

Recipe for Cloud Success

End User Productivity + Information Governance

Session Recording: <https://www.youtube.com/watch?v=qZeAH5Z1dMQ&feature=youtu.be>



Dan Lewis

City of Seattle
Director Modernization



John "Jay" Leask, PMP

AvePoint Public Sector
Principal Solution Engineer





Today's Agenda

- Problem Statement
- Control vs Collaboration
- Adoption
- What's Next for the City?

Problem Statement

"Our adoption assessment indicates that only 20% of employees use the Digital Workplace tools (Adobe Sign, SharePoint Online, OneDrive for Business, etc.). End user feedback is that they are overwhelmed with the possibilities of tools, don't know what all the applications do, have not been trained on the features and functionalities, are not knowledgeable or confident enough to leverage for their organization/role, and in some cases do not see value in modernizing how they work."

Shadow IT

Disjointed Collaboration

Dispersed Resources

 #shifthappens

What happens if we disable the user in favor of control ?





Mistaken Identity

Sharing Woes

Audit & Compliance

#shifthappens

What happens if we don't have good Information Governance?

SPRAWL

DISCOVERY

ACCESS ISSUES

R.O.T

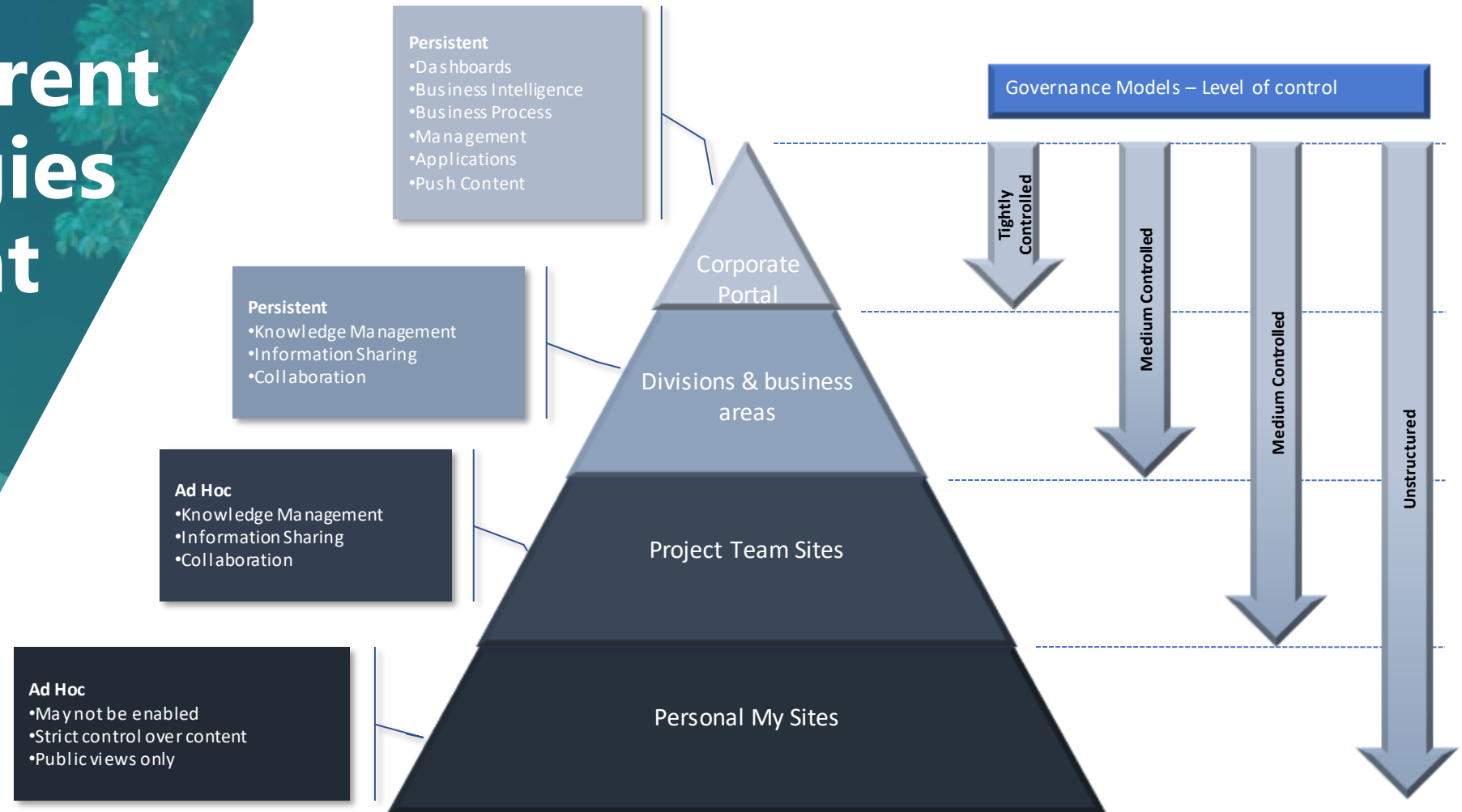
COMPLIANCE

RETENTION



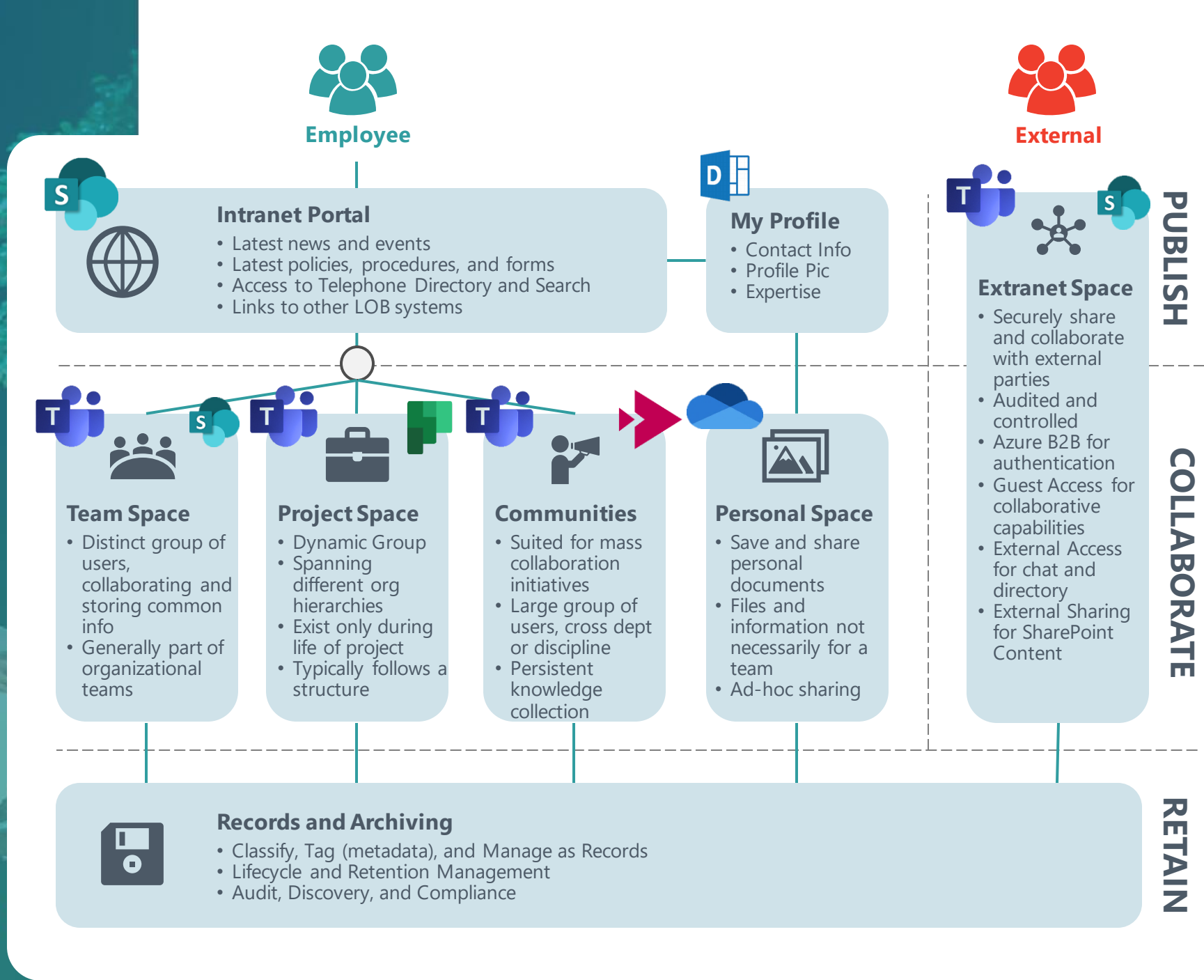
How do we balance Control and Collaboration?

Different Strategies for Different Information



A Best-Practice Approach to Information Architecture & Knowledge Mgmt in Office 365

Don't try and organize your information by department... think about the information type instead.





What about Adoption?

