

Microsoft Teams



Microsoft Teams - Purpose

- One dashboard
 - Persistent chat
 - File sharing
 - Co-authoring
 - Schedule meetings
 - Audio and Video conferences
 - Screen sharing
 - And more

Security

TL;DR: use Microsoft Teams and your communication processes will be compliant

Long answer: you have no control or understanding of how things are handled

<https://docs.microsoft.com/en-us/microsoftteams/security-compliance-overview>

Compliance standards

Teams uses the following standards: [ISO 27001](#), [ISO 27018](#), [SSAE18 SOC 1 and SOC 2](#), [HIPAA](#), and [EU Model Clauses \(EUMC\)](#). Within the Microsoft compliance framework, Microsoft classifies Microsoft 365 and Office 365 applications and services into four categories. Each category is defined by specific compliance commitments that must be met for a Microsoft 365 or Office 365 service, or a related Microsoft service, to be listed in that category.

Details can be found in the [Data Protection Resources](#). Teams also supports Cloud Security Alliance compliance.

Pricing

It's basically free

If you have Office 365 (like most company)

Free version have some limitations but is quite capable too

Explore Microsoft 365
[What is Microsoft 365 for business?](#)
[See options for business](#)
[See options for enterprise](#)

☎ 1 855-270-0615
Available M-F from 6:00AM to 6:00PM PT
✉ [Contact us](#)

✔ Partially included ✔ Included

+ [Expand all](#)

Microsoft Teams (free)

Free

(no commitment)

[Sign up for free](#)

[Learn more >](#)

Microsoft 365 Business Basic

\$5.00

user/month
(annual commitment)

[Buy now](#)

[Learn more >](#)

Microsoft 365 Business Standard

\$12.50

user/month
(annual commitment)

[Buy now](#)

[Try free for 1 month ⁹](#)

[Learn more >](#)

Office 365 E3

\$20.00

user/month
(annual commitment)

[Buy now](#)

[Learn more >](#)

+ Meetings and calling



+ Chat and collaboration



+ Productivity apps and services



+ Security and compliance



+ Administration



+ Support



Supported platforms

Stable release

Android 1416/1.0.0.2020071401
/ July 18, 2020;
2 months ago^[1]

iOS 2.0.17 / July 20, 2020;
2 months ago^[2]

Windows, 1.3.00.24755 /
macOS August 4, 2020;
60 days ago^[3]

Linux 1.3.00.16851 / June 29,
2020; 3 months ago^[4]

Operating system Windows, Linux, macOS, iOS,
Android

Size 225.7 MB (macOS), 61.14 MB
(Android), 232 MB (iOS)

Available in 44 languages^{[5][6]}

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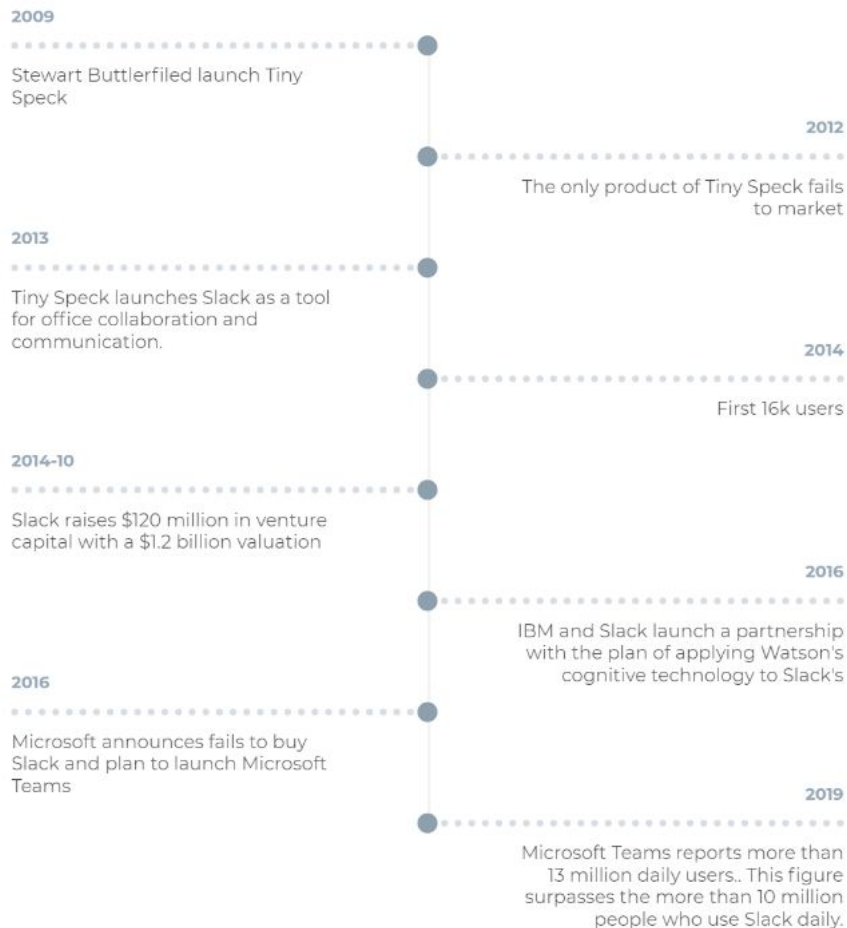
And web browser!

