SYMPRAXIS CONSULTING

Scaling SharePoint: Meeting the Demands of Exponential Growth

Emily Mancini

#SEF2022

Emily Mancini

Principal Architect

Information Architect & UX Specialist

Formerly a Microsoft 365 Platform Owner & Trainer

Microsoft Community Content Co-Maintainer

emilymancini.com

linkedin.com/in/eemancini

@eemancini

Microsoft 365 Community Conte

https://docs.microsoft.com/en-us/microsoft-365/community/

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Filter by title

- HOME
- Basics and Definitions
- Microsoft 365 Better Practices
- Maturity Model for Microsoft 365
- SharePoint Better Practices
- Information Architecture
- Effective Communication
- Making Better Decisions
- Useful Scenarios
- Automation
- Security
- In Preview
- References
- Microsoft Office official documentation
- Contribute

Docs /

Microsoft 365 Community Content

Learn about Microsoft 365 from the community! All content is community generated.

Basics and Definitions

GET STARTED

Glossary

Follow Microsoft 365 on Social Media

Microsoft 365 Search Technologies

What is a Site Column?

What is a Content Type?

Groups in Microsoft 365 and Azure, and Which is Right for You

What kind of apps can you build on Microsoft 365?

Query String URL Tricks for SharePoint and Microsoft 365

Microsoft 365 Better Practices

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Accessibility by Design

Content Type Propagation

OneDrive PC Folder Backup Benefits for End Users

Why Microsoft 365 adoption projects fail

Maturity Model for Microsoft 365

LEARN

Introduction

Collaboration Competency

Communication Competency

People and Communities Competency

Search Competency

Staff & Training Competency

Business Process Competency

Management of Content Competency

Customization and Development Competency

Governance, Risk, and Compliance

Information Architecture

LEARN

Metadata vs Lookup columns

Living Large with Large Lists and Large Libraries

LEARN

Site Builder/Owner - New Site

HOW-TO GUIDE

Elevating Collaboration

Elevating Communication

https://docs.microsoft.com/microsoft-365/community/

POLLS

Agenda

Generate demand
- Identify toe hold
- Identify business outcomes

Manage demand
- Customer Experience
- Governance
- Self-Service
- Align with business

Scale demand
- Steering Committee
- Strategic Plan

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5.10

Generate demand by focusing on:

- Which tools are best for the organization
- Productivity training
- Integration in Microsoft 365

INTERVIEWING

- FACING ONE ANOTHER
- OPEN-ENDED QUESTIONS
- OBJECT TO REFER TO

USABILITY TESTING

- RESEARCHER OBSERVING
- USER THINKS ALOUD
- FOCUS ON THE DESIGN

NN/g
Nielsen Norman Group

Maturity Model for Microsoft 365

PURPOSE

- Improve organization through use of technology
- Benchmark company and department
- Select appropriate approach
- Develop an organizational business and technical roadmap based on:
  - What's possible
  - What's desired
  - Organization's culture and drivers
- Lead and support strategic planning, with senior management
- Align implementation needs and objectives
- Discuss use of the platform with IT – not just technology
- Socialization tool

https://symp.info/MM4M365

Artifacts

Published Competencies

- Governance, Risk & Compliance
- Business Process
- Collaboration
- Communication
- Management of Content
- People & Communities
- Search
- Staff & Training
- Customization & Development

Tools

- Running a MM4M365 workshop
- Practitioner meeting recordings

In progress Competencies

- Modern Infrastructure
- Employee Experience
- Data & Analytics
- Security

Supporting Articles

- Principles of...
- Search
- Communication
- How to elevate...
- Collaboration
- Communication
- People & Communities
- Staff & Training
- Governance, Risk and Compliance

MM4M365 provides benchmarks to measure your organization

Maturity Level	Description	Intent
Level 500 **Optimizing**	• Deliberate and systematic process improvement/optimization • Focus is on continually improving process performance • Addressing statistical common causes of process variation and iterative process improvement	Optimal, systematic, statistical, improvement-focus, automated, assured, proactive
Level 400 **Predictable**	• Actively managed in accordance with agreed processes and has tracked metrics • Effective achievement can be evidenced across a range of operational conditions • Process has been tested and refined • Process users demonstrate competence	Productive, interactive, responsive, enhanced, effective, adaptable, quality
Level 300 **Defined**	• Defined and standardized • Signed off, managed process • Limited validation of effectiveness, doesn't include edge cases • Process users demonstrate familiarity	Documented, policy-driven, planned, controlled, stable
Level 200 **Managed**	• Key processes defined but not standardized, uniformly or strongly applied • Some ability to demonstrate consistent outcomes • Limited buy-in from staff and management • Widespread inconsistency and resistance	Routine, legacy, fire-fighting, variable, personally managed
Level 100 **Initial**	• Default, starting/exploratory state • People driven processes, lacking documentation and discipline • Many ways of doing the same thing (with variable results) • Characterised by inefficient legacy approaches and pockets of unmanaged innovation	Ad hoc, reactive, uncontrolled, chaotic, unstable, not designed

Identify business outcomes by:

- Conducting user interviews
- Conducting usability tests
- Benchmarking the organization with the Maturity Model for Microsoft 365

IT'S
ALIVE!

