Viva Intranet!

#CollabDaysBE

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What are we talking about?

How to create a modern M365 intranet with SharePoint, Teams and Viva Connections? Employee experience platform Viva brings together new features for internal communication, knowledge sharing and learning, but what is the best way to include Viva in your intranet?

In this session we will focus on implementing a new intranet or extending your existing modern intranet with Viva Connections, and using Teams as a user interface for your intranet content. We'll discuss the role of Viva Connection web parts - Feed and Dashboard - and walk through the pre-requirements, technical steps and best practices for implementing Viva Connections.
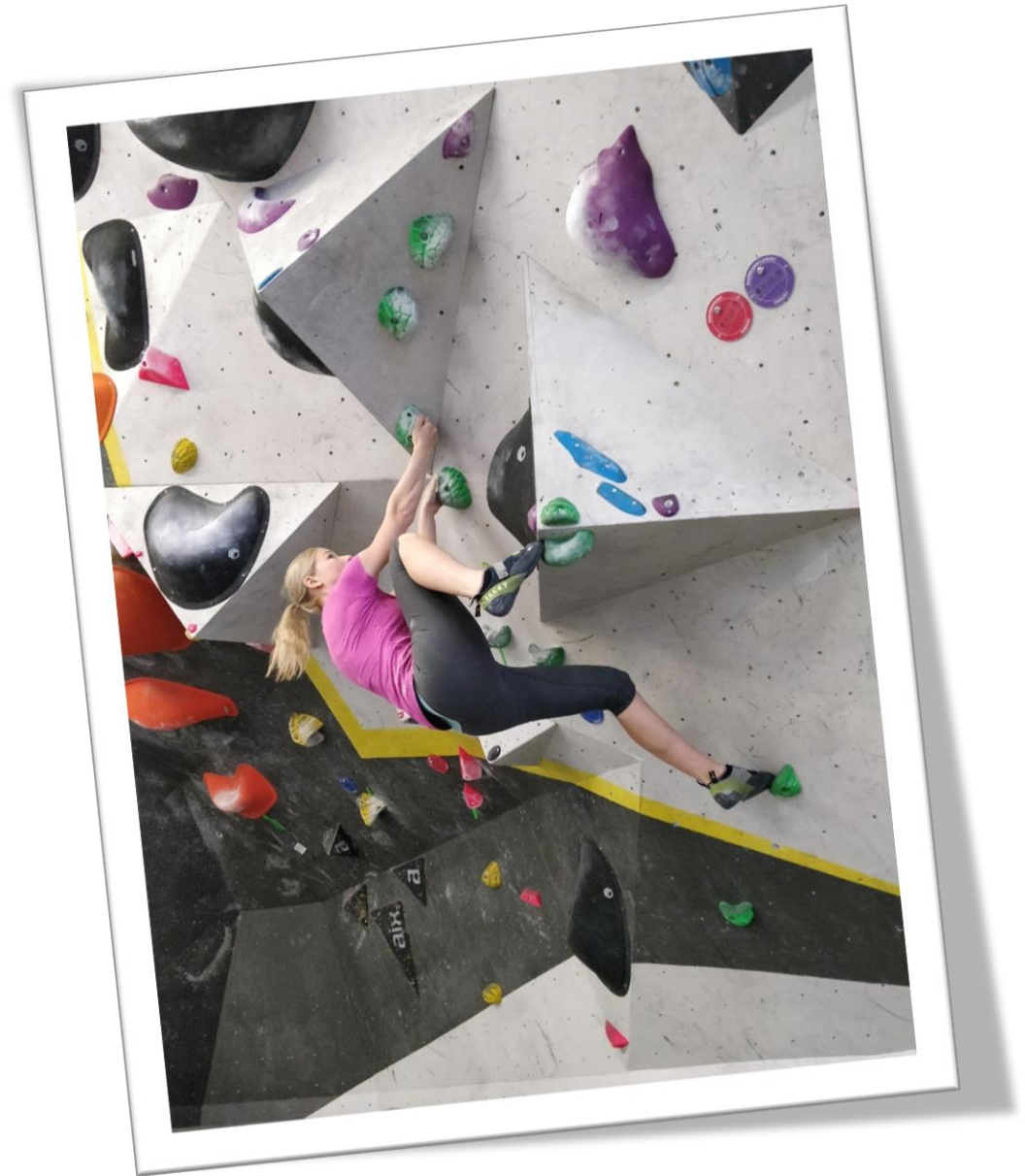
Hello there!

