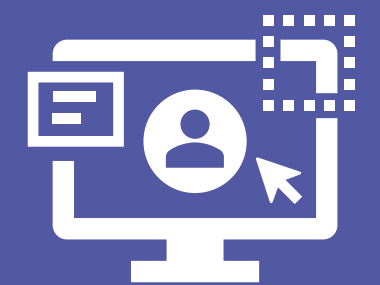




Microsoft Teams for Information Technology (IT)

Microsoft Teams



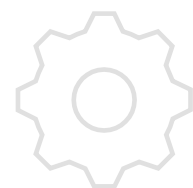


In this playbook...

Find out how Microsoft Teams can enable personas across every major function and role in your organization to effectively navigate through daily high value scenarios with ease and confidence.

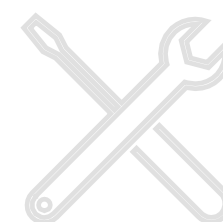
Administrative Role

- Inventory Tracking and Software Updates
- Preparing the Budget for the IT Team
- Modernize Business Practices



Support Role

- Remote Working and Support
- Efficient Knowledge Management
- Troubleshooting & Repairs



Development & Compliance

- Data Protection Compliance
- Live Site Incident Triage and Management
- Bug Management
- Raising a Pull Request
- Managing Cybersecurity Risks





Administrative Role

Check out how the Information Technology team can use Microsoft Teams to keep your business running efficiently and address unexpected situations with confidence.

Information Technology Superpowers in Teams

Capabilities and features used...

- Schedule meetings using synced calendars, or a meet now feature
- Participate in instant, open-channel communication
- Store documents within a cloud-enabled repository using Files section or channel tabs
- Create and co-author documents, spreadsheets, presentations and more in the cloud with Office 365
- Channel tabs for everyone to stay on the same page
- Help collaborate with teammates on multiple projects from within a single environment

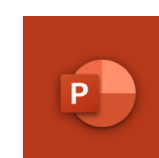
Apps that enable an immersive experience in Teams



Word



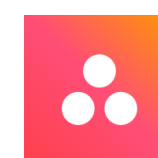
Excel



PowerPoint



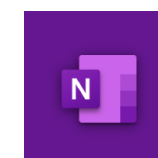
Communities



Asana



SharePoint



OneNote



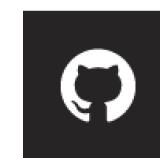
MeisterTask



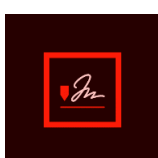
We Decide



ServiceBot



GitHub



Adobe Sign



Zenduty



ServiceDesk
Plus Cloud



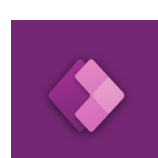
Azure
DevOps



Jira
Cloud



Freehand By
InVision



Power Apps

Meet the Business Decision Makers

Information Technology



IT Manager

"IT is an enabler and catalyst for the company to reach the next level of business growth and maturity."

- Plan, organize, control and evaluate IT and electronic data operations
- Manage IT staff by recruiting, training and coaching employees, communicating job expectations and appraising their performance
- Ensure security of data, network access and backup systems



IT Lead

"Leadership is the capacity to translate vision into reality."

- Delegate duties and tasks within the IT team
- Review completed tasks to ascertain compliance with standards
- Monitor all team members and provide necessary advice and guidance



IT Executive

"Information by itself is meaningless until it's interpreted and analyzed to capture insight & harness innovation."

- Running regular checks on network and data security
- Identifying and acting on opportunities to improve and update software and systems
- Developing and implementing IT policy and best practice guides for the organization



Inventory Tracking and Software Updates

IT Manager

Scenario Walkthrough

One of the major challenges an IT team faces is inventory tracking, especially when IT assets are often moved around or replaced. A centralized system with spreadsheets maintained in the Files repository of an organization's Teams helps this team distribute a fresh batch of monitors and devices while tracking their progress through open channel communication and a shared work order rather than multiple print-outs carried around by administrators.

- Posts an announcement that the new monitors and laptops have arrived and will be installed soon.
- Tracks replacement of devices using an inventory Excel spreadsheet.
- Handles discrepancies in the list by reaching out to employees via 1:1 chat.
- Creates a group chat to connect the employee who received a new laptop to the Systems Engineer for software updates.
- Shares a document that needs to be signed to confirm the receipt of the new laptop via Adobe Sign.
- Uses Tasks by Planner and To Do to close out the device replacement task.

How did Microsoft Teams help the IT Manager execute her roles and responsibilities?

- Create an inventory list quickly using Excel right inside Teams.
- Track replacement process with a shared spreadsheet in channels.
- Channel conversations help share updates in real-time with relevant members.
- Create, track and assign tasks with Tasks by Planner and To Do right inside Teams.

Which app integrations on Teams made it possible?



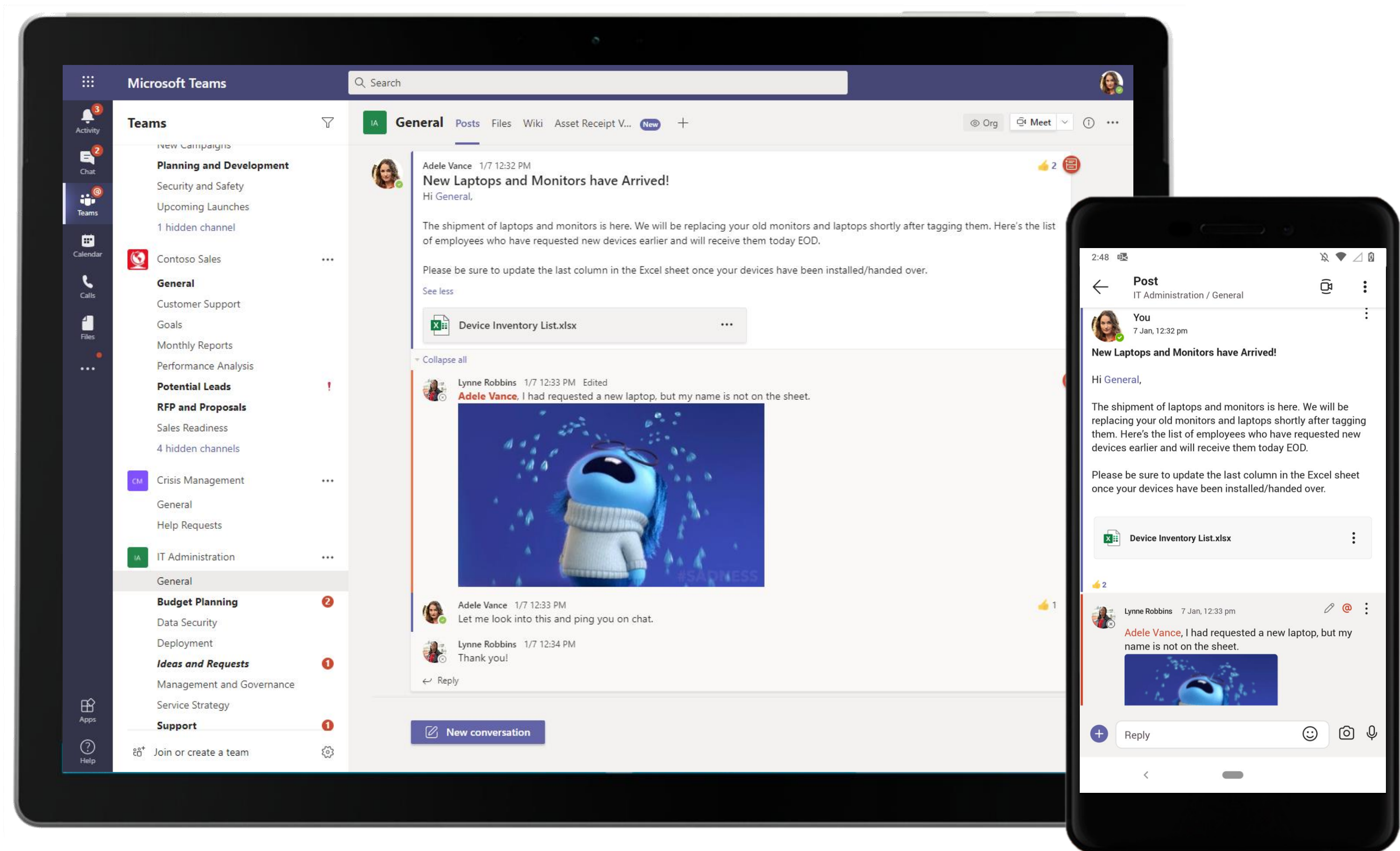
Excel



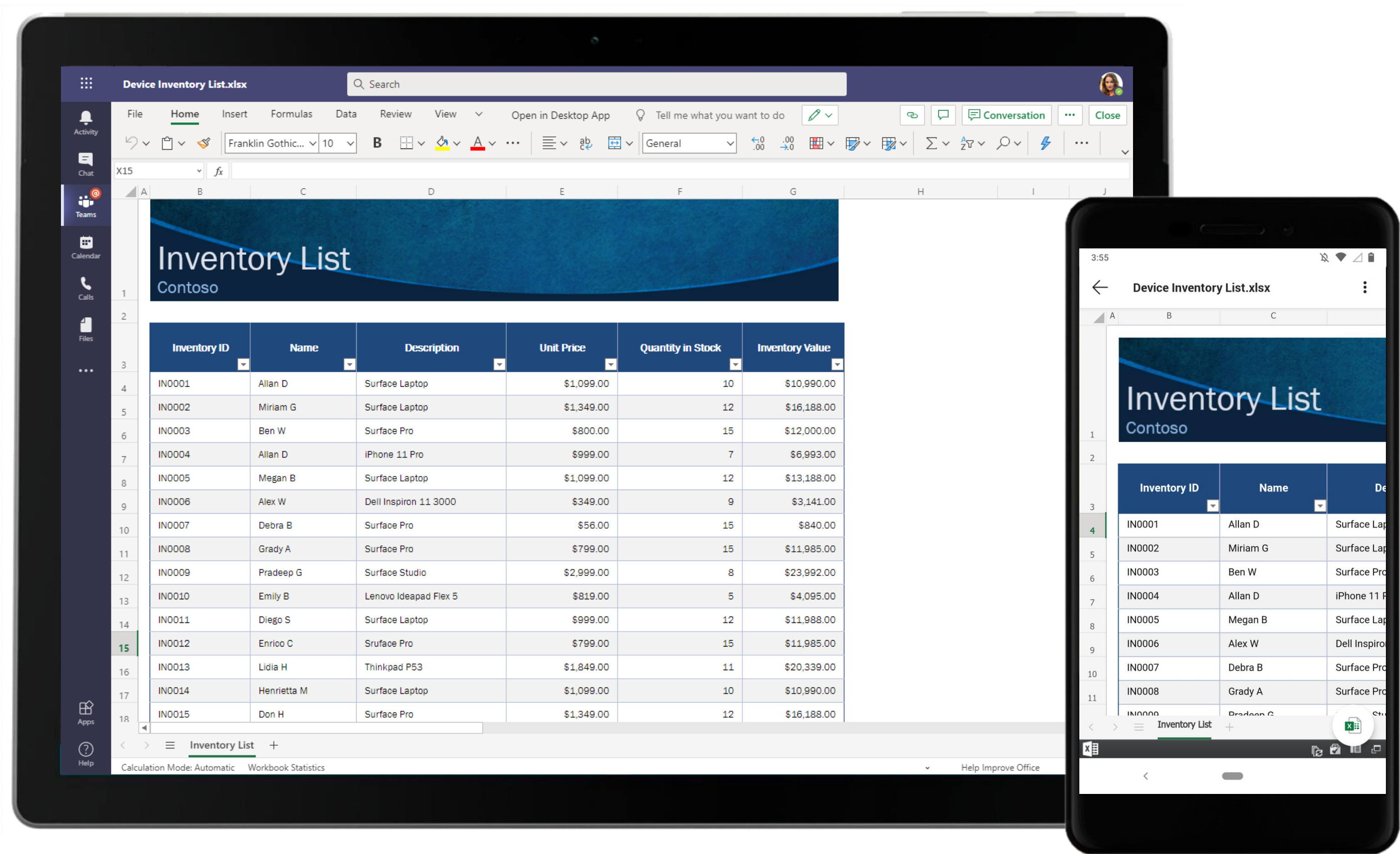
Tasks by Planner
and To Do



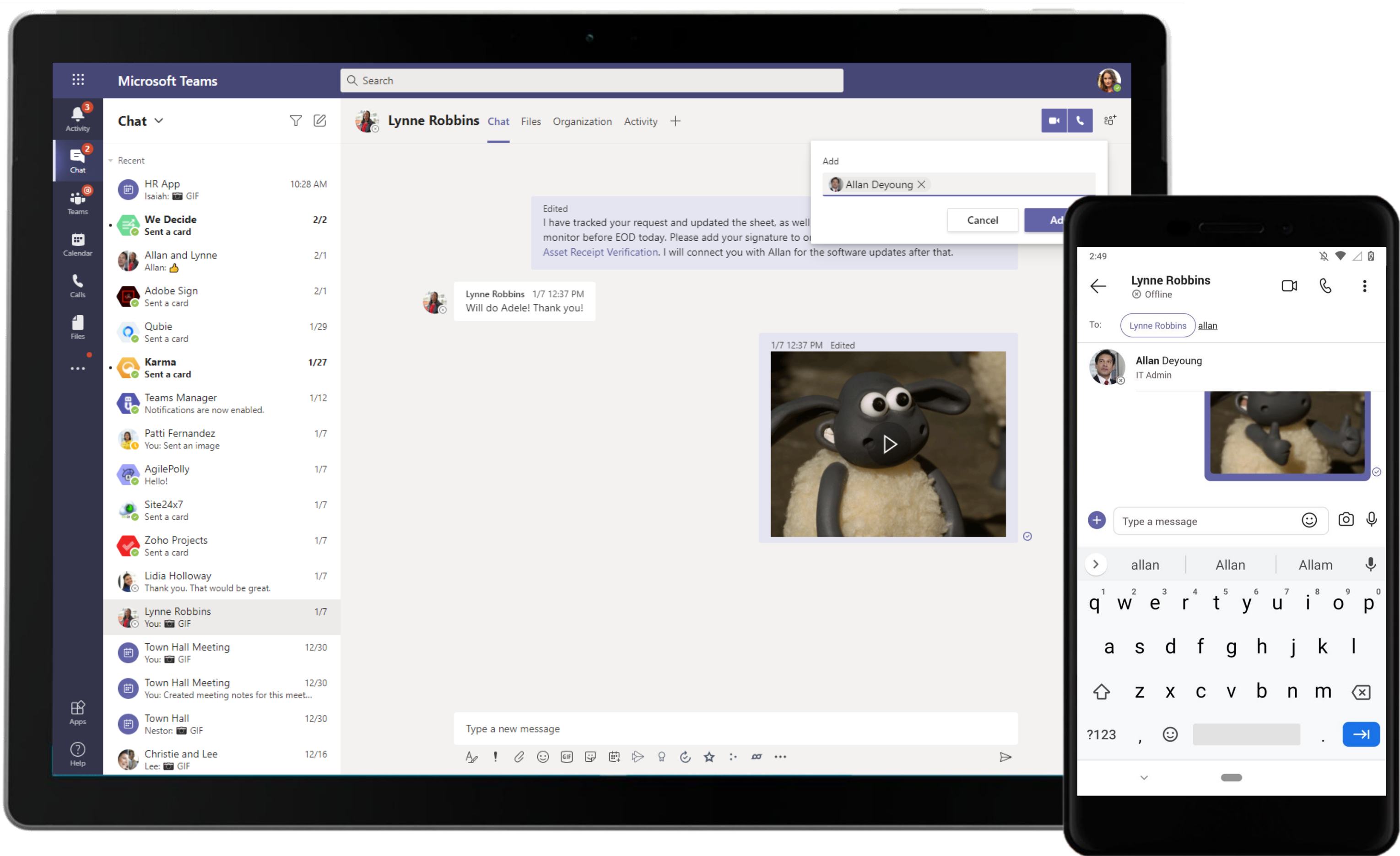
Adobe Sign



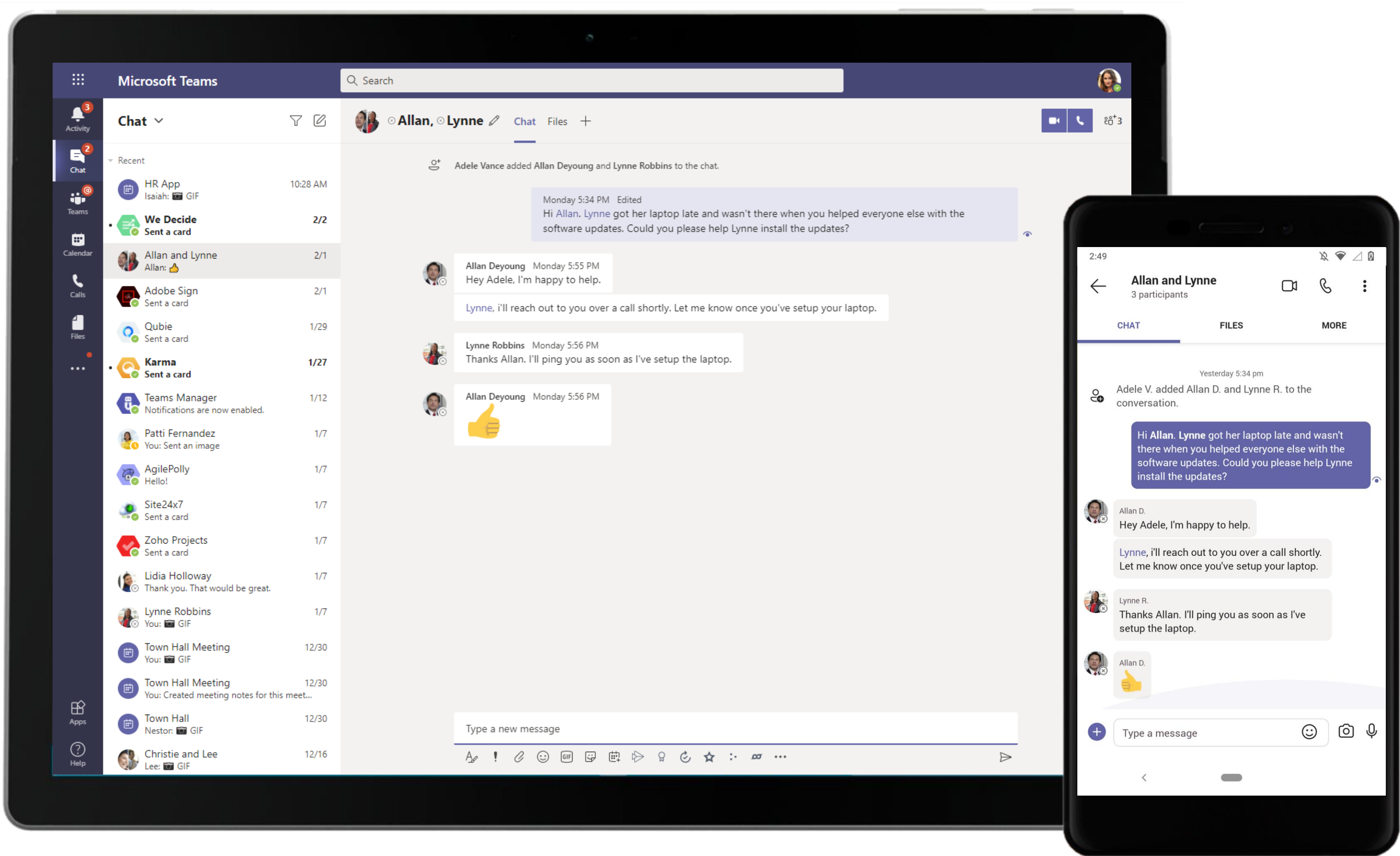
Use channel conversations to relay updates to team members. The IT Manager posts a quick update for team members regarding new devices that they are expecting.



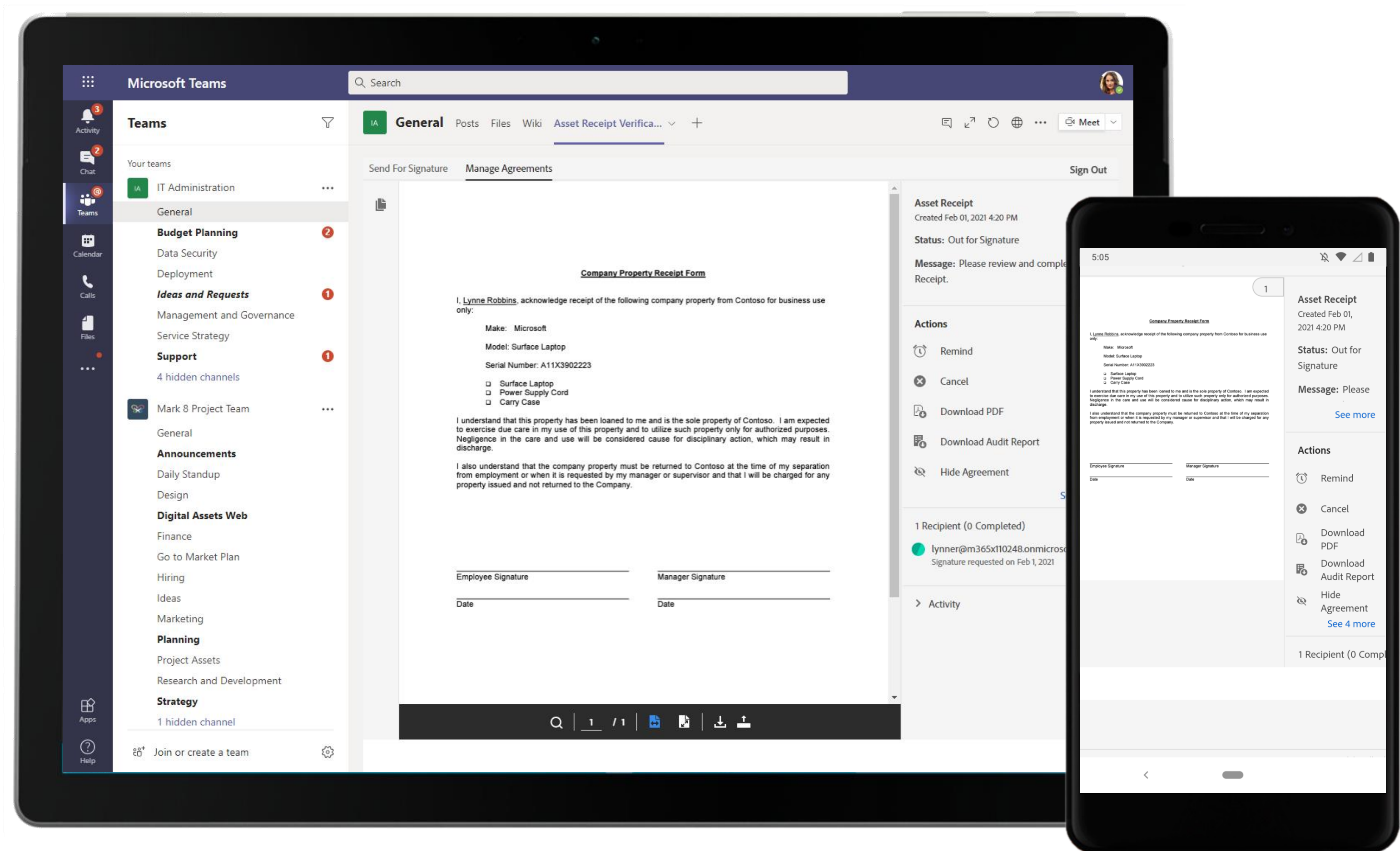
The IT Manager submits the inventory list in the channel, where the Excel sheet will be stored in the Files cloud-enabled repository for future reference.



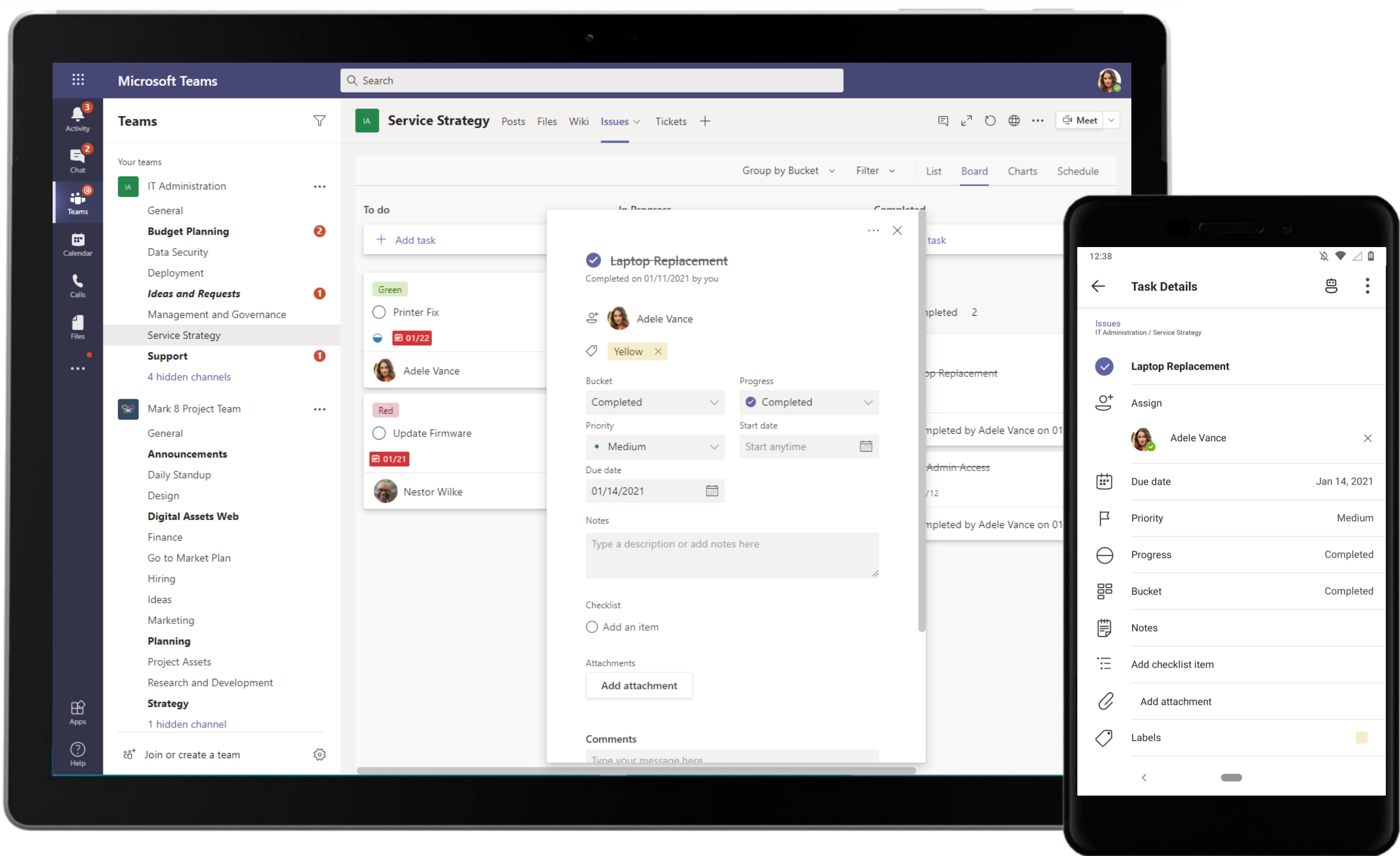
Use a private one-on-one chat or a group chat for conversations that don't require the entire team.



Group chats help you coordinate with multiple co-workers within Teams to collaborate and effectively bridge communication gaps.



Adobe Sign helps you keep document-signing workflows moving fast in Teams. Here the IT Manger configures an Adobe sign tab and shares a document that needs to be signed by the employee to confirm the receipt of the new laptop.



Assign, track and communicate tasks and milestones without having to switch apps using Tasks by Planner and To Do inside Teams. The Planner app helps the IT Manager track and close tasks related to the disbursement of devices.



Preparing the Budget for the IT Team

IT Lead

Scenario Walkthrough

A well-prepared budget is essential for the effective functioning of any IT Team. The IT Lead at Contoso works with others within his team to put together the budget on time and ensure that all the team has everything it needs to reach the goals for the year. He coordinates with others within his organization and leverages Microsoft Teams to ensure that the budget is prepared on time and that everyone is on the same page.

- Notifies the team to update every one of the tasks to create the budget for the IT team via channel communications.
- Views the progress of tasks assigned within a channel tab using MeisterTask.
- Views intra-team budget documents shared by others in the team and clarifies details.
- Creates a decision card using We Decide so that the key people can quickly provide their approval in a channel tab.
- Initiates a tab conversation to get the approval streamlined.

How did Microsoft Teams help the IT Lead execute his roles and responsibilities?

- Collaborate on team decisions by creating decision cards to remove the need of back and forth on decisions with We Decide.
- Leverage intuitive project and task management tools to execute complex assignments with MeisterTask.
- @mentions in chats and channels to catch each other's attention instantly.
- Collaborate on number-crunching tasks easily using Excel.

Which app integrations on Teams made it possible?



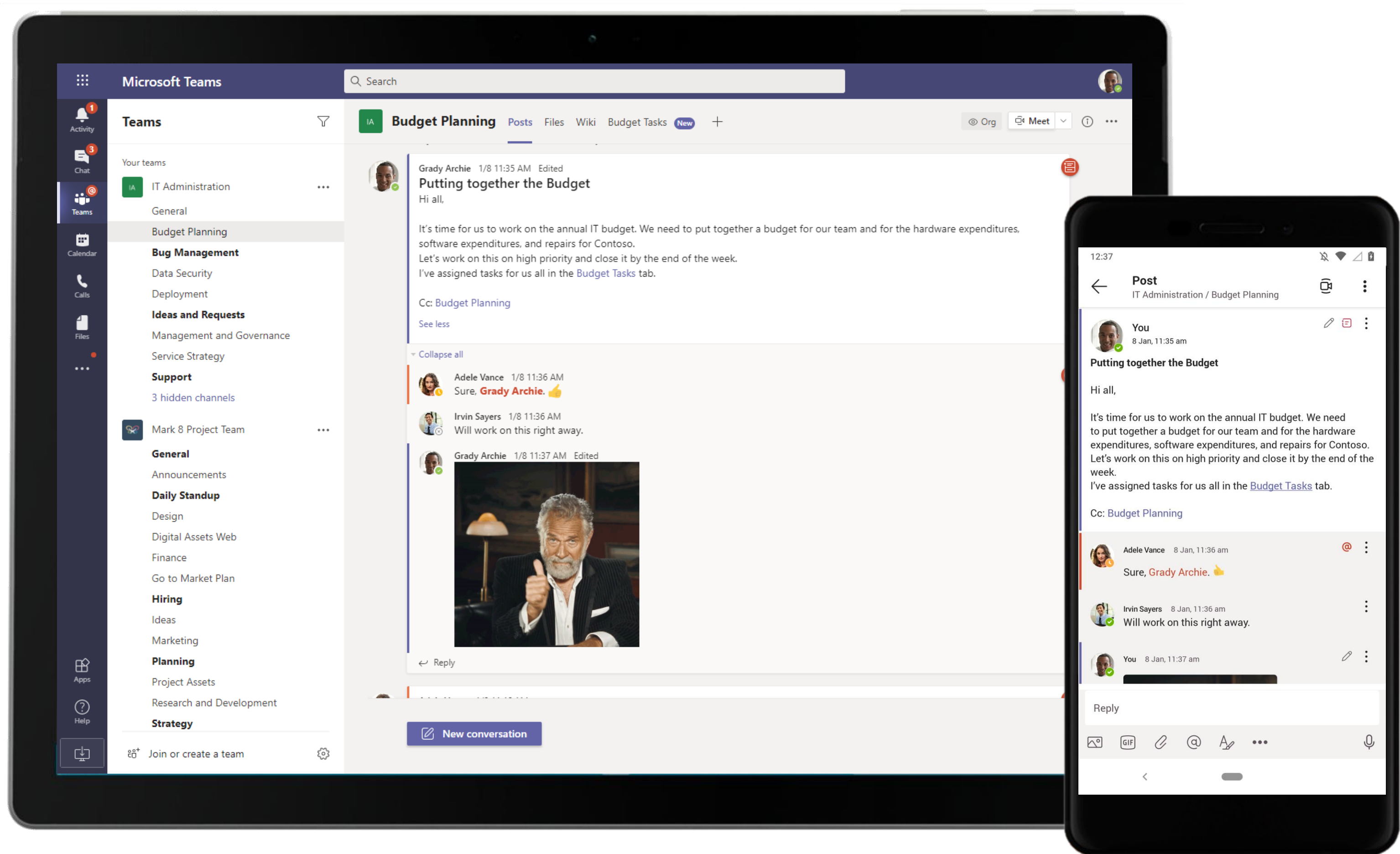
MeisterTask



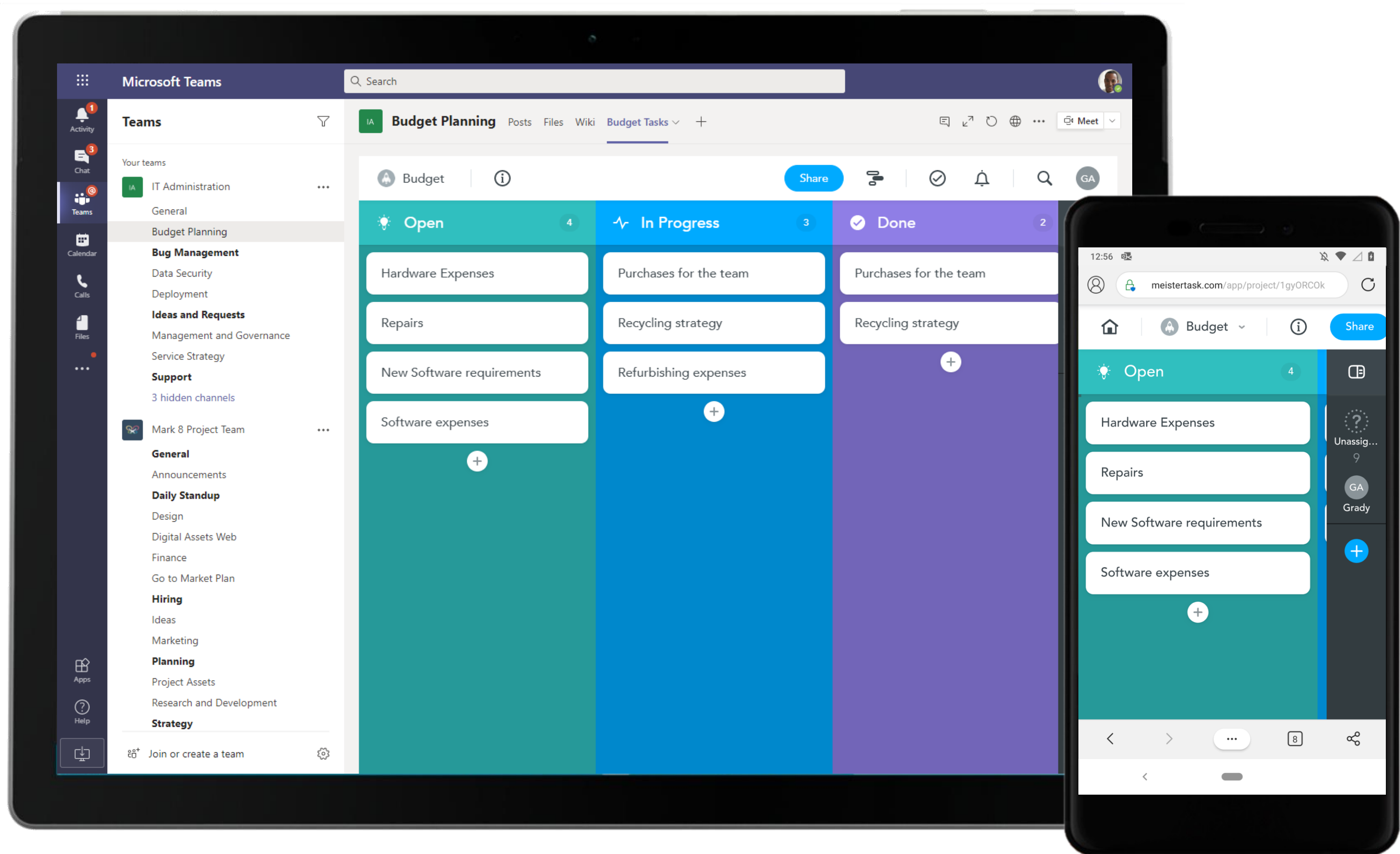
We Decide



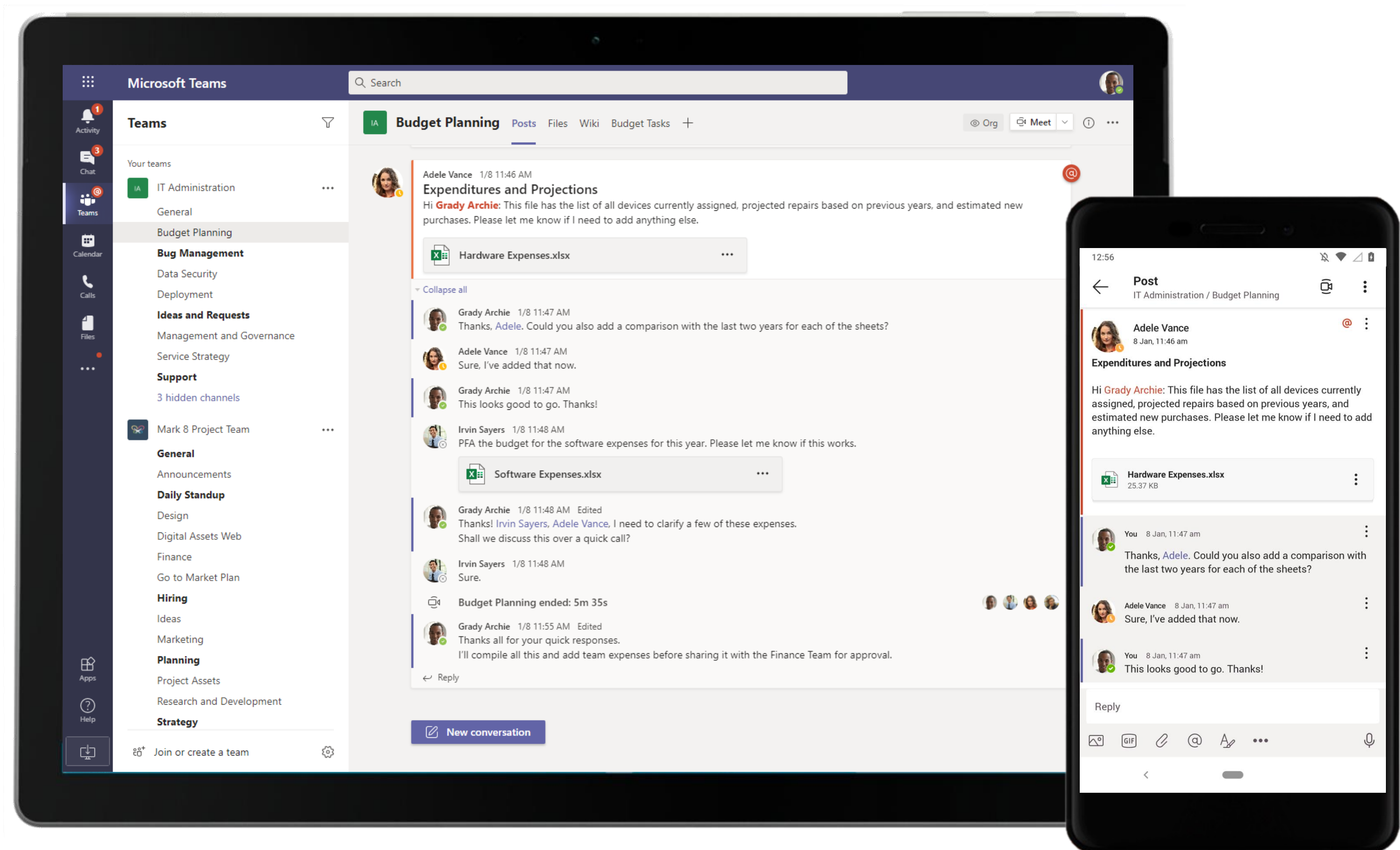
Excel



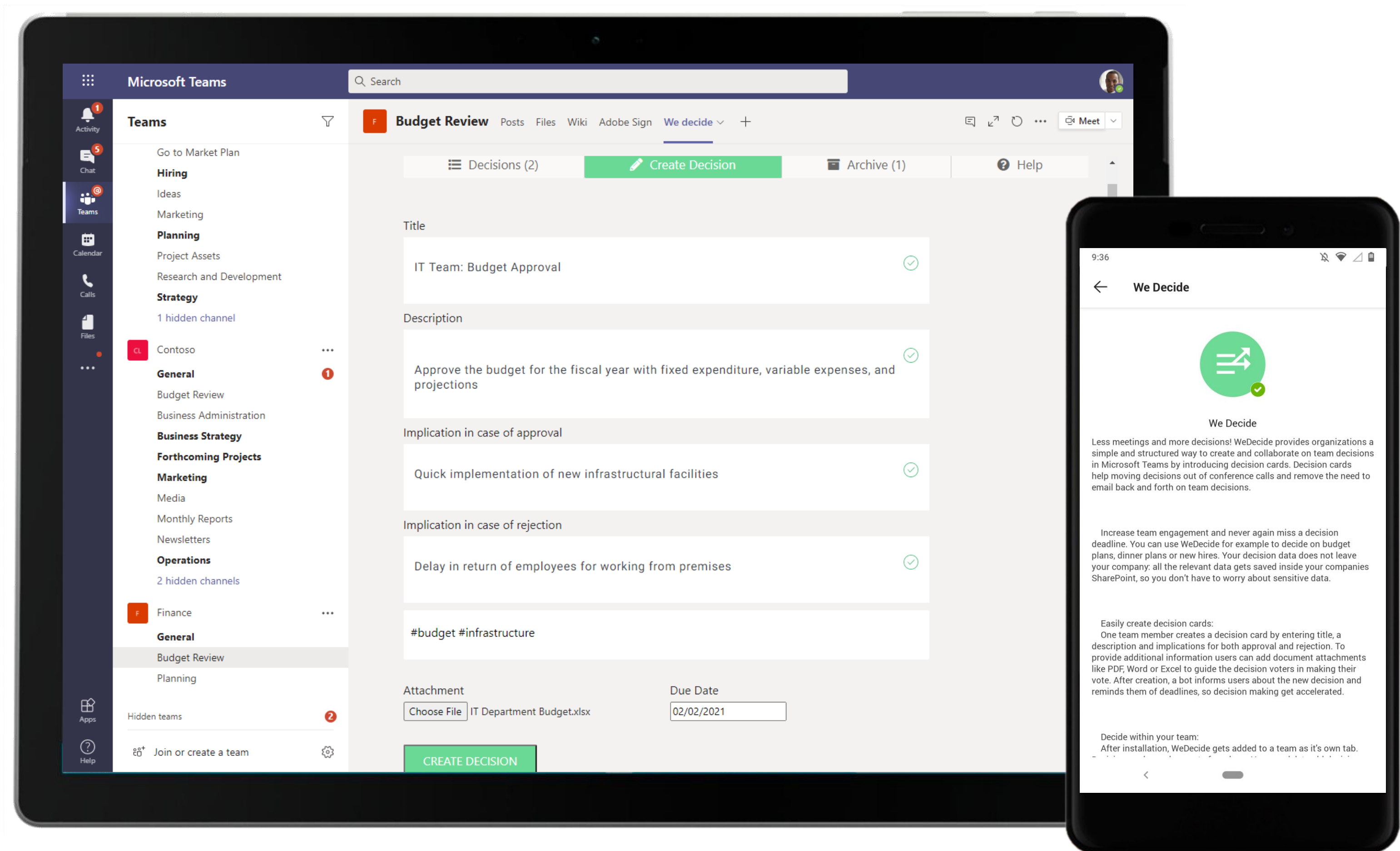
Use channel conversations to relay updates to team members and begin a process flow for task completion. The IT Lead kick-starts budget planning in the channel and then assigns tasks.



