

Microsoft Teams

Solution Overview and Adoption Strategies

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Kent Goodrow

Systems Engineering

- Account Manager
- Started with Systems Engineering in 2012
- Background in Network Engineering
- Designed, implemented, and administered VMWare, Microsoft, and Citrix environments



Nate Flynn

Residential Mortgage Services

- Director, Ancillary Apps
- Started with RMS in 2017
- Background in IT Project and Applications Management
- MTA, PMP, CISM, ITIL

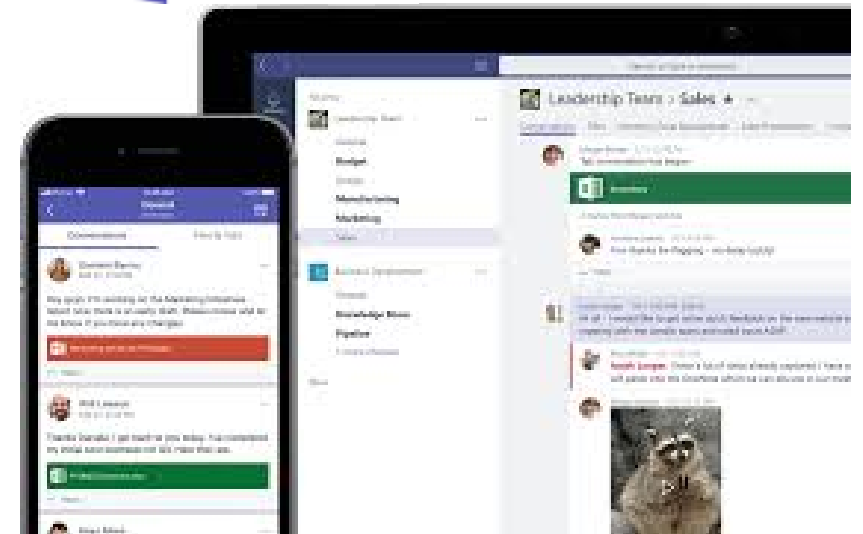
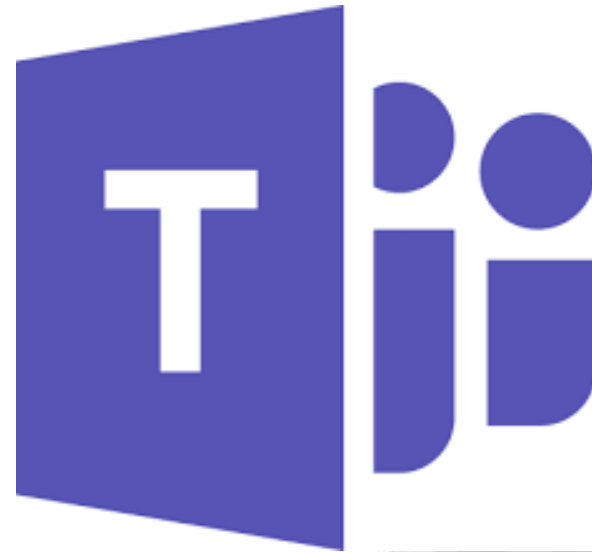


Agenda

- About Teams
 - Functionality, use cases, and the future of Skype
- Adoption Strategies
 - In-depth look at O365 platforms and a suggested implementation strategy
- Lessons learned
 - Tips and tricks – unwritten Microsoft ‘features’
- Q&A

