Office



Microsoft Teams mokymai IT administratoriams

Šarūnas Končius

Microsoft

About this training

- Built using Teams Academy and other resources
  - More modules can be found at https://aka.ms/TeamsAcademy
- Teams and Office 365 evolves constantly!
  - Stay up-to-date with https://aka.ms/Teamsblog

Agenda

- Overview
- Architecture
- Management tools
- Governance
- Teams configuration
- Day-to-day support lifecycle of teams

Overview

Features

- Communication: complete meeting and calling solution, including chat, voice, and video
- Collaboration: Teams brings all the services together so that you can easily share and co-author files
- Customize: Teams is the hub – you can customize Teams with tabs, connectors, and bots to include the apps and services you need, including common third-party apps
- Work with confidence: Teams comes with the enterprise-grade security, compliance, and manageability that you expect from Microsoft 365

Clients

- Windows desktop
- Mac desktop
- Web
- Android
- iOS
- Linux desktop

Teams features by platform: https://support.microsoft.com/en-us/topic/debe7ff4-7db4-4138-b7d0-fcc276f392d3

How to deploy clients?

- Get clients for Microsoft Teams

  https://docs.microsoft.com/en-us/microsoftteams/get-clients
- Install Microsoft Teams using Microsoft Endpoint Configuration Manager

  https://docs.microsoft.com/en-us/MicrosoftTeams/msi-deployment
- Teams update process

  https://docs.microsoft.com/en-us/microsoftteams/teams-client-update

Users

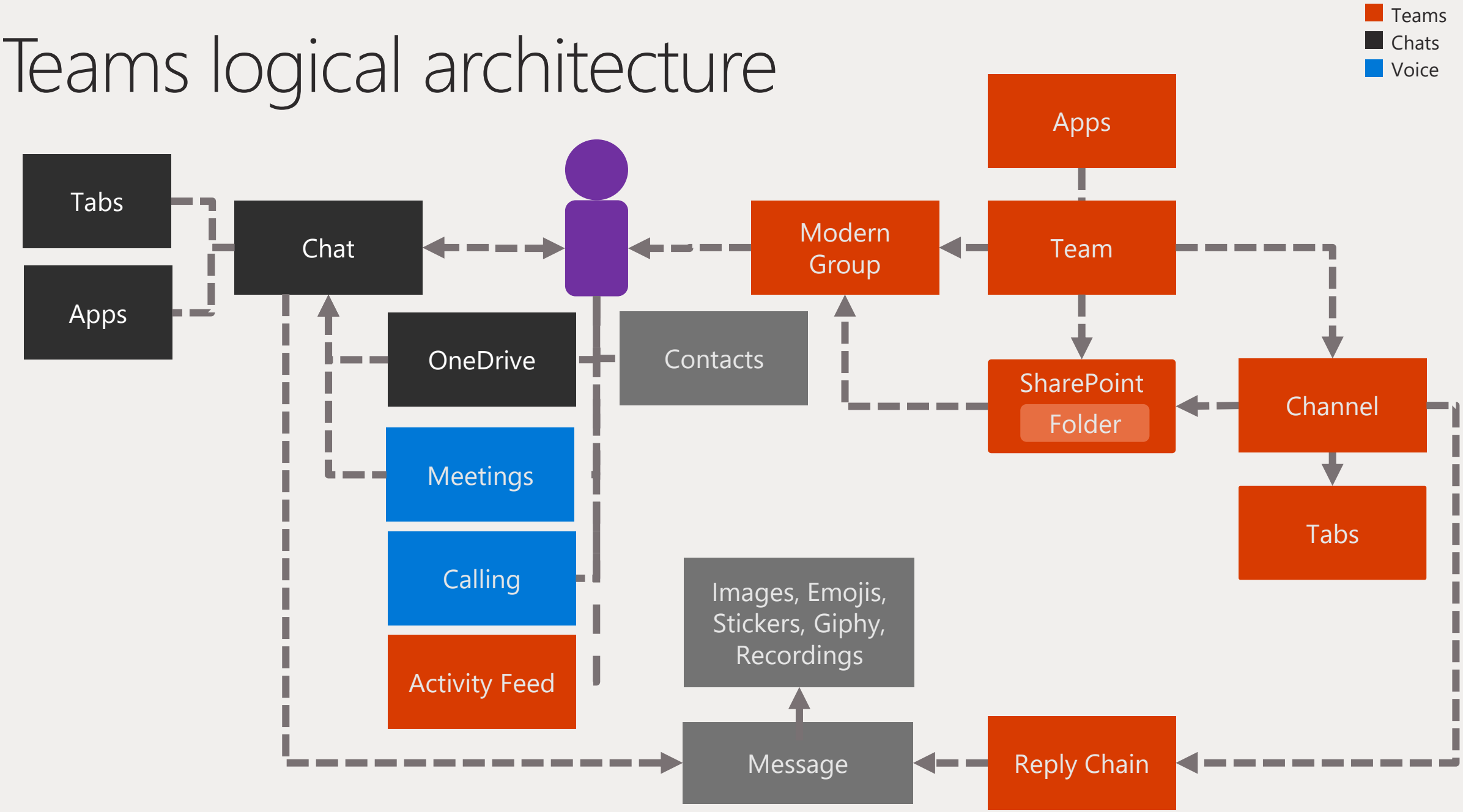
- Internal users: users in your organization
- External federated users: users in other organizations who are using Teams, Skype for Business and Skype
- External guest users: other users outside of your organizations
- Anonymous users: to attend meetings only

User experience

- Teams: collection of people, content, and tools surrounding different projects and outcomes within an organization
- Channels: dedicated sections within a team that keep conversations organized by specific topics, projects, or disciplines
- Chat: while channel conversations are public, chats are just between you and someone else (or a group of people) like instant messages in other messaging apps

Architecture

Teams logical architecture



Conversation storage

Where are conversations stored?

Chat service

In memory processing for speed

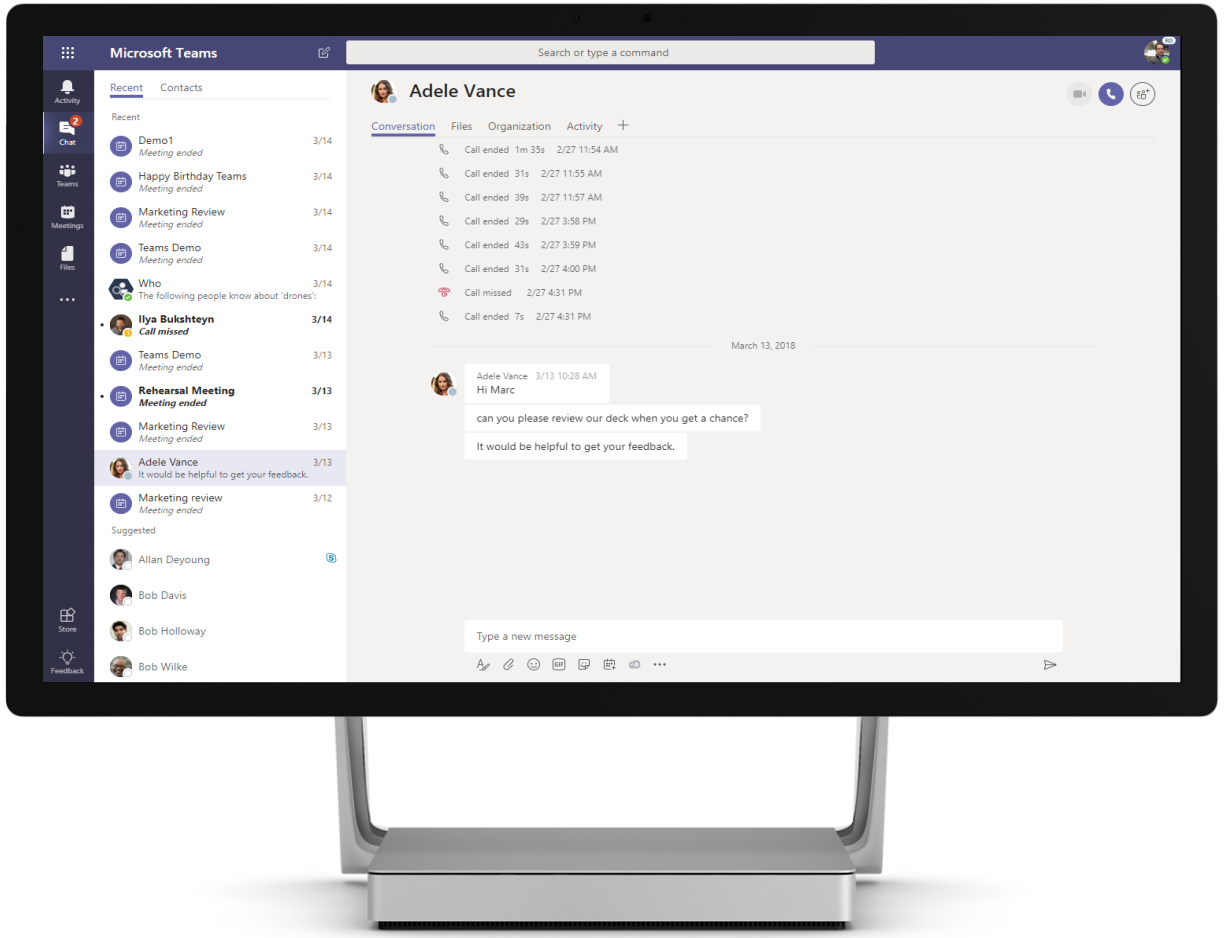
Leverages Azure storage (moving to Cosmos DB)

Exchange

Chat and channel messages are also stored in Exchange for information protection

Conversation images & media

Inline Images/Stickers are stored in a **media store, Giphys are not stored.**



File storage

Where are files stored?

1:N chats

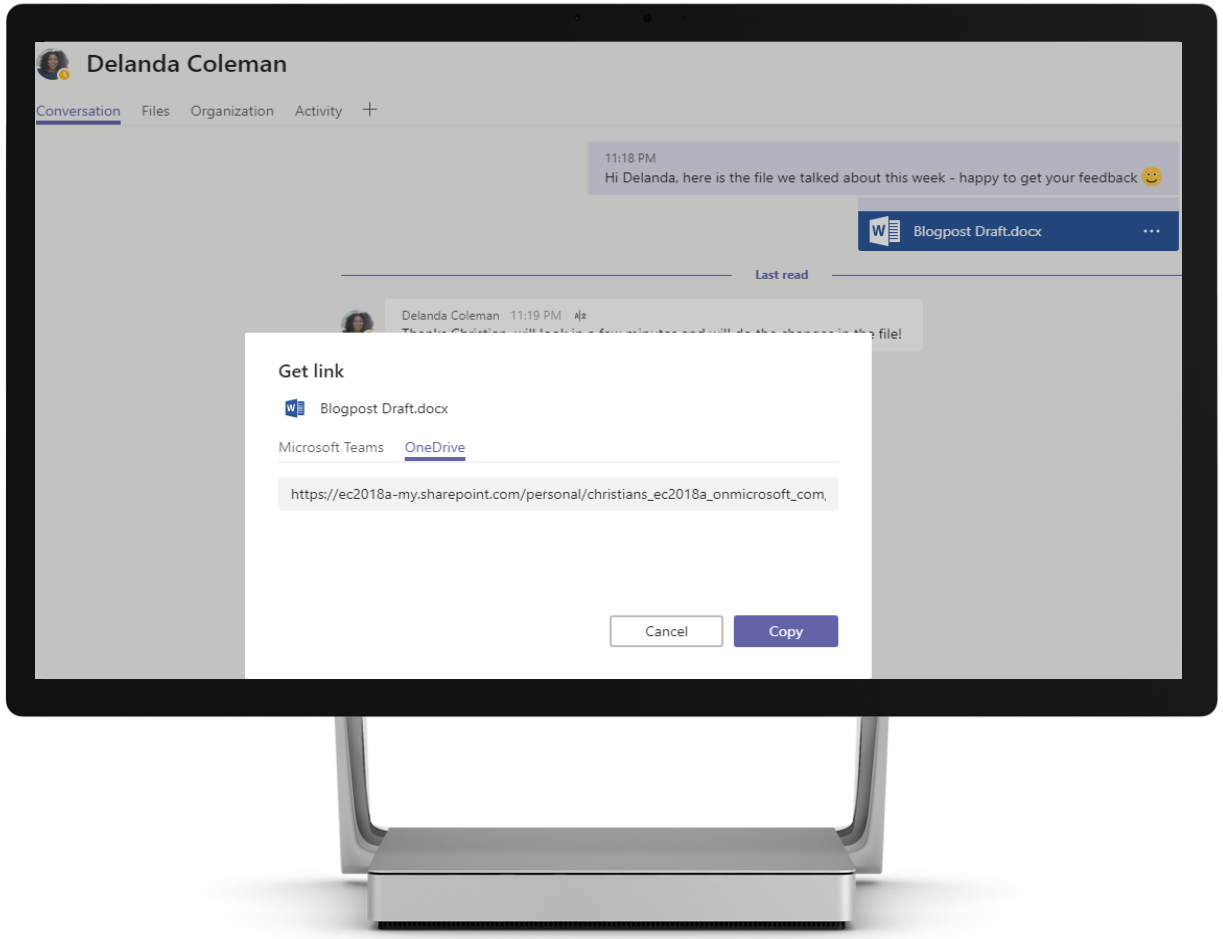
Files are uploaded to **OneDrive for Business** and permissions are set for the members of the chat

Team conversations

Files are uploaded to **SharePoint.** A folder is associated with each channel in the team

