



AGENCY CONTACT MEMORANDUM

#2020-1202

TO: Agency IT Leadership, Technical Contacts

FROM: Kari Welch, Executive Director
Office of IT Architecture & Governance

DATE: December 2, 2020

SUBJECT: Skype for Business is upgrading to Teams

Our usage metrics show that many users are using Microsoft Teams on a regular basis now, taking advantage of chat, online meetings, calling, file management and a project workspace, all from one interface. Bringing all of these capabilities into one tool simplifies the number of tools you need and enables us to innovate faster and stay relevant.

With Microsoft's upcoming retirement of Skype for Business, we are ready to begin our official upgrade to Teams. Even though you may already be comfortable with Teams, we understand that change takes time and want to ensure you have what you need to be successful while minimizing disruption to your daily routine.

What will happen to all my Skype for Business data once my account is upgraded to Teams?

Your Skype for Business information will be available as follows:

- Your Skype for Business contacts will be available in Teams under the Calls tab

- Your Skype for Business meetings can be accessed from your Outlook calendar or from the Meetings tab in Teams.

What will happen to my Skype for Business meetings once I am upgraded to Teams?

You will still be able to join or host any pre-scheduled Skype for Business meetings, but all new meetings will be scheduled in Teams. You can also reschedule any of your Skype for Business meetings as a Teams meeting, to simplify the number of tools you need to use.

Call to Action: Begin preparing for your upgrade to Teams

- Look for a notification in your Skype for Business client about this upgrade.
- Begin using Teams as your primary chat, calling and meetings tool, if you haven't already. Leverage this [QuickStart guide](#) for help in getting started with Teams
- Look for a communication in the coming weeks to indicate your Skype for Business account is ready to be upgraded.
- **Attend a Teams Training Event.** There are thirteen available training sessions, plus four additional "Ask an Expert" Q & A Sessions. [Register here for Teams training sessions.](#)

Please distribute this communication to staff as appropriate. If you have questions about this transition, please contact the [Commonwealth Service Desk](#).