Microsoft Teams

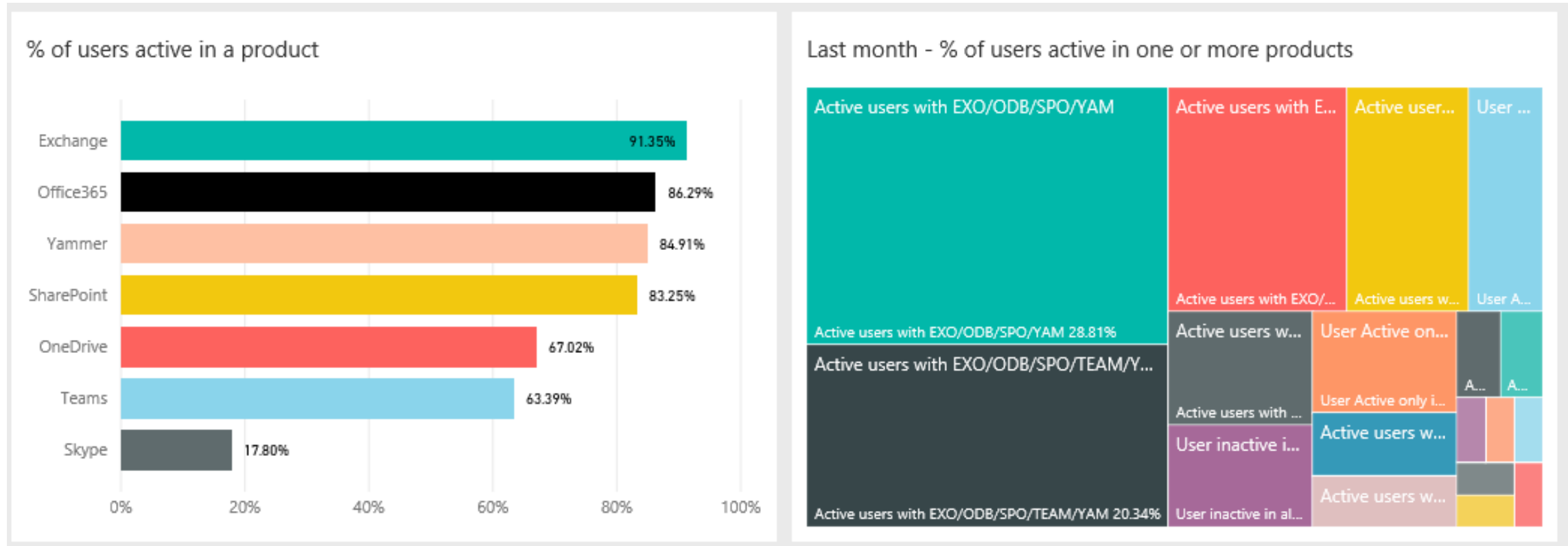
- Central Office 365 Workspace
 - Meetings and calendar management
 - Collaboration and content creation
 - Voice, video, and text chat interface
- Features and Advantages:
 - “Single pane of glass...”
 - Office 365 app and data integration
 - Security and compliance driven
 - Highly customizable (i.e., bot integration)
 - Single experience, omnichannel platform



Use Cases

- Department file share and collaboration space
- Project/initiative collaboration
- Chat, screen-sharing, and audio/video conferencing
- Internal and external user communication and collaboration
- Meeting scheduling, facilitation, and document sharing
- Integration with third party apps, bots, and external connectors

Teams Adoption Statistics



The Future is Coming

- Skype for Business consolidated into Microsoft Teams
 - Migration roadmap from Skype for Business to Teams
 - Calling, conferencing, chat; wholistic collaboration
- Integration with other Microsoft and third-party solutions
 - Linking to SharePoint Online sites and repositories
 - Third-party "apps" to pull sourced information into Teams
 - Third-party "bots" to respond to queries and updates in Teams
 - Teams "connectors" to inject information from disparate sources

Adoption Strategies

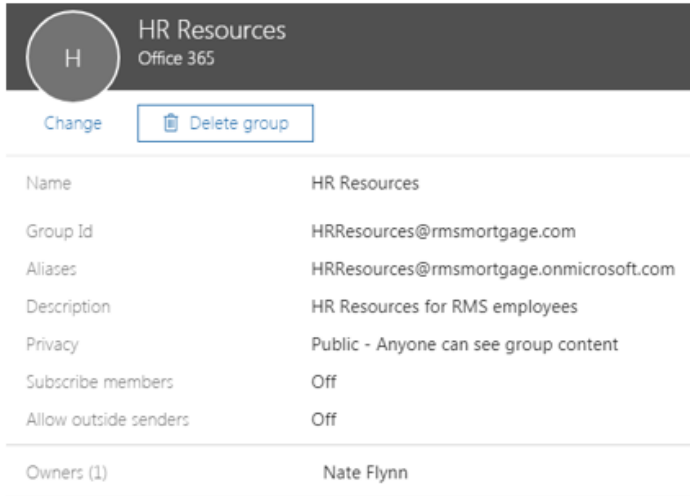
- Multifactor Authentication (Azure MFA) | Limit access by IP
 - Limit access to SharePoint resources to your internal network until MFA is implemented for employees.
- Decide which O365 platforms you are interested in including with your Teams deployment
- How will you manage existing Teams and create new ones?
 - Change control and user rights management
- How do you want to share information within your company? Outside your company?

Suggested implementation strategy

- **SharePoint:**
 - Corporate intranet, tightly managed, generally available to all employees, not shareable outside the domain
- **Teams:**
 - Group collaboration, managed by business owners, may include external users
- **OneDrive:**
 - Personal file storage, shareable outside of the domain to specific addresses, read-only by default

So what happens when you create a Team?

