



# Keeping Up With Change in the Microsoft Cloud

---

DANIEL GLENN

@DANIELGLENN | DANIELGLENN.COM

# Agenda

---



Change  
Happens



Available  
Resources



Planning &  
Best Practices



Support

*η αλλαγή είναι η μόνη σταθερά στη  
ζωή*

*“Change is the only constant in life”*

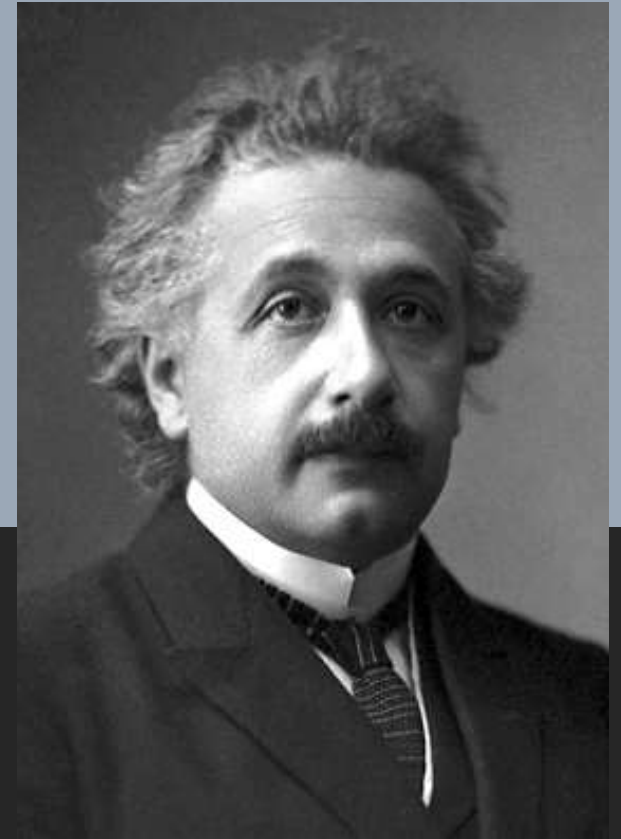
- HERACLITUS, GREEK PHILOSOPHER



Engraving by J. W. Cook, Public Domain

*“The measure of intelligence is the ability to change”*

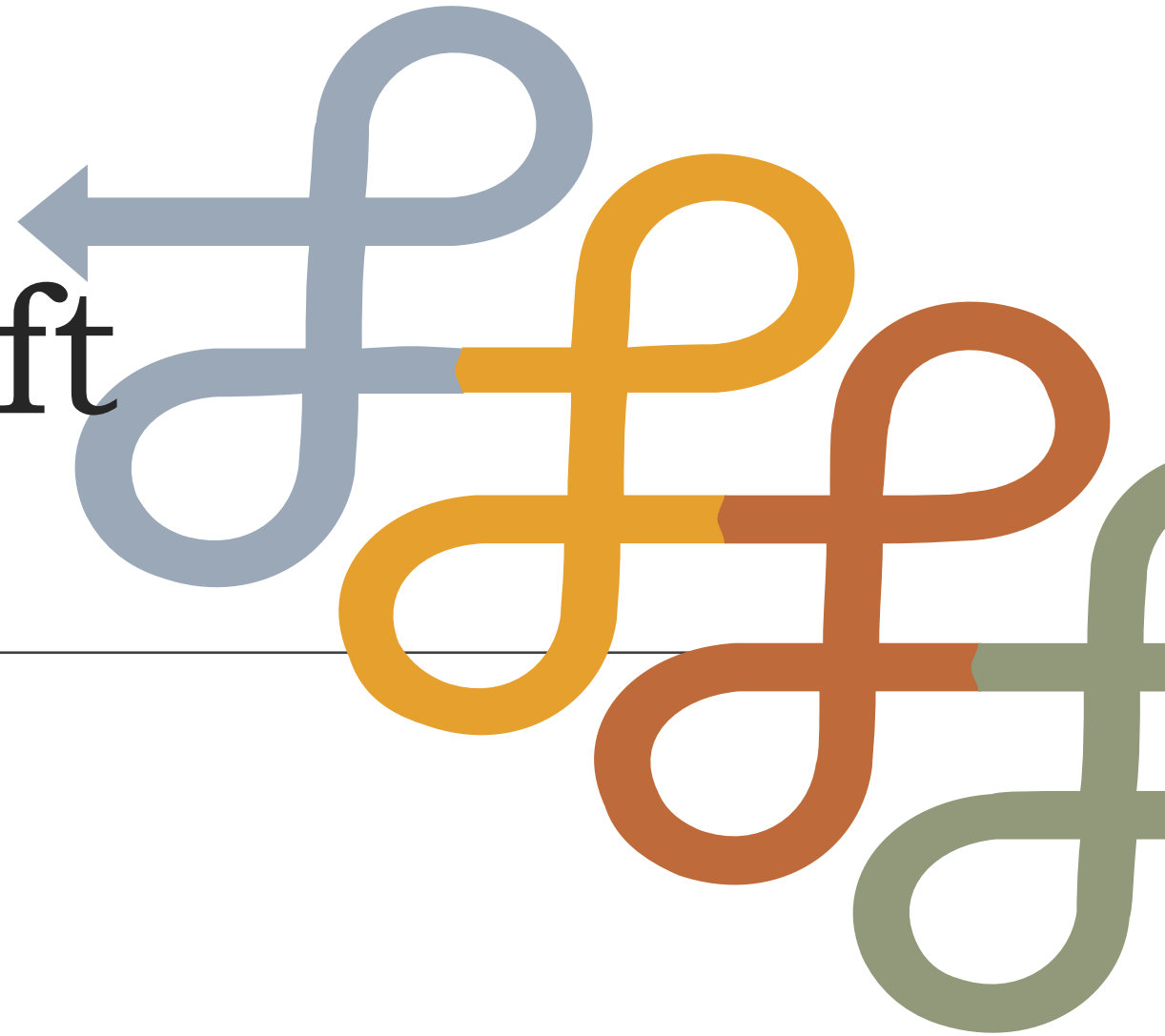
- ALBERT EINSTEIN, THEORETICAL PHYSICIST



