



Most Common SharePoint & Teams Sprawl Issues and How to Solve Them

WRITTEN BY | Richard Harbridge & Kanwal Khipple

eBook

YOU WILL LOVE THE WAY WE WORK. TOGETHER.

Table of Contents

What is sprawl, and why does it matter?	4
What are the common sprawl issues you can encounter?	4
What are the common issues?	6
1. Ineffective Naming	7
2. Owners & Ownership Missing	10
3. Redundant Teams/Sites	13
4. Data Loss Risks	16
6. Slower Team/Site Start	22
7. Navigation Challenges & Productivity Costs	26
8. Training & Adoption Challenges	29
What are the partners & products that can help?	33
2toLead	33
Orchestra	35
ShareGate Apricot	36
Powell Teams	37
Valo Teamwork	38
AvePoint Solutions	39
ProvisionPoint 365	40
Teams Manager	41
LiveTiles	42
Conclusion Manage and embrace sprawl.	43
Our Other Whitepapers & Related Resources	44
About 2toLead	46
Awarded Experience, Here to Help	46
Top 3 Ways 2toLead Helps Customers	46

Today, digital communication and collaboration platforms are a necessity, not a luxury. For roughly [115 million active daily users](#), Microsoft Teams is at the core of their communication. With Microsoft Teams leaning heavily on SharePoint Sites, and Microsoft 365 Groups/Teams actively created in both, things can quickly sprawl out of control.

What is sprawl, and why does it matter?

Inside your organization, content, communities, teams, groups, and sites grow over time. This is a positive result of digital adoption. As those digital workspaces grow in usage, volume, and variety, it can be challenging to manage and understand how the technology is leveraged, by whom, and where.



For many organizations, understanding of digital workspaces and how they are being used is low because it often isn't prioritized from the beginning. The organization may know that the workspace exists, perhaps who created it, and when it was created, but not much more about it. Certainly not enough to proactively manage the lifecycle, proactively support adoption, manage compliance effectively, or improve how people work within and across these workspaces.

For many organizations, the barrier to better management and support is due to a lack of understanding. Lack of insight leads to the sprawl being classified as "unmanaged sprawl." Transitioning to "managed sprawl" is the number one focus of effective IT Governance for the Digital Workplace.

What are the common sprawl issues you can encounter?

For many organizations, the sprawl of Microsoft Teams, SharePoint sites, Yammer communities, and more is unavoidable and potentially even something to celebrate as it indicates adoption. But unmanaged sprawl leads to many issues.

While every organization is unique, most organizations encounter the same challenges. Fast-growing businesses are the most at risk of allowing Sites, Teams, Communities, and Groups to get out of hand. Keeping up with a growing company can mean accelerated rollouts of new technology where there was not enough time in planning or a lack of resources and expertise.

While some of these issues may seem self-evident or obvious, fast-paced technology and business landscapes do not always permit us to determine our most significant issues or where the issues originated, often due to time. Even once you identify the issues, some problems may

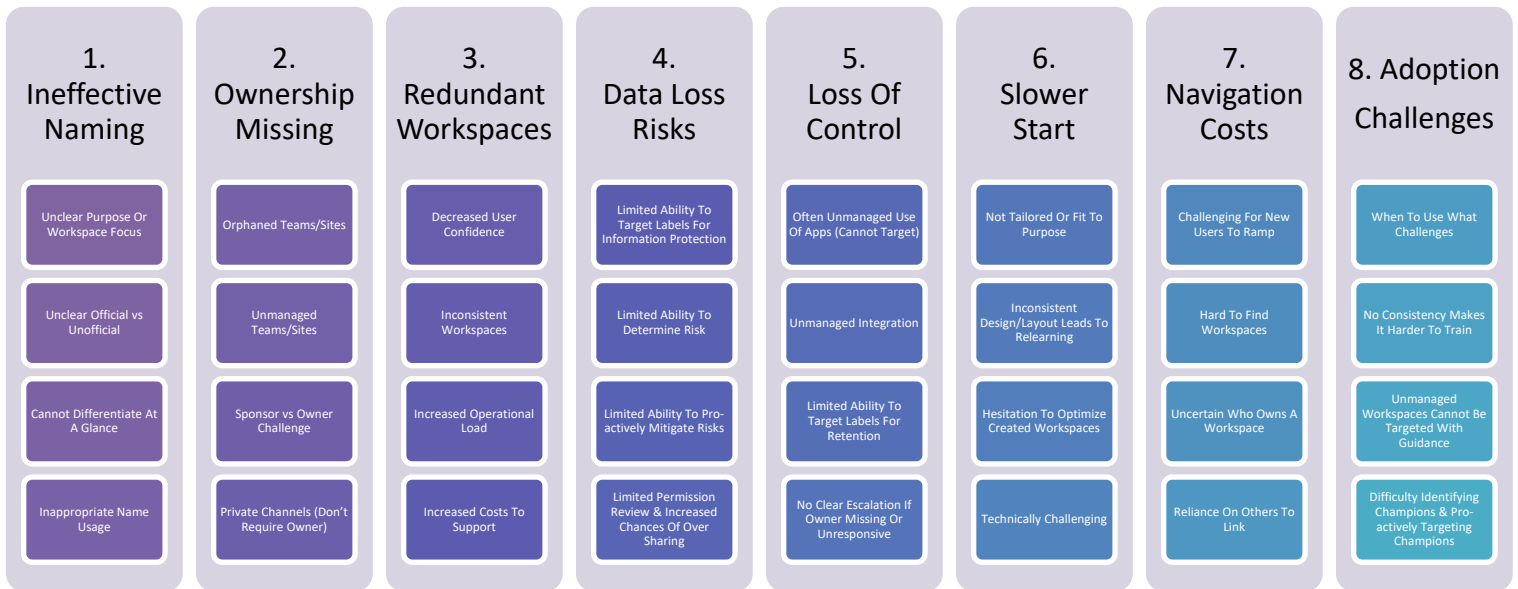
seem simple. However, solving them may take understanding and expertise, which your organization doesn't have, or sufficient time and attention your organization may not have due to other urgent ongoing business and technology operations.

For these reasons, we have taken the time to share insights on the top and most common issues. We hope these help your organization prioritize and highlight the importance of effectively managing sprawl. Beyond learning about these issues, you may need something as a guide and reference while tackling these significant issues.

This eBook is here to help solve those knowledge gaps and sprawl issues. Keep in mind that if you are looking for more prescriptive advice, make sure to reach out to a trusted and knowledgeable partner like 2toLead or another great Microsoft partner in the industry, as this is a set of challenges best tackled with experts who have done it before.

What are the common issues?

What are the common issues that come with the unmanaged sprawl of Microsoft Teams or SharePoint Sites? Below is a summary chart of the most common issues that unmanaged sprawl may result in or that unmanaged sprawl may exacerbate.



There are more issues in many real-world organizations than the ones represented above and discussed throughout this eBook. These other issues are due to the complexity of Hybrid environments (such as legacy SharePoint Servers) or digital workplace enterprise technology investments that must be part of your sprawl, governance, and provisioning planning (such as Workplace from Facebook, Google Drive, Box, etc.).

Every one of these issues can be mitigated, solved for, or better supported today.

1. Ineffective Naming

Ineffective naming is something many of us are familiar with when it comes to file and folder names, and it is an issue that has plagued digital workplaces since the very beginning. This naming challenge for folder names has made its way to the naming of SharePoint Sites, Microsoft Teams, and even Yammer communities. It can occur for various reasons, such as rushing to get the job done or employees using what makes sense to them, or because the user wanted to use a general term.

Since general terms are more widely understood, users lean to them in hopes that others will understand their purpose. However, as the number of teams and sites begins to grow, general terms are repeated in different environments or, in some cases, the same team/site with an additional word.

This results in issues like the focus or purpose of a workspace being unclear to both users and administrators. For example:

- It makes it unclear if a workspace is official or unofficial.
- Things can become extremely difficult for a user or administrator to differentiate a workspace at a glance.
- It even leads to inappropriate name usage where a name doesn't represent the workspace, could offend others, or shouldn't be used without official approval.

Ineffective Naming Leads To...

- Unclear Purpose Or Workspace Focus
- Confusion On What Is Official vs Unofficial
- The Inability To Differentiate At A Glance
- Inappropriate Name Usage

User Experience

All common issues associated with 'Ineffective Naming' affect the user experience. Whether it's a new employee or someone who has been at the company for years, ineffective naming can torment an organization and lead to massive amounts of time lost. Users are also impacted due to built-up frustration as lost employees scramble to find the right team/site. They believe they have found the right team/sites but discover it is for another project. Or worse, they create a redundant workspace to meet the immediate need, only to abandon it later when they learn a better workspace already exists.

Ineffective naming can also impact user engagement. An attempt at engaging the wrong group can lead to mistakes and information where it should not be, reducing users' confidence in the technology or the structure/spaces that exist.

IT Experience

With so many sites, teams, communities, and groups with little context, a lot rests on the shoulders of your IT department. They are tasked with taming the frantic and sporadic creation of workspaces, mapping and understanding workspaces when a related need occurs, or ineffectively managing the lifecycle when cleaning up, merging, and optimization these workspaces. While naming may not be an apparent challenge, it can quickly become one of the more significant digital workplace ownership costs.

