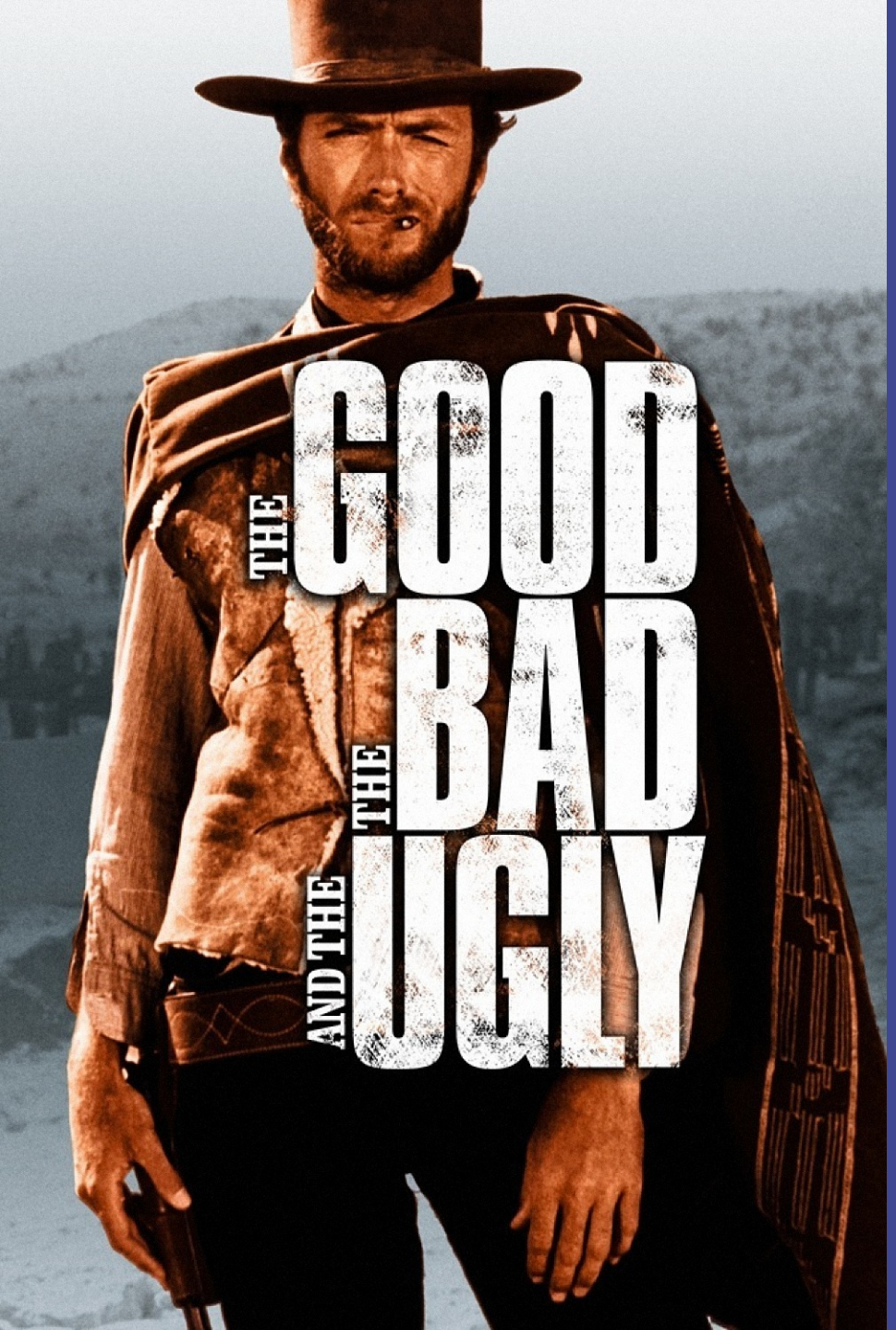


Microsoft Teams

INTRODUCTION // WHO ARE WE

Tom Vanderstraeten

MS Teams & Skype Technical Lead

Katleen Van Trier

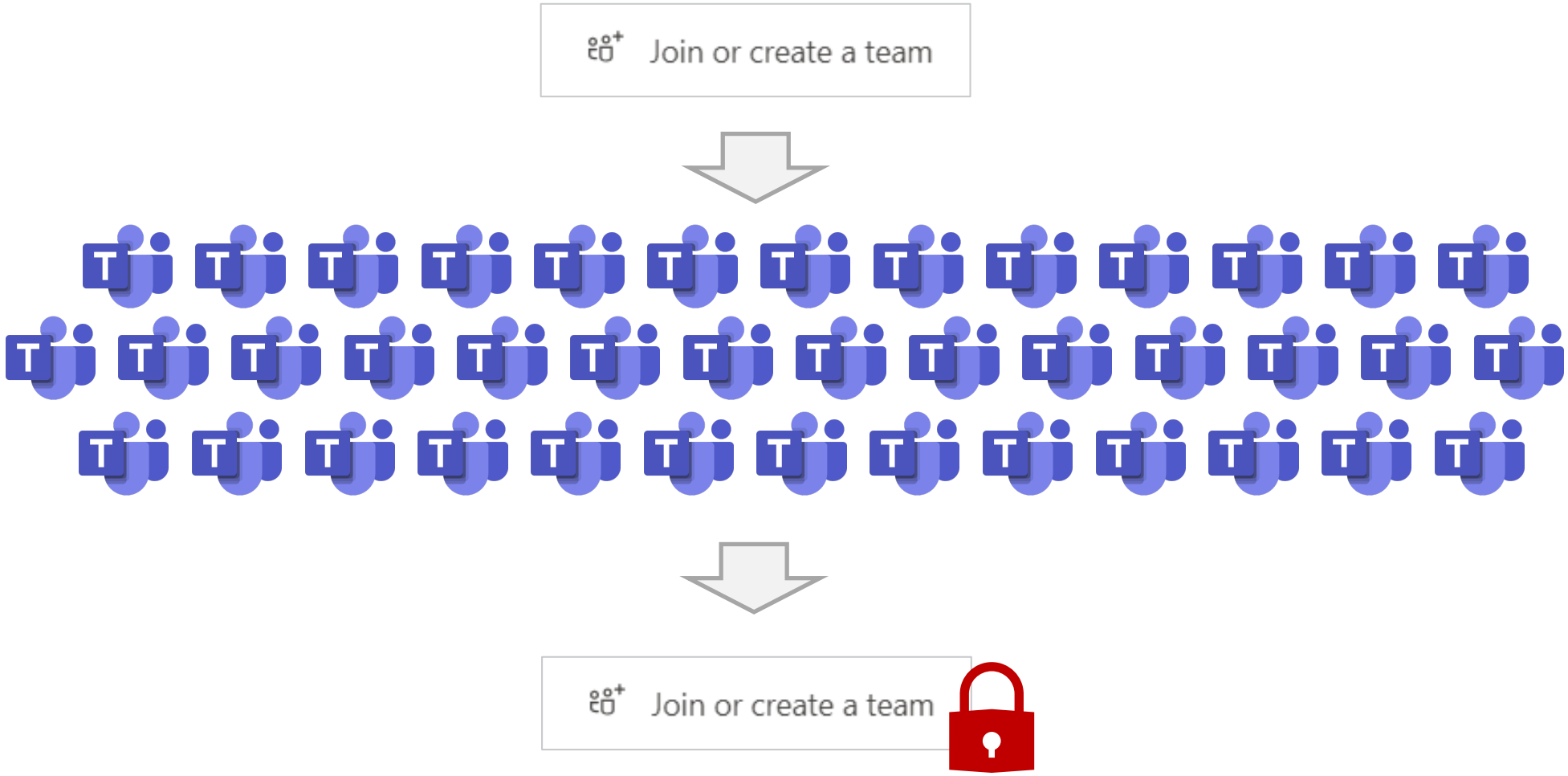
Senior Office 365 Solution Consultant

Sensitivity: L2 Company

REALDOLMEN
a Gfi Group company

Business case:
MS Teams lifecycle

REALDOLMEN BUSINESS CASE // CREATE A TEAM: PILOT GROUP



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REALDOLMEN BUSINESS CASE // MS TEAMS LIFECYCLE

- Prevent abundance of MS Teams
- Take ownership
- Control vs freedom
- Keep an overview
- Manageable
- Only keep information that is relevant

Sensitivity: L2 Company

REALDOLMEN BUSINESS CASE // DEFINITION OF GOVERNANCE

- Streamline the deployment of products and technologies, such as Teams
- Help keep your organization's system secure and compliant
- Help ensure the best return on your investment in technology

Governance

Global settings

User specific configuration

Teams lifecycle

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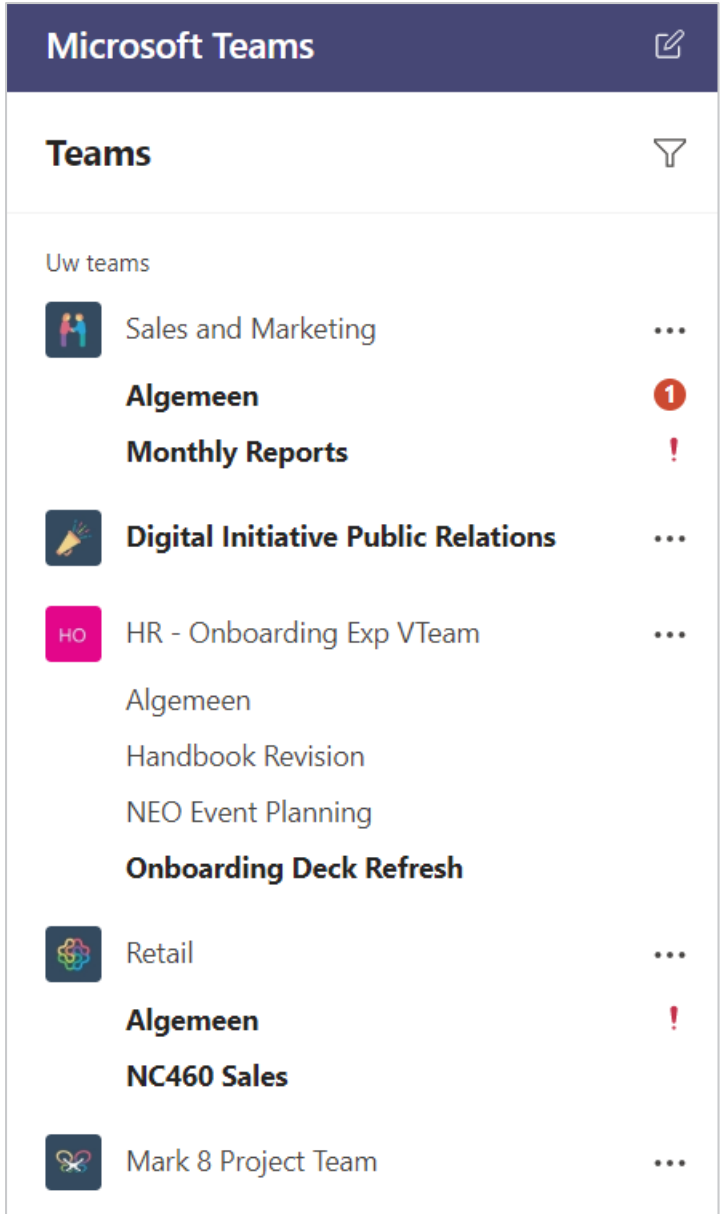
REALDOLMEN BUSINESS CASE // MANAGE TEAMS: GOVERNANCE CONSIDERATIONS



- Why do we create Teams?
- Was a Team the right choice for this data?
- Can external users get access to our Teams?
- How many Teams are users creating?
- What is the lifecycle for content in Teams?
- Who takes ownership for each of the Teams?
- What can we do if content gets accidentally deleted?
- What kind of custom apps do we allow?

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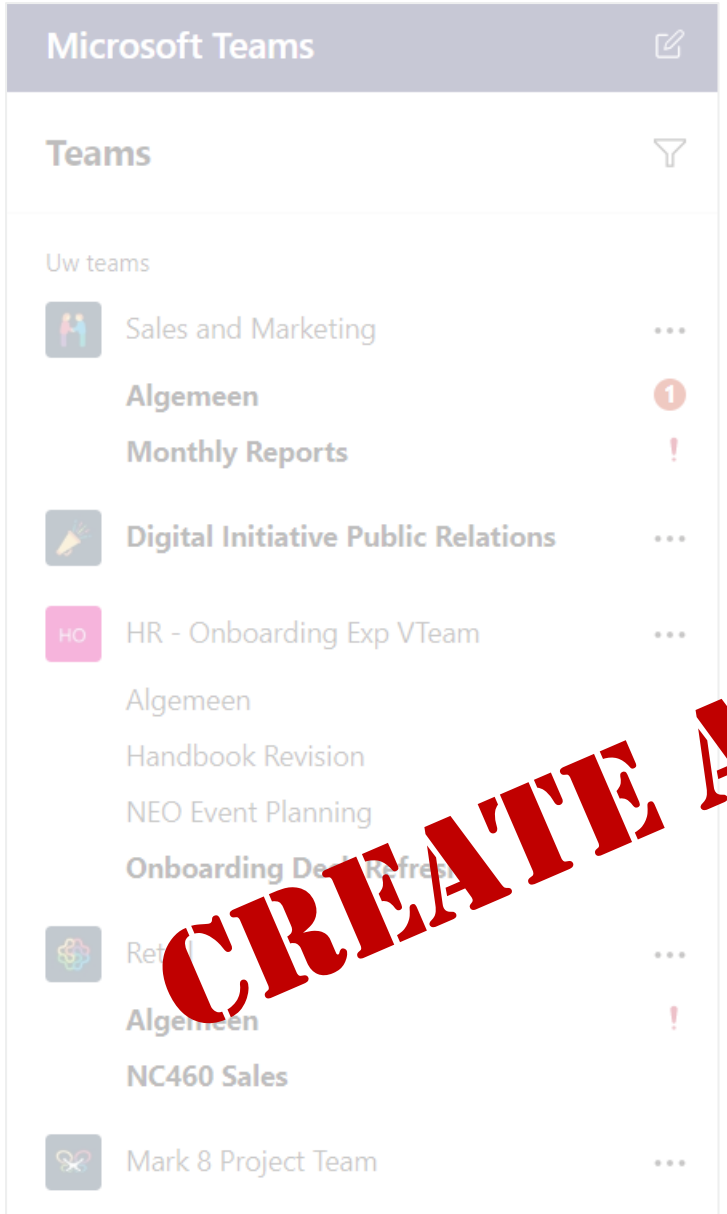
REALDOLMEN BUSINESS CASE // MANAGE TEAMS: GOVERNANCE CONSIDERATIONS



Why do we create Teams?

