Weekly Technical Office Hours for Partners
Remote Work in challenging times

Friday, April 17, 2020

The meeting will start at
WEST 12:00 - **CET 13:00 –** EEST 14:00

Technical Office Hours
for WE Microsoft Partners:
Remote Work in challenging times

Agenda

1. **Introduction**

2. **Guest & External Access in Teams**

3. **Skype for Business to Teams Migration**

4. **Q & A**

5. **Poll – Proposed topics for next session**

6. **How to get further help**
   - Support channels and options

Our Virtual Team

Jing Liu
Cloud Solution Architect (Azure)

Juha Saarinen
Partner Tech. Architect (Teams)

Stefano Ceruti
Partner Tech. Architect (Teams)

Giorgio Cifani
Partner Tech. Architect (Teams)

Jesper Frisgaard
Partner Tech. Architect (Teams)

Philippe Goldstein
Partner Tech. Manager

Sara Canteiro
Partner Tech. Architect (Teams)

Aline Harmand
Partner Tech. Strategist

Jos Verlinde
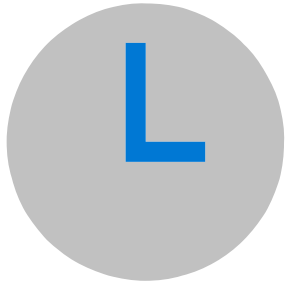Partner Tech. Architect (Teams)

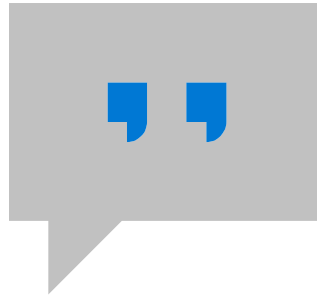**Toni Willberg**
Cloud Solution Architect (Azure)

Olivier van der Kruijf
Cloud Solution Architect (Azure)

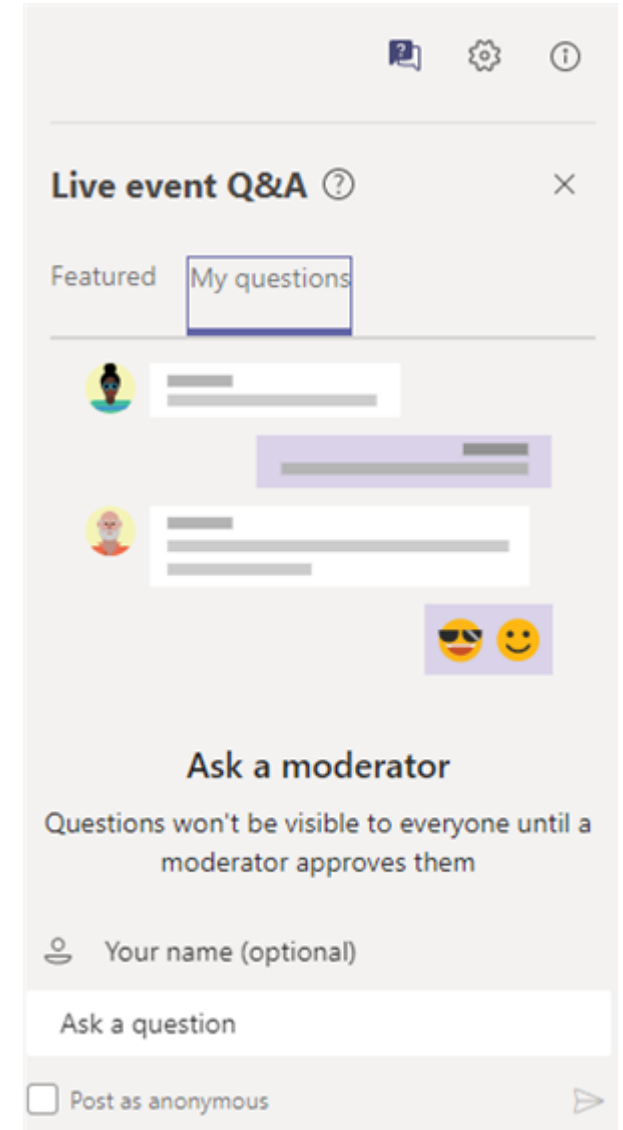# WE Weekly Technical Office Hours – How it works

60 minutes
40 min, presentation
20 min, Q&A

Questions via chat through

Q&A

(WEEKLY) Technical Office Hours for WE Microsoft Partners:

Remote Work in challenging times

JOIN UPCOMING SESSION

Currently we are receiving a lot of questions from our customers with regards to recommendations and help on working remotely.

To address the **main technical topics** around **working remotely**, Microsoft's Western Europe OCP Technical Team is setting up a series of Weekly **Office Hours for Partners**,

- every **Wednesday** at   12:00 – 13:00 CET (11:00 – 12:00 WEST)
- every **Friday** at   13:00 – 14:00 CET (12:00 – 13:00 WEST)

All sessions will be held in **English**.

https://aka.ms/WE-TechOfficeHours

Wednesdays

Fridays

Next Session Details

Upcoming Sessions

Materials & Recordings

Other Resources

Feedback Form

Don't miss a session;

Update your calendar by using the invites above.