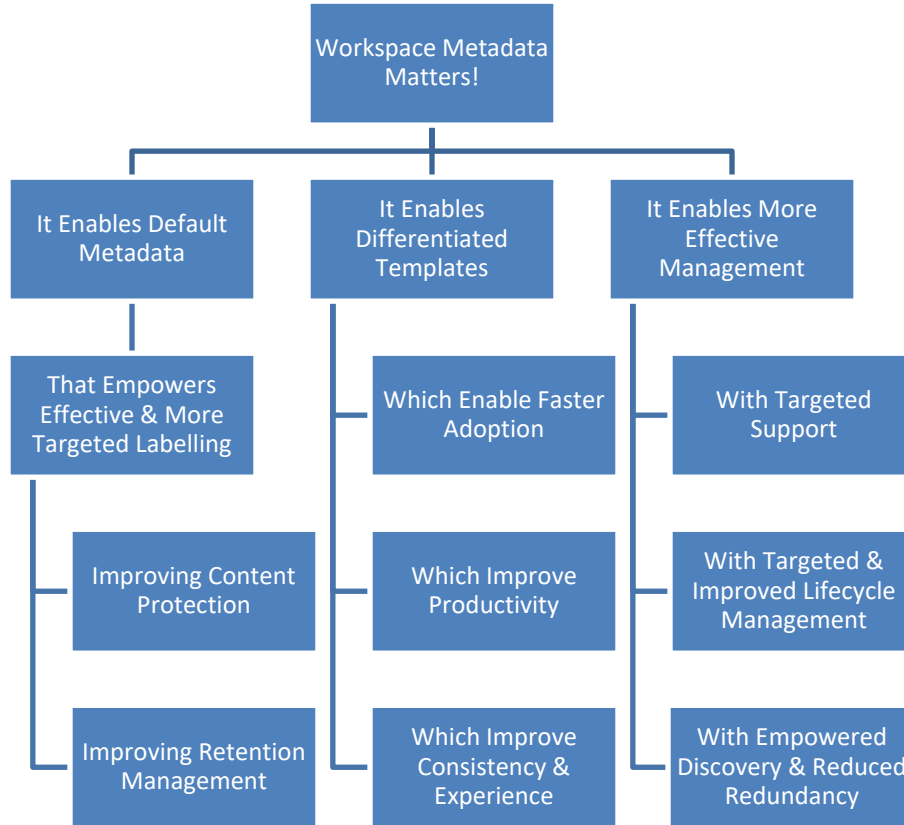
Without context, general terms are just that, general. Even without the proper understanding of the groups created in your organization, IT is tasked with the difficult challenge of managing them. Simply put, they need a better solution.

Solving Ineffective Naming

Workspaces don't have to have a unique name as the only way to identify them (the out-of-the-box approach). They can also have meaningful descriptions and metadata or profile information that can help us better understand what this workspace is about, what it might contain, and why it was created.

The solution isn't as simple as developing strong naming conventions, although that is a good start. The solution ensures that we ask additional questions beyond the workspace's desired name when workspaces are provisioned or created. This additional information can improve our understanding of workspaces. Also, this knowledge can significantly improve how easy it is to implement targeted retention, content protection, data loss prevention, better search experiences, differentiated templates, enable targeting for better proactive support, and so much more.

Below is a quick summary image of the importance of Workspace metadata and why it matters.



So what are some of these metadata questions that you could ask that would help tackle ineffective naming?

The following is a list to get you started:

- What is the purpose or business reason for this workspace?
- What division does this relate to?
- What department does this relate to?
- What product does this relate to?
- What customer does this relate to?
- What project does this relate to?
- Will this workspace contain highly confidential information?
- Who is the business sponsor for this workspace?
- What should the visibility of this workspace be? Should it be shown in the directory?

2. Owners & Ownership Missing

Missing owners and ineffective ownership can cause chaos in your environment. Suppose a user needs access to a site or team and the owner is disengaged or not available. In that case, it can often lead to an inability for critical users to access the resources or collaboration workspaces they need.

This challenge doesn't end when the workspace is created. It is an ongoing challenge and issue that must be managed over the life of a team or site. When a team or site owner is promoted, transitions to a new role, or departs the organization, the groups they have created, managed, or both might be left without the correct owner or may not have an active and engaged owner.

Another major challenge around ownership is that while a technical owner may exist, in many cases, they may not be the business sponsor or the person who needs to approve access, confirm compliance, or make decisions that might optimize the site/team.

Owners & Ownership Missing Leads To...

- More Orphaned & Abandoned Teams/Sites
- Unmanaged & Unsupported Teams/Sites
- Inability To Identify Sponsor/Owner For Key Decisions
- Lack Of Accountability & Inability To Manage At Scale

User Experience

Your digital workplace's effectiveness relies on a rich user experience, trust, and reliability as an essential piece of the equation. When owners are missing or unmanaged, the many issues lead to confusion or inability to respond and make key decisions that improve digital workspaces. This can lead to a poor user experience over time as leadership for key teams or sites degrades.

For many organizations, orphaned Microsoft 365 groups litter their digital workplaces. They are created, then forgotten, or abandoned as employees depart and take insight around the workspace with them.

The fundamental issue is that the lack of ownership leaves your digital workplace teams and sites in a state of risk. With a lack of direction, validation, and management, old information becomes seemingly new to users, and they can quickly misinform themselves and others.

IT Experience

Without proper solutions or practices, it is nearly impossible for IT to keep up with the creation stream without turning off permissions entirely. This situation leads to wasted hours reviewing existing teams/sites and communicating with HR every time there is a change in position or new hire. What's more, if IT is looking to consolidate sites/teams and reduce redundancy, they often need business input which takes more time and effort when owners aren't already identified.

While medium to large-sized organizations may have been thinking about governance and provisioning for years in SharePoint, even smaller companies need to be more vigilant due to Microsoft's easy-to-use communication platform, [Microsoft Teams](#), and how rapidly teams can be created with a more fluid ownership structure.

Private Channels are essential to consider. While you want the owners to be accountable (2 owners is standard), you must also understand how the technology works. One pattern that organizations are surprised by is that a private channel could exist within a team, but the team owners may not be members of that channel and, as a result, might not know it exists. This means while they are supposed to be accountable, they may be less able to be effective - if private channels exclude them on purpose or by accident.

Solving Missing Owners

The solution is not as simple as the last. Still, it is essential to note that identifying business sponsors or escalation points can be driven by metadata inclusion in the creation process or as workspaces are managed over time. To solve missing owners, provisioning, validation, lifecycle/compliance automation, and governance are required.

Here are two ways you could tackle this:

1. Reaffirm, or create policies around proper group ownership. Essentially, identify and make your governance rules clear (typically, 2 owners are mandatory for any team/site). You might also require a business sponsor for certain classes of sites/teams (which can be an owner but may be a different individual). When you publish the policy in your digital center of excellence, make sure your policy is easy to find by leveraging [Microsoft Search and SharePoint Search](#).
2. Leverage automation and the Microsoft 365 features available programmatically, making it easier for teams/site owners to provide a secondary owner when two aren't detected. There are also third-party tools that do an excellent job of this today as well.

Below is a sample image of an email sent from Power Automate that is used to engage with and support a targeted Team owner.



Hello Richard,

We hope you are doing well today and wanted to **ask you for some immediate feedback**. Please see what is requested below. *If you do not respond by September 15th, 2020 your site may be locked, archived or ownership of the space may be adjusted.*

Your site: "[Project Holospace](#)" and it's associated [Microsoft Team](#) require the following actions/input:

- **OUT OF COMPLIANCE ACTIONS - REQUIRED**
 - It seems that today you do not have a secondary owner for the Microsoft Team.
 - You can do that by [filling out this form here](#).
 - Looking for a suggestion? The most active user (besides yourself) in your team is: *Kanwal Khipple*.

Your [Project Holospace Microsoft Team](#) could benefit from the following actions:

- **SUGGESTED ACTIONS**
 - You have 3 private channels. 2 of them do not have you (or any other owner) in them. This may be by design, but we know it helps with team coordination to connect on these spaces in case they are no longer needed or deviate from your intended purposes for the team.
 - The following are the private channel owners for their respective private channels:
 - Daniel Greystone
 - Kayla Schryer
 - You have noted that this project site is highly confidential based on the sensitivity status, however you have provided external access to 3 external users.
 - Want to know more about what is shared with your external users in the Project Holospace team and SharePoint site? [External access and sharing reporting for Project Holospace](#).
 - No guest links are in use (anonymous links).
 - A few of your channels have not seen activity in the past 6 months. See [more usage data on your Project Holospace Team here](#).
 - Consider consolidating channels and/or removing redundant or orphaned channels.
 - We have detected a significant amount of questions within your Microsoft Team being asked and answered.
 - This is an extremely active Microsoft Team with a membership of over 100+ people.
 - There is an automated Q&A program we are running that can suggest answers to curators/nominated individuals for questions posed in your Microsoft Team when a question is found that has had a previous answer already shared (based on AI). This has no cost to your team and will only suggest answers when it is extremely confident the question has been asked before. Would you like to explore joining this program internally to improve response times on questions, reduce effort on repeat questions and benefit from other organizational answer profiles?
 - [Apply to have the Project Holospace Team join the automated Q&A program](#).

