21 Tips to Improve Microsoft Teams User Adoption in 2021

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An Introduction to Teams in 2021

And why you need an adoption strategy

Microsoft Teams in 2021

With the onset of the COVID pandemic in 2020, the usage of Microsoft Teams grew an enormous 894% worldwide. Fast adoption of innovative technologies can provide competitive advantage and significant upside to organisations. However, fast adoption can also result in incomplete or erroneous adoption. This is especially the case when changes in ways of working happen in a rather short space of time. In our experience of working on Microsoft Teams projects over the last twelve months, rushed and incomplete adoption of Microsoft Teams is the leading causal factor contributing to lowered user productivity of Teams.

The other factor that makes Microsoft Teams topical this year is the imminent retirement of Skype for Business Online. July 31st 2021 is the deadline to get off SFB Online and onto a supported platform, with Microsoft Teams being the obvious choice.

Why you need a User Adoption Strategy for Microsoft Teams

As technology continues to become the backbone of professional work globally, IT departments are under pressure to build solutions that improve employee experience. Businesses realise that for a technology to be adopted, employee experience is a mandatory measure, but not the only one.

The bedrock to an effective user adoption strategy is deep employee research. To get employees to adopt Microsoft Teams, you must understand the nature of their work, needs, motivations, beliefs, pain points, and frustrations. A robust user adoption strategy is essential to bring your Teams technology project in line with user needs and expectations, and to create a better employee experience.

In our experience, here are three reasons why you must invest in a robust user adoption strategy:

Increased value of Microsoft Teams to your company

A well thought and executed adoption program leads to an increased realisation of the value of Microsoft Teams. As users across the organisation leverage Teams to perform daily work, they see Teams has the potential to resolve existing pain points and frustrations, and they see Teams delivering value in their daily work. This aids in further adoption of the Teams technology and increases value of the technology to the business.

Reduced adoption friction

When it comes to user adoption, one of the biggest challenges companies face is the effort and time required on behalf of management. Mid-level managers are often reluctant to allocate time in an employee's work day to complete the training required. Employees are unwilling to complete the training without management support. A comprehensive user adoption strategy ensures that the manager-employee equation is aligned when it comes to training.

Transformation in how your users work

A robust user adoption strategy goes beyond initial deployment and rollout. It allows for multiple attainable goals along the way regarding the technology itself. Note that your vision needs to be set higher than the technology being rolled out. The end game is not to have Microsoft Teams deployed. Your vision should be centred on how work will be done in the future, without the limitations of a physical office.
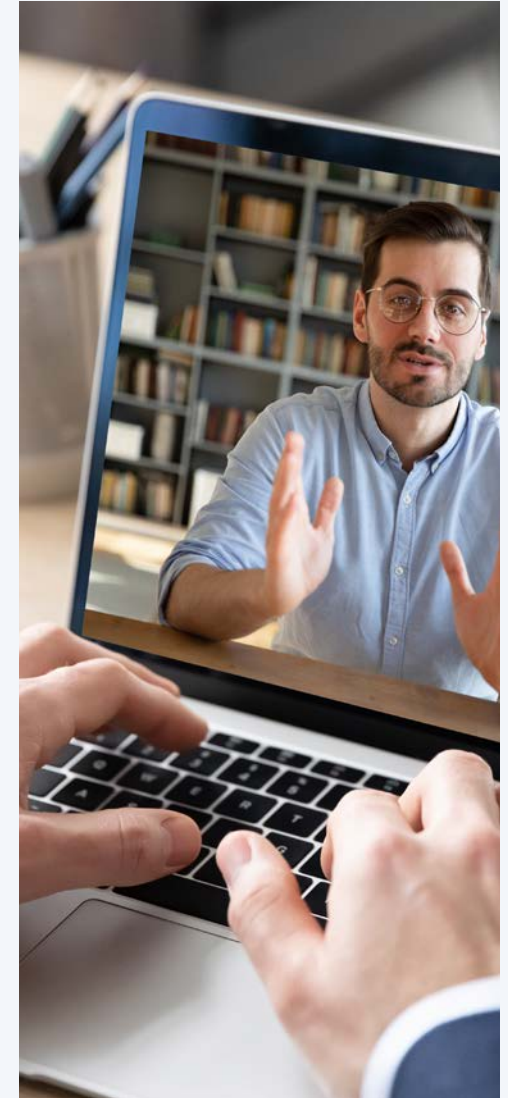
Start With 'Why'

What value can Microsoft teams deliver for your business

Microsoft Teams has been available since 2017. Yet, it has remained relatively dormant, even within the Microsoft partner ecosystem.

Post COVID, the need for remote work during lockdowns created the demand for remote working technologies. Teams was no longer merely a chat platform. It became a way of doing business. It catered for the evolving 'norm' and became a foundational technology for 'the new norm'.

It is fair to say, COVID created a burning platform that led to companies adopting unified communications and collaboration software, en masse, rapidly.

Over 2020, Microsoft Teams has become one of the most popular unified collaboration solutions. Teams is much more than a chat, collaboration, calling or video communication platform. It is a technology that enables the modern way of doing business.

Here are six advantages that Microsoft Teams can deliver to your business:

1

Rapid Adoption

Microsoft Teams is part of the Microsoft family of applications. Users can easily adopt the tool as it has a similar look and feel to other Microsoft products. Most information workers already use Microsoft apps and are familiar with the Microsoft interface. The familiarity with Microsoft applications and the user interface in general leads to a known user experience, which allows for faster adoption.

2

Collaboration at the Source

Microsoft Teams allows your users to start conversations from within the document they are working on. This means they can have their documents, work apps and chat facility in one place. This reduces the error rate caused by switching between multiple applications constantly. Microsoft Teams allows people to have relevant conversations in the right context, and reduces those dreaded, never-ending BCC email trails.

3

Enterprise-grade security

In 2020, the Australian Cyber Security Centre received **a report of a new cyber crime incident every ten minutes** on average. With the growing number of threats to company data and IT infrastructures, enterprise-grade security is a must. Underpinning Microsoft Teams are Microsoft 365 and Azure. These platforms are renowned for their proven track record of delivering maximum security and compliance capabilities.

4

Microsoft Teams Calling

Gartner lists Microsoft Teams higher in the Unified Communications as a Service (UCaaS) sector than competing platforms, outstripping the rest of the market for its tested ability to execute. Microsoft offers its own calling solution, which leverages your existing infrastructure via Direct Routing. Microsoft also has formal partnerships with major telecommunications providers around the world to enable easy integration of a Teams Calling solution.

5

Integration with other Apps and Platforms

Microsoft Teams integrates natively with over 600 applications, from project management tools such as Jira and Trello, to powerful design platforms such as Adobe Creative Cloud. You can also integrate Microsoft Teams with other web services and applications using webhooks and the Microsoft Graph API. These integrations provide significant opportunity to help users be more productive, and to keep core communication inside one secure and managed platform.

6

Easy Administration and Data Protection

Microsoft Teams has five administrative roles which allow you to delegate various admin permissions within ICT and the business. This ensures the administration load is distributed and manageable. Microsoft Data Loss Protection (DLP) tools integrate natively with Teams. This protects users from accidentally sharing sensitive information with the wrong audience. Furthermore, PowerShell scripts for routine admin tasks and endpoint management with Microsoft Intune keep Microsoft Teams tightly managed, end to end.

Define your outcomes and success criteria

Set SMART goals

For every business scenario you modernise with Microsoft Teams, it is critical to define what success should look like. Your Microsoft Teams implementation must be aligned with the success criteria you set. Irrespective of the method you choose to deliver the success, your goal should be to ensure that your business outcomes will be achieved by the technical implementation of Microsoft Teams.

There are four categories of business outcomes that can be prioritised for your business. These are interconnected and they form the foundation of the digital transformation that your business will experience.
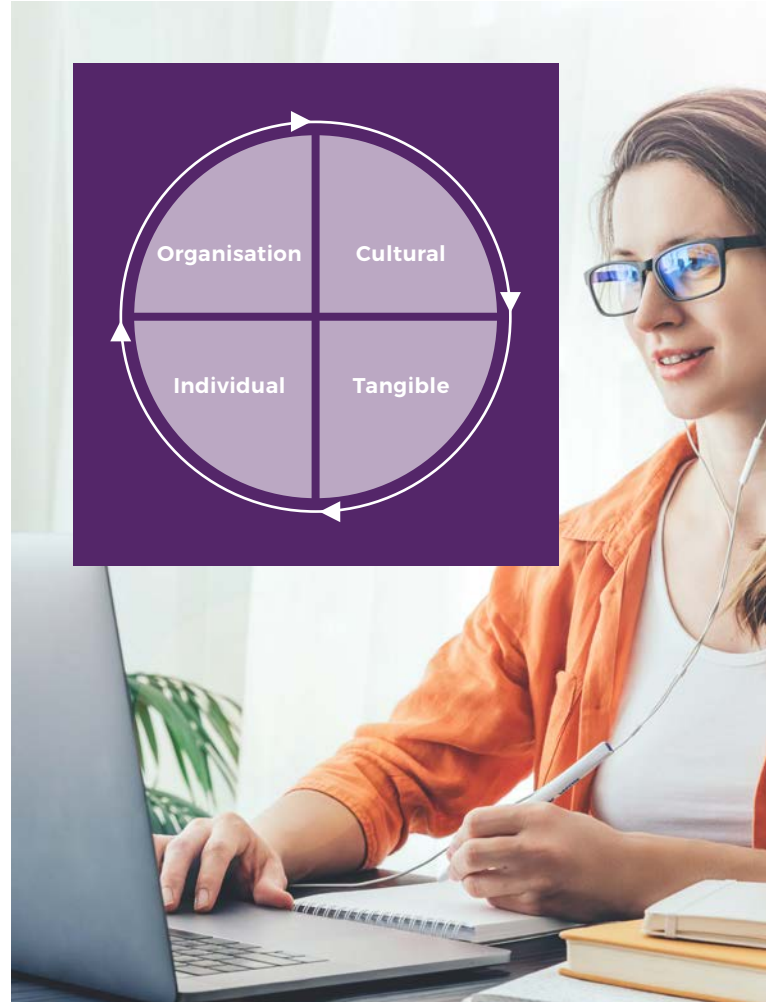
Organisational Outcomes
may include:

- Cultural transformation
- Employee retention
- Talent acquisition
- Social engagement
- Operational agility

Tangible Outcomes
will vary on your business:

- Customer experience impacts (faster service, reduction in service incidents)
- Cost savings
- Revenue generation
- Data security
- Process simplification
- Retirement of legacy systems

Cultural Outcomes
may involve:

- Employee sentiment
- Employee recommendations
- Employee feedback
- Innovation measures

Individual Outcomes
are where you will win real fans, impacting:

- Employee morale
- Employee productivity
- Employee engagement
- Idea generation
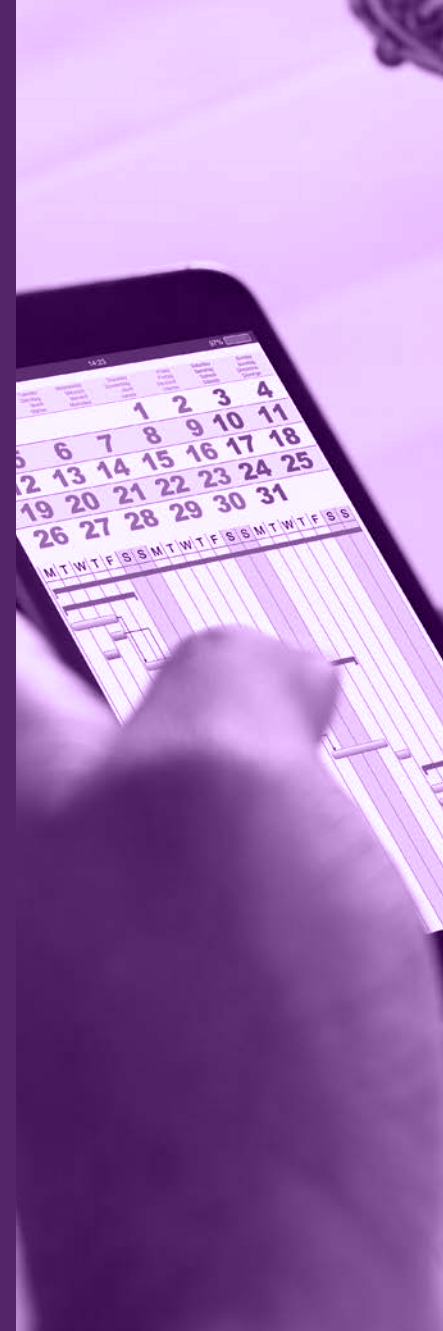
Measure Success with Goals and KPIs

Regardless of the goals you intend to achieve or what success looks like, it is important to have a method in place. Microsoft Teams adoption is no exception to the principles of good planning. Your goals must be SMART (specific, measurable, achievable, realistic, and time defined).

