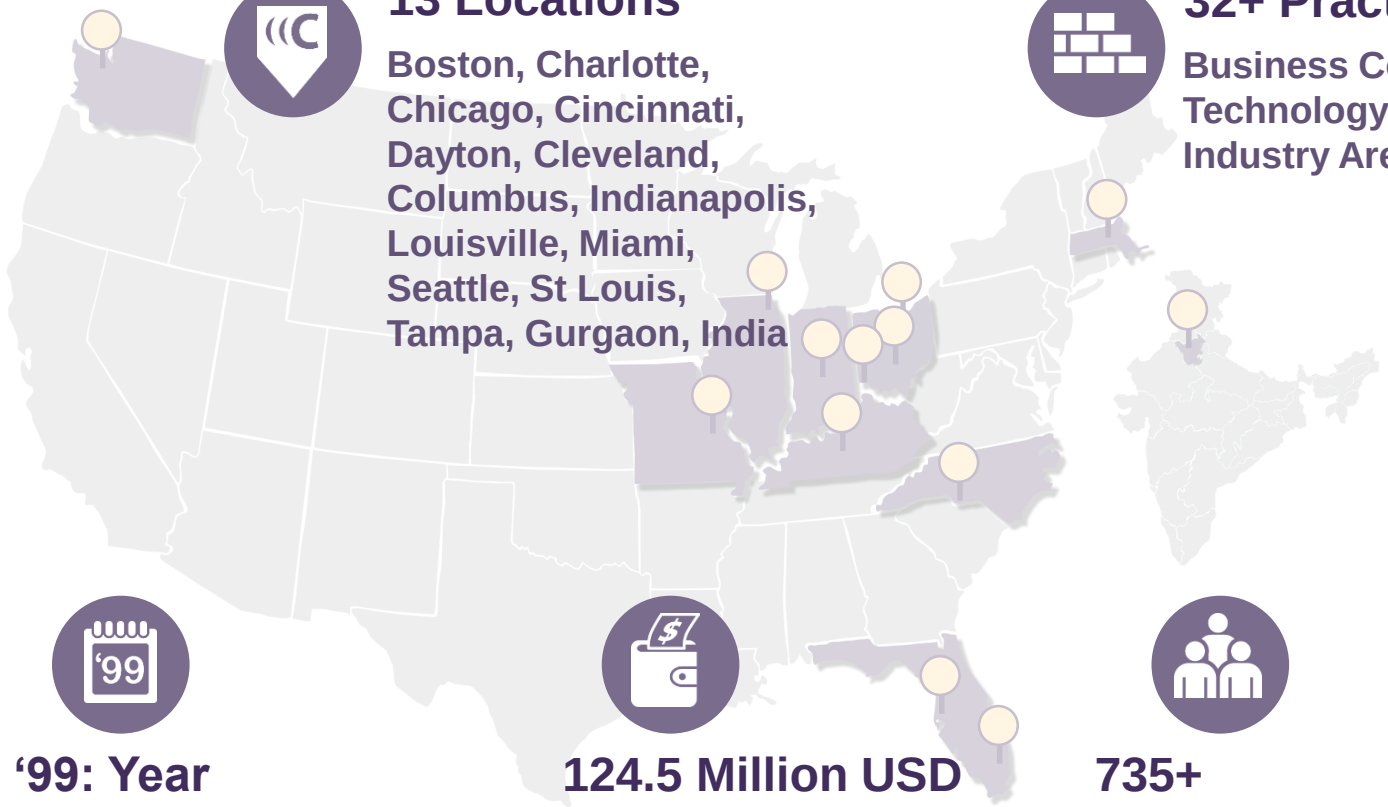
WHO WE ARE

We're a **business consulting** and **technology solutions** company that's been around for more than 15 years and we're building a company that will be here for 100 more.



13 Locations

Boston, Charlotte, Chicago, Cincinnati, Dayton, Cleveland, Columbus, Indianapolis, Louisville, Miami, Seattle, St Louis, Tampa, Gurgaon, India

32+ Practice Areas

Business Consulting, Technology Solutions, Industry Areas, Digital

'99: Year Founded

124.5 Million USD

(2016 revenue)

735+ Consultants

MS Teams
A Practical Approach

It’s more than just technology

Mike McNett

((CENTRIC))

