INGRAM MICRO® CLOUD   ::: Microsoft

Module 2: Teams Fundamentals

Microsoft 365 SMB
Technical Fundamentals

▶ *More as a Service*™

Microsoft 365 SMB Technical Fundamentals
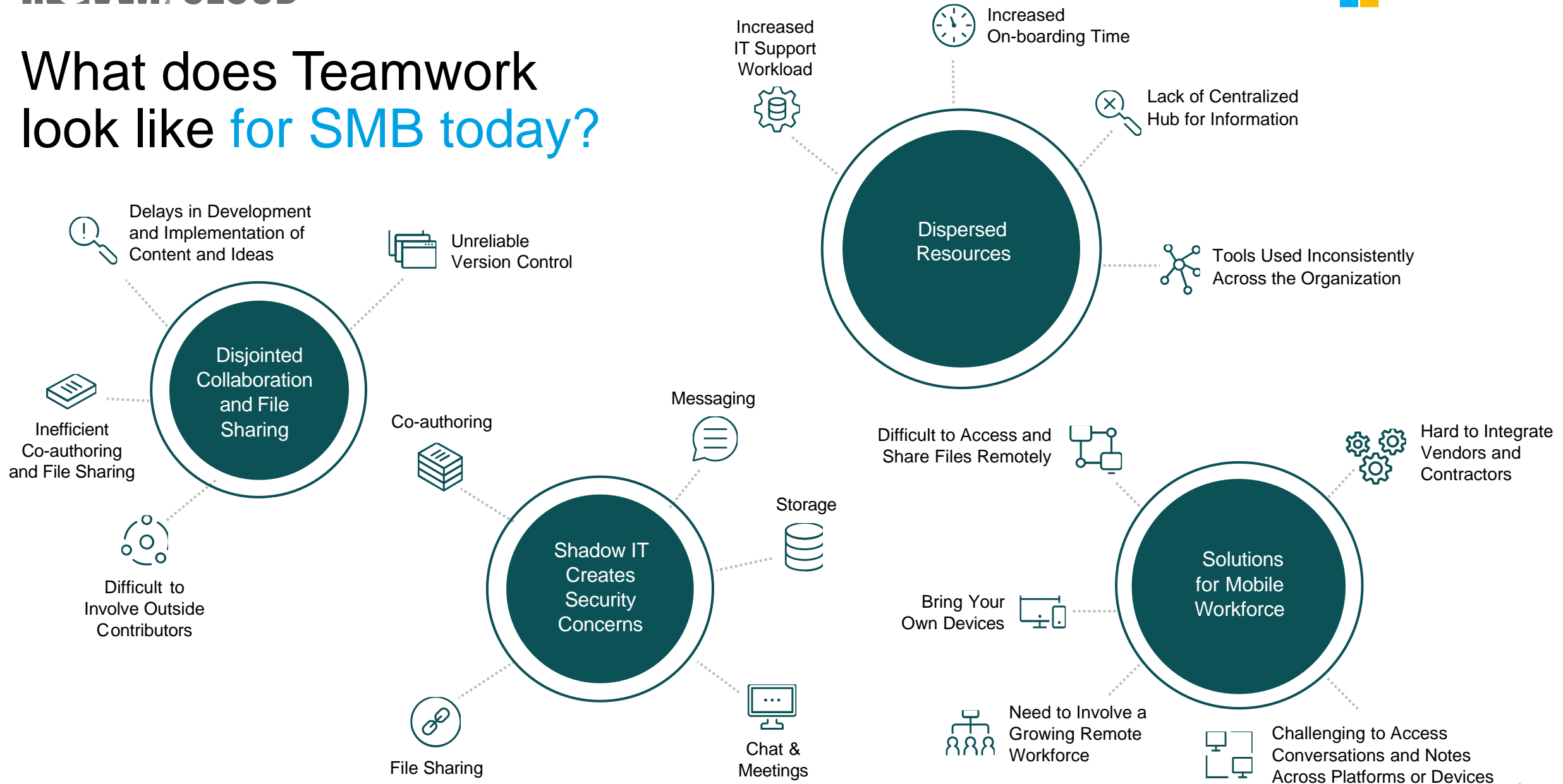
Detailed agenda Day 1 (6.75 hours)

Time	Topic	Description
30 mins	**Module 1: SMB Fundamentals**	Understand the partner opportunity in SMB, across Teams and Security
30 mins	**Module 2: Moving Customers to the Cloud**	Deep dive into Office 2010 and Windows 7 End of Support
60 mins	**Module 2: Lab Activity and Break**	Fundamental lab on demo tenants & initial setup
45 mins	**Module 3: Security Fundamentals**	Overview of key Security concepts and fundamental security in O365
45 mins	**Module 3: Security Fundamentals Lab Activity**	Fundamental lap on SMB security
45 mins	**Module 4 : Teams Fundamentals**	Overview of Microsoft Teams, including architecture
30 mins	**Module 4: Teams Demo**	Overview of Teams Admin Centre and core components of Teams
45 mins	**Module 5: Device Management 1**	Overview of Microsoft Device Management with Microsoft Intune
45 mins	**Module 5: Lab Activity**	Fundamental lab focusing on Device Polices, Remote Wipe
30 mins	**Wrap up and Q&A**	Review of day 1 materials with Q&A

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Module 4:
Teams Fundamentals

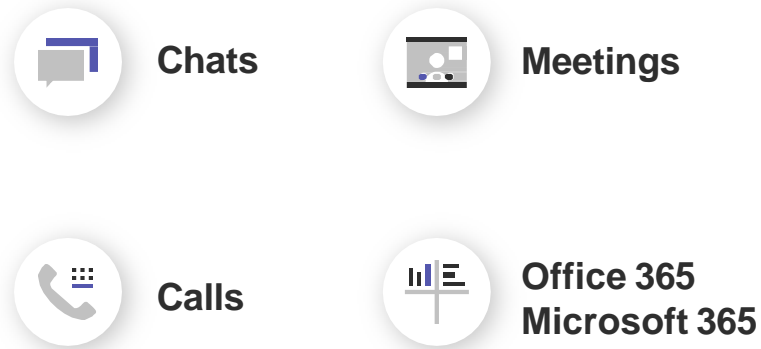**After this module you should know and understand:**

- What makes up Microsoft Teams

- How to explain the various components

- How to demo Microsoft Teams to customers
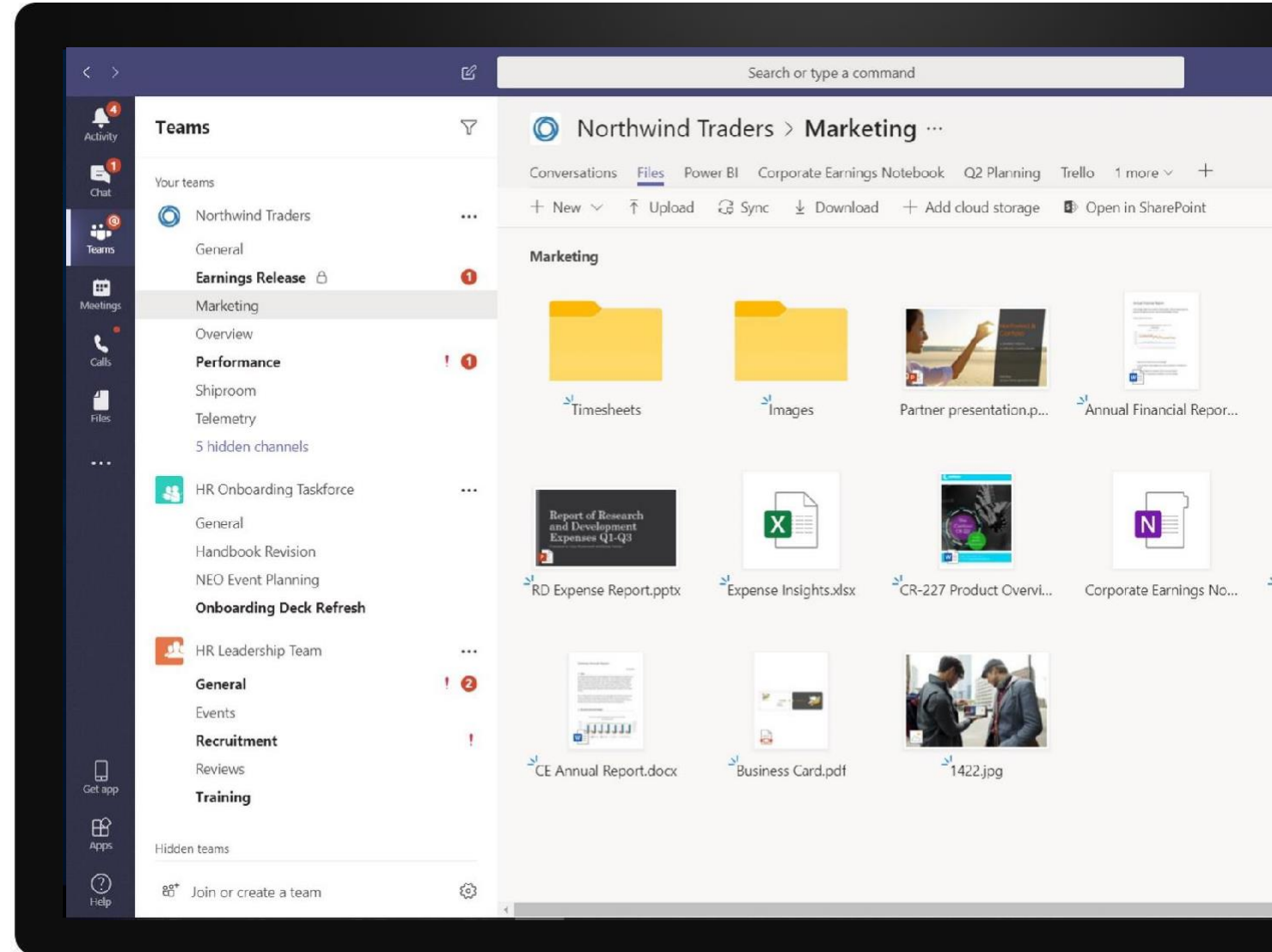
What does Teamwork look like for SMB today?

Disjointed Collaboration and File Sharing
- Delays in Development and Implementation of Content and Ideas
- Unreliable Version Control
- Inefficient Co-authoring and File Sharing
- Difficult to Involve Outside Contributors

Dispersed Resources
- Increased IT Support Workload
- Increased On-boarding Time
- Lack of Centralized Hub for Information
- Tools Used Inconsistently Across the Organization

Shadow IT Creates Security Concerns
- Co-authoring
- Messaging
- Storage
- File Sharing
- Chat & Meetings

Solutions for Mobile Workforce
- Difficult to Access and Share Files Remotely
- Hard to Integrate Vendors and Contractors
- Bring Your Own Devices
- Need to Involve a Growing Remote Workforce
- Challenging to Access Conversations and Notes Across Platforms or Devices

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Microsoft Teams
is the hub for teamwork in Microsoft 365

💬 **Chats**

🖥 **Meetings**

📞 **Calls**

📊 **Office 365 Microsoft 365**

Enterprise-grade security and compliance

Running Your Business On Teams

Projects

Processes

People

INGRAM MICRO® CLOUD

Microsoft

PROJECTS EXAMPLE:

Launch Event

Pull your team together
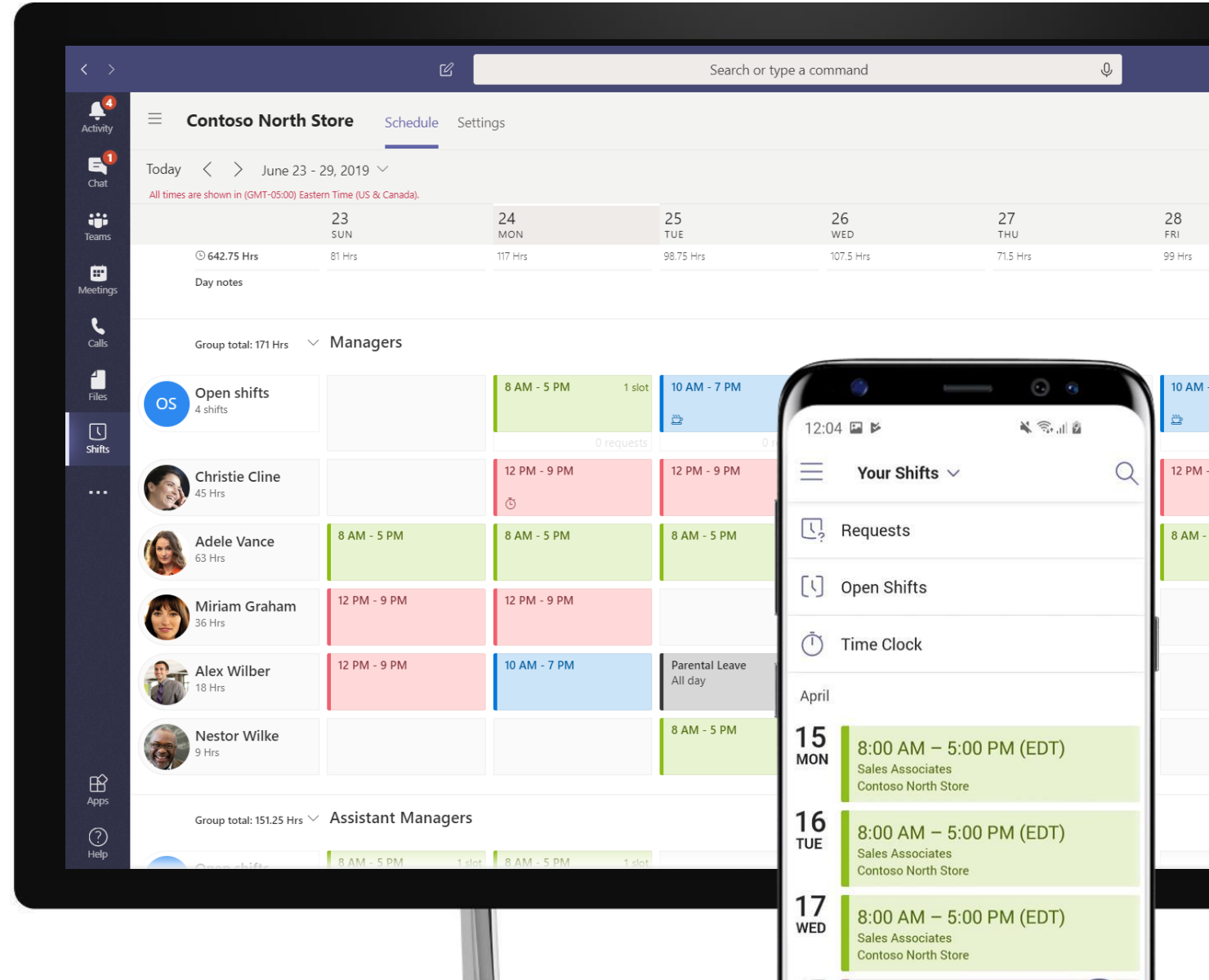
Share pertinent information

Assign tasks & deadlines

Schedule check in meetings

Collaborate on documents

Access always up to date notes

Search or type a command

Your teams

Mark 8 Project Team
  General
  Design   1
  Digital Assets Web
  Go to Market Plan
  Launch Event
  Research and Development

Sales and Marketing

Digital Initiative Public Relations

Retail

Event Planning
  General
  Giveaways
  Launch Event
  Logistics
  Social Media
  Sponsors

Join or create a team

Mark 8 Project Team > **Launch Event** ···   Public

Conversations   Files   Event Plan   Meeting Notes   +

Lidia Holloway 8/22 12:31 PM
Partner pitch assets
Mark 8 Project Team, the latest version of the Partner Pitch doc is ready for final review. Please take a look and prepare any feedback you may have. We'll go over it together in during tomorrow's stand-up.

Partner Pitch V3.docx
Mark 8 Project Team > Launch Event   ···

Collapse all

Megan Bowen Thursday 12:33 PM
I think it looks awesome! Great work team! 🙂

Nestor Wilke Thursday 12:43 PM
Agreed. This looks really good. I've got a couple things I would maybe change under the "Customer-focused approach" section. We can discuss in tomorrow's meeting.

Reply

Today

Meeting now   12:12

Join

⭐⭐⭐⭐⭐ How was the call quality?

Megan Bowen Thursday 1:09 PM
Scheduled a meeting

Start a new conversation. Type @ to mention someone.