History

The product was born in 2006 as

Microsoft's answer to Slack.

Slack development timeline



Getting started

Go to <https://teams.microsoft.com>

and signup or login

Use cases of Teams

Customer Support

- Enable continuous knowledge sharing between shifts
- Provide visibility into customer escalations
- Search for solutions across conversations
- Speed up issue resolution with various subject matter experts



Engineering

- Enable continuous discussion across a distributed team
- Discuss ideas and requirements, gather inputs in the open
- Store standard documentation and files
- Integrate with developer tools like Jira



Finance

- Prepare earnings release with cross-functional stakeholders
- Streamline data consolidation and analysis
- Store budgeting documentation and files
- Share economic trends and news



Human Resources

- Drive alignment on job descriptions and streamline interview processes
- Plan and prepare new employee onboarding
- Engage distributed employees in training
- Share department resources and documentation



Marketing

- Coordinate campaigns and event tasks
- Share the latest content drafts for feedback
- Get automated reports from analytics tools
- Prepare marketing launch across multiple stakeholders



Sales

- Get quick answers from PMs and Sales Ops
- Share key customer wins
- Get lead notifications and deal mentions
- Share latest company, product and competitor news



Operations & Project Management

- Streamline project communication and tools
- Provide status updates, get feedback, coordinate tasks
- Share files and collaborate on deliverables
- Get new project members up to speed quickly



Some definitions



Team – a collaboration space for people who work closely together. Often invested in a common outcome they may be full/part time employees, vendors or guests of the organization.

Channel (Standard) – Open collaboration space within the team. Inherits full membership list from the team. Often named by topic or project.

Channel (Private) – Focused private collaboration space within the team. Includes subset of members from team



Chat – 1:1 or 1:few private conversation space. Invite specific people. Add more and select their view of the conversation history. Chat's can be named with a specific subject.

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Channel

A channel helps organize the team's conversations, content and tools around a specific topic. Channels can be organized by topic (events), discipline (design), project (launch) or just for fun.



Chat – 1:1 or 1:few private conversation space. Invite specific people. Add more and select their view of the conversation history. Chat's can be named with a specific subject.

Types of Teams

What kind of team will this be?



