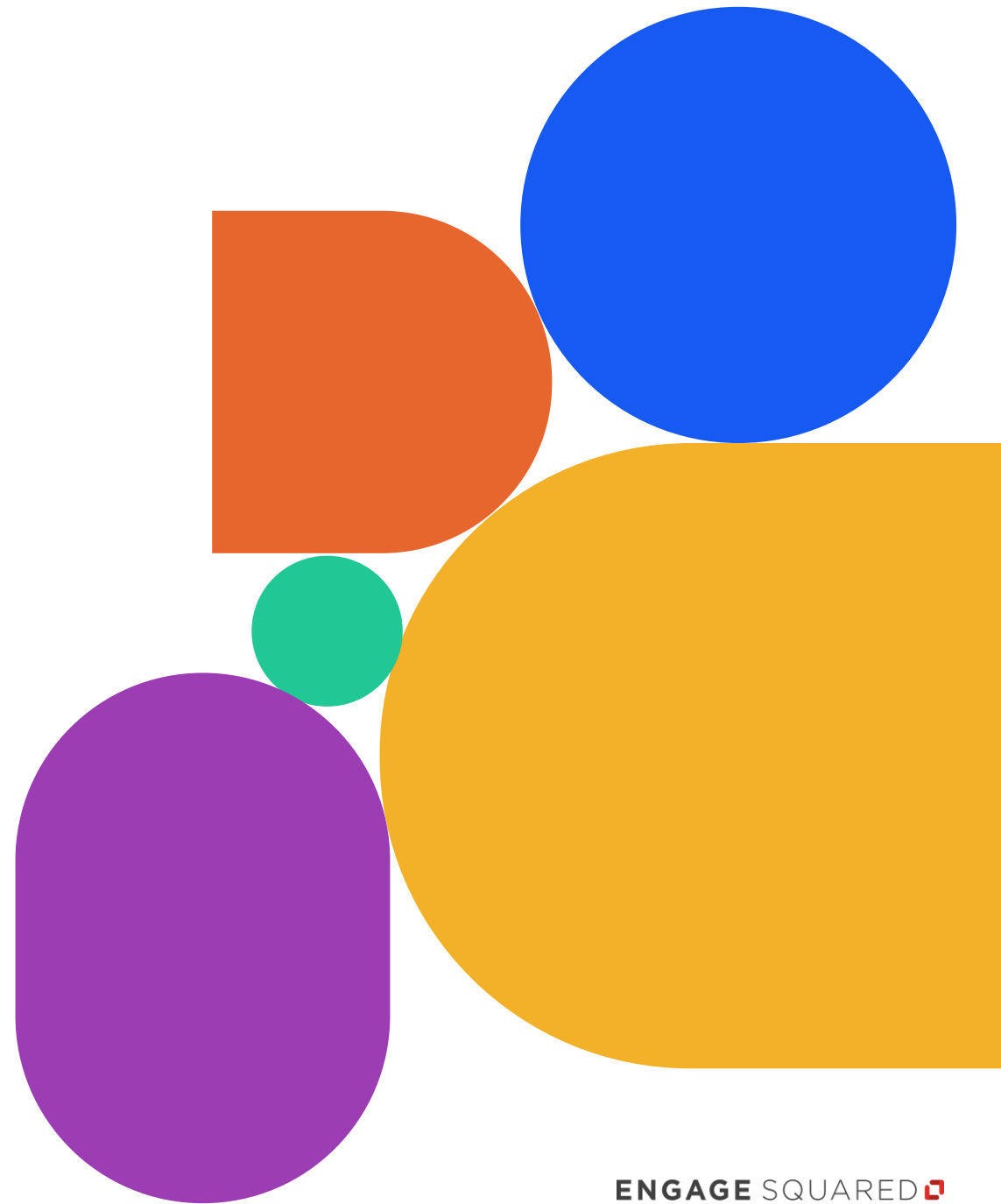


Offer overview

Gov Address Book

The 'Gov Address Book' provides a Google-like search experience, allowing users to find people through name, role or email address.



About us

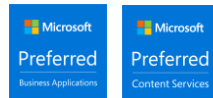
We are Engage Squared.

