Microsoft Teams Enablement

Powered by the Microsoft Cloud, Microsoft Teams is designed for teamwork and flexibility to bring together the best of Office 365 into a single workspace for working with people, managing conversations, maintaining files, and integrating Office 365 applications, so everyone has instant access to everything they need for a successful collaboration.

Protiviti's Microsoft Teams Enablement Solution provides organizations with a clear, defined path for a successful Microsoft Teams rollout. This multiple phased approach allows organizations to define where Teams will fit in their organization's existing business processes, ensure technical platform readiness and user readiness. And, since users must actually use Teams to realize the maximum benefit, our solution ensures successful adoption with an effective organizational change management plan.

DISCOVERY & ALIGNMENT

Provide a clear, defined vision of where Teams will fit into the organization's existing business processes along with the culture.

- Understanding existing deployment
- Overview of architecture
- Alignment of goals, scope and business scenarios: roadmap, timeline, strategy

PLATFORM READINESS

Ensure technical platform readiness before deployment with agreed upon governance, security, compliance, communication, migration and overall Office 365 deployment status.

- Governance
- Security & communication
- Collab and communication
- Organizational change management

PILOT ESTABLISHMENT

Complete the roll-out through pilots and waves while continuously gathering user feedback.

- Identify users / use cases
- Technical implementation
- Platform and user testing
- Awareness & feedback

ONBOARDING & CONTINUOUS IMPROVEMENT

Provide a successful adoption plan with effective organizational change management based on communication, training, leadership, feedback and ongoing awareness.

- Roll-out
- Enhancements
- Adoption
- Awareness

Microsoft Teams Enablement Solution Breakdown

PHASE 1: DISCOVERY & ALIGNMENT

- **Existing technical configuration** – Identity, Auth, Network, AD, Calling, Voicemail, Chat, Meeting, Clients
- **Existing Office 365 configuration** – Licensing, Users, SharePoint, Exchange, Skype, Yammer, Groups
- **Existing security needs** – Legal, Compliance, Regulatory, Discovery, Federal
- **Microsoft 365 knowledge transfer** – How Teams works and is architected
- **Teams goals alignment** – Decide on high level goals for Teams roll out
- **Teams scope & business scenarios alignment** – Based on goals, decide who, what and why for Teams
- **Detailed roadmap & timeline** – Align existing configuration with future state goals with attainable strategy

PHASE 2: PLATFORM READINESS

- **Governance readiness –** Creation, Naming, Classification, Meeting, Team Ownership, Platform Ownership, Support, Templates, Guest Access, Development, Lifecycle, Office 365 Governance Alignment
- **Security & compliance readiness –** Administration, eDiscovery, Retention, DLP, Archive, Alerts, Reporting, Client, Device
- **Collaboration & communication planning –** Business Scenario Alignment, Information Architecture, Metadata, Apps, Integrations, Migration, Device, Overall O365 Groups Strategy
- **Network readiness –** Calling, Chat, Voicemail, Mobile, Access, Bandwidth, Ports/IPs
- **Organizational Change Management –** Training, Communication, Test Plan, Feedback, Metrics, Adoption

PHASE 3: PILOT ESTABLISHMENT

- **Early adopter –** Identification, Use Case Build, Communication, Training
- **Technical implementation –** Platform Configuration, Desktop, Mobile, Creation, Users, Licensing
- **Platform testing –** Technical platform based on governance, security, and platform design configuration
- **Pilot deployment & testing –** Clients, Test Plans based on use cases, Communication
- **Awareness & feedback –** Success stories, Pain points, Acceptance, Reporting, Follow up, Roll-out Planning

PHASE 4: ONBOARDING & CONTINUOUS IMPROVEMENT

- **Roll-out –** Communication, Training, Licensing, Clients, Users, Waves, Aligned with business scenarios
- **Enhancements –** Based on feedback and experience, Technical and functional
- **Adoption –** Reporting, Feedback, Metrics, Surveys, Ongoing communication
- **Awareness –** Office 365 Updates, Message center, Continuous learning, Plan for change management

> "*Microsoft Teams, Office 365 and Dynamics 365 provided our organization with the professionalism of a cloud environment and the capabilities of a modern solution that we need to connect with our 3,000 member communities across the country.*" *- Non-Profit Organization*

Gold
Microsoft Partner
Microsoft

Protiviti.com • MicrosoftSolutions@Protiviti.com

Robert Half®   protiviti®