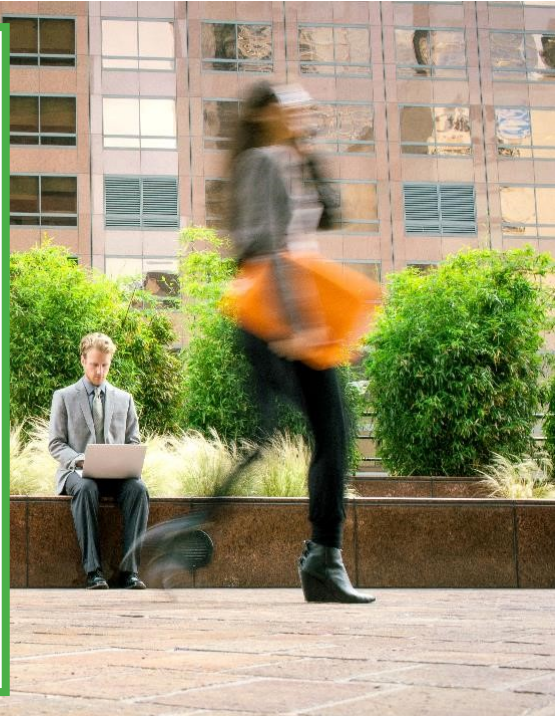


Successful implementation of MS Office 365 for C-level and HR

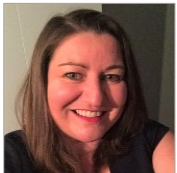
Wiki Wednesday Feb. 6th



WHO IS WHO



Els De Stercke
Change Manager



Yolanda Kerkhofs
Change Manager

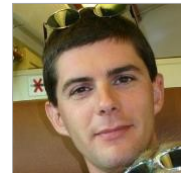


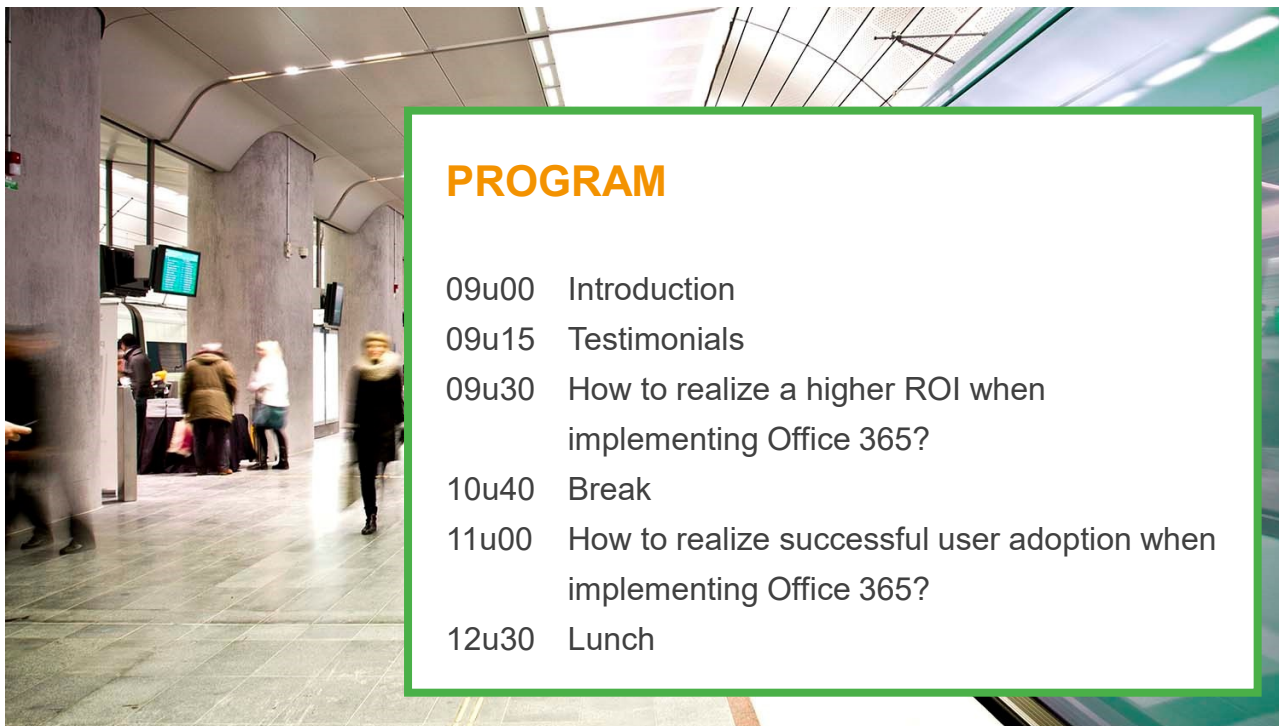
Tom Truyers
Change Manager

Frank Van Hamel
LMS365 Specialist



Tom Knockaert
Unit Manager Education



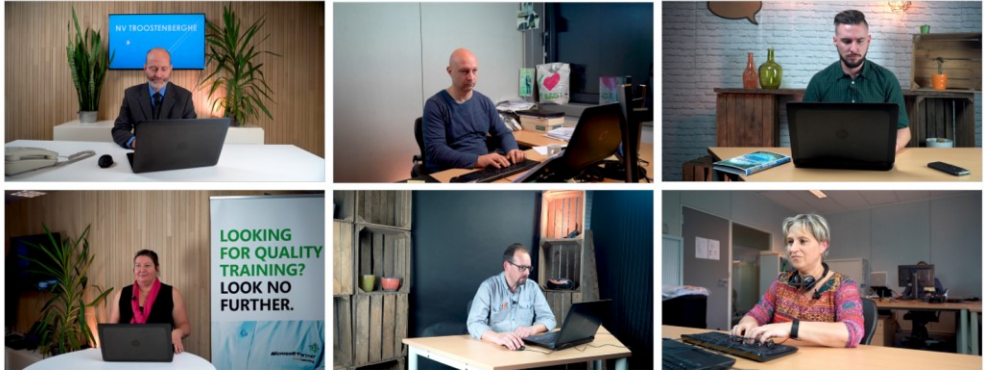


The migration to MS Office 365 at **NV VAN TROOSTENBERGHE**

Testimonials



We asked some of the employees
about their experience



The migration to MS Office 365 at
NV VAN TROOSTENBERGHE

Reflection



HOW TO REALIZE A
HIGHER ROI
WHEN IMPLEMENTING OFFICE 365?



WHICH PORTION OF YOUR BENEFIT
DEPENDS ON ADOPTION AND USAGE?

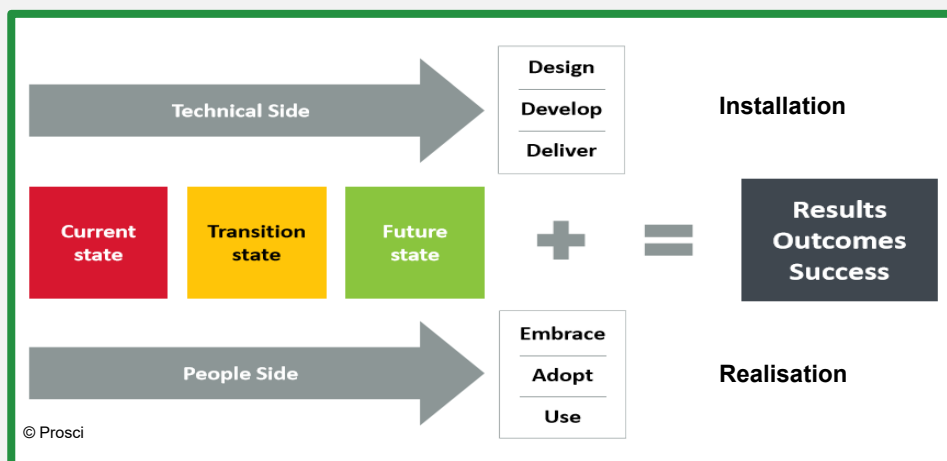
PROJECT BENEFITS

WHAT PERCENTAGE OF THE BENEFIT
WILL YOU GET IF NO ONE CHANGES HOW
THEY DO THEIR JOB?





