Discovery:

Deploy:

using it.

transition.

Transition:

Do it yourself

Agencies determine their own strategy and

Agencies will have or procure their own

Agencies will have or procure the technology

organisational change capability to realise the benefits of using a modern desktop, explore and

Note: Agencies may do a Do It Yourself discovery

or deploy, and engage DTA for a Do it With You

mitigate resistance to change, and manage

communication to affected stakeholders.

capability ready to implement M365, or are already

procurement approach.

OFFICIAL 18 February 2021

Protected Utility Engagement Model

How do I use the Protected Utility (Microsoft 365) Blueprint?

This conceptual diagram outlines how customers access the DTA Protected Utility Program.

START: Engagement

- Contact DTA through protectedutility @dta.gov.au, or register via community.desktop.gov.au.
- DTA will hold initial engagement meetings and workshops to establish your objectives.
- We will jointly determine goals, funding, governance, and agree an execution or procurement approach.
- This will be signed off with a Letter of Intent from the DTA.

Engagement

1a protectedutility@dta.gov.au
1b desktop.gov.au

Do it yourself

Do it with you



3 Adoption & Evaluation

Adoption & Evaluation

Adoption:

- Agencies adopt the business change required to work in a modern, secure M365 desktop environment.
- Benefits are realised iteratively and the necessary improvements and business process change are made to enable this
- The customer is independent, empowered, and able to drive its own outcomes. Technology support is provided by the vendor.

Evaluation:

 Lessons learnt and knowledge are shared through a WoG community led by the DTA, via surveys, the desktop.gov.au community, evaluation workshops, and continual services improvements. The DTA may also coordinate whole-of-government (WoG) training.

Do it with you

Discovery:

 Work together with the DTA to understand your agency's business and technical environment, understand its mission and strategy, adoption risks, and drivers and blockers to using M365. DTA can offer some funding support.

Deploy:

Deploy M365 services using the blueprint pattern.
 Technology partners may be required to assist you through this process, guided by the DTA.

Transition:

- Training and change planning may be required.
 Organisational change management (OCM)
 partners may be required to assist you, guided by the DTA. DTA may offer some funding support.
- Note: Agencies may do a Do It With You discovery or deploy guided by the DTA, and then opt for a 'Do It Yourself' approach for transition.



Journey Legend
Non-applicable
Do it yourself
Do it with you
Applicable to everyone

Example Agency Personas

Managed Service Provider



I'm a managed service provider and want to offer M365 services to government agencies.

Suggested Journey

INITIAL ENGAGEMENT DISCOVERY

DEPLOY

TRANSITION

EVALUATION ADOPTION

Business Change Assistance Required



I can or have deployed M365 with my own people, but may need help managing business change.

Suggested Journey

INITIAL ENGAGEMENT DISCOVERY

DEPLOY

TRANSITION

EVALUATION

Technology Assistance Required



I don't have the capacity or skillset to use M365. I want some to outsource to a technology vendor. I can most likely manage my own business change.

Suggested Journey

INITIAL ENGAGEMENT DISCOVERY

DEPLOY

TRANSITION

ADOPTION

EVALUATION

Fully In-House



I can implement my own M365 and manage my own change. I'd like to share knowledge and ask questions in the community to help maximise my use of the Blueprint.

Suggested Journey

INITIAL ENGAGEMENT DISCOVERY

DEPLOY

TRANSITION

ADOPTION

EVALUATION

Technology and Change Assistance Required



I don't have the capacity or skillset to use M365. I want some to outsource to a technology vendor. I don't realise it yet, but I will most likely need support managing business change too.

_....

Suggested Journey
INITIAL
ENGAGEMENT
DISCOVERY

DEPLOY

TRANSITION

ADOPTION EVALUATION OFFICIAL

Protected Utility Engagement Model

Conceptual diagram with agency personas

Do it with you

model

Applicable to all

Do it yourself

Continual

feedback

INITIAL

ENGAGEMENT

During engagement, the customer

reaches out to the DTA to understand

what the Protected Utility Blueprint can

offer, and the steps required to use it.

