



# Get #WFHReady with Microsoft Teams

*Virtual Workshop Series: HLS Focus*



# Your presenter...

Funtrol Ready  
Principal Solution Engineer  
Microsoft Adoption Specialist

[funtrol.ready@avepoint.com](mailto:funtrol.ready@avepoint.com)

[LinkedIn.com/in/funtrolr](https://www.linkedin.com/in/funtrolr)

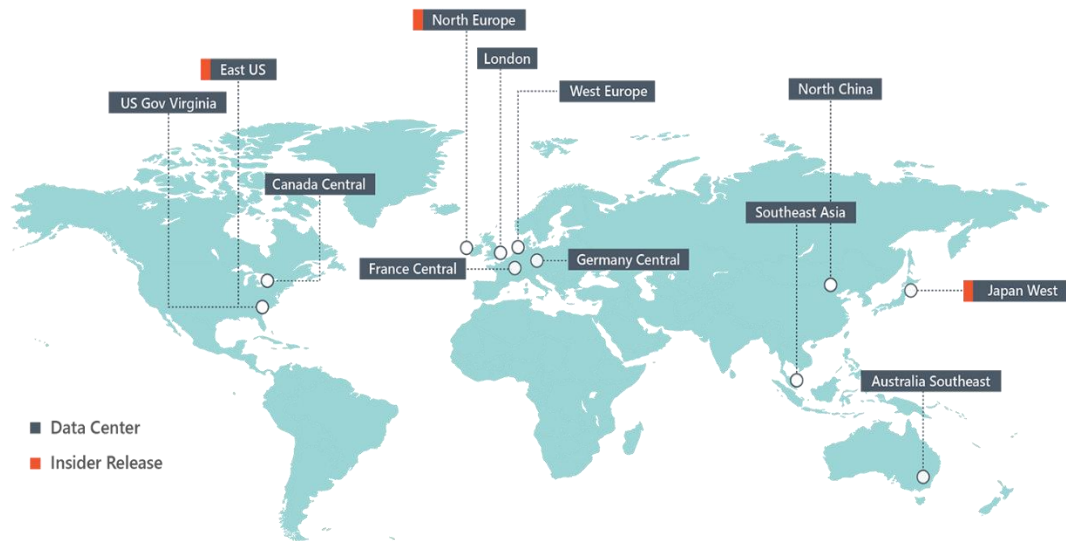
[Twitter.com/funsterD/](https://twitter.com/funsterD/)



# 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



27001:2013

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.

Microsoft  
Partner



2017 Partner of the Year Winner  
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 (~50 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! (~50 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.*

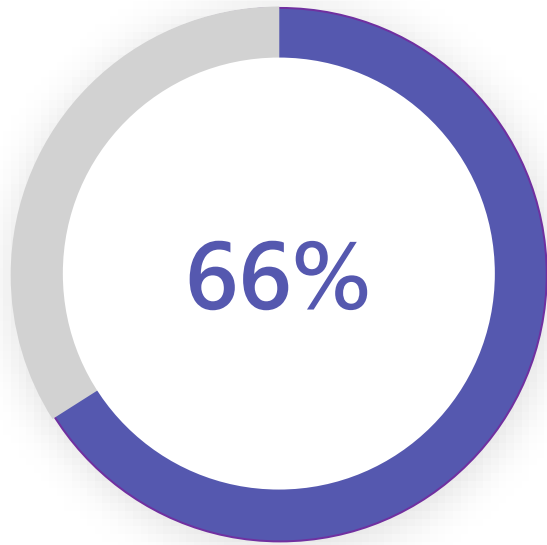


# What do YOU need?

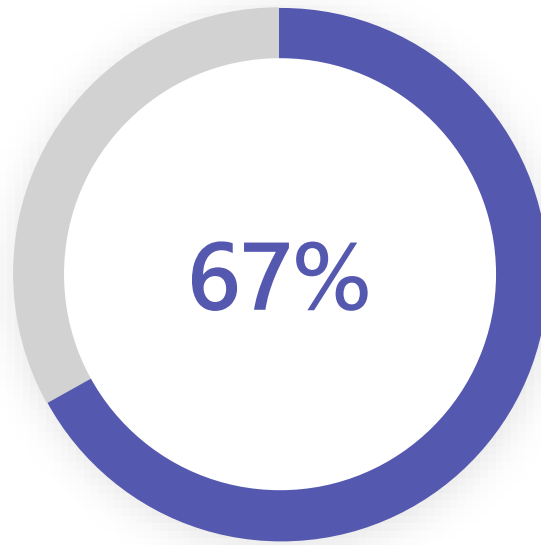


# The landscape is changing....

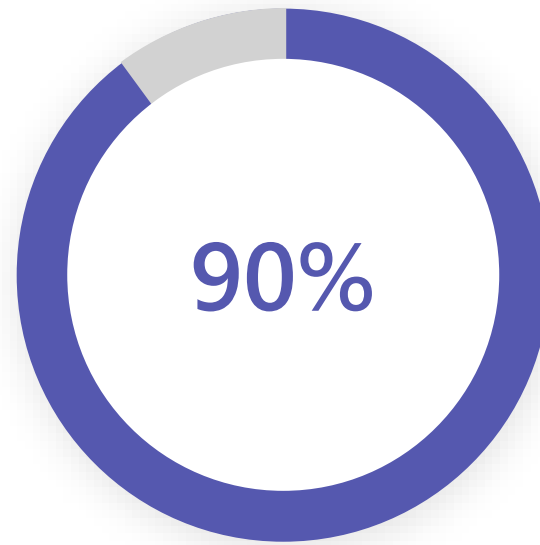
Rapid changes from recent #WFH policies are requiring organizations to adapt and get agile



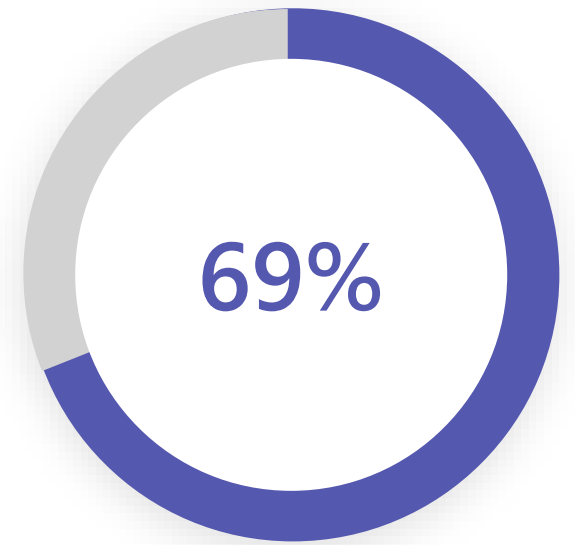
**66% of IT budgets** spent maintaining legacy systems;  
**29% increase** in backlog



Average organization now **uses 1,935 cloud apps**, an increase of 15% YoY



**52% of employees** admit that they use outside apps at work



**61% organizations** looking to IT to improve business effectiveness and efficiency





# The art of the possible...

---

Envisioning how Microsoft Teams can modernize your teamwork

Discussion:

*What are the top two reasons your organization is interested in Microsoft Teams?*

*What is the biggest dissatisfaction with the way you collaborate today?*





# "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"



# Office 365 Groups = Membership Service

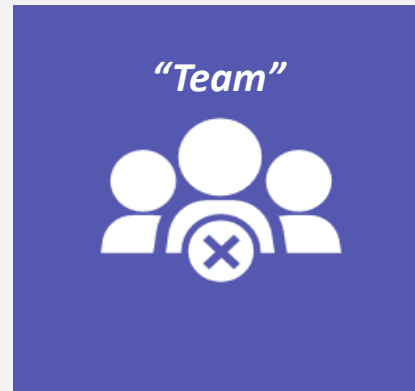


**Office 365 Groups:** Single team membership across apps and services

# "Flavors" of Office 365 Groups



Conversations  
happen in  
**emails**



Conversations  
happen in  
**channels** and  
**persistent**  
**chat**



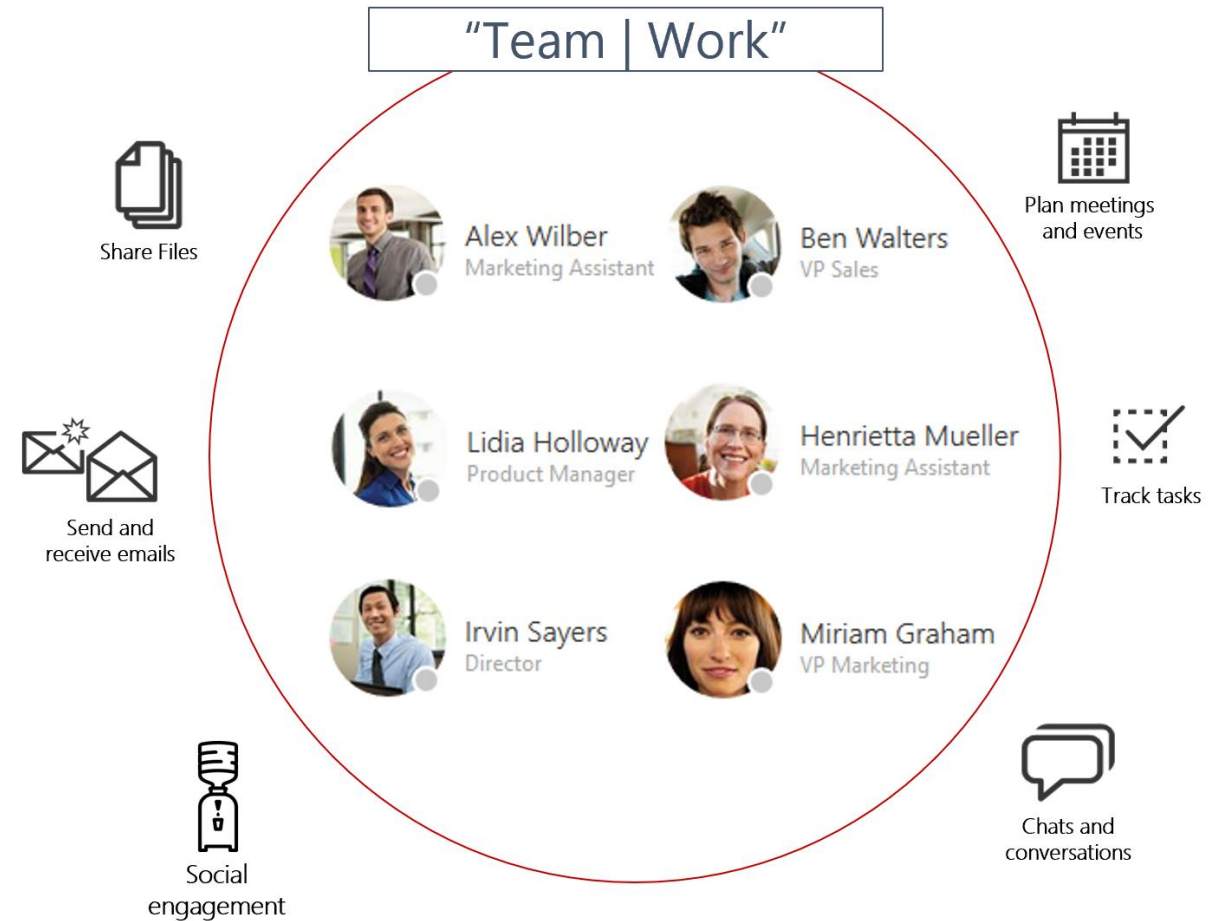
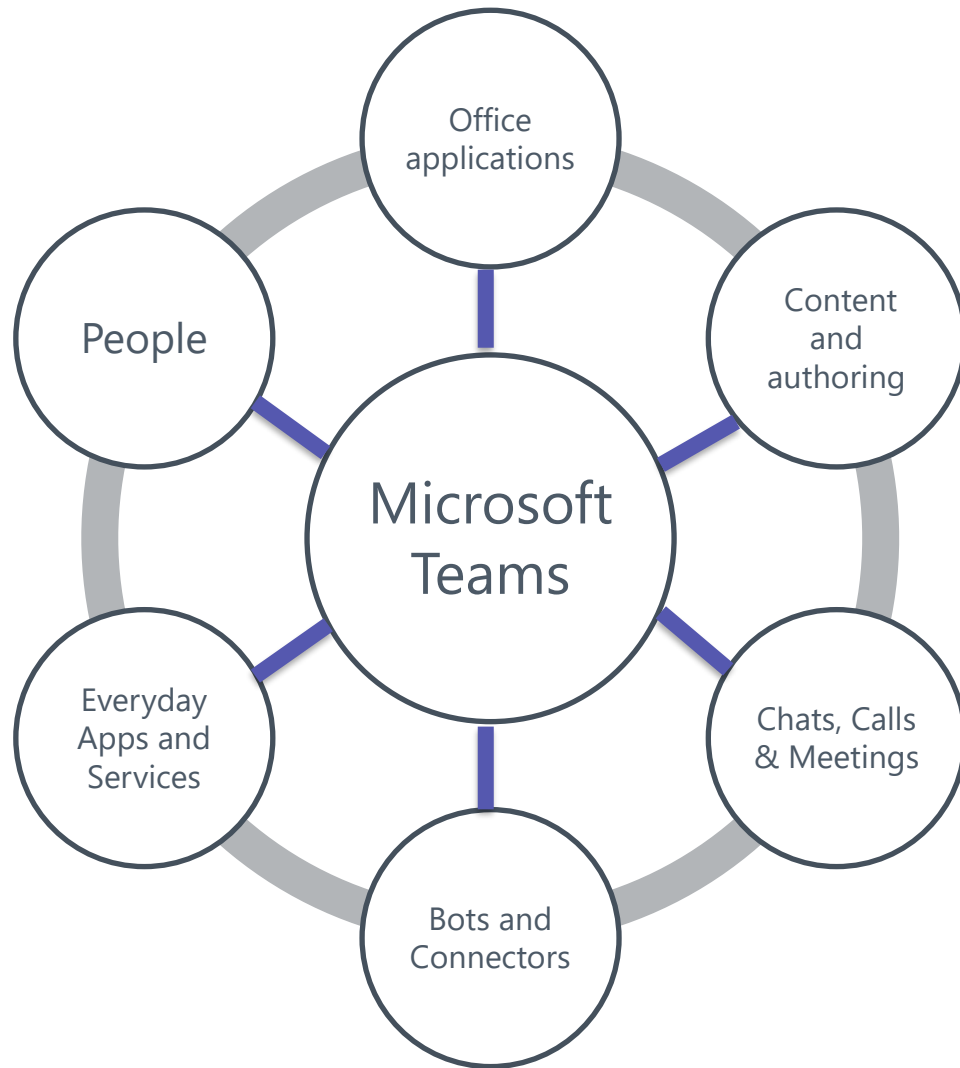
Conversations  
happen in  
**Yammer**  
**posts\***

*\*Yammer is not currently in GCC environments*





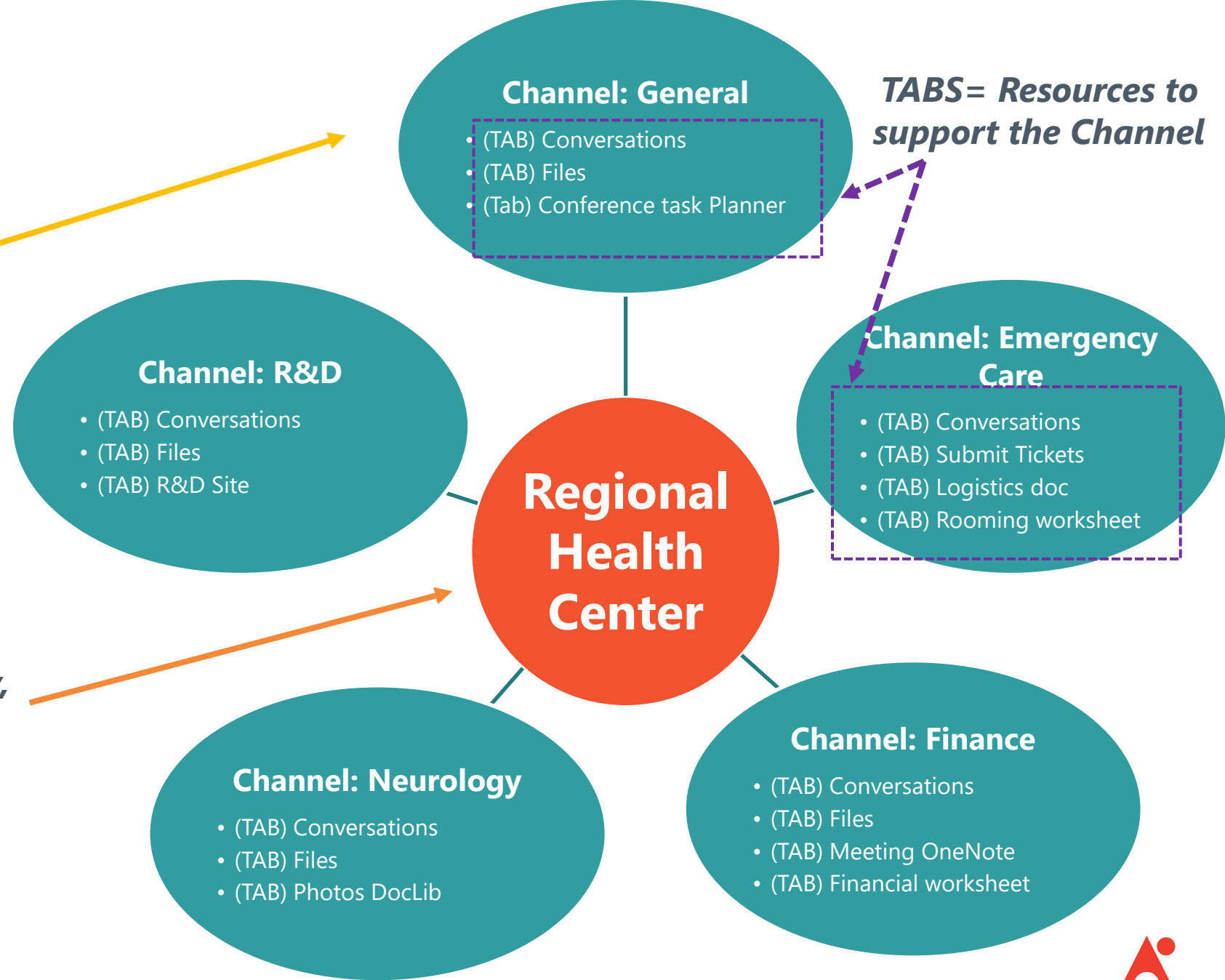
# Look familiar?



