



Cloud Enabler

by Devoteam

FOR SUSTAINABILITY

Actions:
Sustainable Change Management
implementation



FOR SUSTAINABILITY

Sustainability

is at the core of Devoteam's mission to support your sustainable digital transformation.

Creative tech for Better Change

Multiple challenges

Sustainability is no longer optional, it is a MUST for companies.

Regulation



EU regulations evolve rapidly
(i.e. the Green Deal legislation package)

Compulsory reporting on the companies' footprint effective from 2024

Business



Sustainability becomes a major selection criteria for decision makers

Tender scoring up to 20% for companies internal initiatives, as well as ability to deliver sustainable tech.

Commitment



2023/2030
GHG emissions must be reduced by roughly 50% by 2030

No time to wait for the perfect solution, time for action based on today's technologies

People



Collaborators are more and more trained and concerned with regards to Sustainability

Sustainability practices become the new normal. It is a key to attract new talents.



Our vision

Delivering Sustainable IT by
leveraging our strong Tech DNA

Creative tech for Better Change

We Enable Your Sustainability Program with Actionable Insights

For efficient strategies, it's essential to have actionable insights to support them.

That's why Devoteam has developed the 'Cloud Enabler For Sustainability' framework to support you in your efforts to promote sustainability and address ESG challenges.

Creative tech for Better Change

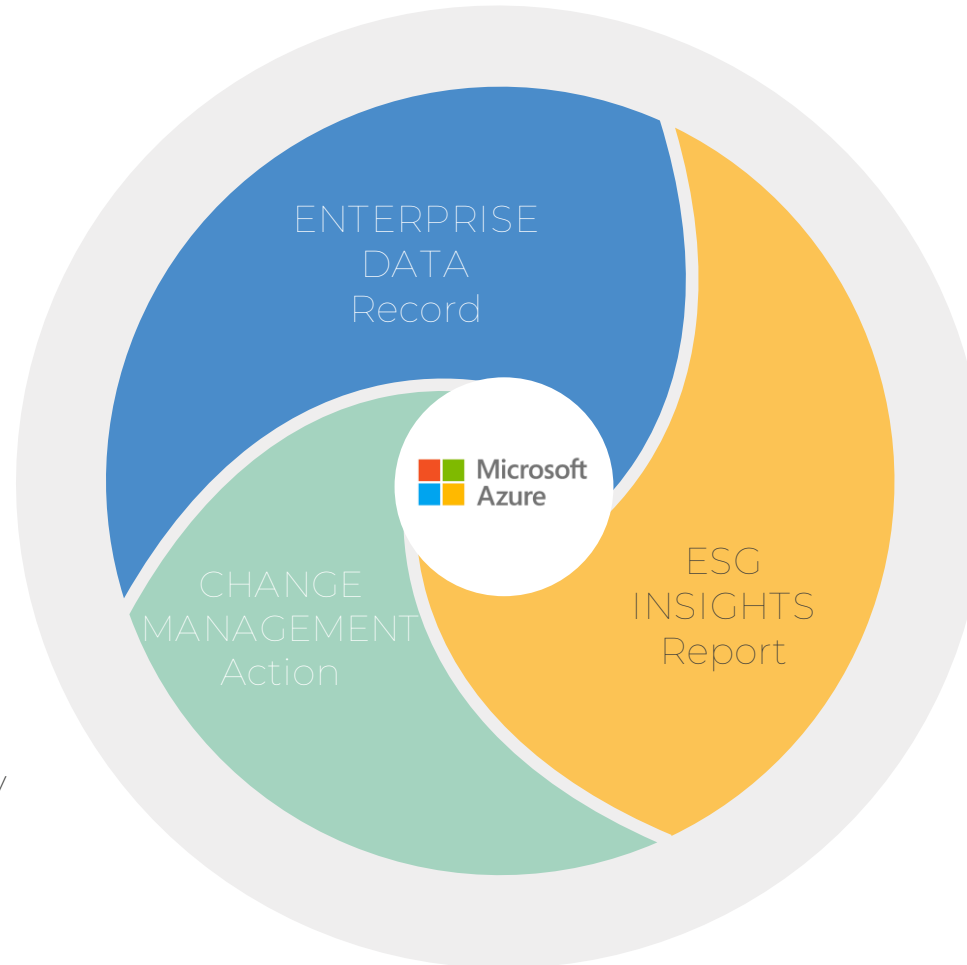
- ★ A "Record / Report / Action" approach resulting in tailored E.S.G. reports, actionable insights and sustainable change management.
- ★ Devoteam as a partner to improve collaboration, automation of processes and manage change
 - ★ Define your Change Management strategy
 - ★ Develop concrete action plans
 - ★ Support the activities
 - ★ Tailor made communication
 - ★ Hands off Coaching
 - ★ Hands On Training
 - ★ Transfer the ownership