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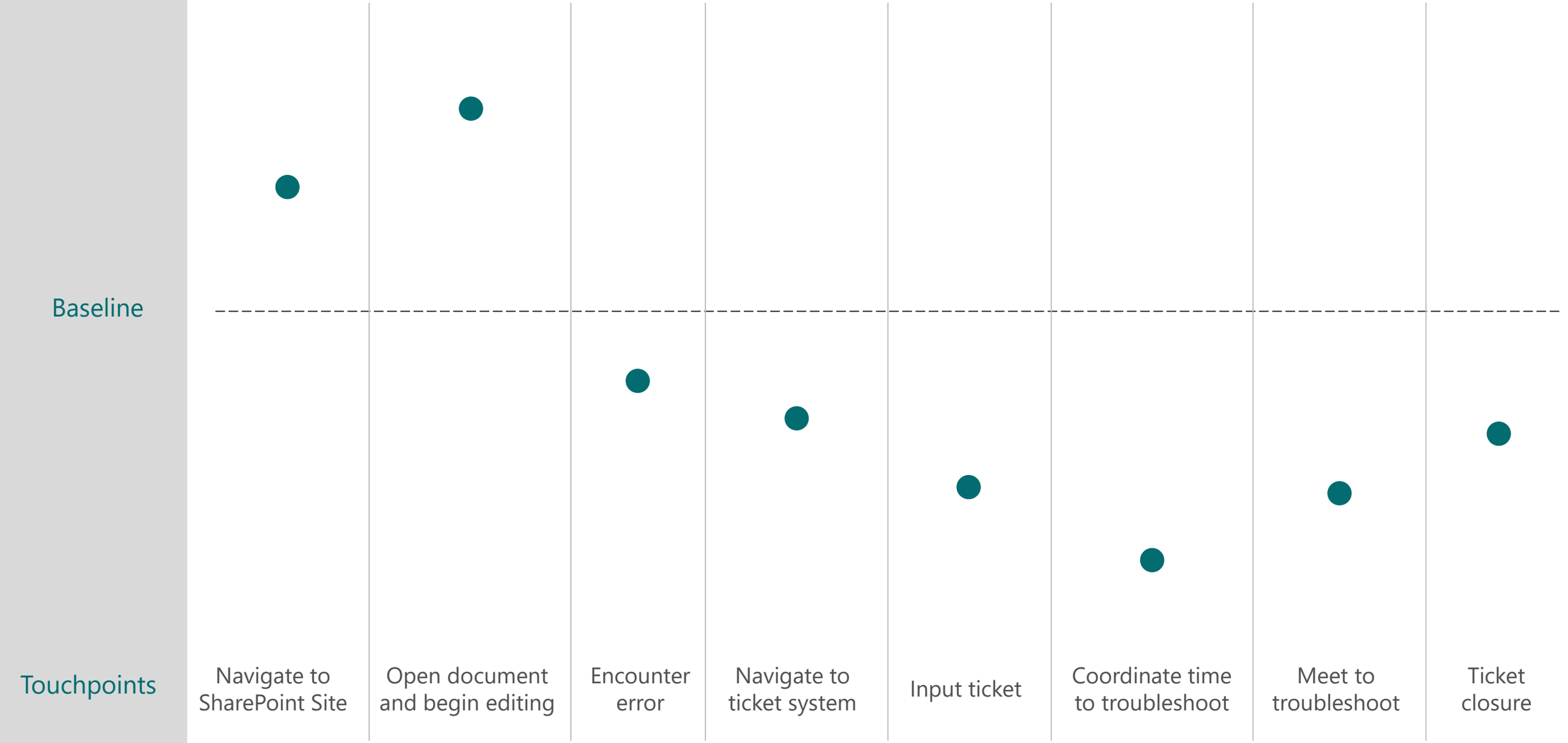
