Microsoft

Microsoft Teams FastPath: Rapid Enablement for US Gov & DOD

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What is a FastPath?

This guide will provide several options in getting Microsoft Teams implemented in your US Gov or DOD organization *quickly for remote work capabilities.*

This guide is <u>NOT</u> meant to provide an overview of Teams end user capabilities. This guide is also <u>NOT</u> meant to replace Teams Engineering's Transition Workshop or Transition Training which provides a much deeper dive with more decision points in your journey to Teams.

We hope this guide empowers your organization's "speed to mission".

Who is this for?

This guide <u>IS</u> for Office 365 and/or Teams Service Administrators on GCC, GCC High and DOD who want to turn on Teams for their organization in the *<u>fastest way possible</u>* for *<u>remote work capabilities.</u>*

*Please note all screenshots in this slide deck are from GCC.

Why Now?

The US Government and Military are in the middle of a national crisis battling the spread of COVID-19. In an effort to help their own employees during the pandemic, government organizations are implementing remote work capabilities.

There is a sense of urgency and now is the time to prepare for what's to come. Microsoft Teams for US Government & DOD provides a compliant way to meet these needs.

Rapidly Enabling Teams for Chat, Co-Authoring, & Internal Calling/Meetings

Pre Reqs:

- ❑ Active Directory identities synced with Azure
- ❑ Office 365 user accounts provisioned
- ❑ User mailboxes in Exchange Online or on-prem with Exchange Hybrid
- ❑ SharePoint Online service enabled
- ❑ OneDrive for Business service enabled
- ❑ Optional: Stream service enabled (Not Available for GCC High & DOD)

Network Readiness - Whitelisting

Before any user can connect to Microsoft Teams on your network, a set of endpoints must be exempted from your network's firewall (called whitelisting) and a set of ports must be opened. The following links provide the endpoint data required for connectivity from a user's machine to Office 365.

GCC:
https://docs.microsoft.com/en-us/office365/enterprise/urls-and-ip-address-ranges

GCC High:
https://docs.microsoft.com/en-us/office365/enterprise/office-365-u-s-government-gcc-high-endpoints

DOD:
https://docs.microsoft.com/en-us/office365/enterprise/office-365-u-s-government-dod-endpoints

Network Readiness – Split-Tunnel VPN

Split tunneling enables segmenting traffic not destined for on-premise services to be egressed to Office 365 via a direct Internet connection. Microsoft Teams Engineering recommends at minimum that you enable split-tunnel VPN for Teams media traffic to reduce VPN load and ensure a high quality experience for all media scenarios within Teams: https://docs.microsoft.com/windows/security/identity-protection/vpn/vpn-routing

Teams Split-Tunnel Media Ranges by US Gov Cloud Type

GCC	GCCH	DoD
13.107.64.1 13.107.64.0/18 52.112.0.0/14	13.107.64.1, *.gov.teams.microsoft.us, *.infra.gov.skypeforbusiness.us, *.online.gov.skypeforbusiness.us, gov.teams.microsoft.us 52.127.88.0/21, 52.238.114.160/32, 52.238.115.146/32, 52.238.117.171/32, 52.238.118.132/32, 52.247.167.192/32, 52.247.169.1/32, 52.247.172.50/32, 52.247.172.103/32, 104.212.44.0/22, 195.134.228.0/223	13.107.64.1, *.dod.teams.microsoft.us, *.online.dod.skypeforbusiness.us, dod.teams.microsoft.us 52.127.64.0/21, 52.180.249.148/32, 52.180.252.118/32,52.180.252.187/32, 52.180.253.137/32, 52.180.253.154/32, 52.181.165.243/32, 52.181.166.119/32, 52.181.167.43/32, 52.181.167.64/32, 52.181.200.104/32, 104.212.32.0/22, 104.212.60.0/23, 195.134.240.0/22

https://docs.microsoft.com/en-us/microsoftteams/prepare-network

https://techcommunity.microsoft.com/t5/office-365-blog/how-to-quickly-optimize-office-365-traffic-for-remote-staff-amp/ba-p/1214571

Access the Teams Admin Center

Be sure you have been granted access to the Teams Admin Center by your Office 365 Global Administrator and be aware of other admin center URLs.

Teams Admin Center URLs:
- GCC: https://admin.teams.microsoft.com
- GCC High: https://admin.gov.teams.microsoft.us
- DOD: https://admin.dod.teams.microsoft.us

Office 365 Admin Center URLs:
- GCC: https://admin.microsoft.com
- GCC High: https://portal.office365.us
- DOD: https://portal.apps.mil

Teams Admin Center - QoS

Use Quality of Service (QoS) to configure packet prioritization. This will improve call quality in Teams and helps you monitor and troubleshoot as well. Turning on QoS in the Teams Admin Center is a quick way to prioritize Teams traffic over the internet. You can also use policy-based QoS within Group Policy to set the source port range for the predefined DSCP value in the Teams client.

Teams Admin Center > Meetings > Meeting Settings > Network

https://docs.microsoft.com/en-us/microsoftteams/qos-in-teams

https://docs.microsoft.com/en-us/microsoftteams/qos-in-teams-clients

Recommended Modes for Rapid Deployment

Co-existence modes determine how both Skype & Teams exist in your org. Co-existence modes also need to be considered even if Skype is not provisioned within your environment. It's important to set the right co-existence mode before users begin using Teams.

Co-Existence Mode Recommendations:

- Islands Mode: Default setting. Both Skype and Teams are available in your environment. Each of the client applications operates as a separate island. Skype for Business talks to Skype for Business, and Teams talks to Teams. Users are expected to run both clients at all times and can communicate natively in the client from which the communication was initiated. Note that chat messages do not travel between Skype for Business Online & Teams services in this mode (interoperability).
- Teams Only Mode: Users receive the full benefits of Microsoft Teams. Additionally, users in Teams Only mode will receive all calls and chats in Teams. https://docs.microsoft.com/en-us/microsoftteams/teams-only-mode-considerations

**Please note that Islands Mode is recommended for no more than 6 months. Islands mode is not an end state! The desired end state is Teams Only mode.

Recommended Modes for Rapid Deployment

Starting Point	Considerations	Recommended Co-Existence Mode	Action to Perform

Skype for Business Online	User identity is already online	**Islands**	Apply to Entire Tenant:
			`Grant-CsTeamsUpgradePolicy -PolicyName IslandsWithNotify -Global`
			
			Apply to Individual User:
			`Grant-CsTeamsUpgradePolicy -PolicyName IslandsWithNotify -Identity mike@contoso.gov`
			
			Via Teams Admin Center:
			https://docs.microsoft.com/en-us/microsoftteams/setting-your-coexistence-and-upgrade-settings
			`*Be sure to toggle on the "notify" switch!`

Skype for Business On-Prem with or without Hybrid**	User identity is already online	**Islands**	
No Skype At All	Recommend to go directly to Teams	**Teams Only**	Apply to Entire Tenant: `Grant-CsTeamsUpgradePolicy -PolicyName UpgradeToTeams –Global` Apply to Individual User: `Grant-CsTeamsUpgradePolicy -PolicyName UpgradeToTeams -Identity` mike@contoso.gov **Via Teams Admin Center:** https://docs.microsoft.com/en-us/microsoftteams/setting-your-coexistence-and-upgrade-settings

**Skype for business contact and meeting migration not possible when hybrid is not in place

Co-Existence Mode "Must-Read" References

Setting your coexistence and upgrade settings:

https://docs.microsoft.com/en-us/microsoftteams/setting-your-coexistence-and-upgrade-settings

PowerShell commandlets for applying co-existence modes:

https://docs.microsoft.com/en-us/powershell/module/skype/grant-csteamsupgradepolicy?view=skype-ps

Understand Microsoft Teams and Skype for Business coexistence and interoperability:

https://docs.microsoft.com/en-us/microsoftteams/teams-and-skypeforbusiness-coexistence-and-interoperability

Migration and interoperability guidance for organizations using Teams together with Skype for Business:

https://docs.microsoft.com/en-us/microsoftteams/migration-interop-guidance-for-teams-with-skype

Migrate Existing Skype Online Mtgs to Teams

When moving an individual user's coexistence mode from Islands to Teams Only, the Meeting Migration Service (MMS) is triggered automatically. If you are implementing an org-wide setting for the upgrade policy, MMS must be manually triggered.