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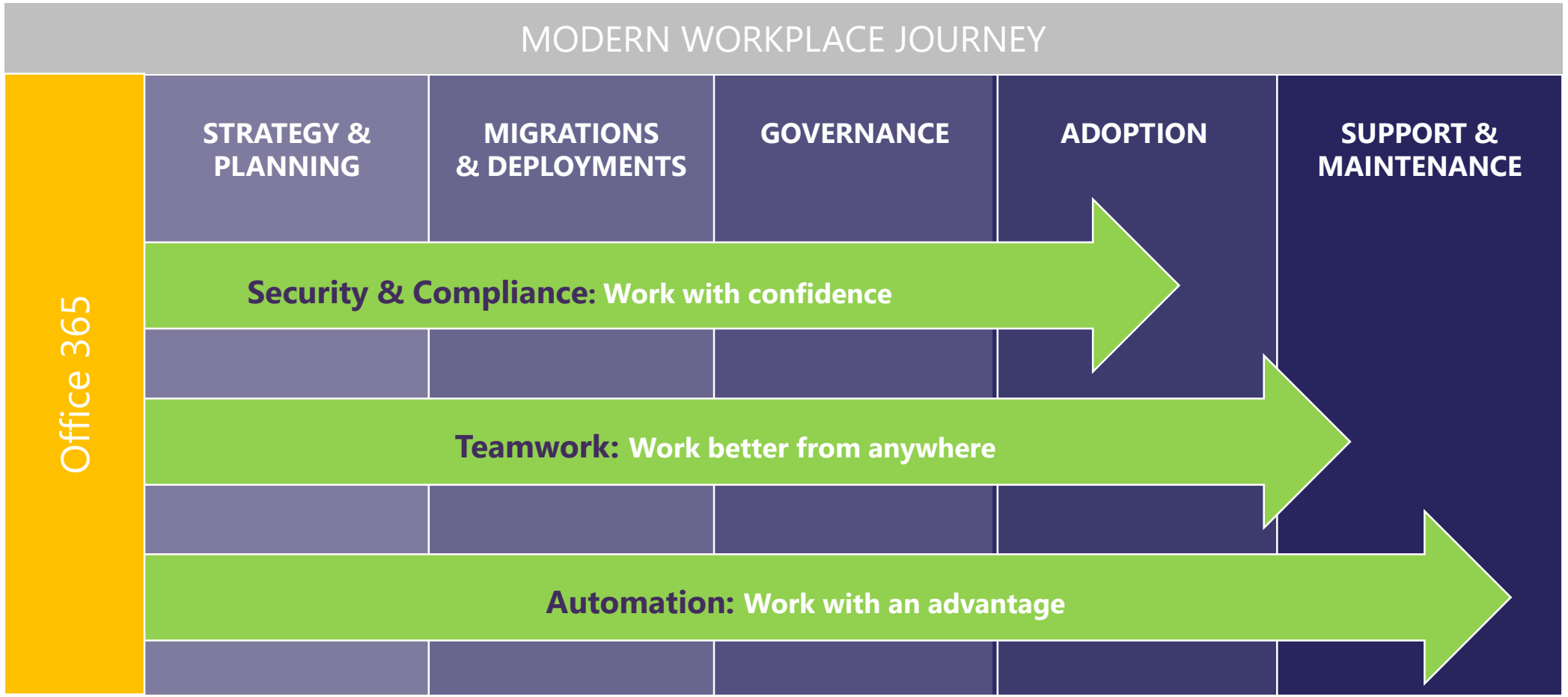
Centric Website: https://www.centricconsulting.com/

Enterprise Collaboration - Office 365 Capabilities

Our capabilities span from strategy & planning to ongoing support and maintenance with a unique focus on governance and adoption, both key components to successfully deploying Office 365 & Microsoft 365.



Agenda

1. Purpose
2. Introductions – Are you using Teams?
3. Customer Immersion Experience (CIE)
4. Technical Stuff (for us nerds)
5. User Interface / User Experience
6. How to overcome some existing limitations
7. Service Adoption and Change Management

Purpose

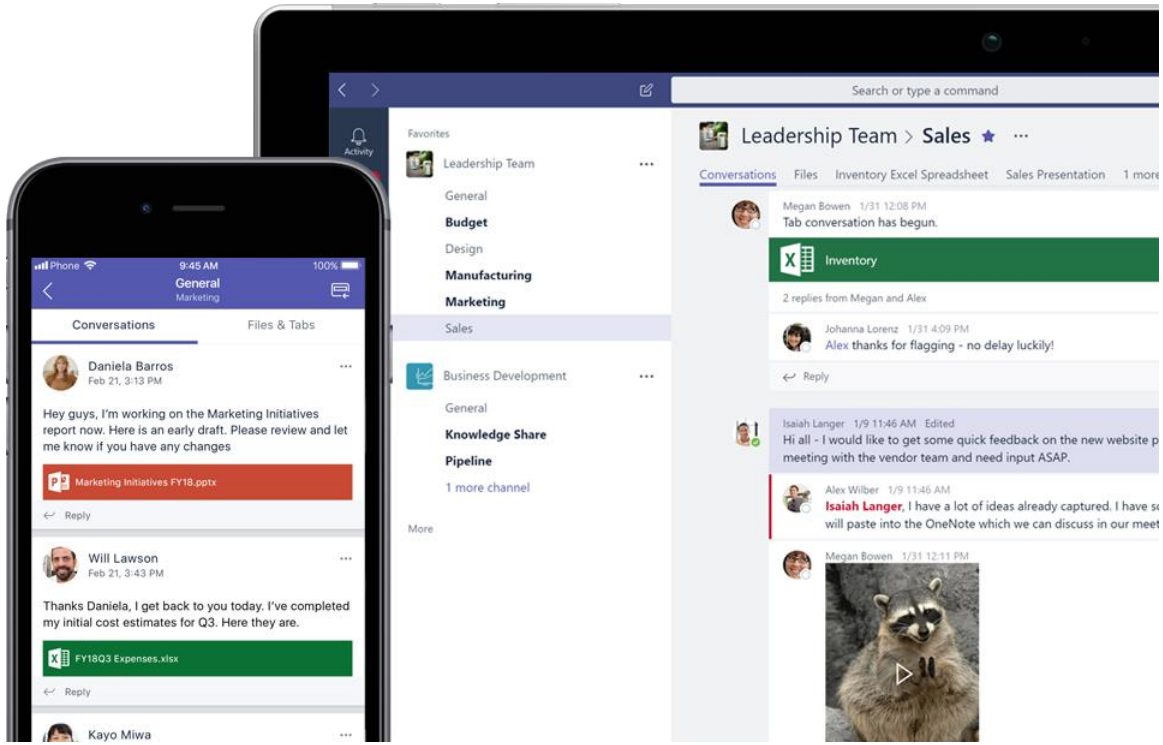
- To provide a variety of (mostly) non-technical perspectives on Microsoft Teams that can be used to encourage organizations to use MS Teams

- To discuss how to break down barriers and manage resistance to change among business users of Office 365 workstreams

What's Your Background?

