



## Teams

Record Keeping, Usage and Etiquette

**Microsoft Teams** is used to facilitate online meetings, chat and collaboration on documents.

It is important for staff to understand their record keeping responsibilities for capturing information when using Teams. All government employees and contractors are bound by the *State Records Act 2000*, which requires that records are effectively and accountably managed, from receipt/creation to disposal.

**A record shows **who did what, when they did it, how and why** it was done**

<b>Record keeping</b>	<ul style="list-style-type: none"> <li>• The document storage within Teams is not compliant for record keeping at this stage. An Enterprise Information Management (EIM) Solution is being piloted which will address these requirements. Further updates will be provided in due course.</li> <li>• All team members of Teams are to maintain records in the DFES Record Keeping System, currently Content Manager (CM9).</li> <li>• Members should register documents, correspondence or conversations as required, on a monthly basis or at key milestones following collaboration in Teams.</li> <li>• Teams recordings which need to be maintained as records, are currently downloaded to the OneDrive owned by the person who initiated the recording.</li> <li>• Unsure if something's a record? Speak to our Information Resources team on 9395 9355 who are happy to provide advice.</li> </ul>
<b>Privacy</b>	<ul style="list-style-type: none"> <li>• Members should be aware that any personal information in Teams is discoverable under <i>Freedom of Information Act</i>. This includes recordings, conversations, correspondence and documents.</li> <li>• Members should always request permission, and/or inform participants, when intending to use the recording functionality.</li> </ul>
<b>Usage Policy</b>	<ul style="list-style-type: none"> <li>• Your use of Teams is governed by ICT Acceptable Use Policy. This is a work environment like any other and the things you post here are discoverable via Freedom of Information.</li> </ul>
<b>Sharing</b>	<ul style="list-style-type: none"> <li>• Sharing of documents, recordings and links to conversation threads with staff who are not members of the Team is strongly discouraged. This can unintentionally expose the content of your Team to others by automatically giving them access.</li> </ul>
<b>Membership</b>	<ul style="list-style-type: none"> <li>• Team Owners have the right to approve and add/remove team members.</li> <li>• Membership to Teams sites should be regularly monitored by team owners.</li> </ul>

# TIPS FOR BETTER ONLINE MEETINGS

## MUTE & CLICK

Keep everyone on mute, **DO utilise the chat panel**. Post a thumbs up when you agree – a clap emoji when someone's done well.

## SEND AGENDA

Start the meeting with a clear agenda. Send it in the invite – or post on a whiteboard when you start. **"I'm Sharon and I want to cover these four bullet points in this session"**

## SEND FILES

Send attachments in advance. Participants might need dial in on their phone in and follow a presentation without connecting online.

## FACILITATE

Have one person facilitate. Do a roll-call, introduce each presenter, ask if there are questions. Instruct participants to go on mute. **"Sharon will be facilitating, she'll keep us on track with timings."**

## BE PREPARED

For **everything** to go wrong! Ensure people have phone dial in numbers. Be prepared to switch to a WebEx or a WhatsApp call, or regular conference call. Make sure you have a good microphone and speaker/headset to allow you to hear and to be heard.

## DO YOU NEED IT?

Could you do a Teams chat? Send survey document to gather data or an email? Back to back calls is no fun and no work gets done!

## SEND SUMMARY

Briefly summarise the call and actions after the meeting. Poor quality or other distractions mean some things may have been missed.



Get used to it! You'll be giving presentations online for the next six months and beyond. Your online delivery will play a major part in your success, and the success of your team. If you're not a skilled, confident online presenter you have some work to do!