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Microsoft Teams Considerations for
Optimizing Worker Experiences

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Microsoft Teams for Modern Team Engagement

Modern tools like [Microsoft Teams](#) were built to allow the workforce to shift from a document and email-centric workstyle to one that fosters fast-paced, contextual communication and sharing between workers, no matter where they are located enabling seamless productivity.

Microsoft Teams allows organizations to **collaborate and communicate using the Office 365 suite of products workers are already using today** – only better because of all the integration points to deliver a better experience for the workforce. Teams gives easy access to the information workers need in a dedicated hub for teamwork. Within Teams, people find their team chat, content, people and tools living together in Office 365.

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Microsoft Teams for Modern Team Engagement

Business Strategy

Before implementing Teams, develop a solid strategy and gain buy-in from leadership and key stakeholders. It should include the primary user journeys (by persona), the challenges Teams is meant to address, as well as design around how Teams will be used by the workforce in general - including organization-wide Teams, public v. private Teams, project Teams, department Teams, etc. Finding the key moments that matter (what's in it for me) for the workforce is critical to achieving success with Teams.

A Teams pilot is highly recommended for proving out your strategy and ensuring you are targeting the right user journeys and personas. A pilot helps showcase the value of Teams to the workforce and their success can be used in wider promotional campaigns to drive adoption. Identify which groups will be included in the pilot, for how long, and how feedback will be collected.

At the risk of stating the obvious, it is strongly recommended that "real teams" within the organization are targeted for piloting Teams together vs. choosing random individual workers.

The strategy should consider topics such as Skype and Teams interoperability (if both will be active and for how long), Yammer vs. Teams, and general SharePoint sites vs. Teams. Each of these services will likely have a place in your organization and it's important that the leadership, stakeholders and workers understand how each should be used.

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Business Strategy

Considerations

The power of Teams is that it comes pre-integrated with most of the rest of the Microsoft Office 365 suite as well as hundreds of 3rd party apps and platforms. The challenge with that is figuring out which will be essential to succeed and ensuring that they are configured and set up appropriately. Some considerations for each of the primary Teams components and dependencies include the following:

Network, domain and identity – Most Teams features require internet connectivity and some such as calling and screen sharing can be bandwidth intensive. There are ways to limit the impact of these features and/or use Teams in low bandwidth scenarios, however it's important to ensure the network is healthy and can support widespread use of these features before deploying to the entire organization. Leverage the Teams pilot as well as Office 365 aware network monitoring and health tools to verify the network performance is suitable.

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Workers will require appropriate access and licensing for Office 365, therefore Azure Active Directory should contain all workers (synched with on-premises Active Directory depending on your identify strategy) that might need to collaborate. Teams relies on Office 365 Groups for piecing together membership and applications, which means configuration and management of Groups should be in place.

Files – Teams can be configured to use both SharePoint Online and OneDrive for Business for storing files and personal chats (respectively). These services will need to be functioning properly to ensure files can be shared and accessed through Teams. The default behavior for Teams is to allow for integration with external cloud storage solutions like ShareFile, Dropbox, Box, and Google Drive. Consider your enterprise content strategy and what type of behaviors you want to encourage and ones you want to block. Be sure to set up governance and these external connections to align with your strategy.

Considerations

Considerations

Considerations for each of the primary Teams components and dependencies (continued)

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Messaging, meetings and calling – Many of the basic features in this area are ideal for many organizations "out-of-the-box". For organizations who would like to leverage any of the advanced or add-on features such as dialing out of the office, receiving external calls, voicemail, call queues (and many others), requires the implementation of the Teams "Phone System" or connect Teams to your own carrier via "Direct Routing".

For any worker using Teams, they will ideally need a device that has high quality video and a headset with audio capabilities to ensure they can fully immerse themselves in their collaborative discussions. These peripherals should become part of your standard end user computing package for almost every persona.

Teams Rooms and Devices – More often than not, everyone has experienced how bad a typical meeting in a conference room can be with remote attendees (connecting and sharing to the screen, dialing into a call, etc.). Part of the vision and power of Teams is Teams Rooms, which provide the capability to transform the experience of conducting meetings in conference rooms and other physical meeting spaces.