- How many of you are currently using Teams?
- What is your current role?

- What are you using Teams for?
- Has it changed how you work, communicate, and collaborate (for better or worse)?
- What's your favorite thing about Teams?
- What's your biggest complaint / frustration with Teams?



Office Windows

Customer Immersion Experience

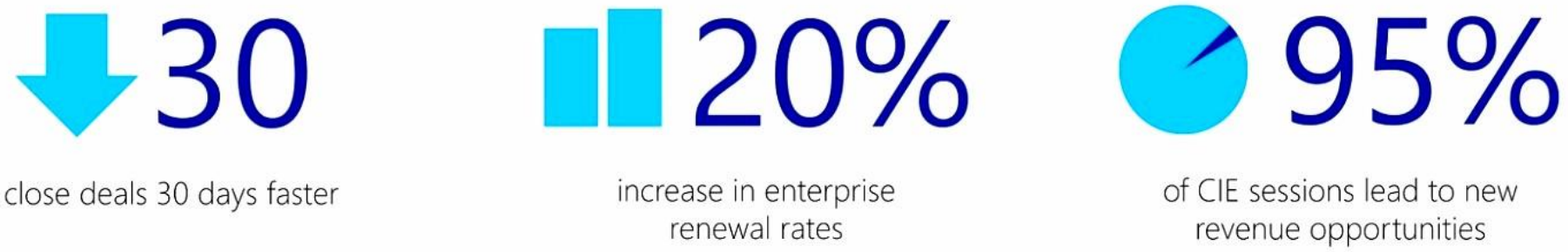
CIE Overview

Explore.

Customer Immersion Experience (CIE)

The CIE is a powerful tool where customers explore and discover Office 365 hands-on with an interactive, virtual “sandbox” environment populated with data, files, personas, and Microsoft solutions at their own pace. It’s not a demo and it’s not training!

A study shows that taking customers through a CIE can have the following impact:

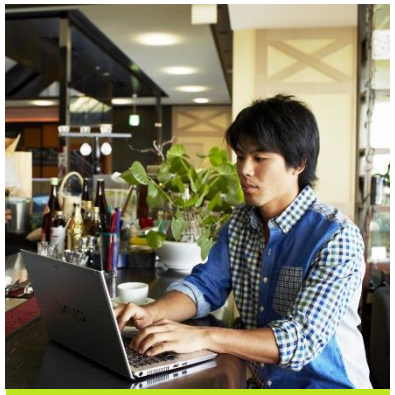


https://partner.microsoft.com/en-us/marketing/cie

CIE Storyline | “A day in the life”

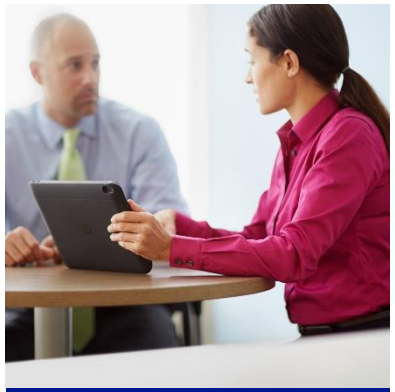
Catch up on emails on the go

1



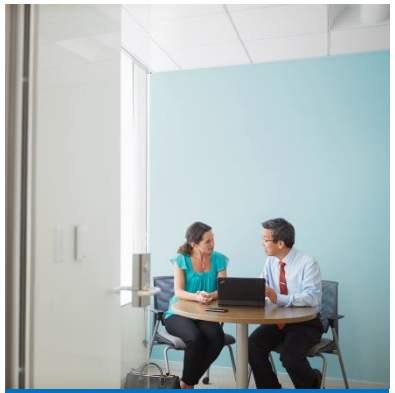
Capture, review and share notes from anywhere

