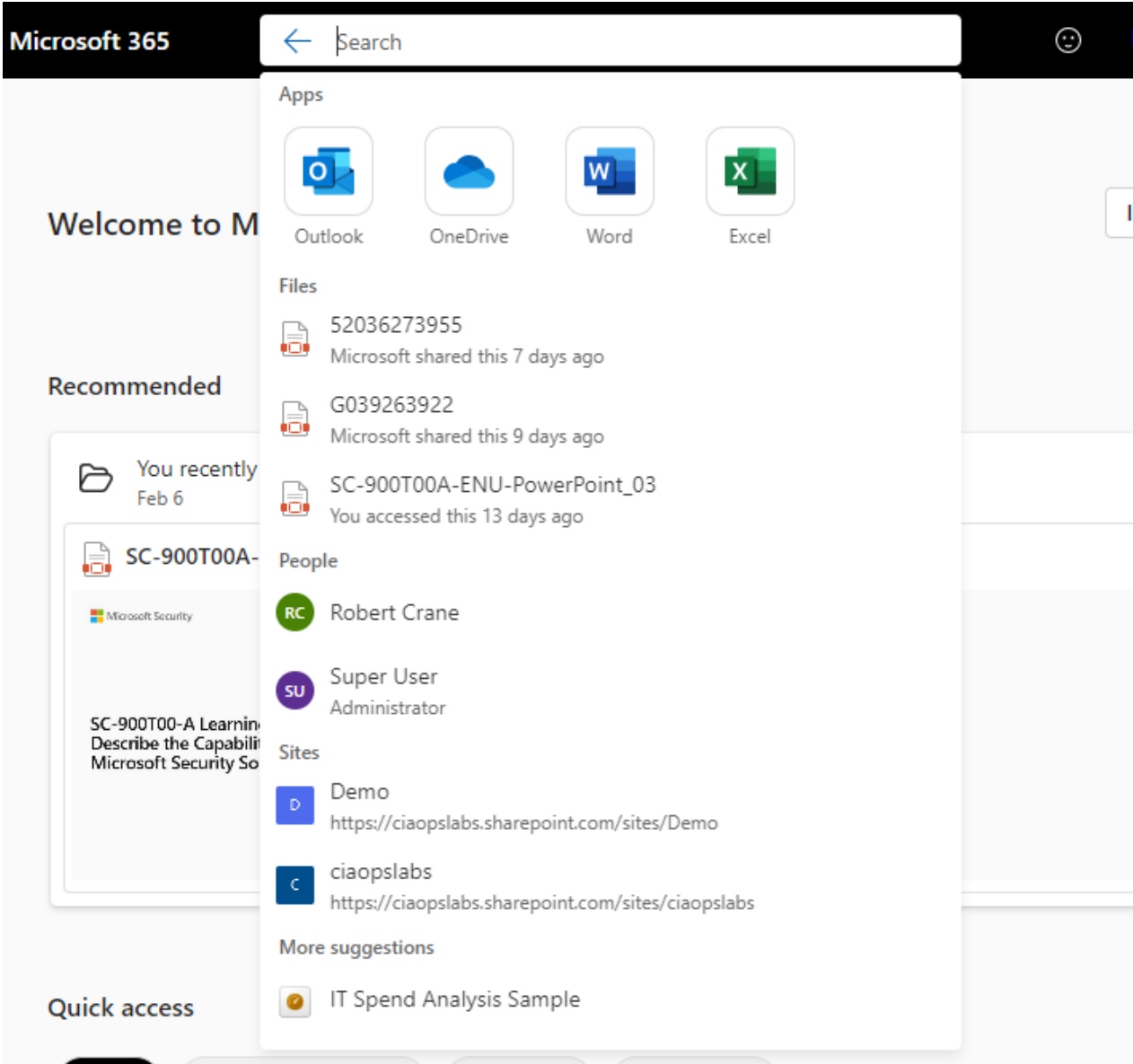


# CSP Masters Program in person series

## Technical training

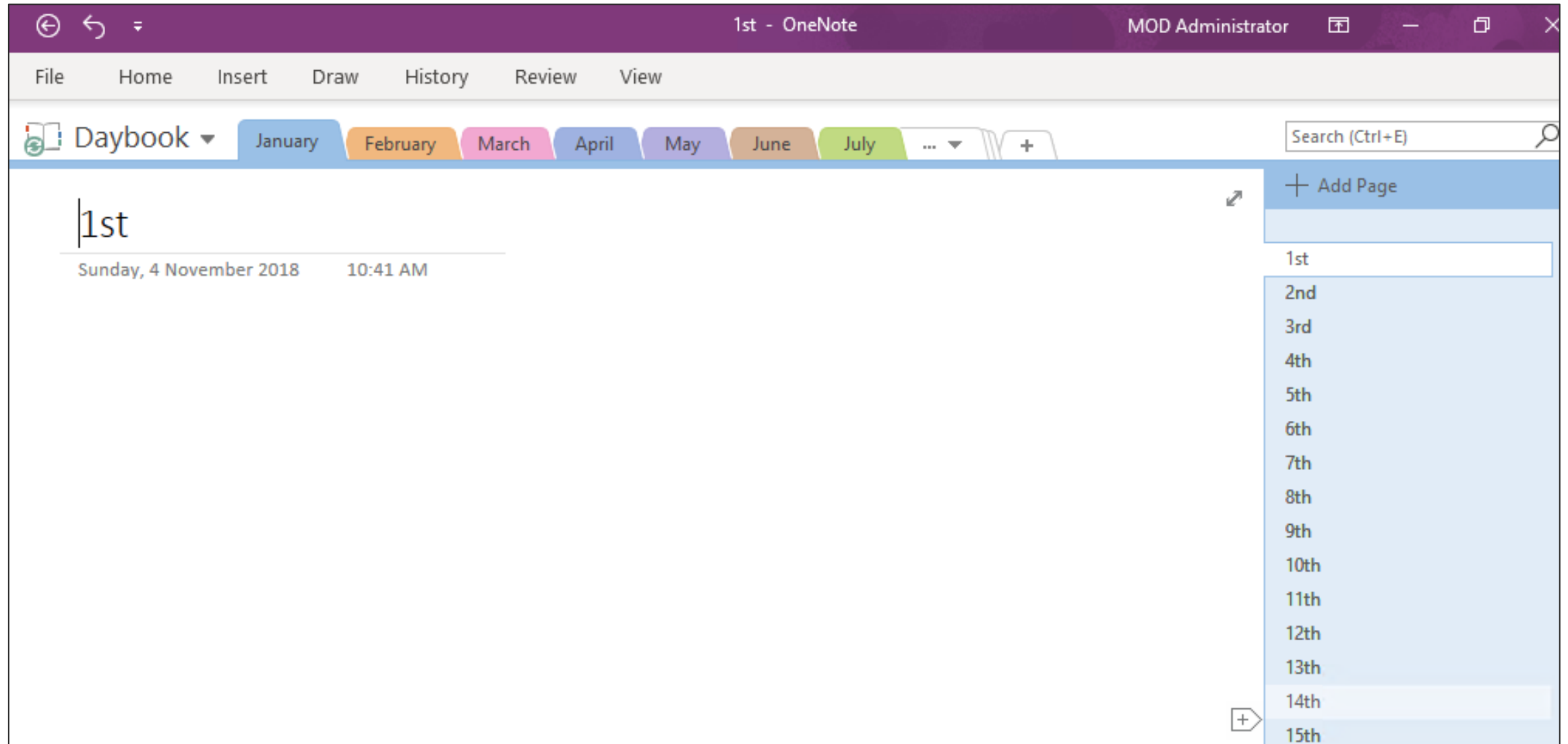
# What is the number one end user benefit of Microsoft 365?



