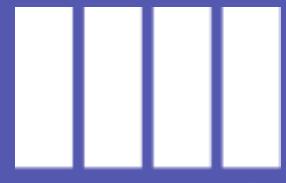




TeamS, there's no place like home



# Thanks to our sponsors!

Platinum



Gold



Silver



SharePint



Community





TeamS, there's no place like home



# Facts

- my name is Pieter
- Teams  $\neq$  teams
- 50 minutes (max.)
- no surprise act ;-(
- great insights
- +/- 80 slides (keep count)



# Microsoft Teams & me

# Pieter Op De Beeck



**“Hey, what is your job?”**

# Pieter Op De Beeck



Business innovation consultant  
@ Spikes



What my friends think I do



What my mom thinks I do



What society (and relatives) thinks I do



What my clients think I do



What I think I do



What I actually do

A photograph of two children, a girl and a boy, standing by a pond in a park. They are both facing away from the camera, looking towards a group of ducks swimming in the water. The girl is on the left, wearing a grey long-sleeved shirt and patterned shorts. The boy is on the right, wearing a dark blue long-sleeved shirt and blue jeans. The pond is surrounded by lush green trees and foliage. A small white bridge is visible in the background across another part of the park.

Good parenting  
is letting your kids play by the pond ...

**One example**  
of the impact of  
having kids on  
your daily routine





7:50 pm  
Bed time stories

8:00 pm



# Sleeping schedule

Kid #1		Kid #2	
8:00 pm - Bed time			
8:15	Sleeping		
		8:30	Sleeping
		9:30	Wide awake
9:31	Awake because of Kid #2		
9:45	Sleeping	9:45	Sleeping
10:30	Awake because of monsters	10:30	Awake because yelling monsters do not exist
...	...	...	...

“Some kids simply don’t sleep – they just don’t.”

- Pieter Op De Beeck



4:59 am



This is me at 5am  
working on my  
slide show

(wearing a Cookie Monster onesie)



A young man is performing a headstand on a bright green yoga mat in a park. He is wearing a light blue t-shirt and white shorts. His body is inverted, with his feet resting against his head. The background shows a grassy field and some trees with autumn-colored leaves.

Persistent chat

Flexibility



LONDON



NEW YORK



TOKYO



MOSCOW

# Everyone has a different schedule

- Having kids
- Nightly hobbies
- Being the most productive in the evening or morning
- ...

Microsoft Teams **cool!**



# Why a new **tool**?

a couple of reasons ...

Main Menu Configuration Interfaces Import Definition

Find Validate Schedule Immediately

## SHAREPOINT 2013 DEFAULT TEAM SITE ELEMENTS

The diagram illustrates the SharePoint 2013 Default Team Site Elements. Key components shown include:

- Suite Branding Box:** default icon can be hidden by end users, but to change the icon for all sites must be done using code on master pages.
- Site Logo:** uploaded image, copy link, paste under Settings; Title, Description, Logo.
- Ribbon Tabs:** access ribbon and more settings for page / app.
- Top Link Bar:** add links here as required, can drag and drop onto this bar.
- Breadcrumb:** navigate back through your lists and libraries here.
- Suite Bar:** access the other programs in the connected Microsoft suite.
- Sites:** list of all the sites you follow – follow everything until you figure out navigation.
- Settings:** access site settings and site contents, (the Recycle Bin is found under Site Contents).
- Office 365 BROWSE PAGE:**
- LC Training Team Site:** Home EDIT LINKS
- Get started with your site:** REMOVE THIS, Share your site, Working on a deadline?, Add lists, libraries, and other apps., What's your style?, Your site. Your brand., Keep email in context.
- Documents:** new document or drag files here, Name, Modified, Modified By, There are no documents in this view.
- Tiles:** these are quick start options, remove them and make your own. Access these again via Settings menu once removed.
- Site Page:** your free text area to add text, tables, images, and/or apps.
- Site Contents:** lists all the apps and subsites created on this site, (site map).
- Quick Launch:** visible regardless of where you are in your site, quick access to lists and libraries, (list is editable using drag and drop).
- Sample Library:** delete and create your own.
- Focus on Content:** hides the Quick Launch on demand.
- Search:** make sure you use good naming standards and tags.
- Promoted Actions Bar / Sharing Menu:** list of controls to manage sites.
- Search this site:**
- Date:** 18:36:3...
- Agent & (E1P...):**

## Most B2B apps

- Details all over the place
- Manuals
- Help desk!
- PC-only
- VPN
- Not responsive

We are quite spoiled ...

## B2C

- Modern
- Responsive
- No manual
- No support
- Easy!



Who thinks **meetings** are a pain in the ass





Activity



Chat



Teams



Meetings



Files



## Favourites

X1050 Launch Team



General

Design

Digital Assets Web

Go to Market Plan

Legal and Compliance

Web and Social Trends

Business Development



General

Knowledge Share

Opportunities

## Pipeline

X1050 Launch Team [kopie]



General

Design

Digital Assets Web

Go to Market Plan

Legal and Compliance

Web and Social Trends

More



Get app



Store



Join or create a team



## X1050 Launch Team &gt; Go to Market Plan ★ ...

Public



Lee Gu 19/06 04:27

Weekly All Hands.

 Company All Hands   
Occurs every Monday @14:00

Reply

Emily Braun 19/06 04:27

Miriam Graham, I've updated the projected marketing budget spreadsheet in our team files.

3

3 replies from Miriam, Johanna and Megan

Reply

Diego Siciliani 19/06 04:28

Miriam Graham and team - I've completed my initial review pass on your list of potential investors in the team OneDrive, and added comments in the notes column. I have a couple more names that should probably be on your list, added and highlighted at the bottom.

2

4 replies from Miriam, Henrietta and Megan

Reply

Joni Sherman 19/06 04:28

Hi all - I've finished legal review of the team's proposed customer survey forms for your needs analysis, and redlined some verbiage I would suggest changing.

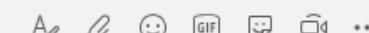
3

4 replies from Adele, Diego and Megan

Reply

Isaiah Langer 19/06 04:29

Start a new conversation. Type @ to mention someone.





Favourites

X1050 Launch Team

...



General



Design



Digital Assets Web



Go to Market Plan



Legal and Compliance

Web and Social Trends

Business Development

...

General

Knowledge Share

Opportunities

**Pipeline**

X1050 Launch Team [kopie]

...

General

Design

Digital Assets Web

Go to Market Plan

Legal and Compliance

Web and Social Trends

More



Join or create a team



## X1050 Launch Team &gt; Go to Market Plan ★ ⚡

Public

Conversations

Files

Product Launch Event

Power BI

GTM Plan

Product Roadmap

1 more

+



Lee Gu 19/06 04:27

Weekly All Hands.



Company All Hands



Occurs every Monday @14:00

...

↔ Reply



Emily Braun 19/06 04:27

Miriam Graham, I've updated the projected marketing budget spreadsheet in our team files.



3

3 replies from Miriam, Johanna and Megan

↔ Reply



Diego Siciliani 19/06 04:28

Miriam Graham and team - I've completed my initial review pass on your list of potential investors in the team OneDrive, and added comments in the notes column. I have a couple more names that should probably be on your list, added and highlighted at the bottom.