Creates O365 Group



HR Resources
Office 365

Change Delete group

Name	HR Resources
Group Id	HRResources@rmsmortgage.com
Aliases	HRResources@rmsmortgage.onmicrosoft.com
Description	HR Resources for RMS employees
Privacy	Public - Anyone can see group content
Subscribe members	Off
Allow outside senders	Off

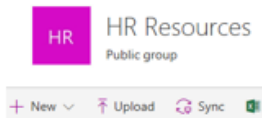
Owners (1)	Nate Flynn
Members (1)	Nate Flynn

*Group name

HR Resources

Group email address

HRResources@rmsmortgage.com



HR Resources
Public group

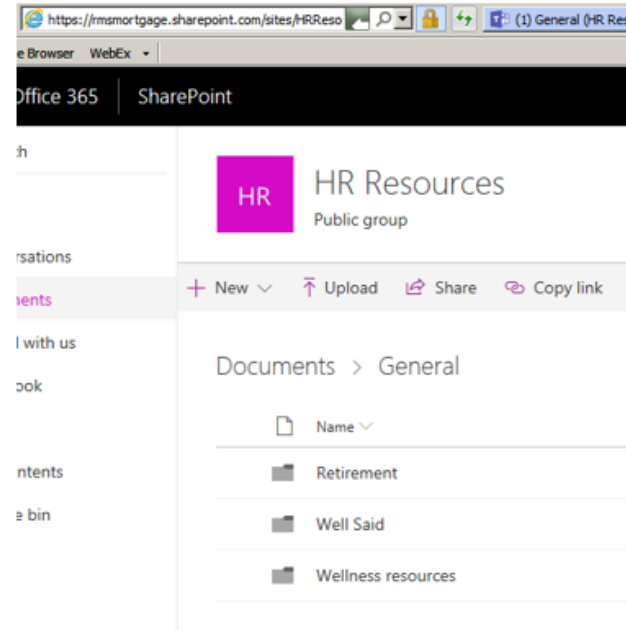
+ New Upload Sync

Documents

Name

A common library is used across SP, OneDrive, and Teams; 'Documents' is the top-level folder – accessible only in SP or OD; 'General' is a sub-folder, the top-level within a Team or channel

Creates SP site and library



https://rmsmortgage.sharepoint.com/sites/HRResources

Office 365 | SharePoint

HR Resources
Public group

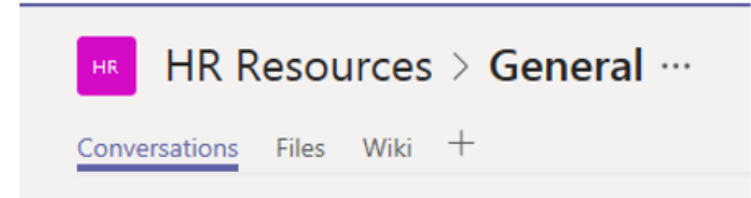
+ New Upload Share Copy link

Documents > General

Name	
Retirement	
Well Said	
Wellness resources	

Creates a group email address; a thread for conversations visible in SharePoint and Outlook

Creates Team and general channel



HR Resources > General

Conversations Files Wiki +

Get email address

See [advanced settings](#) for more options.

General - HR Resources <50b06a6a.rmsmortgage.com@amer.teams.ms>

Remove email address

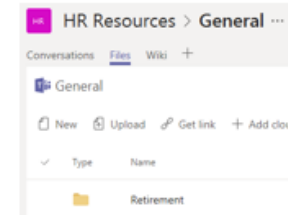
☒ Anyone can send emails to this address

☐ Only members of this team

☐ Only email sent from these domains:

e.g. microsoft.com, gmail.com

Creates an email address per channel, one by default for general; conversations visible in Teams



