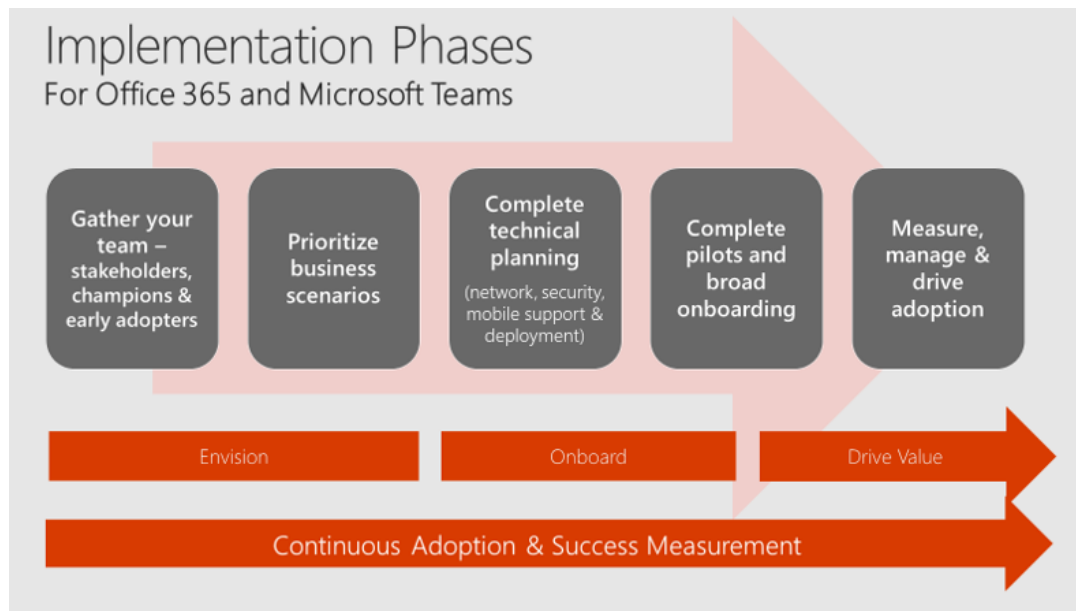# Microsoft Teams

Getting Started with Microsoft Teams

IT Admins

Microsoft Teams makes it easier to work together and get things done by bringing together group chat, content, and everyday tools in an open, informal team environment.

Welcome, we're glad you're here!

Use this guide to help you plan, implement, and adopt Microsoft Teams in your organization. This guide focuses on enabling collaboration and team communications scenarios.

It's easy to get started!

Roll out Microsoft Teams across your organization by following the steps outlined in this guide. It includes all the resources you need to be successful.

1. Get your people together
2. Prioritize your business scenarios
3. Complete technical planning
4. Launch pilot teams and deploy broadly
5. Measure usage, manage satisfaction and drive adoption

1. Get your people together

Assemble a group of individuals from your business, IT, and user communities to act as the stakeholder and decision-making group for your Teams deployment. In smaller organizations, this may be two or three people. Be sure to include individuals from all three communities to ensure a successful journey.
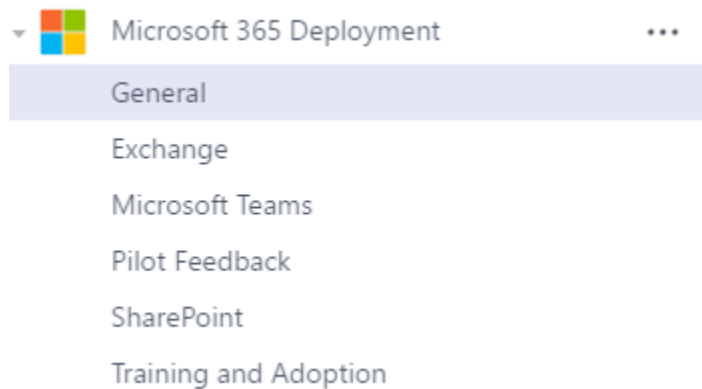
Each group will bring key skills to the table though there is cross over between these generalizations. IT professionals will often focus on the health, security and manageability of the experience while ensuring you have end to end cohesion across all your Office 365 services. Business users will bring practical scenarios and business needs that provide valuable test cases. Both perspectives are required to enable a successful test and broad deployment plan.