SUCCESSFUL CHANGE



Aspects of a Person's Job You Can Impact

- Location
- Compensation
- Performance Reviews
- Reporting Structure
- Mindset/Attitudes/Beliefs
- Processes
- Systems
- Tools
- Job Roles
- Critical Behaviors

Organizations don't change; individuals do...

The achievements of an organization are the results of the combined effort of each individual.

Vince Lombardi

AWARENESS

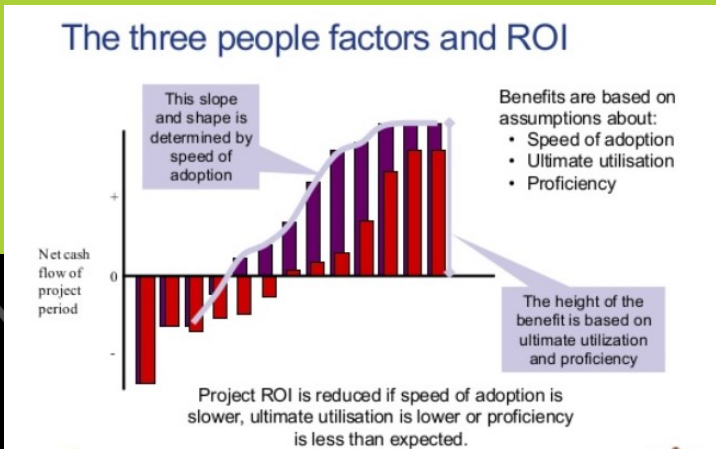
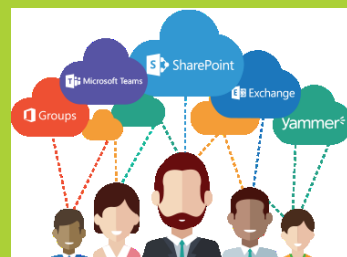
DESIRE

KNOWLEDGE

ABILITY

REINFORCEMENT

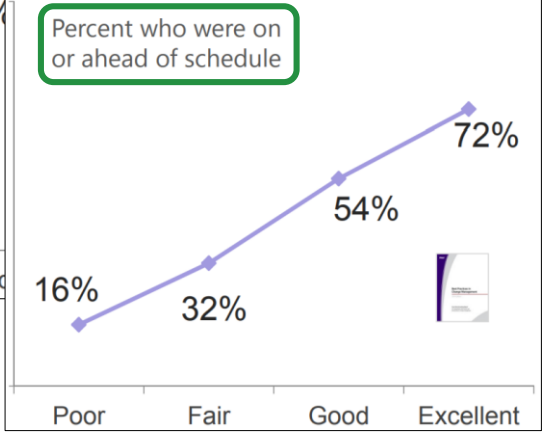
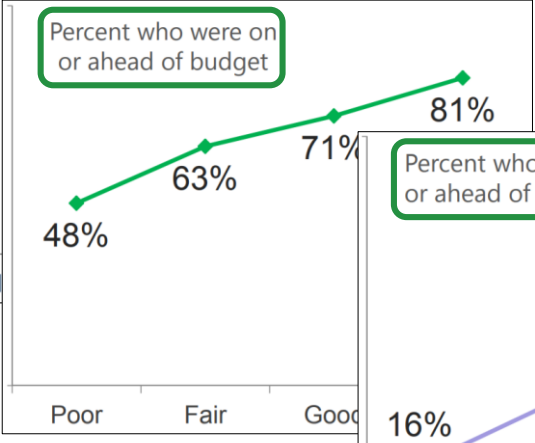
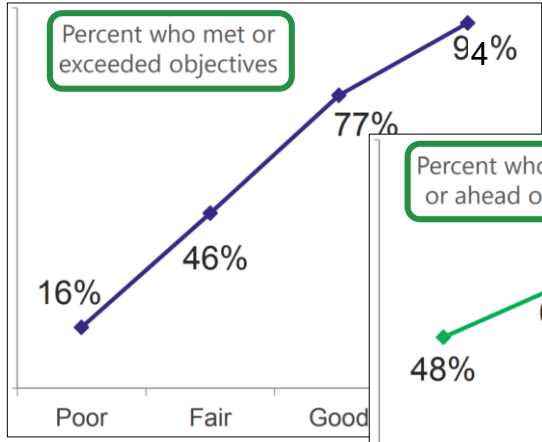
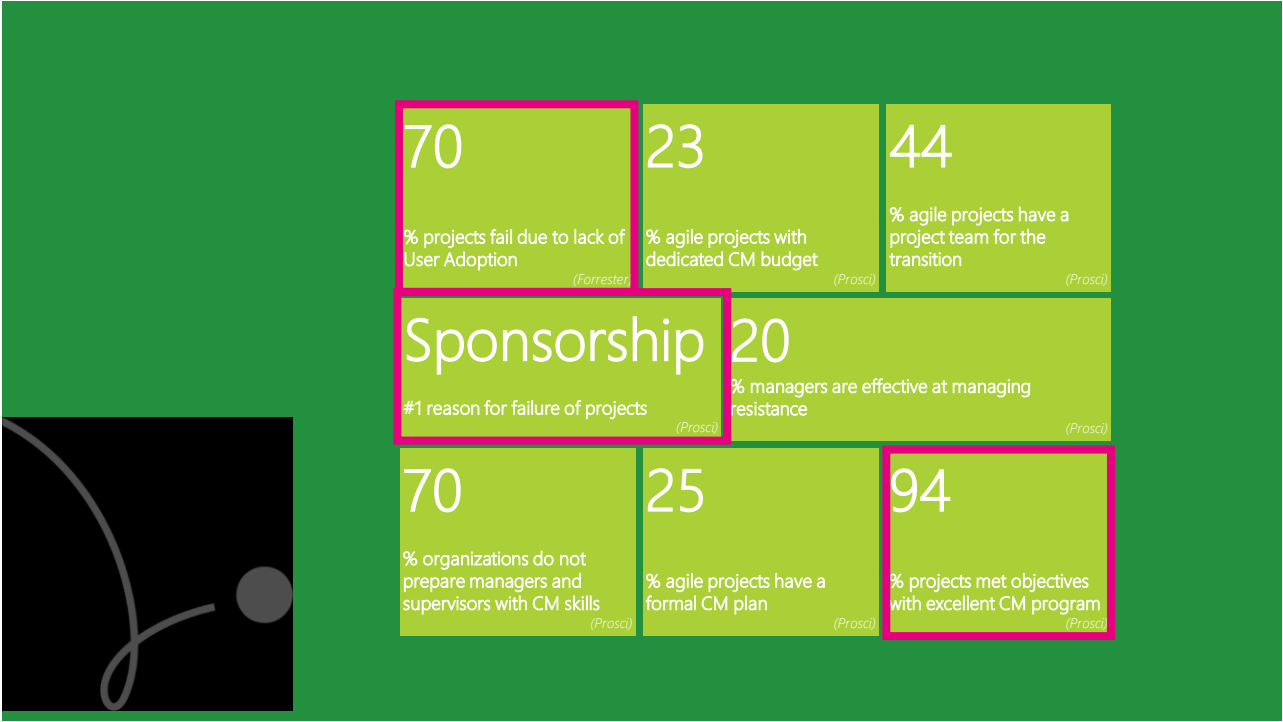
USER ADOPTION



- Speed of adoption
- Ultimate utilization
- Proficiency

CHANGE MANAGEMENT is a discipline and enabling framework to manage the **people side** of change for the change to happen **faster**, more **successful** and remain **permanent**.

