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MICROSOFT 365 COLLABORATION CONFERENCE

KEEPING UP WITH CHANGE IN MICROSOFT 365

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SPRING: Orlando, FL June 8–10, 2021

FALL: Las Vegas, NV Dec 7–9, 2021

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DECEMBER 7–9, 2021

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Daniel Glenn

Microsoft MVP

Microsoft 365 Lead at InfoWorks, Inc.



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Agenda



Change
Happens



Available
Resources



Planning &
Best Practices



Support

Change in the Microsoft Cloud





Microsoft Teams
Microsoft SharePoint
Microsoft Power Platform

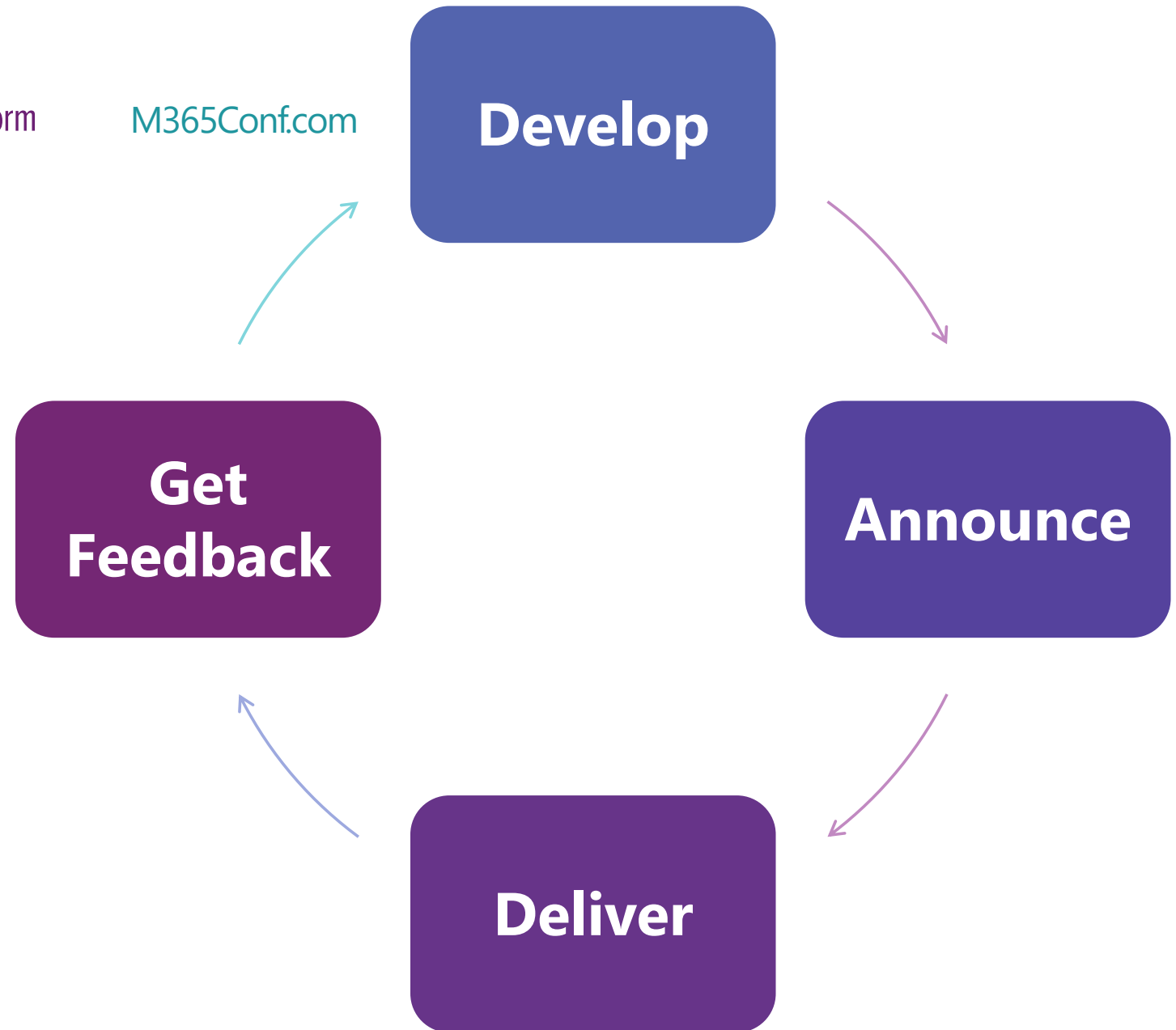
M365Conf.com



How do you deal with
change in M365?