Cloud storage

Dropbox, Box, Citrix ShareFile, Google Drive



Data Entity Storage

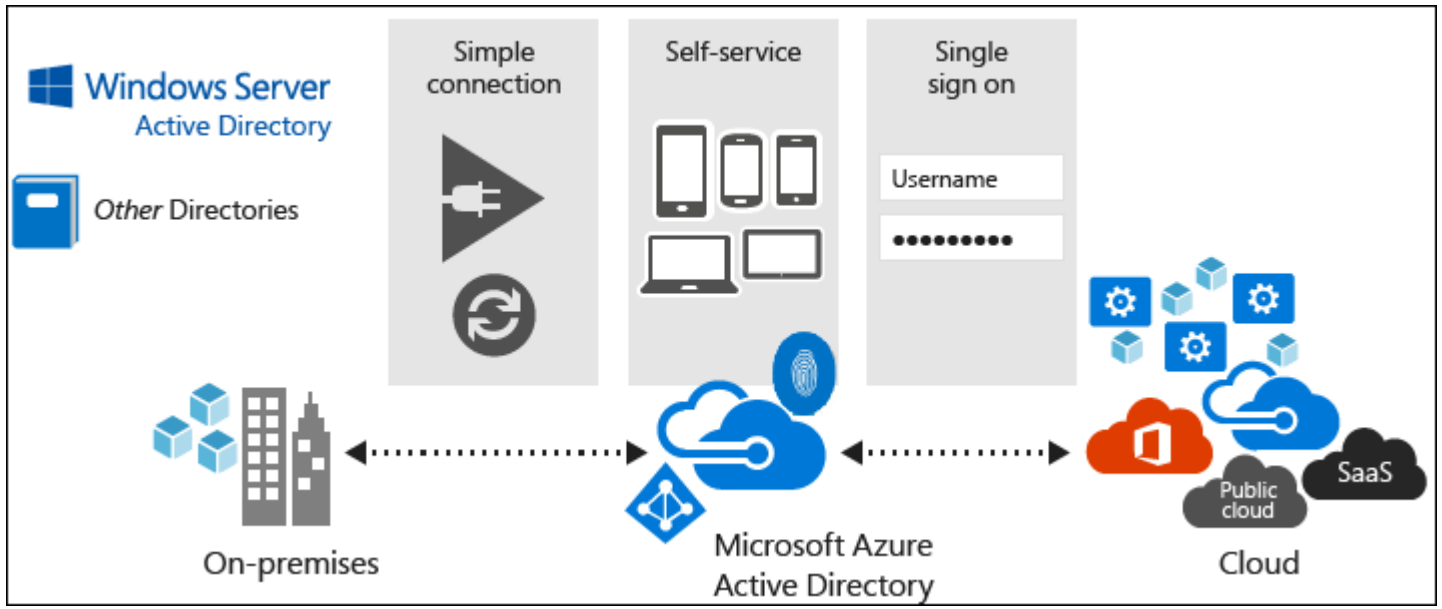
Key data entities and location where data is stored at rest

Entity	Storage	Storage
Message	Chat service table storage (moving to Cosmos DB)	Ingested to Exchange to enable compliance
Image	Media service on Azure (using Blob storage)	Ingested to Exchange to enable compliance
Files	Team files → SharePoint Chat files → OneDrive for Business	
Voicemail	Individual mailbox in Exchange	
Recording	Media service on Azure (using Blob storage) (<24 hours)	Encoded to Stream
Calendar meeting	Individual mailbox in Exchange	
Contacts	Exchange	
Telemetry	Microsoft Data warehouse (No customer content)	

Azure Active Directory

What is Azure Active Directory (AAD)?

- Microsoft's multi-tenant, cloud-based directory, and identity management service
- Combines core directory services, application access management, and identity protection into a single solution



Azure Active Directory (AAD) Editions

- AAD Free: included with an Azure subscription
- AAD Basic: designed for task workers with cloud-first needs
  - Group-based access management
  - Self-service password reset for cloud applications
  - AAD Application Proxy (publish on-premises web applications using AAD)
- AAD Premium P1: adds enterprise-level identity management capabilities
  - Dynamic groups
  - Self-service group management
- AAD Premium P2: adds Identity Protection and Privileged Identity Management (includes all P1 features)

- Feature matrix: https://aka.ms/azure-features

Identity Models used with Microsoft Teams

- Cloud Identity: user is created and managed in Office 365 and stored in Azure Active Directory, and the password is verified by Azure Active Directory
- Synchronized Identity: user identity is managed in an on-premises server, and the accounts and password hashes are synchronized to the cloud
- Federated Identity: requires a synchronized identity where the user password is verified by the on-premises identity provider (such as Active Directory Federation Services (ADFS))

Identity Models



Zero on-premises servers



Directory sync with password sync

On-premises identity

Single Sign On Experience
Two directories to maintain
Between 0 and 3 servers on-premises



Federation

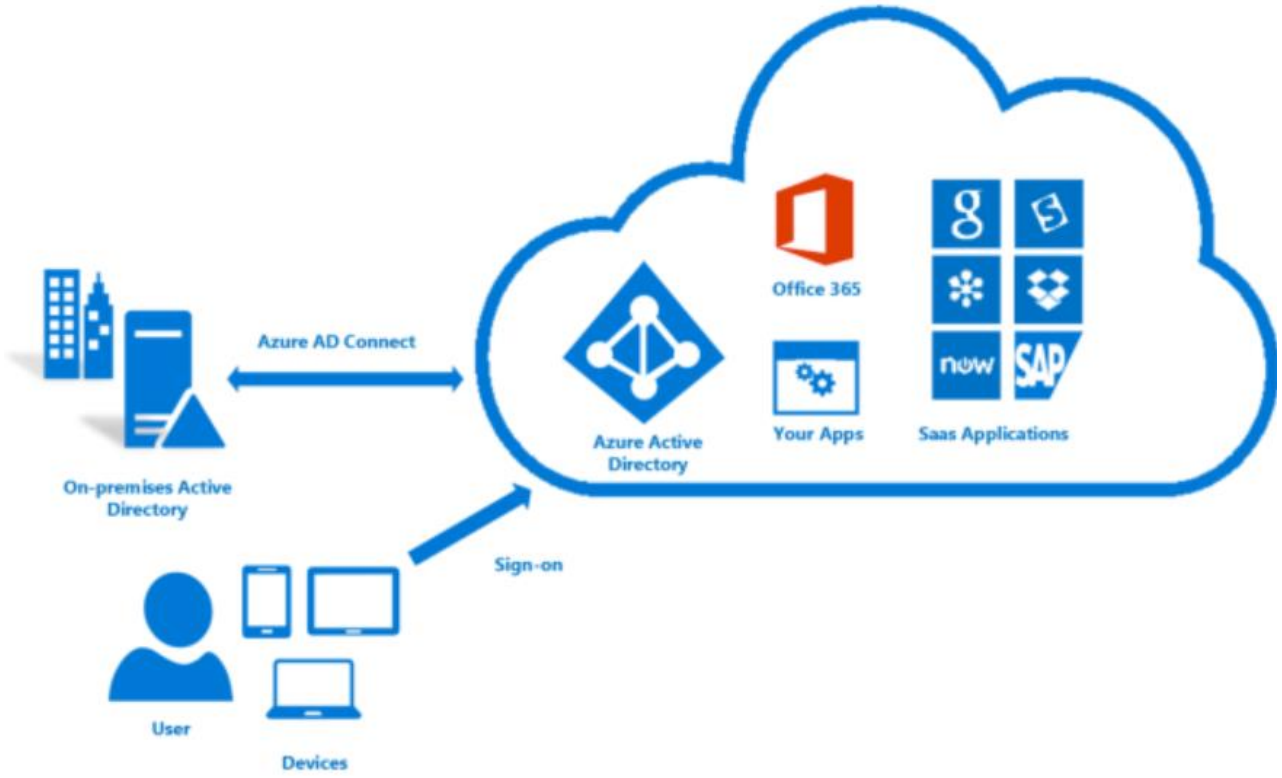
Directory sync

On-premises identity

Single Sign On
One directory to maintain
Between 2 and 8 servers on-premises

Syncing Identities to the Cloud

- Tool: Azure AD connect
  - Enables common identities between on-premises and online
  - Works over the Internet
  - Start simple with Express Settings setup
  - Custom setup for complex scenarios
    - Multi forest topologies, filtering, Sign on using federation, Azure AD Premium features, customer attributes and more
  - User sign-in using either Password Synchronization or Federation with ADFS



Synchronized identities with Password Sync User and Administrative Experience

- User Experience
  - Sign in with one identity
  - Authentication happens in the cloud or on-premises (depending on svc)
  - Users have two IDs but one username/password combination
- Administrator Experience
  - If synchronization happens properly, normally nothing to maintain in the cloud for identity

Federated identities
User and Administrative Experience

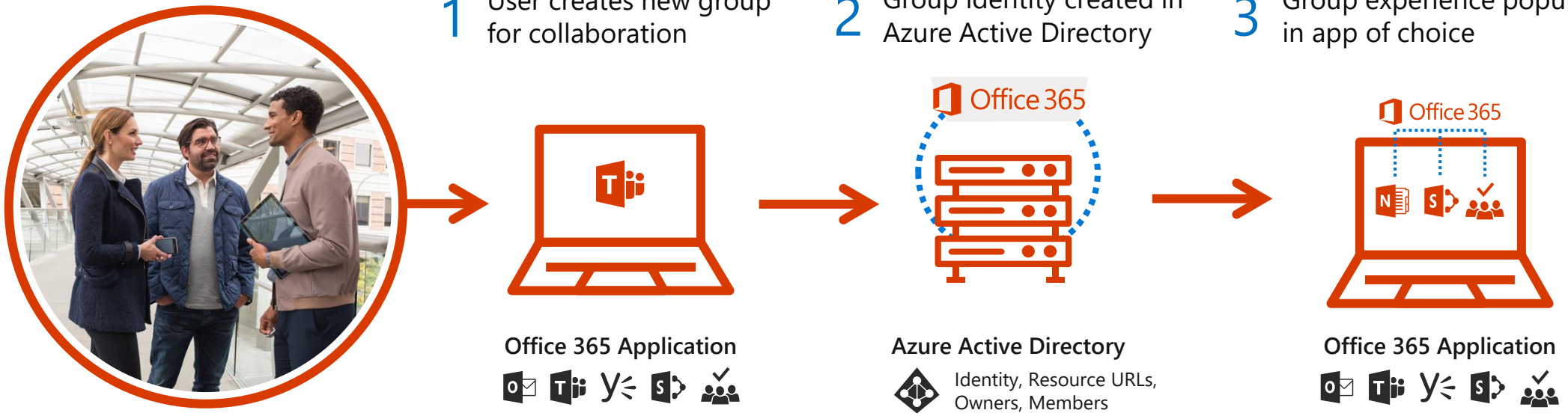
- User Experience
  - Users Sign in with corporate ID
  - Authentication happens on premises via claim based system
  - Users have a single credential to provide SSO to on premises and Online services
  - Users get true SSO experience
- Administrator Experience
  - Manage password policy on premises only
  - Password reset for on premises IDs only
  - Requires additional servers to enable identity federation so there will be an additional upfront cost

How does Teams leverage AAD?

- Identity – Single Sign On (SSO) with Office 365 applications
  - Multi-Factor Authentication (MFA) for increased security
  - Conditional Access (based on group, location, and device state)
  - Access Reviews [Preview]
- Advanced Modern Group Features
  - Naming policies [P1 feature]
  - Group Expiration [P1 feature]

Office 365 Groups

Office 365 Groups is a membership service



One Identity

Azure Active Directory (AAD) is the master for group identity and membership across Office 365 (*Exchange, SharePoint, etc.*)

Federated Resources

O365 services extend with their data (*e.g. Group messaging, SharePoint Team Site, OneNote, Planner*)

Loose coupling

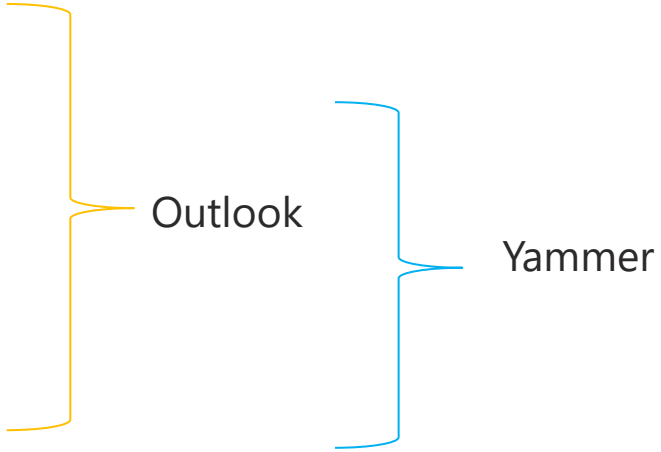
Services notify each other of changes to a group (*e.g., creation, deletion, updates*).

Provisioning Office 365 Groups

- By default, anyone can create a new Office 365 Group
  - From Outlook 2016, OWA, or the Outlook Groups app
  - From PowerShell (New-UnifiedGroup)
  - From SharePoint Online when you create a new team site
  - From Microsoft Teams when you create a new team
  - From Planner, Power BI, StaffHub and Stream integrations

Resources in Office 365 Groups

- Resources available when the Group is created
  - Shared Inbox
  - Shared Calendar
  - SharePoint Document Library
  - Shared OneNote Notebook
  - SharePoint Team Site
  - Yammer Group



- Adding members to the group automatically gives them the permissions they need to the resources your group provides

Office 365 Groups: Roles

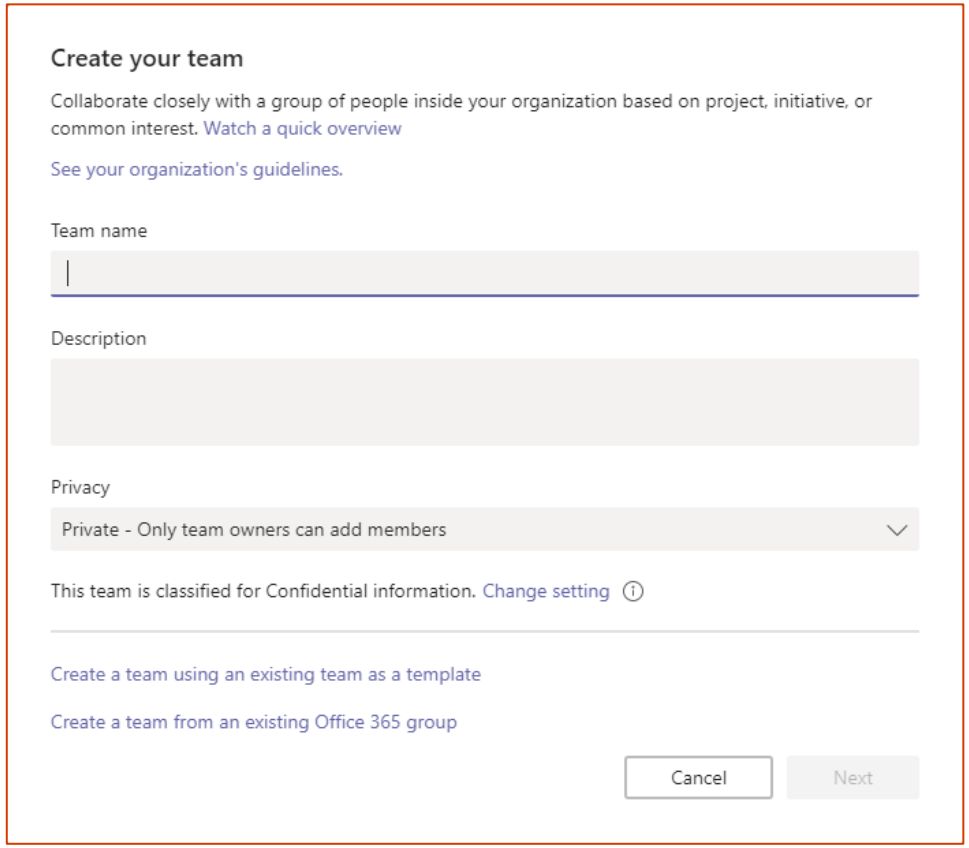
- Owners: act as moderators
  - Add/Remove Members from the Group
  - Ability to delete conversations from the shared inbox, change group settings, rename the group, etc.
- Members: regular users in the organization that use the group to collaborate
  - Can access everything in the group, but cannot change group settings.
  - Are site members for the corresponding SharePoint site.
- Guests: similar to Members, but outside your organization
  - Admins can control if Guests are permitted in Groups

Office 365 Groups: Privacy levels

- Public: group can be seen by anybody in your organization, and anybody in your organization is able to join the group
- Private: group content can only be seen by the members of the group; people who want to join a private group have to be approved by a group owner
- Neither Public nor Private groups can be accessed by people outside of the organization, unless specifically invited as Guests.

