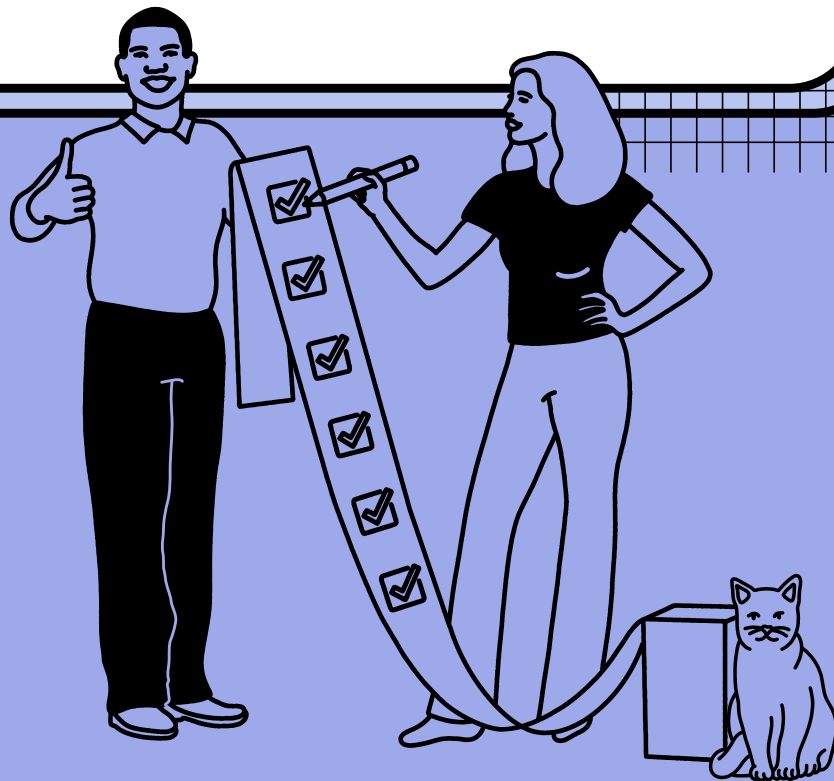


ShareGate:  
by GSoft

Microsoft 365  
reporting  
done right 👍







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guide**




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**Microsoft 365 is an  
incredibly powerful  
tool, designed to drive  
team collaboration  
and productivity.**


**Or so it should be.**

---

Let's cut to the chase:  M365 management feels overwhelming. As you put out one fire, three others have lit up. Issues such as these probably represent your everyday battles:

- No one knows what files have been shared externally, or with whom
- Low adoption of new tools
- Groups become orphaned after someone leaves the company
- Broken permission inheritance
- SharePoint pages that are never used or are outdated
- Duplicate resources that are created

Need we say more?

There's a way to bring back peace upon the  M365 world. And it's much easier than getting to the top of a volcano too.

We think every IT manager should have one thing: full visibility into their environments. Only then can they start addressing and fixing issues.

**Enter Microsoft 365 reporting, the way it should be.** Running, scheduling, and regularly analyzing reports will give you the visibility you need to take action and make your environments less cluttered and better controlled, paving the way for improved security, adoption, collaboration, and productivity.

In this guide, we'll cover the basics of SharePoint and Teams reporting: what it is, why you need it, and how ShareGate can simplify the entire process.

Are you in? Nice.

# What is reporting in Microsoft 365?

In Microsoft 365, reporting means running, scheduling and, sometimes, building reports on your Microsoft 365 applications, such as SharePoint, Teams, OneDrive for Business, Office, and more. There are dozens of reports you can run or build: we'll see them in detail further on.

## Why does reporting matter?

In a nutshell, **reporting means visibility**. It's chapter 1 of your success story with M365, and what a beautiful story this is. Because now, here's some of the knowledge you get:

- Who's sharing what outside of your organization
- Who has access to what files, pages, or groups
- Who outside of your organization can access your environments
- Who owns which groups, and which groups are orphaned

- How many people are actively collaborating through Teams
- How many files live in SharePoint, what and where they are, and the storage they consume



**“Visibility enables you to take action and have cleaner, better-controlled environments, a better understanding of the resources that are created in your tenant, and more efficient Microsoft 365 management.”**

– **Benjamin Niaulin**, Microsoft 365 MVP  
and Head of Product at ShareGate

We love this quote because, well, we love Ben. And also, it sums up all there is to Microsoft 365 reporting. What Ben means by “taking action” is doing things like:

- Securing your environments
- Reducing clutter and sprawl
- Boosting collaboration and productivity through user adoption
- Increasing efficiency for end-users and IT pros

## Where should I start?

You have an idea of what reporting can do for your Microsoft 365 management strategy. What now? To make things easier, here are a few ideas.