D-G.ME/GWX1

What change?





Why pay attention?



Outlook



OneDrive



Word



Excel



PowerPoint



SharePoint



Teams



Yammer

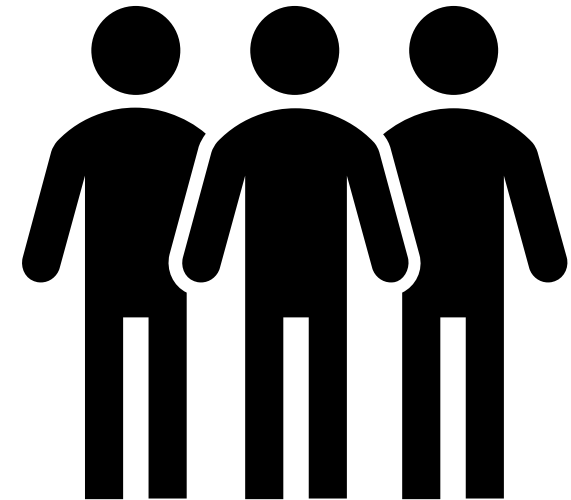
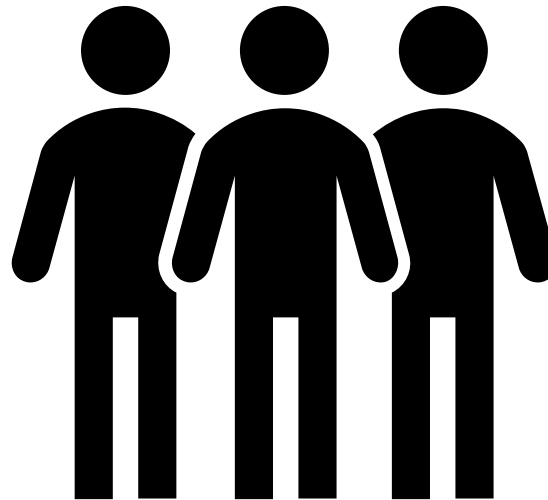


OneNote



Who needs to know?

- Who is keeping up with it now?
- Who should be alerted to changes?





How do you deal with change?

- What are your pain points with change in Microsoft 365?
- Examples of issues & fallout
- How were you alerted to the change?

Showing [678](#) updates:

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In development <input type="checkbox"/>	Rolling out <input type="checkbox"/>	Launched <input type="checkbox"/>
— 222	75	380
Updates that are currently in development and testing	Updates that are beginning to roll-out and are not yet available to all applicable customers	Fully released updates that are now generally available for applicable customers

Available Resources

Microsoft 365 Roadmap

Microsoft 365 Roadmap

Get the Latest Updates

Microsoft 365 is a complete, intelligent solution, including Office 365, Windows 10, and Enterprise Mobility + Security, that empowers everyone to be creative and work together, securely.

