



Spyglass MTG

Slack to Teams Migration



Cloud, Collaboration and Analytics

Microsoft Technology Group

Apps and Infrastructure for Azure

Data Platform Modernization

Modern Workplace
Microsoft Office365

Cloud Solution Provider

Managed Services

Microsoft Technology Group

Leading Microsoft Technology Consulting Firm

Full Lifecycle Support:

- Strategy/Design
- Implementation
- Integration
- Upgrade
- Optimize
- Support

Solution Offerings

- Apps and Infrastructure for Azure
- Data Platform Modernization
- Modern Workplace Microsoft Office365
- Cloud Solution Provider
- Premium Support

Over 20 years experience:

- 100's of SharePoint Implementations
 - Intranet, Extranet, Upgrades, etc
- Exchange Migrations
- .Net Development
- SQL Server
- Security
- Enterprise Content Management



Microsoft
Partner



Gold Data Analytics
Gold Project and Portfolio Management
Gold Application Development
Gold Collaboration and Content
Gold Cloud Platform
Gold Cloud Productivity

A young boy in a blue superhero costume with a white star on the chest and a red cape stands triumphantly on a dark rock. His arms are raised in a 'V' shape, and he wears a black mask. The background shows a sandy beach, the ocean with waves, and a clear sky. A semi-transparent blue horizontal band is overlaid across the middle of the image, containing the title text.

Slack to Teams Migration Tool

Key Benefits

UNIFIED USER EXPERIENCE

Empower your employees with Microsoft's teamwork platform and create a digital environment along with other Office 365 applications.

- Empower your teams with a robust teamwork and collaboration platform, a unified search experience, and a digital environment that tightly integrates with other Office 365 features, applications, and security.

REDUCE OVERHEAD COSTS

Slack has high licensing costs, but Teams does not incur any additional costs outside of your Microsoft 365 / Office 365 subscription.

- Teams does not incur additional costs, whereas Slack has high licensing costs. When your organization is in Office 365, your teams can be on MS Teams, allowing you to maximize your investment in existing Office 365 licensing and to reduce your overall platform training and support costs.

SECURED INFORMATION PROTECTION

With Azure Information Protection (AIP) and Office 365 Data Loss Prevention (DLP), your content will be protected whether it is shared inside or outside of the Teams platform.

- Making the move to MS Teams and Office 365 brings with it the capability to leverage Azure Information Protection (AIP) and Office 365 Data Loss Prevention (DLP). With these enterprise grade tools, you can be certain about the protection of your content while shared within MS Teams or with external users.



