Microsoft Teams Rapid Deployment Program

March 2020
Program summary

The recent situation change has escalated the need to enable your staff and volunteers to be able to work from anywhere, anyplace and anytime.

The introduction of remote workplace solutions will help ensure the continuity of your organisation while limiting the risks to your staff and volunteers.

Avanade has developed a rapid, elastic approach to help our partners equip staff and volunteers with the tools they need to work remotely. Our digital framework helps to provide a safer way to maintain productivity at scale.

Microsoft Teams can help you make it easier for your employees to work remotely and collaborate with colleagues, customers and partners.

Objectives of this initiative:

- **Agile** approach for your situation.
- **Rapid** deployment of the basic Microsoft Teams features like Chat, Threaded Conversations, File sharing, Conferencing and Meetings.
- **Additional components** like Audio Conferencing, Live Meetings and Virtual Waiting Rooms allow our partners to communicate with their staff, volunteers and partners.
- Bring **experienced practitioners** who accelerate your deployment but who can help you manage the risks/trade-offs and changes in your organisation.
- Provide guidance around the **durability** of the accelerated approach and managing the service post crisis and during the recovery period.
- Receive basic **training** that makes it easier for your staff and volunteers to make use of basic functionality from their homes.
This challenge is also an opportunity to innovate through new ways of working that can also help to protect your organisation in the future.
What we have learned from our clients so far

**Scaling Enabling Technologies**
Rapidly expanding their existing collaboration, networking and VPN/NG FW technologies to handle exponential growth in usage and load

**Culture and Awareness**
Rapidly educating their people on how to effectively and productively work remotely at scale. Pragmatically helping with the human element of working from home. Focusing on ‘moments that matter’

**Solving specific gaps**
Closing gaps in current capabilities (e.g. cross company integration, sourcing laptops, Virtual Desktop/VDI, business operations, etc.)
New ways of working in a new world of work

Empower people to collaborate, access corporate applications & data, and make decisions at any time, from anywhere, and using any device

- **Resilient culture**: Adapt leadership practices and behavioural norms for the current context while protecting culture and engagement in a distributed workforce.

- **Elastic collaboration**: Rapidly deploy or extend your workplace platform to enable collaboration and remote working at scale. Use analytics to help drive adoption and opportunities to improve staff, volunteers, clients and partner experiences.

- **Virtual work environment**: Evaluate network, accelerate device deployment, and leverage virtual environments to support increased mobile demand.

- **Seamless networking**: Enable reliable and secure remote network connectivity to staff and volunteers’ homes and seamless integration with clients and partners.

- **Distributed continuity**: Enhance business continuity plans to include reduction in workforce, travel restrictions and large scale remote working environments.

- **Adaptive security**: Empower staff and volunteers to collaborate, remain vigilant, protect company data, and secure users without getting in the way.
Mobilization made easy

01 Act now to help your staff and volunteers adapt to remote working and optimize the experience to maximize productivity including how to effectively run large- and small-scale virtual meetings.

02 Immediately deploy or scale the use of collaboration tools, such as Microsoft Teams, and provide targeted prescriptive guidance for effective productivity for the remotely connected workforce.

03 Organize a rapid deployment task force today with representation from the programs, HR, IT, and Security.

04 Equip traditional desktop workers with mobile solutions to provide secure, remote access to applications and data.

05 Use our experience and take advantage of limited free-use solutions from our ecosystem of strategic partners and providers to rapidly scale your capabilities to meet new demands.
Rapid deployment plan for your organisation

**Assess current state**
Analyze your current technology capabilities and your ability to scale out internally, including your current communications plan and support structure.

**Identify**
Identify how to leverage your existing technology more effectively.

**Develop a culture awareness and change plan**
Design a change management plan to encourage adoption of key technologies to facilitate person-to-person engagement, internal meetings and even large-scale external events.

Rapidly modernize and scale your collaboration capabilities:
Rapidly modernize and scale your collaboration capabilities: Identify how to expand your workplace to the periphery, including a focus on home networking, broader networking, security, upgrading other tools and capabilities. Implement your change plan to help staff and volunteers work and engage successfully at scale.

