



How Microsoft Upgraded 200,000 Users from Skype to Microsoft Teams

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Unleash the Power of You

Agenda

- Why Upgrade?
- Upgrade Options
- How Microsoft Did It



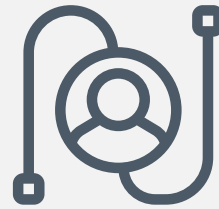
Why Upgrade?

Benefits of Upgrading



Features & Capabilities

- Teams can already do more than Skype for Business Online
- Rich Intelligent Communications roadmap and rapid innovation



User Experiences

- Modern, rich experiences
- State-of-the-art cross-platform and mobile experiences
- Collaboration, Teams and Channels



Operational Performance

- Modern client built on modern infrastructure
- Teams can provide improvements in quality and operational metrics



5 Features in Microsoft Teams

1

Team Collab Workspaces

Channel Group Chat, Tabs, Files, Bots

2

Online Meetings

Voice (VoIP and PSTN), Video, Desktop sharing, schedule and ad-hoc

3

Private Chat

2 or more people, ad-hoc, private, async

4

VoIP/Video Calls

User to User, voice but no phone number

5

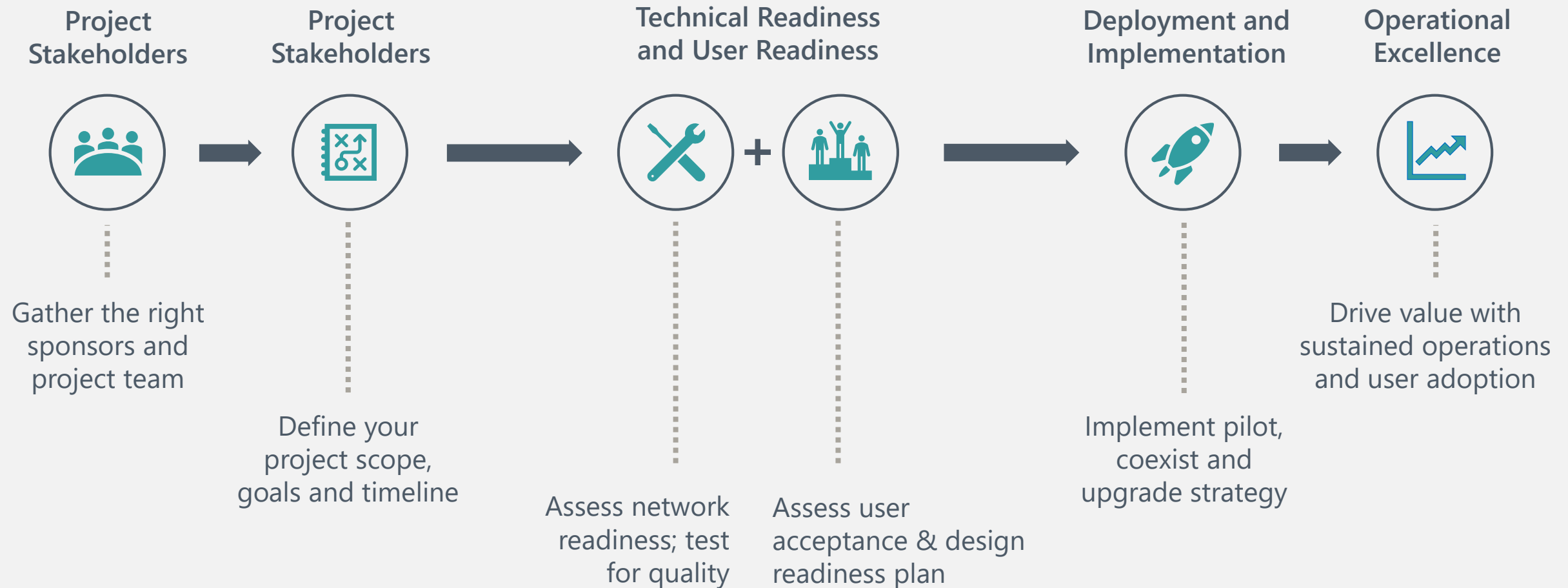
Phone Calls

A real phone number, real IP phone

COMMUNICATIONS



Flexibility Based on a Proven Framework



Upgrade Options

Upgrade Objectives

- Enable SfB Online users to move to Teams
- Enable SfB on-prem users to move to Teams
- Provide interop between users who have SfB and those with Teams
- Empower admins to selectively move users

Note: The terms "upgrade" and "migration" are used interchangeably in this deck



The 5 “User Modes”

For Testing Only:

1

Islands/Evaluation

I Only Want a Single Client SfB or Teams:

2

SfB Only (Teams turned completely off)

3

Teams Only (SfB in meeting join only mode)

I Want Some of Teams, Choose Your Features:

4

Teams Collaboration

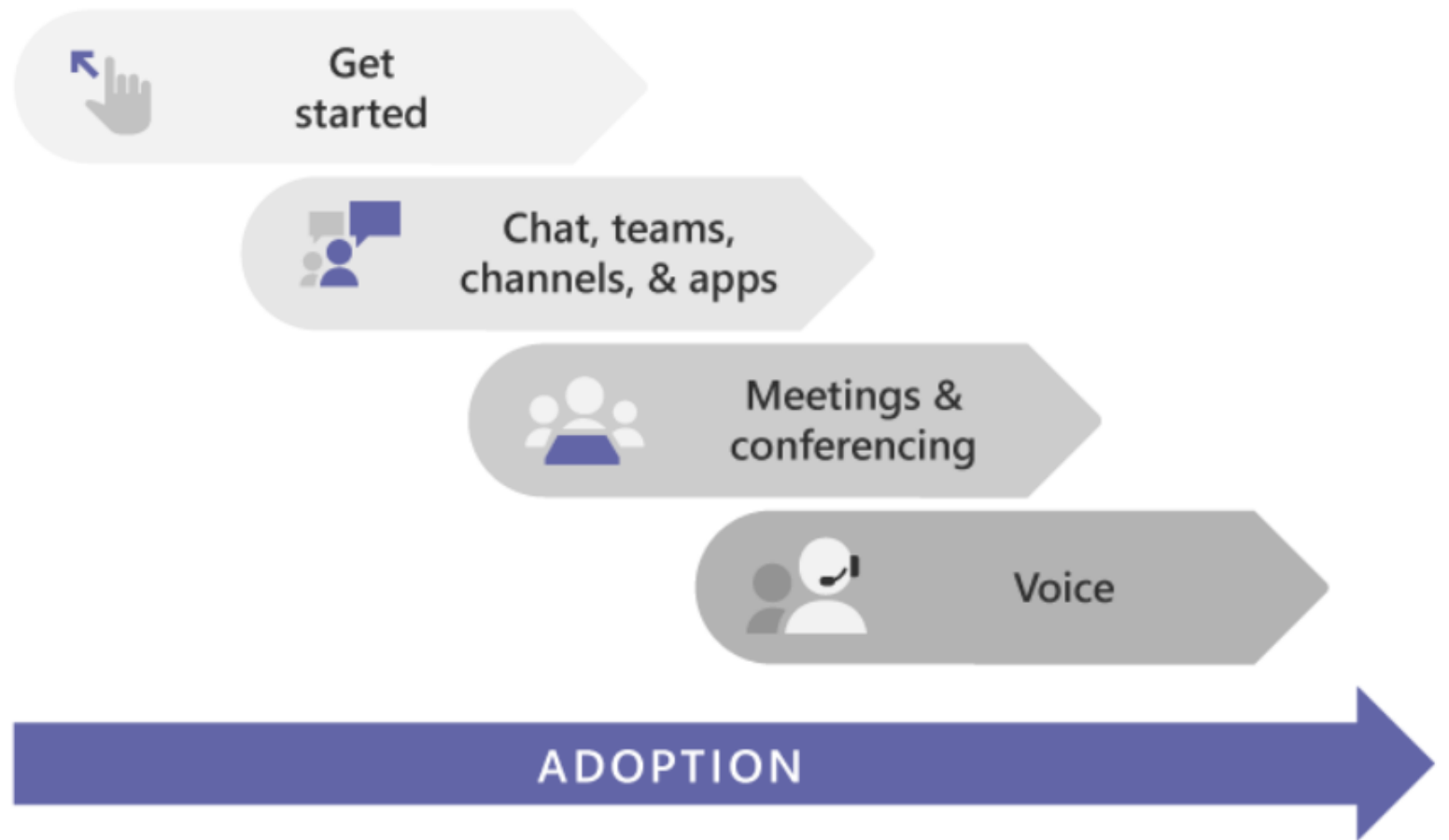
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Teams Collaboration with Meetings



Skype for Business to Teams: Customer Journey

Where to Begin



Know Where You Are Coming From



SfB for Instant
Messaging

Easiest Change



SfB for IM
and Meetings

Some Change



SfB for IM,
Meetings and Voice

Highest Level of Change

In all scenarios Teams adds new collaboration abilities that need change management and adoption



Full Side by Side (with feature overlap)

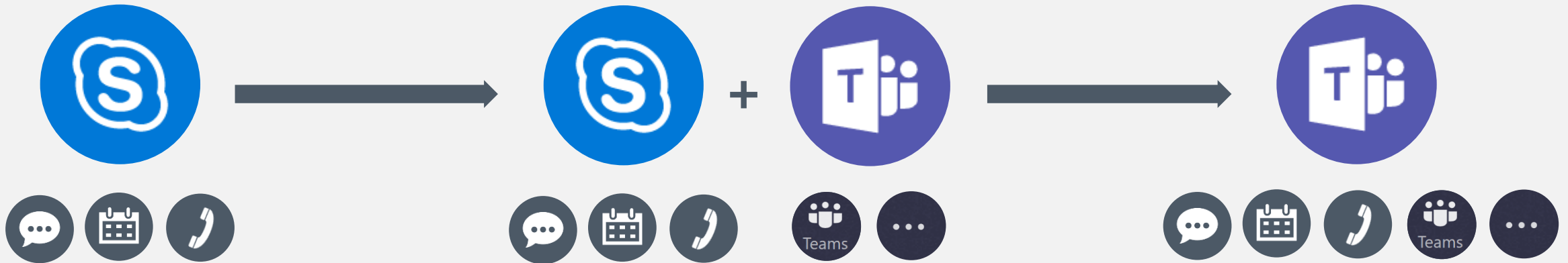


- Enable Teams with broadest possible functionality
- Allow users to experience benefits of Teams and experience Teams capabilities soonest
- Each service operates independently, without interoperability
- **All users must run both Skype for Business and Teams clients at all times until they become Teams Only**



Phased Upgrade (no overlap)

For on-prem & hybrid orgs, or organizations that want to minimize multiple communication apps

