Microsoft

Perth-Teams Event

Microsoft Teams Management

Mukesh C Srivastava

Modern Workplace Collaboration Technical Specialist

Agenda

Phase of Teams Management

Teams in Security and Compliance

AAD Portal Settings

Teams and Skype Admin Portal

Reporting and Auditing

Phases of management

A guide to get from A to B

Prep your admin team

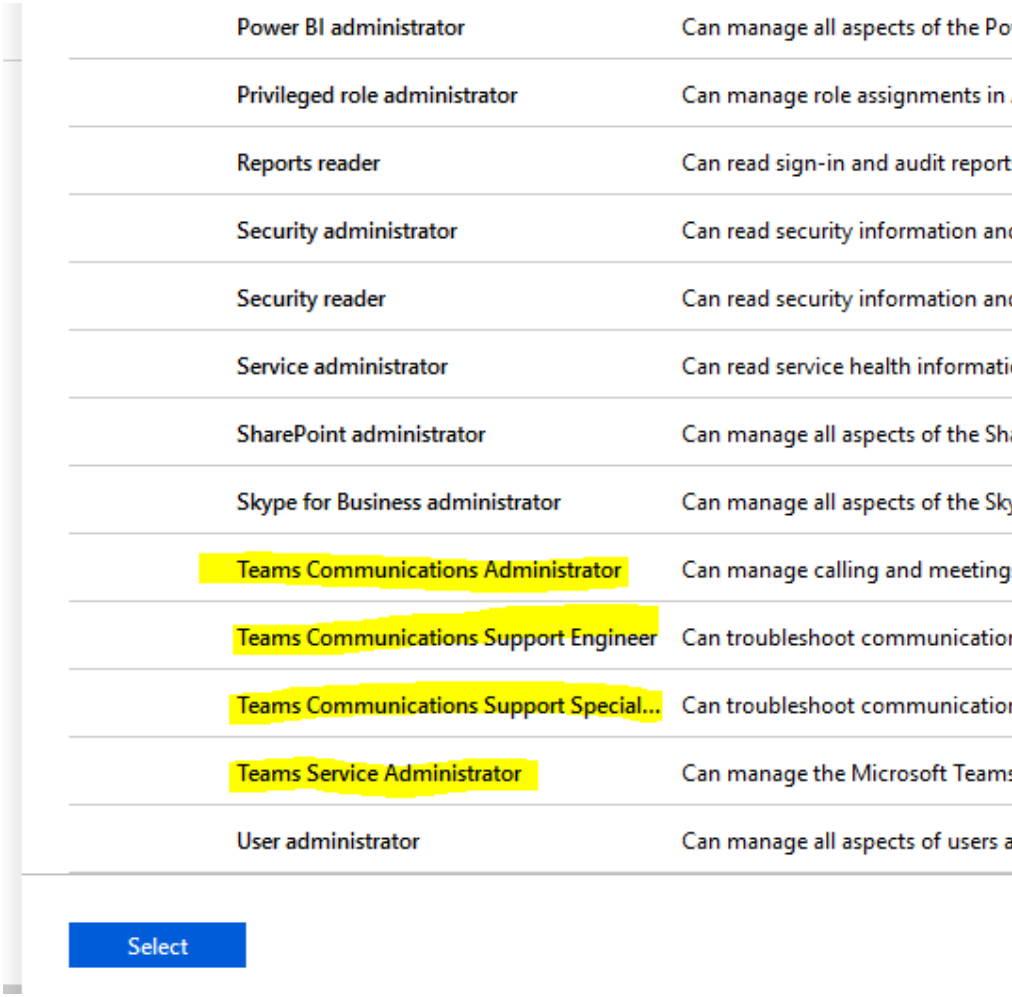
The people who will be supporting the product should be ready to use MS Teams themselves

- Successwithteams.com

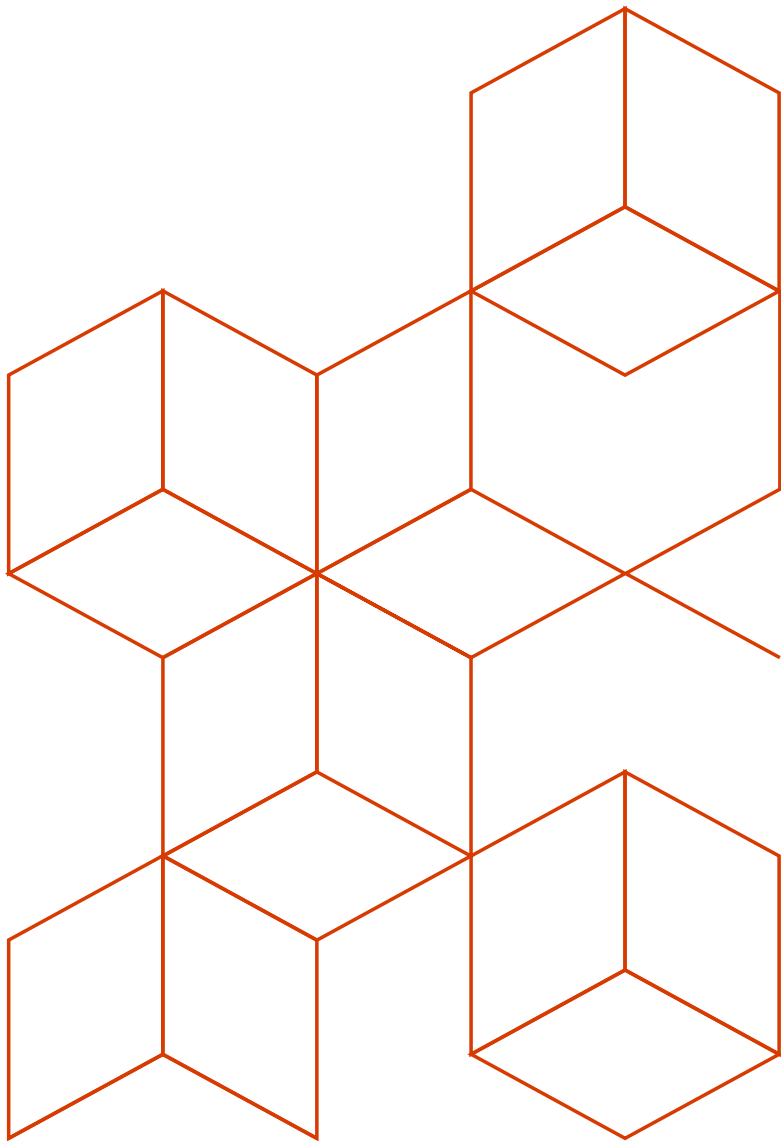
Assign the right admin roles

- **Teams Service Administrator: The overall Teams workload admin, who can also manage O365 Groups**
- Teams Communications Administrator: Can manage meetings and calling functionality in Teams
- Teams Communications Support Engineer: Access to advanced call analytics tools
- Teams Communications Support Specialist: Access to basic call analytics tools

- Others, depending on your IT structure!

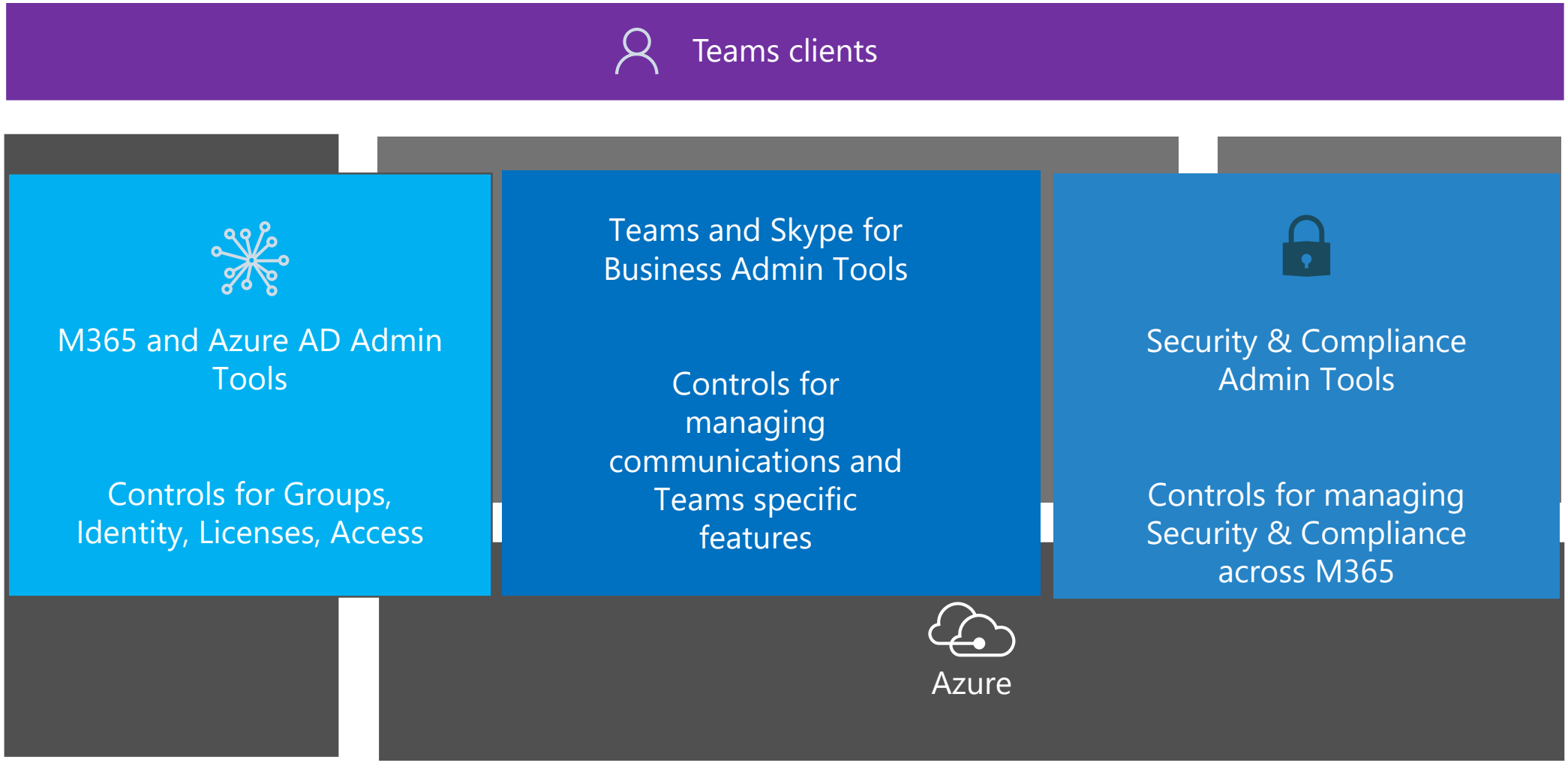


Demo: Admin roles for Teams



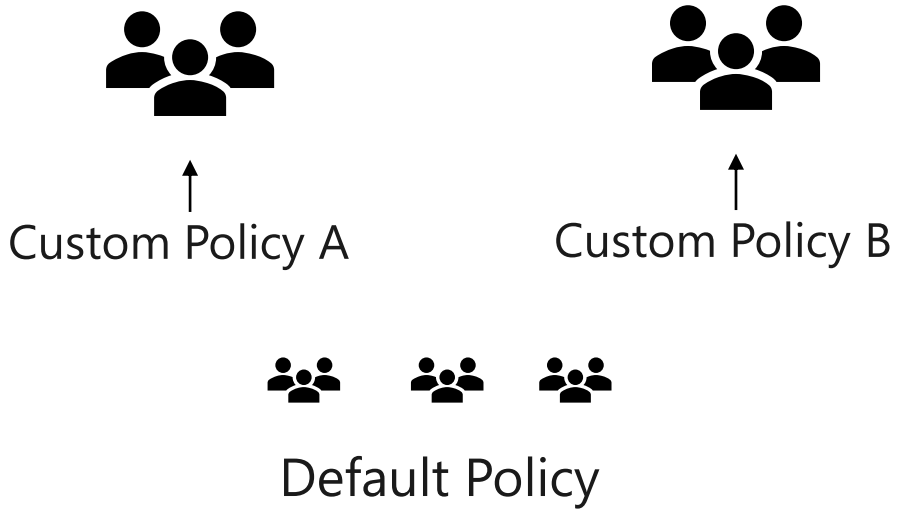
All that you can do with Teams Security & Compliance, Governance & Reporting