- **24 hours**
- **72 hours**
- **5 days**
- **2 weeks**

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[Avanade Logo]
Teams rapid deployment

Kickoff/Planning
Engagement to define worker types and needs/requirements through questionnaires and workshops

Environment Assessment, Testing
Align program structure to maturity quadrant to best understand how we can support

Start Enablement of Teams
Target initial group of users to enable via Teams. Provide them with immediate ability to coordinate the Teams Rapid Deployment Program

Deploy Usable Assets
Activate capabilities: Meetings, Conferencing, Project Rooms. Enable Training site, Live Events. Rollout communications plan.

Communicate with your Employees
Schedule an online All Hands event via with employees to inform them of the Plan and how to mobilize, train and when.

Change Enablement Site
Setup a Training/Change Enablement Teams site to help you jump start training materials for your users new to this tool. Set up experience measurement tooling so you can identify remote working improvement opportunities

Velocity Deployment
Rapid rollout of Teams to remote users with defined program scope to Client's end-users.

Recovery Plan
Post-crisis recovery plan to review risks, tradeoffs and recommendations. What do review and audit? Suggestions on handling content or tenant consolidation.

24 hours
- Teams configuration or deployment started
- Define initial user group for enablement
- Setup provisioning of default Teams sites, Project Rooms

72 hours
- Schedule Live Event All Hands
- Setup Training site with materials
- Rollout communications plan
- Prepare for remote user rollout
- Enable core capabilities for Meetings, Conferencing

5 days
- Continue remote user deployment in waves
- Measure and improve remote working staff and volunteer experiences
- Playbook, recovery plan recommendations

2 weeks
How do we get started?
Technology readiness from any starting point...

Based on our joint capability / maturity assessment, we can bring expertise, assets and best practices to provide practical action immediately.

**GUIDE**
Leverage our expertise in reviewing and validate your plans.

*Example:* Use Production or New Temporary Office 365 Tenant

**ACCELERATE**
Streamline and review your planned activities.

*Example:* Use Production Office 365 Tenant

**LEAD**
We’ll assist you with developing your plans and getting things deployed.

*Example:* Use New Temporary Office 365 Tenant

**INDUSTRIALIZE**
Assist with enablement processes and deployment activities.

*Example:* Use Production Office 365 Tenant

**QUICK START**
1. Start with the workplace questionnaire with your partner
2. Discuss which quadrant best aligns to their needs / starting point.
3. Schedule kickoff / planning session.
4. Environment assessment questionnaire pre-work.
How we help you move quickly

Assets / Accelerators

- Proven project templates for rapid deployment
- Environment assessments
- Infrastructure discovery scripts and tools
- Deployment and provisioning script libraries
- Governance and compliance planning guides
- Teams quick start templates for project rooms, training
- Training and usage materials
- Workplace change management assets
- Experience measurement frameworks and tools
- 3rd Party/eco-system

Deliverables

- Deployment plan
- Recommendations document
- Training guides (pre-load site and Microsoft training content)
- Governance and compliance guides
- Teams quick start templates
- Risks and remediation recommendations
- Workplace change management recommendations
- Post-crisis recommendations
Sample program team structure

Governance

- Client Stakeholders
- Avanade Executive Sponsor
- Avanade Quality Assurance

Execution

- Program Sponsor
- Project Manager
- Functional Leads
- Teams Architect
- Project Owner

Global Resources / Organization

- Change Enablement
- Global Center of Excellence Architects
- Security Consultants
- Workplace Advisory

Support / Management

- Service Desk
- Administration
Optional components

- Advanced Cloud Service Monitoring
- Remote Worker Service Desk
- Staff/Volunteer News / Communications Portal
- Managed Service
- Productivity Coaching
- Sustained Training / Learning program
- Workplace change management support
- Experience measurement and insights
- Concierge / White Glove user support
- Bulk Teams provisioning
- Ongoing platform review / feature updates planning
- Cloud Proxy Deployment
- Leverage the Microsoft Cloud Service Provider Program (CSP)
- Remote Device Management (Intune/MAM)
Next Steps:

Drive pre-engagement checklist
Schedule free virtual workshop
Mobilize the team to deliver a tailored offering for your organisation
Teams rapid deployment program

WHAT WE OFFER

▪ Packaged engagement for a Fixed Duration Teams Rapid Deployment Program to provide enhanced remote worker collaboration and capability quickly
▪ Accelerated Plan/ Design/ Build/ Test capability within hours and days vs traditional weeks and months for provide SME assistance, architecture guidance, provisioning and support
▪ Assessment of current remote worker capability prioritizing least technical complexity and highest business value
▪ Enablement of Teams, Security, and Collaboration capabilities and adoption
▪ Quickstart Assets for you to customize your training, communications, and onboarding plans

WHAT YOU GET TO PROCEED

• Remote Worker Enablement Kit
  ▪ Training/ Communications
  ▪ Migration plan to proceed and common migration scenario alignment
• Remote Worker Enablement
• Post-crisis recovery plan and recommendations

HOW WE DO THIS

Remote Workplace Assessment

- User & Environment Assessment
- SME Consultants

Workplace Productivity Studio

- Industrialized Deployment Approach
- Gap Analysis/ Recommended
- Adoption & Communication Plans
Sample digital hub templates
Appendix
Engagement Example

Common Scope Deliverables:

- Remote Worker Enablement Kit
  - Training / Communications for Teams enablement & remote worker
  - Migration plan to proceed and common migration scenario alignment
- Remote Worker Enablement
  - Bulk enablement execution for Teams Unified Communication for 10k users
- Post-crisis recovery plan and recommendations
  - Governance and compliance guides
  - Risks and remediation recommendations
  - Workplace change management recommendations

Customer Requirements

- Active engagement and accelerated participation as part of this engagement across operations, OCM, and security
- Sufficient credentials, network bandwidth, licensing, access to SMEs, support, executive sponsorship, endpoint device management, and Microsoft service availability
- Activation per provided guidance for IT & End User for training, communications, and operations

Optional Components

- Additional complexity or users
- Tenant provisioning & management
- Additional OCM/ Training/ Communications Customization
- Post-Crisis Remediation Activities
- White Glove Support
- Custom Security Remediation & Management
- Mobile Device Management
- Managed Services, CSP, or Device as a Service
Rapid Teams Deployment - High Level Plan Example

Day 0
- Pre-Engagement
- Discovery / Analysis
- Infrastructure Validation
- Client - Pre-Work Completion

Day 1
- Pre-work Package Sent
- Workshops
- Kick-off Scheduled
- Active engagement in Discovery & Planning Workshops

Day 2
- Rollout Planning
- Pre-Work Review
- Tenant Provisioning
- Quality Assurance, Issue Resolution, Teams Environment and Tenant Changes

Day 3
- Security Coordination/Enablement
- Advanced Feature Planning
- Reporting Approach
- Endpoint Client and Device Deployment

Day 4
- Batch User Provisioning
- Number Porting Config.
- Operations Approach
- Project Room / Change Enablement Sites Turned on

Day 5
- Review Service/ Infrastructure
- Exec Review
- Stabilization Review
- Advanced Feature Enablement (Comms Credits, Audio Conferencing, etc.)

Day 6
- Service Management / Support
- Exec Review
- Stabilization Review

Day 7
- Exec Review
- Playbook Review

Day 8
- Customize Playbook

Day 9
- Review Service/ Infrastructure

Day 10
- Service Management / Support

Day 11
- Exec Review

Day 12
- Project Closeout

Day 13

Day 14

Day 15
- Client - Pre-Work Completion
- Active engagement in Discovery & Planning Workshops
- Quality Assurance, Issue Resolution, Teams Environment and Tenant Changes
- Endpoint Client and Device Deployment
- Provide End-user Support and Facilitate Communications and Training