

Microsoft 365 Adoption Demystified – Why Good Governance Precedes Great Adoption

Microsoft
Partner



Gold Application Development
Gold Collaboration and Content
Gold Cloud Productivity
Gold Messaging
Gold Datacenter

Collaborate with Confidence

Accessible content is available upon request.

Meet the Presenters



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Senior Strategic
Consultant,
AvePoint



Agenda



Introductions



Today's Modern Workplace



Adoption and Microsoft Teams



What is Good Governance?



Migration Strategies



AvePoint Cloud



Our Global Cloud Instances Ensure Your Data Sovereignty

Multiple Global Cloud Instances

- Hyper Scale; Regional Redundancy;
- Cloud Service Resiliency;
- Data Residency Availability;
- Geo Replication

99.5% Availability | 24/7 Support

Uptime backed by Microsoft Azure and World-Class Support

7 Million Microsoft 365 Supported Seats

Providing Operational Efficiency for Microsoft 365

Managing 50PB+

Customer Data Worldwide



AvePoint Cloud Solutions



Cloud Backup

Customer Pain

- Flexibility of recovery to individual objects
- Custom Retention to match SLAs

What We Offer

- Comprehensive coverage of Cloud Services
- Business continuity to recover artifacts without disrupting the business
- Storage and encryption of backup data on customer-defined retention schedules



Cloud Management

- Over-privileged end-users with admin control
- Fear of oversharing permissions and content

- Centralized controls for management for Cloud Systems
- Delegated administration prevents over-privileged users from modifying settings
- Auditing and response to unauthorized changes in settings, permissions, etc.



Cloud Archiver

- Capacity planning for Cloud Services
- Automatic records retention on behalf of users

- Assistance in identifying business records beyond user-tagged documents
- Lifecycle management to reduce sprawl and reclaim wasted space
- Customer owned storage to provide isolated records management



Cloud Governance

- Confusion over the right cloud service
- Balance between new features and controls
- Over-privileged users with too much control

- Governance of group and site creation process to apply control
- Automated lifecycle management for preserving content within collab services
- Recertification of permissions business purpose for audits



Cloud Insights

- Measuring the ROI of key services / content
- Providing content owners with insights on effectiveness of message and content

- Site usage and analytics for Cloud Services
- Identification of key content across sites for owners
- Power-BI embedded dashboards for admins and site owners



Policies & Insights

- Compiling permissions, sensitivity, and activity data within M365
- Mitigate risk with enforceable policies to secure Teams, Groups, Sites, and OneDrives

- Central monitoring to determine who has access, and who is accessing, sensitive data
- Cross-reference access controls with sensitivity and activity data to fix security concerns
- Enforce policies for permissions and access controls, including for external users



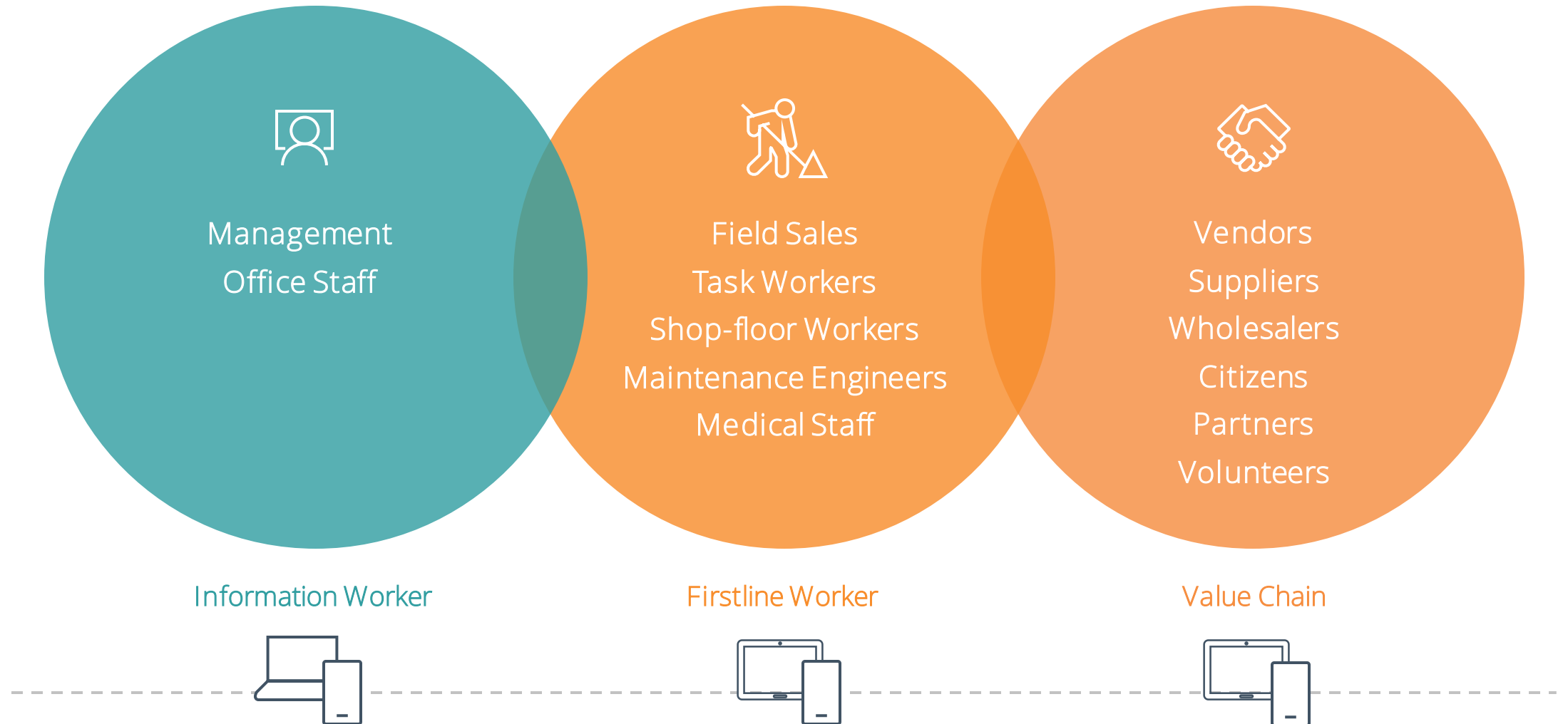
Cloud Records

- Simple way to implement and manage policies
- Flexible records storage and retention

