

SUCCESSFUL & MODERN MICROSOFT 365 GOVERNANCE: WHAT YOU NEED TO KNOW

Webinar Presentation

In partnership with AvePoint we will share proven best practices that help organizations achieve greater success when governing SharePoint Online, Microsoft Teams & more.

How To Solve Sprawl eBook Available At [M365Sprawl.com](https://www.M365Sprawl.com)

A portrait of Richard Harbridge, a man with short brown hair and glasses, wearing a dark suit jacket over a blue shirt. He is smiling and looking towards the camera. The background is a light, neutral color with faint geometric patterns.

RICHARD
HARBIDGE

CTO & MVP | SPEAKER & AUTHOR | SUPER FRIENDLY

My twitter is [@RHarbridge](https://twitter.com/RHarbridge), I'm super friendly & I am proud to work at [2toLead](https://2tolead.com).





Most Common SharePoint & Teams Sprawl Issues and How to Solve Them

WRITTEN BY | Richard Harbridge & Kanwal Khipple

eBook

YOU WILL LOVE THE WAY WE WORK TOGETHER.

Understand **how to solve common Sprawl issues**, and how they impact **end-users and IT**, in our eBook.

↓ **DOWNLOAD**

M365Sprawl.com

Governance

Where's the best practices?



Successful & Modern Microsoft 365 Governance

| **It's About Efficiency Not Just Risk**

Plan For Technology Governance

The Business Must Engage & Support

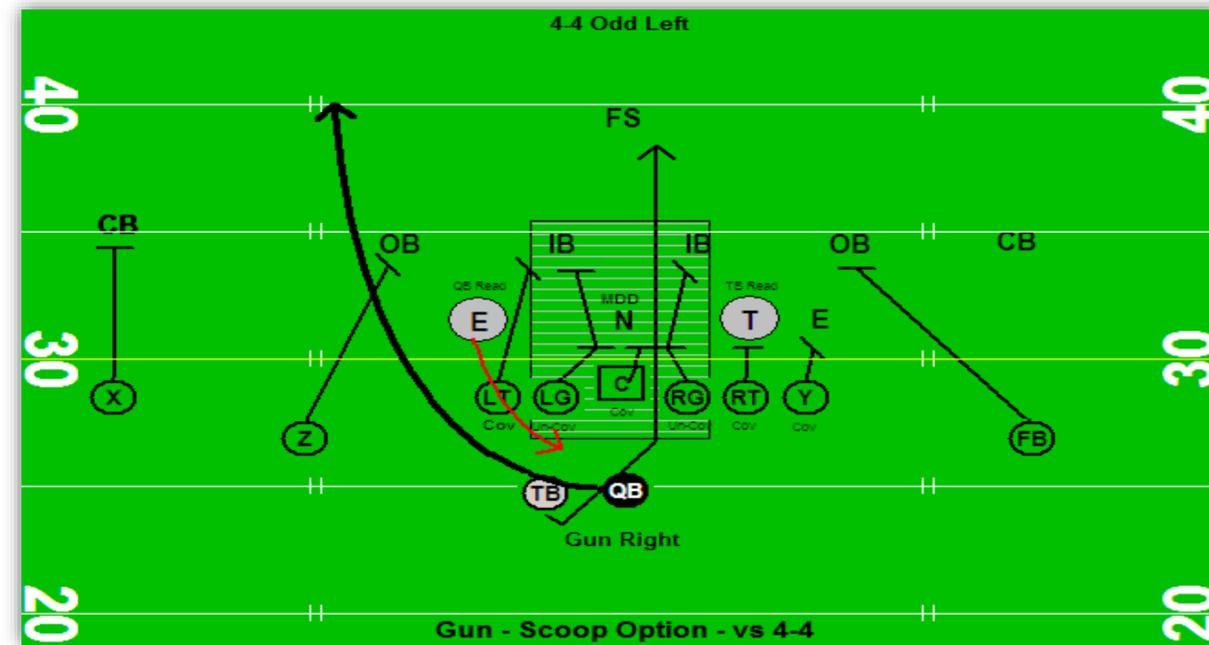
Governance Is Never "Done"

Pro-Active Governance & Adoption Is Better

PLANNING FOR SUCCESSFUL GOVERNANCE



Governance isn't JUST risk mitigation **it's also about efficiency** (think of how roles, play books, and structure help teams succeed) and driving better digital excellence (adoption).



PLANNING FOR SUCCESSFUL GOVERNANCE

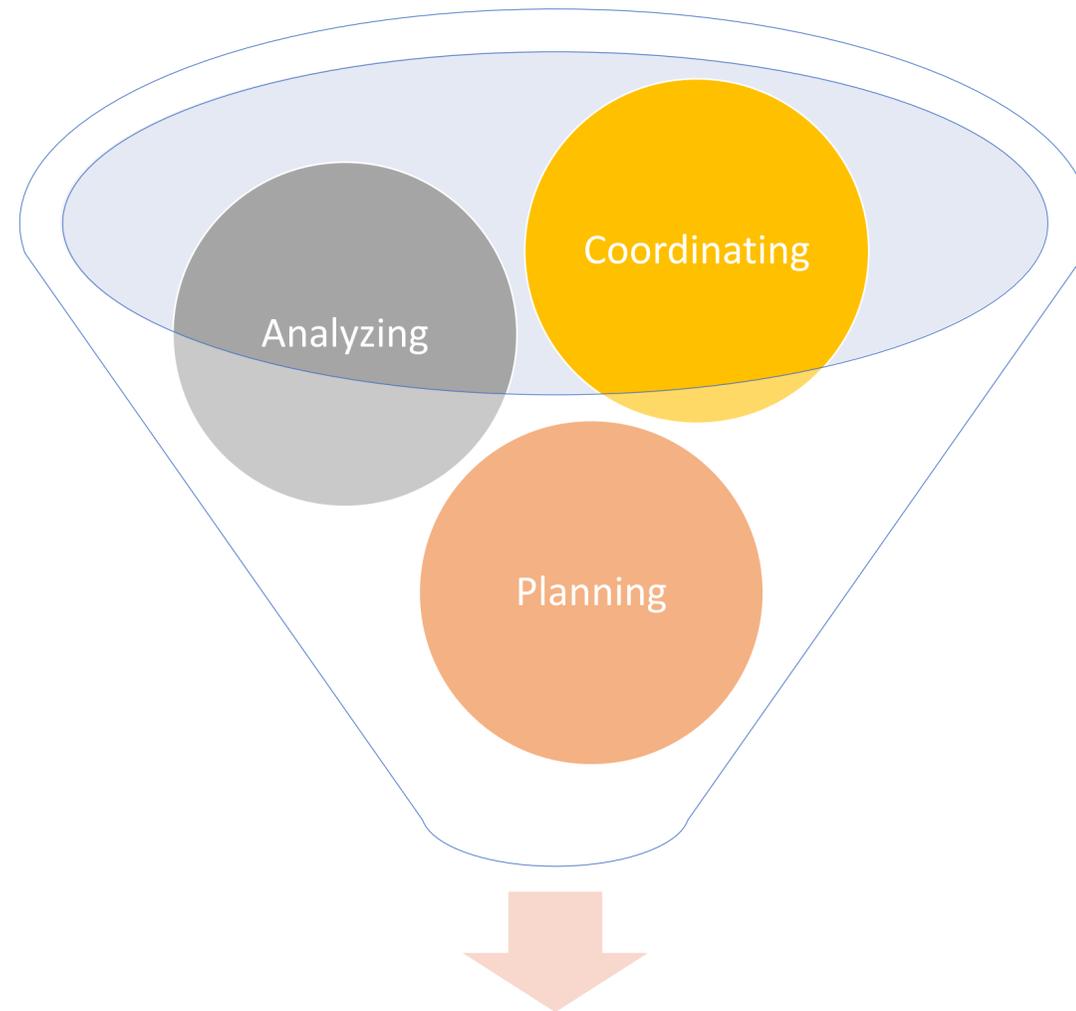


In other words, it's not just policies but playbooks. The playbooks and execution pattern work is arguably more important as the policies naturally are a by product from better coordination/focus.



**POLICIES/
RISKS FOCUS**

**EXECUTION/
EFFICIENCY
FOCUS**



Policies & Governance Assets

Successful & Modern Microsoft 365 Governance

| **It's About Efficiency Not Just Risk**

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GOVERNANCE REQUIRES EFFORT...



What follows is a visual breakdown of the Governance approach we recommend at this time. We can't just jump to automation – though you can accelerate a service of M365 in a targeted way.

Enablement

- Configuration
- Organizational Understanding
- Critical Risk Mitigation
- Roles & Responsibilities Identified

Managed

- Automation & Playbook Execution
- Monitoring & Ongoing Risk Mitigation
- Roles & Responsibilities Managed

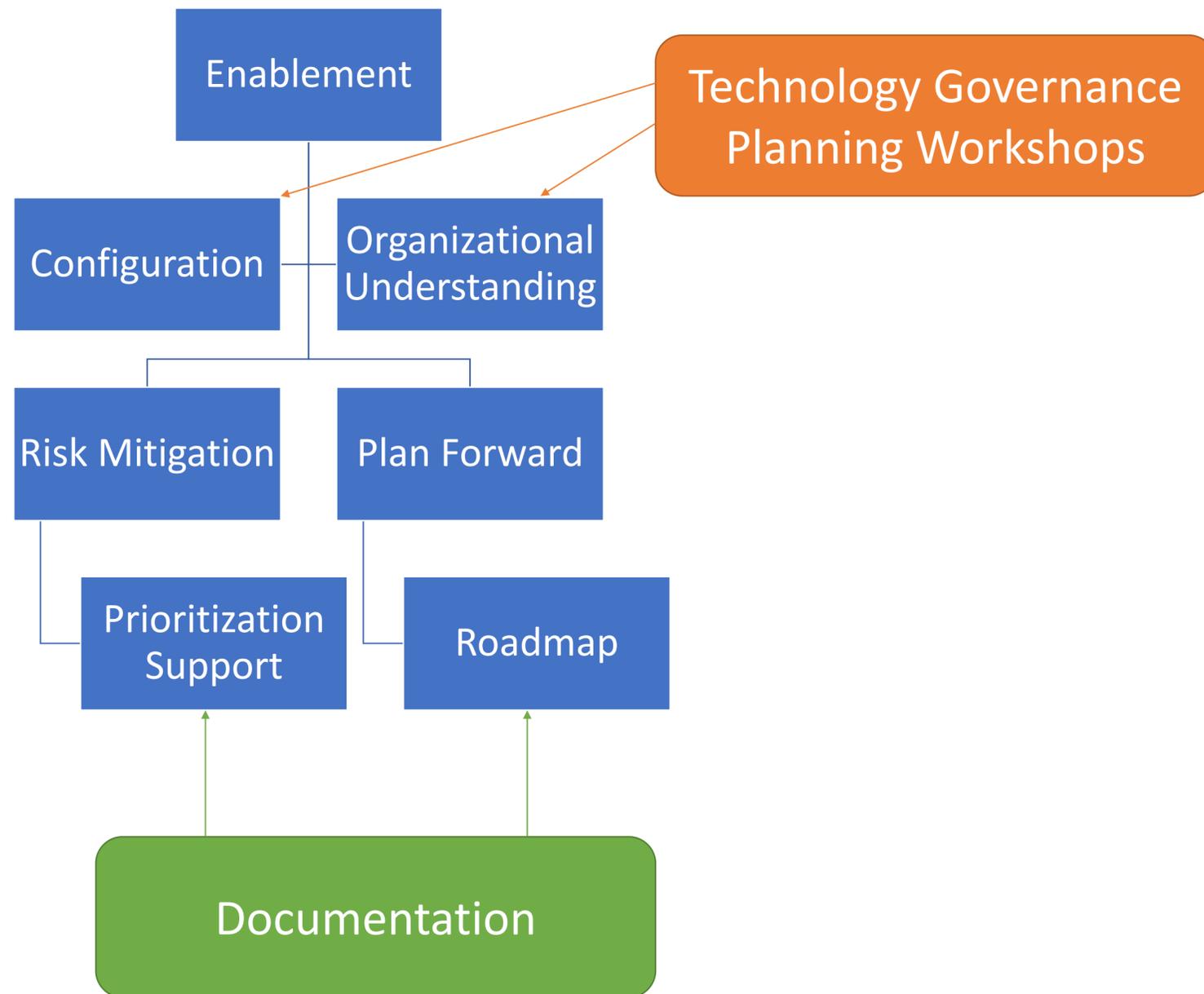
Optimized

- Distributed Management & Automation
- Pro-Active Monitoring
- Roles & Responsibilities Optimized & Pro-Actively Reviewed

WHAT SHOULD YOU TACKLE FIRST?



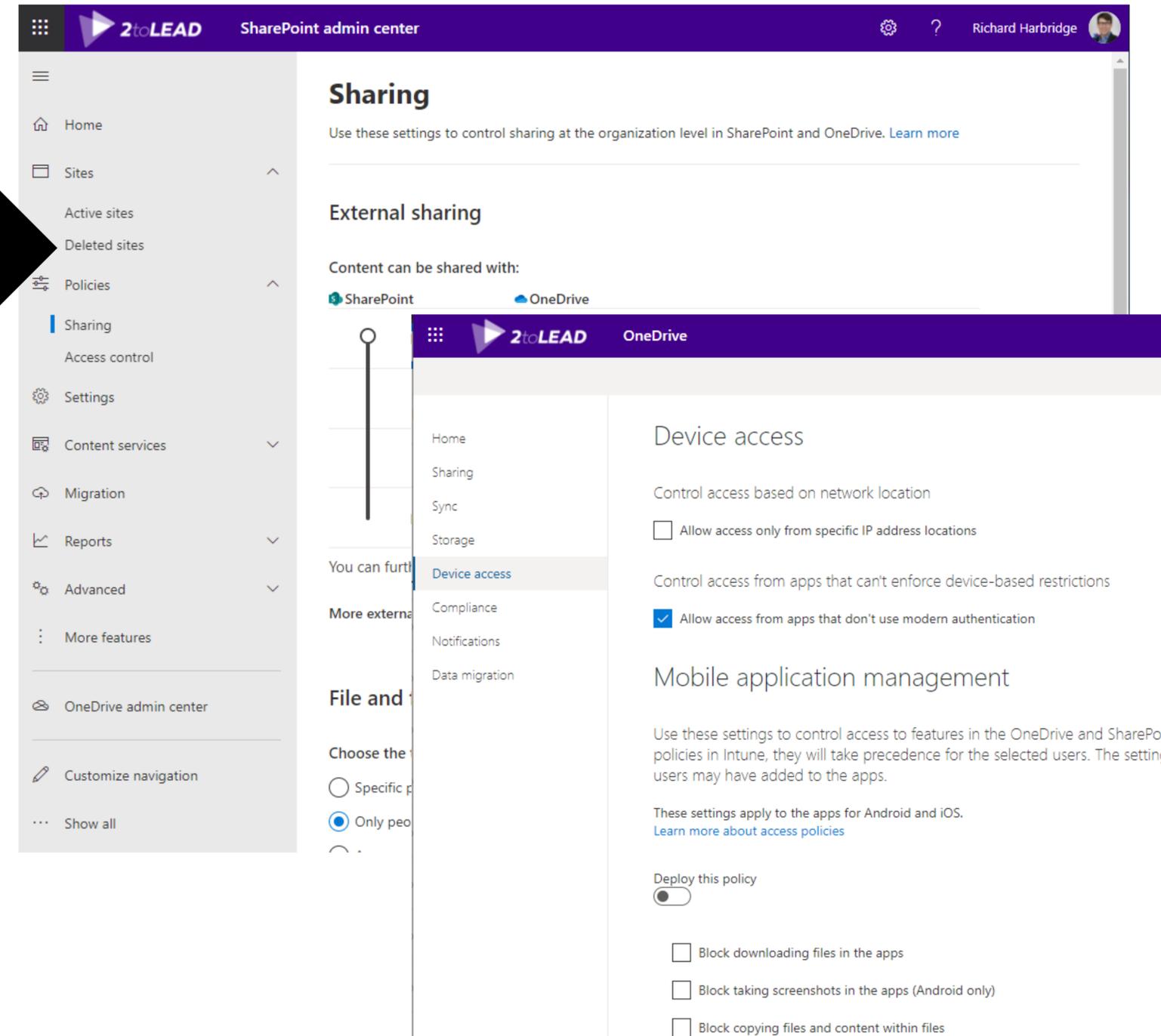
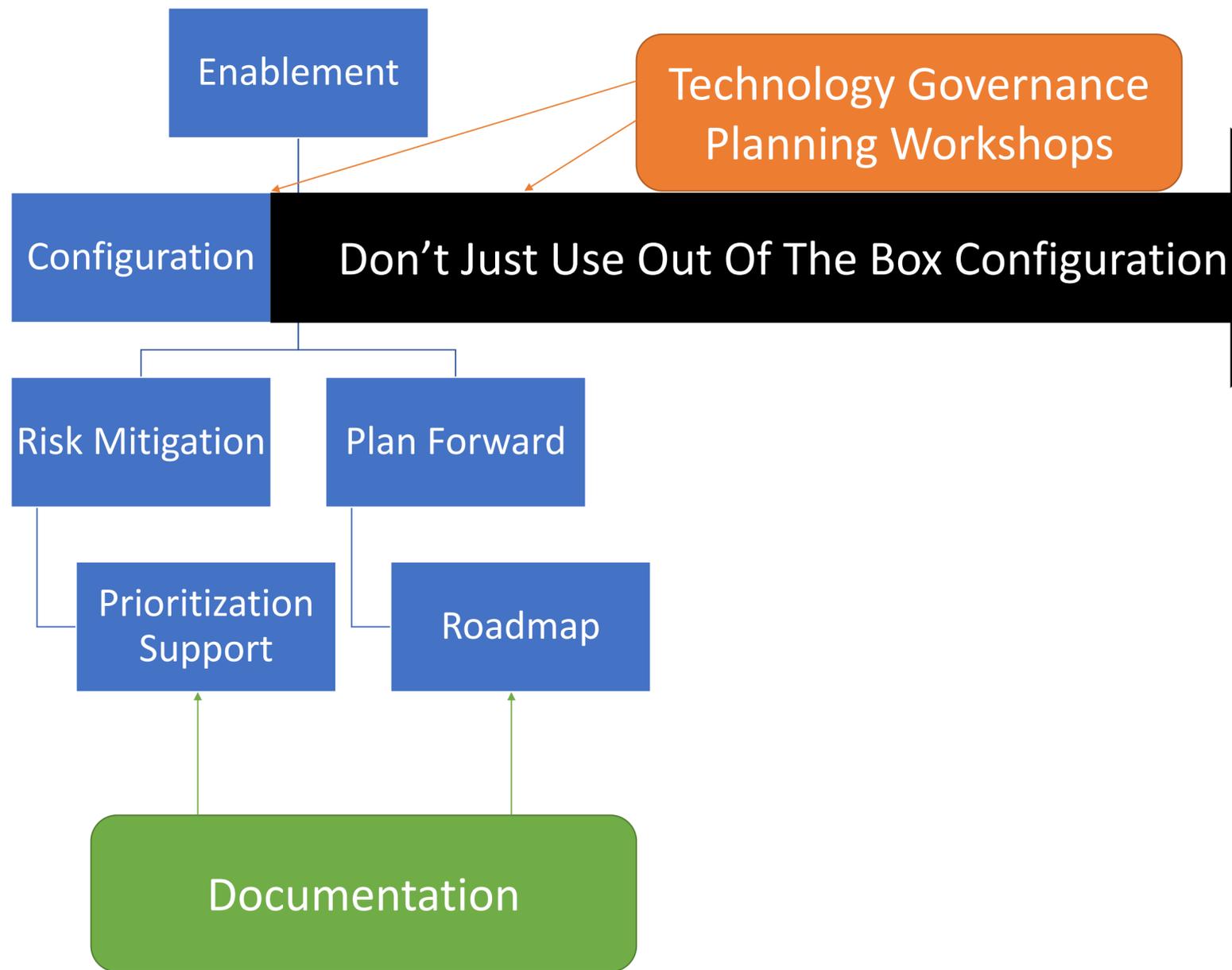
Many organizations focus on technology governance first. This is GREAT as it ensures the right foundational elements have been considered and key decisions have been made.