PowerShell Script to Trigger MMS manually:

```
Get-CsOnlineUser -Filter {TeamsUpgradePolicy -eq $null} | where TeamsUpgradeEffectiveMode -in
"TeamsOnly","SfBWithTeamsCollabAndMeetings" | Start-CsExMeetingMigration -SourceMeetingType SfB -
TargetMeetingType Teams
```

**Skype for business contact and meeting migration not possible when hybrid is not in place

https://docs.microsoft.com/en-us/skypeforbusiness/audio-conferencing-in-office-365/setting-up-the-meeting-migration-service-mms
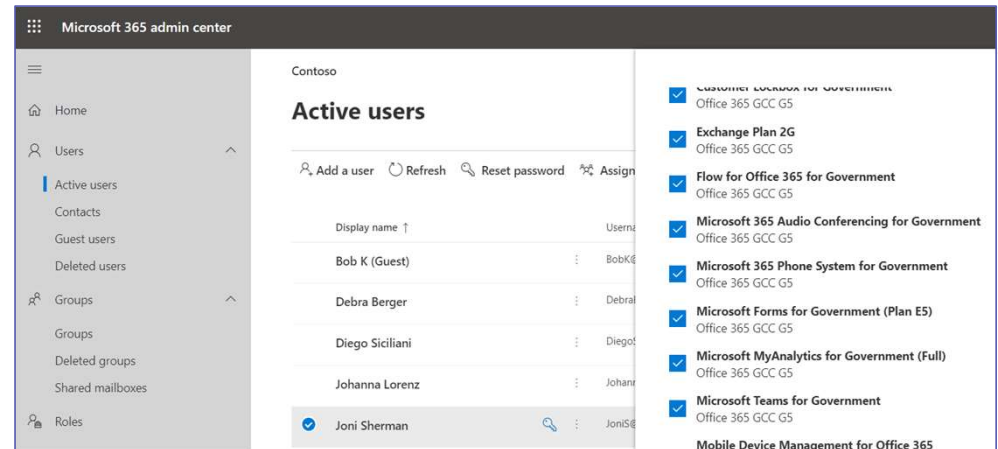
Manage User Licenses to Teams

An administrator must assign licenses to new users when new user accounts are created, or to users with existing accounts. The administrator must have Office 365 Global Administrator or User Management Administrator privileges. Teams Engineering recommends to enable the Teams license for all users in your org.

Option #1: Use the Microsoft 365 Admin Center

- Navigate to: M365 Admin Center > Active Users > Select User > Manage Product License
- Admin Center URL's
  - GCC: https://admin.microsoft.com
  - GCC High: https://portal.office365.us
  - DOD: https://portal.apps.mil

https://docs.microsoft.com/en-us/MicrosoftTeams/user-access

Manage User Licenses to Teams (cont.)

Option #2 – Use PowerShell

The License SKU is referenced as such: "<tenant name>:<service plan name>". These are the Teams service plan names for each US Gov Cloud:

- GCC = **TEAMS_GOV**
- GCC High = **TEAMS_GCCHIGH**
- DOD = **TEAMS_DOD**

Example To License All Unlicensed Users:

```
Get-MsolUser -All -UnlicensedUsersOnly | Set-MsolUserLicense -AddLicenses "contosogov:TEAMS_DOD"
```

https://docs.microsoft.com/en-us/MicrosoftTeams/user-access

Install the Desktop Client – EXE or MSI

Downloads: The Teams client is available for download from within the accreditation boundary for each US Gov Cloud. Microsoft recommends customers to use the 64-bit version of the Teams client for any 64-bit based Windows operating system. The Teams client does NOT need to match the version of Office installed on the machine.

Updates: Once the client is installed, updates are pushed automatically when a user has been inactive on the computer for 30 minutes.

MSI Installer Script: `msiexec /i Teams_windows_x64.msi OPTIONS="noAutoStart=false"`

Note: Citrix VDI support is available for GCC only, no other 3rd party VDI support is available at this time. VDI is not supported for GCCH or DOD clouds.

GCC	GCC High	DOD
https://teams.microsoft.com/download	https://gov.teams.microsoft.us/download	https://dod.teams.microsoft.us/download
https://teams.microsoft.com/downloads/desktopurl?env=production&plat=windows&arch=x64&download=true&managedinstaller=true	https://gov.teams.microsoft.us/downloads/desktopurl?env=production&plat=windows&arch=x64&download=true&managedinstaller=true	https://dod.teams.microsoft.us/downloads/desktopurl?env=production&plat=windows&arch=x64&download=true&managedinstaller=true

https://docs.microsoft.com/en-us/microsoftteams/get-clients
https://docs.microsoft.com/en-us/microsoftteams/msi-deployment

Office & Teams Interoperability Considerations

Click to Run Office Pro Plus (2016)
- 2016 C2R min version: 11727.20210 (1906)
- Monthly Channel: [June 24th, 2019]
- Semi-Annual Channel, Targeted: [Sept 10th, 2019]
- Semi-Annual Channel: Jan 2020

Click to Run Office Pro Plus (2019)
- 2019 C2R VL min version: 10348.20020 [July 2019]

MSI Office Pro Plus (2016)
- 2016 MSI min version: 4888.1000 [Aug 2019]

Please note the above information is accurate as of its published date.

The Skype for Business client is required for Teams presence integration with Office!

https://support.microsoft.com/en-us/help/4505749/interoperability-improvements-between-sfb-2016-and-teams

Accessing the Web Client

The Teams web client is a full, functional client that can be used from a variety of browsers. The web client supports Calling and Meetings by using webRTC, so there is no plug-in or download required to run Teams in a web browser. **The browser must be configured to allow third-party cookies.**

Approved Browsers:
- Microsoft Edge Chromium
- Google Chrome
- Microsoft Edge RS2 or later (no outgoing sharing)

⚠ IE, Firefox & Safari will <u>not work</u> with Teams!

