



# Adoption Services

Practice Overview

# Challenge of user adoption



“Regrettably, sometimes IT leadership takes the **‘Build it and they will come’** approach, driving the design and deployment of an extensive technology architecture without the right partnership with the lines of business.”

## Barriers to Change

Fear of the Unknown

First Encounter Failure

Why Change?

Use Case Not Understood

Lack of Training

## Adoption Change Management

User Centric Approach

Adoption Strategy Consultation

Business & Workforce Engagement

Marketing & Communications

Technical & End-User Training

*“In order to create great results, you first need to create a great employee experience”*

# Passively-Driven vs. Actively Driven Change

**Passively-Driven  
Change Activities**  
Goal: Migration

## **Technology-centric**

- Provide Subject Matter Expert best practices
- Create professional content & training
- Implement successfully
- Minimal strategic consulting

**Actively-Driven  
Change Activities**  
Goal: Transformation

## **People-Centric**

- Provide the full suite of the above Migration strengths
- Adoption Change Management Consulting
  - Vision for what the Technology can be for your cohesive culture
  - Strategic Communication to unify around the common vision
  - Engage executive stakeholders and localized influencers to drive change on the micro-level
- Specialized, data-driven, tailored transformation strategy for the organization



# Blended Learning Approach

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## Visual

How-to Videos  
Quick Reference Guides  
Interactive Click & Learn



## Auditory

How-to Videos  
Interactive Click & Learn



## Verbal

How-to Videos  
Virtual Training  
On-site Training  
Interactive Click & Learn



## Hands-on

Customized Labs  
Interactive Click & Learn



## Social

Virtual Training  
On-site Training



## Solitary

How-to Videos  
Quick Reference Guides  
Customized Labs  
Interactive Click & Learn

*A Blended Learning approach is imperative to support all learning styles and drive adoption*



# Adoption Change Management Approach



Adoption Strategy Consultation



Marketing & Communications

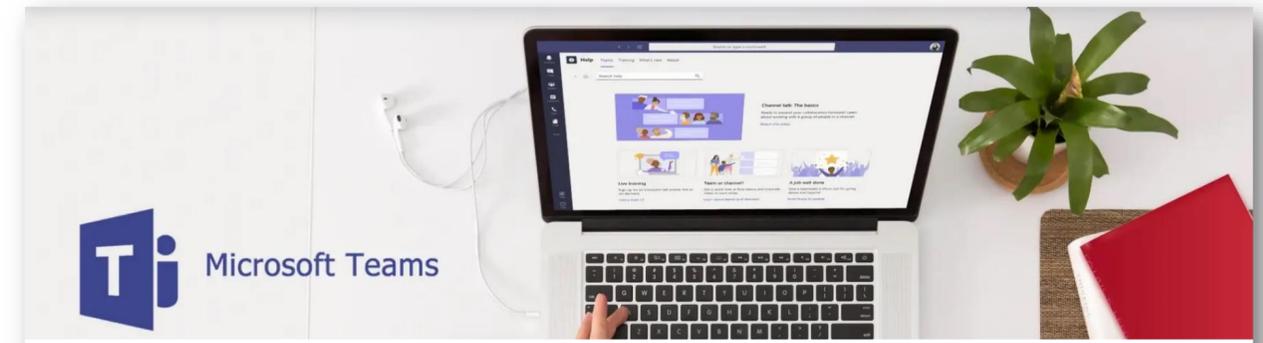


Admin/Technical Training



End User Training

# Adoption Services



**Microsoft Teams**

## Microsoft Teams User FAQs

Adoption Services Microsoft Teams FAQ

I'm switching from Skype for Business to Teams. What do I need to know?

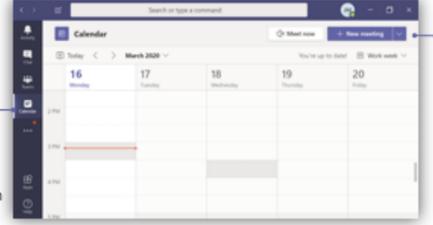
What's the difference between a team and a channel?

