**IoT Level-Up Training Drive FY23 Core Priorities**

**Customer & Partner Value**

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| [1.1] CONSUMPTION IMPACT: Drive and accelerate resolution of Field CSU escalations through Unified Action Tracker, resulting in accelerated customers adoption & deployments of Unified Edge, Hybrid & IoT workloads. Update UAT items weekly. Help the PG prioritize the UAT backlog based on customer feedback. | The IoT Level-Up training enables consumption impact for the Azure Core CSA to own IoT workloads during the “Inspire & Design” phase, allowing Corporate CSU to **scale through efficient UATs with focus on Hybrid workloads**. |
| [1.2] EXPANSION IMPACT: Drive scale through the Field CSU by creating and landing Solution Engineering assets, aligned to the “Innovate across hybrid and edge with Arc and IoT” Solution Play, including CAF/WAF and delivery oriented (CIPs/MIPs/VBDs) IPs. | The IoT Level-Up training **enables expansion of impact** by educating the field with a repeatable, on-demand format to deliver on CSU developed WAFs & VBDs. |
| [1.3] UNIFIED REVENUE IMPACT: Identify, create and scale out via field customer scenarios for customer-funded activities, resulting in both increased Unified Consumed Revenue (UCR) & Azure Consumed Revenue (ACR) for Unified Edge, Hybrid & IoT workloads. | The IoT Level-Up training enables unified revenue impact for the field by supporting phase 1 & 2 MCEM IoT opportunities, **enabling the Hybrid CSU to scale & drive additional Arc revenue**. |

**Connected Customer Experience**

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| [2.1] ACCELERATE TIME TO VALUE: Accelerate the use of repeatable IP through VBD to maximize positive customer outcomes. Ensure a connected “One Microsoft" customer experience by teaming for success with field CSU and PG. | The IoT Level-Up training accelerates time to value by **preparing the field CSAs to successfully deliver WAF and VBDs** |
| [2.2] POSITIVE CUSTOMER EXPERIENCE: Ensure customer satisfaction, as measured by Customer Health Index (CHI) & CSAT, by unblocking & accelerating opportunities. Leverage the Unified Edge, Hybrid & IoT UAT and OneList request and feedback process to devise solutions for blockers. | The IoT Level-Up training directly improves customer experience by enabling Azure Core CSAs to **eliminate IoT challenges before blockers develop**. |
| [2.3] CUSTOMER OBJECTIVES MET: Enable and accelerate through the field CSA, Unified Edge, Hybrid & IoT technical delivery as requested via UAT and as outlined in the Customer Success Plan (CSP), to enable realization of customer priorities & objectives. | Our team enables the CSU Field to deliver Unified Edge, Hybrid & IoT solutions **to realize customer objectives & drive substantial ACR**. |

**Customer & Partner Trust**

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| [3.1] BE THE TRUSTED ADVISOR: Guide field with customer centric mindset toward successful transformation journeys, providing thought leadership by constructively challenging customer thinking using your subject matter expertise, IP & industry/market insights. | The IoT Level-Up training enables the Core CSU Field with valued skills as a **“One Microsoft” approach to lead the industry as an IoT trusted advisor**. |
| [3.2] GROWTH IN SPECIALIZATION & MASTERY ACROSS SKILLS: Complete all required training on time. Grow your proficiency by leveraging role skilling plan & self-skilling options such as technical learning paths, workshops, OpenHacks, LevelUps, & certifications. Complete technical accreditation/attestation in Unified Edge, Hybrid & IoT workloads. | We are **developing a mastery of skill across our entire organization** by providing referenceable training that incorporate video and self-guided labs. |
| [3.3] COMMUNITY LEADERSHIP: Actively contribute to the success of others by engaging with your local & global communities, mentoring & contributing to repeatable IP creation (MIP/CIP offerings). | The IoT Level-Up skilling is an **active contribution of IP offerings to drive the success** of Microsoft and our customers. |