

You Flipped the Switch on Microsoft Teams – Now What?

Introduction

The rapid evolution of **Microsoft Teams** as a front-end to collaboration, information sharing, and knowledge management in the exploding work-from-home environment has enabled thousands of organizations to maintain connectivity and productivity. It also presents new challenges. Organizations face increasing complexity as they must simultaneously 1) continue to move unmanaged existing information into structured environments; 2) manage the ingestion and processing of rising volumes of new information; 3) automate governance, security, and usage activity.

From AIIM research: 77% of the organizations we surveyed said that Teams usage had “increased” or “increased significantly” as a result of COVID.

One of the biggest issues to adopting enterprise tools at this pace and scale is that the necessary steps between deployment and full adoption are not always taken. The result: an unmitigated content mess!

Teams Best Practices

It’s not too late to get your Teams environment in order to prepare your organization for future growth. Take these steps to support and optimize the organizational information you rely on:

1 Move it

Move content from file shares, Box, Dropbox, and Google Drive into Teams files while preserving values, managed metadata, and approval status. 53% of organizations say that when support ends for existing on-premise versions of SharePoint, they will migrate this content into Microsoft 365. In this environment, getting the M365 architecture right becomes a strategic priority. Given advancements and innovation on the technology side, this is now less a technology challenge (although the challenges are still significant) and more a business strategy and information management challenge.

Specialized file analysis and file migration capabilities are often necessary when it comes to migrating information from other repositories (including on-premise SharePoint repositories) into M365.

FROM THE AIIM Certified Information Professionals:

“The COVID pandemic forced most organizations into many knee-jerk reactions. A quick rollout of Microsoft Teams helped facilitate the need to support remote work. Planning, planning and more planning will be the key to successfully controlling and managing the explosion of M365 and Teams across most organizations.”

2 Manage it

New users set up multiple, single-purpose teams, instead of using channels and apps inside a team. To minimize Teams content sprawl for efficiency and productivity, automate retention and disposition of conversations, membership permissions, and team creation and administration.

We recommend that you ask yourself these questions before deploying Teams:

- Who in your organization should be able to create teams? Think roles and processes.
- Can you create a consistent and intuitive naming convention that all users can follow?
- Can you apply a reasonable set of criteria for how long a team should exist?
- Have you extended your data and records retention policies and practices to Teams?
- Do you want to allow Guests (non-employees) to be members of Teams?
- What other data protection measures can be applied to proprietary content in Teams?

FROM THE AIIM Certified Information Professionals:

“If I have to choose between having information that is managed consistently and with the proper metadata vs. managing or limiting the number of Teams sites, I’ll take the former every time. We are working with IT to identify a limited set of required information management policies that won’t negatively impact the business when they need to add content. We don’t want to tell the business when they can and can’t use Teams. We want them to use Teams and expect that the governance needs will be automatically addressed and be consistent with the business needs.”

3 Secure it

Understand that Teams is connected to other M365 apps that house your important documents and records; automate the governance and security of this information. Switching gears from broad remote working challenges to the role of M365 in meeting those challenges, there is clearly a rising awareness that rapid adoption of M365 and Teams creates records management challenges. The sheer variety and volume of information being created in M365 – “Records are everywhere!” – is a top problem for 42% of organizations.

Microsoft has made significant investments in the four core governance capabilities that are now the foundation for M365, under an [Intelligent Compliance and Risk Management](#)

umbrella: protect and govern data wherever it lives; identify and take action on critical insider risks; simplify compliance and reduce risk; and investigate and respond with relevant data.

FROM THE AIIM Certified Information Professionals:

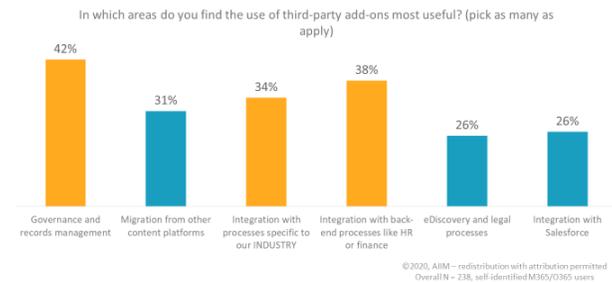
“Information governance and collaboration are almost conflicting concepts. Collaboration implies that there is a free sharing of information and ideas without any encumbrances or rules that restrict the free flow of ideas. Information governance is designed to put rules around how content is defined, shared, classified restricted and protected. Information governance tools in M365 were added to the platform, not built in, mainly because the original concept was to provide information to whoever needed it wherever they were. While information governance capabilities in M365 have improved, it is still lacking somewhat for highly regulated industries.”

Get Help from the Experts

From the organizations we surveyed, 63% see a continuing role for 3rd party solution providers in optimizing their M365 and Teams investment. In addition, organizations express an ongoing need to supplement M365's platform with the technologies and capabilities of 3rd party solution providers in key governance and integration areas.

What are the key areas for 3rd party add-ons?

Key 3rd party roles – governance and LOB process integration



As organizations consider their use of partner solutions to augment native M365 capabilities, they should consider these factors, all of which are being changed by the dramatically accelerated rate of change on cloud vs. on-premise platforms:

- How fast is the M365 platform changing in the areas you care about? (hint, very fast).
- How much easier and quicker is it to buy these new capabilities from a partner than to figure out how to do it yourself?
- What is the strategy of the partner to keep up with this pace of change?
- How do the capabilities of the partner fill in gaps that you have in your own staff or with the M365 platform itself?
- Do you have industry-specific regulatory compliance obligations? Does the partner have expertise in this area?
- What is the partner approach to containing data leaks due to misconfigurations in guest access? How complicated are your requirements and how quickly are they changing?

Moving Forward

Just as you had to wrestle with SharePoint sprawl, learn from that experience and get in front of how you're using and enabling Teams. The time to act is now – and there are many ways you can regain control to govern the information generated from the collaboration taking place today. Look for partners and providers with the right mix of expertise, capabilities, and vision to allow you to make the most of your efforts.

Source: AIIM Industry Watch, 2020 – *Mastering Your M365 and SharePoint Investment: Moving from Rapid Adoption to Sensible Maturity*

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This Tip Sheet is sponsored by Quest

With Quest solutions, you can get your Teams in order before it's too late to mitigate sprawl and prepare your organization for future growth. Stay on top of Teams management with content discovery, assessment and security auditing and reporting. And whether you're migrating Teams from one Office 365 tenant to another or getting content out of file shares, Box, Dropbox and Google Drive, we can easily move your data with minimal disruption to the business. To learn more, visit www.quest.com/solutions/teams/.

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