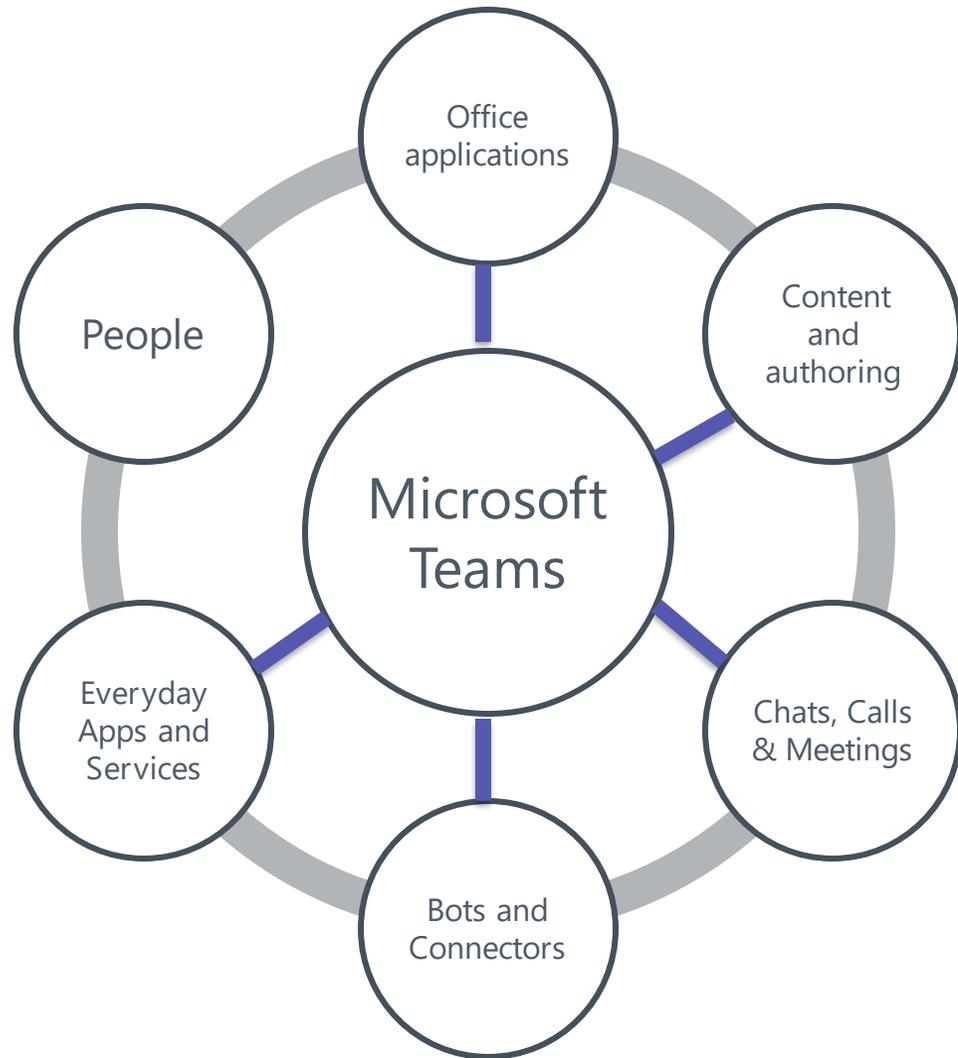


Conversations
happen in
**Yammer
posts***

**Yammer is not currently in GCC environments*



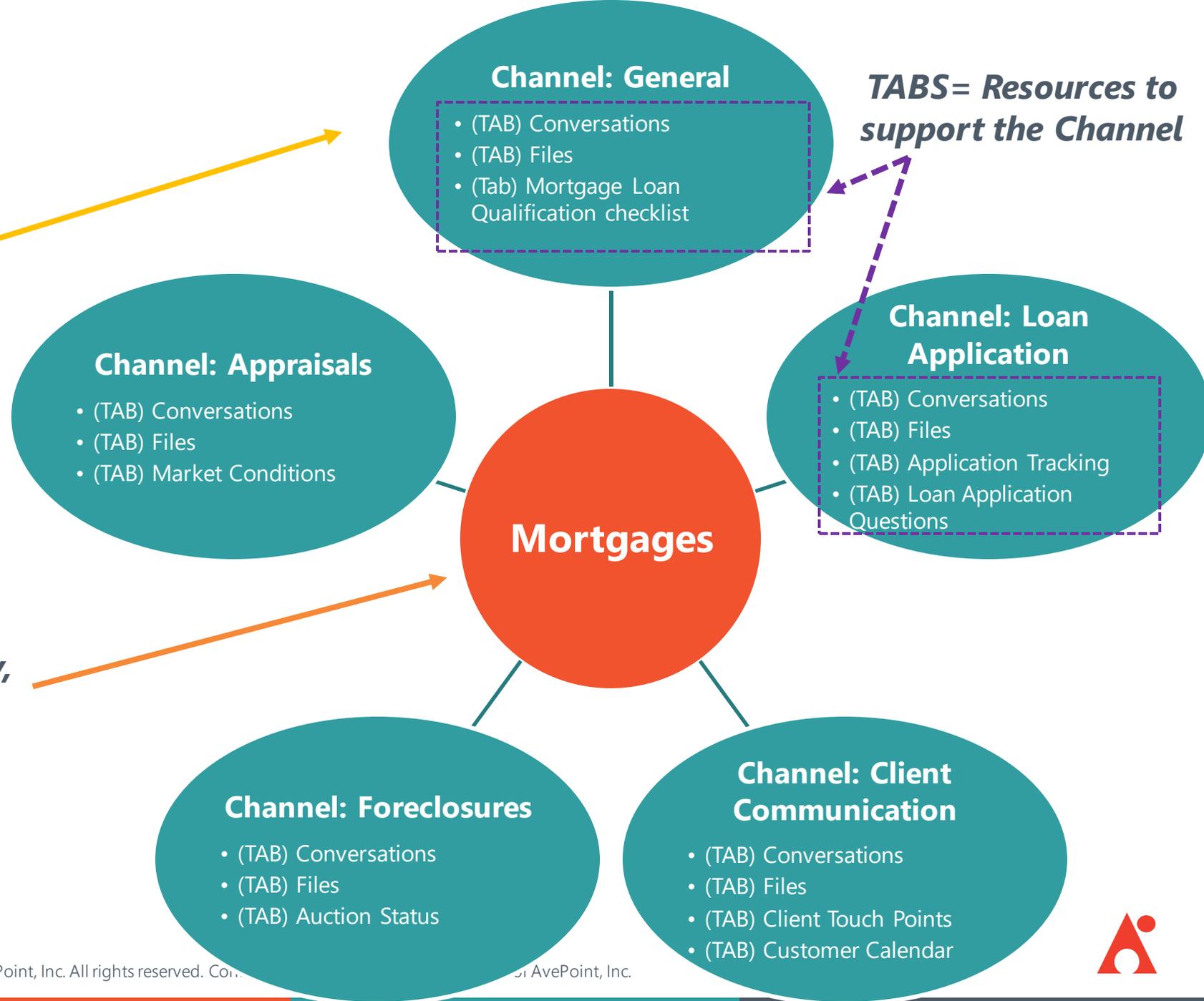
Look familiar?



The basic "shape" of a Team...

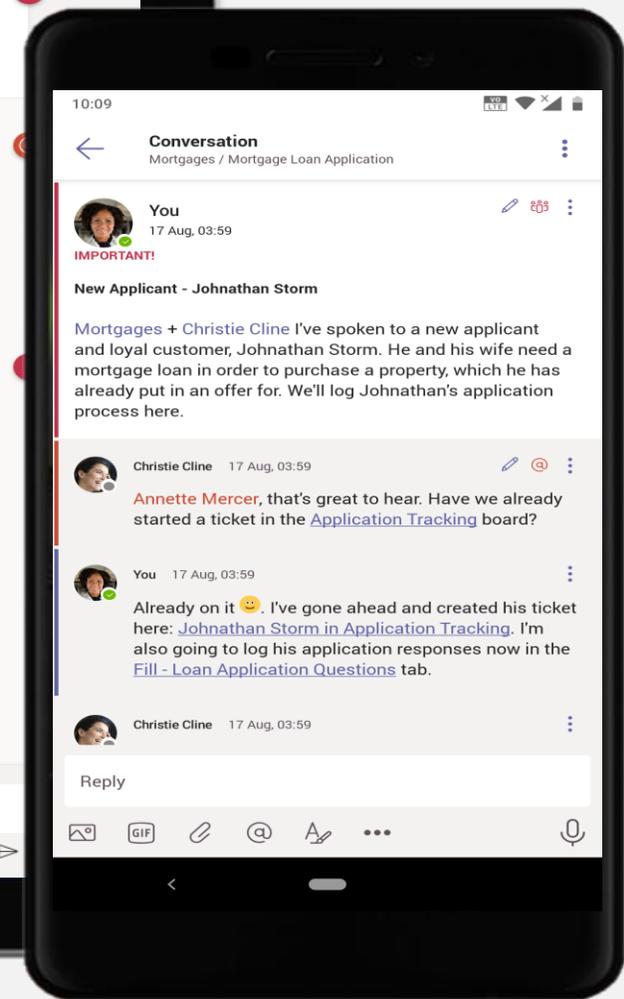
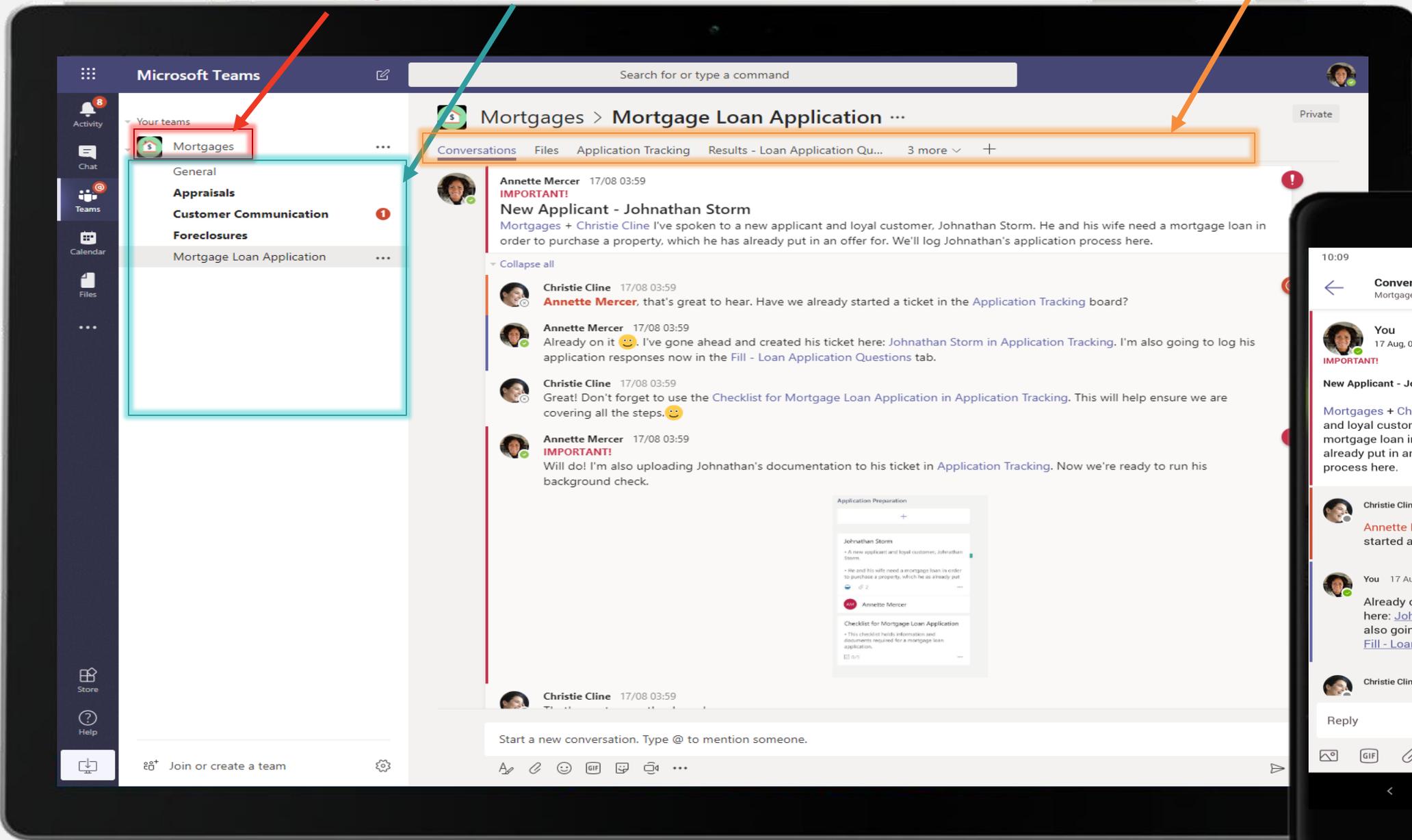
CHANNEL = Focus area & "attention" boundary

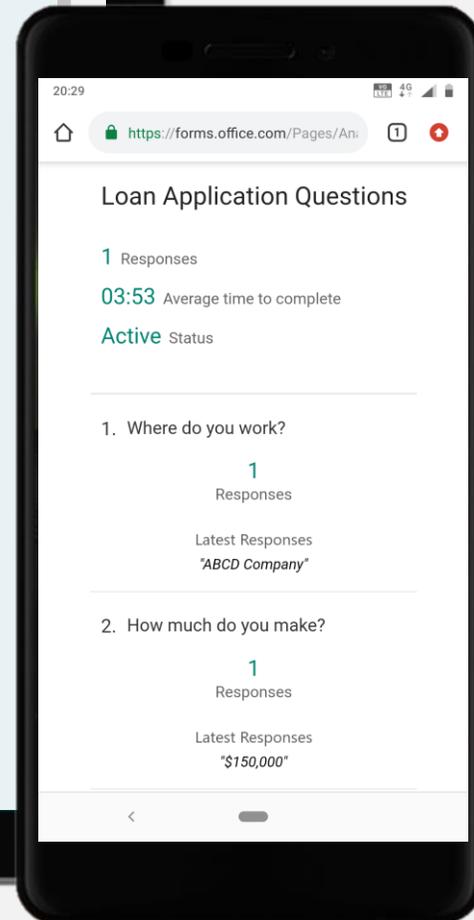
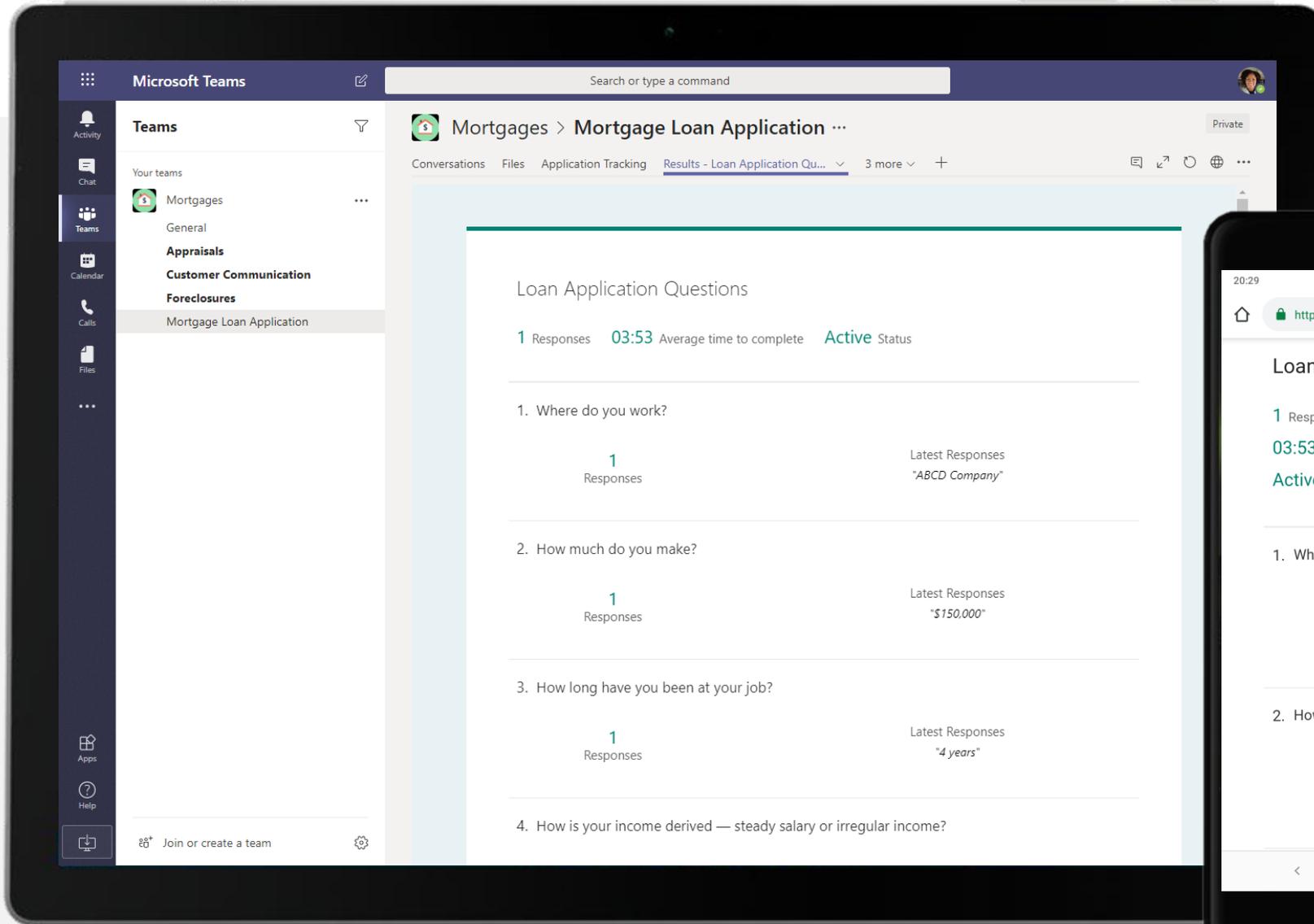
TEAM = Security boundary, O365 Group membership



The TEAM The Team's CHANNELS

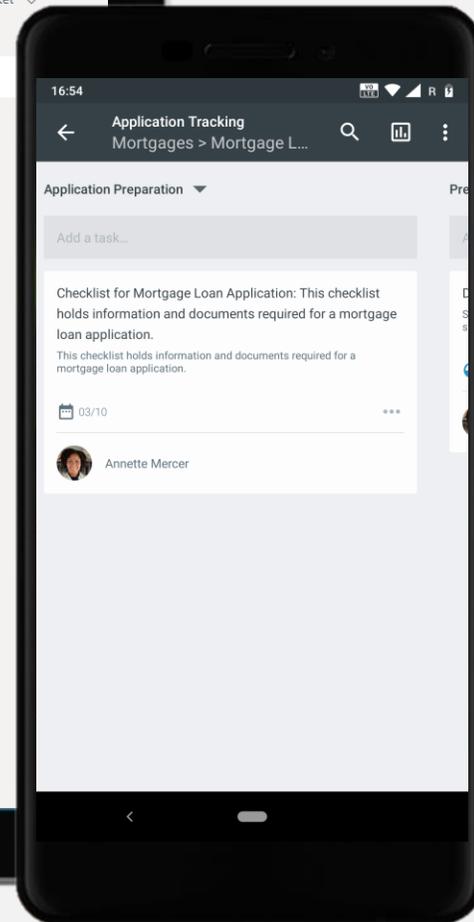
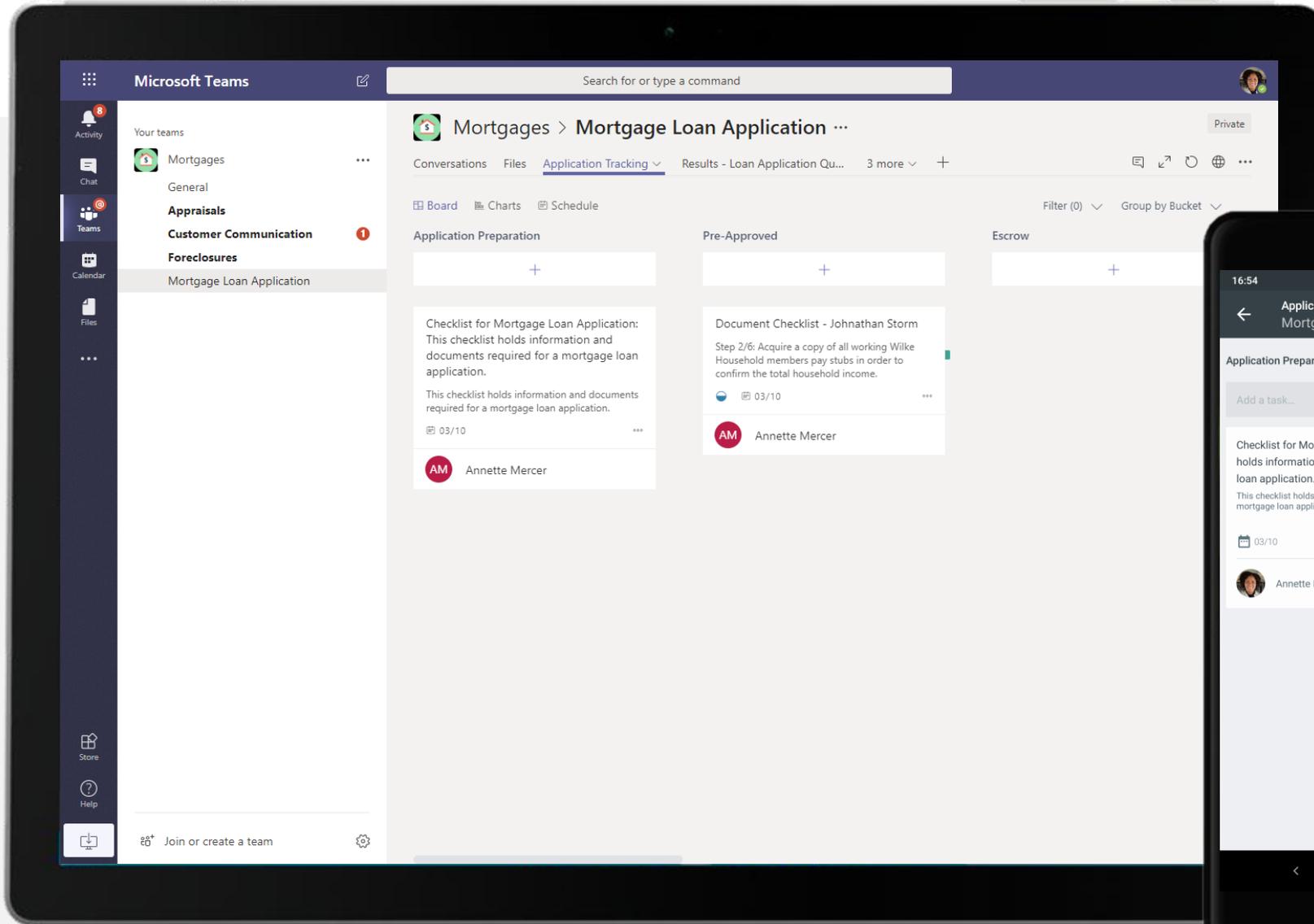
Channel TABS





The integrated Forms application within Teams allows the Mortgage Loan Officer to fill out an application for the customer, which will retain the customer information securely within the channel.





