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

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”

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

Equipping your pilot groups

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

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

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

One Arr1va

Example: Mobile Access

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

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…

- 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

Step 5: Create Your 90 Day Plan

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

thank you

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