



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

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Agenda

Adoption Roadblocks for O365

- Standardizing Teams Deployment
- Understand How Communication has Changed
- The Value of a "Collaboration Mindset"
- Sustainably Adopt to "Digitally Transform"
- Make it Easy to Do the Right Thing



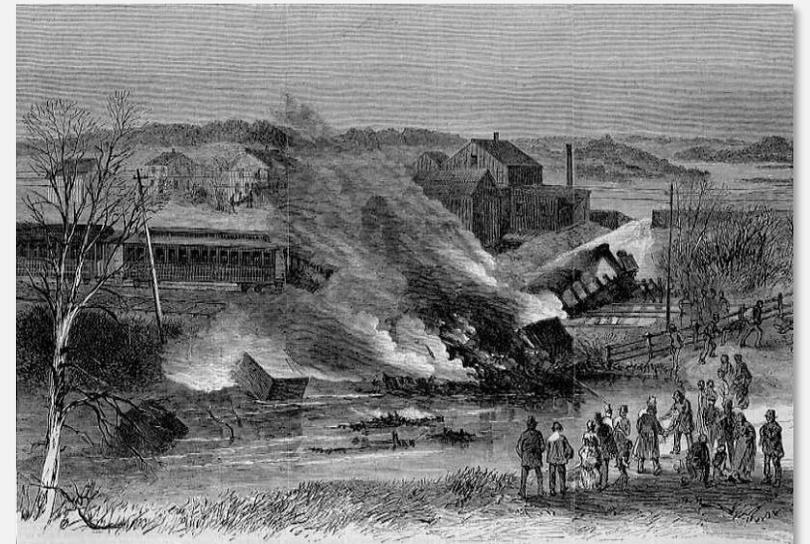
Adoption Roadblocks for O365

Typical Office 365 Journey

Evaluation/ Planning

Preparing for day 1

What about day 2?

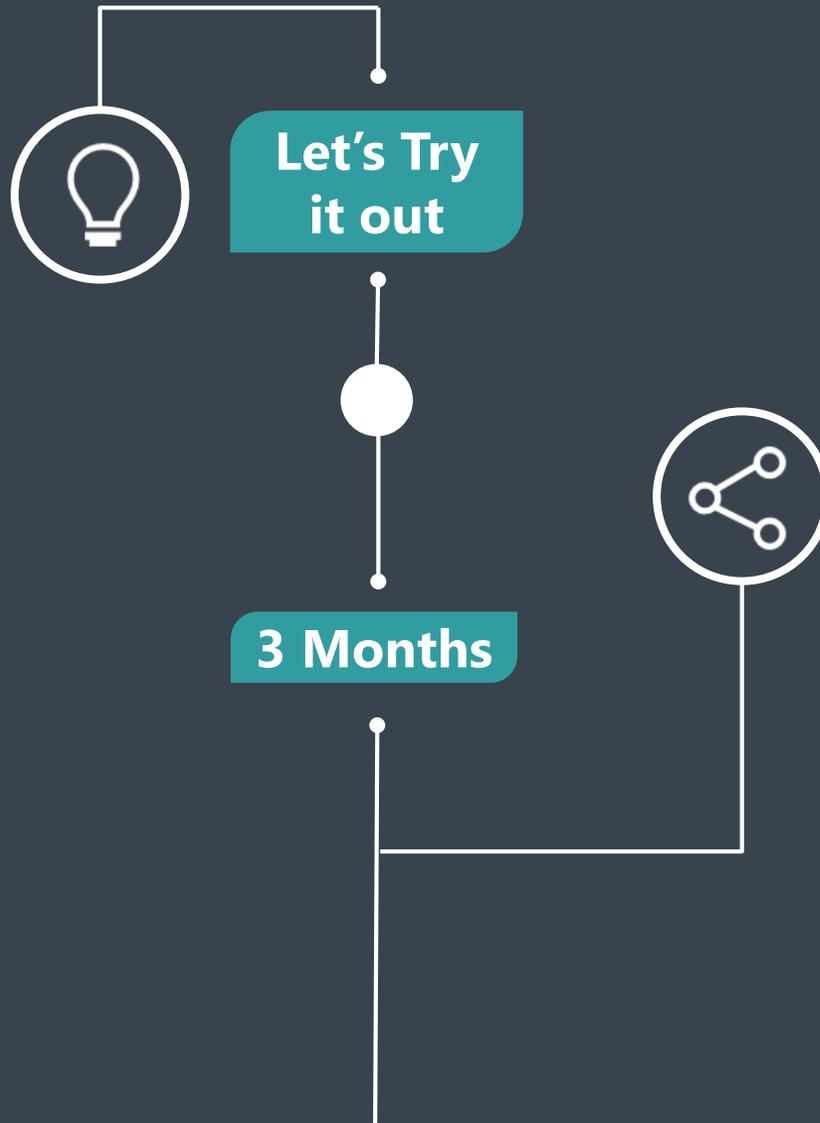


Understanding the "day 2" scenario...

All is Great

Organization pilot Office 365 licenses

- Initial roll-out of Exchange, OneDrive, SPO
- Evaluations of Groups, Teams, Planner, etc.
- Team of MS Engineers and contractors available to help configure MIP and other protections



Sprawl Begins

Users can:

- Provision anything anytime
- Share anything with anyone
- Delete anything anytime
- Duplicate content/workspaces
- Let workspaces live forever

The EOL Shutdown

- Realizing the security threat company decides not to move forward with all/some O365 services till proper security control are in place.
- Workspaces created without owners / classification
- Duplicate/unnecessary/unused workspaces



6 Months



1 Year



Support, Operations, & IT Nightmare

Employees get involved in:

- Manually provisioning thousand of workspaces
- Handling 40-50 change requests daily
- Only option to manage workloads is to delegate privileges

Let's Build it

- PowerShell / API driven integrations built and designed to manage issues
- Engineers, support staff, and additional SMEs required
- Changes to Microsoft app models, APIs, and features a full-time job for SMEs



1 Year

1.5 Years



TCO Increases

The advantages of moving O365 are diminished.

- More engineers are hired to keep up with Microsoft updates
- Potential cost increases from standard "101 level" governance policies (AAD premium, default retention policies, audit history, etc.)

Over-Privileged Users

Microsoft Office365 limitations start surfacing:

- Over-privileged owners can delete sites permanently
- Accidental or intentional data loss difficult to police and recover from
- Change in purpose of a site or types of content does not change the policy for the site
- Ownership does not adapt to changes in the business



2 Years

Around
Same Time



Permission Challenges

Office365 makes sharing too easy:

- Users can share sensitive documents with wrong audiences
- Employees change role/dept/project but can still access old files/sites
- Content managers fail to validate permissions of workspaces

Centralized Tenant Challenges

PRESENT DAY



Div A Farms

UK Support/IT



Reporting



Farm Management



Content Management



Permission Management



Div B Farms

US Support/IT



Reporting



Farm Management



Content Management



Permission Management



Div C Farms

Other Support/IT



Reporting



Farm Management

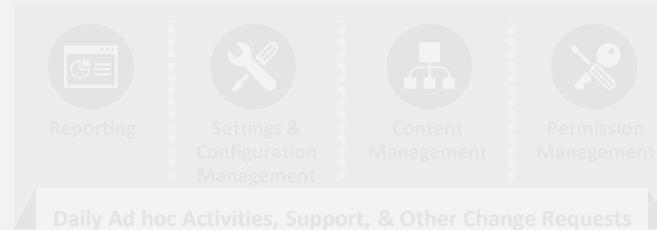


Content Management



Permission Management

TRANSITION



Div A Sites



Div B Sites



Div C Sites

Central Service Provider

CONCERNS

Limit the number of Office 365 Admins

Divisional admins missing the ability to manage and audit their own sites

Global admins cannot scale to meet all admin needs of divisional sites



Standardizing Teams Deployment

Collaboration Traffic has many Lanes. AvePoint Governs all of them Automatically

IT Governance

(Broad, organization-wide)

Operational Governance

(Application-specific, aligns with IT Governance goals)



Data Governance

(Content-specific, aligns with IT Governance goals)



Workspace Provisioning



Ongoing Management/ Enforcement



Lifecycle and EOL for Workspaces



Retention/ Expiration



Records Mgmt



Classification



DLP



Effectively Managing Divisional Differences

Tenant Wide General Services

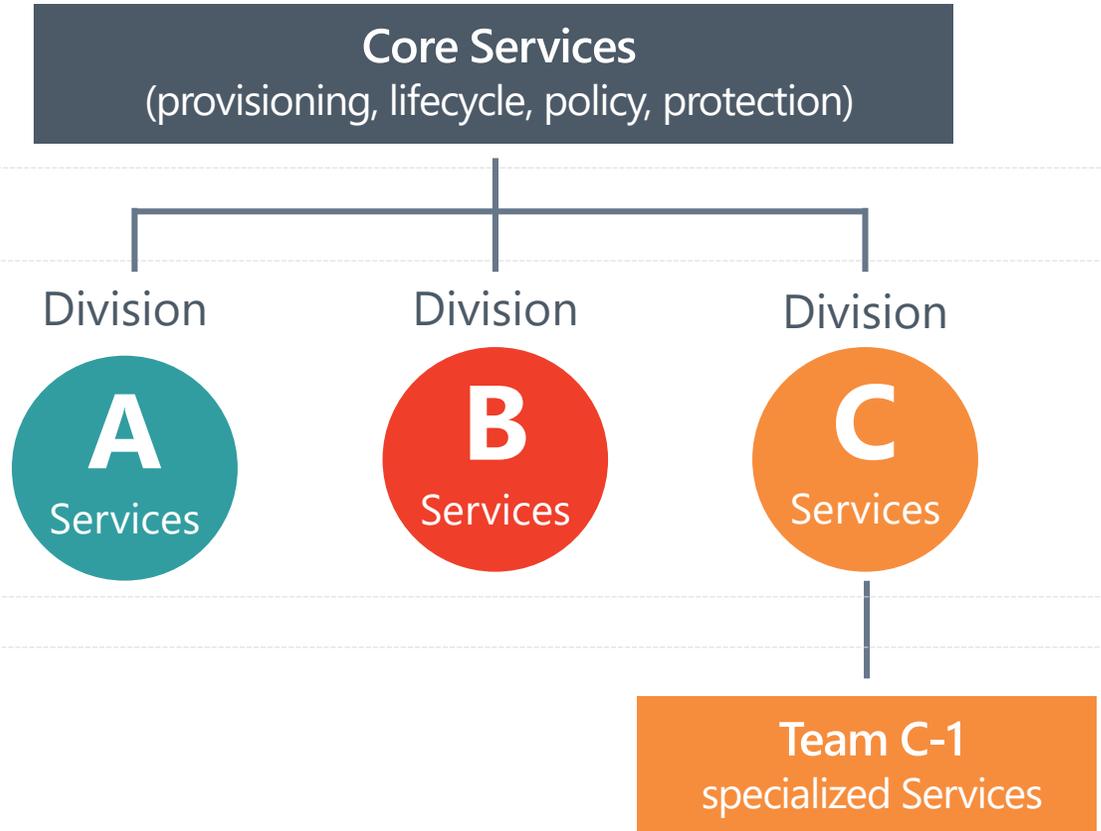
- Available to all/most users
- Address general productivity, security, compliance needs

