Microsoft 365

Microsoft Viva

The Employee Experience Platform

Microsoft Viva: 101
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https://myteams.blog

Agenda

· Viva 101 from a Partner's Perspective

· Employee Experience Demo

· Q&A

How to Deliver a Topics Hackathon 30/3/22: https://msevents.microsoft.com/event?id=49658534
December 2021 Viva Bootcamp: Microsoft 365 and Security Learning Paths

Employee experience opportunity

$300B
Total spend

↗ **Employee expectations**

▦ **Experience gap**

🤝 **Industry and customer validation**

What is Viva?

Product Innovation Themes – 2022

Deepen in-market Microsoft Viva modules

Unify, connect, and extend Microsoft Viva modules and platform

Expand by building new Microsoft Viva value

Organization layer for employee experiences through Microsoft Teams

People at the center with skills, resources in the flow of work

Powerful insights that are actionable

Privacy and security that you can trust

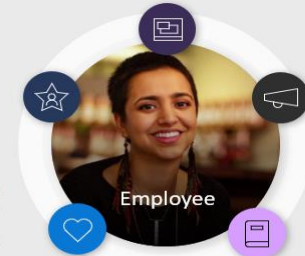**Platform and ecosystem** with customization and extensibility

Purpose & Alignment
Mission, Goals & Outcomes
Achievements & Recognition

Growth & Development
Learning & Coaching
Onboarding, Lifecycle Moments
Talent Mobility

Culture & Communications
News, Events,
Company Resources
Communities

Wellbeing & Engagement
Physical, Mental, Financial
Nudges, Feedback & Sentiment

Knowledge & Expertise
People & Experts
Documents & Content

Employee

People

- Hybrid work is inevitable. Create the culture to enable it.
- Empower managers to lead the shift.
- Make Viva your Employee Experience Cloud.
- Build a listening system.
- Help people learn and grow in the flow of work.
- Combat digital exhaustion from the top.
- Embrace flexibility to attract and retain new and diverse talent.

Viva Connections | **Viva Insights** | **Viva Topics** | **Viva Learning** | **Ally.io**

Coming H2 2022

Culture and communications | Productivity and wellbeing | Knowledge and expertise | Skilling and growth | Objectives and key results

Profitability
Organizations with highly engaged employees have **21%** greater profitability. [4]

Employee Satisfaction
94% of employees say they would stay at a company longer if it invested in their learning and development. [3]

Retention
Highly engaged employees are **12x** less likely to leave their company than those who are not engaged.[1]

Engagement
86% of top-performing companies reported that digital training programs boosted employee engagement and performance. [2]
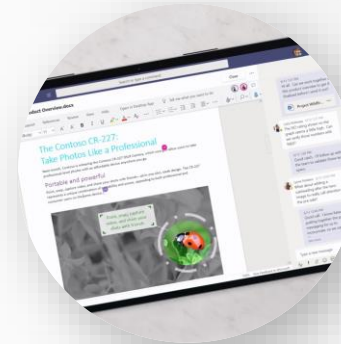
Challenges

People feel disconnected
Nearly **60%** of people say they feel less connected to their team after shifting to remote work.[1]

Burnout is a global problem
85% say wellbeing has declined and **56%** say job demands have increased.[2]

People spend about an hour per day searching for or recreating information
Using multiple tools drives context switching, drains productivity and creates frustration.[3]

CEOs are concerned about talent and skills
79% of CEOs worldwide are concerned that a lack of essential skills in their workforce is a barrier to future growth.[4]

Unilever | Humana | TOYOTA
avanade | OLDMUTUAL | NWG living water
genpact | REI co-op | M&S EST. 1884