### Microsoft Teams – Scheduling Meetings

Quick Reference Guide with Detailed Steps for Scheduling Meetings and Reserving Conference Rooms in Microsoft Teams

- #### 1 Schedule a Meeting from the Teams Calendar

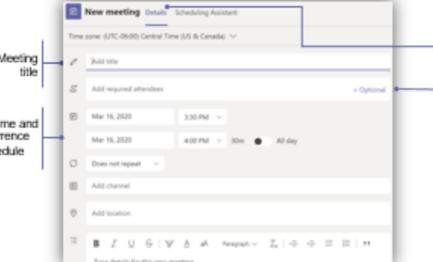
Navigate to your calendar to schedule meetings



Click Calendar in the navigation pane

Click "+ New meeting"
- #### 2 Configure Meeting Details from the Teams Calendar

Use the details tab for primary meeting information



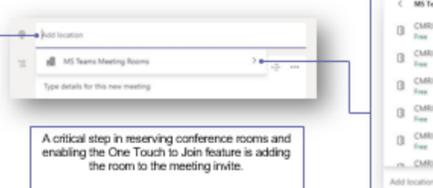
Meeting title

Date, time and occurrence schedule

Meeting details tab

Required and optional attendees
- #### 3 Add / Reserve Room

Reserve the conference room and enable One Touch to Join.



Selecting Add location will reveal a drop down with the list of rooms

A critical step in reserving conference rooms and enabling the One Touch to Join feature is adding the room to the meeting invite.

We can also check room availability at this time.

### Microsoft Teams - Media Production

Quick Reference Guide for Using the Video Production Tools

#### Production Rack



- Wall LED Display Mirror
- Rec Pro HDMI Output 1
- Magic Program Output
- Black Magic HyperDeck Recorder
- Logic Production Switcher
- Back Wall Monitor Display
- Codec Pro HDMI Output 2
- Confidence Monitor Display
- Codec Pro HDMI Output 3
- Operator PC
- Runs Software
- Black Magic Web Presenter
- Streaming Device

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#### SONY RM-IP500 Camera Control



[https://pro.sony/ue\\_US/products/net-work-camera-accessories/rm-ip500](https://pro.sony/ue_US/products/net-work-camera-accessories/rm-ip500)

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#### Behringer X Touch Compact Audio Mixer



<https://www.behringer.com/product/videos.html?modelCode=P0B3L>

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#### Black Magic ATEM 1ME Advanced Panel Video Transition Editor



<https://www.blackmagicdesign.com/support/family/atem-live-production-switchers>

### Auditorium Network Rack – Front View

Quick Reference Guide with Detailed Steps for Scheduling Meetings in Microsoft Teams



- APC Power Supply (IP Interface for remote cycle)
- Williams Sound Transmitter (Assisted Listening Systems)
- Crestron Pro3 (Processor / Brains of operation)
- Cisco Codec Pro
- Time Machines
- Cable TV Turner
- Vladdio Camera Inputs
- Lab Gruppen Sub Woofer Amplifier
- Biamp Mixer (Digital Signal Processor)
- DM-NVX Chassis (8 – Cards for Encoding/Decoding Video DHCP Manage Via IP address)
- Mezzanine PC (IP Interface for remote cycle)
- ThinkCenter CMH PC
- APC Power Supply (IP Interface for remote cycle)
- Planar Z6 Video Processor (Video Wall)

### Virtual Breakout Rooms

Microsoft Teams Training

Virtual Breakout Rooms: Creating meaningful connection can be difficult in larger group settings. Breakout rooms allow you to divide the meeting into sub-groups to facilitate discussions and brainstorming sessions. You'll learn:

- How to automatically and manually create breakout rooms
- How to start and stop breakout rooms
- How to join a breakout room
- How to send an announcement to all rooms

[Begin](#)



