

ADM203: Office 365- Rolling out without getting rolled over

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Introductions...



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If all else fails: <http://johnpeluso.me>



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Where we're going...

- Gatekeeper or gardener?
- When did THAT change?
- What you *can* control
- Knowledge is power
- Crafting a “sustainable adoption” plan



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Office 365's rapid innovation through the eyes of...



Microsoft



Compliance



IT

It's up to YOU to balance this out...



Restore confidence

- Users need predictability
- Compliance wants assurance there is a plan

Maximize your ROI

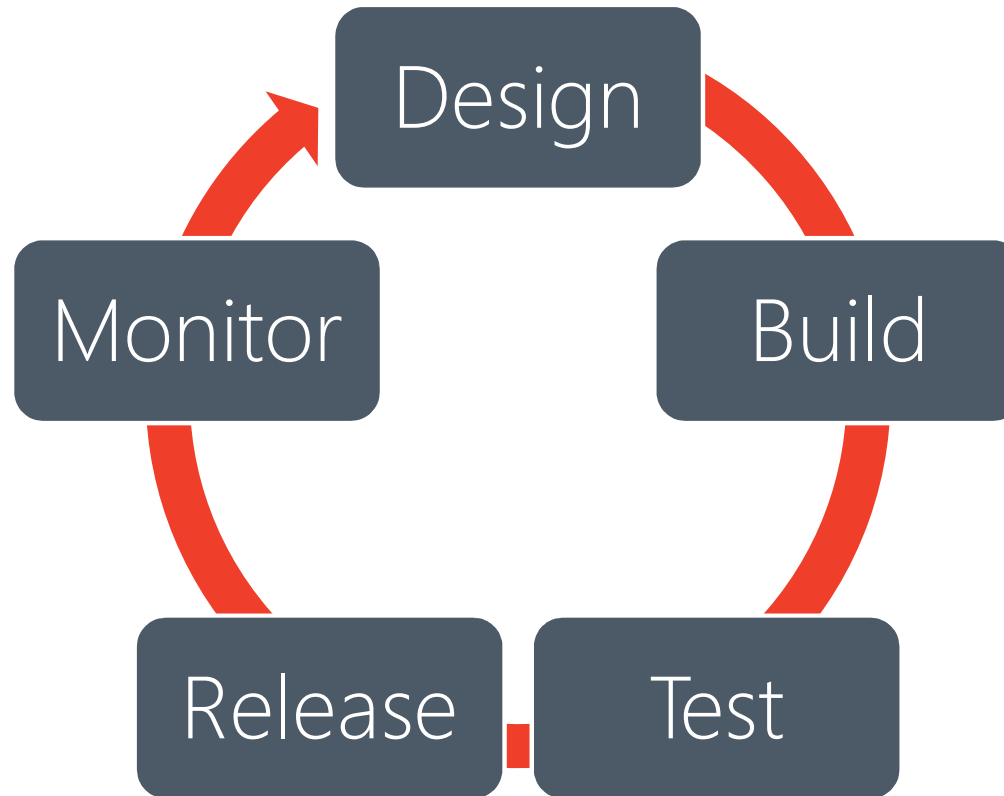
- Sustainable adoption of new AND better ways of working WILL move the needle for your business

Get in front of it

- Fail to plan, plan to fail
- Facilitate the vision
- Know where the sharp edges are before the slice

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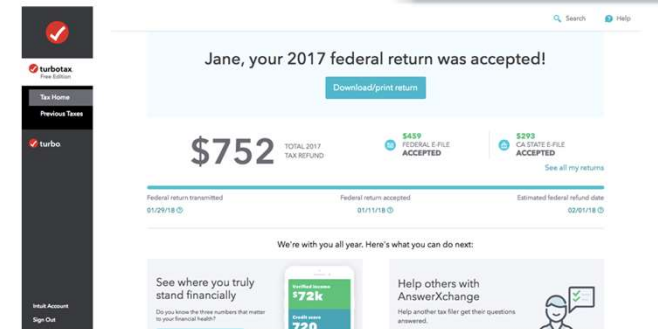
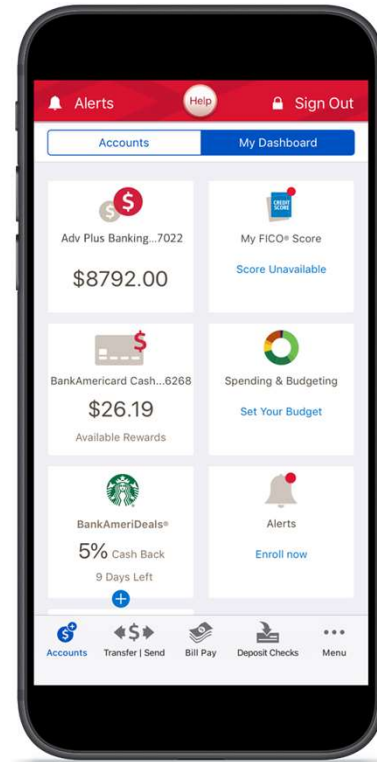
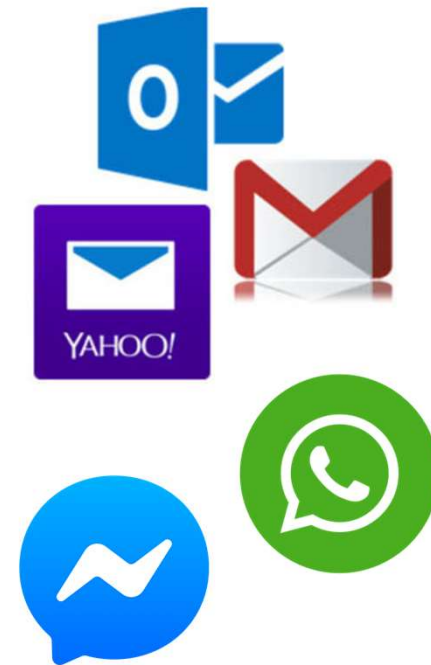
It's a SaaS world...



