

# ADM203: Office 365- Rolling out without getting rolled over

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# Introductions...



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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

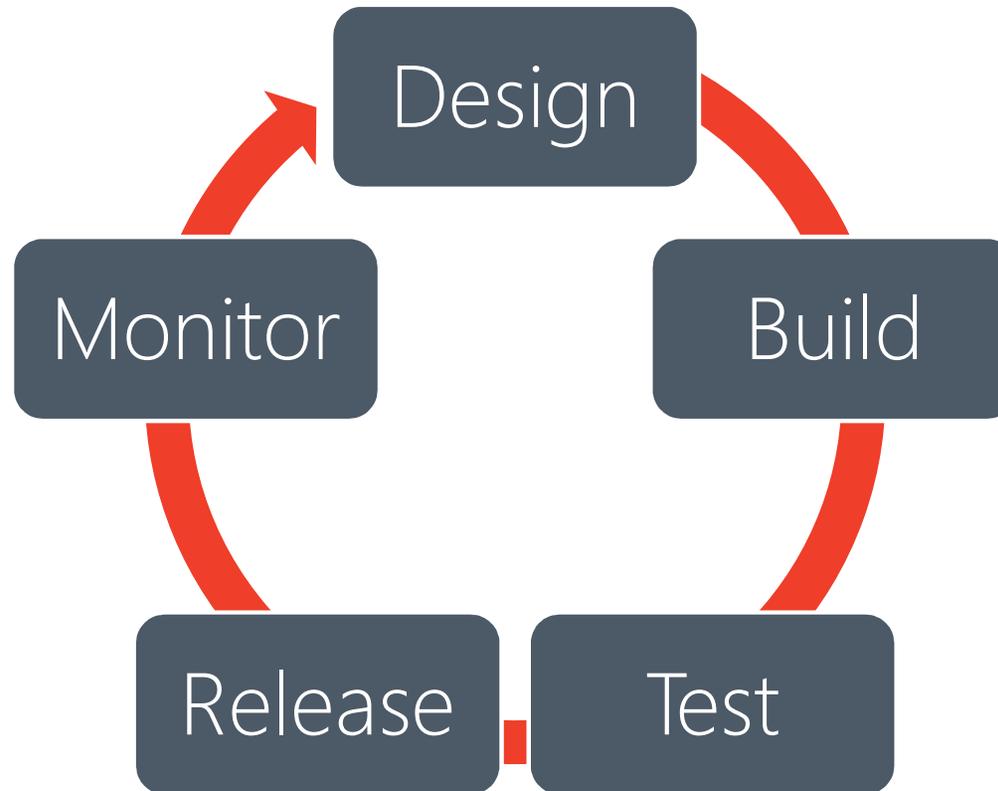
- Sustainable adoption of new AND better ways of working WILL move the needle for your business

## 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...

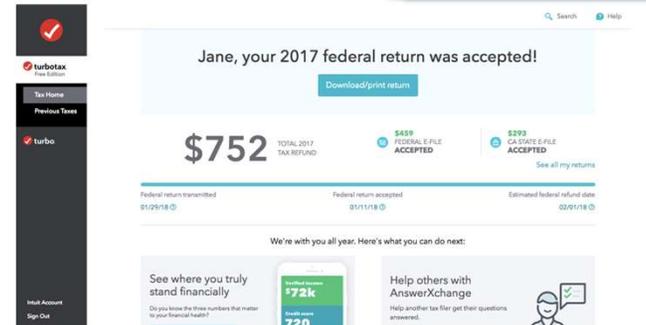
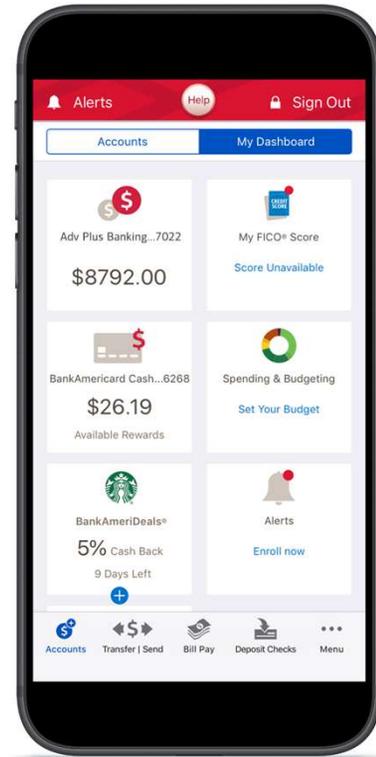


