



Keeping up with Change in Microsoft 365

Daniel Glenn

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Daniel Glenn



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How Creospark can help you

We're here
to help
organizations
love their
digital
workspace.



Creospark   PixelMill

- Consultation backed up by years of expertise and a close relationship with Microsoft
 - Enterprise advisory
 - Enterprise integration
- Digital workspaces powered by Microsoft 365, SharePoint, and Azure
- Migration, Training, adoption and change management
- Flexible and customized collaboration & communication solutions your team will love
- Worry-free employee experience excellence managed services programs.



Agenda

Change Happens

Available Resources

Planning & Best Practices

Support

η αλλαγή είναι η μόνη
σταθερά στη ζωή

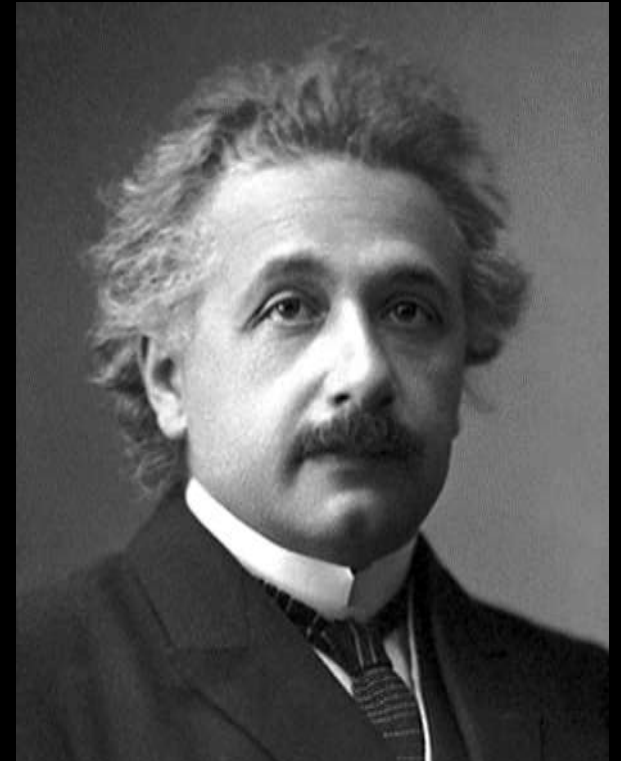
“Change is the only
constant in life”

- HERACLITUS, GREEK PHILOSOPHER

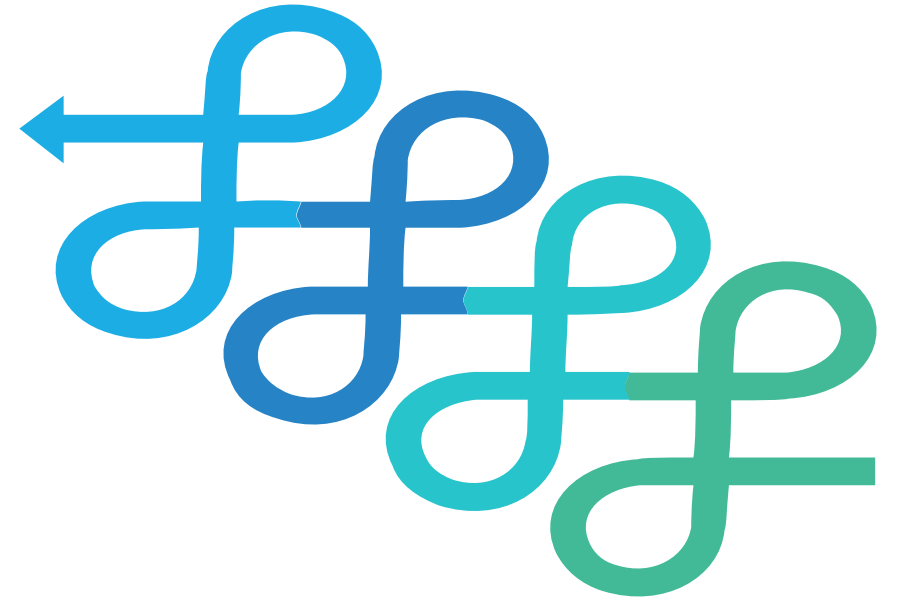


“The measure of
intelligence is the ability to
change”

