



Accelerate Office 365 Success:

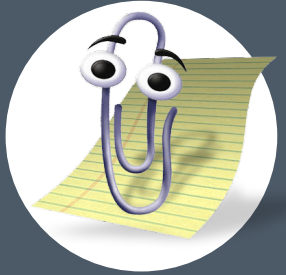
How to Best Plan, Manage and Control Migration Projects



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Microsoft RD + MVP



Accessible content is available upon request.



Activity: Migration Pictionary

Individual Activity

1. Get three sticky notes
2. List a SharePoint migration issue on each sticky note

Group Activity

1. Consolidate your list of issues
2. Identify the top three issues
3. Draw these three issues on the white board with no words

Expand beyond the traditional measure of success to ensure mission success

Success Criteria

Framework

Select and apply a relevant migration framework

Project Management

Develop an effective & practical project management process

Identify necessary resources to plan, deploy, and support

Implementation

Governance & Adoption

Meet organizational needs and promote lasting buy-in

Collaboration today



Everyone has
a Voice



Access from
Anywhere



Everyone is a
Contributor



Look Familiar?



Office 365
Throttling Limits



Many Content
Sources



Do I need to migrate everything?



Lack of Migration Experience



SharePoint
Customizations



Data
Governance
& Classification



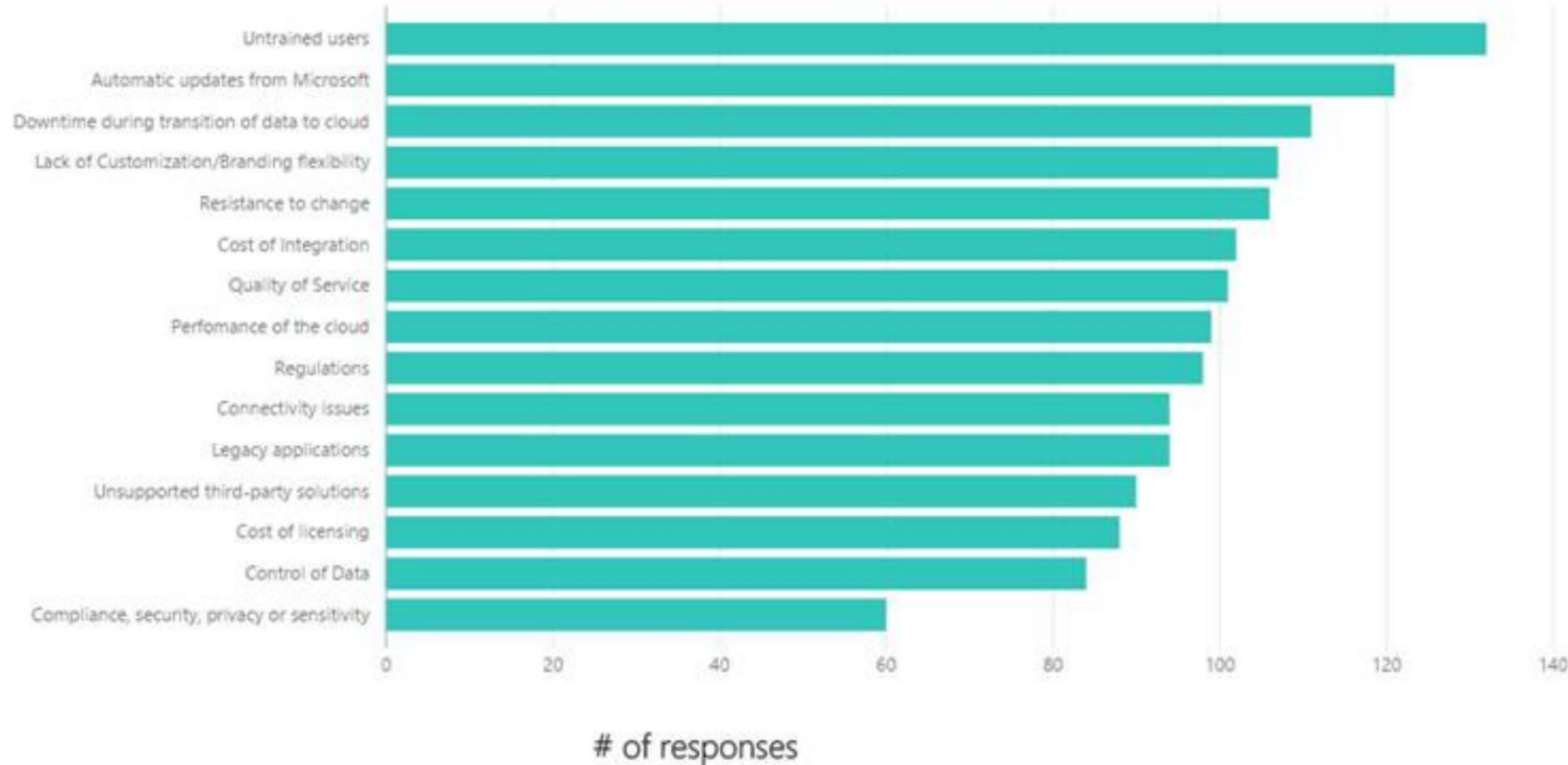
Sustainable Adoption Plan



Migration Challenges

- 28% of organizations still have investments on SharePoint 2010
- 37% of SharePoint market share is Office 365
- 88% of companies, 34% within 3-5 years, are Hybrid
- No direct migration path
- 50% either are using or will acquire migration tools in the next 12-18 months

Moderately Concerned



5 Steps to Accelerate Success



Define Success
Criteria

Execute
Migration

Develop
Project Plan

Facilitate
Sustainable
Adoption



Establish Migration Framework

1



Look Familiar?

Migration Options

Migrate Everything

Selective Migration

Pre Migration Cleanup

Post Migration Cleanup

Considerations

Speed to completion?

Total duration?

Speed to kick-off?

Risk upon migration?

Cost of project?

Client permission?

Regulations & Compliance?



Migration Framework

Phase 1 Migration Discovery, Assessment, and Planning

Phase 2 Information Architecture and Governance Planning

Phase 3 Pilot Migration

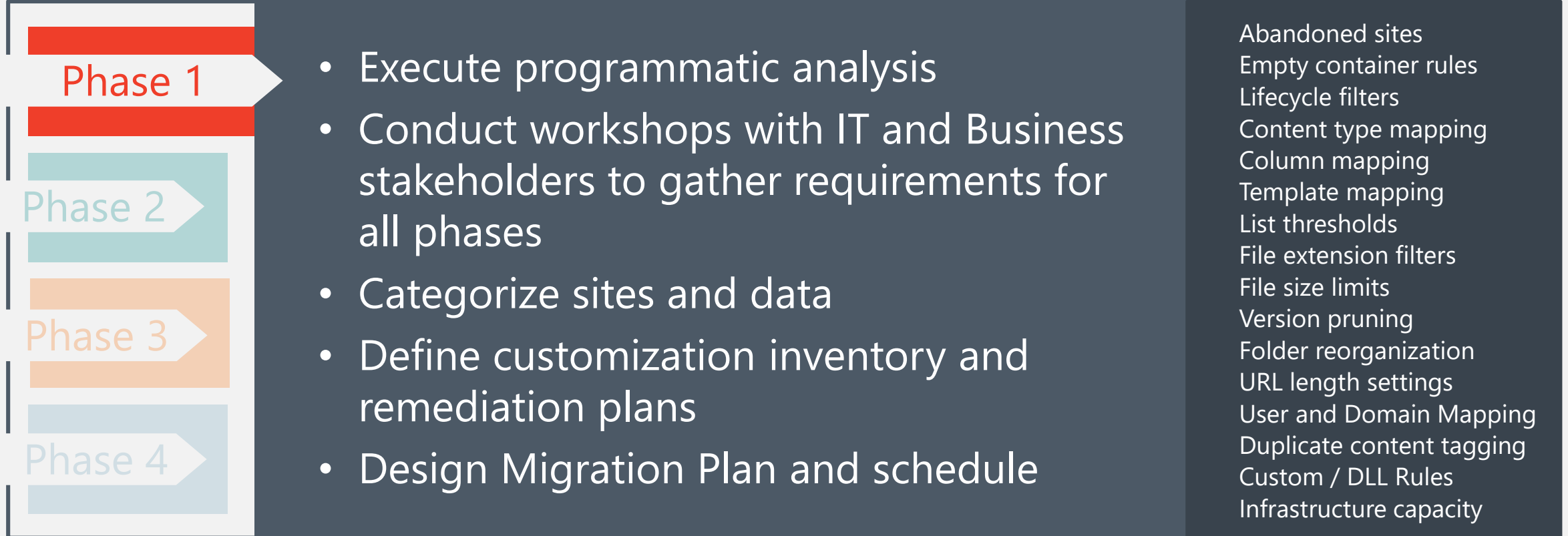
Phase 4 Migration Execution

Comprehensive Migration Plan

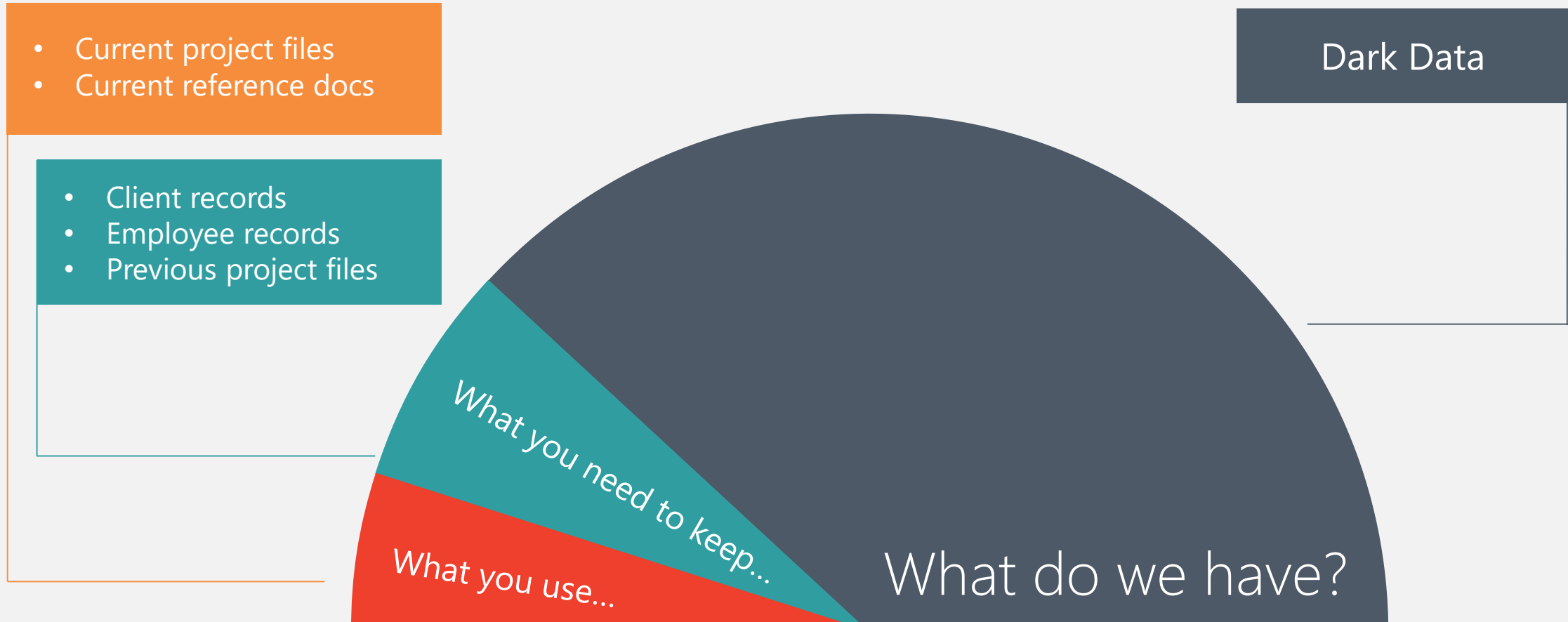
- IA & Governance framework will help avoid “sprawl”
- Pilot confirms validity of the plan and provides insight into potential roadblocks
- Iterative Migration Execution will focus first on high priorities and quick wins



Migration Discovery, Assessment, & Planning



Data Discovery Challenge



Tenants of Data Discovery



Where is it?