Before we complain... an inward glance...



Blame it on the clouds...



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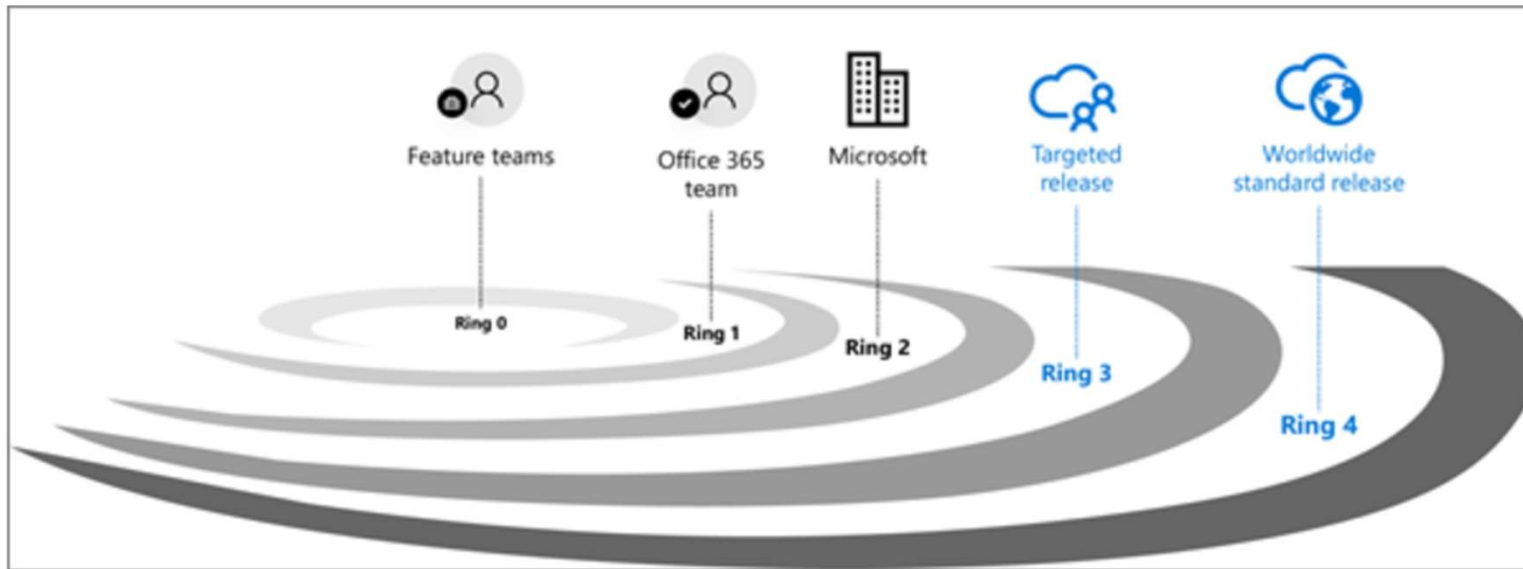
So
what's
the
take-
away?



Understanding your rollout options



Microsoft releases O365 features in “rings”



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The options for Office 365 *desktop* are slightly different...

Update channel	Primary purpose	How often updated with new features	Default update channel for the following products
Monthly Channel	Provide users with the newest features of Office as soon as they're available.	Monthly	Visio Online Plan 2 (previously named Visio Pro for Office 365) Project Online Desktop Client Office 365 Business, which is the version of Office that comes with some Office 365 plans, such as Business Premium.
Semi-Annual Channel	Provide users with new features of Office only a few times a year.	Every six months, in January and July	Office 365 ProPlus
Semi-Annual Channel (Targeted)	Provide pilot users and application compatibility testers the opportunity to test the next Semi-Annual Channel.	Every six months, in March and September	None

Setting up your “pilot” groups...

Recommendations

- > 300 user orgs should consider having only a subset of users on “targeted” release
- Target for “target” should be IT *AND* power users across depts
- Use this group for O365, Desktop and Application evaluation



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Equipping your pilot groups

The screenshot displays the Microsoft 365 Admin Center interface. On the left, the 'Active users' section shows a list of users with columns for Display name, Username, and Licenses. Adele Vance is highlighted. On the right, the user profile for Adele Vance is shown, including her name, photo, and a 'Sign in allowed' status. Below the profile, the 'Licenses and Apps' tab is active, showing a list of licenses and apps assigned to the user.

Display name	Username	Licenses
Adele Vance	AdeleV@M365x758037.OnMicrosoft.com	Office 365 E5, Enterprise Mobility + Security E5
Alex Wilber	AlexW@M365x758037.OnMicrosoft.com	Office 365 E5, Enterprise Mobility + Security E5
Allan Deyoung	AllanD@M365x758037.OnMicrosoft.com	Office 365 E5, Enterprise Mobility + Security E5
Bianca Pisani	BiancaP@M365x758037.OnMicrosoft.com	Unlicensed
Brian Johnson (TAILSPIN)	BrianJ@M365x758037.OnMicrosoft.com	Unlicensed
Cameron White	CameronW@M365x758037.OnMicrosoft.com	Unlicensed
Christie Cline	ChristieC@M365x758037.OnMicrosoft.com	Office 365 E5, Enterprise Mobility + Security E5
Conf Room Adams	Adams@M365x758037.OnMicrosoft.com	Unlicensed
Conf Room Baker	Baker@M365x758037.OnMicrosoft.com	Unlicensed
Conf Room Crystal	Crystal@M365x758037.OnMicrosoft.com	Unlicensed
Conf Room Hood	Hood@M365x758037.OnMicrosoft.com	Unlicensed
Conf Room Rainier	Rainier@M365x758037.OnMicrosoft.com	Unlicensed
Conf Room Stevens	Stevens@M365x758037.OnMicrosoft.com	Unlicensed
Debra Berger	DebraB@M365x758037.OnMicrosoft.com	Office 365 E5, Enterprise Mobility + Security E5
Della Dennis	DellaD@M365x758037.OnMicrosoft.com	Unlicensed
Diego Siciliani	DiegoS@M365x758037.OnMicrosoft.com	Office 365 E5, Enterprise Mobility + Security E5
Emily Braun	EmilyB@M365x758037.OnMicrosoft.com	Office 365 E5, Enterprise Mobility + Security E5