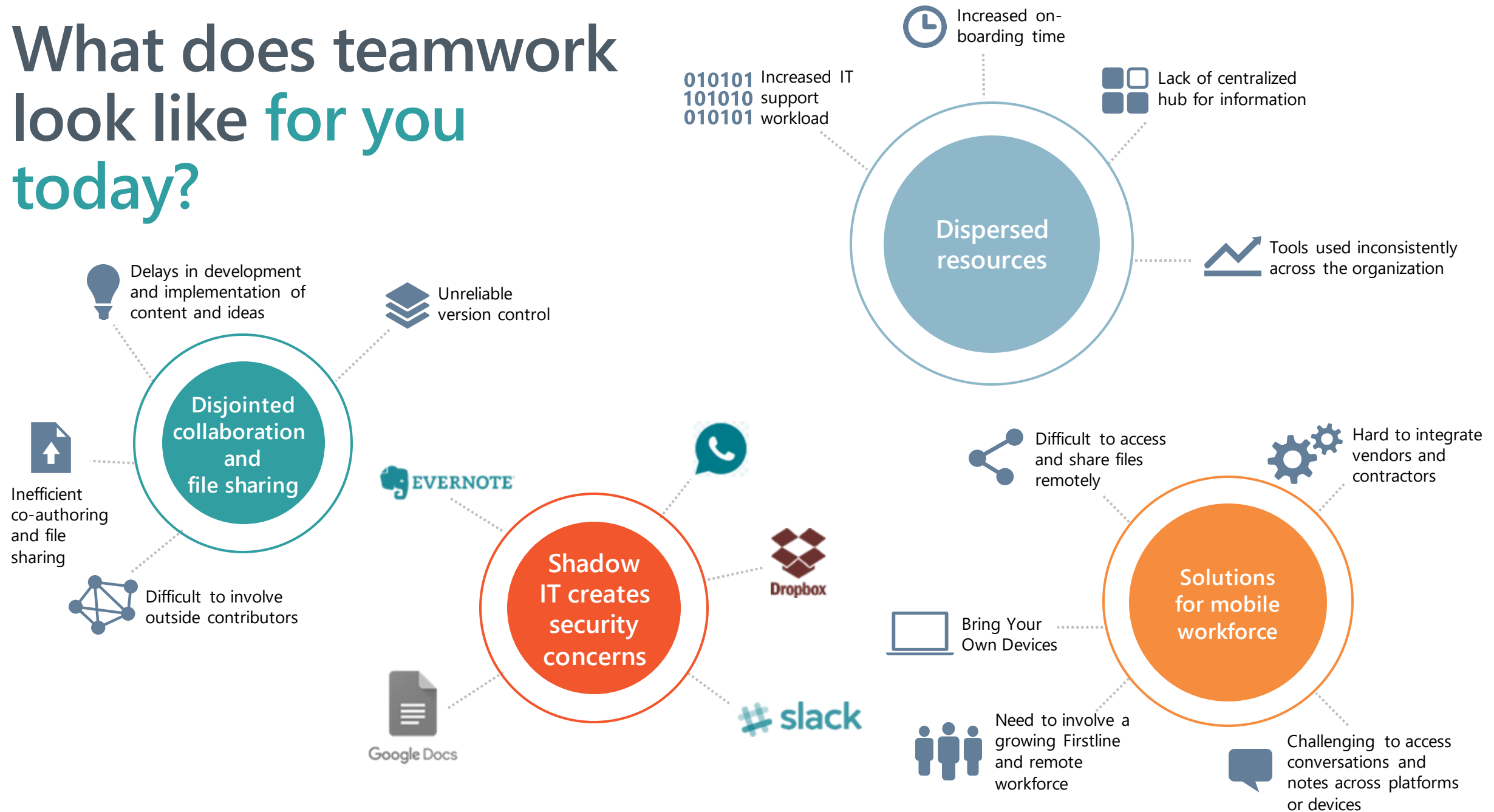
- Easy interface for central business classification, taxonomy, retention management
- Automated sync with MMS, extensive reporting on policy compliance



Today's modern workforce



What does teamwork look like **for you** today?





What we're all realizing about Teams adoption...

“Empty” deployments are trouble

May see some early adoption spikes but soon drops off and hard to get users back

Need “gravity” to get sustained active usage

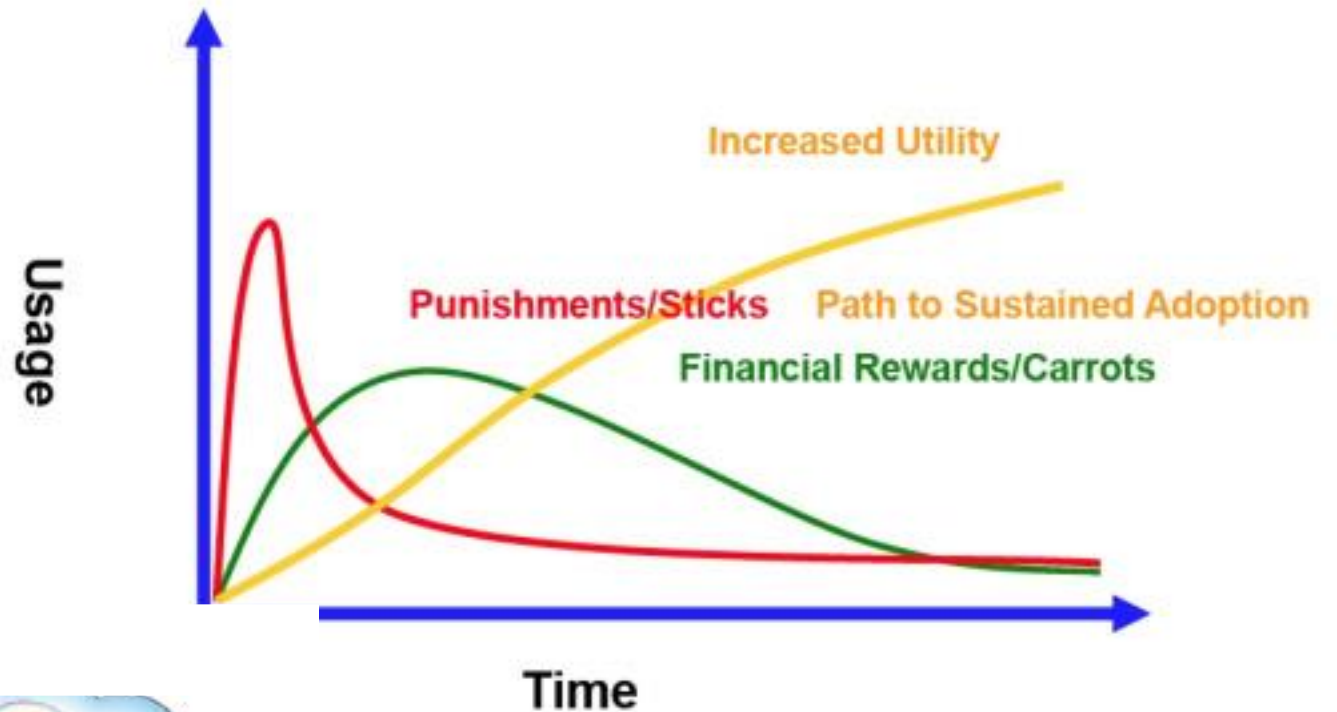
With “Daily Active Usage” as a goal, Teams needs to be hosting real business processes, not general collaboration

