



Microsoft
Partner



Gold Communications
Gold Collaboration and Content
Gold Messaging
Gold Windows and Devices
Gold Cloud Productivity



Department
for Work &
Pensions



[Symity: My Company | LinkedIn](#)

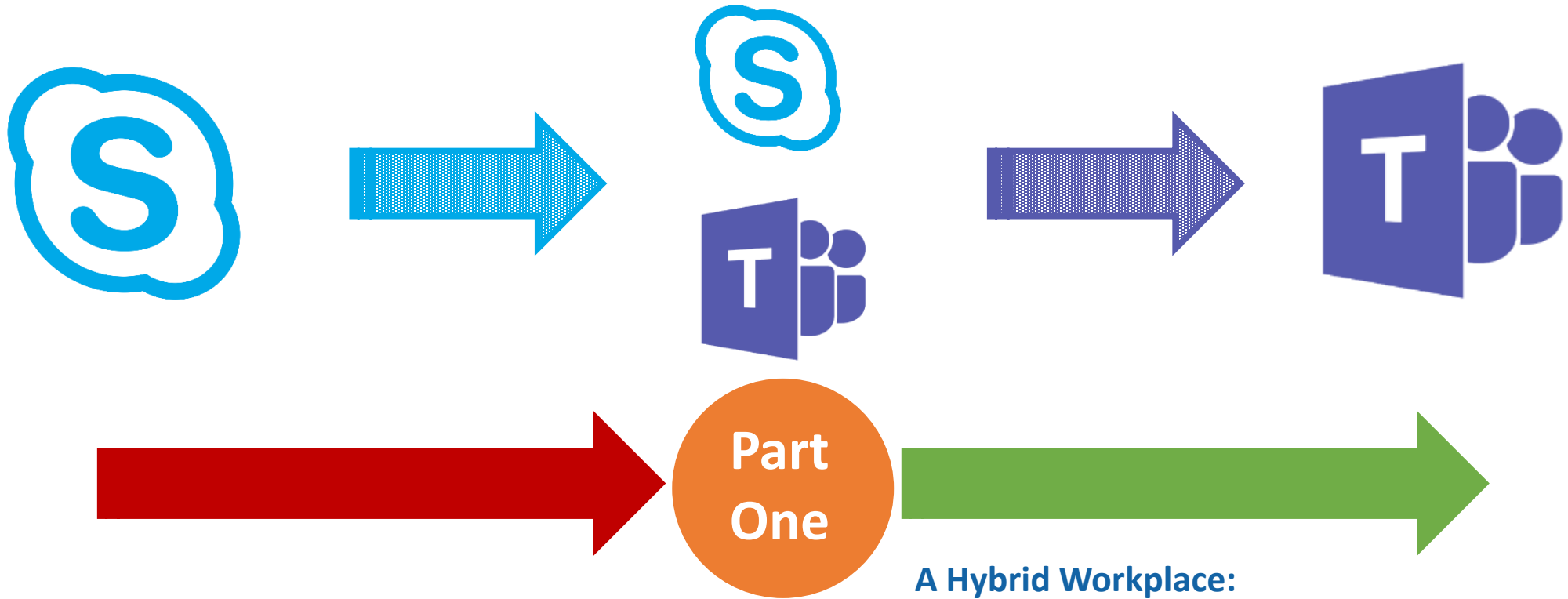
Agenda



Topic	Speaker
DWP Story - Part 2	Stephen Wade, Teams Product Manager & SME
Teams Extensibility	Lee Ford, MVP, Solutions Architect, Symity
Champions Adoption	Lesley Crook, MVP, Modern Workplace Consultant, Symity
Q&A	All



Department
for Work &
Pensions



- Early Adopters | Teams Pioneers
- Instructor Led Training Schedule 250+ Sessions
- 35,000 + Active Users
- Islands Mode

A Hybrid Workplace:

- ✓ Early Adopters | Teams Pioneers
- ✓ 500+ Live Sessions | On Demand Training Focus
- ✓ 105,000 + Active Users
- ✓ Teams Only Mode
- ✓ 80,000 Voice Entitlements
- ✓ User Centric Teams Learning Pathways
- ✓ Automated Self Service Provisioning

Successful stats!

Without Teams we would not have been able to run our Job Fairs which have provided a direct route for people to get back into work. It has showed that in this constant changing world, anything is possible

Teams has been a great addition, which has given us confidence to explore what else Office 365 has to offer

I now feel closer to my manager and able to be a contributing member to our team. It has improved my relationships and mental wellbeing

Not only have we been able to achieve together, we have been able to improve ways of working and thrive; due to the new tools available

- ✓ 125,000 on demand training views
- ✓ 38,000 training attendees
- ✓ 3 million meetings
- ✓ 44.5 million messages
- ✓ 9 million calls

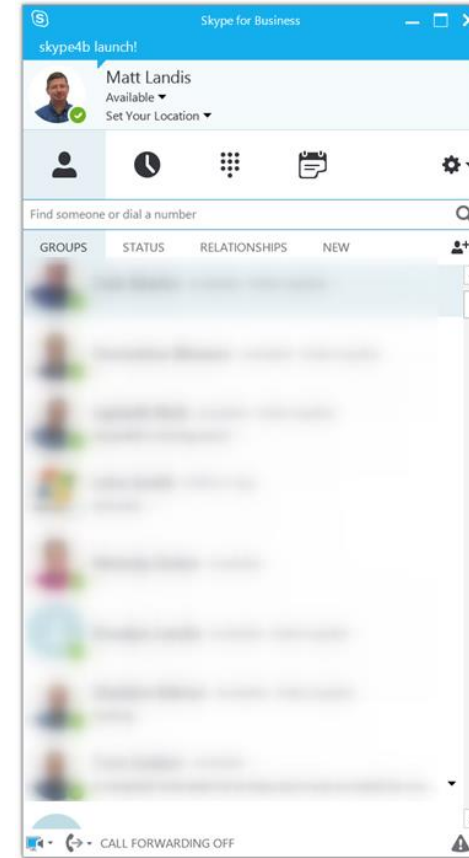
Teams “Extensibility”

