

# Microsoft Office 365 Teams Setup

Service Definition

2024 - 2025



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## About the Service

Microsoft Teams is part of the Microsoft 365 platform and is used by schools as a workplace communication and collaboration, as well as creating collaborative online classrooms and learning spaces for teachers and pupils.

This Microsoft Office 365 Teams Setup Service is designed to support schools in configuring their Microsoft Teams for workplace communication. It will help streamline collaboration between school leaders, administrators, teachers, and provide shared cloud-based file storage. It helps ensure that important information is structured efficiently and helps keep staff informed.

This service is part of our collection of Microsoft 365 Assisted Setup consultancies designed to support schools who need more help in preparing staff accounts for use with cloud services. Other options in the Microsoft 365 Assisted Setup consultancy collection include:

- Microsoft Office 365 Unique Identities and MFA Enablement
- Microsoft Office 365 OneDrive consultancy
- Microsoft Office 365 Sway consultancy

## What are the benefits?

- This setup process ensures that your school staff can effectively use Microsoft Teams for collaboration, communication, and file management.
- It will ensure your school has a centralised cloud-based storage system for all staff.
- An organised platform for storing and sharing files, while maintaining security.
- Frees up device storage.
- Enables files to be shared, and worked on simultaneously, between staff.
- An internal communication site to ensure no information is lost in missed emails.
- Integration with other Microsoft products and Apps.
- Robust Microsoft security.
- Any issues can be identified and addressed early.
- Eliminates downtime reading manuals or support pages.

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## What's included?



Our Microsoft Office 365 Teams Setup Service is designed to give your school the peace of mind knowing your Teams configuration will be tailored to fit your requirements. We would be pleased to provide an initial conversation to explain steps, pre-requisites and an estimated schedule for the consultancy.

The consultancy session/s will include:

- Explanation of the key features of Microsoft Teams and Channels.
- Planning your school's set-up for its Teams, based on our recommended model.
- Implementation of your school's Teams site. This service helps define the structure for your school's Teams, to ensure only authorised users can view files stored in each Team. Depending on which Teams they are added to, school staff will be able to add, edit and copy files and collaborate online.
- Additional explanation of how to use Chat, shared Files, OneDrive (personal work file storage), Meetings and Calendar.
- Provide advice and support to give school staff the necessary skills to further develop your school's Teams site.

## What does it cost?



### Microsoft 365 Consultancy Charges 2024-2025

Consultancy Type	Price £ Ex VAT
<b>Microsoft Office 365 TEAMS Setup Service</b> Price Band B - Remote consultancy call	£91.00 per hour

Prices valid from 01 April 2024.

All consultancies are subject to consultant availability.

Please contact [educationdigitalservices@lancashire.gov.uk](mailto:educationdigitalservices@lancashire.gov.uk) to arrange a booking.

For further information on our services please contact **0300-123-6797**  
or email [EducationDigitalServices@Lancashire.gov.uk](mailto:EducationDigitalServices@Lancashire.gov.uk)



## Additional information



### Is anything required before I can use this service?

You will need:

- A Microsoft 365 tenancy supported by Education Digital Services (this is part of your Broadband and Online Services subscription).

**NOTE:** If your school has taken the Microsoft 365 Devolved Admin option, you will need to ensure a member of staff with Global Administration privileges is available throughout the consultancy.

We strongly also recommend the following:

- Staff must have unique identities set up and we strongly recommend all staff have multifactor authentication (MFA) enabled on their account. To find out more about MFA additional information Visit our [Security and Online Safety pages on our website](#) and see
- Ensure your school has a suitable system to backup data stored in OneDrive and Teams. You can purchase a [Microsoft 365 backup service](#) through Education Digital Services.

**Important:** We recommend that once MFA has been enabled on accounts that your school also requests "[Conditional Access](#)" to be set up. This will reduce the number of times staff are challenged to enter additional codes (MFA) when they login. To do this, you will require either Microsoft A3 or A5 subscription licencing, as each staff member will need an A3 Faculty licence assigned. These A3 or A5 EES Licences can be purchased through Education Digital Services via our [Microsoft EES Subscription Agreement](#).

### How many consultancy hours will be needed for this service?

This consultancy can vary in length, depending on the level of advice needed by your school but this will be discussed with you as part of the initial consultation.

We would anticipate that two consultancy sessions will be required of between 1 to 3 hours depending on the size of your school and the number of staff being setup.

### Are there other ways our school can setup MFA?

We also offer downloadable User Guides for schools that subscribe to our Broadband and Online Services or our SIMS support (available in the support section of our website).

Alternatively, schools subscribing to our Technical Support for Curriculum Networks can ask their technician to help or log a request with our ICT Service Centre.

If your Microsoft 365 tenancy is supported by a third-party support company, please contact them to arrange setup.

## What's excluded?



On-going support for Teams functionality, amendments or new requests for assistance should be commissioned separately.