

DWP journey in Microsoft Teams

M365 UK User Group – 14 Oct 2020

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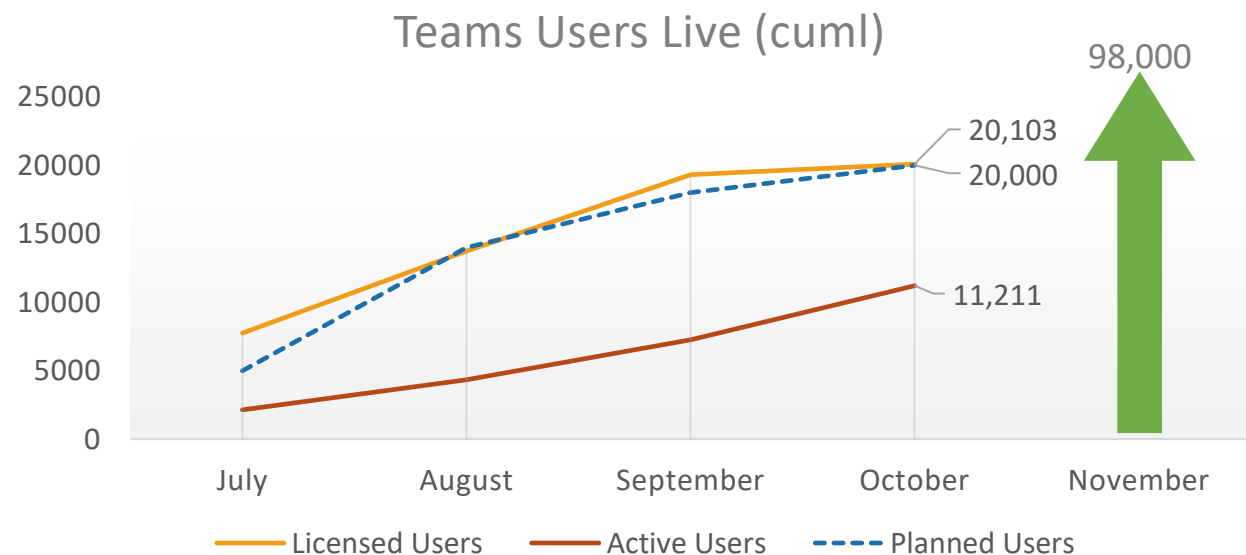
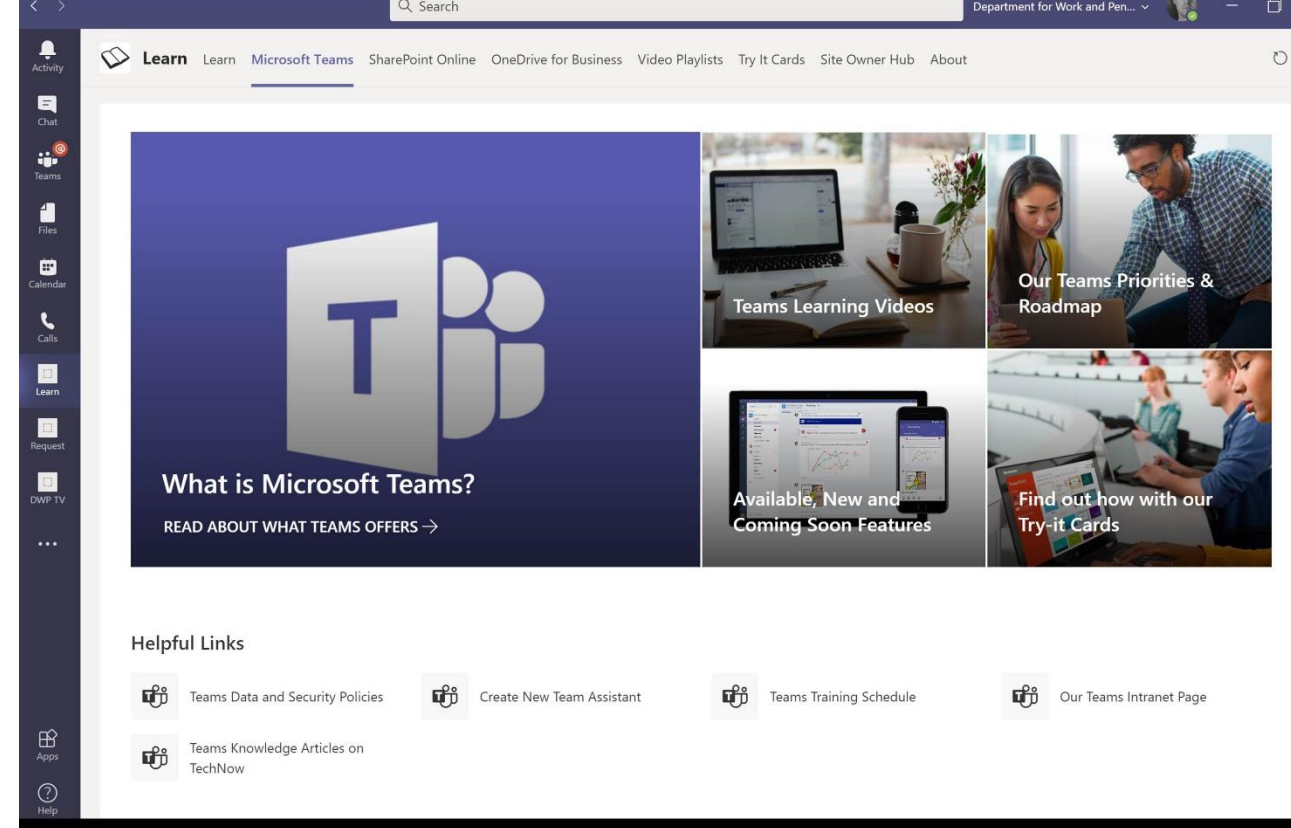


