

Office 365 User Experience Framework

CIO Council Meeting
June 18, 2015

T- Communication Road Map

T - 5 Weeks

Managers

- Notify managers that your organization is migrating to Microsoft Exchange Online/ Office 365.
- Tell your managers when it is going to happen.
- Provide an overview of the process.
- Explain why you are migrating. Give your managers tools to promote your organization's decision to make this change.
- Give them information to communicate to their employees so that their employees know the migration is coming.

T - 4 Weeks

End Users

- Tell the End-user that they will soon be moving to Office 365.
- Tell them actions that they can take to make their move to the cloud better.
- Tell them where they can get answers to questions
- Tell them who they need to contact with issues or questions.

Champions

- Identify Office 365 "Champions" within your organization.
- Provide early training to Champion team

T - 1 Weeks

Management

- Make them aware of any new developments
- Encourage them to drive adoption of the services and share with their people the positive changes that are happening.

End Users

- Provide End Users similar communication as in the T-4 this is intended to remind them that the migration is happening soon.
- Identify any new items that they need to do as part of the migration.
- Ensure that the end user understands what the experience will be at cutover.

Migration Day



Management and End Users

- Reminder that migration will happen.
- Set expectation on when they can and can not use their e-mail.
- Tell them when they can verify their accounts and start using the service.

T + 1 Day



- Communicate that they are now in the cloud
- Identify items that could make their experience in the cloud better.
 - Features
 - Tips and Tricks
- Any follow-up communications to deal with any issues that may have been experienced.
- To increase end-user adoption it may be useful to continue with a newsletter with feature of the week.

T-5 Communication to Managers

- Intent

- Help the managers build excitement for Office 365
- Build support for going to the cloud with the Managers

- Key Items to Cover

- Help them understand WIIFT (What Is In It For Them)
 - Identify Business Value that they will be interested in
 - Help the Manager understand how this will impact the organization and their people
 - Help them understand the benefits of the change
 - For example, 50 GB mailbox after you move to the cloud
- Identify a time frame when the Migration will occur
- Have them tell their resources that there are certain actions they can take to make their transition a better experience that will be known to them in future communications

T-5 Resources

- Sample Emails
- FAQ
- OIMT Office 365 Website

T-4 End User Communications

- Intent
 - Help the end user understand and prepare for the migration to Office 365
- Key Point to the Communication
- Help them understand WIIFIT (What Is In It For Them)
 - Identify Business Value that they will be interested in.
 - Ability to get to e-mail at any time from any device
 - A supported environment with disaster recovery
 - Consolidated Corporate Global Address Book
- Identify a time frame when the Migration will occur
- Help the end user realize that there are certain actions they can take to make their transition a better experience:
 - When possible get their mailbox to 500 Meg in total size
 - Help end users realize that there may be minor inconveniences during the migration. They can take actions to prepare and minimize the impact to them.
- Help users realize what will happen after migration
- Allow them to review FAQs
- Give them a contact when they see issues or have questions

T-4 Resources

- Sample Emails
- FAQ
- OIMT Website
- Self-paced training
- Posters and Flyers

T-1 End User Communications

- Intent
 - Help the end user understand and prepare for the migration to Office 365
- Key Point to the Communication
- Help them understand WIIFIT (What Is In It For Them)
 - Identify Business Value that they will be interested in.
 - Ability to get to e-mail at any time from any device
 - A supported environment with disaster recovery
 - Consolidated Corporate Global Address Book
- Identify a time frame when the Migration will occur
- Help the end user realize that there are certain actions they can take to make their transition a better experience:
 - When possible get their mailbox to 500 Meg in total size
 - Help end users realize that there may be minor inconveniences during the migration. They can take actions to prepare and minimize the impact to them.
- Help users realize what will happen after migration
- Allow them to review FAQs
- Give them a contact when they see issues or have questions

T-1 Resources

- Sample Emails
- FAQ
- OIMT Office 365 Website
- Self-paced training

Migration Day - End User Communications

- Intent

- Help the end user understand the migration has or will occur today. Give the user any last minute instructions need for the cutover to Office 365.

- Key Point to the Communication

- Help them understand where they are in the migration process.
 - Give them their password if needed.
 - Give them instructions on how they can use the service.
 - Identify any known issues they expect to encounter.
- Give them a contact when they see issues or have questions
- Thank them for their cooperation

Migration Day Resources

- Sample Emails
- FAQ
- OIMT Website
- Brownbag sessions
- Quick Start Guides

T+1 Communications to All users

- Intent

- Provide a status on the migration. The next step is to realize the all of the benefits or the service.

- Key Point to the Communication

- Help everyone understand the move to the cloud was successful
 - Any follow-up items from the Migration to be communicated.
- What are there next steps to learn more about how to use the service.
 - Identify any ongoing communications to help them better use the service
 - Where they can go for questions or issues.

T+1 Resources

- Sample Feature Emails
- FAQ
- OIMT Website
- Brownbag sessions
- Self-paced training