AvePoint

Beyond Microsoft Teams Deployment:
How to Roll Out A Sustainable Adoption Program in 90 Days

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Unleash the Power of You

About AvePoint: Corporate Overview

Migrate. Manage. Protect

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

From Tahoe to Today

- Inc. Magazine **Hire Power Award**
- Ernst & Young **Entrepreneur of the Year**
- Windows IT Pro **Best SharePoint Product**
- Deloitte **Technology Fast 500**

16K	6M	88	7
Customers	Cloud Users	Countries	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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Agenda

Modern Workplace Today

Why Microsoft Teams?

Right Sizing Governance

Establish Sustainable Adoption Plan

Drive Adoption Success

Modern Workplace Today

Modern workplace is top of mind for business leaders

81%

of business leaders plan to increase their modern workplace investments in the next 2 years

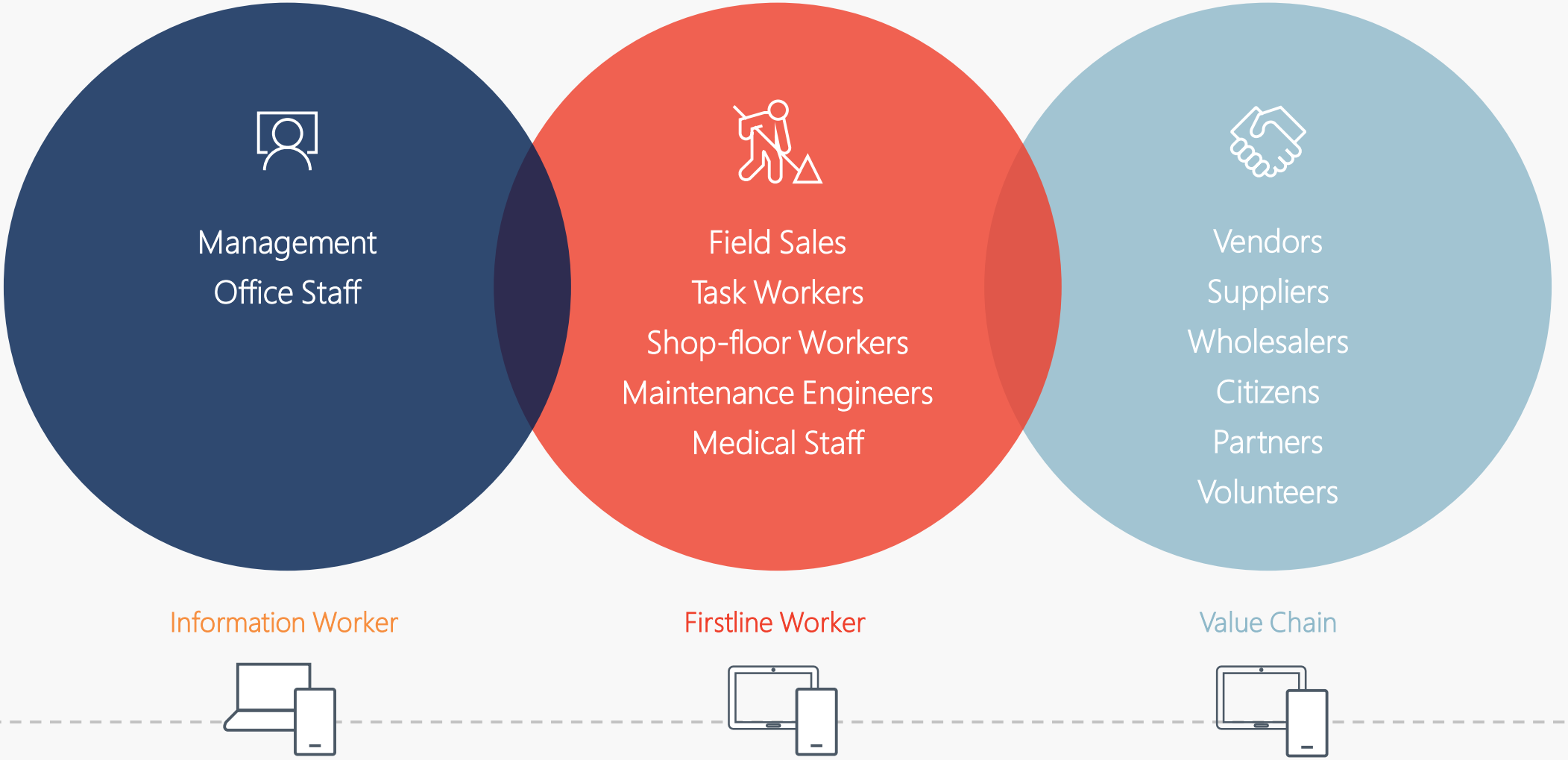
72%

of business leaders say it is very important that technology empowers employee creativity and innovation

$4M

Average cost of a data breach

Today's modern workforce



Teamwork

The landscape has changed

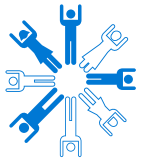
2x

More collaboration

People work on twice as many teams and spend 50% more time collaborating

Internal, external & remote

People need to connect and communicate across organizations, locations & time zones



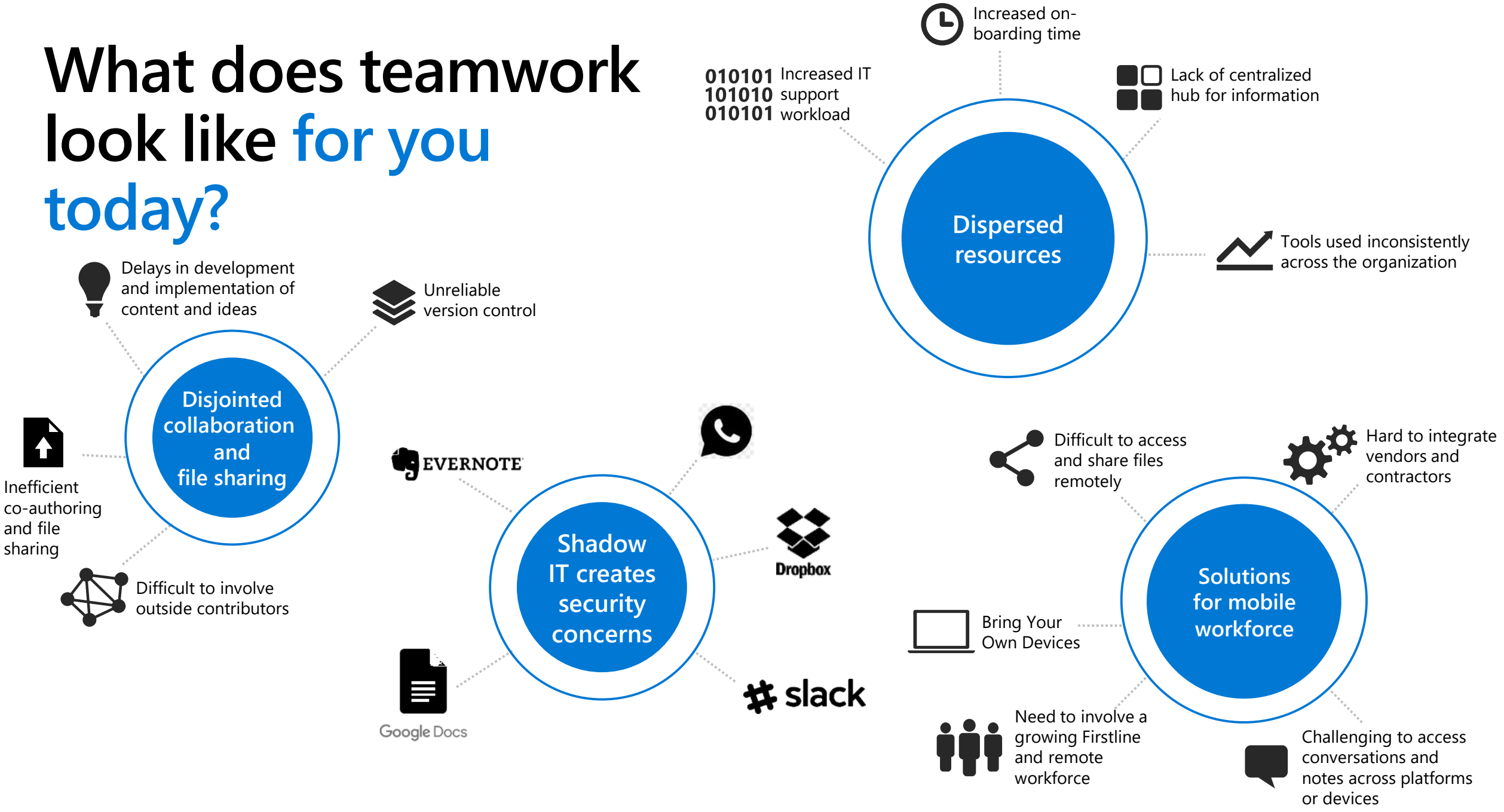
Diverse workforce

People have different expectations, preferences, skillsets and abilities

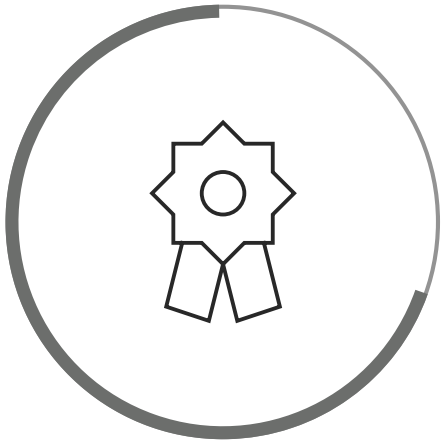
Employee engagement

Globally, employee engagement is 15%, but at the best performing companies, 70% of employees are engaged and profits are 21% higher

What does teamwork look like for you today?

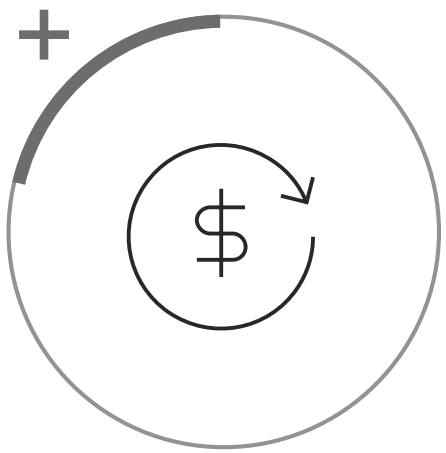


Engaged employees are crucial to success



70%

of employees are engaged at best performing companies



21%

more profit in business units with most engaged employees

15%

of employees are engaged worldwide

And currently that is uncommon worldwide

Source: Gallup: 37 Workplaces That Stand Out From the Rest

Microsoft 365

A complete, intelligent solution
to empower employees to be
creative and work together, securely

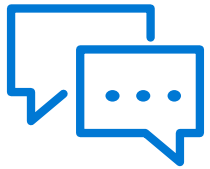
Office 365

Windows 10

Enterprise Mobility + Security

Microsoft 365: Universal Toolkit for Teamwork

Teams

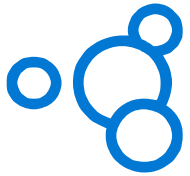


Hub
for Teamwork

SharePoint

Intranets &
Content Management

Yammer



Connect Across
the Organization

Office Apps

Co-Author

Outlook

Email
& Calendar

Office 365 Groups

Single team membership
across apps and services

Microsoft Graph

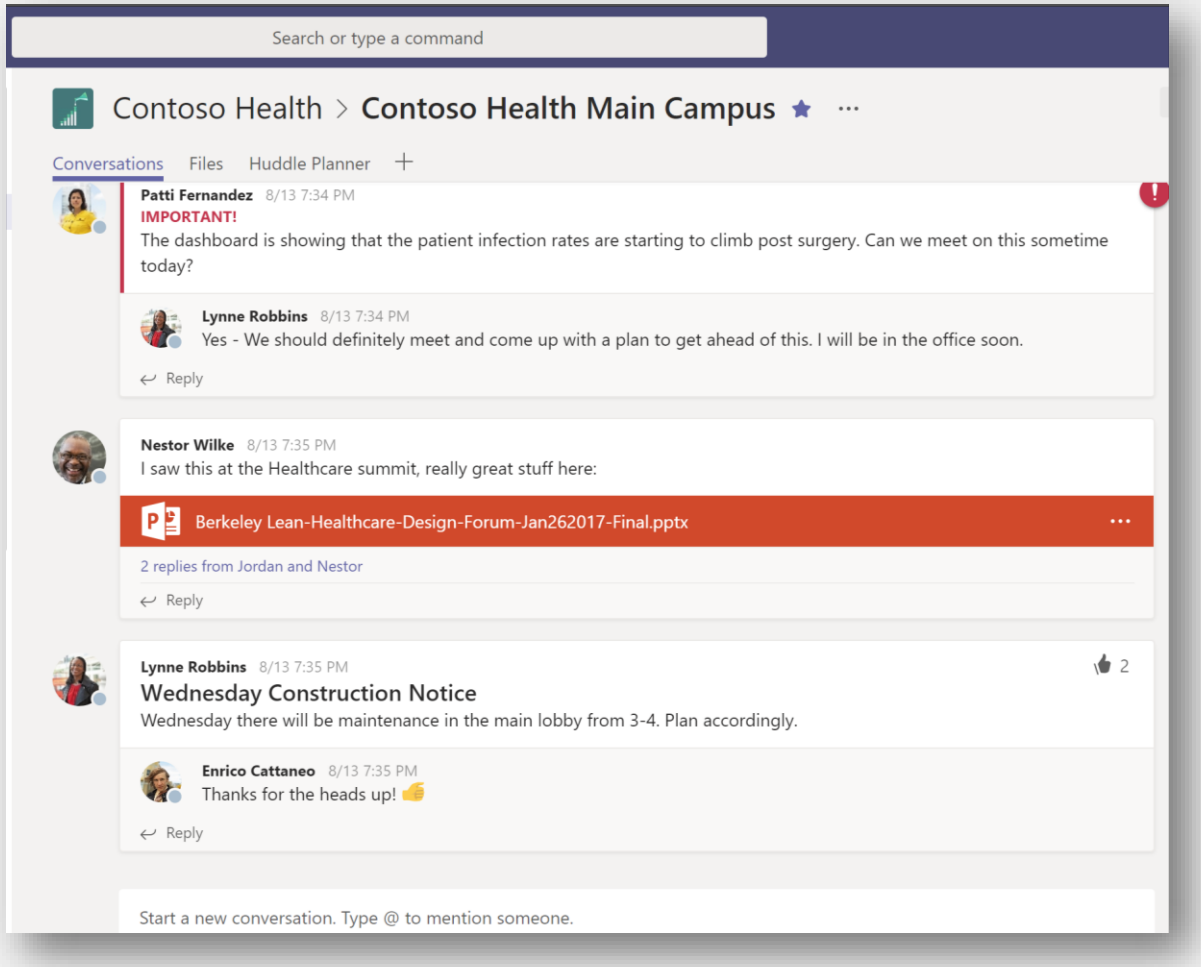
Suite-wide intelligence
connecting people and content

Security and Compliance

Centralized policy management

Why Microsoft Teams?