# Adoption Strategy Consultation

**BE IT.  
SHARE IT.  
SUPPORT IT.**

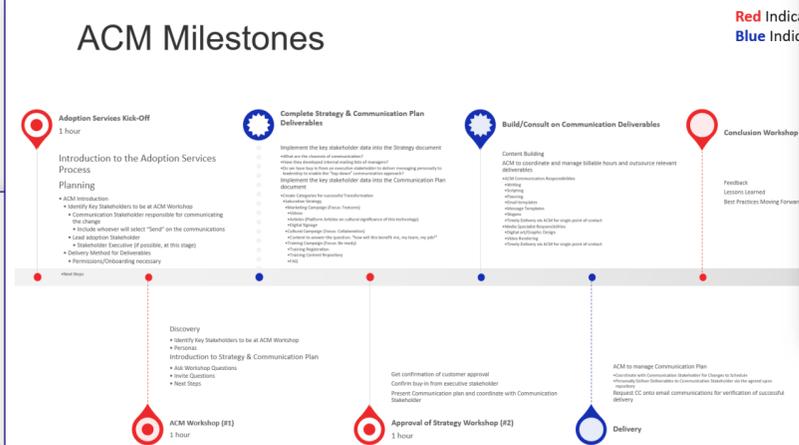
**Vision**  
The DevOps transformation will enable continuous and reliable solution delivery in an autonomous and collaborative environment.

**Messaging**  
DevOps will help us achieve speed + reliability, which will help build & maintain seamless products for our users, which helps inspire confidence in our communities.

**Goals**  
• Autonomous teams  
• Automation of the process  
• Frequent and small push deployments

**Q4 FY2021 Objectives**  
• Identify capability gaps and establish the groundwork to close them  
• Build commitment to deploy features year-round as they are ready  
• Facilitate a model of continuous planning and prioritization

## ACM Milestones



## Reaching Our Audience

Special considerations for each group



### Team Members

- Use straight talk
- Share compelling stories
- Personalize the impact by team
- Eliminate the unnecessary
- Open access to information
- Explain the why
- Connect to learning
- Share universal DevOps marketing



### Managers

- Equip with information
- Equip with tools to lead
- Provide coaching
- Bring in for input & feedback
- Encourage knowledge sharing
- Explain the why
- Explain delivery expectations
- Share universal DevOps marketing



### Leaders

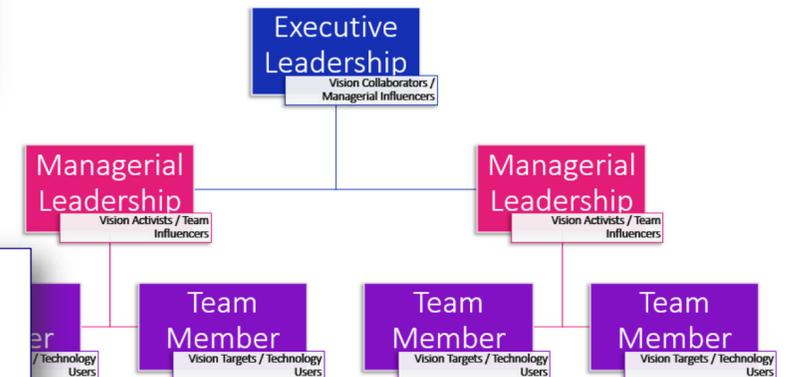
- Seek their guidance for sponsorship
- Ask for input & feedback
- Customize plans for org
- Equip with tools to lead
- Encourage knowledge sharing
- Identify misalignment with commitments & actions
- Share high-level reports
- Share universal DevOps marketing

## Managing the Change Experience

The change journey to a successful transformation starts long before communications and training are sent to individuals. Setting a solid foundation is key to reaching the destination vision.