2



Keep information secure while being productive

3

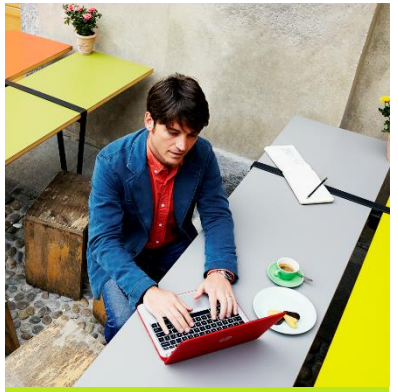


Use social tools to find experts and answers

4

Visualize and analyze complex data

5



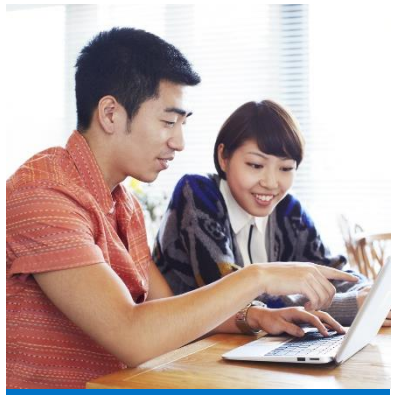
Coauthor and share content quickly

6

CIE Storyline | Productivity Pillars

Mobile Productivity

1

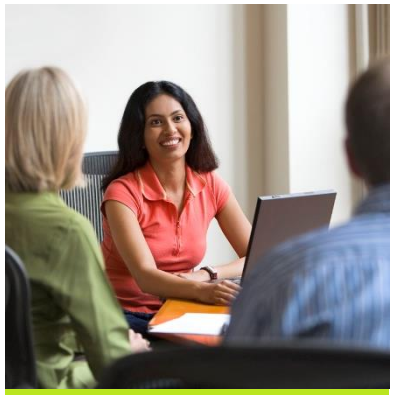


Connected Collaboration

2

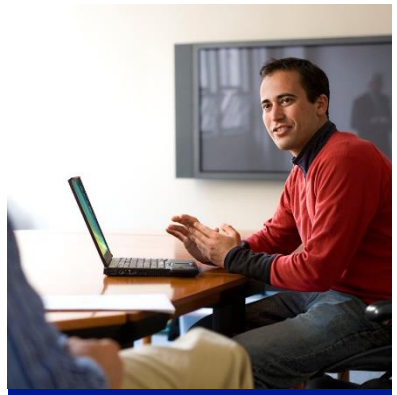
Sales Productivity

3



IT Security and Control

4



Personalized Insights

5

CIE Persona Options

Instant Session - 1 Persona

Instantly access 1 persona
Available for 4 hours

Launch an easy version of CIE with one persona to quickly demonstrate an area of interest using Commercial content.

Launch

Instant Session - 20 Personas

Instantly access 20 personas
Available for 4-96 hours

Launch a virtual CIE immediately available with industry specific content and 20 personas.

Session is available for 4-96 hours after confirming launch.

Launch

Quick Tenant

Setup required, not virtual
Available for 90 days

Request a Quick Tenant when you need a Tenant the day of.

These can be available for extended periods of time, but additional equipment and manual setup is required.

*Session already scheduled

Request

Custom Tenant

Setup required, not virtual, additional support needed
Available for 90 days

Request a Custom Tenant when you have multiple days before your session and would like to customize the company name.

These can be available for extended periods of time, but additional equipment and manual setup is required.

