AvePoint

Tailor Microsoft Teams to Accelerate Your Line of Business Collaboration & Communications

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About AvePoint

Migrate. Manage. Protect.

12	99.5%	24/7	20PB+
Global Cloud Instances	Availability Backed by Azure	World-Class Support	Managed Customer Data

ISO Certification

27001:2013

16K	6M	88	7
Customers	Cloud Users	Countries	Continents

AvePoint is headquartered and maintains its principal operational center in Jersey City, NJ, with approximately 1,500 employees across five continents.

Microsoft Partner

Microsoft

2017 Partner of the Year Winner
Public Sector: Microsoft CityNext Award

2016 Partner of the Year Winner
Technology for Good Citizenship Award

2015 Partner of the Year Winner
Collaboration and Content

2014 Partner of the Year Winner
Public Sector: Public Safety and National Security

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The New Culture of Teamwork

Today's modern workforce

What does teamwork look like for you today?

Dispersed resources

- Increased on-boarding time
- Lack of centralized hub for information
- Tools used inconsistently across the organization
- 010101 101010 010101 Increased IT support workload

Disjointed collaboration and file sharing

- Delays in development and implementation of content and ideas
- Unreliable version control
- Inefficient co-authoring and file sharing
- Difficult to involve outside contributors

Shadow IT creates security concerns

- EVERNOTE
- Dropbox
- slack
- Google Docs

Solutions for mobile workforce

- Difficult to access and share files remotely
- Hard to integrate vendors and contractors
- Bring Your Own Devices
- Need to involve a growing Firstline and remote workforce
- Challenging to access conversations and notes across platforms or devices

How we work today

Share Files

Send and receive emails

Alex Wilber
Marketing Assistant

Ben Walters
VP Sales

Plan meetings and events

Lidia Holloway
Product Manager

Henrietta Mueller
Marketing Assistant

Chats and conversations

Irvin Sayers
Director

Miriam Graham
VP Marketing

Track tasks

WHO you're collaborating with…

Serendipitous collision

Teamwork in Microsoft 365

Inner Loop

People you work with regularly on core projects

Examples:

Team meetings & communication

Event planning

Sales Team planning

Outer Loop

People you connect with openly across the organization

Examples:

Corporate communications

CEO Town Hall Meetings

Employee Interest Groups

Email

Pervasive availability. Targeted communications.

Microsoft Teams

The hub for teamwork in Microsoft 365

Persistent 1:1 & Group Chat

Enhanced Collaboration

Enterprise Communications

Customize & Extend

Built with the enterprise-grade security and compliance our customers rely on

The basic shape of a Team (New)

When to Create a Private Channel

Is there already a team that has these people as team members?	Does this work need to be kept private from others?	Are there multiple distinct topics to discuss?	Recommendation
Yes	Yes	Yes	**Create a private channel in the existing team or consider creating dedicated private channels for each topic.**
Yes	Yes	No	**Create a private channel in the existing team.**
Yes	No	No	**Create a channel in the existing team.**
No	No	No	**Consider creating a new team.**
No	No	Yes	**Consider creating a new team and then, depending on the confidentiality of each topic, consider creating separate standard or private channels for each topic.**
No	Yes	No	**Create a new team or create a new private channel in an existing team.**

https://docs.microsoft.com/en-us/microsoftteams/private-channels#when-to-create-a-private-channel

Private Channels (New!)

- Only the users on the team can access the channel.
- Anyone can be added as a member of a private channel if they are already a member of the team.
- May used if…
  - You want to limit collaboration to select audience
  - You want to collaborate with subset without having to create an additional MS Team

Private channels (New)

Focused private collaboration within a team

Teams

Channel A (Standard)

Open collaboration within the team

Inherits full membership list from the team

Channel B (Private)

Focused private collaboration within the team

Managed subset of members from team

Access control of channel content

- Separate SPO site collection for files with access restricted to channel members
- Copy of channel messages in private channel user mailboxes for compliance

Creation

- Admins can control via policies who can create private channels in tenant
- Team owners can control via setting if members can create private channel in team

Membership

- Only existing members and guests in the team can be added to a private channel
- Only members of the private channel can view private channel content

Lifecycle and classification tied to parent team

- Private channel lifecycle is tied to parent team
- SP site data classification and lifecycle same as private channel

What to use and when in Teams

Group Communication in Teams

Spenser Bullock 7/1 10:48 AM 11

IMPORTANT!