Specialists in <people> friendly technology.

Our mission is to make work better. We are one of a small number of technology consultancies in APAC that provide end-to-end support for our clients, helping to tackle issues ranging from employee experience, business process automation, compliance and records management, technology adoption and more.

From design, to technical build, our team of experts use their broad range of skills across project delivery, cloud strategy, user experience design, governance, agile development, change management, and security to help our clients get the most of technology.

We specialise in a range of technologies, and partner with leading providers such as Microsoft, ServiceNow, AvePoint, Glint, SWOOP Analytics and many others. We take partnerships seriously and were proud to be named the **2022 global winner of the Employee Experience Microsoft Partner of the Year award.**



Yammer Adoption Specialist



Microsoft Teams Collaboration Specialist

Engagement overview

What is the Gov Address Book?

Until recently, there's been no easy way for staff to find and establish connections with relevant stakeholders across agencies and departments. People have often had to rely on their personal networks to find the right role or person to speak to.

The Gov Address Book is a custom Microsoft Teams application that helps people to easily search for and connect with colleagues across tenants.

Powered by Azure Cognitive Search, the Gov Address Book provides a Google-like search experience, allowing users to find people through name, role or email address. It's a simple and secure app that enables frictionless communication between collaborative agencies.

To help you deploy the Address book, we'll work with you to:



Planning and environment review

We'll spend some time upfront reviewing your existing environment, understanding your security requirements and mapping the agencies and vendors that you want to include in the Gov Address Book.



Testing and UAT

Using the insights gathered from our planning phase, we'll move into deployment, this includes developing the solution package, refining any issues, completing UAT and providing.