Was a Team the right choice for this data?

Can external users get access to our Teams?

How many Teams are users creating?

What is the lifecycle for content in Teams?

Who takes ownership for each of the Teams?

What can we do if content gets accidentally deleted?

What kind of custom apps do we allow?

CREATE A GOVERNANCE PLAN

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GOVERNANCE

WITHOUT ENFORCEMENT IS JUST A SUGGESTION

REALDOLMEN BUSINESS CASE // WHEN TO CREATE A TEAM

- Based on organizational structure
  - Team / Department
- Based on business context
  - Project
  - Managed services
  - Event

REALDOLMEN BUSINESS CASE // CREATE A TEAM: PROCESS

GRP_<Group name>_<Department>

Delete

Add prefix

String | GRP_

Select another prefix

Add suffix

String | _

Attribute | Department

Select another suffix

Renewal notifications are emailed to group owners 30 days, 15 days, and one day prior to group expiration. Group owners must have Exchange licenses to receive notification emails. If a group is not renewed, it is deleted along with its associated content from sources such as Outlook, SharePoint, Teams, and PowerBI.

* Group lifetime (in days) 180

* Email contact for groups with no owners admin@contoso.com

- Apply policies
  - Naming
  - Expiration
- Apply template

Automatic provisioning

- Type of Team

Name *

Enter value here

Request Type *

Select an option

Team

Project Collaboration Team

Managed Service Collaboration Team

Bid Collaboration Team

O365 Group

Enter a name or email address

Maximum 15 members in this form. Others can be added in the teams application once the created.

Visibility *

Select an option

Team expiration

See when your team will be expiring or up for renewal

As per policy, your team will expire on 3/30/20. Contact your IT admin for more information on expiration policies.

Renew now

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REALDOLMEN BUSINESS CASE // MANAGE UPDATES & NEW FEATURES

- Evaluate upcoming changes and plan the rollout and change management strategy - Appoint a Microsoft 365 release manager
- Follow the MS Teams roadmap https://www.microsoft.com/nl-be/microsoft-365/roadmap?filters=Microsoft%20Teams
- Install the Microsoft 365 Admin app or follow the message center https://admin.microsoft.com/Adminportal/Home#/MessageCenter
- Early release for selected users – all other users on standard release
- Disable features until proper governance is in place

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REALDOLMEN BUSINESS CASE // MANAGE TEAMS: TEAM VS CHANNEL

TEAM	CHANNEL
Brings together a group of people	Dedicated sections within a Team
Public, private or org-wide	Standard or private
Can be archived	Can’t be archived separate from the Team
Add apps to extend functionality	Add tabs to extend functionality
Team members have access to all channels, unless you make them private	Private channels for selected Team members
Has its own email address (Group mailbox)	Each channel has it’s own email address
Max 5000 people per Team	
Drag & drop Teams to change the order	Pin channels to the top
Create Team based on a template	Listed in alphabetic order (use numbers if you want to define your own order)
Max 500.000 Teams	Max 200 standard channels per Team + 30 private channels

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REALDOLMEN BUSINESS CASE // MANAGE TEAMS: TEAM VS 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.

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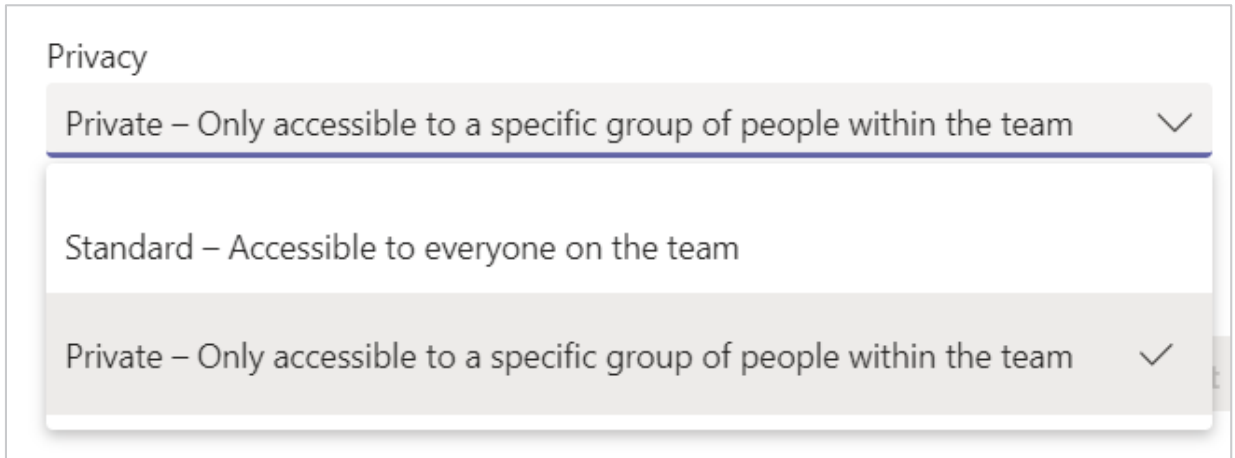
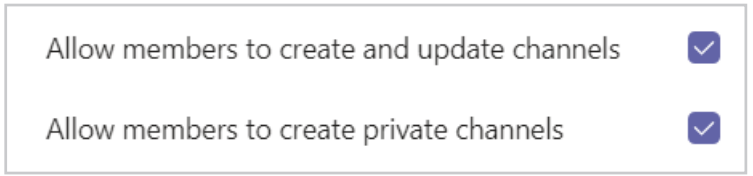
REALDOLMEN BUSINESS CASE // MANAGE TEAMS: PRIVATE CHANNELS

- Restrict a channel to specific members of the Team
- Owners can see all channels but need to be a member of the private channel to access it
- Members can only see channels they have access to
- No wiki or planner
- Provisions a new site collection in SharePoint
- Private site collections not visible in admin center
- Before private channels: new private Teams created
- Educate users on when and how to use what
- Rollout postponed at Realdolmen until governance is clear



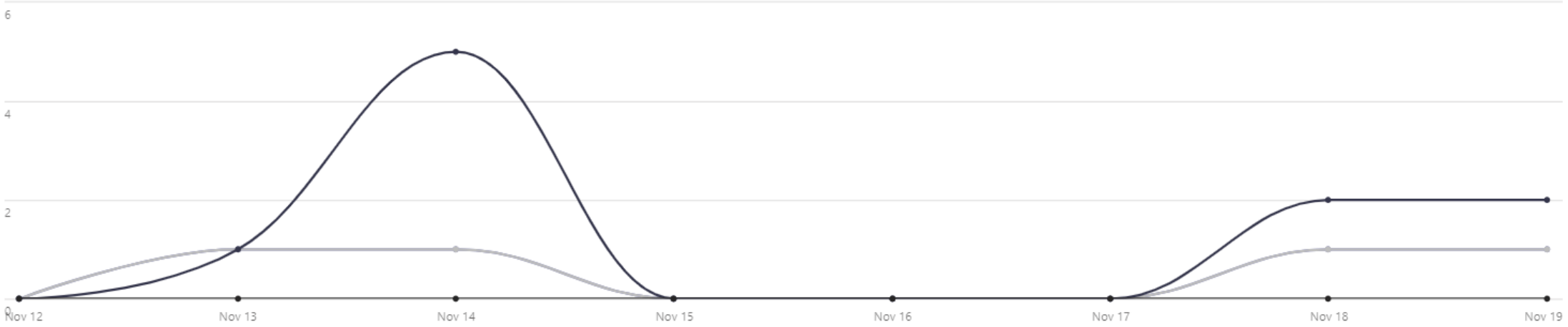


REALDOLMEN BUSINESS CASE // MANAGE TEAMS: MEASURE SUCCESS

- Teams Admin Center – Usage reports

Teams usage report

Nov 26, 2019 12:53:13 PM UTC | Date range: **Nov 12, 2019 - Nov 19, 2019**

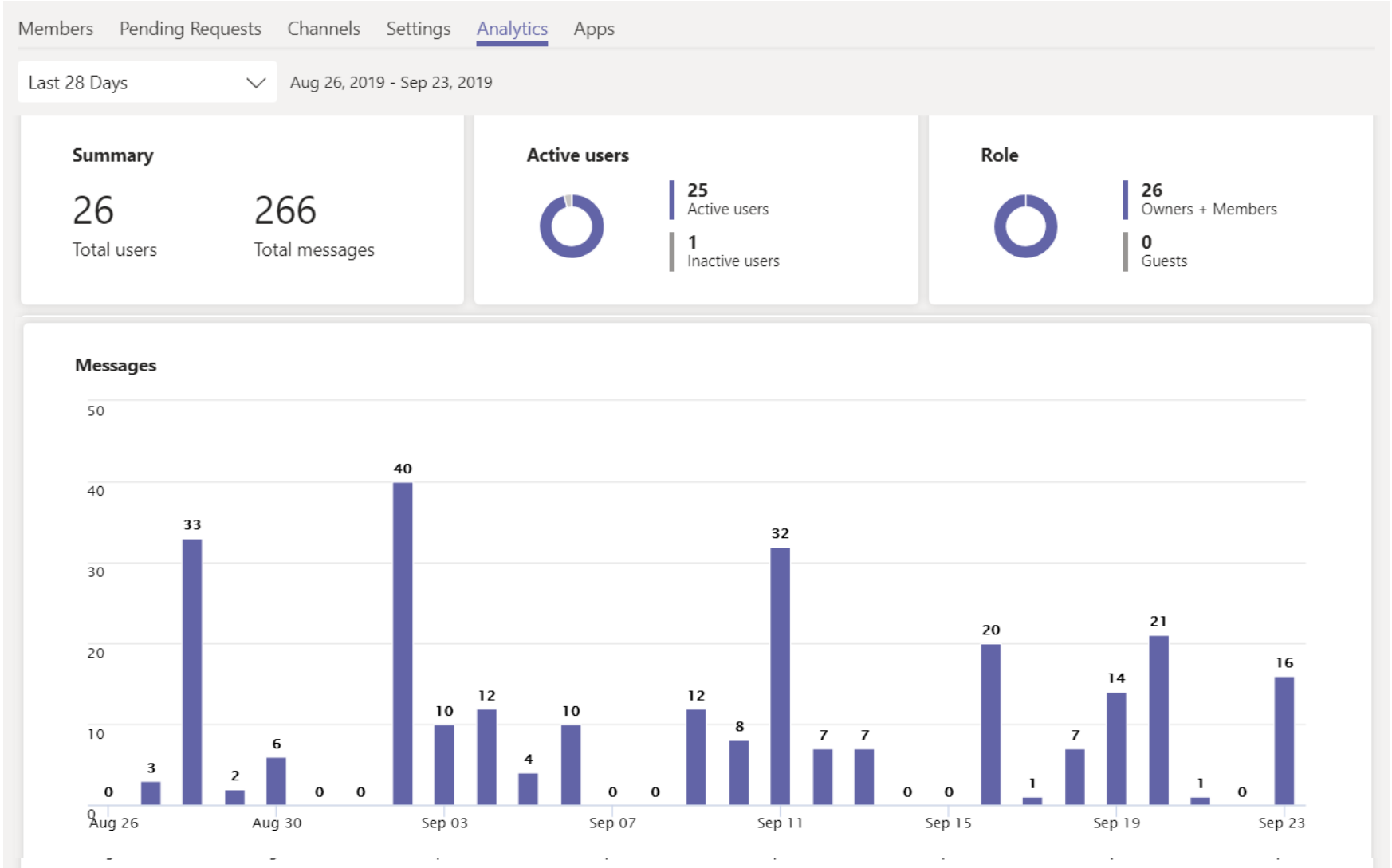


1	1	6	0
Total active users	Teams & channels active users	Active channels	Messages

Team name	Active users	Guests	Active channels	Messages	Privacy
Contoso Finance	1	0	1	0	Private
Contoso IT	1	0	3	0	Public
Managers Portal	1	0	1	0	Public

REALDOLMEN BUSINESS CASE // MANAGE TEAMS : MEASURE SUCCESS

- Team – Usage reports



REALDOLMEN BUSINESS CASE // MANAGE TEAMS: AUDIT LOGS

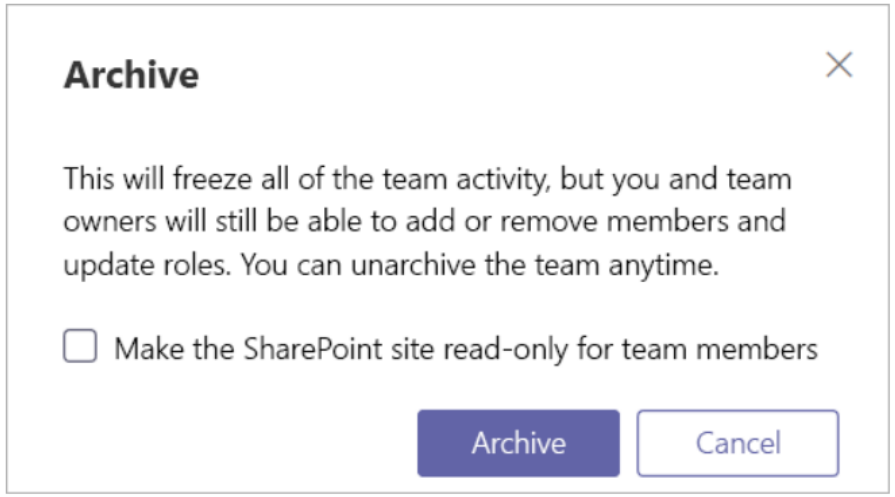
- Monitor what happens in your MS Teams environment