🔍 Search for a product, release or specific update

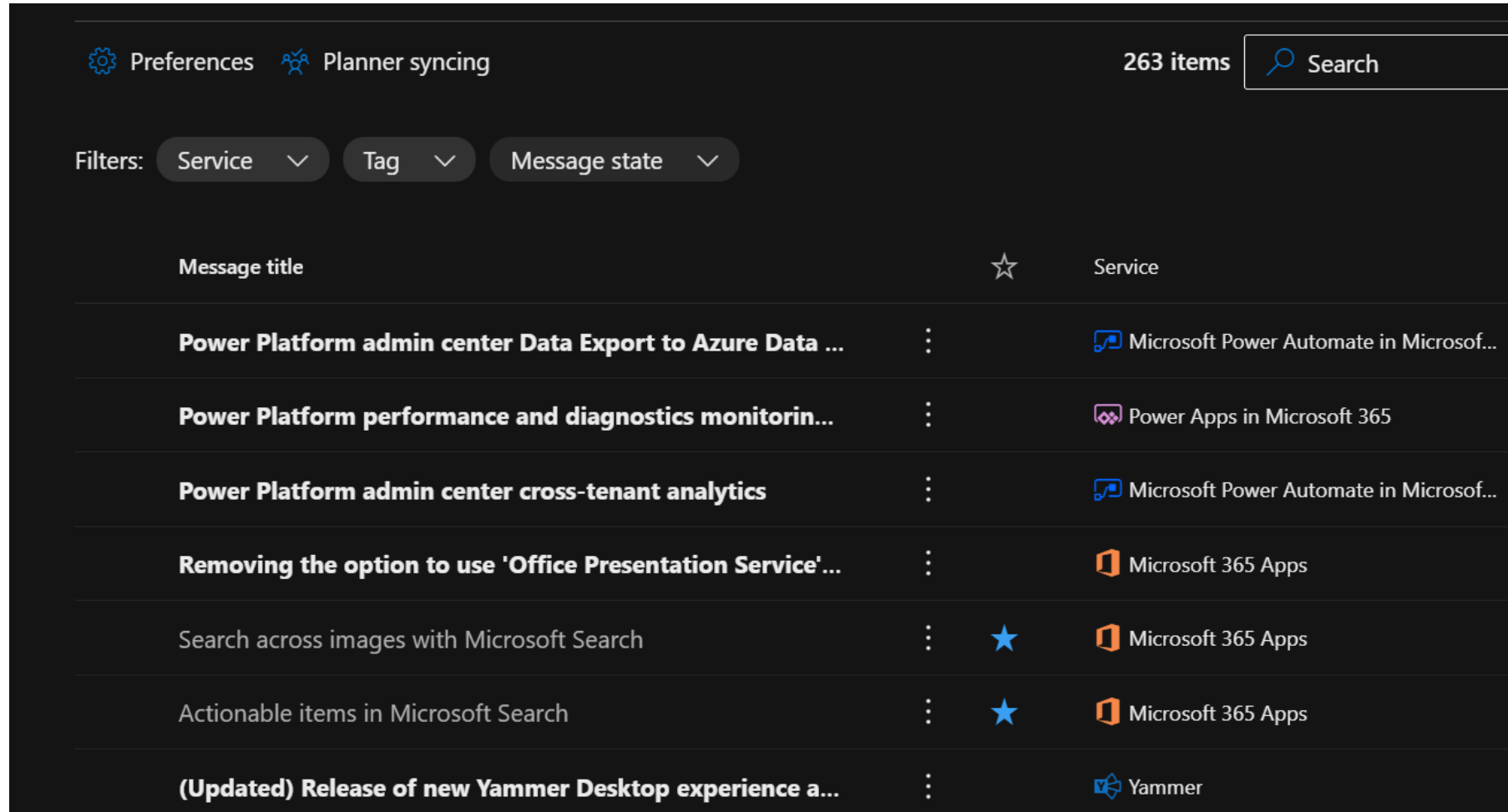
Filters | Clear all

- Products
 - Enterprise Mobility + Security
 - Office 365
 - Windows 10
- Platform
- Cloud Instance

Showing 579 updates: 0365

Download Share RSS

	In development	Rolling out	Launched
	183	59	337
Description	Status	Products	Release
Service Health Dashboard Update: Report an Outage (preview)	In development	0365	Q3 CY2019
Service Health Dashboard Update: User level details	In	0365	Q3 CY2019



Preferences Planner syncing 263 items Search

Filters: Service Tag Message state

Message title		☆	Service
Power Platform admin center Data Export to Azure Data ...	⋮		Microsoft Power Automate in Microsof...
Power Platform performance and diagnostics monitorin...	⋮		Power Apps in Microsoft 365
Power Platform admin center cross-tenant analytics	⋮		Microsoft Power Automate in Microsof...
Removing the option to use 'Office Presentation Service'...	⋮		Microsoft 365 Apps
Search across images with Microsoft Search	⋮	★	Microsoft 365 Apps
Actionable items in Microsoft Search	⋮	★	Microsoft 365 Apps
(Updated) Release of new Yammer Desktop experience a...	⋮		Yammer



Live Show
every Monday!