Microsoft Teams

Meet
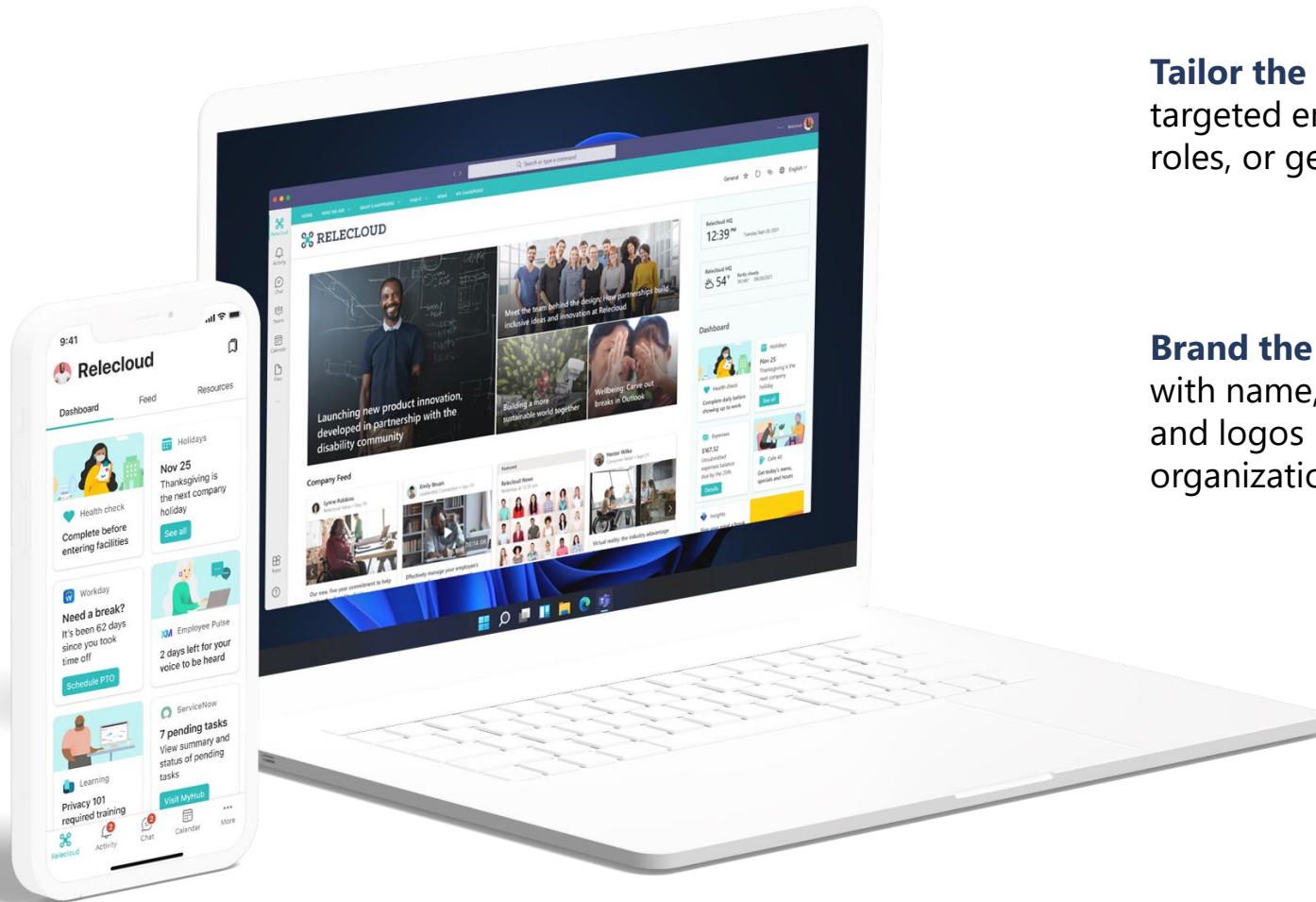
Chat

Call

Collaborate

Microsoft Viva

Apps

Connections Modernizes your employee experience

One place to connect with news, conversations and resources from across the organization

Personalized experience that delivers relevant content, information and resources, powered by Ai and Microsoft Graph

Tailor the experience to targeted employee groups, roles, or geos

Create custom components that enrich the experience with powerful frameworks

Brand the experience with name, icon, colors and logos reflecting your organization's identity

Leverage your investments in SharePoint, Yammer, Teams, Stream, and Microsoft 365 security, compliance and identity

Integrate your investments in partner solutions from leaders including Workday and ServiceNow

Where is Feed content sourced?