Microsoft Teams runs on M365 Infrastructure

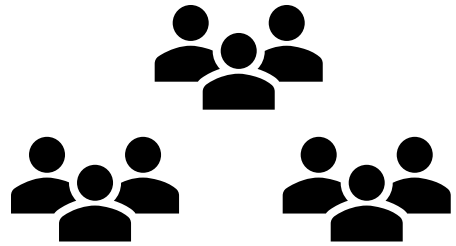


Microsoft Teams Configuration & Policy model

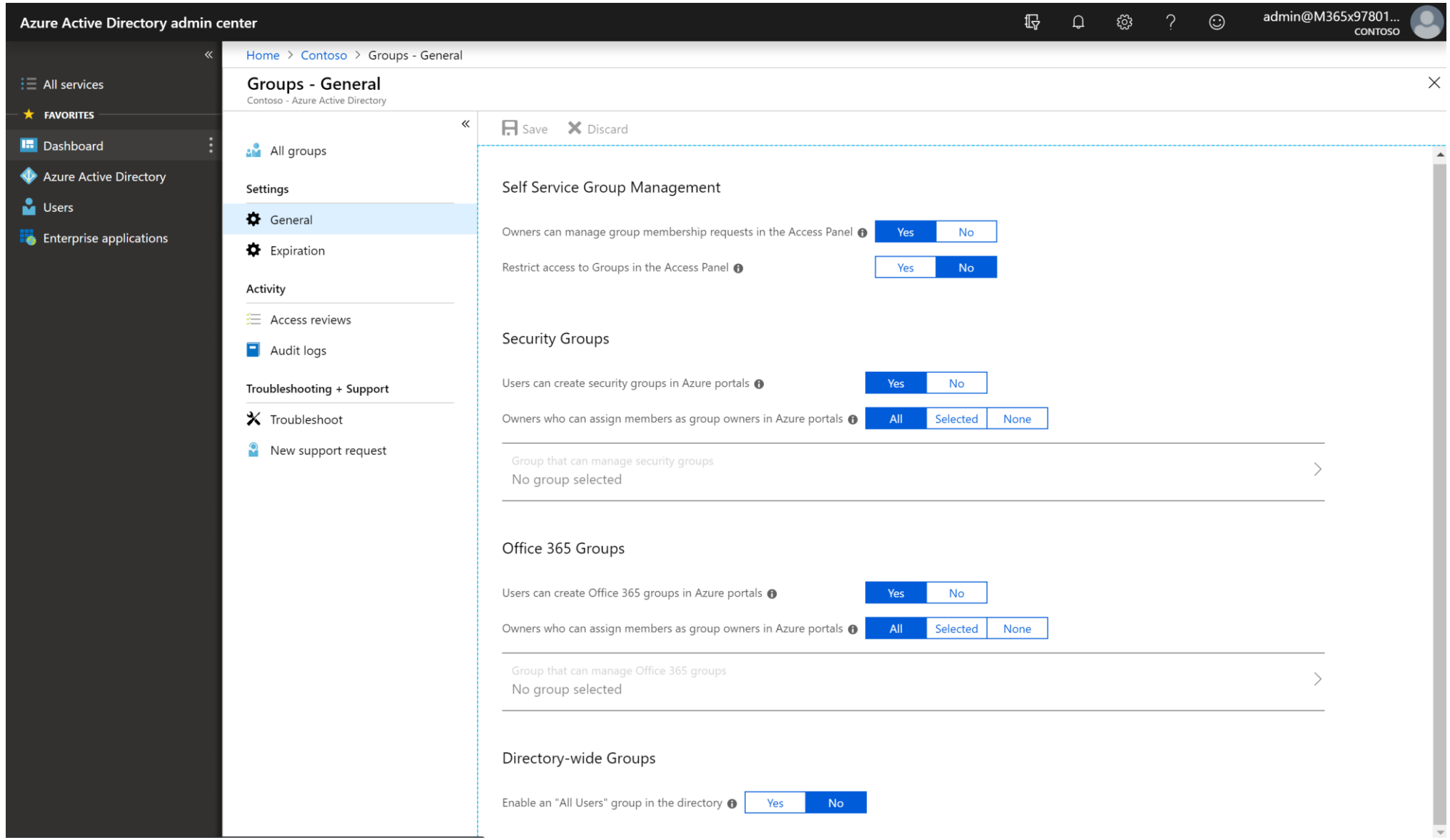
Policies can apply across whole organization (Default) or assigned to individual users

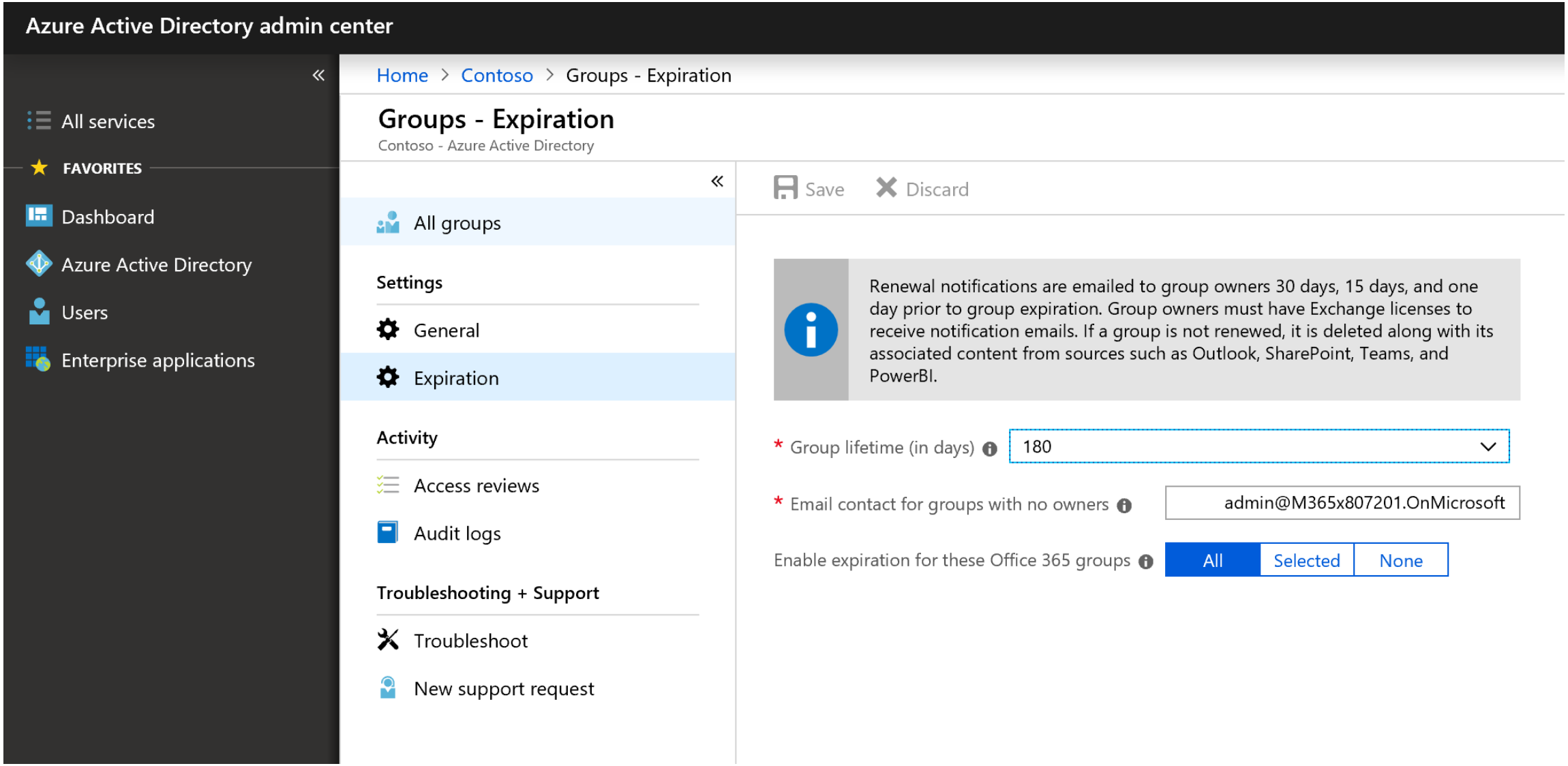


Configurations apply for your whole organization – 1 per type



Azure AD Admin – O365 Group Creation, Expiry and Naming Policy


Azure Active Directory admin center
admin@M365x97801...
CONTOSO
All services
FAVORITES
Dashboard
Azure Active Directory
Users
Enterprise applications
Home > Contoso > Groups - General
Groups - General
Contoso - Azure Active Directory
All groups
Settings
General
Expiration
Activity
Access reviews
Audit logs
Troubleshooting + Support
Troubleshoot
New support request
Save
Discard
Self Service Group Management
Owners can manage group membership requests in the Access Panel
Yes
No
Restrict access to Groups in the Access Panel
Yes
No
Security Groups
Users can create security groups in Azure portals
Yes
No
Owners who can assign members as group owners in Azure portals
All
Selected
None
Group that can manage security groups
No group selected
Office 365 Groups
Users can create Office 365 groups in Azure portals
Yes
No
Owners who can assign members as group owners in Azure portals
All
Selected
None
Group that can manage Office 365 groups
No group selected
Directory-wide Groups
Enable an "All Users" group in the directory
Yes
No


Azure Active Directory admin center
All services
FAVORITES
Dashboard
Azure Active Directory
Users
Enterprise applications
Home > Contoso > Groups - Expiration
Groups - Expiration
Contoso - Azure Active Directory
All groups
Settings
General
Expiration
Activity
Access reviews
Audit logs
Troubleshooting + Support
Troubleshoot
New support request
Save
Discard
Renewal notifications are emailed to group owners 30 days, 15 days, and one day prior to group expiration. Group owners must have Exchange licenses to receive notification emails. If a group is not renewed, it is deleted along with its associated content from sources such as Outlook, SharePoint, Teams, and PowerBI.
* Group lifetime (in days)
180
* Email contact for groups with no owners
admin@M365x807201.OnMicrosoft
Enable expiration for these Office 365 groups
All
Selected
None

