



SharePoint CONFERENCE

Office 365 Adoption in 10 Steps

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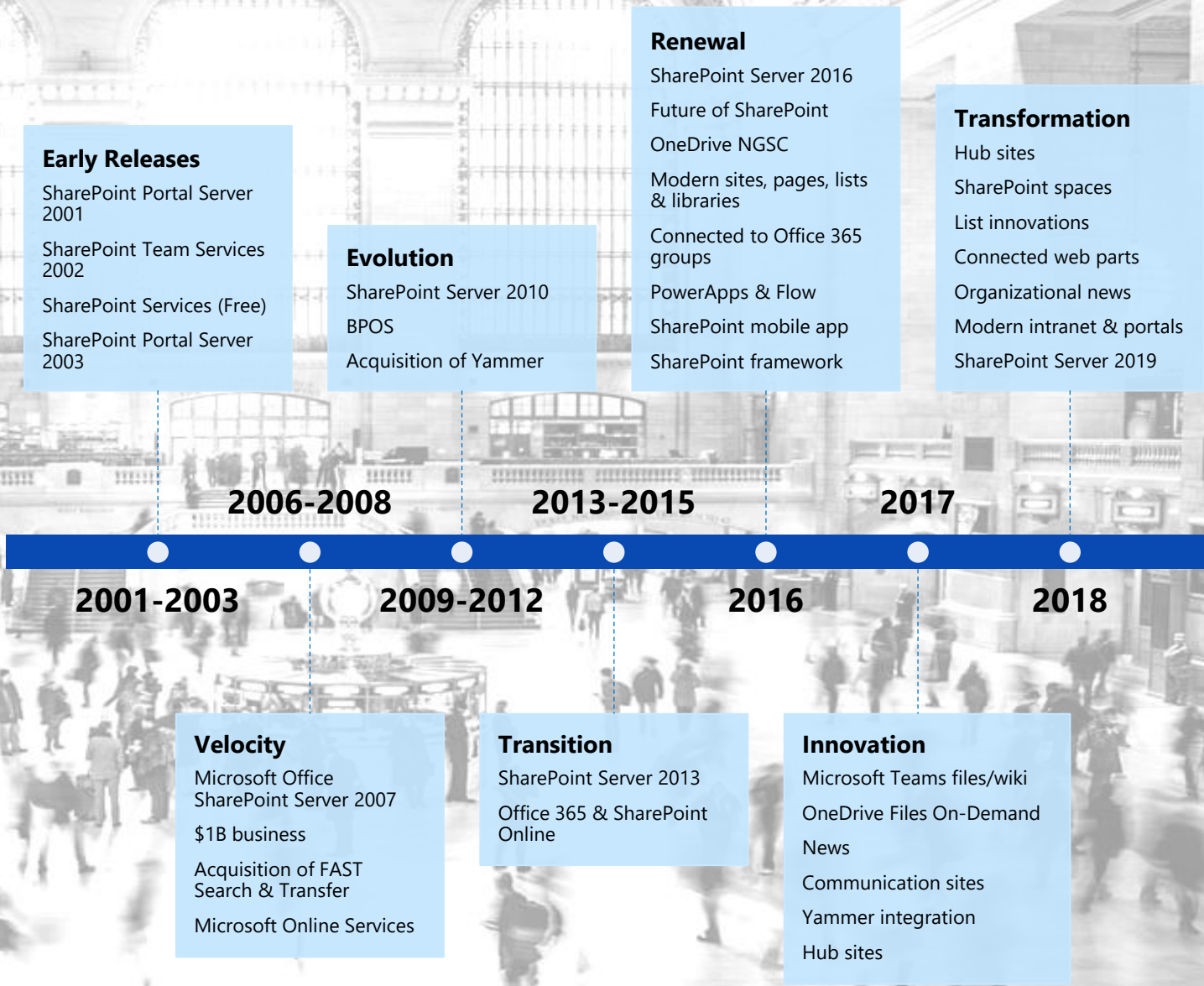
What are you using?