Organize and manage tasks in a beautifully designed, customizable environment that perfectly adapts to their needs with MeisterTask in Microsoft Teams. The IT Lead assigns tasks to his teammates for budget planning.



Microsoft Teams makes it easy to share files within channels. If the files are Word, Excel, or PowerPoint files, your colleagues can even view, edit and collaborate on the files right within Teams, thanks to deeply integrated Office 365 services.



We Decide provides a simple and structured way to create and collaborate on team decisions with decision cards. The IT Lead creates a decision card and attaches the IT department budget for review and approval.

Activity

Chat

Teams

Calendar

Calls

Files

Apps

Help

IT Department Budget.xlsx

Search

FileHomeInsertFormulasDataReviewViewHelpOpen in Desktop AppEditingCopy LinkCommentsConversationClose

J42fx

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
2		Unit Cost	Quantity	Total	Subtotal									
3	Client Machines:													
4	MS Office 2000	375	120	45000										
5	MS Project 2000	250	15	3750										
6	Visio Ver 5	400	8	3200										
7	Fiscal GUI license	59	32	1888										
8							53838							
9	Server Software:													
10	Windows NT Server	1000	1	1000										
11	MS Exchange Server	1000	1	1000										
12	SQL Server	1000	1	1000										
13							3000							
14	Client Access Licenses:													
15	NT Server Connection	49	125	6125										
16	SQL Server	69	80	5520										
17	Exchange Server	50	125	6250										
18	UNIX License	100	32	3200										
19	Unibasic License	125	32	4000										
20	IQ Query License	125	32	4000										
21							29095							
22					Total Licensing:		85933							
23														
24														
25														
26		Unit Cost	Quantity	Cost	Subtotal									
27	Desktop Hardware:													
28	Replacement Desktop Computer	999	15	14985										
29	Monitor 17"	125	5	625										
30	Hard Drive 6 GB	145	5	725										
31	Keyboard	25	10	250										
32	Mouse	25	10	250										
33	Power Strip	40	25	1000										
34	Pentium Notebook Computer	1200	1	1200										
35	LCD Projector	2200	1	2200										
36							21235							
37	Misc Hardware:													
38	Server Shelving	900	1	900										
39	UPS - Power Equipment	1100	2	2200										
40	Fireproof Media Storage	2500	1	2500										
41							5600							
42	Backup:													
43	8mm Tapes	300	10	3000										

Licensing worksheetHardware Budget worksheetServer Upgrade worksheetIT Budget SummaryRecycling+

Calculation Mode: AutomaticWorkbook StatisticsHelp Improve Office

12:58

IT Department Budget.xlsx

Unit C

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Client Machines:
MS Office 2000
MS Project 2000
Visio Ver 5
Fiscal GUI license

Server Software:
Windows NT Server
MS Exchange Server
SQL Server

Client Access Licenses:
NT Server Connection
SQL Server
Exchange Server
UNIX License
Unibasic License
IQ Query License

Desktop Hardware:
Replacement Desktop Computer
Monitor 17"
Hard Drive 6 GB
Keyboard

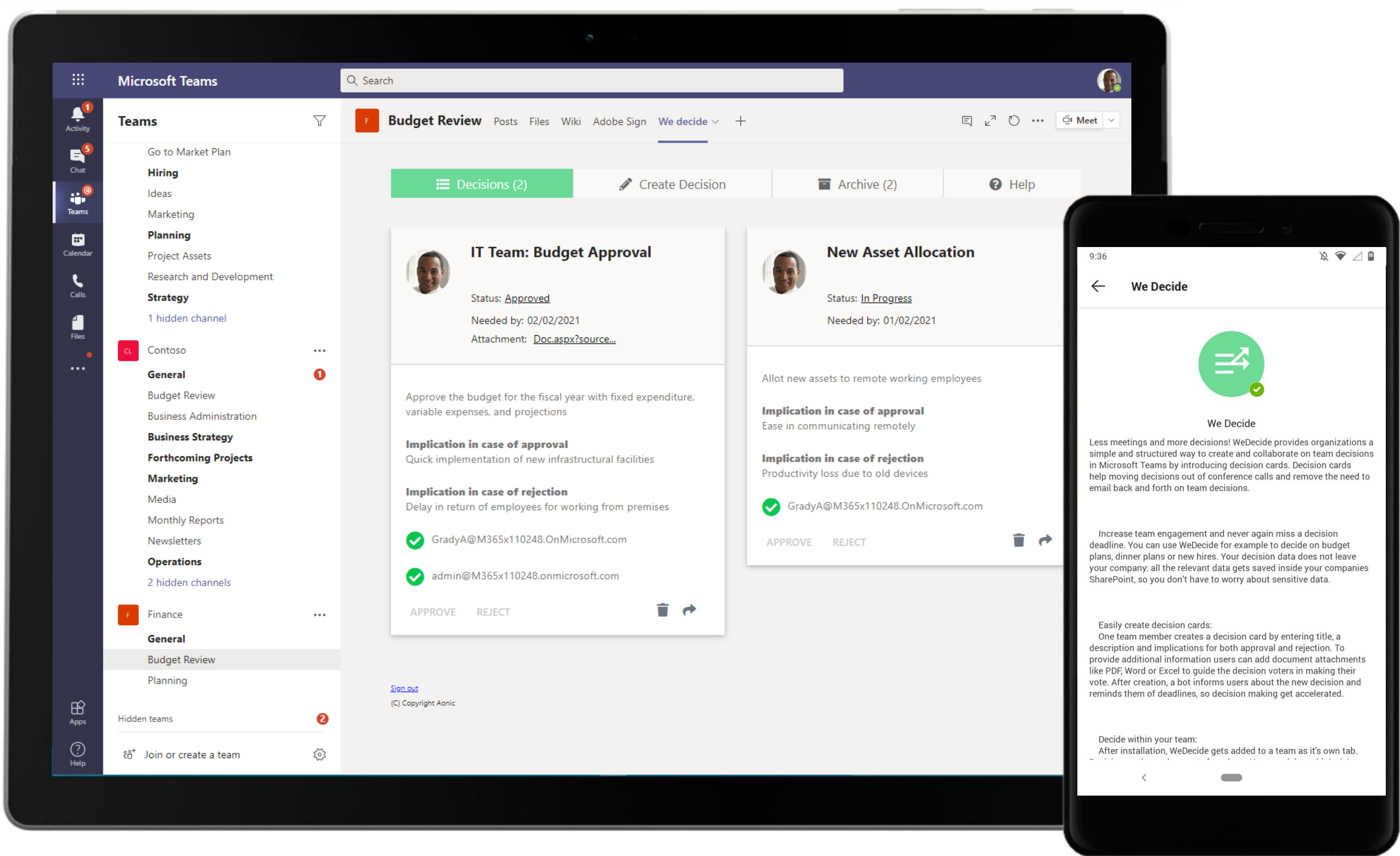
Misc Hardware:
Server Shelving
UPS - Power Equipment
Fireproof Media Storage

Backup:
8mm Tapes

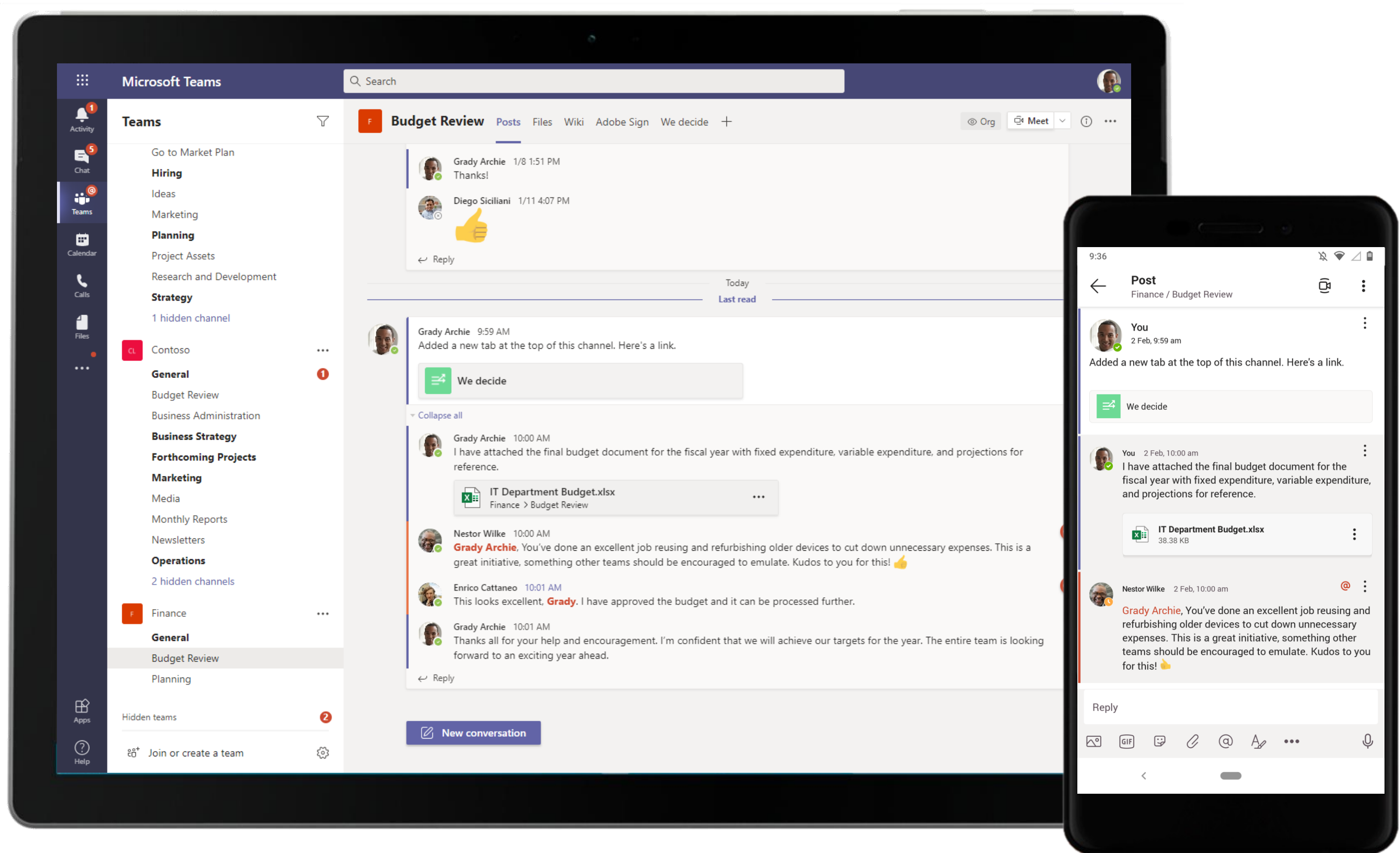
<>≡ksheetIT Budget SummaryRecycling

X

The IT Lead uses Excel in Teams to create a budget breakdown and uploads it to the Files tab in the channel for peer review. The spreadsheet can be pinned as a tab for quick access, while any edits to the file can be carried out with ease.



We Decide makes approval flows quick and convenient. The Finance Manager and Director approve the IT Budget after a careful review right within Teams.



Collaborate with your team and discuss apps with tab conversations using @mention to tag required personnel and keep conversations around the topic in a single thread.



Modernize Business Practices

IT Executive

Scenario Walkthrough

The Contoso IT team coordinates with others from the Human Resource and Operations teams to quickly build apps that simplify business practices. The IT Executive quickly leverages Power Apps to create code-free applications for easy use within a very short time.

- Gets notified in the channel with a task to build an app to simplify HR processes.
- Schedules a call and brainstorms ideas for app features, blueprint, and more via Freehand by InVision.
- Turns on live captions with attribution during the meeting for real-time captions during meeting calls.
- Takes notes for the app requirements and shares them within a channel via OneNote.
- Creates the code-free app and shares it with the team using Power Apps.
- Receives appreciation for the quick turnaround via Praise.

How did Microsoft Teams help the IT Executive execute his roles and responsibilities?

- Quickly build and share low-code apps with Microsoft Power Apps.
- Draw, plan, and collaborate on an infinite whiteboard—in real-time with Freehand by InVision.
- Leverage power meeting features like live captions with attribution in Teams.
- Use OneNote notebooks to collaborate on digital content with your team.
- Show gratitude for peers who went above and beyond at work with Praise.

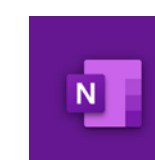
Which app integrations on Teams made it possible?



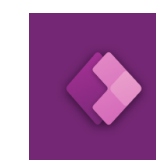
Praise



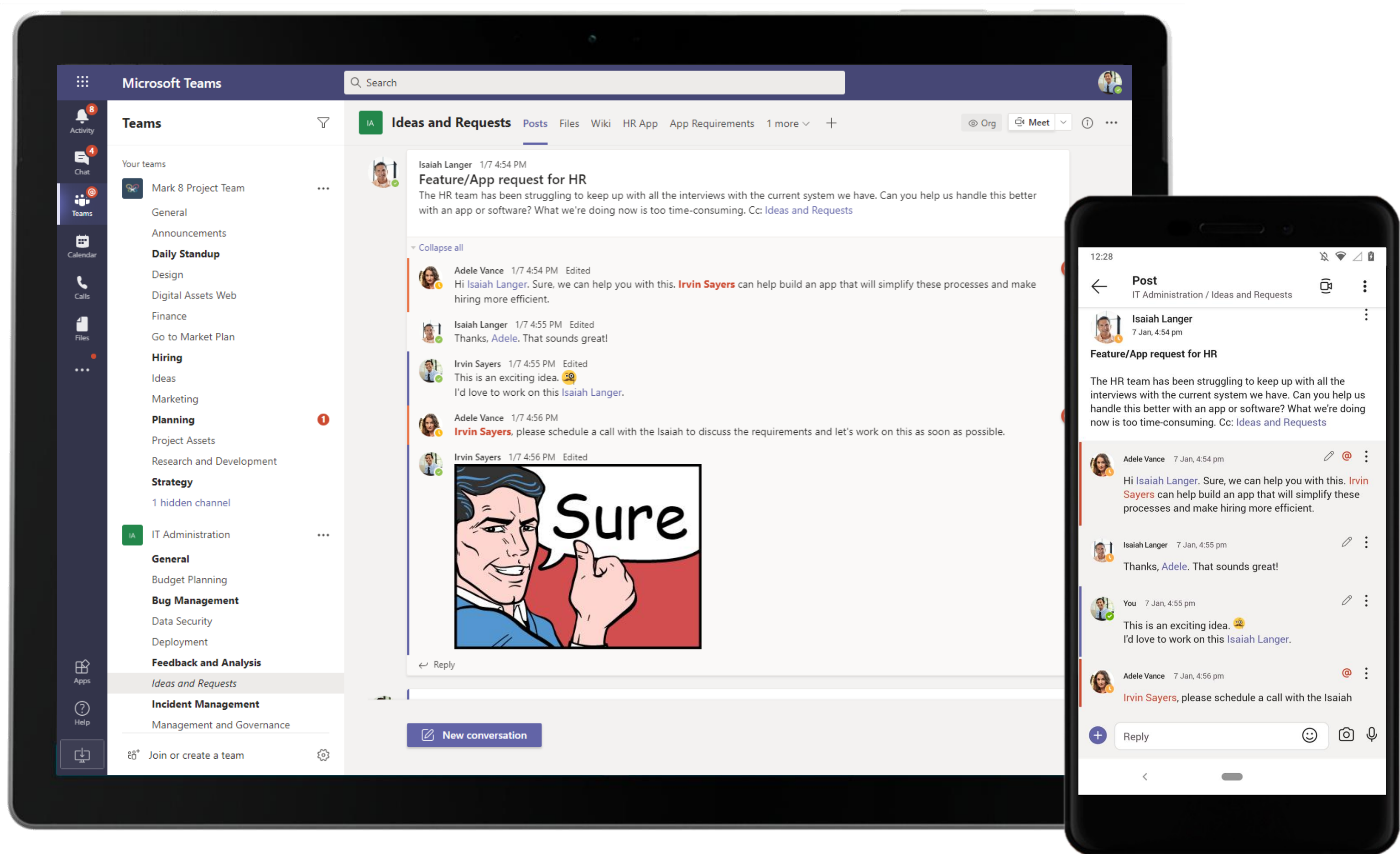
Freehand By
InVision



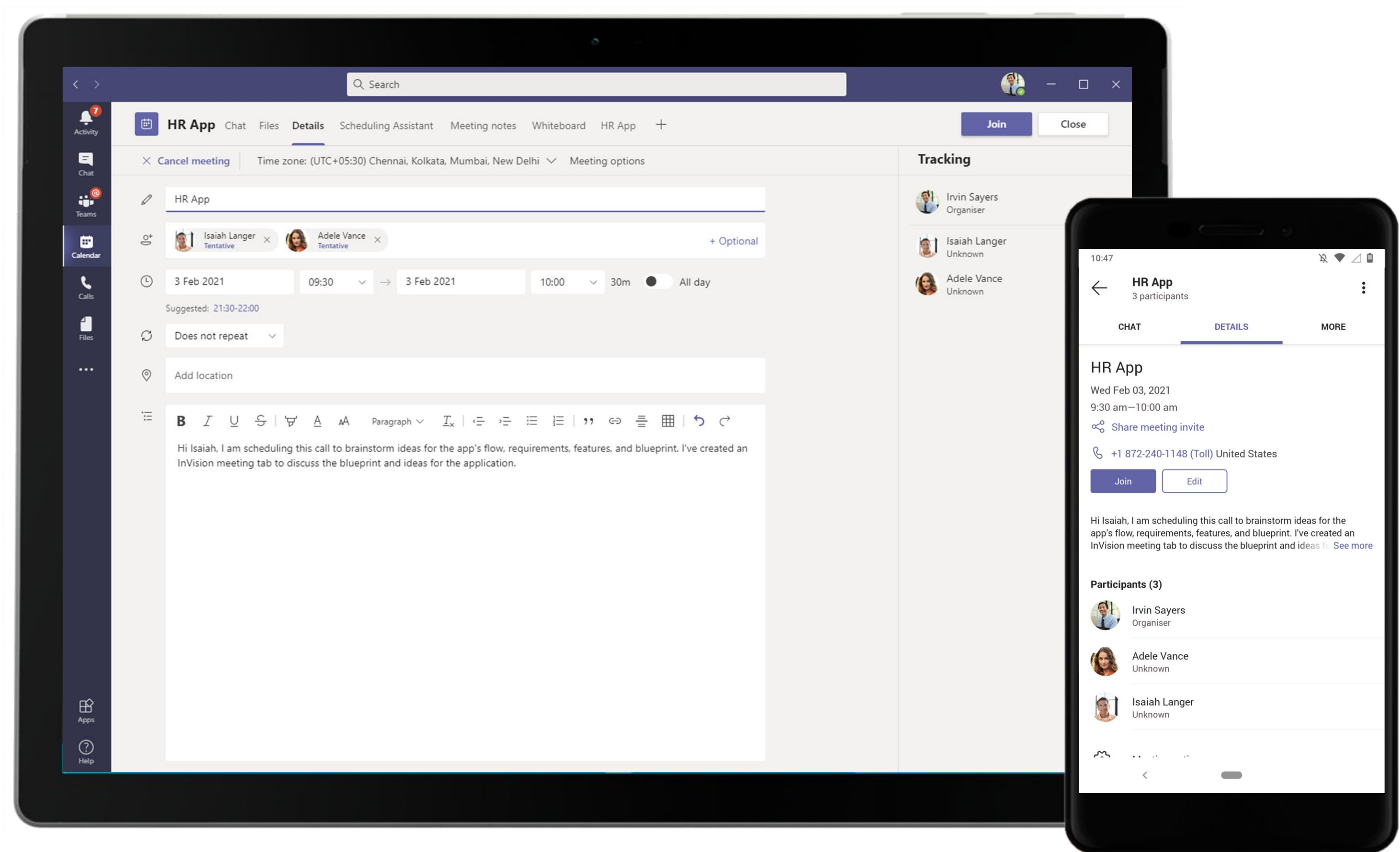
OneNote



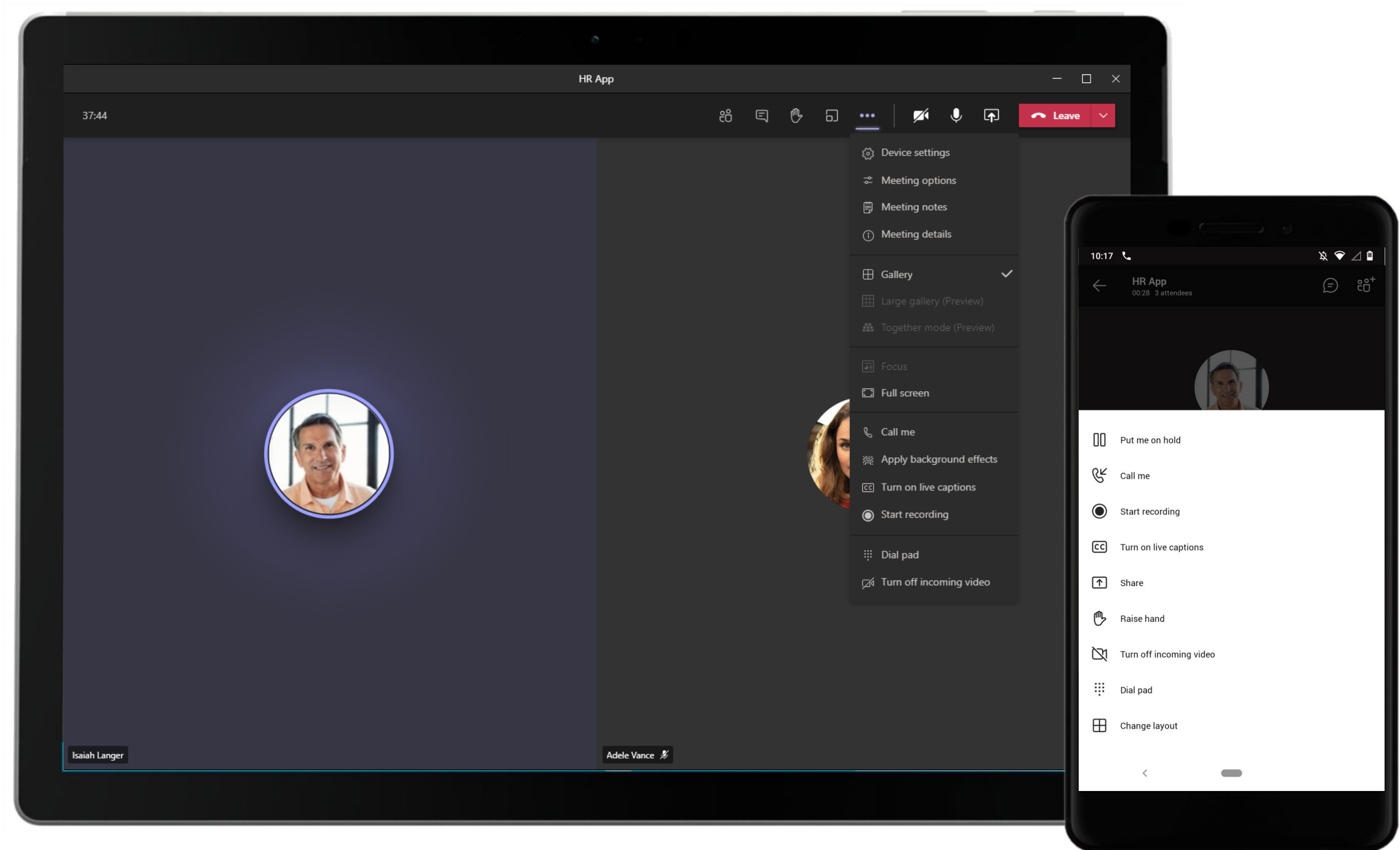
Power Apps



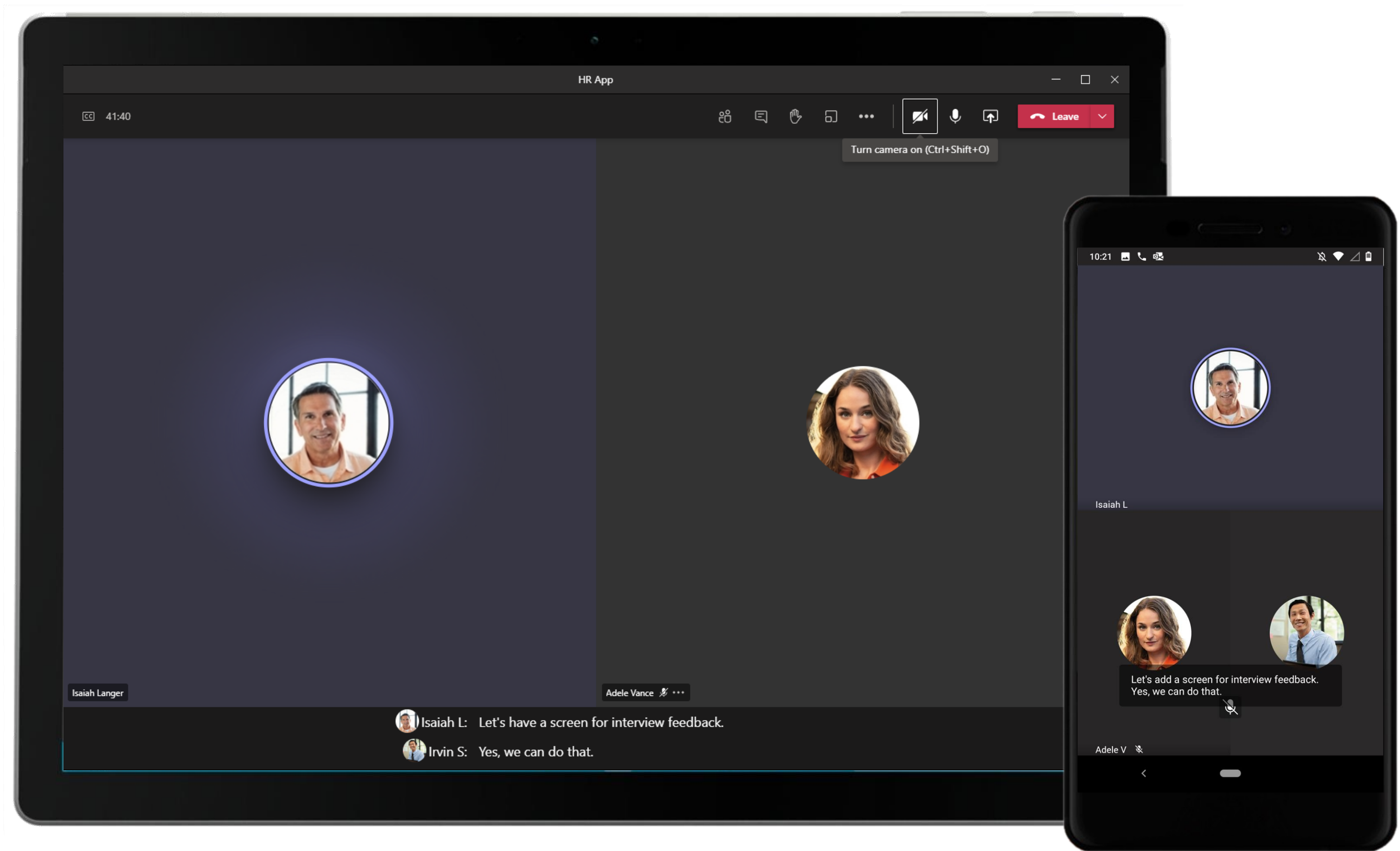
Collaborate with your team through channel communications using @mention to tag required personnel and keep conversations around the topic in a single thread.



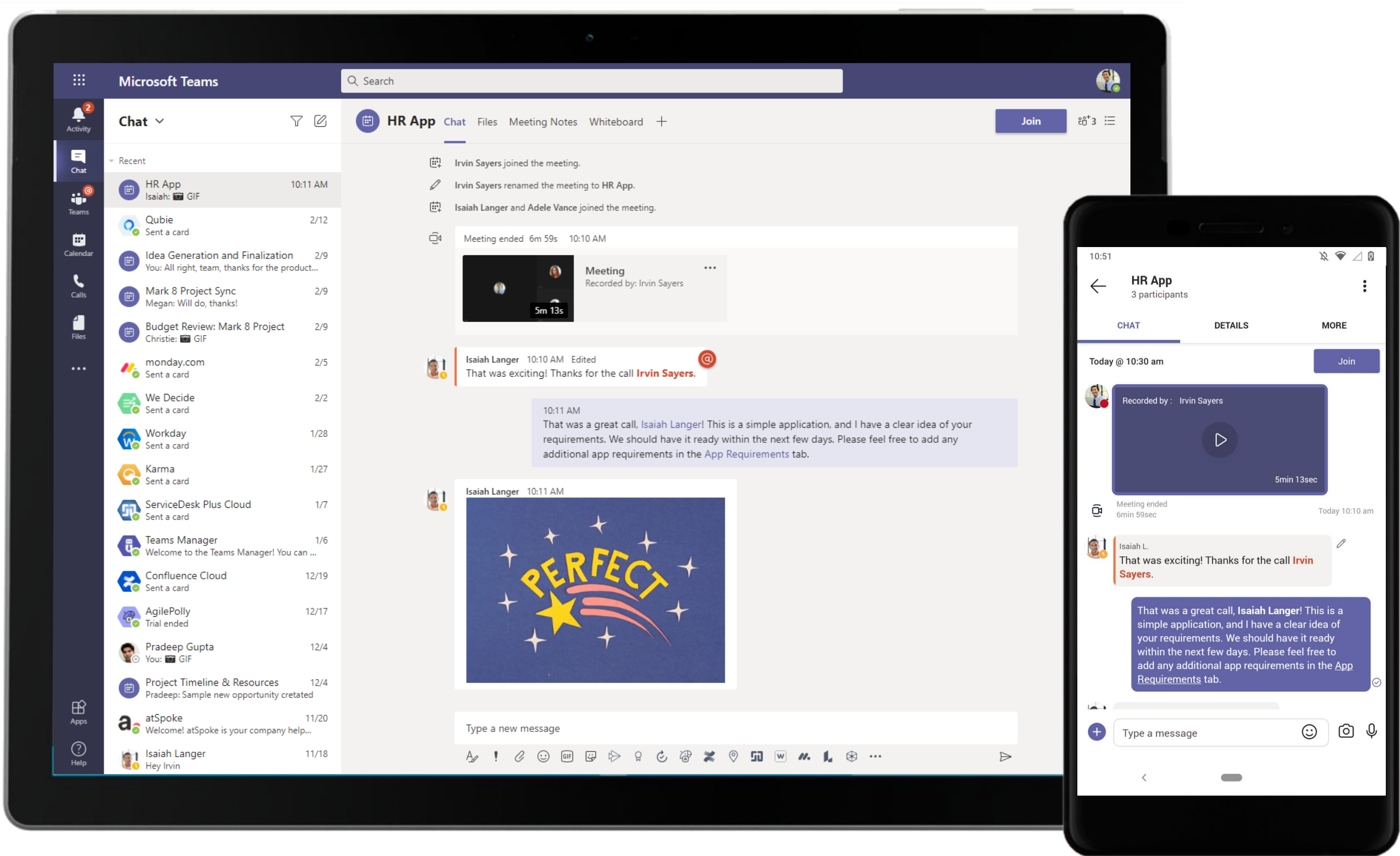
An app information dissemination meeting is scheduled with essential participants in the loop. Scheduling a meeting in the channel serves as an open invite for other interested team members to participate and offer inputs.



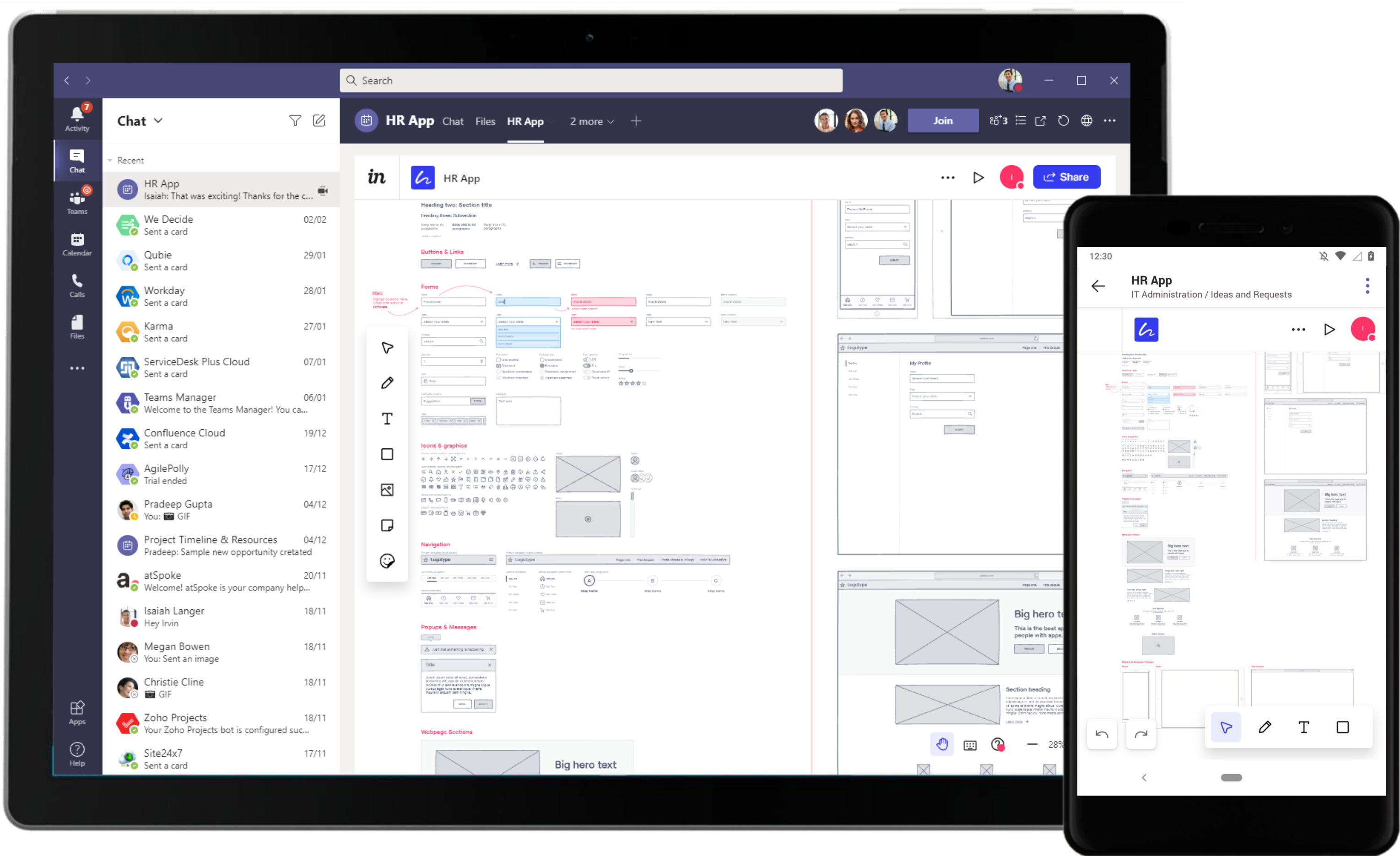
Meeting attendees can leverage a wide range of features like live captions, meeting breakouts, together mode and more to make meetings better and more engaging in Teams.



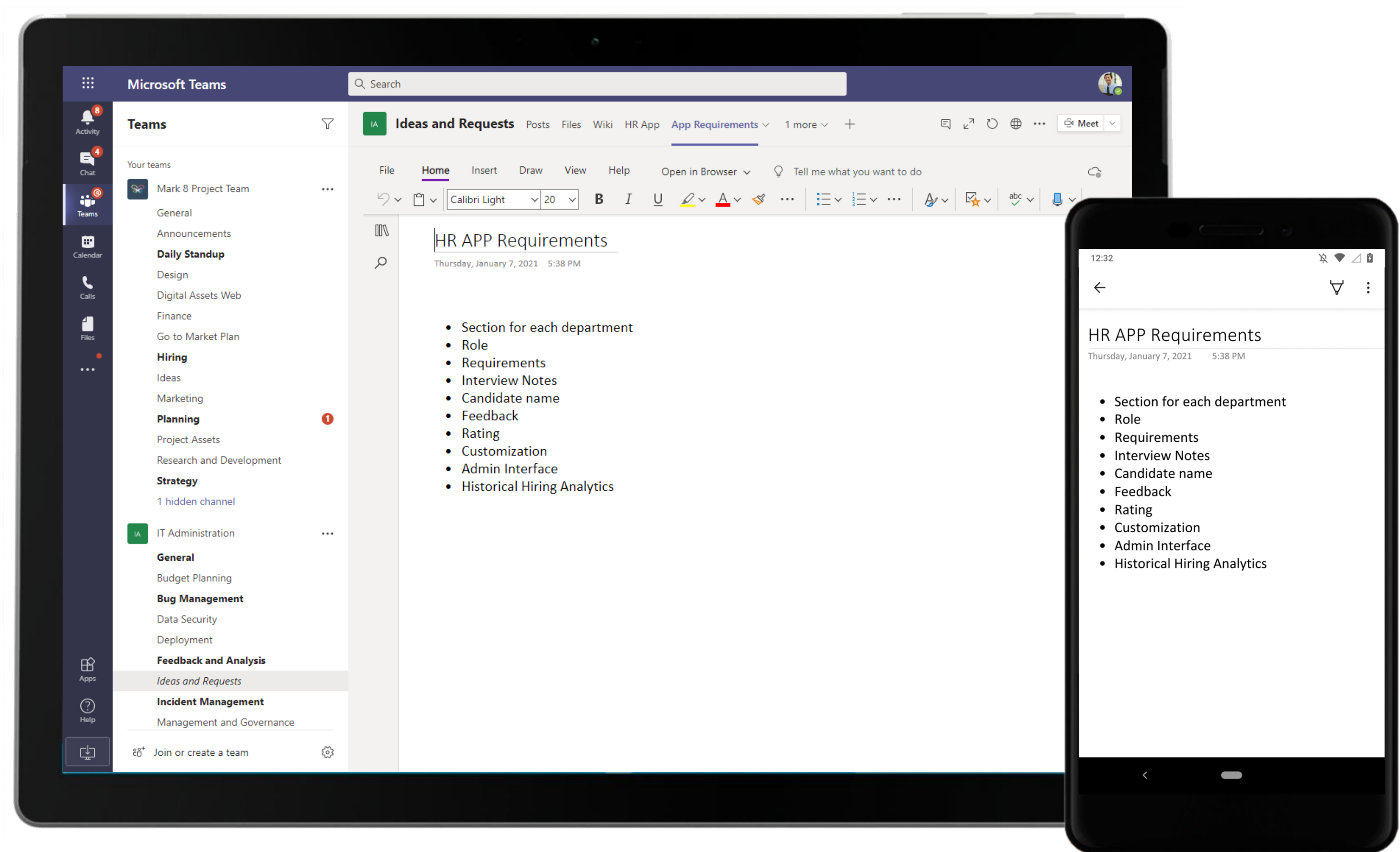
Live captions enable you to keep track of conversations with accurate attribution to ensure that you know who is speaking and when. The IT Executive enables live captions during the meeting.



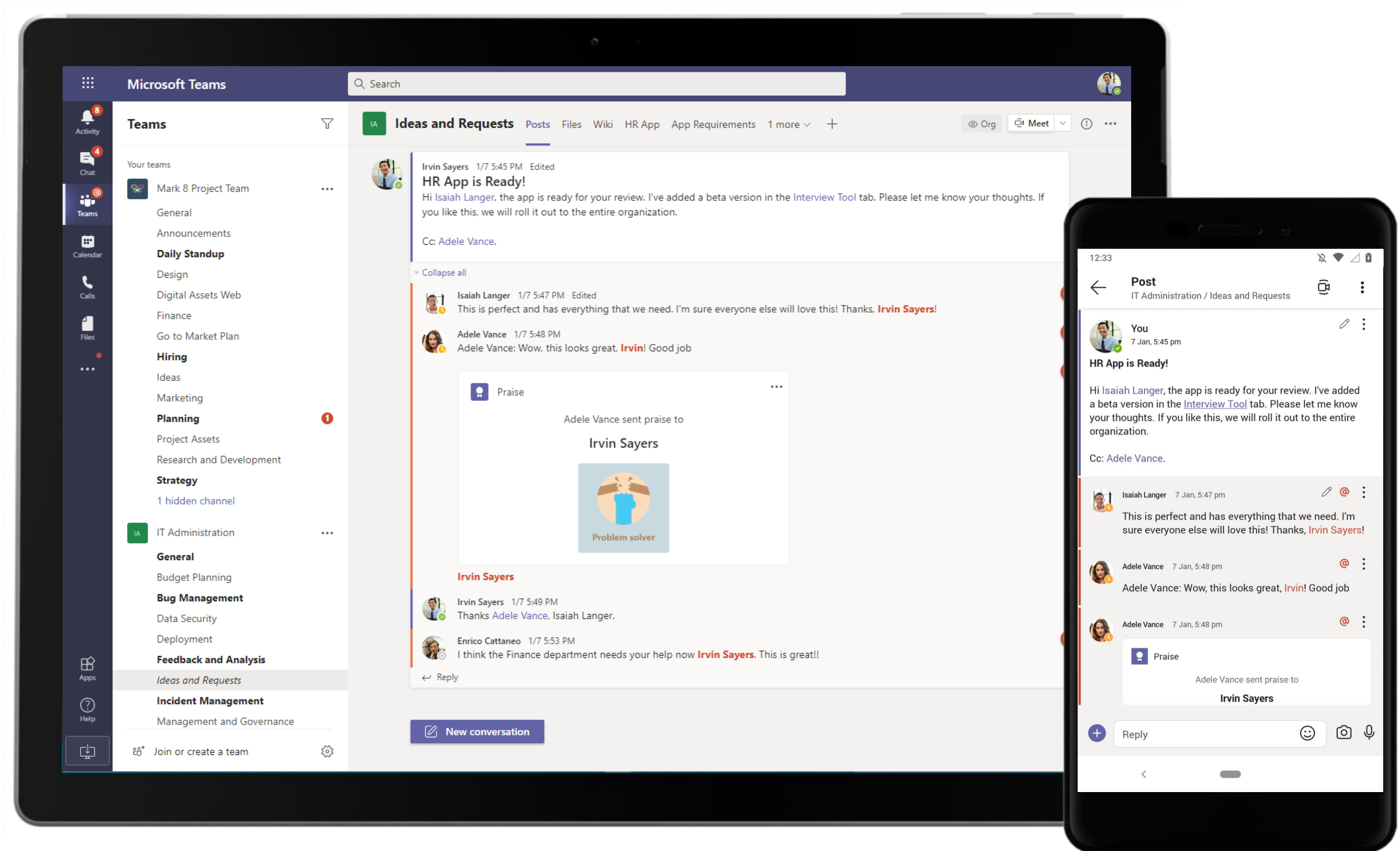
Meeting chats make it easy to send relevant information during a call and discuss files, apps and more with ease. The IT Executive assures others that he has understood all the requirements for the HR App.