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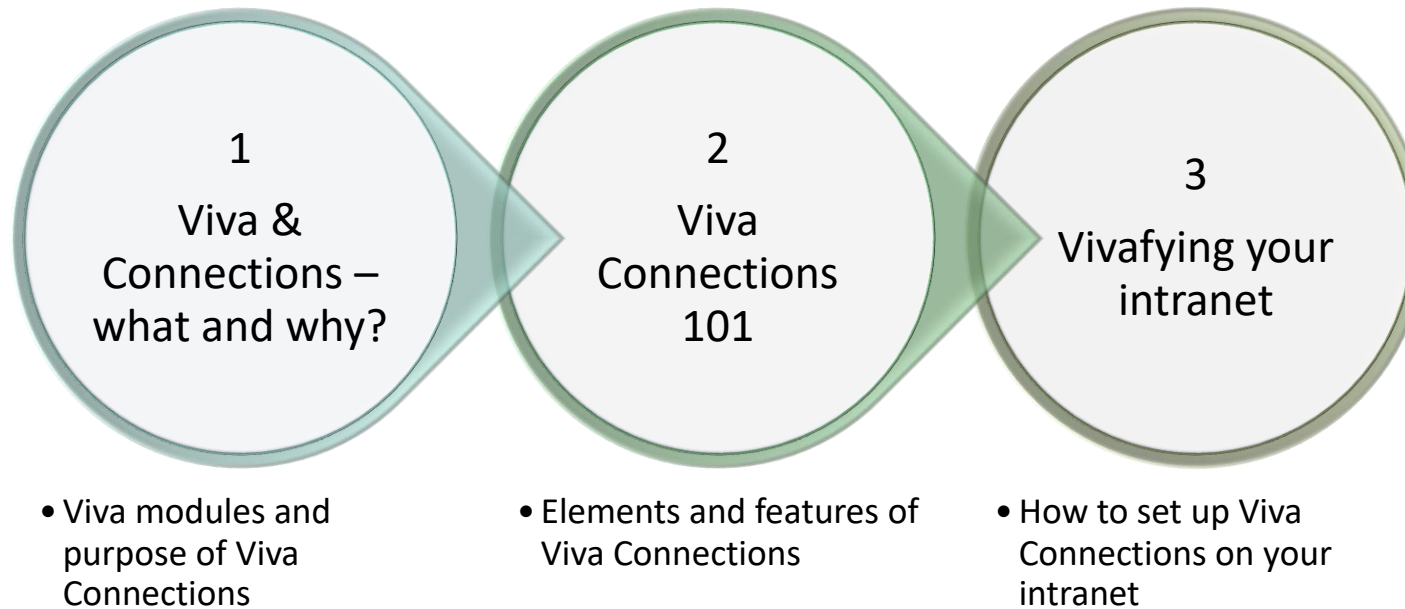
🌐 https://katjajokisalo.com

Who are you?

Do you work with modern SharePoint intranets?

Do you plan to implement Viva Connections in nearby future?