2

4 replies from Miriam, Henrietta and Megan

↔ Reply



Joni Sherman 19/06 04:28

Hi all - I've finished legal review of the team's proposed customer survey forms for your needs analysis, and redlined some verbiage I would suggest changing.



3

4 replies from Adele, Diego and Megan

↔ Reply



Isaiah Langer 19/06 04:29

Start a new conversation. Type @ to mention someone.





Favourites

X1050 Launch Team

...

General

Design

Digital Assets Web

Go to Market Plan

Legal and Compliance

Web and Social Trends

Business Development

...

General

Knowledge Share

Opportunities

Pipeline

X1050 Launch Team [kopie]

...

General

Design

Digital Assets Web

Go to Market Plan

Legal and Compliance

Web and Social Trends

More



Join or create a team



## X1050 Launch Team &gt; Go to Market Plan ★

Public



Conversations

Files

Product Launch Event

Power BI

GTM Plan

Product Roadmap

1 more



Lee Gu 19/06 04:27

Weekly All Hands.



Company All Hands

Occurs every Monday @14:00

...

↔ Reply



Emily Braun 19/06 04:27

Miriam Graham, I've updated the projected marketing budget spreadsheet in our team files.

👍 3

3 replies from Miriam, Johanna and Megan

↔ Reply



Diego Siciliani 19/06 04:28

Miriam Graham and team - I've completed my initial review pass on your list of potential investors in the team OneDrive, and added comments in the notes column. I have a couple more names that should probably be on your list, added and highlighted at the bottom.

👍 2

4 replies from Miriam, Henrietta and Megan

↔ Reply



Joni Sherman 19/06 04:28

Hi all - I've finished legal review of the team's proposed customer survey forms for your needs analysis, and redlined some verbiage I would suggest changing.

👍 3

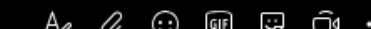
4 replies from Adele, Diego and Megan

↔ Reply



Isaiah Langer 19/06 04:29

Start a new conversation. Type @ to mention someone.