Digital Assets Web

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PROCESS EXAMPLE:

Sales Cycle

Team drafts `1`
the bid

Seller submits `2`
customer order

Create `3`
sales opportunity &
model data

Meet/call `5`
to close the deal

Submit `4`
proposal for
approval
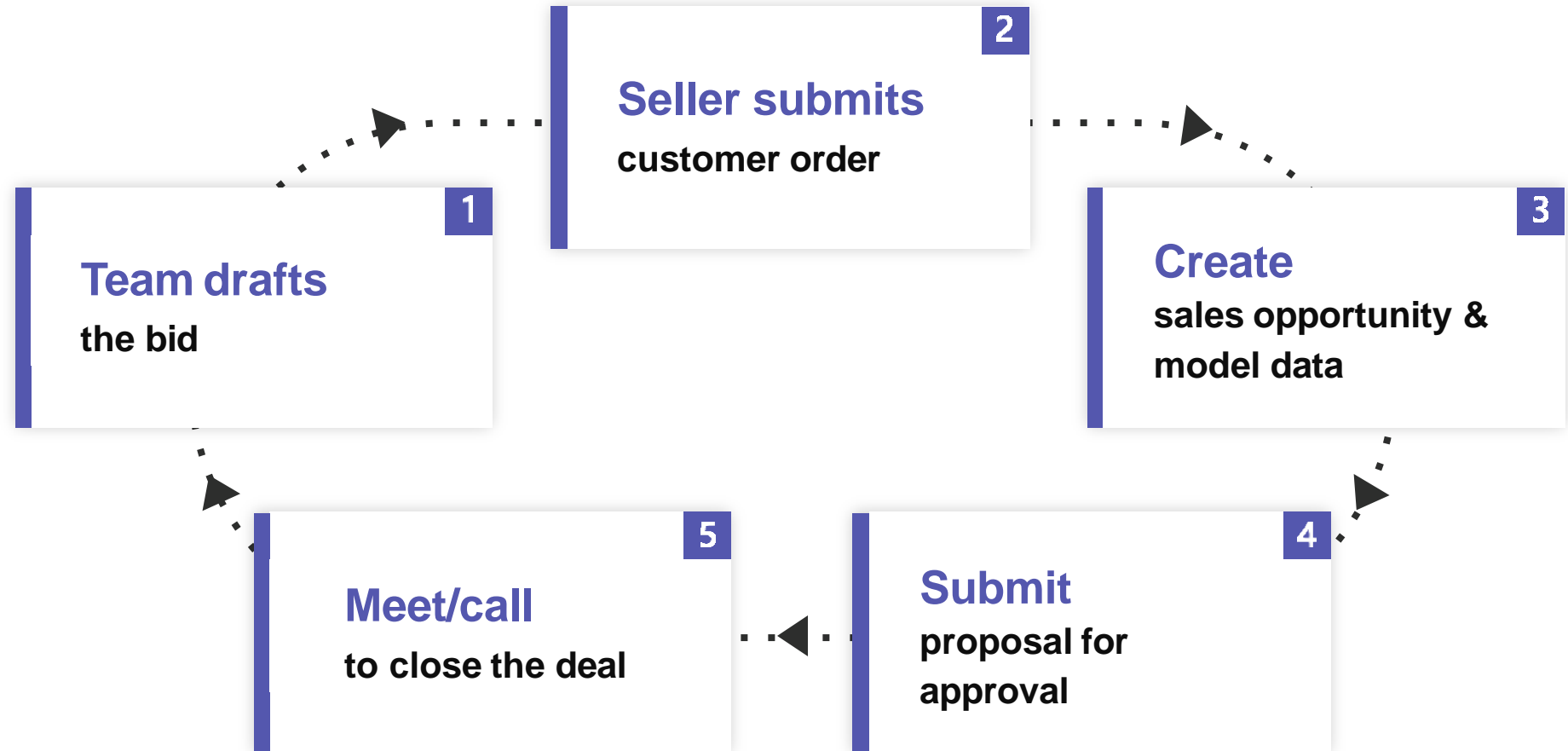
PROCESS EXAMPLE:

Sales Cycle

1 Team drafts the bid

2 Sellers submit customer order

3 Create sales opportunity & model data

4 Submit proposal for approval

5 Meet/Call to close the deal

PEOPLE EXAMPLE:
Drive Cultural Transformation

Inclusive
conversations

Townhalls

Team
engagement

Meet
with remote teams

PEOPLE EXAMPLE:
Drive Cultural Transformation

Inclusive conversations

Team engagement

Townhalls

Meet with global teams

Running Your Business On Teams

Projects

Processes

People

Microsoft

Why Microsoft Teams?

1 **Teams is for every worker**, from CEO to Firstline

2 AI-powered experiences delivered by the **Microsoft Graph**

3 **Intelligent meeting solution** with video, content share and notes

4 Range of **certified devices** for every size, space and working style

5 Deep integration with **business processes** and **line of business apps**

**6** **42 compliance regulations** supported for customers

7 Available in **53 languages, 181 markets** with data stored **in region**

15

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Teams for different departments and industries

Get guidance on these and other scenarios in the Productivity Library

MARKETING

Deliver marketing campaigns and go-to-market activities across a diverse group of internal and external stakeholders.
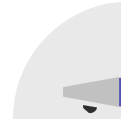
SALES

Build and deliver proposals with input from different stakeholders.

Manage sales planning, training and sales readiness in the same place.

HUMAN RESOURCES

Manage recruitment, training and reviews across departments.

PROJECT MANAGEMENT

Manage project stakeholders, tools, budgets, project reviews and feedback.

IT

Drive IT transformation and change management.

Plan, execute and manage all phases of IT deployment, adoption and rollout.

ENGINEERING

Move quickly between ideation, development and deployment.

Integrate with developer tools.

FIRSTLINE WORKERS

Empower your firstline workforce with tools that will support schedule management and provide oversight to what's most relevant to their day.

HEALTH CARE

Provide the best care possible enabled by a secure platform with secure messaging, streamlined care coordination and health team huddle capabilities.
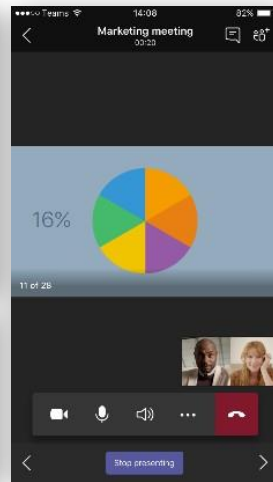
EDUCATION

Empower your students to create the world of tomorrow with a simple and safe experience that promotes teamwork and unlocks creativity.
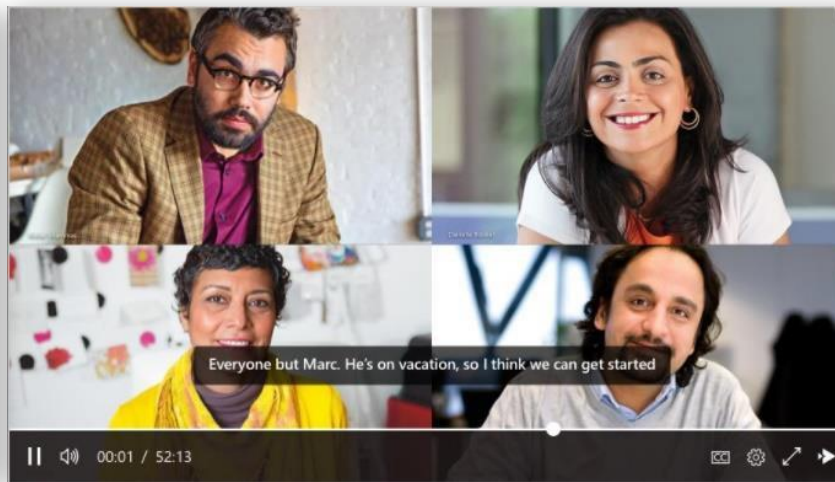
AI in Teams – Available Today

Inline Message Translation

Mobile Companion Mode

Meeting Recording Transcription
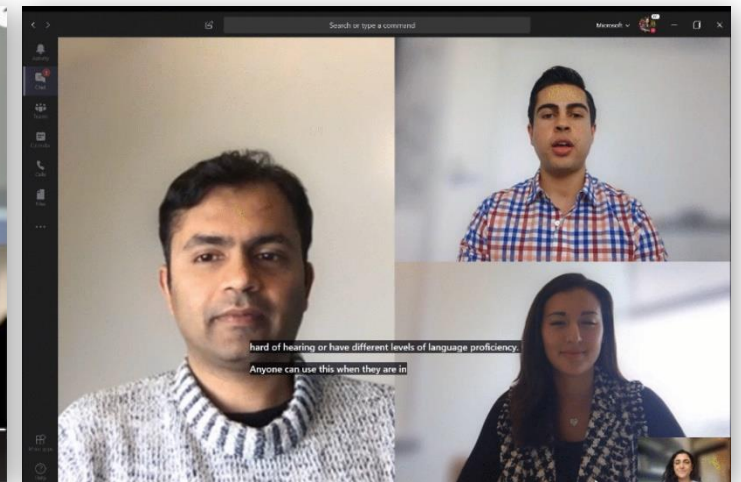
Background Blur & Live Captions

Microsoft Teams Devices

Personal Devices

Shared Devices

Mobile Devices

Personal Computers

Desk Phones and Peripherals

All-in-one Collaboration Devices

Teams Rooms

Large Screen Interactive Displays
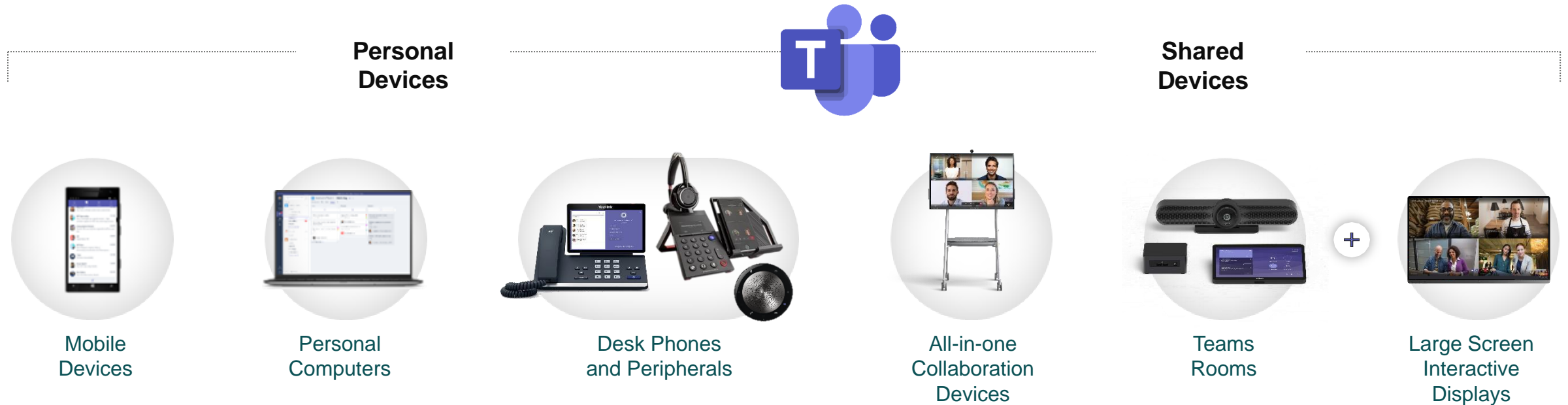
A range of certified devices in every size, for every space and working style

Consistent Teams experience with more seamless transitions across devices

Integration of software and hardware to enhance the meeting experience

Companion experiences with mobile devices for meetings

Built-in skills and intelligence to support the meeting and calling lifecycle

Meetings
Made Simple

Consistent experiences everywhere

On the go, at your desk, or in a conference room, bring together both internal and external audiences of all sizes via scheduled and ad-hoc meetings and calling

Intelligent and inclusive

Share content across devices and keep people in the loop throughout the meeting lifecycle, including those who may have missed the meeting

Easy and secure to join and use

Stay confident knowing that Office 365 is powering your meetings with enterprise-grade AV experiences, security, and compliance
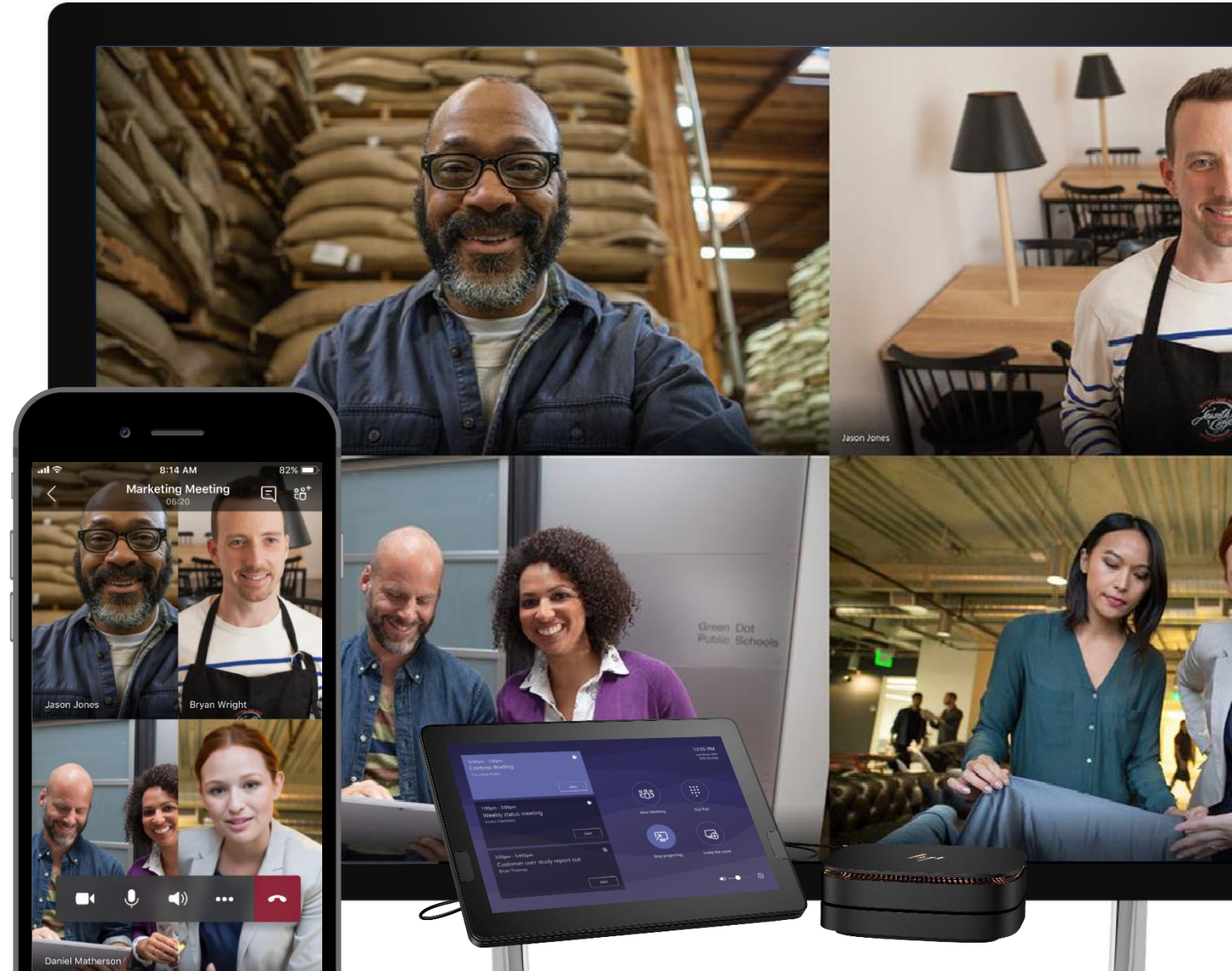
Consistent Experiences Everywhere

Easily **schedule**, start and **join meetings or make calls** from PC, Mac, mobile, web, or conference rooms

Our best-in-class **applications** provide a familiar Teams experience **across all devices**

Seamlessly join **plug-in free Teams meetings and make calls** via Chrome and Edge browsers

Schedule, produce and present **Live Event meetings** and **broadcast** to 10,000 attendees

Microsoft Teams **Room systems** provide **1-touch meeting join capabilities** to conference rooms
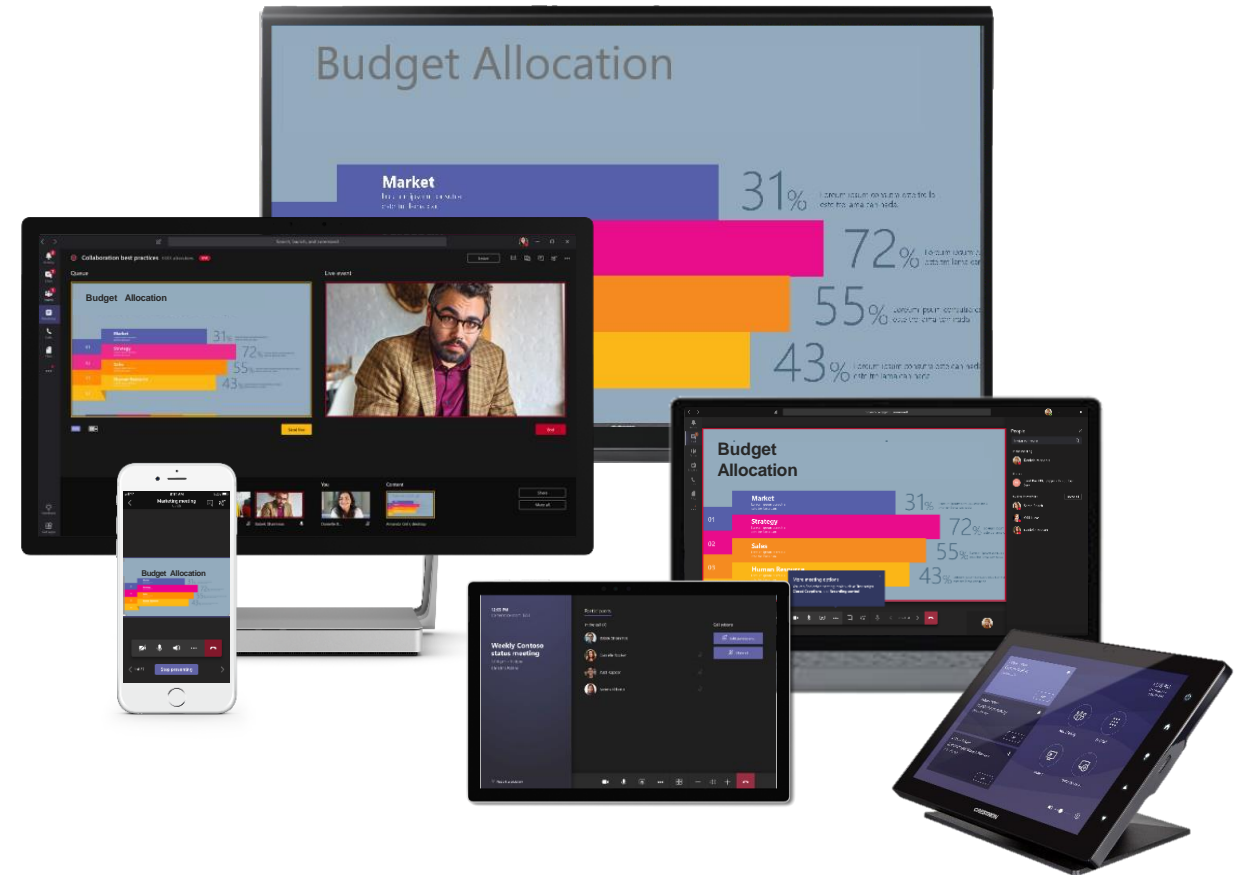
Intelligent and Inclusive