What each user sees is unique based on the content they have permissions to.

SharePoint

News posts on the home site

News posts on org news sites

News posts to sites you frequent or follow

Yammer

Posts to the All Company community

Featured Posts to public communities

Communities you follow

Stream

Video news links on org news sites

Videos embedded in news posts

How is the Feed Ranked?

... today.
We're experimenting and rapidly iterating on the logic used.

Chronology
Content is sorted into 3 buckets

0-4 Days

Promotion
Boost & Featured is surfaced highly in each bucket.

5-8 Days

Source Priority
"Top Down" messaging is ranked slightly higher than organic content from people around you.

9-30 Days

Engagement
Ensure dynamic mix of content types within each bucket.
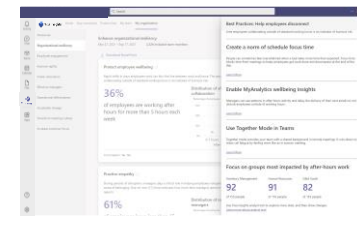
Viva Insights Empower people and teams

Data driven insights

Actionable recommendations

Leader insights
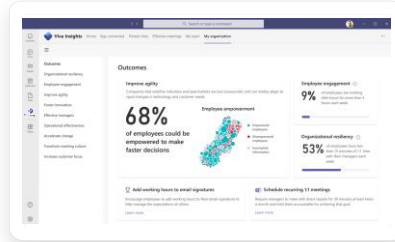
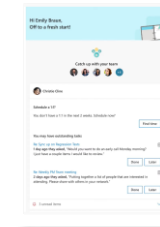Understand the impact of work on people and the business

- Drive employee experience transformation
- Create a culture of data-driven empowerment
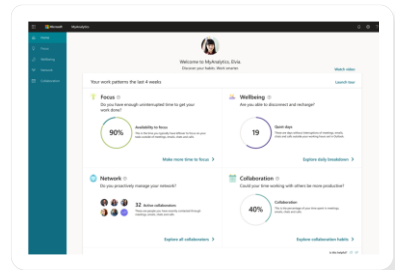
Manager insights
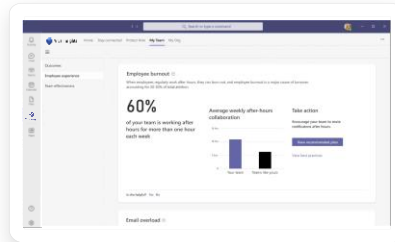
Identify work patterns that can lead to burnout and stress
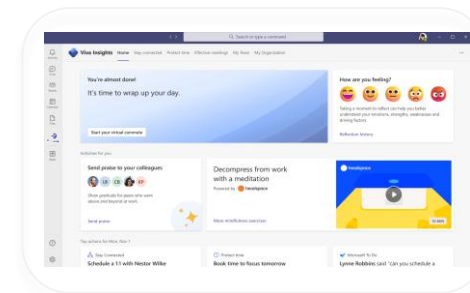
- Stay connected and invested in your team
- Help your team work smarter and stay balanced

Individual insights

Identify opportunities to change how you work

- Nurture your wellbeing
- Improve your productivity

Key partners

IT Leader
Manage solutions and access to data sources/infrastructure

Analyst
Conduct custom analytics based on business scenarios

Get Certified on Viva Insights

Viva Insights Badging

Harness the power of Microsoft Viva Insights to generate insights and improve collaboration in your organization

[Search all content]

Microsoft Viva Insights Community > Learning > Viva Insights Badging   Options

Viva Insights Badging Program

[Viva Insights Badging - Microsoft Viva Insights Community](#)