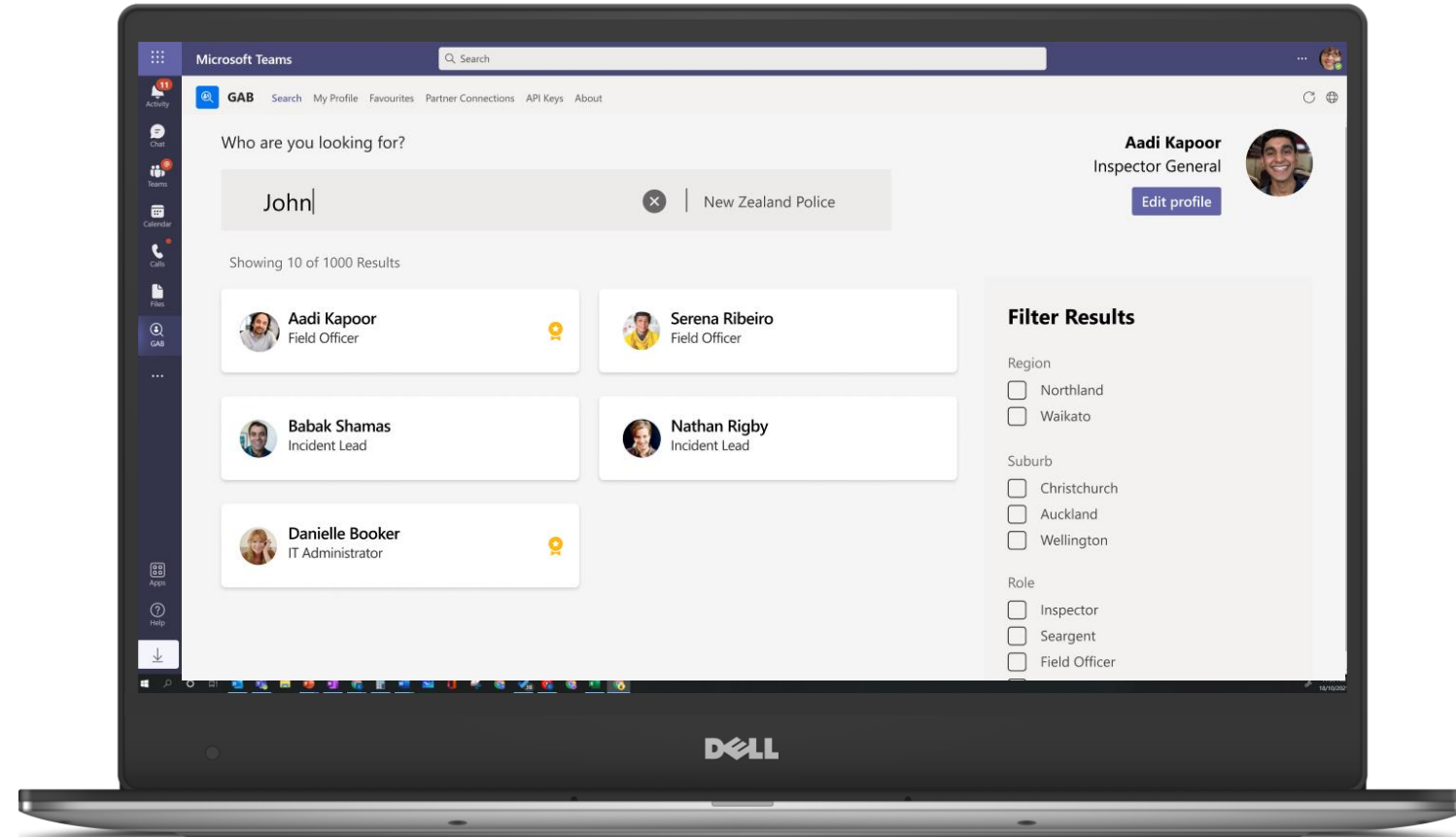
Go-live and handover

We'll work closely with your team to test and resolve identified issues or friction in the user experience. We'll also train your team to ensure a high level of adoption from the get-go.

Gov Address Book

A feature-rich people directory – that works securely across M365 tenants:

- Securely find and connect with your colleagues in other departments.
- Search by name, department / agency, location, and role.
- Start a Teams chat, video call or schedule a meeting with one click.

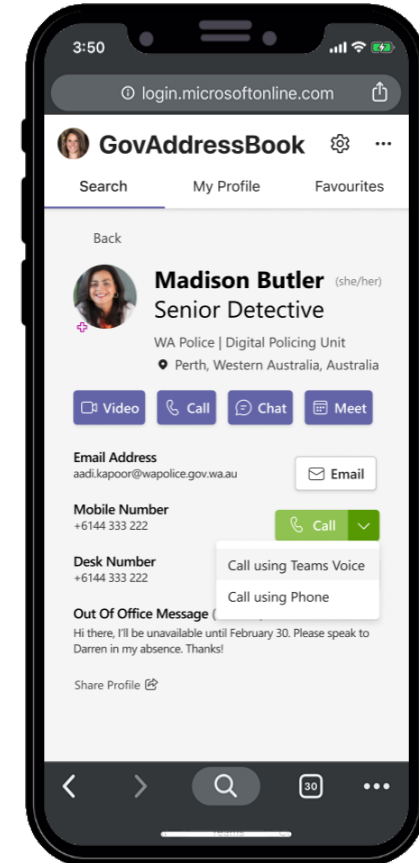
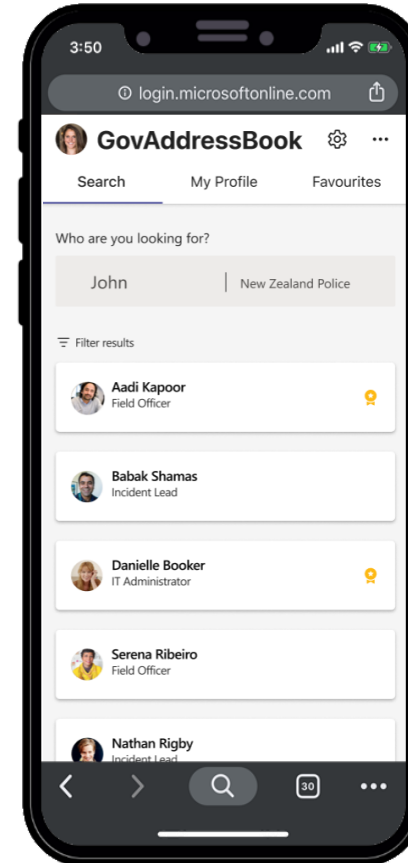


Gov Address Book

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Get started

Tech-savvy customers can get started for free to host their own version of the app. Deployment and configuration details [here](#). Azure run costs approximately AU\$ 400 per year / USD\$ 300 per year.