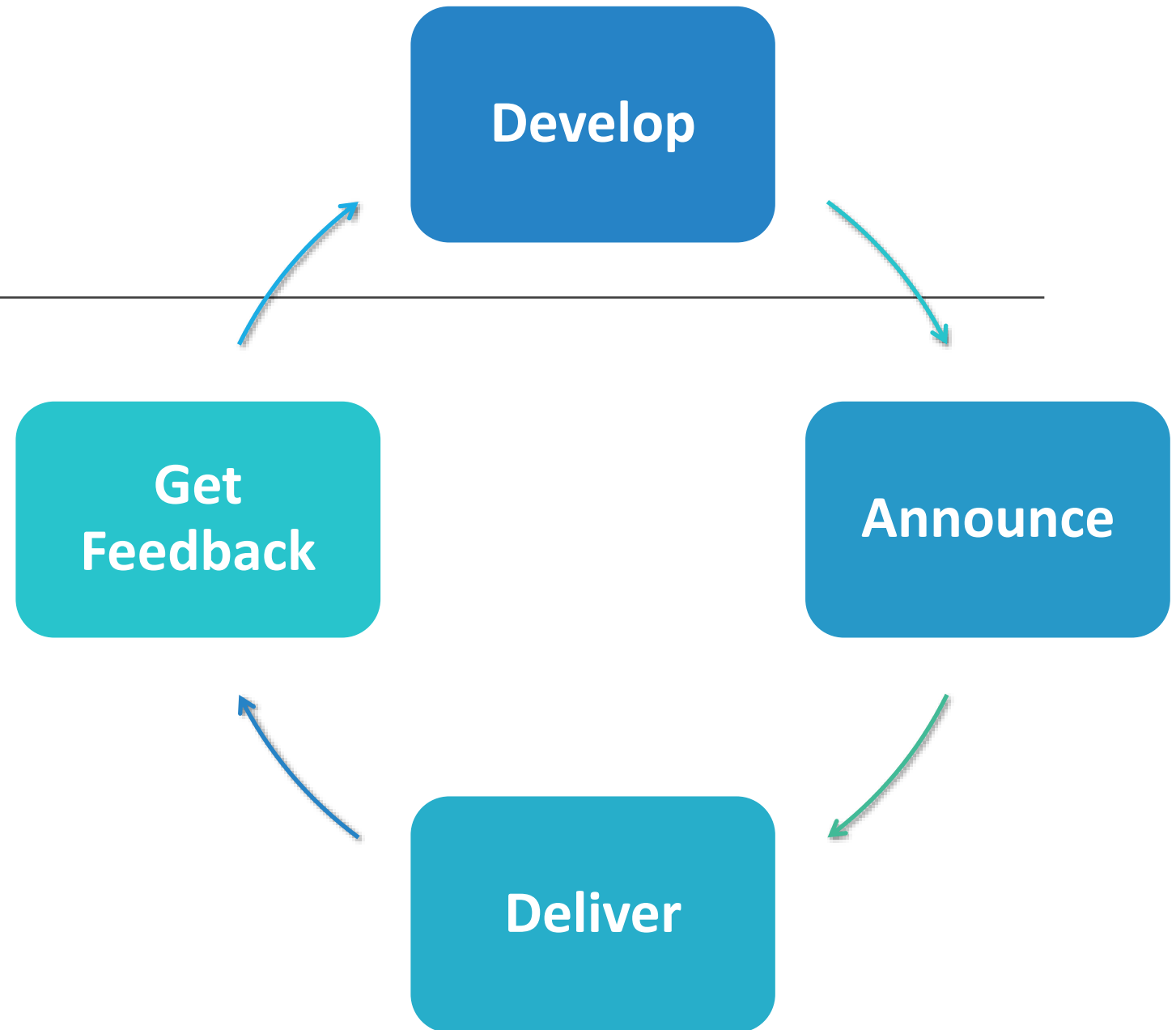
- ALBERT EINSTEIN, THEORETICAL PHYSICIST