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Before we complain... an inward glance...



# Blame it on the clouds...



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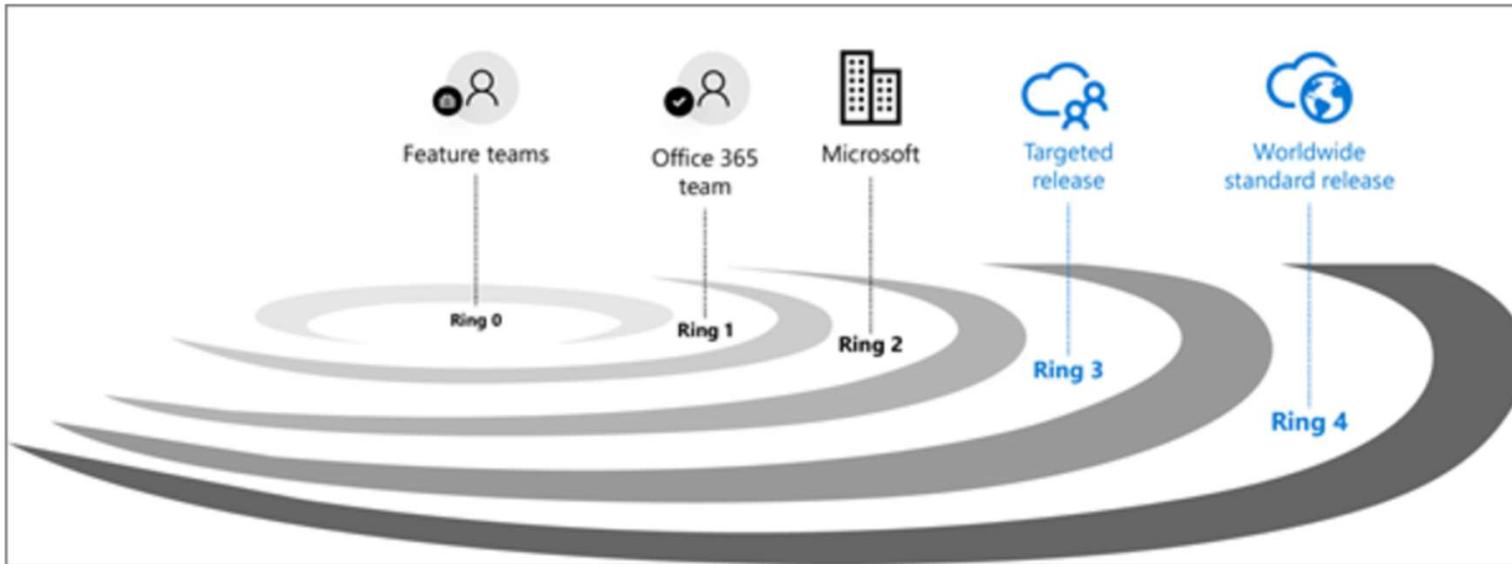
So  
what's  
the  
take-  
away?