Adele Vance
Sign in allowed
Change photo

Account Devices **Licenses and Apps** Mail OneDrive

Select location
United States

Licenses (5)

- ☒ Enterprise Mobility + Security E5
2 of 25 licenses available
- ☐ Microsoft Flow Free
9998 of 10000 licenses available
- ☐ Office 365 E3
24 of 25 licenses available
- ☒ Office 365 E5
1 of 25 licenses available
- ☐ Windows 10 Enterprise E3
23 of 25 licenses available

Apps (39)

Show apps for:
All licenses

- ☒ Audio Conferencing
Office 365 E5
- ☒ Azure Active Directory Premium P1
Enterprise Mobility + Security E5
- ☒ Azure Active Directory Premium P2
Enterprise Mobility + Security E5
- ☒ Azure Advanced Threat Protection
Enterprise Mobility + Security E5

Technology steps

- Set release ring preferences
- Set user-level app access

Support your pilot group

- Establish communication/feedback strategy (Teams is a perfect vehicle)
- Establish an education strategy (Consider Office 365 Champions program)

<https://www.microsoft.com/en-us/microsoft-365/success/champions>

Additional workload-level controls

Tenant level
controls

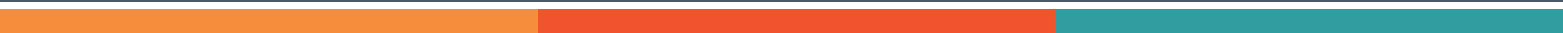
In-workload
admin settings

The screenshot displays the Microsoft 365 admin center interface. The left sidebar shows the navigation menu with categories like Home, Users, Groups, Resources, Billing, Support, and Settings. The main content area is titled 'Services & add-ins' and lists various services such as Azure multi-factor authentication, Bookings, Calendar, Cortana, Directory Synchronization, Dynamics 365 AI for Sales - Analytics, Dynamics 365 AI for Sales - Connection Graph, Dynamics CRM, Integrated Apps, Mail, and Microsoft Azure Information Protection. A blue 'Admin' button is visible. Below the 'Admin' button, a secondary menu shows options like Home, Sites, Active sites, Deleted sites, Policies, Sharing, Access control, Settings, Advanced, API management, Classic SharePoint admin center, OneDrive admin center, and Data migration. The right side of the interface shows the 'Sharing' settings page, which includes a slider for 'External sharing' (ranging from 'Most permissive' to 'Least permissive') and a section for 'Advanced settings for external sharing' with checkboxes for 'Limit external sharing by domain', 'Guests must sign in using the same account to which sharing invitations are sent', and 'Allow guests to share items they don't own'. The bottom of the page features a footer with the text '@JohnConne'.

Demo: Setting release ring options and configuring pilot groups



Understanding what's coming



Tune into the messages coming from the mother ship and get insight to ...

How Microsoft is THINKING

- User Voice: <https://office365.uservoice.com/>

What Microsoft (and others) are SAYING

- Ignite On-Demand Sessions: <https://myignite.techcommunity.microsoft.com/videos>
- Tech Community <https://techcommunity.microsoft.com/>
- Microsoft 365 Roadmap (<https://www.microsoft.com/en-us/microsoft-365/roadmap?rtc=1&filters=>)

What Microsoft is DOING

- O365 Message Center: <https://admin.microsoft.com/AdminPortal/Home#/MessageCenter>

