Microsoft

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
Sponsored by DOE

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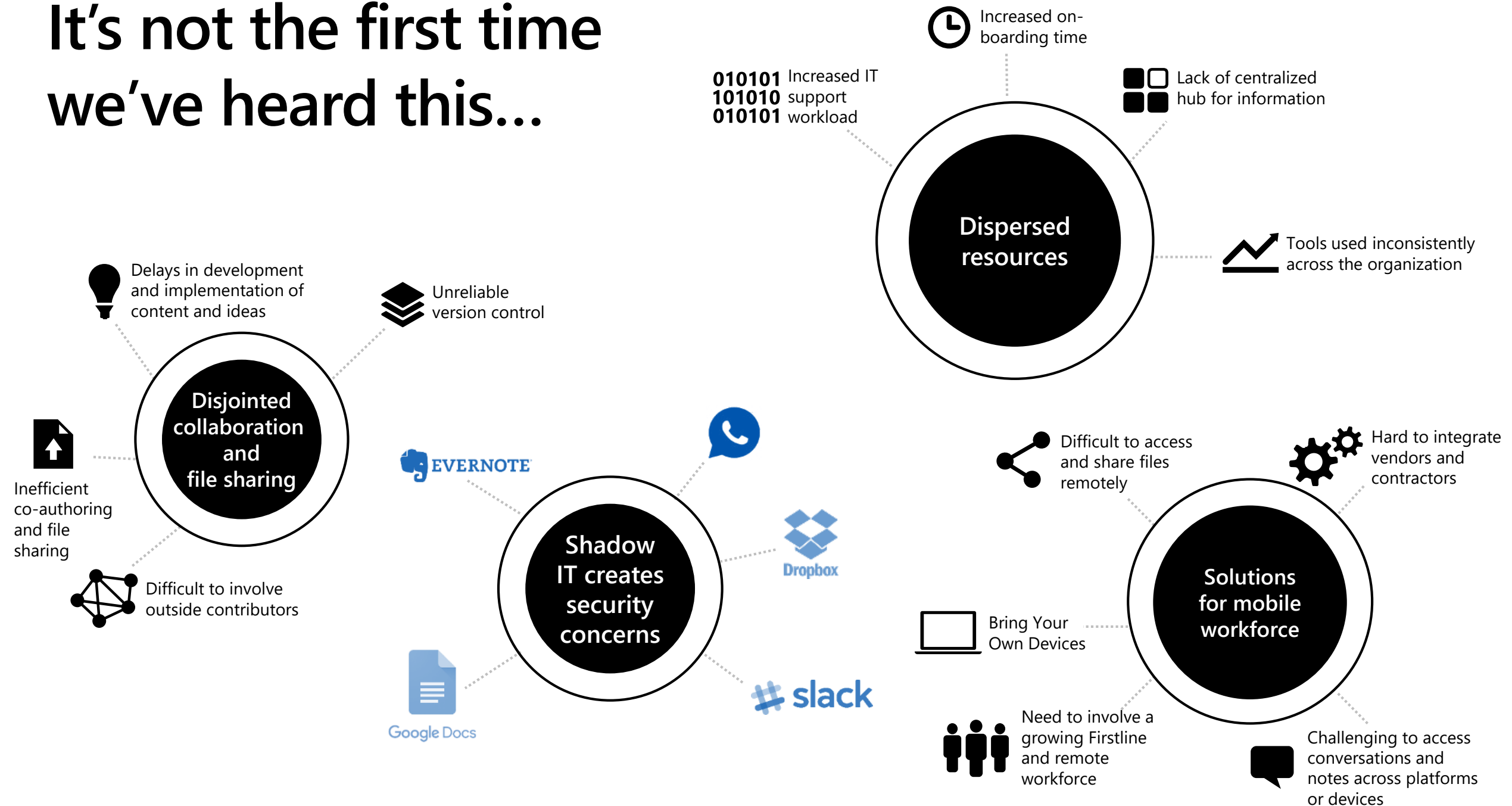
Research and collaboration are key to the lab's success...

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...