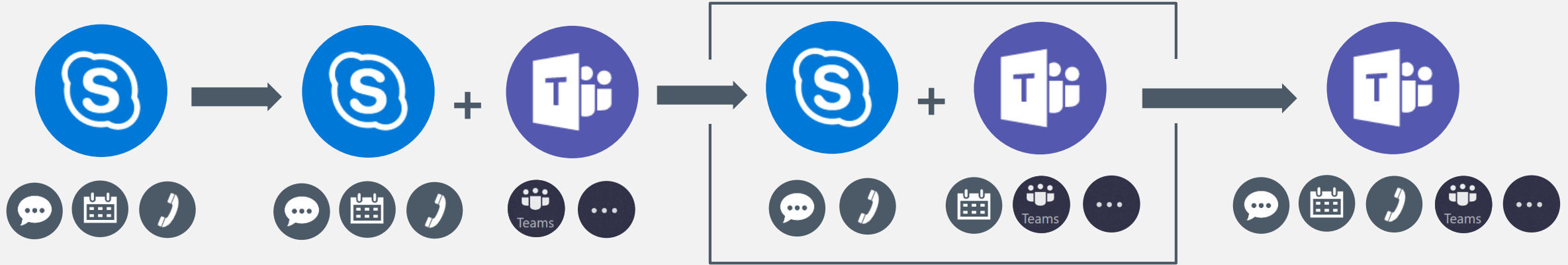


- Starting point: user is in Skype for Business with UC functionality
- Introduce Teams to the user, without UC functionality
 - All calls & chat continue to land in and originate from Skype for Business
 - User can explore new functionality of Teams (Channels, notifications, files, apps...)
- Switch UC functionality over to Teams
 - Non-upgraded users and upgraded users rely on interop to communicate



Meetings First

For on-prem & hybrid orgs that will move to Meetings First before going to Teams Only



- Start state: user only has SfB with UC functionality
- Introduce Teams to the user, without UC functionality (as previously described)
- Adopt Teams Meetings First: switch Meetings scheduling functionality from Skype for Business to Teams
 - Up to this point, all calls and chats initiate from and land in Skype for Business, no need for interop yet
- At some point in the future, upgrade fully to Teams-Only Teams
 - Chat & Calling between Upgraded (Teams-Only) users and all other users relies on interop

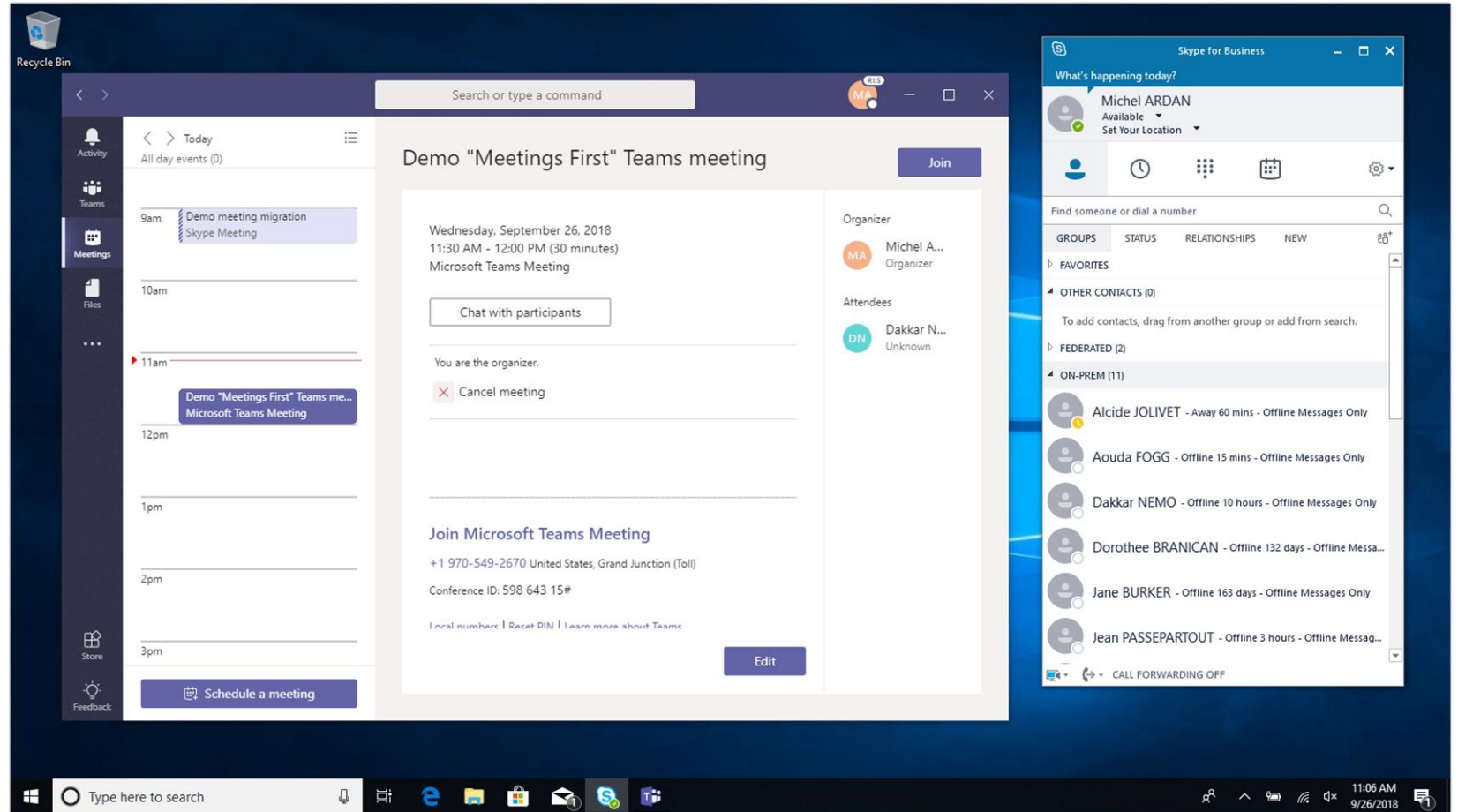


Meetings First Experience

Initiative to move meetings workload to Teams first

Skype & Teams Co-Exist

- Your Teams and Skype for Business clients play nice with each other
- Your Skype for Business meetings are now Teams meetings
- Full IT story – provisioning, reporting