Private

People need permission to join



Public

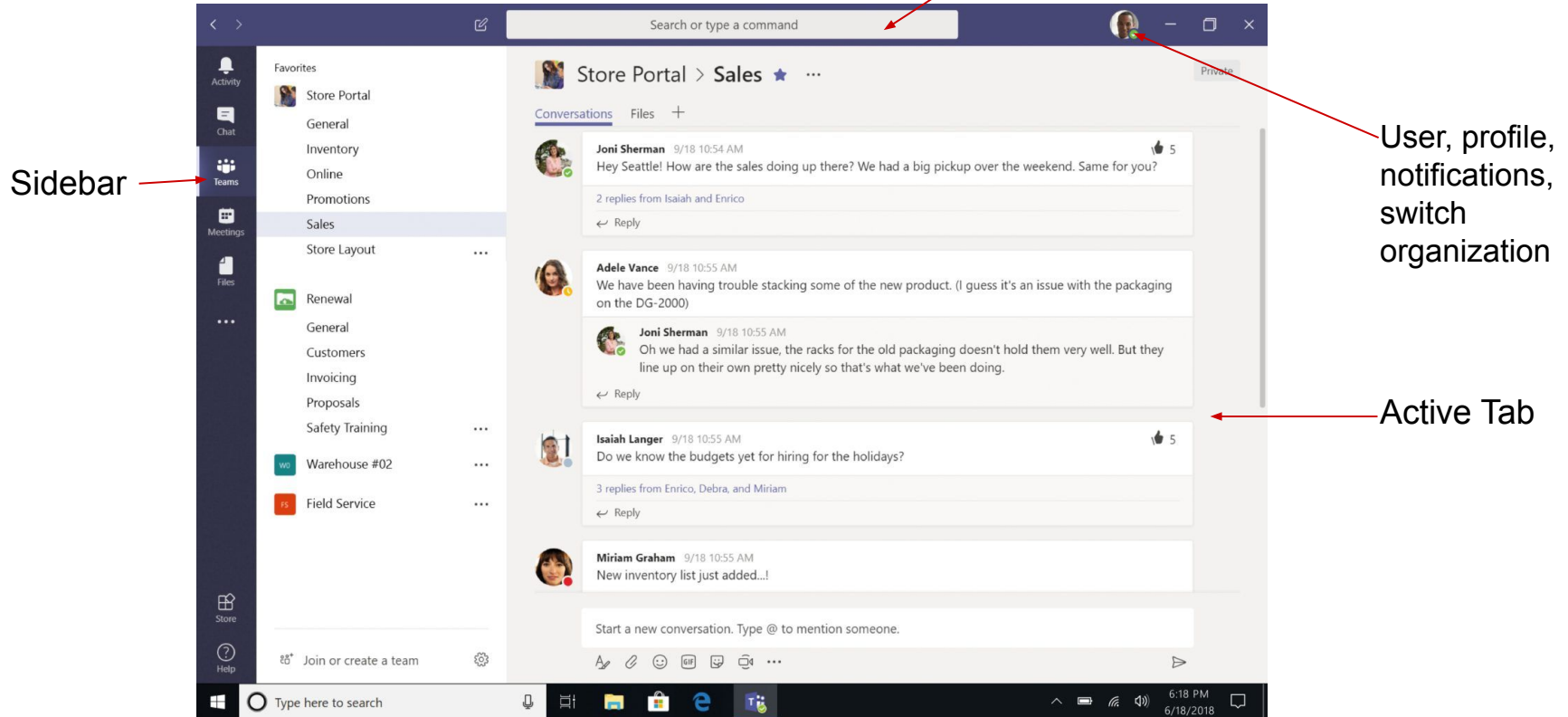
Anyone in your org can join



Org-wide

Everyone in your organization automatically joins

Anatomy of Microsoft Teams



Anatomy of Microsoft Teams (2)



Create a Team

Create a team for your project

Create channels by topic or sub-team

Pin tabs and other O365 apps into your channels

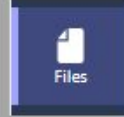


Start Chatting

Private chat with people 1:1 or 1:few

Chat in a channel with your team & @mention

Before, during and post meeting conversation

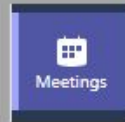


Share Documents

Share OneDrive documents in private chats

Co-author documents with your teams in channels

Reduce email attachments



Have Productive Meetings

On demand or scheduled meetings

Chat, video, screen sharing and files in context

Track actions with Planner or other tools

FD Federico D'Annunzio 28/09
You: Hola 😊



👍 ❤️ 😄 😲 😞 😡 ...

Per comunicare un Odg di massima della giornata a tutti

veniamo dalla mattina

Chiara Campatelli 02/10 18:03



Chiara Campatelli 02/10 18:16
Non hai le chiavi 😊, va bene alle 9?

Chiara Campatelli 02/10 18:35
Intanto metto alle 9 poi semmai ci accordiamo noi se fosse orario diverso 🙄

3 October 2020

03/10 08:36
Si 9.00/9.30 saremo lì 😊

Type a new message





Activity



Chat



Teams



Calendar



Calls



Files



...