Haven't received this kind of email before? Check out our [guidance pages](#) in the [Site & Team Feedback section](#) of our [Digital Center of Excellence](#).

- a. Without additional automation, you can inspect Teams or SharePoint sites and their owners via the admin interface or PowerShell scripts.
- b. The Teams Admin Center (Office 365 web admin UI) can see details about teams and see teams without owners. They appear with a 0 and an exclamation.
- c. The scripting technique is the easiest way to quickly summarize owner risks without additional API calls or more complexity. There are many examples, but [here is one](#) where you can filter an input parameter of .Ownercount -eq 0 -

3. Redundant Teams/Sites

Redundant Teams and Sites are a common symptom of unmanaged sprawl. Redundancy occurs most often when a new team or site owner creates a workspace to solve a collaboration or sharing need but didn't know another similar workspace existed (sometimes because they don't have access or other times because they lack awareness/visibility).

They can also occur due to lack of control, even in well-managed environments, as an opportunity to optimize the information architecture and structure of workspaces. The goal is to improve how users work, such as what might occur naturally. The organization learns more about the best way to structure teams/sites when shifting from a model of per project teams/sites to eventually settling on a structure per client/product, etc.

Redundant Teams/Sites Lead To...

- Decreased User Confidence & More Confusion
- More Inconsistent Workspaces & Abandoned Workspaces
- Increased Operational Load & Lower User Productivity
- Increased Costs To Support

User Experience

Redundancy leads to users having to navigate through the many sites/teams to find what they think is the right one, only to discover it is not.

It can also lead to a misinformed workforce due to users assuming they have found the right Site or Team, then consuming old or inaccurate information. Using marketing materials as an example, a user can end up using the wrong product logo or the slightly different logo you have been trying to get rid of but keeps popping up in presentations.

With unmanaged sprawl identifying redundant sites is much harder for end-users as well. Users will rely on ineffective naming and bad navigation experiences without metadata to filter and compare sites and teams. The optimal ones require sprawl management in identifying critical metadata that improves how 'organization' directories might display all sites/teams, etc.

Ultimately, your users will lose confidence in your digital workplace's structural integrity and reliability of the data. They will then default to their own and old ways of collaborating and

finding what they need (often via Outlook), which leads to even more issues and significant productivity costs.

IT Experience

It is easy to become increasingly aggravated when you must delete an old group with a similar name every couple of months or when it becomes necessary to hire a full-time digital workplace custodian. Sound familiar? Considering IT does not participate in other departments' operations, they are forced to consistently communicate with managers and directors to decide whether they should or should not delete a redundant site/team. That doesn't just add to IT's load but the business unit load as well.

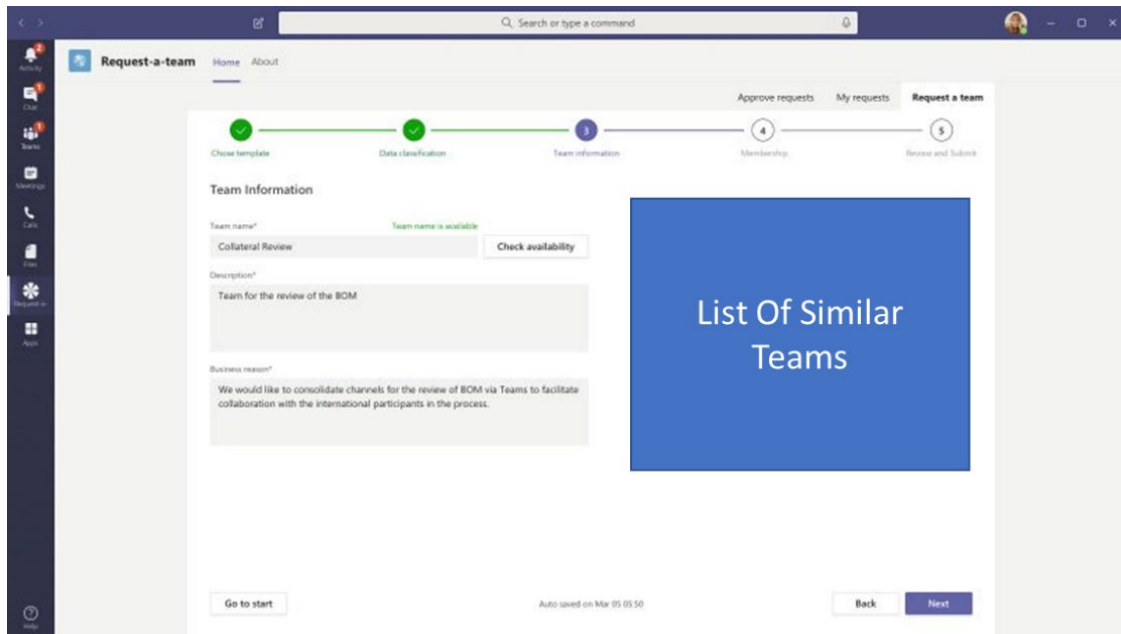
Solving Redundant Teams/Sites

There are two main ways you can reduce this risk and solve this issue:

- By having metadata and a customized request/new workspace provisioning form/process, you can provide the requestor insight on similar sites/teams that already exist—significantly reducing redundant sites from being created in the first place.

The metadata (what department does it relate to, etc) is just as important (if not more so) than the site's name. Imagine an experience when creating a site that shows 'similar sites' on the right-hand side. As you provide more answers to questions in the request form, it narrows the list to improve the chances of seeing other sites/teams that you might want to contact the owner to confirm it isn't redundant.

The screenshot below of a [sample provisioning solution based on Power Platform and Microsoft teams](#) highlights how you could easily enhance this or develop your own in Power App with a few reference/calls to the registry list of sites/teams/spaces that already exist, easily.



- By having metadata about the sites/teams that exist, it can be much easier to send summaries from those sites/spaces to business sponsors, programmatically reach out to them, view filtered lists, and more for targeted groups in the business - such as an IT lead, a department lead, a product team lead, etc. This can allow you to proactively highlight to those leaders the workspaces that exist concerning their focus area, and they can often reduce redundancy to improve productivity and usage across their teams.

Below is an image of a free Microsoft sample for Teams provisioning, which you could use to accelerate the development of your provisioning framework on Power Platform.

4. Data Loss Risks

Loss of data in the form of information or files is one of the more subtle but important issues that result from unmanaged sprawl. Because sites and teams are unmanaged, it also means that they often lack support, leadership, or classifications that enable effective security, information protection, and control.

For example, the lack of metadata or a centralized registry means an effective directory experience for end-users is unlikely. The lack of the two means users cannot find the sites/teams/spaces they should be sharing their assets in and often share content in the locations they know of and can quickly navigate to. In many circumstances, this may be the wrong location which often results in accidental oversharing. Alternatively, not knowing which workspace is the right one will result in users requesting access to more workspaces, often resulting in them having access to more teams than they need to, further increasing data loss risks.

Without managing sprawl, it is also unlikely that the organization is programmatically managing access reviews, ensuring classifications are accurate (what sites have confidential or higher risk information), that an owner who is managing security effectively exists, and that the organization is not providing proactive guidance to those Site/Team owners. All of these increase the risks of data loss.

Data Loss Risks Arise Due To...

- Limited Targeting For Information Protection/Retention
- Increased Likelihood Of Access Mistakes/Over Sharing
- Less Proactive Mitigation With Permission Reviews
- Managing Security/Reporting Being More Reliant On IT

User Experience

Users are always looking for the most convenient way to operate and will often put best practices aside to get the job done and move on. However, this leaves the organization vulnerable to losing data due to accidental deletion and users inside and outside your organization receiving prolonged access to files, folders, or even entire site/team collections.

Users also don't get the support they need - when adopting the role of Team and Site owners - to effectively manage security, privacy, or classifications so that the technology can better support and protect them.

IT Experience

While keeping an organized and secure environment takes a dedicated role in your organization, it is tough for one person to keep track of all the data loss risks. Compounding that with unmanaged sprawl is almost ensuring that IT cannot manage the cost of ownership, nor can they ensure adequate security, protection, and privacy enforcement.

Solving Data Loss Risks

By capturing the metadata for sites and teams across the organization, you can provide better navigation experiences, improve awareness of sites/teams for end-users, and reduce redundancy/confusion at the root of many data loss cases. What's more, you can do this while improving your ability to target those same workspaces with labels that don't just classify the sites/teams and others that protect and apply to all the content within those workspaces.

This guidance to Site/Team owners may take the form of:

- providing insight to them on inactive team members who should be evaluated in case they no longer need access to the Site/Team
- highlighting external sharing risks or directing them to the reports they already have
- having them attest that security is configured correctly every X months or performing [guest access reviews](#)
- or that the security/privacy classification of the site is still valid.