You should view these measures aggregating to create 'Net Change' for your organisation.

This formula serves to be of benefit:

$$\frac{\text{Tangible Measures}}{\text{Individual Sentiment}} = \text{Change Quotient}$$

Measure Success with Goals and KPIs

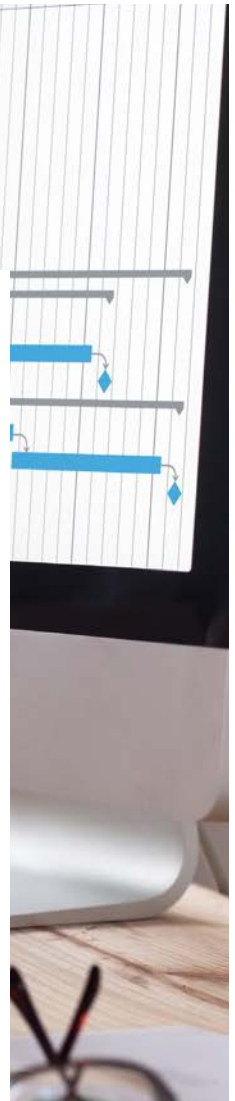Regardless of the goals you intend to achieve or what success looks like, it is important to have a method in place. Microsoft Teams adoption is no exception to the principles of good planning. Your goals must be SMART (specific, measurable, achievable, realistic, and time defined).

1 50% reduction in emails sent internally over a period of 12 months

2 All online meetings moved to Teams

3 Removal of legacy or competing video conference platforms in less than 6 months

4 33% reduction in expenditure on telephony by moving to Teams calling

5 Elimination of travel for meetings or internal conferences less than a day in duration

6 Increased customer satisfaction measured by an uplift in Net Promoter Score (NPS)

7 Reduction in average meeting duration from 67 minutes to 35 minutes

8 Measurably enhanced security based on external or internal audit

9 Better access to talent pools; new resources in different geographies joining the team

10 Enhanced compliance based on external or internal audit

These examples and measures will vary depending on your business, resources, budget, drivers, and how complex your technology and collaboration stack is.

04 — Be Precise With Your Usage Scenarios

Create functional use cases

These core scenarios are good candidates to get you started:

- Personal Productivity
- Modern Meetings
- Project Management

Your Microsoft Teams project must be focussed on improving how the organisation works and collaborates. When you pick Teams usage scenarios to improve precise business processes and use cases, real and measurable business value is gained. Modernising scenarios is an iterative process, and a cumulative one. Start your Teams play off with core scenarios to create familiarity and enthusiasm with this new way of working.

Modernising Core Services

Project Management
Enable

- Access Office and 3rd party apps making a true hub for teamwork
- Hold all conversations in team/channel driving transparency
- Pin important apps and documents to drive visibility
- Streamline doc versioning

Personal Productivity
Empower

- Personal apps organise notes and tasks in one place
- Send online and offline messages alleviating tracking people down
- Persistent conversation with file attach reducing need to search multiple versions

Modern Meetings
Extend

- Build momentum pre-meeting with chat and content sharing
- Connect with video, app sharing on any device to ensure alignment
- Record for absent attendees
- Capture notes and actions for easy follow-up

Once you have leveraged Teams to modernise core scenarios, you can move on to use Teams for specific business functions.

Modernising Business Function Scenarios

Customer Support

- Enable continuous sharing between shifts
- Provide visibility into cusomter escalations
- Search for solutions across conversations
- Speed up issue resolution with various subject matter experts

Engineering

- Enable continuous discussion across a distributed team
- Discuss ideas and requirements, gather inputs in the open
- Store standard documentation and files
- Integrate with developer tools like Jira

Human Resources

- Drive alignment on job descriptions and streamline interview processes
- Plan and prepare new employee onboarding
- Engage distributed employees in training
- Share department resources and documentation

Marketing

- Coordinate campaigns and event tasks
- Share the latest content drafts for feedback
- Get automated reports from analytics tools
- Prepare marketing launch across multiple stakeholders

Finance

- Prepare earnings release with cross-functional stakeholders
- Streamline data consolidation and analytics
- Store budgeting documentation and files
- Share economic trends and news

Sales

- Get quick answers from PMs and Sales Ops
- Share key customer wins
- Get lead notifications and deal mentions
- Share latest company, product and competitor news

Operations & Project Management

- Streamline project communication and tools
- Provide status updates, get feedback and coordinate tasks
- Share files and collaborate
- Get new project memebers up to speed quickly

We suggest that you start your teams play with relatively simple use cases addressing core scenarios. Then move to developing simple use cases for specific business functions. Once the simple plays are embedded and being leveraged well, move on to more complex and ambitious scenarios. As you move more use cases to Microsoft Teams, its impact will be demonstrated to the business within all functions where Teams scenarios are at play. An incremental percentage of the workforce will start leveraging Teams for execution of daily work and momentum will build. Once this process gets going, many in the business who were initially not onboard with the Teams play will embark on the journey. Summarily: get quick wins before you move to the complex scenarios.

Get your business stakeholders on board

We recommend meeting directly with key stakeholders earlier in the process to confirm the selection of early stage Microsoft Teams projects. Your goal must be to listen and learn about their business.

The following questions will help drive the conversation:

- What are some of the organisation's challenges when it comes to communication and collaboration?

- When it comes to communication and collaboration what are the areas in which your organisation would like to improve?

- What are the strategic initiatives that Teams can support and help drive?

- Which transformation projects do you see Teams providing support to?

- Which methods of communication and collaboration are typically better received by your organisation than others?

- How does the organisation currently distribute and share information?

Prioritise business scenarios

To ensure that you have the right information about the business scenario, document the scenario from the perspective of the employee and the business owner of the process. Both perspectives are required to achieve success.

To help identify business scenarios, consider leveraging the below framework:

As someone in	I want to...	Using...	I'll know this is successful when...
(Team)	(Description of what I want to do)	(Specific application of the technology)	(Solutions success measure)

As someone in	I want to...	Using	I'll know this is successful when...
Sales Management	Have a single version of the sales proposal that everyone has access to rather than managing multiple versions in email	A SharePoint site to centrally store and share a single version of a sales proposal that my team can edit together using co-authoring in Word and Powerpoint	My sales team creates proposals more easily, giving them more time to close deals

After speaking to various relevant business stakeholders, you can prioritise your scenarios based on Outcome vs. Complexity. Appropriate candidates for your experimentation phase should have higher business outcome and low to medium complexity. This helps ensure that your project is not affected by scope creep or technical difficulties before you are able to demonstrate the value of your work.

Impact

High
- Collaborate with colleagues in a chat-based workspace
- Replace traditional phone system with Cloud PBX
- Empower and engage employees through communities & social networking

Med
- Support new employees in onboarding faster
- Deploy data classification and protection with Azure Infromation Protection
- Conduct training for employees across the globe

Low
- Implement Teamwork Champions team for training and education
- Modernise employee processes like time off, information requests or business reviews

Difficulty

Low   Med   High

05 Are You 'Technically' Teams Ready?

Licensing and tech readiness

Owing to the incredible capability and vast reach of Microsoft Teams, technical readiness for Teams requires end-to-end thinking. We recommend that IT leaders and Teams project leaders conduct a deep dive into all aspects of the business' readiness for Microsoft Teams. Our definition of readiness spans across network requirements, device selection, systems, licensing, engineering skills etc.

Ask yourself questions of this nature to ensure your readiness trajectory is correct:

- Are your systems and devices ready for Microsoft Teams?

- Does your engineering team have the necessary skills to effect deployment?

- What licensing mix is right for your users and requirements?

We recommend that IT leaders and Teams project leaders conduct a deep dive into all aspects of the business...

System Requirements

Even small, seemingly trivial details such as updated drivers for on-device video cameras can become an adoption hurdle. Check the following to ensure smooth adoption:

1 Desktops and Laptops

Check the devices and drivers are up to date, and compatible. Some features such as background blurring require higher levels of on-device RAM. Special caution if you are supporting BYOD laptops, especially MacBooks.

2 Mobile Devices

Ensure the SOE and mobile OS (Android and iOS) is up to date and meets the Microsoft Teams requirements.

3 Intune/MDM

As sensitive organisational data may be shared through Teams, it is important to enrol all mobile and remote devices in your MDM program prior to adopting Teams.

4 Voice Features / PSTN

If you are leveraging Teams Calling, consider your telco or telephony provider to be a key part of the Microsoft Teams adoption process.

5 Networking

Microsoft has strict guidelines on network performance and available bandwidth. If you have remote sites connecting over a WAN, you need to consider the WAN capacity, Internet Breakout and how external DNS lookups are done.

Reference Documentation

Please refer to Microsoft's own documentation for a current understanding of hardware and network requirements for Microsoft Teams.

Hardware requirements for Microsoft Teams:

https://bit.ly/MS-Teams-Hardware

Hardware requirements for Teams on mobile devices:

https://bit.ly/MS-Teams-Mobile-Devices

Microsoft Teams Network requirements:

https://bit.ly/MS-Teams-Network

Engineering team readiness

Whether your Microsoft Teams engineering resources are internal or external, you should ensure they have the following:

1 Functional knowledge of Azure Active Directory, especially configuring Groups

2 Office 365 Administration, including user, group, and report administration

3 Understanding of Skype for Business online

4 SharePoint/OneDrive skills, including Compliance Centre integration for document management and security

5 General Exchange Online knowledge and (in many cases) practical experience with On-Prem Exchange configuration

6 Azure DevOps, specifically CI/CD and integration with key API processes - essential if you are extending Teams with webhooks or other external application integrations

Microsoft 365 Licensing

Microsoft Teams licensing is more than a commercial conversation. Subject to the license type (E3/E5, or Business plan), your Microsoft Teams administrator needs to be aware of Microsoft's app policy deployment guidelines, especially if there are third-party apps utilised, and what support structure is defined per app. Additionally, many of the enterprise security features in Teams require an E5 license. Some of our customers have a multi-tiered licensing solution where some users are on E5, and others on E3, for example. Further complexities are introduced for public sector and education.

Your organisation should seek expert advice on a licensing front prior to embarking on an adoption journey.

Getting Your Business Ready for Microsoft Teams

Change management

"Change management is the process, tools, and techniques used to manage the 'people' side of change to achieve the required business outcome."

- Prosci Change Management

Change is a human process. It is not related to technology. The field of behavioural psychology educates us about our natural resistance to change. For change to be accepted, it is essential to anticipate the needs of your users, develop a deep understanding of their situation, and create solutions that improve that situation.

Humans, when encountered with the change, experience a 'change-adoption' sinusoid. This begins with a vehement denial of the need to change or rejection of the proposal for change. They are highly opposed to the change proposed in this phase. They then resist the change citing several causal factors as to why

their resistance is justified and valid. In this phase, their energy and motivation to oppose diminish. Over time, they start exploring the change with a more balanced outlook and begin weighing the pros and cons of the change. If the pros outweigh the cons, and people see merit in the transition, they commit to the change over time.

Our suggestion to the leadership and project teams that are involved: Ensure that the Microsoft Teams play is supported by a robust change management framework from the get-go.

