

ANNUAL
CONFERENCE
& SHOWCASE
OCTOBER 27 - 29

VIRTUAL
2020

Microsoft Teams and Other Collaboration Tools

Welcome

- Kelly Becker, Director, Information Technology | Colorado Housing and Finance Authority
- Gini von Courter, Instructor | LinkedIn Learning

Format

- Colorado's experience with Teams
- Teams from the training perspective
 - Yammer
 - App development
- Discussion – Other Tools
 - Zoom
 - Slack
 - Google suite
- Keeping up with change and the importance of continuous learning
- Poll questions

Colorado HFA

- Problem: User dissatisfaction with Skype for Business performance and features.
- Solution: Choose Microsoft Teams May 2109 for our unified communications platform including all our phone lines
 - Worked with a Microsoft partner to migrate from Skype for Business on-premise
 - Used Microsoft guides for Teams implementation
 - Ported numbers Jan 2020
 - Remove Skype client April 20, 2020
- <https://docs.microsoft.com/en-us/microsoftteams/planning-workshop-practical-guide>
- <https://docs.microsoft.com/en-us/microsoftteams/upgrade-framework>

Telephony Options

Microsoft Telephony Solutions

Choose an all-in-the-cloud solution or bring your own telephony carrier to Office 365

How to begin

Microsoft supports several options as you begin your journey to Teams in the Microsoft cloud. Decide which Microsoft telephony solution (Phone System in the cloud or Enterprise Voice on-premises) is right for users in your organization, and decide how to connect to the Public Switched Telephone Network (PSTN). By answering some questions, Let's get started!

Consider these questions:

- Do you have an existing Skype for Business Server deployment?
- Are your users homed in Skype for Business on-premises, in the cloud on Skype for Business Online, or both?
- Do you want to move on-premises users to the cloud?

- Is Microsoft's PSTN Calling Plan available in your region?
- Do you want or need to keep your current telephony carrier? For example, do you need to keep your current carrier because of an existing contract?
- Do you have an existing on-premises legacy PBX that you want or need to keep?

- Does your current legacy PBX offer unique features that are critical to your business?
- Do any or all of your users require features not currently offered in Phone System?

Choose your solution:

Option 1

Phone System with Calling Plan

All in the cloud for Teams or Skype for Business Online users

• Microsoft Phone System with added Domestic or International Calling Plan that enables calls to phones around the world (depending on the level of service being licensed).
 • Because PSTN Calling Plan operates out of Office 365, this option does not require deployment or maintenance of any on-premises deployment.
 • Customers can connect a supported SBC via Direct Routing for interoperability with 3rd party PBX, analog devices, and other 3rd party telephony equipment supported by the SBC.

Infrastructure requirements

Requires uninterrupted connection to Office 365	Yes
Available worldwide*	No
Requires deploying and maintaining a supported Session Border Controller (SBC)	No
Requires contract with 3 rd party carrier	No
Requires deploying and maintaining Skype for Business Server or Cloud Connector Edition	No

*List of countries where Calling Plans available aka/intl/callingplans

Works for

Microsoft Teams users
Skype for Business Online users

Is this the right solution for you?

Yes, if the following are true:

- Calling Plan is available in your region.
- You do not need to retain your current PSTN carrier.
- You want to use Microsoft-managed access to the Public Switched Telephone Network (PSTN).
- You do not want to manage Session Border Controller on your own.
- Teams and/or Skype for Business Online has all the features that your organization requires.

Option 2

Phone System with own carrier via Direct Routing

Phone System in the cloud; connectivity to on-premises telephony network for Teams users

• Connect your own supported SBC to Microsoft Phone System directly without need of additional on-premises software.
 • Use virtually any telephony carrier with Microsoft Phone System.
 • Can be configured and managed by customers or by your carrier or partner (ask if your carrier or partner can provide this option).
 • Configure interoperability between your telephony equipment—such as a third-party PBX and analog devices—and Microsoft Phone System.

Infrastructure requirements

Requires uninterrupted connection to Office 365	Yes
Available worldwide	Yes
Requires deploying and maintaining a supported Session Border Controller (SBC)	Yes
Requires contract with 3 rd party carrier*	Yes
Requires deploying and maintaining Skype for Business Server or Cloud Connector Edition	No

*Unless deployed as an option to provide connection to 3rd party PBX, analog devices, or other telephony equipment for users who are on Phone System with Calling Plan.