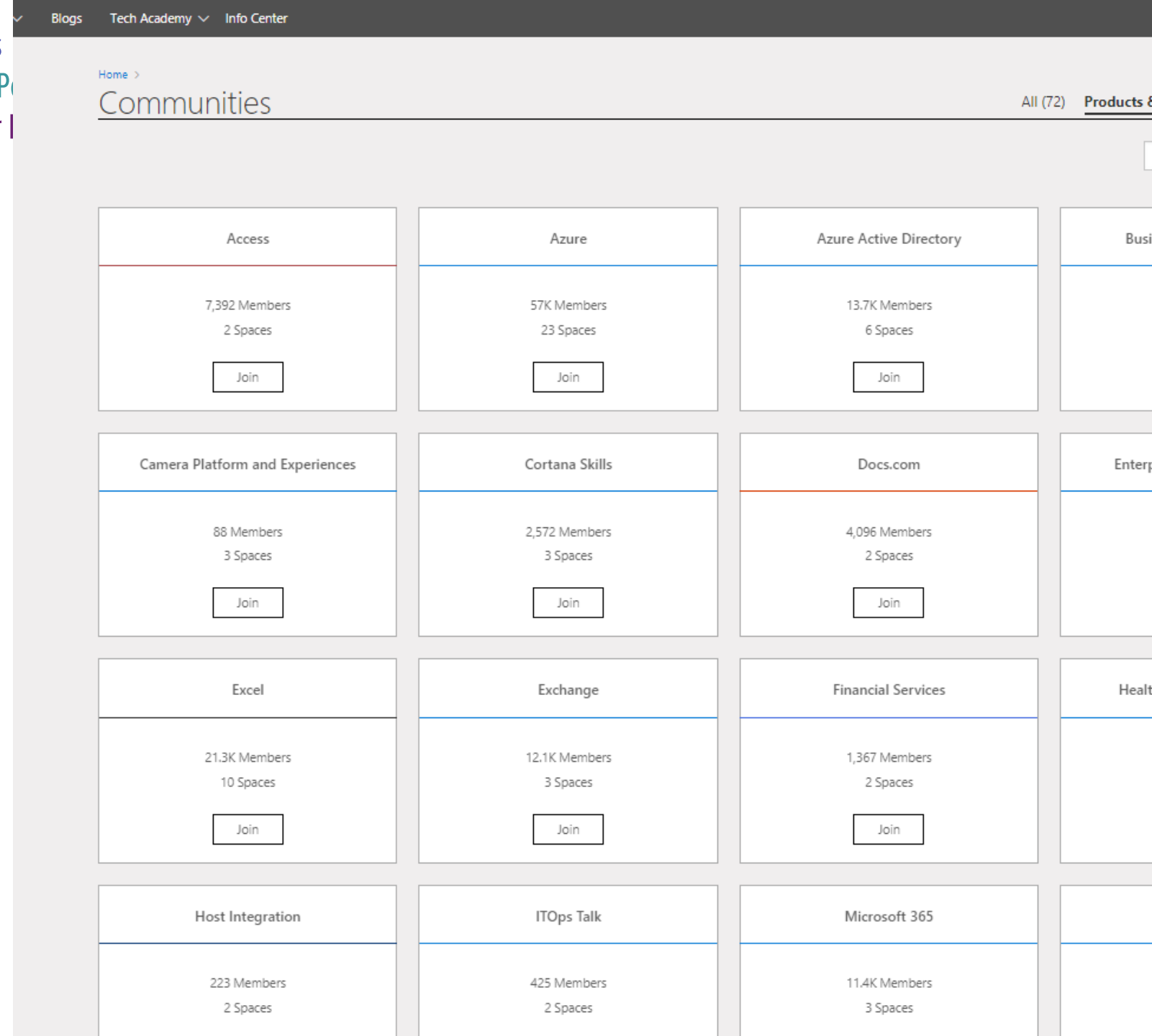


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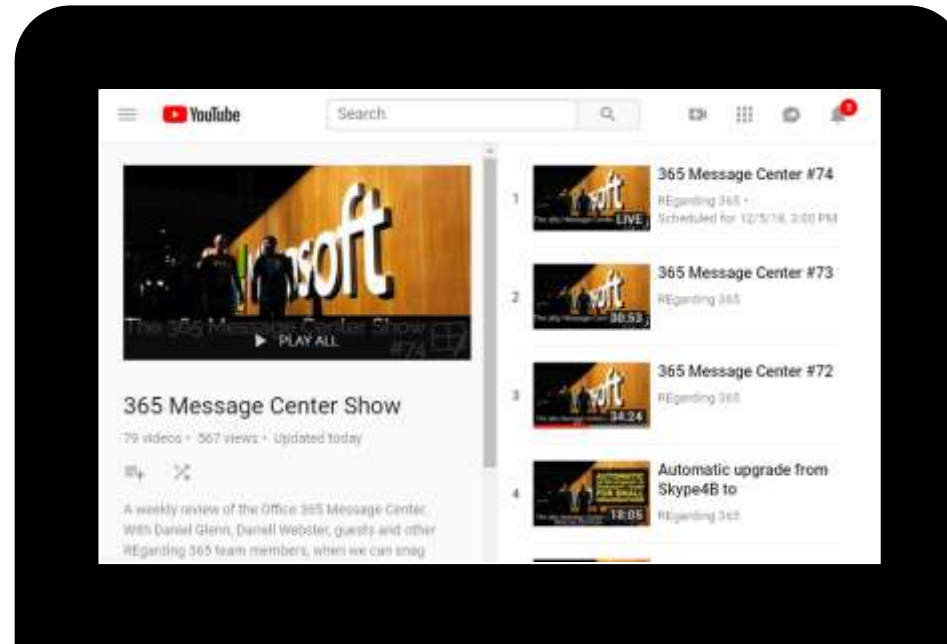
<http://MessageCenter.Show>

Tech Community

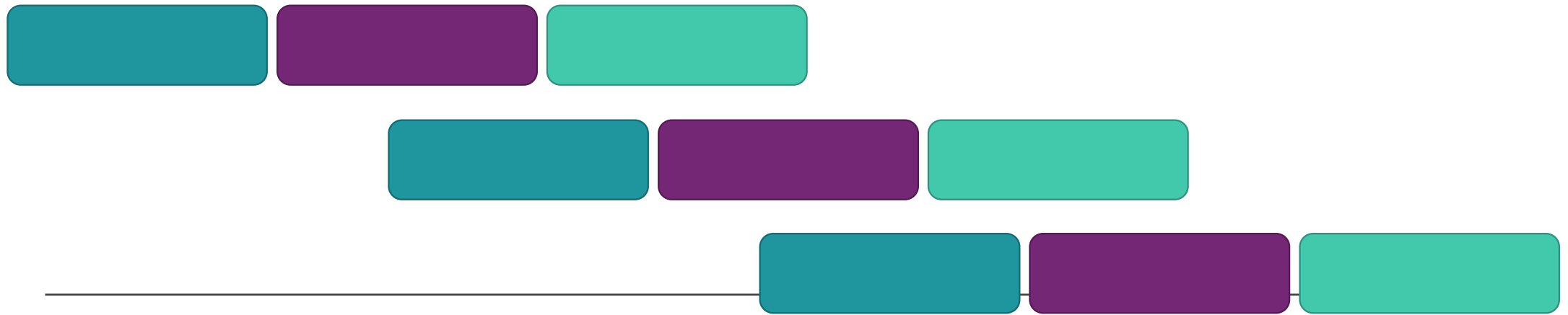
- Communities
 - Engage with Microsoft and other experts
- Blogs
 - Learn announcements and details on roadmap items



Resources Demo



Planning for Change



Know Your Users



KEY USERS



SERVICE ARCHITECTS



SOLUTION CREATORS

Each distinct group within your organization will have different needs for handling change



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Your Unique Company

- How is the technology actually used
- Custom solutions
- Appetite
 - For change
 - For communication

SPRING: Orlando, FL June 8–10, 2021





Best Practices



How many
tenants do
you have?

