Why Data Security Rollouts often Fail

... And What to Do Differentty!

Deep Trivedi

Agenda

1 The reasons why Data Security Initiatives stall or fail outright (despite "successful" pilots).

2 The importance of Organizational Change Management.

3 Tried and tested ways to drive adoption, top–down & bottom–up.
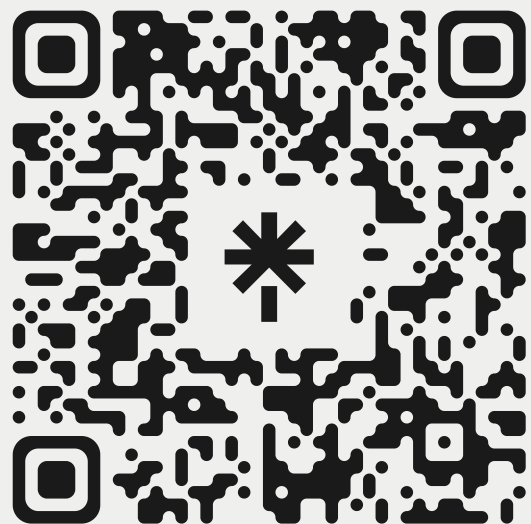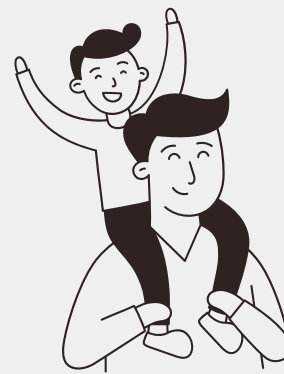
A little bit about me

Professionally

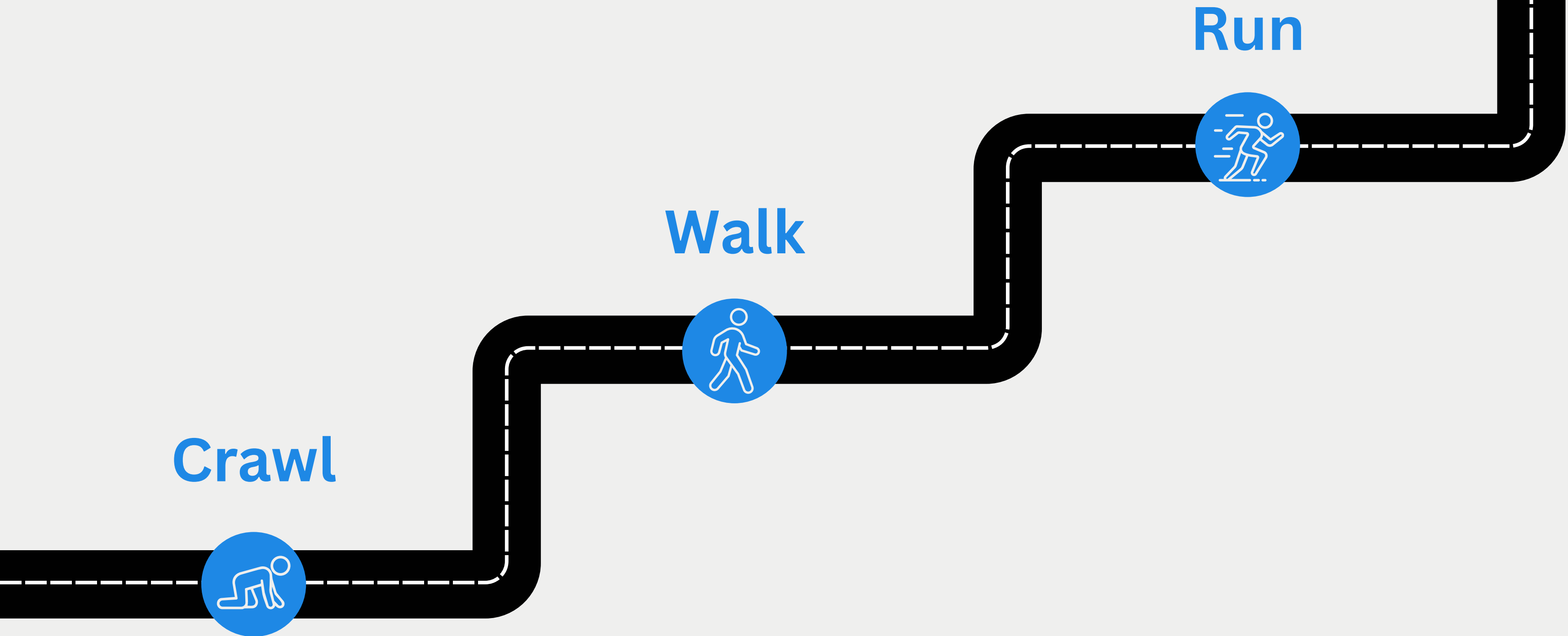I Help Technology Leaders get the most out of Microsoft 365 Security and Compliance.
- Helped drive the adoption of Microsoft Purview capabilities to over 120,000 users.
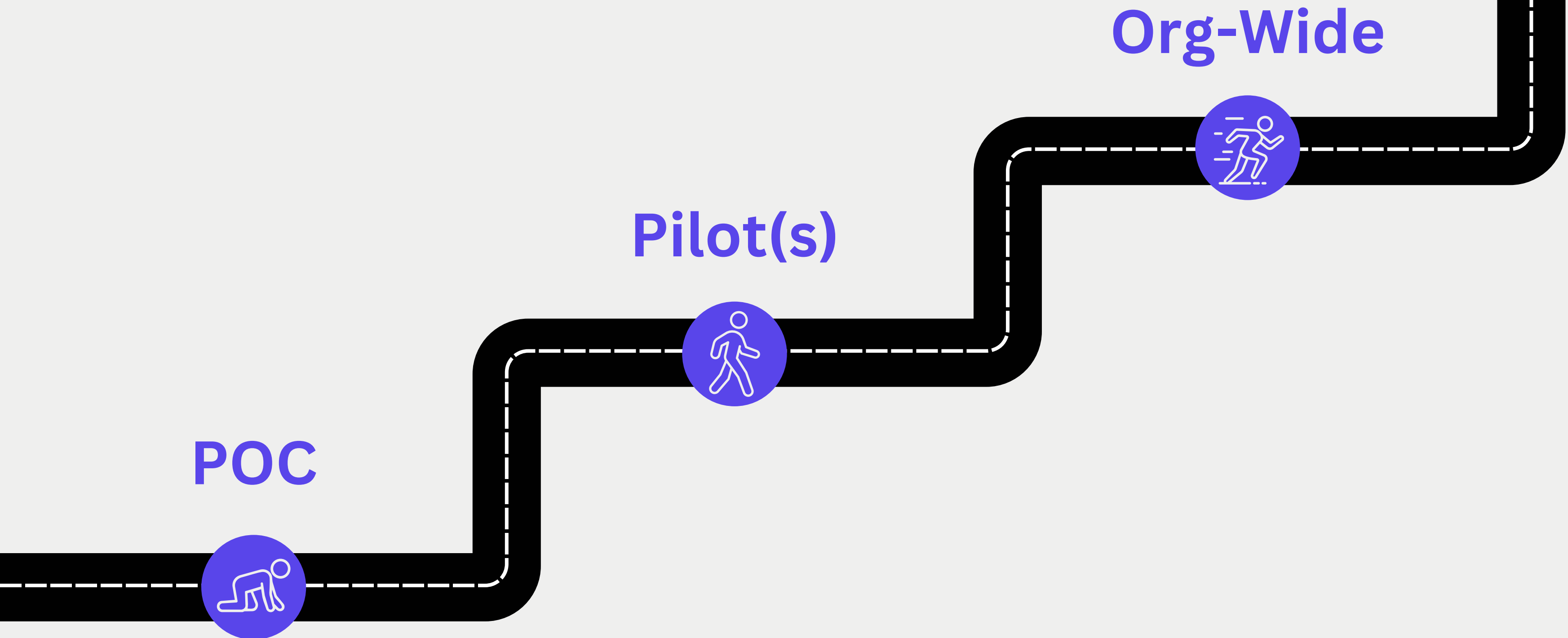
Personally

