



telelink
BUSINESS SERVICES



Enable Effective Remote Work for
your Project Team

TELELINK BUSINESS SERVICES PROJECT MANAGEMENT TEAM

CHALLENGES OVERVIEW

In Telelink Business Services, we have embraced Microsoft Teams as the collaboration and productivity platform for our employees. Microsoft Teams is a unified communication and collaboration platform that combines persistent workplace chat, video meetings, file storage (including collaboration on files), and application integration.

This is the platform which gives us the mobility to work from home and use multiple devices in our daily workflow.

We would like to share how we are utilizing the collaboration platform in our Delivery team and share some tips and tricks on how you can be more productive and organized.

We are having some great results in our work, so we believe that sharing with you our know-how, could help you be even more successful In organizing your workflow.



Microsoft Teams helps our Project team to achieve the following **KEY GOALS**:

INTERNAL AND EXTERNAL TRANSPARENCY

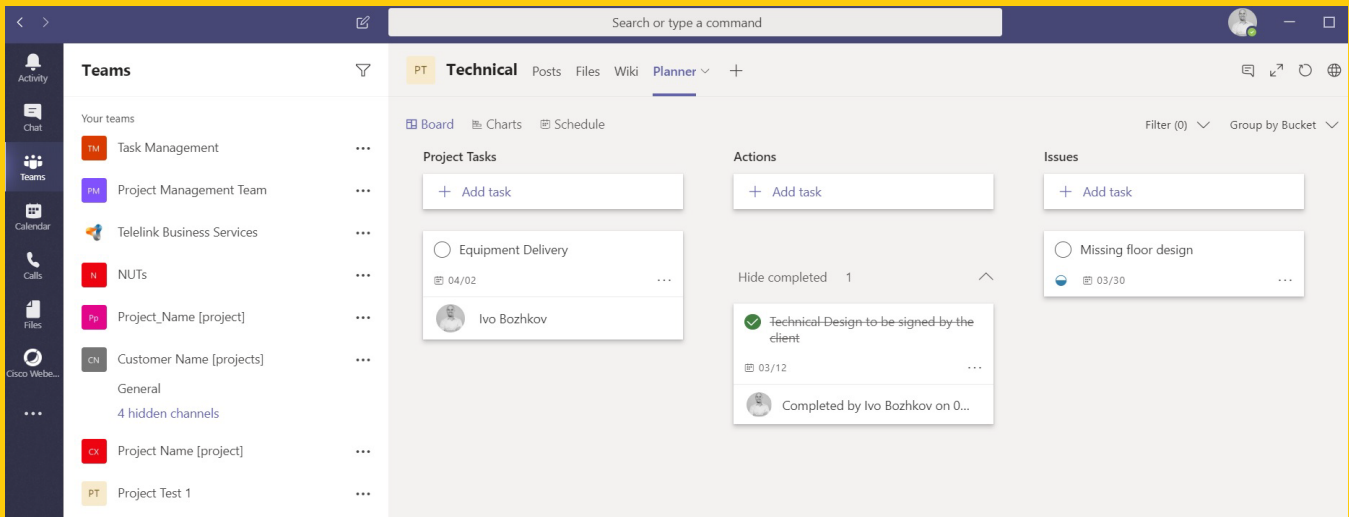


BIRD'S-EYE VIEW AND BETTER WORK ORGANIZATION

MICROSOFT PLANNER is a cloud tool that makes it easy for your team to create new plans, organize and assign tasks, share files, chat about what you're working on, and get updates on progress and it is fully integrated in Teams. We use Planner to create and assign tasks, and track the status, when project and action tasks distribution is needed. You can classify the tasks, based on the status or the responsible for them person.

Every plan is having as status board, where you can form tasks buckets. Everyone who is enrolled in the plan can track the deadlines and people responsible for the tasks.

HOW WE BUILD OUR PLANS IN PLANNER



We distribute the tasks within the PM team one to two weeks in advance. That gives us the visibility about what we need to focus on.

EFFECTIVE COMMUNICATION

In Microsoft Teams, teams are groups of people brought together for work, projects, or common interests.

Teams are made up of two types of channels – standard (available and visible to everyone) and private (focused, private conversations with a specific audience). Each channel is built around a topic like "Team Events," a department name, or just for fun. Channels are where you hold meetings, have conversations, and work on files together.