Why Training Alone is Not Working



Non-Contextual

Unclear Roles

Generational Gap

What's In It For Me?



City of Seattle Adoption Accelerants



Digital Workplace Learning Hub

- Complete Rebuild
- Updated Content and Materials

Digital Workplace Information Sheets

- SharePoint Online
- Planner
- Teams ...

Digital Workplace Champions Program

- User Group Community Site
- Swag (Lanyards, etc.)
- Regular hours

Awareness Campaign

- Road Show & Email Marketing
- Executive Outreach
- Quarterly - 1 day Digital Workplace Conference

Digital Workplace Training

- Self-Service Learning Platform
- Training Services based upon Department driven use cases

Measuring Success

Success Criteria	Method	Goal
<ul style="list-style-type: none">City employees are more informed about Office 365 features and functionality	<p>Quantitative</p> <ul style="list-style-type: none">Office 365 usage reportsTraining Stats (attendance stats)Visits to O365 Learning HubQuick Help Portal reports <p>Qualitative</p> <ul style="list-style-type: none">End user surveysTraining Surveys	<ul style="list-style-type: none">Increased awareness of City employees on the features and functionality of Office 365
<ul style="list-style-type: none">Enable employees to work smarter, from anywhere	<p>Quantitative</p> <ul style="list-style-type: none">Office 365 usage reports <p>Qualitative</p> <ul style="list-style-type: none">End user surveys	<ul style="list-style-type: none">Increased consumption of anywhere access applications: Outlook, OneDrive for Business, SharePoint Online, Microsoft Office Online,
<ul style="list-style-type: none">Empower City of Seattle employees to use Instant Messaging (IM) and Screen Sharing	<p>Quantitative</p> <ul style="list-style-type: none">Office 365 usage reports <p>Qualitative</p> <ul style="list-style-type: none">End user surveys	<ul style="list-style-type: none">Increased consumption of Skype for Business
<ul style="list-style-type: none">Increased usage of modern workplace tools	<p>Quantitative</p> <ul style="list-style-type: none">Office 365 usage reportsQuick Help Portal reports	<ul style="list-style-type: none">Increased consumption of applications: OneDrive for Business, SharePoint Online, Microsoft Office Online, and Skype for Business


Still Measuring Success

Success Criteria	Method	Goal
<ul style="list-style-type: none">Increased ability for users to discover information (Search)	<p>Quantitative</p> <ul style="list-style-type: none">Office 365 and SharePoint Online Search reports <p>Qualitative</p> <ul style="list-style-type: none">End user surveys	<ul style="list-style-type: none">Increased usage of SharePoint Online Search
<ul style="list-style-type: none">Increased productivity Increased adoption correlates to faster communication and decision making, shorter time to complete tasks	<p>Qualitative</p> <ul style="list-style-type: none">End user surveys	<ul style="list-style-type: none">Increased usage of SharePoint OnlineIncreased usage of OneDrive for BusinessIncreased usage of Skype for Business
<ul style="list-style-type: none">Improved collaboration Increased cross-team and cross location communications	<p>Qualitative</p> <ul style="list-style-type: none">End user surveys	<ul style="list-style-type: none">Increased usage of SharePoint OnlineIncreased usage of OneDrive for Business
<ul style="list-style-type: none">Improved engagement Absorbed by and enthusiastic about work, employees take further action to help the organization achieve its goals	<p>Qualitative</p> <ul style="list-style-type: none">Employee surveys	<ul style="list-style-type: none">Increase in employee engagement

Learning Hub

- Self Service
- 24x7 Resource
- InfoSheets
- QuickStart Cards
- Quick Help Videos
- Skill Paths
- Training Events
- Workplace News