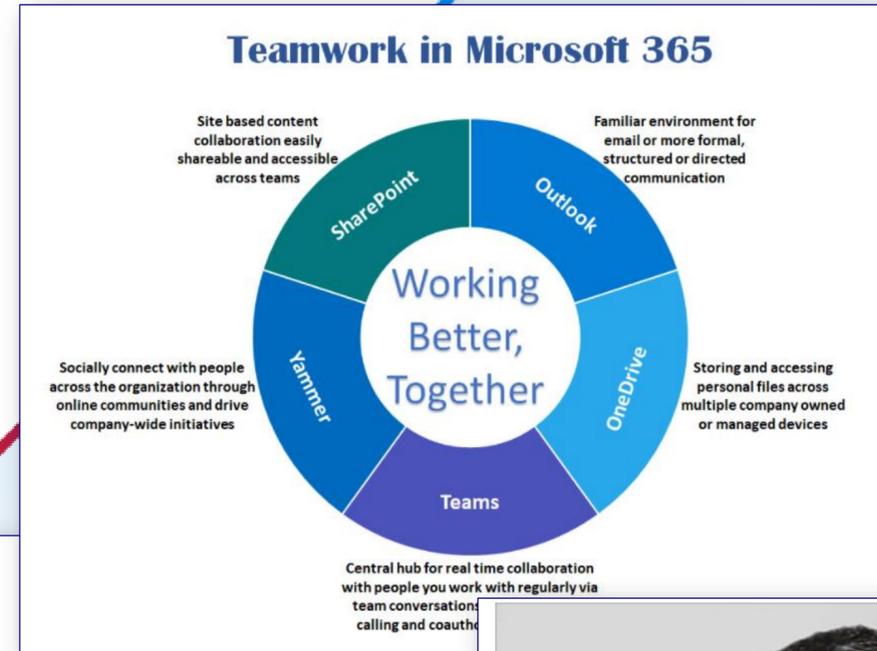
- Vision**  
Create a vision and common definitions for core values
- Milestones**  
Identify major milestones/activities
- Leaders**  
Prepare Leaders to support their teams & model desired behaviors
- Influencers**  
Create an influencer network to drive change at the local level
- Tools**  
Build & drive adoption of the tools to support the process
- Learning**  
Support workforce with learning & coaching opportunities
- Communications**  
Create targeted communications aligned to milestones, reinforcing expectations & process
- Metrics**  
Identify success measures that drive the behaviors you wish to reinforce



Localized Hierarchy Approach



# Marketing & Communications



## WEBEX

### GET MORE DONE

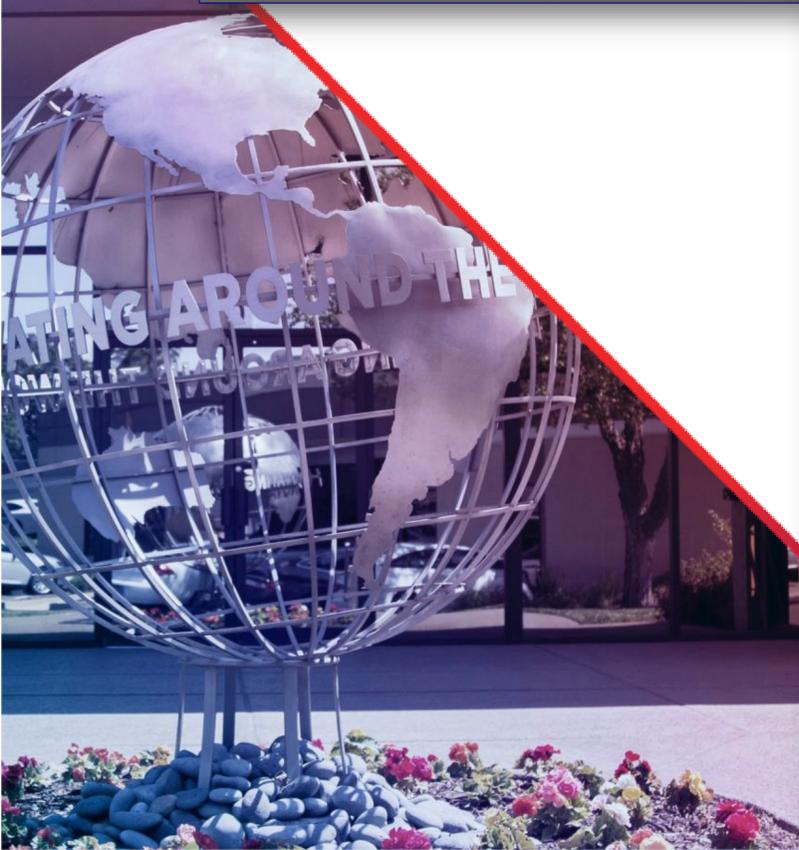
A powerful set of tools that keeps you connected before, during, and after the meeting.