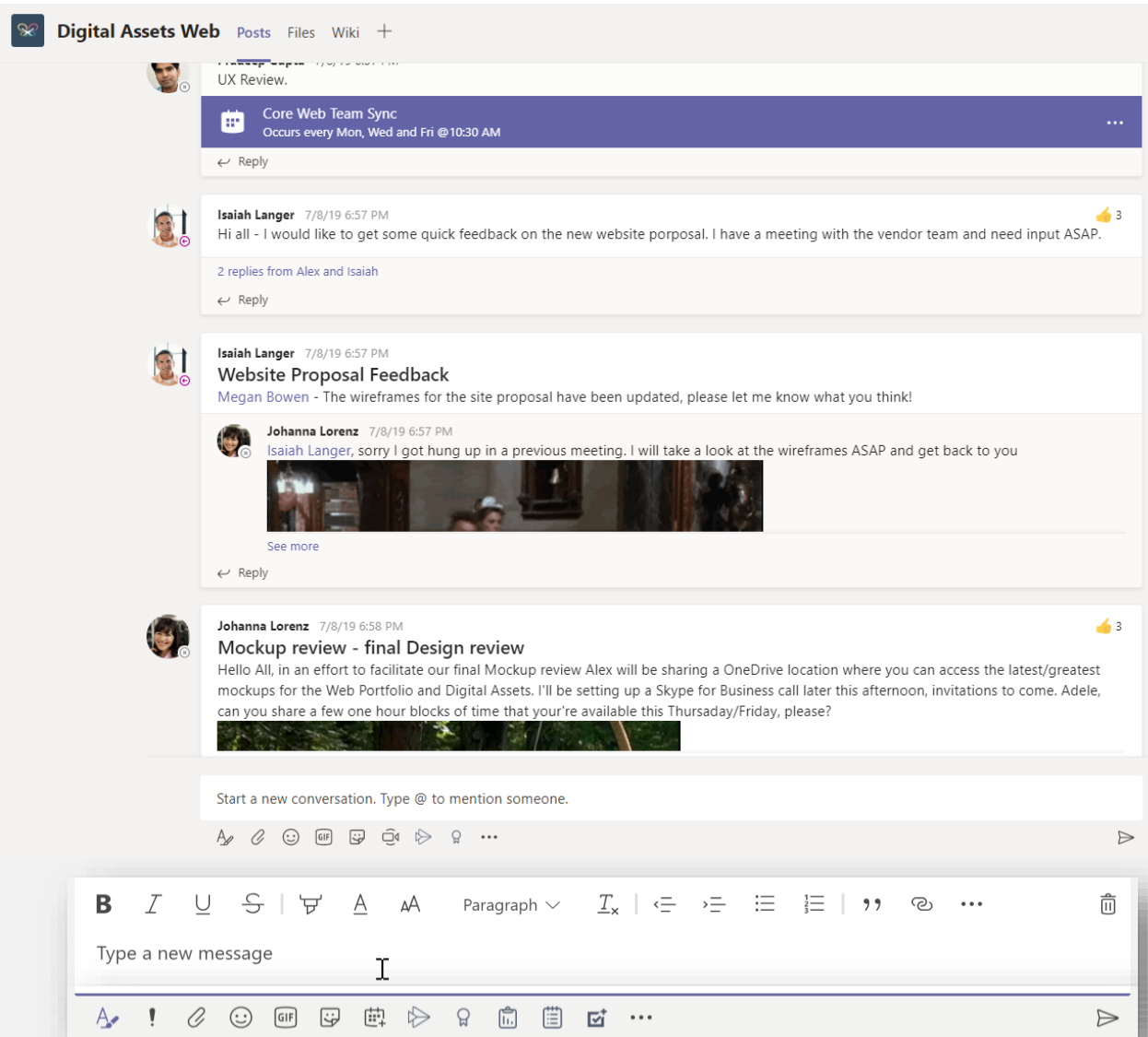
# The basic "shape" of a Team...

**CHANNEL** = Focus area & "attention" boundary

**TEAM** = Security boundary, O365 Group membership



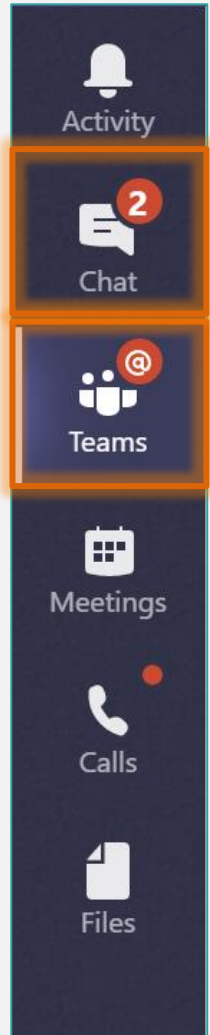
# "Conversations (Posts)" are at the heart of Team collaboration



- 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 3<sup>rd</sup> party applications



# The Difference between Channel Conversations and Chats



## Team Conversations (Posts)

- 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 (1:1, 1:Many)

- *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





# Where Are My Conversations Stored?

## Chat service (Azure)

In memory processing for speed

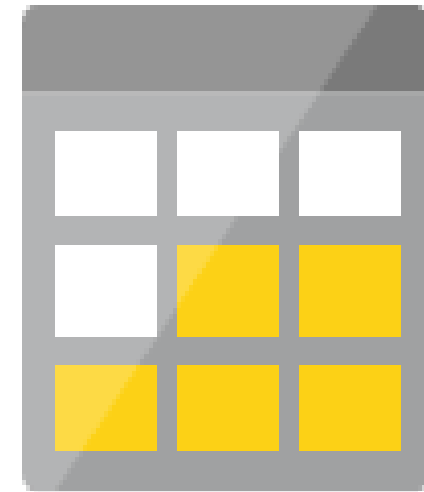
Leverages Azure storage (blob, tables, queues),  
moving to Cosmos DB

## Substrate / Exchange

Chat and channel messages are also stored  
(copied) in Exchange for information protection

## Conversation images & media

Inline Images/Stickers are stored in a media store  
(Azure), Giphys are not stored.



# Where Are My Files Stored?

## 1:N chats

Files are uploaded to **OneDrive for Business** and permissions are set for the members of the chat

## Team conversations

Files are uploaded to **SharePoint**. A folder is associated with each channel in the team

## Cloud storage

Dropbox, Box, Citrix ShareFile, Google Drive



# Understanding SharePoint and Teams relationship

The diagram illustrates the relationship between a Microsoft Teams channel and a SharePoint document library. On the left, the Microsoft Teams interface shows a sidebar with icons for Activity, Chat (2), Teams, Meetings, and Calls. The main area displays the 'BGLeads' team with a list of channels: General, BG Virtual Stand-up, BG-Dev Workshop 2018, GTM-Sales, Product Strategy, Project Tasks, SP 2019, Technical Partnerships, and 2 more channels. An orange arrow points from the 'BGLeads' team header to the 'BGLeads' SharePoint site header. Another orange arrow points from the 'General' channel to the 'Documents' library in the SharePoint site. The SharePoint site header shows 'BGLeads Private group' with options for New, Upload, Quick edit, Sync, and Export to Excel. The 'Documents' library lists several folders: BG Virtual Stand-up, BG-Dev Workshop May 2018 C..., Field Feedback, General, GTM-Sales, Product Strategy, Project Tasks, SP 2019, and Technical Partnerships. A red 'X' is placed over the 'Field Feedback' document, with a red callout box stating 'Create manually on the site'.

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



# Understanding OneDrive and Teams relationship

OneDrive

MOD Administrator

+

New

⬇

↑

Upload

⬇

🔗

Share

🔗

Copy link

🔄

Sync

⬇

Download

⚙️

Automate

⬇

📁

My files

🕒

Recent

👤

Shared

🔍

Discover

🗑️

Recycle bin

Shared libraries

C

Contoso

RS

Retail - Store #12 - Boston

F

Finance

MF

Mark 8 Project Team

CS

Contoso - Senior Leader...

HR

Human Resources

CL

Contoso - Leadership

O

Operations

More libraries

🔍

Search

Files

>

Microsoft Teams Chat Files

📄	Name ⬇	Modified ⬇	Modified By ⬇	File size ⬇	Sharing
📄	About AvePoint_2019.pptx	November 14, 2019	MOD Administrator	15.7 MB	🔗 Shared
📄	Employee Handbook.docx	December 3, 2019	MOD Administrator	441 KB	🔗 Shared
📄	TopProducts.PNG	October 9, 2019	MOD Administrator	283 KB	🔗 Shared



# Notifications...

The screenshot displays the Microsoft Teams interface with several notification settings panels overlaid. Red arrows indicate the flow from the Teams list to the channel settings and then to the global settings.

**Microsoft Teams Interface:**

- Left Sidebar:** Activity, Chat, Teams, MyHub, Calendar, Calls, Files, and a bottom section with Apps, Help, and a Join or create a team button.
- Teams List:** Includes 'Product Launch' (General, Launch Campaign X), 'Contoso News', and several 'Grp\_Mktg' teams (e.g., 'My Cool Marketing', 'AvePointIsAwesome', 'DC Workshop Maniacs', 'test team 0422', 'AP Gov Workshop Prep', 'Test Team 0820').
- Channel View:** The 'General' channel of 'Product Launch' is selected, showing a post by Miriam Graham about a 'Scope vision doc?' and a post by MOD Administrator asking 'Anyone else hangry?'.

**Channel notification settings (Product Launch > General):**

- All new posts:** Notify me every time there is a new post in this channel. Setting: Off.
- Include all replies:** (Unchecked)
- Channel mentions:** Notify me each time this channel is mentioned. Setting: Banner and feed.

**Global settings...**

Category	Setting	Value
Mentions	Personal mentions	Banner and email
	Channel mentions	Banner and email
	Team mentions	Banner and email
Messages	Chat messages	Banner and email
	Replies to conversations I started	Banner
	Replies to conversations I replied to	Banner
	Likes and reactions	Banner
	Followed channels	Banner and email
Other	Trending	Only show in feed
	Team membership changes	Banner
	Team role changes	Banner
Notification sounds		Call, mention and chat
Missed activity emails		Once every hour

**Settings Panel:** General, Privacy, Notifications (selected), Calls.

**Buttons:** Cancel, Save.

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

The screenshot shows a Microsoft Teams channel interface. At the top, there are tabs for 'General', 'Posts', 'Files', 'Wiki', and 'News'. A hand icon is pointing to the 'Add' button (a plus sign) next to the 'News' tab. Below the tabs, there is a large yellow circle containing a green plus sign and two profile pictures of 'Maxine' and 'ky'. Below this circle is a button that says 'Add more people'. At the bottom left, there is a notification that says 'Megan Bowen joined the team.'.

The 'Add a tab' dialog box is open, showing a search bar and a list of apps and files that can be added to the channel. The dialog box is titled 'Add a tab' and has a close button (X) in the top right corner. Below the title, it says 'Turn your favorite apps and files into tabs at the top of the channel' and 'More apps'. Below this, there is a section titled 'Tabs for your team' which lists several apps: Document Library, Excel, Forms, Jira Cloud, OneNote, PDF, and Planner. Below this, there is a section titled 'More tabs' which lists several other apps: Power BI, PowerPoint, SharePoint, Stream, Website, Wiki, and Word. At the bottom right of the dialog box, there is a gear icon and the text 'Manage apps'.

App/Tab	App/Tab	App/Tab	App/Tab	App/Tab	App/Tab
Document Library	Excel	Forms	Jira Cloud	OneNote	PDF
Power BI	PowerPoint	SharePoint	Stream	Website	Wiki
Aktivlearn Plus	AMION	aulaPlaneta	Avochato	BA Insight	Beedle
BROCK HAUS					

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





Unlock productivity with

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# The "hub" ... in action!

The screenshot illustrates the Microsoft Teams interface with several annotations:

- The TEAM**: A red arrow points to the 'US-PubSec' team name in the left sidebar.
- The Team's CHANNELS**: A green arrow points to the 'Knowledge Channel' selected in the left sidebar.
- Channel TABS (Resources)**: An orange box highlights the tabs at the top of the channel: 'Conversations', 'Files', 'AP Wiki', 'AP University', 'L&L Planner', 'Resources', and '1 more'. An orange arrow points to this box.
- Transparency**: A blue arrow points to the 'Private' status indicator in the top right corner.

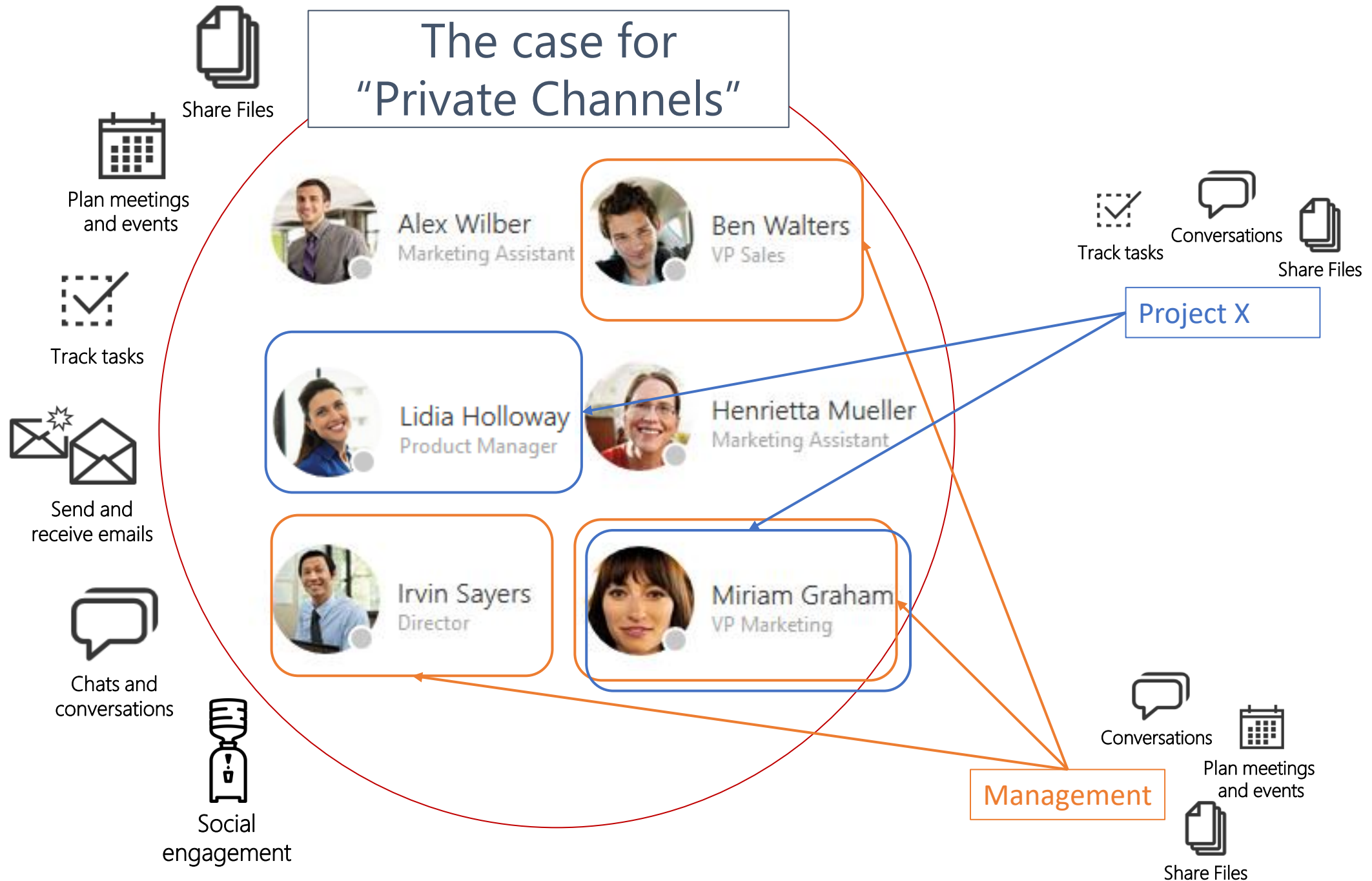
The main content area shows a post from 'Taylor Davenport' titled 'Following Group Emails in Outlook'. The post includes a screenshot of an Outlook interface with a 'Follow the Group' button highlighted. The post text reads: 'Quick reminder, be sure to "follow" the US-Federal Group in Outlook so you receive emails sent to the distro in your inbox. You can find instructions [HERE](#) or take a look at the screenshot below. Taylor will be sending out important messages via these distributions. Please follow ACAD if you are not already.' The post is dated '7/26 1:13 PM' and has 1 like.