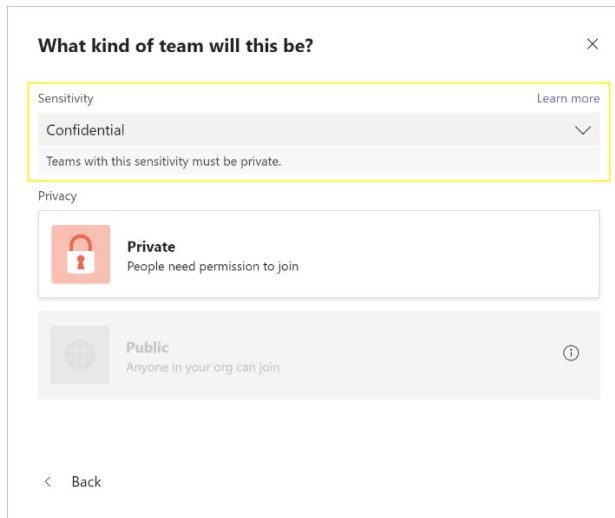
Example of Proactive Insight:

- Expanding on the points above by identifying inactive team members, a team owner can better manage their team and potentially address security risks. While this could be leveraged at an org level, it is best actioned by a team's owner if they feel it is appropriate.
- You could automate the identification of inactive team members to support Team Owners in better managing their teams. As an example, you could email, IM, or post a channel message highlighting the inactivity.
- Here is a community members post on the subject that highlights how you could do this with PowerShell: <https://www.thelazyadministrator.com/2018/12/11/post-inactive-users-as-a-microsoft-teams-message-with-powershell/>

Example of the Value in Targeting:

- By asking Team or Site owners to confirm the sensitivity label (and that it hasn't changed based on attestation intervals), it ensures the proper protections are in place for that team or site.

Below is how this looks when you create a Team using the OOTB form.



While this is powerful, it only applies privacy (public or private) enforcement, external user access, external sharing, and access from unmanaged devices. When you use this sensitivity label to a supported container, the label automatically applies the classification and configured protection settings to the site or group.

However, content in these containers does not inherit the labels for the classification or settings for files and emails, such as visual markings and encryption. That doesn't mean you can't also automate that level of protection.

Since you know more about the workspace than just the sensitivity label (such as if it relates to clients, finance, HR, etc), through the provisioning and request process; meaning you can automate the application and assignment of content labels within that location. You can also allow a combined approach of [end-user labeling for Office files/content](#) and proactive and targeted automated labeling programmatically executed by your organization.

5. Loss of Control

Losing control of your environment is a natural result of sprawl being unmanaged. In many cases, organizations that don't proactively manage their digital workspaces, such as SharePoint sites, Microsoft Teams, or Yammer communities. Also, they do not provide sufficient engagement with business leads, resulting in more shadow IT consequences, which increases the total cost of ownership for IT.

Leaders and users in your organization know that they need to solve sharing, navigation, integration, and access challenges, so they use the knowledge at their disposal to tackle this independently. This results in more significant silos, more use of unsanctioned file-sharing or digital workspaces, higher user frustration, and perhaps most importantly, much more significant risks over time.

Loss Of Control Often Leads To...

- Challenges Tracking Accountability For Apps/Integration
- Greater Risk Of Silos & Shadow IT Complications
- No Clear/Actionable Escalation When Issues Arise
- No Effective Way To Manage Charge Backs/Align Costs

User Experience

Digital workplaces, no matter the size, can quickly become overpopulated and sprawl out of control. In theory, any digital system could be governed and managed from file shares to how people organize their inboxes. The difference is that in the file share scenarios, most of the value is 'shared value,' and that is the big difference with SharePoint sites, Microsoft Teams, or Yammer communities.

These digital workspaces aren't only focused on individual value and productivity but shared value and shared productivity. Without IT support, the connection between shared value and digital excellence is often lost to the business leaving end-users without guidance or the support they need to be successful.

If IT is not managing sprawl and the various digital workspaces, then the business must do it, or it won't be done at all. Unfortunately, the company often doesn't have the digital excellence or

expertise to do this consistently, efficiently, or effectively and, as a result, builds considerable technical, knowledge, and organizational debt when unsupported by IT. This debt leads to some organizations losing key talent because their technology strategy, usage of tools, coordination, and more are so poor that it detracts and frustrates employees to the point of departure.

IT Experience

Loss of control is a worst-case scenario, but it is the point at which most organizations will begin to realize the extent of their problem. This can occur due to growing pains or an abundance of users acting independently. Suppose the business continues to outpace IT when it comes to enabling digital experiences, integrating digital workspaces, or tackling digital issues. In that case, this will result in a decrease in confidence for IT. Managing sprawl can be a great way to rebuild trust and show value to organizations working towards outcomes where IT is not just a reactive but a proactive party.

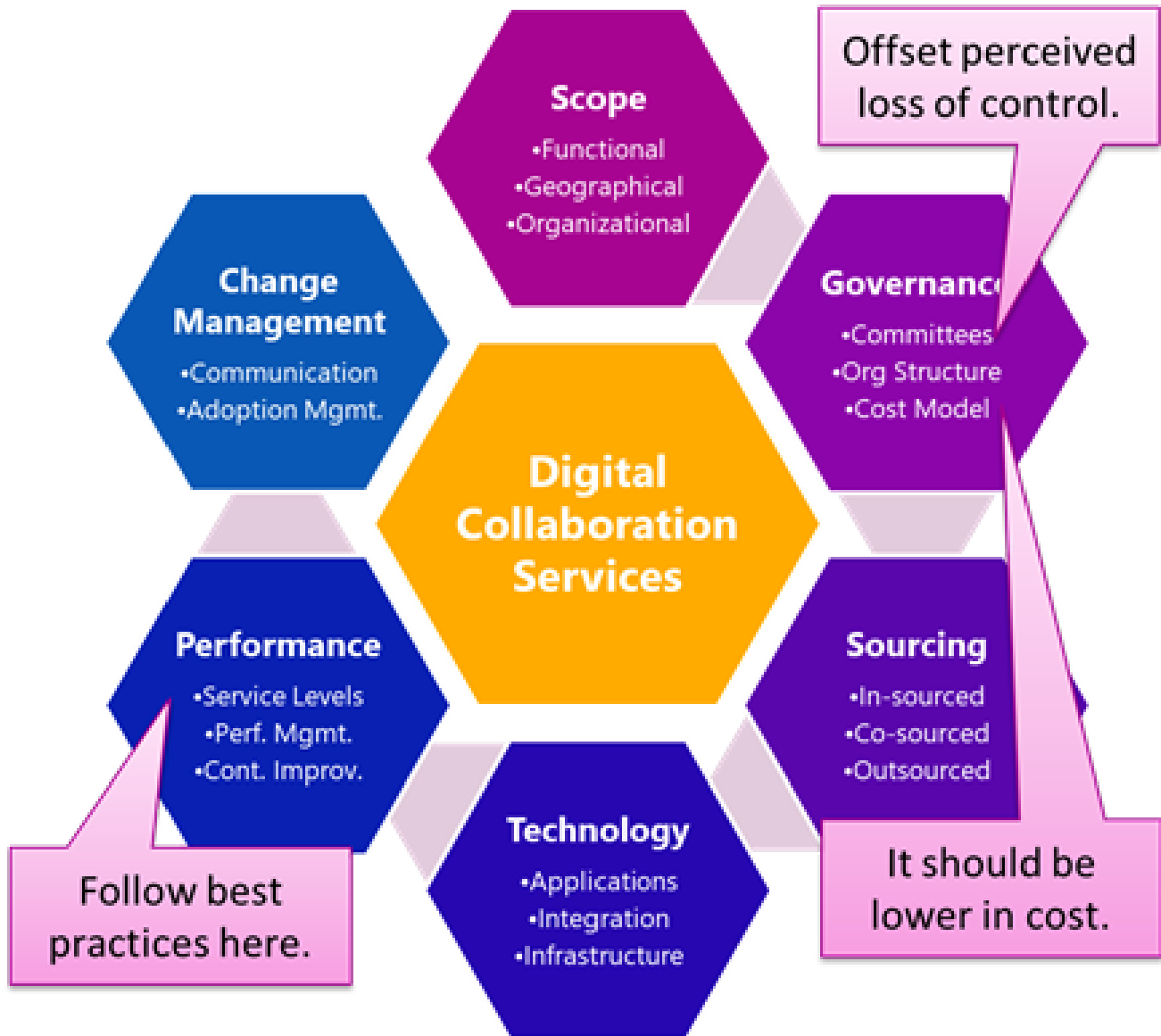
Without seeking to understand and support digital workspaces in more tactical ways, IT runs significant risks of cost of ownership increases. IT has no way to effectively map many of their services and spend to specific departments (whereas supporting specific teams when departments are mapped as metadata immediately provides value). IT has no way to effectively escalate when they see a risk that could be addressed earlier to save considerable cost and reduce negative impacts.

Solving Loss of Control

This is something that requires a bit more governance than the other issues identified so far. Managing sprawl is important but once sprawl is managed, determining how you will transition to proactive technology support and governance approach **is critical**.

Once you have a process for provisioning, managing the lifecycle of digital workspaces, and improving digital workspace experiences, it becomes a great foundation for improving cost management and tracking to prioritize technology resources (internal and external) where they are needed most. This will build confidence in end users, digital workspace owners, and leaders throughout the organization.

What follows is a simple image identifying some of the considerations you should consider to establish your proactive service management plan for Microsoft 365 and your digital workplace.



6. Slower Team/Site Start

One of the more significant issues that unmanaged sprawl causes is time wasted, which is money wasted. Suppose your digital workplace suffers from a slower digital workspace start. In that case, collaboration, shared understanding, and communication are reduced while the load on end-users and digital workspace owners is increased.

Slower Team/Site Starts Mean That...