**What is the starting point?**



# Daybook



# Adoption benefits of OneNote

- Users typically already have OneNote on their devices
- If they need to download it that can be done for free
- OneNote holds many different format of data such as text, hand writing, files, pictures, etc
- Demonstrates the value of syncing material to cloud and accessing anywhere on any device
- Can be used individually and then expanded into group collaboration
- Manuals, Knowledge bases, processes, procedures all work well in a common OneNote environment

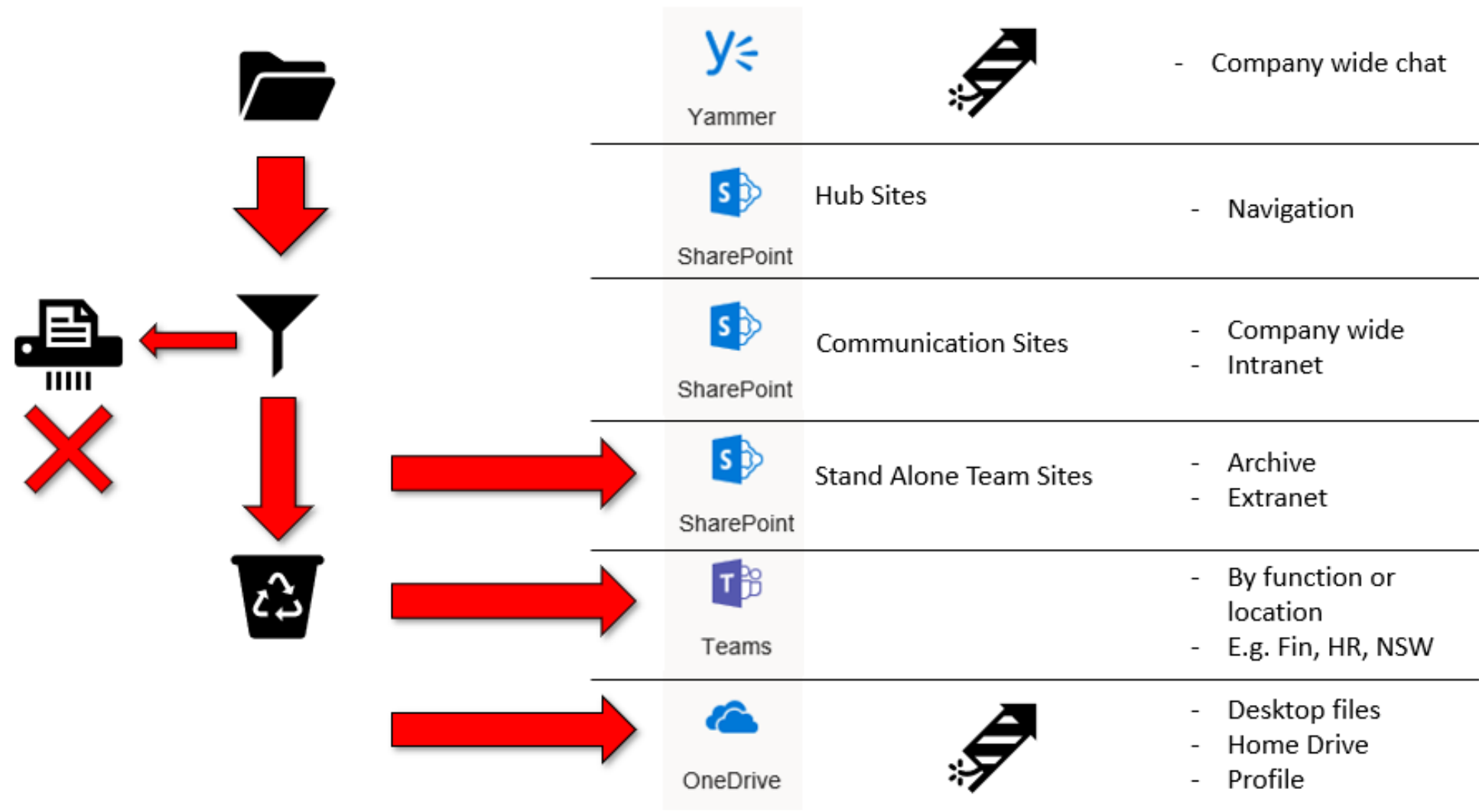
Item 2



# Adoption benefits of OneDrive for Business

- Shows benefit of search
- Show benefits of mobile
- Show people benefits of access anywhere
- Teaches basic cloud file usage (i.e. create, delete, upload, recover)
- Is a private (sandbox) area the user can learn at their own speed
- Get people to move things off desktops and local drives
- All information here is still subject to corporate policy
- User no longer need to collaborate or share via attachments
- Business have visibility on usage and data storage
- Gives users confidence working with and recovering documents if needed