A Planner tab helps her breakdown client-related tasks efficiently and assign stakeholders for each task, without having to leave the Teams app.

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"Conversations" are at the heart of Team collaboration

The screenshot shows a chat interface with a search bar at the top. The channel name is 'Contoso Health Main Campus'. Below the channel name are tabs for 'Conversations', 'Files', and 'Huddle Planner'. The chat history includes:

- Patti Fernandez** (8/13 7:34 PM): **IMPORTANT!** The dashboard is showing that the patient infection rates are starting to climb post surgery. Can we meet on this sometime today?
- Lynne Robbins** (8/13 7:34 PM): Yes - We should definitely meet and come up with a plan to get ahead of this. I will be in the office soon.
- Nestor Wilke** (8/13 7:35 PM): I saw this at the Healthcare summit, really great stuff here:
[Berkeley Lean-Healthcare-Design-Forum-Jan262017-Final.pptx](#)
2 replies from Jordan and Nestor
- Lynne Robbins** (8/13 7:35 PM): **Wednesday Construction Notice**
Wednesday there will be maintenance in the main lobby from 3-4. Plan accordingly.
- Enrico Cattaneo** (8/13 7:35 PM): Thanks for the heads up! 👍

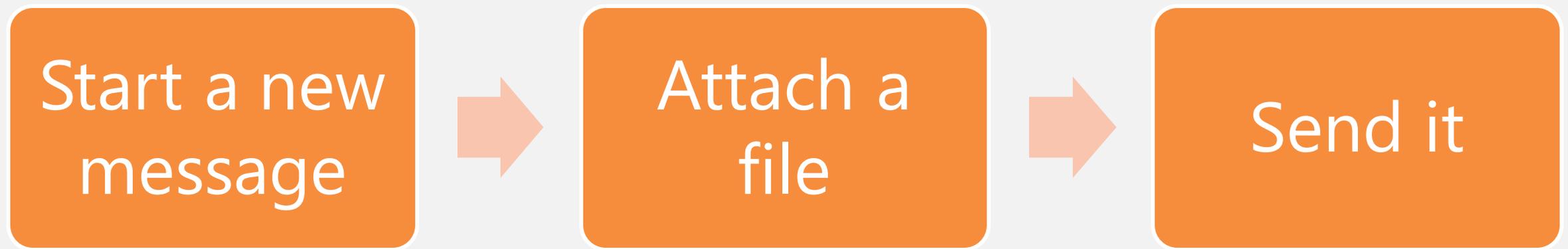
At the bottom, there is a text input field with the placeholder 'Type a new message' and a rich text editor toolbar with options for bold, italic, underline, strikethrough, text color, background color, paragraph style, link, unlink, list, indent, quote, and more.

- Persistent and threaded
- Full editing canvas for links, urgency, font and more
- Attach or link files from desktop, Team or OneDrive
- Additional "message actions" leveraging Microsoft and 3rd party applications



Having trouble getting users to store files where they belong?

... what if you could have proper file storage without changing behavior?



Understanding the SharePoint and Teams relationship

The screenshot illustrates the relationship between a Microsoft Teams channel and its corresponding SharePoint document library. On the left, the Teams interface shows a list of channels for the 'BGLeads' group. On the right, the 'Documents' library for the 'BGLeads' group is displayed, listing various folders. An orange arrow points from the 'BGLeads' group header in Teams to the 'BGLeads' group card in the document library. Another orange arrow points from the 'General' channel header in Teams to the 'Documents' list. A red arrow points from the 'Field Feedback' document in the library to the 'General' channel in Teams, with a grey 'X' over it and a callout box that says 'Create manually on the site', indicating that this document is not automatically synced from the channel.

Name	Modified
BG Virtual Stand-up	July 16
BG-Dev Workshop May 2018 C...	April 24
Field Feedback	March 15
General	November 17, 2017
GTM-Sales	August 14, 2017
Product Strategy	August 14, 2017
Project Tasks	6 days ago
SP 2019	July 3
Technical Partnerships	August 14, 2017



Notifications...

The screenshot shows the Microsoft Teams interface. On the left is a sidebar with navigation icons for Activity, Chat, Teams, MyHub, Calendar, Calls, Files, and Help. The main area displays a list of teams and channels. A dialog box titled "Channel notification settings" is open, showing settings for "Product Launch > General". The settings include:

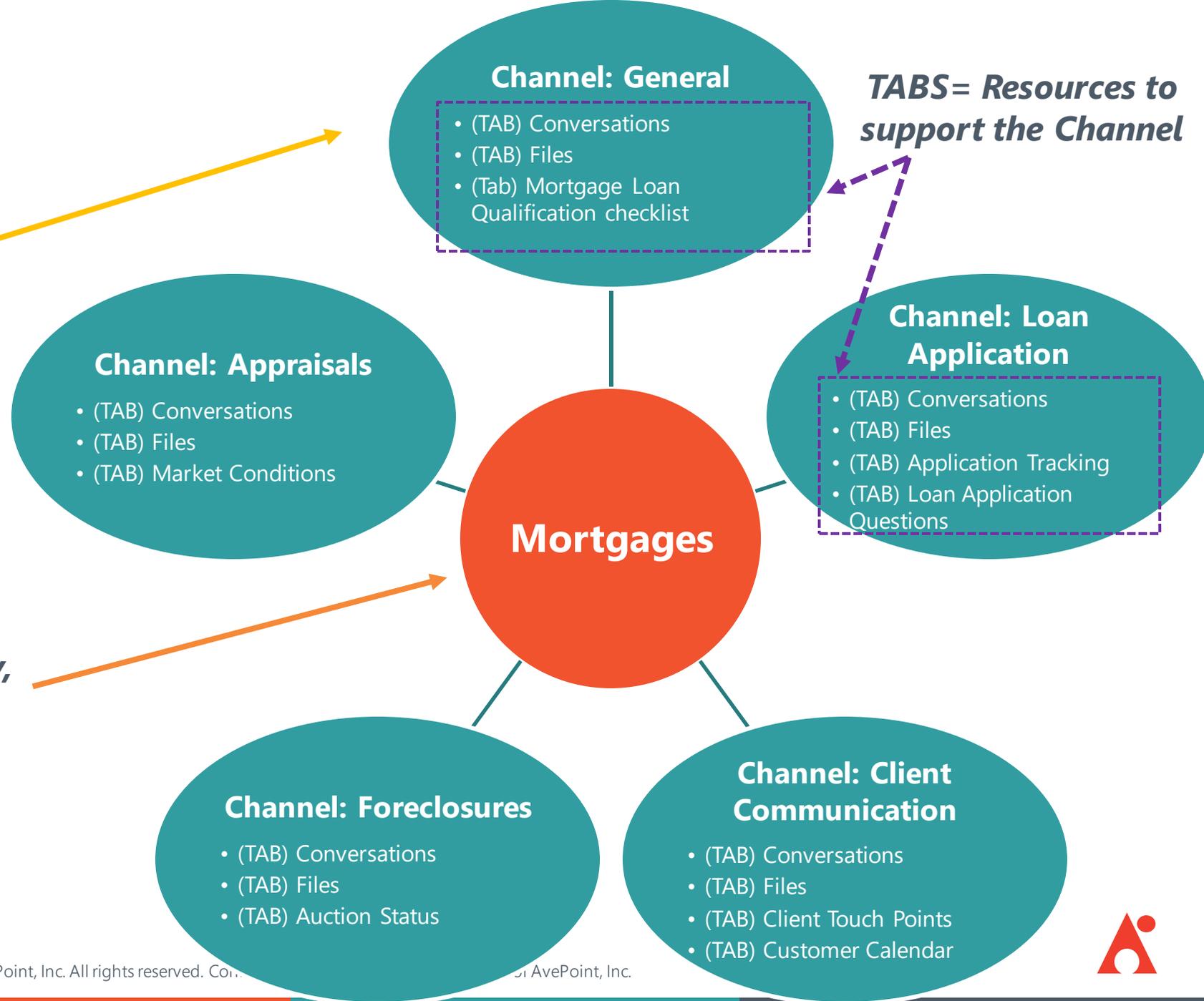
- All new posts: Notify me every time there is a new post in this channel. Set to "Off".
- Include all replies:
- Channel mentions: Notify me each time this channel is mentioned. Set to "Banner and feed".

Buttons for "Reset to default", "Cancel", and "Save" are at the bottom of the dialog. Red arrows originate from the "All new posts" and "Channel mentions" settings and point to the "General" channel of several teams in the sidebar, including "Product Launch", "Features In Development", "Grp_Mktg_My Cool Marketing", "Grp_Mktg_AvePointIsAwesome", "Grp_Mktg_DC Workshop Maniacs", "Follow-Up Actions", "Matt Compliments", "Grp_Mktg_test team 0422", "Grp_Mktg_AP Gov Workshop Prep", and "Grp_Mktg_Test Team 0820".

The basic "shape" of a Team...

CHANNEL = Focus area & "attention" boundary

TEAM = Security boundary, O365 Group membership



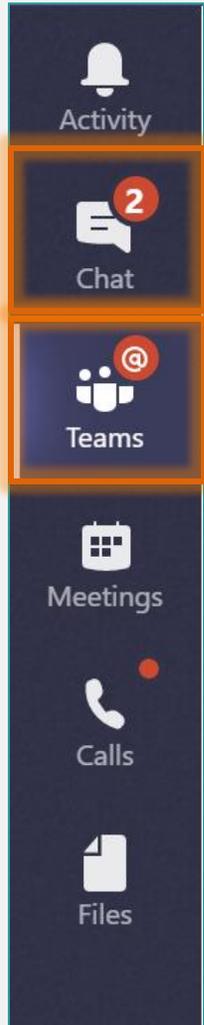
The Difference between Channel Conversations and Chats

Team Conversations

- Threaded
- 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

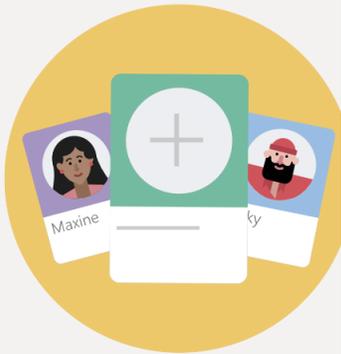
Chats

- *Not* threaded
- 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



Tabs: Docs and applications in your Team channels...

General Posts Files Wiki News 



Add more people

 Megan Bowen joined the team.

Add a tab

Turn your favorite apps and files into tabs at the top of the channel

Search 

[More apps](#)

Tabs for your team



Document Library

Excel

Forms

Jira Cloud

OneNote

PDF

Planner



Power BI

PowerPoint

SharePoint

Stream

Website

Wiki

Word

More tabs



Aktivlearn Plus

AMION

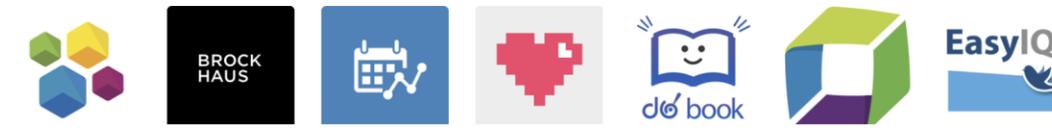
aulaPlaneta

Avochato

BA Insight

Beedle

Beesy



BROCK HAUS

do book

EasyIQ

 Manage apps

*Note: GCC environments and private channels may have reduced Tab selection





Unlock productivity with

150+ integrations



Key Concepts Covered So Far...

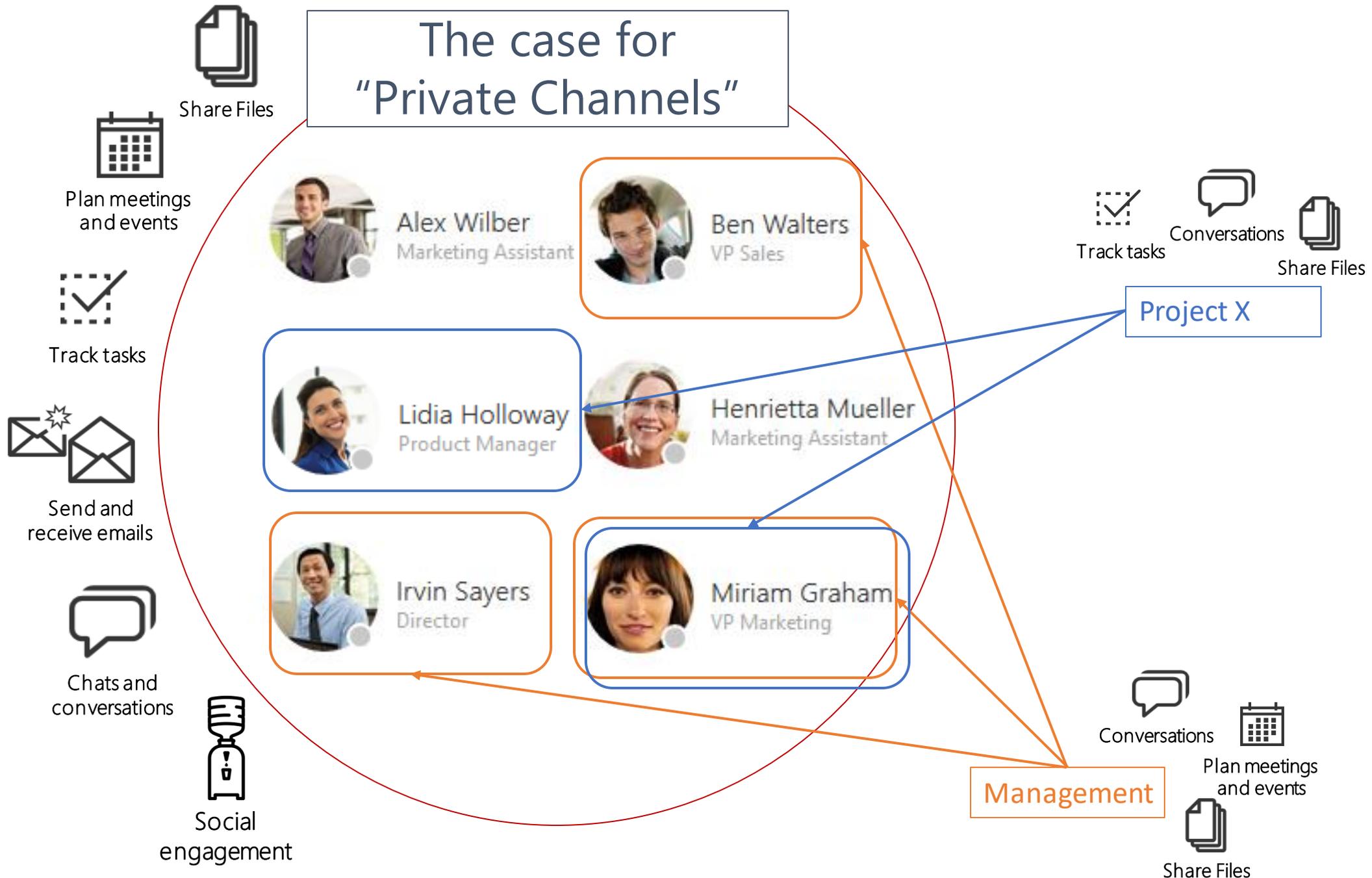
- Introductions & Scope of Conversations
- Discussed the concept & technical approach relating to Teams
- Overview of the initial Information Architecture, Workloads, and elements that make up a team – fundamentally about people and enabling them with common tools
- Pointed out the crucial concept that as O365 evolves, Teams will be a central hub of collaboration and activity going forward



Demo:
"A day in the life"
with Microsoft
Teams

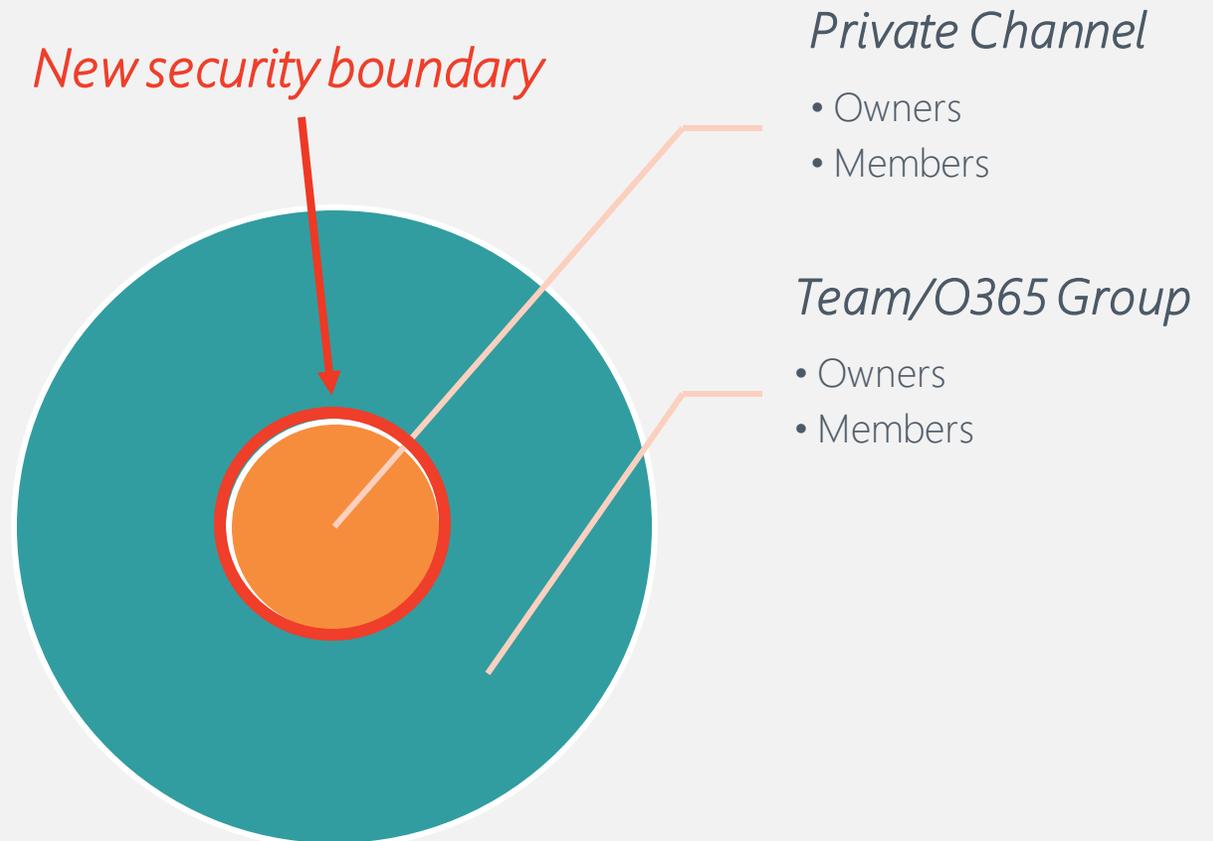
- Navigating Teams and Channels
- Creating and participating in conversations
- Using and managing notifications and @mentions
- Creating Teams
- Creating channels
- Document sharing and co-authoring in Channels

The case for "Private Channels"



Channel “members” and “owners” in private channels

- A subset of the overall team, so PC members/owners must be Team members
- Each PC has its own list of members/owners, “mastered” in Teams
- PC owners *do not* have to be Team owners



When to Create a Private Channel

Is there already a team that has these people as team members?	Does this work need to be kept private from others?	Are there multiple distinct topics to discuss?	Recommendation
Yes	Yes	Yes	Create a private channel in the existing team or consider creating dedicated private channels for each topic.
Yes	Yes	No	Create a private channel in the existing team.
Yes	No	No	Create a channel in the existing team.
No	No	No	Consider creating a new team.
No	No	Yes	Consider creating a new team and then, depending on the confidentiality of each topic, consider creating separate standard or private channels for each topic.
No	Yes	No	Create a new team or create a new private channel in an existing team.

