

DMN

QUEENSLAND DIGITAL ACADEMY

Virtual Meeting Management

Training Overview

V1.0

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An electronic version of this document is available at <https://metronorth.health.qld.gov.au/extranet/working-from-home/office-365>

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Document details

Version control

Version	Date	Prepared/Changed by	Description
v0.01	02/06/2020	A. Stott	Initial draft prepared for review
v0.02	22/07/2020	K. Decke	Reviewed
v0.03	23/07/2020	J. Eva	Reviewed
v0.04	27/07/2020	K. Decke	Reviewed
v0.05	15/09/2020	K. Jackman	Reviewed
v0.06	17/09/2020	K. Decke	Updated and reviewed
v1.00	17/9/2020	QDA	Final version for upload

Introduction

The Queensland Government Customer and Digital Group released the Queensland Government Enterprise Architecture (QGEA) with Microsoft Teams, endorsed as the primary platform for collaboration within and across the Queensland Public Service. With the Hospital and Health Service having undertaken a rapid transformation, the question is *How do we make this the new normal?* and ensure the transformations made are embedded in our work practices.

The Queensland Digital Academy (QDA) created resources on the multiple aspects of participating and managing a Microsoft Teams meeting. The QDA Meetings Masterclass will encompass all aspects of meeting management using Microsoft Teams, sharing knowledge gained and lessons learned from early adopters to support staff in successfully transitioning their units' meetings to Microsoft Teams.

1.0 Meeting Set Up

Equipment

When holding a Microsoft Teams meeting:

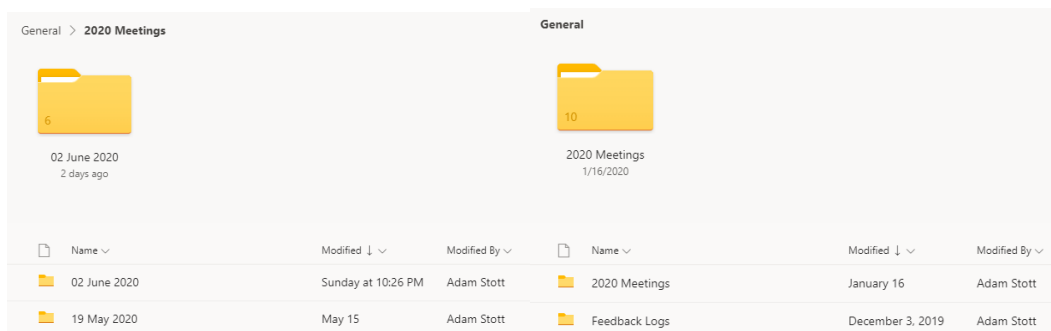
- Attendees: Determine how many people are likely to attend the meeting. If the number is small, hold the meeting virtually. If the group is larger, you may require a room and Microsoft Teams to run the meeting.
- Bookings: Consider the size of the room you need to book, is it appropriate for the meeting discussion and the number of attendees.
- Room set-up: The size of your meeting room and the number of attendees informs the equipment you require. If the room is not equipped with appropriate resources to hold an online meeting with Microsoft Teams, it is important to consider the following matrix.
- Equipment: [Virtual Meeting Management Equipment Requirements](#)
Equipment is available at the Online IT Store - except for the CHAT 150 speakers which can be ordered via procurement by logging a [workstation quotation request](#) with the Info Service Centre.

Microsoft Teams Management.

Microsoft Teams is a cloud-based team collaboration platform that is included in Queensland Health's Office 365 tenancy. It combines document sharing, collaboration and video conferencing in one application. A SharePoint is automatically created when you create a Team.

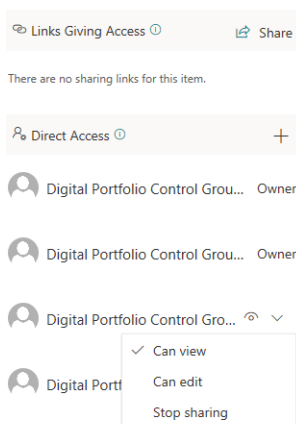
File Management in Microsoft Teams

You can build your Microsoft Teams files for your meetings the same way that you do in your work area. Create a meetings folder and store the documents in associated subfolders (i.e. Year, Meeting Date). The benefit of Microsoft Teams is that you can 'pin' folders and documents for ease of access by your members.