# Adoption framework

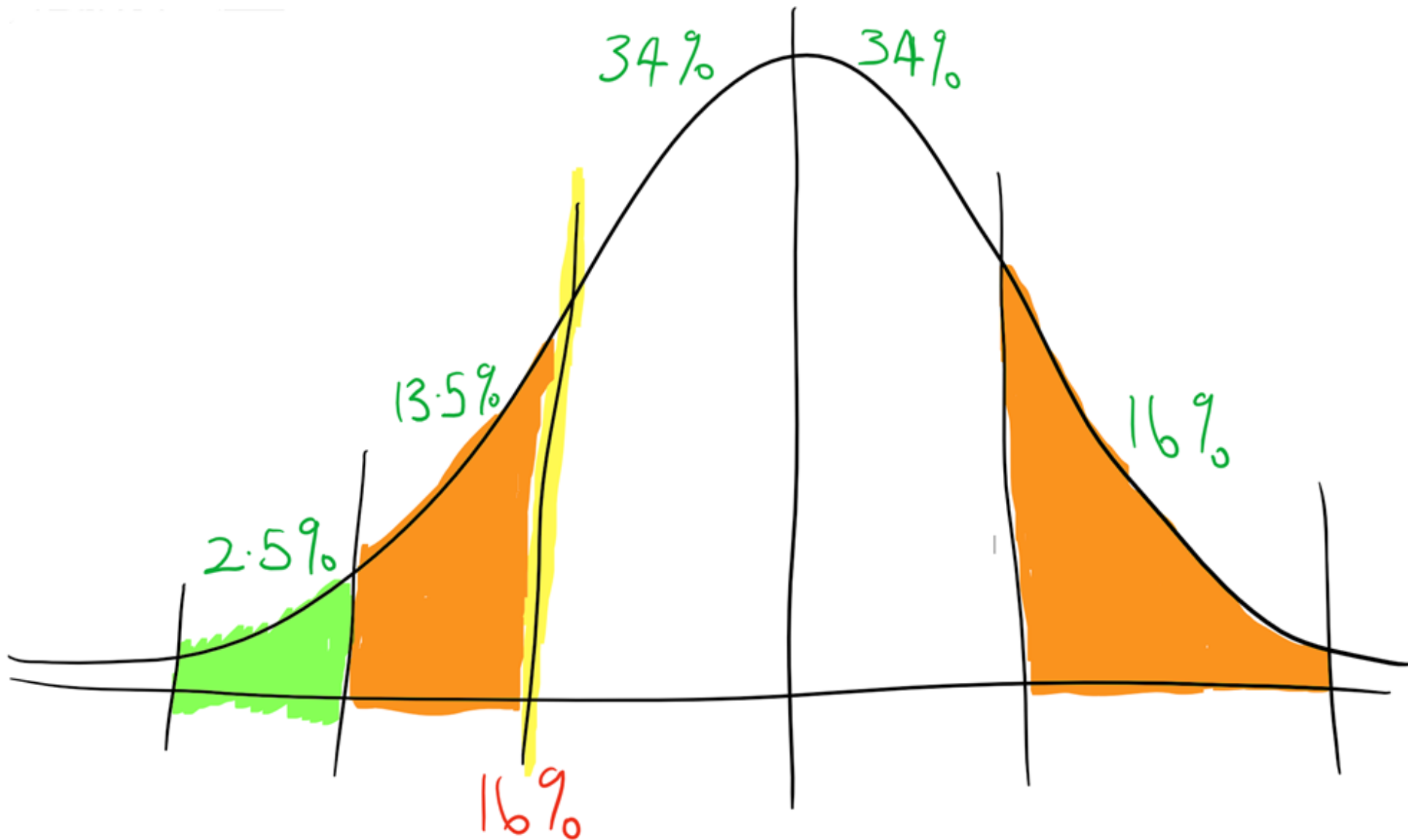




# Implement an adoption system

- You typically only get one shot at selling users on the upgrade process
- Develop and implement something that can be applied repeatedly
- You can also automate this process and implement via on demand training
- Adoption is a people, not technical process

# Demographics



Crossing the Chasm – Geoffrey A Moore

# Audience motivations?

- Innovators
  - External – prestige, recognition, etc
- Laggards
  - Internal – time, convenience, simplicity, etc

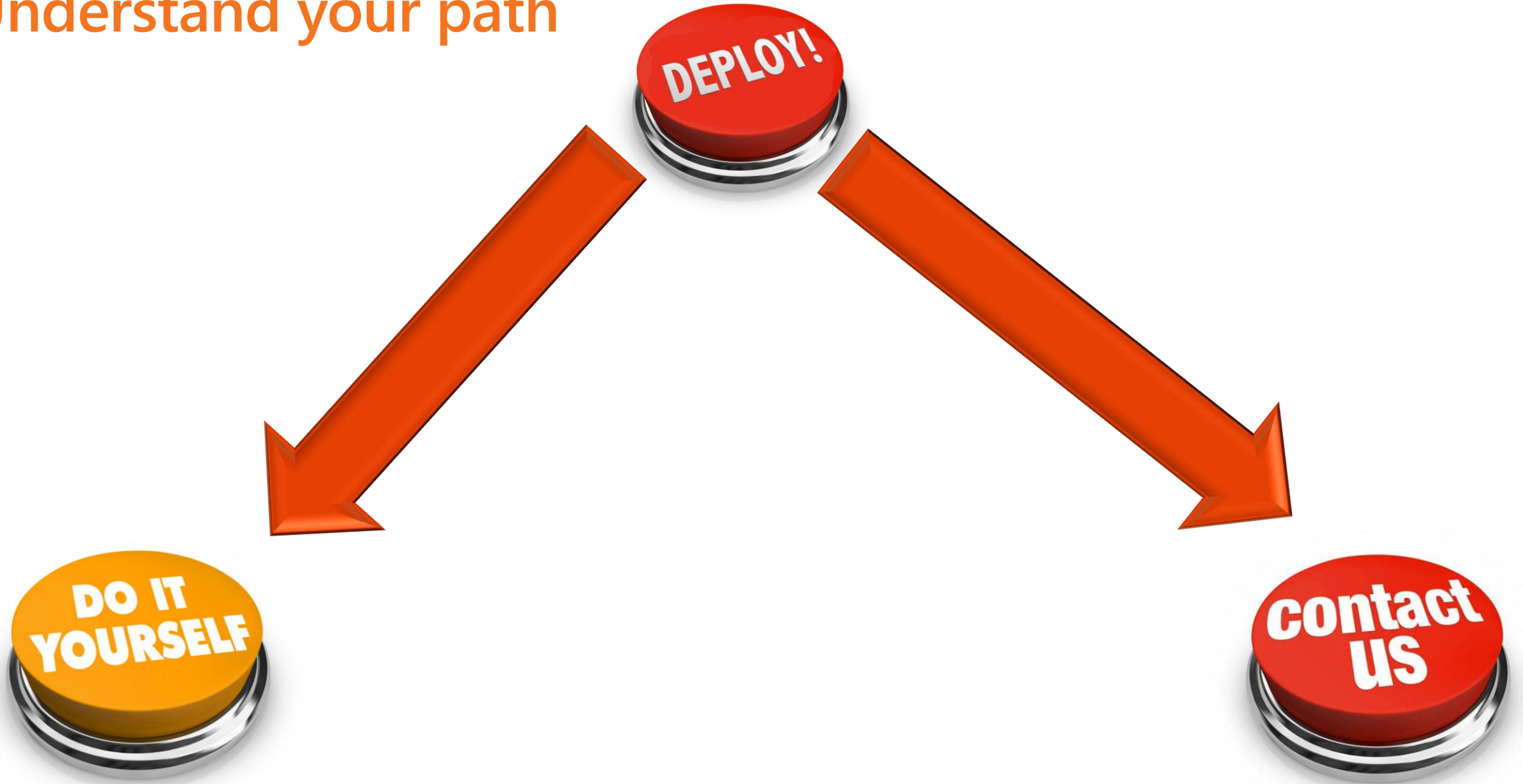
# Innovators

- Train the trainer
- Create and share the knowledge
- Need time to “fiddle”
- Always interested in what’s new

