

# Teams Light Adoption and Change Management



Teams Light Adoption and Change Management services efficiently prepare employees for new work culture within fluid and modern workspace.

This approach is systematically driven by implementation of strategy plan that actively includes project team as well as end-users.

We identify the business scenarios through workshops and implement them during the project. With training sessions and predeveloped engagement programs we fully integrate and empower end-users to use new technology.

#### **BENEFITS**

- Create a successful working environment using Microsoft Teams within 6 weeks
- Quickly identify and build Teams tailored to the needs of your organization and employees
- Deploy Teams, engage and train up to one hundred selected users who will be empowered to share knowledge throughout the organization
- Train your users with **education sessions** that best suit their needs
- Receive support and monitoring of use case implementation and adoption reports

Our services are divided in phases that meet objectives:

#### **DISCOVER**

# PREPARE AND **LAUNCH**

# **ENGAGE AND DRIVE VALUE**

#### Identify project team: ensure mutual communication

- Develop strategy and establish shared mission
- Create suitable business scenarios (up to 10)
- Prepare platform for project execution

- Define roles and responsibilities of power users
- Help users in successful adoption of platform with approach based on business scenarios
- Efficiently support communication strategy

- Develop proper training strategy for end-users
- Monitor business scenarios execution with project teams
- Drive value of end-users through support
- Collect customer feedback along project closure



**OBJECTIVES** 

Adoption and Change Management approach unites two important benefits - how to efficiently use Teams to perform current tasks better and how to use it as a virtual hub for teamwork.

Project activities and deliverables are designed to drive adoption and create enthusiasm among employees for new way of working.

## **DISCOVER**

# PREPARE AND LAUNCH

# **ENGAGE AND DRIVE VALUE**

### Assembling project team

- Selecting power users
- Interviews and workshops that define appropriate business scenarios
- Defining and mapping information from workshops into unique business scenarios
- Power platform training workshops
- Selection of different education materials
- Shadowing of communication plan execution
- Workshops with power users for successful start on platform
- Delivering four trainings for end-users in selected formats
- Evaluation and adoption weekly meetings
- Q&A open sessions for end-users on platform
- Presentation with overview of the project, stages and delivered documents

# RACI matrix within Teams

- Identify power users and assignments
- **Predefined Business** Scenarios Catalogue by departments
- Prioritized and detailed scenarios
- Teams Quick Guides
- **Business Scenarios** Mapping and overview

- Power User Guide through Teams
- Microsoft videos, Quick Guides and Catalog of available templates
- Communication plan examples and time plan
- Deployment of Teams per business scenario

- Catalogue of education formats
- Overview of use case. deployment progress and adoption report
- FAQs of every session with final sum up
- Executive presentation

#### WHY SPAN?

Span is Microsoft Gold Partner with 16 gold and 1 silver competence. We are present in the market for more than 20 years and have achieved excellence in wide variety of technologies and solutions. Span Light Adoption and Change Management Services is one of our strategic businesses where we continuously invest to be able to provide our customers diverse services that can help to boost business productivity.



**DELIVERABLES**