WHAT SHOULD YOU TACKLE FIRST?



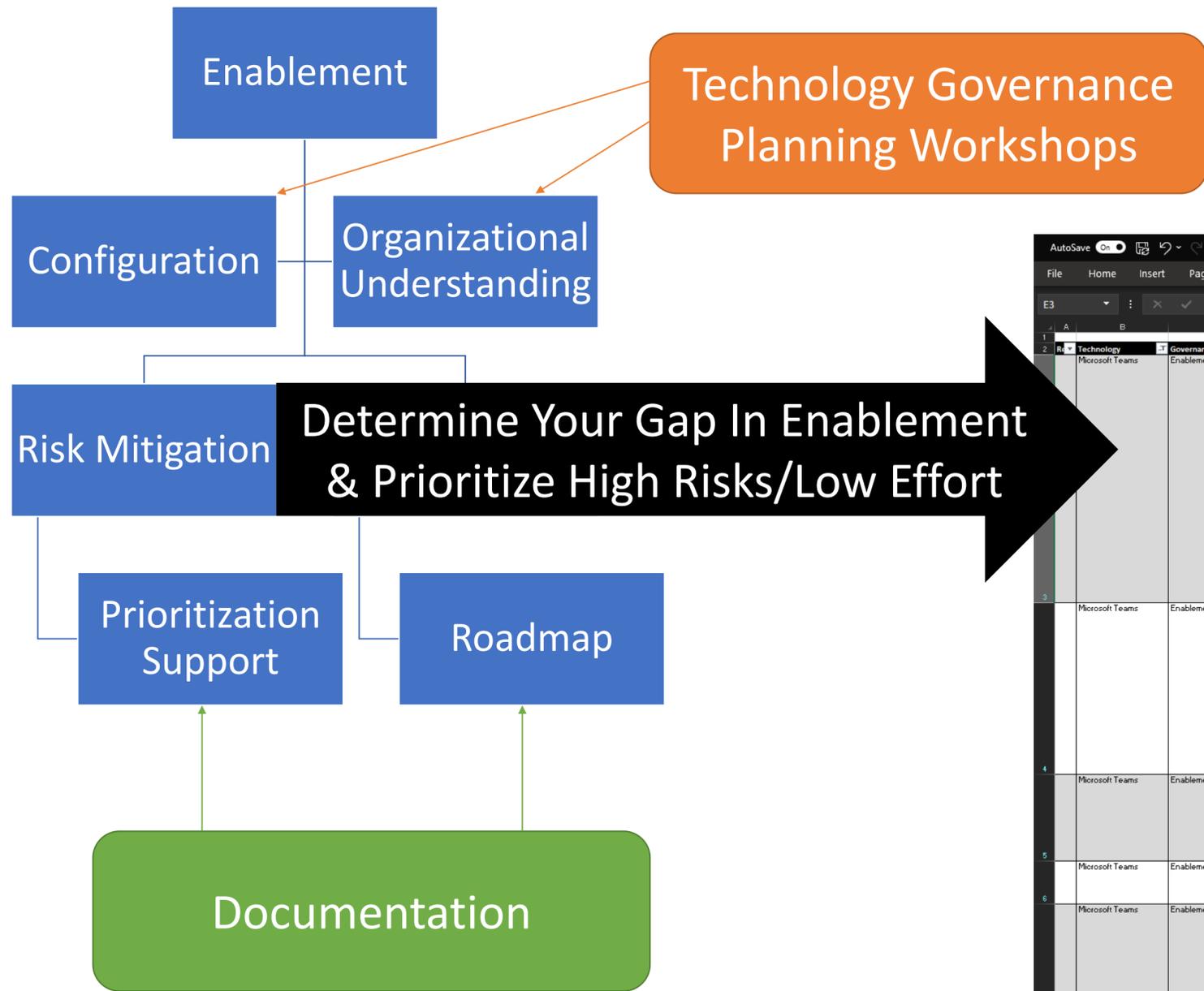
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Governance Responsibilities For Microsoft 365 - Saved

Define Teams Service Management & Ownership

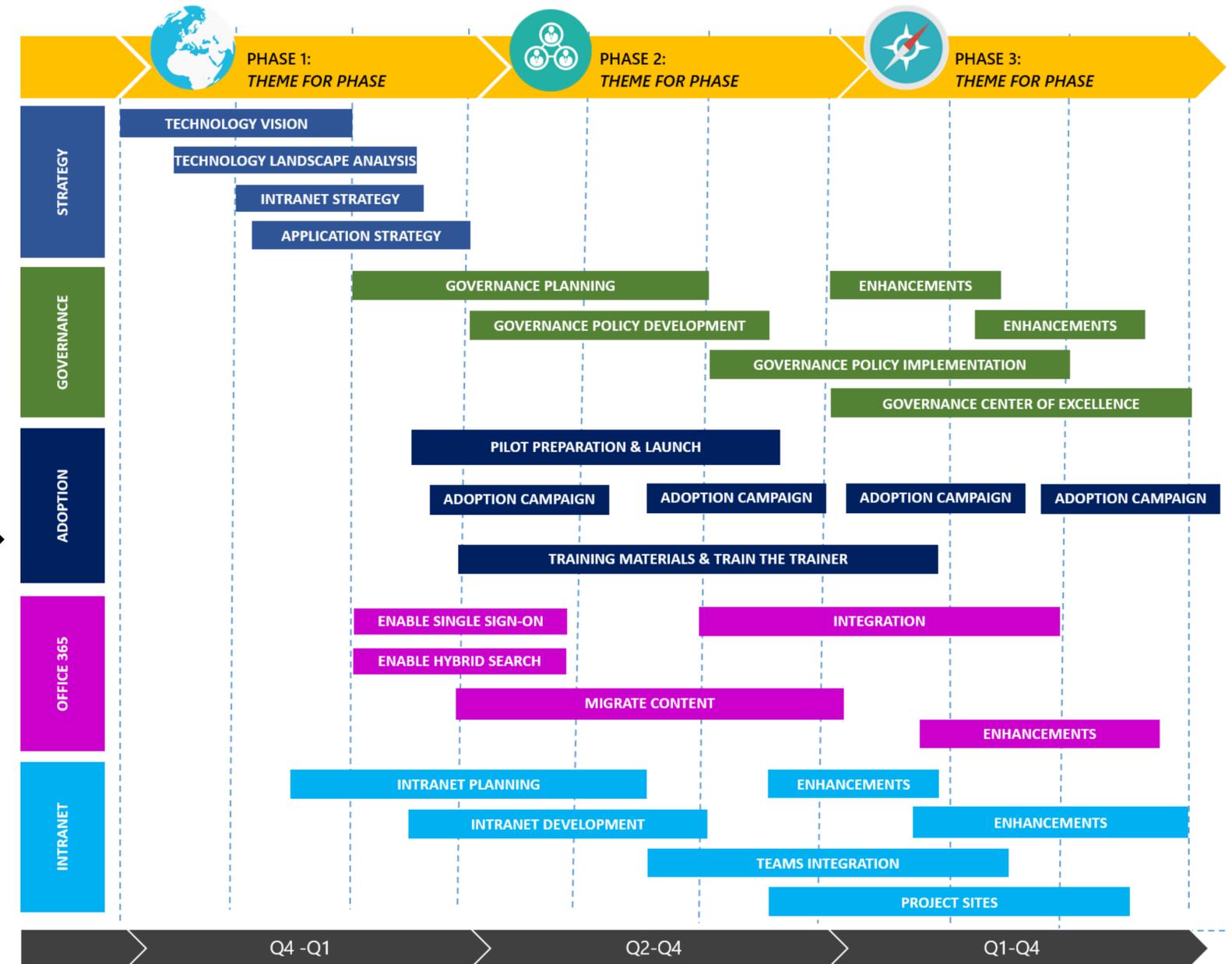
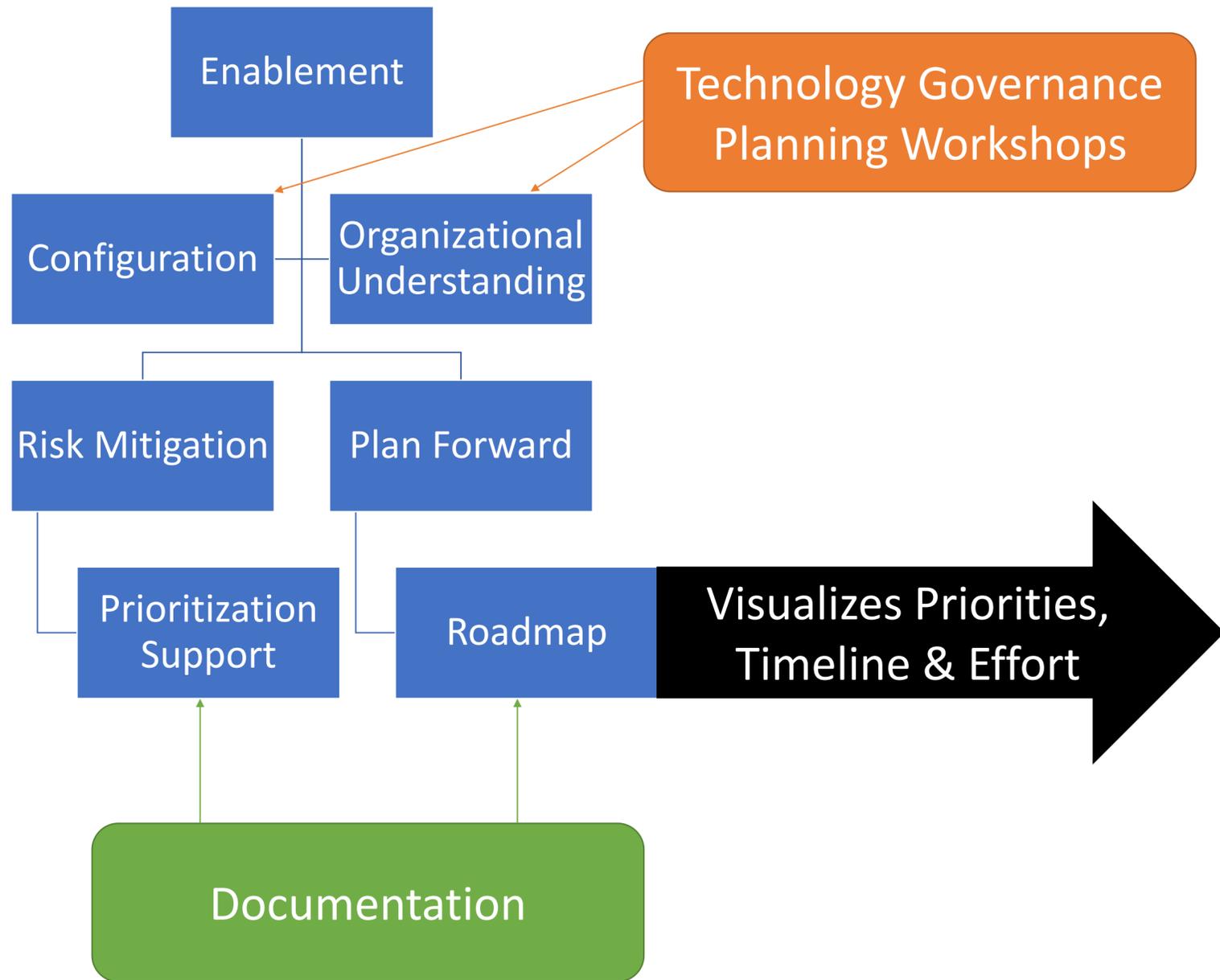
Technology	Governance Phase	Governance Category	Responsibility	Governance Team(s)	MoSCoW Rating	Implementation Complexity	Frequency	Targeted	Last Com	Documentation	Reasoning/Description
Microsoft Teams	Enablement Phase	Management	Define Teams	Business Strategy Team	Must	Low - Config Or Tracking Only	Initial & Reviewed Annually			Teams Service Management Documentation	Determining the appropriate roles is a critical part of ensuring success with Microsoft Teams. Typically the roles for ownership are split up as follows: - Teams Service Administrator(s): Manage the teams service, run certain PowerShell commands, etc. Typically a minimum of 2 resources optimally for adequate service management and to cover vacations, provide a contingency, etc. - Teams Communications Administrator(s): Manage meetings and voice. Support troubleshooting of call quality problems. A role that may require specialized knowledge of video and audio infrastructure and more which may not be possessed by other tenant or service administrators. - Teams Communications Support Staff: Whether it's using Call Analytics to monitor and address issues in call quality, policies management, meeting configuration, or providing troubleshooting support for Help Desk/first-level support staff you may need to consider a specialized role here to complement your support strategy.
Microsoft Teams	Enablement Phase	Support	Define Teams	Technical Support Team	Must	Low - Config Or Tracking Only	Initial & Reviewed Annually			Teams Support Policy/Process Documentation Training & Change Management Documentation User Guidance Around Owning Teams	Typically organizations establish a support model for teams that involves 3 tiers of support. The first level is front line support for troubleshooting basic issues and is complemented well by the Teams bot/app capabilities and MSFT support and learning material. The second level is often an escalation point often that requires more technical skill such as troubleshooting calling, meeting room, or other targeted challenges where additional technical knowledge is needed. A third level is often established for changes that might require access to additional logs/reports, service changes, customization, or other advanced needs that also often require a higher level of access control.
Microsoft Teams	Enablement Phase	Management	Certify & Cla	Technical Strategy Team	Should	Low - Config Or Tracking Only	Initial & Reviewed Quarterly			Teams Service Management Documentation Training & Change Management Documentation	Typically at a minimum any administrator or assigned user with administrator access should have passed MS-700.
Microsoft Teams	Enablement Phase	Licensing	Determine H	Business Strategy Team	Should	Low - Config Or Tracking Only	Initial & Reviewed Annually			Teams Service Management Documentation	While your organization may have Teams enabled via suite licensing there are many potential add on licenses for Teams. Should Teams Rooms, Audio Conferencing, Calling Plans, or more be managed and tracked in a more specialized way than basic license
Microsoft Teams	Enablement Phase		Identify & Op	Technical Strategy Team	Must	Low - Config Or Tracking Only	Initial & Reviewed Quarterly			Teams Service Management Documentation User Guidance Around Using Teams	There are controls you have in place for what you can enable/disable for targeted users in the organization. For example, an app setup policy can allow you to enable users to upload custom apps, install apps on behalf of your users, and pin apps to the Teams app bar. Additionally, a meeting policy can be used to control audio and video settings in Teams meetings such as transcriptions, cloud recordings, and IP audio/video. Meeting policies, voice and calling policies, app policies and messaging policies are all applicable areas to determine your policy
Microsoft Teams	Enablement Phase	Provisioning	Identify Who	Technical Strategy Team	Must	Low - Config Or Tracking Only	Initial & Reviewed Quarterly			Provisioning Policy/Process Documentation	Self-service team creation can lead to inappropriate, abandoned, duplicate or unnecessary teams (unmanaged teams sprawl). It is a major driver for significant cost of ownership to IT and the business

Filter Mode

WHAT SHOULD YOU TACKLE FIRST?