- Administrator: Windows PowerShell

```
Windows PowerShell
Copyright (C) Microsoft Corporation. All rights reserved.

PS C:\WINDOWS\system32> Get-InstalledModule -Name "AzureAD*"

Version    Name                                Repository           Description
-------    ----                                ----------           -----------
2.0.0.129  AzureADPreview                      PSGallery            Azure Active Directory V2 Preview Modul...


PS C:\WINDOWS\system32> Uninstall-Module AzureADPreview
PS C:\WINDOWS\system32> Install-Module AzureADPreview

Untrusted repository
You are installing the modules from an untrusted repository. If you trust this repository, change its
InstallationPolicy value by running the Set-PSRepository cmdlet. Are you sure you want to install the modules
from 'PSGallery'?
[Y] Yes  [A] Yes to All  [N] No  [L] No to All  [S] Suspend  [?] Help (default is "N"): y
PS C:\WINDOWS\system32> Get-InstalledModule -Name "AzureAD*"

Version    Name                                Repository           Description
-------    ----                                ----------           -----------
2.0.2.5    AzureADPreview                      PSGallery            Azure Active Directory V2 Preview Modul...


PS C:\WINDOWS\system32> Import-Module AzureADPreview
PS C:\WINDOWS\system32> Connect-AzureAD

Account                             Environment TenantId                             TenantDomain
-------                             ----------- --------                             ------------
admin@M365x807201.onmicrosoft.com AzureCloud  9bdd25ab-fef2-4a10-812a-238bee5ad80f M365x807201.onmicrosoft.com


PS C:\WINDOWS\system32>
```

```
PS C:\Windows\System32> $Setting = Get-AzureADDirectorySetting -Id (Get-AzureADDirectorySetting | where -Property Displa
yName -Value "Group.Unified" -EQ).id
PS C:\Windows\System32> $settings.values
PS C:\Windows\System32> $Setting["PrefixSuffixNamingRequirement"] ="GRP_[GroupName]_[Department]"
PS C:\Windows\System32> $Setting["CustomBlockedWordsList"]="Payroll,CEO,HR,CIO,HATE,CTO,Legal,MYTEAM"
PS C:\Windows\System32> Set-AzureADDirectorySetting -Id (Get-AzureADDirectorySetting | where -Property DisplayName -Valu
e "Group.Unified" -EQ).id -DirectorySetting $Setting
PS C:\Windows\System32>
```

Create your team

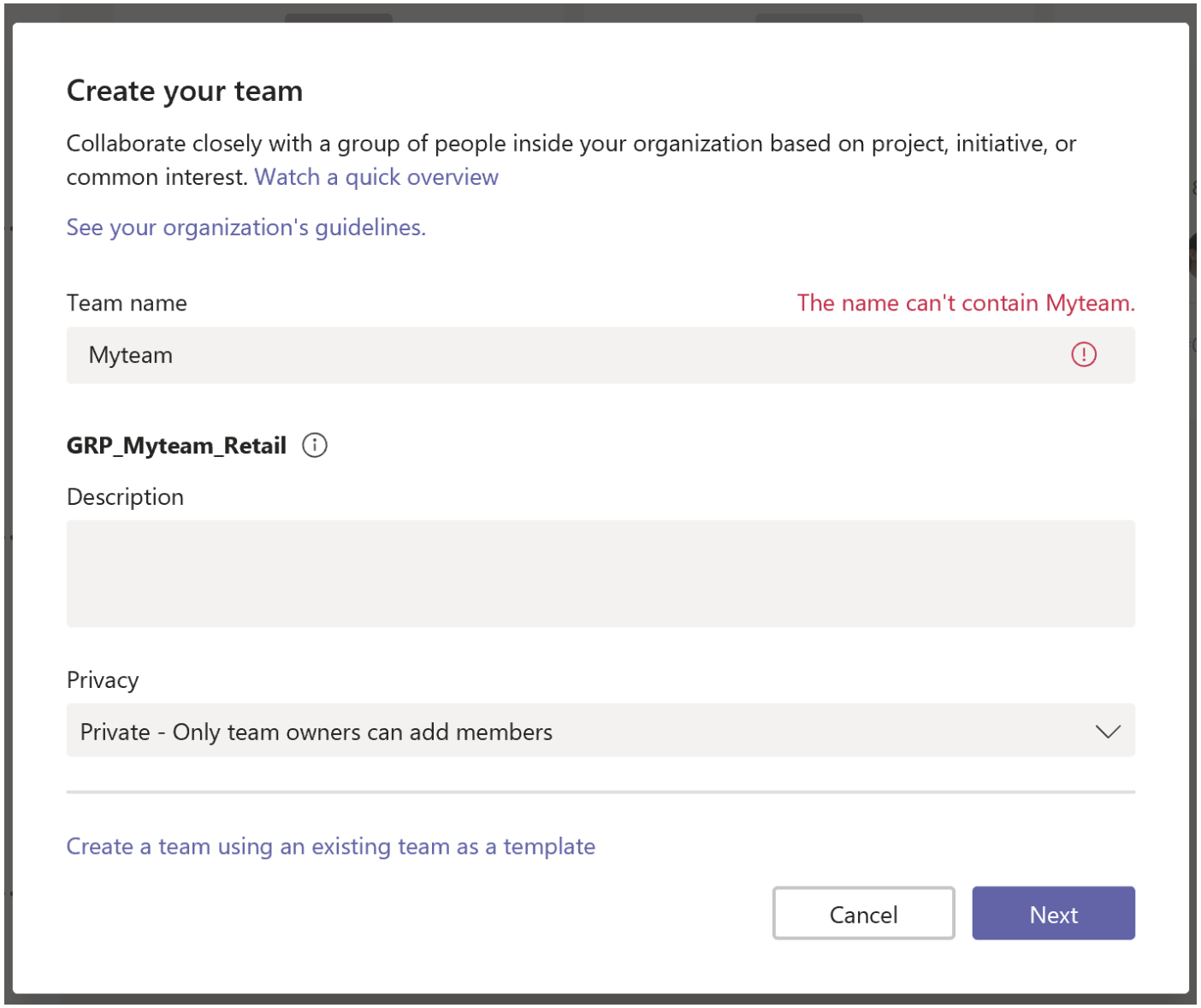
Collaborate closely with a group of people inside your organization based on project, initiative, or common interest. Watch a quick overview

See your organization's guidelines.

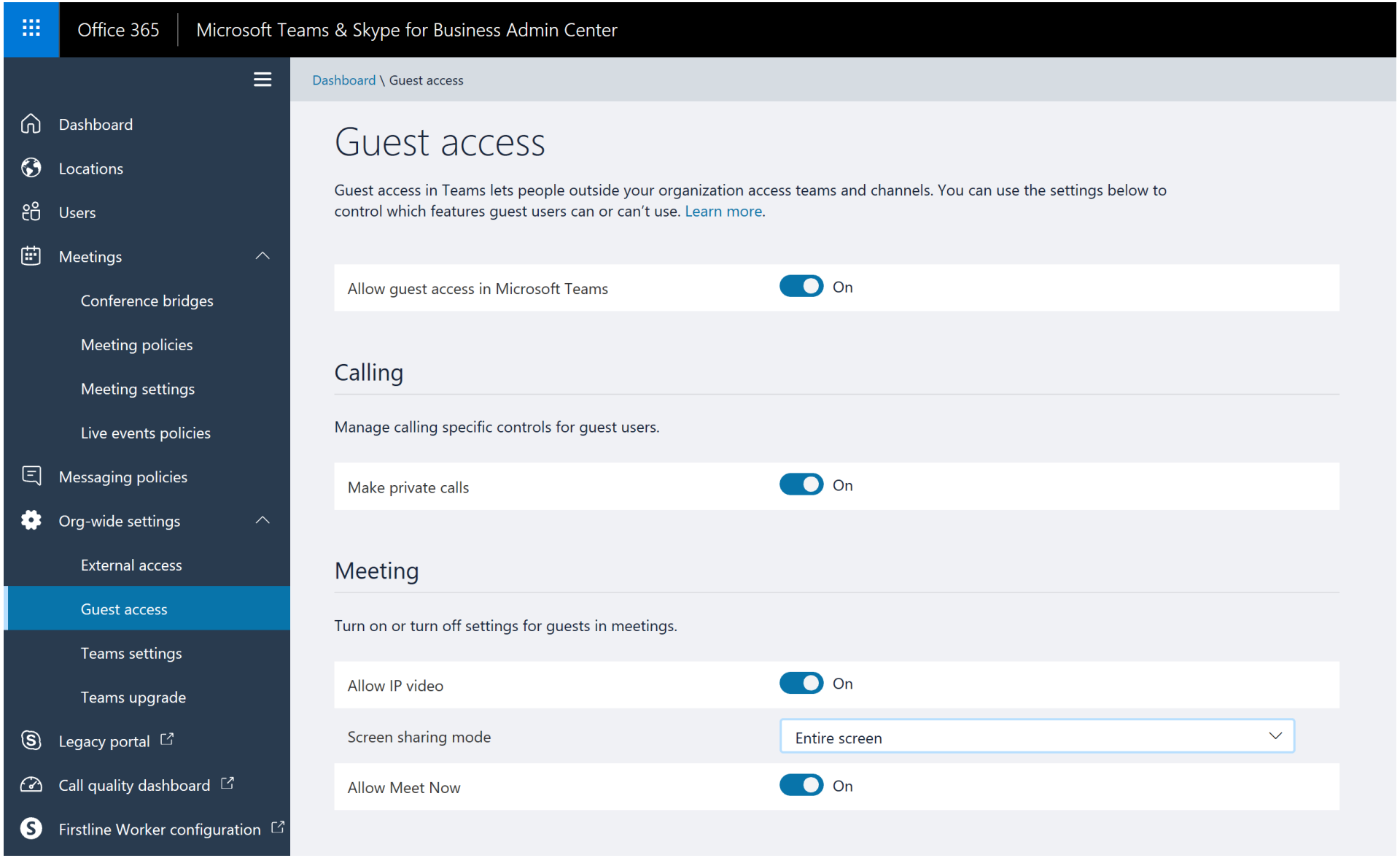
Team name Required

GRP_Retail

Your organization has set team naming policies. This is how your team name will look.

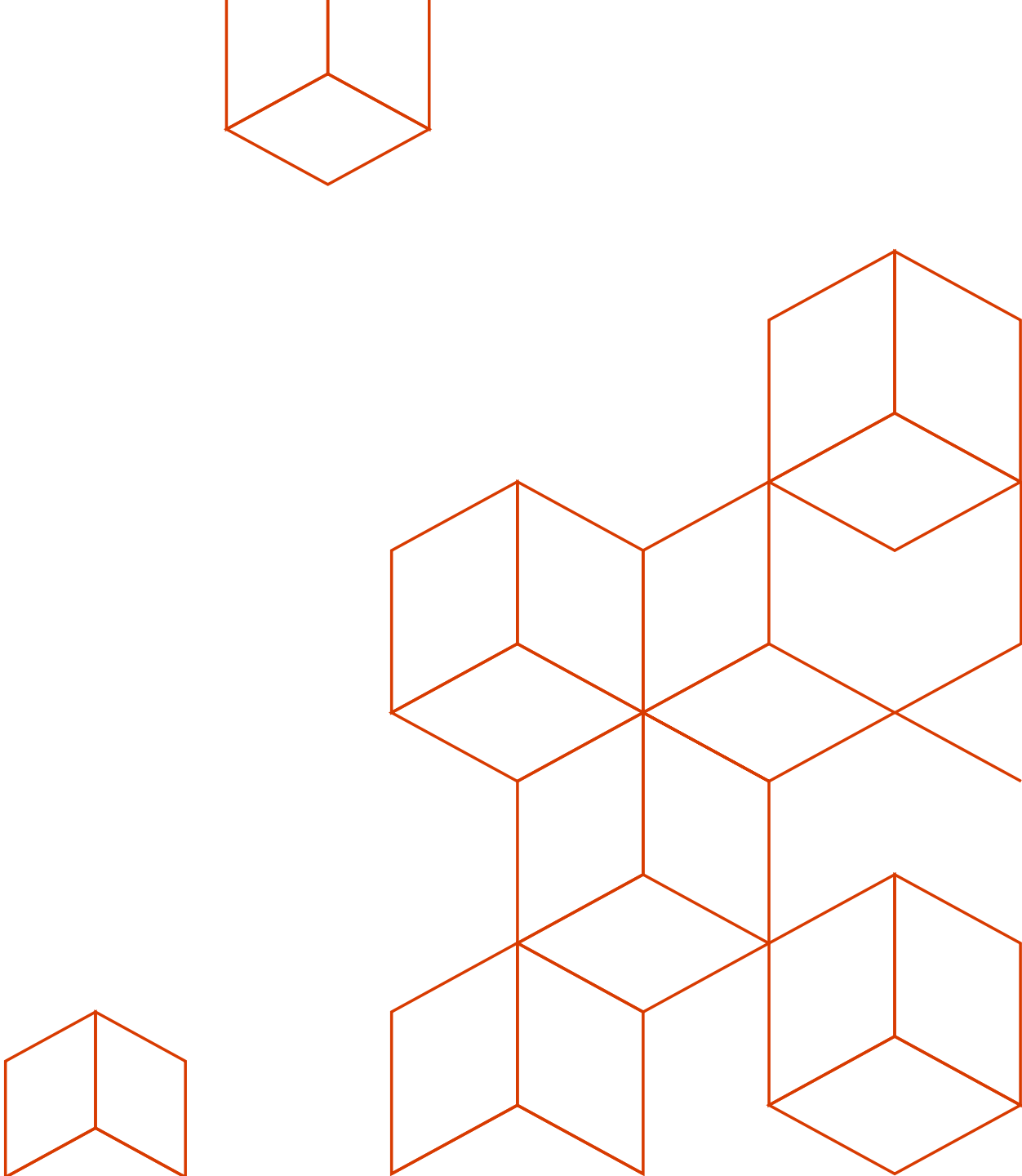

Create your team
Collaborate closely with a group of people inside your organization based on project, initiative, or common interest. Watch a quick overview
See your organization's guidelines.
Team name
The name can't contain Myteam.
Myteam
GRP_Myteam_Retail
Description
Privacy
Private - Only team owners can add members
Create a team using an existing team as a template
Cancel
Next