Hey, This landing page is actually a PowerPoint. Click through to see the next slides.
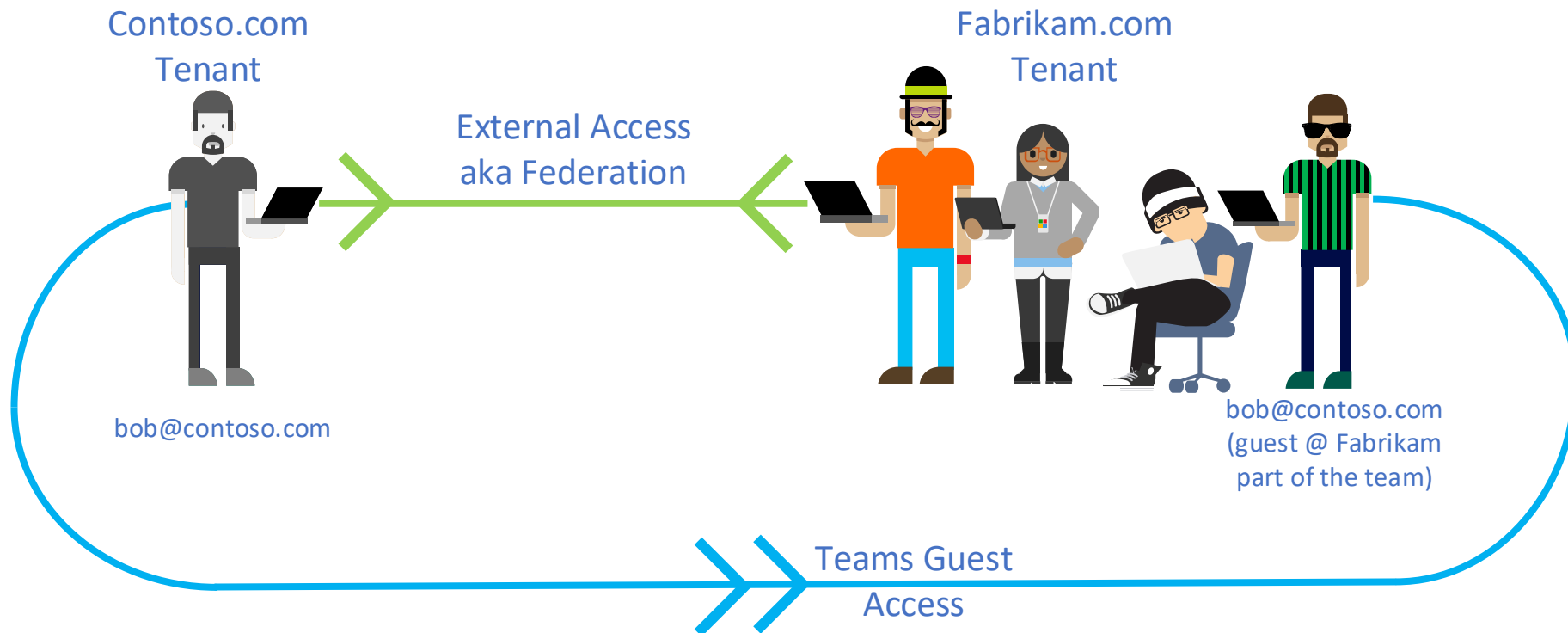
Microsoft

Guest & External Access in Teams

Juha Saarinen
Partner Tech. Architect (Teams)

Terms

- External Access – also known as Federation
- Guest Access – invite folks to your tenant

External Access (Federation)

External Access [aka Federation] in Microsoft Teams

V1 leverage Skype for Business interop
V2 Teams native federation

Clients can be Teams, Skype for Business (online or on-premises)

Users can participate in chat/calls/meetings using their home tenant profile

Configured on a per-domain basis
Individual users can have a policy applied to enable/disable federation
If federation is disabled at the tenant level, it is disabled regardless of user policy

There is no need to switch tenants in the Teams client

Federation Versions

- ## V1 – Leverage the SFBO path

  - Results in interop experience (simple text chat 1:1, audio/video, sharing with escalation*)
  - Federated chats always go the SFB client, unless target user is Teams Only mode

- ## V2 – Native Federation (Teams – Teams)

  - Requires Teams Only Mode
  - Experience includes
    - Rich text formatting
    - Hyperlinks, @, priority delivery
    - Fun stuff (emojis, stickers, etc.)
    - Screen sharing including give/request control
    - Chat/Calling 1:1

Native Federation (v2)

1:1 Video/Audio/Sharing

Adele Vance
@m365_____onmicrosof...
External

Name Resolution (v1 and v2)

Additional Features Available (Native only)

External Access [Federation] Demo
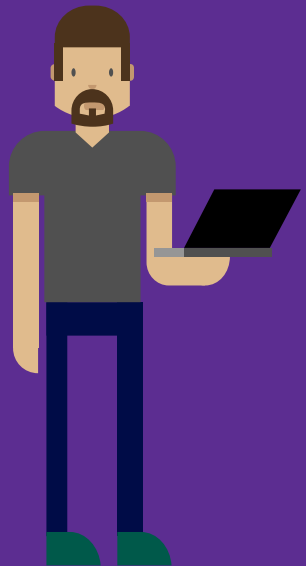
Microsoft

Guest Access

Guest Access in Microsoft Teams

Allow teams to securely collaborate with people outside your organization

Registered in Azure Active Directory (AAD) using the SharePoint Online/One Drive model

Can have any email account (including MSA)

IT admins can quickly manage a guest's access

No license required

Are subject to Azure AD & Office 365 service limits

Guest Access Dependency Flow

Azure Active Directory Level – Guest Access
Controls the non-admin member permission

Teams (Organization wide) Guest Access
Controls Org-wide permission and settings for calling, meeting and messaging

Office 365 Groups Guest Access
Controls guest access and limits the access to group emails and content

SharePoint (Organization Wide) Guest Access
Limits the access to files and folders (site content)

SharePoint (Team level) Guest Access	SharePoint (Team level) Guest Access	SharePoint (Team level) Guest Access
Team Owners control the invites to guest	Team Owners control the invites to guest	Team Owners control the invites to guest

Azure Portal

Teams Admin Center

Microsoft 365 Admin Center

SharePoint Admin Center

Teams client

Guest Access Demo

Microsoft

Questions?

Skype for Business to Teams Migration

Stefano Ceruti
Partner Tech. Architect (Teams)

Microsoft Intelligent Communications portfolio in the cloud and on-premises

Commercial cloud (Office 365)
New tenants below 500 users are already in Teams only

Commercial on-premises

Microsoft Teams

Online voice, video, and meetings
Teams client

Skype for Business

On-premises server for voice, video, and meetings
Skype for Business client

Skype for Business Online **will be retired on 31 June 2021**

Single client experience in the cloud with Microsoft Teams

Skype-branded voice and video experiences

Continued support for Skype for Business Server for on-premises environments (Extended support end 14 October 2025)

Continued support for Skype for Business Online until Teams meets your business needs

Paths to Teams

Starting point in all cases includes Skype for Business
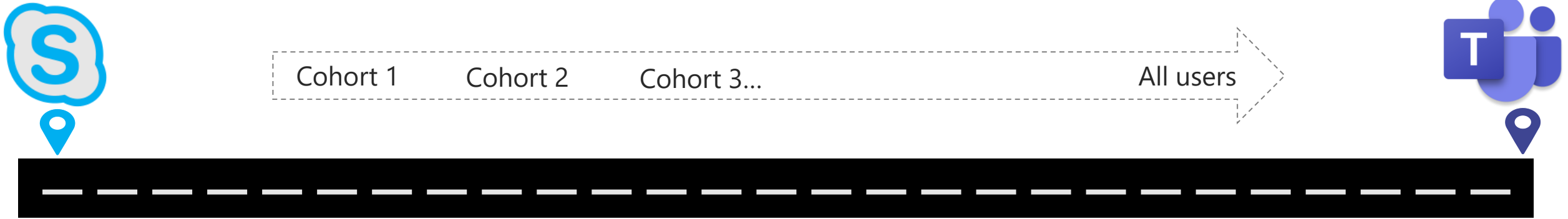
End point is all users using Teams Only