Most business processes require APP support

Apps can drive usage by making Teams usage easier, more efficient, and more business process focused

What we're
all realizing
about Teams
adoption...

Comparison of Stick vs. Carrots

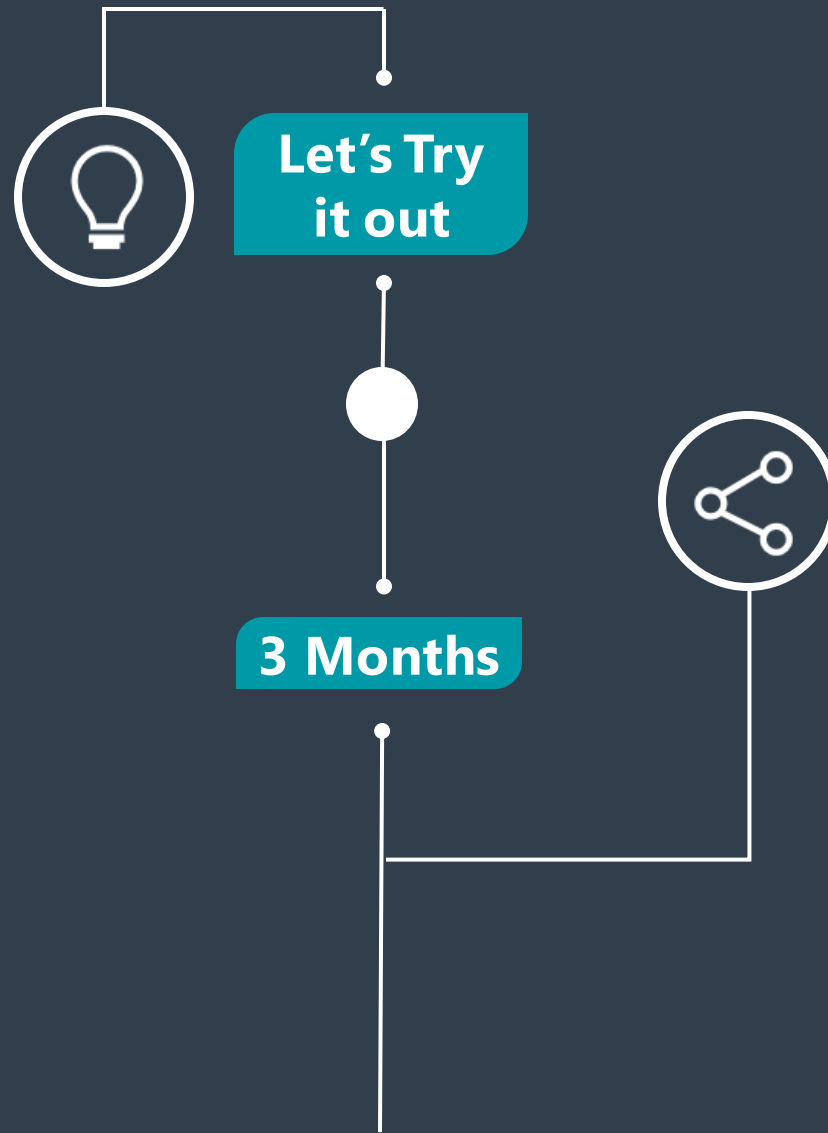


Understanding the “day 2” scenario...