Apps



Help



Calendar

Meet now

+ New meeting

Today < > October 2020

You're up to date! Working Week

	05 Monday	06 Tuesday	07 Wednesday	08 Thursday	09 Friday
08:00					
09:00					
10:00		Formazione su Confluence e Microsoft Teams Via borgo stretto 3 pisa Fabio Severino			
11:00					
12:00					
13:00					
14:00					
15:00					

Time zone: (UTC+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna

 Add title

 Add required attendees + Optional

6 Oct 2020 09:30 → 6 Oct 2020 10:00 30m All day

Does not repeat

 Add channel

 Add location

 **B** *I* U    Paragraph                   

Type details for this new meeting

Activity

Chat

Teams

Calendar

Calls

Files

Apps

Help

Search

New meeting

Details

Scheduling Assistant

Save

Close

Time zone: (UTC+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna

6 Oct 2020

09:30

→

6 Oct 2020

10:00

30m

All day

View my work hours

Monday, 5 October 2020

11:0012:0013:0014:0015:0016:00

Tuesday, 6 October 2020

08:0009:0010:0011:0012:0013:0014:0015:0016:00

All attendees

Required attendees

Fabio Severino

Available

Add required attendees

Optional attendees

Add optional attendees

Locations

Add location

Formazione su Confluence e

Activity

Chat

Teams

Calendar

Calls

Files

Apps

Help

Files

Views

Recent

Microsoft Teams

Downloads

Cloud storage

OneDrive

Search

OneDrive

New

Upload

Sync

Copy link

Open in OneDrive

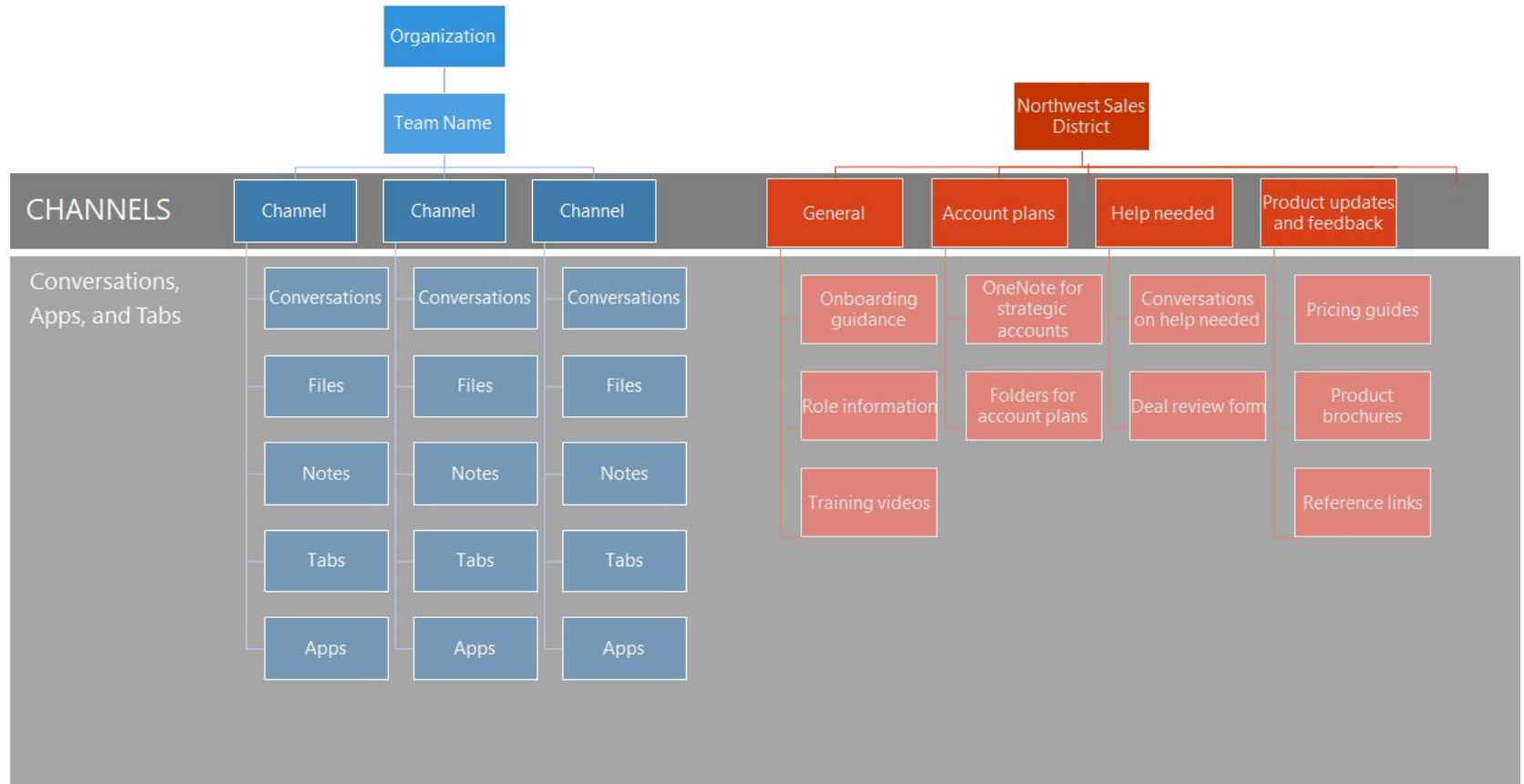
OneDrive

	Nome	Data/ora modifica	Modificato da	File Size	Condivisione
	Sample.xlsx	About a minute ago	Fabio Severino	8,20 KB	Shared