Migration Abilities

- User Mapping
- Content Mapping
- Features Mapping



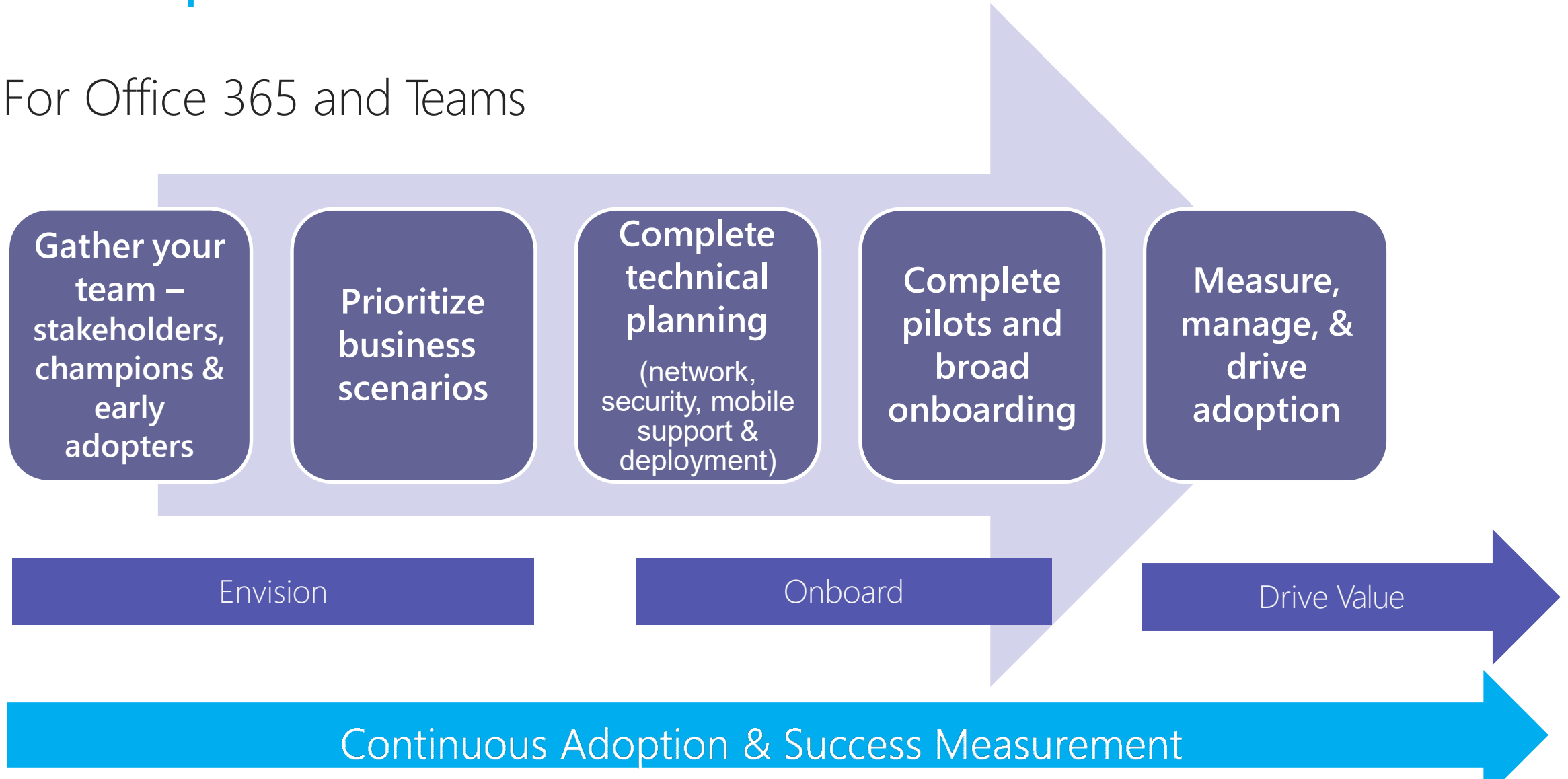
Competitive Advantage of our Solution

Our Slack to Teams
solution is more
efficient and
comprehensive than
any other solution.

