

# ALBURY CITY COUNCIL'S GOVERNANCE JOURNEY WITH POWELL



## INTRODUCTION

Albury City Council, a key institution in the APAC region's local regional government, prides itself on effective collaboration and community-focused governance. With a medium-sized workforce of dedicated employees, the Corporate Information team faced the challenge of modernizing its digital collaboration practices, especially in the rapidly evolving environment shaped by the adoption of Microsoft Teams.

## CHALLENGES

Implementing Microsoft Teams in 2020 marked a significant step forward for Albury City Council's digital transformation. However, the absence of governance rules and structured processes around Teams creation led to unregulated growth:

- Over 600 Teams were created without guidelines, including duplicates, inactive Teams, and orphaned Teams.
- The platform was used for various purposes, from project collaboration to casual group chats.
- Albury City struggled to channel its employees' enthusiasm for the platform into a streamlined, effective system.

This unregulated growth caused inefficiencies and made it difficult to achieve clear governance, with Teams often misused or abandoned.

## THE SOLUTION

Recognizing the need for governance and structure, Albury City Council turned to Powell Governance for assistance. Powell introduced a robust solution focused on three pillars:

1. **Governance Templates:** Powell Governance enabled Albury City Council to define and enforce clear use cases for Teams through customized templates tailored to specific needs like project collaboration, organizational tasks, and social planning.
2. **Data-Driven Decisions:** By leveraging Powell Governance reports, the Corporate Information team could identify inactive, orphaned, and unnecessary Teams, enabling a systematic cleanup process.
3. **Streamlined Team Creation:** To ensure proper usage, the native Create Teams button was hidden, enforcing governance rules and allowing only approved Teams to be created via Powell's templates.

## RESULTS AND ROI

Over three years, the Corporate Information team with the help of Powell Governance transformed Albury City Council's use of Microsoft Teams:

- **Efficiency Gains:** The number of Teams was reduced by 200, streamlining collaboration and minimizing redundancy.
- **Purposeful Growth:** After the initial cleanup, Albury City experienced a controlled resurgence in Teams creation, resulting in 460 appropriately governed Teams with clear roles and use cases.
- **Enhanced Collaboration:** Employees benefited from simplified access to project, collaboration, and social event templates, fostering a culture of effective and efficient teamwork.

