

Microsoft Teams use case: 4: PASS Staff: Departments/units/teams

Applicable to

- Applies to managers (or their delegates) of PASS staff who would like to create a Microsoft Team as a platform for remote collaboration within their department, division or team.
- May apply to PASS staff who are members of the department/unit/teams who would like to know how best to use Teams.

When to use

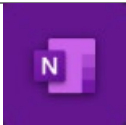

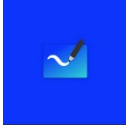

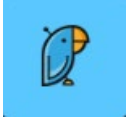
- Use when PASS staff are collaborating within their departments or across departments using Teams.





Description

This covers the case in which departments such as Finance, ICTS, CMD, etc. use Teams to collaborate within their departments or across departments to achieve a common goal. Teams can therefore be used to facilitate communications, online meetings and activities for PASS staff in departments/units/teams across campus and enable them to work remotely, effectively and efficiently.

Tools and tabs recommended

Tools recommended

Icon	Tool	Used for:
	OneNote	<ul style="list-style-type: none"> • Taking informal/formal notes during or after meetings
	Planner	<ul style="list-style-type: none"> • Planning and coordinating tasks within the PASS department/unit/group
	Whiteboard	<ul style="list-style-type: none"> • Brainstorming during discussions or workshops
	Wiki	<ul style="list-style-type: none"> • Documenting proceedings during or after meetings
	Polly	<ul style="list-style-type: none"> • Quick informal polls during committee/group meetings. • Gauging member views quickly and providing a report within the meeting.

	Microsoft Forms	<ul style="list-style-type: none"> More comprehensive, formal and/or extended surveys/questionnaires to be sent to the committee/group outside of meetings.
	Glossary	<ul style="list-style-type: none"> Providing a standard set of terms/acronyms and definitions for use within the committee/group to ensure shared understanding
	Stream	<ul style="list-style-type: none"> Manage recordings of meetings <p>Note: Permissions to meeting recordings should be managed to ensure that they are only made available to those authorised to access them.</p>
	Website	<ul style="list-style-type: none"> See Tabs recommended section below. <p>Note: Only secure links (i.e. HTTPS) may be added.</p>

Tabs recommended

Examples of tabs that might be useful or applicable to different departments or areas:

<u>Department</u>	<u>Title</u>	<u>Used for:</u>
All PASS departments	ServiceNow self-service portal	<ul style="list-style-type: none"> Requesting assistance, logging a request, incident, problem etc.
All PASS departments	ICTS website	<ul style="list-style-type: none"> Referring to UCT IT support information and policies
All PASS departments	Finance website	<ul style="list-style-type: none"> Referring to UCT Finance information and policies
All PASS departments	HR website	<ul style="list-style-type: none"> Referring to UCT HR information and policies
All PASS departments	SAP ESS	<ul style="list-style-type: none"> SAP Employee self service
Finance	SAP/SAP Business Objects	<ul style="list-style-type: none"> Finance administration and reporting in SAP and/or SAP Business Objects
Human Resources	SAP HR	<ul style="list-style-type: none"> HR administration in SAP
ICTS	ServiceNow consultant portal	<ul style="list-style-type: none"> Managing IT support at UCT using ServiceNow
Student administration departments	PeopleSoft	<ul style="list-style-type: none"> Student administration

Other	<other links to websites>	<ul style="list-style-type: none"> • Providing resources/information to support the activities of the committee/group outside of those provided by Microsoft Teams
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Channels recommended

Examples of channels for PASS staff

Channels should be created based on the PASS staff group's specific needs (such as by topic, discipline, or subject). However, examples of types of channels that you could create are:

- General channel for general discussions, operations, miscellaneous items;
- Private channel for private collaboration or discussions between senior PASS staff or managers;
- Channel/s for each smaller grouping/team within the department or division, if applicable.

Good practices for using channels

Some good practices are listed below, but for a full list of good practices, please see the channels section in the [Good practices guide for Microsoft Teams](#).

Area	Practice/s
Naming of channels	Ensure that you use a reliable and agreed naming convention for channels that will be sustainable in the long run within the team.
Permissions in channels	Can schedule meeting permissions in channels to limit and manage access to meeting recordings to ensure that only those permitted to access recordings can access them.
Private channels	Private channels may be used in committees for private discussions between two or more members of the committee.

Features

- In meetings
 - [Hand raise](#)
 - [Chat](#)
 - [Attendance count](#)
 - [Meeting roles](#)
 - [Meeting recordings](#)
 - [Manage meetings documentation](#)
- [Communications and chat outside of meetings](#) (using **Posts** tab)

- Files management
- [Engaging with external parties/guests](#)
- [Confidentiality](#)

Related tips, tricks and FAQs

- Orientation: [Getting to know the Teams user interface](#)
- [Microsoft Teams best practices guidelines](#)
- [Setting up your new Team](#) (creating an icon, name, setting up channels, etc.)
- [Meetings FAQ](#)
 - [Manage your meetings using Teams](#)
 - [Meeting roles](#)
 - [Permissions](#)
- [Tips and tricks](#)
- [Teams at UCT](#)
- Organising your list of Teams ([ordering](#), [pinning](#), [hiding](#))
- [Adding Tools/apps to the sidebar](#)
- [Using the Microsoft Help feature within Teams](#)
- [Using your activity feed within Teams](#)
- [Finding information within Teams](#)
- [Creating a new team](#)
- [Archiving an expired team](#)
- [Creating and using private channels](#)
- Engaging with communication methods within and to Teams ([announcements](#), [@mentions](#), emails to [channels](#) or [individuals](#), etc.)