



Tailor Microsoft Teams to Accelerate Your Line of Business Collaboration & Communications



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Activity: Collaboration Pictionary

Individual Activity

1. Get 1 sticky note
2. Identify the most inefficient collaboration practice that you do

Group Activity

1. Consolidate your collaboration practices
2. Identify the top three
3. Draw these three on the flip charts with no words

Agenda

- The New Culture of Teamwork
- Centralize Work in a One Stop Shop
- Enable Business Solutions
- Make it Easy to Do the Right Thing
- Drive Sustainable Adoption



The New Culture of Teamwork



Today's modern workforce



Management
Office Staff

Information Worker



Field Sales
Task Workers
Shop-floor Workers
Maintenance Engineers
Medical Staff

Firstline Worker



Vendors
Suppliers
Wholesalers
Citizens
Partners
Volunteers

Value Chain





Teamwork

The landscape has changed

2x

More collaboration

People work on twice as many teams and spend 50% more time collaborating



Internal, external & remote

People need to connect and communicate across organizations, locations & time zones



Diverse workforce

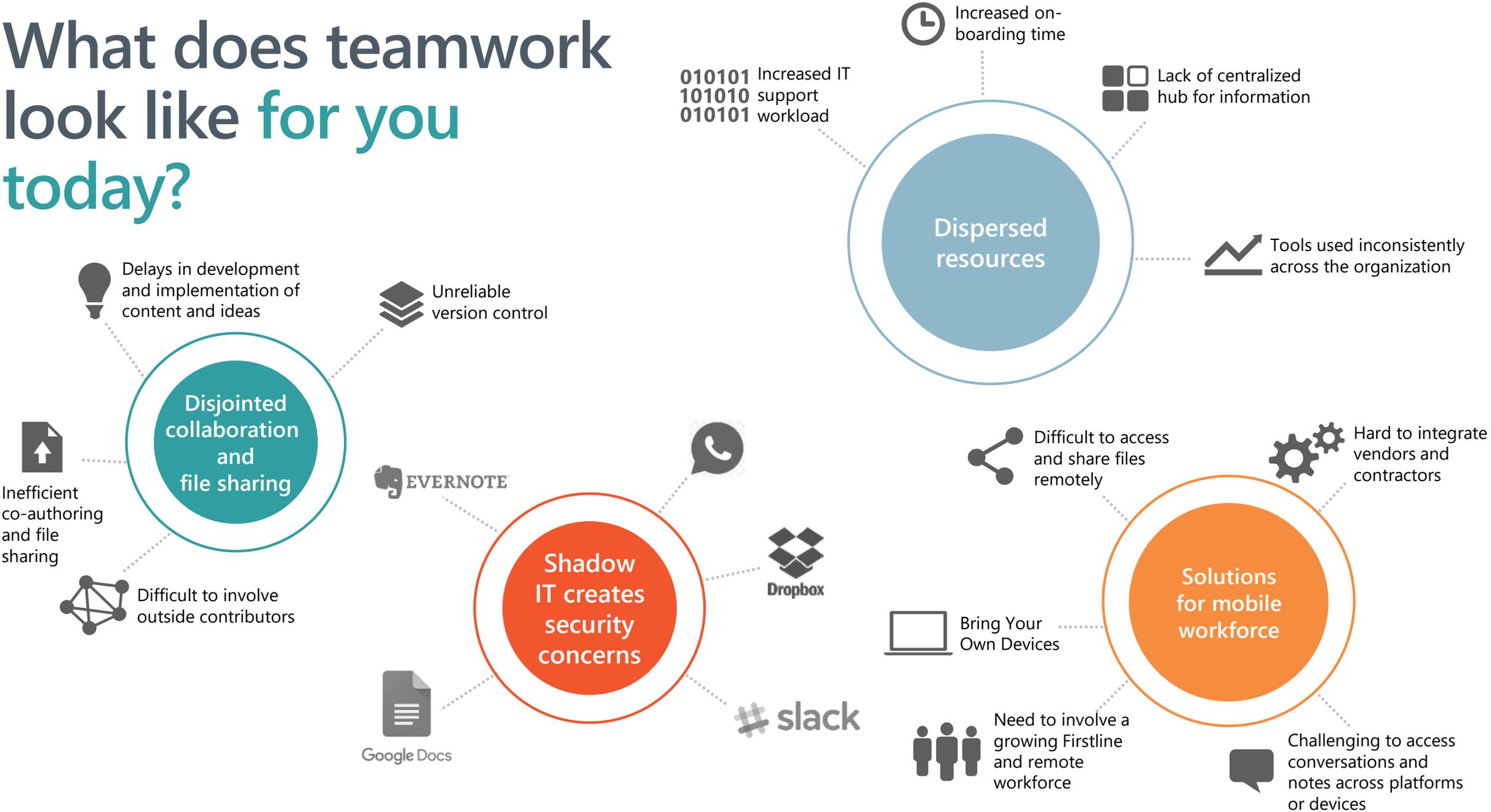
People have different expectations, preferences, skillsets and abilities



Employee engagement

Globally, employee engagement is 15%, but at the best performing companies, 70% of employees are engaged and profits are 21% higher

What does teamwork look like for you today?



Teamwork in Microsoft 365



Microsoft Teams

The hub for teamwork in Microsoft 365



Persistent 1:1 & Group Chat



Enhanced Collaboration

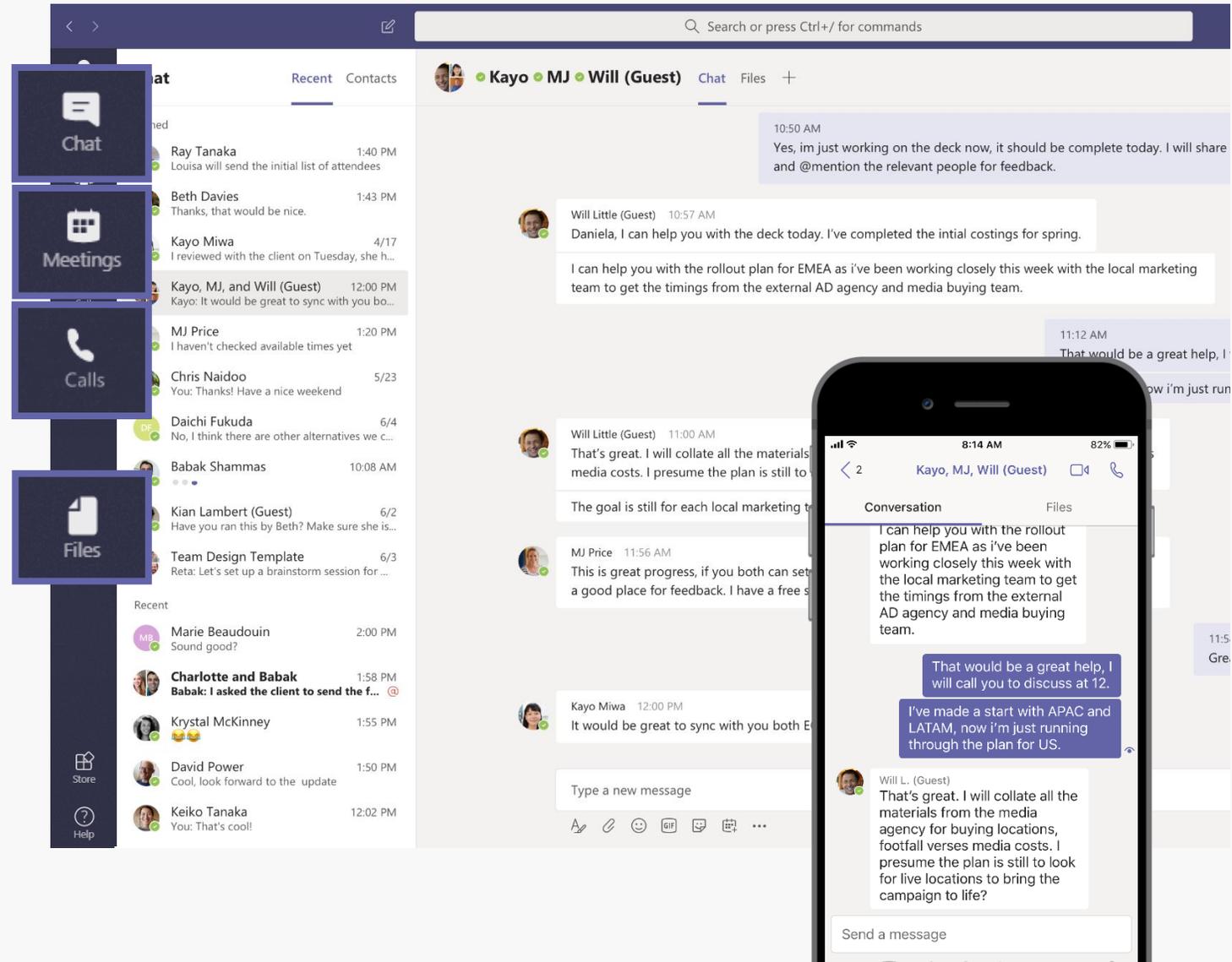


Enterprise Communications



Customize & Extend

Built with the enterprise-grade security and compliance our customers rely on





Demo:

Overview of Microsoft Teams

Microsoft Teams Extensibility



Channel Tabs

- Sharing group information
- Pin information or tools important for the channel



Compose Extensions

- Make it easy for your users to look up and share information



Connectors

- Simple webhook notifications in channels



Personal Tabs

- Create a personal workspace
- Aggregate content from across Teams



Bots in channels

- Coordinate tasks in a team environment
- Broadly share information



Bots in 1:1 chat

- Easy access to commands
- Q&A
- Provide user right insight at right time



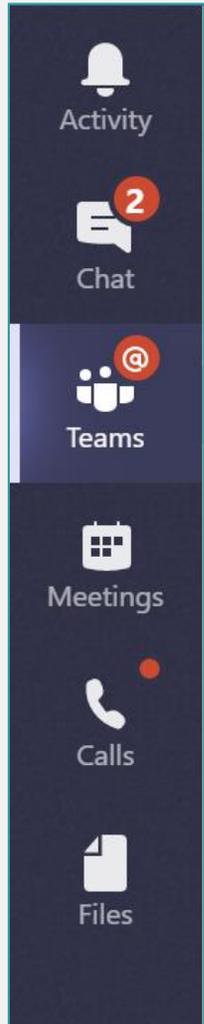
The Difference between TEAMS and CHATS

Team Conversations

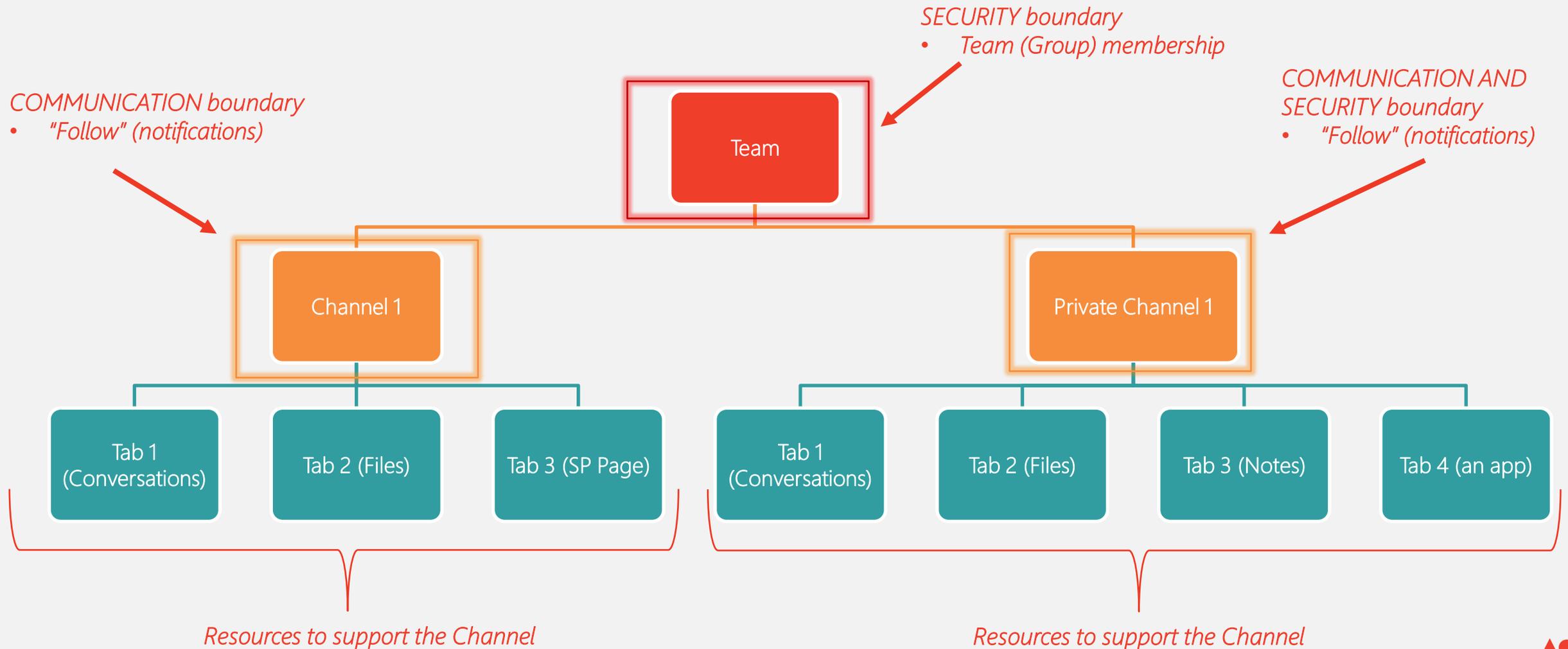
- Visible to all Team members/owners
- Uploaded files go into the SharePoint folder for the Channel
- Conversation history goes into the Team mailbox for compliance needs (hidden)
- Notifications will be sent to those following the Channel + those who are @mentioned

Chats

- Visible only to those in the chat
- Uploaded files go into the OneDrive of the poster and are shared with current chat participants automatically
- Chat history goes into the participants mailboxes for compliance needs (hidden)
- Notifications will be sent to participants

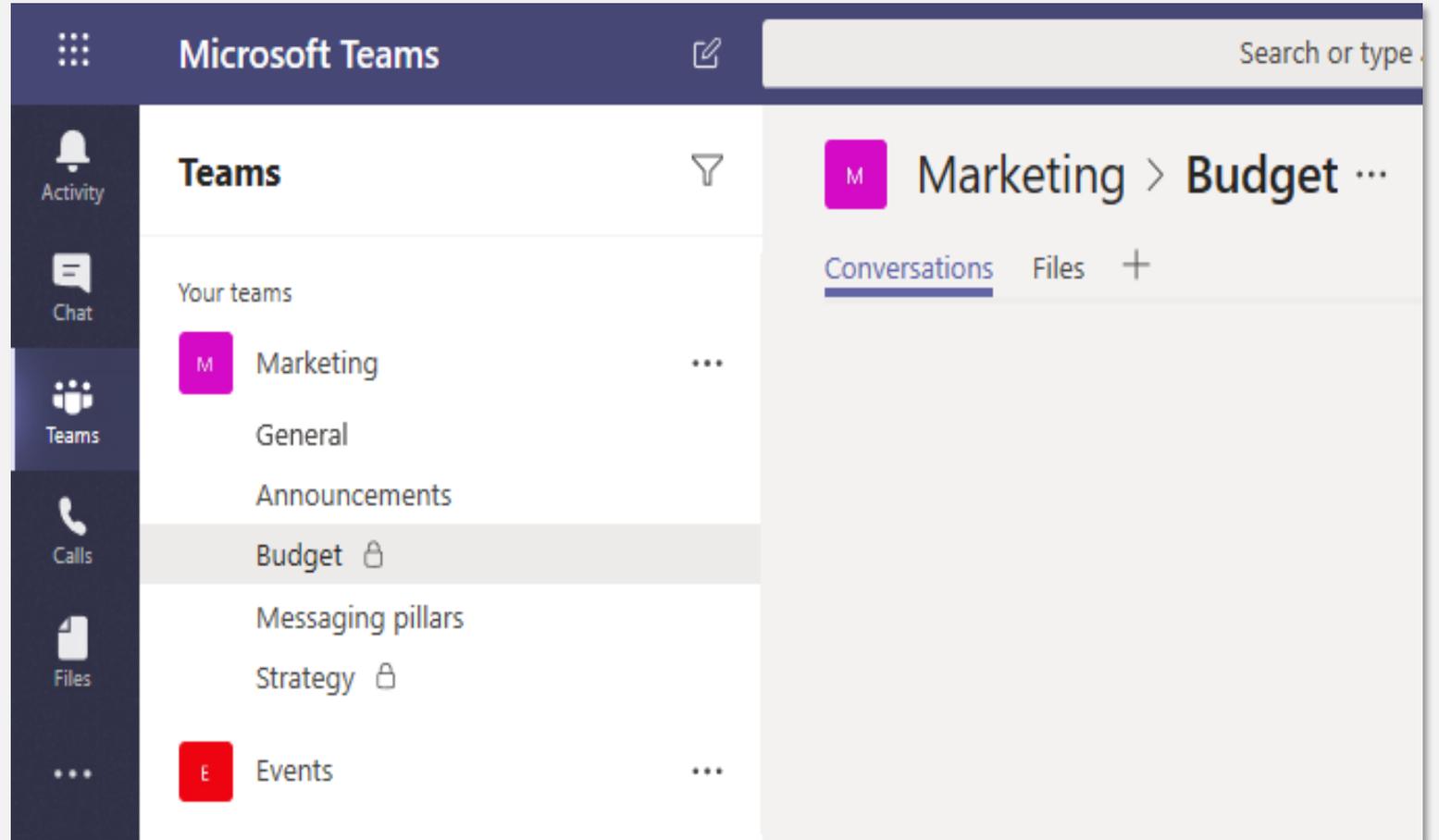


The basic shape of a Team



Private Channels (New!)