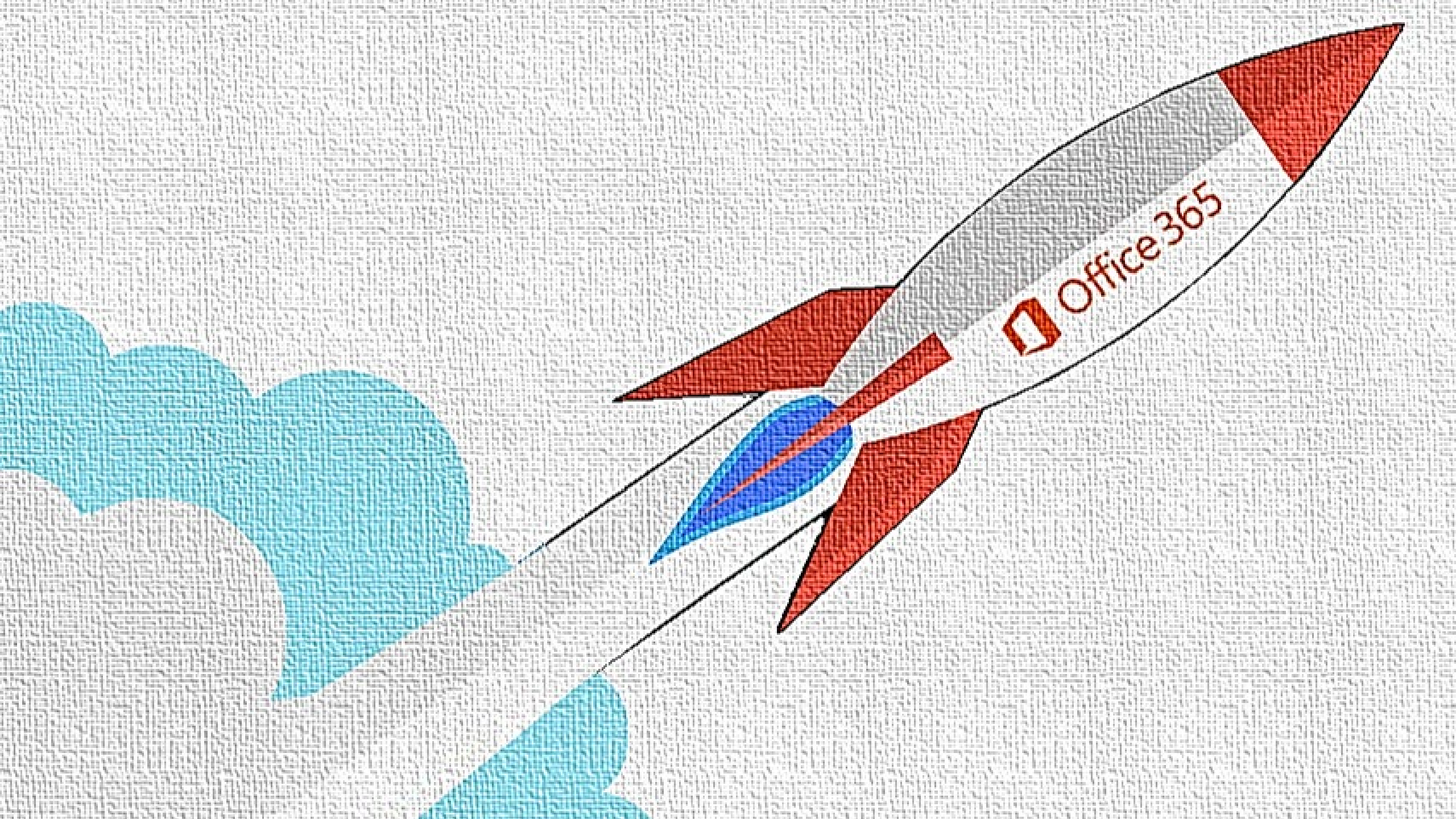
 SharePoint

 Office 365



A Brief History





Office 365

The Challenge of Adoption



Resources – People, technology, knowledge



Scope - Project size, goals, requirements



Time – Task durations, dependencies, critical path



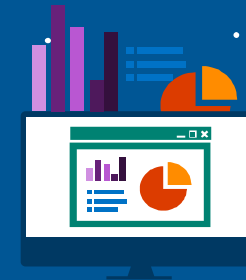
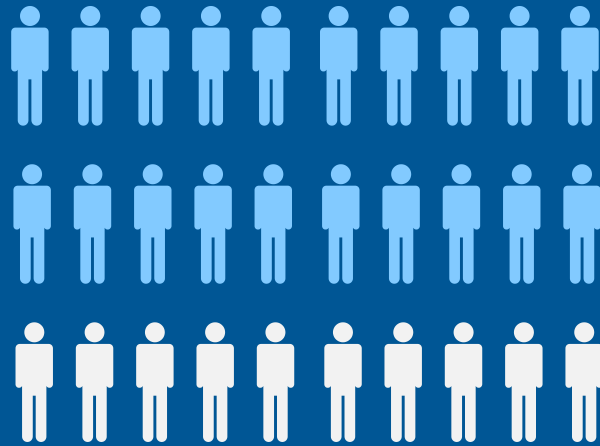
Money – Budgets, costs, contingencies

MEET THE MODERN LEARNER



**OVERWHELMED
DISTRACTED
IMPATIENT**

Two thirds of workers complain that they don't have enough time to complete their jobs



80%

80% of employees admit to using non-approved SaaS apps in their jobs



20%

20% of the workforce is comprised of contractors, temporary staff and freelancers



Number of times per hour checking inbox



Knowledge Workers unlock their smartphones up to 9 times every hour



Workers get interrupted as often as once every 5 minutes

MODERN
COLLABORATION

PERSONALIZED
INSIGHTS

THE MODERN WORKPLACE

CONTENT
MANAGEMENT

SECURITY AND