- What is "extensibility"?
- How can we extend the capabilities of Teams?
- A real-life example of how Teams extensibility has helped improve employee's workflow and “hybrid working”

A trip down memory lane (for some)

Before Teams, we had Skype for Business

- Chat/Instant Messaging
- Meetings (audio and visual)
- Collaboration (file sharing, group chats)



But very limited in extensibility

Enter Microsoft Teams – what can it do better?

When you think of what Teams is and what it can do, you will most likely think of the following first:

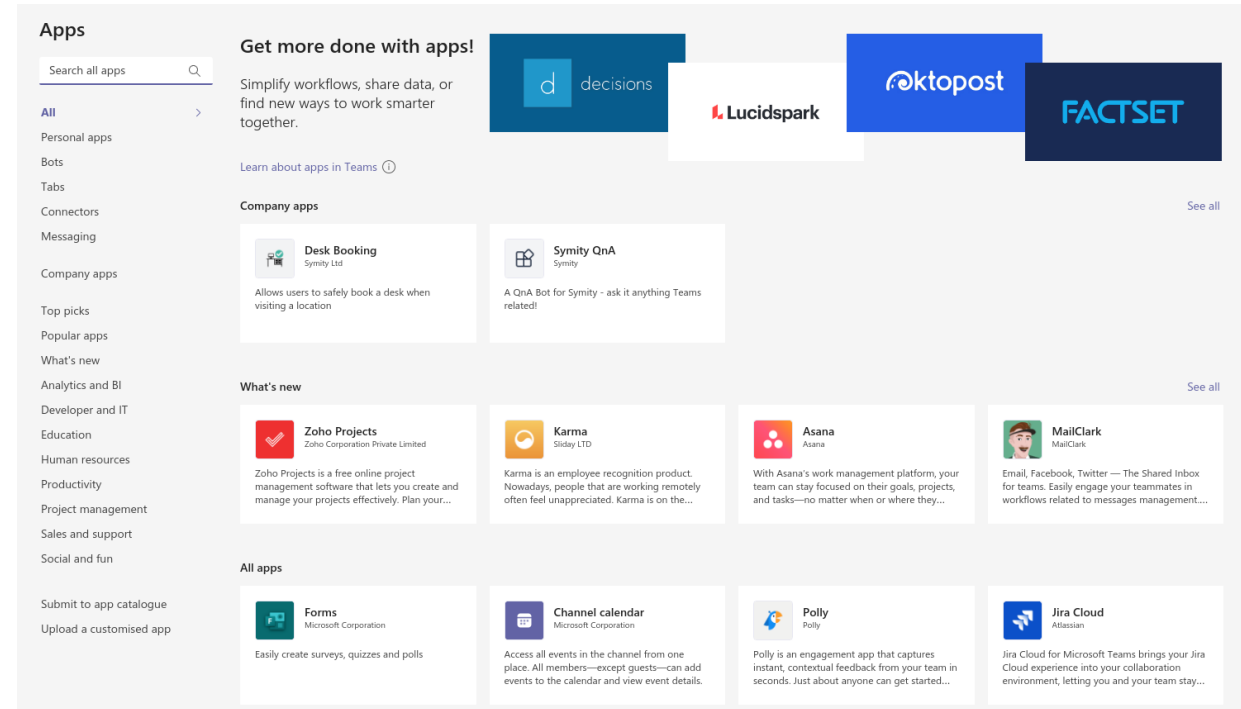
- Chat/Instant Messaging
- Meetings (audio and visual)
- Collaboration (file sharing, group chats, channel meetings etc.)

These sound largely like what Skype for Business can do...

However, Teams can be so much more than that!

When Teams is not just Teams (as we know it)

- The real 'game changer' of Teams to me is not the standard features (chat, meeting, collaboration) but what you can do to add to the experience.
- Surfaced through Apps!
- Not too dissimilar to the Apple App Store, or Google Play Store, Teams allows users (or admins) to add Apps to the Teams client.
- By adding LOB applications to a user's Teams client, instead of Windows/iOS/etc., Teams becomes *the* OS.



A real-world example of Teams extensibility

Scenario: On the backdrop of the pandemic, several large government organisations are planning to **safely** return to work

Challenge: How can we put in a process to help people return to work **safely** whilst making it **easy**?

Answer: Using a personal App within Teams, we can allow users to easily book desks at their chosen location and date. A Bot will ask a user in Teams to check in on the date of the visit to help with tracing and reporting

Why Teams?

- Users in the organisations already use Teams everyday – there is no separate App to Teams that needs to be deployed
- Teams is available everywhere, and so is the booking App (automatically)
- People are familiar with Teams and how it looks and feels
- Integration into existing services such as Exchange calendar (booking reminders)

A screenshot of a custom application titled 'Desk Booking (Local)' running within the Microsoft Teams environment. The interface includes a top navigation bar with 'Chat', 'My Bookings', and 'About' tabs. A left-hand sidebar contains standard Teams navigation icons: Activity, Chat, Teams, Calendar, Calls, Files, Tasks by Planner, and the current app icon. The main content area displays 'Booking Details' for a confirmed booking, marked with a green 'BOOKED' status. It shows the user 'Lee Ford' booked for 'Lee Ford' at 'Ground Floor' (Zone 'Blue'). A 'View floorplan' button is present. Below this, a 'Check In Status' table lists the booking start and end times for 19/03/2021. At the bottom, a series of three expandable cards provide user guidance: 'Let's get started', 'New booking' (with instructions on confirming bookings and a link to 'Safe Working Practices'), and 'Who are you booking for?' (allowing selection between 'Myself' and others).