Teams Rooms require a physical space to be outfitted with the right devices, screens, microphones, speakers and connectivity to maximize the experience. Extending digital collaboration to the physical world all within the same connected workspace experience can be a game changer. As part of the user journeys for the pilot, we encourage organizations to choose at least one conference room to be outfitted with the right settings and equipment to leverage Teams Rooms.

Considerations

Considerations for each of the primary Teams components and dependencies (continued)

Teams Templates – Allows the setup of Teams with pre-defined layouts, channels and apps. Templates are a great way to take a proven, successful configuration and make it available to multiple teams. This allows you to accelerate productivity and eliminate some of the uncertainty of how to best set up for a specific team. Ideally these templates will be the foundational solution created as a result of your research into personas, user journeys and moments that matter.

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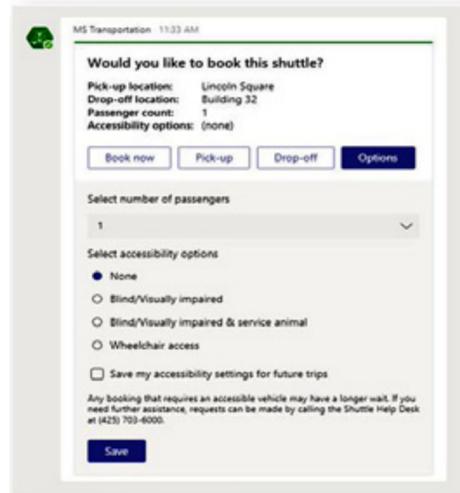
Apps, connectors, cards and bots – An additional benefit of Teams is the ability to personalize and extend each Team workspace to fit specific needs. There are two types of apps – those that are created and published to the Teams store (and publicly accessed by anyone) and those that are only available to workers in your tenant (line of business apps). For compliance and governance purposes it may not make sense to allow workers to use apps from the Teams Store. An alternative would be to create custom LoB (Line of Business) apps to properly connect to, govern and manage enterprise system data from Teams. In either case, these apps allow developers to enrich the Teams experience (adaptive cards) and create value-added extensions, integrations (through connectors), automation (through bots) and insights.

Teams seamlessly integrates with the Microsoft Power Platform, which allows developers and savvy business users to create rich business applications using tools like PowerApps, Microsoft Flow, and Power BI – all in the same place where the rest of the teams' work is being done. One of the most exciting components of the Power Platform is the AI Builder which provides a point-and-click (or touch-and-tap) experience to add predictive intelligence to their business process and applications. These AI-enabled PowerApps and Flows of course can then be run within a Teams workspace to optimize the groups

productivity. Another good example is PowerApps Portals which enables workers to build low-code web portal experiences within Teams, Dynamics 365 and other services. This rich ecosystem allows workers to engage and collaborate in new and creative ways.

Teams Client

Teams can be utilized through several different clients, including the internet browser, mobile app, and the full Microsoft Teams desktop client. Each of these clients have considerations like feature parity (for internet browsers), mobile device/app management (for mobile apps), and deployment. The Microsoft Teams app and client can be installed manually, however for larger organizations, it's better to deploy using tools like Microsoft System Center Configuration Manager (SCCM), Microsoft Intune, VMware Workspace ONE, VMware AirWatch, Group Policy, or through Microsoft Office ProPlus (monthly channel v1902 or later).

There have historically been challenges with enabling a 'full featured' Teams experience within a VDI session, notably with calling and meeting functionalities as well as data caching with non-persistent sessions. But recent improvements from Microsoft as well as 3rd party tools aim to address these issues.

However the Teams app and client are deployed, we believe that the desktop client and mobile app provide superior experiences for the workforce and should be a foundational requirement before turning on Teams.