Driving adoption in your key scenarios in Teams is critical success factor

Key considerations when deciding your path:

  Feature requirements & overlap between SFB and Teams

  Moving users all at one or in cohorts

  Velocity to move users to Teams Only

Cohort 1   Cohort 2   Cohort 3...   All users

Which coexistence path should customers take?
Microsoft offers flexibility for customers to choose their upgrade path on the road to Teams Only

Teams side-by-side to SFB with Chat, Meetings & Calling

Considerations:
- Skype for Business Online and most on-premises **(recommended path)**
- Capabilities available in both SFB and Teams
- Enables quick velocity move to Teams

Teams side-by-side to SFB with selected features (Collab, Meetings)

Considerations:
- More complex environment with on premises enterprise voice
- No overlapping capabilities between SFB and Teams
- Designed with longer co-existence period in mind

Co-existence Modes

Mode	Calls and Chats	Meeting Scheduling	Teams Channels available?	Recommended Use Case
Teams Only (Requires home in Skype for Business Online)	Teams	Teams	Yes	**The final state of being upgraded.** This is the default state for *new* tenants (<500 users).
Skype for Business With Teams Collab And Meetings	Skype for Business	Teams	Yes	*"Meetings First" scenario:* Enables on-prem customers to benefit from Teams meeting functionality, if not yet ready to move calling to the cloud.
Skype for Business With Teams Collab	Skype for Business	Skype for Business	Yes	*Recommended for organizations that want tighter admin control* Calls and chats always routed to only 1 client throughout the migration.
Skype for Business Only*	Skype for Business	Skype for Business	No	Specialized scenario for orgs with strict requirements (e.g. for data control)
Islands	Either	Either	Yes	*Recommended starting point for organizations* Allows a single user to evaluate both clients side by side. Chats and calls can land in either client; Users must continue to run both clients.

For now, this mode will behave the same as Skype for Business with Teams Collab

Interoperability

Client Experience in different migration path

Side-by-Side with overlapping features

Introduce Teams side-by-side to Skype for Business with Chat, Meetings and Calling enabled *

Drive your adoption program

Upgrade all users or one cohort at the time to be using Teams only

Collaboration
Chat
Calling
Meetings

Chat
Calling
Meetings

Calling features are VoIP only until Teams only experience

Side-by-Side with overlapping features - Island
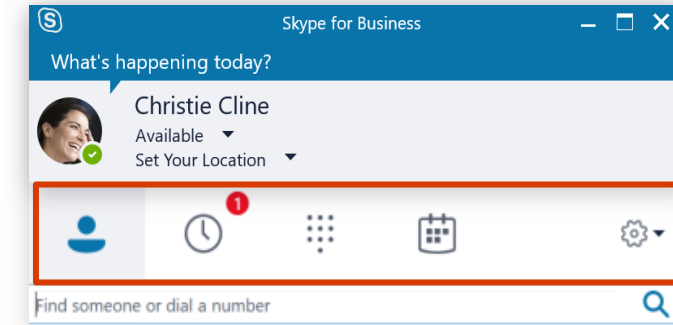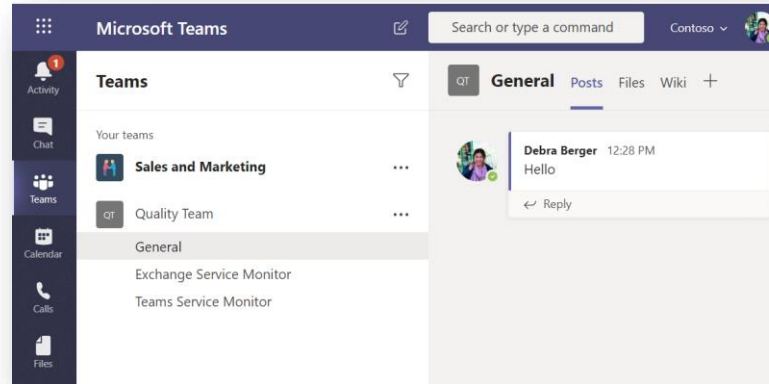Full Side-by-Side | User runs both applications with "all" features available

Calling and Chat

- Receives chats and calls in same client as the one used by originator
- PSTN calls in SfB
- Can initiate calls and chats from either client
- Presence is separate
- No interoperability
- Federation is active on Skype for Business

Meetings

- Meeting scheduling available on both services
- Outlook shows both add-ins
- Can join meetings from the respective clients
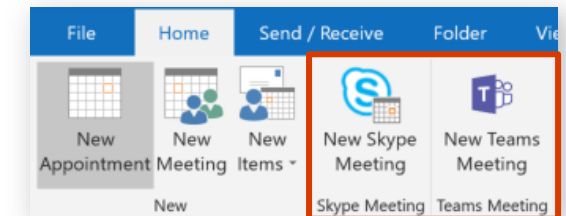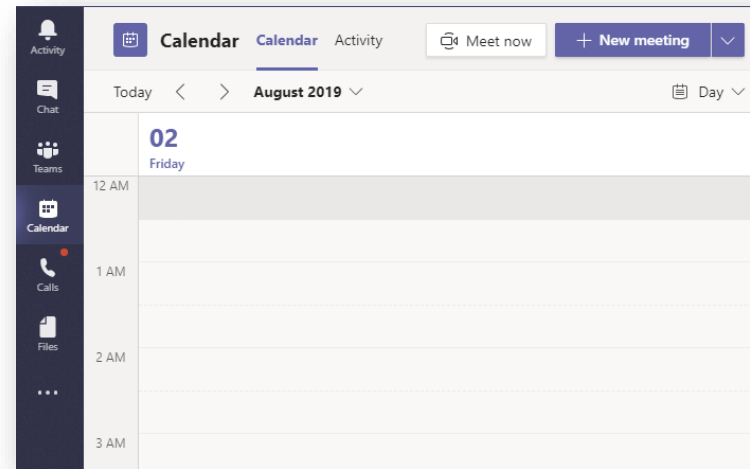
Default; requires strong Adoption and Change Management, adoption saturation prior to upgrade