In our experience there are

FIVE
—

primary levers of change that each delivers a unique set of processes, tools, and techniques to enable the change. When you are preparing the team for new ways of working with Microsoft Teams, leverage these levers of change:

Motivation/ Energy

Denial

Commitment

Exploration

Resistance

Time

1
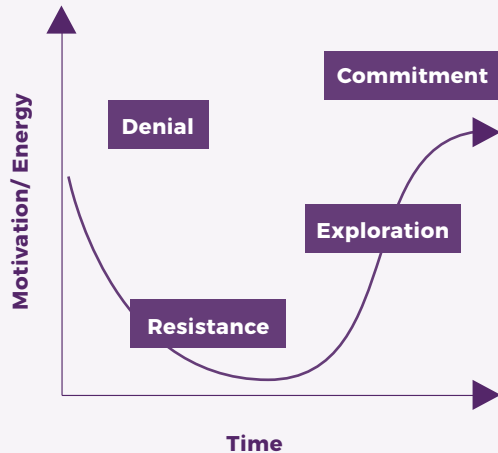
Executive sponsorship

Effective sponsorship is crucial to orchestrating positive change. Like end-users, sponsors need guidance as well. A roadmap helps the sponsors know when to:

· visibly advocate change to employees

· build a network of support from senior leaders, and

· explain the reasons for the change.

Employees look up leadership and management take notice when they demonstrate their commitment to the change.

2

Organisation-wide communication

Communication builds awareness and motivates employees to participate in activities to understand new ways of working. Targeted communications with meaningful, vital messages will help employees progress through the various stages of a project lifecycle. The communication pathways must flow two ways. You need to set up feedback processes and work to respond to every request. Responding to these requests not only help address individual concerns but help identify and build your Teams evangelists.

3

Champion and peer support programs

Research suggests that employees want to hear about the change from their direct line manager or a trusted teammate. On-the-job coaching and knowledge sharing help a team adopt Microsoft Teams collectively. We discuss this more deeply in our chapter on building Microsoft Teams Champions.

4

Formal and informal training

Your training program should have two main goals: firstly to prepare users for the initial rollout of Microsoft Teams, and secondly to delve deeply into specific features that add value to their particular role. We discuss Microsoft Teams training programs in more detail in Chapter 9.

5

Resistance management

Managing resistance is the most complicated part of the change journey, and you need to be well prepared to manage it. When employees do not have a desire for change, they will often resist and even combat an initiative. To achieve complete user adoption, even the difficult to change employees must get on board with Microsoft Teams. When good training, support, and communication fail to get all users on board with the change, invoke your executive sponsors. A strong word from executive leadership is sometimes required to bring resistance under control.

07 The Best Team for Teams Success

Critical roles and responsibilities

It is critical to understand that enabling this level of change in the organisation is not an IT-only initiative, nor is it a fixed term project. Adoption success will depend on the relationships that IT builds with stakeholders responsible for Training and Communications; as well as the other lines of business.

We highlight three areas as critical

IT, Training, and Communications. Not to say other areas are less important. When convincing users to change, you need to:

· Communicate the right message in the right format

· Ensure you have quality training in a variety of channels and mediums

· Ensure the technology does not fail them in those crucial first few days

These three elements can make or break the user's perception of the application.

Microsoft recommends that the following nine roles be identified in a user adoption program. Please note that this requires collaboration between IT and the Business: neither party can do it alone.

Role	Responsibilities	Function
Executive Sponsor	Communicates the high-level vision. Connects Teams implementation to core mission and business priorities.	Executive Leadership
Success Owner	Ensures the business' goals are realised from the Teams rollout.	Multiple Functions
Program Manager	Oversees the Teams launch execution and rollout process.	IT
Champions	Help evangelise Teams, support skill building, and provide usage insights	Multiple Functions
Training Lead	Manages and communicates training content. Ensures readiness across the organisation.	IT or Other
Business Unit Leads	Identify how specific business units will use Teams and encourage engagement.	Multiple Functions
IT Specialists	Oversee all technical aspects of implementation, including integrations.	IT
Communication Lead	Oversee company-wide communications pertaining to the Teams project.	Corporate Communications, IT, or other
Community Manager	Manage day-to-day network activity. Provide guidance and best practices.	Multiple Functions

08

The Early Adopters Play

The who, why and what of an EAP

Why is an Early Adopters Program (EAP) essential?

Microsoft Teams adoption has various human and technological dependencies which can make it difficult to foresee potential stumbling blocks. Running a pilot program with early adopters will allow you to identify unforeseeable issues and redesign your project plan in line with user feedback.

Your EAP helps you refine goals and identify new scenarios that are important for users to be satisfied with the Microsoft Teams implementation. It also gives your organisation early insights and learnings into how you can bring Microsoft Teams to life for everyone.

What an EAP is not

Do not confuse an Early Adopter Program with the planning, ideation, or decision-making process. A Teams implementation is not a democratic process. An EAP is NOT a referendum on whether Microsoft Teams should be deployed. Neither is it a user acceptance program. An Early Adopter Program should only commence once your organisation has committed to deploying Microsoft Teams, with full executive support.

What should your Early Adopter Program be?

The purpose of your Microsoft Teams Early Adopters Program is simple: make the rollout of Teams in your organisation a rousing success. An EAP should involve a small but reasonably diverse group of users, before an organisation-wide launch of Microsoft Teams. You can also use your EAP to start building a pool of Microsoft Teams Champions, who will evangelise Teams, and assist colleagues in adopting Microsoft Teams once the full rollout takes place.

Think of your Early Adopter Program as a 'dry run' of your organisation-wide launch of Microsoft Teams, to prepare you for your full-scale rollout. An EAP is an opportunity to test assumptions and ideas with a representative group of end-users who will give you collaborative and complete feedback. Once the EAP is over and the full rollout is underway, members of your EAP should be on the frontline assisting other users, to help make the rollout go as smoothly as possible.
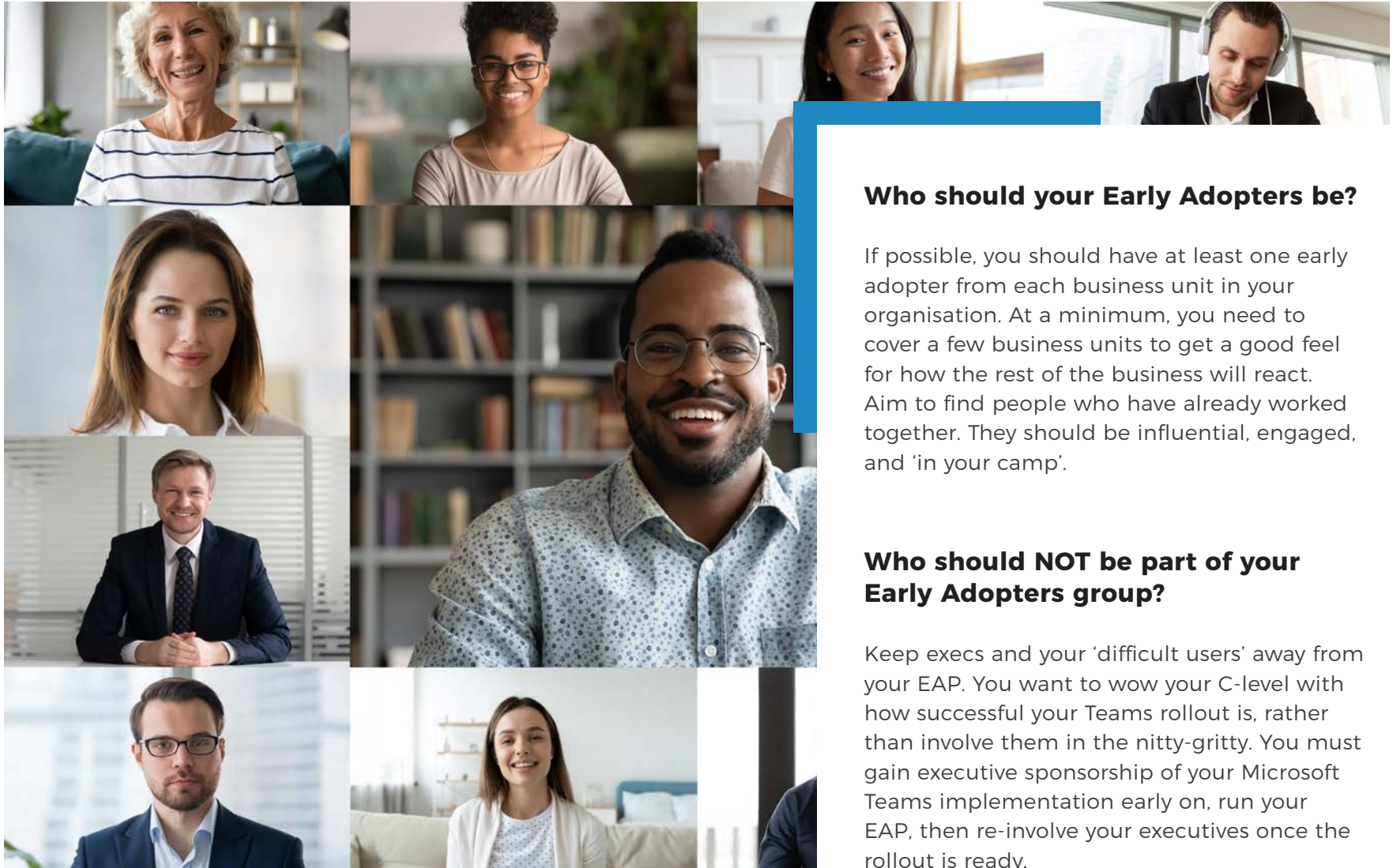
Who should your Early Adopters be?

If possible, you should have at least one early adopter from each business unit in your organisation. At a minimum, you need to cover a few business units to get a good feel for how the rest of the business will react. Aim to find people who have already worked together. They should be influential, engaged, and 'in your camp'.

Who should NOT be part of your Early Adopters group?

Keep execs and your 'difficult users' away from your EAP. You want to wow your C-level with how successful your Teams rollout is, rather than involve them in the nitty-gritty. You must gain executive sponsorship of your Microsoft Teams implementation early on, run your EAP, then re-involve your executives once the rollout is ready.

09

User Training Rollout

Going from zero to hero

Training that drives user adoption

Successful user adoption is directly correlated to the delivery of quality user training. Quality training does not necessarily mean detailed courses or handbooks. Detail can serve to be your enemy in the early stages of user training. Focus on making your program 'SCIP' along happily: training should be Simple, Clear, Interesting, and Practical.

Traditional approaches are not enough

The traditional method of cramming people into a room and talking at them for a period of time, giving them a manual and waving them goodbye never worked – and it does not work now. While you are training your users on the technology, you also need to give them a hook to use the technology in the first days after their onboarding. Finally, you need to be clever about maximising your training efforts.

Here are some example training titles that will help you SCIP:

- Have basic and advanced training courses
- Microsoft Learning Pathways and Microsoft Docs
- My first 10 days in Teams... Tips and Tricks
- Video, Video and more Video

Two key stages of Microsoft Teams user training

In our experience, detailed or advanced training prior to rollout is ineffective. However, you will find a sudden demand for further training, about a week post-deployment. A two-stage Microsoft Teams training program to aid smooth initial adoption AND enable uptake of advanced features shortly after deployment is most beneficial.

Your basic course should:

· Be as short as possible: 90 minutes is ideal
· Come bundled with a simple 'cheat sheet'
· Focus on the essentials and nothing more
· Be delivered just prior to deployment
· Run as a lecture or 'town-hall' style delivery

Your advanced courses can:

· Have different streams for different departments
· Focus on improving specific business processes
· Describe use-cases tailored to your organisation
· Walk through advanced features for power users

Creative Ideas for Basic Training

Video, Video, Video

The three most useful tactics for Microsoft Teams basic training are video, Video… and VIDEO. Chances are, most of your users are remote. This is not a problem. Users are missing scheduled sessions. That is fine too. All you need is short clips of how-to guides, recordings of training sessions, and video guides from Microsoft are effective and efficient channels to get the message across. If a user wants to understand how to quickly do something, a 30 second video clip serves the purpose better than reading an entire article. Before you dismiss video as an option because you don't have the right skills or software – you can use Microsoft PowerPoint, Xbox controls (Windows Button + G on Windows 10), and the Photo App in Windows 10 to build professional videos in a few clicks.