- Only the users on the team can access the channel.
- Anyone can be added as a member of a private channel if they are already a member of the team.
- May used if..
 - You want to limit collaboration to select audience
 - You want to collaborate with subset without having to create an additional MS Team



When to Create a Private Channel

Is there already a team that has these people as team members?	Does this work need to be kept private from others?	Are there multiple distinct topics to discuss?	Recommendation
Yes	Yes	Yes	Create a private channel in the existing team or consider creating dedicated private channels for each topic.
Yes	Yes	No	Create a private channel in the existing team.
Yes	No	No	Create a channel in the existing team.
No	No	No	Consider creating a new team.
No	No	Yes	Consider creating a new team and then, depending on the confidentiality of each topic, consider creating separate standard or private channels for each topic.
No	Yes	No	Create a new team or create a new private channel in an existing team.

<https://docs.microsoft.com/en-us/microsoftteams/private-channels#when-to-create-a-private-channel>





Unlock productivity with



150+ integrations



How can we improve everyday experiences by extending Teams?

Customize & extend Microsoft Teams



Organizational
tools & services



Departmental
tools



Employee
resources



Support
& info



3rd party
applications



Polly.ai



Trello

Git

GitHub

Microsoft

Teams

SharePoint

OneDrive

Jira Core

Confluence



Office 365
applications



make your apps work for you

Every day I have to ... eat

CAFÉ Café and Dining Dev

[Conversation](#) [Favorites](#) [Reminders](#) [About](#)

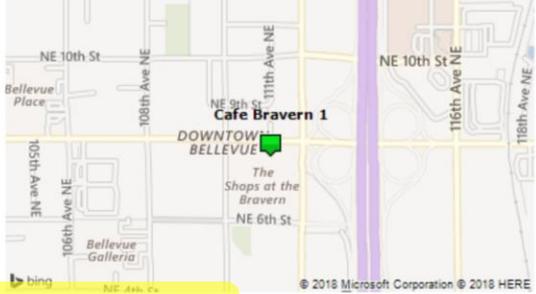
Yesterday 1:49 PM
Where is the nearest café?

CAFÉ Café and Dining Dev Yesterday 1:49 PM
You need to sign in before you can use Café Bot.

[Sign in](#)

Here's are all the cafés. Please select a café to get menu details.

Cafés near you



Cafe Bravern 1
Building BRAVERN-1

Here's the menu for Cafe Bravern 1 on Wednesday

What can I do?

Type your questions here



Every day I have to ... eat

CAFÉ Café and Dining Dev

Conversation Favorites Reminders About

Here's the menu for Cafe Bravern 1 on Wednesday



Cafe Bravern 1
Breakfast 7:00 - 10:30 am | Lunch 11:00 - 2:00 pm | Espresso 7:00 - 4:30 pm

THE WOK
Fried Rice, Spicy Fried Chicken Wing, Mongolian Tofu, General Tso Chicken

SUB SHOPPE
Build Your Own Sub

SOUPS
Vegetarian Southwest Vegetable (vegan), Old Fashion Tomato (vegan), Chicken Noodle w/ Penne Pasta

SALAD BAR
Salad Bar

GRILL

What can I do?

Take a tour	Learn about what I can do
Where is the nearest café?	Get cafés nearest to your assigned building
What is on menu for Friday?	Get menu of any week day for your building's ...
Today's menu at Lincoln Square	Get today's menu for a cafe
What cafés are serving sushi	See what cafés are serving sushi
Remind me when sushi available	Get reminders for when a food item is on the ...
Meal card balance	See your meal card balance and add money

Type your questions here

A ☺ GIF 🗨️ 🎧 ...

Every day I have to ... eat

The screenshot shows a chat window with a header for 'Café and Dining Dev'. The chat content includes a menu card with various food categories and buttons for 'View full menu', 'Get directions', 'Order now', and 'Favorite'. Below this is a message from the bot: 'Here's your meal card balance.' followed by a card displaying '\$426.01 Meal card balance as of 10/31/2018' and a 'Manage' button. A timestamp 'Yesterday 1:54 PM' is visible next to the message. At the bottom, there is a text input field with the placeholder 'Type your questions here' and a row of icons for text, emojis, GIFs, voice, and more options.

Café and Dining Dev

Conversation Favorites Reminders About

Noodle w/ Penne Pasta

SALAD BAR
Salad Bar

GRILL
Mushroom Swiss Burger, California Fried Chicken, Haystack Burger, Diablo Burger, The Grill

GLOBAL
Whole Roasted Striploin with Brussel Sprout and Potato

ESPRESSO
Proudly Serving Caffe Lusso Espresso!

CULTURAL CUISINES
TERIYAKI

CHEF'S TABLE
Salmon with Cashew Gremola

BREAKFAST
Simply Breakfast

View full menu Get directions Order now

Favorite

Yesterday 1:54 PM
Meal card balance

Café and Dining Dev Yesterday 1:54 PM
Here's your meal card balance.

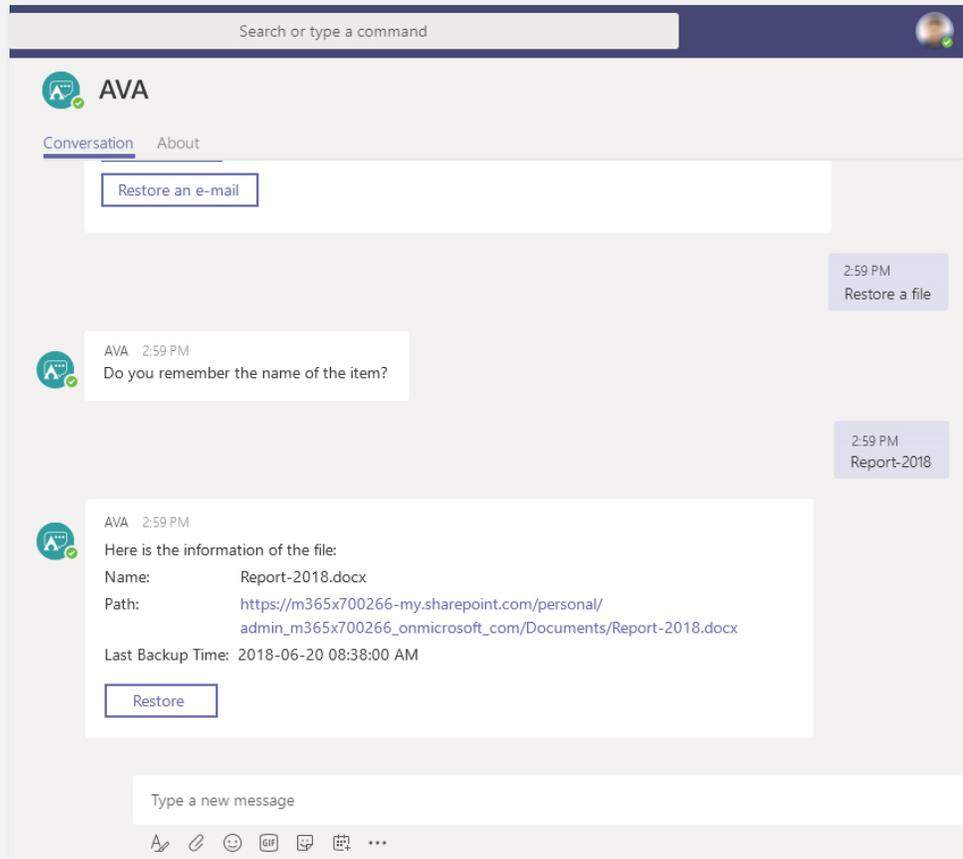
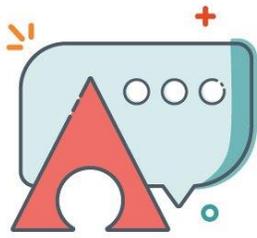
\$426.01
Meal card balance as of 10/31/2018

Manage

Type your questions here

📄 😊 🧩 🗣️ ⏮️ ⋮

AVA: Restore Deleted Emails + Files



Give users a place to look for lost content:

- Filenames that can't be found
- Documents modified recently
- Broken URLs to documents and files
- Lost e-mails that can't be searched in Exchange / Outlook

Highlight quick-wins to limit support calls:

- Identify version history, first and second level recycle bins, soft-deleted content
- Identify recent data in AvePoint's backup data sets
- Fully security-trimmed to each user



Extended Backup and Retention



The screenshot displays the AvePoint Cloud Backup interface. On the left is a navigation sidebar with sections for 'Office 365 Backup' (Restore, Data Subject Access Requests, Job Monitor, Reporting, Settings) and 'Dynamics 365 Backup'. The main area shows three cards for 'Office 365 Groups', 'Teams', and 'Project Online'. The 'Teams' card is expanded to show a 'PROTECTED' status with a green shield icon and the text 'Last Successful Backup: Apr 15, 2019 10:49 AM'. Below this, a 'Job Summary' section features a donut chart and a list of backup jobs. The donut chart shows 78 total items, with 56 successful, 22 skipped, and 0 failed. The backup job list shows four 'Finished' jobs with timestamps: Apr 15, 2019 10:49 AM, Apr 15, 2019 5:00 AM, Apr 14, 2019 11:06 PM, and another 'Finished' job. The right side of the expanded view indicates the next backup will be on Apr 15, 2019 4:17 PM.

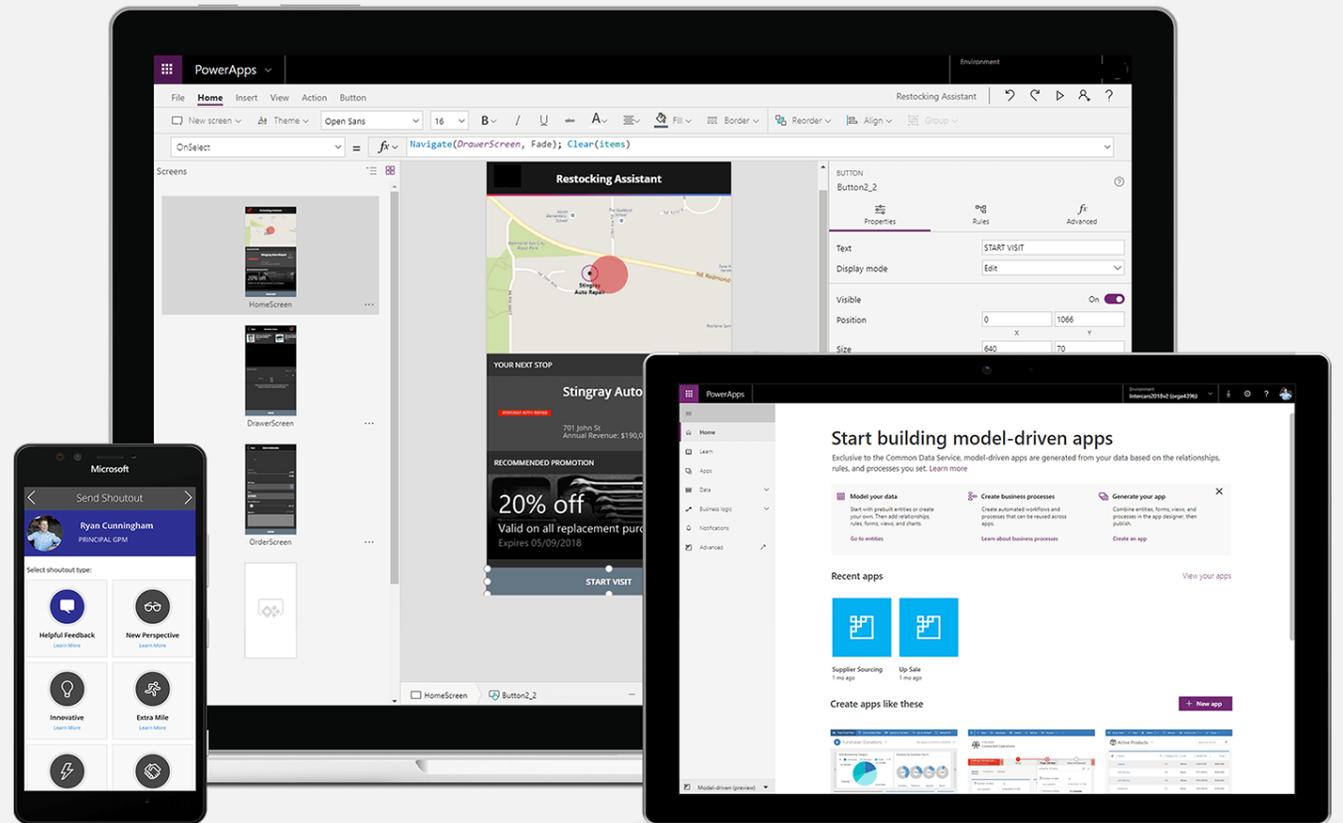
Status	Count
Successful	56
Skipped	22
Failed	0

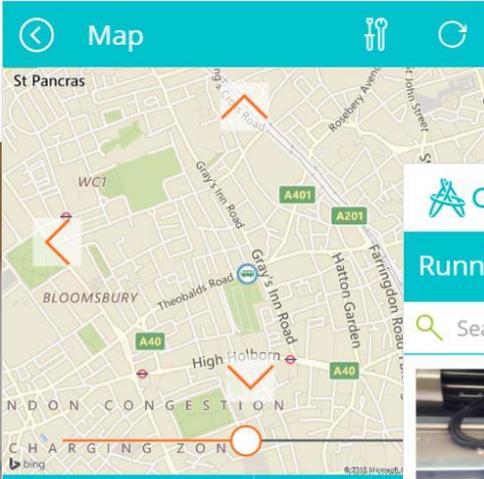
Status	Timestamp
Finished	Apr 15, 2019 10:49 AM
Finished	Apr 15, 2019 5:00 AM
Finished	Apr 14, 2019 11:06 PM
Finished	



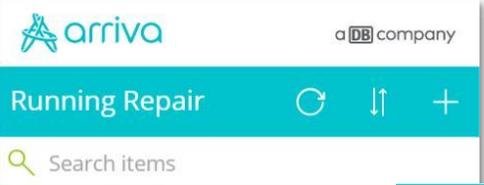
Build Apps with PowerApps

- Solve business problems with intuitive visual tools that don't require code
- Easily build and share apps on any device
- Customize every detail of your app to optimize for specific tasks and roles





stationName	expectedArrival
Gray's Inn Road	9/12/2018, 10:00
Rosebery Avenue	9/12/2018, 10:05
Mount Pleasant	9/12/2018, 10:10
Tysoe Street	9/12/2018, 10:15
Hardwick Street	9/12/2018, 10:20
Sadler's Wells Theatre	9/12/2018, 10:25
St John Street / Goswell Road	9/12/2018, 10:30
Angel Station	9/12/2018, 11:00
Islington Green	9/12/2018, 11:05
Packington Street	9/12/2018, 11:10
Cross Street	9/12/2018, 11:15
Essex Road Station	9/12/2018, 11:20
Northchurch Road	9/12/2018, 11:25



- 
38 | LT182 | 19/07/18
 Doors_Exits
 Air leak above the door
- 
38 | LT182 | 16/07/18
 Doors_Exits
 Door roller not engaged.
- 
38 | LT182 | 13/07/18
 Doors_Exits
 They keep opening
- 
38 | LT187 | 11/07/18
 Doors_Exits
 Doors bounce open as sensitive edge defective.
- 
242 | LT187 | 11/07/18
 Engine
 Oil leak from oil filter.