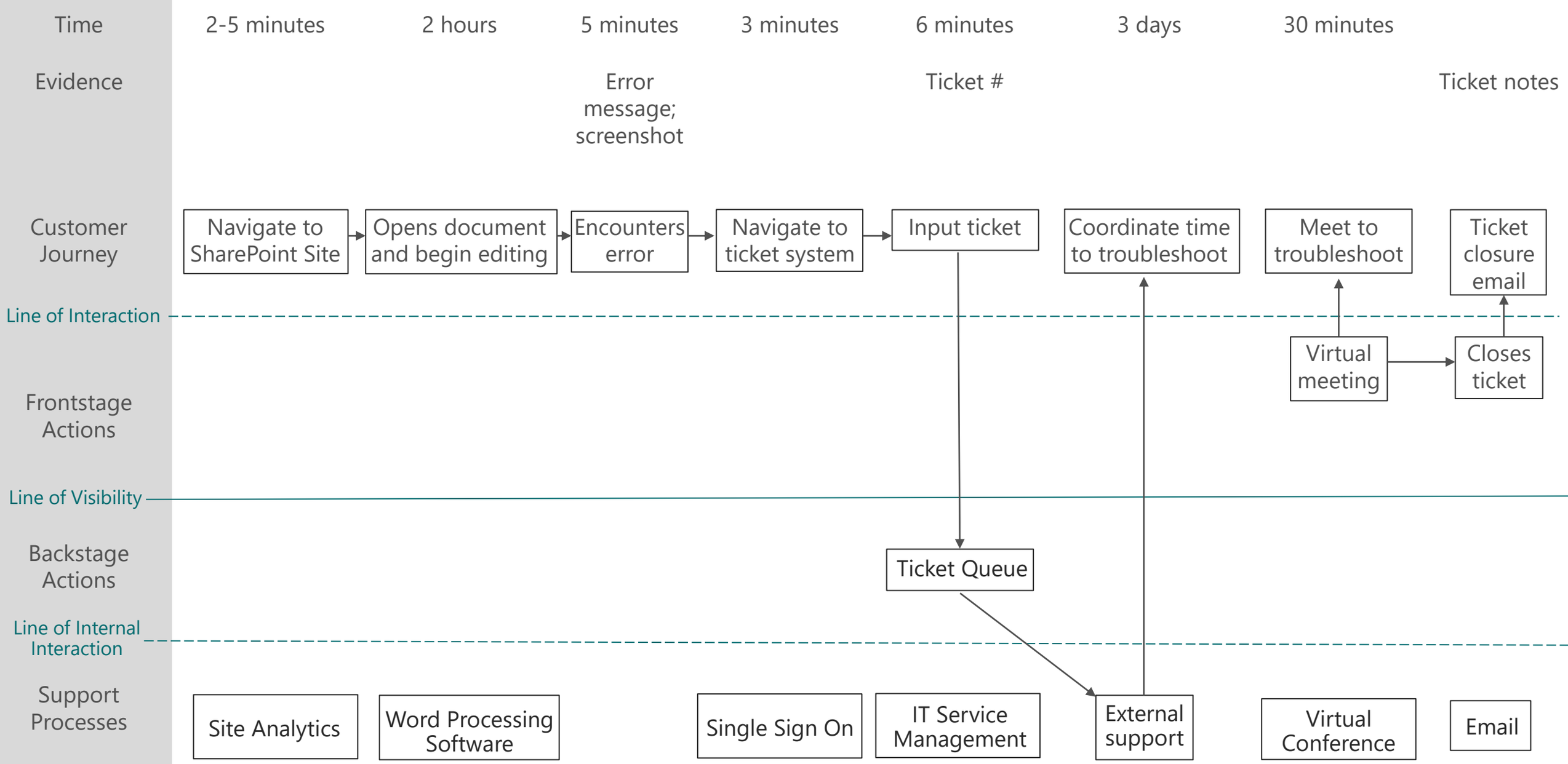
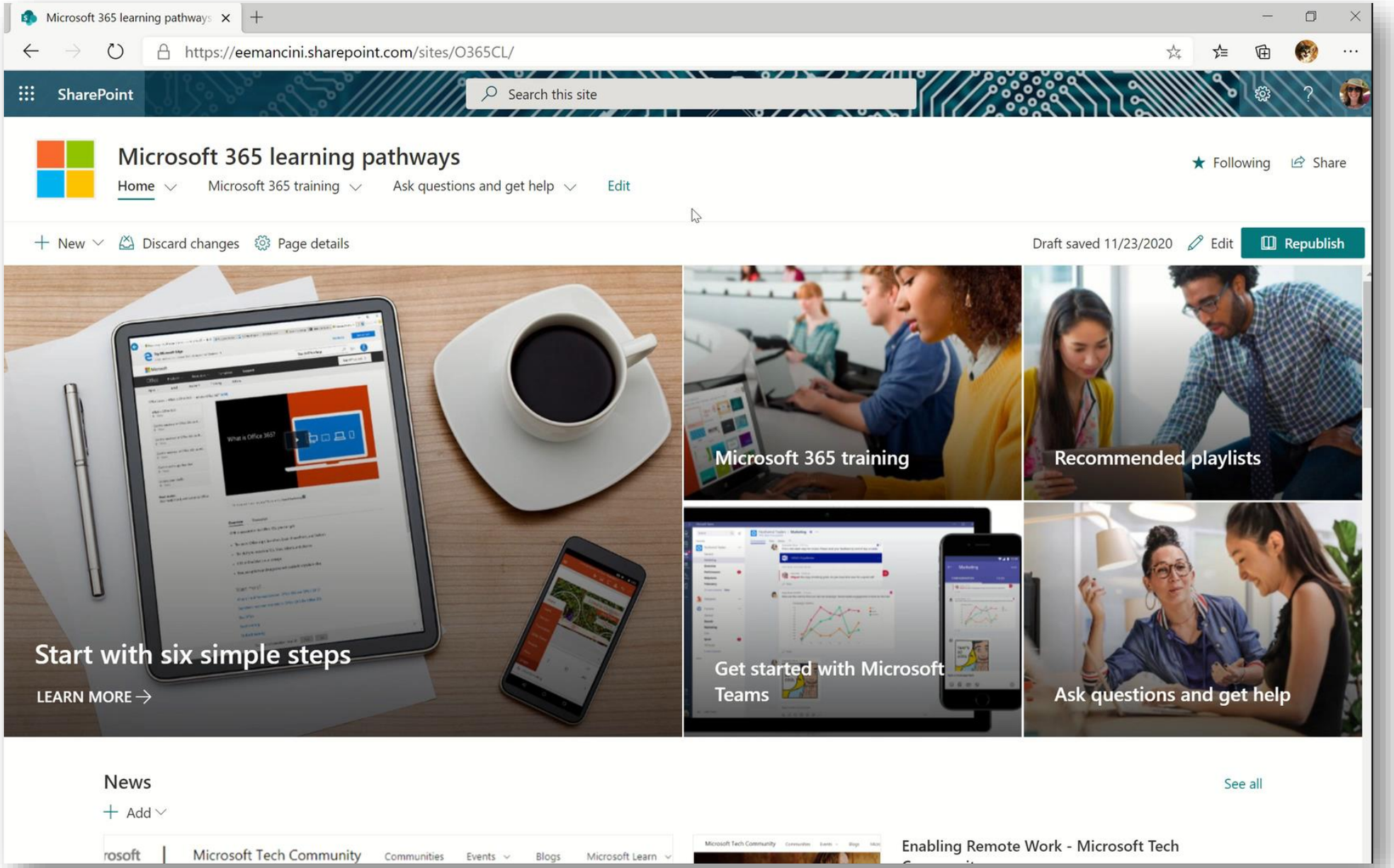
SharePoint Coauthoring Error Customer Journey