Considerations & Impact

Feature requirements & overlap

Chat and calling will be available in both SFB and Teams

Meeting scheduling and joining is available in both products

Moving users all at once or in cohorts

All at once: Ideal option for best user experience
Quick velocity: All users have the same capability and experience at once which simplifies adoption

Cohorts: Increased success when users adopted all the key scenarios in Teams
Slower velocity: Large organizations may move slower, however when Teams deployed to all users there will not be interop experiences

Additional considerations

Chat messages and calls from federated customers will be received in Skype for Business until you move to Teams Only

Phone System capabilities will only be available when users in Teams Only

HID and meeting room devices

Side-by-Side with feature migration

Introduce Teams side-by-side with selected of features: Collaboration and Meetings

Drive your adoption program

Upgrade all users or one cohort at the time to be using Teams only

Collaboration

**Chat
Calling
Meetings**

Start Here

Teams Only

Skype for Business with Teams
Collaboration Only. Teams is enabled for group collaboration only

Calling and Chat
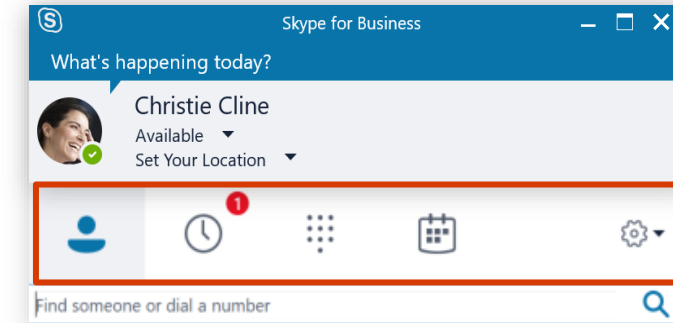
- Incoming VOIP calls and chats land in Skype for Business, regardless of where initiated
- End user can initiate calls and chats from only Skype for Business
- Skype for Business Presence is shown in both systems
- Federation is active on Skype for Business
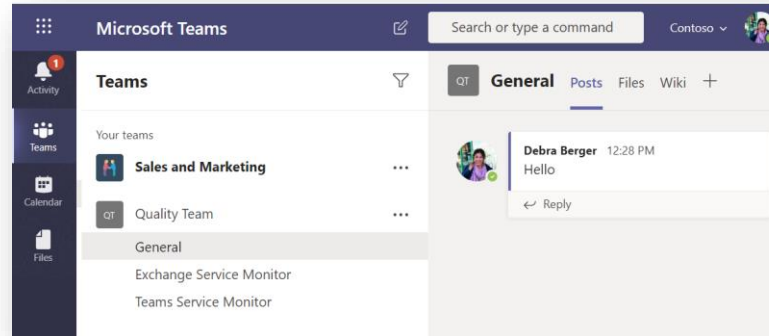
Meetings

- Meeting scheduling available only in Skype for Business
- Outlook shows only Skype for Business add-in
- End user can join meetings from the respective clients
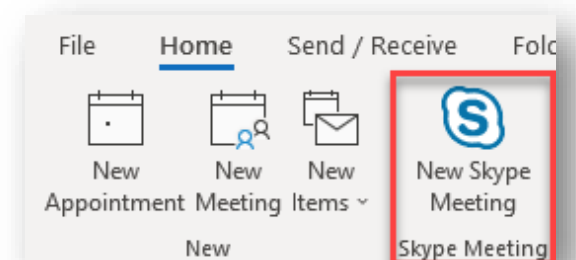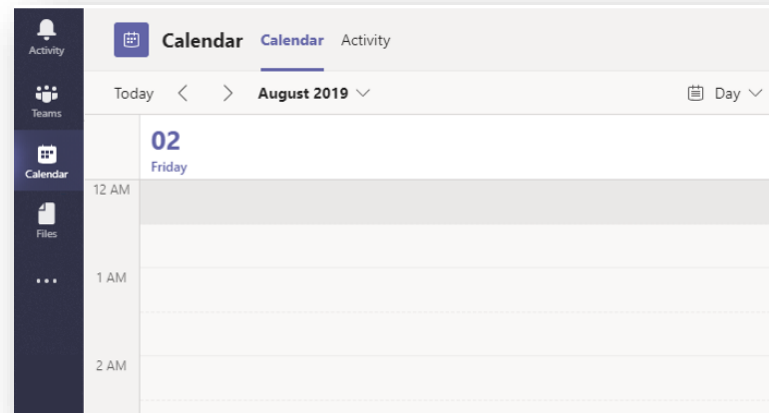
Skype for Business with Teams – Meeting First
Side-by-Side with Interop | Teams for group collaboration and meeting scheduling

Calling and Chat

- Receives any chats and calls in Skype for Business client, regardless of where initiated
- Can only initiate chats and calls in Skype for Business
- Skype for Business presence is published to both systems
- Interoperability available with Teams Only user
- Federation is active on Skype for Business
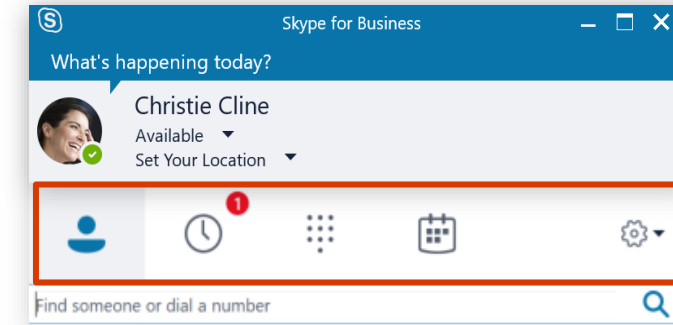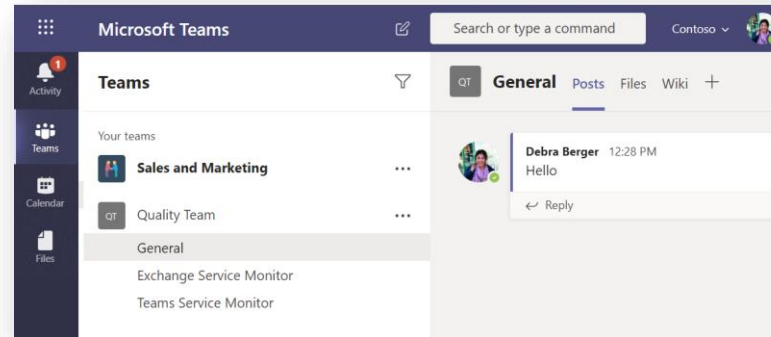
Meetings