Works for

Microsoft Teams users

Is this the right solution for you?

Yes, if the following are true:

- You want to use Teams with Phone System.
- You need to retain your current PSTN carrier.
- You want to mix routing, some calls are going via Calling Plan, some via your carrier.
- You need to interoperate with 3rd party PBXs and/or equipment such as overhead paging, analog devices.
- Teams has all the features that your organization requires.

Option 3

Phone System with Direct Routing to a carrier hosting SBC and Trunk

Phone System in the cloud; connectivity to 3rd party telephony network for Teams users

• Connect your own supported SBC to Microsoft Phone System directly without need of additional on-premises software.
 • Use virtually any telephony carrier with Microsoft Phone System.
 • Can be configured and managed by customers or by your carrier or partner (ask if your carrier or partner provides this option).
 • Configure interoperability between your telephony equipment—such as a third party PBX and analog devices—and Microsoft Phone System.

Infrastructure requirements

Requires uninterrupted connection to Office 365	Yes
Available worldwide	Yes
Requires deploying and maintaining a supported Session Border Controller (SBC)	Yes
Requires contract with 3 rd party carrier*	Yes
Requires deploying and maintaining Skype for Business Server or Cloud Connector Edition	No

*Unless deployed as an option to provide connection to 3rd party PBX, analog devices, or other telephony equipment for users who are on Phone System with Calling Plan.

Works for

Microsoft Teams users

Is this the right solution for you?

Yes, if the following are true:

- You want to use Teams with Phone System.
- You need to retain your current PSTN carrier.
- You want to mix routing, some calls are going via Calling Plan, some via your carrier.
- You need to interoperate with 3rd party PBXs and/or equipment such as overhead paging, analog devices.
- Teams has all the features that your organization requires.

Option 4

Phone System with own carrier via Skype for Business Server OR Cloud Connector Edition

Phone System in the cloud; connectivity to on-premises telephony network for Skype for Business Online users

• Connect your own supported SBC to Microsoft Phone System via Skype for Business Server or Skype for Business Cloud Connector Edition deployed on-premises.
 • Use virtually any telephony carrier with Microsoft Phone System.
 • If you already have Skype for Business Server on-premises you can leverage it; if you do not, you can deploy a lighter version—Cloud Connector Edition.

Infrastructure requirements

Requires uninterrupted connection to Office 365	Yes
Available worldwide	Yes
Requires deploying and maintaining a supported Session Border Controller (SBC)	Yes
Requires contract with 3 rd party carrier	Yes
Requires deploying and maintaining Skype for Business Server or Cloud Connector Edition	Yes

Works for

Skype for Business Online users

Is this the right solution for you?

Yes, if the following are true:

- You want to use Teams with Phone System.
- You need to retain your current PSTN carrier.
- PSTN Calling Plan is not available in your region.
- You need to retain your current PSTN carrier.

Recommendation: When business conditions change—for example, you no longer need to retain your PSTN carrier—consider moving to Microsoft Teams using options 1 or 2.

• Minimal maintenance costs.
 • Have access to the latest features released by Microsoft.

Option 5

Enterprise Voice in Skype for Business Server with own carrier

Enterprise Voice on-premises; connectivity to on-premises telephony network for Business on-premises users

• Connect your own supported SBC to Enterprise Voice System in Skype for Business on-premises Server.
 • Use if you need local availability.
 • Use virtually any telephony carrier with Microsoft Phone System.
 • Most complex option to deploy and maintain.

Infrastructure requirements

Requires uninterrupted connection to Office 365	No
Available worldwide	Yes
Requires deploying and maintaining a supported Session Border Controller (SBC)	Yes
Requires contract with 3 rd party carrier	Yes
Requires deploying and maintaining Skype for Business Server	Yes

Works for

Skype for Business on-premises users

Is this the right solution for you?

Yes, if the following are true:

- All your users need to stay on-premises.
- You need to retain your current PSTN carrier.

Recommendation: When business conditions change—for example, you no longer need to retain your PSTN carrier—consider moving to Microsoft Teams using options 1 or 2.

• Minimal maintenance costs.
 • Have access to the latest features released by Microsoft.