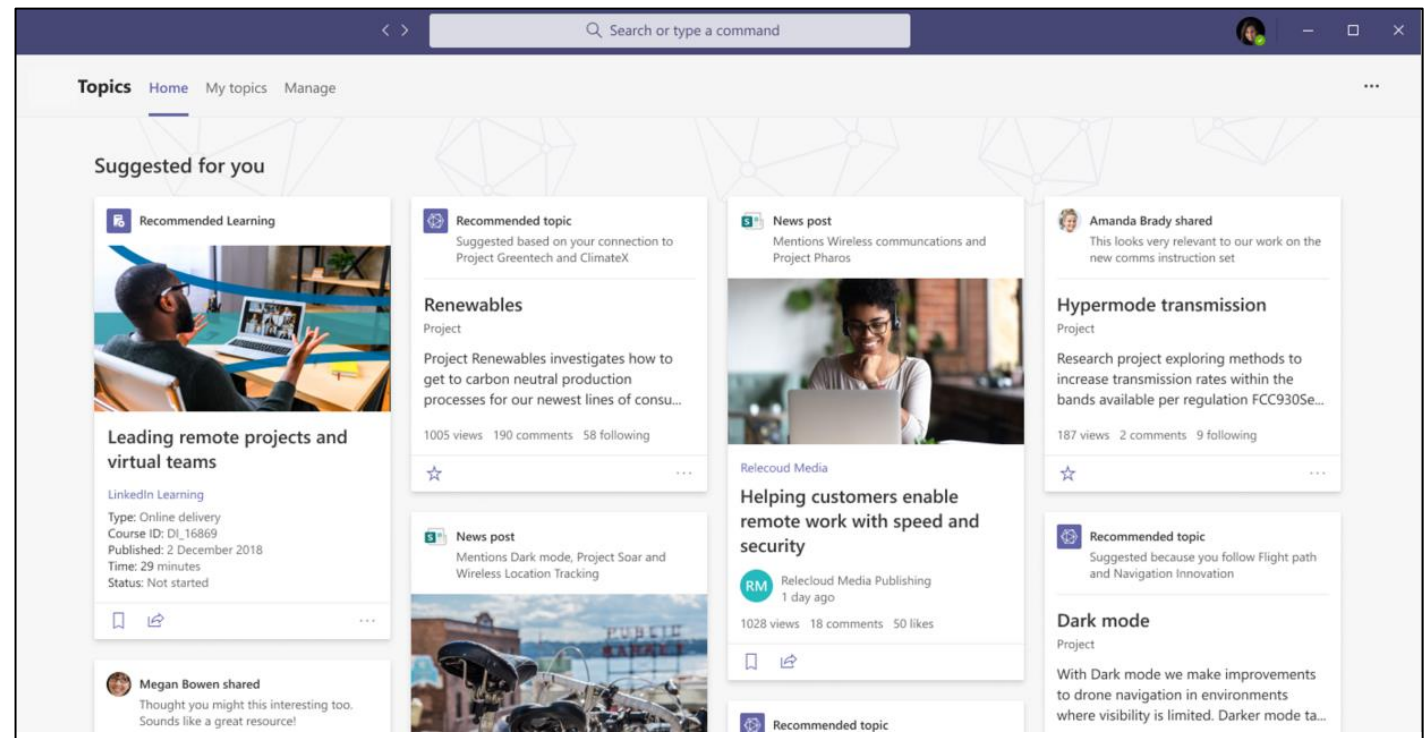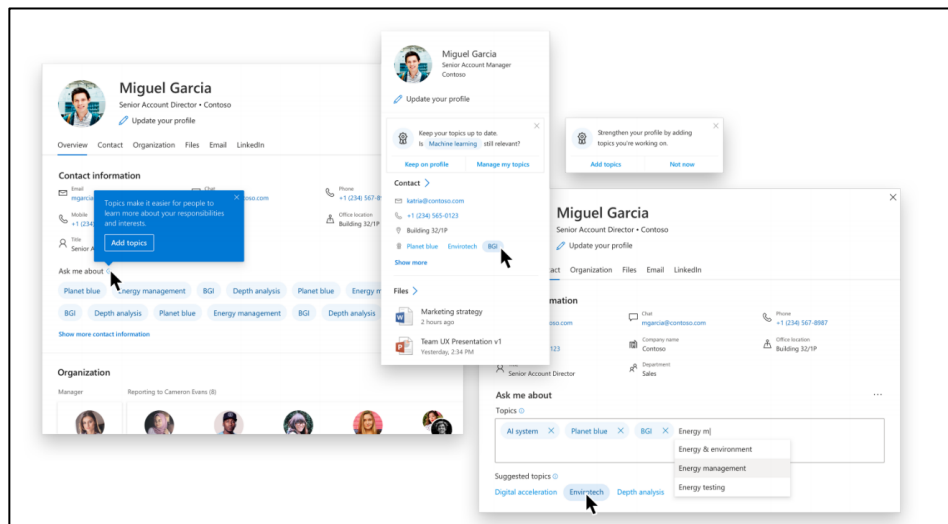# Topics Knowledge discovery