# Demo:

## *"A day in the life" with Microsoft Teams*

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





# 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>

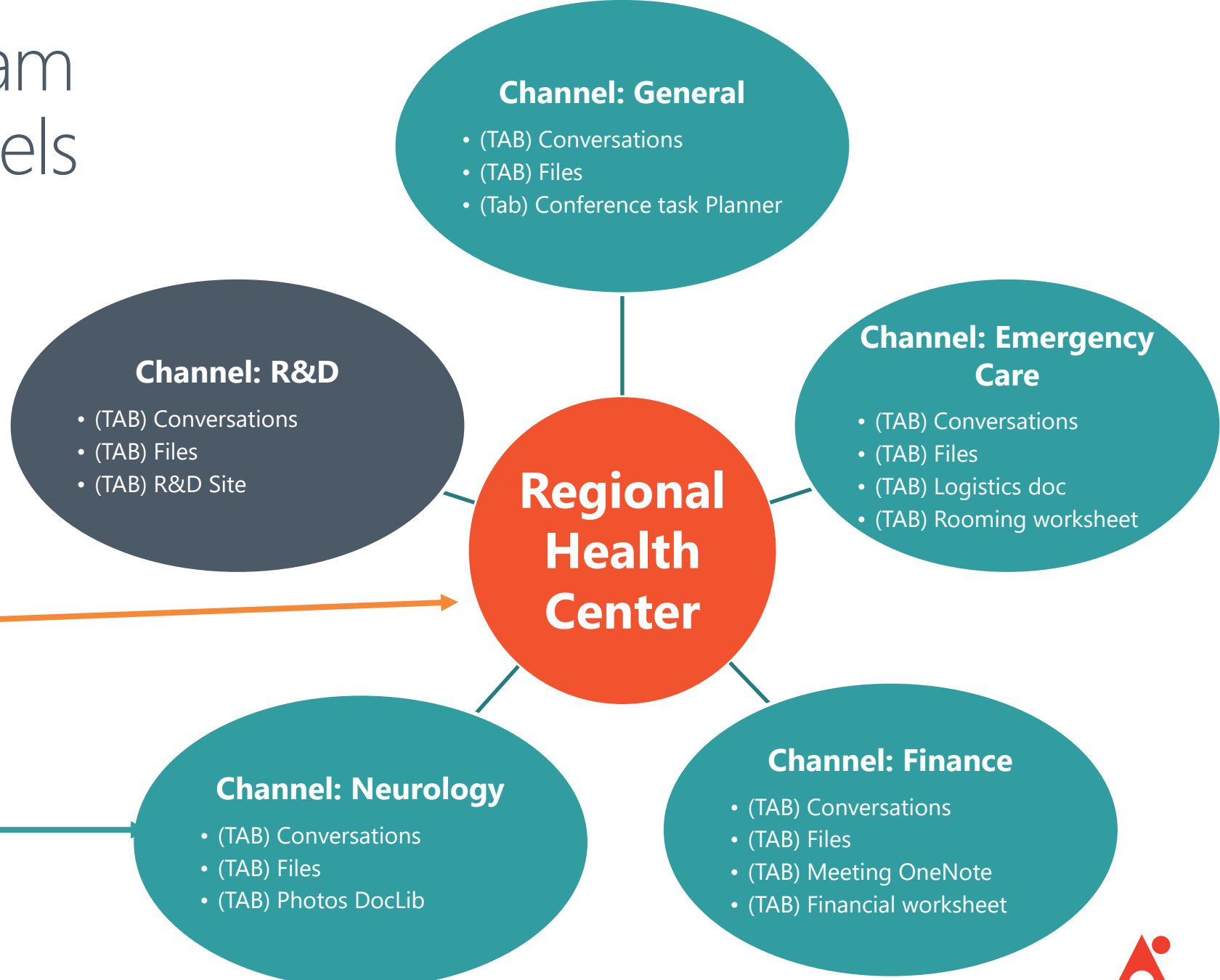


# The shape of a Team with private channels

**PRIVATE CHANNEL =**  
*Focus/attention AND security boundary*

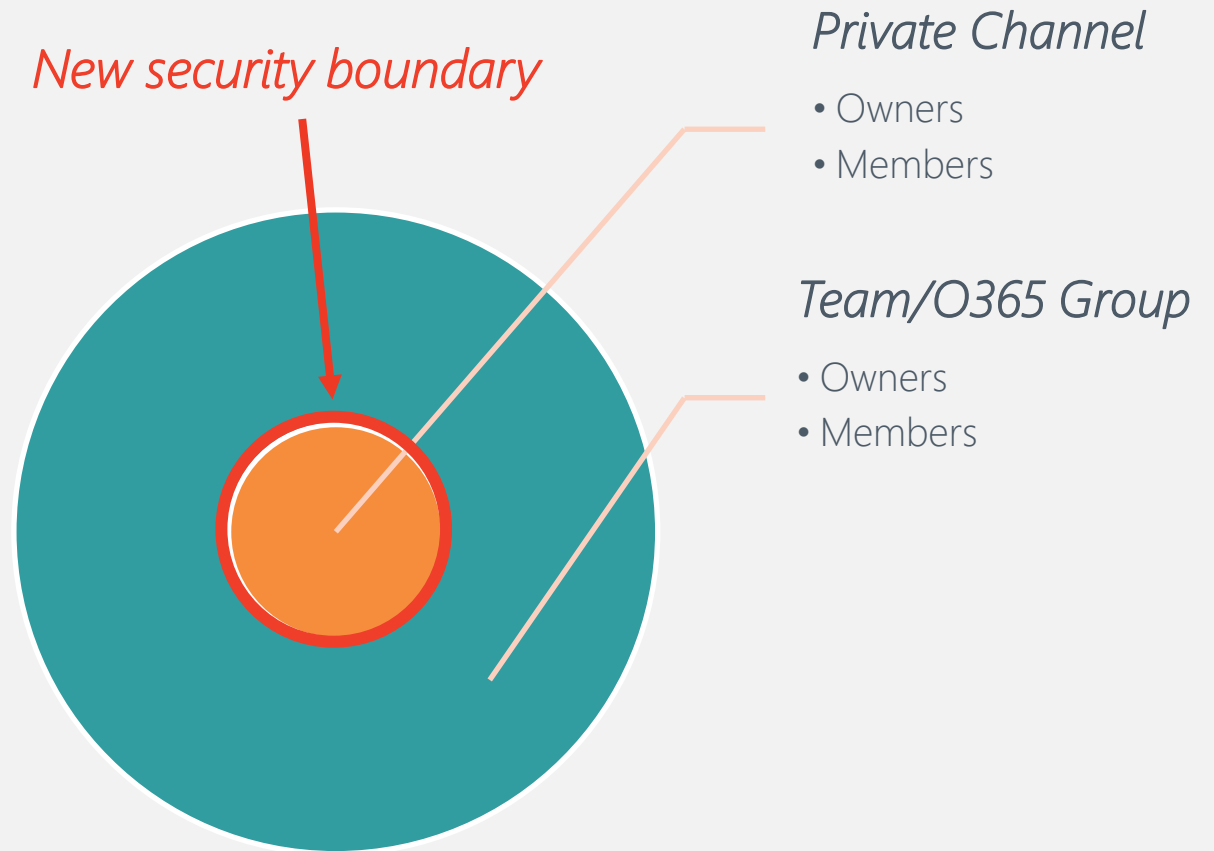
**TEAM = Security boundary,**  
*O365 Group membership*

**STANDARD CHANNELS =**  
*Focus area & "attention" boundary*



# Channel “members” and “owners” in private channels

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



# 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



# 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

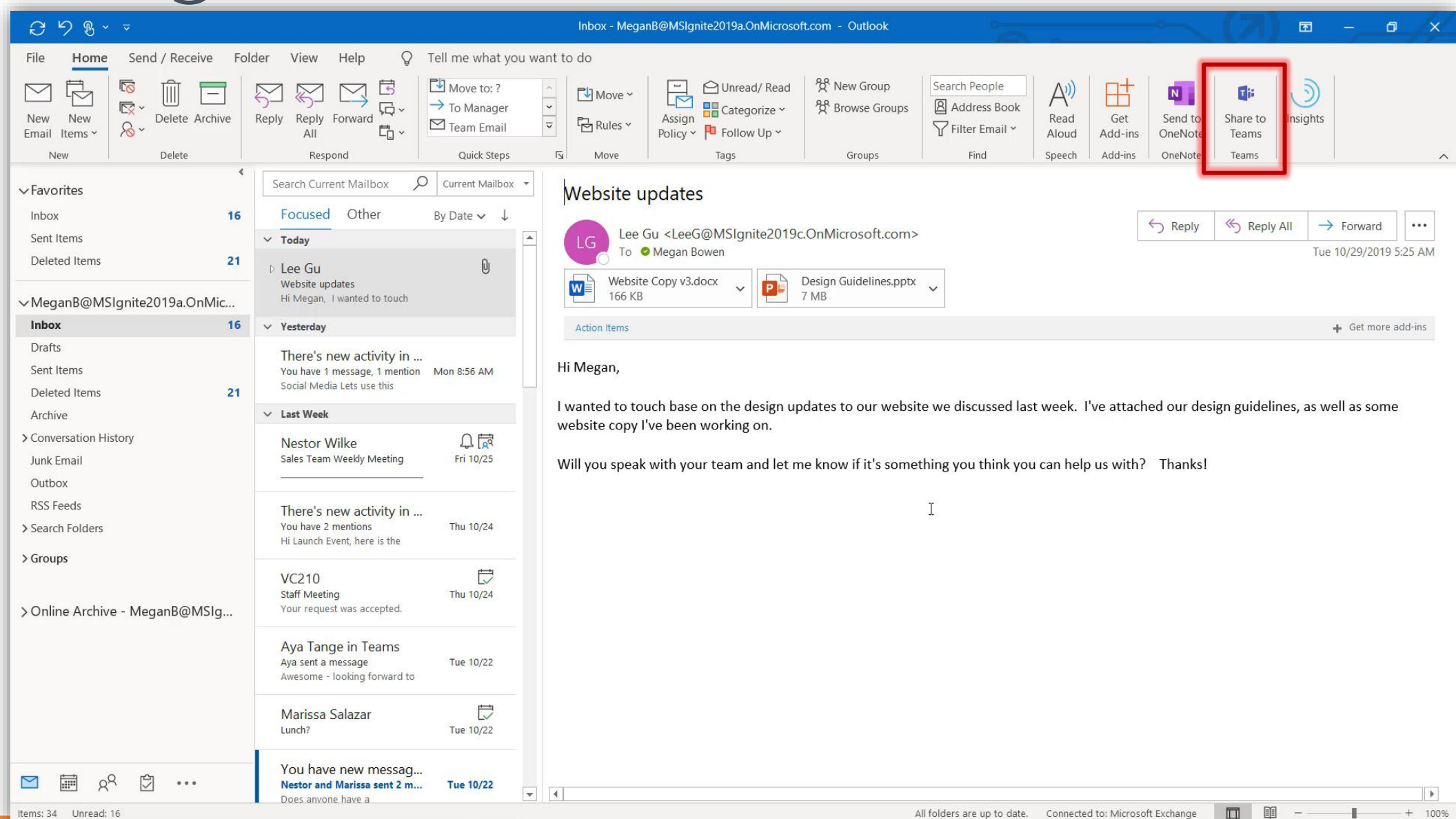
## Mitigating the email to Teams handoff

- 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!



# Replying to Teams messages in Outlook!

The screenshot displays the Microsoft Outlook interface. On the left, the 'Favorites' sidebar shows folders like 'Inbox' (40 items), 'Sent Items', 'Deleted Items', and 'Inbox' (57 items). The main pane shows a list of emails, with the selected email from 'Marissa Salazar in Teams' dated 8:28 PM. The email content is a Teams message from Marissa Salazar in Teams, dated Mon 11/4/2019 8:28 PM. The message body includes a 'Microsoft Teams' header, a greeting 'Hi, Alex', and a message about reaching out in Microsoft Teams. It also includes a 'See More' link and a 'Reply' button. The bottom of the email shows a 'Microsoft Teams' section with links to 'Install Microsoft Teams now' for iOS and Android. The Outlook status bar at the bottom indicates 'Items: 57', 'Unread: 57', 'Reminders: 18', and 'Connected to: Microsoft Exchange'.

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...  
Alex I think we should work a 8:28 PM

Yesterday

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

Last Week

Marissa Salazar in Teams  
Marissa posted a message  
Thanks Pete Daderko, this is going Sat 11/2

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...

Microsoft Teams

Search or type a command

Calendar

Meet now + New meeting

Schedule new meetings

Today < > March 2020 - April 2020 Work week

	30 Monday	31 Tuesday	01 Wednesday	02 Thursday	03 Friday
8 AM	Company All Hands Mark 8 Project Team / Go to Market Plan Lee				
9 AM	UX Sync Mark 8 Project Team / Design Pradeep Gupta		UX Sync Mark 8 Project Team / Design Pradeep Gupta		UX Sync Mark 8 Project Team / Design Pradeep Gupta
	Website Review Mark 8 Project Team / Digital Assets Web Lynne Robbins		Website Review Mark 8 Project Team / Digital Assets Web Lynne Robbins		
10 AM	Social Media Campaign Mark 8 Project Team / Go to Market Plan Lidia		Social Media Campaign Mark 8 Project Team / Go to Market Plan Lidia		Social Media Campaign Mark 8 Project Team / Go to Market Plan Lidia
11 AM					
12 PM	Core Web Team Sync Mark 8 Project Team / Digital Assets Web Prac		Core Web Team Sync Mark 8 Project Team / Digital Assets Web Prac		Core Web Team Sync Mark 8 Project Team / Digital Assets Web Prac
			General sync-up MOD Administrator		
1 PM	Market Plan Review Mark 8 Project Tea	Online Marketing Online Sales and Mar	Market Plan Review Mark 8 Project Team / Go to Market Plan Grac		
2 PM					
3 PM	Mark 8 Project Sync Mark 8 Project Team / Research and Developm				