Pioneering Champions Community: 3-step learning pathway

Mission: Motivate & inspire the adoption of Teams in DWP, with empathy ❤️

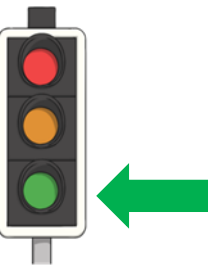
[1] Discovery
Workshop
(16 sessions)

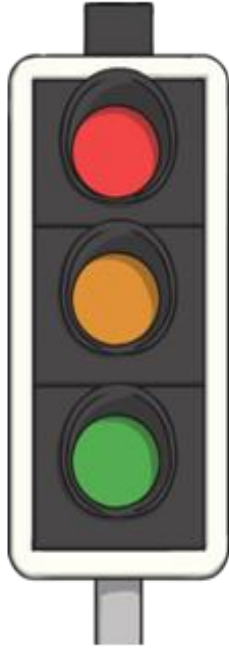
[2] Go
Beyond
Workshop
(21 sessions)

[3]
Adoption
Clinic
(6+ sessions)

Empathy

*To understand the feelings
of others who might be
experiencing a degree of
anxiety - due perhaps to
new ways of working*





8 Teams pain-points

How to heal them

Go Teams!



#8 Teams adoption pain-points & challenges

*1. Cultural
Change Resistance*

*2. Access to
Teams*

*3. SfB
transition to
Teams*

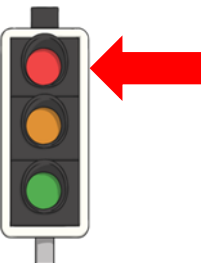
*4. Teams
Meetings*

5. Less email

*6. Managing
notifications*

*7. Channel
Conversations
& Chat*

*8. File
Management*



1. Cultural Change Resistance

Upskilling: I do not have the time or appetite to learn something new

Apathy: I just don't like it and I do not trust MS Teams

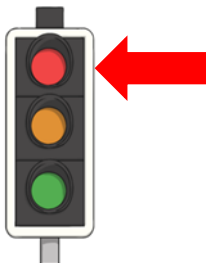
Digital literacy: I am well known technophobe and happy emailing and using Skype

Lack of vision: There is a general inability to see how Teams might improve our work

Collaboration: I don't want my work to be made visible until its finished and approved

Fear: Sharing something that will get me into trouble or make me look stupid

Tech upgrades: Overwhelmed - OneDrive rather than My Docs, Teams rather than Skype ...

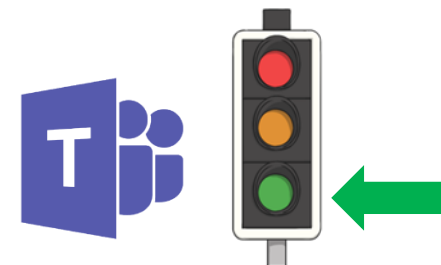
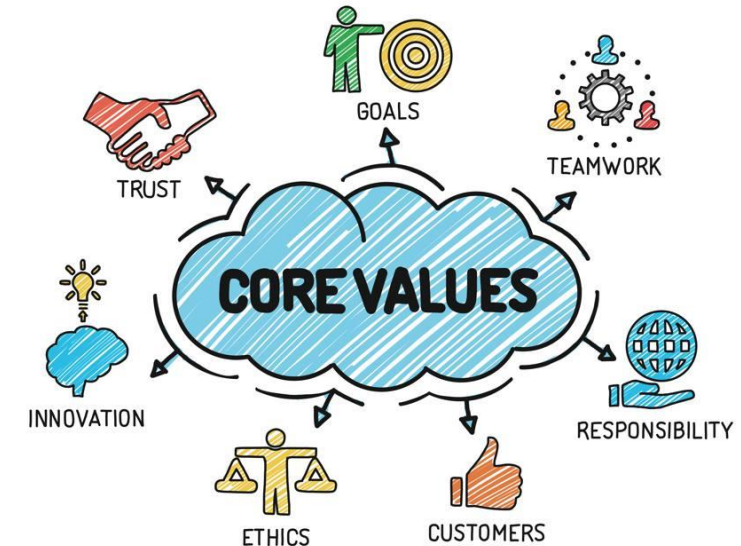