Have you ever tried bouldering or techno parties?
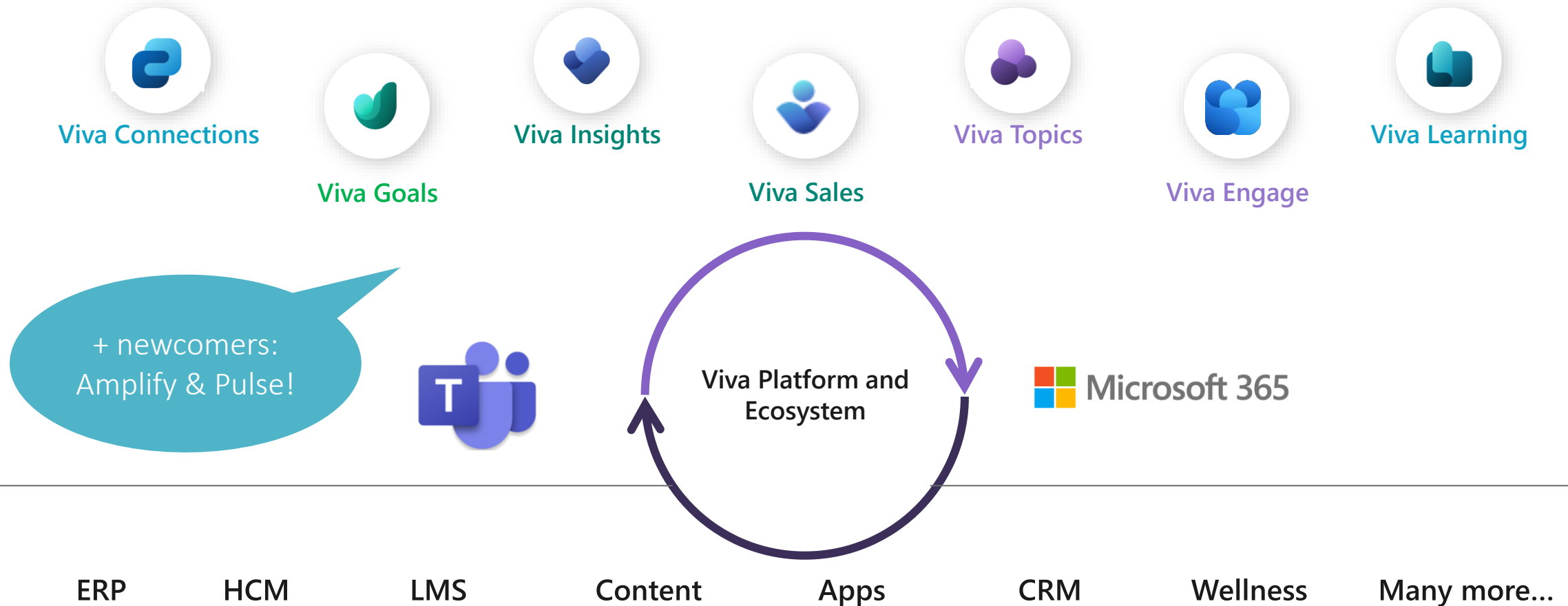
Agenda

1

Viva & Connections – what and why?

2

Viva Connections 101

3

Vivafying your intranet

- Viva modules and purpose of Viva Connections
- Elements and features of Viva Connections
- How to set up Viva Connections on your intranet

Blog post available on sulava.com > News
♡

1
Viva & Connections – what and why?

Microsoft Viva - Employee experience platform

Viva Connections

Viva Goals

Viva Insights

Viva Sales

Viva Topics

Viva Engage

Viva Learning

+ newcomers:
Amplify & Pulse!

Viva Platform and Ecosystem

Microsoft 365

ERP   HCM   LMS   Content   Apps   CRM   Wellness   Many more…

Pricing / licenses

Microsoft 365 enterprise plans include

- Connections
- Engage
- Insights personal
- Learning basics

Additional Viva modules

- Topics
- Goals
- Insights (team & organization levels)
- Learning Premium
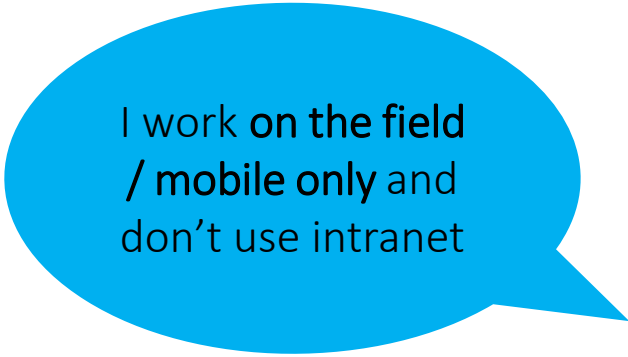
Individual modules $4 / user / month (Goals $6, Sales $40) or

Viva suite (eg. all additional modules together (excl. Sales)) $9 / user / month

What problems are we trying to tackle?