Creating a “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



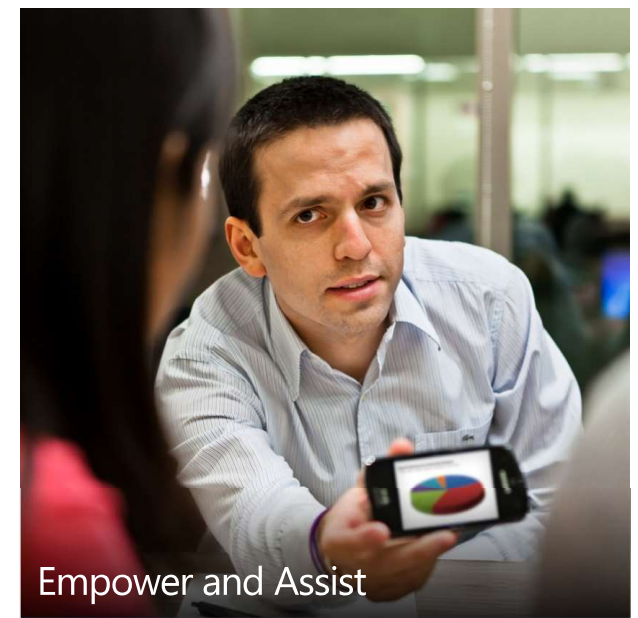
Lack of buy-in

Unclear expectations

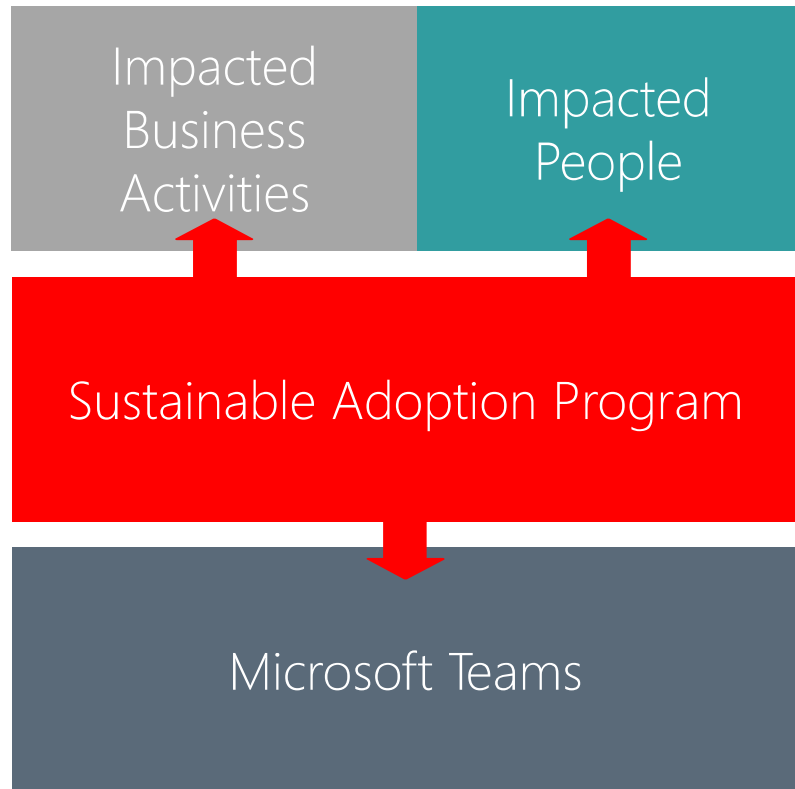
Non-contextual

What's in it for me?

Goal: Drive Sustainable Adoption

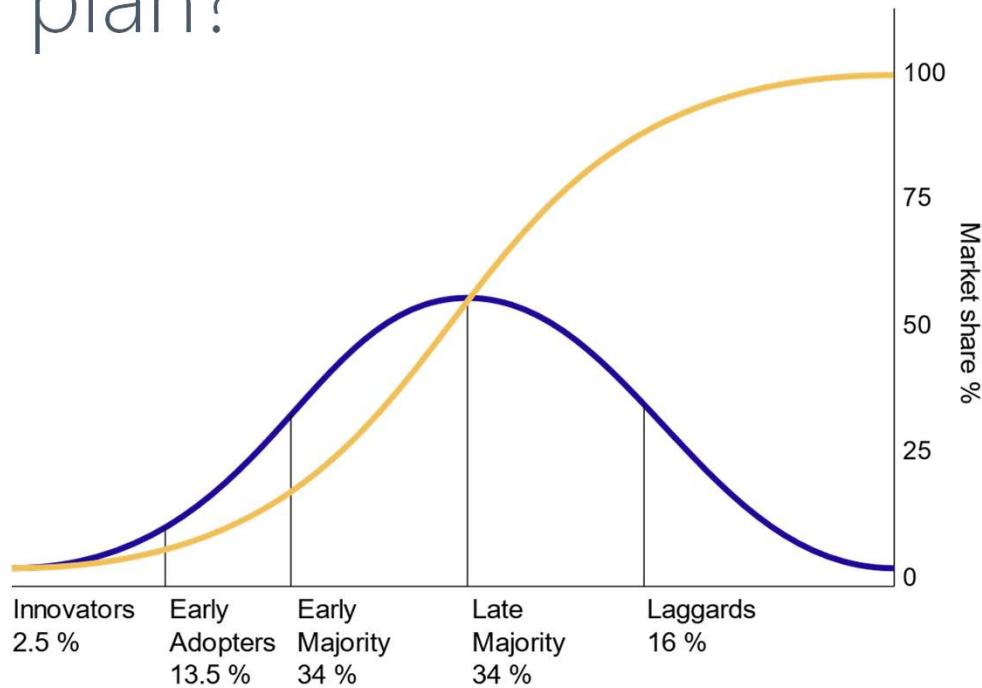


Sustainable Adoption Objectives



- 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

How do you create a sustainable adoption plan?