Record / Report / Action

Enterprise Record Data

Record the ESG footprint of the entire operations and value chain more accurately through your Data Platform implemented by Devoteam with Microsoft Cloud for Sustainability capabilities

Unify data intelligence to help you monitor and manage your sustainability performance.



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ESG Report

Visualize and analyse your reports following CSRD Reporting standards

Actions with CM

Based on reports, reduce actions will be accelerated by Devoteam Change Management team.



What is Sustainable Change Management



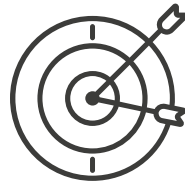
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Change management is a sustainable success enabler



“ Change management provides an organisational framework that enables individuals to adopt new skills, behaviours and values to achieve business objectives. ”



Goal for **your** employees

- Understand the need of change
- Adhere to the new tool, governance and way of working
- Know and can fully benefit from the change
- Embed the change as a new normal

Technical

Project Management

To prepare the solution
for the organisation.



People

Change Management

To support the employees
to use properly the solution.



Why Sustainable Change Management



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“How much of the success of this project depends on employees adopting and using the new tools/methods?”



Time saving

- Reduce level 1 support
- Employees awareness and desire facilitate learning



High performance

- Accelerate adoption
- Adoption enable a swift ROI



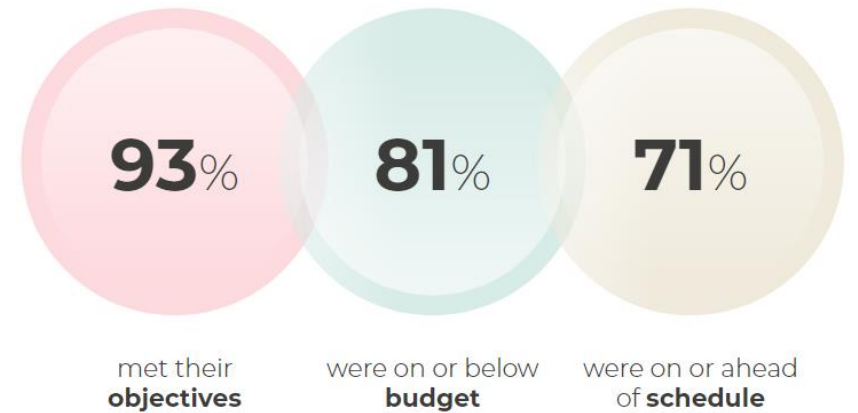
Reduce carbon footprint

- Replace attachment with links
- Fully benefit from all services of M365

“A boat with 100% of the crew involved will go further than one with only 50% rowing”



