



# How Microsoft manages Microsoft 365 Groups for its employees

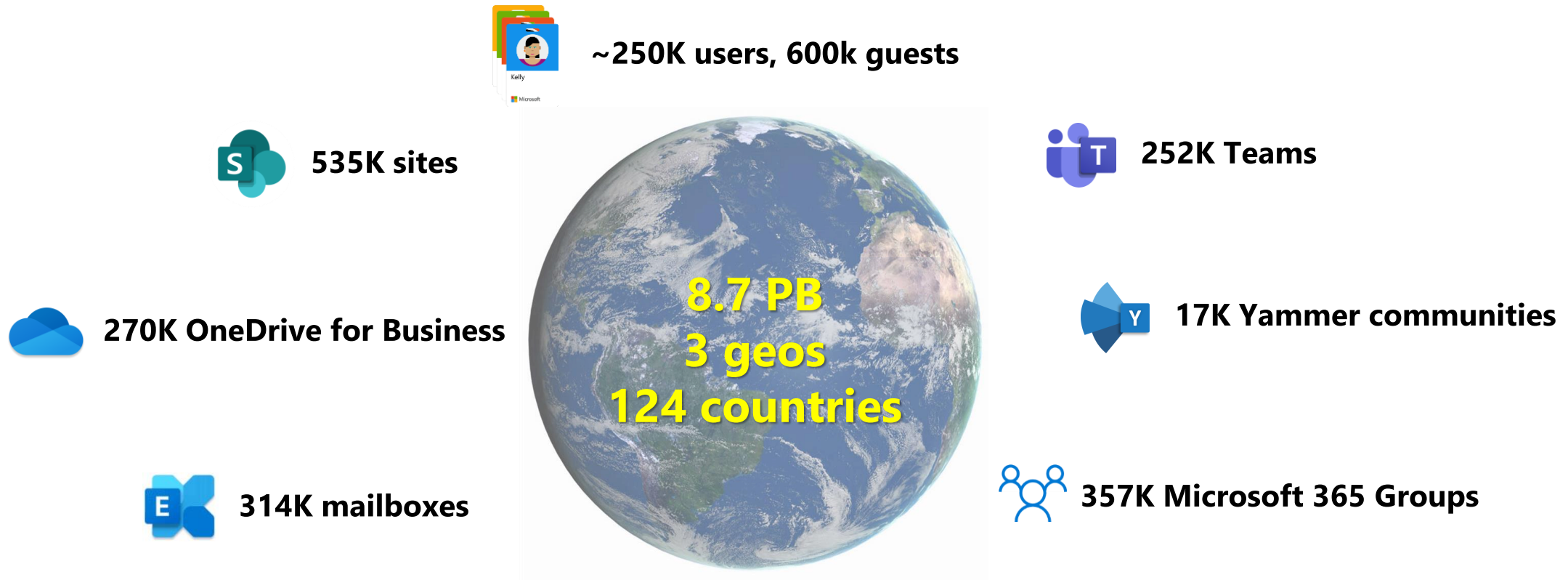


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Principal Program Manager  
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# Agenda



# Microsoft employee collaboration landscape



## *Seamless teamwork*

*Use Microsoft 365 to create productive and aligned teams, and to engage employees with leadership and the company*



## The fears IT orgs often have:

- Perceived chaos
- Reactive protection & compliance
- Content overexposure internally or externally
- Employees bypassing IT

Microsoft's Core Services Engineering org (our internal IT org) gets a lot of customer questions, including:

- Can anyone create a Team?
- Do we have custom forms or group provisioning?
- How do we prevent sprawl?
- How do we protect if anyone can create a group?
- How do we deal with membership rules?



