Microsoft Teams

Manage teams consistently

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Microsoft Teams provides a digital work environment that supports modern teamwork and easy-to-use tools for modern remote and hybrid work, helping the team work as a single unit:

- simultaneous processing of documents by several persons
- multi-channel conversation regardless of time, place and device
- joint online meetings
- task management

Up-to-date views on the projects, tasks and documents worked on by the team enhance both collaborative and personal work and decision-making, saving time.

Take control over the Teams and make your and your team's life easier.

Our guide to managing Microsoft Teams groups consistently will help you understand what Teams has to offer to make your work and teamwork easier and more efficient.
At the end of the guide, you will find our useful checklist to boost your work at Teams.

Centralize internal communication and teamwork with Microsoft Teams

Teams acts as a hub for internal communication and teamwork, where information and documents remain in order, supported by commonly agreed uses and common practices.

Teams groups can be used to manage issues such as:
- implementation of fixed-term projects
- the day-to-day work of permanent departments and teams in line with organizational structures
- co-operation with external parties.

Different aspects of a subject matter can be addressed through the channels.
In addition to conversation and other communication and file handling, information that is important for work can be gathered on their own tabs in channels using various information sources.

It is therefore worthwhile to concentrate matters in one common group workspace:
- each team can easily make use of their own familiar working methods adapted to processes
- the flow of information is improved
- task management becomes easier
- co-operation intensifies.

Through common, familiar working methods, organizational-wide common values can be developed. By committing to agreements defined together, the team remains focused, efficient, and satisfied, fostering a successful corporate culture within the organization.
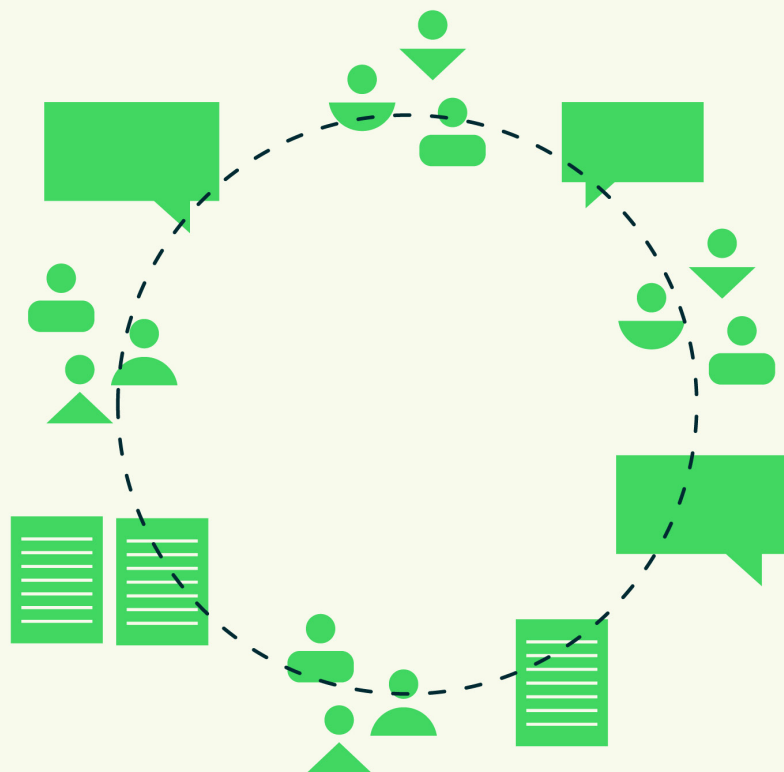
Enable Teams as a hub of knowledge work

Teams streamlines work on information, documents, tasks, and people by:

- **Reducing the dispersion of information beyond the reach of meeting participants**
  Centralize the smooth planning, organization, and management of meetings and
  the handling of meeting-related materials such as documents and OneNote notes in Teams.

- **Improving document management and processing**
  Edit Office program documents with others at the same time and discuss content directly
  within the document, and easily store and share documents inside and outside the organization.

- **Clarifying department- and project-specific work**
  Leverage SharePoint's document management features, such as reminders, alerts, approval chains,
  and workflows across Teams groups.

- **Facilitating the management of team and project tasks**
  Use Planner's task queues and task containers in Teams to increase task transparency and trust
  between team members, and to facilitate job reporting through, for example, shared views
  and reports in team meetings.

- **Concentrating data processing in one place**
  Connect different information systems, applications, and other resources with Teams
  to avoid unnecessary clicking and jumping between windows in multiple applications.