# Microsoft Teams **adoption**



Quick question:  
Who has an **adoption plan**  
**for Microsoft Teams?**



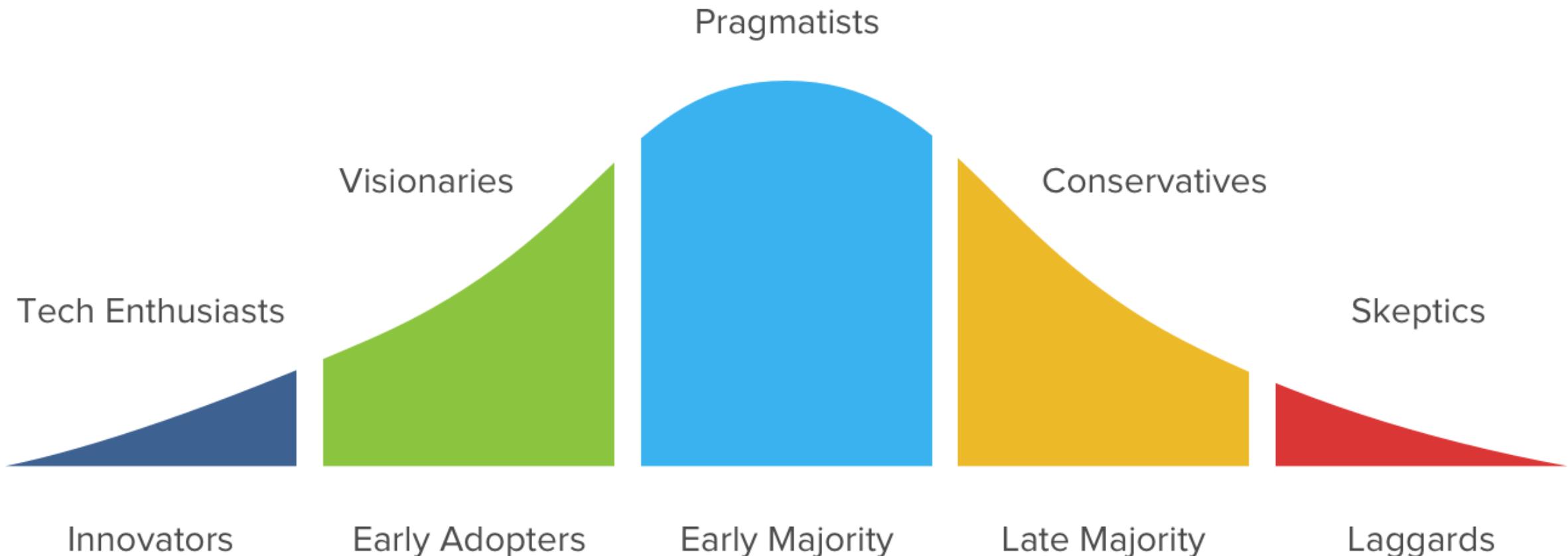


For the people who have one:  
**How successful is it so far?**

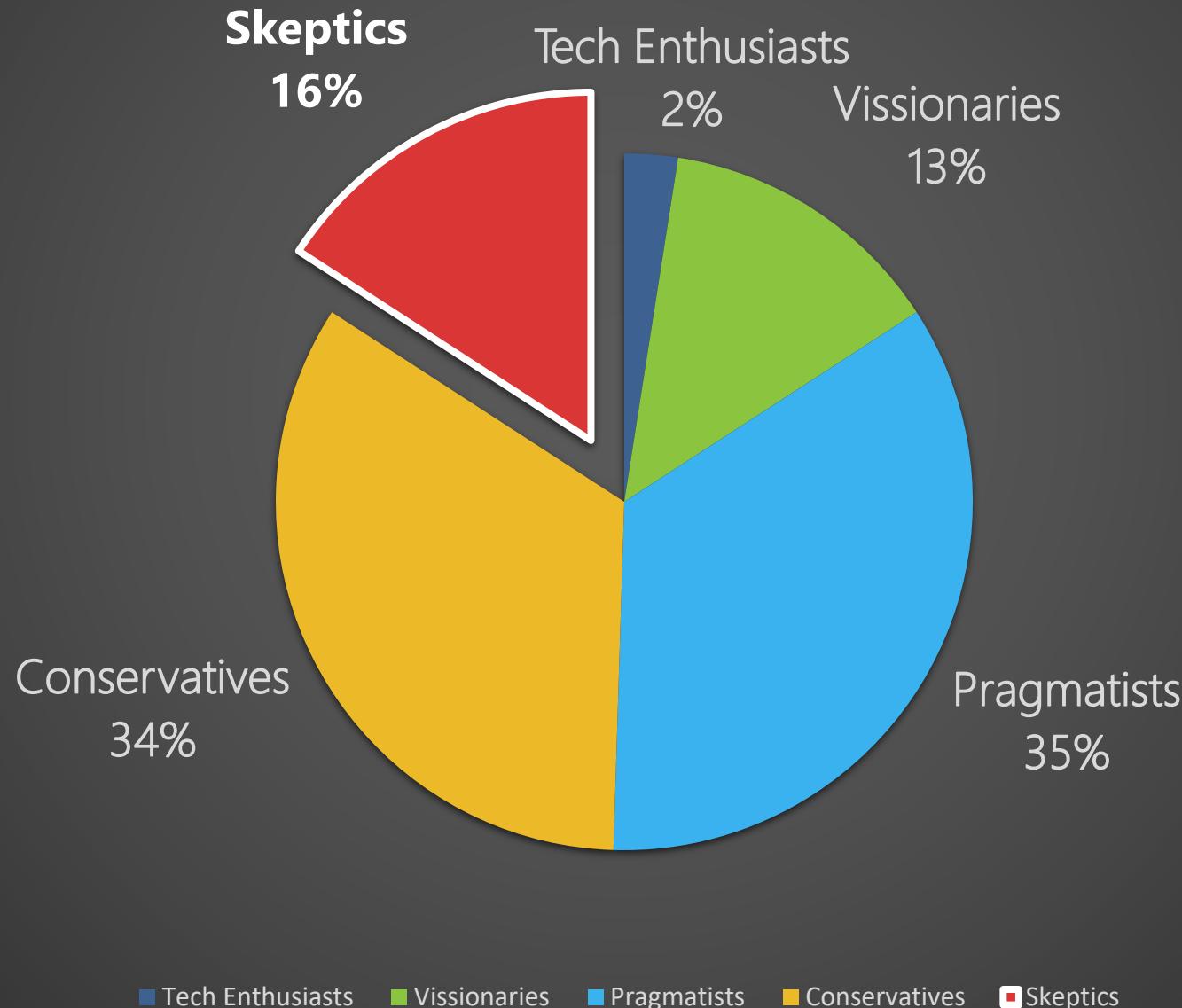


# How do people find new tools?

# Product Adoption curve



# Product Adoption by audience



The 7 most expensive words in business  
“We have always done it that way!”

“To improve is to change. To be  
**perfect** is to **change constantly**.”

Winston Churchill

A black and white photograph of Frank Sinatra in a tuxedo, singing into a microphone. He is gesturing with his right hand and holding a glass in his left hand.

# Let's talk adoption & change management

**"You can't have one  
without the other"**

# Making adoption happen with change management

The Prosci **ADKAR®** Model is a goal-oriented **change management model** that guides individual and organizational change.



**AWARENESS** OF THE NEED FOR CHANGE

**DESIRE** TO PARTICIPATE AND SUPPORT THE CHANGE

**KNOWLEDGE** ON HOW TO CHANGE

**ABILITY** TO IMPLEMENT REQUIRED SKILLS & BEHAVIOURS

**REINFORCEMENT** TO SUSTAIN THE CHANGE / MAKE IT STICK

# Real-life examples of actual “full-blown” launch-scenarios for Microsoft Teams (I kid you not ☺)

- IT enabled it for everyone so they will find it (by accident)
- Send employees a quick “welcome text” with a link to the Teams manual
- Hang out a “self explanatory” poster a the coffee machine

Never start from the tool

# Start from a simple process

Keeping your team up to date

Manage meeting minutes and actions

Manage team communication, internally and with external parties

...

# Target specific process

## Marketing example ...

# Marketing

## "MANAGE YOUR **MARKETING EVENT**" IN MICROSOFT TEAMS

Activities translated to channels

1. Marketing Channel
2. Budget Channel
3. Logistics and Scheduling Channel
4. Venue Channel



# Marketing

## "MANAGE YOUR **MARKETING EVENT**" IN MICROSOFT TEAMS

Activities translated to channels

1. Marketing Channel
2. Budget Channel
3. Logistics and Scheduling Channel
- 4. Venue Channel**

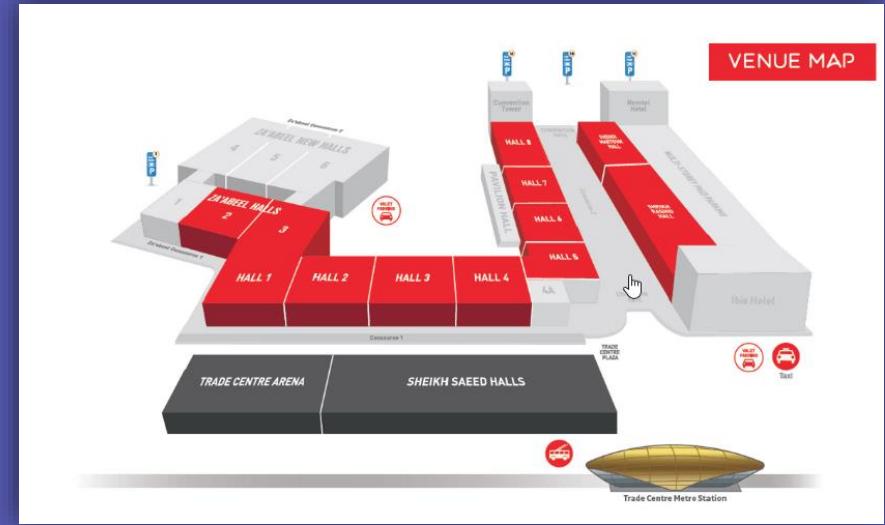


# Marketing

## *MANAGE YOUR MARKETING EVENT*

### 4. Venue Channel

- **Conversations**
- **A PDF tab**  
to show the venue Maps
- **The Files tab**  
to share the Venue pricing documents
- **An Excel tab**  
to easily access the Venue contact information



Don't forget to  
measure adoption success!

A mix of **qualitative** and **quantitative** results



# Microsoft Teams **governance**

If you don't "do" governance,  
you will get chaos.

If you get chaos, you've **lost** the battle.



A visual representation of governance

# Before you start a Governance workshop

- Gather your dream team  
(roadmap strategist, technical architect & functional lead)
- Make sure you meet with the right people  
(mix of IT and business / ideally at group-level)



# 5 pillars of a Microsoft Teams **governance workshop**:



# 1. Roles and responsibilities

- **Who is the Microsoft Teams admin?**
- Who is taking final decision in the Governance team?
- **Who is the business owner of a Microsoft Team? (no, not "IT")**
- If self-service (OOTB) is not enabled, which role will provision Teams?
- Who will be responsible for ongoing evaluation of usage statistics and whether the solution meets business specifications?
- **Who is the owner of the underlying SharePoint site? (permissions can differ)**

...



awareness

## 2. Compliance

- Corporate policies in terms of information management?
  - **Is content subject to GDPR compliancy?**
  - **What content should (not) be stored in Microsoft Teams (policies)?**
  - How are these policies enforced in Teams?
  - Who is accountable that these policies are followed?
  - How will accountability be evaluated? (How often? By who?)
  - **What kind or types of reporting is available or needs to be created to monitor compliance?**
- ...