Collaborate anywhere. **Mobility doesn't have to limit productivity.** Cisco Jabber delivers both exclusive external and internal organization phone calling, instant messaging, video calls, voice messaging, desktop sharing, conferencing, and presence. Find the right people, see whether and how they're available, and collaborate more effectively.

	Cisco Jabber	Microsoft Teams
Internal Calling	✓	✓
External Calling	✓	✗
Internal Voicemail	✓	✓
External Voicemail	✓	✗

**Upcoming Meetings**

- 2:30 PM Training Test (Start)
- 2:35 PM Team Meeting (Start)
- 3:00 PM Webex Meeting
- 3:00 PM Catch up
- 3:15 PM One on One



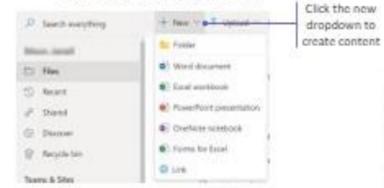
# End User Training



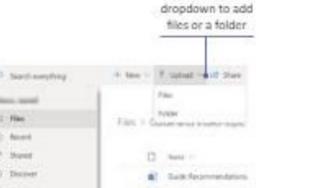
## OneDrive for Business – File Management

Quick Reference Guide with Detailed Steps for Navigating OneDrive for Business File Management

**1 Create or Upload Files and Folders Online**  
Use the new or upload drop down



Click the new dropdown to create content

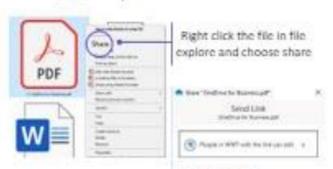


Click the upload dropdown to add files or a folder

**2 Share Files Online or from File Explorer**  
Select and share with others online or from File explorer



Click the share button



From file explorer select OneDrive – "your company name"