The tabs at the top of each channel link to your favorite files, apps, and services.

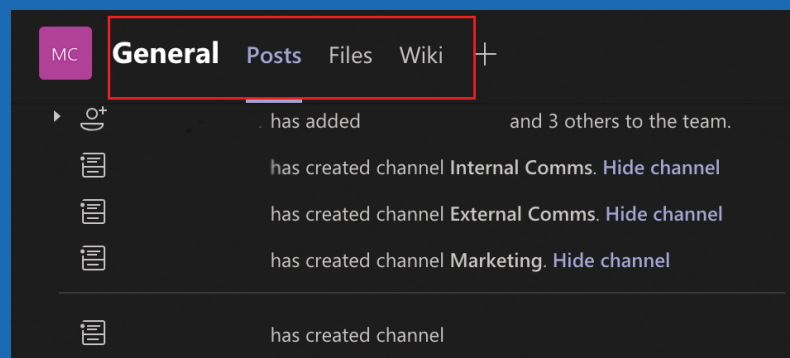
Learn more

<https://support.office.com/en-us/article/video-overview-of-teams-and-channels-c3d63c10-77d5-4204-a566-53ddcf723b46>

TIPS

Assign the Project Manager, responsible for the project, as the channel owner.

Only the team owner can add participants to the team. Please contact the owner if you need to enroll more people.



HOW WE ORGANIZE OUR TEAMS

There are many different ways to build a team and organize your work. We would like to share with you our vision for effective team and channel organization because it is proven and with satisfying results. This is the template we have chosen to use with our customers.

LONG AND COMPLEX PROJECTS

We are creating a team for every project we manage. We think that this organization method is useful especially in more complex project – technology or communication wise.

We recommend **four** channel groups:

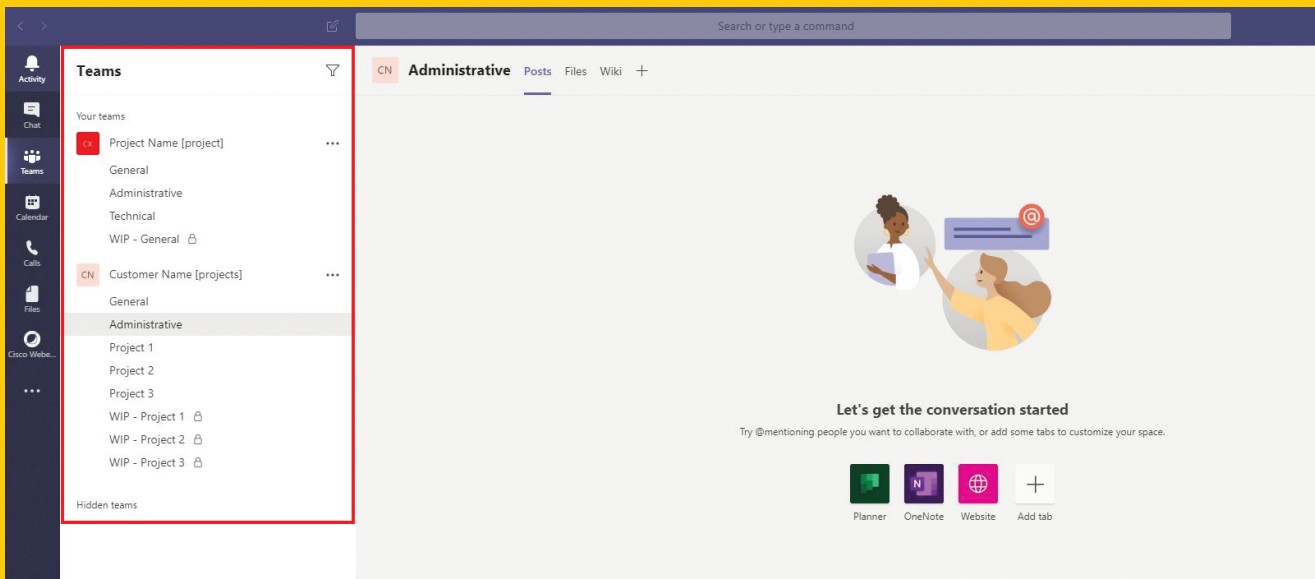
- **General** – This is the default channel and we use it as the name implies—to run general discussions about the project.
- **Administrative** – This is the place we run discussions about the different procedures, invoices, PO, etc.
- **Technical** – Here we cover the topics, which will help us grant the technical completion of the project like IP addresses, needed for setting up the devices, remote access set-up, findings and knowhow.
- **WIP (“Work in progress”)** – We use this channel to collaborate and get the ongoing documentation and assets ready. This is an internal channel for the TBS project management team. That is how we make sure that all the documentation is flawless before sharing it with the customers.