✕ New Issue
🗑️ ✓ 🔧

Garage

Clapton ▼

Route

38 ▼

Bonnet Number

LT187 ▼

Rte38 due at Gray's Inn Road 10:51

Defect Category

Doors_Exits ▼

18/6/18 Defect Doors_Exits-Open to let people on... of all things.

Defect Details

Doors have failed, air leak from actuator,



External Access



Anyone with an Azure Active Directory (AAD) account can be added as a guest in Teams.

Guests ...

Can have any email account (Work accounts e.g. Office 365)

Accounts are added and securely managed within Azure AD through Azure AD B2B Collaboration

IT admins can quickly and easily view, add, or revoke a guest's access to the host tenant

Are included as part of your Office 365 subscription at no additional cost

Are subject to Azure AD & Office 365 service limits



Guest Access Capabilities

Capabilities	Teams User	Guest User
Create channels	X	X
Participate in a private chat	X	X
Participate in a channel conversation	X	X
Post, delete, and edit messages	X	X
Share a channel file	X	X
Share a chat file	X	
Add apps (tabs, bots, connectors)	X	
Create tenant-wide and teams/channels guest access policies	X	
Invite a user outside the Office 365 tenant's domain		X
Create team	X	
Discover and join public teams	X	
View org chart	X	

Note: Office 365 admins control the features available to guests.



AI in Teams



Insightful



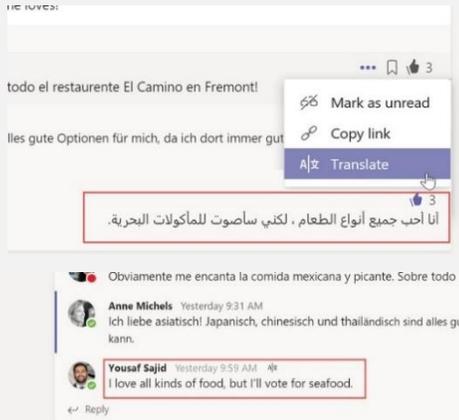
Proactive



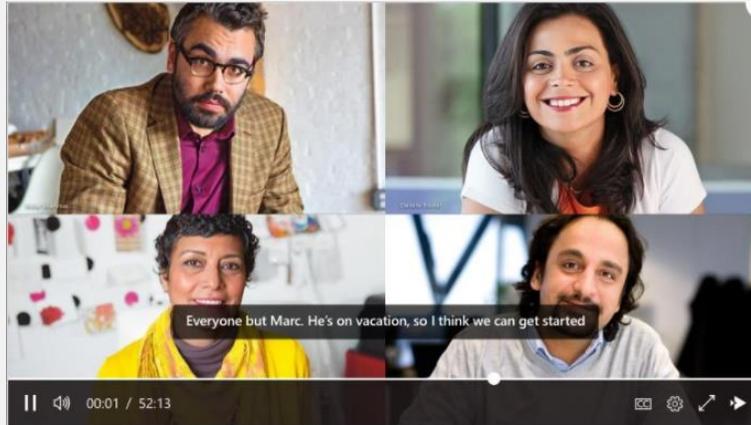
Adaptive



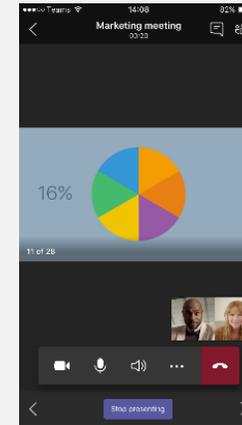
AI in Teams—available today!



Inline Message Translation



Live captions and subtitles



Mobile Companion Mode



Customized Background



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



Not sure how to begin?

To help identify business scenarios, consider using the framework below

As someone in...
(Team)



As someone in
Sales Management

I want to....
(Description of
what I want to do)



I want to
have a single version of the
sales proposal that everyone
has access to rather than
managing multiple versions in
email

Using...
(Specific application
of the technology)



Using
a SharePoint site to centrally
store and share a single
version of a sales proposal
that my team can edit
together using co-authoring
in Word and PowerPoint

**I'll know this is
successful when....**
(Solutions success
measure)



**I'll know this is
successful when**
my sales team creates
proposals more easily, giving
them more time to close deals



Centralize Work in a One Stop Shop



How we work today



Alex Wilber
Marketing Assistant



Ben Walters
VP Sales



Lidia Holloway
Product Manager



Henrietta Mueller
Marketing Assistant



Irvin Sayers
Director



Miriam Graham
VP Marketing

WHO you're collaborating with...



Send and receive emails



Chats and conversations



Serendipitous collision

Microsoft Teams – The Hub for Teamwork



Communicate: Chat, calls & meetings for today's teams



Collaborate: Deeply integrated Office 365 apps



Customize & Extend: 3rd party apps & existing systems



Work w/ Confidence: Enterprise security, compliance & manageability



Departmental Teamwork in Teams

The screenshot shows a Microsoft Teams chat interface. On the left is a sidebar with navigation options: Activity, Chat, Teams, Calendar, Calls, Files, AVA, and Help. The main chat area is titled 'AvePoint Marketing > General' and is marked as 'Private'. The chat history shows a message from Joanne Chang at 1/30 9:35 PM. The message text reads: 'Dux Raymond Sy Michael Segner Amanda Barnes Jessica Ko I'd like to share the nurturing email campaign that AU team's working on. The purpose of the campaign is to engage with new leads moving forward, keeping them posted with our awesome content, ebooks, on-demand webinars, blogs etc. The content people are gonna receive will be based on what / if they click (see attached content schedule). Basically we have 4 streams - Migration, Management, Protection and 'No clicks' (for people who don't click anything we'll send our most popular content to capture)'. Below the text is a flowchart titled 'Content Schedule' which details the logic for email content selection based on user clicks. The flowchart starts with 'Click Migration' leading to 'Management 1' through 'Management 5'. A branch for 'Click Management' leads to 'Migration 1' through 'Migration 5'. A branch for 'Click Back or Protection' leads to 'Protection 1' through 'Protection 5'. A branch for 'Don't open or click anything' leads to 'Send MMR open with a different subject line', which then branches into 'Management 1' through 'Management 5' and 'Protection 1' through 'Protection 5'. A 'See more' link is present below the message. Below the message is a 'Login | Marketo' button with the URL 'app-ab04.marketo.com'. Below that is a message from Michael Segner at 1/31 11:36 AM, edited, with 4 likes. The message text says: 'Wow, first off really impressive work. What a sophisticated nurture design! Here are some thoughts, happy to discuss further:'. A bulleted list follows: '• LOVE the segmented campaigns based off of clicks (or no clicks). The thing that pops out to me here is that it looks like your nurture campaign lasts across 3 months. Have you thought about extending it across a whole year (funding cycle)? You could extend it across 6 months and cast it twice.' At the bottom of the chat is a text input field with the placeholder 'Start a new conversation. Type @ to mention someone.' and a send button.



Example: Global team collaboration

Search or type a command

Field Marketing > General

Conversations Files Wiki Meetings Notes

July 30, 2018

Martina Dingis 7/27 10:42 AM
Stuff for events
Hi Field Marketing!

As we have many upcoming events in autumn, I would like to get some new branded assets.
I was wondering if you can share pictures of the stuff you have in your regions? I appreciate any help 😊
I am looking to get new

- T-Shirts or Shirts for Event Staff
- Booth (a magnetic one maybe)
- Best raffle gifts

Have a great weekend all!

See less

AnnMarie Connolly 7/27 10:44 AM
Annie Wang when ya get a free min, pls share graphic and images for t-shirts produced at our NL Events.

Martina Dingis 7/27 10:46 AM
Got those from Annie Wang already 😊 thanks AnnMarie Connolly

Adeline Boror 7/30 8:32 AM
Hi Martina Dingis we don't do shirt or tshirt in France I did order some name badges in metal with magnetic fittings (see attached)
Regarding price draw I shared with you the 3D printer which is not expensive only 150 euros link here : https://www.gearbest.com/3d-printers-3d-printer-kits/pp_969800.html?wid=1433363

See less

Start a new conversation. Type @ to mention someone.

Search or type a command

US CN Technical Writing > Just for fun!

Conversations Files Wiki

June 20, 2018

Delphine Chen 6/20 11:14 AM Edited
Just want to show you the amazing power of nature in Richmond
with Microsoft light on--US CN Technical Writing



Reply

June 21, 2018

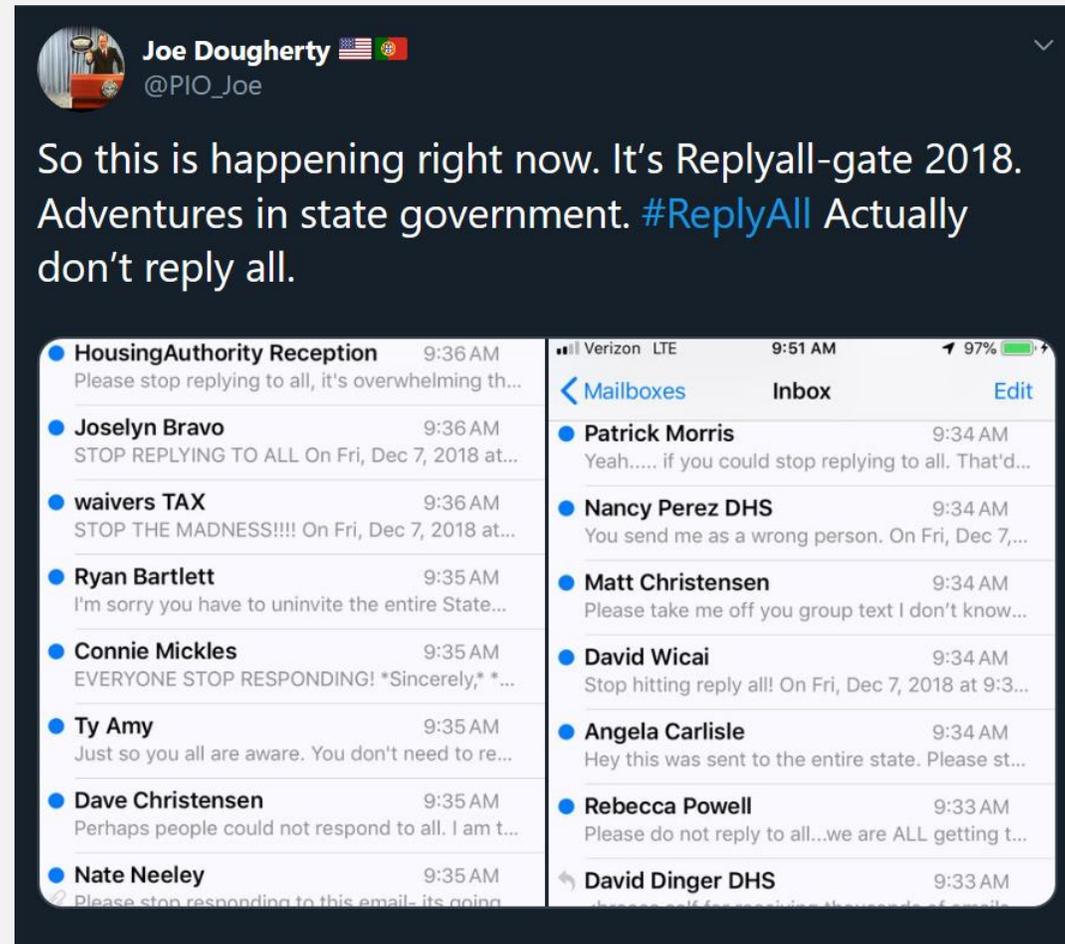
Dorothea Zhang 6/21 1:19 AM
Double rainbows from CC yesterday 😊



Start a new conversation. Type @ to mention someone.



Don't you love Reply All?



Group Communication in Teams

 **Spenser Bullock** 7/1 10:48 AM 👍 11 

IMPORTANT!
New Webinar! 8/7: Delegating Administration
Hello everyone, we have a webinar on 8/7 at 11am EST/8 PST. We will feature **Dux**, John Peluso and **Hunter** for "Tailoring Microsoft Teams & Delegating Administration in Office 365"

[Landing Page](#)
[Graphics Page](#)

Can the following that are tagged please help with distribution/promotion?

- **Megan** for organic and paid social efforts
- **Sarah, Katie** and **Skylar** for connecting to sales
- **Brent** for CTA on anything around Office 365 compliance or anything else you can think of?
- **Chandler** and **Mikayla** can we incorporate this into our newsletter or any other customer comms?

Please note that the social media graphics have been updated and should be visible when you share out the link
Please let me know if there is anything you need!

FYI: **Michael**, **Chisa**, **Joanne**, **Martina**, **AnnMarie**, **Oscar Jessica**, **Annie**, **Isabelle**

[See less](#)



Tailoring Microsoft Teams & Delegating Administration in Office 365 | AvePoint
Learn how to give departments in the same Office 365 tenant different policies for provisioning, external sharing, and more.
www.avepoint.com

 **Martina Dingis** 7/2 5:16 AM 👍 4

Annie Wang **Eva Wang** **Spenser Bullock** I would like to invite the DACH database as well. Spenser, can you please copy the email invite and share with Eva so we can translate?

 **Spenser Bullock** 7/2 6:29 AM 👍 1
Yes, will do!

 **Spenser Bullock** 7/15 11:00 AM 👍 3
NEW UPDATE: Hi everyone! We are looking to break our current webinar registration number and get to 1000 registrants for this webinar, **can we please have all hands on deck to promote and push this out to as much as possible?**

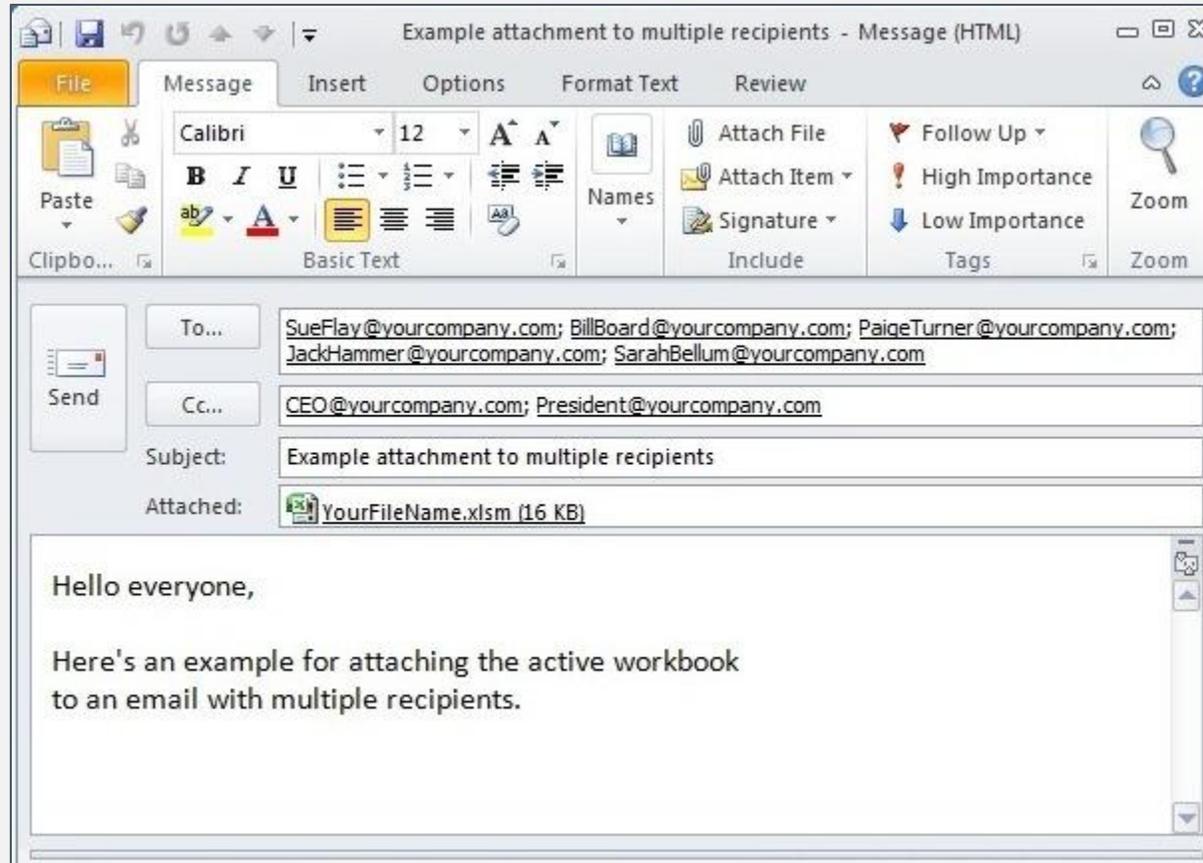
 **Sarah Zalesiak** 7/15 11:02 AM 👍 3
Megan Hoel can you craft some copy for the sales teams to share out on their social channels? thinking something they can push out on their feeds as well as something they can send via linkedin messaging

 **Michael Segner** 7/15 11:08 AM 👍 3
Brent Middleton can we include this as the top CTA on the top 15 blogs that get the most traffic currently?