My First 10 Days: Automate tips and tricks

Eventually, watching training videos can become tedious. Also, users mostly do not go to that part of the intranet unless they have to. Automating tips and tricks as part of the post-user onboarding process gives them the "white glove" feeling. Imagine logging onto your machine the day after training and getting an email… "Hello, we really hoped you liked your training, here is a quick tip to get you started using Teams"… Sounds too good to be true? SharePoint and Power Automate can deliver amazing results in this space without burdening your training or comms teams.

Adventurous options for Advanced Training

Why advanced training programs are important

Once everyone working in the Teams environment has attended basic training programs, your focus must move to imparting a deeper understanding of Teams to groups who need it. Process owners and other power users in the company will need specialised training if you are to get full return on your Microsoft Teams investment. You may leverage authorised Microsoft training partners to deliver some of the advanced training, if it is feature-specific training. Business process or use-case specific training are more organisationally intrinsic and as such should be run internally.

Tailored Courses

Tailored courses can help, especially during the Early Adopter Program phase. Microsoft Teams has many features and making users aware of those will help unlock new use cases. To help drive initial adoption and get the word out that Teams solves "my" problem, consider tailoring the courses to the business requirements you discovered during the initial phases.

Tailored Courses

People learn in different ways. Some people prefer hand holding while others prefer to explore on their own. Microsoft offers us two, free training avenues.

Microsoft Learning Pathways allows us to embed short training videos regarding Office products (including Teams) directly into the SharePoint Online portals. This allows you to quickly access "101" type training for users that want to explore a little. These videos can be embedded in emails, pushed via QR codes etc. It is a tool that immediately unlocks a whole new training avenue for your users.

Microsoft Docs is the official be all and end all of Microsoft documentation. It has a dedicated learning portal that gives users exposure to anything from the basics of Teams all the way through to building their own bots. This portal is where Microsoft Professionals go to get certified, so the content is exceptionally good. Users can earn badges and trophies to track their progress.

Monitor and close the loop

Track user adoption

Microsoft has amazing tools to track usage and adoption of O365. The O365 Power BI pack is a great example. This free analytics tool plugs into your tenant information and helps you monitor precisely who is doing what… Having this dashboard front and centre in your adoption office (and embedded in your adoption Team of course), will help you identify departments that didn't quite pick up on the training. Should you need more granular reporting, there are some interesting APIs available in Microsoft Graph that can pull user level information to take your reporting to the next level.

Use these reports to make sure you close the loop with your users. They could simply be busy or may need more training – traditionally you had no way of knowing.

Model training results

Once training is conducted, you want to see if it was a good use of time. You want to *analyse* the *impact* of your training programs on user adoption of Microsoft Teams.

For example: let's assume you set up a business process leveraging Microsoft Teams to speed up your interviewing and onboarding timeline for new staff. In this case, you would measure average onboarding time for staff for the quarter prior, and the quarter following the new process and associated training. Causality is hard to demonstrate, but you can show a strong correlation between training and result.

Microsoft has amazing tools to track usage and adoption of O365.

10

Develop Microsoft Teams Champions

Identifying key Teams users

One of the core components of driving a successful adoption strategy is running an effective champions program. Champions play multiple roles during the lifecycle of any application and become your secret weapon in ensuring the longevity of your program.

For your Teams project to be a success, you will need Champions. Champions are vital to driving awareness, adoption, and education in your organisation.
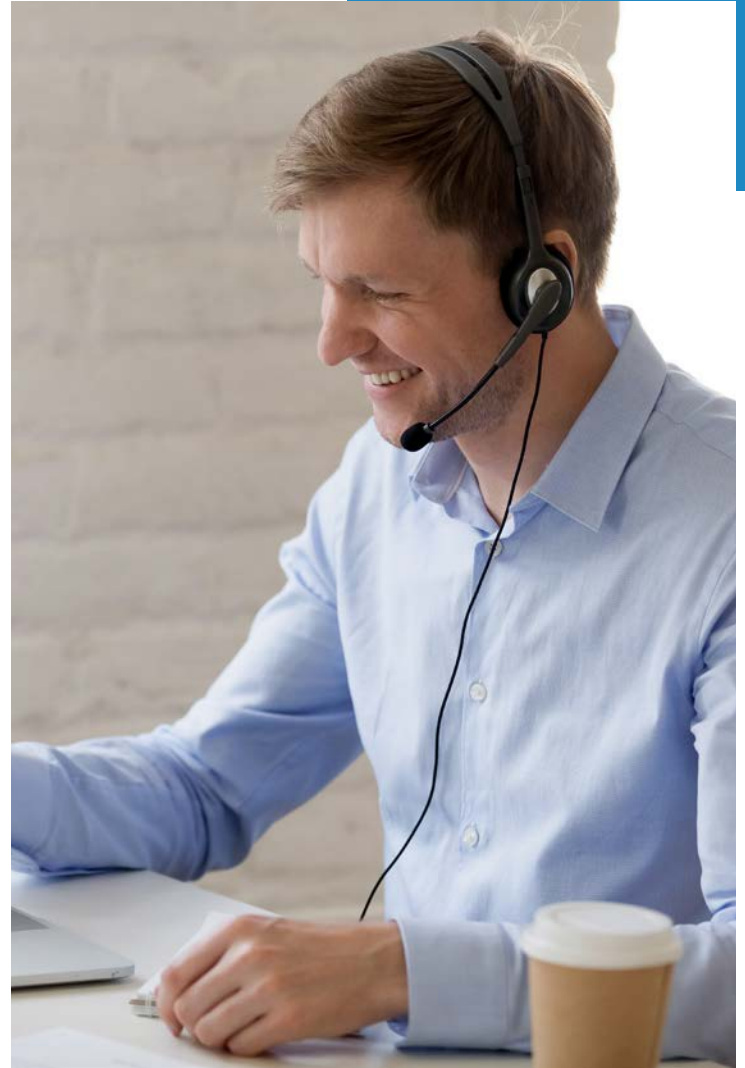
What role do champions play?

Champions wear several hats depending on the stage of the rollout.

Tester

As part of your Early Adopters Program, you will need to get feedback on what works and what does not. Champions will give feedback that will help you improve the delivery of Teams. The champion's ability to provide pertinent feedback will help you identify them as a 'Champion'.

Evangelist

Word of mouth, for long, has been known as a highly effective and efficient marketing tool. When people are introduced to something new or get confirmation from a trusted source, they are immediately more receptive to the idea. The establishment of a pool of evangelists can serve your Teams project very well.
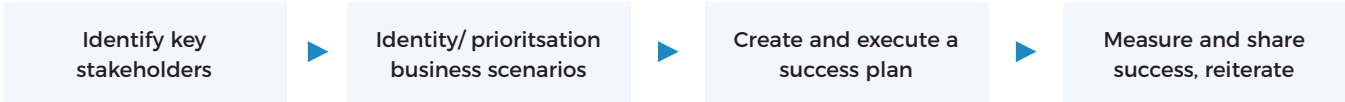
Trainer / Helper

Research shows that people are more receptive to training or advice when it comes from someone they trust, such as colleagues or mentors. Having a helping hand close by and having someone that shares tips and tricks will help users become comfortable with the technology while feeling safe to ask for help. People are unable to adopt change when they feel inadequate or humiliated because they lack knowledge. Your champion must primarily be motivated by helping others within the organisation. They will be interested in new technology (specifically Microsoft Teams) and helping colleagues use Teams in alignment with best practice. Contingent on the size of your organisation, you may have this as a formal part of the person's role. Mostly we see that employees take on this role because of their core motivation to help colleagues.
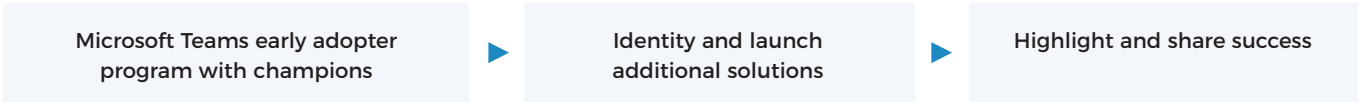
Champions will fit into your overall launch planning in a variety of ways as shown below:

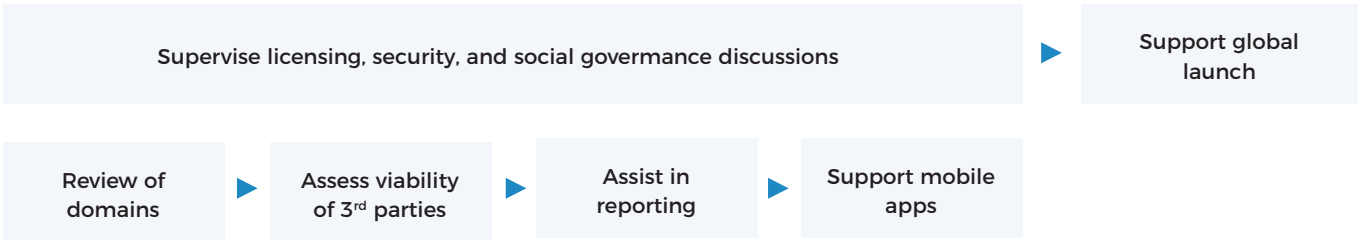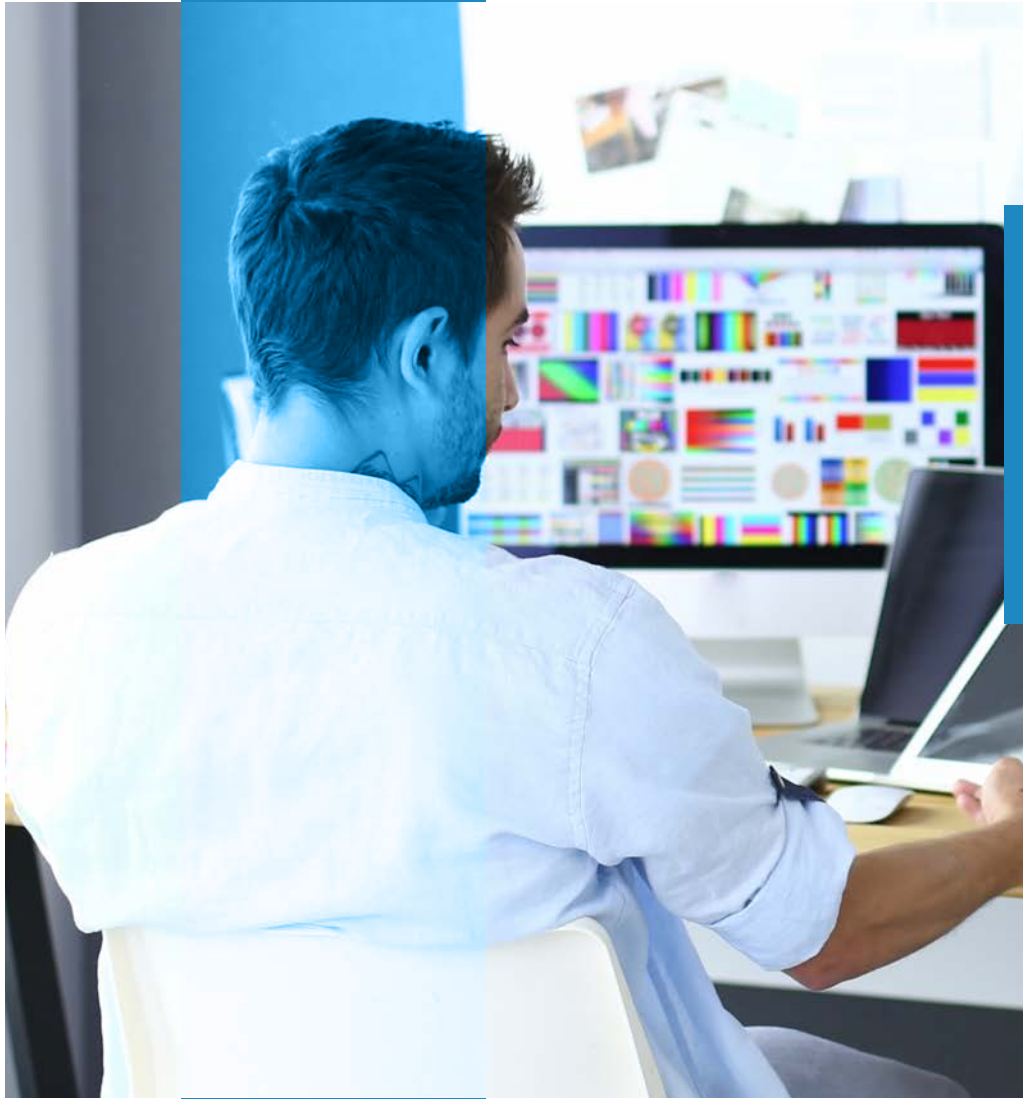## How do champions fit into overall launch planning?