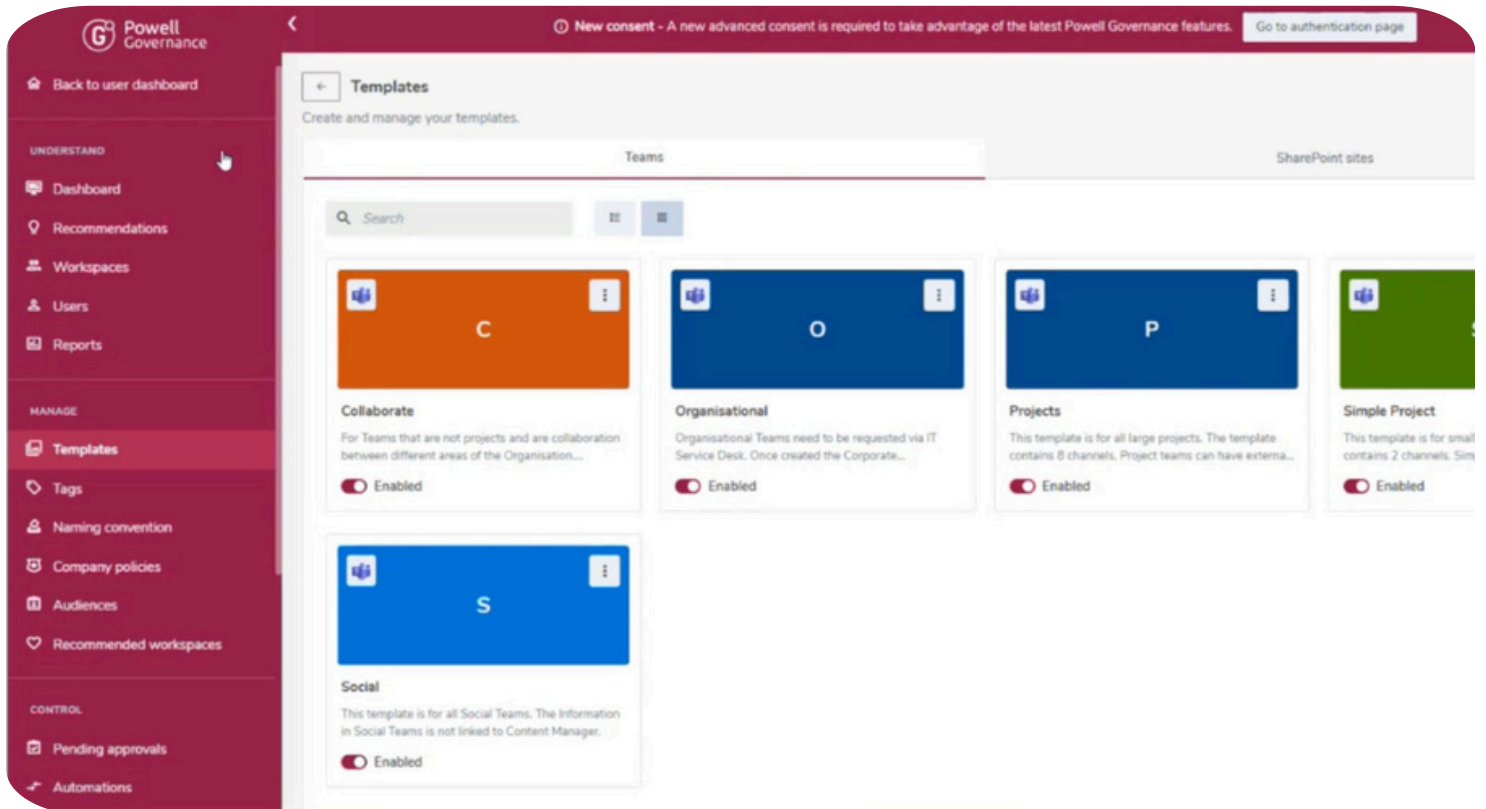


**"With Powell Governance, we not only reduced clutter but also empowered our teams to collaborate more effectively with tools designed for their specific needs."**

Maryanne Wiffen  
representative of  
Albury City Council

A screenshot of the Powell Governance software interface. The interface is divided into a left-hand navigation menu and a main content area. The navigation menu includes sections for "UNDERSTAND" (Dashboard, Recommendations, Workspaces, Users, Reports) and "MANAGE" (Templates, Tags, Naming convention, Company policies, Audiences, Recommended workspaces). The main content area is titled "Associated team" and shows a "Default Project Template" with a "Change" button. Below this is a "Channels" table with columns for Channel type, Channel, Description, Tabs, and Recommended. The table lists five channels: General, Budget, Communications, Data, and Planning. To the right of the table, there are settings for "Synchronize the following settings:" with checkboxes for Channels, Additional configurations, Members, Tabs, and Applications. A "Resynchronize team settings" button is visible at the bottom right of the settings section.

Channel type	Channel	Description	Tabs	Recommended
Standard	General	Default Project Template	0	-
Standard	Budget	-	0	-
Standard	Communications	-	0	-
Standard	Data	-	0	-
Standard	Planning	-	1	-



## NEXT STEPS

Looking ahead, the Corporate Information team plans to leverage Powell's Campaigns feature to further automate governance actions, applying these tools to ensure continued efficiency and adaptability.

## BEST PRACTICES AND LESSONS LEARNED

- Template Design: Defining clear use cases and creating tailored templates was pivotal to success.
- User Education: Embedding policies within templates helped train employees on best practices for Teams usage.
- Governance Enforcement: Removing the native Teams Create button ensured consistent adherence to governance policies.

## CONCLUSION

Albury City Council's journey showcases the transformative power of Powell's solutions in addressing modern governance challenges. By streamlining their Teams environment and fostering purposeful collaboration, the Council is better equipped to serve its community with agility and precision.

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