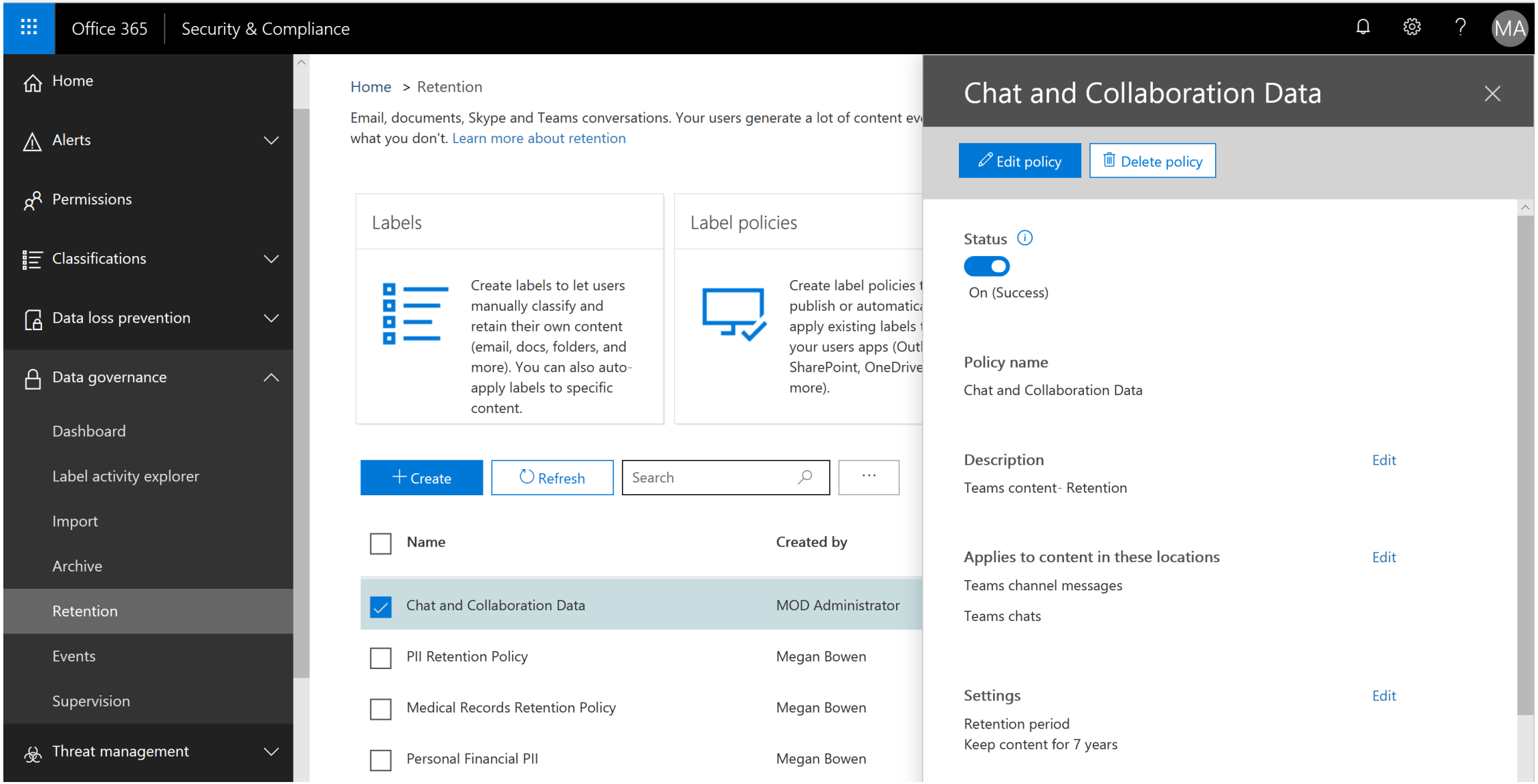
Teams and Skype Admin Portal


Office 365
Microsoft Teams & Skype for Business Admin Center
Dashboard
Locations
Users
Meetings
Conference bridges
Meeting policies
Meeting settings
Live events policies
Messaging policies
Org-wide settings
External access
Guest access
Teams settings
Teams upgrade
Legacy portal
Call quality dashboard
Firstline Worker configuration
Dashboard \ Guest access
Guest access
Guest access in Teams lets people outside your organization access teams and channels. You can use the settings below to control which features guest users can or can't use. Learn more.
Allow guest access in Microsoft Teams
On
Calling
Manage calling specific controls for guest users.
Make private calls
On
Meeting
Turn on or turn off settings for guests in meetings.
Allow IP video
On
Screen sharing mode
Entire screen
Allow Meet Now
On

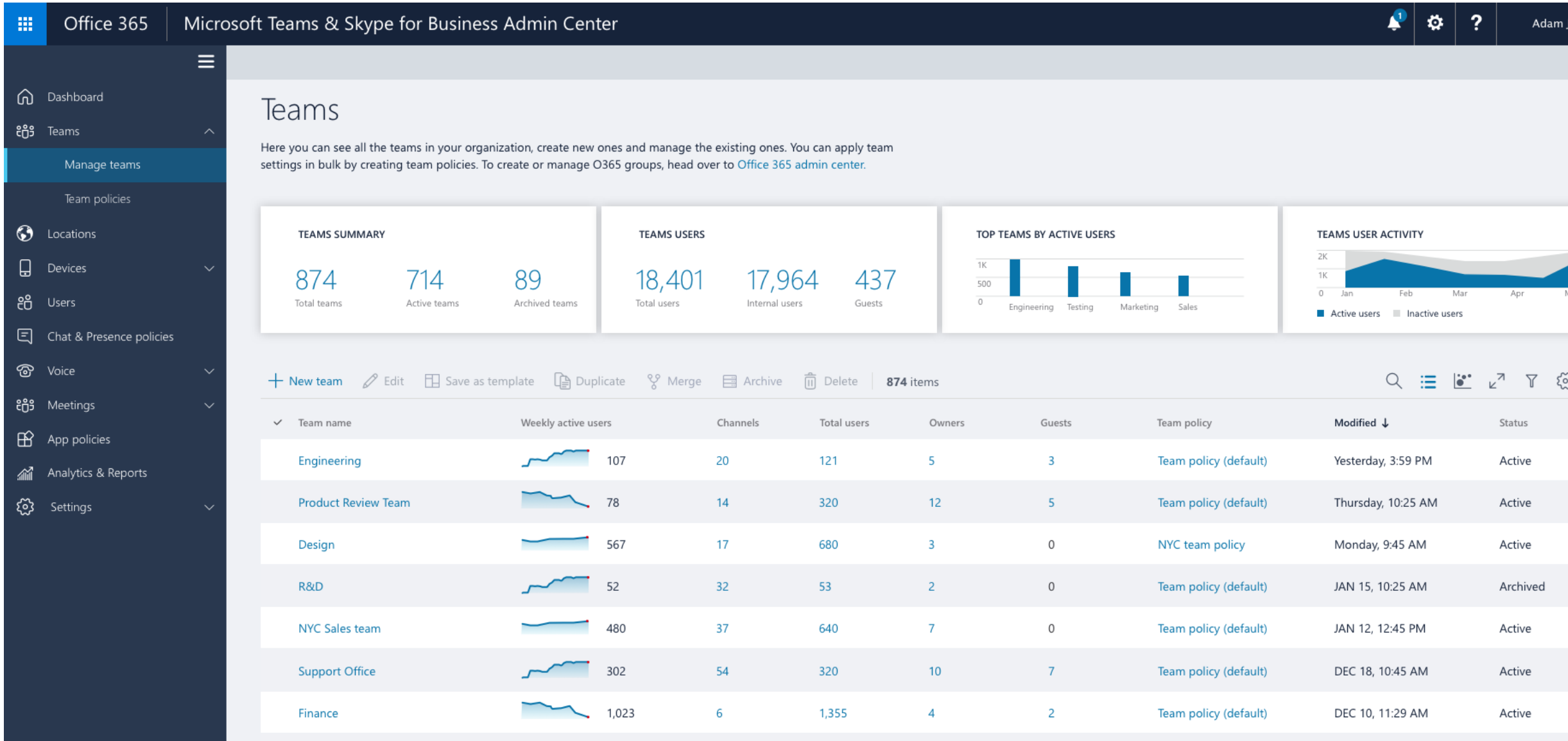
Demo- Teams and Skype Admin Portal

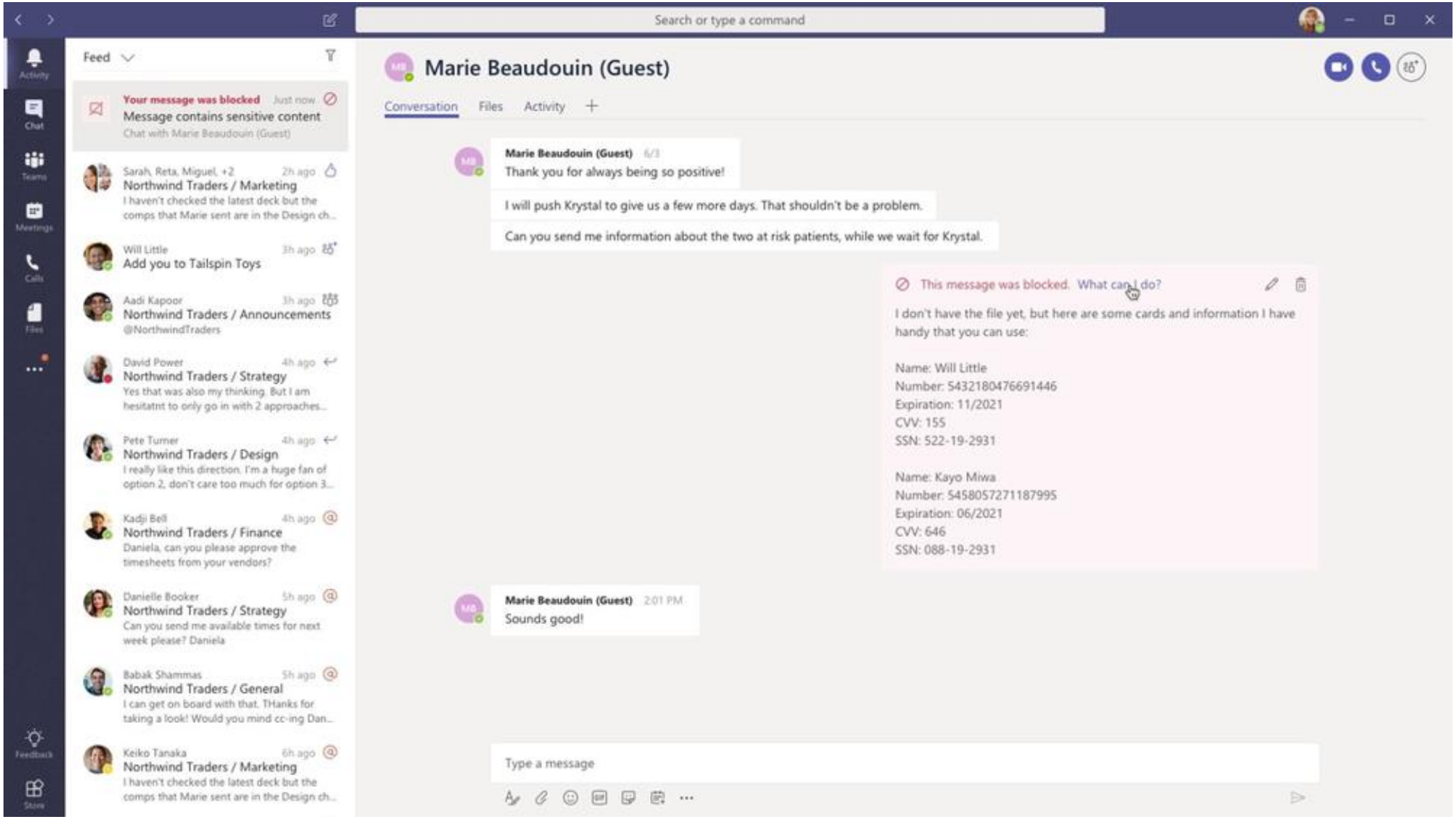
Security and Compliance Portal – Retention, DLP, eDiscovery, Content Search




