Team management

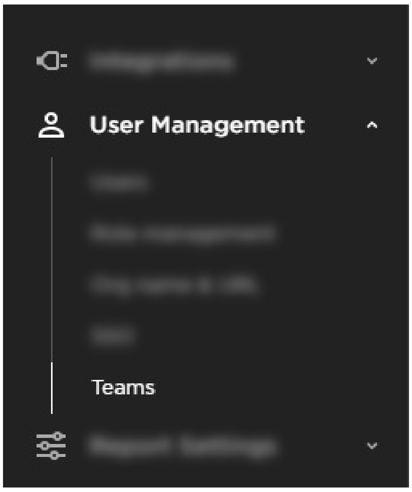
All teams that have been created or imported into Flow will be visible on the Teams page. Here you will be able to create new teams and make changes to current teams.

Who can use this?

Core	Plus
✓	✓

Team management

To view your teams, navigate **User Management** under the **Settings** menu then click **Teams.**



The teams management page will show you the following information:

A. System created teams - these are default teams.

- All users - all users that have been ingested or added to your account.
- Recently active users - all users that have commit, PR and/or ticket activity in the last 30 days.

> **Tip:** You can configure this team under Configurations (). You can configure which work types this list is based off of when determining active users (commits/pull requests/tickets). You can also change the time frame (past 20 days, 90 days etc).

- Users excluded from metrics - all users that have been excluded (hidden) from the reports.
- Users with no activity within 90 days - any user that does not have any recent commit, PR and/or ticket activity in the last 90 days.
- Users without teams - any user that is not currently a member of a team.

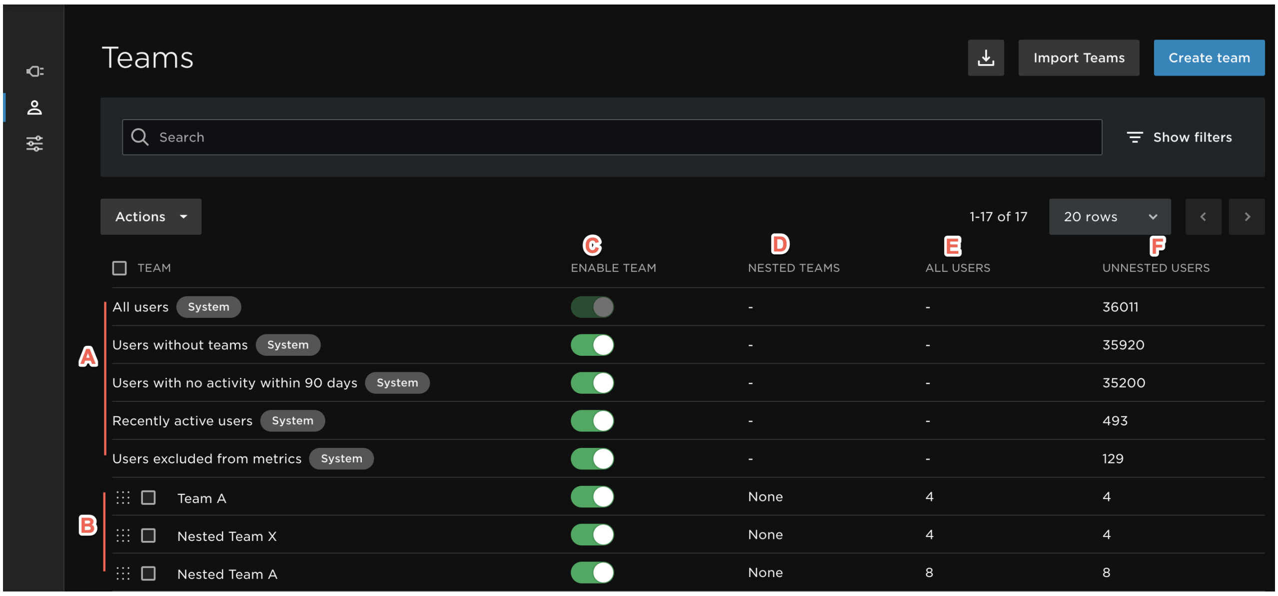
B. All teams and nested teams

C. Enable team - this will tell you if the team will appear in your report filters.

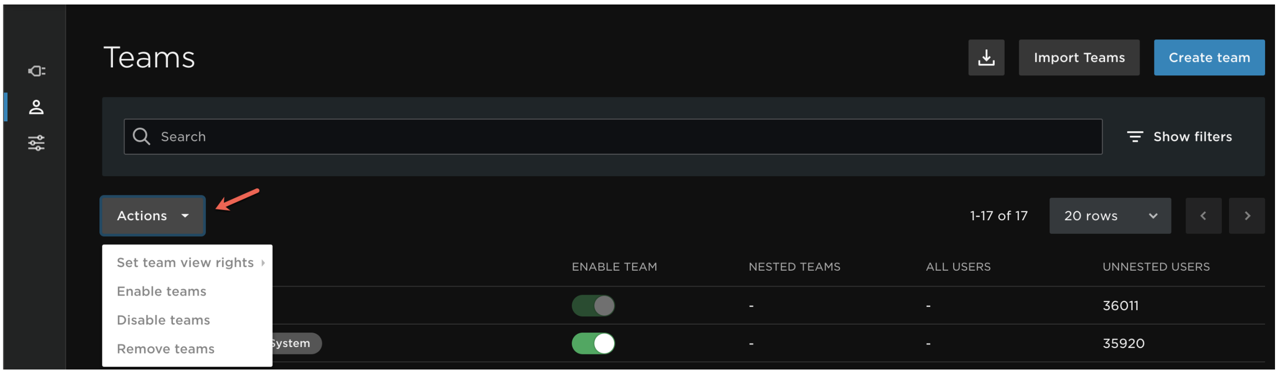
D. Nested teams - this column shows you the number of nested teams under a parent team.