New Webinar! 8/7: Delegating Administration

Hello everyone, we have a webinar on 8/7 at 11am EST/8 PST. We will feature Dux, John Peluso and Hunter for "Tailoring Microsoft Teams & Delegating Administration in Office 365"

Landing Page

Graphics Page

Can the following that are tagged please help with distribution/promotion?

- Megan for organic and paid social efforts
- Sarah, Katie and Skylar for connecting to sales
- Brent for CTA on anything around Office 365 compliance or anything else you can think of?
- Chandler and Mikayla can we incorporate this into our newsletter or any other customer comms?

Please note that the social media graphics have been updated and should be visible when you share out the link
Please let me know if there is anything you need!

FYI: Michael, Chisa, Joanne, Martina, AnnMarie, Oscar Jessica, Annie, Isabelle

See less

Tailoring Microsoft Teams & Delegating Administration in Office 365 | AvePoint
Leanr how to give departments in the same Office 365 tenant different policies for provisioning, external sharing,
www.avepoint.com

Martina Dingis 7/2 5:16 AM 4

Annie Wang Eva Wang Spenser Bullock I would like to invite the DACH database as well. Spenser, can you please copy the email invite and share with Eva so we can translate?

Spenser Bullock 7/2 6:29 AM 1

Yes, will do!

Spenser Bullock 7/15 11:00 AM 3

NEW UPDATE: Hi everyone! We are looking to break our current webinar registration number and get to 1000 registrants for this webinar, ***can we please have all hands on deck to promote and push this out to as much as possible?***

Sarah Zalesiak 7/15 11:02 AM 3

Megan Hoel can you craft some copy for the sales teams to share out on their social channels? thinking something they can push our on their feeds as well as something they can send via linkedin messaging

Michael Segner 7/15 11:08 AM 3

Brent Middleton can we include this as the top CTA on the top 15 blogs that get the most traffic currently?

Reply

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Example: Move email addicts to Teams

Your email…

- Forces YOU to separate your inbound communication
- Requires YOU to configure complex rules to ensure relevant information is surfaced and noise is reduced
- Notifies you on ALL new messages
- EVERY message goes into a recipient's mailbox

A team…

- Automatically separates your inbound communication into Channels
- Let's you TUNE IN to what you care about and tune out what you don't
- Notifies you only for messages you EXPLICITLY care about
- @mentions allow you to poke recipients only when relevant

The Difference between TEAMS and CHATS

Team Conversations (Posts)

- Visible to all Team members/owners
  - Except Private Channels
- Uploaded files go into the SharePoint folder for the Channel
- Conversation history goes into the Team mailbox for compliance needs (hidden)
- Notifications will be sent to those following the Channel + those who are @mentioned

Chats

- Visible only to those in the chat
- Uploaded files go into the OneDrive of the poster and are shared with current chat participants automatically
- Chat history goes into the participants mailboxes for compliance needs (hidden)
- Notifications will be sent to participants

What to use and when in Teams

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Document Collaboration via Email

Example attachment to multiple recipients - Message (HTML)

File | Message | Insert | Options | Format Text | Review

Paste | Clipbo... | Calibri | 12 | Basic Text | Names | Attach File | Attach Item | Signature | Include | Follow Up | High Importance | Low Importance | Tags | Zoom | Zoom

Send

To... SueFlay@yourcompany.com; BillBoard@yourcompany.com; PaigeTurner@yourcompany.com; JackHammer@yourcompany.com; SarahBellum@yourcompany.com

Cc... CEO@yourcompany.com; President@yourcompany.com

Subject: Example attachment to multiple recipients

Attached: YourFileName.xlsm (16 KB)

Hello everyone,

Here's an example for attaching the active workbook to an email with multiple recipients.