Projects with
change management





How do we manage change



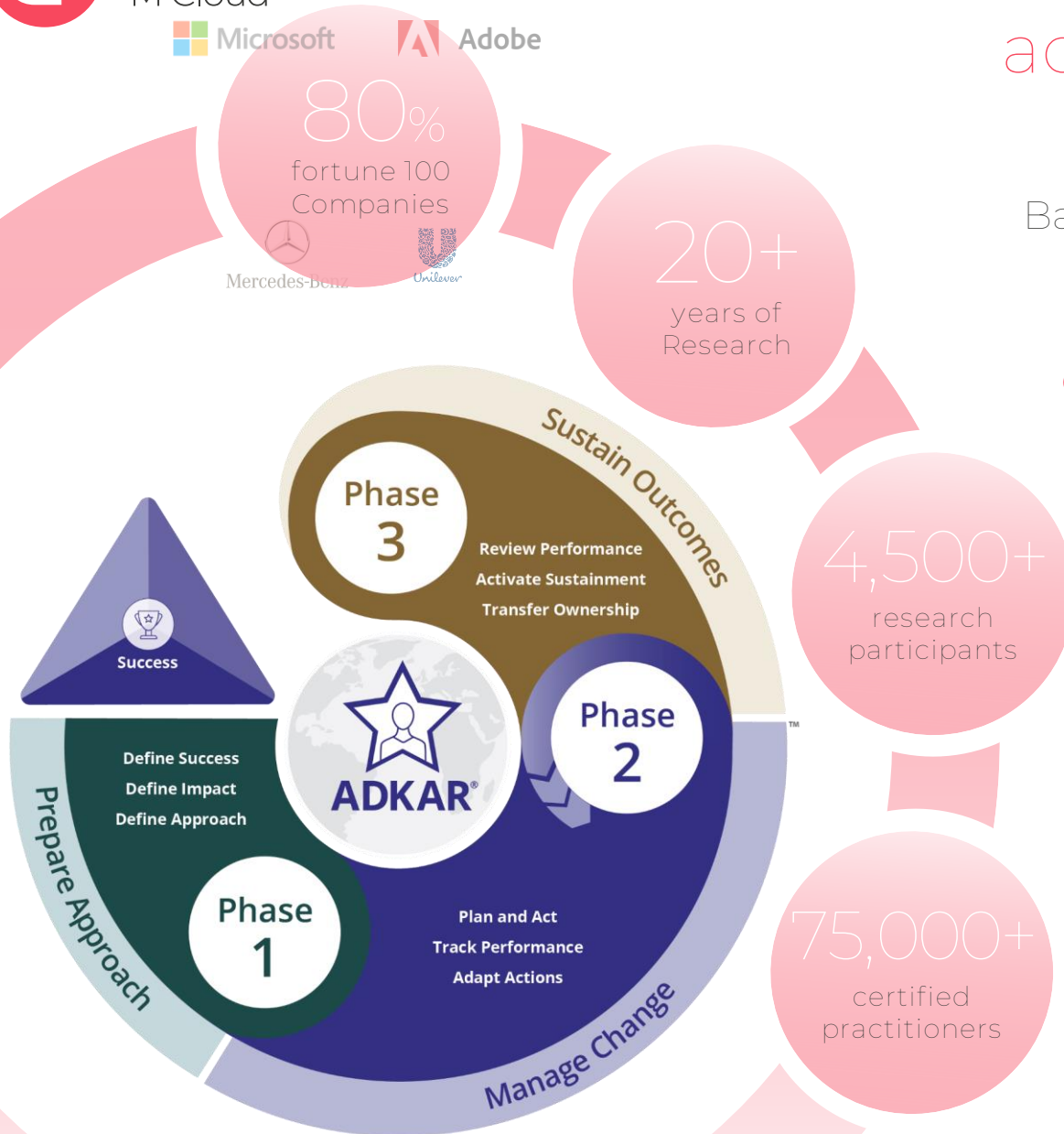
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FOR SUSTAINABILITY