Interop:

*How do
Teams and
SfB users talk
to each other
during
upgrade?*

You must be SfB Online or setup for Hybrid (interop is routing via SFBO)

You get basic P2P (user to user) chat, voice and video calling (no emojis) 🙄

To do multiparty (more than 2 people) Chat/Call/Video/Conference, it must be on either Microsoft Teams or SfB

If a SfB mode user, you can join using Teams in Meeting mode or via Web Browser (no plugin)

If a Teams Mode user, you can join using the SfB client in meeting only mode, or via the SfB Web client (plugin)

In an Escalation scenario, whoever initiates the conference will dictate the platform



How Microsoft Did It



Our Internal Approach



1 Technical readiness—transition when the product meets our users' needs

- User-validated minimum viable (and valuable) product
- Functionality tested at scale through the internal Microsoft 365 ring structure and by other early adaptors

2 Adoption—win the hearts and minds of our employees

- User-validated, scenario-based training and adoption strategy
- Comprehensive data-driven listening strategy
- Globalized change management framework

3 Sponsorship and personalization—enable and ease change

- Local adoption teams guide organizations through change
- Global toolkit tailored to your organization or area's needs

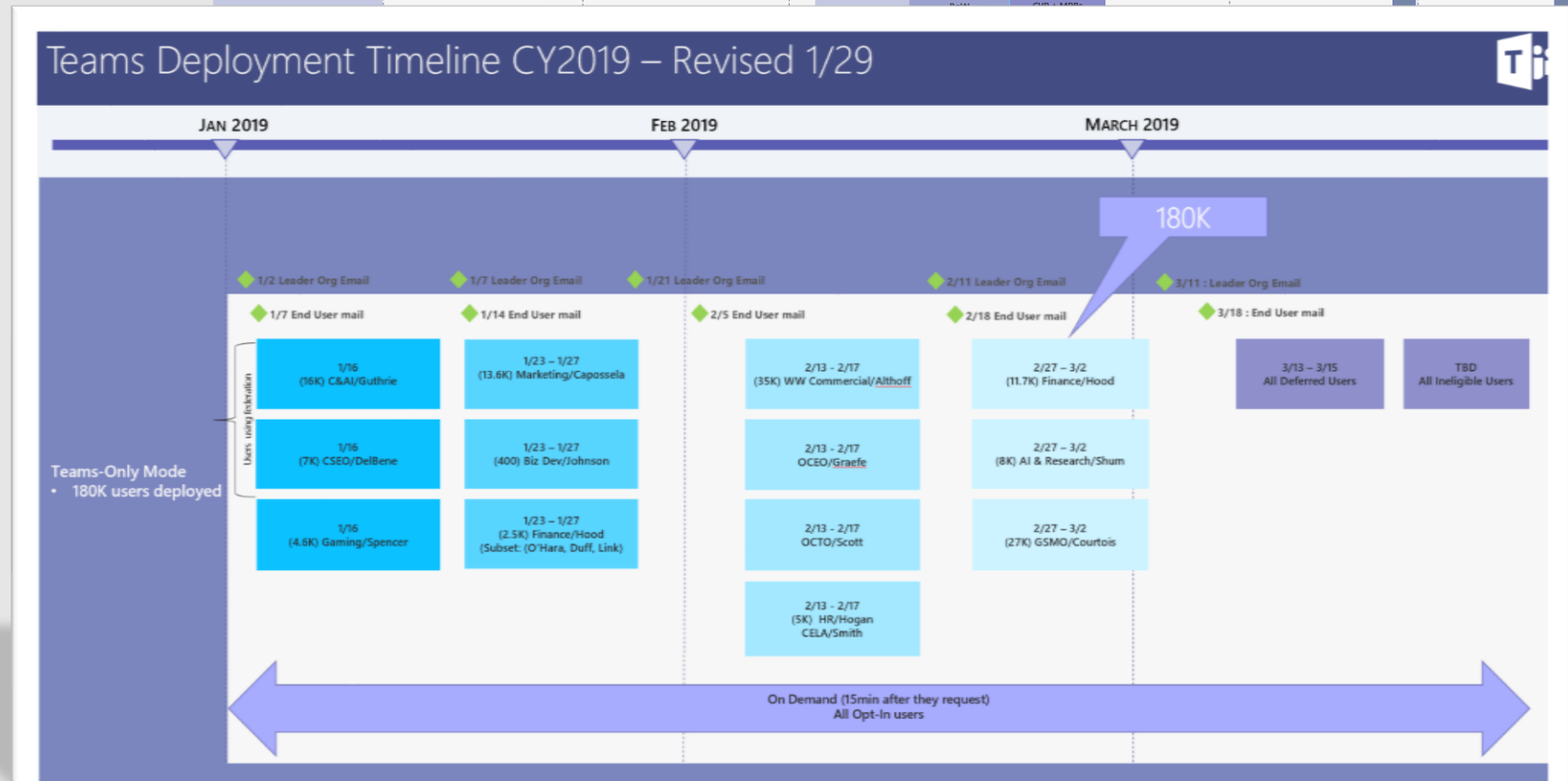
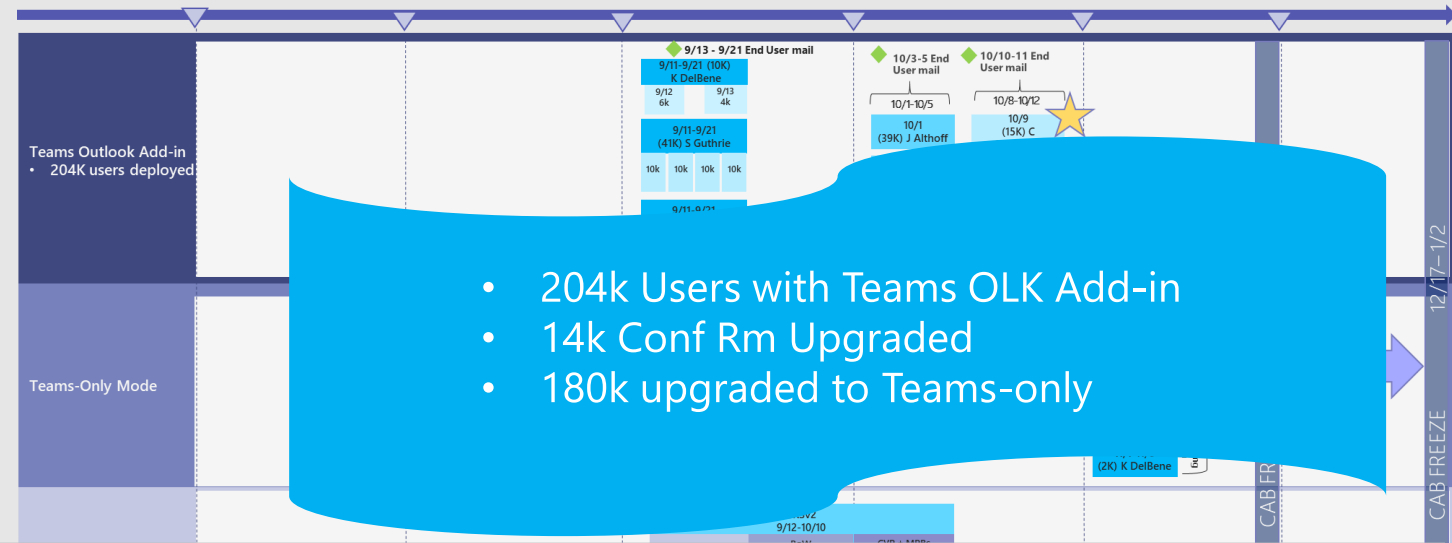