“Conversations” are at the heart of Team collaboration



- Follow/unfollow channel to be notified of all activity
- @Mention people or the Team to alert them to your message regardless of their follow status
- Only users that have favorited a channel get notified if you @Mention the Channel itself

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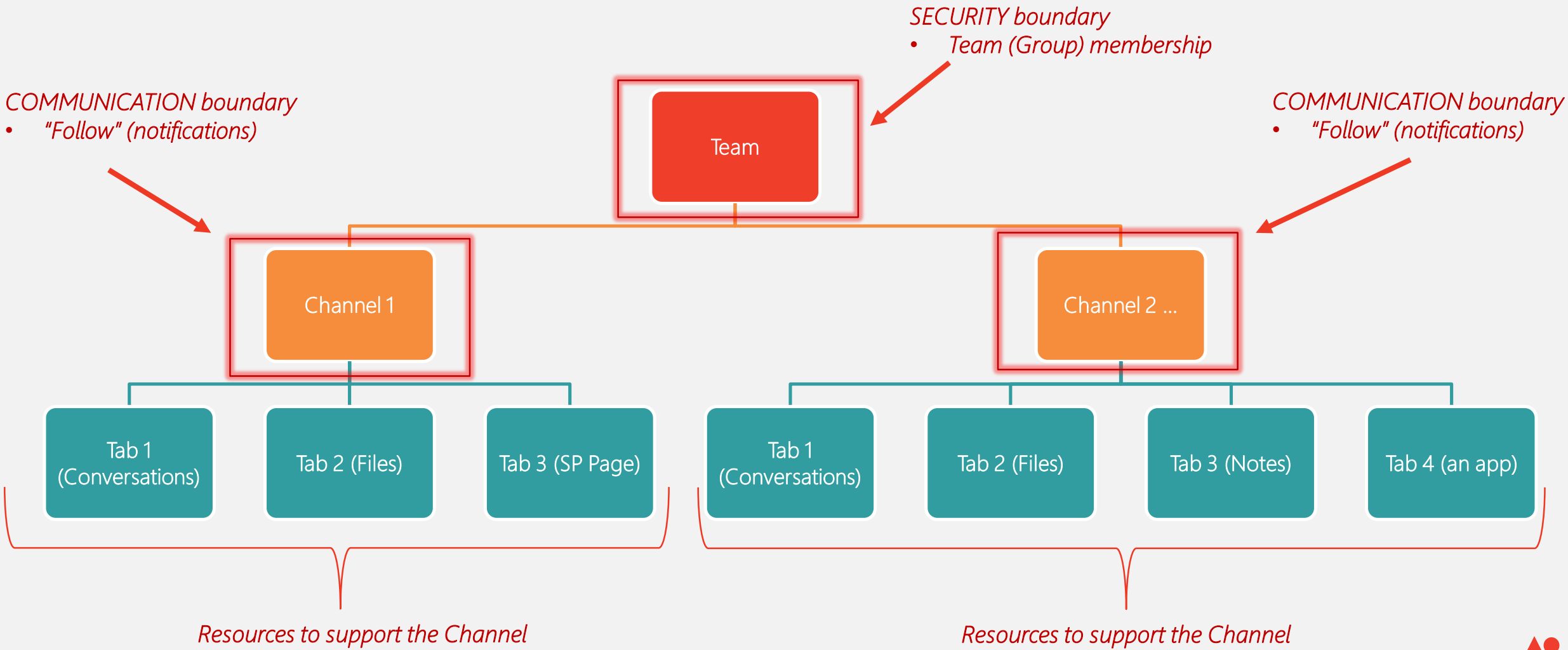
The basic shape of a Team



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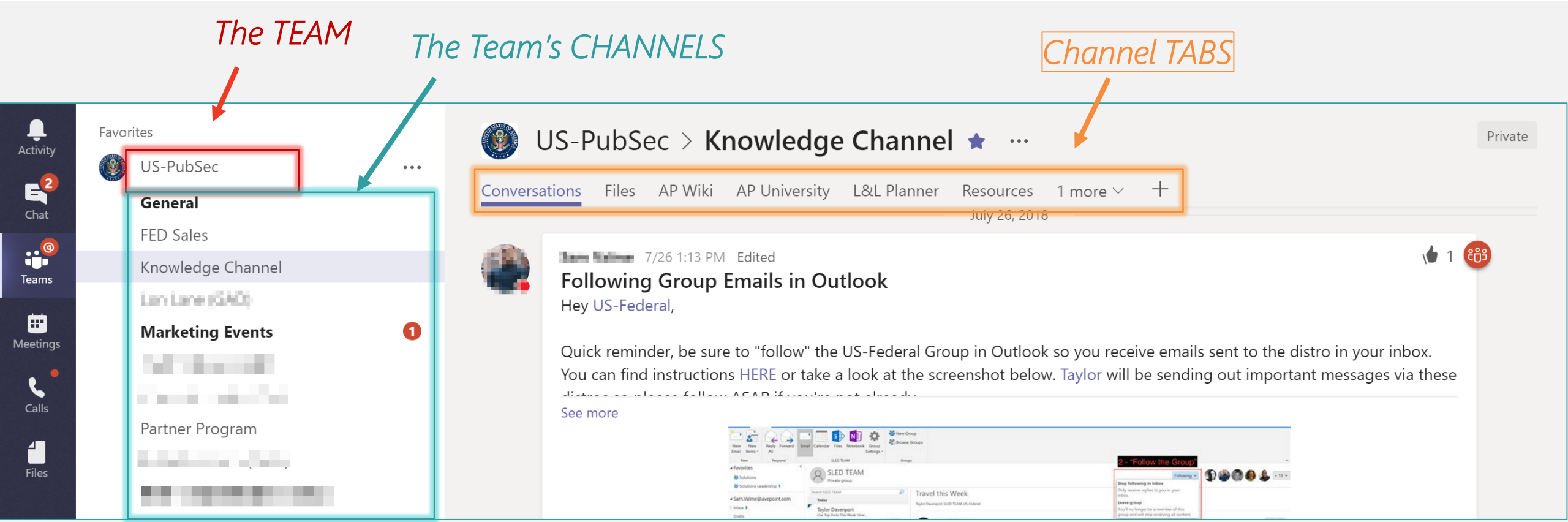
The structure of a real-life Team



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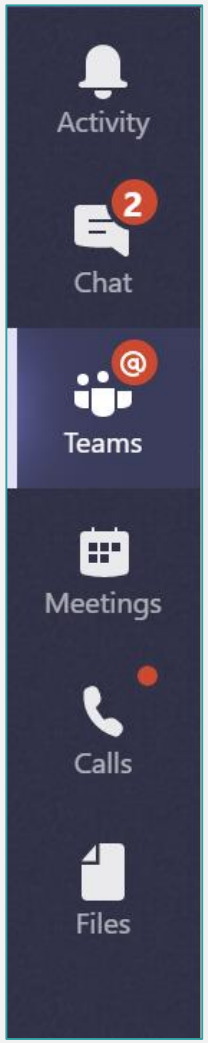
The Difference between TEAMS and CHATS



Team Conversations

- Visible to all Team members/owners
- 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

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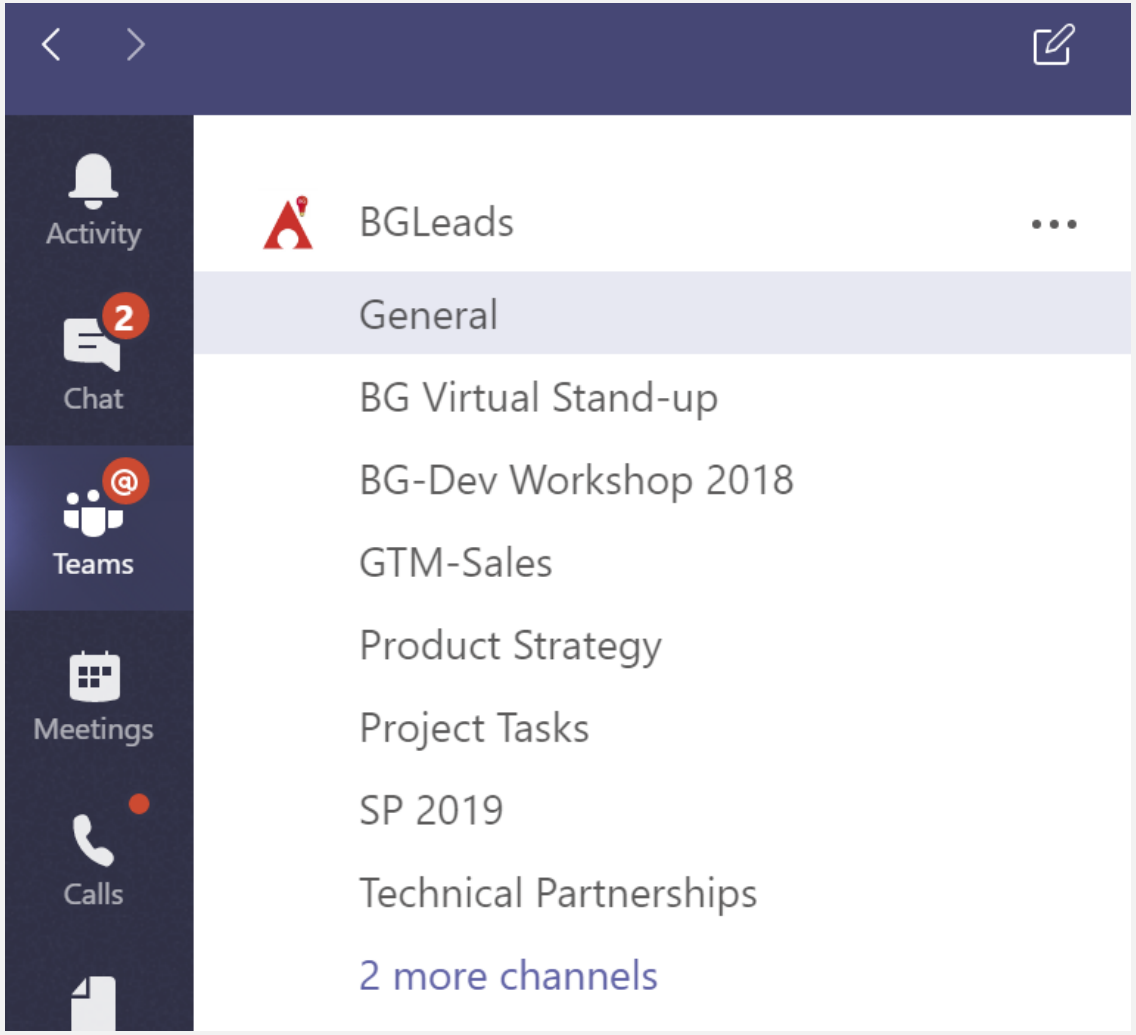
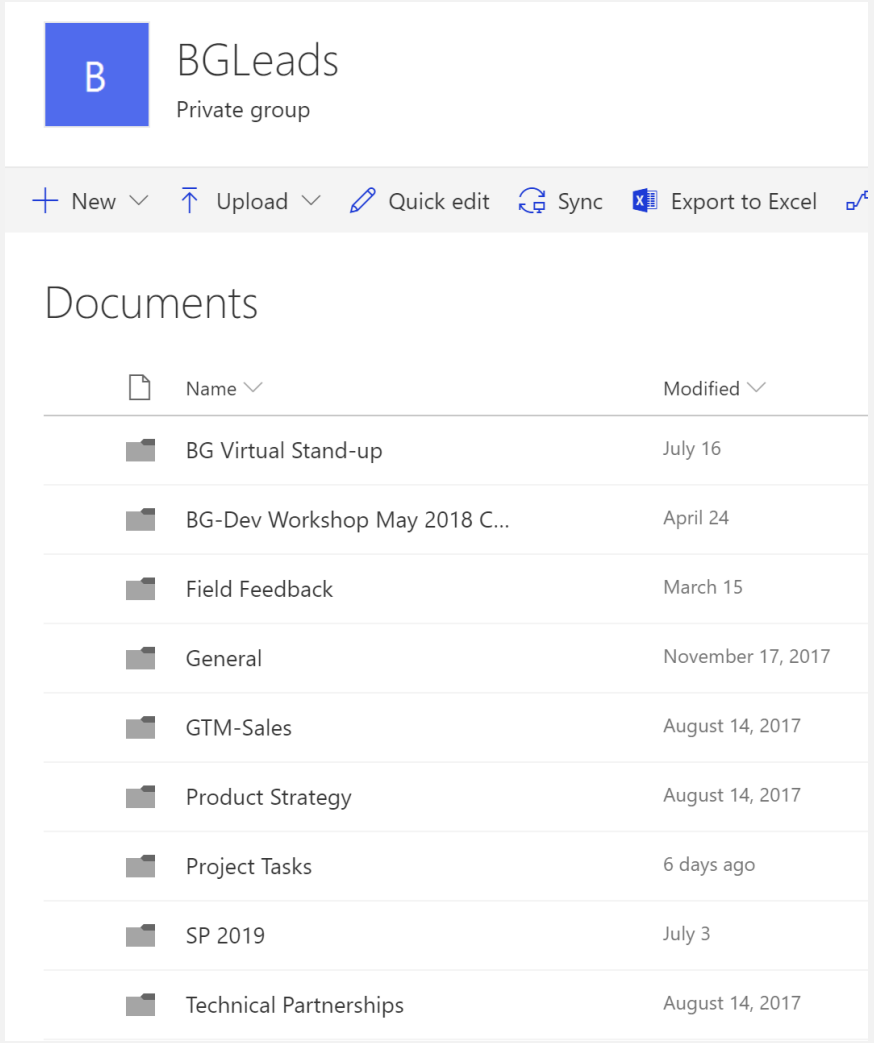
Understanding the SharePoint and Teams relationship





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Where Are My Conversations Stored?