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Document Co-Authoring in Teams

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Understanding the SharePoint and Teams relationship

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What to use and when in Teams

Encourage owners to design the channel tabs so that users can find things quickly and in one place

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Structure of a real-life Team

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Announcements

Chris O'Brien
www.sharepointnutsandbolts.com

Teams Ignite 2019 announcements

Private channels
Set security at channel level across conversations/files etc. Creates "lightweight" SharePoint site collection per channel, but can be extended

Now

New file experiences
Work with metadata, share, rich previews, see people cards (showing recent files etc.), joined-up activity across Teams/SharePoint

Now

New call capabilities
Emergency calls, queueing, admin controls, call delegation etc.

End 2020

Share e-mail to Teams
Move conversation to Teams from e-mail (and vice-versa - Teams chat to Outlook)

Early 2020

Consolidated tasks in Teams
Shows tasks from Planner, To Do, Outlook and Teams channels.

Early 2020

Whiteboard integration
Including templates for brainstorming, sprint planning and product planning

Now

Polls and surveys
Available in chat or channel conversations

End 2019

Better multi-tasking
Multi-windowing (pop out window to stay in context) and pinned channels for navigation

Early 2020

Better meetings
Defined attendee/presenter controls, live captions (English at first), management of Teams Rooms (config/monitoring of devices etc), new rooms hardware

Various

Yammer app for Teams
Embeds Yammer experience as top-level app, to join inner/outer loops

Early 2020

SMS Sign-In for Firstline Workers
Simple sign-in with phone number and SMS passcode (like Kaizala)

Early 2020

Virtual Consults
Facilitates B2C healthcare consultations, job interviews etc. through browser or mobile app

Preview now

Power Apps integration
Makers can easily publish a Power App to Teams, users can pin to left rail

End 2020

Apps enhancements
New app catalog, app policies to drive standardization

Early 2020

Customize & extend Microsoft Teams

Organizational tools & services

3rd party applications

Office 365 applications

Departmental tools

Employee resources

Support & info

Polly.ai

Trello

Jira Core

Confluence

Microsoft Teams

make your apps work for you

Different App Modes in Teams

Unlock productivity with

150+ integrations

INTERCOM
Trello
Adobe
sapho
Growbot
zendesk
meisterlabs
icertis Applied Cloud
MICRO FOCUS
SurveyMonkey
Hootsuite
GitHub
ModuleQ
Polly.ai
Wrike
smartsheet
Mail Clerk
KAYAK
sage
officevibe
AvePoint
Zoom.ai
talla
hipmunk
meekan
ZENEFITS
papr.ai
nimble
workato
POPin
STATSBOT
asana
Stream

Microsoft 365 certified apps(starting with Teams)

Adobe Sign
Dynamic Signal
Wrike

Microsoft 365 publisher-attested apps

approved contact Calendar Bot & Tab
asana
AvePoint
AtBot
Bonusly
droplr
Evernote
hyperfish A LiveTiles company
iGlobe
Karma
KRONOS
LawToolBox.com
Letsignit
Lucidchart
MailClark
meister
MURAL
officeatwork 365
openasapp
OnePlace Solutions
Polly
PRIORITY MATRIX
questback
Rencore
RSpace
salesforce
Simple In/Out
SOAPBOX
SOCIALINTENTS
SurveyMonkey
talla
thoughtstuff
WOOBOT.IO
ZOHO
Zoom.ai
... and more

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Demo

AVA: Restore Deleted Emails + Files

Give users a place to look for lost content:

- Filenames that can't be found
- Documents modified recently
- Broken URLs to documents and files
- Lost e-mails that can't be searched in Exchange / Outlook

Highlight quick-wins to limit support calls:

- Identify version history, first and second level recycle bins, soft-deleted content
- Identify recent data in AvePoint's backup data sets
- Fully security-trimmed to each user

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Enable Business Solutions

Qualitative Benefits & Additional Impact

"Moving everyone to **Teams** elevates collaboration."

—Manager, technology

4 hrs/wk

are saved by information workers through improved collaboration and information sharing

17.7%

improvement of time-to-decision made by decision makers

150 trips

average number of overnight trips replaced with online meetings by Year 3

88%

of survey respondents felt "having all of our solutions in one place saves time"

45 minutes

per week are saved by firstline workers collaborating with colleagues

18.9%

reduction in meetings each week

Forrester study: The Total Economic Impact™ Of Microsoft Teams.