← Reply



Document Collaboration via Email



Document Co-Authoring in Teams

The screenshot displays a Microsoft Teams interface. On the left is a navigation pane with icons for Activity, Chat (with a notification badge), Teams, Calendar, Calls, Files, and AVA. The main window shows a document titled "Citizen Services 1.3.1 Product Update Blog.docx" with "Edit" and "Close" buttons. The document content includes:

Citizen Services 1.3.1

Citizen Services 1.3.1 represents a number of high-value features that expand the capabilities and enhance the flexibility of the platform. The release is about helping customers dial in those specific, granular settings that speak to their unique business processes.

Smart Forms

One of the features customers love about Citizen Services is the "WYSIWYG" form editor. Even users with no technical skills are able to design and create forms that their constituents use to submit service requests. Well, those forms have just gotten smarter in two important ways!

- Conditional Logic to Show/Hide fields**
Conditional logic can be added to the form so that certain fields on the form will only appear if specific conditions are met. For example, a form for reporting abandoned vehicles may have a field to indicate whether the car has a license plate. If the user selects "yes", a new field can appear where the user can enter the license plate number, and conversely, that field will disappear if the user selects "no."

Figure 1: Show or hide fields based on other form selections.

This capability makes for much more usable forms by hiding irrelevant fields, and opens opportunities for previously unsupported use cases.

- Cascading Dropdowns**
In many situations, it's useful for drop-down fields to be related to each other. For example, for a form requesting maintenance in an office, there may be a drop-down list to select which floor the office is on and another drop-down to select the room number. A cascading drop-down would allow you to configure the form so that only the relevant room numbers are loaded in the second drop-down once the floor is selected in the first drop-down.

Figure 2: Configure cascading dropdown lists.

Not only is this a useful capability in general, but specifically, it makes it easier to configure Citizen Services for use cases like building maintenance.

At the bottom of the document, there is a link: [Export Service Request Data to CSV](#).

On the right, a chat window is open with several messages:

- Vanessa Molnar: 11/1/17 12:16 PM: Well done Paul Olenick on the animated GIFs!!
- Vanessa Molnar: 11/1/17 1:19 PM: Looping in Mary Zubrisky to review/edit this CS 1.3.1 product release blog
- Vanessa Molnar: 11/3/17 2:34 PM: Looping you lovely ladies in re: the animated GIF's that need to be added to Paul's CS 1.3.1 product update blog
- Evelyn Zh...: 11/7/17 5:00 AM: Hello Vanessa, Here comes the blog: <https://www.avepoint.com/product/avepoint-blog/citizen-services-1-3-1/>.
- Vanessa Molnar: 11/7/17 7:40 AM: Fantastic; thanks Evelyn!!

The chat window includes a "Reply" input field and various communication icons at the bottom.





Demo:

Document Collaboration & Co-Authoring

Helping email addicts adjust 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



And IT organizations benefit as well...

Email-focused approach

- Difficult to get users to store files where they belong
- Storage burden of duplicate attachments
- Data governance and security spread across multiple systems
- Burden of creating and managing distribution lists

Modern collab with Teams

- Files seamlessly routed in normal conversation flow
- File access from threaded conversation, pin important files to channel tabs
- O365 platform retention and security features have you covered
- Self-service approach *can* improve agility and admin efficiency when done right



Enable Business Solutions



Teams for different departments

Marketing

Deliver marketing campaigns and go-to-market activities across a diverse group of internal and external stakeholders.



Sales

Build and deliver proposals with input from different stakeholders.
Manage sales planning, training and sales readiness in the same place.



Finance

Aggregate and report on data while conducting business reviews.



Human Resources

Manage recruitment, training and reviews across departments.



IT

Drive IT transformation and change management.
Plan, execute and manage all phases of IT deployment, adoption and rollout.



Engineering

Move quickly between ideation, development and deployment.
Integrate with developer tools.



Project Management

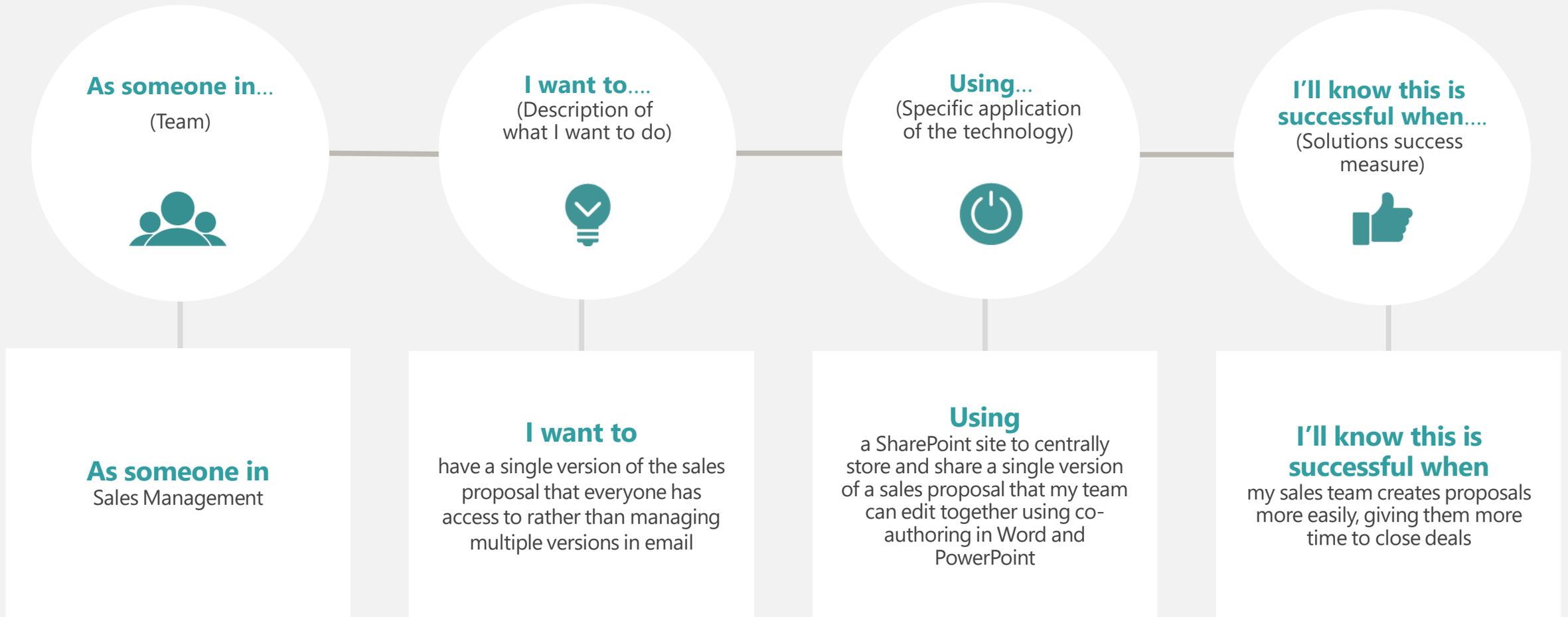
Manage project stakeholders, tools, budgets, project reviews and feedback.



Get guidance on these and other scenarios in the [FastTrack Productivity Library](#)

Not sure how to begin?

To help identify business scenarios, consider using the framework below



Examples: A Day in the Life

Microsoft

Leadership Connection Week in the life of an employee

Monday 9:00 AM Start the week by scanning the "Leadership Connection" group in the Yammer network. Get to know key initiatives, challenges, and opportunities across the organization. Like a few posts that resonate.

11:00 AM Respond to a question posted by the CEO on opportunities to increase customer satisfaction. Provide example of an initiative that worked at a local subsidiary.

Tuesday 8:00 PM Post a question on Yammer regarding a new HR policy for extended maternity leave and ask leadership's thoughts on including new fathers.

Wednesday 10:00 AM Learn about key takeaways from leadership meeting and direction for the company. Provide feedback on positive and negative impact of similar initiatives in the past.

2:00 PM Search "Leadership Connection" group in the Yammer networks to locate where employees are volunteering to help with various hurricane relief efforts. Look up #dayofservice and use this information for a presentation about positive impact employees can have on society.

Thursday 1:30 PM Participate on a live broadcast of the employee townhall on Yammer. Ask questions on live Yammer feed and participate in the discussion.

4:00 PM Respond to employee townhall poll on Yammer. Ask questions on the new operating model. Share to "Operation Quality Champs" Yammer group.

Friday 5:00 PM Accept invitation to join the virtual team of employees focused on the customer satisfaction initiative.

Microsoft Teams

Day in the life – Healthcare

Meet Dr. Thomas, an Oncologist at Contoso Health who uses Microsoft Teams to closely collaborate with his medical team to deliver better and more personalized care for his patients.

7:45 AM While commuting to work, Thomas gets a notification on his Teams mobile app. A nurse has posted a message on Contoso's "Oncology Department" Teams "General" channel, asking him to review their patient's x-ray results.

8:30 AM In his office, Dr. Thomas navigates to his patient's x-ray file and uses the "Start Conversation" feature and @ mentions the Radiologist requesting additional data about the results.

9:30 AM Reviews his patient's channel for updates and conversations. Confirms his 11:30 AM meeting with his team and @ mentions a nurse to call his patient and let her know they'll have x-ray results later in the day.

11:30 AM Joins the meeting on Teams to discuss patient updates with his Radiologist and Nurse.

12:30 PM After his meeting, Dr. Thomas gets additional information from the Power BI dashboard and post-meeting conversations in Teams. He messages his Radiologist with questions and to confirm results.

2:00 PM He responds to an @ mentioned conversation via Teams agreeing with his medical team's assessment on his patient. Follows up with a call to his patient to report that her x-rays came back negative.

3:00 PM Dr. Thomas' and team meet to get the most up-to-date status on all the patients under their care. He shares concerns about current wait times and identifies any quality of care issues using the Power BI dashboard to visualize trends. The team organizes their ideas and plans for next steps using the Planner tab on their "Oncology Department" Teams site.

5:00 PM Before his shift is complete, he assigns new tasks on any outstanding concerns for his patients to his colleagues for the upcoming shift through @ mentions in the conversation tab.

Get Started with Teams today! **Microsoft**

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 stakeholder 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.

Get started with Teams today! **Microsoft**



Finance

Prepare for Corporate Earnings Release

It takes teamwork and planning to prepare a corporate earnings release. Too often, teams are hindered by poor communication and outdated documents. You need your team to easily communicate and manage their workflow.

Improve your reporting process by using Microsoft Teams as one central location to bring your teams, documents, and information together. Use your favorite Office 365 apps like Word to coauthor documents in real time, so you know you're always working on the latest version. Save all your corporate earning reports and support requests to your company SharePoint location.



Simplify Budget Management



Managing large budgets and getting multiple sign-offs can take a lot of time and energy. Simplify the process by bringing your budget planning and management teams together in a common workspace with the apps and files you use every day.

Store files like templates and historical budget documents in your Microsoft Teams channel for easy access and standardization. Then share important updates and track departmental needs, commitments, and budget releases in the same channel to ensure clarity across the team.



Human Resources

Manage Contractors



Let contractors view
shift schedules on their
devices



Provide secure access
to event resources from
anywhere



Collaborate in real time
with the contractors on
the event floor



Effectively Onboard New Employees

- Successful new-hire onboarding is critical to engagement and retention, but it can be challenging when the right processes aren't in place. You need an easy way to make resources, documents, and trainings accessible, and connect new employees with their team and the broader organization for support.
- Ensure new employees get the information, support, and training they need with Microsoft Teams. Create a channel dedicated to new hires. You can host trainings with live events and answer questions in real time and address any follow-up questions via chat. Save training videos, documents, and other information in the Files tab so new hires have all the information they need all in one place.





Marketing

Develop Go-To-Market Strategy



- Effective Go-to-Market (GTM) strategies require teamwork and communication to build successful product and service launches. Documentation must be findable and easily updated, and should be accessible to all team members, both internally and externally. Tasks and work items need to be tracked and completed to ensure delivery of a viable and successful strategy.
- Create easier ways for teams to collaborate on your next GTM strategy with dedicated channels in Microsoft Teams. Use one channel for market research or messaging pillars and another to start your strategic plan.

Manage Events

- Successful marketing events need team support to be successful. You need one location to collaborate, coordinate, and execute strategies, plus obtain instant access to team members for status and feedback. All event documentation and assets should be readily available to all participants.
- Create an Events Planning team in Microsoft Teams and invite members to begin planning. Use chat and audio or video calling to work with your team anywhere, anytime. Share information like promotional materials and venue invoices right in the conversation and reference it in the Files tab later access.

- Add channels and set up Connectors like the Facebook Page connector to see notifications from pages you own or follow. Anyone inside or outside your team who is added to the channel can access information. Then team members can start conversations about the content coming in.
- As actions and work become required, delegate tasks and track completion by adding Planner. Use @mentions to coordinate your content and event planning, so you can get approval on project assignments.
- Store content, tools and promotion materials in Teams.
- Setup a Teams channel with Connectors to connect conversations and social media, for both internal and external team members.
- Delegate and track tasks by adding a Planner tab in Teams.
- Streamline reviews and approvals of your content and event plan by managing it in Teams.





Sales

Create Winning RFPs

Preparing an RFP requires bringing in a variety of resources and references while staying within budget commitments. You need one central location to assign tasks, review documents, and ensure RFP deadlines are met to create a winning proposal.

Create a Microsoft Teams channel to collaborate on the request for proposal (RFP) process. You can have conversations about project management, proposal deliverables, and budget. You can also upload documents right into the conversation to coauthor with colleagues and reference later. Use @mentions to notify team members you need them to weigh in on content.

Add Planner to your Teams channel and assign tasks to team members and track their progress. Follow up on requests with chat, video, or audio calls without ever leaving Teams. You can also use the Teams mobile app to work on the go from any device.

- Bring together project management, proposal deliverables, and budget activities in one location.
- Upload supporting RFP documents right into the conversation.
- Track and assign tasks to manage progress.