Right click the file in file explorer and choose share



Share options and settings



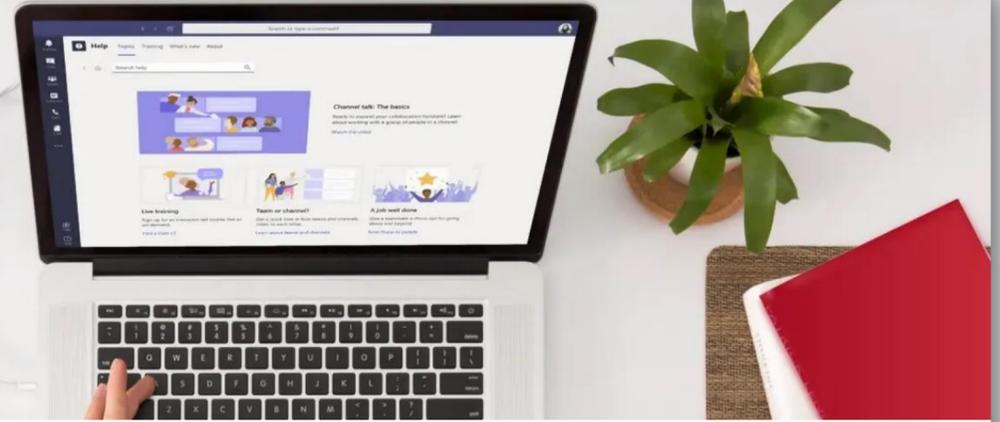
Online Sharing

File Explorer Sharing

Share options and settings from file explorer



## Microsoft Teams



### Microsoft Teams User FAQs

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## Virtual Breakout Rooms

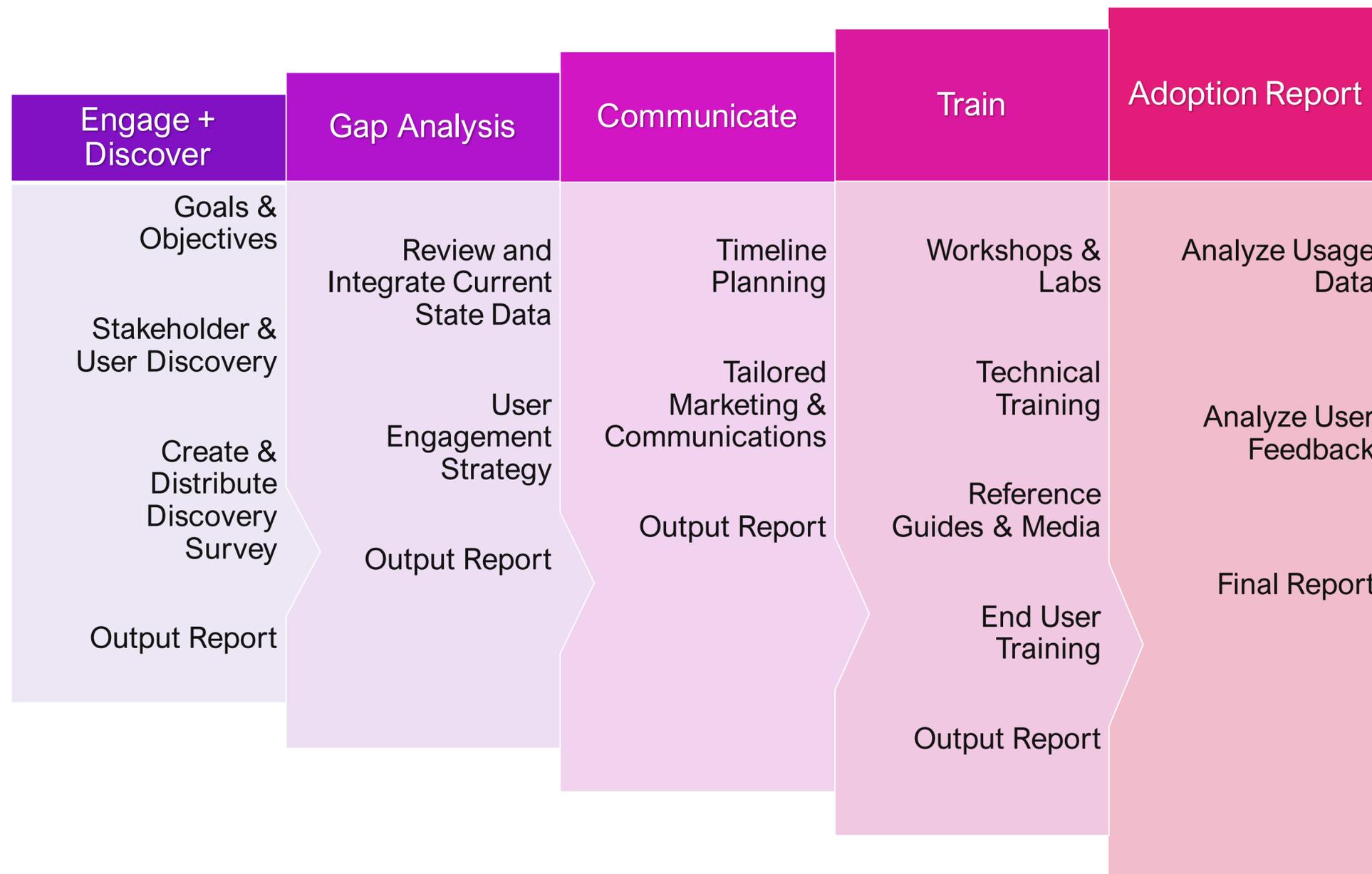
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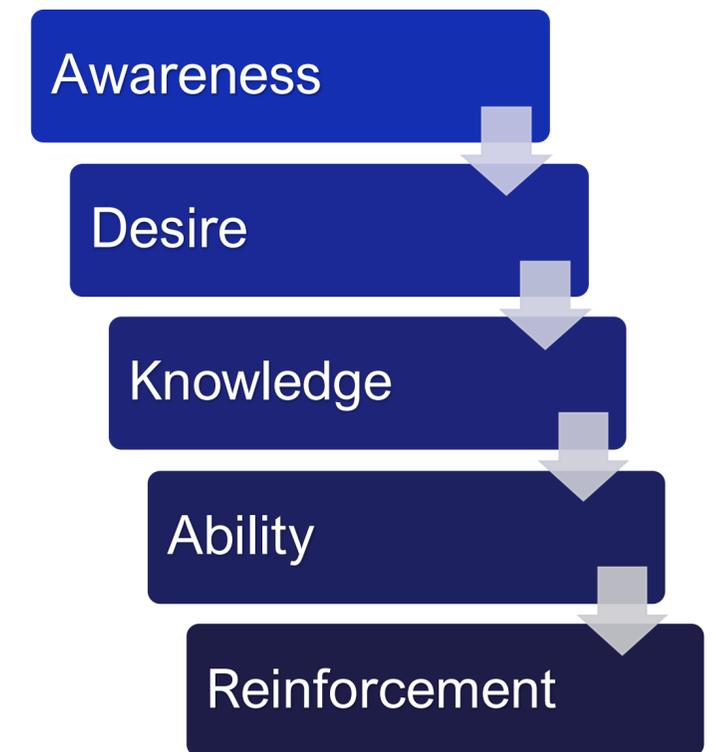
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# Adoption Change Management Workstream