- Meeting scheduling available only in Teams
- Outlook shows only Teams add-in
- Can join meetings from the respective clients
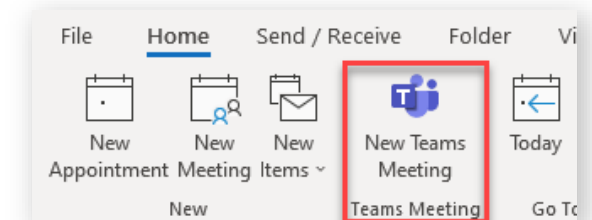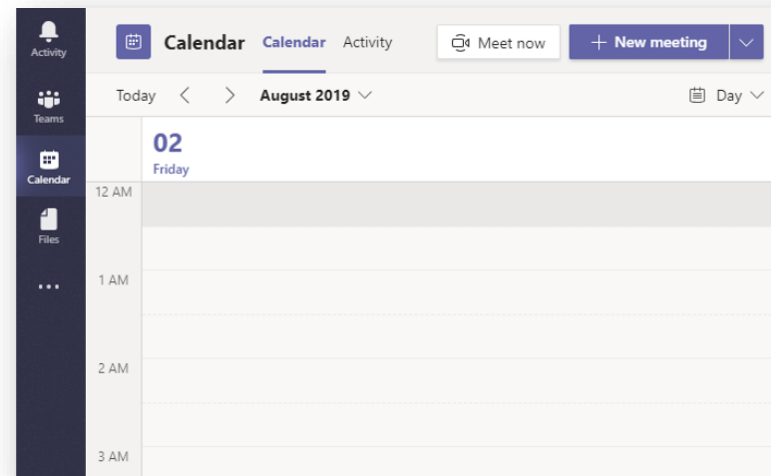
Exceptional situations for very large or complex organizations; requires IT Pro setting, management

Teams Only
User is upgraded to Microsoft Teams

Calling and Chat

- Receives any chats and calls in their Teams client, regardless of where initiated
- Can initiate chats and calls from Teams only
- Can continue to use Skype for Business IP phones
- Teams presence is shown in both systems
- Federation is moved to Teams

Your organization is now using Microsoft Teams!
We'll help you find your contacts, meetings and more once you're in the app.

If you need to join a Skype for Business meeting or see past conversations, go ahead and start Skype for Business.
Learn More

Start Skype for Business   Go to Teams

Meetings

- Meeting scheduling available only in Teams
- Outlook shows only Teams add-in
- Can join meetings from the respective clients
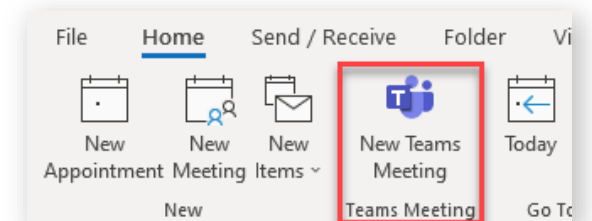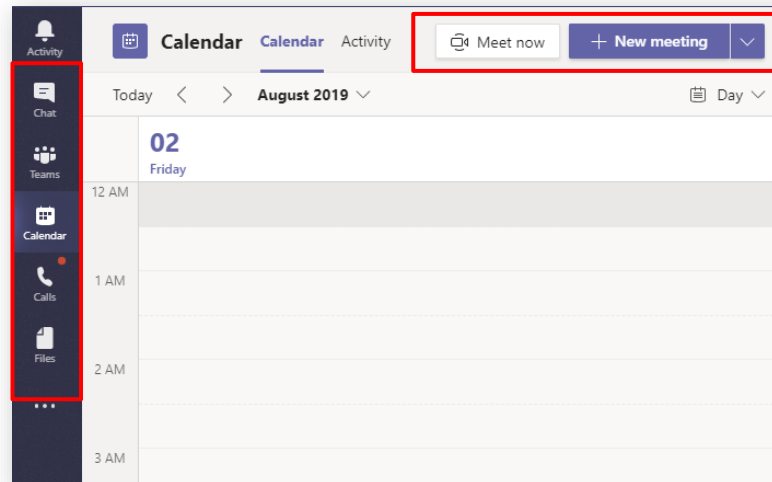
Considerations & Impact

Feature requirements & overlap

Chat and calling will be available only in Skype until the user is moved to full Teams only experience. Predictable experience

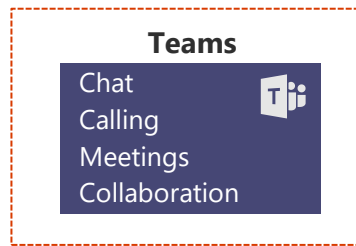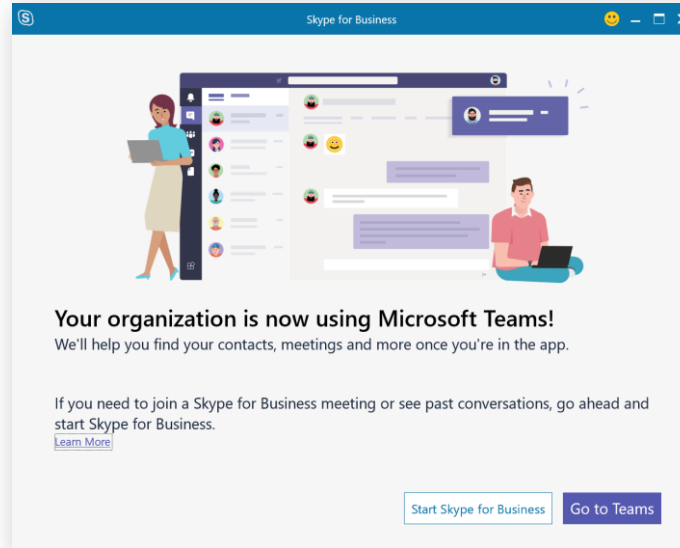Meeting scheduling will be available in one product only, users can still join from both products

Moving users all at once or in cohorts

All at once: best option for small to medium organizations to introduce new features org wide
Quick velocity: All users have the same capability and experience at once which reduce the likelihood of interop experiences

Cohorts: Different group of users will have different experience. Interop is triggered when the first cohort is fully migrated to Teams only
Slower velocity: Path B is designed with predictability in mind and since there is no overlap in functionality migration velocity is less crucial