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



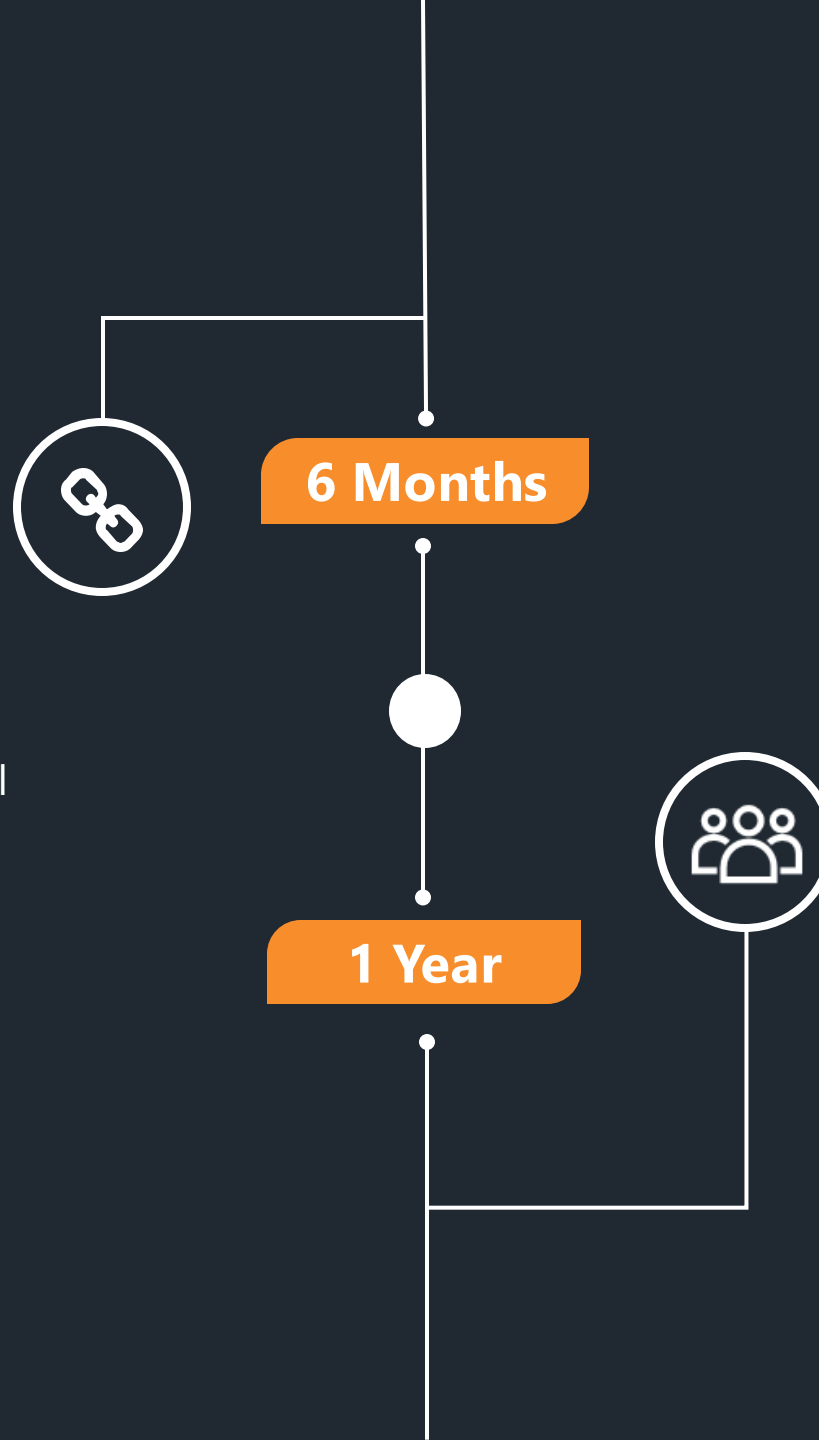
Sprawl Begins

Users can:

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

The 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



Support, Operations, & IT Nightmare

Employees get involved in:

- Manually provisioning thousand of workspaces
- Handling 40-50 change request daily
- Only option to manage workload is to grant elevated 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 to cloud is diminished.

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

Over-Privileged Users

Microsoft Office365 limitations starts 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

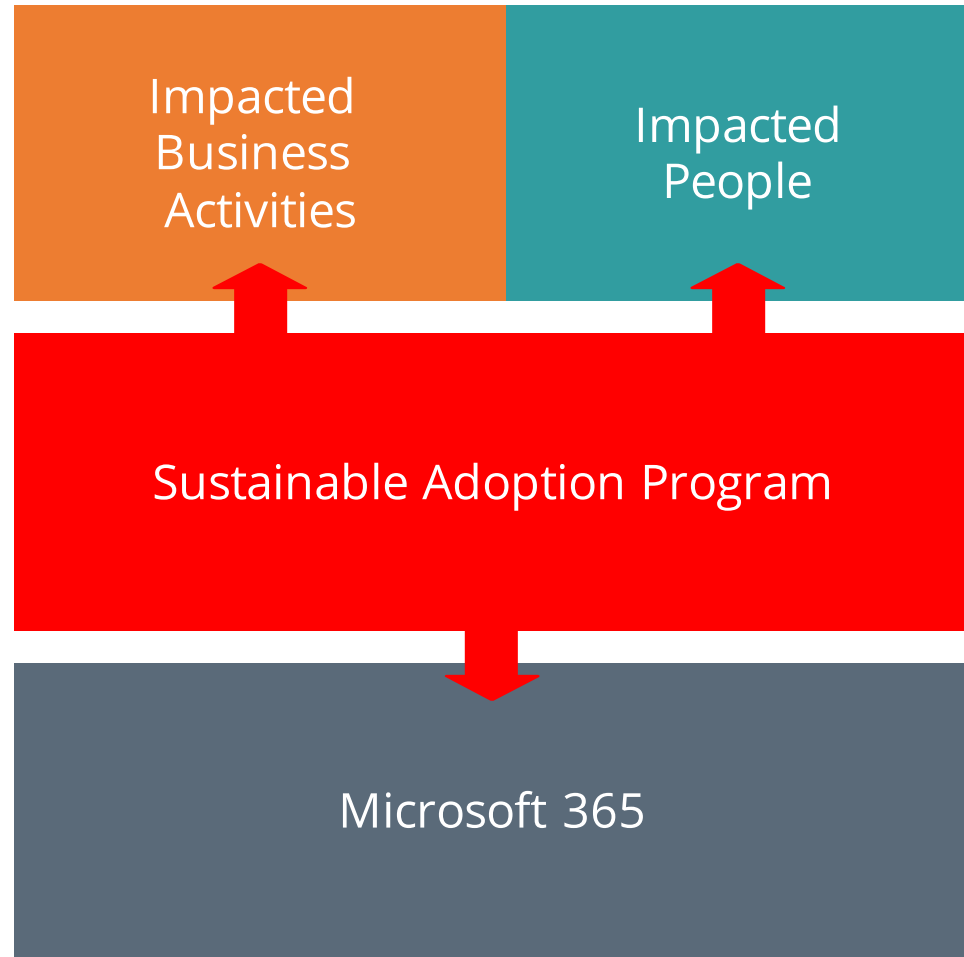
Office365 makes sharing too easy:

- 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

Make It Easy to Do the Right Thing

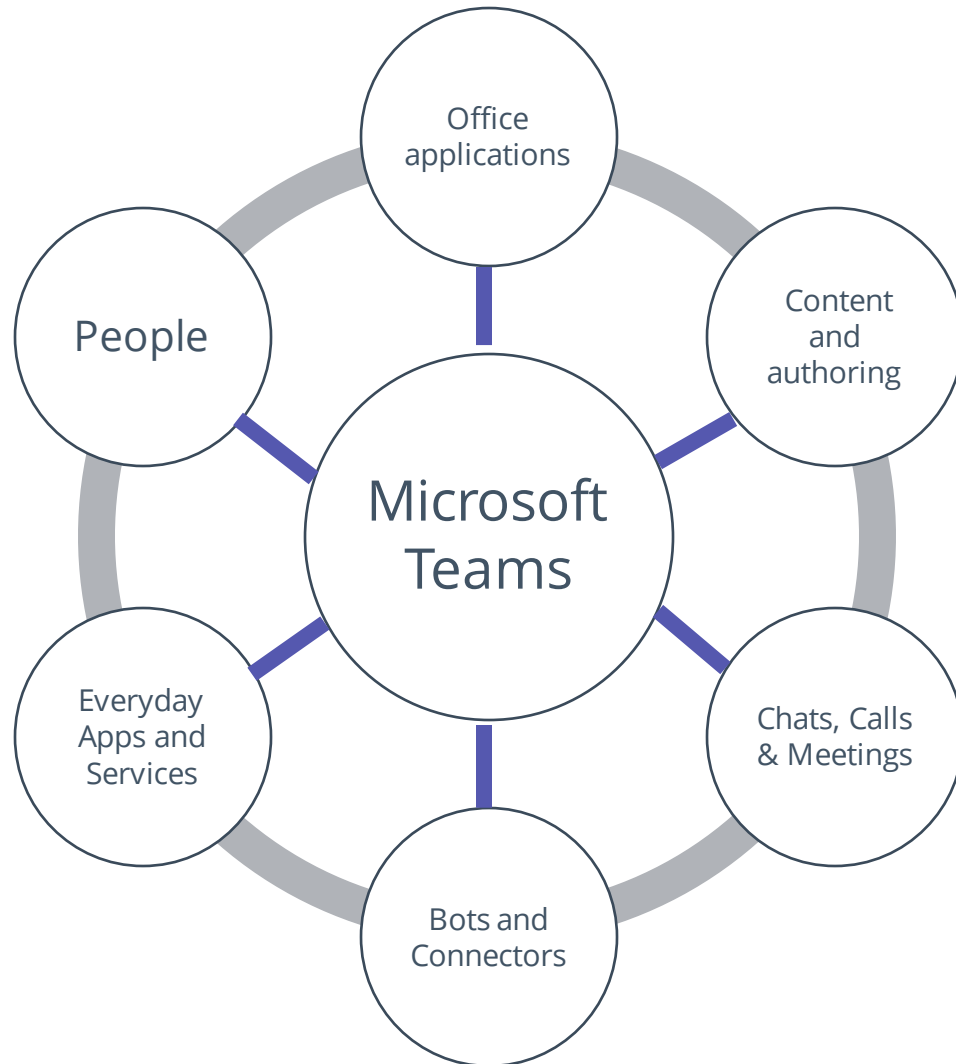


Goal: Ensure Sustainable Adoption



- Promote the consistent adoption of Microsoft Teams
- Provide users with the resources they need to be successful

Microsoft Teams – The Hub for Teamwork



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



Collaborate: Deeply integrated Office 365 apps



Work w/ Confidence: Enterprise security, compliance & manageability



Customize & Extend: 3rd party apps & existing systems

Customize & extend



Organizational
tools & services



3rd party
applications



Office 365
applications



Departmental
tools



Employee
resources



Support
& info



Polly.ai



Trello

Git

Microsoft Teams



Jira Core



Confluence



Microsoft Teams



make your apps work for **you**



Microsoft 365 Learning pathways – your friend for adoption


Microsoft 365 learning pathways is a customizable, on-demand training solution designed to increase the skills of people using Microsoft 365 services in your organization

Microsoft 365 Learning Pathways




- Customizable SharePoint Online communication site
- Ready to use content for apps and scenarios
- Provision from SharePoint Online Provisioning Service
- Create your own training playlists
- Enjoy automatic update of content








Learning Pathways for Teams


 **SharePoint**



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+ New   Send to   Promote  Translation  Page details  Analytics

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Microsoft Teams




Teams Quick Start
Get started quickly with the Microsoft Teams Quick Start guide. Learn how to sign in to Teams, pick a team and channel, chat in Teams, start a new conversation, reply to a conversation, use emojis, memes, and GIFs, share a file,...

All




Manage Meetings
View, schedule, and manage appointments and meetings in Microsoft Teams to keep your team on track.

All




Start chats and calls
Start 1:1 or group chats to collaborate with a smaller group or to talk privately, and pin chats for quick access.

All




Manage your activity feed
Manage your activity feed and know everything that's happening in the team channels you follow.

All



Set up and customize your team
Use Microsoft Teams to set up and customize your team.



Teams on the go
Start a 1:1 or group chat in the Microsoft Teams mobile app



Learning Pathways for Scenarios

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Edit

Scenarios > Modern workplace




Use Microsoft 365 across your work and devices
Microsoft 365 and the power of the cloud make it easy for you to work in new and more productive ways, from anywhere, on any device.

End User




Use Microsoft 365 across your team
How teams connect and exchange information is evolving. People expect to collaborate with teammates, wherever they are located.

End User




Use Microsoft 365 across your organization
Use Microsoft 365 across your organization