Guided by Industry-Recognized OCM  
**ADKAR** Methodology



# Leading Healthcare Customer

We utilized extensive design, migration and adoption services capabilities to help a leading **Healthcare** customer empower their users with **Microsoft 365**. We delivered a comprehensive migration and enabled 15,000 users with **Active Directory, Exchange, OneDrive, Teams** and **Office Pro Plus** client productivity applications.

## APPROACH

### Customer Situation

- Microsoft 365
  - Teams
  - Active Directory
  - Exchange
  - OneDrive
  - Office Pro Plus
- Needed to upgrade end of support Exchange 2010
- Needed to utilize new features of Outlook by connecting to Exchange Online
- Required enablement of medical staff to provide remote consultations

### Adoption Solutions & Deliverables

- Strategize and promote cultural campaign
- Knowledge transfer to existing IT staff to ensure understanding of Exchange and OneDrive tools at their disposal
- Provided content and support for company wide marketing of new technology
- Provided customized training and collateral
  - Custom how-to videos
  - Quick reference guides
  - Virtual end user training

## IMPACT

### Key Drivers & Business Objectives

- ProPlus was added with their Windows 10 migration, and they wanted to extend the feature set of Outlook with Exchange Online and implement OneDrive file storage.
- Support the growth and implementation of video conferencing to enable working remotely.
- Increase mobility and availability of personal files via OneDrive

### Value Provided & Business Outcomes

- Mobility focused access from anytime, anywhere, on any device
- Increased access to schedule availability access with the latest Outlook client connected to the latest Exchange Server
- Solution was rolled out to all users
- They were able to move away from the traditional VPN access for office productivity tools and email and move into a more fluent access environment

### KPIs & Competencies

- Achieved consistency of scheduling via Outlook to almost 80% of all meetings.
- Exponential growth of scheduling via Outlook
- Usage of video in all meetings increased to achieve cultural vision of face-to-face interaction

### Pricing

Price Range: \$399,000 – \$687,000\*

\*Prices are directional and are in no way a guarantee of pricing. Each engagement is unique and requires special scoping and an official SOW

# Large Government Customer

We provided **Microsoft 365** design, migration and adoption services for a large **Government** customer. Designed to support 125k users, the solution incorporated **Active Directory, Exchange, OneDrive, and Office Pro Plus** to provide their end users with a powerful suite of productivity applications.

