

# How to Manage Microsoft Teams Successfully

Tony Redmond @12Knocksinna

# Office 365 for IT Pros

Tony Redmond

with Paul Robichaux

Juan Carlos González, Brian Reid,  
Ståle Hansen, Brian Desmond  
and Gustavo Velez.

Technical Editor: Vasil Michev

## Tony Redmond

- Lead author for "Office 365 for IT Pros" eBook
  - <https://gum.co/O365IT/>
- MVP since 2004
- Columnist for Petri.com
  - <https://www.petri.com/category/office/office-365>
  - <https://office365itpros.com>



# Never confuse marketing messages with an information technology strategy

Use the right tool for the job...

# Points to discuss

- Understanding the basics of Teams
- Planning for success
- Managing Teams for success
- Conclusions

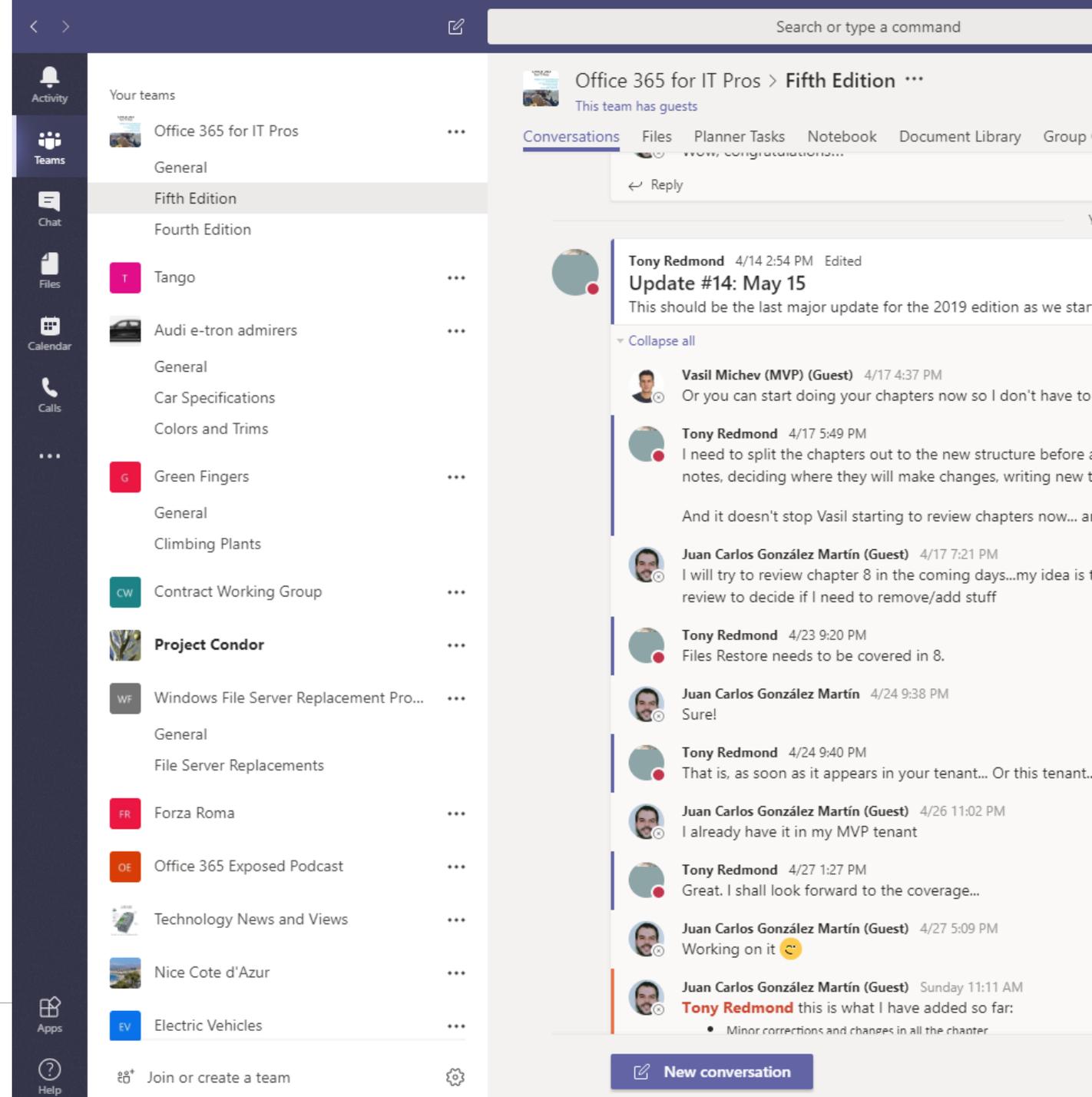


# The Teams Landscape

- Launched in Preview: November 2016
- General Availability: March 2017
- Announcement that Teams replaces Skype for Business Online: September 2017 (SfBO retirement on July 31, 2021)
- Used by 500,000 organizations: April 2019 – 19 million weekly active users (July 2019)
  - Relatively low average number of active users per organization
- Available to Office 365 enterprise (180 million active users), business, and education tenants
  - Free and Trial versions also available
  - Replacement for StaffHub for shift workers
  - Education and Health focus