What about Teams?

- Creating a new Team creates a new Group with:
  - (Hidden) Shared Inbox
  - (Hidden) Shared Calendar
  - SharePoint Document Library
  - Shared OneNote Notebook
  - SharePoint Team Site
  - Persistent chat-based workspace
- Membership is sync'd between the underlying Group and Teams
  - Adding a member to the underlying group replicates to Teams
  - Adding a Distribution List to the team performs a one-time expansion, and invites individual members
  - Dynamic membership is also supported: https://aka.ms/TeamsDM



How does Teams leverage Groups?

- Microsoft Teams uses group membership as the access control list to Files and Notes tabs
- Owners of existing Groups can move them over to Microsoft Teams
- Team creation settings are controlled through the admin portal where you control group creation settings.

Considerations for Planning Teams and Groups

- Teams leverages settings from the underlying Group
  - Membership
  - Naming Policies [AAD P1 needed for each unique user that is a member of one or more Office 365 groups]
  - Group Expiration [AAD P1 needed for all users that are members of groups to which the expiration policy is applied]
- Administration of Groups
  - Admin Center (basic management [owners, members])
  - Azure AD Portal (Self Service config, expiration, auditing)
  - PowerShell (naming policies currently [Preview])
- Exchange considerations:
  - Configure Office 365 Groups with on-premises Exchange hybrid: https://aka.ms/groups-exchange-hybrid
  - Choose the domain to use when creating Office 365 Groups: https://aka.ms/groups-domain

Search or type a command

Activity
Chat
Teams
Meetings
Files
Store
Feedback

Favorites

Contoso HR
General
Recruitment
Training
2 more channels

Mark 8 Project T
General
Engineering
Research and Development
2 more channels

X1050 Launch Team
General
Design
Digital Assets Web
3 more channels

Business Development
General
Knowledge Share
Pipeline
1 more channel

Join or create a team

Persistent Chat-based workspace.

Mark 8 Project Team > Research and Development

Public

Conversations | Files | Power BI | Planner



Reply

Lee Gu 1/12 7:22 PM

```
var response = Request.CreateResponse(HttpStatusCode.OK);
    return response;
}
public async Task<HttpResponseMessage> Post([FromBody]Activity activity)
```

See more

Reply

Megan Bowen 1/12 7:22 PM

5

Just confirmed that the prototype outdoor test went perfectly. We can expect to begin production sometime in Q2.

5 replies from you, Lynne, Lee, and Enrico

Reply

Adele Vance 1/12 7:23 PM

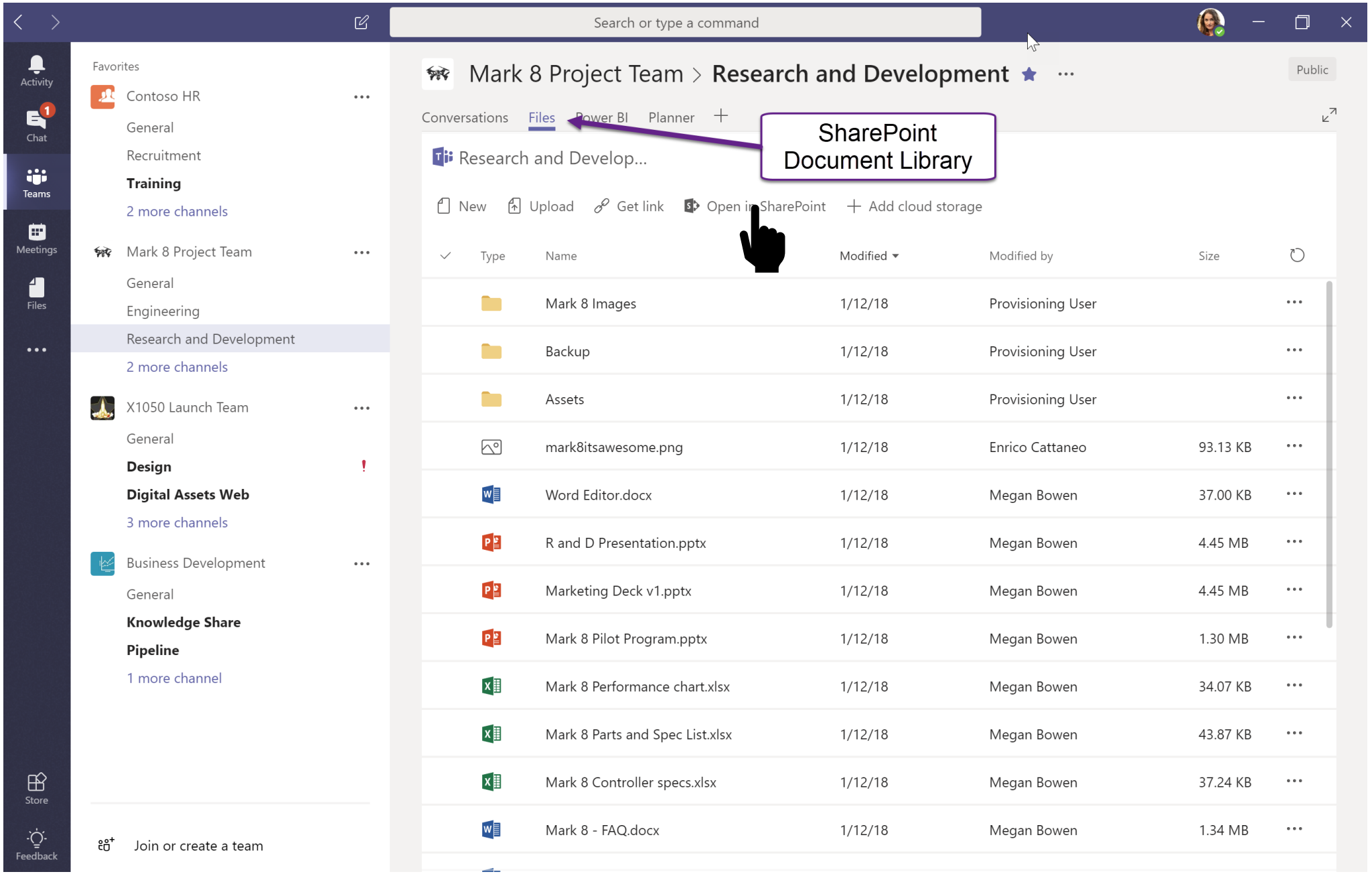
Here is the mark 8 overview doc. I could use some help with the performance specifications chart and the parts supplier list.

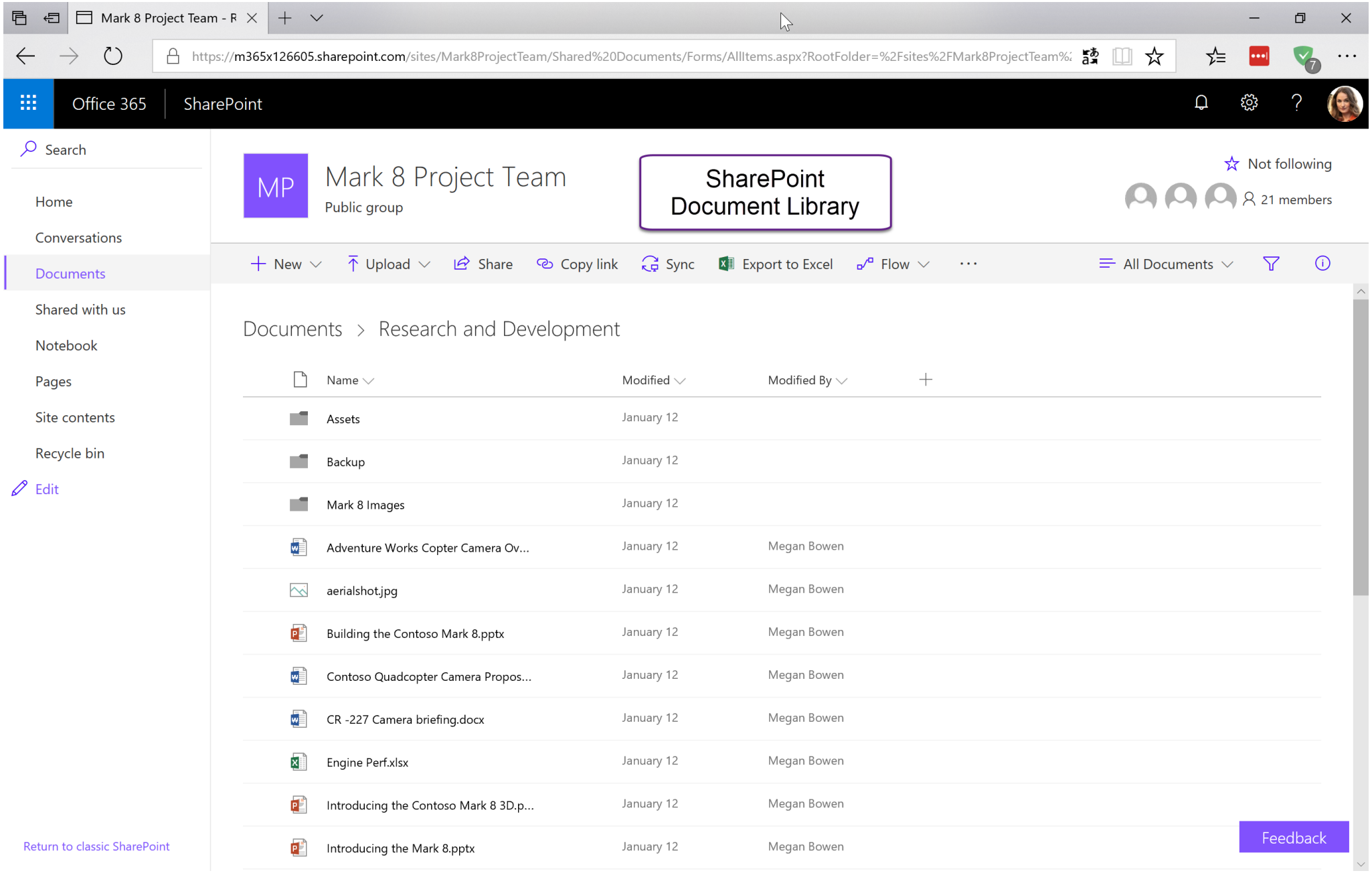
Contoso Quadcopter Camera Proposal.docx

3 replies from Megan and Debra

Reply

Start a new conversation. Type @ to mention someone.


Search or type a command
Activity
Chat
Teams
Meetings
Files
Store
Feedback
Favorites
Contoso HR
General
Recruitment
Training
2 more channels
Mark 8 Project Team
General
Engineering
Research and Development
2 more channels
X1050 Launch Team
General
Design
Digital Assets Web
3 more channels
Business Development
General
Knowledge Share
Pipeline
1 more channel
Join or create a team
Mark 8 Project Team > Research and Development
Public
Conversations
Files
Power BI
Planner
SharePoint Document Library
Research and Develop...
New
Upload
Get link
Open in SharePoint
Add cloud storage
Type
Name
Modified
Modified by
Size
Mark 8 Images 1/12/18 Provisioning User
Backup 1/12/18 Provisioning User
Assets 1/12/18 Provisioning User
mark8itsawesome.png 1/12/18 Enrico Cattaneo 93.13 KB
Word Editor.docx 1/12/18 Megan Bowen 37.00 KB
R and D Presentation.pptx 1/12/18 Megan Bowen 4.45 MB
Marketing Deck v1.pptx 1/12/18 Megan Bowen 4.45 MB
Mark 8 Pilot Program.pptx 1/12/18 Megan Bowen 1.30 MB
Mark 8 Performance chart.xlsx 1/12/18 Megan Bowen 34.07 KB
Mark 8 Parts and Spec List.xlsx 1/12/18 Megan Bowen 43.87 KB
Mark 8 Controller specs.xlsx 1/12/18 Megan Bowen 37.24 KB
Mark 8 - FAQ.docx 1/12/18 Megan Bowen 1.34 MB


Mark 8 Project Team - R
https://m365x126605.sharepoint.com/sites/Mark8ProjectTeam/Shared%20Documents/Forms/AllItems.aspx?RootFolder=%2Fsites%2FMark8ProjectTeam%
Office 365
SharePoint
Search
Home
Conversations
Documents
Shared with us
Notebook
Pages
Site contents
Recycle bin
Edit
Return to classic SharePoint
MP
Mark 8 Project Team
Public group
SharePoint Document Library
Not following
21 members
New
Upload
Share
Copy link
Sync
Export to Excel
Flow
All Documents
Documents > Research and Development
Name
Modified
Modified By
Assets January 12
Backup January 12
Mark 8 Images January 12
Adventure Works Copter Camera Ov... January 12 Megan Bowen
aerialshot.jpg January 12 Megan Bowen
Building the Contoso Mark 8.pptx January 12 Megan Bowen
Contoso Quadcopter Camera Propos... January 12 Megan Bowen
CR -227 Camera briefing.docx January 12 Megan Bowen
Engine Perf.xlsx January 12 Megan Bowen
Introducing the Contoso Mark 8 3D.p... January 12 Megan Bowen
Introducing the Mark 8.pptx January 12 Megan Bowen
Feedback