DWP Teams Deployment



Department
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Pensions

- **Project team**
 - It has been **essential to have clearly defined responsibilities** with a project team delivering on this scale. We have defined the project team into key streams: Delivery, Deployment planning, Adoption, Service and Accessibility.
- **User deployment – 8 weeks early! (Nov)**
 - **Teams initial pilot was accelerated (10,000 users)** to include demand driven team requests during the Covid crisis rapidly supporting flexible working needs.
 - **DWP corporate centre (20,000 users)** users have been deployed via business group over a 7-week period.
 - **DWP Operations (68,000 users)** a large-scale deployment to all remaining users is due in November - includes all Job Centre and Universal Credit staff. Framed initially as a Skype for Business replacement, the collaboration story and capability training is due in the New Year, following the retirement of Skype for Business from the estate.
- **Communication & Engagement**
 - Ensuring the Teams **user community is kept up to date** can be a huge task, so we have leveraged the power of Teams itself via the DWP **'Learn' app** (pinned on the rail) to provide clear sign-posting to key articles on the intranet, FAQ, learning videos on Stream and DWP Policies.



DWP Teams Adoption



Adoption artefacts

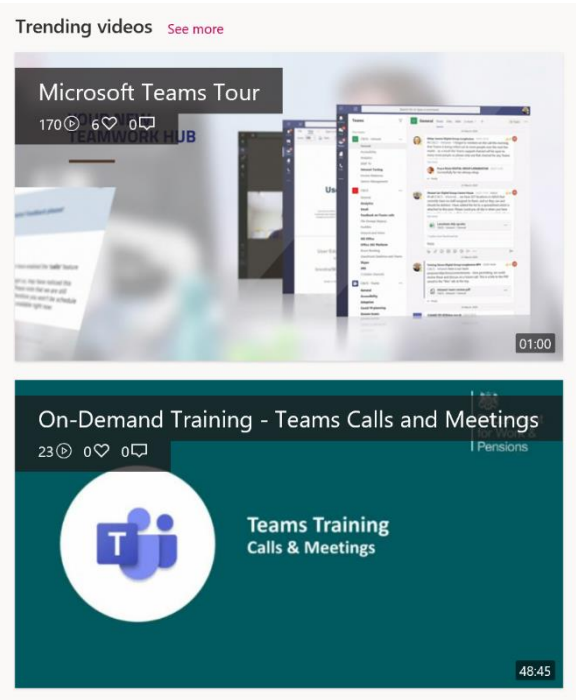
- ‘Owner packs’ with **getting started tips and key steps** are provided to key staff and initial Team owners enabling staff to energise their communities and know where to go for additional help and support.
- Promoted DWP TV (Stream) Teams training and simple Teams ‘Try It’ cards.
- Champions selected based on analytics data to the invite-only club called ‘Teams Pioneers’ are trained and supported to evangelise Teams benefits into the organisation’s grass roots.
- A clear activity **count-down** for each area is crucial for next steps.

Day Count	-10	-4	-2	-1	Go Live	+1	+2	+3	+4	+5	+6	+7	+8	+9	+10
Owner / Sponsor induction session booked															
Owner's Pack available															
Launch day comms agreed															
Staff names added to Teams															
Welcome email sent to staff															
Launch email announcing Teams															
Assistance support live for your staff															
Training and self-help materials															
Promote available training															
Owner / Sponsor review booked															



Training

- Delivered **to support the launch groups via virtual sessions** and provide guidance to the **easy self-service learning** reference materials.
- A selection of **modular sessions** held (Getting Started, Getting more out of Teams, Team Owners, Calls & Meetings as well as a set of ‘cross over sessions that cover Teams into Planner/SharePoint/Whiteboard and Mobile) in addition to a vast library of self-help tutorials on the Intranet.
- Following every training session attendees are asked to provide feedback on the session. **Key trends** and suggestions are fed back into future sessions and FAQ materials are updated as required.



Microsoft Teams
Teams and
Channels

DIGITAL
WORKPLACE

Microsoft Teams | Teams and channels

If you want to increase your knowledge of teams and channels, follow these steps to find out when and how to use them:

1

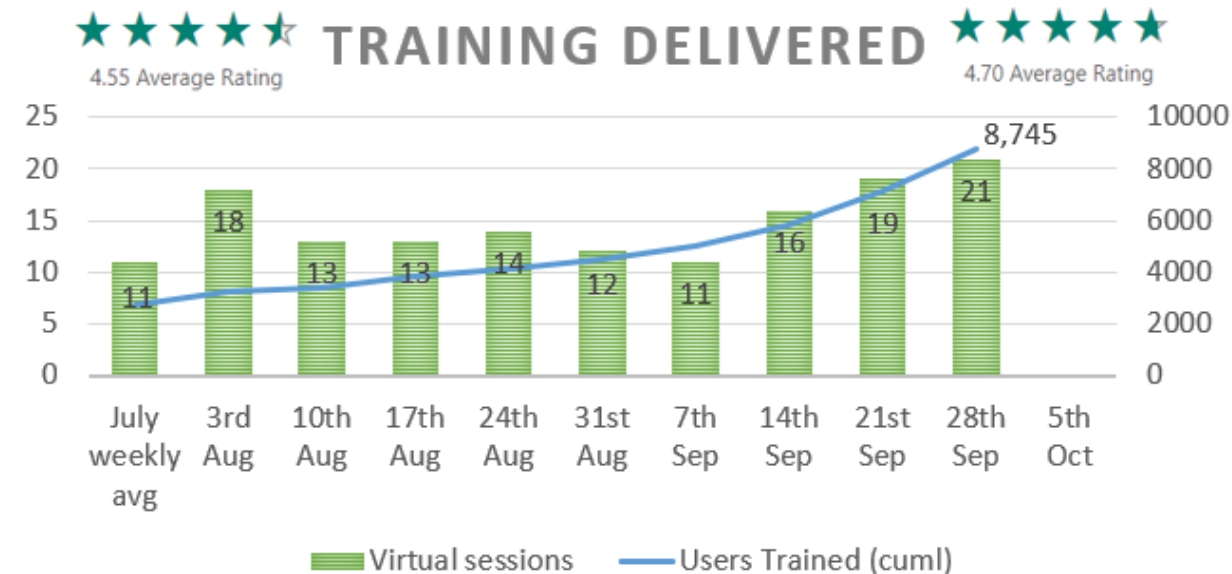
Teams

- a **team** is a collection of people working together to get something done
- it can have up to 5,000 members
- teams can be ongoing, to reflect the internal structure of an organisation.

2

Channel

- a **channel** is a dedicated section within a team to keep conversations organised
- channels can be organised by specific topics, projects or disciplines
- channels are places where conversations happen
- conversations, files and notes across channels are only visible to members of the team
- the C&CS team has over 10 channels as shown down the left hand side of the image opposite.



Microsoft Teams

Search

CC

Activity

Chat

Teams

Files

Calendar

Calls

Learn

Request

...

Teams

▼ Your teams

C&CS - Teams

Teams Pioneers

General

Posts

Files

Pioneer Hub

+

Meet

Teams Pioneers - Our Community Across Teams

Welcome Teams Pioneers to your bespoke Teams/Sharepoint Site. We hope you find this site useful.

We have included links to resources which we believe will help steer you on your journey to be true Teams advocates within DWP and we are creating a bespoke news feed on Teams where you will have direct access to the latest news & features within Teams.

As you go through your journey with your teams it would be great to hear of your successes. We have included success stories which we have created to date from within the organization and we would love to hear from you of your success stories! We have created a form at the bottom of this page to allow you to submit them to us.

In this site you will also find the names of your support contacts within C&CS and we have created the Teams site with channels based around you all helping each other on this journey to help move the organization into a new ways of working with collaboration, embracing change, sharing success & setting the way for best practices.



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DWP MS Teams Pioneers Discovery Workshop



© marketoonist.com



There's a funny image circulating right now of a survey that asks, "Who led the digital transformation of your company? A) CEO B) CTO C) COVID-19." COVID-19 is circled.

COVID-19 is accelerating digital transformation at many companies, knocking through long-standing resistance and silos. As ITWC CIO Jim Love [noted](#), "Sometimes it takes a crisis to turn people's mindsets around."

The crisis is also setting the agenda and the priorities of where to focus digital transformation efforts, such as facilitating the needs of a mass, remote workforce.

DWP MS Teams Pioneers

Discovery Workshop Agenda

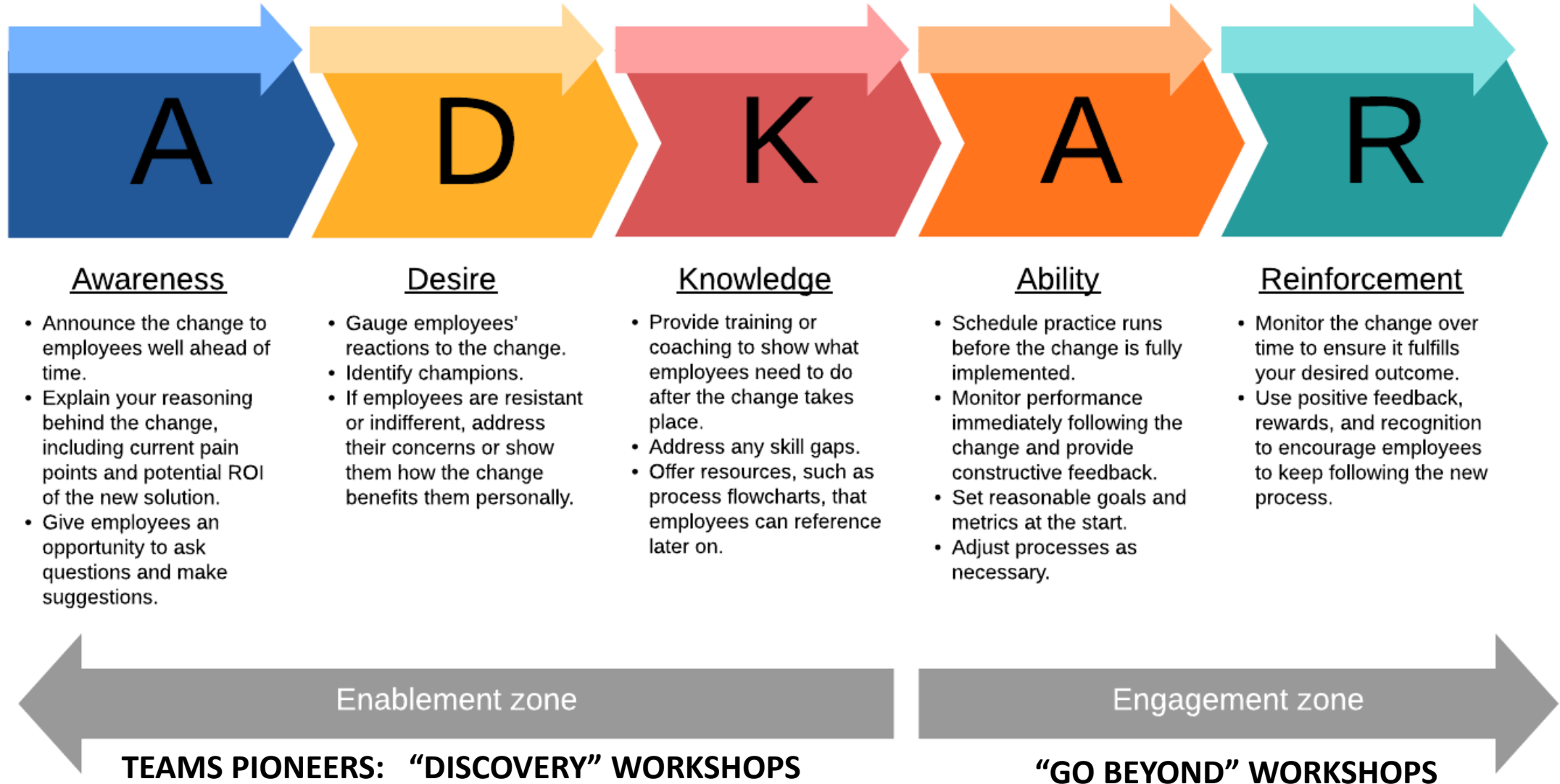
- Pioneering principles, vision, habits, behaviours, Thought Leadership, ADKAR change management, Growth Mindset and empathy
- Resources
- Whiteboard/sticky notes exercises x 2
- What's next: Go Beyond Workshop!