Address Unique Needs for Specific Departments or Divisions

- LOB specific configurations
- More/less control and restrictions
- Example – External sharing allowed

Specialized Services Smaller Groups

- Unique needs can be addressed
- Pilots of future services



Create Account Management MS Teams to Guide Users



Set up an
account
management
team



Store common
resources



Track account
info

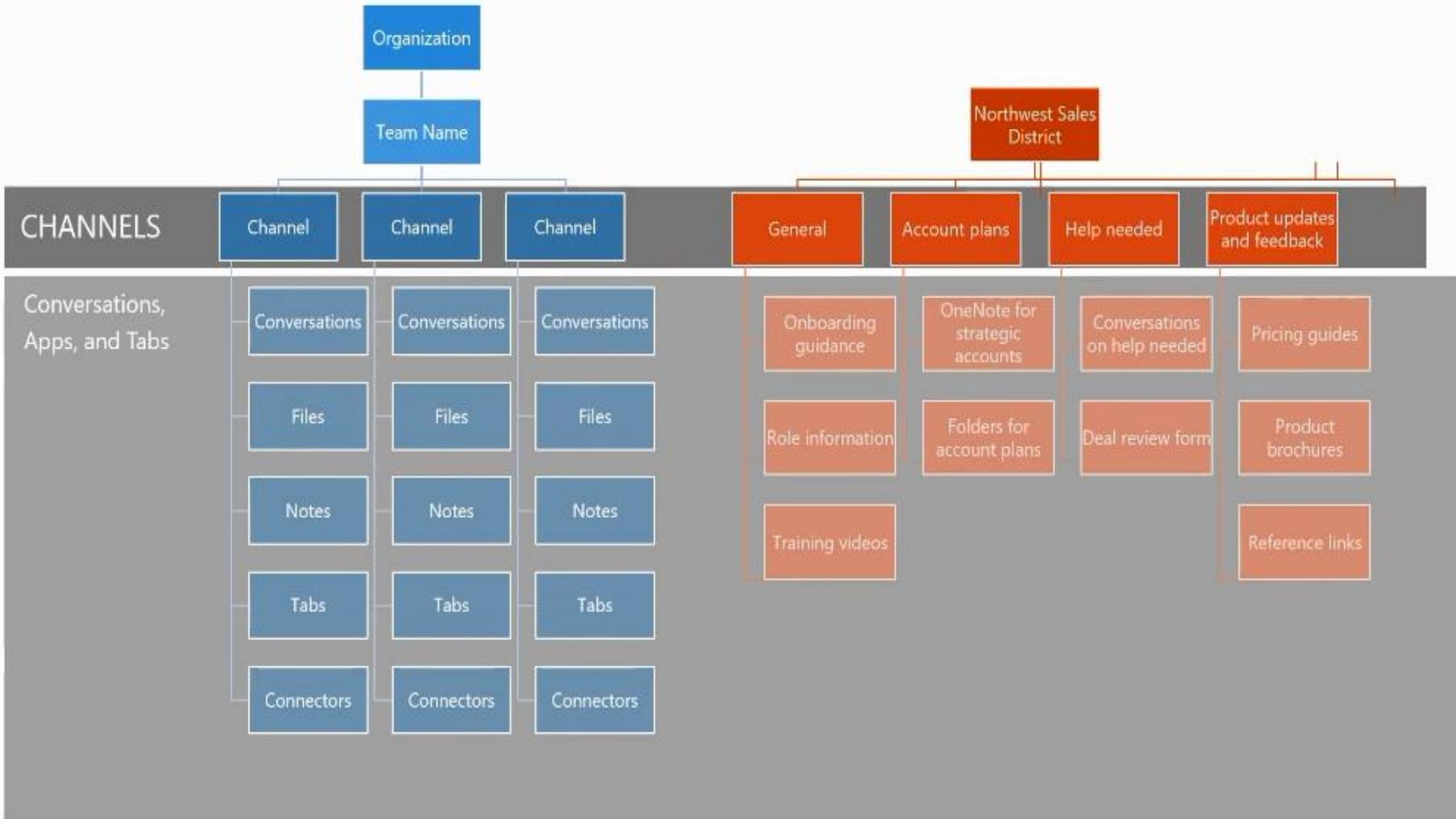


Keep up with
customer info
via social media

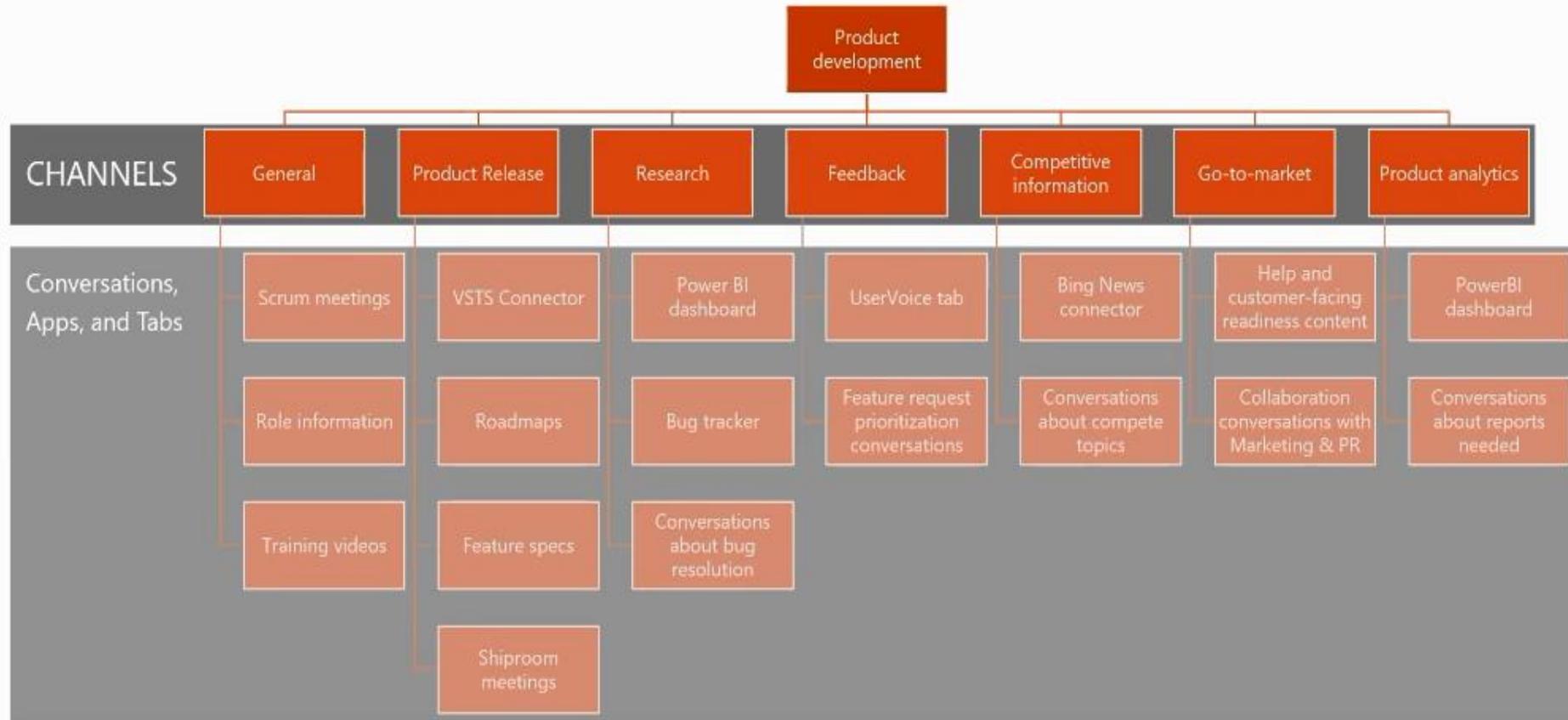


Access info on
the go

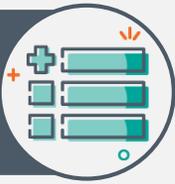
Organizational vs Project approach



Cross-organizational Team: Product Development



Self-Service Enablement



Bob starts a request for a new collaboration space from within O365.

Bob is then prompted to answer simple questions predefined by his administrator.

User Location	Type of User	Type of Content	Business Impact
Internal	Regulated	Public	High
External	Non-regulated	Internal	Medium
Both	Both	Restricted	Low

Balanced Controls



Bob's "NEW TEAM" request is then sent to his manager for approval.

Bob's manager approves his request.