Share desktop and **applications** with ease, including content from mobile devices

Meetings lifecycle keeps everyone in the know before, during, and after a meeting

Get more out of your meetings with **automatic live captions** and **searchable transcripts**

Cloud recording and **playback** with **Stream** means you won't miss the meeting, even if you missed the meeting

Bring everybody together with the **integrated Microsoft Whiteboard** and contribute in real-time with **digital ink**

Use **background blur** and **custom backgrounds** to remove distractions and personalize your video, calling and meeting experiences

Easy and Secure to Join and Use

Office 365 **compliance**, **security**, and **manageability** means you can call and meet with confidence

Great audio, video & **sharing quality** over Wi-Fi & cellular networks

Adaptive A/V experiences over variable bandwidth networks provides **optimized calling & meetings**

Speak-while-muted and **echo suppression** alerts help you keep your meetings on track

No internet? No problem. **Dial into meetings** with **Audio Conferencing**, available in 90+ countries
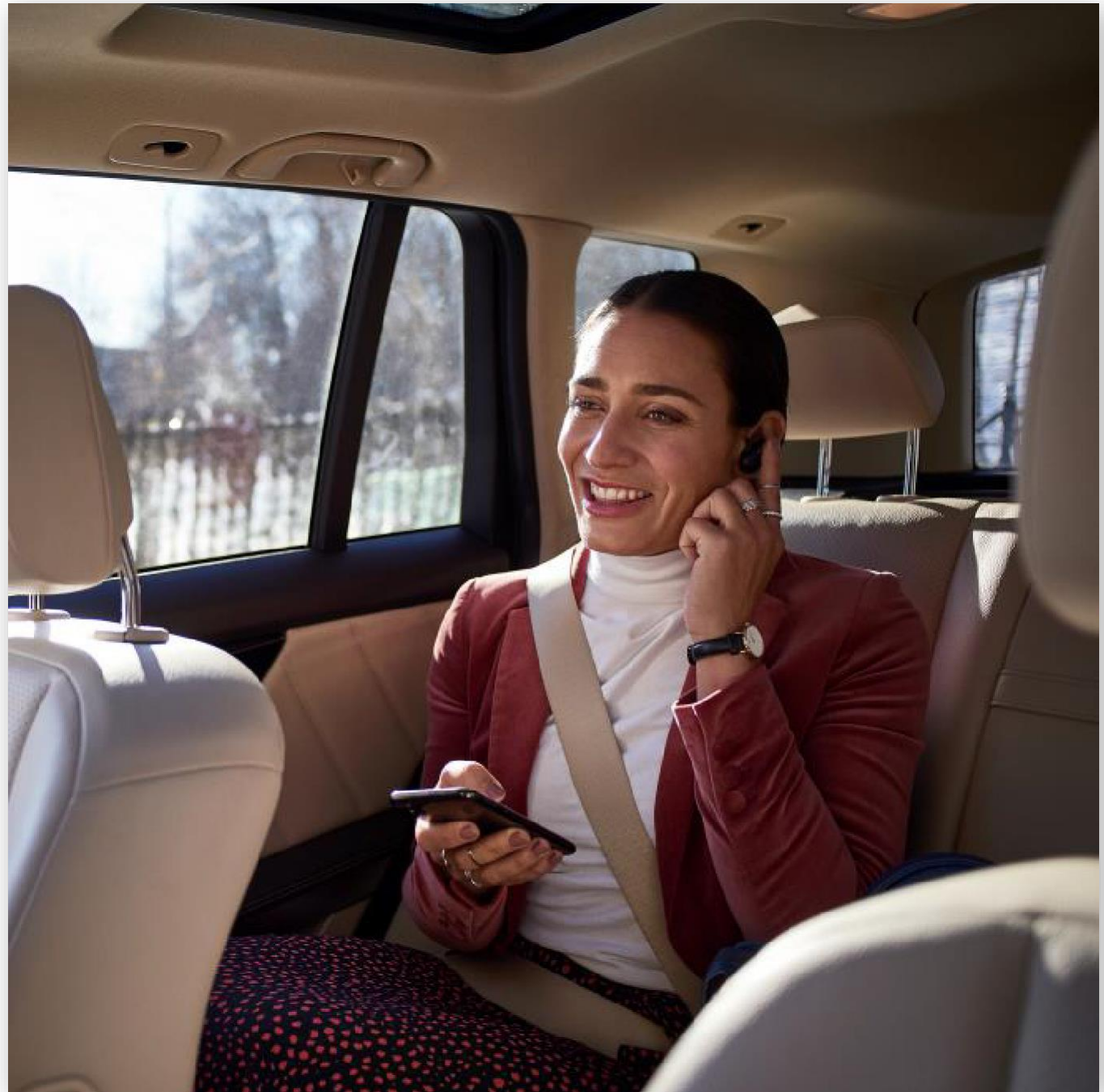
Teams as a Platform

Ready made solutions

Hundreds of Microsoft and partner applications available in the Teams store today

Automating tasks and low-code applications

The low-code Power Platform enables your team to streamline processes and unlock critical insights

Reference Solutions

Open sourced accelerators combining Teams and web apps to complete a business scenario

Custom Built Apps

Build the business apps you need and extend or customize the apps you already use

Integrated Workflows and Business Apps

Create integrated solutions that automate routine tasks and streamline processes
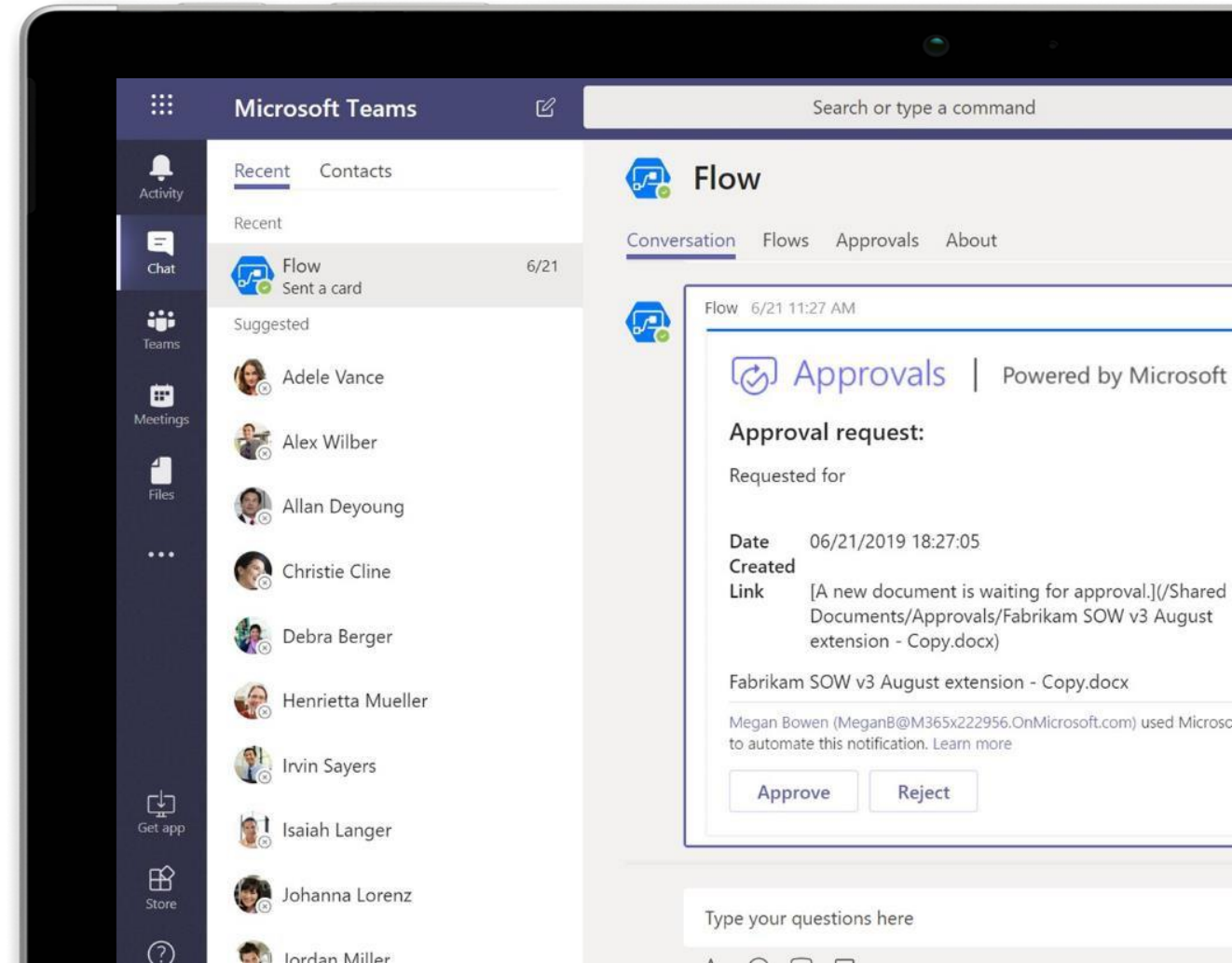
Integrate & automate apps and workflows within **Microsoft Teams**

Connect to 300+ services and automate alerts and workflows with **Microsoft Flow**

Develop no-code & low-code apps and forms with **PowerApps**

Uncover and visualize insights with **Power BI**

Collect, manage, and distribute content and data using **SharePoint**, **Microsoft Forms**, and **Excel**

Automate Routine Tasks with Microsoft Flow

Automate existing business processes
with no-code & low-code solutions

Connect and automate **300+ cloud and on-premises** data services

Use **prebuilt templates** for business processes like approvals, alerts, data collection and reminders

Use **advanced scenarios** with branching conditions, multiple steps, Visio process modeling, and more
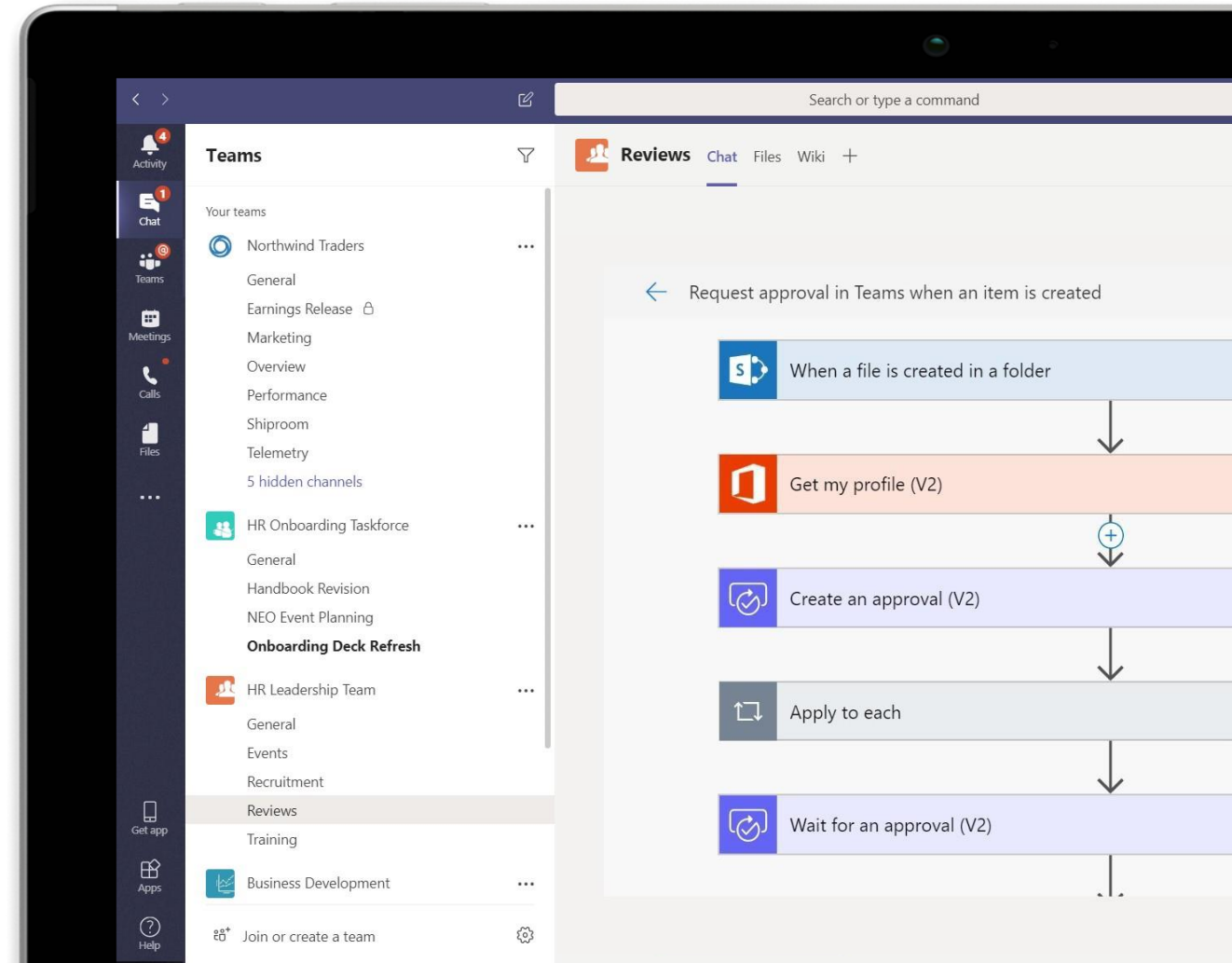
Build Custom Apps with PowerApps

Build no-code & low-code **apps for PC and mobile** within Microsoft Teams

Access PowerApps **within a Teams channel**

Add productivity apps from the app store, including ISV, LoB, and citizen developer apps

Easily **build and deploy custom forms** to Teams

Connect to business data in lists, CDS, or any of 300+ connected services
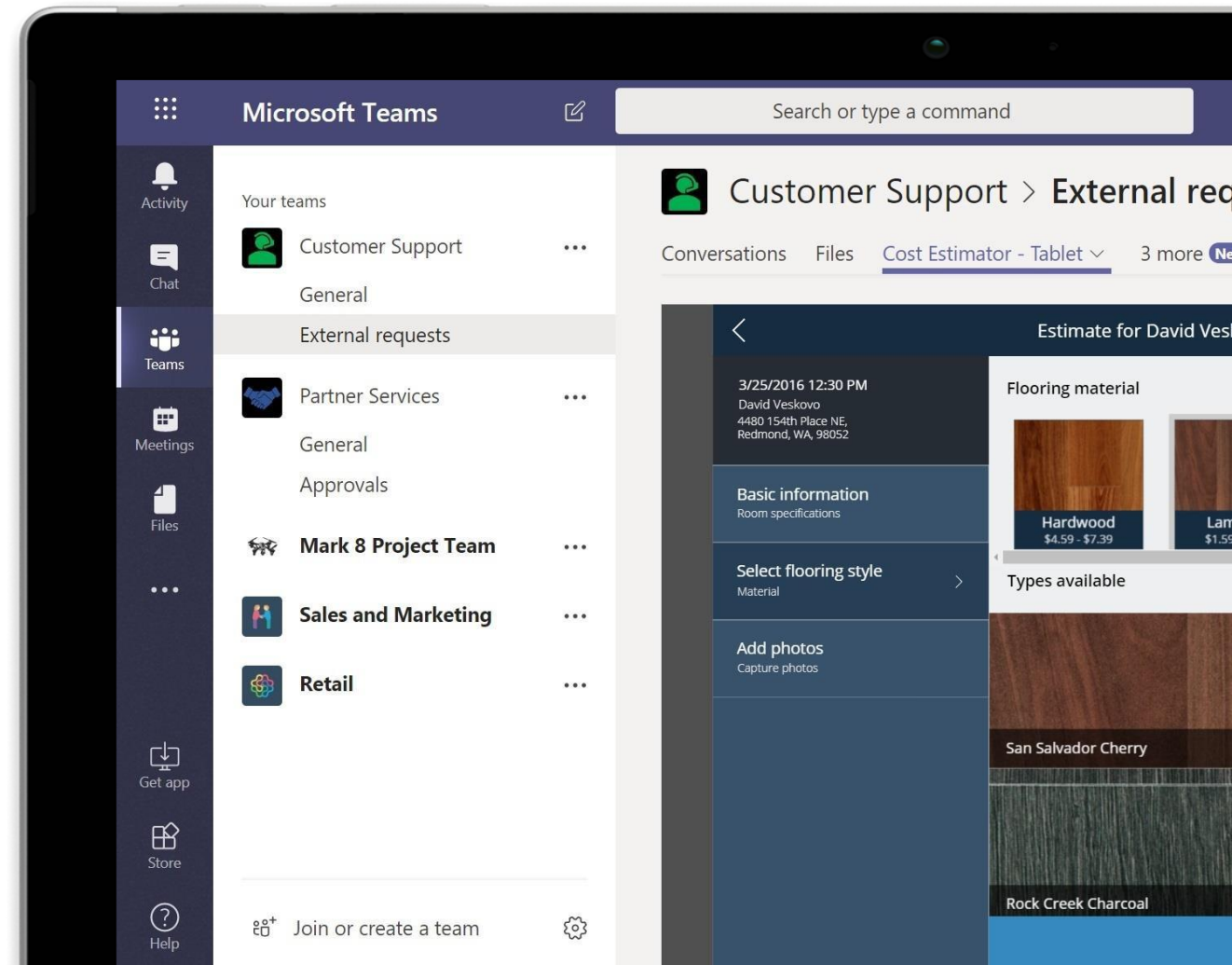
Uncover Insights with Power BI

Make sense of data with **beautiful and insightful visualizations**

Add Power BI reports as a **tab in teams' channel** or to **custom dashboards**

Share data **insights during meetings**, in Teams

Easily **create reports** from Excel or CSV

files in SharePoint libraries

Demo:

Here's How I Work
Every Day

Where to Start:
A Day in the life of a Teams Admin

Let's go over some typical things:

✓ Train Users

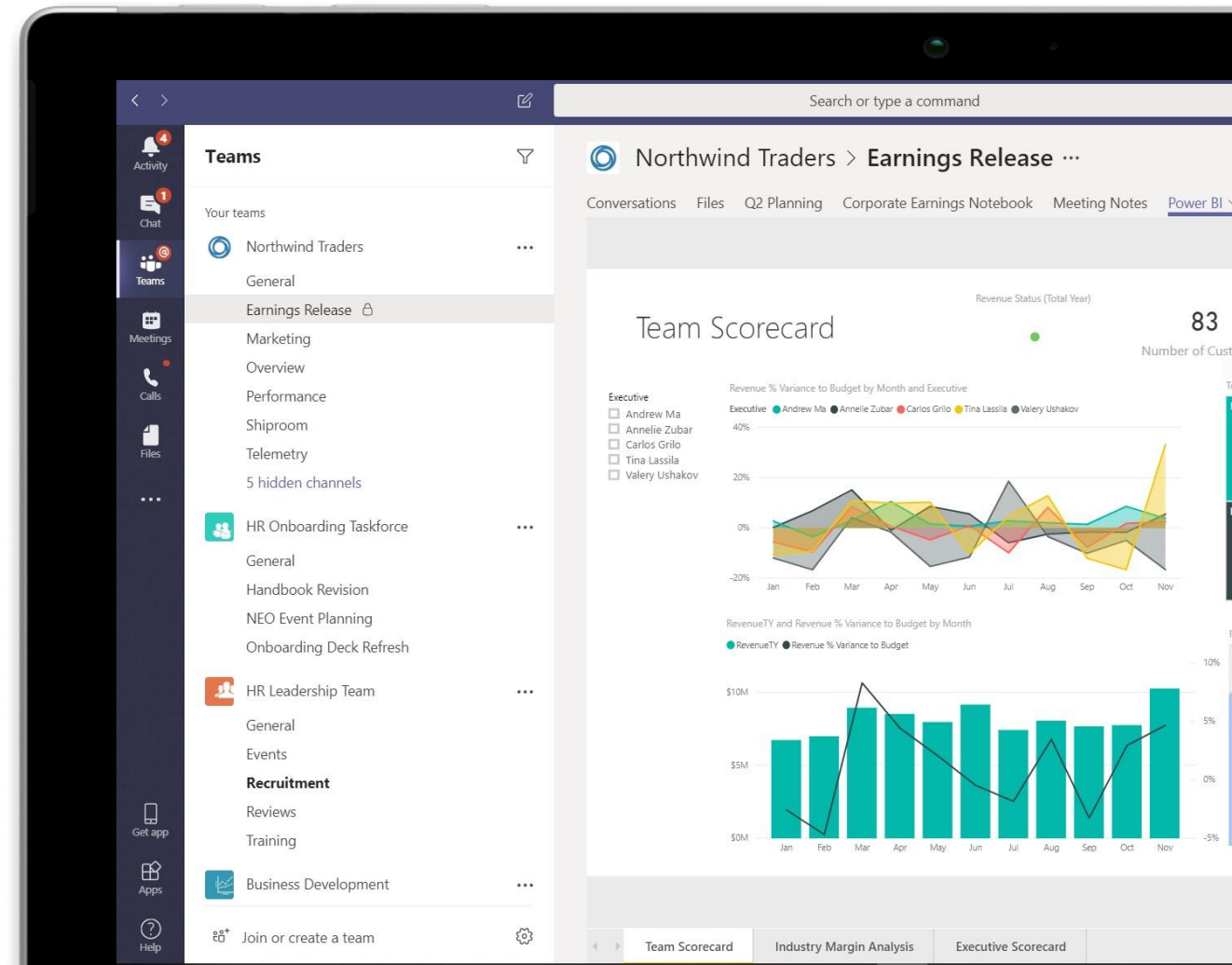✓ Configure global policies

✓ Assigning new owners to teams due to vacations, org changes, etc.

✓ Configuring cloud storage providers

✓ Controlling what external users can/cannot do in meetings

✓ Configuring translation and recording options

✓ Configuring meeting policies

✓ Configuring which apps show up by default and in what order

✓ Streamline team membership with dynamic groups

✓ Creating teams using built-in or modified templates

Demo:
Teams Admin Activites

Thank you!

▶ *More as a Service*™

Appendix: Deep Dive

After this module you
should know and understand:

- What makes up the architecture of Microsoft Teams

- How to explain the various service components
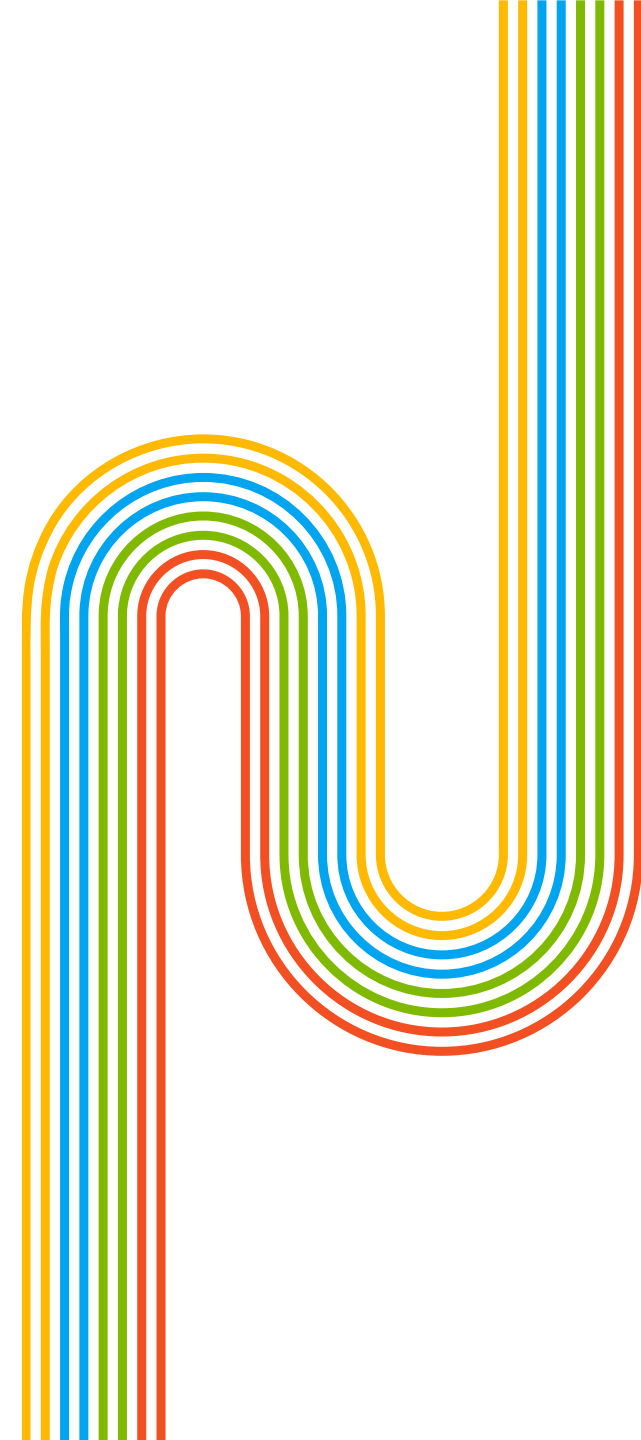
Architecture

Principles

Designed for
the cloud

Agility at
scale
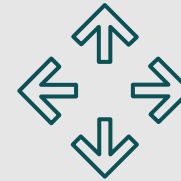
Amplify the value
of Office 365

Teams Brings Together O365 and Skype

Teams Clients

Office 365 Platform and Services

Teams Services

Skype Infrastructure

Azure

Teams Client Architecture

Microsoft

Optimized for Agility
Auto-updates

Desktop

Web	Windows	Mac
	Electron	
	C++	Objective C
HTML5/CSS		
Angular → React		
jQuery, lodash, etc. (200+ Open Source Components)		
TypeScript, Node, SASS		

Mobile

iPhone/iPad	Android
iOS	Android
Swift	Java
React Native	
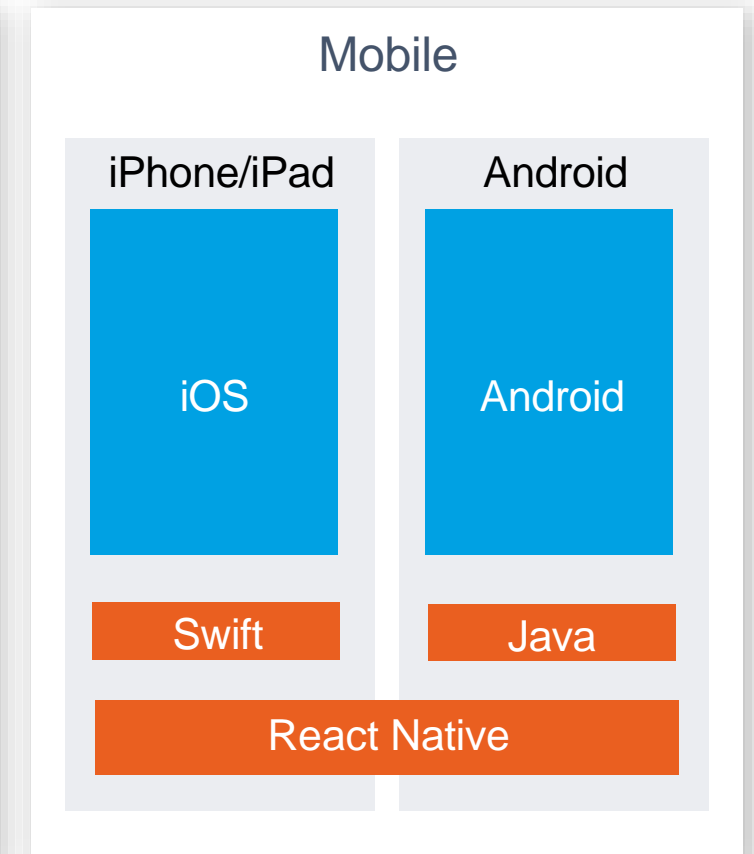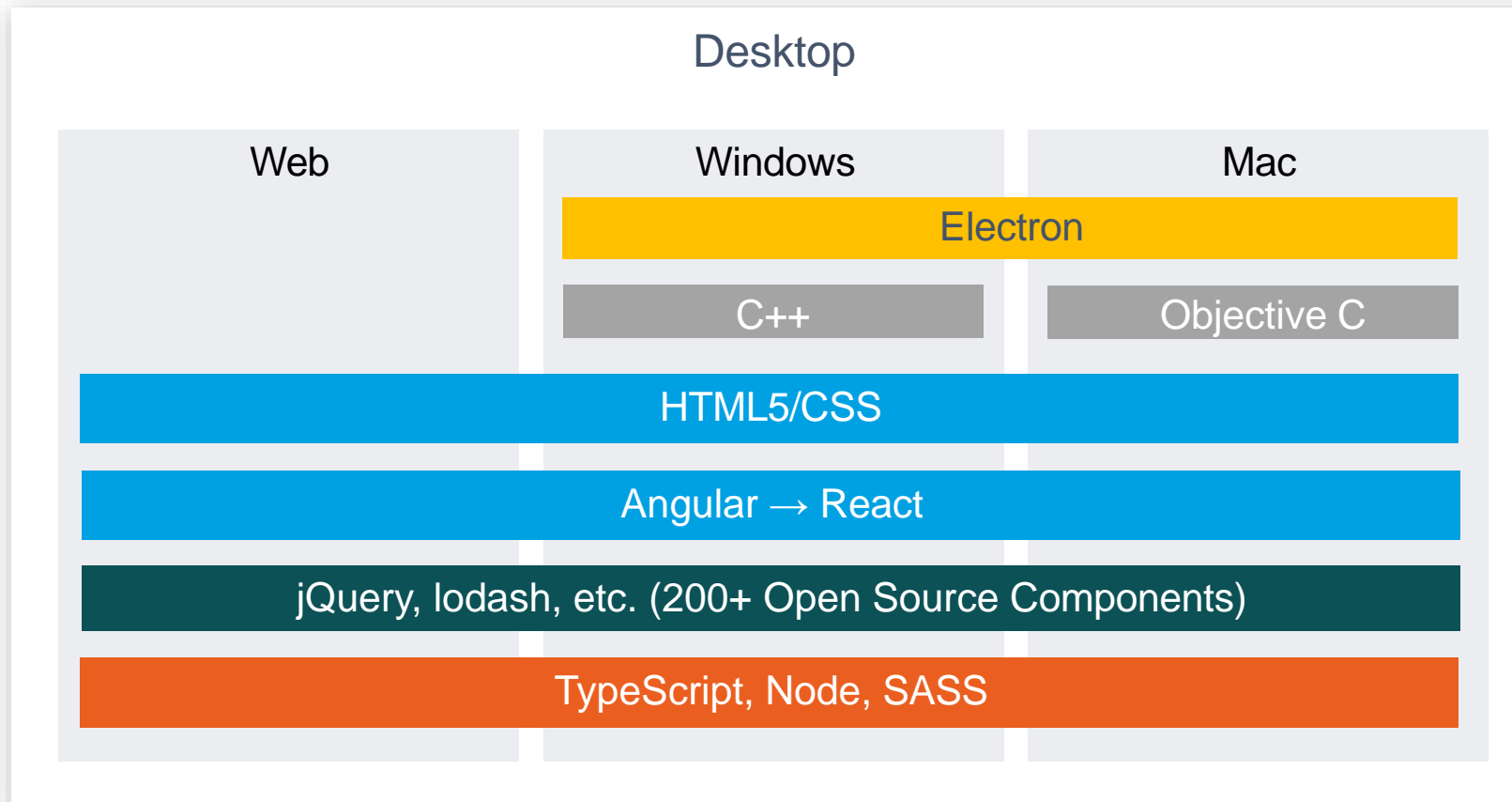
Browsers: Edge, IE11, latest Chrome, latest Firefox, Safari (soon!)
Desktop: Windows 10, 8.1, 7(SP1), Mac OS X 10.10+

Teams Services

- Often referred to as the "Middle Tier" although it is actually a collection of microservices

- More efficient / Less complex

- Scale flexibility

- Lower risk / deployment agility Optimize for evolutionary change

Skype Infrastructure

Messaging
- Chat
- Media
- Search
- URL preview
- Notification Hub
- Personal Expression

Calling/Meeting
- Calling service
- Transport relays
- Media processor
- Media controller
- Registrar
- Call recording
- Voicemail
- Trouter
- Meeting scheduler

People
- Presence

Config
- Experimentation

Identity
- Skype Identity
- Permission service
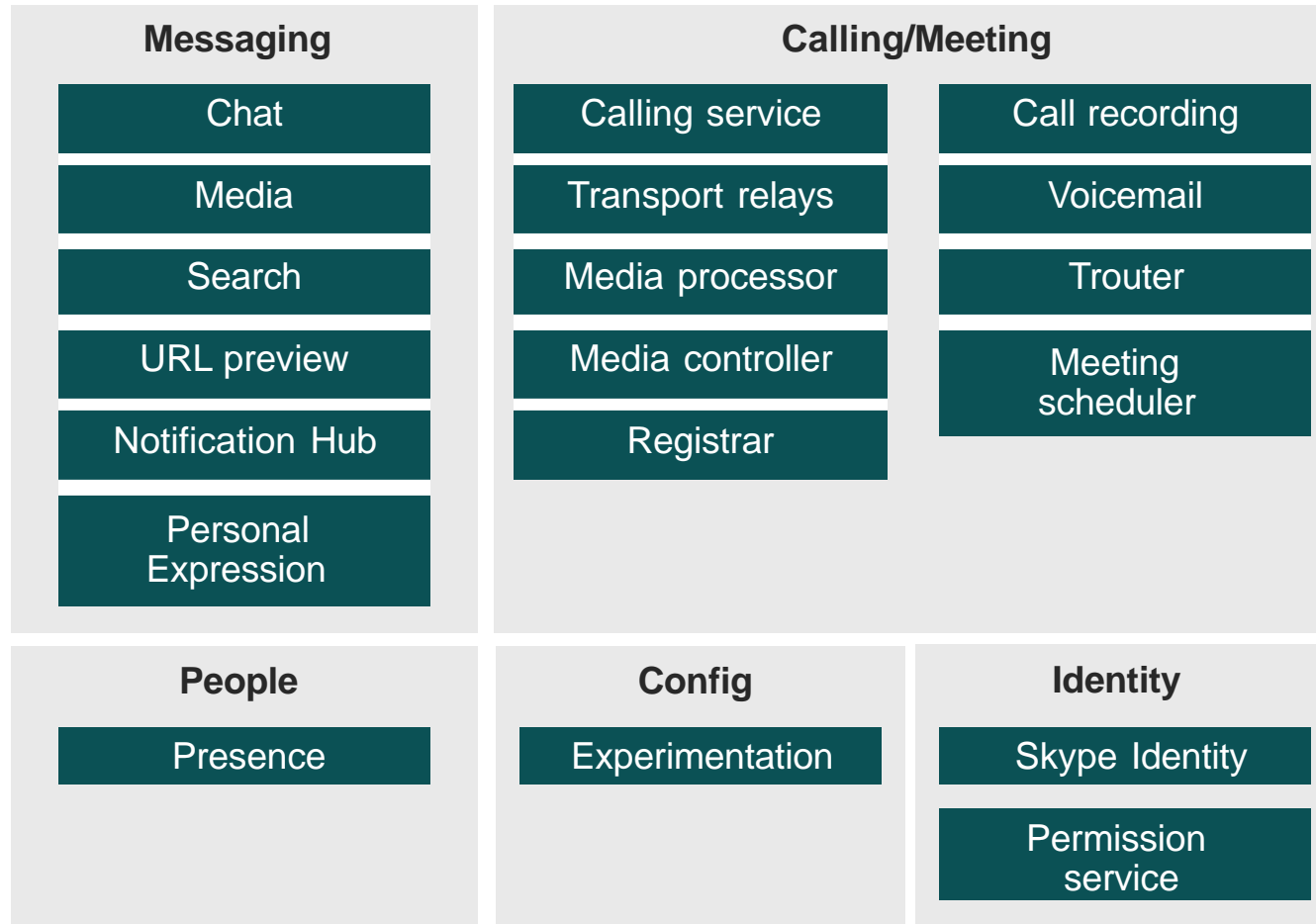
Teams and Skype

