

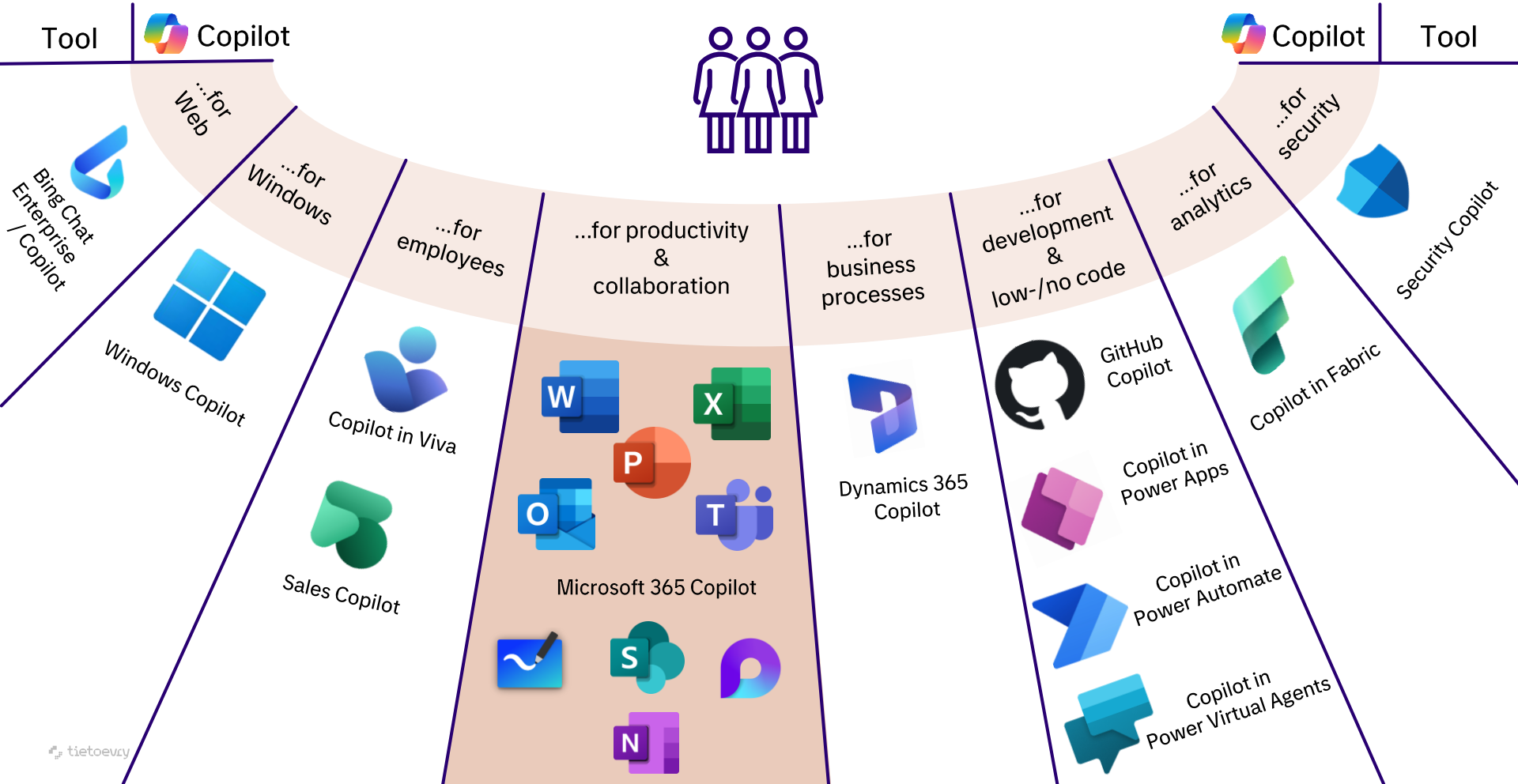
Unlock your Potential with Copilot for Microsoft 365

Define Copilot Strategy, Rollout, and Change Architecture with Tietoevry

November 2023



„The Age of Copilots“

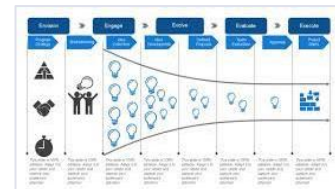


Four Building Blocks for Copilot for Microsoft 365 Enablement



3. Organizational Empowerment

value creation funnel, idea identification/verification
build/test/deploy & maintain



2. Personal Enablement

Focused Learning
Persona based learning & value creation journeys



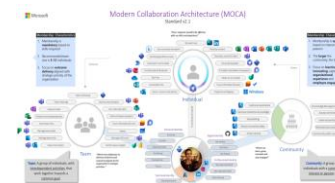
1. Copilot Basics

Rollout, Information, User Support,
Best Practice sharing



0. Digital Maturity

Technical requirements, Enduser Proficiency with
Microsoft 365, Data Protection, Classification and
Governance



Transformation Architecture for Copilot for Microsoft 365

Overview and Scope



1

→ Defines the HOW of the rollout and change management activities

2

→ Visualizes the change framework, dependencies and relationships, not effort or timeline.