*Session already scheduled

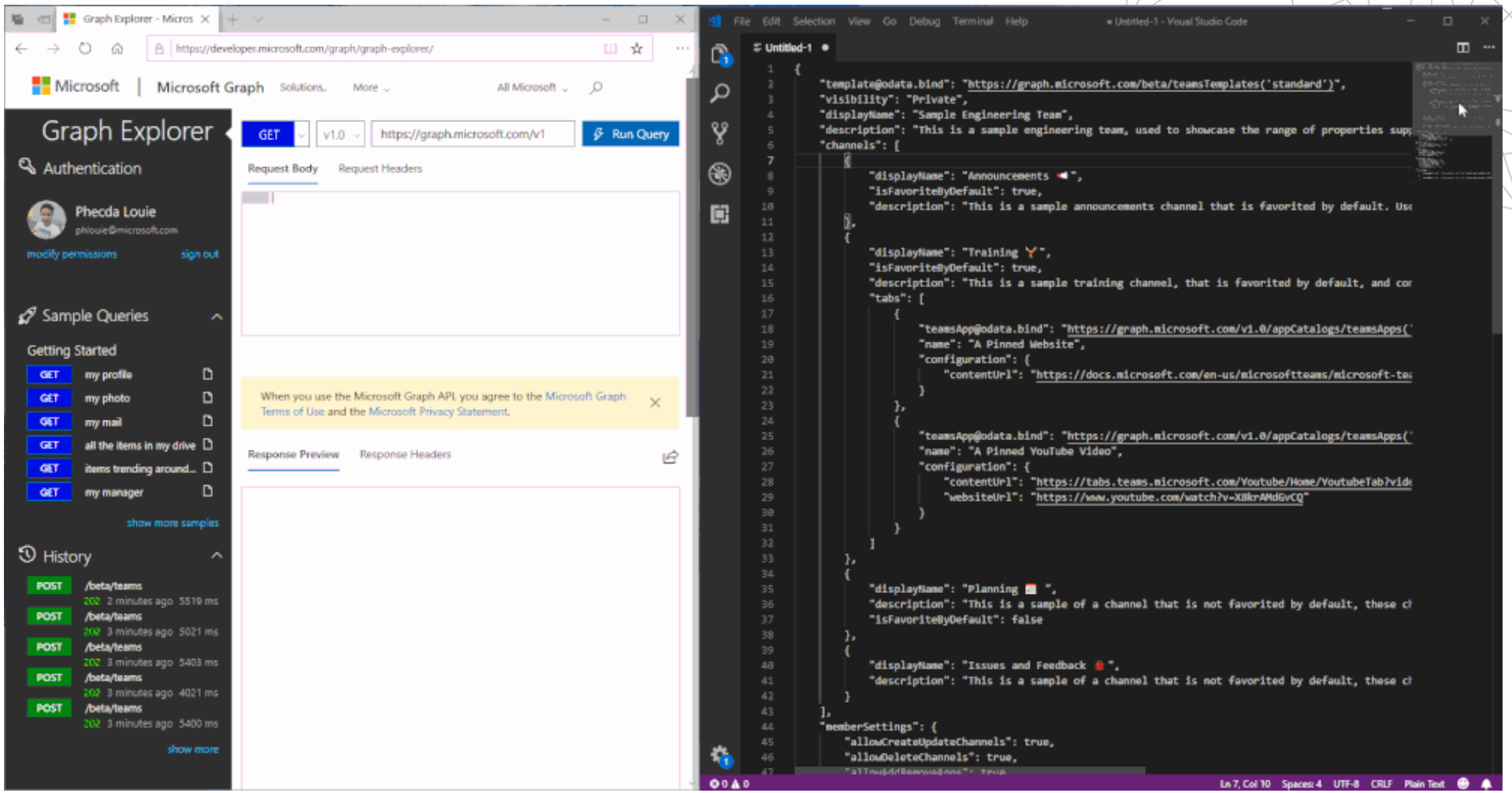
Request

- Can be a part of a Microsoft Teamwork Assessment
- Maintains consistency with Office 365 updates
- Skype / Teams video and audio limitations
- Typical challenges related to running virtual machines through a web browser
- Multiple industry-specific guides (Government, Healthcare, Education, Financial Services, etc.)

Microsoft Teams – Templates

New Capabilities and Templates using Graph API:

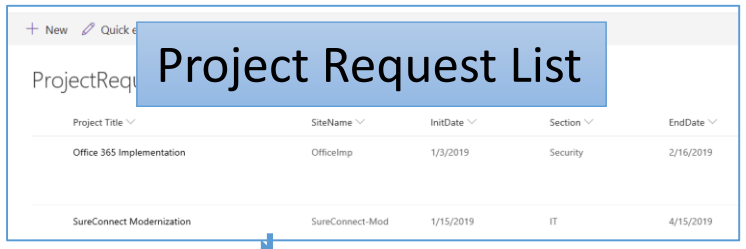
- Healthcare
- Retail
- Education



Links:

- https://docs.microsoft.com/en-us/MicrosoftTeams/healthcare/healthcare-templates
- https://docs.microsoft.com/en-us/graph/api/team-post?view=graph-rest-beta

Site & Team Creation – Process to support Governance Policies



Approval Workflow

Approved?