- Leverage the next generation compliant skype services for messaging and VOIP calling

- PSTN calling and conferencing leverages the Skype for Business Online stack

- Presence to leverage the new unified presence services

Teams and Office 365

- Teams strives to realize the full benefits of O365 both as a platform and for end user capabilities

- A part of our vision is to be an App hub for Office 365 and bring together the best capabilities

- Teams does not aim to re-invent the wheel, instead leverages the features of other O365 workloads

The diagram shows:

Office 365

Platform
- Exchange
- Modern Groups
- SharePoint
- Stream
- OneDrive for Business
- Information Protection

Applications
- OneNote
- PowerApps
- Planner
- PowerPoint, Word, Excel

Data and analytics
- Microsoft Power BI

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.**
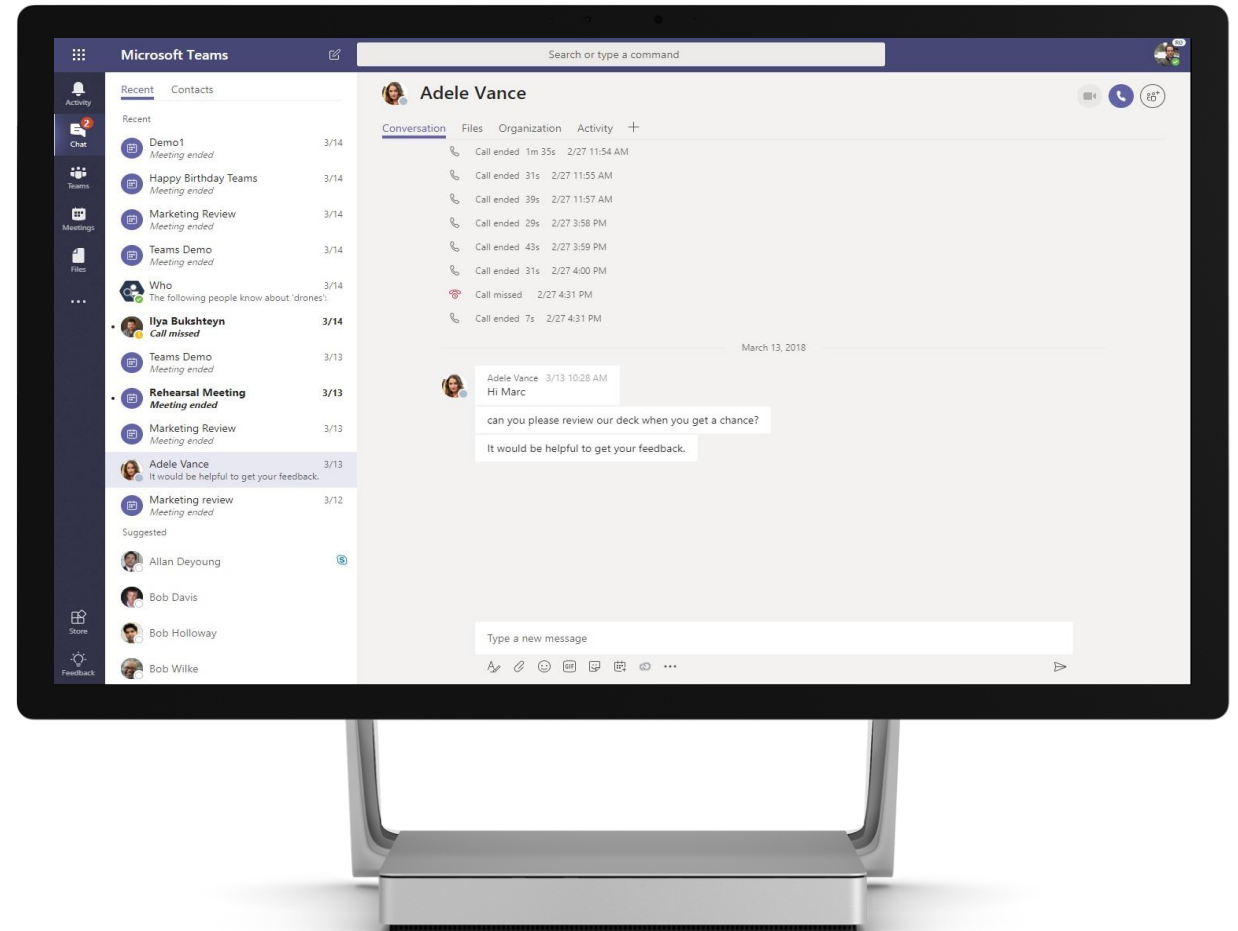
File storage

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
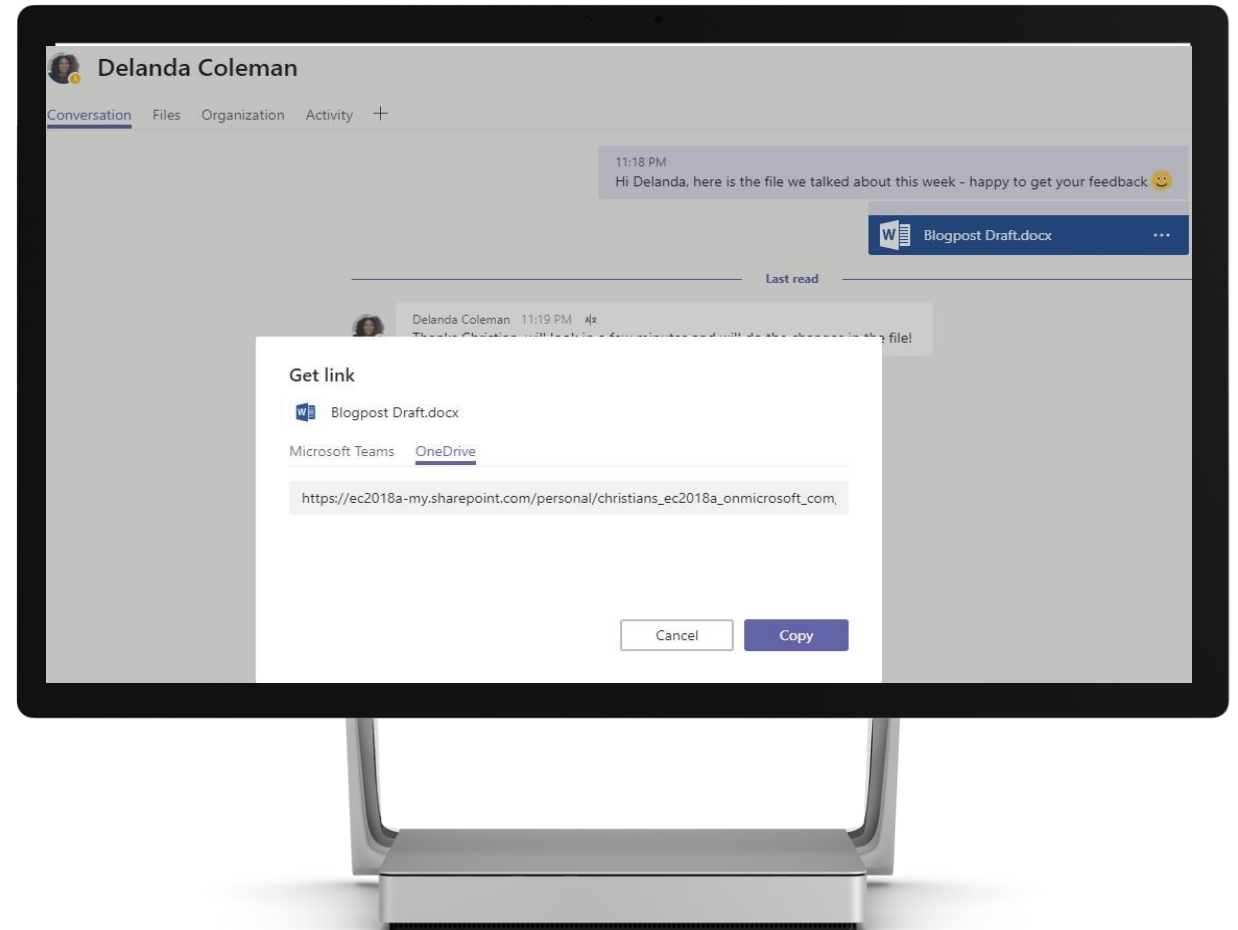
What, Where and How Teams is Administered

Teams Admin Center

- Teams Messaging, Meetings, and Live Events Policies

- Teams Upgrade policy

- Guest Settings for Messaging, Meetings, and Voice Teams Lifecycle Management

- Teams Settings

- External Access Settings Automated Attendants Call Queues

- Device Management

Skype for Business Admin Center (legacy)

- Audio conferencing Calling plans Phone System

- Phone number management Licensing for Cloud voice features

- Audio conferencing Calling plans Phone System

- Phone number management Licensing for Cloud voice features

Teams Roles and Capabilities

Role	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 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.

SharePoint Online &
OneDrive for Business

OneDrive for Business

Tool

- Individual cloud-based file storage.

- Users can access their OneDrive folders from many locations, including Microsoft Teams.

Great for…

- Project-oriented teams to have a conversation, work together in files, call, and meet right where the work is happening.

- Teams can be public (open to anyone in your organization) or private (managed membership).

- Use the rich security and compliance capabilities in Microsoft 365 to govern content created through Microsoft Teams.

SharePoint Online

Communication Sites

Team Sites

Tool

- Create attractive, feature-rich site pages directly in SharePoint Online for teams and communication.

- Use the same set of security and compliance capabilities across files, whether created through Microsoft Teams or directly in SharePoint sites.

Great for…

- Broad communication using Communication sites and SharePoint News.

- Storing files in the cloud, making them accessible to a broad audience.

- Storing sensitive or highly classified files and applying robust permission management, secure access, and compliance capabilities.

Microsoft

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

OneDrive sync client for Windows or Mac; easily sync all the files for a team

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

Will respect tenant SharePoint and OneDrive for Business settings and locations

- Automatic classification, labelling Data loss prevention
- Document retention policies, disposition review, events-based retention
- eDiscovery, legal holds
- Encryption, customer lockbox, Azure Information Protection

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 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
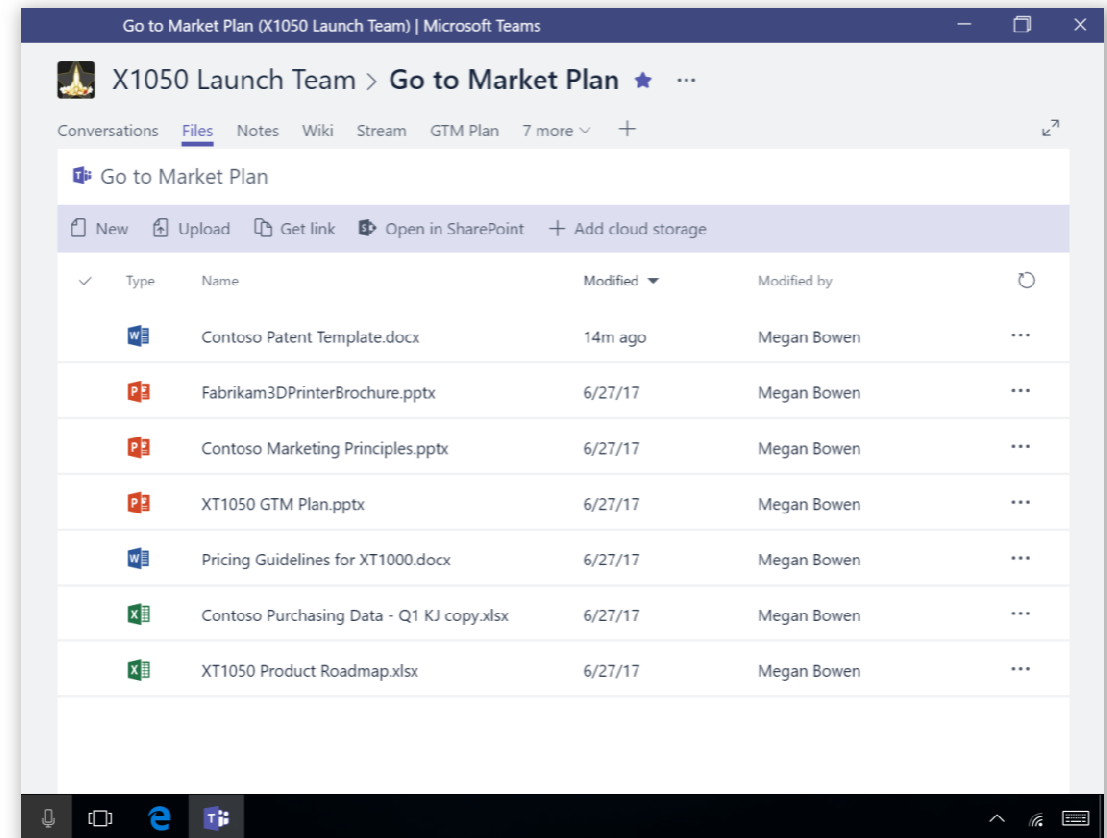
Additional Cloud Storage Providers

Additional cloud storage providers can be added in channels
- Dropbox
- Box ShareFile Google Drive
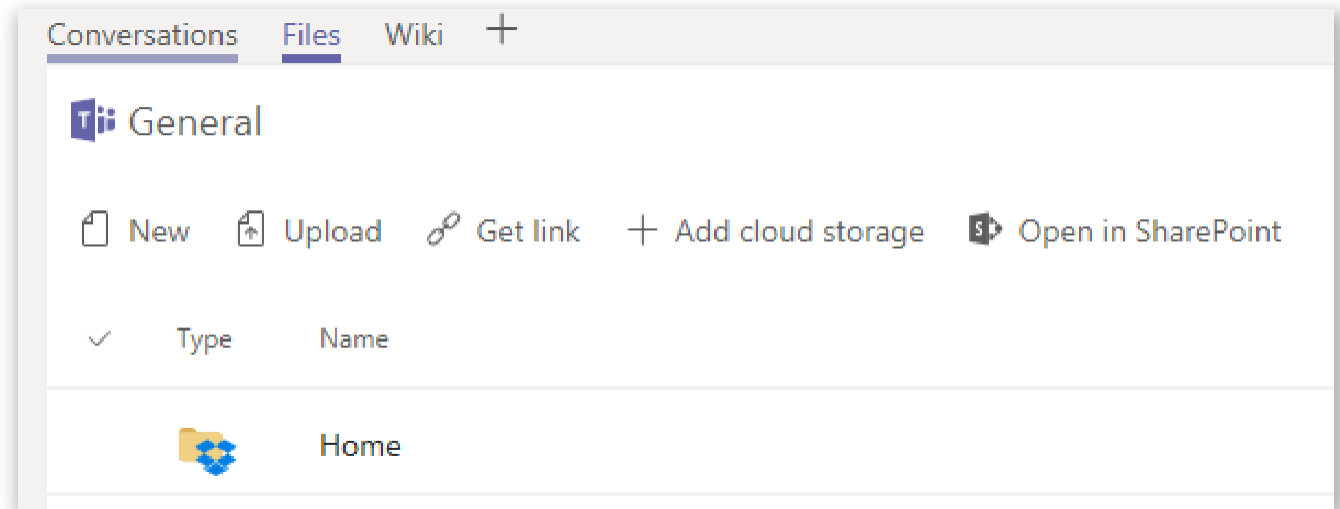- Additional SharePoint Online Library

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

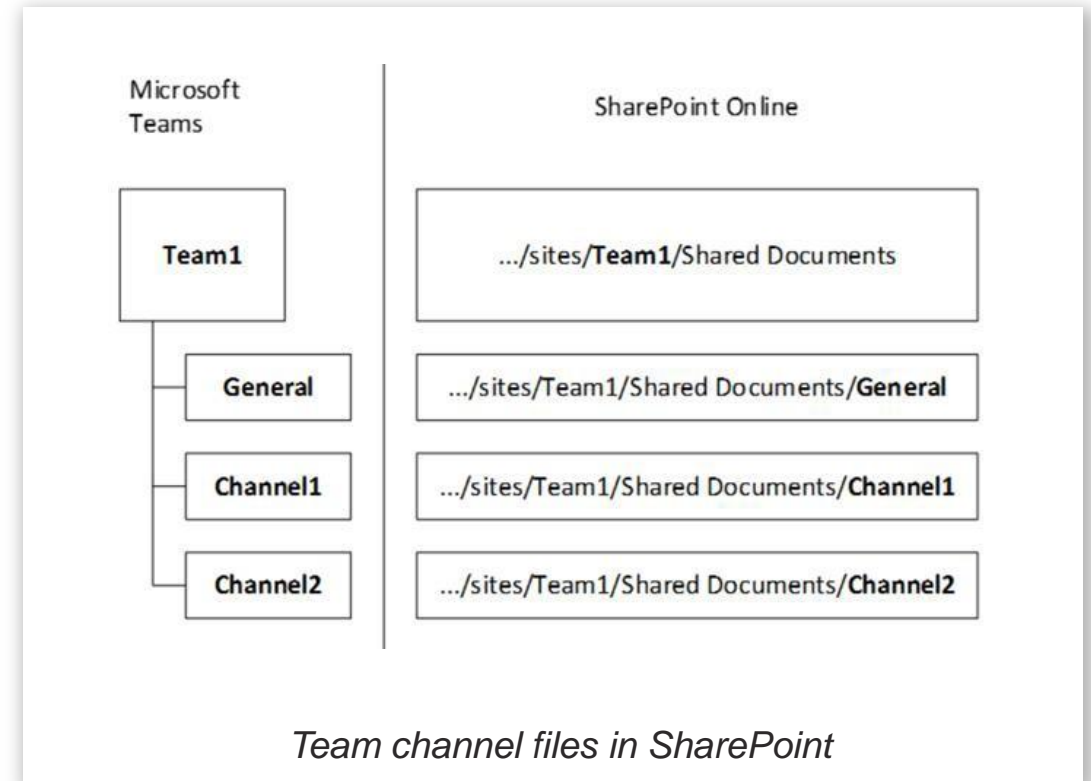**Cannot substitute SharePoint or OneDrive for Business**

