BeConnected day

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The modern workplace is about people

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How we work has changed

THEN

NOW

Employees work on **2x** more teams now than they did five years ago[1]

[1] Source: 2009, 2014 US IW Survey

Ineffective collaboration has real costs

Agility

Takes longer to make and execute decisions

Quality

Worse decisions due to incomplete data

Innovation

Discoveries aren’t leveraged in other areas

Empower everyone and enable the collaboration

Modern workplace

Our employees experience a highly productive environment where technology empowers everyone to achieve more while never getting in their way

Seamless experience for users

Connected, integrated applications streamline collaboration, sharing, discovery and simplify adoption

Business agility delivered

Integration of people, content & activity enables data driven decisions, simplified processes and will accelerate decision making

Simplified IT, Security & Governance

Unified management, security and compliance ensures a security collaboration & communication experience

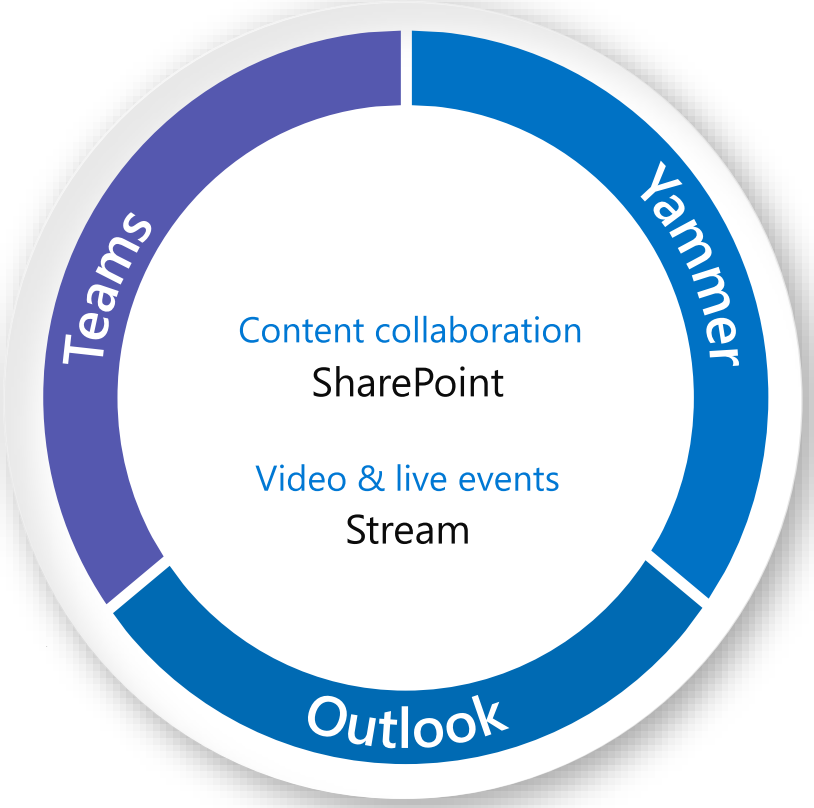
Microsoft Teams and Office 365

Teamwork in Microsoft 365

Inner Loop

People you work with regularly

Run effective meetings & projects



Outer Loop

People you connect with across the org

Inform & engage employees

Email

Ubiquitous for targeted communications

Manage your time & communications

The successful adoption of the modern workplace represents a change in behavior.

It is more than a set of products - it is a fundamentally different way of working.

This change is about people.

What we know for sure

People don't **automagically** change

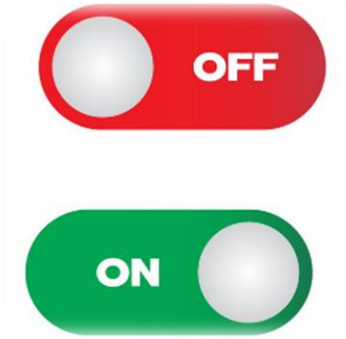
Resistance is a normal, human behavior that takes time

Shadow IT is more prominent than ever

80% admit to using their communication tool of choice[1]