Yes

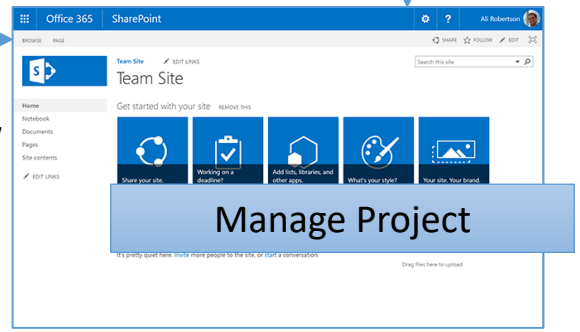
No

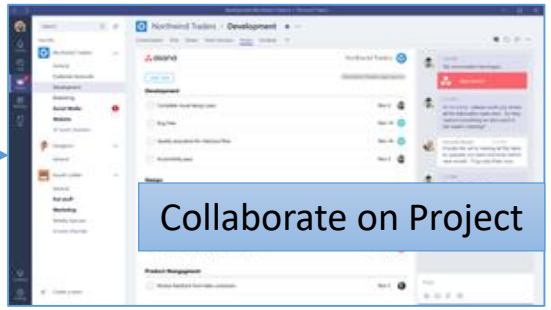
Email Requestor

Site Templates

Create SDLC Site and Team Channel

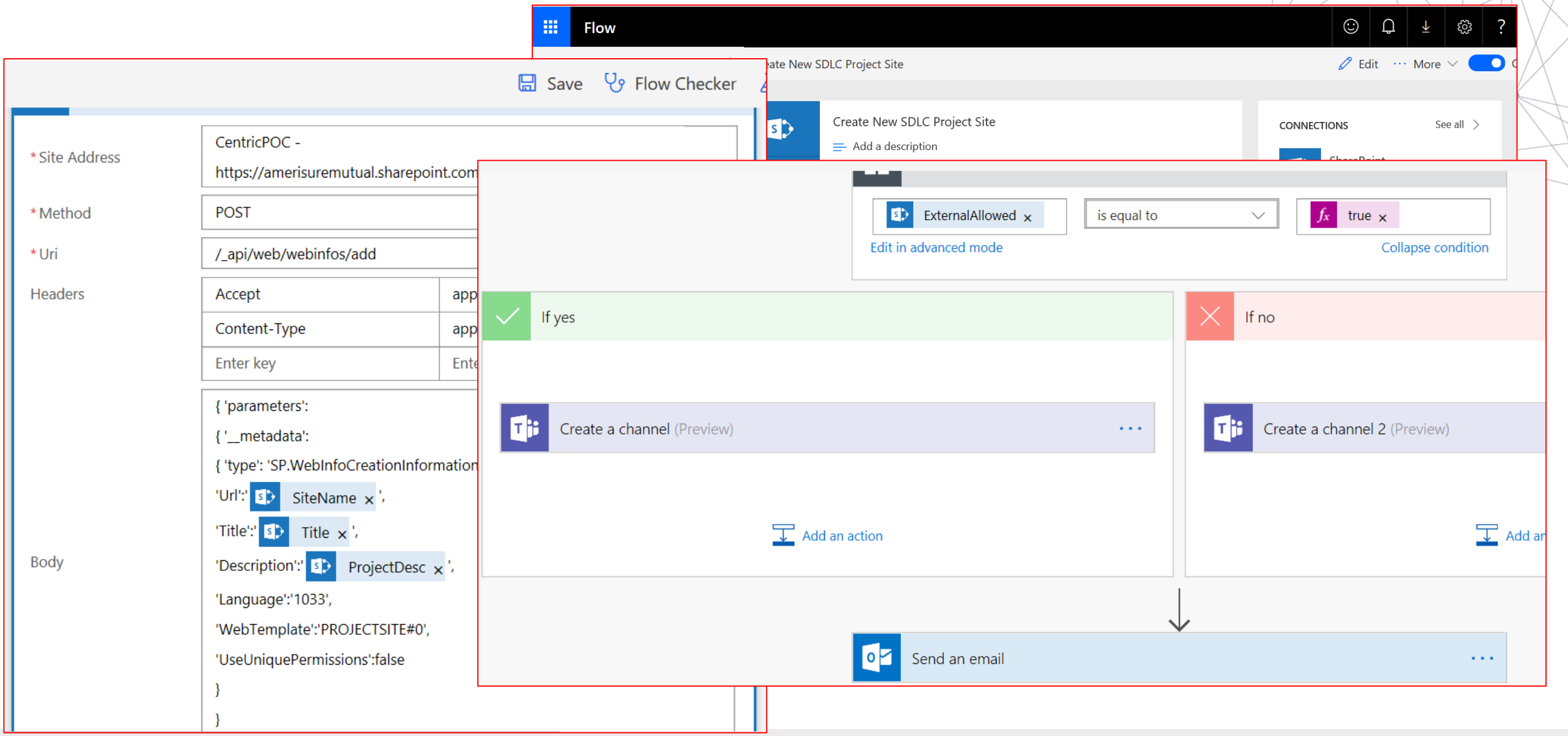
Site and Channel Creation Workflow (MS Flow)





- How are sites requested today?
- Governance Policy: Managed Site and Team creation
- List-based request system
- Everything's OOB
- Could be improved with Teams templates; creating new teams instead of channels (requires Azure automation), etc.

Site & Team Creation – MS Flow



User Interface / User Experience

1. Training – use Teams for this –a good use of the Organization-wide team
2. High visibility / highly critical teams – spend time to help them configure their teams
3. Keep the user inside Teams whenever possible (and when reasonable)
   a) RSS feeds, websites, Intranet, interactions with other systems, show how to access OneDrive and Downloads, provide a link back to the Teams site in the local nav of sites.
   b) Use site pages to aggregate important information across the channels in a team
   c) A “kudo’s / fun stuff” channel can be useful
4. Decrease # channels and # teams – make team/channel creation a conscious decision – if not used, get rid of it – review periodically
5. Using Site Pages to aggregate and disseminate information across channels – Recent documents, recent activity, lists, dashboards, etc.

User Interface / User Experience

Limitation	Alternatives
Lack of Links	• Create a traditional SP List with links, surface in Teams • Quick Links in a Site Page, surfaced in a tab • Wiki (not a fan – not searchable, etc.)

Flat structure of Teams	• Careful consideration of
	  • Team creation and lifecycle
	  • Naming conventions (Teams and Channels)
	  • Limiting # of Channels
	  • Internal vs External
	• Archiving Teams
	• Educating members on “Favorite” functionality and sorting options
	• Add a cloud storage to Team “Files” locations for “authoritative” documents (i.e., you want these files easily found but you don’t want them duplicated)

Lack of true support for SharePoint Metadata in document libraries	• Many challenges here… • Cross your fingers – MS is supposed to have this out by summer
Planner Functionality	• Use for lightweight task management for a team, Kanban type process, etc.

Microsoft Teams – Service Adoption

- **Adoption Hub is a good place to start**

Start	Experiment	Scale
Get started Understand teams and channels Create your first teams Assess cultural and organizational readiness	Create your champions program Governance quick start Define usage scenarios Onboard early adopters and gather feedback Onboard support	Define outcome and success Optimize feedback and reporting Drive awareness and implement training Schedule service health reviews

Link: https://docs.microsoft.com/en-us/MicrosoftTeams/adopt-microsoft-teams-landing-page