- Viva Topics highlights topics on SharePoint modern site pages automatically
- Site owners can manually insert a topic highlight with the hash tag feature
- Users can select the highlighted topic to view a Topic card and can search for topics
- The Topic Center delivers a personalized view of relevant knowledge

Viva Learning Features & Integrations

Seeded
All paid Teams users will have access to these features

Viva Learning app in Teams

Access to top 125 LiL courses, as well as full library of Microsoft Learn and M365 Trainings

Integration of the full LiL library (LiL subscription required)

Ability to integrate with SharePoint to provide access to custom learning content (up to 5,000 items)

Ability to search, share, and chat about learning content

Ability to create Learning tabs to organize learning content

Views/ bookmarks/ likes (core social features)

View featured content

View content Recommended by others

Basic reporting **(roadmap)**

Premium
Users gain access to these features with purchase of add-on*

Admin feature capability (full org and targeted groups)

Integration with LMS (incl assignments)

Integration with 3rd party content providers

Integration using Graph APIs **(roadmap)**

Recommending courses to users

Learning path creation **(roadmap)**

Intelligence driven by Graph **(roadmap)**

Cross-M365 discovery via search, recent items, etc. **(roadmap)**

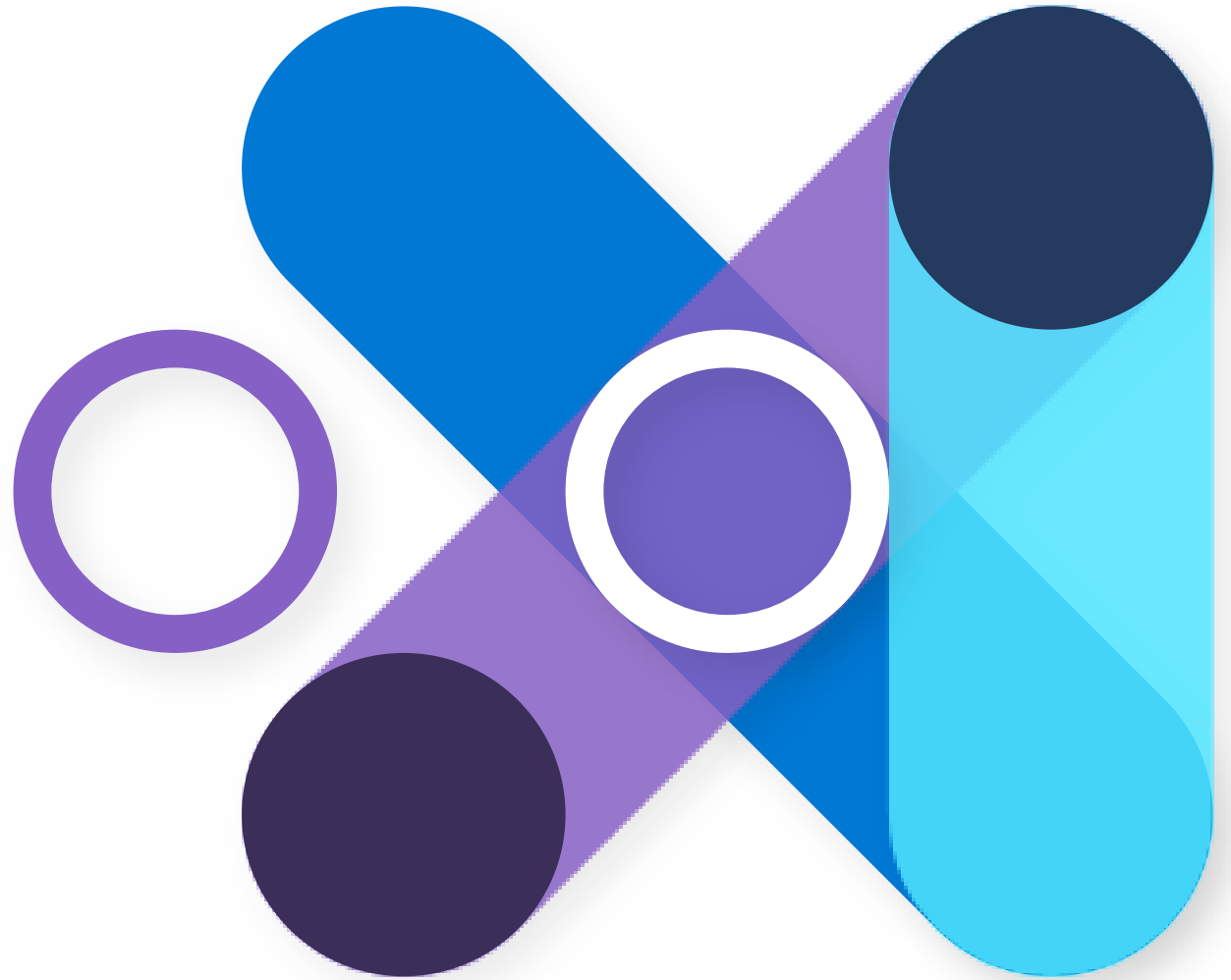Advanced reporting and analytics on learning consumption and usage **(roadmap)**