I don't want multiple apps, I want **one stop shop**

I work **on the field / mobile only** and don't use intranet

Intranet content is not **relevant** for me

Intranet content is one-way only and not **engaging**

I'm not aware **what's happening** in our company

Viva Connections

- Not an independent app nor a new way to build your intranet

  Built on top of SharePoint, Teams and Yammer

- Way to achieve

  Better reach (via Teams and mobile)

  Better content targeting and relevance

- Offers a low/no-code "digital desktop"

- Provides an intelligent, personalized feed to stay up to date

- Only one per tenant at the moment

  Audience targeting & language versions available
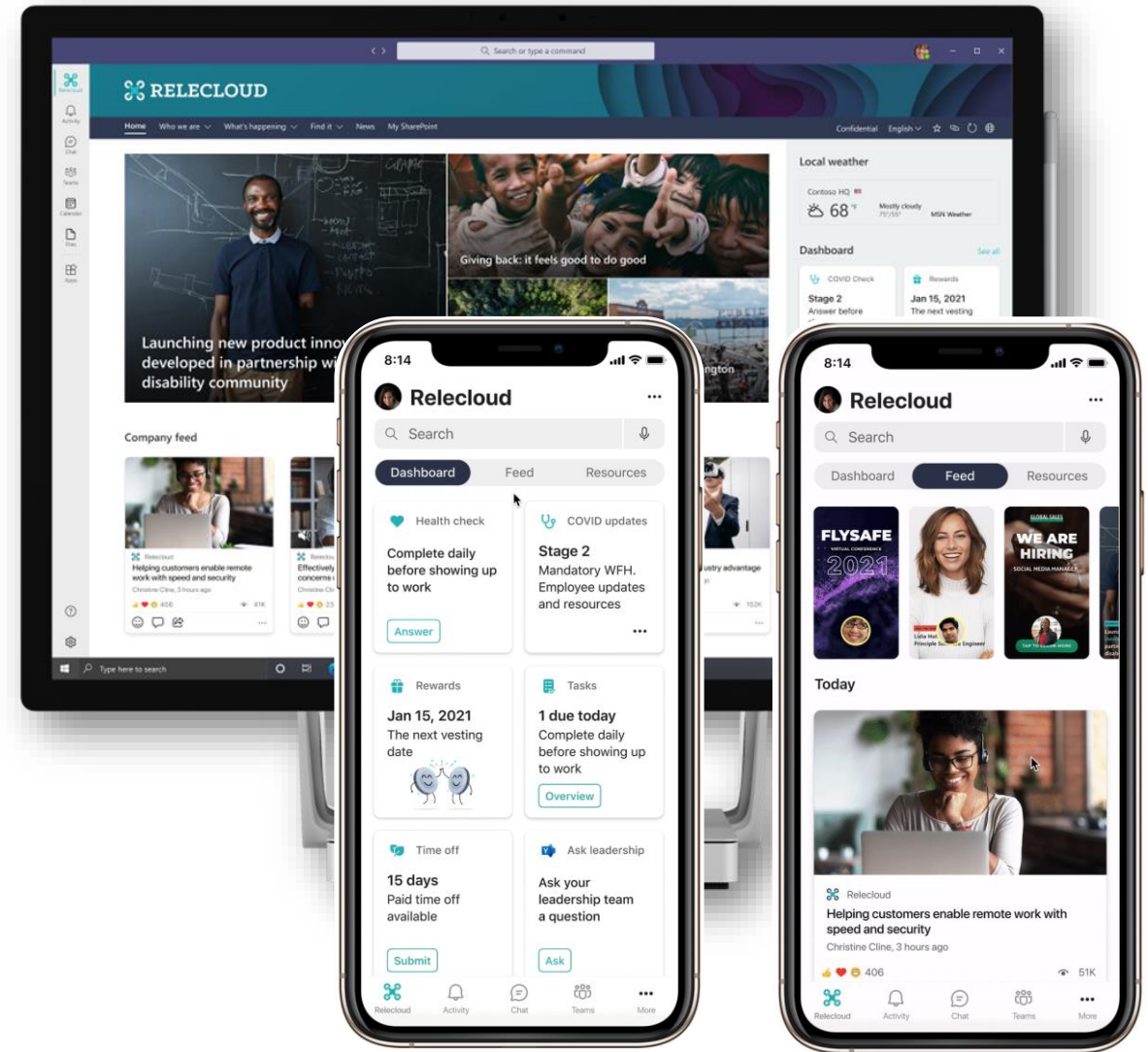
2
Viva Connections 101

What is Viva Connections?

