TEAMS SHARED CHANNELS UNDER THE HOOD

BRAM DE JAGER

Microsoft 365 & Security Architect
Microsoft MVP | Microsoft MCM
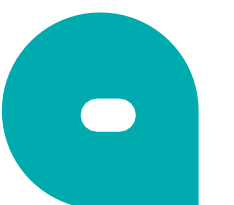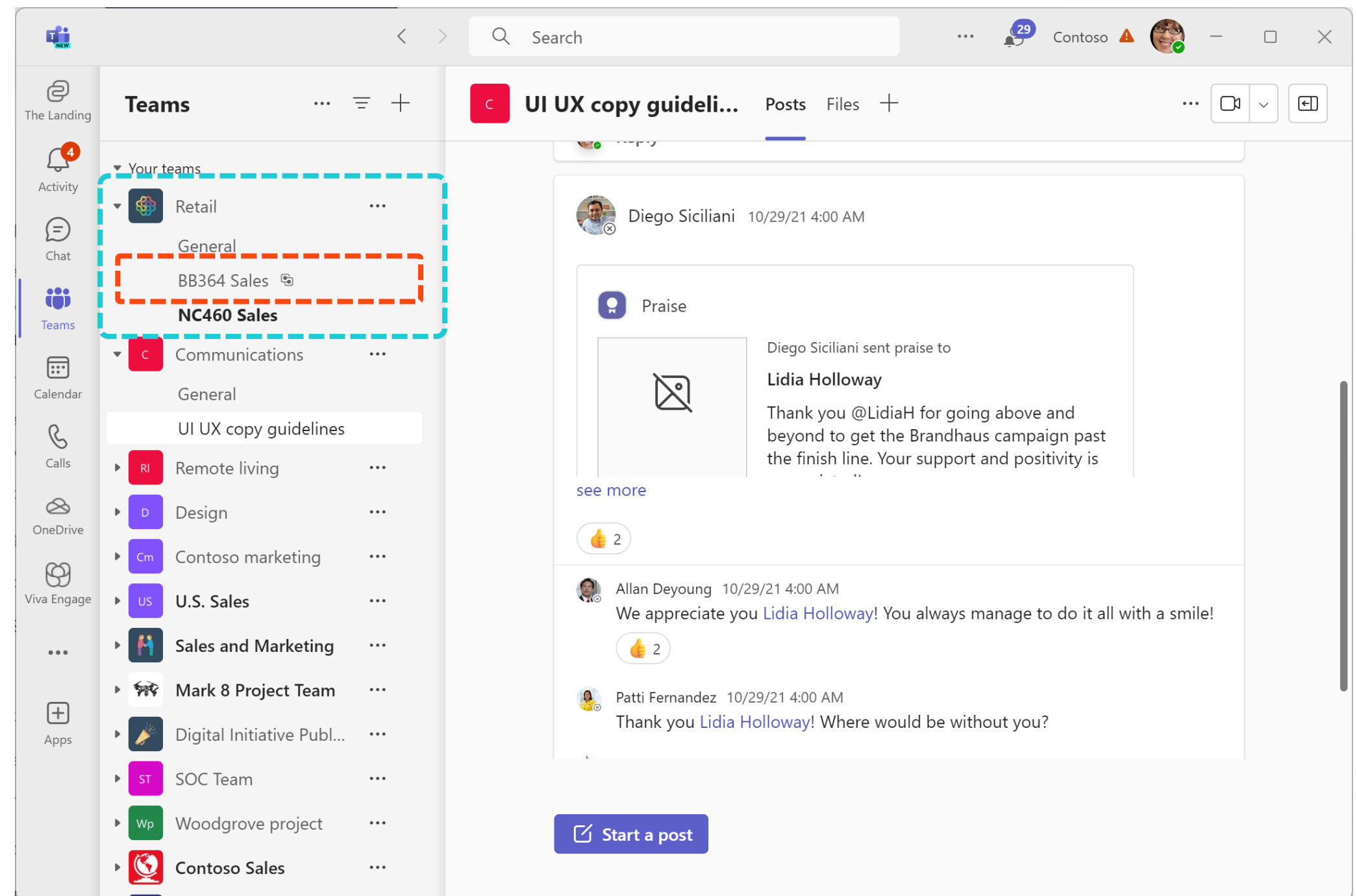
ADVICE MATTERS

SETTING THE CONTEXT; TEAMS AND CHANNELS

Teams are collections of people, content, and tools surrounding different projects and outcomes within an organization.