E. All users - this column will show you the collective number of users in the parent and nested teams.

F. Unnested users - this is the total number of users that have been added to that specific team. It does not include any users that are a member of a nested team.



On the team management page you can take the following actions:



1. Add a new team (https://pluralsight.knowledgeowl.com/help/how-to-create-teams) through the **Import Teams**, or **Create team** button

2. Enable or disable a team from appearing in your report filters. This can be done individually or in bulk. To enable/disable multiple teams select the teams you wish to remove from your report filters and use the **Actions** drop down menu to click **Enable** or **Disable**.

   When selecting a team with nested children, by default all nested teams will be selected. Make sure to "Deselect nested" if you do not want your changes/edits applied to the nested teams.

3. Through the **Actions** button, you can also Set team View Rights - By selecting a team or multiple teams, use the drop down menu to change the team view rights (https://pluralsight.knowledgeowl.com/help/setting-up-view-rights). There are three options:

   - Inherit - A parent team will always inherit the organization default View Rights. Nested teams will inherit the View Rights of their parent teams.

    - Can view other team member's metrics
    - View personal metrics only.

4. **Actions** also allows you to Remove teams - This will remove/delete the parent team and any children team. This will not delete any associated Users.

5. You can also select an individual team to review the team details. See the team details (https://pluralsight.knowledgeowl.com/help/team-details) help document for more information.

Team Management Best Practices

There are several approaches to importing your teams into Flow. While you can manually create teams and add users to them, this is usually untenable for larger organisations. We recommend you use the below import methods from the Teams page if you need to import many teams into Flow:

- CSV import: This option allows you to upload a CSV of your teams and team memberships.
- Integrations Import: You can also import teams from GitHub, GitHub Enterprise, and Azure/ADO once your integration is set up. We recommend this import if you already use these integrations to manage your teams.

To learn more about importing your teams, see the Bulk import teams article (https://help.pluralsight.com/help/bulk-import-teams).

Ongoing management

Once your teams are imported, there are a few strategies to keep your teams up to date:

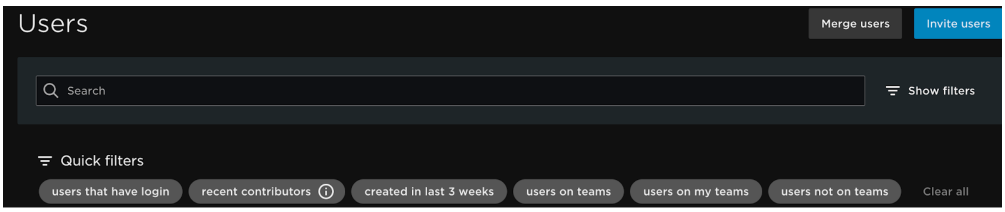
1. Automated team update: If you prefer to update your teams and membership automatically, Flow offers the ability to upload your team CSVs via the API. To learn more about bulk Importing via the API, see the Bulk import teams article (https://help.pluralsight.com/help/bulk-import-teams).

> **Note**: You can also download a CSV of your team structure from the Teams page. This allows you to make quick edits and then re-upload.

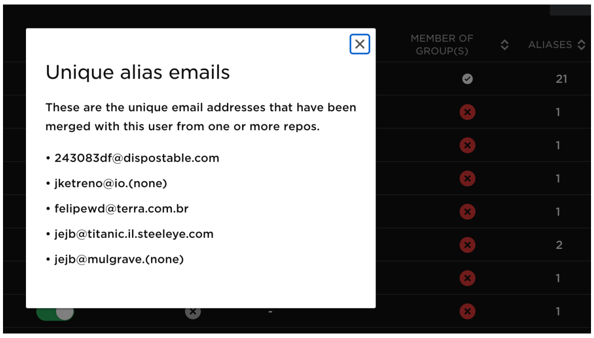
2. Delegating Team Management: If you prefer to delegate team and user management to your team managers, we recommend granting team managers the Manage users & teams permission. This allows team managers to manage their teams and users, without the ability to upgrade their own permissions, or those of others. Please see the Administrative Permissions (https://help.pluralsight.com/help/administrative-permissions) article to learn about delegating permissions.

To make it easier to find users on your teams:

- You can filter the users list to only "users on my teams", so your team managers can quickly find their users and update their teams, permissions or view rights.