Teams for different departments

Marketing

Deliver marketing campaigns and go-to-market activities across a diverse group of internal and external stakeholders.

Sales

Build and deliver proposals with input from different stakeholders.

Manage sales planning, training and sales readiness in the same place.

Finance

Aggregate and report on data while conducting business reviews.

Human Resources

Manage recruitment, training and reviews across departments.

IT

Drive IT transformation and change management.

Plan, execute and manage all phases of IT deployment, adoption and rollout.

Engineering

Move quickly between ideation, development and deployment.

Integrate with developer tools.

Project Management

Manage project stakeholders, tools, budgets, project reviews and feedback.

Get guidance on these and other scenarios in the [FastTrack Productivity Library]

Sales

Create Winning RFPs

Preparing an RFP requires bringing in a variety of resources and references while staying within budget commitments. You need one central location to assign tasks, review documents, and ensure RFP deadlines are met to create a winning proposal.

Create a Microsoft Teams channel to collaborate on the request for proposal (RFP) process. You can have conversations about project management, proposal deliverables, and budget. You can also upload documents right into the conversation to coauthor with colleagues and reference later. Use @mentions to notify team members you need them to weigh in on content.

Add Planner to your Teams channel and assign tasks to team members and track their progress. Follow up on requests with chat, video, or audio calls without ever leaving Teams. You can also use the Teams mobile app to work on the go from any device.

- Bring together project management, proposal deliverables, and budget activities in one location.
- Upload supporting RFP documents right into the conversation.
- Track and assign tasks to manage progress.

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Human Resources

Manage Contractors

Let contractors view shift schedules on their devices

Provide secure access to event resources from anywhere

Collaborate in real time with the contractors on the event floor

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Marketing

Develop Go-To-Market Strategy

- Effective Go-to-Market (GTM) strategies require teamwork and communication to build successful product and service launches. Documentation must be findable and easily updated, and should be accessible to all team members, both internally and externally. Tasks and work items need to be tracked and completed to ensure delivery of a viable and successful strategy.

- Create easier ways for teams to collaborate on your next GTM strategy with dedicated channels in Microsoft Teams. Use one channel for market research or messaging pillars and another to start your strategic plan.

Finance

Prepare for Corporate Earnings Release

It takes teamwork and planning to prepare a corporate earnings release. Too often, teams are hindered by poor communication and outdated documents. You need your team to easily communicate and manage their workflow.

Improve your reporting process by using Microsoft Teams as one central location to bring your teams, documents, and information together. Use your favorite Office 365 apps like Word to coauthor documents in real time, so you know you're always working on the latest version. Save all your corporate earning reports and support requests to your company SharePoint location.

Not sure how to begin?

To help identify business scenarios, consider using the framework below

As someone in…
(Team)

I want to….
(Description of what I want to do)

Using…
(Specific application of the technology)

I'll know this is successful when….
(Solutions success measure)

As someone in
Sales Management

I want to
have a single version of the sales proposal that everyone has access to rather than managing multiple versions in email

Using
a SharePoint site to centrally store and share a single version of a sales proposal that my team can edit together using co-authoring in Word and PowerPoint

I'll know this is successful when
my sales team creates proposals more easily, giving them more time to close deals

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Industry Teams Templates (In Preview)

- Education - Class Team
- Education - Staff Team
- Education - PLC team
- Retail - Store
- Retail - Manager
- Healthcare - Ward
- Healthcare - Hospital

https://docs.microsoft.com/en-us/microsoftteams/get-started-with-teams-templates

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Create Your Own Template (In Preview)