# All About Teams

- Conversations are public (channels) or private (1:1 or group chats)
- Channels are logical divisions for conversations within teams
  - Private or public channels
- Desktop, browser, and mobile clients
- Limited scalability (5,000 members)

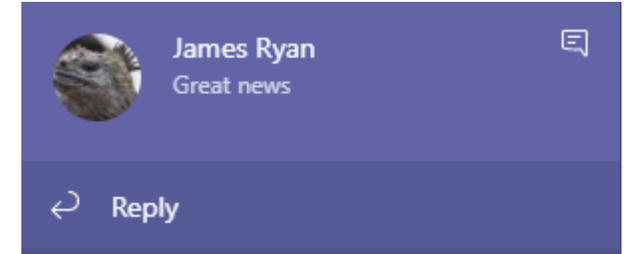


# The Nature of Conversations

- Available to all, even those who join later (including group chats)
- No forking
- Can be started with inbound email
- Some email characteristics



# Channel (public) and private conversations



## Channel

- Used to discuss and refine ideas (small teams), but also for general publication
- Open to all members of the team owning the channel
- Multiple threads (sometimes too many)
- Control over activity feed notifications (like @personal, channel, and team mentions)
- Full conversation history available to all team members (with scrolling)
- File sharing via team's SharePoint document library
- Supports scheduled and "Meet now" meetings for anyone in the channel
- More complete apps integration

## Personal (1:1 and group chats)

- Used to discuss and refine ideas before general publication
- Open to those invited to join the chat (from 1:1 up to 100)
- Everything in a single thread
- All messages in a chat generate pop-up notifications (unless DND is set)
- Only recent chat and message history shown by clients (limited chats can be shared with new participants)
- File sharing via sharer's OneDrive for Business (and only to the people in the chat at the time)
- Supports audio and video meetings and screen-sharing. Can schedule meetings with chat participants
- Read Receipts and Urgent messages

# Teams and Files

- Files tab automatically created for every channel to point to folder in the group's SharePoint site
- Makes it easy for team members to store and access files in SharePoint
- OneDrive for Business used for 1:1 and group chats

2020 Edition Posts Files Wiki 2 more +

Open Copy link Make this a tab Open in SharePoint Move Copy 1 selected

2020 Edition

Updates to the 2020 E... 4 days ago

Chapter Progress Track... 6/30/2019

Name	Modified	Modified By	File Size	Checked Out To	Retention
Graphics	June 27	Tony Redmond			
Figures for Chapters	June 24	Tony Redmond			
Companion Volume 2020	May 15	Tony Redmond			
Ch 13 - Managing Teams and Groups ...		Redmond	551 KB		Office
Ch 12 - Managing Teams.docx		Redmond	1.23 MB		Office
Ch 19 - Office 365 Data Governance.docx		Redmond	2.74 MB		Office
Ch 5 - Exchange Online.docx		Redmond	1.29 MB		Office
Ch 20 - eDiscovery and Content searches.d...		Redmond	1.78 MB		Office
Ch 7- SharePoint Online and OneDrive For ...	5 days ago	Tony Redmond	1.37 MB		Office
Updates to the 2020 Edition.docx	5 days ago	Tony Redmond	44.1 KB		
Ch 11 - Teams.docx	5 days ago	Tony Redmond	2.48 MB		Office
Ch 23 - Automating Office 365 with Flow a...	6 days ago	Tony Redmond	1.90 MB		Office

# Creating a Plan

- Why do you want to use Teams?
  - Reducing or eliminating email isn't a good goal
  - Encouraging better collaboration is nice, but what do you mean?
- What hard and verifiable measure tells you that you're successful?
- Who is responsible for setting policies for the deployment and ongoing management of Teams

# Plan Questions

- Training for end users, team owners, and admins – and keeping everyone up to date
- Definition of messaging, app, meeting and other policies
- Use of Teams for calling (Phone System replacement), including personal and room devices
- Control over team creation, naming, expiration, archiving, and membership
- Guest user access (Azure B2B collaboration)
- First and third-party app integrations

# More Questions

- Any impact on your SharePoint deployment?
- Will Teams help or hinder Data Governance?
  - Compliance, Data Loss Prevention, eDiscovery
  - A sprawl of Teams is not easily managed
- Programming/Automation
  - Graph and PowerShell
- Measurement
  - Standard Office 365 reports and analytics or third-party?

# Weekly Teams management 101

- Has Microsoft made any changes that affect users or tenant administration?
- Gathering and understanding weekly usage data
  - Number of teams – active, private, public, largest, org-wide, etc.
  - Number of recently-created teams (and the reasons why they are needed)
  - Type and volume of activity
- Security or other problems

# Success Comes From

- Setting clear goals
- Understanding the strengths and weaknesses of Teams before starting a deployment
- Having a structure set and managed by policies
- Monitoring how Teams is used and understanding the good and bad habits within your deployment
- Communicating with end users
- Sustained and strong executive leadership

# Summary

- Have a plan before doing anything with Teams
- Know what you want to achieve with the plan
- Measure the progress and impact of the plan