

Practical Guidance for Microsoft Teams

Workshop Decision Points Summary

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| Version | Changes | Date |
| 1.0 | Initial Release | 14-Mar-2017 |
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Use the following tables and text boxes to capture the results of the decisions you make as a part of the Plan, Deliver, Operate Workshop completed for your organization.

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|  | **Decision Point** | *What initial teams and channels do you want to create for your IT pilot? What team members do you want to add to each Team and Channel?* |
|  | **Next Steps** | *Document these in the table below. Add rows as needed.* |

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| Team Name | Description | Owner(s) | Member(s) | Channel(s) | Privacy |
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|  | **Decision Point** | *Are there any restrictions preventing users from installing the appropriate Microsoft Teams client on their devices?* |
|  | **Next Steps** | *If your organization restricts software installation, make sure that process is compatible with Microsoft Teams. Note: Admin rights are not required for PC client installation but are required for installation on a Mac.* |

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| Answer | Notes |
| Yes  No |  |

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|  | **Decision Point** | * *What is your organization’s plan for Microsoft Teams onboarding across the organization? (Pilot or Open)* |
|  | **Next Steps** | * *If onboarding via a closed Pilot, decide if you would like to do so via licensing, or targetted communication.* * *Depending on decision, take steps to make sure only Pilot users who are allowed to access Microsoft Teams (if needed)* * *Document the guidelines for which users who will (or will not) have access to Microsoft Teams below.* |

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| Answer | Notes |
| Pilot  Open |  |

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|  | **Decision Point** | *What settings for Microsoft Teams will your organization enable?* |
|  | **Next Steps** | *Document these decisions in the table below.* |

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| Admin Section | Admin Setting | Setting |
| Overall | Turn Microsoft Team on or off for your entire organization | On  Off |
| General | Show organization chart in personal profile | On  Off |
| General | Use Skype for Business for recipients who don’t have Teams | On  Off |
| Calls & Meetings | Allow scheduling for private meeting | On  Off |
| Calls & Meetings | Allow scheduling for channel meeting | On  Off |
| Calls & Meetings | Allow video in meetings | On  Off |
| Calls & Meetings | Allow screen sharing in meetings | On  Off |
| Messaging | Allow private chat conversations | On  Off |
| Messaging | Enable Giphy so users can add gifs to conversations | On  Off |
| Messaging | Content Rating | Strict  Moderate  Allow all content |
| Messaging | Enable memes that users can edit and add to conversations | On  Off |
| Messaging | Enable stickers that users can edit and add to conversations | On  Off |
| Bots & Tabs | Allow bots and tabs in Microsoft Teams | On  Off |
| Bots & Tabs | Allow sideloading of external bots and tabs | On  Off |
| Email Integration | Allow users to send emails to channels | On  Off |

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|  | **Decision Point** | *Will all Microsoft Teams users be able to create Teams (recommended)?* |
|  | **Next Steps** | *Modify the default permissions for who can create O365 Groups if you need to limit who can create Teams* |

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|  | **Decision Point** | *Have you evaluated your network capabilities for supporting real time media?*  *If your network has not been properly assessed, or you know it will not support real time media, will you disable video and screen sharing capabilities to reduce network impact and poor Teams experiences?* |
|  | **Next Steps** | * *Network Quality Unknown: Follow the Network Readiness Assessment guidance at skypeoperationsframework.com to determine if your network is ready for Real Time Media.* * *Network Quality Poor: Perform network remediation steps to provide a proper environment for high quality Real Time Media* * *Network Satisfactory: Ensure all IP addresses and ports are properly accessible* |

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|  | **Decision Point** | *What security and compliance features does your organization require?* |
|  | **Next Steps** | *Document the required security and compliance features in the table below.* |

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| Security and Compliance Feature | Required |
| Auditing and Reporting | Yes  No |
| Compliance Content Search | Yes  No |
| eDiscovery | Yes  No |
| Legal Hold | Yes  No |

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|  | **Decision Point** | *Does your organization have the required licenses to meet Compliance and Security business requirements?* |
|  | **Next Steps** | *Review your organizations current licensing and confirm it meets all business requirements for compliance and security.* |

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|  | **Decision Point** | *Would you develop a plan to raise the awareness about Skype for Business interoperability in Microsoft Teams?* |
|  | **Next Steps** | *Document the approach your organization will take regarding enduser notification around Skype and Microsoft Teams interoperability.* |

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|  | **Decision Point** | * *What is your change management strategy?* * *How has your organization handled change management for other technology rollouts?* * *Who are your executive sponsors, champions, Service Owners/IT Admins that will influence how successful Teams is in your organization?* * *Who will be your pilot group?* |
|  | **Next Steps** | * *Establish a change management and adoption strategy for Microsoft Teams using the best practices.* * *Introduce the champions, team leaders to your strategy, the Customer Success Kit and the Getting Started Guides to begin building the internal team of champions for Microsoft Teams.* |

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