SharePoint Online & OneDrive for Business

How Teams uses SharePoint Online and OneDrive for Business

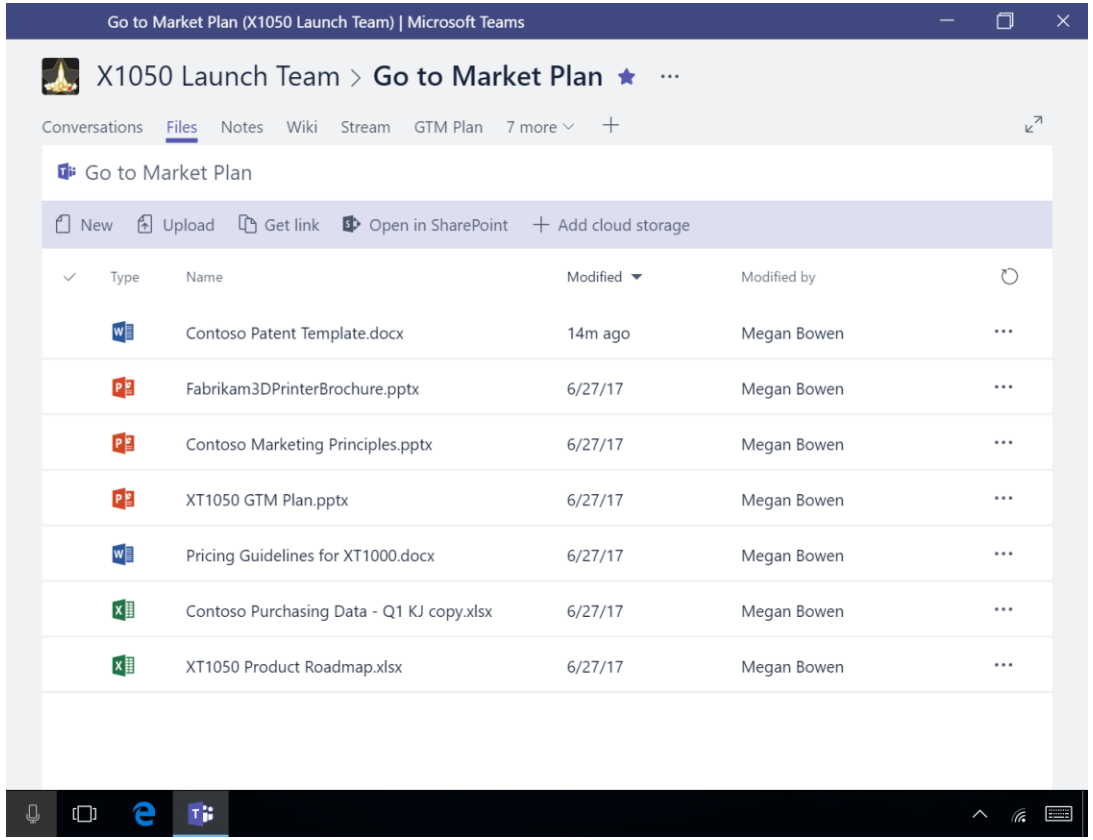
- SharePoint Online and OneDrive for Business are used to store files that users share in Teams
- Every Team gets a modern SharePoint Team site as part of its O365 group
  - If team with same name already exists, the SharePoint URL will include a GUID
- Team OneNote is stored in SharePoint Online
- Add tabs for any: SharePoint page, list, news, single document
- News connector posts news articles within Teams channels

Advantages of storing files in SharePoint Online and OneDrive for Business

- Use co-authoring and online versions of Office applications
- Available data governance and compliance features
  - Automatic classification, labelling
  - Data loss prevention
  - Document retention policies, disposition review, events-based retention
  - eDiscovery, legal holds
  - Encryption, customer lockbox, Azure Information Protection
- Best in class mobile experiences with Microsoft Teams, SharePoint & Office apps for iOS & Android
- Previews for 270+ file types
- Files are discoverable in Delve and SharePoint search – respecting file permissions
- OneDrive sync client for Windows or Mac; easily sync all the files for a team
- Will respect tenant SharePoint and OneDrive for Business settings and locations

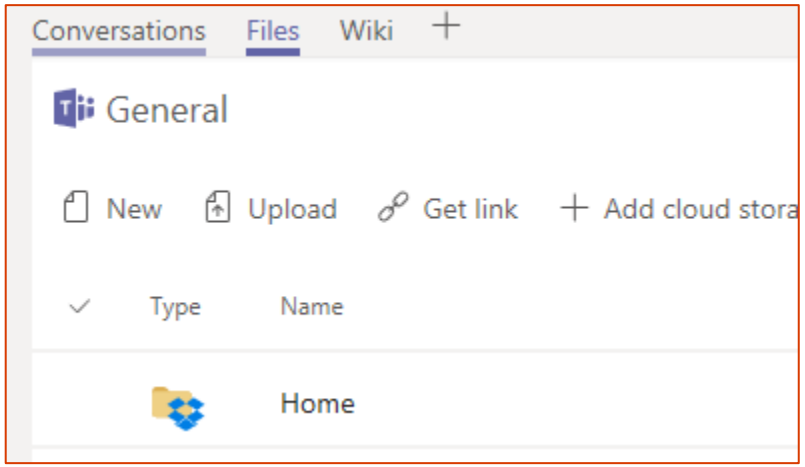
Files in Teams

- Purpose
  - Files tab displayed in every channel
  - Files in channels are stored in the SharePoint Online site associated with the team's O365 Group
  - Files shared in chat are located in the sender's OneDrive for Business
- End user does not need to see or know about SharePoint Online or OneDrive for Business
- Click "View in SharePoint" to open the SharePoint site



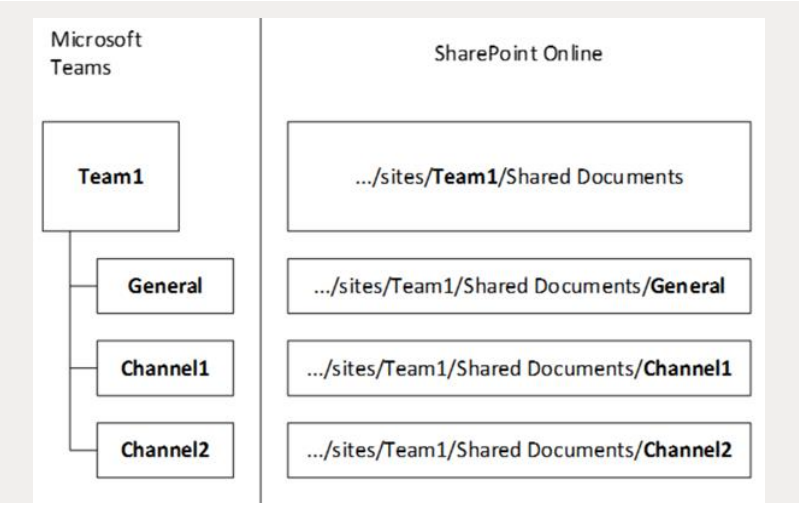
Additional Cloud Storage Providers

- Additional Cloud Storage providers can be added in channels
  - Dropbox
  - Box
  - ShareFile
  - Google Drive
  - Additional SharePoint Online Library
- Process
  - Sign-in to cloud provider and select folder to share
- Will be displayed as Folders in file view
  - Icon will indicate where data stored
- Cannot substitute SharePoint or OneDrive for Business



File Structure

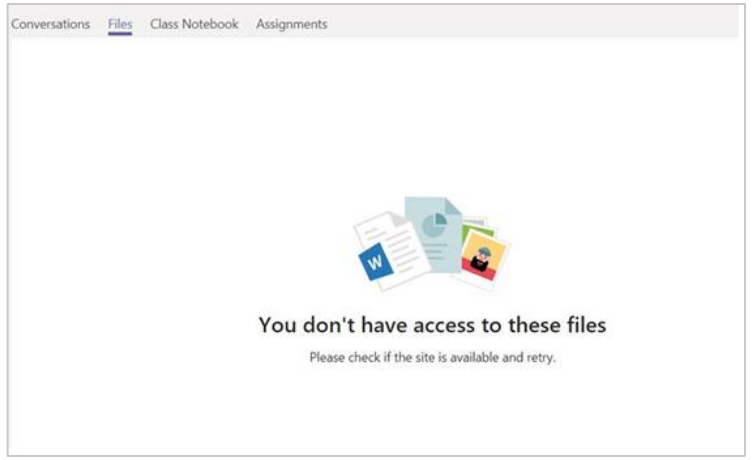
- SharePoint
  - Modern Team site is created as part of creating Office 365 group
  - Document library has a folder for each channel
  - By default, all channels/folders inherit the permissions of the underlying O365 Group
    You can change them in SharePoint and Teams will respect them
- OneDrive for Business
  - Files are in a folder called “Microsoft Teams Chat Files”
  - Uploaded to the OneDrive of the person sharing a file
  - Each file has unique permissions granted based on the person or people in the chat

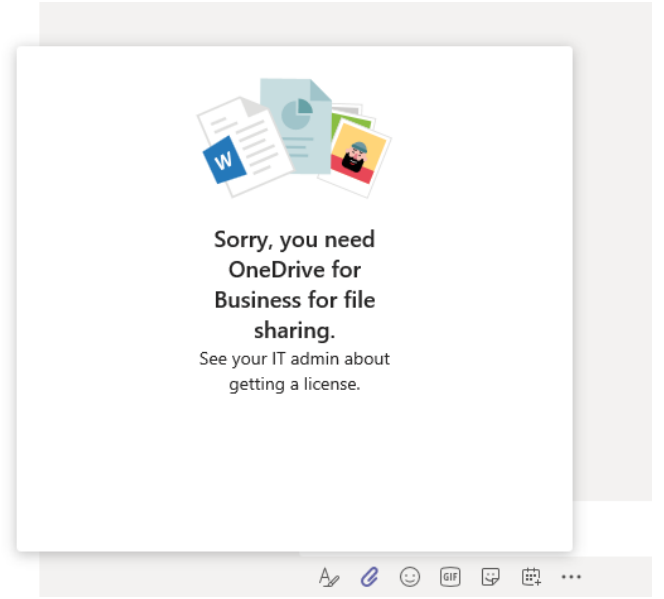


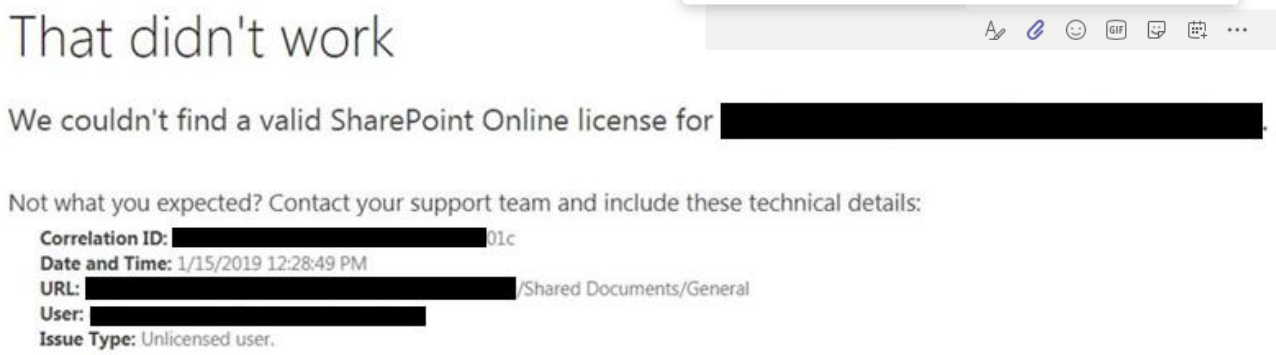
Team channel files in SharePoint

Experience without SharePoint Online or OneDrive for Business

- SharePoint Online prerequisite for OneDrive for Business
- Without SharePoint Online and/or OneDrive for Business you cannot:
  - Store and share files in channels
  - Perform private file sharing
  - Access the team SharePoint site

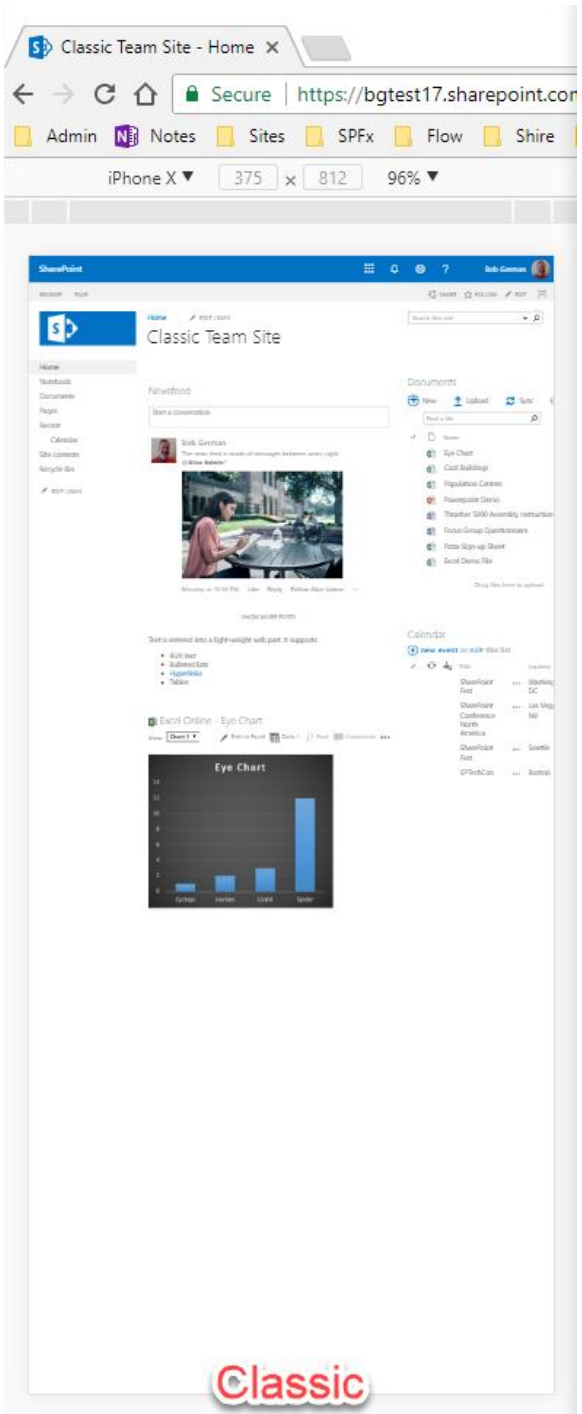






Customer without SharePoint Online

- A Teams implementation respects your investment in SharePoint Online. Some considerations are:
  - Should content be migrated from SharePoint on-premises?
  - How will sites and documents be classified and secured?
  - How will we govern compliance, and configure the Security and Compliance center?
  - How will external access be managed?
  - Who can create SharePoint sites, and what kinds?
  - Will you have custom site designs?
- Reach out to FastTrack or partner resources to assist you in making these service decisions



Classic Sites

Architecture is showing its age

Pages aren't mobile friendly without custom development

- Team site
  - The classic team site evolved from SharePoint 2003
- Publishing site
  - Allows deep branding
  - Still the most capable for web content management