1) TWO NEW WEB PARTS

Feed offers timely and relevant news articles, video links and conversations

Dashboard is a way to create audience targeted "digital desktop"

Audiences

Boost

2) INTRANET IN TEAMS

Viva Connections Teams app brings your intranet home site into Teams app bar ("desktop experience")

Dashboard cards

Home site

Global navigation

3) MOBILE APP

Viva Connections mobile is a part of Teams mobile app. It includes dashboard, feed and resources.

Org news sites

Feed

- Feed of topical content – news & conversations

- Targeted / personalized to each user for better relevancy

- Feed web part can be added to any modern SP page and feed is also shown in its own tab in mobile app

- You can interact with content on the feed – like, share, comment

What affects the content of the feed?

Where does the content come from? – content sources

- News posts in Modern SharePoint communication sites
- Posts and announcements from Yammer-communities which are followed by the user or open for the whole organization
- Stream videos stored within SharePoint, shared with the whole organization, and published with Video News Link
- Other content sources will be added in the future
    - Engage stories etc

How is the content filtered? – ways to affect feed

- User can
    - Follow sites and communities
    - Upvote / downvote content in the mobile app (see more / less content like this)
- Content creator can
    - Publish a news post in Organizational News Site
    - Set a target audience for the news post
    - Boost the news post
    - Feature / promote Yammer posts or create Announcements

What determines the order of the content? - prioritization

- Three "buckets" base on publishing time of the content
- Content lifecycle max 30 days
- Inside each bucket items are arranged by these factors:
    - Content promotion (boosted, featured)
    - Content creator (your manager)
    - Content source site or community (org news sites, all company)
- The goal is to offer a mix between what you want to see and what you need to see

Dashboard

- Dashboard is a view build with cards displaying relevant and targeted information (links, call to actions, insights, etc)

- Dashboard web part can only be added to Home site and it's also shown in its own tab in mobile app

- Dashboard is a "normal" SharePoint page in your Home site

  There's only one dashboard per tenant, but you can create language versions of your dashboard

- Dashboard cards are similar modules as web parts, easy to add and configure
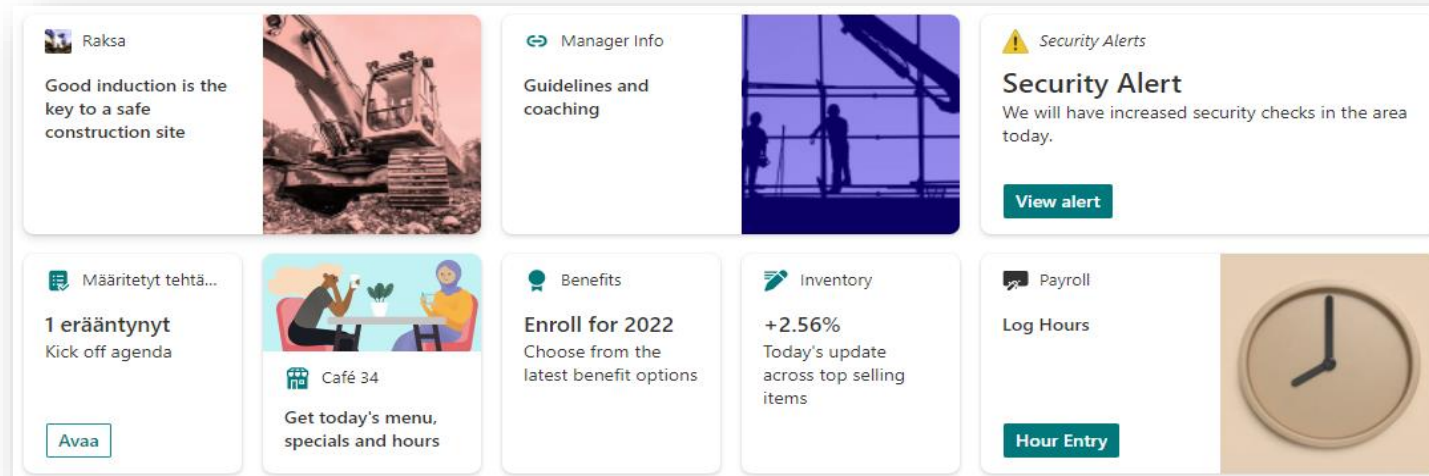
Types of dashboard cards