# Enabling collaboration

The unique workstyle of every Group



**Outlook**

Email  
and calendar



**SharePoint**

Intranet and  
content management



**Yammer**

Connect across  
the organization



**Microsoft Teams**

Hub for  
teamwork

**Microsoft 365 Groups**

Single team membership across  
apps and services

**Security and compliance**

Centralized policy management



Membership service for  
Microsoft 365 teamwork apps



Centrally managed  
and governed



Extensible

# Roles and their needs





## Within Microsoft, we have come a long way...

- Safe self-service creation
- Group ownership
- Container classification / sensitivity
- Reduced oversharing
- Keep collaboration on the tenant



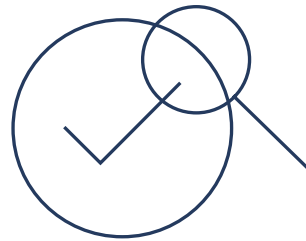
# Principles of container and content governance



## **Empower employees**

Support self-service creation

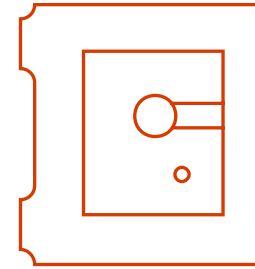
Use life-cycle management



## **Identify valuable content**

Require classification for containers

Scan with data loss prevention (DLP)



## **Protect assets**

Limit reach

Enforce policy

Use conditional access

Use Information Rights Management (IRM)



## **Ensure accountability**

Manage group/site ownership

Review external membership

Use IT services





# Enable self-service

Any Microsoft Full-time employee can create groups

Dynamic group consisting of all AAD users with extension attribute showing employment status

Employees use the in-product UI for containers creation

**Some quick details about your private team**

Team name  
**GovernanceTeam\_Ignite**

Description  
This is a testing group.

Classification  
Confidential  
Highly Confidential  
Confidential  
General

This team is searchable and discoverable. [Change](#)

[Back](#)

**Team site**  
Choose a design  
Team site

Use this design to collaborate with your team. Share documents, track events in a shared calendar, and manage project tasks.

**See other options**

Site name  
Group email address  
Site description  
Tell people the purpose of this site

How sensitive is your data?  
Confidential  
Highly Confidential  
Confidential  
General

Select a language  
English

Select the default site language for your site. You can't change this later.

[Usage guidelines](#)

[Next](#) [Cancel](#)

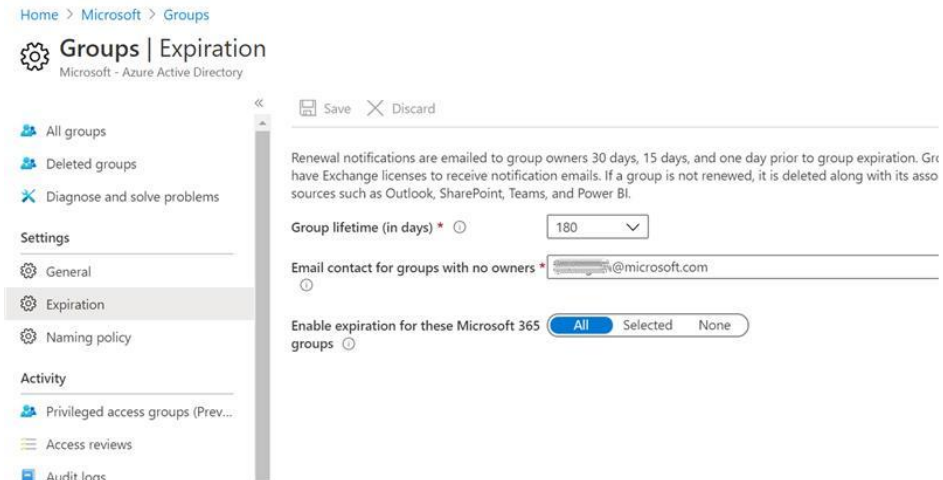


# Enable in-product Lifecycle management

Microsoft enforces 180 days Lifecycle  
A phased approach was adopted to deploy this policy; we started with cycles of 360 days and progressively reduced the window

## What you can define when setting Expiration Policies

- Set expiration timeline
- Notification intervals are set automatically
- Set fallback email address for ownerless groups
- Apply policy to selected groups
- Groups are auto-renewed based on membership activity





# Lifecycle management

## Group owner experience of expiration policy



Empower  
employees

### Teams renewal notice

 CSE Collab GDPR War Room is  
expiring soon 10/9


Team Expiration

See when your team will be expiring or up for renewal



As per policy, your team will expire on 10/13/18. Contact your IT admin for more information on expiration policies.