You can edit the access settings in the SharePoint that sits in the background of your Teams page to ensure documents are not inappropriately edited or changed. Saving documents as PDF will ensure that they are not able to be modified. Set your folder settings to **Can View** in the "Manage Access" pane, to allow members to collaborate or provide feedback on specific documents.

Manage Access



Managing your meeting series

When creating the series in Outlook, you can insert hyperlinks into your appointment that when clicked, direct members to the 'Top Level' folder in teams and include the meeting series link to make it easy for members to access documents and the join the meeting.

When you create a meeting in a channel, the organiser is the only person who can cancel or edit meeting details. For the management of Governance and Advisory Groups it is recommended you use a generic email address to create a Microsoft Teams meeting series. This allows greater flexibility in the management of the meeting and prevents legacy issues when the secretariat of the meeting changes. [How to Create and Manage Virtual Meetings](#)

Examples of how you can do this are below:

- a) The [Meeting/Group Name] will be hosted using Microsoft Teams. [Meeting papers will be stored in teams here](#) against the corresponding date. You will be notified when papers are live.
- b) [You can join this meeting remotely once it has commenced by clicking here](#) (if you have not downloaded the app, you will be prompted to do so).

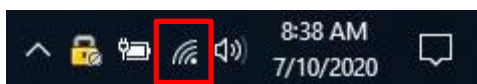
It is important to ensure that the document is not attached to the email. Have a link to the document in Microsoft Teams so that staff attending the meeting have the most current/ up to date version of the document.

Testing

Understanding your meeting room environment is integral to the successful completion of a Microsoft Teams meeting. Scheduling time to test your meeting environment gives you the opportunity to identify challenges early and remediate them prior to your meeting.

Important factors to consider in your environment are:

Network: If you are on Wi-Fi consider the room location and signal strength before confirming the meeting location. When on Wi-Fi networks consider turning video off to conserve bandwidth.



Equipment: Consider if you are using the appropriate equipment for your meeting size and meeting room shape.

Bookings: When booking a Microsoft Teams meeting, it is important to make sure you book an appropriately sized room. With most of your participants dialling into your meetings, you may be able to book a smaller room.

Room Set Up: The shape of your room informs the speaker/microphone set up you require. Some meeting rooms will already have equipment set up that is compatible, others may need additional equipment. When testing the speaker/microphone, check the sound quality from all areas in the room to ensure participants in the meeting can be heard. Where possible, book the meeting room a few days prior to your meeting to familiarise yourself with your room environment. On the day of your meeting, arrive early where possible and test the equipment. Arrange a test call in Teams with a colleague prior to setting up the room.

Backup Plan: It is imperative to consider the technical difficulties that may be encountered and ensure you have a backup plan if the equipment does not work as expected. If you have polycom available using a mobile phone or landline phone on speaker would be an idea.

2.0 Managing your meeting

As a secretariat you are responsible for making sure resources are distributed and that the meetings occur without any issues. This means that you will be responsible for managing participants, controlling the slide package and noting action items for follow up ([Virtual Meeting Management for Secretariat](#)).

The chairperson is responsible for addressing the agenda ([Virtual Meeting Management for Chairperson](#)), guiding the workgroup and making sure they follow general etiquette ([Virtual Meeting Management for Attendee](#)).

Agenda Distribution

Before your meeting you can store your agenda and previous minutes in Microsoft Teams. There are two ways you can distribute this information.

Microsoft Teams Once files are uploaded into your Microsoft Teams Files tab, distribute the files by typing the team name with @mention in the posts section of the team channel and share the link to the file.

Email Using templated distribution emails, you can share files that are hosted in Teams. Some examples of how you can do this are below:

Dear Members,

Please be advised the agenda papers for the [Meeting/Group Name] are now live in Teams.

[Click here to access](#). (hyperlinked to meeting agenda papers folder)

Acknowledgement of Country

Address 'Acknowledgement of Country' at the beginning of every meeting.

"I would like to acknowledge the Traditional Custodians of the land on which where we are gather today, pay respects to the elders, past, present and emerging."

