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NOW A VIRTUAL EVENT!

Business Continuity & Productivity

IN THE DIGITAL WORKPLACE

June 22-26, 2020 #ShiftHappens Week Online

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Delivering Office 365 as a Service

Speakers:

Rob Foster
Senior Manager & Microsoft MVP, *Deloitte*

Dux Raymond Sy
CMO, Microsoft RD & MVP, *AvePoint*

Session Recording: https://www.youtube.com/watch?v=TVI5VfA8f5U&feature=youtu.be

Deloitte.

How is Deloitte Structured?

Quick overview of company structure, which drove many decisions on our implementation of Office 365

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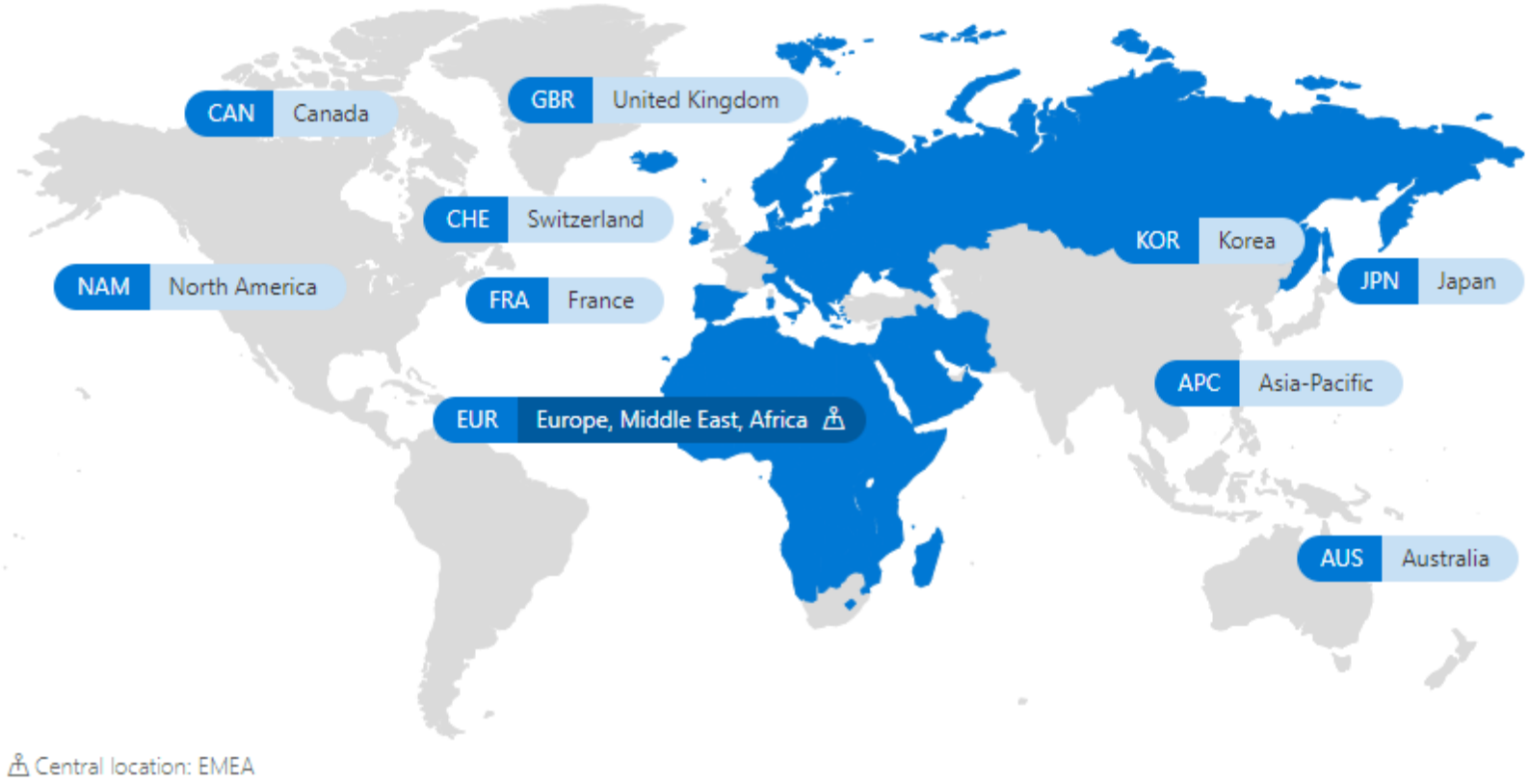
Our Multiple Geo's for SharePoint Online

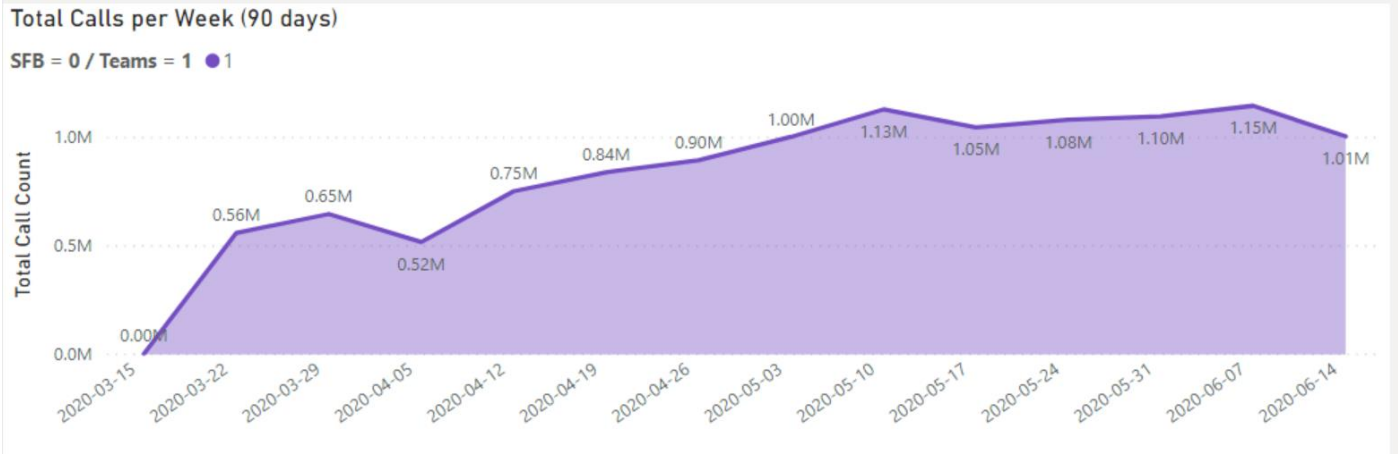


What's Our Scale?