Additional considerations

Phone System capabilities will only be available when users in Teams Only

Federation follows the user's reachability for chat and calling

Teams Application Policy
Simplify user experience

Control Client Applications

Customers might perceive Teams as a complex application, and they cannot migrate without user training activities, even in this emergency scenario. In these situation (even if we don't suggest this approach as a best practice) you might consider to configure Teams Application Policy to personalize the client and show only the relevant application to your user population.
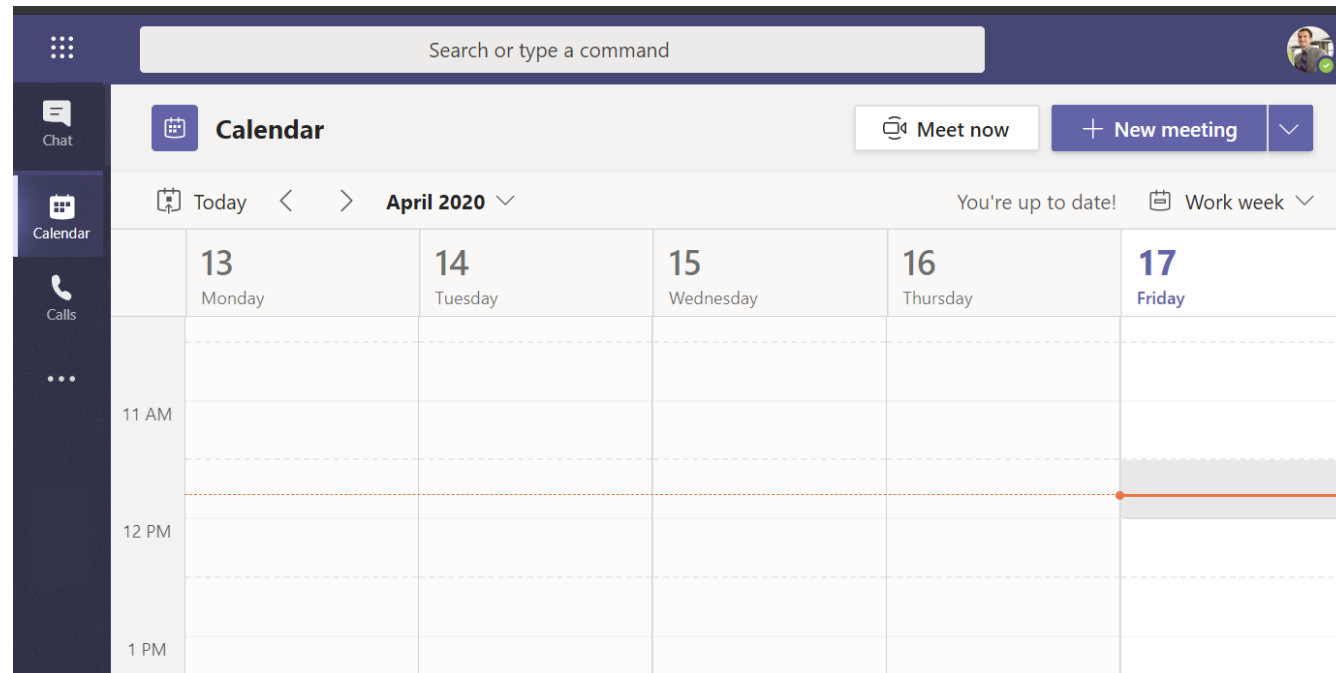
Note: This won't disable the other features, it just control what's visible in the application bar in Teams.

This might unlock migrations and make your customer productive on the new platform.

Common Skype for Business to Teams Migration Scenarios

Skype for Business Online to Teams Only

Migrate users by changing the Teams Upgrade mode from SFB* modality to Teams Only

SFB* = SfBOnly, SfBWithTeamsCollab, and SfBWithTeamsCollabAndMeetings
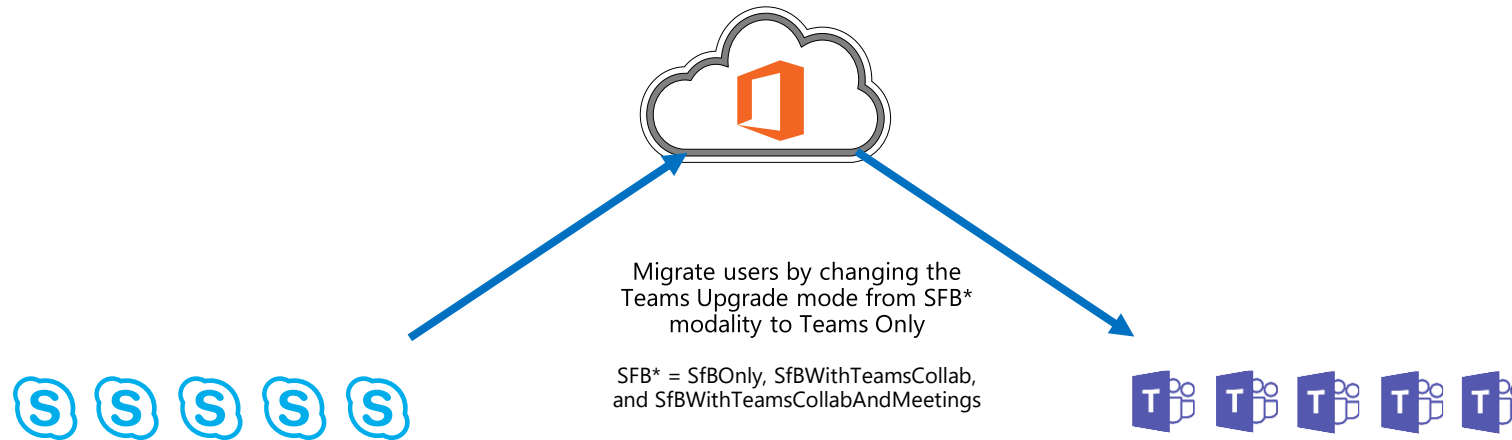
Pro and Cons:

- Easy migration, just a policy setting

- Unlock productivity and federation in Teams (if users are in island mode)

- Data will be migrated

Skype for Business On-Premise to Teams Only (No Migration)

AD Connect reads changes and sync them to the cloud

Azure AD clear the skype for business msRTCSIP-* attributes for the user

Active Directory

AD Connect

Clear Skype for business msRTCSIP-* attribute from AD

Skype for business online provisions account on O365

S4B Front End Pool

S4B Edge Pool

User enabled for Teams only and DNS records moved to O365

Disable user from SFB Control Panel

Pro and Cons:

- No data migration – Contact list or meeting

- No interoperability

- Might be consider as fast migration for smaller user with low requirements or for customer that are in island mode and user Teams massively

- It's a cutover migration no easy way to roll back

Note: In this situation where 100% of the users is remote, moving to the cloud allow employee to have a better experience

Skype for Business On-Premise to Teams Only (Hybrid)

Active Directory

AD Connect

User moved and msRTCSIP-DeploymentLocator populated with sipfed.online.lync.com

S4B Front End Pool

S4B Edge Pool

Configure Skype for business Hybrid. Sip Shared Space configured.