Change in the Microsoft Cloud



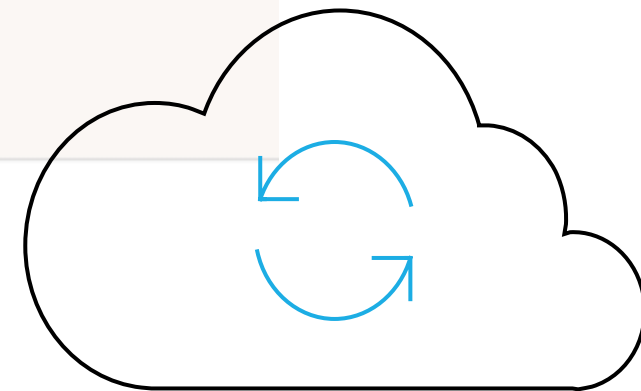
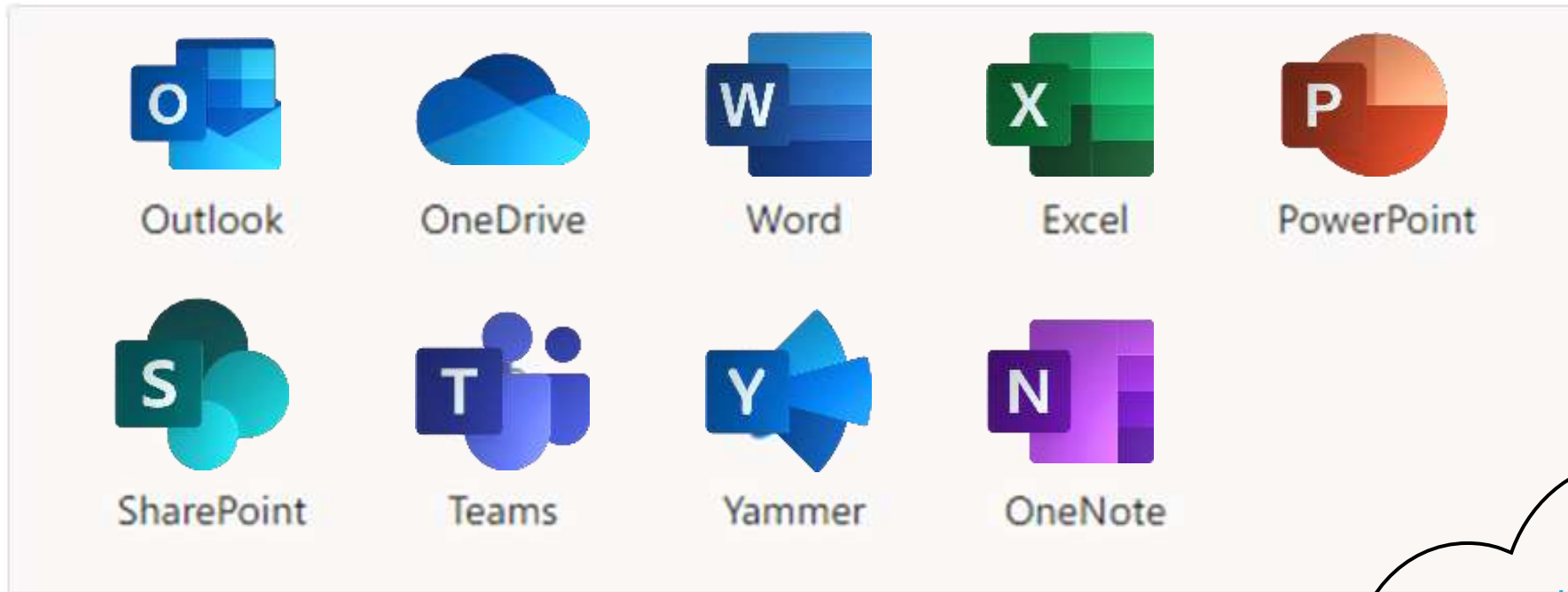
What Change?





Why Pay
Attention?

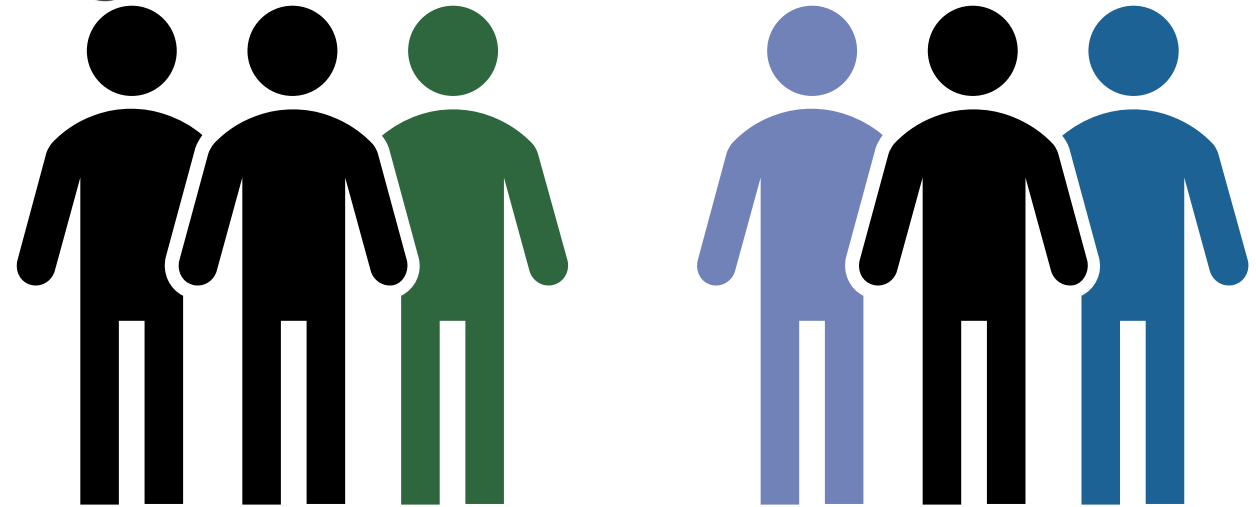
What Change?



