

THE NEW BUSINESS PRODUCTIVITY TOOLS

Maurizio Zambelli

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THE CLOUD

Office 365 and GSUITE are elements of cloud computing. The cloud is a system of on-demand availability of services through the internet, essentially the concept of ownership of some IT structures (logical or physical) is lost, in favour of rental.

The Cloud actors are three:

- The cloud provider (Microsoft -GOOGLE)
- Administrator Client aka CSP Cloud solution provider (SUPPLIER or IT Insider)
- The final customer

The use of the service is the main features and it takes place only via the internet and dedicated channels.

EVOLUTION OF SERVICES

The softwares that you buy, install and run locally are called "On Premises" and are increasingly diminishing; companies are trying to sell softwares and hardwares as an "on demand" service like the following:

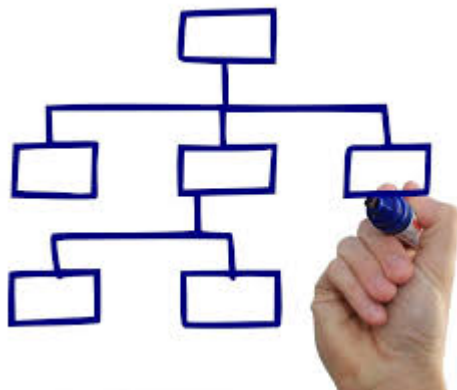
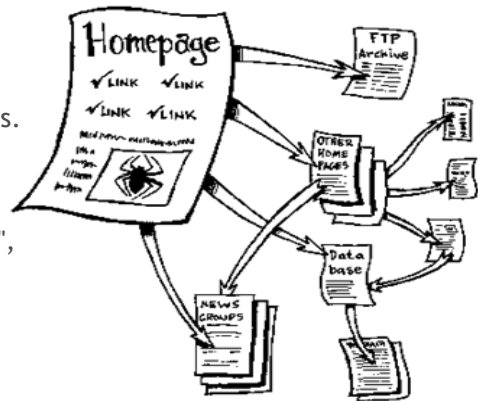
SaaS (Software as a Service) - Usually used for management programs

- DaaS (Data as a Service) - Services like Google Drive, DropBox, etc....
- HaaS (Hardware as a Service) - Used for scientific calculations.
- PaaS (Platform as a Service) - Services such as Office365, Google Suite, but also the Zucchetti HR systems, they all fall within this sphere.
- IaaS (Infrastructure as a Service) - Remote virtual machine managed autonomously by the buyer of the service.



HYPertext AND BROWSER

A hypertext is a set of documents related to each other by keywords. It can be seen as a network in which documents are nodes. The main feature of a hypertext is that the reading may take place in a non-linear way: any document of the network can be "the next", according to which keyword is used as a link by the reader.



In fact, within a hypertext it is possible to read all the documents linked to the marked keyword.

The choice of a different keyword leads to the opening of a different document: within the hypertext, most infinite reading paths are possible.

IT IS NOT a hierarchical system, but a web. You can jump from every point to another according to the links (link)

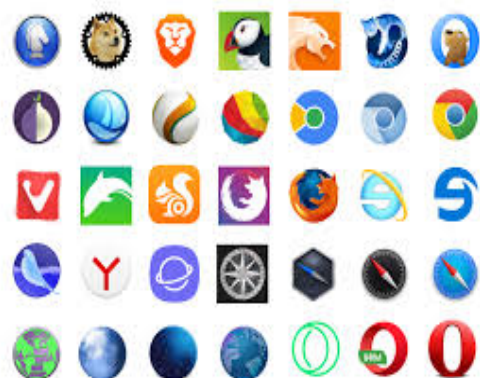
BROWSER

How do you read hypertexts? With the browser, a program that uses the HTTP protocol for downloading resources from their URL address, for displaying hypertext content usually in HTML

documents and for reproducing multimedia content.

The HyperText Transfer Protocol (HTTP) is the transfer protocol of a hypertext used as the main system for transmitting information on the web or in a typical client-server architecture.

When you see an s (HTTPS) it is the secure protocol, the data transmission is encrypted. Among the most used browsers there are Google Chrome, Internet Explorer, Mozilla Firefox, Microsoft Edge (released with Windows 10), Safari, Opera and Maxthon, but there are dozens of them...