 shifthappens

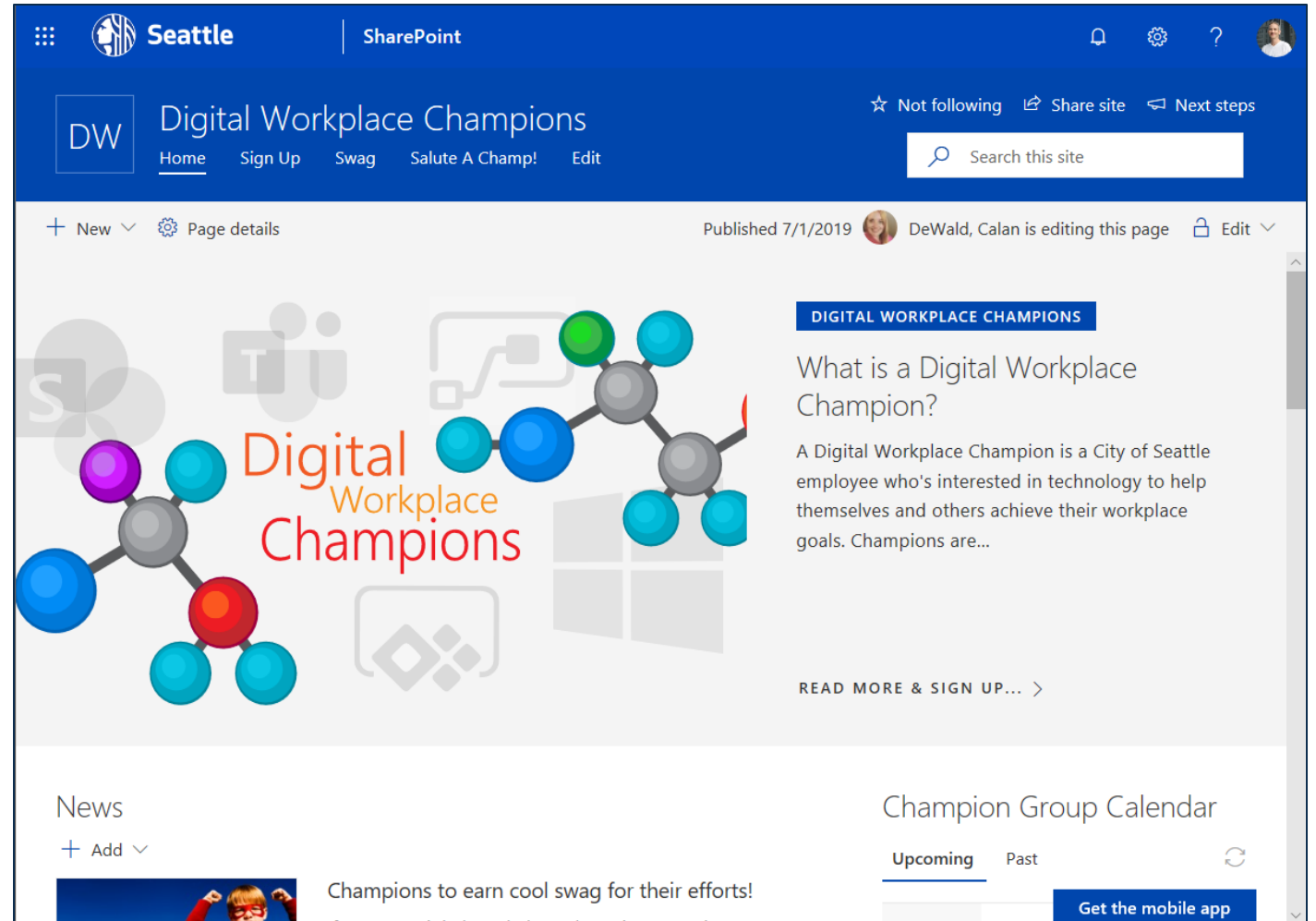


The screenshot shows the 'Digital Workplace Learning Hub' page on the City of Seattle SharePoint site. The page has a blue header with the Seattle logo and 'SharePoint' text. Below the header, the page title 'Digital Workplace Learning Hub' is displayed, followed by navigation links: Home, Digital Workplace Apps, Resources, Roadmap, Contact Us, and Edit. A search bar is located on the right. The main content area features a 'Welcome to City of Seattle's Digital Workplace Learning Hub' message. Below this, there is a 'News' section with a '+ Add' button and a 'See all' link. The news items include: 'How to Create an Email Subfolder' (dated 4 days ago, 3 views), 'Windows 10' (dated June 11, 203 views), and 'Email Quarantine' (dated March 22, 97 views). To the right of the news section, there is a large image of a laptop and a tablet displaying the OneDrive interface, with a caption 'Education & Training' and a description: 'Through this learning hub you can access the City of Seattle's education and training materials for Digital Workplace applications including Windows 10, OneDrive for Business, Skype for Business, and SharePoint Online.'

Champions Program

- Community Site
- Weekly Office Hours
- Citywide User Groups

#shifthappens



The screenshot shows the SharePoint interface for the 'Digital Workplace Champions' site. The top navigation bar includes the 'Seattle' logo, 'SharePoint', and user profile information. The site title 'Digital Workplace Champions' is prominently displayed, with a 'DW' logo. Navigation links include 'Home', 'Sign Up', 'Swag', 'Salute A Champ!', and 'Edit'. A search bar is located on the right. Below the navigation bar, there's a section for 'New' and 'Page details'. The main content area features a large graphic with the text 'Digital Workplace Champions' and a network diagram. To the right of the graphic, there's a section titled 'DIGITAL WORKPLACE CHAMPIONS' with the heading 'What is a Digital Workplace Champion?' and a paragraph explaining the role. Below this, there's a 'READ MORE & SIGN UP...' link. At the bottom, there's a 'News' section with a '+ Add' button and a 'Champion Group Calendar' section with 'Upcoming' and 'Past' tabs. A 'Get the mobile app' button is also visible.