Efficiency Through Automation



AvePoint Cloud Governance provisions a new Team with the appropriate permissions retention policies and management settings without ever having to burden Bob's IT Team. Bob and his team are ready to start collaborating!

Ongoing Governance



Every 90 days, AvePoint Cloud Governance surfaces a renewal report for Bob's manager to review who has access and ownership Bob's Team. All properties for the Team are easily reviewed, and the access and settings to the Team can be changed from the renewal task! Once renewed, the system Oks the Team for another 90 days.

Managed Disposition



After six months, Bob is sent a notification asking if he still needs his Team- he can keep it for another 30 days, but Bob must request an extension, and he does. His manager approves the extension.

30 days later, Bob declines the next extension- the Team is automatically Archived.

Microsoft Teams for Firstline Workers

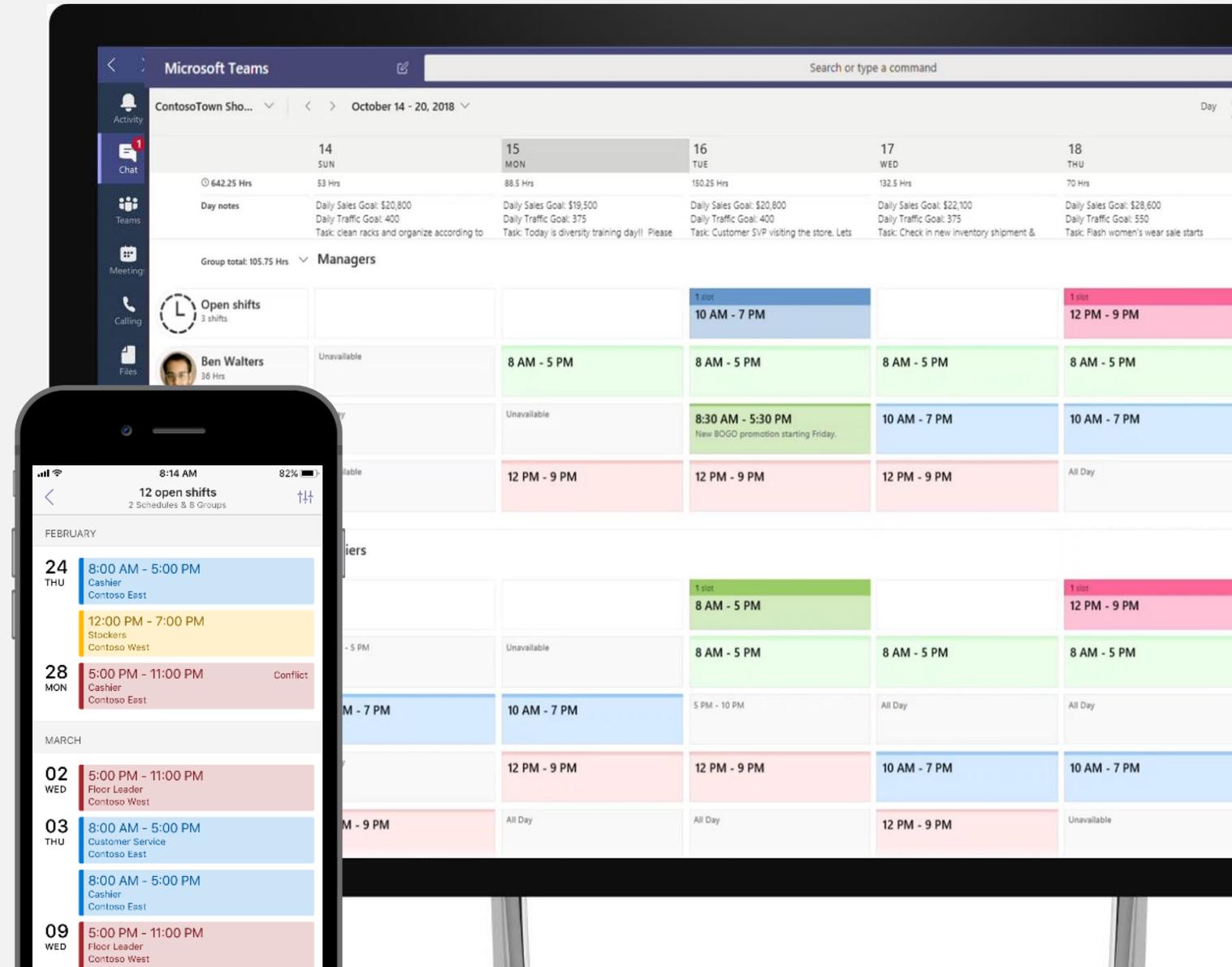
Empower Firstline Workers with tools to succeed

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



Common Blockers for O365 adoption in regulated organizations

Provisioning

- Self-service, managed, or a combination?
- Are native user options OK or is more governance required?

Ongoing management

- Need to gather and maintain common governance details (ownership, division, purpose, sensitivity, etc.)?
- “Landscape reporting”?

Enforceable Governance

- Different policies and configurations based on division, purpose or risk

Recertification

- Require periodic review of permissions, membership, ownership etc.?

Managing Sprawl

- For “workspaces” like sites, teams, and groups
- Process to assess business relevance?
- “Managed” de-provisioning processes?

Content Compliance

- Content level classification and controls
- Retention/expiration and records declaration
- Legal hold, eDiscovery and export



The Value of “Automated” Governance

New request > Create Private Team

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

Request summary *

Notes to approvers

Team template

Create a team from scratch

Create a team from an existing team

Select one

- Select one
- Template Engineering Team
- Template HR Team
- Template Sales Team

Tabs

Members

Team settings

Cancel Next

Standardized Services

- Clear definition of ownership, business purpose, and guidelines
- Tailored by role and business units
- Approval process for new workspaces
- Terms of service and use (example: protected health information)

Policy Enforcement

- Apply proactive monitoring/enforcement of permissions and configuration policies





Creating Governance Policies

Group Activity 2

1. Create a basic governance policy
2. Ask the following questions

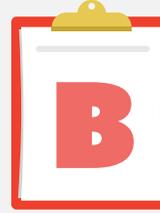
Group Activity 2

1. Consolidate your definition and practices in to a list
2. Get consensus on your top 3 definitions and top 3 practices
3. Designate an Owner for the Team and have them present your findings to the audience

FINANCE
DEPARTMENT
CLASSIFIED



MARKETING
DEPARTMENT
PUBLIC



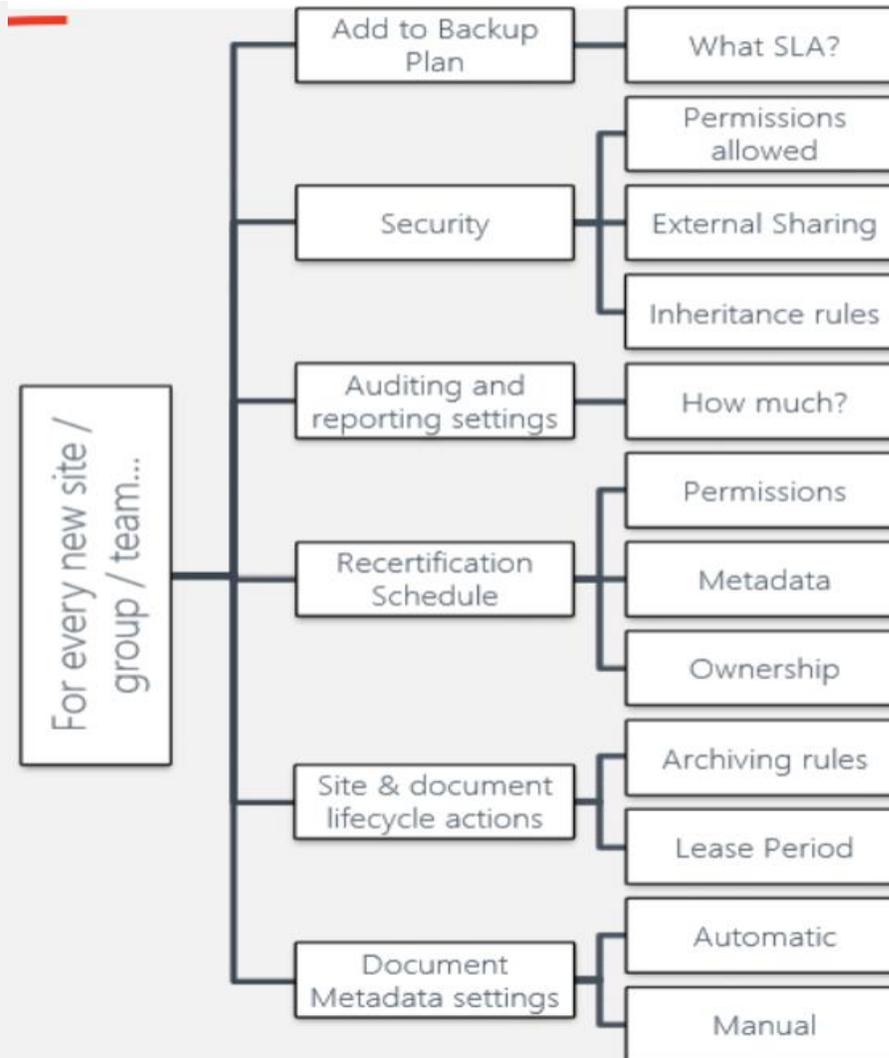
LEGAL
DEPARTMENT
TOP SECRET



	FINANCE DEPARTMENT CLASSIFIED	MARKETING DEPARTMENT PUBLIC	LEGAL DEPARTMENT TOP SECRET
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 1 Month	after 12 Months



Governance Policy Building Blocks



Understand how communication has changed



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 on July 31, 2019, at 9:35 PM. She shares a 'Content Schedule' diagram and a 'Login | Marketo' link. The diagram is a flowchart with nodes for 'Migration', 'Management', and 'Protection' across five streams. A reply from Michael Segner on July 31, 2019, at 11:36 AM discusses the segmented campaigns and their duration.