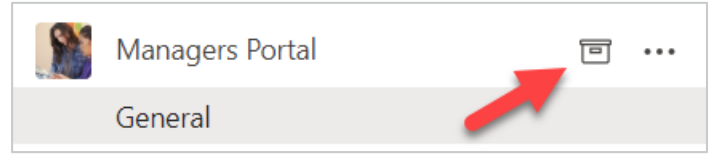
Microsoft Teams activities	
Created team	Deleted team
Added channel	Deleted channel
Changed organization setting	Changed team setting
Changed channel setting	User signed in to Teams
Added members	Changed role of members
Removed members	Added bot to team
Removed bot from team	Added tab
Removed tab	Updated 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	

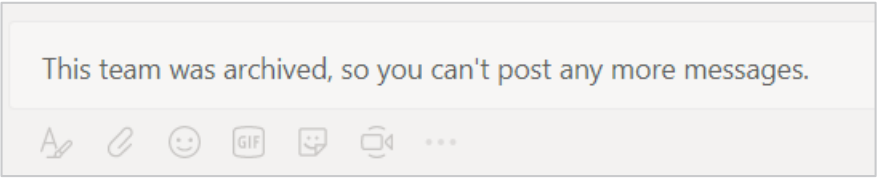
REALDOLMEN BUSINESS CASE // ARCHIVE TEAMS

- Not promoted within Realdolmen
  (Move files to SharePoint portal – delete Team)
- Use if you're not sure content can already be deleted
- Only Team owners or admins can archive Teams

- You can:
  - Add/remove members
  - Read all files and conversations
  - Update files when SharePoint site is NOT set to read-only
  - Unarchive the Team anytime
  - Show/hide in your favorite Teams
- You can't:
  - Update files when SharePoint site is set to read-only
  - Reply/start conversations







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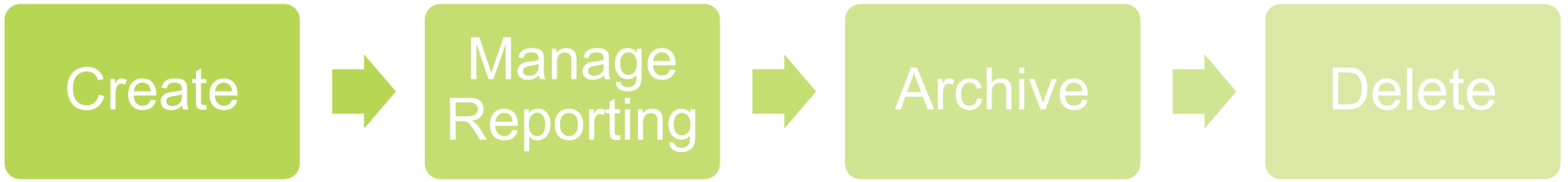
REALDOLMEN BUSINESS CASE // DELETE TEAMS

- Based on expiration policy or manually delete
- Only Team owners or admins can delete Teams
- 30 days to restore a Team with all content
- If you don’t use an expiration policy, Teams might be there forever
- Keep your environment clean
- Move final documents to SharePoint



Sensitivity: L2 Company

REALDOLMEN BUSINESS CASE // THE GOOD & BAD

Good

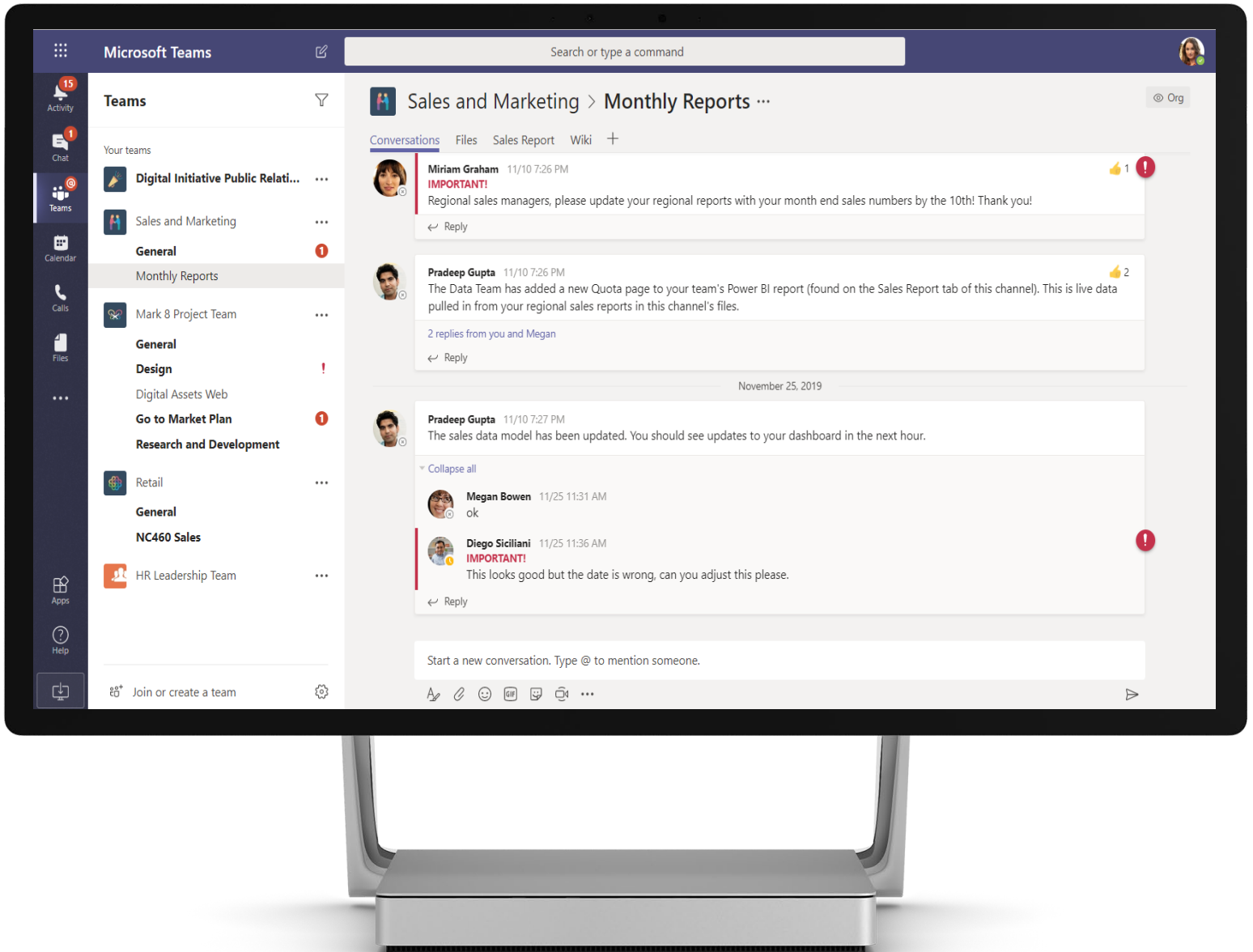
- Less email
- Recordable meetings
- Clear view on when to use what
  - MS Teams = collaboration
  - SharePoint = final/public information
  - Yammer = knowledge & interest groups
- Notifications - @mentions
- Organization chart
- User adoption
- MS Teams mobile app
- New features - Roadmap

Bad

- Teams client doesn't work offline
- No metadata in files tab
- Public Teams files are shown in Delve suggestions
- Reply vs new conversation
- New features