- Spaces Aren't Tailored Or Fit For Purpose
- Inconsistent Designs/Layouts Leads To Relearning
- Owners Hesitate To Optimize & Invest In Workspaces
- Spaces Fail To Maximize & Often Use Basic Capabilities

User Experience

If things are chaotic in your digital workplace, you can bet that feeling will extend to your workforce. Suppose the user experience is broken due to inconsistencies. In that case, workspaces are abandoned, or inactive, and new workspaces aren't showcasing, integrating, or leveraging the platform's full capabilities. Ultimately, you are losing countless dollars in productivity, and you might not even be aware of it.

Consider the challenges for a new site or team owner when:

- the group or site is based on the default lowest common denominator template that Microsoft provides out-of-the-box
- it is not tailored to the needs of that group
- it is not pre-integrated or connected
- it is not set up in a way that engages and supports the new owner.

In this model, it's no wonder so many workspaces are poorly designed from an information architecture perspective and that so many workspaces only use the collaboration features of a document dumping ground instead of the myriad ways these workspaces improve team productivity and outcomes.

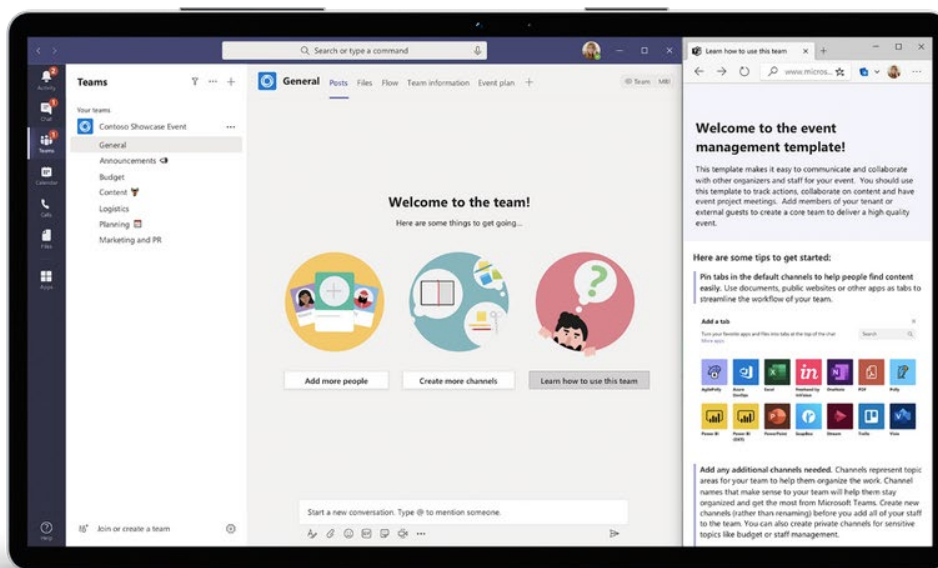
Once users get used to inconsistent workspaces, design, layouts, which will take countless hours, moving to something different, even if it is better, becomes more challenging to get momentum around due to past experience and decreased confidence.

IT Experience

Remember the countless hours wasted? Or the idea of having a full-time digital workplace custodian specifically for sprawl-related issues? Well, if your users are suffering, you can bet IT is suffering. IT has it the worst between dealing with ad-hoc site/team owner requests, end-user requests, and trying to resolve the problems as they keep popping up. Instead, IT should find a way to do it in a scalable, proactive, programmatic, and significantly less costly manner.

Solving Slower Team/Site Start

This is a great one to combine digital excellence and adoption with a richer understanding of how people should optimally use the technology, organize their information, and create consistency and improved end-user experiences across the various workspaces in our digital workplace. The template itself can significantly help with guidance on adoption, getting started, or when to use what.



Leveraging templates is an important first step, not the out-of-the-box ones but tailored and maintained ones that your organization has planned, designed and implemented.

For example, Teams templates let you quickly create rich collaboration workspaces with channels for different topics and preinstalled apps to pull in mission-critical content and

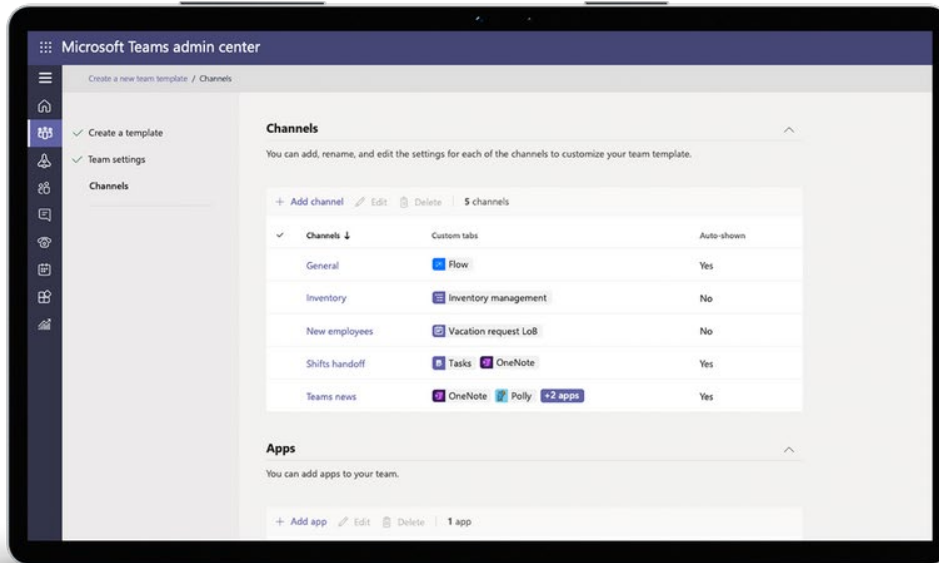
services. Teams templates provide a predefined team structure that can help you easily create consistent teams across your organization. Currently, you can create a team from a template in Teams or using Microsoft Graph.

We recommend having a process in place so that if someone does create a template, there is an approval approach to confirm its organizational use readiness. Since this process requires advanced permissions, this is more for tracking the initial creator of the template and insight into its purpose and other information that might not be fully represented in the Template definition or technical configuration.

Additionally, while the templating capability of OOTB is great, it may not be comprehensive enough, so 3rd party or custom approaches to templating may be used alongside to provide things like:

- Team membership
- team picture
- channel settings
- connectors
- files
- content
- and more

Be sure to [check the latest limits of this approach OOTB](#).



Keep in mind that you can manage which templates are visible to users via Template policies. So you can target the templates in your provisioning process or request forms quite easily, either through custom approaches or by building off of [what Microsoft provides](#).

Note: With OOTB, only technical team members can create templates. However, templates [can be created using existing teams](#). As such, with a simple request process, you can make it possible for end-users or team owners to submit a request for a team template as a starting point. So don't limit this to only technical ownership or IT ownership.

While the examples above were Microsoft Teams specific, there are similar approaches for SharePoint sites, Yammer communities, and other common digital workspaces.

7. Navigation Challenges & Productivity Costs

When navigation is broken, it is easy for a simple task to take exponentially longer than it needs to. Knowing the best place to share a specific document or where there might be reference material, and supportive experts/team members for some work you are performing can be a challenge.

This isn't made better by gaps in the technology itself. While Microsoft Teams, SharePoint, Yammer, Microsoft Viva, and Microsoft 365 all provide many ways to navigate, none of them provide a way to navigate based on your organizational context (filter all teams by department, or filter all sites by product, etc.).

Lack of navigational context combined with the fact that each workspace has differing navigation approaches (such as how Teams shows/hides groups and uses a search-like experience to find the right channel/team) can be extra taxing. As for SharePoint, it leans on recent/frequent sites and curated navigation.

In addition, poor navigation creates unnecessary inefficiencies and dependency on already overburdened resources to fill the navigation gaps with their time and effort directing requests, linking workspaces, and more due to unmanaged sprawl.

Navigation Challenges Lead To...

- Challenging for new users to onboard and engage
- Harder to find workspaces & user frustration
- Uncertainty on if its the right workspace or who owns it
- Inefficient reliance on others to link or direct

User Experience

[70% of people start their journey by navigating](#), and it is a vital focus area for an effective digital workplace. The most visible challenge of unmanaged sprawl is poor navigation. Reliable navigation is crucial to the user experience. Without it, new users will never find anything or end up learning how to work with a broken system.

When a new employee begins their employment, navigation issues should be the last thing that should actively occupy their thoughts. Not only that, but it also increases the hand-holding

required. The start of a new employee's journey can be anxiety-riddled in any environment, at any job. If the employee can't fundamentally do their job due to their inability to navigate your digital workplace, you may have inadvertently made their journey to success a lot more complicated.


IT Experience

One thing is inevitable; if the UI/UX is a mess, you can bet the backend is worse. Your IT department can provide reactive support all day. However, navigating the sprawl of Teams, SharePoint Sites, Yammer communities, and more, takes considerably more effort for those resources since they don't always have the business context or learning that some end users had to learn by necessity.

The need for IT to support management, leadership, and end-user navigation is clear. While out-of-the-box has a great set of experiences that are necessary to understand, they are not sufficient for the volume and complexity of your expected (or existing) digital workspace sprawl.

Solving Navigation Challenges

While organizations often invest in excellent global navigation for their Intranets, this navigation is almost always curated and manually managed. It doesn't scale across all the digital workspaces users work across on a day-to-day basis. While navigation is the #1 use case for an Intranet and the most crucial purpose of one, many fail to deliver dynamic and personalized navigation.

