# Webinar: Balance End-User Empowerment With IT Governance in Your Microsoft Teams Deployment FAQs

For more information on Info-Tech’s COVID-19 research, visit our [COVID-19 Resource Center](https://www.infotech.com/covid). Our research document, *Microsoft Teams Cookbook*, can be downloaded [here](https://www.infotech.com/research/ss/microsoft-teams-cookbook). Book a call with one of our analysts to discuss communications/collaboration strategies.

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**Please note:** *The* Microsoft Teams Cookbook *is a strategic document for governance and rollout of Microsoft Teams. Specific questions about technical implementation or troubleshooting are not answered in the FAQs below.*

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| **Question** | **Answer** |
| Does Microsoft have “migrate channel content to different channel or team” on its roadmap?­ | It depends what content you want to migrate. It is currently possible to move the Files tab content between channels (in the same or different Teams). However, other tabs and conversations cannot be moved. Microsoft has confirmed this migration option is in its plan, but no specific dates have been released. You can vote and comment on this issue in this [Microsoft Teams thread](https://microsoftteams.uservoice.com/forums/555103-public/suggestions/16939708-move-channels-into-other-teams). |
| ­When creating a weekly meeting in a channel, is there a way to pin it at the top so users don't have to search for it each week?­ | You cannot currently pin a weekly meeting in a channel. However, this meeting should appear in your Teams calendar (which is connected to your Outlook calendar). End users can join the meeting by viewing their calendar without searching in the channel. Additionally, once the meeting begins, it will appear as the latest post in the channel and attendees can join from there. |
| ­Do you have a comparison to G Suite? | Info-Tech offers software comparisons through our sister site SoftwareReviews.com. Moreover, Info-Tech can offer consultancy services if you require a right-sized solution.  Often, the best-fitting suite comes down to your end-user requirements, not necessarily which suite is the most popular or flashy looking. Info-Tech can provide analyst calls that speak to comparisons between G Suite and Office 365 in the context of our requirements gathering methodology that is specific to communication and collaboration tools. This method can be found in our upcoming *Rationalize Your Collaboration Tools* blueprint or our [*Establish a Communication and Collaboration System Strategy*](https://www.infotech.com/research/ss/establish-a-communication-and-collaboration-system-strategy) blueprint. |
| What are you telling organizations who rolled out Teams suddenly without the orchestrated rollout that you (and Microsoft) recommend? ­ | There are usually three things to think about with regards to retroactive governance over teams:   * Set expiration or archiving policies to clean up any teams sprawl that occurred in your initial rollout. * Encourage end users to integrate their teams and channels with existing SharePoint Online folders. Where no folder exists, create one in SharePoint first then attach a team to it. * Review your permissions, especially with regards to sensitivity labels on information. That way, even if sensitive information is accidentally shared or a guest user gains access to it, the information is protected. |
| ­How does Microsoft Teams implement data protection for sensitive data? | First, all data in transit and at rest in Teams is end-to-end encrypted – this is regardless of whether the end user is using Teams through the app or a browser. Second, it is possible to protect sensitive data using sensitivity labels through the Security and Compliance Center. The permissions set in this Center follow through into Teams. |
| What do you recommend as a nomenclature for naming and organizing teams? | For smaller organizations that are project-driven, organize teams by projects. For larger organizations with established, siloed departments, organize by department; projects within departments can become channels. This at least paints the first picture for end users.  You have three options available for enforcing naming conventions. You can use the prefix-suffix option, block custom words option, or have a global policy that requires end users to ask IT approval for a team creation. Eventually, creativity and flow will need to pass to the end user to ensure successful adoption. |
| ­We are implementing the Teams only version for Chat, Calls, and Meetings – basically replacing Skype for Business capabilities. We will implement the collaboration features later after everyone is on Teams only. Do you recommend this approach? ­ | A phased approach can be a very successful way to roll out a new tool like MS Teams. This “meetings first” approach enables end users to see how MS Teams can replace Skype for Business and get used to its interface. Then, once end users begin to demand MS Teams’ collaboration functionality (which goes beyond Skype for Business), you will be in a good position to make the full transition.  To ensure success, make sure to have a clear training plan that helps end users understand how to use the new MS Teams features as you add them. Consider holding virtual sessions with tool representatives in a team to demonstrate the new features as you introduce them. |