Our approach on a sustainable adoption and change management

Based on the Prosci® methodology

Empowered by Microsoft and Change management expert



80%

of their clients see
direct impact on
adoption rate
adoption

50%

Gains on
deployment's
duration

Our lessons learned

A new
technology is
more than just
technical



Technical
readiness and
user readiness go
hand in hand

Training only is
not enough



People prefer to
**learn from each
other**

Change doesn't
happen
automatically



**Executive
sponsorship**
matters

People resist
to change



**User centric
approach** is key
to transmit the
best technology
usage

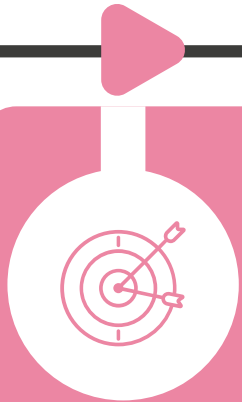
Your adoption approach can
accelerate your sustainable results!

Our 3-step approach

1 | Assessment

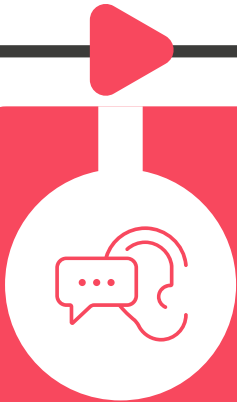
2 | Design

3 | Implement



Strategy

Definition of the Change Management strategy



Analyze

Creating personas and scenarios



Plans

- Sponsor
- People Manager
- Comm.
- Training



Inform

Assistance in crafting communication



Training

Delivered by Microsoft Certified expert



Implement

Assistance in the implementation of plans



Transfer

Knowledge transfer and Sustain Outcomes

1 | Assessment: initiate your change

Strategy

Definition of
the Change
Management
strategy

Analyze

Creating
personas and
scenarios



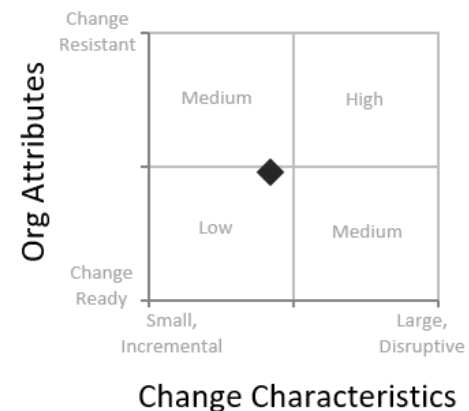
Strategy to assess the company need and project, help them prioritize, acquire better understanding of its strengths and needs.



Analyse, put yourselves in your end-users' shoes to easily apprehend how the change will impact their daily lives, what's in it for them.

Assessment: Strategy deliverables at a glance

Strategy Prioritize and Change Impact



Personas and scenarios

Administrator



Microsoft 365



2 | Design: establish your roadmap



The Change Management roadmap:



Sponsor

Primary sponsor's support plan:

- be active and visible;
- build a strong coalition.



People Manager

Enables managers to:

- Understand and engage in the changes;
- Develop coach competency.



Communication

Identifies and determines:

- Audiences and key messages;
- Frequency, delivery and senders of communications;



Training

Identifies and documents:

- Audiences that need training;
- Requirements for the training.



Communication assets (e.g., posters, email writing, to-dos, screen savers) to make sure your communication hits all your targets at the right time with the right level of information.

Design: deliverables at a glance

Roadmap

Activities	Awareness			Availability	Usage / Adoption	
	Activation day -4 weeks	Activation day -2 weeks	Activation day -1 weeks	Activation week	Activation day +1 week	Activation day +4 up to 6 months (Depending on the features at Talentis)
T15 Newsletter / Magazine	◆					◆
T2 Auditorium training						
Sponsors mail				◆		
IT email (inform about activation of Ms Teams)			◆	◆		
T18 Posters, screen with video including entrance			◆			
T5 Training registration						
T5 Classroom training						
T22 Teaser			◆			
T1 Excitement day				◆		
T49 Games				◆		
T48 Special menu at the canteen				◆		
T51 Ask the project team anything					◆	
Check list (Have you done....)					◆	
Forms to collect needs					◆	
T23 Tips / Tricks						◆
T34 Success story						◆
T38 Early release	◆					
T28 Sandbox	◆					
T21 Champions program	◆					
Champions kick off meeting	◆					
Champions Meeting						
T5 Early training						

Communication assets

devoteam Tech for People

Remote work
with Microsoft 365

Meet Esther, Talent Recruiter
at Devoteam Luxembourg.
Esther uses Microsoft tools to collaborate with her co-workers, especially new recruits. She also uses these tools to help with recruitment processes.