Teams is more than a technical migration

'Deploy it and they will come' doesn't work



People and change are not one-size-fits-all

Organizations are made up of innovators, laggards and everyone in between

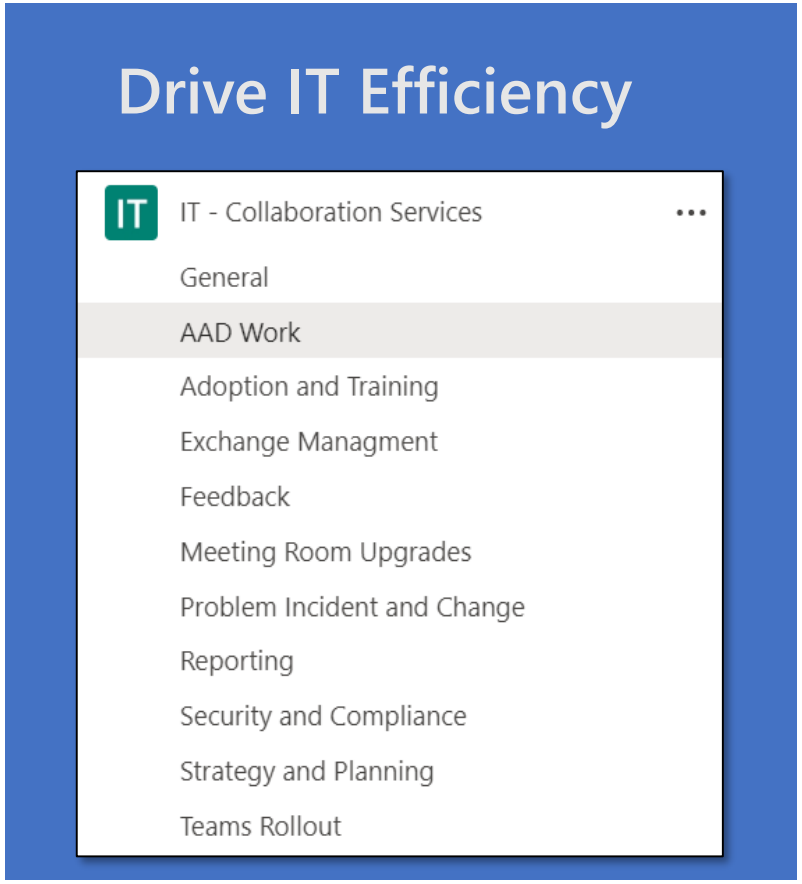
[1]"What is Shadow IT?", https://www.skyhighnetworks.com/cloud-security-university/what-is-shadow-it/ (accessed March 2017)

Driving Culture Change with Microsoft Teams

1. Plan Teams with Teams
2. Recruit Champions
3. Prioritize business engagement
4. Deploy the client
5. Setup smart governance
6. Setup key teams & channels.
7. Promote the mobile app
8. Enable popular apps
9. Get & give feedback
10. Use our resources

Plan Teams with Teams

Use Microsoft Teams and other Office 365 services to manage your collaboration services including your Microsoft Teams roll out



Use Additional Tools:

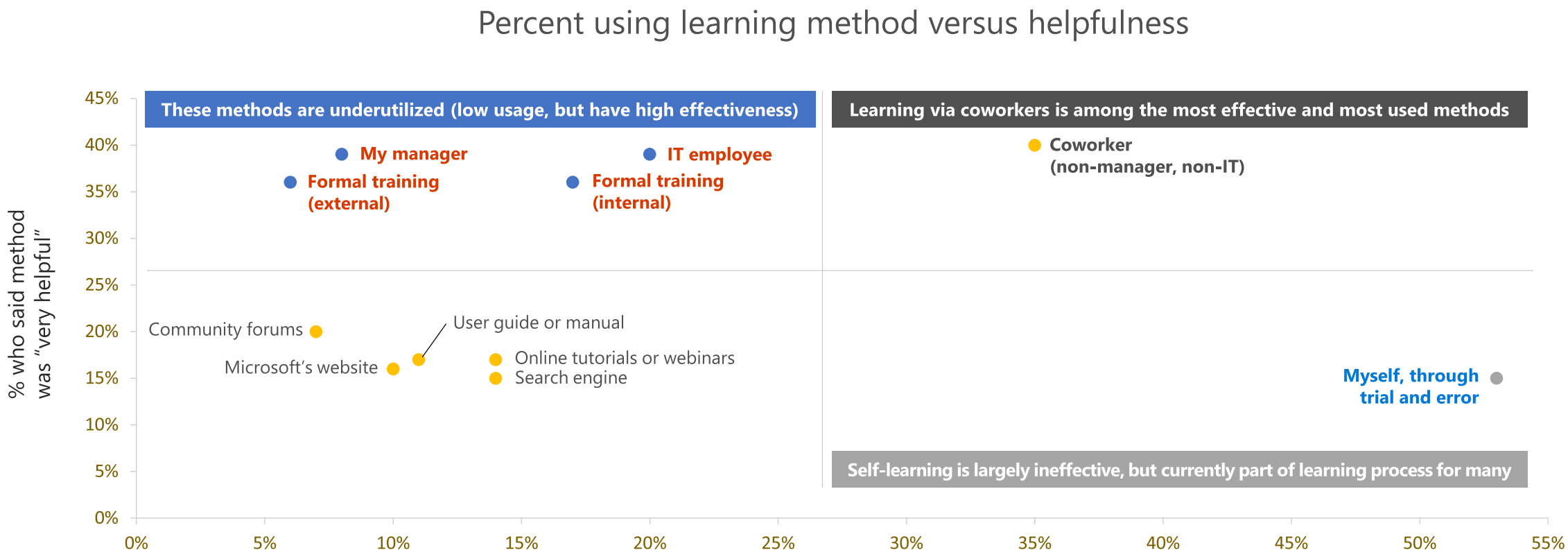
- Teams meetings for reviews and incidents
- ServiceNow app integration
- SharePoint pages for policy & status reports
- PowerBI for dashboards
- Stream & Live Events for IT Training
- Mobile app for access anywhere