File Share



SharePoint



Office 365



Database



What is it?

File Level Analysis



- Redundant, outdated and trivial (ROT) data
- File types (Music, log files, etc.)

Content Level Analysis



- Sensitive data
- Date Created
- Owner



Who can access it?



Who owns it?



Who can read it?



Who can edit it?

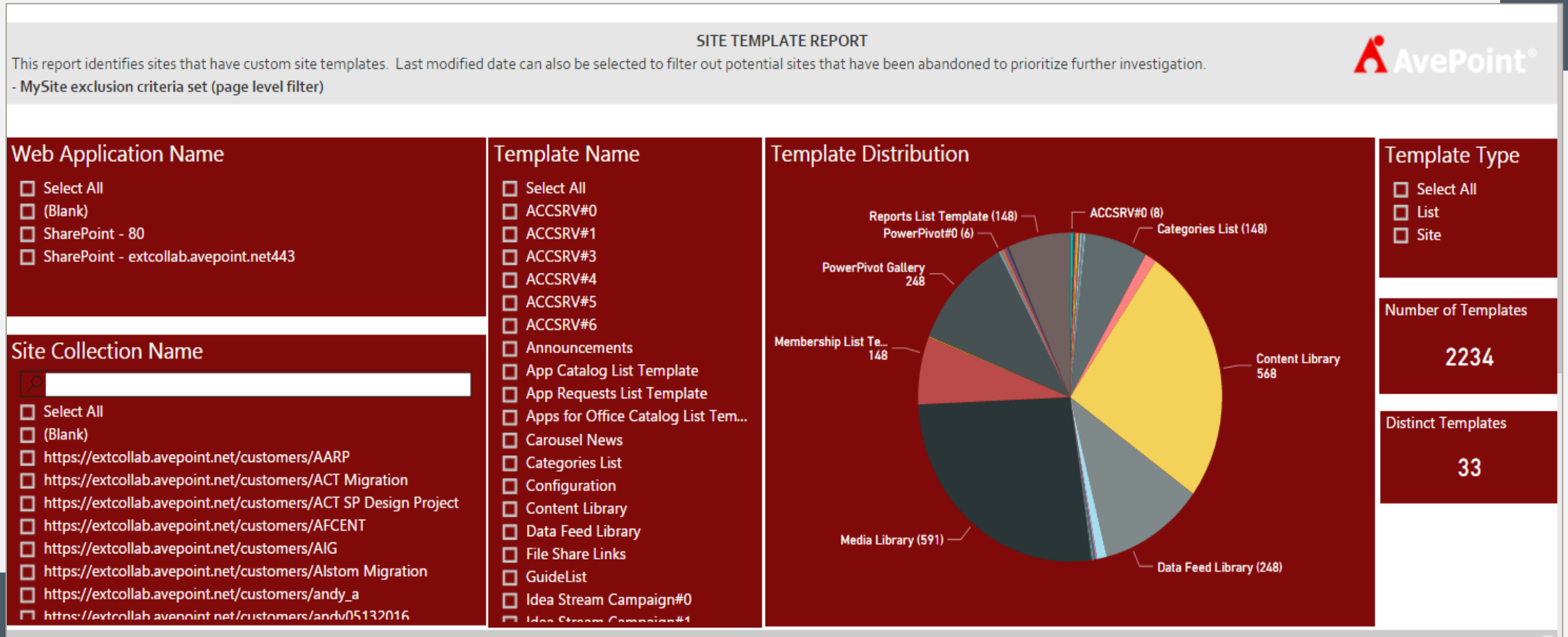


Example: Duplicate File Report

Command Panel	No.	File name	Extension	Path	Created time	Modified time	Last Access time	Size	Owner
Find Master File:	1	DocumentView3270.pdf	.pdf	\\contoso\share\Departments\Eng	2015-06-22-03:45:40:823	2012-11-20-15:58:16:000	2015-06-22-03:45:40:823	30734641	AVE\spadmin
Which properties should be based on?	1	DocumentView3270.pdf	.pdf	\\contoso\share\Departments\Eng	2015-06-22-03:45:43:497	2012-11-20-15:58:16:000	2015-06-22-03:45:43:497	30734641	AVE\spadmin
Created time	1	DocumentView3270.pdf	.pdf	\\contoso\share\Departments\Fin	2015-06-22-04:01:40:843	2012-11-20-15:58:16:000	2015-06-22-04:01:40:843	30734641	AVE\spadmin
Tag Master Files	2	DocumentView3015.pdf	.pdf	\\contoso\share\Departments\Fin	2015-06-22-04:01:40:843	2012-11-20-16:17:38:000	2015-06-22-04:01:40:843	156449	AVE\spadmin
	2	DocumentView3015.pdf	.pdf	\\contoso\share\Departments\Eng	2015-06-22-03:45:43:497	2012-11-20-16:17:38:000	2015-06-22-03:45:43:497	156449	AVE\spadmin
	2	DocumentView3015.pdf	.pdf	\\contoso\share\Departments\Eng	2015-06-22-03:45:40:823	2012-11-20-16:17:38:000	2015-06-22-03:45:40:823	156449	AVE\spadmin
filter and fill in action	3	bupers imo command brief 08 nov 12.pp	.ppt	\\contoso\share\Departments\IT\	2015-06-22-04:02:07:230	2012-11-29-13:07:50:000	2015-06-22-04:02:07:230	2107904	AVE\spadmin
please use filter to find the files you need and fill in the Action and Action parameter, like Delete, Move (with parameter).	3	bupers imo command brief 08 nov 12.pp	.ppt	\\contoso\share\Departments\Fin	2015-06-22-04:01:39:937	2012-11-29-13:07:50:000	2015-06-22-04:01:39:937	2107904	AVE\spadmin
	3	bupers imo command brief 08 nov 12.pp	.ppt	\\contoso\share\Departments\Eng	2015-06-22-03:45:39:870	2012-11-29-13:07:50:000	2015-06-22-03:45:39:870	2107904	AVE\spadmin
	3	bupers imo command brief 08 nov 12.pp	.ppt	\\contoso\share\Departments\Eng	2015-06-22-03:45:42:713	2012-11-29-13:07:50:000	2015-06-22-03:45:42:713	2107904	AVE\spadmin
	3	bupers imo command brief 08 nov 12.pp	.ppt	\\contoso\share\Departments\Eng	2015-06-22-03:45:45:433	2012-11-29-13:07:50:000	2015-06-22-03:45:45:433	2107904	AVE\spadmin
	4	DocumentViewe8c2.pdf	.pdf	\\contoso\share\Departments\Eng	2015-06-22-03:45:43:823	2012-11-20-17:25:02:000	2015-06-22-03:45:43:823	228976	AVE\spadmin
	4	DocumentViewe8c2.pdf	.pdf	\\contoso\share\Departments\Eng	2015-06-22-03:45:41:120	2012-11-20-17:25:02:000	2015-06-22-03:45:41:120	228976	AVE\spadmin
	4	DocumentViewe8c2.pdf	.pdf	\\contoso\share\Departments\Fin	2015-06-22-04:01:41:093	2012-11-20-17:25:02:000	2015-06-22-04:01:41:093	228976	AVE\spadmin
	5	Bold Alligator Articles 08FEB2012.doc	.doc	http://contoso/Shared Documents,	2015-01-20-02:17:58:000	2015-01-20-02:17:58:000	2015-01-20-02:17:58:000	94720	
	5	Bold Alligator Articles 08FEB2012.doc	.doc	\\contoso\share\Departments\Fin	2015-06-22-04:01:39:907	2012-11-30-09:53:18:000	2015-06-22-04:01:39:907	93184	AVE\spadmin
	5	Bold Alligator Articles 08FEB2012.doc	.doc	\\contoso\share\Departments\Eng	2015-06-22-03:45:39:823	2012-11-30-09:53:18:000	2015-06-22-03:45:39:823	93184	AVE\spadmin
	5	Bold Alligator Articles 08FEB2012.doc	.doc	\\contoso\share\Departments\Eng	2015-06-22-03:45:42:667	2012-11-30-09:53:18:000	2015-06-22-03:45:42:667	93184	AVE\spadmin
Export files to list	6	djrs_prfl_v2.docx	.docx	\\contoso\share\Departments\Eng	2015-06-22-03:45:43:463	2012-11-20-22:22:24:000	2015-06-22-03:45:43:463	29903	AVE\spadmin
Path of Duplicate Detector: Browse	6	djrs_prfl_v2.docx	.docx	\\contoso\share\Departments\Eng	2015-06-22-03:45:46:230	2012-11-20-22:22:24:000	2015-06-22-03:45:46:230	29903	AVE\spadmin
Duplicated.Document.Detector.Cmd.exe	6	djrs_prfl_v2.docx	.docx	\\contoso\share\Departments\Eng	2015-06-22-03:45:46:417	2012-11-20-22:22:24:000	2015-06-22-03:45:46:417	29921	AVE\spadmin
	6	djrs_prfl_v2.docx	.docx	\\contoso\share\Departments\Eng	2015-06-22-03:45:40:793	2012-11-20-22:22:24:000	2015-06-22-03:45:40:793	29903	AVE\spadmin
	6	djrs_prfl_v2.docx	.docx	\\contoso\share\Departments\Fin	2015-06-22-04:01:40:827	2012-11-20-22:22:24:000	2015-06-22-04:01:40:827	29903	AVE\spadmin
	6	djrs_prfl_v2.docx	.docx	\\contoso\share\Departments\IT\	2015-06-22-04:02:07:353	2012-11-20-22:22:24:000	2015-06-22-04:02:07:353	29903	AVE\spadmin
Path of configuration profile: Browse	6	djrs_prfl_v2.docx	.docx	http://contoso/Discovery/djrs_prfl	2015-09-16-10:29:30:000	2015-09-16-10:29:30:000	2015-09-16-10:29:30:000	29903	
Profile.xml	6	djrs_prfl_v2.docx	.docx	http://contoso/Shared Documents,	2015-01-20-02:22:31:000	2015-01-20-02:22:31:000	2015-01-20-02:22:31:000	35210	
Perform Action	6	djrs_prfl_v2.docx	.docx	http://contoso/Shared Documents,	2015-03-18-01:56:41:000	2015-03-18-01:56:41:000	2015-03-18-01:56:41:000	32671	
	7	CSR-Form-08-11-055.xls	.xls	\\contoso\share\Departments\IT\	2015-06-22-04:02:07:337	2012-11-29-11:13:52:000	2015-06-22-04:02:07:337	168960	AVE\spadmin
	7	CSR-Form-08-11-055.xls	.xls	\\contoso\share\Departments\Fin	2015-06-22-04:01:40:797	2012-11-29-11:13:52:000	2015-06-22-04:01:40:797	168960	AVE\spadmin
	7	CSR-Form-08-11-055.xls	.xls	\\contoso\share\Departments\Eng	2015-06-22-03:45:40:747	2012-11-29-11:13:52:000	2015-06-22-03:45:40:747	168960	AVE\spadmin
	7	CSR-Form-08-11-055.xls	.xls	\\contoso\share\Departments\Eng	2015-06-22-03:45:46:213	2012-11-29-11:13:52:000	2015-06-22-03:45:46:213	168960	AVE\spadmin



Source System Scans



What do You Need to Secure?

