

Adoption & Change Management

H2: Adoption & Change Management · Documentation · Training · Knowledge Transfer



3 Core Adoption Pillars — Directly from Your Document

<p>PILLAR 01</p> <h3>Discovery & Scoping</h3> <p>A structured discovery phase aligns stakeholders, captures the current state, and defines the success criteria that will drive the entire programme.</p> <p>What's included:</p> <ul style="list-style-type: none">Stakeholder workshops & interviewsCurrent-state environment auditDevice, app & policy inventoryRequirements & success criteria definitionRisk assessment & mitigation planningHigh-level rollout roadmap & timeline <p>360° Environment Audit</p> <p>Multi-Stakeholder Workshops</p> <p>Defined Success Criteria</p>	<p>PILLAR 02</p> <h3>Pilot Deployment & UAT</h3> <p>A controlled pilot ensures policies and configurations work as intended before full rollout. Issues are caught early, reducing risk for the wider deployment.</p> <p>What's included:</p> <ul style="list-style-type: none">Pilot group selection (dept/role-based)Device enrolment in controlled environmentPolicy & compliance testing across platformsApp deployment validationIssue logging, triage & resolutionUAT sign-off checklist before rollout <p>~50 Pilot Devices</p> <p>2 Weeks Pilot Duration</p> <p>100% Issue Resolution Before Go-Live</p>	<p>PILLAR 03</p> <h3>Production Rollout</h3> <p>A phased, low-risk rollout to the entire organisation. Automation and a command-centre approach keep disruption minimal during go-live.</p> <p>What's included:</p> <ul style="list-style-type: none">Phased rollout by department/locationBulk device enrolment automationProduction policy & profile deploymentApp & security baseline pushReal-time rollout monitoringGo-live command centre & hypercare <p>Phased Production Rollout</p> <p>Zero-Touch Enrolment</p> <p>24/7 Hypercare Window</p>
<p>PILLAR 04</p> <h3>Monitoring & Optimisation</h3> <p>Continuous visibility into device health, compliance, and adoption. Data-driven tuning ensures the environment performs at its best post go-live.</p> <p>What's included:</p> <ul style="list-style-type: none">Compliance dashboards & reportingDevice health & performance monitoringPolicy effectiveness analyticsSecurity posture trackingAdoption & usage metricsIterative policy tuning & remediation <p>Real-Time Compliance Dashboards</p> <p>KPI-Driven Optimisation</p> <p>Proactive Alerting & Remediation</p>	<p>PILLAR 05</p> <h3>Documentation & Training (KT)</h3> <p>Structured knowledge transfer and documentation ensure administrators and end users can confidently operate and maintain the Intune environment.</p> <p>What's included:</p> <ul style="list-style-type: none">Admin console deep-dive trainingPolicy creation & management workshopsCustom runbooks per platform (Win/Mac/iOS/Android)Full admin guide & policy documentationEnrolment guides for end users (self-service)Troubleshooting & escalation procedures <p>100% Documentation Coverage</p> <p>Role-Based Admin Training</p> <p>Self-Service End-User Guides</p>	<p>PILLAR 06</p> <h3>Ongoing Support & Optimisation</h3> <p>A long-term partnership that evolves the environment with your business. Continuous review, advisory, and managed support keep the platform future-ready.</p> <p>What's included:</p> <ul style="list-style-type: none">Quarterly policy review frameworkContinuous optimisation recommendationsMonthly / quarterly health reportsManaged support & escalation (L1-L3)Feature adoption & MS update advisoryChange request handling & governance <p>Quarterly Policy Review Cadence</p> <p>L1-L3 Managed Support</p> <p>Evergreen Advisory & Roadmap</p>

8-Week Adoption Rollout Timeline

<p>Wk 1</p> <h3>Kickoff & Planning</h3> <p>Stakeholder alignment, requirements review, change impact assessment</p>	<p>Wk 2</p> <h3>Comms & Readiness</h3> <p>Org-wide communication, change champion network, IT team briefed</p>	<p>Wk 3-4</p> <h3>Training Design</h3> <p>Admin training developed, end-user guides created, FAQ & runbooks drafted</p>	<p>Wk 5-6</p> <h3>Pilot & Test</h3> <p>Controlled pilot launch, feedback collected, policies validated</p>	<p>Wk 7</p> <h3>Full Rollout</h3> <p>All-user device enrolment, helpdesk activated, live support provided</p>	<p>Wk 8</p> <h3>Handover & Review</h3> <p>Knowledge transfer complete, docs handed over, quarterly review set</p>
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Adoption Success Metrics

<h3>Faster Adoption</h3> <p>Tailored approach ensures seamless, faster adoption</p>	<h3>Long-Term Success</h3> <p>Post-handover documentation ensures sustained operations</p>	<h3>Seamless Deployment</h3> <p>Pilot validation before full-scale rollout</p>	<h3>Admin Readiness</h3> <p>Role-specific training for Intune console & policies</p>	<h3>Self-Service Users</h3> <p>End-user guides enable independent device enrolment</p>
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Adoption Pillars

8 Weeks

Full Rollout

Pilot-First

Deployment Approach

100%

Documentation Coverage

Long-Term

Success Built In