* [Diffusion of Innovations](#) by Everett Rogers



Step 1: Make it easy to do the right thing

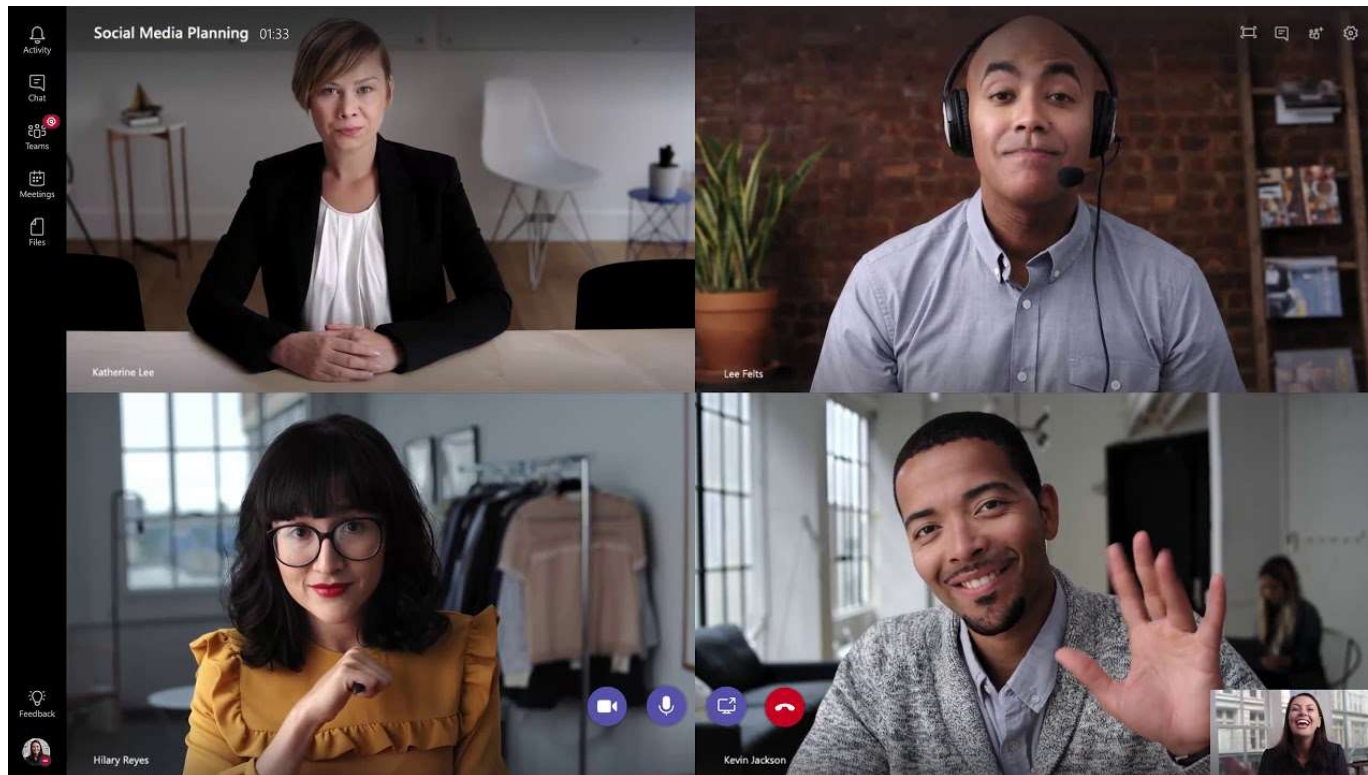
Specify rules of engagement

Focus on business scenarios or initiatives

Enforce & automate governance



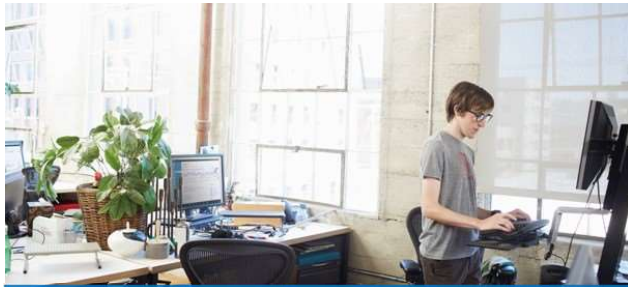
Example: Make meetings better



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Example: Focus on Business Scenarios