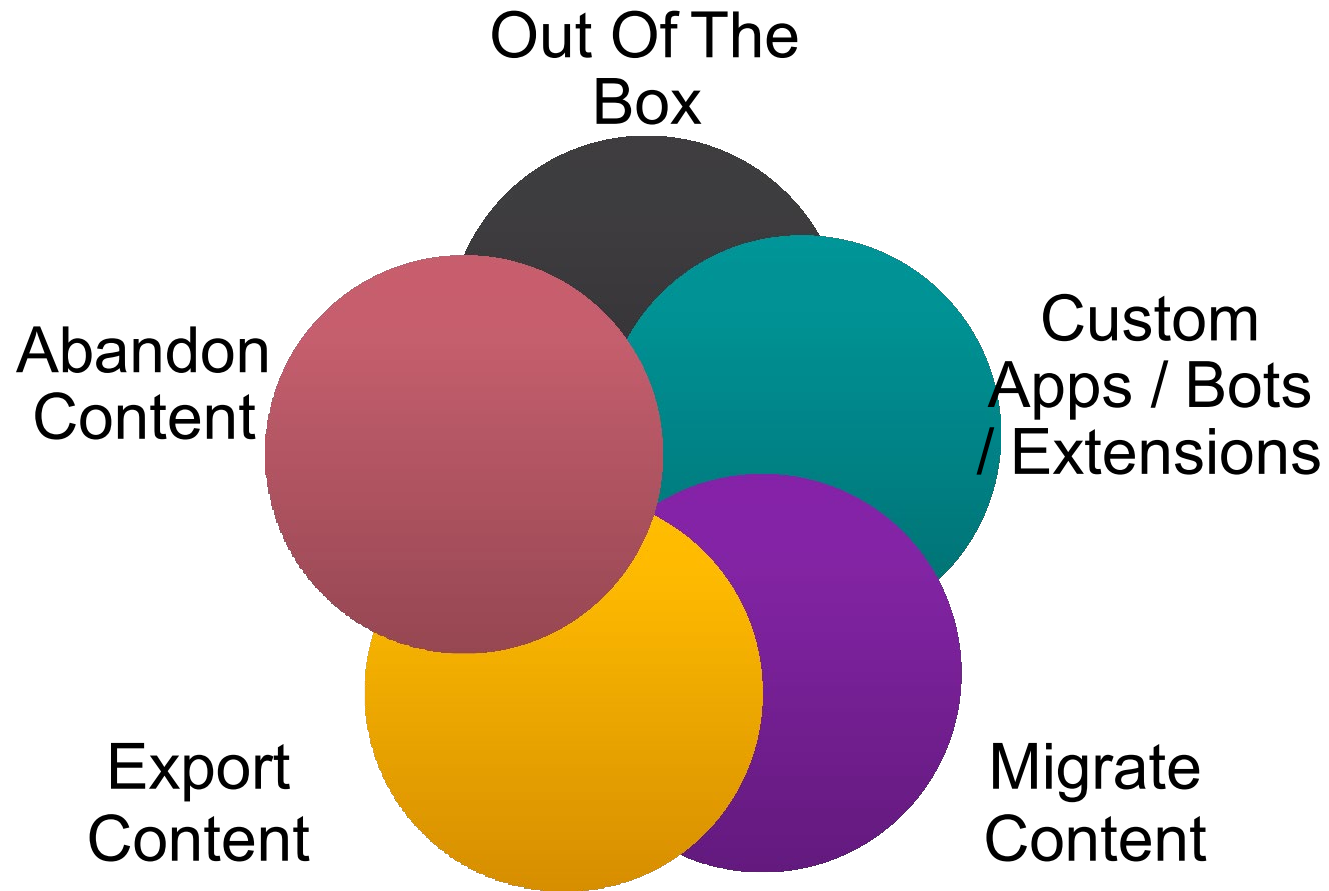


Teams Implementation Phases

For Office 365 and Teams



Slack to Teams Migrations



Slack to Teams Methodology

- **Discovery**

- # Channels
- Migration type
- Business Process
- Customizations

- **Execute**

- Business Processes
 - Each one becomes mini project
 - Discover, Envision, Design, Implement, Deploy
- Customizations
- End User

- **Design**

- Information Architecture
- Governance (Developer)
- Application Mapping
- Solution Design

- **Communication Plan**

- Communication Plan
- Developer Evangelism
- Rollout Planning

- **Program Management**



Case Study – Slack to Teams Migration

Slack to Teams Migration Project

- Over 5K Slack Enterprise users, over 18K channels in Slack
- Approximately \$2M / year in Slack cost
- Teams has been deployed but Slack is integral to working life and numerous business processes
- Over 65 Custom developed integrations with Slack as well as OOTB applications
- Microsoft account team engaged Spyglass to help client understand what it would take to get those users converted
- Deployed our tool to conduct the discovery and provide insight into what customizations had been deployed
- Engaged our team as a Program Management Office including PM, BA, Arch, SharePoint, Teams and Azure Devs to drive the process in conjunction with their internal team

First Step: Assessment



Analyze the existing Slack environment

- ✓ Analysis and inventory of Slack environment
- ✓ Collection of channel/MM/DM details and migration scope
- ✓ Usage of applications
- ✓ Channel Impact Analysis
- ✓ Archived content



Preparation of solution roadmap

- ✓ Includes:
 - ✓ Migration scope
 - ✓ 3rd party application remediation
 - ✓ Custom application development
- ✓ Detailed feature mapping
- ✓ POC based on discovered size
- ✓ Archived content considerations