Renew Now

### Outlook renewal notice

 Office 365

Office 365 solutions is set to expire on October 13, 2018


  
Office 365 solutions  
Private group with 6 members  
  
[Renew group](#)

Renew Office 365 solutions before it expires on October 13, 2018. If it isn't renewed, it will be deleted, along with all associated communications, files, calendar events, and tasks. You received this email because you're an owner of the group.


Group activity:  
[Outlook](#) [SharePoint](#) [Teams](#)  
[Group details](#)

If you no longer need this group, [delete it now](#).



This email was sent from an unmonitored mailbox.  
Microsoft Corporation, One Microsoft Way, Redmond WA, 98052 | [Privacy Statement](#)



### Outlook restore notice


 Office 365

Restore OblioExternal by October 20, 2018

  
OblioExternal  
Private group with 3 members  
  
[Restore group](#)

OblioExternal expired on September 19, 2018. It was deleted, along with all associated communications, files, calendar events, and tasks. You have 30 days from the expiration date to restore OblioExternal and its content. You received this email because you're an owner of the group.

This email was sent from an unmonitored mailbox.  
Microsoft Corporation, One Microsoft Way, Redmond WA, 98052 | [Privacy Statement](#)



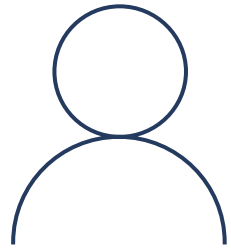
# External collaboration



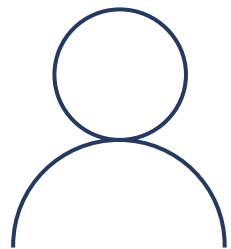
Empower employees



Identify valuable content



Invited member



Targeted guest

Edit Group

You're adding a guest to this group. They'll have limited access to group resources.

Photo

Choose a name

O365 - Microsoft Teams Crew (IT and PG)

Group ID

msitskypespacescrew@service.microsoft.c...

Privacy

Private with external users

Description

Joint IT & PG feature crew for Microsoft Teams. Includes service management, adoption, experience research and other joint functions.

Add people

Members

- Frank Delia (Owner)
- David Johnson (Owner)
- Donnell Brazil (Owner)
- Augusta Greer (Owner)
- Gerry Hetrick (Owner)
- Cathryn Barnes (Member)
- Beverly Bell (Member)

Subscribe new members so they receive group email in their inbox. Otherwise they'll only see it in the group inbox.

Classification

Confidential

Language for group-related notifications

English (United States)

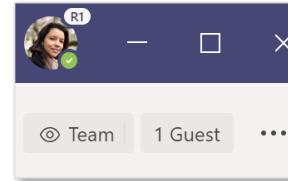
Let people outside the organization email the group.

Group Usage Guidelines

Delete group

OK

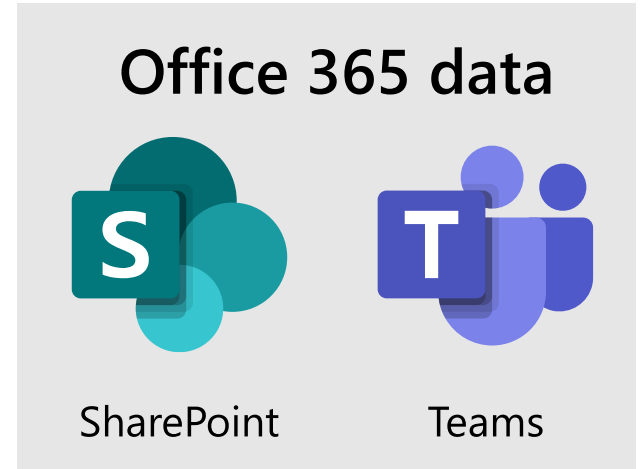
Cancel



Add members to O365 - Microsoft Teams Crew (IT and PG)

Start typing a name, distribution list, or security group to add to your team. You can also add people outside your organization as guests by typing their email addresses.