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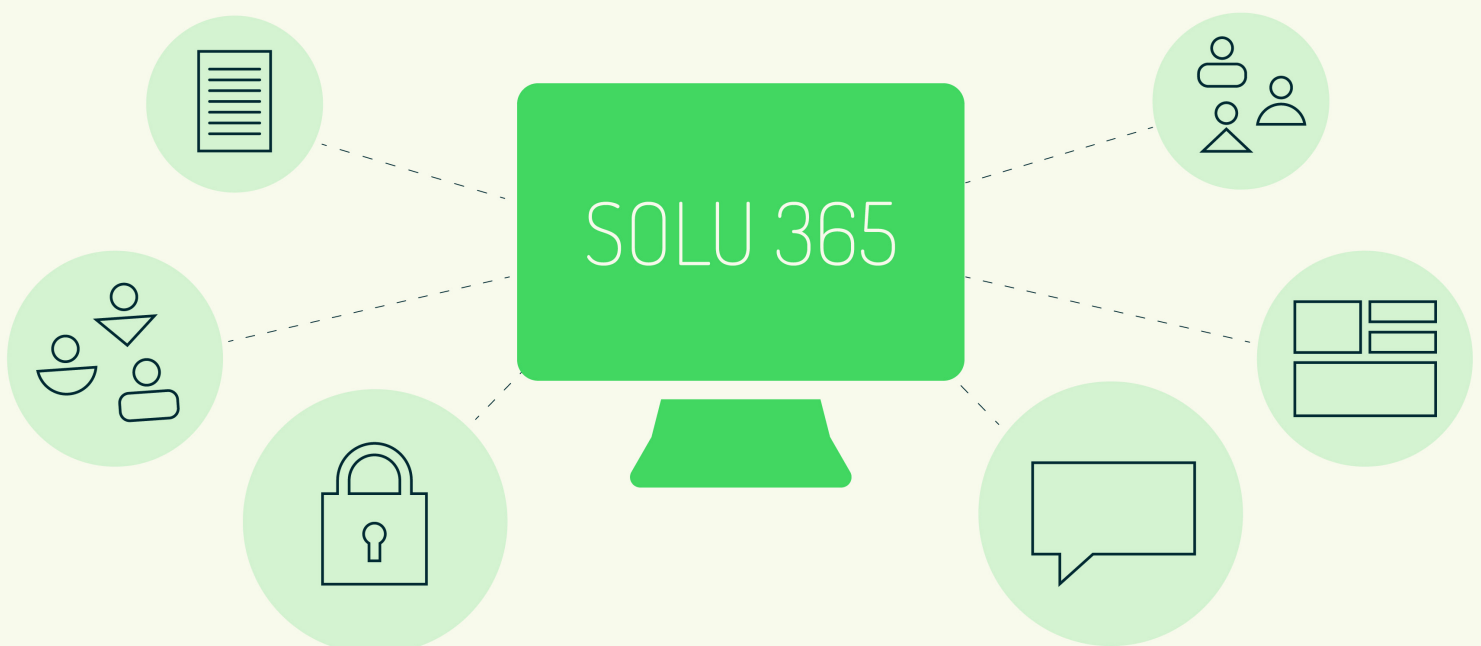
Boost the use of Teams through common practices

The wider use of Teams is perceived as challenging if the organization has not agreed on common rules of using Teams, an organization's own way to work with Teams.

It is worth considering the development of the rules from your own and, above all, organizational perspective:
- How do you want to use Teams?
- What are the benefits you want to achieve with Teams?

It is a good idea to start by defining the current situation of the organization:
- **What are the needs and challenges of the organization and the employees, i.e., the users?**
- **What is the current skill level of the users and the utilization rate of Teams?**