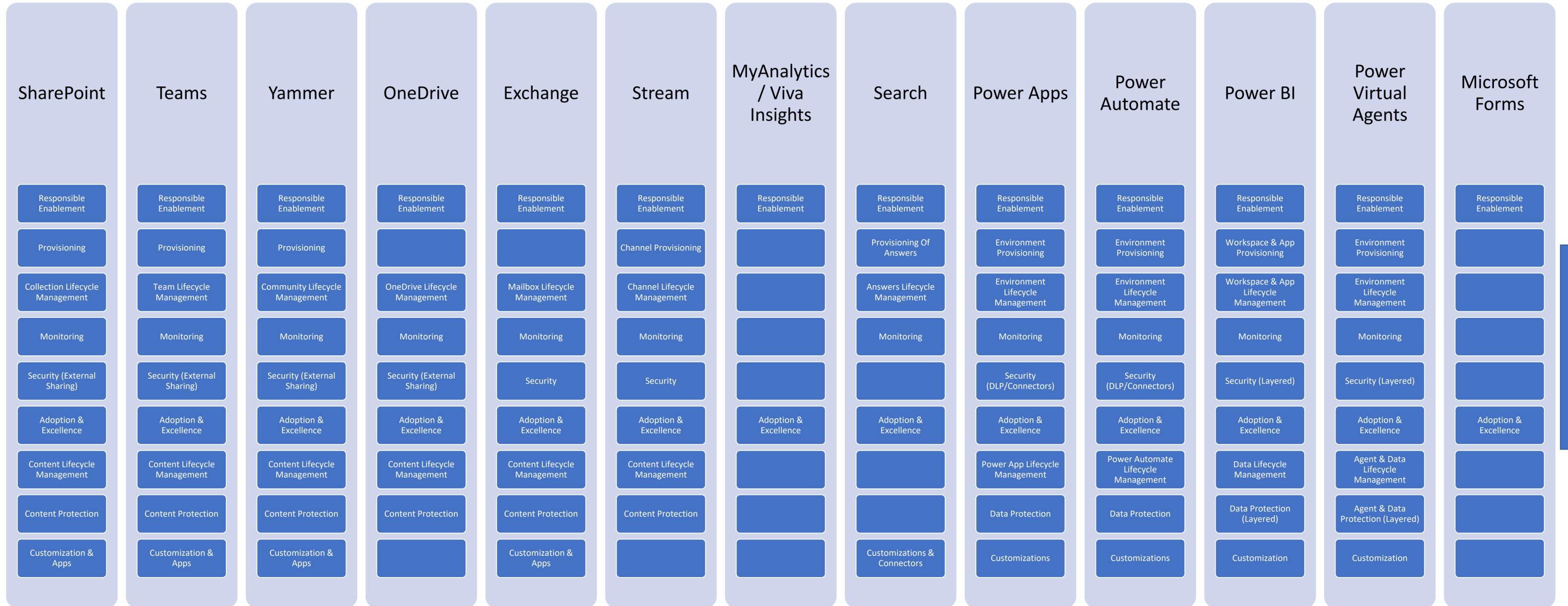
Many organizations focus on technology governance first. This is GREAT as it ensures the right foundational elements have been considered and key decisions have been made.



GOVERNANCE ACROSS MICROSOFT 365...



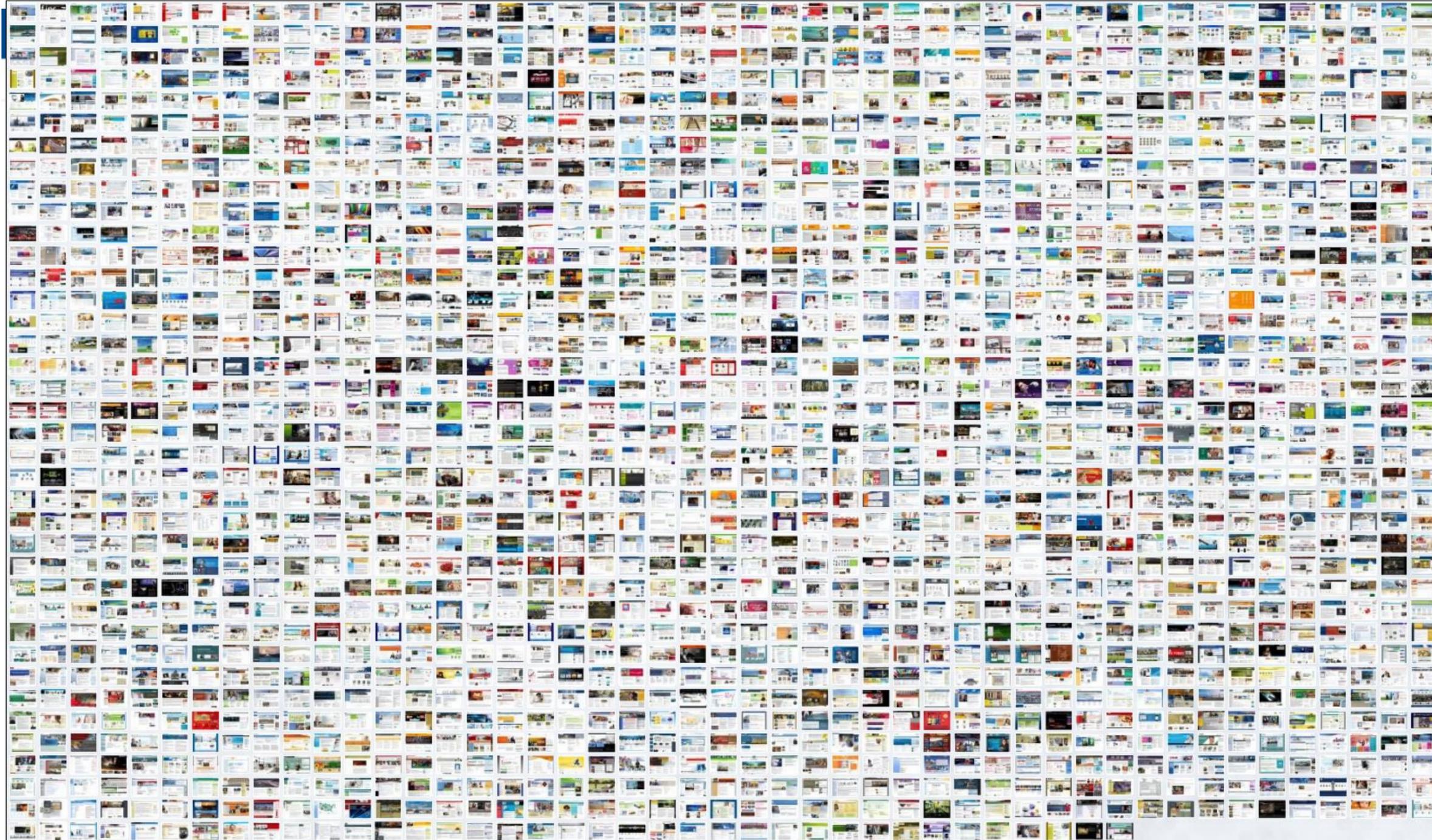
What follows is a sample visual breakdown of the Governance key activities/topics for certain workloads. This is very different per customer depending on the org technology landscape.



PROBLEM: CONTENT GROWS OVER TIME...



The modern digital workplace and Intranet has a continually increasing number of digital spaces or 'sites' where content is stored and shared.



PROBLEM: CONTENT GROWS OVER TIME...



Most organizations don't know who created a digital space (SP Site, Team, Yammer Community, etc). What was its purpose? It's department? It's product, client, project, etc?

As an end user this makes navigating these spaces extremely challenging.

Think it's better as an administrator or digital workplace/intranet leader? It's not.

PROBLEM: CONTENT GROWS OVER TIME...



Most organizations don't know who created a digital space (SP Site, Team, Yammer Community, etc). What was its purpose? It's department? It's product, client, project, etc?

SharePoint admin center

Active sites

Use this page to manage all your sites. [Learn more](#)

[+](#) Create [↓](#) Export

Site name ↑	URL		
Hub	.../sites/athhub		
Hub	.../sites/AAAhub		
Hub	.../sites/BBHub	0.01	Boris Baitsov
Hub	.../sites/BALhub	0.01	Boris Baitsov
Hub	.../sites/CAShub	21.67	Kanwal Khipple

As an end user this makes navigating these spaces extremely challenging.

Think it's better as an administrator or digital workplace/intranet leader? It's not.

WHY DO WE NEED TO MANAGE SPRAWL?



What are the common issues that come with unmanaged sprawl of Microsoft Teams, SharePoint Sites, or even Yammer Communities? www.M365Sprawl.com

Ineffective Naming

Unclear Purpose Or Workspace Focus

Unclear Official vs Unofficial

Cannot Differentiate At A Glance

Inappropriate Name Usage

Owners Missing

Orphaned Teams/Sites

Unmanaged Teams/Sites

Sponsor vs Owner Challenge

Private Channels (Don't Require Owner)

Redundant Teams/Sites

Decreased User Confidence

Inconsistent Workspaces

Increased Operational Load

Increased Costs To Support

Data Loss Risks

Limited Ability To Target Labels For Information Protection

Limited Ability To Determine Risk

Limited Ability To Pro-actively Mitigate Risks

Limited Permission Review & Increased Chances Of Over Sharing

Loss Of Control

Often Unmanaged Use Of Apps (Cannot Target)

Unmanaged Integration

Limited Ability To Target Labels For Retention

No Clear Escalation If Owner Missing Or Unresponsive

Slower Team/Site Start

Not Tailored Or Fit To Purpose

Inconsistent Design/Layout Leads To Relearning

Hesitation To Optimize Created Spaces

Technically Challenging

Navigation Productivity Costs

Challenging For New Users To Ramp

Hard To Find Workspaces

Uncertain Who Owns A Workspace

Reliance On Others To Link

Training & Adoption Challenges

When To Use What Challenges

No Consistency Makes It Harder To Train

Unmanaged Workspaces Cannot Be Targeted With Guidance

Difficulty Identifying Champions & Pro-actively Targeting Champions



Most Common SharePoint & Teams Sprawl Issues and How to Solve Them

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M365Sprawl.com

SOLUTION: DON'T USE OOTB CREATION?



While OOTB can work great for many smaller orgs (less than 100 users), most need more structure to support governance, lifecycle management, and better search/navigation experiences.

The screenshot shows the SharePoint 'Out of The Box' site creation wizard. The top navigation bar includes 'Office 365' and 'SharePoint'. The left sidebar shows a search bar and a list of 'Following' sites, including 'Business Intelligence', 'BI & Data Center Of Excellence', 'Digital Workplace Center Of Excellence', 'Customer Profitability', and 'SampleSalesData'. The main content area displays 'News from sites' with a post from 'Digital Workplace Center Of Excellence' titled 'Summary Of Outlook Resources' by Richard Harbridge, dated 7/27/2017, with 19 views. Below this is the 'Frequent sites' section, featuring 'Sales & Marketing'. The central pane shows the 'Communication Site' design selection process, with 'Showcase' chosen. A preview of the site design is shown, including a desktop and mobile view. The right pane contains the configuration fields: 'Site name' (Our New Intranet), 'Site Address' (OurNewIntranet), the full URL (https://2tolead.sharepoint.com/sites/OurNewIntranet), and 'Site description' (This site is meant to showcase updates and news around our new Intranet site). 'Finish' and 'Cancel' buttons are at the bottom.

SOLUTION: REQUEST FORM(S)!



By centralizing and governing the creation of 'spaces' (groups, teams, sites etc.) we can improve content organization and apply things like default metadata and pre-configured templates.

The image displays two screenshots of the Microsoft Teams interface. The left screenshot shows the 'Request a team' form with a progress bar indicating five steps: 1. Choose template, 2. Data classification, 3. Team information, 4. Membership, and 5. Review and Submit. The 'Team information' step is currently active, showing fields for 'Team name*' (with a 'Check availability' button), 'Collateral Review', 'Description*' (with the text 'Team for the review of the BOM'), and 'Business reason*' (with the text 'We would like to consolidate channels for the review of BOM via Teams to facilitate collaboration with the international participants in the process.'). A 'Go to start' button is at the bottom left.

The right screenshot shows the 'My requests' page within the 'Contoso-Request-a-Team' app. The 'My requests' tab is highlighted in the top navigation bar. Below the header, there is a 'Refresh' button and a table of requests. A red box highlights the 'My requests' tab, and another red box highlights a document icon in the 'Comments' column of the first row, with a callout line pointing to it and the text 'clone and revise an existing request'. A third red box highlights the 'Contoso-Request-a-Team' app icon in the left navigation bar, with a callout line pointing to it and the text 'pin the app to the navigation bar for easy access'.

Team name	Status	Requested on	Privacy settings	Comments
Contoso Company Communications	● Team Creation	08 May 2020	Public	Comments for the approval.
Marketing Collateral	● Team Creation	08 May 2020	Public	Agreed based on fiscal pl...

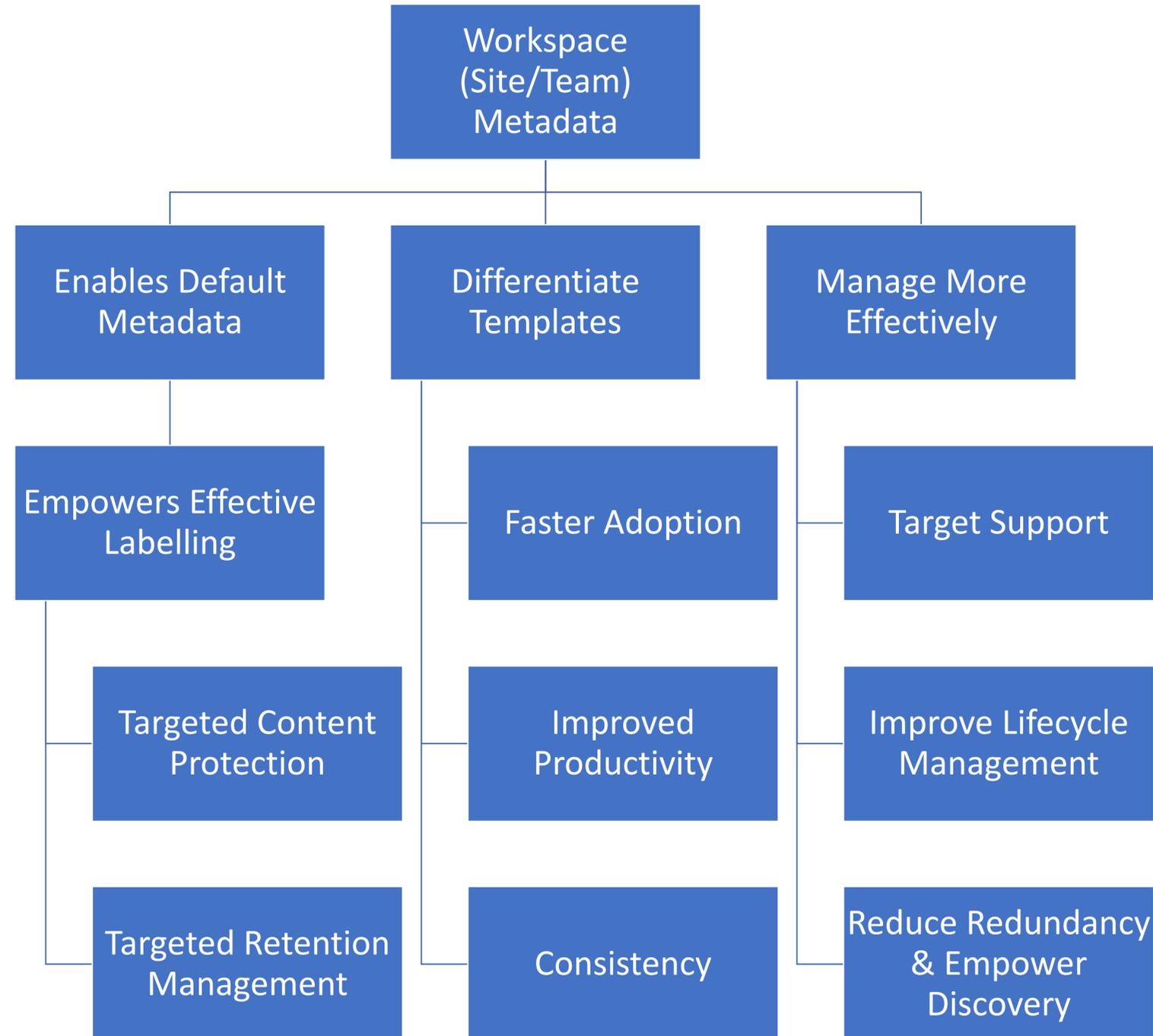
FREE: <https://docs.microsoft.com/en-us/microsoftteams/platform/samples/app-templates#request-a-team>

Watch out for premium connector costs with Power Automate on the provisioning! (This is just meant as an example).

SOLUTION: METADATA DURING CREATION



Why is asking a few extra questions on provisioning so important? What value does this extra metadata provide once we have it for reference?