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

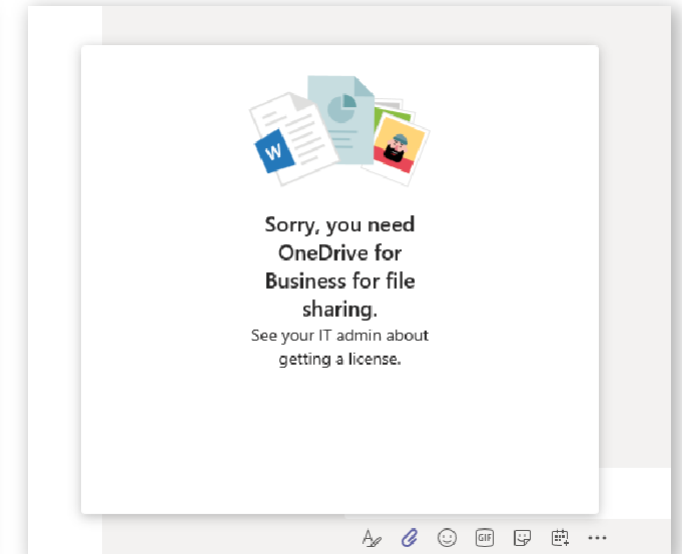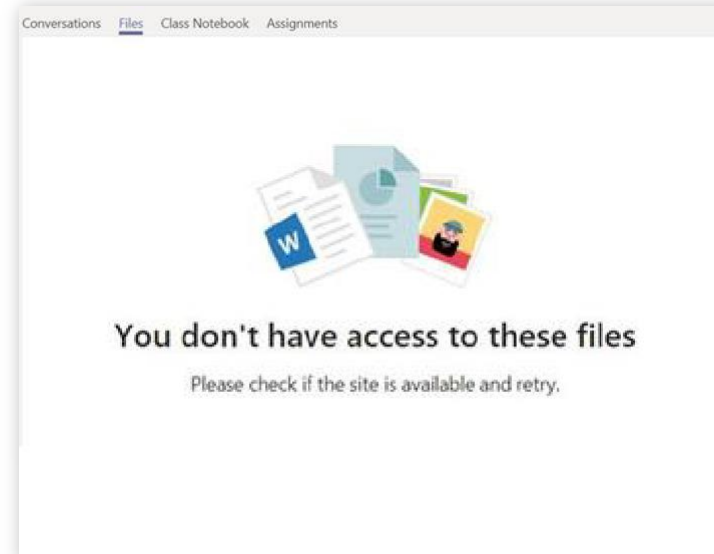| Microsoft Teams	SharePoint Online
Team1	.../sites/**Team1**/Shared Documents
General	.../sites/**Team1**/Shared Documents/**General**
Channel1	.../sites/**Team1**/Shared Documents/**Channel1**
Channel2	.../sites/**Team1**/Shared Documents/**Channel2**

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

Conversations   Files   Class Notebook   Assignments

You don't have access to these files

Please check if the site is available and retry.

Sorry, you need OneDrive for Business for file sharing.
See your IT admin about getting a license.

That didn't work

We couldn't find a valid SharePoint Online license for ▇▇▇▇▇▇▇▇▇▇▇▇▇▇▇▇▇▇▇▇.

Not what you expected? Contact your support team and include these technical details:

Correlation ID: ▇▇▇▇▇▇▇▇▇▇▇01c
Date and Time: 1/15/2019 12:28:49 PM
URL: ▇▇▇▇▇▇▇▇▇▇▇▇▇▇▇/Shared Documents/General
User: ▇▇▇▇▇▇▇▇▇▇
Issue Type: Unlicensed user.

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?
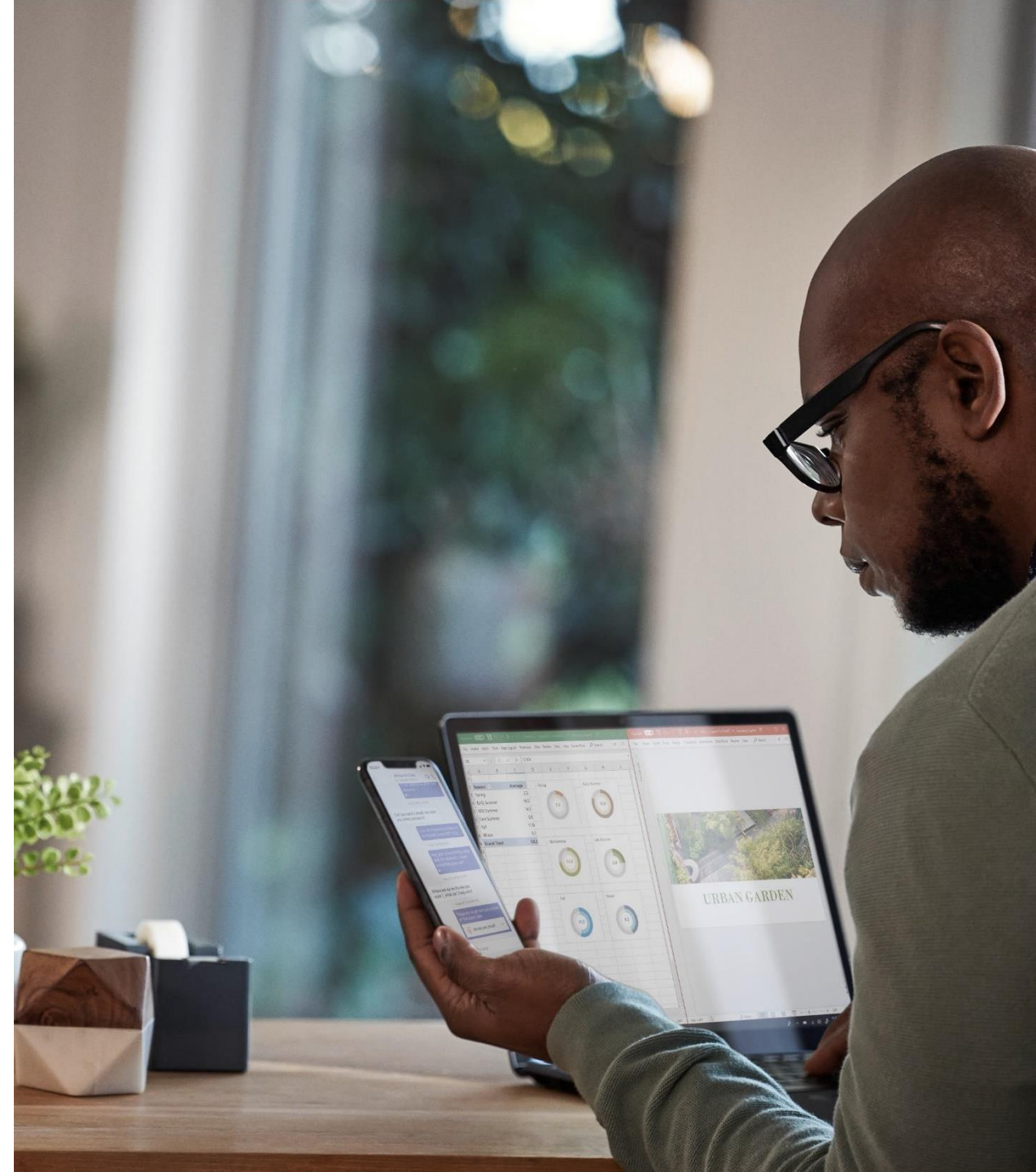
What to Configure and Where

|	**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

Exchange Online

Exchange Online & Outlook
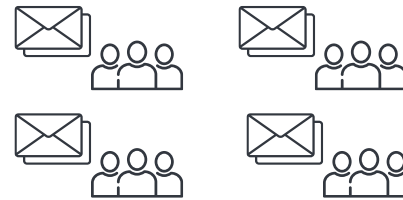
Group Mailboxes
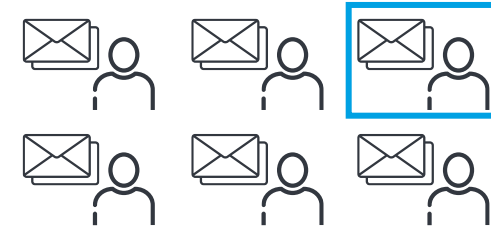
User Mailboxes

Tool

- Email and calendar. Configure security and compliance for email in transit, including data loss prevention policies and classification.

- Adjust threat protection for spam, malware, phishing, and spoofing.

- Configure Advanced Threat Protection and threat intelligence capabilities.

Great for…

- Managing time and targeted communications.

- Schedule and attend meetings either through Outlook or Microsoft Teams.

- Send protected mail.

- Take advantage of the most advanced and comprehensive set of protection and compliance capabilities for mail and attachments.

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.

Exchange Hybrid Requirements

AAD Connect with Writeback is Required

In order to make Groups available for on-premises users
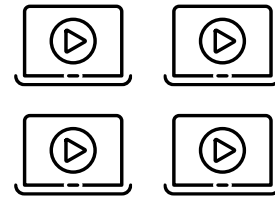
Prerequisites

- 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
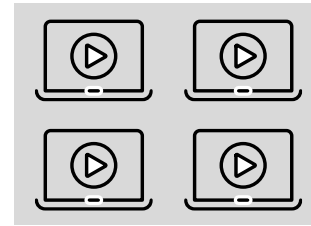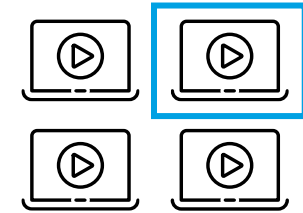
Microsoft Stream

Microsoft Stream

Videos   Channels

Tool

- The intelligent video service in Office 365.

Great for…

- Create, securely share, and interact with video, whether in a team or across your organization.

- Host live events.
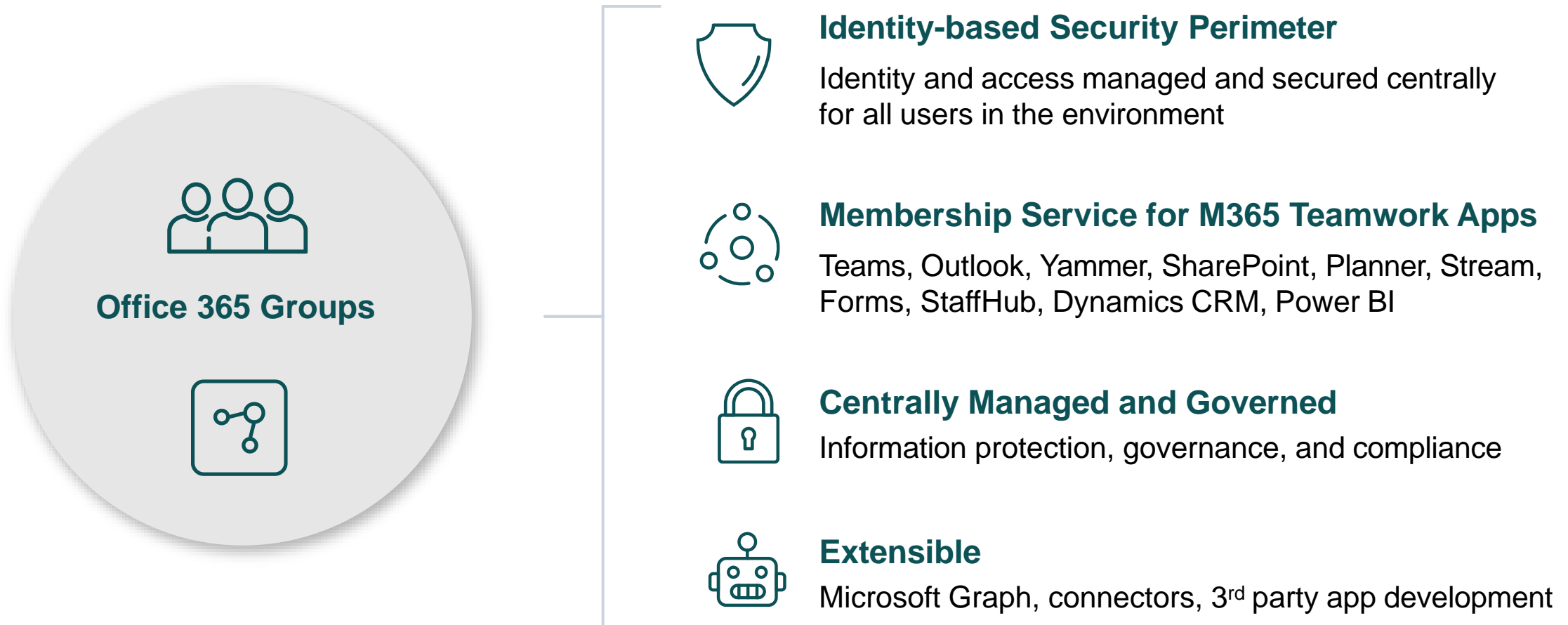
Setup Microsoft Teams Recording in Teams

Step 1   Enable Microsoft Stream for users in the organization

Step 2   Ensure that users have upload video permissions in Microsoft Teams

Step 3   Notify employees to consent to company guidelines in Teams

Step 4   Turn on or turn off call recording

Step 5   Turn on or turn off recording transcription

Step 6   Planning for storage

Office 365 Groups

What is Office 365 Groups?

Single Identity for Teamwork and Beyond

Office 365 Groups

Identity-based Security Perimeter

Identity and access managed and secured centrally for all users in the environment

Membership Service for M365 Teamwork Apps

Teams, Outlook, Yammer, SharePoint, Planner, Stream, Forms, StaffHub, Dynamics CRM, Power BI

Centrally Managed and Governed

Information protection, governance, and compliance

Extensible

Microsoft Graph, connectors, 3rd party app development

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

Create your team

Collaborate closely with a group of people inside your organization based on project, initiative, or common interest. Watch a quick overview

See your organization's guidelines.

Team name

Description

Privacy

Private - Only team owners can add members

This team is classified for Confidential information. Change setting ⓘ

Create a team using an existing team as a template

Create a team from an existing Office 365 group

Cancel   Next

INGRAM CLOUD

Microsoft

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.

Types of Groups and Where They are Created

Groups can be created in several of the admin centers and by users from within apps

Type Of Group	Security Group	Office 365 Group	Mail-enabled Security Group	Distribution Group	Shared Mailbox
	Used for granting access to resources and for managing devices.	Used for collaboration. Includes a group email and shared workspaces.	Includes the ability to send mail to a group. Cannot be dynamically managed. Cannot contain devices.	Used for sending notifications to a group of people.	Used when multiple people need to access the same mailbox, such as a support email address.

Where Groups Can Be Created

Azure AD

Microsoft 365 admin center

Exchange Admin

Outlook

Teams

SharePoint

Planner

Yammer

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 – this is the recommended approach for customers new to Office 365 Groups

- From Planner, Power BI, StaffHub and Stream integrations
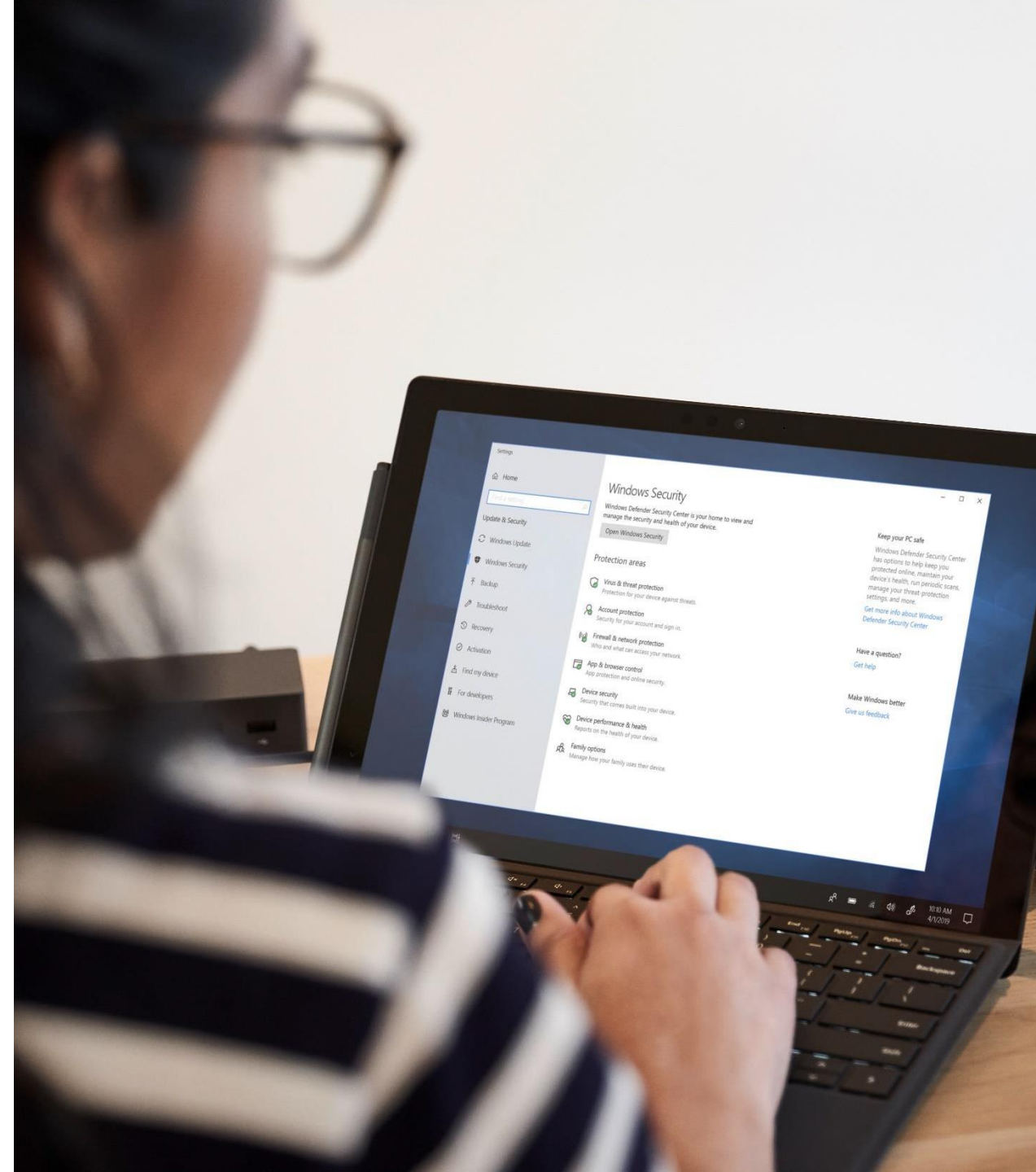
Resources in Office 365 Groups

Resources available when the Group is created

- Shared Inbox

- Shared Calendar

- SharePoint Document Library

- Shared OneNote

- Notebook SharePoint

- Team Site Yammer Group

Outlook

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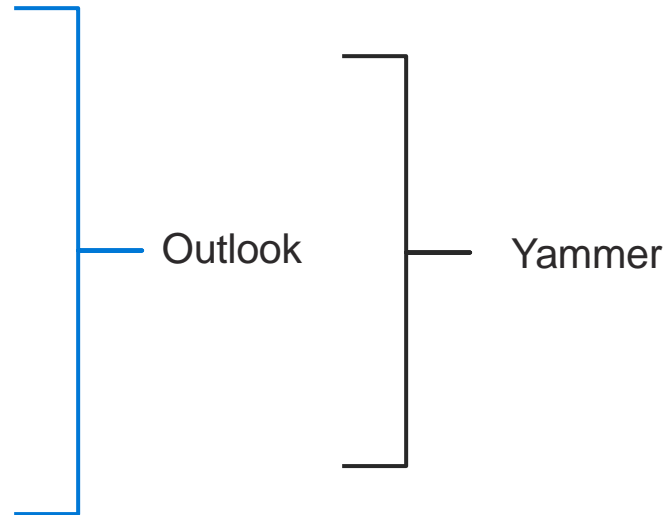
Adding members to the group *automatically gives them the permissions* they need to the resources your group provides

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.