# Laggards

- On demand training
- On demand documentation
- Quick assistance
- Never will be interested in technology
- Never interested in what's new

Understand your path





**Not articulating the need  
for change**



**Not giving a clear vision of  
the future**



**Not giving employees the  
tools or capacity to change**



**Not having an action plan**



**Over focus on the  
technology**

**Where we fail our stakeholders**





Keys to successful change management



**Not articulating the  
need for change**

**Where we fail our stakeholders**

When should the  
adoption process  
start?



# Not articulating the need for change

- Start your communication efforts early
- Use a targeted mix of communication channels.
- Inform but don't overwhelm
- Understand the change curve





**Not giving a clear  
vision of the future**

**Where we fail our stakeholders**

# Not giving a clear vision of the future

- What does success look like?
- Provide Quantifiable Business Metrics of success
  - 30% increase in customer satisfaction
  - Decrease SLA times to 12 hours from 48
  - Reduce cost of third party apps by 50%
- Don't forget about your end users
  - Enable collaboration on content from anywhere
  - We've got your back with ransomware recovery



What are the  
measures of success?



# Adoption Score

Adoption Score provides insights into your organization's digital transformation journey through its use of Microsoft 365 and the technology experiences that support it. Your organization's score reflects people and technology experience measurements and can be compared to benchmarks from organizations similar to yours.

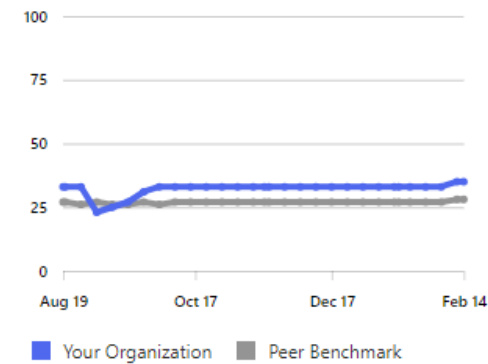
Overview    Actions

## People experiences

### Communication: 35/100 points

Organizations that use a variety of ways to communicate support different work styles, needs, and preferences.

Communication score trend



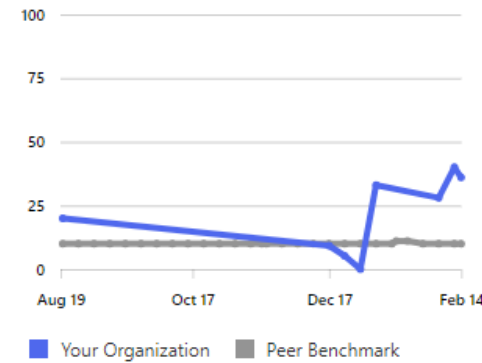
### Teamwork: 31/100 points

When people share information and collaborate in a shared workspace, they can save up to 4 hours a week.

### Meetings: 36/100 points

When people use online meeting tools effectively, they can save up to 104 minutes a week.

Meetings score trend



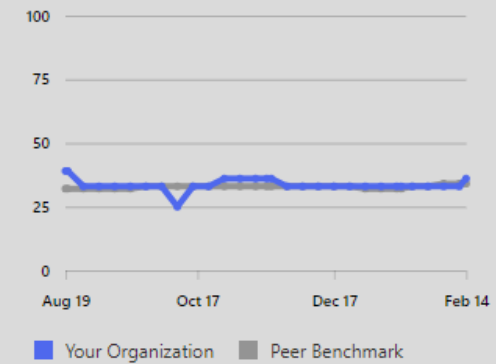
### Mobility: 37/100 points

Access to email and files, and communication with teammates on any device help people get work done on their schedule.

### Content collaboration: 36/100 points

When people collaborate with online files, they can save up to 100 minutes a week.

Content collaboration score trend



### AI assistance: --/100 points

PREVIEW

AI assistance is not included in your organization's overall Adoption Score.

## Your organization's score: 51%

Total score: 358/700 points



Your organization's Adoption Score is the total of its people experiences and technology experiences scores, which are each comprised of several categories of data. Scores are not provided at the individual user level.

Score components 358/700 points

People experiences: 176/500



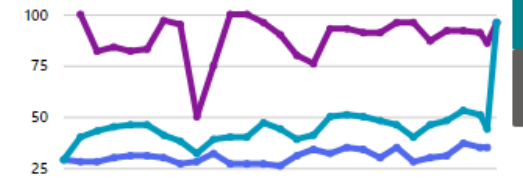
Technology experiences: 182/200



Peer Benchmark

[Learn about how your org's score is calculated](#)

## Your organization's score history





Power BI



My Workspace > Office 365 Adoption Preview



File

View

Edit report



Explore



Refresh



Pin Live Page



Reset to default



Usage metrics



View related



Favorite



Subscribe



Share



## SharePoint : Any

17/01/201...

Latest ContentDate

### SharePoint usage

This report helps you analyze your user's file activity in SharePoint. Select a site type to focus your view. You can also analyze how many sites are active or how many files are active in SharePoint sites. You can see how many users create or view files in their SharePoint sites, if user's initiate files syncing for anywhere access, or if users share files internally or externally to

#### Select a site type

- ☒ Any
- ☐ Group
- ☐ Team

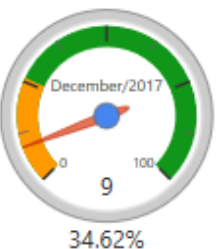
#### SharePoint: Latest total ...