Albert Einstein, official 1921 Nobel Prize in Physics photograph, Public domain

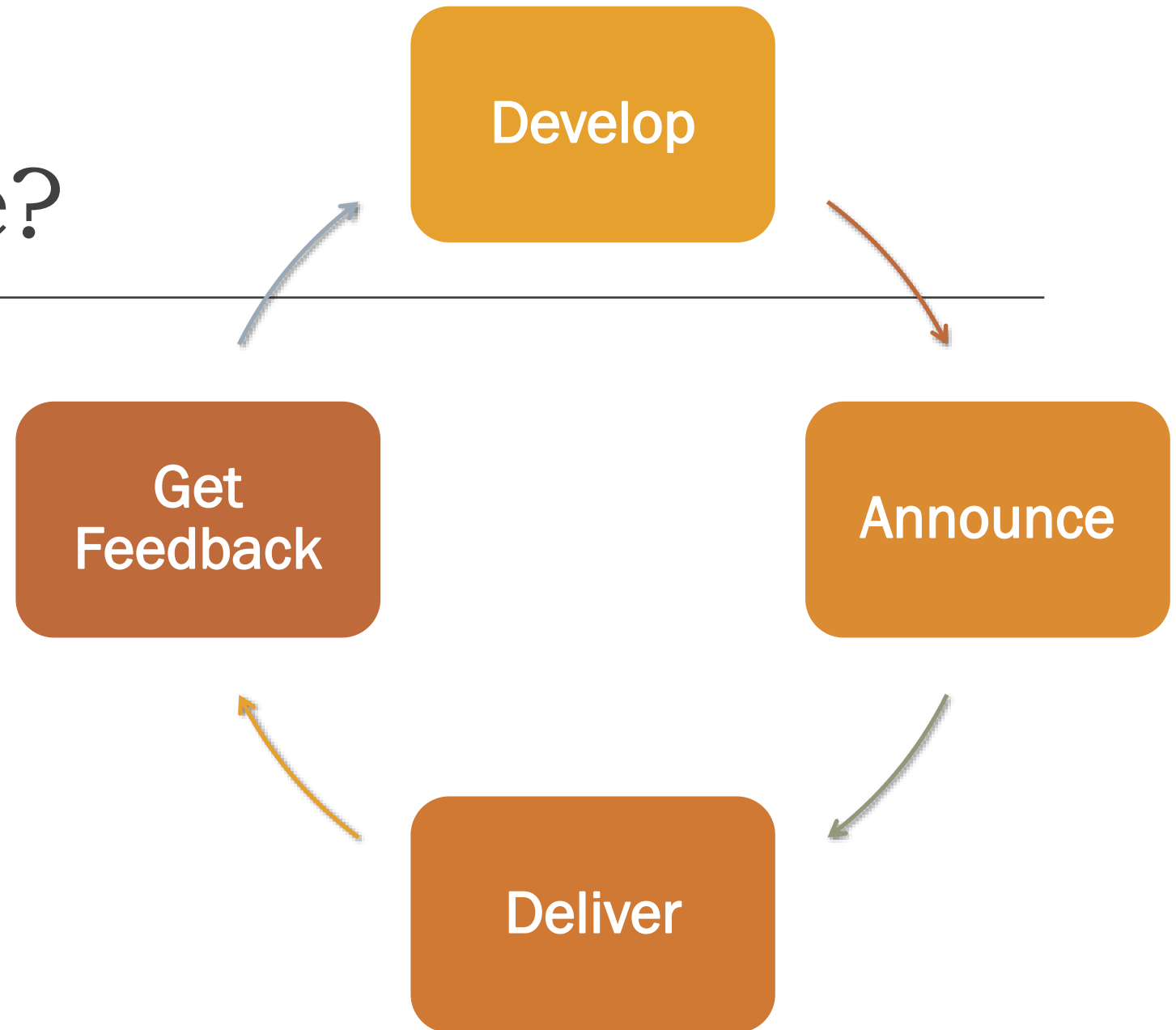