<https://docs.microsoft.com/en-us/microsoftteams/private-channels#when-to-create-a-private-channel>



The basic "shape" of a Team...

PRIVATE CHANNEL = Focus/attention AND security boundary



Channel: Management

- (TAB) Conversations
- (TAB) Files
- (TAB) Management OneNote
- (TAB) Monthly Business Review

TEAM = security boundary, O365 Group membership



Mortgages

Channel: General

- (TAB) Conversations
- (TAB) Files
- (Tab) Mortgage Loan Qualification checklist

Channel: Loan Application

- (TAB) Conversations
- (TAB) Files
- (TAB) Application Tracking
- (TAB) Loan Application Questions

STANDARD CHANNELS = Focus area & "attention" boundary



Channel: Foreclosures

- (TAB) Conversations
- (TAB) Files
- (TAB) Auction Status

Channel: Client Communication

- (TAB) Conversations
- (TAB) Files
- (TAB) Client Touch Points
- (TAB) Customer Calendar



Where does private channel content “live”?

Conversations

- Conversations live in the Team channel
- Protected by Teams via access to the channel
- “spool” into the mailboxes of private channel members for eDiscovery

Files

- Files stored in a new, automatically provisioned SharePoint site collection dedicated to the channel
- Naming convention to help trace channel site to its parent Team
- Special template for the channel-specific site collection (*TeamChannel#0*)



Does this mean I have to worry about all those new SPO sites?



Teams handles most of the work...

- Teams ensures SPO site members/owners kept in sync with the PC owners/members
Teams PC member/owner change to SPO= immediate
SPO member/owner changes reverted within 4 hours to Team PC settings
- Teams will also ensure the SPO site for the PC lives and dies with the PC
PC deletion triggers SP site deletion, restoration of PC = restore of site
Teams triggers restoration of sites if deleted before PC

But SharePoint is still SharePoint...

- Management of explicit SPO permissions *outside* of SPO member/owner groups is on you.
- PC site collections are *not* visible in the SPO admin center but *are* discoverable through PowerShell and APIs



Key Concepts Covered So Far...

- Microsoft's Philosophy of Teams Collaboration
- Integrating M365 workloads through the Teams Architecture
- The Difference between Private and Standard Channels
- Business considerations for managing Teams and Private Channels



Demo:
*Working with
Private Channels*

- Creating private channels
- Private channels and SharePoint
- Limiting private channels in your team

While Teams excels at collaboration *within* the team...

Email is often the way to converse *outside* of the Team

- Teams do not show in the GAL by default, so you cant use them like a distro list on CC
- Internal conversations based on email received tend to stay in the inbox instead of Teams

Mitigating the email to Teams handoff

- Consider Guest Access is appropriate
- 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!)



Sharing from Outlook to Teams!

The screenshot displays the Microsoft Outlook interface. The top ribbon includes the 'Home' tab with various action buttons. A red box highlights the 'Share to Teams' button in the 'Share' group. The main content area shows an email from Lee Gu to Megan Bowen, dated Tue 10/29/2019 5:25 AM. The email contains two attachments: 'Website Copy v3.docx' (166 KB) and 'Design Guidelines.pptx' (7 MB). The email body text reads: 'Hi Megan, I wanted to touch base on the design updates to our website we discussed last week. I've attached our design guidelines, as well as some website copy I've been working on. Will you speak with your team and let me know if it's something you think you can help us with? Thanks!' The bottom status bar shows 'Items: 34 Unread: 16' and 'All folders are up to date. Connected to: Microsoft Exchange'.

Replying to Teams messages in Outlook!

Inbox - AlexW@MSIgnite2019a.OnMicrosoft.com - Outlook

File Home Send / Receive Folder View Help Tell me what you want to do

New Email

Search Current Mailbox Current Mailbox

Focused Other By Date

Today

- Marissa Salazar in Teams
Marissa mentioned you in Proje... 8:28 PM
Alex I think we should work a

Yesterday

- Megan Bowen (2)
Weekly check-in with Engineers Sun 2:52 PM

Last Week

- Marissa Salazar in Teams
Marissa posted a message Sat 11/2
Thanks Pete Daderko, this is going
- Marissa Salazar
Design sync Sat 11/2
- Pete Daderko in Teams
Pete mentioned Operations Fri 11/1
Hi Operations, here's the overall
- Microsoft Planner
You've been assigned a task! Fri 11/1
- Microsoft Teams
You have been added to a team... Tue 10/29
Microsoft Teams Jared added
- There's new activity in T...
You have 1 message, 1 mention Mon 10/28
Social Media Lets use this tracker

Two Weeks Ago

Marissa mentioned you in Project Tailspin > Design

MS Marissa Salazar in Teams <noreply@email.teams.microsoft.com>
To Alex Wilber Mon 11/4/2019 8:28 PM

If there are problems with how this message is displayed, click here to view it in a web browser.

Microsoft Teams

Hi, Alex

Your teammates are trying to reach you in [Microsoft Teams](#)

Marissa mentioned you in Project Tailspin > Design

Alex 1 day ago
Hi all. I'm working on finalizing the overall event planning docs. Does anyone have a few minutes to review them with me?

Marissa 10 minutes ago
Alex I think we should work a customer co-create session into the morning. I can put something together.

[See More](#)

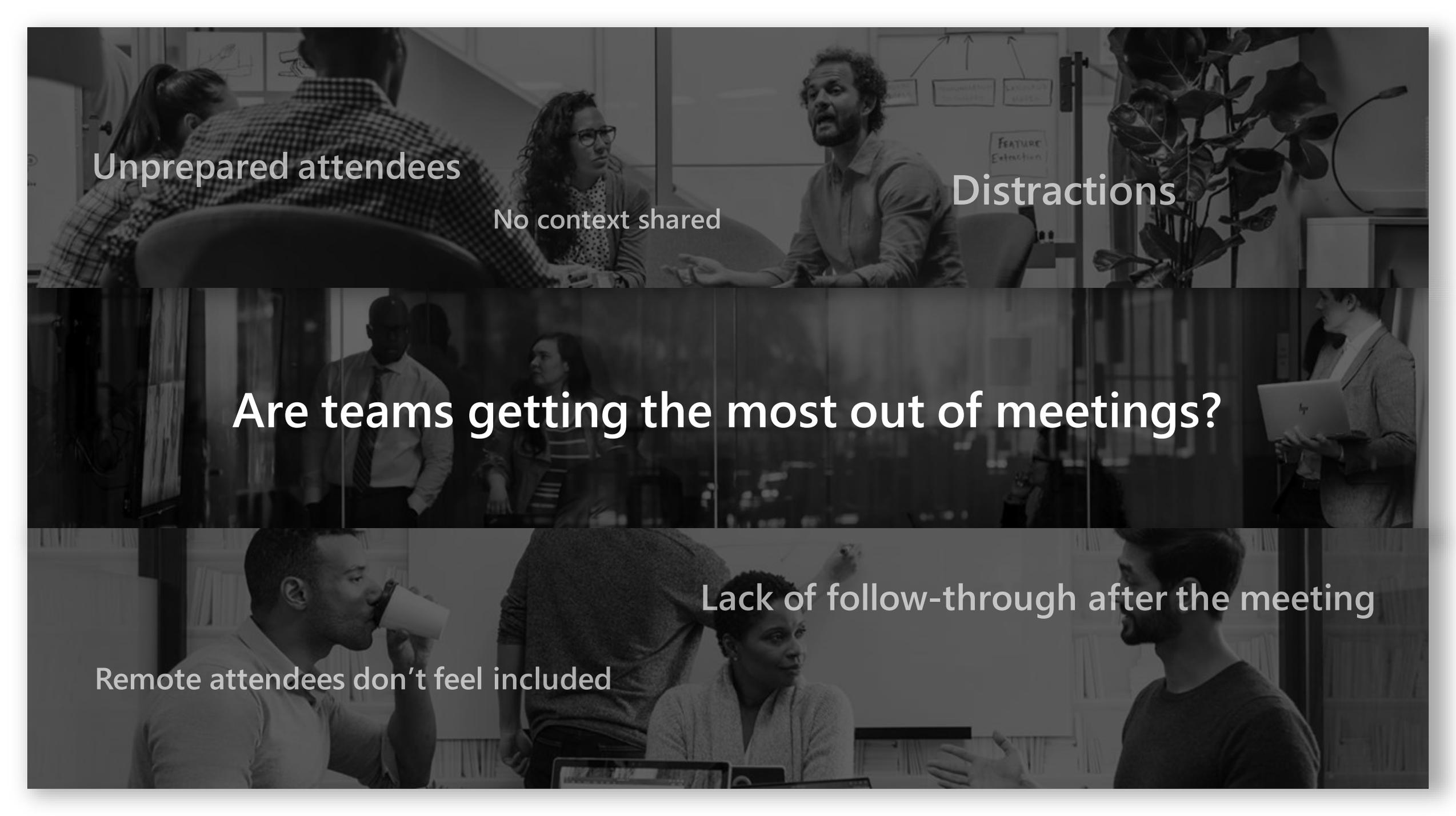
[Reply](#) [Go to conversation](#)

Install Microsoft Teams now

iOS Android

This email was sent from an unmonitored mailbox. Update your email preferences in Teams.

Items: 57 Unread: 57 Reminders: 18 All folders are up to date. Connected to: Microsoft Exchange 100%



Unprepared attendees

No context shared

Distractions

Are teams getting the most out of meetings?

Remote attendees don't feel included

Lack of follow-through after the meeting

Managing your meeting life in Teams...

The screenshot displays the Microsoft Teams calendar interface. At the top, there is a search bar with the text "Search or type a command". Below the search bar, the "Calendar" tab is active, showing a weekly view from Monday, March 30, to Friday, April 3, 2020. The interface includes a "Meet now" button and a "+ New meeting" dropdown menu. A red annotation "Schedule new meetings" points to the "+ New meeting" button. The calendar grid shows several meetings, including "Company All Hands", "UX Sync", "Website Review", "Social Media Campaign", "Core Web Team Sync", "General sync-up", and "Market Plan Review". A red annotation "Join current meetings" points to the "Join" buttons on the meeting cards. The left sidebar contains navigation icons for Activity, Chat, Teams, Calendar, Calls, Files, and Apps. The bottom right corner features a red logo.



Initiating quick and easy ad-hoc meetings...

“Meet Now”

- Evolve naturally from a new or active conversation
- Can have video, audio and screen share
- Easy to invite those from the active conversation as well as others from the team

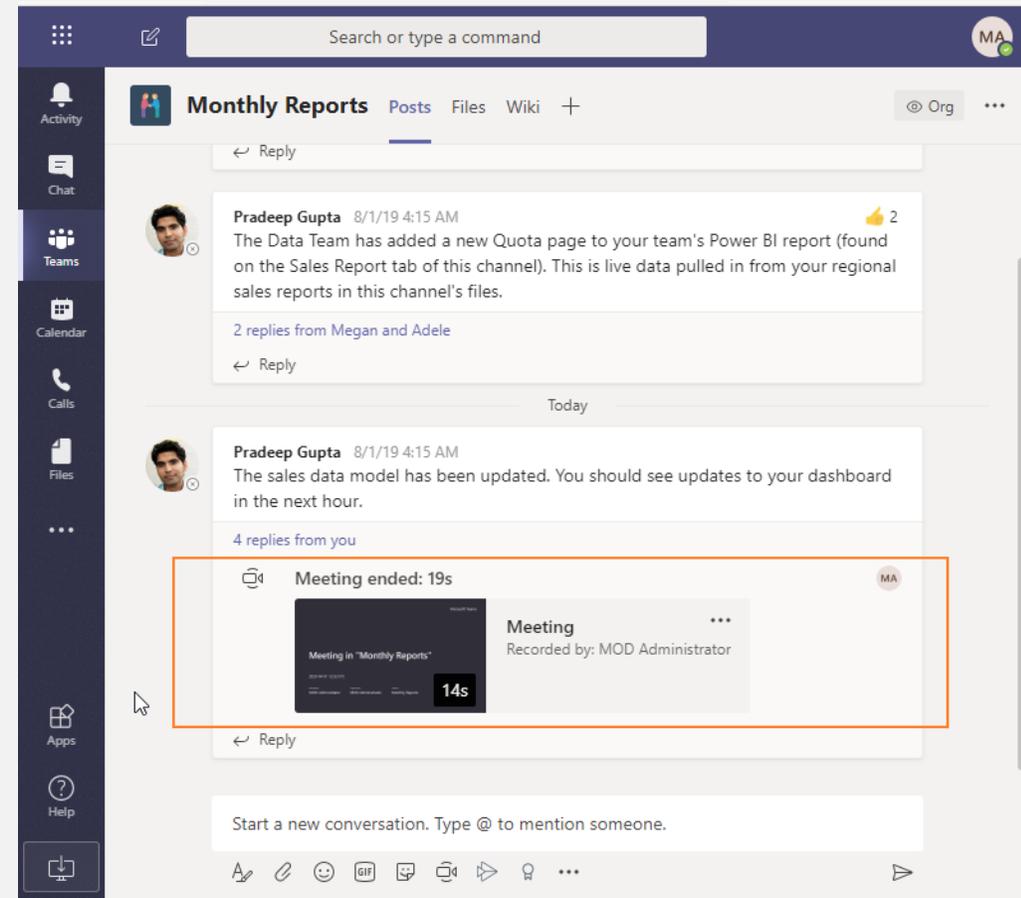
The image displays three overlapping screenshots of the Microsoft Teams interface. The top-left screenshot shows a chat window in a 'Monthly Reports' channel with messages from Miriam Graham and Pradeep Gupta. The top-right screenshot shows a 'Meet Now' dialog box with a 'Meet now' button and options for camera and meeting scheduling. The bottom-left screenshot shows a 'Meet Now' meeting in progress with a 'People' list on the right side, including 'MOD Administrator' and several team members. The bottom-right screenshot shows a 'Meet Now' meeting in progress with a 'Meet now' button and options for camera and meeting scheduling.



Reviewing past meetings: *Channel Meetings*

Ad hoc or scheduled channel meetings are just another part of the ongoing conversation...

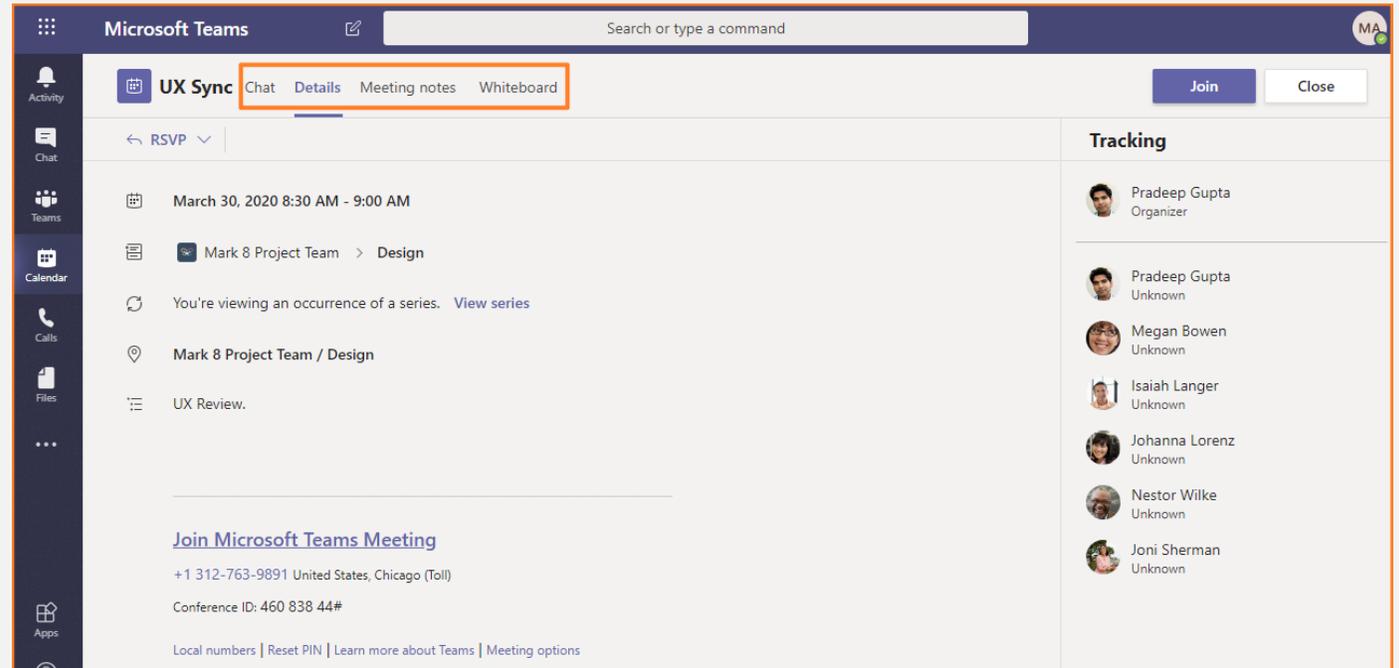
- Appears in-line with the conversation thread
- Includes all chat messages and files and notes shared during the meeting
- If recorded, recording and transcription available for all team members to review



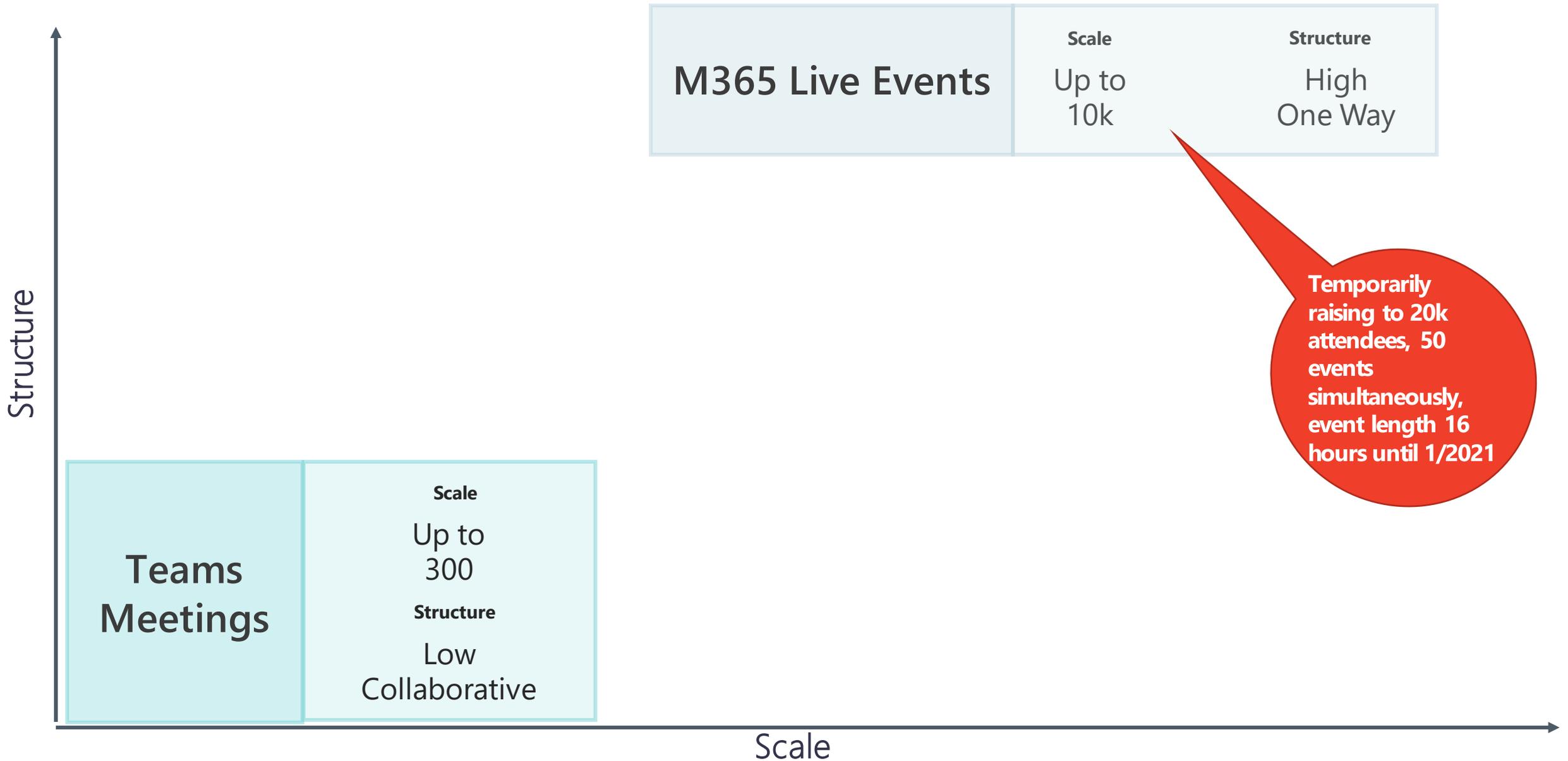
Reviewing past meetings: *Non-channel meetings*

Use the Calendar to access past meetings...