MULTIPLE PROJECTS WITH ONE CUSTOMER

We use this Team template when we have one client with multiple running simultaneously projects.

We recommend **the following** channel groups:

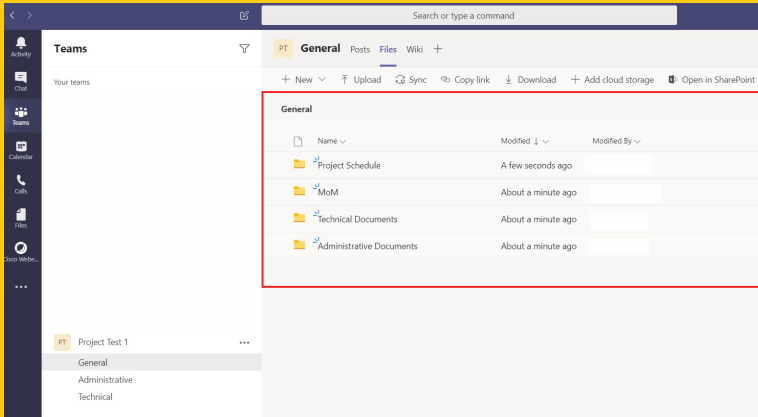
- **General Channel** – This is the default channel and we use it as the name implies—to run general discussions about the project.
- **“Project Name1”, “Project Name 2”, etc.** – We find useful to dedicate a channel to every project we have with our customer. That is how we can stay concentrated and keep track of the project.
- **“WIP Project Name 1”, “WIP Project Name 2” (“Work in progress”)** – Once again we recommend to define a specific “WIP” channel for each and every project. We use this channel to collaborate and get the ongoing documentation and assets ready. This is an internal channel for the TBS project management team. That is how we make sure that all the documentation is flawless before sharing it with the customers.



INCREASED PRODUCTIVITY

Teams can drastically improve productivity by putting files and tools in one place. Our employees get everything in one single interface like discussions (chat or digital meetings), files (with simultaneous editing functionality), calendars, schedules, cloud storage, etc.

HOW WE STRUCTURE OUR FILES

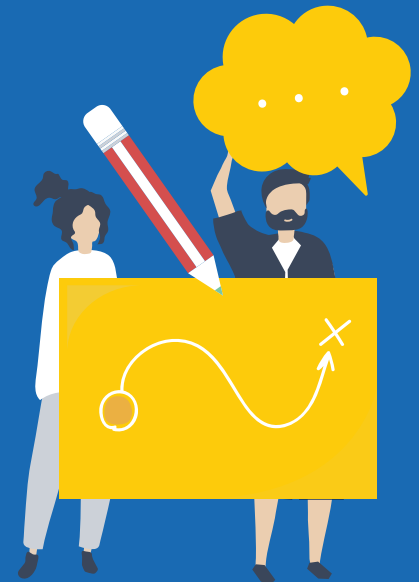


In our daily work we have embraced the following folder structure in the file of Teams:

- Administrative documents
- Technical documents
- MoM
- Project Schedule

FILE COLLABORATION

We can upload multiple versions of the files we are focused on. Uploading the files in the application they stay visible for our customers. In the same time, the customers have the option to review the files, comment, share ideas, and effectively collaborate together with us. Files can be edited simultaneously by multiple users.



TIME SAVING



With Microsoft Teams is working great when you need remote communication, you can easily initiate a chat, digital call or video conferencing, no matter internally in your organization or with our customers. It helps when it comes to file sharing and collaboration with our clients, keeping all the data in one place, no matter the location or the device you are using. That is how we are saving from our time, dedicated on travel and we have more to dedicate on our work.

Embracing this methodology will help you be more connected and work work from any device or location and have fun in the same time.

TBS Project Management

