



THR2172- Microsoft Office 365 & Teams Adoption

THE
REAL
WORLD

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The players in our story...



Oak Ridge National Laboratory

Science and Technology lab
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The largest US DOE science and energy laboratory, conducting basic and applied research to deliver transformative solutions to compelling problems in energy and security that span a broad range of scientific and engineering disciplines



Tina Snyder

Mobile Systems Management/
Office 365 SME
Oak Ridge National Laboratory

Tina has been with Oak Ridge National Laboratory for 12 years and currently works on bringing her users into the world of Office 365. Her focus is on training employees about the benefits of Office 365 and increasing user adoption

Early efforts at modernizing collaboration at ORNL

Research and collaboration are key to the lab's success...

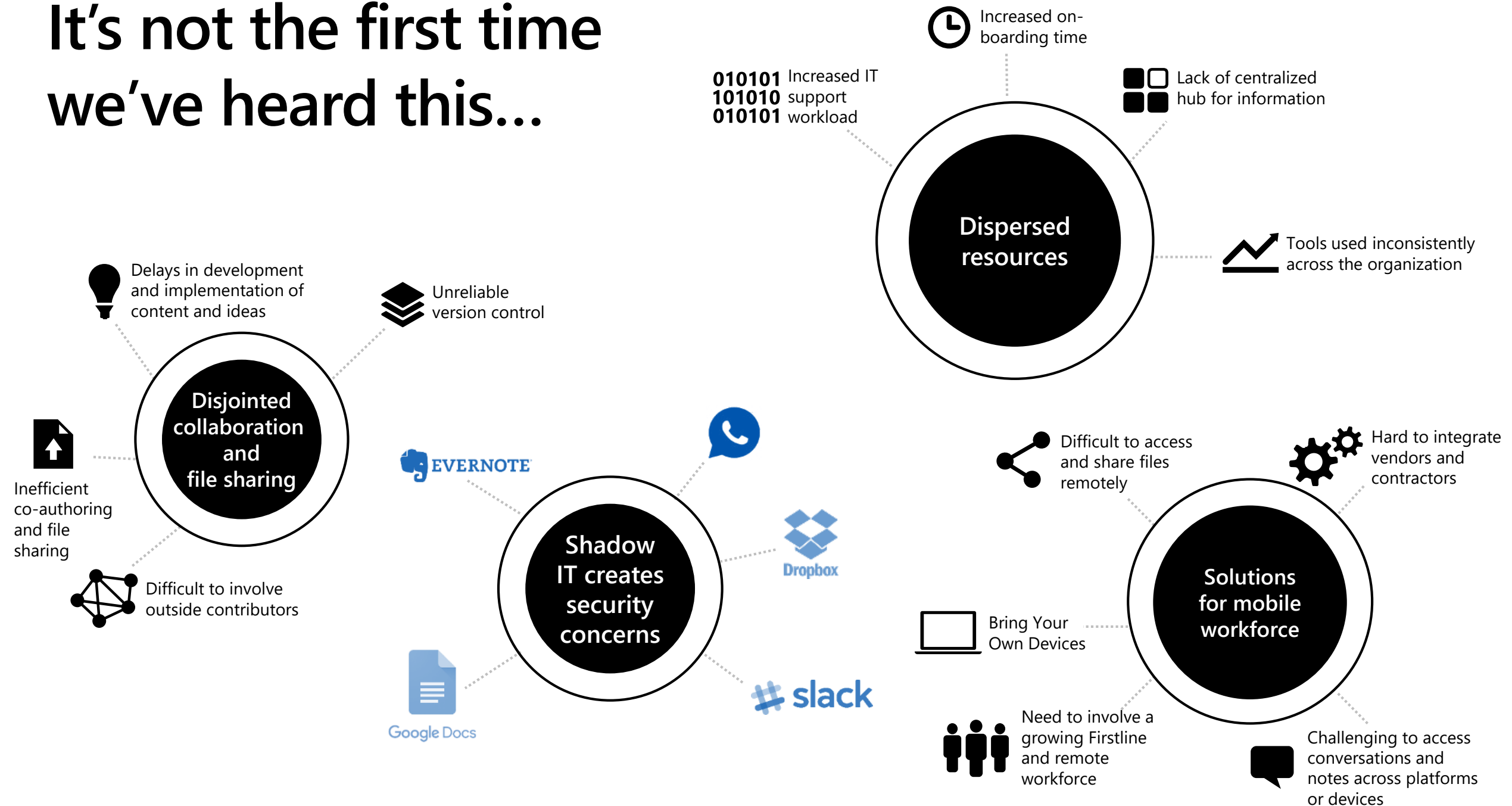


If you don't have a plan for your life...