Web Client Locations

GCC	GCC High	DOD
https://teams.microsoft.com	https://gov.teams.microsoft.us	https://dod.teams.microsoft.us

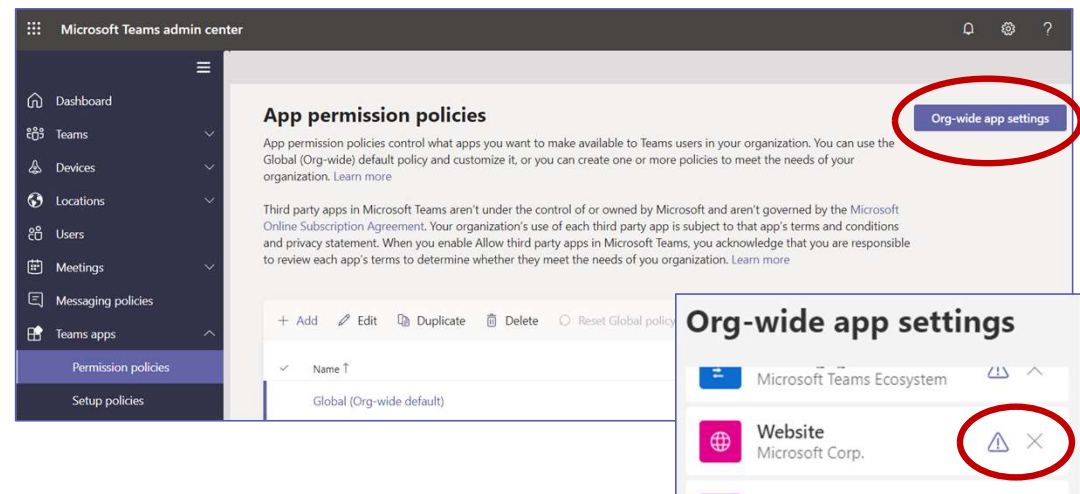https://docs.microsoft.com/en-us/microsoftteams/get-clients

Enable the Website Tab

The Teams website tab allows users to pin commonly used websites to a Team. Only https sites allowed by your network can be pinned though this tab. No content bleeds over from the pinned website over to the team. This tab is off by default in GCC, GCC High and DOD and must be manually enabled through the Teams Admin Center.

How To:

1) Navigate to the Teams Admin Center > Teams Apps > Permission Policies
2) Click on the purple Org-wide app settings button
3) Scroll through the alphabetical Blocked Apps list and click on the "X" to unblock the app
4) Hit save

*GCC Only: 3rd Party apps are available for GCC but are turned off by default. Be sure to review and enable any other apps that will help your organization through this crisis.


https://docs.microsoft.com/en-us/microsoftteams/teams-app-permission-policies

https://techcommunity.microsoft.com/t5/public-sector-blog/microsoft-teams-third-party-apps-now-available-in-government/ba-p/1132197

Install the Mobile App

Teams mobile apps are available for Android and iOS for GCC, GCC High & DOD users. To get the mobile apps, go to the 2 available mobile stores: **Google Play** and the **Apple App Store**.

Note: Teams is not available for use on a **mobile web browser** such as the iOS Safari or Android OS Chrome browsers. All mobile and tablet users must use the app from the app store. Distribution of the mobile apps via MDM or side-loading is not supported by Microsoft.
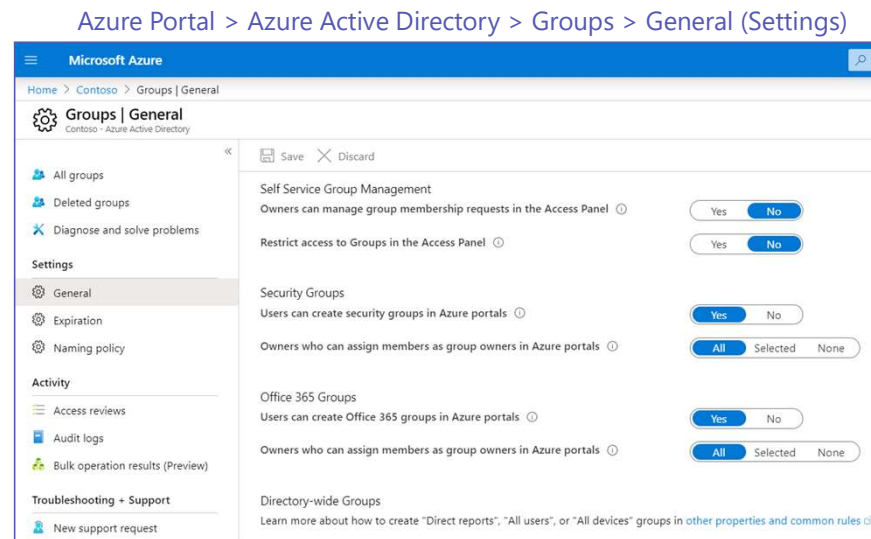

https://docs.microsoft.com/en-us/microsoftteams/get-clients
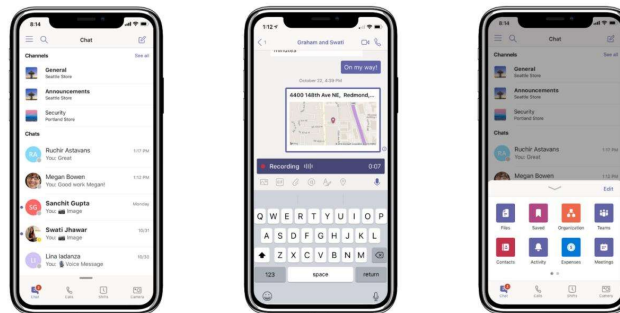
Other Recommended Configurations

O365 Groups Management

During an emergency or crisis, it is best to remove any friction or blockers from users being able to do their work quickly. Office 365 Groups is the foundation of Microsoft Teams. Having users be able to create their own Groups/Teams will ease the burden/bottleneck of Help Desk having to fulfill that request and will thwart other unmanaged & not accredited services from entering into your organization.

To empower this scenario, be sure to set the following settings below. (Azure AD Premium 1 at minimum required.)

Azure Portal > Azure Active Directory > Groups > General (Settings)

https://docs.microsoft.com/en-us/microsoft-365/admin/create-groups/manage-creation-of-groups

Optional: O365 Groups Expiration

Expiration policies can help automatically remove unused Groups and Teams. Group/Team Owners will automatically be sent an email before the expiration that allows them to renew the group for another expiration interval. By default, when a group expires it is "soft-deleted" unless a Retention Policy is applied for all of the Group's services in O365. The Expiration feature requires Azure AD Premium 1 at minimum.

Azure Portal > Azure Active Directory > Groups > Expiration (Settings)

Renewal Email

https://docs.microsoft.com/en-us/microsoft-365/admin/create-groups/office-365-groups-expiration-policy
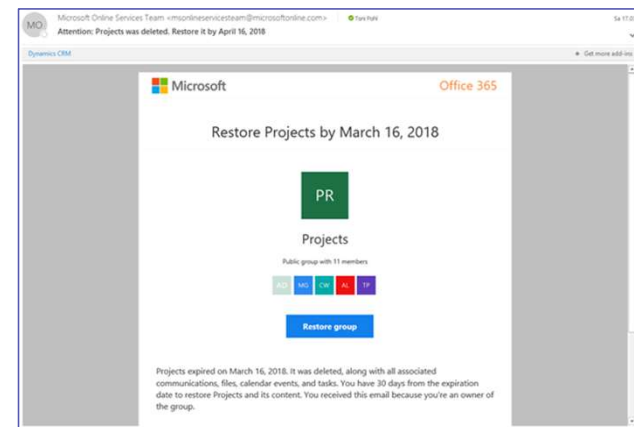
Enable a Custom Blocked Words List

Utilize the Groups Naming Policy to block specific words and profanity from being used in O365 Groups & Teams names. For an already created list of blocked words, visit https://aka.ms/RimaContent and download the Blocked Words List file for use as a starting point in your environment.