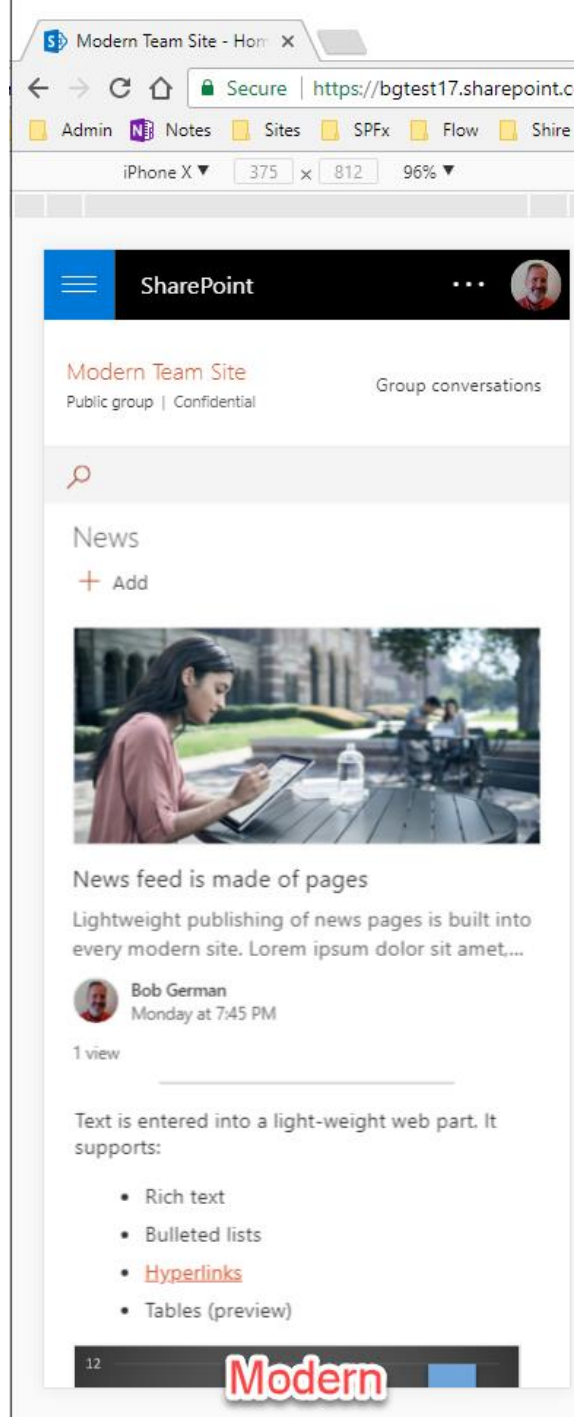
Modern Sites

All new client-side architecture

- Modern Team Site
  - Designed for collaboration
  - This is what you get with each O365 Group/Microsoft Team
- Communication Site
  - Designed for broader communication

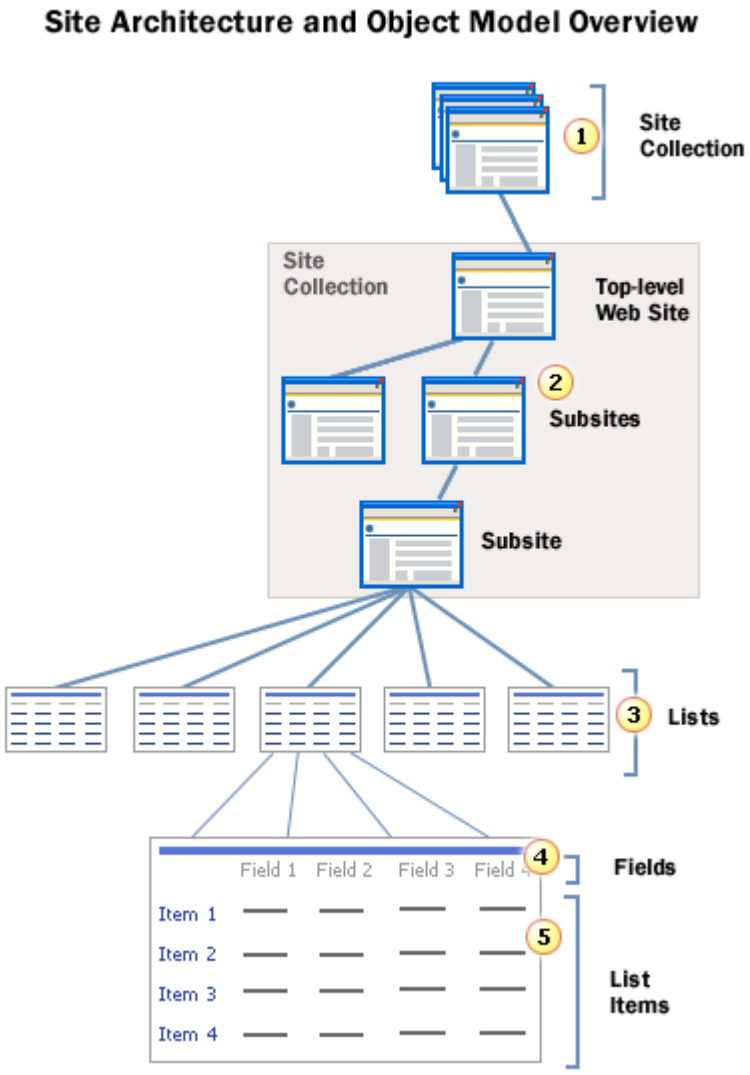
"Modernize" existing team sites!

- Lists and libraries modern by default
- Add modern home (and other) pages
- Attach site to a new O365 Group



The World of Modern SharePoint is Flat

- In Classic SharePoint, sites are arranged in a hierarchy within each site collection
  - It's difficult to move a site to a new collection
  - Pain point during reorgs, acquisitions, etc.
- Modern SharePoint Online prefers flat architecture
  - Each site collection has a single site
  - "Hub sites" are used to organize site collections and can provide hierarchy



SharePoint Online Storage

- OneDrive for Business: 1TB per user
- SharePoint: 1TB for organization + 10GB for each licensed user*
- Additional storage can be purchased
- Quotas can be configured to limit size per SharePoint site

** License F1 does not include storage per user*

What to configure where

	In Teams	In Group/SharePoint
Adding members	Will take effect in Group and Teams	Will take effect in Group and Teams
Promoting members to owners	Will take effect in Group and Teams	Will take effect in Group and Teams
Changing channel/folder name	Will change channel name but keep folder name	Will change folder name but will break Teams integration
Change file permissions for members	You can’t configure file permissions in Teams, but Teams will respect permissions set in SharePoint	Will take effect in Group and Teams

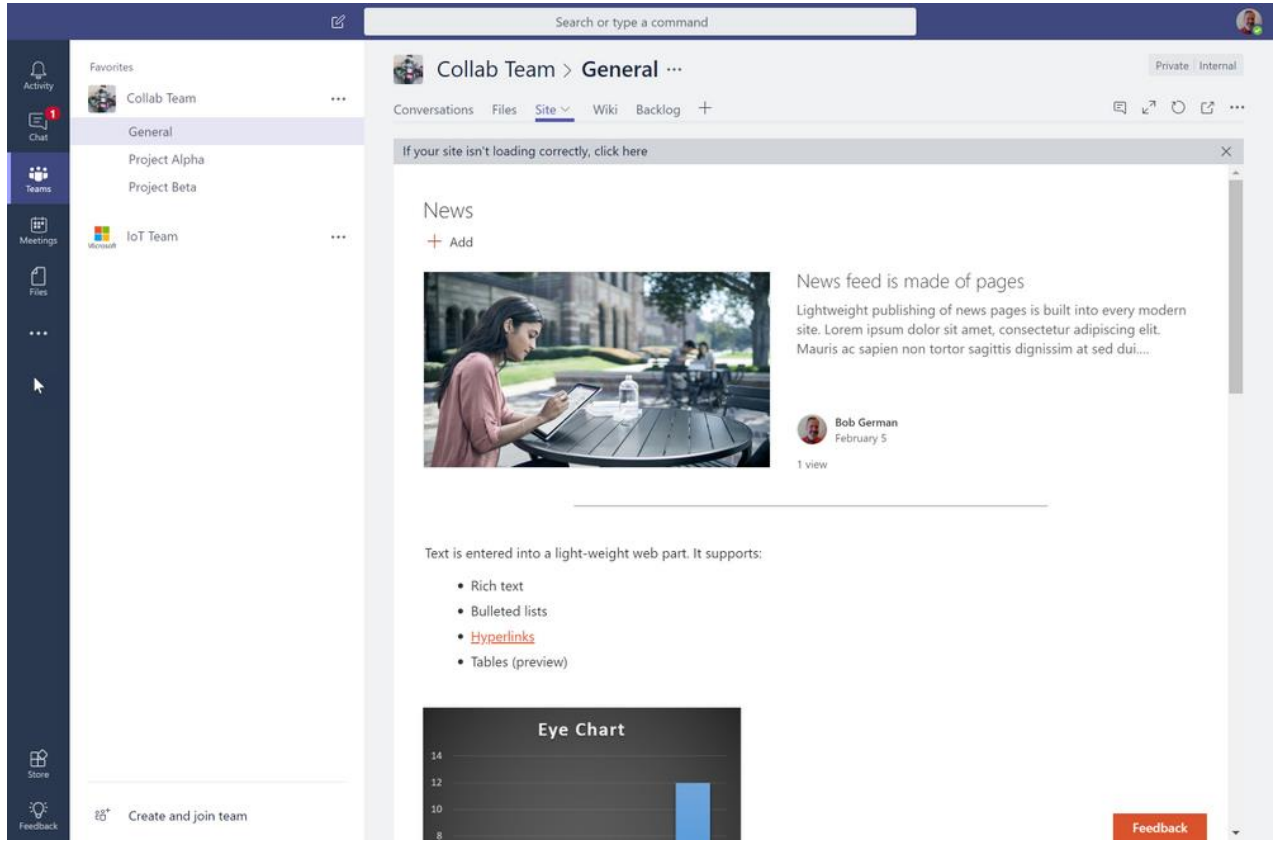
Use SharePoint pages in Teams

Works with modern pages, lists, news, whole documents

- Content pages
- Lists
- News

Existing team sites can be used as basis for Teams

- SharePoint Online site administrators see option when creating a new Teams team to use existing site
- Files section will be empty, as Teams uses specific folder per channel
- You can add your files as Document Library via “add a tab”



Integrating SharePoint Online Classic site pages

- Need to connect SharePoint classic site with new Office 365 Group
  - Use “SharePoint Modernization scanner” to verify if site can be connected to Office 365 Group
    - Checks for things like site alias not already used, not including space, blocked word list etc.
  - Currently PowerShell only: Set-SPOSiteOffice365Group
  - Site collection Administrator to create new group via Settings menu in classic team site

Exchange

How Teams uses Exchange

- Compliance features
  - Chat stored in Exchange Online mailbox
- Meeting information
- Changing user profile picture
- Call History and Voicemail
- Connector configuration
- Fully supported with Exchange Online
  - Limitations with Exchange Server or Exchange Online Dedicated – Legacy
- Exchange On-premises homed users
  - Limited features supported with Exchange Hybrid for on-premises homed users
  - Exchange on-premises without hybrid not supported

Microsoft Teams and Exchange

For the full Microsoft Teams experience, every user should be enabled for **Exchange Online, SharePoint Online, OneDrive for Business and Office 365 Group creation**.

	eDiscovery (messages, files)	Legal hold (messages, files)	Retention (messages, files)	eDiscovery (calling / meeting)	Team and Channel management	Create and view meetings	Modify user profile picture	Call History	Manage contacts	Access Outlook contacts	Voicemail	Add and configure connectors	Add and configure tabs	Add and configure bots
Exchange Online	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Exchange Online Dedicated vNext	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Exchange Online Dedicated – Legacy	Yes[1]	Yes[1,2]	×	Yes (must be on allowed list)	✓	×	×	✓	✓	×	×	×	✓	✓
Exchange on-premises	Yes[1]	Yes[1,2]	×	Yes (must be on allowed list)	✓	Exchange 2016 CU3 or later	×	✓	✓	×	×	×	×	✓

[1] eDiscovery and Legal Hold for compliance on channel messages is supported for all hosting options.
[2] Teams private chat messages are not yet supported for Legal Hold for this hosting option.

https://aka.ms/teams-exchange

Exchange Hybrid requirements

- AAD Connect with writeback is required
  - In order to make Groups available for on-premises users
- Prerequisites
  - AAD premium license required for writeback
  - Exchange hybrid configured
  - One of the minimum version of
    - Exchange 2013 with CU11
    - Exchange 2016 with CU1
    - Exchange Hybrid requires the latest or prior to latest CU

Exchange Server and eDiscovery

- eDiscovery is always done against Exchange Online
  - Channel messages are stored in group mailbox which is always online
  - Chat messages need to be stored in a user mailbox
- Enabling eDiscovery for Teams users with Exchange on-premises mailbox
  - Users need cloud equivalent of mailbox for chat eDiscovery
  - Feature can be enabled via support process
  - Once enabled, Teams will create cloud equivalent mailbox and use for chat
  - Content will remain intact if mailbox is migrated from on-premises to online