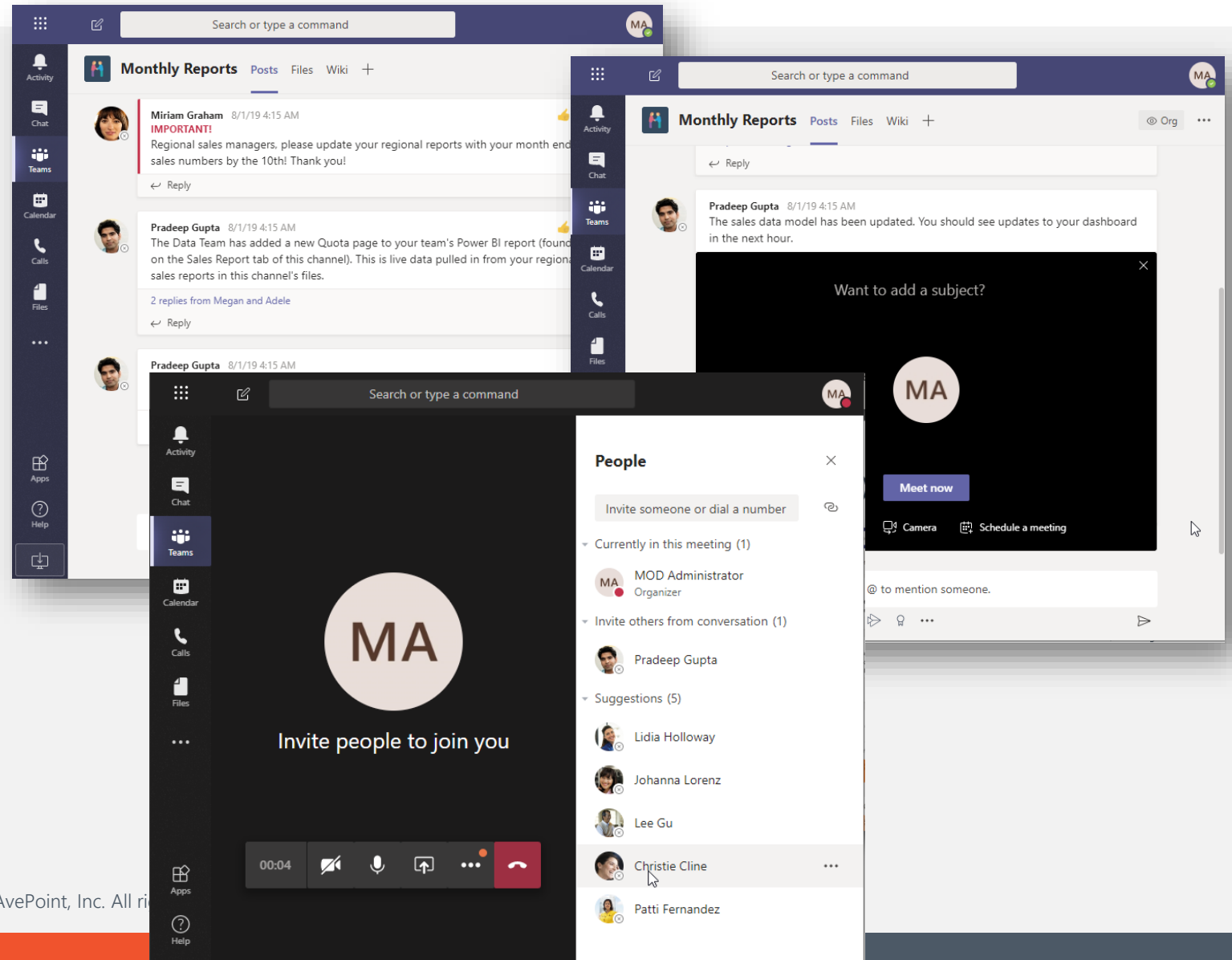
Join current meetings



# 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

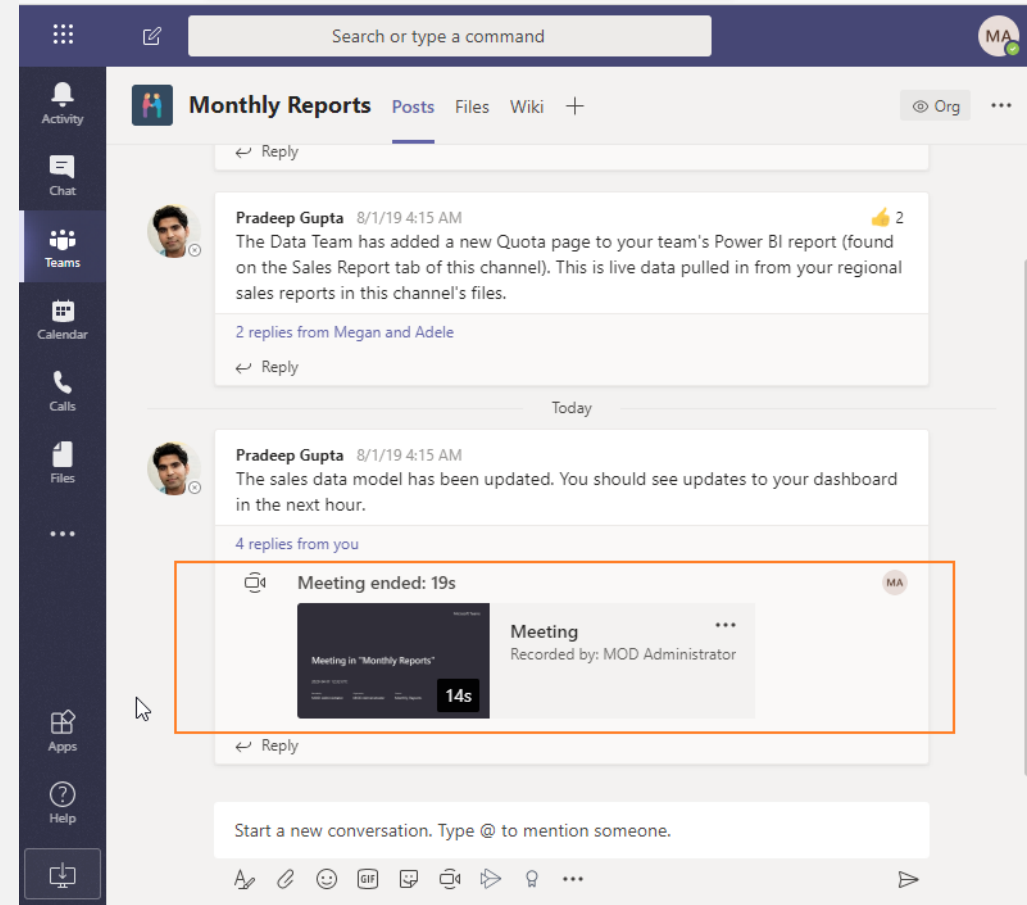




# Reviewing past meetings: *Channel Meetings*

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

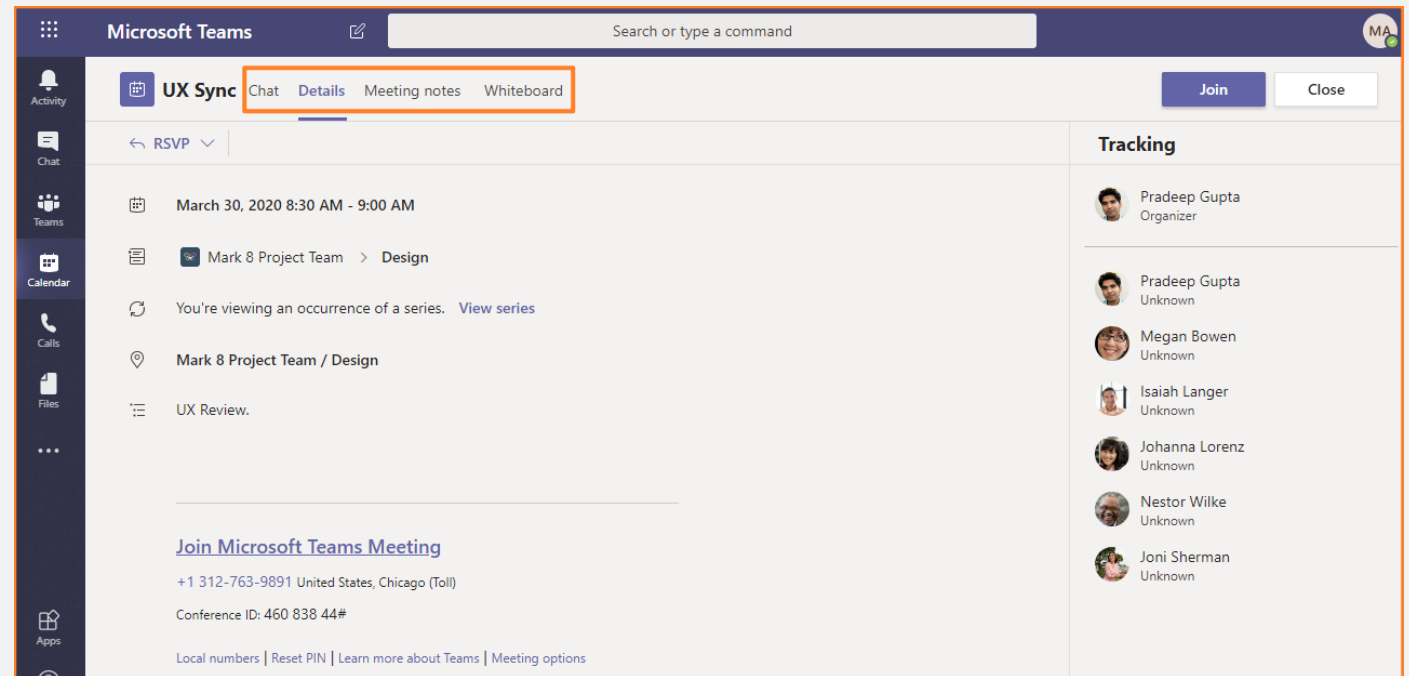
- Appears in-line with the conversation thread
- Includes all chat messages and files and notes shared during the meeting
- If recorded, recording and transcription available for all team members to review



# Reviewing past meetings: *Non-channel meetings*

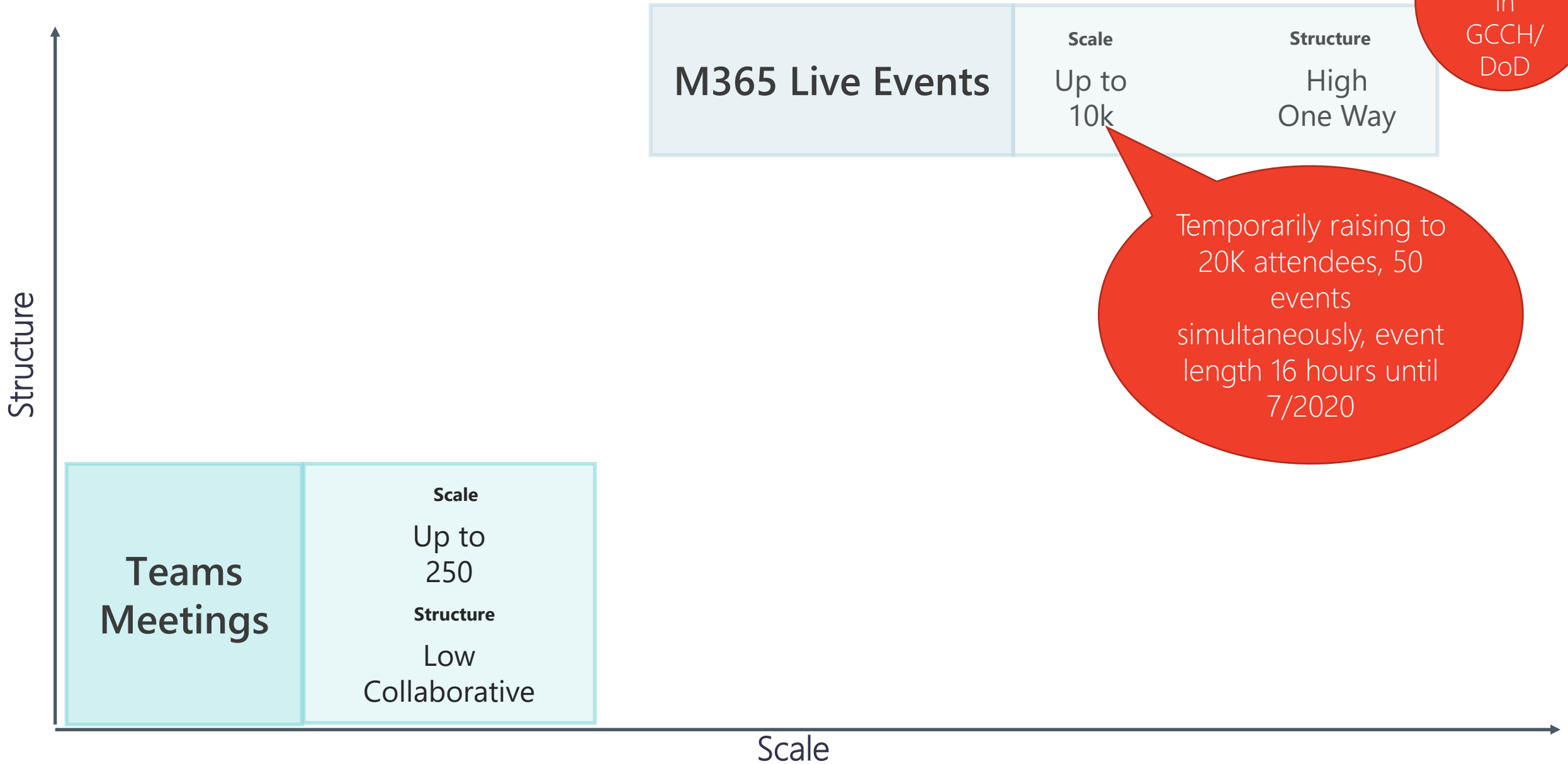
Use the Calendar to access past meetings...

- 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

Not currently in GCCH/DoD



# Guest Access (use with caution)



Anyone with a business or consumer email account can be added as a guest in Teams.

- 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 (5 Guests per licensed user)
- Are subject to Azure AD & Office 365 service limits

# Guest Access (use with caution)



← → ↺ 🏠

🔒 <https://protection.office.com/safeattachment>

⋮ 🛡️ ☆

📄 📅 ☰

Office 365 Security & Compliance

🔔 ⚙️ ? MA

👤 Permissions

☰ Classifications

🔒 Data loss prevention

🔒 Data governance

👁️ Supervision

🦋 Threat management

Dashboard

Explorer

Attack simulator

Review

Policy

Threat tracker

App permissions

✉️ Mail flow

Home > Safe attachments

## Safe attachments

Use this page to protect your organization from malicious content in email attachments and files in SharePoint, OneDrive, and Microsoft Teams.

### Protect files in SharePoint, OneDrive, and Microsoft Teams

If a file in any SharePoint, OneDrive, or Microsoft Teams library is identified as malicious, ATP will prevent users from opening and downloading the file. [Learn more about ATP for SharePoint, OneDrive, and Microsoft Teams](#)

☒ Turn on ATP for SharePoint, OneDrive, and Microsoft Teams

### Protect email attachments

Set up an ATP safe attachments policy for specific users or groups to help prevent people from opening or sharing email attachments that contain malicious content. [Learn more about ATP safe attachments for email](#)

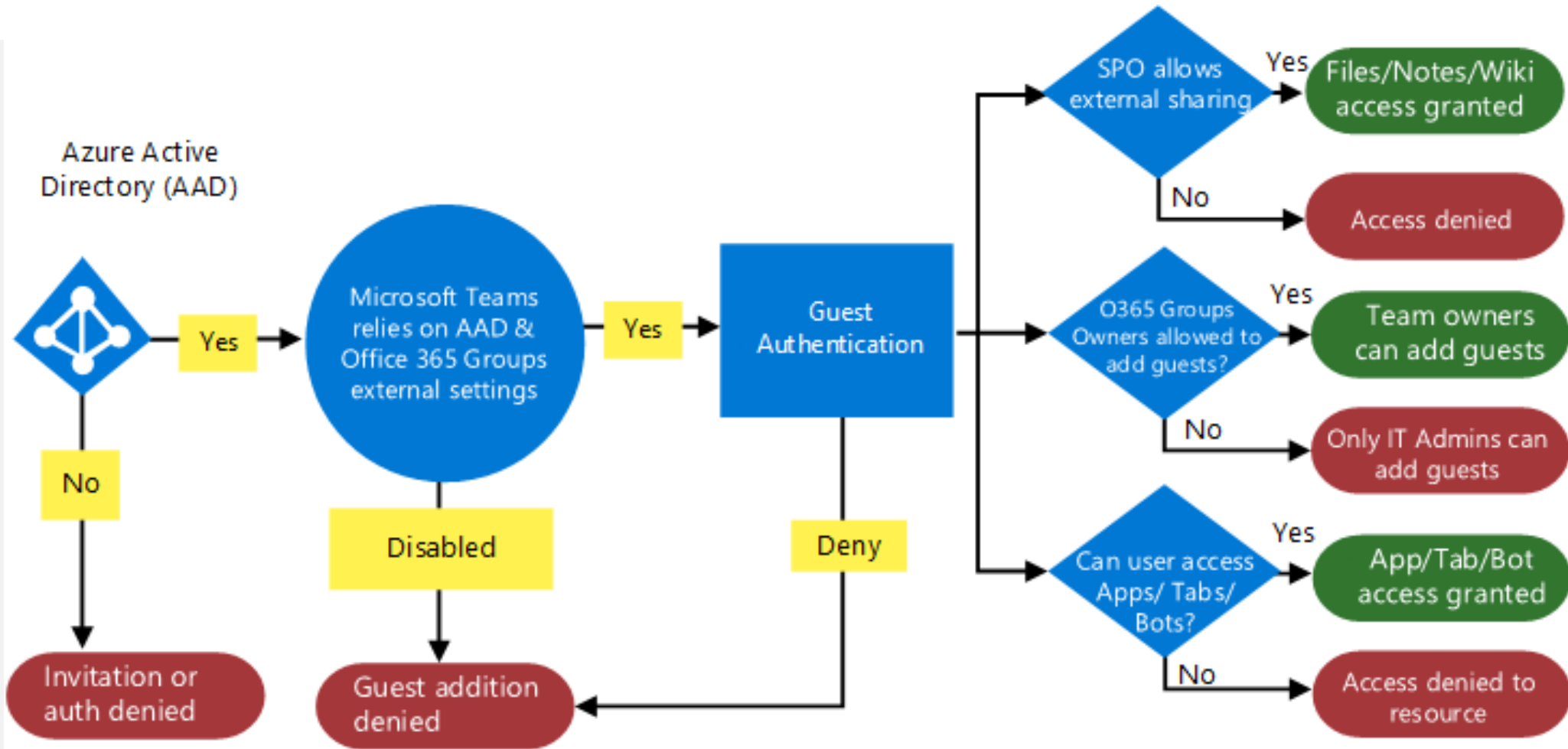
Reports for this feature just got better. Check out the new [report](#) in the Security and Compliance Center for an enhanced reporting experience.