Summary

- Teams builds on Office 365

- For optimal user experience AAD sync, SharePoint Online, OneDrive for Business and Exchange Online required

- Limited functionality still available for other environments

Teams Services
Dependencies

What Architects Need to Know About Teams Dependencies

This is for use case scenarios where Teams is the first workload to be deployed with a customer. Out of the box Teams will "just work".

Be aware of the following dependent services that will require management:

- Office 365 groups

- SharePoint team sites

- OneDrive for Business

- Mailboxes

- Stream videos and Planner plans (if these services are enabled)

Microsoft Teams (not Skype hybrid)

Dependent services

Exchange Online

Chat service

Teams client

Chat
1:1 chats
Group chats
User mailboxes
Group mailbox

Office 365 Group
Channel messages
Wiki
Files
Teams

SharePoint Online and OneDrive for Business

SharePoint team site

Skype

NGC Skype Calling/Meeting services

Meetings

Calls

User mailboxes
• Call summary
• Meeting summary

Files

OneDrive for Business

Microsoft Teams and Conditional Access Rules

Be sure to include dependent services in the scope of conditional access rules:

- Microsoft Teams

- SharePoint Online and OneDrive for Business Exchange Online

- Skype for Business Online

- Microsoft Stream (meeting recordings)

- Microsoft Planner

- (Planner tasks and plan data)
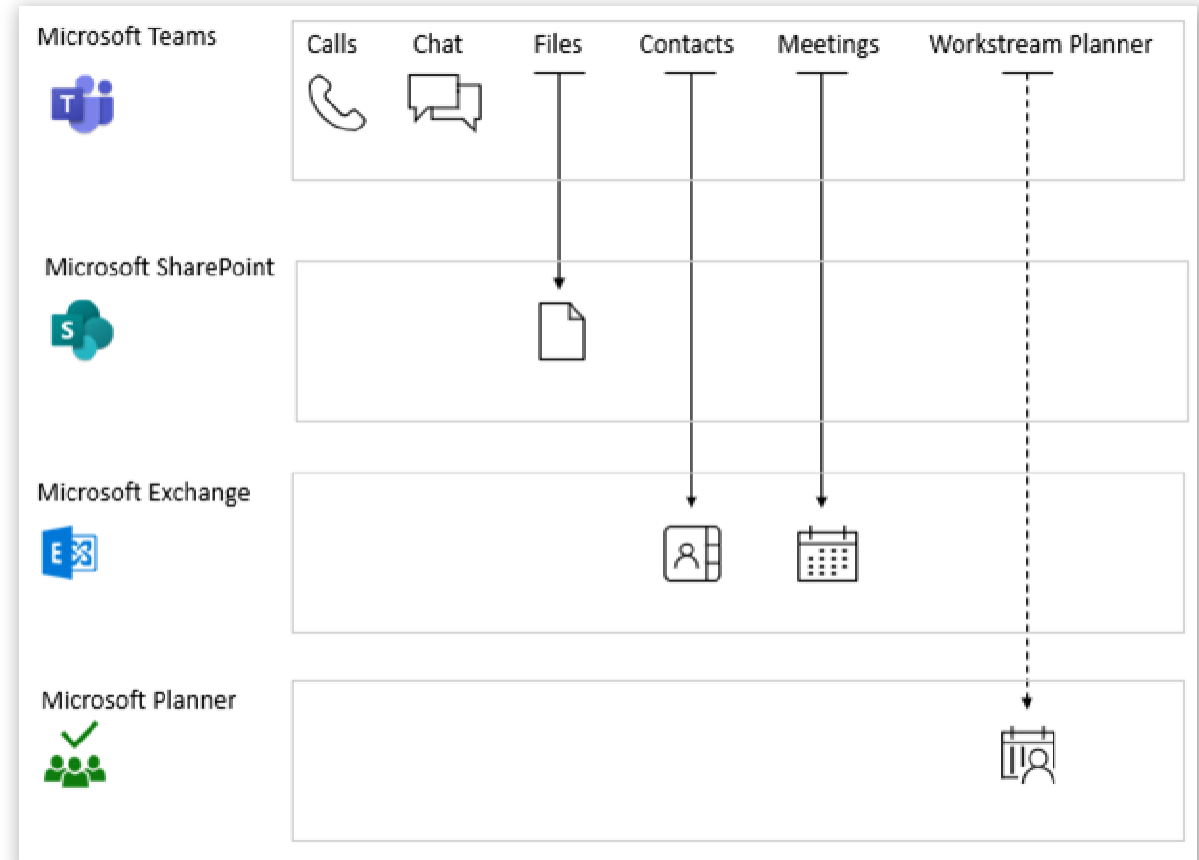
Microsoft Teams
Solutions

"We need to go faster"

IT application development is gravitating towards **low-code and high-productivity** application platforms to minimize cost and support rapidly changing business needs.

"We already have the data"

Essential part of these high-productivity application platforms is that they **natively integrate with existing business data** – e.g., CRM or ERP systems and existing business process applications.

Today, Most App Platforms Only See Some Business Data

Shipments

Orders

Forecast

Accounts

Support Case

Equipment Maintenance

Service Requests

Opportunities
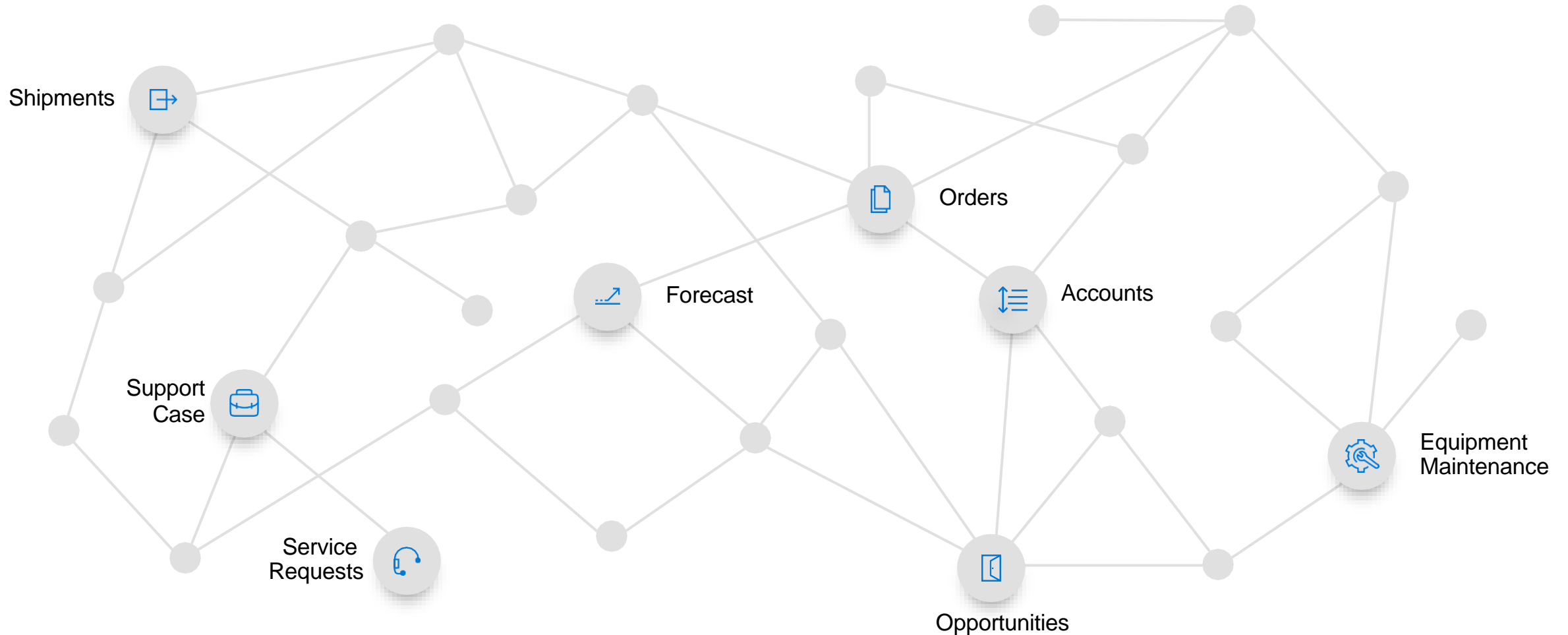
The Microsoft Power Platform

One high productivity platform that spans Office 365, Dynamics 365, and standalone applications

PowerApps

Flow

Power BI
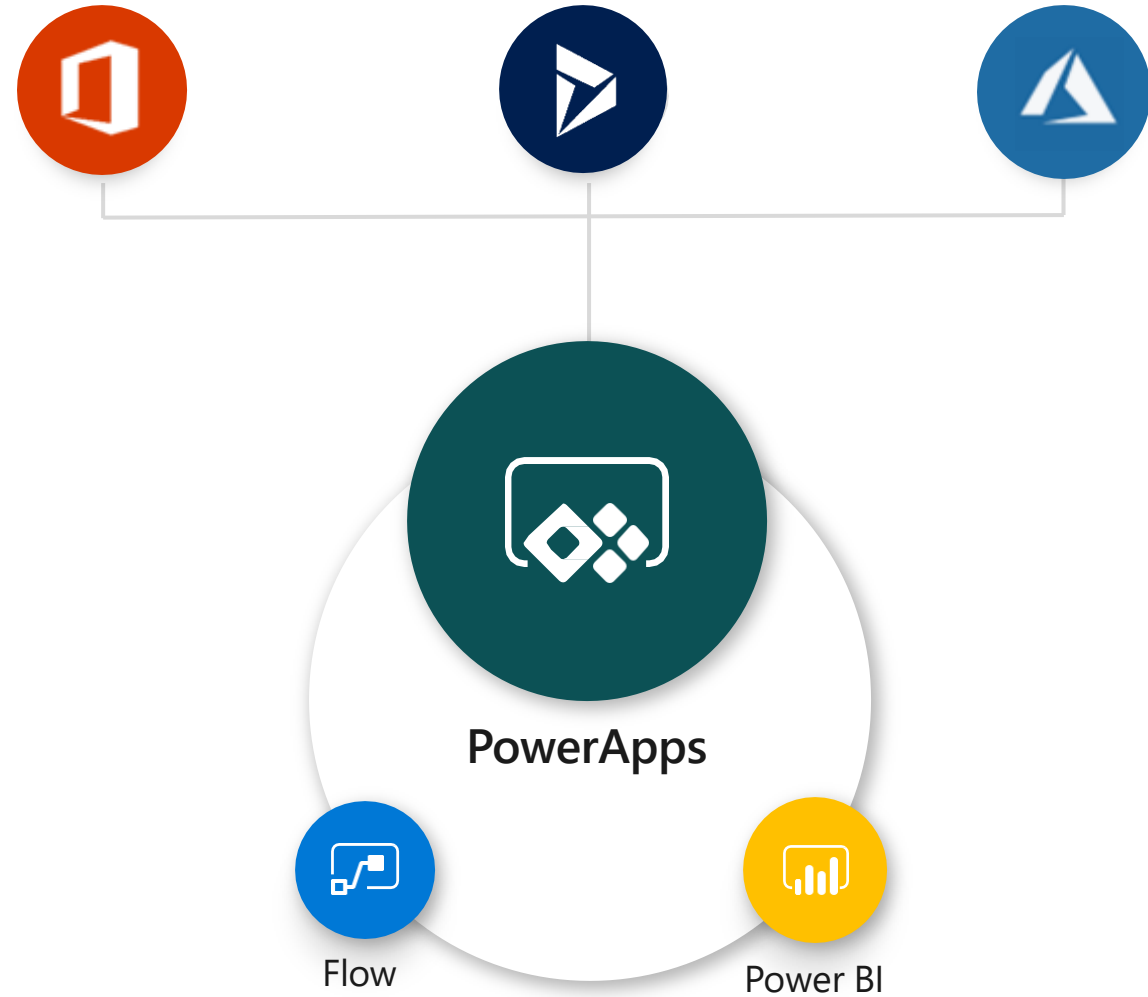
High Productivity App Development Without Cliffs
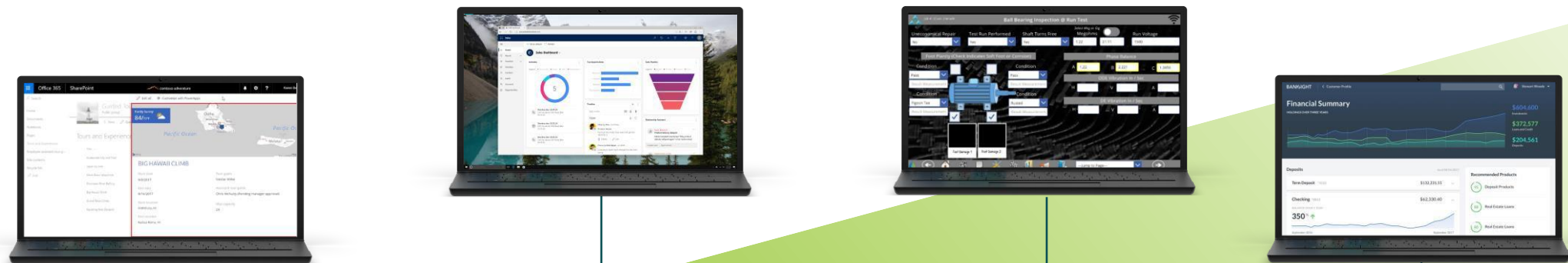
Office 365 Customizations

Dynamics 365 Applications

Custom LOB applications

ISV Applications

PowerApps

Microsoft PowerApps
Key Features

Microsoft Flow

Robotic Process Automation (RPA)

is garnering a lot of interest and attention in the market – by automating simple tasks, RPA solutions promise to lower costs while reducing errors.

Beyond Task Automation

Microsoft Flow is an intelligent process automation service that goes beyond simple task automation, allowing non technical users to automate complex business processes and workflows without a complex IT deployment.