Let's Connect !

How *most* Data Security rollouts are structured

Run

Walk

Crawl

How *most* Data Security rollouts are structured

Org-Wide

Pilot(s)

POC

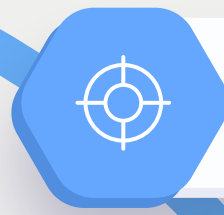# Why Data Security Rollouts Stall

Too Little or... **Too Much**

Too Little

Vision — Data Security initiatives often seen as "IT" initiatives

Stakeholder Engagement — Poorly engaged leadership, inconsistently engaged individuals.

Time Between Phases — Too little time between rollout phases to implement lessons learned, course-correct, continue

Comms & Training — Too little Training... not enough confidence to adopt change, etc.

Too Much

"Big bang" approach

Small POC > small pilot > "big bang" org-wide rollout

Complexity

Data security initiatives with too large a change footprint (e.g: no labels > DLP block without overrides

Change *Fatigue*

Too many things changing across the Org, affecting the same **individuals**, all at the same time.
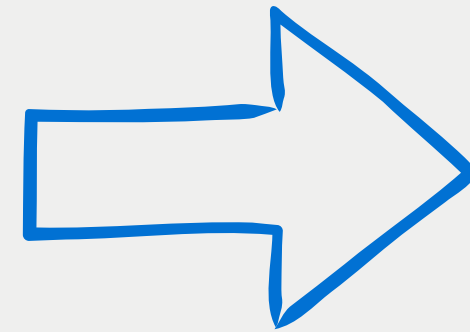
Emphasis on Tools & Tech

Too much emphasis on tools/tech instead of people/processes

The importance of Organizational Change Management

Successful Organizational Change Management (OCM) ensures **individuals** are well-prepared and supported to adopt Change

→ Leads to organizational success

ADKAR

PROSCI's ADKAR Model to drive Organizational Change at the level of each impacted **individual**

Awareness
On the need for Change

Desire
To participate in the Change

Knowledge
On how to Change

Ability
To Change

Reinforcement
That sustains the Change

A
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Tried and tested ways to drive adoption of Data Security

1 Map all of your **Stakeholders**… Engage all of them!

2 Engage your **lead OCM Team** from the beginning!

3 Engage your **Learning and Development Team**.

4 Keep your **Executive Sponsors** informed and excited, and lean on them to 'block and tackle' as necessary.

5 Create a **Change Champion coalition** as early as possible (full time staff who work within business units). Keep them engaged so they can help sustain the Change

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Thank you!

Q&A