Project overall timeline

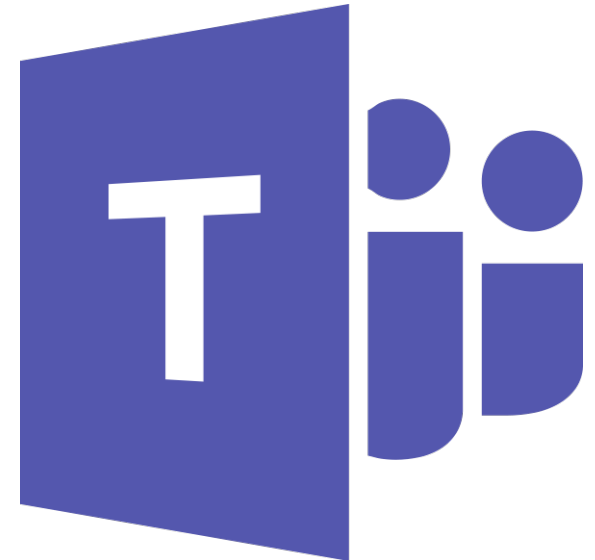
- ✓ Activity breakdown
- ✓ Resource breakdown
- ✓ Technical considerations and assumptions



Cost for the implementation

- ✓ Estimation based on work breakdown structure and full project scope

POC Candidate: NOC Incident Process – Mission Critical



Incident Management Process – Team Creation

Incident-1006 > General ... Public

Conversations Files Pinned Messages +

Incident Management Bot 07/24/19 2:18 AM

Service Now Changes
Untitled ▾

All recent service now changes can be seen at [https://\[redacted\].service-now.com/nav_to.do?uri=/change_request_list.do?sysparm_query=typeANYTHING*approval=rejected*start_dateBETWEENjavascript:gs.daysAgo\(2\)*javascript:gs.endOfCurrentMinute\(\)*ORend_dateBETWEENjavascript:gs.daysAgo\(2\)*javascript:gs.endOfCurrentMinute\(\)*NQstart_date%3C=javascript:gs.endOfToday\(\)*end_date%3E=javascript:gs.beginningOfToday\(\)*typeANYTHING*approval=rejected*ORDERBYDESCstart_date](https://[redacted].service-now.com/nav_to.do?uri=/change_request_list.do?sysparm_query=typeANYTHING*approval=rejected*start_dateBETWEENjavascript:gs.daysAgo(2)*javascript:gs.endOfCurrentMinute()*ORend_dateBETWEENjavascript:gs.daysAgo(2)*javascript:gs.endOfCurrentMinute()*NQstart_date%3C=javascript:gs.endOfToday()*end_date%3E=javascript:gs.beginningOfToday()*typeANYTHING*approval=rejected*ORDERBYDESCstart_date)

Total Changes in past 48 hours: 7

Change Number: CHG0011968

Jira Changes
Untitled ▾

All recent jira changes can be seen at [https://\[redacted\].com/issues/?jql=status=Patch+AND+Patch+Time>=>-24h+AND+Patch+Time<=>+0h+ORDER+BY+cf\[16913\]+ASC,+cf\[14402\]+ASC](https://[redacted].com/issues/?jql=status=Patch+AND+Patch+Time>=>-24h+AND+Patch+Time<=>+0h+ORDER+BY+cf[16913]+ASC,+cf[14402]+ASC)

Total Changes in past 24 hours: 24

Issue: DBADMN-1034

Jira Service Desk Changes
Untitled ▾

All recent JIRA service desk changes can be seen at [https://\[redacted\].com/browse/SDCPSRE-27?jql=issuetype=Change+AND+status!=cancelled+AND+Change+Start+Date>=>-24h+AND+Change+Completion+Date<=>+0h+OR+Change+Start+Date<=>+0h+AND+Change+Completion+Date>=>+0h+ORDER+BY+cf\[16807\]+DESC](https://[redacted].com/browse/SDCPSRE-27?jql=issuetype=Change+AND+status!=cancelled+AND+Change+Start+Date>=>-24h+AND+Change+Completion+Date<=>+0h+OR+Change+Start+Date<=>+0h+AND+Change+Completion+Date>=>+0h+ORDER+BY+cf[16807]+DESC)

Total Changes in past 24 hours: 14

Issue: SDTFAFC-103

Incident Management App 07/24/19 2:18 AM

Severity Level: L5

Incident Commander: Krachana

John Francis 07/24/19 2:18 AM

This does have the major impact on releasing into prod

Start a new conversation. Type @ to mention someone.