Message 1: Joanne Chang 1/30 9:35 PM
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)

Message 2: Michael Segner 1/31 11:36 AM Edited
Wow, first off *really* impressive work. What a sophisticated nurture design! Here are some thoughts, happy to discuss further:

- 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.



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

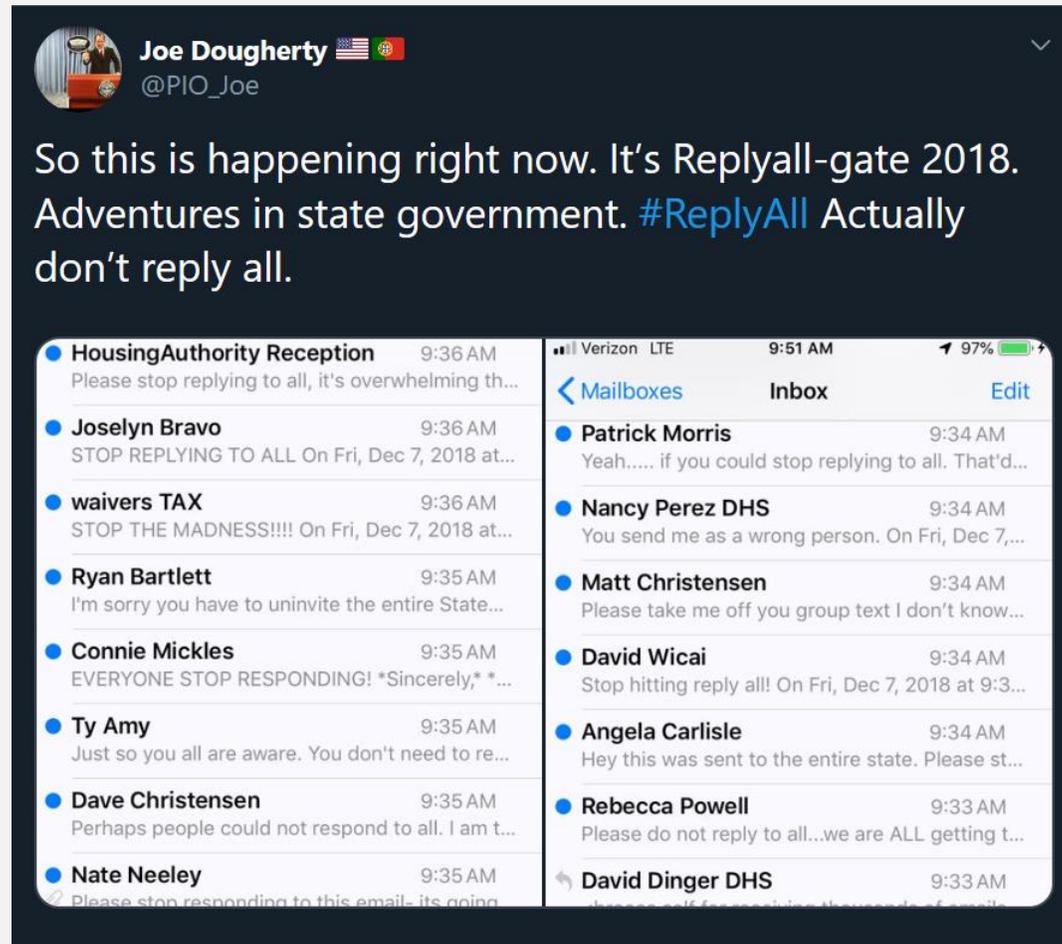
Dorothea Zhang 6/21 1:19 AM
Double rainbows from CC yesterday 😊



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, etc.

 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?**

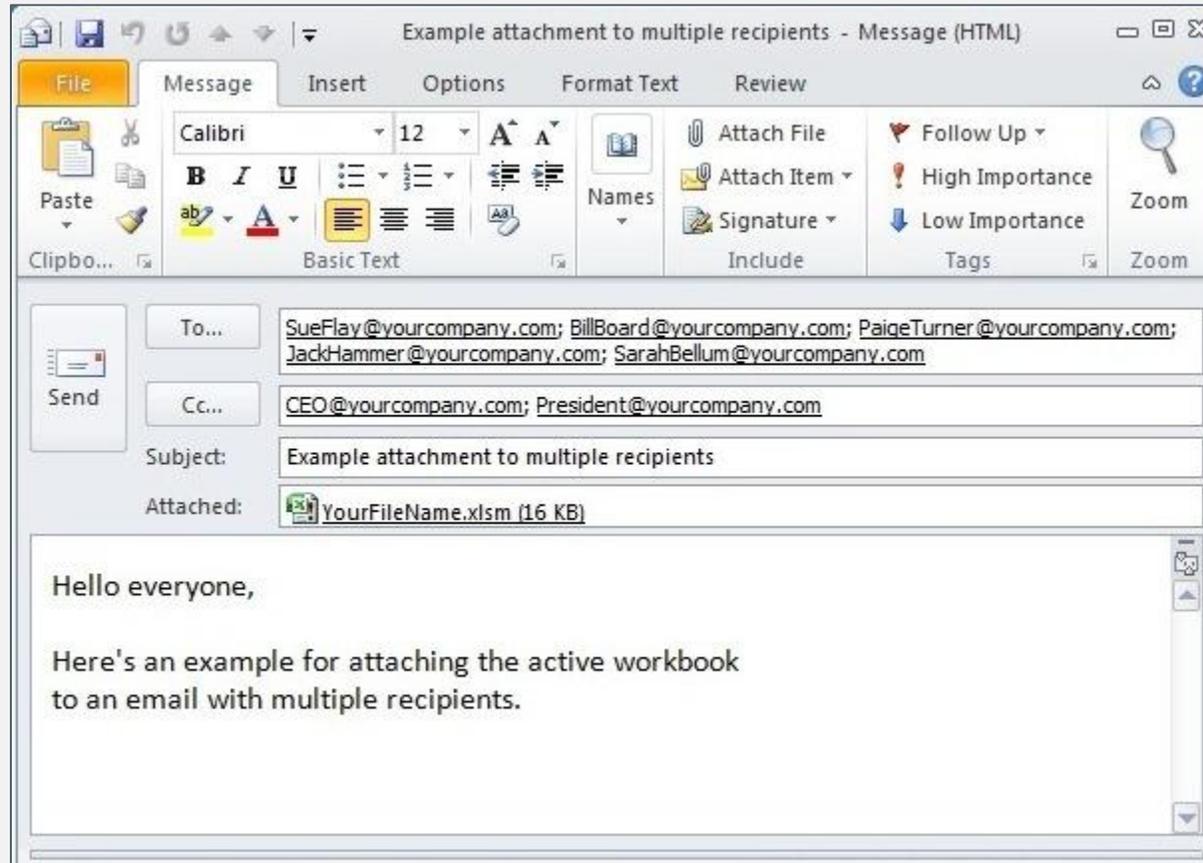
 **Sarah Zalesiak** 7/15 11:02 AM 👍 3
Megan Hoel can you craft some copy for the sales teams to share out on their social channels? thinking something they can push out on their feeds as well as something they can send via linkedin messaging

 **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 with Email



Document Collaboration in Teams

The screenshot shows 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 displays a document titled "Citizen Services 1.3.1 Product Update Blog.docx". 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 side of the Teams window, a chat conversation is visible. The chat history shows 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 interface includes a "Reply" button and a rich text input area with icons for attachments, emojis, GIFs, and other chat features.



Increasing Corporate Efficiency through Collaboration...

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

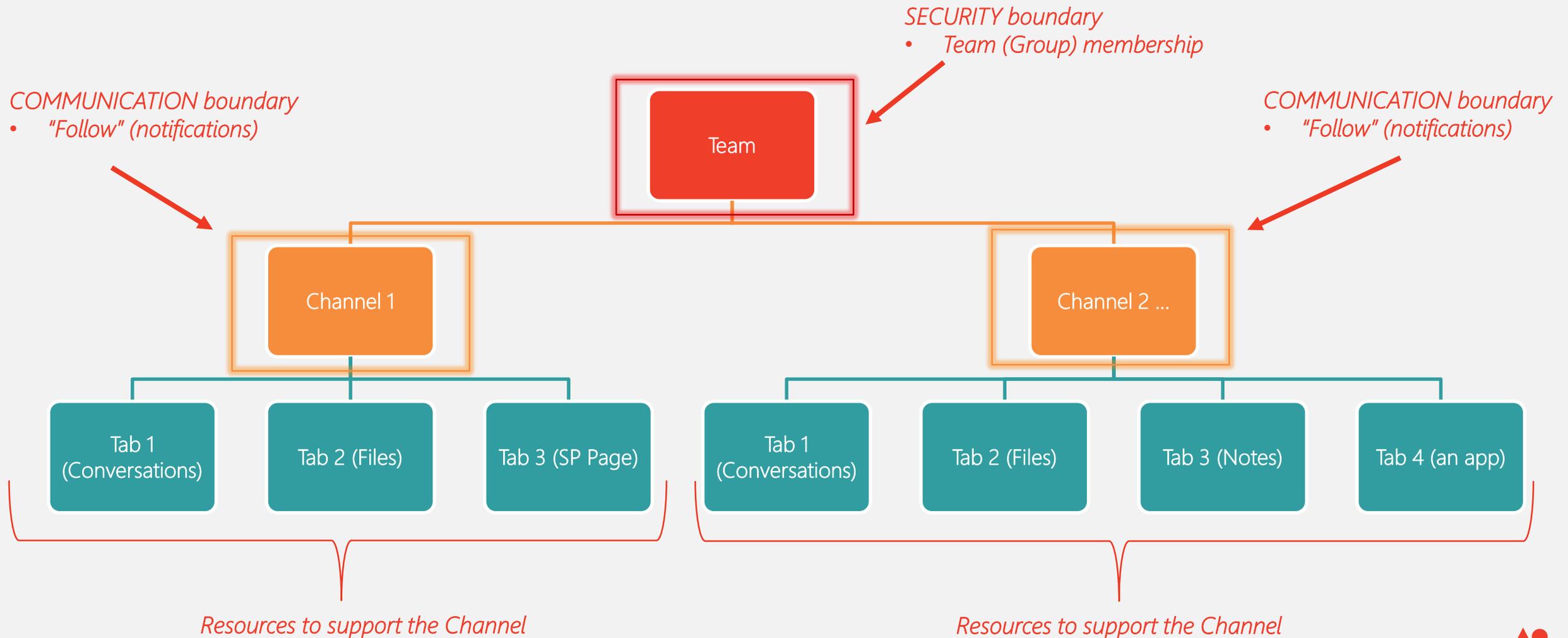
Collaboration with Teams

- 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



The Value of a “Collaboration Mindset”

To Follow or Not To Follow?