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Teams Client
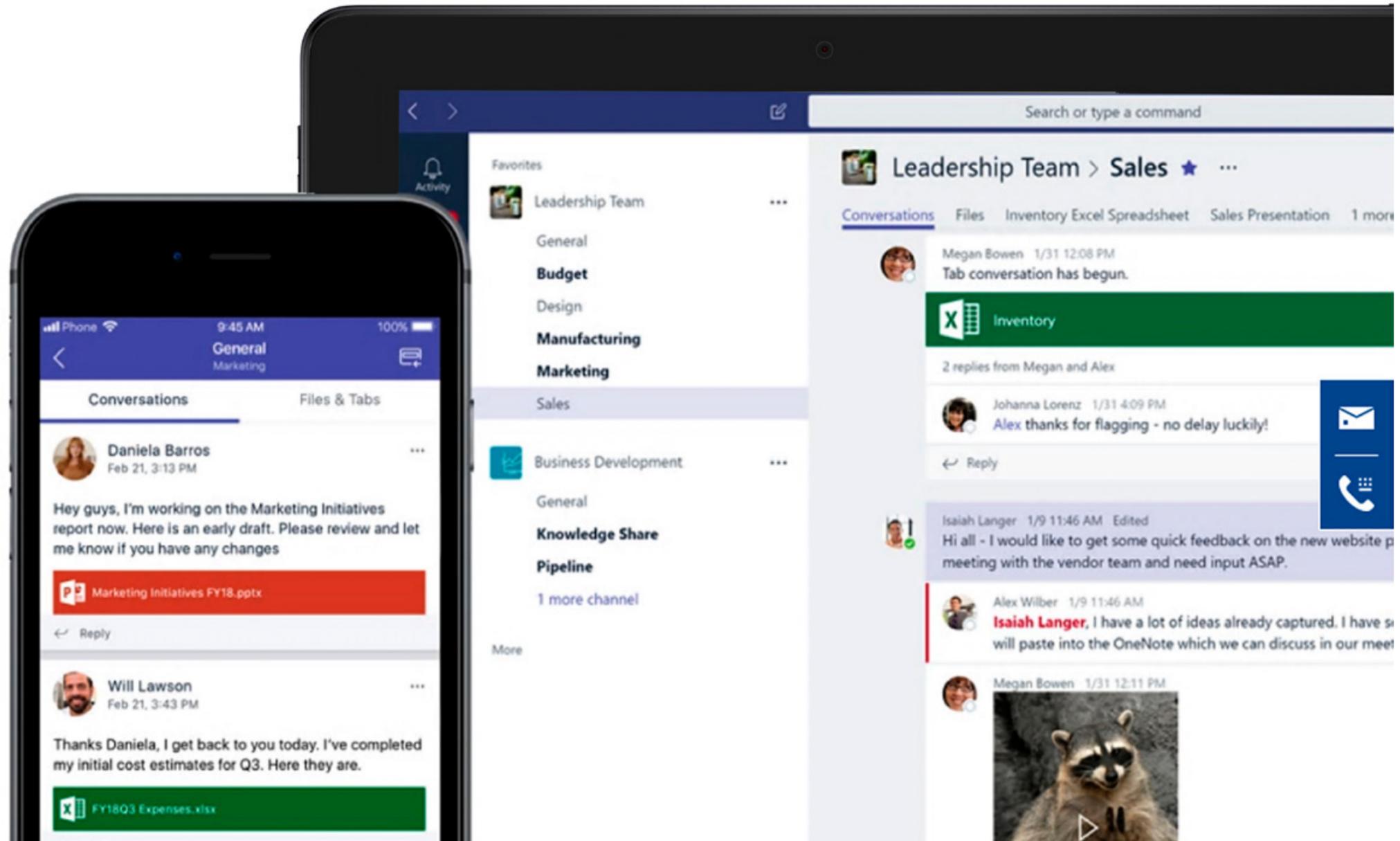
Teams Admin Settings

By default, Teams has nearly all features enabled and unrestricted to allow workers to engage quickly, share with external contacts, and extend their Teams to meet requirements. However, organizations need to find an appropriate balance between usability and security – and generally need to update some of the settings below to better secure their environment and ensure appropriate controls are in place to manage the lifecycle of these Teams.

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Teams Admin Settings

Office 365 Group policies – Office 365 Groups are the backbone of Microsoft Teams. The most important concept to understand is that each Teams workspace is directly bound to a specific Office 365 Group which means memberships for both are the same. Policies applied to Office 365 Groups also pertain to Teams. The list of policies is regularly growing, but some of the important ones to address are provisioning (self-service vs. limited), naming policies, expiration policies, and guest (external user) access.

Tenant/Organizational settings – These Teams settings apply to ALL workers and Teams within the tenant and include things like external cloud storage, file sharing, default Teams/Skype coexistence mode, devices, available apps (extensions), email, name and general meeting settings. These are some of the primary governance and management settings to control behaviors within Teams.