Connection to Office 365

Check recommendations from Office 365

You have not signed in to Office 365
Sign in to Office 365
Set up hybrid with Teams and Skype for Business Online

User moved to the cloud and the information migrated to Teams

Enable user for Teams only
(only if migrated to SFB otherwise it's done automatically)

Move the user to SFB Online / Teams from SFB Control Panel

Pro and Cons:

- Best migration path. Data will be migrated
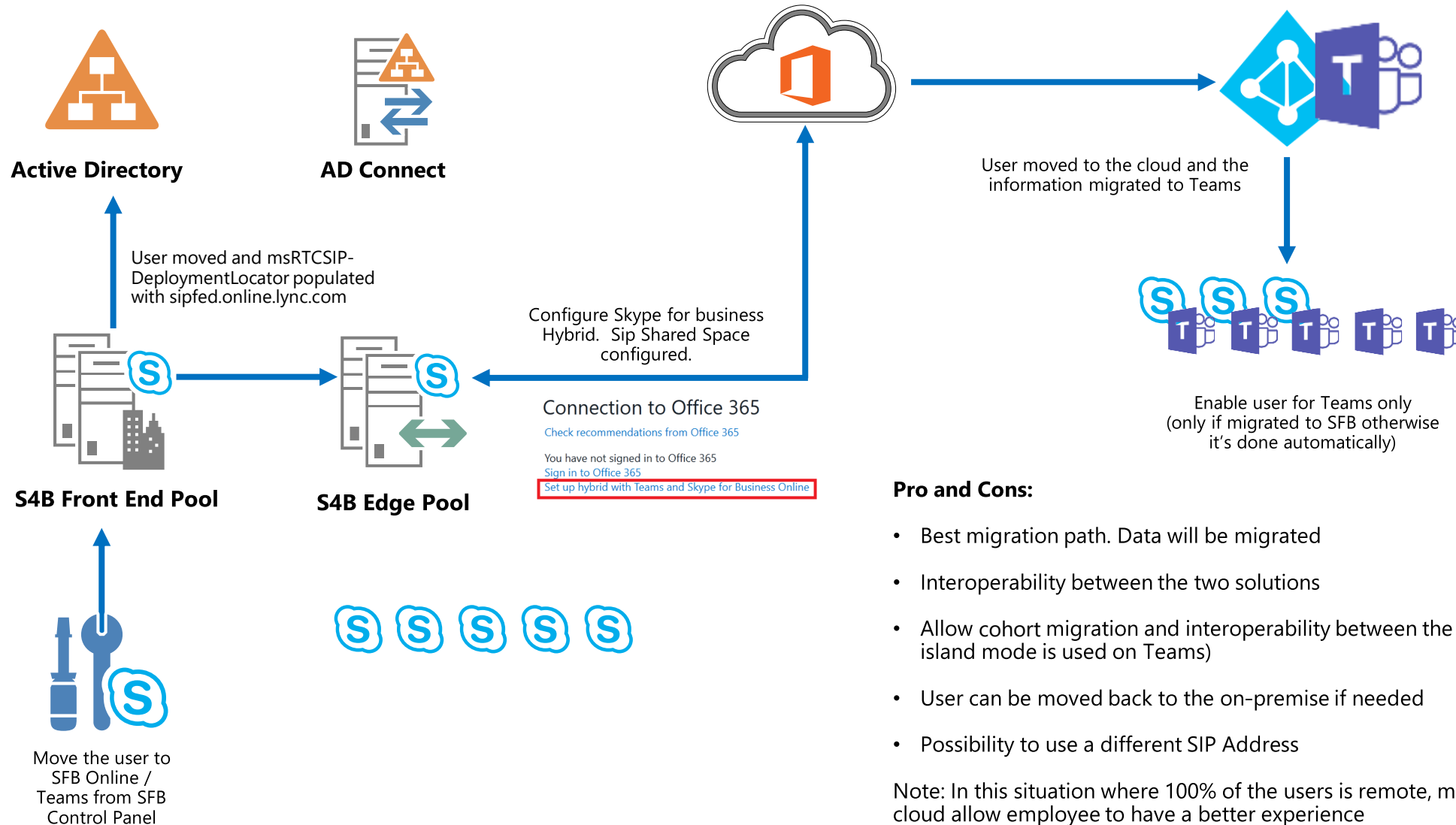
- Interoperability between the two solutions

- Allow cohort migration and interoperability between the platforms (if no island mode is used on Teams)

- User can be moved back to the on-premise if needed

- Possibility to use a different SIP Address

Note: In this situation where 100% of the users is remote, moving to the cloud allow employee to have a better experience

5 Session Takeaways

- Migration to Teams only is easier that you think, and you can control user's experience using Application Policies.

- Teams is not only a technical migration. An Adoption and Change Management approach is important to drive success

- On-premise network was not designed to host 100% of the workforce working remotely.

- Meeting can be moved to Teams easily leveraging the cloud and avoiding to have your on-premise connectivity as bottleneck