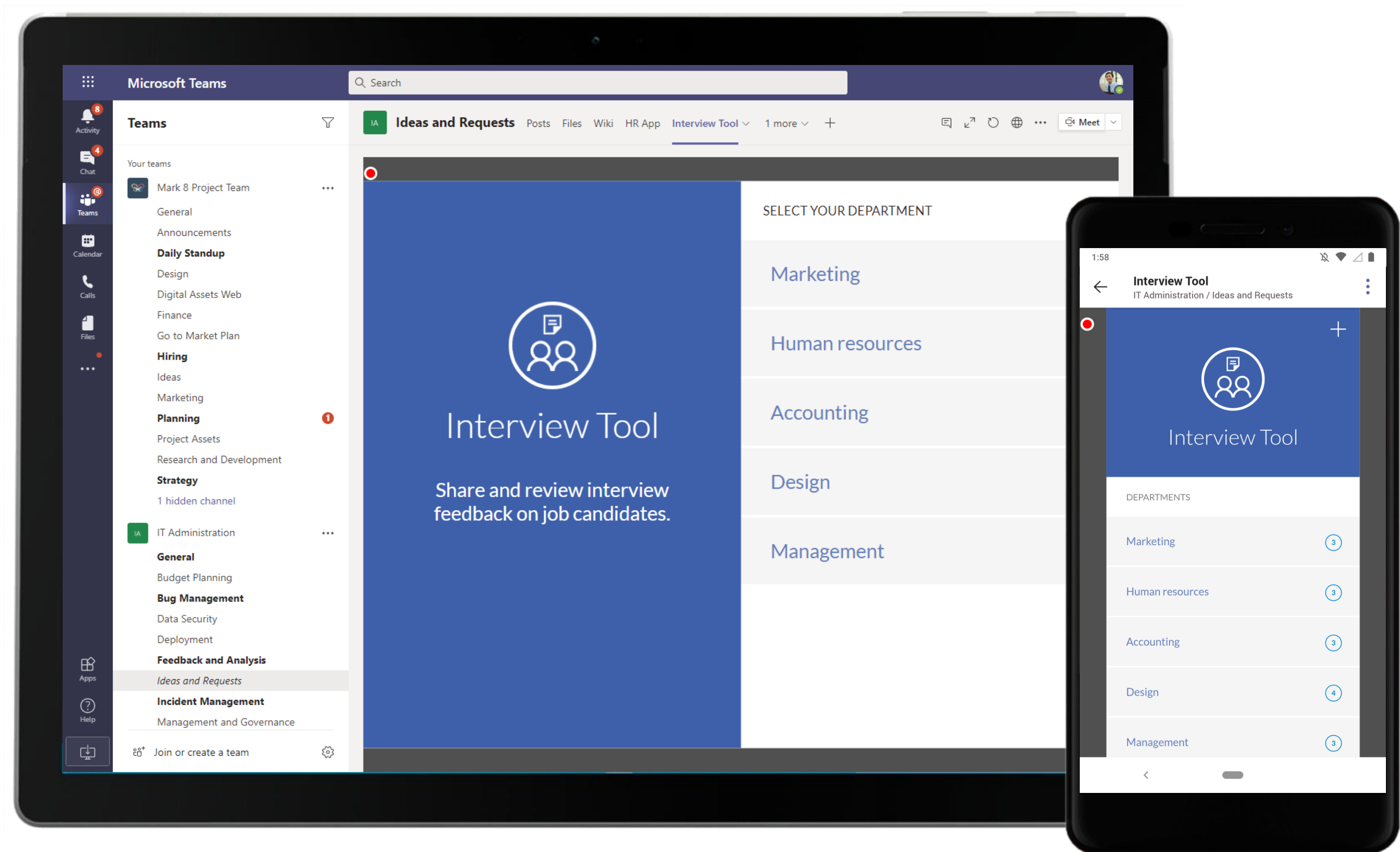
Collaborate, ideate and draft solutions on an infinite white boarding space with Freehand by InVision in Teams. The Systems Manager uses Freehand by InVision to brainstorm with the team members over the new app features.



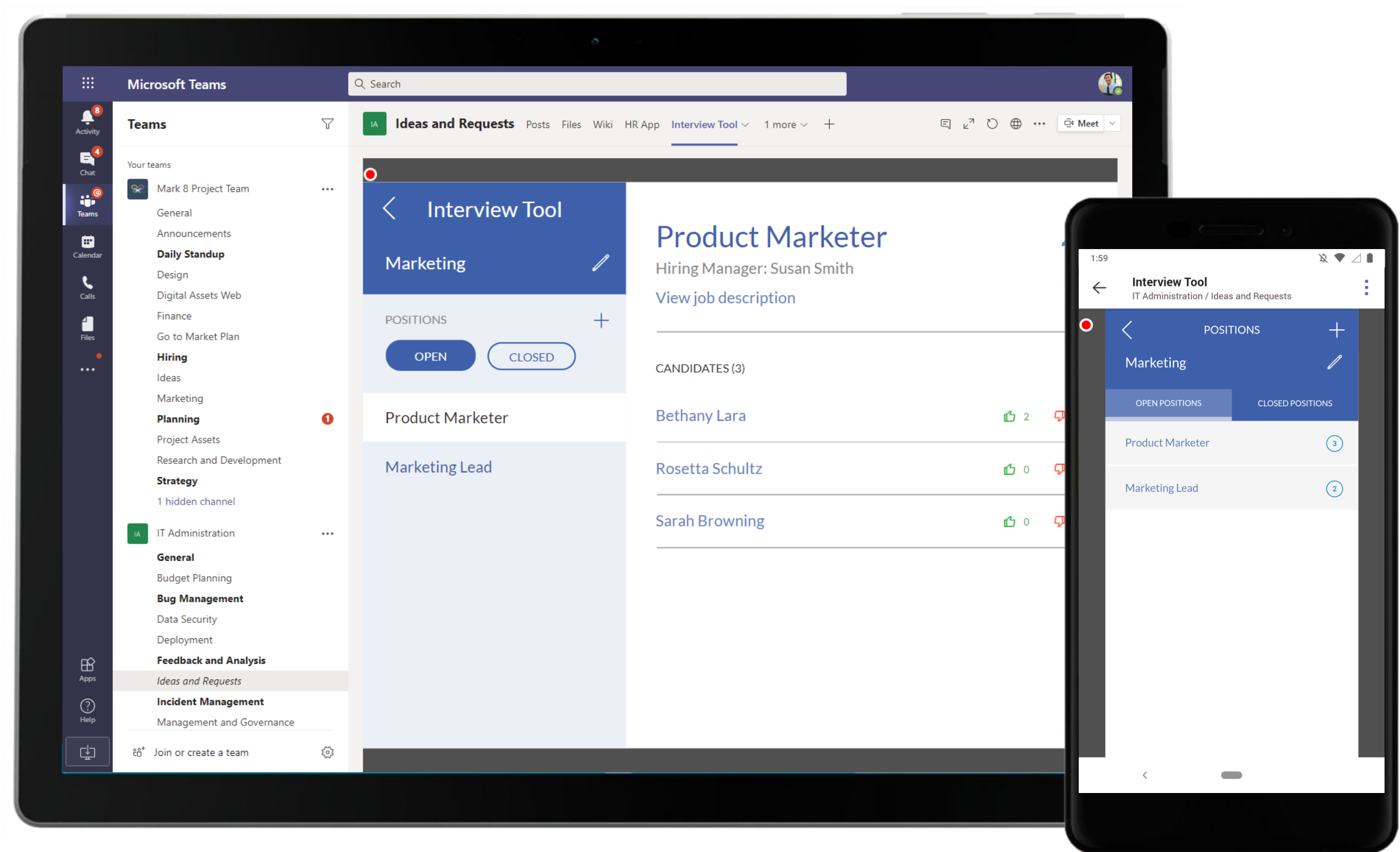
App requirements that gain a lot of traction and discussion are documented in the pinned OneNote tab in the channel for the System Manager’s quick reference.



Show gratitude for peers who went above and beyond at work with Praise in Microsoft Teams. The System Manager is awarded a badge by his team lead for being the problem solver.



Help your team work smarter by creating apps that connect to the data they use most with Power Apps. Here the IT Executive builds a custom code-free application to simplify the hiring process for the HR Team.



The Interview Tool app built by the IT Executive using PowerApps enables the HR team to seamlessly keep track of open positions, interview feedback and candidate profiles all in one place.



Support Role

Check out how the Information Technology team can use Microsoft Teams to keep your business running efficiently and address unexpected situations with confidence.

Information Technology Superpowers in Teams

Capabilities and features used...

- Schedule meetings using synced calendars, or a meet now feature
- Participate in instant, open-channel communication
- Store documents within a cloud-enabled repository using Files section or channel tabs
- Create and co-author documents, spreadsheets, presentations and more in the cloud with Office 365
- Channel tabs for everyone to stay on the same page
- Help collaborate with teammates on multiple projects from within a single environment

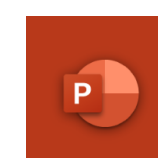
Apps that enable an immersive experience in Teams



Word



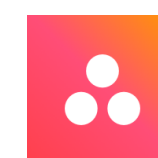
Excel



PowerPoint



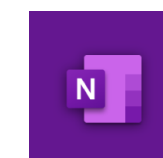
Communities



Asana



SharePoint



OneNote



MeisterTask



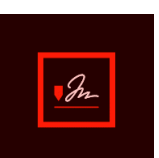
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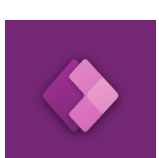
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Power Apps

Meet the Business Decision Makers

Information Technology



IT Executive

"Information by itself is meaningless until it's interpreted and analyzed to capture insight and harness innovation."

- Running regular checks on network and data security
- Identifying and acting on opportunities to improve and update software and systems
- Developing and implementing IT policy and best practice guides for the organization



Systems Engineer

"Engineering is the closest thing to magic that exists in the world."

- Check existing systems and suggest improvements
- Develop new systems to increase company efficiency
- Apply tech solutions to strengthen systems
- Receive and relay information to and from stakeholders



Systems Manager

"Management of a system requires knowledge of all the components within the system and anyone that works on it."

- Offer leadership, coaching, and training to manage staff performance
- Install, documents, and tests software and hardware upgrades
- Support multiple software and hardware systems throughout the organization



Remote Working and Support

Systems Manager

Scenario Walkthrough

Remote working is a new normal at Contoso given the Covid restrictions. While the employees already have their work devices with them, a new ticketing system is being ushered in by the Systems Manager. See how she uses Microsoft Teams to share the related information.

- Participates in conversation alerting the IT team of the hardships in the ticketing system and discusses measures to improve support within the organization.
- Alerts all employees of a new ticketing system where they can get quick assistance.
- Changes the permission policies to allow new apps that can be access by all employees Teams via the Admin Centre
- Encourages employees to use the new ticketing system and post their honest suggestions and feedback.
- Interacts with ServiceDesk Plus Cloud to check incoming tickets and picks up tickets to resolve them.
- Receives praise from team members for a job well done.

How did Microsoft Teams help the Systems Manager execute her roles and responsibilities?

- Chat groups can help you introduce and connect people within your organization to collaborate on important tasks seamlessly.
- Technicians and requesters can now perform various ServiceDesk Plus Cloud actions through the bot and compose extensions.
- Send recognition to a team member for her hard work right in the channel via Praise.

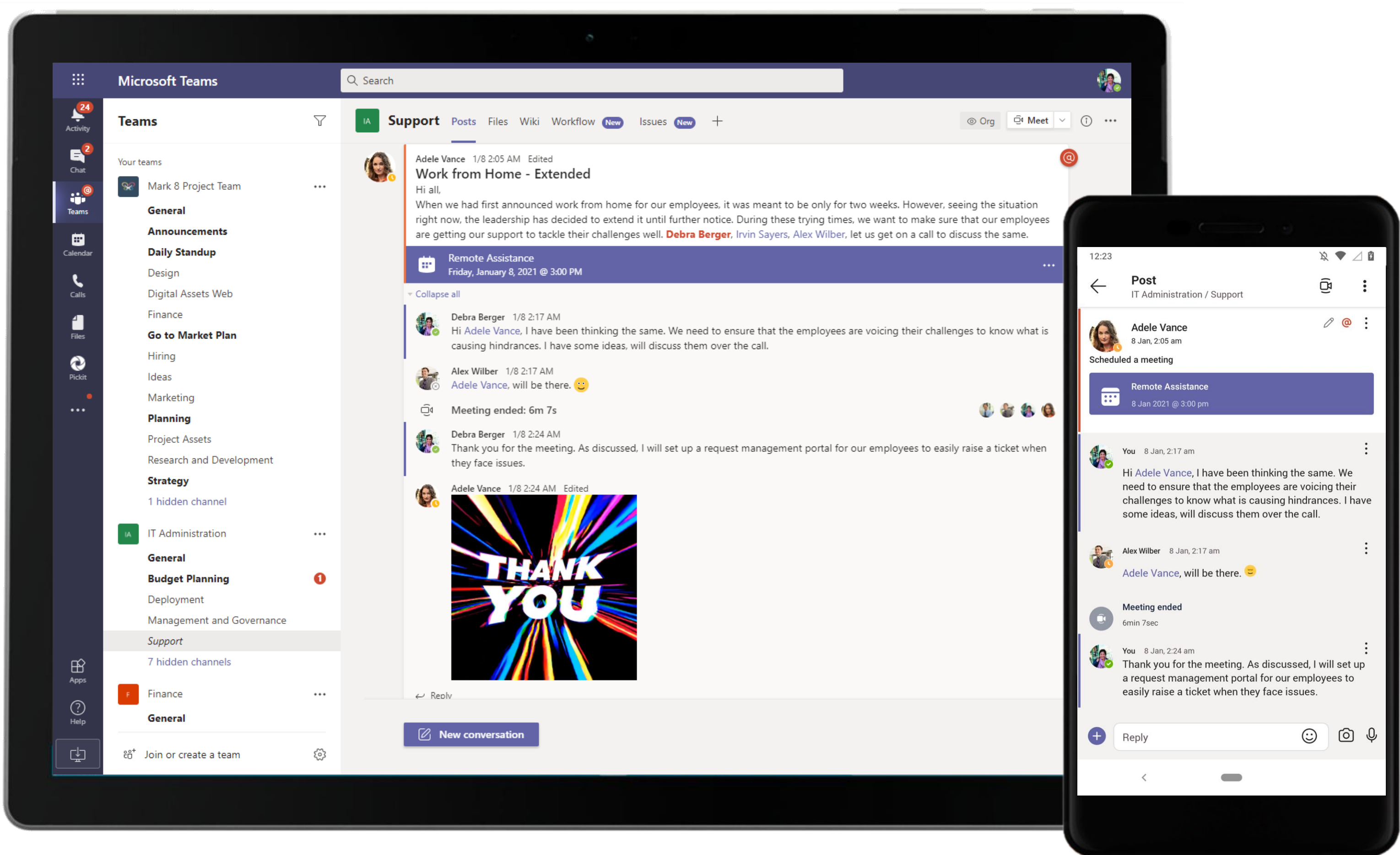
Which app integrations on Teams made it possible?



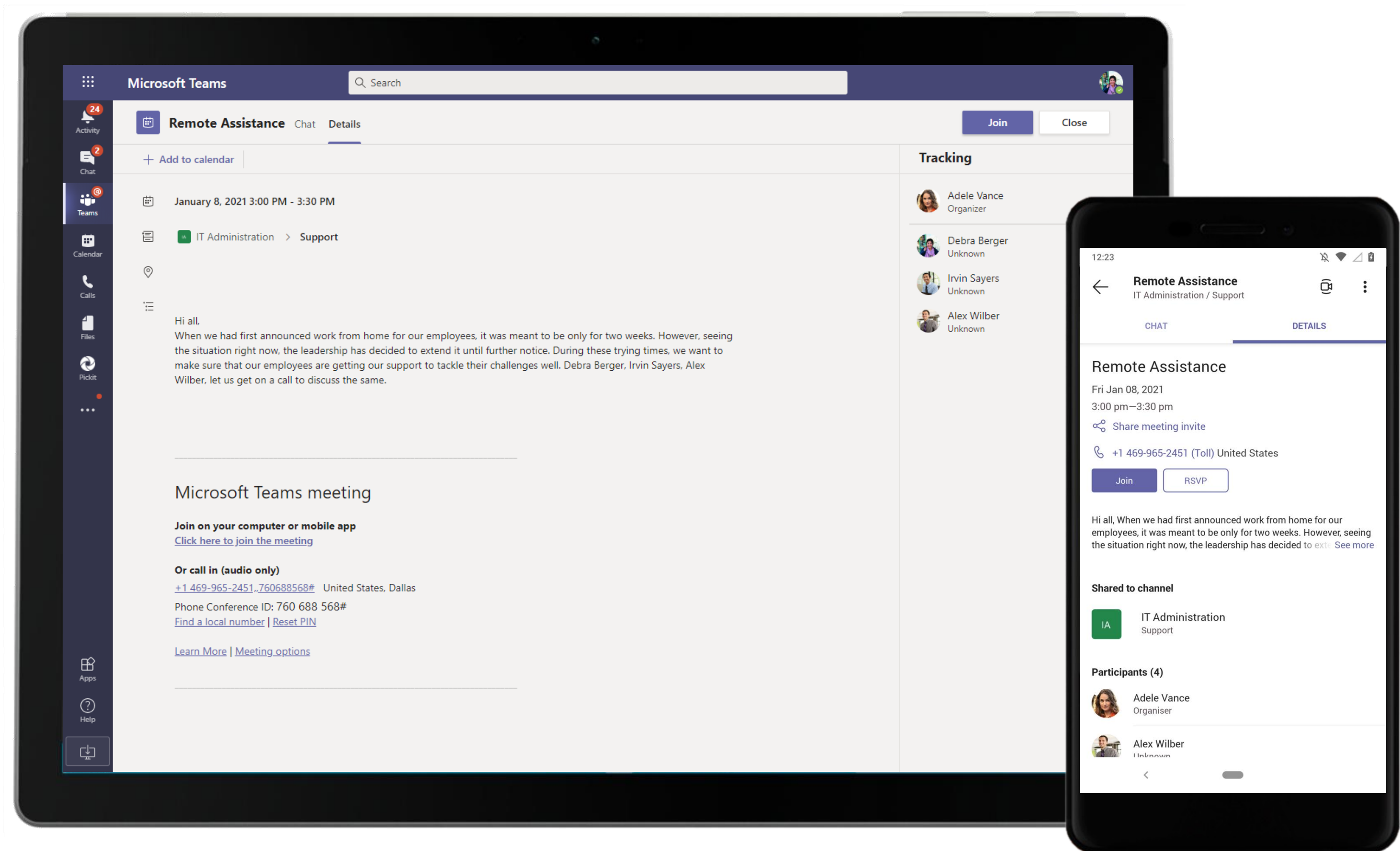
ServiceDesk
Plus Cloud



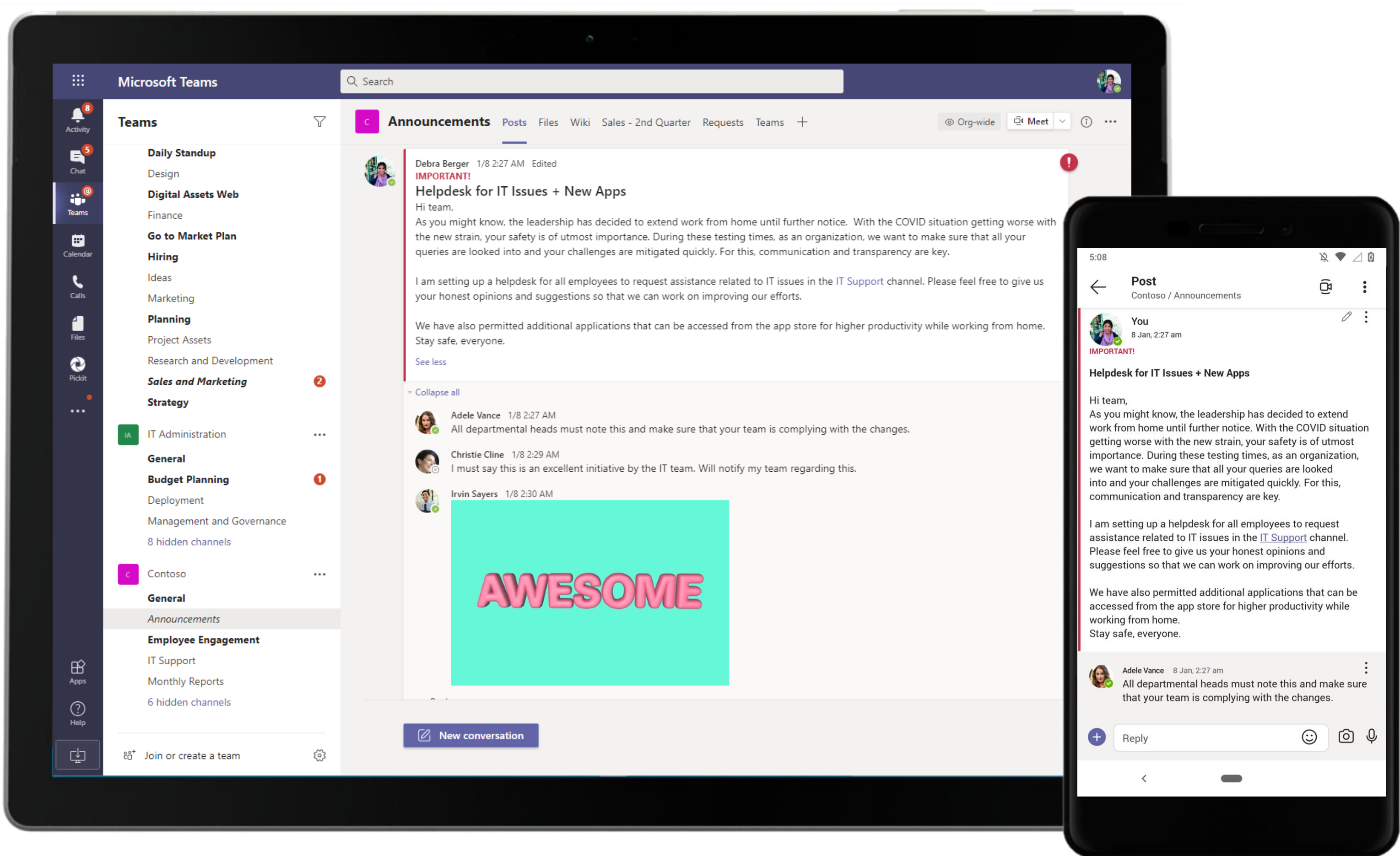
Praise



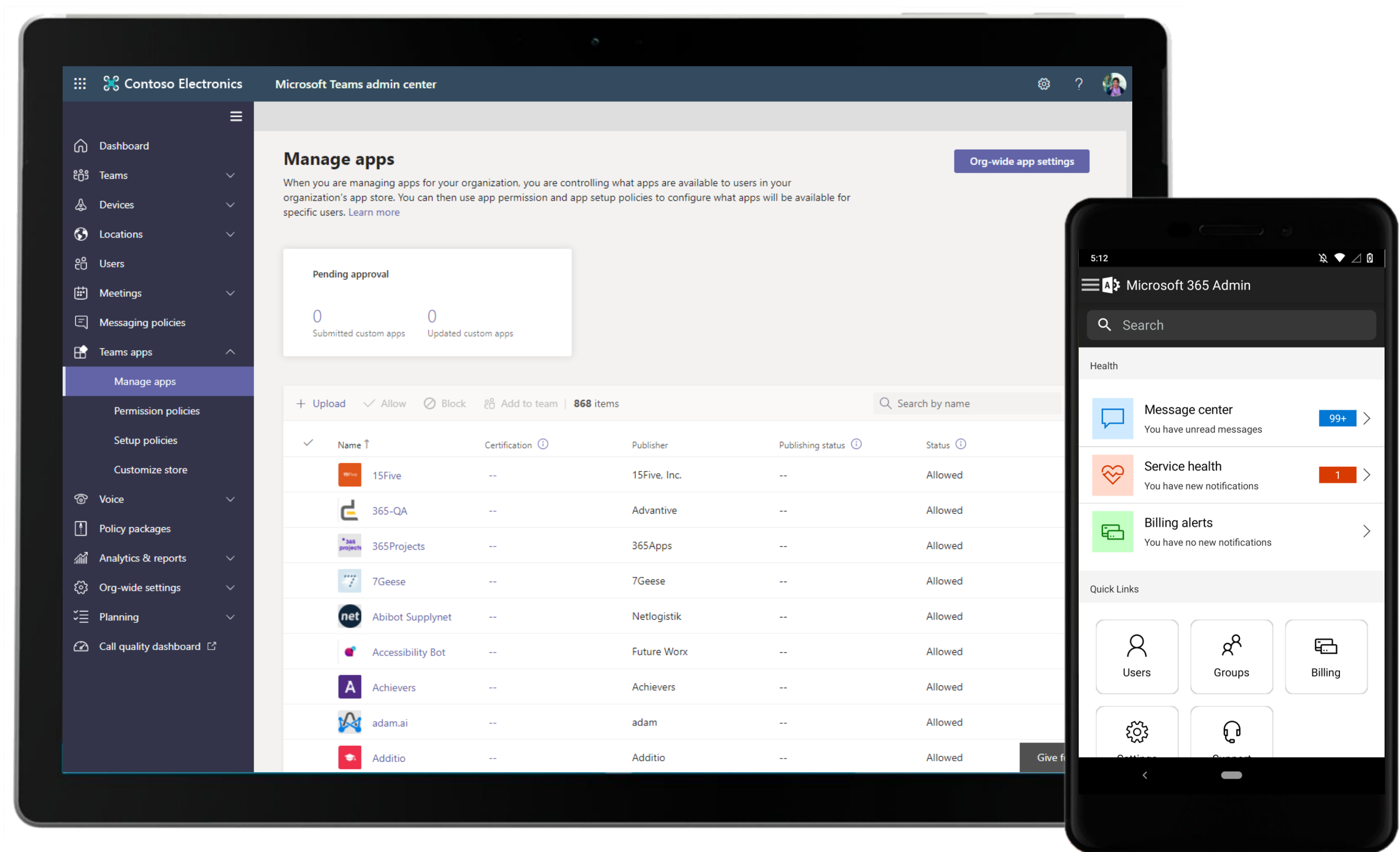
Keep conversations, meetings and relevant documents all in one place with Microsoft Teams. The IT Lead provides context to the meeting through channel post and continues to interact with her team on the same thread.



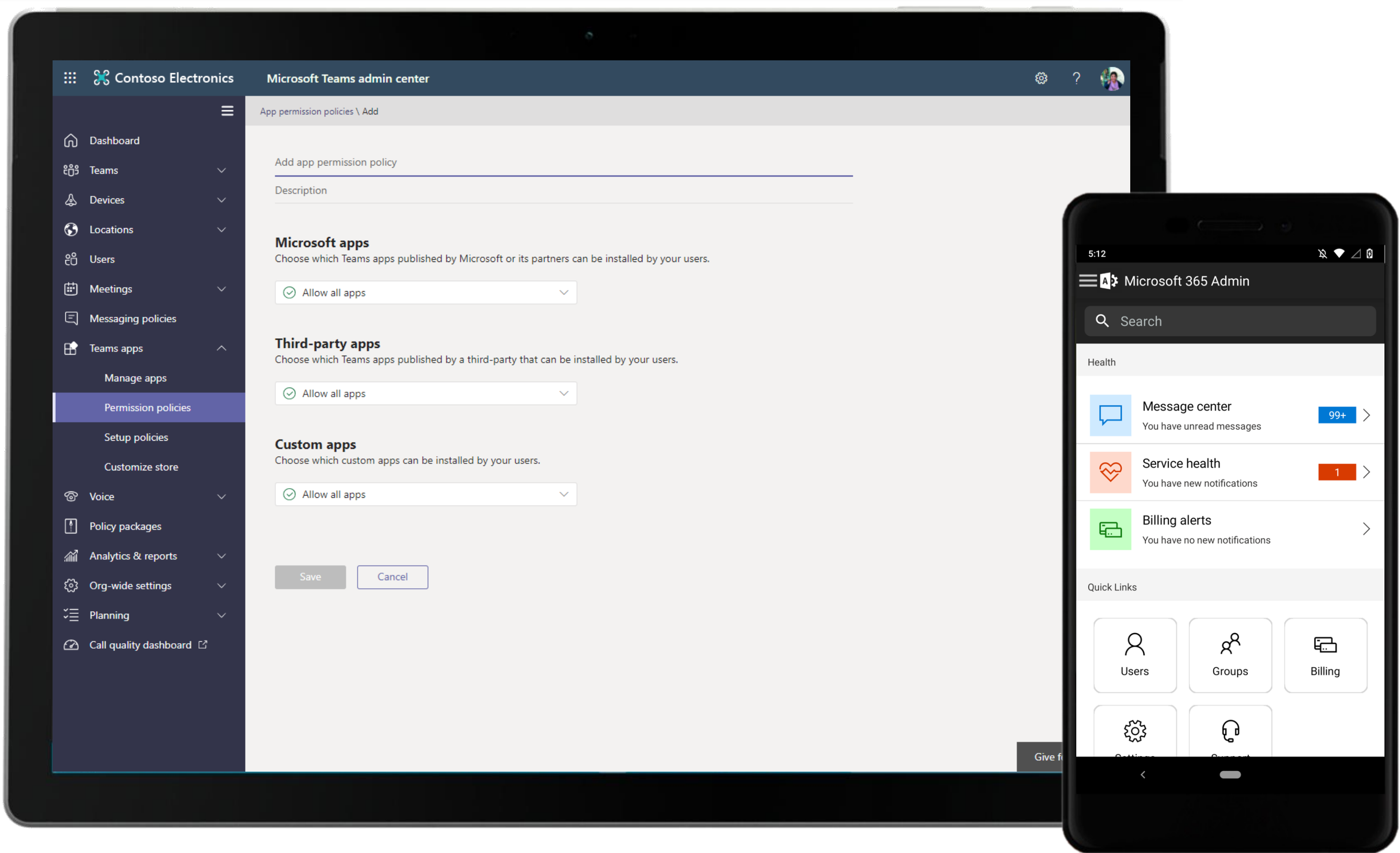
Plan meetings or keep them impromptu, according to team members' availability. Hold calls and conferences and view meeting details for effective communication with enterprise grade security.



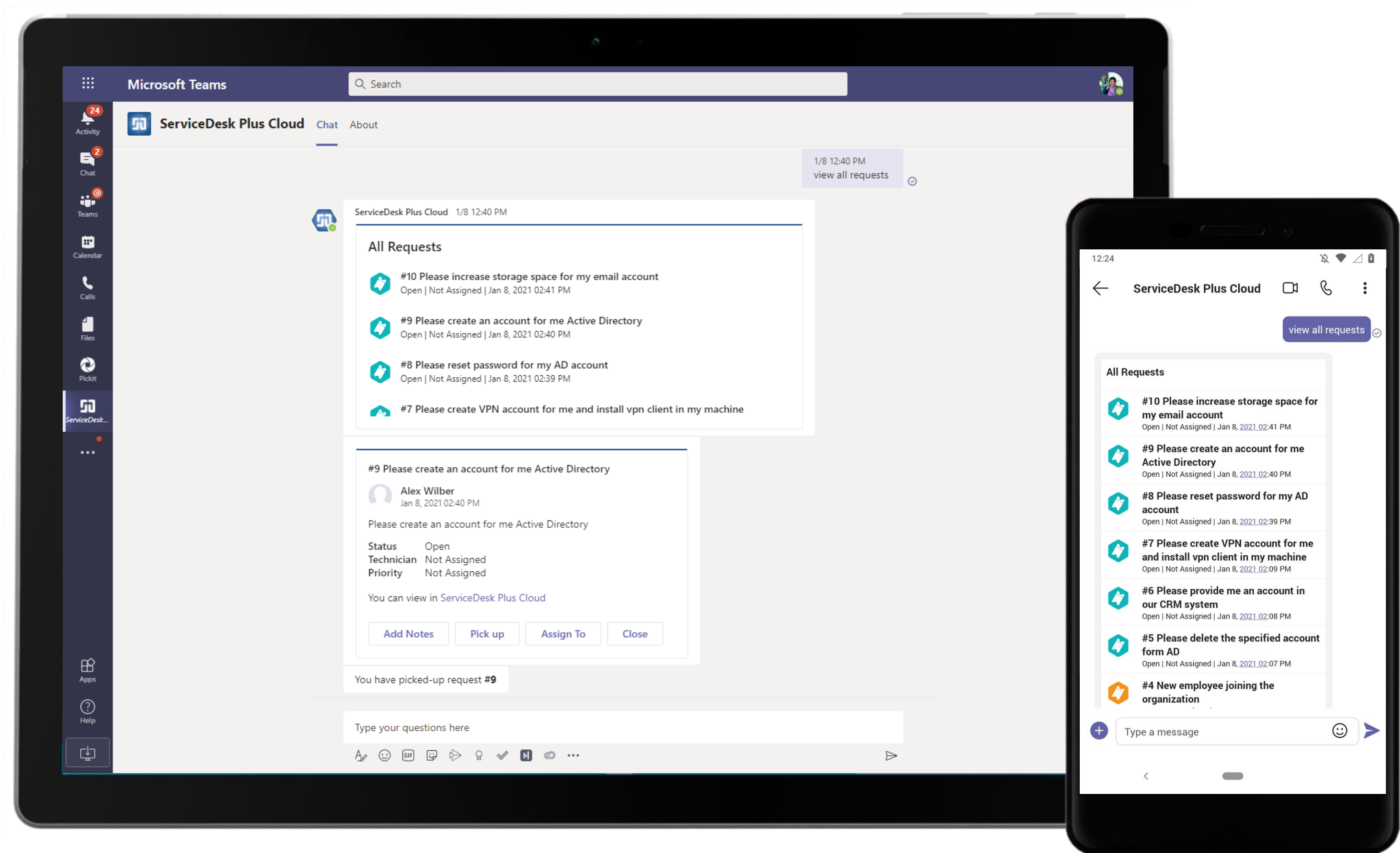
Use channel conversations to relay updates to team members. The Systems Engineer posts a quick update for team members about the new IT help desk to support remote-working colleagues.



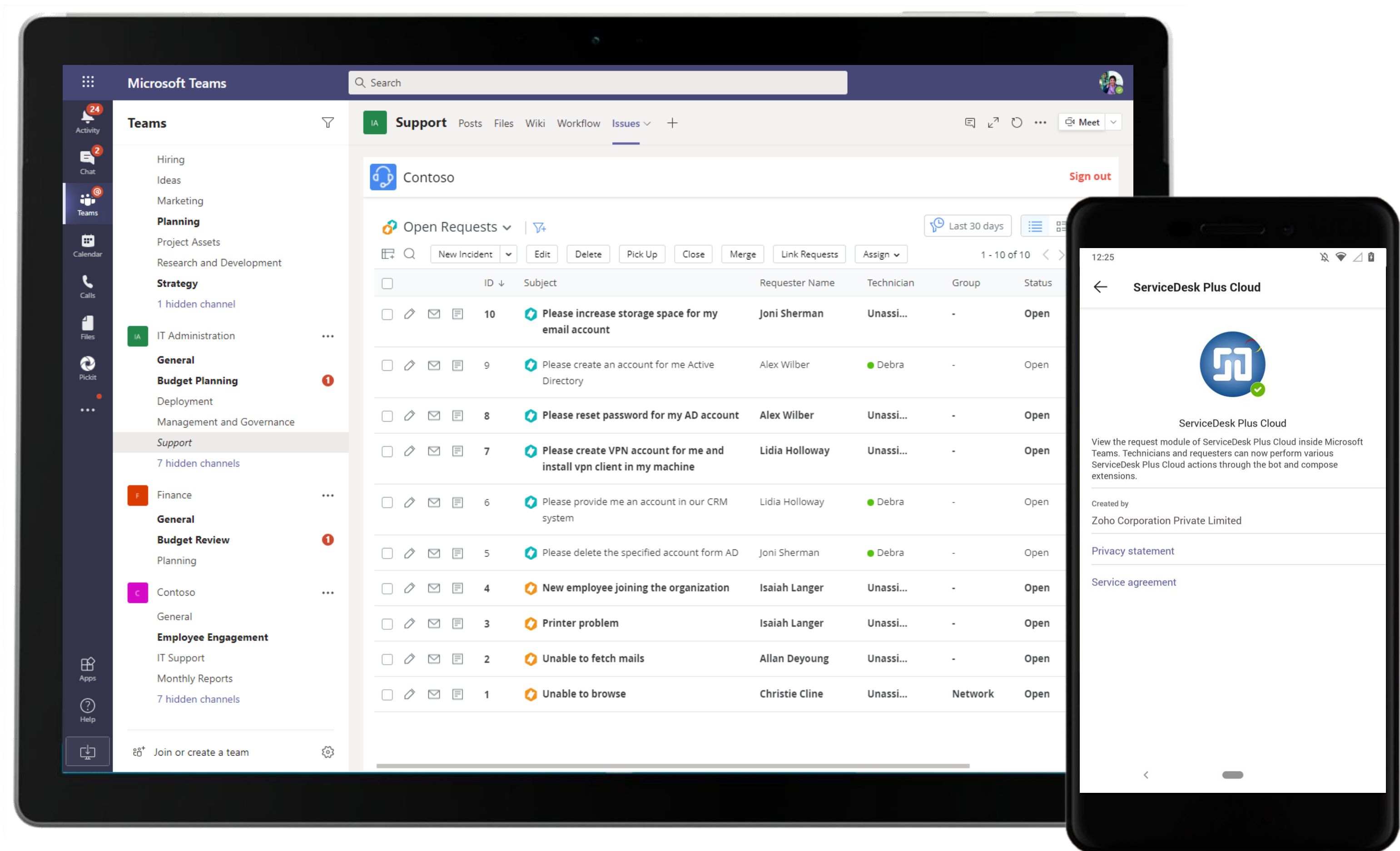
The IT Admin center for Teams allows Admins to manage app permissions, upload custom apps, block apps, update permission policies and more to ensure better privacy and security in Teams.



The IT Admin updates the permission policies to allow users to access custom apps, third party apps and Microsoft apps within Teams to provide access to a wide range of tools for productive remote work.



With ServiceDesk Plus Cloud, technicians can perform activities like adding notes, approving requests, picking up requests, assigning requests to technicians, and resolving tickets through the actionable cards within the chat window.



Microsoft Teams

Support | Posts | Files | Wiki | Workflow | Issues | +

Open Requests | Last 30 days | 1 - 10 of 10

ID	Subject	Requester Name	Technician	Group	Status
10	Please increase storage space for my email account	Joni Sherman	Unassi...	-	Open
9	Please create an account for me Active Directory	Alex Wilber	Debra	-	Open
8	Please reset password for my AD account	Alex Wilber	Unassi...	-	Open
7	Please create VPN account for me and install vpn client in my machine	Lidia Holloway	Unassi...	-	Open
6	Please provide me an account in our CRM system	Lidia Holloway	Debra	-	Open
5	Please delete the specified account form AD	Joni Sherman	Debra	-	Open
4	New employee joining the organization	Isaiah Langer	Unassi...	-	Open
3	Printer problem	Isaiah Langer	Unassi...	-	Open
2	Unable to fetch mails	Allan Deyoung	Unassi...	-	Open
1	Unable to browse	Christie Cline	Unassi...	Network	Open

ServiceDesk Plus Cloud

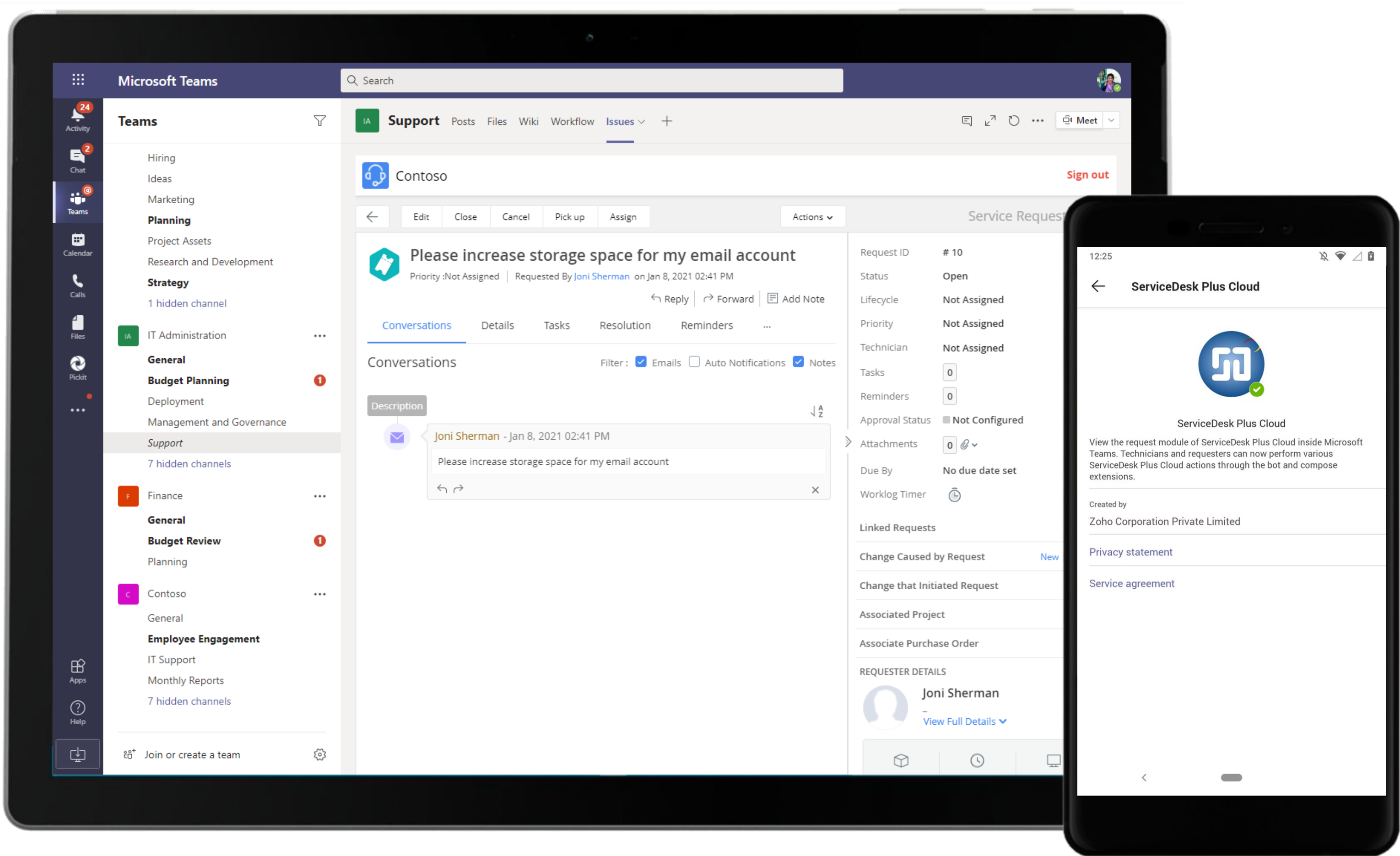
View the request module of ServiceDesk Plus Cloud inside Microsoft Teams. Technicians and requesters can now perform various ServiceDesk Plus Cloud actions through the bot and compose extensions.