http://myteams.blog/2021/11/17/viva-learning-included-version/

Practices and Programs

Offer design principles

In a manner that is appropriate to the market that you serve, incorporate the following principles into your Employee Experience offers

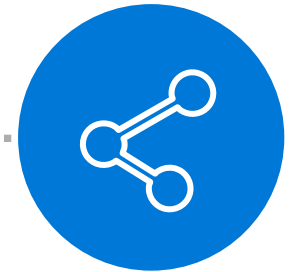**Build on customer needs aligned to industry scenarios**

Optimize for cloud service delivery

Standardize to accelerate deployment and adoption

Leverage GTM resources: MCAP, POC, Pilots, FastTrack

Incorporate differentiators & customer references

Microsoft Cloud Enablement Desk

Anatomy of the Offer: Competitive Advantage

Make the employee experience your competitive advantage with Modern Work solutions

Transform employee experience with a system of experiences that help organizations create a thriving culture with engaged employees and inspiring leaders

Publish a Consulting Services Offer to Marketplace

Define the strategy

Understand market landscape and opportunity for Microsoft Viva

Plan and design your offer

Develop the capabilities

Build skills necessary to understand the Viva Product Suite & GTM

Learn how to deliver MCAP (MCI) Workshops

Operationalize and GTM

Review the Offer to make sure it meets standards

Leverage Marketing Collateral

Publish to AppSource

Co-Sell with Microsoft

Employee Experience with Microsoft Viva Workshops

Assess

Read Workshop Delivery Guide

Prepare workshop for customer

Understand customer's current state with. Pre-Engagement questionnaire and kick-off

Art of the Possible

Demonstrate the value of Microsoft Viva

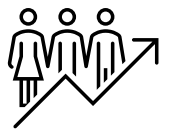Live Demos (CDX / Immersive Experiences)

Build the Plan

Perform customer use case and scenario prioritization

Provide next steps in Report & Recommendations

Follow up with Consulting Services Offer

Drive New Upsell

Drive Usage

Anatomy of the offer: Building blocks

Focus on developing the services and IP required to deliver on the core pillars of the Employee Experience sales play. A modular approach will allow flexibility to address the customer needs while still offering a holistic solution.