Seattle | SharePoint

DW Digital Workplace Champions

Home Sign Up Swag Salute A Champ! Edit

Not following Share site Next steps

Search this site

+ New Page details Published 7/1/2019 DeWald, Calan is editing this page Edit

DIGITAL WORKPLACE CHAMPIONS

What is a Digital Workplace Champion?

A Digital Workplace Champion is a City of Seattle employee who's interested in technology to help themselves and others achieve their workplace goals. Champions are...

READ MORE & SIGN UP... >

News + Add

Champion Group Calendar Upcoming Past

Champions to earn cool swag for their efforts!

Get the mobile app



What's Next for the City?



Team Space

- Distinct group of users, collaborating and storing common info
- Generally part of organizational teams

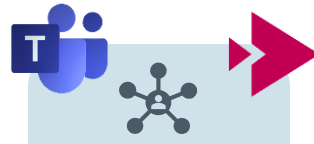
Backup: All
External Users: No
Recert: None
Reporting: Ad-hoc
+
Default Labels
Metadata Presets



Project Space

- Dynamic Group
- Spanning different org hierarchies
- Exist only during life of project
- Typically follows a structure

Backup: All
External Users: No
Recert: End of Contract
Reporting: Ad-hoc
+
Default Labels
Metadata Presets



Extranet Space

- Securely share and collaborate with external parties
- Audited and controlled

Backup: All
External Users: Yes
Recert: 6 Months
Reporting: Annual
+
Default Labels
Metadata Presets



IT Digital Transformation

- Template: Project(Internal)
- External Sharing: Off
- Recertification / Reporting: On
- URL: /sites/PROJ_DTPProject_IT



LABELLED

TAGGED



The screenshot shows the 'Cloud Governance' interface with the 'Start a Request' > 'Create External Project Space' workflow. The left sidebar has a 'New Request' button highlighted with a red circle and a hand cursor. The main form area includes sections for 'Request Summary' (with a text area and a 'Create new space for ECV Charity Event' button), 'Notes to approvers' (with a text area), 'Privacy' (with a choice between public and private groups), 'Outside Senders' (with a choice to allow outside senders), and 'Primary Group Contact' (with a dropdown menu showing 'Morgan Bowen'). Buttons for 'Save As Draft', 'Save and Submit', and 'Cancel' are at the top right.

#shifthappens

“Templates” are more than just channels and configuration.

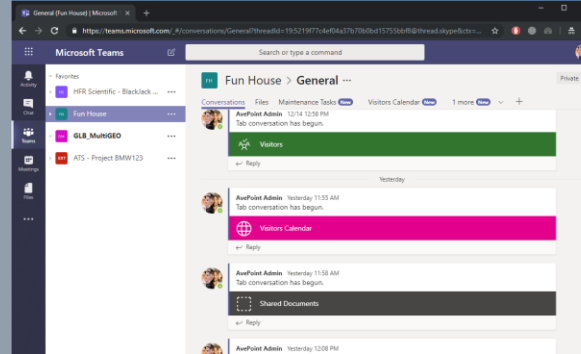
A template framework that includes the site components, and the lifecycle components.



Project (INTERNAL)



TEMPLATE DEFINITION: Recommended for internal-department or ad-hoc Projects with a small-to-medium audience who require pre-configured default Project channels with real-time chat and meetings.



EXTERNAL
SHARING



No external
sharing

EXPIRATION/
RETENTION

6 Months
after last accessed

WHO CAN
CREATE

All requests through
Central IT

RECERTIFY
MEMBERS

after
3 Months

- Pre-set Channels and Tab recommendations are great for helping contextualize Teams for business users, but these only get you so far as a “template”.
- This approach accounts for the Operational Governance and lifecycle to ensure “templates” are not ONLY provisioned correctly (and compliant with IT policy) but also managed

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

ឧបត្ថម្ភ

Dziękuję

谢谢

Tack

Mulțumesc

спасибо

Merci

תודה

多謝晒

дякую

Ďakujem

धन्यवाद

Business Continuity & Productivity

IN THE DIGITAL WORKPLACE

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