Teams Calling

Total Calls (30 days)	Total Calls with Audio (30 days)	Total Calls with Video (30 days)	Total Calls with Sharing (30 days)	Total Calls with Sharing (30 days)
4,896,290	4,837,267	1,874,070	2,713,418	2,713,418

Total Audio Minutes (30 days)	Total Conferencing Minutes (30 days)	Total P2P Minutes (30 days)
160,786,651	151,779,262	9,007,388



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Driving Adoption Through Feedback

Our methodology

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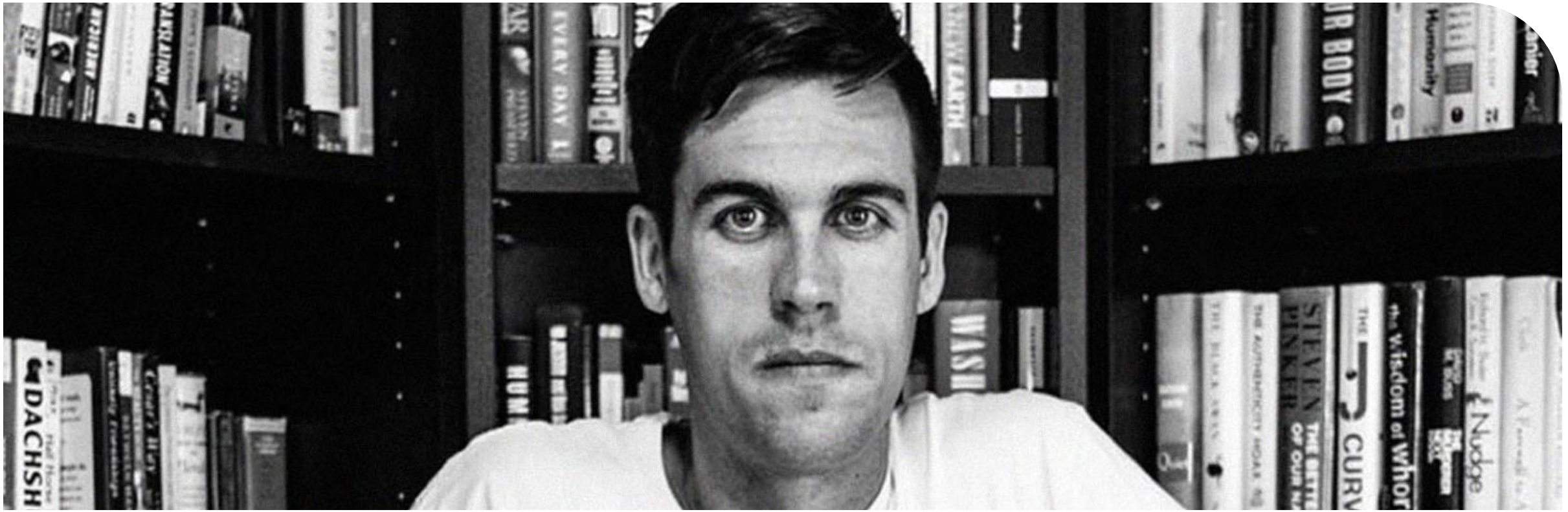


"A critical test of any product: Does it have a purpose? Does it add value to the world? How will it improve the lives of the people who buy it?"

Ryan Holiday

Driving O365 Teams & OD4B adoption through feedback

We will use measurement and reporting to create a virtuous circle of feedback/action in order to reinforce and drive effective adoption

Drive effective adoption of O365 Teams and OD4B

ACTION

- We will action findings to support ongoing adoption and BAU improvements.

MEASUREMENT

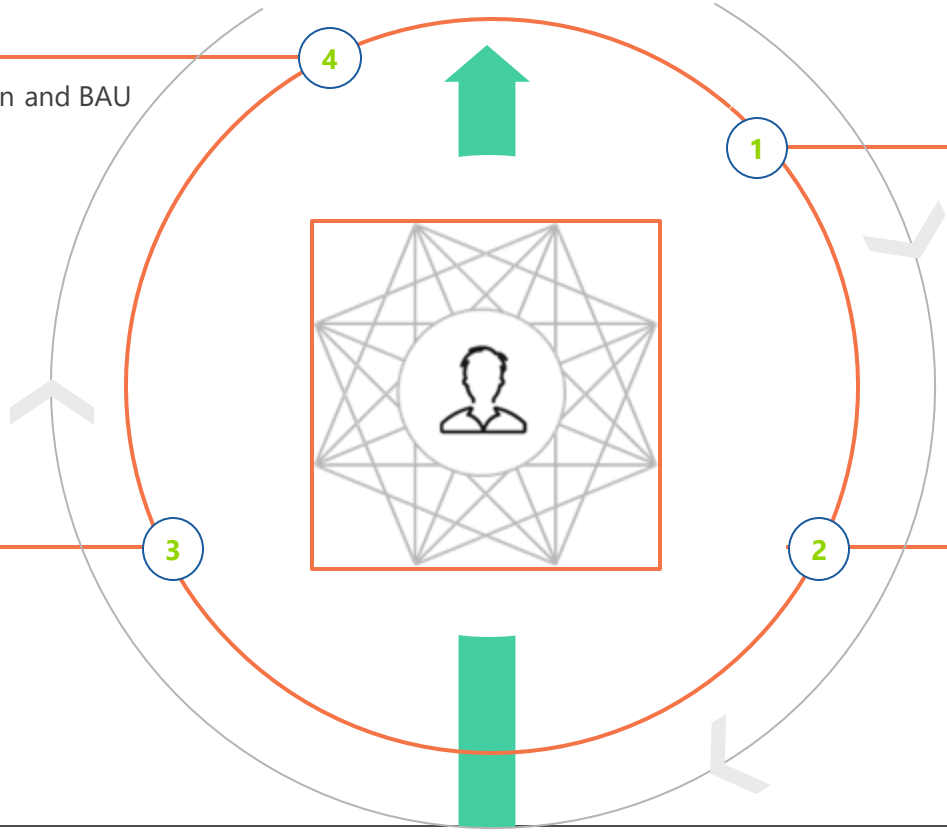
- Measurement based on agreed success criteria will help us to understand how O365 Teams and OD4B is being used across the firm.
- We will use quantitative and qualitative inputs across multiple areas

FEEDBACK

- Feedback and success stories will further help us to understand behavioral shifts and areas where extra support or focus is required.

REPORTING

- Reporting on success criteria will help to track and monitor engagement and adoption.