# Change in the Microsoft Cloud

---



# What Change?

---



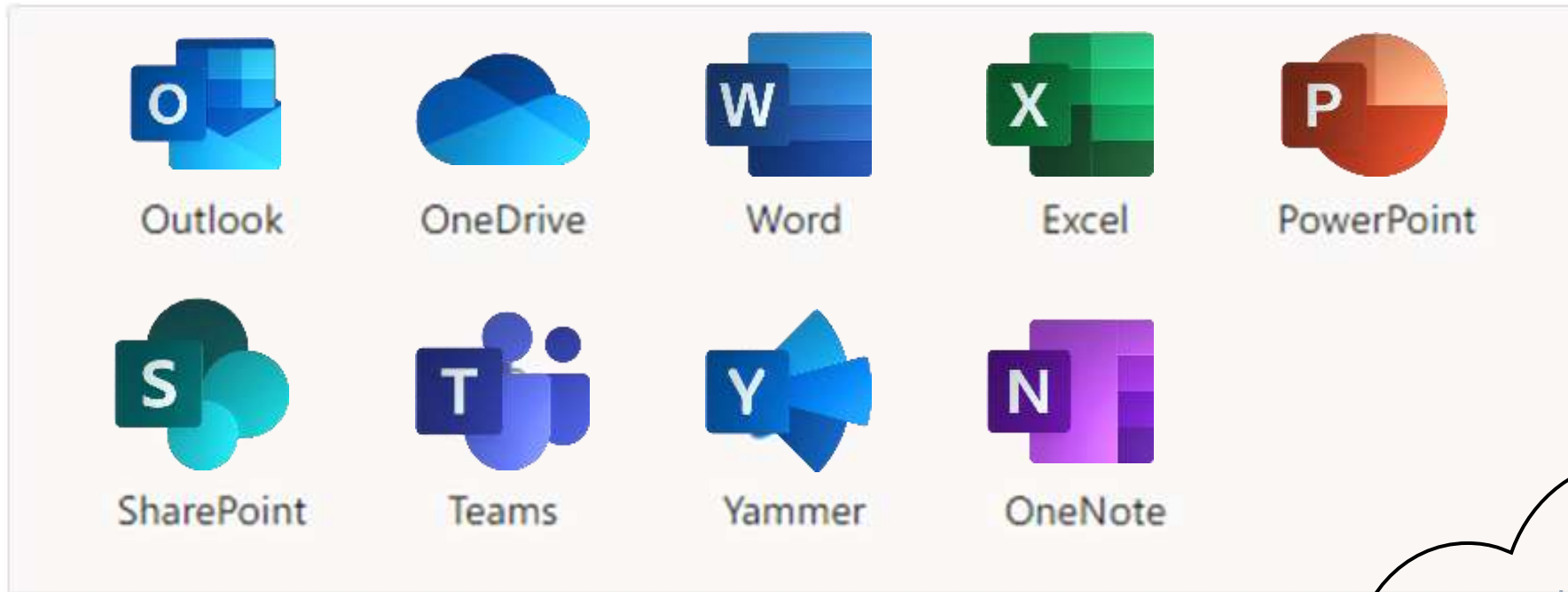
# Why Pay Attention?