SharePoint Coauthoring Error Service Map





https://lookbook.microsoft.com/: “Solutions”>“Learning Pathways”

Create a seamless customer experience by focusing on:

- Consistency across touchpoints
- Building relationships
- Compassion for end user experience
- Creating asynchronous learning opportunities

Sue Hanley's Governance Policies & Guidelines Questions:
http://tiny.cc/SharePointGovQuestions

Audit Type	Purpose	Cadence
New Team Site & Communication Site Creation	-Ensure Team Site creators have gone through required training -Reduce duplication of sites in environment -Ensure Communication Sites are built in partnership with IT	Daily
Subsite Creation	-Ensure best practices are being followed to utilize hub sites; not subsites	Daily
Public Team Sites	-Ensure team sites aren’t used as communication sites	Monthly
Sites Without Owners	-Ensure consistent business ownership of content	Quarterly
External Users without Activity in Past 90 days	-Ensure external access is removed for discontinued relationships	Quarterly
Team Sites without Activity in Past 90 Days	-Ensure all sites in our environment are in actively in use	Quarterly
Sites with Broken Links	-Ensure accuracy of data in our sites	Quarterly

Create a governance plan by focusing on:

- Asking lots of questions first
- Socializing governance
- Implementing auditing

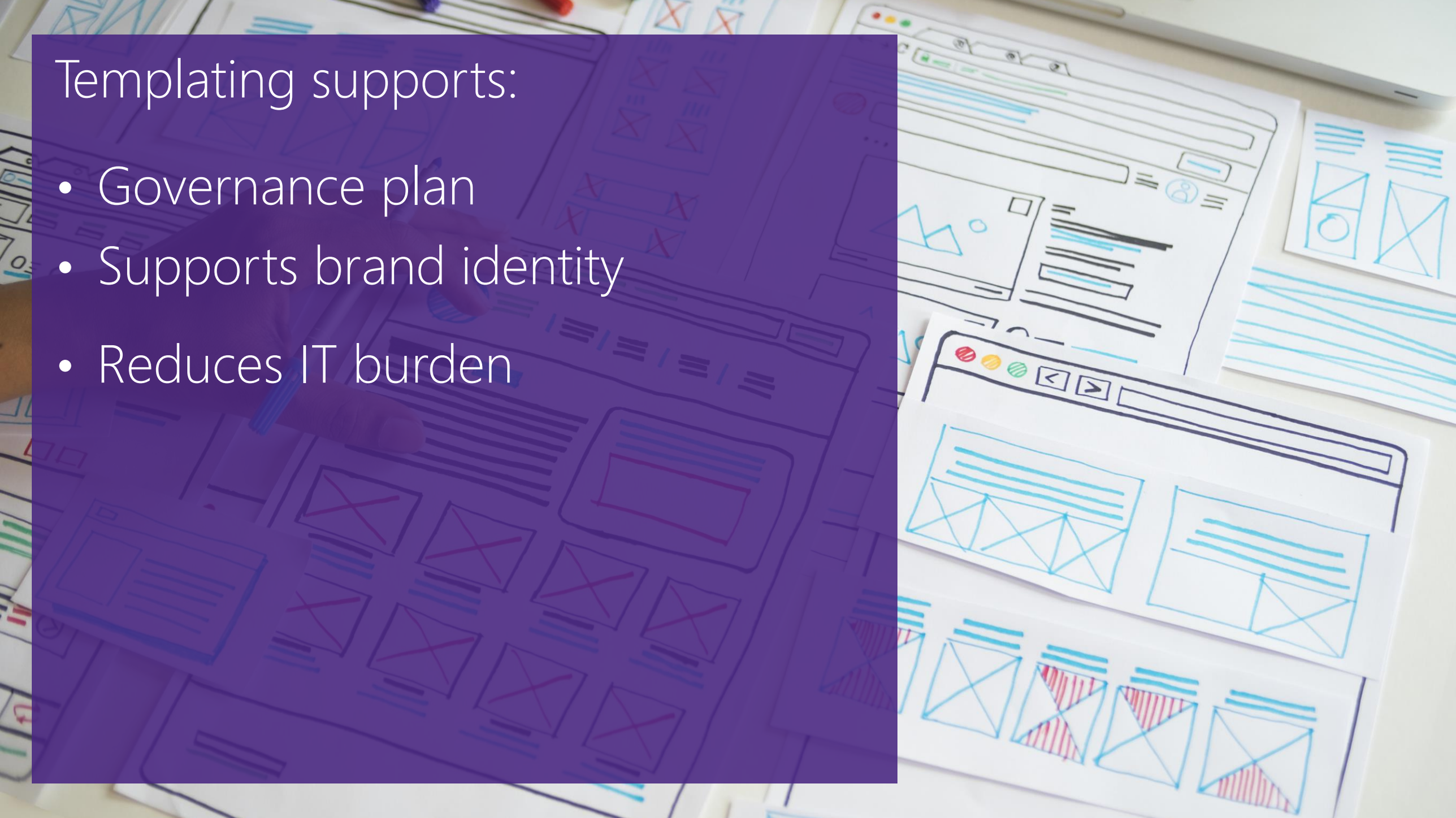
* Create templates

Microsoft 365 Template Options

	Across Site Collections	Metadata	Document Libraries	Pages	Permissions	Requires Code
Page Templates	No	Yes, for the page itself	No	Yes	No	No
Third-party migration tools (Sharegate)	Yes	Yes	Yes	Yes	Yes	No
Third-party template tools (Orchestry)	Yes	Yes	Yes	Yes	Yes	No
Site Designs	Yes	Yes	Yes	No	Yes	JSON PowerShell
PnP Provisioning Templates	Yes	Yes	Yes	Yes	Yes	XML PowerShell

Templating supports:

- Governance plan
- Supports brand identity
- Reduces IT burden



DIESEL
REGULAR
119
Full
Service
Self
Service

SharePoint Team Site Guidelines

a quick guide for all self-service creation guidelines

Site Style: **Team Sites Only**

Site Owner must be active member of team or project

Naming Conventions: add "Team" to the end of your site name. You may delete from the site title.

