

# MS Teams Policy and Guidance

This document represents the acceptable use of Microsoft Teams at the University of Wolverhampton.

## Creation of a Team

---

### Requirements of a Team

The following definitions can provide guidance to understand what we determine the requirements of a Team are;

*“A team is a collection of people who gather together around a common goal. Channels are the collaboration spaces within a team where the actual work gets done.”* Microsoft (2019) *Create your first teams and channels in Microsoft Teams*. Available at: <https://docs.microsoft.com/en-us/microsoftteams/get-started-with-teams-create-your-first-teams-and-channels> (Accessed: 10 March 2020).

*A team is designed to bring together a group of people who work closely to get things done. Teams can be dynamic for project-based work (for example, launching a product, creating a digital war room), as well as ongoing, to reflect the internal structure of your organization (for example, departments and office locations).* Microsoft (2019) *Overview of teams and channels in Microsoft Teams*. Available at: <https://docs.microsoft.com/en-us/microsoftteams/teams-channels-overview> (Accessed: 10 March 2020).

Taking into consideration the definitions above from Microsoft;

- A new Team should be created when there is a unique group of people to collaborate over a sustained period of time.
- A Group chat is recommended for shorter term collaboration requirements.
- Where a group of people already exist together in an existing Team site it is recommended to setup a new channel within the said existing Team.

### Owners

A team can have from 1 up to 100 owners however Microsoft do recommend to have at least a few owners per Team to help making the Team manageable. This also aids in a scenario where a Team has one owner and they leave the organisation which results in an orphaned team.

The following table provides a guideline on how many owners a Team should have based on the membership;

Owners	Team Membership
1	2 – 5 members
2	5 – 100 members
3	100 +
4	200 +

If a person leaves the organisation who is an Owner of an existing Team, they are responsible for delegating another suitable Owner. This should be done in an informed and agreed manner before the delegated user is assigned the role of 'Owner'.

Please see Roles and Responsibilities section for further information.

## Naming Convention

A Team name can be anything, however the description field should indicate; purpose of the team & Owners.

### Advantages

- By having a consistent naming convention aids users to find the correct Team, it helps to understand its purpose and avoids a situation where we would have 15 Teams with the same name.
- Communicating the privacy of a Team name will help users understand the kind of data that should be stored in a Team and if a Team is accessible to Guest Users.
- Administrators understand the ownership of a Team when it is archived.

### Disadvantages

- If a naming convention is enforced how do we as an organisation ensure users would follow the guidance provided.
- Names of Teams may not be reflective of the purpose of the Team itself.
- Enforcing a naming convention could be viewed by users that Team is another tool with barriers.

## Classifications

There are four classifications of a Team that can be set upon creation, the below table provides an overview of each classification which will help determine the type of Team that is required;

	Class	Professional Learning Community (PLC)	Staff	Other
Description	Teachers and students collaborating on group projects, assignments, and more.	Educators collaborating within a professional learning community. <b>Examples:</b> academic department, grade band, or group working on a shared goal.	Staff leaders and staff members collaborating on school administration and development.	Students and school employees collaborating in interest groups and clubs.
Team owners & team members	Teachers are team owners and add students as team members.	Educators form the team and other educators join the team.	Staff leaders are team owners and add staff members as team members.	Any combination of students and school staff can form a team and add members.
Permissions	Teachers moderate student conversations and who can post where. Students only have write permission in certain areas.	Educators share equal read-write permissions.	Staff leaders control posting settings. Staff members only have write permission in certain areas.	Team members share equal read-write permissions unless the team owner(s) alter the settings.
Features	Class Notebook Assignments Conversations Files Video and audio calls Chat (if enabled) Pinning new tabs with documents or sites like Microsoft Forms	OneNote notebook Conversations Files Meetings Video and audio calls Chat (if enabled) Pinning new tabs with documents or sites	Staff Notebook Conversations Files Meetings Video and audio calls Chat (if enabled) Pinning new tabs with documents or sites	OneNote notebook Conversations Files Meetings Video and audio calls Chat (if enabled) Pinning new tabs with documents or sites
Educational goals	Assign, track, and review student work Export grades Collaborate and communicate in the classroom Make announcements Administer quizzes and polls Work in student groups Share and organize rich content Invite virtual experts into the classroom	Collaborate in professional learning communities Communicate Make announcements Share work Organize virtual or face-to-face meetings Work in smaller groups Share and organize content	Oversee professional development, staff, and administrative goals Communicate Make announcements Share content and progress reports Work in smaller groups Organize virtual or face-to-face meetings	Collaborate and communicate with team members Make announcements Share content Organize virtual or face-to-face meetings Work in smaller groups

Table export from Microsoft (2019), Choose a team type to collaborate in Microsoft Teams. Available at:

<https://support.office.com/en-us/article/choose-a-team-type-to-collaborate-in-microsoft-teams-0a971053-d640-4555-9fd7-f785c2b99e67> (Accessed: 11 March 2020).

## Roles and Responsibilities

---

There are primarily two roles within a Team – Owner & Member. By default when a Team is created by a user they are automatically given the role as an Owner. There are 3 types of Team Members – Member, Guest and External.

### Owners

An owner is able to;

- Rename or delete the team
- Add, rename and remove channels
- Add tabs, connectors and bots

An Owner is **responsible** for the following;

- Adding or removing members, guests, externals.
- Ensure there are sufficient active owners for the specific Team site depending on size of team.
- Ensure appropriate use of apps, connectors and bots.
- Ensure that data and sharing of information on a Team site is in compliance with the University's GDPR policies and regulations.
- Ensure that chats within Teams are used in an appropriate manner and follow the Universities policy on appropriate communication.
- Responsible for setting an expiration date when it's known or deleting the Team when it is no longer required.
- Responsible to transfer any documents or data that reside on an inactive Team site which are still required.
- Ensure that Private channels are created where appropriate

### Members

A Member is able to;

- Add, rename and remove channels

A Member is **responsible** for the following;

- Ensure appropriate use of apps, connectors and bots.
- Ensure that data and sharing of information on a Team site is in compliance with the University's GDPR policies and regulations.
- Ensure their usage of chats is in an appropriate manner and follow the Universities policy on effective communication.