Blocked word list rules:

- Blocked words are not case sensitive.
- When a user enters a blocked word as part of a group name, they see an error message with the blocked word.
- There are no character restrictions on blocked words.
- There is an upper limit of 5000 phrases that can be configured in the blocked words list.

https://docs.microsoft.com/en-us/azure/active-directory/users-groups-roles/groups-naming-policy
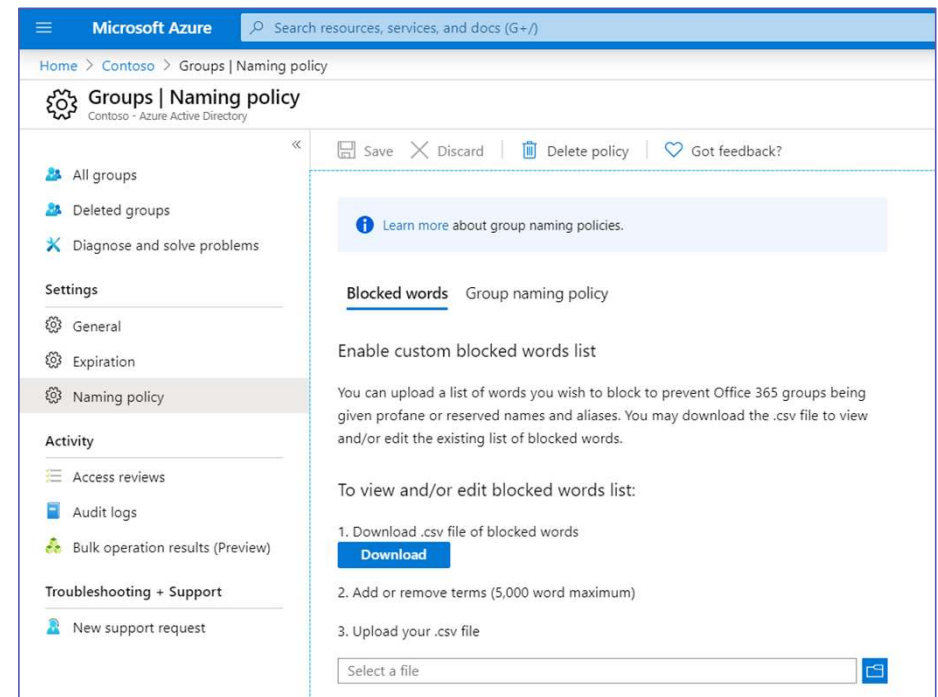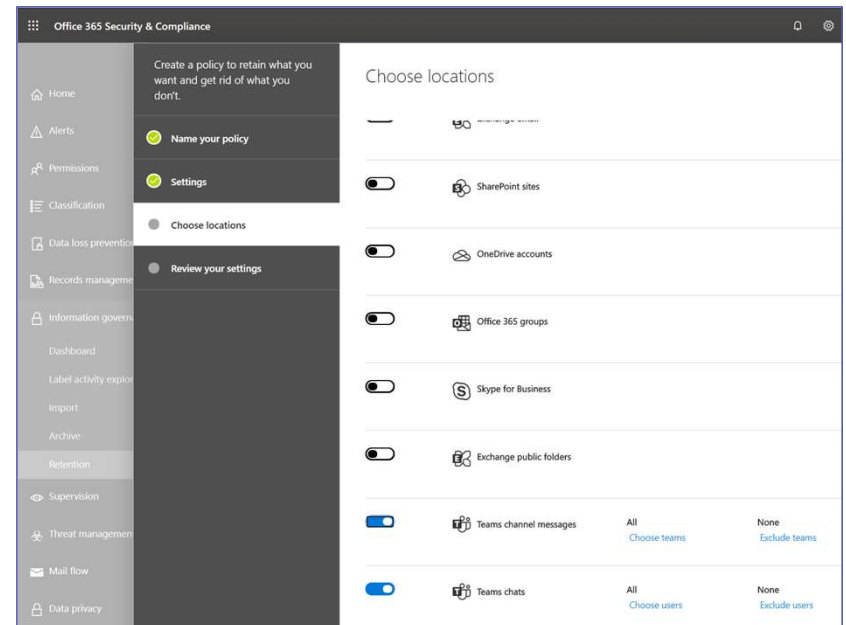
Retention Policies

Use retention policies to keep data that's needed to comply with your organization's internal policies, US Government regulations, or legal needs, and to delete data that's considered a liability, that you're no longer required to keep, or has no legal or operational value. By default, Teams chat and channel messages are retained forever. *Note: You must apply retention for Teams Chat and Channel messages separately from other locations.*

Utilize the O365 Compliance Center to apply retention policies.

Compliance Center URLs:
- GCC: https://protection.office.com
- GCC High: https://scc.office365.us
- DOD: https://scc.protection.apps.mil

*If your organization has capstone members in which edited or deleted messages must also be captured, please place the user or group mailbox on Legal Hold.

https://docs.microsoft.com/en-us/microsoftteams/retention-policies

https://docs.microsoft.com/en-us/MicrosoftTeams/legal-hold

Meeting Policies & Settings

Meeting Policies are used to control the features that are available to meeting participants for meetings that are scheduled by users in your organization. After you create a policy and make your changes, you can then assign users to the policy.

Recommendation:
- Allow Transcription ON - provides transcription capabilities during recorded meetings and live events (not available for GCC High & DOD)

Meeting Settings control options that apply to all Teams meetings that users schedule in your organization.

Recommendation:
- Anonymous Users Can Join a Meeting ON – allows users outside of your org to join a meeting ONLY (no access to shared files and desktop control). This feature is important when hosting meetings with participants that are completely outside of your organization.
- Users are not required to have the Teams client or an O365 Identity and can join by clicking the meeting invitation web link using either Microsoft Edge, Edge Chromium or Google Chrome.
- GCC High and DOD users can join meetings outside of their cloud platform by using the invitee's meeting web link.