Office 365
Security & Compliance
MA
Home
Alerts
Permissions
Classifications
Data loss prevention
Data governance
Dashboard
Label activity explorer
Import
Archive
Retention
Events
Supervision
Threat management
Home > Retention
Email, documents, Skype and Teams conversations. Your users generate a lot of content ev
what you don't. Learn more about retention
Labels
Create labels to let users manually classify and retain their own content (email, docs, folders, and more). You can also auto-apply labels to specific content.
Label policies
Create label policies t
publish or automatic
apply existing labels
your users apps (Outl
SharePoint, OneDrive
more).
Create
Refresh
Search
Name
Created by
Chat and Collaboration Data
MOD Administrator
PII Retention Policy
Megan Bowen
Medical Records Retention Policy
Megan Bowen
Personal Financial PII
Megan Bowen
Chat and Collaboration Data
Edit policy
Delete policy
Status
On (Success)
Policy name
Chat and Collaboration Data
Description
Edit
Teams content- Retention
Applies to content in these locations
Edit
Teams channel messages
Teams chats
Settings
Edit
Retention period
Keep content for 7 years

Teams Lifecycle Management

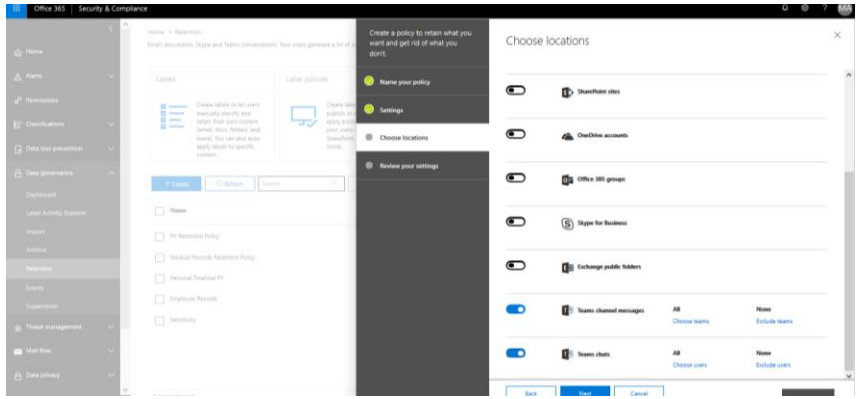


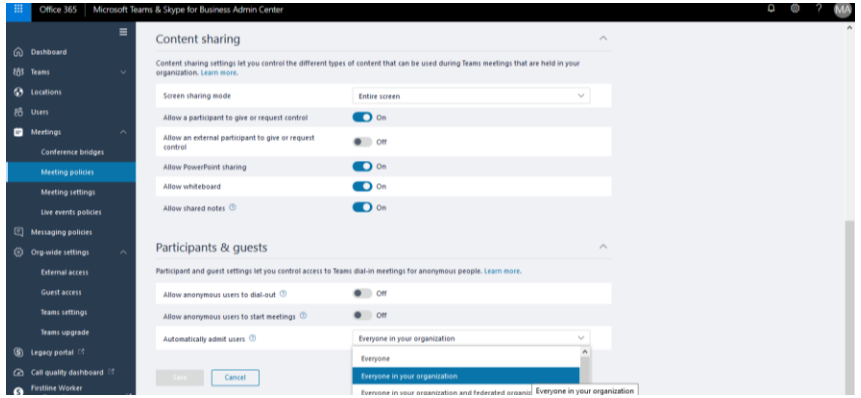

Search or type a command
Activity
Chat
Teams
Meetings
Calls
Files
Feedback
Store
Feed
Your message was blocked
Just now
Message contains sensitive content
Chat with Marie Beaudouin (Guest)
Sarah, Reta, Miguel, +2
2h ago
Northwind Traders / Marketing
I haven't checked the latest deck but the comps that Marie sent are in the Design ch...
Will Little
3h ago
Add you to Tailspin Toys
Aadi Kapoor
3h ago
Northwind Traders / Announcements
@NorthwindTraders
David Power
4h ago
Northwind Traders / Strategy
Yes that was also my thinking. But I am hesitatnt to only go in with 2 approaches...
Pete Turner
4h ago
Northwind Traders / Design
I really like this direction. I'm a huge fan of option 2, don't care too much for option 3...
Kadji Bell
4h ago
Northwind Traders / Finance
Daniela, can you please approve the timesheets from your vendors?
Danielle Booker
5h ago
Northwind Traders / Strategy
Can you send me available times for next week please? Daniela
Babak Shammas
5h ago
Northwind Traders / General
I can get on board with that. THanks for taking a look! Would you mind cc-ing Dan...
Keiko Tanaka
6h ago
Northwind Traders / Marketing
I haven't checked the latest deck but the comps that Marie sent are in the Design ch...
Marie Beaudouin (Guest)
Conversation
Files
Activity
Marie Beaudouin (Guest) 6/3
Thank you for always being so positive!
I will push Krystal to give us a few more days. That shouldn't be a problem.
Can you send me information about the two at risk patients, while we wait for Krystal.
This message was blocked. What can I do?
I don't have the file yet, but here are some cards and information I have handy that you can use:
Name: Will Little
Number: 5432180476691446
Expiration: 11/2021
CVV: 155
SSN: 522-19-2931
Name: Kayo Miwa
Number: 5458057271187995
Expiration: 06/2021
CVV: 646
SSN: 088-19-2931
Marie Beaudouin (Guest) 2:01 PM
Sounds good!
Type a message

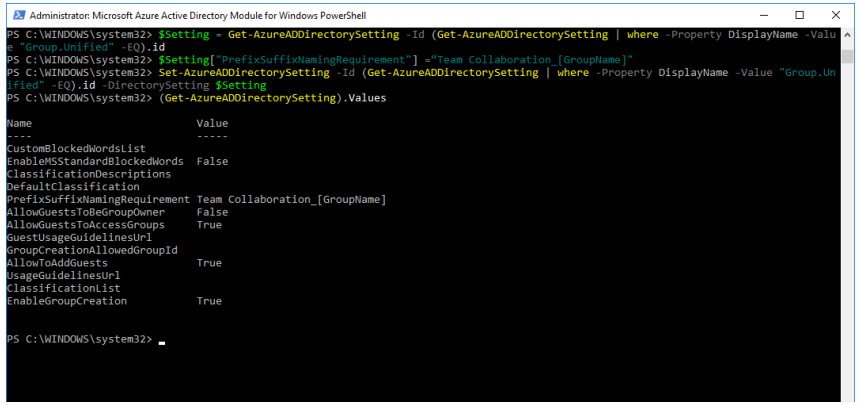
Demo- Security and Compliance Portal

Summary of controls your organization needs

- M365 Core collaboration: Group policies for naming/expiry/guest access, conditional access
- Communications: Policies and configurations for functions within Teams – like meetings/messaging/calling – https://admin.teams.microsoft.com/
- Security & Compliance: Integrate Teams into your existing Security & Compliance policies – like retention and eDiscovery







Teams Deployment Advisor

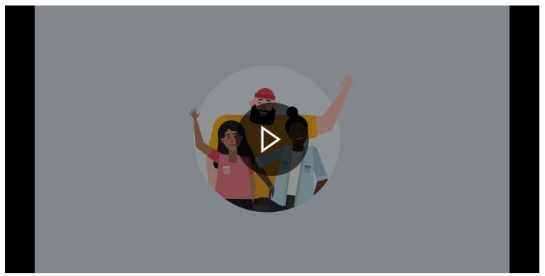
https://portal.office.com/onboarding/teamsdeploymentadvisor#/

Teams deployment advisor

- About Teams
- Prepare for Teams
- Assign licenses
- Configure your settings
- Install Teams (Optional)
- Create a team
- What's next?

What is Microsoft Teams?

More setup guides



Microsoft Teams is a dedicated hub that brings together the people, conversations, content, and tools your team needs to collaborate and achieve more. Microsoft Teams allows you to readily communicate and make quick decisions in real time. With Teams, you can initiate a private or group chat, share files, and co-author content. You can host online meetings with people inside or outside your organization. You can make, receive, and transfer calls. And you can communicate across devices, in the office or on the go.