Created by
Zoho Corporation Private Limited

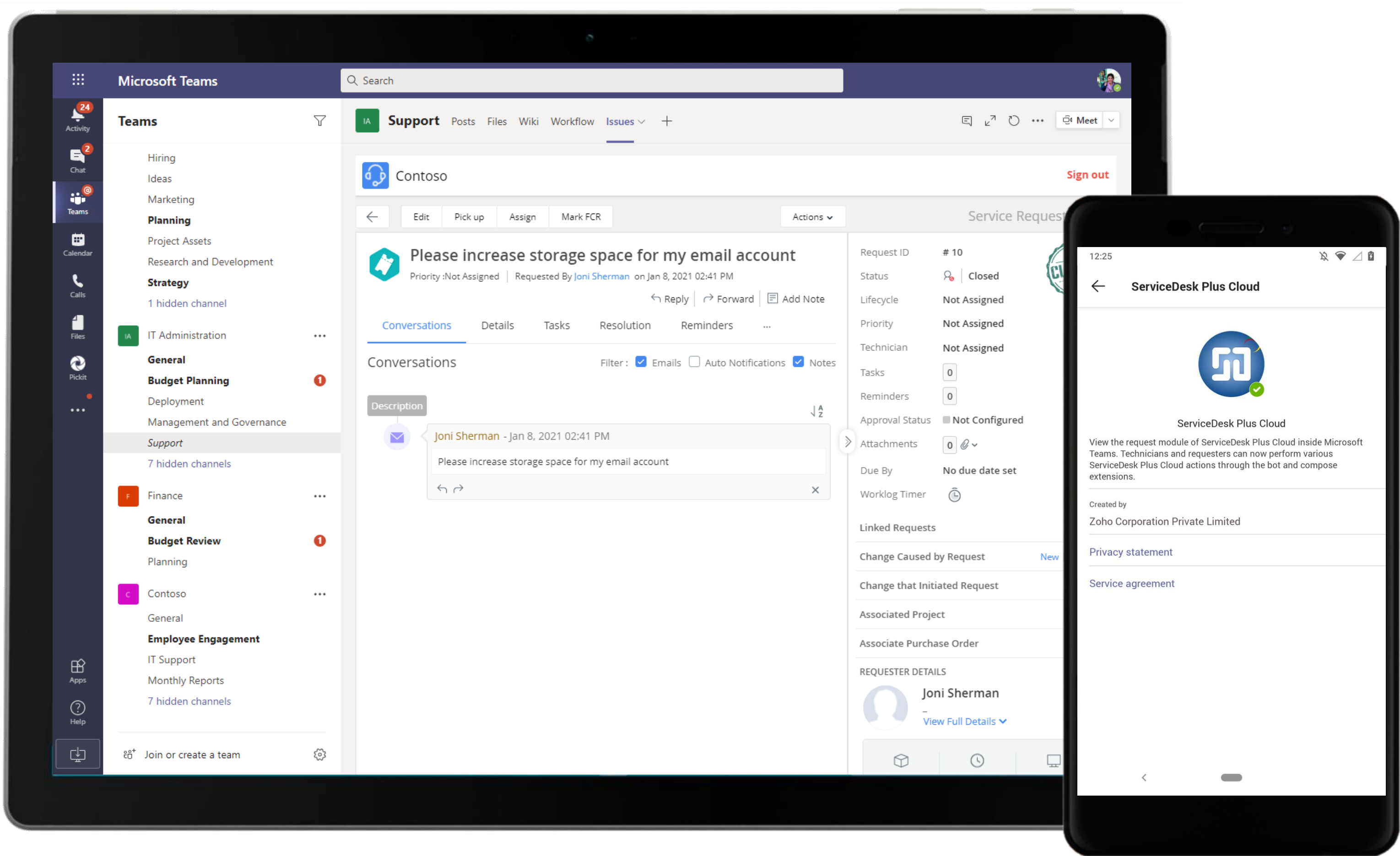
[Privacy statement](#)

[Service agreement](#)

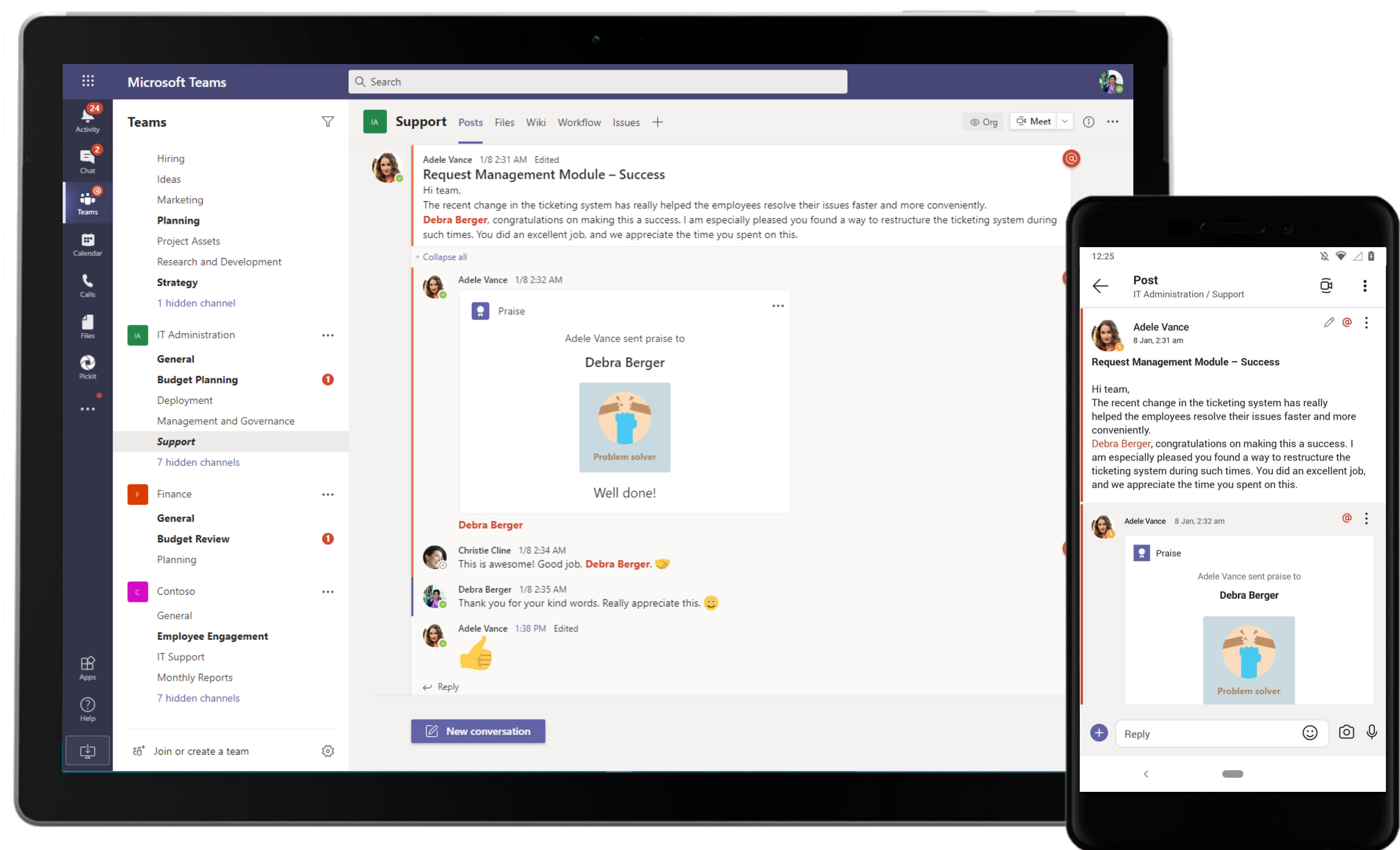
The ServiceDesk Plus Cloud integration in Teams enables technicians to seamlessly keep track of new tickets and track the progress of existing tickets without leaving Teams.



Service desk teams can now integrate the incident management module of ServiceDesk Plus as a tab inside their organization's Teams interface. This enables technicians and end users to perform a host of request management activities.



Update the status of tickets as soon as they're resolved. The Systems Manager updates the status of the ticket to 'closed' within the ServiceDesk Plus Cloud tab after resolving the issue.



Send acclaim to your employees and coworkers with Praise in Microsoft Teams. Deliver in a chat or for wider recognition, send it in a channel conversation. The Systems Engineer receives praise from her team lead.



Efficient Knowledge Management

IT Executive

Scenario Walkthrough

Easy access to critical information within the company is essential to the smooth functioning of any department. The IT Executive sets up a SharePoint site for the HR team to enable them to easily manage and share knowledge within the company. When he receives a notification from a HR team member requesting for help with navigating Contoso's internal SharePoint site, he quickly pulls up relevant knowledge base articles and shares it to resolve the issue. See how the IT Executive leverages Microsoft Teams to share knowledge and empower other teams to function efficiently. .

- Sets up a SharePoint site for the HR team to enable efficient knowledge management and sharing.
- Configures a tab within the channel and notifies the team of the new site via channel communications.
- Receives appreciation for the stellar job on the new HR site via Praise.
- Receives a query from a member of the HR team regarding the SharePoint site via channel communications.
- Resolves the issue by quickly pulling up a knowledge base article and sharing it via ServiceDesk Plus Cloud.

How did Microsoft Teams help the IT Executive execute his roles and responsibilities?

- Access company-wide articles, policies and other knowledge within Teams using SharePoint.
- Quickly pull relevant knowledge base articles using ServiceDesk Plus Cloud.
- Channel conversations help you connect with relevant teams and departments quickly.

Which app integrations on Teams made it possible?



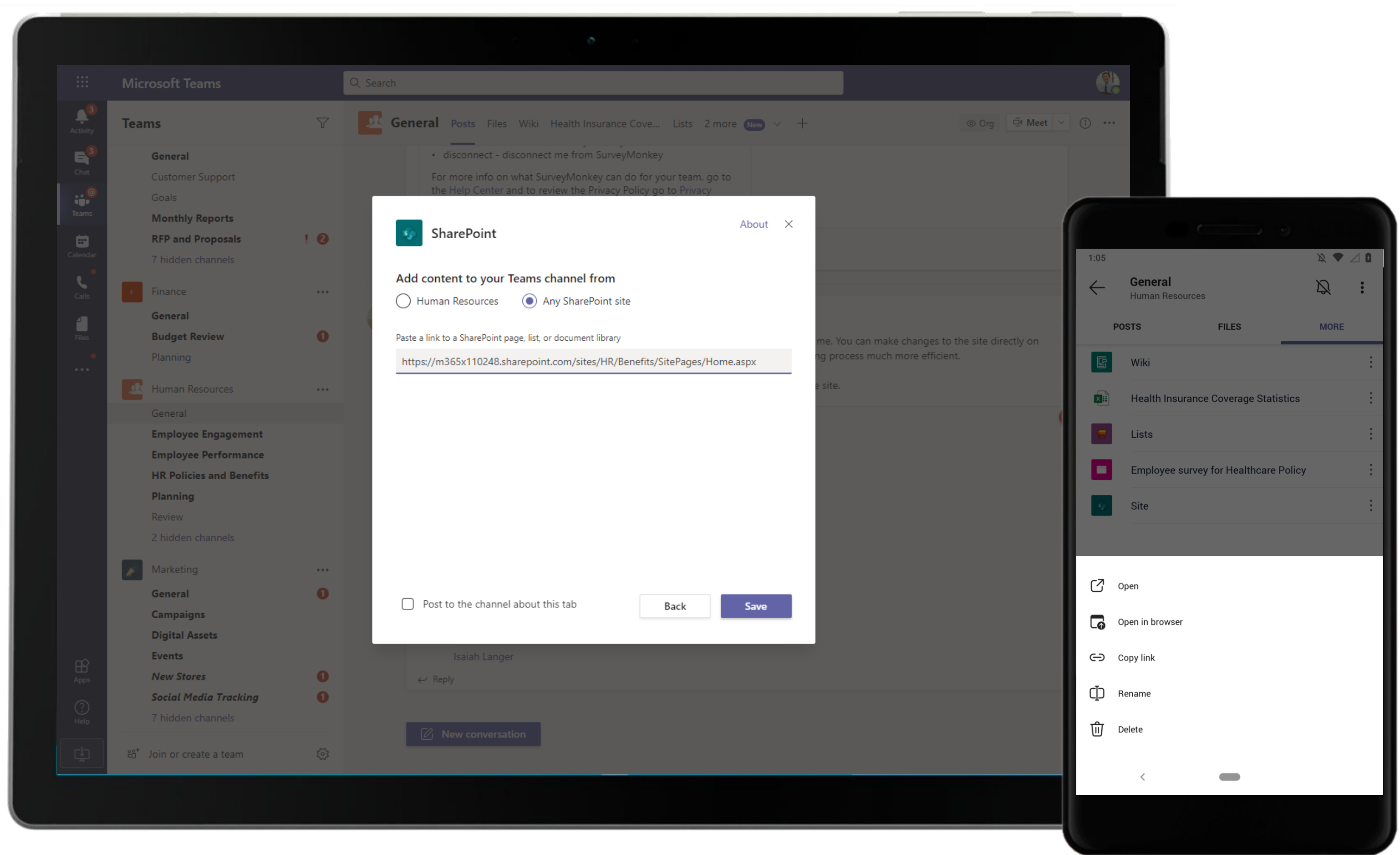
ServiceDesk
Plus Cloud



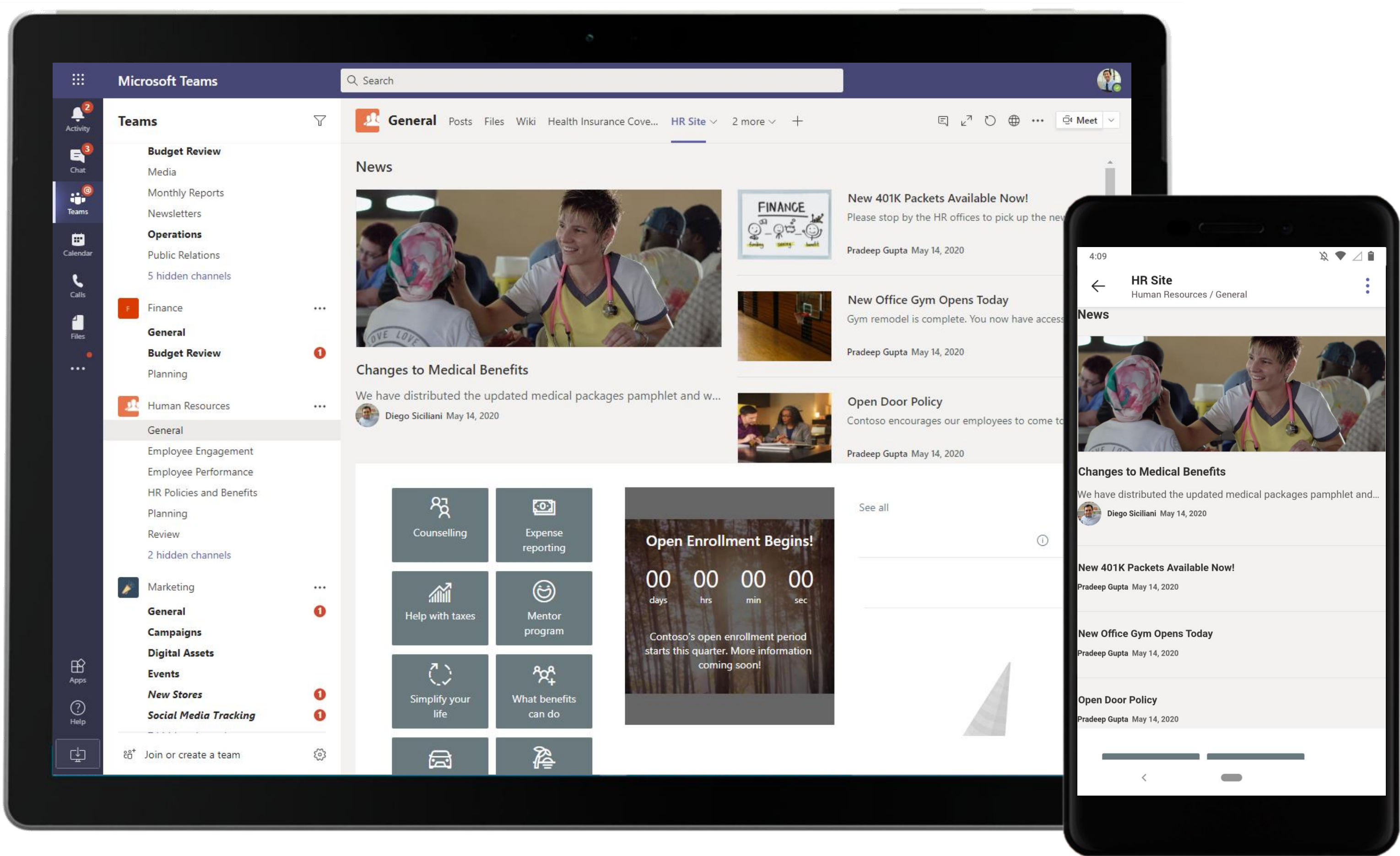
SharePoint



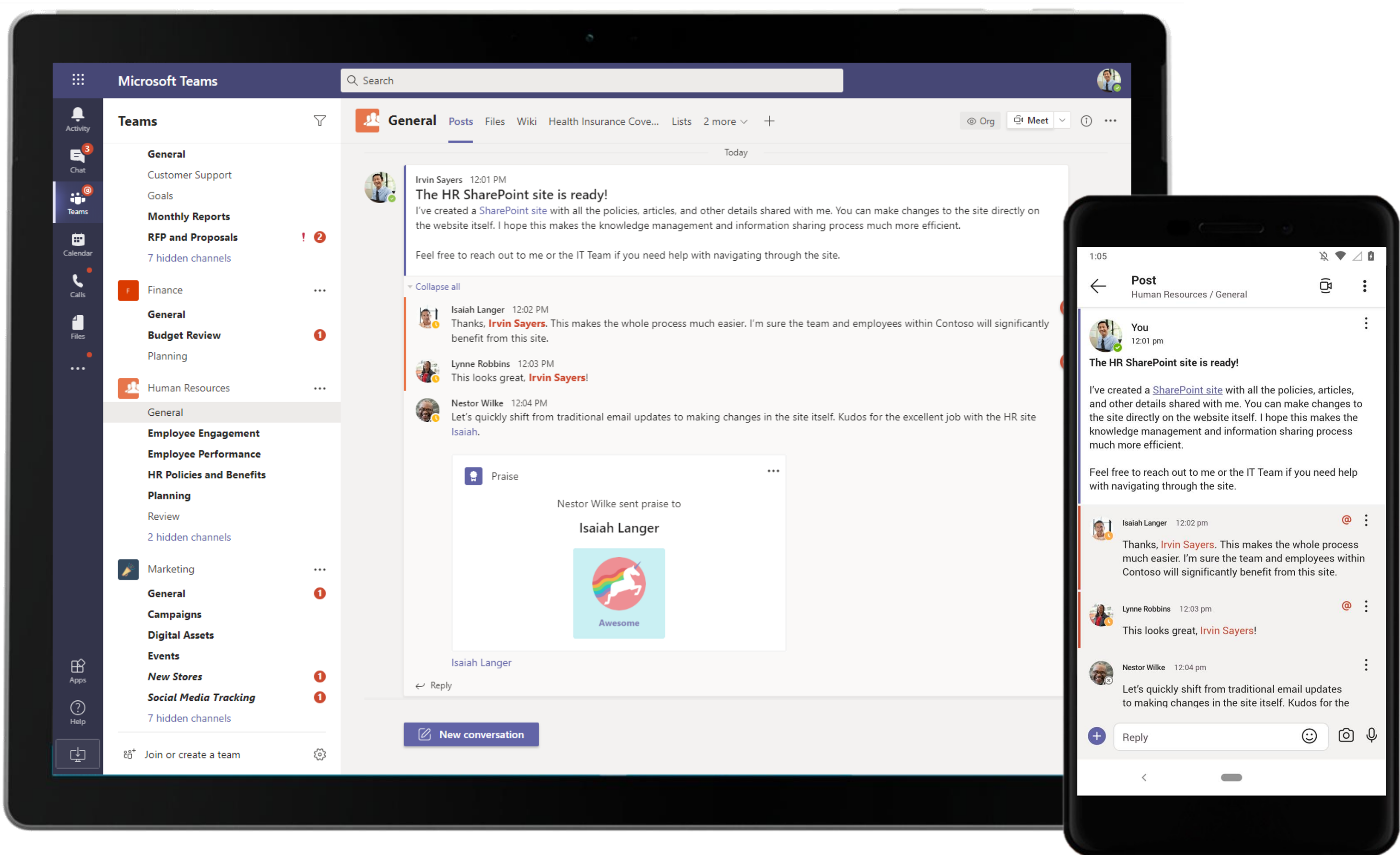
Praise



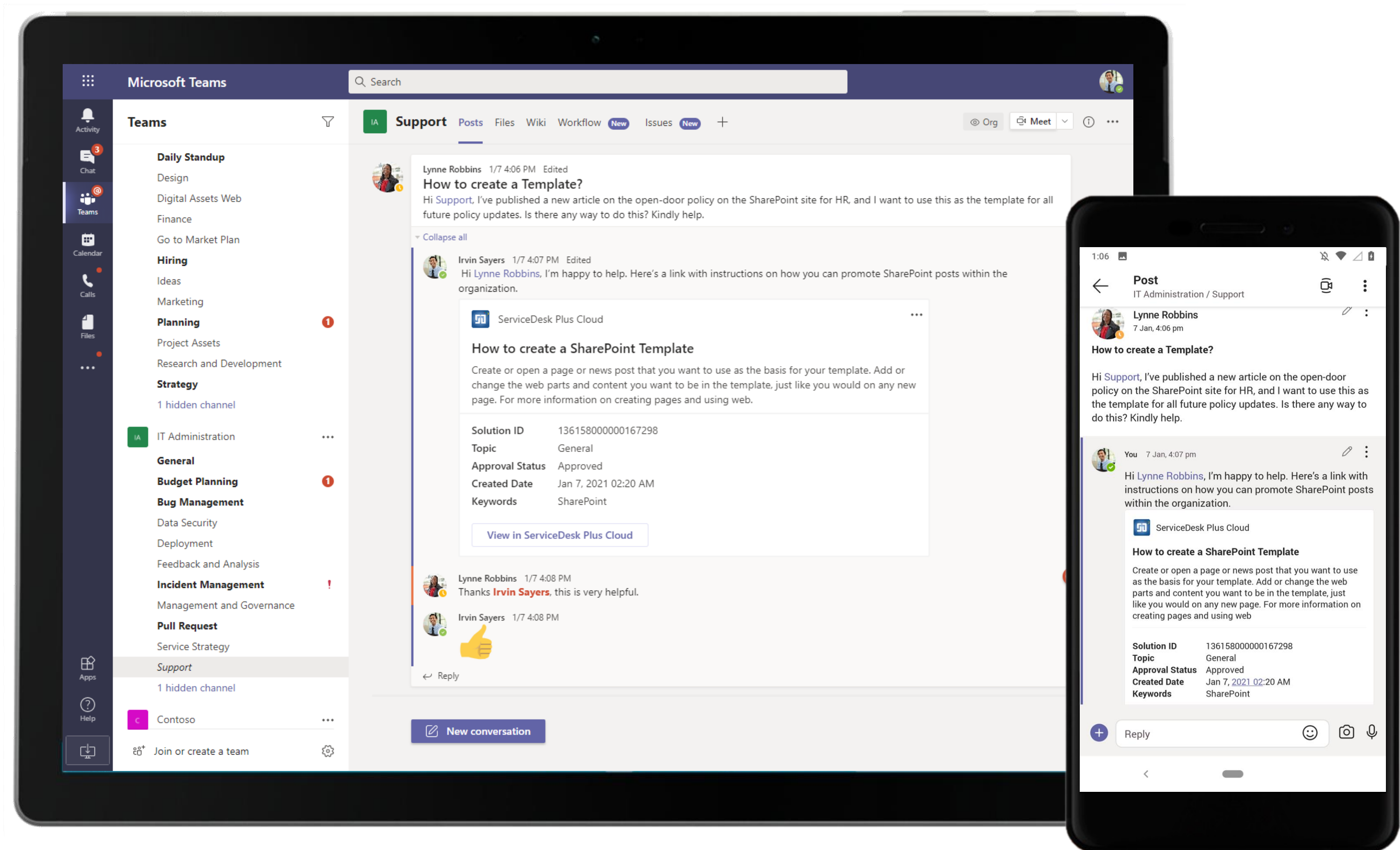
View pages and collaborate with lists with SharePoint in Teams. Add a SharePoint page or list. The IT Executive sets up a SharePoint site for the HR team.



Communicate with your organization and seamlessly share knowledge within a SharePoint site. The IT Executive configures a SharePoint site for the HR team to enable them to share policy updates and other information with ease.



Show appreciation to your team members with Praise in Teams. With a selection of badge sets to choose from and the option to create your own badges, Praise is designed to help recognize the effort that goes into the wide range of work. The IT Executive receives appreciation for his stellar job.



Manage all your ServiceDesk Plus Cloud incident and service requests right inside Teams. Technicians and requesters can now perform various ServiceDesk Plus Cloud actions through the bot and compose extensions.



Troubleshooting & Repairs

Systems Engineer

Scenario Walkthrough

The pandemic has changed how we work and employees in Contoso have adapted to the new normal. The serving locations have been following the new regulations for operating spaces. For a Systems Engineer to troubleshoot problems in employee devices remotely, as employees work across multiple locations, is a usual task now. The remote support allows him to assist Contoso's global workforce with ease.

- Receives alert in the channel where an employee has raised an issue about a printer issue.
- Gets @mentioned by the IT Manager and is assigned the ticket.
- Sends a 1:1 chat message to the employee to understand the situation better.
- Gets on a Teams call with the Front Desk Executive to troubleshoot the issue.
- Requests permission to access the executive's desktop over Teams.
- Troubleshoots the issue and installs updates to solve the problem.
- Closes the Service Desk ticket in the channel.

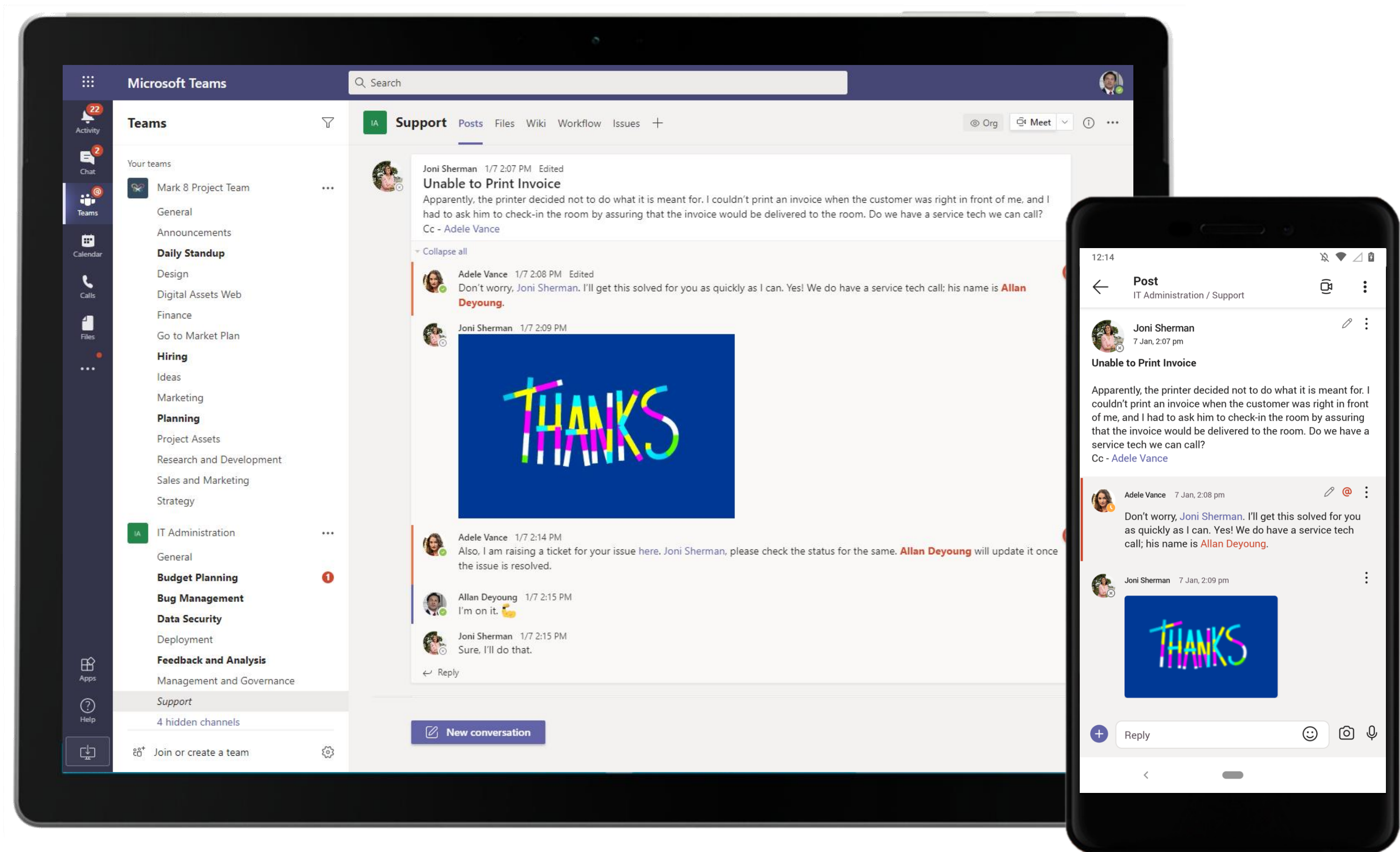
How did Microsoft Teams help the Systems Engineer execute his roles and responsibilities?

- Use ServiceDesk Plus Cloud to log tickets and initiate conversation.
- Personal 1:1 and channel conversations to gain clarity on the issue.
- Hold meeting calls with screen share right inside Teams.

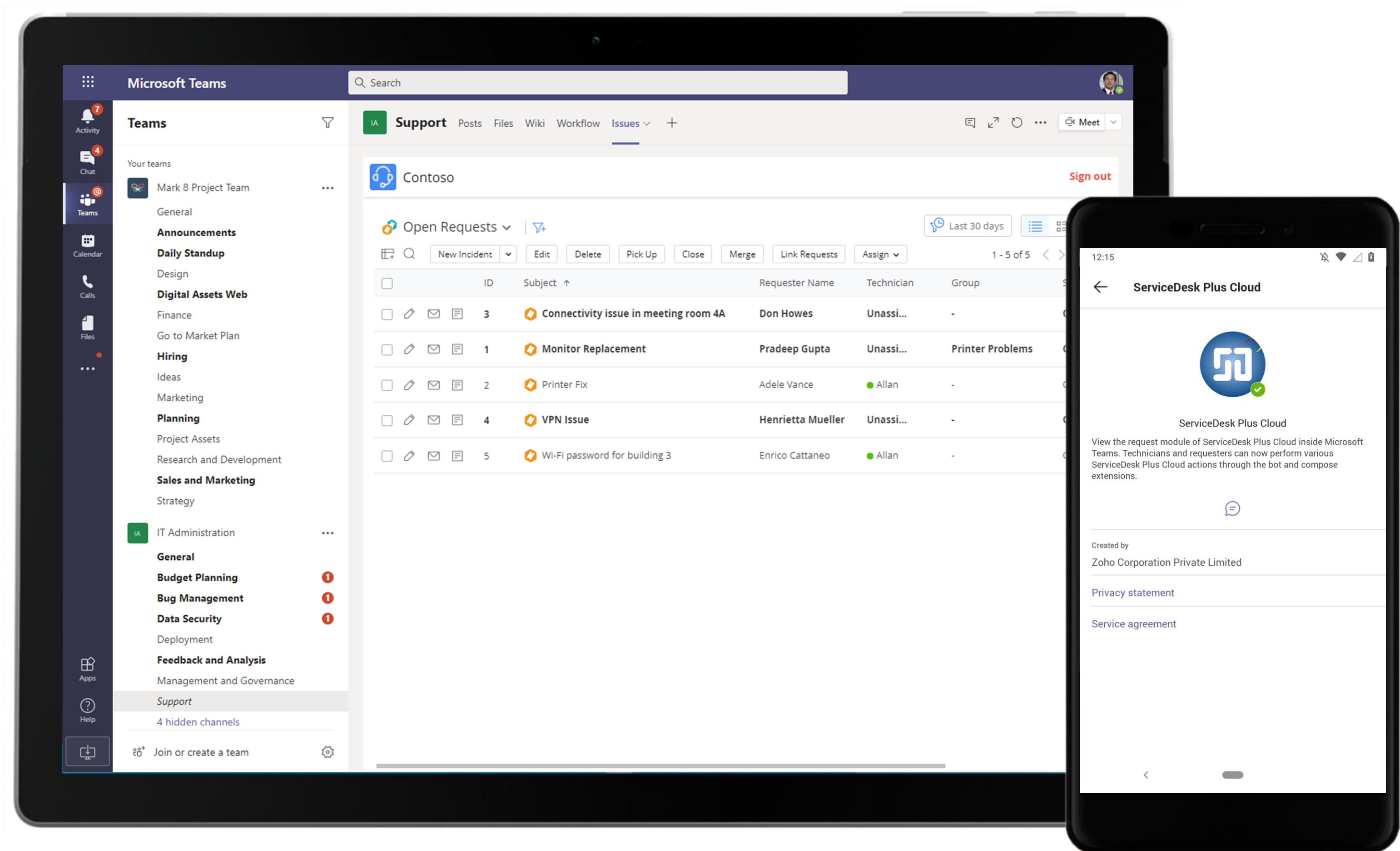
Which app integrations on Teams made it possible?



ServiceDesk
Plus Cloud



Not sure whom to reach out to when you need support? The IT Admin team at Contoso has Support channels (per site or department) for team members to reach out to them and engage for quicker resolution of queries.

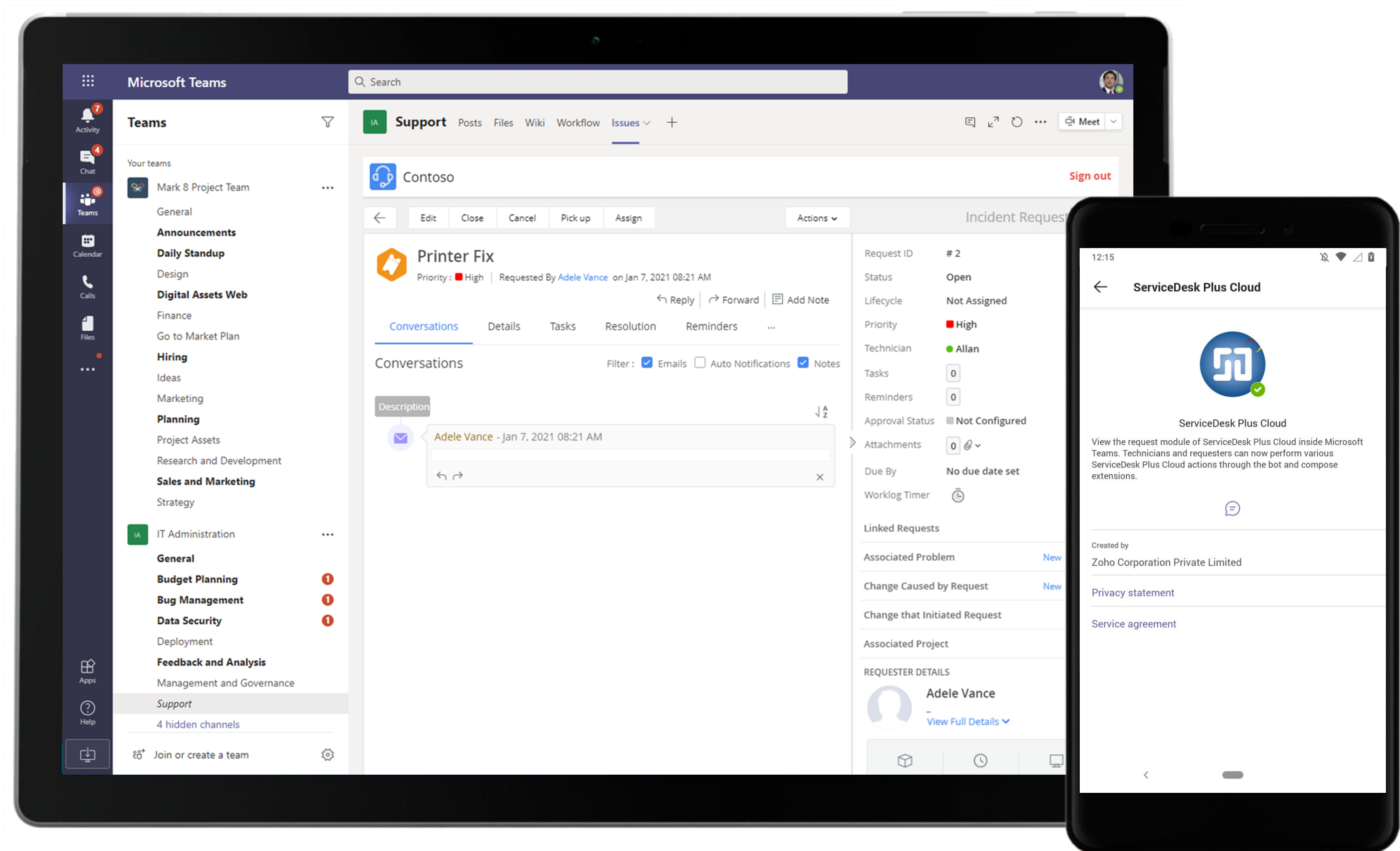


The screenshot shows the Microsoft Teams interface with the ServiceDesk Plus Cloud app open. The app displays a list of open requests with the following columns: ID, Subject, Requester Name, Technician, and Group. The requests are as follows:

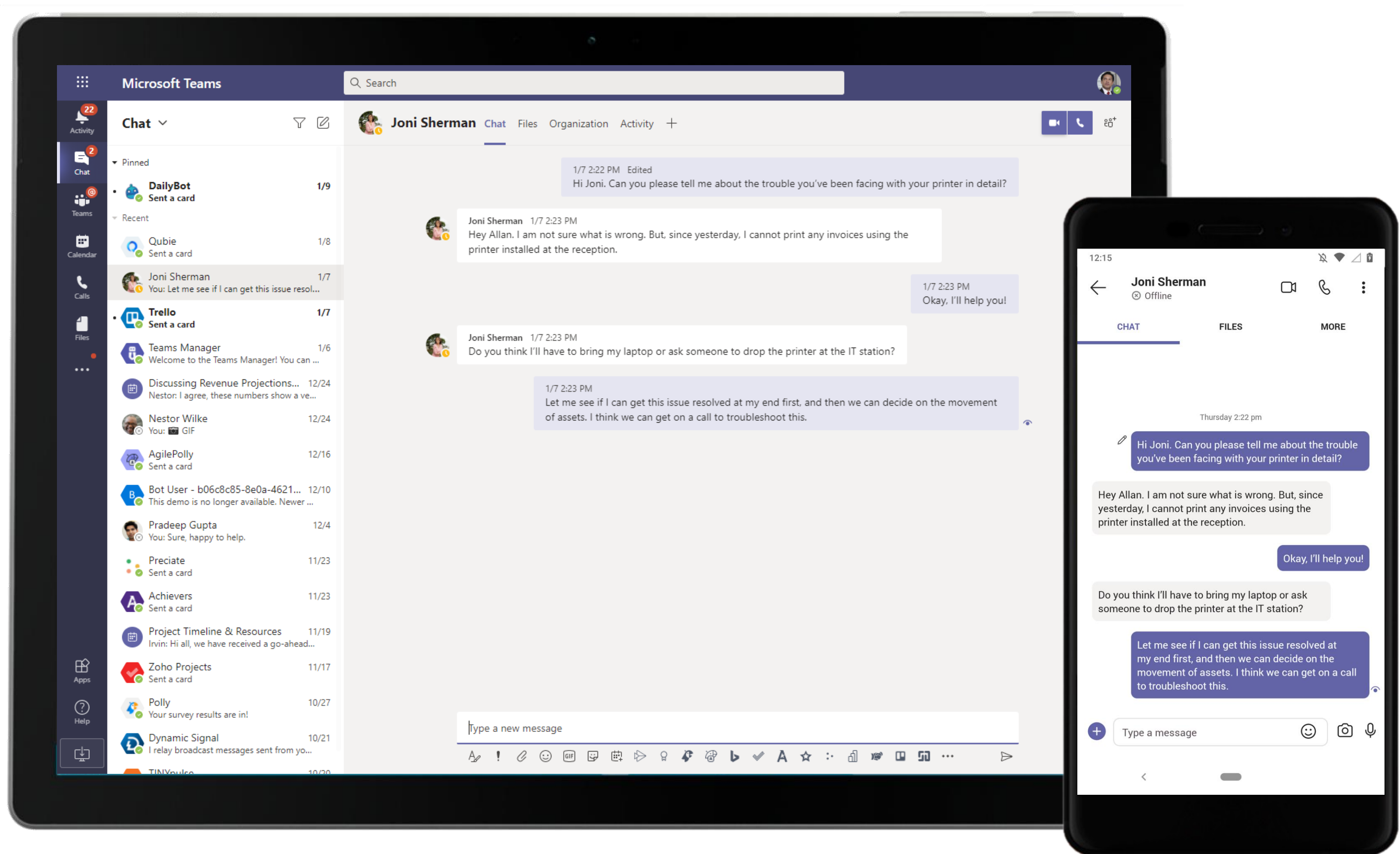
ID	Subject	Requester Name	Technician	Group
3	Connectivity issue in meeting room 4A	Don Howes	Unassi...	-
1	Monitor Replacement	Pradeep Gupta	Unassi...	Printer Problems
2	Printer Fix	Adele Vance	Allan	-
4	VPN Issue	Henrietta Mueller	Unassi...	-
5	Wi-Fi password for building 3	Enrico Cattaneo	Allan	-

The app also shows a sidebar with navigation options: Open Requests, New Incident, Edit, Delete, Pick Up, Close, Merge, Link Requests, and Assign. The app is titled "ServiceDesk Plus Cloud" and includes a "Sign out" button.

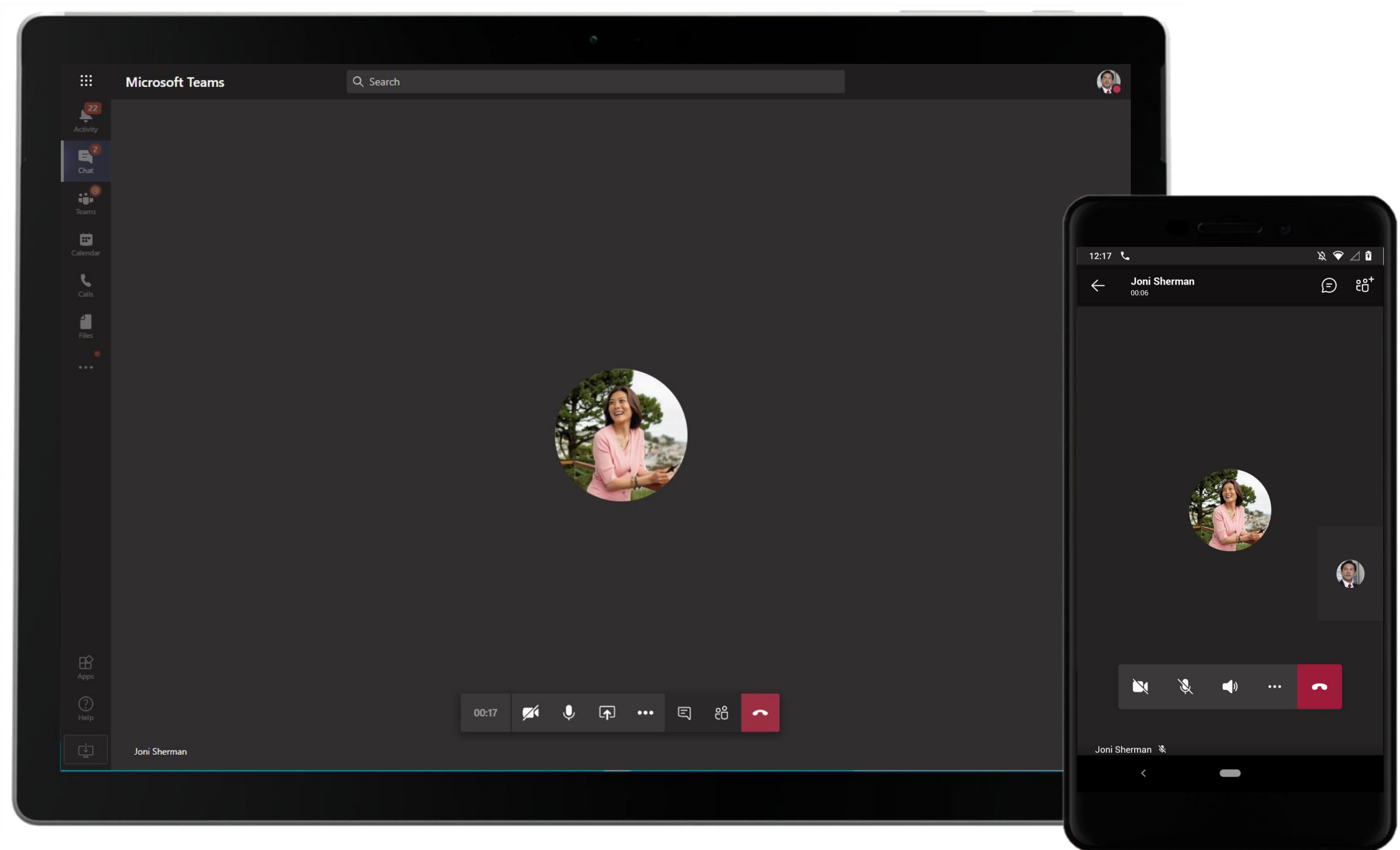
View the request module of ServiceDesk Plus Cloud inside Microsoft Teams. Manage all your ServiceDesk Plus Cloud incident and service requests. The Systems Engineer is assigned the ticket for repairs.