Channels are dedicated sections within a team to keep conversations organized by specific topics, projects, disciplines.
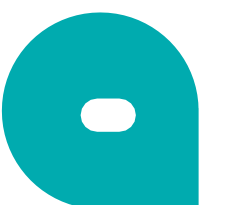
TEAMS CHANNEL TYPES

STANDARD

- Everyone on the team has access
- Guest can participate
- Group connected site for files
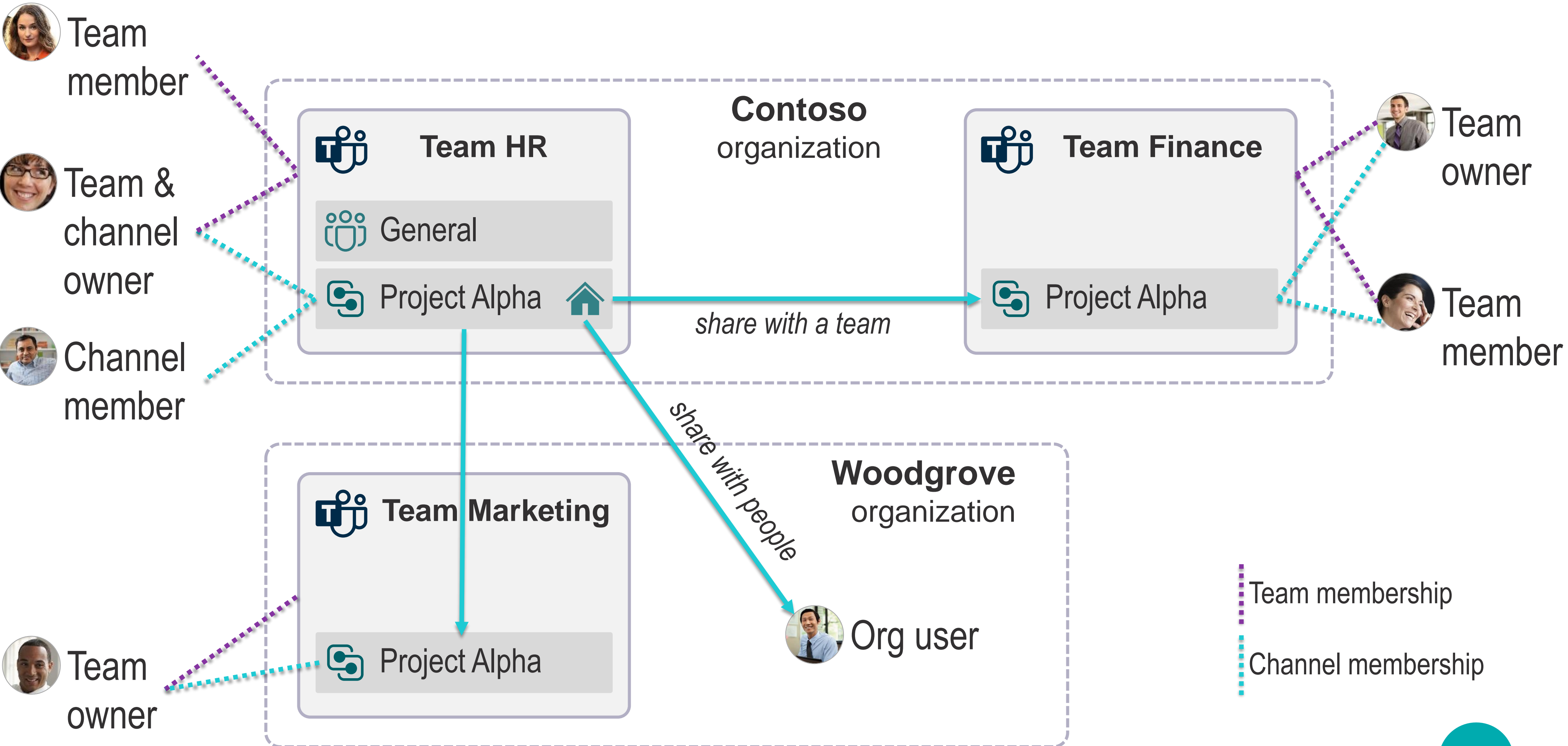- Support for meetings, planner, bots, tags, copy link