### Guests & Externals

- Ensure that data and sharing of information on a Team site is in compliance with the University's GDPR policies and regulations.
- Ensure their usage of chats is in an appropriate manner and follow the Universities policy on effective communication.

## Administration

---

### Teams Lifecycle Maintenance

The default is that Owners should be deleting the team when it is no longer required. As administrators Digital Services will be monitoring inactive teams, the Owners of any inactive teams identified will be contacted to confirm deletion. If no response has been received from the Owners, Digital Services will then archive the team within 30 days. After a further 60 days, the Team will be deleted permanently.

Inactive Teams can be restored, restoring a Team site restores the group and all of its resources. A Team site is retained for 93 days. After 93 days Team sites are permanently deleted including lists, libraries, pages and any subsites.

### Policy Settings

#### Apps

All Microsoft, Third Party and tenant apps are allowed, however custom apps are not enabled. Apps can be added to team sites at Team Owner's discretion however Team Owners are responsible for the appropriate use of apps. Digital Services helpdesk are not able to support all apps and funding is not available for any apps that require paid subscriptions.

The Assignments app has been disabled in the current platform as the University's VLE choice is currently Canvas.

#### Guest Access

Owners will be able to add Guest users to a Team. Guest users will be able to access and utilise a Team as a member.

## Limits

This section provides an overview of some of the limits, specifications, and other requirements that apply to Teams

### Teams

	Feature	Maximum Limit
Teams and Channels	Number of teams a user can create	250
	Number of teams a user can be a member of	1,000
	Number of members in a team	5,000
	Number of owners per team	100
	Number of org-wide teams allowed in a tenant	5
	Number of members in an org-wide team	5,000
	Number of teams a global admin can create	500,000
	Number of teams an Office 365 tenant can have	500,000 <i>This includes any archived Teams</i>
	Number of channels per team	200 <i>This also includes deleted channels</i>
	Number of Private channels per team	30
	Channel conversation post size	Approximately 28KB per post <i>This includes message content, @mentions, number of connectors and reactions.</i>
Messaging - Chat	Number of people in a private chat	100 <i>If more than 20 people on a chat following are turned off; Outlook automatic replies, Team status messages, video &amp; audio calling, sharing and read receipts.</i>
	Number of file attachments	10 <i>If limit exceeded user will be presented with an error message</i>
	Chat size	Approximately 28 KB per post <i>This includes message content, @mentions, number of connectors and reactions.</i>
Messaging – Emailing a channel	Message size	24KB <i>If limit exceeds user will be asked to download the message</i>
	Number of file attachments	20 <i>If limit exceeds user will be asked to download the message</i>
	Size of each file attachment	Less than 10MB
	Number of inline images	50 <i>If limit exceeds user will be asked to download the message</i>

<b>Meetings and Calls</b>	Number of people in a meeting	250
	Maximum PowerPoint File Size	2GB
<b>Teams Live Events</b>	Audience Size	10,000 attendees
	Duration of event	4 hours
	Concurrent live events in an Office 365 tenant	15

Table export from Microsoft (2019), *Limits and specifications for Microsoft Teams*. Available at: <https://docs.microsoft.com/en-us/microsoftteams/limits-specifications-teams> (Accessed: 11 March 2020)

For more information on what browsers to use for Microsoft Teams please see the below link - <https://docs.microsoft.com/en-us/microsoftteams/limits-specifications-teams#browsers>

## Content

---

### Use of Images & videos

Users need to ensure the images they use, share or post are appropriate and in line with the University's acceptable use policy.

Microsoft Teams has the ability to record meetings and calls for future playback. Meeting attendees will see a notification alerting them when a meeting is being recorded and who is recording.

Recorded Teams meetings are available to the members of that channel and can be played back through Microsoft Stream. Microsoft Stream supports an automatic transcription of the meeting content.

If a member of the meeting does not wish for the surroundings of their home to be recorded, they can amend the background settings on their video.

If a member does not wish for their entire image to be recorded, they can turn the camera function off and if they do not wish for their voice to be recorded, they have the option not to speak during the meeting.

If a member of the meeting does not wish to be recorded at all, they have the option to leave the meeting and watch the recorded meeting through Microsoft Stream once it is concluded.

For further information on how the University of Wolverhampton processes personal information on Teams, please see the privacy notice available here (<https://www.wlv.ac.uk/about-us/governance/legal-information/corporate-compliance/data-protection/>)

### Use of Sensitive Information

Microsoft Teams supports storing of sensitive information up to UK classified status. Membership of Teams sites can be controlled by Owners or private channels can be created to control who has access to sensitive data.

When sharing sensitive information users should always check the membership of the Team or channel that they are collaborating with.

### Use of Private Channels

Members of a team are able to create private channels with discrete users. Private channels should only be created when there is a clear purpose of limiting accessibility of the data within the channel.

Private channels cannot be viewed by Owners or Administrators by default however they are still subject to the acceptable usage policy.

### Data Storage

Users have personal storage in OneDrive, users can share documents from their OneDrive with others.

Users are also able to post files in a chat within the Microsoft Teams platform, these files will be stored within the senders OneDrive directory, and will be accessible with the recipient of the chat.

Users are able to post files in channels within a Teams site, these files will be stored in a SharePoint library and will be accessible to all members of that channel.