Save this message
Mark as unread
Immersive Reader
More actions > Pin/Unpin

Incident-1006 > General ... Public

Conversations Files Pinned Messages +

Summary : bed [redacted].com bgp is flapping

SEVERITY **L5** COMMANDER : **JONATHAN PALAZZO** CREATED ON : 16 JULY, 2019 05:12:34 PM

JIRA LINK TEAMS ENGAGED : SIRT, CPSRE

Incident Management App Today 09:42 AM

rchitinanda responded - I'm looking into this issue

Kaushik Soman 12:20

Severity: L5 Summary: bed [redacted].com bgp is flapping...

Tony Auditorea 10:17

Discussion related to INCIDENT-1034

Adam Ross 08:24

I'm checking the disk space issue

Incident Management Process – Bot Posted Messages

The screenshot displays a Microsoft Teams chat window for the 'NOC Production' team. The left sidebar shows the 'Teams' section with a list of channels. The main chat area shows two messages from the 'Incident Management App' bot, both posted on Tuesday, July 23, 2019.

Channel List (Left Sidebar):

- NP # noc-production
- General
- IN # incident-1006
- IN # incident-350
- IN # incident-945
- IN # incident-1009
- IN # incident-357
- IN # incident-345
- IN # incident-1024
- IN # incident-938
- IN # incident-952
- IN # incident-345
- IN # incident-111
- IN # incident-4567
- IN # incident-231

Message 1 (Incident Management App):

Posted Tue, July 23, 2019

Summary: "popfileetl9005.prod. .com Drive- F\$ has 14 % free (1.4 T of 9.8 T)"

Message from the NOC (krachana): Hi Team, "popfileetl9005.prod .com Drive- F\$ has 14 % free (1.4 T of 9.8 T)" Please look into it.

Communication Type: INITIAL
Incident Severity: L5
Teams Engaged: SIRT

[Incident-345 >](#) [Jira Link >](#)

Message 2 (Incident Management App):

Posted Tue, July 23, 2019

Summary: "popdbetl90563c and popdbetl90563a Drive - L is full"

Message from the NOC (David): Hi Team, "popdbetl90563c and popdbetl90563a Drive - L is full" Please look into it.

Communication Type: INITIAL
Incident Severity: L1
Teams Engaged: PEI

[Incident-350 >](#) [Jira Link >](#)

Incident Management Process – Dashboard

NP # noc-production

General

incident-1006

incident-350

incident-945

incident-1009

incident-357

incident-345

incident-1024

incident-938

incident-952

Search or type a command

NP # noc-production > General ...

Public

Conversations Files Incidents +

Open (42) In Review (4) Rejected (38) Closed (258)

L5 12 L4 08 L3 06 L2 11 L1 05

Search

Incident #	Severity	Created On	Aging	Commander	Teams Engaged	Action
# incident-1006	L5	18-Jul-19 12:45:22	15 Mins	Jyoti Kumari	SIRT ...	
# incident-1007	L5	17-Jul-19 11:43:25	25 Mins	Jonathan Palazzo	DBADMIN	
# incident-357	L3	16-Jul-19 11:35:12	05 Hrs	Jonathan Palazzo	CPSRE	
# incident-952	L2	15-Jul-19 11:20:21	20 Mins	Kaushik Soman	EXDBA.EISRE	
# incident-1005	L5	14-Jul-19 10:30:43	10 Mins	Damon Chen	EISRE ...	
# incident-987	L1	13-Jul-19 10:20:32	16 Mins	Damon Chen	CPSRE	
# incident-1941	L5	12-Jul-19 10:21:11	04 Hrs	Jyoti Kumari	LMM	
# incident-1231	L4	11-Jul-19 09:26:37	12 Mins	Jonathan Palazzo	INFOSEC	
# incident-952	L3	10-Jul-19 09:12:14	20 Mins	Rachana Konjeti	NAS	
# incident-1001	L1	09-Jul-19 09:42:22	25 Mins	Tony Auditore	DBADMIN	
# incident-1028	L3	08-Jul-19 08:25:42	12 Hrs	Jyoti Kumari	ISAB ...	
# incident-1250	L2	07-Jul-19 08:45:21	10 Mins	Kaushik Soman	ANML	

Join or create a team

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Search or type a command

Production > General ...