DWP Teams Pioneering Vision

- Defined by DWP to identify the “power users” of MS Teams within the functional areas who will be the advocates of Teams
- The purpose of this Workshop is to take DWP “power-users” on a journey of **discovery** to ...

***Go Beyond! Motivate and inspire
the adoption of Teams in DWP, with empathy***

ADKAR Change Model



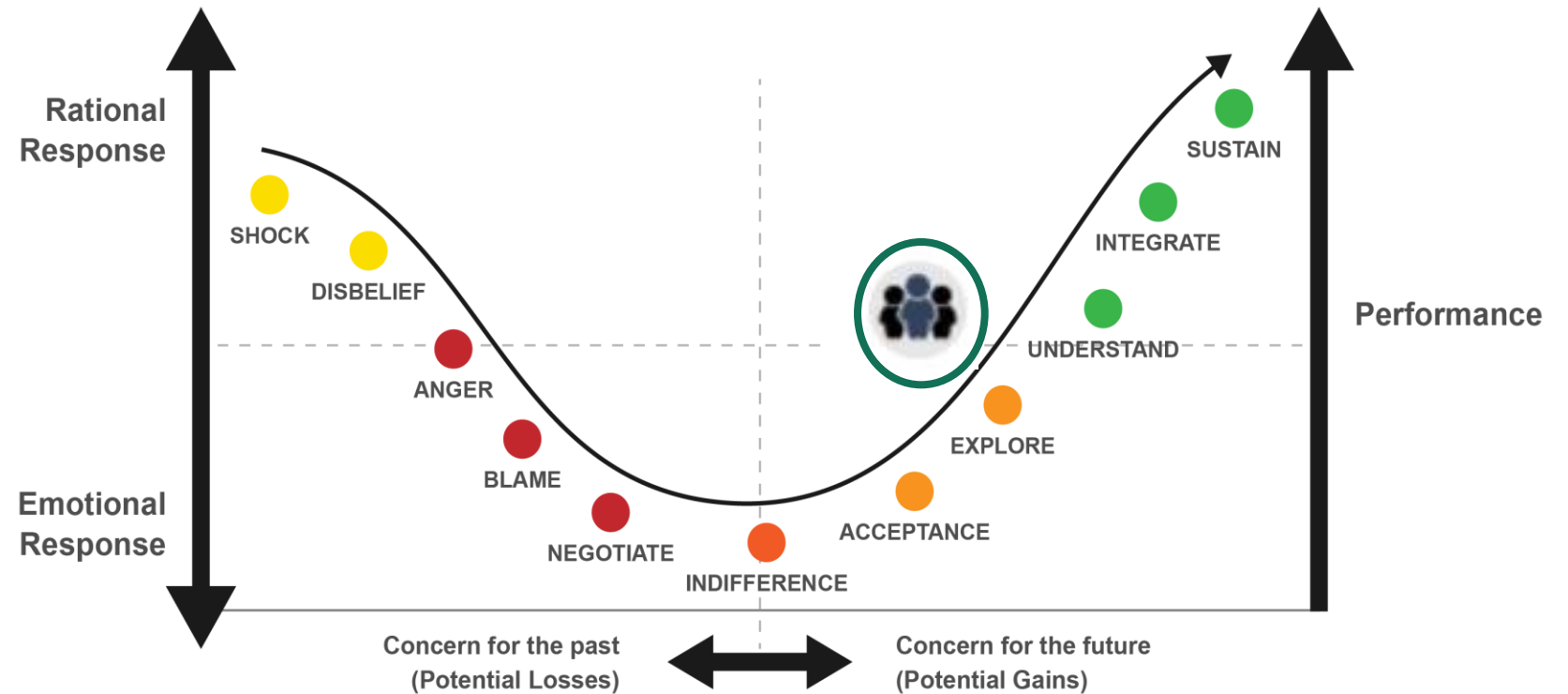
Change Curve of Resistance

Characteristics:

- Anger
- Spreading rumours
- Not participating

What you may hear:

- It won't work
- It used to be...
- I heard that..



"Failure is an
opportunity to grow"

GROWTH MINDSET

"I can learn to do anything I want"

"Challenges help me to grow"

"My effort and attitude
determine my abilities"

"Feedback is constructive"

"I am inspired by the success of others"

"I like to try
new things"

"Failure is the
limit of my abilities"

FIXED MINDSET

"I'm either good at it or I'm not"

"My abilities are unchanging"

"I don't like
to be challenged"

"I can either do it,
or I can't"

"My potential is predetermined"

"When I'm frustrated,
I give up"

"Feedback and criticism
are personal"

"I stick to what I know"

DWP Pioneers enable Teams to scale-up

Pivot under fictitious roles, switching hats, enabling collaboration & improving productivity!