Work Less, Do More

Effortless Connectivity
with an intuitive, no code, drag and drop interface

Be More Productive
with automated workflows, process modeling, and deep Office 365 integration

Build with Confidence
with enterprise level security, compliance, and manageability

Customize and Extend
with rich platform services powered by Azure
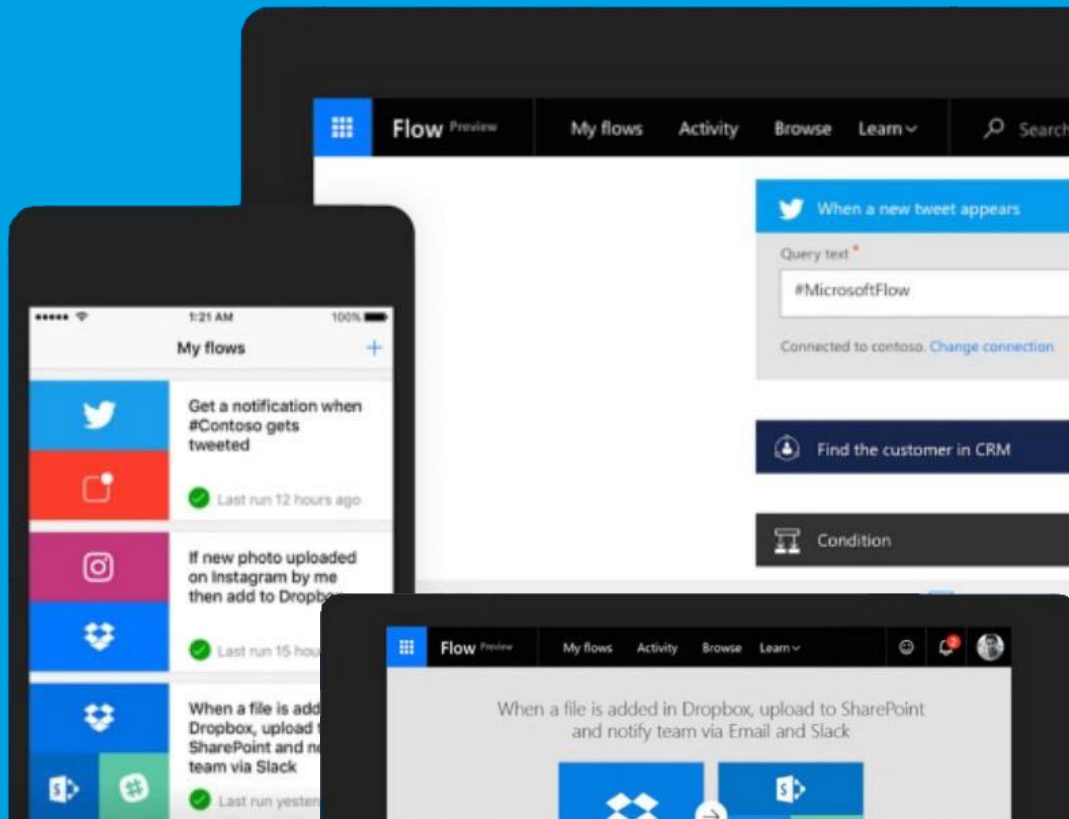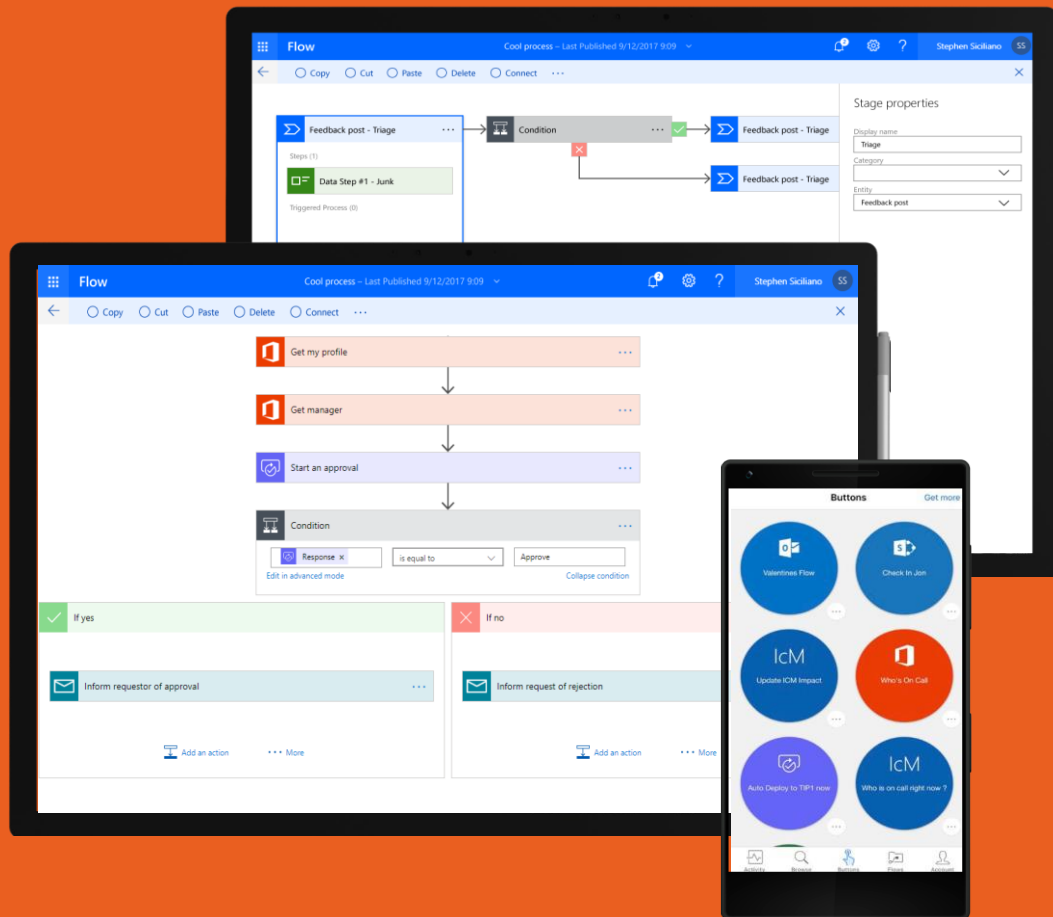
Automate and Integrate

- Processes events from **400+ triggers** out-of-box to start flows – plus custom events in external systems through **custom connectors**

- After the trigger, actions can read and write data in any of the **220+ connectors** in integration workflows

- Quick modelling of **business processes** that span across apps and services

- Integrates with **modern approvals** that can be handled from inside email client or mobile device

- Everything from simple if-this-then-that processes to detailed conditional branching that leverages the **Microsoft Cognitive Services** for AI-powered decision making

- **Included with all PowerApps licenses** and fully integrated at PowerApps.com

Apps for Web and Mobile

- Build **standalone** web and mobile apps, or **customize** existing apps in Office 365 and Dynamics 365 to deliver a seamless experience **across channels**

- Craft **pixel-perfect experiences** from a blank canvas for highly customized, task and role based apps

- Generate immersive, **declarative, responsive apps** from a rich data model and workflow engine

- Connect to **220+ data sources** for events and actions, from Microsoft and other vendors

- Leverage native mobile capabilities like **camera, GPS, push notifications, add custom** controls and more to build consumer grade applications

- Build with intelligence including **Natural Language Processing**, image detection, and other built-in cognitive services powered by Azure
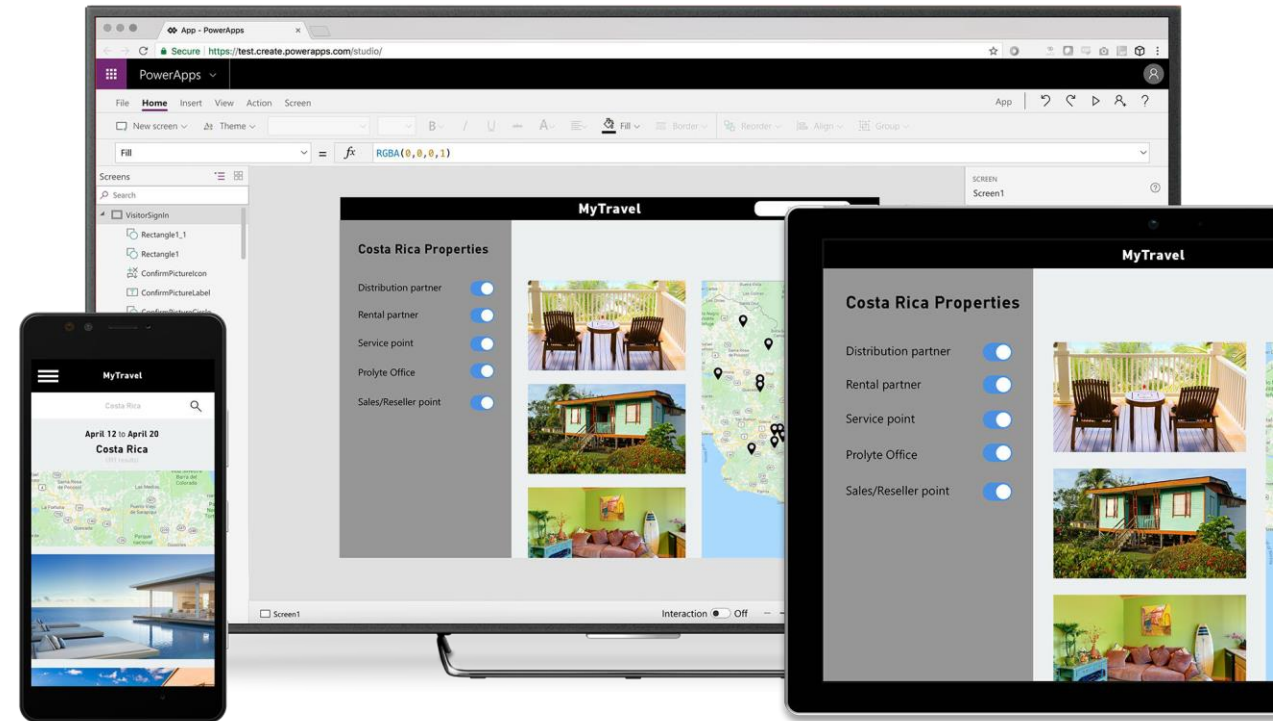
Built-in Connectors + Custom Connectors

- Built-in connectivity to **220+ cloud services**, content services, databases, APIs, etc.

- Seamless **hybrid connectivity** to on-premises systems via the On-Premises Data Gateway

- Custom Connector support allows developer / IT systems to register as a **building block** for citizen developers

- Multiple data sources **in a single application** for processes that span systems

- **Included** with PowerApps licenses
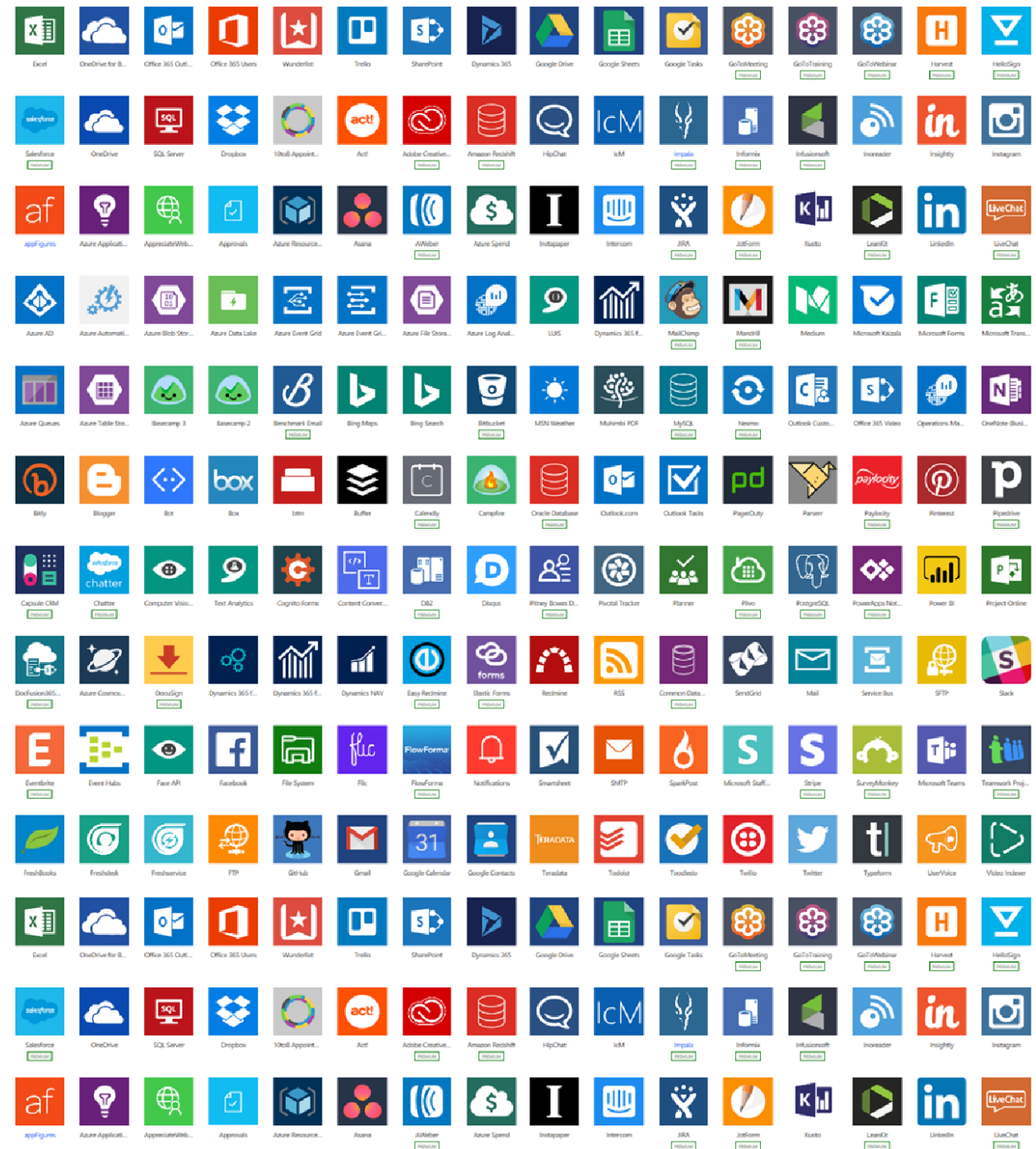
Enterprise-grade Governance

- **Unified admin center** provides comprehensive management across 1st party, 3rd party and custom apps in an AAD tenant or environment enabling rich policies and multi factor authentication

- Includes **identity management**, full audit logs, usage **analytics** and **data loss prevention**

- **Compliance with 13+ standards** including FedRAMP high, HIPPA, EU Model Clauses, SOC and GDPR

- **Mobile Application Management / Model Device Management** via Intune
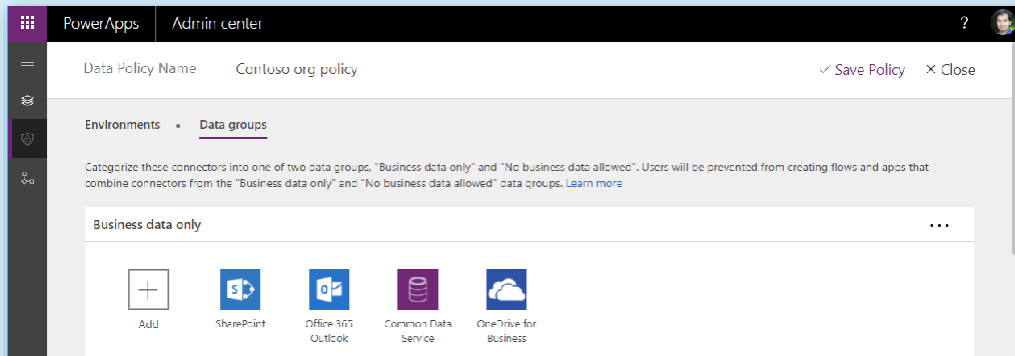
Admin Reporting and Analytics

- Org and admin insights provide deep visibility into **usage and performance** of applications

- Improves **quality** by helping to detect all **issues** early and respond proactively to keep users on track

- Tracks **health and implementation** issues across all apps on the platform
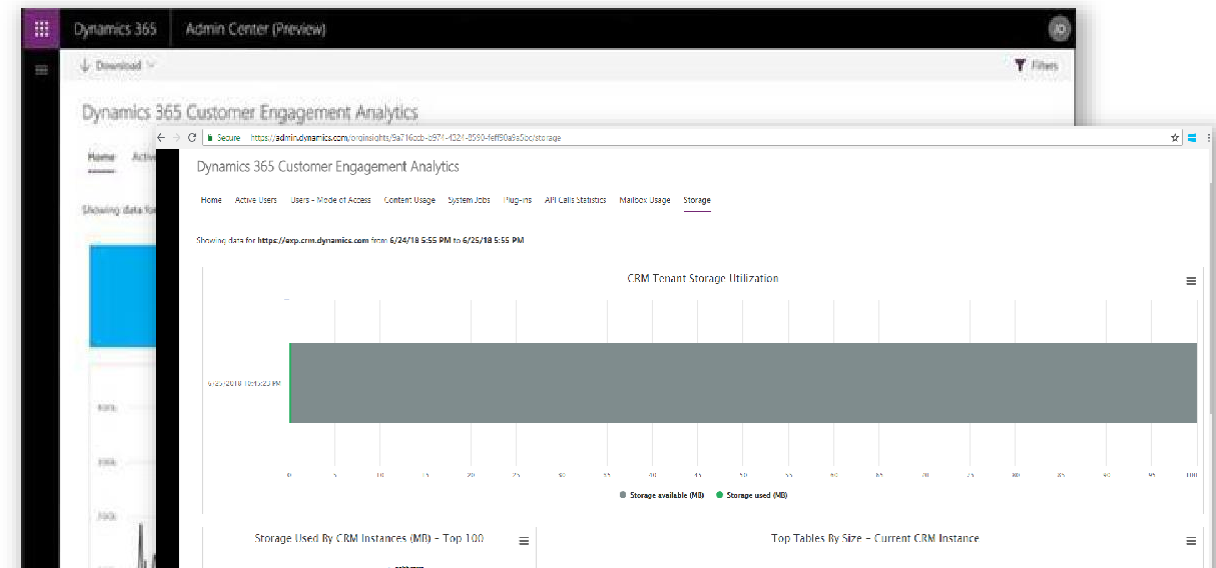
Learning – Together All The Way

- Step-by-step guidance and extensive documentation from high level concepts to advanced topics covering the full extensibility model for developers.

- **Microsoft Learning Paths** provide structured learning journeys that guide developers through E2E scenarios in a **modular format**, with a gamified badging system that helps distinguish achievements.

- https://docs.microsoft.com/en-us/powerapps/ for resources by customer persona

Key Places to Find Content

All content that is linked through out this document can be found at these sites.

- **<u>Microsoft Teams Toolkit:</u>** A single resource for everything related to Microsoft Teams to get you started, including product pitch material, licensing and deployment kits

- **<u>Microsoft Teams IT Architecture & Telephony Solutions Posters:</u>** This series of illustrations provides a view into the logical architecture of productivity services for enterprise architects, leading with Teams.

- **<u>Microsoft Microsoft 365 Enterprise Licensing Illustration:</u>** This GitHub reference illustration provides an all in one view of the licensing within Microsoft 365 Enterprise.

- **<u>Microsoft Teams Practical Guidance for Cloud Voice Deployments:</u>** This GitBug reference illustration provides an all in one view of the licensing within Microsoft 365 Enterprise.

End of Module 4

Thank you!

▶ **More** *as a* **Service**™