# What Change?

---

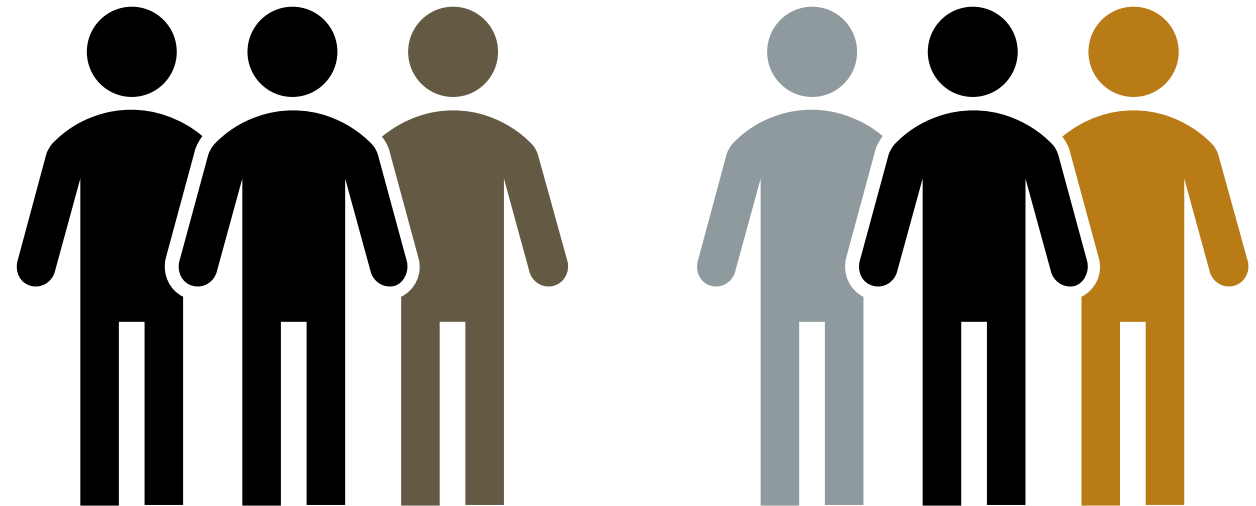


# Who Needs to Know?

---

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?



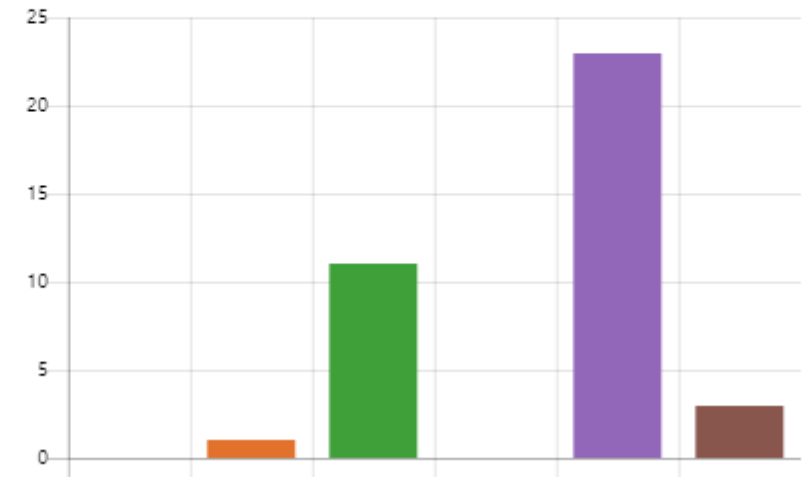
# Survey Results

How do you hear about change?

1. How are you typically alerted to change in Microsoft 365? Choose the most frequent way you find out.

[More Details](#)

● Users complain	0
● You see the change	1
● Microsoft 365 Roadmap	11
● Microsoft Blogs	0
● The Message Center	23
● Social Media	3



Showing 678 updates:

[Download](#) [Share](#) [RSS](#)

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

# 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.

🔍 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: [O365](#)

[Download](#)

	In development <input type="checkbox"/> 183	Rolling out <input type="checkbox"/> 59	Launched <input type="checkbox"/> 337
Description	Status	Products	
Service Health Dashboard Update: Report an Outage (preview)	In development	O365	
Service Health Dashboard Update: User level details	In development	O365 Admin Center	

# Message Center

Preferences Planner syncing 263 items Search

Filters: Service Tag Message state

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

# 365 Message Center Show

---

Live Show every Monday!