Workaround for unsupported features

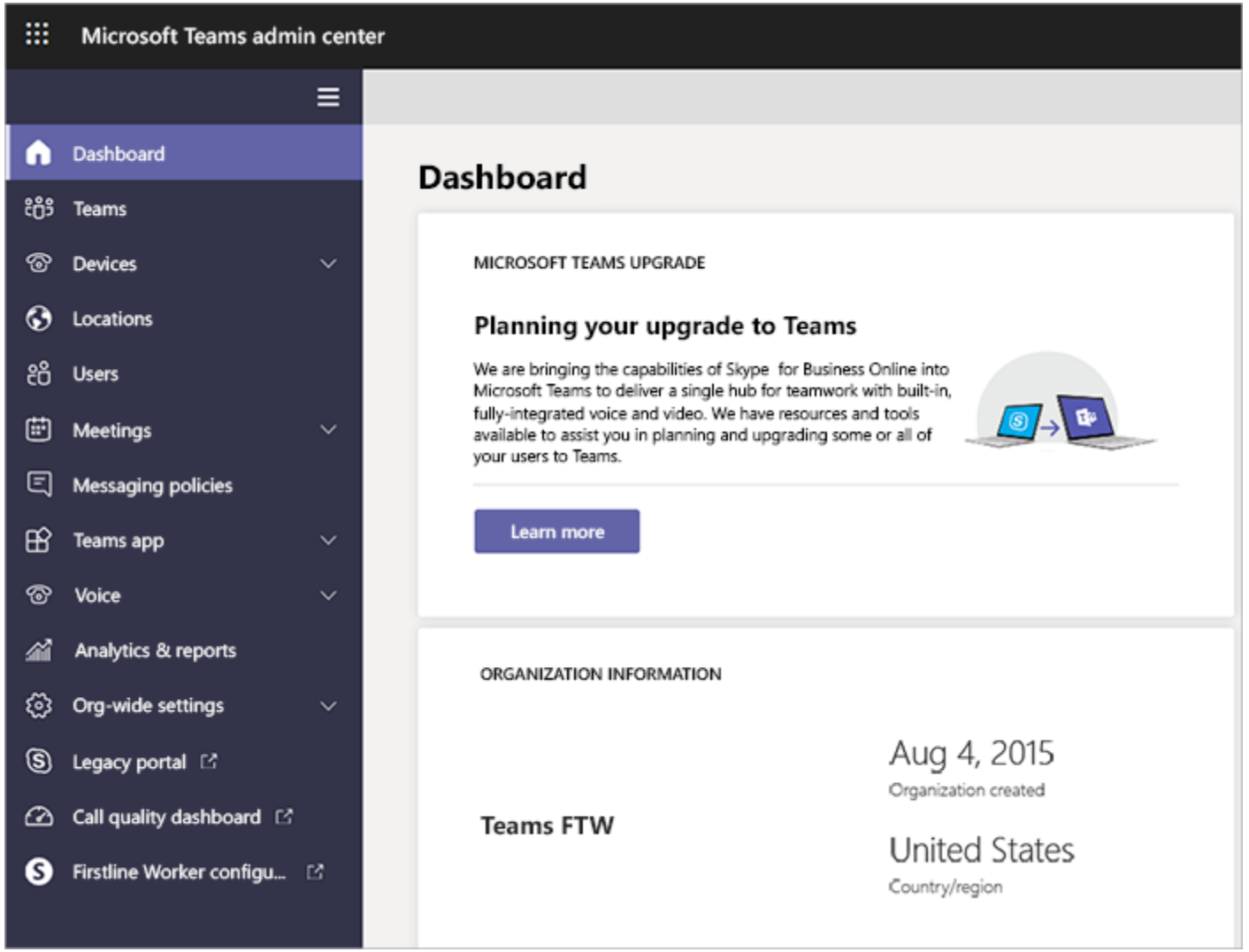
- Teams meetings
  - On Windows PCs can be scheduled with Teams add-in for Outlook
  - Meeting invites will be on calendar across platforms
- Voicemail
  - Voicemail can be retrieved from Outlook
- Profile picture
  - Can be changed in Office 365 portal
- Connectors
  - Can still be used, just not configured by user with on-premises mailbox

Management tools

Tools for Teams management

- GUI
  - Microsoft Teams admin center
  - Azure Active Directory admin center
  - Microsoft 365 admin center
  - Microsoft 365 Defender portal
  - Microsoft 365 compliance center
- Command-line and automation
  - PowerShell
  - Graph API

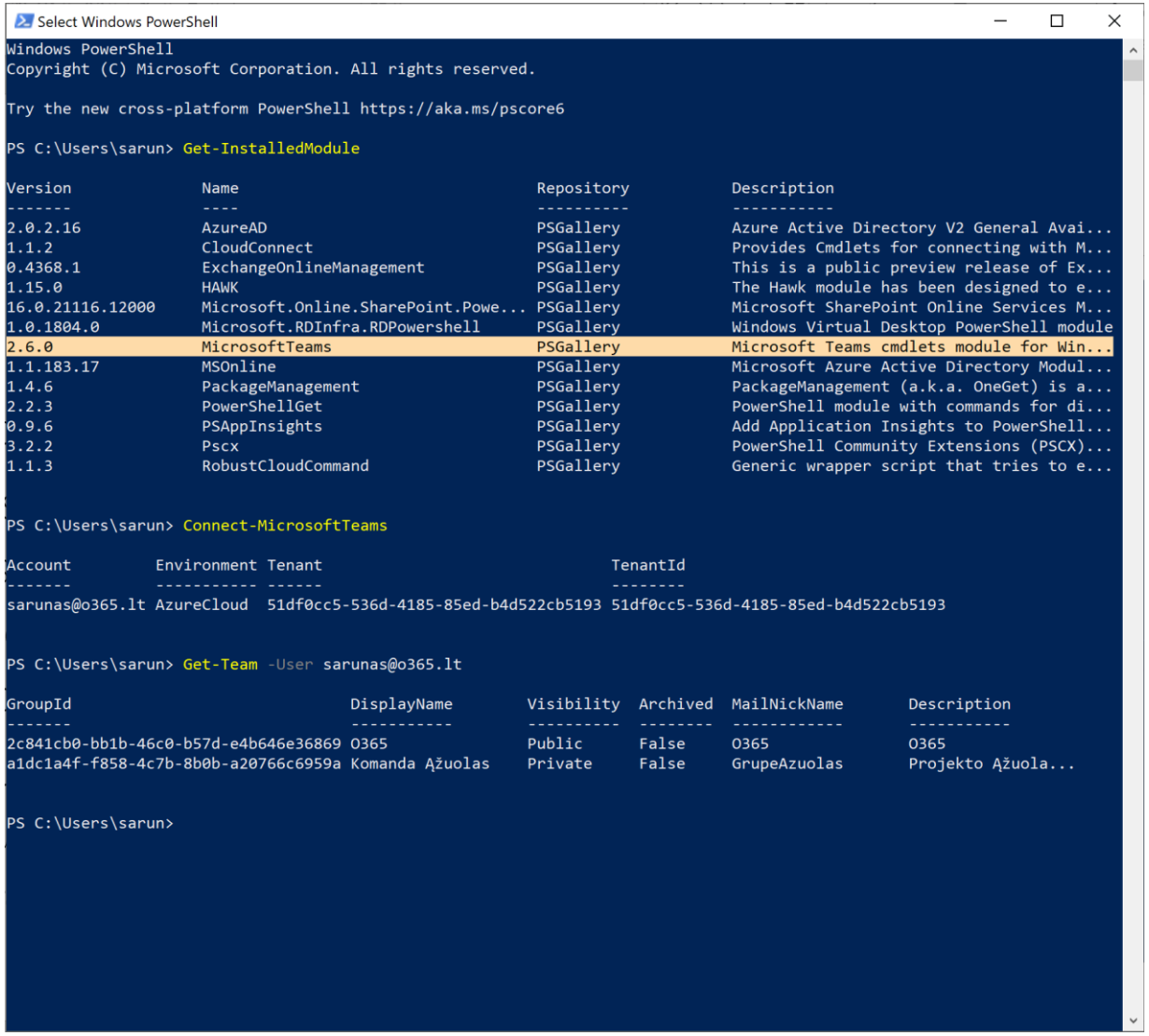
Microsoft Teams admin center



Manage teams in the Microsoft Teams admin center https://docs.microsoft.com/en-us/microsoftteams/manage-teams-in-modern-portal

Microsoft Teams PowerShell module

- A set of cmdlets for managing Teams directly from the PowerShell command line or using scripts
- Uses a single module to manage all aspects of Teams administration, including users, teams, policies, and configuration
- Supports authentication mechanisms such as access tokens and credentials



Getting started with PowerShell

Step 1: Getting started

1. Launch PowerShell and run the following command

```
Install-Module -Name MicrosoftTeams
```

2. With the Microsoft Teams cmdlet installed, use the following to login into your Microsoft Teams tenant

```
Connect-MicrosoftTeams
```

Note: This will also work if multi-factor authentication is enabled and you will be asked for your Office 365 credentials to sign in

3. Use the following command to see a list of available Microsoft Teams cmdlets

```
Get-TeamHelp
```

PowerShell reference

- How to Manage Microsoft Teams via PowerShell

  https://techcommunity.microsoft.com/t5/itops-talk-blog/how-to-manage-microsoft-teams-via-powershell/ba-p/1599167
- Microsoft Teams PowerShell Release Notes

  https://docs.microsoft.com/en-us/microsoftteams/teams-powershell-release-notes
- Manage Teams with Microsoft Teams PowerShell

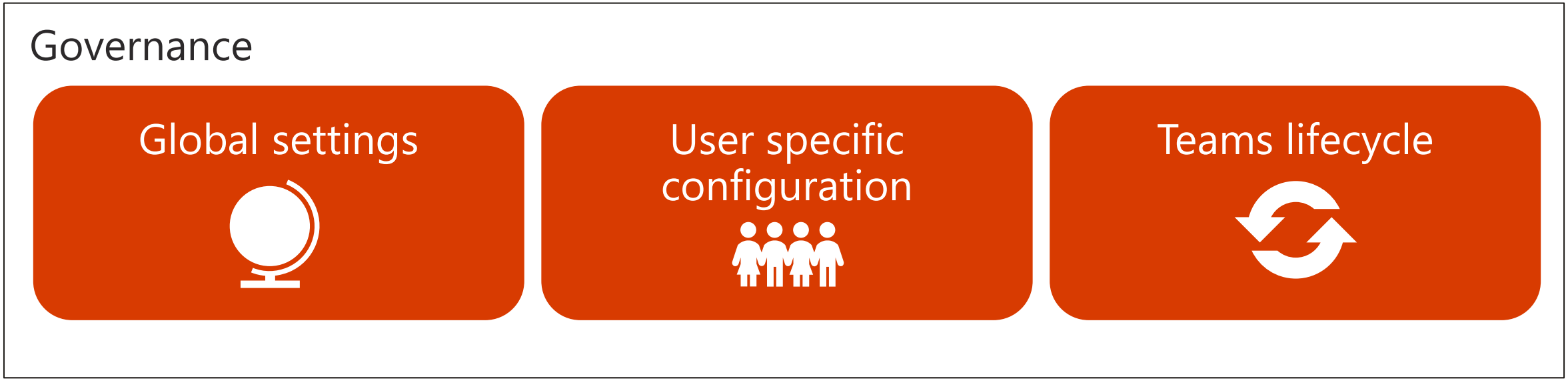
  https://docs.microsoft.com/en-us/microsoftteams/teams-powershell-managing-teams
- Microsoft Teams cmdlet help reference

  https://docs.microsoft.com/en-us/powershell/teams/?view=teams-ps

Governance

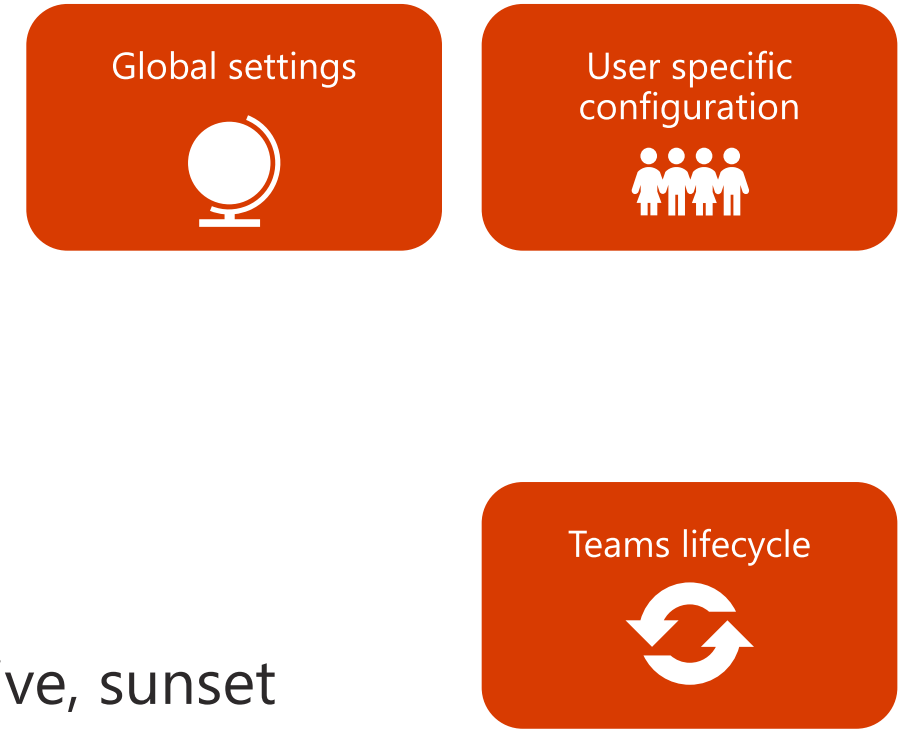
Definition of governance

- Streamline the deployment of products and technologies, such as Teams
- Help keep your organization's system secure and compliant
- Help ensure the best return on your investment in technology



Configuration vs. Lifecycle

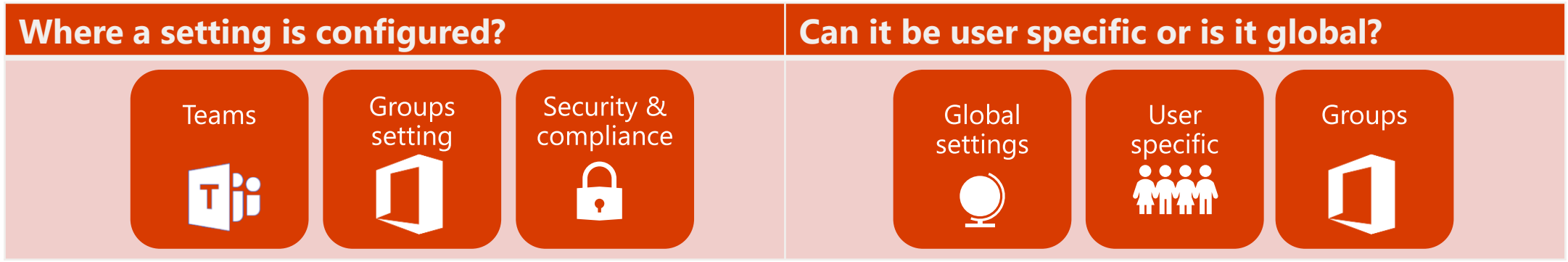
- Configuration of Teams
  - Global settings and user specific configuration
  - Considered “static”: once defined, changed rarely
  - Defined and configured by IT Pro
- Lifecycle of teams
  - Each individual team has own lifecycle: Initiate, active, sunset
  - Configured by team owner or IT Pro



Teams configuration

About Teams configurations

- Teams is designed with smart defaults
  - Defaults are set to match most companies' requirements
- Throughout the deck we highlight
  - In which area of Office 365 a setting is configured
  - If a setting is applied per tenant, per user or per Group
    - All settings have a global default



Scenarios



Bob works in the IT department of Woodgrove bank. They usually use **restrictive** settings.



