How to run a Maturity Model Workshop

Maturity Model for Microsoft 365 Practitioners

February 2025

⭐ Guest stars ⭐

Core Team

Current Core Team

Marc Anderson, Sympraxis Consulting | @sympmarc
Simon Doy, iThink 365 | @simondoy (.bsky.social)
Simon Hudson, Novia Works | @simonjhudson (.bsky.social)
Sharon Weaver, Smarter Consulting | @sharoneweaver
Galen Keene, Smarter Consulting | @sdkeene
Pia Langenkrans, Cloud 476 | @zellery_se
Mats Warnolf, Mats Warnolf AB | @MatsWarnolf

Emeriti

Emily Mancini, Left Uncharted | @eemancini

Initiative started by Sadie [Van Buren] Gilronan as the SharePoint Maturity Model in 2010

Agenda

Practitioner & Maturity Model overview

- Artifacts and Updates
- Purpose

→ Shout-out & Picture Time (**Together Mode!**) → Contribute → The main event

Reminders

Join us every month!

Download the recurring calendar series:

- https://aka.ms/mm4m365/invite

Join us via Meetup:

- Global Microsoft 365 & Power Platform Meetup Events

Purpose and articles on Microsoft Learn

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
- AI & Cognitive Business ✨
- Collaboration ✨
- Communication ✨
- Customization & Development
- Management of Content
- Infrastructure ✨
- People & Communities
- Search
- Staff & Training
- Employee Experience

Practical Scenarios

- Microsoft 365 Service Change Management
- Servicing Microsoft 365 Apps

Tools

- Running a MM4M365 workshop
- Practitioner meeting recordings

In progress competencies

- 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/characteristics	Intent
Level 500 Optimizing	Optimal, systematic, statistical, improvement-focus, automated, assured, proactive	“We want to ensure all the key processes are always effective and resilient, while designing the same into anything new we do”
Level 400 Predictable	Productive, interactive, responsive, enhanced, effective, adaptable, quality	“Let’s make things even better by measuring, analyzing and taking actions to improve based on that“
Level 300 Defined	Documented, policy-driven, planned, controlled, stable	“We have defined our processes, policies and procedures, everyone seems to be doing the right thing; let’s keep doing that”
Level 200 Managed	Routine, legacy, fire-fighting, variable, personally managed	“We should ensure everyone knows what they should be doing”
Level 100 Initial	Ad hoc, reactive, uncontrolled, chaotic, unstable, not designed	“Let’s keep putting the fires out and keep the lights on!”

PnP Picture Time!

- Please turn your video on and we'll grab a Together Mode pic with everyone who wants to be seen to be here.
- We are together in this as a community!

Overview

Practitioners for Maturity Model for Microsoft 365

Get Involved

https://symp.info/SiCCommunityContentGuide

- Present case study (at MM4M365 Practitioners or other speaking opportunities)
- Contribute on GitHub
- Provide feedback, insights, tools, and artifacts
- Socialize content

Run a MM4M365 workshop

- https://symp.info/MM4M365Workshop

Recordings

- http://mmvideos.m365.ms/

Purpose

- Safe space to:
  - Share & test your thoughts
  - Guide the process and content
  - Decide how to promote your use of the Maturity Model
  - Hone your pitch

Discussion-based monthly meeting

- Understand the competencies & measuring maturity
- Awareness of new assets
- Feedback on the maturity model
- Sharing anecdotes and success stories
- Mapping technology, maturity level & competencies
- Running

Schedule for 2025

January 21	February 18	March 18	April 15	May 20	June 17
Getting Leadership Buy In	How to run a Maturity Model Workshop	Maturity Model and AI Agents	Practical Scenario on Branding	Security Culture	
⭐ Pia Langenkrans ⭐	⭐ Core Team ⭐	⭐ Simon Doy ⭐	⭐ Simon Hudson ⭐	⭐ Galen ⭐	

July 15	August 19	September 16	October 21	November 19	December 17
Summer break	*Summer break*				
None	None				

