

MEMO

Subject: Initial MS **Teams** Creation Process

To: Divisional IT Leads

From: Avi Hyman, Saira Mall, Vicki Vokas, Marden Paul

As a result of the Blackboard Organization move off of the Portal we have begun to receive requests for Teams in Office 365 as their replacements. The Portal will be shut down in September 2018, and all Blackboard Organizations will be relocated to Quercus, or Office 365 Teams, based on their purpose. Organizations no longer needed will not be migrated.

The Office 365 Team is very close to releasing the **Teams** tool for general availability. We are finalizing the documentation and naming conventions, retention policy and then will be ready to go.

For now, requests for a **Team** will be fulfilled technically by central IT staff, with the possibility of distributing setup privileges to divisions in the future. We are also looking to automate this process in the long-term.

The **Teams** creations request address is need.team@utoronto.ca.

The documentation, including support resources, is available from: <http://office365.utoronto.ca/about/teams/>

Below is the **Team** creation workflow. The workflow was developed based on feedback received from those who indicated that you'd like to be involved in the process. There will be times when members of your community may ask for a **Team** without understanding the details, and you'd like to (a) know about the request, and (b) have the option of discussing the request with your community member. Some may even wish to have approval rights.

When support receives a request for a **Team** via need.team@utoronto.ca:

1. An automatic ticket will be created for tracking the request
2. The request will be verified with the division /department of the requestor
3. Our group will respond to the request:
 - a. We will ask if they have been in touch with their divisional/departmental IT support team
 - b. We will copy your support team on our reply
 - c. We will provide the requestor with a link to documentation, including:
 - i. The internal UofT Terms of Use and Owner Responsibility documentation
 - ii. Support materials for effective use of your **Team**.

(Our copy to you can be via an email address of your choice – including a ticketing system you may have for your own group)

Once your group is in the loop on the request:

4. You can contact the requestor to discuss the request (optional)
5. Reply to our group to let us know if it is ok (or not ok) to proceed

When support receives your response:

6. We will propose a name for the **Team** based on the naming conventions, and if approved;
7. We will set up the **Team**, and assign the owner roles to the designated individuals;
8. Provide a reminder to the requestors about where to find the support documentation
9. Close the ticket

In order for us to initiate this workflow, all we need from you is the preferred email address to be when copying your group on replies to your clients – as mentioned, it may be the inbound email address for your ticketing system if you'd like. Please reply directly to Avi Hyman at a.hyman@utoronto.ca with your preferred address, and we will make sure to use it moving forward.