Coordinate Account Management



Set up an
account
management
team



Store common
resources



Track account
info



Keep up with
customer info
via social media



Access info on
the go





Firstline Workers

Microsoft Teams for Firstline Workers

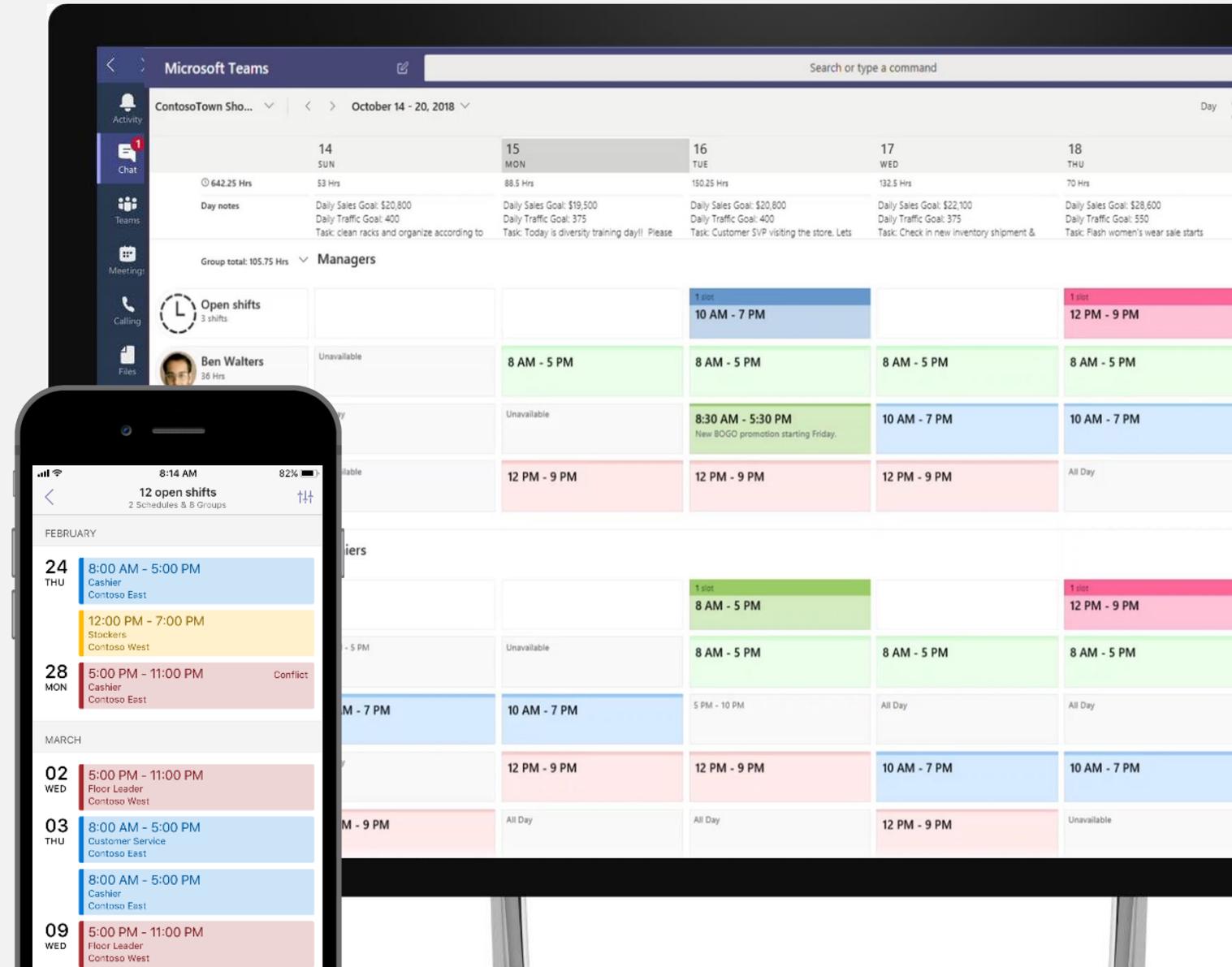
Empower Firstline Workers with tools to succeed

With Shifts, **Firstline managers** will be able to:

- Plan schedules for teams from the desktop and web apps
- Broadcast open and unfilled shifts
- Accept or deny time off, or shift changes from the mobile app

With Shifts, **Firstline team members** will be able to:

- Review requests and open shift information from their mobile app
- Request time off, shift swaps or offer shifts from the mobile app
- Set their availability for the day or specific hours



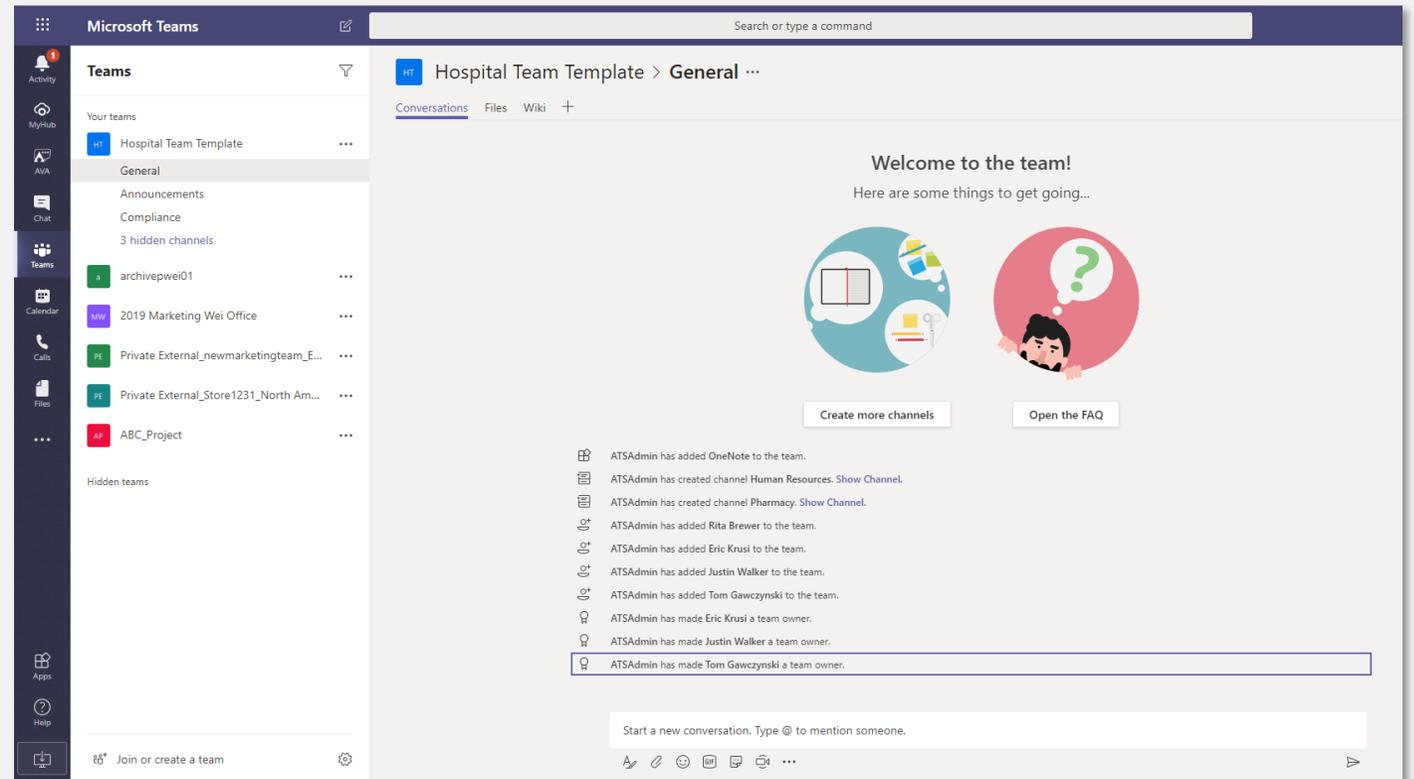
Update Firstline Workers with Policies

- Onboarding new employees and keeping your Firstline Workers updated on the latest company news, safety procedures, and best practices can be challenging when people are spread across locations and policies change frequently. You need an easy way to make the latest news and policies accessible to employees and incorporate new information when necessary.
- Make sure your employees have the latest company safety procedures and policies with Microsoft Teams. Store handbooks, training materials, safety procedures, and other resources in the Files tab so workers can access them anytime. When you add a new employee, they can instantly access the information they need from any device.
- Use @general mentions to let your entire team know when new or updated procedures, product specs, or sales reports are available. Use chat to answer any questions they have or to provide additional context.
- You can also do trainings with live events and answer employees' questions in real time. Employees can also work together in Teams to share best practices, ask questions, and get feedback instantly.
- Make training materials easily accessible to all employees.
- Communicate new procedures instantly.
- Create interactive trainings so employees can ask questions and share best practices.



Industry Teams Templates (In Preview)

- Education - Class Team
- Education - Staff Team
- Education - PLC team
- Retail - Store
- Retail - Manager
- Healthcare - Ward
- Healthcare - Hospital



<https://docs.microsoft.com/en-us/microsoftteams/get-started-with-teams-templates>



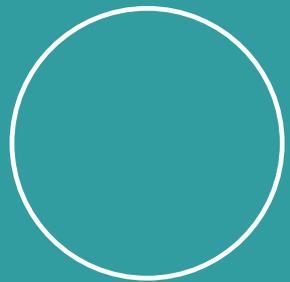
Create Your Own Template (In Preview)

- Control Channels
- Set Tabs
- Set Member and Guest Settings
- Deploy Teams Apps
- Set Retention Policies

```
POST https://graph.microsoft.com/beta/teams
Content-Type: application/json
{
  "template@odata.bind": "https://graph.microsoft.com/beta/teamsTemplates('standard')",
  "visibility": "Private",
  "displayName": "Sample Engineering Team",
  "description": "This is a sample engineering team, used to showcase the range of properties supported by this API",
  "channels": [
    {
      "displayName": "Announcements 📣",
      "isFavoriteByDefault": true,
      "description": "This is a sample announcements channel that is favorited by default. Use this channel to mak
    },
    {
      "displayName": "Training 🧑🎓",
      "isFavoriteByDefault": true,
      "description": "This is a sample training channel, that is favorited by default, and contains an example of
      "tabs": [
        {
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          }
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            "websiteUrl": "https://www.youtube.com/watch?v=X8krAMdGvCQ"
          }
        }
      ]
    }
  ]
}
```

<https://docs.microsoft.com/en-us/graph/api/team-post?view=graph-rest-beta>





Demo

Create a Team with OOTB Templates

Make it Easy to Do the Right Thing



Search

Why Microsoft Teams Will Soon Be Just as Common as Outlook



Published: 18 June 2018 ID: G00348503

Analyst(s): Larry Cannell | Mark Cortner

Summary

Microsoft Teams is playing an increasingly unifying and expanding role in Office 365. This report guides technical professionals on getting the most value out of Teams, analyzes Teams' impact on the rest of Office 365, and assesses Teams' strengths and weaknesses.

Table of Contents

Analysis

Microsoft Teams From an End-User Perspective

Channels Are the Heart of Group Collaboration in Microsoft Teams

Peer-to-Peer Chat Provides Simple Messaging and Sharing

Teams Also Provides Personal Productivity Features

How Teams Impacts Other Office 365 Products and Services

Membership: Teams and Office 365 Groups

Messaging: Teams, Yammer, Skype for Business and Outlook

Content Collaboration: Teams, Office 365 ProPlus, OneDrive for Business and SharePoint

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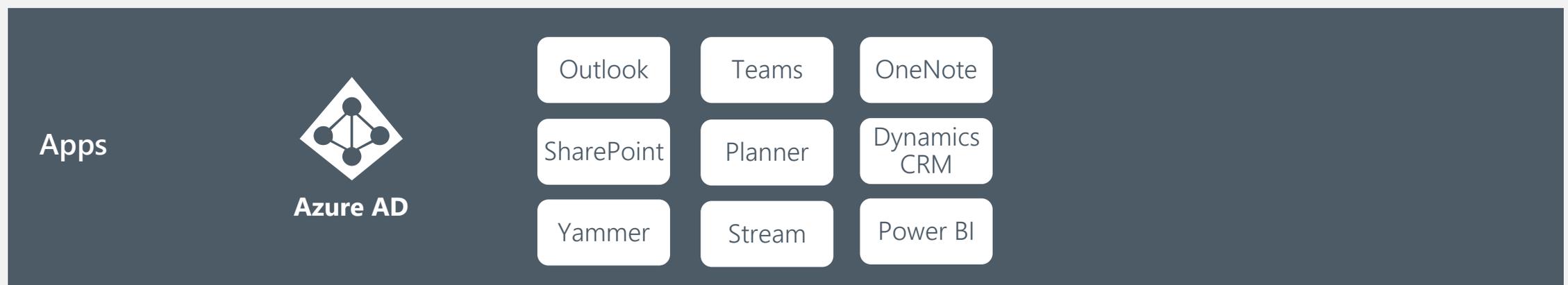
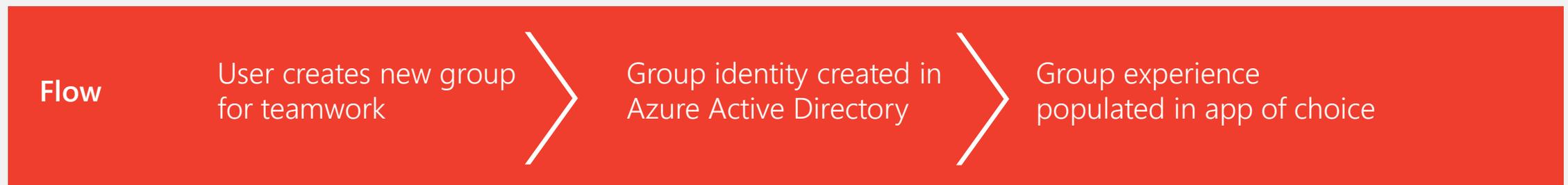
By default, anyone can create an Office 365 group. Therefore, anyone can create a team in Microsoft Teams. However, history has shown that allowing this privilege to go unregulated can result in users creating workspaces on impulse. Such workspaces often become abandoned, because their creators fail to promote them. Ultimately, people wonder why the workplaces were created in the first place. For example, you may recall the early days of SharePoint Server. Some enterprises saw the creation of hundreds, perhaps thousands, of sites, with little thought given to why those sites were needed.

https://www.gartner.com/doc/3879669

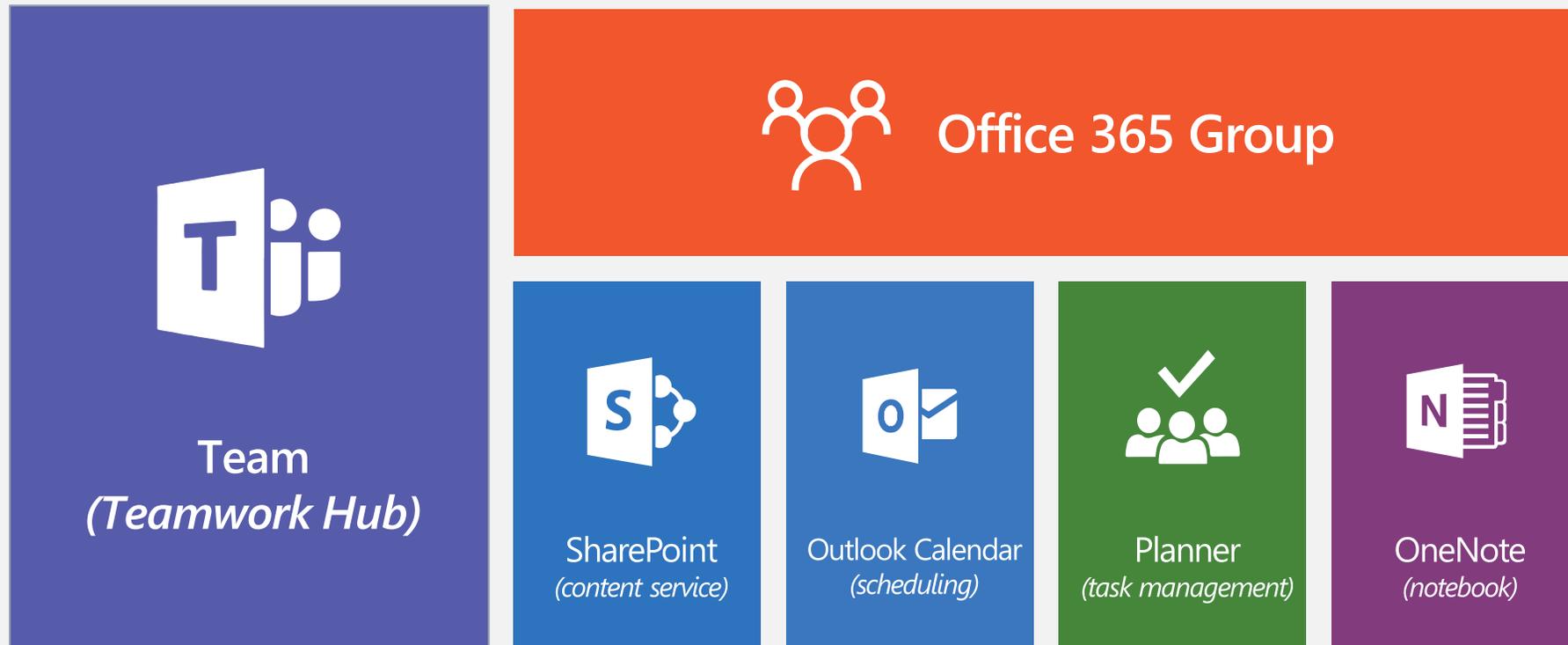


Office 365 Groups = Membership Service

Attributes	One identity Azure AD is the master for group identity & membership	Federated resources Office 365 services extend with their data	Loose coupling Service notify each other of changes to a group
-------------------	---	--	--



When Creating a Team ...