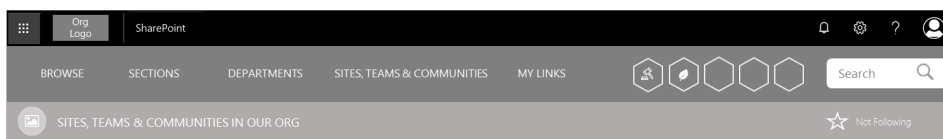
 **NOTE:** *Your intranet is the foundation for internal success in the workplace. Microsoft 365 offers many advantages your business will want to leverage. The journey towards better internal communication and collaboration begins in our whitepaper titled [**"The Definitive Guide to Microsoft 365 Intranets and Digital Workplaces"**](#)*

Mega menu layout enables you to better organize and showcase the related content and sites based on topic categories and headings. The menu option includes audience targeting and more out-of-the-box. These also scale to quite a few links, but they cannot come close to an effective solution for the hundreds or more likely thousands of Teams, Sites, and Communities in your environment.

Navigation doesn't need to be limited to top-level links or simple UI layouts. It can be dynamic if you customize it. Microsoft has excellent examples of dynamic navigation in frequent sites for SharePoint or personalization. While these capabilities and many others such as "my communities," "my stream channels," and more from Microsoft Viva Connections are necessary and helpful, they are also not sufficient.

Instead, the optimal pattern for solving the digital workplace sprawl navigation still seems to be complimenting an effective global navigation mega menu and those dynamic/personalized navigation aides through Microsoft 365 with a directory experience.

What is shown below is a simple mockup of a filtered OOTB site directory experience.



Our communities can be filtered or explored by hierarchies ([site explorer](#)), by focus area ([topic map](#)), by the ones you recently visited or have favorited ([your sites](#), [your teams](#), [your communities](#)) or by filtering the columns below (just click the column header).

Link	ID	Community Manager(s)	Practice Groups	Date Created	Category	Private	Owner
International Bank Of Banking	EB001	Strange, Stephen; Connor, Sarah; Ripley, Ellen	Corporate Securities	11/16/2018	RFP	Y	Snow, John
Travis County, Washington	TCT001	Opel, Glenn; Knight, Misty; Allen, Tim; Banner, Bruce; Marco, Polo; Rambo, John	Litigation; Environmental	11/15/2018	RFP	Y	Jones, Jessica
Gotham Housing Authority	SAH012	Balboa, Rocky	Government Real Estate	11/03/2018	Pitch	Y	Jones, Jessica
Harbridge Corp	HIL003	Parker, Peter; Spector, Marc; Segal, Steven; Bond, Trademark & Copyright	10/30/2018	Proposal	N	Danvers, Carol	
Metropolis Independent School District	DIS020	Brooks, Mel; Knight, Misty; Grey, Jean; Banner, Bruce	Public/Education Law	10/27/2018	RFP	N	Jones, Jessica
International Bank Of Banking	EB001	Strange, Stephen; Connor, Sarah; Ripley, Ellen	Corporate Securities	11/16/2018	RFP	Y	Snow, John
Travis County, Washington	TCT001	Opel, Glenn; Knight, Misty; Allen, Tim; Banner, Bruce; Marco, Polo; Rambo, John	Litigation; Environmental	11/15/2018	RFP	Y	Jones, Jessica
Gotham Housing Authority	SAH012	Balboa, Rocky	Government Real Estate	11/03/2018	Pitch	Y	Jones, Jessica
Harbridge Corp	HIL003	Parker, Peter; Spector, Marc; Segal, Steven; Bond, Trademark & Copyright	10/30/2018	Proposal	N	Danvers, Carol	

OOTB Lists and web parts can give you directory experiences if you simply store the data from the request process (approved or already created spaces).

Whether you use an out-of-the-box style design, a custom directory experience, or the incredible third-party directory solutions that exist in the marketplace, they must support the metadata captured in the request forms and on your digital workspace registry, mentioned earlier in this eBook. This can be significantly improved over time by adding filters to the directory and using it as a way to connect other disparate navigation experiences from Microsoft into a single navigation center for end-users (where you can add this directory alongside the sites web part and other out-of-the-box web parts that improve navigation).

8. Training & Adoption Challenges

If your organization is having unmanaged sprawl issues, it means you are potentially missing one of the most powerful tools in your adoption and digital excellence toolbelt. The creation of a digital workspace and a digital workspace owner's engagement is, arguably, the most significant things to align with your Microsoft 365 adoption strategy.

End users can learn through self-directed learning, adoption campaigns, and your continued proactive investments in adoption. The best ROI on adoption, though, stems not just from these things but the ability to provide it just in time, in context, and to the right people. The Microsoft Team, SharePoint site, and Yammer community owners in your org are the **most** important people to support proactively. By managing sprawl, you can target them at the right time to have the most significant impact (on creation and in the first period after creation).

Training & Adoption Challenges Lead To...


- Challenges Around When to Use What In Microsoft 365
- It Being Harder to Train Due To No Consistency Across Workspaces
- Inability To Proactively Target With Tailored/Templated Guidance
- Difficulty Identifying Champions & Proactively Targeting Champions

User Experience

The experience of creating a Microsoft Team or a SharePoint site requires courage and passion from a user. They are embarking on a journey to help others share, collaborate, and work more effectively together. This can be intimidating, this can be difficult to get started with, and it isn't made easier when a user receives a new Team or Site created, and it's full of empty unintuitive workspace.

As mentioned in previous sections, user experience is never more crucial than when users begin their journey to establish a new workspace. If you have sprawl issues, employees will have difficulty determining when to use what, how to get started, and perhaps most importantly, how to adopt or help others embrace and learn the technology.

Collaborating is also increasingly difficult for users as inconsistent workspaces manifest unexpected learning curves. Many team or site owners may have wildly different workspaces, which may break from expected patterns that you have trained users on at the organization level. Working around these learning curves becomes profoundly more difficult if workspaces

 **NOTE:** *A Digital Workplace is only effective if your employees are using it. Learn how to maximize adoption and drive more engagement from your users in our ["Definitive Guide to Driving adoption and usage in Microsoft 365"](#)*

This is true for workspace ownership and the training and adoption that goes into leaders helping others leverage the technology or work more effectively. By structuring similar programmatic campaigns, we can create rule sets for notifying and sharing the suitable adoption material at the right time and overtime.

Consider that many team owners or site owners do not know how to access and engage with the reporting and usage data available to optimize their workspace. Or how many owners may not know when to use what in Microsoft 365. In both of these circumstances, by supporting the onboarding for new owners or engaging with existing owners, we can quickly highlight tools, resources, and guidance in the organization or bring awareness on how to better use the technology itself.

Remember this statement: **"When your users can't decide what technology or feature to use, they use what they know, or what's easy, even if better options exist."**

Our goal is to help them make better decisions. However, that requires them to invest in improving. Since it's not a one-time change but a continual change, we also need the individuals looking to improve to sustain that commitment to improvement.

Additionally, as technology changes, our understanding needs to change as well. We need to be aware of what new methods and approaches can be used, what we can do better, and how we can get more value at the individual, group, and organizational level from the technology we leverage. All of this requires continual and sustained commitment from individuals and shared sustained commitment of groups and the entire organization over time.

Sustained commitment is not something that is easily achieved or maintained. We know from considerable experience that you need three things before you can get individual or shared commitment.

3. You need the individual to have an interest and awareness of the technology.
4. They need to have an understanding of the technology.
5. You need the individual to value the technology to commit to adopting it.

In a similar pattern, you need shared interest, shared understanding, and a shared sense of value to achieve shared commitment.

Below is an illustrative diagram that we often use at 2toLead when discussing this with clients.



Team, site, community, and workspace owners are individuals who drive interest and awareness. They often guide and develop understanding, and they have a clear motivation to maximize the adoption of their workspace. They are the absolute best audience to engage with more. To do that, you need to start managing sprawl and engaging with them via how you automate and tackle the lifecycle of the workspaces they are supporting.

What are the partners & products that can help?

While the solutions mentioned above can take time, there are ways of achieving all of them without out-of-the-box capabilities in Microsoft 365. However, it is faster, and the solutions themselves are more effective if you can invest in customization/enhancements or third-party partners/products.

In our work, we are continuously looking out for innovative solutions that can accelerate our customers' success. Provisioning and governance are critical for organizations, so finding the right solutions is something we do that saves costs and time and is something our clients sincerely appreciate.

We have hundreds of partnerships and relationships around Microsoft 365 and found many incredible products in the marketplace that can help tackle this set of challenges. We do this to accelerate an organization's ability to implement the systems, processes, and automation needed to solve managing sprawl at scale.

2toLead

Services support for tackling and managing digital workplace sprawl

It is easy for any organization to lose control of their sites, groups, and teams in their digital workplace. However, with the increase in employees working from home and the fast-paced development of digital workplaces. SharePoint and Teams governance and provisioning have become imperative to your organization's success. We know how to best manage and tackle sprawl and the challenges that come with Microsoft 365 success.