Communicate through chat

Communicate across geographies, languages and organizations

Share information in an open and transparent way with **threaded, persistent channel discussions**

Manage private conversations with new **secure private channels**

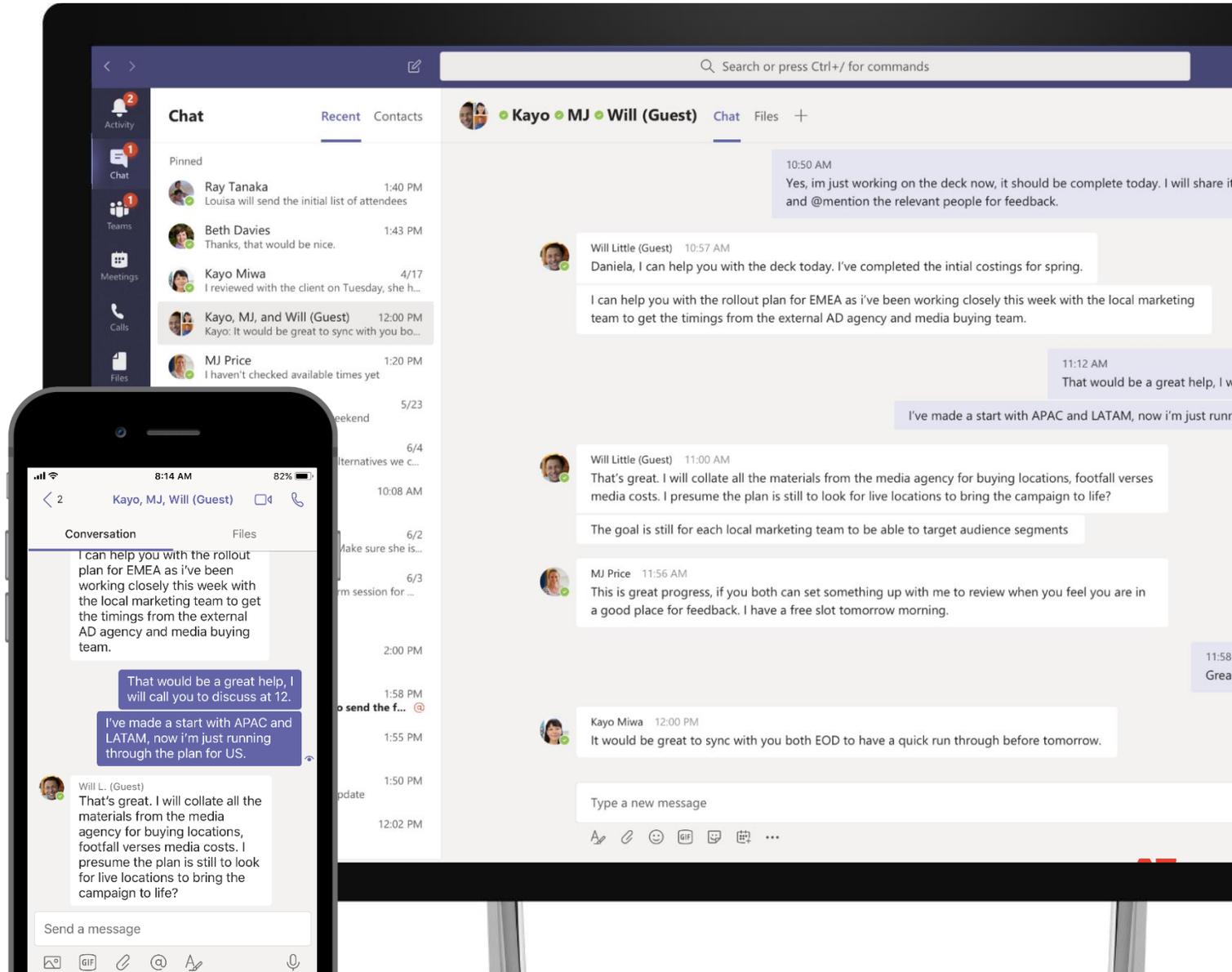
Stay in sync with **1:1 or group chats**

Communicate across geographies, languages, and organizations with **guest access, federation, and translation**

Add some fun to your conversations with **gifs, memes, stickers & emojis**

Available across **mobile, desktop, browser**, and a wide range of devices

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Communicate through meetings

Communicate from anywhere with an intelligent cloud meeting solution

Stay connected with an **intelligent meeting solution** using video, content sharing, digital whiteboard, notes and chat

Engage in **all types of meetings**—spontaneous, scheduled, external and large-scale live and on-demand events

Make meetings more effective by having meeting history and **relevant content at your fingertips**

Search through meeting content with cloud recordings and automatic **transcription and translation**

Join from a **range of platforms and devices**, including desktop, browser, mobile, and meeting room devices

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Communicate through calling

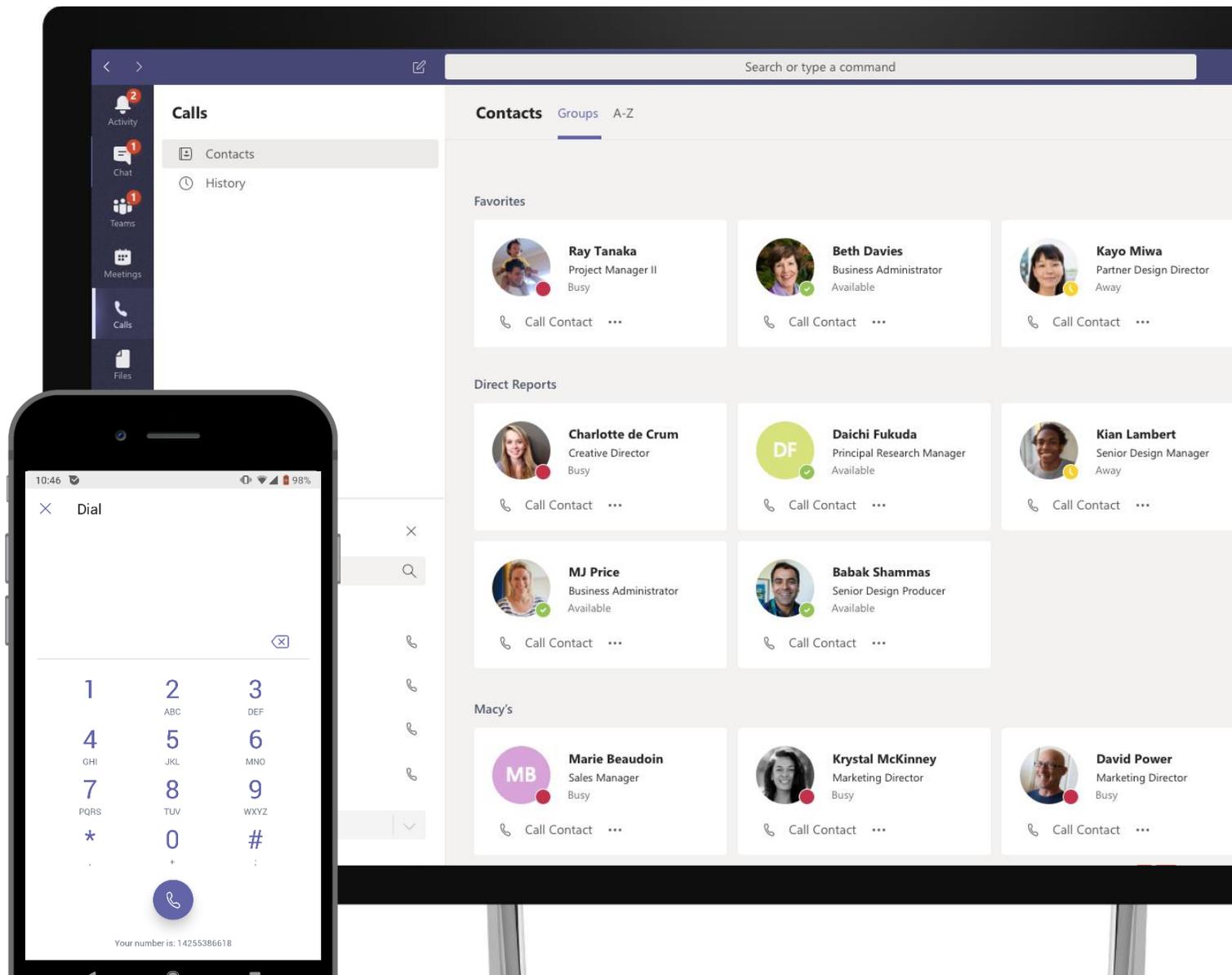
Connect with anyone through Phone System, Calling Plans, or Direct Routing

Provide software, service and phone lines for each user with [Microsoft Calling Plans](#)

Keep your voice trunks and configure as needed with [Microsoft Direct Routing](#)

Leverage the [latest key calling features](#) such as Cloud Voicemail, improved delegation, Busy on Busy, updated Cloud Auto Attendant, Call Park, Group Call Pickup, and Shared Line Appearance

[Future support](#) coming soon for Location-Based Routing, Dynamic e-911, and Call Recording



