

-EXCERPT-

MICROSOFT 365 ADOPTION SUPPORT - BRIEF

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ENHANCING USE OF M365

M365 is a comprehensive productivity suite that provides users with many ways to accomplish a given task, often in more than one application. This can easily lead to user confusion around what an application does versus where the content and underlying functionality resides.

This section presents a standard approach to M365 usage that reflects best practice and supports optimal user adoption. To achieve this, we will present a simplified model, or baseline approach, of working within M365 while allowing more experienced users the flexibility to adopt other methods that work for them.

In this section, we will provide clear answers to the following questions (see below for a list of standard use cases and recommended approaches):

As an end user...

1. Where should I save my personal work files?
2. Where should I save departmental or project team content?
3. Where should I save case-related content?
4. How should I collaborate on files with colleagues in and outside of my team or department?
5. How should I collaborate on files with people external to the organization?
6. How should I communicate with my colleagues?
7. Where should I put content that the whole organization needs to see?

Note: While Microsoft 365 comes with many apps, Teams, OneDrive, and SharePoint will be the focus of this brief. This is to avoid overwhelming staff with too many new apps, while providing clear and consistent guidance on which apps to use to support people's most typical day-to-day use cases.

CORE M365 APP OVERVIEW

In this section we will lay out a basic working model for use of the following core M365 apps:

- Microsoft Teams
- OneDrive for Business
- SharePoint

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