Engineering, Research & Development



Share best practices across geographies

Operations, Manufacturing & Logistics



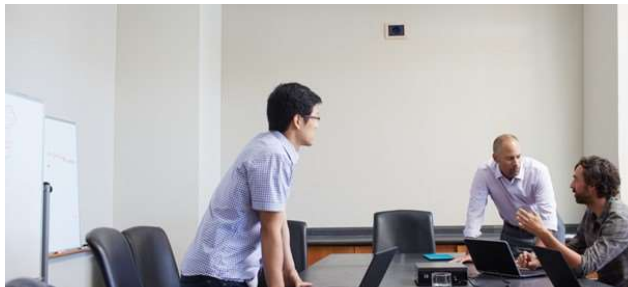
Improve and monitor business processes

Sales, Marketing, PR & Communications



Align Sales and Marketing teams

HR & Legal Services



Gather & process forms from employees

Accounting, Finance & Procurement



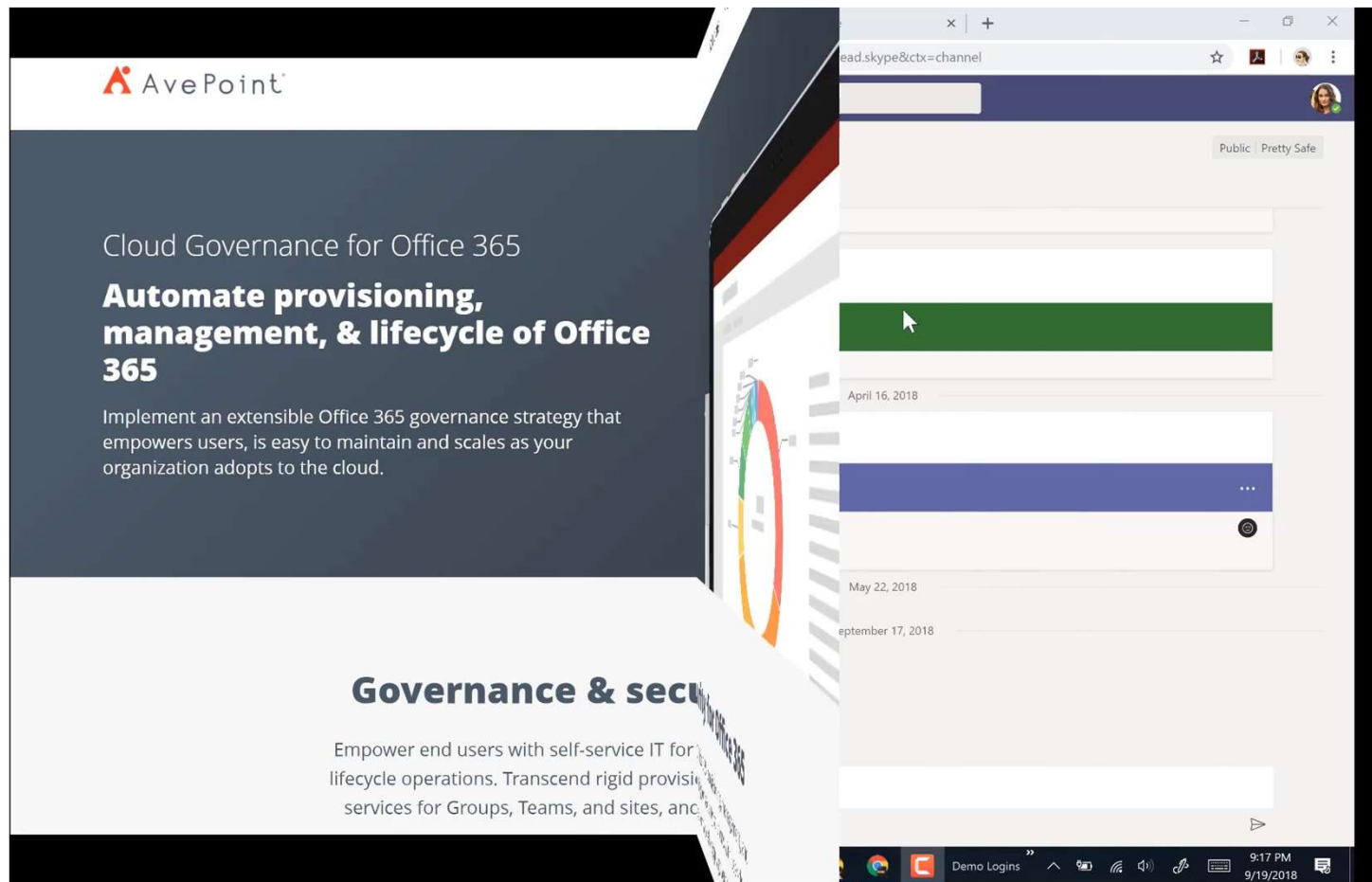
Pull data and build financial reports

Administration



Organize teams and manage calendars

Example: Govern Self-Service



The image displays two overlapping windows. The primary window is the AvePoint Cloud Governance for Office 365 interface. It features the AvePoint logo at the top left. The main heading is "Cloud Governance for Office 365", followed by the sub-heading "Automate provisioning, management, & lifecycle of Office 365". Below this, a paragraph states: "Implement an extensible Office 365 governance strategy that empowers users, is easy to maintain and scales as your organization adopts to the cloud." At the bottom, a section titled "Governance & security" includes the text: "Empower end users with self-service IT for lifecycle operations. Transcend rigid provisioning services for Groups, Teams, and sites, and...". The secondary window, partially visible on the right, is a Skype chat interface. It shows a contact named "Public - Pretty Safe" with a status of "Public - Pretty Safe". The chat history includes a green bar, a date separator for "April 16, 2018", a blue bar, a date separator for "May 22, 2018", and another date separator for "September 17, 2018". The Windows taskbar at the bottom shows the time as 9:17 PM on 9/19/2018, with active applications including "Demo Logins".

Step 2: Facilitate leadership buy-in

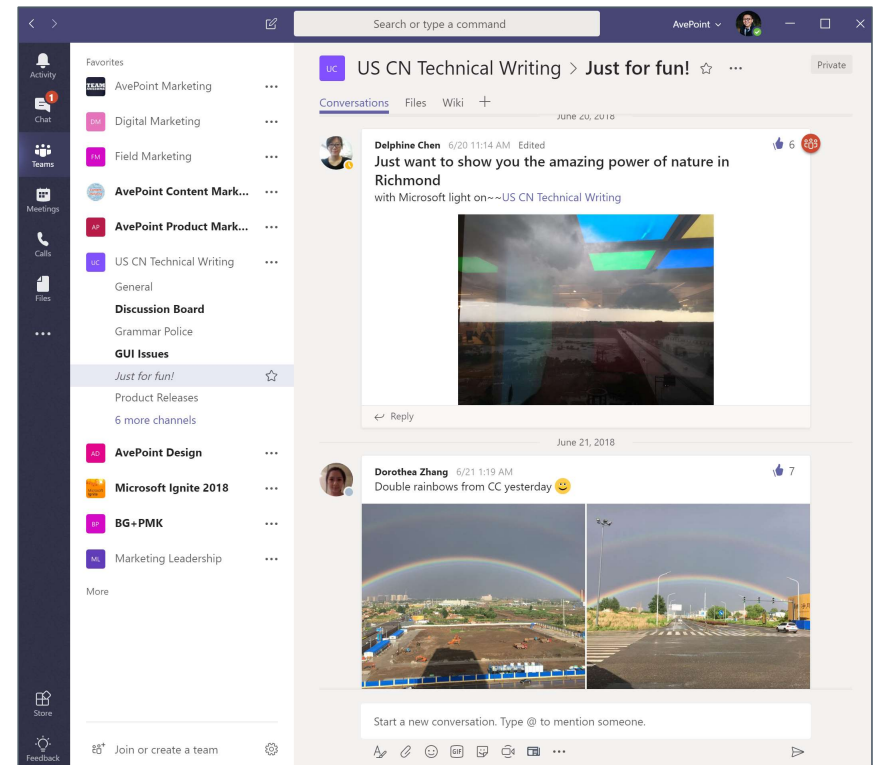
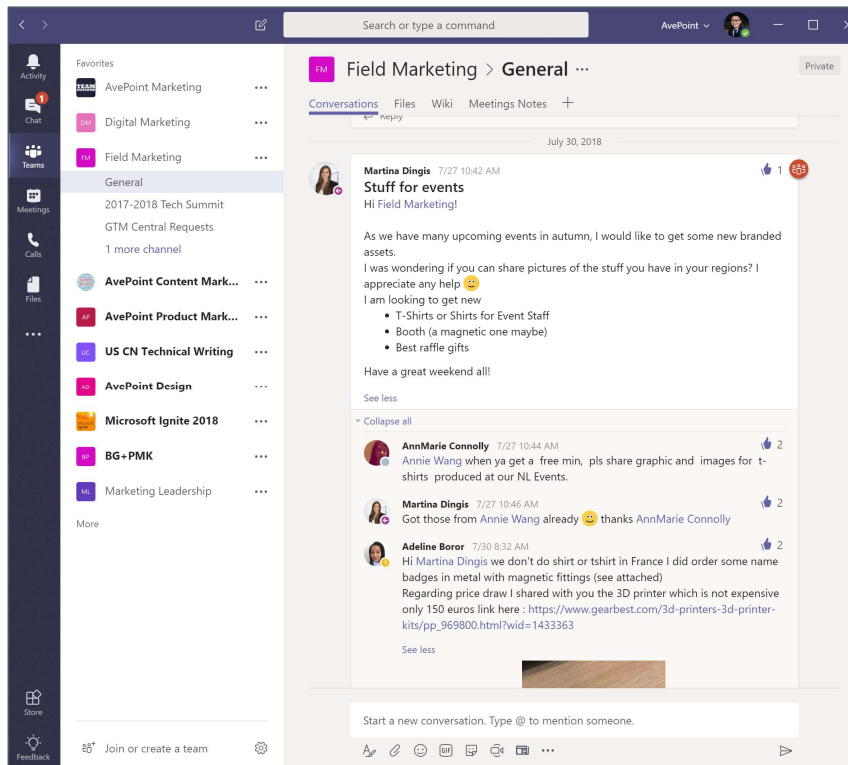
Highlight financial benefits

