



Frequently Asked Questions: DNR GIS Community Team

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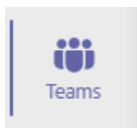
Who should be a member of the DNR GIS Community Team?

This DNR Community team is designed for any DNR employee using or interested in GIS technology. Any team member can choose to be as active or passive in the group as they desire. Any employee that uses GIS technology, has GIS software installed on their machine, or has signed up for the GIS Newsletter should be a member of this community.

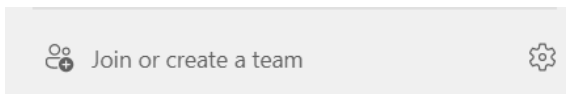
How do we join?

Any employee can add themselves to the DNR GIS Community with the Team code.

With Microsoft Teams application open, activate the Teams panel:

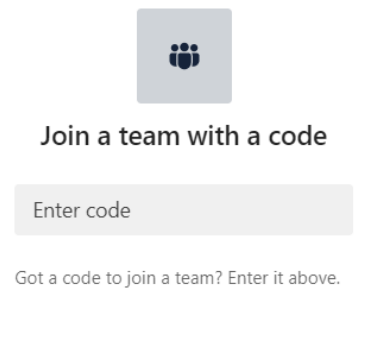


Click on the **Join or create a team** button in the lower left Team menu:



Type in the DNR GIS Community Team Code: **59zzvto**

Alternatively, anyone can request to be added and any team owner can add a member. Employees will not be automatically added to the Team, it is voluntary. Members can also leave the Team at any time if they wish.



Why would someone choose to be in the DNR GIS Community Team?

The DNR GIS Community Team can be viewed much like a technical forum, where members can post questions, search questions and answers, provide answers, comments, and support for other members. Here are some additional reasons to join this Team:

Be Informed

The DNR Community Team is a communication tool for the GIS members enhancing the existing use of e-mail messages to groups or individuals, the DNR GIS Newsletter, and the DNR GIS Section intranet pages. The DNR GIS Community Team owners use the General Channel to post GIS news and announcements. This platform can help the owners reach GIS users quickly and supplement existing communication tools. A benefit is members don't need VPN to access Teams and can even have Teams on a mobile device making it perhaps easier to access support.

All community members can post conversations in the GIS Conversations and GIS Just for Fun channels. Members are encouraged to use these channels to post announcements regarding GIS work in their division or area of expertise as an additional way to inform other members about project successes.

Get Answers to questions

This community is a place for members to read and reply to other members concerns, questions, and issues related to all things GIS related. Many may find that it's easier to post a question in the Team conversations than it may be to submit a request email to MNIT services. Being that all members can see a conversation post, any member can provide an answer and support. More than one member can reply, potentially sparking responses from a broader knowledge base to provide multiple options for problem solving. It's also rewarding to be able to provide your ideas and support to GIS members you may not have met otherwise!

Often, it's good to know you're not the only one with the same question. Members can use the Community Conversation channel to browse other's questions.

Get Feedback on ideas

Using the community conversations is great way to share ideas as well. It is encouraged to post exploratory questions like "what are other division doing with ArcGIS Collector this season?" or "my team is looking at sharing layer files, what's your suggestion?" or even "anyone have an example of how to use Arcade in Pro?"

What is the difference between the GIS Intranet page and the GIS Community Team?

The intranet pages are a static resource that is only updated by a small number of GIS support staff. In this way, the intranet pages are a one-way communication tool. Teams provides a platform for dynamic communication facilitating interactive conversations. In this way, Teams offer a two-way communication approach facilitating dynamic access to community knowledge (like a forum).

Why or how would a community member use the General Channel?

Team owners use the General channel to post announcements and general information to all members. All members can access the GIS Support Library resources and the community guidelines document.

Members and guests do not have the option to create a post in the General channel.

Why and how would a community member use the Community Conversation Channel?

All community members can create and respond to GIS work-related conversations in the Community Conversation channel. Members sharing their subject matter expertise with other members can provide a diversity of in-depth knowledge to a question. Having multiple professionals weighing in on a topic to discuss workflow successes and failures would be beneficial to all members. Members can become informed on topics and co-worker expertise they may not otherwise be exposed to.

Members can use the [@Mention key word tags](#) to notify other members interested in the subject matter. For example, posting a question like “Anyone have tips for using python to export my data to an MS Excel spreadsheet? **@Python**” will post an alert to any member part of that tag.

The Community Conversations channel is also not a replacement for MNIT Hub services. If a member needs 1:1 help with a support specialist, the member should still submit a work order request. The conversations are monitored by GIS Support specialist and they would appropriately assign a work order for the member when warranted or necessary.