Sensitivity: L2 Company

MS TEAMS // DEMO

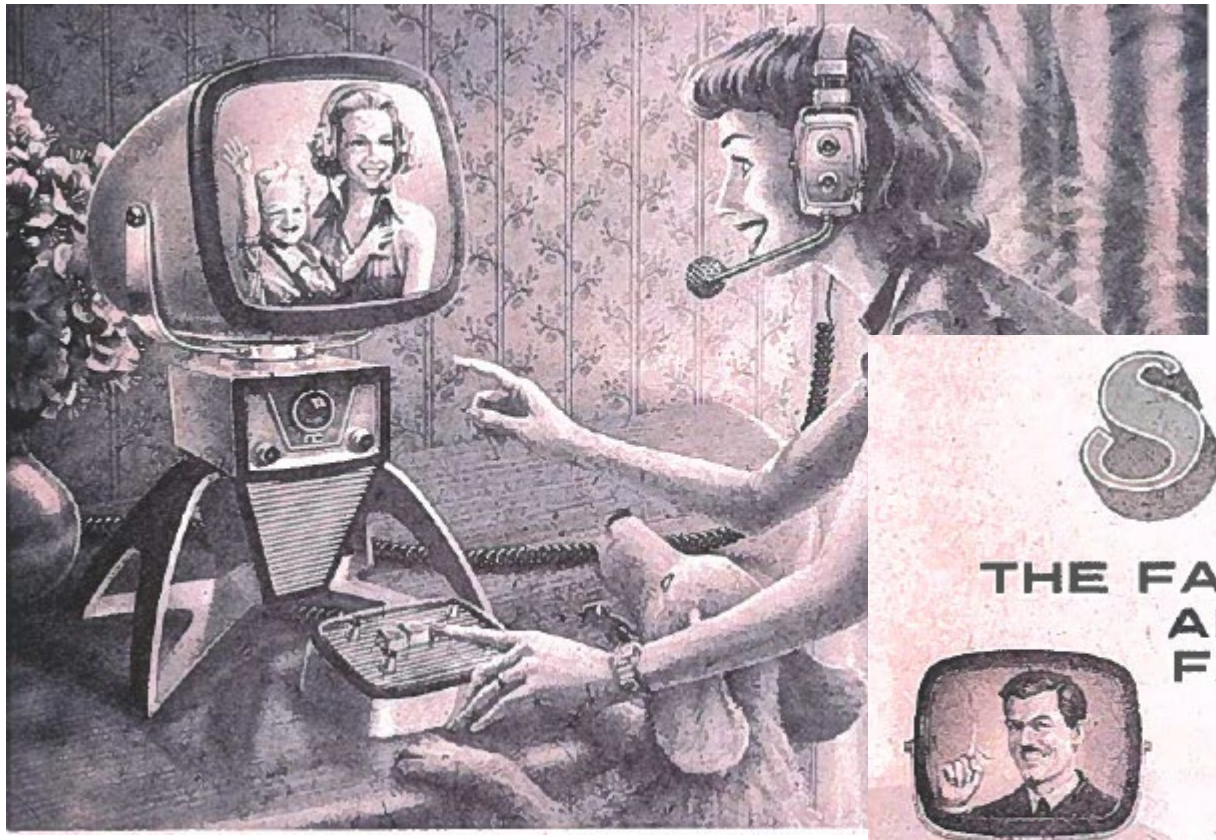


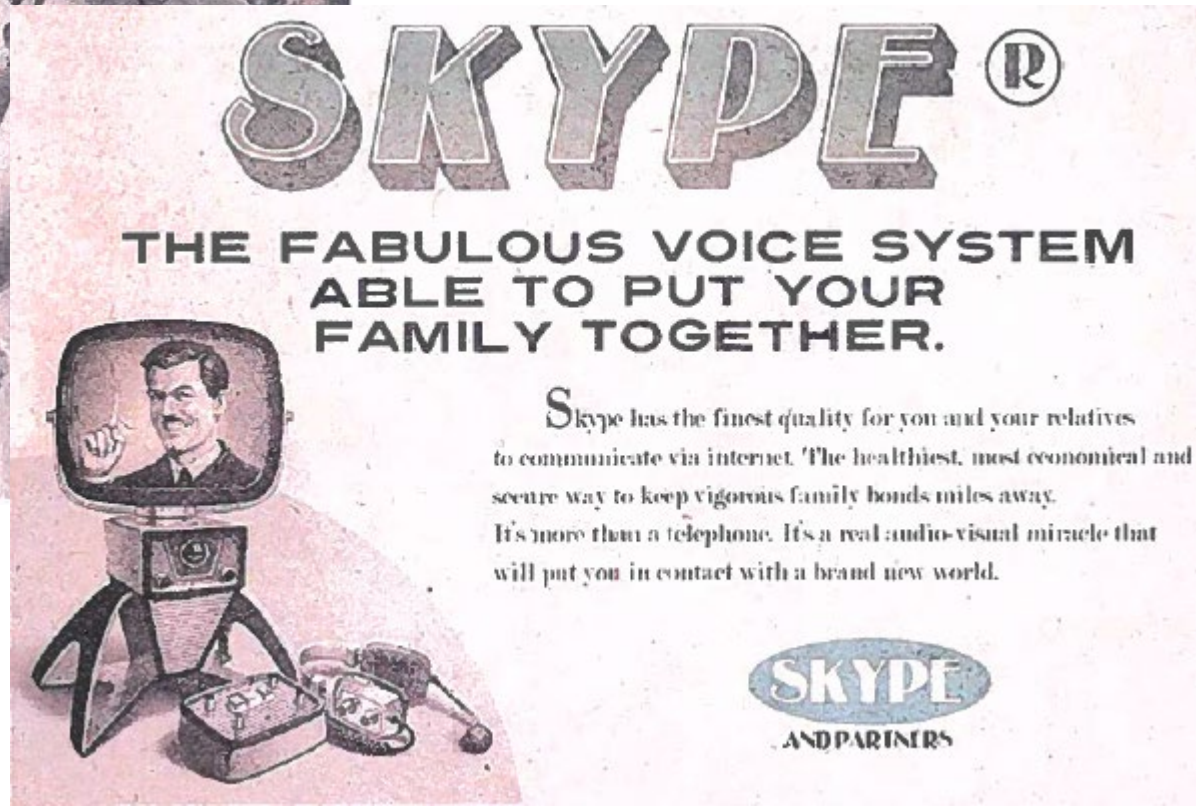
Fostplus

Business case:
Move Skype to MS Teams voice

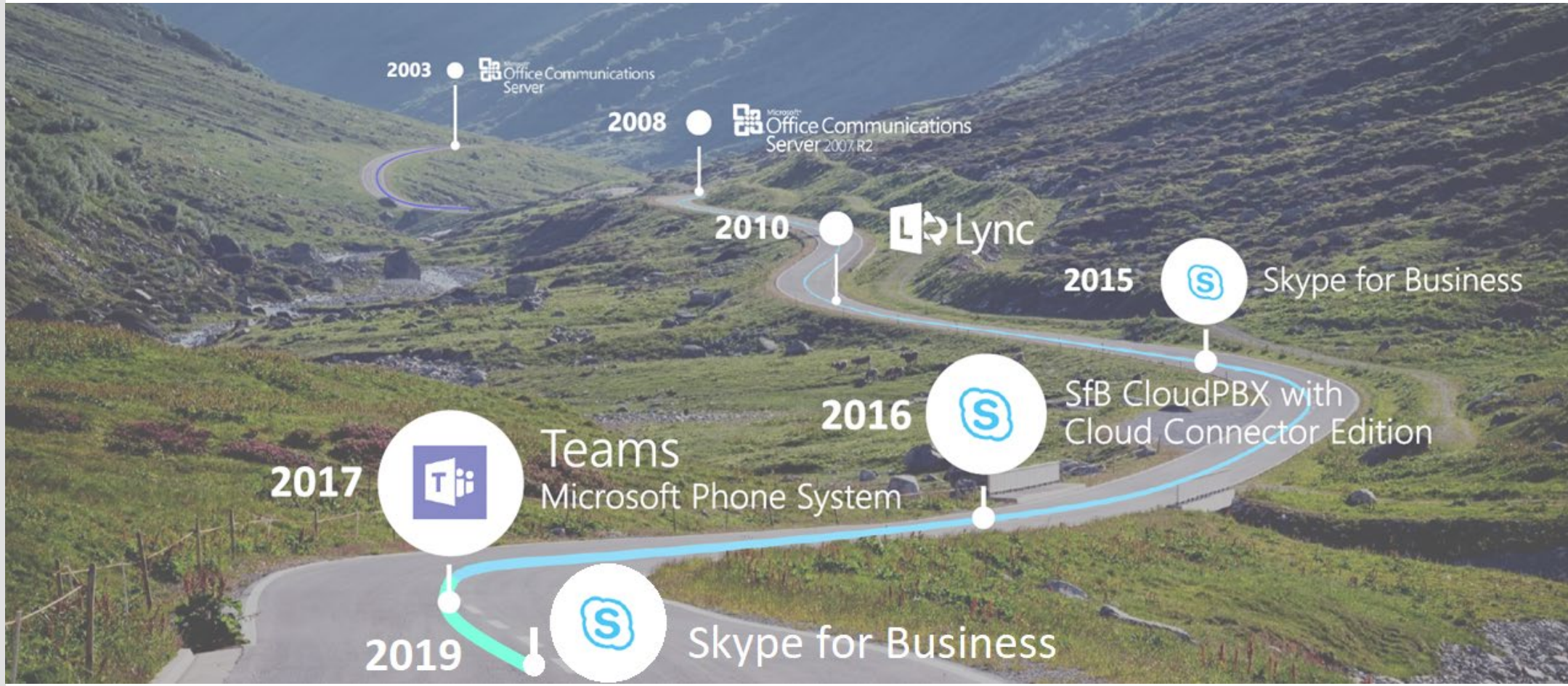
- Communications in Office 365
- # Migration paths
- How we did it @ Fostplus
- User experience
- The Good and Bad

Communications Journey

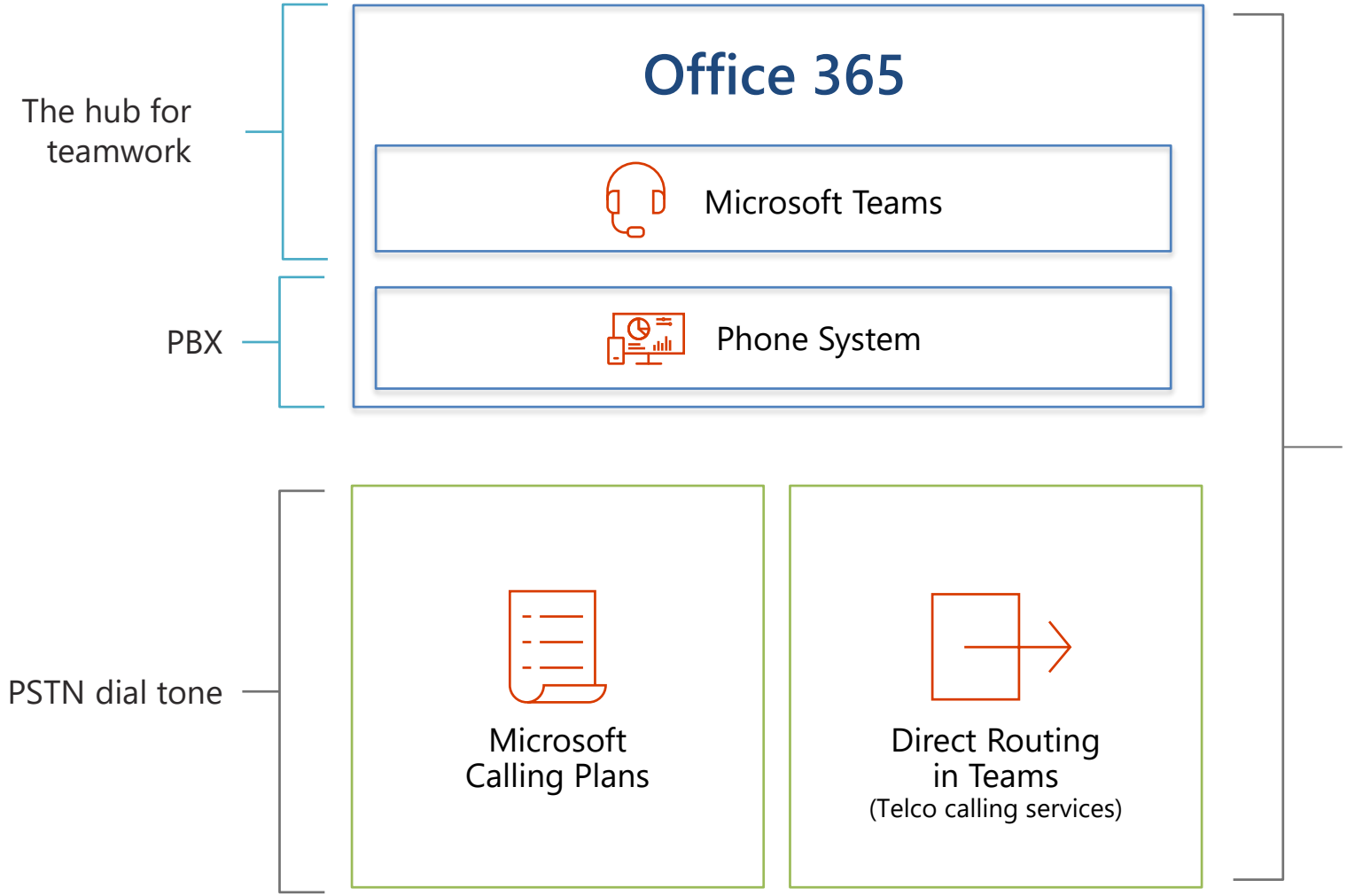




Microsoft Communications Journey

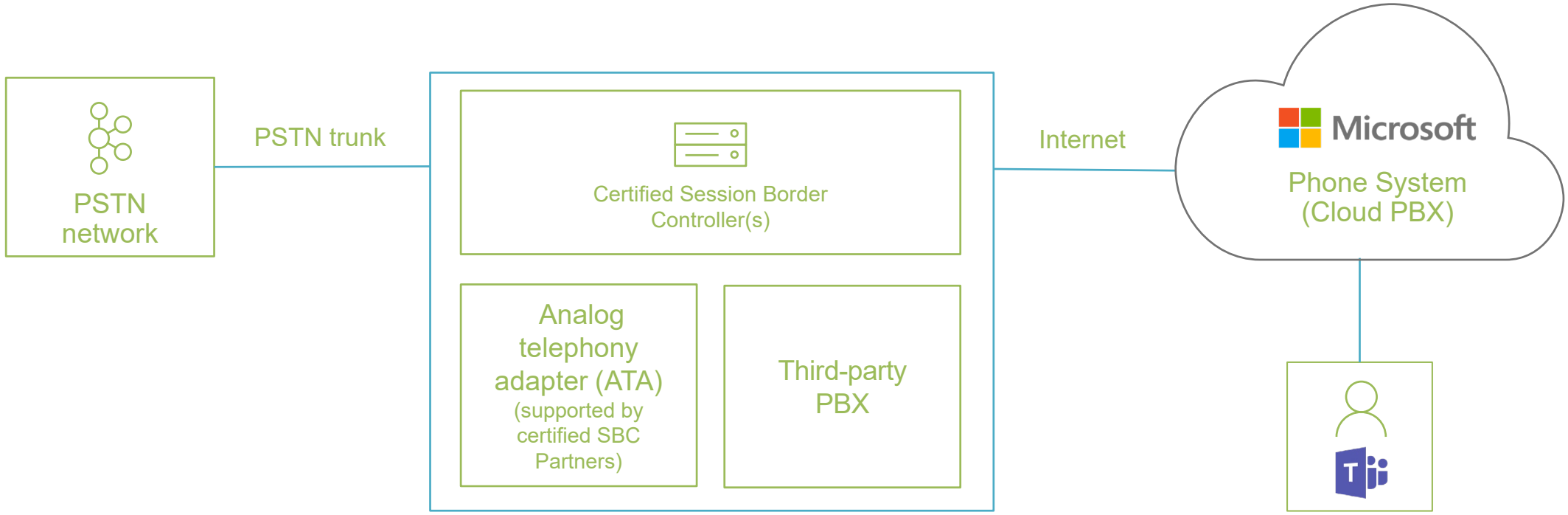


ENTERPRISE VOICE FOR THE CLOUD WITH TEAMS



Phone System, when paired with Microsoft Calling Plans and/or Direct Routing, provides a full enterprise calling experience for Office 365 users in Teams on a global scale

Direct Routing for Teams



Connect own PSTN trunk

For countries where Microsoft Calling plans are not available

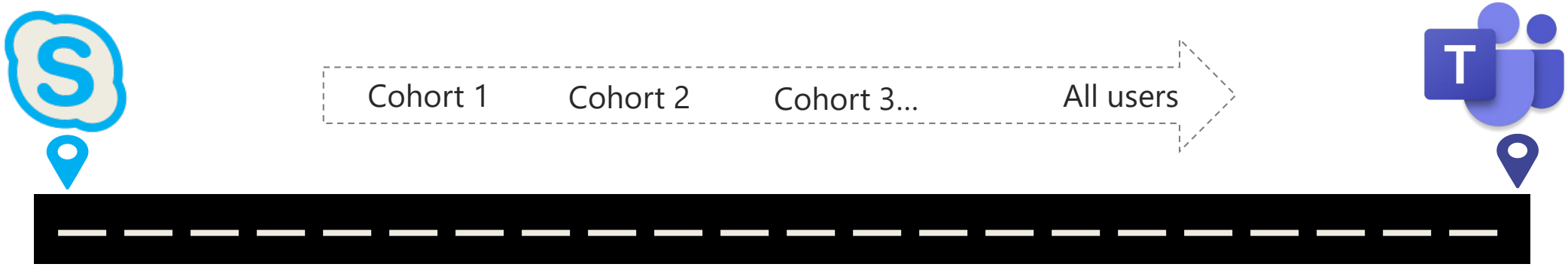
Customers that want to keep existing telco contract

Interoperability with third-party systems

Mix two systems (for example, provide the option to connect analog devices)

PATHS TO TEAMS

- Starting point is Skype for Business
- End point is all users using Teams Only
- Driving adoption in your key scenarios in Teams is a critical success factor
- Key considerations when deciding your path:
  - ✓ Feature requirements & overlap between SFB and Teams
  - ✓ Moving users all at once or in cohorts
  - ✓ Velocity to move users to Teams Only



FOSTPLUS

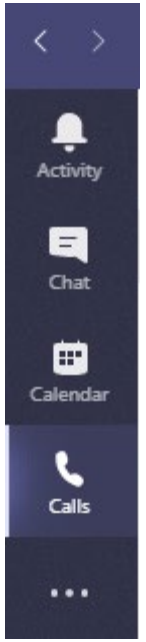
- Starting point is Skype for Business + Anywhere365
- End point is all users using Teams Only
- All users are using headsets

SIDE-BY-SIDE WITH OVERLAPPING CAPABILITIES METHOD

- Introduce Teams side-by-side to Skype for Business with Chat, Meetings and Calling enabled
- Started with pilot group, upgrade one group at the time to be using “Teams Only”
- Teams is customized, no collaboration (for now)

