Microsoft Teams
SOUTH TEXAS COLLEGE

INDEX

GOVERNANCE

The Microsoft Teams Governance Plan is a guidebook outlining the administration, maintenance, and support of South Texas College's Teams environment. It identifies lines of ownership for both functional and technical teams, defining who is responsible for what areas of the system. Furthermore, it establishes rules for appropriate usage of the Teams environment.

An effective governance plan ensures the system is managed and used in accordance with its designed intent to prevent it from becoming an unmanageable system. The management of an enterprise-wide system involves both a strategic, business-minded board to craft rules and procedures for the use of the system and also a tactical, technically-competent team to manage the routine operational tasks that keep the system running. Users of the system will be empowered by a support and developer community sponsored by the business leaders.

SCOPE

The governance plan covers the use of MS Teams owned by Faculty and Staff.

GOVERNANCE COMMITTEE

The MS Teams Committee will meet and establish guidelines for the items below. Afterwards, the MS Teams Committee will meet every four months to review and improve the guidelines because MS Teams is an ever-evolving platform. The purpose of the committee is to decide the following:

- Evaluating the objectives
- Defining Rules and Processes
- Assigning roles and responsibilities
- Decide on new features to be added

CREATING TEAMS

In addition, all Teams are intended for interactions both between division and within divisions, prioritizing the unit of work over formal hierarchy.

All Team information is subject to auditing, scanning, supervision and any other means of enforcement of South Texas College policies and procedures.

TEAMS

A team is where a group of people can actively connect and collaborate in real time to get things done.

CHANNELS

Team channels are places where everyone in the team can openly have conversations. Each channel is dedicated to a specific topic, department, or project.

ROLES

Within Microsoft Teams, there are two user roles: Owners and Members. By default, a user who creates a new team is granted the owner status. In addition, owners and members have moderator capabilities for a channel (provided that the moderator has been setup.)

TEAM TYPE

When creating a new team, there will be an option to choose from four different types of teams. Learn more in the table below about which team meets your goals.

Class
Discussions, group projects, assignments

Professional Learning Community (PLC)
Educator working group

Staff
School administration and development

Other
Clubs, study groups, after school activities

	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. Examples: 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 below shows the difference in permissions between and owner and a member:

	Team Owner	Team Member
Create team	Yes[1]	No
Leave team	Yes	Yes

Edit team name/description	Yes	No
Delete team	Yes	No
Add channel	Yes	Yes
Edit channel name/description	Yes	Yes
Delete channel	Yes	Yes
Add members	Yes	No
Request to add members	N/A	Yes
Add tabs	Yes	Yes
Add connectors	Yes	Yes
Add bots	Yes	Yes

APPS, BOTS, CONNECTORS

Apps let you find content from your favorite services and share it right in teams. They help you do things like pin services at the top of the channel, chat with bots, or share and assign tasks.

Bots are automated programs that respond to queries or give updates on notifications about details users find interesting or want to stay informed about. Bots allow users to interact with cloud services like task management, scheduling, and polling, through chat conversations in Microsoft Teams.

Connectors keep your team current by delivering frequently used content and service updates directly into a channel. Any member of a team can connect their team to popular cloud services with the connectors if team permissions allow, and all team members are notified of activities from that service.

Disclosure statement: *If the Governance Committee determines that an app, bot, or connector represents a high risk for MS Teams owned by Faculty and Staff, IT Risk and Security staff will reserve the right to remove and disable any app, bot, or connectors to MS Teams without prior notice.*

Retention

An inactive team is a team that has not been modified for a period of time. After 180 days of inactivity, teams will be removed and it would no longer be available. This information will be part of the instructions for creating a new team. This policy insures stale content does not degrade the user experience. The retention period for this governance plan is subject to change based on college initiatives or recommendations.

NAMING CONVENTION

When creating teams, naming conversion is an important element to think about. The name chosen for a newly created team impacts several aspects of Office 365, so it's important to be consistent. There will be two areas that will be affected by the team's name: SharePoint site collection and Outlook email address.