Public

Incidents +

Review (4)

08

Severity

L5

L5

L3

L2

L5

AGING

35 Mins

L1

L5

L4

L3

L1

L3

L3

L2

JIRA LINK

Link to JIRA

INCIDENT LINK

incident-1006

incident-1006

Created On 18 Jul 2019 08:15:25 AM

COMMANDER

Jonathan Palazzo

SEVERITY

L5

TEAMS ENGAGED

DBADMIN, CISRE, EASRE

AGING

35 Mins

STATUS

Open

JIRA LINK

Link to JIRA

INCIDENT LINK

incident-1006

Drive- F\$ has 14 % free (1.4T of 9.8T)

Incident Management App 13:09

Incident Commander "Jonathan Palazzo"

Kaushik Soman 12:20

Severity: L5 Summary: .com

bgp is flapping...

Tony Auditore 10:17

Discussion related to INCIDENT-1034

John Fransis 08:24

This incident is still open and couldn't find solution

Ronald Riley 07:25

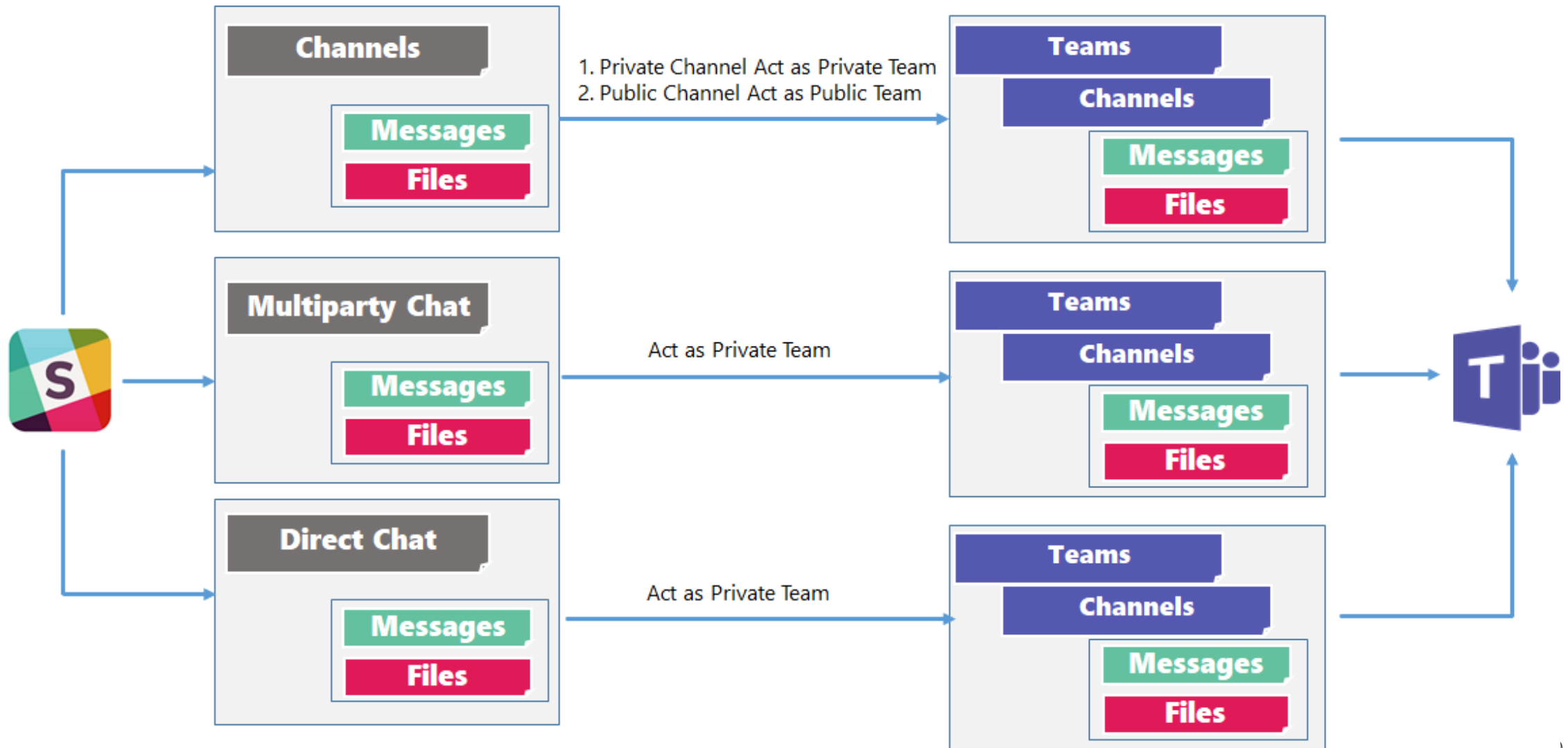
I can look into this incident

Observations

- High Level:
 - Slack users have done a lot of work on Slack to make it work for them and like its usability
 - Never feature for feature, some more, some less, but our focus is on supporting and optimizing how your users work
 - Need Executive Buy In to drive process
- Process:
 - Discover all the business processes that are dependent on Slack and provide new customization or workaround
 - Managing multiple workstreams and development processes with Client Dev Team
 - Determine what features are truly business critical
 - Provide documentation/guidance on best usage of Teams
 - Respond to the “Get to Know Teams” channels to help users understand what they can do in Teams



Spyglass Slack to Teams Migration Tool



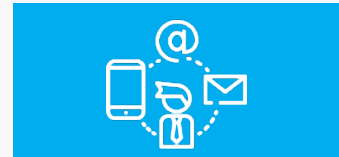
Features Covered by Tool

SOURCE



Slack

MIGRATING FEATURES/APPS FROM SOURCE TO TARGET



Channels



**Direct
Messages**



**Multiparty
Messages**



**Users/Channel
Mentions**



**Attachments
(including
snippets/posts)**



Replies

TARGET



MS Teams

Slack Channel Post-Migration into Teams

ms_dev_community
★ | 4 | Add a topic

Friday, January 4th

Kavi 5:08 PM
joined ms_dev_community.

Kavi 5:08 PM
set the channel purpose: discussion regarding ms dev community.

AravindE 5:08 PM
