

# Microsoft Teams Growth: What You Need To Know

Summer 2022 Survey Report



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## Introduction

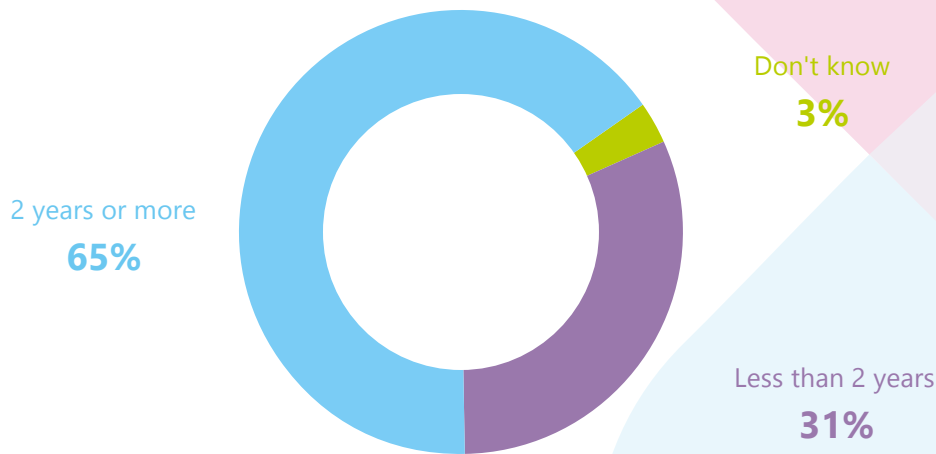
# Summer 2022 Survey Report

Microsoft Teams has grown 360% from 75 million active users in April 2020 to **270 million active users** as of April 2022. Teams has received over 450 new capabilities in the past year, and the number of active Teams Rooms devices has doubled yearly. As **Tom Arbuthnot**, Microsoft MVP, and Microsoft Certified Master, mentions on his Tom's Talks blog,

*"That's impressive growth, especially considering supply chain constraints."*

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## How long has your organization used Microsoft Teams?



397 Responses

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Microsoft is actively trying to grow Teams to propel it beyond its traditional business base to more consumers by adding additional consumer features.

For example, the Windows 11 taskbar now includes a Teams Chat button to get more consumers to use the product.

To better understand how this Teams growth affects users, Powell Software partnered with Redmond media to survey 500 employees working for businesses that leverage Microsoft 365.

Of the organizations surveyed, 65% said they had used Teams for over two years. 32% have been using the tool for less than two years. Teams' adoption will continue to increase as more organizations see increased flexibility, reduced operational costs, and improved productivity with Microsoft Teams.

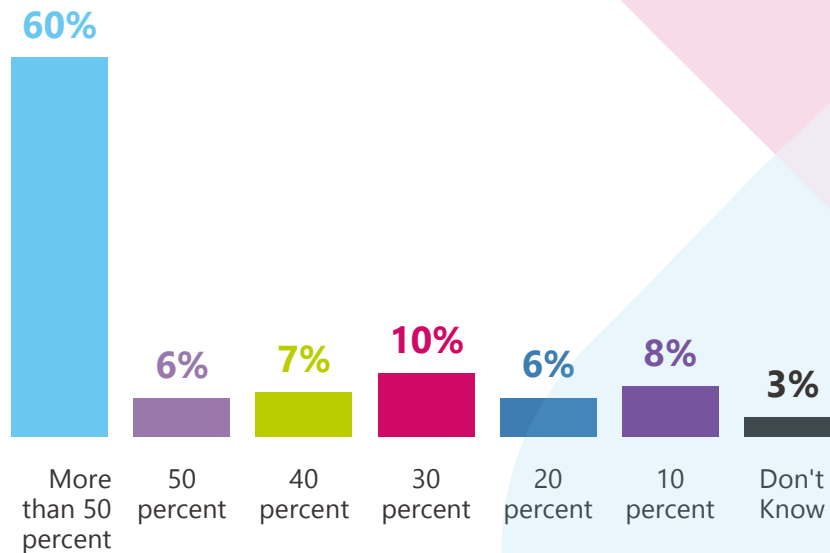


Chapter 1

# Is Teams being utilized?



## What percentage of current employees use Microsoft Teams in your organization?



Having Microsoft Teams installed on every computer is far from 100% utilization. 60% of the respondents said more than 50% of employees actively use Microsoft Teams. But, in many cases, Teams utilization might not be as good as you think.

