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.

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.

Locked Settings

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