- Control Channels
- Set Tabs
- Set Member and Guest Settings
- Deploy Teams Apps
- Set Retention Policies

https://docs.microsoft.com/en-us/graph/api/te

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```
POST https://graph.microsoft.com/beta/teams
Content-Type: application/json
{
  "template@odata.bind": "https://graph.microsoft.com/beta/teamsTemplates('educationClass')",
  "displayName": "My Class Team",
  "description": "My Class Team's Description",
  "channels": [
      {
        "displayName": "Class Announcements 📢",
        "isFavoriteByDefault": true
      },
      {
        "displayName": "Homework 🏋",
        "isFavoriteByDefault": true,
      }
  ],
  "memberSettings": {
    "allowCreateUpdateChannels": false,
    "allowDeleteChannels": false,
    "allowAddRemoveApps": false,
    "allowCreateUpdateRemoveTabs": false,
    "allowCreateUpdateRemoveConnectors": false
  },
  "installedApps": [
    {
      "teamsApp@odata.bind": "https://graph.microsoft.com/v1.0/appCatalogs/teamsApps('com.m
```

Demo

Make it Easy to Do the Right Thing

Gartner

WHY GARTNER ANALYSTS RESEARCH EVENTS CONSULTING ABOUT

Sign In | Register | Select a Gartner site

Search

Why Microsoft Teams Will Soon Be Just as Common as Outlook

Published: 18 June 2018 **ID:** G00348503

Analyst(s): Larry Cannell | Mark Cortner

Summary

Microsoft Teams is playing an increasingly unifying and expanding role in Office 365. This report guides technical professionals on getting the most value out of Teams, analyzes Teams' impact on the rest of Office 365, and assesses Teams' strengths and weaknesses.

Table of Contents

Analysis

Microsoft Teams From an End-User Perspective

Channels Are the Heart of Group Collaboration in Microsoft Teams

Peer-to-Peer Chat Provides Simple Messaging and Sharing

Teams Also Provides Personal Productivity Features

How Teams Impacts Other Office 365 Products and Services

Membership: Teams and Office 365 Groups

Messaging: Teams, Yammer, Skype for Business and Outlook

Content Collaboration: Teams, Office 365 ProPlus, OneDrive for Business and SharePoint

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FREE ACCESS

Why Gartner

Gartner delivers the technology-related insight you need to make the right decisions, every day.

Find out more

By default, anyone can create an Office 365 group. Therefore, anyone can create a team in Microsoft Teams. However, history has shown that allowing this privilege to go ungoverned can result in users creating workspaces on impulse. Such workspaces often become abandoned, because their creators fail to promote them. Ultimately, people wonder why the workplaces were created in the first place. For example, you may recall the early days of SharePoint Server. Some enterprises saw the creation of hundreds, perhaps thousands, of sites, with little thought given to why those sites were needed.

https://www.gartner.com/doc/3879669

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Why Governance is critical to Adoption

Setting the right rules up-front makes it easy and reduces resistance

Strategy Alignment

- **Why:** Understand the broader business objectives and success criteria for information management
- **How:** Review and align with the organisations long term vision and existing frameworks

Business Information Architecture

- **Why:** Understand the information landscape focusing on the information processes of an organisation, how information is captured, distributed and used
- **How:** Define the Information landscape and the architectural aids, structures and repositories to help connect information needs with information resources.

Governance

- **Why:** Assess the people, process and technology dependencies and requirements for the various information domains and processes of the organisation
- **How:** Assign supporting roles, develop supporting communication and education activities, the ongoing governance and sustainable practices for both IT and the business

Implementation

- **Why:** Realise goals in practical terms, accelerate the time to value for technology investments, align with organisational cultural change activities to facilitate business adoption and acceptance
- **How:** Formulate the business and technology means for organising storing and managing information related to information processes, and automate the process to reduce resistance and blockers

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When Creating a Team …

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What do I need to govern?

For collaborative workspaces, customers want to govern:

How are Teams requested, approved and created

Provisioning

How are availability, compliance and changes over time are managed

Management

How do I retain/expire/dispose of Teams as appropriate

Lifecycle

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Approach for large Office 365 tenants with divisional admin needs

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Targeting Services & Policies Across Divisions