Add



Share "Governance - Policies.pptx"

Link settings

Governance - ...olicies.pptx

Who would you like this link to work for?

Learn more

- Anyone with the link
- People in Microsoft with the link (checked)
- People with existing access
- Specific people

Other settings

Allow editing (checked)

Block download (unchecked)

Apply

Cancel

Send Link

Enterprise\_co...updates.pptx

Only the people you specify can edit.

David.Johnson@

Add another

David.Johnson@ is o...

Add a message (optional)

Copy Link

Outlook

Send Link

People you specify can edit

@outlook.com

Add another

Your organization's policies don't allow you to share with these users. Please contact your IT department for help. (OSE204)

Add a message (optional)

Send

Copy Link

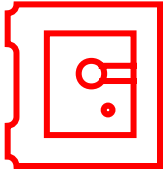
Outlook



Word



# Container and file classification



## Highly confidential

The most critical data for Microsoft. Share it only with named recipients.



## Confidential

Crucial to achieving our goals. Limited distribution—on a need-to-know basis.



## General

Daily work product used and shared throughout Microsoft, like personal settings and postal codes. Share it throughout Microsoft internally.

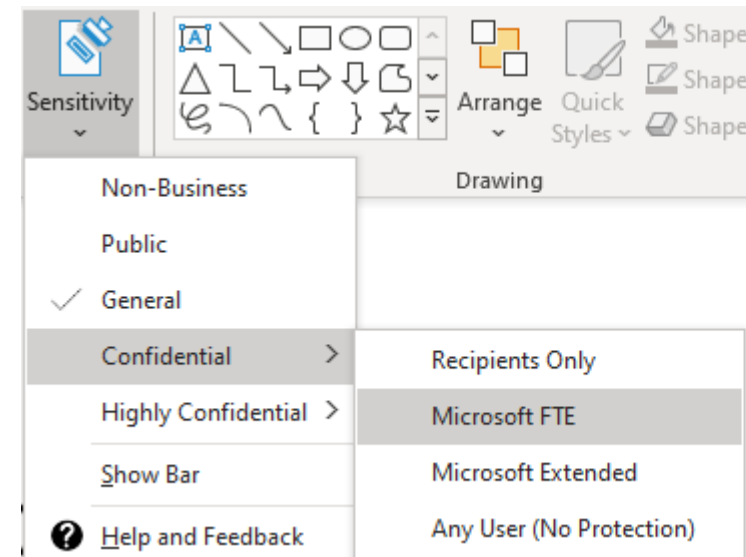


## Public

Public data is unrestricted data meant for public consumption, like publicly released source code and announced financials. Share it freely.

# Content classification

- Enable Sensitivity label in the file level
- Scan file with data loss prevention (DLP)
- Warn employees when classification should be different
- Employees can overwrite DLP suggestion with proper justification
- **General** is the default classification for items