https://docs.microsoft.com/en-US/microsoftteams/meeting-policies-in-teams

https://docs.microsoft.com/en-US/microsoftteams/meeting-settings-in-teams

Meetings Delegation within Teams

Scheduling a meeting within Teams on behalf of someone else is similar to how you'd schedule a meeting for yourself. First, your account will need to be added as a delegate for the person you're supporting. Once saved, you'll then be able to open the calendar you've been delegated access to for creating, scheduling and sending Teams delegated meetings on their behalf.
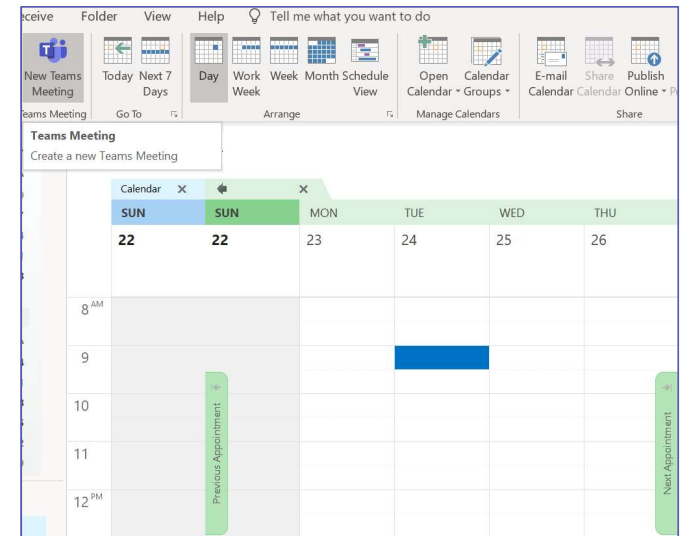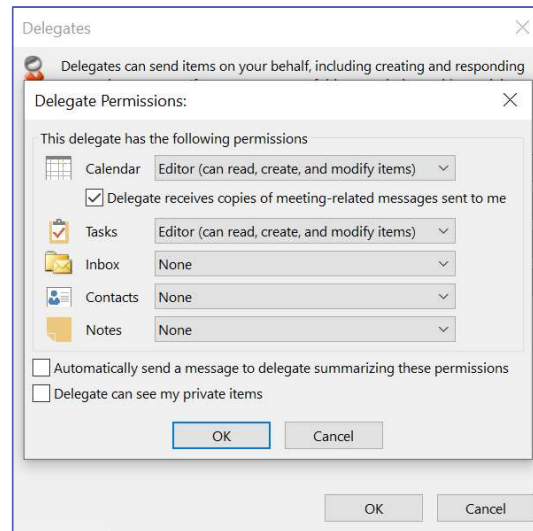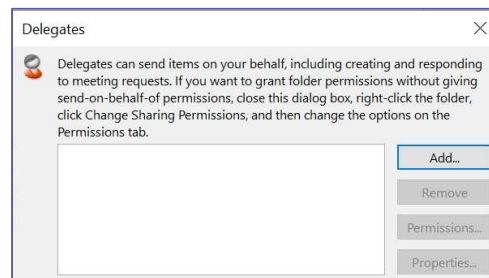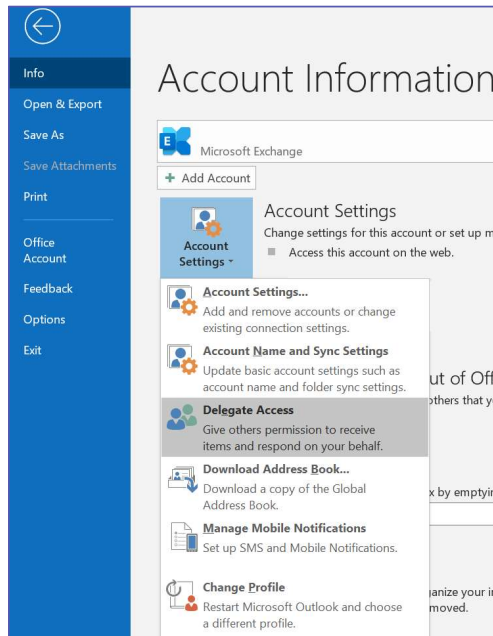
Messaging Policies

Messaging Policies are used to control what chat and channel messaging features are available to users in Teams. You can use the Global (Org-wide default) policy or create one or more custom messaging policies for people in your organization.

Recommendation:

- **Delete Sent Messages ON & Edit Sent Messages ON** – allows users to edit and delete messages they send in chat.
- Note: If a user's edits and deletes of chat messages is required to be captured in retention, you must place the user's mailbox on Legal Hold. If this (Capstone) user is part of a Team, then the Group's mailbox must also be placed on Legal Hold.

Owners can delete sent messages	Off
Delete sent messages	On
Edit sent messages	On
Read receipts	User controlled
Chat ⓘ	On
Use Giphys in conversations	Off

https://docs.microsoft.com/en-US/microsoftteams/messaging-policies-in-teams

Teams PowerShell for US Gov & DOD

With batch policy assignment, you can assign a policy to large sets of users at a time without having to use a script. Submit a batch of users and the policy that you want to assign. The assignments are processed as a background operation and an operation ID is generated for each batch. Right https://docs.microsoft.com/en-us/microsoftteams/assign-policies

```
#Make sure you have the latest PowerShell Modules for Azure AD and Microsoft Teams
Uninstall-Module -Name AzureAD -AllVersions
Install-Module –Name AzureAD -Scope CurrentUser -Force
Import-Module –Name AzureAD –Force

Uninstall-Module -Name MicrosoftTeams -AllVersions
Install-Module -Name MicrosoftTeams -Scope CurrentUser -Force
Import-Module MicrosoftTeams –Force

#Connect to GCC
$Cred = Get-Credential
Connect-AzureAD -Credential $cred
Connect-MicrosoftTeams -Credential $cred

#Connect to GCC High
$Cred = Get-Credential
Connect-AzureAD -AzureEnvironment "AzureUSGovernment" -Credential $cred
Connect-MicrosoftTeams -TeamsEnvironmentName TeamsGCCH -Credential $cred

#Connect to DOD
$Cred = Get-Credential
Connect-AzureAD -AzureEnvironment "AzureUSGovernment" -Credential $cred
Connect-MicrosoftTeams -TeamsEnvironmentName TeamsDOD -Credential $cred
```