HR Resources > General

Conversations Files Wiki +

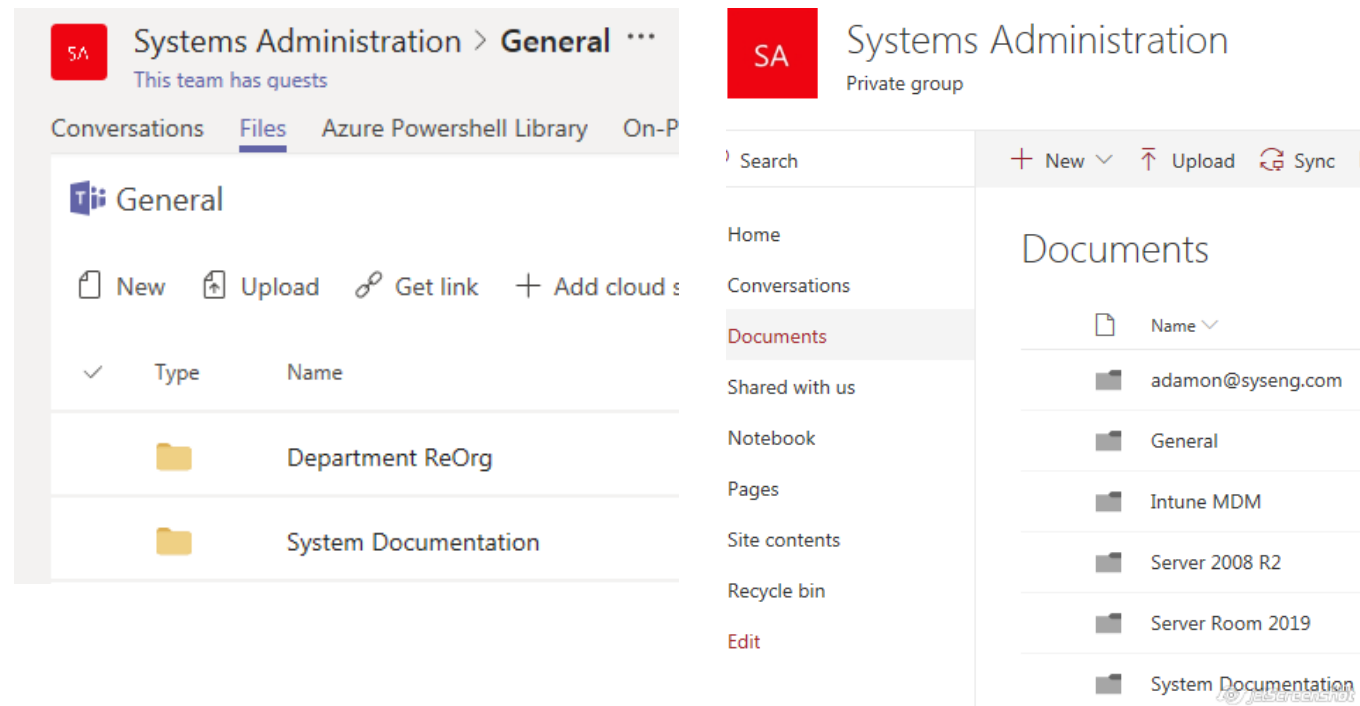
General

New Upload Get link Add cloud

Type	Name
Folder	Retirement

Lessons learned

- Document folder structure:
 - Teams organizes folders (and conversations) within 'channels'; these top-level channel folders are a sub-folder of 'Documents' as viewed from OneDrive or SharePoint



Lessons learned

- Email creation

- When a Team is created, Microsoft creates an email address for the O365 group AND adds it to the GAL
- A Team is created with a 'General' channel which also has an email address (sort of)

<div><div><div><div></div><div></div></div><div>New Office 365 group</div></div><div><div></div><div></div></div><div><div><div></div><div></div></div><div>new</div></div><div><div></div><div></div></div><div><div></div><div></div></div><div>accounting</div><div>X</div><div></div><div></div></div>			
DISPLAY NAME	GROUP TYPE	STATUS	EMAIL ADDRESS
Accounting	Dynamic distribution list	Active	accounting@rmsmort
Accounting Team	Office 365	Active	AccountingTeam@rm:
Accounting	Office 365	Active	Accounting1@rmsmo

Get email address

See [advanced settings](#) for more options.

General - Accounting <723ab7fa.rmsmortgage.com@amer.teams.ms>

Lessons learned

- 'Conversations'
 - Microsoft has two distinct collaboration vectors called 'conversations'
 - Skype for business | O365 Groups | Outlook share a 'conversation history'
 - Teams have 'channels' which have conversations posted to the GUID address which can be emailed to or posted to within the Teams interface

Lessons learned

- Limit the creation of O365 Groups
 - <https://docs.microsoft.com/en-us/office365/admin/create-groups/manage-creation-of-groups?view=o365-worldwide>
 - Create a security group, add members that should be able to create groups
 - Follow documentation, PowerShell module cmdlets to set permissions

Teams implementation considerations

- Document management

- Manage content from the Teams interface so that documents are placed in accessible sub-folders

- Exceptions, use SharePoint

- Uploading 10+ files (Chrome)

- Fine grained file management (sharing options, version history, etc)

- Conversations

- Use Teams conversation threads within channels; don't muddle Skype|O365 communications

Teams implementation considerations

- Limit the ability to create groups
- Watch for GAL conflicts
 - Edit email addresses published to the GAL; hide addresses from the GAL that were created by O365 that conflict with standing, known dynamic groups used by the company
- Virtual Teams client (not)
 - The Teams client will not install in a virtualized desktop environment (C:\\USERS\\); the web client will constantly present a splash page prompting users to download the client

Admin O365 demo

- Quick walkthrough of key admin settings within O365 SharePoint
 - Site collection settings, sharing
 - Access
 - Sharing

Questions?

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