Chat service

In memory processing for speed

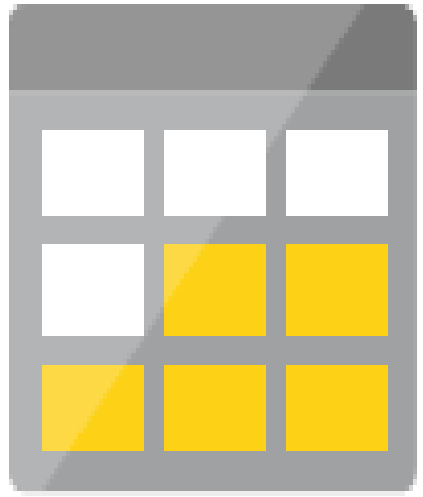
Leverages Azure storage (blob, tables, queues)

Substrate / Exchange

Chat and channel messages are also stored in Exchange for information protection

Conversation images & media

Inline Images/Stickers are stored in a **media store**, **Giphys are not stored.**



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Where Are My Files Stored?

1:N chats

Files are uploaded to **OneDrive for Business** and permissions are set for the members of the chat

Team conversations

Files are uploaded to **SharePoint**. A folder is associated with each channel in the team

Cloud storage

Dropbox, Box, Citrix ShareFile, Google Drive

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Right Sizing Governance

Entry-points for self-service creation

Office 365 Groups

Planner
Outlook
SharePoint Online
=
"Outlook Group"

Microsoft Teams
=
"Team"

yammer
The Enterprise Social Network
=
"Yammer Connected"

Benefits of well-governed implementation

Repeatable and consistent service delivery

Administrative efficiency

Accurate cataloging & monitoring of adoption, usage and governance attributes for collaboration workspaces

Provable compliance with internal and external policies and regulatory requirements

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How do I manage Office 365 Groups at scale?

Azure AD Licensing Requirements for Groups

Capability	Free	Premium P1
Create, read, update, delete	X	
Group activities report	X	
Soft-delete & restore	X	
Hidden membership	X	
Dynamic group membership		X
Self-Service group management		X
Group creation permissions		X
Groups naming convention		X
Groups expiration		X
Usage guidelines		X
Default classification		X

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What do I need to govern?

For collaborative workspaces, customers want to govern:

How are Teams requested, approved and created	How are availability, compliance and changes over time are managed	How do I retain/expire/dispose of Teams as appropriate
Provisioning	*Management*	*Lifecycle*

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Govern Provisioning

- Sprawl
- Duplication
- Appropriateness
- Convention
- Cataloging

Out of the Box Capabilities

- ## Enable self-service provisioning

  There are 17 endpoints where Office 365 Groups can be provisioned

  You trust the end user will do the right thing

- ## Disable self-service provisioning

  Only Office 365 administrators can create Office 365 Groups

  By doing this, IT can be a bottleneck

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Office 365 + AIP P1

- Group creation permissions
- Enforce naming convention
- Usage Guidelines
- Specify classification

Docs: Manage who can create Office 365 groups | Populate groups dynamically based on object attributes | : Office 365 Groups Naming Policy

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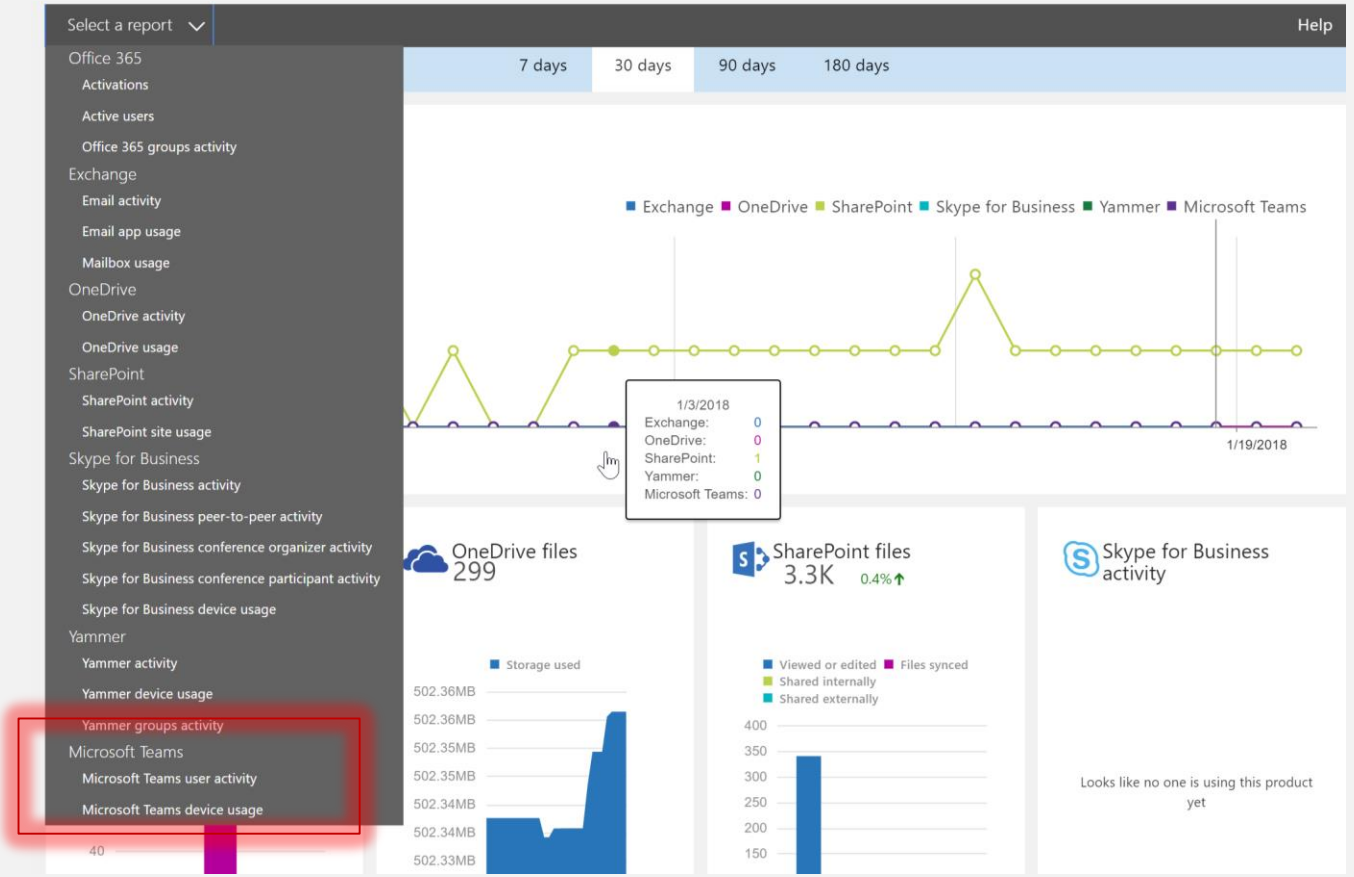
Govern Ongoing Management

- Monitor usage and adoption
- Ensure users aren't doing what they shouldn't
- Quota enforcement
- SharePoint governance

Out of the Box Capabilities

- **Manually configure**
  - User Permissions
  - Information structure
- **Usage Reporting**
- **Audit Reporting**



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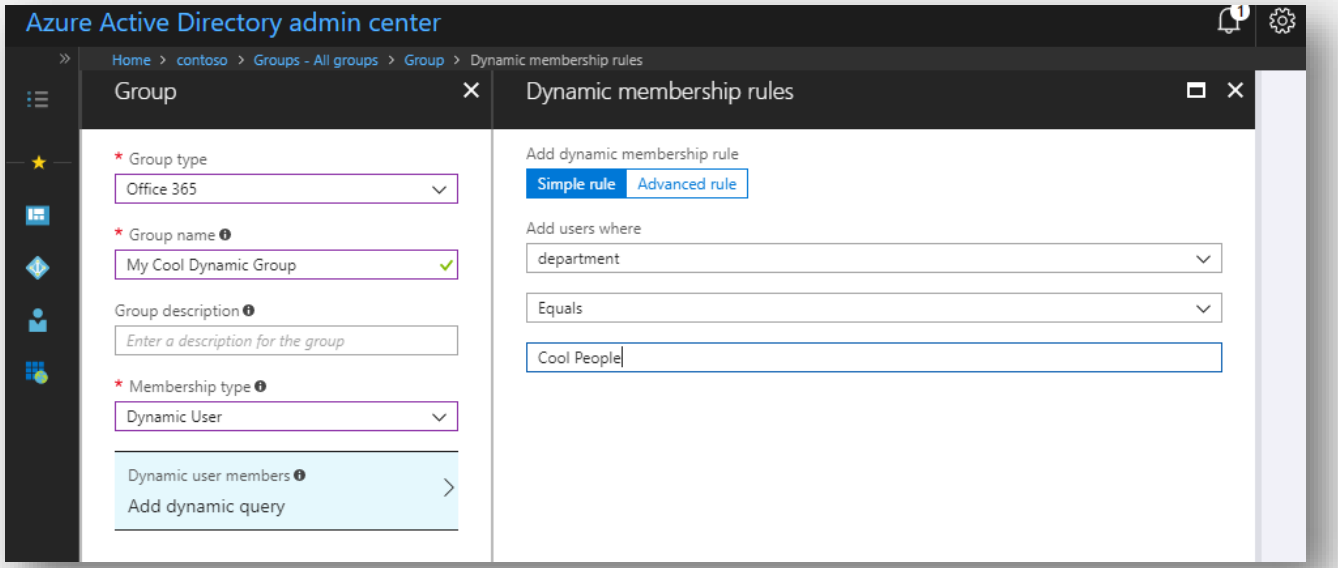
Office 365 + AIP P1

- ## Dynamic Membership

  Set Group permissions based on AAD attributes



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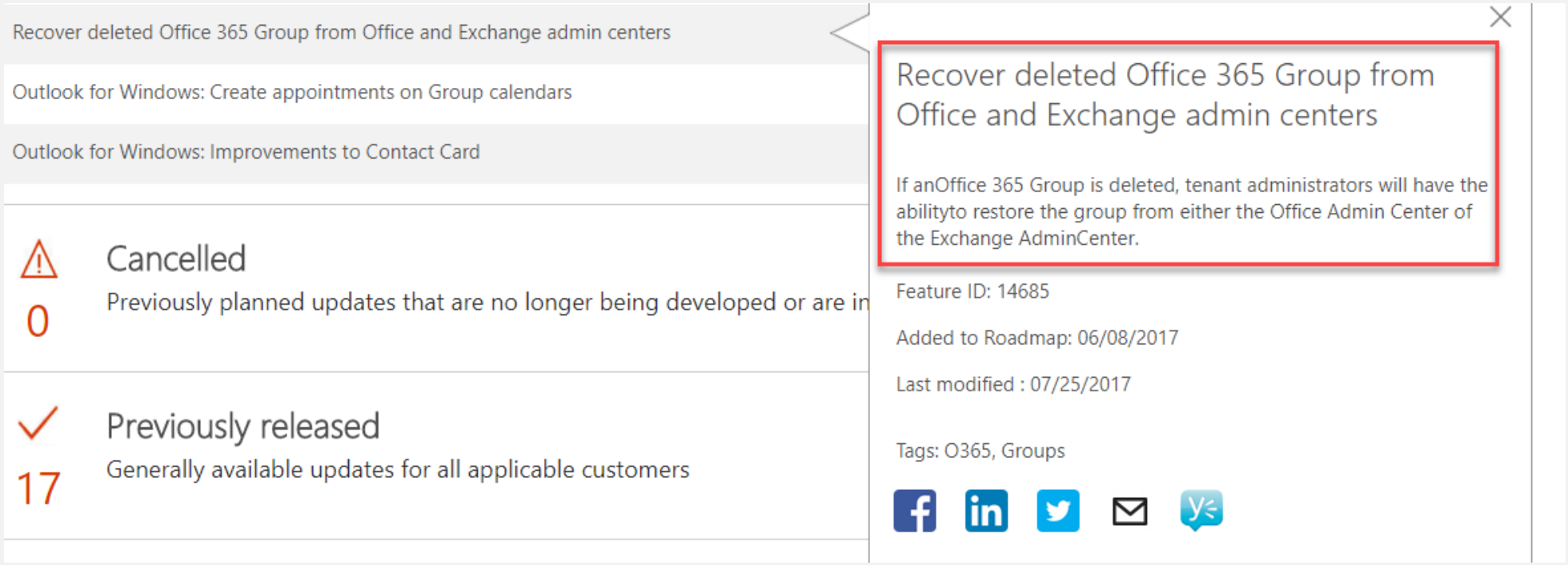
Govern Information Lifecycle