Often, employees only use Teams for chat and completely ignore many of the advanced features of the platform.

These chat-only users may inflate your utilization percentage, but they aren't fully utilizing the product.



## Chapter 2

# Teams: Sprawling **out of control?**

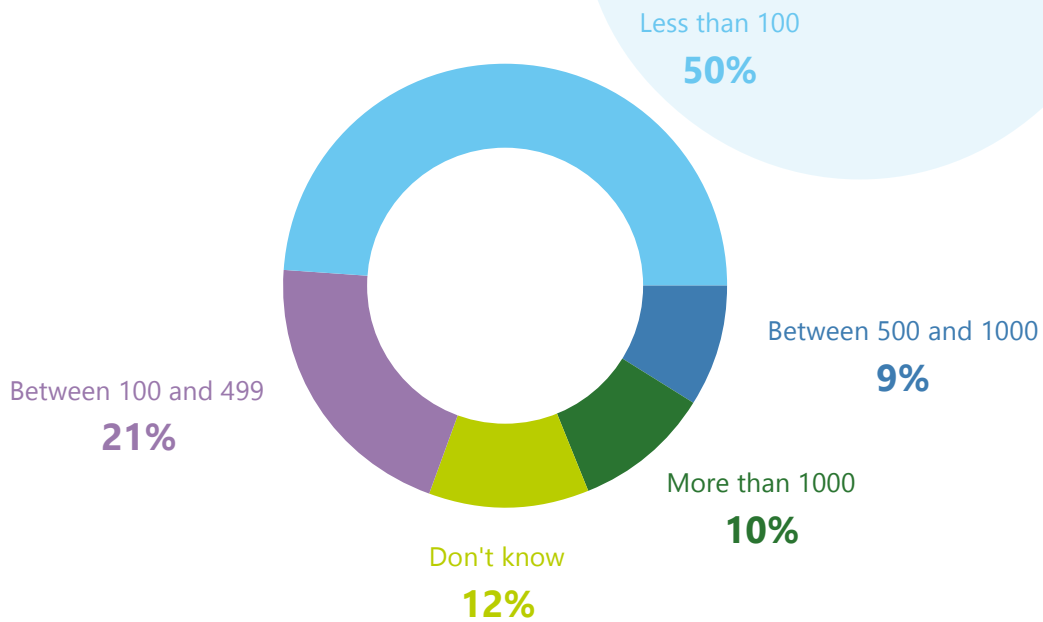
What happens when organizations do not have policies and best practices for Microsoft Teams? It can lead to many issues for the users, but also (and especially) for IT teams. An excellent example of this is Teams sprawl.

# Teams sprawl

Teams sprawl happens when employees can create new teams without any governance. While it makes it easier for employees to create teams and channels for collaboration, you can quickly end up with a growing number of inactive teams sprawled across your environment.

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## How many teams have been created so far in your organization?



400 Responses

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In the survey, we learned that 19% of employees surveyed said they had over 500 teams. 21% said they have between 100 and 499 teams, and 12% said they don't know how many teams they have.

These dead teams probably contain outdated data abandoned in Microsoft Teams. You could also have employees posting duplicate documents and information across different teams.

When an employee leaves the company, you have no idea what information left with them. This stale, outdated content can lead to a decline in user adoption and increase the risk of data exposure and theft.

With sprawl, the search function will not work efficiently. You can end up with duplicate content, pages, and forms, along with incorrect versions of documents. When this happens, admins and employees won't be able to find the information they need.