If you need more help...

1. Deploy

Option 1: Hosted

We can help deploy GovDirectory into your environments.

This offer includes the option to customise the directory to meet specific group conglomerate needs, and the option to pre-populate the directory with user data.

Coming soon: SaaS hosted version

We're working on a hosted version that you can install from AppSource.

2. Launch

To help organisations more rapidly deploy the solution across a group of agencies, we have a structure consulting offer:

- Briefing (bringing key decision makers from each agency together to discuss how the solution works and generating buy-in so that they agree to share data with each other)
- Tech documentation and alignment
- Deployment support
- Change and adoption / training

3. Ongoing managed support

Available for customers who are using the SaaS and / or deployed model.

Our support team can provide on-going support for the solution, with business hours or 24/7 support options available.

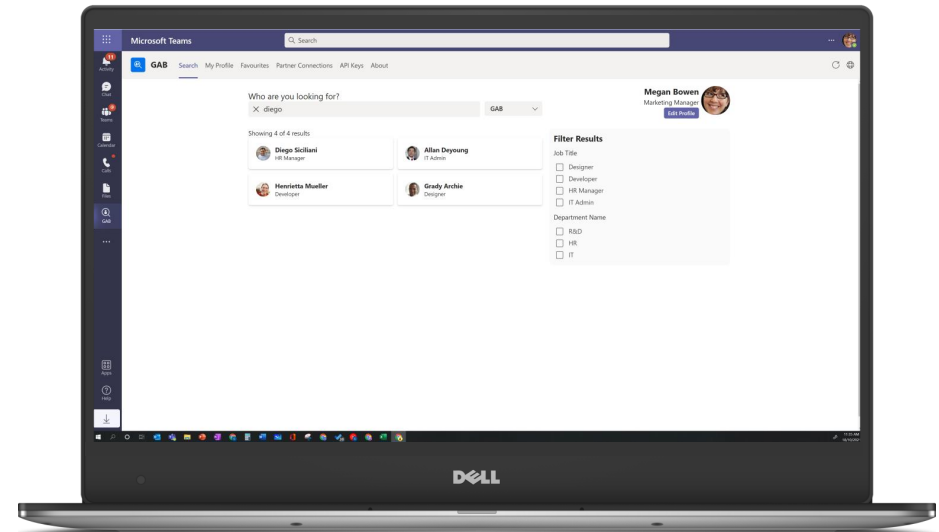
Phase 1: Planning and environment review

We'll work with you to define your as-is and to-be desired state to ensure all requirements are captured.

In this phase, we'll review your existing environment and facilitate a series of planning workshops to help us define scope priorities and clear KPIs that we can deliver on.

Activities:

- **Stakeholder briefing sessions and workshops** – To assist with bringing key decision makers from each agency/department together to discuss how the solution works and generate buy-in.
- **Technical specification** – Details the implementation approach, based on the sequence and architectural diagrams in the solution blueprint.
- **Deployment guide** – Details the pre-requisites, deployment steps, smoke tests and uninstall steps, to deploy the solution into an environment.
- **Delivery plan** – Detailing the approach, scope, resources and pathway to go-live.



Phase 2: Testing and UAT

Using the plans from our planning phase, we'll move into testing the solution in your environment. This will include user acceptance activities with key stakeholders from your organisation and partner agencies/departments.

Activities:

- **Solution package** – A release package containing all artefacts necessary to install the solution into your environment.
- **End-User guide** – Guide users through key journeys in the solution.
- **User acceptance testing (UAT)** – completing user acceptance testing with end users to help identify any issues and ensure the solution is working as intended.