- Includes all chat messages and files and notes shared during the meeting
- If recorded, recording and transcription available for all team members to review



Teams Meetings & Live Events



Guest Access (use with caution)



Anyone with an Azure Active Directory (AAD) account can be added as a guest in Teams.

Can have any email account (Work accounts e.g. Office 365)

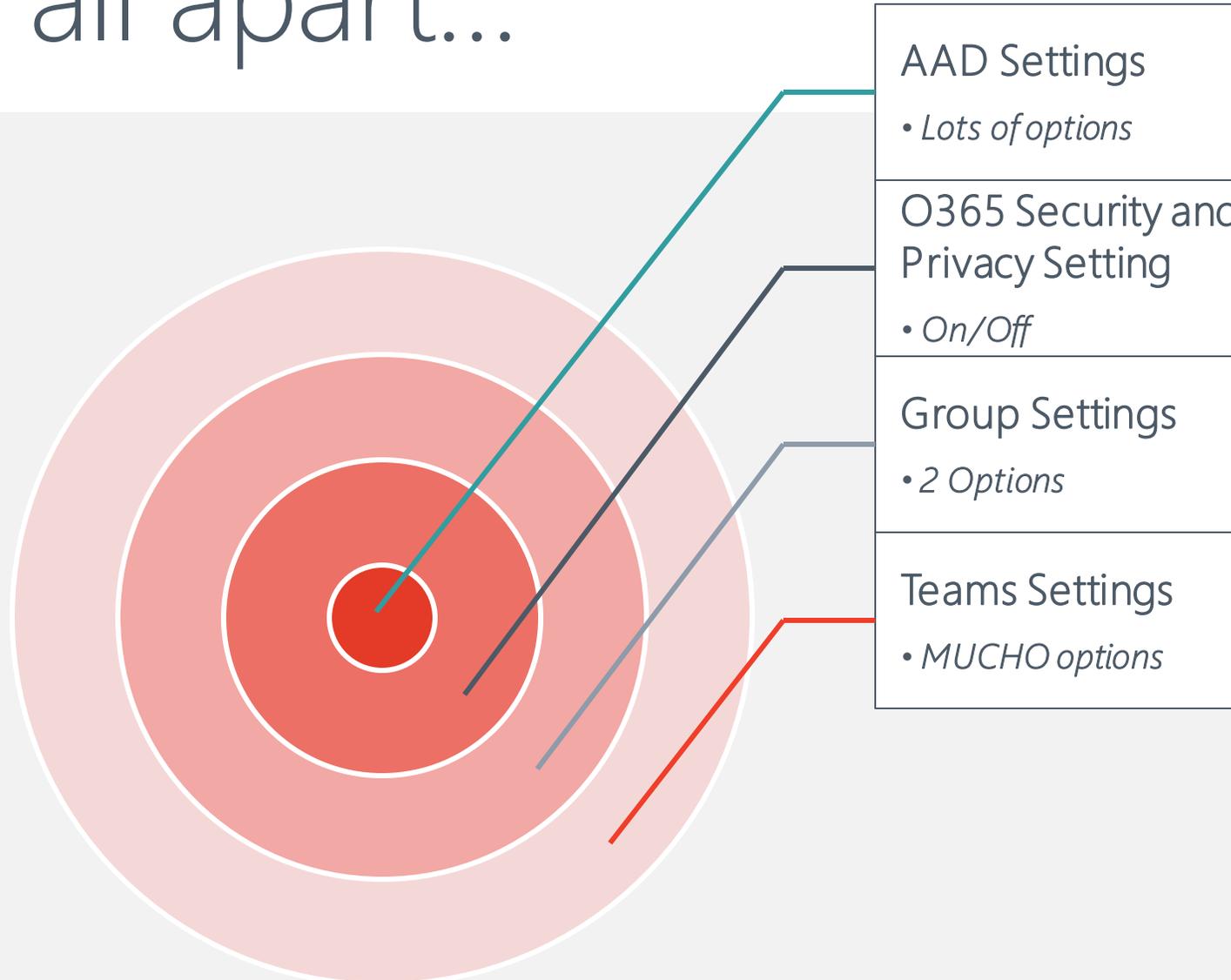
Accounts are added and securely managed within Azure AD through Azure AD B2B Collaboration

IT admins can quickly and easily view, add, or revoke a guest's access to the host tenant

Are included as part of your Office 365 subscription at no additional cost

Are subject to Azure AD & Office 365 service limits

Peeling it all apart...



<https://docs.microsoft.com/en-us/microsoftteams/guest-access-checklist>

@JohnConnected

External Access



How is this different to guest access?

With Teams external access (federation), users from other domains can participate in your chats and calls

With external access (federated chat), the external chat participants have no access to the inviting organization's teams or team resources.

You can also allow external users who are still using Skype for Business to participate.

In order to turn on external access, go to the Microsoft Teams Admin Center, select Org-wide settings > External access.

Key Concepts Covered So Far...

- What we are seeing in this rapidly changing world regarding meetings
- Different ways users can leverage meetings in Teams – impromptu, scheduled, historical
- Variety of meeting types, smaller or broadcast and what is available to organizations
- Video Chat and Options for audio



Demo:
"A day in the life"
with Microsoft
Teams

- Using "Meet Now"
- Scheduling a meeting
- Following up on past meetings

5 Minute Break!



Striking the Balance Between Collab and Control

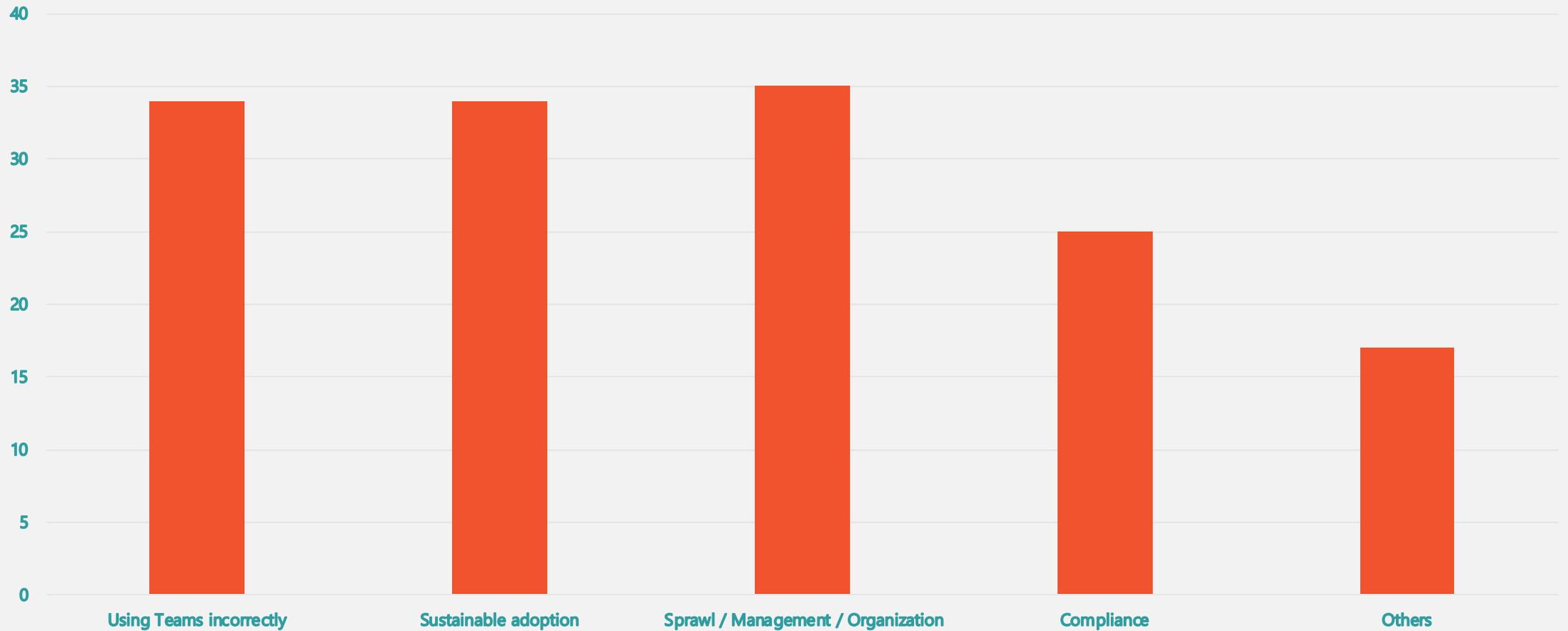
Right-sizing governance for Microsoft Teams

Discussion:

Name your organization's TOP TWO governance and management concerns for Teams and/or Office 365



Teams Challenges

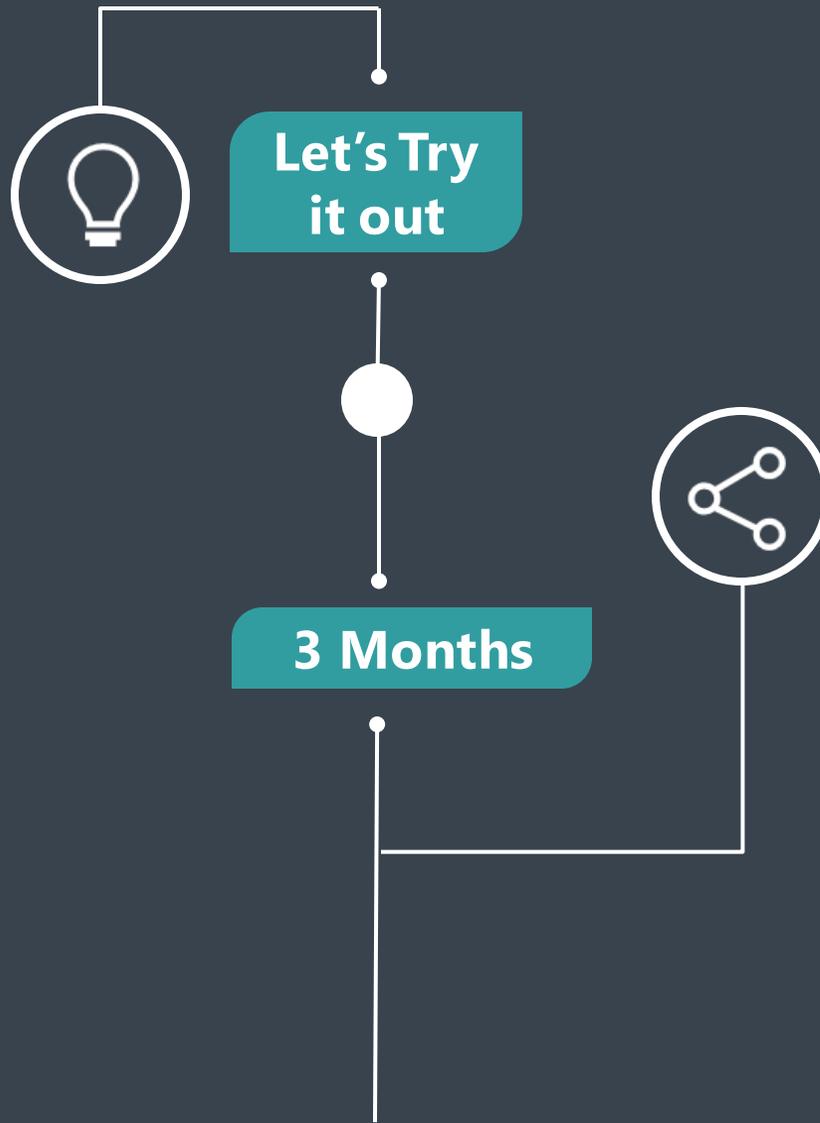


Understanding the "day 2" scenario...

All is Great

Organization pilot Office 365 licenses

- Evaluations of Groups, Teams, Planner, etc.
- Initial roll-out of Exchange, OneDrive, SPO, Teams
- 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

Understanding the “<1 Year” scenario...

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

Understanding the “ >1 Year ” scenario...

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.)

Understanding the "2 Year" scenario...

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

Good governance precedes great adoption.

Frictionless self-service with robust IT manageability is an attainable goal.

So are satisfied users.

Office 365 Groups is a membership service

1 User creates new group for collaboration

2 Group identity created in Azure Active Directory

3 Group experience populated in app of choice



To govern Microsoft Teams you must govern Office 365 Groups



One Identity

Azure Active Directory (AAD) is the master for group identity and membership across Office 365 (Exchange, SharePoint, etc.)

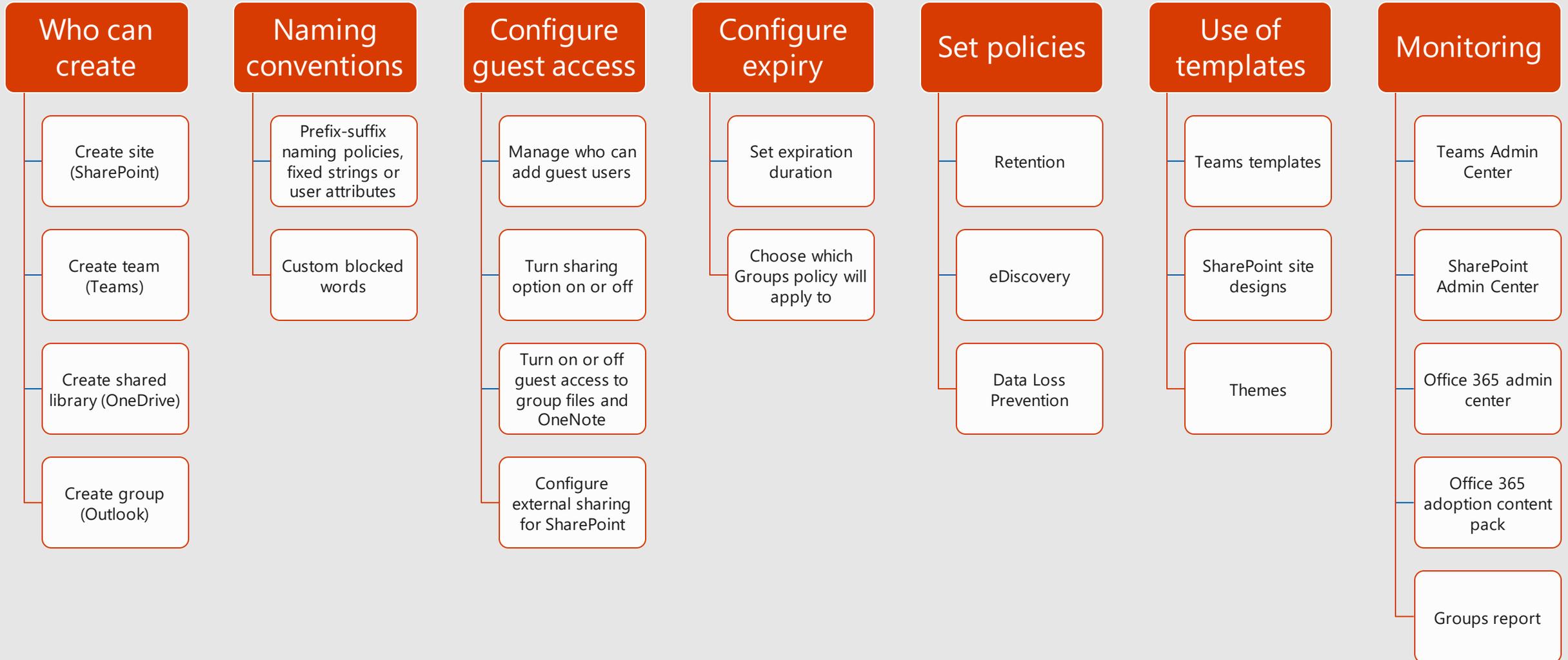
Federated Resources

O365 services extend with their data (e.g. Group messaging, SharePoint Team Site, OneNote, Planner)

Loose coupling

Services notify each other of changes to a group (e.g., creation, deletion, updates).

Control governance before day one



Let's keep it simple...



For collaborative workspaces in O365, 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



Consideration 1

How Teams are
Born

- Sprawl
- Duplication
- Appropriateness
- Convention
- Cataloging



Two (ish) options for group/team creation

“Organic” self-service

- Use native self-service provisioning
- Trust that users know best what they need

- IT creates Teams and Groups for users
- More control but less agile and creates IT burden

IT-Driven Provisioning



When considering native self-service...



You should be thinking about:

Impact on user experience and business agility

Desire/need to mandate options and settings

What can/can't be adjusted afterwards



Microsoft's native tooling to help govern Teams provisioning...

Restricting self-service creation

Can restrict creation to select group of users

Set group visibility

Options for public/private, hidden membership/group

"Classification"

Set one "classification" per group and have it displayed on Group page

Usage Guidelines

Link to acceptable use policy etc.

Dynamic Membership

Set group membership by AAD attribute

Naming rules

Prefix/Suffix, blocked words

<https://blogs.office.com/en-us/2017/04/06/whats-new-in-office-365-groups-for-april-2017>



You CAN limit who can create Groups- affects all Group flavors

GroupCreationAllowedGroupId 319c90a7-67ad-4bc4-83a4-759508d5da45

The screenshot displays the Microsoft Office 365 interface. At the top right, the user's name 'Adele Vance' is visible. The main content area shows the 'Create a group' dialog box, which includes fields for 'Choose a name', 'Add a description', 'Privacy' (set to 'Public - Anyone can see what's inside'), 'Classification' (set to 'Select a classification'), and 'Language for group-related notifications' (set to 'English (United States)').

Two error messages are overlaid on the interface:

- A message in the bottom left corner: "Sorry, the ability to create groups has been turned off by the person who manages your email." with an "OK" button.
- A larger message in the center-right: "Plan and Office 365 Group Creation Disabled" with the text "Your organization's global admin has turned off the ability to create new Plans and Office 365 Groups." and an "Ok" button.



"AzureADDirectorySetting" Template allows restriction of self-service group/team creation

Also allows definition of several other options

<https://docs.microsoft.com/en-us/microsoft-365/admin/create-groups/manage-creation-of-groups?view=o365-worldwide>

```
Administrator: Windows PowerShell
PS C:\windows\system32> Get-AzureADDirectorySetting

Id                               DisplayName      TemplateId      Values
--                               -
ed777fcb-0844-4e0d-adca-fcdc202dacb7 Group.Unified 62375ab9-6b52-47ed-826b-58e47e0e304b {class SettingValue {..

PS C:\windows\system32> (Get-AzureADDirectorySetting -id ed777fcb-0844-4e0d-adca-fcdc202dacb7).Values

Name                               Value
-----
CustomBlockedWordsList
EnableMSStandardBlockedWords      false
ClassificationDescriptions
DefaultClassification
PrefixSuffixNamingRequirement
AllowGuestsToBeGroupOwner          False
AllowGuestsToAccessGroups          True
GuestUsageGuidelinesUrl
GroupCreationAllowedGroupId        319c90a7-67ad-4bc4-83a4-759508d5da45
AllowToAddGuests                   True
UsageGuidelinesUrl
ClassificationList
EnableGroupCreation                 False
```



But don't repeat the mistakes of the past...



If self-service is disabled...

- You MUST have an alternate strategy
- Legacy, overly manual provisioning processes will also kill Teams adoption and burden your operations teams

Automation can provide the “middle way”

- Automation can create sustainable, alternative provisioning workflows
- Powershell, Power Apps, Power Automate and/or 3rd party applications are options



Group "Classification"

Microsoft Teams

Search or type a command

Join or create a team

Create your team

Collaborate closely with a group of people inside your organization based on project, initiative, or common interest. [Watch a quick overview](#)

[See your organization's guidelines.](#)

Team name

Description

Privacy

Private - Only team owners can add members

Classification

Pretty Safe

WickedlyPrivate

Toxic

Cancel Next

Classification tooltip:

- Classification allows organization to protect data based on our policies and standards.
- Pretty Safe - You know like iffy but still safe
- WickedlyPrivate - Probably don't show anyone
- Toxic - Don't you DARE!



Classification and Privacy...

The screenshot displays a Microsoft Teams chat interface. At the top, there is a search bar with the text "Search or type a command". Below this, the chat header for "Richland Hammer Time > General ..." is visible. In the top right corner of the chat header, there are two buttons: "Private" and "Toxic", which are highlighted with a red rectangular box. Below the header, there are tabs for "Conversations", "Files", and "Task Plan". The main chat area shows three messages from "MOD Administrator":

- Message 1: "Tab conversation has begun." with a "Task Plan" card below it.
- Message 2: "Hey @Adele Hello"
- Message 3: "This doc needs attention" with a "Project tracker1.ods" file card below it.