# Understanding your rollout options



# Microsoft releases O365 features in “rings”



# 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)<br><br>Project Online Desktop Client<br><br>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



# Equipping your pilot groups

The screenshot shows the Microsoft 365 Admin Center interface. On the left, a table lists active users with columns for Display name, Username, and Licenses. Adele Vance is selected. On the right, a detailed view for Adele Vance shows her profile picture, name, and 'Sign in allowed' status. Below this, there are tabs for Account, Devices, Licenses and Apps, Mail, and OneDrive. The 'Licenses and Apps' tab is active, showing a 'Select location' dropdown set to 'United States'. Under 'Licenses (5)', the following are listed:

- 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)

Under 'Apps (39)', the following are listed:

- 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 for a tenant named 'Contoso'. The left-hand navigation pane includes sections for Home, Users, Groups, Resources, Billing, Support, and Settings. The 'Settings' section is expanded to show 'Services & add-ins', 'Security & privacy', 'Organization profile', and 'Partner relationships'. The main content area is titled 'Services & add-ins' and features a table of installed services. Below this, the 'Admin' menu is open, showing 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 'Sharing' settings page is visible, showing options for external sharing, including 'Anyone', 'New and existing guests', 'Existing guests', and 'Only people in your organization'. There are also 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'. At the bottom, there are settings for 'File and folder links' with radio buttons for 'Specific people (only the people the user specifies)' and 'Only people in your organization'.

| Name   | Description  | Host Apps |
|--|--|-----------|
| Azure multi-factor authentication            | Manage your settings for Azure multi-factor authentication                                 |           |
| Bookings                                     | Turn Bookings on or off for your organization and learn how to get licenses for your users |           |
| Calendar                                     | Let people share their calendars with external users                                       |           |
| Cortana                                      | Turn Cortana access on or off for your entire organization                                 |           |
| Directory Synchronization                    | Sync users to the cloud using Active Directory   |           |
| Dynamics 365 AI for Sales - Analytics        | Manage and use Dynamics 365 AI for Sales - Analytics                                       |           |
| Dynamics 365 AI for Sales - Connection Graph | Manage and use Dynamics 365 AI for Sales - Connection Graph                                |           |
| Dynamics CRM                                 | Manage your Dynamics CRM settings  |           |
| Integrated Apps                              | Manage your integrated apps  |           |
| Mail   | Set up auditing for your mailboxes   |           |
| Microsoft Azure Information Protection       | Update your Microsoft Azure Information Protection settings                                |           |

**Sharing**

Use these settings to control sharing at the organization level in SharePoint and OneDrive.

External sharing

Content can be shared with:

SharePoint OneDrive

Most permissive Least permissive

**Anyone**  
Users can share files and folders using links that don't require sign-in.

**New and existing guests**  
Guests must sign in or provide a verification code.

**Existing guests**  
Only users already in your organization's directory.

**Only people in your organization**  
No external sharing allowed.

You can further restrict sharing for each individual site and OneDrive. Learn how

Advanced settings for external sharing

Limit external sharing by domain

Guests must sign in using the same account to which sharing invitations are sent

Allow guests to share items they don't own

File and folder links

Choose the type of link that's selected by default when users share files and folders in SharePoint and OneDrive.

Specific people (only the people the user specifies)

Only people in your organization

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# 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