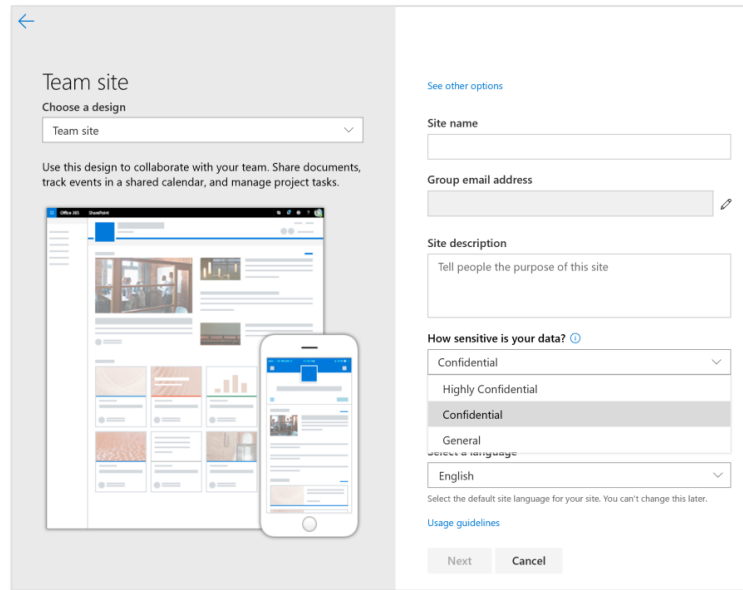


# Container classification

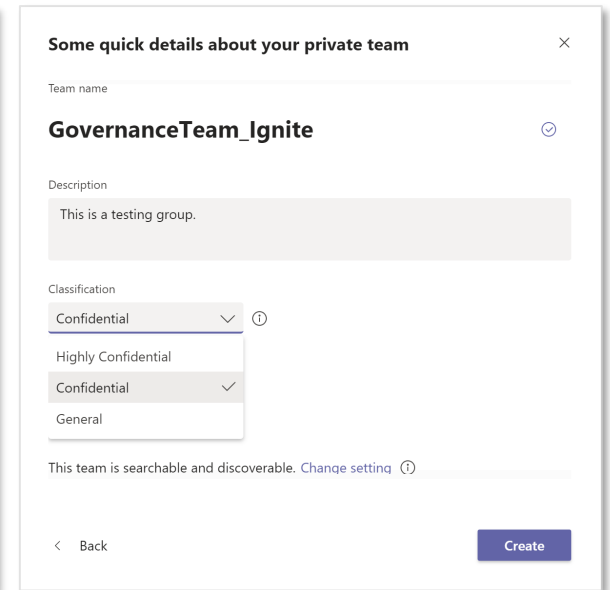
- Microsoft internally implemented AAD Classification scheme
- Consistent across all workloads
- **Confidential** is the default classification in the container level
- Custom policies are enforced based on classification

## SharePoint

<pre>Name      : ClassificationList Description : A comma-delimited list of valid classification values that can be applied to Unified Groups. Type       : System.String DefaultValue :</pre>	
<ul style="list-style-type: none"> <li>• ClassificationList</li> <li>• Type: String</li> <li>• Default: ""</li> </ul>	A comma-delimited list of valid classification values that can be applied to Unified Groups.
<ul style="list-style-type: none"> <li>• ClassificationDescriptions</li> <li>• Type: String</li> <li>• Default: ""</li> </ul>	A comma-delimited list of classification descriptions.
<ul style="list-style-type: none"> <li>• DefaultClassification</li> <li>• Type: String</li> <li>• Default: ""</li> </ul>	The classification that is to be used as the default classification for a group if none was specified.



## Teams



# New sensitivity labels



- Unified labels across Microsoft 365
- Consistent and simple experience for users across Files, Sites, Groups, Teams
- Associate richer policies with labels

## Edit sensitivity label

- ✓ Name & description
- ✓ Scope
- ✓ Files and emails
- Groups and sites
- Protection settings for groups
- Protection settings for sites
- Review your settings

### Define protection settings for groups

Select the settings you want to take effect when this label is applied to an Microsoft 365 group or SharePoint site. Note that the settings aren't applied to files, so they don't impact downloaded copies of files. [Learn more about site and group protection](#)

#### Privacy of Microsoft 365 group-connected team sites

- ☐ Public - anyone in the organization can access the site
- ☒ Private - only members can access the site
- ☐ None - let user choose who can access the site

#### External users access

- ☐ Let Microsoft 365 group owners add people outside the organization to the group

## What kind of team will this be?

Sensitivity [Learn more](#)

Confidential

Teams with this sensitivity must be private.

Privacy



**Private**

People need permission to join



**Public**

Anyone in your org can join

## Edit sensitivity label

- ✓ Name & description
- ✓ Scope
- ✓ Files and emails
- Groups and sites
- Protection settings for groups
- Protection settings for sites
- Review your settings

### Define protection settings for sites

Select the settings you want to take effect when this label is applied to an Microsoft 365 group or SharePoint site. Note that the settings aren't applied to files, so they don't impact downloaded copies of files.