Site Permissions: provided at site or document library level

Document Library: metadata preferred for scalability

Document Library: no more than three tiers of folders

In partnership with IT:

- Communication Sites
- SharePoint Lists
- Custom Scripting
- PowerApps utilization
- Microsoft Flows (business process automation)

https://eemancini.sharepoint.com/sites/SharePointChampions

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SharePoint

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News

Add

New Community Resource: Microsoft 365 Community Docs

Learn about Microsoft 365 from the community! All...

emily mancini 4 minutes ago

1 view

Virtual SharePoint Champions Meetups

We are sad we cannot meet in perso...

emily mancini 6 minutes ago

1 view

New courses added to Learning Pathways

You asked and we listened. New...

emily mancini 9 minutes ago

1 view

Events

See all

Add event

JUN 3	Communication Site Training Wed, Jun 3, 3:30 PM
JUN 9	Team Site Training Tue, Jun 9, 9:30 AM
JUN 18	Champions Monthly Meetup Thu, Jun 18, 5:00 PM
JUN 23	Advanced SharePoint List Training Tue, Jun 23, 2:30 PM

Microsoft | Microsoft 365 Dev Center

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Get a free sandbox, tools, and other resources you need to build solutions for the Microsoft 365 platform.

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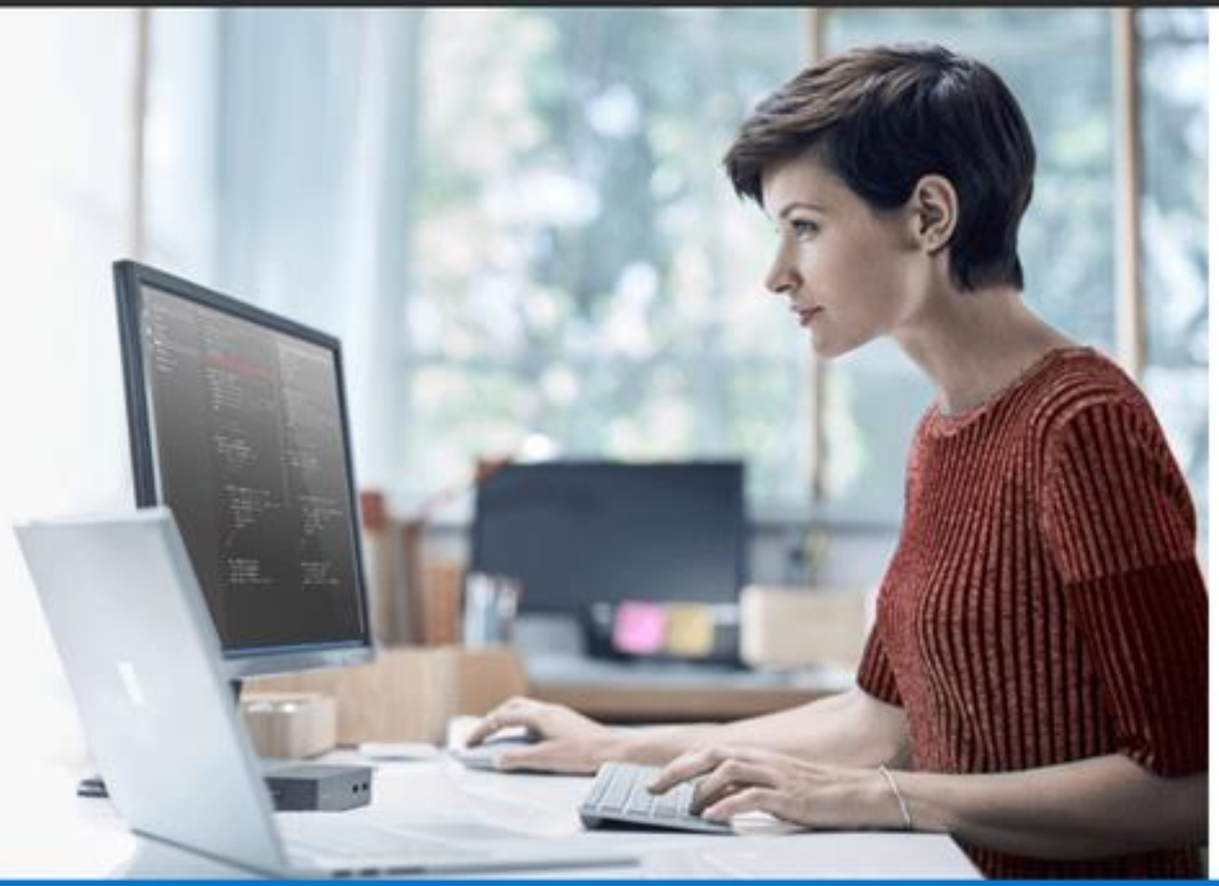