+ ✎ 🗑️ ⬆️ ⬆️ 📄 ⌵ ↺

ENABLED	NAME	PRIORITY
There are no items to show in this view.		

0 selected of 0 total

# Guest Access



<https://docs.microsoft.com/en-us/microsoftteams/teams-dependencies>





# 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.

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

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



# Striking the Balance Between Collab and Control

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Right-sizing governance for Microsoft Teams

# Discussion:

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



# Good governance precedes great adoption.

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

So are satisfied users.

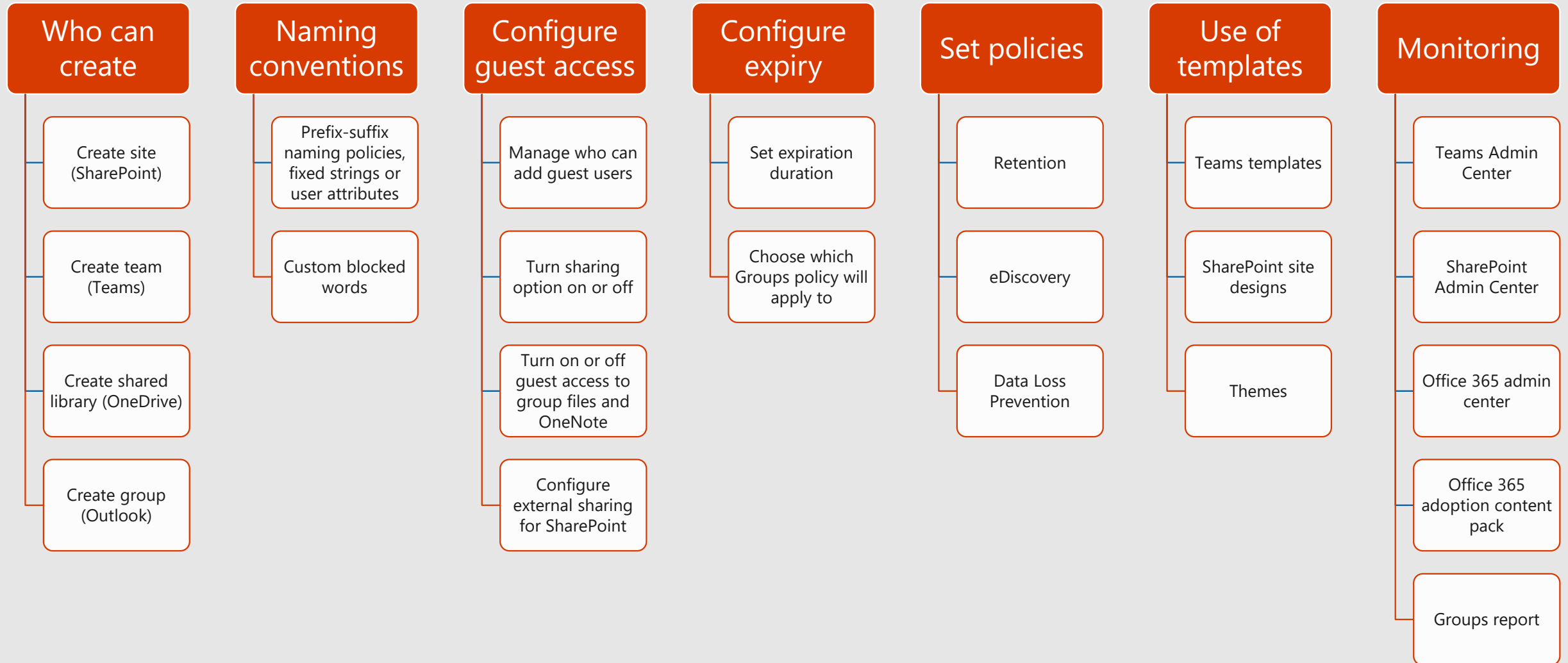


# Office 365 Groups = Membership Service



**Office 365 Groups:** Single team membership across apps and services

# 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



# 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

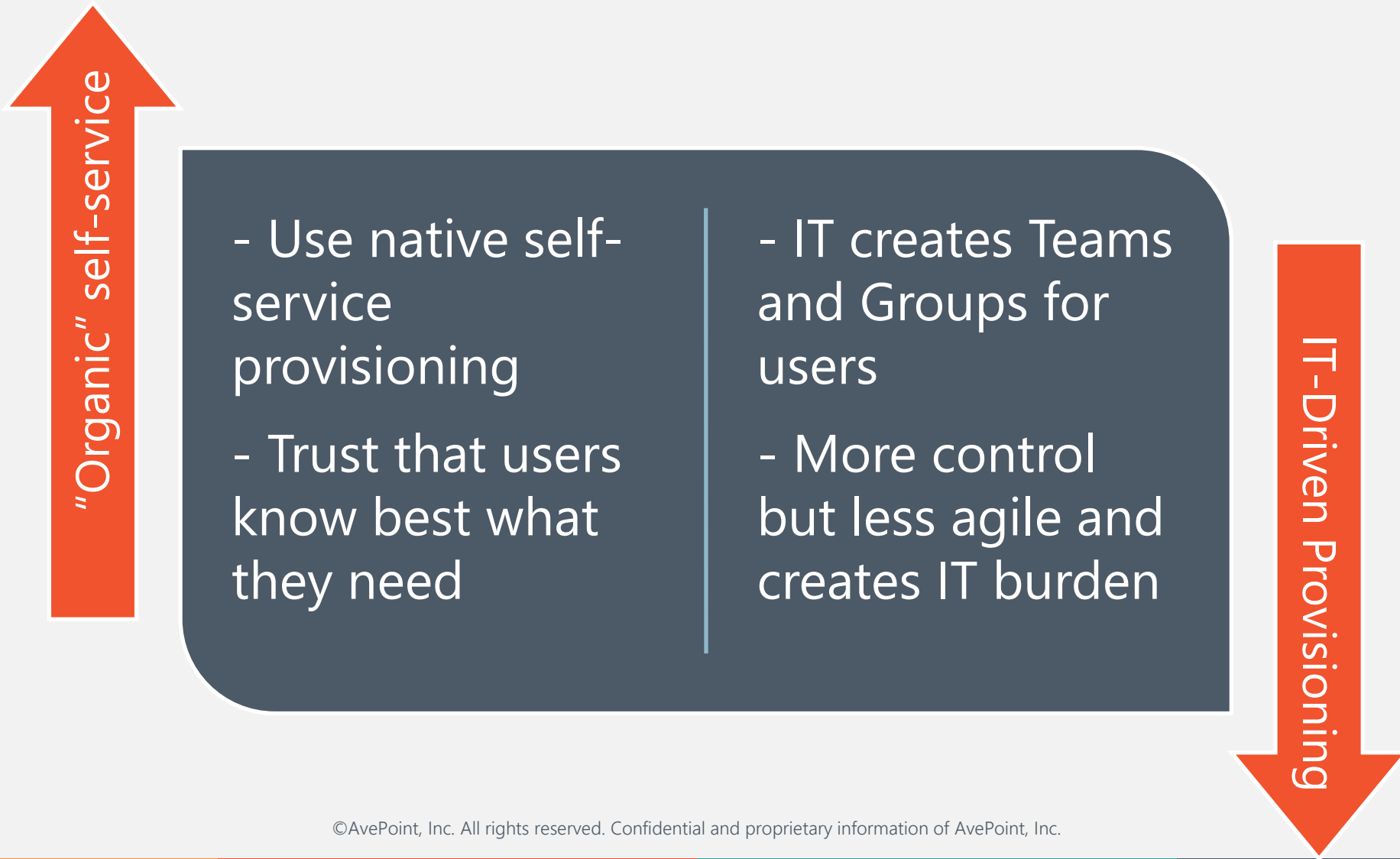
## Naming rules

Prefix/Suffix, blocked words

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

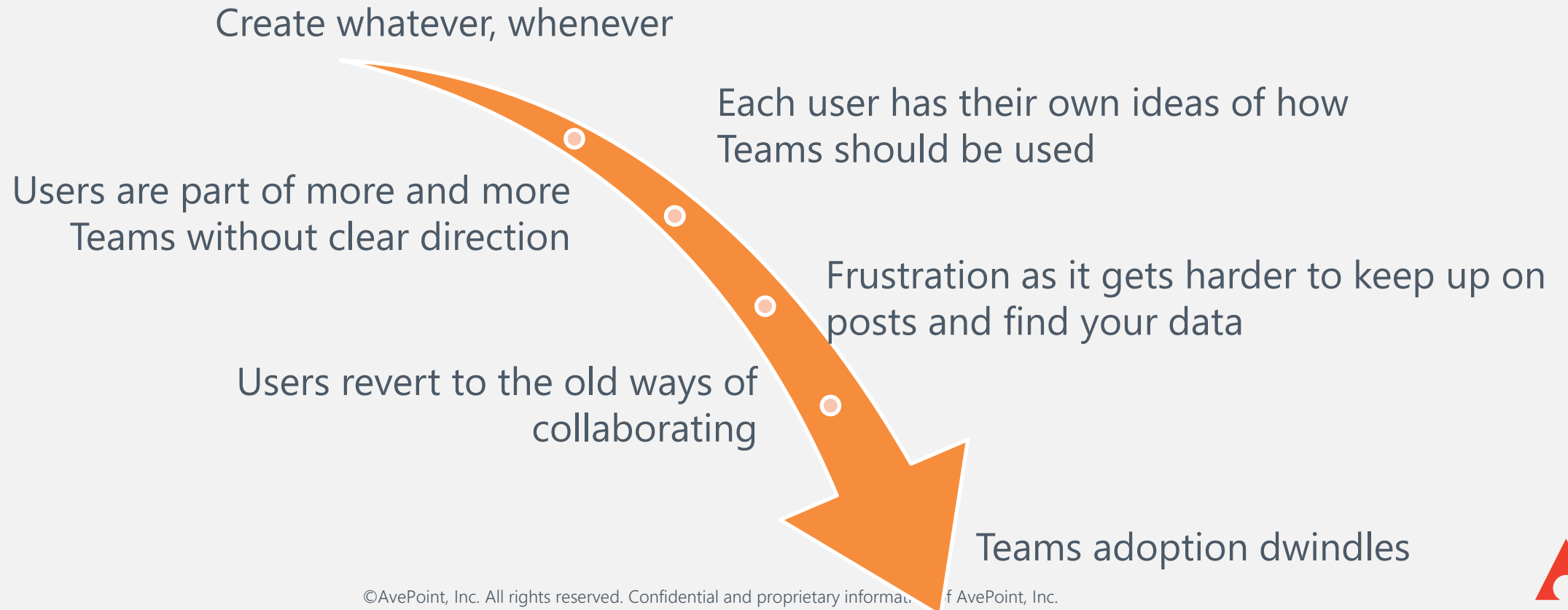


# Two (ish) options for group/team creation



# Beware of the “they’ll figure it out” mindset...

Too often, unassisted provisioning can actually *hurt* adoption



# "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
```



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

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

New contact

New contact list

Contacts

Your contacts

Your contact lists

Deleted

Folders

Groups

Member

Owner

Deleted

Directory

Add members

Remove from favorites

Invite others

Leave group

Follow

Member

Recent Activity

Mark 8 Project Team

Public group • 19 members

Mark 8 Project Team

Public group • 20 members

Send email

Follow in inbox

About

Members

Email

Files

About this group

Invite others

Description

Mark 8 Project Team

Email

mark8projectteam@m365x050759.onmicrosoft.com

Group members

Megan Bowen

Marketing Manager

MOD Administrator

Adele Vance

Alex Wilber

New Group is not available for this user



# 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 3<sup>rd</sup> party applications are options



# 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



# 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

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!

[Create a team using an existing team as a template](#)

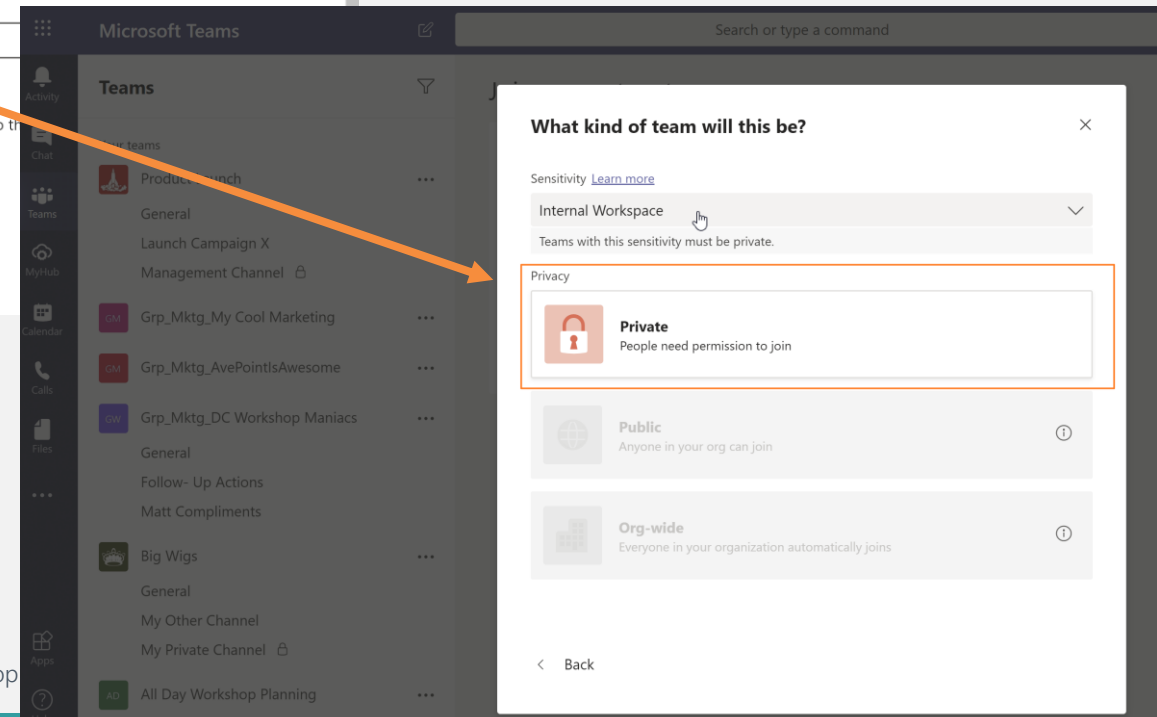
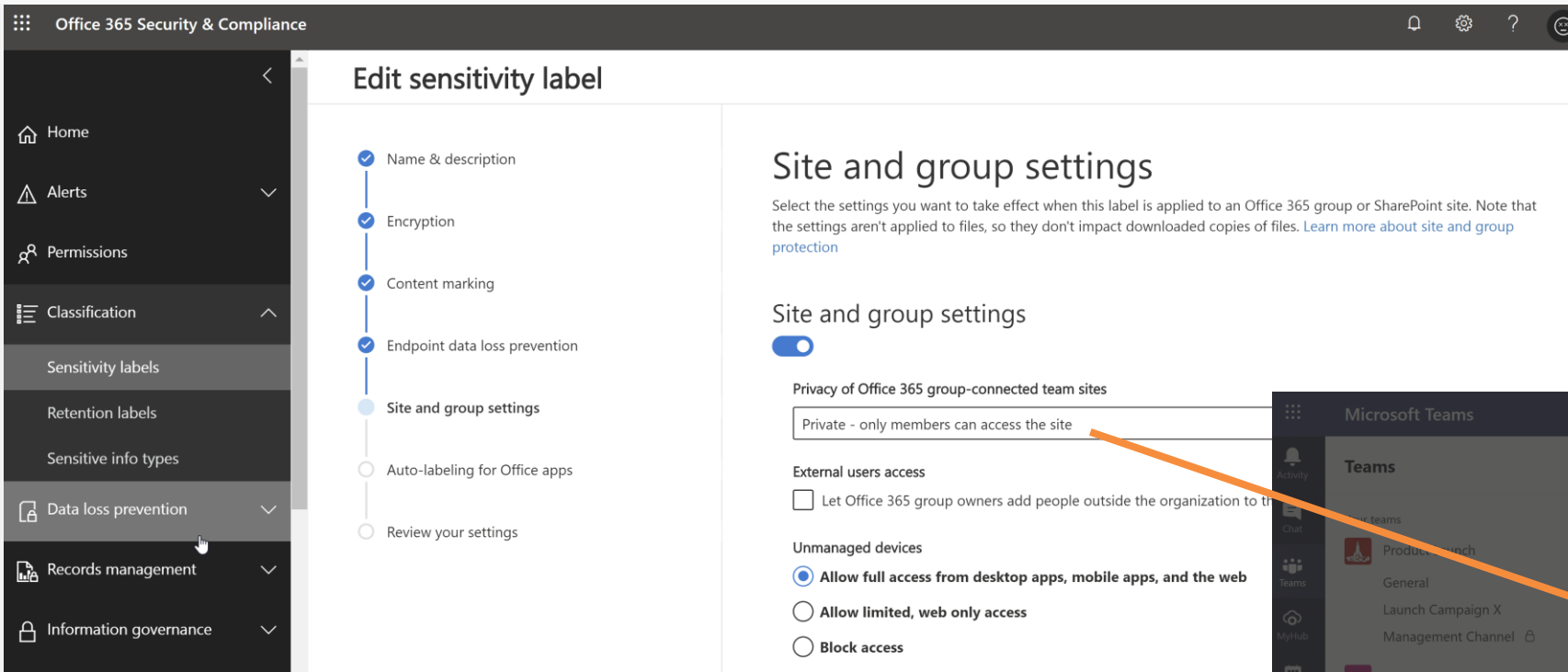
[Create a team from an existing Office 365 group](#)

Cancel Next



# Sensitivity Labels for teams, groups and sites

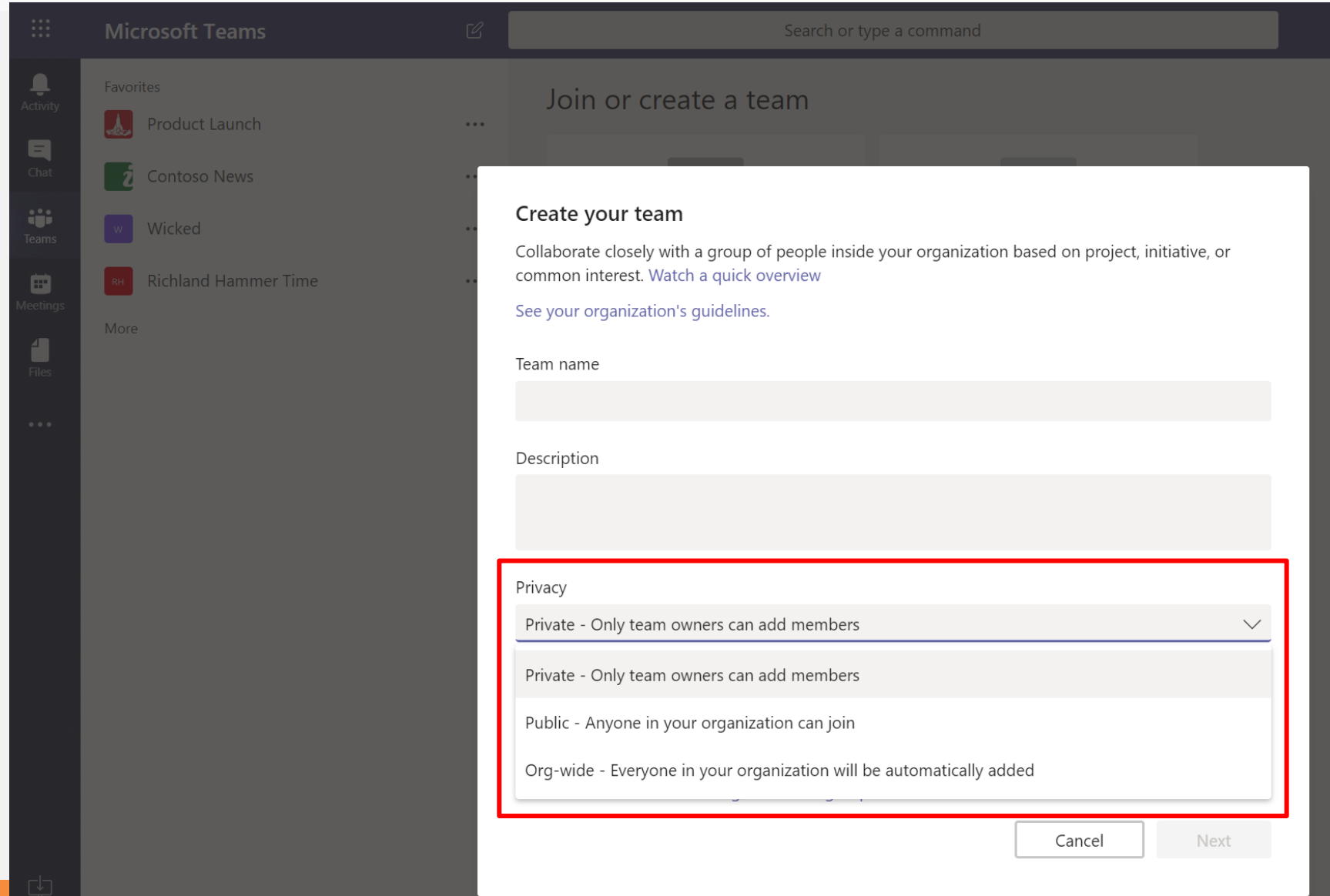
*Creating the Sensitivity Labels in Security and Compliance Center*



*Team creation wizard*

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

# Private or Public- What's the impact?



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
- 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 'Contoso News' channel selected. The main area shows the 'General' tab of the 'Contoso News' channel. A red box highlights the 'Public' visibility status in the top right corner. Below the channel header, the 'People and Groups' section is visible, showing 'Contoso News Members'. A red arrow points from the 'Public' box to the 'Settings' dropdown menu in the 'People and Groups' section, which is open, showing options like 'Contoso News Members', 'Contoso News Visitors', 'Contoso News Owners', and 'More...'. The 'Settings' dropdown is also open, showing options like 'New', 'Actions', and 'Settings'. The 'Settings' dropdown is also open, showing options like 'New', 'Actions', and 'Settings'.

Search or type a command

Public

Contoso News > General ...

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

View: Detail View

About me Title Department

# 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 -Property "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

HR



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. The left sidebar contains navigation icons. The main area is titled "Dynamic membership rules" and is divided into two panes. The left pane shows group configuration details: "Group type" is set to "Office 365", "Group name" is "My Cool Dynamic Group" with a green checkmark, "Group description" is a placeholder "Enter a description for the group", and "Membership type" is "Dynamic User". The right pane shows the "Add dynamic membership rule" section with tabs for "Simple rule" and "Advanced rule". Under "Add users where", the "department" attribute is selected with the operator "Equals" and the value "Cool People".

## 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 screenshot shows a detailed view of the "Advanced rule" configuration. It features a text area where the rule expression is entered: "(user.department -eq 'Cool People')". The window has a title bar "Dynamic membership rules" and buttons for "Simple rule" and "Advanced rule".



# 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>



# Teams admin roles...

Teams Service Admin	Manage the Microsoft Teams service. Manage and create Office 365 Groups
Teams Comm Admin	Manage calling and meetings features within Microsoft Teams
Teams Comm Support Engineer	Troubleshoot comms issues within Teams by using advanced tools
Teams Comm Support Specialist	Troubleshoot comms issues within Teams by using basic tools