https://docs.microsoft.com/en-us/MicrosoftTeams/teams-powershell-overview

https://docs.microsoft.com/en-us/powershell/module/teams/

PowerShell Batch Policy Assignments

With batch policy assignment, you can assign a policy to large sets of users at a time without having to use a script. Submit a batch of users and the policy that you want to assign. The assignments are processed as a background operation and an operation ID is generated for each batch. This feature is available in GCC Only at this current time.

```powershell
#GCC
$Cred = Get-Credential
Connect-MicrosoftTeams -Credential $cred
Connect-AzureAD -Credential $cred

#Example - Assign a Teams Meting Policy to all users
$users = Get-AzureADUser
New-CsBatchPolicyAssignmentOperation -PolicyType TeamsMeetingPolicy -PolicyName '<Policy Name>' -Identity $users.UserPrincipalName -OperationName "Batch 1"
Get-CsBatchPolicyAssignmentOperation

#Find an individual's Policy Assignments
$userID = Get-AzureADUser | ? {$_.DisplayName -match "<enter the person's name here>"}
Get-CsUserPolicyAssignment -Identity $userID.UserPrincipalName -PolicyType TeamsMeetingPolicy | select -ExpandProperty PolicySource
```
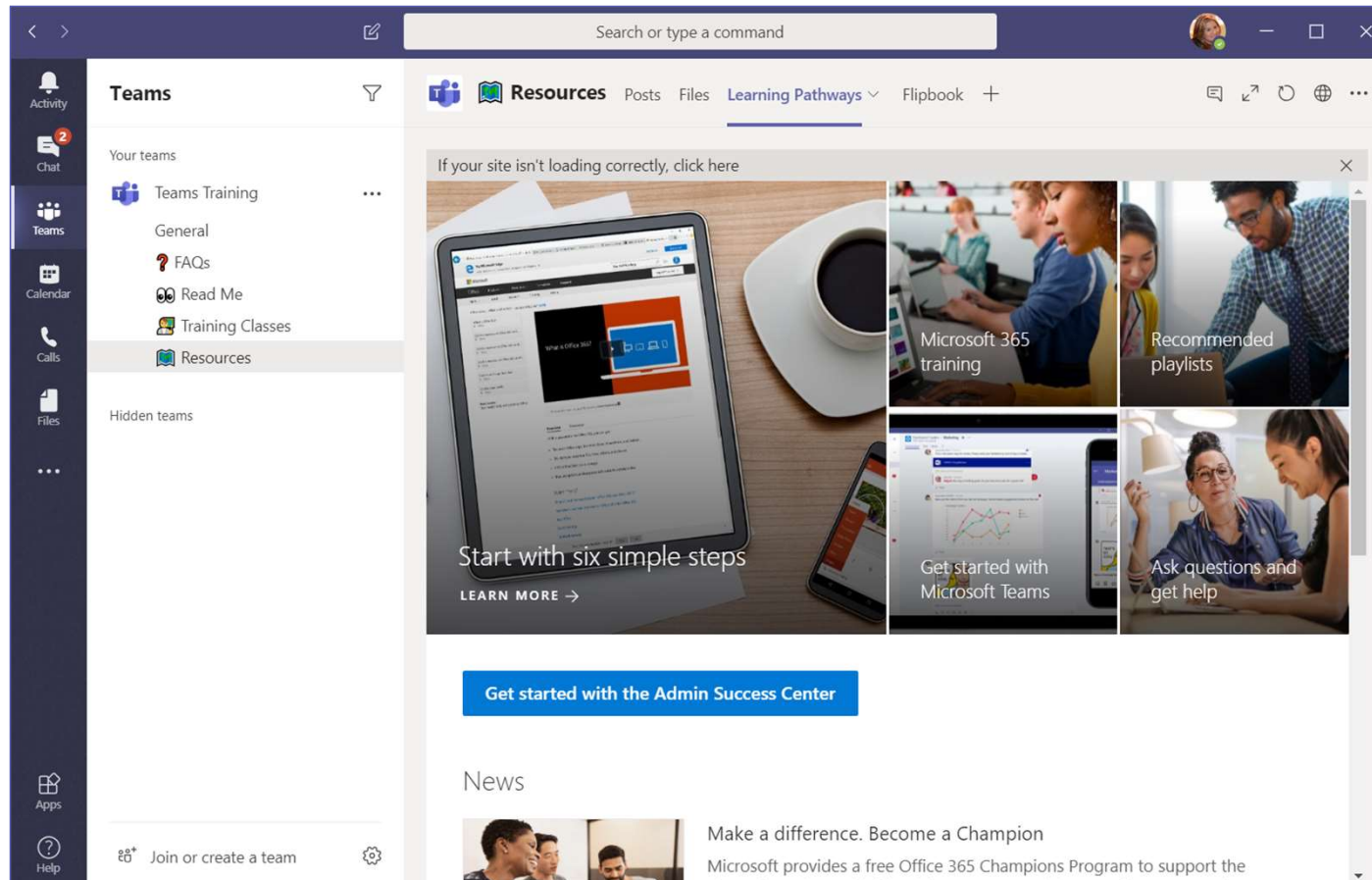
https://docs.microsoft.com/en-us/microsoftteams/assign-policies

Create a Teams Training Team

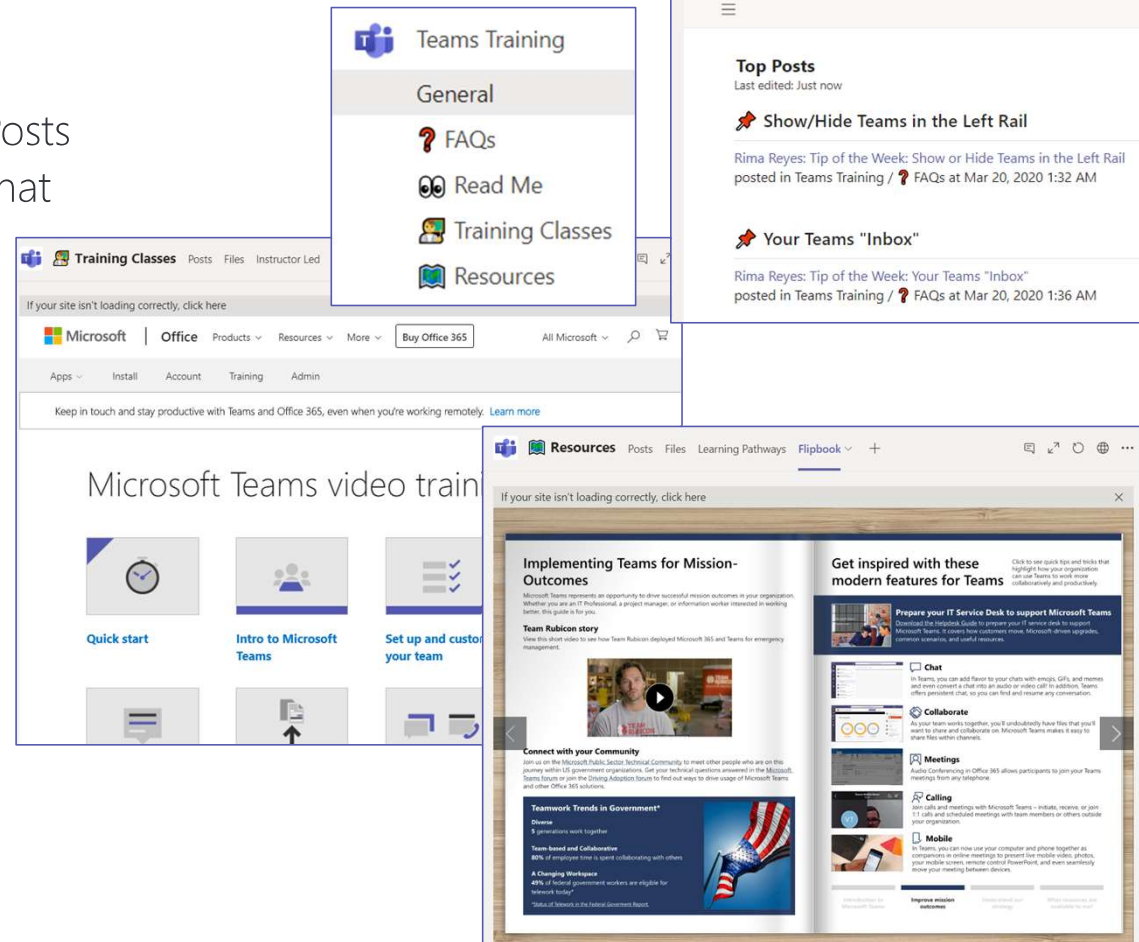Create a space for everyone to get up to speed on Teams quickly.

Create a Teams Training Team (cont.)

Here's what to include:

- A relevant Team picture
- **FAQ** channel with Wiki Tab showcasing Top Posts
- **Read Me** channel with clear guidelines on what the team will be used for
- **Training Classes** channel with weekly Office Hours meetings, plus links to https://aka.ms/TeamsTraining & https://aka.ms/TeamsLiveTraining
- **Resources** channel with links to your org's Learning Pathways site and https://aka.ms/GovernmentAdoption
  - Deploy Learning Pathways In Your Org: https://docs.microsoft.com/en-us/office365/customlearning/

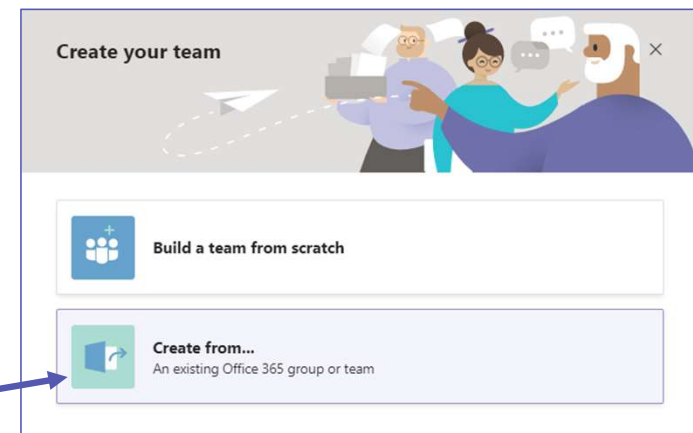Tip: Use ⊞ + . to open the hidden Windows 10 Emoji Panel!