Delivering the **people-dependent** results, outcomes and ROI.

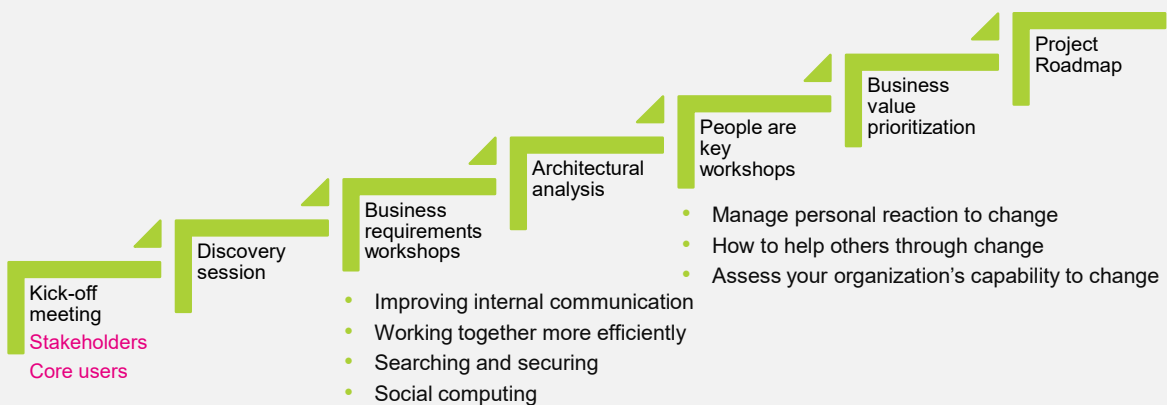


PROSCI® FACTS

HOW DO YOU KEEP USERS ENGAGED? WHAT CONCRETE STEPS SHOULD YOU TAKE?



BUSINESS PRODUCTIVITY ROADMAP








IMPLEMENT

- Why are we changing?
- What are we changing?
- How ready for the change is the organization?
- How big is the change?
- Who has to do something differently because of the change?
- How are those who have to do something differently impacted?
- Do the people know how to change?
- Can they effectively make the change?
- What information and resources to they need to change?
- How will we communicate?
- How will we set an example?
- How will we make it urgent?
- How will we make it desirable?
- How will we teach?
- Who will be teaching?
- What makes it easy?
- How can they practice?
- What are the short-term wins?
- What makes it sustainable?



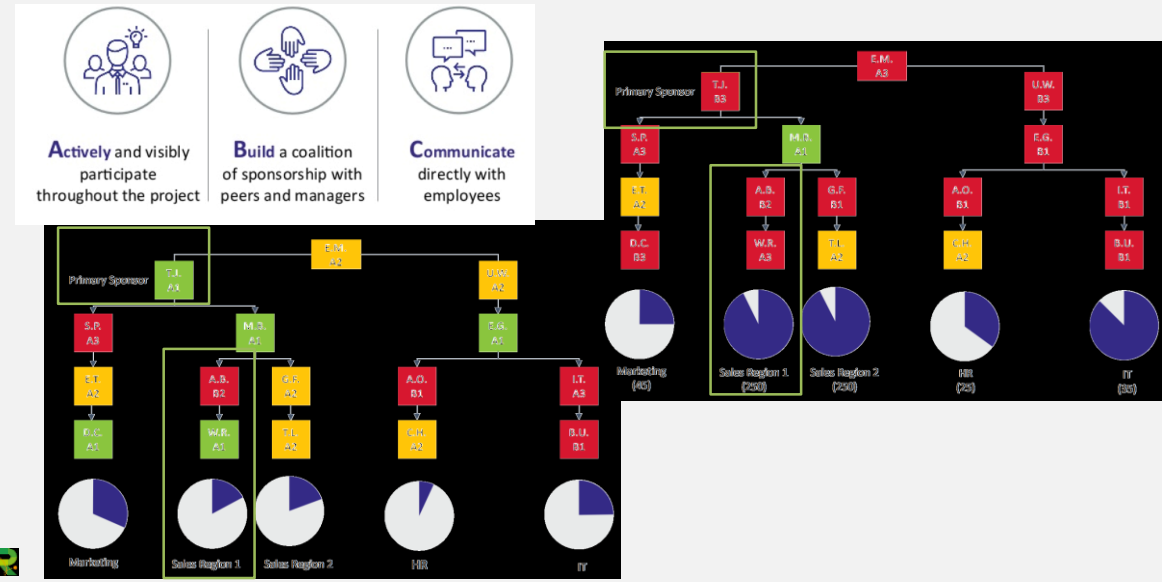
IMPLEMENT

- Define Strategy
- Build Team
- **Sponsorship**
- Build Change Management plans
- Implement plans
- Collect & analyze feedback
- Diagnose gaps & manage resistance
- Implement corrections

	A	D	K	A	R
 Sponsor Roadmap	●	●			●
 Communication Plan	●				●
 Coaching Plan	●	●	●	●	●
 Training Plan			●	●	
 Resistance Management Plan		●			●



SPONSORSHIP & SPONSOR ROADMAP – MORE THAN A SIGNATURE



MANAGER'S ROLE IN THE CHANGE

- CLARC

	A	D	K	A	R
Communicator	Answer why, why now, what if, my impact				
Liaison					Results and feedback
Advocate			Demonstrate commitment		
Resistance Manager			Identify and address root causes		Celebrate and sustain
Coach			Support "know how"	Support execution	

CHANGE COMPETENCY - PROJECT ECM

Prosci Change Management Maturity Model

Level 5	Organizational Competency
Level 4	Organizational Standards
Level 3	Multiple Projects
Level 2	Isolated Projects
Level 1	Ad hoc or Absent

WHY ECM MENU

- Changing World
- Agility
- Saturation
- Strategic Imperative
- Competitive Differentiation
- Cumulative Benefits
- A common approach
- Remember when...








**HOW TO REALIZE
SUCCESSFUL USER ADOPTION
WHEN IMPLEMENTING OFFICE 365?**



COMMUNICATION PLAN



COMMUNICATION PLAN

	A	D	K	A	R
 Sponsor Roadmap	●	●			●
 Communication Plan	●				●
 Coaching Plan	●	●	●	●	●
 Training Plan			●	●	
 Resistance Management Plan		●			●



COMMUNICATION PLAN

Main goal:
Build awareness of the need for change
Reinforce the change

If it's not broke,
don't fix it

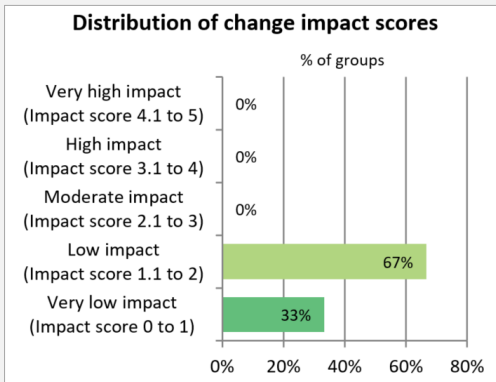
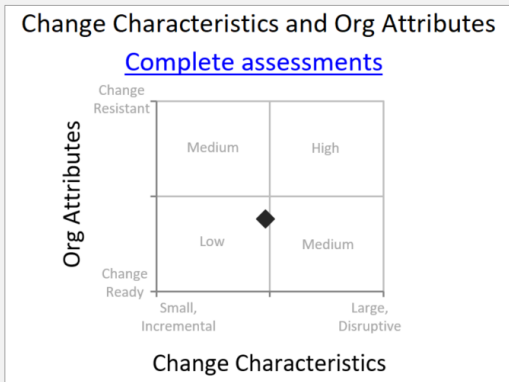
What's wrong
with what we
are doing now?