THE PORTALS

Access to platforms takes place via any browser through one or more links:

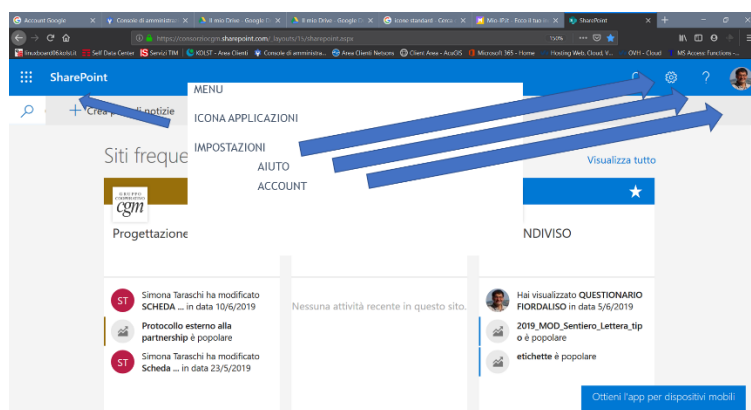
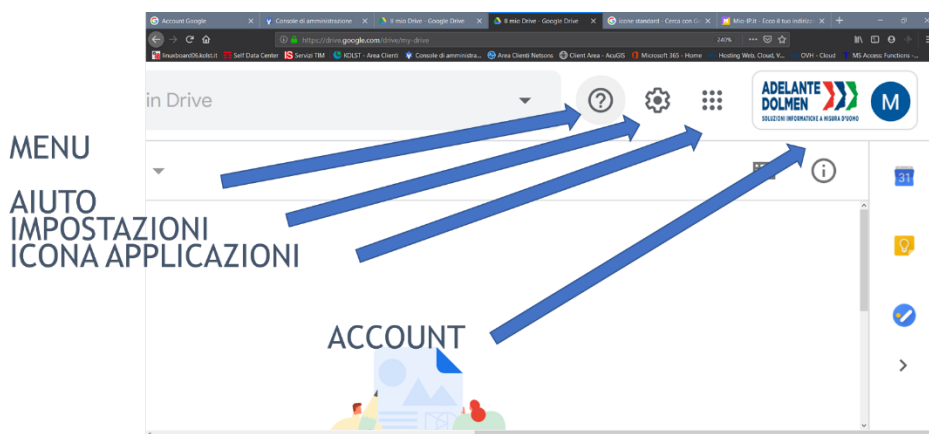
Microsoft

<https://portal.office.com>

GOOGLE

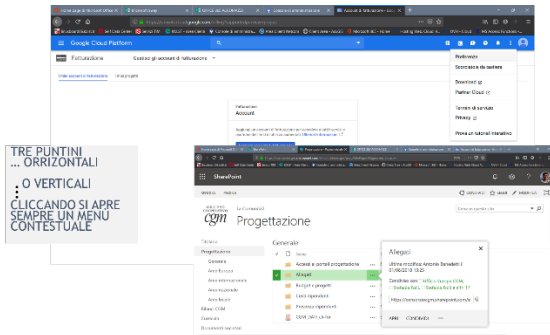
<https://accounts.google.com/signin>

Once inside, very similar menus are available, they allow you to access the various functions:





The three dots, placed horizontally or vertically, allow access to contextual menus.



An Administrator panel allows to manage users and subscription services.

There is a general panel and there are several panels for different applications.

ACCOUNTS AND GROUPS

Account and password are always required and strictly personal. Administrators can also set up double authentication sending text message confirmation request to a mobile phone or via email. The user (account) is the fundamental element of every cloud. Not to be confused with the mailbox. For each user it is possible to define the subscription services assigned to him, the authorizations and the APPs that can be used.

Users can be included in groups:

- Office Groups
- Security Groups.
- Distribution lists

Groups are identified by a name and a group email (mail not required for Security Groups).

With Office groups and Security Groups accesses and permissions; it is best practice to organize the Groups as per the Organizational chart.

For security reasons, the password must be changed periodically through access to the portal.

If you do not remember the Password you can set a self-service password reset by mail or phone.

ON OFFICE 365

My account -> Security and Privacy

<https://portal.office.com/account/#security>

ON GOOGLE

GOOGLE ACCOUNT SECURITY

<https://myaccount.google.com/security>



THE SECURITY

Microsoft and Google manage their platforms according to the requirements agreed with the EU, they are also committed to complying with the GDPR:

<https://www.microsoft.com/en-us/trust-center/privacy/gdpr-overview>

https://privacy.google.com/intl/it/businesses/compliance/#!?modal_active=none

According to the GDPR, the commitment of Microsoft and Google is linked to the contractual form that has been stipulated. In case of a subscription with a contract (also in donation), authorizations are provided for privacy management, but if you use free accounts for private users, you have no protection.