15K

#### SharePoint: Enabled vs active users



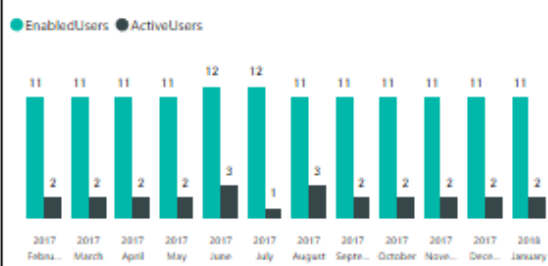
#### SharePoint: Total vs active sites



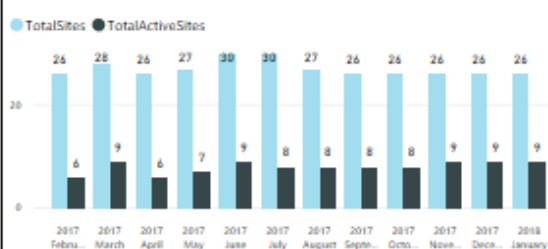
#### SharePoint: Total vs active files



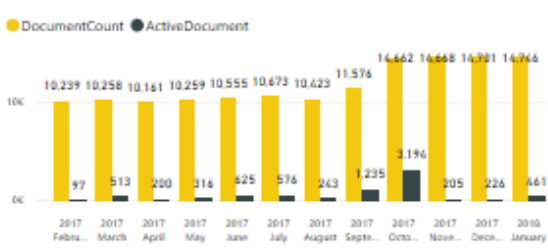
#### SharePoint: Enabled vs active users



#### SharePoint: Total vs active Sites



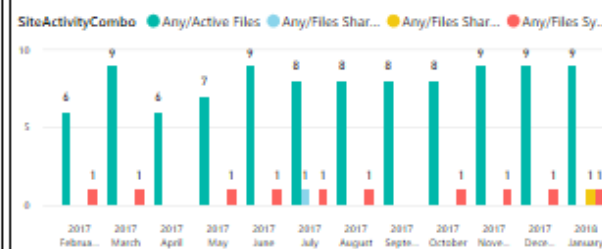
#### SharePoint: Total vs active files



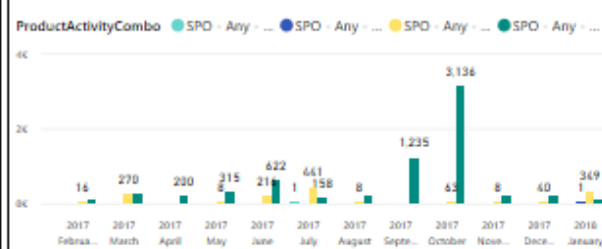
#### SharePoint: Active users who perform file activity of these types



#### SharePoint: Active accounts where users perform these file activity types



#### SharePoint: Number of files acted on by users per file activity type



SharePoint usage

Exchange - User activity

Skype for Business - User activity

Yammer - User activity

OneDrive - User activity

SharePoint - User activity

User adoption by

FILTERS



**Not giving employees the  
tools or capacity to change**

**Where we fail our stakeholders**



# Not giving employees the tools or capacity to change

- Give employees more than enough time to train
- Provide insights and awareness via preparedness events
- Recognize effective change initiatives don't happen overnight

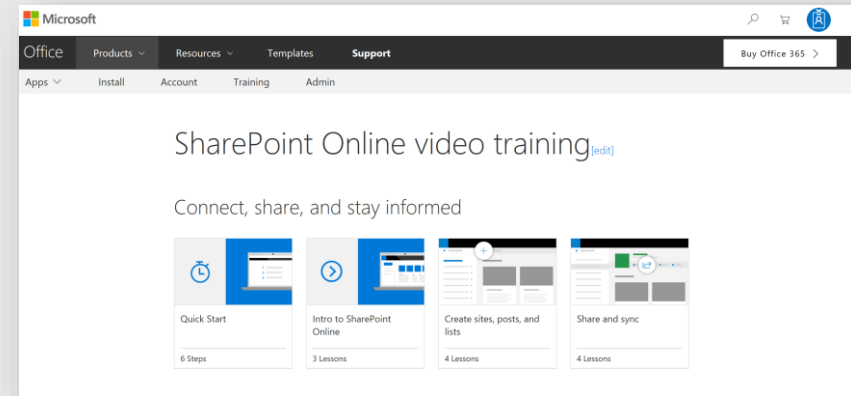


# Training

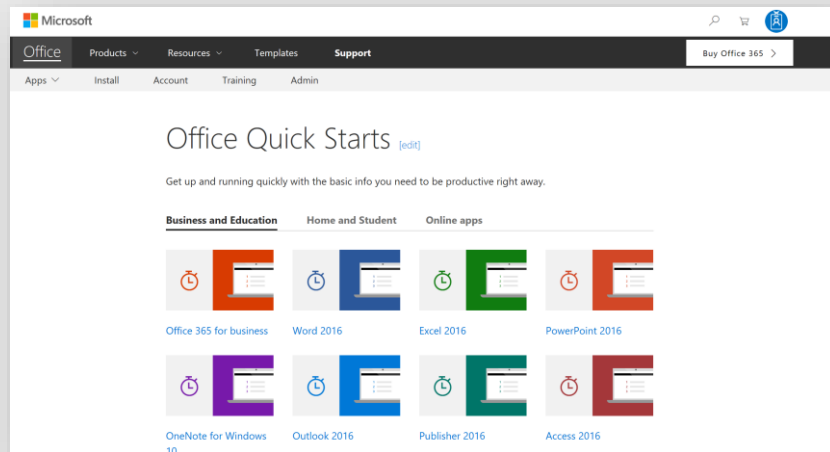
## Office Training Center



## Video Training



## Quick Start



## Help Desk Readiness



## Help Desk Troubleshooting Guide

This resource is for first-level help desk agents who support Office 365. It provides easy access to help topics and KB articles that will help you quickly resolve the most common issues that we've found Office 365 users encounter. You'll also find tools and resources for additional troubleshooting.