- Expiration
- Retention
- Policy enforcement

Out of the Box Capabilities

- Soft Delete/Restore



Documentation: Restore a deleted Office 365 Group

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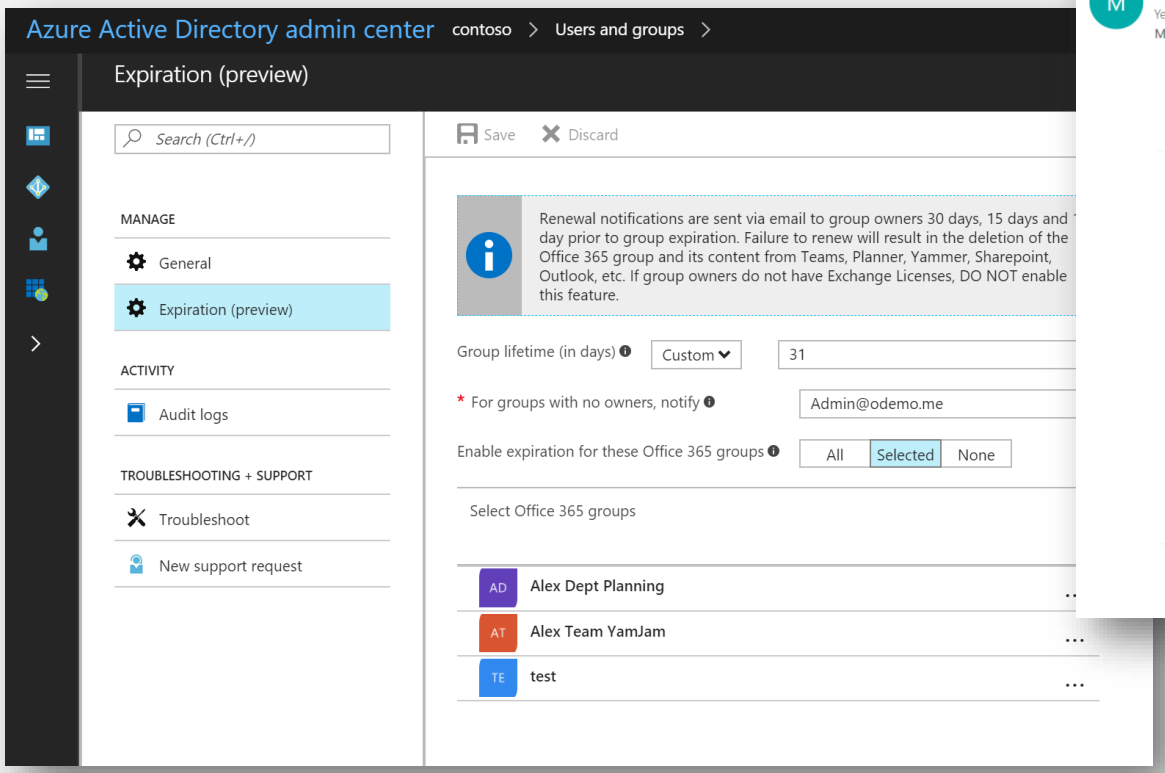
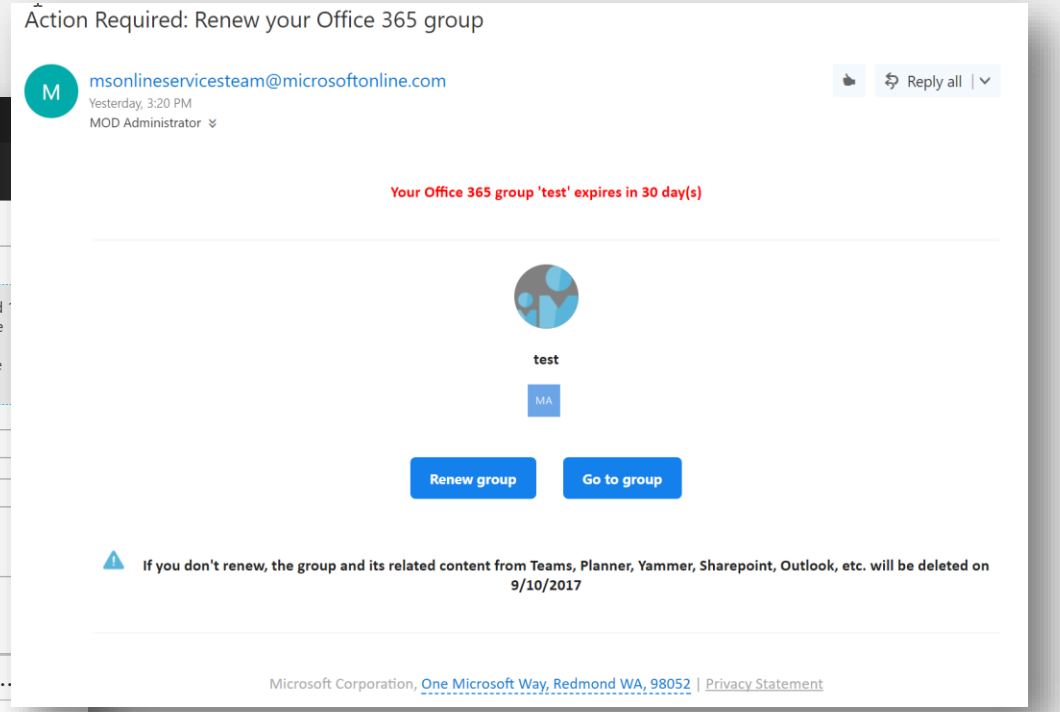
Office 365 + AIP P1

- Group Expiration





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What about retention of *content*?

O365 "Advanced Data Governance" can handle retention/expiration

Retention policies at the "Container" level

Retention Labels at the folder or item level

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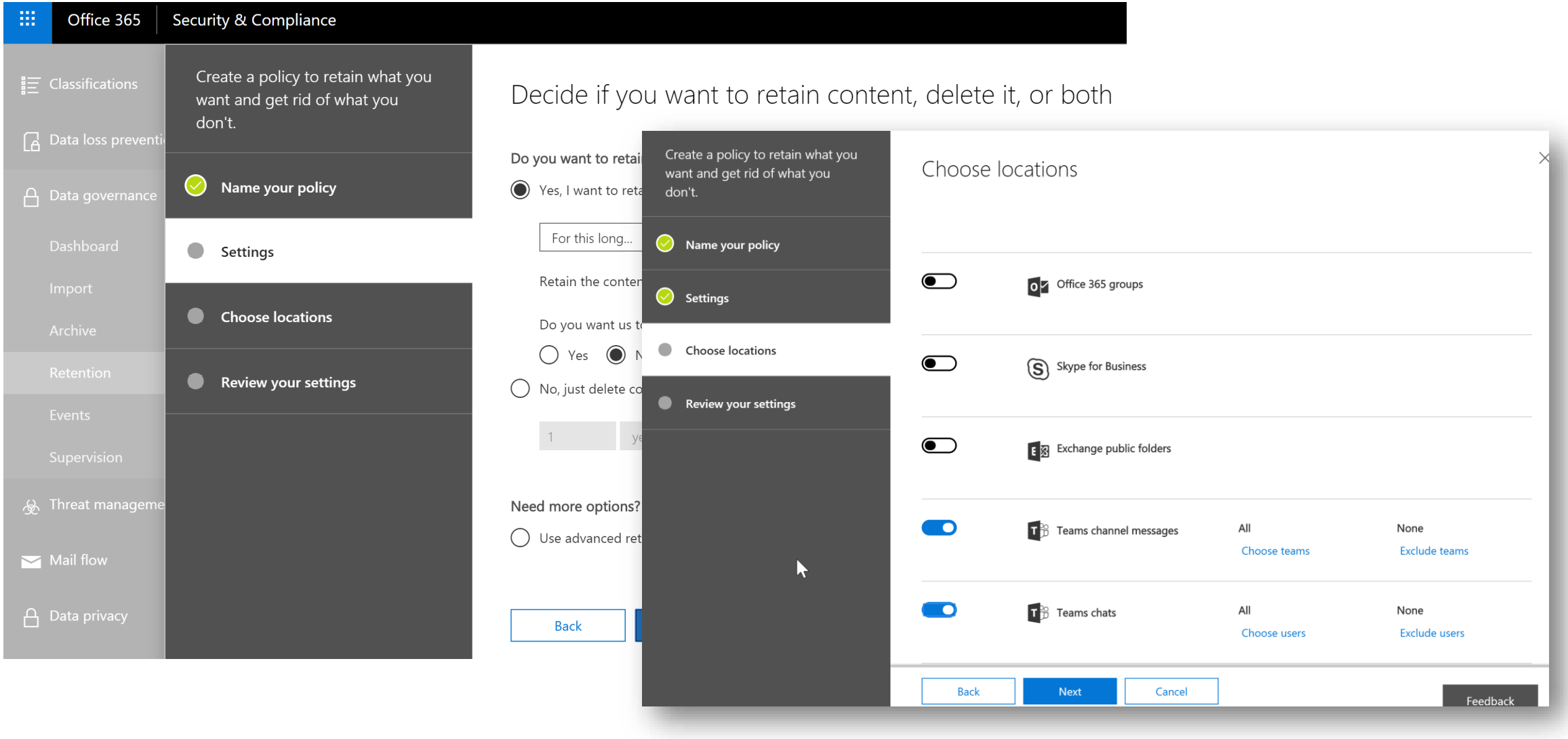
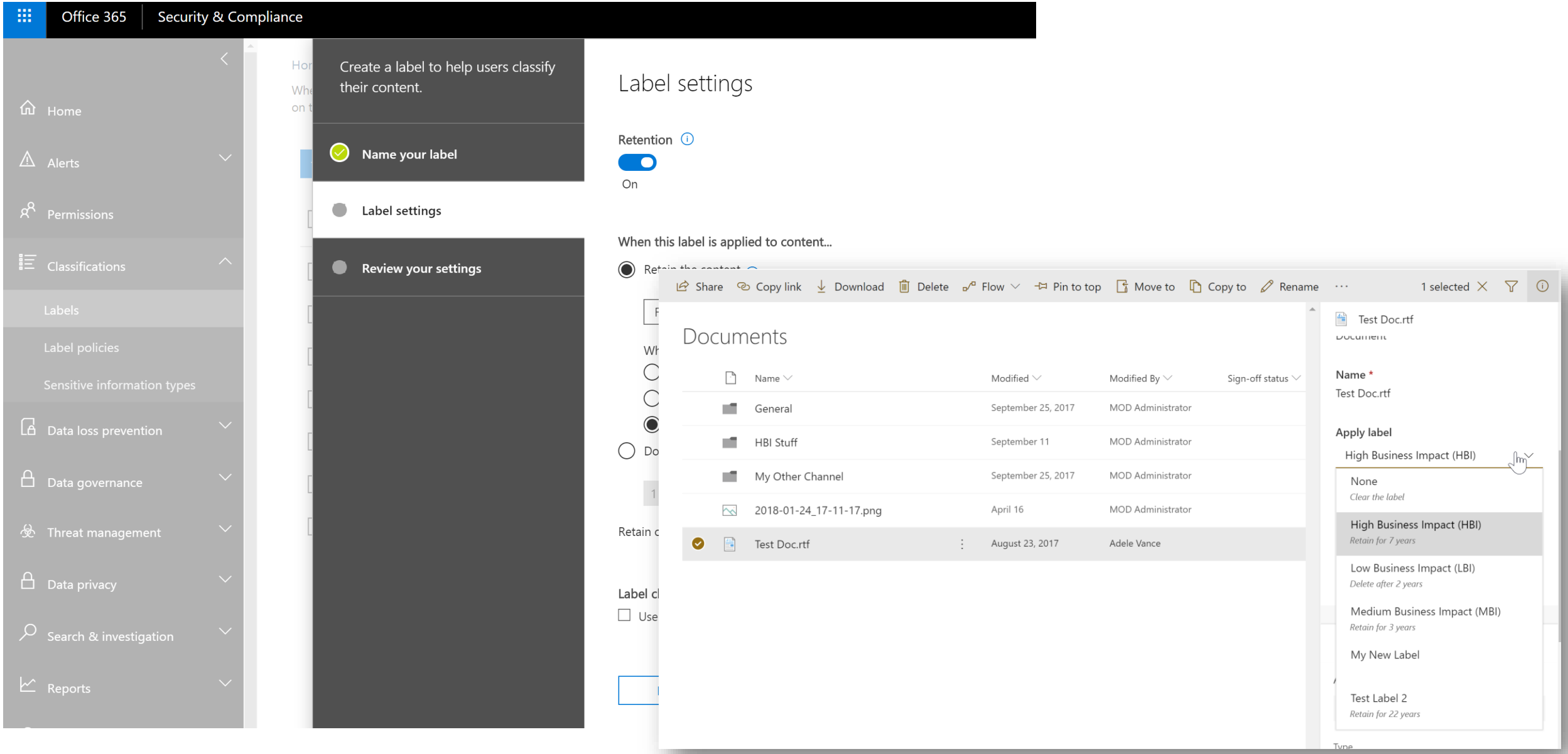
Using Retention Policies for Teams



Understanding O365 “Retention Labels”



Are these management controls enough?