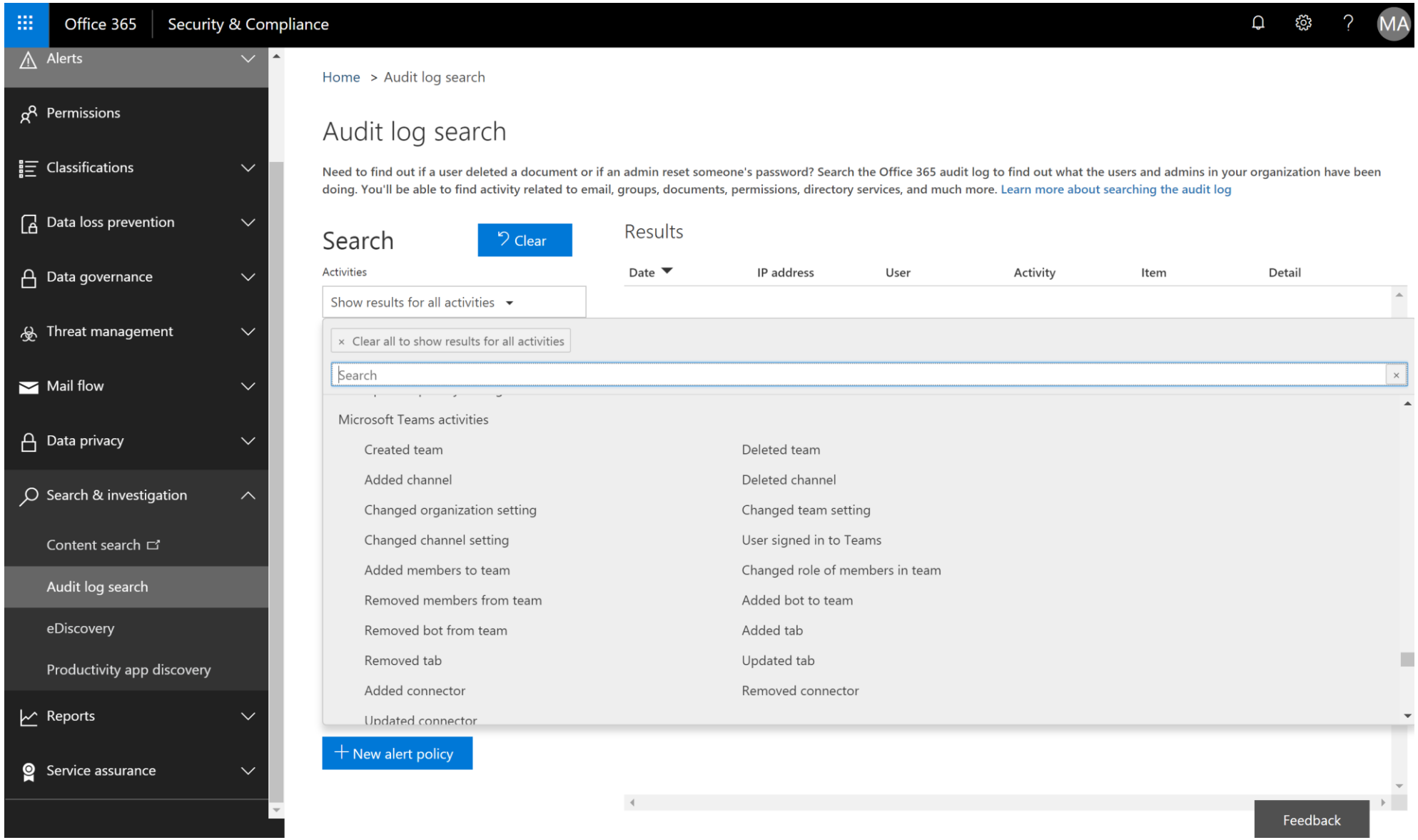
IMPORTANT: Before you can use Office 365 products, you'll need to add your users. Consider verifying your domain to allow users to sign in with usernames associated with that domain (for example, mark@contoso.com). If you need to complete these steps, see Prepare your environment.

How do I get set up?

Prepare for Teams

Get ready for Teams integration with other Office 365 products, bandwidth, and network requirements.

Teams Reporting and Auditing


Office 365
Security & Compliance
MA
Alerts
Permissions
Classifications
Data loss prevention
Data governance
Threat management
Mail flow
Data privacy
Search & investigation
Content search
Audit log search
eDiscovery
Productivity app discovery
Reports
Service assurance
Home > Audit log search
Audit log search
Need to find out if a user deleted a document or if an admin reset someone's password? Search the Office 365 audit log to find out what the users and admins in your organization have been doing. You'll be able to find activity related to email, groups, documents, permissions, directory services, and much more. Learn more about searching the audit log
Search
Clear
Results
Activities
Show results for all activities
Date
IP address
User
Activity
Item
Detail
Clear all to show results for all activities
Search
Microsoft Teams activities
Created team
Deleted team
Added channel
Deleted channel
Changed organization setting
Changed team setting
Changed channel setting
User signed in to Teams
Added members to team
Changed role of members in team
Removed members from team
Added bot to team
Removed bot from team
Added tab
Removed tab
Updated tab
Added connector
Removed connector
Updated connector
New alert policy
Feedback

Home > Usage > Microsoft Teams user activity

Microsoft Teams user activity

Help

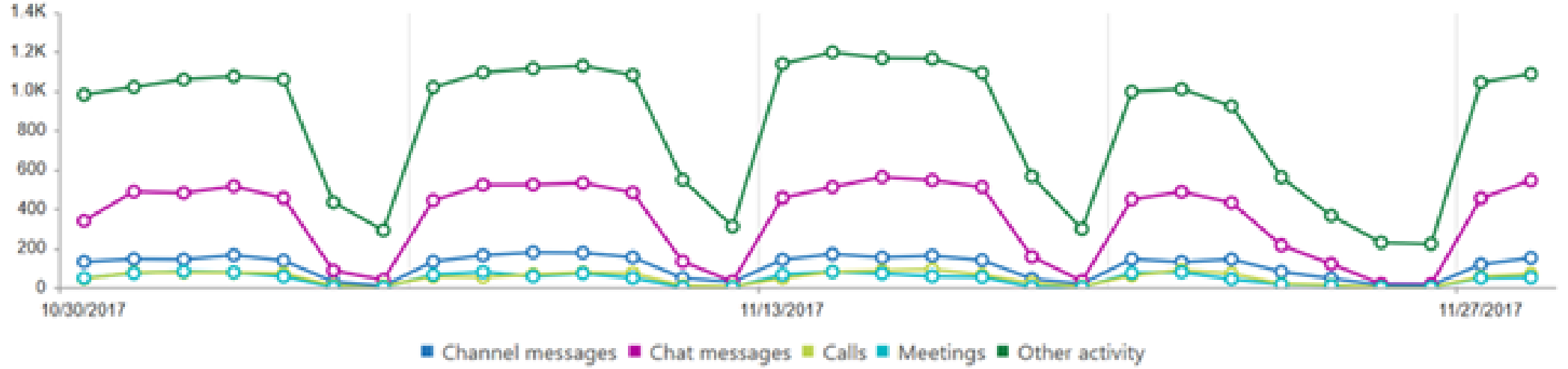
7 days | 30 days | 90 days | 180 days

Activity | Users

Data as of: 11/28/2017 (UTC)

Number of users by activity type

Export



Details

Export

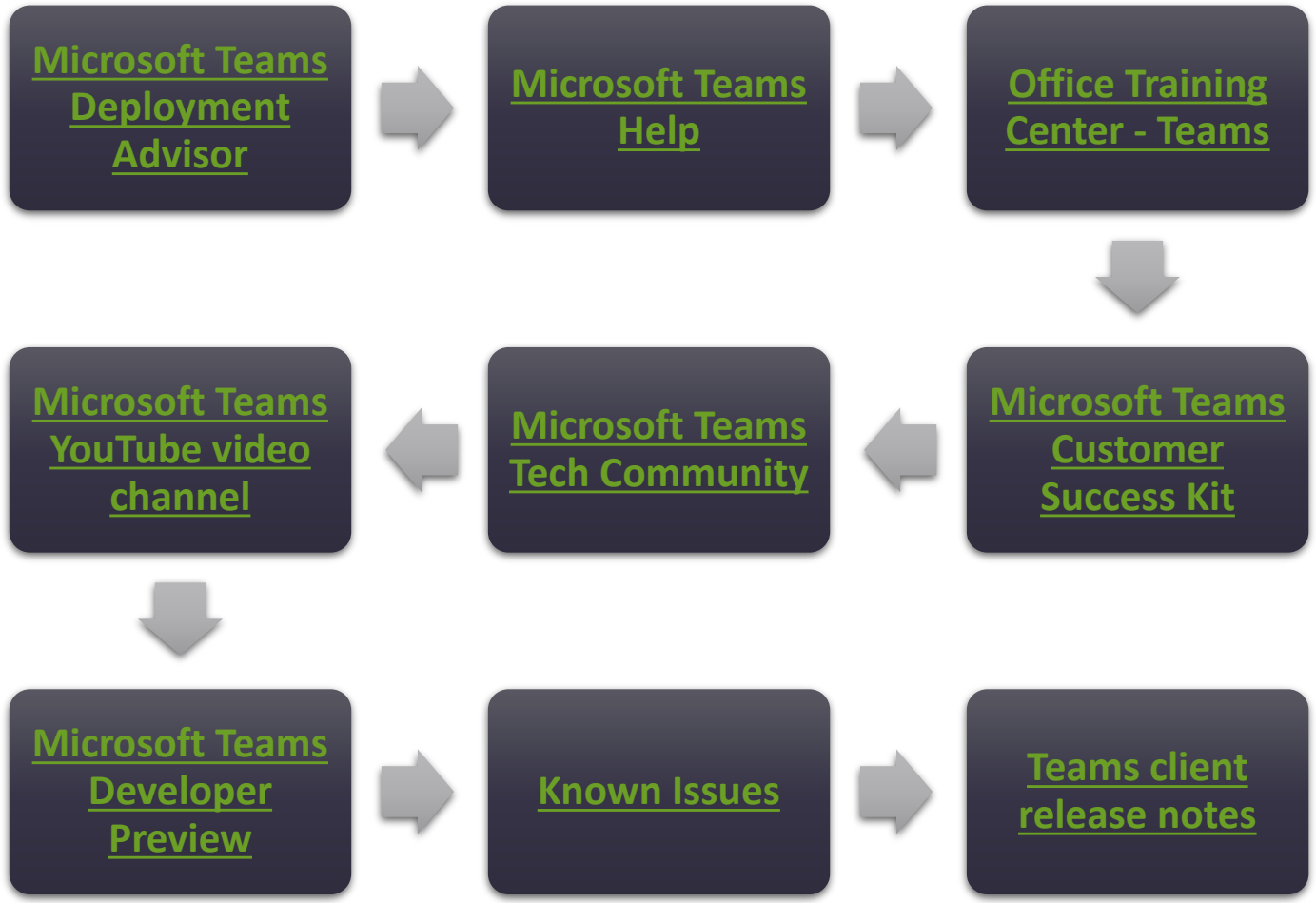
Username	Last activity date (UTC)	Channel messages	Chat messages	Calls	Meetings

Teams Resources

Admin Guide

Success With Teams Practical Guidance (SWT)	http://SuccessWithTeams.com	One stop shop for planning, delivery & adoption guidance for Teams
Admin Quick Start Guides	https://aka.ms/TeamsAdminQuickStart	General Admin, EDU and Calling Plan setup
Security & Compliance in Teams	https://docs.microsoft.com/en-us/microsoftteams/security-compliance-overview	Security and Compliance Overview
What's New in Teams	https://aka.ms/WhatsNewInTeams	Ongoing updates of what's new for desktop, web and mobile devices. New addition to this list with short URL for reference.

Help, practical guidance and tool



Teams Resources

User Guide

Teams User Quick Start Guide	https://aka.ms/TeamsUserQuickStart	Top 10 things to do in Teams BDM Scenario Examples
Customer Success Kit for Adoption	https://aka.ms/TeamsSuccessKit	Adoption Kit

Next Steps

Microsoft Services

Guiding customers on their journey to Microsoft Teams

Proactive assistance and guidance for Microsoft Premier or Unified Support customers

Knowledge Share

WorkshopPLUS programs to assist building a foundation of knowledge for IT decision makers and Teams administrators

Technical Guidance

Deep Technical led guidance on preparing and deploying Microsoft Teams in your enterprise environment

Adoption Framework

Adoption and change management guidance, building strategies to realize business value for customers end users