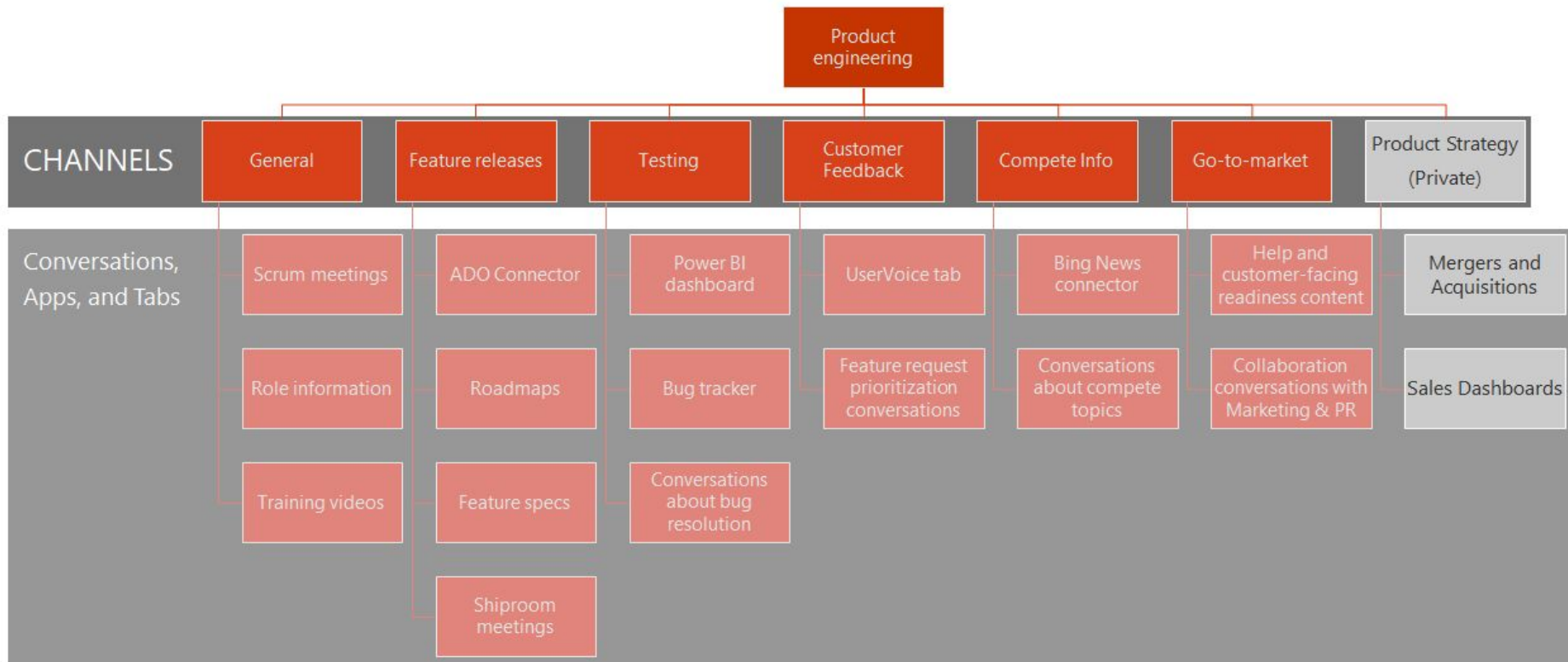
+ Add cloud storage

**Teams: organizational / cross-organizational
/ Project Approach**

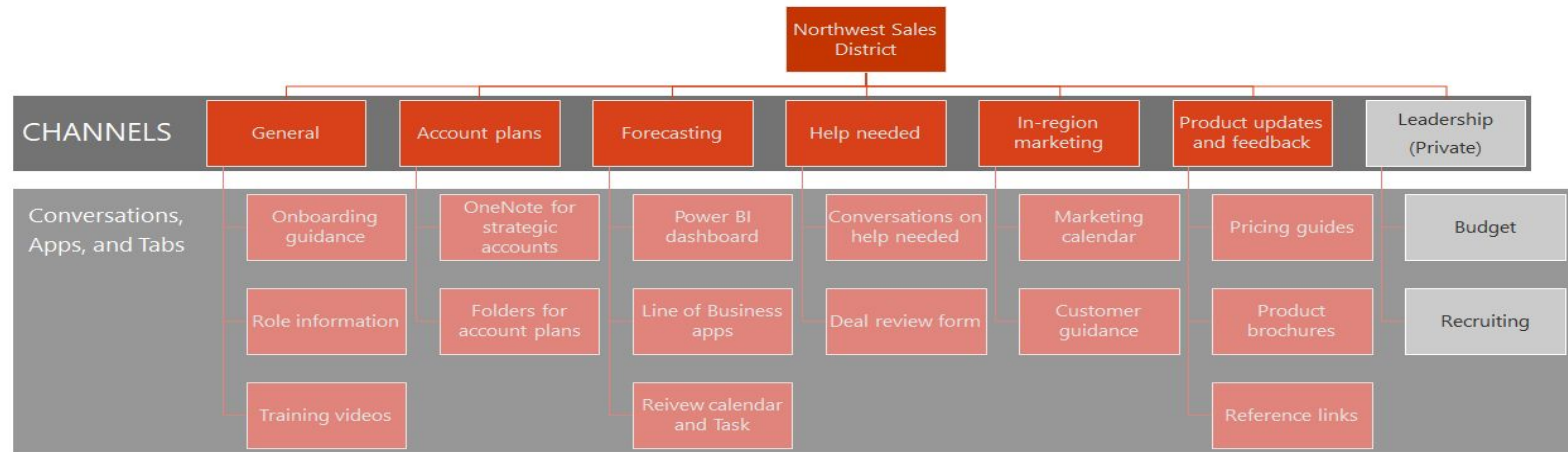
Organizational vs Project



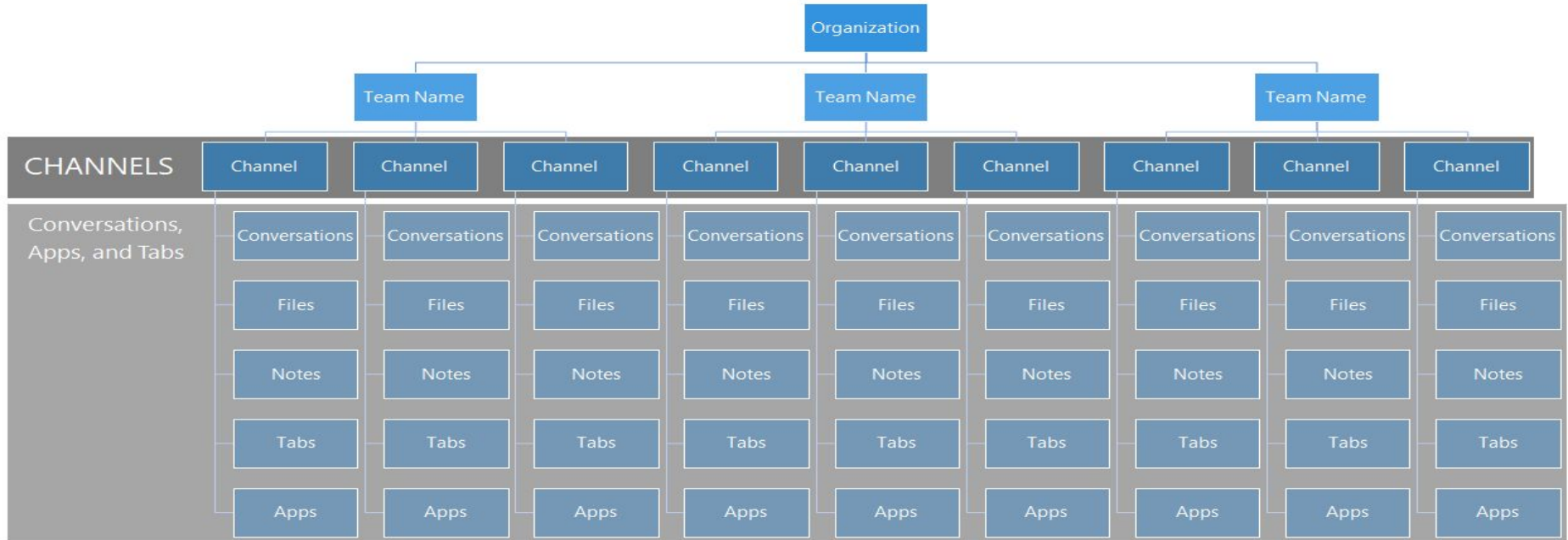
Cross-organizational teams: Engineering



Cross-organizational teams: Sales



Organizational Approach





26th IPMA World Congress, Crete, Greece, 2012

Core Project Teams as an Organizational Approach for Projects and Their Management

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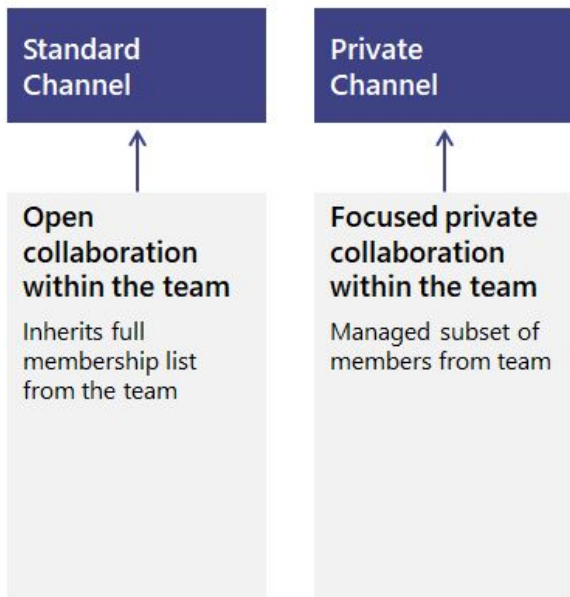
Abstract

Traditional options for organizing projects are well known covering solutions from pure project organizations up to functional organizations via variations of matrix organizations. Besides of these alternatives capable and clever project management professionals are continuously establishing informal structures and linkages to facilitate necessary cooperation between people and project partners. Particularly modern projects with their turbulent and dynamic nature have apparent needs that are beyond the solutions provided by traditional options. This paper shall build around the concept “core team”. We have recognized the appearance and significance of core teams in case projects the introduction of which shall form an