Microsoft Teams - Frequently Asked Questions

Please find below an overview of Frequently Asked Questions relating to Microsoft Teams and how to get started using Microsoft Teams for Meetings, Collaboration, Communication and more across your organisation.

For more information, go to www.maxsum.com/teams or call 1300 629 786.

"We want to run remote and video conference style meetings with Microsoft Teams – How does it compare against other meeting services?"
 Choice of Meeting Services

Microsoft Teams is the main meeting and collaboration app of choice if you are already using Microsoft Office 365, as access to the service is likely included in your M365 subscription, with the exception of advanced security and compliance features accessible only via higher Enterprise licensing levels.

MS Teams is a very time and cost-effective choice for current M365 subscribed organisations for the following reasons:
- Skype for Business Online has been ingested into Teams and will no longer be supported as a standalone offering from 2021 onwards.
- Zoom at the free level has security issues and does not offer any document collaboration or project management tool integration.
- Zoom at the commercial licensed level provides better security but still does not include collaboration and project management functionality, so you are effectively paying licence fees for a stand-alone meeting app, when you are already paying for a MS365 licence.
- Same applies for WebEx, and GoToMeeting - they are both just stand-alone meeting app alternatives.

"We want to fast track using Microsoft Teams for meetings – is this hard to do and what does it cost?"
Microsoft Teams for Meetings/Conferences with External Parties

- Standing up Microsoft Teams primarily for meetings is not a major time or cost exercise, but it does require some planning and end-user training.
- The meeting interface is intuitive and not unlike any other remote meeting tool, and so usability is not an issue, although we do recommend providing training to your users to help them get the most out of Teams meetings.
- External parties can participate in Microsoft Teams meetings they are invited to via the link they are provided in the meeting invite. If they are not a Teams user already, they can join simply via the web, just as they would be able to with any other remote meeting tool.

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- Microsoft Teams presents organisations with a unique opportunity to take their phone systems (the essential piece IT hardware that most remote working scenarios forgot!) into the cloud with [Teams Calling](#) – from anywhere.
- Microsoft Teams Rooms gives organisations an integrated way to maintain integrated meeting room functionality onsite for if and when they do need to use in-office facilities.

"If Microsoft Teams is about more than just meetings – what else will it do?"
Microsoft Teams as a Product

- Microsoft Teams is designed to be
  - an internal collaboration and communication tool
  - a remote/virtual meeting tool
  - a hub for internal business file access and workflows
- Microsoft Teams is a cloud-based Office 365 app made available through your MS365 subscription.
- Microsoft Teams polices and configurations are controlled via the Office 365 Admin Portal (here global and per user settings can be configured)
- Microsoft Teams is linked to and designed to leverage other cloud-based O365 services: SharePoint Online, Exchange Online, Planner, Forms, Power BI, etc.
- There are other 3rd party apps that can be integrated into Microsoft Teams, but these require separate security due diligence by organisations before use.
- New features are continuously being added to the platform.

"How do I get access to Microsoft Teams?"
Accessing & Using Microsoft Teams

- Microsoft Teams is already available to your organisation "out of the box" (default Microsoft configuration) under the Microsoft Office 365 Licenses listed in Reference 1 below.

Reference 1:
Microsoft Teams Licensed Office 365 Plans
(Please note: Some advanced security & compliance features and configurations may require license add-ons)

Small business plans	Enterprise plans	Education plans	Developer plans
Microsoft 365 Business Basic	Office 365 E1	Office 365 A1	Office 365 Developer
Microsoft 365 Business Standard	Office 365 E3	Office 365 A3	
Microsoft 365 Business Premium	Office 365 E5	Office 365 A5	
	Office 365 F3	Microsoft 365 A3	
	Microsoft 365 F1	Microsoft 365 A5	
	Microsoft 365 F3		
	Microsoft 365 E3		
	Microsoft 365 E5		

- End users can potentially access MS Teams by either
  - Logging into Teams via the web using their O365 credentials
  - By downloading the desktop app onto their desktops (This download can be managed individually or pushed out.)

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- o Via the mobile app.

  See how easy it is to access Teams [here.](#)
- Once they are logged in, Teams allows your users to
  - o Chat (1:1, 1:several; Group chats)
  - o Collaborate (through Team-based conversations and shared meeting notes)
  - o See their own calendar, which is synced with Office 365
  - o Schedule and participate in planned and ad-hoc audio and video meetings,
  - o Share and collaborate on files and shared O365 services.

    See what working in Teams looks like [here.](#)
- For the purpose of open and flexible collaboration, Microsoft Teams "out of the box" provides easy access to many settings and configurations at the end-user level. To ensure that your use of Microsoft Teams meets your specific security, compliance and document control needs, we **strongly recommend** undertaking Microsoft Teams Governance Scoping to customise the configurations and options available to your team to your exact requirements.

"What about security, compliance and document control in Microsoft Teams?"
The Bigger Picture - Compliance, file storage, and integrations in Microsoft Teams

Microsoft Teams is an enterprise-grade Office 365 application that is based by the security and compliance standards and certifications of Microsoft. You can find out more about Microsoft security & compliance standards [here](#).

Even if you stand up Microsoft Teams for remote/virtual meeting tool (which many organisations have successfully done for remote working purposes), over the medium term our advice would be to follow this up by completing the full governance planning process to make informed choices about exactly how you may want the "out-of-the-box" settings for Teams configured specifically for your organisation.

For example:
- Who can create "Teams" in Microsoft Teams and control the membership of those Teams?
- Sharing and collaborating on Files in Microsoft Teams is cloud-based and powered by SharePoint Online and OneDrive. How will files be used and accessed via Teams and SharePoint online to ensure that there is only ever one "version of the truth".
- Making sound security and compliance decisions around how you want to guide your staff to use Teams.
- Looking at the integration of other Office 365 tools or apps that may be in use across your organisation as well.
- Taking your phone system and calling to the cloud once and for all!
- How to bring your whole team along for the ride, raise their collective digital collaboration skillset and support new remote-work-friendly business processes across your organisation.

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"What's it like to use Teams and how do we use it?"
Here are a few resources to get you started

Overview of How Microsoft Teams Works – Intro to Microsoft Teams
https://support.microsoft.com/en-us/office/welcome-to-microsoft-teams-b98d533f-118e-4bae-bf44-3df2470c2b12?wt.mc_id=otc_microsoft_teams

Microsoft Teams Video Training Guides
https://support.microsoft.com/en-us/office/microsoft-teams-video-training-4f108e54-240b-4351-8084-b1089f0d21d7

Microsoft Teams Quick Start Guide
https://download.microsoft.com/download/D/9/F/D9FE8B9E-22F5-47BF-A1AB-09539C41FCD0/Teams%20QS.pdf

Maxsum Webinar – Fast Track to Remote Working with Microsoft Teams
https://maxsum.wistia.com/medias/szlj7bzb6q

Microsoft Teams Interactive Demo – Take a walk-through Teams!
https://teamsdemo.office.com/

Maxsum Whitepaper - Successfully Enabling Opportunity with Microsoft Teams
https://www.maxsum.com/wp-content/uploads/2019/08/Successfully-Enabling-Opportunity-with-Microsoft-Teams-by-Maxsum-Consulting.pdf

Read to make the move to Microsoft Teams?
Let us know! Maxsum can help get you started on your Teams Journey today.
Call 1300 629 786 or visit www.maxsum.com.teams

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