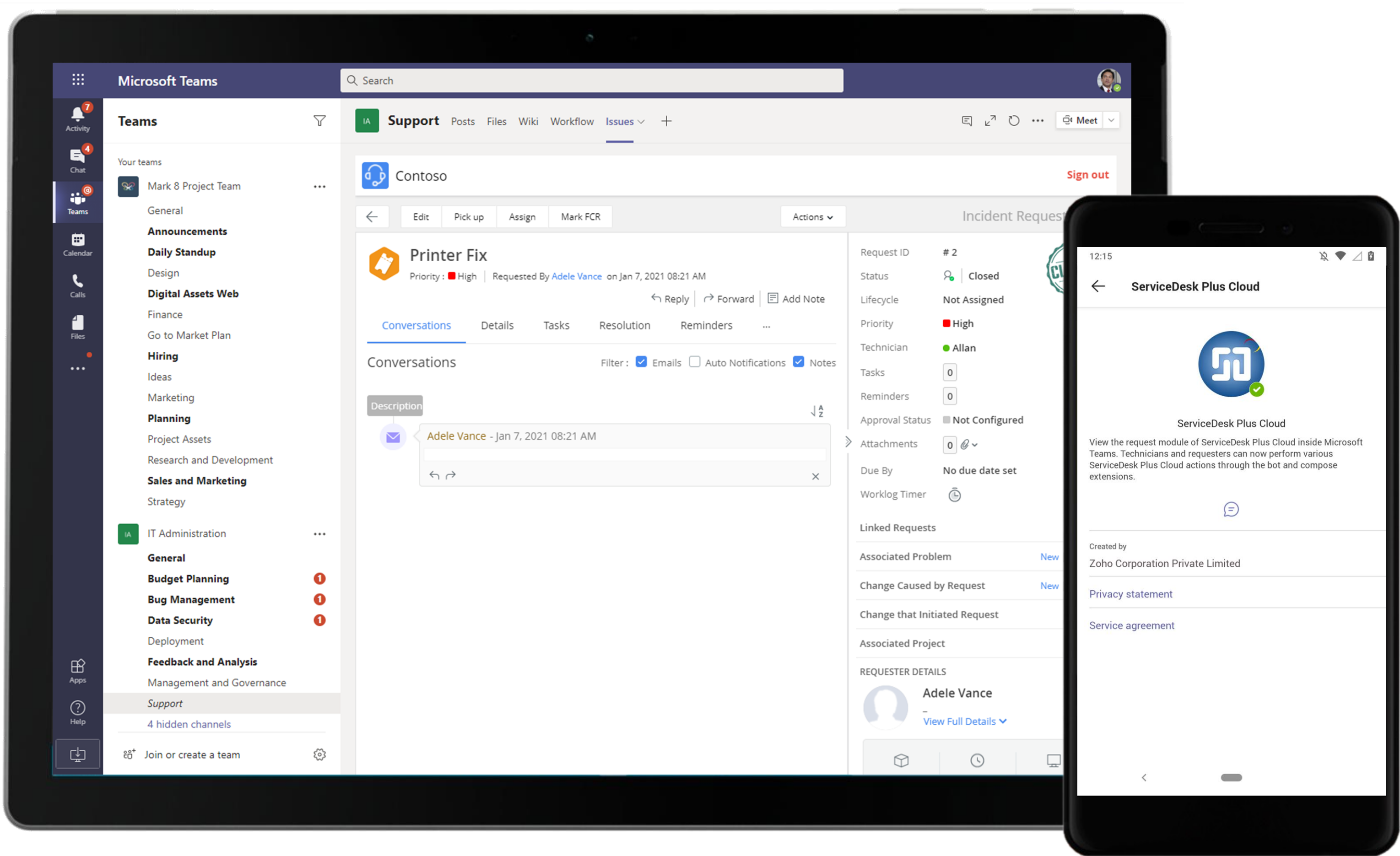
View ticket details within ServiceDesk Plus Cloud inside Microsoft Teams. Manage all your ServiceDesk Plus Cloud incident and service requests. The Systems Engineer views the ticket assigned to him.



1:1 chat conversations can always turn into a call, according to the participants' convenience. The engineer and the employee opt for a call to troubleshoot the issue.



Hold calls with your team members with enterprise grade security in Microsoft Teams. You can schedule a call with the team or 1:1 like this between the employee and the Systems Engineer.



Update the ticket status, add comments and close the ticket after the resolution of the issue within the ServiceDesk Plus Cloud tab.



Development & Compliance

Check out how the Information Technology team can use Microsoft Teams to keep your business running efficiently and address unexpected situations with confidence.

Information Technology Superpowers in Teams

Capabilities and features used...

- Schedule meetings using synced calendars, or a meet now feature
- Participate in instant, open-channel communication
- Store documents within a cloud-enabled repository using Files section or channel tabs
- Create and co-author documents, spreadsheets, presentations and more in the cloud with Office 365
- Channel tabs for everyone to stay on the same page
- Help collaborate with teammates on multiple projects from within a single environment

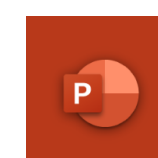
Apps that enable an immersive experience in Teams



Word



Excel



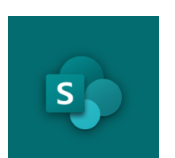
PowerPoint



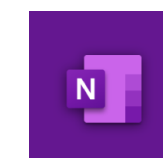
Communities



Asana



SharePoint



OneNote



MeisterTask



We Decide



ServiceBot



GitHub



Adobe Sign



Zenduty



ServiceDesk
Plus Cloud



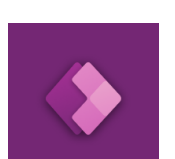
Azure
DevOps



Jira
Cloud



Freehand By
InVision



Power Apps

Meet the Business Decision Makers

Information Technology



Tech Lead

"Any sufficiently advanced technology is equivalent to magic."

- Collaborate with delivery teams providing guidance and subject matter expertise on the software
- Create software deployment strategies to successfully deploy the software
- Update configuration management tools for implementation and supportability



Developer

"Everyone should learn coding because it teaches you how to think."

- Prepare and coordinate intranet web updates and intranet website changes
- Develop quality assurance procedures
- Work closely with other developers, UX designers, business and systems analysts

Meet the Business Decision Makers

Information Technology



IT Manager

"IT is an enabler and catalyst for the company to reach the next level of business growth and maturity."

- Plan, organize, control and evaluate IT and electronic data operations
- Manage IT staff by recruiting, training and coaching employees, communicating job expectations and appraising their performance
- Ensure security of data, network access and backup systems



IT Lead

"Leadership is the capacity to translate vision into reality."

- Delegate duties and tasks within the IT team
- Review completed tasks to ascertain compliance with standards
- Monitor all team members and provide necessary advice and guidance



Data Protection Compliance

IT Manager

Scenario Walkthrough

Companies everywhere are turning to experts to update their data protection policy. The IT Manager has been appointed to set up a Data Protection Compliance program so that Contoso's data is safe and secured. Teams has a wide range of information to help with compliance areas, including communication compliance for channels, chats, attachments, and retention policies. Here's how Teams helps him/her connect with his peers to get the tasks done.

- Creates a template using Teams Manager and requests team members to use the same template for adding new teams.
- Schedules a channel meeting and discusses updates in the data protection policies over a PowerPoint presentation.
- Updates the policies and manages team and user permissions from the Microsoft Teams admin center.
- Receives a notification from the Project Manager about a new team request, approves it and creates a lifecycle for the new team using Teams Manager.
- Reaches out to the Tech Lead to confirm whether a team can be archived/deleted and deletes a team that is no longer relevant for team members.

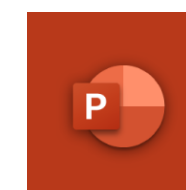
How did Microsoft Teams help the IT Manager execute her roles and responsibilities?

- Create a template for new teams and add channels, tabs, lists, or apps like Tasks by Planner and To Do / OneNote with a few clicks.
- Manage teams and their lifecycle with Teams Manager for data protection.
- Archive or delete inactive Teams according to specified expiration dates using Teams Manager.

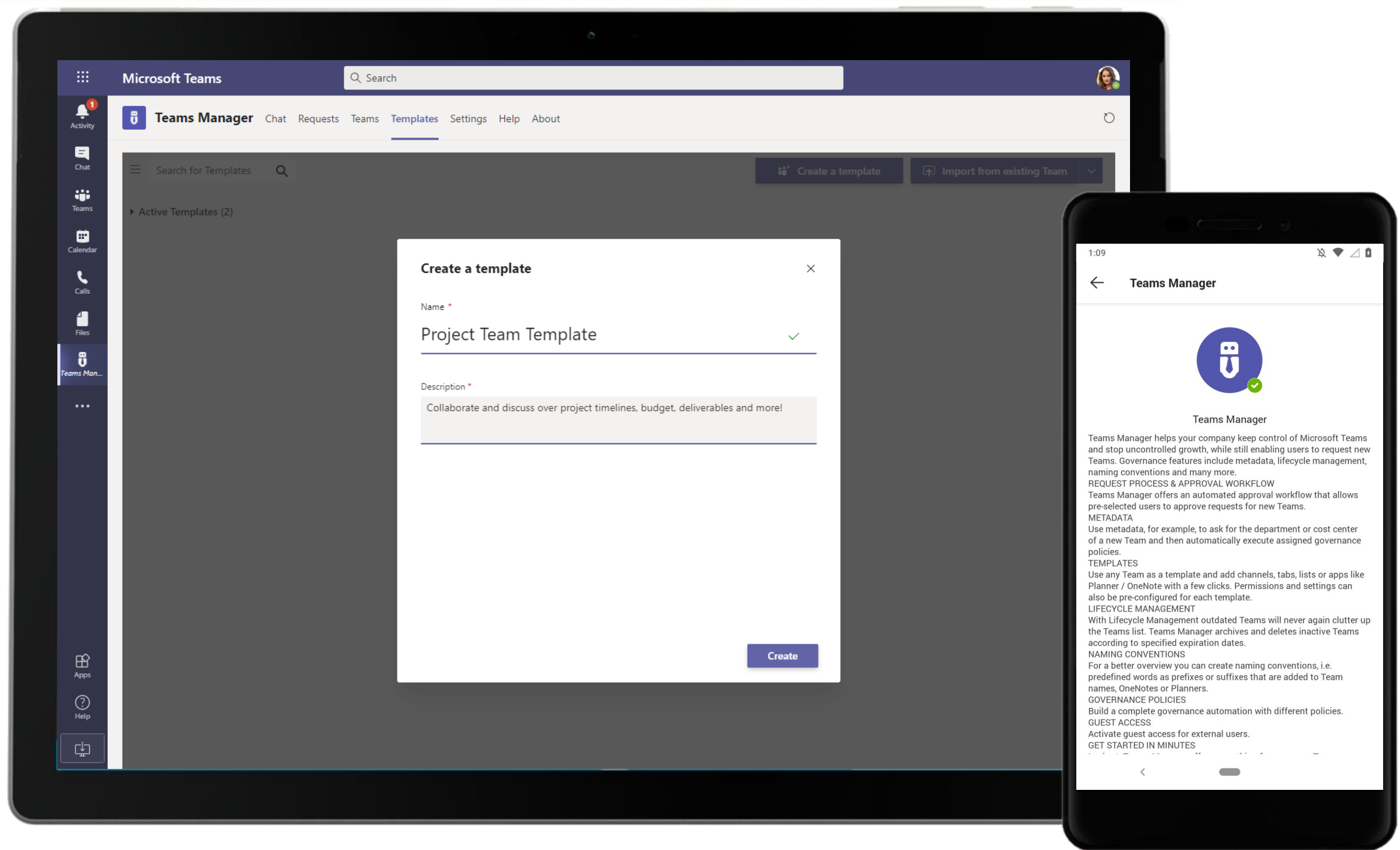
Which app integrations on Teams made it possible?



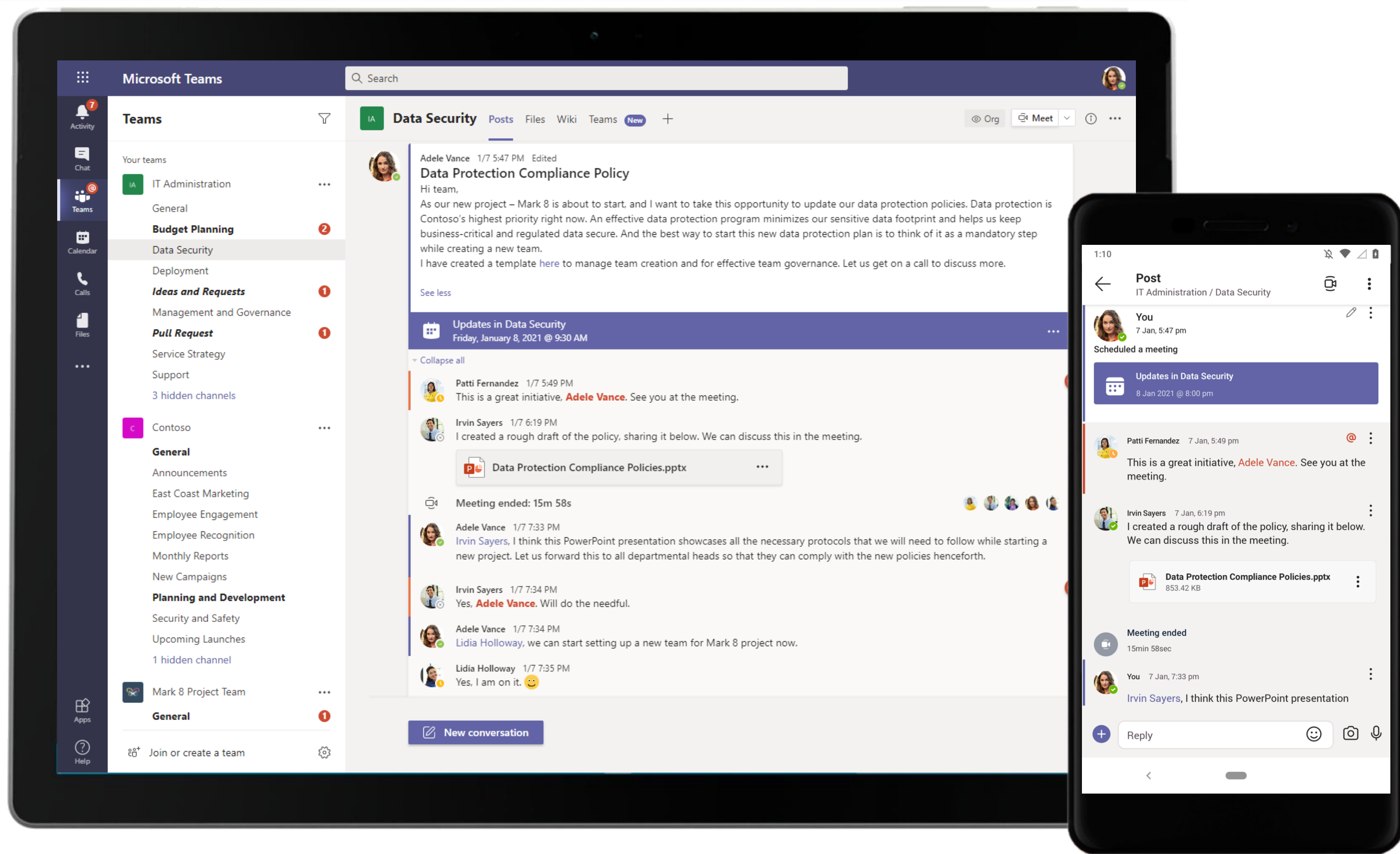
Teams Manager



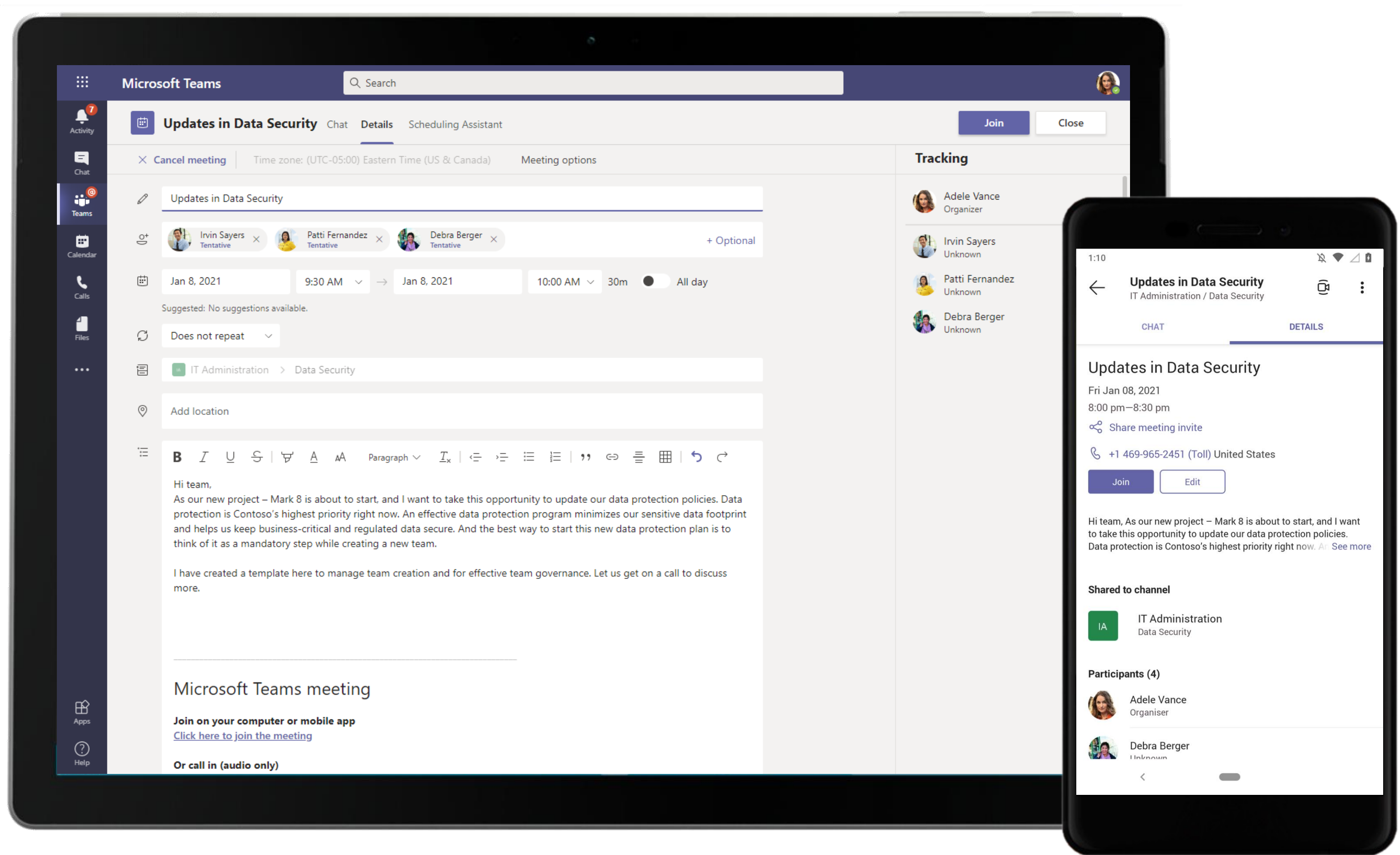
PowerPoint



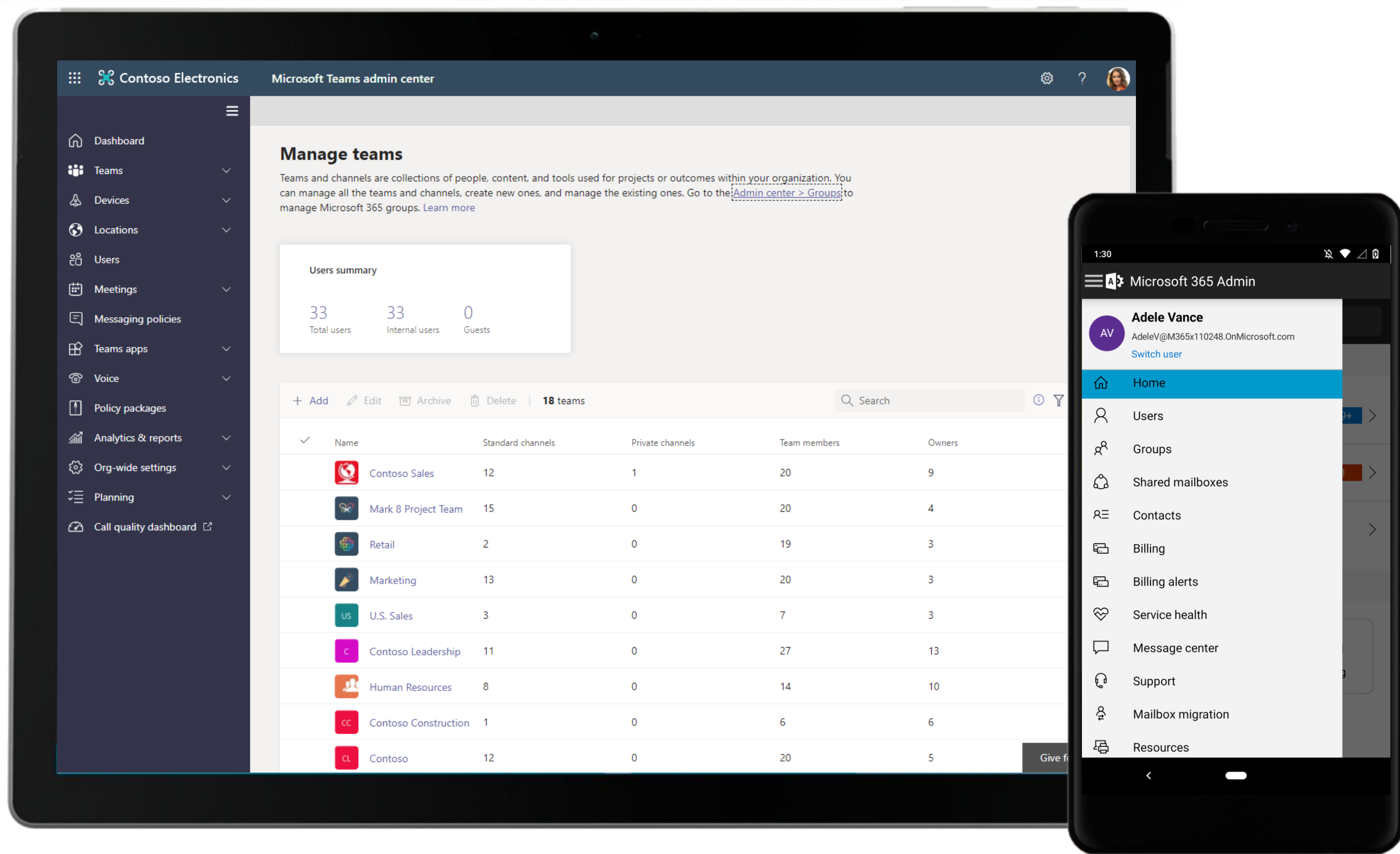
Create a new template or use any Team as a template and add channels, tabs, lists or apps like Tasks by Planner and To Do / OneNote with a few clicks. Permissions and settings can also be pre-configured for each template.



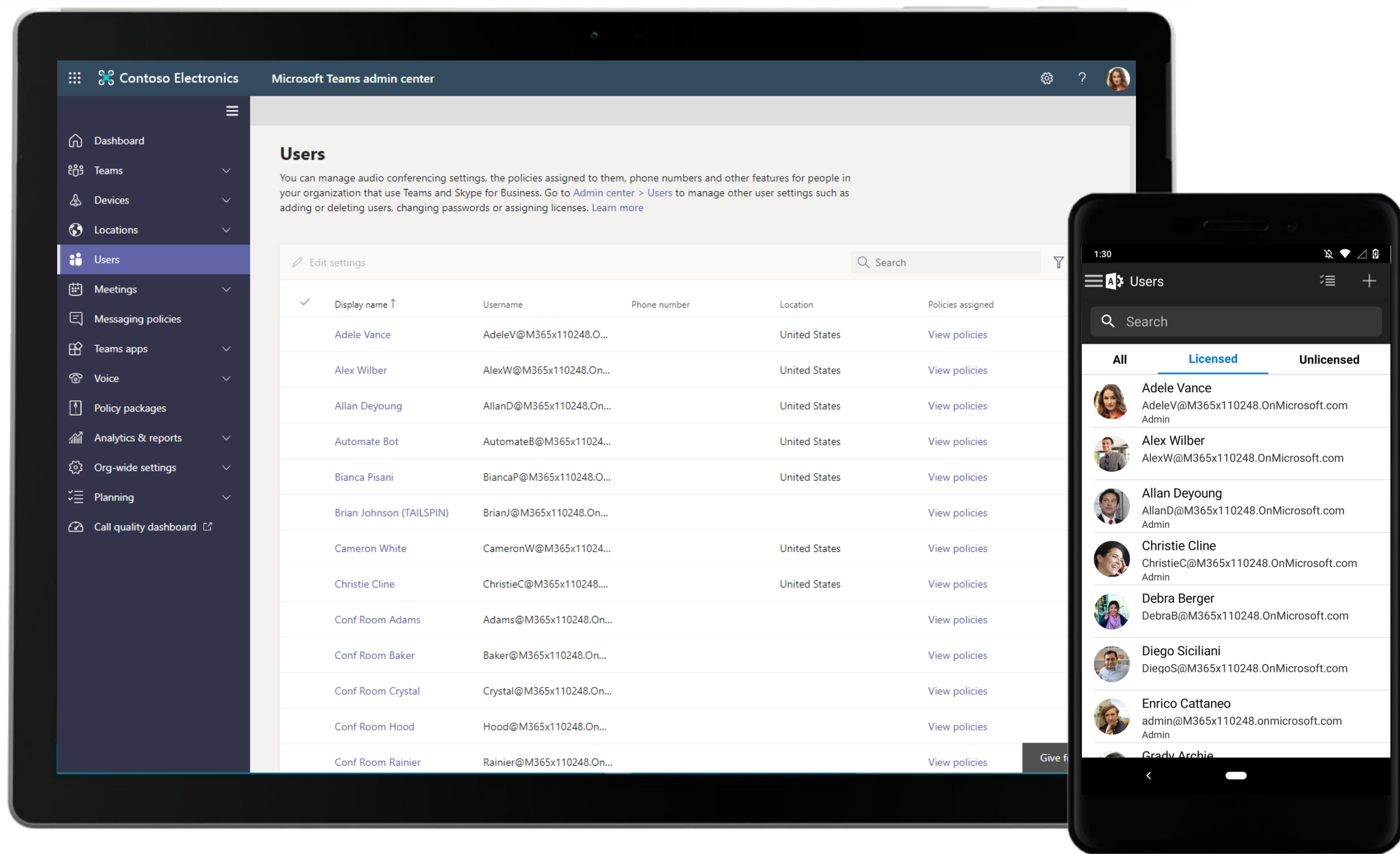
Collaborate with your team through channel communications using @mention to tag required personnel and keep conversations around the topic in a single thread. The team schedules meetings and shares files within the same thread too.



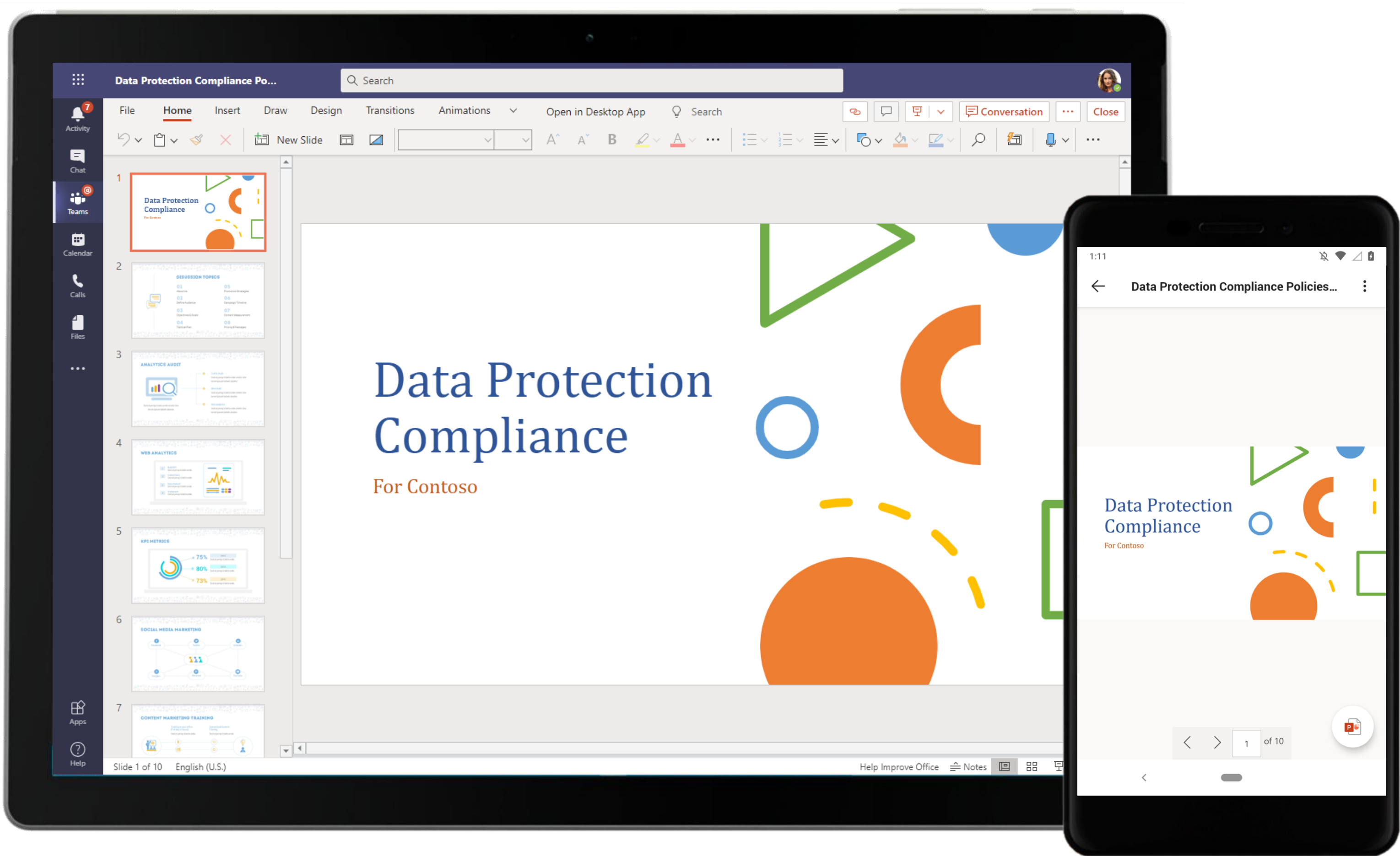
Complete meeting solutions in Teams support screen sharing, recording, video and audio conferencing. Scheduling Assistant feature suggests times that are optimal for all attendees.



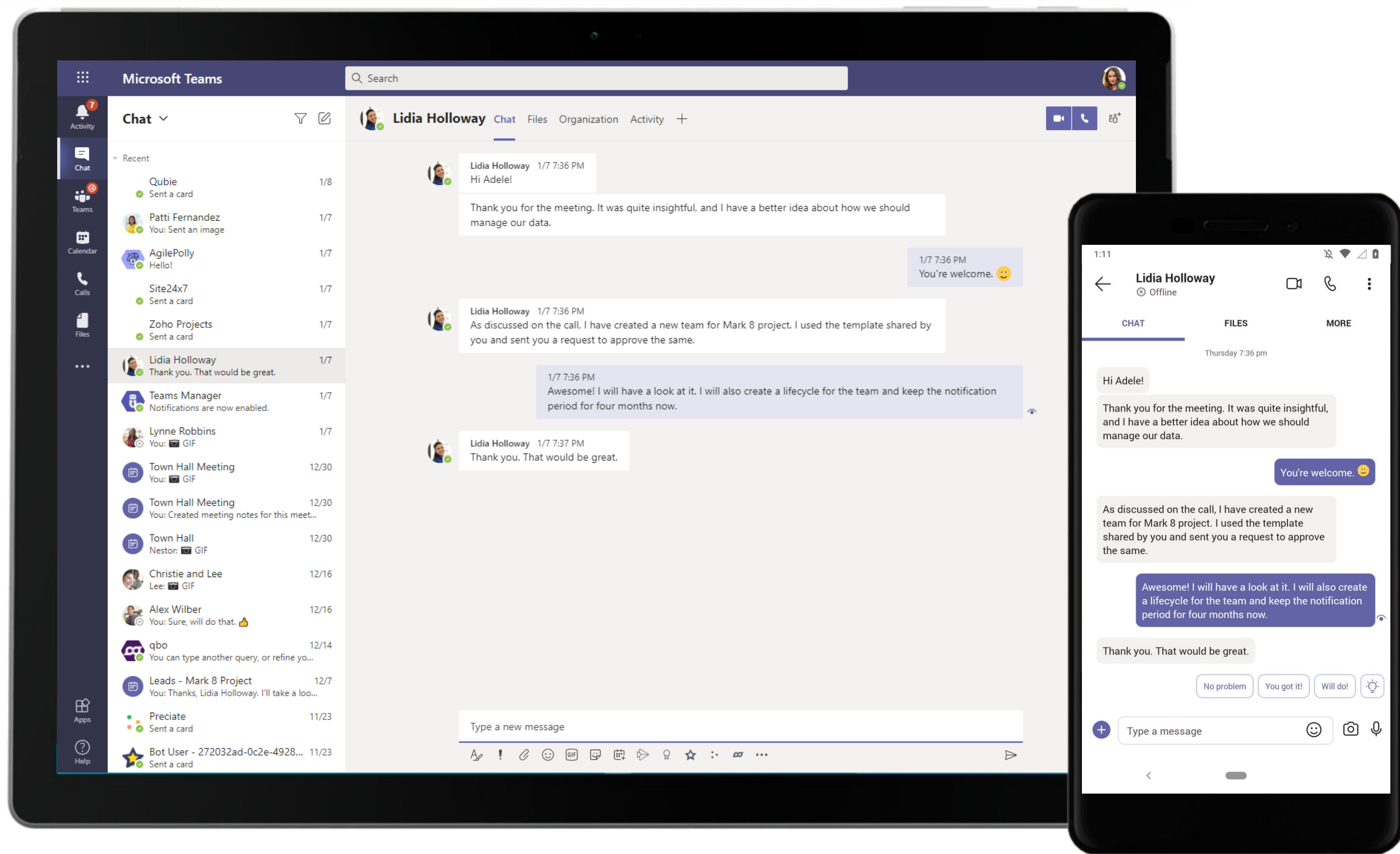
The Microsoft Teams admin center allows you to manage team and group permissions to stay on top of security, compliance and access for a safer Teams experience.



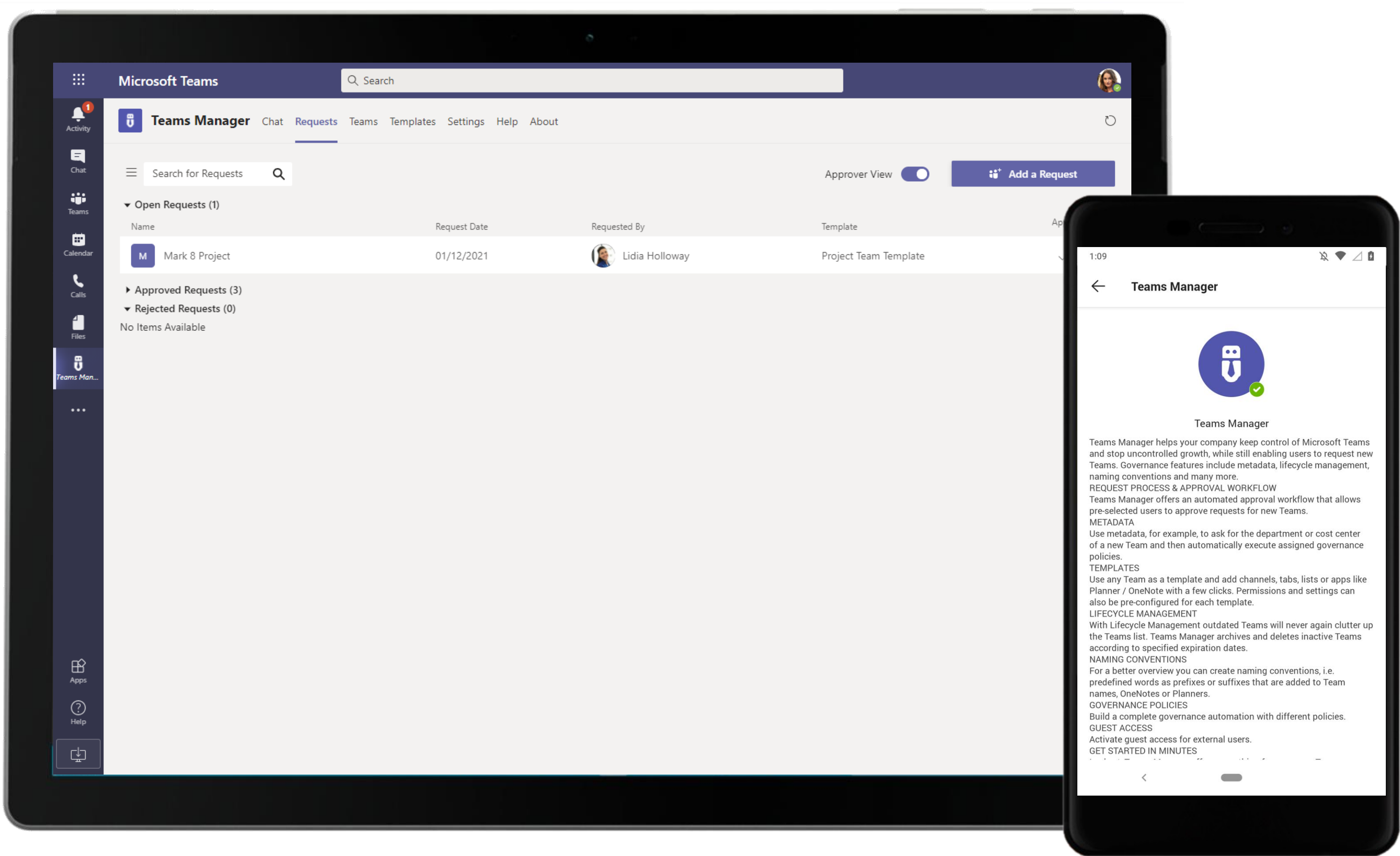
The IT Manager manages user permissions, policies and access from the Microsoft Teams admin center to ensure compliance with the security and safety measures.



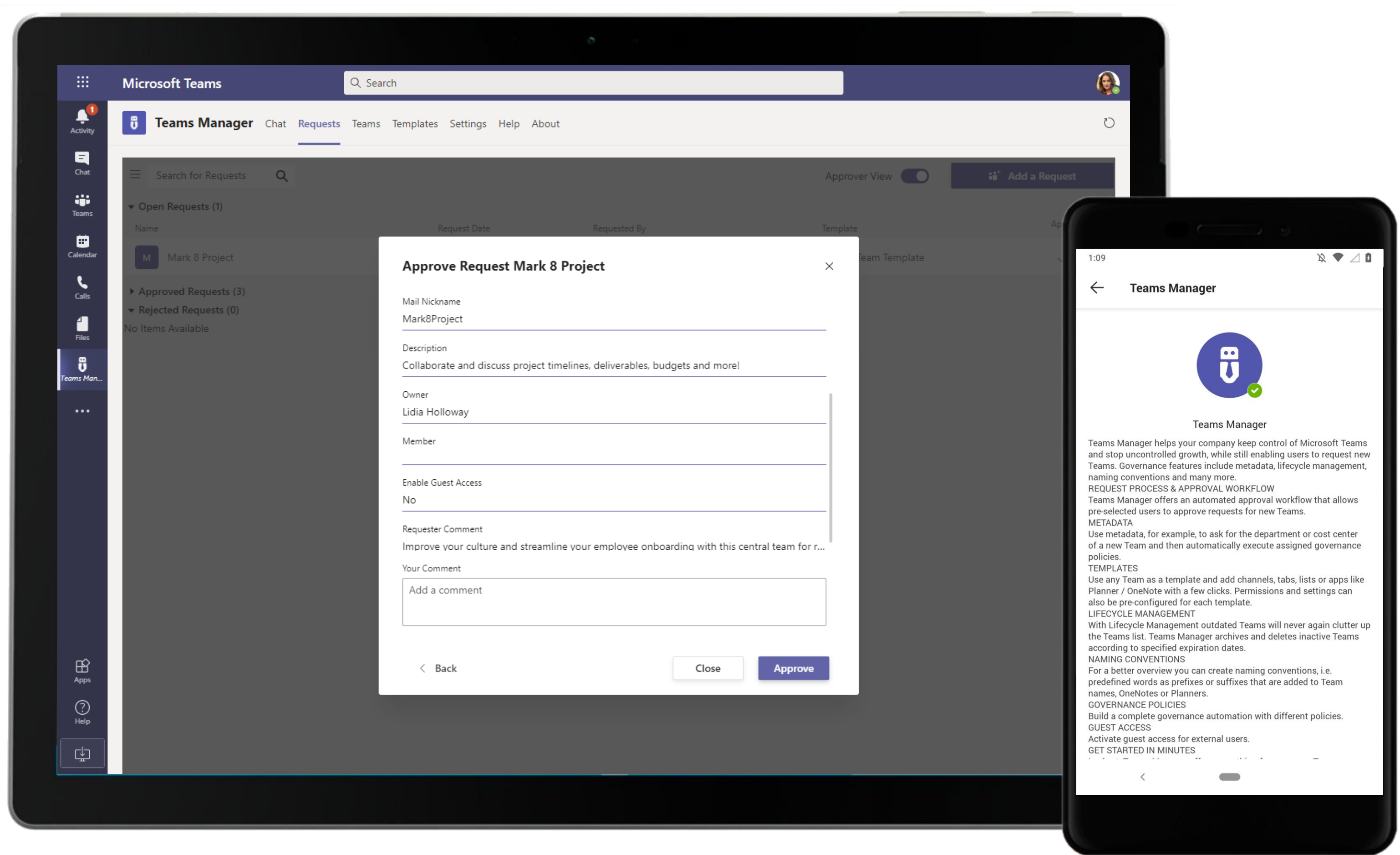
Create and share PowerPoint presentations over a Teams call to make meetings meaningful and to offer attendees a visual representation of key points covered.