2. Prioritize your business scenarios

Collaboration and communication is about people! Pick the most relevant business scenarios for your organization instead of talking about features and functions. Check out the Microsoft 365 FastTrack Productivity Library for examples to help you define scenarios for your company. Successful Teams deployments often center around high-velocity teams that work closely together, such as product development, marketing event teams, finance groups, or support organizations. Select one of these scenarios and complete a quick inventory of how these users work today so you can effectively design the Teams experience in a meaningful way for these people.

🏆 **Best practice:**

Plan Teams with Teams! Customers who use Teams to plan their deployment ease the change curve for key stakeholders. Consider creating a team called Microsoft 365 Deployment and creating channels for the various workloads you want to deploy. Your team might look something like this:

▾ 🪟 Microsoft 365 Deployment   •••

    General

    Exchange

    Microsoft Teams

    Pilot Feedback

    SharePoint

    Training and Adoption

Watch this [short video series](#) with simple guidance to consider when planning your teams, channels and tabs in Microsoft Teams.

If Microsoft Teams is not enabled in your Office 365 tenant and you are an Office 365 administrator then you can raise a ticket cloud.foetron.com

3. Complete Technical Planning

Efficient technical planning is the foundation of a great user experience. If your organization has more than 50 seats then you can connect for Free deployment with Foetron (cloud.foetron.com)

1. Check your environment's readiness for Teams
2. Prepare your network for Teams
3. Review Office 365 URLs and IP address ranges
4. Enable or Disable Guest access in Teams

In addition, certain organizations may want to review the [overview of security and compliance](#) in Teams.

Microsoft Teams

Foetron

4. Conduct pilots and deploy Teams

In most organizations, you'll want to conduct an initial Teams pilot with your stakeholders, champions, and early adopters for one or more of the scenarios you selected above. A pilot gives you valuable information about how Office 365 and Teams are received in your organization. Select an interested group of users and a prioritized business scenario to get started. Figure 2 shows some example scenarios.

Microsoft Teams use cases for each department

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

Once your pilots are complete, you'll have the feedback you need to plan your broad Teams deployment. Large organizations often deploy in phases to manage the onboarding and training work required to implement a quality employee experience. Be sure your deployment plan integrates your prioritized business scenarios to ensure your employees are getting the most from Office 365 and Teams.

🏆 **Best practice:**

In smaller organizations (currently fewer than 2500 users), consider enabling Teams for the entire organization, then add all users to a single, company-wide team. Add common reference items and tasks to this team to simplify the collaboration and productivity experience for everyone.

If you use Yammer for broad company collaboration, consider integrating Yammer into the Teams experience. This doesn't replace the native browser or mobile experience for Yammer but provides an integrated way to stay up-to-date on topics of broad interest across your organization. To learn more, watch Foetron Academy

Don't forget mobile!

As you're deploying Teams, don't forget to turn on the mobile experience. Enabling your users to run Office 365 mobile applications can dramatically increase usage and satisfaction. Office, Outlook, SharePoint, Teams, Planner, Yammer, and other popular Office 365 services all offer mobile experiences. As a best practice, turn on the Teams mobile experience at the same time as you deploy the desktop and browser clients.

5. Measure usage, manage satisfaction, and drive adoption

Deploying software is not the only thing required to drive change in your organization. Empowering collaboration is more about people than technology. To successfully drive adoption of Office 365 and Teams, stay focused on your employees' experience. Here's a quick checklist of our best practices to get you started. Microsoft partners can also help you design the right adoption plan for your organization.

1. Study at Foetron Academy for best practices. Use our article on creating a change management strategy for Microsoft Team to document your approach.

2. Study Office 365 activity reports to understand usage across your environment. If you aren't an Office 365 admin for your company, ask your admin to give you Reports Reader permissions so you can access activity reports.

3. **Capture feedback from your employees** on their experience with Office 365 and Teams. Use a public channel in Teams when your organization has fewer than 2500 individuals.

Use a public group in Yammer when your organization is larger than this current membership limit in Teams.

4. **Nurture your champions and highlight your wins.** Reward employees for embracing these new tools and using them in innovative ways that relate to business outcomes for your company. This, above anything, will ensure continued adoption of Office 365 and Teams.

Next steps

1. Raise a ticket at cloud.foetron.com

2. Learn features and adoption strategies from Foetron Academy