Regulated Data

- Data that requires retention / long-term archives
- ITAR/export controlled data
- Gold copies or replication

Sensitive Data

- “Controlled Unclassified Information” (CUI)
- PII / PHI / PCI data about employees / citizen

Classified Data

- Operational security (OpSec)
- Intellectual Property
- Classified documents

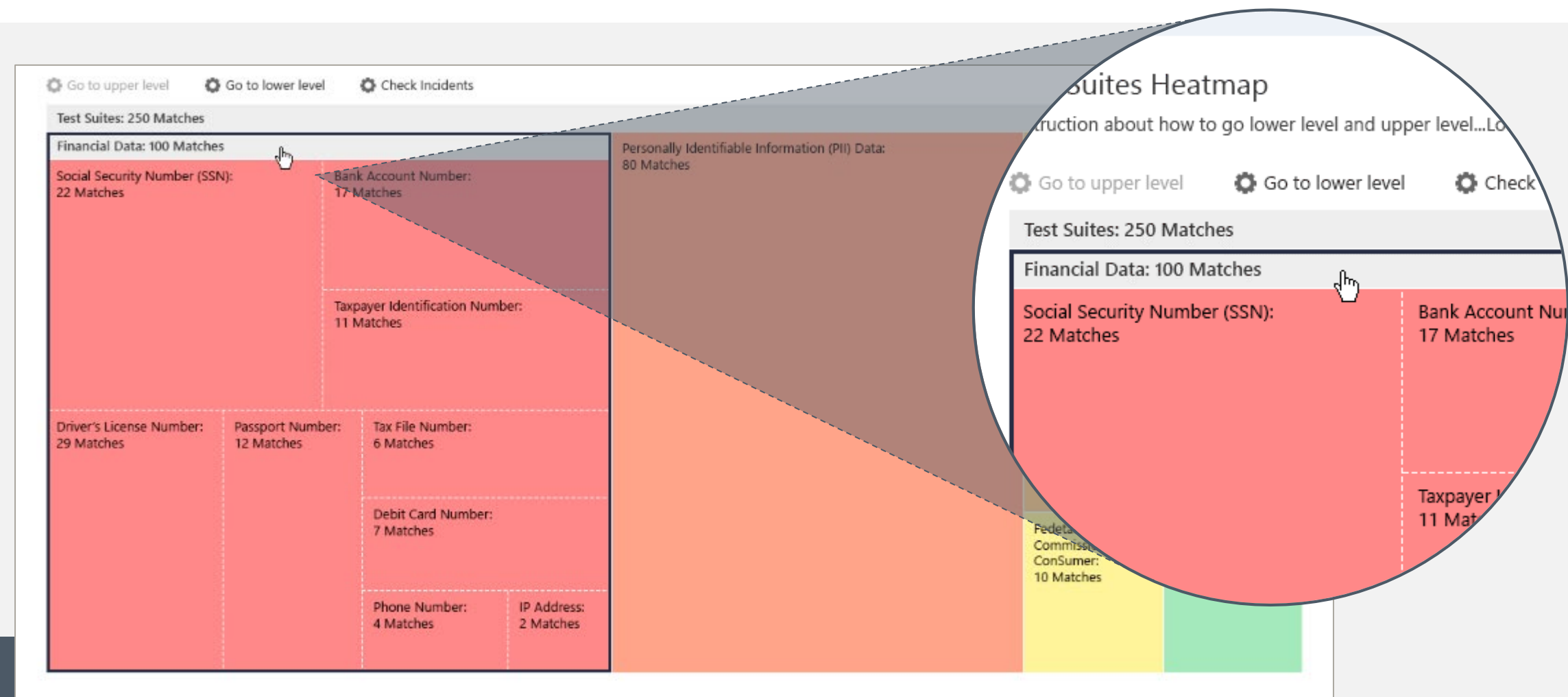
Fines & Prosecution

Fines & Loss of Reputation

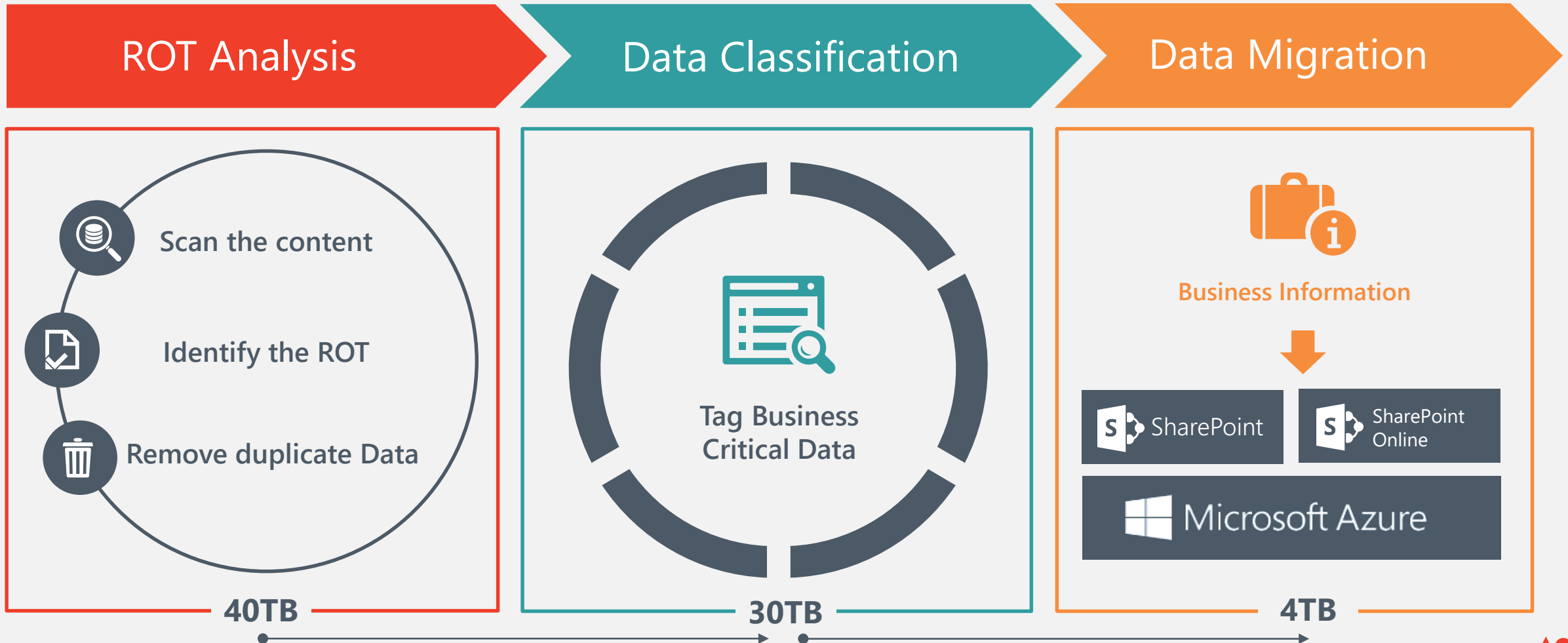
Security / Business Drivers



Example: Heat Map of Sensitive Data



Pragmatic Migration Approach



Migration Design Workshops



- Pruning and exclusion criteria
- Rules that define the file size, URL limitations to be applied during the migration project
- Scheduling and orchestration of migration
- Content reorganization
- Content classification and tagging guidelines
- Permission guidelines
- Optimal migration architecture (e.g. use of Azure Infrastructure vs. Local Services, HSM vs. CSOM, Database Migration, etc.) necessary to complete the project



Migration Design Considerations



Data Classification (analysis based on age, size, source, etc.)

Classification Based on Ownership

Site & Content Classification (for SharePoint only)

Classification Based on Complexity

Classification Based on Ability to Migrate

Customization Inventory (for SharePoint source content only)

Data Migration Rules & Migration Profiles

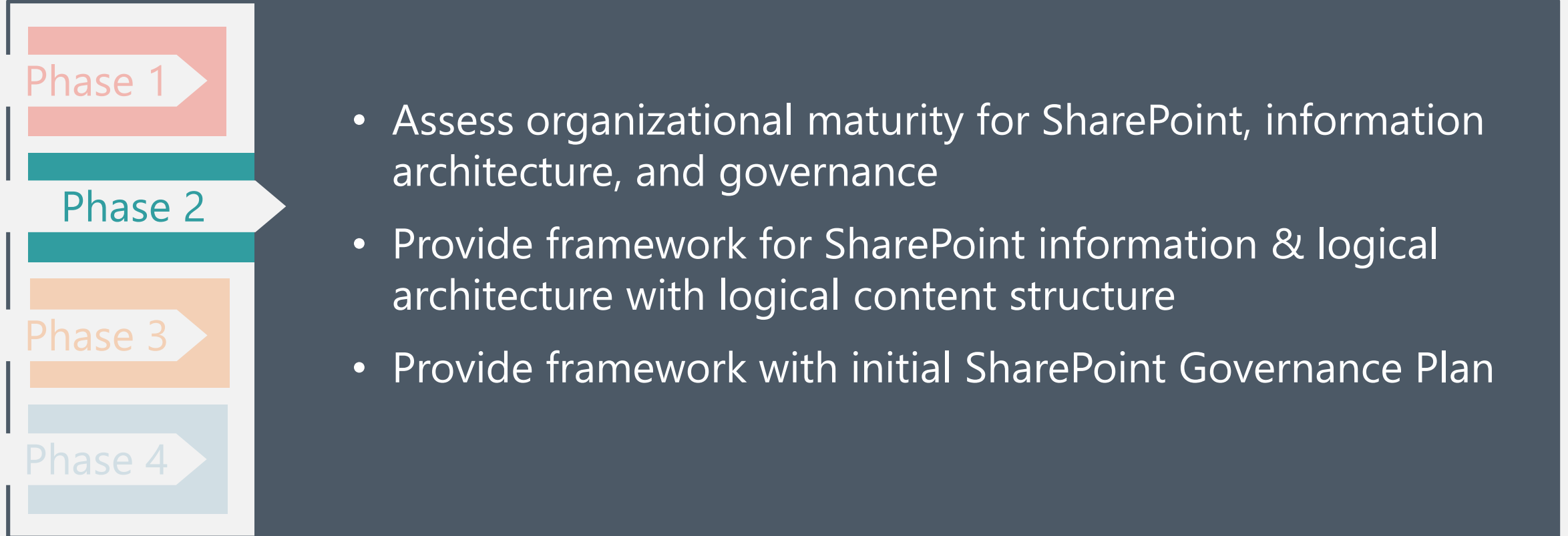


Source Complexity

Complexity Type	Description
Tier A <i>Low complexity</i>	No customization or customization has equivalent SharePoint or Office 365 functionality
Tier B <i>Medium complexity</i>	Customization that can be easily be ported as part of migration e.g. SharePoint built-in workflows, custom content types etc.
Tier C <i>High complexity</i>	Customization that requires “re-development” before migration to new environment



Information Architecture & Governance Planning



Taxonomy

Internal Level

Conventional

ad-only

Internal Components

London

Disc Board

Contribute

Site Cat

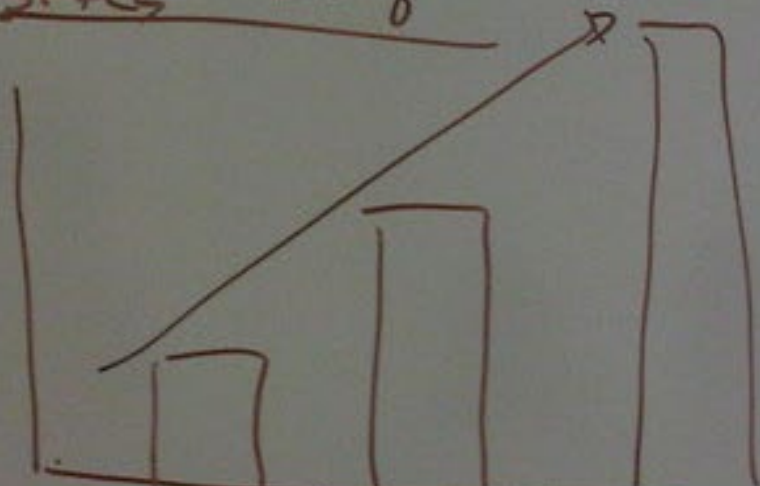
Lightning Talk: How do you establish IA?