Demonstrate better transparency

Expedite organizational agility



Example: Global team collaboration



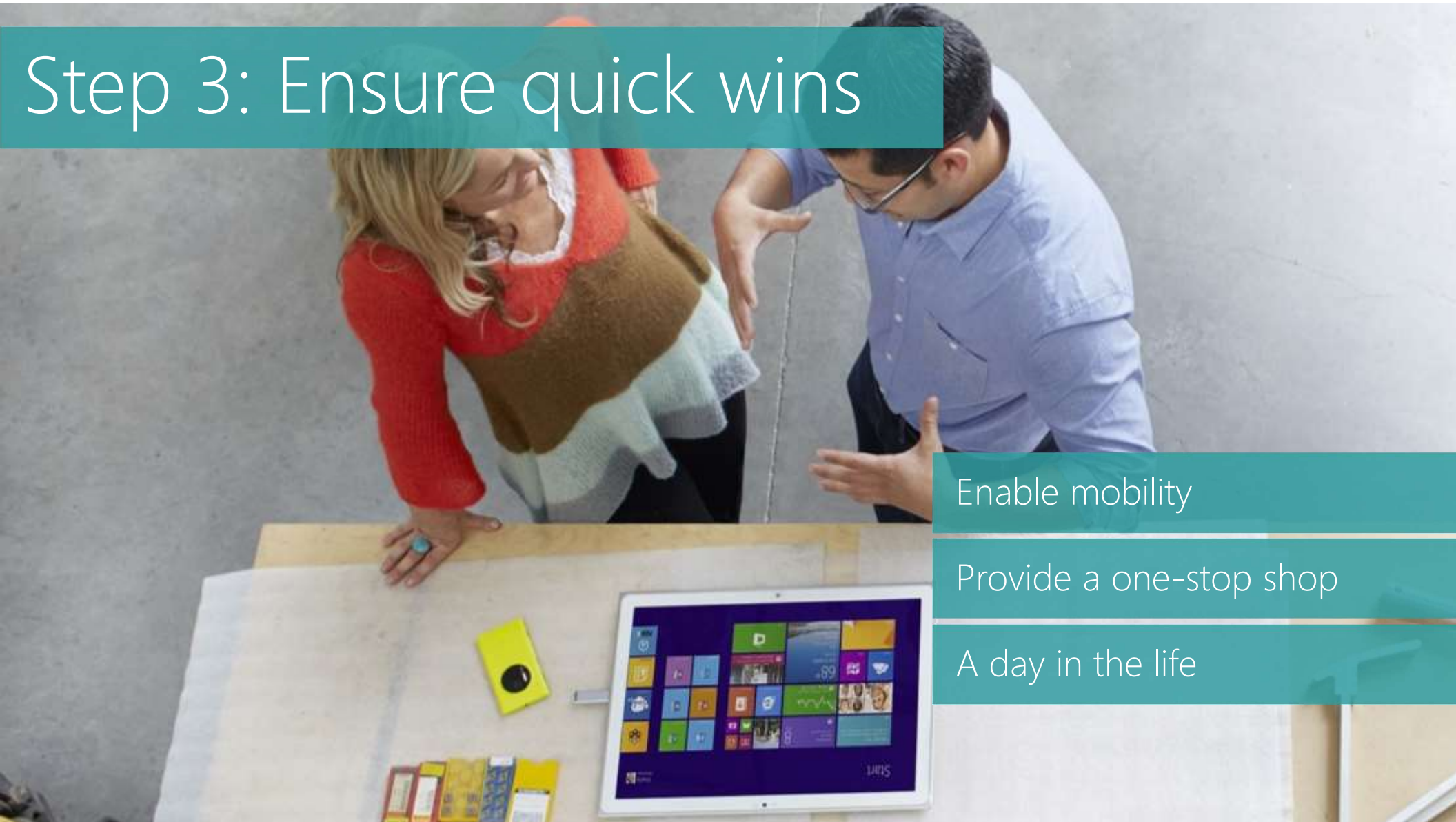
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Step 3: Ensure quick wins

Enable mobility

Provide a one-stop shop

A day in the life



Example: Real time translation



O365 Grp - Dokumentportal > General ...

Conversations Files Wiki Development Tasks Notes DokumentPortalen +

Kimberley Morrison 7/17 5:07 PM
Veronica Johansson could you please upload all the images for the depots and departments you have created to the files section in the team?

