

# Digital Transformation & Employee Engagement How to Make it Happen with Office 365

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Over 20 years enabling customers using Microsoft technologies

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# Keys Throughout the Process



- Digital Transformation: Deliberately
- You can't FORCE it. It's not a PROJECT.
- Don't look at it as a problem you're fixing. Small problems present doorways to change.
- Your journey will be different.



# Keys Throughout the Process



- It is People-focused, NOT Technology-focused
- It starts and ends with your users – Provide the best possible proactive and reactive support for them



# The Process Begins with a Vision



- Start with a strategic vision
- Gather people who care to identify:
  - Where are you now
  - What you want to see accomplished
  - What will provide value to your people
- This will change as your org, culture, and available technology shift – *Don't be Blockbuster Video or Polaroid...*
- Start at the top – but know the magic happens at the bottom.
- Remember – YMMV – Be ADAPTABLE!

# Not Your Grandfather's Governance



- It's about defining the rules of the road: laying the pavement, putting up guardrails, and creating on and off-ramps.
- Involve key stakeholders to
  - Identify roles and responsibilities throughout the process
  - Ensure required policies are identified and baked into the architecture
  - Collect feedback and analyze what's working, measurables, changes to vision, culture, or platforms, etc.
- Not talking about formal policies and security rules with this Governance
- Road Map

# Design Beyond Functional Specs



- It's NOT functional specifications, site columns or content types.
- It's designing for Intranet, Collaboration, Project Management, Teams – *How to provide locations for activities that....*
- It's aligning with Governance – *How to provide tools in a structured way that align with your vision?*
- Identify roadmap items: Vision, Guidelines, Administration, Training, Support, and Feedback.
- Designing to capabilities, not applications.



# Training: Taking a Standard Class Isn't Enough



- Training is NOT sending a few administrators “Office 365” classes.
- Training is customized and personalized.
- Training is based on the roadmap.
- Training is offered repeatedly.
- Training dictates proactive follow-up and future roadmap items.
- Training requires feedback.
- Training content **MUST** change over time.



# Setup & Administration Should Then Be Easier



- Easiest to do \*IF\* you have done the steps before correctly.
- If not, this is like shooting in the dark.
- Governance, Vision, Measurables, Road Map, Design, Training plan all essentially dictate what a “build” should be.
- A Build has changed to “initial configuration” in many ways.
- Spend a lot of time reviewing Office 365 changes, user feedback, and ongoing adjustment to the setup. Stale = Failure

# Support is Where the Transformation Will Happen



- Support is where the majority of DT will come from.
- You **MUST** be there when someone needs help, it's your best opportunity to move the needle.
- Support staff must be prepared for the implementation. Do not consider them an after-thought. They are the tip of your spear if you truly want to transform your organization.
- Support is proactive, it gives users Lego blocks each time they help them.

# Final Thoughts



- The process is cyclical by design – It works because you stay on it, be prepared to revisit often
- Each small problem solved is a step in the right direction
- Maturity levels increase over time

# Final Thoughts

- It is VERY difficult to see the forest through the trees – that's OK.
- You aren't the architect, you are the guide, you are there to nurture it along the way.
- Relax and let it happen, forcing it often backfires...Your job is to remove roadblocks and ALLOW it to happen.
- As mentioned, it starts and ends with your users.



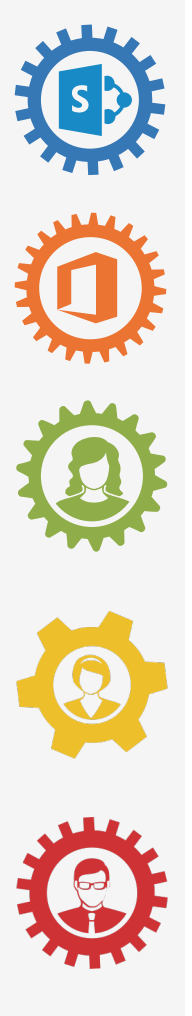
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