

TCEO Team Drives

Induction & Training Program for Schools.

Who are we?

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Getbusi provides the TCEO support helpline for IT systems including:

- Email (Gmail & previously, Zimbra)
- Google Suite
- Team Drive

Why are we here?

To discuss Google Team Drive as the preferred method of document collaboration for TCEO staff, including:

- Preferred usage patterns
- The guidelines for the creation, sharing and permissions within Team Drives
- To illustrate the support resources available from Getbusi
- To provide assistance with training where needed
- To touch on security, organisational and data management issues

What is Drive?

Drive is a file storage service by Google which allows files to be uploaded and stored securely in the cloud.

The key consideration is that Team Drive is a cloud storage platform and as such, comes under TCEO's Cloud Storage Policy.

Why Team Drive?

Readily available to all staff (via Google Suite)

To promote productivity and collaboration

Team Drive is a comprehensive solution which can be managed to provide key requirements for effective file sharing including:

- Predictability
- Discoverability
- Effective control and hierarchy
- Full data auditing and backup
- Data loss prevention and security
- Full integration with existing infrastructure (ie. email)

My Drive vs Team Drives

Your personal TCEO documents.

Owned by you.

Controlled by you.

Shared by you.

- Documents related specifically to your personal work.
- Information that others aren't reliant on for their work.

TCEO Team documents.

Owned by the team.

Shared by the Team Drive structure.

Managed via Groups and individual users.

- Something that affects the operation of the school.
- Organisational documents that cover role based activities.
- Resources that more than one person is authoring or contributing to

Who is a Team Drive shared with?

When using Team Drive it is important to understand who else has access to the documents and what their defined role is. To see who is on a particular team, click on the Drive and view the members. Roles include:

- Manager
- Content Manager (new)
- Contributor
- Commenter
- Viewer

Each person has one role per Team Drive which is applicable to all documents in that Team Drive.

How should I share a document?

We recommend that when sharing a document to someone outside of the Team Drive membership that you save it to a hardcopy (eg. PDF).

Using the Share button could result in non-members having access to information without other Team Drive members being aware of it. This could result in unintended viewing.

Why are they named the way they are?

- For consistency across schools
- For discoverability
- To help with auditing and data recovery

It's important to remember that Team Drive documents exist within the greater TCEO context.

Using Team Drive

Basic Concepts

Google Docs ~ Microsoft Word
Google Sheets ~ Microsoft Excel

Navigating Folders.
Creating Documents.
Editing Documents.
Commenting on Documents.
No Saving. No Deleting required.
Uploading Files.
Converting Files.
Searching. Finding files.

When do we create new Team Drives?

Most schools already has in place a general Team Drive structure intended to address the general needs of the school. These Team Drive typically cover:

- All Staff
- Teachers
- Office & Finance
- Leadership
- IT (IT / DT)

Where there are other natural grouping (eg. SLN) that require restricted viewing, there may be a need to create more Team Drives. Talk with your IT tech, DT or Getbusi first to see how it fits into the overall structure.

What if we need more organisation?

Create Folders.

This is the best way to introduce further structure
and hierarchy into the Team Drives.

Guidelines for successful collaboration.

- Collaboration and contribution are the goal.
- Much like a staff room, Team Drives are a shared space. Keep things tidy.
 - Keep file names succinct and searchable (No files called “untitled document - copy 2”).
 - Keep folders tidy and avoid nesting too deeply.
- If a document's no longer being worked on, consider archiving it in a separate folder or offline.

Security

1. Be careful what permissions you grant. Generally, don't grant "full" permissions to documents you create.
2. If possible, avoid sharing documents directly to people outside the organisation. Export and send a copy instead.
3. Link-sharing is useful if anonymous people need to be able to read your document online. Otherwise it's best to avoid.
4. Unlike a physical computer, or a local school server, the only thing an attacker needs to access all your Google data is your email address and password.
5. Timed sharing offers further flexibility in how documents are shared outside the team.

Responsibilities

1. TCEO's Cloud Storage Policies will be published soon. With Team Drive, we recommend:
 - Be responsible for the information you share.
 - Be mindful of the members of your Team Drives.
 - Consider who could be harmed if a document became public.
 - Don't bulk upload lots of files to a Team Drive at once. You may accidentally include something you didn't mean to.
 - Avoid leaving your computer logged-in or unattended at home or in public.
2. If potentially harmful data is breached, the TCEO must disclose it to the Office of the Australian Information Commissioner within 72 hours.
3. The TCEO, as the provider of the data environment is also responsible for the use and security of the data.

Backups.

Google Drives provides short term data recovery.

Nothing will disappear without being explicitly deleted, even when an account is deactivated.

Where documents need to be recovered from an inactive account contact Getbusi.

For example, a role based activity such as an ICT technician may leave and the new ICT technician needs to inherit the inactive account.

Long term data recovery is handled by Spanning. Contact IT staff or Getbusi.

Where new Team Drives are created, it is important that a Spanning licence is provided to the manager if they do not already have one.

Feedback

Team Drive provides a powerful set of tools, so it is important for the TCEO to understand how staff are using it. Where usage patterns intersect with TCEO policies, it's important that a balanced approach is developed.

While Getbusi is not responsible for setting policy we can be a worthwhile conduit for assessing how usage and policy sit side-by-side.

If you have any thoughts or concerns, we are happy to talk.

Workshop

Migrating documents from My Drive to Team Drive.

Q & A