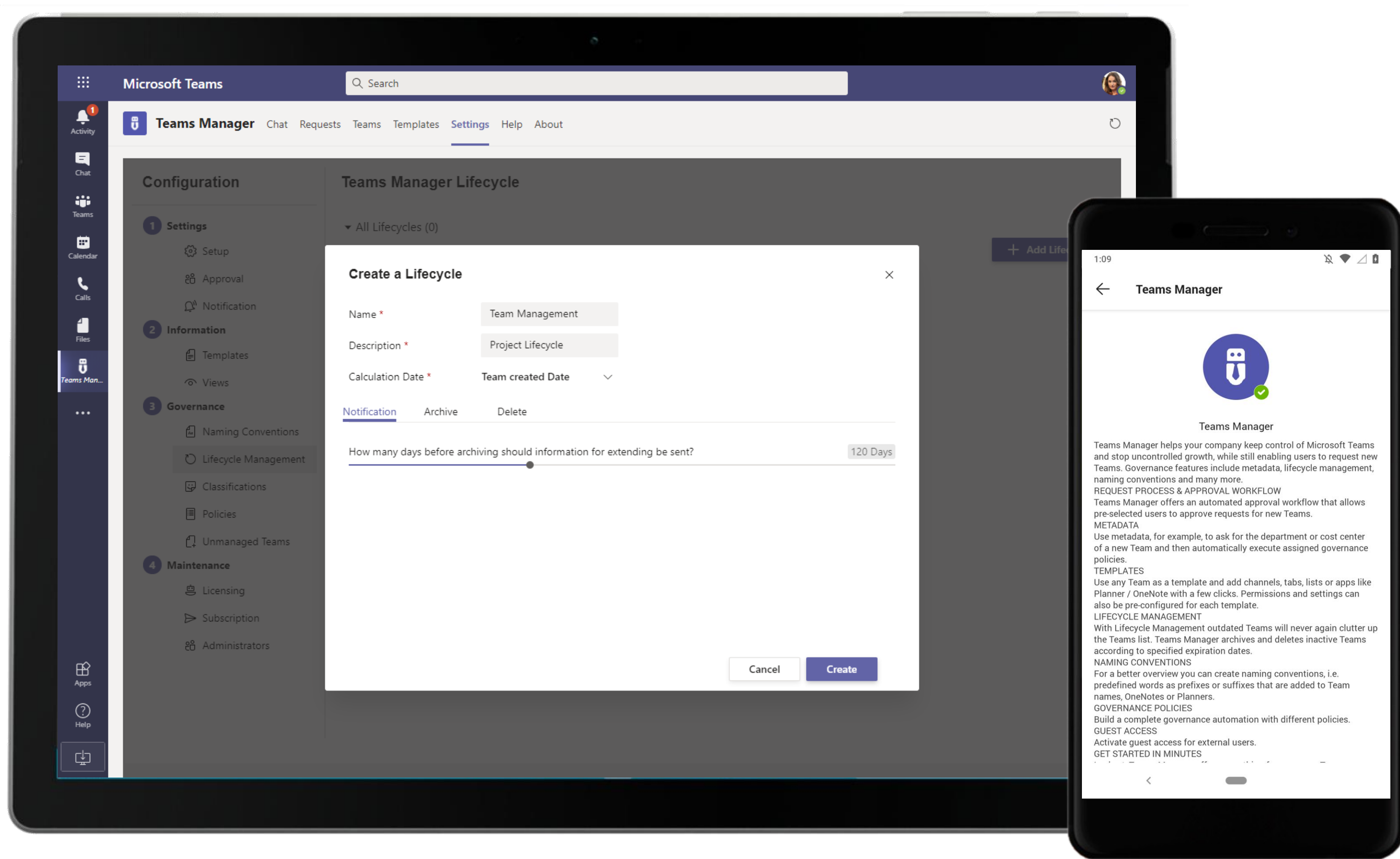
Quickly reach out to and chat with co-workers. Take conversations offline from channels for 1:1 discussions. The Project Manager reaches out to the IT Manager seeking approval for a new team.



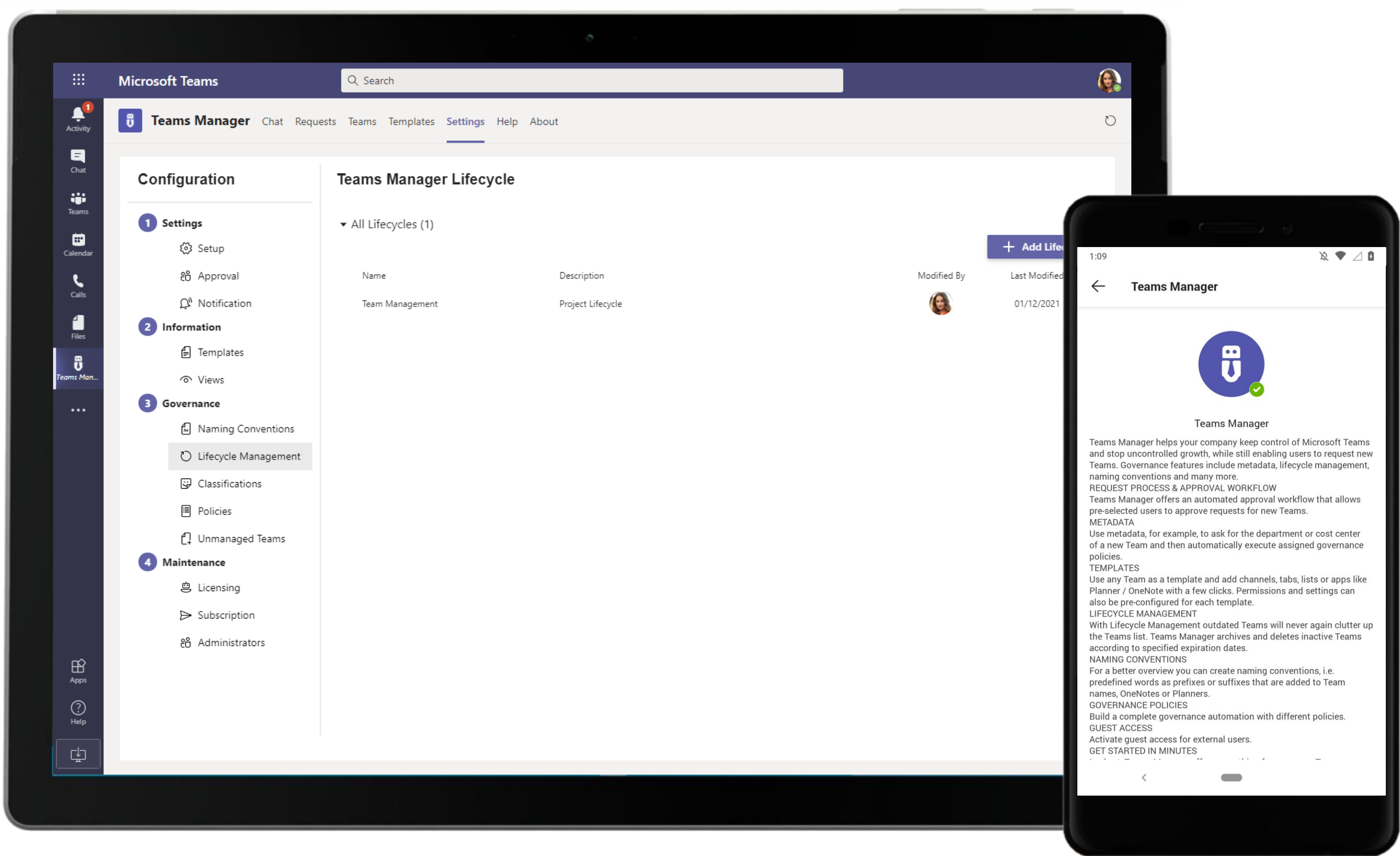
Teams Manager helps your company keep control of Microsoft Teams and stop uncontrolled growth, while still enabling users to request new Teams.



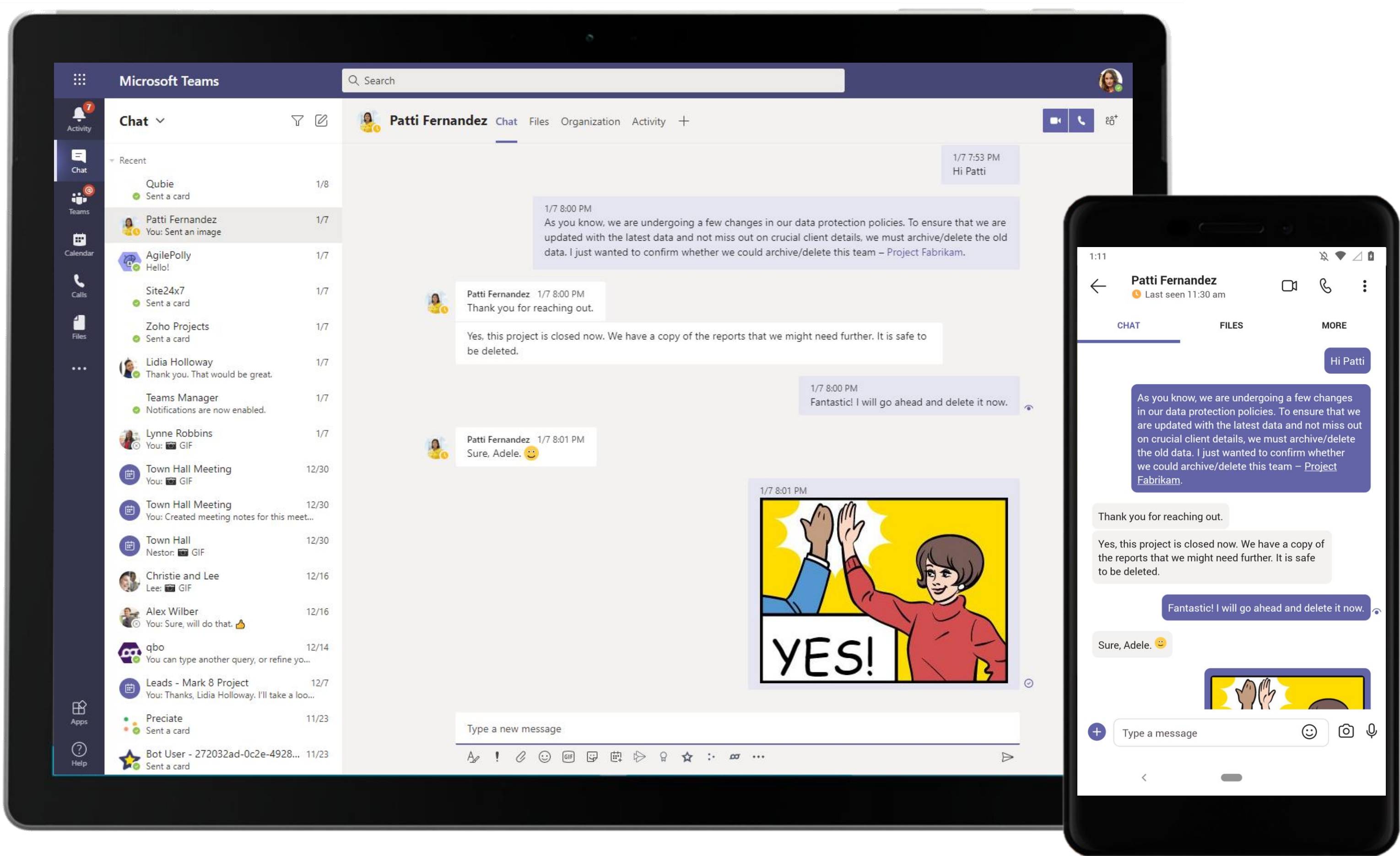
Teams Manager offers everything for awesome Teams Management and structure in Microsoft Teams. Teams Manager offers an automated approval workflow that allows pre-selected users to approve requests for new Teams.



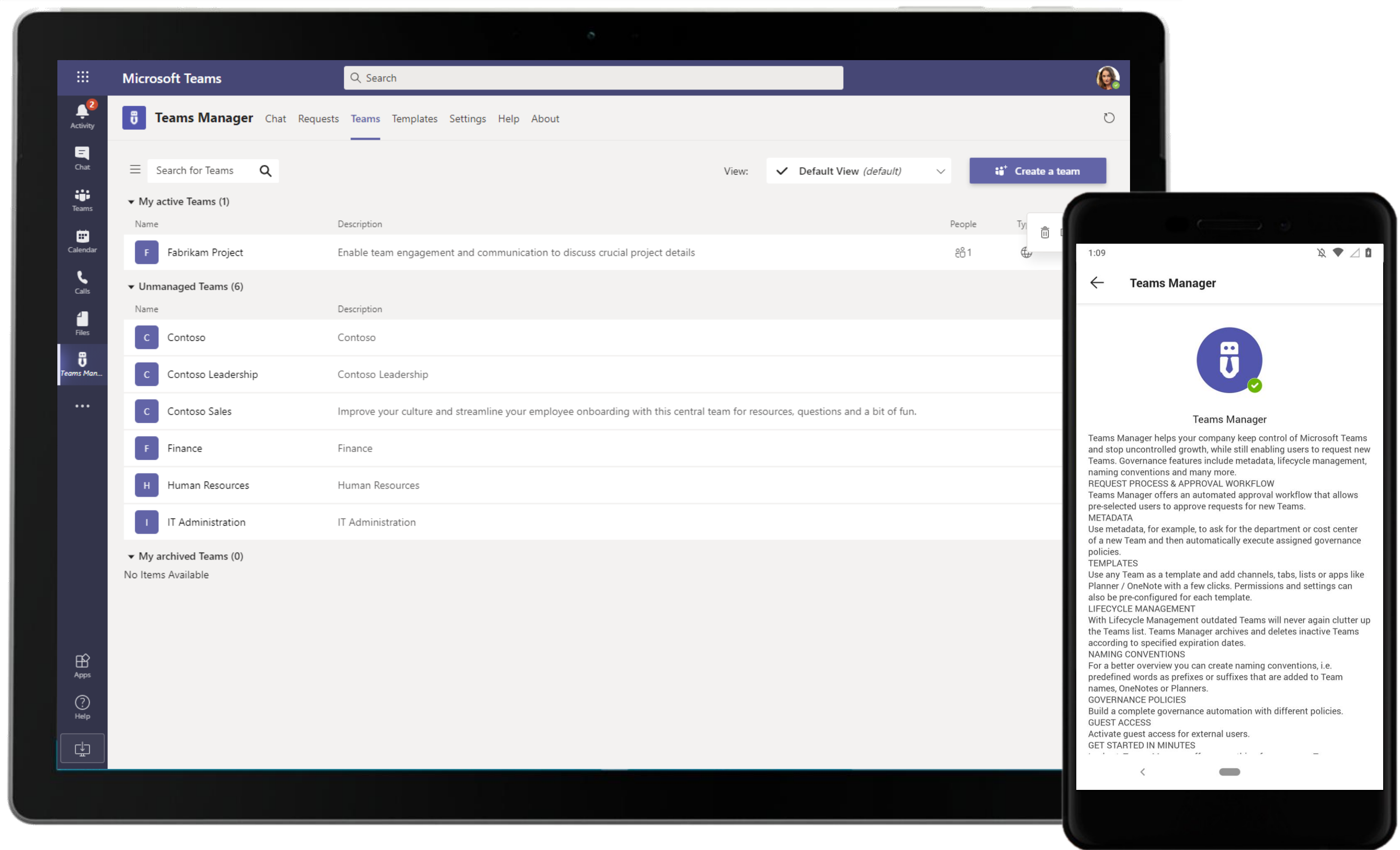
With Lifecycle Management outdated teams will never again clutter up the teams list. Teams Manager sets up a notification period for the new team.



Create a lifecycle with pre-determined expiration, archiving and deletion dates. With Lifecycle Management in Teams Manager, keep your teams better organized.



Use a private one-on-one chat or a group chat for conversations that don't require the entire team.
The IT Manager uses the 1:1 chat feature to discuss deletion of a team.



Structure & control your teams! Teams Manager helps your company keep control of Microsoft Teams and delete teams that are no longer required.



Live Site Incident Triage and Management

Tech Lead

Scenario Walkthrough

Sudden failure in the source code has resulted in a glitch preventing users from logging into the IT portal. After identifying and analyzing the issues, the Tech Lead plans how the mitigation process will go ahead. See how the Tech Lead collaborates over Microsoft Teams with the associated members of the project to plan a resolution of the same.

- Receives notification for a ticket regarding an error on the live site with a detailed summary and detects the problem areas.
- Notifies the team of the glitch and brainstorms steps to mitigate the issue at the soonest.
- Assigns tasks to the team using Tasks by Planner and To Do and starts the mitigation process.
- Manages the incident ticket through its different stages, i.e., triggering, opening, acknowledging, and resolving.

How did Microsoft Teams help the Tech Lead execute her roles and responsibilities?

- Get all the critical ticket updates via Service Bot without switching platforms.
- Receive relevant incident updates within Teams and stay ahead of possible incidents with end-to-end incident management platform Zenduty.
- Assign and track workflow using Tasks by Planner and To Do.
- Access GitHub repositories for all the source code used in the project from the very start and aid your team members with the GitHub bot.

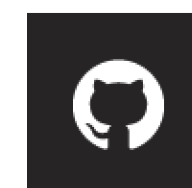
Which app integrations on Teams made it possible?



Zenduty



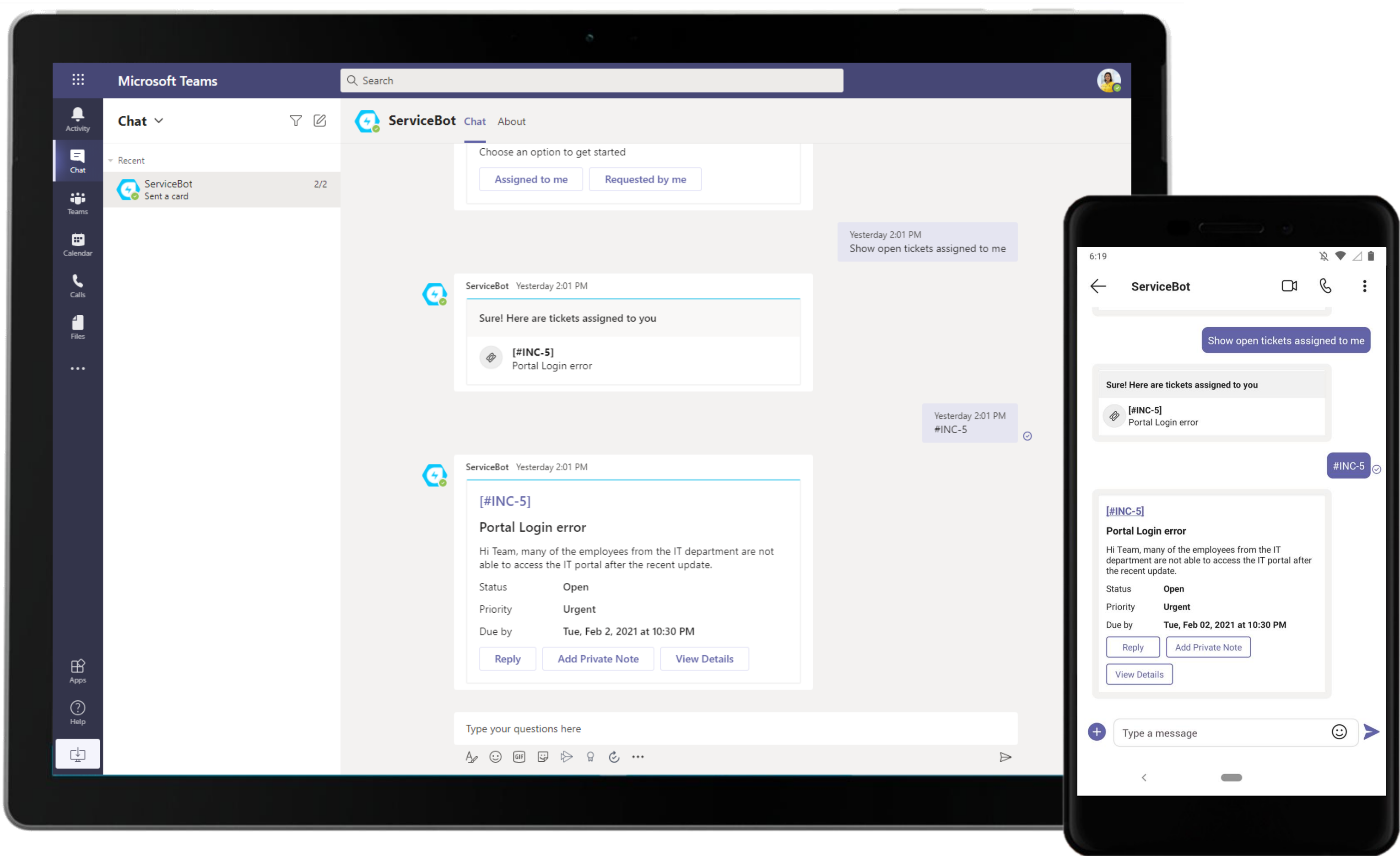
ServiceBot



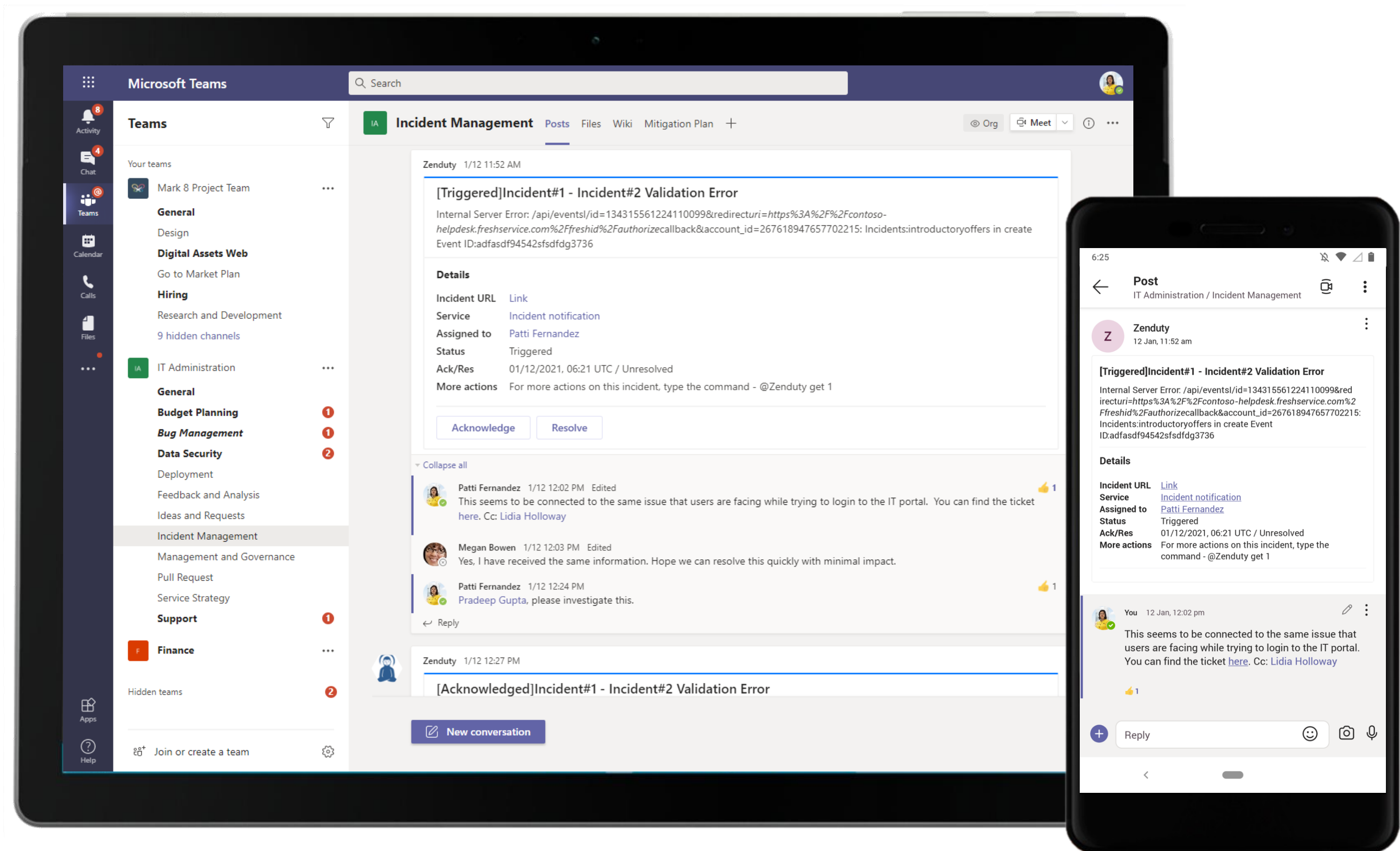
GitHub



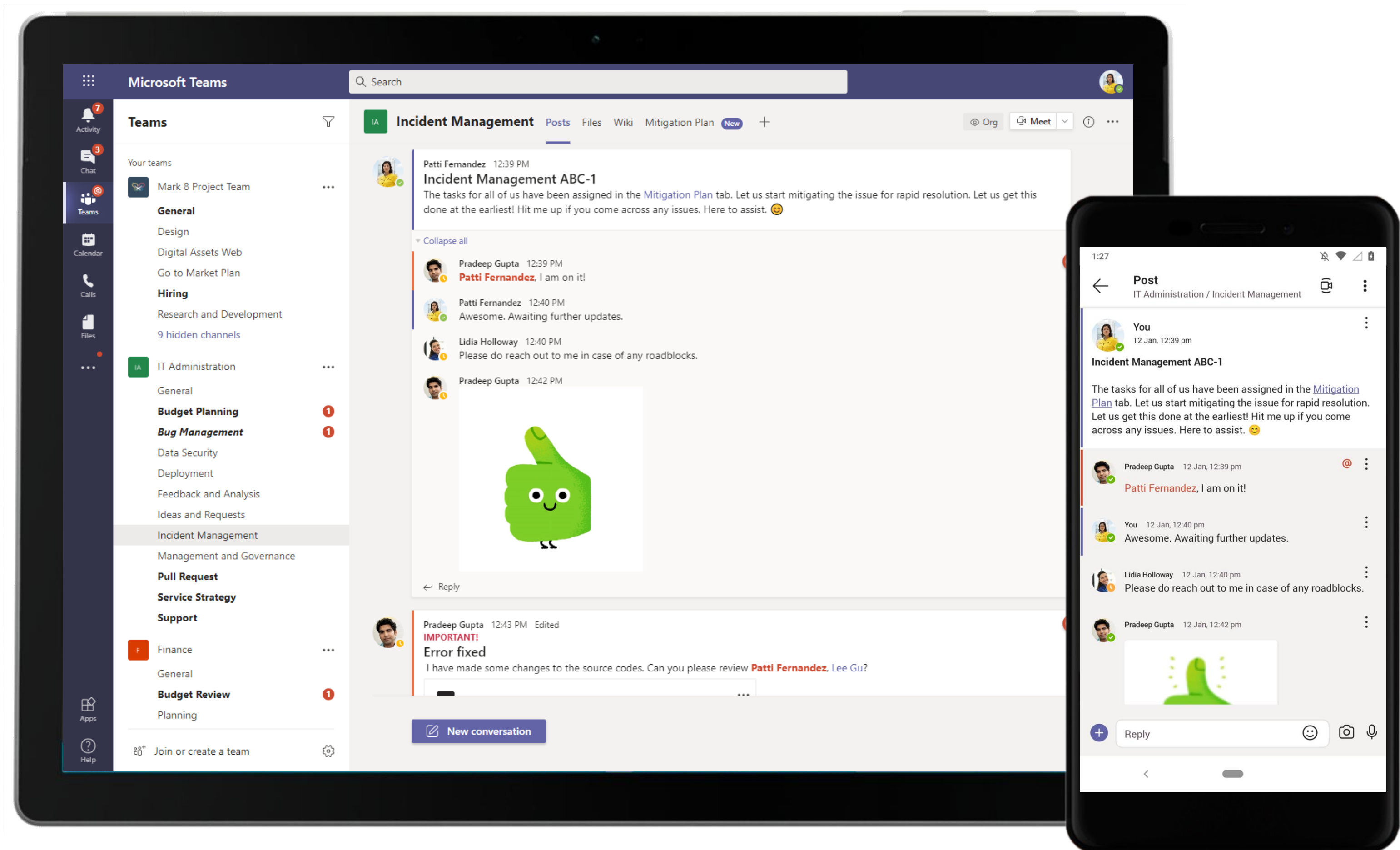
Tasks by Planner
and To Do



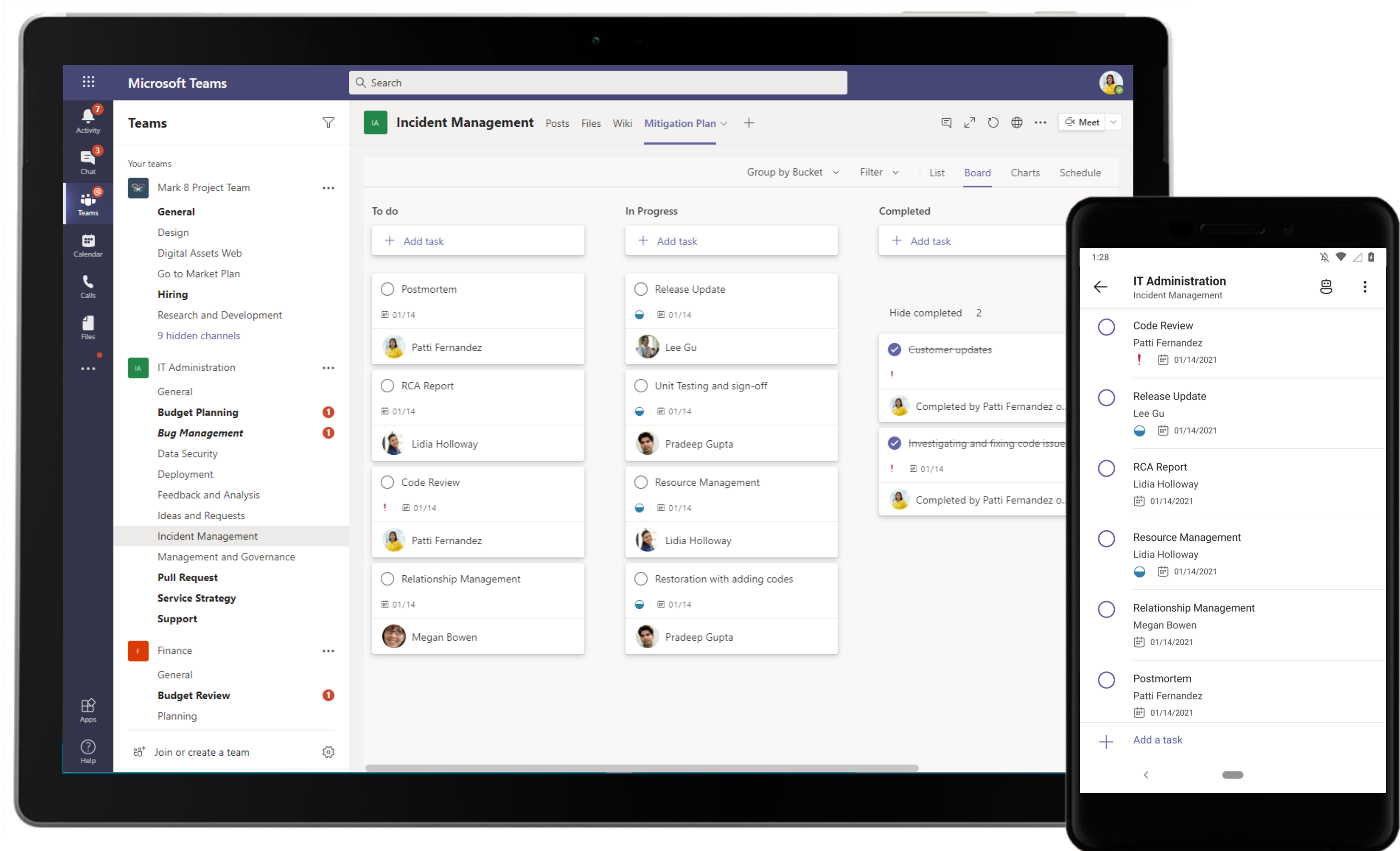
Get all the critical updates from your service desk with ServiceBot in Microsoft Teams. The Tech Lead receives a notification for a ticket regarding an issue with the IT Portal.



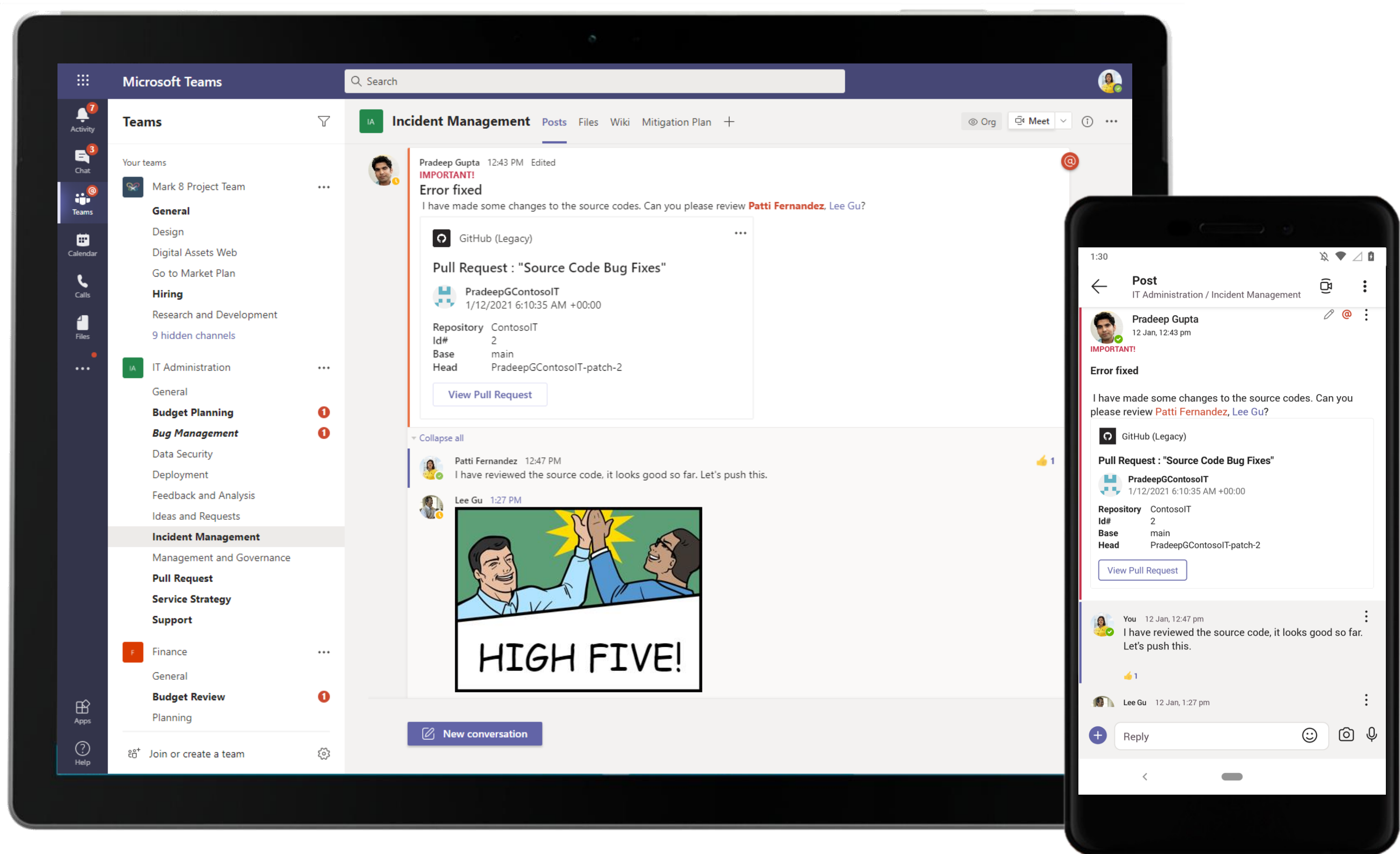
Manage and resolve critical alerts and incidents with the end-to-end incident management platform that lets you manage critical incidents with Zenduty right inside Teams. The Tech Lead notifies the team about the glitch and brainstorms on mitigation.



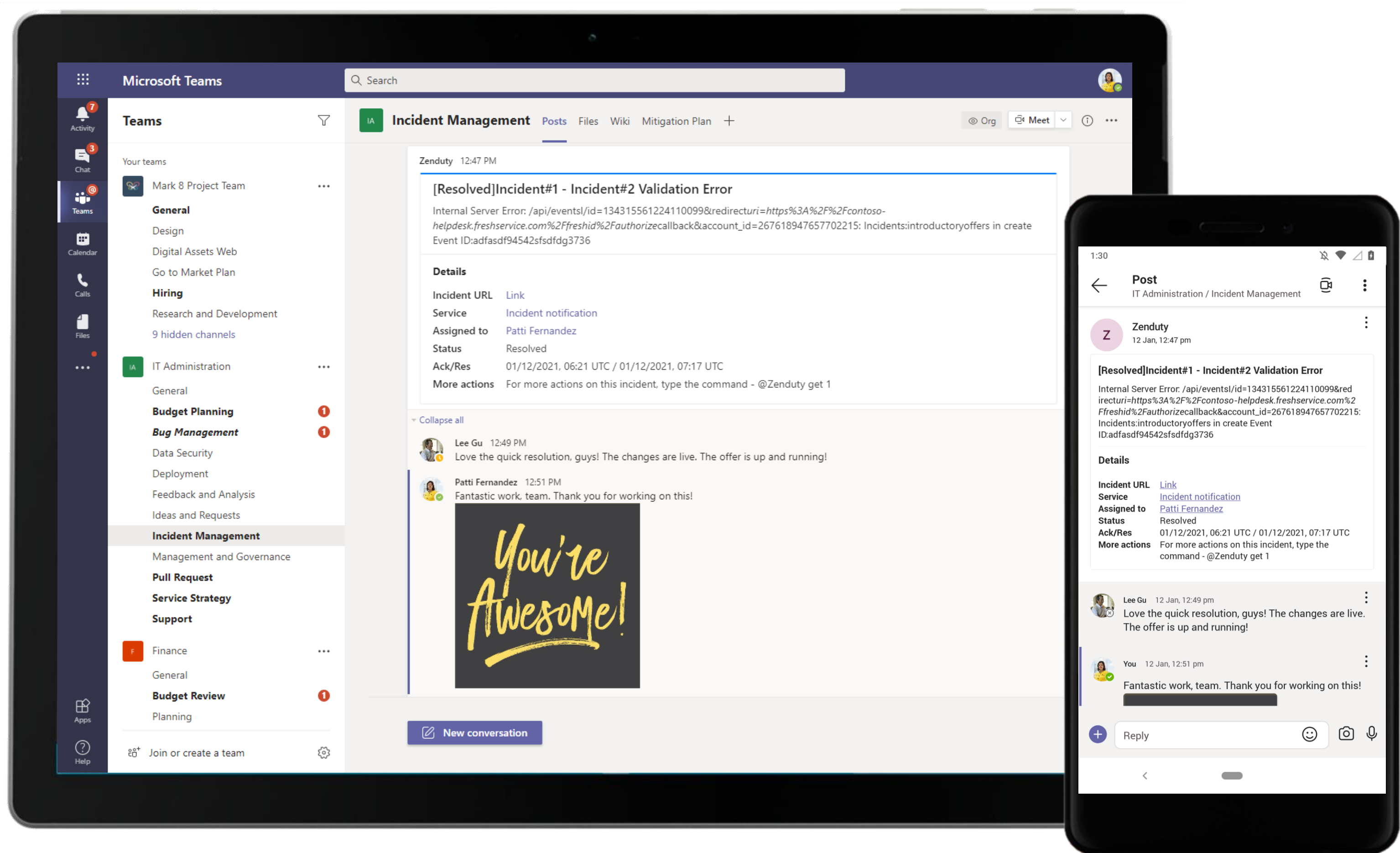
The Tech Lead delegates tasks to team members through channel communication. The @mention feature ensures that team members don't miss out on messages that need their attention!



Speedy plan mobilization using task assignment and delegation is done best using Tasks by Planner and To Do. The app also allows the Tech Lead to track tasks, see assignments, status and manage workflows without leaving the application.



Manage your issues and PRs, receive notifications for your GitHub repositories right inside Teams with GitHub (Legacy).
The Developer updates the team about resolution and requests the Tech Lead to take a look at the source code.



Get notifications with Zenduty without leaving Microsoft Teams. With the issue resolved, the Tech Lead praises the Developer for quick turnaround.



Bug Management Developer

Scenario Walkthrough

A Developer working on Contoso's IT portal incorporates a new search feature to help users better navigate the company's portal. The Developer raises a pull request of the new code and notifies the Testing team. He leverages applications and powerful communication tools within Microsoft Teams to stay on top of all bugs identified and remain in constant communication with the Testing team until all the bugs are resolved, and the code is pushed live.

- Pushes the new code for testing and @mentions the channel in response to a GitHub notification using channel communications.
- Receives notification from Tester regarding a bug that redirects users to the wrong landing page via Jira Cloud.
- Fixes the bug and informs the Tech Lead that the code is ready for deployment via channel communications.
- Updates the status of the bug within a channel tab using Jira Cloud for Microsoft Teams.

How did Microsoft Teams help the Developer execute his roles and responsibilities?

- Manage code and receive notifications related to project activities using GitHub.
- Track, resolve, and assign bugs right within Microsoft Teams using Jira Cloud.
- @mentions in chats and channels to catch each other's attention instantly.

Which app integrations on Teams made it possible?