4.5/1.2

Taxonomy

- ① Site Taxonomy
- ② Information Taxonomy
- ③ User Taxonomy

Sites Taxonomy



Formal
- Rept
Project
Marketing
...

General Site

INFO TAXONOMY

- ① Referential
- ② Collaboration
- Internal

HR Man

Referential ①

Collaboration



- Permissions
- Groups
- P.L.

List/Itemized

Control

Workshops, Planning, & Stakeholder Engagement

Representative Stakeholder Analysis

IT knows technology and business understands their needs; we bring them together to create strategies that represent the global organization and achieve your critical mission.

Prioritization and Planning

We prioritize technical capabilities matched with business use cases to define plans that ensure long-term success across the global organization and identify quick-wins to gain traction.



Governance & Compliance

Taxonomy & IA

Infrastructure & Office 365

Make Governance Relevant



Draconian IT Control



Governed Empowerment



Wild Wild West Chaos



Governance is Not Just a Document



Integrated with overall business and IT governance

Roles and responsibilities

What's in it for me?

Living, breathing process



Governance Focus for Office 365



For collaborative workspaces, need to govern:

How they are
requested, approved
and created

Provisioning

How availability,
compliance and
changes over time are
managed

Management

Retention, expiration
and disposal

Lifecycle



Infrastructure Design Considerations



Data Classification (analysis based on age, size, source, etc.)

Classification Based on Ownership

Site & Content Classification

Classification Based on Complexity

Classification Based on Business Needs

Classification Based on Governance Needs



Pilot Migration

Phase 1

Phase 2

Phase 3

Phase 4

- Create migration plans, settings and execute pilot
- Test Migrator against representative sites and content
- Throughput modeling
- Establish communication and reporting framework
- Adjust architecture
- Adjust migration plan



Pilot Activities



Create & execute a series of pilot migrations for each of the source systems

Validate the migration design profiles

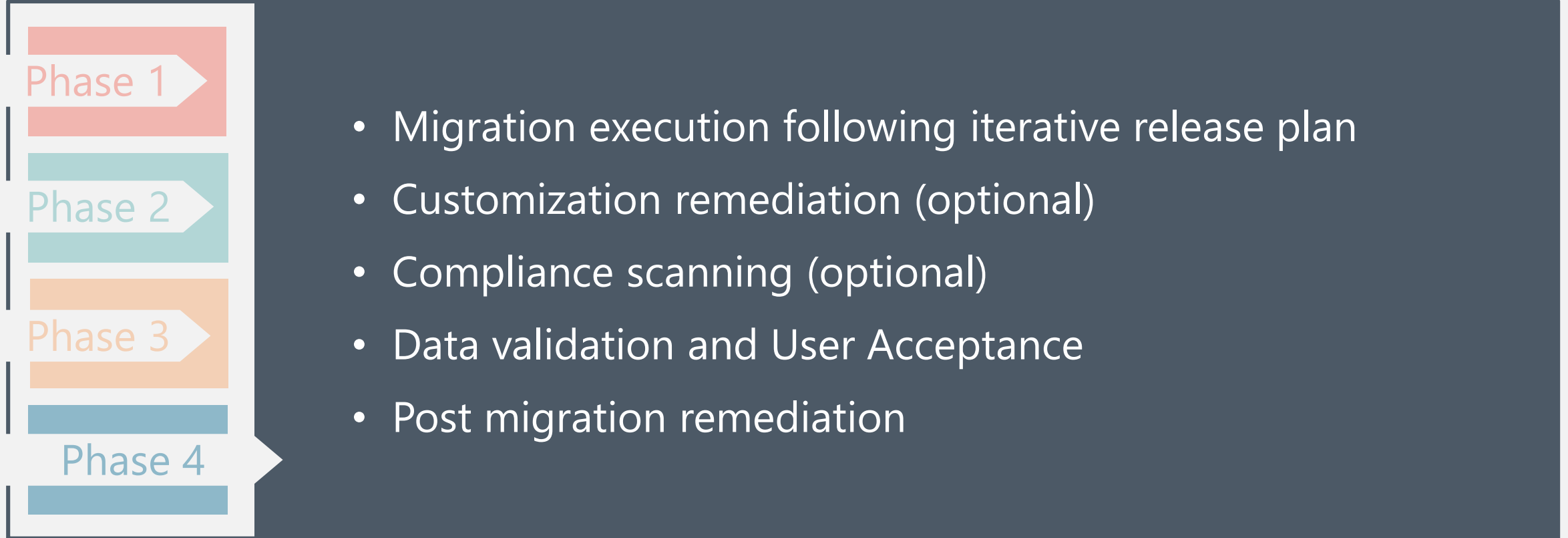
Review results with a small group of users (UAT)

Confirm & adjust migration architecture based on performance analysis

Validate any tools, scripts or dependencies simulate user acceptance process with a before & after snapshot of a sample



Migration Execution



Migration Wave

Sprint / Wave Methodology and Framework

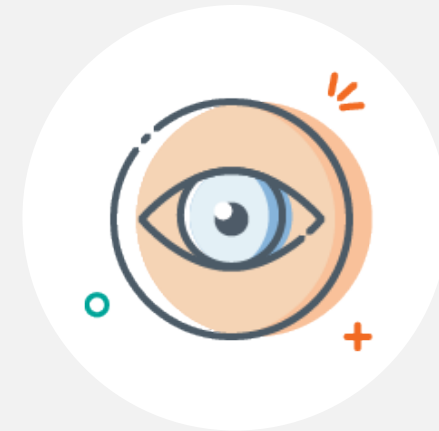
- Execute migration activities
- Manage schedule, issue and progress reporting via PBI Framework
- Track audit failure reports
- Track offshore progress
- Coordinate issue reporting and remediation
- Negotiate New Feature Requests and understand when to execute support tickets



Migration Validation

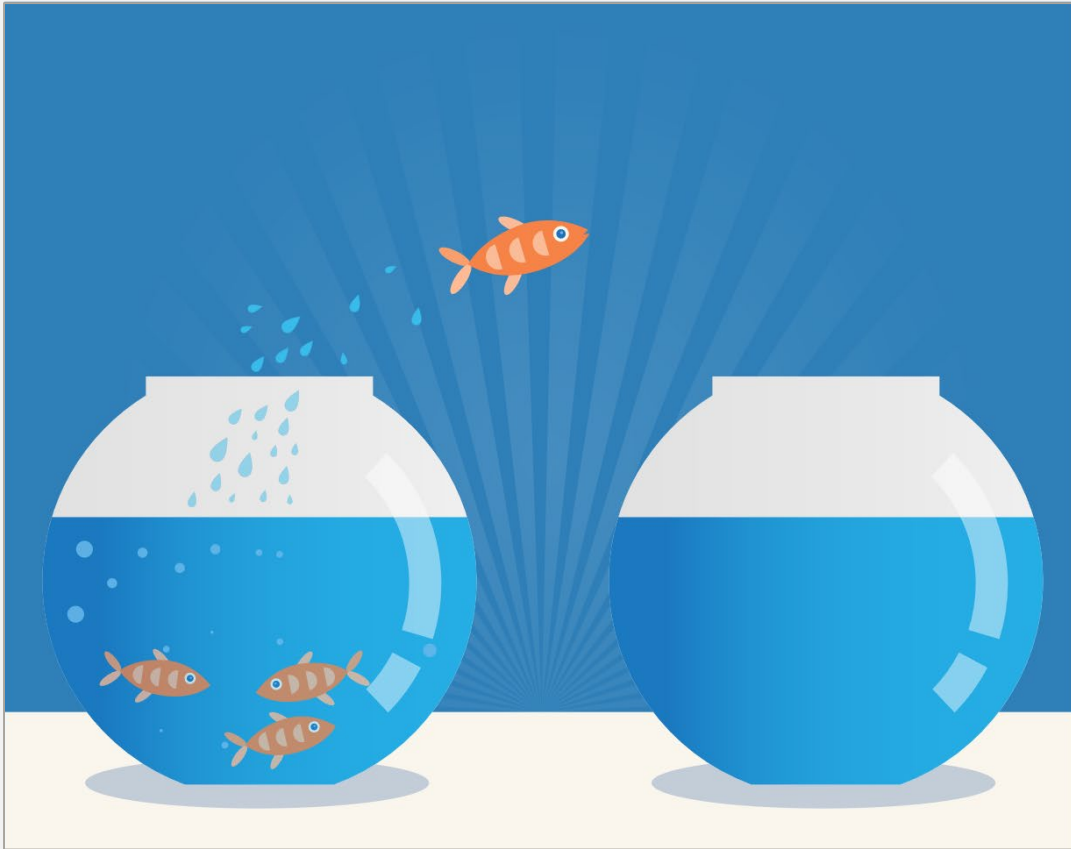


Compare object counts between source and destination



Spot check pages, metadata, permissions, webparts, etc.

Incremental Migration



- Address migration variance
- Set source to *ready only* once incremental migration is completed



Environment Cut Over



Announce to Team

Make Training on the new environment available

Promote schedule to users

Implement in phases if necessary



Migration Framework

Phase 1 Migration Discovery, Assessment, and Planning

Phase 2 Information Architecture and Governance Planning

Phase 3 Pilot Migration

Phase 4 Migration Execution

Comprehensive Migration Plan

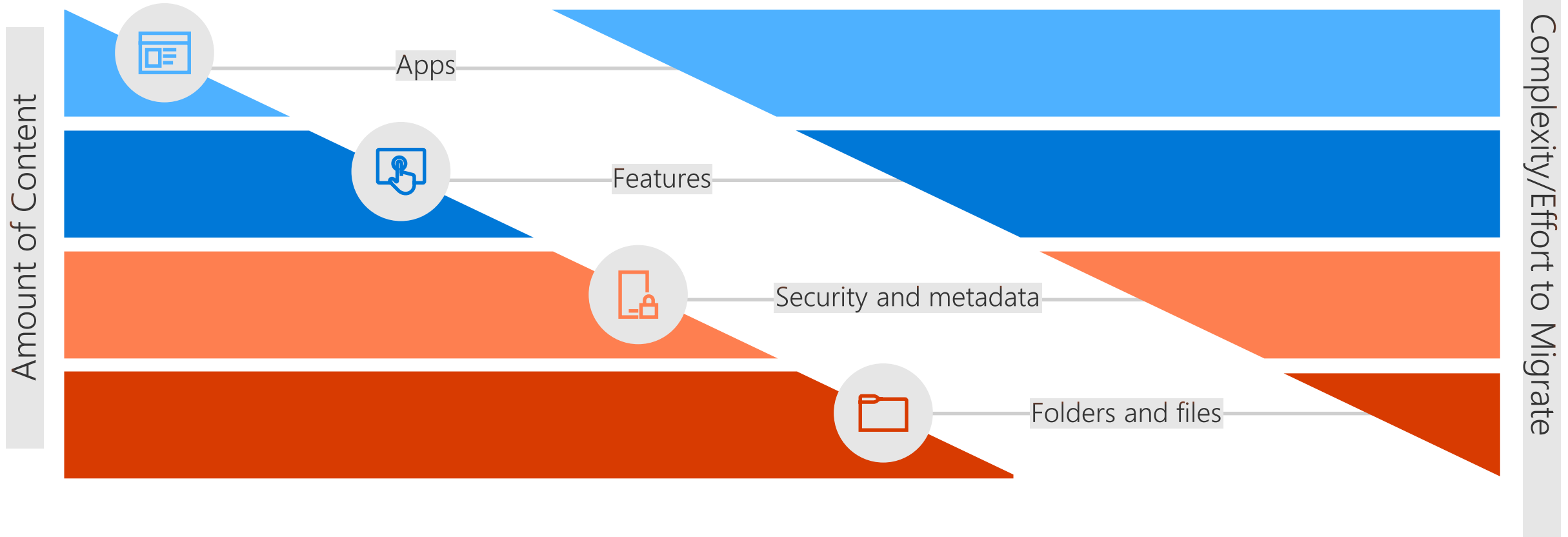
- IA & Governance framework will help avoid “sprawl”
- Pilot confirms validity of the plan and provides insight into potential roadblocks
- Iterative Migration Execution will focus first on high priorities and quick wins