# Training Portal

Contoso Travel

SharePoint

OTS

Office 365 Training Site

Home

Start with Six Simple Steps

Scenario Playlists

Office Quick Starts

Office training ▾

Recent

Edit

★ Following

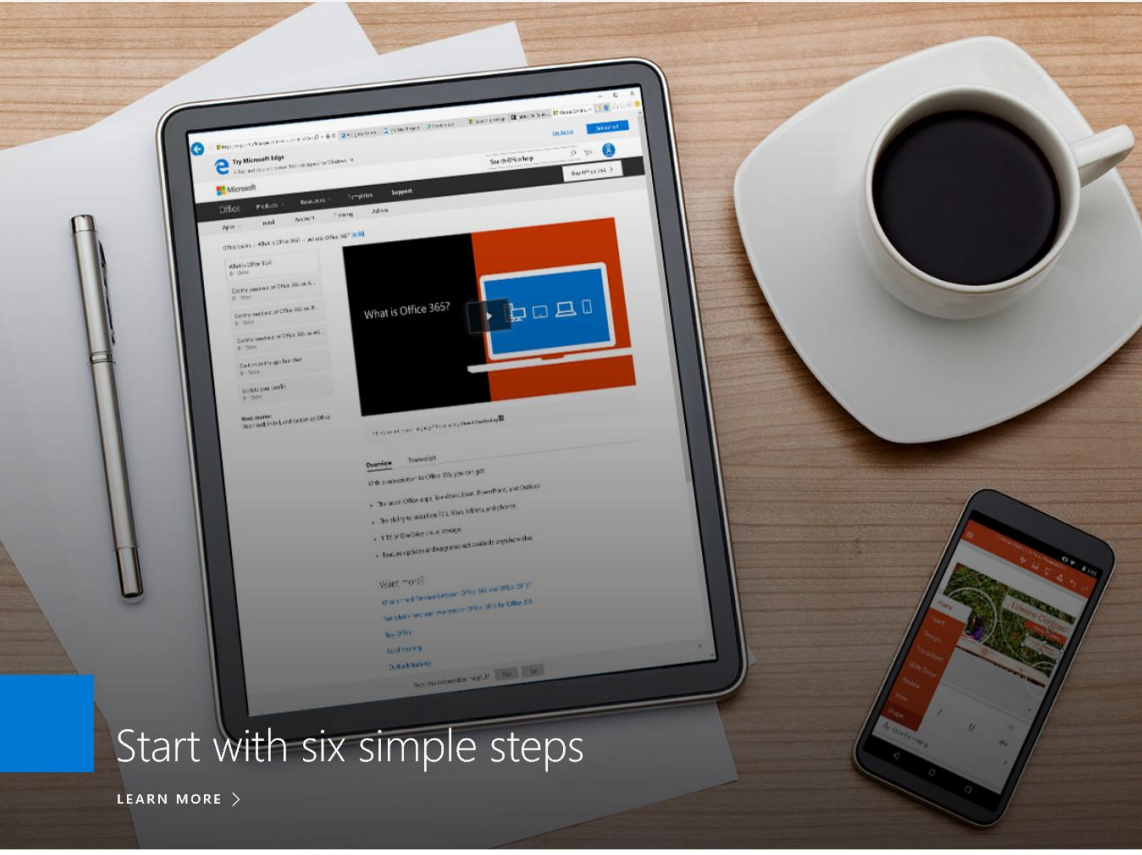
Share site

🔍 Search this site

+ New ▾


Published 5/17/2018

Edit




Start with six simple steps

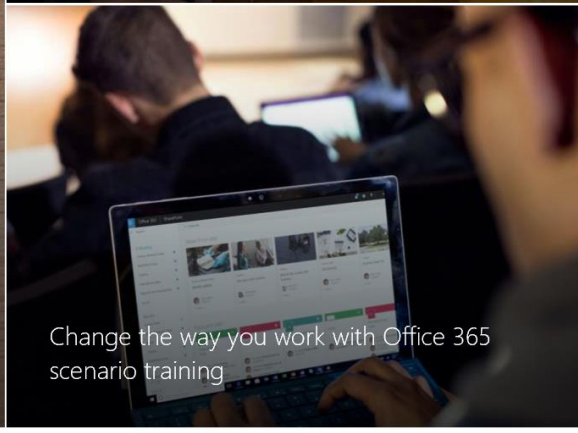
LEARN MORE >




Get Help Now 1-800-HELPDESK  
helpdesk@contoso.com



Office Training



Change the way you work with Office 365  
scenario training



Check out the latest SharePoint Online  
training



**Not having an  
action plan**

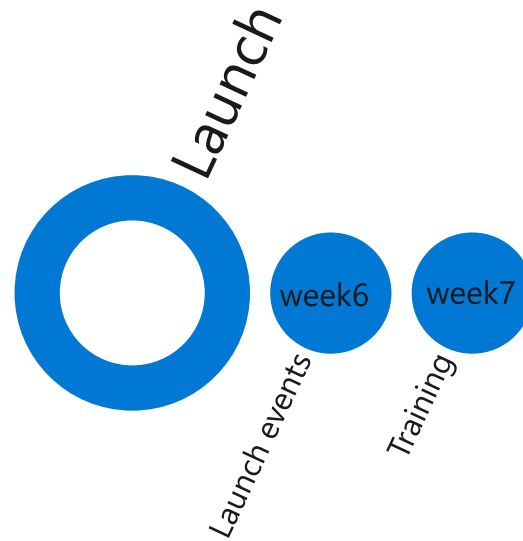
**Where we fail our stakeholders**

## ✓ Not having an action plan

- **What** actions or changes will occur
- **Who** will carry out these changes
- **By when** they will take place, and for how long
- **What** are needed to carry out these changes
- **Communication** ie: who should know what