We have been
doing it this way
for years

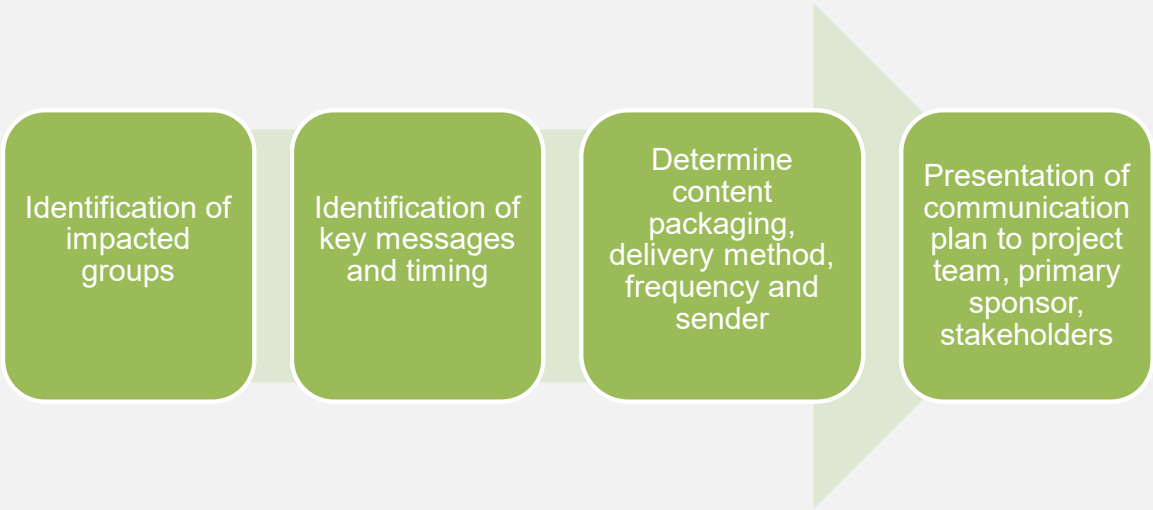
They never tell
us what's going
on!



COMMUNICATION PLAN - DESIGN



COMMUNICATION PLAN - DESIGN



COMMUNICATION PLAN - DESIGN

a. Audience: **employees**

Timing	Message content	Delivery mechanism	Sender	Date and time
First indications of change				
Early stages of the project				
During the design of the change				
Before implementation				
During implementation				
Post-implementation				

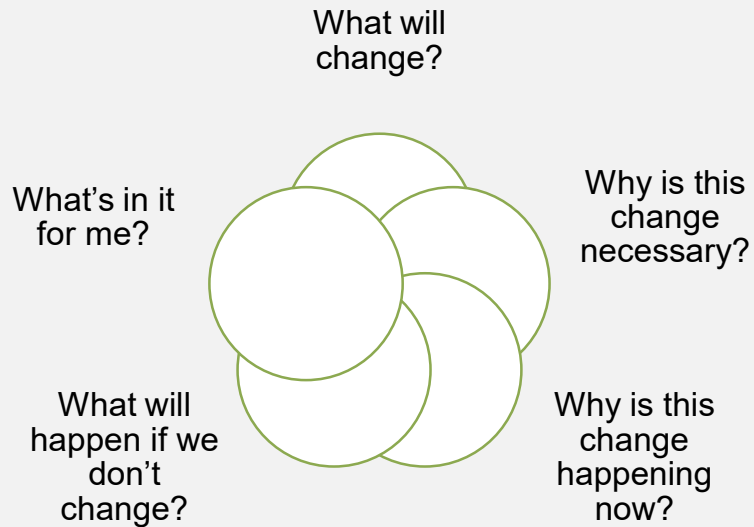
b. Audience: **mid-level managers and supervisors**

Timing	Message content	Delivery mechanism	Sender	Date and time
First indications of change				
Early stages of the project				
During the design of the change				
Before implementation				
During implementation				
Post-implementation				

Tactic or Phase	Awareness			Availability	Usage		Adoption
	Weeks before (t-60 days)	Weeks before (t-30 days)	Days before (t-7 days)	Service availability day (t)	Week after (t+7 days)	Month after (t+30 days)	At any time (t-)
Newsletter		◆					◆
Posters		◆	◆				◆
First Touch Event		◆					◆
Brown Bag Sessions			◆		◆	◆	
Early Adopter Video				◆			
Auditorium Training		◆	◆				
Online / On-demand Training			◆				
Lunch and Learn			◆				
Tips and Tricks				◆			
Awards or Incentives and Certifications					◆	◆	
Website					◆	◆	



COMMUNICATION PLAN - CONTENT

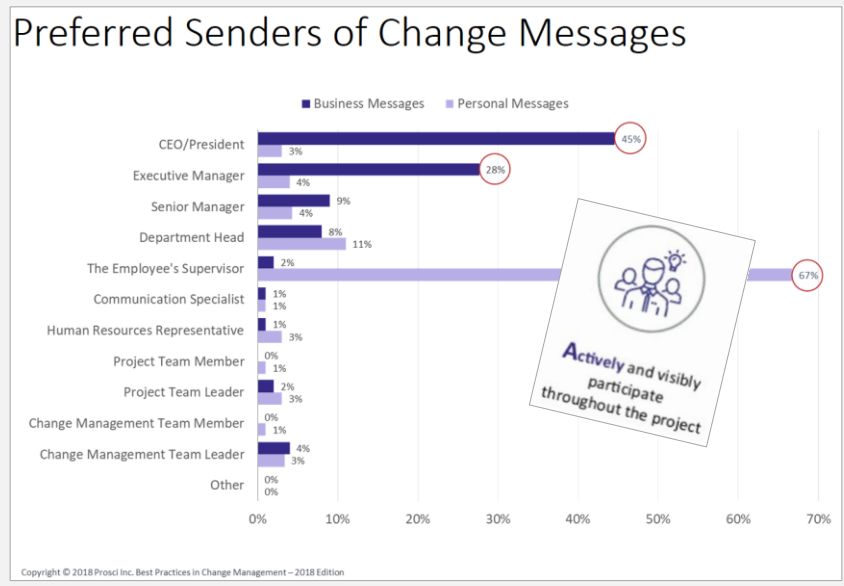


COMMUNICATION PLAN - PITFALLS

- Frequency of communication
- One-way communication
- Credibility of the sender
- Presenting it as an IT project
- Not communicating the reason to migrate
- Not talking in Insight colors



COMMUNICATION PLAN



Have you seen the surface hubs?