The survey at the level of the organization's management and among users provides valuable information and insight:
- **What is the target you are aiming at?**
- **What are the means to achieve this?**
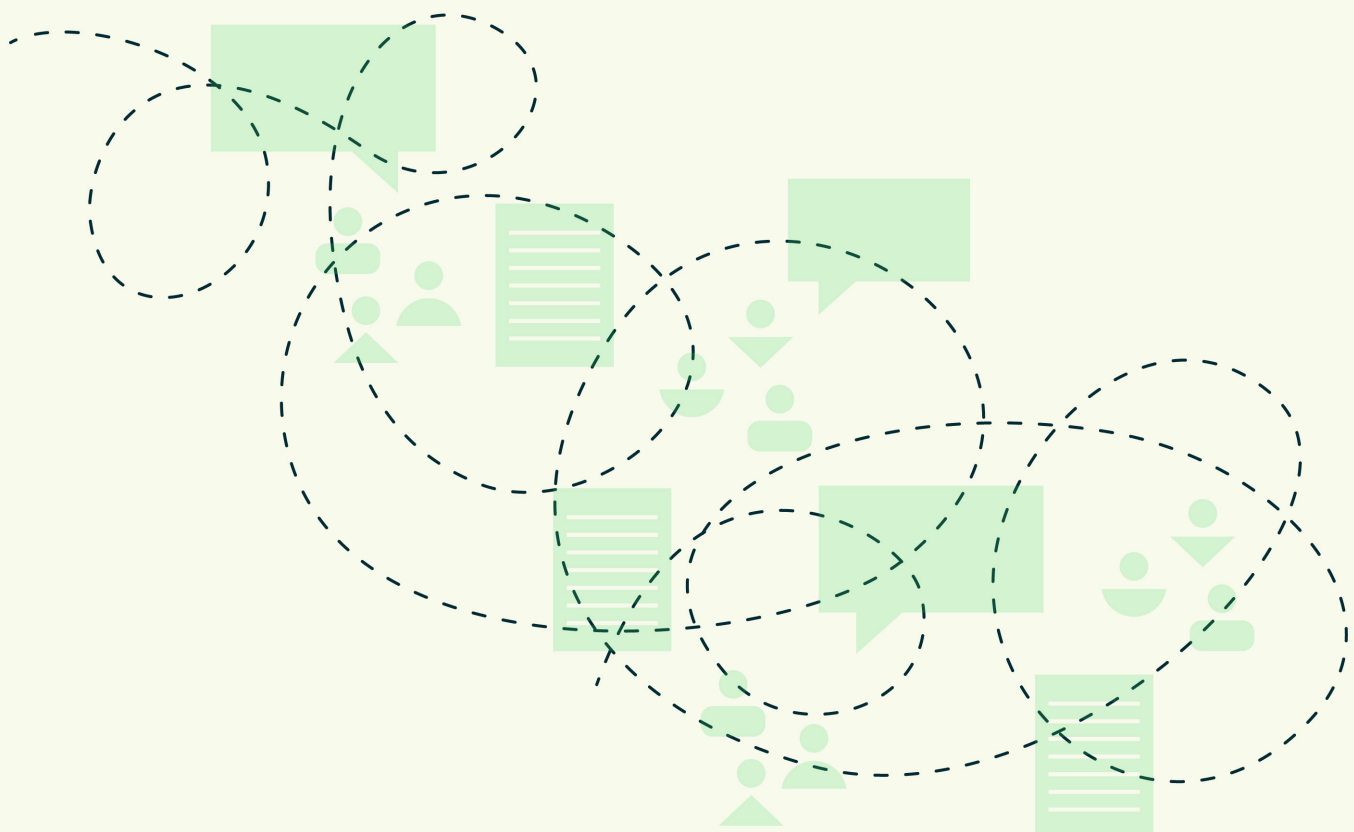
Define use cases for Teams groups

After surveying and mapping the current situation, the identification of different use cases of Teams facilitates the definition of uniform practices:

- Is the Teams group's need permanent or temporary?
- Does the group serve project-based activities or, for example, the day-to-day work of the department?
- Is the group used for internal or external co-operation?
- Are there any other factors that determine the activities of the Teams group?

Examples of Teams use cases

	Internal	External
Temporary	Product development project	Marketing project
Permanent	Organizational team	Partner collaboration group

Target groups should be considered from many different perspectives on a case-by-case basis:

Daily end users need
- certain basic functions for working with information and documents virtually
- common rules in relation to, for example, data storage locations and meeting policies.

Employee superiors need
- easy-to-use tools for leading their teams
- ways to support easy-to-follow, open and transparent teamwork
- resources to ensure a sense of trust and community among all team members.

Project managers need
- tools, document templates, and practices for task and project management to monitor and report on progress to project management.

Project management needs
- consistent and comparable information on all projects.

Examples of Teams use cases

|	Informal development or experiment	Measurable goals
Confidential	HR service team	Product launch
Open	Virtual coffee room	Workplace exercise group

Ensure the establishment of common practices

Common ways of working become established in everyday work and the use of Teams is facilitated when the employees of the organization are aware of the practices, which are:

- **common to all employees**
- **clearly defined**
- **documented.**

For example, default document templates and predefined file folder structures as part of channels and groups have proven to be effective ways to ensure that all users of the tools work the same way.