# The Teams Admin Center...

Microsoft Teams admin center

Dashboard

Teams

Manage teams

Teams policies

Devices

Locations

Users

Meetings

Messaging policies

Teams apps

Voice

Policy packages

Analytics & reports

Org-wide settings

Planning

Legacy portal

Call quality dashboard

## Manage teams

Teams and channels are collections of people, content, and tools used for projects or outcomes within your organization. You can manage all the teams and channels, create new ones, and manage the existing ones. Go to the [Admin center > Groups](#) to manage Office 365 groups. [Learn more](#)

+ Add










Edit

Archive

Delete

9 teams

Search

✓	Name	Channels	Team members	Owners	Guests ⓘ	Privacy ⓘ	Status ⓘ
	 Sales and Marketing	5	20	2	0	Public	Active
	 Mark 8 Project Team	5	19	2	0	Public	Active
	 Contoso	3	26	5	0	Public	Active
	 Finance	5	9	4	0	Private	Active
	 Human Resources	2	5	2	0	Private	Active
	 Product Development	4	9	2	0	Private	Active
	 OHSA Compliance and	3	6	2	0	Public	Active
	 Upstream	4	7	2	0	Private	Active
	 Midstream	4	7	2	0	Private	Active





# 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

## Usage

Microsoft Teams user activity ▾

Help

7 days

30 days

90 days

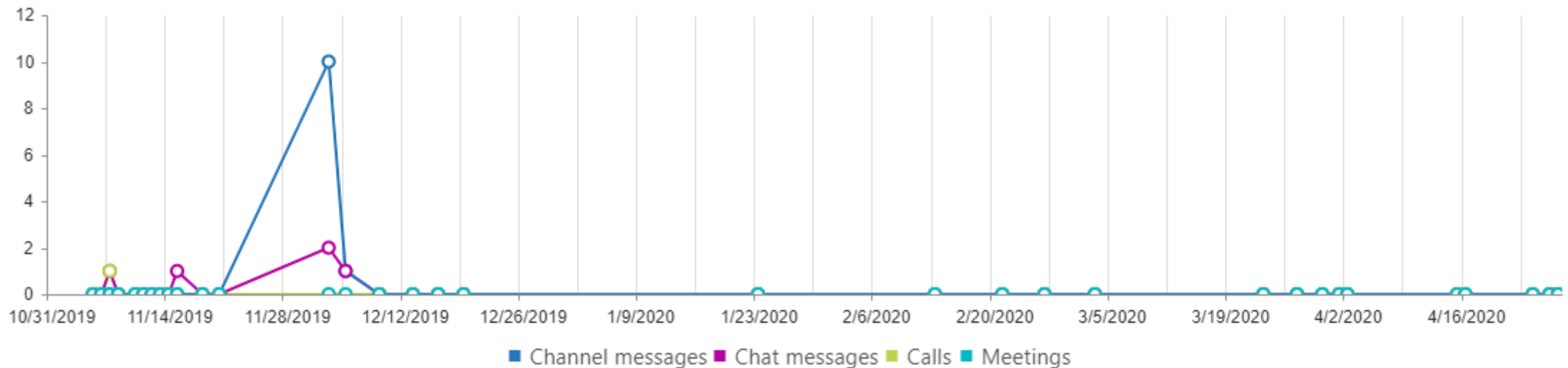
180 days

Activity Users

Data as of: Monday, April 27, 2020 (UTC)

Number of activities by type

↓ Export



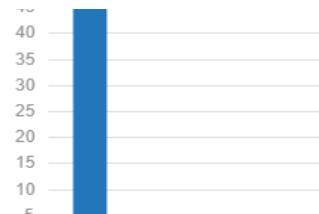
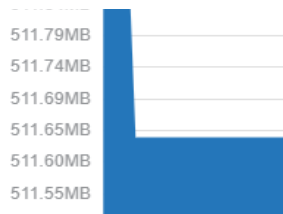
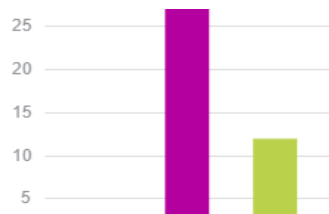
Has usage of Microsoft 365 apps changed?

[Microsoft 365 Apps usage](#)

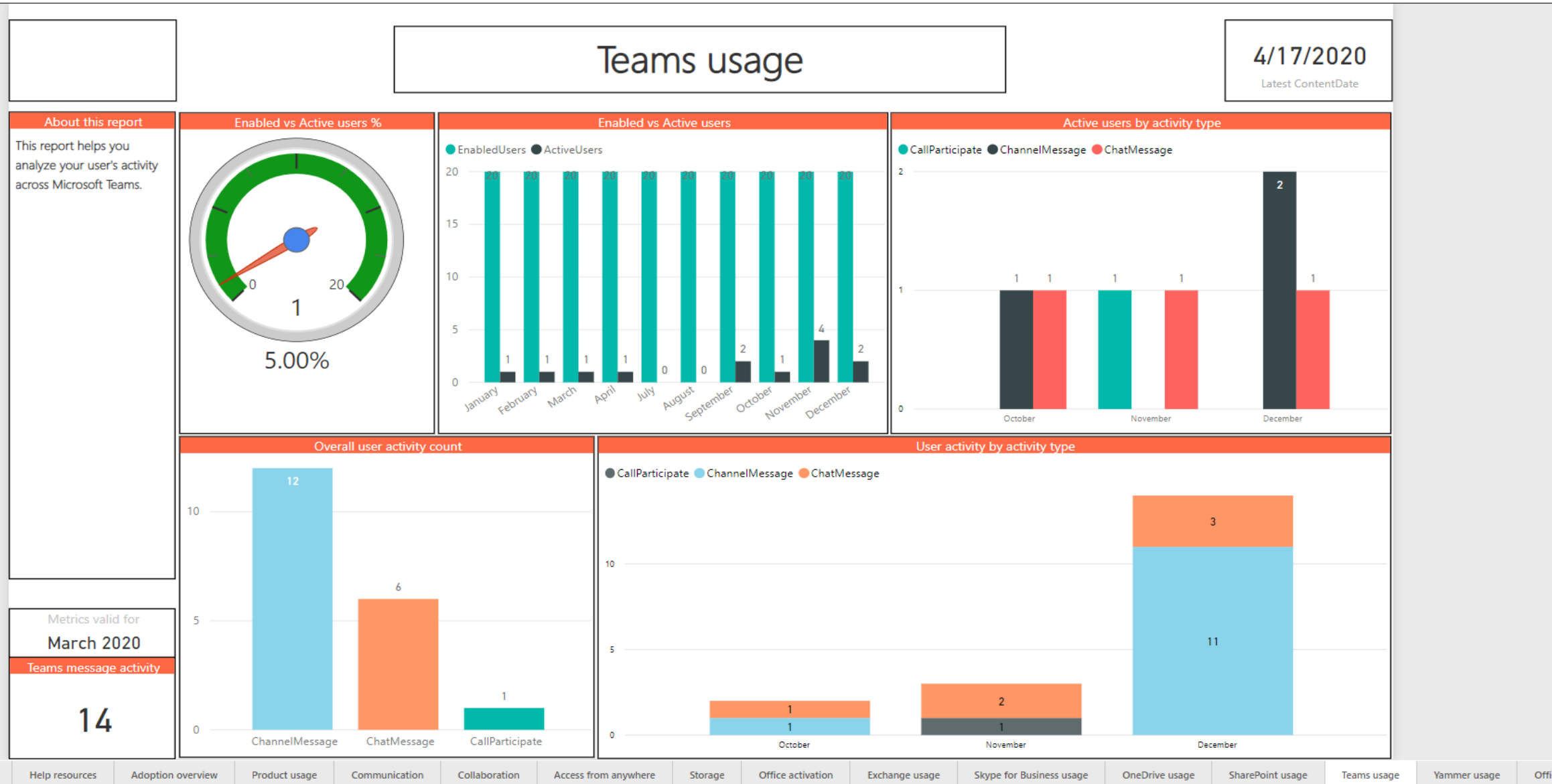
How file activity in the cloud has changed?

[OneDrive activity](#)

0.3% ↑ [SharePoint activity](#)



# Monitoring for adoption and usage



# Audit reporting for Teams...

Office 365 Security & Compliance

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

Created team, ... (32)

Clear all to show results for all activities

Search

Date	IP address	User	Activity	Item	Detail
Created team	✓	Deleted team	✓	Added channel	✓
Deleted channel	✓	Changed organization setting	✓	Changed team setting	✓
Changed channel setting	✓	User signed in to Teams	✓	Added members	✓
Changed role of members	✓	Removed members	✓	Added bot to team	✓
Removed bot from team	✓	Added tab	✓	Removed tab	✓
Updated tab	✓	Added connector	✓	Removed connector	✓
Updated connector	✓	Downloaded analytics report	✓	Upgraded Teams device	✓
Blocked Teams device	✓	Unblocked Teams device	✓	Changed configuration of Teams device	✓
Enrolled Teams device	✓	Installed app	✓	Upgraded app	✓
Uninstalled app	✓	Published app	✓	Updated app	✓
Deleted app	✓	Deleted all organization apps	✓		

+ New alert policy

+ New audit retention policy

## 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

Look and Feel  
Quick launch  
Navigation Elements  
Change the look

Site Actions  
Manage site features  
Enable search configuration export  
Reset to site definition

Site Collection Administration  
Recycle bin

Search Result Sources  
Search Result Types  
Search Query Rules  
Search Schema  
Search Settings  
Search Configuration Import  
Search Configuration Export

Site collection features  
Site hierarchy

Site collection audit settings

Portal site connection  
Site collection app permissions  
Storage Metrics

Content type publishing  
HTML Field Security  
Site collection health checks  
Site collection upgrade

Web Designer Galleries  
Site columns  
Site content types

Site Administration  
Regional settings  
Language settings  
Export Translations  
Import Translations  
Site libraries and lists  
User alerts

RSS  
Sites and workspaces  
Workflow settings  
Term store management

Search  
Result Sources  
Result Types  
Query Rules  
Schema  
Search Settings  
Search and offline availability  
Configuration Import  
Configuration Export



# Demo: *Ongoing management of Teams*

- Exploring the Teams Admin Center
- Managing Teams
- Configuring Meeting and Messaging Policies
- Setting App Permissions and Policies



# 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

**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

**Active (6)**

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

The image displays two side-by-side screenshots. The left screenshot shows the 'Azure Active Directory admin center' interface. The breadcrumb navigation indicates the path: 'contoso > Users and groups > Expiration (preview)'. The left-hand navigation pane includes sections for 'MANAGE' (General, Expiration (preview)), 'ACTIVITY' (Audit logs), and 'TROUBLESHOOTING + SUPPORT' (Troubleshoot, New support request). The 'Expiration (preview)' section is active, showing a 'Group lifetime (in days)' dropdown set to 90. Below this, a list of Office 365 groups is shown with columns for 'AD' and 'Name':

AD	Name
AD	Alex Dept Planning
AT	Alex Team YamJan
TE	test

The right screenshot is an email notification from the 'Microsoft Online Services Team' dated 'Sun 4/12/2020 2:56 AM'. The subject is 'Action Required: Renew My Class Team by April 27, 2020'. The email body features the Microsoft logo and 'Office 365' branding. It states: 'My Class Team is set to expire on April 27, 2020'. Below this, a circular icon with 'MC' represents the team. The team is identified as 'My Class Team' and is a 'HiddenMembership group with 1 member'. A 'Renew group' button is prominently displayed. At the bottom, a warning states: 'Renew My Class Team before it expires on April 27, 2020. If it isn't renewed, it will be deleted, along with all associated communications, files, calendar events, and tasks. You received this email because you're an owner of the group.'