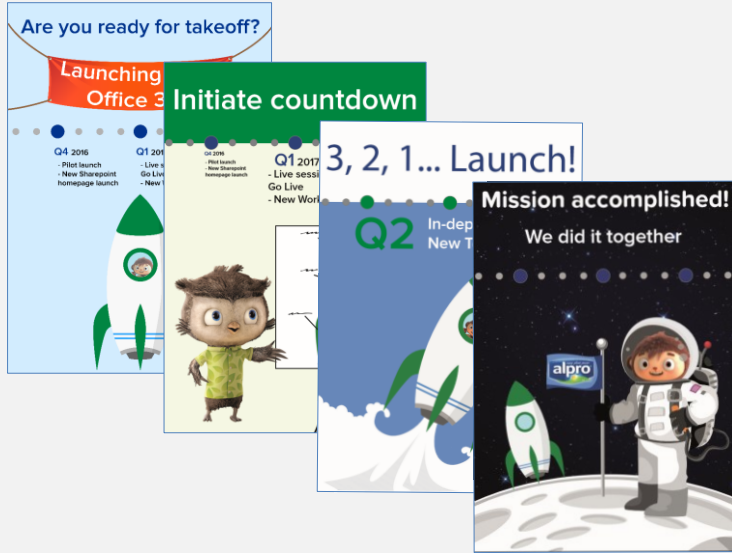
Do you know how to get the most out of them, and transform your meeting experience?

Get connected remotely & safely!

Tired of boring meetings?
 No more taking pictures of White boards.
 Feeling part of the meeting without the need to travel to other locations.

Want to join a course? Simply sign in

ALPRO OFFICE 365 POSTER & FLYER CAMPAIGN



TERRITORIAL SCOPE

- All ORGANISATIONS within EEA
 - Private & Public
 - Companies, Associations, ...
- Non-EEA organizations storing data about EEA-citizens

DATA TRANSFER TO NON-EEA COUNTRIES
 By Default: **FORBIDDEN**

Exceptions

- 1) Countries having adequate data protection: Andorra, Argentina, Canada, France, Iceland, Germany, Israel, Sri Lanka, Jersey, New Zealand, Switzerland, Uruguay and the USA (Privacy Shield).
- 2) International companies being B2B (excluding corporate sales)
- 3) Standard contractual clauses: Use a specific model of contract
- 4) Derogations: Explicit consent of the Data Subject, Public or Vital interest.

PERSONAL DATA ?

ANY INFORMATION IDENTIFYING A DATA SUBJECT

CONFIDENTIALITY NON-SCIENTIFIC

- Name
- Address
- Email
- Phone
- Userlogin
- IP address

IDENTIFIED

CONFIDENTIALITY SCIENTIFIC
 Requires special protection

- Ethnic origin
- Religious belief
- Political
- Genetic
- Biometric
- Trade union membership
- Health/sexual orientation

IDENTIFIABLE
 Identifiable based on a combination of data e.g. gender + city + age + job + ... leads to identification

LAWFULNESS

6 PROCESSING GROUNDS

- CONSENT
- CONTRACT
- LEGAL OBLIGATION
- VITAL INTEREST
- PUBLIC INTEREST
- LEGITIMATE INTEREST (of the controller)

GENERAL DATA PROTECTION REGULATION

RISK MITIGATION SOLUTIONS

The highest threat is human failure

PROTECTION

- Data anonymisation
- Data encryption
- Password protection of data
- PCI locking
- Physical access control
- Employee awareness
- Role based security
- Record based security
- Firewalls
- Data masking
- Audit logs
- Data loss prevention (Backup & restore procedures)

PERSONAL DATA BREACH

Accidental or unlawful destruction, alteration, processing or access of personal data!

Report to the DPA (Data Protection Authority) within 72 hours!

Consequences of non-compliance

- Damage to reputation
- Disruption of business
- Risk of class action suits
- Fines up to 4% of global turnover

DATA SUBJECTS will be informed in the event of high risk to the rights and freedoms of individuals.

DATA PROTECTION BY DESIGN AND DEFAULT

WHAT: an approach to the start of any projects that promotes privacy and data protection compliance.
HOW: perform a DPIA (Data Protection Impact Assessment).

DPIA Steps

- Identify the need for the DPIA
- Describe the information flow
- Identify privacy and related risks
- Identify and evaluate privacy solutions
- Sign off and store the DPIA-version in a register
- Integrate the DPIA outcome into the project plan

CONTRACTUAL LIABILITY

DATA SUBJECT RIGHTS, LIABILITY & ACCOUNTABILITY, CONTRACTUAL LIABILITY

DATA SUBJECTS: All natural persons in the EEA

CONTROLLER: Determines the purpose and means of processing personal data

JOINT CONTROLLER: Two or more controllers jointly determine the purposes and means of processing

PROCESSOR: Processes personal data on behalf of the controller

EXAMPLE: GREENOAK @ REALDOLMEN

Green OAK is het overkoepelend programma waarin we ons huidige, verwiderde ICT-landschap – opgebouwd door de jaren heen - transformeren en opnieuw zuurstof geven. We starten vanuit één enkele nieuwe boom als **solide basis** waarop andere toepassingen en processen zich kunnen enten en verder **groeien** om zo hun **vruchten af te werpen**. Vanuit deze basis en volgens een **duurzame** en **organische 'stap voor stap'-benadering** bouwen we zo aan een algemene en geïntegreerde administratieve verbetering en vernieuwing van ons hele interne ICT-landschap. **Green OAK** bestaat momenteel uit verschillende 'takken' of projecten:

- eBlox (HR Payroll)
- Rflow (Document Management)
- GDPR (Compliance)
- Dynamics 365 (Kernplatform)
- Microsoft 365 (met Office 365)

Naast de technische kant van een ICT-programma is de menselijke kant minstens zo belangrijk. Uiteindelijk draait het om jullie, de mensen achter de technologie die met elkaar samenwerken. Daarom is **Change Management** for a succesful **User adoption** een belangrijk onderdeel van dit verhaal. Zo krijgt onze **Green OAK** de beste kansen om de boom te worden die we allen nodig hebben.



De verschillende deelprojecten en activiteiten binnen dit programma zullen steeds onze **Green OAK-principes** nastreven. **Green**, met respect voor de Realdolmen-waarden waarbij we de mens – klant en medewerker – centraal zetten, en samenwerken aan de **Optimalisatie, Automatisatie** en **Kernprocessen** van ons ICT-landschap. Het wordt een **boeiend traject**. Laten we er samen een succes van maken!

Nuttige links:
 - Green OAK Flash 14/12/2017



EXAMPLE: GREENOAK @ REALDOLMEN

REALDOLMEN
 a CH Group company

How to move your OneNote Notebooks?

- 1 From local to tenant

1. Open the local notebook in OneNote via **File> Open**
2. Via **File**, click on **Share on Web or Network** under the name of the local notebook

3. Select the location **OD4B** or **SharePoint** and select the folder and click **Move**

4. The notebook is syncing to the new location

OneDrive - Realdolmen

Description

OneDrive is Microsoft's online **Cloud storage product** and is available for free to all owners of a Microsoft account. OneDrive offers use and devices on the Web. OneDrive is the **central point for hosting and sharing files** online when using Microsoft's services and applications. Simply go to the OneDrive website, enter your Microsoft account credentials, and sign in.

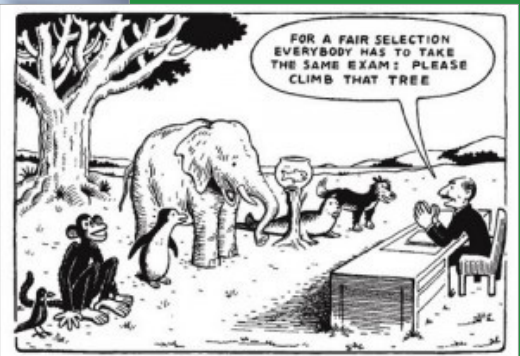
Elearning

Read how to **set up your OneDrive Realdolmen**, and **click here** to access the **elearning about OneDrive - Realdolmen**.

