Student Guidelines for Slack Workspace Ownership

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

Name and URL
Name: Yale SOM 4041 - The name will change by class year, next year it will be Yale SOM 4042
URL: somstudents.slack.com

Recommended Settings
- The Student Workspace should remain hidden, and only students enrolled in a SOM degree program should be invited.
- Manual invitations should be limited. Student access is provisioned and de-provisioned automatically. This automated process will not act on those invited manually; they will need to be de-provisioned manually.
- Set default public channels so all new members will have immediate access to needed channels without having to search.
- If you desire to change the workspace name, please adhere to the following:
  - The workspace name should contain the sum of the two class years currently enrolled. Example Class of 2020 and 2021 will be “Yale SOM 4041”
  - The name should be changed after commencement.
- The workspace name should begin with “Yale SOM”
- Do not delete your workspace; the workspace data cannot be restored.

Recommended Permissions

Messaging
People who can use @channel and @here: Everyone
Show a warning when using @channel or @everyone (in channels with at least 6 members): Always
People who can post to #announcements: Workspace Owners and Admins only
People who can use @everyone: Workspace Owners and Admins only

Invitations
Choose whether to allow non-admins to invite new people to Yale SOM Students.

Do not allow everyone to invite new members. This should be left to workspace owners and those you designate as admins.

To re-iterate:
Manual invitations should be limited. Student access is provisioned and de-provisioned automatically. This automated process will not act on those invited manually; they will need to be de-provisioned manually.

Recommended Membership Management

- Guests can be invited only by SOM IT.
  - Guests are anyone without a Yale e-mail address.
  - Multi-channel guests are billed as full members.
  - Single-channel guests are not billed, but can access only one channel.
- Before you graduate, transfer workspace ownership to another member and let SOM IT know who.
- Only promote other members as owners or admins if they can adhere to these guidelines.
Channel Management
People who can create private channels: Everyone, plus Multi-Channel Guests
People who can create public channels: Everyone, Except guests
People who can archive channels: Workspace Admins and Owners only
People who can remove members from private channels: Everyone, Except Guests
People who can remove members from public channels: Workspace admins and owners only

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.
  - Shared channel may be requested through SOM IT

User Groups
Set who can create and manage user groups.
People who can create and disable user groups: Workspace Admins and Owners
People who can modify user groups: Workspace Admins and Owners

Message Editing & Deletion
Choose when to allow message editing and deletion. (You can also configure workspace-wide message retention settings).
Allow editing: Any time
People who can delete messages: Everyone

Analytics
Locked by an Organization Admin at Yale SOM
Only Workspace owners and admins can view analytics

Custom Emoji & Loading Messages

Custom Emoji and Loading messages are added to ALL workspaces in Yale SOM Slack Enterprise Grid. Upload only appropriate content. Workspace members should be made aware of this.

People who can manage custom emoji: Everyone
People who can manage custom loading messages: Everyone

Slackbot Responses

Slackbot responses are added to ALL workspaces in Yale SOM Slack Enterprise Grid. Upload only appropriate content. Workspace members should be made aware of this.

Choose who can manage Slackbot responses for your workspace.
Enable Slackbot responses: People who can manage Slackbot responses for your workspace: Everyone

Public File Sharing
Choose whether to allow members to share files externally by creating public URLs.
Enable public file URL creation

Apps
Approved Apps

Do not allow all members to install integrations. That must be left to workspace owners who will work with SOM IT to gain approval.

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 any add-on which has not been approved.
- Requesting Add-ons for Jira, Confluence, or Slack

Only pre-approved apps can be installed by members. Manage approved apps: On

These people can manage Approved Apps and custom integrations: Workspace Owners only

Allow members to request additions to Approved Apps
Send requests to people who can manage Approved Apps via Slackbot message.
Require members to provide a comment when requesting an Approved Application

Members can sign into other apps with their Slack accounts (granting permission to view their basic profile and workspace information).

Only allow apps from the Slack App Directory

Multi-Channel Guests may use slash commands and actions: On

Locked Settings

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

Channel Rollover

Annually, after commencement, we recommend rolling over private channels as new members are invited:
https://get.slack.help/hc/en-us/articles/201980108-Add-people-to-a-channel#private-channel-history

Best Practice

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

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

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