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?

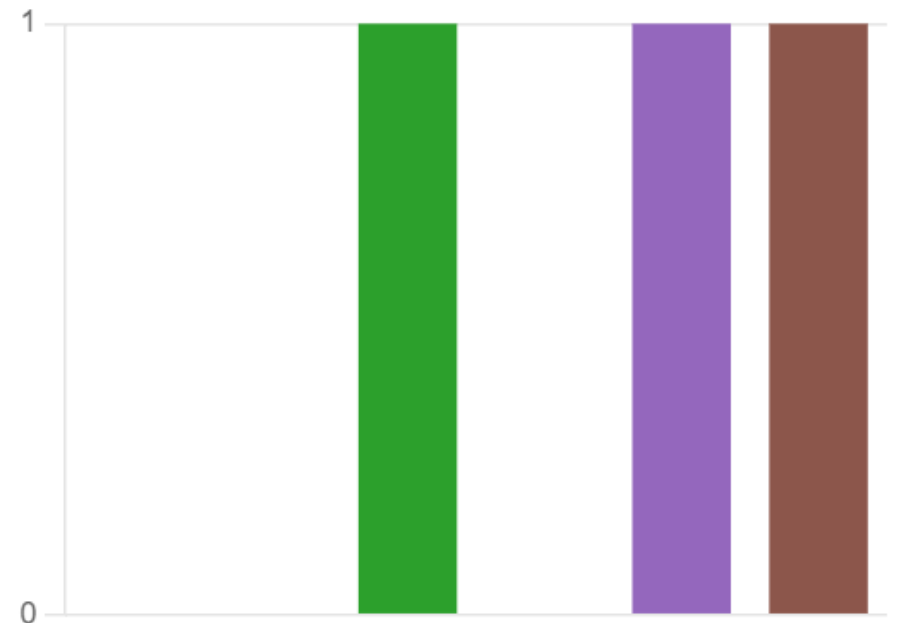


How do you hear about change? Survey Results

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	0
 Microsoft 365 Roadmap	1
 Microsoft Blogs	0
 The Message Center	1
 Social Media	1



Showing **678** updates:

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

In development <input type="checkbox"/> 222 —	Rolling out <input type="checkbox"/> 75	Launched <input type="checkbox"/> 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.

🔍 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: Office 365

[Download](#)

	In development <input type="checkbox"/> 183	Rolling out <input type="checkbox"/> 59	Launched 337
Description	Status	Products	
Service Health Dashboard Update: Report an Outage (preview)	In development	Office 365	
Service Health Dashboard Update: User level details	In development	Office 365 Admin Center	