What is our MVP criteria for upgrading to Teams?

- Calling
- Live Events
- Meetings
- Messaging
- Accessibility

What is our strategy to upgrade to Teams?

- Phase approach by Org
- 3 workstreams



Our Upgrade Goals



1



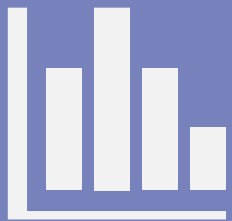
Meeting the needs of the modern workplace: Microsoft employees and our customers have evolving expectations for how we work – we need digital workspaces like Microsoft Teams that feel inclusive and open, where we can easily share, connect, and work together seamlessly

2



Simplifying the meeting and calling experience: Upgrading from Skype for Business to Teams gives us a single client for meetings, calls, *and* collaboration tools in one application.

3



Providing better quality and reliability: The modern infrastructure supporting the Teams meeting, voice, and video experience will typically result in better quality meetings and calls. This includes improvements for low-bandwidth locations, the ability to maintain and upgrade the service without interruptions, and faster meeting join times.

Migration Guiding Principles

1

Telemetry to ensure service health

- Improved service reliability and quality in Teams.
- Monitor top feedback trends

T

2

Ensure Employees can Work with Customers

- No disruption to Field Sellers and Finance during Q4 and month end
- Honor existing meetings

E

3

Anchor on Productivity

- All MVP features must be fully functional/GA, and & room upgrades complete
- 10K user migration policy to ensure user disruption during migrations are minimized

A

4

Manageability Features for IT Admins

- IT Admin's should have ability to control features at the tenant level

M

5

Support Globally and Locally from ITMS

- Ensure change management and support plan are in place for greater success and adoption

S

6

Establish User Confidence

- Be transparent, be authentic about the end user experiences
- Intuitive, guided experience for users before, during and after migration to Teams



Our Upgrade Success Criteria

1. Support

- % of Support tickets are lower than upgraded user base
- No severity 1 issues
- Daily monitoring to review support ticket types

2. Temporary “opt out”

- User deferment should be based on exclusion scenarios and less than a % of upgraded user base
 - ✓ Federation : Contacts & Presence
 - ✓ Accessibility
 - ✓ Outlook Meeting Add-in and Integration for MAC users

3. Calling quality

- Target of % : Poor Call Rate (PCR) represent the % of dissatisfied ratings (1 o22 stars) from in-product surveys that capture user feedback after a meeting or call

4. Healthy Call Index (HCI)

- Target % or higher. Healthy Call Index represent the % of calls encountering no unexpected setup or drop issues.

