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Inside Track

ON MICROSOFT TEAMS

Security & Governance Reference
Guide for Team Owners >

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Microsoft Teams

**APPENDIX 1:**

Security & Governance Reference Guide for Team Owners

After the global configuration is complete and Microsoft Teams is rolled out (either in the pilot or enterprise phase), team owners can further customize their individual teams. To do this, it is helpful to be aware of how and where settings are managed, and which team-level user settings are dependent on global policies.

Team owners can customize and manage settings for the Teams they own. Global settings are managed by the Microsoft 365 Administrator in various admin centers including Azure Admin Portal, Security Center, Compliance Center, and Teams Admin Center.

Note: For team-level changes that require adjustments in global settings, team owners will need to coordinate with their Microsoft 365 administrators to complete this work.

The following reference guide is from the appendix of our *Teams Security & Governance eBook* and details configuration rules for Teams.



Data & Security Compliance

Most aspects of data security and compliance are handled at the global level and can only be modified by the Office 365 administrator. However, some customizations can be made by team owners at the Teams client level.

SETTING TYPE & DECISION POINTS	TOOLS	CONFIGURATION DETAILS
Authentication & Encryption How can I enable Multi-Factor Authentication (MFA) for my team? How do I keep my team's data safe?	Azure Admin Portal	- Teams is accessible through Single Sign On (SSO) as part of the Microsoft 365 application suite. - The Microsoft 365 Administrator can create conditional access policies to control access to Teams. - By default, Teams data is encrypted when at rest and in transit. It cannot be modified at Teams tenant level.
Team Sensitivity Labels Do I need to set privacy level for my team?	Microsoft Compliance Center	- Microsoft 365 Administrator creates sensitivity labels, defines protection settings, and publishes the labels. - A sensitivity label can be applied when you create or edit a team.
Document/Resource Classification Do I need to limit access to a document or resource shared within my team?	Microsoft Compliance Center	- Depending on your Microsoft 365 subscription, documents can be classified automatically or manually by team owners and members. - Documents can be classified as Public, Business Use, Confidential and Restricted according to your business rules.
Retention Policy Do I need to increase or lower the time period for retaining content shared within my team?	Microsoft Compliance Center	Microsoft 365 administrator can create and apply different retention policies for selected team.
Expiration Policies Do I want my team to be automatically deleted after a designated time frame?	- Azure Admin Portal (Setting the expiration policy) - Teams owners or members (Extending the expiration policy by accessing any channel of the team)	- When a Team is created, it will not be automatically deleted unless an expiration policy is activated. - You can set a policy for an expiration policy to be initiated after a certain number of days. At that point, team owners will receive a notification. - Notifications are sent at 30 days, 15 days and 1 day. If there is no response from the team owner or if the team is not accessed by any team member, the team will be automatically deleted.

SETTING TYPE & DECISION POINTS	TOOLS	CONFIGURATION DETAILS
Compliance Boundaries / Information Barriers Do I need to restrict communication and collaboration between two groups to avoid a conflict of interest in my organization?	Microsoft 365 Compliance Center using PowerShell cmdlets	Microsoft 365 administrator can define policies designed to prevent individuals or groups from communicating with each other or allow specific segments to communicate only with certain other segments.
NEW! Communication Compliance Do I need to detect inappropriate communications and sharing of sensitive information inside and outside my organization?	Microsoft Compliance Center	- Microsoft 365 administrator can define communication compliance policies to meet your business needs. - Once you create your first compliance policy, you'll start to receive activity indicator alerts after 24-48 hours.
Auditing & Reporting Do I need an audit report on activity that has occurred on my team in the last 90 days?	Microsoft Compliance Center	- At the global level, the admin can run a report on activity that has occurred in individual teams and across the Teams environment. This includes who has created a team, who has deleted a team or channel, etc. - Microsoft Teams holds information for 90 days. When auditing is turned on, it collects data on information currently held pertaining to activity that has occurred within the last 90 days. - With audit log retention policies as part of the Advanced Audit capabilities, you can retain audit logs for up to 10 years.
E-Discovery & Legal Hold Do I need to share specific data sets with outside auditors, compliance officers or legal entities?	Microsoft Compliance Center	E-Discovery and Legal Hold can be set in place for a fixed time period or indefinitely.
External Guest Access Does my team need to share information to individuals or groups outside the organization?	- Azure Admin Portal - Microsoft Teams Admin Center	External access is controlled in global settings and can be applied to specific teams or globally.

Teams Set-Up & Maintenance

You can change the following elements of a team to conform to your business needs. Most aspects of set-up and management can be done directly through the Teams client, but actions that require modifications to global settings must be directed to your Office 365 administrator.