awareness

# 3. Security & Access management

- **Should external sharing be enabled? (anonymous, authenticated external users, external in directory?)**
- Enable guest users at admin level?
- Allow or block guest access of a specific domain?
- Is it allowed to disable guest users per Team?
- What are members allowed to do? (Teams/SharePoint)
- **Should data classification be enabled on Teams level?**
- Who is able to change/set the classification per Team?
- **Who is able to change/review policies linked to certain classification labels?**



awareness

# 4. Provisioning & life cycle

- **“Standard” self-service enabled?**
- If not, what account is used for provisioning?
- What is the provisioning process?
- Where will new Teams be created/requested from?
- **Are there different types of “Teams” with impact on metadata or Teams templates?**
- Should some changes be made manually at provisioning? (replace “Wiki” tab with “OneNote”, add a “Teams 101” tab, ...)
- What about naming conventions?
- **Should the provisioning mechanism propose an existing Team similar to the proposed Team-name instead immediately provisioning a new Team?**



awareness

# 5. Retention

- Should content get retained/deleted based on labels/policies?
- **What should happen if a Team gets deleted but had data classification applied on underlying documents?**
- How should Teams be able to become archived?
- **Should users only be able to create up to “10” Teams? (and otherwise be redirected to a corporate instructions page)**
- **Should you have retention policies on Teams channel messages or Teams chats?**
- How long should Teams exist before they need to be ‘re-confirmed’ as active Team?

... awareness



# Cool (new) stuff in Microsoft Teams (13)

# Background blurrrrr

Who remembers “the BBC guy”?

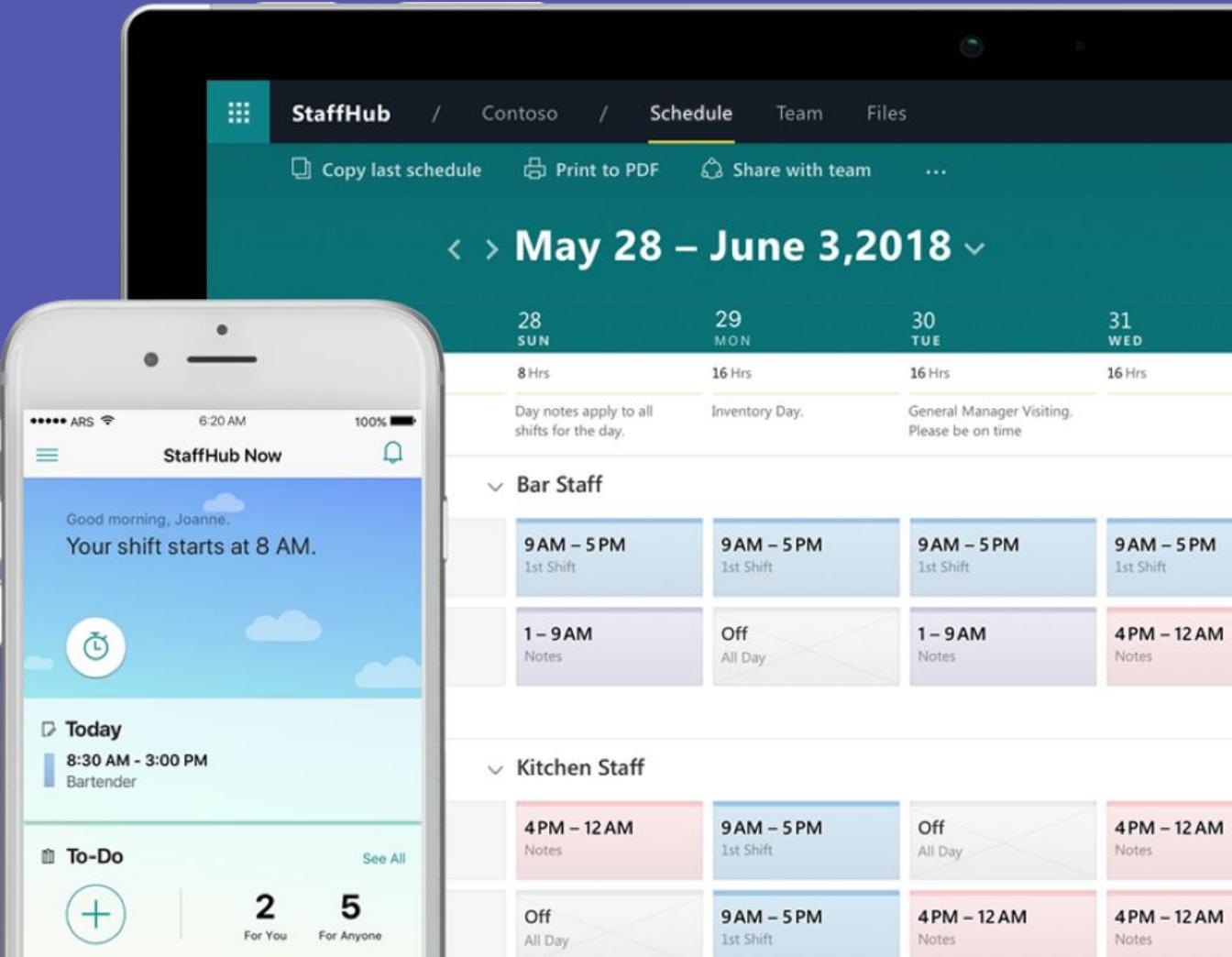
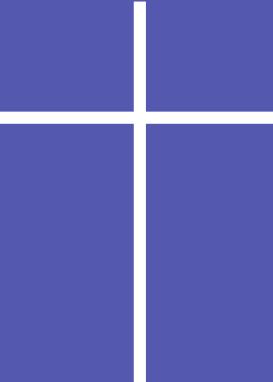
# Background blurrrrr