	Good Begin with Deployment and Adoption	**Better** Address advanced scenarios with specialized consulting expertise	**Best** Extend and Customize - Build apps, integrations, and custom solutions
Viva Connections	• Help formulate corporate communications strategy • Migrate to modern SharePoint sites and deploy Viva Connections app • Drive adoption of Yammer for employee engagement and communities		• Reusable adaptive cards • Connectors to expose line of business system data
Viva Topics		• Enterprise Content and Knowledge Management strategy • Rationalize, migrate, manage, and protect content	• Connectors to expose line of business system data • Custom Topics pages and experiences
Viva Learning	• Create a learning hub by connecting learning platforms and content	• Human Resources strategy consulting • Skills development plan consulting service	• LMS and learning content connectors • Industry learning packages
Viva Insights	• Help users adopt better work habits with personal insights in Teams • Improve organizational wellbeing with manager and leader insights	• Business strategy and transformation services • Diagnose and remedy business performance challenges	• Industry strategy frameworks, templates, and dashboards

Adoption & Change Management

FY22 Jumpstart Program **workloads**

A programmatic, targeted approach to help partners incubate new sales plays, build capacity, and Go-To-Market at an accelerated pace.

Modernize Endpoints

Enable and secure work from home, on the go and in the office with management of the full stack

Enable Frontline

Digitize every business process and role to be enabled for the shift to Hybrid Work

Enable Employee Experience

Focus on employee wellbeing, empowerment and their connection to company culture

FY22 JumpStart | Viva

Invitation only program for select top Microsoft Partners providing support to build Viva practice and offerings and Go-To-Market at an accelerated pace.

Practice & Offer Development

Develop base capability requirements for new or revitalized workloads.

- Centralized readiness through boot camps, Office Hours, Yammer communities.
- 1:1 offer / solution ideation & design engagement with Build with Factory (BWF)
- Inclusion in Content Services Partner Program, as appropriate

Drive customer intent

Generate customer interest and build customer intent with end-to-end customer journeys.

- Through partner demand gen materials and potential funding
- Microsoft Cloud Accelerator Workshop (MCI) resources and funding.
- Customer propensity lists to augment targeting.

Pipeline Acceleration

Accelerate opportunity pipeline with Microsoft sellers and deploy and drive usage with customers.

- Co-sell days to introduce your services or solution.
- ECIF for POC support.
- Case studies to celebrate customer stories.

Commitment

✓ Commitment to build capacity and develop cosell solution aligned to Viva

✓ Shared goals to drive business impact of Employee Experience Sales Play metrics, i.e.: Viva Revenue and usage

✓ Engagement in Co-sell pipeline sharing, Office Hours, Jumpstart Community.