NEXT SESSION

March 18 at 10am ET / 7am PT

Maturity Model and AI Agents

Third Tuesday of every month

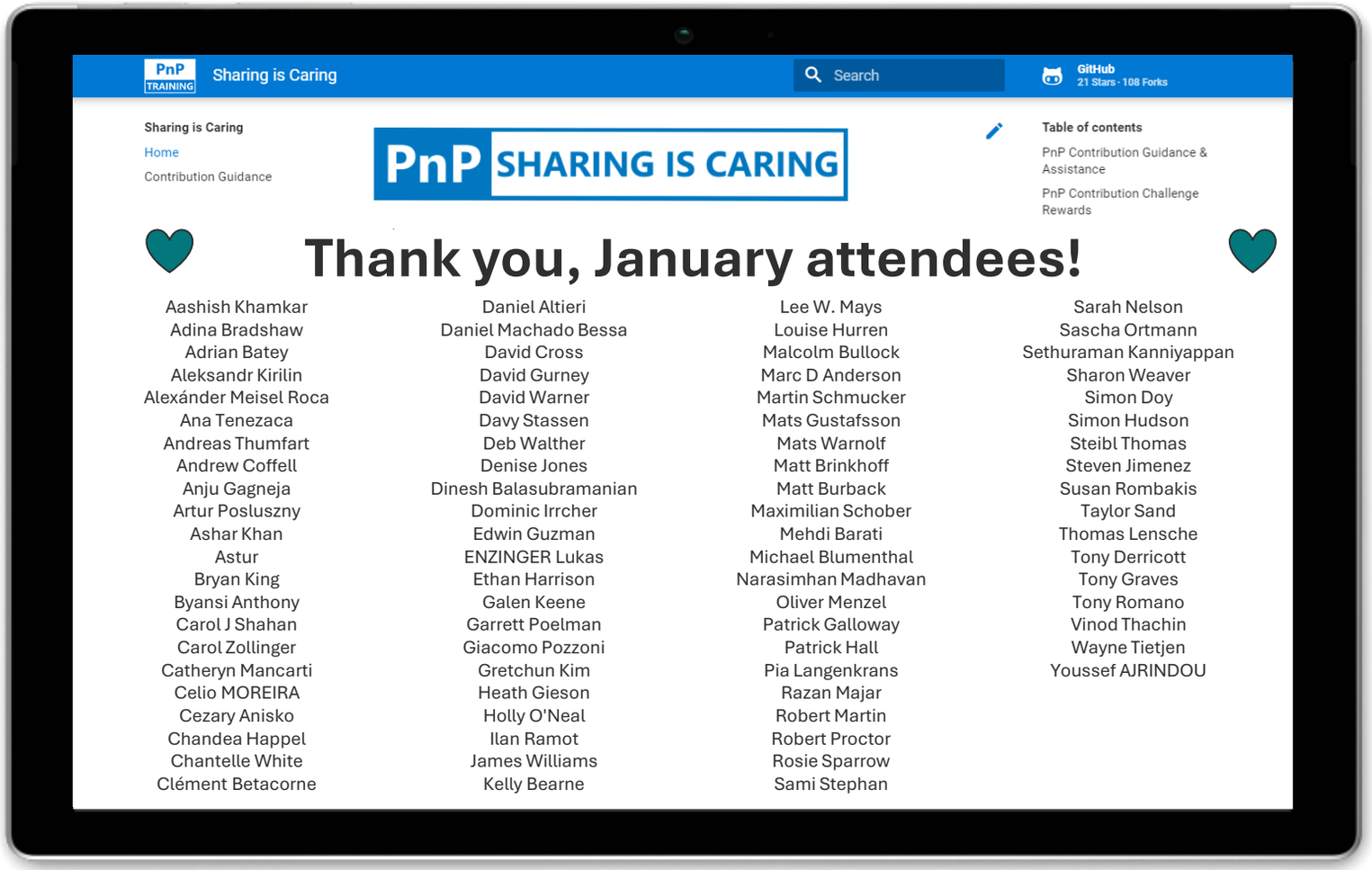
https://aka.ms/mm4m365/invite

CONTRIBUTE

Get started on open-source and community work by joining a free hands-on training session:

Community Docs
First Time Contributor
Writing for the Web

https://aka.ms/sharing-is-caring

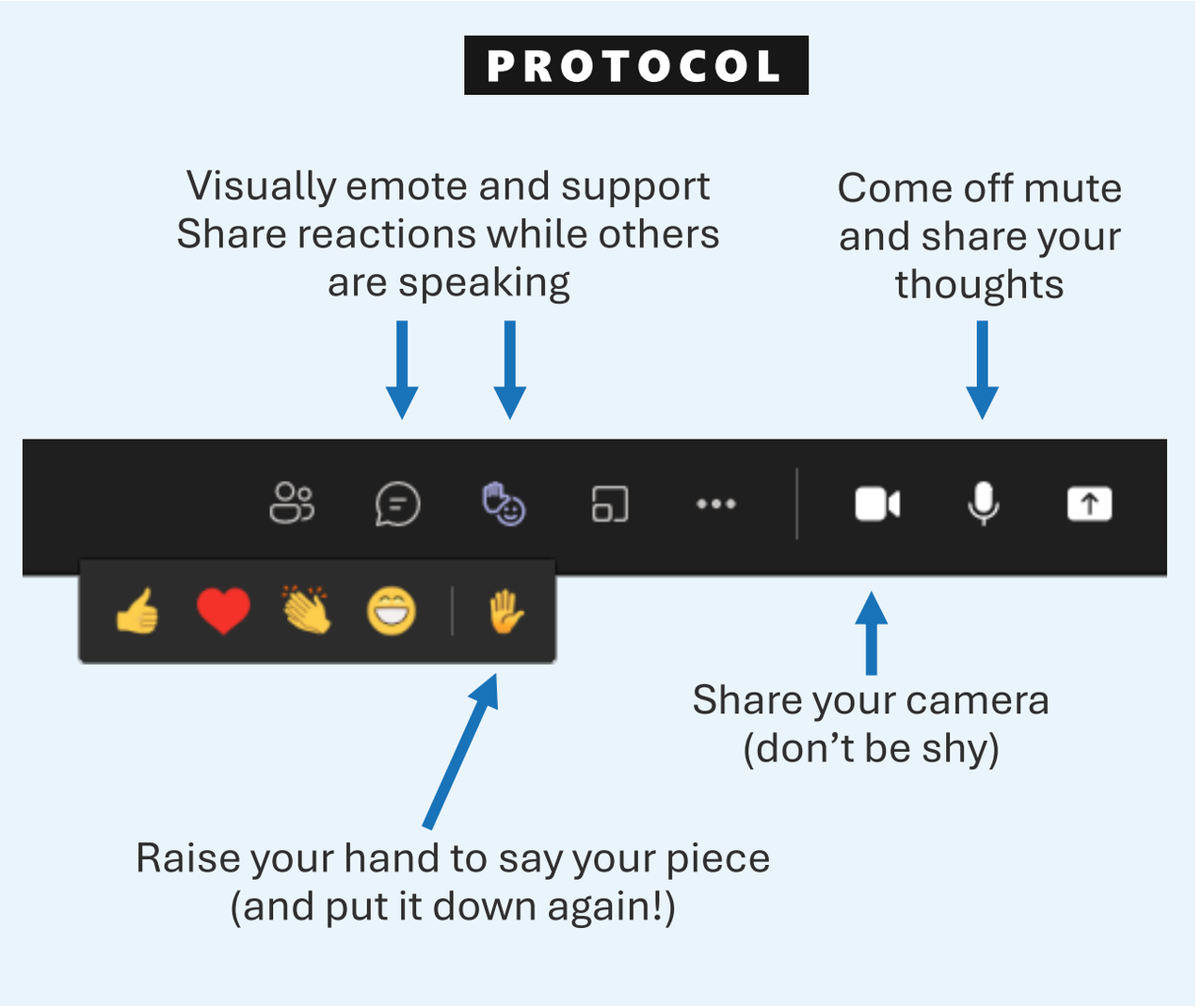


What are we working on?