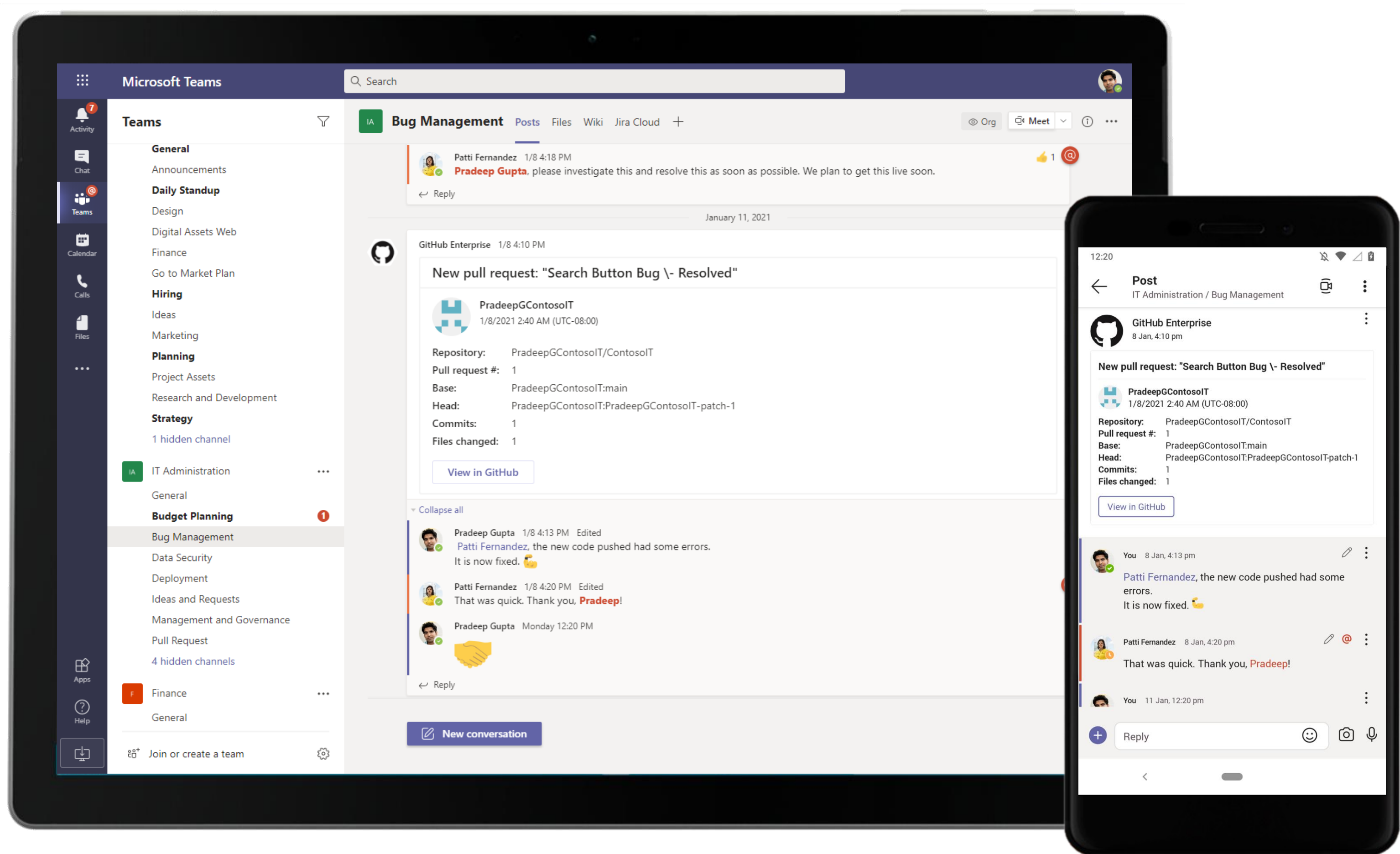
GitHub
Enterprise



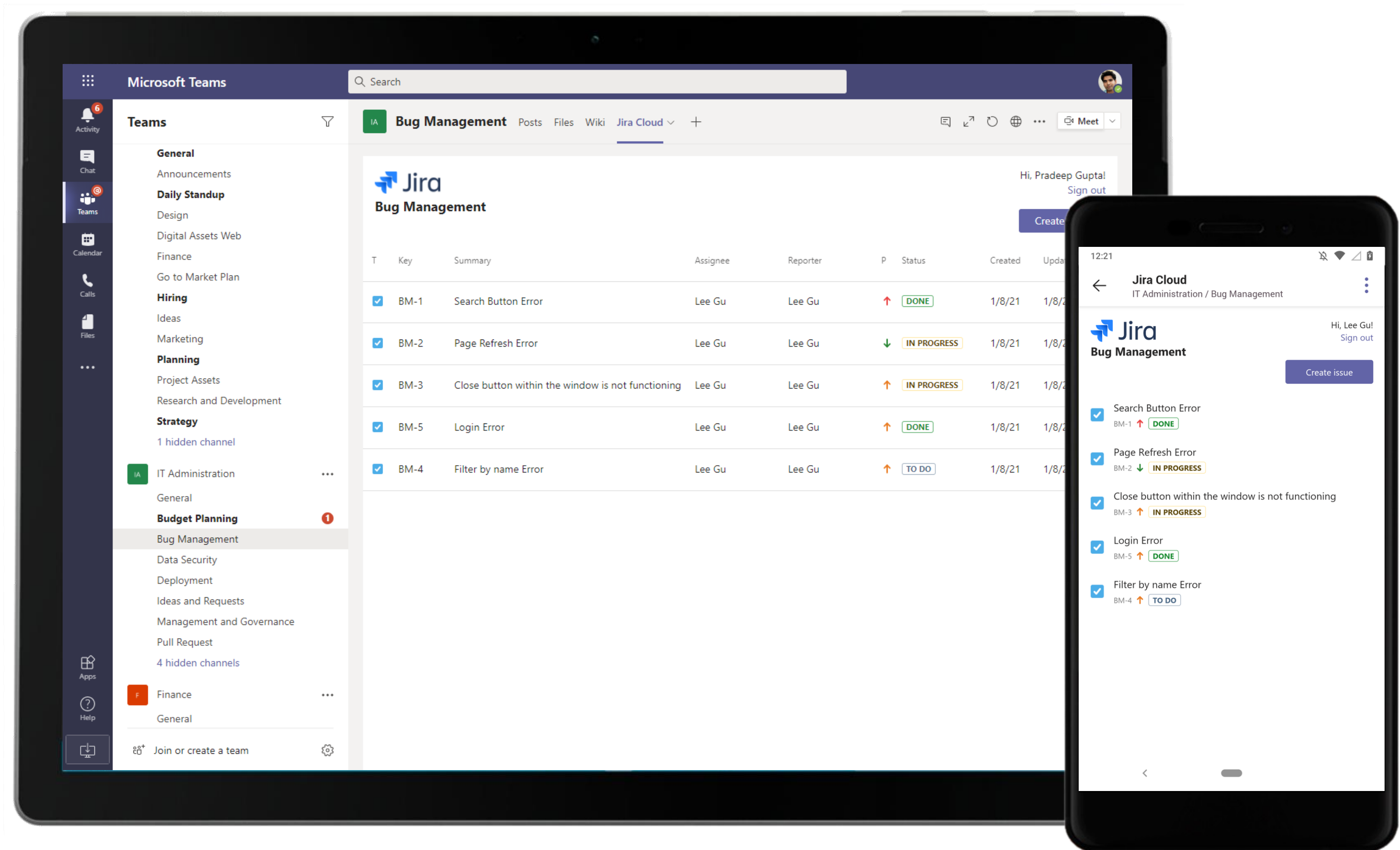
Jira Cloud

The screenshot illustrates a bug management workflow within Microsoft Teams. On the desktop view, the 'Bug Management' channel is active, showing a post from 'PradeepGContosoIT' about a new commit 'Update Search Button'. Below the post, a Jira Cloud widget displays a bug report 'Search Button Error' with details like 'To Do | High | 01/08/2021', 'Reporter: Lee Gu', and 'Assignee: Lee Gu'. A comment from 'Patti Fernandez' asks to investigate and resolve the issue. The mobile view shows the same post and Jira widget, highlighting the @mention feature used to notify relevant personnel.

@mention a person, channel or team to make sure your message reaches the relevant personnel. The Tester shares the issue in the channel using Jira Cloud in Microsoft Teams and relevant personnel are roped into the conversation using the @mention feature.



Manage and collaborate on code projects hosted on a GitHub Enterprise instance. The GitHub Enterprise connector sends notifications about activities related to your projects on your GitHub Enterprise instance.



The screenshot displays the Microsoft Teams interface on a tablet and a smartphone, illustrating the integration of Jira Cloud for Bug Management.

Desktop View (Microsoft Teams):

- Left Sidebar:** Shows the Microsoft Teams navigation pane with options like Activity, Chat, Teams, Calendar, Calls, Files, and Apps. The 'IT Administration' team is selected.
- Channel List:** Under 'IT Administration', the 'Bug Management' channel is highlighted.
- Channel Header:** The channel name is 'Bug Management'. The Jira Cloud app is integrated as a tab.
- Jira Cloud Tab:** Displays a list of bugs with columns: T, Key, Summary, Assignee, Reporter, P, Status, Created, and Updated. The bugs are:

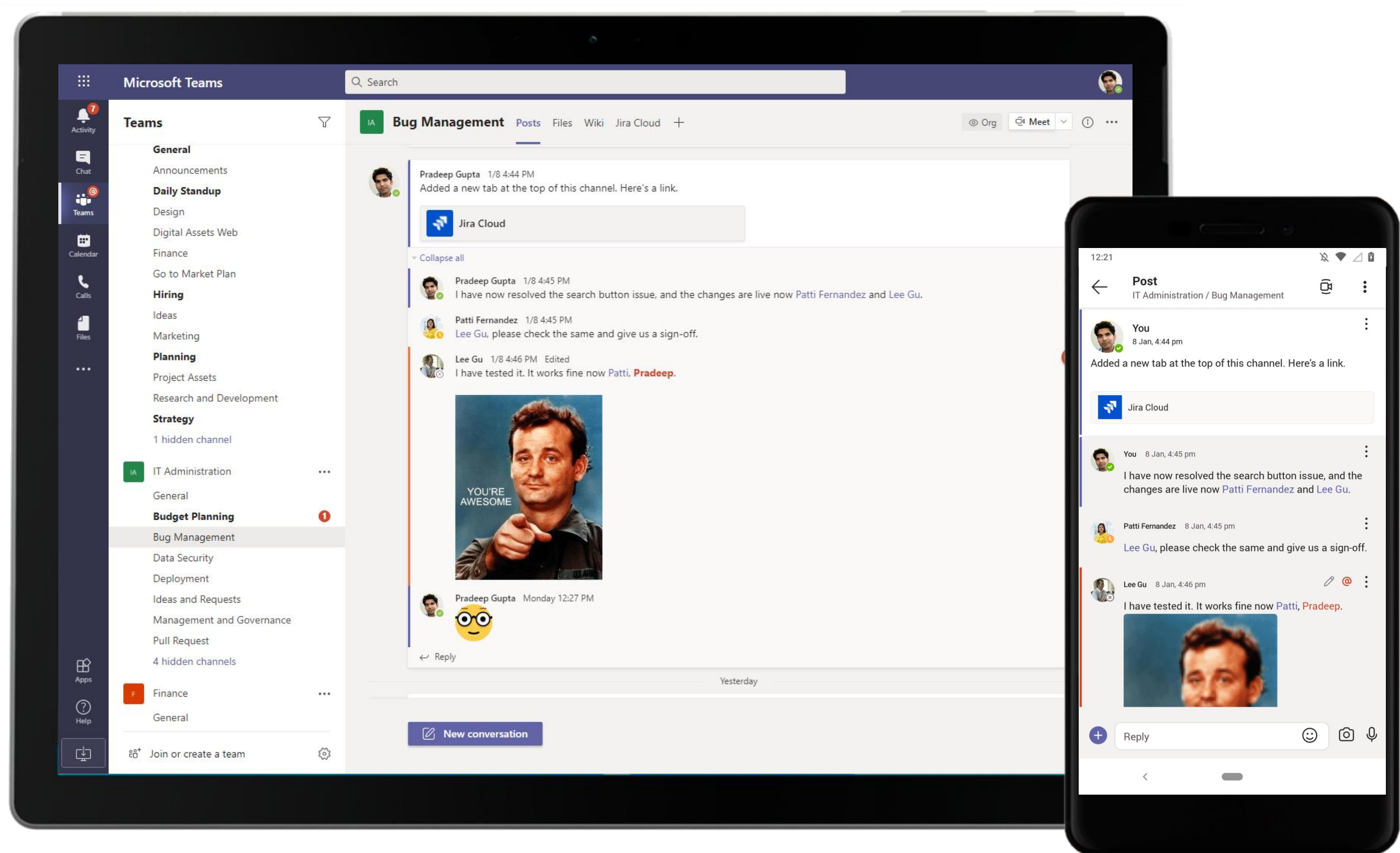
T	Key	Summary	Assignee	Reporter	P	Status	Created	Updated
<input checked="" type="checkbox"/>	BM-1	Search Button Error	Lee Gu	Lee Gu	↑	DONE	1/8/21	1/8/21
<input checked="" type="checkbox"/>	BM-2	Page Refresh Error	Lee Gu	Lee Gu	↓	IN PROGRESS	1/8/21	1/8/21
<input checked="" type="checkbox"/>	BM-3	Close button within the window is not functioning	Lee Gu	Lee Gu	↑	IN PROGRESS	1/8/21	1/8/21
<input checked="" type="checkbox"/>	BM-5	Login Error	Lee Gu	Lee Gu	↑	DONE	1/8/21	1/8/21
<input checked="" type="checkbox"/>	BM-4	Filter by name Error	Lee Gu	Lee Gu	↑	TO DO	1/8/21	1/8/21

Mobile View (Jira Cloud):

- Header:** Shows the Jira Cloud logo and the channel name 'Bug Management'.
- Channel List:** Lists the bugs with their keys and status:

- ☒ Search Button Error (BM-1) ↑ DONE
- ☒ Page Refresh Error (BM-2) ↓ IN PROGRESS
- ☒ Close button within the window is not functioning (BM-3) ↑ IN PROGRESS
- ☒ Login Error (BM-5) ↑ DONE
- ☒ Filter by name Error (BM-4) ↑ TO DO

With Jira Cloud for Microsoft Teams, you can add your project backlog to your channel as a tab, so that your team could easily track and work on the issues within the tab.



Microsoft Teams conversations are threaded so users can reply directly in-context to specific conversations. Intense in moments of work flurry, these channels also see a fair amount of levity with GIFs and emojis that makes working together fun!



Raising a Pull Request

Developer

Scenario Walkthrough

With coders sending their iterations for testing, it is the team's job to review and report any bugs. After the Tech Lead's feedback, the Developer collaborates with his colleagues and raises a Pull Request to create an error-free, functional code for Contoso's internal IT portal. Microsoft Teams helps him connect with his team and work to fix the issues.

- Receives a notification when he is mentioned in a conversation.
- Receives a bug report by the Tech Lead, informing her of conflicts in the codes.
- Raises a Pull Request using Azure Repos to alert other team members to review the coding scenario.
- Collaborates with team members to update and merge the codes from their ends.
- Gets notified when any changes are made to codes in a repository that he has created.

How did Microsoft Teams help the Developer execute his roles and responsibilities?

- Native features like video conferencing and group chat make it efficient and convenient for the team to work collaboratively on an issue.
- Azure DevOps shares a bug report with in-detail information about the conflict with the exact location of the same.
- Using Azure Repos, manage the Pull Requests and merge the codes when the changes are made.

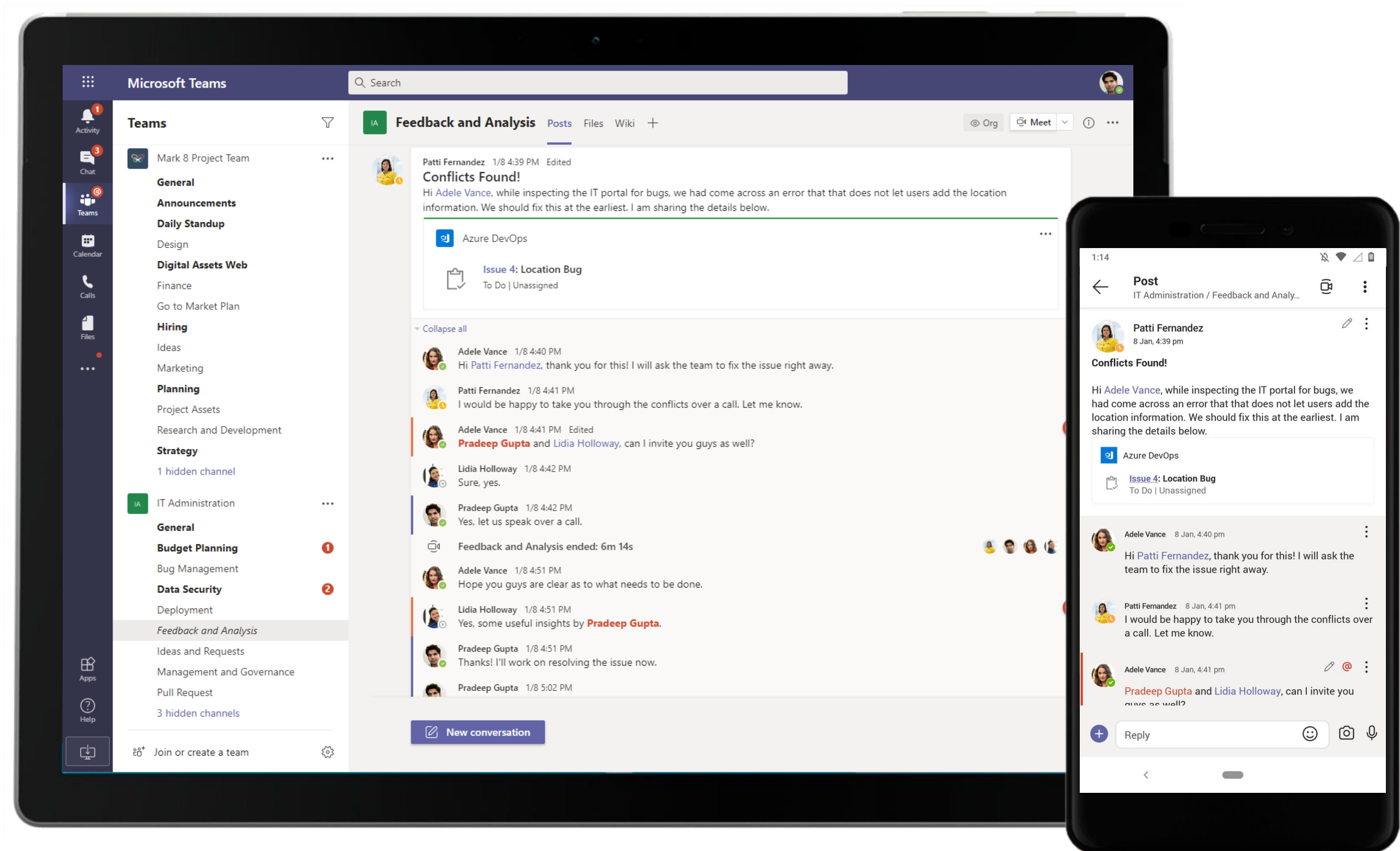
Which app integrations on Teams made it possible?



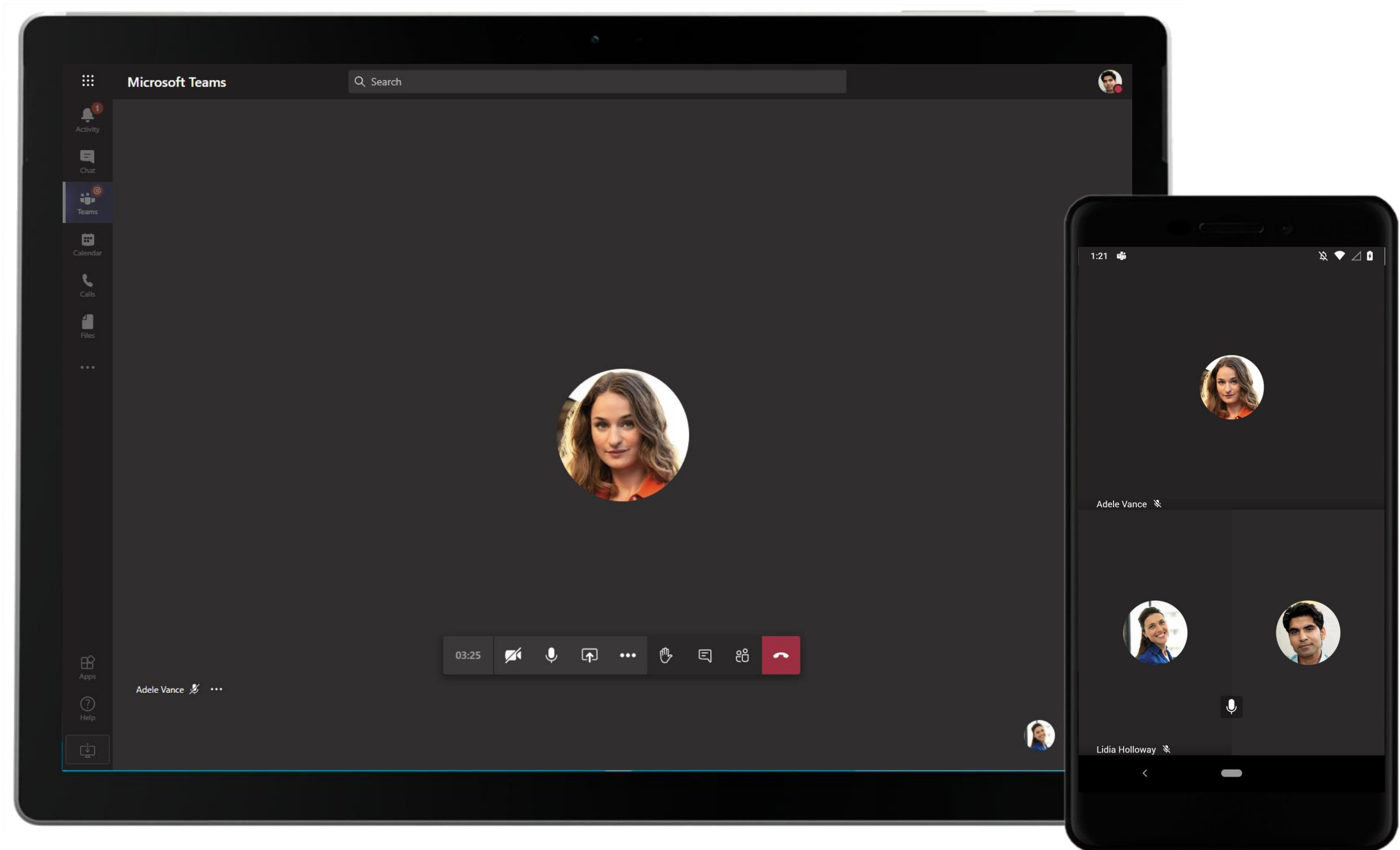
Azure DevOps



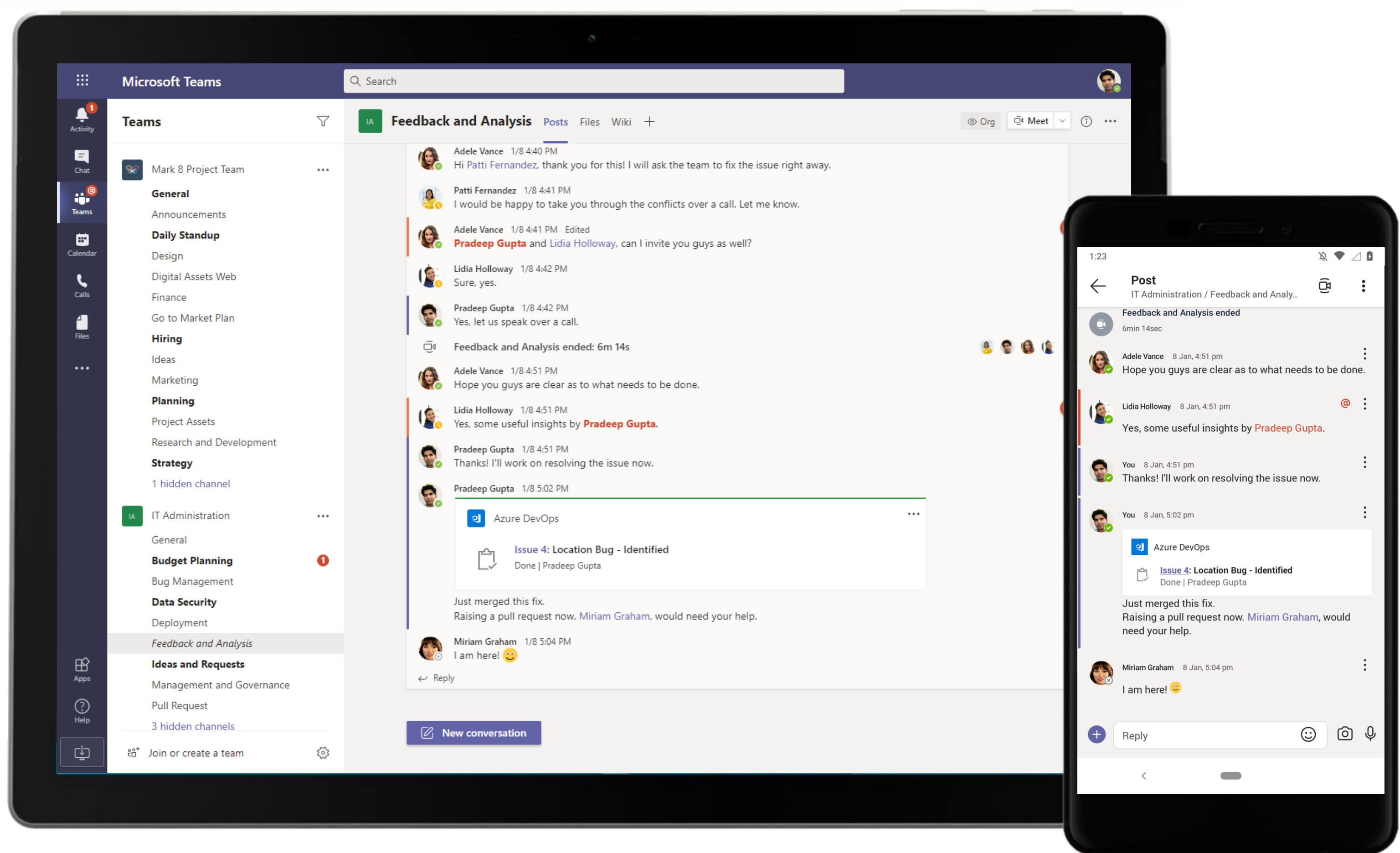
Azure Repos



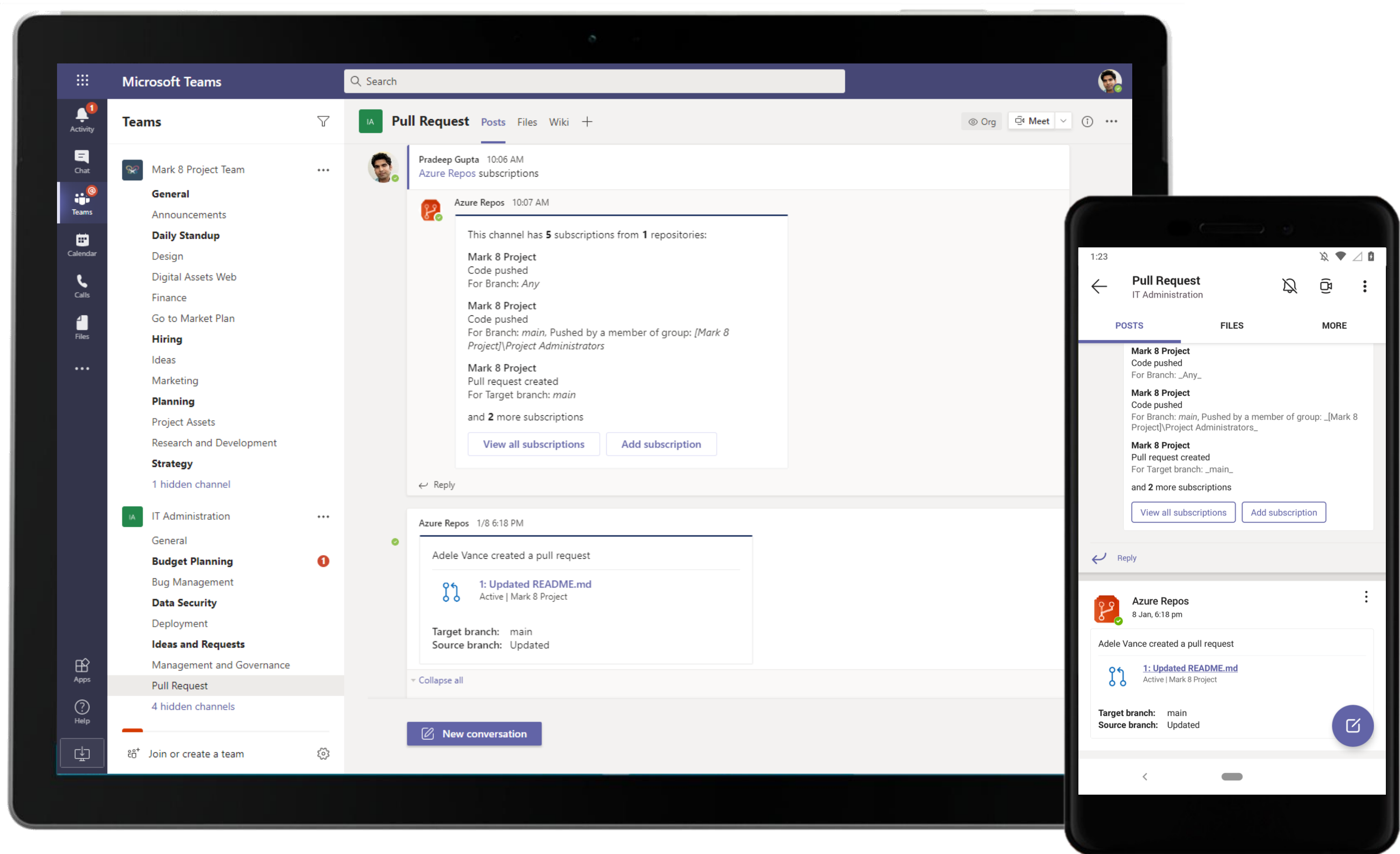
Monitor, plan, and collaborate on work with Azure DevOps in Microsoft Teams. The Tech Lead informs the team about a bug using Azure DevOps.



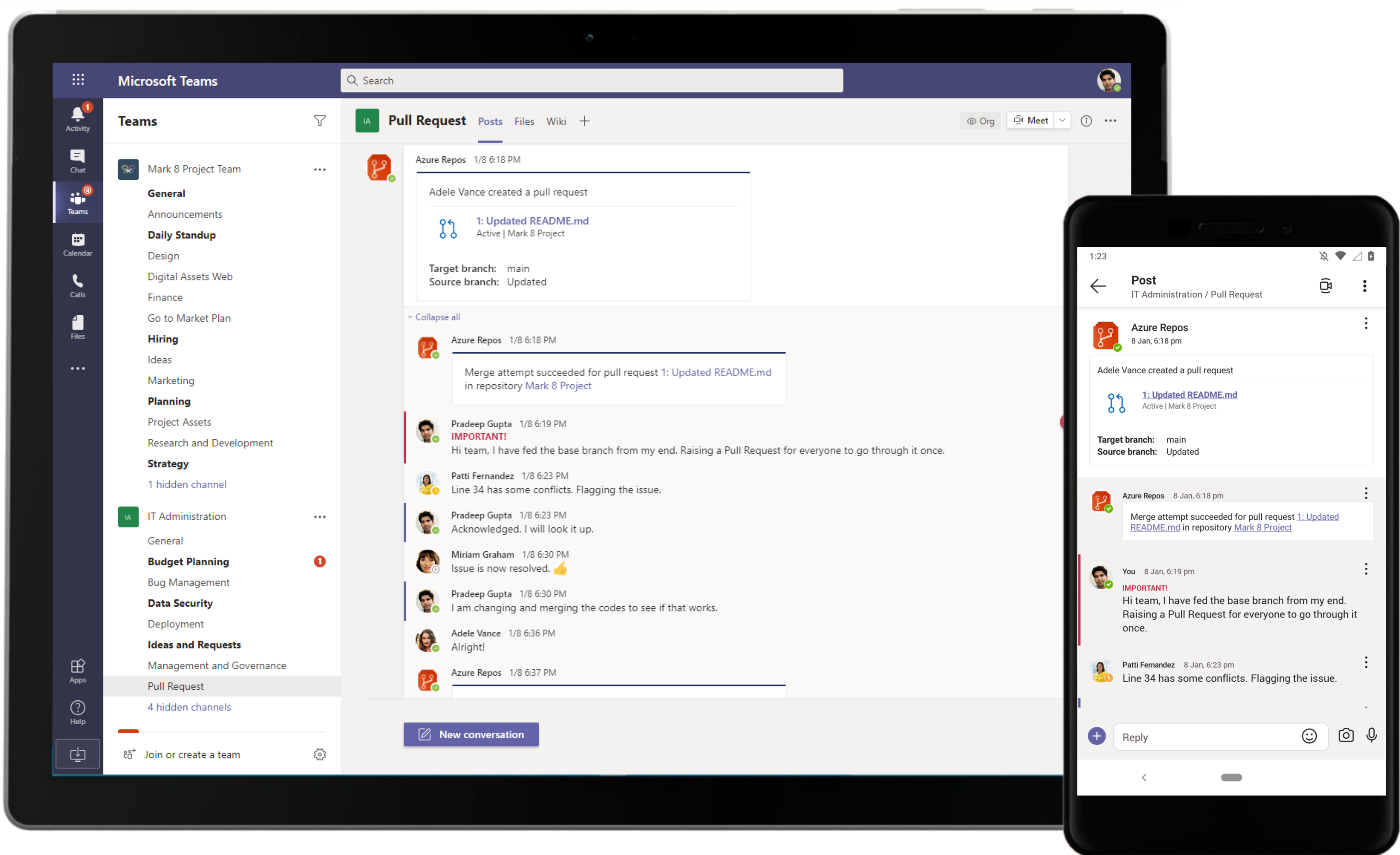
Meetings can either be scheduled or triggered instantly (using Meet Now). The IT team meets on Teams which persists any conversations and decisions taken during the meeting for easy future reference.



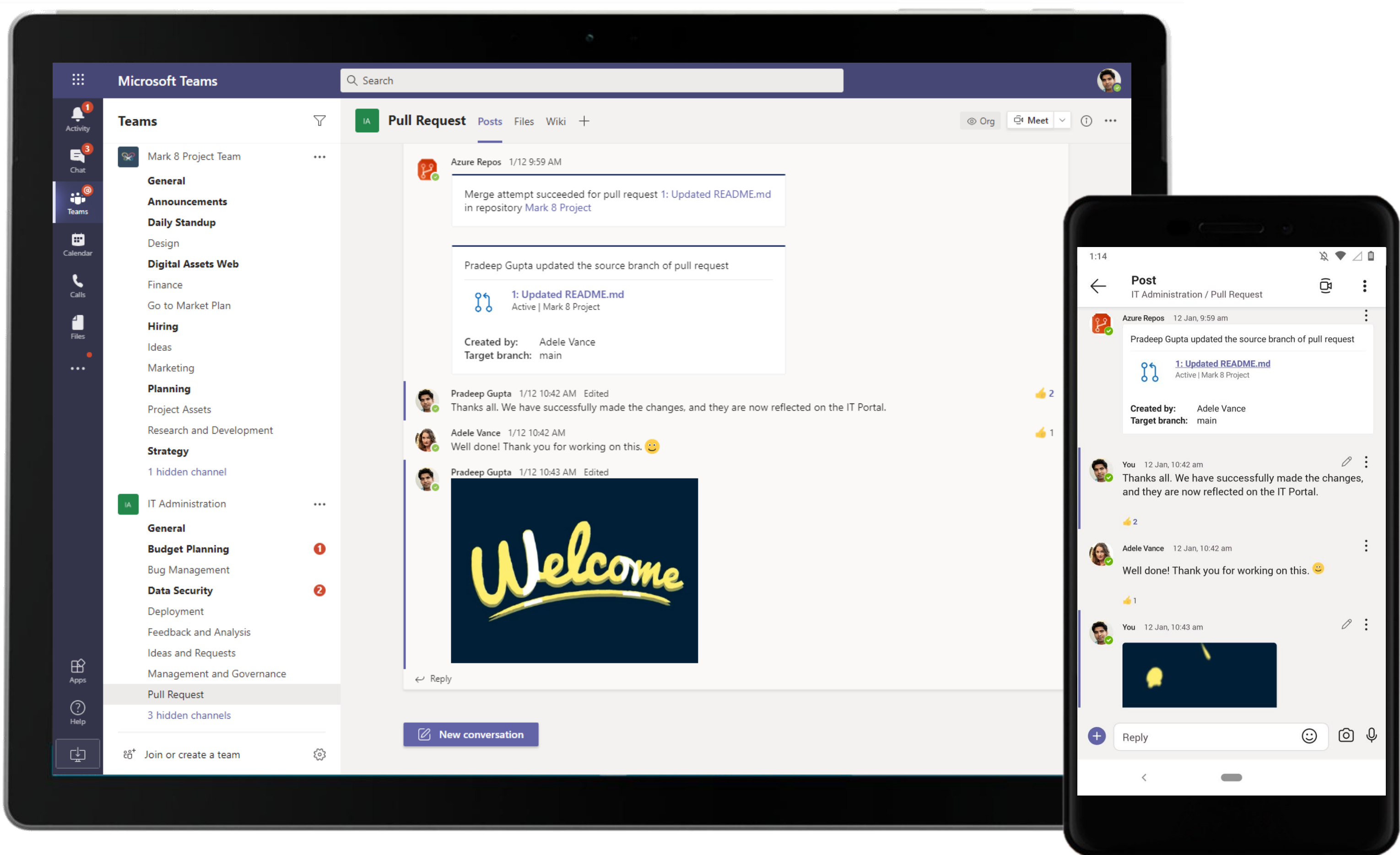
Collaborate with your team through channel communications using @mention to tag required personnel and keep conversations around the topic in a single thread.



Monitor pull request activity in your Azure Repos repository with Azure Repos. It allows you to monitor activities in your repositories, search and share pull requests with your colleagues and get previews of pull requests using URLs right inside Teams.



Chat with the app to ask questions and find info with Azure Repos in Microsoft Teams. Insert content from the app directly into messages. The team collaborates over the pull request after the Developer raises the PR.



Channel conversations are a great way to track the process as they can contain everything related to the project: discussion threads, files, and meeting notes. The Developer closes out the conversation once the conflicts are resolved and the PR is merged successfully.



Managing Cybersecurity Risks

IT Lead

Scenario Walkthrough

Ensuring the security of protection of the network and assets within Contoso is among the IT team's most critical responsibilities. A Systems Analyst notices a spike in the number of cyberattacks after a significant workforce percentage began working remotely and brings it to the IT Lead's notice. The IT Lead then leverages Microsoft Teams to coordinate with others within the team and create a sound plan of action to keep cyber risks at bay by evaluating their existing safety measures, identifying gaps, and building a secure framework.

- Receives an update about an increase in cybersecurity threats from the analyst via 1:1 chat.
- Schedules a meeting on increasing cybersecurity, shares relevant documents and configures a tab to track tasks via Asana.
- Captures collaborative notes and adds visual comments during a channel meeting using OneNote.
- Leverages meeting extensibility features to create and assign tasks during the meeting via Asana
- Summarizes the team's findings and feedback in a Word document.
- Communicates the new policy rollout and shares quick security tips with all employees via Communities.

How did Microsoft Teams help the IT Lead execute his roles and responsibilities?

- Integrated Microsoft applications Word and PDF allow quick access to notes, documents, and reports right within Microsoft Teams.
- Asana helps create, assign and track new tasks right within a Teams meeting.
- Drive engagement in your organization through Yammer communities.

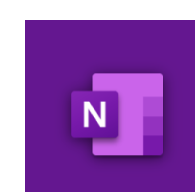
Which app integrations on Teams made it possible?