# Sample launch timeline

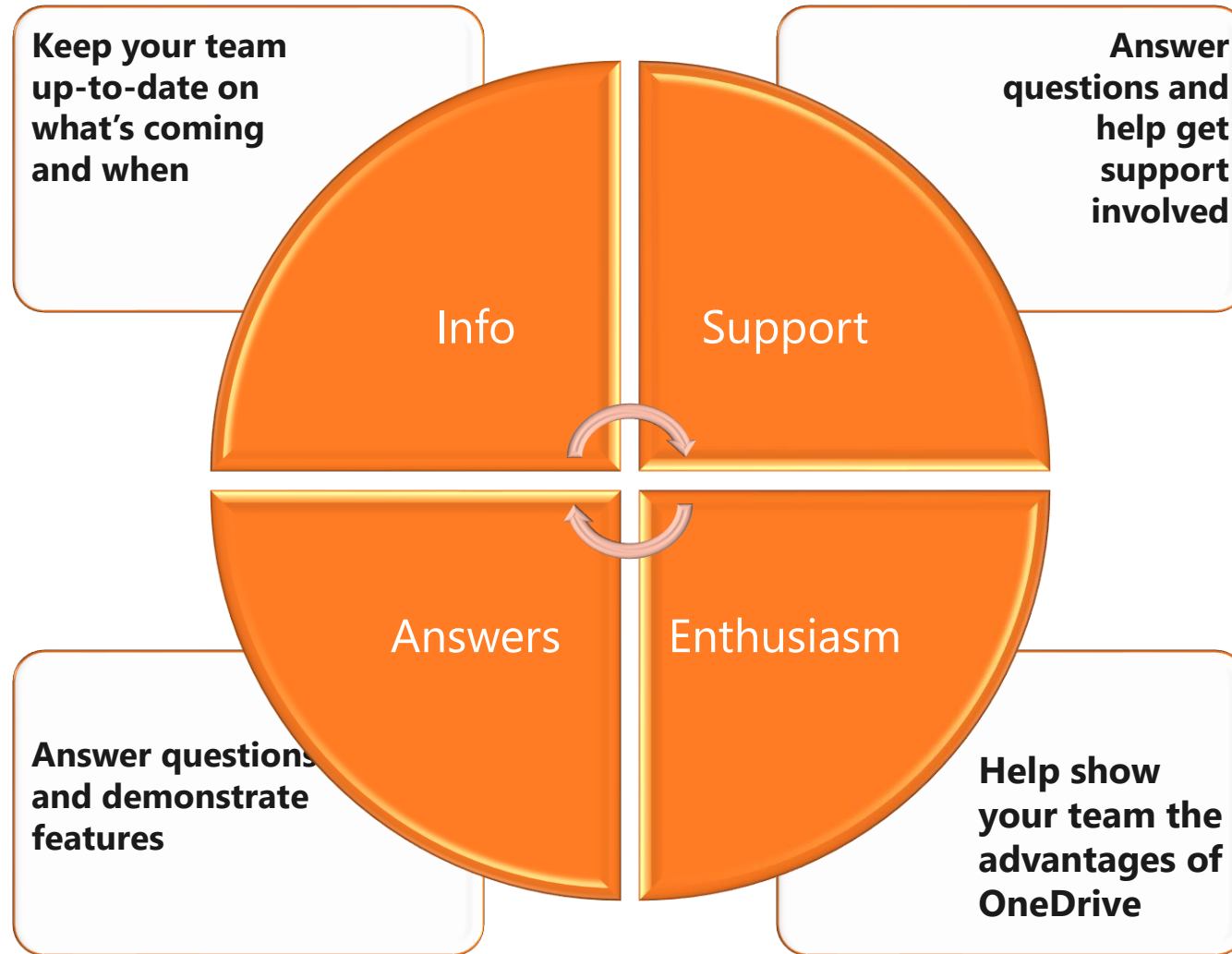


# Change Champion

## Groom champions.

**Champions** are not only passionate about what they do, but are also excited to evangelize and help their peers to learn more effective solutions.





✓ **Change Champions**

# Before Kickoff...

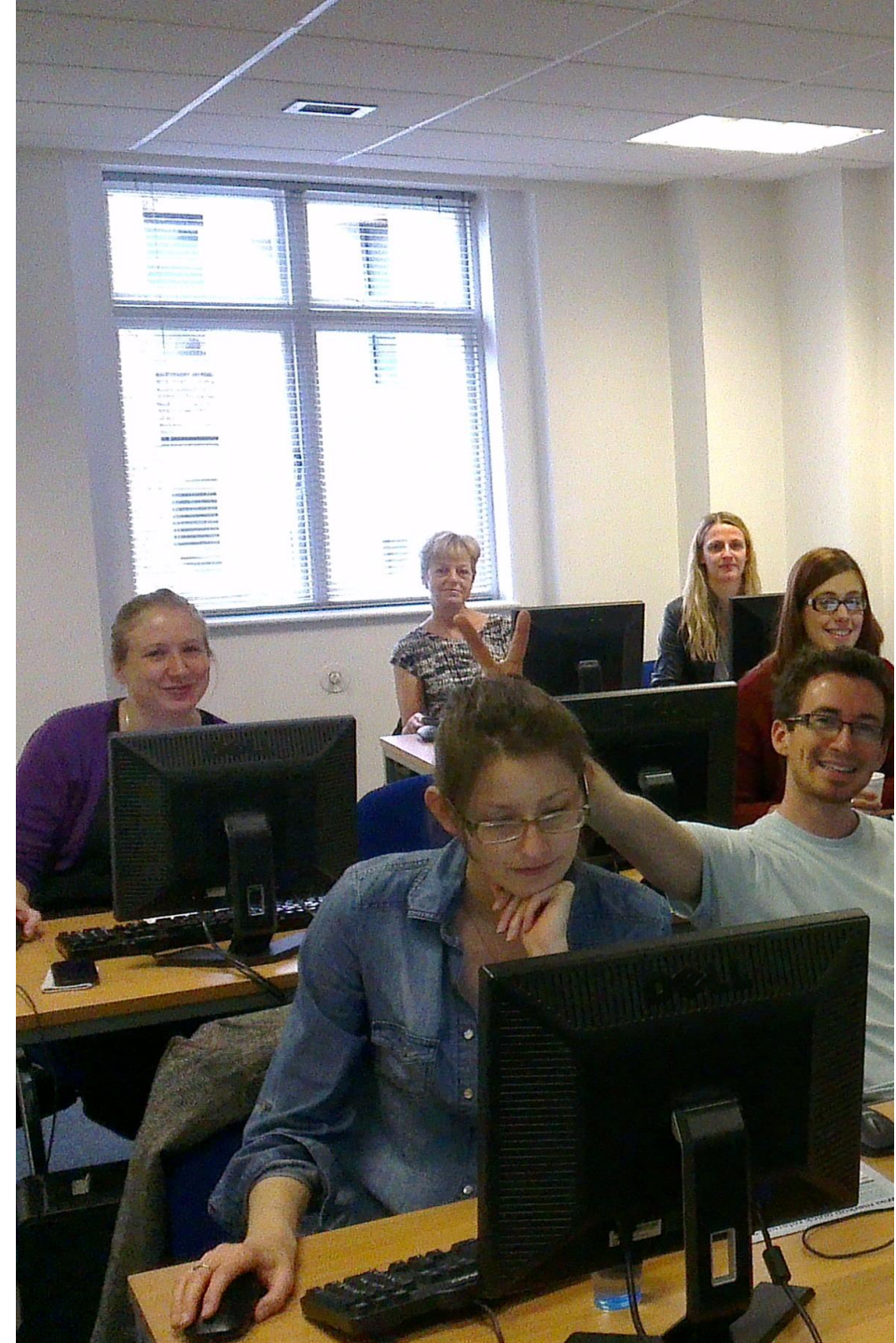
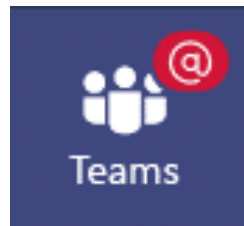
- Attend this training



- Let your peers know you're a Champion



- Create a Champions team in Microsoft Teams





# During Kickoff...

- **Walk around and check in with people during the first week to offer answers and support**
- **Communicate issues and answers between your department and IT and Help desk**

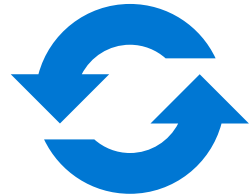


# After Kickoff...

- **Hold office hours to help with new and ongoing issues**



- **Continue communication with IT and Helpdesk about ongoing issues and successes**



# Rebuttal Manual



Framework






# Viva Engage

- No infrastructure impact.
- Has a mobile app.
- Shows the possibilities with cloud.
- Shows benefits of search.
- Everyone gets access.
- Reduces internal email conversations.