Collaborate with Office 365 apps

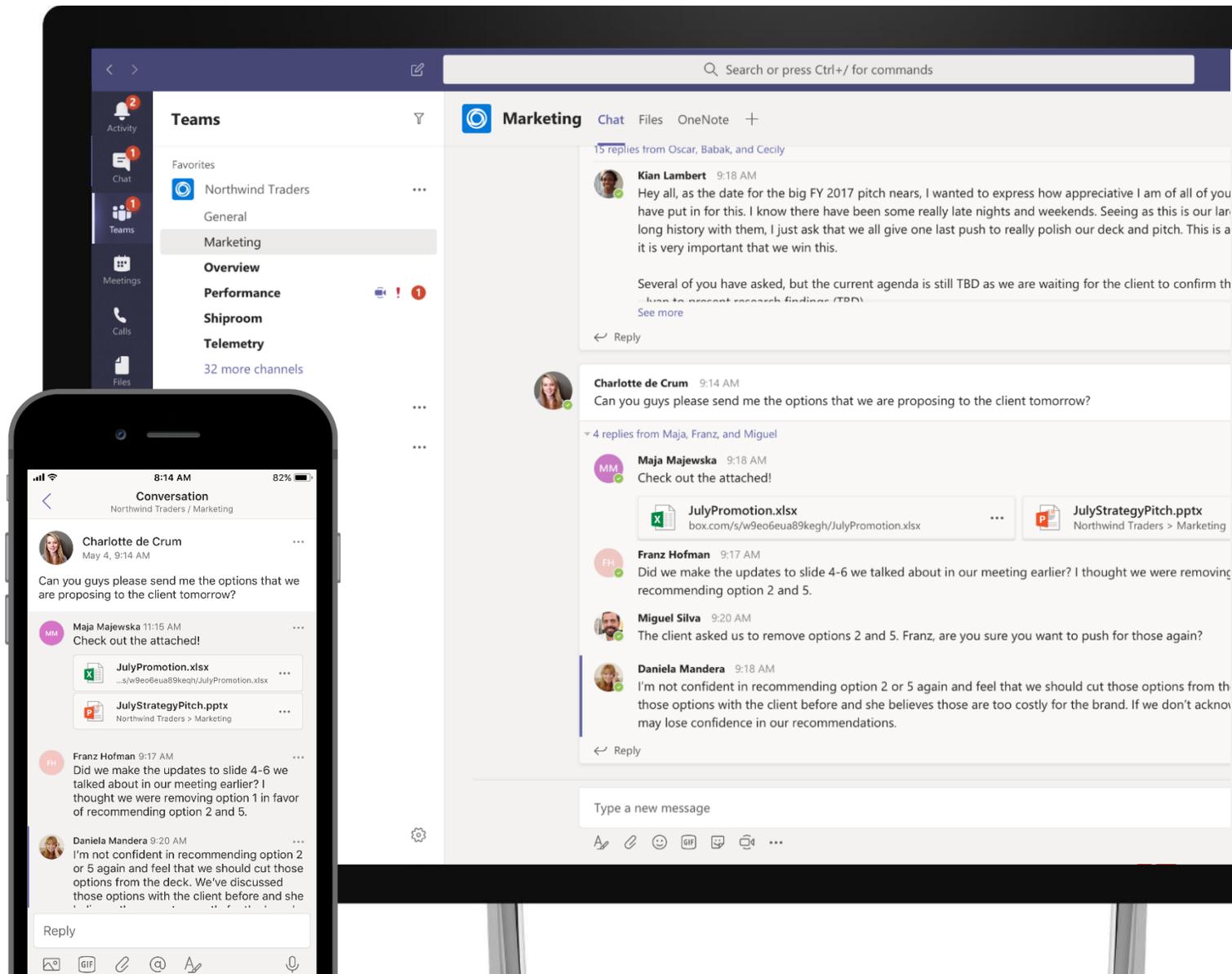
Quick access to the apps you love

Share and co-author Office documents from within Teams app

Reduce context switching with **built in access to Office 365 apps**—SharePoint, OneNote, Power BI, Planner, Flow and PowerApps

Search across people, files and chats to find what you need—**leveraging intelligence from the Microsoft Graph**

Keep the whole team in the loop with **email integration and notifications**





Customize and extend

Personalize your workspace to include the apps and services you love

Customize your channels by **pinning important files, apps, or dashboard** for easy reference

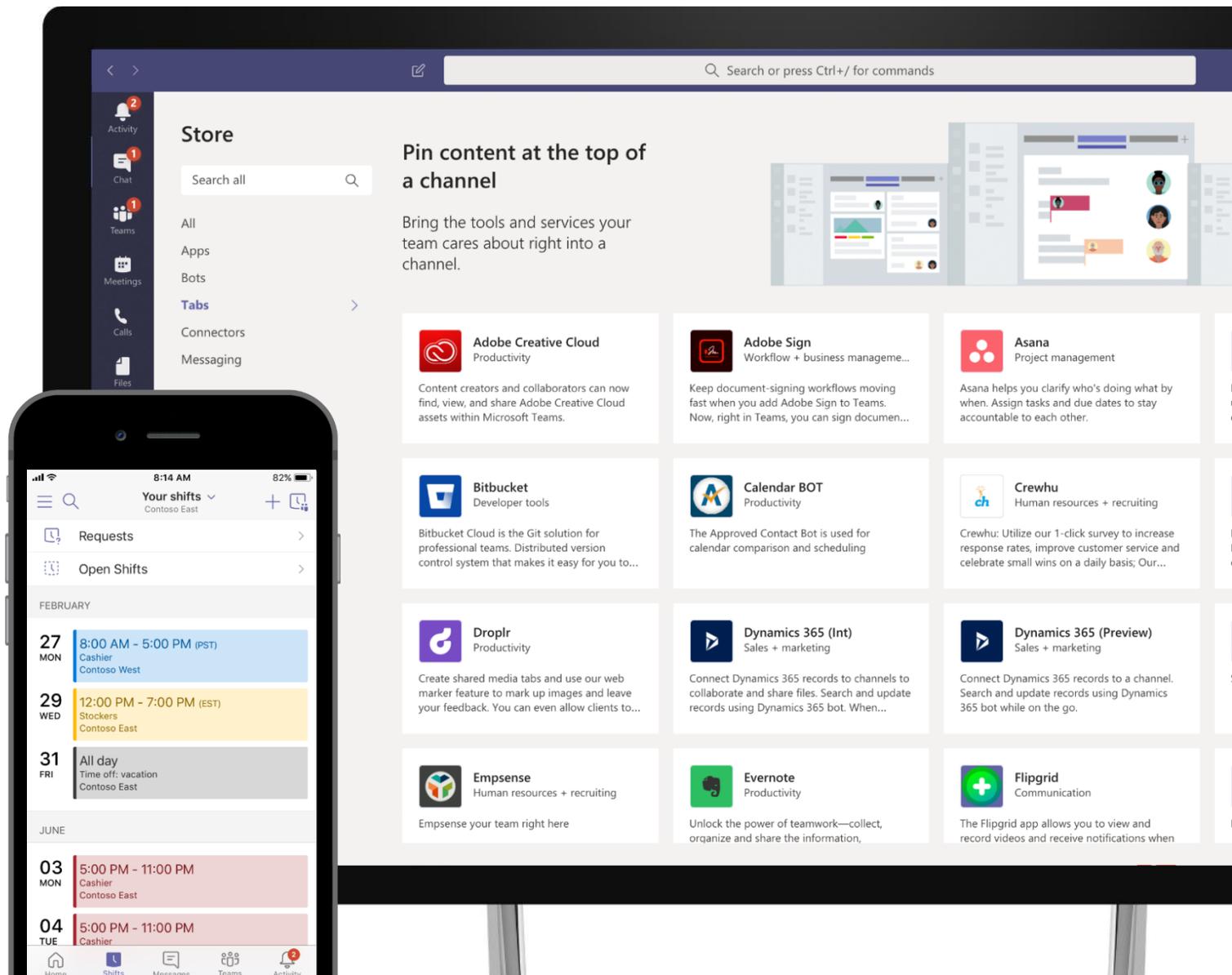
Add **3rd-party solutions** so the team can quickly access information when needed

Integrate workflows to simplify processes and accelerate decision-making

Build integrations to existing business apps with the **Teams developer platform**

Simplify management of these app & services with new App Policies in the Modern Portal

Empower Firstline Workers with tools to succeed every day, including schedule management





Work with confidence

Get built-in security, compliance and manageability from Office 365

Global hyper-scale cloud, including ability for local data residency and global peering points for meeting join

Compliance leadership with EU Model Clauses, SOC 1 and 2, HIPAA, GDPR, and more

Built-in information protection, including eDiscovery, Data Loss Prevention even in chats & conversations, Information barriers, legal hold and audit

Multi-factor authentication for enhanced identity protection and secure guest access

Manage all aspects—users, usage and settings—In a single admin experience

The image displays the Microsoft Teams & Skype for Business Admin Center interface. The top navigation bar shows 'Office 365' and 'Microsoft Teams & Skype for Business Admin Center'. The main dashboard includes several key metrics and charts:

- Organization Information:** Organization created date: NOV 23, 2017; Status: Off (Active directory synchronization); Total online users: 23,330.
- TEAMS DEVICE USAGE:** A bar chart showing usage over 7, 30, and 60 days for Windows, Mac, Web, iOS, Android phone, and Windows phone.
- CALL VOLUME:** A line chart showing call volume over 7, 30, and 60 days for Microsoft Teams and Skype for Business.
- USERS PER LOCATION:** A world map showing user distribution across various global locations.
- DIAL PLANS:** 2 Dial plans; 25,330 Total users; 0 on custom dial plans.
- USER TYPES:** A bar chart showing 12,500 Hosted users, 7,213 Hybrid users, and 5,239 PSTN users.