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*“The worst thing about teams sprawl is that people create the sprawl then blame IT when they can't find the information/files/chat/whatever they want! Personally, I would only give single individuals within a department the ability to create teams, with an approval required by the department head. Nothing wrong with creating a simple request/approval workflow (e.g., Power Automate), but that little step has a big impact on sprawl in my experience.”*

**David Adams,**  
Microsoft Community Forum

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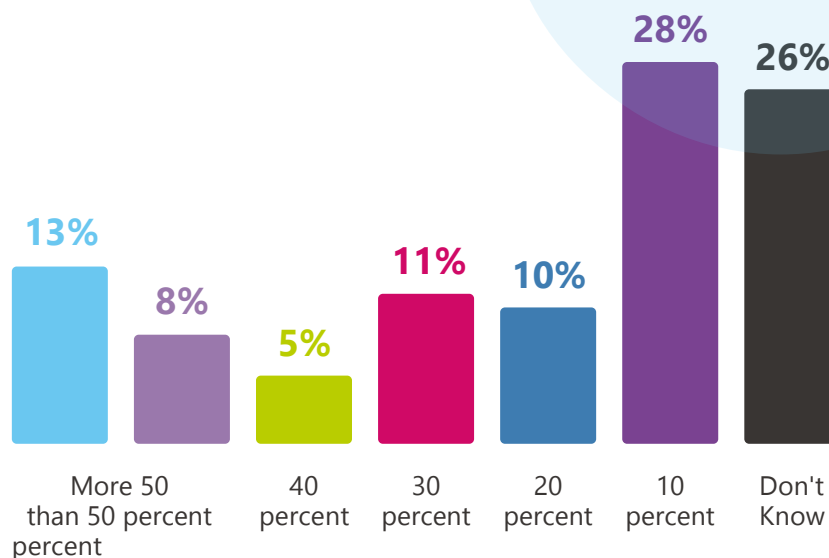


## Unknown guests with access

Guest access is another challenge organizations see with Teams. According to the survey, 26% of respondents said they didn't know what percentage of Teams users have guest access. 13% said over 50% of their organization had some guest access.

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What percentage of your Teams have some sort of guest access?



400 Responses

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While guest access is excellent for allowing parties outside of your organization to assist in ongoing projects, there are also some security concerns.

Having guest access gives people outside of your organization access to your active teams. These guest users can be difficult to track. It can be hard to know who still needs access to certain teams in the future.

These external users are not part of your organization and don't have to follow your organization's policies. In many cases, they have not signed Non-Disclosure Agreements. As a result, they pose a greater risk to employees in your organization

These guests still exist in Azure Active Directory (AD) even after they are no longer needed and can still chat with employees within your organization.

However, it is possible to set up guest access and still have a secure Microsoft 365 tenant. You need a plan for how you want to use guest access and understand the risks involved in keeping them in your tenant.

Including guest access should be part of an overall strategy that you have in place for external users of Microsoft Teams. Having the proper Teams governance in place can help you do this.



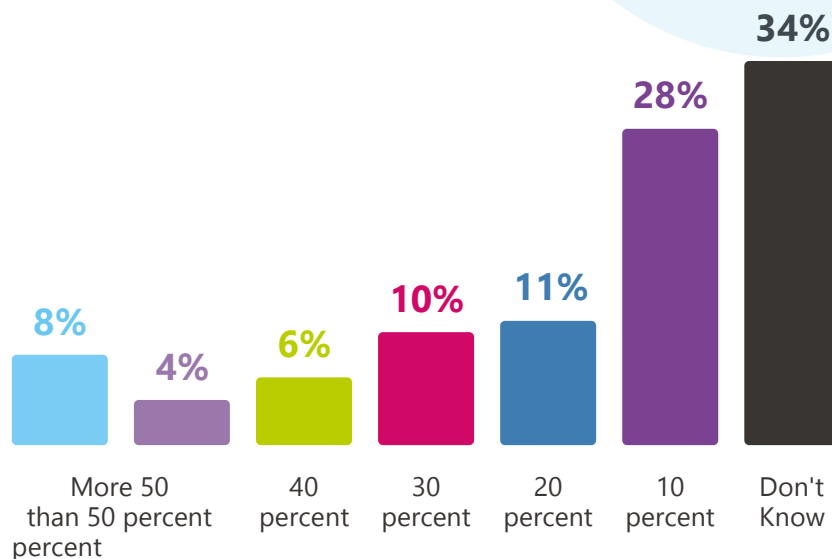
# Inactive teams littering the landscape

Inactive teams can be all over your organization. This litter happens as users grow teams in an uncontrolled manner. The chaos can quickly become a significant problem for IT and your employees. Some of these inactive teams have no owners and are not even accessible to employees. These inactive teams also increase the risk of data loss.