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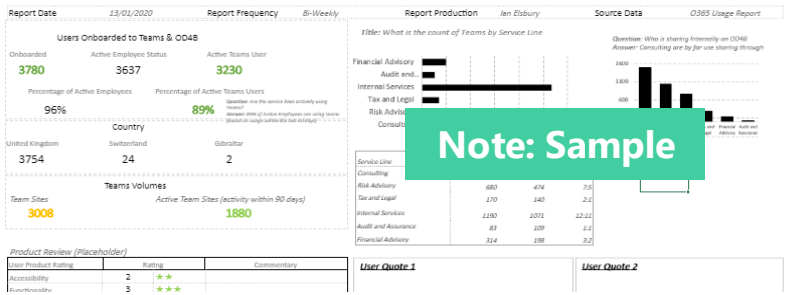
1. On boarding & initial perception

How is the roll-out going?

Adoption dashboard



Highlights:

- As of X date Y% of users have been on boarded
- Z% have accessed Teams and OneDrive and are starting to use the tools
- As of X date # new Team sites have been created
- Highest ratio of active teams to team sites (i.e. teams which are being actively used) are in X

On boarding completion report

- D% have completed the mandatory training and signed the TOU
- Potential follow up required by Champions in <Business Areas> with the lowest number of on boarded users

Service Line comparison

Highlights:

- Member Firm has X% users who have completed the on boarding requirements. Of these, Y% are active on Teams and OneDrive
- Consulting has T% users who have completed the on boarding requirements and S% are active on Teams and OneDrive

Service Line	Employees	%age Onboarded	Active Users	%age Active
Consulting	6430	20%	1118	86%
Risk Advisory				
Tax and Legal				
Internal Services				
Audit and Assurance	7407	1%	63	76%
Financial Advisory	2588	12%	265	84%

Note: Sample

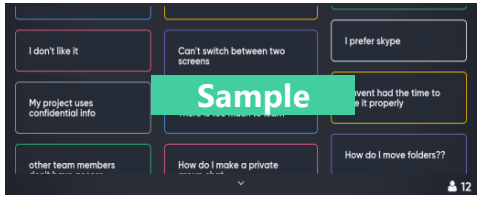
Survey highlights and testimonials

- A% commented that they are "really enjoying the experience of using Teams so far"
- B% commented that they are "not using Teams very regularly" or "from time to time/as required", compared to C% who commented they are using Teams "daily" or "all the time – several times a day"
- X% of respondents commented that their initial impressions of OneDrive is that it is "easier to share documents" and "The integration with Teams makes its easier to save and share documents."

Pulse check results

Question: what sorts of activities are you enjoying on Teams?

Question: what have you heard your colleagues say about Teams and OD4B?



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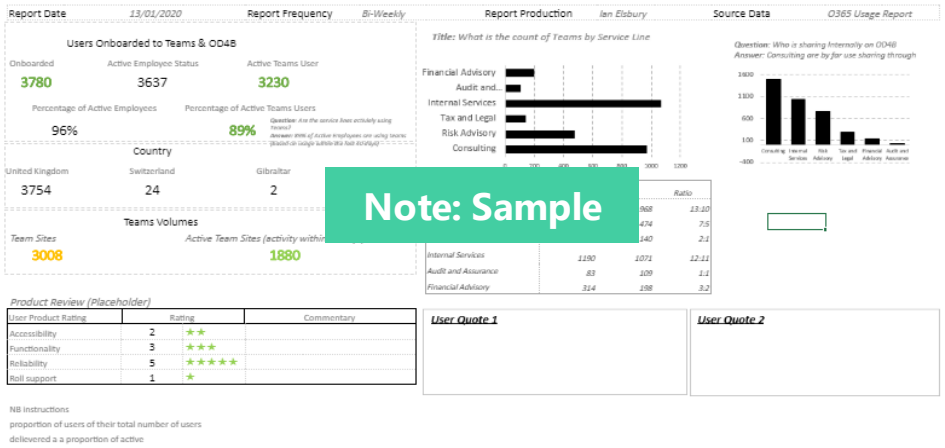
2. Core Usage and Mobility

How are we using Teams and OneDrive?

Adoption dashboard



How are we using Teams and OneDrive as teams?

- Chatting, sharing documents and creating posts are the most common collaboration activities on Teams.
- X% increase in OneDrive shares since Y date. This indicates an increased uptake in using OneDrive to share files and collaborate on documents.

How are we using Teams and OneDrive as business units?

- <business unit> has the highest ratio of non active teams to teams created. This indicates that there is a need to review what teams are being used for and to encourage users to review non-active teams.
- <business unit>

How are we embracing "Wherever you are, however you work" ?

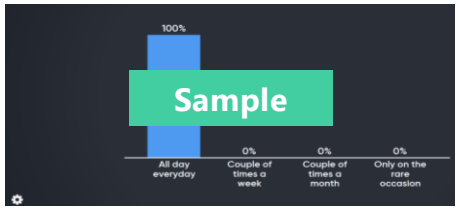
- The most common device for using Teams app is an iPad. Features such as Wiki and Planner have been noted as useful.
- Low uptake in usage of OneDrive app (X%)
- Most common use case for the Teams app is for checking notifications or chatting

Other survey highlights and testimonials

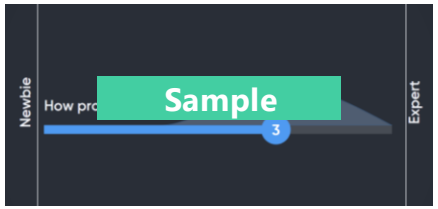
- Uptake of the Teams and OneDrive mobile apps is the greatest in <business unit> and the lowest in <business unit>.
- There is a perception that teams are not making the most of the sharing features on OneDrive.
- There is a perception that Teams is "integrated into my day to day work" (X%).
- Majority of users (X%) feel they are neither an "expert at Teams" nor "have a way to go" with Teams.
- Common themes from user testimonials have been reduced email traffic and using Teams as a collaboration hub.

Pulse check results

Question: what areas do your teams need further guidance and support on?



Question: How comfortable do you feel with using these tools?