- We have developed, enhanced, and implemented hundreds of many custom provisioning, navigation, and governance solutions over the years.
- To be clear, in most cases, it is far more cost-effective to invest in a third-party vendor today than to build it yourself, but if you are going to build it yourself, you might as well use our extensive experience for a head start.
- We work closely with the Microsoft product team, including multiple preview programs and preview APIs that impact provisioning, templating, and management of Microsoft 365.
- We have had some of our solutions, feedback, and input leveraged to improve the Microsoft 365 experience based on our interactions with the Microsoft Team.
- We have written books and spoken at many conferences over the years on this subject and have incredible expertise within our team, including Microsoft MVPs.

2toLead also can help you do more with less since we have an organizational mandate that states:

“We do not make money from previously done and paid for work. This ensures we aren’t biased towards our own solutions.”

This includes source code, templates, documentation, solutions, and more. It also means that all that previous work we have done around managing sprawl doesn’t cost you anything extra, just like this eBook.

We have active partnerships with quite a few vendors in this workspace. Many customers reach out to us to help with the introductions, the evaluation, and/or the purchase work. Why? One of the biggest reasons for this isn’t just our understanding of their capabilities and fit, but our ability to negotiate the best deal and/or provide additional discounting or service vouchers due to our relationship with the vendors.

This is because, at 2toLead, we can help you do more with less since we have another organizational mandate that states:

“We work to pro-actively pass-through commission or discounts based on our 100+ Microsoft partnerships. This ensures we aren’t biased towards 3rd party solutions.”

This means you can get more money back to implement/leverage these products if you work with our team at 2toLead, as we will work to pass through any commissions or additional discounts we can procure.

Orchestra

Innovation and experience at its finest

Orchestra is a balanced platform composed of adoption tools, engaging templates, controlled provisioning, and empowering self-service to drive usage and adoption success in Office 365 and Microsoft Teams. Orchestra has pioneered comprehensive governance, adoption, and enablement tool for Microsoft 365, including Microsoft Teams, that delivers control while empowering greater access to all users.

- An incredibly intuitive and easy creation experience makes the process of creating sites, teams, and digital workspaces engaging and easy for end-users.
- Pre-built Office 365 workspaces save time, money, and headaches, putting years of Office 365 best practices in place in just a few clicks.
- Manage the creation of Microsoft Teams, Outlook Groups, and SharePoint Sites through a single interface while Governing Microsoft Teams and SharePoint sites through end-to-end provisioning and lifecycle management.
- Provide a ready to use Microsoft 365 and Office 365 Digital Workspace directory that makes it easy for users to navigate the thousands or hundreds of thousands of teams, sites, and workspaces in your organization today and their continued growth in the future.
- Archie, Orchestra's Intelligence Assistant, makes your Microsoft 365 analytics and usage statistics more actionable and meaningful in your environment.

“What’s incredible is how clever Orchestra’s approach is on making the provisioning or creation process of new Teams and Sites not only easier with excellent templating/automation, but in making the challenge of when to use what easier as well. When you combine this with the ongoing challenge of managing the lifecycle and navigation of these workspaces... it’s clear that the Orchestra approach really does make a difference.”

– Richard Harbridge, CTO of 2toLead

ShareGate Apricot

Teams automation and governance at its finest

Monitor your tenant and highlight ways to make it healthier based on the policies you set. Then automate and action those improvements. With many years in the industry, ShareGate, being migration specialists, saw what was happening to digital workplaces after everything had been migrated and set out to solve management and governance that comes with growth. That is when ShareGate Apricot was born, an IT first solution designed to ensure your organization can rest easy when it comes to some of the most common (and challenging) governance scenarios for Microsoft Teams.

- Uncover teams without owners or teams that do not have sufficient owners.
- See newly created teams and understand their purpose and level of sensitivity.
- Detect inactive teams based on user activity and archive teams that are inactive or irrelevant.
- Apply group sensitivity labels at the team level to automatically control privacy status, external sharing, and guest access settings.
- See all links to files shared externally by each team and set up automatic external sharing reviews.

“What’s great about ShareGate is that even after so many years of enhancements, new capabilities, and improvements, it still is so darn simple to use. For so many organizations, they need an easy-to-learn, understand and well-supported solution for migration and some of the most common management/optimization activities that you need to do, and it’s here that ShareGate delivers.”

– Richard Harbridge, CTO of 2toLead

Powell Teams

Design and management at its finest

Powell Teams provides predefined templates that are easy to tailor and extend, simplified Teams access and navigation experience, approval, management, governance, automation capabilities (including updating templates on existing teams), and smarter user dashboards, reporting, and enterprise recommendations.

- Accelerate Teams creation with predefined templates and simplify Teams access and navigation with an optimized dashboard for better visualization, user-friendly controls for simplified search, and businesses' ability to create their templates for repetitive and time-consuming activities.
- Introduce best practices and controlled Team creation. Keep people focused on what they do best by controlling teams' creation through approval workflows, tagging, naming, and automation with PowerApps & Azure Logic Apps.
- Digitalize essential collaboration processes with everyday use case scenarios such as identifying active & in-active Teams and notifying owners to take action (archiving, deletion, etc.) or what teams are essential to a user's day-to-day operations in one click.

“Powell Manager and the Powell approach leans into the gap of effective design and templating that Microsoft hasn't filled by providing an extensible and intuitive experience that automates or simplifies so many things our customers and we as consultants must do to achieve a highly successful digital workplace.”

– Richard Harbridge, CTO of 2toLead

Valo Teamwork

Simplification and teamwork at its finest

With various solutions directly integrated into SharePoint and Microsoft Teams, Valo's Teamwork brings everything together in one view and let's administrators have complete control of the group lifecycle. From their primary intranet solution, Valo Intranet, to their ideation solution, Valo Ideas, they are ready to strengthen your digital workplace.

- Valo Intranet is the center of all internal communication and teamwork in many organizations. It offers all the features a team will need – along with a beautiful user experience.
- Valo Teamwork brings everything together in one view and let's administrators have complete control of the group lifecycle.
- Valo Ideas enables your workers to drive innovation, present new ideas, discuss and react on them from where they already work in Microsoft Teams!
- Valo Connect enables your organization to communicate, collaborate, and co-innovate without leaving the comfort of Microsoft Teams bringing your enterprise portal into the Teams experience.
- Valo Entrance makes it easy for you to share your resources and automate tasks around inviting and managing external user rights in Microsoft 365.
- Valo Extranet makes it easier to quickly set up essential features plus effective and engaging communication/resource sharing involved in extranets today.

“What is great about Valo is how effectively they have simplified some of the big Intranet challenges and done so in a way that is accessible and extremely cost-competitive. It's well built, and they are constantly innovating where they see opportunities to further enhance the Microsoft digital workplace offering.”

– Richard Harbridge, CTO of 2toLead

AvePoint Solutions

Enterprise scale and breadth at its finest

AvePoint offers an incredible breadth of products and services that make it easier and speedier to accomplish tasks whether your organization is all in with the cloud or in a Hybrid state.

These products/services include Cloud Archiving, Cloud Backup, Citizen Services, File Share navigation (from in M365), GroupHub, Cloud Insights, Cloud Management, MyHub, Cloud Governance, Policies & Insights, Cloud Records, Administrator, Archiver, Backup & Restore, Compliance Guardian Platform, Connector, Content Manager, Data Validation, Classification & Protection, Deployment Manager, Discovery Tooling, Enterprise Risk Management, File Share Archiver, Cloud & SharePoint Migration, Governance Automation, Meetings, High Availability, Office Connect, Perimeter, Records, Replicator, Report Center and Storage Manager.

- Migrate, move, restructure, and transform collaborative content faster, more reliably, and with greater fidelity.
- Manage, automate governance, scale adoption and improve IT operations while simplifying oversight and collaboration.
- Protect, reduce more risk by improving the process, content security, and compliance across more collaboration platforms.

“AvePoint has incredible breadth in its offerings. It is always relevant in today’s Microsoft 365 enterprise strategy discussions. Whether it’s leveraging... MyHub for managing Microsoft 365 workspaces and creating new ones... we are always happy when we see that our customers have invested in AvePoint.”

– Richard Harbridge, CTO of 2toLead

ProvisionPoint 365

Solutions for governance at its finest

ProvisionPoint 365 focuses on bringing Office 365 governance to life for their customers. ProvisionPoint 365's powerful feature set brings Workspace Governance to life, solving real-world business challenges within Office 365. From empowering self-service and accelerated adoption to automated disposal and ensuring compliance, they have many capabilities on offer.

- Self-service creation of Microsoft Teams, SharePoint Sites, Groups, Yammer, and more.
- Simple templates for policy-based administration of all your Office 365 workspaces.
- Enable controls for the end-to-end journey of your user-created containers and content.

"The ProvisionPoint leadership with Seb at the helm truly understands the challenges customers struggle with around governance. The solution set built over years of evident effort enables organizations to tackle many of the key risks and issues that unmanaged sprawl brings."

– Richard Harbridge, CTO of 2toLead

Teams Manager

Easy and ready to-go solution at its finest

Solutions2Share is a German company that specializes in developing software solutions for SharePoint and Microsoft Teams. They have taken that expertise and applied it to a product offering that helps customers tackle templating Teams effectively.

- Create templates with just a few mouse clicks – no coding necessary.
- Archive and delete teams automatically based on customized lifecycles.
- Easily integrate an approval process with automatic workflows.
- Add predefined syllables or words to Team or tab names for more structure.