SETTING TYPE & DECISION POINTS	TOOLS	CONFIGURATION DETAILS
Team Creation & Naming Do I need to add a new team name or change an existing name?	Teams client	There may be naming policies applied in the global settings that constrain your ability to name a team within certain acceptable parameters. You can create and change the team name within those parameters.
Channel Creation & Naming Do I want to add new channels or remove existing channels?	Teams client	- Currently, there are no naming conventions for channels. Team owners/members should observe business rules in setting up channels. - The General channel is automatically created and cannot be deleted.
Private Channel Creation Do I create a private channel that limits visibility to a subset of members?	Teams client	- A lock icon indicates a private channel. - Team members can only see private channels that they have been added to.
Team Description Do I want to add a description for my Team?	Teams client	Teams descriptions can be added or modified in the Teams client at any time.
Users Do I want to add or remove members?	Teams client	Addition and removal of members, owners, and guests that belong to the team can be made in the Teams client at any time.
Team Deletion & Restoration Do I want to delete an existing Team?	- Teams client (for deletion) - Outlook on the web or Microsoft 365 Admin Center (for restoration)	- Team owners can delete a team. This is a "soft delete" that can be restored. - The team can be restored by the owner of the Microsoft 365 group or Microsoft 365 Administrator. - Deleted Microsoft 365 groups (and the related Teams contents) are retained by default for 30 days. After 30 days, the group and its associated contents are permanently deleted and cannot be restored.
Team Owner Transfer Do I need to transfer a team to another owner?	- Microsoft 365 Admin Center - Microsoft Teams Admin Center	To request admin rights for a team, users must make the request to the Microsoft 365 Administrator.
Archiving Do I want to archive a Team?	- Teams client - Microsoft Teams Admin Center	- Archiving a team puts the team into read-only mode within Microsoft Teams. - Microsoft 365 Admins can archive and unarchive teams on behalf of your organization via the Microsoft Teams Admin Center

Member Settings & Permissions

Teams owners can set up specific permissions and settings for members of their teams. As an admin, you may need to manage teams used in your organization; this can be done through both the Microsoft Teams Admin Center or Microsoft Teams PowerShell module.

SETTING TYPE & DECISION POINTS	TOOLS	CONFIGURATION DETAILS
Add, Edit or Delete Team Members Do I want to add or remove members and promote or delete owners?	Teams client	- Team owners can add, edit or delete users using the Teams client. - There may be Compliance Boundaries that prevent adding or removing some members to your Teams.
Add Additional Team Owners Do I need to assign additional administrators to help manage and maintain the Team?	Teams client	- There can be more than one team owner. - Current team owners can assign additional team owners.

Integrated Applications

Teams administrators have the option to turn on integrated applications that are part of the Microsoft 365 suite as well as third-party applications.

SETTING TYPE & DECISION POINTS	TOOLS	CONFIGURATION DETAILS
Integrated Microsoft Applications Will my organization need to surface any Microsoft applications (e.g. Forms, Lists, Power BI) in Teams?	Microsoft Teams Admin Center	Microsoft 365 administrator can control which applications can be installed by users.
Third Party Applications Will my organization need to surface third-party applications (e.g. Salesforce, Workday, etc.) in Teams?	Microsoft Teams Admin Center	- Microsoft 365 administrator can control which applications can be installed by users. - Approved apps are accessible through the Apps button on the Teams client.

Information Sharing Communication

Microsoft Teams includes several customization features for controlling how your sensitive information is shared (or not shared) across your organization.

SETTING TYPE & DECISION POINTS	TOOLS	CONFIGURATION DETAILS
Conversation & Messaging Users can edit posted messages? Users can delete posted messages? Emojis, giphys, memes and stickers can be used in conversations?	Teams Admin Center	- The Org-wide setting must be set in the Teams Admin Center by the Microsoft 365 Administrator. - Team owners can place additional restrictions at the Teams client level.
Email Integration Users can send emails to Channels?	Teams Admin Center	Microsoft 365 administrator needs to turn this feature on to allow users to send emails to channels.
Teams Meetings Do I need to control the type of meetings that users can create or the features available while in a meeting? Do I need to limit or control access by anonymous or external users?	Teams client	Microsoft 365 administrators can control what features are available to users when they join Microsoft Teams meetings; block or allow anonymous users who can join Teams meetings; and determine how external users are admitted into Teams meetings.

Meet the Authors



MICHAEL MCNETT is our Enterprise Collaboration Practice Teamwork lead. He focuses on helping organizations become more productive and gain a competitive edge by improving their teamwork and collaboration capabilities. By taking a business and people-first approach, Mike guides clients through steps that will help them increase their employee engagement and return on investment.



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VEENUS MAXIMIUK is a Senior Architect for our Enterprise Collaboration Practice. She implements Microsoft 365 solutions (including Microsoft Teams) with a focus on Enterprise Mobility & Security, information protection and governance. She enjoys helping clients raise their security posture and assess how well their technology configuration aligns with compliance requirements. Veenus has numerous Microsoft certifications including Microsoft Certified Security Customer Immersion Experience (CIE) facilitator.



PHILIP SWETTENHAM is the Organizational Change Practice Leader for our Cleveland team. He brings more than 25 years of experience in competitive strategy, change management, organizational design and development, culture building and leadership development. Phil has held senior leadership positions in financial services, manufacturing and commercial organizations in North America, Europe and Japan as well as aiding many companies in multiple industries as a strategic change consultant. He is a board member of the Ohio Chapter of the Association of Change Management Professionals (ACMP).



About Centric Consulting

Centric Consulting is not your typical consulting company. We live our core values and bring them with us in all we do for our clients and community.

As a leading Microsoft partner, we have multiple certifications across the Microsoft 365 landscape and are recognized as one of Microsoft's Top 50 Microsoft 365 Security partners. We bring the expertise you need to ensure that your Teams experience is tailored to the needs of your organization. Our team is comprised of more than 130 delivery professionals that include Developers, Agile Coaches, Scrum Masters, Adoption and Change Management Specialists, Governance Experts, Test Automation Developers, DevOps Engineers, Cloud Architects, and Emerging Technology Specialists. Within that team, we have several certified AWS, Azure and Agile specialists and our investments in continual learning ensure that our consultants are among the best in the industry. Our flexible "Right Site" working model provides the right combination of experts to solve your problems and enables us to deliver on-site at your office, off-site at ours, offshore in India, or a combination of these.