Pre-configured
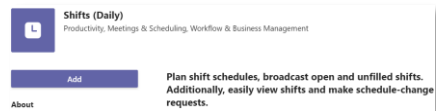
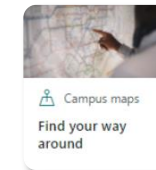Shifts
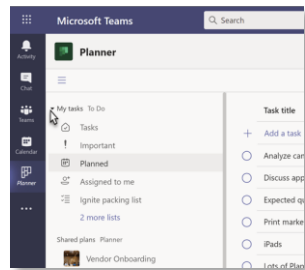
Tasks

Teams apps
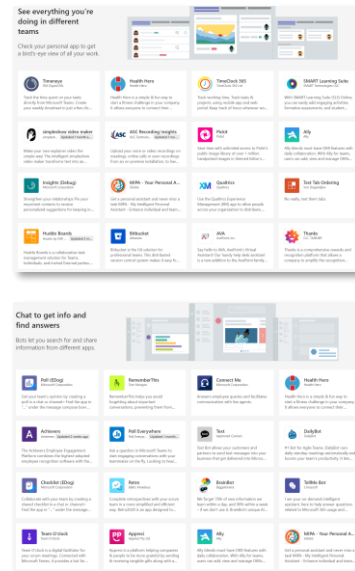
Card link to apps only

SharePoint / web link

SharePoint modern page

Access content on SharePoint pages

URL card

Dashboard author can provide URL, title, icon and tap behavior(s)

Custom

<u>Adaptive cards samples and templates</u>

LoB and SaaS (API)

SPFx

No code   "Low code"   Custom code

Intranet in Teams

- Viva Connections Teams app brings your Home site into the Teams app bar

- You can also choose to use default Viva Connections desktop experience instead of your (customized) home site (coming early 2023)

- Site is fully functional – you can navigate to different sites, interact (e.g. leave a comment) and even edit content without leaving Teams

- You can also access Global navigation with similar content as in SharePoint App Bar
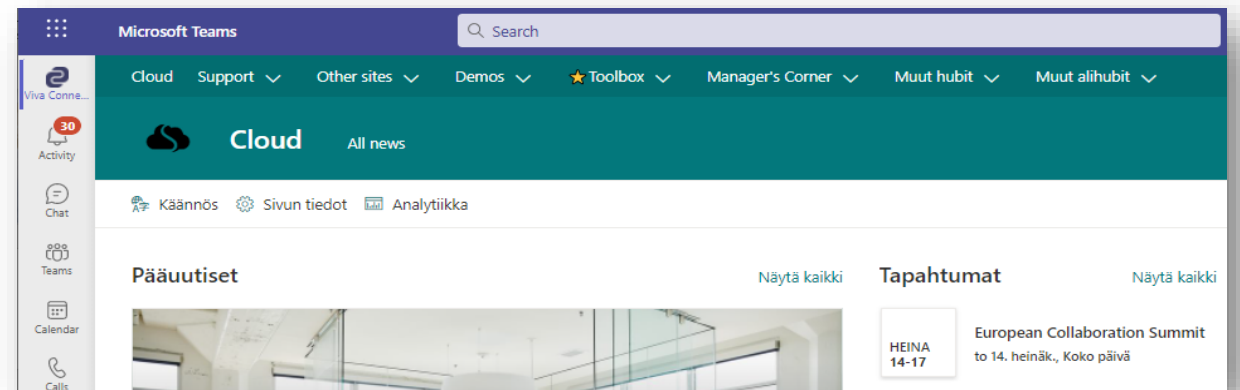
Mobile app

- Viva mobile is part of Teams mobile app - there's no "Viva Mobile App"

- However, user experience is completely different in Teams web / client and Teams mobile!