- Data Analytics Competency
- Security Competency
- Management of Content review

The Main Event

How to run a Maturity Model Workshop



The Story of Pancom – fictional and common

Let me tell you a story about Pancom and their journey from chaos to clarity…

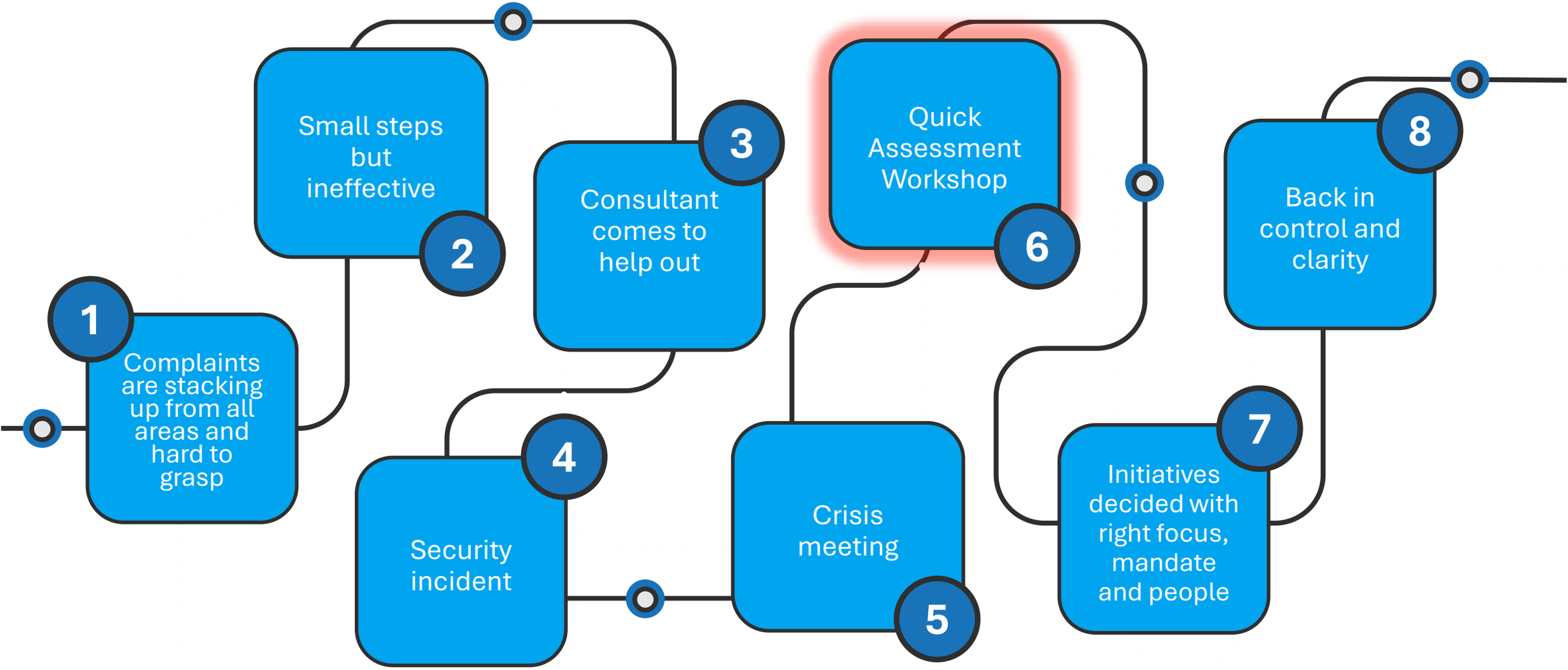
Quick assessment numbers:

- Starting out average 156 focusing on 8 competencies
- Target of average of 279.
- That is a maturity of 132.
  - Manageable and sensible