End User



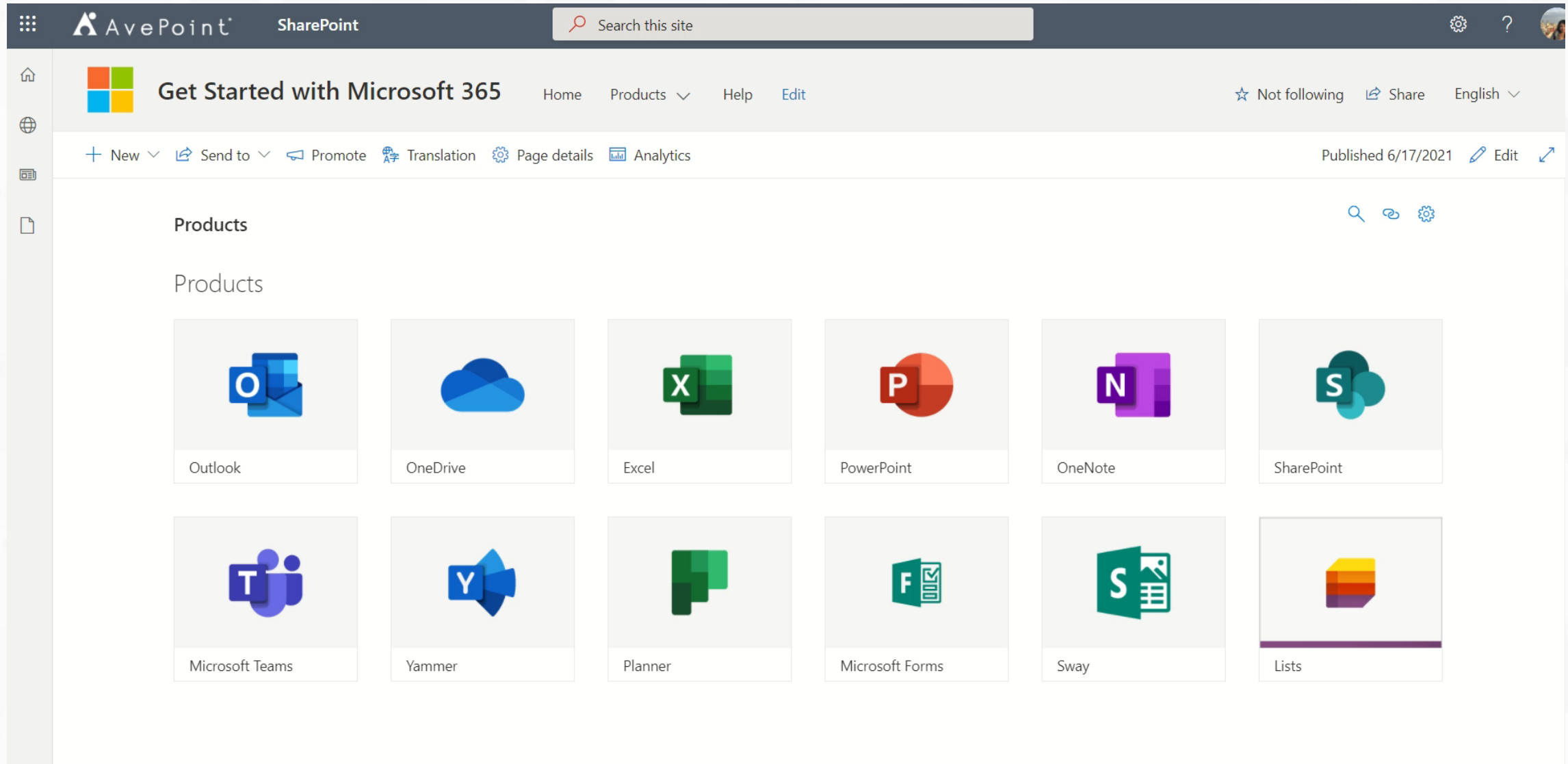
Day in your digital life with Office 365
Discover new ways to simplify your workday with Office365

End User



Learning Pathways for Office 365

A screenshot of the AvePoint SharePoint 'Get Started with Microsoft 365' page. The page features a dark blue header with the AvePoint logo, 'SharePoint' text, a search bar, and user profile icons. Below the header, a light gray navigation bar includes the Microsoft 365 logo, the page title 'Get Started with Microsoft 365', and links for Home, Products, Help, and Edit. A secondary bar contains action buttons like '+ New', 'Send to', 'Promote', 'Translation', 'Page details', and 'Analytics', along with a 'Published 6/17/2021' date and 'Edit' link. The main content area, titled 'Products', displays a grid of 12 Microsoft 365 application tiles, each with an icon and a label: Outlook, OneDrive, Excel, PowerPoint, OneNote, SharePoint, Microsoft Teams, Yammer, Planner, Microsoft Forms, Sway, and Lists. A sidebar on the left contains navigation icons for home, global, list, and document views. The bottom right corner features the AvePoint logo.



Header: AvePoint | SharePoint | Search this site | Settings | User Profile


Navigation Bar: Get Started with Microsoft 365 | Home | Products | Help | Edit | Not following | Share | English

Actions: + New | Send to | Promote | Translation | Page details | Analytics | Published 6/17/2021 | Edit

Products Section:

- Outlook
- OneDrive
- Excel
- PowerPoint
- OneNote
- SharePoint
- Microsoft Teams
- Yammer
- Planner
- Microsoft Forms
- Sway
- Lists

Examples: A Day in the Life



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.



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' 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!





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 stakeholders 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!



What is good
governance?