PRIVATE

- Limit access to subset of the team members
- Guest can participate
- Dedicated site for files
- No support for meetings, planner, bots, tags, copy link

SHARED

- Access for dedicated people
- Can be shared with parent or other teams
- No Guests, only B2B Direct Connect participants
- Dedicated site for files
- Only support for meetings and limited set of apps/tabs

https://learn.microsoft.com/en-us/microsoftteams/teams-channels-overview

Team member

Team & channel owner

Channel member

Contoso organization

Team HR

General

Project Alpha 🏠

share with a team

Team Finance

Project Alpha

Team owner

Team member

share with people

Woodgrove organization

Team Marketing

Project Alpha

Team owner

Org user

Team membership

Channel membership

THINGS TO BE AWARE

- Shared channels is enabled by default in Teams. Create a channel policy to control this behavior (next slide).

- Only members of shared channels can see and participate in shared channels that they're added to. Other members of the team to which the shared channel is connected won't see the channel.

- When a shared channel is created, it's linked to the parent team and can't be moved to a different team.

- Shared channels can't be converted to standard channels and vice versa.

- Guest access in Teams must be enabled to invite external participants.
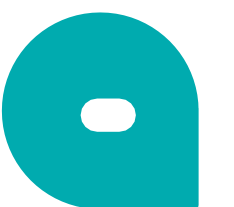
CHANNEL POLICIES

- Policy settings
  - Create private channels
  - Create shared channels
  - Invite external users to shared channels
  - Join external shared channels
- Global policy is applied to all users
- Publish custom policy to a group of users

Teams policy

Name

Global (Org-wide default)

Description

Default policy for users who aren't assigned to a policy.

Create private channels ⓘ

🟣 On

Create shared channels ⓘ

🟣 On

Invite external users to shared channels ⓘ

🟣 On

Join external shared channels ⓘ

🟣 On

Apply   Cancel

COMPLIANCE (MICROSOFT PURVIEW)

- **Host compliance policies apply** when a channel is shared with other tenants
- Sensitivity labels - **Channel inherits team sensitivity** label & geo, only labels from host tenant can be applied to documents.
- Retention & DLP – Policy applied on the team will apply to all shared channels in the team
- eDiscovery – channel messages in **dedicated mailbox**, team eDiscovery search includes all associated SharePoint sites for channels in team
- Legal Hold – Only host tenant members can be put on legal hold
- Information Barriers – Applies to host tenant members
- Monitoring & Auditing – Teams audit logs & AAD sign-in logs available
- Communication compliance – Supported on shared channels

MAXIMUM LIMITS

- Members in a team: 25.000
  - Includes all users in the team and direct members in shared channels.

- Shared channels per team: ~~200~~ » 1.000

- Teams channels can be shared with: 50 other teams

- Members in a shared channel: 5.000 direct members, including up to 50 teams.
  - Each team the channel is shared with counts as one member.

ADDITIONAL LIMITATIONS

- Only Entra ID work or school accounts are supported for external participants.

- Shared channels support tabs except for Stream, Planner, and Forms.

- Bots, connectors, and message extensions aren't supported.