Migration Tools Spectrum

Each migration has unique needs

Your assessment will help you determine what tool is right for you



SharePoint Migration Tool

Simple, and fast content migration solution

Migrate content from SharePoint 2013/2016/2019 document libraries and file shares to SharePoint or OneDrive in Office 365

Available for all Office 365 customers @
<https://go.microsoft.com/fwlink/?linkid=861555>



FastTrack migration to OneDrive and SharePoint



Free migration benefit for Office 365 customers

Content assessment

Planning and preparation guidance

Content migration

Testing and support

Infrastructure and licensing
included at no cost

Full service descriptions

<https://go.microsoft.com/fwlink/?linkid=861556>



OneDrive



SharePoint

Third-party migration tools



Discover

Before you migrate, identify required, relevant, and sensitive content, and ditch the rest. Find out which customizations may impact your plans, and eliminate potential risks.



Migrate

Move data to the cloud or the latest SharePoint version, automatically or on a schedule. Whether you migrate in bulk or bit-by-bit, we'll keep it together, and won't impact users



Monitor

Keep an eye on your migration process. Responsive monitoring, customizable reports, and content validation make it easier to ensure your project is on schedule and on point.

Compliant Migration



Discover

Analyze

Cleanse

Destroy



Tag

Classify

Secure

Migrate



Enable

Connect

Integrate

Automate



Record

Archive

Dispose



Make it Happen

Make the framework work for
you to ensure migration success

- Define Success Criteria
- Develop Project Plan
- Execute Migration
- Sustainable Adoption



Define Success Criteria

2

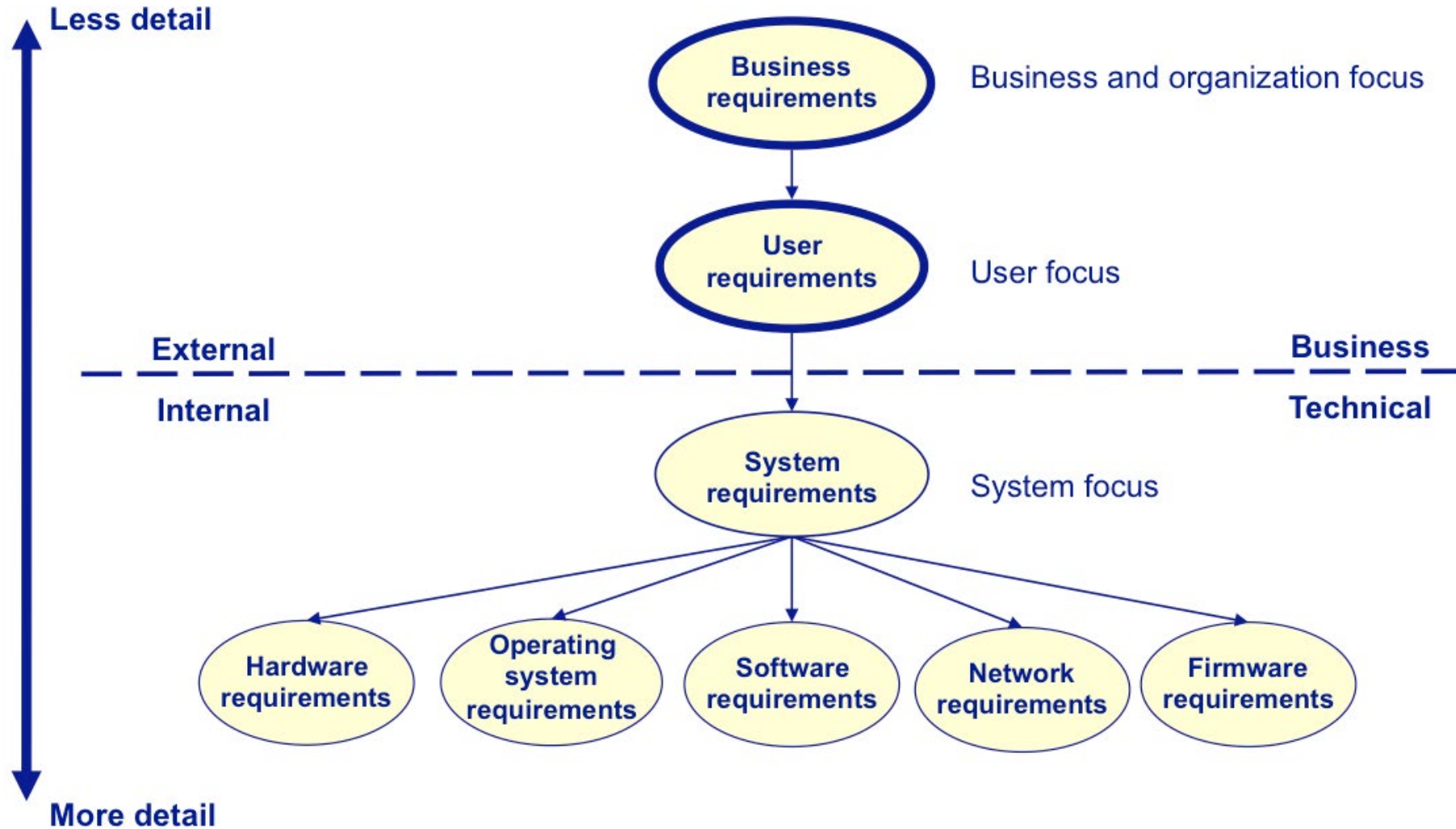
8 5 4 9 1 7 6 3 2 0

Office 365

8 5 4 9 1 7 6 3 2 0

Eight Five Four Two Zero

What is Office 365 to You?



Traditional Success Criteria



Executives

BUDGET

- Did we come in under the estimated budget?
- Did we incur any feed from missing regulatory requirements?
- Do we have any new operational expenses?

Time

- Did we meet our timeline?



IT

Technology

- Are we leveraging the new environment to its fullest capabilities?
- Are we able to off-board the old tool?



Business Matters, Migrations Don't



Financial Gains

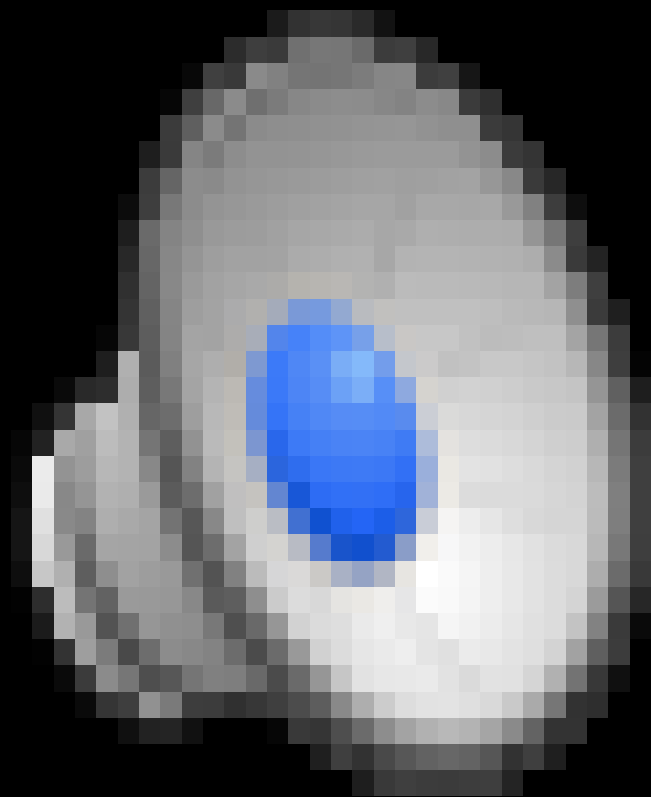


Expedite Innovation



Customer Success



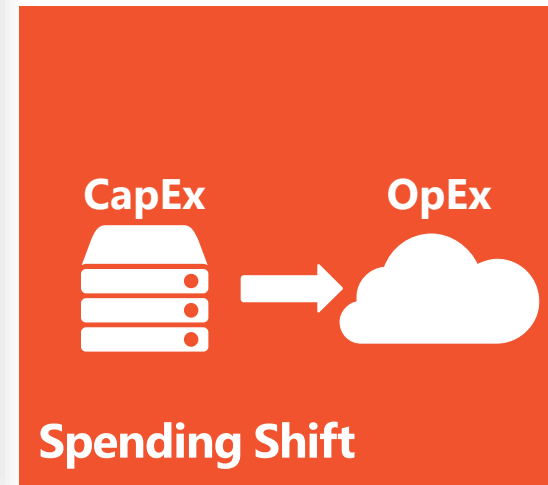


The New Role of IT: A Business Enabler

- Work with the business to identify needs
- Translate technology into business value
- Map capabilities into a solution



From On-Premises to the Cloud

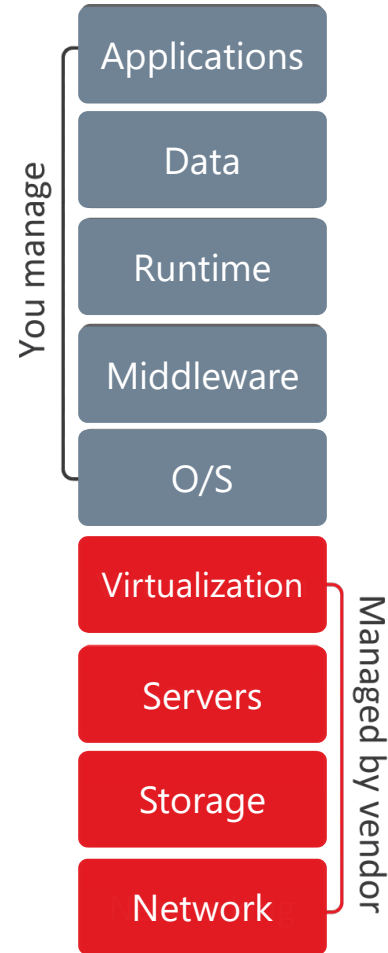


“WIIFM” – What’s In It for Me?

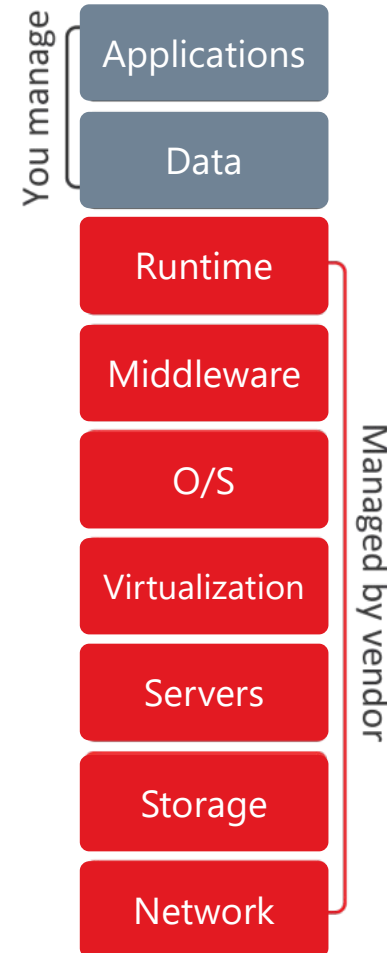
If you’re moving to the cloud, what does success look like for the end user?