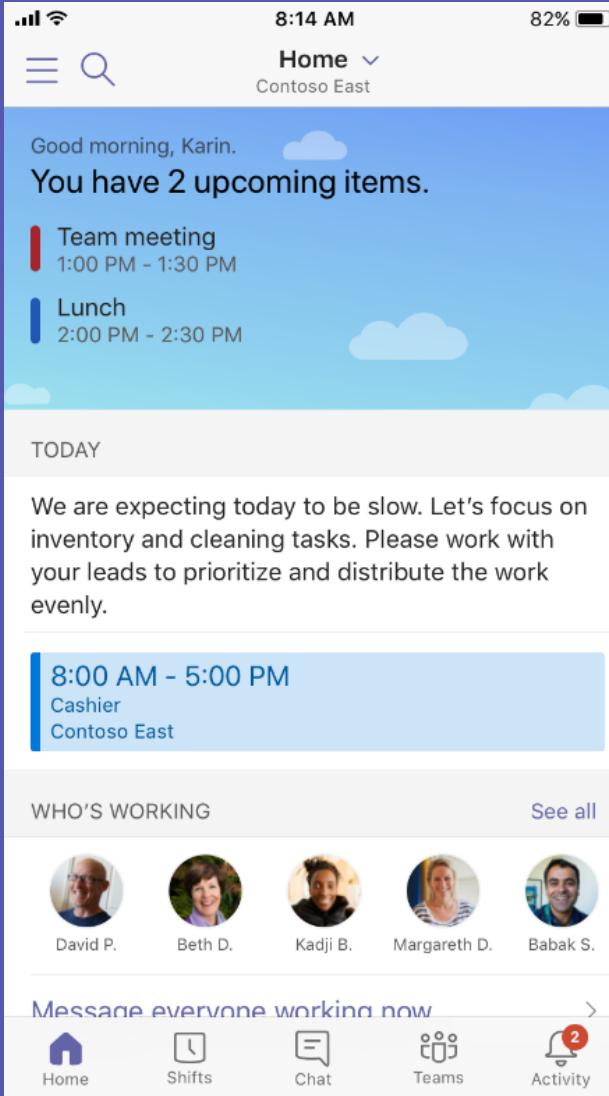
Screens simulated

# Bye-bye “Staffhub”, hello Teams!

Your shift ends  
October 1, 2019

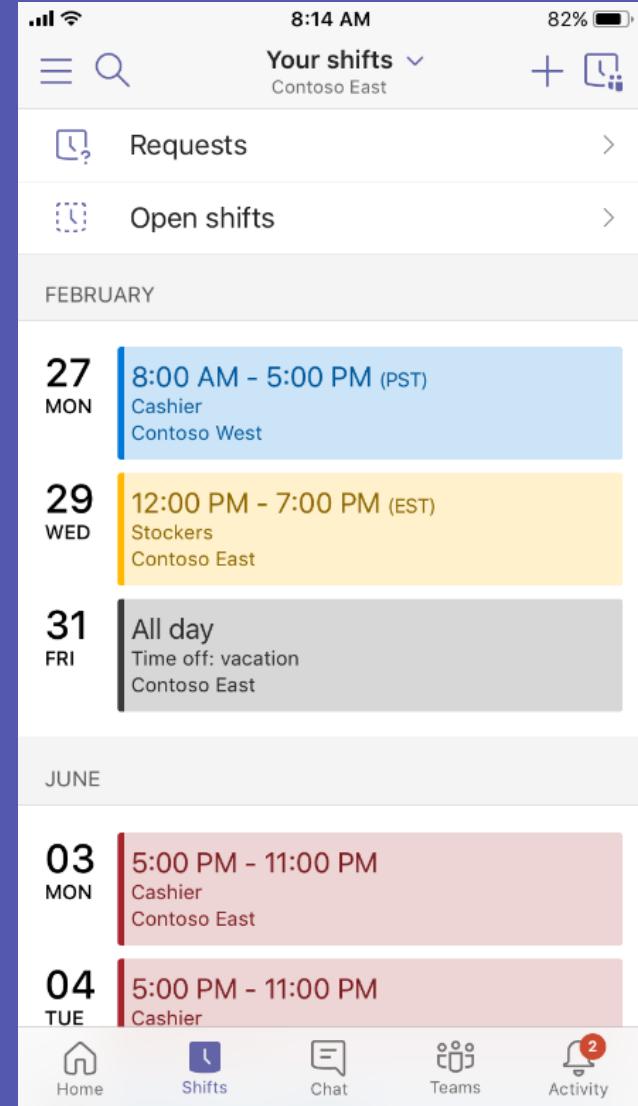


# Bye-bye “Staffhub”, hello Teams!



With Home, firstline workers can clock in and out, find out about their schedules, information for their day and who is working

With Shifts, firstline workers can take control of scheduling with self-service and mobile features



# Bye-bye “Staffhub”, hello Teams!

The screenshot shows the Microsoft Teams Shifts interface. The left sidebar includes Activity, Chat, Teams, Shifts (selected), Meetings, Calls, Files, and three dots. The top navigation bar has a search bar and user profile. The main area displays shift details for Contoso East from May 28 to June 3, 2017, with the Week view selected.

**Shifts** All schedules About

Contoso East | May 28 – June 3, 2017 | Day Week Month | View options

Requests

Share with team

**Cashiers**

	28 SUN	29 MON	30 TUE	31 WED	1 THU	2 FRI	3 SAT
Week:160 Hrs	24 Hrs	24 Hrs	24 Hrs	32 Hrs	24 Hrs	16 Hrs	16 Hrs
Day Notes	Day notes apply to all shifts for the day.	Inventory Day.	General Manager Visiting. Please be on time.		Deliveries arrive today		

Group Total: 72 Hrs

**Cashiers**

	Open Shifts 24 Shifts	5pm-10pm Night	12pm-5pm Afternoon		7pm-1am Close		3 Slots 12pm-5pm Afternoon
Beth Davies 15 Hrs							
Bryan Wright 25 Hrs		7pm-1am Close	7pm-1am Close	12pm-5pm Afternoon	7pm-1am Close	Off All Day	7pm-1am Close
Chris Naidoo 20 Hrs			12pm-5pm Afternoon	Off All Day	12pm-5pm Afternoon		5pm-10pm Night
Danielle Booker 15 Hrs		12pm-5pm Afternoon	Off All Day	7pm-1am Close	Off All Day	5pm-10pm Night	12pm-5pm Afternoon

**Floor Leaders**

	Charlotte de ... 25 Hrs	4pm-12am 1st Shift	9am-5pm 1st Shift	Off All Day	9am-5pm 1st Shift	4pm-12am 1st Shift	4pm-12am 1st Shift	Off All Day
Aadi Kapoor								

28 unshared edits \*

# Bye-bye “Staffhub”, hello Teams!

The screenshot shows the Microsoft Teams interface with the "Schedule" tab selected. On the left, there's a sidebar with icons for Activity, Chat, Teams, Meetings, Calls, Files, and Schedule. The main area displays a weekly schedule for "Contoso East" from May 28 to June 3. It shows shift details for "Cashiers" and "Floor Leaders". A "Requests" tab is open, showing a list of items categorized into "In progress", "Done", and "Pending manager response".

**Schedule** All schedules About

Contoso East May 28 – June 3

28 SUN

Week: 160 Hrs 24 Hrs

Day Notes Day notes apply to all shifts for the day.

Group Total: 72 Hrs Cashiers

Open Shifts 24 Shifts 7pm-10pm Night

Beth Davies 15 Hrs 7pm-Tam Close

Bryan Wright 25 Hrs

Chris Naidoo 20 Hrs

Danielle Booker 15 Hrs 12pm-5pm Afternoon

Group Total 72 Hrs Floor Leaders

Charlotte de ... 25 Hrs 4pm-12am 1st Shift

Aadi Kapoor 28 unshared edits Off

Activity Chat Teams Meetings Calls Files Schedule ...

Search or type a command

**Requests**

+ New request

**In progress**

- Off Joanne England Jan 12 All day 2:00 PM
- Swap Joanne England Feb 24 8:00 AM – 5:00 PM Simone Gomez Feb 24 12:00 PM – 8:00 PM
- Offer Joanne England Feb 24 8:00 AM – 5:00 PM Monday Simone Gomez
- Open shift 4 requests Feb 24 8:00 AM – 5:00 PM Monday Technician

**Done**

- Off Joanne England Approved Jan 12 All day
- Swap Joanne England Declined Jan 1 Feb 24 8:00 AM – 5:00 PM Simone Gomez Feb 24 12:00 PM – 8:00 PM

**Swap**

Pending manager response

Joanne England Sent 1:30 PM February 24, 2018 8:00 AM – 5:00 PM Technician Reason: "Traveling home for my brother's wedding."