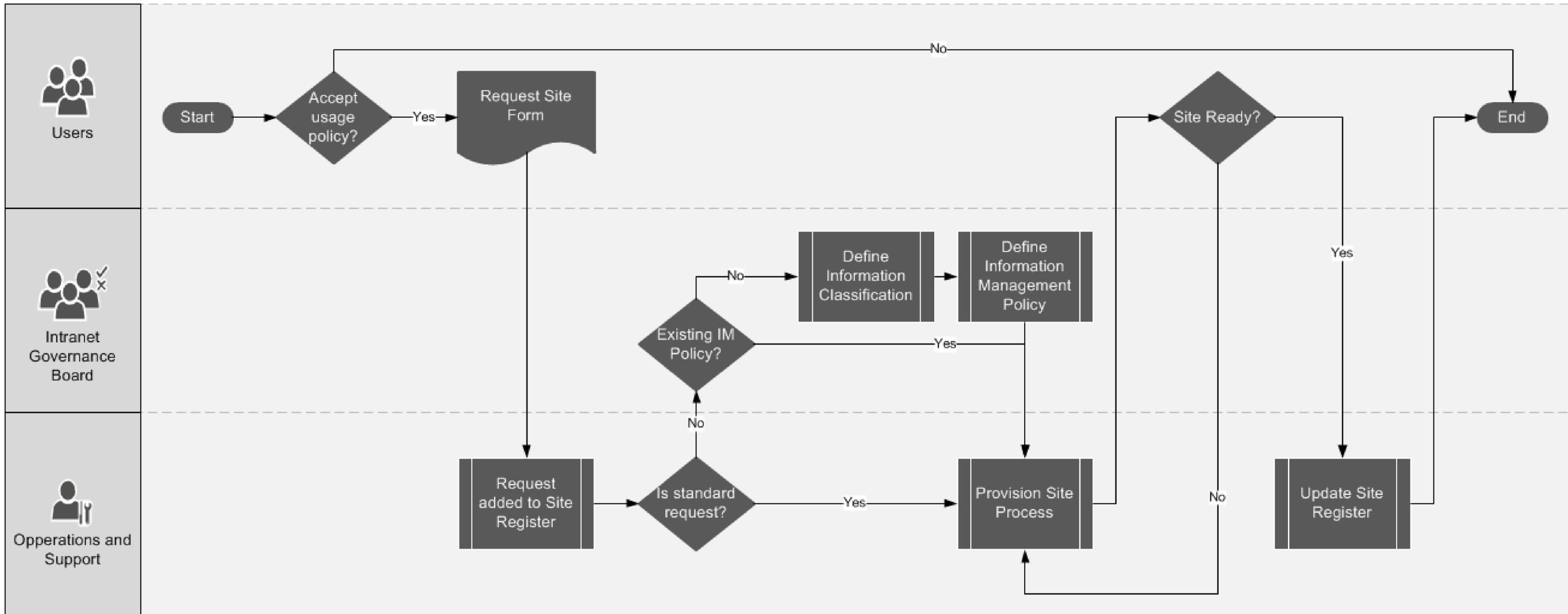
Sample Metadata Questions:

- What is the purpose or business reason for this workspace?
- What division does this relate to?
- What department does this relate to?
- What product does this relate to?
- What customer does this relate to?
- What project does this relate to?
- Will this workspace contain highly confidential information?
- Who is the business sponsor for this workspace?
- What should the visibility of this workspace be? Should it be shown in the directory?

SOLUTION: REQUEST PROCESS!



It is important to have a process for new site and team creation and to automate the process so that you can provide tailored, or templated experiences for users and better management/navigation.



Example of a High-level Site Provisioning process description

SOLUTION: DIRECTORY EXPERIENCES!



What is shown below is a really simple mockup of a filtered OOTB site directory experience.

You can create many pages with different views/visuals and relevant links to resources (Team, Site, Yammer, etc.)



** Public by default scales and works better in the long run*

Our communities can be filtered or explored by hierarchies (**site explorer**), by focus area (**topic map**), by the ones you recently visited or have favorited (**your sites, your teams, your communities**) or by filtering the columns below (just click the column header).

● **Out Of The Box**

Link	ID	Community Manager(s)	Practice Groups	Date Created	Category	Private	Owner
International Bank Of Banking	EB001	Strange, Stephen; Connor, Sarah; Ripley, Ellen	Corporate Securities	11/16/2018	RFP	Y	Snow, John
Travis County, Washington	TCT001	Opel, Glenn; Knight, Misty; Allen, Tim; Banner, Bruce; Marco, Polo, Rambo, John	Litigation; Environmental	11/15/2018	RFP	Y	Jones, Jessica
Gotham Housing Authority	SAH012	Balboa, Rocky	Government; Real Estate	11/03/2018	Pitch	Y	Jones, Jessica
Harbridge Corp	HIL003	Parker, Peter; Spector, Marc; Segal, Steven; Bond, James	Trademark & Copyright	10/30/2018	Proposal	N	Danvers, Carol
Metropolis Independent School District	DIS020	Brooks, Mel; Knight, Misty; Grey, Jean; Banner, Bruce	Public/Education Law	10/27/2018	RFP	N	Jones, Jessica
International Bank Of Banking	EB001	Strange, Stephen; Connor, Sarah; Ripley, Ellen	Corporate Securities	11/16/2018	RFP	Y	Snow, John
Travis County, Washington	TCT001	Opel, Glenn; Knight, Misty; Allen, Tim; Banner, Bruce; Marco, Polo, Rambo, John	Litigation; Environmental	11/15/2018	RFP	Y	Jones, Jessica
Gotham Housing Authority	SAH012	Balboa, Rocky	Government; Real Estate	11/03/2018	Pitch	Y	Jones, Jessica
Harbridge Corp	HIL003	Parker, Peter; Spector, Marc; Segal, Steven; Bond, James	Trademark & Copyright	10/30/2018	Proposal	N	Danvers, Carol

OOTB Lists and web parts can give you directory experiences if you simply store the data from the request process (approved or already created spaces).



SOLUTION: DIRECTORY EXPERIENCES!



Since the registry or master list of sites, teams, and communities will now exist it is well worth presenting to users in effective navigation experiences. Easiest way to show value of metadata.

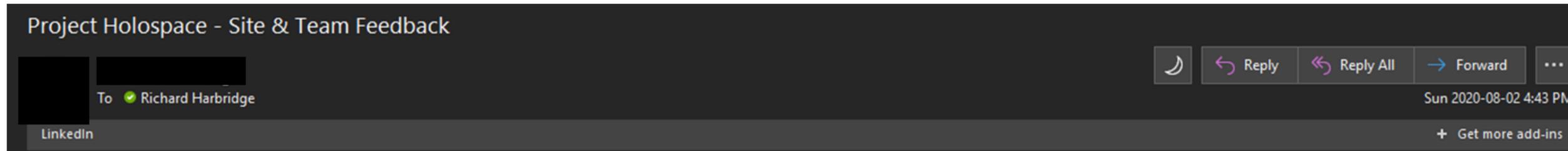
The screenshot shows a web application interface for 'Waypoint'. The top navigation bar includes 'Waypoint', 'Navigate', 'Directory', and 'About'. A search bar at the top right contains the text 'Search or type a command'. On the left side, there is a vertical sidebar with icons for 'Waypoint', 'Activity', 'Chat', 'Teams', 'Calendar', 'Files', and 'Store'. The main content area is titled 'Workspaces' and features a search bar with the text 'Find' and a magnifying glass icon. To the right of the search bar are sorting options: 'Created ↓' and 'Filter (2)'. Below the search bar is a table with the following columns: 'Name', 'Description', 'Type', and 'Department'. The table contains ten rows of workspace entries, each with a star icon, a letter code in a blue box, a name, a description, a type, and a department. The 'Change Management CoP' and 'Marketing' rows are highlighted.

Name	Description	Type	Department
AN Alpha Nine Project	Lorem ipsum dolor sit amet, consectetur adipiscing elit.	Communication Site	Technical Services
A Accounting	Lorem ipsum dolor sit amet, consectetur adipiscing elit.	Team Site	Finance & Accounting
BT Birch Tree Project	Lorem ipsum dolor sit amet, consectetur adipiscing elit.	Communication Site	Technical Services
C Communications	Lorem ipsum dolor sit amet, consectetur adipiscing elit.	Team Site	Brand
CM Spotlight Change Management CoP	Lorem ipsum dolor sit amet, consectetur adipiscing elit.	Microsoft Team	Project Management Office
E Engineering	Lorem ipsum dolor sit amet, consectetur adipiscing elit.	Microsoft Team	Technical Services
F Finance	Lorem ipsum dolor sit amet, consectetur adipiscing elit.	Microsoft Team	Finance
M Manufacturing	Lorem ipsum dolor sit amet, consectetur adipiscing elit.	Microsoft Team	Technical Services
M Spotlight Marketing	Lorem ipsum dolor sit amet, consectetur adipiscing elit.	Classic Site	Brand

SOLUTION: MANAGE “JUST IN TIME”



By centralizing and governing the creation of ‘spaces’ (groups, teams, sites etc.) we can improve how we manage the lifecycle of these spaces and perform targeted ‘drip’ campaigns.



Hello Richard,

We hope you are doing well today and wanted to **ask you for some immediate feedback**. Please see what is requested below. *If you do not respond by September 15th, 2020 your site may be locked, archived or ownership of the space may be adjusted.*

Your site: "[Project Holospace](#)" and it's associated [Microsoft Team](#) require the following actions/input:

- **OUT OF COMPLIANCE ACTIONS - REQUIRED**
 - It seems that today you do not have a secondary owner for the Microsoft Team.
 - You can do that by [filling out this form here](#).
 - Looking for a suggestion? The most active user (besides yourself) in your team is: *Kanwal Khipple*.

Your [Project Holospace Microsoft Team](#) could benefit from the following actions:

- **SUGGESTED ACTIONS**
 - You have 3 private channels. 2 of them do not have you (or any other owner) in them. This may be by design, but we know it helps with team coordination to connect on these spaces in case they are no longer needed or deviate from your intended purposes for the team.
 - The following are the private channel owners for their respective private channels:
 - Daniel Greystone
 - Kayla Schryer
 - You have noted that this project site is highly confidential based on the sensitivity status, however you have provided external access to 3 external users.
 - Want to know more about what is shared with your external users in the Project Holospace team and SharePoint site? [External access and sharing reporting for Project Holospace](#).
 - No guest links are in use (anonymous links).
 - A few of your channels have not seen activity in the past 6 months. See [more usage data on your Project Holospace Team here](#).
 - Consider consolidating channels and/or removing redundant or orphaned channels.
 - We have detected a significant amount of questions within your Microsoft Team being asked and answered.
 - This is an extremely active Microsoft Team with a membership of over 100+ people.
 - There is an automated Q&A program we are running that can suggest answers to curators/nominated individuals for questions posed in your Microsoft Team when a question is found that has had a previous answer already shared (based on AI). This has no cost to your team and will only suggest answers when it is extremely confident the question has been asked before. Would you like to explore joining this program internally to improve response times on questions, reduce effort on repeat questions and benefit from other organizational answer profiles?
 - [Apply to have the Project Holospace Team join the automated Q&A program](#).

Haven't received this kind of email before? Check out our [guidance pages](#) in the [Site & Team Feedback section](#) of our [Digital Center of Excellence](#).

SOLUTION: AVEPOINT CLOUD GOVERNANCE



The patterns we discussed can all be met by vendor solutions like those offered by AvePoint.

The screenshot displays the Microsoft Teams user interface, specifically the 'Start a request' section. At the top, the 'Microsoft Teams' header includes a search bar and a user profile icon labeled 'MA'. Below this is the 'MyHub' navigation bar with links for 'Home', 'Chat', and 'About'. A secondary navigation bar contains tabs for 'Home', 'Hubs', 'Workspaces', 'My tasks', 'Requests', and 'Start a request' (which is currently active). To the right of these tabs is a 'Create a workspace' button. Below the navigation, there are filters for 'All', 'Provisioning', and 'Security', with 'Provisioning' selected. A search bar for 'Start a request' and a 'Filter' icon are also present. The main content area is titled 'Provisioning' and features a grid of ten request cards, each with an information icon in the bottom right corner:

- Create Collaboration Site Collection
- New Departmental Subsite
- New Internal Team - Open to All
- New Library for Department Documents
- New Private Team
- New Private Yammer Community
- New Project Sub Site
- New Project Team - External Guests
- New Public Team
- New Team for External Collaboration

SOLUTION: AVEPOINT CLOUD GOVERNANCE



The patterns we discussed can all be met by vendor solutions like those offered by AvePoint.

The screenshot shows the Microsoft Teams interface with a 'MyHub' workspace provisioning questionnaire. The questionnaire is titled 'New request > Workspace Provisioning Questionna...' and contains the following questions and options:

- Are you looking for a place to collaborate with internal resources?
 - Yes
 - No
- is this for a closed group or enterprise info sharing?
 - Closed
 - Enterprise
- Do you need chat and meeting scheduling or simple content sharing?
 - Chat and Meetings
 - Simple content sharing
- Do you require external users to have access?
 - Yes
 - No

At the bottom of the questionnaire, there are two buttons: 'Cancel' and '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



SOLUTION: AVEPOINT CLOUD GOVERNANCE



Concepts like recertification can be targeted not just to a container but even key information such as the metadata associated with the site or team.

Recertification or Renewal

Choose whether to enable recertification or renewal. Recertification enables periodic review of group/team site permissions and/or group/team membership in separated tasks. Renewal enables periodic review of group/team site permissions, group/team membership, group/team metadata, and/or group/team contacts in one task. The content that will be reviewed is specified in the selected recertification profile or renewal profile.

Enable recertification or renewal

Recertification

*Recertification profile:

Select One 

[Create New](#)

Renewal

AvePoint Teamwork Provisioning & Navigation Directory



Configure and plan for additional workspace metadata to assist users in navigating and exploring their digital workspaces. AvePoint has both a provisioning framework and integrated experiences for navigating workspaces.

The screenshot displays the Microsoft Teams interface. At the top, the 'Microsoft Teams' header includes a search bar and a user profile icon. Below this, the 'MyHub' workspace is active, with tabs for 'Chat', 'Home', and 'About'. A 'Hubs' sidebar is visible on the left. The main content area shows a grid of workspace cards. Each card features a circular icon, a title, a 'Microsoft Team' label, a timestamp, a row of member avatars, and a 'More details' link. At the bottom of each card is a row of action icons: information, star, share, add, mail, and edit.

Microsoft Teams Search MA

MyHub Chat Home About

Hubs

Create a workspace

Hubs

All workspaces Search in Hubs Create a hub

C Microsoft Team 42 minutes ago
Contoso
More details

D Microsoft Team Over a month ago
Digital Initiative Public Relations
More details

LP Microsoft Team 46 minutes ago
Laptop Refresh Project
More details

M **R** **AC**

AvePoint Teamwork Provisioning & Navigation Directory



Configure and plan for additional workspace metadata to assist users in navigating and exploring their digital workspaces. AvePoint has both a provisioning framework and integrated experiences for navigating workspaces.

The screenshot displays the Microsoft Teams interface with the MyHub workspace selected. The top navigation bar includes the Microsoft Teams logo, a search bar, and a user profile icon. The MyHub header shows navigation options for Chat, Home, and About. A secondary navigation bar contains icons for settings, notifications, help, and a 'Create a workspace' button. The main content area features a 'Hubs' section with a dropdown menu for 'All workspaces' and a search bar. The dropdown menu is open, showing options: Pinned hubs, Default hubs, All workspaces, Favorite workspaces, Joined workspaces (highlighted with a mouse cursor), and Saved hubs. Below the menu is a grid of workspace cards. Each card displays a hub icon (e.g., 'D', 'LP'), the name of the workspace (e.g., 'Digital Initiative Public Relations', 'Laptop Refresh Project'), the team name ('Microsoft Team'), and the last update time. Each card also includes a 'More details' link and a set of action icons (info, star, tag, share, mail, edit).

AvePoint Teamwork Provisioning & Navigation Directory



Configure and plan for additional workspace metadata to assist users in navigating and exploring their digital workspaces. AvePoint has both a provisioning framework and integrated experiences for navigating workspaces.

The screenshot displays the Microsoft Teams interface. At the top, the 'Microsoft Teams' header includes a search bar and a user profile icon. Below this, the 'MyHub' workspace is selected, with tabs for 'Chat', 'Home', and 'About'. The main content area shows a 'Hubs' section with a search bar and a 'Create a workspace' button. A table lists various hubs with columns for Name, Last access time, Tag, and Action.

Name	Last access time	Tag	Action
Contoso	45 minutes ago		
Digital Initiative Public Relations	Over a month ago		
Laptop Refresh Project	49 minutes ago		
Mark 8 Project Team	Over a month ago		
Retail	Over a month ago		
All Company	Today		
Ask HR	Today		
CEO Connection	Over a month ago		
Contoso Life	Over a month ago		

AvePoint Teamwork Provisioning & Navigation Directory



Configure and plan for additional workspace metadata to assist users in navigating and exploring their digital workspaces. AvePoint has both a provisioning framework and integrated experiences for navigating workspaces.

The screenshot displays the Microsoft Teams interface. At the top, the 'Microsoft Teams' header includes a search bar and a user profile icon. Below this, the 'MyHub' workspace is active, with tabs for 'Chat', 'Home', and 'About'. The 'Hubs' section is visible, featuring a search bar and a 'Create a workspace' button. A table lists various hubs with columns for Name, Last access time, Tag, and Action. An action menu is open for the 'Contoso' hub, showing options like Conversations, Calendar, Files, Notebook, Site, Planner, and Team. The left sidebar contains navigation icons for Activity, Chat, Teams, Calendar, Calls, Files, MyHub, Apps, and Help.

Name	Last access time	Tag	Action
Contoso	45 minutes ago		Conversations, Calendar, Files, Notebook, Site, Planner, Team
Digital Initiative Public Relations	Over a month ago		
Laptop Refresh Project	50 minutes ago		
Mark 8 Project Team	Over a month ago		
Retail	Over a month ago		
All Company	Today		
Ask HR	Today		
CEO Connection	Over a month ago		
Contoso Life	Over a month ago		

AvePoint Teamwork Provisioning & Navigation Directory



Configure and plan for additional workspace metadata to assist users in navigating and exploring their digital workspaces. AvePoint has both a provisioning framework and integrated experiences for navigating workspaces.

The screenshot displays the Microsoft Teams interface. At the top, the 'Microsoft Teams' header includes a search bar and a user profile icon. Below this, the 'MyHub' workspace is visible with tabs for 'Chat', 'Home', and 'About'. The main area shows a grid of workspace hubs. Two hubs are prominent: 'Contoso' (created 49 minutes ago) and 'Digital Initiative Public Relations' (created over a month ago). Each hub card includes a team name, a creation time, a 'More details' link, and a row of action icons (info, star, share, add, mail, edit). On the right side, a 'Create a hub' dialog box is open. It features a close button (X) and two checked options: 'Pin this hub for quick access' and 'Set this as the home hub'. The 'Create hub by' section has 'Filter workspaces' selected. Below this, a list shows 'Microsoft Teams' with a toggle switch turned on. The 'Include teams with the properties below:' section contains four unchecked checkboxes: 'Public', 'Private', 'Marked as favorite', 'I'm a member of', and 'I'm an owner of'. At the bottom, there is a 'Filter by tags' section with a dropdown menu labeled 'Select a tag'. The left sidebar contains navigation icons for Activity, Chat, Teams, Calendar, Calls, Files, MyHub, Apps, and Help.