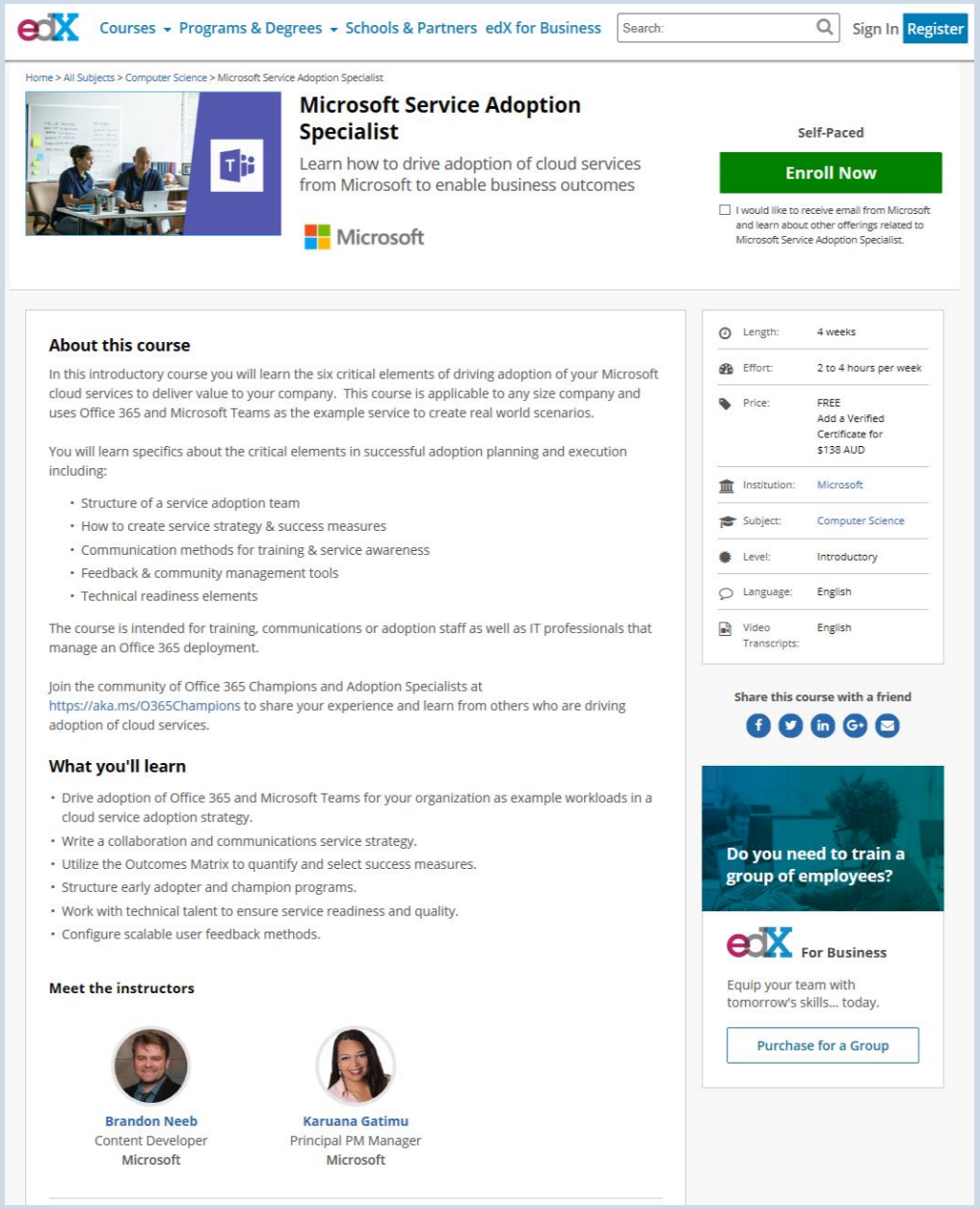
What do we have today to assist customers?

Microsoft Service Adoption Specialist

In this introductory course you will learn the six critical elements of driving adoption of your Microsoft cloud services to deliver value to your company. This course is applicable to any size company and uses Office 365 and Microsoft Teams as the example service to create real world scenarios

You will learn specifics about the critical elements in successful adoption planning and execution including:

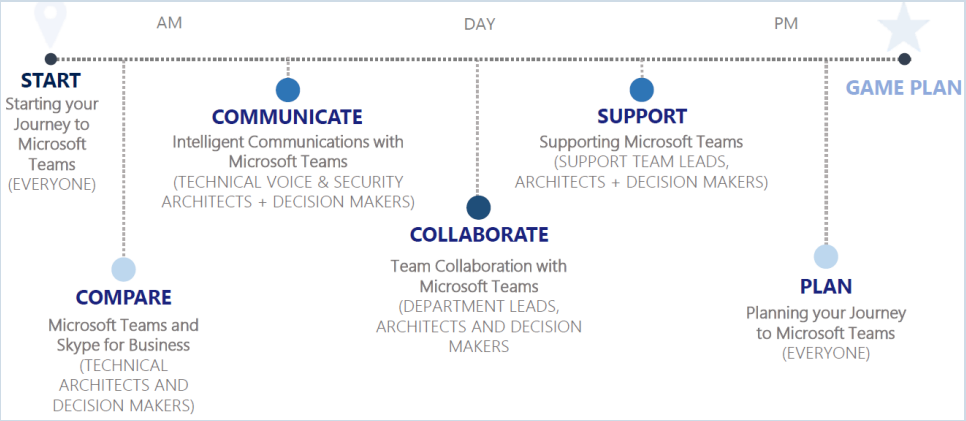
- Structure of a service adoption team
- How to create service strategy & success measures
- Communication methods for training & service awareness
- Feedback & community management tools
- Technical readiness elements

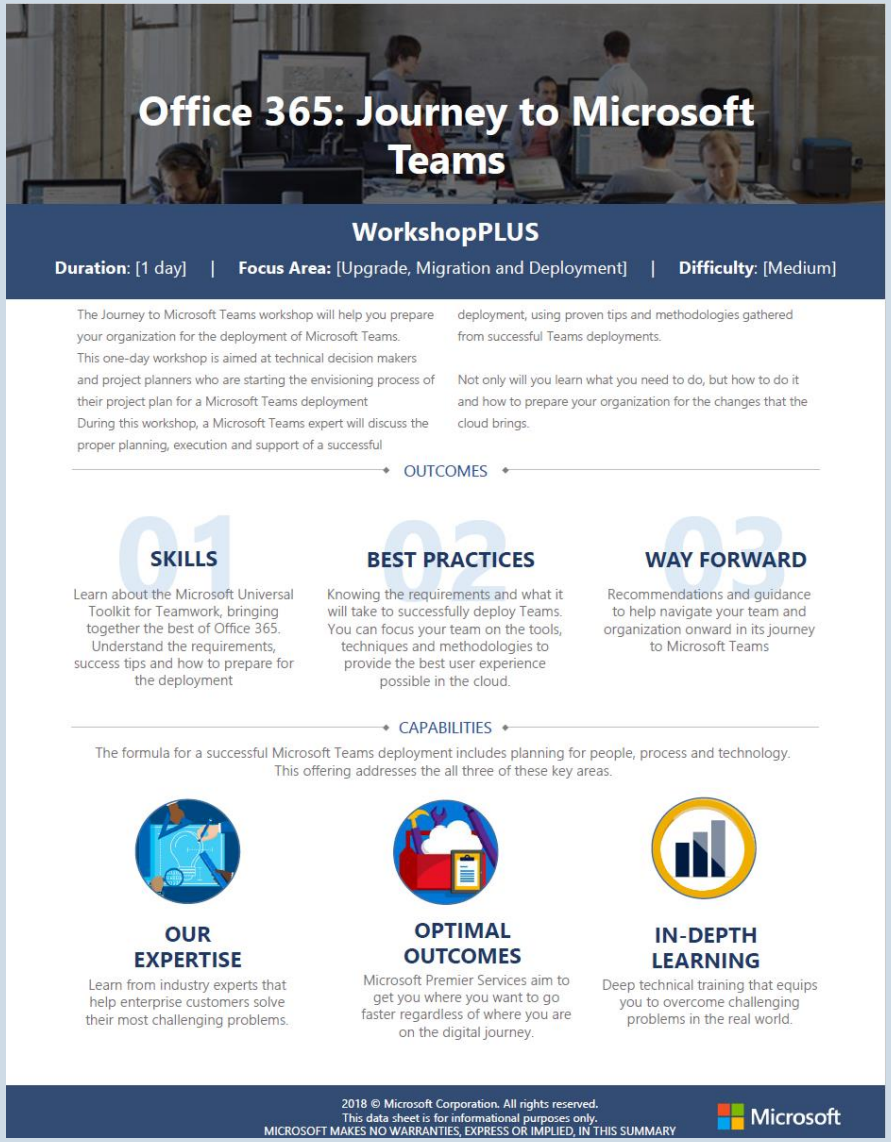


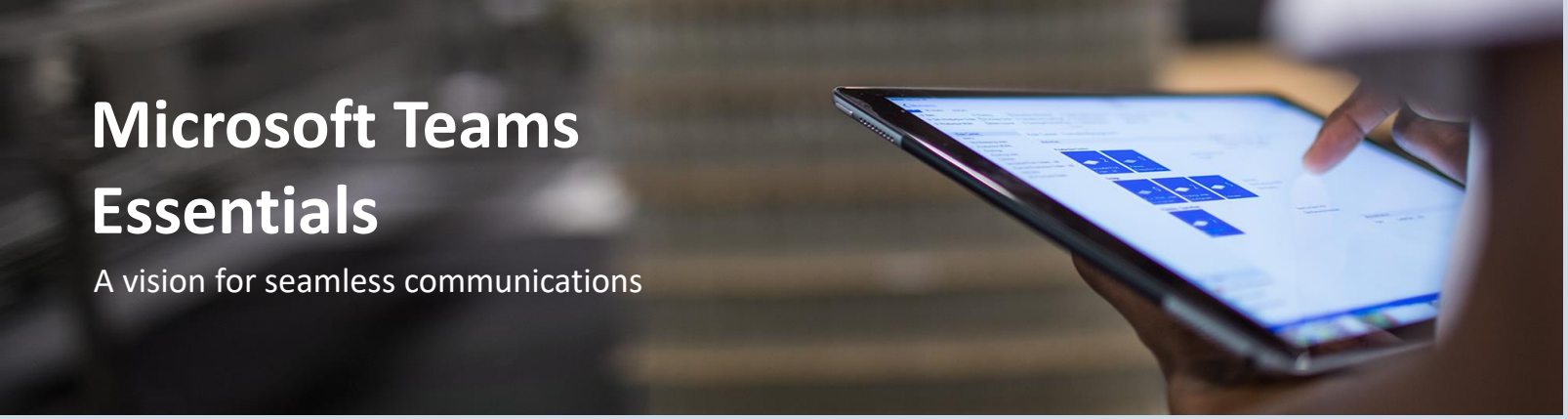
WorkshopPLUS: Journey to Microsoft Teams 1 Day

New workshop release!

- Great for customers in the planning phases for Microsoft Teams
- One day workshop aimed at technical decision makers and project managers
- Help customers to prepare for deployment
- Focuses on Intelligent communications and collaboration







Microsoft Teams Essentials

A vision for seamless communications

The Microsoft Teams Essentials engagement guides organizations through a structured process to define a strategy for enabling Teams for your users by identifying and prioritizing the key usage scenarios—with a focus on key business outcomes for employee productivity, engagement and innovation in today's workplace. Onsite planning sessions use structured thinking on how communication and collaboration capabilities can help meet specific business challenges and opportunities to drive teamwork and innovation resulting in a solution vision, storyboard, and blueprint that is aligned with your business objectives.

