



## Roles in SharePoint Online

<b>What does this guide cover?</b>	What the new roles in SharePoint Online are and how they differ from current SharePoint on-premise roles
<b>Who is it aimed at?</b>	Site Collection Administrators (SCAs) and Site Owners

### Introduction

SharePoint on-premise, the current version of SharePoint, has a single, top-level administrative role: the Site Collection Administrator (SCA).

In SharePoint Online:

- SCAs will be replaced by a Site Network Administrator (SNA) who is responsible for SharePoint Online content for their area
- The Business Owner is a new role who is accountable for SharePoint Online content for their area

We are changing from the word “collection” to “network” in the administrator title because SharePoint Online is structured around flat networks of sites, rather than the hierarchical site collections and sub-sites that you find in SharePoint on-premise.

Both the Business Owner and SNA must be appointed in a unit before new sites can be created.

Site Owners, who have full permissions to access, edit and manage their site, will remain largely the same.

We understand that in some cases, SNAs can also be Site Owners, or possibly Business Owners, but one person should not perform all three roles of Business Owner, SNA and Site Owner for a given site.

### What are the new roles in SharePoint Online?

#### Site Network Administrator (SNA)

Site Network Administrators (SNAs) are similar to the current SCAs and are responsible for the content, structure and usage of their site networks. They control their content and application creation, page layouts, navigation, libraries and folders. They can read, download, create and edit content and documentation. SNAs provide technical assistance to Site Owners.

#### Business Owner

The Business Owner is a completely new role that is being introduced to help manage the University’s SharePoint Online. They oversee and are accountable for the content and use of SharePoint Online in their college, department or division.

Ideally this person is a senior administrator or Senior Management Team (SMT) member, but need not be a technical person, as they have no responsibilities within the system.

Their role is to ensure the business use of SharePoint Online in their unit is compliant, consistent, managed and supported, and to nominate a sufficiently skilled Site Network Administrator.

## How are these different from current roles?

The new SNA and Business Owner roles have been designed to help alleviate some of the issues that arose from SharePoint on-premise, such as SCAs who “inherited” the SCA role and may not even know they are the SCA or do not have the necessary technical skills or the time to manage all the responsibilities required of them. The hope is that introducing these two separate roles, and new processes that ensure these roles are filled appropriately, will mean SharePoint Online will run more smoothly than its predecessor.

## Which roles are staying the same in SharePoint Online?

Site Owners, Site Members and Site Visitors will stay the same in SharePoint Online. To find out more about the different permissions that each of these roles has, please see our [Quick Reference Guide on Permissions and Sharing](#).

There is also an additional site role of Site Administrator. Most of the time, the SNA will be the Site Administrator, but for sites with content that has strict confidentiality requirements, someone else can be appointed to assume responsibility for all aspects of the site's structure, security and content. This means that the SNA would not have access to the content of the site by default, so would only be able to offer technical support if granted temporary Site Administrator access to the site.

## What responsibilities do these roles have?

Responsibilities	Business Owner	SNA	Site Owner
<b>Costs:</b> responsible for any costs incurred by their unit, such as for development or additional products.	✓		
<b>Content security:</b> accountable for all content stored within any workspace owned by their unit, including includes the compliance and security of all of the unit's content	✓		
<b>SNA:</b> <ul style="list-style-type: none"> <li>Ensuring their unit has at least one SNA at all times. If at any point there is no appointed SNA, the Business Owner will automatically be assigned to this role</li> <li>Ensuring all SNAs are sufficiently skilled and have had the necessary training</li> <li>Ensuring SNAs hand over to a new SNA if they leave or change roles</li> </ul>	✓		
<b>Request new Hubs:</b> ability to request new hubs which will be owned by the unit	✓		
<b>Technical oversight:</b> providing technical oversight and ownership for the unit, although they need not be able to access secure sites		✓	
<b>Technical administration:</b> providing technical administration of the majority of sites and Teams within the unit		✓	
<b>Hubs:</b> <ul style="list-style-type: none"> <li>Assigning and removing any sites from their unit's Hub sites</li> <li>Configure settings at Hub-level, including associated sites, theme and Hub navigation</li> </ul>		✓	
<b>Nexus365 solutions:</b> deploying solutions using currently provided Nexus365 supporting services and applications within SharePoint Online		✓	
<b>Storage quote:</b> managing the storage demands of the Site network under the quota assigned to it		✓	

<b>Responsibilities</b>	<b>Business Owner</b>	<b>SNA</b>	<b>Site Owner</b>
<b>Evaluation:</b> participating in, or coordinating the unit's response to, any evaluation of the service; and generally providing feedback to IT Services on the quality of service and suggestions for future enhancements		✓	
<b>Site requests:</b> approving site requests		✓	
<b>Meeting requirements:</b> determining the most appropriate approach to take to meet a given requirement		✓	✓
<b>Power Automate:</b> responsible for Power Automate solutions used with their SharePoint Online sites		✓	✓
<b>Point of contact:</b> go-to person for user support		✓	✓
<b>Content security:</b> preventing unauthorised access to materials		✓	✓
<b>Deletion:</b> removing content and sites where no longer active or required		✓	✓
<b>Content ownership:</b> owning all content within the given workspace. Accountability for content needs to reside with Business Owner, however, it is assumed that Site Owners will be closer to the sensitivity of the given content and as such need to ensure that the content is appropriately compliant, secured and maintained		✓	✓
<b>Site ownership:</b> local ownership of a site and responsibility for the structure, usage and permissions within the site itself			✓
<b>Access and permissions:</b> managing access and permissions within the given workspace			✓
<b>Navigation:</b> managing site-level navigation within the given workspace			✓
<b>Structure ownership:</b> ownership of all structures, such as libraries, folders and document sets, within the given workspace			✓
<b>Work with SNA:</b> liaison with SNA whenever the Site Owner requires technical assistance			✓
<b>External members:</b> ensuring external members are aware of how to comply with the University Regulations			✓

