

MICROSOFT TEAMS & GOVERNANCE

M365 UK USER GROUP

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CONTACT DETAILS

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A SUCCESSFUL MICROSOFT TEAMS GOVERNANCE

1. Governance workshop
2. Governance strategy
3. Governance implementation



The background of the image shows a person's hand holding a smartphone. Overlaid on this is a semi-transparent circular graphic containing the Microsoft Teams logo (three stylized people icons) and various communication icons like envelopes and speech bubbles. The text 'WELCOME TO MICROSOFT TEAMS' is centered in a bold, cyan font.

WELCOME TO MICROSOFT TEAMS

HUB FOR COLLABORATION & COMMUNICATION



Chats



Meetings



Calling

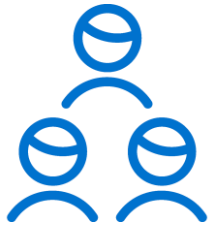


Files



Apps &
workflows

CHAT



Open &
informal
culture



Less e-
mail



Anywhere,
any device

MEETINGS



Efficient
meetings



Reduce
travel



Increase
engagement

FILES



Save time



Efficient
collaboration



Share with
guests

APPS & WORKFLOW



Streamline
business
processes



Integration
external
services



Save costs

BUSINESS VALUE OF MICROSOFT TEAMS



Central &
integrated
work
experience



Increase
productivity



Accelerate
digital
transformation



Compliant &
secure

CUSTOMER WORRIES

1. Teams explosion
2. Duplication
3. Purpose unclear
4. Findability
5. Complexity
6. Data leak



RESULTS IN



Failed user adoption



Increased IT maintenance

A man and a woman are in a meeting, looking at a whiteboard. The man is pointing at a sticky note on the whiteboard. The whiteboard has several sticky notes and diagrams. One sticky note says "interactive text".

IMPORTANCE OF A GOVERNANCE



CONNECTING IT & BUSINESS


CONTRIBUTE TO A SUCCESSFUL ADOPTION





INTEGRATION OF PROCEDURES, LAW & REGULATIONS

MANAGE MICROSOFT 365 GROUPS

The background of the image features a hand pointing towards the center, overlaid on a complex digital interface. This interface consists of concentric circles and radial lines, resembling a futuristic control panel or a data visualization tool. Various icons are scattered around the central area, each enclosed in a circular frame. These icons include a lightbulb (representing ideas or innovation), a wrench and hammer (representing tools or construction), a gear (representing settings or mechanics), a Euro symbol (€) (representing finance), a trophy (representing achievement), a Wi-Fi symbol (representing connectivity), a clock (representing time or scheduling), a flag (representing goals or milestones), a bar chart with an upward arrow (representing growth or analytics), a dollar sign (\$) (representing currency), and a mail icon (representing communication). The overall color scheme is dark with blue and purple highlights, giving it a high-tech, digital feel.

MICROSOFT TEAMS & MICROSOFT 365 GROUPS



Microsoft 365 Groups



Azure Active Directory

A man in a dark pinstripe suit, white shirt, and a red and blue striped tie. He has a confused or frustrated expression, with his right hand on his head. The background is a plain, light-colored wall.

WHERE DID MY TEAM GO?

STEP 1: WORKSHOP

- Scope
- Vision & goals
- Steering committee
- Roles & responsibilities
- Microsoft Teams & related services workload
- Processes & procedures
- New features & updates





MICROSOFT TEAMS

WORKLOAD

TEAMS WORKLOAD

- Collaboration templates
- Naming convention
- External access
- Expiration policy
- Privacy
- Back-up & restore
- Compliance
- Creation process



TEMPLATES

- Define your collaboration templates:
 - Departments
 - Projects
 - Cross-departments
 - Customers
- Keep it simple & start small



NAMING POLICY

1. Automatically add a word & prefix and /or suffix with an AAD property.
2. Connect to a provisioning solution.
3. Leave it up to the employee.
4. None.



EXAMPLE

- **Microsoft Teams:** PROJ - Mobile Portal
- **SharePoint URL:** /teams/proj-mobileportal
(provisioning only)



ADVANTAGES & CHALLENGES

Advantages

- Improves the findability of a team in Microsoft Teams.