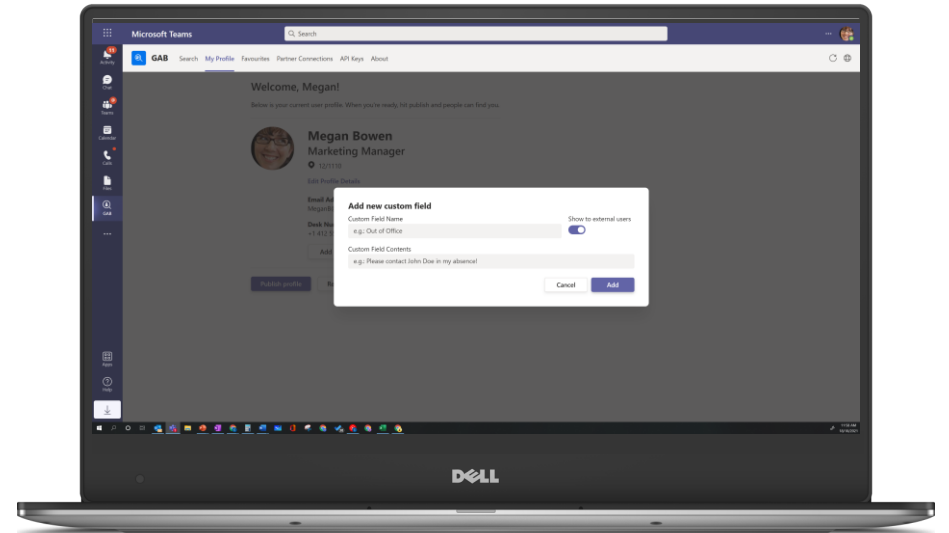


Phase 3: Go-live and handover

Once deployed, we'll work closely with your team to test the implemented solution against the agreed user stories and resolve any identified issues or friction in the user experience. We'll also spend some time in this phase of work to train your teams to support ongoing adoption.

Outcomes:

- **Refine** – Before deploying the solution into your production environment, we'll review the output of UAT and develop a refinement backlog to deliver ready for go live to resolve bugs and, pending feasibility, additional functionality.
- **Go-Live and handover** – We'll conduct an admin handover training session with your team to ensure they can manage the solution.

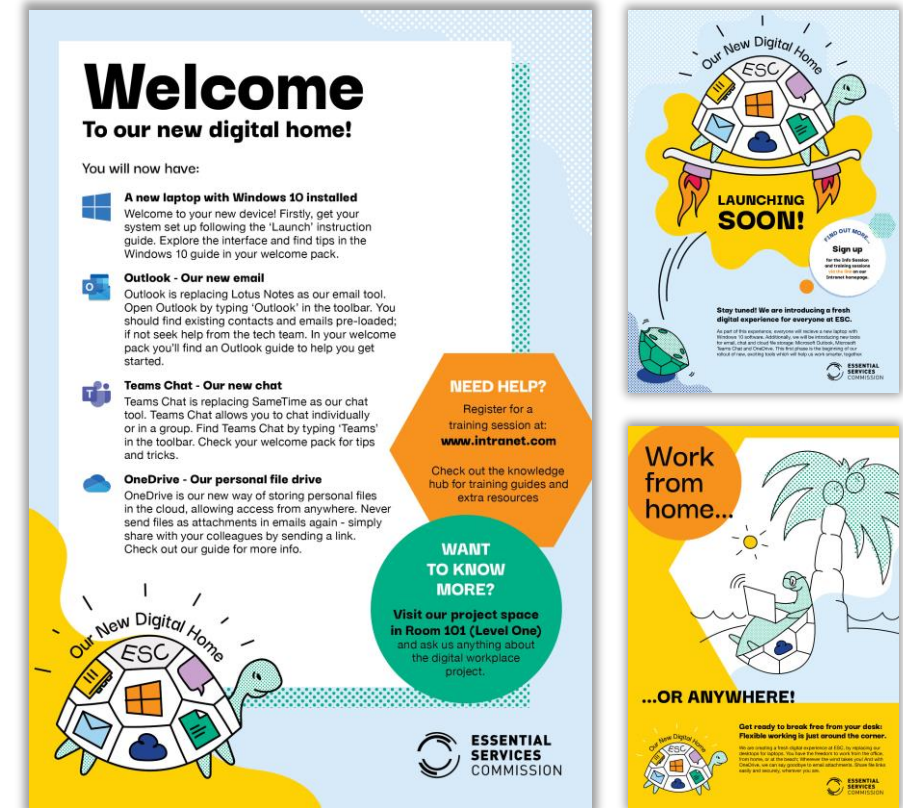


Optional: Adoption and Change Management support

To ensure staff understand the value and purpose of the Gov Address Book, we can deliver a series of adoption & change management activities to compliment technical deployment of the solution.