# "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

**Info** 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

**Left Navigation:**

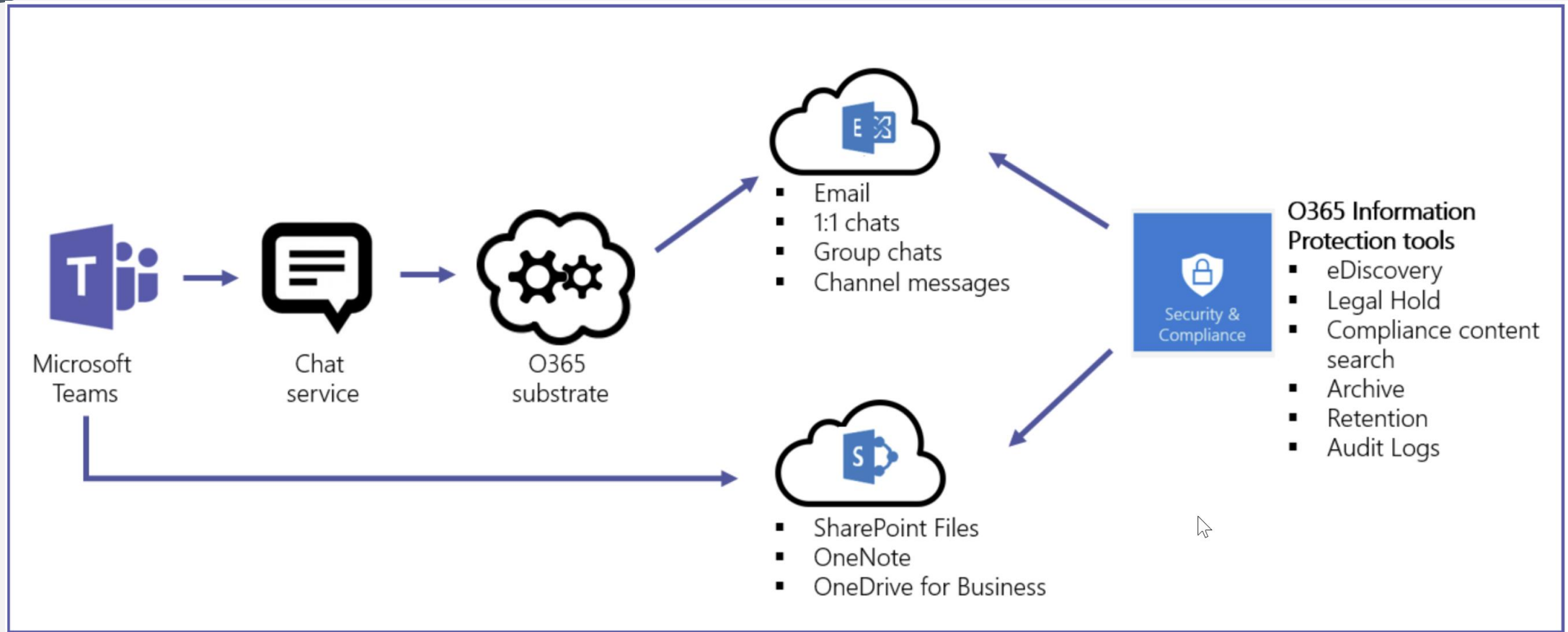
- Dashboard
- All services
- FAVORITES
- Azure Active Directory
- Users
- Enterprise applications
- All groups
- Deleted groups
- Diagnose and solve problems
- Settings
  - General
  - Expiration
  - Naming policy
- Activity
  - Access reviews
  - Audit logs
  - Bulk operation results (Preview)
- Troubleshooting + 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?

☒ Yes, I want to retain it

For this long...7years

Retain the content based onwhen it was created

Do you want us to delete it after this time?

☐ Yes

☒ No

☐ No, just delete content that's older than

1years

Need more options?

☐ Use advanced retention settings

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

Choose teams

None

Exclude teams

☒ Teams chats

All

Choose users

None

Exclude users

Back

Next

Cancel

Feedback

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# Understanding O365 "Retention Labels"

Office 365 | Security & Compliance

Home

Alerts

Permissions

Classifications

Labels

Label policies

Sensitive information types

Data loss prevention

Data governance

Threat management

Data privacy

Search & investigation

Reports

Create a label to help users classify their content.

✓ Name your label

● Label settings

● Review your settings

Label settings

Retention  ⓘ  

On

When this label is applied to content...

Retain the content

Documents

Share

Copy link

Download

Delete

Flow

Pin to top

Move to

Copy to

Rename

...

1 selected

✕

ⓘ

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	
Test Doc.rtf	August 23, 2017	Adele Vance	

Test Doc.rtf

Document

Name \*

Test Doc.rtf

Apply label

High Business Impact (HBI)

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

# Native DLP tooling to help...

Use data loss prevention (DLP) policies to help identify and protect your organization's sensitive info.

- Exchange Online mailboxes
- SharePoint Online sites and OneDrive for Business accounts
- Microsoft Teams

The screenshot displays the Microsoft 365 DLP tooling interface. At the top, a navigation bar shows 'Home > Data loss prevention'. Below this, a summary section indicates 'DLP policy matches' and 'DLP false positives and over...' with counts of 0. A table on the right lists policies, with one policy named 'U.S. Financial Data' having a status of 'On'. Below the table, a Teams chat window for 'X1050 Launch Team' is open, showing a conversation with 'Irvin Sayers'. One message is flagged with a red icon and text: 'This message was flagged because it contains sensitive data'. A modal dialog box is overlaid on the chat, providing details about the flag: 'Your message was flagged because it contains sensitive data', listing 'Credit Card Number' and 'EU Debit Card Number' as the sensitive data types. It also states 'This item is protected by a policy in your organization.' and provides instructions on how to report the message if it was flagged in error. The dialog has 'Cancel' and 'Report' buttons.

Home > Data loss prevention

Use data loss prevention (DLP) policies to help identify and protect your organization's sensitive info. For example you can set up policies to help make sure info

DLP policy matches	DLP false positives and over...
0	0

U.S. Financial Data

Edit policy Delete policy

Status: On

X1050 Launch Team > General ...

Conversations Files +

Reply

This message has been flagged because it contains sensitive data

Reply

Irvin Sayers 5:43 PM  
the customer SSN: 358-45

Reply

Irvin Sayers 5:43 PM  
This message was flagged because it contains sensitive data  
use CC Mastercard 55555

Reply

**Your message was flagged because it contains sensitive data**

- Credit Card Number
- EU Debit Card Number

This item is protected by a policy in your organization.

**Here's what you can do**

If you think the message was flagged in error, report it to your admin. Reporting won't unflag the message.

Cancel Report

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





## Getting Started... or Starting Again!

---

Driving sustainable adoption of Microsoft Teams and Office 365

Discussion:

*Name your  
organization's TOP  
TWO concerns or  
blockers for Teams  
adoption*





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

## How Microsoft is THINKING

- User Voice: <https://microsoftteams.uservoice.com/forums/555103-public/filters/top>
- 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**

Contoso

## 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 details.

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

[https://docs.microsoft.com/en-us/office365/admin/manage/message-center?WT.mc\\_id=365AdminCSH&view=o365-worldwide](https://docs.microsoft.com/en-us/office365/admin/manage/message-center?WT.mc_id=365AdminCSH&view=o365-worldwide)

### 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

# 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, the 'Active users' section shows a list of users with columns for Display name, Username, and Licenses. Adele Vance is highlighted. On the right, the user profile for Adele Vance is shown, including her photo, name, and a 'Sign in allowed' status. Below the profile, the 'Licenses and Apps' tab is active, showing a list of licenses and apps assigned to the user.

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