Adoption Approach

Identify key stakeholders ▶ Identity/ prioritsation business scenarios ▶ Create and execute a success plan ▶ Measure and share success, reiterate

Business scenarios

Microsoft Teams early adopter program with champions ▶ Identity and launch additional solutions ▶ Highlight and share success

Communication and training

Organise and develop champions community ▶ Organisations wide launch, communications, training, events, success stories

Inform Stakeholders ▶ Identify champions ▶ Execute champions community

IT and social governance

Supervise licensing, security, and social govermance discussions ▶ Support global launch

Review of domains ▶ Assess viability of 3rd parties ▶ Assist in reporting ▶ Support mobile apps

Full Microsoft Team Launch

Identifying Champions

You will spot potential champions during your Early Adopter Program. You may already have a good idea of who they may be, but for those hard-to-reach departments, the Early Adopter Program will give you a platform to identify champions for the Teams initiative.

Be careful not to limit the diversity of champions. Having only junior staff as champions will restrict the way the organisation sees Teams, and you will not be able to bridge generational gaps when you need to engage other areas of the organisation. The ability of Teams champions to connect to various areas of the business will be critical.

Microsoft Teams champions need to fit the 'ICAP' criteria:

I **Influential**

When an influential user starts leveraging Microsoft Teams, the people in their circle of influence get drawn in. People will attend meetings, access information, and be exposed to new features in Microsoft Teams by virtue of their association with the influential user. Your champions must have a degree of organisational influence.

C **Capable**

Your champion has to be capable with systems and software if they are to influence other users positively. An influential person who is fundamentally inept will make any new software appear challenging to use. The best way of testing your users' competence is to include them in your Early Adopters program.

A **Available**

Capable and influential people are frequently short on time. You may be advised to get executive signoff for your champions to allocate a certain number of hours per day to your Teams rollout in the first few weeks.

P **Passionate**

Passionate users create excitement about Teams in their groups and create a kind of infectious positivity that transcends the usual bounds of influence. A passionate and capable user with the availability to influence others is the ultimate Microsoft Teams champion.

A good candidate for the Champion role

In our experience, the Executive Assistant is an 'ideal' candidate for the Teams champion role. EAs to senior execs are influential as a consequence of their position, and adjacency to power. Most executive assistants are capable with software and have a substantial, organisation-wide appreciation of processes. They need to be more efficient with their work and typically have good reach into the team's people, problems and processes. They are also community-driven. EAs in most organisations already have their own network to share information and "get stuff done".

Availability needs to be negotiated with the person and the exec team they support, and passion naturally varies on the individual in question, but for the most part, executive assistants nail the ICAP criteria.

Outcomes of working with Champions

Working with champions leads to five primary outcomes:

1 Faster adoption of Microsoft Teams

2 Greater acceptance of change / less resistance

3 Less user dependence on IT helpdesk

4 Better retention of training material

5 Vital insights into your Teams configuration

...without increasing cost, and while reducing burnout of your core project team. Developing a pool of Microsoft Teams champions is one of the best things you can do to ensure a smooth and easy Teams rollout.

11

Communication is Key

Drive awareness and engagement

Start by thinking of your users as customers

The most successful internal project teams position themselves as an external professional services outfit and they view their colleagues through the lens of being paying customers. Consider your team to have been hired to deliver outcomes and keep users happy, while sticking to a specified timeframe and budget. This thought process leads to a higher standard of communication - and a higher likelihood of successful user adoption.
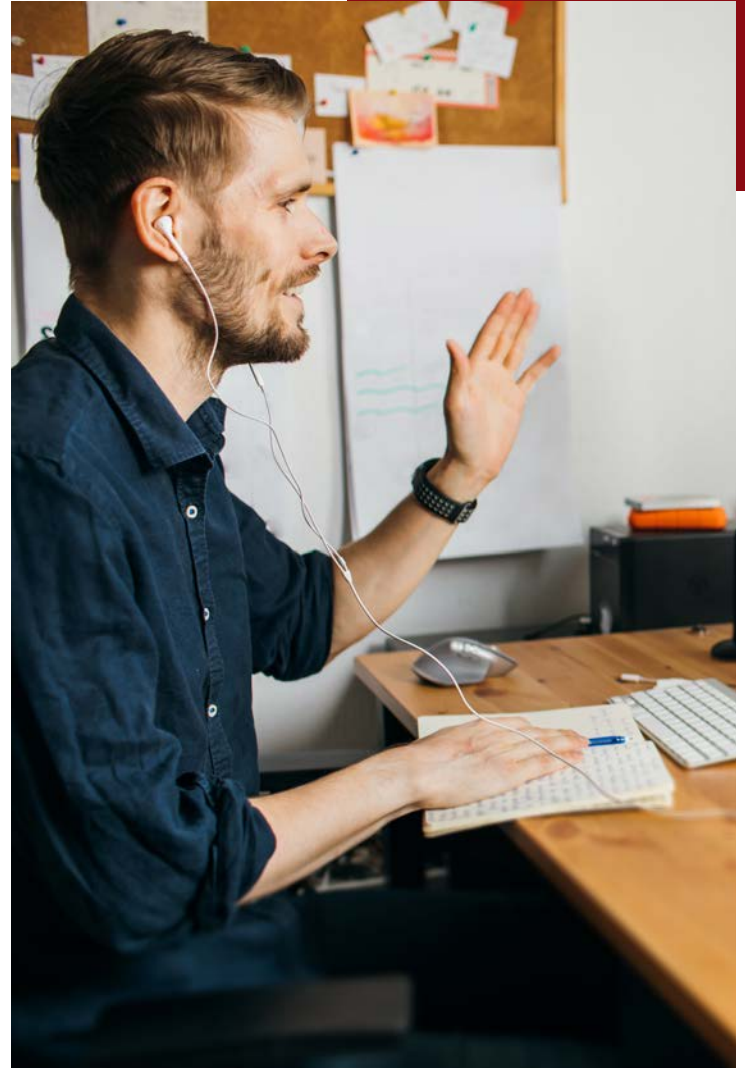
Microsoft Teams user adoption is best supported by communications which:

—

Start early and promote big

Hollywood advertises its feature films months in advance of the actual release date. You should apply the same approach for your project communications. Your Microsoft Teams project should be advertised and eagerly anticipated. Starting your communication program in advance of deployment also gives respect to your users' time and priorities. Give them the chance to rearrange their other commitments well in advance of any training sessions, scheduled downtime, or other transition-related activities.

Stick to a regular update cadence

You should update your key stakeholders with essential information about the Microsoft Teams rollout on a defined and consistent schedule. Consider starting with weekly updates, and move to a daily cadence in the week prior to rollout, continuing with daily updates until you are seeing lead indicators of success and your problem queue has diminished.

Set two-way expectations

Don't make the mistake of taking on the entire responsibility for successful user adoption. We've all heard the phrase "you can lead a horse to water…but you can't make it drink". The same goes for Microsoft Teams: users need to be accountable and accept their responsibility to attend training, transition away from ungoverned or legacy platforms, and do their bit to make Teams a success.

Are open and transparent

Be candid about the delays and be transparent about what is working well and is not. Share your successes openly. Equally, share the failures and speed bumps openly. Your execs and key stakeholders will remain on your side if they trust you and rely on you to be transparent regardless of what is going on.

Are relevant and up-to-date

When communicating with your users, please do not assume that a few well designed posters and the odd email will be enough. Use the technology you have available. Earlier, we mentioned the "my first 10 days" initiative. This is a good example of keeping communication relevant and up to date. You can also use Stream to publish videos and distribute them.

Have some flavour and flair

Bland and routine emails to promote your Teams project will not be enough. Neither will adding a picture as an email header. The film industry globally does not promote a new film as an average viewing experience with an average cast coming to an average cinema near you...

If you don't generate enough excitement to promote your initiative in a big way, you cannot expect your users to get excited about Teams. You also need to pull in the professionals on this one. If you have an internal media and communications department, make sure you partner with them. As with training, communication may not be a core skill in IT.

12 Governance from the Get Go

Robust protocol aids adoption

When working with Microsoft Teams projects, it is important to understand how your governance decisions may impact the end-user experience.

Governance has traditionally been an IT and Compliance conversation. When executed with deliberation, it can improve adoption of Microsoft Teams by ensuring groups, teams, and content is easy for users to find and identify, and by clearly defining permissions to make compliance a breeze.

Seven

key considerations
for Microsoft Teams
Governance:

—

1. Creating Teams

2. Naming Conventions

3. External Access

4. App Permissions

5. Data Security

6. Retention and Archiving

7. Access and Ownership

Creating Teams

To get governance right, you must start governance on the right note. To ensure a successful implementation, give your organisational stakeholders more ownership. In our experience, the most appropriate stakeholders to create teams are within the core business, not merely the IT function. The core business must be given the freedom to create teams, without creating a mess. We do this by engaging closely with a smaller group of power users, with one or more power users per organisational unit. We must ensure that these power users have a higher level of training, support, and administrative permissions.

Naming Conventions

The scenarios in which your organisation uses Microsoft Teams must drive your naming convention protocol. For example: you may have a protocol for Teams specific to a project, Teams that exist to collaborate within a function, Teams specific to a geography, Teams for particular hierarchical levels within a business (such as C-level executives, All managers etc).

3

External Access

Microsoft Teams allows you to give guest access to anyone with an email address. They don't need to be a licensed Teams user. They do not even need an Exchange, Office 365, or Outlook.com identity. This is fantastic from a flexibility standpoint, but dangerous if you don't govern external access carefully. Contingent on the scope and type of your project and based on the nature of your industry, you can enable secure collaboration with business partners outside the firm. You can also limit who can add guests to teams by using the appropriate tenant controls, and limit which teams are open to guests by using sensitivity labels. You can additionally ensure that guests adhere to organisational security requirements such as the use of Multi-Factor Authentication (MFA). Disabling guest access at the O365 group level can help find a happy medium between security and productivity. Guest access should also be reviewed on a schedule to ensure that guests that don't need to be part of the organisation are removed when needed. As with all governance controls, automation is key. Even though you can limit who can invite guests to the organisation out of the box, this can put a severe administrative burden on the IT Team that needs to support Teams. It will also detract from the user experience.

4

App Permissions

One of the strongest capabilities of Microsoft Teams is its ability to integrate with third-party applications. This capability is often underutilised. If leveraged well, the integration with others apps can deliver a very potent end-user experience.

Myriad third-party applications are available for native integration within the Microsoft Teams app, which is again excellent for collaboration, flexibility, and user adoption. But like guest access, providing third-party applications access to your data impacts security and compliance. We guard against allowing any and every app to integrate with Teams: only allow applications you have vetted.

Microsoft allows a few applications by default. Review the default list; make sure you have a policy to allow custom applications to be loaded into Teams manually. E5 customers have the ability to monitor and prevent content from leaving organisational boundaries enabling them to be more lenient with the applications open to business as security is managed at a data level.

5

Data Security

In your Teams deployment we suggest the use of sensitivity labels to classify the type of teams in your environment. Sensitivity Labels help you with security and compliance by making it easier to protect against accidental data loss, and helping you adhere to your retention and archiving policy.

6

Retention and Archiving

Your company should have policies for expiration, retention, and archiving Teams and Teams data (including channel messages, and channel files). You can configure expiration and retention policies to delete or preserve information in line with your company's policy, and you can archive teams without deleting them, to preserve data while disallowing further use.