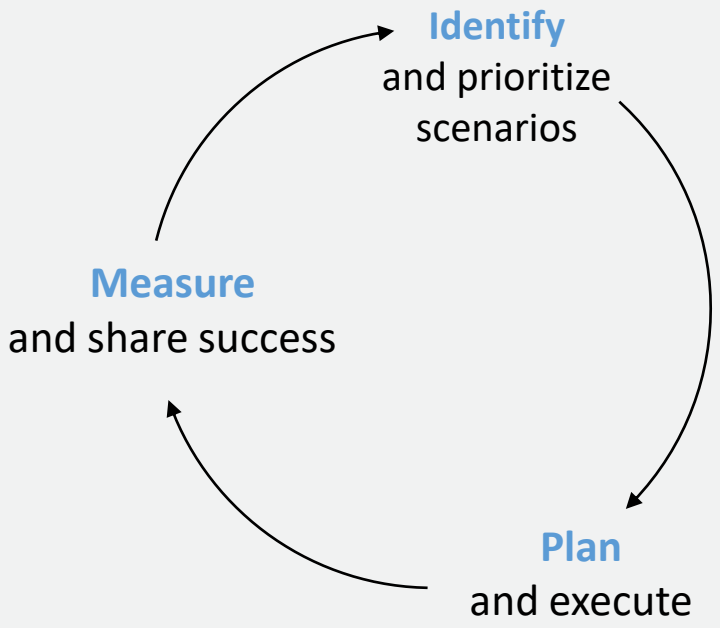
Deliver Value With a Structured Approach to Scenarios

Delivering Value

Get started with these easy wins

- Employee Engagement & Communication
- Bring Campaigns to Market Faster
- Increase Sales Productivity and Grow Revenue
- Streamline Business Reviews

Build on wins



Define Success Criteria: Examples

Sample Success Criteria. Choose criteria to help you show leadership the impact of your Microsoft 365 implementation

Success Criteria	Method	Example Goal
Reduced operating costs Increased adoption correlates to reduced third-party conferencing usage, travel time, and resource allocation	**Quantitative** Microsoft 365 reporting Finance/accounting reports Travel and phone expense reports	Comparison of pre- and post- Microsoft 365 reports will show cost savings. Post-roll-out usage of third party phone conferencing should show decreasing usage of 10% per month
Increased productivity Increased adoption correlates to faster communication and decision making, shorter time to complete tasks	**Quantitative** Process efficiency gains **Qualitative** End user surveys Yammer groups and feedback	Time to complete customer orders drop by 15% within 6 months
Improved collaboration Increased cross-team and cross location communications	**Qualitative** End user surveys	Increased usage of Microsoft Teams
Improved employee engagement Employees are fully absorbed by and enthusiastic about their work and so take further action to help the organization achieve its goals	**Qualitative** Employee surveys	Employee engagement improves by 15% within 6 months of rolling out Yammer

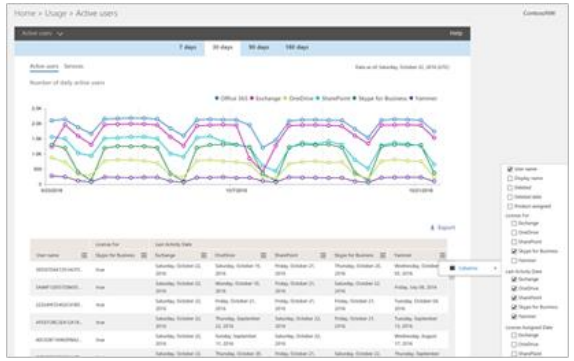
Monitor Adoption of Microsoft 365

The Microsoft 365 Admin Portal provides reports to indicate your current user engagement levels for the different workloads.

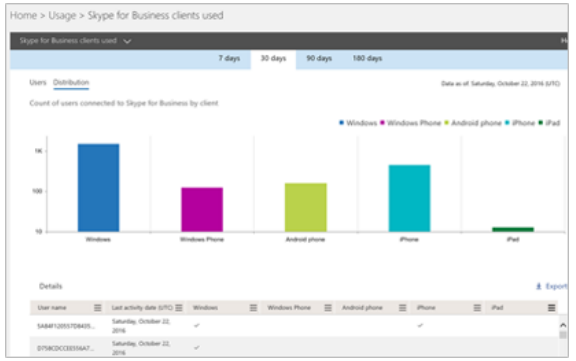
Record the usage metrics before your launch, that way you can see the effectiveness of your adoption activities.

Refer back to these reports to measure against your success criteria and identify areas for improving adoption.