Astronauts

Goes where no employee has gone before! Breaks down business silos. Shares work, with a view others might find it helpful, and others might help you improve your work. **They Love Teams**



Thought-Leaders

Encourages less email, more Teams! 'Like' posts, @delegate @tag subject matter experts. **They Love Teams, OneNote, Whiteboard**



Entertainers

Has fun with a purpose! "Disruptors" with big Announcements & Praise. Encourages remote working in virtual events and fundraising with emojis, gifs. **They Love Teams, "Fun Stuff"**



Scientists

"Visionaries" with new ideas, solves problems, innovates. Monitors engagement with analytics. Finds solutions to improve processes in Teams apps. **They Love Teams, Planner & Forms**



Reporters

Tenacious journalists looking for Teams success stories with User Generated Content, demonstrating business-value. Shares on DWP TV. Finds more Teams Pioneers! **They Love Teams, DWP TV (Stream)**

Less email campaign

Leader *emails* their staff on a Thursday to introduce “Less Email” campaign commencing the following Monday.

Email: From [x] date our team will now work in Teams, with these exceptions:

- External 3rd parties
- 1:1 confidentiality
- Receive alerts and notifications from M365 apps

If a colleague forgets and emails you, then politely remind them to post in Teams. See you in Teams!

PS: Or better still, got a Teams Channel you think the email might be shared in, then copy and paste the Channel email address, and then **forward** the email to the Channel

Play: Teams Scavenger Hunts!

MICROSOFT TEAMS SCAVENGER HUNT Beginner Level

This Scavenger Hunt is designed for new Teams users. As a small group, work together to search for, find, and use some of the most important (and often overlooked) tools in Microsoft Teams. Complete your hunt a timed race and have everyone work together. Good luck!

1 WRITE A POST TO YOUR TEAM

What? Have you been mostly using chat, rather than teams and channels? It's important to pick the most appropriate team and channel for organized collaboration, so choose wisely when you "start a new conversation."

2 FORMAT YOUR POST

Visuals are powerful, and formatting your post will go a long way to organize your thoughts. Use this feature to emphasize what matters most. Most formatting with headers, bullets, colors and more is only "at" click away.

3 MARK A POST AS IMPORTANT

When your post is in need of timely action or responses, consider marking it as important so a callout to others, so it gets the attention it needs. Decide with your colleagues what defines "important" for you and when will you use it?

4 USE SHORTCUT COMMANDS

Shortcut commands are valuable because they can help you take action quickly. You might have to search for this one, but here's a hint: they're only a forward slash away.

5 DOWNLOAD A FILE

Each channel in Teams has its own file tab where you can find every file that was either uploaded directly or added via a post. Check out the file tab and see how easy it is to have. No files yet? Try adding one and then downloading.

6 SCHEDULE A MEETING

Setting up a 1:1 or group meeting quickly has become easier than ever in Teams. Click on the calendar and see how easily you can pop a call, video, or recurring meeting onto your calendar.

7 PIN FAVORITE TEAMS

Being in a lot of teams and channels is may be necessary, but you can keep your most used spaces close at hand by pinning them to the top of the list. Try choosing three to start.

8 SET NOTIFICATIONS

Staying in the loop is important, but being bombarded with alerts is overwhelming. In the desktop app, update your notification preferences in Settings. Download the mobile app and decide which notifications you desire. You can also choose that your "quiet hours" for when you are off the clock.

CONSIDERATIONS: How did your team do? We want to hear! Reach out at talk@bluewinches.com, or visit us on the web at www.bluewinches.com.

Talk Social to life has over a decade of experience building engaging employee collaboration programs, and we have created what we're. We're effective at creating engaged, happy, productive employees through the consistent use of social collaboration tools like Microsoft Teams and Yammer. Ready to help your people work better together? We'd love to connect.

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MICROSOFT TEAMS SCAVENGER HUNT Intermediate Level

Level up your Microsoft Teams skills with this Intermediate Teams Scavenger Hunt. Many of these tasks require being in a live Teams meeting, so grab a group, fire up a meeting, and solve these tasks together to become Teams experts.

1 4 WAYS TO GROUP CHAT

Chat is so important to your daily productivity that Teams has four different ways to start one — none with much of a learning curve. Look out for incognito on teams and menus — you never know where you'll find new options!

2 POST TO MEETING CHAT, MARK AS URGENT

In moments of crisis or critical meetings, everyone needs to make decisions quickly. But, with dozens of chats and channels, it's easy to miss the most important one. Mark your chat as urgent and learn how to capture attention quickly when needed.

3 CREATE AND SAVE MEETING NOTES AND WHITEBOARD

Interactive elements such as a meeting whiteboard allow you to express your ideas creatively and collaborate visually in real time. Meeting notes can document your discussion and track action items. Create and save both to complete this task.

4 SHARE A MEME IN A MEETING CHAT

Have a little fun by creating a custom jester. Write your own 100 words to express your feelings. The people on your face is GIP's next door neighbor, and the key to getting started. Have a good one!

5 TURN ON LIVE CAPTIONS

This isn't just important for those in the deaf and hard of hearing community, but for anyone who is unable to hear the meeting audio, or for public webinars. While in a meeting, search your menu options to turn this feature on.

6 MAKE A FILE A TAB

Files that need "user visibility" can qualify for their own tab in your team's channel. Maybe it's a project plan or shared deliverable. Think of it as "pinning" your document as a tab within the channel. Try creating a new file tab!

7 POST TO MULTIPLE CHANNELS

Do you have important news that affects everyone on your team? Try posting important information to multiple channels at once to make sure everyone sees your message. Can you strike the right balance?