A mobile view of the 'Guest access' settings page is shown in the foreground, featuring a toggle switch for 'Allow guest access in Microsoft Teams' which is currently turned 'On'. The page also includes a 'Calling' section for managing guest user controls.

Sustainably Adopt to “Digitally Transform”
your Business Through Automation

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.



Lay the Foundation for Transformation



Technology Focused

Understand your Users

Assess Corporate Agility

Reduce Resistance

Add Value to User "XP"



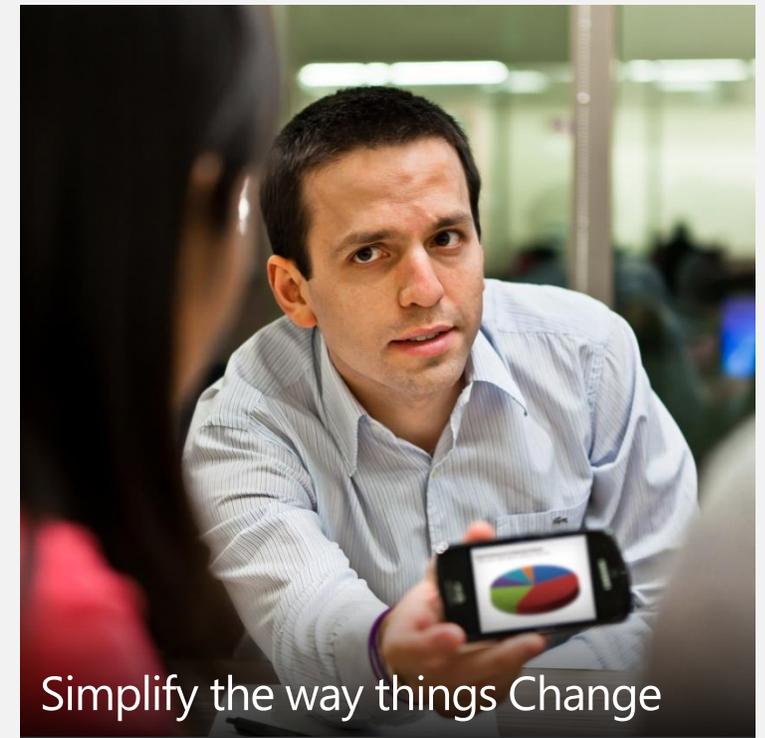
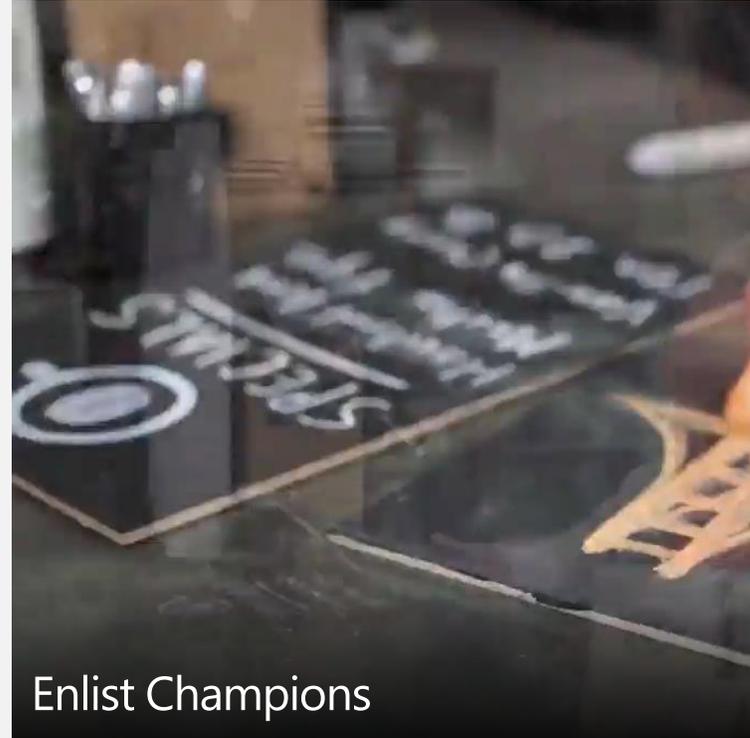
Grow the Adoption Ecosystem



- Minimize the negative impact of making technology changes
- Promote success stories consistent positive adoption of MS Teams
- Provide on-demand content to guide users along their learning paths



Generate Momentum at Rollout



Who are champions?

- Champions evangelize and help train their teams on the new collaboration mindset
- 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.





Create an Early Adopter Program?

- The first to embrace new technology and try out new practices are a perfect fit for digital change
- Opinion leaders
- Motivate to provide feedback



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](#).

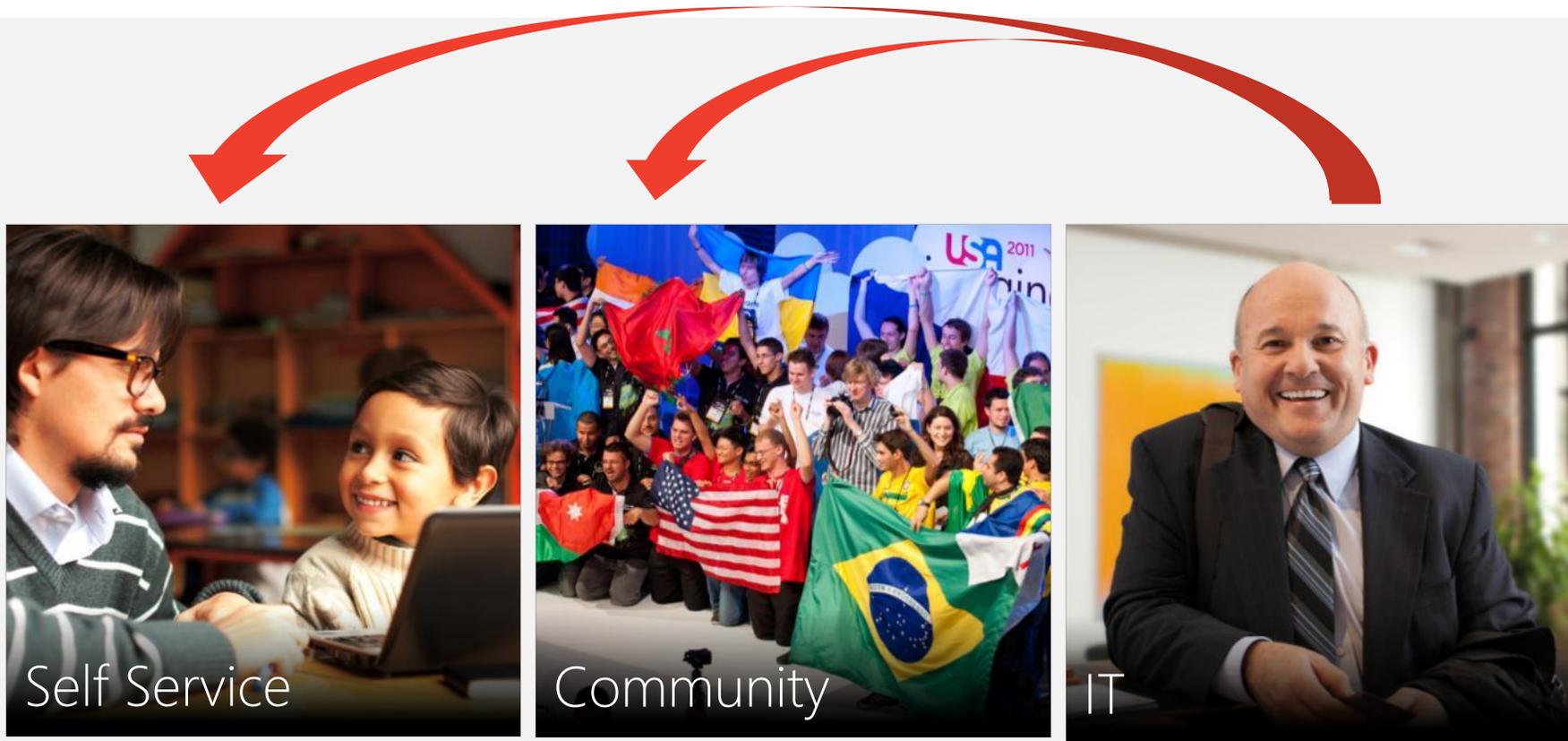
Role	Responsibilities	Department
Executive Sponsor	Communicate high-level vision and values of Microsoft 365 to the company	Executive Leadership
Success Owner	Ensure the business goals are realized from your Microsoft 365 rollout	Any department
Program Manager	Oversee the entire Microsoft 365 launch 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.

