DIGITAL TRANSFORMATION

NWU MS Teams Guidelines

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Chapter 1: Guidelines for using MS Teams

Applicable to NWU (North-West University)

Identify a service champion in a faculty or department.

- To preserve the structure and efficiency of the NWU Teams environment the creation of Teams will be limited to NWU IT according to the identified NWU structure.
- Please see below for guidance as to which option will be best suited to your needs.
- Who can request a Project or Other Team? Any employee can request a Team and it will be created once the need for it is established.
- A Project Team must have a description of a top structure, where the project is hosted (responsible department for the project e.g., DWP project - IT is responsible, SIS – SALA is responsible).
- A Project / Other Team has a retention period and a completion date is to be provided.
- Data back-up for up to a period of 1 year.
- An "IT service request" must be logged through service manager for a Team to be created, then IT will provision the Team according to the naming convention. Once the Team has been provisioned, the Team owner will be responsible for managing the Team i.e., Add or remove members, create Channels etc.
- Life cycle management of a Team - all unused or inactive Teams will be archived before being deleted, guided by the retention policy.
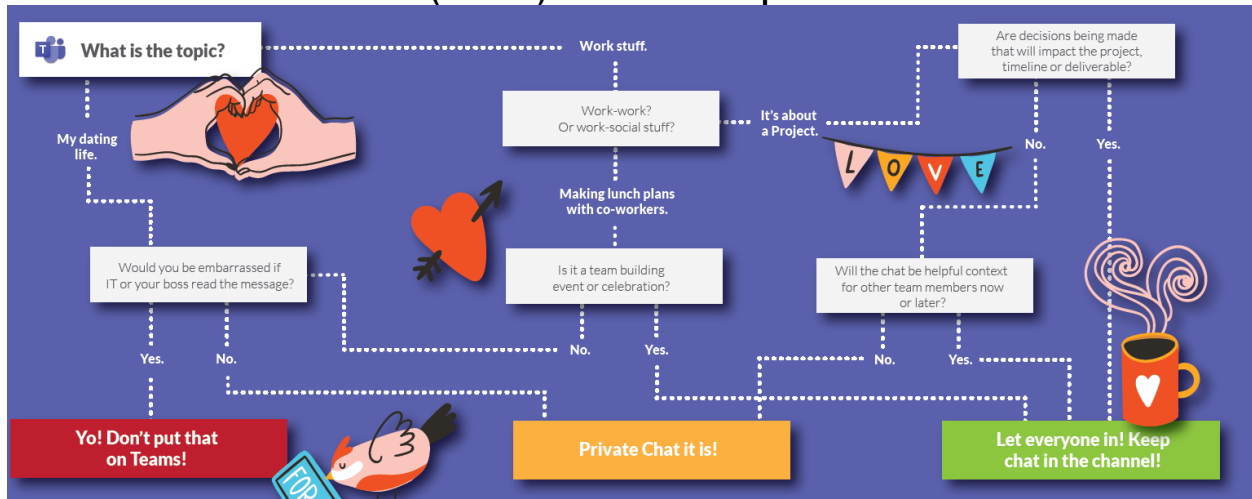
In Microsoft Teams there are 3 options to communicate, collaborate and connect:

- Chats
- Team
- Channels

Chats

Chats are at the centre of everything you do in Microsoft Teams. From individual Chats with just one person to Group Chats and conversations in Channels - Chat has you covered.

### When to use a one-on-one (Private) Chat or a Group Chat?

Team

A Team is any group of people working together to get something done. Teams will be created in accordance with the naming convention of the NWU. Team Owners will have the responsibility to add and manage members of the Team and Channels within the Team based on their structure or requirement. Project Teams will be created as and when needed by logging a service request on IT service manager.

When to request a Project Team?
Ask yourself the following questions:

- Have you searched to see if a Team that meets your needs already exists?
- Have you talked to your group to make sure a new Team is the right approach?
- Would a new Channel in an existing Team work?
- Will you need to include people that are outside your existing Team?
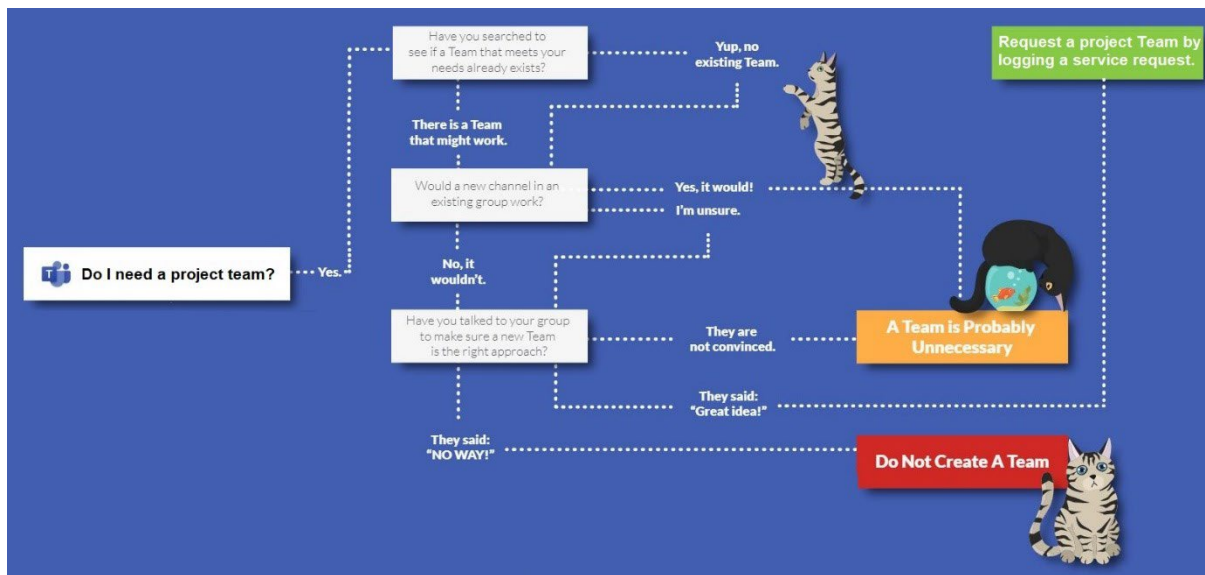
Channels

Teams are made up of Channels which are the conversations you have with your teammates. Channels are inside of Teams and this is like files inside of folders. Each Channel is dedicated to a specific topic, department, or project. Within a Team there are 2 types of Channels. They are Private or Public.

A Channel is a single place for a Team to share messages, tools, and files. Anyone, including guests, can be added as a member of a Private Channel if they are already members of the Team.

Channels can be organized by group, project, feature, or that which is relevant to you.
Team members can adjust or limit the notifications they are getting from a Channel.
Threads allow for focused and organized side conversations within Channels.
Private Channel in a Team is used when only certain people(members) must have access to the specific topic, files or information.

When do I create a Public Channel?
When you create a Channel in a Team that is open to everyone in that Team, then it is a public Channel and all members in the Team can see whatever is in that Channel.

When do I create a Private Channel?
If you want a focused place to discuss sensitive information such as budgets, resourcing, strategic positioning, or want a space where only certain individuals (members) are to have access to that information, create a Private Channel for your Team.