1. Company culture ... “way we do things round here ...”

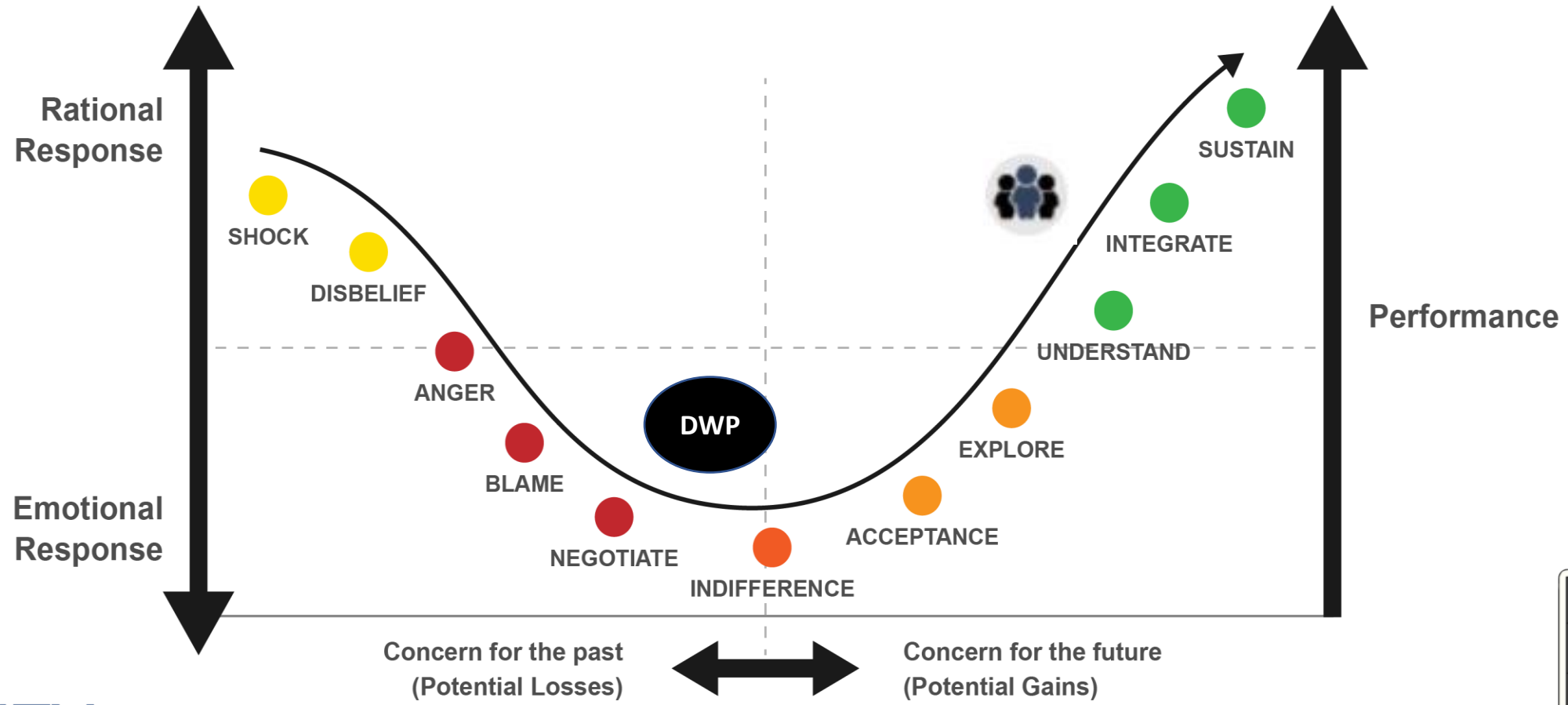


Department
for Work &
Pensions

- ✓ **DWP values Achieving the best:** By using all our **resources** efficiently so that high and consistent standards of service are provided
- ✓ **Respecting people:** By treating our customers and each other with respect, welcoming diversity and valuing other's **ideas** and responding fairly to individual needs
- ✓ **Making a difference:** By supporting, challenging and **inspiring** customers to improve their lives and helping each other to make a difference
- ✓ **Looking outwards:** By working with others and **learning** how to get better at what we do



Change Curve of Resistance

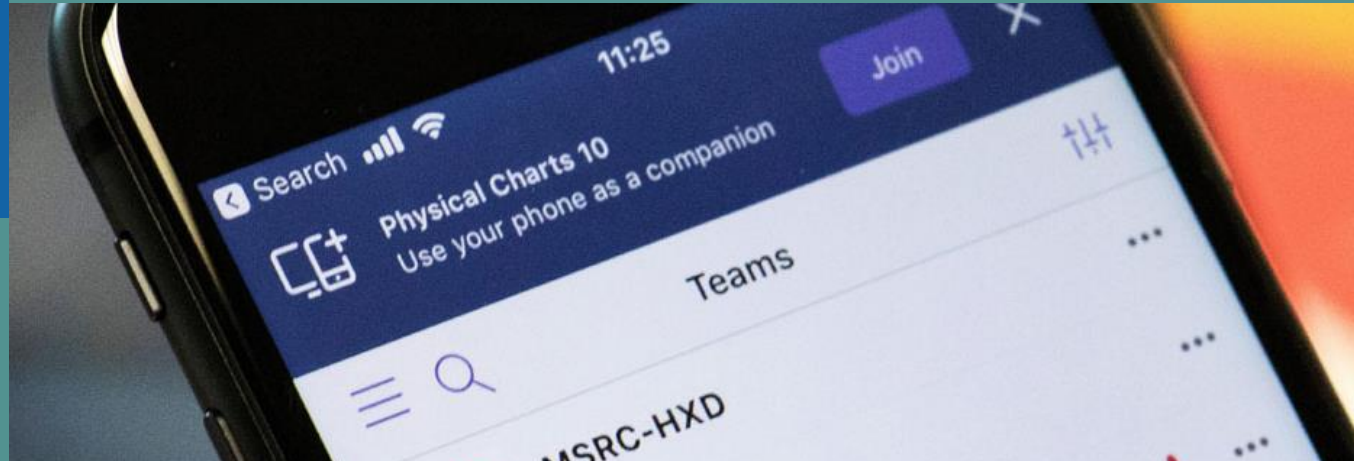


Senior Leader,
Rob &
Diary Manager,
Pauline

Work on the go in Teams mobile apps

Current State

- Spends considerable time travelling between Hubs
- Uses a variety of A/V and IM platforms
- Hosts cascade calls and team briefings
- Handles vast amount of data with a need to share and communicate urgent updates



Products: Teams, Planner, OneNote

Today, Rob is travelling by bus, train and plane stopping at DWP Hubs for monthly service reviews. He keeps in touch with Pauline, Diary Manager for changes to appointments using **Teams Chat** on his mobile.