https://symp.info/DevTenant

Microsoft | Microsoft Adoption

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Learn more >

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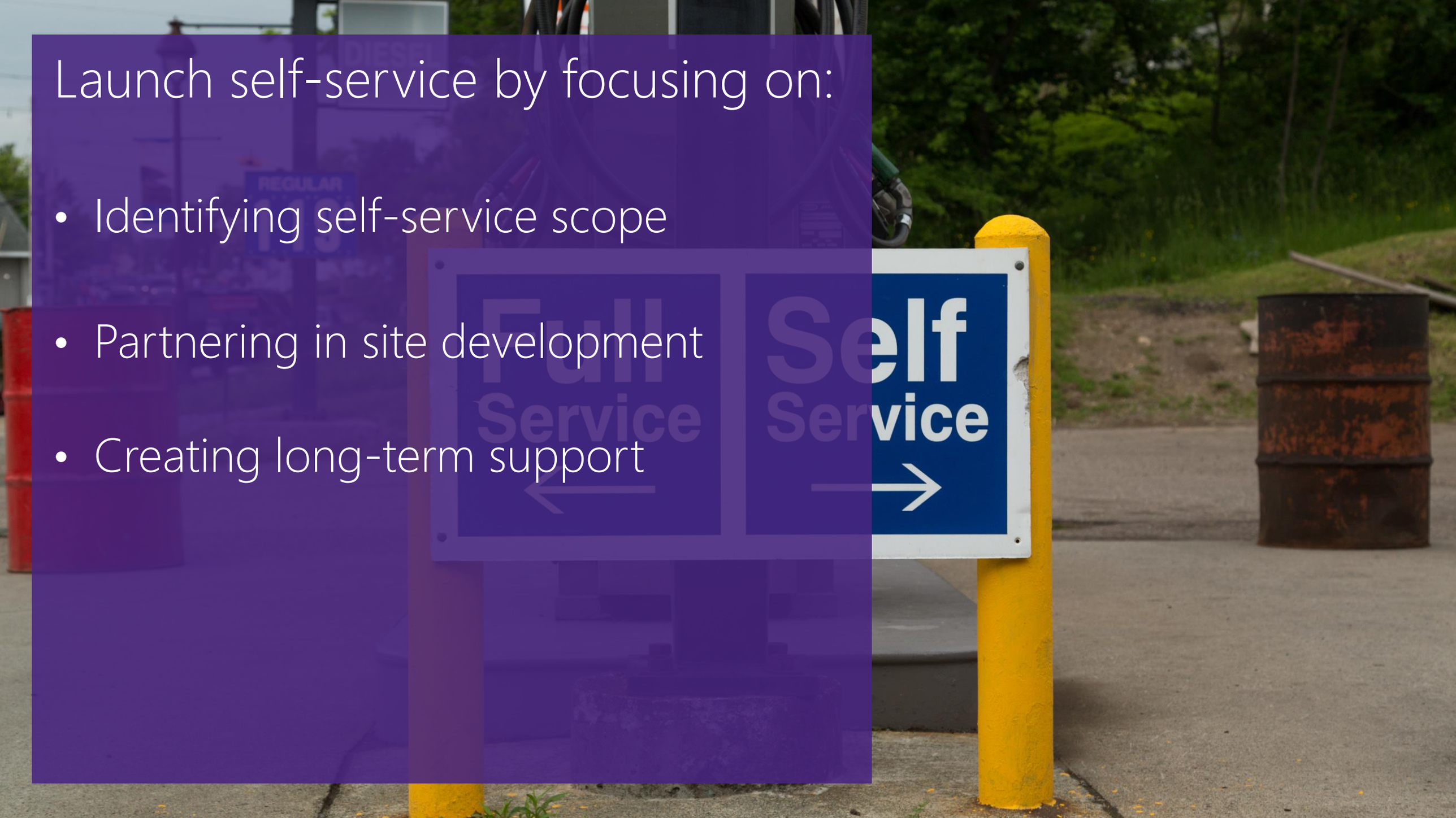
https://adoption.microsoft.com/become-a-champion/

Launch self-service by focusing on:

- Identifying self-service scope
- Partnering in site development
- Creating long-term support



Support self-service by focusing on:

- Aligning goals with the business
- Communicating expectations to leaders
- Celebrating Site Owners' successes

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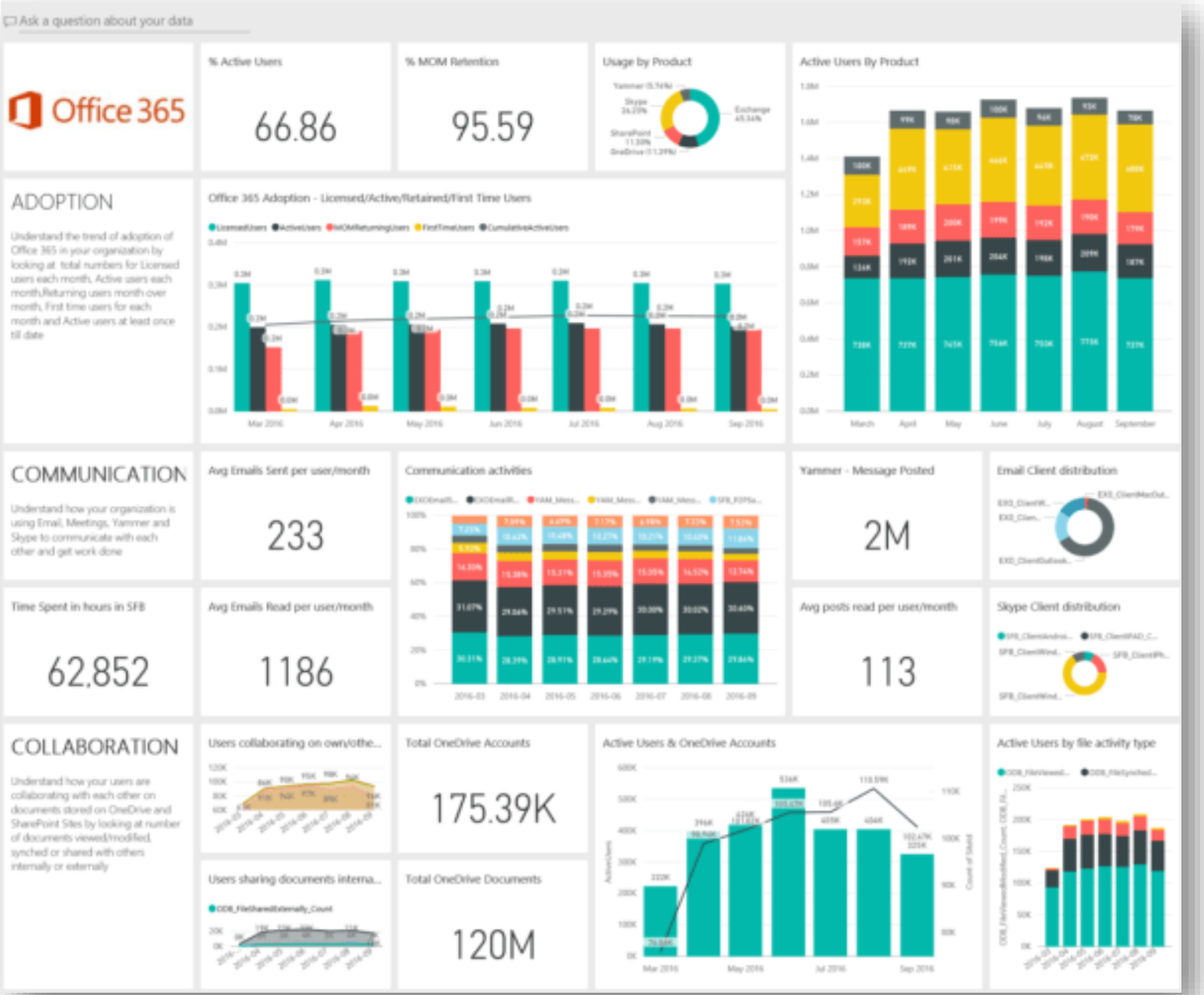
Tickets
Tickets
Tickets
Train tickets buy & collect
Train tickets buy & collect
iSmash
JCDecaux
Welcome to Victoria Station