Each message includes a "Reply" button. On the left side, there is a sidebar with "Favorites" including "Product Launch", "Contoso News", "Wicked", and "Richland Hammer Time". The "Richland Hammer Time" group is expanded to show "General" and "Other Channel".



Understanding Classification- *Today*

Can be applied to Sites and Groups

Set at "container" level where Labels are at item level for docs and emails

Currently requires application via PowerShell

PowerShell used by an admin to create and apply classifications

Can be selected by user if self-service site collection provisioning is enabled in SharePoint

Microsoft signaling same for O365 Groups in future

Does not drive any action currently

Currently no impact on retention or expiration



Sensitivity Labels for teams, groups and sites

Creating the Sensitivity Labels in Security and Compliance Center

Office 365 Security & Compliance

Edit sensitivity label

- Name & description
- Encryption
- Content marking
- Endpoint data loss prevention
- Site and group settings**
- Auto-labeling for Office apps
- Review your settings

Site and group settings

Select the settings you want to take effect when this label is applied to an Office 365 group or SharePoint site. Note that the settings aren't applied to files, so they don't impact downloaded copies of files. [Learn more about site and group protection](#)

Site and group settings

Privacy of Office 365 group-connected team sites

Private - only members can access the site

External users access

Let Office 365 group owners add people outside the organization to the group

Unmanaged devices

Allow full access from desktop apps, mobile apps, and the web

Allow limited, web only access

Block access

Microsoft Teams

Search or type a command

What kind of team will this be?

Sensitivity [Learn more](#)

Internal Workspace

Teams with this sensitivity must be private.

Privacy

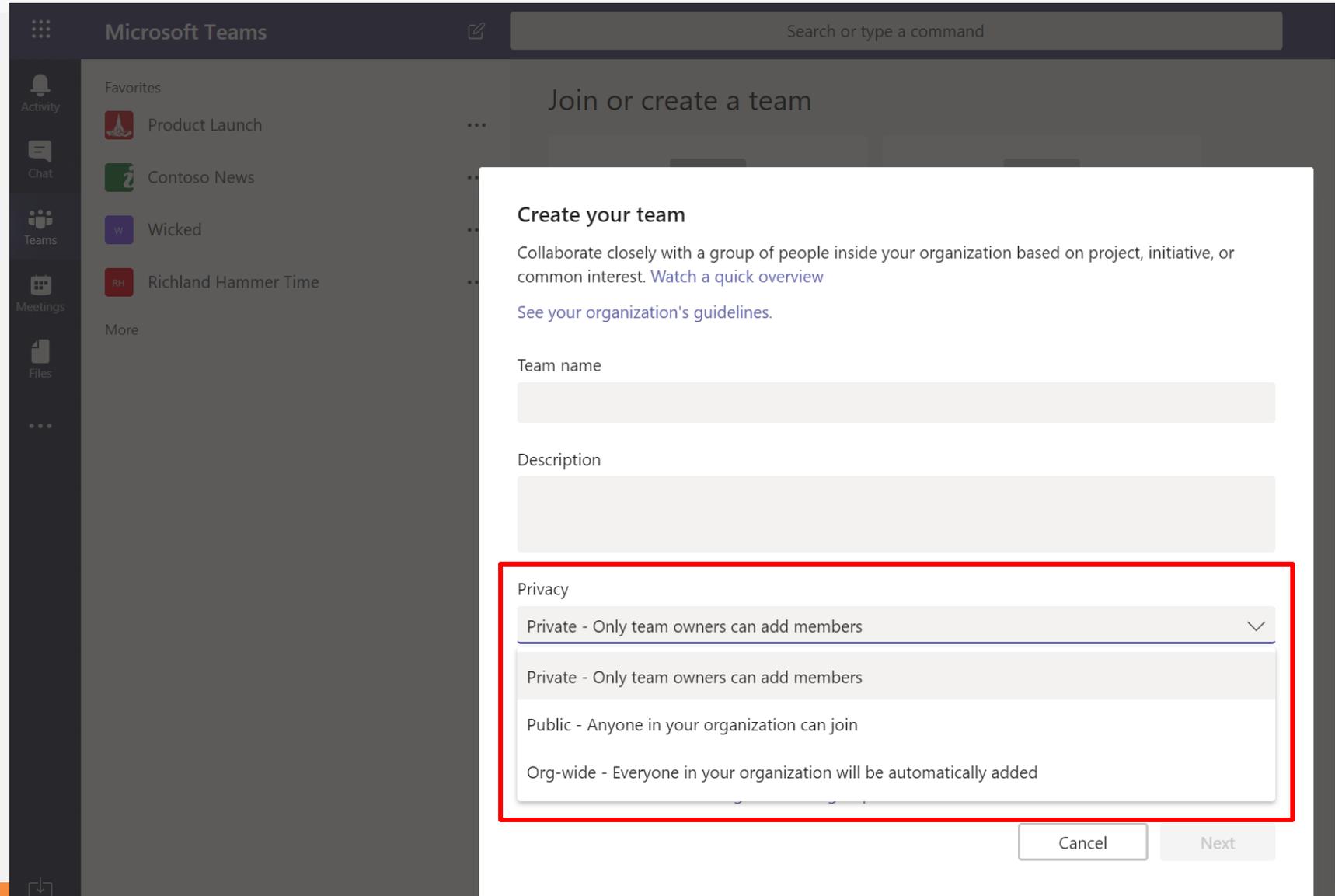
- Private**
People need permission to join
- Public
Anyone in your org can join
- Org-wide
Everyone in your organization automatically joins

Back

Team creation wizard

<https://docs.microsoft.com/en-us/microsoftteams/sensitivity-labels>

Private or Public- What's the impact?



The screenshot shows the Microsoft Teams interface with a 'Join or create a team' dialog box open. The dialog box is titled 'Create your team' and contains the following text: 'Collaborate closely with a group of people inside your organization based on project, initiative, or common interest. Watch a quick overview' and 'See your organization's guidelines.' Below this text are input fields for 'Team name' and 'Description'. A red box highlights the 'Privacy' section, which includes a dropdown menu with the following options: 'Private - Only team owners can add members' (selected), 'Public - Anyone in your organization can join', and 'Org-wide - Everyone in your organization will be automatically added'. At the bottom of the dialog box are 'Cancel' and 'Next' buttons.

Microsoft Teams

Search or type a command

Join or create a team

Create your team

Collaborate closely with a group of people inside your organization based on project, initiative, or common interest. [Watch a quick overview](#)

[See your organization's guidelines.](#)

Team name

Description

Privacy

- Private - Only team owners can add members
- Private - Only team owners can add members
- Public - Anyone in your organization can join
- Org-wide - Everyone in your organization will be automatically added

Cancel Next



Understanding "Public" content visibility

The screenshot displays the Microsoft Teams interface. On the left, the navigation pane shows the 'Teams' section with a channel named 'General' selected. The main area shows the 'Contoso News > General' channel page. A red box highlights the 'Public' visibility setting in the top right corner of the channel header. Below this, the 'People and Groups > Contoso News Members' page is visible, showing a list of group members. A red arrow points from the 'Public' box to the 'Everyone except external users' option in the group membership list.

Search or type a command

Contoso News > General ... Public

Conversations Files Wiki GAO +

here are some things to get going...

Office 365

People and Groups > Contoso News Members

Groups

- Contoso News Members
- Contoso News Visitors
- Contoso News Owners
- More...

New Actions Settings

	Name	About me	Title	Department
<input type="checkbox"/>	Contoso News			
<input type="checkbox"/>	Everyone except external users			

Using the native “naming policy” for Teams and Groups...

Set the naming policy and custom blocked words

1. Now you can set the prefixes and suffixes. Run the following commands in Azure AD PowerShell:

```
$Setting["PrefixSuffixNamingRequirement"] = "Grp_[Department]_[GroupName]_[Country]"
```

2. Now set the custom blocked words that you want to restrict by typing below. Add your own custom words that you want:

```
$Setting["CustomBlockedWordsList"]="Payroll,CEO,HR"
```

3. Save the settings for the new policy to be effective by typing:

```
Set-AzureADDirectorySetting -Id (Get-AzureADDirectorySetting | where -P  
"Group.Unified" -EQ).id -DirectorySetting $Setting
```

Create your team

Collaborate closely with a group of people inside your organization based on project, initiative, or common interest. [Here's a helpful video](#)

ⓘ The name can't contain HR.

Team name

 ✔

GRP HR Sales & Marketing ⓘ

Description

Privacy

Private - Only team owners can add members ▼

Limited Prefix/Suffix options

- Fixed text
- AAD properties of the requestor
- Dept, Company, Office, State/Province, Country/Region, Title

Requires *clean* AAD

- AAD properties must be current and complete

“Blocked” words

- MSFT list
- “Custom list”



Using the native "Dynamic Membership" for Teams and Groups...

The screenshot shows the Azure Active Directory admin center interface. On the left, the 'Group' configuration pane is visible with the following settings:

- Group type: Office 365
- Group name: My Cool Dynamic Group
- Group description: Enter a description for the group
- Membership type: Dynamic User
- Dynamic user members: Add dynamic query

The main pane shows the 'Dynamic membership rules' configuration. The 'Add dynamic membership rule' section has 'Simple rule' selected. The 'Add users where' section has 'department' selected in the dropdown, 'Equals' selected in the operator dropdown, and 'Cool People' entered in the text field.

Based on AAD Attributes

- AAD properties drive membership
- Not based on Security Group Membership

Requires *clean* AAD

- AAD properties must be current and complete

This close-up screenshot shows the 'Advanced rule' configuration. The 'Advanced rule' section is selected, and the text field contains the query: `(user.department -eq "Cool People")`.



Demo: *Governing provisioning of Office 365 Groups*

- Limiting self-service O365 Group Creation in PowerShell
- Additional Group creation settings in Azure AD
- The impact of these settings to users

Also consider...



Additional PROVISIONING ideas from the field

- *Guidance to the user for what to use and when*
- *User/Division-level workflows*
- *Teams "Templates"*
- *Approval when necessary*
- *More flexible naming policies*
- *Setting guest access/external setting per team*
- *Metadata collection for cataloging your collab workspaces*
- *Named data owners*



Considerations 2

Ongoing Operations

- Day to day administration of Teams
- Monitor for Group Usage and Adoption
- Ensure users aren't doing what they shouldn't
- You're old friend hasn't gone anywhere...



Microsoft native tooling to help govern Teams management...

Teams Admin Center

Day to day management of the Teams service with policies and settings

Usage Reporting

Track and monitor usage and adoption

Audit Reporting

Report on user activity within Microsoft Teams

<https://blogs.office.com/en-us/2017/04/06/whats-new-in-office-365-groups-for-april-2017>



The Teams Admin Center...

Microsoft Teams & Skype for Business Admin Center

Dashboard \ Manage teams \ X1050 Launch Team

X1050 Launch Team

Privacy: **Public**

Mail: X1050LaunchTeam@teamworkdemob.onmicrosoft.com

Team members | Channels | Settings

+ Add team members | Remove | 5 Team members

Display name	User name	Title	Location	Role
Angela Donohue	AngelaD@teamworkdemob.onmicroso...	Sr Product Marketing Manager	-	Member
Christian Schacht	ChristianS@teamworkdemob.onmicros...	Sr Product Marketing Manager	-	Member
Heidi GlouDEM...	HeidiG@teamworkdemob.onmicrosoft...	-	-	Owner
Jeff Teper	JeffT@teamworkdemob.onmicrosoft.co...	-	-	Member



Teams “policies & settings”

Policies

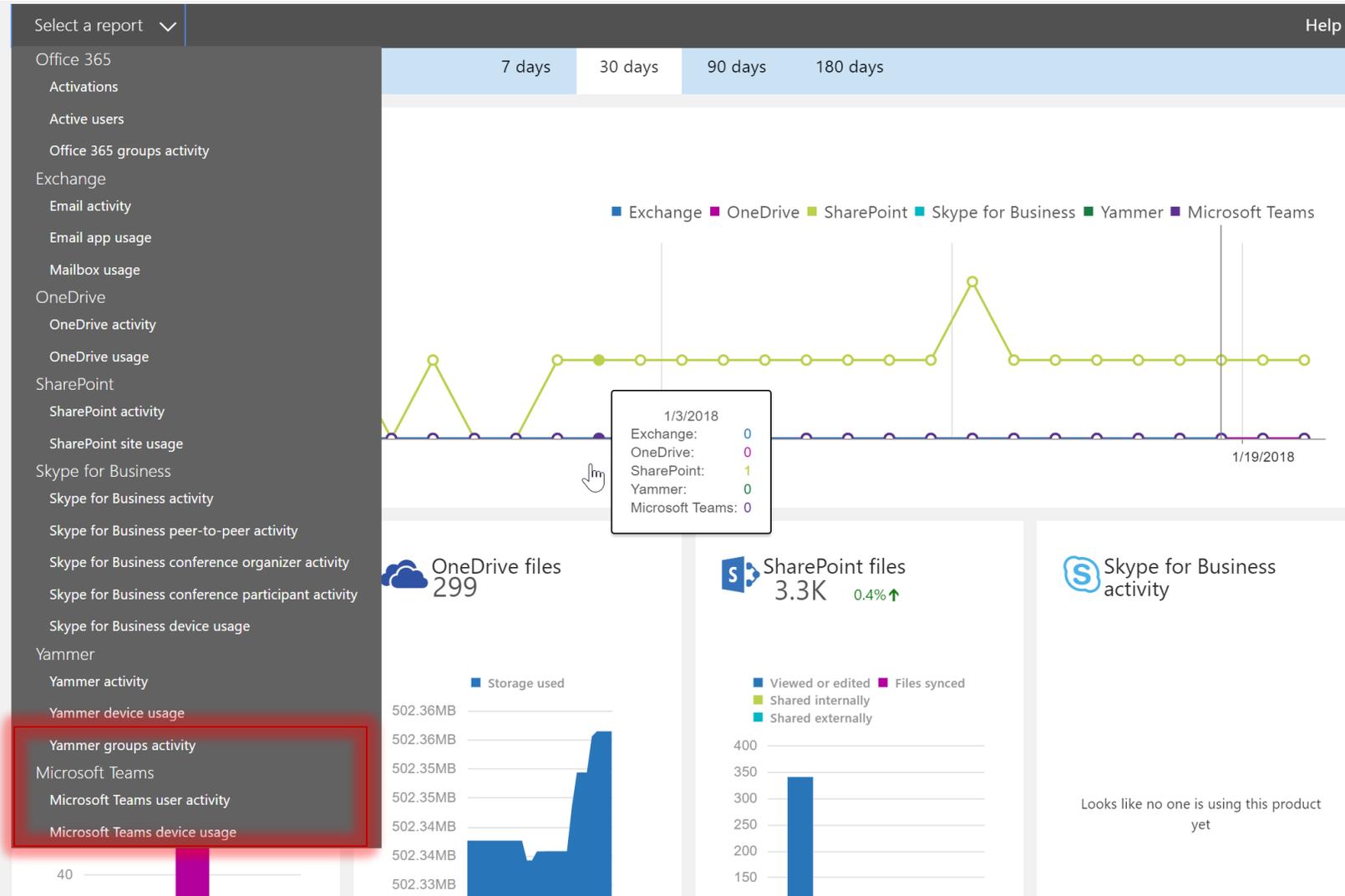
- A collection of configuration settings
- Applied to some or all users
- Examples: messaging policy, meeting policy, voice policy, etc.

Settings

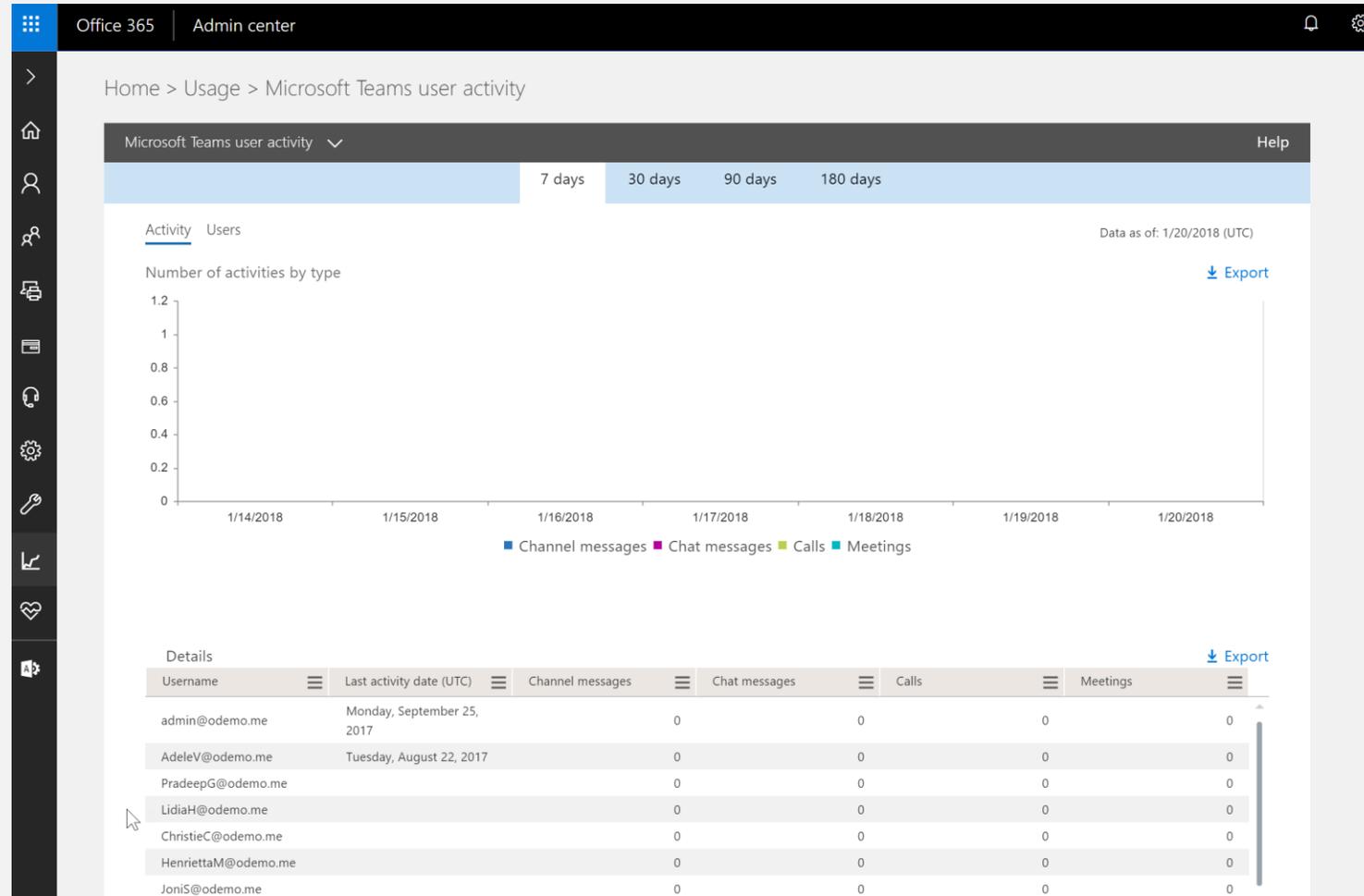
- A collection of configuration settings.
- Generally grouped by modality.
- Per tenant only.
- Examples: guest, federation, audio conferencing, etc.



Monitoring for adoption and usage



Monitoring for adoption and usage



Monitoring for adoption and usage

Teams usage

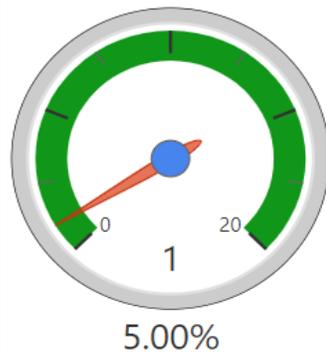
4/17/2020

Latest ContentDate

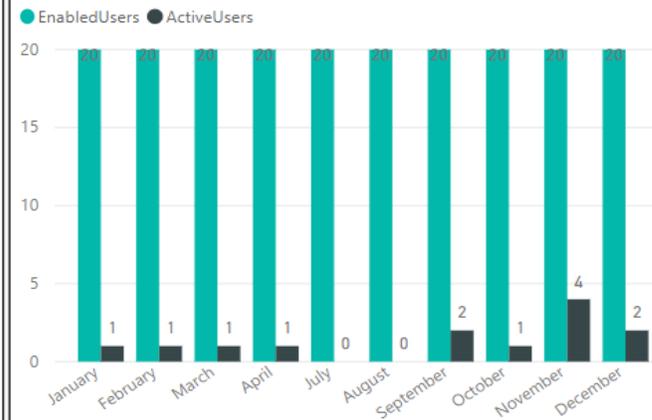
About this report

This report helps you analyze your user's activity across Microsoft Teams.