BONUS: CHANGE MEETING BACKGROUND

Background effects can make it look like you're in a unique environment, such as a beach, a forest, or a city. Choose from a variety of backgrounds to make your meeting more fun.

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MICROSOFT TEAMS SCAVENGER HUNT Team Owner Foundations

You may already be using Teams as a manager or people-leader, there's no time like the present to make sure your work space is architected properly. Work through the tasks here to help you determine your working team's norms for channels, chats, and setting the proper foundations for documents, search, and meetings.

1 CREATE (OR UPDATE) TEAM AND CHANNELS

Review your teams by exploring the left-hand rail of Microsoft Teams. By default, there is a general channel for each team, and you can create additional channels to mirror workgroups, projects, workstreams, or shared objectives. Are your channels set up to match your work?

2 EDIT TEAM NAMES AND DESCRIPTIONS

Think about what naming convention you want to use for consistency and to help others find your team. Create a name that clearly defines what your team is about, and spell out acronyms when you can. Use the team description to make a statement about its purpose and goals. Meet with your team to discuss the name, how members are using and interacting on existing and new teams.

3 MANAGE MEMBERS AND PERMISSIONS

Invite members to your team during the creation process, or as you go. If your team is private, you will have to invite members. Decide who can create and update tabs on your team, and who can post on each individual channel.

4 ADD A UNIQUE TEAM AVATAR

Customize your team avatar so that it stands out. Be creative and make this visual an extension of your culture or already established team identity.

5 ADD GROUP TAGS

Make your life simpler by notifying a group of people all at once. Create a group tag with a list of people you commonly notify, then assign them with the tag you created.

6 CONNECT A YAMMER COMMUNITY

Yammer communities help people connect with colleagues all across your company (and not just your immediate work partners — like in Teams). They're great for crossbordering input and finding experts when you don't know who to ask. Using the Communities app for Teams, can you import one engaging Yammer community to a channel you manage?

7 CHANNEL VS. CHAT: SET UP RULES OF THE ROAD

Our guidance is simple: If you want to retain a message beyond 90m today, use a channel. If not, use chat. Unfortunately, most people dive into chat first and create lots of information that others can't access. Discuss your expectations with your team now, forward and agree on when to chat and when to channel!

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Share:

Teams Pioneering Stories


**Senior Leader,
Rob &
Diary Manager,
Pauline**

Current State

- Spent considerable time travelling between mobile sites in a mix of TV and TV platforms
- Worked around call and team meetings
- Received and shared a lot of data with a need to share and coordinate across regions

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DWP Digital Workplace: Work on the go in Teams mobile apps



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 day's progress in his shared OneNote using his Surface which syncs with his mobile, and reconnects to Wi-Fi.

Business value: Enabling "just in time" collaboration and communication using Teams mobile app anytime, anywhere


**SPAG Worker,
Annette**

Current state

- Organises large employee and community events
- Responsible for sending members using email with various distribution lists

Department for Work & Pensions

DWP Digital Workplace: All-hands employee events



Products: Teams, Whiteboard, Live Events, Stream

Annette needs to arrange an urgent Market Stall event. She arranges a Teams Meet Here with the main event team and they use Whiteboard to quickly brainstorm ideas. They decide to use a Teams Live Event for the broadcast.

Annette shares the event details across 2,500 staff with a quick post using a Teams Announcement across multiple channels from the Technology Service Channel.

Live Event was a great success but for those that could not attend it was recorded in Stream. Annette shares the recording in her original Announcement across multiple channels.

Business value: Reduced travel & expenses, increased engagement between leadership & staff at home, trying to work

Try sending
"Praise"!

Try involving
"passive" users
unsure if they
should
contribute

Try moving
a Newsletter
to Teams

Try moving
SfB
meetings to
Teams!

Try sharing
documents
in Teams
rather than
email

Try moving
your
projects to
Planner

Try a threaded
post to keep
people up to
date

Try a Teams
"Scavenger
Hunt"!

Try offering
1:1 training
to someone
struggling

"Failure is an
opportunity to grow"

GROWTH MINDSET

"I can learn to do anything I want"

"Challenges help me to grow"

"My effort and attitude
determine my abilities"

"Feedback is constructive"

"I am inspired by the success of others"

"I like to try
new things"

"Try it!"

Try
brainstorming
in Whiteboard

Try using
analytics to
see how your
Team is being
used

8 x Teams apps enabled this workshop

<div><h3>1. Logistics</h3><p>2. Content</p></div>	<div><h3>3. Pioneers Hub</h3><p>SharePoint Content management, </p></div>	<div><h3>4. Meetings</h3><p>+ New meeting</p></div> <div><h3>5. Sticky Notes on Whiteboard</h3></div>	<div><h3>6. Teams training recordings</h3></div> <div><h3>7. Feedback</h3><p>Forms Productivity</p></div> <div><h3>8. Actions/notes</h3><p>OneNote</p></div>
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Whiteboard Sticky Note Exercises

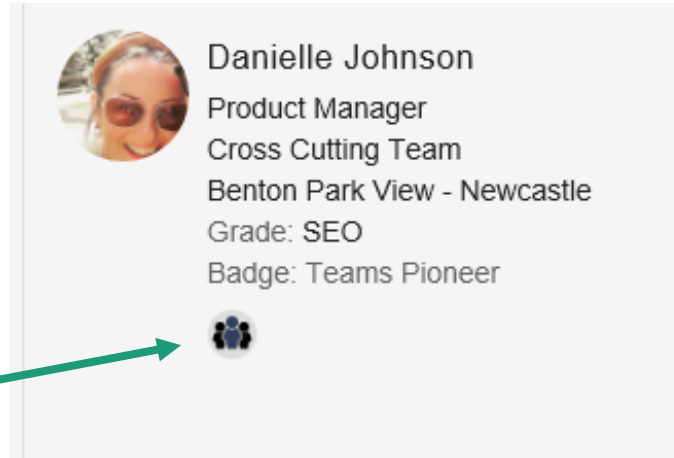
*What do you
now plan to
try?*

*Any DWP
"processes"
where Teams
might enable
improvement?*

Your
mission
should
you
choose
to
accept
it ...