Message Center

Preferences Planner syncing 263 items Search

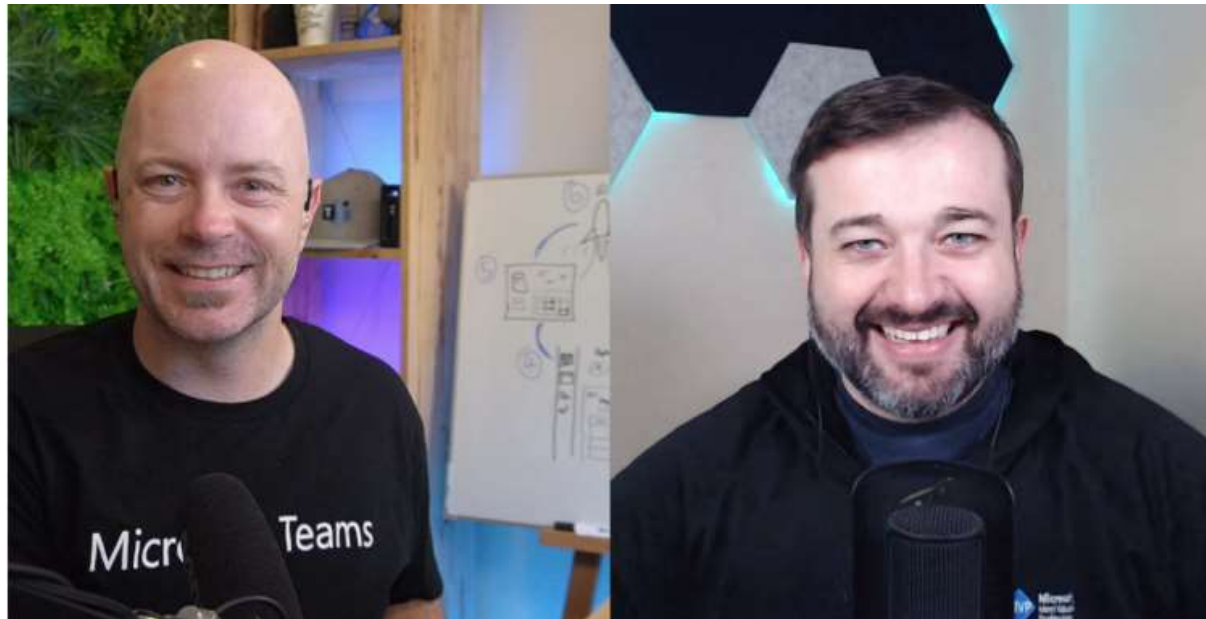
Filters: Service Tag Message state

Message title		☆	Service
Power Platform admin center Data Export to Azure Data ...	⋮		Microsoft Power Automate in Mic
Power Platform performance and diagnostics monitorin...	⋮		Power Apps in Microsoft 365
Power Platform admin center cross-tenant analytics	⋮		Microsoft Power Automate in Mic
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

365 Message Center Show

Live Show every Monday!