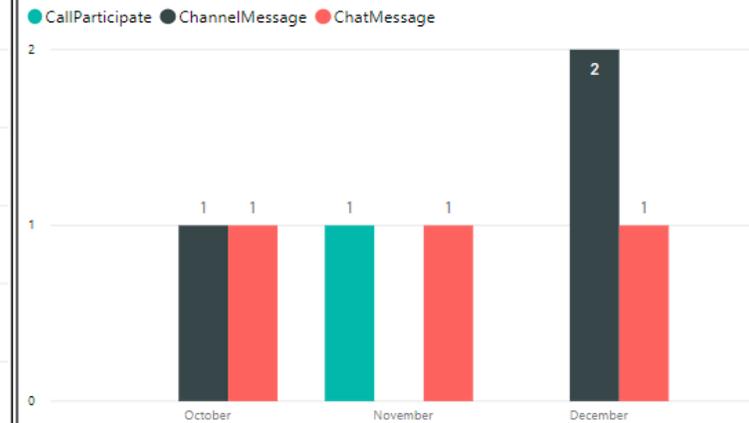
Enabled vs Active users %



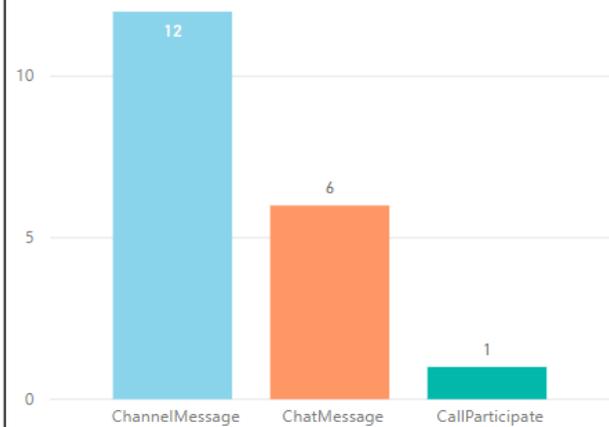
Enabled vs Active users



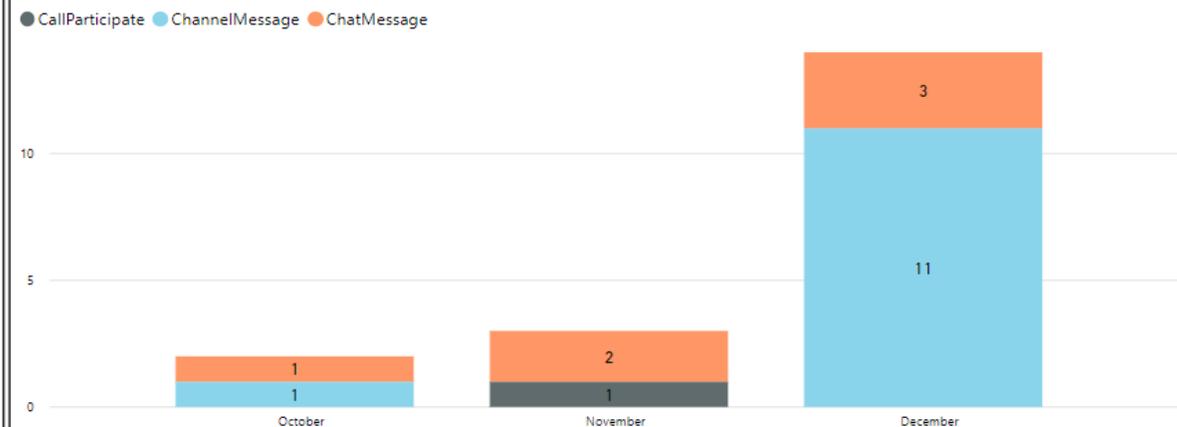
Active users by activity type



Overall user activity count



User activity by activity type



Metrics valid for
March 2020

Teams message activity

14

Audit reporting for Teams...

Office 365 | Security & Compliance | MOD Administrator

Home > Audit log search

Audit log search

Need to find out if a user deleted a document or if an admin reset someone's password? Search the Office 365 audit log to find out what the users and admins in your organization have been doing. You'll be able to find activity related to email, groups, documents, permissions, directory services, and much more. [Learn more about searching the audit log](#)

Search Clear

Results

Activities	Date	IP address	User	Activity	Item	Detail
Run a search to view results						

Show results for all activities

Clear all to show results for all activities

Microsoft Teams activities

- User signed in to Teams

Limited detail currently

- User sign-ins
- No "Team" centric pivots
- Check "Group" activities for more actions

Non-admins allowed

- Set permissions in Sec & Compliance center



Your old friend still needs to be dealt with...



Example: Management of Teams (SharePoint)

Operational Governance

- Standardized look & feel
- Authorized features / workflow
- Publishing settings
- Site Creation

Information Governance

- Azure Information Protection (AIP)
- DLP and Audit Settings
- Records Management



Powershell experts can get me Permissions Reports. But, they don't tell me the whole story...

A	B	C	D	E	F	G
Path	Title/Name	Level	Username	Display Name	E-mail	Account Type
http://intranet/demo/Sales/Shared Documents/North East Invoices/Migration and Tagging.pptx	Migration and Tagging.pptx	Item	i:0# wjave\mary.preston	Mary Preston	mary.preston@ave.com	User
http://intranet/demo/Sales/Shared Documents/North East Invoices/Migration and Tagging.pptx	Migration and Tagging.pptx	Item	i:0# wjave\susan.adams	Susan Adams	susan.adams@ave.com	User
http://intranet/demo/Sales/Shared Documents/North East Invoices/Migration and Tagging.pptx	Migration and Tagging.pptx	Item	i:0# wjave\simon.chen	Simon Chen		User
http://intranet/demo/Sales/Shared Documents/North East Invoices/Migration and Tagging.pptx	Migration and Tagging.pptx	Item	i:0# wjave\ben.miller	Ben Miller		User
http://intranet/demo/Sales/Shared Documents/North East Invoices/Migration and Tagging.pptx	Migration and Tagging.pptx	Item	i:0# wjave\chris.turner	Chris Turner		User
http://intranet/demo/Sales/Shared Documents/North East Invoices/Migration and Tagging.pptx	Migration and Tagging.pptx	Item	i:0# wjave\wojciech.gajda	Wojciech Gajda	Wojciech.Gajda@ave.com	User
http://intranet/demo/Sales/Shared Documents/North East Invoices/Migration and Tagging.pptx	Migration and Tagging.pptx	Item	i:0# wjave\julie.mccoy	Julie McCoy	julie.mccoy@ave.com	User
http://intranet/demo/Sales/Shared Documents/North East Invoices/Migration and Tagging.pptx	Migration and Tagging.pptx	Item	i:0# wjave\jericho.ren	Jericho Ren		User
http://intranet/demo/HR/Shared Documents/GA Slide.pptx	GA Slide.pptx	Item	i:0# wjave\warren.villanueva	Warren Villanueva	warren.villanueva@ave.com	User
http://intranet/demo/HR/Shared Documents/GA Slide.pptx	GA Slide.pptx	Item	i:0# wjave\brian.goldstein	Brian Goldstein	Brian.Goldstein@ave.com	User
http://intranet/demo/HR/Shared Documents/GA Slide.pptx	GA Slide.pptx	Item	i:0# wjave\hr.owners	HR Owners		SharePoint Group
http://intranet/demo/HR/Shared Documents/GA Slide.pptx	GA Slide.pptx	Item	i:0# wjave\susan.adams	Susan Adams	susan.adams@ave.com	User
http://intranet/demo/HR/Shared Documents/GA Slide.pptx	GA Slide.pptx	Item	i:0# wjave\laura.callahan	Laura Callahan		User
http://intranet/demo/HR/Shared Documents/GA Slide.pptx	GA Slide.pptx	Item	i:0# wjave\ben.miller	Ben Miller		User
http://intranet/demo/HR/Shared Documents/GA Slide.pptx	GA Slide.pptx	Item	i:0# wjave\ray.hill	Ray Hill	ray.hill@ave.com	User
http://intranet/demo/HR/Shared Documents/GA Slide.pptx	GA Slide.pptx	Item	i:0# wjave\frank.wilson	Frank Wilson		User
http://intranet/demo/HR/Shared Documents/GA Slide.pptx	GA Slide.pptx	Item	i:0# wjave\daniel.attardi	Daniel Attardi	Daniel.Attardi@ave.com	User
http://intranet/demo/HR/Shared Documents/GA Slide.pptx	GA Slide.pptx	Item	i:0# wjave\jericho.ren	Jericho Ren		User
http://intranet/demo/C-SDemo/_catalogs/users	User Information List	List	i:0# wjave\daniel.attardi	Daniel Attardi	Daniel.Attardi@ave.com	User
http://intranet/demo/InformationTechnology/Project Documents/GASubSiteDirectory.wsp	GASubSiteDirectory.wsp	Item	i:0# wjave\warren.villanueva	Warren Villanueva	warren.villanueva@ave.com	User
http://intranet/demo/InformationTechnology/Project Documents/GASubSiteDirectory.wsp	GASubSiteDirectory.wsp	Item	c:0\ s\true	Everyone		Domain Group
http://intranet/demo/InformationTechnology/Project Documents/GASubSiteDirectory.wsp	GASubSiteDirectory.wsp	Item	i:0# wjave\da_admin	DA_Admin		User
http://intranet/demo/InformationTechnology/Project Documents/GASubSiteDirectory.wsp	GASubSiteDirectory.wsp	Item	i:0# wjave\nt.authority\system	NT AUTHORITY\system		User
http://extranet/sites/HR/Lists/TaxonomyHiddenList	TaxonomyHiddenList	List	c:0\ s\true	Everyone		Domain Group
http://intranet/demo/InformationTechnology/Project Documents/AvePoint File Share Navigator vs Connect	AvePoint File Share Navigator vs Connect	Item	i:0# wjave\warren.villanueva	Warren Villanueva	warren.villanueva@ave.com	User
http://intranet/demo/InformationTechnology/Project Documents/AvePoint File Share Navigator vs Connect	AvePoint File Share Navigator vs Connect	Item	c:0\ s\true	Everyone		Domain Group
http://intranet/demo/InformationTechnology/Project Documents/AvePoint File Share Navigator vs Connect	AvePoint File Share Navigator vs Connect	Item	i:0# wjave\da_admin	DA_Admin		User
http://intranet/demo/InformationTechnology/Project Documents/AvePoint File Share Navigator vs Connect	AvePoint File Share Navigator vs Connect	Item	i:0# wjave\nt.authority\system	NT AUTHORITY\system		User
http://ave2013prodwfe.7777/sites/Powell_Industries/Lists/TaxonomyHiddenList	TaxonomyHiddenList	List	c:0\ s\true	Everyone		Domain Group
http://intranet/demo/ArchiveListItems	ArchiveListItems	Site	i:0# wjave\warren.villanueva	Warren Villanueva	warren.villanueva@ave.com	User
http://intranet/demo/ArchiveListItems	ArchiveListItems	Site	Excel Services Viewers	Excel Services Viewers		SharePoint Group
http://intranet/demo/ArchiveListItems	ArchiveListItems	Site	ArchiveListItems Owners	ArchiveListItems Owners		SharePoint Group
http://intranet/demo/ArchiveListItems	ArchiveListItems	Site	ArchiveListItems Visitors	ArchiveListItems Visitors		SharePoint Group
http://intranet/demo/ArchiveListItems	ArchiveListItems	Site	ArchiveListItems Members	ArchiveListItems Members		SharePoint Group
http://intranet/demo/InformationTechnology/Notification Pages	Notification List	List	i:0# wjave\warren.villanueva	Warren Villanueva	warren.villanueva@ave.com	User
http://intranet/demo/InformationTechnology/Notification Pages	Notification List	List	i:0# wjave\ben.miller	Ben Miller	Ben.Miller@ave.com	User
http://intranet/demo/InformationTechnology/Notification Pages	Notification List	List	Information Technology Owners	Information Technology Owners		SharePoint Group
http://intranet/demo/InformationTechnology/Notification Pages	Notification List	List	i:0# wjave\bruce.wayne	Bruce Wayne	bruce.wayne@ave.com	User

How do I prioritize? Anything sensitive in the files and sites?



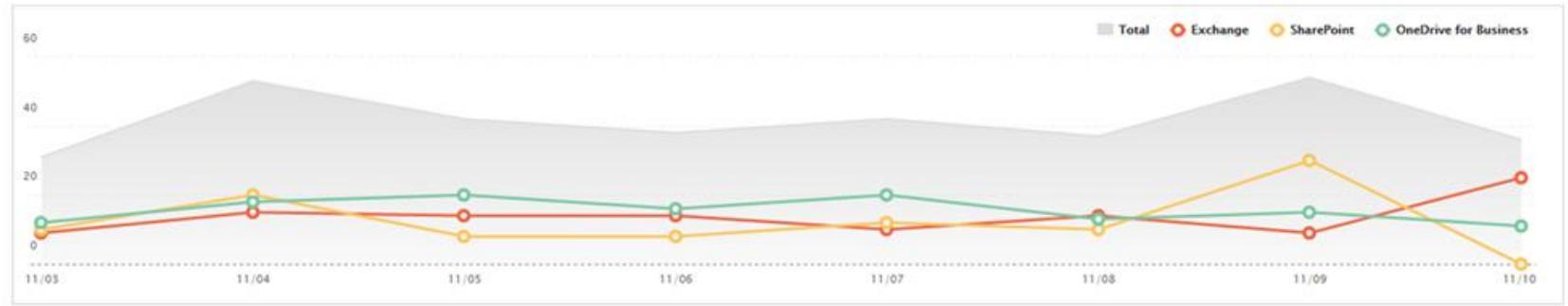
Labels give some insight...

(Sensitivity is indexed)

DLP policy matches

Show data for All policy matches Break down by Services ...

Filters



Date	Rule	Item	Last modified by	Sensitive Information	Sensitive Information count	Severity	Action
2016-11-03T02:56:04	High Volume of Content...	2015 Employee Roster.xlsx	sarad@contos...	Credit Card Number	7	Low	GenerateIncidentReport
2016-11-03T02:56:05	High Volume of Content...	2016-Q1 Expense Accoun...	sarad@contos...	Credit Card Number	3	Low	NotifyUser
2016-11-03T02:56:06	High Volume of Content...	2016-Q2 Expense Accoun...	sarad@contos...	Credit Card Number	4	Low	
2016-11-03T02:56:07	High Volume of Content...	2016-Q3 Expense Accoun...	admin@contos...	Credit Card Number	2	Low	SetAuditSeverityLow
2016-11-03T02:56:08	High Volume of Content...	Company Picnic.xlsx	janed@contos...	Credit Card Number	21	High	NotifyUser
2016-11-03T02:56:09	High Volume of Content...	Expenses-QR1-2016.pptx	janed@contos...	Credit Card Number	14	High	
2016-11-03T02:56:10	High Volume of Content...	New Item Order Form 20...	janed@contos...	Credit Card Number	8	High	SetAuditSeverityLow
2016-11-03T02:56:13	High Volume of Content...	New Item Order Form 20...	janed@contos...	Credit Card Number	12	High	GenerateIncidentReport
2016-11-03T02:56:14	High Volume of Content...	New Item Order Form 20...	janed@contos...	Credit Card Number	18	High	NotifyUser

Feedback

... but must aggregate with permissions for a better picture. And, has it been accessed?



Finding sensitive information in M365 (E3)

DLP Policy Rule One

Name Conditions Exceptions Actions User notifications User overrides Incident reports Options

We'll apply this policy to content that matches these conditions.

Content contains

Any of these

Sensitive info type	Instance count		Match accuracy		
	min	max	min	max	
U.S. Bank Account Number	1	any	75	100	×
U.S. Driver's License Number	1	any	75	100	×
U.S. Individual Taxpayer Identification Number (ITIN)	1	any	75	100	×
U.S. Social Security Number (SSN)	1	any	75	100	×

Add

+ Add group

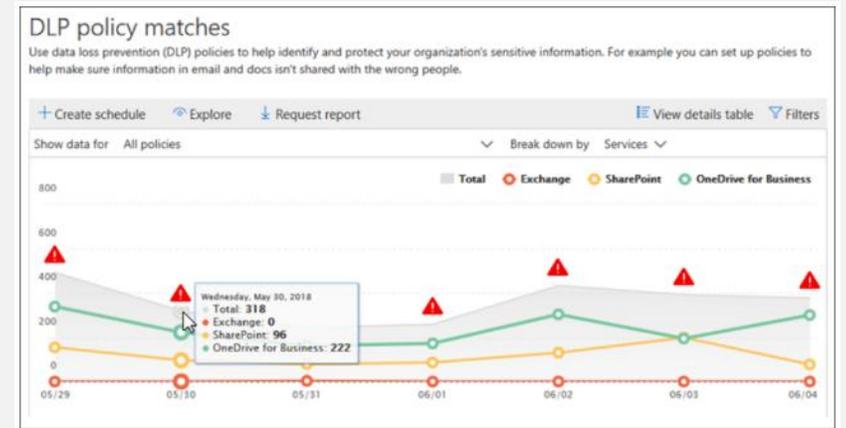
Content is shared

- only with people inside my organization
- only with people inside my organization
- with people outside my organization

+ Add a condition

Notifications for internal or external sharing.

DLP Policies allow for notifications, as well as visibility into where sensitive content exists.



Demo:
*Ongoing
management of
Teams*

- Teams Admin Center
- Monitoring Team and Group Usage
- Office 365 audit reporting

Also consider...



Additional MANAGEMENT ideas from the field

- Catalog/Inventory reporting
- Recertification and renewal
- Setting and enforcing Policies at the workspace level
- "Right-sized" governance packages for specific needs and divisions
- Offline retention
- Additional Team and item level recovery options
- Delegated administration tools and reporting



Consideration 3

Retention,
Expiration and
Disposition

- How do I know when a Group should be expired
- How do I get rid of it “safely”
- How do I make sure information management policies are enforced?



Microsoft native tooling to help govern Teams lifecycle...

Team "Archiving"

- Removes Team from user's lists of active Teams
- Puts Team conversations and files into "read only"
- Can be reversed by a Team owner

Soft Delete

- Recover deleted Teams and Groups

Group Expiration

- Require owners to confirm their Group is still active and relevant periodically

Retention and expiration of content

- Records management and content compliance policies



Understanding "archived" Teams

The screenshot shows the Microsoft Teams interface. On the left is a navigation pane with icons for Activity, Chat, Teams, Meetings, and Files. The main area is titled 'Manage teams' and contains a search bar and a list of teams. The list is divided into 'Active (6)' and 'Archived (1)'. A modal dialog is open over the 'DC Posse' team, asking 'Want to archive "DC Posse"?' and providing options to 'Cancel' or 'Archive'. A context menu is also visible over the 'DC Posse' team, listing actions like 'Manage team', 'Add channel', 'Add members', 'Leave the team', 'Edit team', 'Get link to team', 'Archive Team', and 'Delete the team'.

Microsoft Teams

Search or type a command

Want an even faster, more collaborative experience? Download the desktop app. [Download](#)

Manage teams [Create a team](#)

Search teams

Name	Description	Membership	People	Type
Big Wigs	A casual forum for senior leadership.	Owner	9	Public
Contoso News	Company News Channel ... everything you need to know ...	Owner	24	Public
Exec Chatter	Exec Chatter	Owner	2	Private
Product Launch	A collaboration area for the Product Launch team.	Owner	11	Public
Test Team	Test Team	Owner		
test123	test123	Owner		

Archived (1)

Name	Description	Membership
DC Posse	DC Posse	Owner

Want to archive "DC Posse"?

This will freeze all team activity, but you'll still able to add or remove members and update roles. Go to Manage teams to restore the team.

Make the sharepoint site read-only for team members

[Cancel](#) [Archive](#)

- Manage team
- Add channel
- Add members
- Leave the team
- Edit team
- Get link to team
- Archive Team
- Delete the team



Group expiration helps prune old Teams

Azure Active Directory admin center contoso > Users and groups >

Expiration (preview)

Search (Ctrl+/)

MANAGE

- General
- Expiration (preview)

ACTIVITY

- Audit logs

TROUBLESHOOTING + SUPPORT

- Troubleshoot
- New support request

Save Discard

Renewal notifications are sent via email to group owner 1 day prior to group expiration. Failure to renew will result in the Office 365 group and its content from Teams, Planner, Yammer, Outlook, etc. If group owners do not have Exchange Licenses, this feature is not available.

Group lifetime (in days) Custom

* For groups with no owners, notify

Enable expiration for these Office 365 groups

Select Office 365 groups

AD	Alex Dept Planning
AT	Alex Team YamJam
TE	test

Action Required: Renew your Office 365 group

msonlineserviceteam@microsoftonline.com
Yesterday, 3:20 PM
MOD Administrator

Reply all

Your Office 365 group 'test' expires in 30 day(s)

test

MA

[Renew group](#) [Go to group](#)

⚠ If you don't renew, the group and its related content from Teams, Planner, Yammer, Sharepoint, Outlook, etc. will be deleted on 9/10/2017

Microsoft Corporation, [One Microsoft Way, Redmond WA, 98052](#) | [Privacy Statement](#)



“Soft Delete” allows whole-hog recovery of deleted O365 Groups

Azure Active Directory admin center

admin@odemo.me
CONTOSO

Dashboard > Contoso > Groups - Deleted groups

Groups - Deleted groups

Contoso - Azure Active Directory

Delete permanently | Restore group | Refresh | Columns

i This experience is exclusive to Office 365 groups. 30 days after original deletion, groups are permanently deleted.

