

Microsoft Teams for business continuity during any unexpected crisis event



Follow precautionary measures and adhere to instructions provided by your employer, government agencies, and local authorities in response to any unexpected crisis event.

During any unexpected crisis event, **Microsoft Teams** is an effective digital hub for modern collaboration. **Microsoft Teams** can be effective to coordinate your organization's response and drive alignment with your employees.

With that scenario in mind, please consider these practices:



Organize

- 1) Create a Team with those tasked with crisis management
- Create Channels for specific workstreams like Communications, Global Sites, Health Preventative Measures, Government Coordination
- Pin key Channels to the top for easy access
- Enable notifications and tag Important/Urgent messages as needed
- Encourage mobile users to share location data if they are impacted

2)

- 2) Run daily huddles or a weekly series within the Channel to skip the step of inviting people
- Don't panic if you're mobile – 4G/LTE will suffice
- Encourage meeting participants to use cameras and use blurred backgrounds
- Record meetings for those who can't attend, share transcripts
- Use meeting chat before, during, and post-meeting, to keep the discussion flowing
- Use Teams voice and video for one to one and one to many internal calls

Meet

Communicate

- 3) Host Live Events for communicating broadly to your entire organization to keep everyone informed of the latest developments
- Integrate Yammer into Teams to follow employee sentiment and bring important posts into Teams for the core team to formalize responses
- Utilize a communicator bot to directly engage sites/groups

4)

- 4) Set your status message to let your coworkers know where you are, your availability, or how you're feeling - be creative, transparent, and empathetic
- Upload a current profile picture to your Office 365 account
- Encourage posts in local language (Teams has a built-in translator)
- Enable closed captions in meetings to drive inclusion



Useful resources:

- <https://www.cdc.org> – Centers for Disease Control and Prevention (USA)
- <https://www.who.int> – World Health Organization
- <https://www.microsoft.com/en-us/industry/health> - Microsoft Health
- <https://www.noaa.gov> – National Oceanic and Atmospheric Administration
- <https://earthquake.usgs.gov/earthquakes/map> - Latest Earthquake Maps