## Your IT department wants you to protect your important folders

Selected folders will sync in OneDrive. New and existing files will be added to OneDrive, protected, and available on your other devices even if you lose this PC. [Learn more.](#)

 Desktop 0 KB	 Pictures 21 MB	 Documents 0 KB
--	--	--

Space left in OneDrive after selection: 1,021 GB

Start protection

# Enhanced sharing and collaboration

## Sharing

- @mentions
- Comments and notifications for all file types
- Comment-only permissions for all file types
- Smart people picker w/LinkedIn on mobile: share via Teams
- Notify team members on upload

## Receiving

- Notifications on comment replies
- Activity live updates
- Badging for unseen

## Access

- Expiring access for external users
- Password-protected links
- Block download
- One-click access

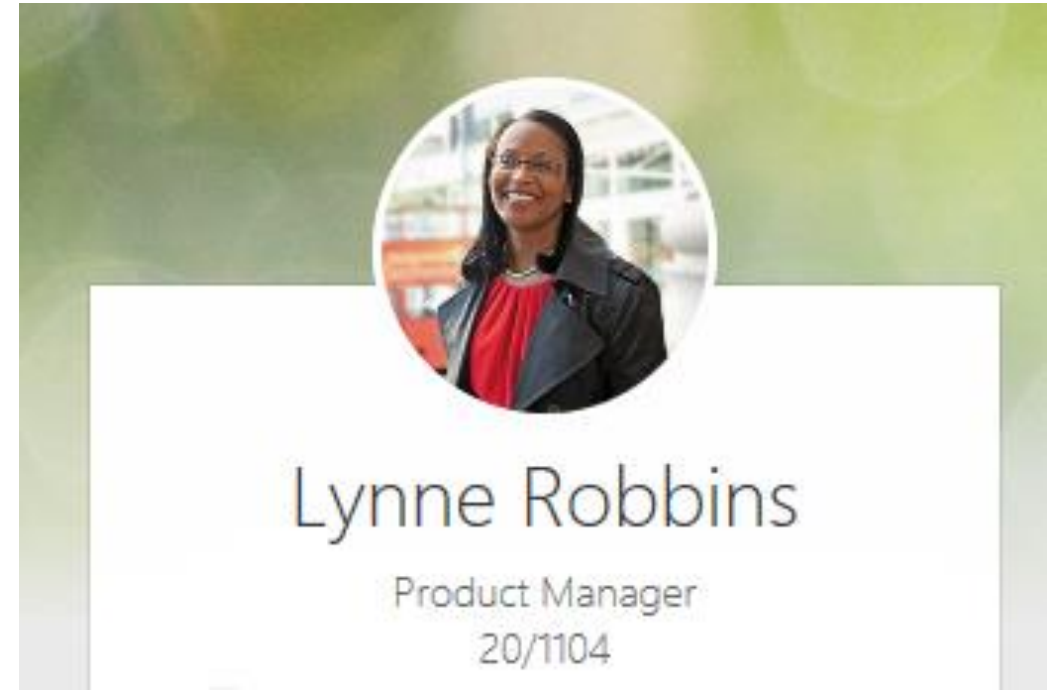
## Administration

- Manage one-time passcode users as guests
- Per-site sharing defaults
- Customized access request page
- External sharing reports

# OneNote

- Most people have this but have never used it.
- Create a personal diary notebook for each user.
- Demonstrate ability to capture all sorts of information.
- Shows benefits of search.
- Show advantages of mobile.
- Upsell is into shared notebooks.

# Profile picture are CRITICAL



# Best practices

- Keep it simple to start with.
- Think business not technical outcome.
- Adoption is the most important aspect.
- You need to change user habits but demonstrating benefits.
- One approach doesn't work for every user.
- What happens for new hires?

# Adoption Tools



# Getting Started with SharePoint Online

[Home](#)[Recycle Bin](#) [EDIT LINKS](#)

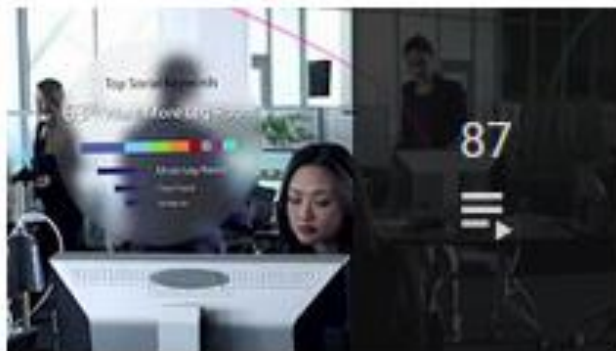
## Home

The course is divided up into a number of chapters that it is recommended that you work through sequentially, however there is nothing stopping you from picking and choosing the path you wish to take. Simply click on the link for the chapter you wish to view from the table below.

## Chapters

[Chapter 1 - Document Libraries](#)[Chapter 13 - Discussion boards](#)[Chapter 2 - Calendars](#)[Chapter 14 - Site mailboxes](#)[Chapter 3 - Tasks](#)[Chapter 15 - Managing securities](#)[Chapter 4 - Custom lists](#)[Chapter 16 - Social](#)[Chapter 5 - Picture Libraries](#)[Chapter 17 - Sharing from a Team Site](#)[Chapter 6 - Recycle Bin](#)[Chapter 18 - Sharing with OneDrive for Business](#)[Chapter 7 - Search](#)[Chapter 19 - Editing an existing site](#)





Office 365 Product



Office 365 Security



Office 365



Stream

Browse

My content ▾

Create ▾



Search



## LEARN HOW TO USE MICROSOFT STREAM

Don't show this again



Securely upload

Watch Now



Find content

Watch Now



Channels and groups

Watch Now



Embed and share

Watch Now

## TRENDING VIDEOS

Office 365 Security and Compliance Overview

15 🎥 0 ❤️ 0 💬

Heuristic Clustering

Sandbox

memory scan	registry
obfuscation	network
evasion	C2 server
encryption	file I/O

01:01:56

## POPULAR CHANNELS

See more



Microsoft 365

Patrons

#microsoft365



Microsoft 365 Business Pr...

FOLLOW

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Patrons

Patrons

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Patron Benefits Explained

FOLLOW

👤 0

# Email Newsletters

