



KERN COUNTY PROBATION DEPARTMENT

Policies And Procedures

TITLE: Microsoft Teams			Article: 1510
APPROVED: William Dickinson, Chief Probation Officer			
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POLICY

The purpose of this document is to provide guidance on the use of Microsoft Teams while empowering users with frictionless self-service capabilities along with modern collaboration and communication tools.

This policy applies to all Probation staff or guests who use, configure, administer, or secure Microsoft Teams. Included in Microsoft Teams are teams, channels, meetings, and chat.

I. Definitions

- A. Administrator – Technology Services’ staff assigned to the “Teams Administrator” role in Office 365.
- B. Channel - where teams hold meetings, have conversations, and work on files together.
- C. Guest - individual users from outside of the Department added to teams and channels.
- D. Member - people in the team. They talk with other team members in conversations. They can view and usually upload and change files.
- E. Owner - manage certain settings for the team. They add and remove members, change team settings, and handle administrative tasks. There can be multiple owners in a team.

II. Creation

- A. Permanent Probation staff are authorized to create teams in Microsoft Teams. Prior to creating a team, staff must search MS Teams for duplicates. Requirements for team creation are as follows:

- 1. Name - All team names must be descriptive.
- 2. Description - teams must be given a description that clearly describes the team’s purpose.
- 3. All teams shall have at least two (2) owners. Only permanent Probation staff are authorized to be added as an owner to a team.

A team shall have no less than two members. Creating a team with one member is prohibited.

4. A team shall only be created when needed for collaboration between groups, units, divisions, or the entire department.

III. Naming Convention

A. When creating a new Microsoft Team, the naming conventions outlined below shall be followed. The goal is to allow end users the ability to create Microsoft Team sites as a self-service model while maintaining a naming convention for reporting and tracking purposes. The abbreviations in appendixes A and B shall be used when creating a new Microsoft Team. Examples are listed below:

1. Division or Unit team names

- a. <Division Abbreviation>-<Descriptive Name>

- b. Example:

- i. ADULT-SUPC

- ii. ADULT-4th Floor Supervisors

- B. Teams not tied to a specific division or unit

1. <Descriptive Name>

2. Example:

- a. Taser

IV. Expiration

A. Inactive teams will automatically expire after 180 days of inactivity. When a team is expired, all its associated services (the mailbox, Planner, SharePoint site, etc.) are deleted. Team owners will have multiple opportunities to renew an inactive team prior to expiration. The service responsible for expiring an inactive team begins counting from the date the team was created.

B. Team owners will be notified by email or through MS Teams 30 days prior to expiration and given the opportunity to renew their team. If the team is not renewed, the owner will receive another renewal notification 15 days before expiration. If the team is not renewed, the owner will receive one last notification the day before expiration.

C. After expiration, the team can be restored by an administrator for up to 30 days. Restoration of an expired team will require the approval of a Division Director or above.

V. Retention

- A. All content generated in Teams will be retained for eDiscovery for two (2) years. Teams eDiscovery data shall only be accessible by authorized Administrative Services personnel.

VI. Archive

- A. Owners should archive teams when they are no longer active. Archived teams can be reactivated. The conversations and files in an archived team become read-only once you archive it. Archived teams will remain searchable.

VII. Guest Access

- A. Guests are permitted when the team site contains only public information. Guests are not permitted when the team site contains privileged or confidential information. Team owners are responsible for managing guest access. Team owners shall immediately revoke access to guest user when guest access is no longer required.

VIII. Ownership

- A. Each team shall have, at a minimum, two owners. Owners are responsible for adding and removing members, changing members into owners, adding and managing team channels and settings, renewing a team, and archiving a team that is no longer in use.

IX. Messaging

- A. Chat and channel messaging are available to staff. Owners and members can edit messages that are sent. Read receipts will be turned off. GIF's, memes, and stickers will be allowed. The content rating for GIF's will be set to medium. Additionally, URL previews will be allowed. Staff will be allowed to send important messages using @mentions.

X. Application Management

- A. Only authorized Technology Services staff are permitted to add applications to Teams. Users may request Technology Services add an application. To submit a request for an application, users will submit a Jira that includes the name of the application and a detailed explanation of how the app will be used for business. Due to the Probation tenant being in Microsoft's Government Community Cloud, there may be limitations to which applications can be added. The Technology Services Manager, in conjunction with the appropriate Director(s), will approve or deny all application requests.

XI. Training

- A. LinkedIn Learning is available to staff and has multiple Microsoft Teams training courses.

XII. Change Management

Requests for changes to the Teams ecosystem must be made through your normal chain of command and must be approved by the Chief or his/her designee. Approved changes to the Teams ecosystem will be made in accordance with the Department's change management policy.

APPENDIX A

Division Name	Abbreviation
Administrative Services	ADMIN
Adult Probation	ADULT
Camp Owen	CEO
Crossroads	XRDS
Executive	EXEC
Fiscal Services	FISC
Juvenile Hall	JH
Juvenile Programs	JPGM
Juvenile Services	JVSC
AB109	AB109

APPENDIX B

Unit Name	Abbreviation
Accounts Payable	AP
Accounts Receivable	AR
Aftercare	AC
Adult Programming Unit	APU
Court & Community Schools	CCS
Clerical I	CL1
Clerical II	CL2
Clerical A	CLA
Clerical B	CLB
Collections	COL
High Risk	HRU
Human Resources	HR
Investigations A	INVA
Investigations B	INVB
Investigations C	INVC
Investigations I	INV1
Investigations II	INV2
Investigations III	INV3
Juvenile Metro Supervision	JMS
Juvenile Programming Unit	JPU
Mandatory Supervision	MS
Placement	PL
PRCS A	PRCSA
PRCS B	PRCSB
Professional Standards	PSU
Regional Supervision	REG
Research, Analysis, Data	RAD
Supervision A	SUPA
Supervision B	SUPB
Supervision C	SUPC
Staff Development and Special Services	SDSS
Technology Services	TS