Challenges

- Automatic naming policy requires up-to-date AAD.
- Automatic naming policy doesn't work with multiple collaboration templates.
- Employees will forget to apply the naming policy with a self-service scenario.



MY ADVICE

- Only apply when its necessary.
- For example: A local municipality / district shares its Office 365 tenant with other municipalities / districts . They apply a naming convention so its clear where a team belongs to.



EXTERNAL ACCESS

1. Allow for all teams
2. Allow for a selection of teams
3. Disable for all teams
4. Decide with sensitivity label



ADVANTAGES & CHALLENGES

Advantages

- Reduce shadow IT.
- Efficient collaboration.

Challenges

- Data classification is crucial.
- Increased responsibility for the owners.



MY ADVICE

- Turn on for all teams.
- Apply a periodic review with Azure Access Reviews (license: Azure AD P2) or own solution.
- Apply social control.
- Educate the teams owners.
- Start with data classification.



EXPIRATION PERIOD

1. All teams.
2. Selection of teams.
3. None.



ACTIVITY CHECK

- Team members views, edits, downloads, moves, shares, or uploads a file.
- Team members opens a channel in the team.



ADVANTAGES & CHALLENGES

Advantages

- Keep your Office 365 tenant clean.
- Reduce maintenance for IT.

Challenges

- Rely on Microsoft default backup & restore (gone=gone).
- Increased responsibility for the owners.
- Retention policies need to be clear.



MY ADVICE

- Turn on for one year.
- Apply retention policies to prevent unwanted data loss.



PRIVACY

1. Private
2. Public
3. Org-wide



MY ADVICE

- Open by default
- **Be aware:** Owners can change the privacy setting.



BACKUP & RESTORE

- Teams are stored for 30 days in a recycle bin.
- Channels are stored for 30 days in a recycle bin.
- Content is stored for 93 days in a recycle bin (SharePoint).
- Videos are stored for 30 days in a recycle bin (Stream).



MY ADVICE

- Review default options and match with regulations & internal agreements.
- 3rd party vendors (for example: AvePoint) offer backup solutions.
- Apply retention rules to prevent deletion of chat and / or content.



SENSITIVITY LABELS

- **Privacy:** Public or Private
- **Guest access:** Allowed or blocked
- **Unmanaged devices:** Block or limit access to SharePoint content from devices that aren't hybrid AD joined or compliant in Intune.
- **Be aware:** Label doesn't apply to the content.



EXAMPLE

Edit sensitivity label

- ✓ Name & description
- ✓ Encryption
- ✓ Content marking
- Site and group settings
- Auto-labeling for Office apps
- Review your settings

Site and group settings

Select the settings you want to take effect when this label is applied to an Office 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](#)

Site and group settings



Privacy of Office 365 group-connected team sites

Private - only members can access the site

External users access

☐ Let Office 365 group owners add people outside the organization to the group

Unmanaged devices

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

EXAMPLE


What kind of team will this be?

Sensitivity [Learn more](#)

Confidential \ Internal


Teams with this sensitivity must be private.

Privacy




Private

People need permission to join



Public


Anyone in your org can join



Org-wide

Everyone in your organization automatically joins

< Back



MY ADVICE

- Combine with self-service team creation.
- Define & implement data classification in a separate project.



DLP

- Prevent the sharing of sensitive information in chat. For example: Social security number.
- Prevent the (external) sharing of documents containing sensitive information.
- **Be aware:** You need an Office 365 E5 license for DLP & chat.