D-G.ME/A9F5

Two Tenants, One Goal



Development

Targeted release for
everyone



Production

Standard Release
or Targeted release for
selected users (developers)

Filtering and Automation

Use tools to automate

- Roadmap RSS
- Message Center Planner
- Power Automate



Example of How to Automate



FOLLOW THE
ROADMAP



IMPORT TO
SHAREPOINT
TEAMS
PLANNER



PERFORM
REVIEW



ASSIGN ACTION

Communication Methods

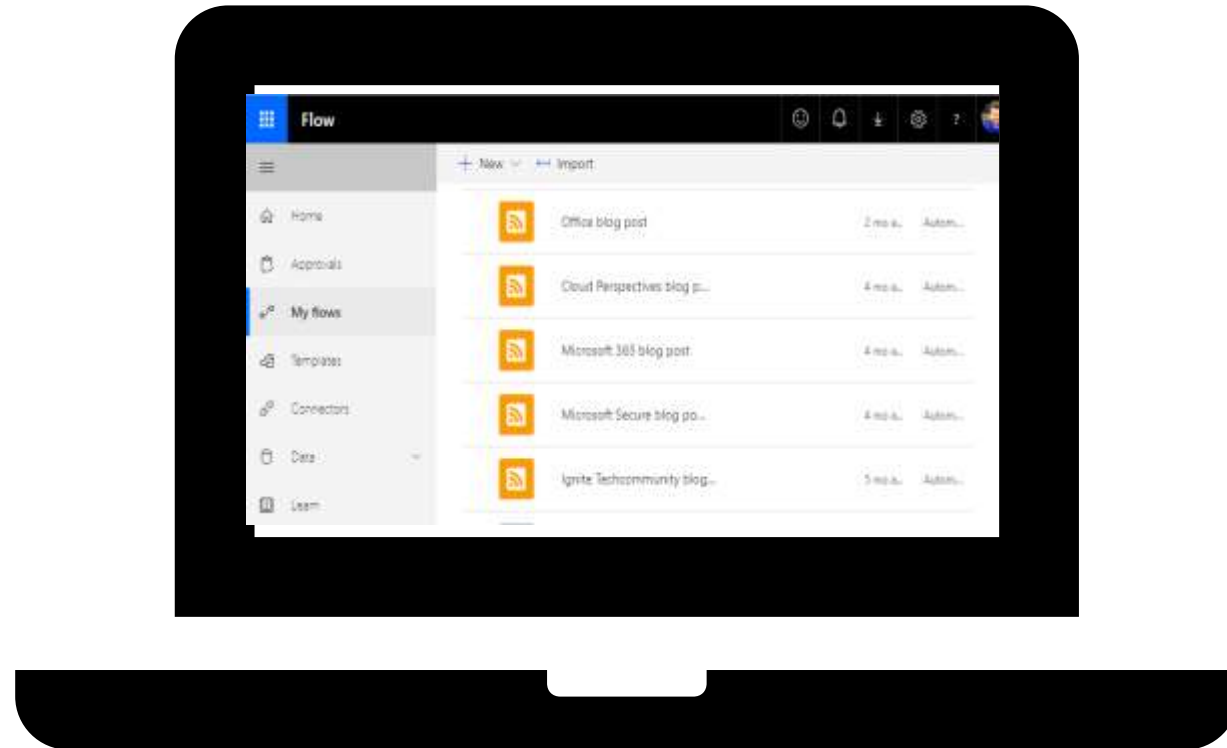
How do you communicate
with:

- End users
- IT pros & developers
- Department & team
champions

Newsletters are fine, but
using a **Yammer group** or
Teams team and hashtags
like **#Whatsnew** would be
more engaging



Best Practices Demo





Internal & External Support

Internal Support

Champions Program

Internal User Groups

- Formal & Informal

Use some tech –

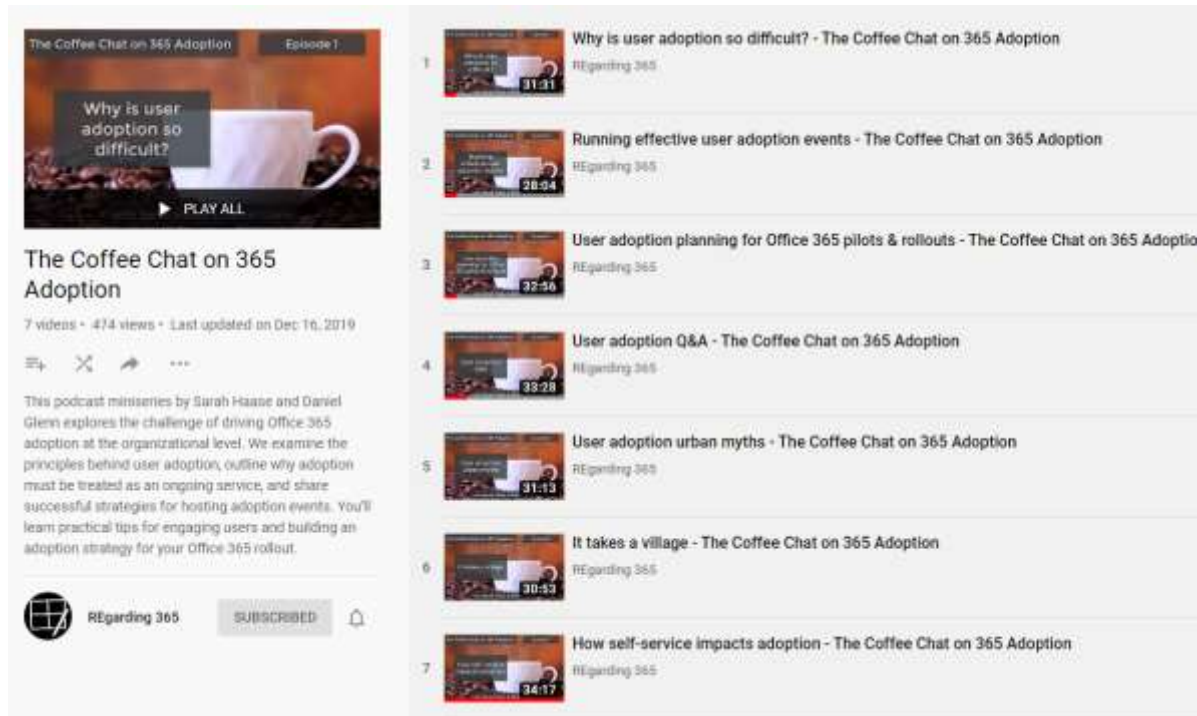
Teams, SharePoint
communication sites
and/or Yammer

Provide tools to your
helpdesk



Champions Program Resources

CoffeeChat.Show



The Coffee Chat on 365 Adoption - Episode 1

Why is user adoption so difficult?