Note:

- All four options can co-exist with each other in case you need to design a solution for complex environment or managing multi-step migration.
- Option 3 can only be deployed with either Skype for Business Server OR Cloud Connector Edition. Co-existence of Skype for Business Server and Cloud Connector Edition is not supported in a single company.

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• <https://docs.microsoft.com/en-us/microsoftteams/teams-architecture-solutions-posters>

Colorado HFA

- Tax Credit presentations
- All Staff Meetings
- Board Meetings
- Weekly Virtual Coffee Chat
- All day-to-day meetings, conversations
- Strategic Planning

CHFA – Tax Credit Presentations



Eastlake Affordable Housing

Project Narrative

Eastlake Apartments (EA) is a 63-unit affordable workforce housing community in Thornton, Colorado. EA will be a part of Eastlake Station North, a proposed master planned residential community that will also include both market rate apartments and for-sale single family homes. The community is being constructed on fourteen acres of land directly west of RTD's new Eastlake & 124th commuter rail station that is opening in 2020. This Station is served by the N Line which will provide future residents with rail access to downtown Denver in twenty-seven minutes and offer connections to the 120, 120L, and 128 bus routes.

EA will be a three-story wood framed building served by dual elevators providing a mix of one, two, and three-bedroom units across the affordable 30%-80% AMI spectrum. The density and style of development has been designed to complement and enhance the surrounding development being undertaken by Century Communities. The ability to surface park and the expected ease of construction further enforces not only site suitability but also assists with cost reasonableness. The planned improvements are within the allowable uses, scale, and height of the existing zoning as outlined by the City of Thornton.

monthly all staff meetings

engagement

Colorado Housing and Finance Authority
COVID Ready
Special Achievement: COVID-19 Response

May Virtual All Staff Meeting Chat Files Details Meeting notes Whiteboard

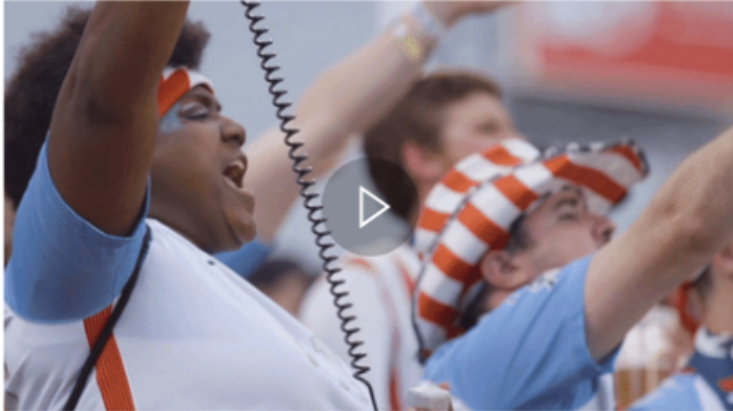
Peggy Boyd 5/13 3:48 PM 👍 1
YAY, BI TEAM!

Silvina Sansot 5/13 3:48 PM 👍 4
shout out to Dolores for keeping the Bus Dev team of how DMI is working with our borrowers on COVID forbareance. Clients are very appreciateive to know there is relief while they get back to work.

Heather Gable joined the meeting.

Shannon Neary 5/13 3:49 PM 👍 4 😊
Nice pic of the Walsh Grocery Store!

It is such a great project!

Jeff Owsley 5/13 3:52 PM
 Awesome!

Beth Truby 5/13 3:52 PM
when will the 9% list be made public?

monthly all staff meetings

engagement

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COVID Ready
Special Achievement: COVID-19 Response


Virtual All Staff Meeting Chat Files Details Meeting notes Whiteboard


Shannon Neary 5/13 3:22 PM 👍 2
yay team!

Kristina Vencill 5/13 3:22 PM 👍 3 ❤️ 2
yay pandemic team!! way ahead of other organizations, and taking great care of our people!


Jocelyn Bailey 5/13 3:22 PM
Thank you to everyone on the pandemic team!!


Chawn Howard 5/13 3:22 PM 👍 1
Thanks Pandemic Team


Kim Martin 5/13 3:23 PM 👍 1 😊 1

Thanks Pandemic Team!