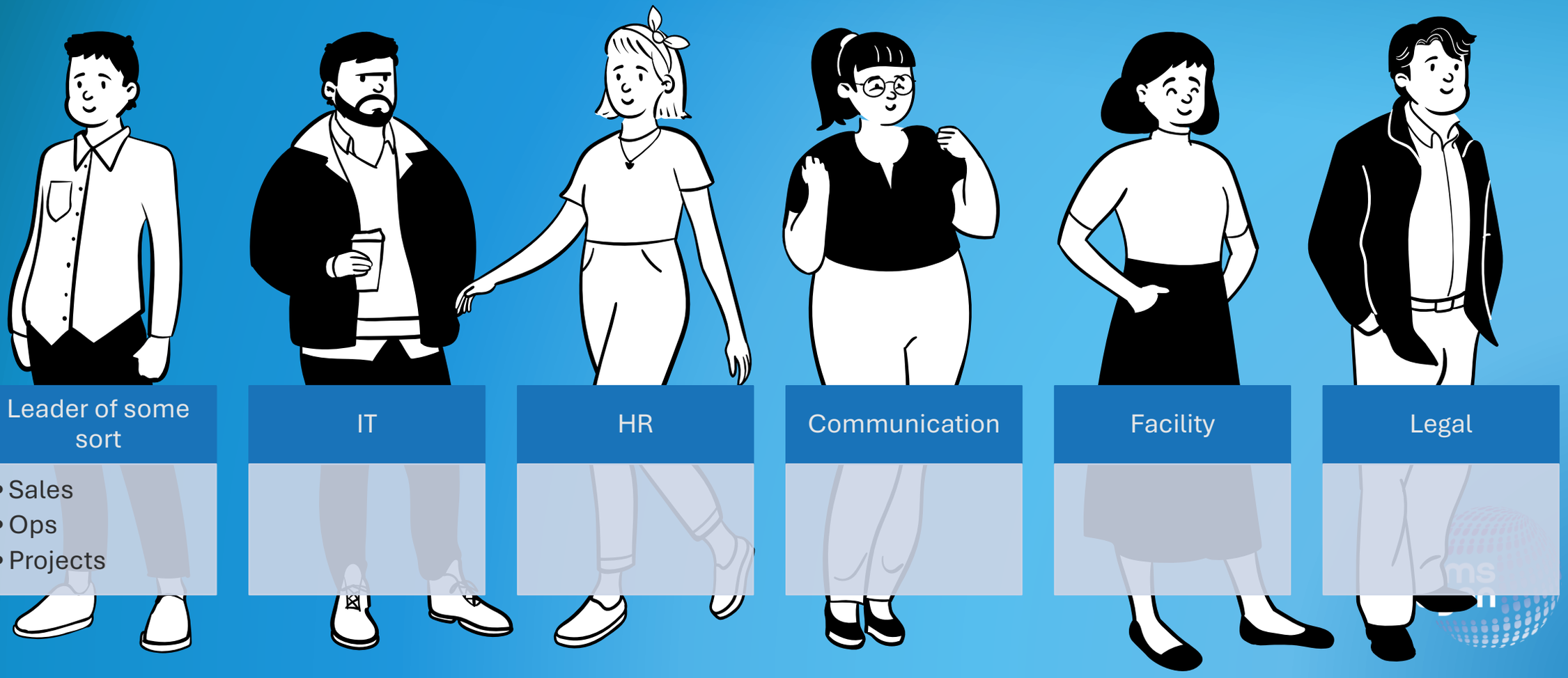
Introductory video

PANCOM was a renowned communications agency, but

Pancom timeline



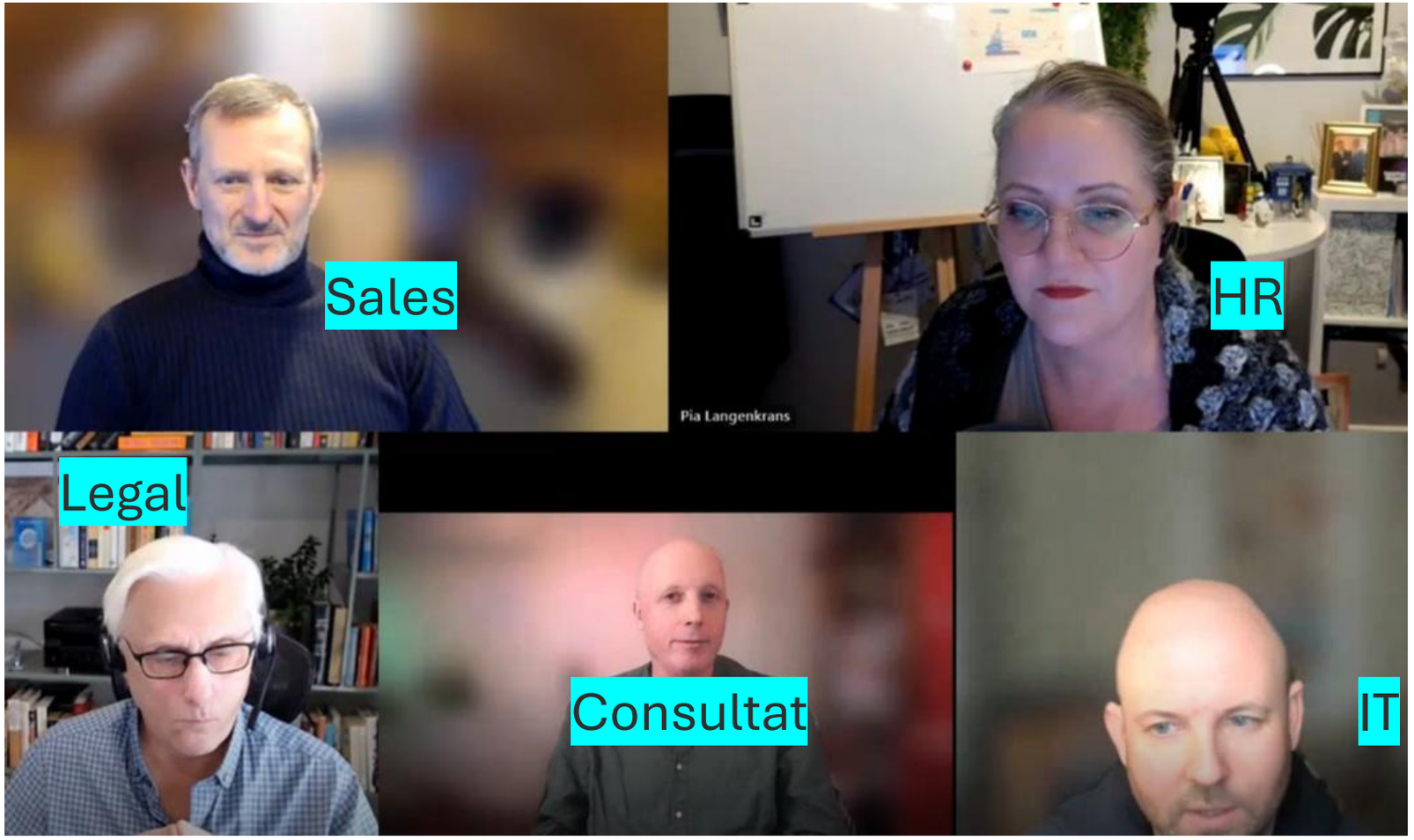
The type of people we want to be in the room



Leader of some sort	IT	HR	Communication	Facility	Legal
• Sales • Ops • Projects					

Highlights from the quick assessment workshop

Prepare from some stellar method acting from the core team.



Sales

HR

IT

Legal

Consultat

Let’s discuss

- Anyone recognize this?

Highlights from the quick assessment workshop

Prepare from more some stellar method acting from the core team.

Talking about where the business are in relations to the levels.

Sales

HR

IT

Legal

Consultat

Let’s discuss

Thank you

Follow us on X (Twitter)

- @M365Maturity | @M365CommDocs | #MM4M365

Next MM4M365 monthly call

- **March 18 – 10 ET / 7 PT**
- *Third Tuesday of every month*
- https://aka.ms/mm4m365/invite

Take the Maturity Model Self-Assessment:

- Fill out the Maturity Model Survey: https://symp.info/MM4M365Survey
- Discussions in Github: https://symp.info/MM4M365Discussion
- YouTube: https://symp.info/MM4M365Videos
- Slide decks: https://symp.info/MM4M365Slides