- Org-wide teams aren't supported to be added as members of a shared channel.

- When you create a team from an existing team, any shared channels in the existing team won't be copied over.

- Notifications from shared channels are not included in missed activity emails.

- Shared channels are not supported in class teams.

DEMO #1: GET STARTED WITH SHARED CHANNELS

CROSS ORGANIZATION COLLABORATION

EXTERNAL COLLABORATION IN M365

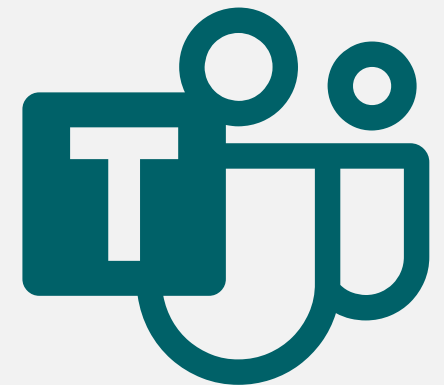Different ways of collaboration with people outside your organization

1:1 and group chat in Teams	Teams meetings	Sharing individual files or folders	Collaboration in a team

Microsoft Entra External ID

FEATURES PER ACCOUNT TYPE

Feature	User your organization	Guest Microsoft Entra B2B collaboration	External participant Microsoft Entra B2B direct connect
Team access	Y	Y	N
Shared channel access	Y	N	Y
Permissions through file sharing links	Y	Y	N
Use shared channels	Y	N	Y
Use private channels	Y	Y	N
Account in your directory	Y	Y	N
Access reviews	Y	Y	Y

WHY CROSS-TENANT ACCESS SETTINGS?

- Improved access control
  - No DNS domain blocking via allow/deny lists (B2B collaboration settings)
  - Default inbound and outbound settings which apply to all tenants
  - Set organization specific access settings (based on tenant ID, not DNS domains)
  - Fine grained control to the level of users/groups and/or applications
  - (Re)use of MFA, compliance device claims from resource tenant in AAD CA policy of account tenant

- Improved user experience
  - Not double (or triple) MFA registration, in both account tenant (me) and resource tenant (target)

LET'S EXPLAIN AND START DRAWING

HOW TO SET IT UP?

1. Access Microsoft Entra ID > Identity Governance > Cross-tenant Access Settings
2. Add an organization to enable B2B Direct Connect
3. Find an organization by domain or Azure ID
4. Setup Default Inbound/Outbound Settings (Host Tenant)
5. Have other tenant admin perform these steps for their organization (Recipient Tenant)
6. Setup Shared Channel (Host Tenant)
7. Send Channel Share Request (Host Tenant)
8. Accept Shared Channel (Recipient Tenant) and select Team for it to reside in
9. Approve Shared Channel Placement (Host Tenant)
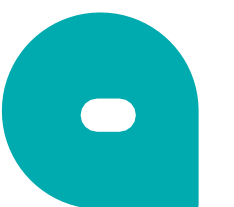
GAIN INSIGHTS WITH CROSS-TENANT ACCESS ACTIVITY WORKBOOK

DEMO #2: CROSS-TENANT COLLABORATION WITH SHARED CHANNELS
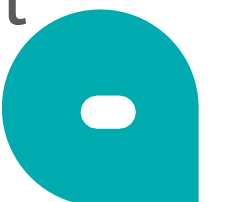
WRAP-UP

MICROSOFT IGNITE 2023 ANNOUNCEMENTS

- Microsoft Teams (available in early 2024)
  - To make it easier to collaborate with external stakeholders, admins can set up a form that captures a user's request to add an external member who is not from an approved organization.
  - If the channel owner permits it, team members can also create shared channels.
  - Users can share direct links to a channel, post or reply.

- Microsoft Purview Information Protection (GA)
  - Sensitivity labels to protect Microsoft Teams shared channels: This release is about safeguarding the confidentiality of Teams channels by enabling users to discover private teams that they weren't able to previously view and/or join.
  - Shared channel access controls enable users to apply settings, such as internal only, same team only or private team only on shared channels to better secure confidential information.