The Community Conversation channel is for GIS work related conversations. Any non-work-related conversations (social announcements or interesting GIS related resources) should be posted in the **GIS Just for Fun** channel.

When would a new channel be created?

Currently the Team has a **General** channel, a **Community Conversations** channel, and **GIS Just for Fun** channel. The idea is to build a community of GIS users to encourage all voices and ideas. The use of @mention tags can facilitate topic specific conversations. If there is a clear majority of users in the community conversation that may be better suited as a unique channel in the team, the owners of the Team would meet to discuss the need of creating a new channel to help facilitate and manage that need.

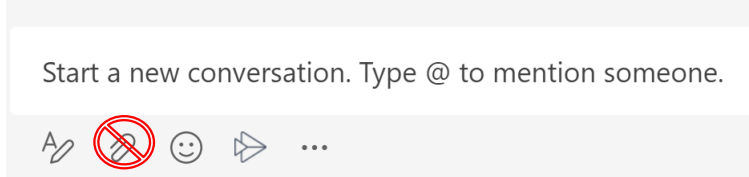
When would a new tab be added to a channel?

Posts, Files, Guidelines, and **GIS Resources** are the default tabs in channels. Owners can discuss and decide the need to add a new tab to any channel. If a new channel is created, new tabs may be necessary to facilitate that channel.

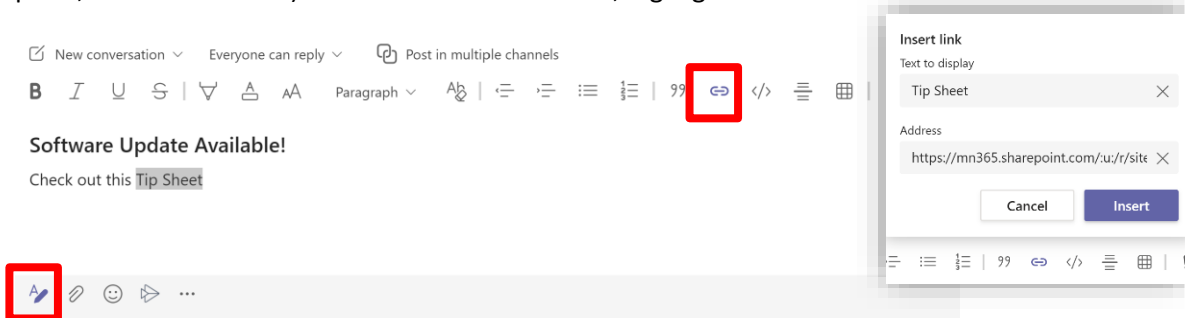
Why and how do I add an attachment to a conversation?

Do not add file attachment to your post **unless** it would be helpful to explain your question (like sharing a screen shot or code snippet).

When anyone adds an attachment to a conversation, that file will be stored in the channel's "Files" tab. Attaching a file to a conversation, therefore, may compromise the [DNR's guidance for electronic file storage](#).

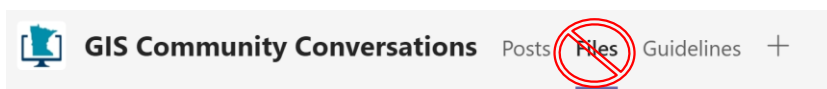


Instead, use links in the conversation to direct members to an existing file stored elsewhere (intranet, share point, or network drive). Use the **Text Format** tool, highlight text then use **Insert Link** tool:



If a conversation becomes a work order request (for example, the question is sent to MNIT Hub), any attached files should also be saved out of the Team and attached to the ticket in the MNIT Hub work order.

When should anyone use the Files tab in the team channels?



It's not a good idea to upload files to the channel's Files tab or use any options on the Files tab. Files tab is a default for channels. By default, the files stored here should only be the attached documents from a conversation thread. The Files section should **not be** used to store or share documents as it may compromise the [DNR's guidance for electronic file storage](#).

Instead, direct members in a conversation thread to the file on a shared location (share point or network drive).

NOTE: If a conversation becomes a work order request (Helix ticket), then any attached files should also be saved out of the Team and attached to the ticket in Helix. The technician should help the member do this documentation task.

What is the Just for GIS Fun Channel for?

Any non-work-related conversations (social announcements or interesting GIS related resources) should be posted in the **GIS Just for Fun** channel. Members should use the Community Conversation channel to start conversation about GIS work related topics.

What is appropriate to share on the Just for GIS Fun Channel?

Members can use the Just for GIS Fun channel to share social announcements with GIS co-workers such as retirements, awards or accomplishments, interesting meetings or events, geography related jokes and memes, or other announcements that aren't directly work related.

This channel will also be moderated for appropriate content.

Who is moderating the conversations? Who can or should reply?