*“The rapid and often uncontrolled rollout of Microsoft (MS) Teams as part of Microsoft 365 (M365) deployments from early 2020 has become a headache for many records and information managers. In many organizations, inactive teams – some with no owners and inaccessible to records managers – litter the M365 landscape.”*

**Andrew Warla,**  
Microsoft 365 & SharePoint specialist

## What percentage of your organization's Teams are inactive?



398 Responses

## Chapter 3

# Governance is the solution

So many organizations neglect governance and face the reality of Teams sprawl. When this happens, Teams quickly starts lacking organization, leaving IT and employees lost with teams, messages, and documents, needing help finding what they need.





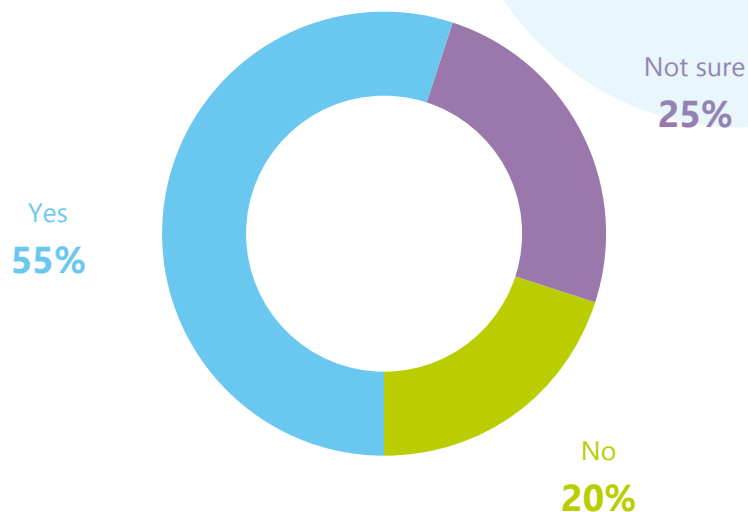
# Microsoft Teams Governance

With Microsoft Teams' governance, you determine how your organization functions with teams. This effort affects how you manage and access your data. It will help ensure your data access and security comply with your organization's business standards.

The survey found similar results. 55% of respondents said they need governance within their organization.

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## Do you see the need for Microsoft Teams governance in your organization?



396 Responses

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A governance strategy is critical if you implement Teams and want to provide productive communication and collaboration across your organization. It helps ensure your entire organization has a predefined way of using Teams.

Once you have governance in place, it needs to be communicated throughout your organization so they will follow the new policies.

This governance strategy is critical to provide control and secure content access and sharing.

These rules help not only IT but also employees. It allows them to work in teams without having to worry about creating chaos and confusion for others. It lets them create the workspaces they need. It lets them easily find, access, and share information.

With Teams governance in place, IT departments can solve problems and prevent information overload. This governance allows employees to simplify their Teams experience.

Chapter 4

# Best practices for setting up Microsoft Teams governance



# Best practices for setting up Microsoft Teams governance



## Know who is going to oversee Microsoft Teams governance

Typically, IT administrators will be the ones to handle Microsoft Teams governance. More than likely, they already handle your network access to files, updates, and security.

This new role of Microsoft Teams governance means they also have access to create new policies and ensure the entire organization follows best practices for the best security.

Once you know who is in charge of Team's governance, send communication to ensure that every employee understands who will make the policy decisions regarding Microsoft Teams. They also need to know whom they should contact if they have questions about governance.



## Clearly define which users can grant access

By default, administrators will be able to grant access to anyone. But, in Microsoft Teams, employees can be given the ability to add guests who will be given access to the Teams platform. This level of access is typically for vendors, contractors, and service providers. Administrators will need to determine if they will allow every employee to invite guests or if they only want to allow specific people like department heads to do so.



## Manage third-party apps and Teams add-ons

Part of the power of Microsoft Teams is being able to add apps from third-party providers as well as Microsoft. These apps allow you to increase productivity and customize the platform to meet your organization's needs better. But administrators should be able to block certain apps and allow others.



## Maintaining security

Microsoft Teams provides plenty of opportunities to share data to increase productivity. However, it also has privacy and security concerns associated with that level of access. This access is why it's essential to limit and encrypt information that may be sensitive to your business. Examples of this include your company data as well as trade secrets. Teams' administrators will be able to provide privacy protection that you can apply to documents on the platform. This protection lets you limit access to specific drives or files and encrypt sensitive information that past employees could send outside the organization.