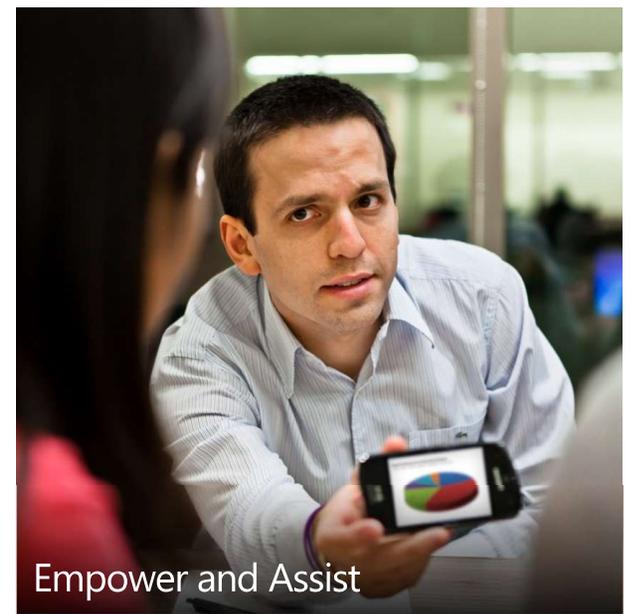
Lack of buy-in

Unclear expectations

Non-contextual

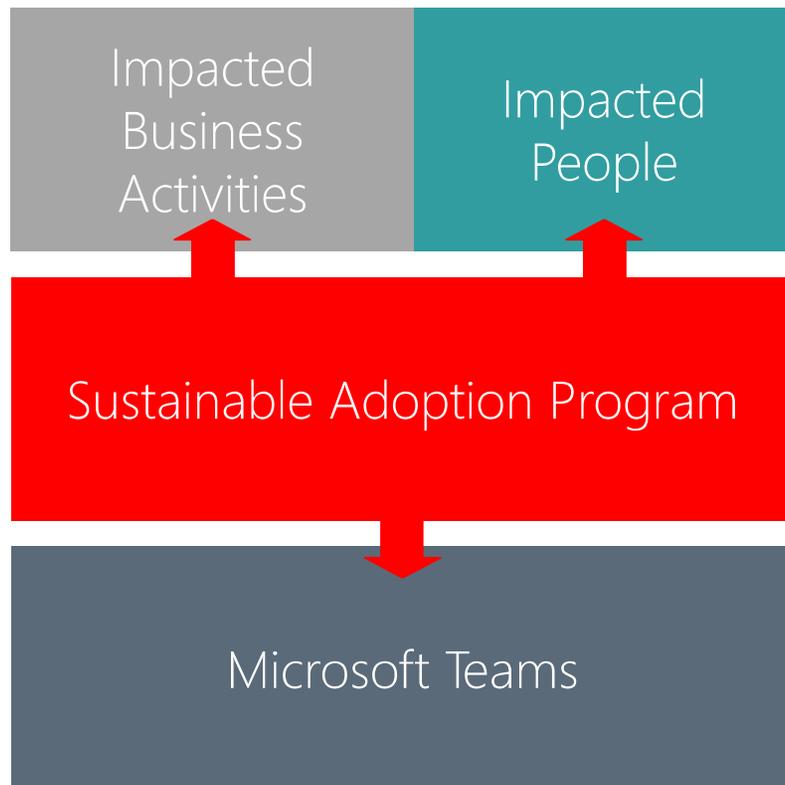
What's in it for me?

# Goal: Drive Sustainable Adoption



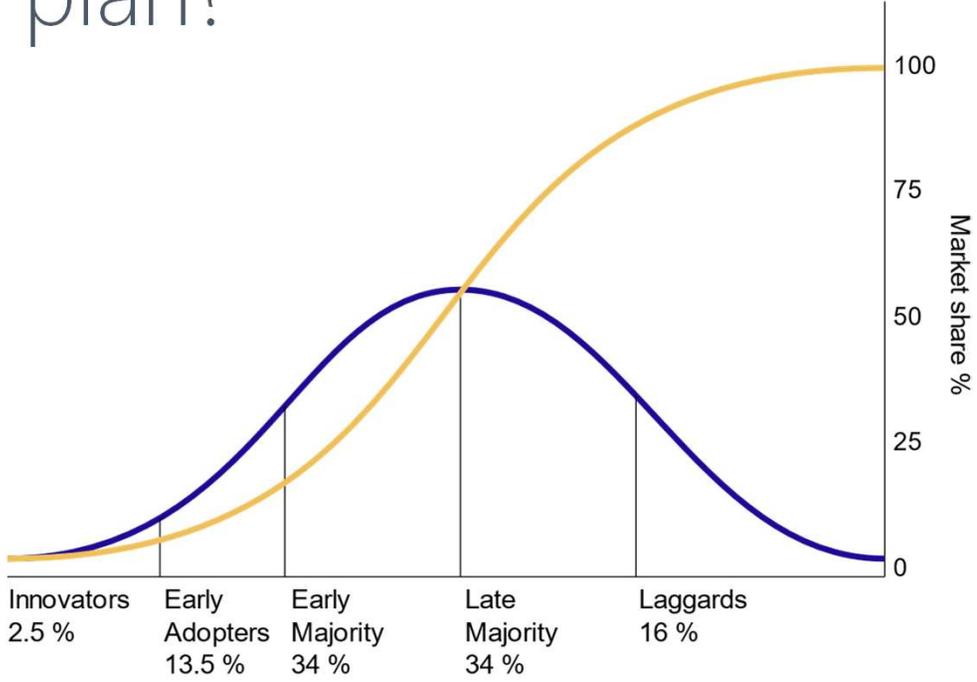
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# Sustainable Adoption Objectives