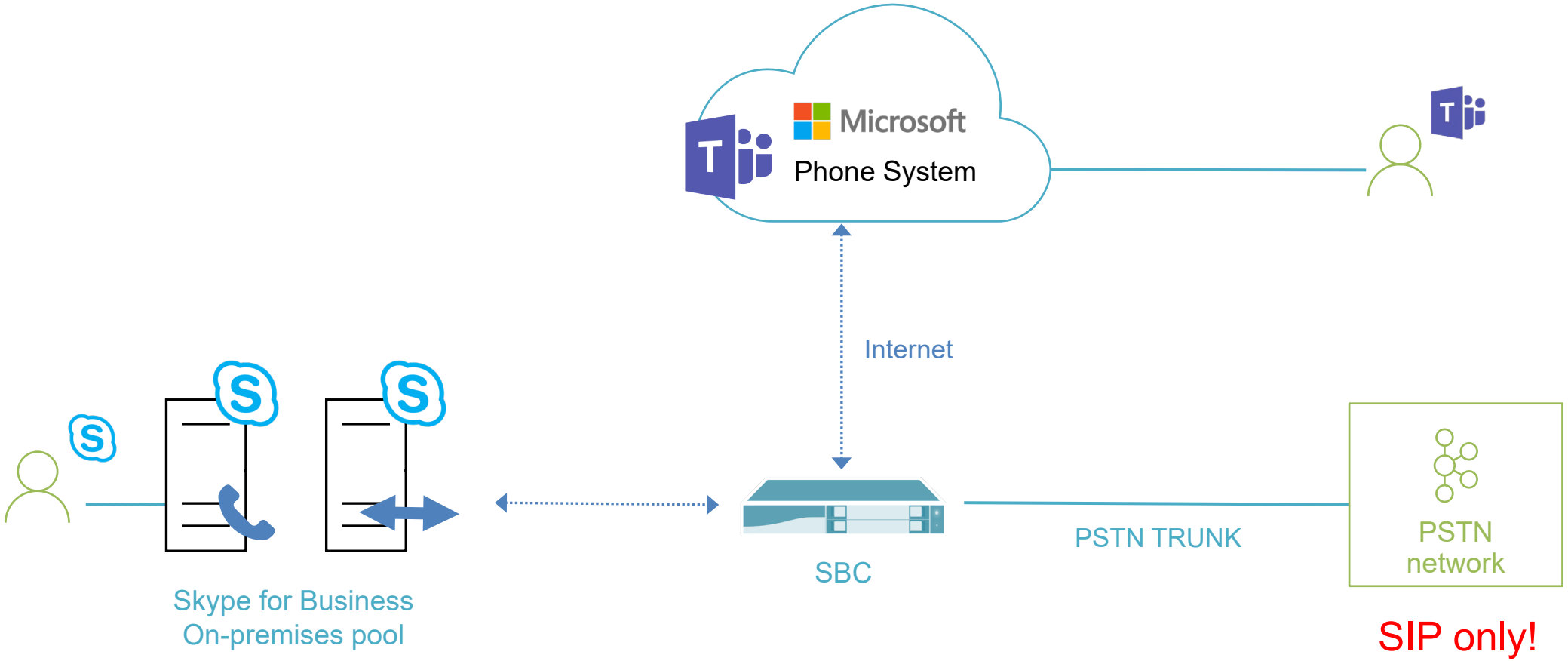
~~Collaboration~~
Chat
Calling
Meetings

Chat
Calling
Meetings



PATH TO THE CLOUD

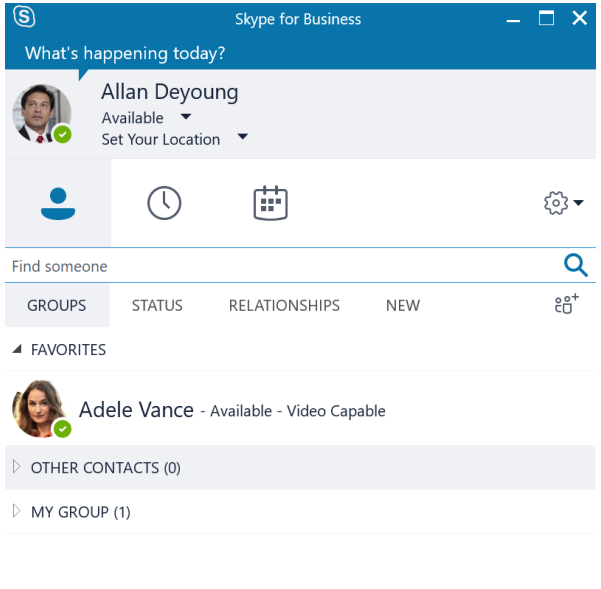
- From Skype for Business on-premises with own trunks



Skype for Business Client upgrade experience

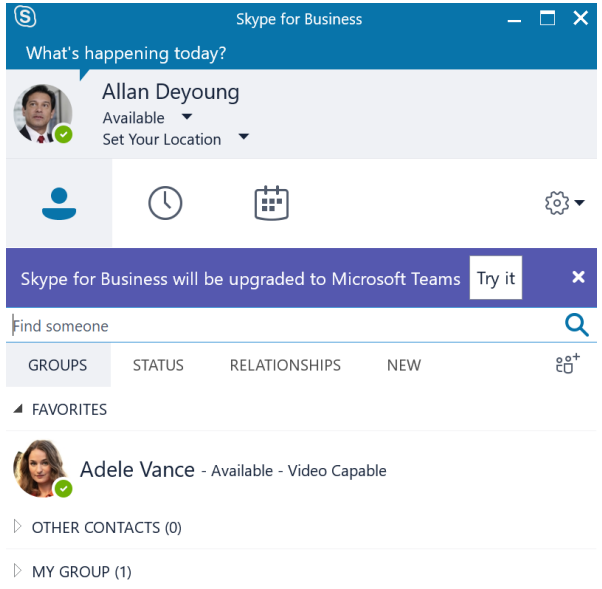
What users will see at each phase

No upgrade



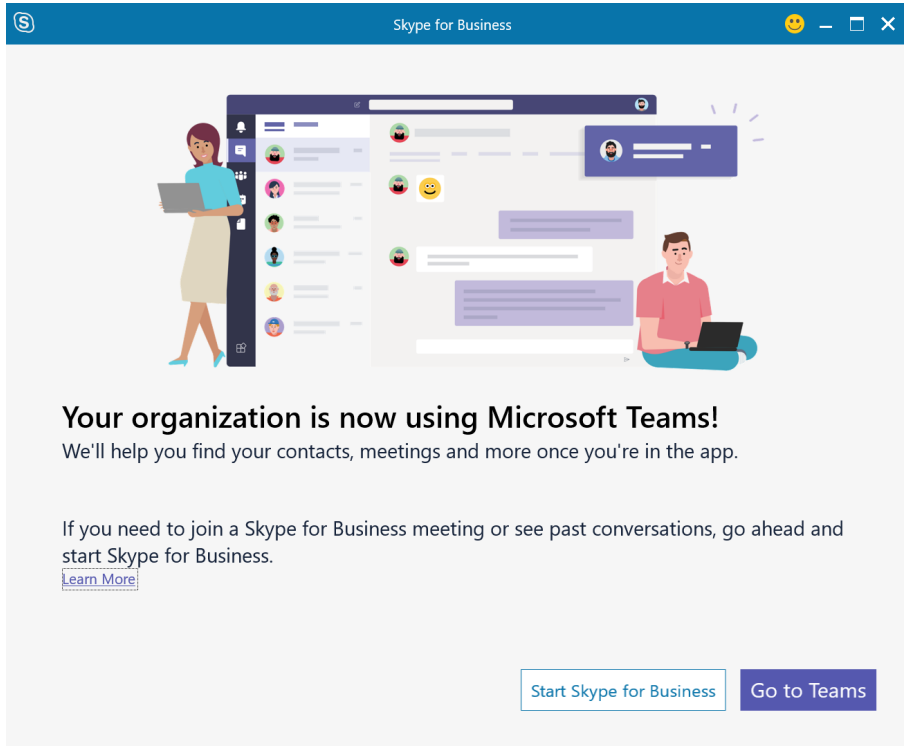
Skype for Business client remains the same

Teams Notification



Teams is installed and ready to be used. User will be offered notification to try Microsoft Teams

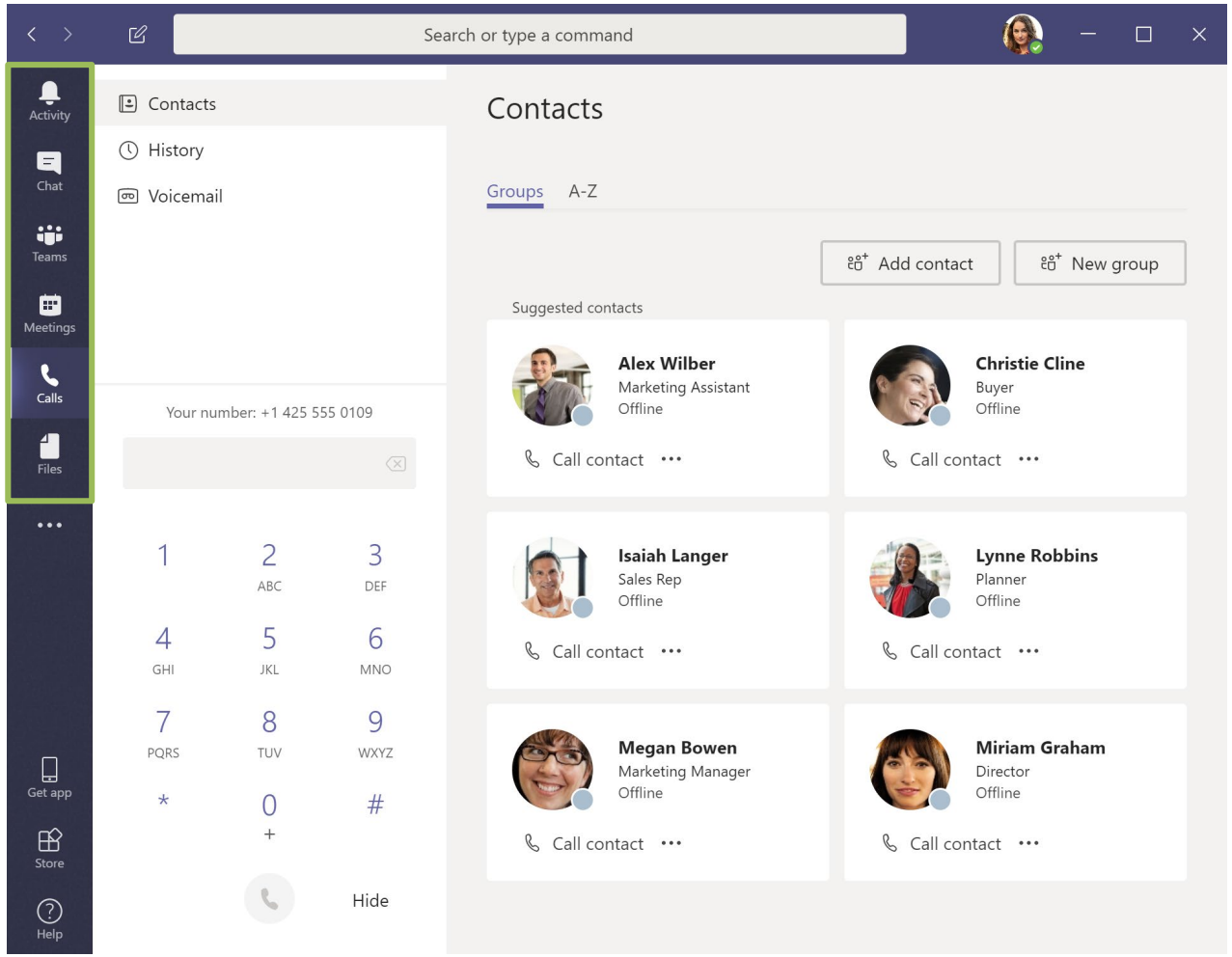
Skype for Business upgraded to Teams



Skype for Business Outlook Meeting add-in is removed and Skype for Business integrations with Office are disabled. Current Outlook Contact Card now maps to Teams

What is Upgrade?

Use Teams for everything



Chat & Calling

Meetings

Data that gets migrated

The Good & Bad

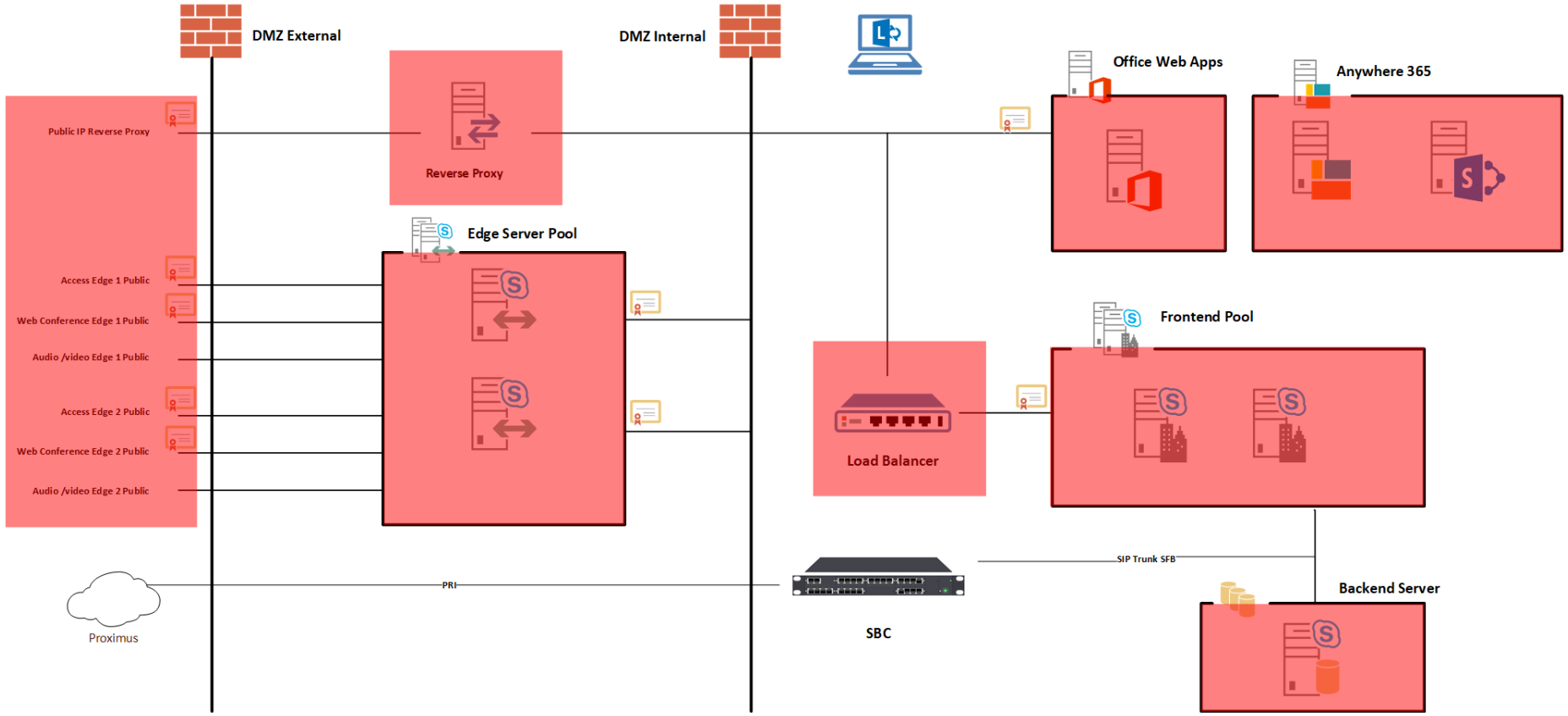
Good

- Teams can be customized
- Headsets work with Teams
- User adoption made migration a walk in the park
- Users can still join SFB meetings
- Federations keep working
- No more SFB infrastructure
- New features - Roadmap