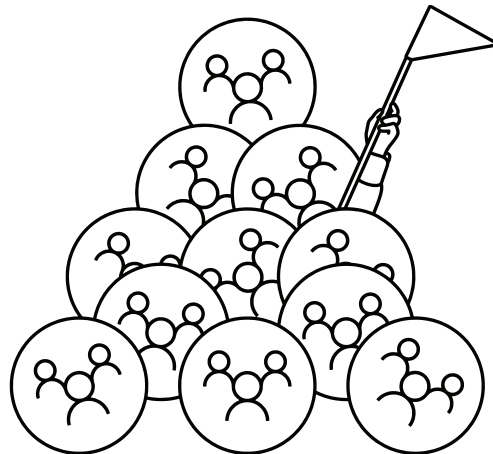
### **Identify your organizational issues and risks**

Your natural first step would be to assess the main issues and risks your organization is facing right now.



Some of the most common include:

- **Security gaps** related to external file sharing and guest access
- **Low adoption** of Microsoft tools and applications
- Broken, custom, changing, or inconsistent **permissions**
- **Confusion** among colleagues due to using tools incorrectly
- **Lack of visibility** of your content or your inventory
- **Low productivity** in a department or in the whole organization
- **Unclear governance** of groups, channels, and pages





**“You should protect your sensitive teamwork wherever it lives. To do that, you must get your electronic house in order, and one key aspect of it is understanding your data landscape. Know where your sensitive data lives, track what users are doing with it, and why it may be at risk.”**

**– Joanne Klein, Office Apps & Services MVP**

# Define your reporting priorities

Now it's fine-tuning time. After detecting the issues and risks you're facing, there are some questions that could help you define your Microsoft 365 reporting priorities and give you a clearer idea of what to tackle first, such as:

## **Who is impacted by my issues/risks?**

- Individuals
- Teams
- Departments
- The whole organization

## **What aspects of my activities are impacted by my issues/risks?**

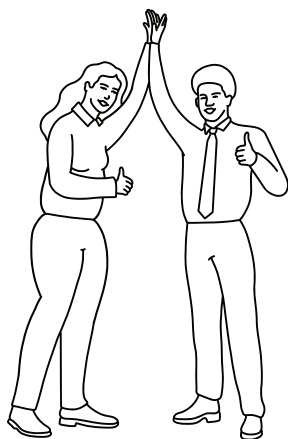
- Financial
- Performance
- Security
- Policy compliance
- Others

### When would I see the impacts from my issues/risks?

- Short-term
- Mid-term
- Long-term
- At any-term, basically.

## Determine your success criteria

The last step before you start reporting is defining how you'll measure your Microsoft 365 success. Establishing your success criteria is helpful for a **targeted measurement** of your achievements, so you should be super specific. Instead of saying, "I want to launch Teams," try and find out if people are *actually* using it. If they are, how much usage indicates they're *actually* collaborating?





”

**“Your organization is working towards an outcome, so it should know when it gets there. And measuring it can be done at any point, either if you just adopted Microsoft 365 or if you’re already using it for some time. In other words, it’s never too late to measure your success.”**

– Jasper Oosterveld, Microsoft MVP & and  
Modern Workplace Consultant at InSpark

# What should I be reporting on right now?

Main issues: identified. Priorities: all set up. Coffee: brewing.

It means you're ready to start running your Microsoft 365 reports. But first, let's see the main reporting categories available to better understand what aspects of your day-to-day activity you're about to have more visibility of.

- **Security** – Get insights into risks and unwanted guests
- **Permissions** – Target issues related to custom permissions and broken inheritance
- **Inventory** – Review your environment's content and health
- **Usage** – See what people have been accessing, changing, and using
- **Migration** – Analyze your environment before migrating and validate it after

# What reports are available for Microsoft 365?

Here's a list of the reports currently available in Microsoft 365 .