5. Meeting Quality

- Target % of Meeting Quality Rating.

6. Healthy Meeting Index (HMI)

- Target of %. Healthy Meeting Index represents the % of perfect meetings across all participants for all modalities for a given meeting

7. User Sentiment

- Ad- hoc Survey, Pulse, GESS
- User sentiment; Yammer, User Voice, Champions
- Utilize EUSE global footprint to support
- Survey for trend through the upgrade
- Users Opt. In for deeper level conversations (1:1 Conversations & focus groups)

Our Teams-Only Eligibility Criteria

1. Already Online

2. No Response Group Services (RGS)

4. No India User

5. No Cloud Calling

6. No Opt Out Requested

Our Roll Back Criteria

1

Validate policy change per wave

Re-run script to reapply policy for all users

Spot Check users to ensure accuracy, rollback if issue persists

2

Monitor support queues

If >5% of upgraded user base per wave, review and assess for 24 hours, roll-back if support ticket increase or Severity 1 issue occur

3

Review "Opt Out" request. if >10% of upgraded user base per wave, review and assess for 48 hours, contact users, meet with org leaders, and roll-back if requests continue

4

Healthy Call Index (HCI) drops below 90% (Target 97%) Review and assess feedback, monitor daily, escalate to PG, rollback if HCI continues to drop and users encounter unexpected setup or drop issues.

5

Healthy Meeting Index (HMI) drops below 90%. Review and assess feedback, monitor daily, escalate to PG, rollback if HCI continues to drop and users encounter unexpected setup or drop issues.

Support Model

There are four key elements to a successful upgrade experience



Brown Bag
Sessions were
delivered to the
Help Desk



Shared
Communication
emails that were
sent to the
Helpdesk




All Support, training
Material,
Documentation,
Known issues, FAQ's
and details were
shared with
Helpdesk



Part of the
Helpdesk Team
channels in MS
Teams

Give me Teams (aka.ms/givemeteams)

- Allows users who are not upgraded to onboard earlier to the Teams Interop Policy.
- Automatically Changes the Policy within 15 minutes.
- PowerBI data gives IT and Microsoft Teams Product Group (PG) a view into why users are opting out.

 Upgrade to Microsoft Teams - Opt-in Request

Hi Pouneh, when you submit this form, the owner will be able to see your name and email address.

* Required

1. Microsoft is upgrading to Teams as its primary application for intelligent communications in Office 365, replacing Skype for Business for meetings, calls, and chat at Microsoft. Learn what to expect when you upgrade to Teams at <https://aka.ms/MicrosoftTeamsUpgrade> and review the current known issues at <https://aka.ms/TeamsUpgradeKnownIssues>.

The Teams-only upgrade will occur in phases by organization, and people will receive more information via email 2-3 weeks prior to their org upgrade. If you prefer to upgrade now, please let us know by submitting this form. *


Note: Once you upgrade, you will have limited access to Skype for Business and can use it only to join Skype for Business meetings that were previously created or that others invite you to.

☐ Yes - I have reviewed the information above and I'm ready to upgrade now! Please give me Teams as my primary app for my meetings, calls, and chat.

Submit

Temporary Deferment (aka.ms/defermyteamsupgrade)

- Allows users who are not ready to onboard, opt out of the Teams Interop Policy.
- Automatically Changes the Policy within 15 minutes.
- PowerBI data gives IT and Microsoft Teams Product Group (PG) a view into why users are opting out.



Request to defer the upgrade to Microsoft Teams

The Microsoft Teams Engineering Group is working to include some remaining meeting, calls, and chat functionality in Microsoft Teams. In the meantime, you can defer your Teams upgrade by having a valid business justification. Learn more about the Teams upgrade at aka.ms/MicrosoftTeamsUpgrade.

Note: Deferring the Teams upgrade is temporary. Once the remaining required features are available in Teams, we will notify you of your pending Teams upgrade. This deferment request applies only to the person who is submitting this form.

Hi Pouneh, when you submit this form, the owner will be able to see your name and email address.

* Required

1. Why do you need to defer your Teams upgrade? *

☐ I use a screen reader program. There are a few known accessibility issues that screen reader users should be aware of. While Microsoft Teams is compliant with Microsoft Accessibility Standards (MAS), there are some fixes in progress that will make certain scenarios more user-friendly with screen reader programs. Please review the known issues with screen readers section at <https://aka.ms/TeamswithScreenReaders> to determine if these impact you.