By default, the MNIT DNR GIS Support team captains moderate the conversations. All members can read and reply to conversations, and therefore can also act as a moderator to the team. Members opting into an @Mention tag would be alerted to a conversation that they may wish to moderate.

All members can make use of [key word @mention tags](#) to alert members added to the tag. Any member who has requested to be added to an @mention tag would be alerted in Teams when the tag is used in a conversation. This is helpful for members to not miss a conversation when they have muted the channel. For example, posting a question like “Anyone have tips for using python to export my data to an MS Excel spreadsheet? **@Python**” will send an alert to any member part of that @Paython tag.

What is the GIS Resources tab? And why would I use it?

The GIS Support tab is a short cut to the GIS Section’s GIS Resources SharePoint site and libraries. The GIS Section stores GIS tip sheets, user group meeting materials, and training materials in these libraries. These are the same documents shared on intranet page or in links in the DNR GIS Newsletters. This tab provides members an additional way to access GIS Tip sheets, GIS user group meeting documents and calendar appointments (.ics files). These files are read-only to members. Members do not have permissions to add or delete files from the GIS Resources SharePoint library.

Members can share other SharePoint sites using a text link in a Community Conversation post. When appropriate and or necessary, members and owners could also request to add a library to the GIS Section GIS Resources Share Point site. For example, having a division specific library for materials to share with the community.

What are @Mentions tags? How can they be used in a conversation?

Use @Mention tags to notify a group of people at once. Any member of the Team can have their name added to a tag, or request a new tag be made in the Team. All members can make use of key word @Mention tags to notify all of the members in that tag.

For more information on existing @mention tags used in the DNR GIS Community Team, and how to be added to them, see [this document](#).

Any member who has requested to be added to an @mention tag would be notified in Teams when that tag is used in a conversation. For example, posting a question like “Anyone have tips for using python to export my data to an MS Excel spreadsheet? @Python” will send an alert to any member part of that @Paython tag.

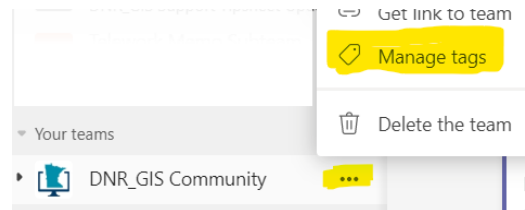
This can be helpful for members to see a conversation even if they have muted the channel.

How can I add my name to an @Mention tag group?

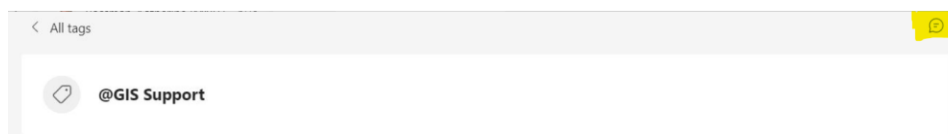
Members can be added to any [@mention tag group](#). The GIS Support Team monitors the GIS Community Team and take turns being the point person for any requests for the team.

If you want to be added to any @mention tag group, just send a direct message to the GIS Support members by following these directions:

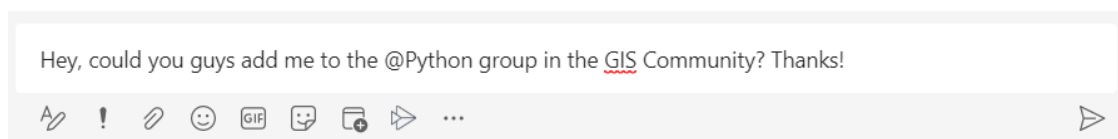
1. Next to the Team name, click on **more options dots** and choose **Manage tags**
2. Click on the **@GIS Support** group name



3. Click on the “Chat with Tag Group” icon to send a chat to the support group members



4. Send a message, and the support team will add you to the @mention tag group(s) you request.



When would a community conversation become a Hub request?

Generally, if a member's question would take more than 15 minutes for a support technician to resolve, the person posting the question may be directed to create a MNIT Hub request. This will help us to track the time and resolution to the problem. Any resolution, however, may be shared in the conversation post by the member posting the question, or perhaps the technician resolving the question.

How long do conversations stay in the channels?

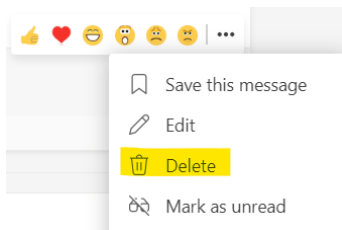
So long as a channel is active, all conversations are retained for **180 days**. Any post in the Community Conversation channel will be retained for 180 days after the post. The shorter 1:1 chat retention policy is different and does not apply to Team Channel conversation posts.