*(Quick note: the reports will be available depending on your permissions.)*

## Teams

- Device usage
- Information protection license
- Live event usage
- PSTN blocked users
- PSTN minute pools
- Usage
- User activity

## SharePoint

- Activity
- Audit log
- Site usage

## Email

- Email activity
- Email apps usage

## OneDrive for Business

- Usage
- User activity



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## Skype for Business

- Activity
- Conference organizer activity
- Conference participant activity
- Online peer-to-peer activity

## Yammer

- Activity
- Device usage
- Groups activity report

## Viva

- Viva Insights activity
- Viva Learning activity
- Device usage

## Other applications

- Active Users
- Dynamics 365 Customer Voice activity
- Forms activity
- Mailbox usage
- Microsoft 365 Apps usage
- Microsoft 365 groups
- Microsoft browser usage
- Office activations
- Project activity



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## How should I create my reports?

The reports we listed above have different levels of flexibility and customization. Also, not all of them should necessarily be run at the same time, or even very frequently. So, to make things clearer, let's look in more detail at some Microsoft 365 reporting best practices.

### Where can I pull my reports from?

- **Microsoft 365**, which provides built-in reports across many different admin centers, such as the Microsoft 365 admin center, SharePoint admin center and Teams admin center
- **ShareGate**, where users have access to their data from pre-built and custom reports that are centralized and actionable
- The Microsoft Purview compliance portal, where users can pull data and tools specific to their compliance needs

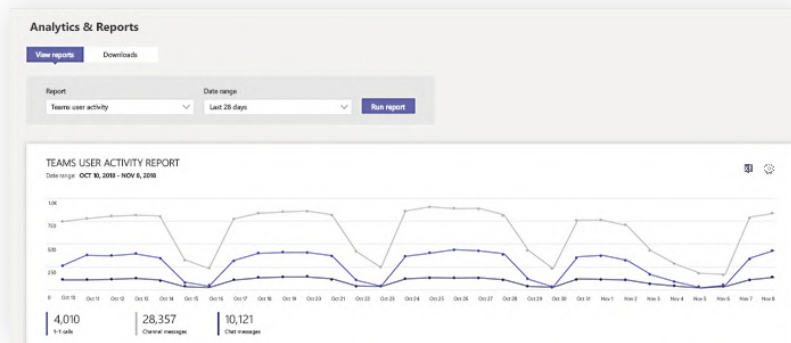


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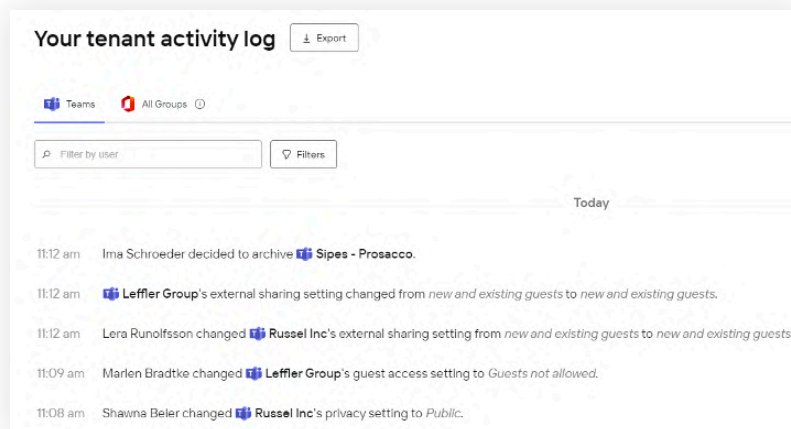
## What kinds of visualization do I have?

**Standard reports** that can be exported and shared with stakeholders

- **Example 1:** Teams Activity report as seen on Teams admin center:

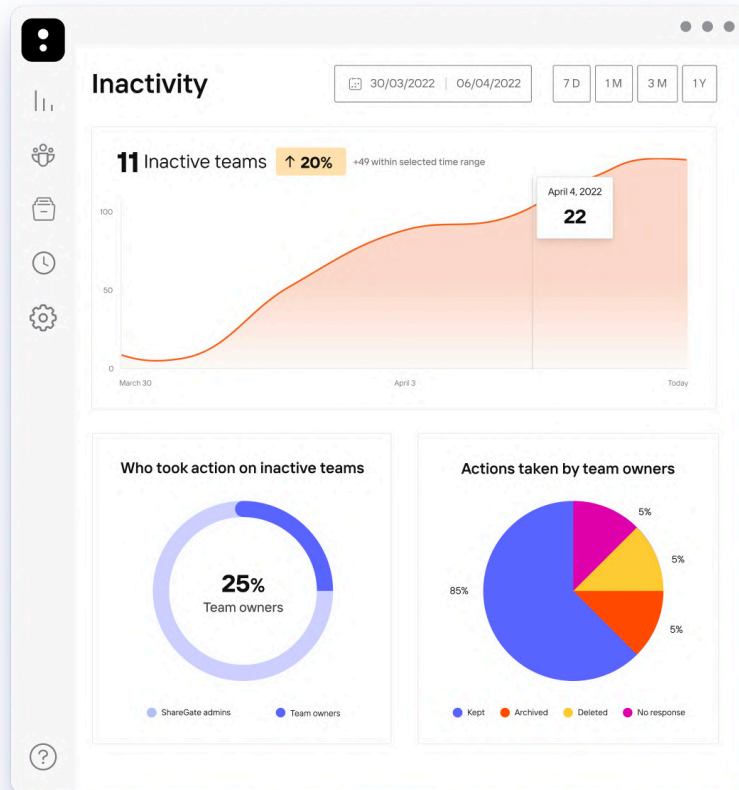


- **Example 2:** Teams Activity report as seen on ShareGate:

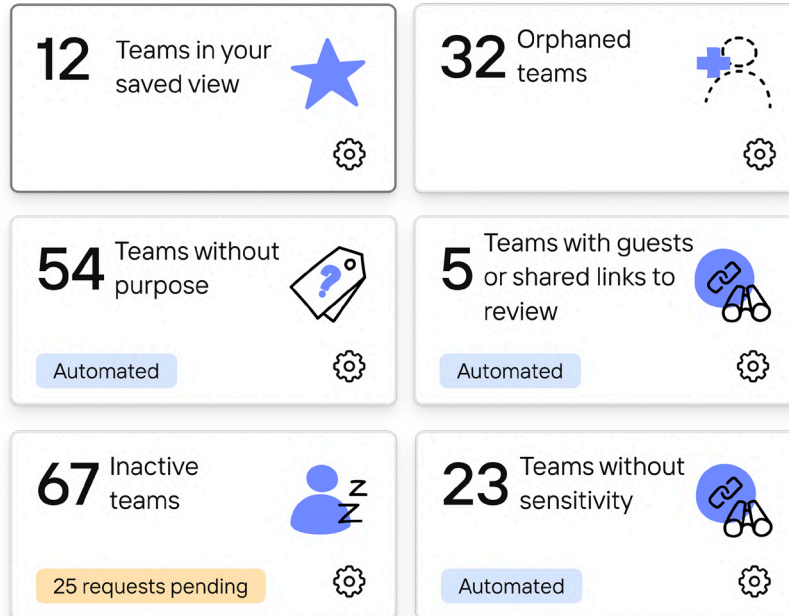


**Dashboards** for visual insights into what's happening in your environments

- **Example:** Inactive Teams dashboard on ShareGate



**Custom data tiles** for a real-time overview of your whole environment (only available in ShareGate)



## How detailed can I go?

### Microsoft 365

- Only provides **built-in reports**
- They are **unstructured** and offer **no customization**
- **Non-actionable**, meaning they're just a source of information

## ShareGate

- Provides **pre-built** reports that follow Microsoft 365's best practices
- Allows users to build **custom reports** with full flexibility and all the information they need, based on the queries they define
- Reports are **actionable**, meaning users can solve their issues directly from the reports

## How can I automate my reports

- Microsoft 365 **doesn't provide** out-of-box report scheduling
- With **PowerShell**, you can create scripts to fetch data from the Microsoft 365 services and generate automated reports in any format you prefer.
- Scripts will present you with some problems, though:
  - Building scripts is complex and time-consuming, even for pros
  - Scripts will need manual updating and maintenance to keep working
  - PowerShell can be expensive (it needs an Azure AD license)

- ShareGate's pre-built Teams and SharePoint reports can be automated **without the need for PowerShell scripts**.

Learn more about how ShareGate can help you with automated reporting by scanning our QR code.

## How can I deliver report information to stakeholders?

- In Microsoft 365, you can use the standard sharing options available on each service or admin center
- Some stakeholders might have direct access to the reports on Microsoft 365, depending on their permissions.
- ShareGate enables you to schedule and post **links to your reports on SharePoint** so anyone with the right permission can access the information
- ShareGate allows you to also **download reports into a CSV format** for you to share with stakeholders



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## What's next?

So, you ran your first reports. You gained invaluable knowledge and visibility. You took action to secure your Microsoft 365 environments and increase collaboration and productivity. High-five, friend. What now?

Our time isn't over. Yet.

