



Microsoft Teams

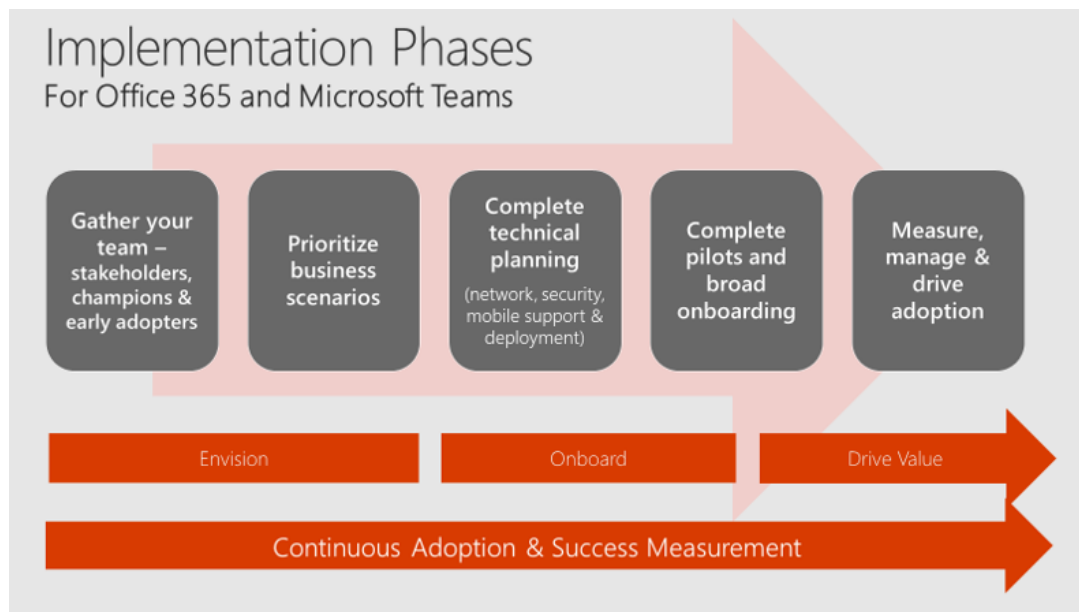
Getting Started with Microsoft Teams

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. To implement Teams enterprise voice features, check out our [Cloud voice](#) documentation.



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

You can also take advantage of our FastTrack service for personalized remote assistance in rolling out Microsoft Teams. [Go to FastTrack](#)

Join the [Microsoft Teams Tech Community](#) to discover and share best practices and tips with other IT Pros.

<https://aka.ms/TeamsTechCommunity>

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.

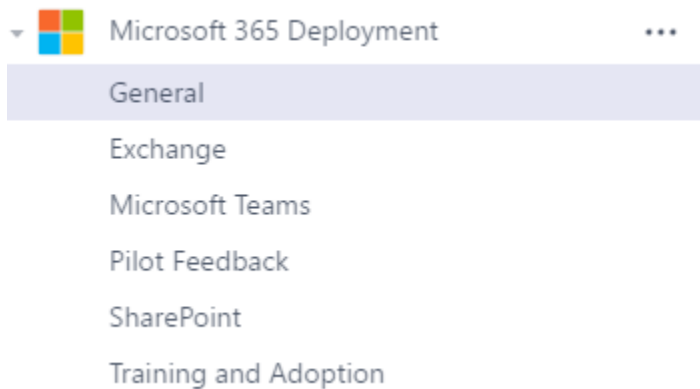
Each group will bring key skills to the table though there is cross over between these generalizations. IT professionals will often focus on the health, security and manageability of the experience while ensuring you have end to end cohesion across all your Office 365 services. Business users will bring 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:



Watch this [short video](#) 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 follow the instructions in our article [Set up Microsoft Teams in your Office 365 organization](#) to ensure your users have access to the application.

3. Complete Technical Planning

Efficient technical planning is the foundation of a great user experience. If your organization has more than 50 seats and is participating in an [eligible plan](#), you can use [FastTrack benefits](#), available at no additional cost to guide you through planning, deployment and service adoption. Or, you can complete this work yourself using our FastTrack Onboarding Wizards, available from [FastTrack](#) once you sign in with your Office 365 account. The information below will help you complete this step for Teams. At a minimum, you'll want to review these four articles:

1. [Check your environment's readiness for Teams](#)
2. [Prepare your network for Teams](#)
3. [Office 365 URLs and IP address ranges](#)
4. [Guest access in Teams](#)

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

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.

The infographic is titled "Microsoft Teams use cases for each department" and is set against a light gray background. It features a grid of seven departmental use cases, each with a title, a list of three bullet points, and a small icon. The departments are: Customer Support (person icon), Engineering (document icon), Finance (bar chart icon), Human Resources (group of people icon), Marketing (megaphone icon), Sales (shopping cart icon), and Operations & Project Management (calendar icon).

Department	Use Cases
Customer Support	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• Prepare earnings release with cross-functional stakeholders• Streamline data consolidation and analysis• Store budgeting documentation and files• Share economic trends and news
Human Resources	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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 [\[Tech Tip: Community management for Yammer with Microsoft Teams\]](#).

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. Read [Office 365 Adoption Guidance](#) 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. Head over to the [Workshop kit: Plan, deliver, and operate Teams](#)
2. Download and fill out the technical planning questionnaire in the [Quick start guide: Successfully enable Teams](#).
3. Download the workshop for launching Teams in your organization: [Plan, Deliver, & Operate Teams](#)

Enable Innovation

Collaborate with champions across the organization to identify advanced use cases, including custom integrations and bots to make the most of Microsoft Teams. Consider creating a team for Microsoft Teams champions across the organization to share ideas that will transform the way their teams work together. Share Microsoft Teams feedback via the [User Voice](#) or via the in-product Feedback link. Engage with other IT Pros in the [Microsoft Teams Tech Community](#).