7:30 AM
Starts the day by checking her emails and agenda on Outlook mobile.

9:00 AM
Works on a shared Excel spreadsheet via Teams for recruitment updates.

1:00 PM
Organizes interviews with candidates via Microsoft Teams.

4:00 PM
Uses OneNote to review her meeting notes taken earlier.

5:00 PM
Has a follow up on the applications, candidates and new joiners with Outlook.

6:00 PM
Uses Planner to refresh team tasks.

DIGITAL MINDS

**OUTLOOK MIGRATION:
YOUR NEW MAILBOX IS COMING**

After enrolling your device and discover SharePoint Online, it's now time to experience the new Outlook.

WHAT IS IT ABOUT?
Following the digitalization project, we are about to migrate your mailbox to Gili's environment.

WHEN?
**WED
31
JUN**

Microsoft Teams best practices.
Team Collaboration

CONNECTIVITY FROM YOUR OTHER MICROSOFT TOOLS

CONNECTIVITY FROM YOU?
Turned off on Tuesday 30th of June starting 18:00

The IT team will make the configuration of your Outlook. Please use your mailbox by connecting on [Outlook online](#) U account.

Start

- Easily connect and share with people across and external to the organization.
- Co-editing documents with other people in real-time.
- @mentioning people in documents for their review or update.
- Tracking your tasks across a number of teams, subteams and groups.
- Specifying the status of documents (in draft, WIP, done, reviewed, final, etc).
- Using planner to update on task progress.

Stop

- Storing content on shared network drives when there is a Teams alternative or 1P.
- Storing content on your local computer or in emails.
- Working in sequence.
- Waiting for your turn to access a document.
- Creating multiple versions of one document.
- Versioning of documents.
- Sending follow-ups on task by email.