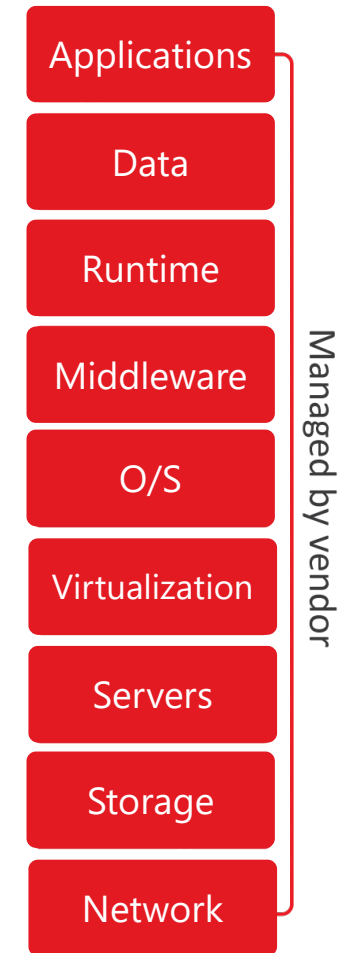
Cloud Service Layers



IaaS

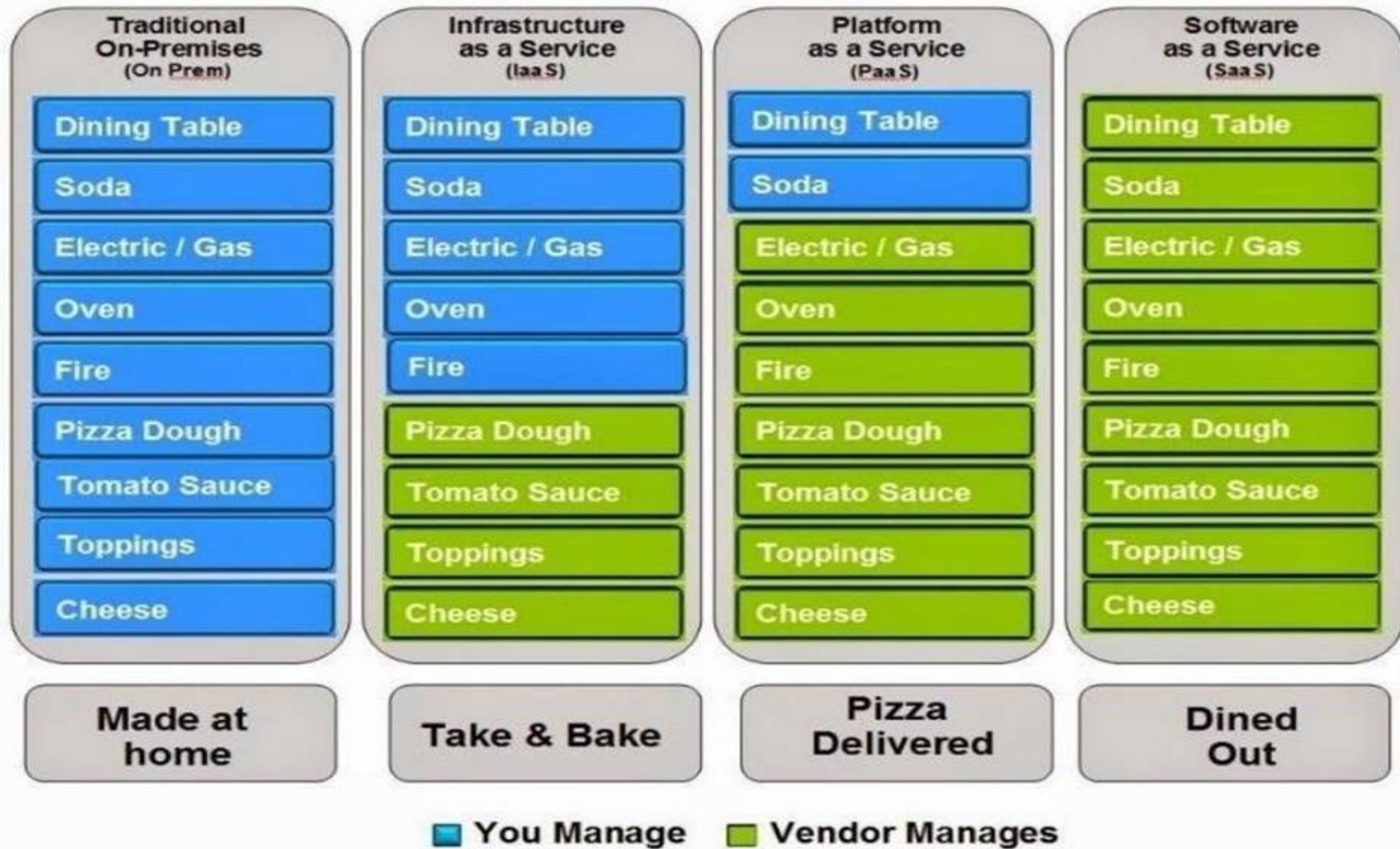


PaaS

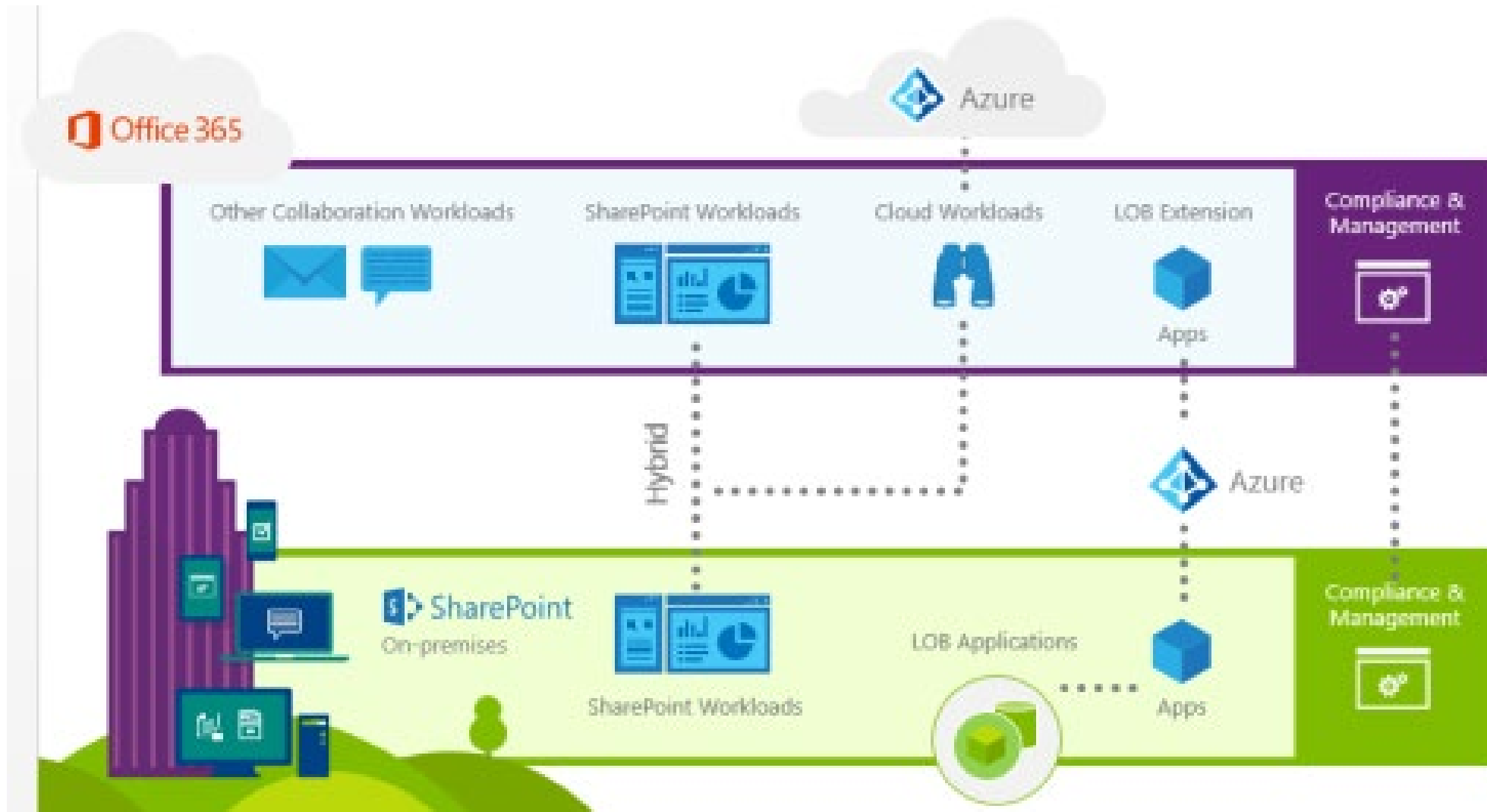


SaaS

Pizza as a Service



Implementation Scenarios



What is hybrid?

Hybrid provides connective tissue between SharePoint on-premises and Office 365

A single pane of glass for discovering and managing content and people



Why choose hybrid



Anywhere access and
business insights



Extend your capacity
and capabilities



Unified management
and compliance

40%

SharePoint Server customers
use one or more hybrid
scenarios

5x

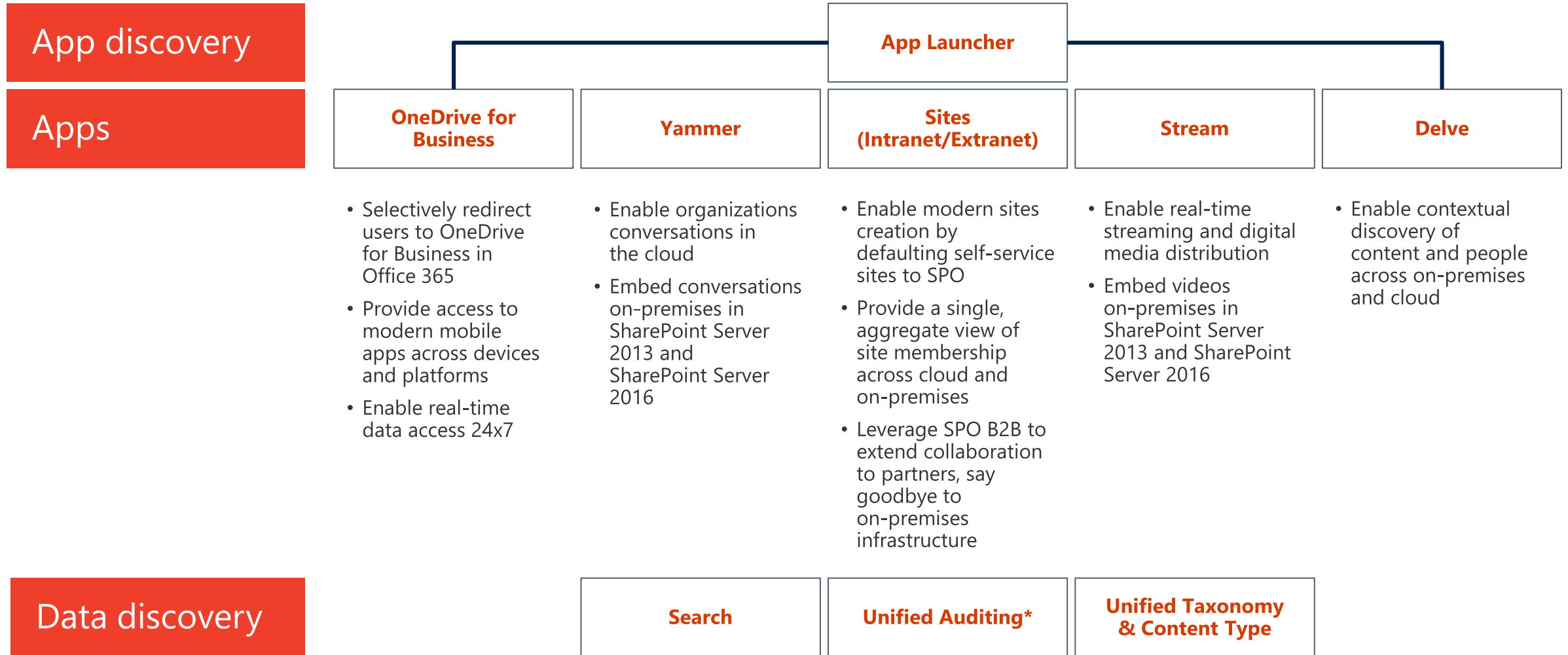
Higher usage of cloud services
when adopting a hybrid scenario

Ease access and discovery through
cloud available experiences and data
aggregation with solutions spanning
on-premises and cloud environments

Get the scale and innovations in
the cloud without exhausting your
on-premises infrastructure

Leverage existing investments
and tooling across on-premises and
cloud rather than re-creating policies
and retraining staff.