<http://MessageCenter.Show>



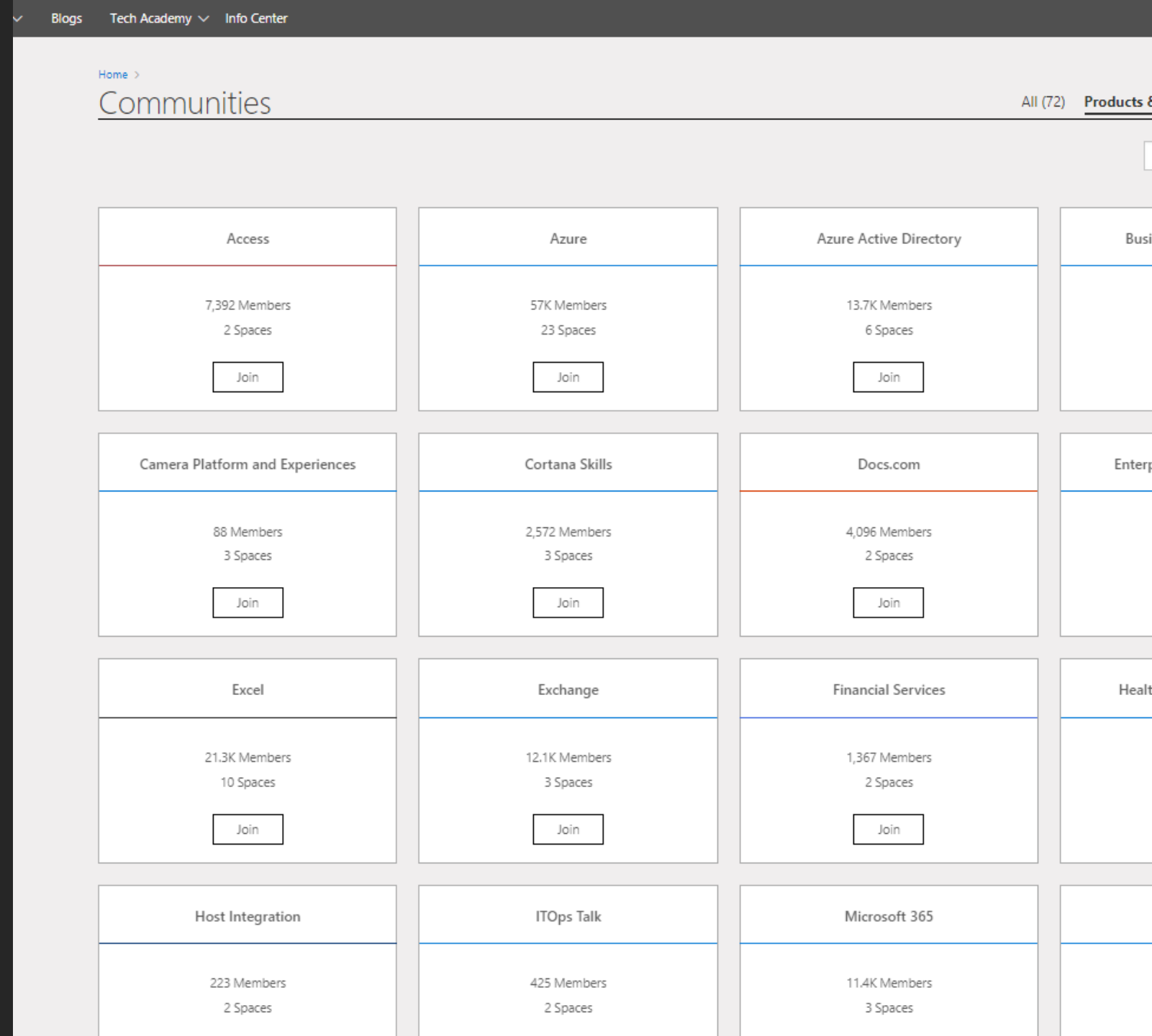
Tech Community

Communities

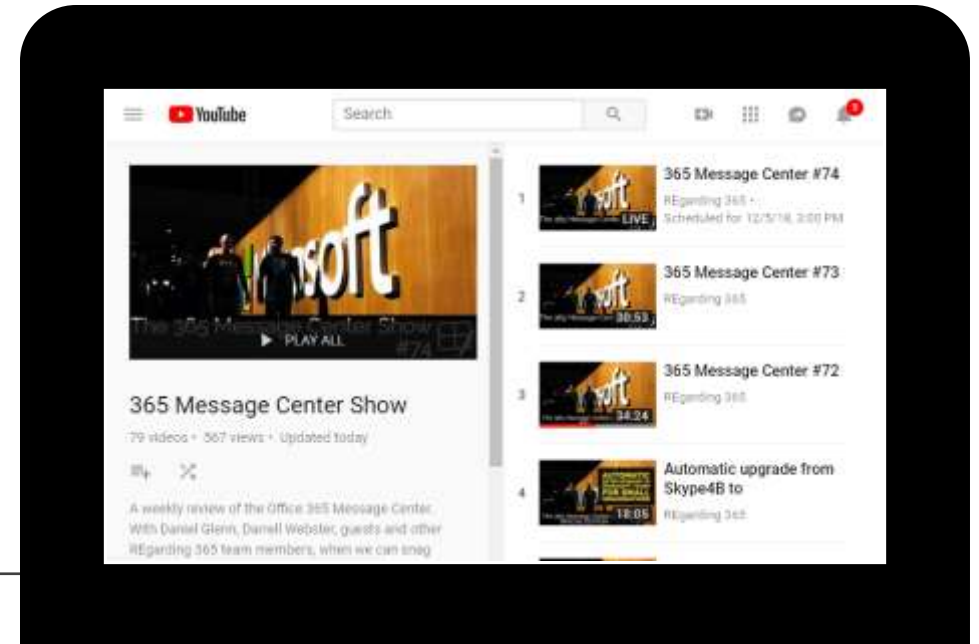
Engage with Microsoft and other experts

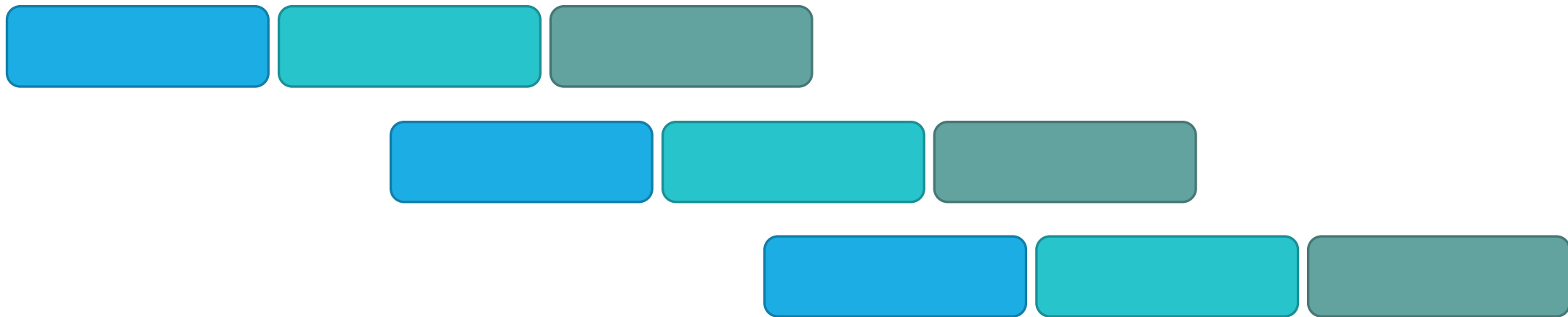
Blogs

Learn announcements and details on roadmap items



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

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)	1
● Production and Testing (2)	3
● 3 or more	0



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