QRG



TRAINING PLAN



Who?

Where?

What?

When?

Office 365 | SharePoint

LEARN@365

HOME COURSE CATALOG MY TRAINING MICRO LEARNING LIBRARY SOCIAL LEARNING REGISTER POWER BI INSIGHTS

Search this site

LMS365

Cloud-Based Learning in O365

Welcome to Learn@365. Click here to visit the course catalog and register.

My Training Dashboard. Start your learning journey here

On-the-job training course series. Register here.

GDPR compliant? Learn more here in our new course

Micro-learnings available. Completed in 10 minutes or...

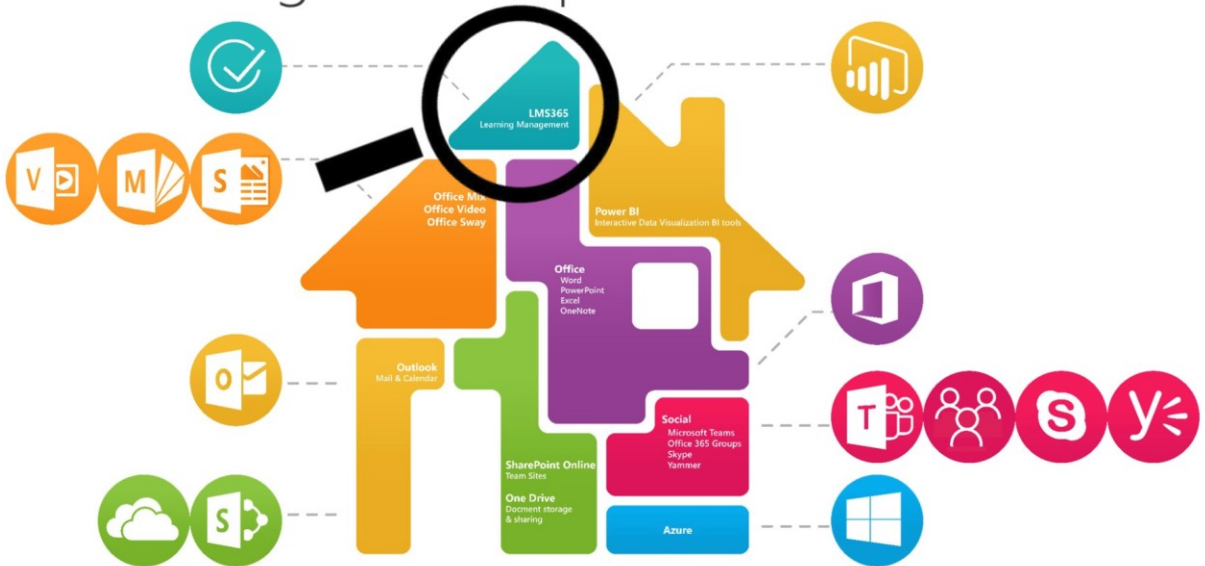
News

By-pass the roadblock!
Don't let anything stop your dreams from coming true!
We've created a culture in our company that allow dr...
Lars Vestergaard Monday at 6:31 AM

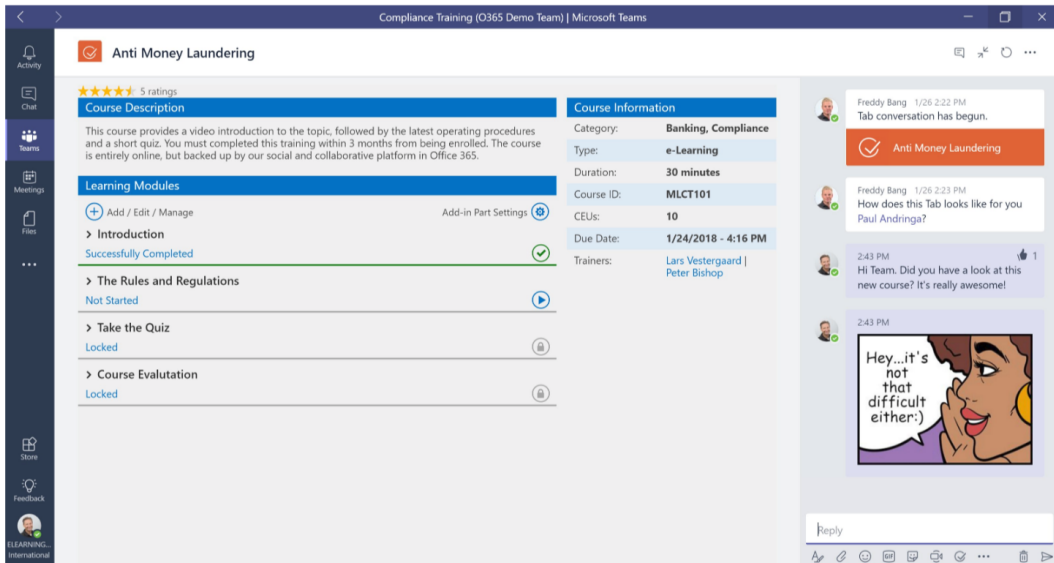
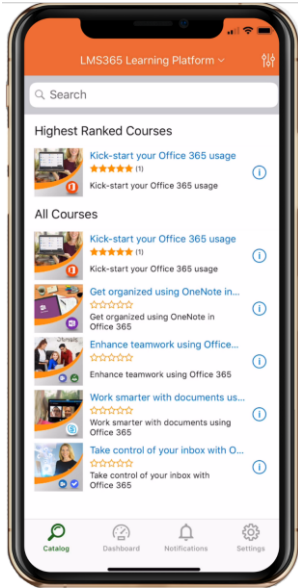
LMS365 is our new learning platform
We have chosen LMS365 as our new global learning platform. The choice was made based on a careful se...
Lars Vestergaard September 10