COMPLIANCE



Primary Focus on Systems of Record
are a thing of the past





We need to shift our focus
to *Systems of Engagement*

9 types of innovation



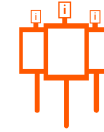
Breakthrough



Business Model



Disruption



Incremental



Process



Product



Organization

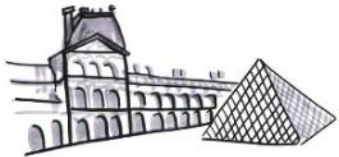


Outcome-Driven

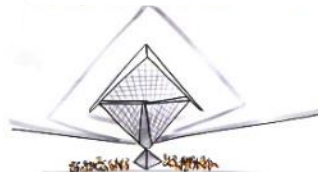


Service

Digital Workplace



IT'S INSUFFICIENT TO JUST BE BEAUTIFUL ON THE OUTSIDE

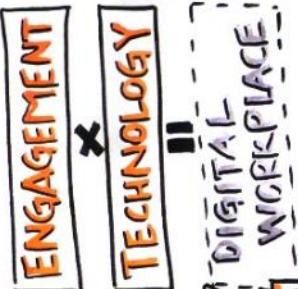


YOU HAVE TO BE BEAUTIFUL ON THE INSIDE TOO.

Sustainable growth + effective competitive success requires transformation from within!

DIGITAL WORKPLACE IS A **JOURNEY**

USER ENGAGEMENT IS NOT AN AFTERTHOUGHT



SPEND TO MAKE THE INTERFACE BEAUTIFUL + EASY TO USE

TOOLS ARE GREAT, BUT ARE WORTHLESS WITHOUT ENGAGEMENT

- BE CONTEXTUALLY INTELLIGENT
- SENSE + RESPOND THROUGH HUMAN/MACHINE INTERACTIONS

CONNECT the DOTS



GIVE PEOPLE A VOICE!
IT'S A MERITOCRACY!