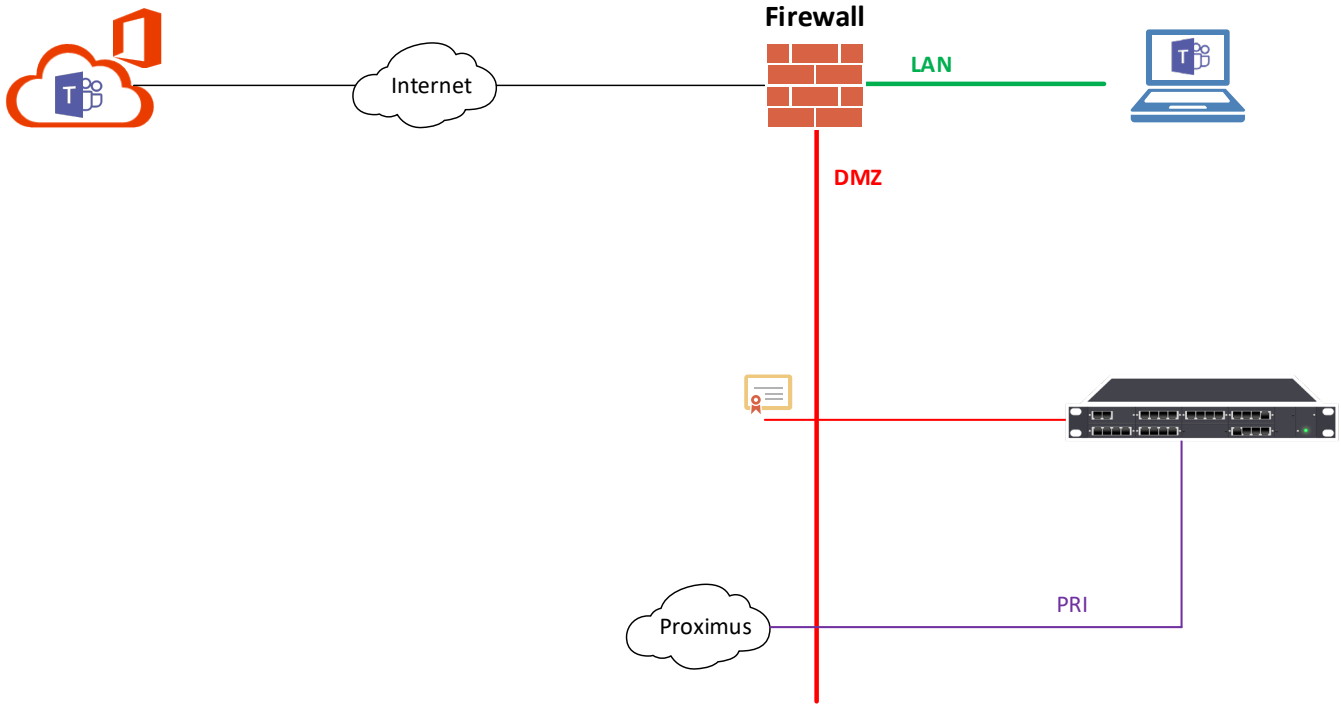
Bad

- Teams ≠ Skype for Business
- Delays (up to 48 hours)
- Availability Teams Admin Center
- ISDN Trunk & Direct Routing
- Presence is not Real Time(yet)
- Bugs in Call Queues
- Teams is a heavy application
- New features

INFRASTRUCTURE OPTIMIZATION



End Result



MS TEAMS // DEMO

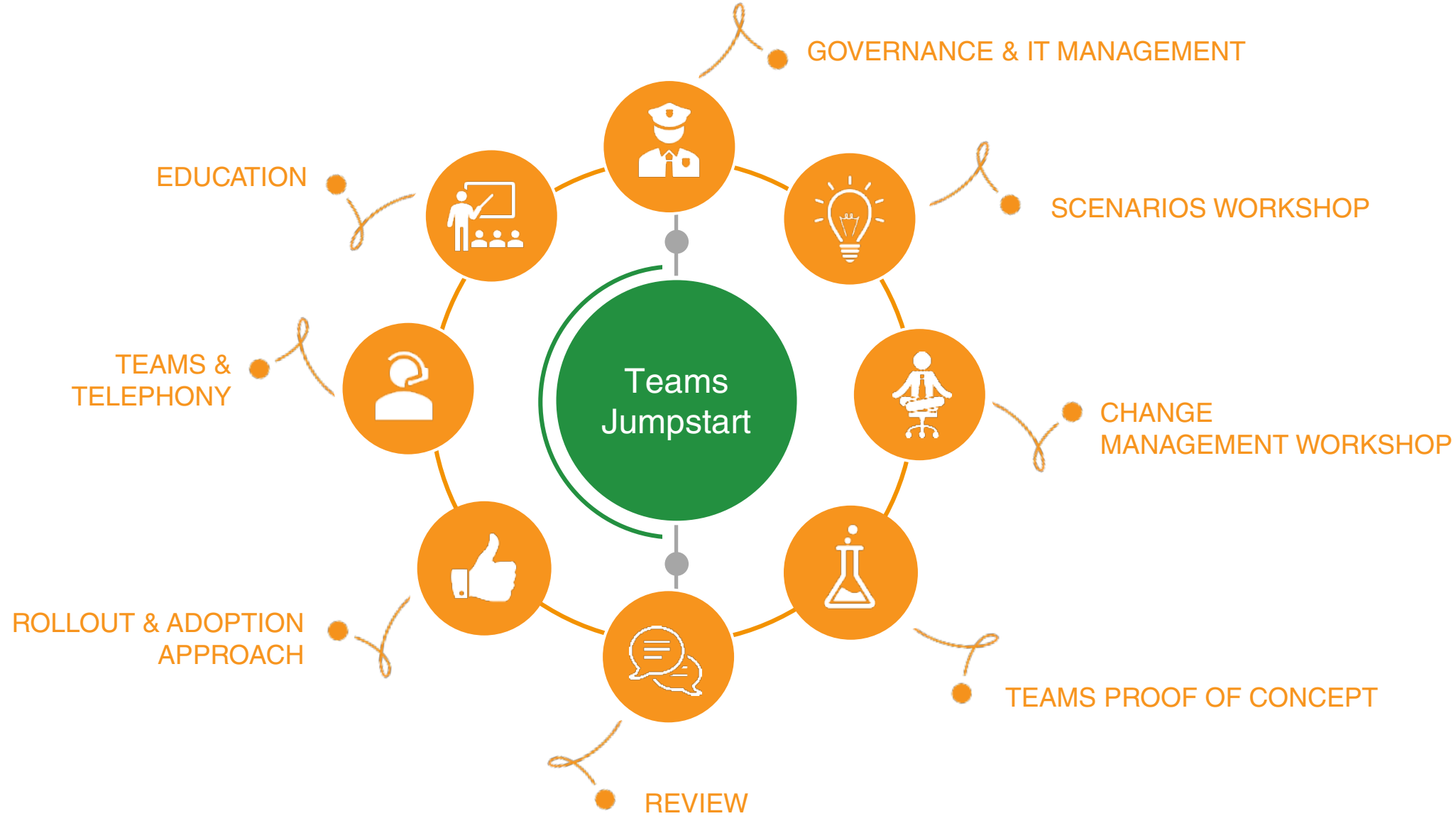
MS Teams: How to get started

REALDOLMEN // MS TEAMS JUMPSTART

- Realdolmen approach to rollout MS Teams in your organization
- IT has control vs Business can work autonomously
- Focus on business needs
- Create a positive impact on the way people work together

Sensitivity: L2 Company

REALDOLMEN // MS TEAMS JUMPSTART



MS TEAMS JUMPSTART // GOVERNANCE & IT MANAGEMENT WORKSHOP

Target audience:

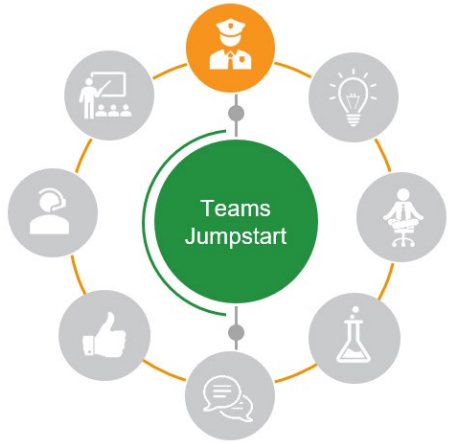
- IT

Goal:

- Learn how IT can manage & govern MS Teams
- Create a governance plan

Topics:

- What is Governance
- Governance options within MS Teams
- Architecture: the backbone of MS Teams
- MS Teams Admin center
- Security & compliance options
- Manage custom apps



Sensitivity: L2 Company

MS Teams Jumpstart // Scenarios workshop

Target audience:

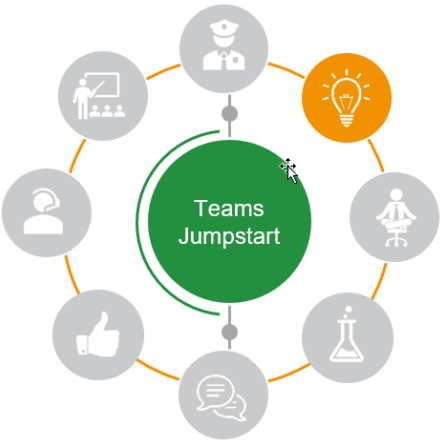
- Business users, HR, Communication, IT

Goal:

- Learn how users can get the best out of MS Teams
- Define 2 business scenarios to deliver value

Topics:

- MS Teams demo witth MS Teams functionalities
- Brainstorm to define possible business scenarios
- Pick 2 scenarios to work with in the next workshop



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MS TEAMS JUMPSTART // CHANGE MANAGEMENT WORKSHOP

Target audience:

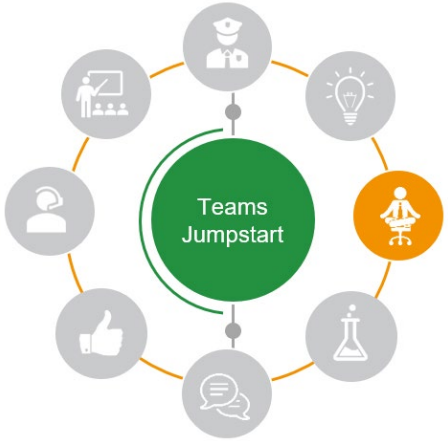
- C-Level, IT, HR, Internal ommunication

Goal:

- Create awareness about the importance of good change management
- Ensure essential insights to plan further actions

Topics:

- Characteristics of change in an ICT context
- Change management: what? Why? What if not?
- Cross team collaboration: structure and culture
- How to approach people during a change?
- Impact, Force field and Change readiness analysis

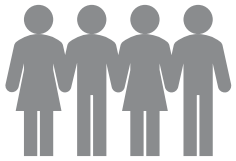


Sensitivity: L2 Company

MS Teams Jumpstart // Change management workshop

Driving Adoption – What we know for sure

People don't automagically change	Shadow IT is more prominent than ever	Teams is more than a technical migration	People & change are not one-size-fits-all
Resistance is a normal, human behavior that takes time to overcome	**80% admit to using their communication tool of choice[1]**	**"Deploy it and they will come" doesn't work**	**Organizations are made up of innovators, laggards and everyone in between**



[1]"What is Shadow IT?", https://www.skyhighnetworks.com/cloud-security-university/what-is-shadow-it/ (accessed March 2017)

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MS Teams Jumpstart // Proof Of Concept workshop

Target audience:

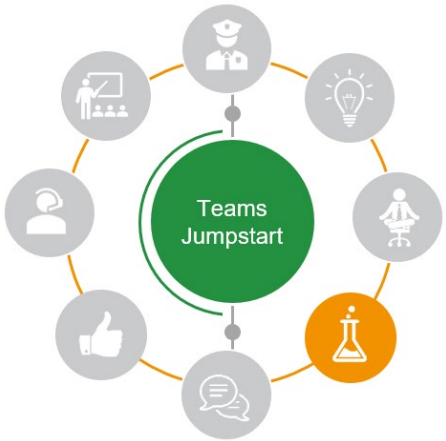
- Stakeholders scenario (x2)

Goal:

- Translate scenarios in a MS Teams configuration

Topics:

- Create the Team
- Define best practices together with stakeholders
- Hands-on guidance
- Feedback is input for change management
- Define extra scenarios



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MS Teams Jumpstart // Review workshop

Target audience:

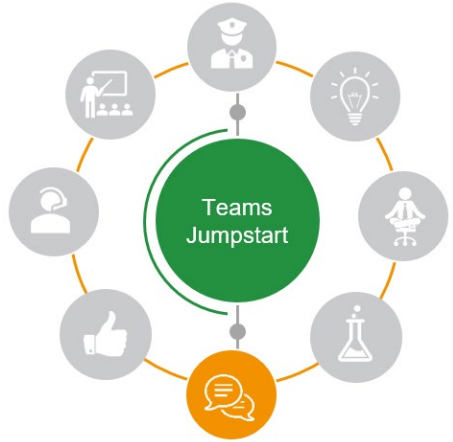
- Stakeholders scenarios

Goal:

- Review Teams setup after the PoC

Topics:

- Hands-on guidance
- Tips & tricks to improve the process
- Champions program



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MS TEAMS JUMPSTART // ROLLOUT & ADOPTION APPROACH

Target audience:

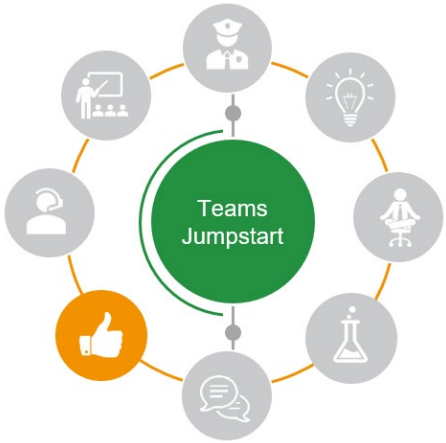
- Pilot group, change agents, early adopters, champions

Goal:

- To create and implement plans that will move the organization and individuals through change

Topics:

- Create plans for Communication, Sponsorship, Training, Coaching and Resistance management
- Integrate into project plan
- Execute plans
- Evaluate actions



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MS TEAMS JUMPSTART // TEAMS & TELEPHONY WORKSHOP

Target audience:

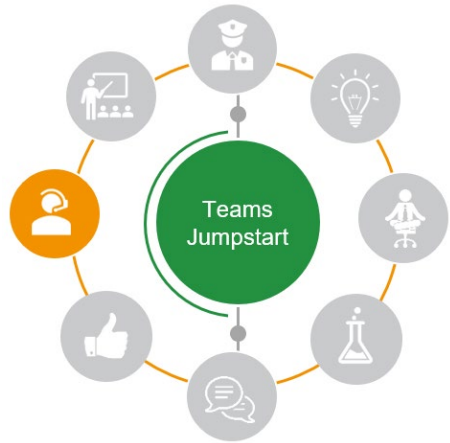
- IT

Goal:

- Understand how we can move telephony to Teams

Topics:

- PSTN connectivity



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MS Teams Jumpstart // Education

Target audience:

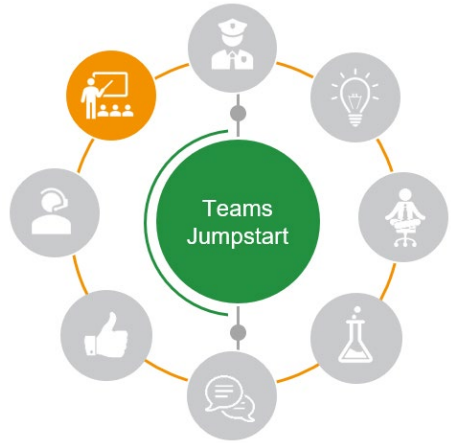
- Every operational team

Goal:

- Focus on effective use and acceptance by end-users
- To realize the full potential of people collaboration through Teams

Topics:

- Conceptual explanations
- Practical hands-on exercises
- Intense interaction between trainer and participants
- Documentation as to ensure product utilization
- Manuals, FAQs, quick reference guides and more



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a Gfi Group company

TEAMS Roadmap

Microsoft 365 Roadmap

Get the latest updates on our best-in-class productivity apps and intelligent cloud services. Rethink productivity, streamline business processes, and protect your business with Microsoft 365.

Take a quick tour

Microsoft 365 Ignite blog >

Enterprise Mobility + Security Ignite blog >

teams

Filters

Products

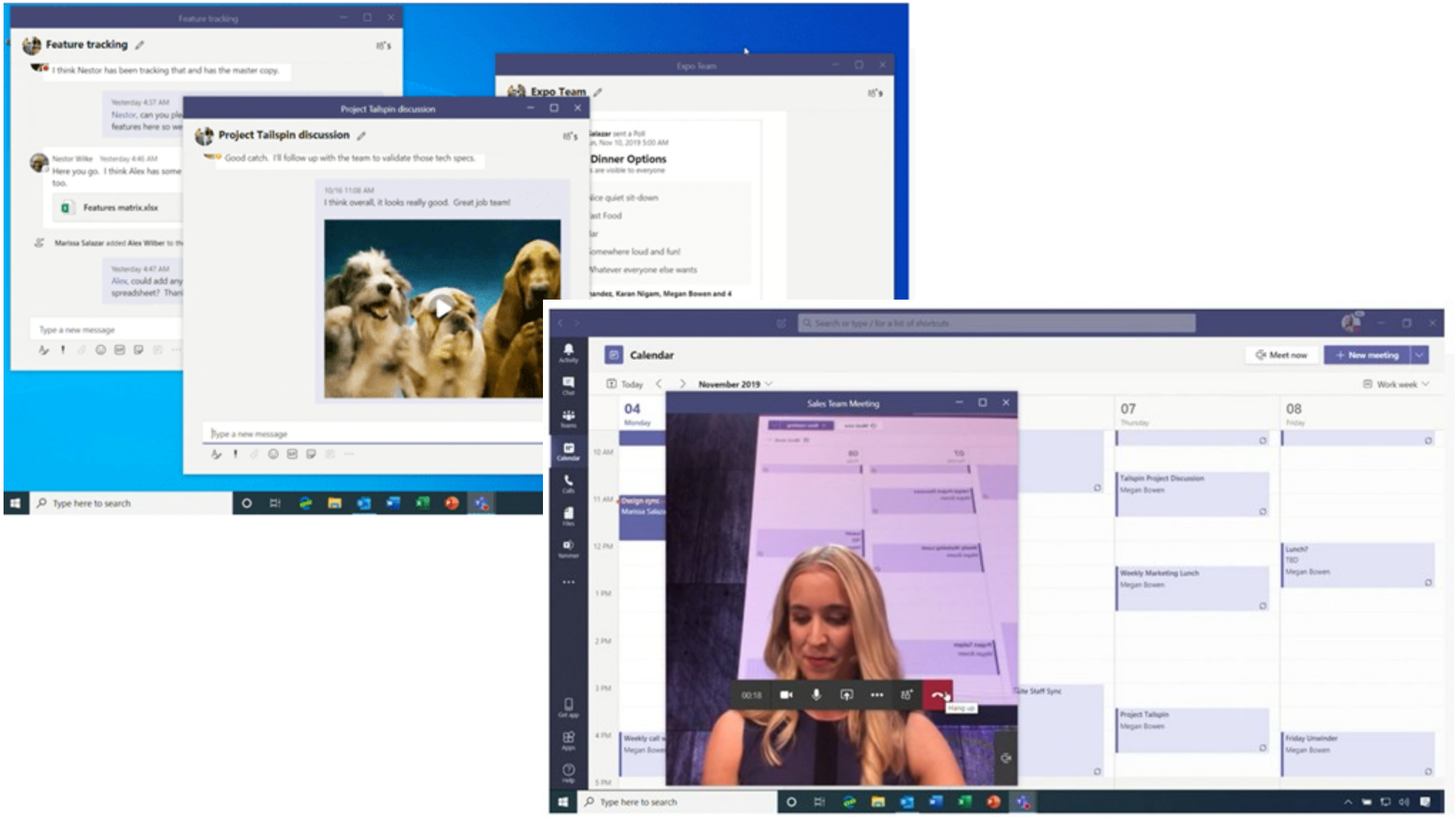
Enterprise Mobility +

Showing 152 updates[1]:

Download Share RS

In development	Rolling out	Launched
50	11	91

MS Teams Roadmap // Pop-Out Chat and Meetings Windows



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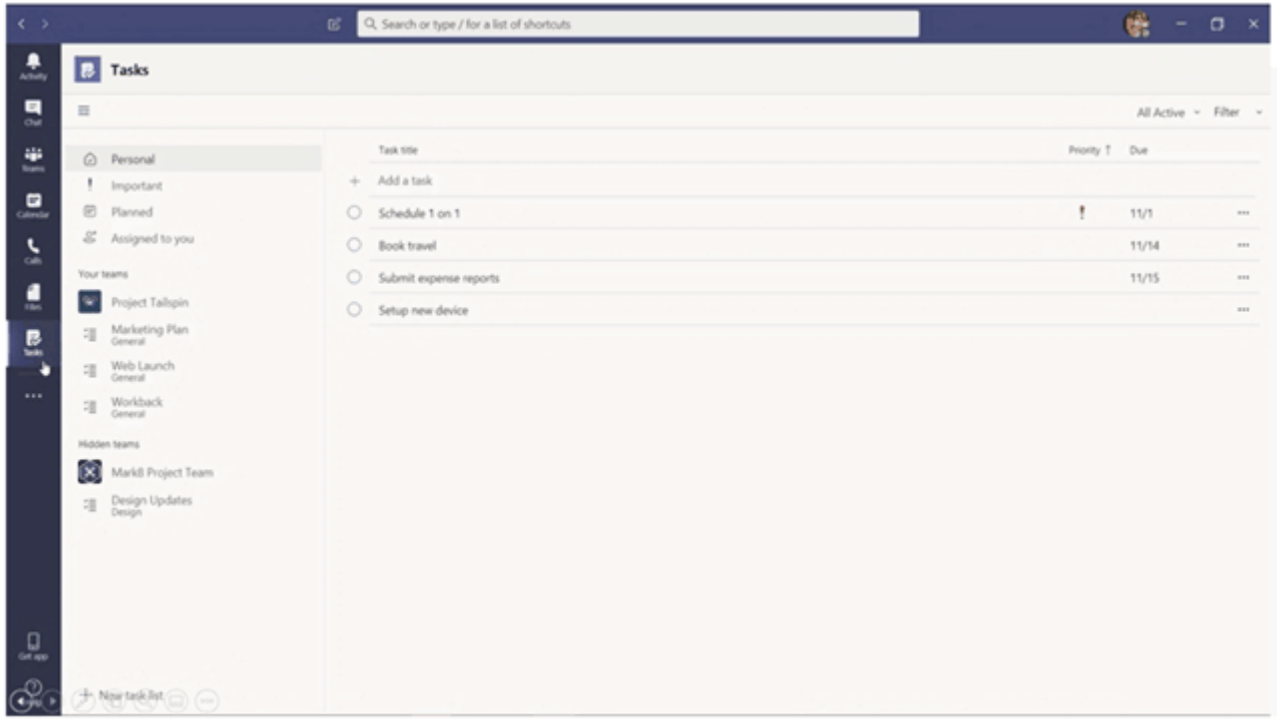
MS Teams Roadmap // New Tasks App in Teams

- Microsoft To Do
- Teams Channels
- Planner
- Oulook



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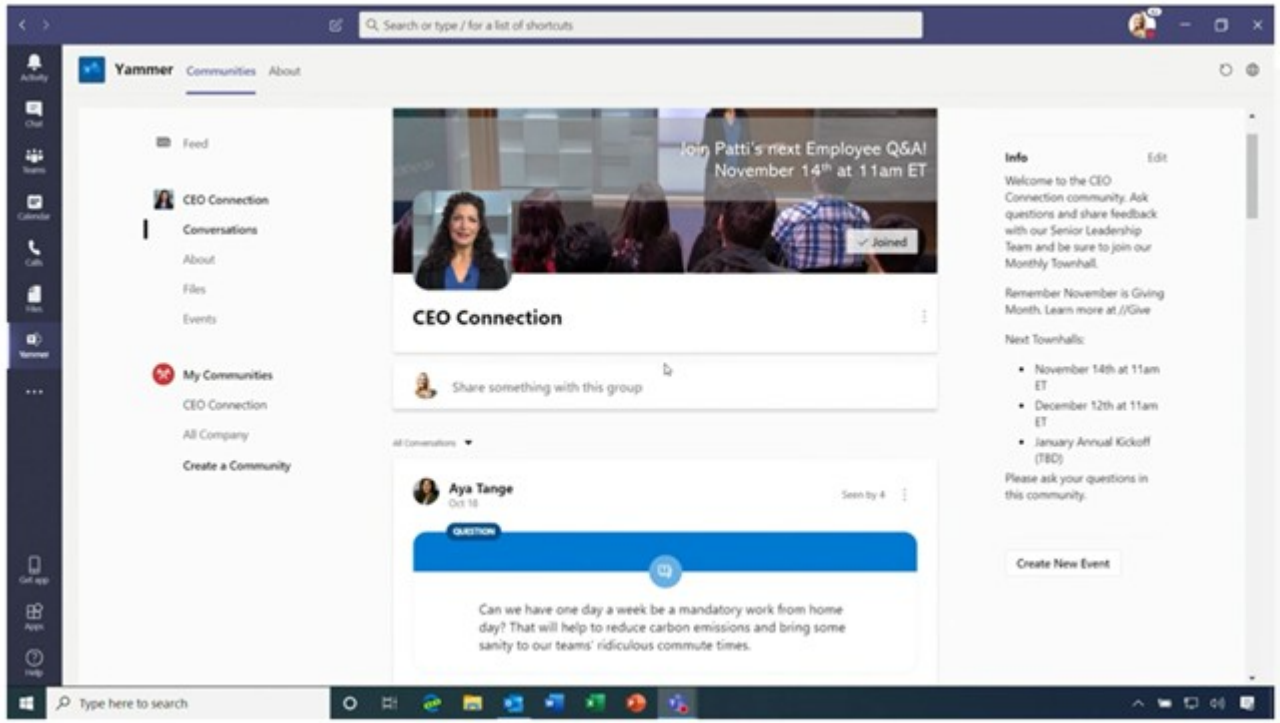
MS Teams Roadmap // Yammer App in Teams