Gives & Gets | Viva

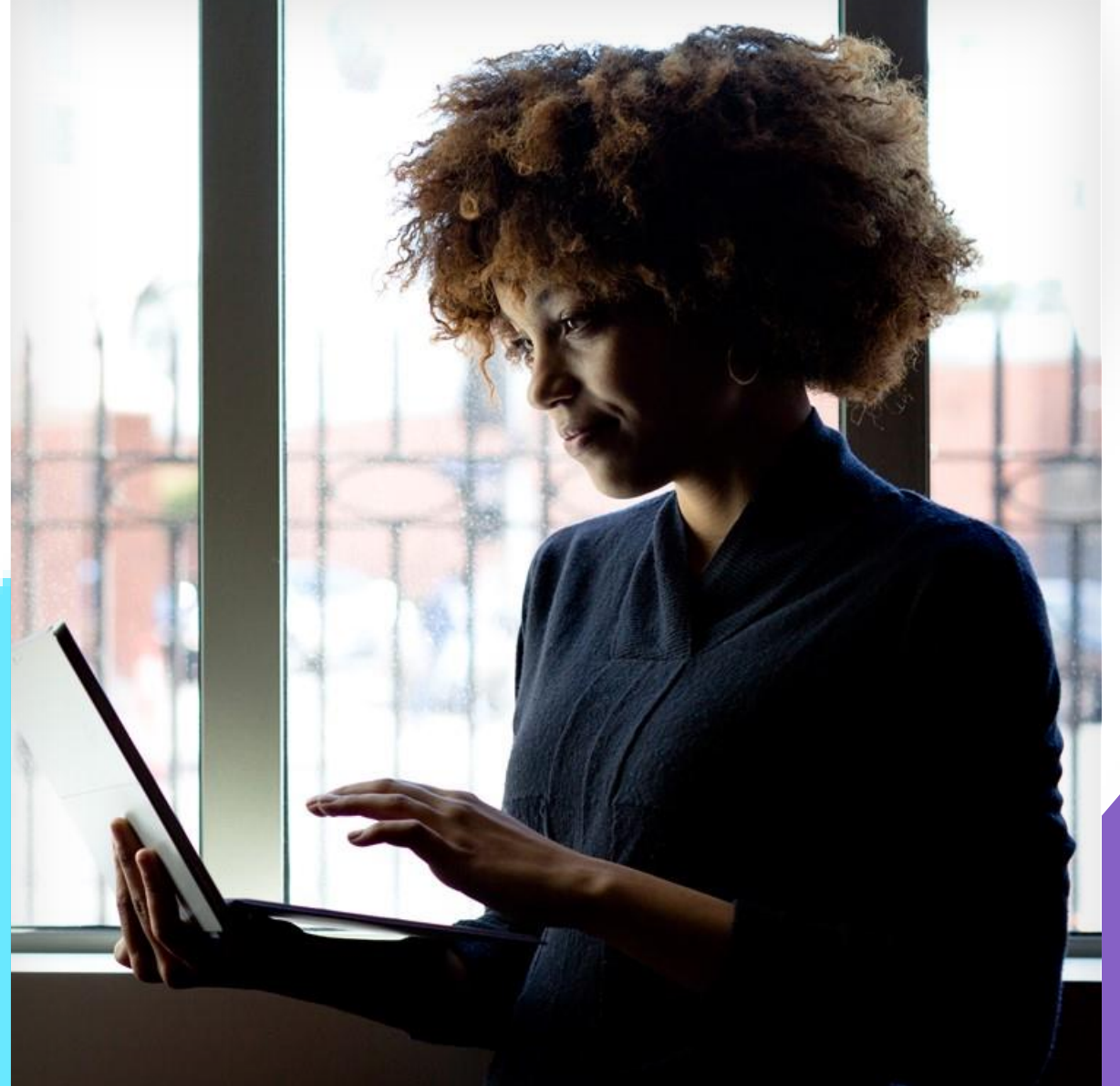|	Partner Gets (from MSFT)	Partner Gives

Onboard	• Readiness Training
	   • Presales
	   • Technical
	• Partner value proposition with profitability pitch
		• Commitment to invest in practice/solution
		• Trained & self certified resources to deliver in market
		• Attend and contribute to monthly community calls

Develop	• 1:1 offer / solution ideation & design engagement with Center of Excellence Cloud Solution Architects • GTM content & resources	• Develop customer offer (solution/practice) • Review customer offer/solution with Center of Excellence Cloud Solution architect • Publish Co-sell ready offer in commercial marketplace
Execute	• Customer propensity lists • Invite to Co-Sell planning & partner share • Demand generation resources • Workshop content & funding • Deployment & Usage ECIF funding for POC/Pilot • Customer case study production	• Drive through partner demand gen • Deliver workshops (Number TBD) • Achieve Customer wins (Details TBD) • Share & track pipeline in partner center • Customer wins & case studies

Viva Pricing

[Employee Learning and Training Content Hub | Microsoft Viva](#)

[Improve Employee Wellbeing | Microsoft Viva Insights](#)

[Knowledge and Expertise | Microsoft Viva Topics](#)

Microsoft 365

Demo

Microsoft Viva

Viva Resources

Microsoft Viva Documentation

https://docs.microsoft.com/en-gb/viva/

Microsoft Viva Learning Resources

https://readiness.transform.microsoft.com/learning-path/d68db727-1264-4a94-866d-f26ca0a46895

Partner Yammer Community

https://aka.ms/EXPPartnerYammer

Viva demonstration assets are available on

https://cdx.transform.microsoft.com

Partner Resource Center

https://aka.ms/viva/partner/resources

Viva partner newsletter at:

https://aka.ms/viva/join

Microsoft Viva Blog:

https://techcommunity.microsoft.com/t5/microsoft-viva-blog/bg-p/MicrosoftVivaBlog

Viva Adoption Hub:

https://adoption.microsoft.com/viva/