The scope of hybrid capabilities...



New Success Criteria



Executives

BUDGET

- Did we come in under the estimated budget?
- Did we incur any feed from missing regulatory requirements?
- Do we have any new operational expenses?

Time

- Did we meet our timeline?



IT

Technology

- Are we leveraging the new environment to its fullest capabilities?
- Are we able to off-board the old tool?



End Users

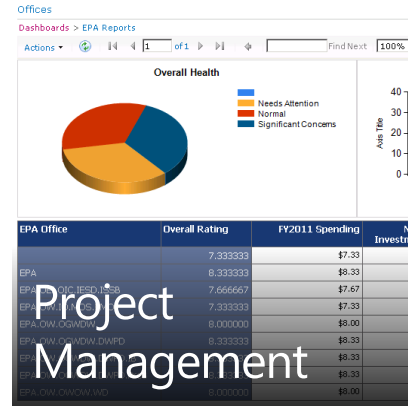
Business

- Do I understand how this new environment will enhance my business
- Do I have the resources to quickly learn and engage?
- Do I understand where to go to get my job done?
- How will this help me accomplish our mission?



"Get My Work Done" Platform

Employee
Portal



HR Information
System

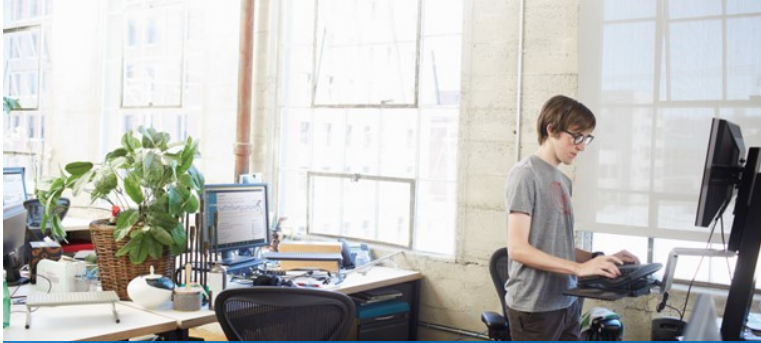


Office 365



Top Tasks & Needs Differ by Functions

Engineering, Research & Development



Share best practices across geographies

Operations, Manufacturing & Logistics



Improve and monitor business processes

Sales, Marketing, PR & Communications



Align Sales and Marketing teams

HR & Legal Services



Gather & process forms from employees

Accounting, Finance & Procurement



Pull data and build financial reports

Administration



Organize teams and manage calendars



Prioritize Business Needs



Potential demand curves

Line of business integration

Support needs

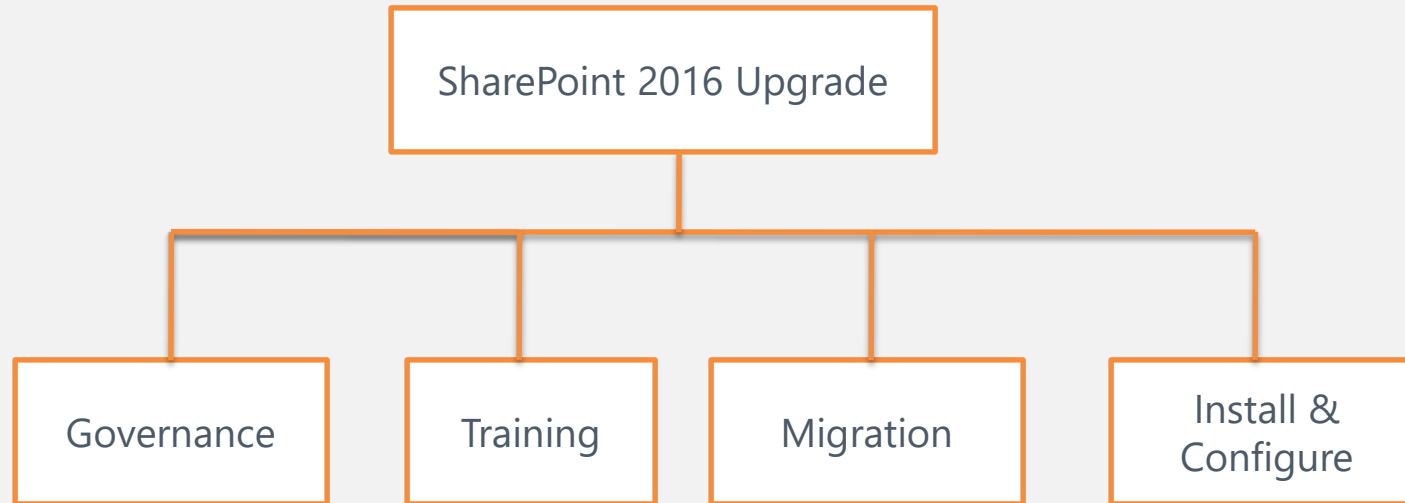
Changing business landscape



Develop Project Plan

3

Define the Work Needed



Realistic Project Schedule

- Create designated times where they will receive formal updates on progress. NOT JUST DURING UAT!
- Schedule specific time to during M7 to train the Champions beyond the general content that becomes available.
- Create a dashboard the stake holders can see so they can monitor and report back on the progress of the project.

Start
▸ M1: Project Plan and Schedule
▸ M2: As-Is Assessment
▸ M3: Infrastructure Requirements
▸ M4: Technical Design
▸ M5: Implementation Plan
◀ M6: Migration Go-Live
◀ Build
On-prem Farm
o365 Tenant
OOB Configurations
Customizations
Infrastructure Build Completed
◀ Migrate
Data Discovery Update
Analysis of Changes
Migration Pilot
Production Migration
End to End Testing
UAT
M6: Migration Go-Live Completed
▸ M7: Training and Documentation
▸ M8: Project Completion
Project Management
Finish



IT Can You Handle This?



Platform Implementation

Business Engagement

Migration

Support &
Maintenance



Migration Execution

4

Engagement



- Use methods of omni-directional marketing that will land core messages in places your employees already are.
 - *direct email, intranet articles*
 - *staff meetings*
 - *executive briefings and ...*
- Discuss the change from the perspective of the employee not IT or Management
- Answer Ensure the messaging has some semblance of “WIIFM” to build excitement around the change



Bring in the Business!



Establish a network of **Representative Stakeholders (aka Champions!)** to act as conduits for the business.

- They should understand how their business unit works and be open to learning new technology.
- Include them in the Migration Planning Meetings
- Allow them to act as the voice of the business if concerns arise.



Champions Engagement



Who are they?

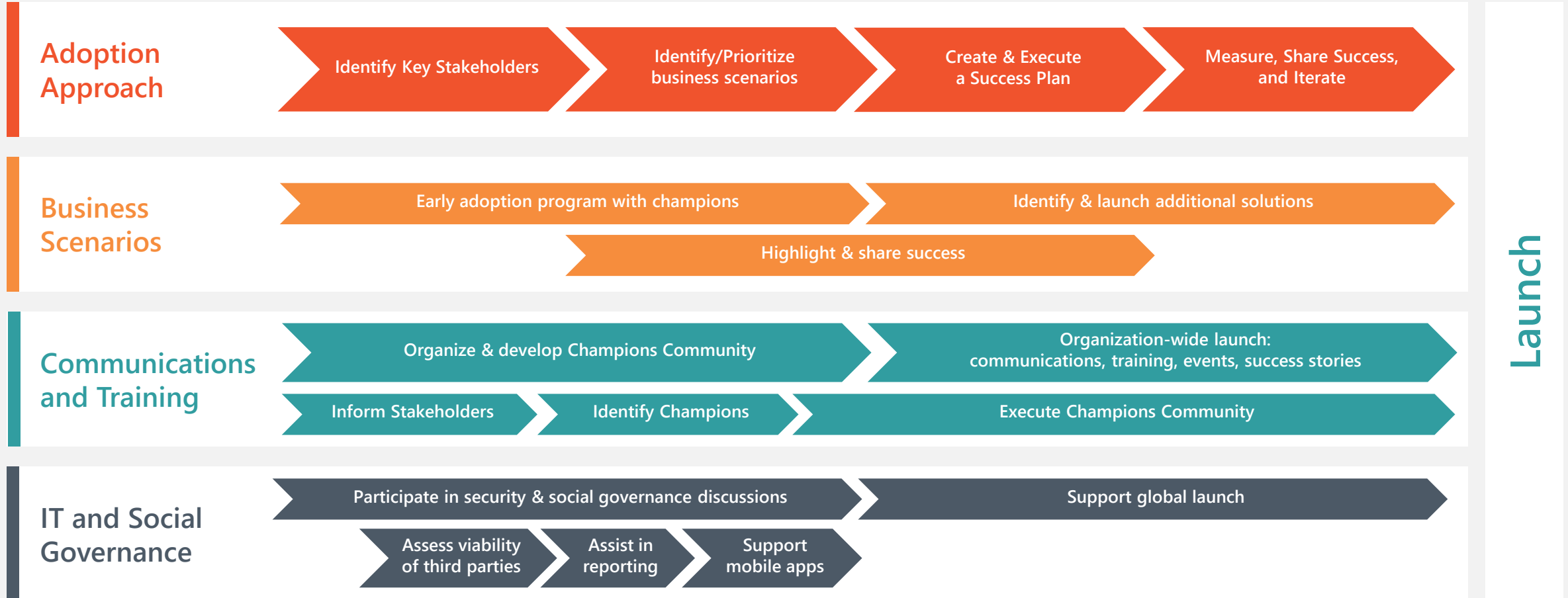
- Champions drive change & ensure you have meaningful feedback from your employees.
- They are an extension of your team, provide peer-to-peer learning and feedback, and build enthusiasm around your project.

How to engage?

- Find enthusiastic Champions who commit time and effort.
- Ensure a regular rhythm for discussions on what's working and what's not.
- Reward your Champions



How do Champions Fit into the Launch Planning?



A photograph of three diverse office workers in a meeting. In the foreground, a Black woman with short curly hair is smiling and looking towards the right. Behind her, an Asian man is also smiling and looking in the same direction. In the background, a man with a beard is looking down at a smartphone he is holding, with a pen in his other hand. They appear to be in a modern office setting with large windows in the background.