Carol works in the IT department of Contoso. They always try to find the best **balance** between user freedom and IT control.



Erin works in the IT department of Adventure Works. They want to **drive productivity** by removing as much barriers as possible.

Role Based Access Control



- Allows setting administrators who need different levels of access for managing Teams

Rolle	Can do these tasks
Teams Service Administrator	Manage the Microsoft Teams service, and manage and create Office 365 Groups
Teams Communications Administrator	Manage calling and meetings features within the Microsoft Teams service
Teams Communications Support Engineer	Troubleshoot communications issues within Teams by using **advanced** tools.
Teams Communications Support Specialist	Troubleshoot communications issues within Teams by using **basic** tools.

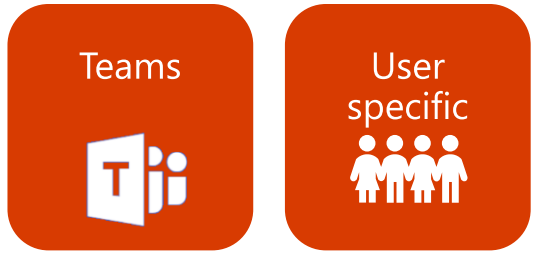
Details: https://aka.ms/teams-rbac

Teams settings



- Why
  - Teams settings let you set up your teams for features such as email integration, cloud storage options, and device set up
- Considerations
  - Changes to Teams settings will be applied to all teams within your organization
  - Do you want to allow Teams to use 3rd party cloud storage providers?
  - Email integration can make it easier to transition collaboration to Teams from email when appropriate
  - Is scoped search important to your organization?
- How
  - Teams settings are configured via the Microsoft Teams & Skype for Business Admin Center and Skype for Business PowerShell
  - Details: https://aka.ms/teams-settings

Messaging policies



- Why
  - Messaging policies are used to control what chat and channel messaging features are available to users in Teams
- Considerations
  - Are there any features (such as Giphy, stickers, edit, delete) that you need to restrict for some or all users?
  - You can use the default policy that is created or create one or more custom messaging policies for people in your organization
- How
  - Teams settings are configured via the Microsoft Teams & Skype for Business Admin Center and Skype for Business PowerShell
  - Details: https://aka.ms/teams-messaging

Scenario: Teams and messaging



As a regulated company, we are required to keep records of all activity in Teams. To make this easier, we disable email integration and 3rd party file storage providers. Additionally we disable giphys and stickers to comply with our HR policies.



We want to encourage as much collaboration in Teams as possible, so we enable email integration. We don't want to risk information stored on 3rd party cloud storage, so we disable those options.



We are pretty relaxed company that likes to have fun while collaborating. Being an international company we enabled the ability to translate messages.

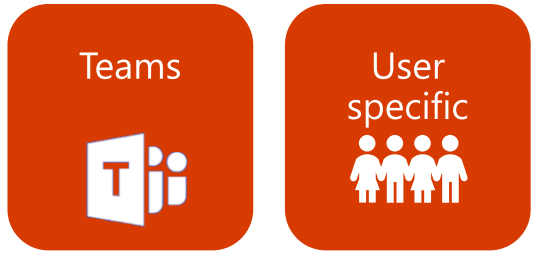
Owners can delete sent messages	Off
Users can delete sent messages	On
Users can edit sent messages	On
Read receipts	User controlled
Chat	On
Use Giphys in conversations	On
Giphy content rating	Moderate
Use Memes in conversations	On
Use Stickers in conversations	On
Allow URL previews	On
Allow users to translate messages	Off

Meeting settings



- Why
  - Meeting settings are used to control whether anonymous users can join Teams meetings
- Considerations
  - Meeting settings will be used for all Teams meetings that users schedule in your organization.
  - Should anonymous participants be allowed?
- How
  - Teams settings are configured via the Microsoft Teams & Skype for Business Admin Center and Skype for Business PowerShell
  - Details: https://aka.ms/teams-meeting-settings

Meeting policies



- Why
  - Meeting policies are used to control what features are available to users when they join Teams meetings
- Considerations
  - You can use the default policy or create one or more custom meeting policies for people that host meetings in your organization
  - Meeting polices can be used to limit the ability for users to schedule meetings and to limit meeting features such as audio, video, content sharing or meeting recording
  - Limiting features might reduce users' ability to collaborate effectively
  - Does your organization have any requirements around guest or anonymous communication?
- How
  - Teams settings are configured via the Microsoft Teams & Skype for Business Admin Center and Skype for Business PowerShell
  - Details: https://aka.ms/teams-meeting-policies

Scenario: Meetings



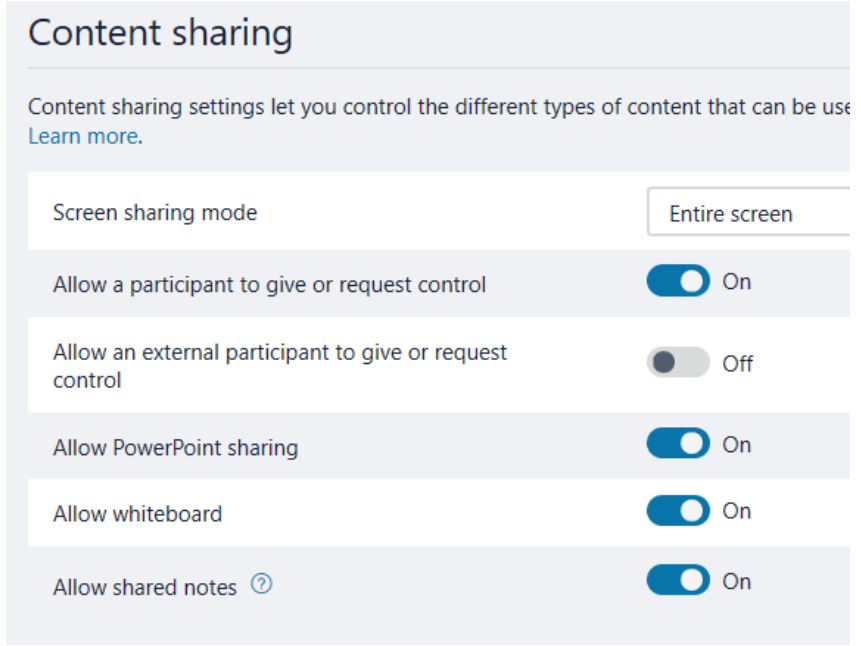
We require all meeting participants to be identifiable so we disable anonymous meeting join. We also disable recording and transcription services for certain users to comply with company policy.



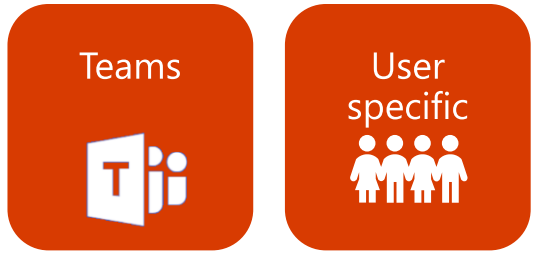
A subset of our users have access to sensitive information and we choose to not let them perform screen sharing.



We find video and content sharing drive our meetings culture. We regularly work with external participants, so our policies make sure all feature functionality in meetings is available to all users.



Live events policies



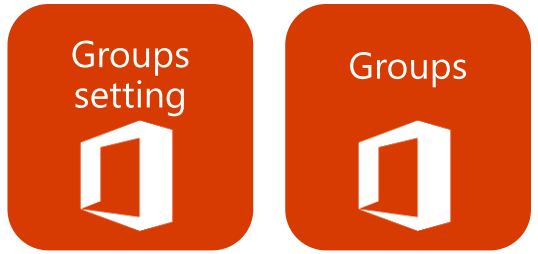
- Why
  - Teams live events policies are used to manage event settings for groups of users
- Considerations
  - You can use the default policy or create additional policies that can be assigned to users that hold live events within your organization
  - Does your organization have a requirement to host webinar style conferences?
  - Is the ability to record or transcribe a live event important to your organization?
- How
  - Teams settings are configured via the Microsoft Teams & Skype for Business Admin Center and Skype for Business PowerShell
  - Details: https://aka.ms/teams-live-events

External access



- Why
  - External access lets your Teams and Skype for Business users communicate with users that are outside of your organization
  - Also known as “Federation”
- Considerations
  - Do you have business requirements to limit user communications with external participants?
  - Do you need to limit which external participants users can communicate with?
- How
  - Teams settings are configured via the Microsoft Teams & Skype for Business Admin Center and Skype for Business PowerShell
  - Details: https://aka.ms/teams-external-access

Guest access



- Why
  - Allows users without account in your Azure Active Directory to be invited as guests to Teams
- Considerations
  - Inviting external parties to teams can increase productivity
  - Comes with certain risk around which content is exposed to guest users
  - Allow and deny list can limit guest access to specific domains
  - Guest access can be limited to specific teams
  - Audit logs allow insights on who has invited whom
- How
  - Configured in the Office Admin Center and via Azure Active Directory PowerShell
  - Details: https://aka.ms/guests-o365-groups

Scenario: Guest access and external access



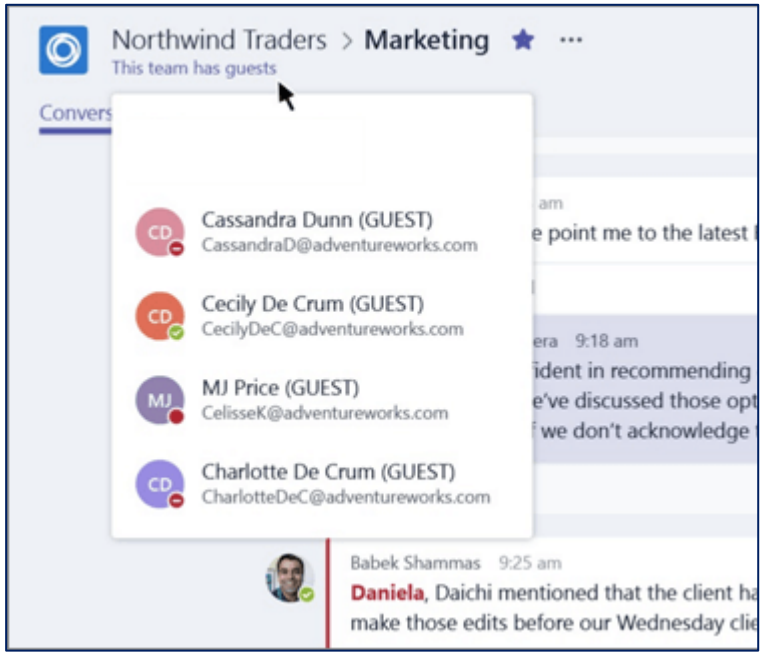
We need to be very selective on who we collaborate with. We will use allow lists for guest and external access to limit collaboration to specific domains.



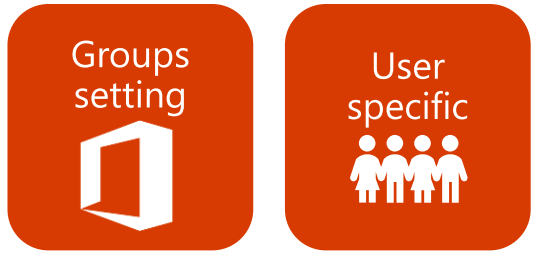
We allow our users to collaborate with external users, however, we currently prevent guest users while we establish our organizational collaboration culture in Teams.



We allow communication with any external parties. We do not want to impede our users' ability to do more.



Ability to create teams



- Why
  - Some companies want to have strict control over every team that is created
- Considerations
  - We recommend not to limit the ability to create teams, as this might negatively affect productivity
  - If only a subset of users can create teams, you need to create a process for users to request teams
  - Leveraging user education to ensure responsible Teams usage
  - You can audit who created which group
  - Requires Azure AD Premium P1 license
- How
  - Configured in the Office Admin Center and via Azure Active Directory PowerShell
  - Details: https://aka.ms/create-o365-groups

Naming of teams



- Why
  - Prefix-suffix naming conventions allow to add or append fixed strings or supported user attributes to the teams name
  - Blocked words can avoid (intentional or unintentional) misuse of teams
- Considerations
  - Naming policies require Azure AD Premium P1 or Azure AD Basic EDU license
  - Selected administrator roles are exempted from these policies
- How
  - Configured in the Office Admin Center and via Azure Active Directory PowerShell
  - Details: https://aka.ms/naming-o365-groups

Classification for teams



- Why
  - Classifications on teams allow a team to have specific settings assigned that control team behavior
- Considerations
  - Requires Azure AD Premium P1 to set a default classification
  - Requires custom PowerShell application to enforce settings per team
- How
  - Configured in the Office Admin Center and via Azure Active Directory PowerShell
  - Details: https://aka.ms/teams-classification

Scenario: Creating teams



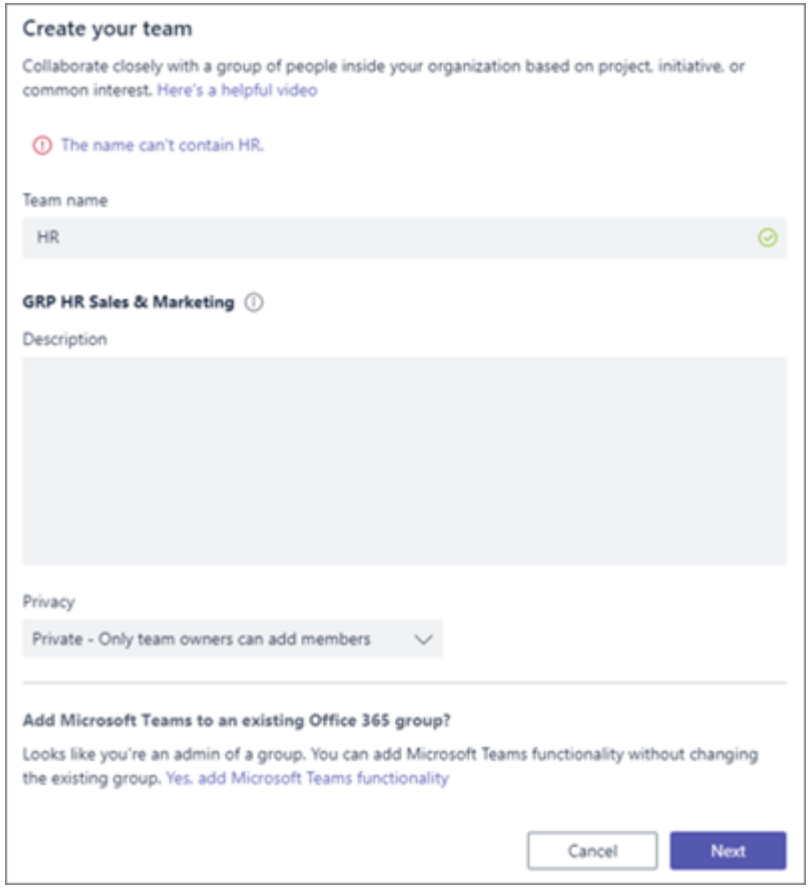
We want to highlight the department a team creator belongs to. Therefore we are using a prefix naming policy.