Class Discussions, group projects, assignments	Professional Learning Community (PLC) Educator working groups	Staff School administration and development	Other Clubs, study groups, after school activities
Faculty	Office of Professional Development	Staff	Student Clubs
Use *Class Subject* follow by *Course Number*, follow by *Section Number,* and adding "Team" to the end of the name.	Use *Department Name* follow by *Initiative Name*, and adding "Team" to the end of the name.	Use *Department Name* follow by *Initiative Name*, and adding "Team" to the end of the name.	Use *Club Name,* and adding "Club" to the end of the name.
Ex.	Ex.	Ex.	Ex.
BIOL 1408 G01 Team	*HR Leadership* Team	*HR Leadership* Team	*Biology* Club
PHYS 1401 P01 Team	*IT Change Management* Team	*IT Change Management* Team	*Criminal Justice* Club
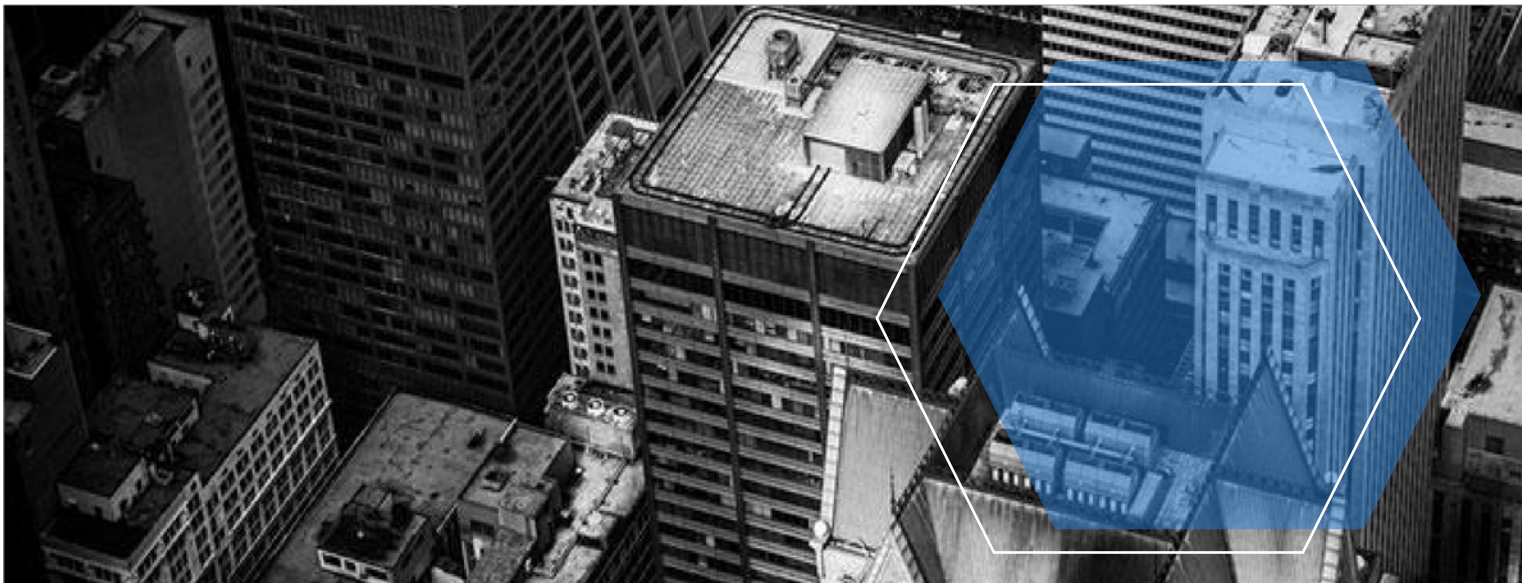
Data Classification Standard

The following standard defines a framework for assessing data sensitivity, measured by the adverse business impact a breach of the data would have upon the college. The classification will also communicate to employees the sensitivity of the information so that is properly handled.

There are three classification categories that shall be used to classify data and information resources. These classifications will be based on the impact of losing the confidentiality, integrity, or availability of this information. This impact can be financial, reputational, legal, or to the safety of individuals.

Confidential Classification Category (High Impact): This category shall be applied when the protection is required by law or there is a potential for an adverse impact on College operations and assets or individuals.

Restricted Classification Category (Moderate Impact): This category shall be applied on data or information resources not covered under High impact, but where there is still a responsibility to protect based on an individual's right to opt-out or information that needs to be restricted until requested through an official process.

Public Classification Category (Low Impact): This category includes all information that is not covered under the High or Moderate classification. The protection of the information is at the discretion of the owner or custodian.