3

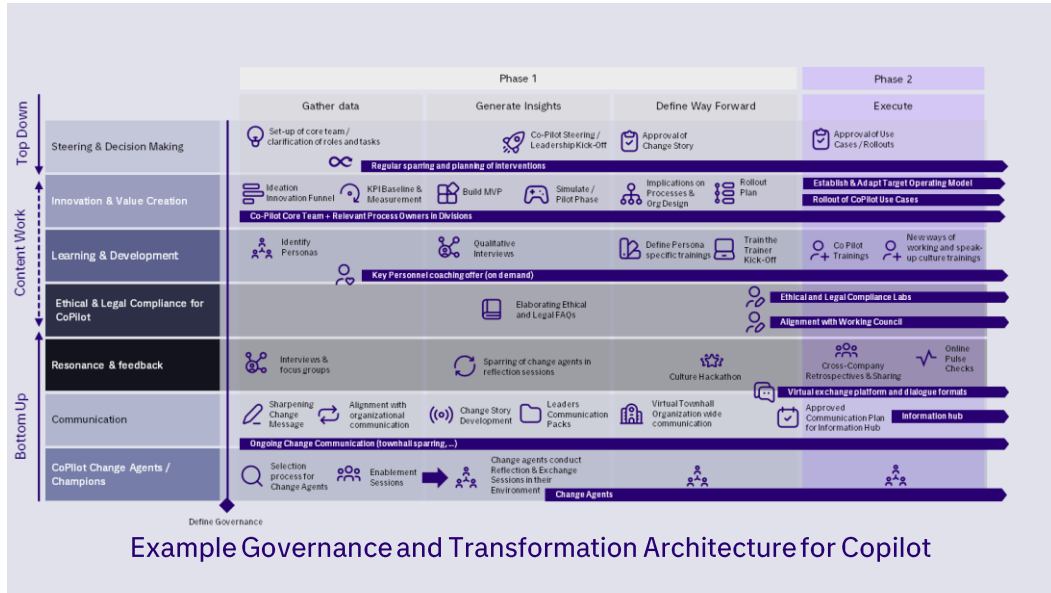
→ Will be continuously reviewed and adapted to ensure high impact and value





Elements of the Copilot Governance & Transformation Architecture

Actual Transformation Architecture is create jointly and custom tailored



Example Governance and Transformation Architecture for Copilot

Steering and decision making

Leverage viable overall steering and consistent change leadership.

Content and conceptual work

Effectively work on key change tasks.

Diagnostics and resonance

Collect experiences and feedback to learn and continuously adapt

Enablement

Develop the necessary skills and provide sufficient support for Copilot and the new ways of work.

Communication and Involvement




Engage in dialogue with the relevant stakeholders to obtain the necessary commitment.

Copilot for Microsoft 365 Transformation Roadmap

Phase 0

Design






-  **Stakeholder Contextualisation:** What cultural beliefs and assumptions might exist regarding Copilot? How might Copilot be used?
-  **Organizational Contextualisation:** How can Copilot support the organization in what it must achieve – today and in the future?
-  **Define Transformation Architecture:** How to manage the rollout, transformation and the change including activities and timeline.

Phase 1

Preparation



-  **Plan and define:** Setup and initiate the rollout and change activities.
-  **Set up and train:** Set up change organization, conduct kick-offs and train the relevant staff.
-  **Communication:** Define change story, set up communication and start informing. Create space for reflection and resonance.

Phase 2

Execution

-  **Start a dialog:** Communicate and inform through different touchpoints and establish feedback channels.
-  **Learning and development:** Train all relevant people and provide different learning and development opportunities.
-  **Steering and adaptation:** Evaluate insights, adapt continuously and steer the change.

Phase 0: Design Transformation Architecture

Details & Pricing



Activities

Optional: Interviews & Questionnaire

Talk to relevant stakeholders and representatives of the future end users to understand cultural and organizational context (2 days)
Digital Maturity Assessment (3 days)

Workshop I: Context & Stakeholder

Understand organizational needs and concerns. Define personas and evaluate acceptance and training needs (2 days workshop on site)

Workshop II: Rollout Plan & Transformation Architecture

Design roadmap and transformation architecture to ensure high acceptance and actual change (2 days workshop on site)

Define Governance

Document findings, elaborate relevant details and align with relevant stakeholders and decision makers.



Deliverable is a custom-tailored and sustainable **transformation architecture** for your Copilot rollout



Total effort of 12-18 PD across a duration of around 2 - 4 weeks (actual lead time depending on stakeholder availability)



We always work with **two consultants** in our workshops to ensure high attention on the process and different perspectives



Price indication
€ 24.000,-
excl. VAT

Overview of Copilot Transformation Packages after Phase 0



Rollout Preparation

Prepare workshops, moderate meetings, consult and support, for example setting up KPI's or change message creation. Actual activities dependent on defined transformation architecture.

Consulting

T&M pool for experienced change consultants to support the actual rollout activities, for example preparing communication or moderating retrospectives.

End User Trainings Design & Inception Train the Trainer

Create persona specific trainings and training material. Conduct train the trainer sessions. Efforts dependent on multitude of trainings.

Change Agents

Conduct change academy for change agents, support and moderate the exchange and reflection formats for the change agents and provide coaching.



Example of Phase / Personas & questions to be answered*



Phase & Primary Role	Preparation						Execution
	Discover	Try	Buy	Envision	Onbaord	Drive Value	Feedback & Support
Role: IT Admin	How will I support this new service?		Who gets this new service?	How will I manage this new service?	When do users get the new service?	Who is using the new services?	How difficult is this to manage. How much change must we control?
Role: BDM	How will this new capability impact me/my business?		Who gets this new capability?	How will this make us more competitive?	How do I quickly learn about this capability?	How can I apply this to my business?	How do I quickly resolve issues?
Role: Champion	How will I help people with this new service?		Who gets this new capability?	How will I help people use this?	Who will I help and with what tools?	How are people using the service?	Where are people having problems?
Role: End User	Why should I care about this new service?		-	How will I use this new capability?	When can I use this new capability?	How does this make my experience better?	How can I get help?



Thank you

Alexander Jeitler
alexander.jeitler@tietoevry.com

 tietoevry