Why Governance is critical to Adoption



Setting the right rules up-front makes it easy and reduces resistance

Strategy Alignment

- **Why:** Understand the broader business objectives and success criteria for information management
- **How:** Review and align with the organisations long term vision and existing frameworks

Business Information Architecture

- **Why:** Understand the information landscape focusing on the information processes of an organisation, how information is captured, distributed and used
- **How:** Define the Information landscape and the architectural aids, structures and repositories to help connect information needs with information resources.

Governance

- **Why:** Assess the people, process and technology dependencies and requirements for the various information domains and processes of the organisation
- **How:** Assign supporting roles, develop supporting communication and education activities, the ongoing governance and sustainable practices for both IT and the business

Implementation

- **Why:** Realise goals in practical terms, accelerate the time to value for technology investments, align with organisational cultural change activities to facilitate business adoption and acceptance
- **How:** Formulate the business and technology means for organising storing and managing information related to information processes, and automate the process to reduce resistance and blockers



What do I need to govern?



For collaborative workspaces, customers want to govern:

How are Teams requested, approved and created

Provisioning

How are availability, compliance and changes over time are managed

Management

How do I retain/expire/dispose of Teams as appropriate

Lifecycle



EXAMPLE

DEPARTMENT



DEPARTMENT



DEPARTMENT



	DEPARTMENT A	DEPARTMENT B	DEPARTMENT C
EXTERNAL SHARING	No external sharing 	External sharing allowed in: 	External sharing only allowed in:
EXPIRATION/RETENTION	6 Months after last accessed	12 Months after last accessed	9 Months after last accessed
ALLOW THESE USERS TO CREATE A TEAM	All requests through Central IT	All requests through Department IT	Only Joe, Sally, and Harold can create
RECERTIFY MEMBERS	after 3 Months	after 6 Months	after 12 Months



Example: Request and Track Workspaces

Microsoft Teams

MyHub

Conversation Home Start a request Workspaces Requests About

New request > New Microsoft Team

Step 1. Request information | Step 2. Basic settings | Step 3. Advanced settings

Request summary *

I need a new Team created for the DTA conference

Notes to approvers

Team template

Create a team from scratch

Create a team from an existing team

Select one

Select one

Conference Planning Team

Human Resources

Sales

Training

Members

Team settings

- Harness the power of Microsoft Teams templates to empower employees & improve employee engagement.
- Quickly spin up a new team with the appropriate pre-set **channels, bots** and **integrated apps**.
- Maintain **operational oversight** in Office 365 while still allowing your employees the freedom to **collaborate securely**.





Demo

Create a Team with MyHub Templates

Prudential Financial

Highlights: Control over Microsoft Teams and site sprawl • Mitigation of IT burden • Quick reports on Group ownership and permission

//

We knew we needed help with multiple things – reporting, governance, management, etc. – and AvePoint was the only provider to really cover it all.”

Robert Young
IT Engineer



Drive Sustainable Adoption



Change is
often met with
resistance

Only 34% are the early
majority willing to adopt
new technology within the
enterprise *

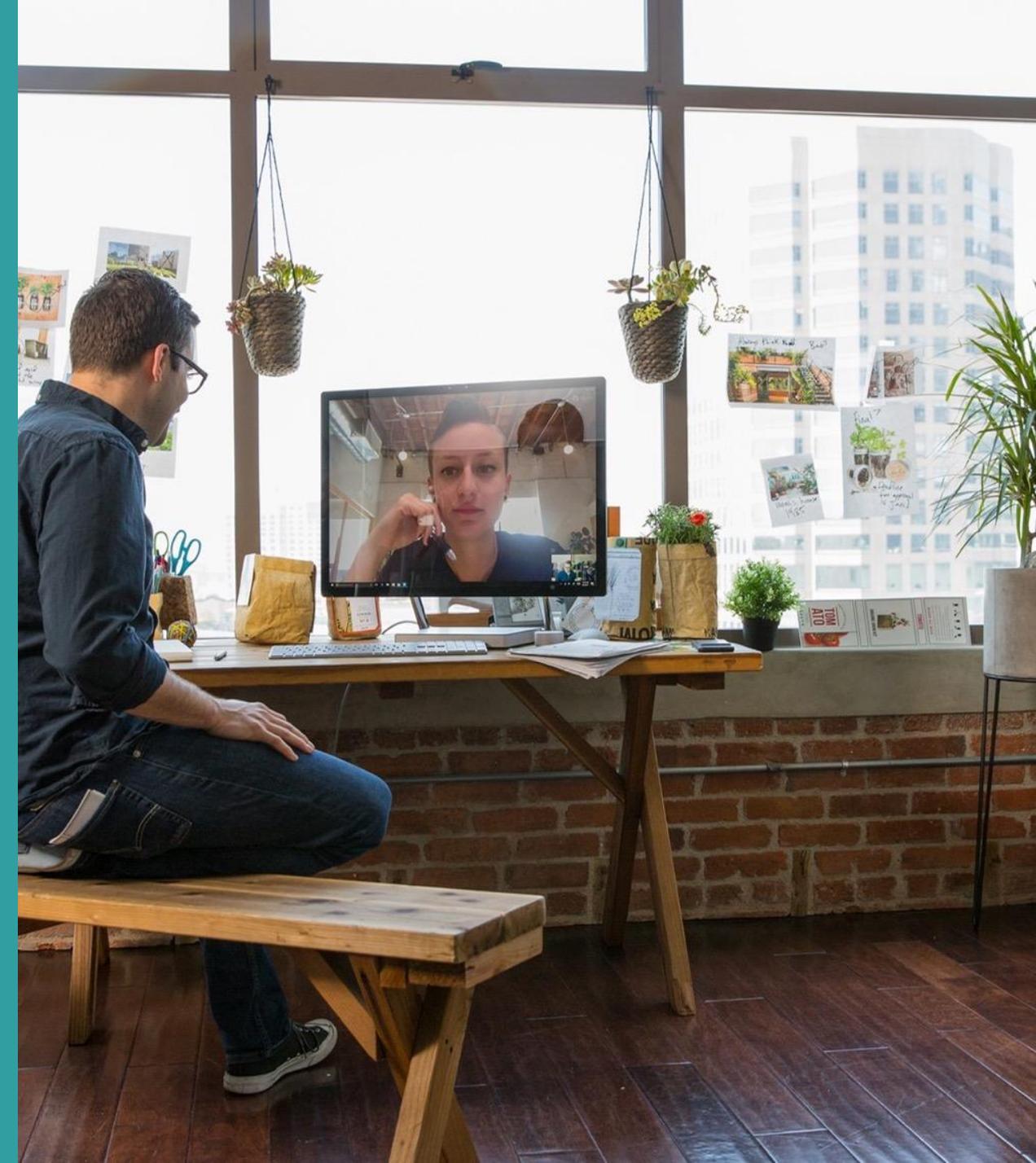
Resistance is normal

Resistance is to be expected...

... and needs to be anticipated

Common Resistance Themes

- Time
- Insecure platform
- Yet another tool
- Enough support
- Sufficient training
- Lack of management reinforcement
- Open collaboration
- 100% ready
- Change is not desirable



Resistance Management Techniques

- Empathy – Listen and understand objections
- Focus on the 'what', let go of the 'how'
- Remove barriers
- Provide simple, clear choices and consequences
- Create hope
- Show benefits in a real and tangible way
- Make a personal appeal
- Convert the strongest dissenters
- Create a sacrifice (find a way to give in)
- Find a motivator



Address resistance with communication

Common Resistance themes	Mitigation with Communications
People don't have time for change	Show how Microsoft 365 adds value and helps them save time
Microsoft 365 perceived as an insecure platform for collaboration and data storage – 'the Cloud'	Highlight safety and security features of Microsoft 365 and that it is centrally endorsed by IT. Consider highlighting competing "insecure" products e.g. WhatsApp.
People are worried there will not be enough support	Include details on how the support services will operate and supporting content/guides
People are worried there will not be sufficient training for new ways of working	Include details training activities and link to supporting content/guides
People are worried they will not have enough time to 'get ready'	Clearly communicate timelines and also opportunities for familiarisation. Focus on a few simple changes to start that save time, are high impact and are relatively easy to pick up e.g. sharing a document and co-authoring.
Senior managers potentially instructing people not to use new options	Supervisor and Manger coaching is a key component to manage resistance and change management. Understand what the blockers are for managers to adopt the new ways of working and help them understand 'what is in it for me' and why the change is important and what role they play in making it a success
Open collaboration is a new concept that for some may seem 'scary' – working in a transparent way and sharing – 'working out loud'	This is a big culture change which needs to be addressed through Exec Sponsor communication, linked to HR ways of working / company values and reinforced with direct managers' behaviours and messaging.
People tend to take steps only when '100% ready' vs new ways of working where collaboration is more important than individual perfect	Similar to open collaboration this is a culture and mindset change which needs to be promoted (and demonstrated) from the top. This will not happen overnight but leaders and managers can help by setting a clear example.
People don't like change, they don't want to change. Period.	Ensure the business sponsorship through to line managers is there and promote the benefits of working the in new way. Provide information on how people can get help (champion support, training) if needed.

Exercise – How may they resist? (optional)

Fill this section out

Expected Resistance

(Insert Ideas)

Resistance Management Plans/Ideas

(Insert Ideas)



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



Non-Contextual

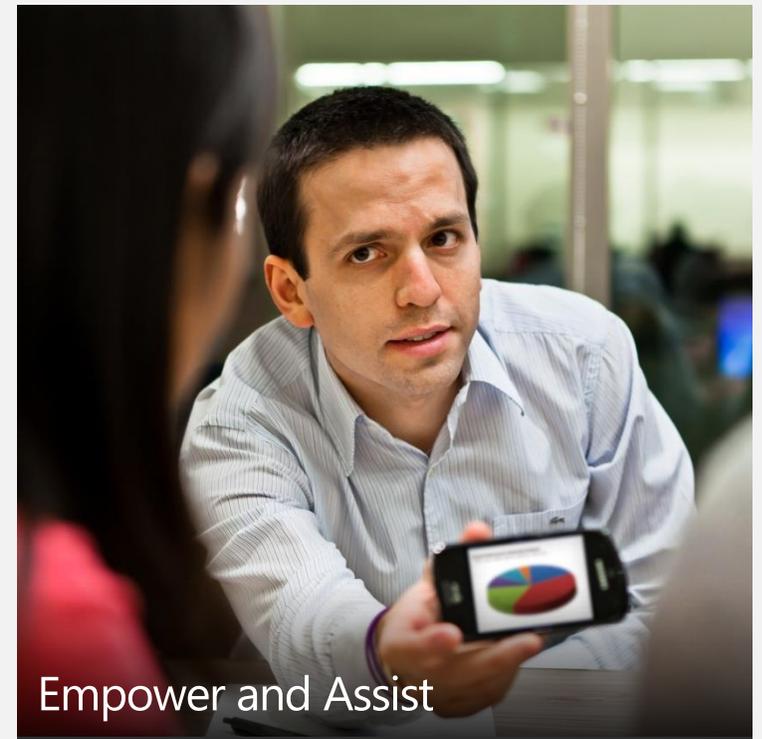
Unclear Roles

Generational Gap

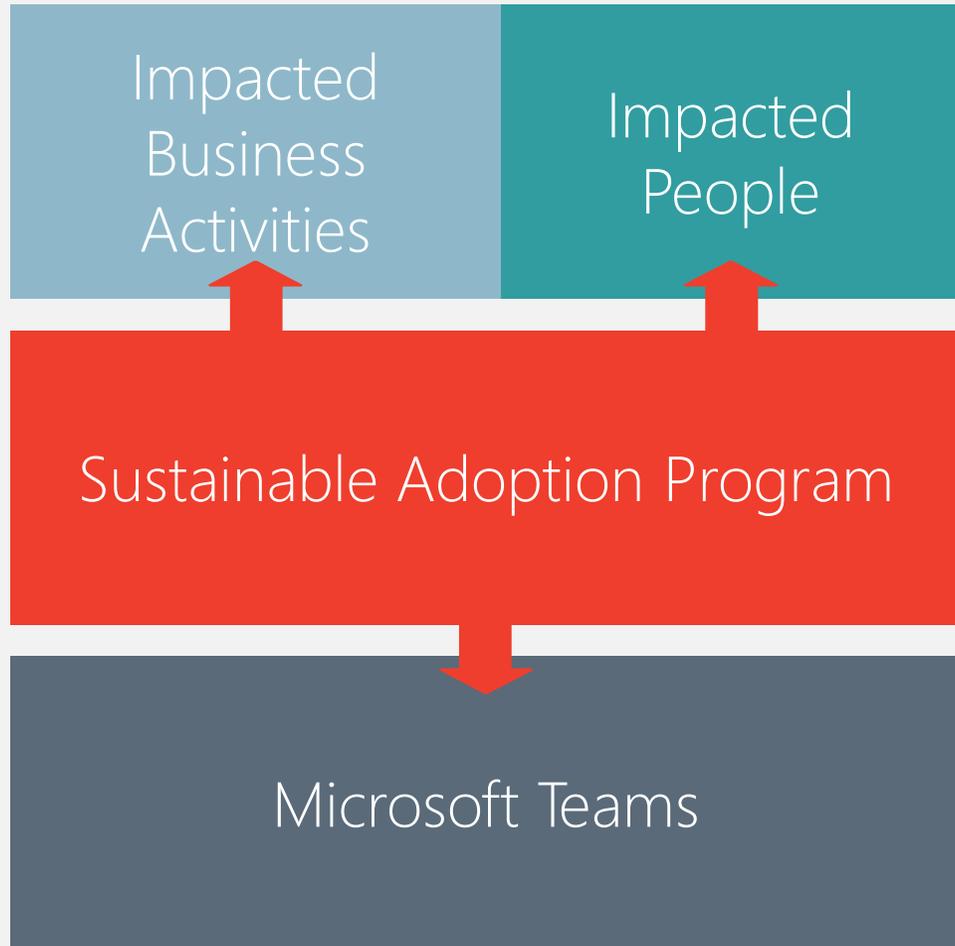
What's In It For Me?