The portals provide all the tools to achieve GDPR compliance allowing to set different levels of control and data protection. GDPR compliance is an activity carried out by the owner who must verify his treatments and that the procedures to be defined and the security measures imposed on the portals are sufficient in relation to his risks.

OFFICE 365 TOOLS Outlook, Word, Excel, TEAMS

The system can be used in three main ways:

- Online from desktop computers or large tablets: you access via a browser and all apps are available via the Browser as well.
- Desktop - from the portal you download and activate the desktop version subscription. The versions of Office 2013, 2016 and 2019 integrate directly with Office365: for example, you can open a Word document on the desktop from SharePoint and save it automatically.
- APPs are available for Android and iOS which allow you to access and work on documents with different functionalities depending on the type of subscription.

To learn more

OUTLOOK

It manages mailboxes associated with users (accounts), shared mailboxes and groups.

Accounts are mandatory, every user who needs to use the service must have an account

1 account = 1 user it is not possible to have generic accounts for multiple users.

Shared mailboxes: they are mailboxes that can be associated to one or more accounts and for each one you can define if it can only consult or can also send.

Groups: mailing lists associated with an address, for example the group everybody@domain.com

composed of:

tom@domain.com

dick@domain.com

The list can also include external emails.



Alias, alternative addresses that are directed to a specific mailbox.

WORD EXCEL

The online versions are integrated with the desktop version since Office 2013. In the opening phase you can always choose whether to open and modify from the browser or locally, there is a version for Android and iOS smartphones and tablets, the opening of a locally stored document is however possible only with Office Premium or higher licenses.

To learn more on WORD ONLINE

To learn more on EXCEL ONLINE

TEAMS

It is an APP for collaboration that integrates: chat, calls, Conference Call, calendar, file sharing with SharePoint, onedrive, google drive, etc... It will replace skype for business. Available via browser, app for win 10 iOS and ANDROID.

SHAREPOINT ONEDRIVE DOCUMENT MANAGEMENT USING MICROSOFT 365.

SHAREPOINT is a tool for sharing information and documents.

ONE DRIVE is a tool for storing personal documents, this tool allows the sharing of documents with a use similar to the one of document library, the difference is that it is personal-use oriented.

With the latest version of One Drive, the agent is also used to connect SharePoint collections, a practice recommended by Microsoft instead of folder connection, as long as complete synchronization is avoided, leave the download active only if necessary.

It is also possible to activate the sync features of the SharePoint folders with Explorer, but these are only available when the access is made with Internet Explorer and selecting keep the access.

SHAREPOINT

Organizations use SharePoint Online to create intra-company sites as a secure resource in which to store, organize, share and access information from any device. All you need is a Web browser like Microsoft Edge, Internet Explorer, Chrome or Firefox and an internet connection.

To learn more: Introduction to SharePoint

For an overview on the use of SharePoint: SharePoint



MANAGEMENT AND SYNC OF DOCUMENT LIBRARIES.

Here follow some instructions from the Microsoft website on how to set up document libraries in SharePoint Online.

A document library is a secure place to store files in order to find them quickly, work on them simultaneously with your co-workers and access them from any device at any time.

For example, you can use a document library on a site in SharePoint Online to store all files related to a specific project or a specific client. To add or move files between folders, simply drag and drop them from the current location to the desired one.

SharePoint Online includes a backup system: data protection services are provided to prevent data loss. Backups are made every 12 hours and kept for 14 days. Data backup services are offered when SharePoint Online is generally available.

FROM BROWSER OR LOCAL DEVICE to add or move files between folders, simply drag and drop them from the current location to the desired one.

It is possible to sync the files in a SharePoint site to your PC using OneDrive, from SharePoint site select Sync.

If the browser asks for authorization to use OneDrive, you must confirm by selecting Yes.

If this is the first time, you must access OneDrive to start file sync and complete the OneDrive configuration process, the system then will require the access in case of password reset or if unusual conditions combine with potential security risks, for example after a long period without being connected.

Be aware that you have to sync libraries one at a time.

Each user can decide what to sync or not.

In case you change your mind, it is possible to unlink it from settings. Files are stored locally. If you do not need them you should remember to cancel them.

Avoid using local storage if not strictly necessary.

The system informs when working simultaneously, if both are connected, changes are updated and merged.

If one of the two was offline, on the event of Internet connection it informs and asks which copy to keep or whether to keep both, in this case the name of the local device that generated the copy is added to the file name.

More info on the following video:

<https://support.office.com/it-it/article/video-sincronizzare-file-e-cartelle-di-onedrive-3b8246e0-cc3c-4ae7-b4e1-4b4b37d27f68>

SHAREPOINT LIMITS

Items and files: a list can contain up to 30 million items and a library can contain up to 30 million files and folders. Views can include up to 12 search columns.