Asana



Word



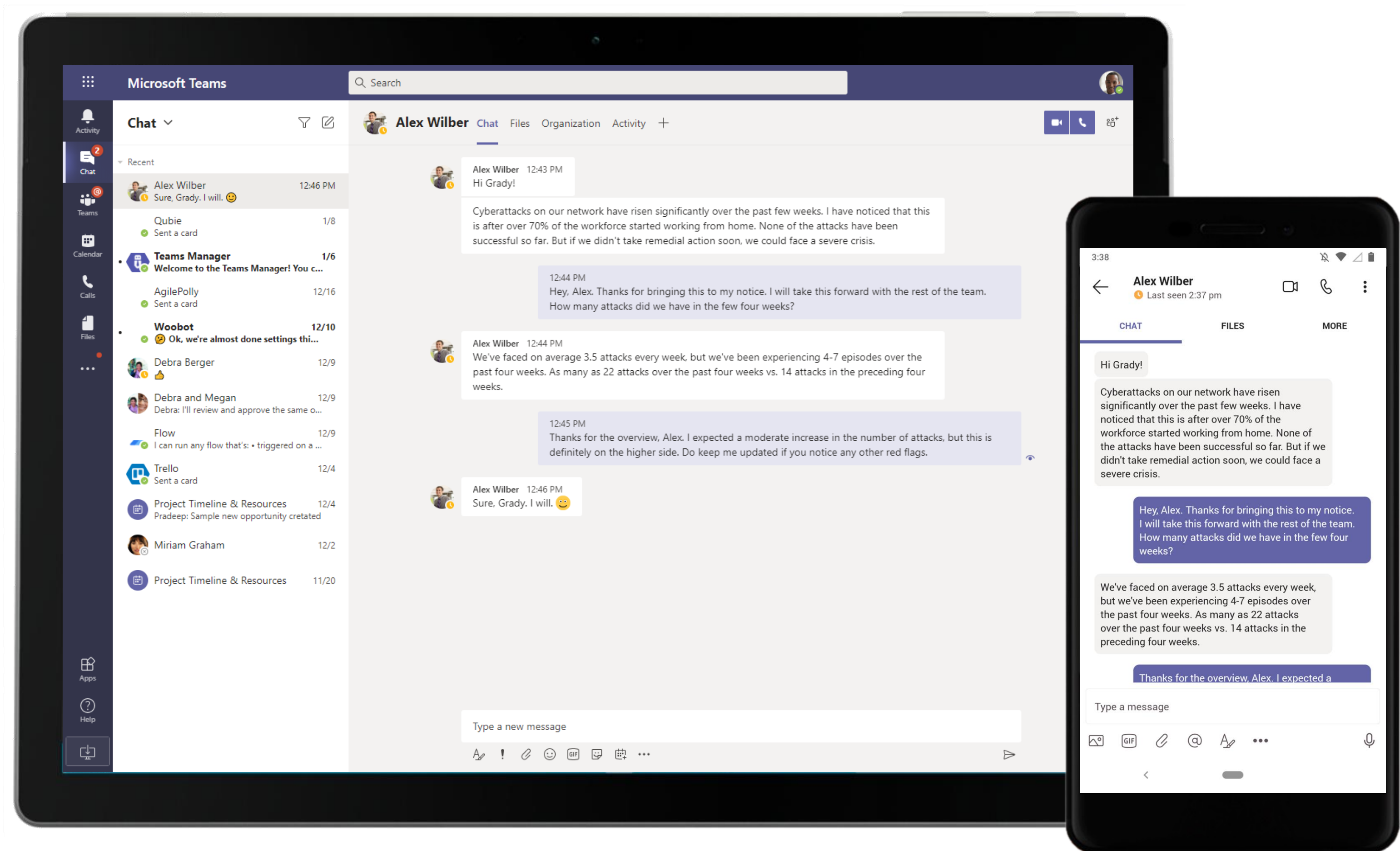
OneNote



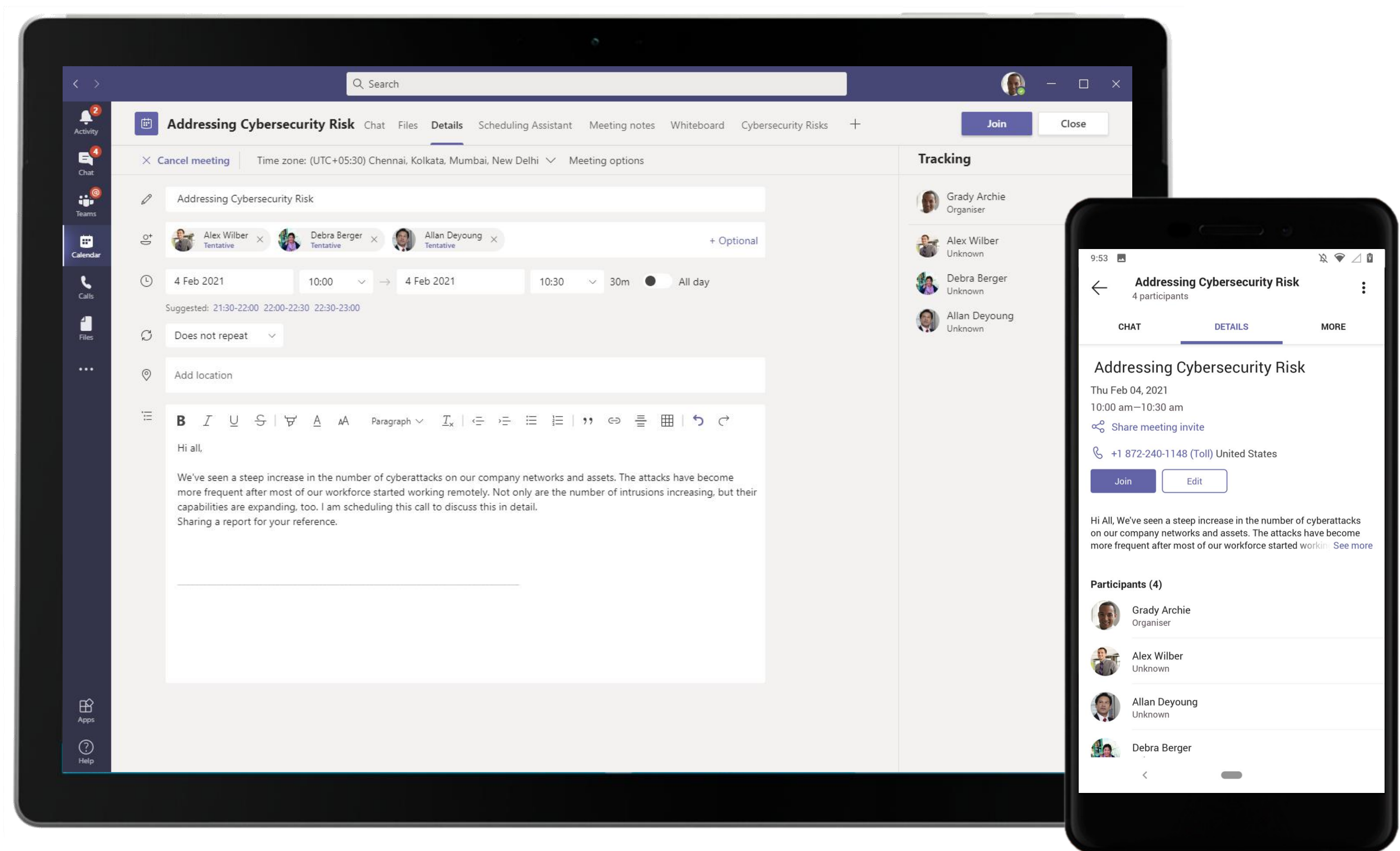
PDF



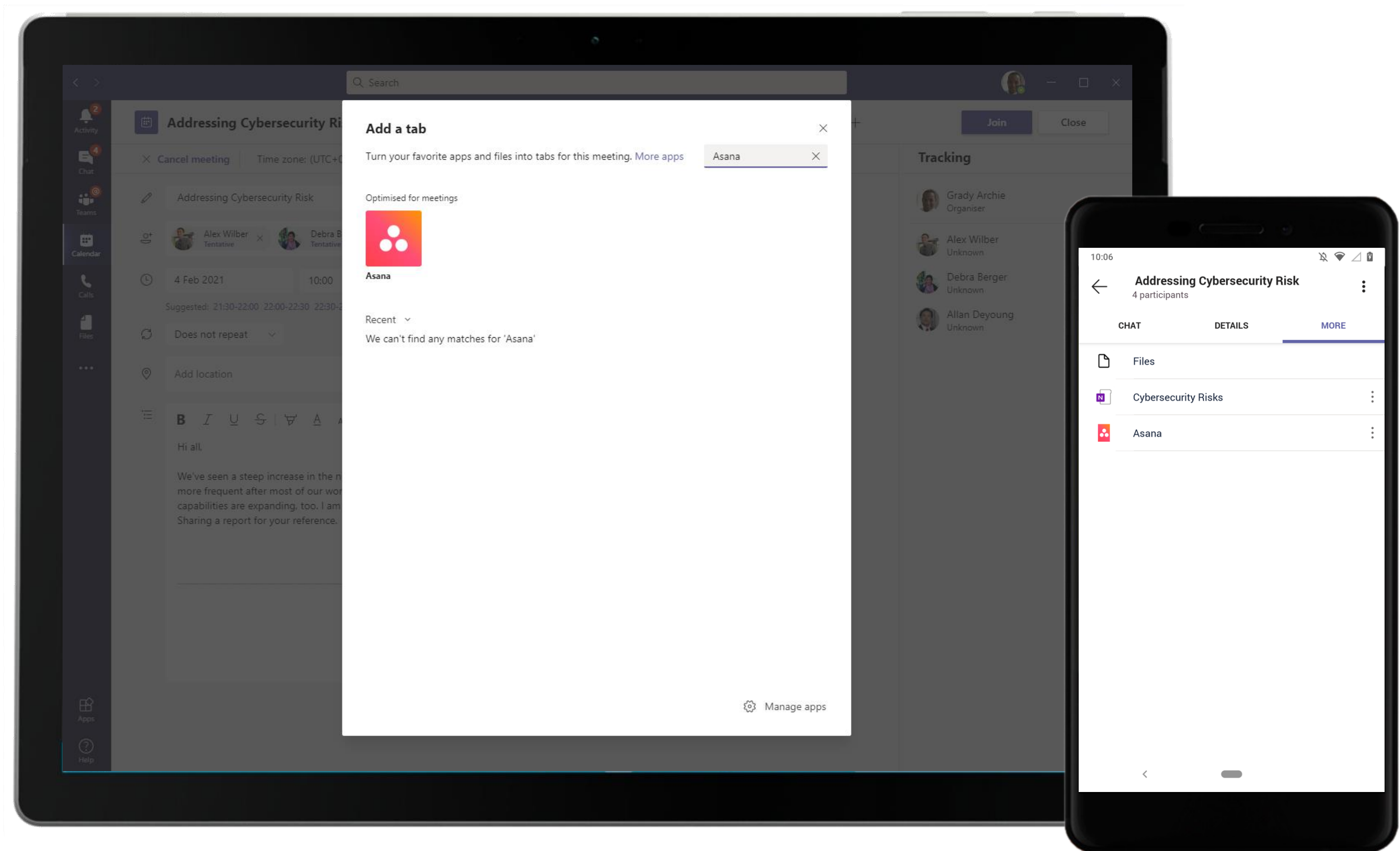
Communities



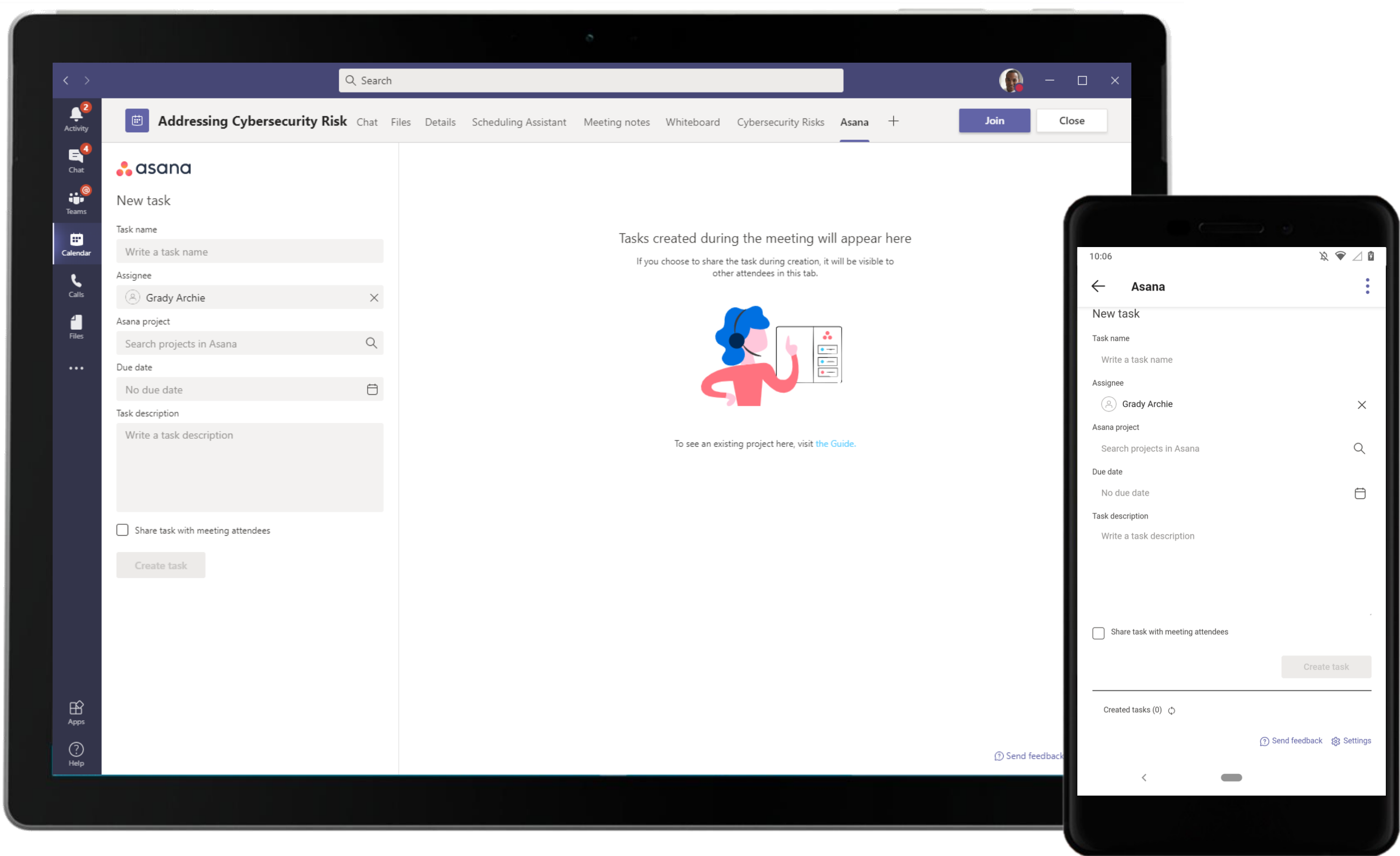
Quickly reach out to and chat with co-workers. Take conversations offline from channels for 1:1 discussions. The Systems Analyst alerts the IT Lead over the increased number of cyberattacks.



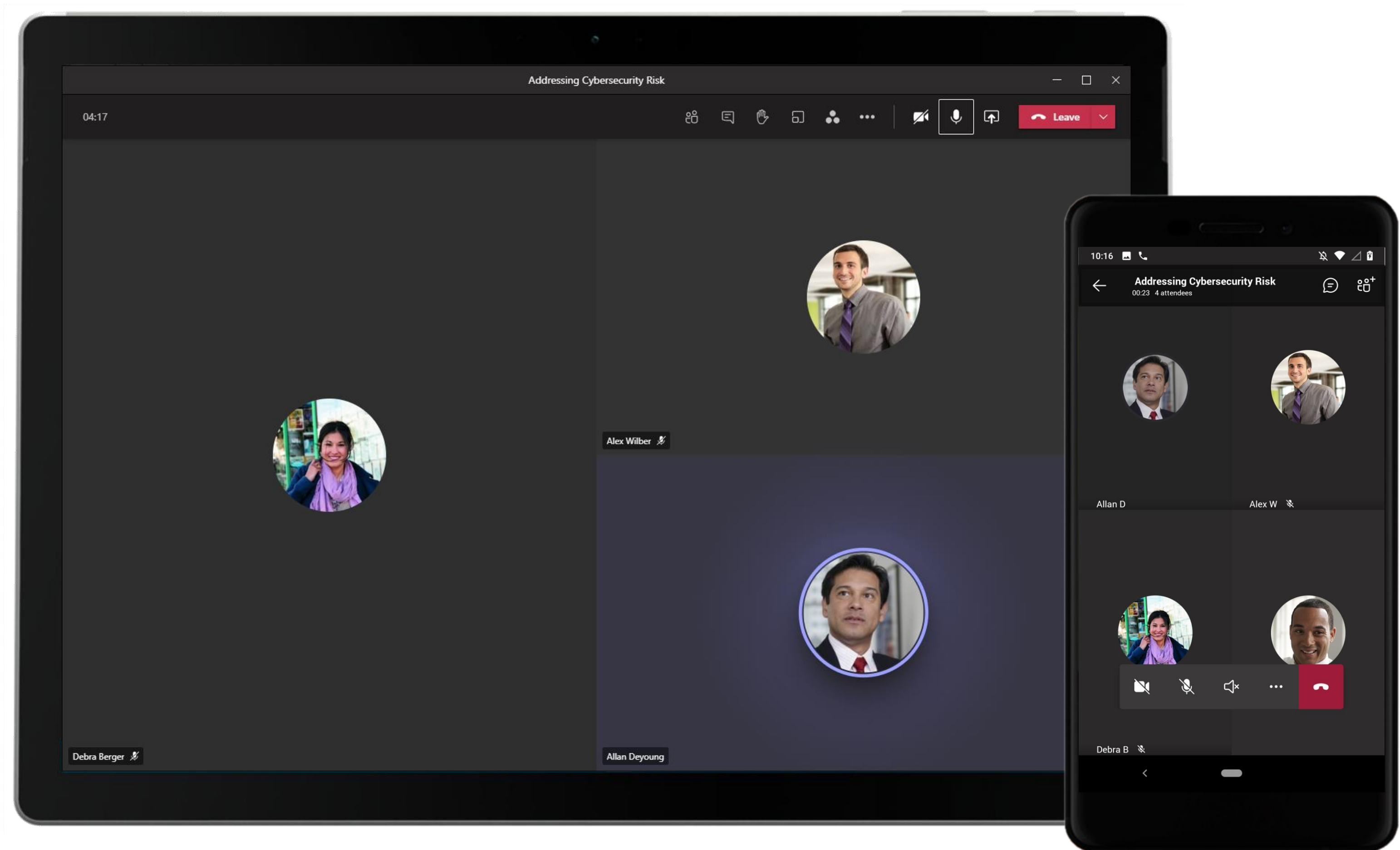
Complete meeting solutions in Teams support screen sharing, recording, video and audio conferencing. Scheduling Assistant feature suggests times that are optimal for all attendees.



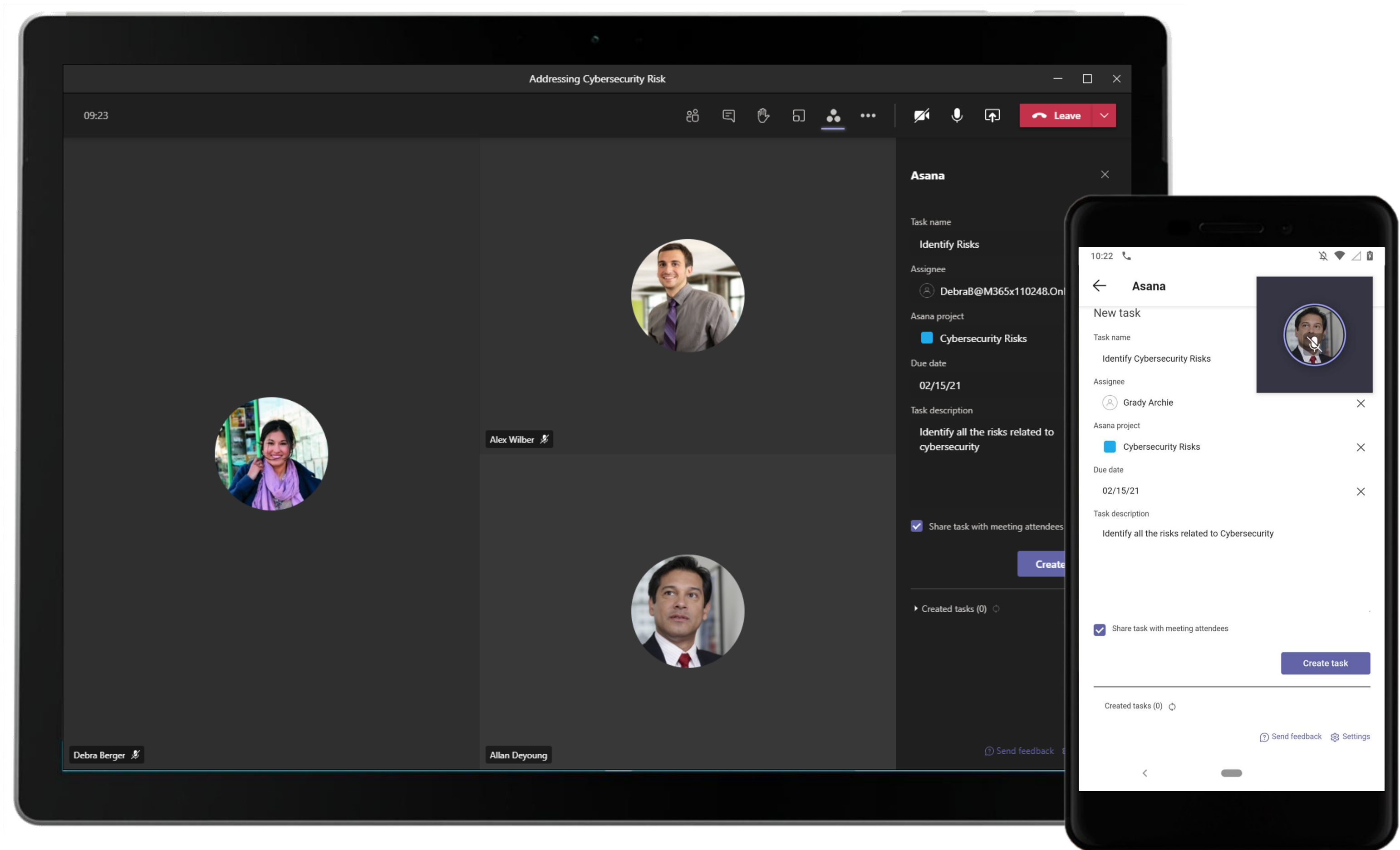
Turn your favorite apps and files into tabs for a meeting for productive discussions. The IT Lead configures an Asana tab for the meeting on Cybersecurity Risks.



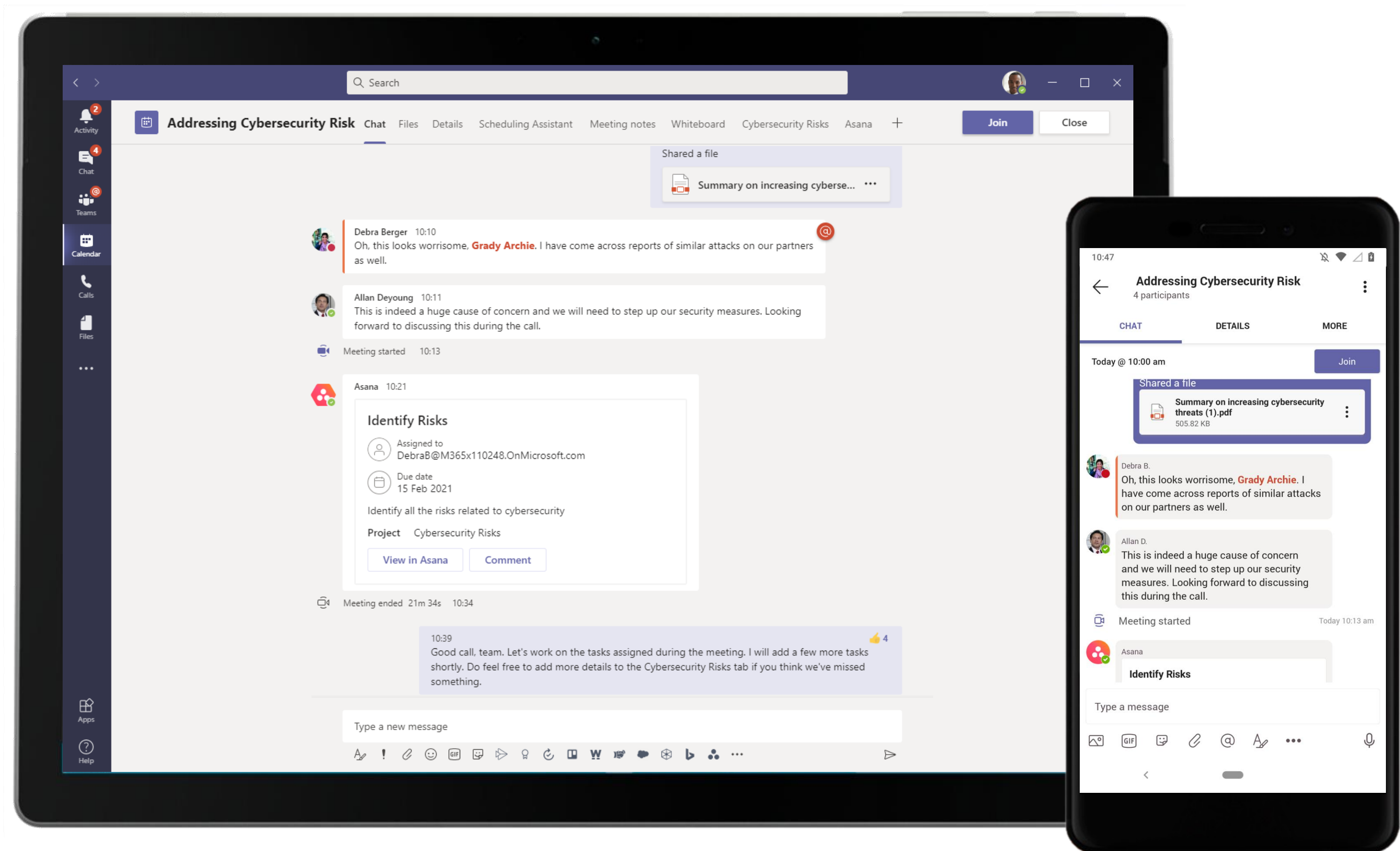
Use Asana as a meeting tab to create, assign and manage tasks before a meeting so that everyone is on the same page on what needs to be done.



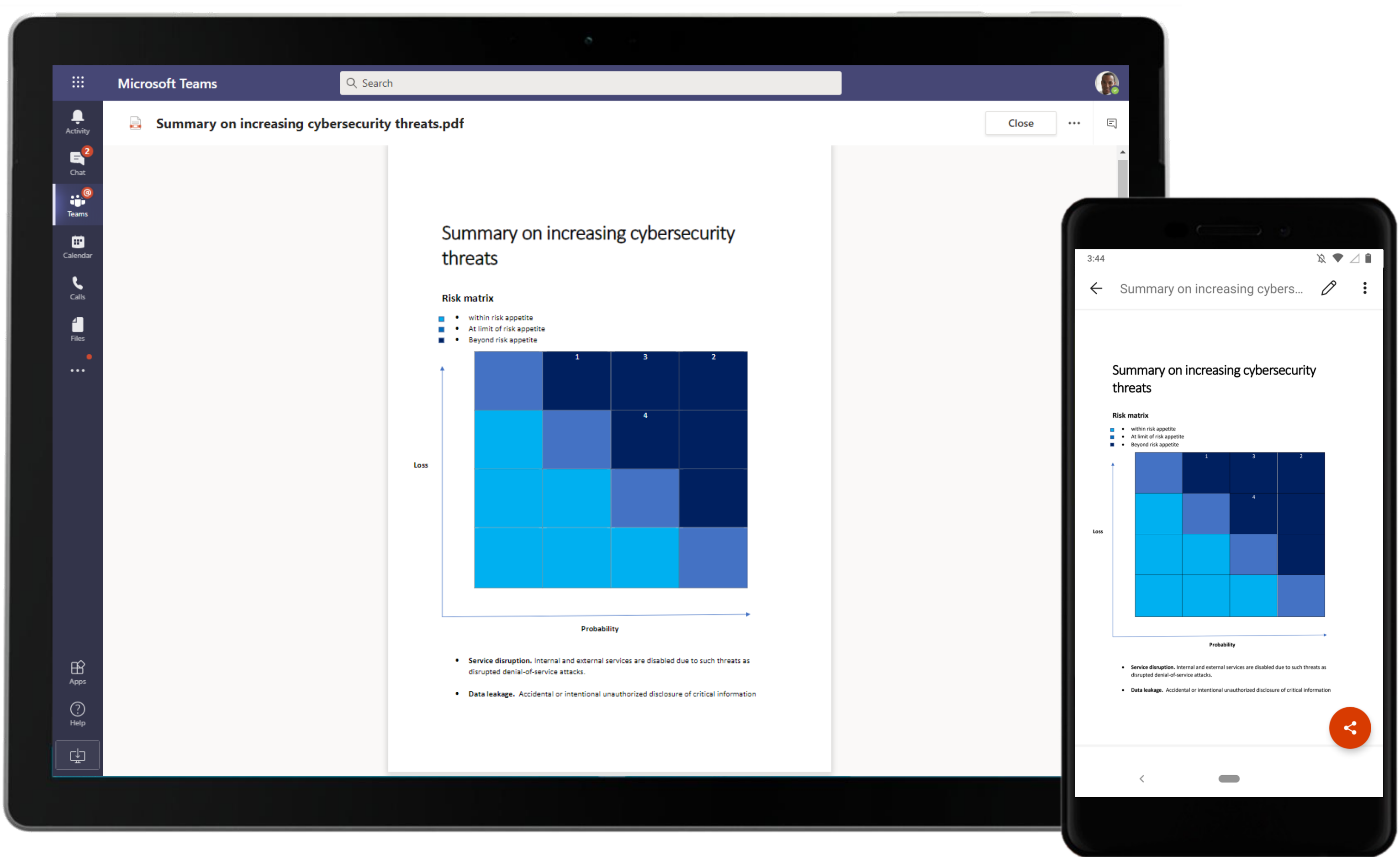
Hold calls with your team members with enterprise grade security in Microsoft Teams. You can schedule a group call with multiple members for collaborative and productive discussions.



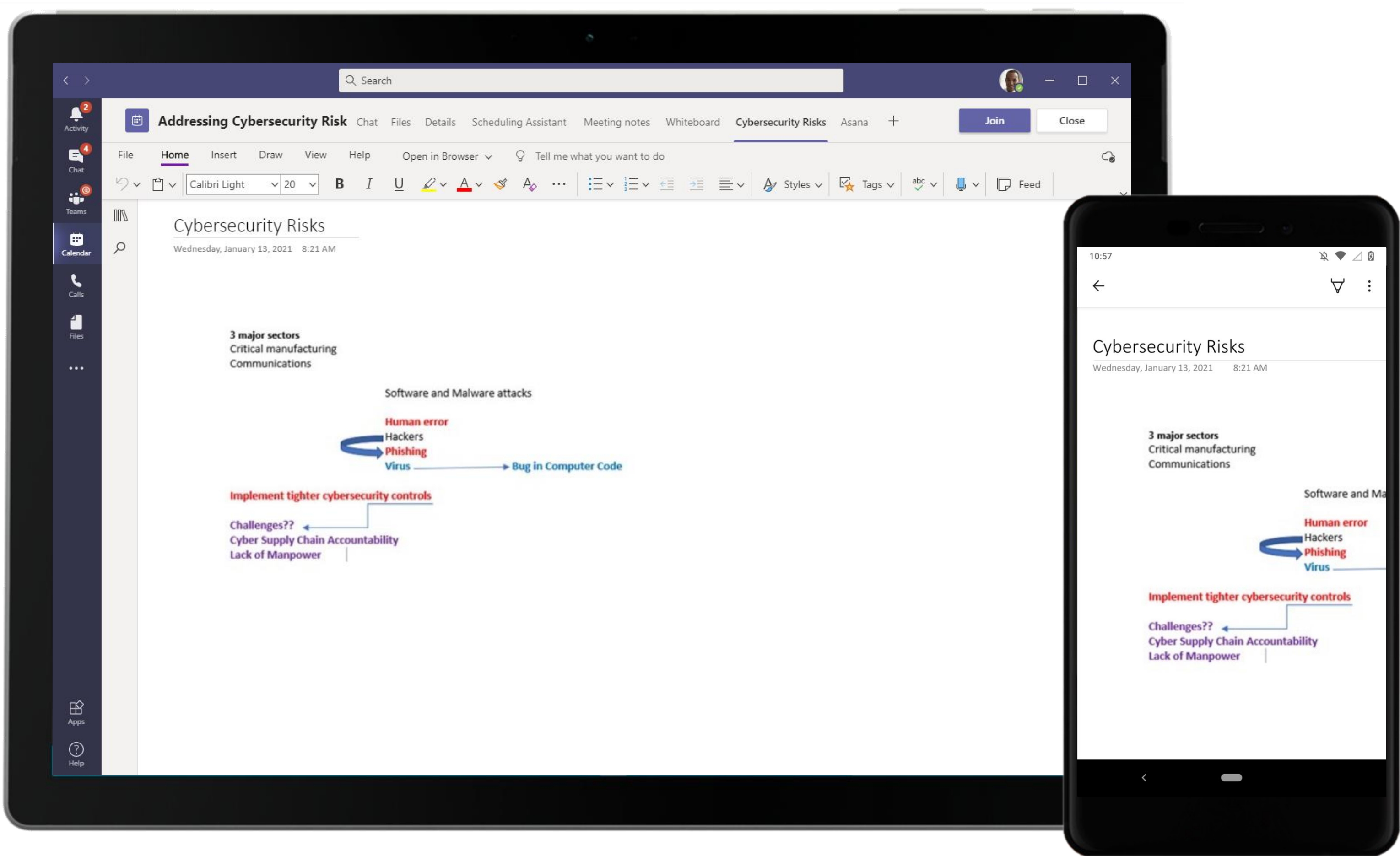
Asana in meetings allows you to create and assign tasks without leaving the meeting interface for everyone to be on the same page. The IT Lead discusses the plan of action and accordingly assigns tasks during the meeting.



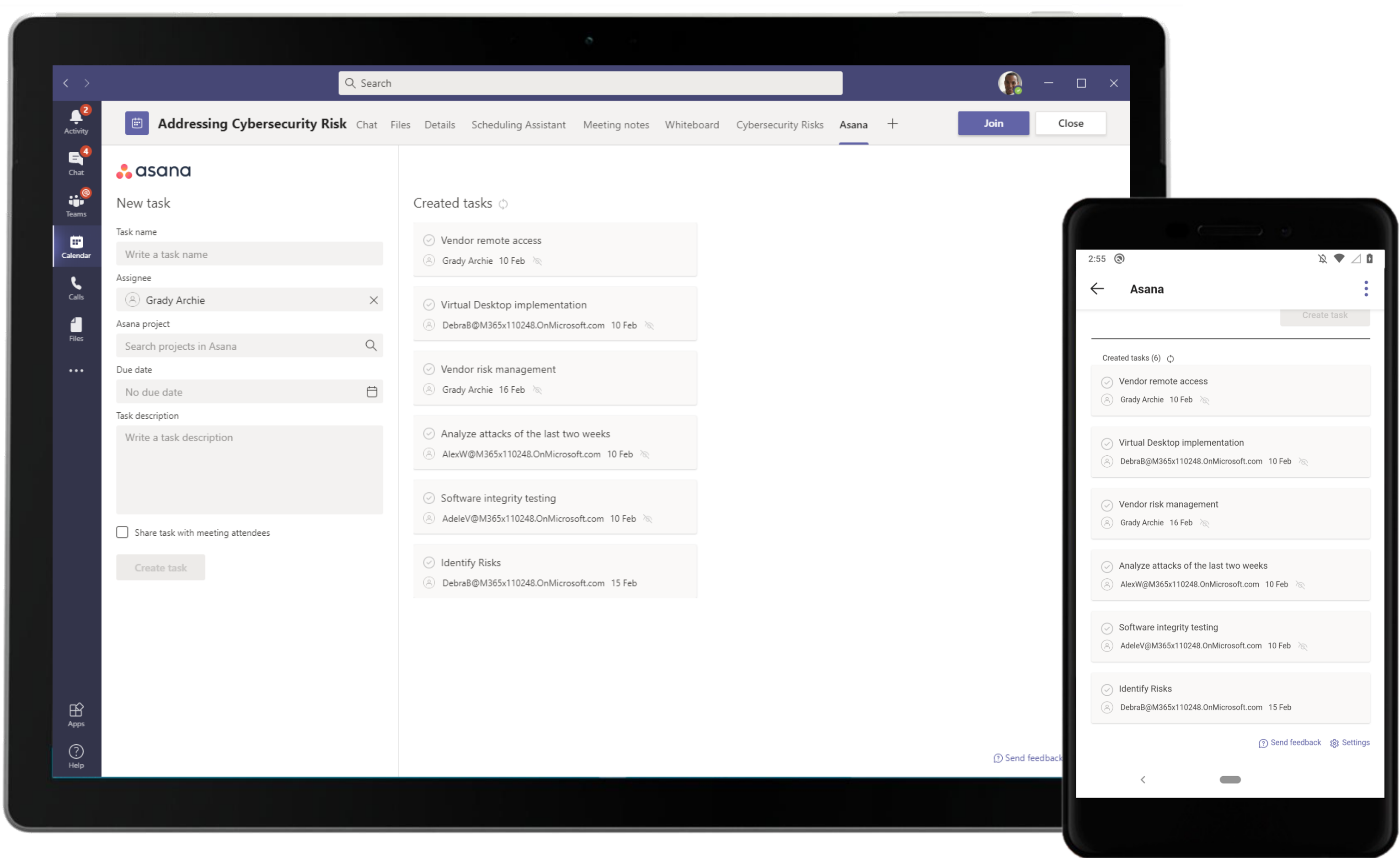
Share files, discuss updates and get notified of tasks created during the meeting within a meeting chat. The meeting attendees can view the PDF document shared and messages posted within the meeting chat.



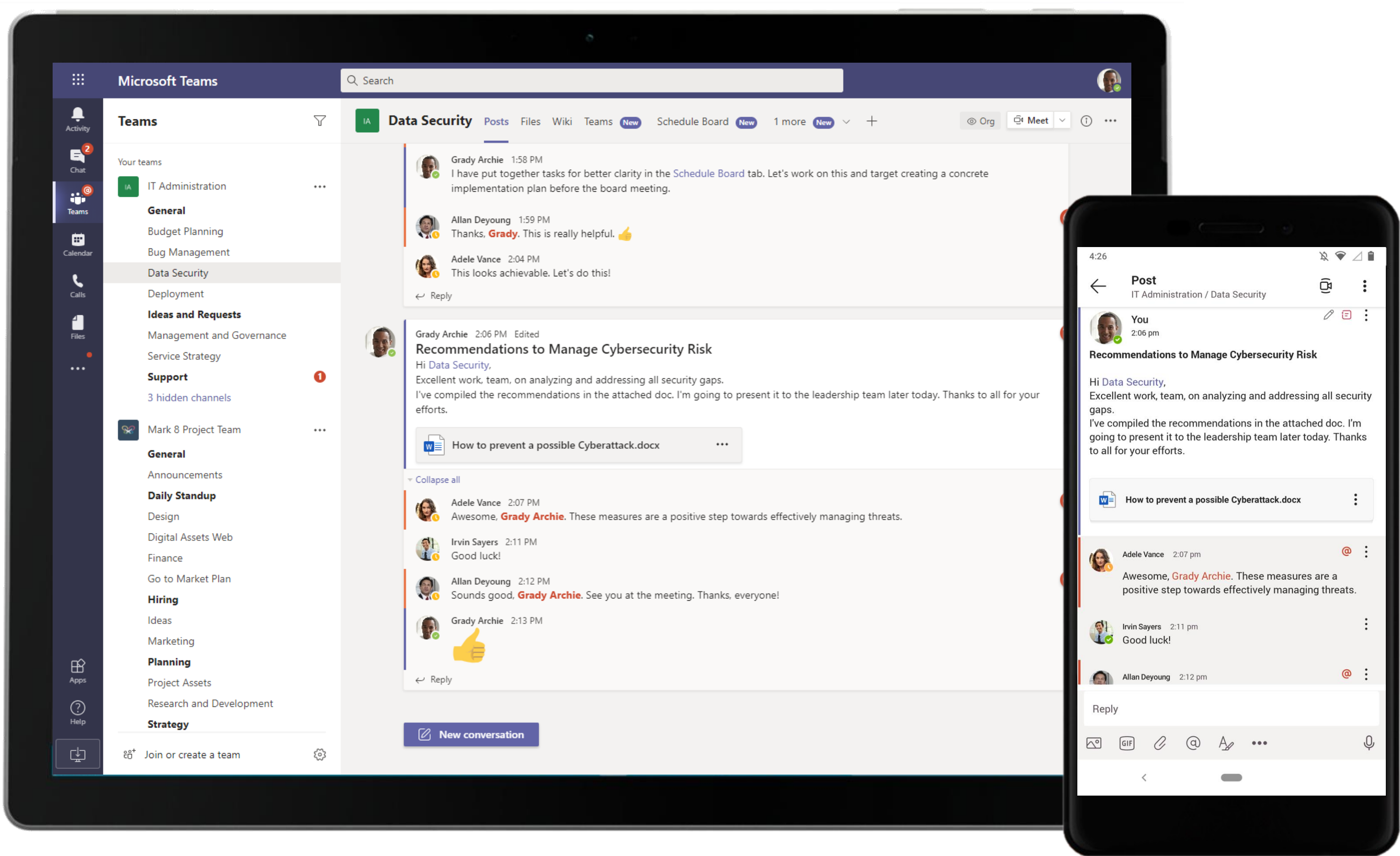
Integrated Microsoft applications Word and PDF allow quick access to notes, documents, and reports right within Microsoft Teams. The IT Lead shares a summary of increasing cyber threats using PDF.



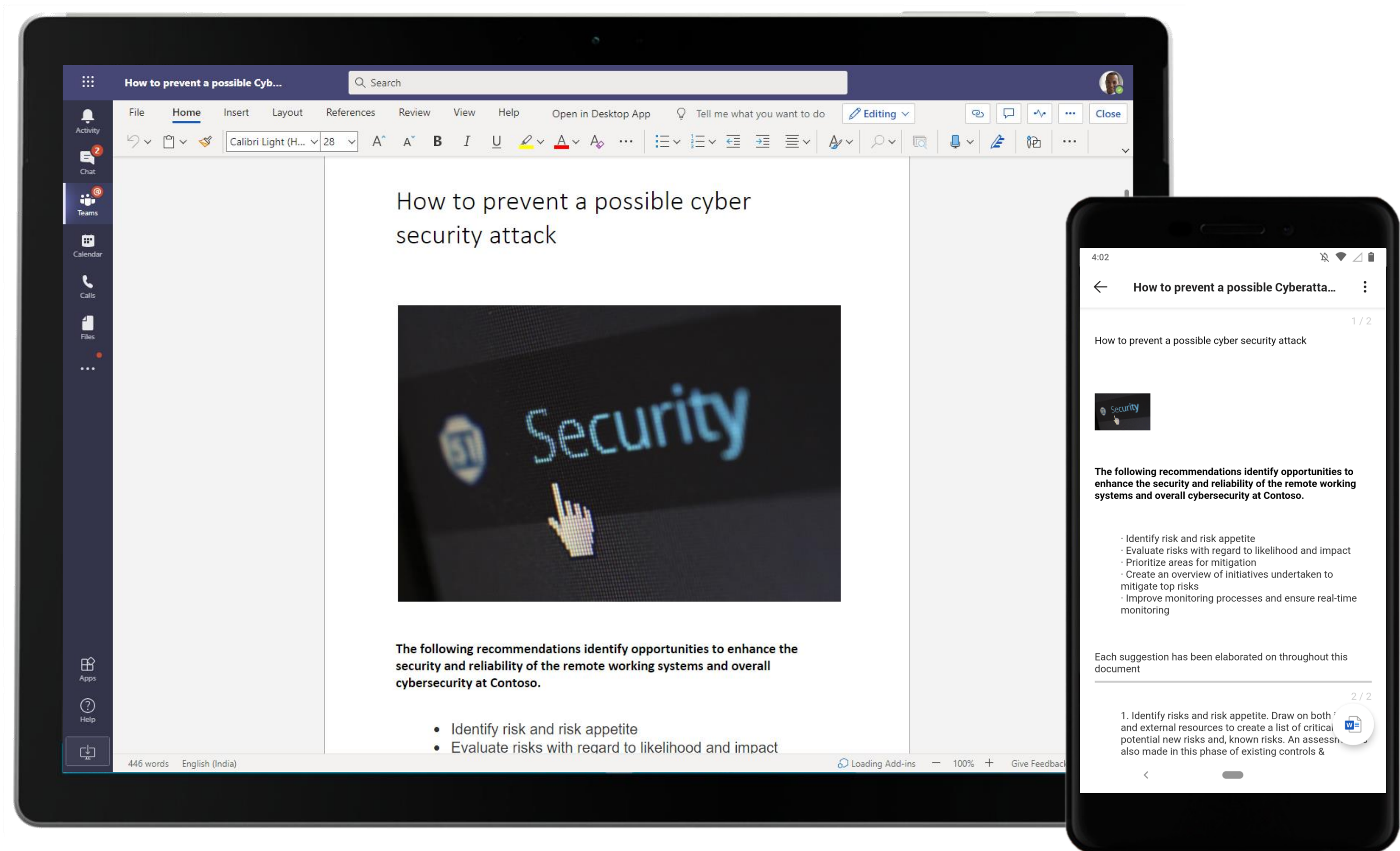
OneNote is great place to brainstorm and share notes before, during, and after a Teams meeting.
The IT Lead uses OneNote to discuss the potential cybersecurity risks.



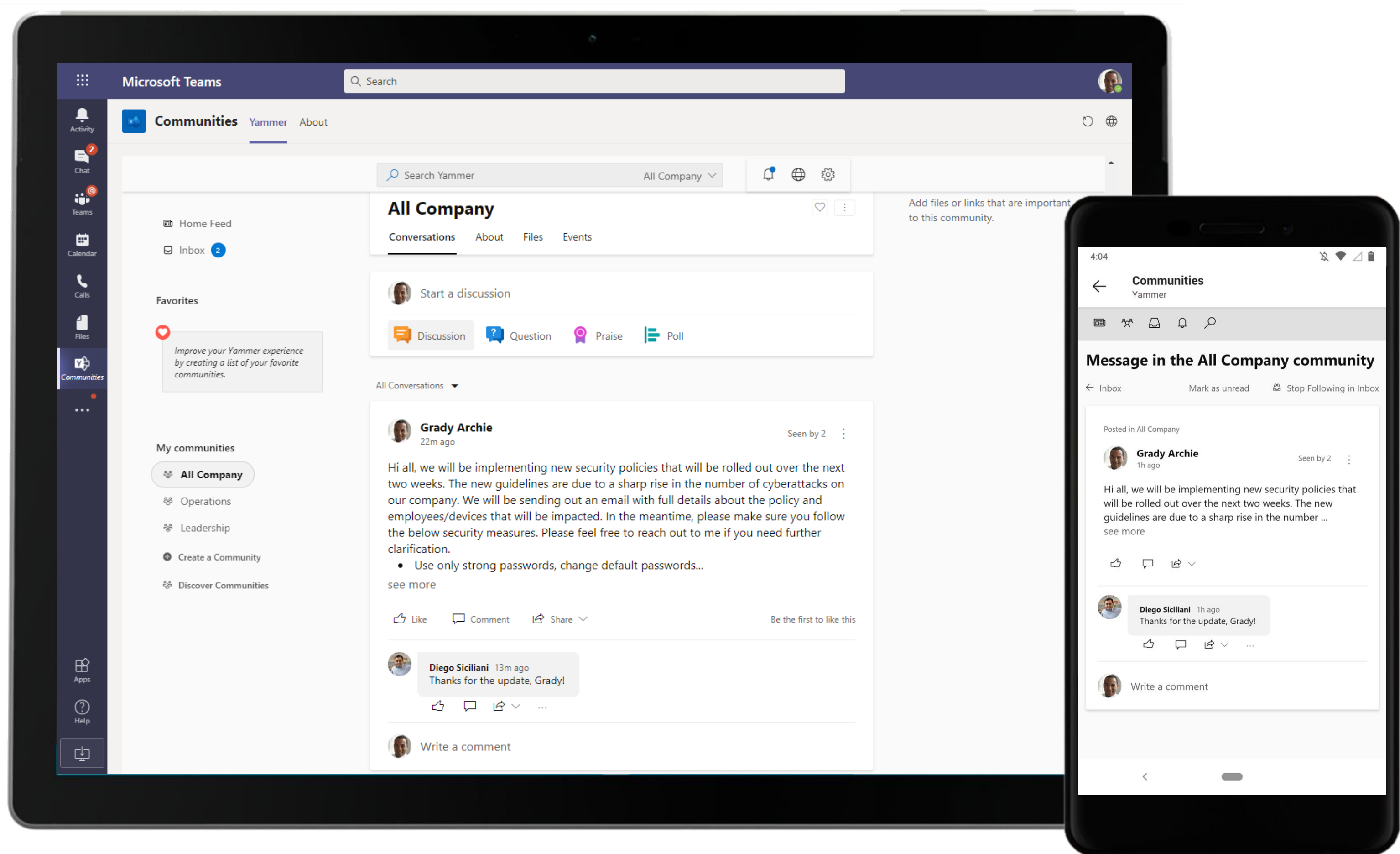
View tasks created during the meeting and assign more tasks within an Asana meeting tab. The IT Lead views tasks assigned during the meeting to get a visual overview of the way forward.



Microsoft Teams conversations are threaded so users can reply directly in-context to specific conversations, while keeping relevant discussions and files grouped together.



Enjoy powerful document creation and editing with the complete canvas and toolset of Word right inside Teams. Collaborate on team documents easily store them in Files for each channel.



Communities enable people to share knowledge, ask questions, get answers, and build relationships across teams and organizational silos. The IT Lead updates the organization about the new security policies that the teams must follow.

Ready to extend support?

aka.ms/goTeams 