important part of the paper. The named case projects are mainly from the building construction sector being the main focus area of the authors. Regarding this type of projects the project core team approach can be very helpful in bringing key partners more closely together. Examples of such partners are contractors, designers and clients. It seems that a core project team can play a very important role regarding efficient decision making and communication. However, the role and mandate of core teams is still rather vague in the project management discipline.

Table 1. Basic project structuring approaches and theirs strengths and weaknesses (Larson, 2004)

Approach	Strengths	Weaknesses
Functional organization	<ul style="list-style-type: none"> • No change in the parent organization • Flexibility in the use of staff • In-depth expertise available 	<ul style="list-style-type: none"> • Low commitment • Poor integration • Slow progress • Lack of ownership
Dedicated project teams	<ul style="list-style-type: none"> • Simple, independent • Speed relatively fast • Cohesion between participants • Cross-functional integration 	<ul style="list-style-type: none"> • Expensive • Internal strife between project • Team and parent organisations • Limited technological expertise • Post-project assimilation of project personnel
Matrix structure	<ul style="list-style-type: none"> • Efficient resource utilization • Dual project/functional focus • Post-project assimilation of project personnel • Flexible utilization of resources and expertise 	<ul style="list-style-type: none"> • Dysfunctional conflict on personal levels • Infighting of shared resources • Stress caused by distribution of command • Slow progress due to decision making process
Network organization	<ul style="list-style-type: none"> • Cost reduction through contracted services • High level of expertise • Increased flexibility 	<ul style="list-style-type: none"> • Breakdowns in coordination • Loss of control • Conflict due to lack of trust

Private Channels



Creation

- Admins can control via policies who can create private channels in tenant
- Team owners can control via setting if members can create private channels
- Limited to 30 private channels per team at launch (in addition to 200 standard channels)

Membership

- Private channel owners can add members and guests to a private channel
- Only existing members and guests in the team can be added to a private channel
- Only members of the private channel can view private channel content
- Limited to 250 members per private channel at launch

TT

Sales and Marketing > Project X ...