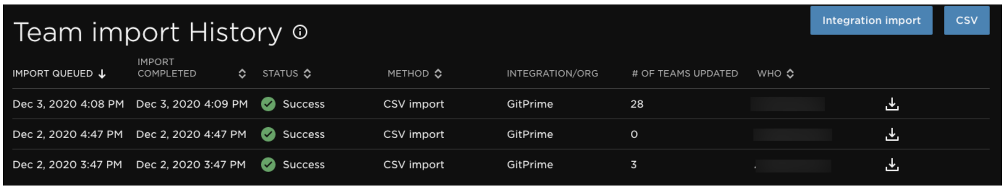
- The Aliases column on the Users page is clickable and provides a quick view of the unique emails associated

- The Aliases column on the Users page is clickable and provides a quick view of the unique emails associated with a user. This makes it easier for team managers to quickly determine if that user is on their team -outside of the Flow App- and needs to be merged. 

Team import History

To view the last 90 days of team imports, please refer to the Team Import History page. You can see import details, as well as who performed the import. This is particularly useful if you've chosen to automate the team CSV upload and may have imports occurring on a regular basis.

The Team import History page is accessible from the 'Import teams' button on the Teams page.



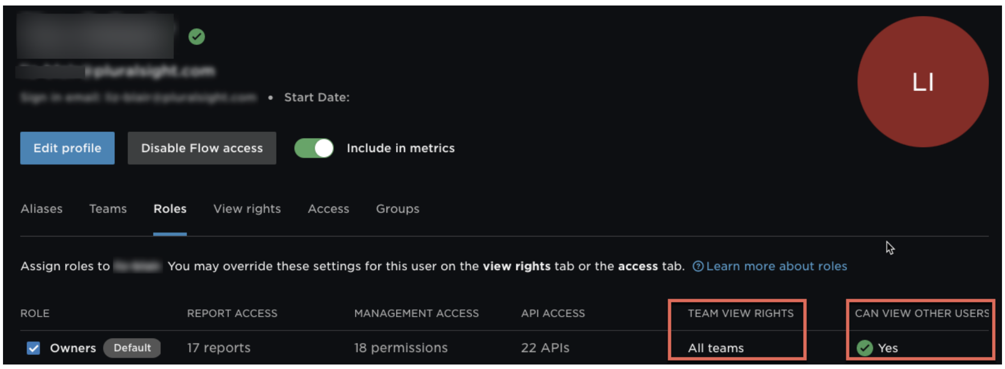
Team view rights

Team View Rights allow you to decide if you want users to be able to see individual metrics of their team members, and if they can see the team's aggregate metrics. Then, you can provision these View rights (https://help.pluralsight.com/help/setting-up-view-rights) at the team level.

> **Note:** if a user has been provisioned to see individual user metrics -either via a Role or User view rights- then they will be able to see all individual user metrics regardless of their team member view rights.

Team Membership View Rights Case Study

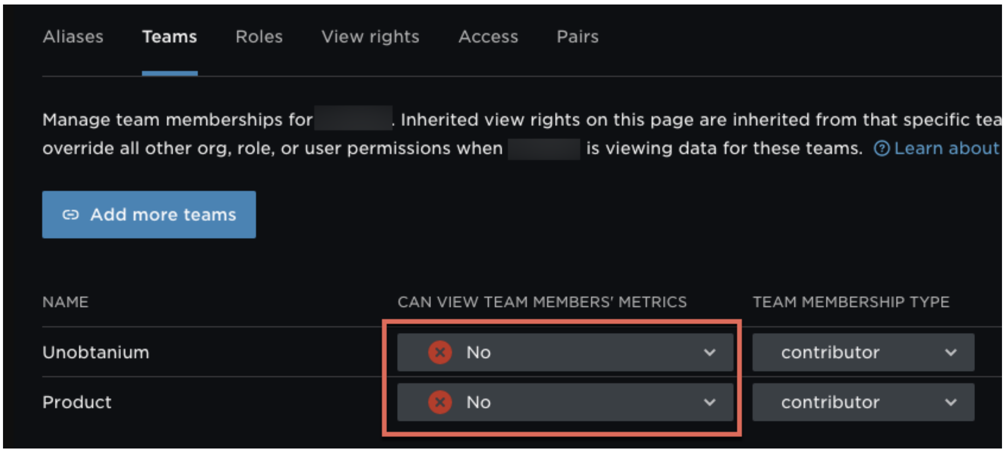
Let's say a user has the Owners Role, which gives them the below view rights:



- Team view rights: All teams

- Can view other users: Yes

Now, let's say the user is also on two teams, Unobtanium and Product. However, it was determined that this user shouldn't see individual metrics on each of those teams. This user's view rights for each team was set to No, which will override their Role permissions and they will not be able to see team member metrics."



View rights can be set at the Organization, Role, User, Team, and Team Membership levels. Flow follows a waterfall method to determine a user’s view rights, taking the most permissive at each level. This is the one exception to the rule. In this scenario, you will be able to view all user metrics, even though your team membership view rights indicate you cannot view team members’ metrics.

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If you need help, please email support@pluralsight.com () for 24/7 assistance.