Score the content



IF YOU POST GREAT CONTENT, YOUR PERSONAL BRAND GROWS

USE DATA TO MAKE DECISIONS

ANALYTICS

Choose the SPIKES that will have the most **IMPACT**

MEASURE!

UNDERSTAND HOW PEOPLE ARE DIGESTING + USING THE INFORMATION / ASSETS
→ create asset scores



START THE FIRES IN THE ORGANIZATION!

Share!
Recognize!
Reward!
Sustain!

Are you trying to DIGITIZE or **DIGITALIZE?**

create a marketplace for knowledge + innovation

Directly Aligned to business priorities

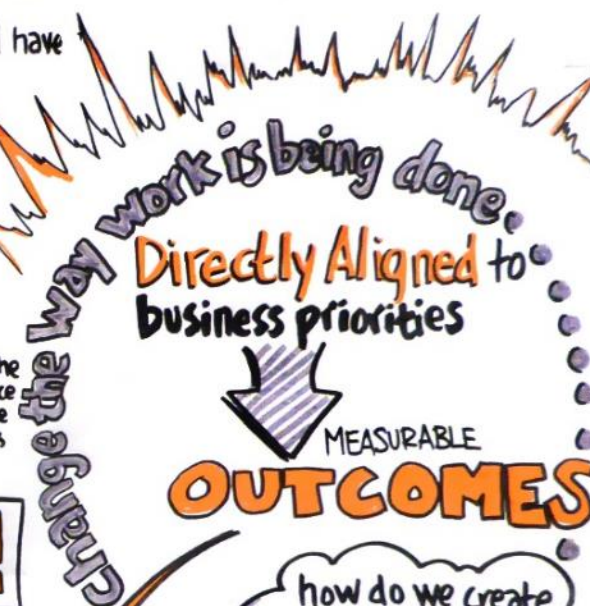
MEASURABLE **OUTCOMES**

how do we create a digital culture?