The DTA will respond to any enquiries.

The DTA may also help to provide initial

strategy analysis and priority-setting,

and plan the most appropriate approach

to support you.

This conceptual diagram, overlaid with agency personas, outlines how customers access the DTA Protected Utility Program.

18 February 2021

DEPLOY AND TRANSITION

During transition, the customer deploys Microsoft Office 365. Deployment may be guided by the DTA. A technology vendor may be required to assist the customer through this process. An approach to market may also be required to procure organisational change management (OCM) services to accomplish the transition.

The DTA will coordinate community events and training, and may support in procuring OCM and technology services if required.

EVALUATION & CONTINUAL IMPROVEMENT

Continual feedback

DISCOVERY

During discovery, the customer and the

DTA, possibly guided by a strategy

partner vendor, work together to

understand the agency's business and

technical environment, security risks,

mission and strategy. The agency and

DTA will work to mitigate any adoption

risks, and understand drivers and

blockers to using M365

The DTA will support you in exploring

your business need and readiness,

technology requirements and maturity,

and strategy analysis.

The customer shares lessons learnt, understand what worked well and what didn't. These lessons learnt are harvested through: surveys, community discussions, and workshops with the DTA. This improves best practice across WoG.

The DTA will provide a community collaboration platform, surveys, and lessons leamt workshops.

DISCOVERY

Continual

feedback

During discovery, the customer agency understands its own business and technical environment, mitigates any adoption risks, and understand drivers and blockers to using M365. It does so using its own in-house or procured capability.

ADOPTION

During adoption, agencies adopt the business change required to work in a modern, secure M365 desktop environment. Benefits are realised iteratively and the necessary improvements are made to enable this. This includes adapting the business processes to suit the new technology landscape. The customer is independent, empowered, and able to drive its own outcomes. Technology support is provided by the vendor.

Continual

feedback

Lessons learnt and knowledge are shared through a WoG community of ctice and training led by the DTA.

DEPLOY AND TRANSITION

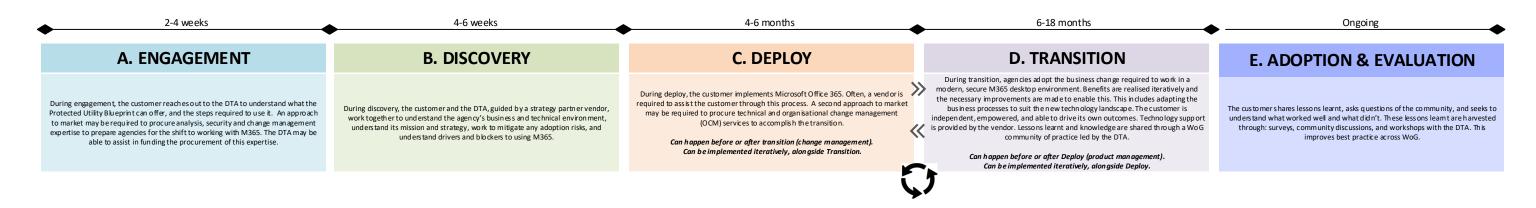
The customer deploys (or has already deployed) its own M365 services. Additionally, it manages its own business change and transition. The agency may have or procure an organisational change vendor to assist the organisation in realising the benefits of using a modern desktop, explore and mitigate resistance to ange, and provide communications support to agencies.