Policies – Policies are settings that can be tailored to different personas if they have differing requirements or scenarios (for example, plant workers vs. information workers). Multiple policies can be created and applied to control meetings, messaging (chat), live events and apps. These policies can help reinforce the types of behaviors the organization wants to encourage and personalize certain aspects of the experience for each persona.

Security and Compliance – Teams has quickly become one of the most modern, secure and compliant ways for workers to collaborate. The feature list is huge (and continually expanding), but some of the key features to consider are Multi-Factor Authentication (MFA), data classification, conditional access policies, Data Loss Prevention (DLP), retention/deletion, eDiscovery & content search, auditing, and alerts. For organizations planning to connect Teams to other cloud applications, it's a good idea to monitor this activity to ensure content is protected through a tool like Microsoft Cloud App Security.

Careful planning is needed to ensure Teams is deployed in a way that meets organizational, industry and regional security & compliance requirements. Many of these decisions effect the whole Office 365 tenant. Organizations often choose to pay particular attention to these in context of Teams because workers will spend the majority of their time in this workspace.

Teams Admin Settings

Governance, Operating Model and Support – Organizations often fail to address changes to their support function, processes, scripts and RACI (Responsible Accountable Consulted Informed) framework when adopting Office 365. This typically includes developing an operating model (that is fluent and readable – aka, not a 200-page document) and committee(s) for continuous review and maintenance. With cloud-based software-as-a-service (SaaS) applications, there are continuous updates that could periodically impact workers' experience or provide new ways to support the solution. The Support team's focus will shift away from server patching and performance tasks to features, functions and access.

A robust operating model should include a set of "rules" or "guidelines" as to how Teams (and each related service) should be used for compliance as well as achieving best usage. As part of this new operating model, organizations should also investigate and leverage the new breed of health, performance and monitoring solutions available from Microsoft and third-party providers.

Planning for the end-to-end lifecycle of each team will be important in order to de-clutter the workers' experience and proactively manage when and how content can be deleted. Once a team is no longer active it's best to have the Team Owner archive the team rather than deleting it immediately. Once deleted, the team content can no longer be accessed. A better strategy is to archive a team for a period of time (60 or 90 days). This allows team members to still access the content and even add new members. Once the team has determined content is truly no longer needed, it can be permanently deleted subject to your data retention policies.

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Features
RACI
Lifecycle

Migration

Many organizations have content stored in on-premises repositories and/or cloud applications that will need to be migrated to SharePoint Online and/or OneDrive for Business – which are the supporting file stores for Teams. The ideal worker experience is for Teams to become the "one stop shop" for team collaborate – or as Microsoft refers to it as "The hub for teamwork".

This requires migration of content either to individual Teams or to locations where it can be accessed from Teams (SharePoint team sites, OneDrive, external cloud storage). There are several considerations for migration including strategy (IT vs. worker-driven), content analysis, migration tooling, and source/destination mapping. In some scenarios, synchronization of content between

Teams and other platforms may be desired as part of a transition strategy.

In addition to content, existing organizations using Skype will have some additional considerations that should be planned for such as meetings, contacts and conversation history. Broader strategy decisions need to be ad-

dressed such as whether co-existence or federation are required for a period of time as opposed to direct migration to Teams. Organizations who plan to use cloud voice features have additional planning considerations such as whether to replace or integrate with existing telephony, voice providers and call plans.

