



WEBINAR Q&A SUMMARY

Implementing Microsoft 365: Realizing the Value of your Investment from Day 1

QUESTION

- What is the difference between Office 365 and Microsoft 365?

ANSWER

- **Connor** – Office 365 is one part of Microsoft 365.
 - M365 is a licensing bundle that includes Office 365, Enterprise Mobility and Security (EMS) suite of tools, and Windows 10.
 - EMS gives you enhanced security capabilities within the Microsoft Cloud Suite – including Azure AD Premium- giving identity protection and identity management, InTune – for Mobile Device and Modern Desktop management, and Windows 10 Enterprise.
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QUESTION

- The success story is impressive, but how do you identify what to tackle next?

ANSWER

- **Jody** – if we have an engaged group, then we can give guidance (i.e. through an existing “Champions Team”)
 - A Roadmap from Day 1 is included the longer-term strategy already
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- Staying constantly engaged with key stakeholders
 - Direction continues to come from “people” and starting from Champions Team.
 - Connor – launch day is high value, high visibility
 - What follows continues to drive that value (features & security enhancements, etc.)
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QUESTION

- If vendors, down the road, make major upgrades to any of the tools how would WBM help implement those changes at Blue Cross?

ANSWER

- Jody – Operational change management is always in place
 - Using the example of Skype going end of life:
 - Leverage existing technical Microsoft frameworks first & combine it with our experience
 - Great communication with key stakeholders in the feedback loop to communicate the roadmap
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QUESTION

- If we have an alternate effective organizational communication approach, is Yammer a necessary element of implementation?

ANSWER

- Jody – If there is something that the people are already using, then we’d assess it. If something is effective already, we wouldn’t change.
 - We go in with an open mind.
 - If there are compelling reasons regarding integration or making other tools confusing, then we need to look at it.
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- We have organizations using Jabber or Skype, but we need to understand if we can unlock more value
 - This is all explored in the Discovery phase
 - **Connor** – the Discovery would help us make this assessment
 - We want to use the best tool that will help us get the job done
 - Essentially what is driving the most value
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QUESTION

- What is (or are) some of the larger challenges you've seen in organizations migrating from "traditional" office responsibilities to M365 and the Cloud?

ANSWER

- **Connor** – the challenge is getting the people working there ready to go. This is a change management issue.
 - Communication is key in understanding
 - As an example, moving from on-prem file server to one-drive and sharepoint can be a huge change
 - Technically, we can synch sharepoint libraries with one-drive to make things more “familiar”
 - **Jody** – “where do you save information?” is a key question to understanding this
 - Then, “how long does it take you to find this information?”
 - So, we need to identify this early on, and then if we’re moving to the cloud, then there needs to be a clear and consistent method to find, store, and retrieve files.
 - Instead of adding to places, we look to consolidate and then give clear plans for each of the tools we’re launching
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QUESTION

- How do you keep adoption momentum after the initial excitement has passed?

ANSWER

- Jody – this comes from the people
 - A strong meeting cadence is important at the onset to develop that internal momentum
 - A new normal gets established, but building internal champions team makes this almost “self-sustaining”
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QUESTION

- How do other online applications integrate with M365 such as staff scheduling?

ANSWER

- Connor – usually 2 ways:
 - there is an identity integration point, where you use Azure AD as platform & then generate the accounts
 - secondly there could be Teams integration point
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QUESTION

- Discuss the security awareness training that is offered?

ANSWER

- Jody – there is education available through “Brainstorm” app (this is an add-on)
 - This is all about education and having education being consumed and tracked in manageable sizes
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QUESTION

- I'm assuming there was a governance structure put in place before launching Teams across their organization to avoid sprawl so what was the effort like developing that and any challenges that arose (lessons learned)?

ANSWER

- **Connor** – there is a framework that we use to help avoid the “sprawl” scenario
 - How to start and stop teams being created.
 - Education is a big part of this.
 - **Jody** – accountability is key here and also security.
 - Knowing and understanding who could and should have access to the documents within Teams.
 - Again, education plays a huge role in this.
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QUESTION

- Can you elaborate a bit more on the Microsoft FastTrack program and how an organization might take advantage of this service?

ANSWER

- **Jody** – Fasttrack is a benefit from Microsoft that is available to any Microsoft owner
 - This is benefit to anyone. We are one of a few FastTrack ready partners that can help you get this.
 - This gives you remote support for the Framework that we've showed.
 - Especially focused around technical and adoption
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QUESTION

- Are other customers using a 3rd party backup product to protect Exchange, OneDrive, Sharepoint, etc, and if so, what product seems to integrate with 365 well?
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- On that note, are they backing up to another cloud offering, or to their own on prem infrastructure?

ANSWER

- **Connor** – there are a number of backup software providers out there.
 - Identify the use case that they are trying to cover and then select the product to fit the use case
 - Some of the marketing material out there is not really that accurate anymore
 - Lots of this is now built-in and configurable with retention policies
 - There is some value in quick recovery options though. 3rd party products can shine here.
 - Backing up to another cloud or on-prem really relies on your organization’s preferences
 - On-prem typically gives more “control”
 - Our preference is through the cloud offering – more worry free
 - **Jody** – this was really hot topic at Connection event
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QUESTION

- How do you discover and manage O365 subscriptions for end user utilization and reporting? Such reports would be great for optimization purposes.

ANSWER

- **Connor** – Microsoft does have some reporting information, but not super useful in managing subscription
 - More useful in trying to understand what is being used & what value is being ascertained
 - **Jody** – Microsoft’s Ignite conference had good information on this. Here’s a link to some of the relevant sessions:
 - **Microsoft Ignite Sessions** link. Use the search term ‘Adoption’ and there will be some very good sessions to watch.
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QUESTION

- Do you see Microsoft bolstering the M365 office applications at any time in the future? i.e. richer and more functional ribbons in Online Word thereby eliminating the need for desktop deployment of MS Word

ANSWER

- **Connor** – Microsoft continuously works to improve the apps, but we don't have a specific timetable
 - Flip side of coin is that they continue upgrading desktop apps too
 - The Discovery and Assessment process helps identify what should be used
 - **Jody** – there is a big investment happening in the online apps. They seem to be improving significantly.
 - Discovery and Optimization plays a big part.
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QUESTION

- How does this methodology scale from small organizations to large multi-city organizations?

ANSWER

- **Jody** – this is very scalable. We've highlighted Microsoft's best practices and methodologies throughout which are designed for scale.
 - Being people focused and deploying through internal advocates helps bring scale and credibility.
 - Building out from within with a "Champion's Team" is how we've seen this be successful in the past
 - Education and the Brainstorm app also helps for scale.
 - **Connor** – in Microsoft's Fasttrack program, they actually help with manpower capacity from a technical perspective
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QUESTION

- What is WBM take on governance for M365, do we help organizations get thru this process?

ANSWER

- Please refer to the answers in question earlier on Governance structure.