- When you work remotely, your phone remains on the desk and the user is not reachable. This can be a compelling event to start with Voice Pilot on Teams
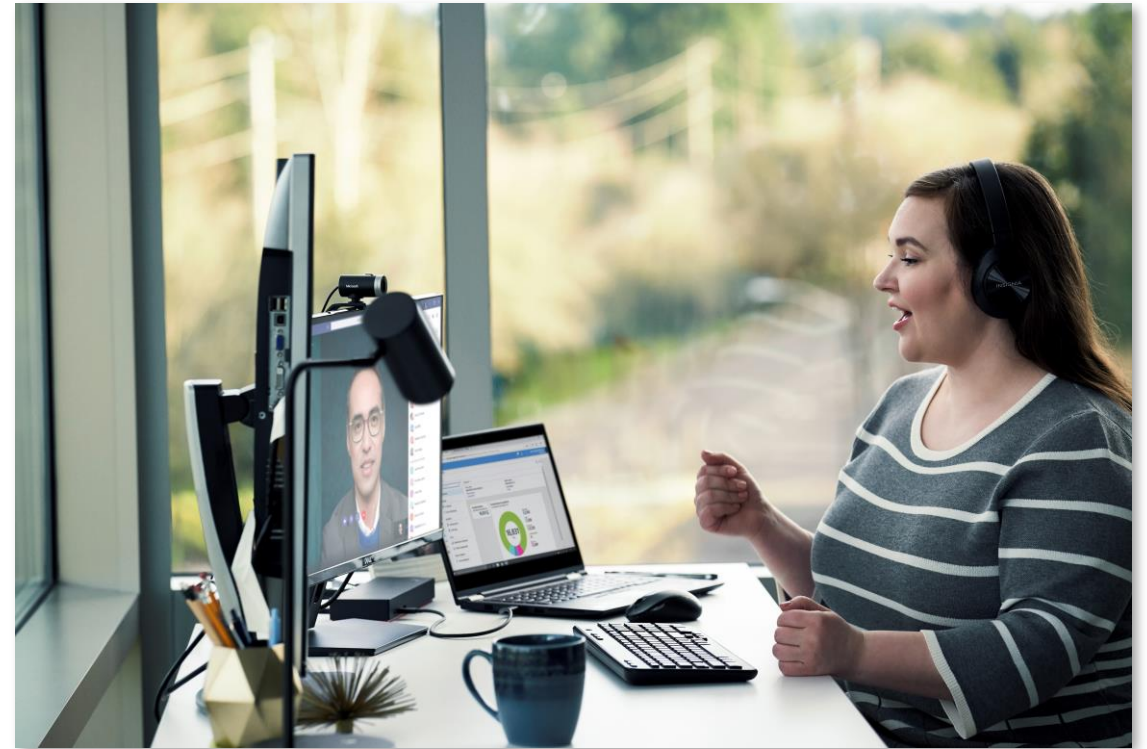
Let's make it Real

Open Q & A

Please ask any question in the Q&A

We will read your questions and answer them in this meeting , or a next meeting.

Poll

Which Topics should we cover next?

Planned Sessions	Main Topics
Friday, April 17, 2020	• Guest access & external access in Microsoft Teams • Skype for Business to Microsoft Teams Migration
Wednesday, April 22, 2020	• Teams for Education
Friday, April 24, 2020	• Teams for Healthcare

1) Power Platform (how to leverage, deep dive on Crisis Communication App,…)
2) Security
3) Information Protection
4) ….. Any Other Suggestions?

Feedback Form

- Feedback on sessions
- Topic suggestions

Please take 1 minute to fill the survey and help us improve!

or   https://aka.ms/WE-TechOfficeHoursSurvey

Partner Support Resources

WE Weekly Technical Office Hours

- **Goal:** address the main technical topics around working remotely and leveraging Microsoft technology (incl. Teams, Security, Power Platform, Windows Virtual Desktop…)

- Weekly Sessions – aka.ms/WE-TechOfficeHours
  - **Wednesdays** at **12:00 – 13:00 CET** (11:00 – 12:00 WEST, 13:00 – 14:00 EEST)
  - **Fridays** at **13:00 – 14:00 CET** (12:00 – 13:00 WEST, 14:00 – 15:00 EEST)

- Hosted and moderated by **experts** on these topics, from **WE OCP Technical Team**, **EMEA Partner Tech Services** and **Corp Engineering Team**

https://aka.ms/WE-TechOfficeHours-Materials

Get help now

- Check out the [Technical Support Options](#) for Microsoft Partners

- If you have a **dedicated Partner Development Manager** / **Partner Technology Strategist** – reach out to them [directly](#) with your query

- If you do not have a dedicated Partner Development Manager / Partner Technology Strategist, and you need **guidance on a specific customer scenario** (pre-sales technical or deployment assistance) – make use of your [advisory hours](#) and reach out to [Partner Technical Services](#)

New "Secure Remote Work workshop" available

As a part of the "Microsoft 365 Partner Accelerators", this one-day workshop is designed to help customers **rapidly deploy remote work scenarios** to empower employees to stay connected, while maintaining **security & control.**

Learn more: aka.ms/RemoteWorkWorkshop

Targeted audience: partners in the Teams and Security space
When: April 23, 2020
How to register: register at this link https://aka.ms/M365v256PAL-Register

Secure Remote Work Workshop funding

Partner funding is available for eligible partners and customers. Funding is designed to enable partners to deliver rapid deployment & adoption engagements to assist customers with business continuity.

$2500 per engagement

Customer Requirements

- **Existing Office/M365 customers:** > 1000 Exchange Online qualified entitlements
- **Non-Office 365 customers:** > 1000 PC Install Base

Program Dates

- **First day to nominate customers**: April 16, 2020

Partner Requirements

- Co-sell Ready or Fast Track Ready
- SSPA Compliant

Proof of Execution

- Customer Satisfaction Survey
- Partner Findings Survey
- Deployment Plan

Funding Available

- $2,500 for completion of the workshop

Partners can nominate customers here: aka.ms/SecureRemoteWorkWorkshop (Live 4/16)

Other Partner Resources

- **Best practices and discussion for remote work**
  - [Best practices](#), based on Microsoft internal learnings
  - (new) [Microsoft Tech Community](#) forum for discussing / sharing best practices

- **Enabling Microsoft Teams**
  - We recommend that partners lead with the **[CSP Trial](#)**. See details in our [news article](#).
  - For customers who **don't align to the CSP Trial**, partners can get access to the **Office 365 E1 Trial** for them. Go to [Partner Center Support](#) and click on *CSP > Cannot find an offer in the catalog*.

- **Resources for Education Partners**
  - Check out the [EDU Partner Flash on Yammer](#)
  - **[Office 365 A1](#)** – **Free** versions to **all educational institutions**: unlimited chat, built-in group and one-on-one audio or video calling, 10 GB of team file storage, and 2 GB of personal file storage per user. You also get real-time collaboration with the Office apps for web, including Word, Excel, PowerPoint, and OneNote. No restrictions for # of users.
  - **[Microsoft Teams for Free](#)** (**Individuals** and **IT roll-out** – in Office 365 A1 above): unlimited chat, built-in group and one-on-one audio or video calling, 10 GB of team file storage, and 2 GB of personal file storage per user.
  - **[Minecraft: Education Edition](#)**: We've extended access to Minecraft: Education Edition to all free and paid O365 Education accounts through the end of June 2020 and published a [M:EE remote learning toolkit](#) with links to >100 Minecraft lessons and STEM curriculum.

Thank You!