#### ☒ SPO Site external sharing configuration

Control who can access SPO site [Learn more about site and group protection](#)

##### Content can be shared with

- ☐ Anyone - Users can share files and folders using links that don't require sign-in
- ☐ New and existing guests - Guests must sign in or provide a verification code
- ☐ Existing guests - only guests already in your organization's directory
- ☒ Only people in your organization - no external sharing allowed

##### Unmanaged devices

- ☐ Allow full access from desktop apps, mobile apps, and the web
- ☒ Allow limited, web only access
- ☐ Block access

## To learn more:

<https://aka.ms/SC1108> - What's new in Security & Compliance in SharePoint and OneDrive

<https://aka.ms/Admin1018> - Governance and management best practices for Microsoft 365 Groups



# How will we structure container & item labels?

Parent Label	Child Label	Container/Item Label or Both	Scoped	External Guest Policy	Privacy Policy
General		Both	No	Allowed	Private & Public
Confidential	MS FTE	Item			
	Microsoft Extended and External	Container	No	Allowed	Private
	MS Extended	Both	No	Not Allowed	Private
Highly Confidential	MS Extended	Both	No	Not Allowed	Private
	MS FTE	Item			
	Microsoft Extended and External	Container	Yes	Allowed	Private

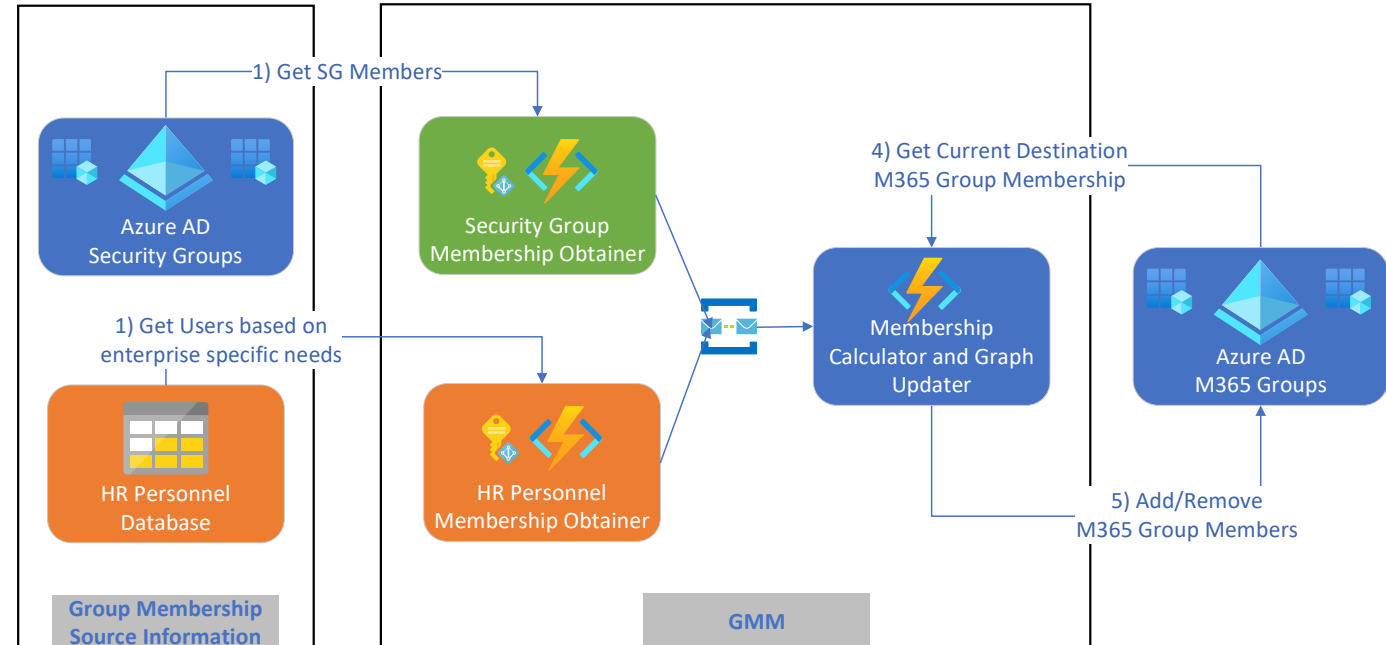
# IT Custom Solutions

## Ensure accountability

19

# Group Membership Management

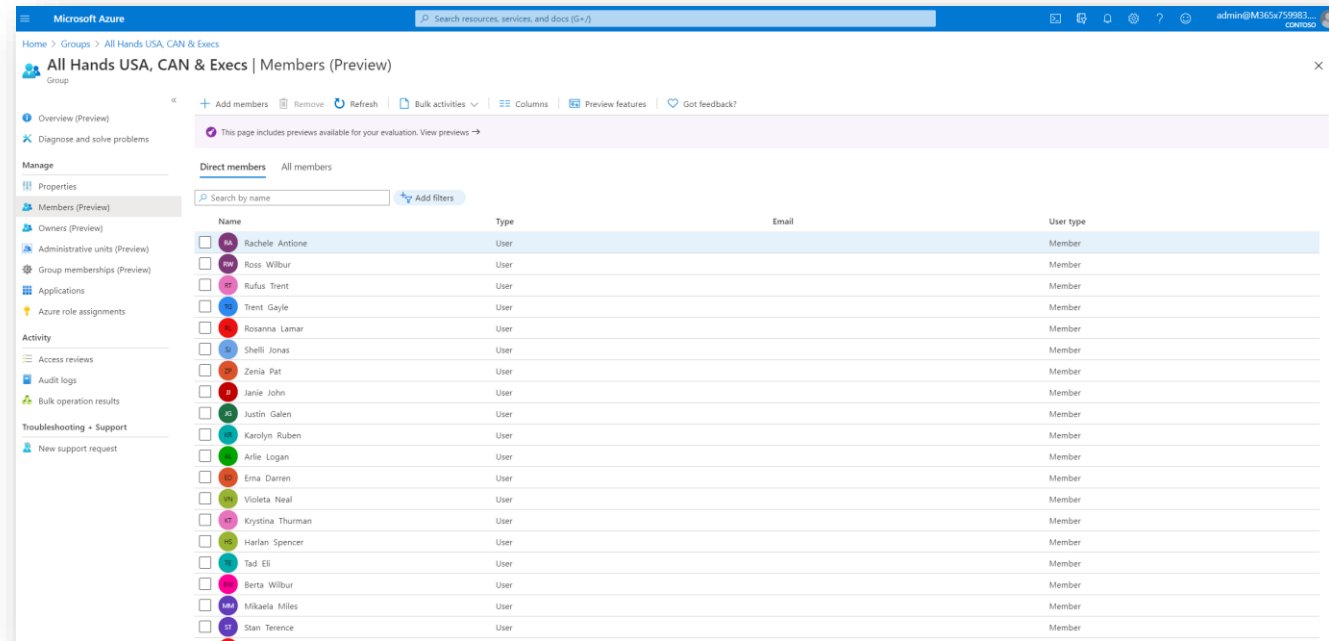
- Needed solution to Manage the Memberships of Microsoft 365 Groups
- AAD Dynamic Groups can handle some dynamic groups BUT...
- Need to create organizational groups
  - All Full Time Employees under a leader
- Need to create groups based on HR attributes
  - People with a given profession
  - People in Retail
- Security Groups (managed on prem) don't serve as membership for Microsoft Group





# Group Driven Management

- ➔ Built on Microsoft Graph APIs
- ➔ Based on .Net, Azure Functions and Azure Table Storage
- ➔ Supports Azure AD based Security Groups (SGs) as members of Microsoft 365 Groups
- ➔ Membership shown as direct members in parent group
- ➔ Membership synchronized with source groups at set frequency



To learn more:

<https://aka.ms/Admin1011>

Making IT more efficient with improvements to Microsoft 365 Groups

<https://aka.ms/Admin1013>

Microsoft 365 Groups roadmap updates

Take aways

# Enforce policy

Groups governance reduces customization

## In product (Microsoft 365/Azure AD)

- Enable self-service site collection or group creation
- Collect classification for all containers
- User awareness: display classification
- Enforce naming rules
- Usage guideline visibility
- Life cycle: 6-month expiry
- Multi-Geo; provision based on user's region
- Membership life cycle: enforce external renewals
- Set public vs. private based on classification
- External sharing limited based on classification (HC)
- Guest membership disallowed with classification (HC)

## CSEO customizations

- Ownership accountability: one full-time, two people, re-attestation
- Limit reach based on classification
- Set and validate policies and divisional policies on groups and SharePoint
- Membership management (organization-based; user attribute-based) for large or managed groups







Hear from Microsoft Core  
Services Engineering (CSE)  
experts who power the systems  
and services that run Microsoft

## IT Showcase

How Microsoft does IT  
[Microsoft.com/ITShowcase](https://Microsoft.com/ITShowcase)





# Related Content for Microsoft 365 Admins

## Improved IT Efficiency and Agility

Role-based Access Control in Microsoft 365	<a href="https://aka.ms/Admin1008">https://aka.ms/Admin1008</a>
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Microsoft 365 admin mobile app: administration on-the-go with productivity with flexibility	<a href="https://aka.ms/Admin1009">https://aka.ms/Admin1009</a>
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Improve IT efficiency and agility and stay informed as you enable self-service tasks	<a href="https://aka.ms/Admin1010">https://aka.ms/Admin1010</a>
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★ <b>Making IT more efficient with improvements to Microsoft 365 Groups</b>	<b><a href="https://aka.ms/Admin1011">https://aka.ms/Admin1011</a></b>
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Leveraging user feedback about Microsoft 365 in your organization	<a href="https://aka.ms/Admin1015">https://aka.ms/Admin1015</a>
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★ <b>Drive external collaboration for your organization using Microsoft 365 Groups</b>	<b><a href="https://aka.ms/Admin1007">https://aka.ms/Admin1007</a></b>
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## Modern Cloud Management

How to manage Microsoft 365 in a remote work world	<a href="https://aka.ms/Admin3010">https://aka.ms/Admin3010</a>
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Transform change management by syncing Message Center posts to Planner	<a href="https://aka.ms/Admin1019">https://aka.ms/Admin1019</a>
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Managing updates of Microsoft 365 Apps using servicing automation	<a href="https://aka.ms/Admin1016">https://aka.ms/Admin1016</a>
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★ <b>Microsoft 365 Groups roadmap updates</b>	<b><a href="https://aka.ms/Admin1013">https://aka.ms/Admin1013</a></b>
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★ <b>Microsoft 365 Groups architecture overview and deep dive</b>	<b><a href="https://aka.ms/Admin1017">https://aka.ms/Admin1017</a></b>
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★ <b>Governance and management best practices for Microsoft 365 Groups</b>	<b><a href="https://aka.ms/Admin1018">https://aka.ms/Admin1018</a></b>
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Effective controls for Microsoft 365 Apps in the Microsoft 365 admin center	<a href="https://aka.ms/Admin1120">https://aka.ms/Admin1120</a>
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★ <b>Managing work and life with Microsoft 365 Groups</b>	<b><a href="https://aka.ms/Admin1022">https://aka.ms/Admin1022</a></b>
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## Complex Org Investments

Multi-tenant management in the Microsoft 365 admin center	<a href="https://aka.ms/Admin1004">https://aka.ms/Admin1004</a>
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Supporting Mergers, Acquisitions, and Divestitures in Microsoft 365	<a href="https://aka.ms/Admin1002">https://aka.ms/Admin1002</a>
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Aggregated views of Service Health and Message Center for admins that manage multiple tenants	<a href="https://aka.ms/Admin1006">https://aka.ms/Admin1006</a>
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★ <b>How Microsoft manages Microsoft 365 Groups for its employees</b>	<b><a href="https://aka.ms/Admin1003">https://aka.ms/Admin1003</a></b>
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