<http://MessageCenter.Show>





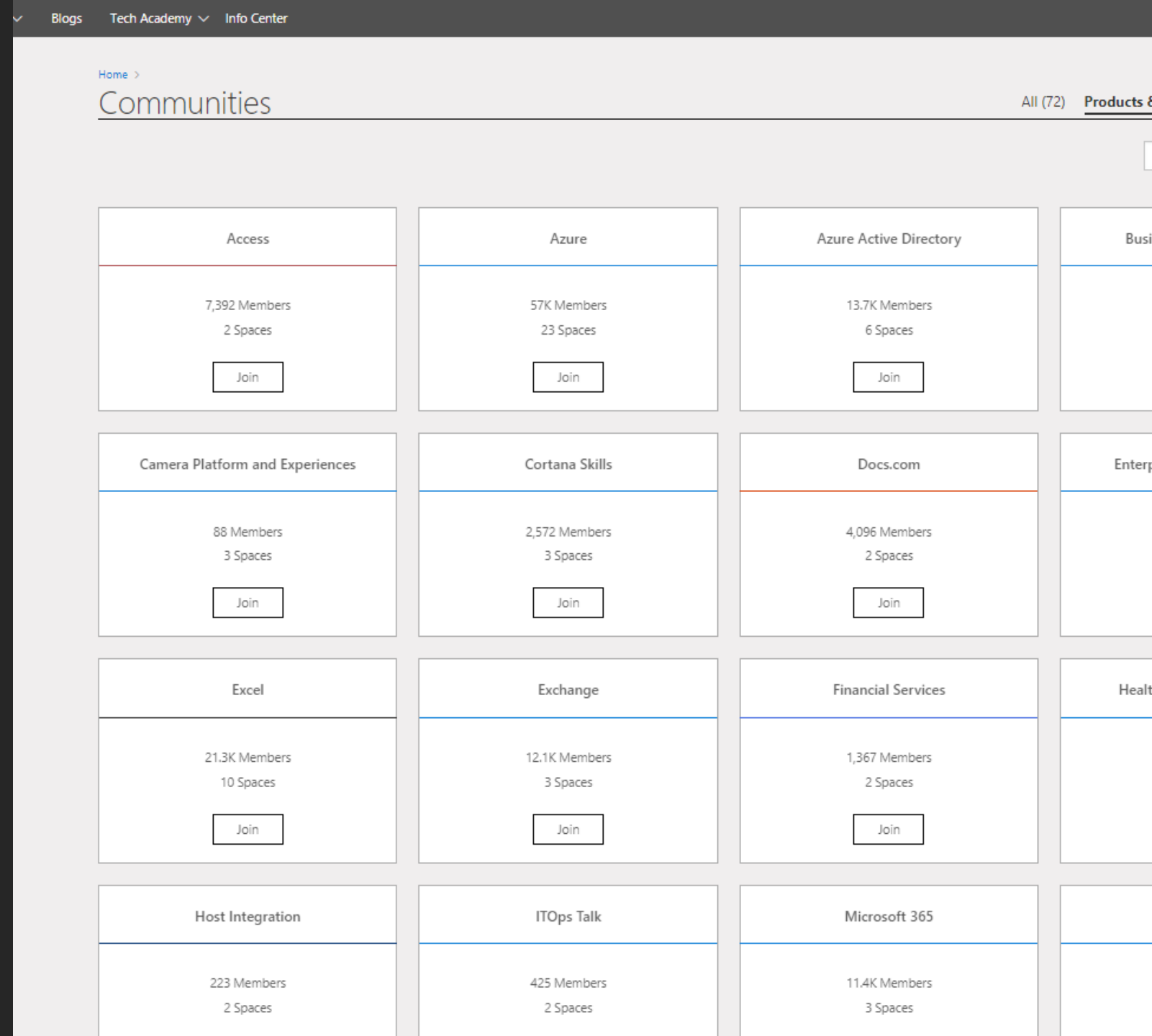
# Tech Community

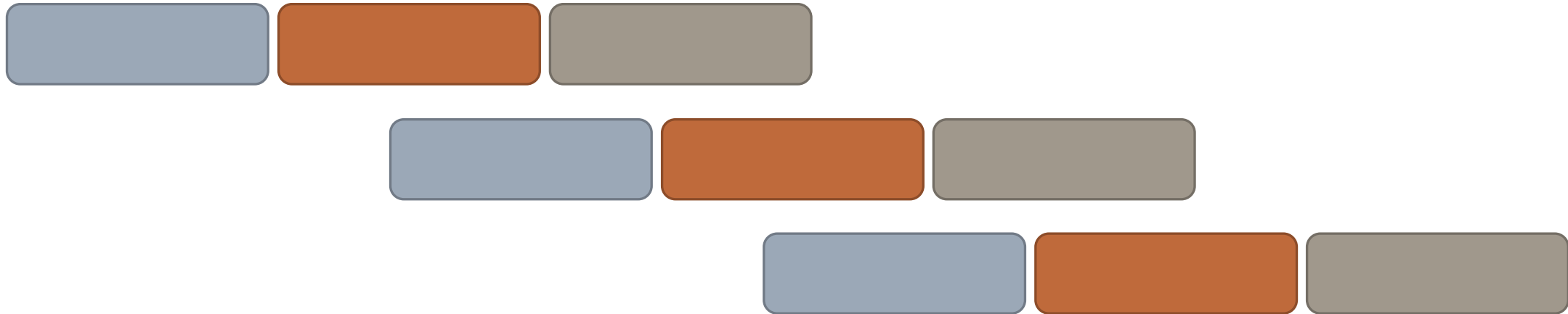
## Communities

Engage with Microsoft and other experts

## Blogs

Learn announcements and details on roadmap items





# 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**

# Your Unique Company

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





# Best Practices

---

# Two Tenants, One Goal

---

## Development

Targeted release for everyone

## Production

Standard Release or Targeted release for selected users (developers)

# Survey Results

How many tenants do you have?

## 2. How many Microsoft 365 tenants does your organization have?

[More Details](#)