joined ms_dev_community by invitation from Kavi, along with 2 others.

Kavi 5:09 PM
The below link has the shell constants (SFGAO_*) for file attributes and file attributes constant
<https://docs.microsoft.com/ja-jp/windows/desktop/shell/sfgao>
<https://docs.microsoft.com/ja-jp/windows/desktop/FileIO/file-attribute-constants>
in the shell constants, there is no equivalent value for file attribute constant 'FILE_ATTRIBUTE_ARCHIVE'.
What is the equivalent shell constant for 'FILE_ATTRIBUTE_ARCHIVE'?
Thanks. (edited)

Manikandan Subramaniyan 5:10 PM
in the shell constants, there is no equivalent value for file attribute constant 'FILE_ATTRIBUTE_ARCHIVE'.
What is the equivalent shell constant for 'FILE_ATTRIBUTE_ARCHIVE'?

AravindE 5:10 PM
As far as I know there isn't one. Presumably there's no equivalent concept for non-file system s
You could detect that the shell item is a file system one (SFGAO_FILESYSTEM), then use a Wi

ms_dev_community > ms_dev_community ★ ...

Conversations Files +

kavi 2:06 PM
kavi has joined the group
Message posted at 2019-01-04 11:38:AM (UTC)
← Reply

kavi 2:06 PM
kavi set the channel's purpose: discussion regarding ms dev community.
Message posted at 2019-01-04 11:38:AM (UTC)
← Reply

aravind 2:06 PM
aravind has joined the group
Message posted at 2019-01-04 11:38:AM (UTC)
← Reply

kavi 2:06 PM
Allaudevhen has joined the group
Message posted by Allaudevhen at 2019-01-04 11:38:AM (UTC)
← Reply

kavi 2:06 PM
Manikandan Subramaniyan has joined the group
Message posted by Manikandan Subramaniyan at 2019-01-04 11:38:AM (UTC)
← Reply

kavi 2:06 PM
The below link has the shell constants (SFGAO_*) for file attributes and file attributes constants. <https://docs.microsoft.com/ja-jp/windows/desktop/shell/sfgao> <https://docs.microsoft.com/ja-jp/windows/desktop/FileIO/file-attribute-constants> in the shell constants, there is no equivalent value for file attribute constant 'FILE_ATTRIBUTE_ARCHIVE'. What is the equivalent shell constant for 'FILE_ATTRIBUTE_ARCHIVE'? Thanks.
Message posted at 2019-01-04 11:39:AM (UTC)
See more
← Reply