Goal: Drive Sustainable Adoption



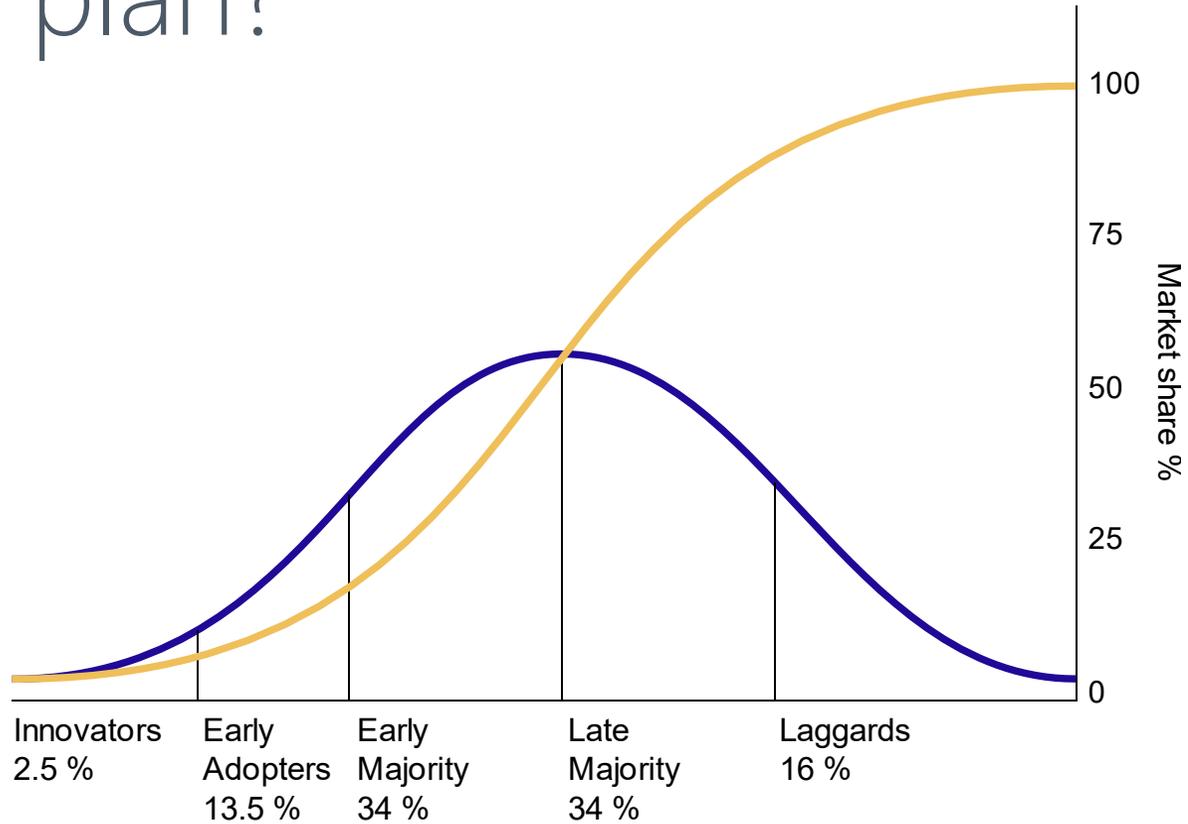
Sustainable Adoption Objectives



- 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: Engage Key Stakeholders

Business leadership

Champions

Early Adopters

IT Support



Gain Business Leadership Buy-In

Executive
Leadership

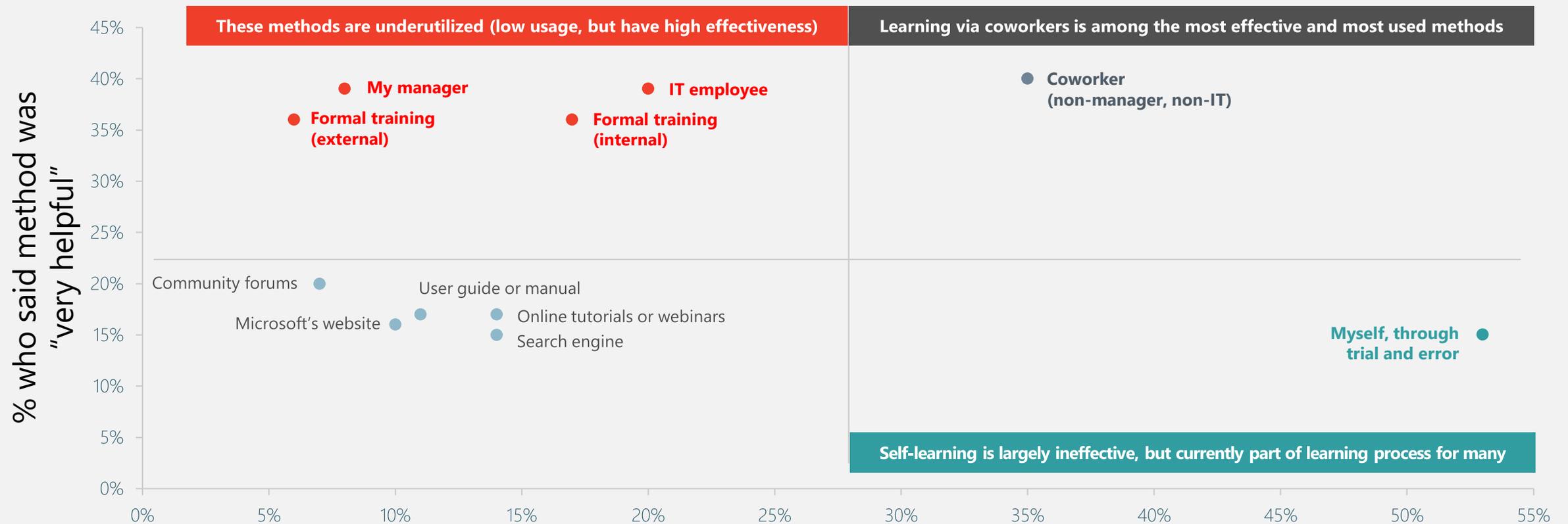


Divisional
Heads



Why are champions important?

Learning via coworkers is among the most effective and most used methods.



Who are champions?

- Champions evangelize and help train their teams on the new ways of working.
- They build awareness, understanding, and engagement throughout the community.



Why champions matter

Learning from co-workers is among the most effective and used methods in learning a new technology

Champions help:

- 1 Generate enthusiasm around the adoption of new collaborative ways of working.
- 2 Build an influence circle within their teams.
- 3 Achieve new working methods.
- 4 Identify possible challenges and solutions.
- 5 Provide feedback to the project team and sponsors.



Make a Difference – Become a Champion

- Get more from Office 365
- Help others do the same
- Enhance your career

Get started at <https://aka.ms/O365Champions>



Who are early adopters?

- The first to embrace new technology and try out new practices
- Opinion leaders

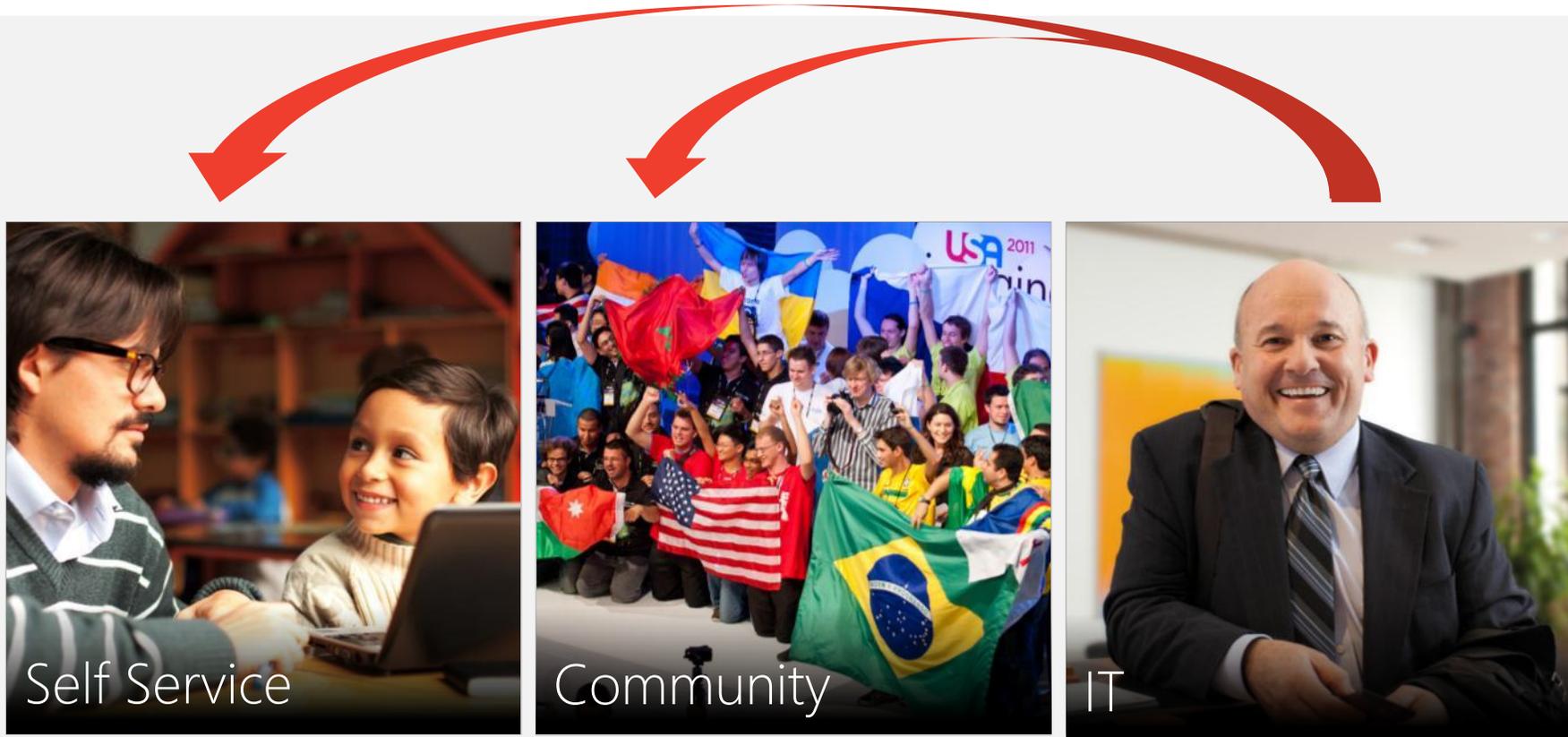
Team members to include in adoption efforts

Many people throughout your organization will have important responsibilities during the launch of a new technology. The chart below provides a summary of those roles. We have created a template so you can identify and document your team in the – [Adoption Planning Workbook](#).

Role	Responsibilities	Department
Executive Sponsor	Communicate high-level vision and values of Microsoft 365 to the company	Executive Leadership
Success Owner	Ensure the business goals are realized from your Microsoft 365 rollout	Any department
Program Manager	Oversee the entire Microsoft 365 launch execution and rollout process	IT
Champions	Help evangelize Microsoft 365 and manage objection handling	Multiple departments
Training Lead	Manage and communicate training content about Microsoft 365	IT or other
Department Leads (Stakeholders)	Identify how specific departments will use Microsoft 365 and encourage engagement	Any department (management)
IT Specialists	Oversee all technical aspects of the rollout, including integrations	IT
Communication Lead	Oversee company-wide communications about Microsoft 365	Corp Communications, IT or other

Note: Though we recommend having each of these roles fulfilled throughout your rollout, you may find that you don't require them all to get started with your identified solutions.

Ensure Scalable Support



Step 2: Establish Use Cases

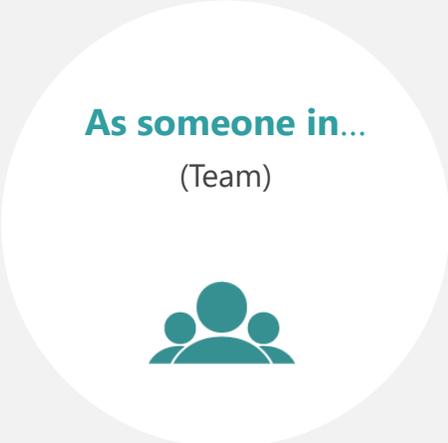


Identify specific use cases

Prioritize scenarios

Communicate value

Example: Identify Business Use Case



As someone in
Sales Management

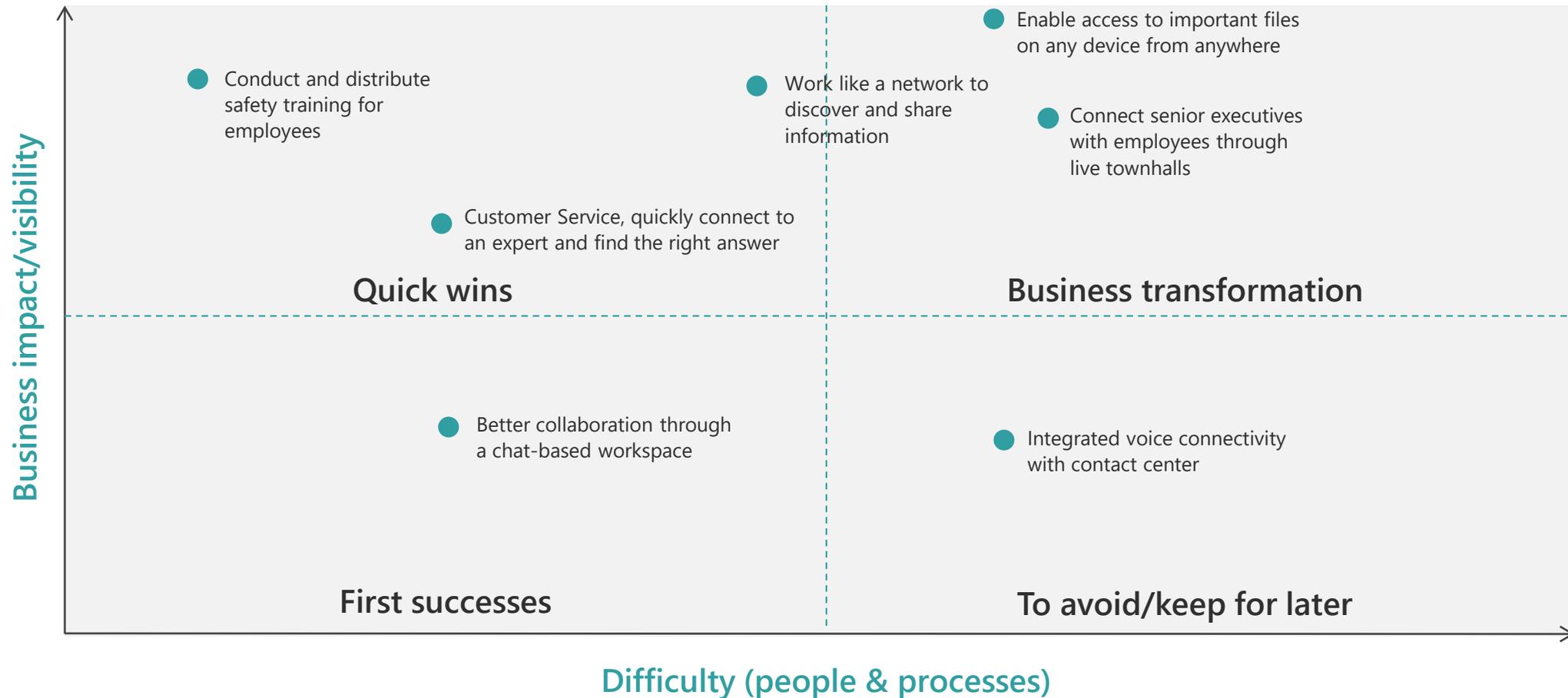
I want to
have a single version of the sales proposal that everyone has access to rather than managing multiple versions in email

Using
a SharePoint site to centrally store and share a single version of a sales proposal that my team can edit together using co-authoring in Word and PowerPoint

I'll know this is successful when
my sales team creates proposals more easily, giving them more time to close deals



Prioritize use case scenarios by **evaluating impact and difficulty**



Example: Business Use Case

Employee Onboarding

Bring new employees into the department's team from day one and provide a real-time resource of information. Help new employees get up to speed as quickly as possible.

Issue

We currently have a formal onboarding process to inform new employees of processes and resources, however there are limited opportunities to educate them about our departmental culture and create a sense of inclusiveness.

Solution

Bring employees onto Microsoft Teams on their first day at the organization. By creating early adoption, employees are more likely to participate in conversations – and do so more frequently - and will be more informed at an early stage in their tenure. Employees will also be able to see conversations that happened prior to their start date, to speed up their awareness.

Benefits

- Increase adoption
- Convey department culture and benefits to employees early on
- Live FAQs for new employees
- Historically searchable

Success Metrics

- Use of Microsoft Teams by new employees
- Employee survey response after 90 days

Owner & Timeline

- HR team and Departmental Managers
- Before Summer 2019 hiring season

Step 3: Develop Contextual Learning



Use case driven

Multiple modalities

Align to various phases

Build your training strategy

- Focus on the why
- Use real work scenarios
- Use multiple formats
- Reinforce

- What is best practice?
 - What is current vs future state?
 - Technical literacy of employees?
 - Any other change programs?
 - Training preferences of employees?