1 reply from Veronica

← Reply

July 23, 2018

Veronica Johansson 7/23 8:22 AM
Kimberley Morrison kan du skapa två mappar som jag kan ladda upp alla bilder i? det blir så många filer i vår lista annars 😊

Kimberley Morrison 7/23 9:57 AM
Good morning veronica, I've created two folders, one for the images with their descriptions and one without

← Reply

Veronica Johansson 7/23 8:55 AM
Kimberley Morrison utöver alla processbibliotek behöver vi även ett bibliotek för Lokala rutiner och ett för BilMog...

Kimberley Morrison 7/23 9:58 AM
Thanks, I made a note of the Local Routines one but will also make sure there is one for BilMog... in your excel you create?

← Reply

- Delete
- Mark as unread
- Copy link
- Translate**
- Immersive Reader

Example: Mobile Access



Microsoft Teams

Day in the life – IT Project Manager

Jamal is an IT project manager with Contoso Technologies and is responsible for making sure IT projects are meeting stakeholders needs, and delivered on time and within budget.

7:45 AM

Jamal uses his Teams mobile app to get up to speed the activity feed as he travels to work and joins the daily stand up call remotely.

8:30 AM

At the office, he navigates to the Visual Studio Online dashboard tab in Teams. Jamal reviews his projects and notes a few trends that are concerning.

9:30 AM

On Teams he asks for additional data points related to projects risks and @ mentions specific individuals to get their attention.

11:30 AM

Jamal joins a project review meeting in Teams, shares his screen, and navigates to the Planner tab to review key activities by owner and adjusts due dates.

2:00 PM

He prepares his meeting notes and replays the Teams cloud based meeting recording for things that he may have missed. He @mentions the channel with updates and action items in Planner.

3:30 PM

Jamal gets notified in Teams of a new bug that was posted in the channel from the Visual Studio Online connector. He @ mentions experts to help to resolve in time for their release date.

4:30 PM

In Teams he goes to the Financial app tab to update current resource costs for several of his projects.

6:00 PM

Jamal receives another notification from Visual Studio Online notifying him that the bug is being resolved. He prepares for his weekly status report and posts it into the PMO Teams site @mentioning the team.

Example:
A Day in the Life

Step 4: Develop Contextual Learning



Use case driven

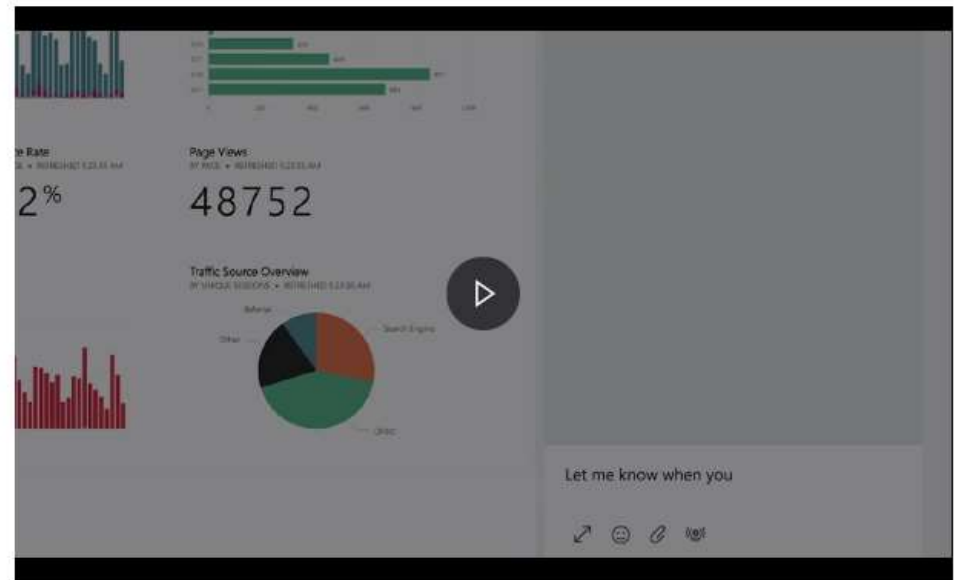
On-demand

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.



Example: On-Demand Learning

What is Microsoft Teams?
▶ Video

Sign in and get started
□ Article

Chat and share files
□ Article

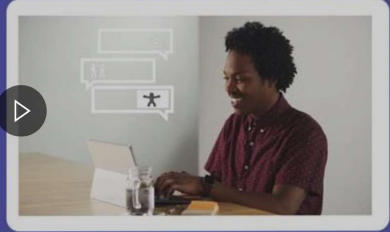
Collaborate
□ Article

Set up your mobile apps
□ Article

Learn more
□ Article

Next: Intro to Microsoft Teams

What is Microsoft Teams?



With Microsoft Teams on your PC, Mac, or mobile device, you can:

- Pull together a team.
- Use chat instead of email.
- Securely edit files at the same time.
- See likes, @mentions, and replies with just a single tap.
- Customize it by adding notes, web sites, and apps.

[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...

- 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

Step 5: Create Your 90 Day Plan

A man in a grey sweater is standing and presenting to two colleagues, a woman and a man, who are seated at a desk. The woman is looking at a laptop screen, and the man is drinking from a water bottle. They are in a modern office with bookshelves in the background.

Identify specific use cases

Conduct pilot

Launch company wide

thank you

Gracias

ευχαριστώ

Danke

Grazie

благодаря

Hvala

Obrigado

Kiitos

شكراً

Tak

Ahsante

Teşekkürler

متشكراً

Salamat Po

감사합니다

Cám ơn

شکریہ

Terima Kasih

Dank u Wel

Děkuji

நன்றி

Köszönöm

ありがとう
ございます

ขอบพระคุณ

Dziękuję

谢谢

Tack

Mulțumesc

спасибо

Merci

תודה

多謝晒

дякую

Ďakujem