This can include:

- **Creation of a master change strategy** – Including an impact assessment, communications plan, training plan and stakeholder engagement plan.
- **Communications support** – This can include creation of awareness collateral such as posters, articles or email messages following a t-minus count-down schedule.
- **Training support** – This can include delivery of in-person and virtual training to staff, to ensure they're familiar and comfortable with the new solution; creation of self-serve training materials such as user guides, cheat sheets or short videos.
- **Adoption measurement** – This can include developing KPIs to help you track adoption over time, capturing success stories and measuring adoption post-launch.



Example awareness collateral, created for Essential Services Commission

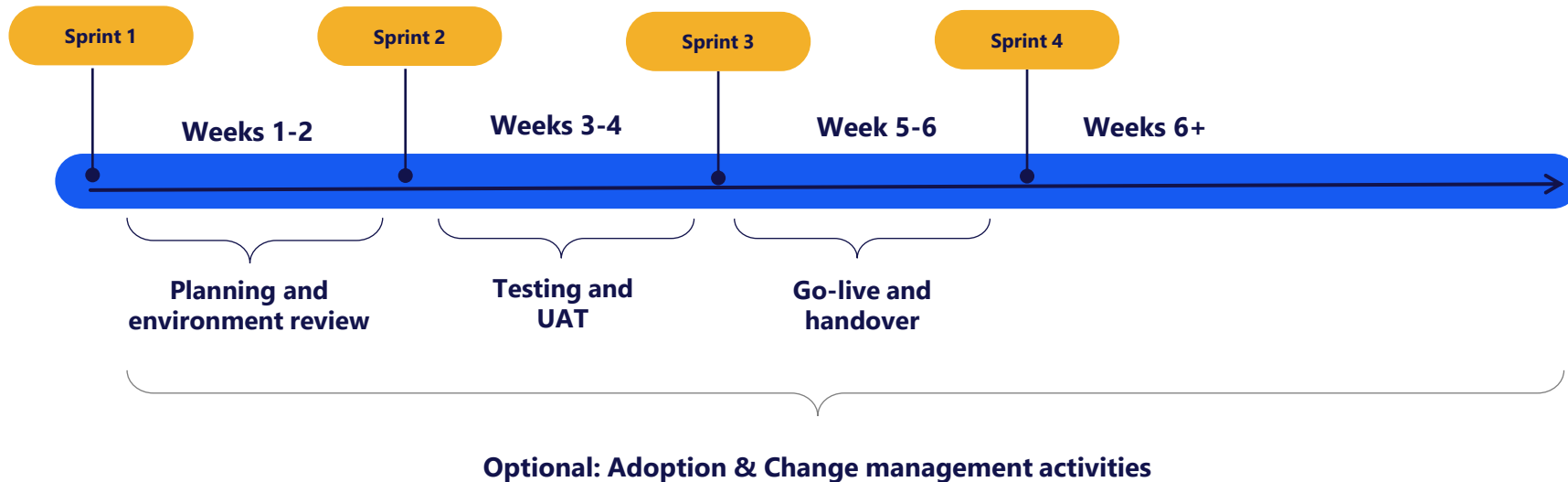
Project pathway

We can complete this engagement over a period of **4-6 weeks**.

We'll work with you to develop a more detailed timeline, including mapping key stakeholders who we will need to engage as part of our project.

Engage Squared resources:

- **Senior Consultant** – To gather requirements, design and assist with implementing the Government Address Book.
- **Developer** – To complete the technical design, develop and package the Government Address Book.
- **Project Manager** – To oversee the smooth running of your project and provide status reports.