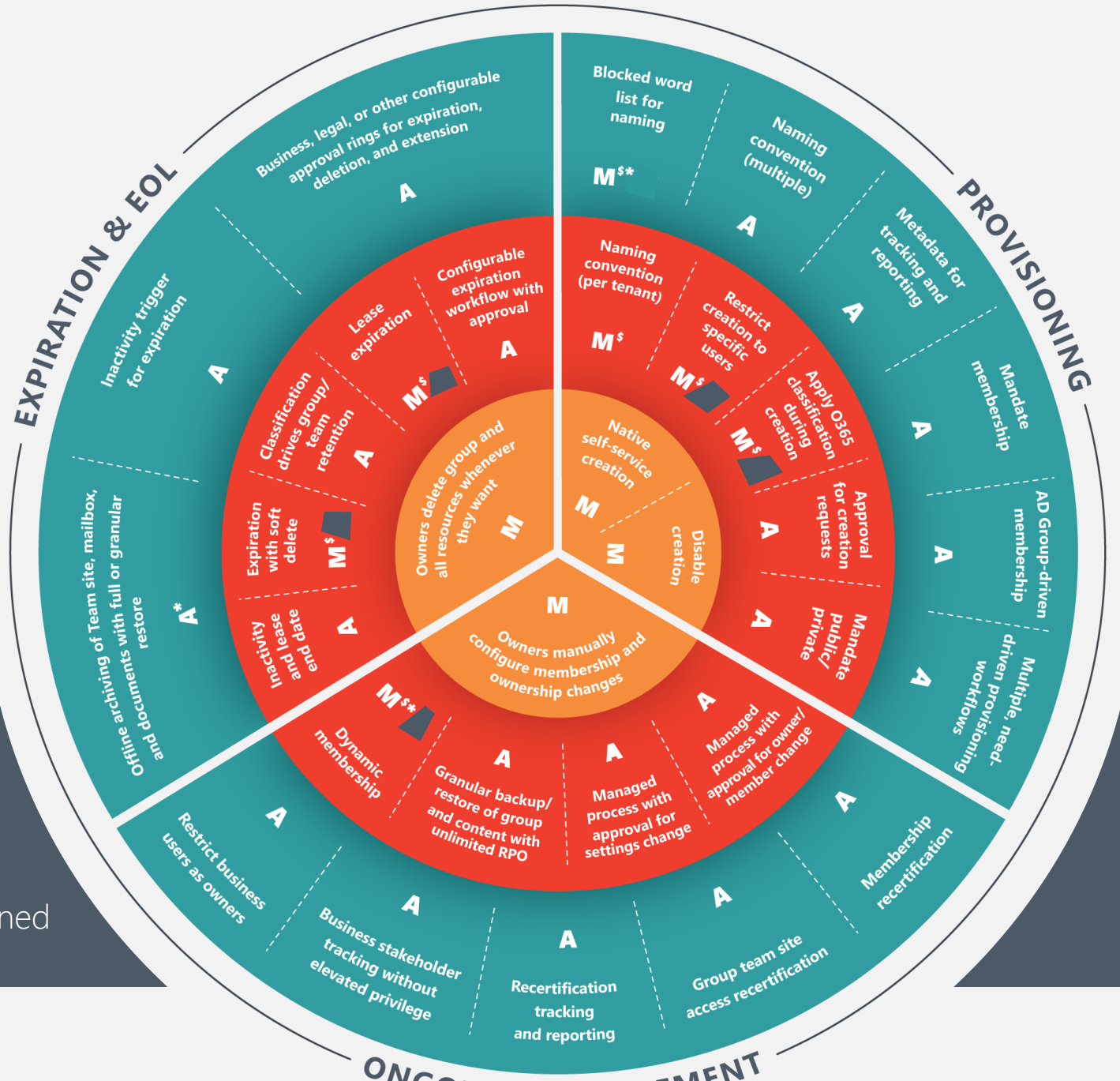
Right-Sizing Office 365 Governance

M Office 365 Feature $ Requires AAD Premium

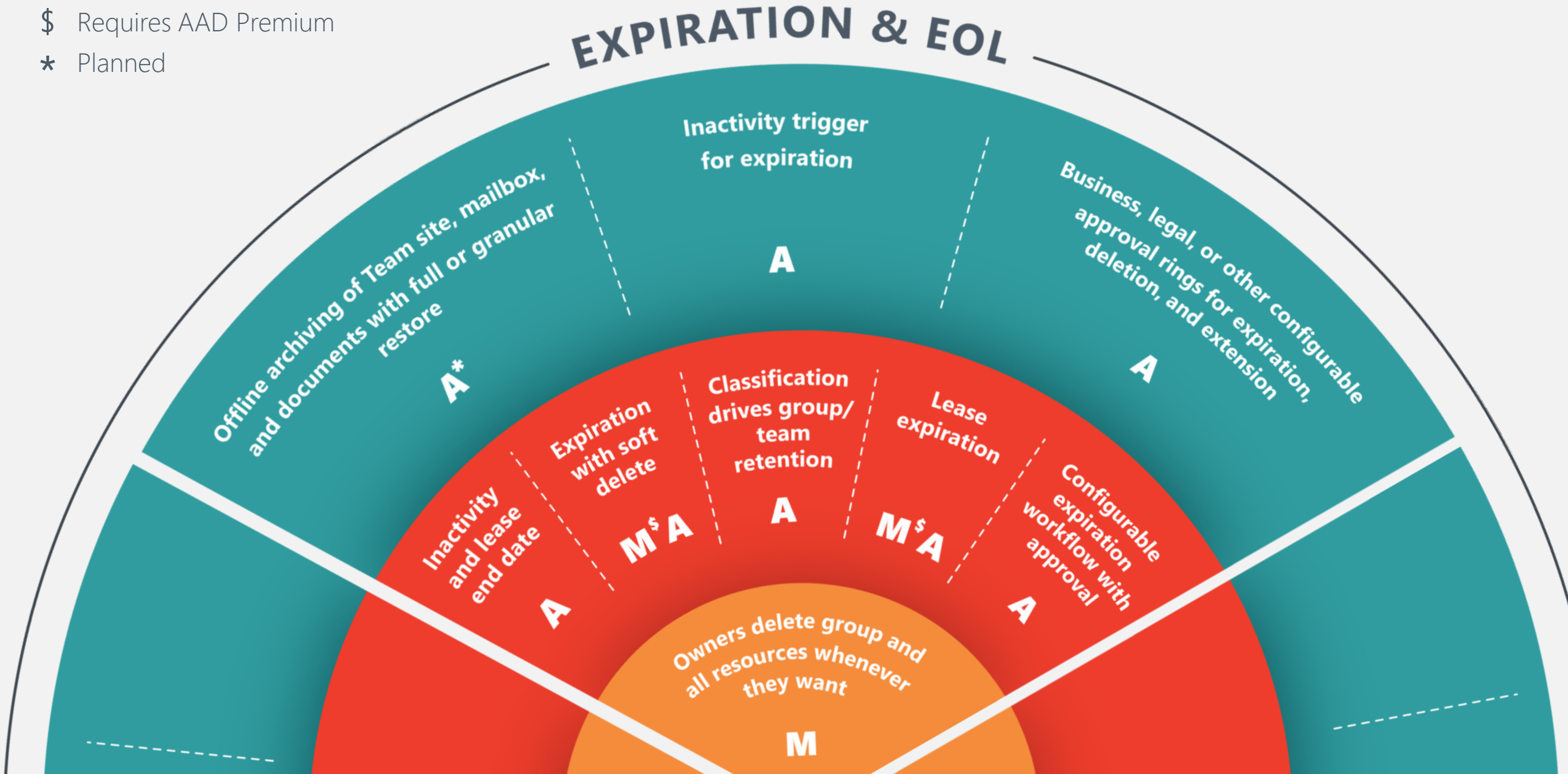
A AvePoint Feature * Planned

LEVELS OF GOVERNANCE:

Ungoverned Lightly Governed Fully Governed



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



Establish Sustainable Adoption Plan

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

Technology focused

- Lack of buy-in
- Unclear expectations
- Non-contextual
- What's in it for me?

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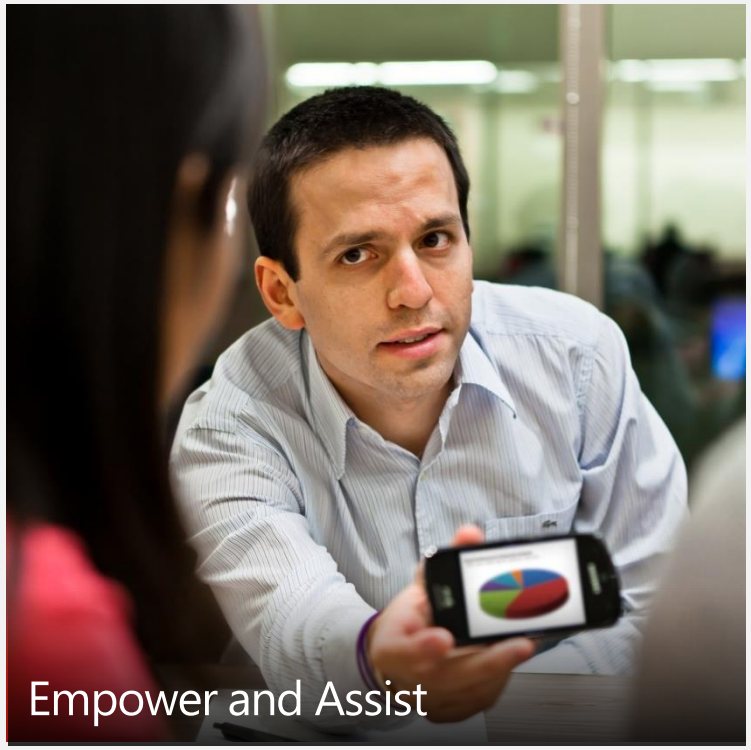
Goal: Drive Sustainable Adoption



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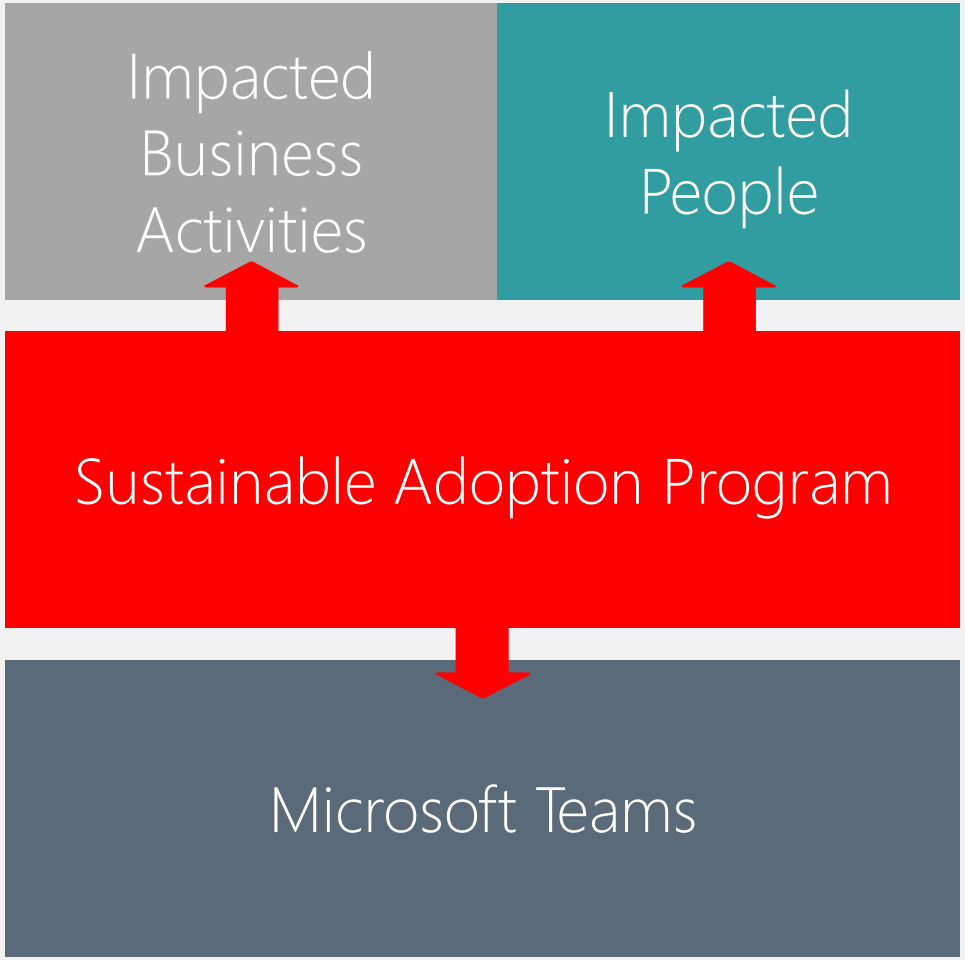
Sustainable Adoption Objectives