Joycelyn Gardner 5/13 3:23 PM


All Staff Meeting Chat Files Details Meeting notes


Alyssa Swenson 5/13 4:16 PM


Paula Harrison 5/13 4:16 PM


Priscilla Fox 5/13 4:16 PM


Nicole Stone 5/13 4:16 PM
Too funny!

Debbie Herrera 5/13 4:16 PM
this has become the best part of my week! than

Dave Behner 5/13 4:16 PM



Dave Wasson 5/13 4:16 PM
Great job Joe! You need to publish

Terry Barnard 5/13 4:16 PM

monthly all staff meetings

engagement

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Finance Authority
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Special Achievement:
COVID-19 Response

 **June Virtual All Staff Meeting** [Chat](#) [Files](#) [Details](#) [Meeting notes](#) [Whiteboard](#)



Forms 6/17 3:06 PM Updated

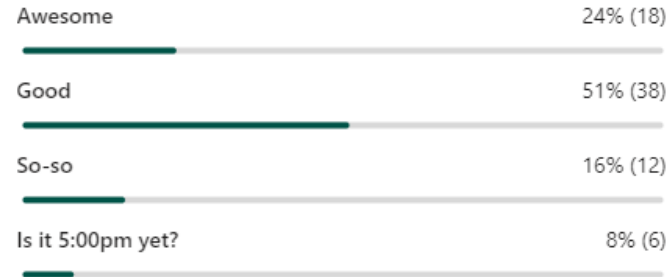
Kristen Kalkin created a poll
Results are visible to everyone; Names recorded

How are you feeling today?

- Awesome
- Good
- So-so
- Is it 5:00pm yet?

[Submit Vote](#)

Updated



74 responses

engagement

Colorado Housing and Finance Authority
COVID Ready
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June Virtual All Staff Meeting Chat Files Details Meeting notes

Kelly Becker 6/17 3:33 PM
Love it!

Beth Truby 6/17 3:33 PM
i'm feeling the love!

Jeff Owsley 6/17 3:34 PM
We love you too!

Lary Waldron 6/17 3:34 PM
Wow!

Oliver Jaimes Camacho 6/17 3:34 PM

Wes Bauer 6/17 3:34 PM

Mary Byer 6/17 3:34 PM

Margaret Miller 6/17 3:34 PM 4

monthly all staff meetings

June Virtual All Staff Meeting Chat Files Details Meeting notes

Heather Gable 6/17 4:04 PM
May the road always rise up to meet you!

Meghen Brown 6/17 4:04 PM
best.boss.ever

Rose Vasquez 6/17 4:04 PM
Congrats. enjoy retirement.

Alyssa Swenson 6/17 4:04 PM

Chawn Howard 6/17 4:04 PM
You are amazing

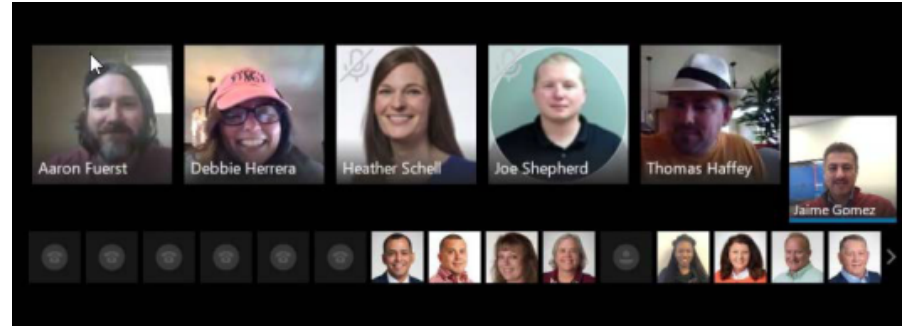
Beth Truby 6/17 4:04 PM
huge loss for chfa