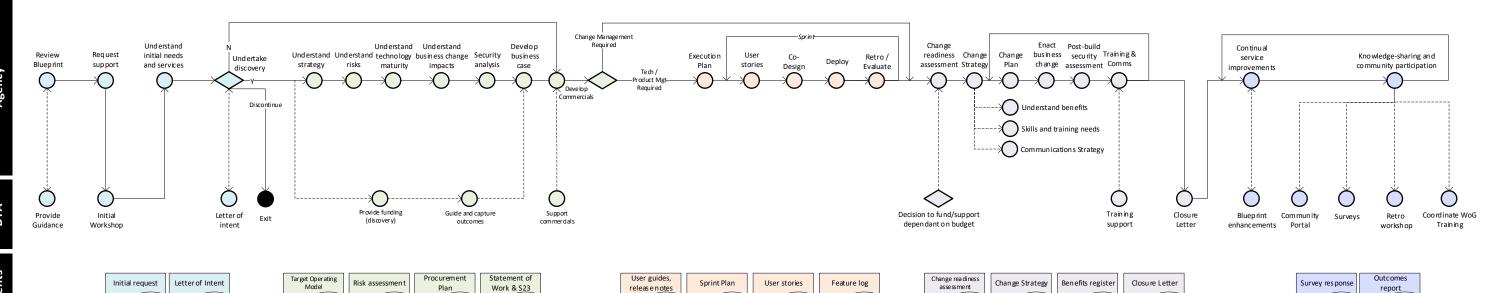
Protected Utility Engagement Model

Agency Service Journey

This service journey diagram outlines how customers access the DTA Protected Utility Program.

Note: Assumes a fully 'Do It With You' model. Conversely, under a 'do it yours elf' model, agencies will need to decide their own services journey without DTA guidance and simply use the Blueprint and community to share knowled ge under E. Adoption & Evaluation.





Community Portal (community.desktop.gov.au)

Protected Utility Blueprint (desktop.gov.au)

Protected Utility Mailbox (protectedutility@dta.gov.au)

agreem ent

User stories and

Stategy Analysis

DTA Marketplace

Survey Platform (Qualtrics)

Train in g and

skills analysis

Change Plan



Protected Utility Engagement Model

Service Catalogue and Document Map

'Do it with you' model

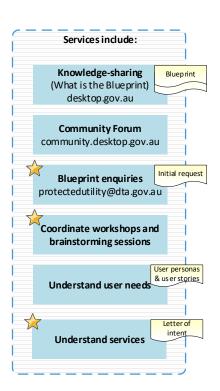
This service catalogue and document map is intended to show the range of services customers can use by engaging the DTA Protected Utility Program under the 'Do it with you' model.





Engagement Services

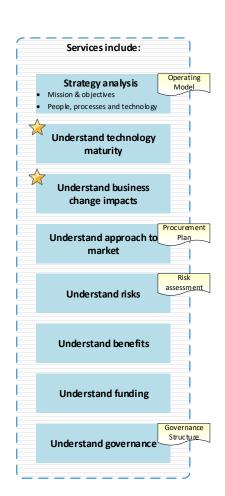
Services which assist you to engage with the DTA's Protected Utility BluePrint. Agencies will need to start here.





Discovery and Strategy Services

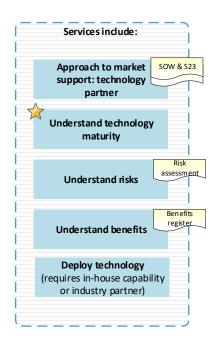
Services which help shape and understand your business and technical environment, mission and strategy, and understand risks, drivers and blockers to using M365.





Technology Services

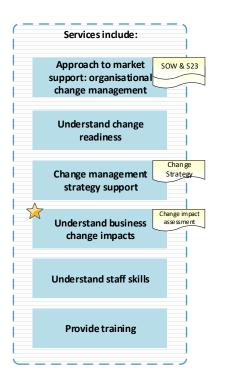
Services designed to assist you with adopting the skills, technology and capability to start using M365.





Change Management Services

Services designed to assist you with managing the business change required to realise the benefits of M365.





Evaluation Services

Services designed to assist you, the DTA, and other government agencies understand best practice, what works, and what improvements can be made.