Tenant Wide General Services

- Available to all/most users
- Address general productivity, security, compliance needs

Address Unique Needs of Specific Departments or Divisions

- LOB specific configurations
- More/less control and restrictions
- Example – External sharing allowed

Specialized Services Smaller Groups

- Unique needs can be addressed
- Pilots of future services

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EXAMPLE

	DEPARTMENT A	DEPARTMENT B	DEPARTMENT C
EXTERNAL SHARING	No external sharing X	External sharing allowed in:	External sharing only allowed in:
EXPIRATION/ RETENTION	6 Months after last accessed	12 Months after last accessed	9 Months after last accessed
ALLOW THESE USERS TO CREATE A TEAM	All requests through Central IT	All requests through Department IT	Only Joe, Sally, and Harold can create
RECERTIFY MEMBERS	after 3 Months	after 6 Months	after 12 Months

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Demo

M Office 365 Feature
A AvePoint Feature
$ Requires AAD Premium
***** Planned

M Office 365 Feature
A AvePoint Feature
$ Requires AAD Premium
***** Planned

M Office 365 Feature
A AvePoint Feature
$ Requires AAD Premium
***** Planned

EXPIRATION & EOL

AvePoint MyHub Teams App

Easily find the right tools for whatever you need and get them faster:

- A simplified catalog of Office 365 services tailored to you
- Answer basic questions to be guided to the right services
- Governance is built into each request and service – there are no extra steps!

Request, approve, renew and more without ever leaving Teams!

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Example: Request and Track Workspaces

- Harness the power of **Microsoft Teams templates** to empower employees & improve employee engagement.
- Quickly spin up a new team with the appropriate pre-set **channels**, **bots** and **integrated apps**.
- Maintain **operational oversight** in Office 365 while still allowing your employees the freedom to **collaborate securely**.

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Drive Sustainable Adoption

Change is often met with resistance

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

Adoption challenges

- SaaS productivity platform move is “lift and shift” and no new value is delivered
- Organizations are ill-prepared to deliver continuous change provided by SaaS productivity platform
- Lack of “digital dexterity” investment such as mobile first programs

* Maximize the Value of Office 365 by Making it Part of a Digital Dexterity Program

Why Training Alone Doesn’t Work

Non-Contextual

Unclear Roles

Generational Gap

What’s In It For Me?

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Goal: Drive Sustainable Adoption

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Sustainable Adoption Objectives

- Minimize the negative impact of making technology changes
- Promote the consistent adoption of Microsoft Teams
- Provide users with the resources they need to be successful

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How do you create a sustainable adoption plan?

* Diffusion of Innovations by Everett Rogers

5 Steps To Success

Step 1: Engage Key Stakeholders

- Business leadership
- Champions
- Early Adopters
- IT Support

Gain Business Leadership Buy-In

Executive Leadership

Divisional Heads

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Who are champions?

- Champions evangelize and help train their teams on the new ways of working.
- They build awareness, understanding, and engagement throughout the community.

Why are champions important?

Learning via coworkers is among the most effective and most used methods.

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Who are early adopters?

- The first to embrace new technology and try out new practices
- Opinion leaders

Team members to include in adoption efforts

Many people throughout your organization will have important responsibilities during the launch of a new technology. The chart below provides a summary of those roles. We have created a template so you can identify and document your team in the – Adoption Planning Workbook.

Role	Responsibilities	Department
Executive Sponsor	Communicate high-level vision and values of Microsoft 365 to the company	Executive Leadership
Success Owner	Ensure the business goals are realized from your Microsoft 365 rollout	Any department
Program Manager	Oversee the entire Microsoft 365 launch execution and rollout process	IT
Champions	Help evangelize Microsoft 365 and manage objection handling	Multiple departments
Training Lead	Manage and communicate training content about Microsoft 365	IT or other
Department Leads (Stakeholders)	Identify how specific departments will use Microsoft 365 and encourage engagement	Any department (management)
IT Specialists	Oversee all technical aspects of the rollout, including integrations	IT
Communication Lead	Oversee company-wide communications about Microsoft 365	Corp Communications, IT or other