Investment overview

Activities:

- Project kick off
- Environment review and planning workshops
- Provide technical documentation
- Deployment and user acceptance testing
- Delivery of 1 x admin handover session
- Creation of 1 x user guide

~15 days

Effort spread over 6 weeks

From: **\$25,000** ex GST

Please note: final costings and activities will be provided once we have captured your needs in more detail.



About us



2,000,000+
people use an intranet
built by us



150+
Digital Workplace
transformations



70
Our intranets are
used in 70 countries



6,000,000
Records migrated



Melbourne
Sydney

Brisbane
Perth

Canberra
Auckland

Wellington
Minsk



Get in touch

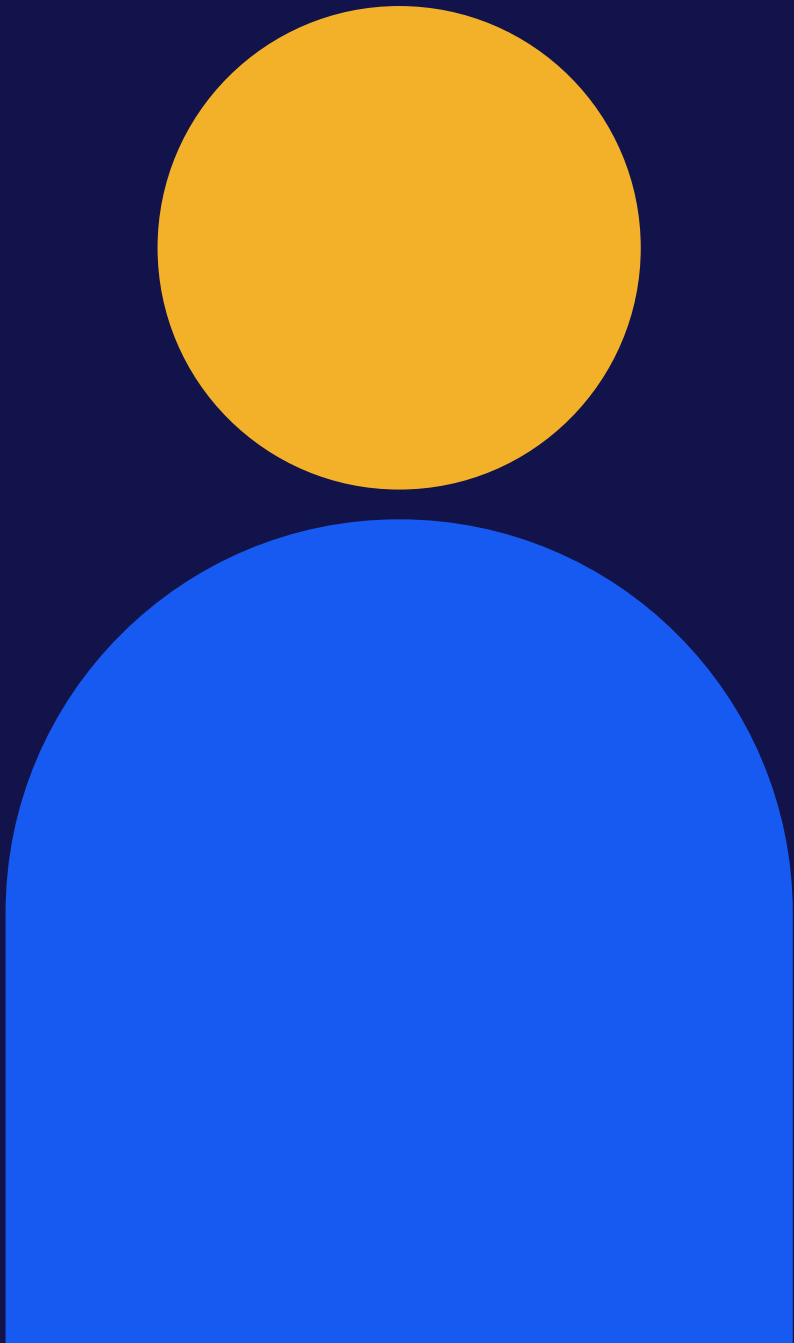
engagesq.com

info@engagesq.com





Acknowledgement of Country



<people>
friendly
technology

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