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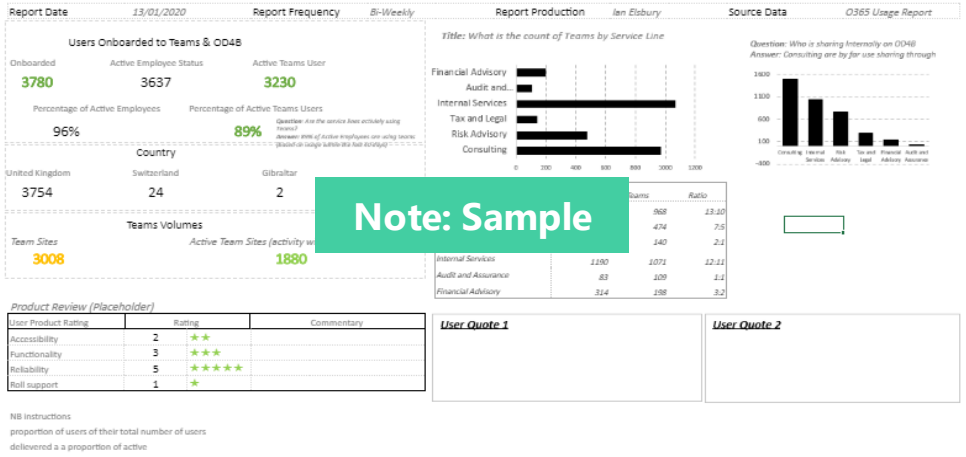
3. Team collaboration

How are Teams and OneDrive supporting us to collaborate better?

Adoption dashboard



Note: Sample

How has Teams and OneDrive supported better individual and team efficiency, productivity and collaboration?

- X% of users commented that they are using Teams to co-author documents "all the time" however Y% highlighted that their teams "need further support to understand how to make the most of co-authoring on Teams."

How are we using supporting collaboration applications? (e.g. Planner)

- X% of users are using Planner. Users have commented that their teams are using Planner as a Kanban board. Activity on Champion Teams has been noticed where users are sharing tips and tricks for creating an effective Kanban board using Planner.

What behavioural shifts are we starting to see?

- In response to "Since the roll out of O365 Teams and OneDrive, how much has changed in terms of you work within your teams day-to-day?" majority of users (X%) commented that "not much has changed but I expect it will soon."

Other survey highlights and testimonials

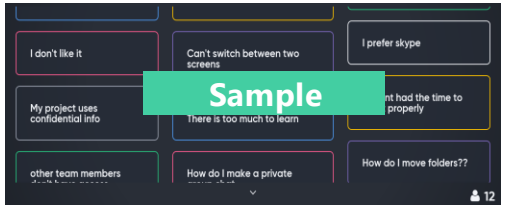
- Uptake of the Teams and OneDrive mobile apps is the greatest in <business unit> and the lowest in <business unit>.
- X% commented that "being on a particular project or engagement would make me use these tools more."
- Themes from user testimonials are that users have noticed better collaboration with their teams, faster response times due to personalised notifications and the ease with integration across devices.
- Greater focus/support required on the Teams and OneDrive interaction (e.g. syncing files from OneDrive to Teams).

Pulse check results

Question: how are you using Teams alongside other collaboration tools?

Sample

Question: What are some examples of how your teams are doing things differently with Teams and OneDrive?



Sample

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Visualizing how we use Yammer