Note: Though we recommend having each of these roles fulfilled throughout your rollout, you may find that you don't require them all to get started with your identified solutions.

Step 2: Establish Use Cases

- Identify specific use cases
- Prioritize scenarios
- Communicate value

Prioritize use case scenarios by evaluating impact and difficulty

Example: Business Scenarios

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

Step 3: Develop Contextual Learning

- Use case driven
- Multiple modalities
- Align to various phases

Build your training strategy

- Focus on the why
- Use real work scenarios
- Use multiple formats
- Reinforce

- What is best practice?
  - What is current vs future state?
  - Technical literacy of employees?
  - Any other change programs?
  - Training preferences of employees?

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Build capability through varying methods

Align training strategy throughout phases

Example: On-Demand Learning

Video Training: What is Microsoft Teams?

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All Employees - Needs Assessment

We need to understand the personas and the move from legacy through transition to future state

Transition State

- Big picture overview of the new environment and role in it
- New process skills/knowledge [linked to Persona and Scenarios]
- New system and technical skills/knowledge [O365]
- New organizational or role skills/ knowledge

Future State

- Big picture overview of new environment and role in it
- New process skills/knowledge
- New system and technical skills/knowledge
- New organizational or role skills/ knowledge

All Employees - Needs Assessment Recommendations

Recommended Modalities

- **Face-to-face training –** Sponsors (1 hour), Ambassadors Training (1 hour), Change Champions (1 hour), Manager (1 hour)
- **Web-based training –** On-demand webinars, videos, Online Training (OLT) for O365 training
- **Self-paced training –** Review Theodore training activities incorporating persona and scenarios, Frequently Asked Questions (FAQ) sheets

Recommended Reuse of Existing Source Material

- Office 365 training materials, contextualized for Personas and Scenarios.

Recommended Timing

- Face to face training
  - T-7 weeks
    - Sponsor training (hosted by Theodore Margand)
    - Sponsors attend high-level training on new ways of working (Gaby Bosse and Theodore Margand lead)
  - T-6 weeks Ambassador, Champions and Managers
- Self-paced and Web-based Training to be started T-3 weeks and review self-paced training weekly to accommodate for updates ahead of auditorium training (T-1 week)

Recommended Resources to Scope, Develop, and Deliver Training

- Office 365 Training Materials (see Productivity library on Fast Track).
- Theodore Margand 1 hour training decks for onboarding each key role in the Core Change team.

Step 4: Communicate & Drive Awareness

- Focus on what's in it for me
- Engagement events
- Showcase success stories

Awareness matters

- Validates the importance of the change
- Ensures everyone understands what’s happening
- Helps generate enthusiasm
- Gets everyone on board with using the new technology

Communicate value to stakeholders with scenarios

Delivering value

Review scenarios and determine the best use cases to be utilized for the organization-wide launch. Scenarios will help inform the communications plan by:

- Translating core scenarios into uses that solve real business problems
- Determining which scenarios make sense for the company to promote in its Microsoft 365 launch
- Using the resources associated with each scenario to implement email announcements and training activities

Report and build on wins

Best practices to generate awareness and spark excitement

Communications

- Deploy a variety of tactics
- Focus on the “What’s in it for me?”
- Tailor plan to company and culture
- Send out communications

Engagement events

- Engage Executive Sponsors to kick-off launch
- Staff events with IT and Champions
- Distribute banners and leaflets
- Place demo booths in cafeteria/foyer
- Host online events for remote offices

Customer Success Kit

https://www.microsoft.com/en-us/download/details.aspx?id=54244

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Incorporate success stories

What makes a good success story?

- **Time.** The story should begin with a time marker so the audience knows when it happened.
- **Characters.** The story should feature names, so the audience knows who was involved.
- **Events.** The story should recount the events that took place.
- **Visuals.** The audience should be able to picture what happened.

Consider priority audiences

Work Force Analysis Persona review may show a natural prioritization

- Sales
- Customer Service
- Finance and Support Teams
- IT

Other Audiences could also drive the change quicker (e.g. Adoption Core Team)

- Sponsors
- Managers
- Ambassadors
- Change Champions

Support Organizations are essential and may need differing communications

- IT operations
- HR

Ensure Scalable Support

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Step 5: Deliver 90 Day Plan