For more information, reference the complete Data Classification Standard (PDF). For additional information, also reference the Data Classification Guidelines (PDF).
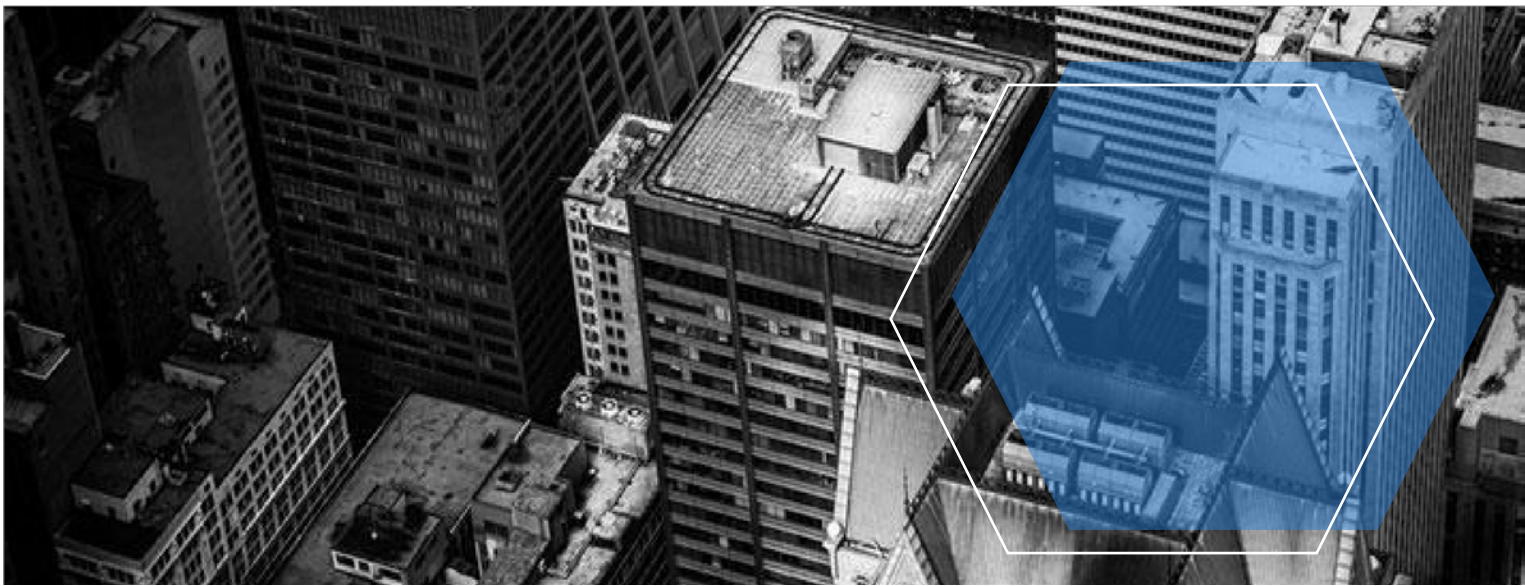

RESOURCES

The Microsoft Teams platform will be managed by two teams: an **implementation project team** and an **ongoing development and support team**.