GROOM CHAMPIONS

Champions are not only passionate about what they do, and they are also excited to evangelize and help their peers to learn more effective solutions.

Why are champions important?

Learning via coworkers is among the most effective and most used methods.



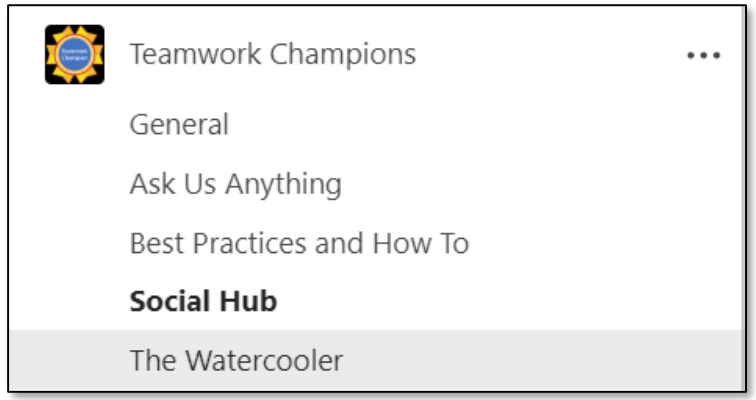
Build a sustainable Champions Community

Champions help build, grow, and sustain your Microsoft 365 rollout by evangelizing and helping their peers with the new technology.

Get started:

Microsoft has built a Champions Guide to help you launch your community.

Foster Your Community:



Champions:

1. Should be formally trained to increase their depth and breadth of knowledge.
2. Should be encouraged and empowered to guide, teach, and train their peers.
3. Need consistent positive reinforcement that affirms the impact of their efforts.
4. Need a clear plan to execute.

Provide value

	Personal Productivity	Teams Productivity
	Empower	Enable
Challenges	• Emails/attachments get lost • Files sharing struggle • Offline work • Outdated local copies on drives • Device dependency	• ‘Hallway conversations’ cause disconnect with group • Frustration about doc location and versioning • Confusion about the information flow/history • Device dependency
With Teams	• Send online and offline messages alleviating tracking people down • Persistent conversation with file attach reducing need to search multiple places or ending up with multiple versions • Personal apps organize notes & tasks in one place • Personal files always accessible • Personal files sharable with few clicks from everywhere • Access from everywhere	• Hold all conversations in team/channel driving transparency • Link pin important documents to drive visibility • Streamline doc versioning • Access Office and 3rd party apps making true hub for teamwork • Data are easy to find with a topic-oriented approach • Access from everywhere

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Envision user scenarios

Sarah - Field Sales

Issue: Poor internet connectivity; time wasted looking for documents

Fix: OneDrive & SharePoint sync capabilities allow for document access when offline. Changes sync when connectivity is restored.

Bob – VP, Operations

Issue: Timely awareness of customer issues for mitigation

Fix: Automated alerts from bot direct from online systems to Teams chat feed. Virtual bridge in Teams for incident management & post mortem

Tom – Exec. Assistant

Issue: Multiple calendars to manage; difficulty finding the right data

Fix: Office 365 group calendars used for events & resources. PowerBI integration with Teams for data in context of projects and decisions.

Wendy - CFO

Issue: Difficulty communicating with all or some employees

Fix: Live Events for broad communication. Stream for video on demand after the event. Yammer for ongoing social engagement.