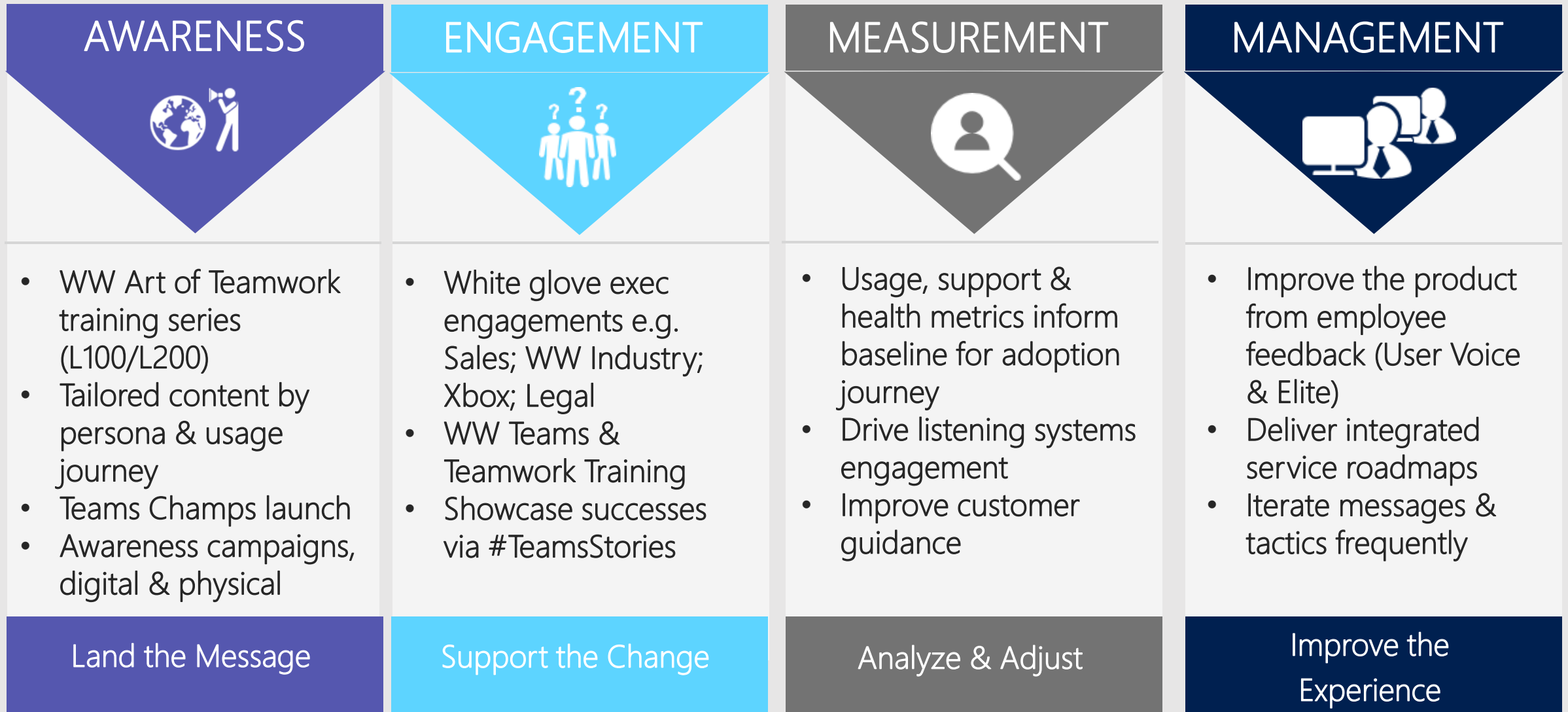
☐ My primary work device is a Mac and I need to see my colleagues' availability in Outlook. Outlook presence is not yet fully supported for Mac devices.

☐ My primary work device is a Windows 10 S device. The Teams Meeting add-in for Outlook is not yet compatible for Windows 10 S devices.

☐ Other

Submit

Internal Adoption Program



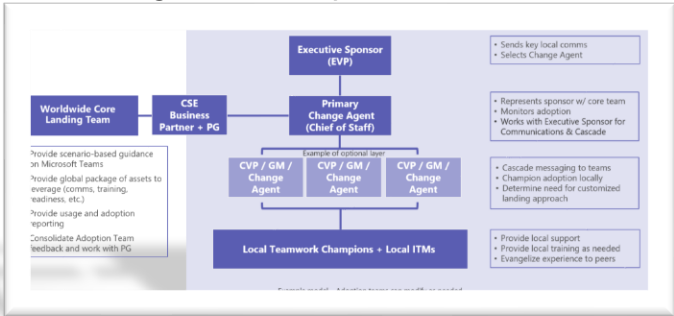
Alignment across the org is critical to success:



Org Leader	Chief of Staff	Comms Lead	Exec Admin	Adoption Lead
<ul style="list-style-type: none">Sponsor the changeLead by example	<ul style="list-style-type: none">Evolve org processes to new modern visionKeep accountability to new way of working	<ul style="list-style-type: none">Drive comms planSteward for org's Team and YammerReplace emails with modern methods, where appropriate	<ul style="list-style-type: none">Assist leader to adopt framework and to lead by exampleReplace Skype meetings with Teams meetings	<ul style="list-style-type: none">Drive org adoption planParticipate in trainingDeliver org brown bagsContribute to Adoption Leads community

Teamwork Champions

Organizational Adoption Team Model



Get ready! Your upgraded experience is coming!

What to expect

- Announcement email 1-2 weeks in advance
- Chat, Meetings and Calls will now be initiated from Teams
- Skype for Business (SfB) reduced mode – don't worry, you can still join SfB meetings and participate in chats with users who have not yet been upgraded

Keep Skype for Business & Teams running

Until you are upgraded to Teams-only mode, keep both applications running while you work to ensure you receive timely messages and calls from other colleagues.

Why wait? Opt-In to the Teams Only Experience Now!

The Teams-only upgrade will occur in phases by organization. If you prefer to upgrade now, please visit **aka.ms/GiveMeTeams** to opt-in.



Microsoft Teams Readiness & Adoption

Get Teams!

Get Trained!

Get Help!



Microsoft Intranet Everything lives here...