PLAY ALL

The Coffee Chat on 365 Adoption

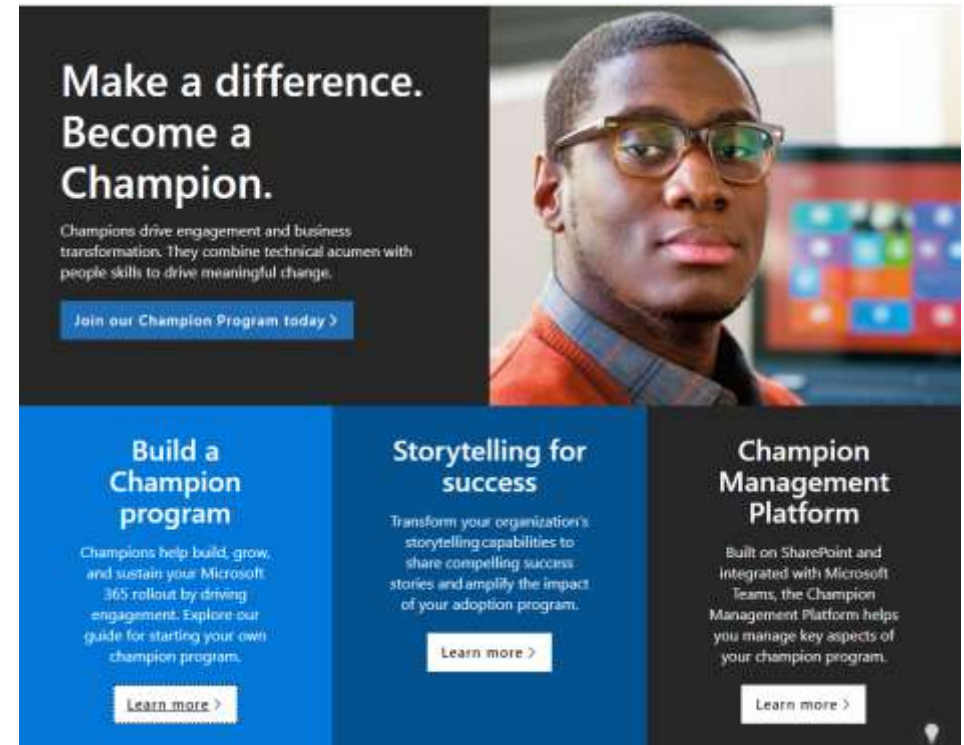
7 videos • 474 views • Last updated on Dec 16, 2019

This podcast miniseries by Sarah Haase and Daniel Glenn explores the challenge of driving Office 365 adoption at the organizational level. We examine the principles behind user adoption, outline why adoption must be treated as an ongoing service, and share successful strategies for hosting adoption events. You'll learn practical tips for engaging users and building an adoption strategy for your Office 365 rollout.

REGARDING 365 SUBSCRIBED

- 1 Why is user adoption so difficult? - The Coffee Chat on 365 Adoption (31:31)
- 2 Running effective user adoption events - The Coffee Chat on 365 Adoption (28:54)
- 3 User adoption planning for Office 365 pilots & rollouts - The Coffee Chat on 365 Adoption (32:56)
- 4 User adoption Q&A - The Coffee Chat on 365 Adoption (33:28)
- 5 User adoption urban myths - The Coffee Chat on 365 Adoption (31:13)
- 6 It takes a village - The Coffee Chat on 365 Adoption (30:53)
- 7 How self-service impacts adoption - The Coffee Chat on 365 Adoption (34:17)

Microsoft Adoption Site



**Make a difference.
Become a
Champion.**

Champions drive engagement and business transformation. They combine technical acumen with people skills to drive meaningful change.

[Join our Champion Program today >](#)

Build a Champion program

Champions help build, grow, and sustain your Microsoft 365 rollout by driving engagement. Explore our guide for starting your own champion program.

[Learn more >](#)

Storytelling for success

Transform your organization's storytelling capabilities to share compelling success stories and amplify the impact of your adoption program.

[Learn more >](#)

Champion Management Platform

Built on SharePoint and integrated with Microsoft Teams, the Champion Management Platform helps you manage key aspects of your champion program.

[Learn more >](#)

External Support

Local & online user groups

Connect with Microsoft partners

Microsoft support is there for you

And of course conferences!

- Including Microsoft 365 & SharePoint Saturday events



Keys to Success



Monitor Updates

- Roadmap
- Message Center
- MSFT Blogs



Learn About Changes

- MessageCenter.Show
- User Groups
- Twitter & Blogs



Share Information

- Newsletter
- Internal User Group
- Lunch & Learn



Live Show
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