## APPROACH

### Customer Situation

- Moving from Windows 7 and Office 2010 to Windows 10 and Microsoft 365
  - Windows 10
  - Active Directory
  - Exchange
  - OneDrive
  - Office Pro Plus
- Overall need for a technology upgrade and move from on-prem to cloud
- Previous technology deployments were not well thought out and did not go over well

### Adoption Solutions & Deliverables

- Discover and support business needs through change strategy and planning
- Provided training for the help desk prior to broad user deployments to allow internal support of new technology
- Provided content and support for company wide marketing of new technology
- Provided customized training and collateral
  - Live virtual training (Win 10 & M365)
  - How-to videos
  - Quick reference guides

## IMPACT

### Key Drivers & Business Objectives

- Use Windows 10 to provide
  - OS consistency
  - Stabilization
- Use M365 to provide
  - Modernized technology
  - Work from anywhere
  - Increased collaboration
  - Personal file storage move to OneDrive

### Value Provided & Business Outcomes

- The business maintained a vendor supported OS
- Modern OS and app experienced was introduced
- OneDrive allows files to be available outside of company provided physical servers
- First phase of the decrease in physical hardware and services with a future move to exchange online
- Completion of 1<sup>st</sup> of multi-stage deployment

### KPIs & Competencies

- Usage of remote work applications increased
- Increased of collaboration activities
- File management successful outcomes

### Pricing

Price Range: \$799,000 – \$980,000\*

\*Prices are directional and are in no way a guarantee of pricing. Each engagement is unique and requires special scoping and an official SOW

# Leading Energy Company

We leveraged our deep expertise to design, deliver, and implement a full Microsoft 365 suite of applications for a leading Energy company. In addition, we led the consolidation of multiple, disparate business units into a single collaborative tenant that provided access to Exchange, Teams, SharePoint and Yammer technologies, including migration of over 15,000 users.

## APPROACH

### Customer Situation

- Unite Disparate business units around the full suite of M365
  - Exchange
  - Teams
  - SharePoint
  - Yammer
- They would like to move all locations to a centralized M365 environment which would standardize products, services and support process
- All changes need to be well communicated and managed

### Adoption Solutions & Deliverables

- Implement successful change strategy
- Custom marketing approach using a SharePoint landing page for all content
- Provided content and support for company wide marketing of new technology
- Provided customized training and collateral
  - How-to videos
  - Quick reference guides
  - LMS Click and Learn e-learning course
  - FAQ document
  - Open house availability with a SME

## IMPACT

### Key Drivers & Business Objectives

- Update the SharePoint on prem environment to SPO to add a modern environment for all internal communications
- Utilize OneDrive and avoid sneaker net
- Position MS Teams as a viable option for collaboration within departments
- Update productivity apps
- Offer additional feature and access options with Exchange Online
- Market highlighted feature benefits to assist users with adoption

### Value Provided & Business Outcomes

- Provided marketing information so users understood the benefits of the changes
- Worked with customer to source utilization metrics to identify reduced call bridge usage
- Increased collaboration across the board
  - Teams – messaging @ document repository
  - OneDrive – primary file storage
  - SharePoint – modernization
  - Exchange – reduce on prem reliance
  - ProPlus – simplify management and increase collaboration

### KPIs & Competencies

- Increased user competency and confidence as identified via survey data
- Increase of collaboration time utilizing Teams
- Instructional communication strategy manifested “never before seen” results through increased activity post-action

### Pricing

Price Range: \$499,000 – \$862,000\*

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