https://symp.info/PowerBIAdoption

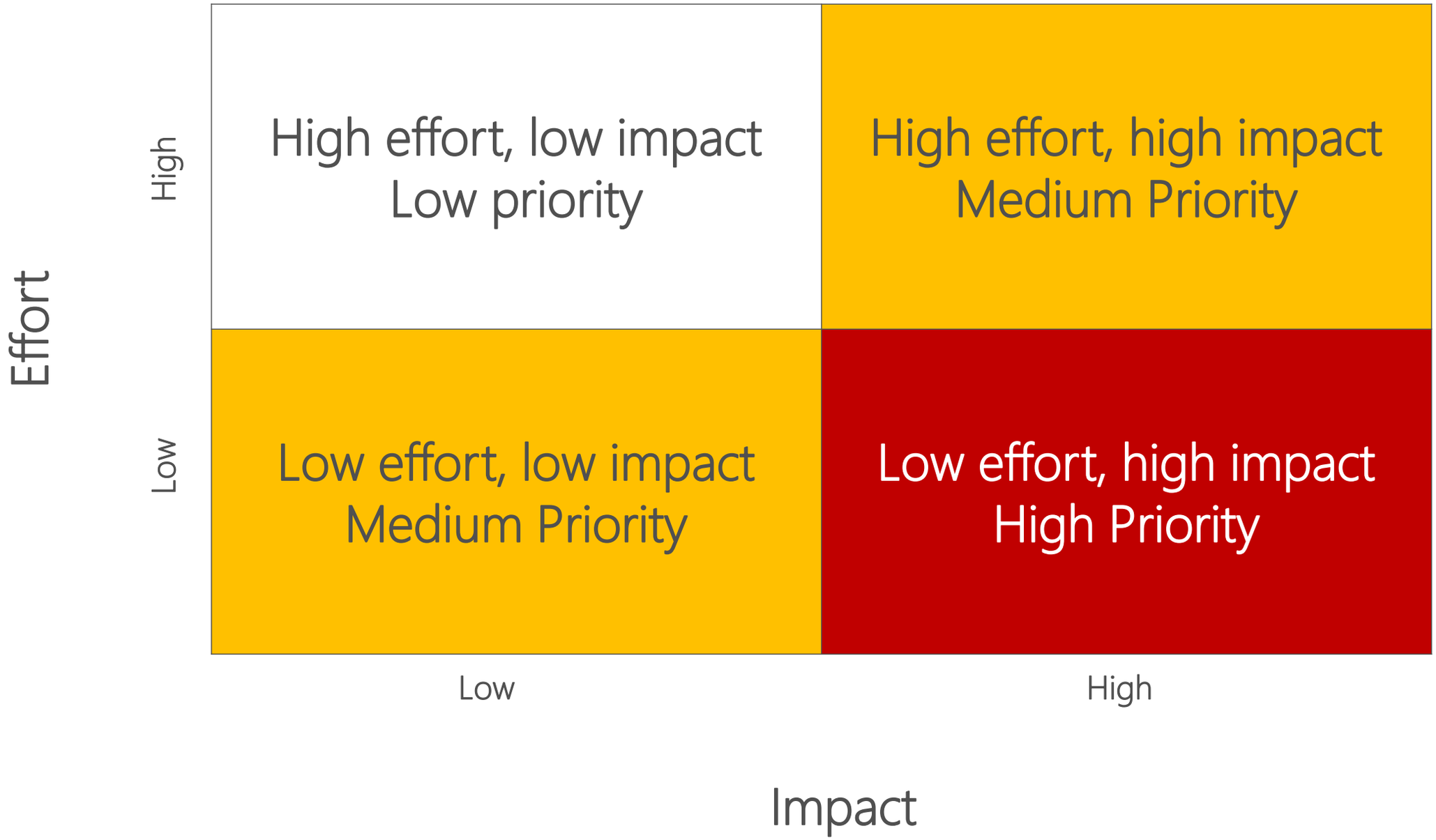
A **user need statement** is an actionable problem statement summarizing who a particular user is, the user's need, and why the need is important to that user.

User	Need	Goal
As an employee	I need to access benefits information	So I may select my benefits for 2022

Gibbons, Sarah. "User Need Statements: The 'Define' Stage in Design Thinking." *Nielsen Norman Group*, 2019, https://www.nngroup.com/articles/user-need-statements/.