Paula Harrison 6/17 4:04 PM

Dan McMahon 6/17 4:04 PM
you will be missed Tasha

monthly all staff meetings

engagement

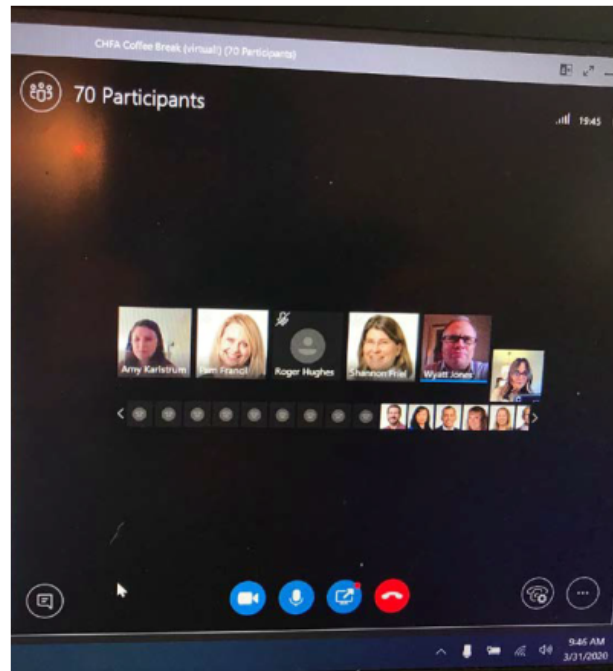


diversity & inclusion
chfa chat

learn • grow • appreciate

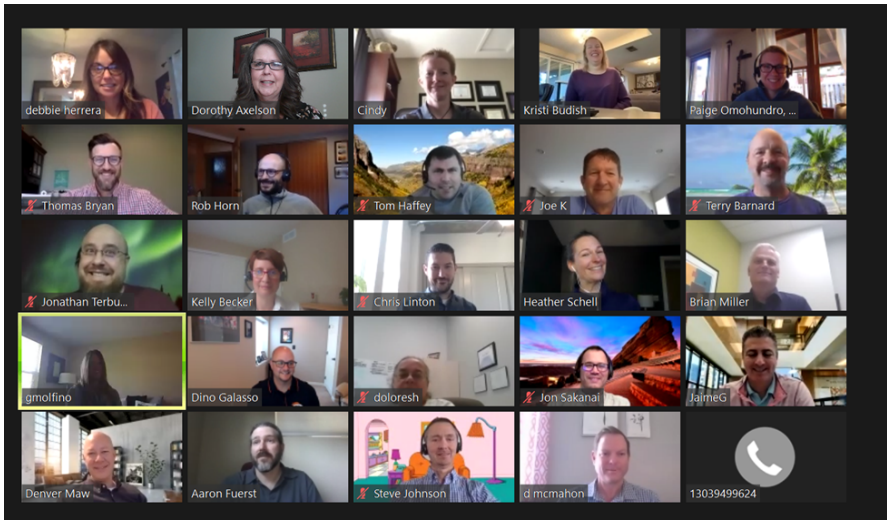
Connect with your coworkers: Introducing CHFA Chat!

March 26, 2020



Colorado Housing and Finance Authority
COVID Ready
Special Achievement:
COVID-19 Response

CHFA – Strategic Planning



enablers: opportunities

	2019	2020	
External	<ul style="list-style-type: none"> ❖ More flexible products to address gaps in MF/BF market ❖ EDGI ❖ IT automated (processes, systems) ❖ Digital Documents (eMortgage, Notes) ❖ Mobile Home Park financing ❖ Increased production in rural areas ❖ More mixed income developments ❖ Mixed use development ❖ SF Rehab ❖ System improvements, laptops, phones, etc ❖ MF portfolio preservation - aging stock, expiring restrictions ❖ Support Org's that encourage young people - construction/trades ❖ Legalization of Hemp/CBD at federal level ❖ LIHTC pipeline transparency for developers/regional collaboration (2020) — 	<ul style="list-style-type: none"> ❖ Lots of internal data/leverage better ❖ Partnerships (Universities, non-profits, rural lending partners, credit unions, DOLA SF rehab program) ❖ GSE Reform ❖ Innovative SF construction solution ❖ Direct small business lending ❖ Programs for teachers/first responders ❖ MF outreach strategy ❖ More unique programs (ADU) ❖ Innovative housing solutions/house sharing ❖ Investment Banking Team RFP ❖ Bank relationships for MF lending ❖ Work with groups we haven't typically worked with, like tribal communities ❖ State funding increase ❖ Statewide engagement ❖ Population changes (millenials; latinX) ❖ Operating in the new normal (2020) ❖ Corporate Giving (2020) ❖ Expand our reputation (2020) 	<ul style="list-style-type: none"> ❖ EDGI Implementation ❖ E Notes Implementation ❖ Regional Representation – CRMs ❖ More resources for ED (state and federal) ❖ CMO Execution – annuitized income without using PAB ❖ Additional Federal grant seeking ❖ Explore ESG Bonds (environmental, social, government bonds) ❖ Re-purposing commercial space that becomes or remains vacant ❖ Explore NCSHA/MBA DPA consolidation program ❖ Resource sharing (e.g. Nimby) ❖ SF Construction ❖ Innovation of new building technologies (mf – indiedwell, panelization, factory built) ❖ Outreach to minority SF borrowers ❖ Build relationships with community-based providers (and allow them to utilize CHFA products) ❖ Rural movement – remove barriers for employees to be able to live in those areas