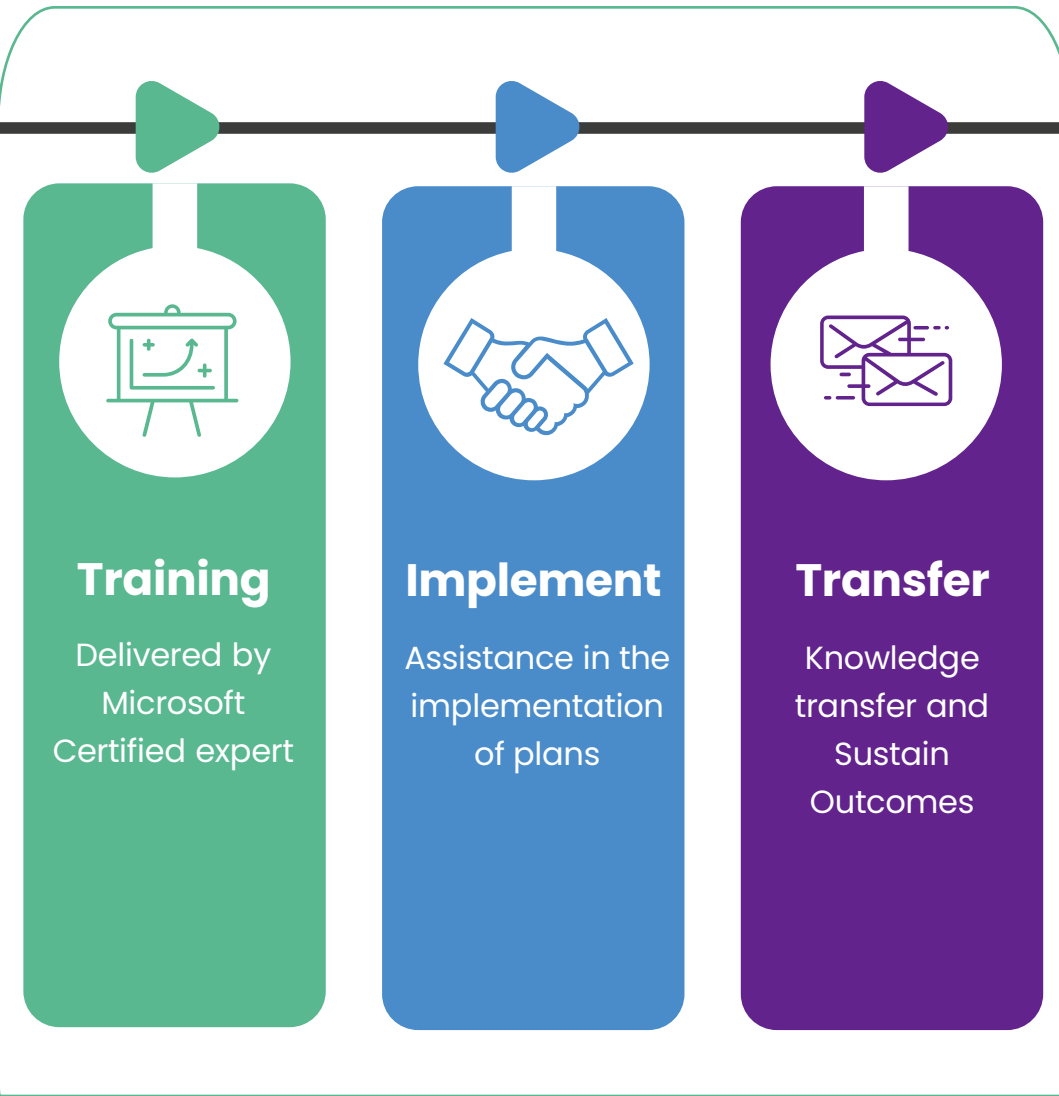
Continue

- Using shared spaces to store content when appropriate.
- Saving a file in one unique place.
- Applying naming conventions.

Any Question ?

Our champions remain at your disposal if you need any help with Microsoft Teams.
An onboarding asset is available on Teams (T807)

3 | Implement: ensure adoption



Training delivery to the project team, as envisioned in the training plan (e.g., Definition of training content, supporting material & delivery)



Personal support during the implementation (e.g., coaching, communication and events, monitoring adoption, support to the end-users during the transition);



Tailored handbook to transfer the ownership from project to product, from change to business as usual;

3 | Implement : deliverables at a glance

Coaching / Training



User guide

devoteam Tech for People

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Connectivity with your other Microsoft tools

EFFECTS FROM YOU?

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NEED HELP?
Please contact [IT Service Desk](#)

Microsoft Teams best practices.

Team Collaboration

As part of the [digital transformation](#) project, [Microsoft Teams](#) is starting its digital transformation by offering you a new business companion: Microsoft Teams. You will find in this document all the best practices to optimize your days and those of your colleagues.

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Workshop and deliverables



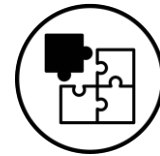
Workshop 1:
Strategy preparation

Draft Deliverable



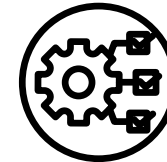
Workshop 2:
Strategy definition

Deliverable



Workshop 3:
Building plans

Deliverable



Workshop 4+:
Consolidation

Deliverable



Implementation

Deliverable



One Team

*“We work hand in hand with you.
Our aim is to be your partner rather
than just a provider.”*

Creative tech for Better Change





Contact us

mcloud.devoteam.com

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