Guidelines for Slack Workspace Ownership

Use these guidelines to properly manage a Slack workspace in Yale SOM's Slack Enterprise Grid.

Recommended Settings

- **Departmental Workspaces** should remain hidden, and only departmental members should be invited.
- **Set default channels** so all new members will have immediate access to needed channels without having to search.
- If you desire to **change the workspace name or URL**, please adhere to the following:
  - The URL should be prefixed with "yalesom" This ensures SOM's workspace are easily identifiable if use expands throughout the University.
  - Example: yalesomit.slack.com
  - The workspace name should begin with “Yale SOM”
  - Example: Yale SOM Information Technology
- Do not **delete your workspace**; the workspace data cannot be restored.
  - Only the primary owner can delete the workspace. Contact SOM IT if this is required.

Recommended Permissions

- Don't allow everyone to invite new members. This option should be left to workspace owners and those you designate as admins.
- For departmental workspaces, only invite departmental members and utilize shared channels for inter-departmental communications.

Locked Settings

Some workspace settings are locked at the organization level and cannot be overridden by workspace owners. This includes message retention policy.

Apps

- As a workspace owner, you may receive **app approval requests** from workspace members. Apps must go through a SOM IT approval process and security design review.
  - Check with SOM IT if you receive an app request.
  - SOM IT will conduct add-on app audits at the enterprise level and retains the option to remove an add-on which has not been approved.
  - Requesting Add-ons for Jira, Confluence, or Slack

Recommended Membership Management

- As new staff join your department, you should invite them.
- As staff leave your department, you should remove them from your workspace.
- **Guests can be invited only by SOM IT and select members.**
  - Guests are anyone without a Yale e-mail address.
  - Multi-channel guests are billed as full members.
  - Single-channel guests are preferred.
- If you are leaving a department, **transfer workspace ownership** to another departmental member.
- Only promote other members as owners or admins if they can adhere to these guidelines.
Shared Channels

- Channels can be shared between workspaces. Being a workspace owner does not allow this by default, but members can be given this permission.
  - Always check with an authority for the other workspace(s) before creating a shared channel.

Acceptable use policy

- Keep in mind that use of Slack must adhere to the Information Technology Appropriate Use Policy and Yale SOM Honor Code

Best Practice

- Organizing Slack Channels
- Guidelines for Channel Names
- Workspace Administration

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