Dept	Need	Outcome Objective	Company Goal
Project Management	Template project sites	Build consistency in collaboration across projects	Improve cross-departmental communication
Project Management	Decision matrix	Record previous and upcoming decisions	Increase transparency in decision making
Human Resources	Employee Resource Group support	Create communities across the org	Drive engagement across various global office locations

https://docs.microsoft.com/en-us/sharepoint/plan-intranet


High effort, low impact
Low priority
High effort, high impact
Medium Priority
Low effort, low impact
Medium Priority
Low effort, high impact
High Priority
Effort
High
Low
Low
High
Impact

Establish a steering committee by focusing on:

- Increasing visibility into Microsoft 365 metrics and project queue
- Aligning Microsoft 365 needs with business and culture goals
- Highlighting risk of keeping status quo

2.8/100

MAREA BALTICĂ
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Riga
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Uzlovaia
Klaipeda
Daugavpils
Liepaja
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Tartu
Narva
Pärnu
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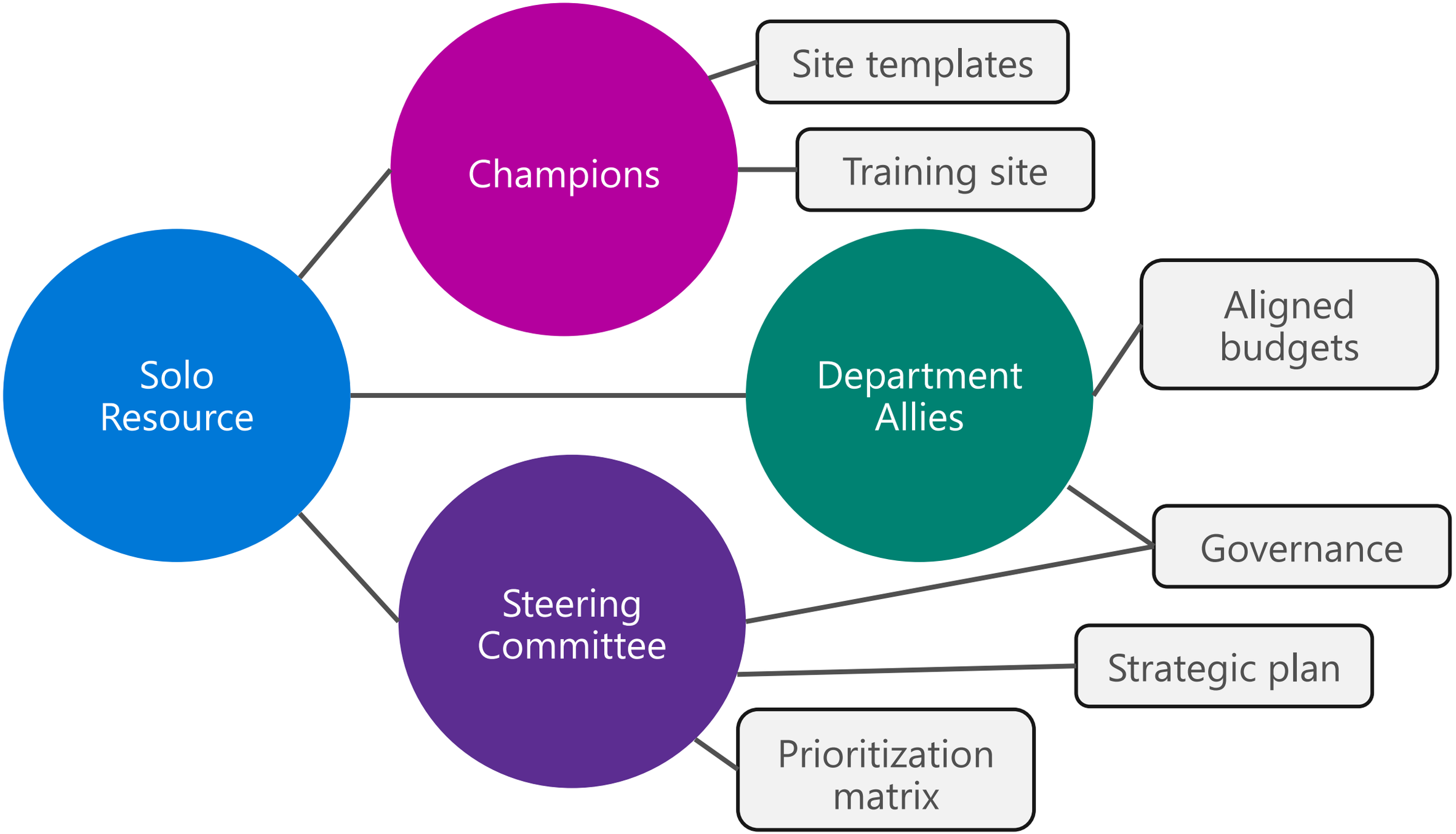
Wien
Bratislava
Budapest
Debrecen
Cluj
Iași
Chișinău
Odesa
Kharkiv
Kyiv
Minsk
Moscova (MOSKVA)
Sankt Peter

Establish a strategic plan by focusing on:

- Enterprise-level solutions
- Department-level goals
- Transparency

Solo
Resource


Solo Resource
Champions
Site templates
Training site
Department Allies
Aligned budgets
Governance
Steering Committee
Strategic plan
Prioritization matrix

THANK YOU

Continue the conversation on Twitter!
@eemancini

Resources

Customer Experience Resources

Good Customer Experience Demands Organizational Fluidity: https://symp.info/CXOrganizationalFluidity
User Experience vs. Customer Experience: What's the Difference?: https://symp.info/UXvsCX

Governance Resources

Sue Hanley's Governance Policies & Guidelines Questions: http://tiny.cc/SharePointGovQuestions

Template Resources

Page Templates: https://symp.info/PageTemplates
Sharegate: https://sharegate.com/
Orchestry: https://www.orchestry.com/
SharePoint Site Design and Site Script Overview: https://symp.info/SiteDesigns
PnP Provisioning Template: https://symp.info/PnPProvisioning