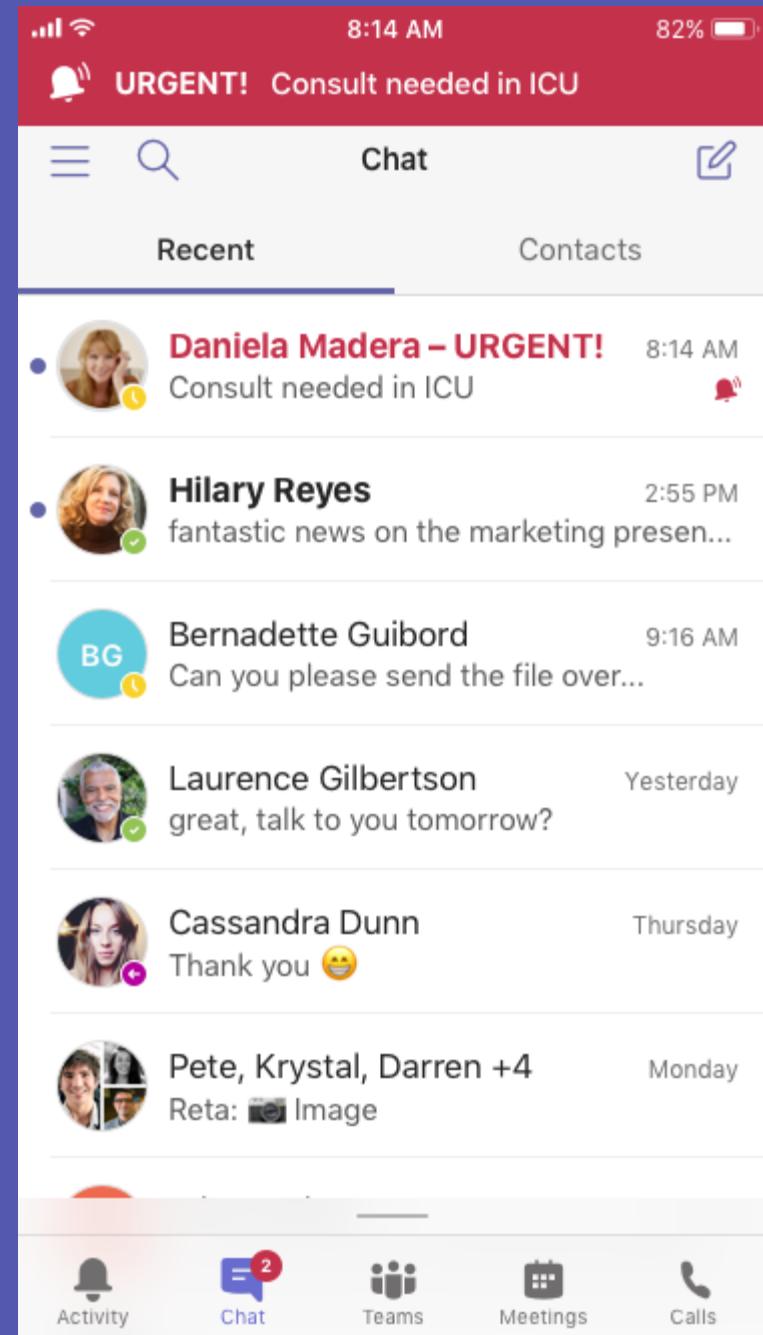
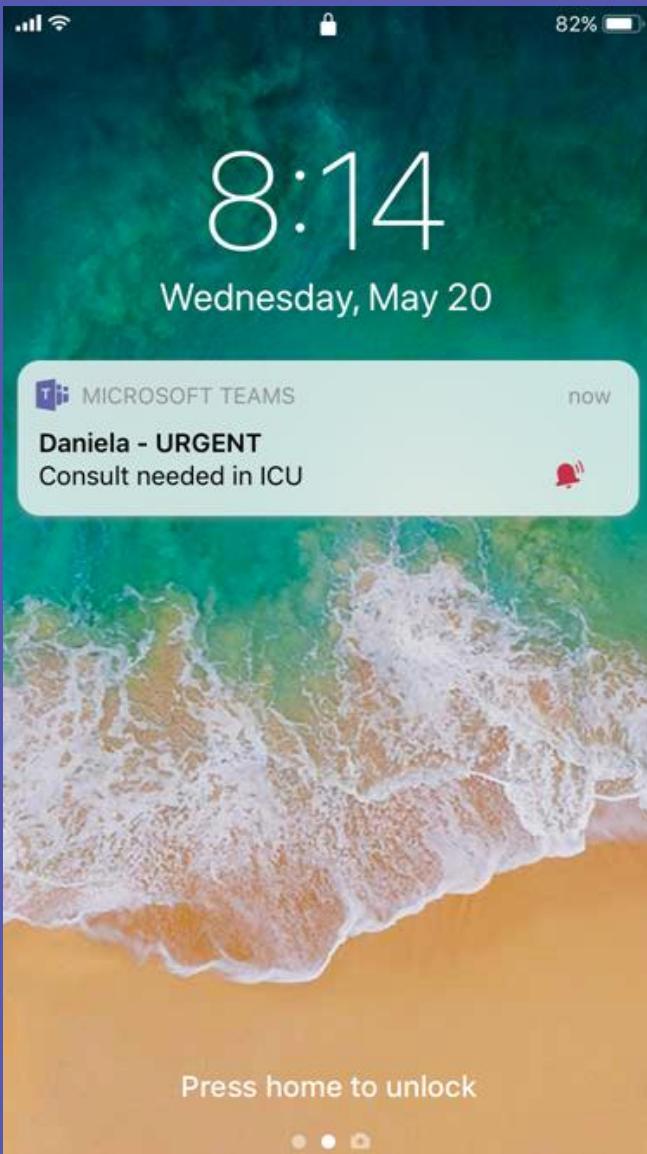
Simone Gomez Accepted 2:00 PM February 24, 2018 12:00 PM – 8:00 PM Technician Response: "Cool have fun!"

Pending manager response

Write a message Seen by Logan Peltier

Decline Approve

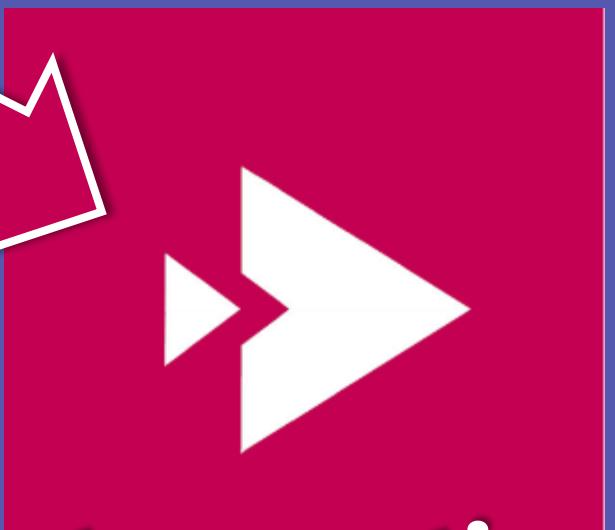
# Priority notifications



# Meeting recording



+ auto-captions!