The entire path, including the file name, must contain fewer than 400 characters.

File size: less than 15 GB per file. The maximum size for files attached to list items is 250 MB.

Sync: for optimum sync performance, it is recommended storing no more than 100.000 files for each OneDrive library or team site library.

If you use the previous OneDrive for Business sync client (Groove.exe), you can sync up to 5,000 items in a library.



Versions: 5,000 major versions and 511 minor versions

SharePoint groups: a user can belong to 5,000 groups, and each group can have up to 5,000 users. Each site collection can have up to 10,000 groups.

Users: 2 million per site collection.

- To learn more, see Limits and sizes

INVALID CHARACTERS IN FILE AND FOLDER NAMES

Certain characters have special meanings when used in file names in SharePoint and Windows, for example "*" for wildcards or "\" as directory separator. If a file or folder you're trying to upload to OneDrive for Business contains any of the characters listed below, rename the file or folder to remove that character before uploading. The list of invalid characters is different for OneDrive for Business in Office 365 from a local SharePoint..

Invalid characters in file and folder names in OneDrive for Business in Office 365, SharePoint Online and SharePoint Server 2016

" # % * : < > ? / \ |

Characters that aren't allowed in file and folder names in OneDrive for Business in SharePoint 2013

~ " # % * : < > ? / \ { | }.

NOTE: Windows generally blocks characters such as "<>*/ \ |" when trying to rename a file with these characters.

These are characters of quite common use and during a typical migration it is very easy to come across files that contain them in the name, so before uploading it is necessary to make a "cleaning" operation of the names.

Another small obstacle in SharePoint is the number of characters in the name, limited to 128 for each file, therefore it is recommended to assign short names.

- To learn more, see -> .Invalid characters in file and folder names

HOW TO MANAGE FILES WITH EXPLORER

Some file management activities can be done more efficiently using File Explorer instead of a Web browser, although Microsoft is now preferring to use OneDrive.

We report here below several methods.

- To learn more, see -> Ways to work with site library in File Explorer

On the menu at the top left you can open the library in File Explorer only with Explorer 11 and when the function is enabled in the document library; this practice facilitates file access operations.



FILE SYNC

In general you can sync SharePoint Online files to a folder on your computer or to a server in order to work directly in File Explorer and access the files even when working offline. When you are back online, any changes will sync automatically. Sync is possible only with the indicated standard addresses, moreover it is advisable to pay attention to the versions of One Drive and One Drive for Business installed on your PC, because sometimes compatibility problems may occur.

- To learn more, see -> Sync SharePoint files

CONNECT TO A SHARED FOLDER

Instructions for connection to a SharePoint library folder:

1. Go to Office 365 portal of your account ...@[mydomain].[AA] through Internet Explorer.
2. Make sure to select the checkbox keep the connection open.
3. Access the library folder via browser

[https://\[PRINCIPAL\].SharePoint.com/sites/\[LIBRARY NAME\]...](https://[PRINCIPAL].SharePoint.com/sites/[LIBRARY NAME]...)

4. Go to File Explorer and right-click then select Connect network.
5. Click the link Connect to a Web site where archive documents and images then double click Next.

Enter the site URL: [https://\[PRINCIPAL\].SharePoint.com/sites/\[LIBRARY NAME\]...](https://[PRINCIPAL].SharePoint.com/sites/[LIBRARY NAME]...)

6. Click Next and follow the wizard's instructions.
7. Enter a network path name to easily recognize the connection, at the end this name appears among the network resources.
8. Repeat step 4 -> Right click File Explorer and select Connect network.
9. Select unit -> for example R:
10. In the Folder field copy this address:
[https://\[PRINCIPAL\].SharePoint.com/sites/\[LIBRARY NAME\]...](https://[PRINCIPAL].SharePoint.com/sites/[LIBRARY NAME]...)
11. Check "reconnect at start"
12. Click END and the folder is connected.

The folder always remains connected provided that:

When you turn on your PC before doing anything else, log in to the Office365 Portal with these three steps.

1. Log in to the Office 365 portal of your account ...@[mydomain].[AA] with Internet Explorer.
2. Make sure to select the checkbox Keep the connection open.
3. Access the library via browser [https://\[PRINCIPAL\].SharePoint.com/sites/\[LIBRARY NAME\]...](https://[PRINCIPAL].SharePoint.com/sites/[LIBRARY NAME]...)

At the following address you will find detailed instructions and what to do in case of problems:

<https://support.microsoft.com/it-it/kb/2616712>