Members

Settings

▼

Member permissions

Change member permissions

Allow members to create, update, and remove tabs

Owners can delete all messages

Give members the option to delete their messages

Give members the option to edit their messages

▼

@mentions

Choose if @channel mention is allowed

Give members the option to @channel or @[channel name]. This will notify everyone who's shown the mentioned channel in their channel lists.

▼

Fun stuff

Allow emoji, memes, GIFs, or stickers

Giphy

Enable Giphy for this channel

Filter out inappropriate content using one of the setting below:

Moderate

⌵

ⓘ

Stickers and memes

Enable stickers and memes

- Private channels owners manage the membership and life cycle of private channels
 - Last owner of a private channel cannot be removed from the team
 - If a private channel becomes ownerless (user leaves company), an existing non-guest member is auto-promoted to owner
 - Private channels inherit settings from the team on create
 - Settings can be changed at channel level
-

Channel organization

Create channels when you need them, and make sure to not fragment the experience as adding channels can create cognitive friction.

Add a tab

Turn your favorite apps and files into tabs at the top of the channel. Not all apps support private channels. [More apps](#)

Tabs for your private channel



More tabs



Manage apps

- Tabs and connectors supported
- Apps must be installed in the team before they can be used in a private channel

Apps

1. Polly – Get live feedback from your team

Polly is a survey app that lets you create surveys in your Microsoft Teams channel or group chat. It offers a simple way for your teammates to quickly vote on a specific question. The only thing you need to do is provide questions and answers, and Polly does the vote-counting analytics for you in real-time. Simply mention @polly to create and send your survey, and watch the results appear.

2. Trello – Organize & prioritize your projects

Trello is a project management software whose boards, cards, and lists can help you to organize your projects in a flexible way. When added to Teams, you'll be able to see all your boards directly from the app without having to go to a web browser. By integrating into Teams, you can see your Trello assignments, tasks, and notifications and have conversations about them.

3. Karma – Promote good behavior & habits

Karma is an app that allows you to give “kudos” to your team members. Using this app, employees can give each other karma points and move up the leaderboards. You can give kudos to a good reply in a thread or a particular post. That way, everyone is encouraged to work more efficiently and deliver faster. It's a bot that records small officially recognized encouragements and ‘thank you’s that usually aren’t verbalized.

Apps (2)

4. Wiki – Create a central knowledge repository

The [Wiki](#) app comes as a default app for Microsoft Teams, which is included when you create a channel. This productivity app can be used as a dedicated workspace to keep notes for your team members within Microsoft Teams. It is a smart-text editor where you draft, edit, and chat all in one place. Using Wiki, you can store an easy how-to guide so everyone can follow basic rules and be up to date.

5. ScrumGenius – Automate daily standups

[ScrumGenius](#) is an app that will automate your team status meetings. It is an easy way to automate your daily status meetings, weekly retrospectives, and one-on-one check-ins by running automatic check-ins and stand-ups. Every day at a set time, it asks team members a series of questions on what they accomplished yesterday, what their tasks are for today, and what blockers they encountered. ScrumGenius will then email a summary of the team's results to team leaders, so they have a record of what happened each day.

6. AttendanceBot – Track & analyze work hours

[AttendanceBot](#) is an app that helps you track vacations, paid time off, employee shift planning, sick days, remote work, and hours. It is especially helpful for remote teams with simple 'in' and 'out' messages, clock in and out. It allows you to keep track of your work hours and export timesheets right within Microsoft Teams. You can track the time spent on specific projects and clients and visualize all data on a dashboard.

Conclusions

Microsoft Teams is a great starting point to structure company knowledge and communications

In the next lessons we will learn about other tools to take company collaboration to the next level!