From the train he seamlessly joins a **Teams Meeting from Chat** from his mobile with Pauline. They review upcoming tasks for the following week in **Planner** which Rob simultaneously opens on his Surface.

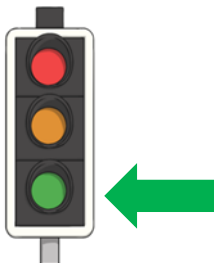
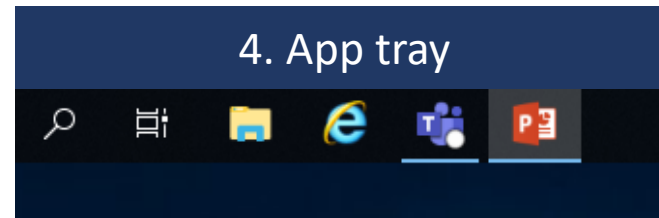
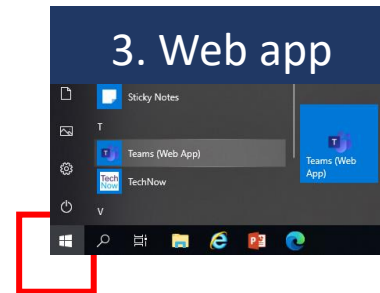
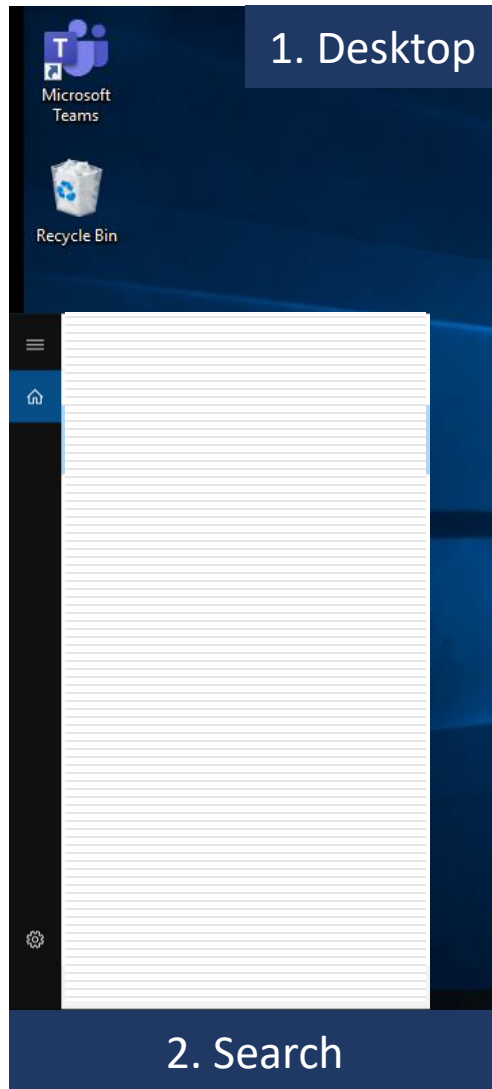
Once on the plane he captures the days progress in his shared **OneNote** using his Surface which syncs when he lands, and reconnects to Wi-Fi.

Business value. Enabling “just in time” collaboration and communication using Teams mobile apps anytime, anywhere



Department
for Work &
Pensions

2. Access to Teams

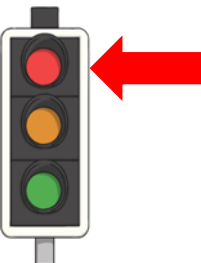


3. Sfb to Teams

**I like the
familiarity of
Skype**

**Outlook, Skype and
Teams makes people
confused about what
they should/shouldn't
be using**

**People revert back
to what they know
if still there –
Skype!**





Skype to Teams Migration SIMPLIFIED



Calling



Chat



Meetings



Calling



Chat



Meetings

Hidden Rich Functionality
COLLABORATION



Storage



Tabs



Apps



Channels



Connectors



Bots

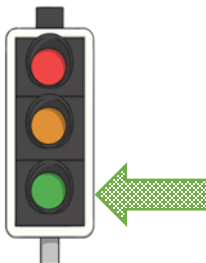
Skype
decommissioned
by July 2021

Microsoft Viva!



PERFICIENT
vision. execution. value.

Joel Oleson, MVP & RD, Director, Perficient | www.perficient.com

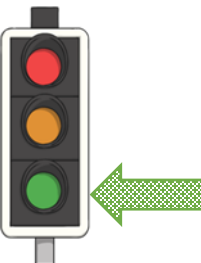


Why Collaborate?