Does an attached file also delete when the chat thread is removed? No, but still testing this behavior.

If the file is moved, does the post still reference it? Yes, it appears to, also still testing this behavior.

How can I delete a conversation?

Members can delete any conversation or reply they personally post. Click on the ellipse to the right of the conversation post and choose Delete.

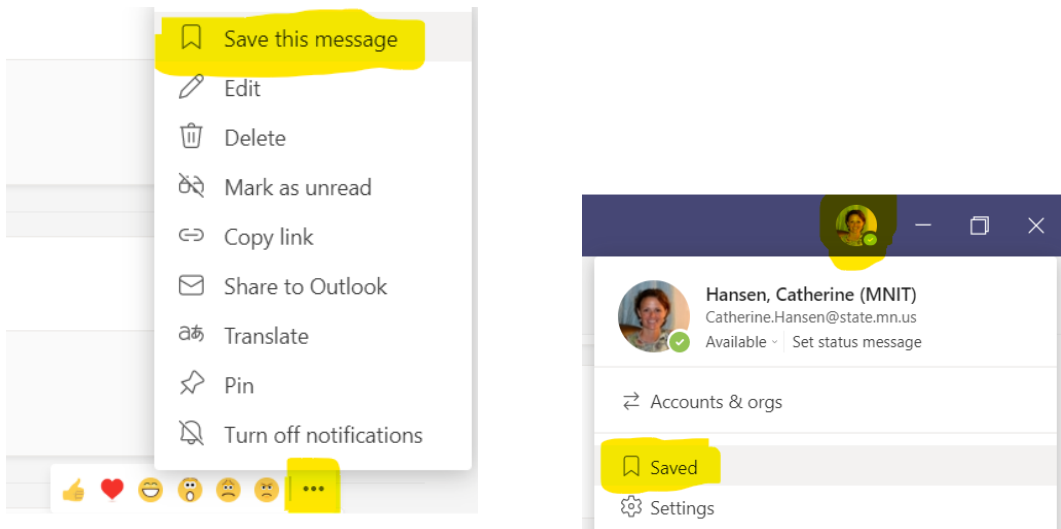


How can I save a conversation to read it later?

There are a few ways you can save the conversation so you can refer to it again.

Save Conversation

Click on the **ellipse** to the right of the conversation and choose **Save this message**. To see saved messages, click on your profile icon in the upper right corner of Teams, and choose **Saved**. All saved conversations will be listed for you.



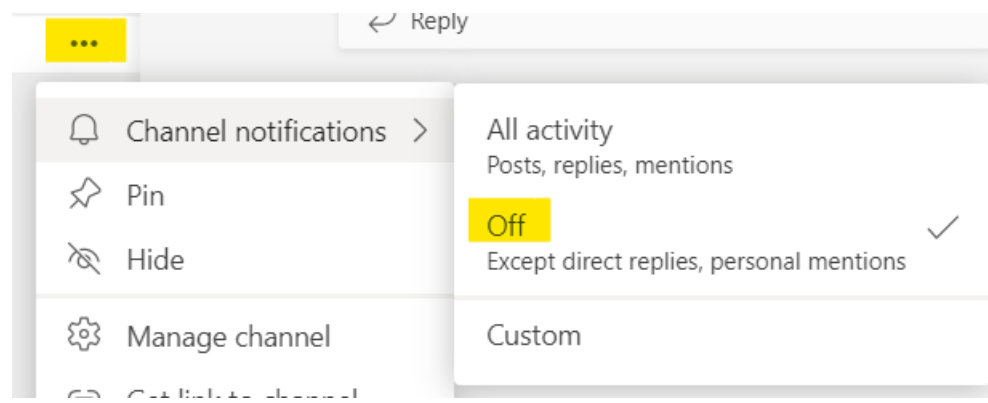
Email Conversation

Click on the **ellipse** to the right of the conversation and choose **Share to Outlook**. Type in the email address to share the conversation with or email it to yourself to keep in your Outlook.

NOTE: conversations are retained in the channel for 180 days and will be removed after 180 days regardless of if you save or email. The email option does, however, provide a view of what the conversation was, at least.

How do I mute a channel to stop seeing too many notifications?

Click on ellipse by channel name, choose Channel notifications, and check **Off** Except direct replies, personal mentions.



Alternatively, use the custom option to turn off notifications for all new posts or Channel mentions.

NOTE: Community members can request to be added to an @mention key word tag. When the @mention tag is used in a conversation, the member would be alerted in Teams in their Activity feed.

What is the Meet option in the Team? When or why would a member use this?

Don't use the Meet option in the team channels. This creates a meeting with all members, which you do not want to do.