- Mobile app does not show your Home site (like web/client), but instead consists of three tabs with fixed content:

    Dashboard

    Feed

   *Resources (global navigation, way to browse sites and pages)*

Related things

- **Home site**

  One SharePoint site to bring into Teams and the home for Dashboard

- **Global navigation**

  Most important shared resources shown in Teams and mobile tab

- **Organization news sites**

  Specific sites which are set up as "more important news sources"

- **Audiences**

  Way to target content for specific groups in feed and dashboard

- **Boost**

  Feature which allows you to promote news posts in feed

- **Dashboard cards**

  Targeted modules, created and configured on DB page

Global navigation

Audiences

Org news sites

Home site

Dashboard cards

Boost
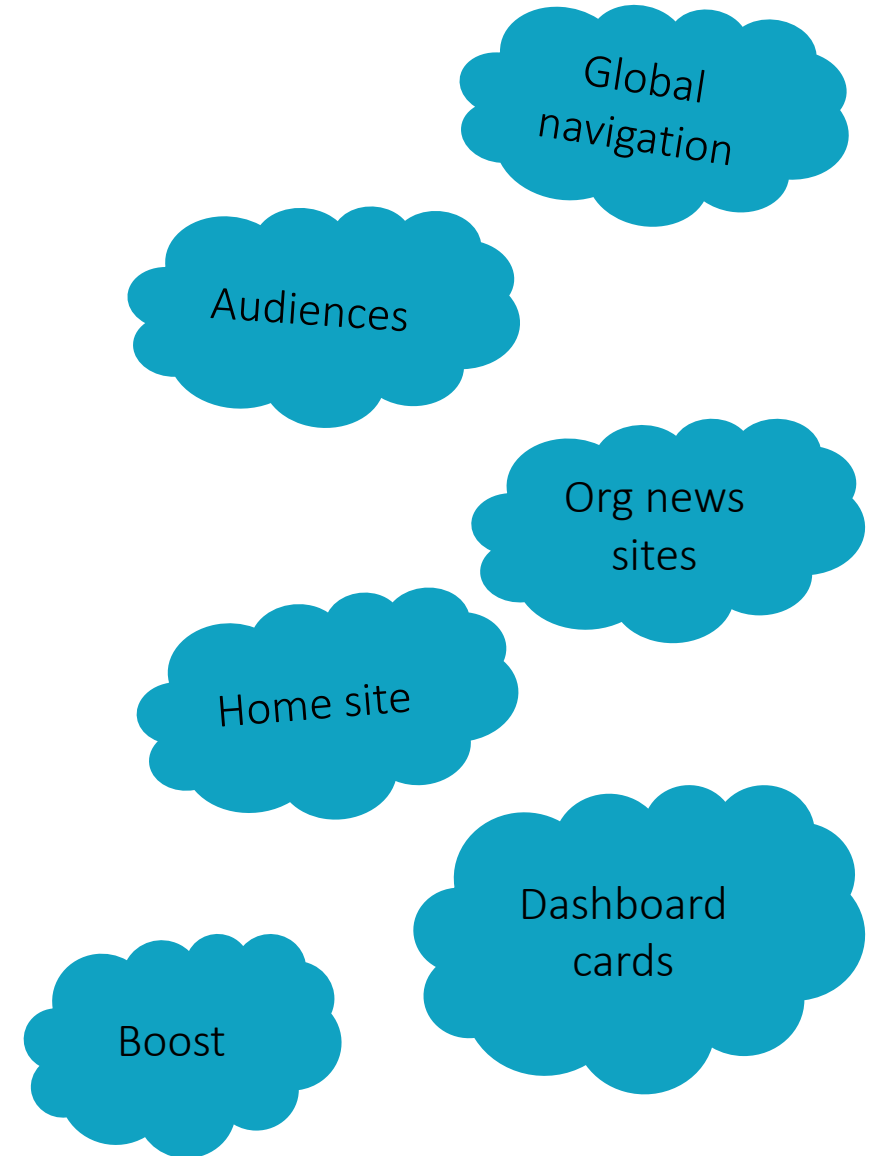
Audience targeting

- Way to "remove clutter" – only show relevant content for each user
  - *does not limit permissions!*
- Audience groups are security groups in your tenant
  You can create them based on location, business area, role..
- Can be used in many places:
  - *documents, pages, news posts, events*
  - *quick links, navigation links*
  - *dashboard cards*
- Audience is applied manually by content editor
  - *content roll ups can be configured to use targeting (oob news & events, highlighted content, PnP search results)*
  - *Viva feed and dashboard use targeting by default*

3
Vivafying your intranet

How to do it? - It depends!

I want to access intranet via Teams and mobile!

A little bit more challenging– you need to plan your information architecture, content prioritization and target audiences.