## How will these roles be assigned?

### Assigning Business Owners

Units (departments, colleges, divisions etc) will be responsible for defining where in their organisation the Business Owner role should sit and who is best placed to take on this role. Site Owners of a unit will not be able to create a new site in SharePoint Online until a Business Owner (and SNA) is appointed. If a Business Owner has not been appointed, it will be the responsibility of the leadership of that unit to identify the Business Owner. Units will be responsible for deciding whether the Business Owner and SNA(s) will need to be the same people, or whether SNA(s) can also be Site Owners. One person should not perform all three roles of Business Owner, SNA and Site Owner for a given site.

### Assigning Site Network Administrators (SNAs)

Every unit will be responsible for deciding if their SCA(s) for SharePoint on-premise should become SNA(s) in SharePoint Online. If not, then each unit will be responsible for deciding who is best placed to take on the SNA role. The SharePoint Online project will not be able to help appoint SNAs.

SNAs will need to be identified in advance of the first site for that unit being created in SharePoint Online. Site Owners will not be able to create a new site in SharePoint Online until an SNA is appointed. If a Site

Owner wants to create a new site and there is no SNA appointed, but a Business Owner has been identified, then the Business Owner is responsible for appointing an SNA, or take the role themselves. If a Business Owner has not been identified, then the unit's leadership is responsible for appointing a Business Owner, who can then appoint an SNA, or take on this role, at which point the new site can be created.

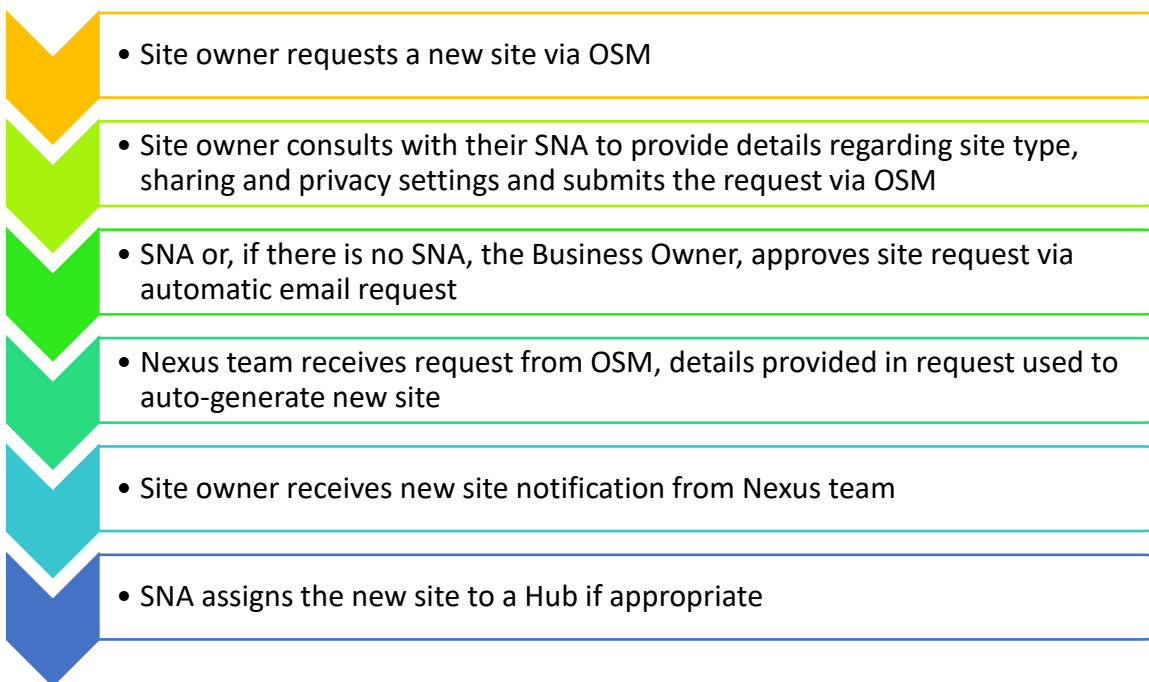
## How will these new roles work in practice?

We expect that SNAs will need to provide the following kinds of support to Site Owners during the move to SharePoint Online:

- Guidance around your plans for your network and how a new site would fit into this
- Guidance and support on how to re-create workflows and move content
- Assistance with reviewing current SharePoint on-premise sites and determining which can be decommissioned, or moved to Teams, rather than re-created in SharePoint Online
- Assistance in recreating certain business critical functionality in SharePoint on-premise, such as interfaces and forms, that may not automatically work in SharePoint Online

SNAs will also be involved in the process of creating of new sites and hubs as described below:

### To request a new site



### To request a new hub site