| ­What is the best approach to rolling out Teams to an immature organization who struggles with understanding SharePoint Groups? | When rolling out MS Teams, an initial approach for SharePoint Groups (which is different to other SharePoint features like sites) is to have all information transparent to end users that are internal to the organization. This is until specific sensitive information arises. In this case, you can then deal with SharePoint Group protections on a case-by-case basis. |
| Does Teams have retention policies? If so, are there recommended practices for tying the use of Teams to organizational record retention and deletion policies? ­ | Retention policies for Teams can be set and managed in the Security and Compliance center. However, there are currently limitations for private channels: though files in private channels can have retention policies applied, private channel messages cannot. If this limitation undermines your organization’s record retention and deletion policies, consider setting specific rules around how private channels can be used.  Since files shared in Teams channels and chats are stored in SharePoint Online and OneDrive for Business, respectively, ensure you have retention policies set for SharePoint Online and OneDrive for Business. This can be done through the Security and Compliance Center. |
| Can a private channel be changed to a public channel and vice versa? ­ | Though a team can be changed from public to private and vice versa, the specific channels within a team cannot be changed after they have been initially set as either standard or private. |
| ­When a team is created in MS Teams is a SharePoint site also created?­ | Yes, MS Teams is designed to create a SharePoint site each time a new team is created. This site is where all files and wikis are stored that are shared within that team. |
| ­We are considering using Teams for project collaboration with our clients. That could create 100s of Teams with a lot of confidential data. I'm concerned about the number of Teams as well as how the data in each can be discovered should the need arise.­ What can I do? | There are three options to consider:   1. Apply sensitivity labels on information so that certain users (both internal and external/guest) can only have “just-enough” access. 2. Review best practices for when to use teams vs. channels. Do you need that many teams or can some teams turn into channels? If so, consider private channels to also help protect sensitive information. 3. Data can be discovered through e-discovery. Follow [Microsoft’s directions](https://docs.microsoft.com/en-us/microsoftteams/ediscovery-investigation) for how to include private channels in e-discovery. |
| ­What is your position or recommendation on consolidating the use of all other audio/video conference tools (such as Webex, Zoom) through Teams? | Info-Tech’s best practice is to meet end-user requirements with as rationalized a collaboration toolset as possible. This has three major benefits: reduced costs (licenses, training, support, not paying for the same capabilities twice), improved security (by having a unified platform), and improved end-user satisfaction (not having to switch between different tools). To discuss strategies for rationalization, book an analyst call on our upcoming *Rationalize Your Collaboration Tools* blueprint. |
| ­How does Teams affect compliance with NIST, ISO, HIPAA, and other regulations?­ | Microsoft is compliant with these regulations. However, to ensure compliance and liability, you will need to talk to your Microsoft representative about setting up a business associative agreement for the relevant regulation. |
| Can I control which third-party app integrations end users use in Teams? | Yes, in the MS Teams admin center. |
| How do you encourage users to use Teams when you’re in Island mode?­ | Try using a phased rollout where specific departments or existing workplace teams are asked to use MS Teams instead of Skype for certain workflows. Ask all users to remind each other to use Teams if they find others are reverting to Skype. Make sure leaders in these early adopter departments model this behavior.  For further adoption plan strategies, book a call with our analysts on Info-Tech’s upcoming *Rationalize Your Collaboration Tools* blueprint. |
| If Microsoft Stream is disabled, are people still able to view the recordings?­ | If Microsoft Stream is not enabled, meeting recordings are stored in Azure Media Services instead and are deleted after 20 days. Users should download the recording before the recording is no longer available. The recording appears as a link to download in the meeting chat. |
| Any guidance on the best way to approach renaming a team? Would it be better to create a new one rather than rename to avoid confusion?­ | A team can be renamed. However, a renamed team may be confusing if its old name exists in other documents or instructions that cannot be changed. Moreover, in Exchange Online, the old email address associated with the team remains. It is possible to configure this with a [cmdlet](https://docs.microsoft.com/en-us/powershell/module/exchange/users-and-groups/Set-UnifiedGroup?view=exchange-ps), though.  To prevent needing to do all this, it may be better to just set up a new team and migrate information across where necessary. |
| ­Is it possible to set up a team in Microsoft Teams without also creating the corresponding SharePoint team site?­ | SharePoint Online and OneDrive for Business are where files shared in channels and chats are stored. If these applications are not enabled, users will not be able to share files in Teams. This is by design and cannot yet be configured. |

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