MICROSOFT TEAM OWNERS & MANAGERS

1 DAY

Overview

Adoption of Teams is an art and a science. The most important thing is to have a strategy, but also be flexible enough to adjust if something isn't working. Organizations may already have lessons learned about user adoption from previous software rollouts that can be drawn upon when rolling out Microsoft Teams. This course will help you to make the right decisions whether you have already begun using teams or are just thinking about rolling out Teams. Let us show you real world examples of Teams so that when you are using Teams or planning to use Teams that you have a good strategy moving forward.

COURSE CONTENT

USER ADOPTION IN TEAMS

- When to Use What for Collaboration
- Real World Use Cases
    - o Coordinating a New Initiative
    - o Departmental Collaboration
    - o Managing IT Projects
- Pilots
- User Adoption Tips
    - o Define Your Vision
    - o Communicate the Benefits
    - o Identify the Right Team Owners
    - o Stop Duplication
    - o Check in with Users
    - o Let the Users Have Fun
- Training
- Ongoing Monitoring and Improvement

GOVERNANCE

- Creating Your Own Plan
- Organizational Structure for Teams and Channels
- Process for Creating and Managing Teams
    - o Restricting Who Can Create Teams
    - o Process for Creating Teams
    - o Teams Creation Options
    - o Determining If a New Team Should be Created

- Roles and Responsibilities
  - Decision Maker
  - Office 365 Administrator
  - Team Owner
  - Team Member
- Feature Review
  - Organizational Settings
  - Team-Level Settings

AUTOMATING BUSINESS PROCESSES IN TEAMS

- What are Bots
  - What Bots Can Do
- Using Microsoft Flow with Teams
  - Teams Actions in Microsoft Flow
  - Templates
  - Microsoft Flow App in Teams

CHALLENGES AND THE FUTURE

- Identifying Issues with Working in Teams
  - Editing Office Documents
  - Importing and Exporting Channels, Data, and Files
  - Private Channels and Tabs
  - Read-Only Permissions
  - Duplicate Team Names
  - Deleting a Team Without Deleting the Group
  - Teams Can Be Slow
- Identifying Issues with Communicating in Teams
  - Channel Email Addresses
  - Skype and Teams Interaction
  - User Presence
  - Bot Communications
  - Compact Chat Layout
- Identifying Issues with Meeting in Teams
  - Calendar
- Identifying Issues with Governing Teams
  - Team Deletion
- Identifying Planned Roadmap
- Identifying User Feedback