# Live Events

The screenshot shows a Microsoft Teams live event interface. On the left, the Teams sidebar is visible with icons for Activity, Chat, Teams, Meetings, Calls, Files, and Feedback. The main area displays a live event titled "Collaboration best practices" with 3333 attendees, marked as "LIVE". A "Queue" section is shown above the main content.

**Live event content:**

- Slide Content:** The slide has a title "how we stack up" and a bar chart comparing four categories: Market, Strategy, Sales, and Human Resource. The data is as follows:

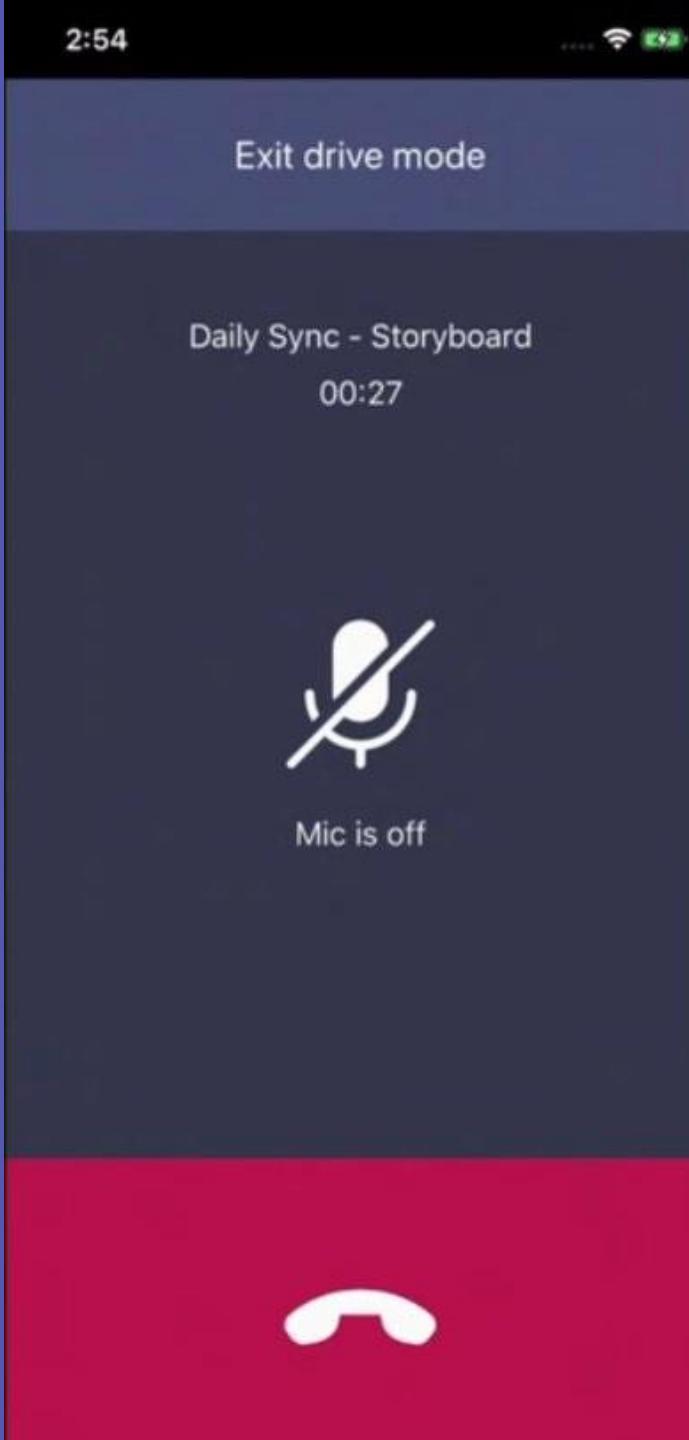
Category	Value
Market	31%
Strategy	72%
Sales	55%
Human Resource	43%
- Video Feed:** A video frame on the right shows a man with a beard and glasses, wearing a plaid jacket over a purple shirt, looking towards the camera.

**Control buttons:** At the bottom of the slide area are "Send live" and "End" buttons. Below the video frame are "Share" and "Mute all" buttons.

**Participants and Content:**

- Presenters:** Two video feeds are shown under this heading: Amanda Giri and Babek Shamma.
- You:** A video feed of a participant named Danielle B...
- Content:** A thumbnail of the "how we stack up" slide is shown, labeled "Amanda Giri's desktop".
- Bottom Buttons:** "Share" and "Mute all" buttons are located at the bottom right.

# Drive Mode



# Image Annotation



# Support for desk phones/conf. devices



# Teams templates

## Create your team

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

Team name

Description

[\*\*Create a team using an existing team as a template\*\*](#)

Privacy

Private - Only team owners can add members

[Create a team using an existing team as a template](#)



[Create a team from an existing Office 365 group](#)

Cancel

Next

You are using "O365 Productivity" as a template for a new team

Team name

O365 Productivity [copy]



Description

### Choose what you'd like to include from the original team

Messages, files and content won't be copied. You'll need to set up tabs and connectors again.

- Channels
- Tabs
- Team settings
- Apps
- Members (23 people)

Privacy



Private - Only team owners can add members

Cancel

Create

# Teams archiving

Favorites

- Office Academy
- Engineering CI +
- Marketing Team
- Customer Support
- Infrastructure Devops
- HR Ops Services +

More

- Testing Team
- QA Testing Group
- PRU Operations
- Pieter's Test Team
- ...

spikes  
DELIVERING PROGRESS  
Join & Create a team

Manage teams

Search teams

Active (12)

Name	Description	Membership	People	Type
Engines Team	Engines members	Everyone	889 12	Global ★ ...
QA, Dev, Test (CI +)	QA, Dev, Test CI + Infrastructure	Everyone	889 18	Global ★ ...
Karate Team	Karate players and their coach from our program	Everyone	889 39	Global ★ ...
Internal Knowledge Devops	Internal Knowledge Devops	Everyone	889 41	Global ★ ...
Infrastructure Devops	Infrastructure Devops organization to connect	Everyone	889 15	Global ★ ...
Office Academy	Office Academy	Everyone	889 23	Locked ★ ...
Customer Support	Customer Support organization	Everyone	889 3	Locked ★ ...
<b>Pieter's Test Team</b>	Pieter's Test Team	Owner	889 1	<b>Manage team</b>
QA Testing Group	QA Testing Group organization	Everyone	889 8	Add channel
QA Testing Group	QA Testing Group organization	Everyone	889 27	Add members
PRU Operations	PRU Operations organization	Everyone	889 10	Leave the team
...				Edit team
				Get link to team
				<b>Archive team</b>
				Delete the team

1

2

3

# Teams archiving

Want to archive "Pieter's Test Team"?