For meeting attendees who are outside Brisbane or outside of the workshop host hub, use:

"I would like to acknowledge the Traditional Custodians of the land on where we are gathered today, pay respects to the elders, past, present and emerging and pay respects to the traditional custodian of your lands if you are joining us from outside Brisbane."

Content Sharing

During the meeting, attendees may like to share content from their computer. Microsoft Teams allows members to share content with the meeting group by accessing the 'Share screen' option from their Teams toolbar. Before selecting the item to be shared, enable system audio to ensure that any video's or content with sound is transmitted to the meeting group. There may be a delay in the audio and screen sharing in Teams. If possible, connect your device to a stable internet connection to reduce disruptions. ([Virtual Meeting Management for Training or Meeting Checklist](#))

When organising speakers or members that are sharing content, consider the structure of your meeting. It may be more appropriate for them to provide their content and you share control of the screen for the duration of their presentation. Ensure that you are prepared and have all your documents open and ready to be shared.

- [Sharing Content in a Virtual Meeting](#)

Attendance Management

Microsoft Teams enables the meeting organiser to download an attendance log of meeting participants. The log captures every interaction with the meeting (joining, leaving and re-joining) and can only be downloaded whilst the organiser is still in the meeting (you cannot go back to the meeting and download after you have ended it). The data exports as a CSV file and duplicates can be removed in Microsoft Excel.

- [Microsoft Teams Additional Functions](#)

Managing Audio and Video

It is important during a meeting that participants who are not speaking remain muted. You can manage attendee's audio if required by selecting the 'Participants' icon on your Microsoft Teams toolbar.

Currently Microsoft Teams allows nine participants to show on the screen, with others appearing in a bar below the main video. To enable together mode you require minimum five participants, ten participants for large gallery view.

It is recommended unless presenters or members are speaking that video feeds remain off to conserve bandwidth and data use on the attendee's network and device. Some meetings may be held with video, others you may require all participants to be seen. Consider your physical environment, network connection and capabilities when turning on your video.

- [Meeting Control Bar](#)
- [Device Settings](#)
- [Audio Troubleshoot](#)

Managing Chat

Members can attend meetings without a microphone. When scheduling a meeting, a dedicated chat for your meeting is created. When members click on the 'Chat' icon on the Microsoft Teams toolbar, they can type messages and participate in the meeting.

It is important to remember that chat is a feature that is hosted offshore, it is a great tool for asking questions however clinical and commercially in confidence/sensitive information shouldn't be shared in the chat. If files are in the 'Files' tab of your team or on SharePoint you can post a [link](#) in the chat, the 'Files' tab is hosted on SharePoint, this is hosted in Australia.

Recordings Management

All meetings in Microsoft Teams can be recorded and become available on Microsoft Stream shortly after the meeting recording has ended. When recording a meeting, the MNHHS Meeting Recording and Distribution Policy guides the use of recordings for virtual meetings including Microsoft Teams. The owner of the recording is the person who started the recording, this is usually the meeting organiser. They must acknowledge the recording at the beginning of the meeting. This person can provide or remove staff access to the video (via Microsoft Stream) once the recording is available.

- [Microsoft Teams Control Bar](#)
- [Recordings in Microsoft Teams](#)

Chairperson and Secretariat guide

- [Virtual Meeting Management for Chairperson](#)
- [Virtual Meeting Management for Secretariat](#)

3.0 After your meeting

Feedback and Trouble Shooting

After your meeting is completed it's important to have a feedback mechanism for members to seek your support for challenges that arose during the meeting. The Queensland Digital Academy has an array of online resources designed to support staff in the transition to virtual meetings, additional support is available via Info Service Centre and the Virtual Health Command. It will take members time to adjust to using Microsoft Teams as a platform for meetings, it is important to support them through the transition to make it as seamless as possible.

Minute distribution

After your meeting you can store your minutes in Microsoft Teams. There are two ways you can distribute your minutes.

Microsoft Teams	Once files are uploaded into your Microsoft Teams Files tab, distribute the files by typing the team name with @mention in the posts section of the team channel and share the link to the file.
Email	Using templated distribution emails, you can share files that are hosted in teams. Some examples of how you can do this are below: Dear Members, Please be advised draft minutes for the <i>[Meeting/Group Name]</i> are now live in Teams. Click here to access . (hyperlinked to meeting minutes papers folder)