Colorado HFA

- Actual examples of Teams in use
 - Chat
 - Calling
 - Projects in Teams
 - Staff collaboration
 - Innovation Board in Planner

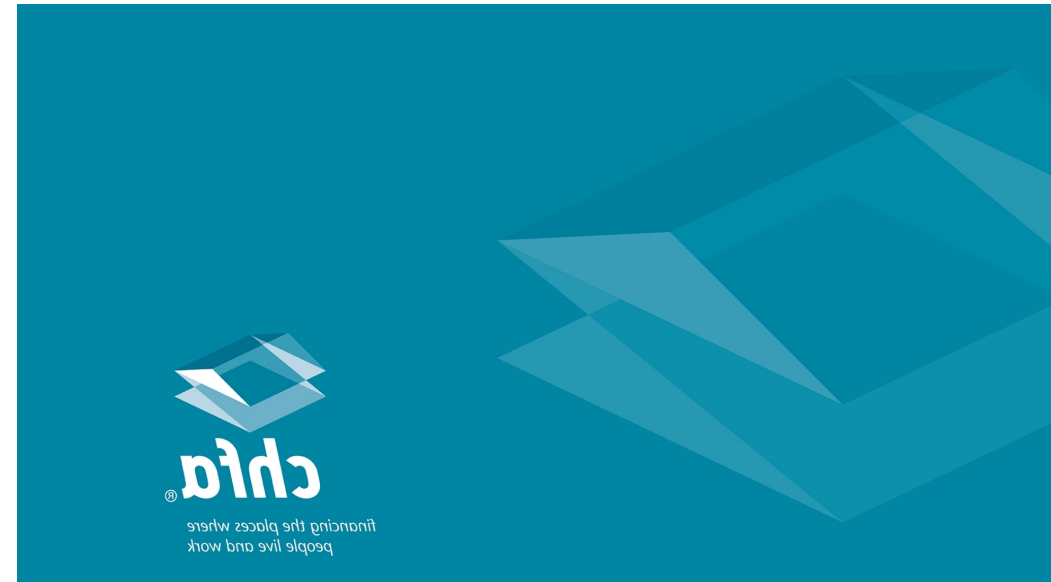


Colorado HFA

- Governance
 - Who can create Teams
 - Teams naming conventions
 - Guest access
 - Approved apps
 - Calling and meetings – VoIP
 - Data retention
- <https://docs.microsoft.com/en-us/microsoftteams/teams-adoption-governance-quick-start>

Tip

- How to set a custom background
 - <https://mspoweruser.com/how-to-set-custom-background-microsoft-teams/>
 - %AppData%\Microsoft\Teams\Backgrounds\Uploads folder



Colorado HFA

- What's next?
 - Teams optimization and evolution with a productivity lens
 - Understanding which tool for which purpose (Outlook vs. Teams vs. Planner vs. OneNote, SharePoint)
 - Managing projects in Team sites
 - Managing recurring team meetings in Team sites
 - Integrating Teams and OneNote
 - Integrating Teams and Outlook
 - Best practices for tracking meeting agendas, decisions, and actions
 - Best practices for file sharing in Teams (file sites, SharePoint, OneDrive)
 - Using Teams on mobile
 - How to fully use Teams capabilities and changing behavior
 - Looking forward to Together Mode

Beyond Teams

- Zoom
- Slack
- Google suite
- Go to Meeting / Webinar

Teams from the training perspective

- Yammer
- App development

Learning

- Keeping up with change - the importance of continuous learning
- Proactive mindset
- Free LinkedIn Learning classes through April 2021

Questions

- Live Q & A