We are using the blocked word list for Team names to be sure that no one pretends which department they work for, as an example the HR department, otherwise everything is fine.



We neither restrict names nor who can create teams. If someone misbehaves, we will use audit logs to investigate.



Example showing “HR” being on the blocked word list

Retention policies



- Why
  - Retention policies can be used to define a range of days after all content will be deleted or a range of days that content cannot be deleted – or both
- Considerations
  - Retention can be set independently for chat messages and channel messages
  - Channel message policies can be applied globally or per team
  - Chat message policies can be applied globally or per user
  - Files use retention policies of SharePoint and OneDrive for Business
- How
  - Configured in Security & Compliance Center and Office 365 Security & Compliance Center PowerShell
  - Details: https://aka.ms/teams-retention

Scenario: Retention policies

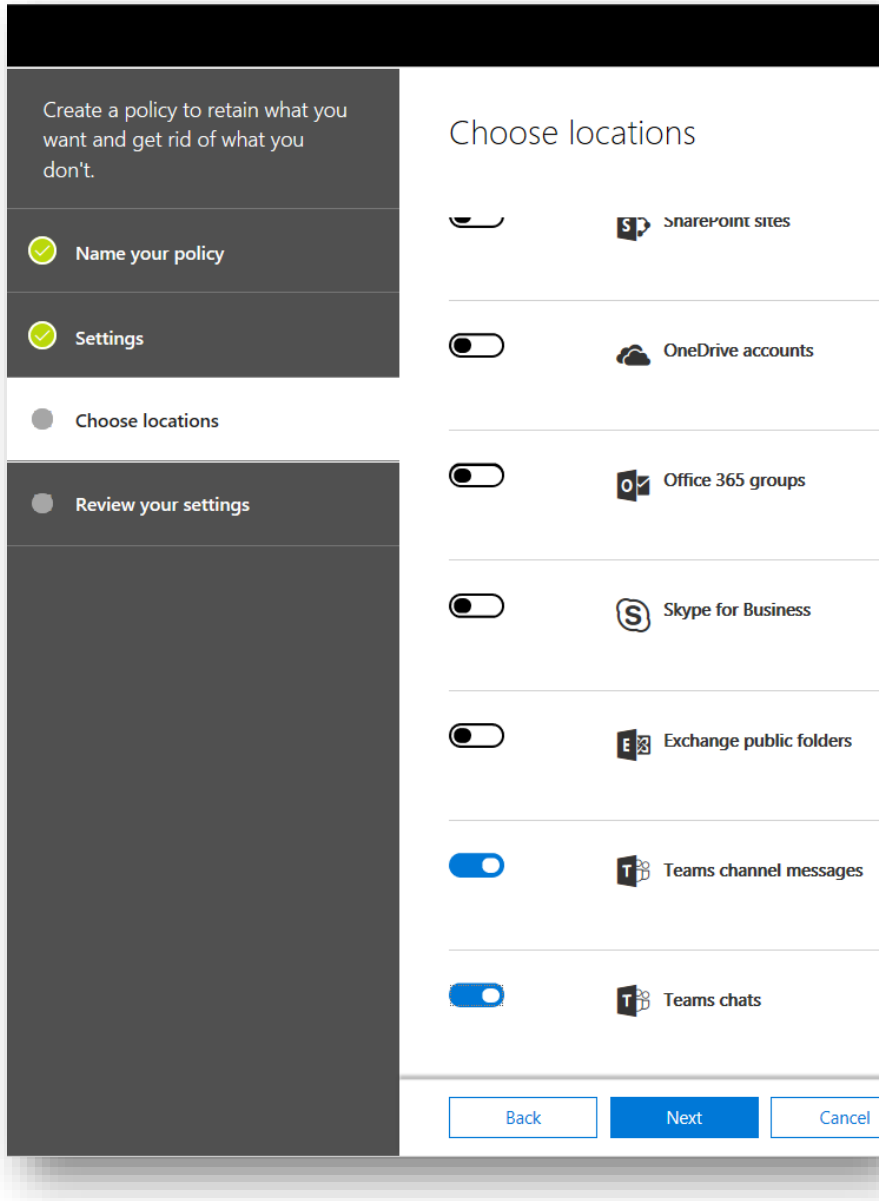


We have strict requirements to keep all data for 7 years, therefore we are using retention policies to keep all data and deletes it afterwards.

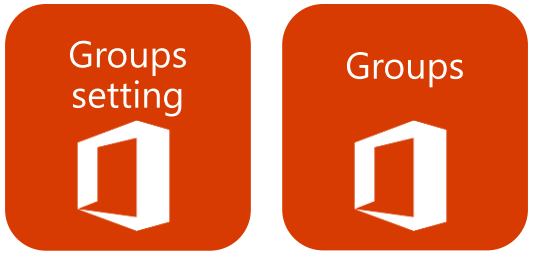


We are not implementing any retention policy.





Expiration policies



- Why
  - By default teams exist until they are deleted. Retention policies ask team owners to renew their teams. This helps to limit “stale” teams.
- Considerations
  - Can be configured globally or for specific groups
  - Requires Azure AD Premium P1 for members of teams that have expiration policy
  - Team owners will get notifications about expiation 30, 15 and 1 day before expiration
  - Once expired, users can recovery team for 30 days
  - If enabled, default is 180 days
- How
  - Configured in the Office Admin Center and via Azure Active Directory PowerShell
  - Details: https://aka.ms/teams-expiration

Scenario: Expiration policies



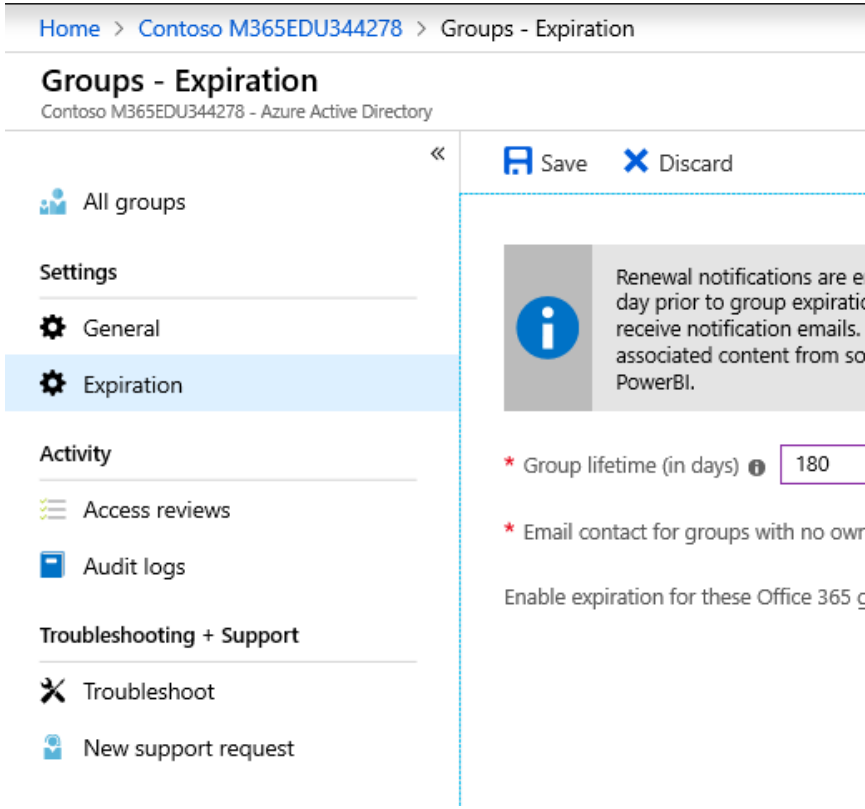
We don’t want to have any stale teams, therefore we require owners to renew their teams every 90 days.



Expiration policy is great to help users getting rid of their old teams. We are using the default of 180 days.



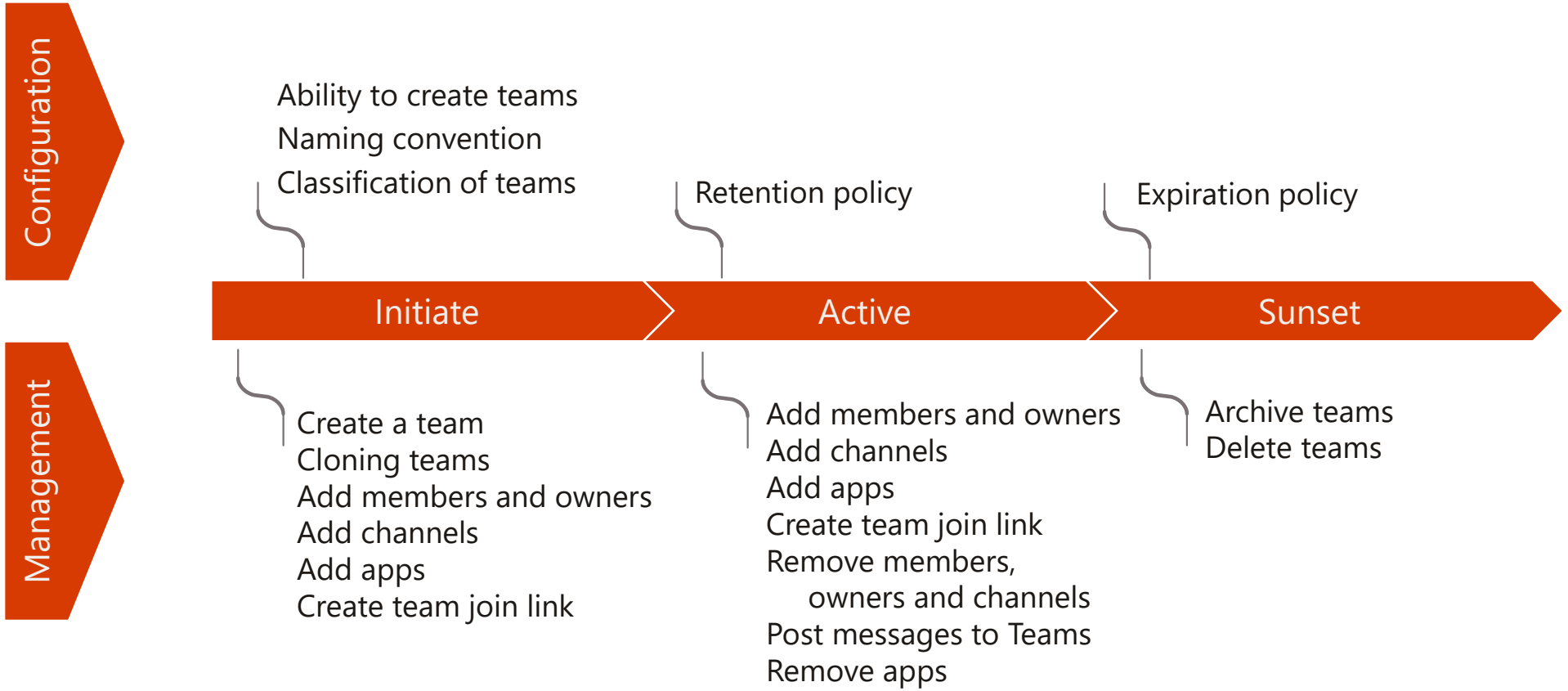
We are not implementing any expiration policy. If we see teams are inactive for long time, we might just remove them.



Day-to-day support lifecycle of teams

Lifecycle of a Teams team

- Configuration – 'static' settings and policies
- Management – 'dynamic' per team during lifecycle



Supporting management of teams lifecycle

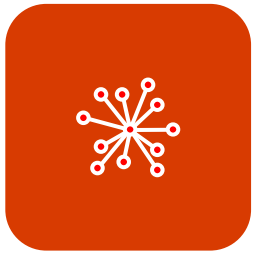
- Teams lifecycle: initiate, active, sunset
  - Can be managed by team owner or IT Pro
- Proactive IT Pro activities
  - Jumpstart creation of teams including owners, members, channels etc.
  - Sunset teams as required by business
- Reactive IT Pro activities
  - Change teams settings on behalf of owner
  - Add team owners for orphaned teams

PowerShell and Graph API



PowerShell

- Used to manage settings, configuration and policy
- Limited ability to manage actual teams
- https://aka.ms/teams-powershell



Graph API

- “Graph is gateway to data and intelligence in Microsoft 365”
- REST based API allows access to Teams and other Microsoft 365 services
- Powerful to manage actual teams
- More complex to implement
- https://aka.ms/teams-graph

Automation throughout the lifecycle

	Activity	PowerShell	Graph API
Initiate	Create a team	✓	✓
	Cloning teams	✗	✓
Active	Add members and owners	✓	✓
	Add channels	✓	✓
	Add apps	✗	✓
	Create team join link	✗	✓
	Remove members, owners and channels	✓	✓
	Post messages to Teams	✗	✓
	Remove apps	✗	✓
Sunset	Archive teams	✗	✓
	Delete teams	✓	✓

Manage Teams with policies

- Manage Teams with policies

  https://docs.microsoft.com/en-us/MicrosoftTeams/manage-teams-with-policies
- Assign policies in Teams – getting started

  https://docs.microsoft.com/en-us/MicrosoftTeams/policy-assignment-overview
- Assign policies to users and groups

  https://docs.microsoft.com/en-us/microsoftteams/assign-policies-users-and-groups
- Assign policy packages to users and groups

  https://docs.microsoft.com/en-us/microsoftteams/assign-policy-packages

Which policy takes precedence?

- A user has one effective policy for each policy type
- A user's effective policy is determined according to rules of precedence:
  - If a user is directly assigned a policy (either individually or through a batch assignment), that policy takes precedence
  - If a user isn't directly assigned a policy of a given type, the policy assigned to a group that the user is a member of takes precedence; if a user is a member of multiple groups, the policy that has the highest group assignment ranking for the given policy type takes precedence
- If a user isn't directly assigned a policy or isn't a member of any groups that are assigned a policy, the user gets the global (Org-wide default) policy for that policy type

Summary

Summary

- Teams builds on Microsoft 365
- For optimal user experience AAD sync, SharePoint Online, OneDrive for Business and Exchange Online required
- Limited functionality still available for other environments
- IT Pros can configure global and user specific team settings
- Since Teams is built on Office 365, it relies on some settings from other areas
- IT Pros can automate the management of individual teams throughout their lifecycle

Thank you.