Get the mobile app Feedback

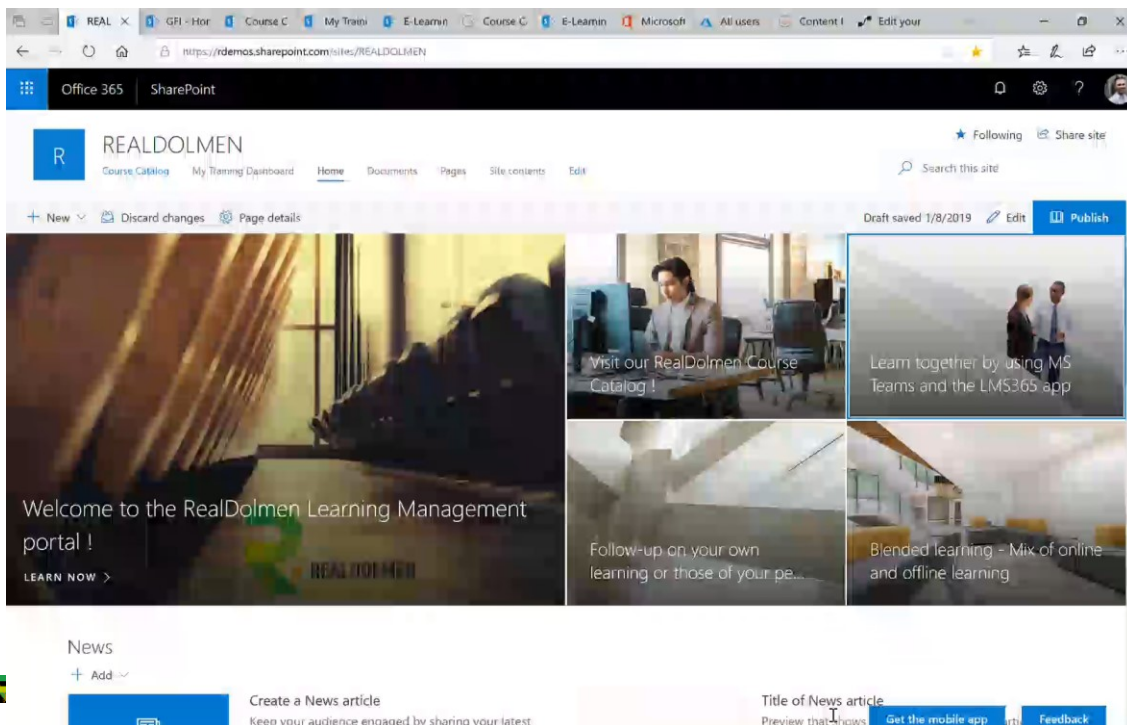
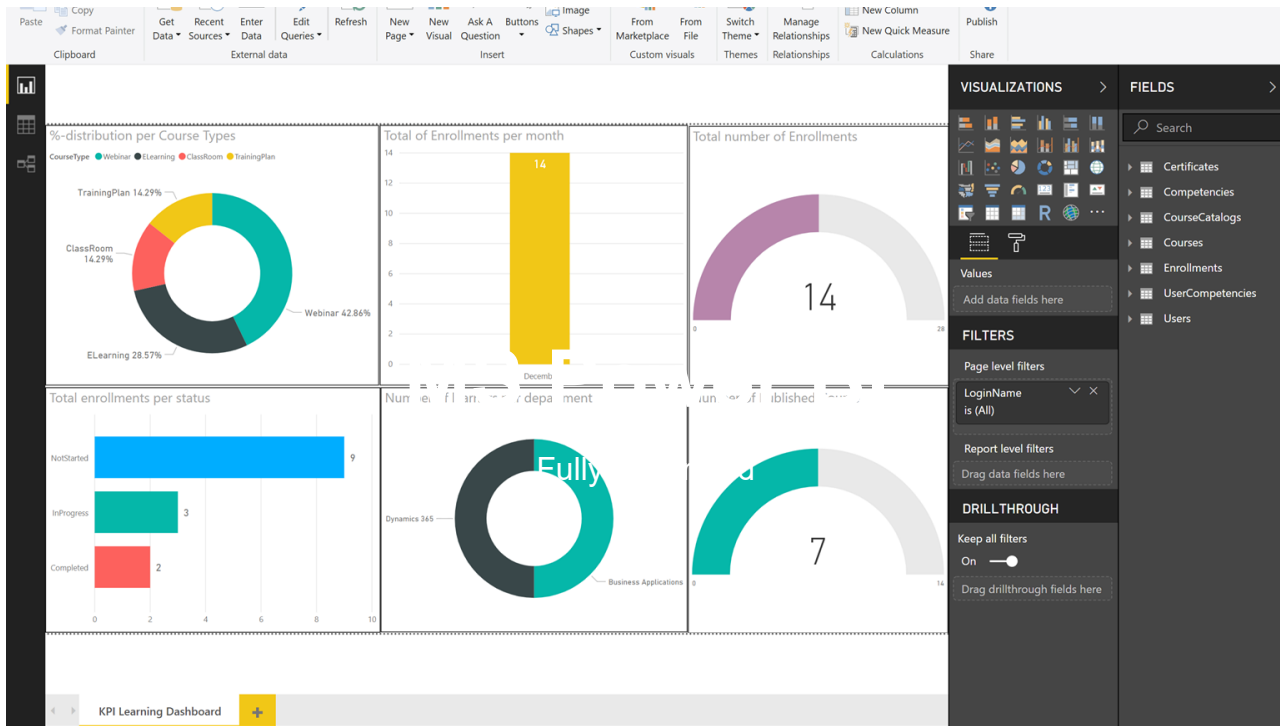
Modern Digital Workplace



Successful implementation of MS Office 365 for C-level and HR



Successful implementation of MS Office 365 for C-level and HR

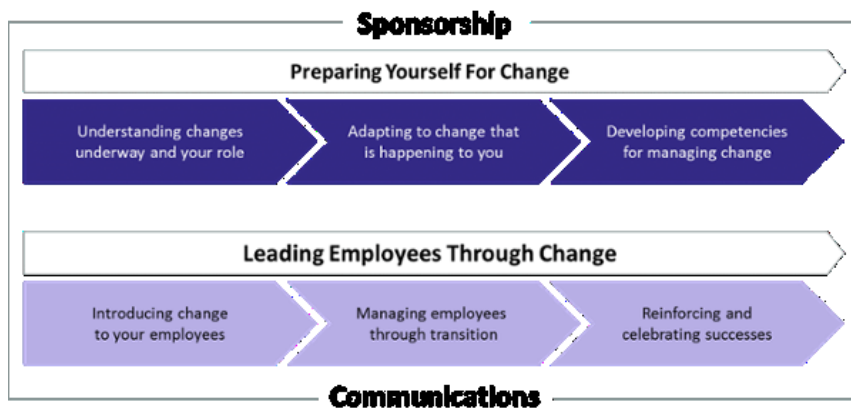


COACHING PLAN

ENABLING SPONSORS AND COACHES TO MANAGE RESISTANCE



COACHING PLAN



- Coaching plan defines how to support managers and supervisors during the change and how they will interact with front-line employees.



STEP 1: ENSURE THAT THE NECESSARY SPONSORSHIP AND COMMUNICATION ACTIVITIES ARE IN PLACE



Building competencies with managers and supervisors to lead change will be problematic if the responses from managers include:

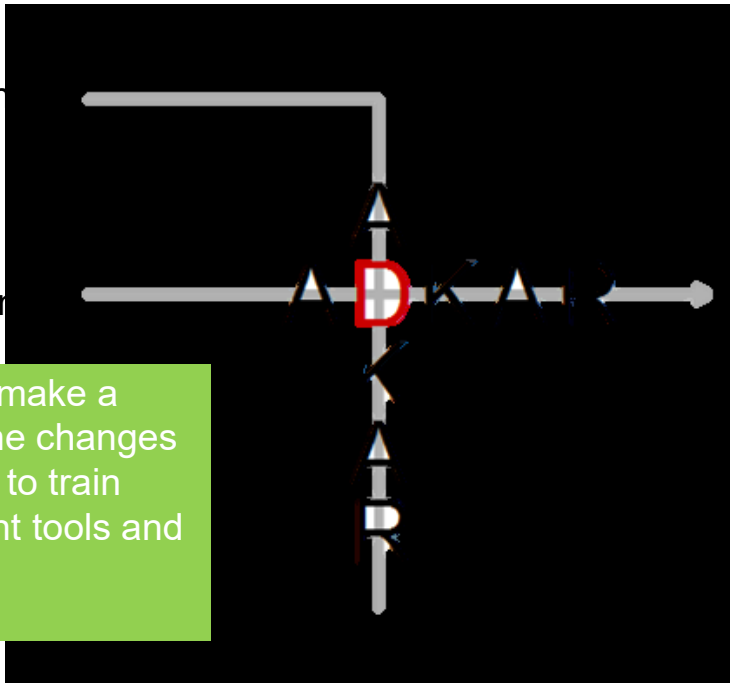
"I have not heard of any changes going on. What do you know that I do not know?"