Search groups

Name	Membership Type	Deletion date	Permanent deletion date
<input checked="" type="checkbox"/>  Test Team US	Assigned	2/25/2020, 11:38:45 PM	3/27/2020, 12:38:45 AM

Navigation menu:

- Dashboard
- All services
- FAVORITES
- Azure Active Directory
- Users
- Enterprise applications

Left sidebar (Groups - Deleted groups):

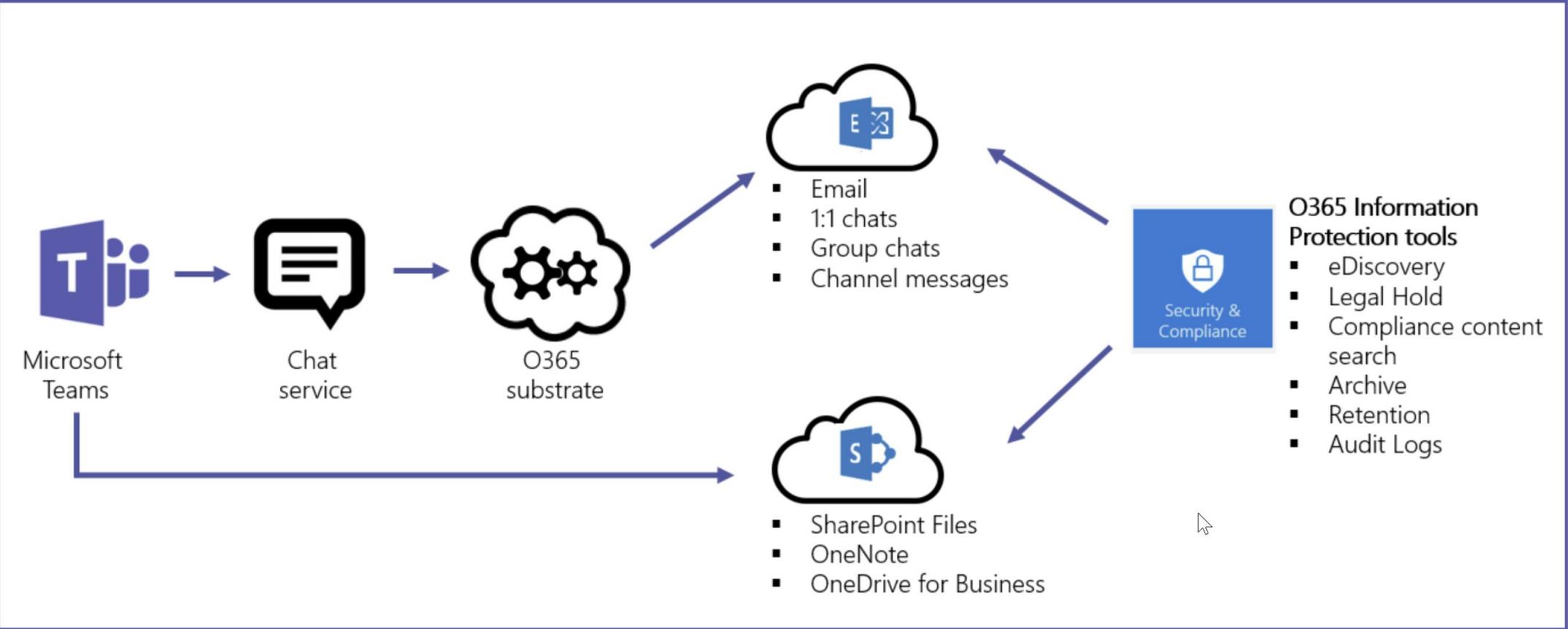
- All groups
- Deleted groups
- Diagnose and solve problems
- Settings
 - General
 - Expiration
 - Naming policy
- Activity
 - Access reviews
 - Audit logs
 - Bulk operation results (Preview)
- Troubleshooting + Support
 - New support request



What about retention of *content* within Teams, Groups and Sites?



O365 "Advanced Data Governance" can handle retention/expiration



Using Retention Policies for Teams

Office 365 Security & Compliance

Classifications
Data loss prevention
Data governance
Dashboard
Import
Archive
Retention
Events
Supervision
Threat management
Mail flow
Data privacy

Create a policy to retain what you want and get rid of what you don't.

- Name your policy
- Settings
- Choose locations
- Review your settings

Decide if you want to retain content, delete it, or both

Do you want to retain content? [i](#)

Yes, I want to retain it [i](#)

For this long... 7 years

Retain the content based on when it was created

Do you want us to delete it after this time? [i](#)

Yes No

No, just delete content that's older than [i](#)

1 years

Need more options?

Use advanced retention settings [i](#)

[Back](#) [Next](#) [Cancel](#)

Create a policy to retain what you want and get rid of what you don't.

- Name your policy
- Settings
- Choose locations
- Review your settings

Choose locations

- Office 365 groups
- Skype for Business
- Exchange public folders
- Teams channel messages All None
[Choose teams](#) [Exclude teams](#)
- Teams chats All None
[Choose users](#) [Exclude users](#)

[Back](#) [Next](#) [Cancel](#) [Feedback](#)

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Understanding O365 "Retention Labels"

The screenshot displays the Office 365 Security & Compliance center. The left-hand navigation pane includes sections for Home, Alerts, Permissions, Classifications, Labels, Label policies, Sensitive information types, Data loss prevention, Data governance, Threat management, Data privacy, Search & investigation, and Reports. The main content area is titled "Label settings" and contains three steps: "Name your label" (checked), "Label settings", and "Review your settings". The "Label settings" step is active, showing a "Retention" toggle set to "On". Below this, the "When this label is applied to content..." section has "Retain the content" selected. An overlay window titled "Documents" is open, showing a table of files. The file "Test Doc.rtf" is selected, and a context menu is visible over it, showing the "Apply label" option. The context menu lists several labels: "None", "High Business Impact (HBI)", "Low Business Impact (LBI)", "Medium Business Impact (MBI)", "My New Label", and "Test Label 2".

Office 365 | Security & Compliance

Create a label to help users classify their content.

- Name your label
- Label settings
- Review your settings

Retention ⓘ
 On

When this label is applied to content...

Retain the content

Name	Modified	Modified By	Sign-off status
General	September 25, 2017	MOD Administrator	
HBI Stuff	September 11	MOD Administrator	
My Other Channel	September 25, 2017	MOD Administrator	
2018-01-24_17-11-17.png	April 16	MOD Administrator	
<input checked="" type="checkbox"/> Test Doc.rtf	August 23, 2017	Adele Vance	

Documents

Apply label

- None
Clear the label
- High Business Impact (HBI)**
Retain for 7 years
- Low Business Impact (LBI)
Delete after 2 years
- Medium Business Impact (MBI)
Retain for 3 years
- My New Label
- Test Label 2
Retain for 22 years

Demo:
*Lifecycle and "end
of life" for Teams*

- Archiving Teams
- Setting Group expiration
- Retention policies and labels in the Security and Compliance Center

Also consider...



Additional LIFECYCLE ideas from the field

- Periodic renewal/recertification
- Managed de-provisioning workflows
- Offline archiving
- Data export



Key Concepts Covered So Far...

- Strategies for Governing your Teams in Native Functionality
- Elements to Considering in Good Governance
- What we are seeing in the field
- Provisioning, Naming Conventions, Labels, Content and Container Expiration Controls
- Monitoring and Reporting for Oversight





Getting Started... or Starting Again!

Driving sustainable adoption of Microsoft Teams and Office 365

Tune into the messages coming from the mother ship and get insight to ...

How Microsoft is THINKING

- User Voice: <https://office365.uservoice.com/>

What Microsoft (and others) are SAYING

- Ignite On-Demand Sessions: <https://myignite.techcommunity.microsoft.com/videos>
- Tech Community <https://techcommunity.microsoft.com/>
- Microsoft 365 Roadmap (<https://www.microsoft.com/en-us/microsoft-365/roadmap?rtc=1&filters=>)

What Microsoft is DOING

- O365 Message Center: <https://admin.microsoft.com/AdminPortal/Home#/MessageCenter>



GET TO KNOW the Message Center!

Microsoft 365 admin center

Message center

Each message gives you a high-level overview of a planned change and how it may affect your users, and links out to more information.

All active messages | High importance | Unread messages | Dismissed messages

Dismiss | Mark as unread | Share

Message title

- New Feature: Add participants to Teams Meeting chat
- Fluid Framework Preview
- New Feature: Sensitivity Labels for Teams
- New Feature: Private Channels**
- New Feature: Microsoft Teams - Meet Now

New Feature: Private Channels

MC194794, Stay Informed, Published date: Nov 4, 2019

We'll soon begin rolling out private channels in Teams that allow focused private collaboration within a team.

- We'll be gradually rolling out this feature beginning November 6, 2019.
- We'll complete the rollout by the end of November.

This message is associated with Microsoft 365 [Roadmap ID 50588](#).

Admin roles that don't have access to the Message center

- Compliance administrator
- Conditional access administrator
- Customer LockBox access approver
- Device administrators
- Directory readers
- Directory synchronization accounts
- Directory writers
- Intune service administrator
- Privileged role administrator
- Reports reader

Edit Message center preferences

Which messages do you want to see in Message center?

Services

- Microsoft Exchange On
- Kaizala On
- Skype for Business On
- Microsoft Flow On
- Flow in Microsoft 365 On
- Microsoft Teams On
- Mobile Device Management for Office 365 On

More

Labels

- Not Labeled On
- Data Privacy On

Would you like to receive email communication?

Choose whether you'd like us to email you a weekly digest or notify you when a major update or data privacy breach message is published

- Send a weekly email digest of my messages On
- Send me emails for major updates On
- Send me emails for data privacy messages On

Primary email address
admin@odemo.me

Other email addresses

Please enter up to 2 email addresses, separated by a semicolon

Note: We may occasionally notify you about important updates that aren't covered by these settings

https://docs.microsoft.com/en-us/office365/admin/manage/message-center?WT.mc_id=365AdminCSH&view=o365-worldwide

Setting up your “pilot” groups...

Recommendations

- > 300 user orgs should consider having only a subset of users on “targeted” release
- Target for “target” should be IT *AND* power users across depts
- Use this group for O365, Desktop and Application evaluation



Equipping your pilot groups

The screenshot displays the Microsoft 365 Admin Center interface. On the left, a table lists active users with columns for Display name, Username, and Licenses. Adele Vance is highlighted. On the right, the user's profile is shown, including their name, photo, and a 'Sign in allowed' status. Below the profile, there are tabs for Account, Devices, Licenses and Apps, Mail, and OneDrive. The 'Licenses and Apps' tab is active, showing a 'Select location' dropdown set to 'United States'. Under 'Licenses (5)', the following are listed: Enterprise Mobility + Security E5 (2 of 26 licenses available), Microsoft Flow Free (9998 of 10000 licenses available), Office 365 E3 (24 of 25 licenses available), Office 365 E5 (1 of 25 licenses available), and Windows 10 Enterprise E3 (23 of 29 licenses available). Under 'Apps (39)', the following are listed: Audio Conferencing (Office 365 E5), Azure Active Directory Premium P1 (Enterprise Mobility + Security E5), Azure Active Directory Premium P2 (Enterprise Mobility + Security E5), and Azure Advanced Threat Protection (Enterprise Mobility + Security E5).

Display name	Username	Licenses
Adele Vance	AdeleV@M365x758837.OnMicrosoft.com	Office 365 E5, Enterprise Mobility + Security E5
Alex Wilber	AlexW@M365x758837.OnMicrosoft.com	Office 365 E5, Enterprise Mobility + Security E5
Allan Deyoung	AllanD@M365x758837.OnMicrosoft.com	Office 365 E5, Enterprise Mobility + Security E5
Bianca Pisani	BiancaP@M365x758837.onmicrosoft.com	Unlicensed
Brian Johnson (TAILSPIN)	BrianJ@M365x758837.onmicrosoft.com	Unlicensed
Cameron White	CameronW@M365x758837.onmicrosoft.com	Unlicensed
Christie Cline	ChristieC@M365x758837.OnMicrosoft.com	Office 365 E5, Enterprise Mobility + Security E5
Conf Room Adams	Adams@M365x758837.onmicrosoft.com	Unlicensed
Conf Room Baker	Baker@M365x758837.onmicrosoft.com	Unlicensed
Conf Room Crystal	Crystal@M365x758837.onmicrosoft.com	Unlicensed
Conf Room Hood	Hood@M365x758837.onmicrosoft.com	Unlicensed
Conf Room Rainier	Rainier@M365x758837.onmicrosoft.com	Unlicensed
Conf Room Stevens	Stevens@M365x758837.onmicrosoft.com	Unlicensed
Debra Berger	DebraB@M365x758837.OnMicrosoft.com	Office 365 E5, Enterprise Mobility + Security E5
Delia Dennis	DeliaD@M365x758837.onmicrosoft.com	Unlicensed
Diego Siciliani	DiegoS@M365x758837.OnMicrosoft.com	Office 365 E5, Enterprise Mobility + Security E5
Emily Braun	EmilyB@M365x758837.OnMicrosoft.com	Office 365 E5, Enterprise Mobility + Security E5

Technology steps

- Set release ring preferences
- Set user-level app access

Support your pilot group

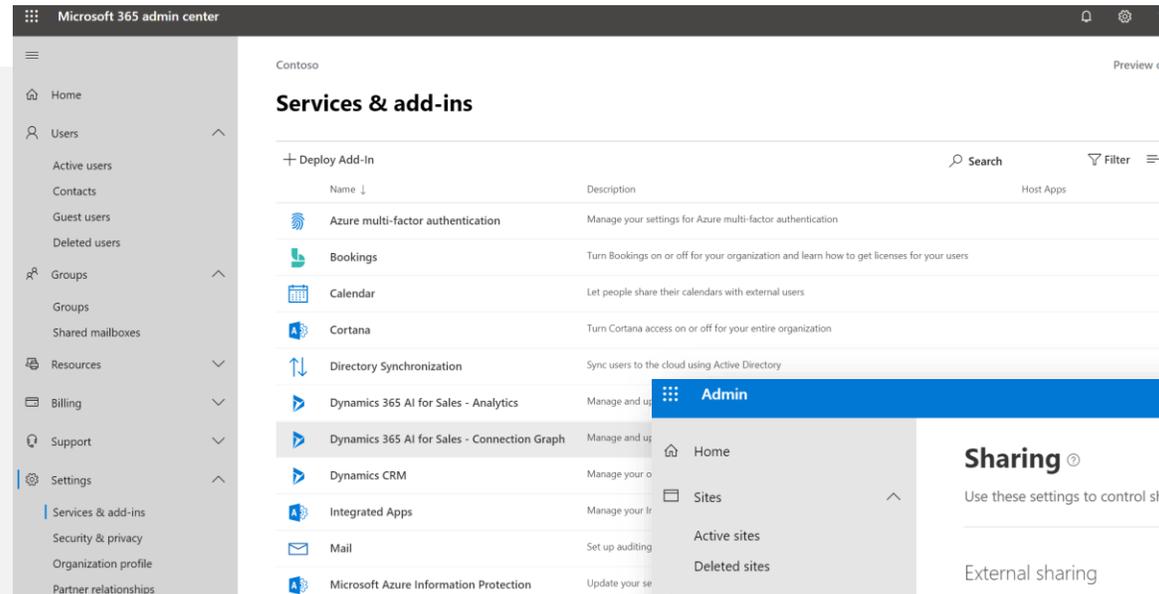
- Establish communication/feedback strategy (Teams is a perfect vehicle)
- Establish an education strategy (Consider Office 365 Champions program)

<https://www.microsoft.com/en-us/microsoft-365/success/champions>

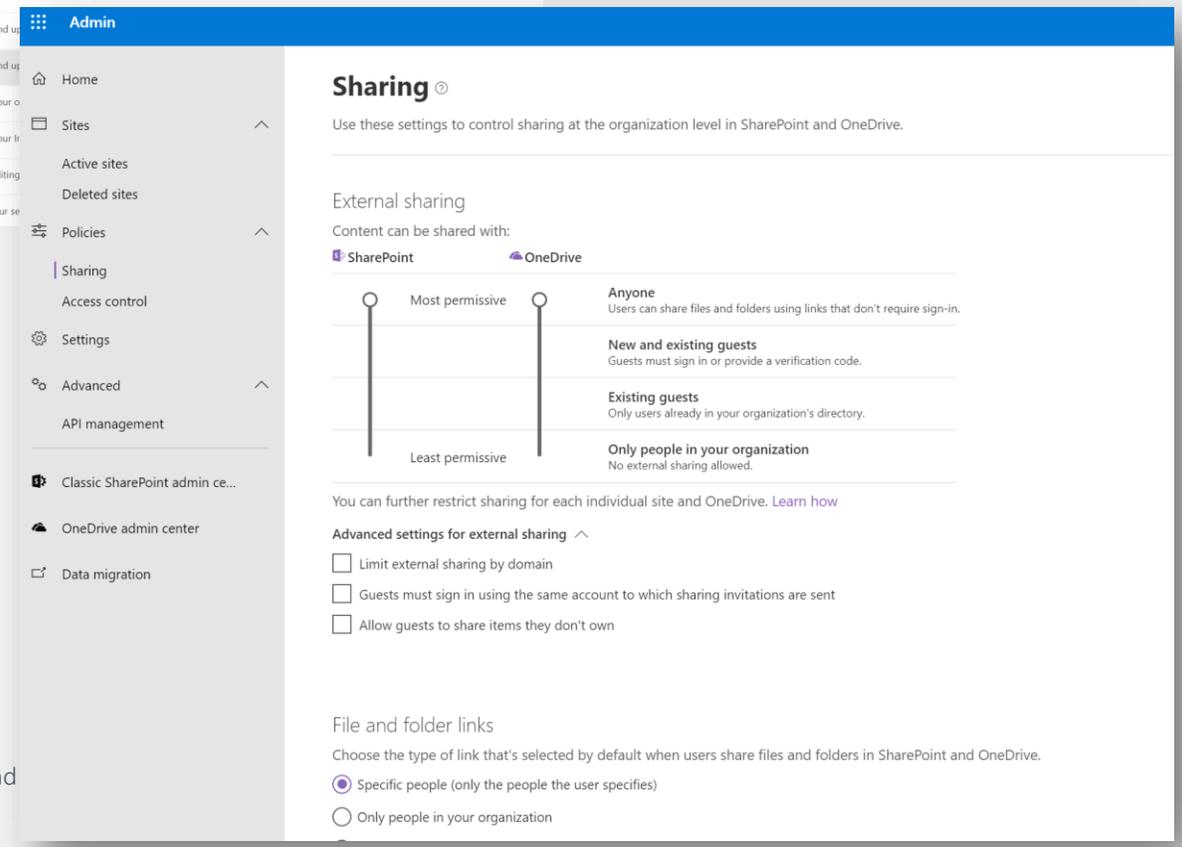


Additional workload-level controls

Tenant level controls



In-workload admin settings



"Teams Advisor" helps you deploy Teams *with* Teams

The image displays several overlapping screenshots of the Microsoft Teams ecosystem:

- Microsoft Teams admin center (top-left):** Shows the navigation menu with 'Teams advisor' highlighted.
- Microsoft Teams admin center (middle-left):** Shows the 'Creation' page with a 'Select work' section.
- Microsoft Teams admin center (top-right):** Shows the 'Assessment' page with a 'Vanity domain' checkbox.
- Microsoft Teams client (bottom-right):** Shows the 'Meetings and Conferencing' page with various task cards and a 'Project management' section.

Planning a Teams pilot? Microsoft has done a LOT of the work for you...

Adoption guidance:

<https://aka.ms/TeamsAdoption>

Use Teams to roll out Teams:

<https://docs.microsoft.com/en-us/microsoftteams/teams-adoption-your-first-teams>

Building Champions program:

<https://go.microsoft.com/fwlink/?linkid=854665>

O365 Champions program:

<https://aka.ms/O365Champions>

Learn and earn cert:

<https://aka.ms/AdoptionCert>

Training for IT Team:

<https://www.edx.org/course/enabling-teamwork-microsoft-teams-3>

Adopt Microsoft Teams

If you're a small business, or if you want to roll out Teams starting with chat, teams & channels, and meetings, use our prescriptive [Get started guidance](#), which is designed to get you up and running quickly. If you're a large organization with a hybrid or on-premises Skype for Business configuration, or if you want to roll out voice features (such as Office 365 calling plans or phone system), you can start with our Get started guidance, but you'll need the additional guidance below, under **Deeper adoption guidance**.

- Quick start
- Introduction to teams and channels
- Plan your first teams
- Empower your champions
- Training & certification
- Tools and Downloads

Deeper adoption guidance

Adoption plans can be simple to complex, depending on your environment. For large-scale deployments, step through the guidance below to ensure your organization has a smooth transition to Teams.