- Pilot Microsoft Teams
- Launch organization wide
- Introduce new use cases

Develop 90 Day Plan

Month 1

- Identify 3 use cases for Teams
- Engage leadership and secure buy-in
- Develop rules of engagement and how-to resources

Month 2

- Engage 3 departments/groups to pilot Teams use cases
- Identify what works and what doesn't with use cases then modify
- Configure Teams to support use cases for company wide deployment

Month 3

- Launch use cases company wide
- Encourage leadership to consistently promote and adopt the use cases
- Showcase and highlight wins of adopting Teams

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Month 1: Key Activities

Get stakeholder consensus

Identify low hanging fruits

Conduct proof of concept

Month 2:
Key Activities

Launch Teams pilot across 3 departments/groups

Establish help desk / support strategy + resources

Identify success metrics

Month 3:
Key Activities

Launch organization wide

Ensure leadership is engaged

Showcase wins

Measure Success

Achieve real business relevance by measuring your outcomes in terms of ROI. Use Microsoft Teams engagement data to support your findings.

Business Use Case	How did Microsoft Teams help?	What was achieved?	How is it measured?
Team Collaboration	Streamlined collaboration across regional teams to execute go-to-market strategy.	Increasing global spread of business.	15% improvement in increasing number of successful innovations for new products or services.
Employee Engagement	Find experts and information fast.	Time saved in searching for assistance with marketing training resrouces	30% improvement in access to departmental experts and knowledge.

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Demo

Measure Success – Adoption Pack

Power BI > Apps > Office 365 Adoption Preview > Office 365 Adoption Preview

Comments | View related | Subscribe | Share

Ask a question about your data

Collaboration

Use this report to analyze the collaboration habits of your users and where they contribute to the work of others. Reviewing the number of files viewed, changed, synced or shared can show you the type of collaboration that is happening. SharePoint data shows activity for both group and team sites.

Explore Microsoft FastTrack guidance on how to increase adoption of Office 365 in your organization.

Find ideas and free downloadable resources to drive more value for your Office 365 investments.

Inspire your users by sharing relevant use cases with training links through the Fast Track Productivity Library.

OneDrive for Business

OneDrive: Total vs active files

2.85%

OneDrive: Latest total file co...

316

OneDrive Enabled vs active ...

8.33%

OneDrive: Total vs active acc...

8.33%

OneDrive for Business: Active users by file activity type

OneDrive for Business: Accounts used by owner vs. contributed by o...

SharePoint: Latest total file c...

871

SharePoint: Enabled vs activ...

8.33%

SharePoint Online: Sites used by owner vs. contributed by others

Enabled/Activated users

Latest : Enabled/Activated users

Latest : Total Office activatio...

Latest : Total activations per ...

Latest : Activations by device

What We Covered

- The New Culture of Teamwork
- Teams Customization / Extension
- Teams Business Solutions
- Teams Governance
- Drive Sustainable Adoption

How We Can Help You

Teams Governance Workshop

Define and Clarify Governance in the context of Teams, help identify goals of Teams in the organization. With this tailored and interactive workshop, understand Teams best-practices and get started on the right path with a pointed recommendations summary.

- Workshop Materials
- Meeting Notes

Teams Governance Assessment

In addition to Teams Governance Workshops, AvePoint will help provide a Starter Teams Governance Policy outline, along with a Best Practices Assessment and a mapping exercise of 3x Business Units to Governance policies for Teams use cases.

- Completed Workshops
- Summary Meeting Notes
- Executive Summary (PPT)
- Best Practices Assessment (DOC)
- Starter Governance Policy Outline

Teams Governance Pilot

Provide a detailed analysis of the current state and the tools and techniques to implement IT governance. Map key business units to our analysis of IA, O365 tools, and governance recommendations. Execute a Governance Pilot/POC using O365 and AOS.

- Completed Workshops
- Summary Meeting Notes
- Executive Summary (PPT)
- Strategic Roadmap (DOC)
  - Breakdown of O365 Tools
  - Info Architecture Analysis
  - User Adoption Methodology
  - Governance Policy Outline
  - Roadmap and Recommendations
- Governance POC (O365 and AOS)

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Let's Connect

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thank you

Gracias	ευχαριστώ	Danke	Grazie	благодаря
Hvala	Obrigado	Kiitos	شكراً	Tak
Ahsante	Teşekkürler	متشكرم	Salamat Po	감사합니다
Cám ơn	شكريه	Terima Kasih	Dank u Wel	Děkuji
நன்றி	Köszönöm	ありがとうございます	ขอบคุณครับ	Dziękuję
谢谢	Tack	Mulţumesc	спасибо	Merci
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