7

Access and Ownership

It is important to keep thorough records of who has access and administrative rights to Microsoft Teams groups.

IT must have the appropriate resources to monitor and keep track of roles and access within Groups and Teams. They must understand the roles and rights of administrators, owners, members and external members in Microsoft Teams. Care must also be taken to ensure that information remains in the appropriate applications and collaboration spaces.

Group Owners and department heads are best placed to understand who needs access to their groups.

Whether using E5 Access Reviews or building a custom review process using Power Automate and the Graph API, this is a process that can and should include the people that own the group.

You also need to consider escalation and no-response actions to avoid exposure.

13 Platform Management

Adoption-friendly Microsoft Teams admin

Before you commence user adoption, you will need to ensure that the IT Function is ready to deal with Teams queries.

Depending on your journey with O365, you may already have started delegating permissions to other Service Administrators. Microsoft Teams is no different. In fact, Teams has quite a granular approach to help separate the workloads in Teams.

Microsoft has created five distinct administrator roles for Teams, each with different levels of access and permissions. When you assign these roles with your users in mind, you will create an admin layer that encourages smooth adoption.

Side note; be sure you are friendly with your SharePoint and Exchange Administrators as they will play a big role in your ability to service and user activities in Teams.

Here are the

five

Teams Administrator roles, and some context on how each role aids user adoption:

—

1. **Teams Service Administrator**

2. **Teams Communications Administrator**

3. **Teams Communications Support Engineer**

4. **Teams Communications Support Specialist**

5. **Teams Device Administrator**

1

Teams Service Administrator

The Teams Service Administrator is your 'super admin' role for Microsoft Teams. The Service Administrator can manage every feature in the Teams admin centre; and has Active Directory and PowerShell access. This person should be a senior administrator who ideally has a long history of working with Active Directory, Azure, and the Microsoft communications stack. If you do not have a professional with this skill-set internally, consider having an external administrator 'on the ground' through your rollout to ensure technical issues are resolved before they lead to user frustration.

2

Teams Communications Administrator

The Teams Communications Administrator can manage calling and meetings features and policies, including assigning external phone numbers to users. If you are leveraging Teams Calling, you need communications administration skills. Communications Administrators will come from your ICT team, or be a specialised external resource that augments your internal team. A Teams Communications Administrator should have a telephony or unified communications background if they are to effectively enable user adoption.

3

Teams Communications Support Engineer

This is a 2nd-level support role which is best suited to people in your Service Desk or Helpdesk team. It is focused specifically on monitoring and troubleshooting call quality issues, using an **advanced** toolset. Again, if you are using Teams Calling, the Teams Communications Support Engineer is an important role if adoption is to improve without a hitch. You should have at least one Support Engineer available as an escalation point at all times. In a smaller organisation, your Teams Communications Administrator might fulfil the Support Engineer role as well.

4

Teams Communications Support Specialist

A Support Specialist monitors and troubleshoots call quality issues, but only has access to a basic toolset. As such, they are only a first-level support point and will need to escalate issues to a Support Engineer or the Teams Communications Administrator. Your Teams Communications Support Specialists will commonly be part of your ICT Level 1 support team; they may also be selected from within a Contact Centre team if your organisation has one. Having Support Specialists who are 'closer to the business' helps users receive a more customised level of support.

5

Teams Device Administrator

The Device Administrator is an important on-site role if you have an investment in Teams-connected meeting room hardware and other peripherals. The Teams Device Administrator manages physical device configuration, updates, and health: this is best suited to a desktop support person who is comfortable with hardware management. You should definitely have a Device Administrator on-site when first deploying Teams.

14

Get Support Right

Supporting remote work and Teams

We now reside in a world that has experienced the impacts of forced shut-downs. Most information workers are no longer bound to a physical office. This creates a fresh challenge for IT, when deploying technology for remote users. Supporting remote teams requires a premeditated and purposeful approach.

To support a Microsoft Teams implementation it is vital to think about the key stakeholders that engage with Teams: Business Operatives, Management and IT. Education is a major factor in managing support factors.

…it is vital to think about the key stakeholders that engage with Teams:

Management

IT

The business operatives

This is the workforce itself. Be they frontline, middle management or senior executives, they are focussed on advancing the organisation's mission. They are involved in 'daily' work. They reside at varying levels of hierarchy in the business and they work for various business unit functions.

In the post COVID world, IT is out of arm's reach. It is important that you educate your business operatives that their home office is now an extension of the organisational real estate. Make content available to them to help with the basic issues they can try to resolve themselves. These should go beyond how-to guides. Video content is really valuable and Power Virtual Agents (Bots) can be a useful tool to help cover those first line questions.

The management layer

This is the leadership and management team of the organisation. They are tasked with daily work that contributes to the organisation's mission. Furthermore, they are responsible for managing the workforce and for delivering organisational results.

We recommend focusing on task management when dealing with Management. Managing a remote workforce isn't something managers would get trained on – depending on your industry. Here, we can take a leaf from the software development world.

Dev teams have been able to get remote working done for quite some time. There are a couple of key points we need to get across to the management team to help them work effectively:

1 Use Teams to have daily "scrum" meetings with their immediate teams – 15 minute catch up meetings to plan the day.

2 Keep track of tasks using Planner. One of the most important parts of managing a remote team is having an effective way to track and manage the workloads of everyone involved.

While remote work has convenience associated with it, it also presents some challenges. If the leadership and management layer is not skilled to manage remote teams, the front line will not feel supported and adoption of this modality of work will suffer.

The IT function

The IT function can make or break a Microsoft Teams project. For a Teams implementation to be successful and for Teams to be adopted, the right support structure must be in place. Level 1 support must be skilled at Teams and all aspects of remote work support. Microsoft provides an extensive Learning portal and with a few hours of basic training, your Level 1 support team will have the relevant know how to support Teams.

If knowledge sharing isn't a big part of your IT team's culture, now is the time to adopt it. The speed at which we all needed to respond to remote work dictates that we need an effective way to share support calls and experiences.

Microsoft Teams' native integration with tools like Azure DevOps and JIRA is really useful. One of our favourite integration features is to create support tickets directly from chat messages. This makes managing the workload very easy.

Digital workers (Power Virtual Agents) can be extremely valuable too. These bots can be deployed to all users and will give your team the ability to create triage processes that will lighten the load of IT support. This will also feed off your knowledge base we spoke about earlier.

Third Party Applications

Integrate Teams with other popular apps

Communication and collaboration are two pivotal components of the human experience. Teams is centred around the notions of communication and collaboration. Teams goes beyond communicating and collaborating within the Teams environment by allowing you to embed third-party applications in to the experience. You can extend the use of Teams to include familiar Microsoft Applications. Teams also provides you access to an entire store of apps from third-party vendors to help your company maximise the investment in platforms you are already using.

Earlier we mentioned that you can limit the apps users see. This may seem like a counter-intuitive way to drive adoption, but less choice is sometimes better. Microsoft Teams allows you to configure the apps that users see from the store and that list is constantly growing.

How you can extend Teams

Teams gives you a few options for extending:

1 **Personal Apps:** These are the apps on the left-hand side of Teams. They assist with personal productivity.

2 **Tabs:** They are embedded into Teams channels. Most tabs can be configured to a certain context in the third-party app.

3 **Bots:** These give you a chat-based experience to integrate with 3rd party API's. Bots make it incredibly fast to get small tasks done. An example of this could be integrating with your travel partner and getting the bot to help employees book travel tickets through a conversation, not a form for the user to complete.

4 **Webhooks:** These allow you to consume incoming web calls. This is very useful when you have events or activities in a third-party system that you want to push as a channel message to keep everyone in the team up to date.
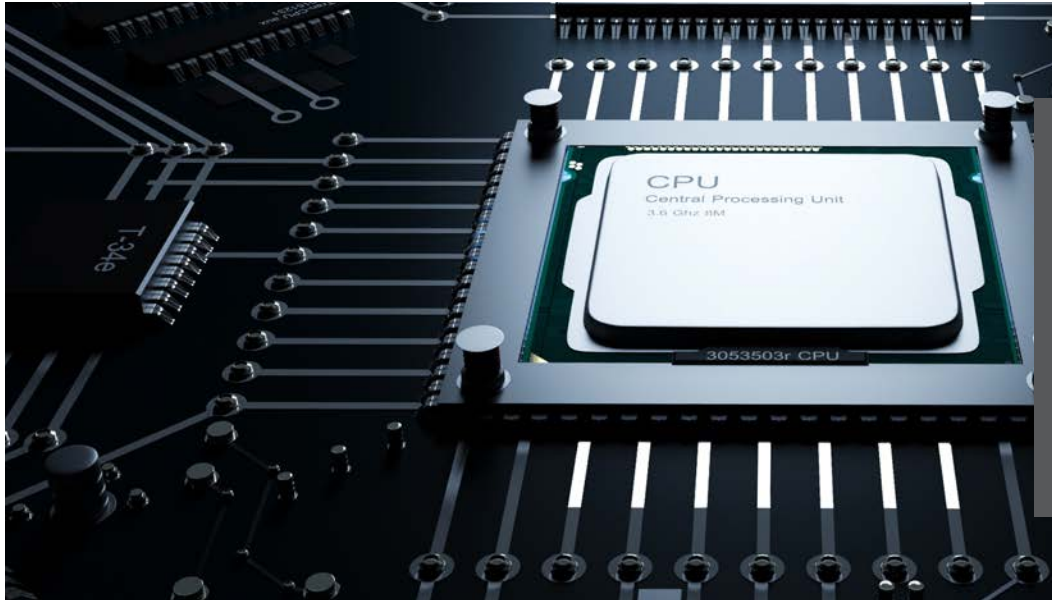
Custom solutions for Microsoft Teams integrations

Most of the prominent technology vendors have their own apps for Teams but sometimes you may need a custom solution to fully integrate your Line of Business tools. There are three ways to get apps to help improve productivity:

1

The App Store

where third-party vendors upload their custom applications.

2

Side loading

where users can install apps by uploading it to the Teams client. You can also upload custom apps built by your vendor to the Teams admin portal to make it available for users.

3

User-built apps

which can range from a Power Automate flow that sends actionable messages to a channel (Adaptive Cards) or to embed a Power App they built as a Tab in a Team.

common

third-party apps to integrate with Microsoft Teams

Some enterprise-grade 3rd-party app integrations with Microsoft Teams include:

1. **Project Management Apps (Planner, Trello, Wrike, Asana)**

2. **Jira Integration For Microsoft Teams**

3. **Salesforce Integration For Teams**

1

Project Management Apps (Planner, Trello, Wrike, Asana)

As more businesses turn to Microsoft Teams for its project management capabilities, Microsoft Planner has emerged as an efficient visual task management app that also doubles as a chat tool. It has made it easy for employees to view tasks and get in touch with the right people to consult on projects.

Other seamless project collaboration apps include Wrike, Trello, Asana that can be easily integrated into the Teams experience to ensure that your team can accomplish more.

2

Jira Integration For Microsoft Teams

Microsoft Teams now allows you to integrate Jira Cloud and collaborate with employees and clients to streamline software development and other deliverables.

You can also track issues and analyse your team's progress in the meeting without leaving Microsoft Teams. Get essential custom notifications on projects, groups, and other matters to take the necessary action in real-time.

3

Salesforce Integration For Teams

Microsoft Teams can now be connected to Salesforce for quick and easy access to essential Salesforce data on the users' desktops and mobile devices. The integration paves the way for a smoother collaboration between teams across an organisation and outside.