Build capability through **varying methods**



Onsite Training

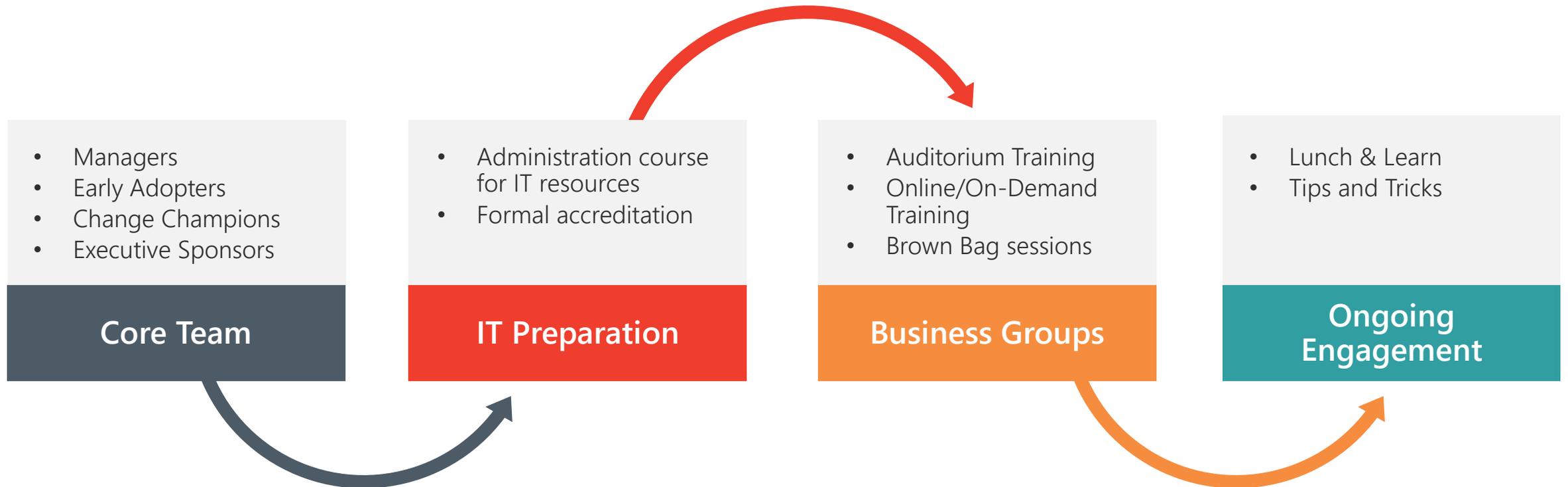
Virtual Training

Self-Help Resources

Live Support

Champions Network

Align training strategy throughout phases



All Employees - Needs Assessment

We need to understand the personas and the move from legacy through transition to future state

Transition State

- Big picture overview of the new environment and role in it
- New process skills/knowledge [linked to Persona and Scenarios]
- New system and technical skills/knowledge [O365]
- New organizational or role skills/ knowledge

Future State

- Big picture overview of new environment and role in it
- New process skills/knowledge
- New system and technical skills/knowledge
- New organizational or role skills/ knowledge

All Employees - Needs Assessment Recommendations

Recommended Modalities

- **Face-to-face training** – Sponsors (1 hour), Ambassadors Training (1 hour), Change Champions (1 hour), Manager (1 hour)
- **Web-based training** – On-demand webinars, videos, Online Training (OLT) for O365 training
- **Self-paced training** – Review Theodore training activities incorporating persona and scenarios, Frequently Asked Questions (FAQ) sheets

Recommended Reuse of Existing Source Material

- Office 365 training materials, contextualized for Personas and Scenarios.

Recommended Timing

- Face to face training
 - T-7 weeks
 - Sponsor training (hosted by Theodore Margand)
 - Sponsors attend high-level training on new ways of working (Gaby Bosse and Theodore Margand lead)
 - T-6 weeks Ambassador, Champions and Managers
- Self-paced and Web-based Training to be started T-3 weeks and review self-paced training weekly to accommodate for updates ahead of auditorium training (T-1 week)

Recommended Resources to Scope, Develop, and Deliver Training

- Office 365 Training Materials (see Productivity library on Fast Track).
- Theodore Margand 1 hour training decks for onboarding each key role in the Core Change team.

“What to Use When” Guidance

Communication
Collaboration
Information Management

Collaboration Workbook

 Microsoft Outlook

 Microsoft Teams

 HRIS, Greenhouse, & Concur

 OneDrive for Business

 SharePoint

 Yammer

 Microsoft Dynamics

 AvePoint University (APU)

 AvePoint

We use many different tools to collaborate with each other. For AvePoint-specific guidance, please see the descriptions and instructions in this workbook.



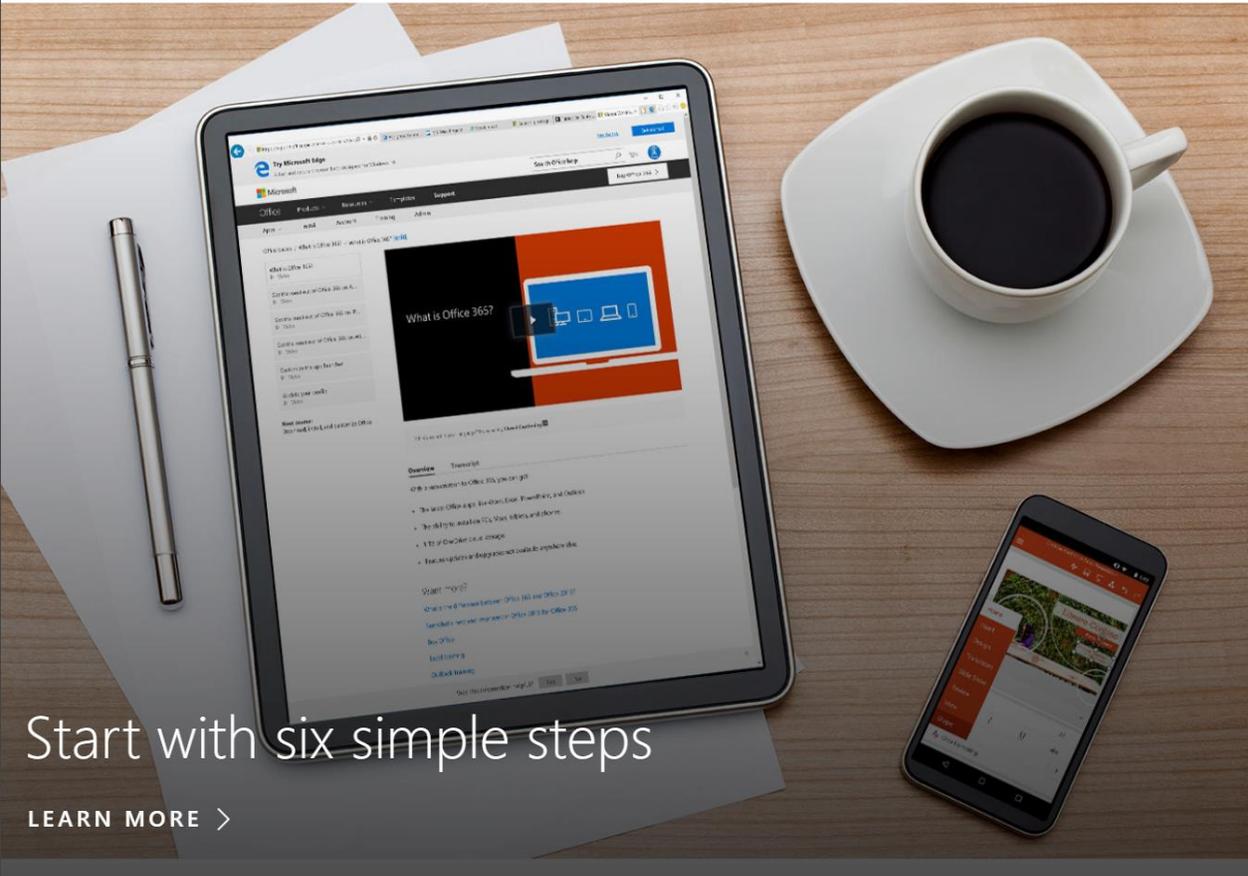
Microsoft 365 learning pathways

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Start with six simple steps

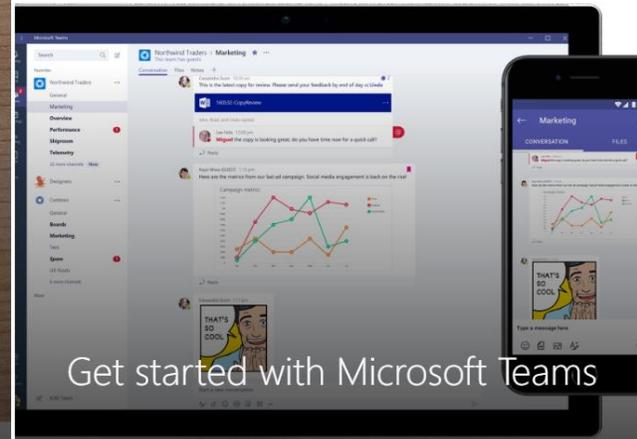
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Microsoft 365 training



Recommended playlists



Get started with Microsoft Teams



Ask questions and get help

<https://docs.microsoft.com/en-us/office365/customlearning/>



Step 4: Communicate & Drive Awareness

Focus on what's in it for me

Engagement events

Showcase success stories





Awareness matters

- Validates the importance of the change
- Ensures everyone understands what's happening
- Helps generate enthusiasm
- Gets everyone on board with using the new technology

Best practices to generate awareness and spark excitement

Communications

- Deploy a variety of tactics
- Focus on the “What’s in it for me?”
- Tailor plan to company and culture
- Send out communications

Engagement events

- Engage Executive Sponsors to kick-off launch
- Staff events with IT and Champions
- Distribute banners and leaflets
- Place demo booths in cafeteria/foyer
- Host online events for remote offices



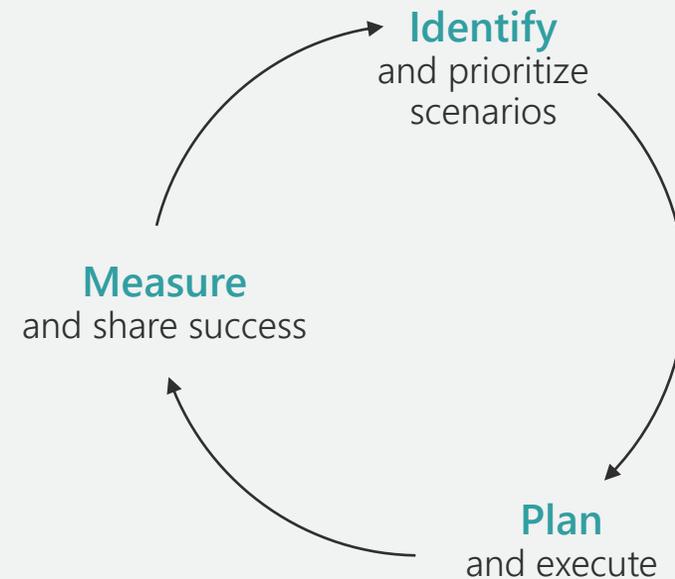
Communicate value to stakeholders with scenarios

Delivering value

Review scenarios and determine the best use cases to be utilized for the organization-wide launch. Scenarios will help inform the communications plan by:

- Translating core scenarios into uses that solve real business problems
- Determining which scenarios make sense for the company to promote in its Microsoft 365 launch
- Using the resources associated with each scenario to implement email announcements and training activities

Report and build on wins



Incorporate success stories

What makes a good success story?

- **Time.** The story should begin with a time marker so the audience knows when it happened.
- **Characters.** The story should feature names, so the audience knows who was involved.
- **Events.** The story should recount the events that took place.
- **Visuals.** The audience should be able to picture what happened.



Consider priority audiences

Work Force Analysis Persona review may show a natural prioritization

- Sales
- Customer Service
- Finance and Support Teams
- IT

Other Audiences could also drive the change quicker (e.g. Adoption Core Team)

- Sponsors
- Managers
- Ambassadors
- Change Champions

Support Organizations are essential and may need differing communications

- IT operations
- HR

Step 5: Deliver 90 Day Plan

A man in a dark suit and striped tie is sitting at a conference table, gesturing with his hands as he speaks to a woman with long dark hair wearing a light blue blazer. They are in a modern office setting with other people and monitors visible in the background.

Pilot Microsoft Teams

Launch organization wide

Introduce new use cases

Develop 90 Day Plan

Month 1

- Identify 3 use cases for Teams
- Engage leadership and secure buy-in
- Develop rules of engagement and how-to resources

Month 2

- Engage 3 departments/groups to pilot Teams use cases
- Identify what works and what doesn't with use cases then modify
- Configure Teams to support use cases for company wide deployment

Month 3

- Launch use cases company wide
- Encourage leadership to consistently promote and adopt the use cases
- Showcase and highlight wins of adopting Teams





Month 1: Key Activities

- Get stakeholder consensus
- Identify low hanging fruits
- Conduct proof of concept

Month 2: Key Activities

- Launch Teams pilot across 3 departments/groups
- Establish help desk / support strategy + resources
- Identify success metrics



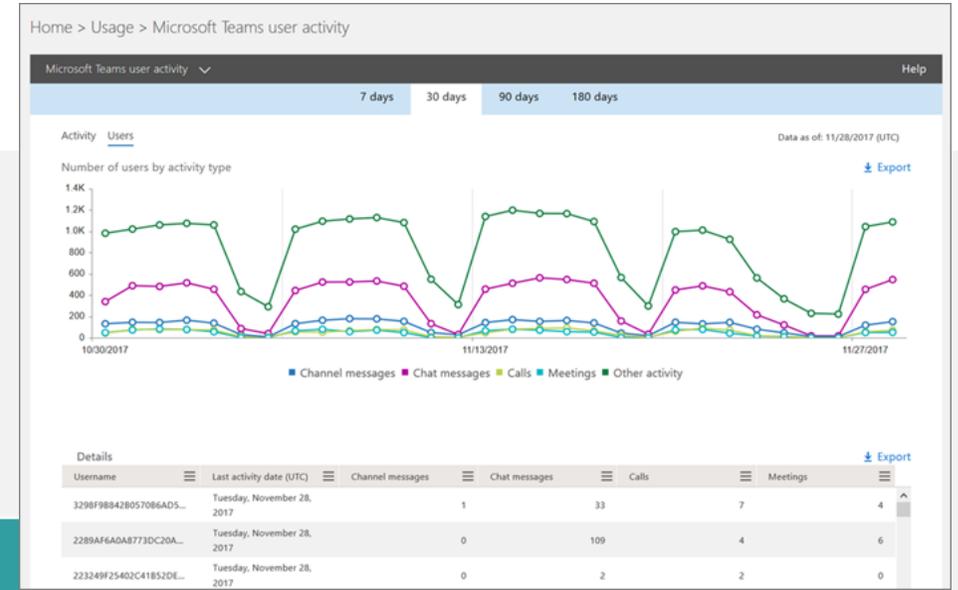
Month 3: Key Activities

- Launch organization wide
- Ensure leadership is engaged
- Showcase wins



Measure Success

Achieve real business relevance by measuring your outcomes in terms of ROI. Use Microsoft Teams engagement data to support your findings.



Business Use Case	How did Microsoft Teams help?	What was achieved?	How is it measured?
Team Collaboration	Streamlined collaboration across regional teams to execute go-to-market strategy.	Increasing global spread of business.	15% improvement in increasing number of successful innovations for new products or services.
Employee Engagement	Find experts and information fast.	Time saved in searching for assistance with marketing training resources	30% improvement in access to departmental experts and knowledge.



What We Covered

- The New Culture of Teamwork
- Centralize Work in a One Stop Shop
- Enable Business Solutions
- Make it Easy to Do the Right Thing
- Drive Sustainable Adoption



How We Can Help You

Teams Governance Workshop

Define and Clarify Governance in the context of Teams, help identify goals of Teams in the organization. With this tailored and interactive workshop, understand Teams best-practices and get started on the right path with a pointed recommendations summary.

- Workshop Materials
- Meeting Notes

Teams Governance Assessment

In addition to Teams Governance Workshops, AvePoint will help provide a Starter Teams Governance Policy outline, along with a Best Practices Assessment and a mapping exercise of 3x Business Units to Governance policies for Teams use cases.

- Completed Workshops
- Summary Meeting Notes
- Executive Summary (PPT)
- Best Practices Assessment (DOC)
- Starter Governance Policy Outline

Teams Governance Pilot

Provide a detailed analysis of the current state and the tools and techniques to implement IT governance. Map key business units to our analysis of IA, O365 tools, and governance recommendations. Execute a Governance Pilot/POC using O365 and AOS.

- Completed Workshops
- Summary Meeting Notes
- Executive Summary (PPT)
- Strategic Roadmap (DOC)
 - Breakdown of O365 Tools
 - Info Architecture Analysis
 - User Adoption Methodology
 - Governance Policy Outline
 - Roadmap and Recommendations
- Governance POC (O365 and AOS)



thank you

Gracias

ευχαριστώ

Danke

Grazie

благодаря

Hvala

Obrigado

Kiitos

شكراً

Tak

Ahsante

Teşekkürler

متشكراً

Salamat Po

감사합니다

Cám ơn

شكريه

Terima Kasih

Dank u Wel

Děkuji

நன்றி

Köszönöm

ありがとう
ございます

ໆພະຄຸນຄວັບ

Dziękuję

谢谢

Tack

Mulțumesc

спасибо

Merci

תודה

多謝晒

дякую

Ďakujem

Let's Connect



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