Convert Existing Distribution Lists or Groups

If there is an existing email distribution list helping to manage the flow of information regarding COVID-19, consider converting it to a Team. Teams provides persistent chat and messaging capabilities which provide any new members the benefit of being able to see content from when the group was started.

Also consider adding Teams to existing Office 365 Groups or Modern SharePoint Online Sites. In Please note that files stored in SharePoint Online must be moved into the Teams file structure within the Shared Documents library.

*GCC team member limit is 5,000 while GCC High & DOD are 2,500 members

Create your team

Build a team from scratch

Create from...
An existing Office 365 group or team

https://docs.microsoft.com/en-us/microsoftteams/enhance-office-365-groups

https://docs.microsoft.com/en-us/microsoft-365/admin/manage/upgrade-distribution-lists

Live Events for Citizen & Mass Communication

With Teams live events, users in your organization can broadcast video and meeting content to large online audiences. Administrators can turn on Live Events in the Teams Admin Center.

Live Event Thresholds & Limits:

- Maximum of 10,000 attendees
- Maximum of 15 concurrent Live Events
- Max duration of a Live Event is 4 hours
- 3rd party encoder support not available for "public" Live Events
- Insert System Audio not supported
- 10 producers or presenters sharing content at any given time
- Live Events service not available for GCC High or DOD clouds

https://docs.microsoft.com/en-US/microsoftteams/teams-live-events/configure-teams-live-events

External Access (1:1 Chat Federation)

External Access lets your Teams and Skype for Business Online users communicate **via chat only** with other users that are outside of your organization. Apply these settings in the Teams Admin Center.

User Experience
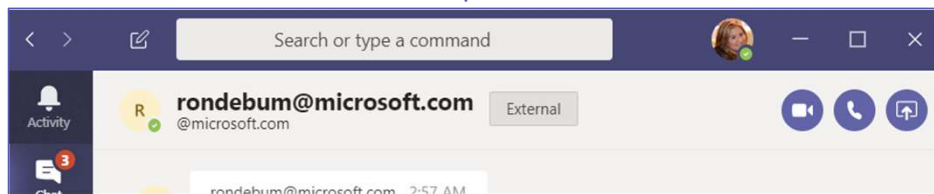
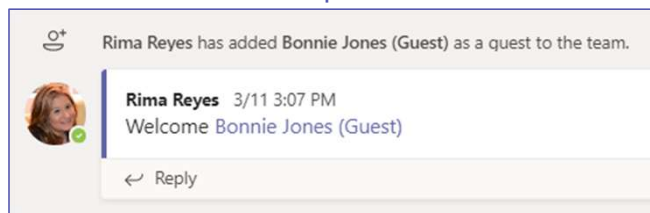Teams Admin Center > Org-Wide Settings > External Access

Note, if Skype On Prem with Hybrid is deployed, the list of domains configured for Skype On Prem must match the same configuration for Skype for Business Online and Teams.
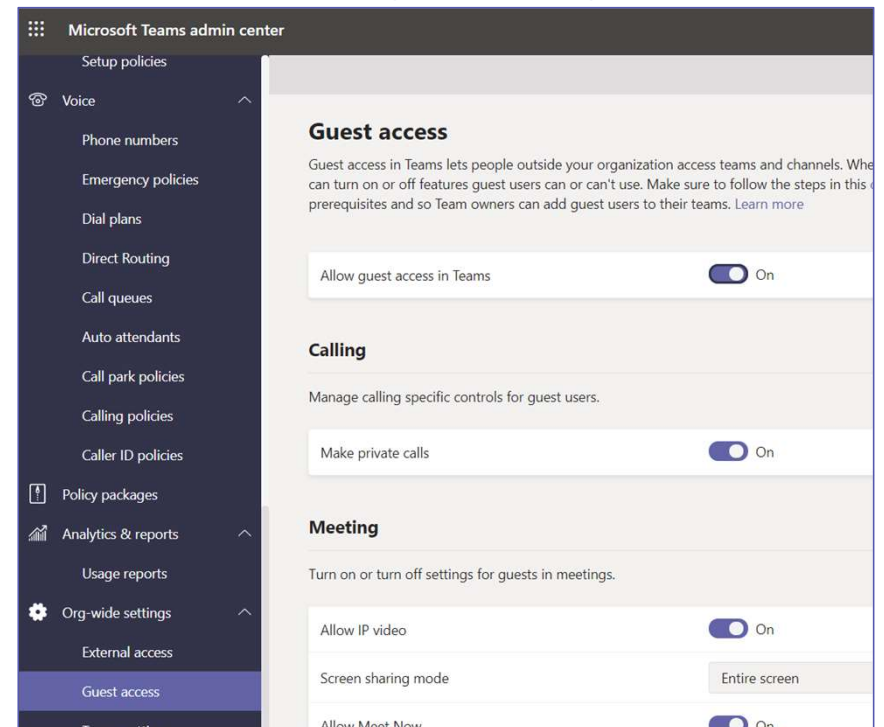
Guest Access in Teams

Guest Access in Teams lets you add individual users from outside your organization **to your teams and channels** in Microsoft Teams. Teams doesn't restrict the number of guests you can add. However, the total number of guests that can be added to your tenant is based on what your Azure AD licensing allows - usually 5 guests per licensed user. Guest Access is not yet available within or across GCC High & DOD clouds.

User Experience

https://docs.microsoft.com/en-US/microsoftteams/guest-access

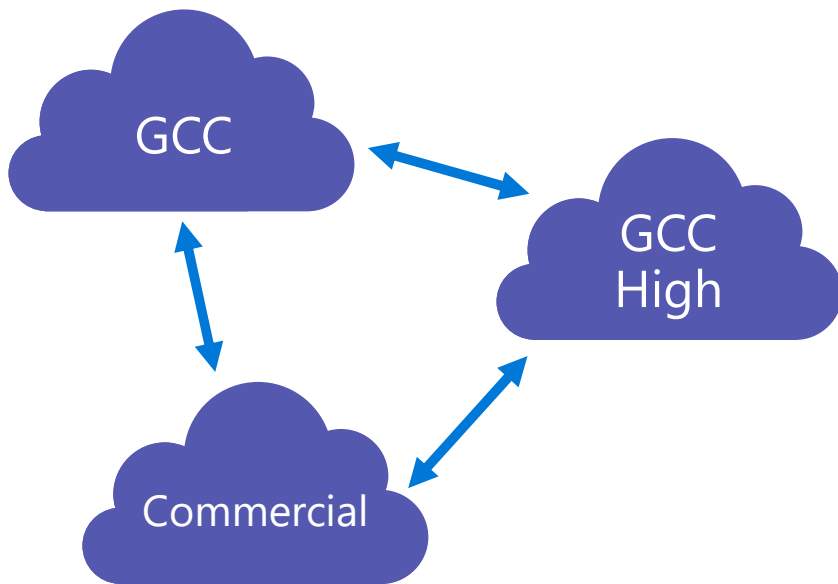https://docs.microsoft.com/en-US/microsoftteams/guest-access-checklist