I collaborate as
need others to help
Me achieve a wider
goal that I can't
deliver myself

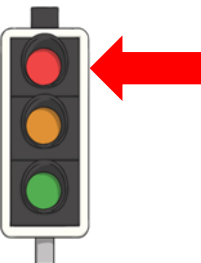
I collaborate as part
of a **Team** as believe
it's an essential part
of our culture and
not something
limited to solving a
particular problem

I collaborate as
work in an
Organisation that
supports innovation,
empowerment,
diversity and
inclusion



4. Teams Meetings

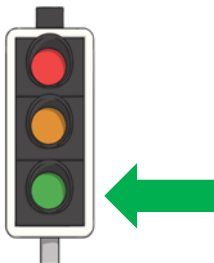
*Inexplicable problems in
Teams Meetings with
sound quality, failure to
load, and dreaded circle
of death!*



4. Teams Meetings

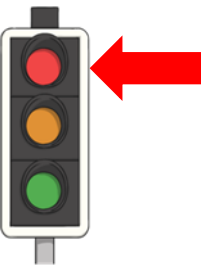
Check Device Settings for a “level playing field” experience prior to joining

Your profile device settings	Meeting features
<ul style="list-style-type: none">• Headset• Camera• Noise Suppression <p>In meeting:</p> <ul style="list-style-type: none">• Camera off/on• Mic mute/unmute• Blur background• Add your own background image	<ul style="list-style-type: none">• Share Tray• Whiteboard• Meeting Chat, Polls, Praise, Gifs• Raise Hand• Breakout Rooms• Recording
Check Wi-Fi	















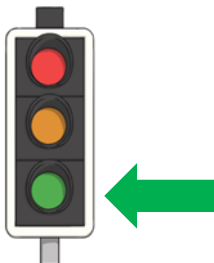
5. Email vs Skype vs Teams

*We prefer email
audit trail for
important
conversations*



5. Email vs Skype vs Teams

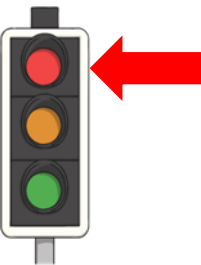
Email (Outlook) VS Skype for Business VS Microsoft Teams	Email (Outlook)	Skype	Teams
Immediacy			
Persistence and Follow-Up			
Group Discussions			
1 to Few Discussions			



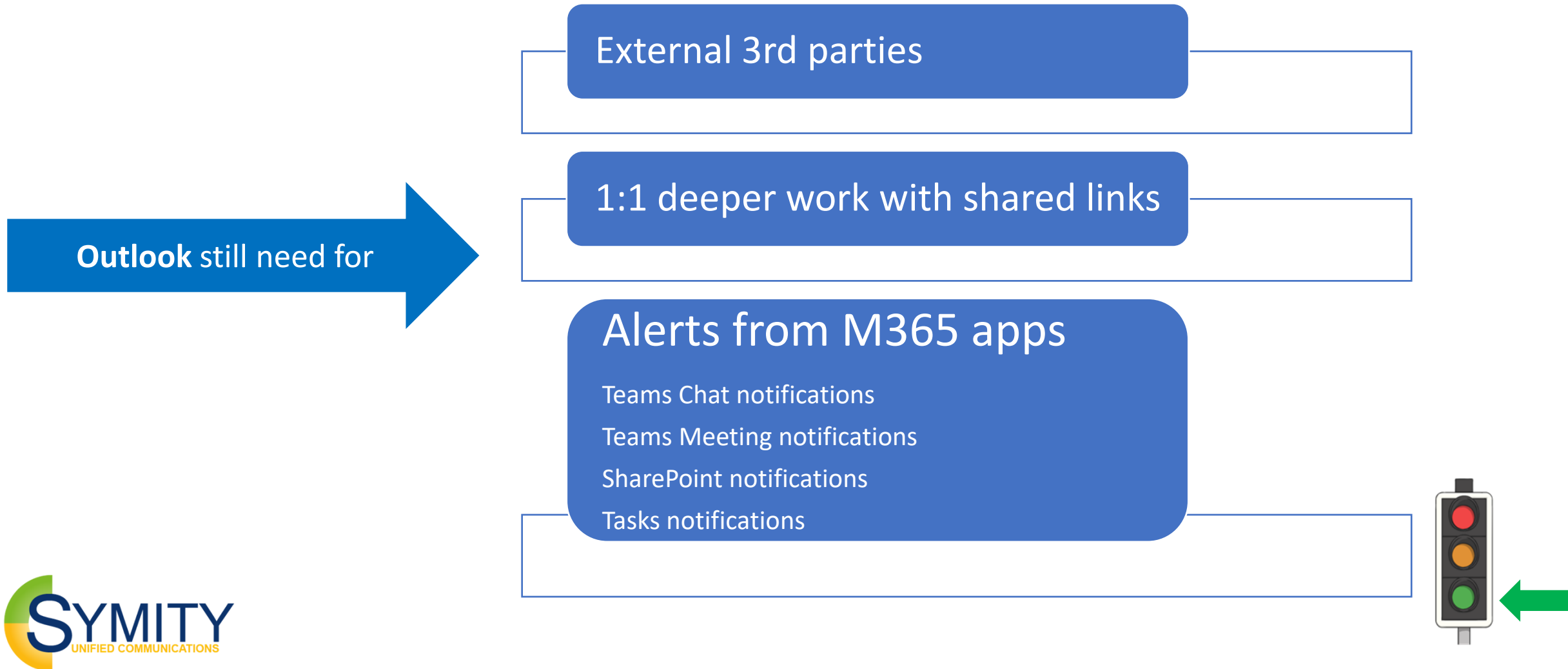
6. Manage Chat & Activity Notifications

*Outlook notifications
and Teams alerts can
be annoying*

*It feels like email is in
the blood - we still
need it!*



6. Manage Chat & Activity Notifications

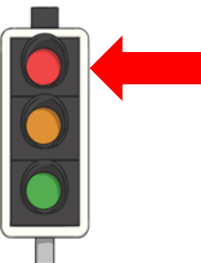


7. Channel Conversations & Chat

We don't know how to use Channels or how to tell people to use them

I don't understand the difference between a Channel compared to a Chat?