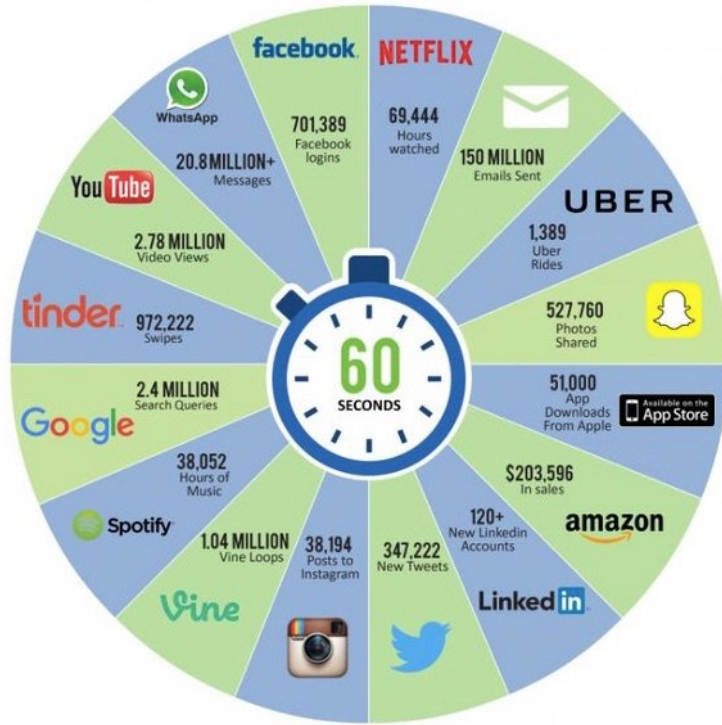
ORGANIC GROWTH
IMPROVED EXPERIENCE

Digital workplace isn't a thing... it's a **JOURNEY**

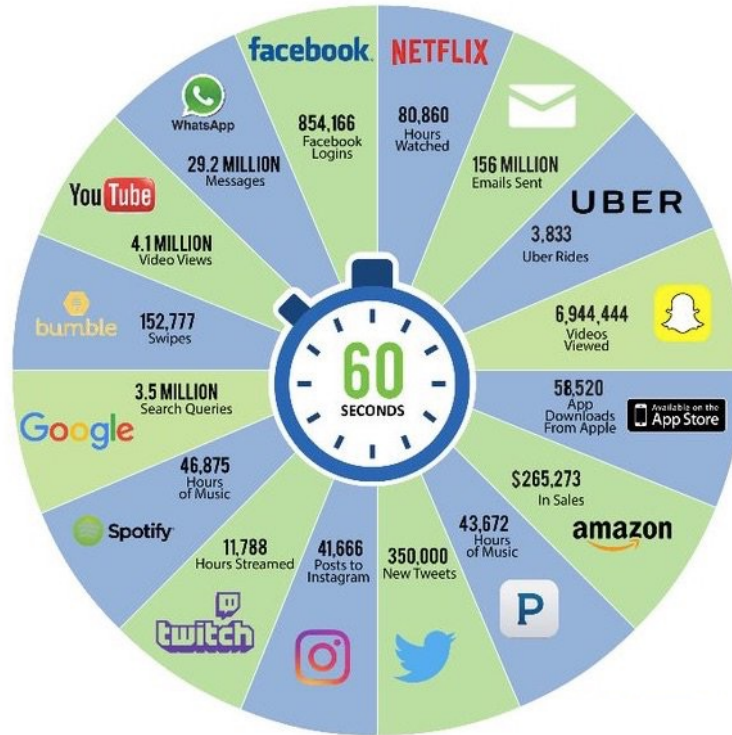
THINK ABOUT THE EXPERIENCE ACROSS DEVICES



2016 What happens in an INTERNET MINUTE?



2017 What happens in an INTERNET MINUTE?



2018 This Is What Happens In An Internet Minute





BE IN THE KNOW



Welcome to the new Roadmap

Office 365 is now part of the Microsoft 365 Roadmap.

[TAKE A QUICK TOUR >](#)

Microsoft 365 Roadmap

Get the Latest Updates

Microsoft 365 is a complete, intelligent solution, including Office 365, Windows 10, and Enterprise Mobility + Security, that empowers everyone to be creative and work together, securely.

Search for a product, release or specific update

Filters

Products

- Enterprise Mobility + Security +
- Office 365 +
- Windows 10 +

Platform

+

Cloud Instance

+

New & Updated Features

+

Showing 639 updates¹:

[Download](#) [Share](#) [RSS](#)

	In development <input type="checkbox"/>	Rolling out <input type="checkbox"/>	Launched <input type="checkbox"/>
	186	89	363
Description	Status	Tags	Release
Risky IP for Active Directory Federation Services (ADFS) extranet lockout protection Public Preview	Rolling out	Azure Active Directory	Q2 CY2019
Outlook for Windows: Default permissions for sharing links	In development		Q4 CY2019
Improvements in reporting of 'bad items' during mailbox migrations	In development	Exchange	Q3 CY2019

10 Steps to Adoption

1. K-W-Y-B
2. Office 365 SMEs & Champions
3. Success Manager
4. Corporate Communications Plan
5. Gamification
6. Realization & Environment
7. Operational Support
8. Education Plan
9. Centralized Support
10. Quick Wins

LIVE,
WORK,
CREATE.

What are your
business goals?

Have you created an
IT strategy?



Set Expectations



"If I'd asked customers what they wanted,
they would have said "a faster horse".