Active User Reports

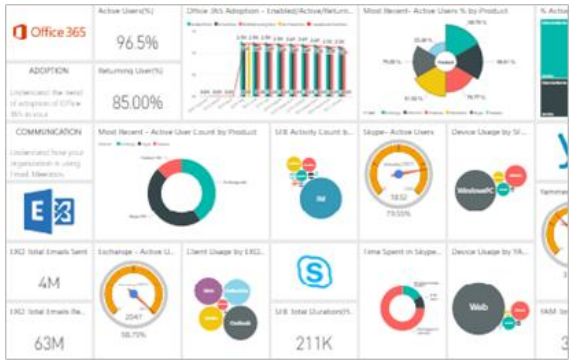


Skype for Business Clients Used



Office 365 Groups Activity

Microsoft 365 Adoption Content Pack

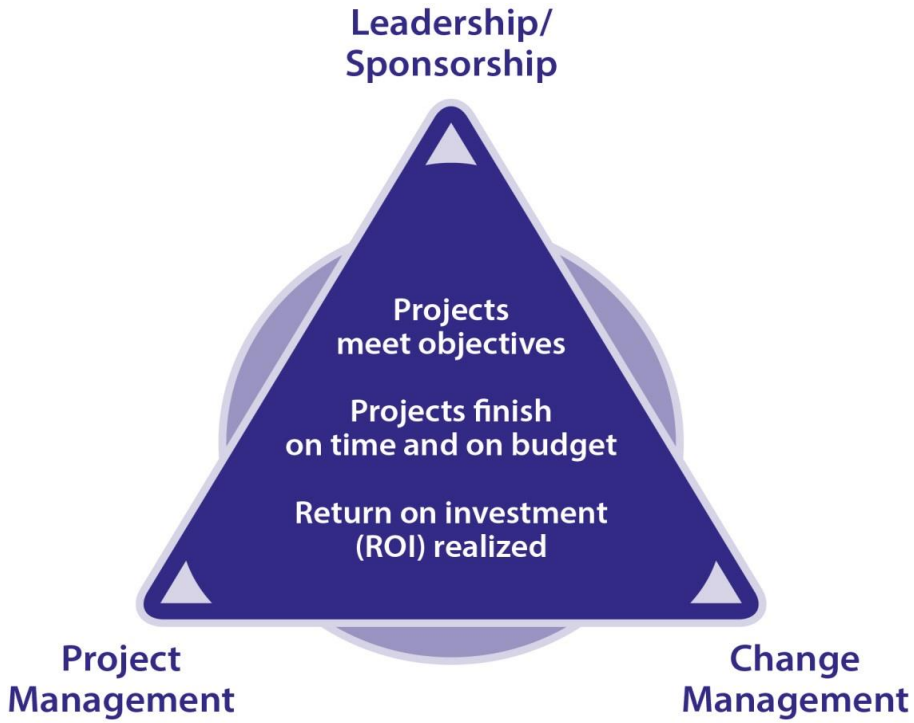


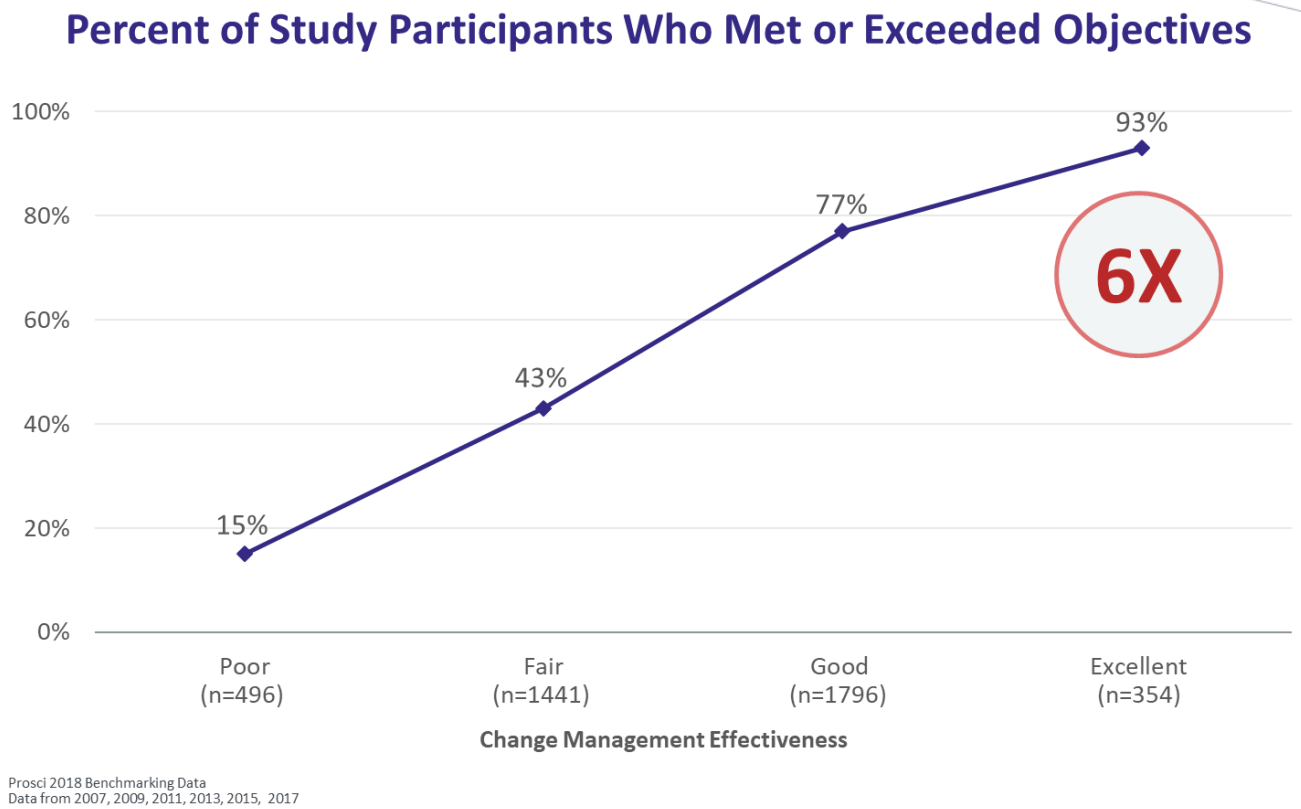
https://aka.ms/o365adoptioncontentpack

Managing Resistance to Change

Prosci Change Management Framework

1. Project Management
2. Change Management
3. Leadership / Sponsorship





Prosci 2018 Benchmarking Data
Data from 2007, 2009, 2011, 2013, 2015, 2017