This will freeze all team activity, but you'll still be able to add or remove members and update roles. Go to Manage teams to restore the team. [Learn more.](#)



Make the SharePoint site read-only for team members

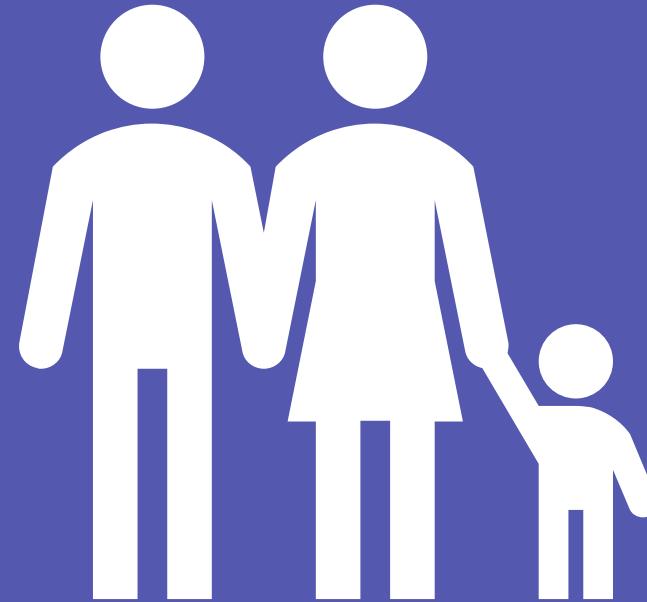
1

Cancel

Archive

2

# Manage your team membership with dynamic groups



# Translate conversations

Reply

Megan Bowen 5/22 7:02 AM  
Isaiah Langer, way to go on the mockups!

2 replies from Isaiah and Megan

Reply

MOD Administrator 9:52 AM  
ஹலோ எல்லோருக்கும் காலை வணக்கம்

Reply

...

...

Edit

Delete

Mark as unread

Copy link

A|₹ Translate

# Connect to Teams from SharePoint

The screenshot shows a SharePoint site for 'Contoso Electronics Giving Campaign' (Public group | Internal Only). The page includes a navigation bar with 'Contoso Electronics' and 'SharePoint' links, and a top ribbon with 'Edit' and other icons. On the left, there's a vertical navigation menu with items like 'Home', 'Home v2', 'Home v3', 'Home v4', 'Meet the team', 'Silent Auction tracker', 'Conversations', 'Documents', 'Notebook', 'Pages', 'Site contents', 'Recycle bin', and 'Edit'. A large central area displays 'GIVING CAMPAIGN Marketing News' with a photo of a person speaking. To the right, there's a 'Marketing' section with news items such as 'Mach4 product launch readiness', 'Product Marketing', 'Marketing Team Makes the Top 25', 'Give @ Contoso', 'Give @ Contoso', 'Give @ Contoso', 'Give @ Contoso', and 'Community Spotlight - Music Mania'. At the bottom, there's a 'Documents' section with a 'Create a Team' button and a 'Quick' navigation bar with links to 'Give @ Contoso', 'Design requests', 'Campaign sources', 'Sales sheets', 'Status', and 'Financial'. A callout box highlights the 'Create a Team' button.

# Key take aways

1. Everyone has a different time zone
2. Use a change management model (ADKAR)
3. Start from the process
4. Have a governance committee
5. Background blurrrrrrrrrrrrrrr...

**“Feedback** is the  
breakfast of  
champions.”

Thank you.

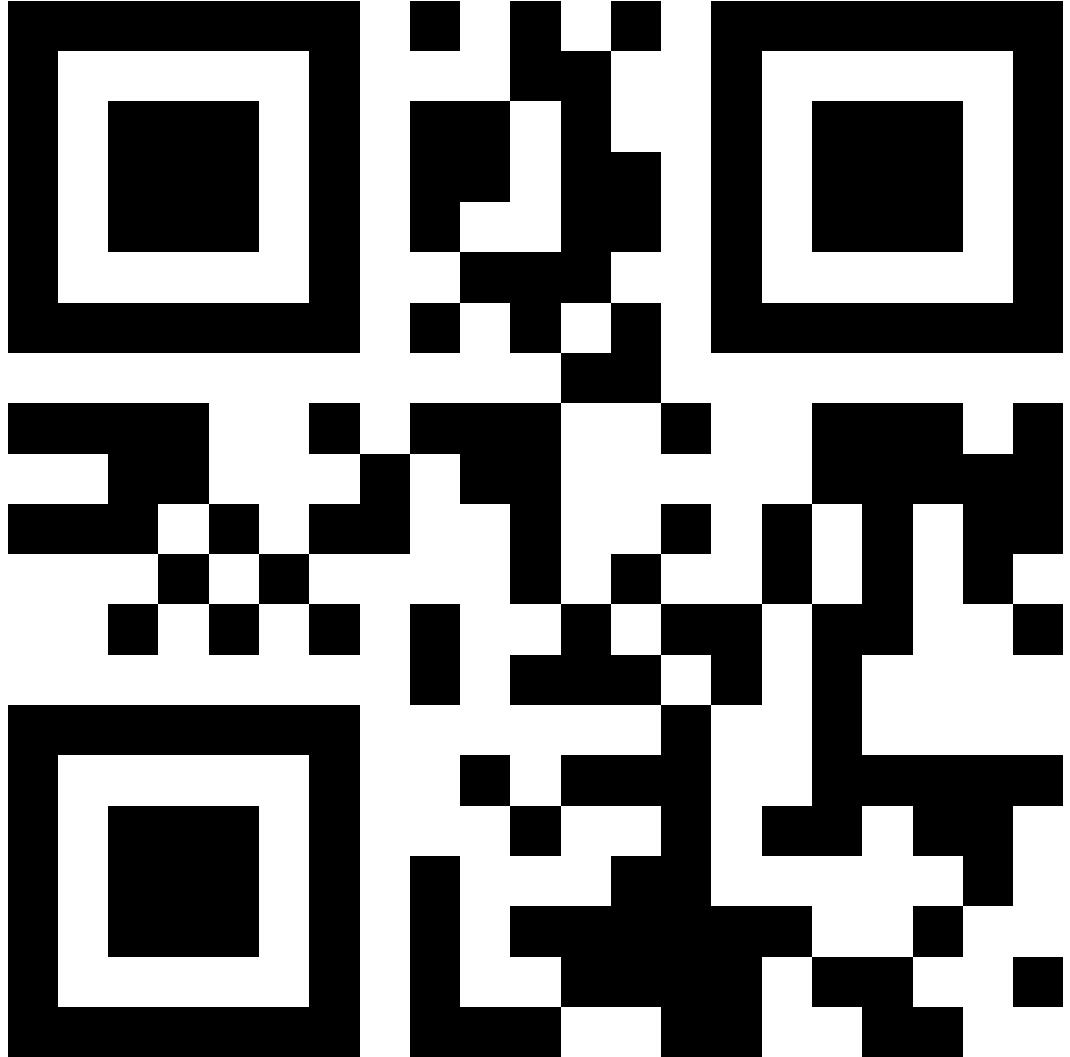
Follow me



@pieterodb



[Linkedin.com/in/pieteropdebeeck](https://www.linkedin.com/in/pieteropdebeeck)



or go to <http://spsbe.be>