Meeting Chat notifications appear when I am not actually in the meeting!



7. Channel Conversations & Chat

Teams (parent of Channels)

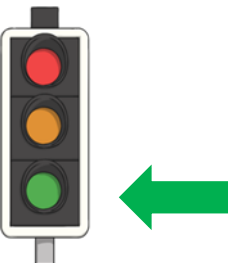
- Up to 10,000 members

Channels (children to the Team parent)

- Each Team can have up to 200 Channels
- General Channel is a given, cannot be deleted or edited so perhaps use for on-boarding new members
- Conversations take place in the Channels - often around a document uploaded in the Files Tab and shared in the conversation with a link
- You can Save Channel Conversations to aid search later on
- Private Channels

Chat (Skype IM replacement)

- 1 to 1 & Group Chat that is “persistent” and remains for 30 days
- You can Pin Chats to help with your search later on
- Use key words in Search to find previous Chats & Channel Conversations
- Meeting Chat - see Meeting Options in demo!

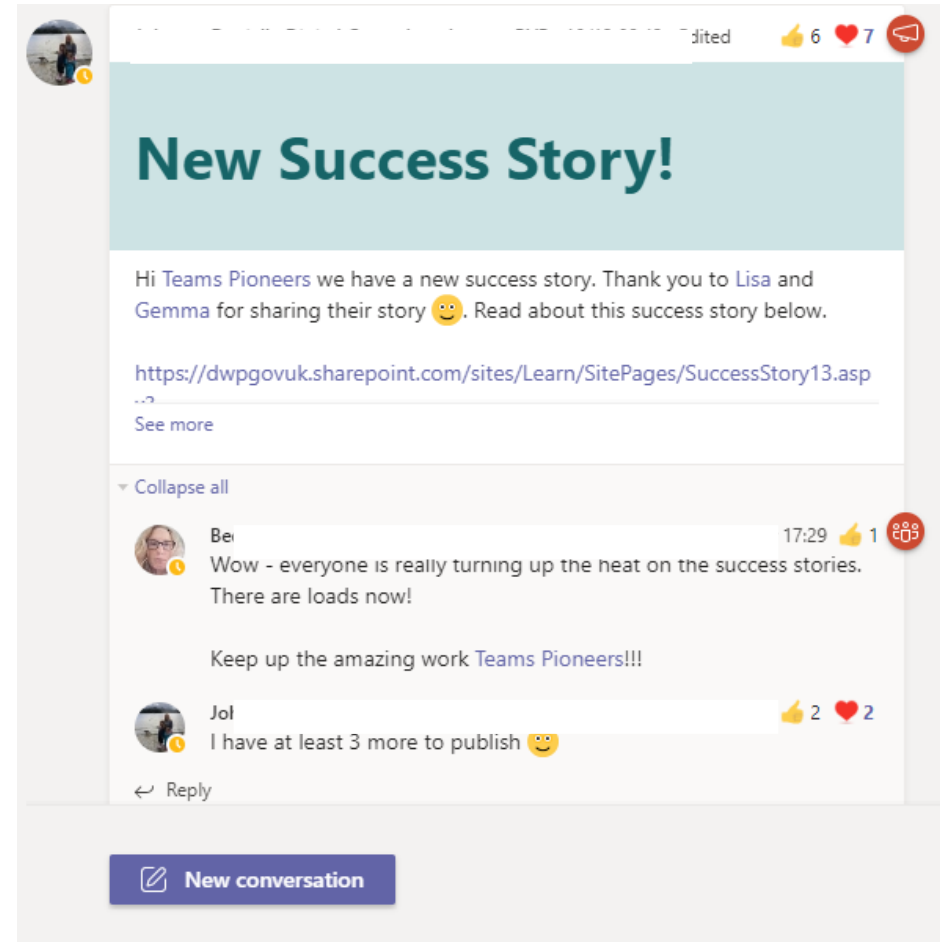


7. Channel Conversations & Chat

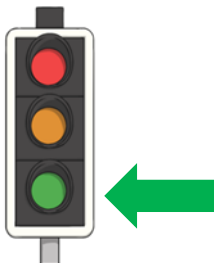
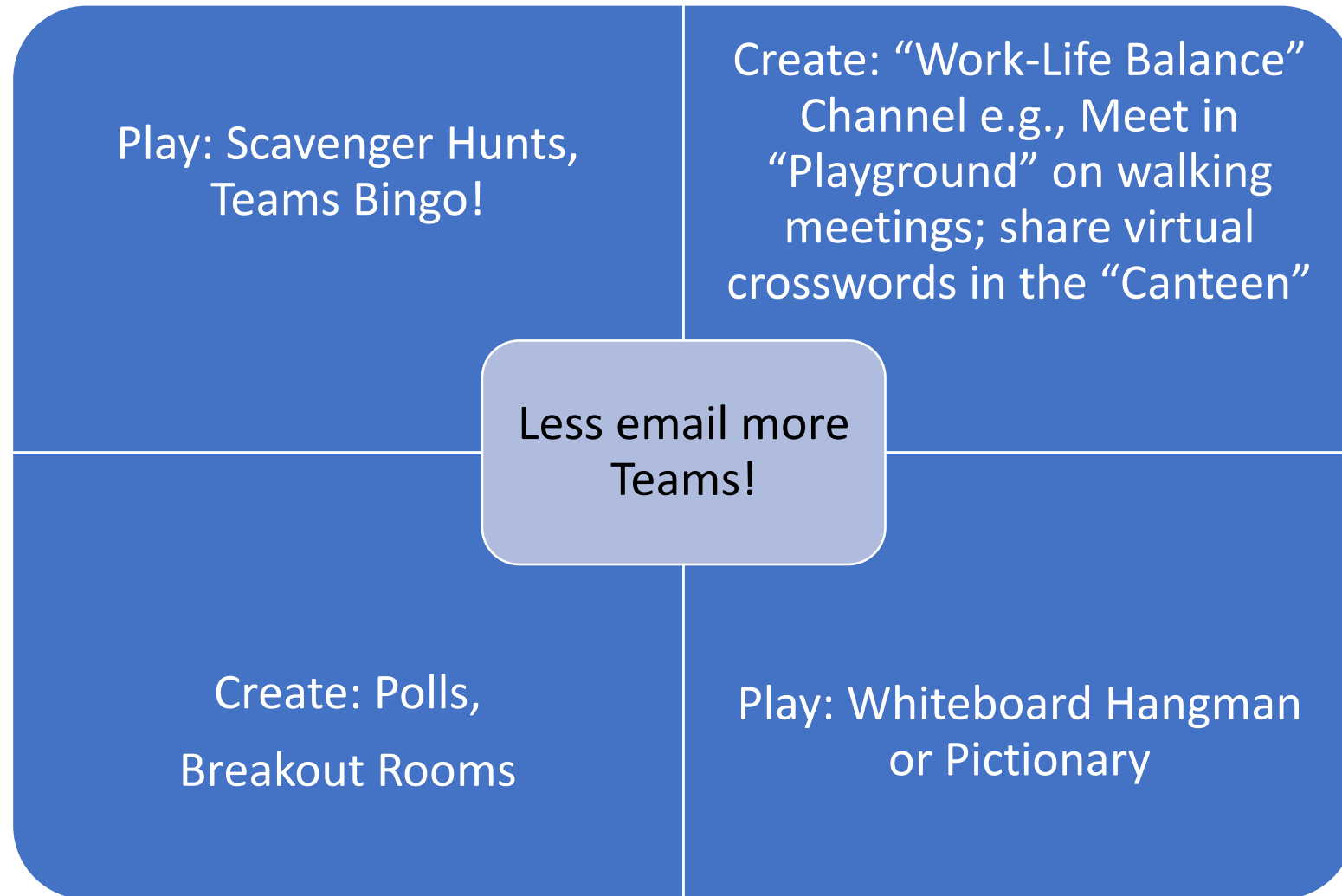
The Like Story

- Imagine you are in a real room with 200 people
- You tell those people something you know is helpful to them
- They totally ignore you
- That's what it feels like if a post goes unacknowledged

Please acknowledge posts, priceless, cost nothing



Sweet Teams are made of this!



8. File Management

We are just used to Outlook and shared areas

Our current systems do have issues but we have found ways round them over the years and no longer see them as problems