[More Details](#)

● Standard release for everyone	1
● Targeted release for everyone	0
● Targeted release for select users	1
● Don't know	2



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

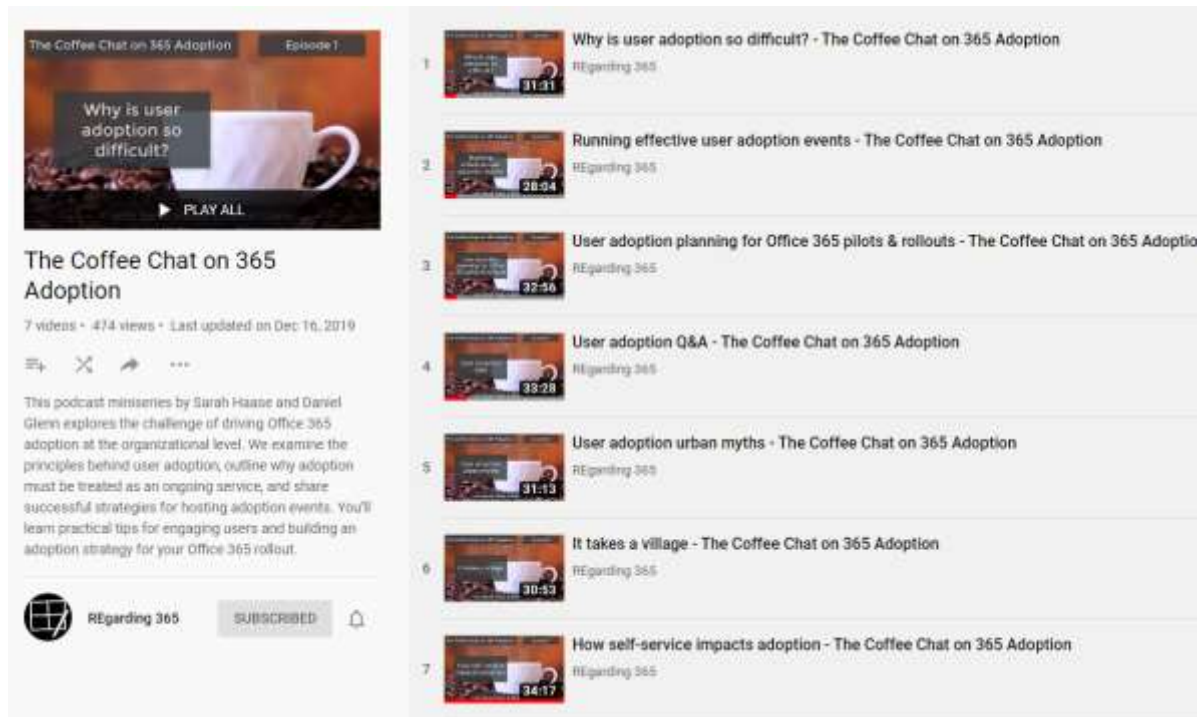
Use some tech – Teams,
SharePoint communication
sites and/or Yammer

Provide tools to your helpdesk



Champions Program Resources

Coffee Chat Show



The Coffee Chat on 365 Adoption Episode 1

Why is user adoption so difficult?