**Adele Vance**  
Sign in allowed  
Change photo

Account Devices **Licenses and Apps** Mail OneDrive

Select location \*  
United States

**Licenses (5)**

- ☒ **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
- ☐ **Windows 10 Enterprise E3**  
23 of 25 licenses available

**Apps (39)**

Show apps for:  
All licenses

- ☒ **Audio Conferencing**  
Office 365 E5
- ☒ **Azure Active Directory Premium P1**  
Enterprise Mobility + Security E5
- ☒ **Azure Active Directory Premium P2**  
Enterprise Mobility + Security E5
- ☒ **Azure Advanced Threat Protection**  
Enterprise Mobility + Security E5

## Technology steps

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

## Support your pilot group

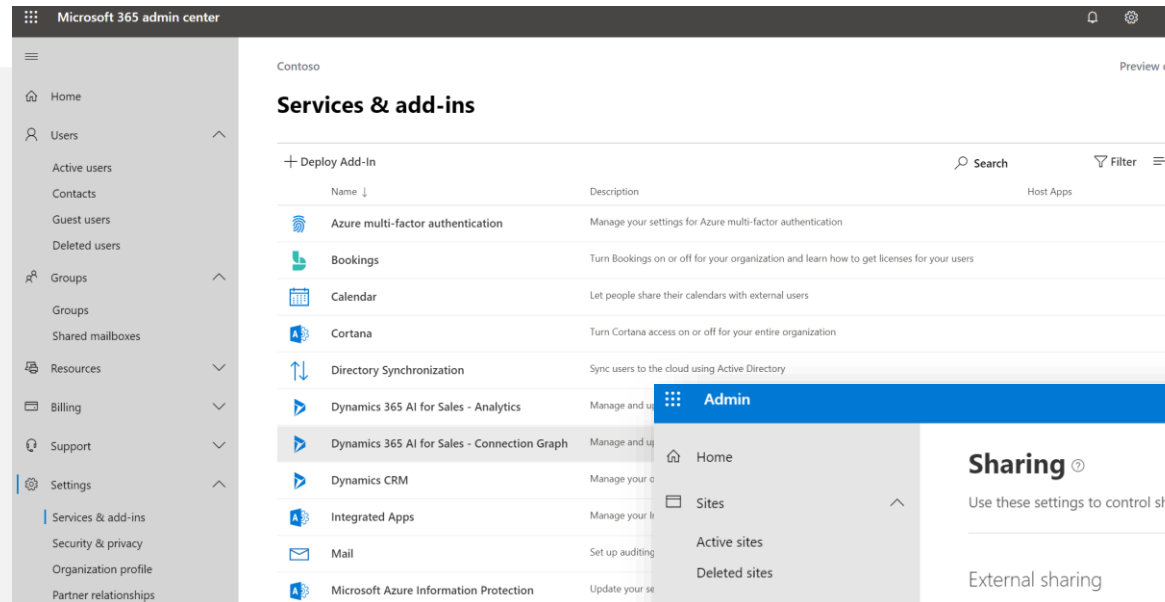
- Establish communication/feedback strategy (Teams is a perfect vehicle)
- Establish an education strategy (Consider Office 365 Champions program)

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

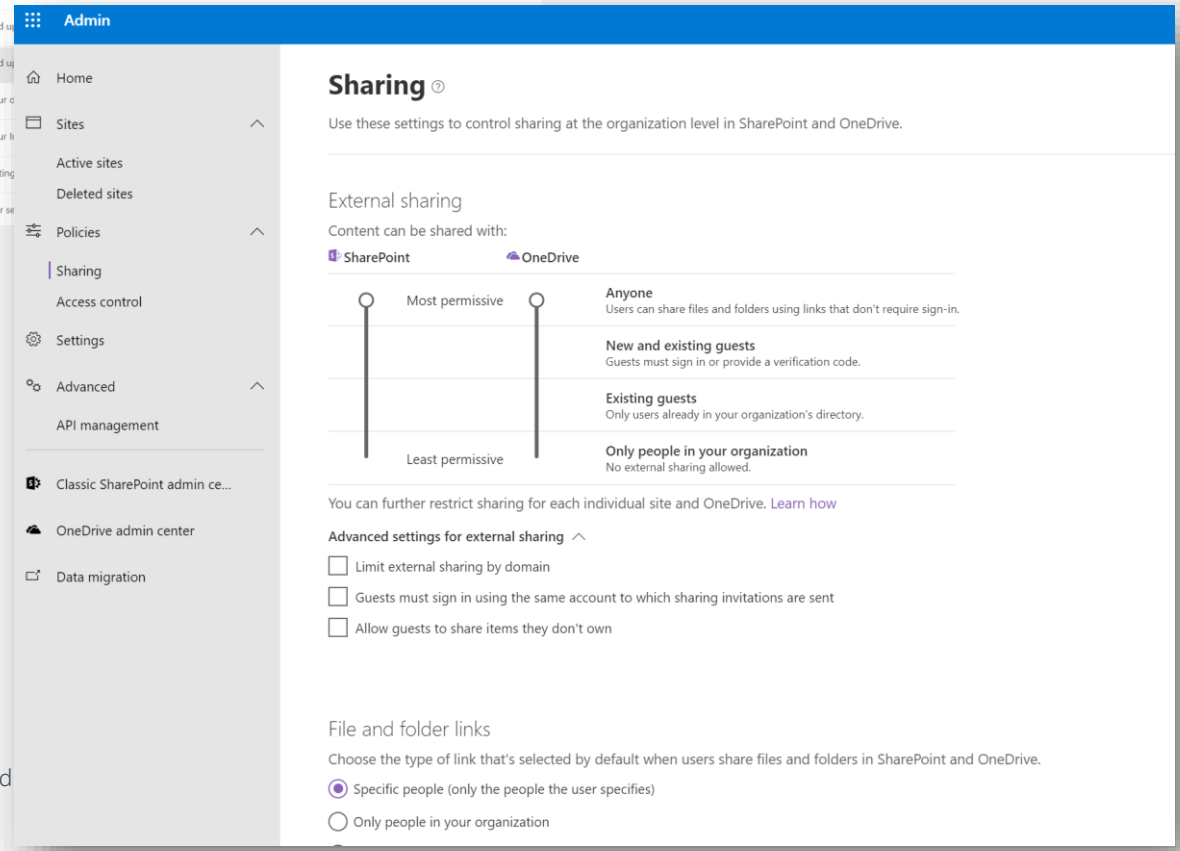


# Additional workload-level controls

Tenant level  
controls



In-workload  
admin settings



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

The image is a collage of three overlapping screenshots from the Microsoft Teams ecosystem, illustrating the 'Teams Advisor' feature.

- Top Screenshot (Microsoft Teams admin center):** Shows the 'Teams advisor' option highlighted in the left-hand navigation menu. The menu includes options like Dashboard, Teams, Devices, Locations, Users, Meetings, Messaging policies, Teams apps, Voice, Policy packages, Analytics & reports, Org-wide settings, Planning, Teams advisor, Network planner, Legacy portal, and Call quality dashboard.
- Middle Screenshot (Teams deployment page):** Shows the 'https://admin.teams.microsoft.com/teams-deployment' page. It features a 'Deployment team' section with a description and a 'Vanity domain' status. An 'Assessment' section on the right lists resources for deploying Meetings and Conferencing.
- Bottom Screenshot (Microsoft Teams app):** Shows the 'Meetings and Conferencing' section within the Teams app. It displays a 'Project management' task list with items like 'Project kickoff' and 'Learn about deploying meeting and conferencing'. The right-hand side shows various configuration tasks for meetings and audio conferencing.

# 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 Advisor



# 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

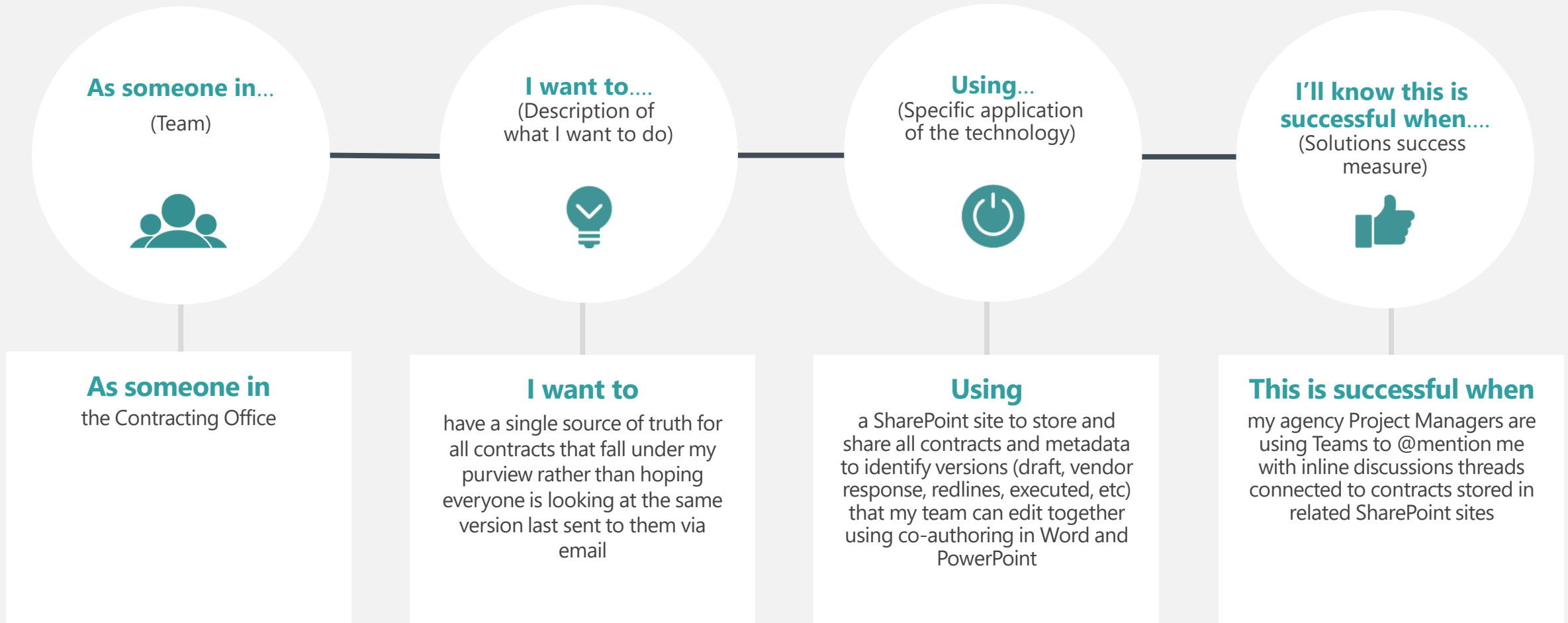
Many need help re-structuring the way they work

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



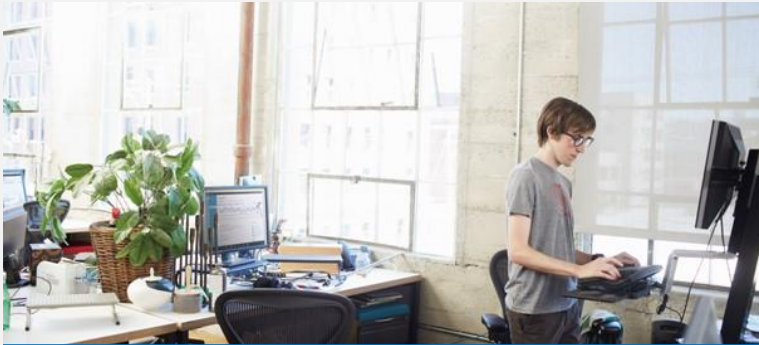
# Not sure how to begin?

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

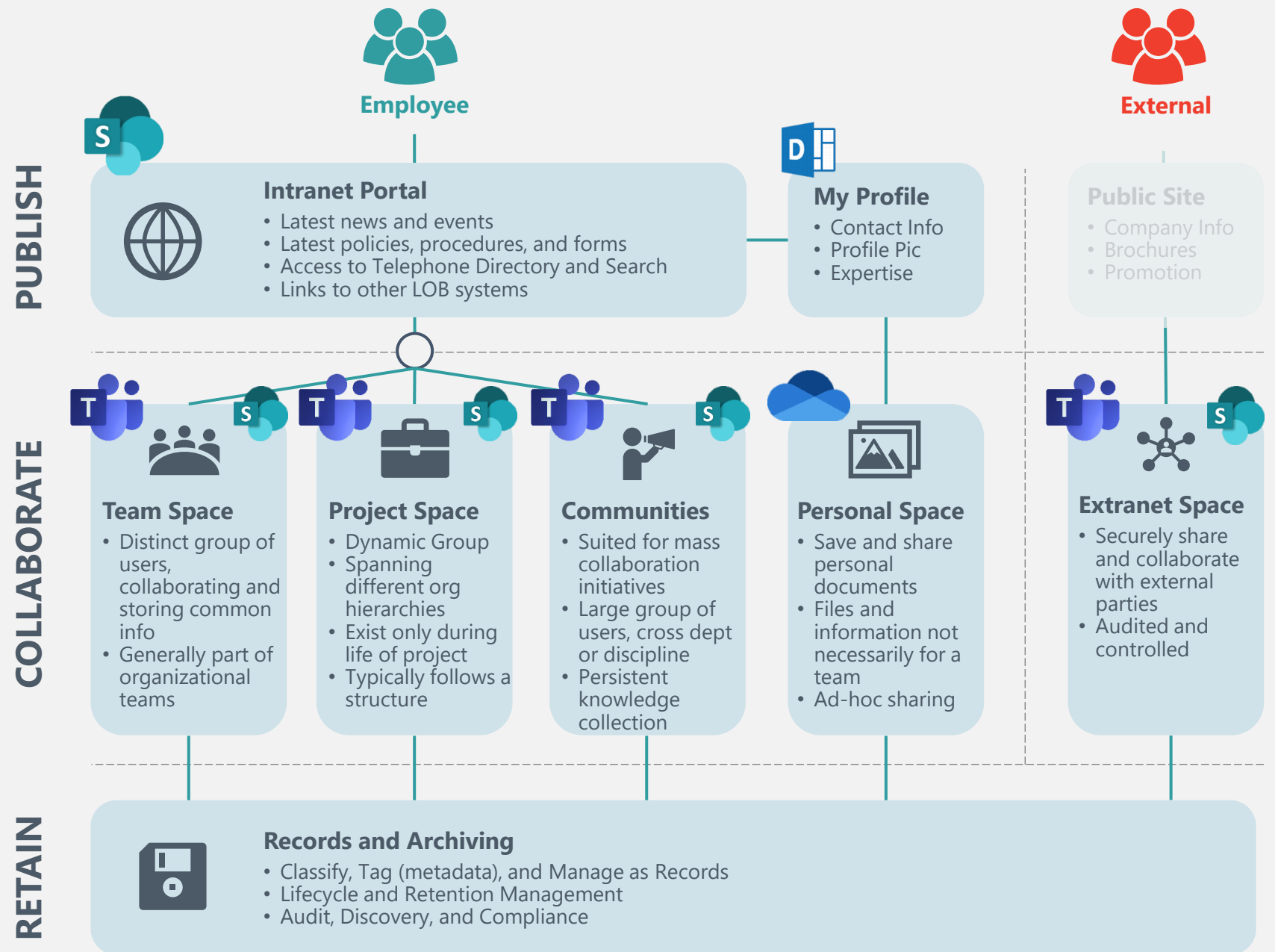


**Organize teams and manage calendars**



# 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.*



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

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





# 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

Outside Access Required

## Questionnaire Management > Workspace Re...

Save As Draft Save and Activate Cancel

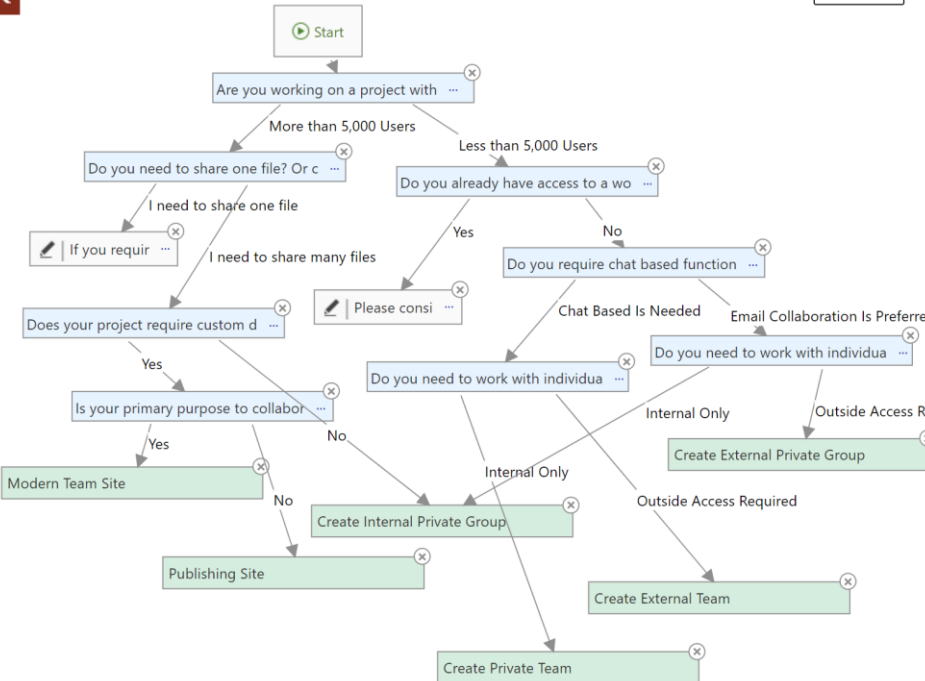
Please drag your desired questions and services from the left pane onto the workspace to configure the question order and logical branches in the right pane. You can view the [step-by-step guide](#) for reference.

### 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)





Activity



Chat



Teams



MyHub



Calendar



Files



Apps



**MyHub**

Chat

Home

Start a request

Workspaces

Requests

About

## 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.*



Activity



Chat



Teams



MyHub



Calendar



Files



Apps



Help



MyHub

Chat

Home

[Start a request](#)

Workspaces

Requests

About

## 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

"Catalog of metadata, usage and governance attributes"

A naming convention tailored for the workspace





### 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**



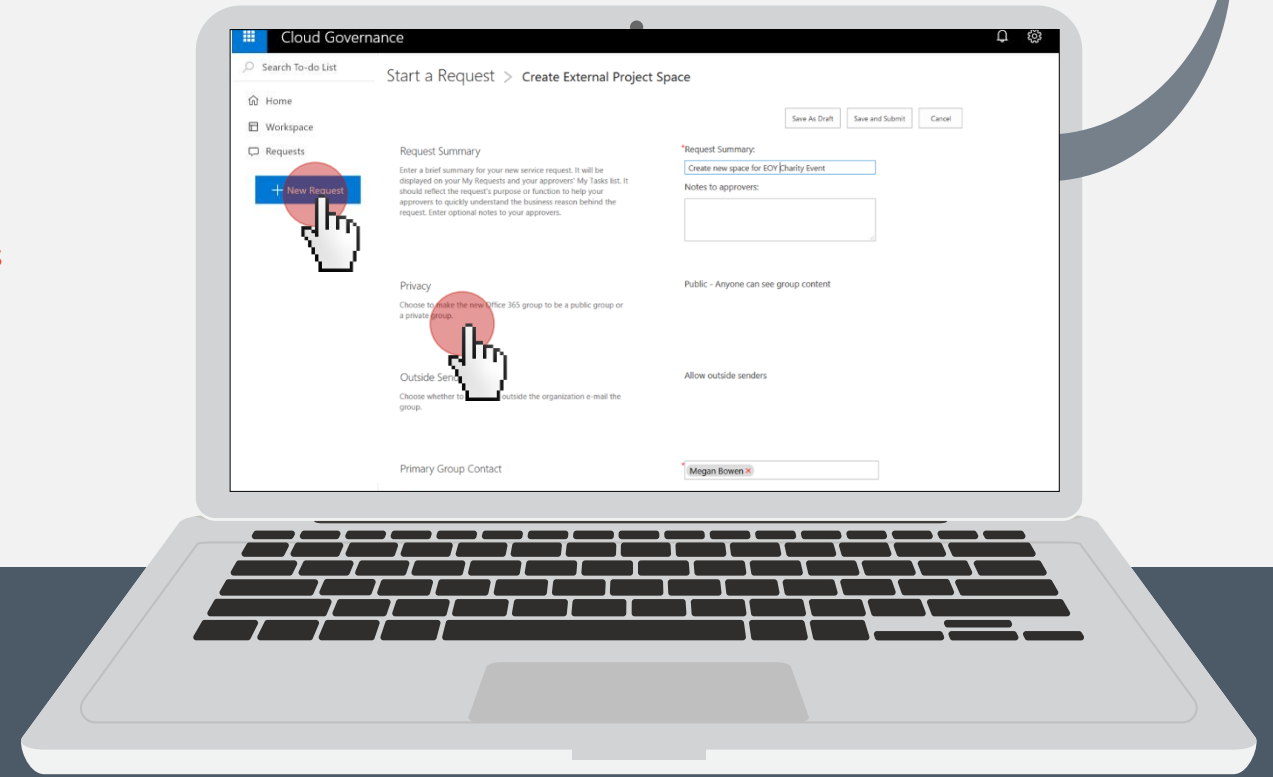
### EOY Charity Event

- 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



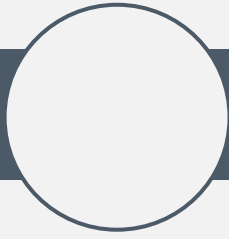
### Teams Governed Pilot

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



# Get #WFHready with Microsoft Teams



Working from home is the new modern workplace!

## **Microsoft Teams #WFHready Kit** **When you work from home, AvePoint gets to work**

Your Groups and Teams uncluttered and uncommonly easy. Remote work is under control, and it's business as usual.

**Get started today**



# Teams Intelligent Surge Management

Rapid Teams Deployment & Governance in a Box with AvePoint



## **Microsoft Teams Intelligent Surge Management**

Teams popping up like crazy? Get organized and secure in two weeks.







**NOW A VIRTUAL EVENT!**

# Business Continuity & Productivity

**IN THE DIGITAL WORKPLACE**

🕒 June 22-26, 2020    📍 #ShiftHappens Week Online

▶ **Register for FREE today: [www.ShiftHappensCon.com](http://www.ShiftHappensCon.com)**

# 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

ໂພນຊຸມນຸມ

Dziękuję

谢谢

Tack

Mulțumesc

спасибо

Merci

תודה

多謝晒

дядкую

Ďakujem

Ευχαριστώ



Sales@AvePoint.com | +1 800.661.6588



[www.AvePoint.com](http://www.AvePoint.com)



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