Make a Difference – Become a Champion

- Get more from Office 365
- Help others do the same
- Enhance your career

Get started at <https://aka.ms/O365Champions>

Establish Scalable Support





T1-T3 support

Remediation plan

Prioritization

Facilitate Sustainable Adoption

5



Change is
often met with
resistance

Only 34% are the early
majority willing to adopt
new technology within
the enterprise *

Teams Today are Overwhelmed

61%

of time is spent
coordinating
collaboration

Source: McKinsey 2012



Employees Struggle to Find What They Need

38%

Of time is lost
duplicating work and
searching for
information

Sources: IDC



Why Training Alone is Not Working



Non-Contextual

Unclear Roles

Generational Gap

What's In It For Me?



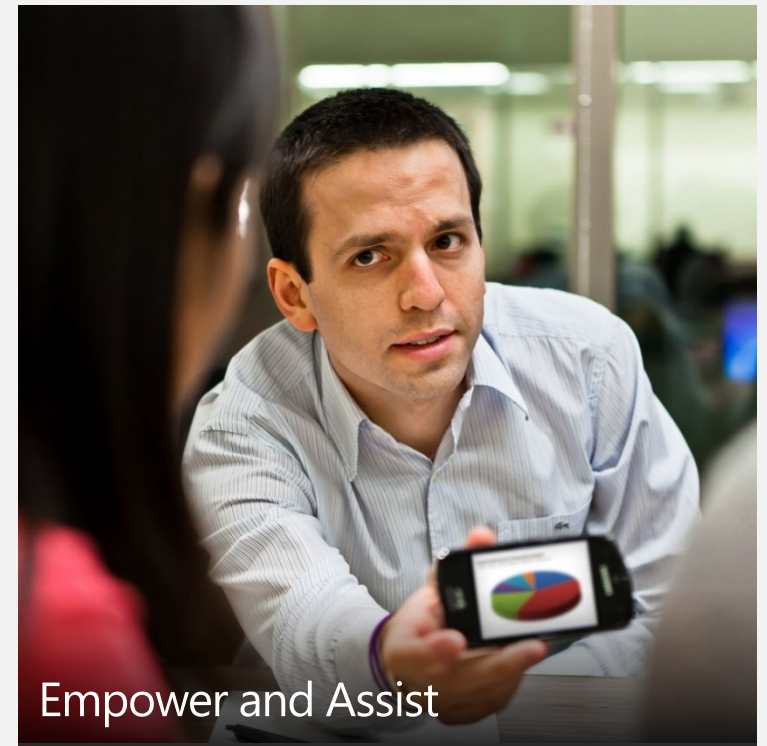
Goal: Drive Sustainable Adoption



Drive Excitement

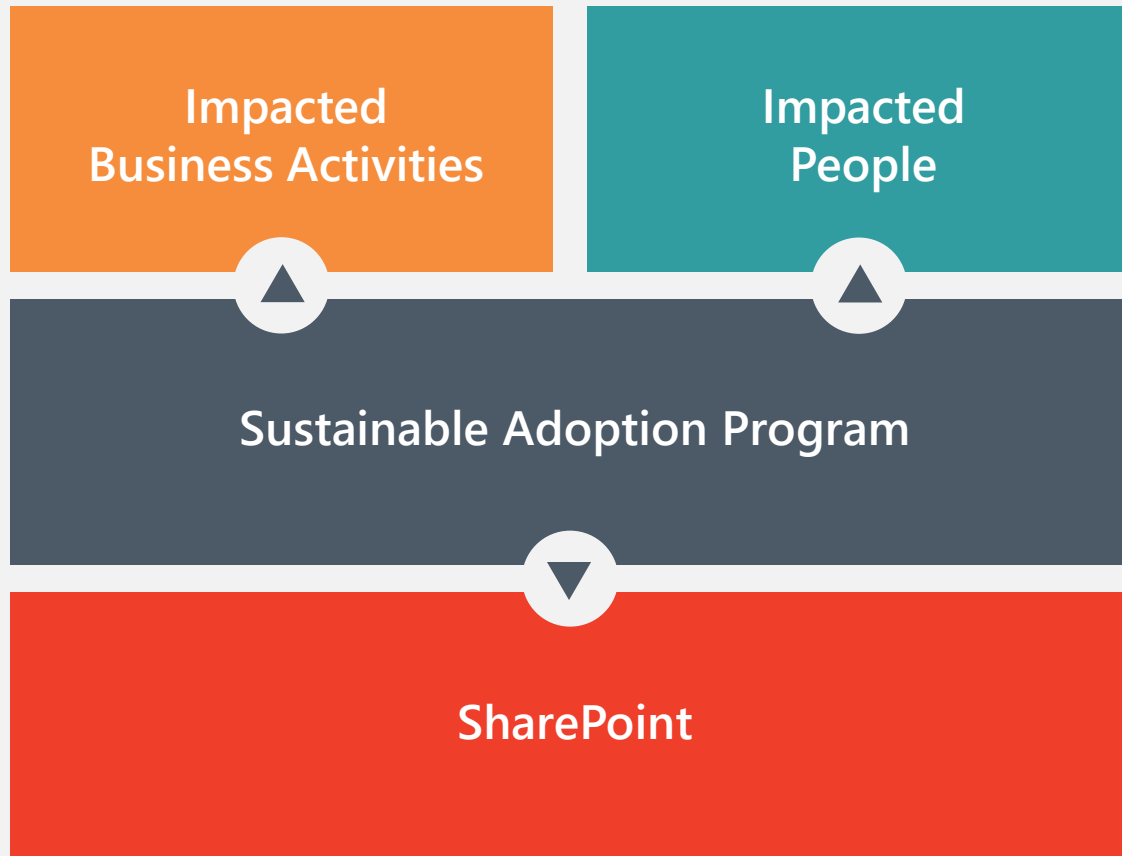


Facilitate Change



Empower and Assist

Sustainable Adoption Objectives



- Minimize the negative impact of making technology changes
- Promote the adoption of new systems and solutions
- Provide users with the resources they need to be successful
- Encourage an organization culture which embraces on-going evolution.



Make it Easy to
Do the Right
Thing



5 Steps to Drive Sustainable Adoption



Map to
Business Value

Plan for
Purposeful
Collaboration

Drive Success

Evaluate,
Adapt &
Iterate



Secure Stakeholder Buy-In

1

Define your SharePoint vision



Executive Ignorance is Not Bliss

Does the C-Suite understand the value SharePoint brings to the organization?

It's our responsibility to raise executive engagement



Map to Business Value

2

Identify and Prioritize Business Needs



Consider Typical Business Challenges

Go After Low Hanging Fruit

Common Pain Points

Identify Quick Wins



Plan for Purposeful Collaboration

3

Develop Use Cases



- Prioritize 3-5 Use Cases to start, depending on your resources and goals
- A combination of top down, strategic use cases as well as the viral, bottom up use will further encourage participation and engagement across all levels of the business.



Drive Success

4

Intentionally Launch and Promote



Holistic learning and training strategy

Awareness campaigns

Consistently showcase wins

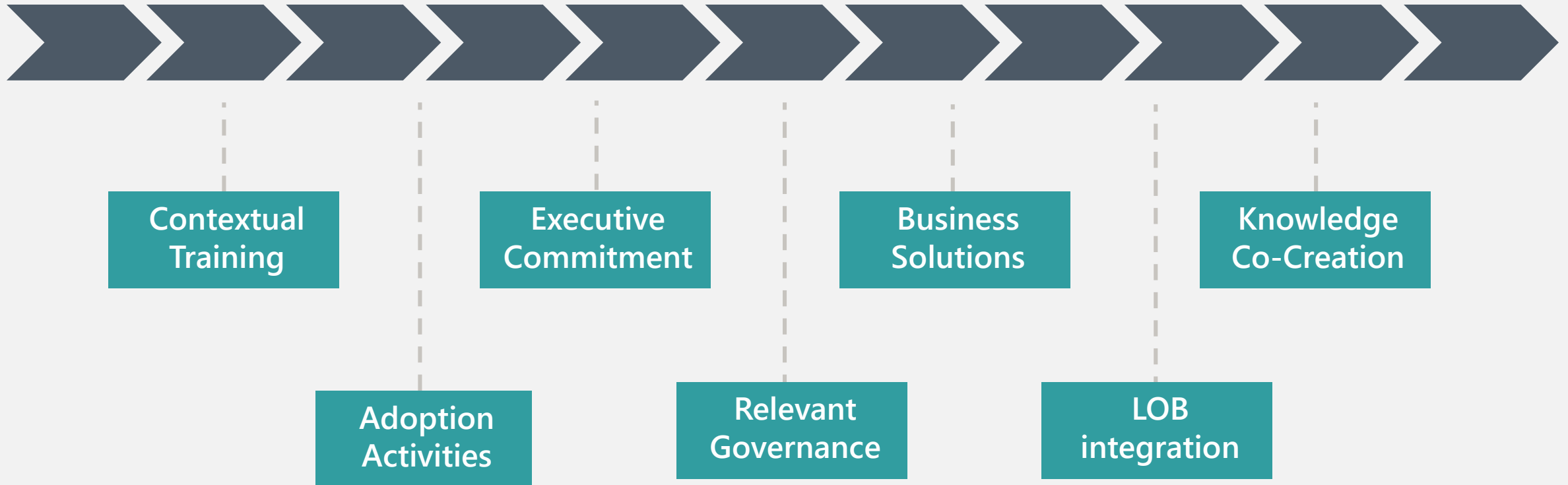


[illegible]

#	Metric	Measurement	Goal	Actual	Trend	Status
1	Acceptable Lync Call Quality	Percentage of poor quality calls	< 30%	25%	↑	↑
2	Conferencing User Adoption	Users who have organized at least one conference	35%	30%	↑	↑
		Total amount of Lync hosted audio conferencing minutes	X # of minutes			
		Conferencing statistics shows increased adoption as the pilot progresses	Previous week adoption: X			
3	User Acceptance of Lync system	User survey satisfaction score	X	Y	↔	↔
4	Help Desk able to support Lync	Average time to close support ticket	X	Y	↑	↓
5	Lync Operationally Ready	Time to resolve open monitoring alerts	X	Y	↔	↔
		Session success rates	P2P Audio: 98%	P2P Audio: 95%	↔	↔
			P2P App Share: 90%	P2P App Share: 95%	↔	↔
			Conf App Share: 90%	Conf App Share: 95%	↔	↔
			Conf A/V: 90%	Conf A/V: 95%	↔	↔
			Conf Join: 90%	Conf Join: 95%	↔	↔
6	User Communications and Training	User survey satisfaction score	X	Y	↑	↑
7	Lync Meets SLAs	Comparison to production SLAs	Recovery: X	Recovery: Y	↔	↑
			Availability: X	Availability: Y	↔	↑

Lather, Rinse, Repeat

Office 365 Journey



5 Steps to Accelerate Success



Define Success
Criteria

Execute
Migration

Develop
Project Plan

Facilitate
Sustainable
Adoption



DIGITAL TRANSFORMATION

FROM THE TRENCHES

▶ *Register for FREE at*
ShiftHappensCon.com

Use Code: "CUSTOMER50"

Washington, D.C.

June 12-13, 2019



Get Resources



avepoint.com/presentations

Let's Connect



Dux Raymond Sy
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  @meetdux

thank you

Gracias

ευχαριστώ

Danke

Grazie

благодаря

Hvala

Obrigado

Kiitos

شكراً

Tak

Ahsante

Teşekkürler

متشكراً

Salamat Po

감사합니다

Cám ơn

شكريه

Terima Kasih

Dank u Wel

Děkuji

நன்றி

Köszönöm

ありがとう
ございます

ໂພນຊຸມນຸມ

Dziękuję

谢谢

Tack

Mulțumesc

спасибо

Merci

תודה

多謝晒

дядкую

Ďakujem

Ευχαριστώ



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