WRAP-UP

- Teams collaboration within your organization
  - By default, use the Standard channel type
  - Understand the differences between channel types and choose wisely
- Teams collaboration outside your organization
  - Use Guest accounts when organizational trust is low
  - Use External participants when organizational trust is high and intense collaboration is required
- Cross-organization shared channels use cases:
  - During acquisition/merger, facilitate collaboration on day #1
  - Single company having multiple independent labels using their own tenant
  - Close collaboration between companies based on strategic partnership
  - ...

THANK YOU
QUESTIONS?
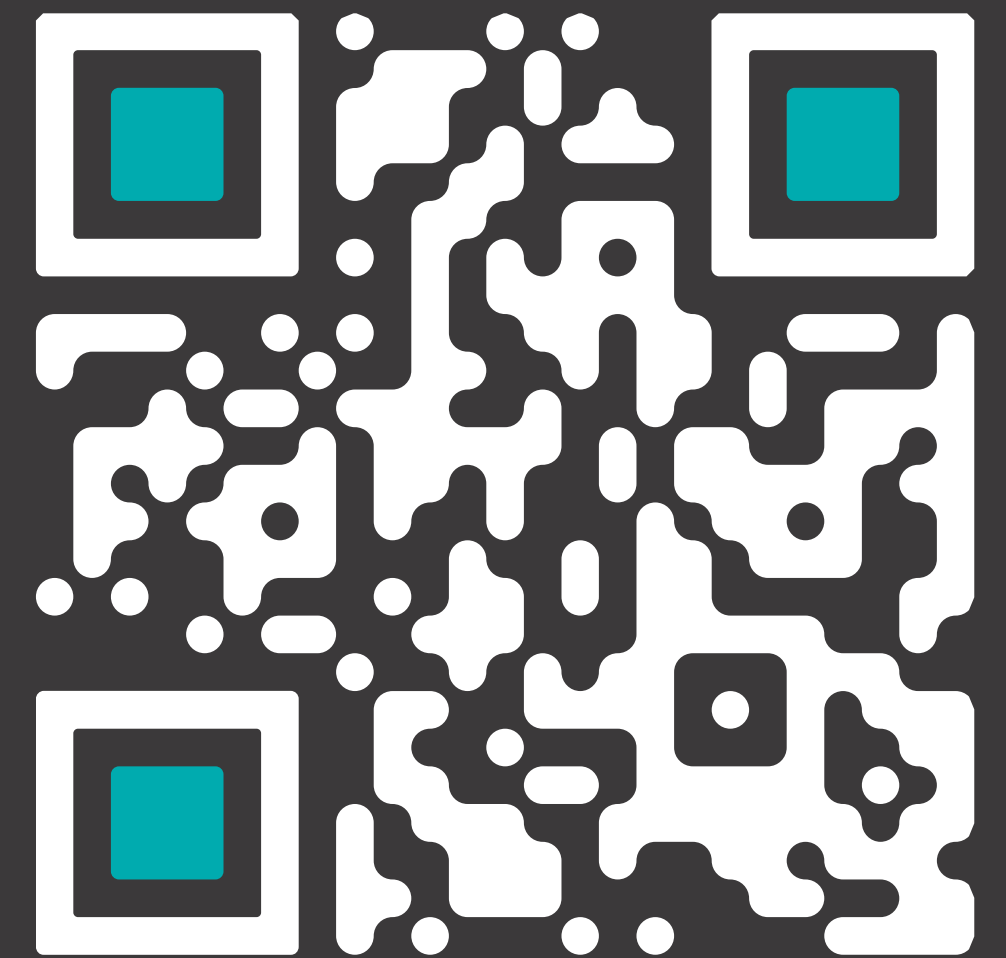
ADVICE MATTERS

BRAM
DE JAGER

+31 6 2717 8624

bram.dejager@advicematters.nl
www.advicematters.nl

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