IMPLEMENTATION PROJECT TEAM

Role	Team	Responsibilities
Project Manager	PM	• Creates project plan, monitors progress and reports status, manages scope, identifies milestones • Manages project resources
Teams Design	IT	• Specify the appropriate technical foundations • Determine the best method to implement required functionality • Gathers and organizes information, • Plans, Designs and Creates all Classic Sites and the Classic Sites Hierarchy
Trainer Coordinator	Service Desk	• Perform Power User trainings • Perform Administrator trainings • Train-the-trainer for end user trainings
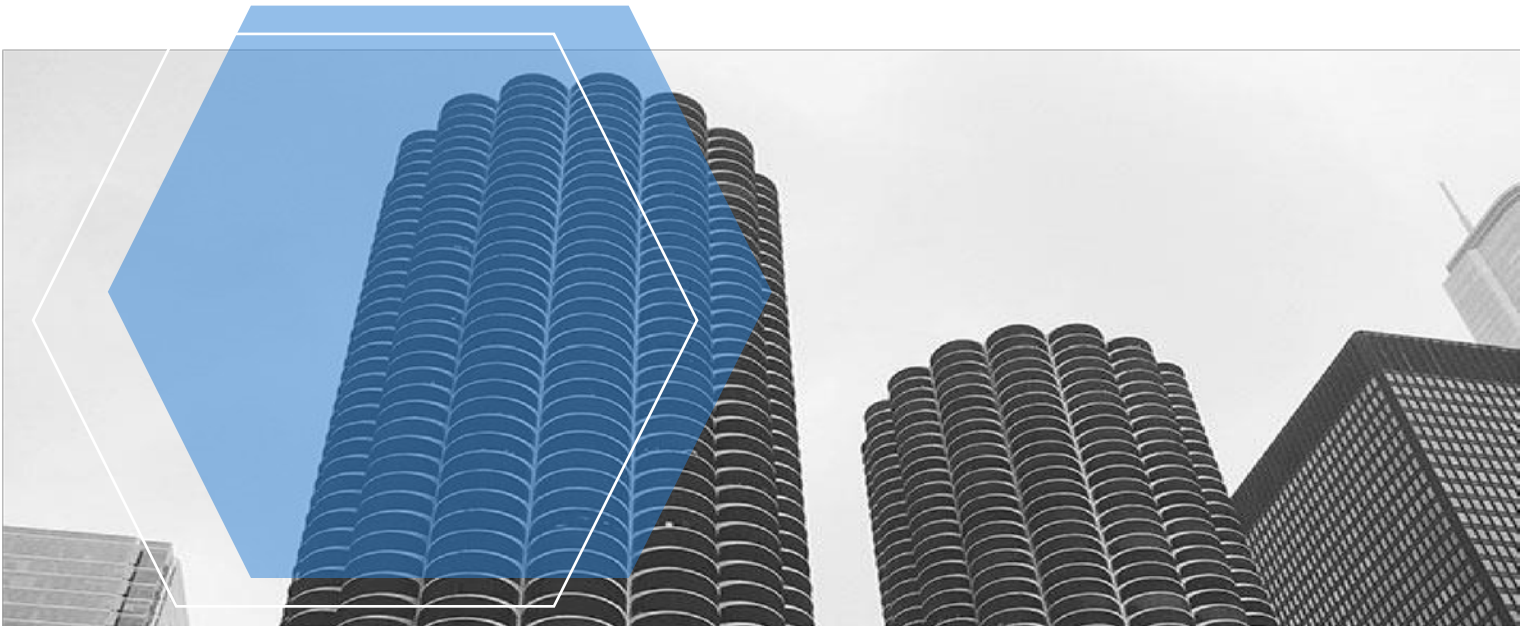
INTEGRATION

In order to subdivide the governance of Microsoft Teams, we are classifying O365 applications in three types: applications with close integration with Teams, applications with distant integration and, applications auto-created with new modern site.

Close Integration: Flow, Forms, OneDrive, PowerApps, OneNote

Other Office 365 Applications: Delve, Dynamics 365, People, StaffHub, Sway, To-Do, Video (other 3rd party integrations)

Applications created with Team and Communication Sites

TEAM SITES

Application	Team	Responsibilities
Shared Inbox		• Already Supported
Calendar		• Already Supported
Planner		• Follow up with Roadmap – (Ex. Naming policy on Azure)
Microsoft Teams		• Plan for School Data Sync - **Optional** • Responsible for Upgrades • Review Roadmap – ex. Capture phone

		• Manage End of life of teams
		• Remove Duplication Teams
		• Installing Apps, Connectors and Bots
		• Archive/Restore Content
		• Manage URL, Ports, and Ip changes
		• Enforce Naming Convention
		• Manage Guest Access
		• Submit Request to Change Management Committee
		• Report and monitor usage
		• Test and monitor network
		• Maintain Meetings, Calls and Phone numbers configurations and policies
		• Assure Call Quality
		• Review Custom Cloud Storage
		• Manage Dynamic Members
		• Plan for Audio/Telephone Integration

Acceptable Use of Information Resources

State law provides protection against abuse of information resources or against unauthorized use. In the same manner, the College shall define activities that are not acceptable and that might break the law, impact operations or create a negative environment.

1. **Responsibilities of User of College Information Resources**
    1. Protect information that is classified as confidential or protected by law.
    2. Protect the user identification and password that is assigned.
    3. Adhere to the Information Security Mobile Device Security Standard when connecting personal devices to college information resources.
    4. Immediately report lost or stolen devices that are owned by the College or personal devices that contain College data.
    5. Respect intellectual property rights.
    6. Adhere to the terms of software licensed by the College or installed on College information resources.
    7. Use information resources in a manner that complies with State and Federal law.

For more information, reference the complete [Acceptable Use Policies – Policy # 4714 (PDF)](#)