Research and collaboration are key to the lab's success...












It's not the first time we've heard this...



The drivers for modernizing collaboration with Teams

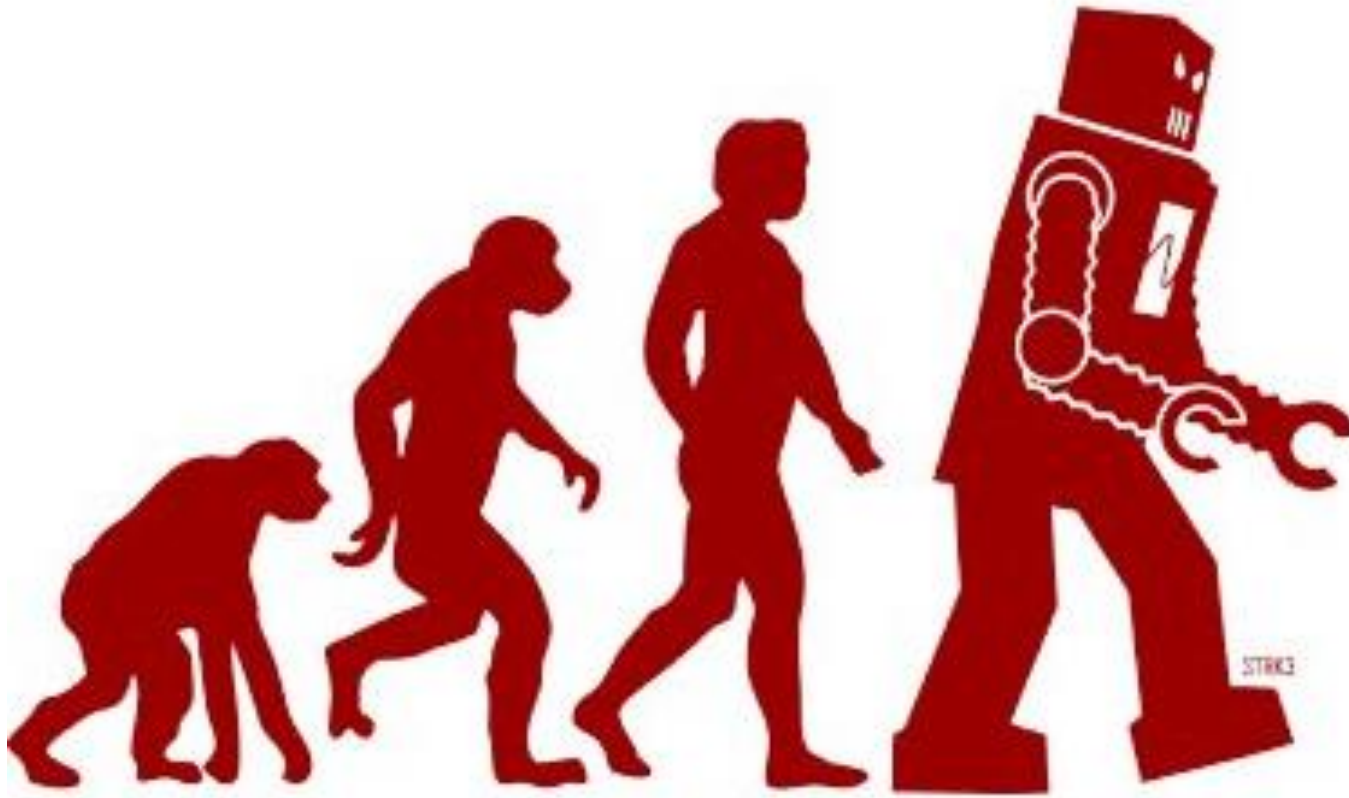
Email (Outlook) VS Skype for Business VS Microsoft Teams	Email (Outlook)	Skype	Teams
Immediacy			
Persistence and Follow-Up			
Group Discussions			
1 to Few Discussions			

Conversations

Email (Outlook) VS Skype for Business VS Microsoft Teams	Email (Outlook)	Skype	Teams
File Collaboration			
Meeting Recordings			
Managing Notifications			

Files and Notifications

What did the pilot look like at ORNL?



- False starts
- Lessons Learned
- Education Delivered
- Blockers Identified

Setting up your “pilot” groups...