Our Dashboards and the Yammer API

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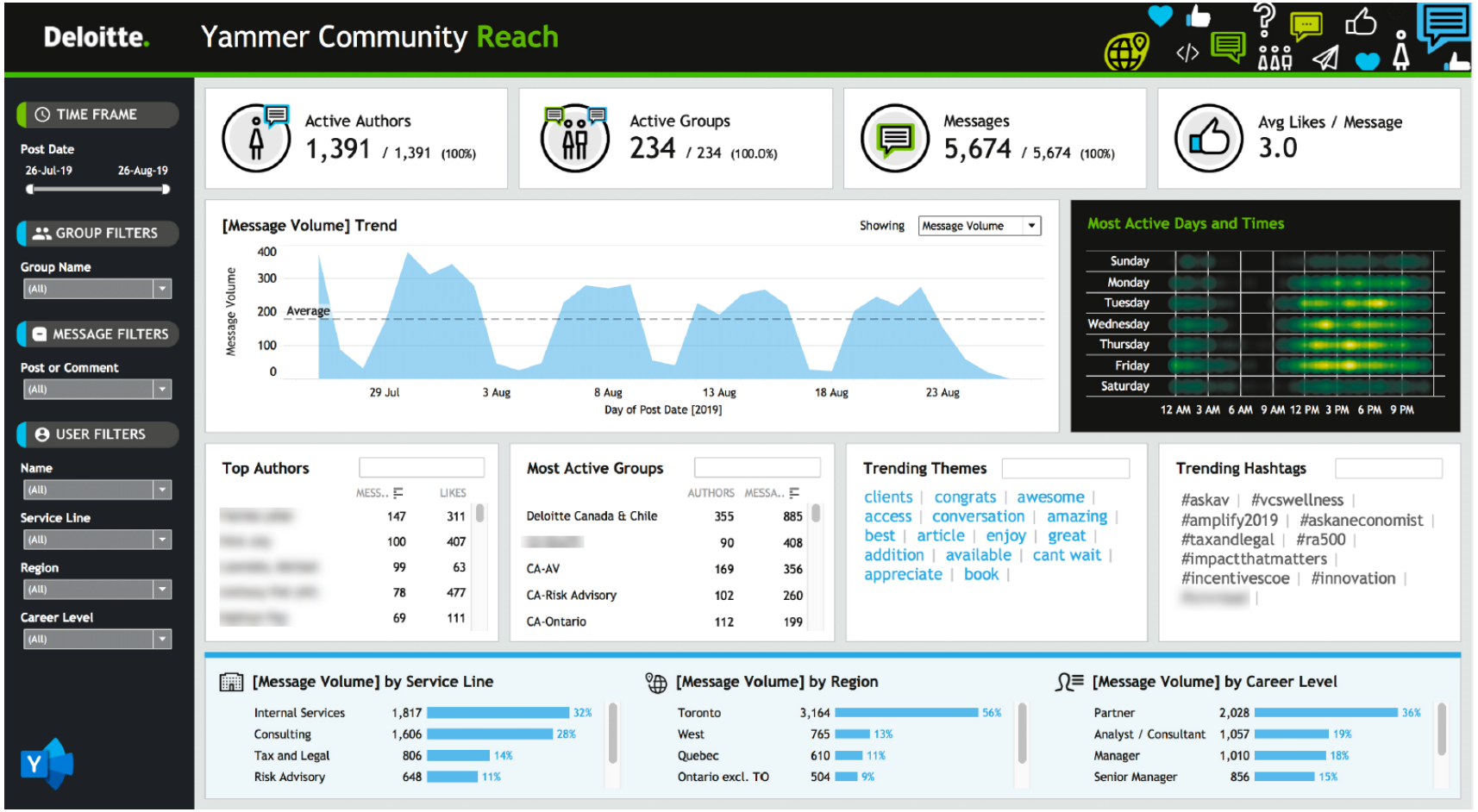
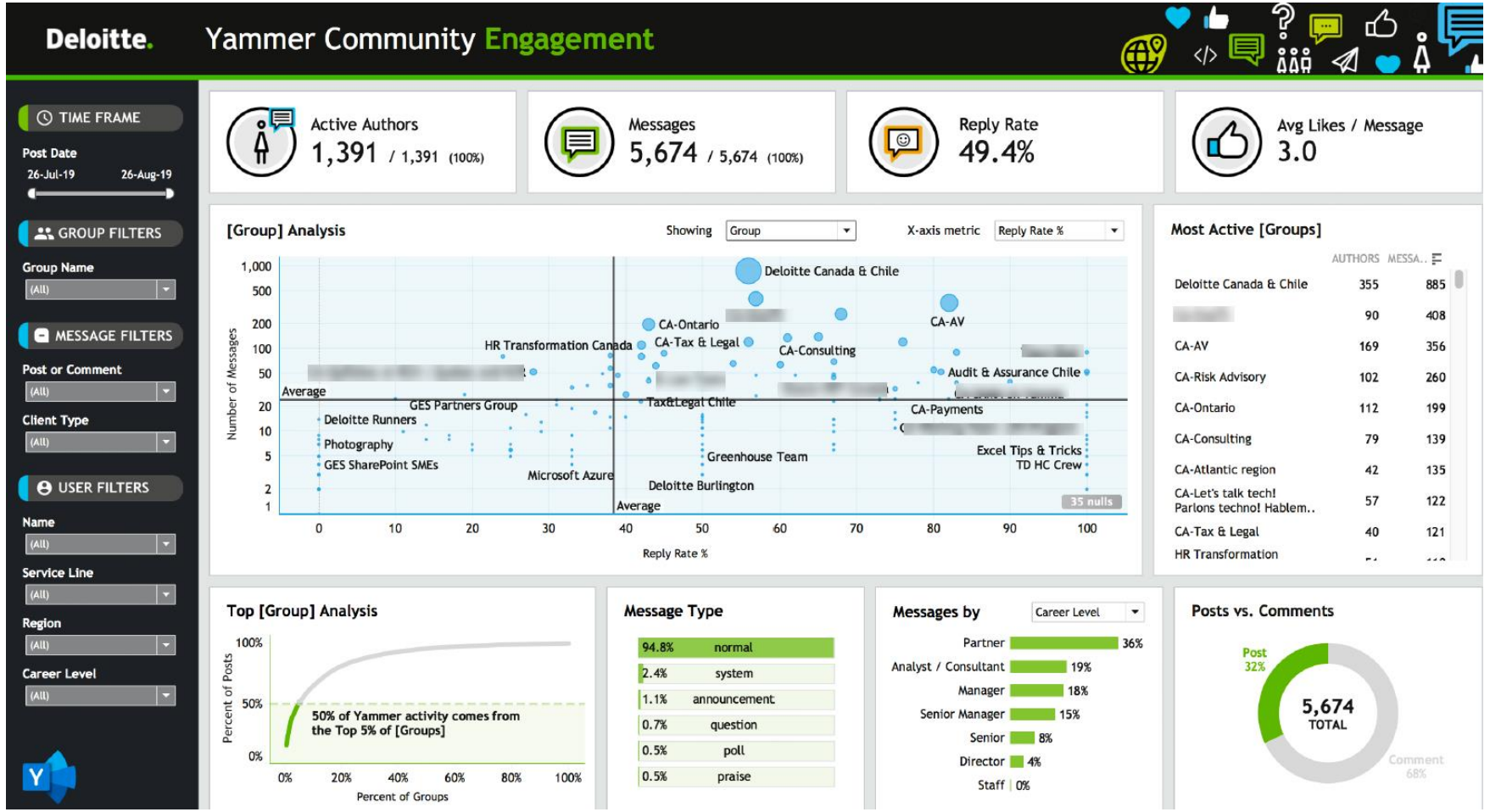
Driving Yammer Adoption with visualizations



Understanding Yammer Engagement



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Extended Solutions

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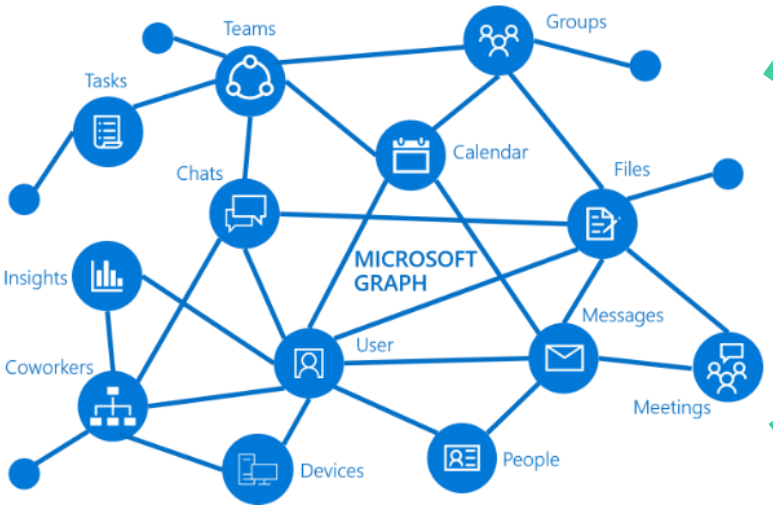
Customizations that support our services



Azure Webjobs

Sync AD Groups to Yammer

Report builders for Groups, External groups, Yammer

Processing Jobs for Conditional Access, change to private groups, disable external access

Azure Functions

External Access

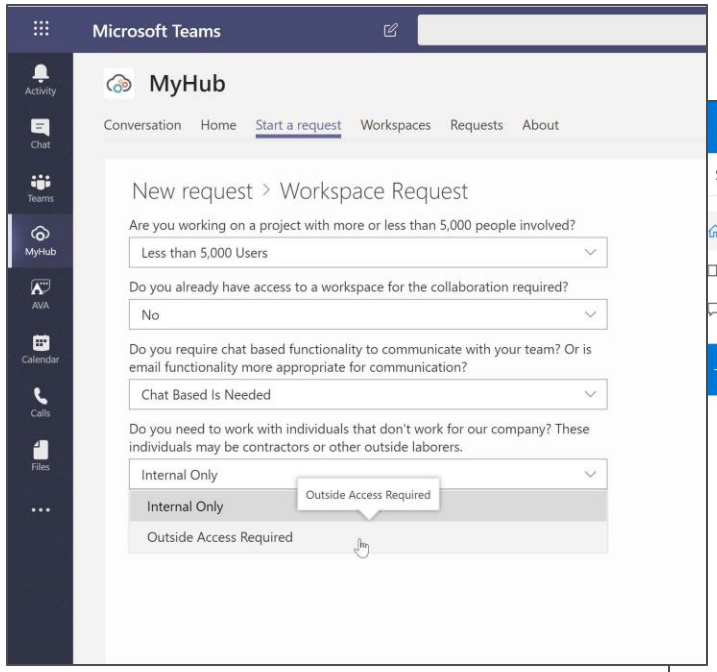
Misc. Graph automations (add/remove group members, get my teams, etc.)