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Migration
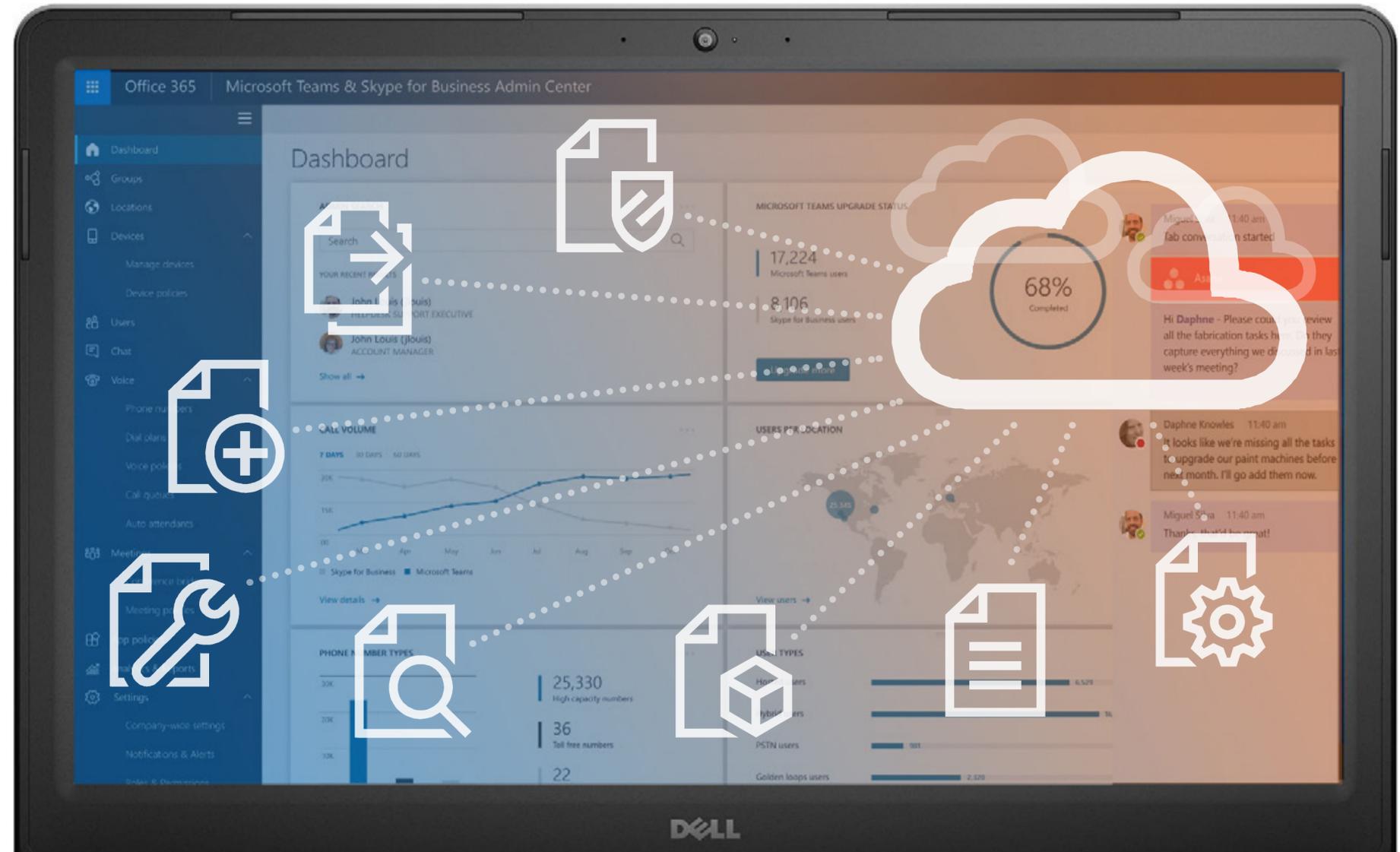
Communicate Change and Drive Adoption

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The importance of an adoption and change management program cannot be emphasized enough to reap the benefits of Teams and build excitement within the workforce. This cannot be an afterthought. The key to successfully transitioning from the old way of working to the new way of working is by developing a persona-centric approach to adoption and change management (ACM) to help workers navigate through the change journey.

This is especially true for Teams and the apps that integrate with it due to how dramatically worker experiences are impacted. Change is a personal experience and indi-

viduals respond to change differently. A persona-centric ACM program helps organizations focus on finding key scenarios/user journeys/use cases for each audience to illustrate what's in it for them.

Learn more about the components of a successful Adoption and Change Management Program by reading our perspective in the eBook 'Take a Personalized Approach to The Human Side of Technology Change'.

What's Next?

Is your organization planning to move to Microsoft Teams? Have you fully leveraged the power of the Teams ecosystem? Or have you already made the move but not seeing the results you expected? Dell Technologies can help. We have consulting services to help organizations plan, design and execute workforce transformation initiatives for the Microsoft Office 365 ecosystem including Microsoft Teams. Our Adoption and Change Management Services are designed to help accelerate the speed of adoption by coaching executive sponsors, developing champions and helping organizations with critical items such as training, communications, resistance management and adoption measurement.

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Contact your Dell Technologies representative to learn how we can help with your Teams initiatives. Download our Worker Experiences eBook to learn more about our perspective on creating productive digital workspaces.

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