- Post and read Yammer from within Teams
- Early 2020



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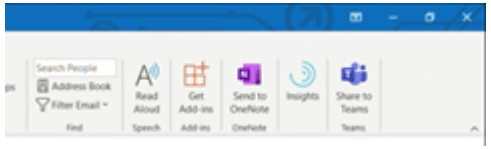
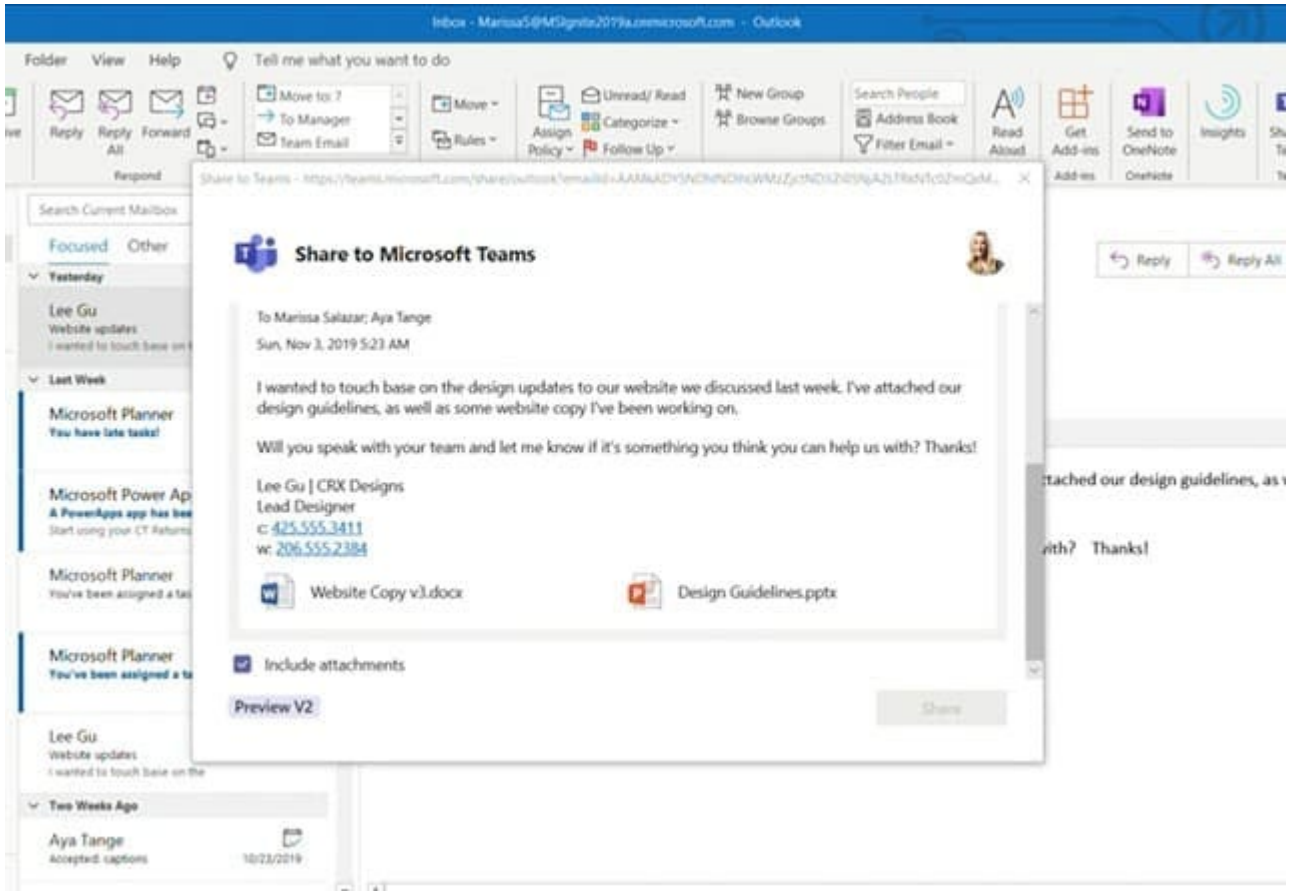
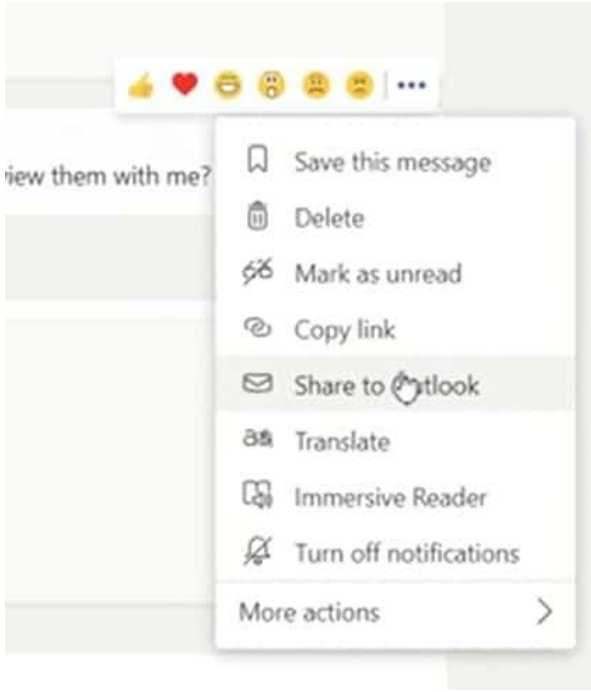
MS Teams Roadmap // New Teams Oulook Plugin







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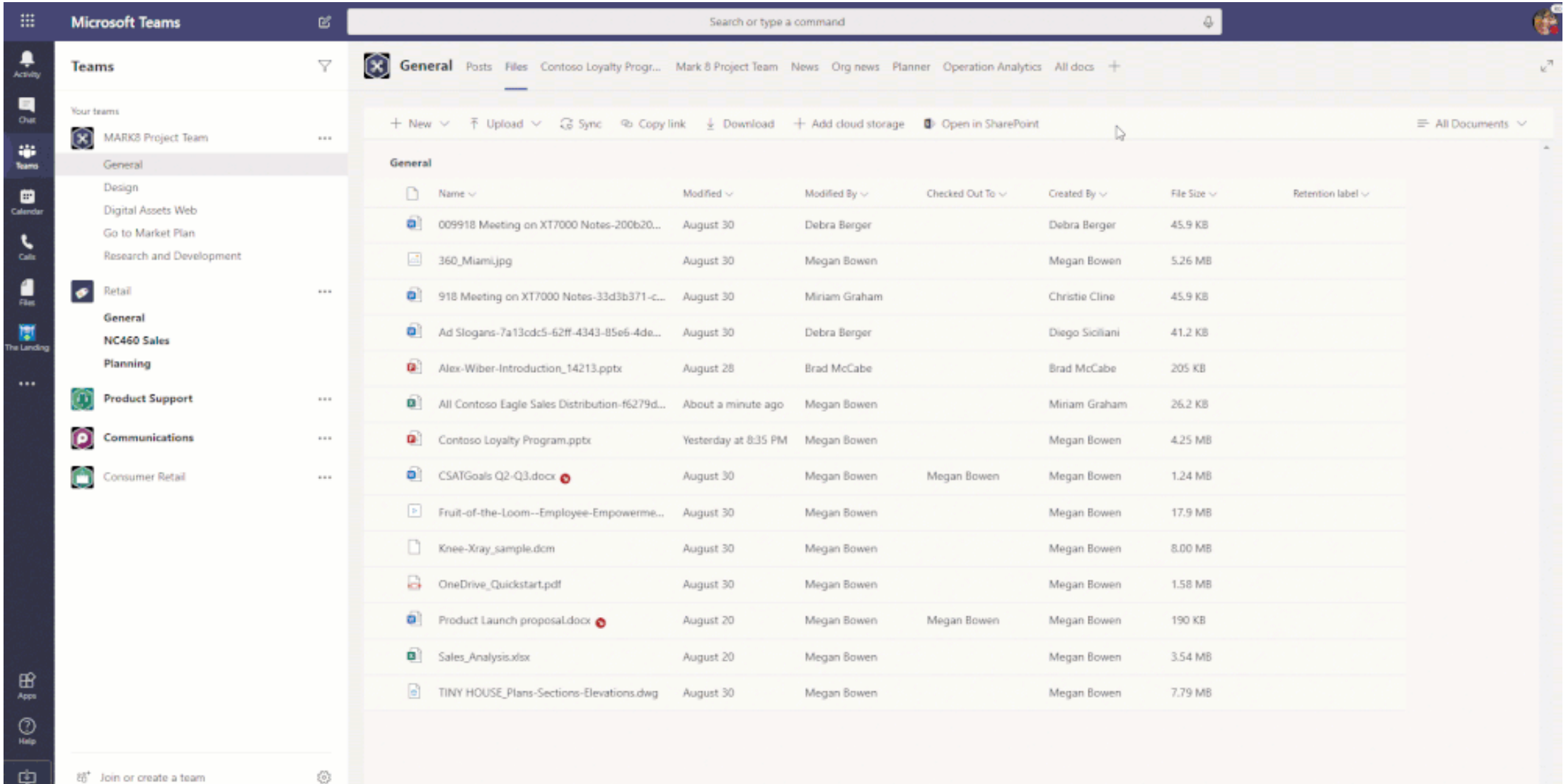
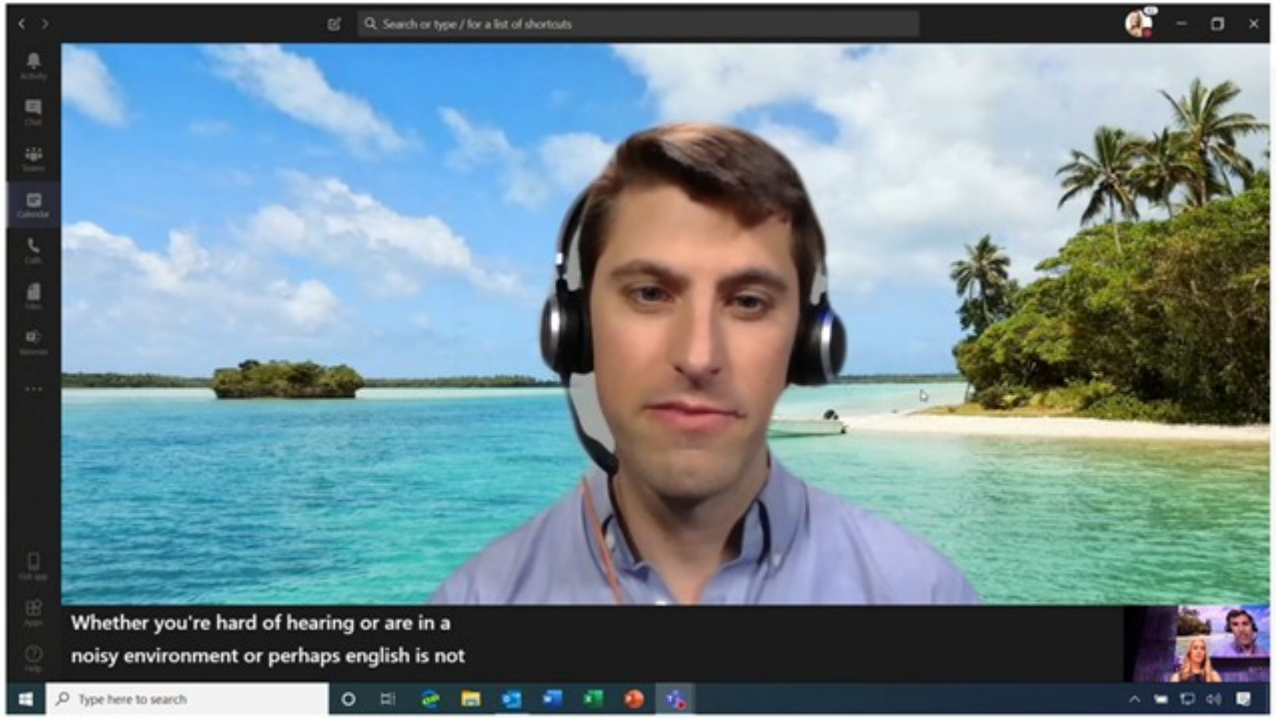
MS Teams Roadmap // New file experiences



MS Teams Roadmap // Real-Time Live Captions in Teams Meetings

- US English at start
- Other languages in the future



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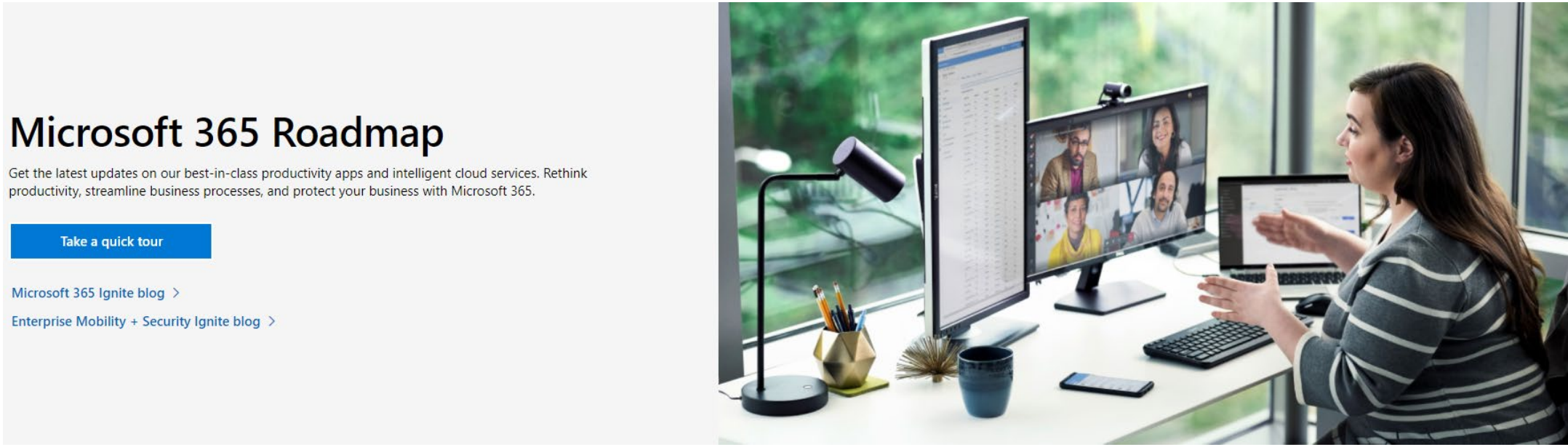
MS Teams Roadmap // So Much More

- https://www.microsoft.com/en-us/microsoft-365/roadmap?filters=&searchterms=Teams



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QUESTIONS?

New challenges
NEW IDEAS

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