- 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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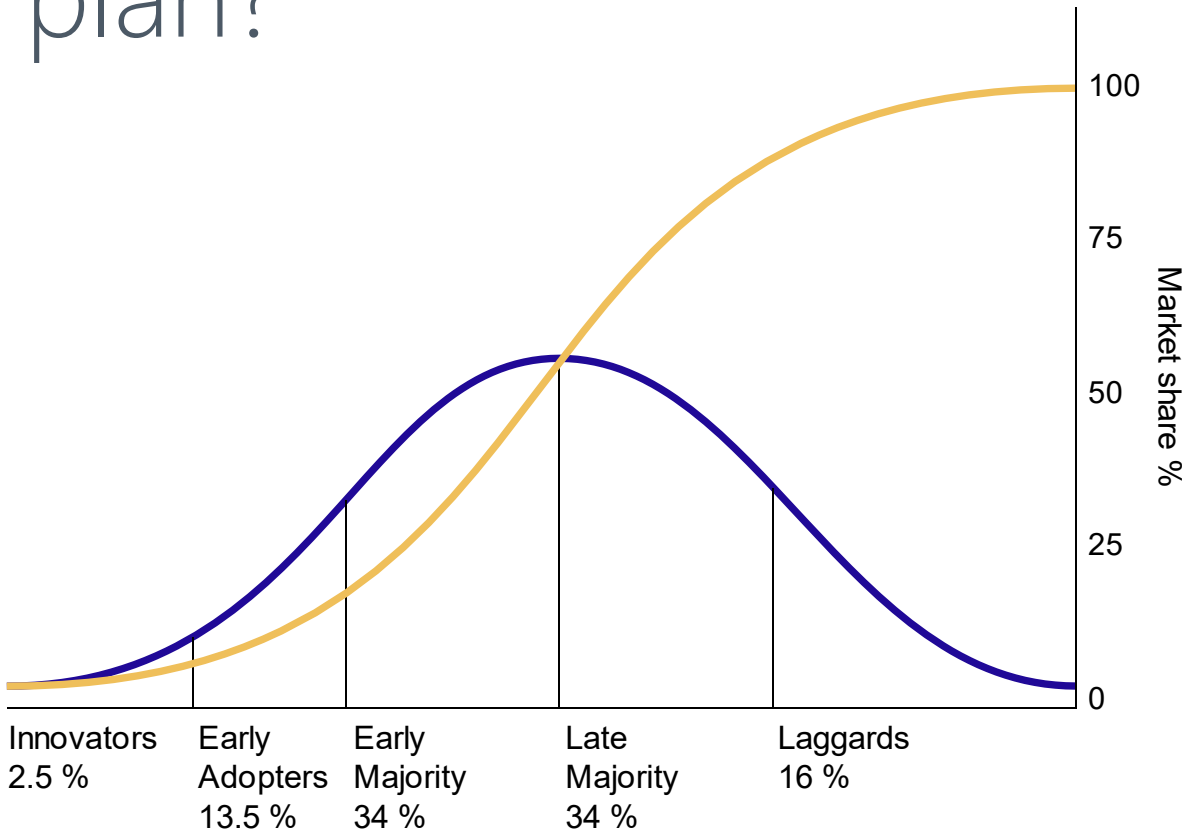
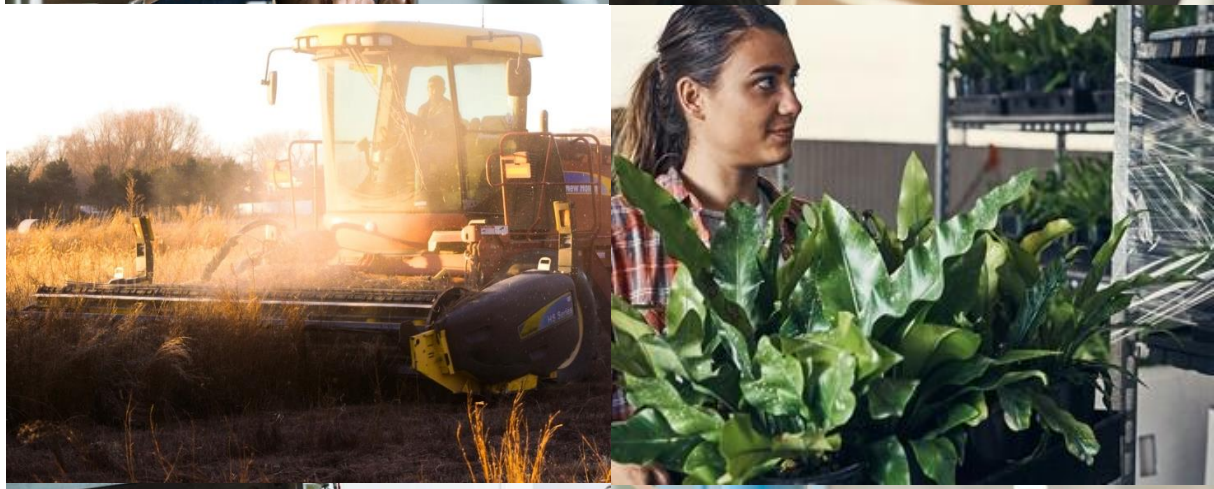
How do you create a sustainable adoption plan?



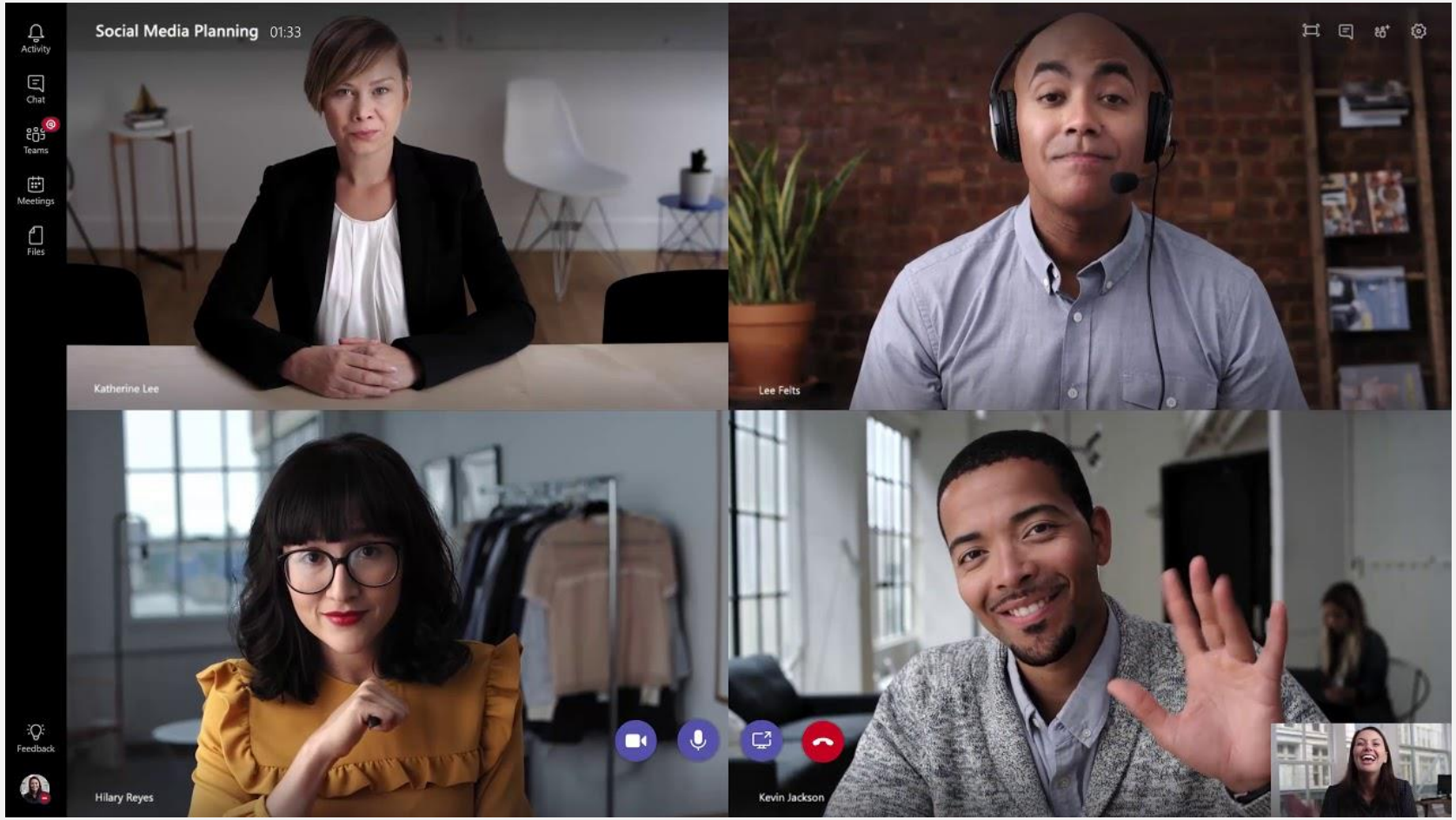
* Diffusion of Innovations by Everett Rogers



Step 1: Make it easy to do the right thing

- Specify rules of engagement
- Focus on business scenarios or initiatives
- Enforce & automate governance

Example: Make meetings better



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Example: Focus on Business Scenarios