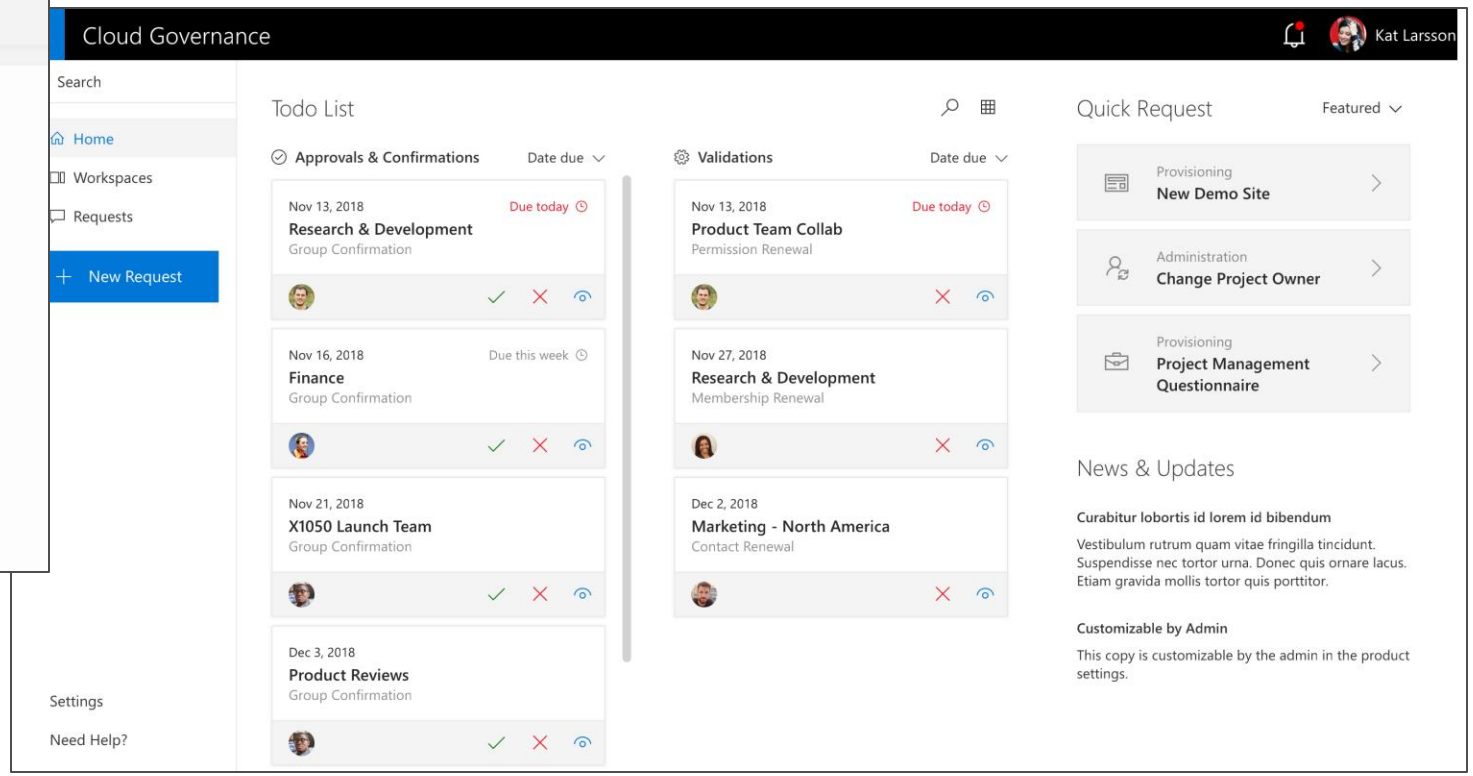
Misc. SharePoint automations (conditional access, site sharing, etc.)

Teams Archiving

Future Solution:

AvePoint Cloud Governance





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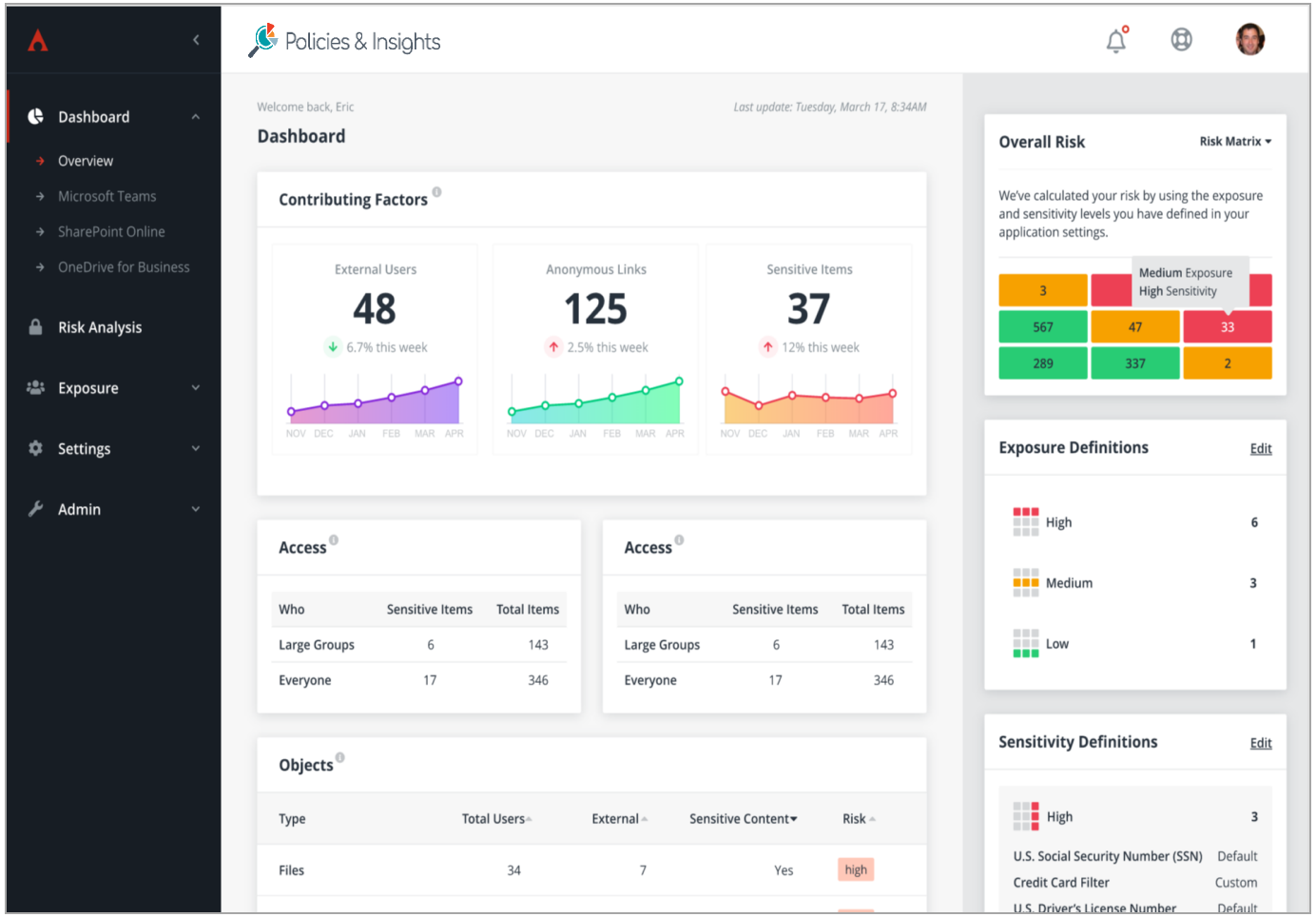
Future Solution:

AvePoint Policies & Insights For Microsoft 365



Aggregate access, sensitivity, and activity data

Security dashboards highlight anonymous links and exposed sensitive data

Prioritize to easily expose issues – focus on what matters

DeloitteNet

Where it all comes together

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DeloitteNet Overview

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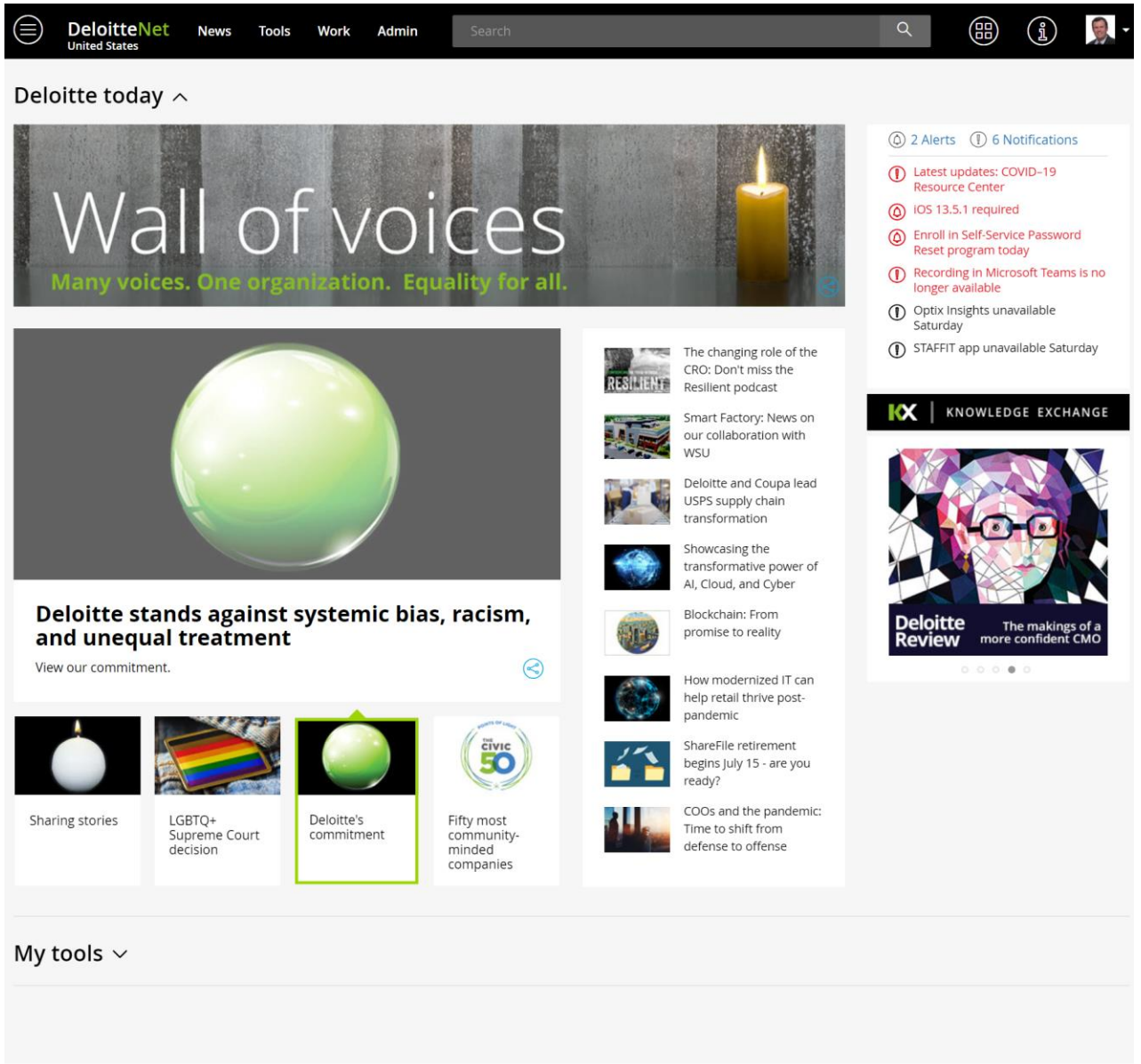
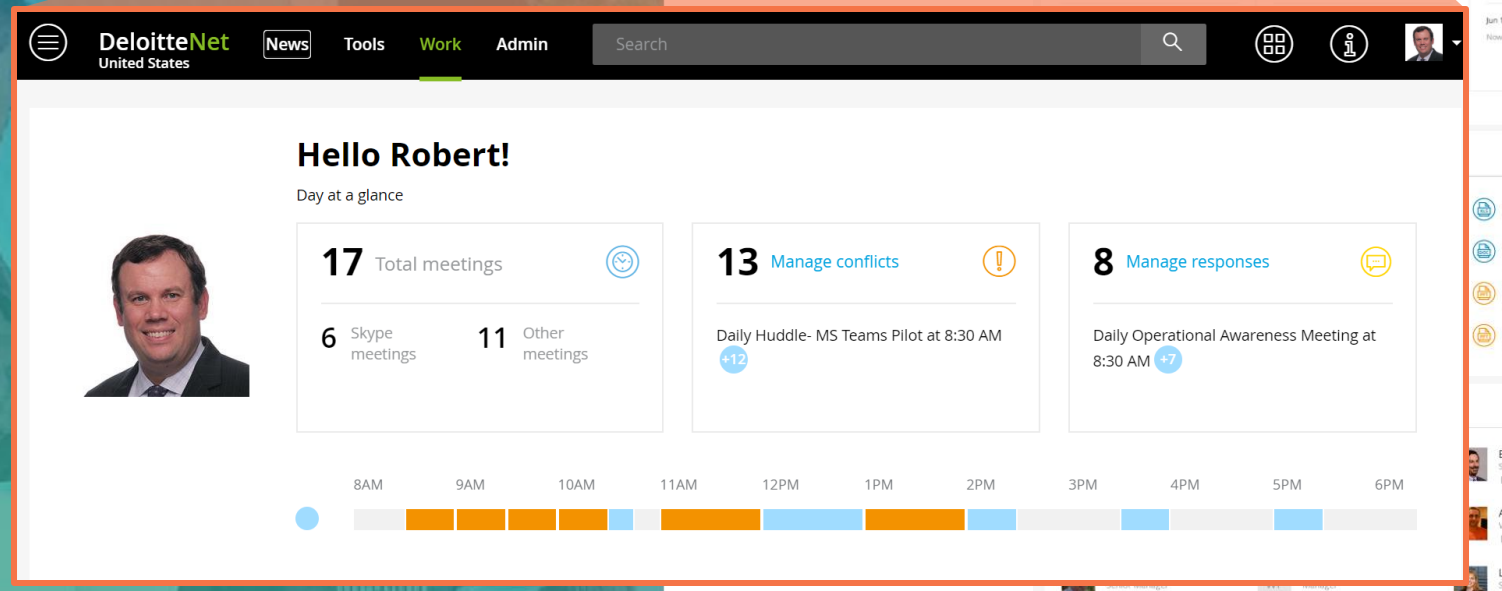
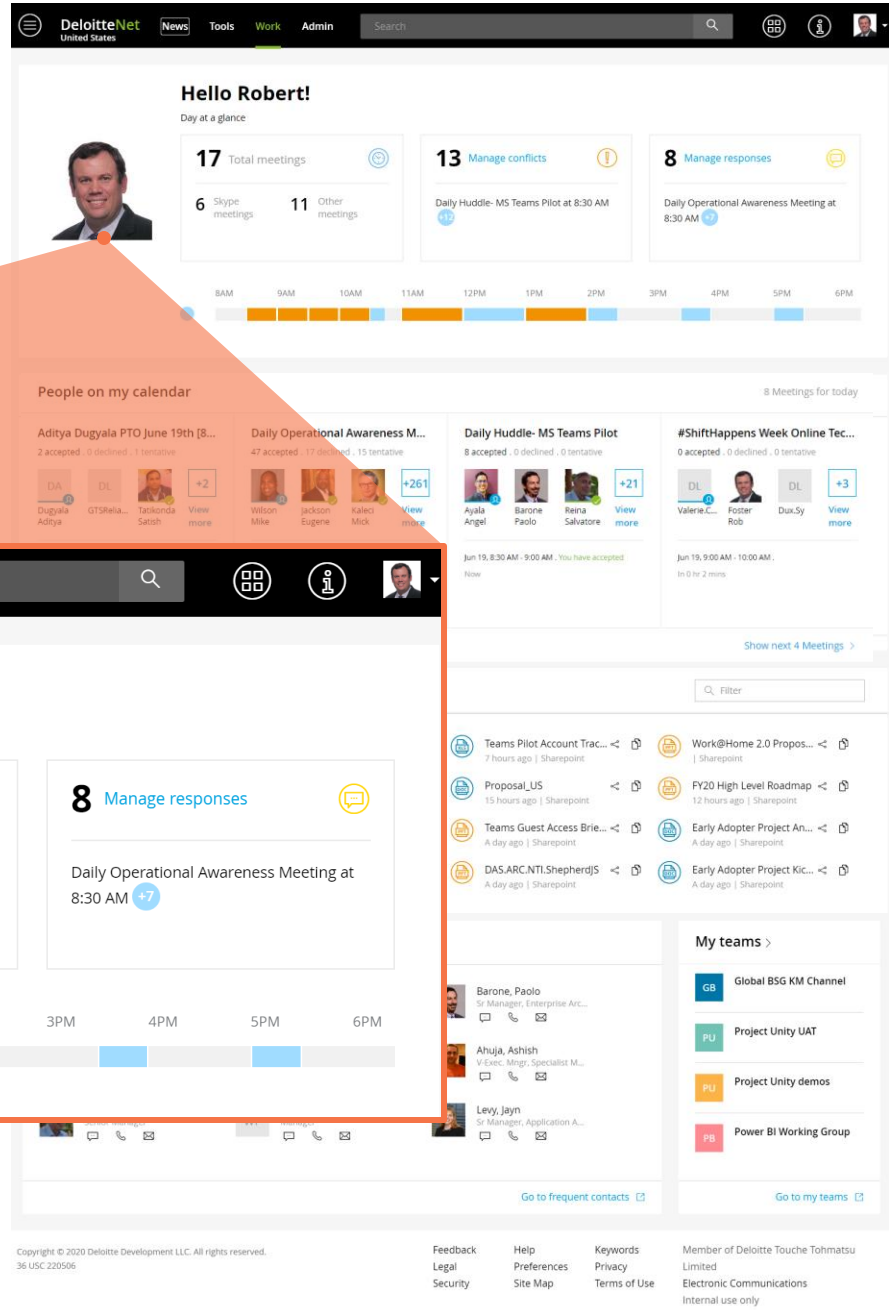


DeloitteNet My Work





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Lessons Learned

Build or Buy?

Maximize
Microsoft Graph

You're never done –
always seek feedback

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	धन्यवाद

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