Envision the user experience

Our employees experience a highly productive environment where technology empowers everyone to achieve more while never getting in their way

Project Backlog

Finding

Ability for employees to easily find the information, people and apps they need to be most effective in their job

Meeting & Voice

Encompasses all elements required to ensure employees have a productive meeting, both in person and remote

Collaborating

Ability for people to come together to innovate across organizations, time zones, geographic locations, and work styles to accomplish a common goal

Communicating

Providing employees with the tools required to have effective conversations, connect with people easily and easily send and receive information

Supporting

Providing self-healing and assisted support, shifting to proactive and automated remediation

Employee Engagement

Engage Provide seamless, secure and modern employee experiences that increase

Teams Implementation

Connected Hubs

Intranet Modernization

Product Launch Kits

Executive Engagement Events

Knowledge Bases

Search Improvements

Customer Care Transformation

Support Experience Update

Example Roadmap

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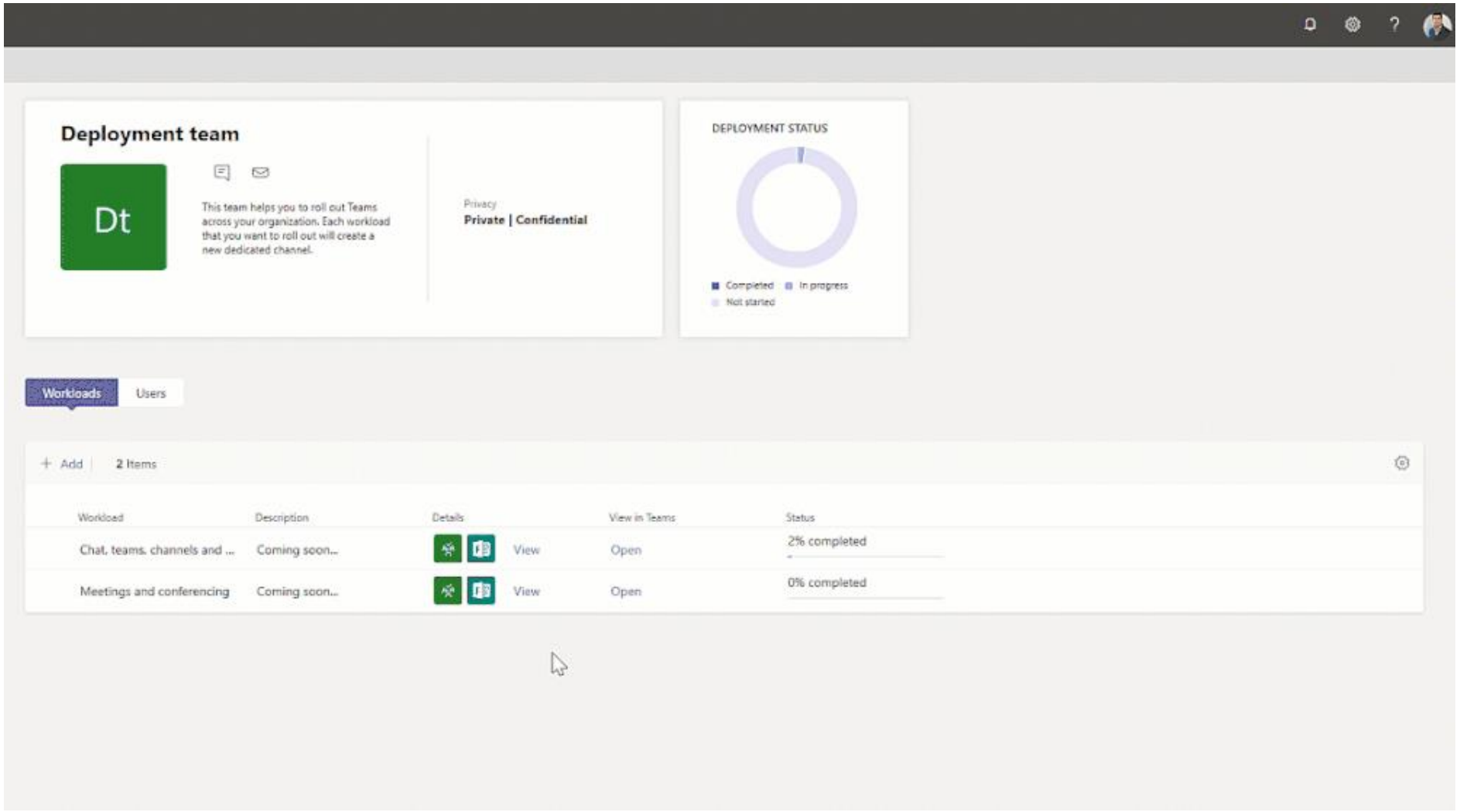
Don’t know how to start?

Advisor for Teams is coming up



Public Preview
Q4/CY19

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Q&A

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