Engineering, Research & Development

Share best practices across geographies

Operations, Manufacturing & Logistics

Improve and monitor business processes

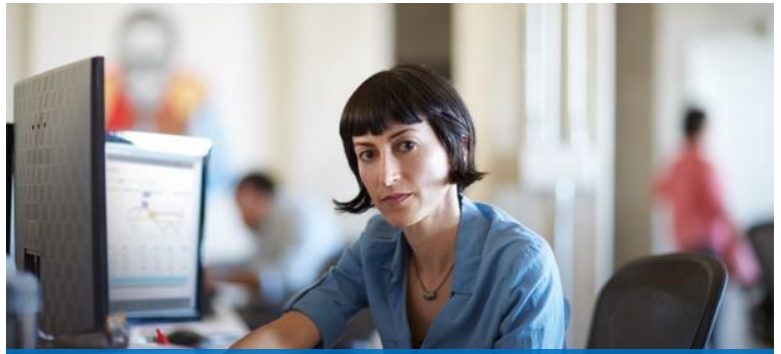
Sales, Marketing, PR & Communications

Align Sales and Marketing teams

HR & Legal Services

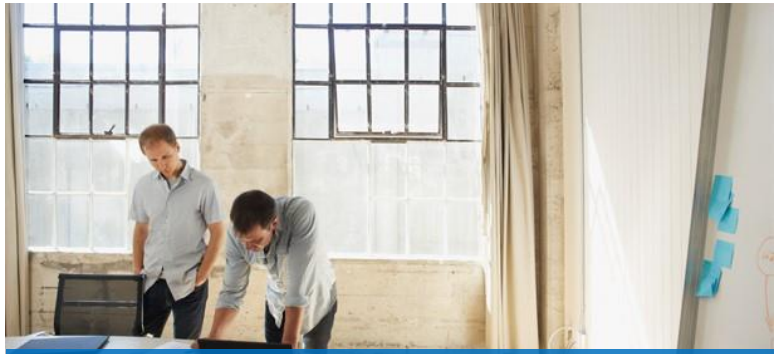
Gather & process forms from employees

Accounting, Finance & Procurement



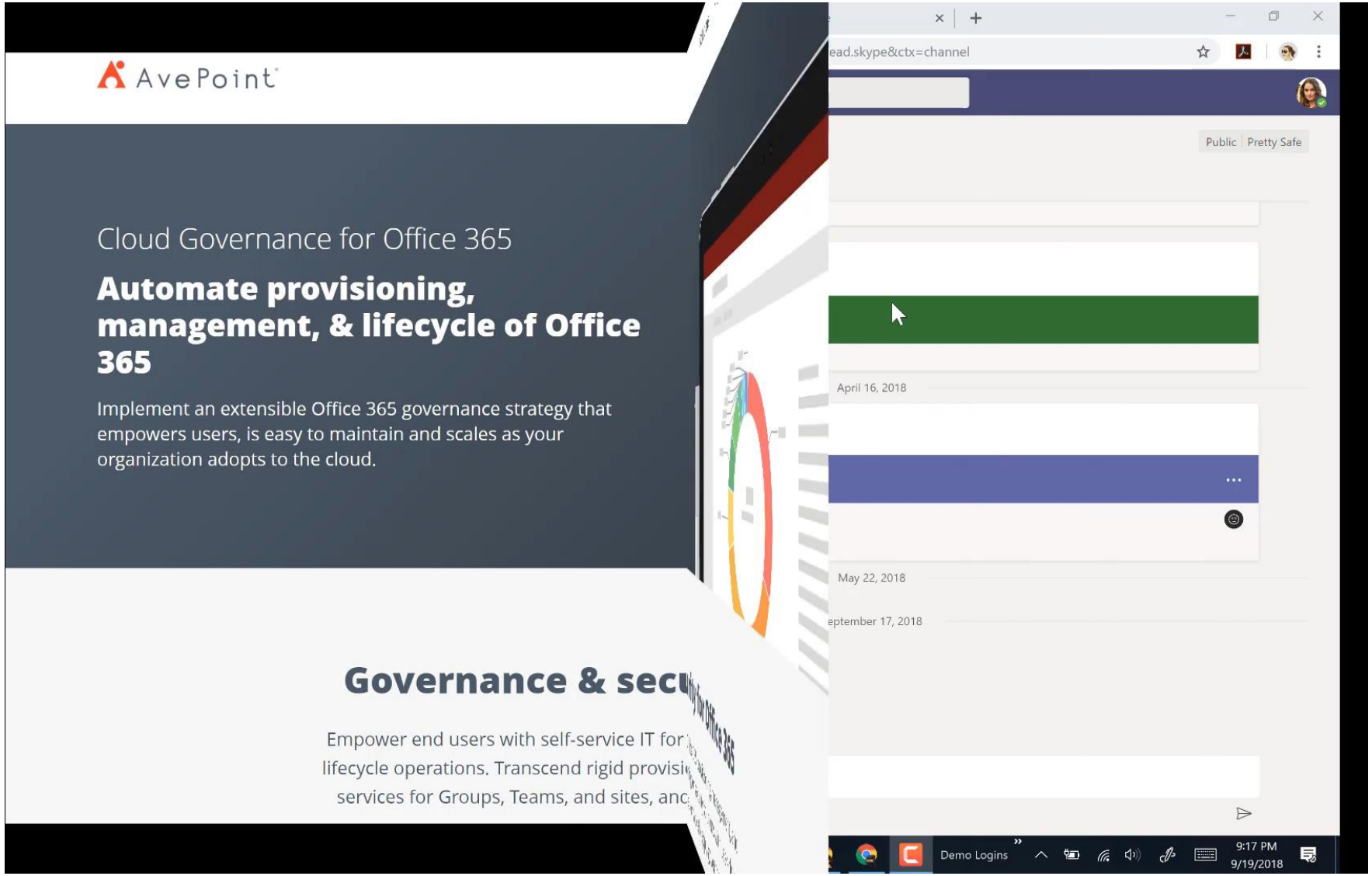
Pull data and build financial reports

Administration



Organize teams and manage calendars

Example: Govern Self-Service



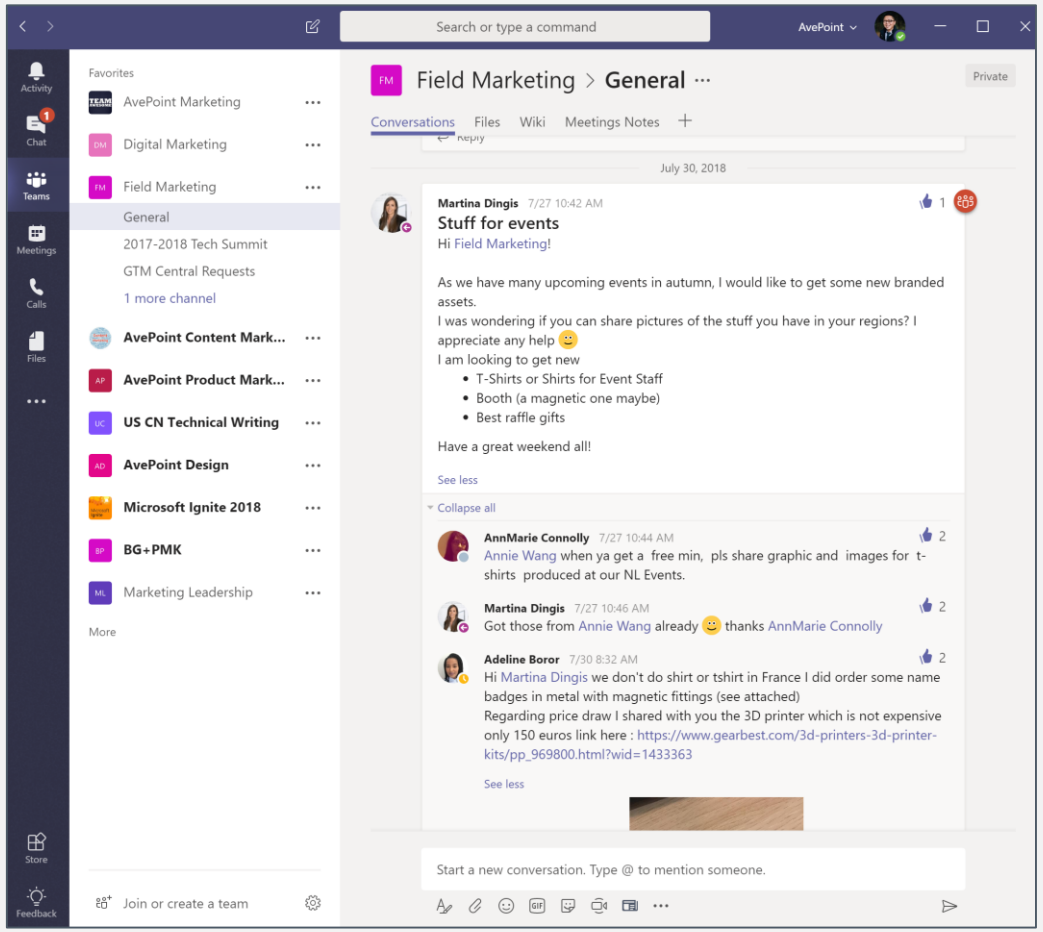
Step 2: Facilitate leadership buy-in

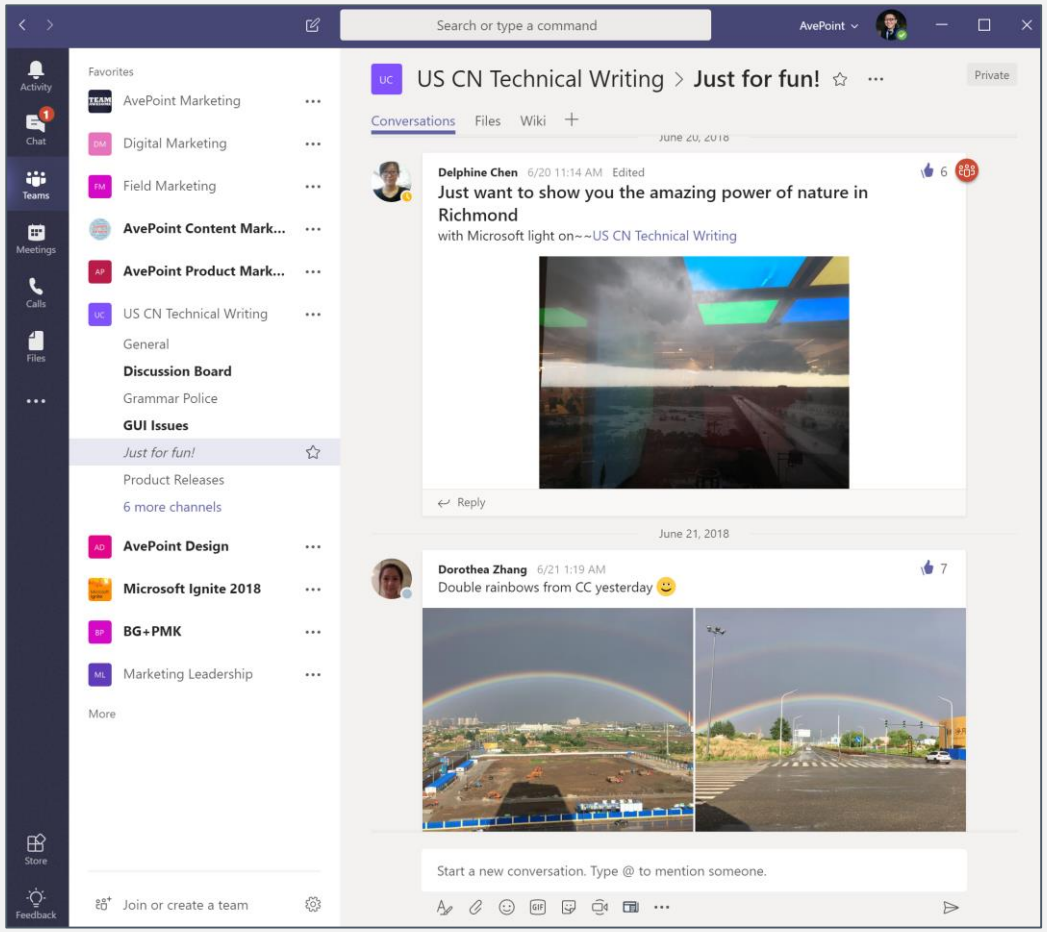
Highlight financial benefits

Demonstrate better transparency

Expedite organizational agility

Example: Global team collaboration





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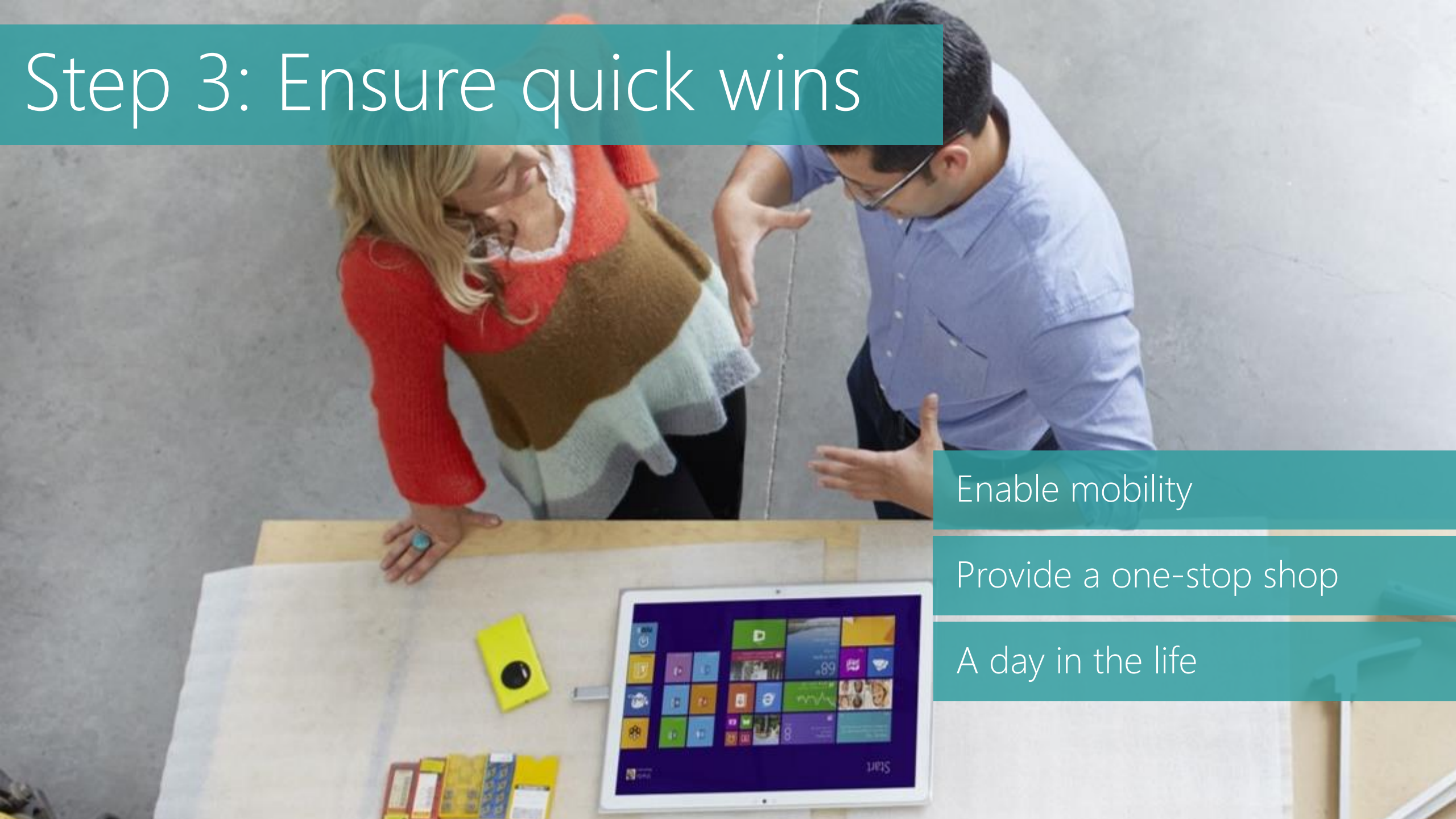
Step 3: Ensure quick wins