Duration: 8 weeks

Phase one modules	Phase two modules	Phase three modules	Phase four
Start			**Delivery**

Assess

- Preparation checklist
- Review of current infrastructure, plan and design the new Teams enablement, define remediation tasks
- Identify and prioritize key scenario(s) and roles
- Identify key business sponsor(s)

Remediate

- Assist with remediation activities in line with requirements and design
- Envisioning workshops for business goals and objectives
- Requirements brainstorming, user research and identify scenarios
- Develop key scenario(s)
- Capture enhanced features backlog

Enable

- Teams enablement and configuration
- Define usage test cases
- Validate configuration and perform testing with pilot user group

Migrate

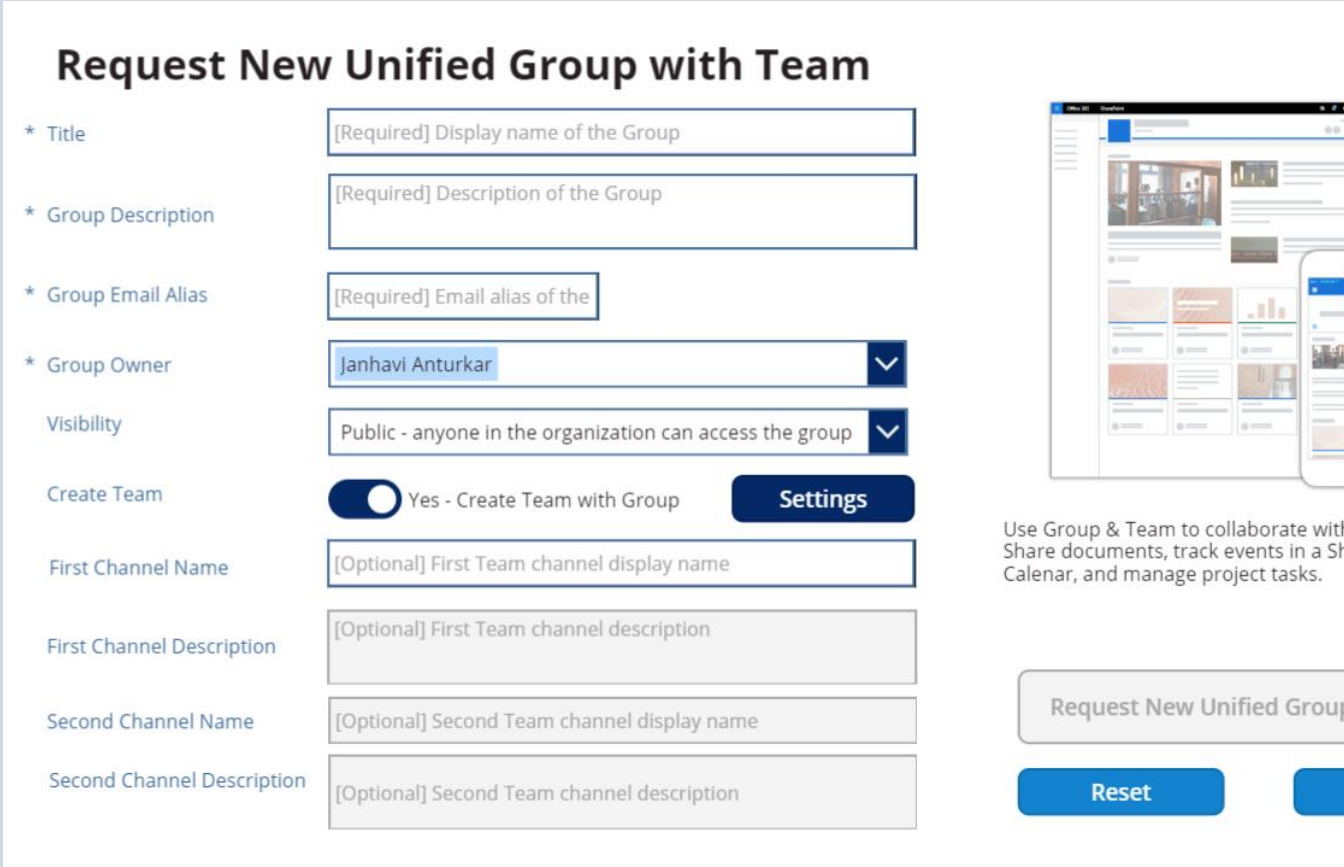
- Demonstrate Teams scenarios and configuration
- Hand off environment to pilot user group

Custom Engagement's

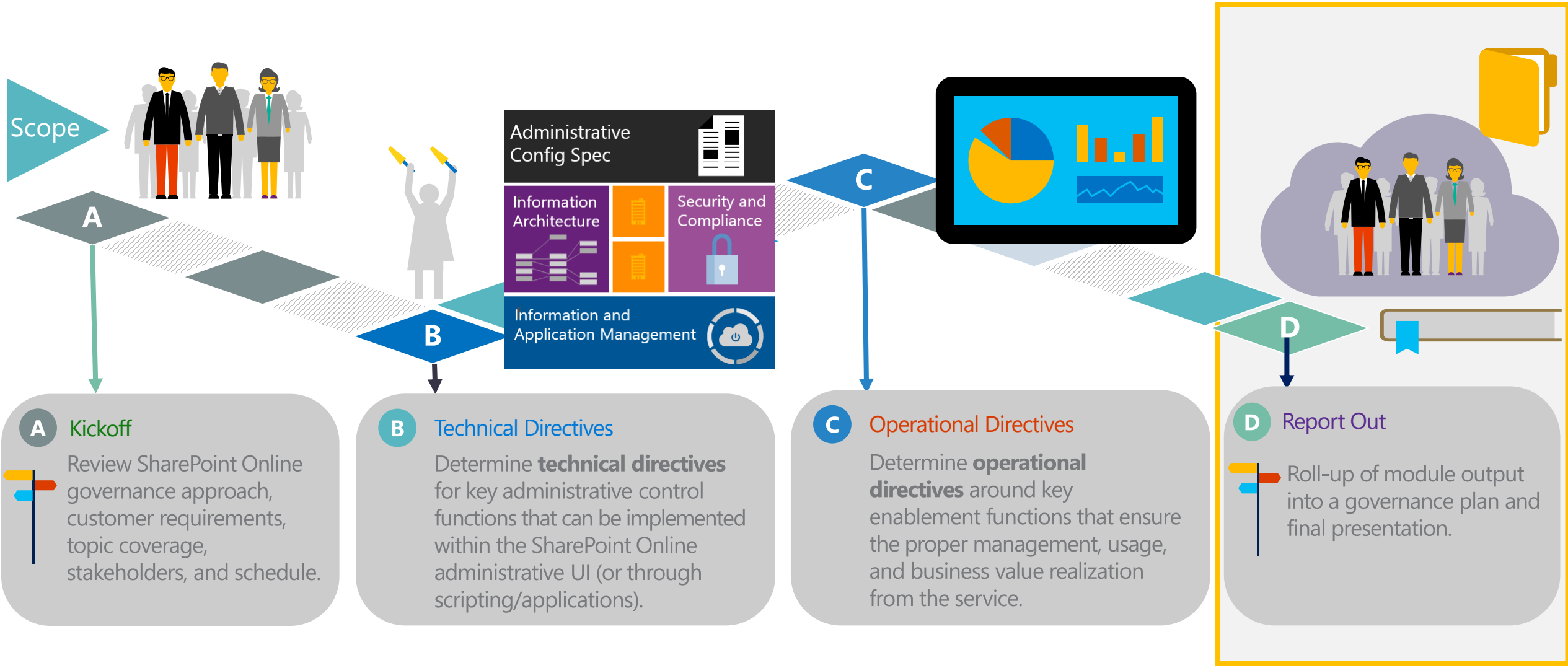
- For deeper technical led engagements
  - More specific to customer requirements, e.g. Intelligent Communications, Security & Compliance, Pilot & Deployment etc
  - Can be a 2 or 3 onsite workshop with documentation handover
  - Will require tight scoping to set expectations
  - Reach out to local Teams champs in AU for more info

Custom Engagement Example - Teams Automation

- Customers looking to implement automated provisioning with approval process
  - Solution based on PowerApps, Flow and Azure Function Apps
  - Can be customised based on customer's needs
  - Applies specific templates to SharePoint sites generated over the default template that's created when a Teams is created



Governance and Compliance



A Kickoff

Review SharePoint Online governance approach, customer requirements, topic coverage, stakeholders, and schedule.

B Technical Directives

Determine **technical directives** for key administrative control functions that can be implemented within the SharePoint Online administrative UI (or through scripting/applications).

C Operational Directives

Determine **operational directives** around key enablement functions that ensure the proper management, usage, and business value realization from the service.

D Report Out

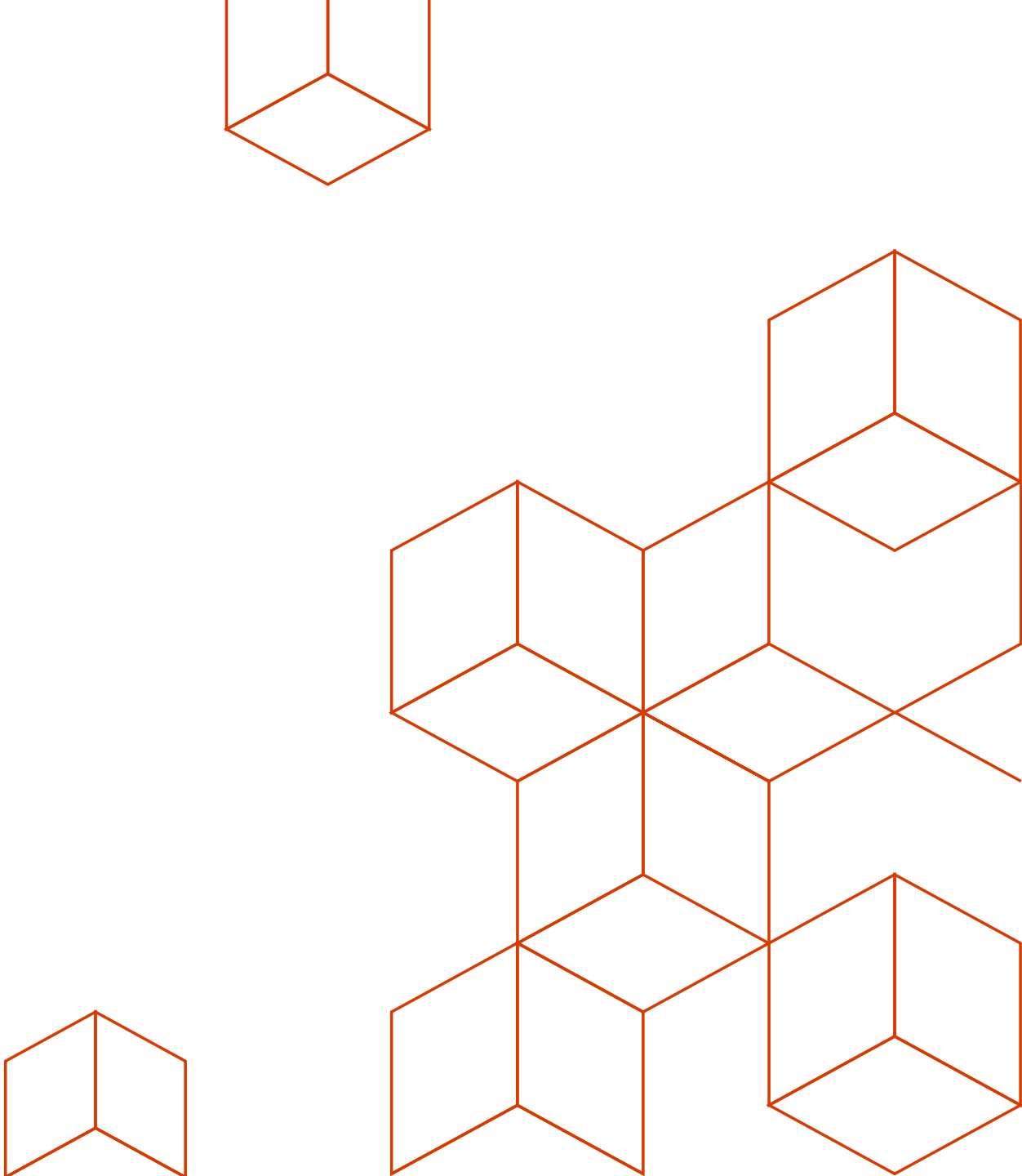
Roll-up of module output into a governance plan and final presentation.

MIP Teams Adoption Services MSM

Focused on Information Technology this services is helps IT Departments come to terms adopting new ways of working in a cloud services environment.

Customer Intent	*"I need help establishing change readiness"*
Unified Support Services	**WorkshopPLUS - Microsoft 365: Adoption Scenario Workshop for IT Professionals** **3 Days** *provides attendees with key processes, tools, roles, and scenarios that will change for IT Professionals with the move to Microsoft Cloud Services.*

Questions?



Thank you ☺