– Henry Ford



Office 365 SME's & Champions



Knowledgeable

A dedicated team who has the corporate information required



Secure

A trusted source of information and content (perhaps) not otherwise available



Responsive

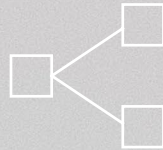
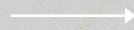
Set a protocol to respond to questions and emails within X period of time, catalog anonymously

Office 365 Success Manager

An Evangelist Role that works WITH all Business Lines



Working throughout the business with all users, questions and driving empowerment



A functional expert who understands the inner workings and configuration of 365



Strategic thinker who can adapt the environment based on questions asked



Defensible auditing insights and analytics based on best practices and data

Corporate Communication Plan

Mission Statement

Why is 365 being used inside your organization and how will it be used to better the organization?

Business Objectives

What objectives are being set and met with and for 365?

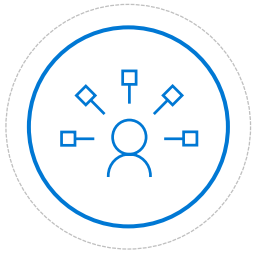
Expectations

How and when to use 365 throughout the organization – when will updates come in and how can I be involved?

Education & Involvement

When will teams be trained and how will they be supported month to month?

Centralized Support



Who and How

- ✓ Who can I go to?
- ✓ Where can I get answers?



Automation

- ✓ Use the tool
- ✓ Integrate and deliver



Analytics and Intelligence

- ✓ Reports and feedback

GOOD
VIBES
ONLY

Realization and Environment



Success isn't Guaranteed

✓ Know your pressure points and prepare to reset



Competing Products Exist

✓ Adoption from other platforms
✓ Leverage the knowledge



People are Watching

✓ Success breeds success
Celebrate the wins

Gamification

Tools

- Exchange
- SharePoint
- OneDrive
- Groups
- Skype for Business
- Teams
- To-Do
- Sway
- Forms
- MyAnalytics
- And more...

Knowledge

- Who does what?
- Support
- Expertise
- External Sources
- Twitter
- Yammer
- Slack
- And more...

Games

- Scavenger Hunt
- Missions and Badges
- Compliance Points
- Rewards and Recognition

Organizational Support

A group of business professionals in suits are gathered around a table, holding several interlocking puzzle pieces. The puzzle pieces are in shades of blue and green, and they are being held together to form a larger shape. The background is slightly blurred, showing a modern office setting.

What is the company doing to commit and show their support?



Education and Training

An ever-changing **adoption** landscape requires constant education and support

Millions of opportunities
thousands of options,
hundreds of touch-points





Quick Wins

People

Who will access information, and when?

Processes


What can we automate to facilitate governance?

Technology

Effective use and actions is critical

Culture

What is the threshold for your organization?



IT changed landscape has created opportunities for businesses to solve problems today – Leverage that!!

The 1 million subscriber mark





Summary



Why are you Using Office 365?



Engaging
Business
Stakeholders



Enterprise
Collaboration &
Workflow



Assuring
Technology
Roadmap



Enterprise
Document
Management



Optimizing
Existing IT
Investments



Transcend How
Work Gets Done



Desires To
Do Things
Properly



IT Business
Alignment

Best Practices

- Determine Initial principles and goals
- Classify your business information
- Develop an education strategy
- Develop an ongoing plan
- <https://docs.microsoft.com/en-us/sharepoint/governance/governance>



Summary

- What's your Journey
- Strategy Succeeds
- Showcase and Deployment
- Communicate





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Thank you

Thank you



Questions

Know What You're Building

Provide the Required Support

Take the Time to Adopt

aka.ms/SPC/Sessions/3570

Share slides and resources from this session

aka.ms/SPC/Sessions/SharePoint

Learn more from related sessions at SPC19

aka.ms/SharePoint/Resources

Explore resources for deployment and adoption

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Stay up to date on the latest product news

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Hashtags

#SPC19 @SharePoint #Office365 #Microsoft365 #MVPBuzz

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