Dispersed resources
- Increased on-boarding time
- Lack of centralized hub for information
- 010101 101010 010101 Increased IT support workload
- Tools used inconsistently across the organization

Disjointed collaboration and file sharing
- Delays in development and implementation of content and ideas
- Unreliable version control
- Inefficient co-authoring and file sharing
- Difficult to involve outside contributors

Shadow IT creates security concerns
- EVERNOTE
- Dropbox
- Google Docs
- slack

Solutions for mobile workforce
- Difficult to access and share files remotely
- Hard to integrate vendors and contractors
- Bring Your Own Devices
- Need to involve a growing Firstline and remote workforce
- Challenging to access conversations and notes across platforms or devices

The drivers for modernizing collaboration with Teams

Conversations

Files and Notifications

What did the pilot look like at ORNL?
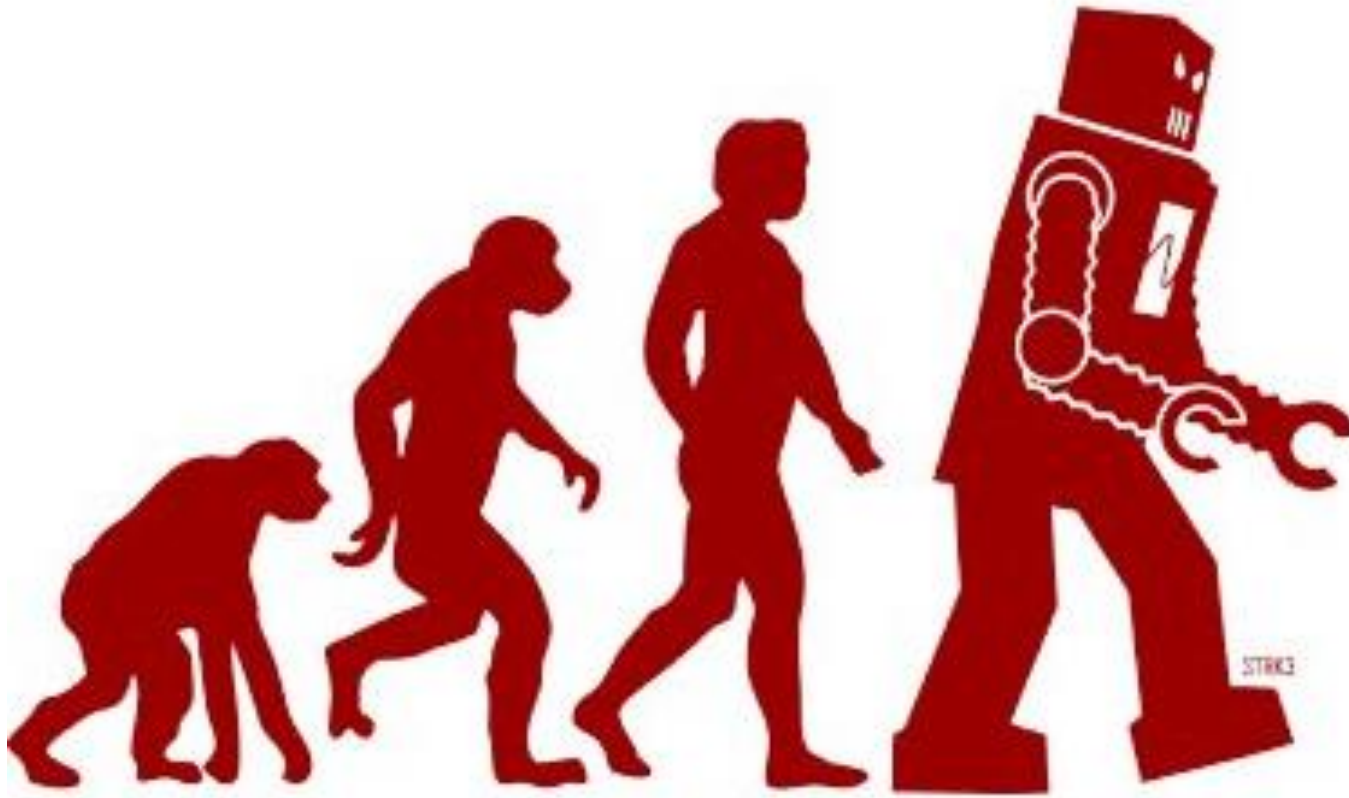
- False starts
- Lessons Learned
- Education Delivered
- Blockers Identified

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

- # 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

WHERE ARE THEY NOW?

thank you

Gracias	ευχαριστώ	Danke	Grazie	благодаря
Hvala	Obrigado	Kiitos	شكراً	Tak
Ahsante	Teşekkürler	متشكرم	Salamat Po	감사합니다
Cám ơn	شكريه	Terima Kasih	Dank u Wel	Děkuji
நன்றி	Köszönöm	ありがとうございます	ขอบคุณครับ	Dziękuję
谢谢	Tack	Mulţumesc	спасибо	Merci
תודה	多謝晒	дякую	Ďakujem	