Get ready to upgrade

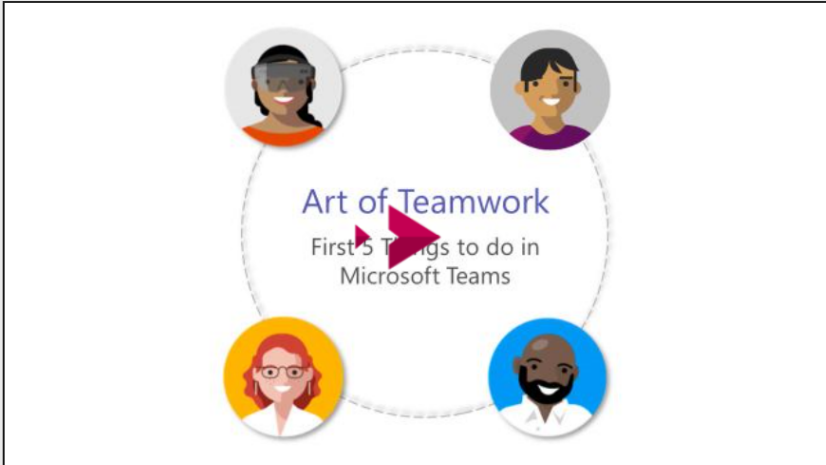
- Find out what to expect
- Sign up for an Art of Teamwork webinar
- Watch an Art of Teamwork snackable video
- Find a Teamwork Champion near you

Aka.ms/GetMicrosoftTeams

- Announcements
- Get Teams
- Using Teams
- Meetings in Teams
- Learning Resources
- Teamwork Champions Program
- Microsoft Teams Success Stories
- Accessibility Support
- FAQs
- Known Issues
- Feedback & Support

Microsoft | Stream

Home Discover My content Create Search



Art of Teamwork
First 5 Things to do in Microsoft Teams

Details Analytics

The First 5 Things to do in Microsoft Teams
Published on 10/12/2018 by Corinne Kuchling Company 1,864 18

Learn how to get more productive in Microsoft Teams by customizing your experience and helping you focus on your most critical work. In just five minutes, you'll learn how to manage: Notifications & Settings, Favorites & Follows, @

Share Add to watchlist Like View settings

Transcript

Search transcript

00:08 Welcome to the "The First 5 Things to do in Microsoft Teams" training.

00:13 In this video, we'll provide you with tips on how to get more productive in Microsoft Teams

00:18 by customizing your experience and helping you focus on your most critical work.

00:24 Within a few minutes, you'll learn how to manage notifications and settings,

00:28 favoriting and following, @mentions,

00:34 pinning, and saving content.

00:37 To begin, set up your notifications based on what you consider most important.

Edit Autoscroll on

More from Art of Teamwork channel

Accelerating your Workgroup's Move to Teams 04:41 82 views

Screen Share & Control Mode in Microsoft Teams 03:19 243 views

Teams-Only Mode in Microsoft Teams 04:45 129 views

Scenario based videos in 5 minutes or less!

1. First 5 Things to do in Microsoft Teams
2. Scheduling a Private Meeting in Microsoft Teams
3. Navigating within a Microsoft Teams Meeting
4. Transforming Skype for Business Meetings to Microsoft Teams
5. Teams-Only Mode in Microsoft Teams
6. Screen Share & Control Mode in Microsoft Teams
7. Accelerating your Workgroup's Move to Teams: Top 10 Tips!

"Snackable" Training Videos

Teamwork Champions: >1200 – 56 Countries – 157 Buildings

We provide this highly active community everything needed to deliver Teams training & Support!

RECRUITING POOLS

- Active Teams Yammer participants
- EUSE Field Support & IT Managers
- Teams Elite members
- Art of Teamwork attendees
- Recommendations from other Champions

FUNDAMENTALS

- Make it Global
- Make Champions identifiable
- Ask Champions to land specific activities (Gives)
- Provide a value proposition (Gets)

GIVES

- Art of Teamwork Training & Office Hours
- Teams Yammer Group Support
- Microsoft Champions List on Intranet

GETS







- Digital Profile Badge
- Digital & Physical Swag
- Engage with SMEs & the Teams Product Group
- Monthly Champions Calls
- Access to the Team – Community

	April'18	February'19
Retention	74.9%	99.7%
Chat	33%	94.7%
Meetings	41%	91.9%

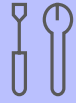


Our Lessons Learned

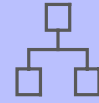


-  **1** **STEP 1**
Accessibility needs and escalations must be addressed as early as possible
-  **2** **STEP 2**
Capturing & surfacing unknowns
-  **3** **STEP 3**
Communication/ Marketing efforts
-  **4** **STEP 4**
OnPrem to Online migration and the preparation that has to happen to enable the change
-  **5** **STEP 5**
Training – learning curve; Outlook Add In driving change/key enablers to adoption
-  **6** **STEP 6**
Training – learning curve; Outlook Add In driving change/key enablers to adoption

Our Best Practices



Build a standard communications capability and structure



Define a communications framework



Create the value proposition around target audience



Build a communications calendar



Identify key stakeholders for each program



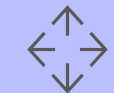
Utilize multiple channels to reach audience



Implement audience segmentation and targeted messaging



Measure deployment and communication satisfaction



Build process to scale communications competency across IT

Brought to you by



Matt Wade's Definitive Guide To:

Everyday Etiquette in Microsoft Teams

Download the PDF

avepoint.com/resources



DIGITAL TRANSFORMATION

FROM THE TRENCHES

Washington, D.C. | June 12-13, 2019

What We Covered

Why Upgrade

Upgrade Options

Microsoft's Journey



Q+A

Let's
Connect

Pouneh Kaufman

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