With common goals, rules to follow, and resources known and available to all, it is easier for everyone to understand the prevailing framework and rely on the effectiveness of practices to support day-to-day work.
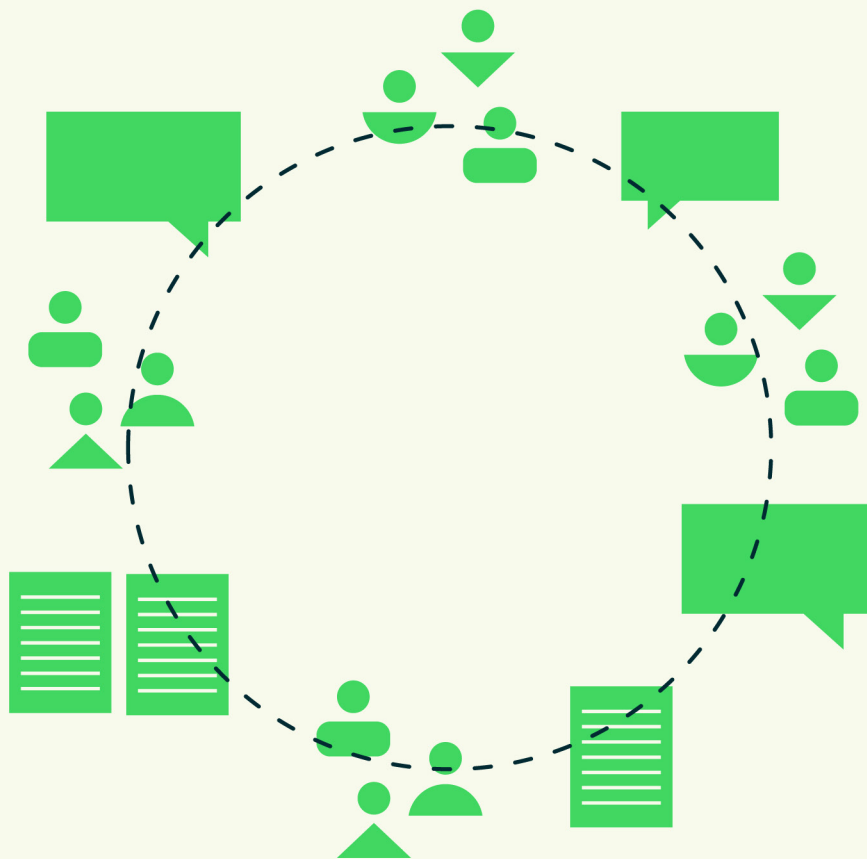
Organize information and Teams groups to improve search and discoverability

Your organization's work will be greatly enhanced when, in addition to use cases and common practices, Teams groups, information, and document naming and storage policies are defined.

In addition, the existence of groups should be publicized among all stakeholders, for example on the intranet page presenting the project.

As such, Microsoft Teams does not currently support group list view or browsing. Groups where the user is a member or owner appear on the left side of the Teams application window.

Thus, group browsing and timely response to the activities of all groups can become a cumbersome and time-consuming routine.

The Solu 365 Portfolio application we developed provides one centralized view of all groups in the organization. From the portfolio view, you can also manage your own Teams groups, for example by archiving them.

Checklist for consistent management of Teams

Find out about the opportunities offered by Teams to make work more efficient

- What information systems and other information sources could be connected to Teams?
- What processes could be partially or completely executed in the Teams application?
- What kind of work does Teams best support in your organization?

Enable Teams as a knowledge hub across the organization

- Reduce information dispersion by centralizing Teams meeting documents, discussions, and OneNote notes.
- Improve document management and processing with co-editing and commenting functionality.
- Clarify your work with SharePoint reminders, alerts, approval chains, and workflows.
- Facilitate task management for teams and projects using Planner task queues and task containers.
- Centralize data processing by integrating various information systems, applications, and other resources into Teams.

Centralize internal communication and teamwork with Microsoft Teams

- Apply your own existing practices to teamwork.
- Give up the email.
- Define naming and storage policies that reduce data fragmentation.
- Take advantage of the @ mentions of individuals and teams for activities and messages that require attention.

Boost the use of Teams through common practices

- How do you want to use Teams?
- What are the benefits you want to achieve with Teams?
- What are the needs and challenges of the organization and the employees, i.e., the users?
- What is the current skill level of the users and the utilization rate of Teams?
- What is the target you are aiming at?
- What are the means to achieve this?

Define use cases for Teams groups

- Is the Teams group's need permanent or temporary?
- Does the group serve project-based activities or, for example, the day-to-day work of the department?
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Ensure the establishment of common practices

- Train and familiarize employees with Teams.
- Provide information on available file templates, documentation, and instructions.
- Involve all employees to share best practice tips.

Organize information and Teams groups to improve search and discoverability

- Define consistent naming and storage policies for Teams groups, data, and documents.
- Steer users to participate in the discussion in appropriate groups.
- Download the Solu 365 Portfolio add-on to Teams from the Microsoft App Store and improve the manageability of Teams groups.

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