You also need to educate content producers!

I want to offer a digital desktop

This is easy, if you already have a modern intranet.

Remember to check / set up a basic dashboard.

I want better reach and relevance for news and conversations
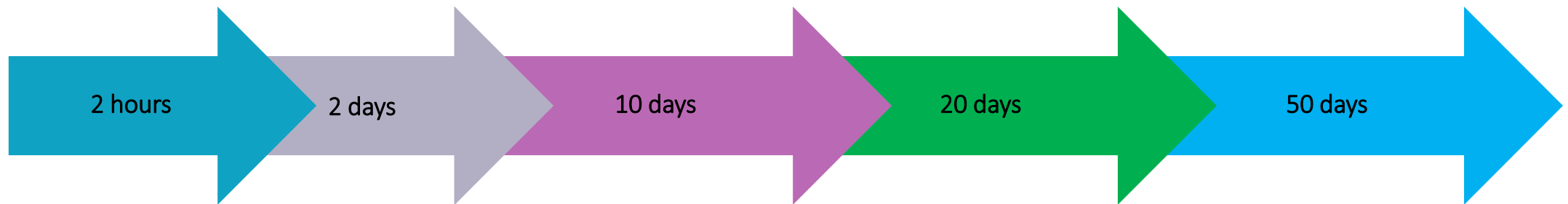
Setting up some basic cards (links, Teams apps) is quick and easy.

But you can also go "all in" and start building your own custom integrations and applications.

Size of a Viva Connections project

2 hours

2 days

10 days

20 days

50 days

Configure Home site, Global nav, Dashboard with one link card and Teams app

Plan and implement landing page changes, org news sites and basic audiences

Create simple dashboard cards for target groups, plan content guidelines and educate content creators

Re-organize your intranet information architecture, design a new landing page

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Build a new simple modern intranet with Viva Connections

New modern intranet with targeted communication and digital desktops + full mobile experience, Yammer launch and adoption project

Example - small "Vivalift"

Starting point: Organization has a modern SP intranet. They would like to bring it into Teams to reach the field workers better, and also add some personalization to offer more relevant content for target groups.

- Preparations

  Set up intranet landing site as a Home site (SharePoint admin center or PowerShell) and configure intranet hub navigation as Global navigation

  Plan and create Target audiences (AAD security groups)

- Planning the Feed and educating content creators

  Plan and configure Organization news sites

  Create content guidelines / policies for using org news sites, boost feature and audiences

  Educate content creators

  Add Feed web part to your intranet landing page

- Activate Dashboard and set up some basic cards for mobile experience (for example a link to intranet landing page)

- Set up Viva Connections Teams App and pin it to Teams app bar for everyone

I want to access intranet via Teams and mobile!

I want better reach and relevance for news and conversations

What to prepare beforehand?

Plan target audiences (different user groups) and create AAD groups with simple name / prefix

Users can access intranet on their phone three different ways – decide, which ones are supported or recommended

Create guidelines how to choose the correct site / community, audience and prioritization for the content

1
Audi-
ences

2
Landing
page

3
Mobile

4
AI

5
Content
guidelines

Plan intranet landing page – remember upcoming Viva Connections home experience

Feed is AI enhanced – make sure that you make the most of it (AD properties, group memberships, following content etc)

WANT MORE INFO?

General Viva materials
https://docs.microsoft.com/en-us/viva/

Licensing
https://www.microsoft.com/en-us/microsoft-viva/pricing

Viva Connections documentation
https://docs.microsoft.com/en-us/viva/connections/viva-connections-overview

Setting up Connections step-by-step guide
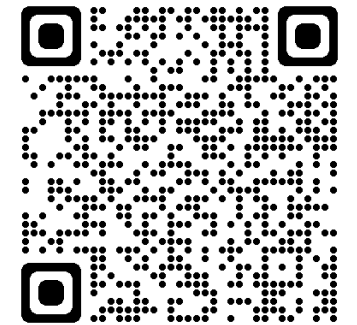https://docs.microsoft.com/en-us/viva/connections/guide-to-setting-up-viva-connections

New Desktop experience
https://techcommunity.microsoft.com/t5/microsoft-viva-blog/more-options-coming-soon-for-the-viva-connections-desktop/ba-p/3644419

https://collabdays.be

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