"The senior leader for our area has not mentioned this change. Perhaps we are not going to be impacted by this project."

"We have a lot of changes underway already, and I am not sure that this change has priority in our area."

Engaging in a particular change

Learning to manage change



We must allow managers to make a personal choice to support the changes underway before we attempt to train them on change management tools and processes.



STEP 2: PREPARE MANAGERS TO LEAD CHANGE WITH THEIR EMPLOYEES



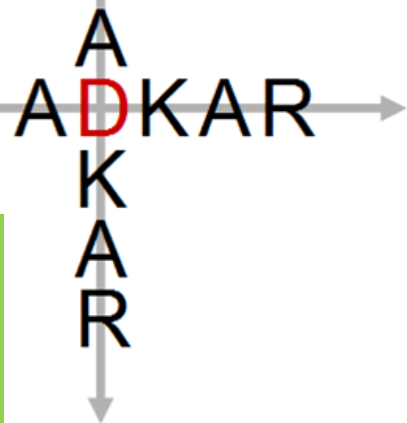
List the changes underway that impact you or your groups	Do you know why these changes are being made and how they align with the direction of the organisation? (Yes/No)	Do you understand how this change will impact your direct reports? (Yes/No)

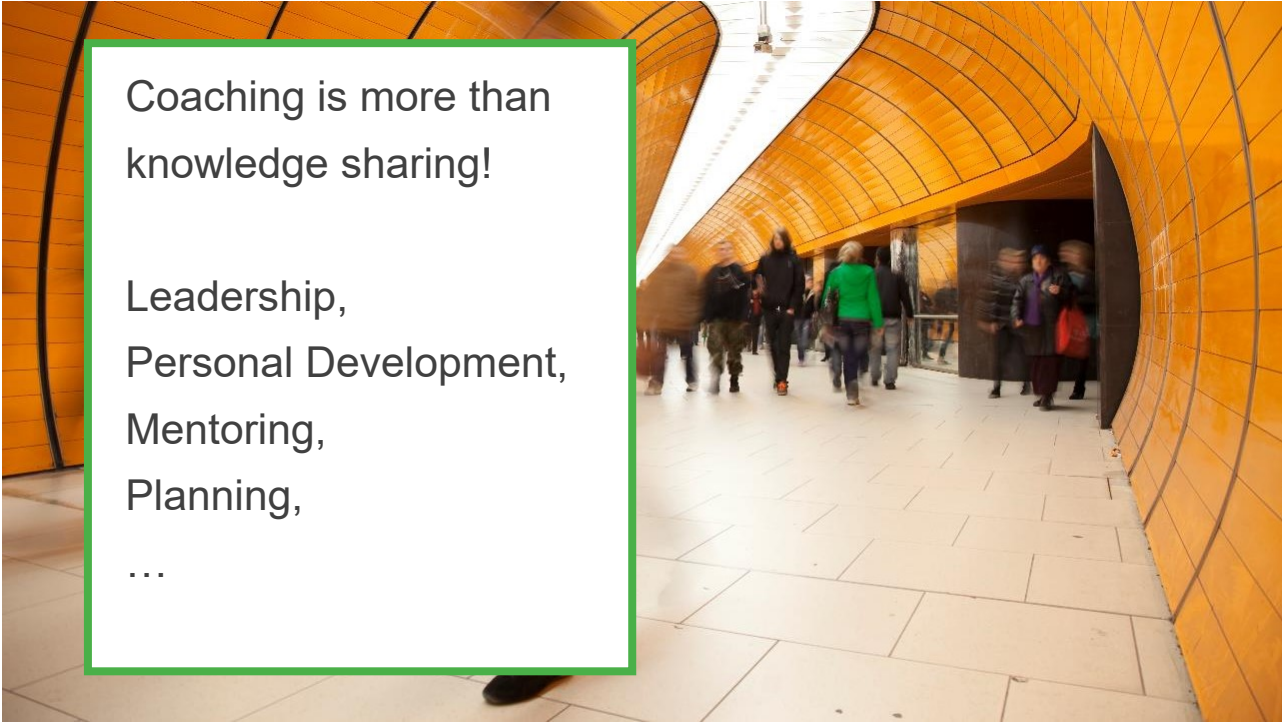


Engaging in a particular change

We must allow managers to make a personal choice to support the changes underway before we attempt to train them on change management tools and processes.

- The **roles** of managers and supervisors
- How do I **talk** with my employees about change
- How do I coach my **group** through a change
- How do I coach **individual** employees through change using the ADKAR® Model
- How to I manage **resistance** to change





Coaching is more than knowledge sharing!

Leadership,
 Personal Development,
 Mentoring,
 Planning,
 ...

STEP 3: ENABLE MANAGERS TO INTRODUCE, MANAGE AND REINFORCE CHANGE WITH THEIR EMPLOYEES



- At what point in the change process is each employee?
 How can I help my employees through the change process?

Employee	A	D	K	A	R	Notes/actions
Adam	4	5	2	2	4	
Beverly	4	1	4	3	4	
Charles	2	2	3	3	4	
Denise	5	1	4	2	3	

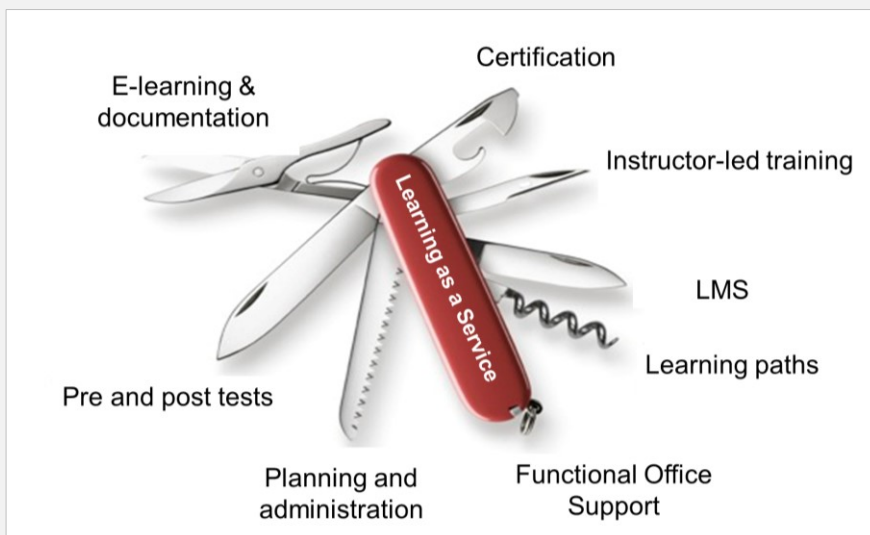
Employee	ADKAR® profile:	Actions to take:	Follow up:

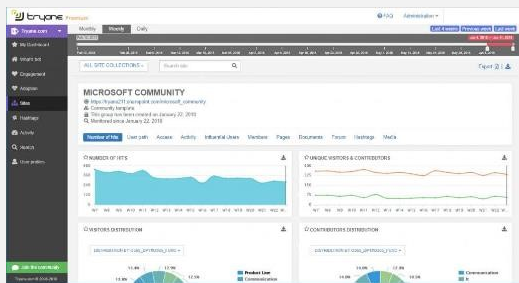


LINK WITH EDUCATION SERVICES



THE EDUCATION SWISS POCKET KNIFE





Office Update Track

Q&A