- Recommendations
 - > 300 user orgs should consider having only a subset of users on “targeted” release
 - Target for “target” should be IT *AND* power users across depts
 - Use this group for O365, Desktop and Application evaluation



Equipping your pilot groups

The screenshot displays the Microsoft 365 Admin Center interface. On the left, the 'Active users' section shows a list of users with columns for Display name, Username, and Licenses. Adele Vance is selected. On the right, the user profile for Adele Vance is shown, including a photo, name, and 'Sign in allowed' status. Below the profile, the 'Licenses and Apps' tab is active, showing a list of licenses and apps assigned to the user.

Display name	Username	Licenses
Adele Vance	AdeleV@M365x758837.OnMicrosoft.com	Office 365 E5, Enterprise Mobility + Security E5
Alex Wilber	AlexW@M365x758837.OnMicrosoft.com	Office 365 E5, Enterprise Mobility + Security E5
Allan Deyoung	AllanD@M365x758837.OnMicrosoft.com	Office 365 E5, Enterprise Mobility + Security E5
Bianca Pisani	BiancaP@M365x758837.OnMicrosoft.com	Unlicensed
Brian Johnson (TAILSPIN)	BrianJ@M365x758837.OnMicrosoft.com	Unlicensed
Cameron White	CameronW@M365x758837.OnMicrosoft.com	Unlicensed
Christie Cline	ChristieC@M365x758837.OnMicrosoft.com	Office 365 E5, Enterprise Mobility + Security E5
Conf Room Adams	Adams@M365x758837.OnMicrosoft.com	Unlicensed
Conf Room Baker	Baker@M365x758837.OnMicrosoft.com	Unlicensed
Conf Room Crystal	Crystal@M365x758837.OnMicrosoft.com	Unlicensed
Conf Room Hood	Hood@M365x758837.OnMicrosoft.com	Unlicensed
Conf Room Rainier	Rainier@M365x758837.OnMicrosoft.com	Unlicensed
Conf Room Stevens	Stevens@M365x758837.OnMicrosoft.com	Unlicensed
Debra Berger	DebraB@M365x758837.OnMicrosoft.com	Office 365 E5, Enterprise Mobility + Security E5
Delia Dennis	DeliaD@M365x758837.OnMicrosoft.com	Unlicensed
Diego Siciliani	DiegoS@M365x758837.OnMicrosoft.com	Office 365 E5, Enterprise Mobility + Security E5
Emily Braun	EmilyB@M365x758837.OnMicrosoft.com	Office 365 E5, Enterprise Mobility + Security E5

User Profile: Adele Vance
Sign in allowed
Change photo

Licenses (5)

- ☒ Enterprise Mobility + Security E5 (2 of 26 licenses available)
- ☐ Microsoft Flow Free (9996 of 10000 licenses available)
- ☐ Office 365 E3 (24 of 25 licenses available)
- ☒ Office 365 E5 (1 of 25 licenses available)
- ☐ Windows 10 Enterprise E3 (23 of 25 licenses available)

Apps (39)

Show apps for: All licenses

- ☒ Audio Conferencing (Office 365 E5)
- ☒ Azure Active Directory Premium P1 (Enterprise Mobility + Security E5)
- ☒ Azure Active Directory Premium P2 (Enterprise Mobility + Security E5)
- ☒ Azure Advanced Threat Protection (Enterprise Mobility + Security E5)

• Technology steps

- Set release ring preferences
- Set user-level app access

• Support your pilot group

- Establish communication/feedback strategy (Teams is a perfect vehicle)
- Establish an education strategy (Consider Office 365 Champions program)

<https://www.microsoft.com/en-us/microsoft-365/success/champions>

ORNL: Learning from the past, looking to the future...

The planning...

- Analyzed data, workspaces, and technologies to determine which workloads made the most sense to migrate to the cloud and in which priority
- Identified governance strategies to pilot
- Began to share with users what changes were coming and the values and began work on a comms and training plan
- Identified simplification of tasks for users migrating from Google suite and Drop Box (unofficial channels)

Key initiatives...

- Map changes to business value, not just technical capabilities
- Develop a sustainable adoption program, not just a technical rollout schedule
- Train, but know training isn't enough be agile
- Identify a cross-discipline team

A woman with long dark hair, wearing a dark jacket, is sitting at a dark table and writing in a notebook with a blue pen. The notebook is open, showing handwritten notes on the left page. To her left, a white smartphone lies on the table. In the background, a large, out-of-focus glass sphere is visible. The text 'WHERE ARE THEY NOW?' is overlaid in large white capital letters on the right side of the image.

**WHERE
ARE THEY
NOW?**

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

ໂພນຊຸມນຸມ

Dziękuję

谢谢

Tack

Mulțumesc

спасибо

Merci

תודה

多謝晒

дядкую

Ďakujem