AvePoint Teamwork Provisioning & Navigation Directory



Configure and plan for additional workspace metadata to assist users in navigating and exploring their digital workspaces. AvePoint has both a provisioning framework and integrated experiences for navigating workspaces.

The screenshot displays the Microsoft Teams interface. At the top, the 'Microsoft Teams' header includes a search bar and a user profile icon labeled 'MA'. Below this is the 'MyHub' navigation bar with tabs for 'Chat', 'Home', and 'About'. The main content area is titled 'Hubs' and features a search filter set to 'All workspaces' with a dropdown arrow and a search input containing 'Contoso'. To the right of the search bar are buttons for 'Create a workspace', a refresh icon, and a globe icon. Below the search bar, there are buttons for 'Create a hub', a filter icon, and a view toggle icon. The main area displays a grid of workspace hubs. The first hub is 'Contoso', a Microsoft Team created 'An hour ago', with a group of five user avatars and a 'More details' link. The second hub is 'Contoso Life', a Yammer Community created 'Over a month ago', with one user avatar and a 'More details' link. The third hub is 'Parents of Contoso', a Yammer Community created 'Over a month ago', with one user avatar and a 'More details' link. Each hub card includes a header with a circular icon (C, CL, or PC), a user icon, and a three-dot menu. At the bottom of each card is a row of icons for information, favorites, share, add, and email. A vertical sidebar on the left contains icons for Activity, Chat, Teams, Calendar, Calls, Files, MyHub, Apps, and Help.

AvePoint Teamwork Provisioning & Navigation Directory



Configure and plan for additional workspace metadata to assist users in navigating and exploring their digital workspaces. AvePoint has both a provisioning framework and integrated experiences for navigating workspaces.

The screenshot displays the Microsoft Teams interface with the MyHub extension. The top navigation bar includes 'Microsoft Teams', a search bar, and a user profile icon. The left sidebar contains standard Teams navigation options: Activity, Chat, Teams, Calendar, Calls, Files, MyHub, and Apps. The main content area is divided into two panels. The left panel, titled 'Tag management', features a search bar and a table with the following data:

Tag name	Created time	Applied to workspaces
contoso	2020-07-16 15:09:59	6

The right panel, titled 'Workspaces applied with the tag "contoso"', includes a 'Remove the tag' button and a table with the following data:

Workspace	Status	Action
Contoso Landings		×
Contoso		×
Contoso Web 2		×
Contoso Web 1		×
Parents of Contoso		×
Contoso Life		×

At the bottom of the right panel, it indicates '6 results shown'.

AvePoint Teamwork Provisioning & **Navigation Directory**



Embrace patterns like improved Governance such as recertification, security attestations, reviews, and programmatic IT management so that your new environment scales more effectively.

The screenshot displays the 'Cloud Governance' interface. On the left is a navigation sidebar with options: Home, Workspaces, Requests, Quick requests, and View all. The main content area is titled 'To-do list' and is divided into two columns: 'Approvals' and 'Confirmations', both with 'Due date' dropdown menus.

Approvals Column:

- Item 1:** 'New Library for my Spreadsheets' (Create Library/List) by Adele Vance. Status: Expired (with a clock icon). Action buttons: green checkmark, red X, and blue refresh icon.
- Item 2:** 'Please Create a Knowledge Sharing Site' (Create Site Collection) by Adele Vance. Action buttons: green checkmark, red X, and blue refresh icon.

Confirmations Column:

- Item 1:** 'My Partner Engagement Site site collectio...' (Site Collection Lifecycle Management) by Adele Vance. Status: Waiting for Approval. Action button: blue refresh icon.
- Item 2:** 'Permission Recertification for Site Collecti...' (Permission Recertification) by Adele Vance. Status: Waiting for Approval. Action button: blue refresh icon.

AvePoint Teamwork Provisioning & **Navigation Directory**



Embrace patterns like improved Governance such as recertification, security attestations, reviews, and programmatic IT management so that your new environment scales more effectively.

The screenshot displays the AvePoint interface. At the top, a blue navigation bar contains the text 'Cloud Governance' and icons for settings, help, and a user profile labeled 'MA'. On the left, a sidebar lists navigation options: 'Search in All', 'Home', 'Workspaces', 'Requests', 'Quick requests', and 'View all'. The main content area is split into two panels. The left panel, titled 'Site collection permission rec...', shows a list of site collections with 'ABC Initiative Owners' selected. Below the list, it indicates '5 members in the group' and provides a link to 'View group members'. The right panel, titled 'View group members: ABC Initiative Owners', shows a table of group members with columns for 'Display name' and 'Account type'. The table lists five members: Adele Vance, Bianca Pisani, Debra Berger, Megan Bowen, and Raul Razo, all with 'User' account types. The rows for Megan Bowen and Raul Razo are highlighted, and their names have blue checkmarks in the left margin. Above the table, there are three action buttons: 'Change group', 'Remove user from group', and 'Remove user from site collection'.

Cloud Governance

Search in All

Home

Workspaces

Requests

Quick requests

View all

Cancel

Site collection permission rec

Reset

Display name

MOD Administrator

Excel Services Viewers

ABC Initiative Owners

5 members in the group [View group members](#)

ABC Initiative

<https://m365x045227.sharepoint.com/sites/ABCProject>

Site

Renewal Team and Customer Success Training

View group members: ABC Initiative Owners

Change group Remove user from group Remove user from site collection

Display name	Account type
Adele Vance	User
Bianca Pisani	User
Debra Berger	User
Megan Bowen	User
Raul Razo	User

GOVERNANCE ACROSS MICROSOFT 365...



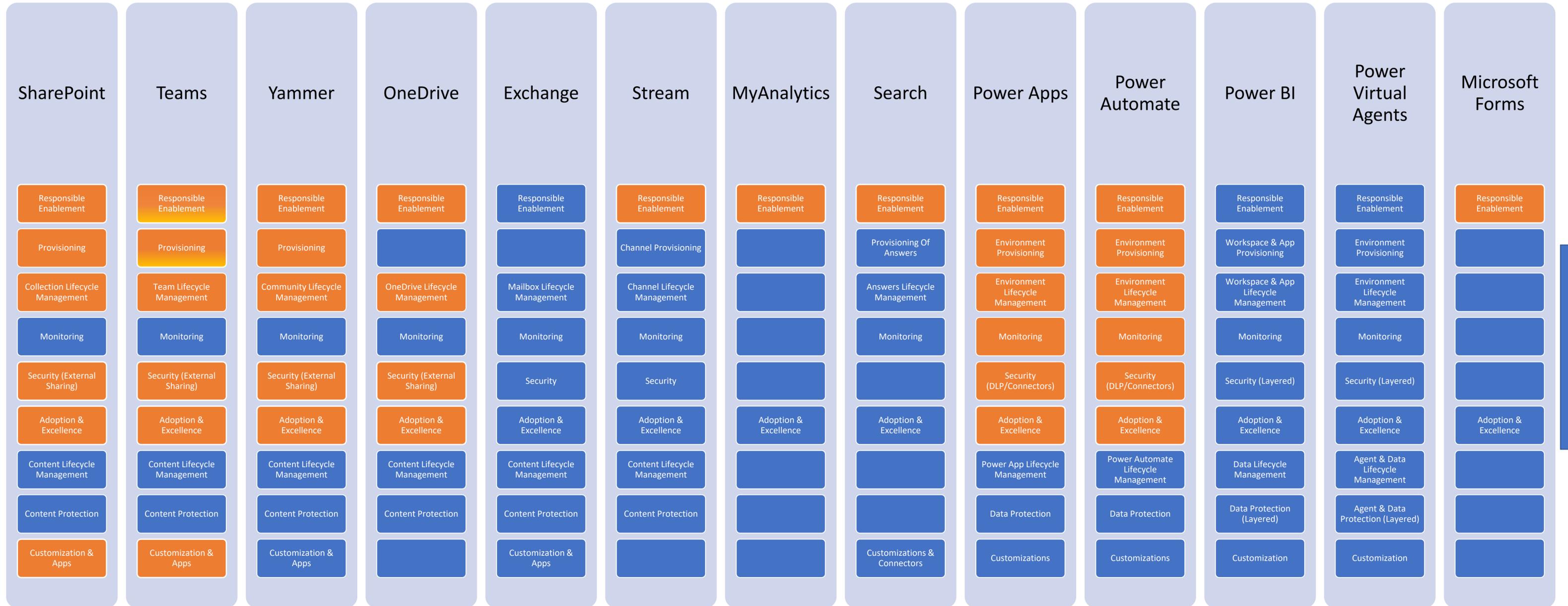
What follows is a visual breakdown of the Governance key activities/topics for certain workloads. This is very different per customer depending on the org technology landscape.



GOVERNANCE ACROSS MICROSOFT 365...



What follows is a visual breakdown of the Governance key activities/topics for certain workloads. This is very different per customer depending on the org technology landscape.



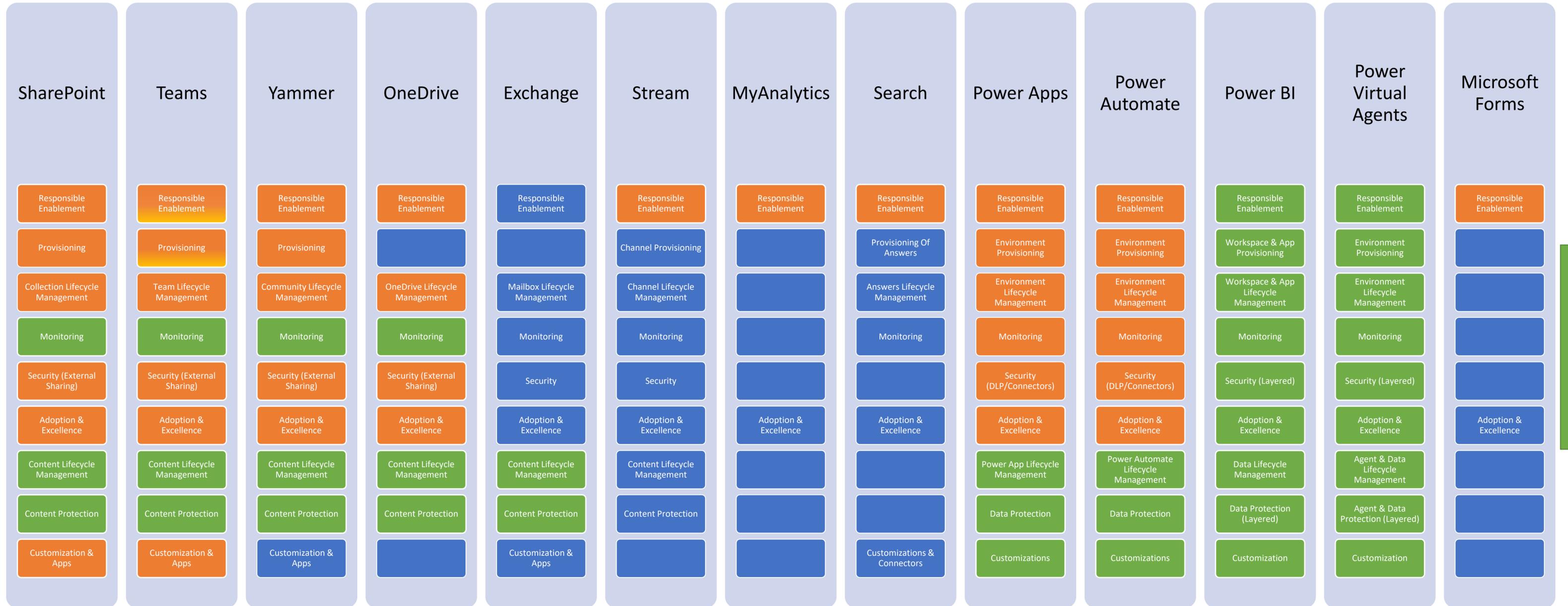
Determine Your Phase 1

Teams Rollout Related?

GOVERNANCE ACROSS MICROSOFT 365...



What follows is a visual breakdown of the Governance key activities/topics for certain workloads. This is very different per customer depending on the org technology landscape.



Phase 1?

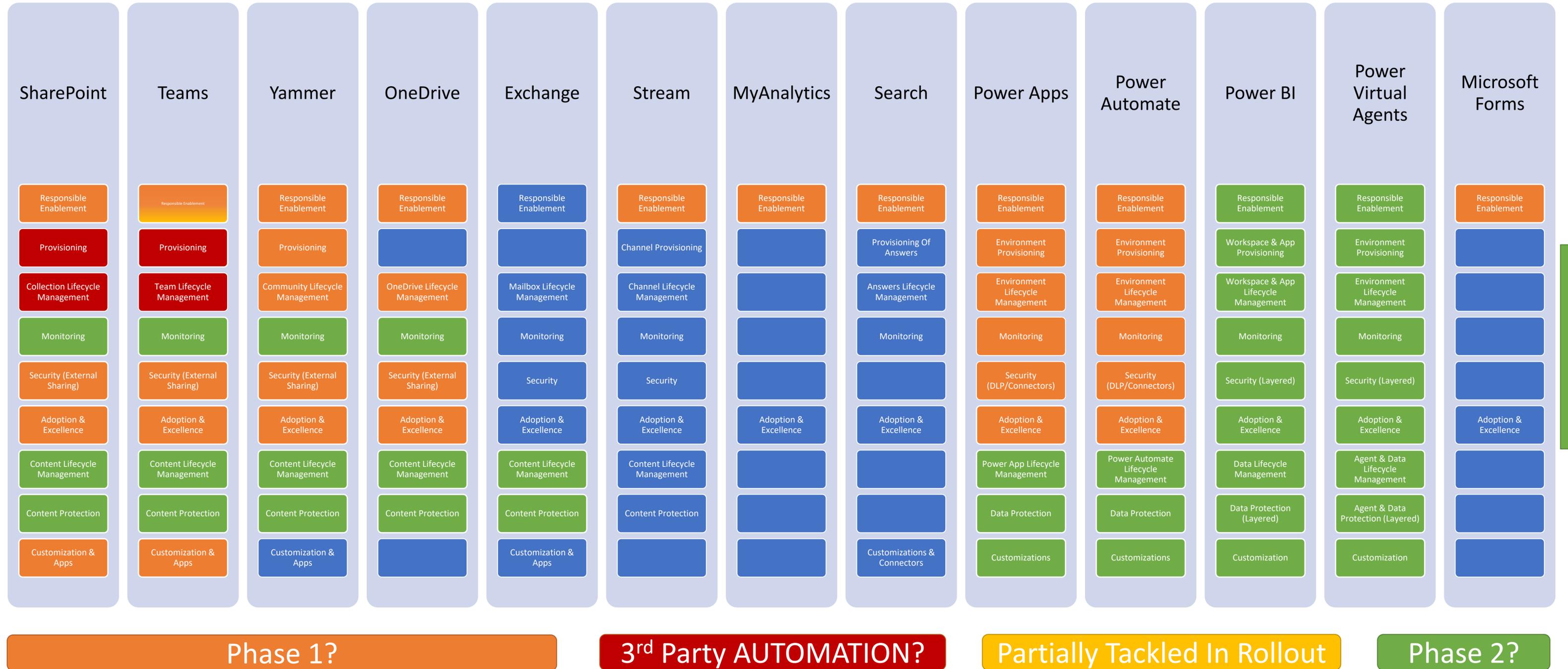
Teams Rollout Related?

Phase 2?

GOVERNANCE ACROSS MICROSOFT 365...



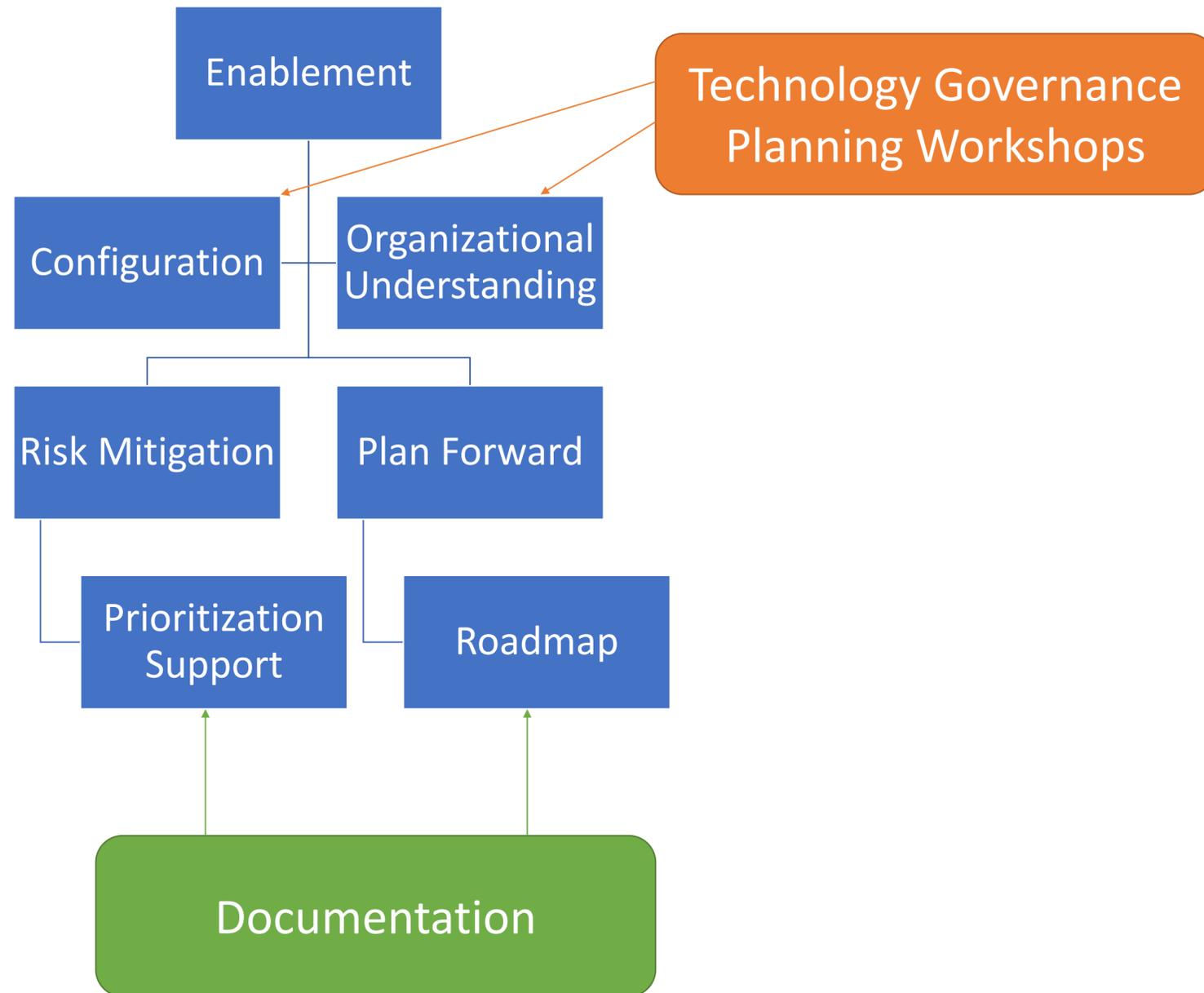
What follows is a visual breakdown of the Governance key activities/topics for certain workloads. This is very different per customer depending on the org technology landscape.