● Just Production (1)	25
● Production and Testing (2)	16
● 3 or more	6



## 3. What RELEASE setting is your Production tenant set to?

[More Details](#)

● Standard release for everyone	23
● Targeted release for everyone	2
● Targeted release for select users	16
● Don't know	6



# 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 team and hashtags like #Whatsnew would be more engaging





# Internal & External Support

# Internal Support

---

Champions Program

Internal User Groups

- Formal & Informal

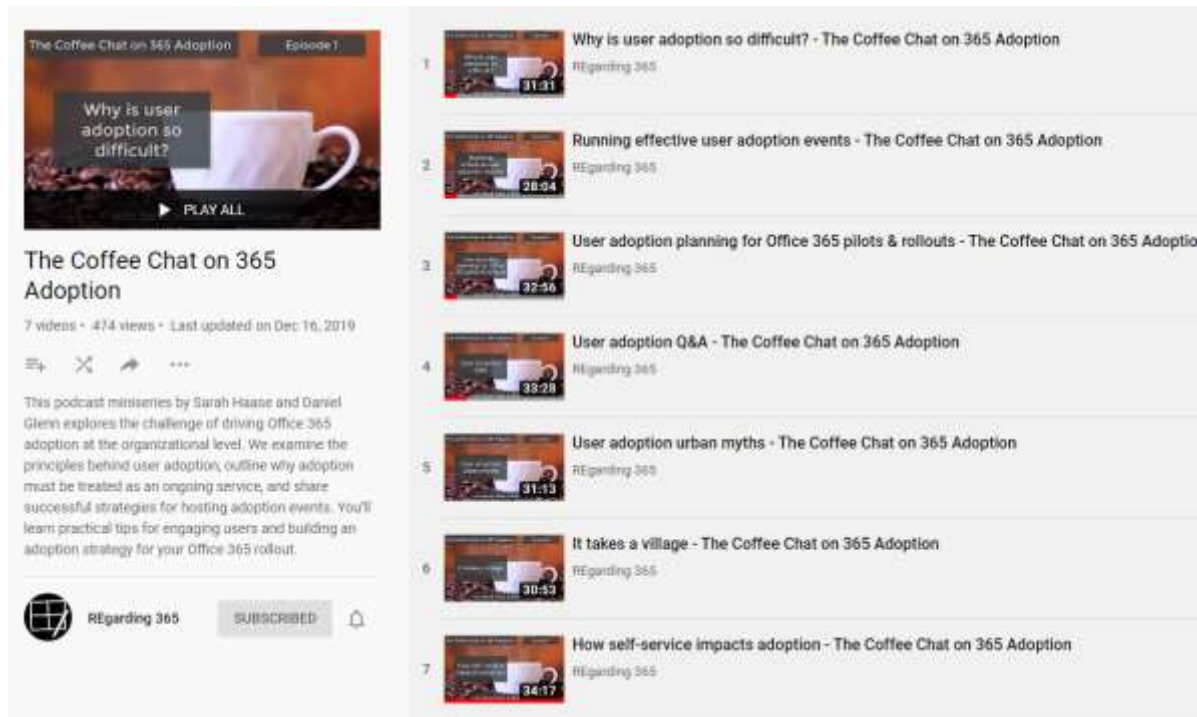
Use some tech – Teams,  
SharePoint communication  
sites and/or Yammer