Astronauts
go where no
employee has
gone before!



We hope to see you again at the Pioneer “Go Beyond” Workshop!

You will receive:

- **Pioneer digital badge!**
- **Access to Pioneer Hub!**

#FOMO

#Community rocks

Homework template

Play-back: “Go Beyond” Workshop on 9th October!

Scenarios Today



Beginning

Middle

End

Scenarios Tomorrow



Beginning

Middle

End

Lessons Learned?

- **An open 'Champions Community' became a platform for user support and a virtual noticeboard, with engagement lost and sense of purpose blurred.** Using Graph APIs, we have targeted our 'Teams Pioneers' based on existing Teams usage. This has meant we are building a community that have already gone through phases of early adoptions and are further along the change curve. This will help us improve colleague-to-colleague support and accelerate the cascade of Teams adoption.
- **Be mindful people learn in different ways.** Making training material available in different formats and accessibility compliant, enabled colleagues to immerse themselves into all things Teams in a way that's best for them. There will also be people who prefer to attend a meeting and be shown step by step, whilst others love to just dive-in and be told 'What's New'.
- **Keep it simple.** Trying not to make this effort onerous, make it enjoyable and achieve quick wins. Overloading users with the scale of what Teams and M365 can offer can be overwhelming for those who have done a certain process, the same way for years. Identify quick wins, deliver through the lens of Teams.
- **Top-down | Bottom-up.** Use a top-down approach by those enjoying their new working skills who have a passion to nurture and enable up-skilling. Plus a bottom up approach with deep dive, repeatable set training facilitated by professional trainers.

What's next to scale-up to over 100,000 by year end?

- New style training. With the foundation of resources available, encouraging community self-service through Pioneers in every key area. Including a new session on “culture change”
- Opening a Showcase Teams. An authentic real Team with no sensitivity - all bells & whistles with M365 apps
- Turning off SfB!

Satya Nadella CEO Microsoft

“

Be passionate
and bold. Always
keep learning.
You stop doing
useful things if
you don't learn.”



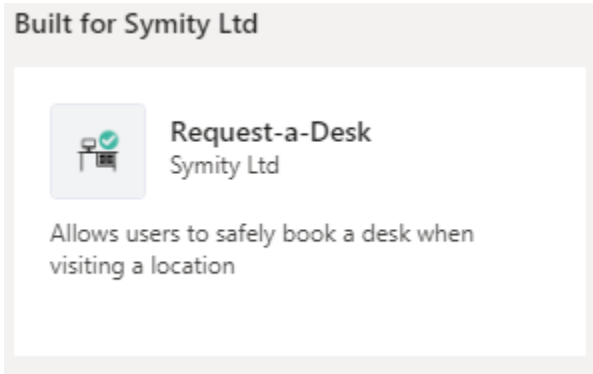
DWP Teams COVID Desk Booking & Trace

Challenge

- Requirement to ensure people can book a 'COVID' safe desk whilst managing utilisation, ensuring safe ways of working are followed and allowing 'trace' information to provide as required

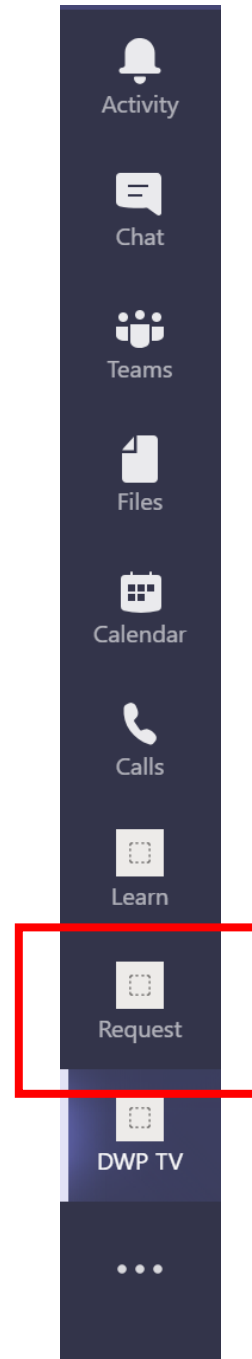
Solution

- Development of a Teams app for deployment

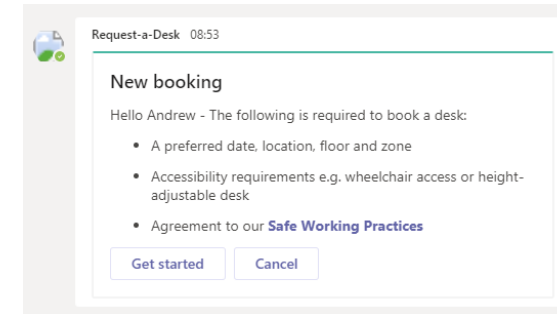


Advantages

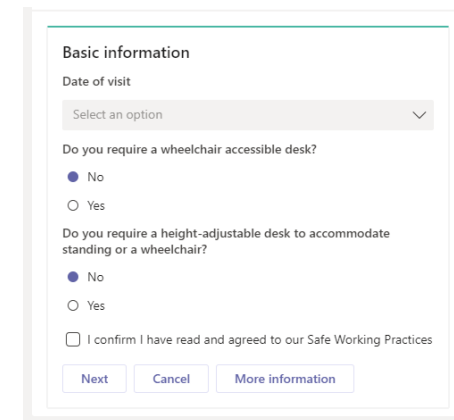
- Easy to use, familiar and accessible Teams interface
- No additional user accounts or credentials
- Accessible from Teams on Desktop, Web and Mobile
- Standard Microsoft technology so reduced approval timelines
- No additional user licensing required
- Integrates with Outlook calendar
- Extensible and flexible to adapt to changing COVID situation
- Allows a user to book a desk for a location in seconds
- Simple and effective reporting via Power BI