WHAT SHOULD YOU TACKLE FIRST?



Many organizations focus on technology governance first. This is GREAT as it ensures the right foundational elements have been considered and key decisions have been made.



Successful & Modern Microsoft 365 Governance

It's About Efficiency Not Just Risk

| Plan For Technology Governance

The Business Must Engage & Support

Governance Is Never "Done"

Pro-Active Governance & Adoption Is Better

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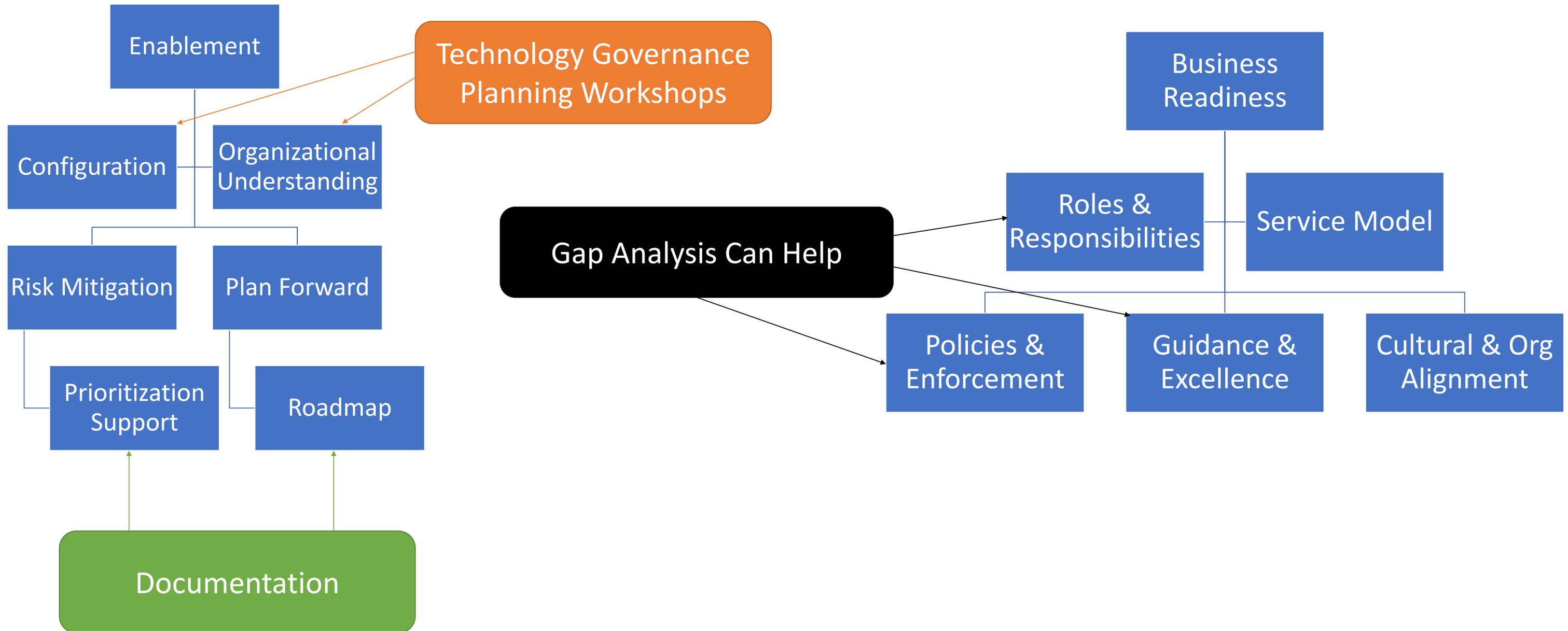
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WHAT SHOULD YOU TACKLE FIRST?



Alongside effective enablement you should consider the organizations readiness. This means considering the policies, frameworks for decisions, who is accountable and more.

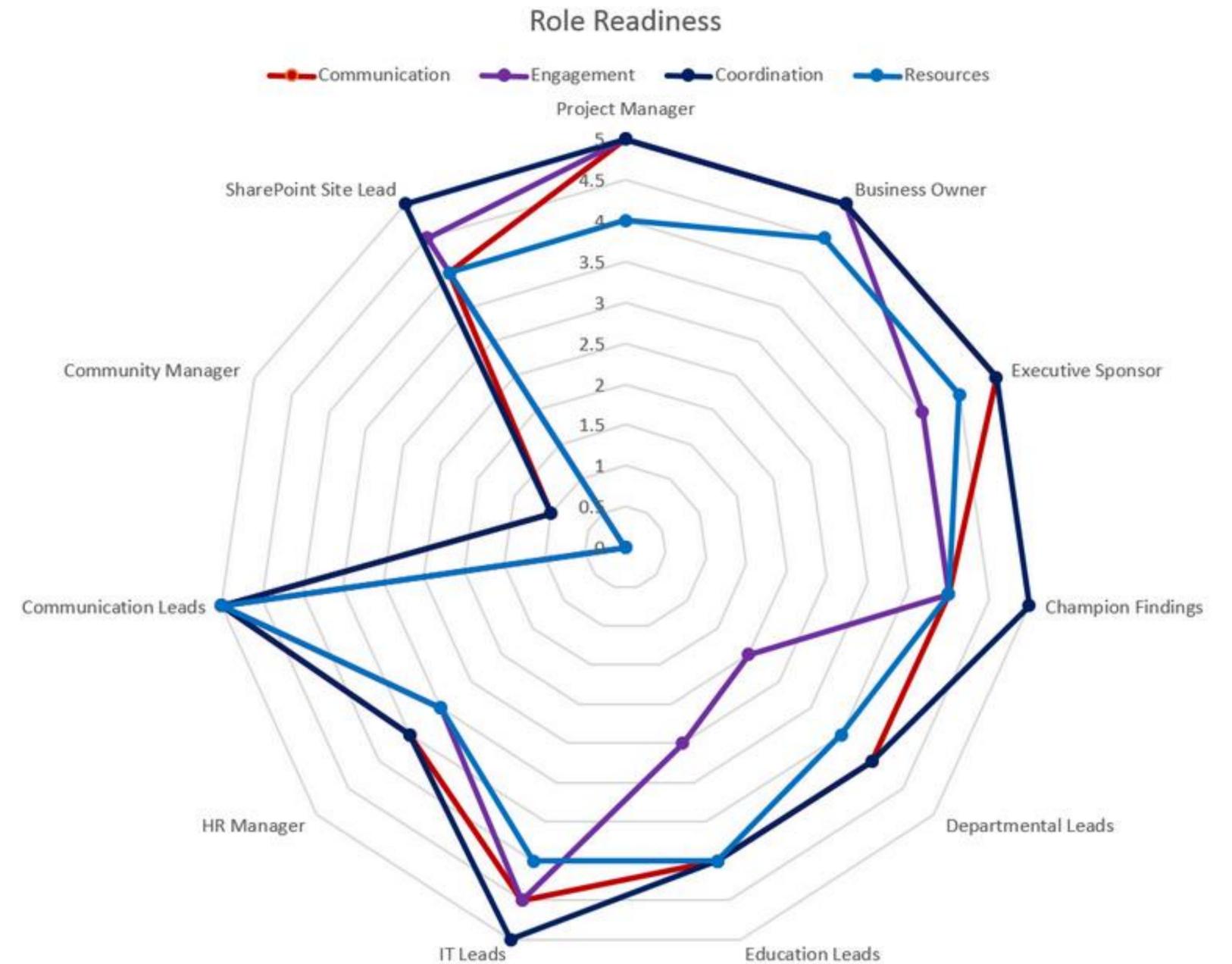


ENSURE YOU HAVE THE RIGHT ROLES



Do you have people who own and lead key roles, do you have the resources that support a role? Does the role communicate, coordinate and engage effectively? Office365Resources.com

Role	Resources	Communication	Coordination	Engagement	Trend
Office 365 Project Manager	4 - Managed	5 - Optimizing	5 - Optimizing	5 - Optimizing	↑
Business Owner	4.5 - Managed	5 - Optimizing	5 - Optimizing	5 - Optimizing	↑
Executive Sponsors	4.5 - Managed	5 - Optimizing	5 - Optimizing	4 - Managed	↑
Champions	4 - Managed	4 - Managed	5 - Optimizing	4 - Managed	↑
Departmental Leads	3.5 - Defined	4 - Managed	4 - Managed	2 - Opportunistic	↑
Education Leads	4 - Managed	4 - Managed	4 - Managed	2.5- Opportunistic	↑
IT Leads	4 - Managed	4.5 - Managed	5 - Optimizing	4.5 - Managed	↑
HR Manager	3 - Defined	3.5 - Defined	3.5 - Defined	3 - Defined	↑
Communication Leads	5 - Optimizing	5 - Optimizing	5 - Optimizing	5 - Optimizing	↑
Community	0 - None	1 - Ad Hoc	1 - Ad Hoc	0 - None	↑



POLICIES AND GUIDANCE



Resources can be even more complex. Do you have common and expected policies, guidance, or content available and up to date today?

#	Icon	Description
1		Does Not Exist: The starting point of usage and guidance. There is no plan being followed.
2		Partially Defined/Started: An approach may have been decided upon and is being opportunistically applied. The approach has not been widely accepted nor adopted. It may be informally defined.
3		Defined: The approach has been reviewed and accepted within the organization. There has been buy-in to the documented approach and the approach is often followed. The way this area is implemented is defined and/or standardized, but not in use across the entire organization. Some governance is defined but may not be widely understood/followed.
4		Defined & Managed: This area is centrally supported, standardized, and implemented across the organization. It is defined and understood/followed. Metrics may be gathered and reported.
5		Optimized & Managed: This area is functioning optimally and continuous improvement occurs based on defined and monitored metrics or feedback. Assets are pro-actively maintained to ensure relevancy and correctness. Leadership in this area is demonstrable.

#	Need	Current State	Notes & Recommendations
Support			
1	Office 365 Champion Coverage & Selection Plan		<p>Current State</p> <p>No, <i>Champion</i> coverage and/or selection plan exists which identifies champions per business unit, office, department, team, or floor nor one that outlines how new <i>Champions</i> can/should be identified or nominated to improve Office 365 adoption.</p> <p>Current Champions were selected based on their role within the different units and to get a good cross section of individuals (executives, reception area, field and office workers)</p> <p>Recommendations:</p> <ul style="list-style-type: none"> Ensure there is an accessible list of these active champions. Ensure you have shared the details of how you select champions, remaining champion gaps/needs, and how users can sign up to be one in your Champion Coverage and Selection Criteria guidance.
2	Champion Commitment Guide		<p>Current State</p> <p>No, <i>Champion</i> Commitment Guide exists that articulates the value of champions and the champion's community while outlining champion commitments and benefits</p> <p>Recommendations:</p> <ul style="list-style-type: none"> <i>Draft an Office 365 Champion Guide</i> detailing the value of Champions and their community within your organization, the required commitments necessary to be a Champion and the associated benefits.
3	Champion Fact Sheet		<p>Current State</p> <p>No, the <i>Champion</i> community does not have a fact sheet that can be provided to a champion's manager to support or help in attaining buy-in.</p> <p>Recommendations:</p> <ul style="list-style-type: none"> <i>Draft an Office 365 Champion Guide</i> with Champion fact sheet

AT AN
ORGANIZATIONAL
LEVEL HOW
READY ARE YOU?

RESOURCE

Office 365 Success Readiness Questionnaire

A complimentary questionnaire with key questions every organization should be able to answer if they want to improve coordination and governance of Office 365.

Office 365 Adoption & Usage
REVISED 09.24.16

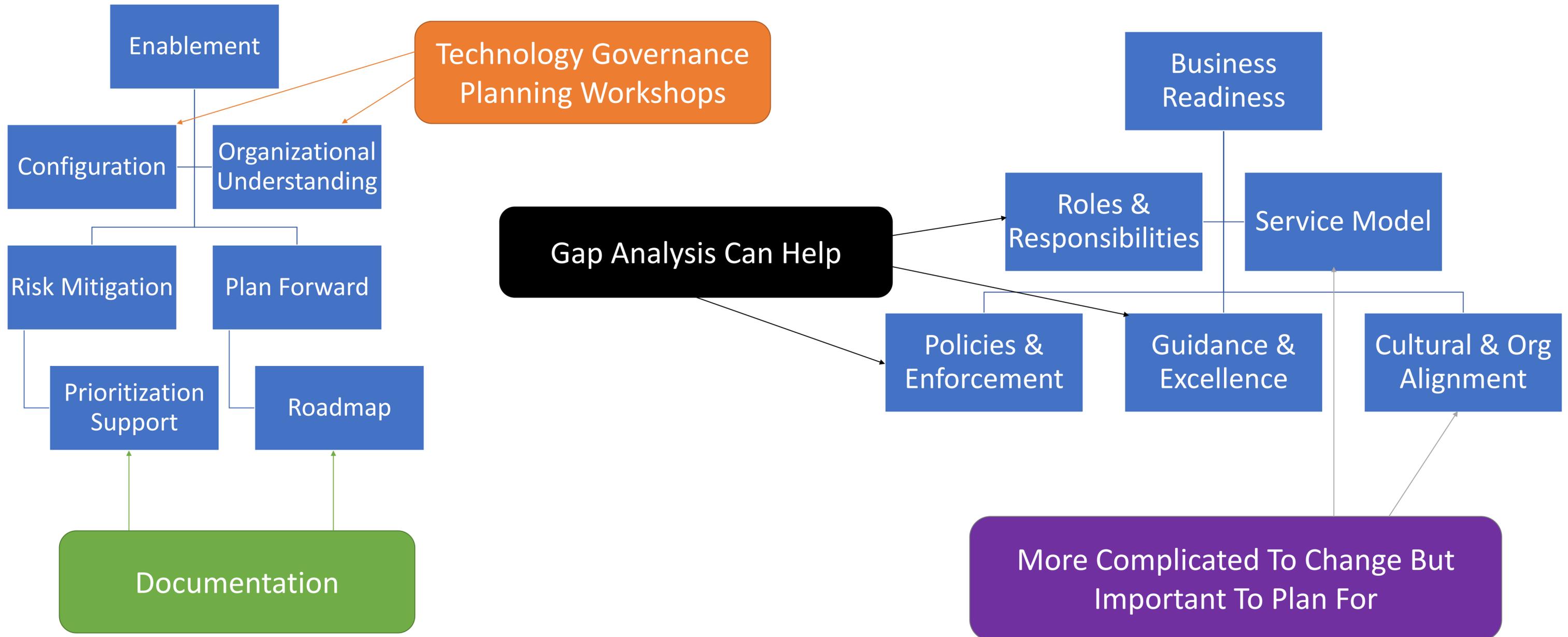
Success readiness is something you can evaluate and it spans roles, programs, policies, guidance, even incentives and rewards. <http://Office365Resources.com>.



WHAT SHOULD YOU TACKLE FIRST?



Finally, you need to ensure that you have considered how you will maintain funding, effective management, support, and align with the organization culture.



CULTURAL ALIGNMENT MATTERS...



As an example, during performance reviews do your key questions connect back to things that benefit and exemplify digital best practices? If not then why not?

As an example, many organizations have an evaluation criterion of 'impact on others' or 'leveraged from others'. These are both good examples that either highlight the impact that individual believes is notable towards others, or it highlights the impact other people are having on them (helping improve awareness of other key members/influencers).