PLAY ALL

The Coffee Chat on 365 Adoption

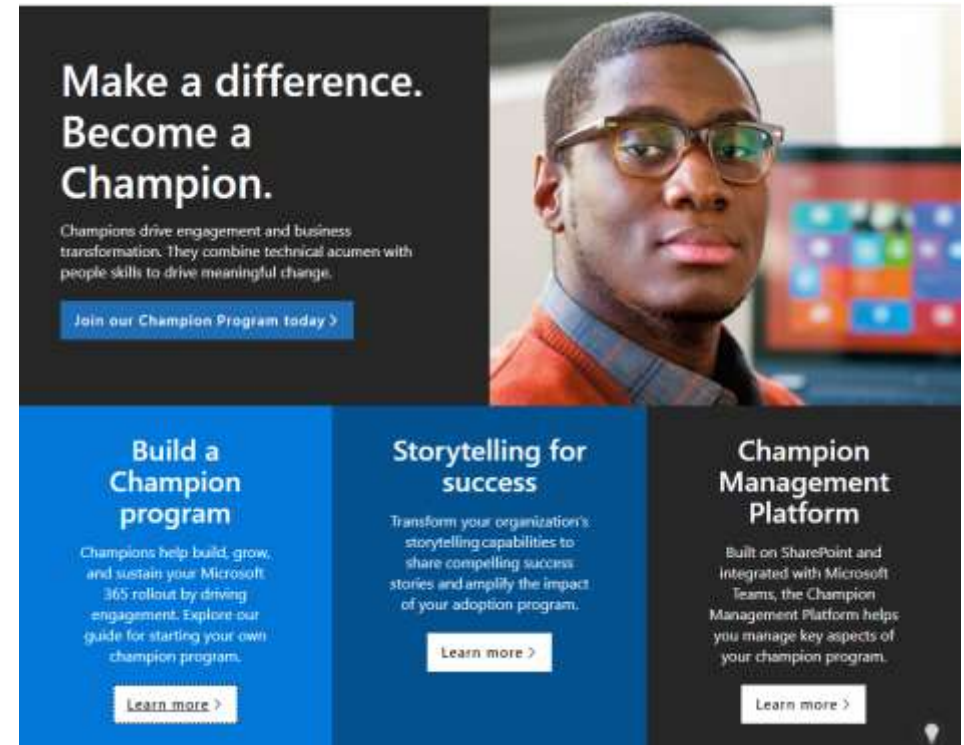
7 videos • 474 views • Last updated on Dec 16, 2019

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 REgarding 365 31:31
- 2 Running effective user adoption events - The Coffee Chat on 365 Adoption REgarding 365 28:54
- 3 User adoption planning for Office 365 pilots & rollouts - The Coffee Chat on 365 Adoption REgarding 365 32:56
- 4 User adoption Q&A - The Coffee Chat on 365 Adoption REgarding 365 33:28
- 5 User adoption urban myths - The Coffee Chat on 365 Adoption REgarding 365 31:13
- 6 It takes a village - The Coffee Chat on 365 Adoption REgarding 365 30:53
- 7 How self-service impacts adoption - The Coffee Chat on 365 Adoption REgarding 365 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 Community Day 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>



cd collabdays
new england
Microsoft 365
Saturday, October 22, 2022

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How Creospark can help you

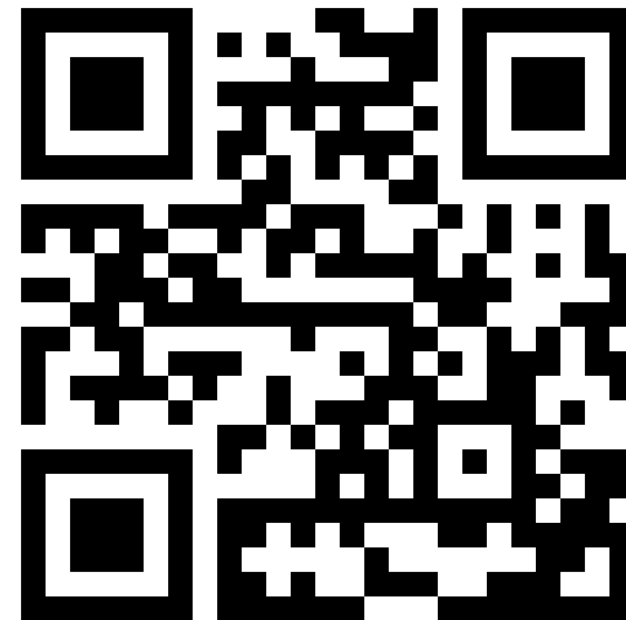
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