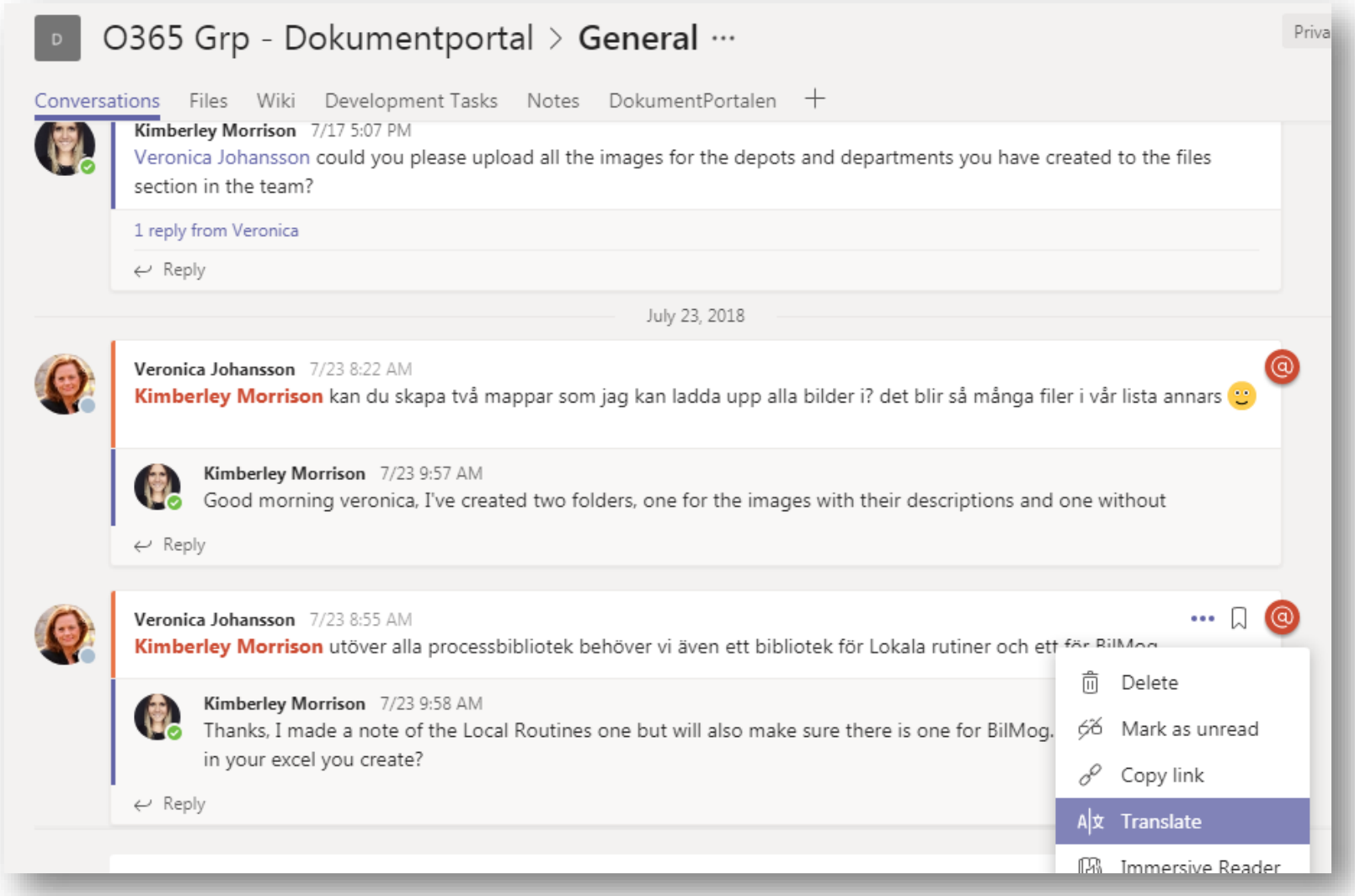


Enable mobility

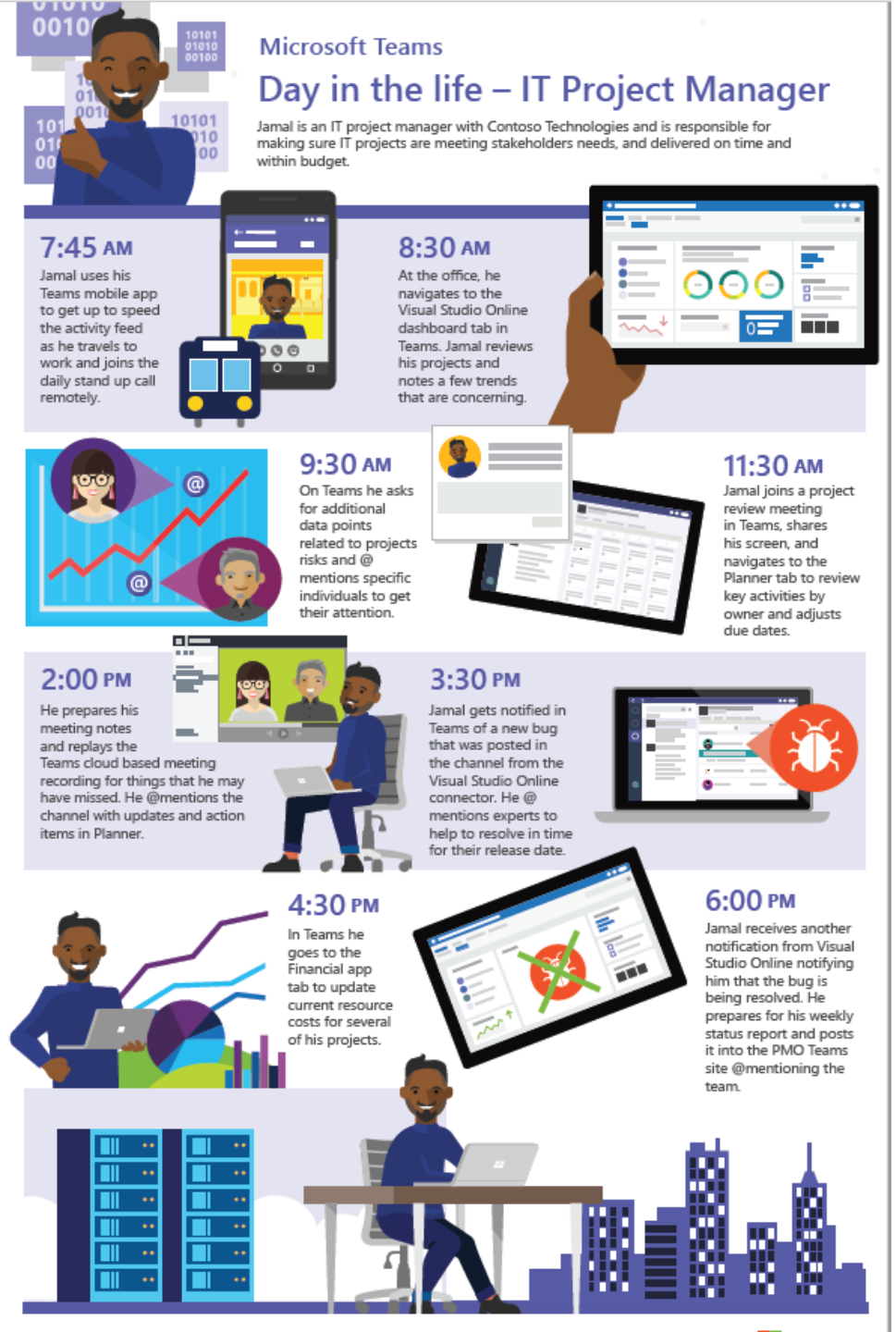
Provide a one-stop shop

A day in the life

Example: Real time translation



Example: Mobile Access



Example: A Day in the Life

Make it relevant to their role

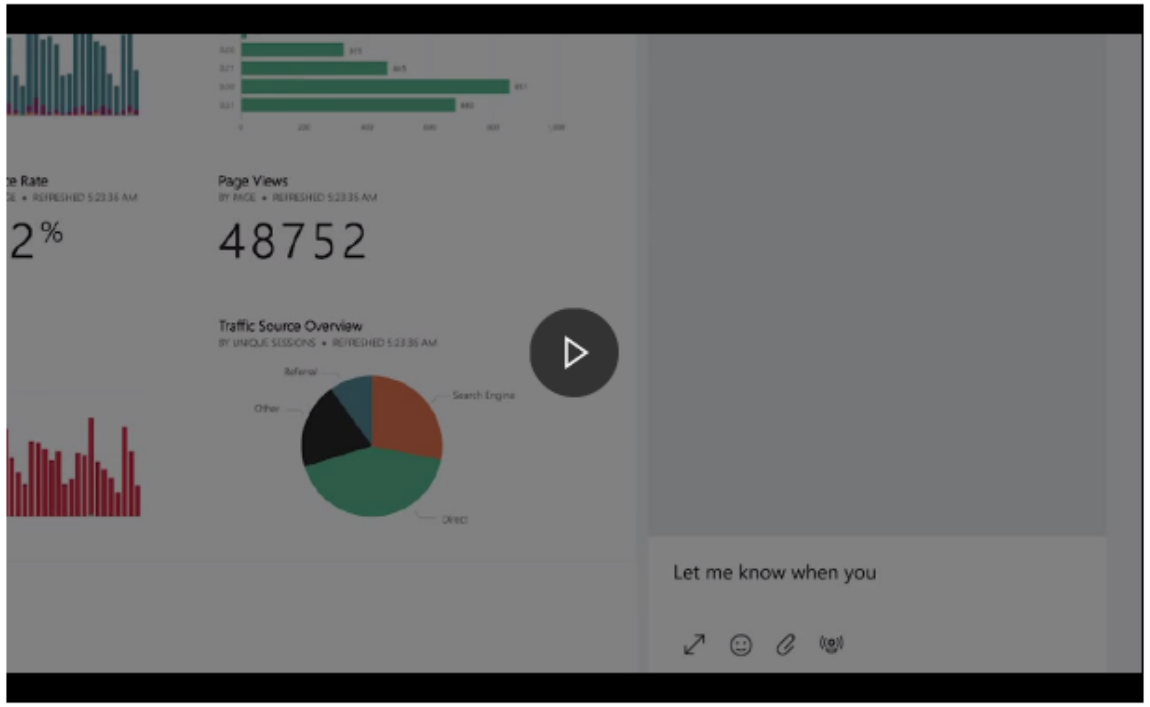
Step 4: Develop Contextual Learning

- Use case driven
- On-demand
- Always have a call to action

Example: Microsoft Teams for Sales

Bring together content, people, and tools in one place

As a sales manager, you work with many different tools and people. **Microsoft Teams** is a digital, chat-based workspace for today's teams. After setting up a group in a Teams channel, you can email the entire channel, send attachments, and receive notifications from all posts in a channel. Channels bring together chat, content, people, and tools in one place so everyone has instant access to everything they need. You can set up different groups for specific workflows like account transitions or customer feedback.



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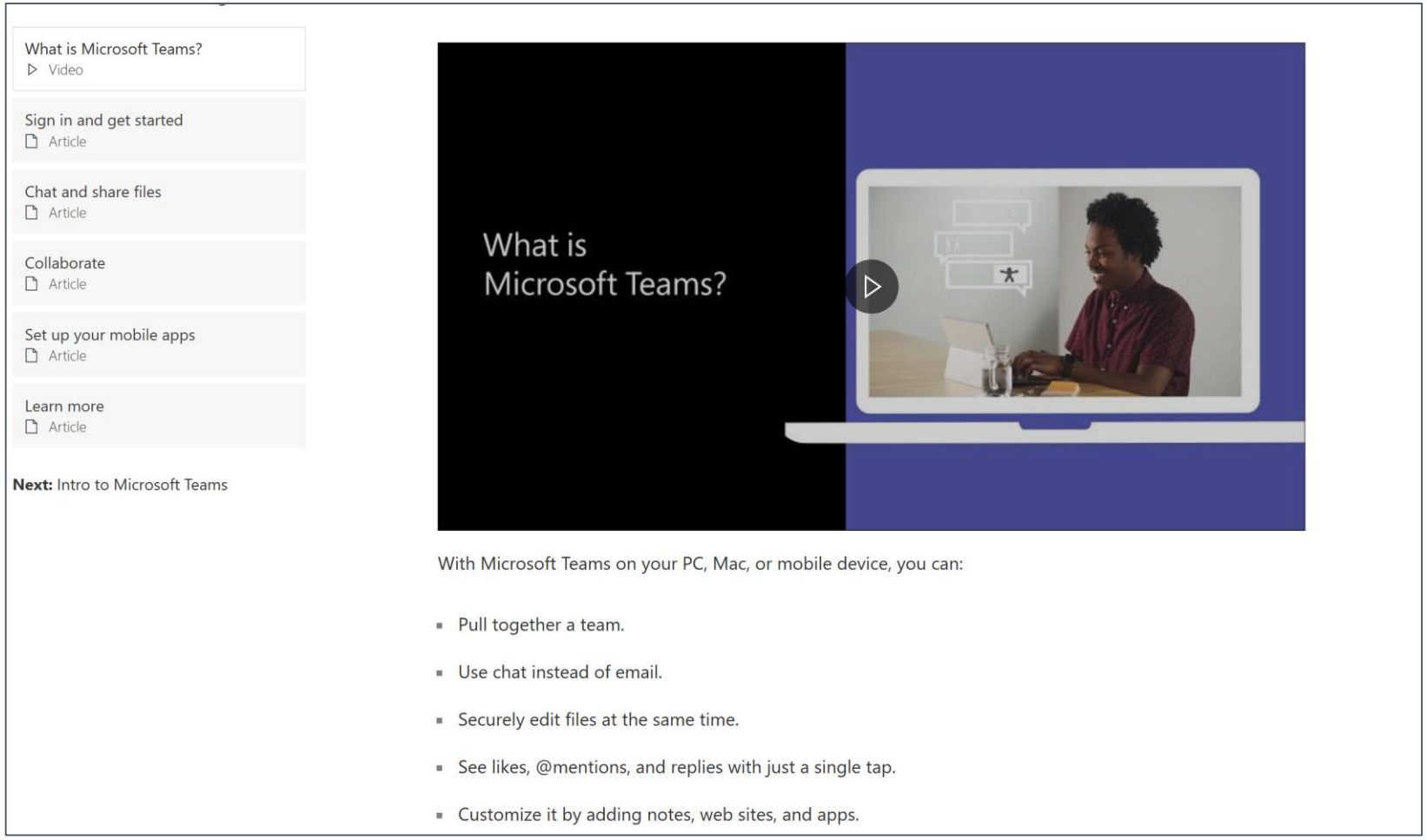
Example: On-Demand Learning



[Video Training: What is Microsoft Teams?]

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…

- AUTOMATICALY 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

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Free eBook

When to Use and How to Manage Microsoft Teams & Office 365 Groups

- Chapter 1: What are Office 365 Groups?
- Chapter 2: What is Microsoft Teams?
- Chapter 3: What collaboration tool should I use when?
- Chapter 4: Top 3 concerns for Office 365 admins and how to alleviate them

Free Download ›

avepoint.com/resources

Step 5: Create Your 90 Day Plan

- Identify specific use cases
- Conduct pilot
- Launch company wide

Example: Business Use Case

Employee Onboarding

Bring new employees into the department's team from day one and provide a real-time resource of information. Help new employees get up to speed as quickly as possible.

Issue

We currently have a formal onboarding process to inform new employees of processes and resources, however there are limited opportunities to educate them about our departmental culture and create a sense of inclusiveness.

Solution

Bring employees onto Microsoft Teams on their first day at the organization. By creating early adoption, employees are more likely to participate in conversations – and do so more frequently - and will be more informed at an early stage in their tenure. Employees will also be able to see conversations that happened prior to their start date, to speed up their awareness.

Benefits

- Increase adoption
- Convey department culture and benefits to employees early on
- Live FAQs for new employees
- Historically searchable

Success Metrics

- Use of Microsoft Teams by new employees
- Employee survey response after 90 days

Owner & Timeline

- HR team and Departmental Managers
- Before Summer 2019 hiring season

Example: 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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Drive Adoption Success

IT Can You Handle This?

Business Engagement

Drive Adoption

Support & Maintenance

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Engage Key Business Groups

Corporate Communications

Human Resources

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Facilitate Governed Empowerment

Draconian IT Control

X

Governed Empowerment

Wild Wild West Chaos

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Establish Scalable Support

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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

Ensure sustainable adoption

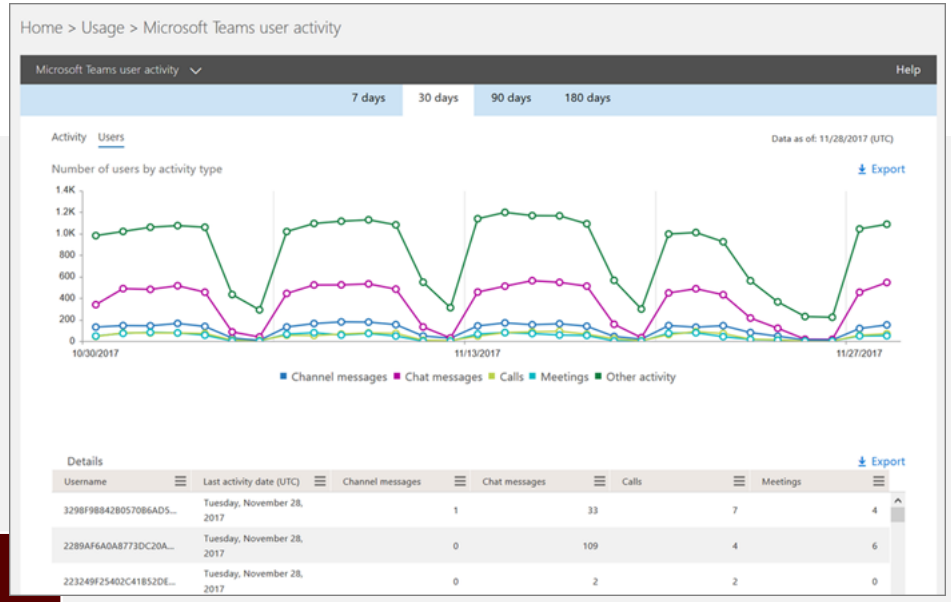
Consistently gather feedback

Regular learning activities

Introduce relevant new features

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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What We Covered

Modern Workplace Today

Why Microsoft Teams?

Right Sizing Governance

Establish Sustainable Adoption Plan

Drive Adoption Success

#shifthappens

DIGITAL TRANSFORMATION

FROM THE TRENCHES

Washington, D.C. | June 12-13, 2019

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
תודה	多謝晒	дякую	Ďakujem	

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