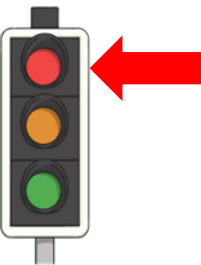
We are nervous about "losing" documents or changes

We need governance and audit trails

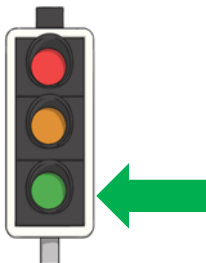
We do not understand how one person is able to edit a document at the same time

Where are our files physically stored?

We find shared areas easier to visualise



8. File management

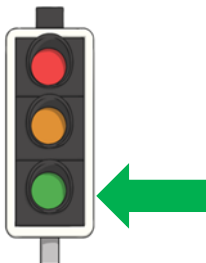


8. File Management: Video

One Drive for personal storage

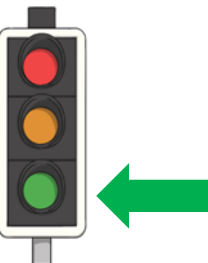
SharePoint for Collaboration

Teams for calling, chat, meetings, collaboration



As you move outside
your comfort zone,
what was once the
unknown and
frightening becomes
your ...

“new normal”



Getting Started with Teams

Introduction to SharePoint & Teams

Getting More from Teams

Teams Calls & Meetings

Owning a Teams team

Getting the best out of Teams & Tasks

Managing Document Retention in SharePoint & Teams

Using Forms and Polls within Teams

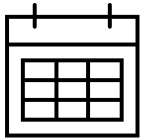
Working on the Go in Teams mobile app

Learning Pathway

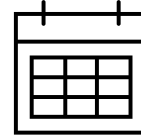
- **Leader Led**
- &
- **On Demand**



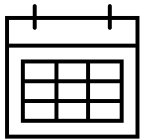
What next?



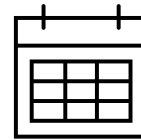
Team Based Collaboration Drive



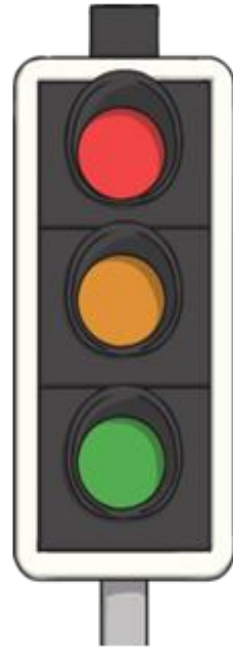
Expanded Pioneers Community



**Migration To “Microsoft Teams Rooms” for
“business critical cases” – more to follow!**



Roadmap Cascade & Feature Acceptance



Q&A