- 1 Start**
 - Get started
 - Understand teams and channels
 - Create your first teams
 - Assess cultural and organizational readiness
- 2 Experiment**
 - Create your champions program
 - Governance quick start
 - Define usage scenarios
 - Onboard early adopters and gather feedback
 - Onboard support
- 3 Scale**
 - Define outcome and success
 - Optimize feedback and reporting
 - Drive awareness and implement training
 - Schedule service health reviews



Demo:
*A practical pilot
strategy for Teams*

- Keeping up on the pace of change in Office 365
- Enabling access to Teams and features for pilot teams
- Using Teams to roll out Teams
<https://docs.microsoft.com/en-us/microsoftteams/teams-adoption-your-first-teams>

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

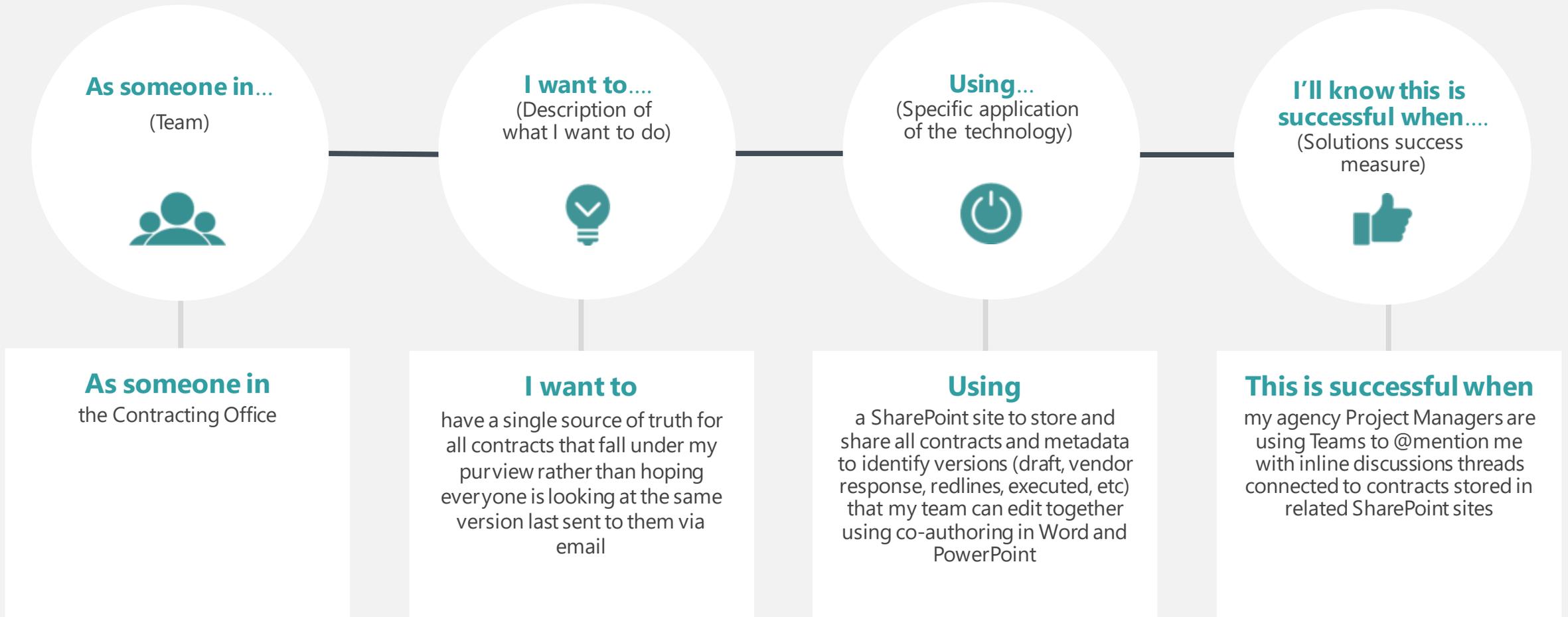
Many need help re-structuring the way they work

The more they see Teams as the way to make their work easier, faster and more effective, the more they will use it



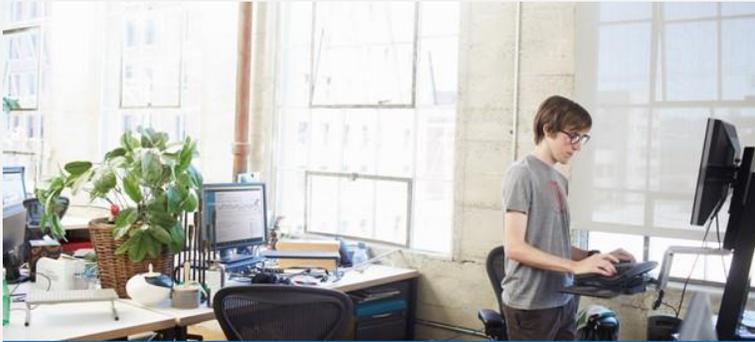
Not sure how to begin?

To help identify team scenarios, consider using the framework below



“Mission-ready” scenarios for Teams

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

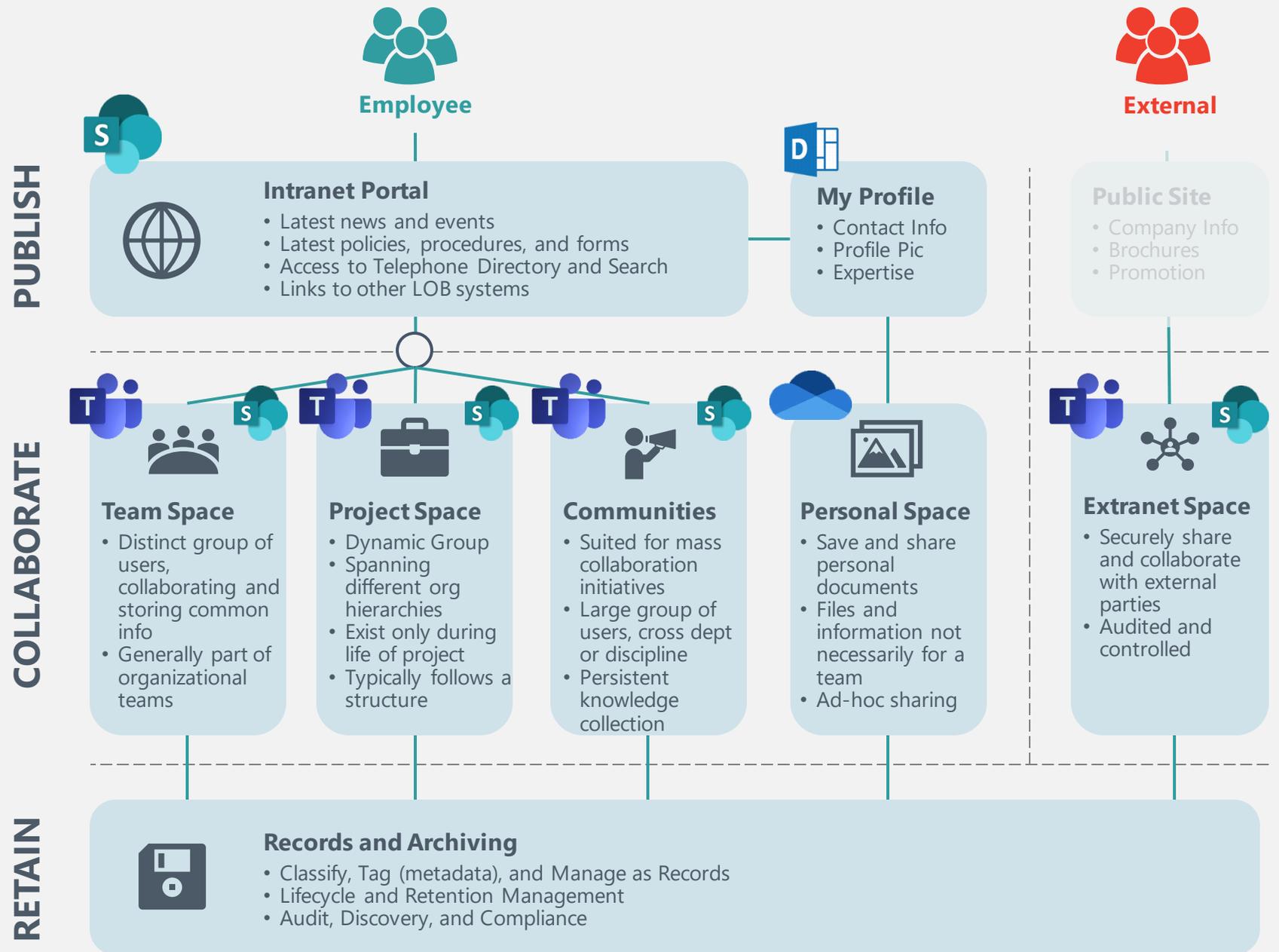


Organize teams and manage calendars

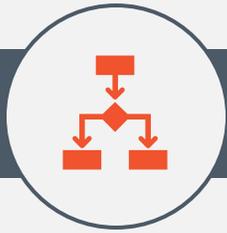


A Best-Practice Approach to Information Architecture and Knowledge Management in Office 365

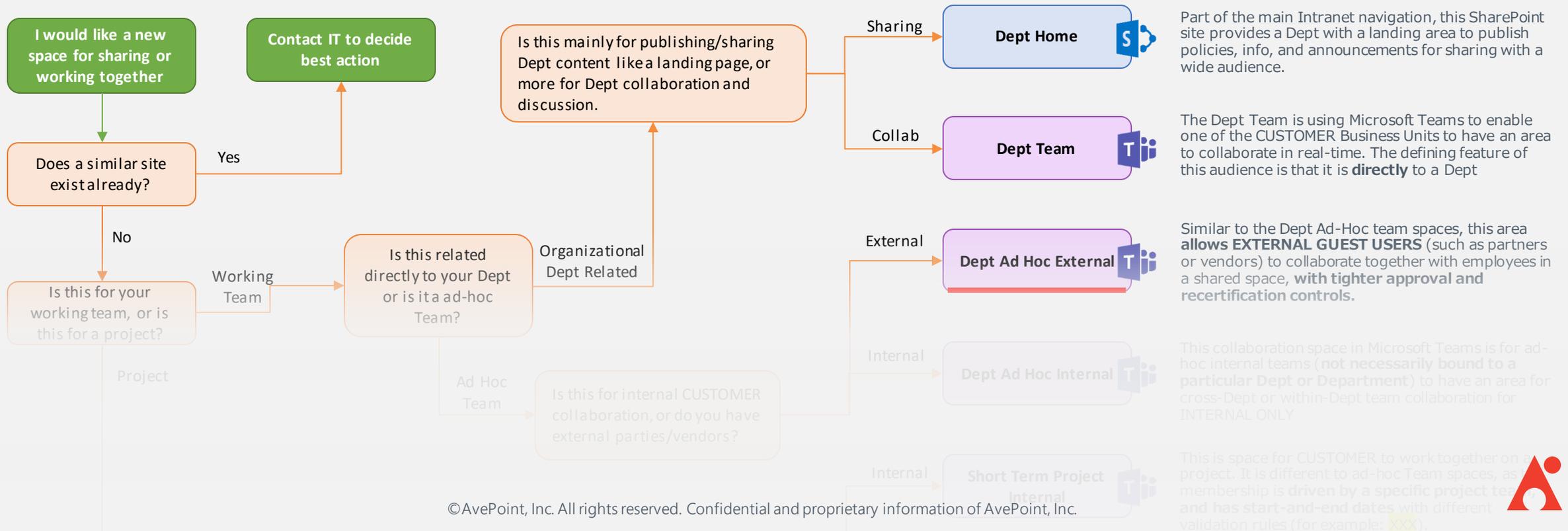
Don't try and organize your information by department... think about the information type instead.



Decision Trees Map the Business to the Templates



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



Demo:

*Making it easy for
users to do the right
thing*

- Guiding users to the right choices
- Leveraging business ready templates

- Activity
- Chat
- Teams
- MyHub
- Calendar
- Files
- Apps
- Help

New request > New Workspace Request

Are you working on a project with more or less than 5,000 people involved?

Less than 5,000 Users

Do you already have access to a workspace for the collaboration required?

No

Do you require chat based functionality to communicate with your team? Or is email functionality more appropriate for communication?

Chat Based Is Needed

Do you need to work with individuals that don't work for our company? These individuals may be contractors or other outside laborers.

Select one

- Internal Only
- Outside Access Required

Questionnaire Management > Workspace Re...

Save As Draft Save and Activate Cancel

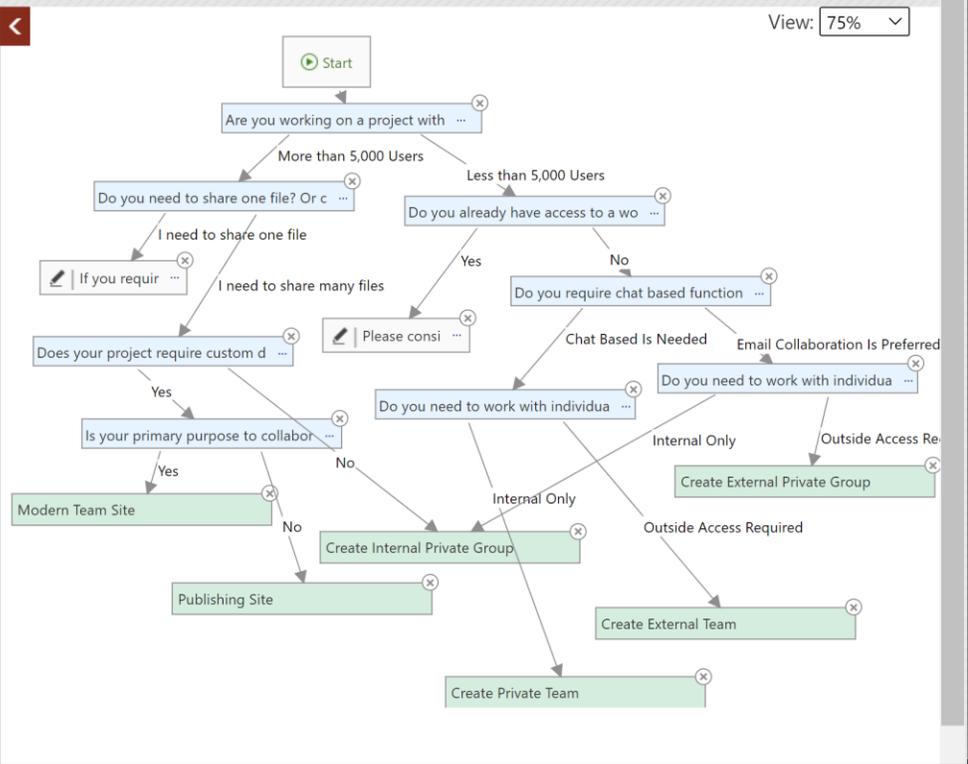
Please drag your desired questions and services from the left pane onto the workspace to configure the question order and logical branches in the right pane. You can view the [step-by-step guide](#) for reference.

Questions

- Are you working on a project with more or less than 5,000 people involved?
- Do you already have access to a workspace for the collaboration required?
- Does your project require custom development to display information?
- Do you need to work with individuals that don't work for our company? These individuals may be contractors or other outside laborers.

Services

- Add End Points Automatically
- Change Management(2)
- Change Site ownership
- Change SharePoint Quota
- Create(15)





New request > Create Private Team

[Step 1. Request information](#) |

[Step 2. Basic settings](#) |

[Step 3. Advanced settings](#)

Request summary *

Need a workspace for the new clinical trial

Notes to approvers

Please approve ASAP!

Team template

- Create a team from scratch
- Create a team from an existing team

Select one

Board Meeting

Clinical Trial

Employee Onboarding

Performance Review

Quarterly Conference

Clinical Trial



“Templates”
are more
than just
channels and
configuration.

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



New request > Create Private Team

Step 1. Request information

Step 2. Basic settings

Step 3. Advanced settings

Primary team contact

IA Ian Anderson

Secondary team contact *

RH Ray Hill

Team owners *

IA Ian Anderson

Team members ⓘ

How to add team members?

- Manually
- Manually
- Dynamically

Team policy

Team policy

Private Team Policy

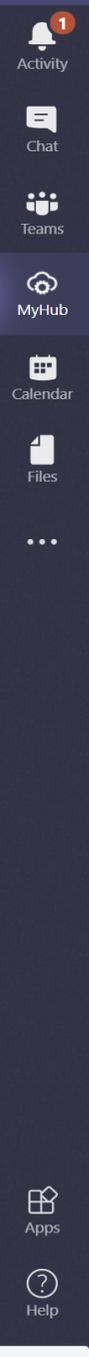
Cancel

Back

Next

“Track the business users throughout the lifecycle”.

A centrally managed policy for settings and controls.



New request > Create Private Team

Step 1. Request information | Step 2. Basic settings | Step 3. Advanced settings

Metadata

Purpose *
Project Management

Region *
US

Access Level
Internal

Object Type
Team

Critical Business Application * ⓘ
 Yes
 No

Team name and ID ⓘ

Team name *
Trial0151629 _US

Team description

Cancel Back Submit

“Catalog of metadata, usage and governance attributes”

A naming convention tailored for the workspace



- Activity
- Chat
- Teams
- MyHub
- Calendar
- Files
- ...
- Apps
- Help

Cancel request Sign out

Search in Requests

Summary	Service	Modified	Assigned to	Status
Need a workspace for the new clinic...	Create Private Team	2020-02-27 08:58:45		In progress
Request for Private Team - Stephen	Create Internal Private Group	2020-02-27 04:24:51		Completed
IT DevOps for wordpress	Create Private Team	2020-02-27 03:49:26		Completed
IT Team DevOps internal project	Create Private Team	2020-02-24 07:56:48		Completed
New Matter	Create Private Team	2020-02-24 06:46:18		Completed
Need Team for Audit	Create External Team	2020-02-24 06:45:18		Completed
aaaa	Create Private Team	2020-02-24 02:53:53		Completed
Modern Site Request	Modern Site Creation	2020-02-21 07:45:42		Cancelled
zlkcn lkcn klz c,,m z,,x m,,zcx	Create External Team	2020-02-20 10:25:03	Ian Anderson	Rejected





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

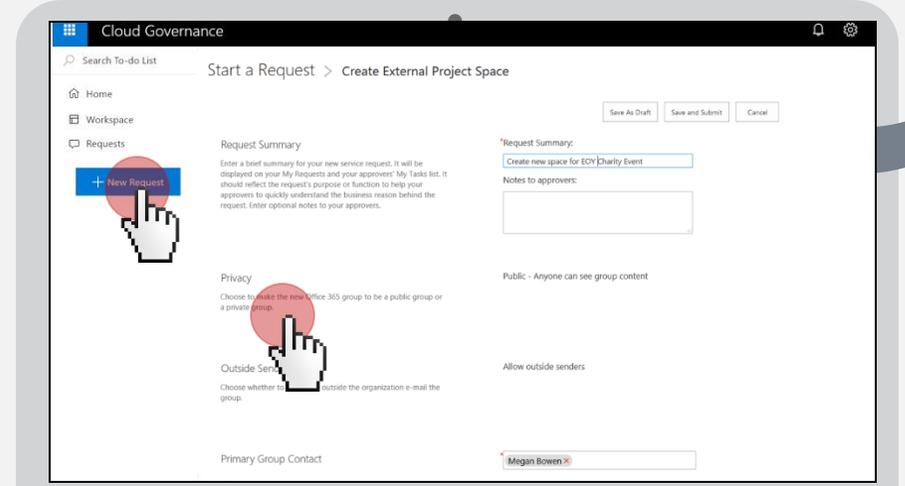
Backup: All
External Users: Yes
Recert: 6 Months
Reporting: Annual
 +
Default Labels
Metadata Presets



EOY Charity Event

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

LABELLED
TAGGED



Bringing It Together



So what's the next step?

Resources and opportunities to continue this journey

Bringing all of this back to your teams...

Microsoft Resources

- Adoption guidance:
<https://aka.ms/TeamsAdoption>
- O365 Champions program:
<https://aka.ms/O365Champions>
- Building a Champions program in your organization:
<https://go.microsoft.com/fwlink/?linkid=854665>

AvePoint Guidance

- Take this workshop to your organization!
- AvePoint can tailor a 1:1 workshop for your key stakeholders
- Contact your AvePoint Account Representative



Packaged Solution Offerings from AvePoint

AvePoint's packaged solution offerings around Teams governance and adoption will give your IT team the tools they need to maintain operational oversight in Office 365, while enabling your business users to quickly and securely collaborate using the full Office 365 stack.

Want more structured guidance and advice?



Teams Governance Workshop

Define and clarify governance in the context of Teams and help identify goals of Teams in the organization.

- 1-day on-site tailored workshop
- Current state discovery
- Best practice recommendations and follow-ups



Teams Best Practices Assessment

In addition to the Teams Governance Workshop, AvePoint will help provide a Starter Teams Governance Policy Outline along with a Best Practices Assessment.

- 3-day on-site tailored workshop
- Current state discovery
- Best practices assessment
- Starter Teams governance policy outline



Teams Governed Pilot

Build on the recommendations from the Teams Governance Workshop and Best Practices Assessment to implement a Governance Pilot for key business units by trialing Cloud Governance and automated templates.

- 5-day on-site tailored engagement & 40-day governed Teams pilot
- Best practices assessment
- Strategic roadmap, IA planning, and starter governance policies
- Functional design for pilot of governance and templates
- Governed Teams Adoption Pilot



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

ໜ້ອບຄຸນຄຳຮັບ

Dziękuję

谢谢

Tack

Mulțumesc

спасибо

Merci

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多謝晒

дякую

Ďakujem

Ευχαριστώ



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