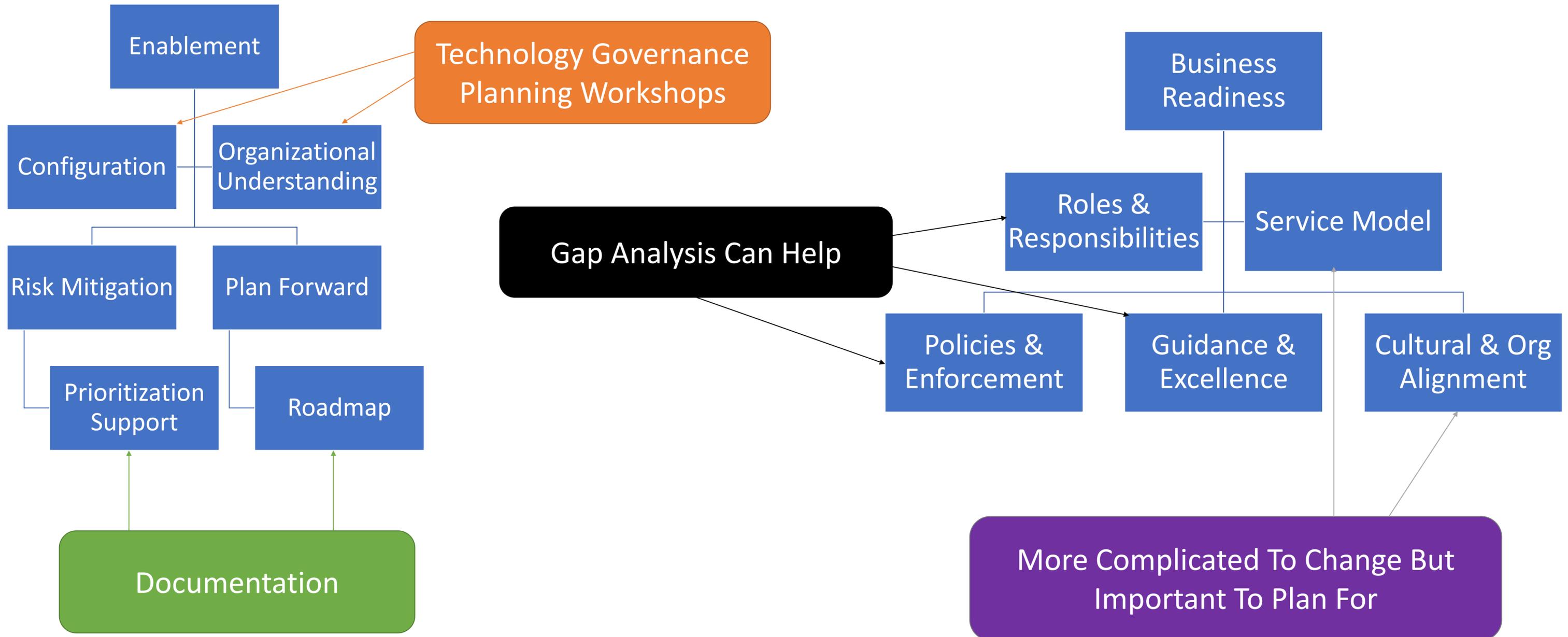
Here is a sample of common contribution summary questions. The middle three are especially relevant.

- What have you done that has had a **positive impact** on the team, business, or customer results?
- What have you done that leverages **the work of others** in our organization?
- What have you done to contribute to the **success of others?**
- What contributions have you made in any **special projects?**
- What personal contributions have you made towards your **self-development?**

WHAT SHOULD YOU TACKLE FIRST?



Finally, you need to ensure that you have considered how you will maintain funding, effective management, support, and align with the organization culture.



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GOVERNANCE IS NEVER DONE...



While you can establish effective foundational Governance, the reality is that Microsoft 365 is an always changing service and your Governance must change along with it.

Viva Connections

•Viva Dashboard Governance

- With only one dashboard per tenant how will you manage the dashboard cards and authoring process?
- How will you manage audience targeting at scale (consistent for all audience targeting OOTB)?
- How will you handle approvals of dashboard cards (is there a separate approval need)?
- How will you handle custom dashboard cards approvals (ACE) and how does this map to dev Governance?

•Viva Connect Governance

- Who will manage the connected SharePoint Home experience?
- Who will manage “Global Navigation” links that show in the app bar and Teams Viva Connect app bar?

Viva Topics

•Topic Planning

- Who will ensure key topics are excluded? (Anything beyond labels?)
- How will you manage and govern the publishing process for topics?
- How will you measure/monitor topics over time?
- With thousands of topics being suggested how will you curate and distribute management effectively?
- Which topics represented in Managed Metadata or in Digital Workplace pages should be prioritized first?
- How will you align Microsoft Viva Topics with existing ‘topic’ like pages on key departments, focus areas, etc?
- How do you intend to manage ambiguous topics?

•Search Integration

- How will you manage Microsoft Search connectors with other systems and how is that governed?

•Planning For Privacy

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WHY USE A SERVICE MODEL?



A view of why Adoption (or Governance) like a service makes more sense in Microsoft 365.

Adoption Projects

- Typically oriented around a launch.
- Typically uses point in time metrics (before & after).
- “Tragedy of the commons” risk.

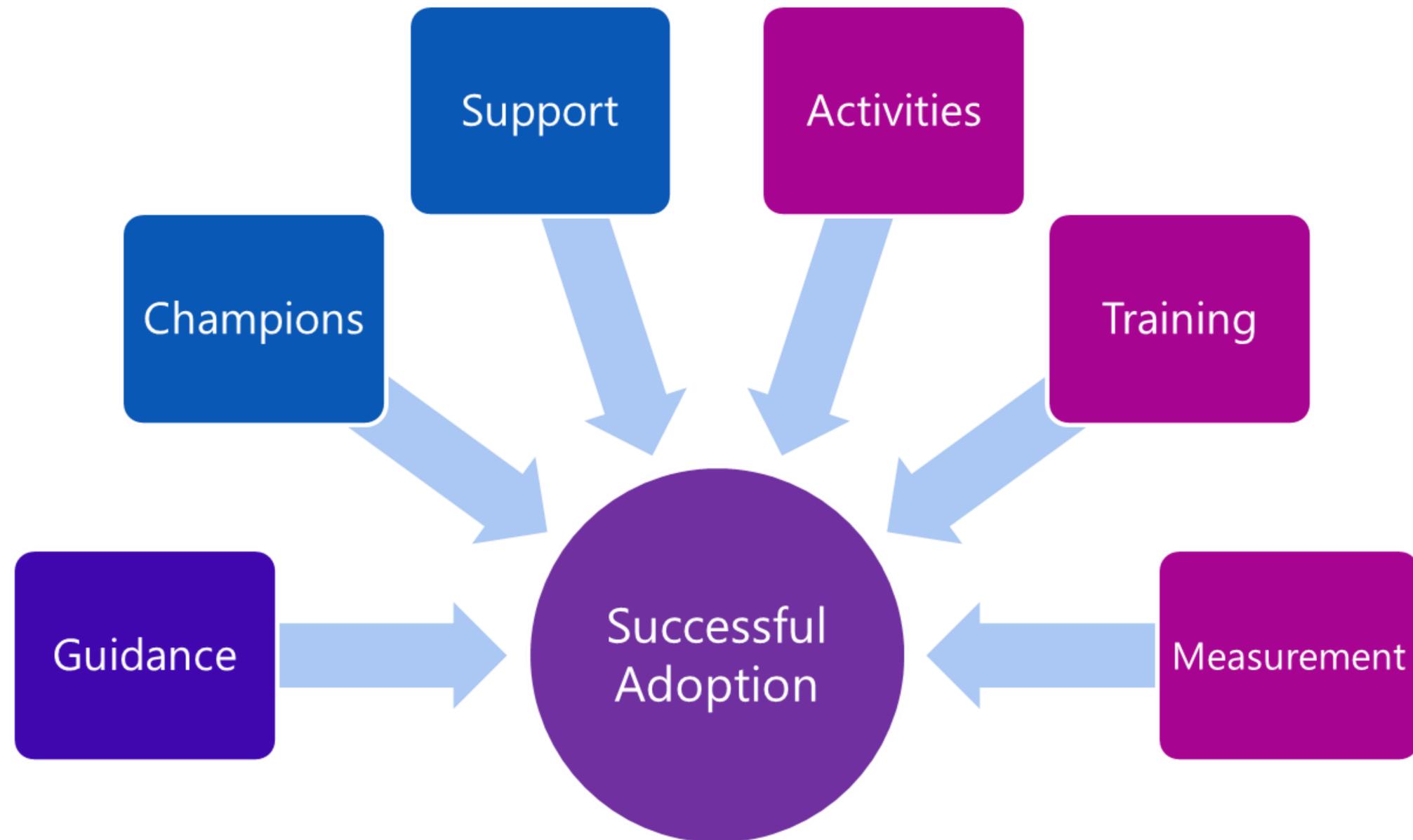
Adoption Services

- Works better with continual launch.
- Works better with continual metrics.
- Joint ownership and collaborative nature of a service model makes opposition obvious and public.

PLANNING FOR SUCCESSFUL ADOPTION



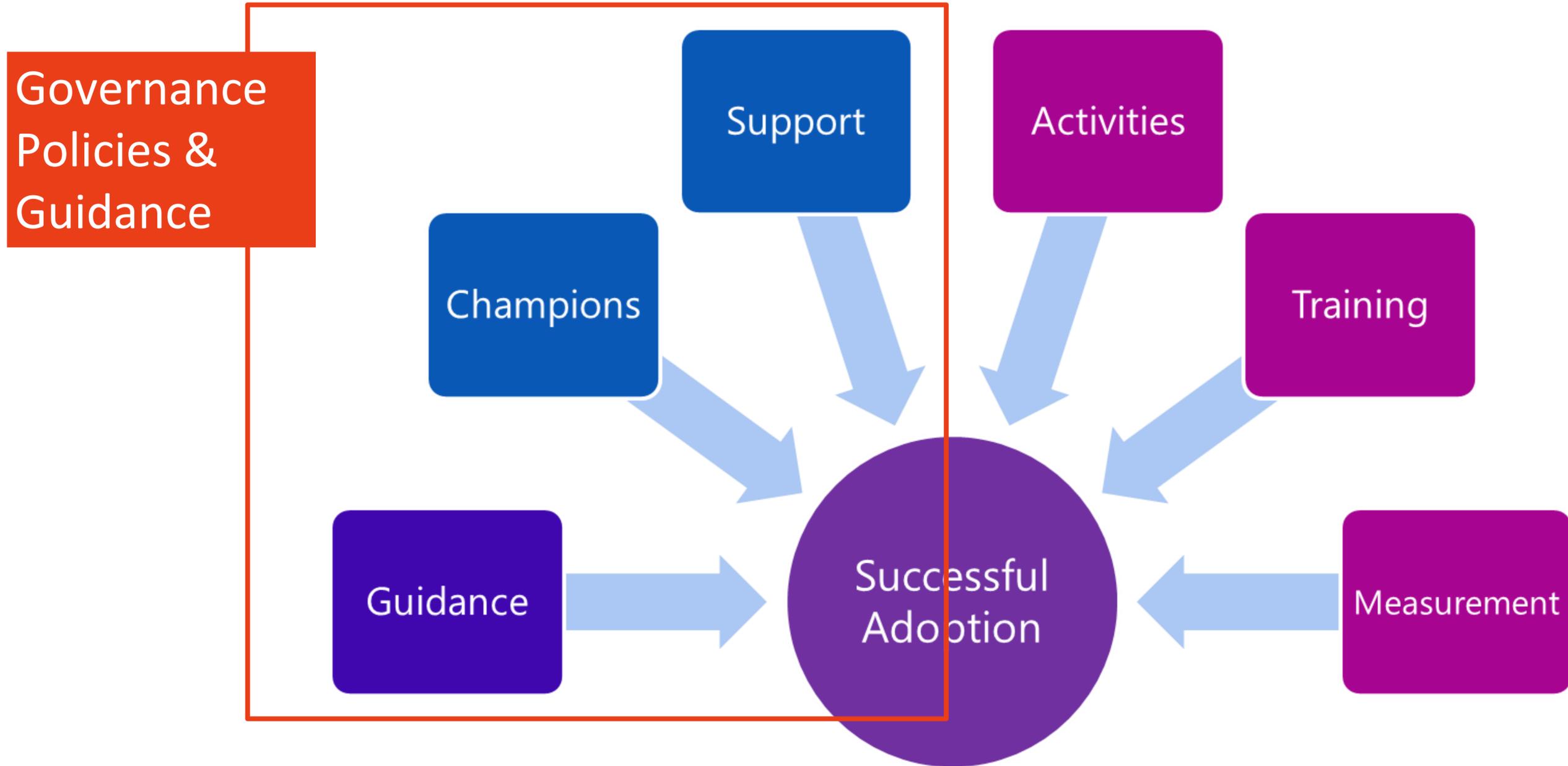
Governance isn't JUST risk mitigation it's also about efficiency (think of how roles, play books, and structure help teams succeed) and **driving better digital excellence (adoption)**.



PLANNING FOR SUCCESSFUL ADOPTION



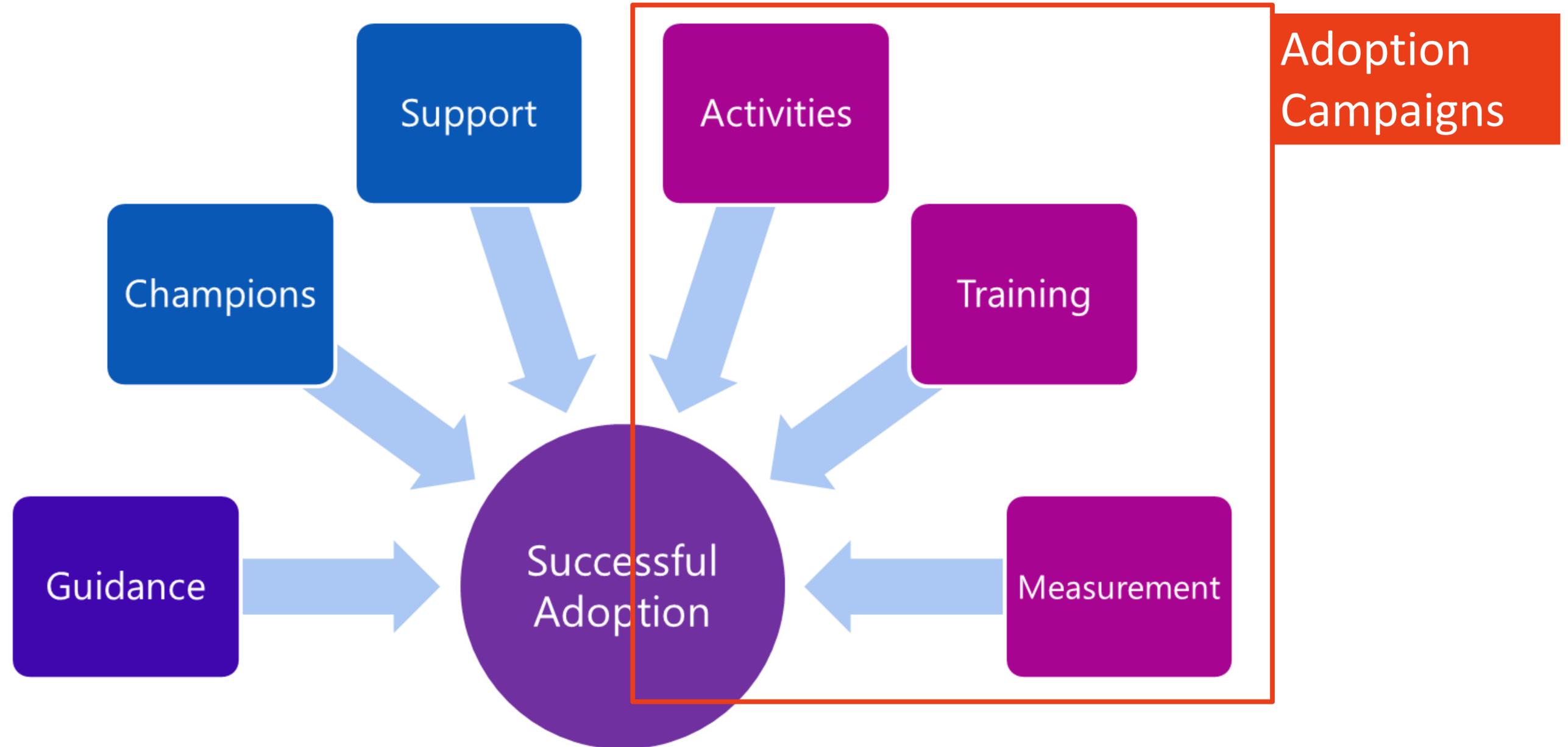
We need to invest in key areas to enable and accelerate adoption. Governance isn't JUST risk mitigation it's also about efficiency and driving better digital excellence.



PLANNING FOR SUCCESSFUL ADOPTION



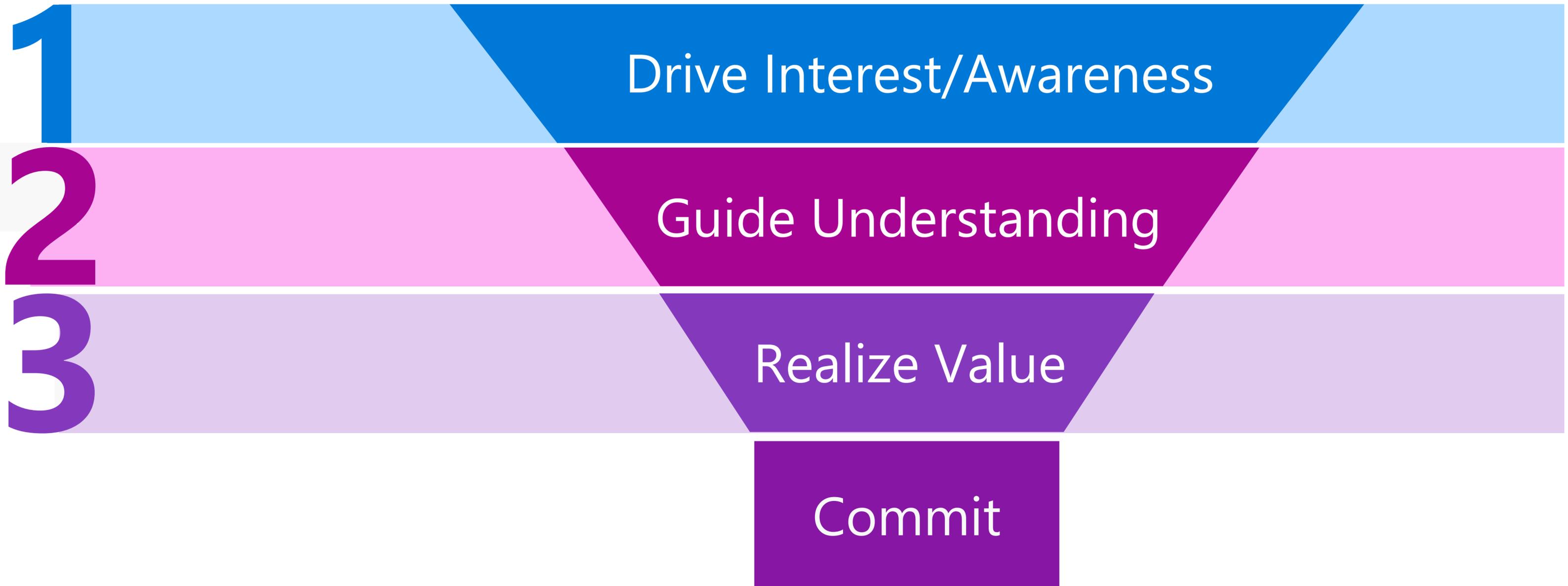
We need to invest in key areas to enable and accelerate adoption.