Your reporting efforts don't stop there. Here are 3 things you should do on an ongoing basis, so you never lose track of what happens in your Microsoft 365 services:

- **Always automate** – Schedule your reports, and determine their frequency according to their nature, their urgency, and their relevance to your goals.
- **Design an action plan** – Make sure your reports are actionable so that, according to your success criteria, you can drive actual change in your organization.
- **Collaborate with owners** – They're more knowledgeable about their groups than you are, so collaborate with them to help take a load off your IT teams' shoulders

## More resources about reporting and how to take action

- 5 SharePoint reports to run weekly, monthly, and quarterly
- How to develop a reporting routine that works
- Best practices to close security gaps in Microsoft 365



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## Unlock your full Microsoft 365 visibility

Don't get us wrong: Microsoft 365 has some great reporting features. But they're scattered across admin centers. It's time-consuming and labor-intensive to get an accurate read on things. Also, you can't automate Microsoft's reports without using PowerShell, which takes time and requires advanced skills that may not be readily available. Ugh.

So, if total control over your Microsoft 365 management is what you want, you'll need a little extra.

With ShareGate, you'll save time by getting centralized reports with the insights you need, pinpointing issues, and taking direct action to customize and fix them fast. Our SharePoint and Teams monitoring and reporting capabilities complement the regular, out-of-the box Microsoft reports, giving you full visibility into your environment and supporting you to manage it efficiently.

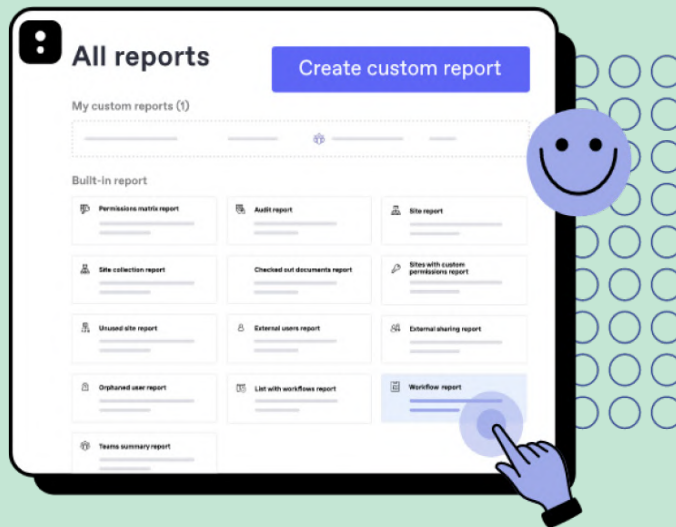
## Rock your M365 management.

ShareGate is the best-in-class M365 management solution that *just works*. It empowers you to:

- Manage your SharePoint environment
- Monitor, organize, and secure your Microsoft 365 environment
- Keep your Microsoft365 environment on track

Take ShareGate's reporting for a spin with a free trial. Need help generating our built-in reports? Look no further than our technical documentation to help you!

Pre-built reports: The ShareGate migration tool provides a number of useful pre-built reports to get you the information you need to effectively manage your SharePoint environment. Most of these reports are also customizable and can be tailored to match the specific business needs of your organization.



**Custom reports:** Alternatively, you can create a report from scratch to get only the information that's relevant to you.

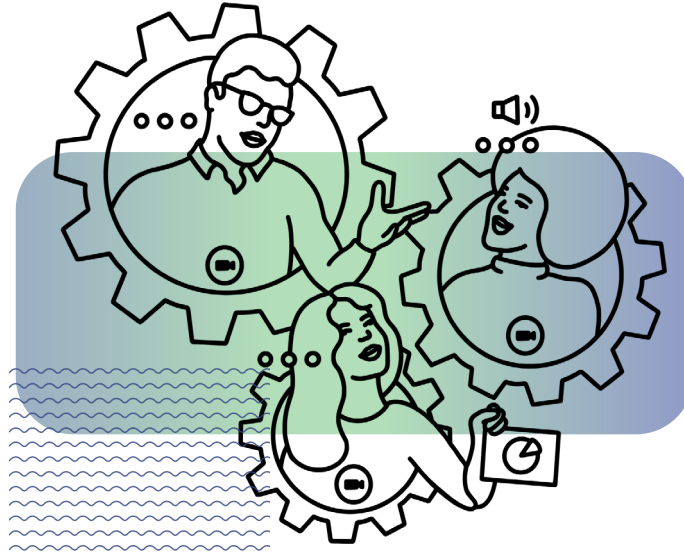
**Checked-out documents report:** The ShareGate migration tool can crawl through your selected target to list all your checked-out documents. Once the report is finished running, you can use the information to guide your decision-making around these documents. You also have the option to check in all of your checked-out documents directly from the results screen, saving you from having to follow up on each document individually.