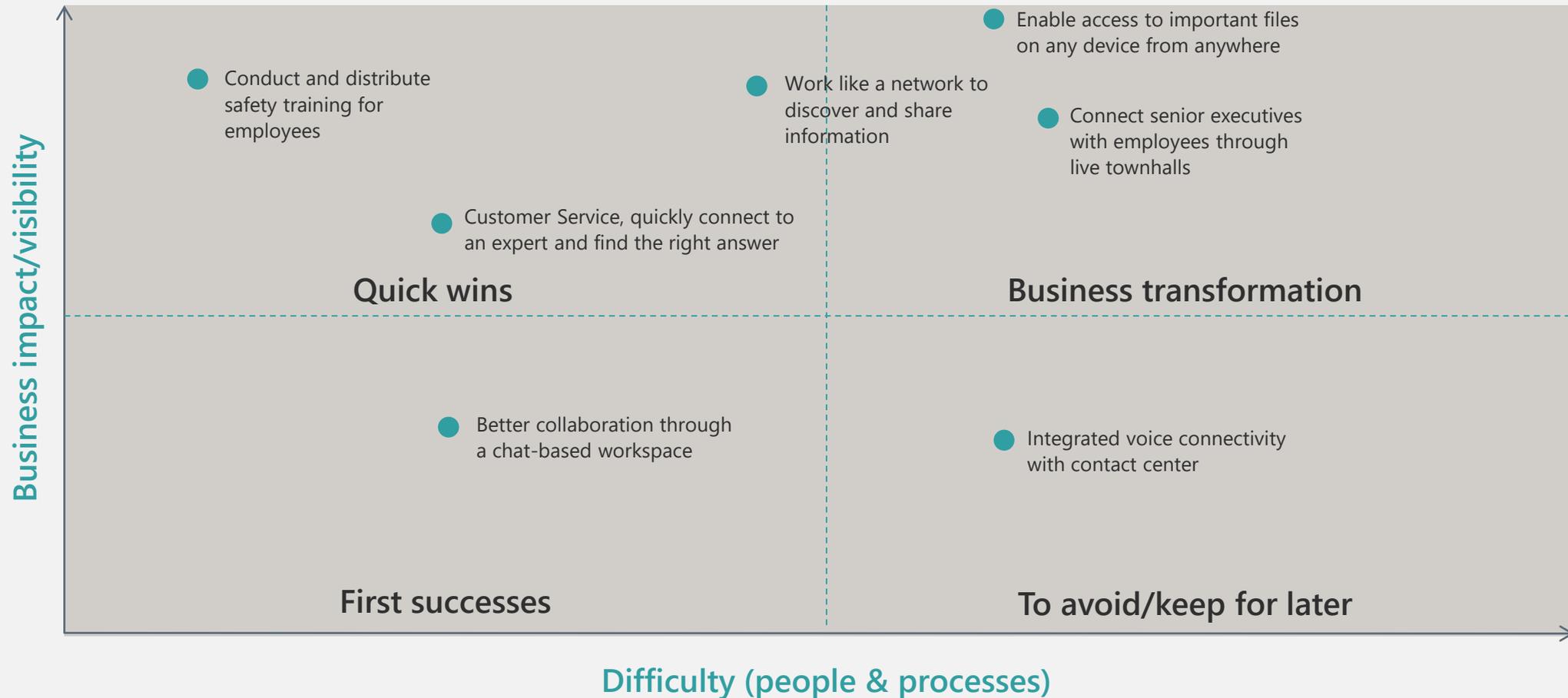
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Ensure Scalable Support



Prioritize use case scenarios by Evaluating Impact and Difficulty



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

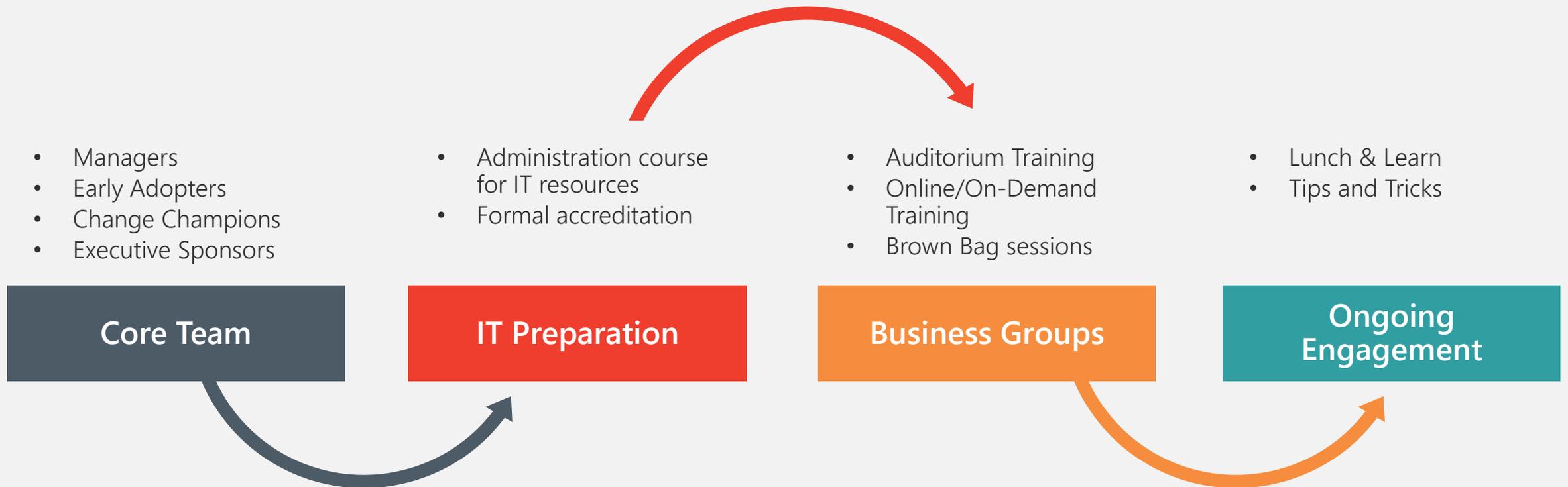
Self-Help Resources

Live Support

Champions Network



Align training strategy throughout phases





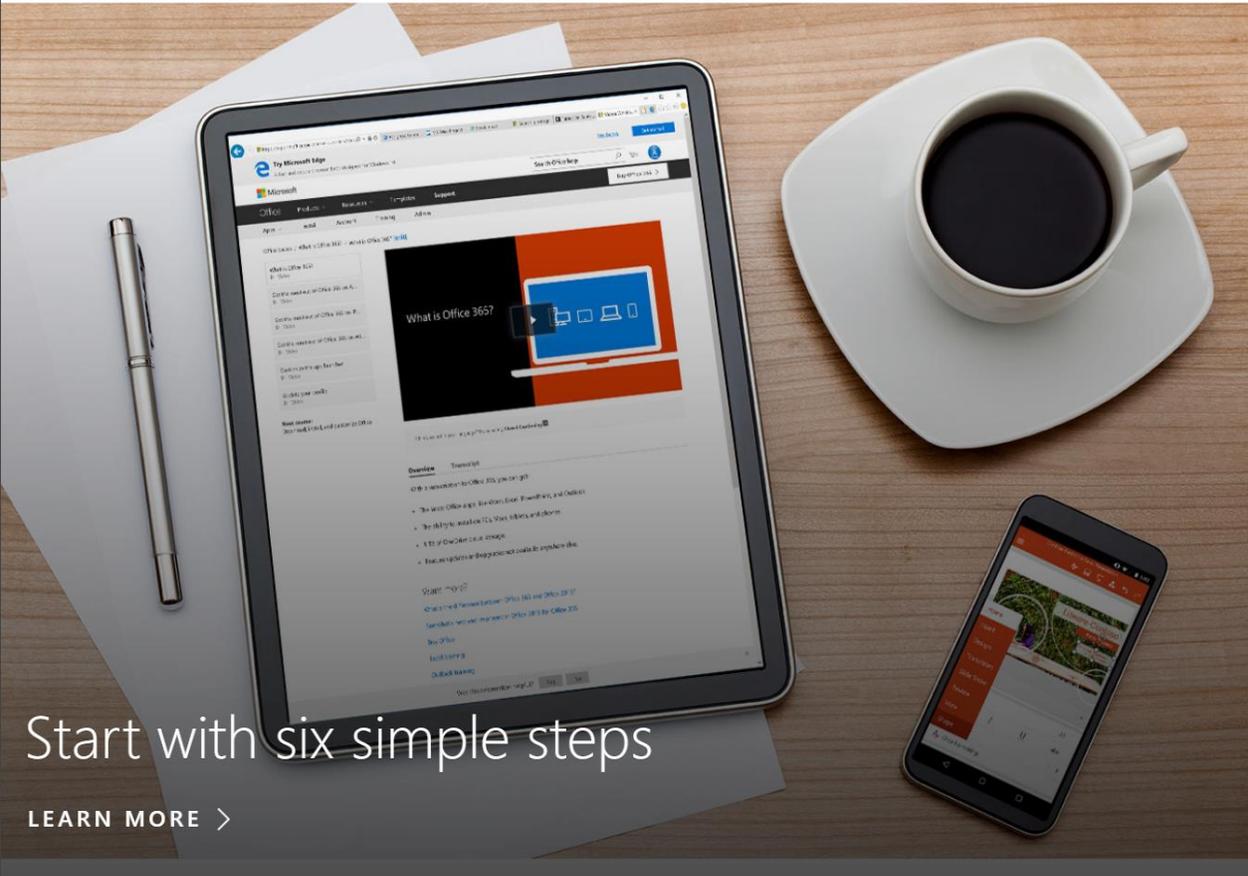
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Start with six simple steps

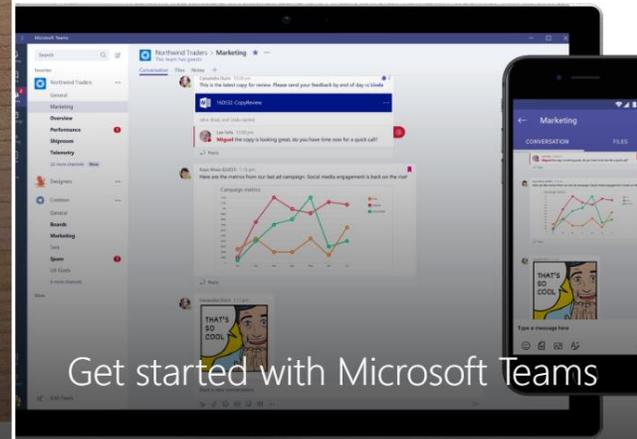
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Microsoft 365 training



Recommended playlists



Get started with Microsoft Teams



Ask questions and get help

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





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



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



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



Make it Easy to Do the Right Thing



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](#)

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:** Realize goals in practical terms, accelerate the time to value for technology investments, align with organizational 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



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)



What We Covered

Adoption Roadblocks for O365

- Standardizing Teams Deployment
- Understand How Communication has Changed
- The Value of a "Collaboration Mindset"
- Sustainably Adopt to "Digitally Transform"
- Make it Easy to Do the Right Thing



Let's Connect

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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

ໜ້າອຸດອນ

Dziękuję

谢谢

Tack

Mulțumesc

спасибо

Merci

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дядкую

Ďakujem



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