EXAMPLE

The screenshot illustrates a message being blocked in a Microsoft Teams chat. The chat window shows a message from 'Administrator' (labeled with a red circle 2) that has been blocked (labeled with a red circle 1). The blocked message text is: "Pellentesque habitant morbi tristique senectus et netus et malesuada fames ac turpis egestas. Proin pharetra nonummy pede. Mauris et orci. Pellentesque habitant morbi tristique senectus et netus et malesuada fames ac turpis egestas. Proin NL36BICK0009542884 pharetra nonummy pede. Mauris et orci. Pellentesque habitant morbi tristique senectus et netus et malesuada fames ac turpis egestas." Below the message is a 'Reply' button. A blue notification bubble (labeled with a red circle 3) on the right states: "Your message has been blocked" and "Contoso Mobile / General". A modal dialog (labeled with a red circle 4) is open, titled "Your message was blocked because it contains sensitive data". It lists "International Banking Account Number (IBAN)" as the reason. The dialog explains that the message is blocked due to the presence of an IBAN code and asks the user to contact their CISO for further questions. It then provides two options: "Override and send" (selected) and "Report this to my admin. It doesn't contain sensitive data." The "Override and send" option includes a text input field labeled "Type your justification". At the bottom of the dialog are "Cancel" and "Confirm" buttons.

Administrator

2

1

3

4

This message was blocked. What can I do?

Pellentesque habitant morbi tristique senectus et netus et malesuada fames ac turpis egestas. Proin pharetra nonummy pede. Mauris et orci. Pellentesque habitant morbi tristique senectus et netus et malesuada fames ac turpis egestas. Proin NL36BICK0009542884 pharetra nonummy pede. Mauris et orci. Pellentesque habitant morbi tristique senectus et netus et malesuada fames ac turpis egestas.

Reply

Start a new conversation. Type @ to mention someone.

Your message has been blocked
Contoso Mobile / General

Your message was blocked because it contains sensitive data

- International Banking Account Number (IBAN)

This message or item is blocked. Due to the presence of an IBAN code. Please contact our CISO for further questions.

Here's what you can do

Override the policy and send the message, or report this to your admin if you think the message was blocked in error.

☐ Override and send.

Type your justification

☐ Report this to my admin. It doesn't contain sensitive data.

Cancel Confirm

EXAMPLE

Meer geheimen.pdf 6.3 KB

Project document A.docx 1.3 KB

Meer geheimen

1 View

[See details](#)

⊖ Contains sensitive information. Some commands aren't available.

[View policy tip](#)

1 Viewer · 1 View

You viewed this
Mar 1

Policy tip for 'Meer geheimen.pdf'

This message or item is blocked. Due to the presence of an IBAN code. Please contact our CISO for further questions. Access to this item is blocked for everyone except its owner, last modifier, and the site owner.

⊖ Issues

Item contains the following sensitive information: International Banking Account Number (IBAN)

Last scanned: 11 days ago

[Report an issue](#) to let your admin know that this item doesn't conflict with your organization's policies.

[Override](#) the policy if you have business justification. All policy overrides are recorded.

MY ADVICE

- Match regulations and internal procedures with the usage of Microsoft Teams.
- Test! Test! Test!
- Educate & inform your employees.
- Define & implement in a separate project.



RETENTION

- Retain content or chat for X period.
- Retain & delete content or chat for X period.
- Delete content or chat for X period.
- **Be aware:** Retention for chat isn't supported for private channels.



MY ADVICE

- Match regulations and internal procedures with the usage of Microsoft Teams.
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CREATION PROCESS

- Self-service for all employees via the Microsoft Teams application.
- Self-service for a selection of employees via the Microsoft Teams application.
- Controlled & approved process with a provisioning solution for all employees.



MY ADVICE

Self-service of provisioning is determined by the following requirements:

- Collaboration formats.
- Collaboration formats with unique naming policies.
- Collaboration formats with strict external access policies.
- Collaboration formats with different expiration policies.



TEAMS SETTINGS

- **Policies:** Discover private teams & create private channels
- **Message policies:** modify messages, unfactor & read receipts.
- **Apps:** Allow, specify or block Microsoft & 3rd party apps.
- **Settings:** Tagging & 3rd party file storage.



STEP 2: STRATEGY

- Get an agreement on all the topics.
- Add these into a document.
- Present findings.
- Finalize your governance strategy.



STEP 3: IMPLEMENTATION

- Configure your Microsoft Teams settings.
- Implement a governance solution (for example: ShareGate Apricot or AvePoint Cloud Governance for Office 365).



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THANK YOU FOR ATTENDING