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

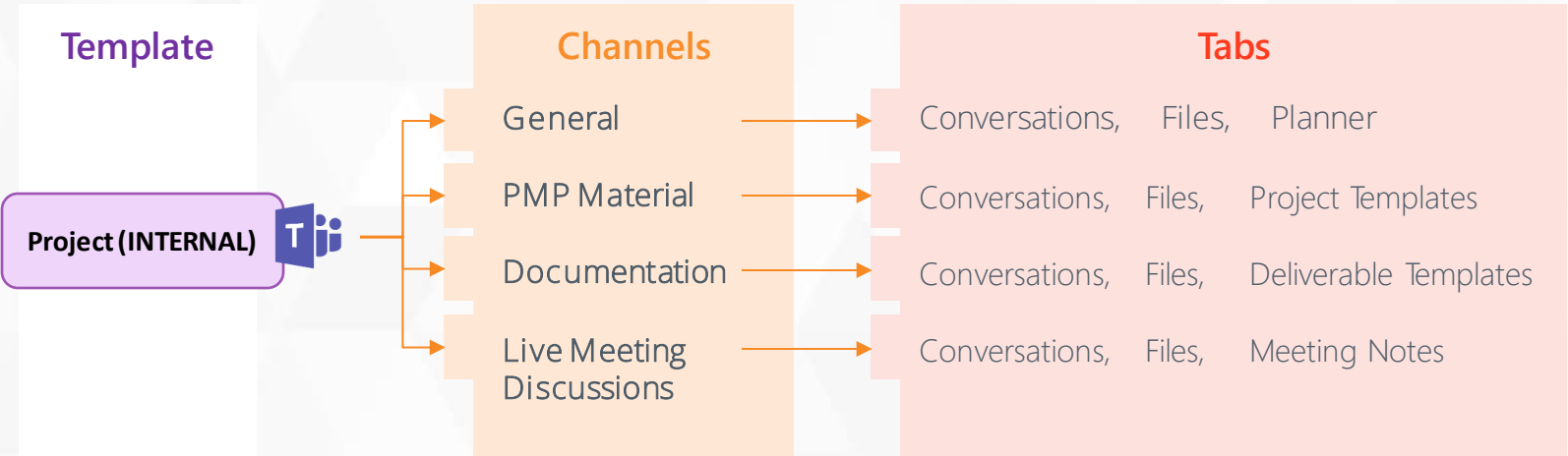
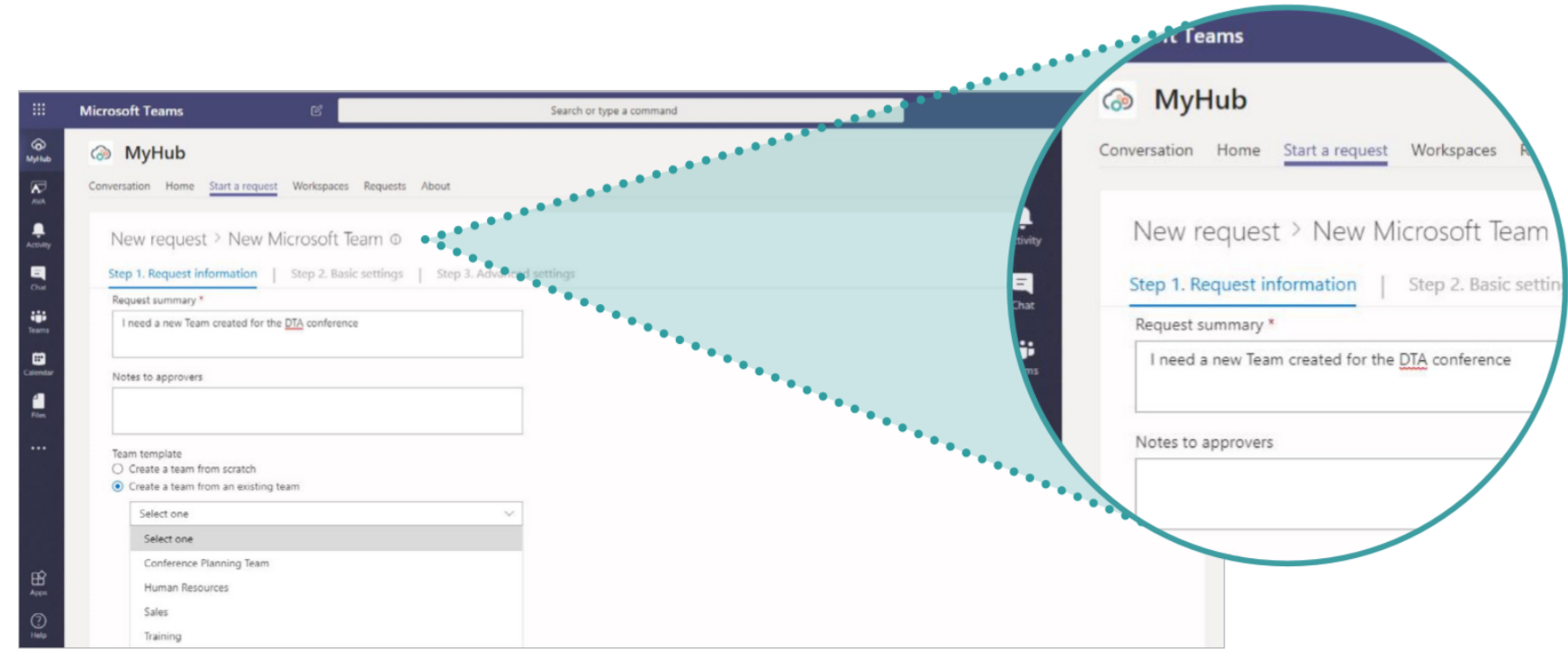
Lifecycle



Make it easy to choose the right template

Users can make self-service requests from available workspace templates that are relevant to them

Workspaces can come pre-configured with channels, tabs, and bots



Effectively Managing Divisional Differences

Tenant Wide General Services

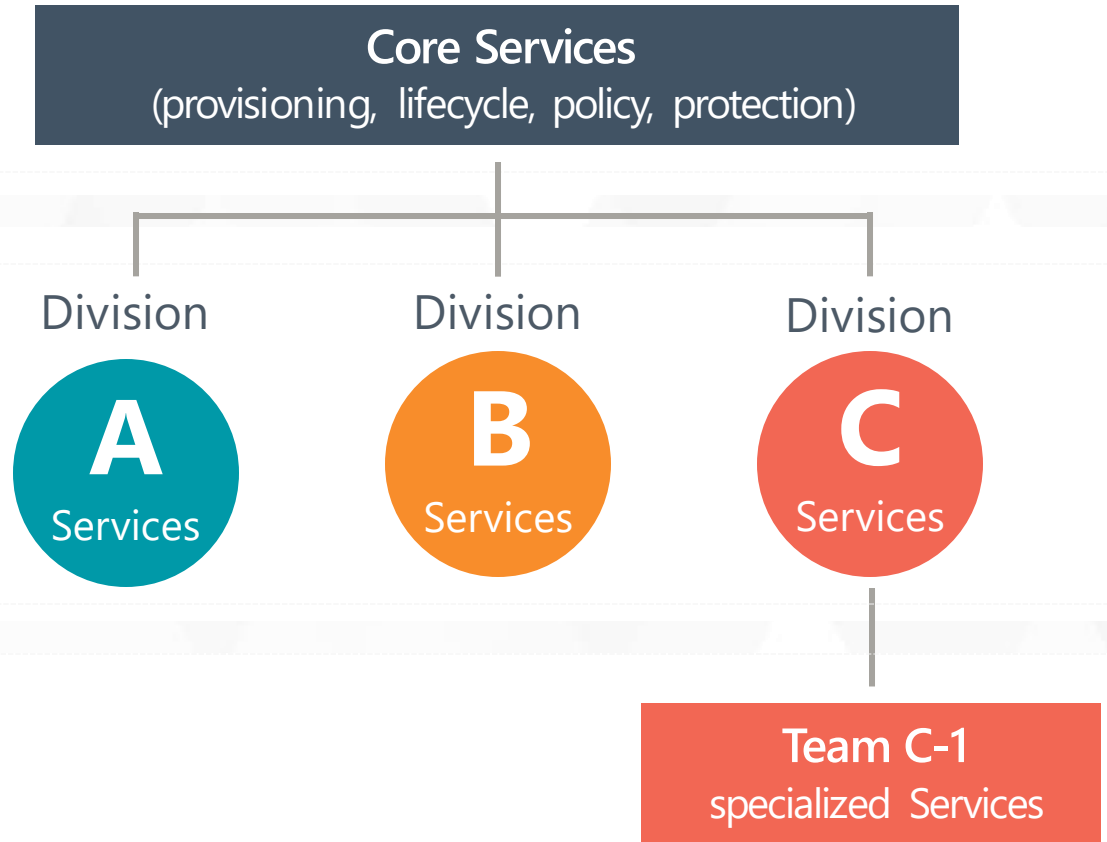
- Available to all/most users
- Address general productivity, security, compliance needs

Address Unique Needs of 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



EXAMPLE

DEPARTMENT



DEPARTMENT



DEPARTMENT



**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



Migration

Should you bring everything?