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

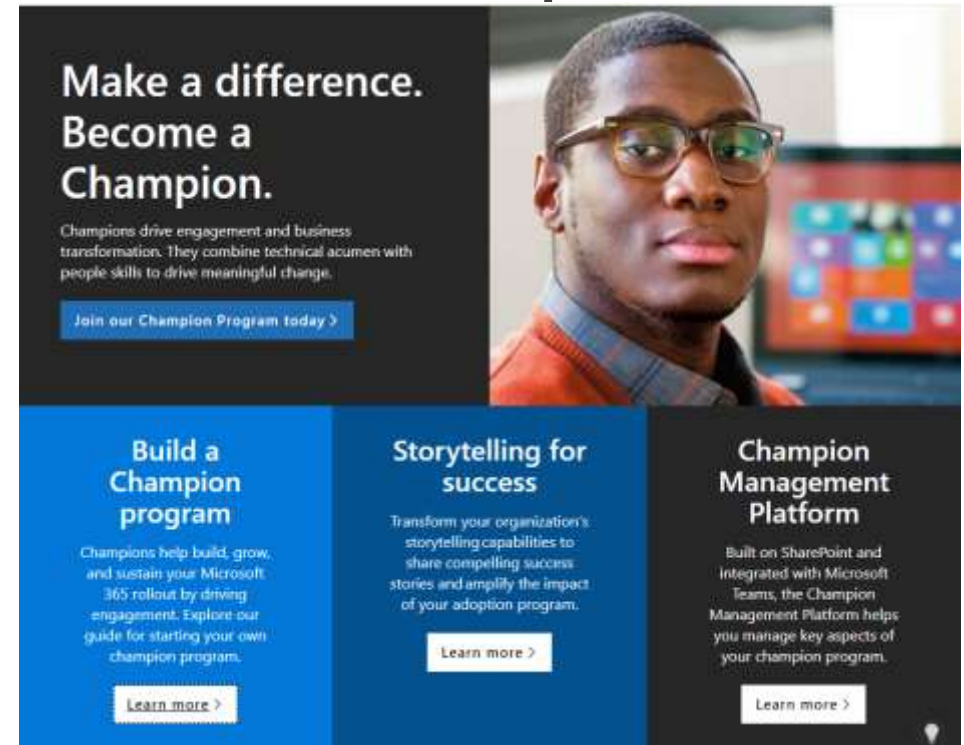
7 videos • 474 views • Last updated on Dec 16, 2019

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 M365 & 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  
every Monday!



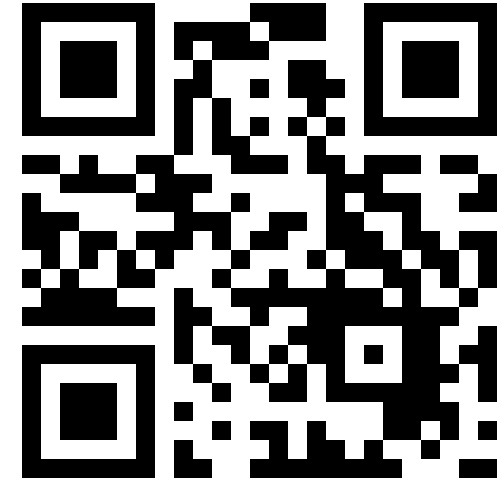
Subscribe via your favorite app

<http://MessageCenter.Show>





DanielGlenn.com/  
HELLO



DanielGlenn.com/  
MN2021

Get the Slides



@DanielGlenn



DanielGlenn.com



/DanielGlenn

DanielGlenn.com/MN2021