Moreover, Salesforce serves as a common platform for your business to discuss marketing, sales, and customer service strategies through online real-time communication. Additionally, it can be customised to your business with easy to use features.
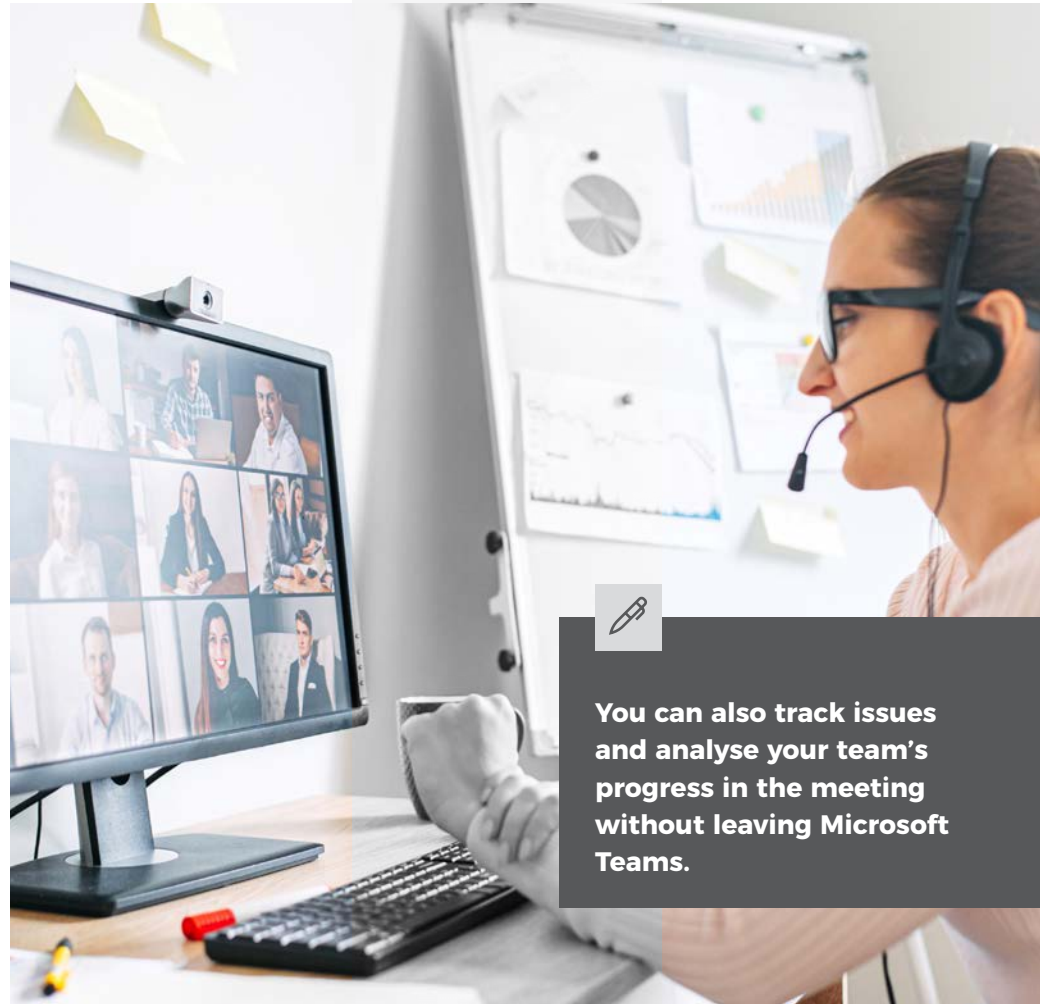
You can also track issues and analyse your team's progress in the meeting without leaving Microsoft Teams.

16

Third-party Hardware

Create a compelling audio-visual experience

Teams has a built-in telephony system that helps extend the use of Teams to Voice Over IP (VOIP). Incorporating the calling and conferencing capabilities further simplifies the user experience as the Teams app can embed the telephony capabilities.


Meeting Room Hardware For Teams

Microsoft Teams has introduced certified devices in collaboration with individual partners. These devices aim to streamline and facilitate communication during virtual Teams meetings. The portfolio of Teams certified devices now include headsets that are crucial for comfortable communication among employees.

Microsoft Teams has also introduced Lenovo's ThinkSmart View Teams Phone that sports an 8" display and a high-quality microphone for clear communication. Additionally, you can transform any room into a Teams meeting through Yealink MVC900 Room System, Bose ES1 Ceiling Audio Solution, Logitech's Room Solution, or Poly Trio C60 conference phone family.

Microsoft Teams also supports several mountable devices, including Shure's Microflex Advance MXA910 ceiling microphone that requires no mics or cables. There's also the MXA310 model that works as a low profile table-top audio solution. Together these hardware devices enhance the meeting and calling experience for users, facilitating the use of Microsoft Teams, and expanding on its functionality across businesses and industries.

User Headsets For Teams

To ensure smooth online meetings, users need high-quality and reliable headsets when using Microsoft Teams. Some of the highest-quality certified headsets from Microsoft Teams partners include:
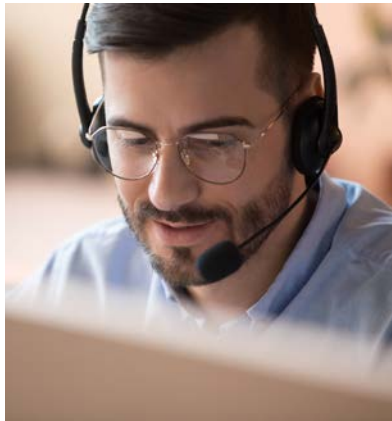
01

EPOS

The new firmware upgrade got EPOS certified for Microsoft Teams. There is a call answer button with an LED; users press it to join Teams meetings quickly. They can also check for missed calls using the same button.

02

Jabra

This headset offers clarity of voice and has a dedicated button for Microsoft Teams that lets users join meetings fast. Users also get notification alerts to prompt them for quick action.

03

Logitech

Their Zone Wireless and Zone Wired headsets are perfect for busy workplaces and allow users to create or join a Teams meeting with a touch. These headsets have quite a reputation for offering voice clarity and premium audio.

04

Poly

Poly offers a range of corded and Bluetooth wireless headsets that feature a dedicated Microsoft Teams button.

17

Usage Analysis

Analyse Microsoft Teams utilisation

Many IT projects fail to articulate business value. Often post launch it is incredibly difficult to track the uptake of the solution - especially for non-core systems like an ERP.

Microsoft Teams and the greater O365 gives you deep insights into understanding how the platform is being leveraged. This will help substantiate your business case for Teams and will help you track adoption as you start onboarding your users.
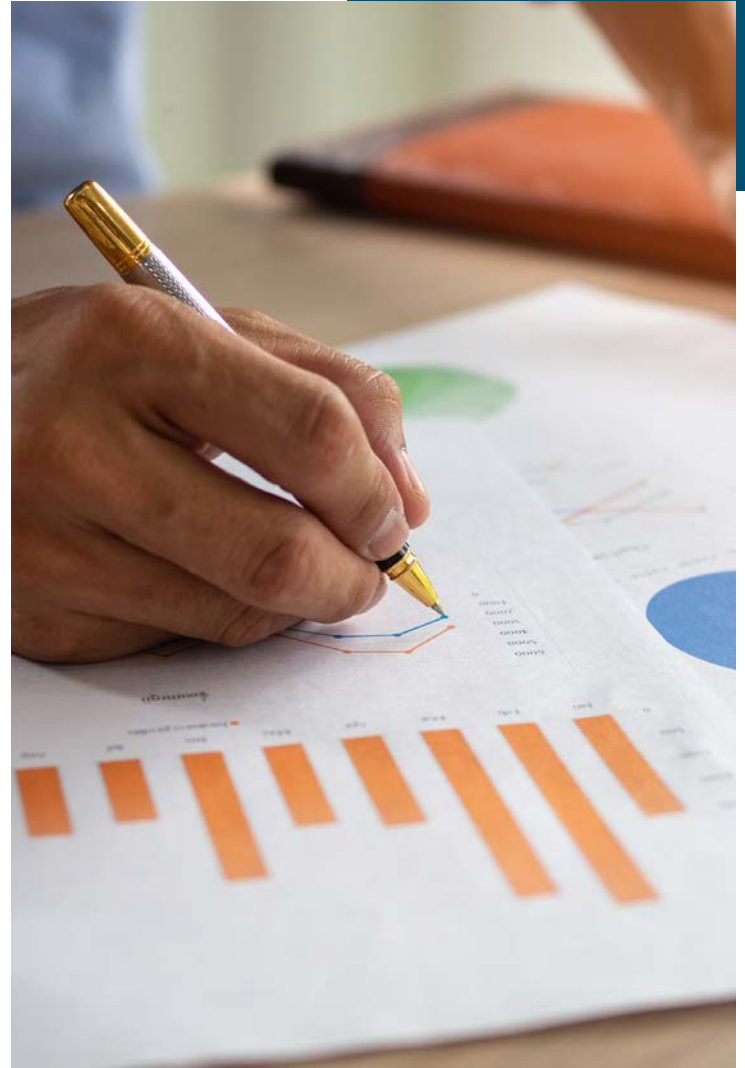
There are

three

ways to get analytics for Microsoft Teams usage analysis:

—

1. **Teams Admin Centre**

2. **Power BI Pack for Microsoft 365**

3. **Graph API**

01   Teams Admin Centre

The Teams Admin Center includes a range of reports, but for the purpose of user adoption, we recommend you focus on the Teams user activity report. The report allows you to see which users are doing precisely what, and when. Some of the useful things you may want to measure are:

Who are my most engaged users?

The Teams user activity report allows you to see which users have posted the most unique messages; who has organised or participated in most meetings; total audio or video time; and other meaningful activities such as 1 on 1 calls. You will want to keep an eye on the users who are consistently the most active, as they are more likely to give you useful feedback, and provide informal support to other users around them.

Are my organisation's meetings productive?

You can drill down into measures on specific meetings, to understand how they are being run and whether improvements can be made. For example, you might notice that the majority of users start to disengage after about half an hour through a certain meeting. You might make a recommendation that the default Teams meeting be 25 or 30 minutes, rather than an hour.

Do all my users understand the essential features of Teams?

The user activity report will reveal which users are not using Teams for one-on-one calling, or chat, or have never scheduled a meeting. You might use that intelligence to invite some users to a training session where they can get a refresher on the features they are not familiar with. You can come up with more questions and ideas to measure and track in your reporting: focus on whatever gives you actionable insights and helps drive adoption.

02 Power BI Pack for Microsoft 365

You need to enable usage collection in the M365 to leverage the Power BI pack. Once you have enabled usage collection, you can download the free Power BI Pack for M365. If you don't have a Power BI Pro license, it can work on the free desktop version as well.

The Power BI Pack will give you an interactive dashboard that you can use to get an overview of the usage on all M365 products, how they are being used and you can break it down by each department.

The Power BI Pack is an incredibly fast and easy way for you to start tracking and managing your O365 adoption.
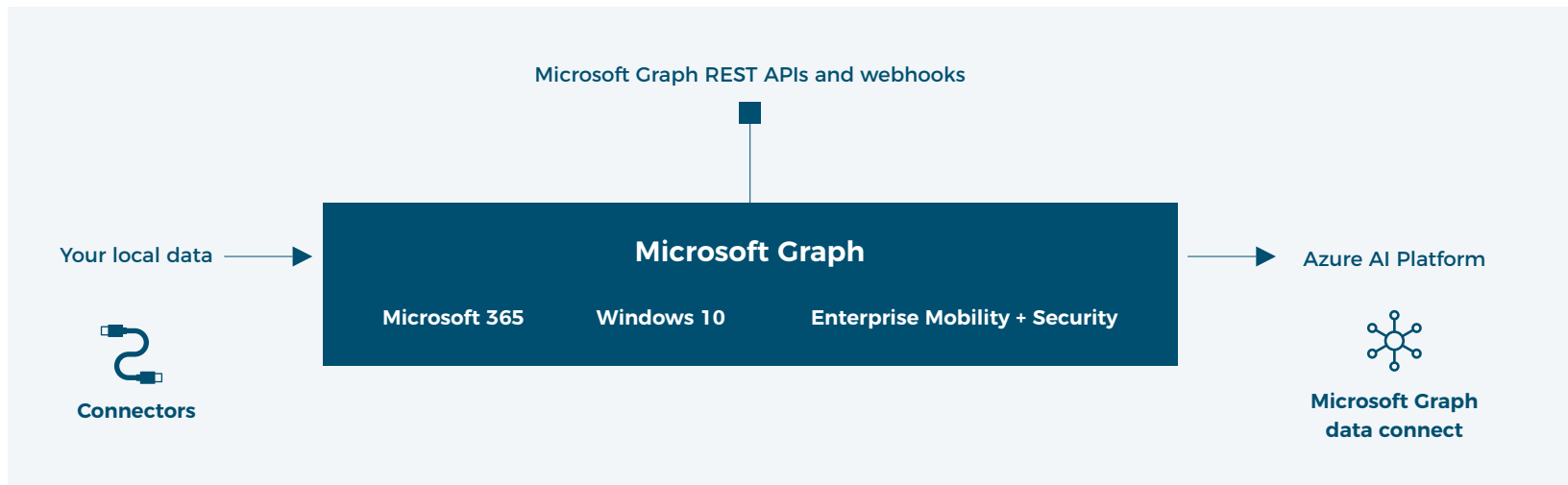
Teams Client distribution

