

Microsoft Teams Enablement Solution

A clear, defined path for a successful Microsoft Teams rollout

Powered by the Microsoft® Cloud, Microsoft Teams is designed for teamwork and flexibility to bring together the best of Office 365 into a single workspace for working with people, managing conversations, maintaining files, and integrating Office 365 applications, so everyone has instant access to everything they need for a successful collaboration.

Protiviti's Microsoft Teams Enablement Solution provides organizations with a clear, defined path for a successful Microsoft Teams rollout. This multiple phased approach allows organizations to define where Teams will fit in their organization's existing business processes, ensure technical platform readiness and user readiness. And, since users must actually use Teams to realize the maximum benefit, our solution ensures successful adoption with an effective organizational change management plan.



	<p>Discovery & Alignment</p> <p>Provide a clear, defined vision of where Teams will fit into the organization's existing business processes along with the culture.</p> <ul style="list-style-type: none"> • Understanding existing deployment • Overview of architecture • Alignment of goals, scope and business scenarios: roadmap, timeline strategy
	<p>Platform Readiness</p> <p>Ensure technical platform readiness before deployment with agreed upon governance, security, compliance, communication, migration and overall Office 365 deployment status.</p> <ul style="list-style-type: none"> • Governance • Security & communication • Collaboration & communication • Organizational change management
	<p>Pilot Establishment</p> <p>Complete the roll-out through pilot and waves while continuously gathering user feedback.</p> <ul style="list-style-type: none"> • Identify users/use cases • Technical implementation • Platform & user testing • Awareness & feedback
	<p>Onboarding & Continuous Improvement</p> <p>Provide a successful adoption plan with effective organizational change management based on communication, training, leadership, feedback and ongoing awareness.</p> <ul style="list-style-type: none"> • Roll-out • Enhancements • Adoption • Awareness

Microsoft Teams Enablement Solution



Phase 1: Discovery & Alignment

- Existing technical configuration – Identity, Auth, Network, AD, Calling, Voicemail, Chat, Meeting, Clients
- Existing Office 365 configuration – Licensing, Users, SharePoint, Exchange, Skype, Yammer, Groups
- Existing security needs – Legal, Compliance, Regulatory, Discovery, Federal
- Microsoft 365 knowledge transfer – How Teams works and is architected
- Teams goals alignment – Decide on high level goals for Teams roll out
- Detailed roadmap & timeline – Align existing configuration with future state goals with attainable strategy



Phase 2: Platform Readiness

- Governance readiness – Creation, Naming, Classification, Meeting, Team Ownership, Platform Ownership, Support, Templates, Guest Access, Development, Lifecycle, Office 365 Governance Alignment
- Security & compliance readiness – Administration, eDiscovery, Retention, DLP, Archive, Alerts, Reporting, Client, Device
- Collaboration & communication planning – Business Scenario Alignment, Information Architecture, Metadata, Integrations,
- Network readiness – Calling, Chat, Voicemail, Mobile, Access, Bandwidth, Ports/IPs
- Organizational Change Management – Training, Communication, Test Plan, Feedback, Metrics, Adoption.



Phase 3: Pilot Establishment

- Early adopter – Identification, Use Case Build, Communication, Training
- Technical implementation – Platform Configuration, Desktop, Mobile, Creation, Users, Licensing
- Platform testing – Technical platform based on governance, security, and platform design configuration
- Pilot deployment & testing – Clients, Test Plans based on use cases, Communication
- Awareness & feedback – Success stories, Pain points, Acceptance, Reporting, Follow up, Roll-out Planning



Phase 4: Onboarding & Continuous Improvement

- Roll-out – Communication, Training, Licensing, Clients, Users, Waves, Aligned with business scenarios
- Enhancements – Based on feedback and experience, Technical and functional
- Adoption – Reporting, Feedback, Metrics, Surveys, Ongoing communication
- Awareness – Office 365 Updates, Message center, Continuous learning, Plan for change management

"Microsoft Teams, Office 365 and Dynamics 365 provided our organization with the professionalism of a cloud environment and the capabilities of a modern solution that we need to connect with our 10,000 Members across the country." - Nonprofit Organization



Protiviti.com/Microsoft



MicrosoftSolutions@Protiviti.com

Gold
Microsoft Partner



Protiviti is a global consulting firm that delivers deep expertise, objective insights, a tailored approach and unparalleled collaboration to help leaders confidently face the future. Protiviti and our independently owned Member Firms provide consulting solutions in finance, technology, operations, data, analytics, governance, risk and internal audit to our clients through our network of more than 70 offices in over 20 countries.

We have served more than 60% of *Fortune* 1000 and 35% of *Fortune* Global 500 companies. We also work with smaller, growing companies, including those looking to go public, as well as with government agencies. Protiviti is a wholly owned subsidiary of Robert Half (NYSE: RHI). Founded in 1948, Robert Half is a member of the S&P 500 index.

All referenced trademarks are the property of their respective owners.

© 2020 Protiviti Inc. An Equal Opportunity Employer M/F/Disability/Veterans. PRO-0120

Protiviti is not licensed or registered as a public accounting firm and does not issue opinions on financial statements or offer attestation services.

protiviti[®]
Face the Future with Confidence