365in365



Statement of Work: '365 in 365'

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Office 365 is your personal Office and more. It lets you work from anywhere, on any device, whether you’re online or offline. It helps you do your best work, the way you want to, wherever you are. That means more powerful tools for creating content, better ways to work together, and easier ways to share.

Achieving a successful Office 365 rollout means focussing on driving adoption and ensuring everyone understands the benefits of working in a new way. This new way of work utilises SAAS in an evergreen cloud environment. We believe we have created the World's first training and change management as a service subscription model.

At *HUBONE* we want to make the most of your investment in 365 and planning is the core to achieving this.

The 4 key steps of office 365 can be identified as;

1. Define a Vision and Identify Business Scenarios
2. Prioritise Solutions and Create an Adoption Plan
3. Commit Resources and Execute an Adoption Plan
4. Measure, Share Success & Iterate

STEP 1:

DEFINE A VISION & IDENTIFY BUSINESS SCENARIOS

We have a pre defined vision of increasing productivity by one hour per person per week.

Through extensive research we have identified the following common business scenarios; these include; emailing and calendar, working from anywhere, running effective meetings, maximising use of cloud storage, embracing enterprise social, and tips and tricks for office 2013/2016.

* Pre-Defined behavioural changes
* Clearly state activities

|  |  |
| --- | --- |
| What needs to be stopped | What needs to start |
| -Attaching files in email  -Using email for discussions  -Storing content locally  -Sending revisions in emails  -Using pay-by-minute  -Booking up conference rooms  -Relying on old tools and practices  -Re-solving the same problems  -Sending updates through email  -Storing my work locally  -Limiting my network to my physical location | -Using a shared workspace  -Building project history  -Storing content centrally  -Using collaboration tools  -Having online meetings  -Using shared workspaces  -Using tasks and presence  -Subscribing to feeds and finding experts  -Maintaining my profile  -Sharing my work  -Using social networks  -Proactively sharing information |

STEP 2:

PRIORITISE SOLUTIONS AND CREATE AN ADOPTION PLAN

Once you’ve established your vision and have assessed your business challenges and opportunities, the next step is all about mapping the Office 365 capabilities to your targeted business scenarios and prioritising the workloads that will help you get there.

* Inspire and drive new behaviours
* We have pre-defined plan for the journey
* We have developed videos and "work smart" materials
* We will provide training and ongoing support at different levels
* We will inform, involve and inspire users by using multiple channels
* Use multiple channels in awareness campaign whilst sticking to the same message
* Revisit multiple channels through the journey to keep interest high
* Communication
* Develop awareness of journey for positive transformation
* Face to face workshops\*
* Just in time learning emails
* Skype for Business webinars
* Enterprise Social via Yammer
* Printed collateral posters and flyers\*\*
* Open feedback channels
* Enterprise social (Yammer, surveys and emails will all be used to create a feedback loop)

STEP 3:

EXECUTING THE ADOPTION PLAN

In this stage of the adoption plan we do not require that you commit any resources and executing on your adoption plan will be an automate process run by our back office team.

* We have a plan to understanding who the journey is being developed for
* Who are you training?
* We have identified several roles inside the organisation
* Where do they work - on the road of the office?
* And why - The journey should more than introduce them to 365, it should tell them why the transformation is happening, why they should care, what are the benefits for them and why are they being asked to change.
* Pre-Define Schedule
* A comprehensive journey will include multiple phases and will take twelve months to implement
* we are utilising evergreen training material linked to Office 365
* Use communications to build enthusiasm by highlighting the benefits of Office 365
* lets users know about the journey and support available along the way
* Hold small group demos (through Skype for Business)
* Create a mechanism for day to day support

- Yammer discussion list for Users

- Champions/experts provide one on one support

The following is a sample of the first 90 days of your pre-defined adoption plan.

|  |
| --- |
| Access your files from any device .msg |
| Collaborate on documents with Yammer .msg |
| Communicate without barriers and borders.msg |
| Confirmation of your organisation has unsubscribe to 365in365.msg |
| Get answers fast.msg |
| Get more done together .msg |
| Imagine getting work done from anywhere.msg |
| Introducing better file storage .msg |
| Let's build our Yammer social network.msg |
| Organisational Welcome.msg |
| Present more effectively.msg |
| Quick tips for mobile email.msg |
| Store and share your files from anywhere .msg |
| Thank you for investing in your team.msg |
| Tips for better calendar use.msg |
| Tips for using Excel in Office 365.msg |
| Tips for using OneNote in Office 365.msg |
| Tips for using Word and PowerPoint.msg |
| Tips for using Yammer.msg |
| Tips for working in email.msg |
| Tips for working on files together.msg |
| Welcome to 365in365 org.msg |
| Welcome to 365in365 organisational.msg |
| Welcome to 365in365.msg |
| Welcome to Skype for Business.msg |
| Work like a network .msg |
| Work together from anywhere.msg |
| Work together in a Yammer group.msg |

* Open Feedback Channels
* Once the transformation has been completed, lines of communication needs to remain open, so users can feel supported and share tips and tricks.
* Setup a Yammer group
* Training and support site using SharePoint (optional, as this requires delegated admin access to the Tenant)

STEP 4:

MEASURE, SHARE SUCCESS & ITERATE

In this final step, we will supply the feedback gathered throughout the adoption journey, measure progress, identify and share success and then iterate. Feedback and surveys will be conducted throughout the subscription period.

* Assess user Satisfaction
* Distribute user satisfaction surveys
* A survey half way through your pilot to gather data about user's knowledge and experience
* A final survey immediately after the pilot has completed, to determine if any adjustments need to be made to the training and awareness material.
* Measure usage and adoption
* The process of collecting data should begin before 365 is rolled out
* Feedback and survey forms
* Usage reports

Your business and the cloud are in constant motion. Seek new opportunities to improve business processes and empower people.

With Office 365 being an evergreen software as a service, "365 in 365" is agile as we amend and improve the service as the cloud evolves.

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\* Subject to organisational size \*\* Electronic copies provided for customer to print