Teams_ClientWindows_Count

Teams_ClientiPhone_Count

Teams_ClientAndroid_Count

Teams_ClientMac_Count
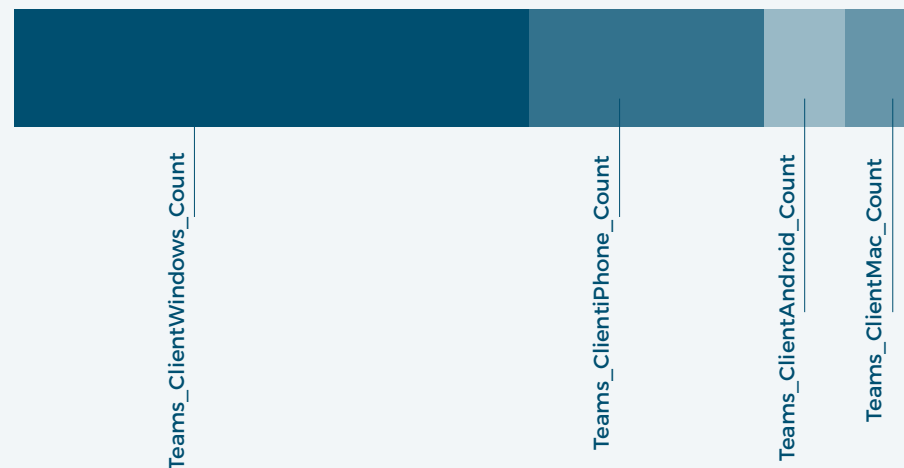
03 Graph API

Microsoft Graph is an overarching API that allows you to engage all facets of Microsoft 365. You could go as far as understanding which individual user is sending the most Teams messages.

Should you require more detail to track adoption and usage or even need a visual way of governing the M365 platform, the Graph API will enable you to get incredibly granular reports.

Microsoft Graph REST APIs and webhooks

Your local data →

Microsoft Graph

Microsoft 365   Windows 10   Enterprise Mobility + Security

→ Azure AI Platform

Connectors

Microsoft Graph data connect

18

Analyse and Report ROI

Keep an eye on adoption

Microsoft Teams user adoption leads to significant time and cost savings. Analyse and report on concrete measures where possible. Place concrete ROI figures on the Teams product, as well as the time and effort you and your team have put in.
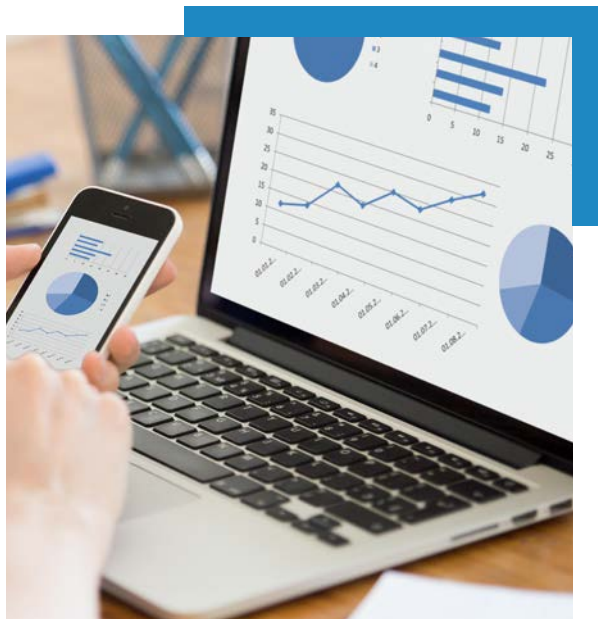
Measuring efficiencies achieved through Microsoft Teams.

Shorter Meetings

You can configure Microsoft Teams meetings, calls, and devices to ensure your users have a high-quality meeting experience with minimal setup time. This leads to shorter and more focused meetings, which free up time for people to get meaningful work done. Measure average Microsoft Teams meeting time vs average meeting time on your legacy platform(s) to demonstrate an uplift in efficiency here.

Faster Collaboration

Microsoft Teams features (such as conversations and co-authoring) allow more effective real-time collaboration. You can demonstrate the time savings by recording how long it takes a user to locate a conversation with Teams, versus without Teams. For example: measure how long it takes a user to look through email, Skype chat, and OneDrive to find all the relevant information pertaining to one conversation. Then have them complete the same exercise again when all these assets are stored in the same Teams conversation. You can then extrapolate organisational time savings based on the micro time-savings achieved in individual use cases.

Reducing hard costs by using Microsoft Teams

Lowered Travel Costs

Reduced travel costs is a relatively easy and effective way to justify investment in Microsoft Teams. Thanks to COVID-19, travel has been taken off the table for many of us, and that has made spending on Teams a no-brainer. Even post the pandemic, flights and accommodation will remain expensive line items. Replacing even a fraction of the travel with quality, Microsoft Teams-based online conferences and meetings will demonstrate a good return on investment.

Lowered Software Costs

Many organisations are already paying for Microsoft Teams as part of their overall Microsoft licensing agreement. They are also paying for other unified communications and conferencing systems which come at a significant cost. Full adoption of Microsoft Teams allows for further cost reduction by cutting out unnecessary licensing.

19 Teams Kaizen

On-the-job improvement

Microsoft Teams user adoption should not be a "flash in the pan" event: rather, it should happen over a period of sustained and deliberate effort. Kaizen is a culture and practice where every employee is actively engaged in creating improved ways of working. A culture of Kaizen supports successful, lasting user

Here are some steps you can follow to use a Kaizen process to drive continuous improvement on Microsoft Teams:

01

Find a problem

Ask your users what isn't working well for them with Microsoft Teams.

02

Understand the issue

Delve deeply into the problem and any other related issues.

03

Create a charter

You want to define clear goals and expectations of the Kaizen event.

04

Create a team

This team should comprise users who are invested in fixing the problem.

05

Appoint a leader

You are facilitating the process of Kaizen; the users drive the change.

06

Train and guide

Take the team through the philosophy of Kaizen and what their part is.

07

Give them space

Let the team arrive at their conclusions and next steps.

08

Implement the solution

Take the learnings from the team and do your part.

09

Check your improvement

Did you meet what you set out to in the charter?

10

Repeat

Next month, find a different user group and a different issue to resolve.

Note that not everyone in the organisation will become a Teams master. However, everyone will have some form of business problem that Teams will help solve. Giving the greater organisation a simple, structured way of bringing ideas to the Teams Champions will help the process become more organic than having to rely on IT to deliver solutions. Remember - Teams is an initiative everyone needs to partake in. It is not one that should solely rest on IT's shoulders.

Ongoing Learning

Structured training sessions

Long-term user adoption is closely correlated to the availability of ongoing training. Once the excitement of deploying Microsoft Teams has died down, you need to implement a range of structured training programs so your users have sufficient opportunities to learn.
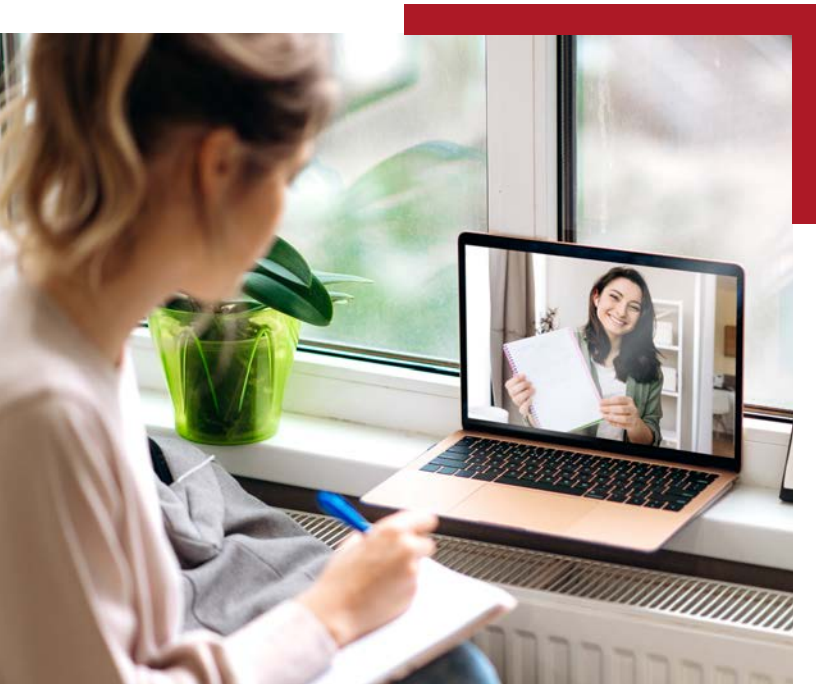
Deep Dive Training for Power Users

When you rolled out Teams, you ran training sessions addressing specific use cases to get users immediately engaged. Over time, you will run out of new scenarios to train on. At this stage migrate your training initiatives to train your power users on the more advanced features of Teams, so they can find new ways to use Teams without formal guidance from ICT.

Refresher Courses

As you analyse and track usage, you will notice some users have forgotten their initial training. Refresher courses every quarter are useful to keep certain users from becoming frustrated or disengaged with Teams.

Training New Users

A certain level of user training should be included when you induct and onboard new staff. You may prepare slide-shows or video training to prevent overconsumption of time here. You might also encourage all new users to attend the first available face-to-face Refresher training course in addition to their induction.

Training on New Features of Microsoft Teams

As Microsoft releases new functionalities to Teams, take the time to set up a change cycle to ensure your users can remain up-to-date:

- Monitor the Teams roadmap

- Remain in tune with Microsoft Teams' latest updates on new applications and cloud services to scale a business along with the platform.

- Create a change planning form for the addition and implementation of new functionalities with each upgrade.

- Include technical insights, notes on user activity, and information on essential stakeholders to increase the chances of project success and leave little to no room for risks.

Recorded Sessions

Whether you are recording peer to peer sessions or simply recording your screen, video content will be your best friend when distributing new training material. The search capability in Teams is highly effective. Based on their search criteria, users can be taken to the exact second in a recording that will help them solve their issue.

Microsoft Learning Pathways

Earlier in the eBook, we discussed pathways being installed into the SharePoint tenant. Microsoft updates the content of the solution regularly, so be sure to check and deploy updates.

21

Innovating on Teams

Keeping Teams business-relevant

The promotion of ingenuity and innovation drives employee productivity through intelligent and secure collaboration. With Microsoft Teams, you can connect with your entire workforce even if they are working remotely. Moreover, encourage a more seamless communication among employees, whether they are C-suite executives or interns, through digital tools that automate workflows.

Microsoft Teams allow you to eliminate the budgetary requirements commonly associated with costly IT upgrades or the overhead costs of expensive devices. It ensures a positive business outcome and offers simplified insights on your employee's performance and the progress of the projects they are assigned with.

Microsoft Teams is continually improving their game by driving innovations that enhance the entire collaboration process, helping businesses keep up with the changing demands of a more digitised world. The latest upgrades offer everything needed to bring your company together regardless of your employees' location.

By integrating third-party chat, collaboration, and project management applications, Microsoft Teams has enabled cross-functional teams to come together and share tasks or files from other apps with each other.

Microsoft Teams has completely changed the way we define employee productivity. Workers are now empowered with smart tools that restructure the entire workplace and give way to improved business functions.

We believe that the Future of Work is being realised in Microsoft Teams, more so than any other application or platform from Microsoft or any other vendor to date.

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Call us today to learn how
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Microsoft Teams User Adoption in 2021

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