**Site collection report:** The ShareGate migration tool can crawl through your selected target to list all your site collections giving you instant visibility to the details of the collection such as the site admin, size, last modified date and more.

**Orphaned user report:** The ShareGate migration tool can crawl through your selected target to list all your orphaned users a quick stepping stone to closing any security gaps and reassigning permissions.

**Unused site report:** The ShareGate migration tool determines that a site is unused when it has not been modified in the past 6 months.

**External user report:** With a few clicks, get a list of all external users with access to your environment. Take control of access directly from your report or collaborate with your end-users to clarify if access is still needed.



To see ShareGate's  
reporting features in action  
check out this webinar.



# ShareGate reporting: real-world examples

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Reporting helps you monitor, organize, and secure your environment. Just the way Microsoft 365 should be.

But don't take our word for it.

SharePoint Administrator Amy Sénécal Côté used ShareGate's reporting features to catalogue all of her company's data.

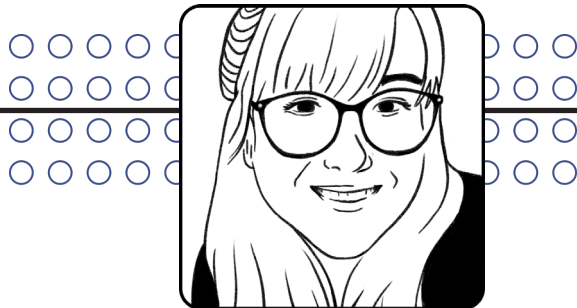


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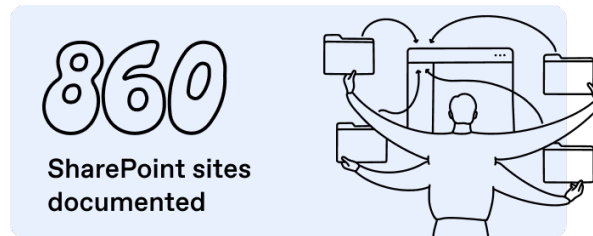


**“The reports allowed me to do a site inventory and easily reach out to site owners to determine what needed to be migrated and what was no longer needed. The reports showed me all the web apps, site collections, unused or empty sites, last modification dates, site owners, and more.”**

**– Amy Senécal Côté, SharePoint Administrator**



Amy identified 860 open sites with content on them. After site owners helped her identify what content was no longer needed, she was able to close 475 sites in just 3 months. She now knew exactly how many sites were left to migrate, and could start planning the migration in a much more efficient manner.



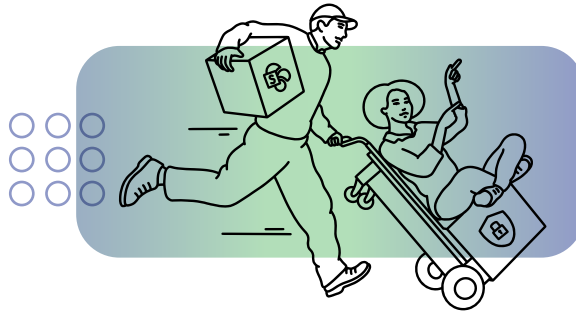
**“One year later, we’re halfway through the migration and have closed a total of 600 sites from our on-prem environments. Everything is much more organized,”**

– Amy Senécal Côté, SharePoint Administrator

Want to read more about how Amy streamlined SharePoint sites by 70%?



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## Optimize your Microsoft 365 management practices with ShareGate

Skip the scripts, with simple yet powerful reporting for SharePoint and Teams

- Centralize reports
- Pinpoint issues and take action directly from your reports
- Monitor SharePoint and Teams activity to ensure users are compliant with governance policies
- Pre-built and custom Sharepoint reports and your fingerprints
- All with award-winning ShareGate support
- All of ShareGate's capabilities simplify your Microsoft 365 management just like that.



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Microsoft experts, check out our other  
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ShareGate is part of GSoft, home to a family of software products that lay the groundwork for a better employee experience.

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**Make the most out of Microsoft 365.**

**Officevibe**

**Engage, recognize, and align your teams.**

**Softstart**

**Make your newcomers truly feel part of the team.**

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