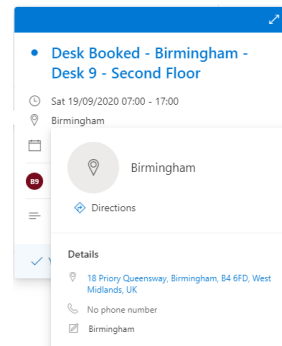
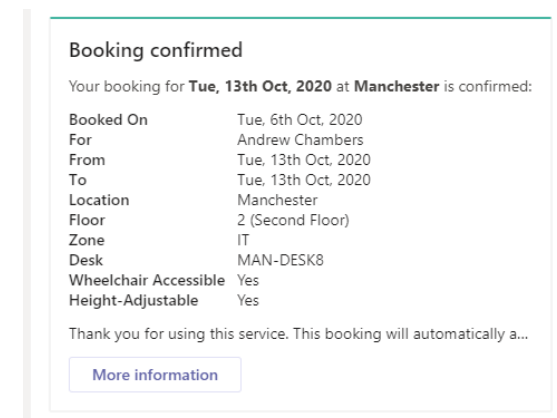
Launch App in Teams



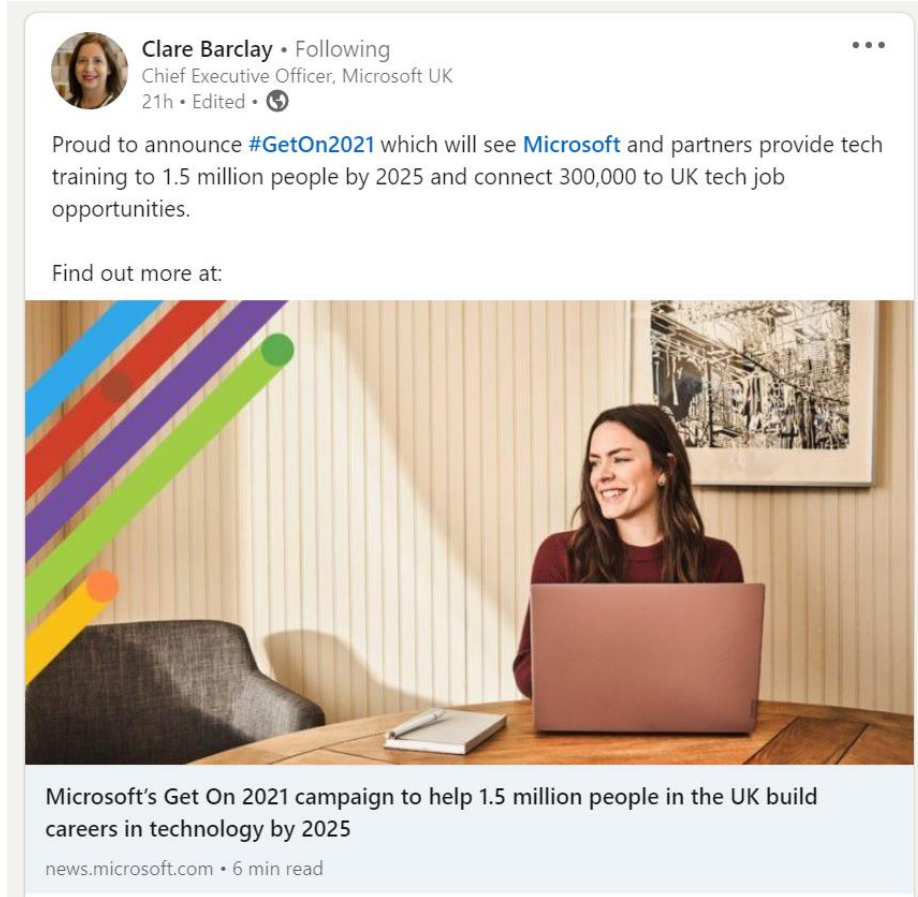
Choose date and location



Booking confirmed & added to outlook



#GetOn2021



Core programmes in the #GetOn2021 campaign include: pre-employability programmes for students across the UK, expanding apprenticeships through levy transfer, social impact partnerships, career switcher programmes, AI and AI business schools and Talent Accelerator academies.

Existing partnerships with UA92, UK colleges and universities, the Institute of Digital Technology, **DWP** and the DFE's Skills Toolkit will also support those looking to participate.

Additionally, Microsoft is working with its partner community and LinkedIn to directly connect skilled people to job opportunities in technology

Microsoft **Gold** Communications Partner with advanced specialities in Microsoft Teams Calling & Meeting Rooms

- Proven track record in:
 - Communication & collaboration strategies including benefits cases
 - Complex mission critical Microsoft Phone System solutions
 - Customer specific hosted Teams direct routing
 - Microsoft Phone System integrated contact centres
 - Video conference and meeting room solutions
 - Adoption campaigns to ensure people understand solutions
 - Operational management of solutions
 - Office and operational deployments in 40+ countries
 - Delivery and operational capability in UK, US & AUS



70+

Microsoft
Telephony
Deployments



35k+

Telephony
Users



700+

Microsoft Teams
Rooms

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



Government & Public Sector

Services

Education

Manufacturing

Technology

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Lesley.Crook@Symity.com

Thank you!

Any questions?