- 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

# 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

**AvePoint**

Cloud Governance for Office 365

**Automate provisioning, management, & lifecycle of Office 365**

Implement an extensible Office 365 governance strategy that empowers users, is easy to maintain and scales as your organization adopts to the cloud.

**Governance & security**

Empower end users with self-service IT for lifecycle operations. Transcend rigid provisioning services for Groups, Teams, and sites, and

Public | Pretty Safe

April 16, 2018

May 22, 2018

September 17, 2018

Demo Logins

9:17 PM  
9/19/2018

# Step 2: Facilitate leadership buy-in

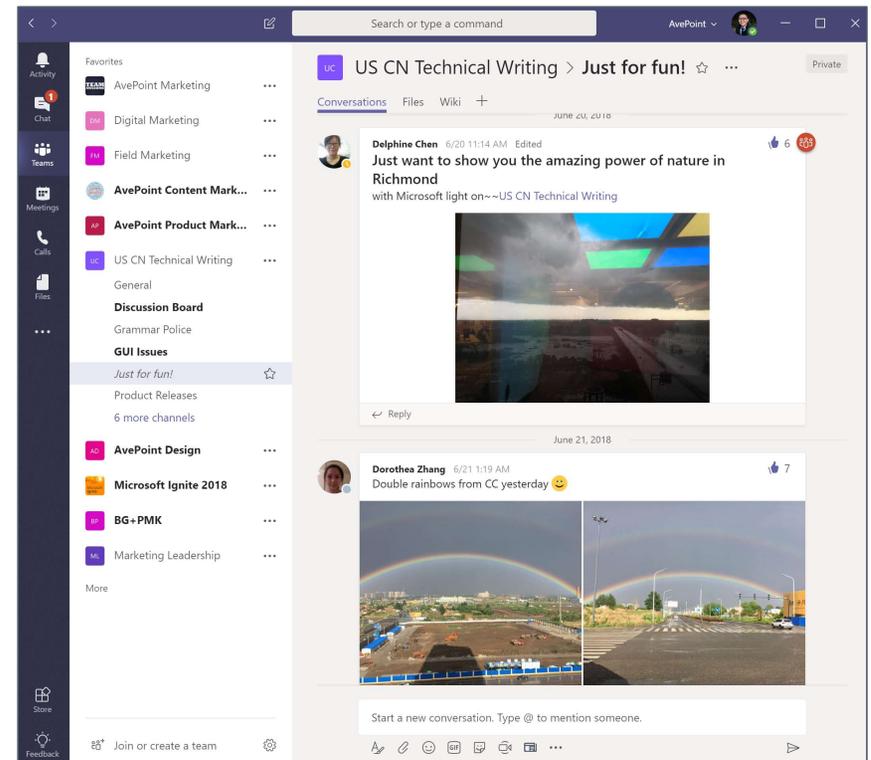
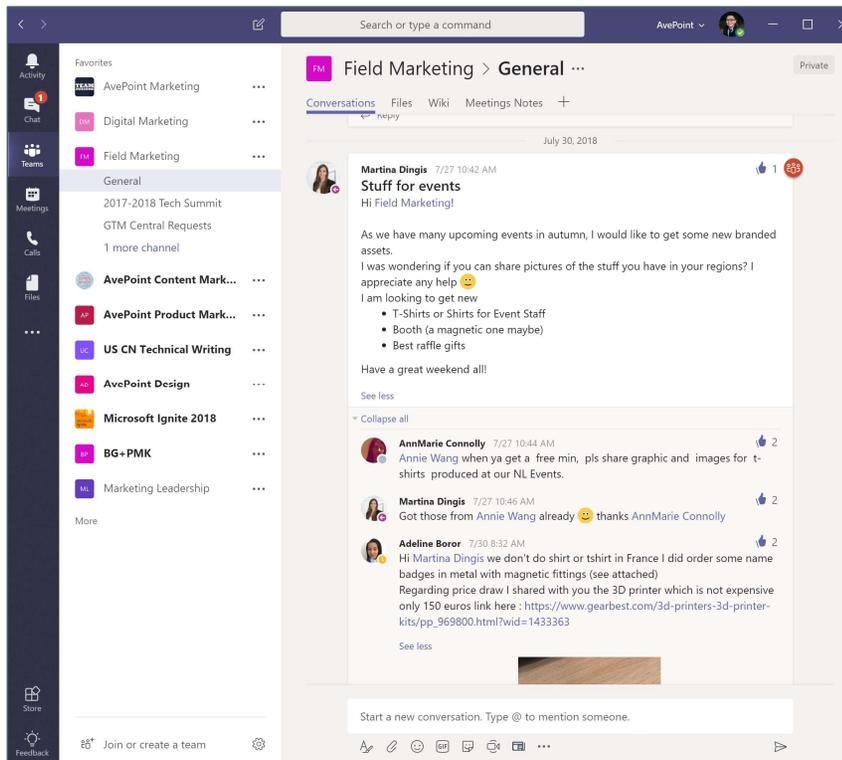