“Teams manager is a great Teams focused provisioning solution that provides the capabilities you need that the out of the box experience and capabilities in Microsoft Teams don’t yet provide.”

– Richard Harbridge, CTO of 2toLead

LiveTiles

Versatility at its finest

Organizations look to LiveTiles to provide them with top-tier solutions that elevate their SharePoint and Microsoft 365 environments, innovating beyond them, no matter the organization's size. Their workspace provisioning and governance solutions can help streamline the creation and governance of key content and workspaces, bridging the workspace experience across Teams and SharePoint.

- Collaboration workspaces for all means. It will include project rooms, extranets, communities of practice, ideation sites, subject matter workspaces, department sites, committee rooms, and more. Including advanced features for governance and provisioning, the Workspaces module is designed to support all types of enterprise collaboration.
- Design workspaces for each business purpose. As an admin, you design and govern templates for different types of workspaces. Include unique news channels, metadata, project roles, and permission settings.
- Bridge the workspace experience across Teams and SharePoint. A central workspace hub unites the creation of collaboration workspaces based on teams and sites. Users get a complete, searchable, and filterable overview of workspaces across Classic SharePoint, Modern SharePoint, and Teams.

“Just look at a leading Digital Workplace vendor like LiveTiles. They have explored and assessed Microsoft’s Intranet platform gaps and provided solutions that build on what Microsoft does well while challenging and providing intelligently architected solutions where Microsoft falls short. They don’t only do that, but they do it in such a way that it makes it easier for customers or companies like our own to extend further and enhance...”

– Richard Harbridge, CTO of 2toLead

Conclusion | Manage and embrace sprawl.

Sprawl is going to occur in every Digital Workplace, but unmanaged sprawl does not have to.

The issues outlined in this eBook can be resolved in a timeframe of weeks or months for even the largest organizations. It can be resolved in a phased approach, starting with out-of-the-box and low to no cost technology solutions – many of which you already own. You will begin seeing immediate improvements after resolving some of these issues. It is equally important to maintain/review them long-term as the digital landscape is constantly changing, as is Microsoft 365.

You are not alone.

Use the community, resources like this, partners like ourselves, and vendors like those listed. Don't tackle sprawl by only using perspectives and expertise within your organization.

Tackling these issues with services support from an experienced partner is highly recommended. While this eBook is a great resource and hopefully had actionable ideas and insights for you, it is only the tip of the iceberg in terms of things to understand/know to establish, enhance, or empower the best approach to managing digital workspace sprawl in your organization.

Exploring the partner/vendor options above can also be a great way to get perspectives on the most significant sprawl challenges that other customers experience. Still, once again, we suggest you do that exploration with a friend (like us 😊).

Our Other Whitepapers & Related Resources

A few of our popular (and comprehensive) whitepapers:

Microsoft 365 Intranets: What You Need To Know

This [160+ page whitepaper](#) has everything you need to know to successfully leverage Microsoft 365 Intranets and Digital Workplaces and amplify internal communication and collaboration to new heights.

Core Whitepaper Topics

- Understanding Microsoft 365 Communication and Collaboration Tools
- Benefits of a Microsoft 365 Intranet and Digital Workplace
- Best Practices Across Technology, Design, and Leadership

SharePoint Migration

This [70+ page whitepaper](#) has over 100 different questions that your organization should be able to answer, your migration vendor should be able to answer, and your migration partner should be able to answer, along with essential insights you should consider.

Core Whitepaper Topics

- Business Drivers For Migration
- Migration Planning, Migration Strategy & Migration Roadmap Planning
- Risks To Success

External Sharing With Office 365: What You Need To Know

This [30+ page whitepaper](#) outlines all of the key decisions and how to make them when it comes to enabling external sharing in Office 365 and when/where you may want to configure or extend those capabilities.

What to expect

- External Sharing Decisions & Guidance
- External Sharing & External User Roadmap

“When to Use What” In Office 365

This [70+ page whitepaper](#) is a guide to providing the right kind of enterprise user guidance for Office 365.

What to expect

- Which Tool When: Options, Scenario Recommendations & Examples

Measuring the Business Impact & ROI of Office 365

This [60+ page whitepaper](#) outlines many key considerations around how to measure the impact Office 365 has on a business while also outlining how Office 365 provides effective reporting capabilities today.

What to expect

- Understanding & Aligning Business Objectives
- Business Impact & ROI By Office 365 Capability Mapping
- Business Impact & ROI Calculation & Measurement Examples

Driving Office 365 Adoption & Usage: What You Need to Know

This [70+ page whitepaper](#) outlines all of the key considerations when planning and improving Office 365 technology and end-user adoption.

What to expect

- Driving Adoption Best Practices
- Comprehensive Guidance On Building An Effective Adoption Campaign
- Adoption Activities Checklist

Many other great resources and samples can be found and are regularly posted on our resource site at <http://Office365Resources.com>.

About 2toLead

2toLead has been labeled as a generous Microsoft consulting company by its clients and employees. 2toLead employs trusted, passionate and experienced consultants who work hard to solve the most challenging business and technology problems that face our clients.

Awarded Experience, Here to Help

Whether you are reinvigorating your Microsoft 365 digital workplace or thinking about starting your journey, Microsoft 365 is a sure-fire way to improve digital communication and collaboration.

Microsoft 365 out of the box is already a massive step in the right direction, but the advantages can be astronomical with the proper guidance. We would love to be the consultants who help guide you to your optimal digital workplace. Our team is ready to show you that *"You will love the way we work. Together."*

Top 3 Ways 2toLead Helps Customers



INCREASE ADOPTION by going far beyond just deploying things right and ensure your organization is being pro-active in getting the maximum value out of your technology investments.



IMPROVE EXPERIENCES & ENGAGEMENT by understanding where, how, and why users interact with your business while building world-class portals, social networks, and websites that your customers, partners and users love.



LEVERAGE THE CLOUD to reduce costs, improve business agility and capabilities inside and outside of your organization by leveraging cloud technology like Office 365 and Azure.

For more information:

- Visit our website at www.2toLead.com
- Follow us on [LinkedIn](#)
- Like us on [Facebook](#)
- Follow us on Twitter [@2toLead](#)



Kanwal Khipple

Kanwal, Founder & CEO of 2toLead, is a leading User Experience expert within the SharePoint industry, with experience in building award-winning portals and solutions that take advantage of Microsoft's Cloud platform (SharePoint, Microsoft 365 & Azure). Kanwal's drive for success as the Creative and Technical Lead on projects has garnered him as a recipient of the Neilson Norman award for Top 10 Intranets (2014 & 2015).

Kanwal's passion lies in continuing to push for user experience innovation when redesigning intranets for the majority of the largest brands in the world. He continues to preach on the importance of designing with usability as the primary focus. Kanwal's thirst to share knowledge has made him a prominent figure within the SharePoint community. Because of his passion and involvement in many community-driven events, including launching successful user groups in Canada and the USA, Kanwal has been recognized as a SharePoint MVP by Microsoft (2009 to 2020) and as a Microsoft 365 MVP (2014-2021). He's also co-authored a book on Pro SharePoint 2013 and Responsive Web Development <http://amzn.to/sp2013rwd>

Feel free to reach out to him if you'd like to discuss your project, want to run an idea by him, or just want to reach out to a friendly technologist.



<http://www.twitter.com/kkhipple>



www.Linkedin.com/in/KanwalKhipple



www.Slideshare.net/kkhipple



+1-416-888-7777



Kanwal@2toLead.com



RICHARD HARBRIDGE

Richard is the Chief Technology Officer and an owner at 2toLead. Richard works as a trusted advisor with hundreds of organizations, helping them understand their current needs, future needs, and actions they should take to grow and achieve their bold ambitions.

Richard remains hands-on in his work and has led, architected, and implemented hundreds of business and technology solutions that have helped organizations transform - digitally and organizationally. Richard has a passion for assisting organizations in achieving more, whether it is helping an organization build beautiful websites to support great content and social strategy or help an organization leverage emerging cloud and mobile technology to better service their members or the communities they serve.

Richard is an author and an internationally recognized expert in Microsoft technology, marketing, and professional services. As a sought-after speaker, Richard has often had the opportunity to share his insights, experiences, and advice on branding, partner management, social networking, collaboration, ROI, technology/process adoption, and business development at numerous industry events worldwide. When not speaking at industry events, Richard works with Microsoft, partners, and customers as an advisor to business and technology, and serves on multiple committees, leads user groups, and is a Board Member of the Microsoft Community Leadership Board.



<http://www.twitter.com/rharbridge>



<http://www.Linkedin.com/in/rharbridge>



www.Slideshare.net/rharbridge



+1-416-300-3678



richard@2toLead.com

JUST THE BEGINNING

While the front and back cover feature a beautiful image of out-of-focus city lights, **UNMANAGED SPRAWL** is anything but.

We would love to show you how we can provide the guidance needed to avoid or fix unmanaged sprawl with the guidance of our **Multiple Microsoft MVPs & Neilson Norman Award Winners**,

Your journey to a better digital workplace starts with a **Free 2-Hour Assessment**, with no obligations or commitments, of your digital workplace.

[THE NEXT STEP TOWARD MANAGED SPRAWL](#)



2toLEAD

YOU WILL LOVE THE WAY WE WORK. TOGETHER.