Administrators will need to manage access. Having governance involves administrators permitting employees to access certain information.

It will give them visibility into who has access to which documents. This visibility is essential when it comes to clients' and customers' sensitive information or personal information.



## Create rules for erasing data

Having governance in place can help you avoid Team sprawl and allow you to de-clutter your system. While it can be essential to know which data you need to keep, administrators also need to create rules that will automatically archive certain information upon completion of projects. Administrators can erase teams from the system after they've gone inactive. It's also the administrator's job to verify that no sensitive information exists before team deletion.



## Using proper naming practices

When employees are allowed to create teams independently, you can end up with teams with duplicate names. It can quickly become unclear to everyone in the organization of which teams they are supposed to be members. This lack of clarity is why you need to have a straightforward naming practice as part of your governance within Teams. This practice will help ensure that as teams are created, they don't confuse because they have the same or similar names. One way to do this is to use identifiers. Administrators create a prefix or suffix used in a team for specific departments, groups, or locations.



Chapter 5

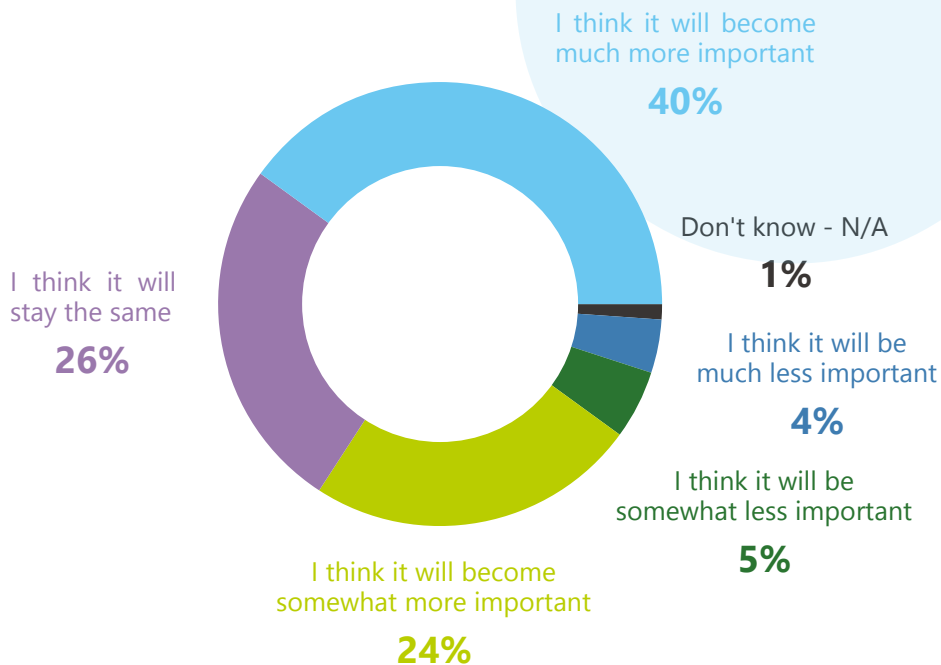
Grow Teams the  
right way with  
**governance**



# Governance

According to those surveyed, 40% said Teams would become more critical to their organization, and 24% said it would be more important in the upcoming years.

## How important to your organization do you think Microsoft Teams will be 2023/2024, as compared to 2022/2021?



392 Responses



Effective governance can help ensure that you have the proper access to the correct information. A Teams governance strategy will help you manage your Teams sprawl and stop it before it becomes a problem. This strategy makes information easier to find. It will ensure that teams don't get duplicated or abandoned without anybody knowing about them.

Governance improves your user experience and helps more people use Microsoft Teams because it's managed effectively. It can also help prevent unauthorized users, apps, and other information from coming onto your network.

It improves security, protects your data, and ensures compliance across your organization. It allows specific users to access the sensitive information they need while hiding it from unauthorized users.

The survey established the need for governance (55% of the respondents see the need for Microsoft Teams governance in their organization). The ebook below outlines in detail governance strategies every organization should implement.

[GET THE EBOOK](#)

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