External Access Availabilities

Across & Within GCC, GCC High & Commercial

Within DOD Only

https://docs.microsoft.com/en-us/microsoftteams/communicate-with-users-from-other-organizations#compare-external-and-guest-access
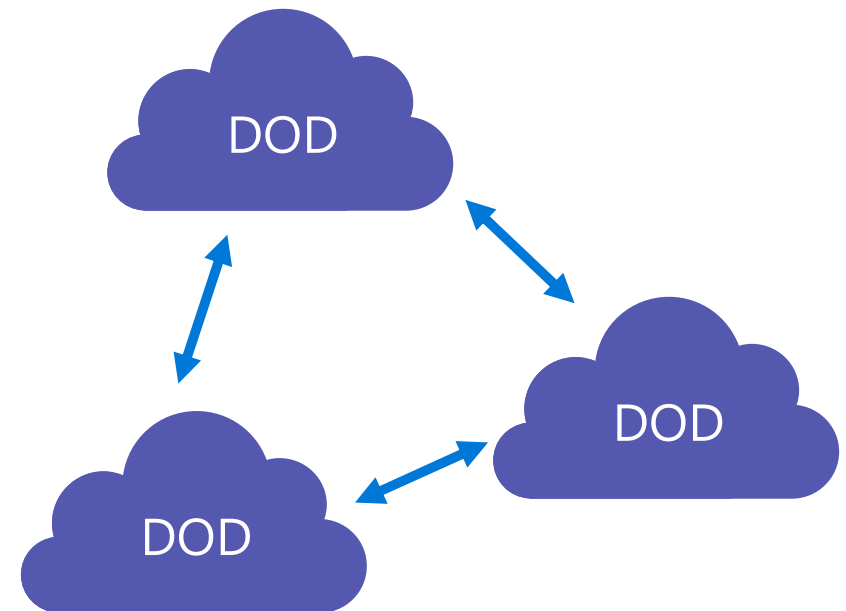
Guest Access Availabilities

Across & Within GCC & Commercial

Not Available in GCC High & DOD Yet

https://docs.microsoft.com/en-us/microsoftteams/communicate-with-users-from-other-organizations#compare-external-and-guest-access

More Resources

Review the Teams Operations Guide

Teams Service Owners and Help Desk members can learn more about managing day-to-day operations of the Microsoft Teams service after it has been deployed and enabled for users.

https://aka.ms/TeamsOpsGuide

Operate my service

04/11/2018 • 31 minutes to read • Contributors 👥 👤 👤 👤 👤 all • Applies to: Microsoft Teams

This article gives an overview of the requirements for successfully operating cloud voice services for your organization. By properly operating your cloud voice services, you can be sure you're providing a high-quality, reliable experience for your organization.

Introduction to the Operations Guide

The Operations Guide gives you an overview of all the tasks and activities required as part of the service management function for Microsoft Teams.

Service management is a broad topic that covers day-to-day operations of the Microsoft Teams service after it has been deployed and enabled for users. The Teams service encompasses Microsoft Office 365 and the infrastructure components that are deployed on-premises (for example, networking).

The notion of service management is most likely not a new concept for most organizations. You might have already implemented processes and tasks that are associated with existing services. That said, you can probably augment your current processes when you plan for service management today to support Teams in the future.

Service management encompasses all the activities and processes involved in managing Teams end to end. As noted earlier, some components of service management—the infrastructure that the Office 365 service itself comprises—are Microsoft's responsibility, whereas you, the customer, are accountable to your users to manage the various aspects of Teams, the network, and endpoints you provide.

The tasks and activities in this guide are grouped into eight categories as depicted in the following diagram. Each of these categories will be expanded upon in the following sections.

Service Management Categories

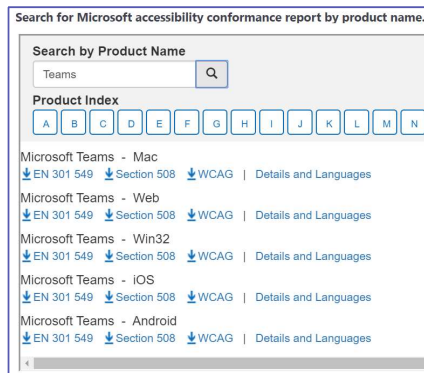|	
👍 Monitor service health	⏱ Manage network quality
👥 Manage organizational change	🎯 Assess and ensure quality
📈 Assess Teams usage	💻 Manage endpoints
🙂 Assess user sentiment	⚙ Manage Teams

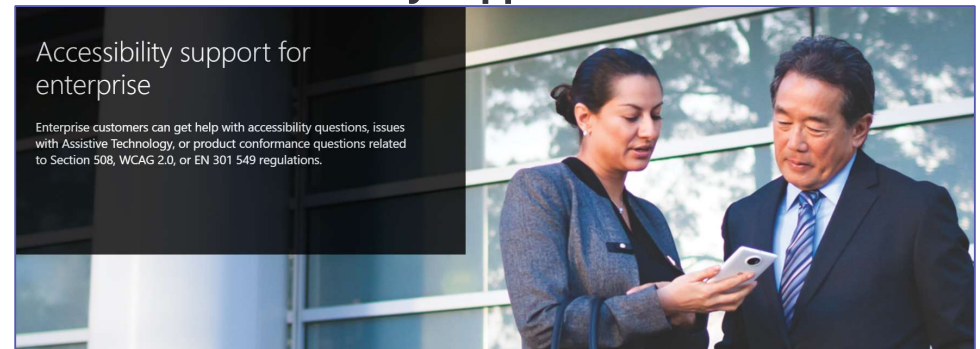| Endpoints | Network | Office 365 |

Section 508 Compliance with Teams

Teams as part of Office is committed to inclusive design and accessibility for all. Please find additional resources below for how Teams can be leveraged to boost every user's productivity across your organization.

Teams Accessibility Conformance (VPATS)

https://cloudblogs.microsoft.com/industry-blog/government/2018/09/11/accessibility-conformance-reports/

Accessibility Support for US Gov

https://support.microsoft.com/en-us/accessibility/enterprise-answer-desk

Using JAWS with Teams

https://www.freedomscientific.com/webinars/microsoft-teams-and-jaws/

Inclusive Communications with Teams

http://aka.ms/September2019Webinar

Office Accessibility Center

http://aka.ms/OfficeAccessibility

More Resources

- Skype to Teams Upgrade Planning Workshops:
  - https://aka.ms/TeamsUpgradeWorkshops
- Service Management:
  - https://aka.ms/TeamsOpsGuide
- Teams IT Pro Technical Training:
  - https://aka.ms/TeamsAcademy
  - https://docs.microsoft.com/en-us/microsoftteams/known-issues
- More Training:
  - https://aka.ms/TeamsLiveTraining
  - https://aka.ms/TeamsEndUserTraining
- Adoption Flipbook:
  - https://aka.ms/GovernmentAdoption
- Roadmap
  - https://aka.ms/TeamsGovRoadmap
- Public Sector Blog
  - https://aka.ms/PubSecBlog

Ask your Microsoft CSM about the Teams Engineering Skype to Teams Transition workshop!