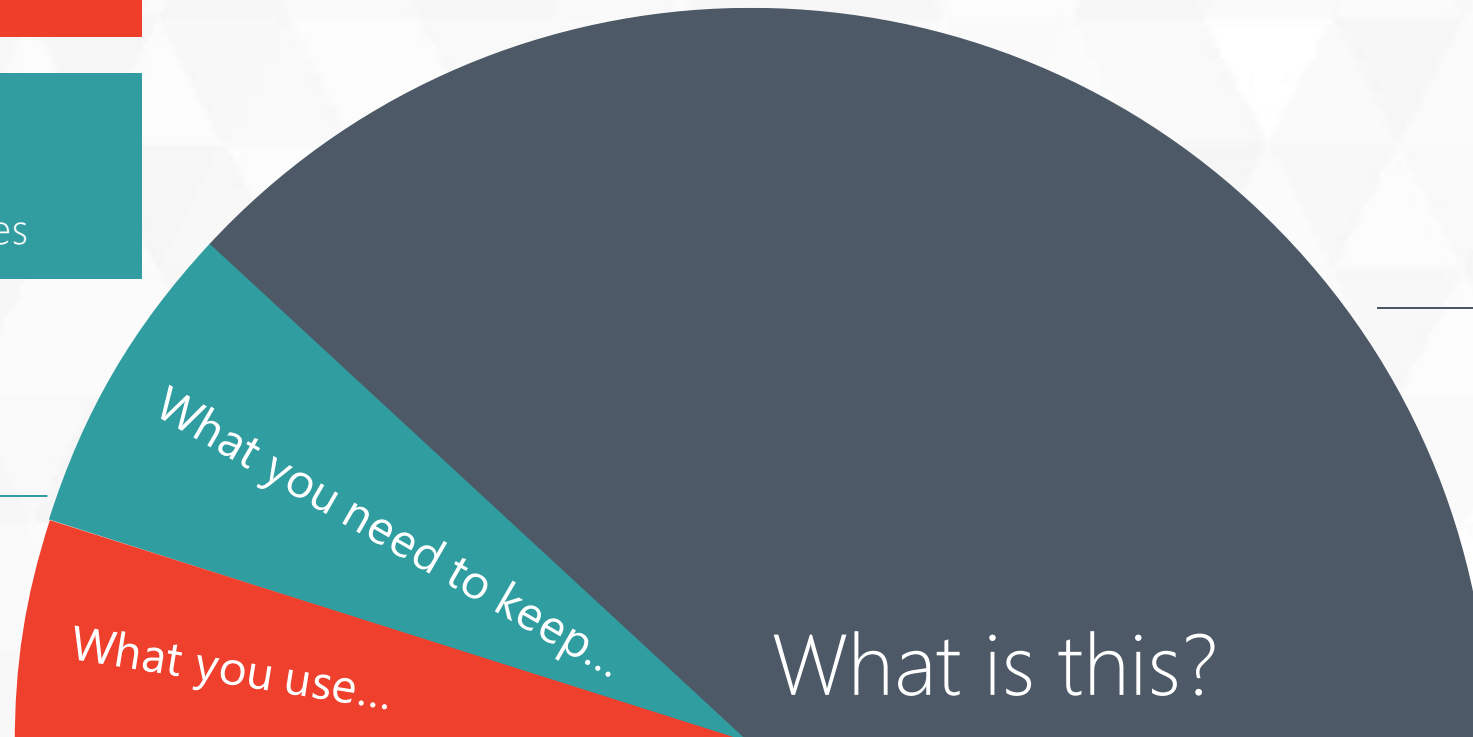


The Problem

- Current project files
- Current reference docs

- Client records
- Employee records
- Previous project files

Dark Data



Migration Strategy to One Stop Shop

Phase 1 Migration Discovery, Assessment, and Planning

Phase 2 Information Architecture and Governance Planning

Phase 3 Pilot Migration

Phase 4 Migration Execution

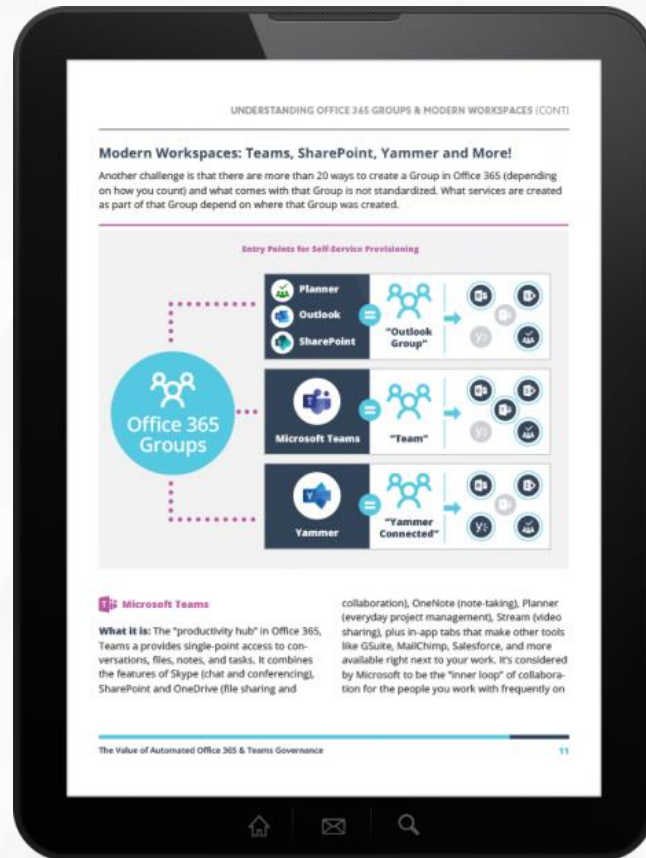
Comprehensive Migration Plan

- IA & Governance framework will help avoid “sprawl”
- Pilot confirms validity of the plan and provides insight into potential roadblocks
- Iterative Migration Execution will focus first on high priorities and quick wins



Free eBook

The Value of Automated Microsoft 365 & Teams Governance



SCAN ME



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

ໂພນລຸ້ນລຽ້ນ

Dziękuję

谢谢

Tack

Mulțumesc

спасибо

Merci

תודה

多謝晒

дядкую

Ďakujem