Highlight financial benefits

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

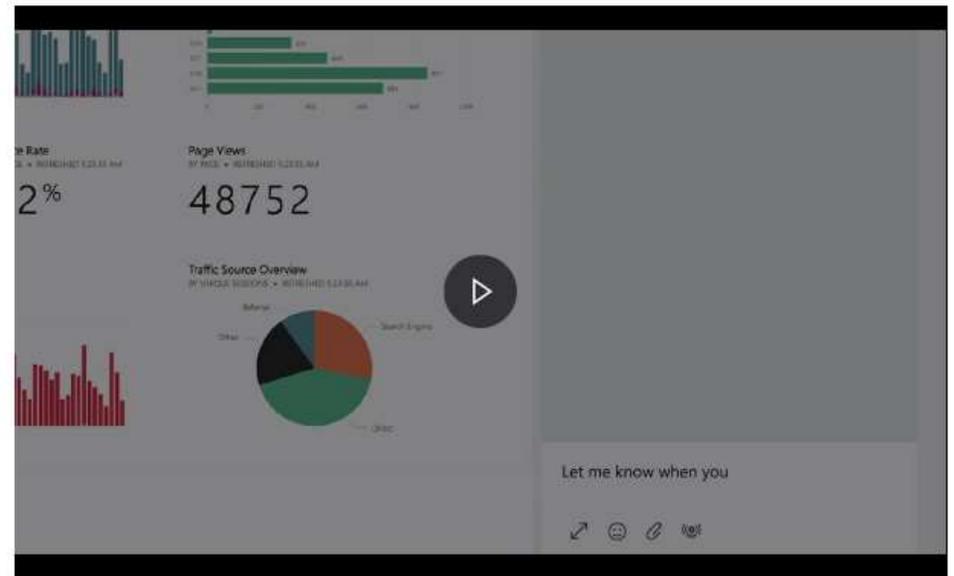
On-demand

Always have a call to action

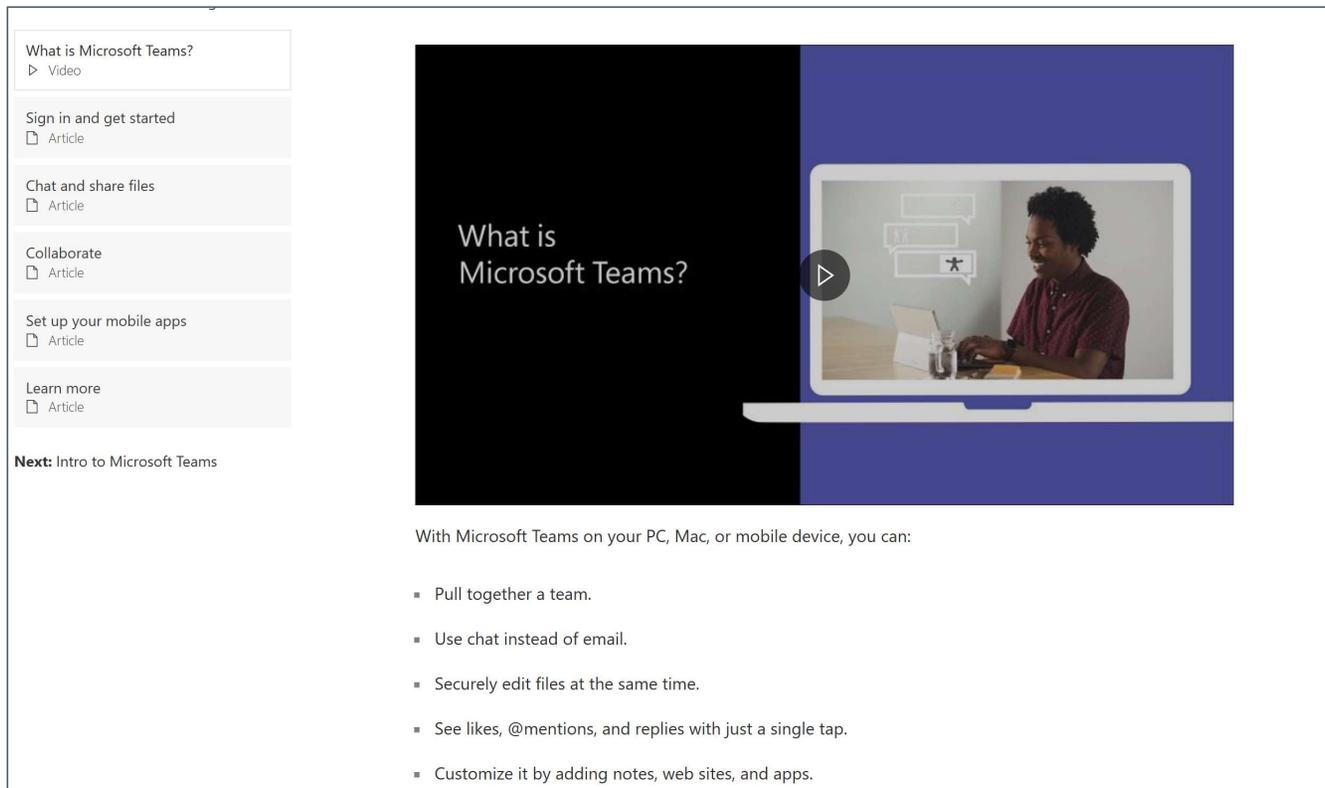
# Example: Microsoft Teams for Sales

## 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



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  | شكراً       | Terima Kasih   | Dank u Wel | Děkuji    |
| நன்றி   | Köszönöm    | ありがとう<br>ございます | ขอบคุณครับ | Dziękuję  |
| 谢谢      | Tack        | Mulțumesc      | спасибо    | Merci     |
| תודה    | 多謝晒         | дядкую         | Ďakujem    |           |