FUNNEL FOR COMMITMENT



In order for users to improve their digital skills and technology use we need them to embrace and commit to change. It's about more than training.



PLANNING FOR TIPS



When each day's Yammer/SharePoint News tip is posted by a member of the tip team it ensures that these tips come from different users which gets more people involved.

Name	Title	Department	Location
Richard Harbridge	Chief Technology Officer (Example)	IT	La Fortuna, Costa Rica
Kanwal Khipple	Chief Executive Officer (Example)	Executive	Toronto, Canada
John Snow	Lord Commander Of The Nights Watch	Field Worker	Winter West

PLANNING FOR TIPS



Tips drive users to take action, should be themed, should be pre-written before the start of the campaign, and can be easily adapted from existing ones.

Tip	Timing	Tip Team Lead
Week Theme: Discovering Information		
Quickly Get Back To Documents You've Worked On Recently	Day 11	Richard Harbridge
Find People & Information By Using Search	Day 12	Kanwal Khipple
Viewing And Editing Your Profile In Office Delve	Day 13	John Snow
Group & Share Documents With Delve Boards	Day 14	Rick Grimes
Keep Track Of Favorited Documents	Day 15	Bill Gates
Weekly Challenges (#CollaborationMatters): <ul style="list-style-type: none"> • Create a Delve board on a topic that matters to you by adding a few documents to that board in Delve. • Make it easier for others to connect with you and get to know you by updating your profile to include some past projects, skills, and/or your interests. • Favourite some important documents in Delve so you don't lose track of them. • Assemble a presentation by reusing content you find on Delve. • Try the Office Delve app for Android or iPhone by downloading it here. 		

Name	Audience	Tip Description
Connecting & Discovering Content With Office Delve		
Quickly Get Back To Documents You've Worked On Recently	Everyone 1	<i>This tip is meant to introduce users to their Office Delve profile page and how they can discover content they've been working on within that page.</i> Quickly get back to documents you've worked on recently... Within your Delve profile page there is a section that shows the recent documents you have authored or modified in OneDrive or in SharePoint sites. Learn more...
Discover Documents Others Are Working On	Everyone	<i>This tip is meant to introduce users to other users Office Delve user pages and how they can discover content other users have been working on within that page.</i> Discover what documents others are working on... When you visit someone else's profile page, you see information about them and what documents they're working on. You also see people they're connected to and a selection of popular documents from people they're connected to.

PLANNING FOR CONTESTS



Starter List Of Sample Contests can be found in the "Contests, Challenges & Ideas For Office 365" document in the Office 365 Resource Kit (<http://Office365Resources.com>)

Contests

What contests (typically on a weekly rhythm) will be run during this campaign?

Contest	Measurement	Prizes	Timing
Office 365 Quiz Contest	Surveys will be leveraged to track participation.		Week 2
Top Contributor Award	Top Contributor Report (see Business Impact Guidance)	Award randomly selected top contributor (contributed more than 10 documents in the month) with prize.	Weeks 1 & 2 Data (Announced On Week 3 Start – Weekly Update) Weeks 3 & 4 Data (Announced On Week 5 Start – Weekly Update)

<p>Sharing How #CollaborationMatters Contest</p> <p>Within each week there are challenges that encourage people to post how they executed a challenge.</p> <p>Another way to involve more people is to invite</p>	Track the number of conversations using the hashtag <u>#CollaborationMatters</u> .	Prizes can be given based on winners randomly selected from post participants (5 winners across 5 weeks).	One winner each week announced on Friday.
--	--	---	---

Contest	Office 365	Social	Share	Collaborate	Yield	Office 365	Measuring Outcome(s)
<p>Office 365 or Intranet Scavenger Hunt</p> <p>Help familiarize and introduce employees to capabilities in Office 365 or your Intranet with a scavenger hunt.</p>	●	●	●	●	●		Tracking for this will depend on what scavenger hunt activities are included. Some organizations encourage the use of hashtags to help count and track.



RESOURCE

Contests, Challenges & Ideas For Office 365

...ary resource with guidance contests, and
... that aligns with our Office 365 Adoption

Adoption & Usage
24.16

PLANNING FOR COMMUNICATION



Define a comprehensive communication plan along with the messaging for key Email, Intranet posts, Yammer posts or communication for the campaign.

Communication	Method	Timeline	Communicated To
Kick Off "PILOT CAMPAIGN NAME" Use this message to kick off the campaign and clarify the activities planned for the next few weeks.	Email	May 23, 2016	Pilot participants.
Tips & Tricks Posted On Pilot Yammer Group Daily Each tip will be communicated in a post on the Pilot Yammer Group , but an additional "Learn more..." link will bring the user to training within the Office 365 Center of Excellence Site.	Yammer Group	Daily During Campaign <i>See Tips Schedule for breakdown of tips planned per day.</i>	Pilot Yammer Group members.
Communicate Once Per Week With Pilot Group By Email (Summary Of Tips/Tricks, Training & Challenges) To support planning a sample has been included within the Office 365 Starter Adoption Plan.	Email (Performed by Sponsors on a rotating basis.)	During Campaign On Mondays at 11:00 AM EST. <i>See communication schedule for sponsor coordination.</i>	Pilot participants
Training Sign Up Training will be highlighted in the tips and tricks posts with a sign up/registration			



Starter Adoption Plan

Tip Team Member Readiness

Hello [Name]

Hope you are excited for the "Collaboration Matters" campaign!

On [\[May 24, 2016\]](#) between 7:00am and noon (12:00pm) could you post the following message within the [Pilot Yammer Group](#)? If you have any questions or concerns, please let me know by emailing me at [\[Email\]](#).

Your tip follows (feel free to copy and paste this into the Yammer post):

[#CollaborationMatters Daily Tip #2!](#)

Did you know that you can work with others on a Word document at the same time?

When you and your colleagues want to collaborate on a document, use real time co-authoring to see everyone's changes as they happen.

[Learn more...](#)

What about collaborating on PowerPoint presentations seamlessly?

When you save your presentation to OneDrive or Office 365 SharePoint, you can work on a presentation at the same time as your colleagues.

[Learn more...](#)

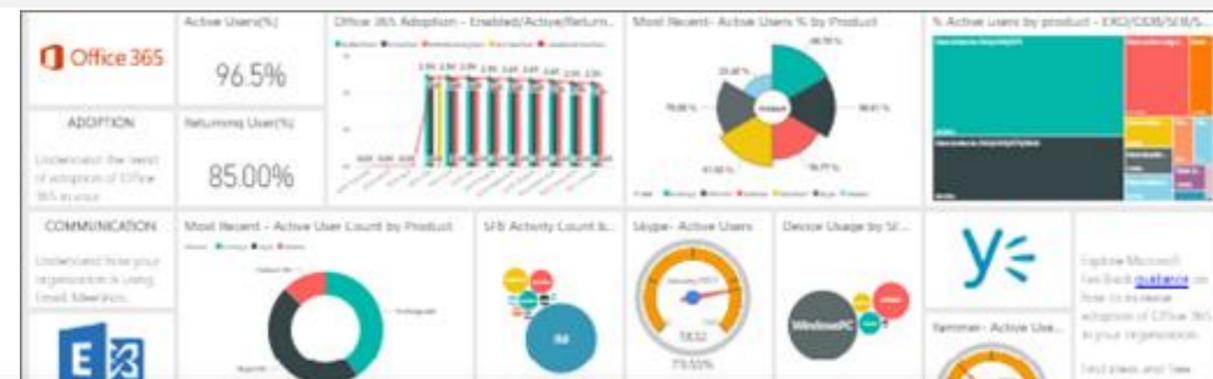
Really big fan of Excel? You can even collaborate on Excel spreadsheets at the same time ...

When you save your presentation to OneDrive or SharePoint, you can work on a single excel spreadsheet

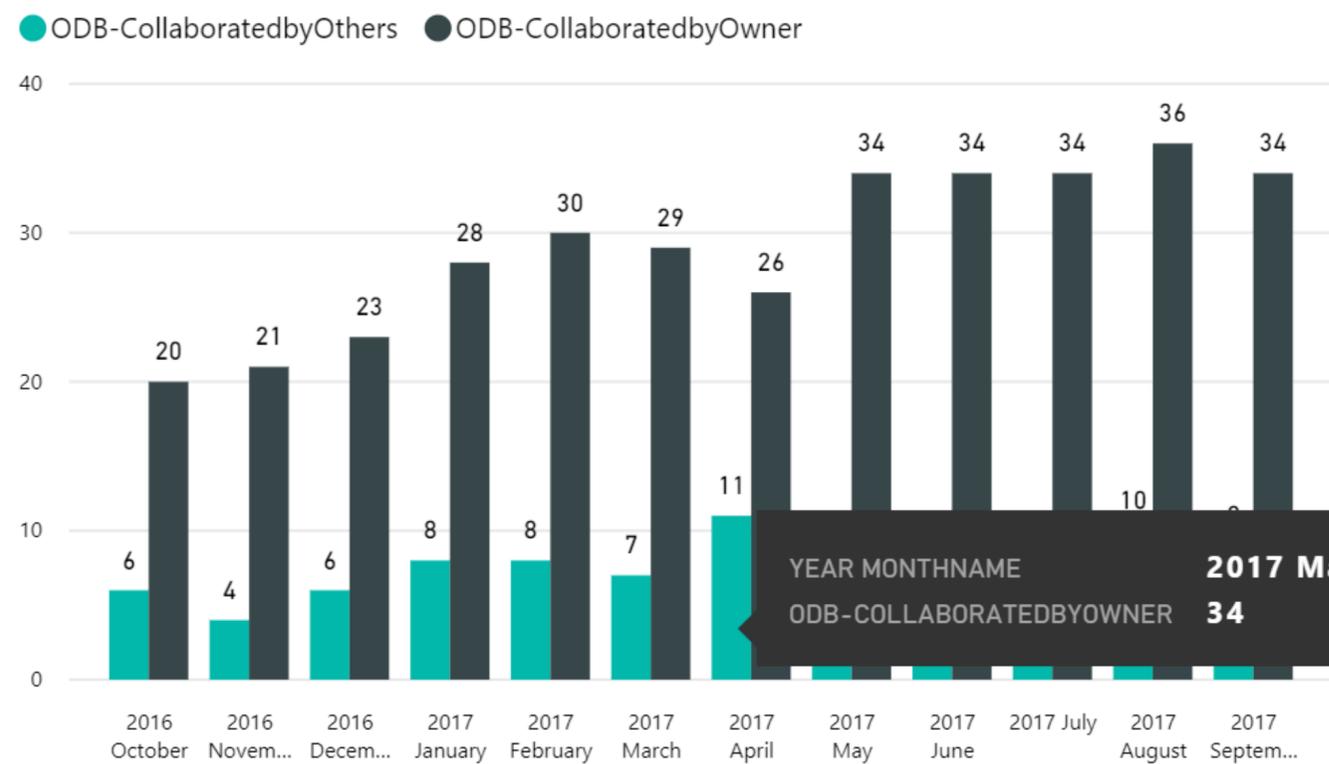
PLANNING FOR MEASUREMENT



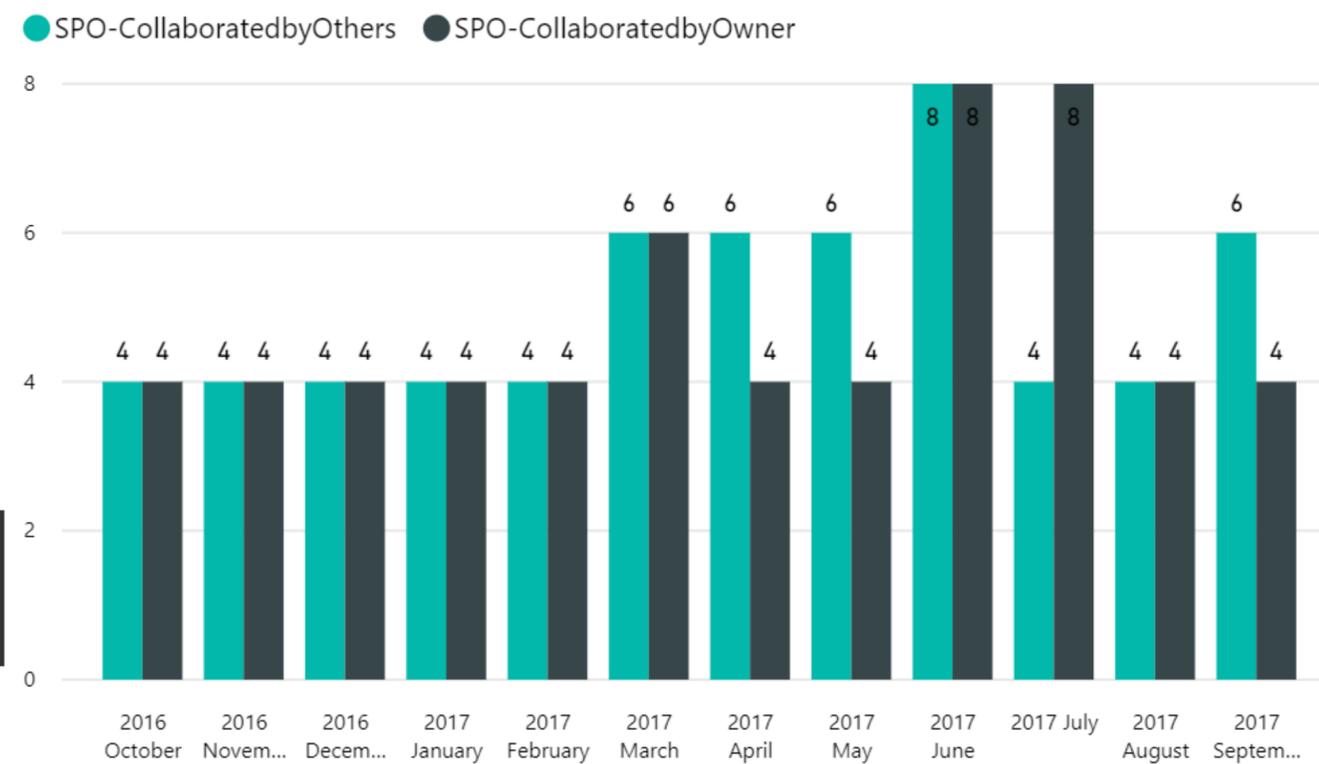
Example: We can see that most sharing is happening in SharePoint and not OneDrive. Great insight is available now in the adoption pack.



OneDrive for Business: Accounts used by owner vs. contributed by others



SharePoint Online: Sites used by owner vs. contributed by others



YEAR MONTHNAME 2017 May
 ODB-COLLABORATEDBYOWNER 34



WHAT ABOUT BUSINESS IMPACT?

Business Impact	S	Y	S	Cloud	D	O	U	V
Reduced Technology Costs	●	●	●	●	●	●	●	●
Reduced Travel Expenses	●	○						●
Improved Process Efficiency		○	●					
Saved Employees Time	●	●	●	●	●	●	●	●
Preserved More Institutional Knowledge		●	●	●			●	●
Improved Employee Satisfaction	●	●	●					●
Reduced Hiring Costs	●							●
Improved Training Relevance		●	●					
Improved Compliance Support			●					



<http://Office365Metrics.com> contains guidance on ways to measure Office 365 & samples of common business impacts it can drive.



CAMPAIGNS ENRICH COE CONTENT



The campaign generates new resources, training, tips, tricks, success stories, and much more that adds continual value to your digital center of excellence.

The screenshot shows a SharePoint site for the "Digital Workplace Center Of Excellence". The top navigation bar includes "Office 365" and "SharePoint" logos, along with icons for Teams, OneDrive, Notifications, Settings, and Help, and a user profile for "Richard Harbridge". The left sidebar contains a search bar and a list of navigation items: Home, Conversations, Resources, Wiki & Notebook, News & Pages, Center Of Excellence Con..., Digital Workplace Feedb..., Success Story Submissions, Frequently Asked Questi..., Champions List, Champion Nominations, Mentorship & Support R..., Training, and Site contents. The main content area features a "Digital Workplace Center Of Excellence" header with a "Public group" label, a "Following" status, and "Group conversations" link. Below the header is a "New" button and a "Published 4:52 PM" timestamp with an "Edit" button. The "Quick Links" section includes: "Get caught up with your team using OneDrive!", "Have An Idea Or A Request?", "How Did Our Digital Workplace Help You?", and "Nominate Or Become A 2toLead Champion". The "Center Of Excellence News" section has an "Add" button and a "See all" link. The news items include: "Announcement: Join The Digital Workplace Champions@2toLead Our Champions Program,..." by Richard Harbridge (June 12, 4 views) and "Announcement: Introducing Microsoft Teams". The "Activity" section shows a calendar event for "Digital Collaboration Skill Training" on Thursday, Dec 7, All day, and a "Summary Of Outlook Resources" link.

TACKLE GOVERNANCE & ADOPTION TOGETHER



Start implementing some of these practices in your organization today and shift from tackling adoption and governance as projects to tackling adoption and governance like a service.



Successful & Modern Microsoft 365 Governance

It's About Efficiency Not Just Risk

Plan For Technology Governance

The Business Must Engage & Support

Governance Is Never "Done"

| Pro-Active Governance & Adoption Is Better



Most Common SharePoint & Teams Sprawl Issues and How to Solve Them

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Let's connect and find ways to do more and work together.



Thank you!