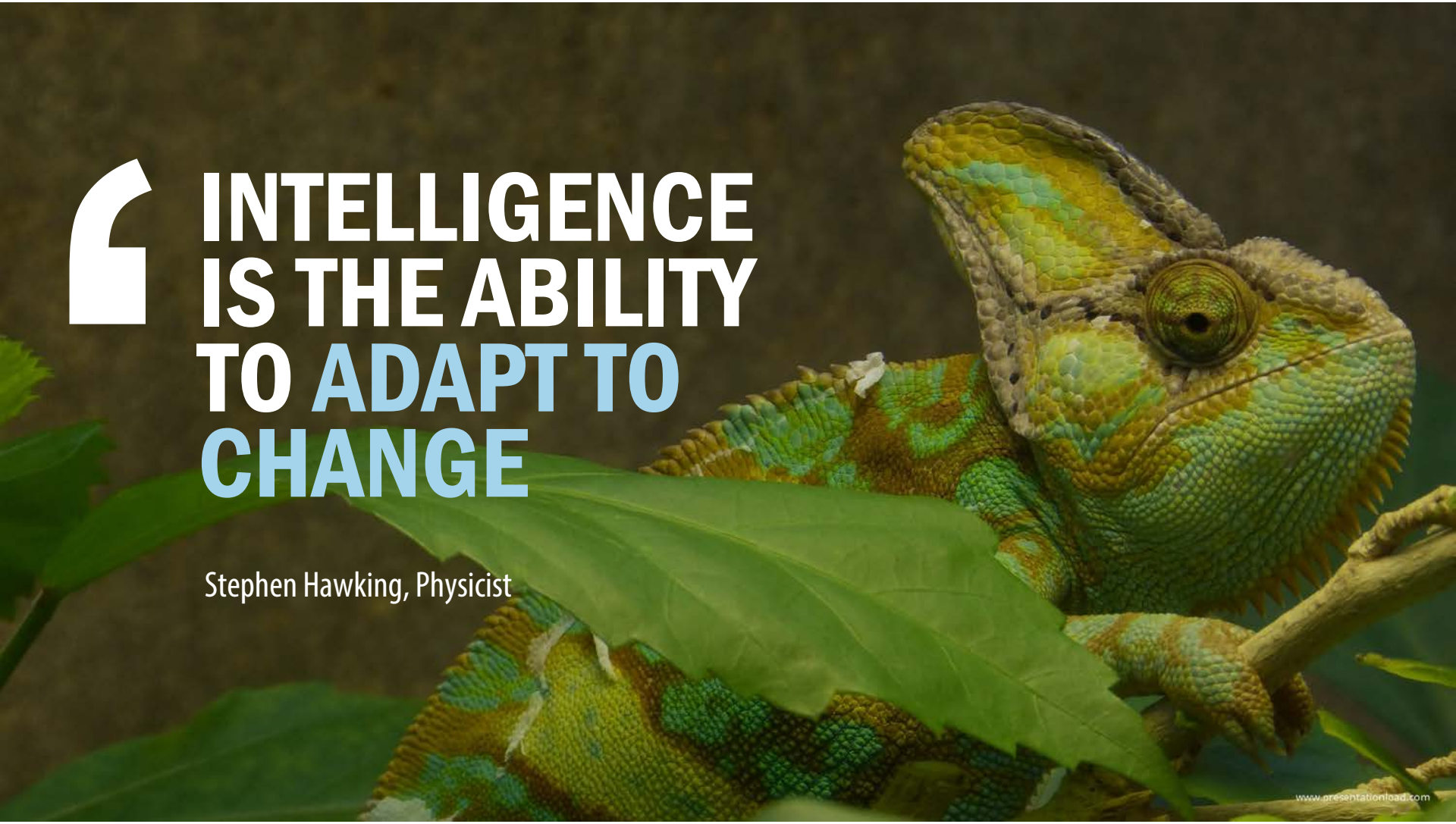

INTELLIGENCE IS THE ABILITY TO ADAPT TO CHANGE
Stephen Hawking, Physicist
www.presentationload.com

ENTERPRISE OFFICE 365 IMPLEMENTATION

AND
ORGANIZATIONAL CHANGE MANAGEMENT

OCTOBER 30, 2018

O365 PATH FORWARD

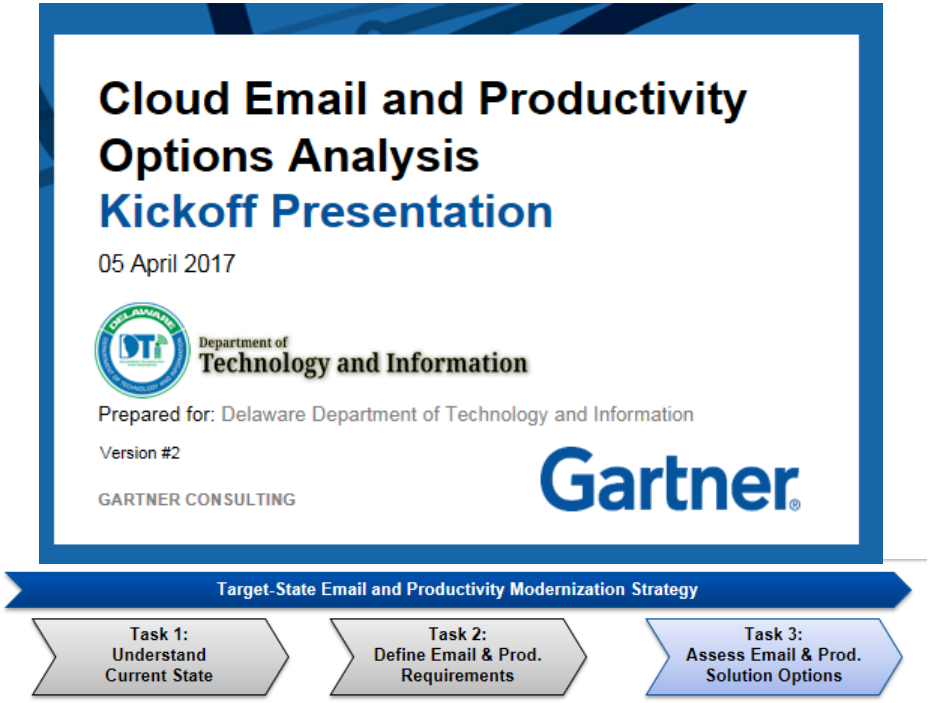
How Did We Get Here?

2017

- Gartner Kick-Off Presentation in April
  - Email & Productivity Modernization Strategy
- Gartner Analysis over Summer
- Gartner Final Report in September

2018

- January – June
  - Inventory
  - Negotiations
  - Contract
- July – Today
  - Establish MS Relationship



O365 PATH FORWARD

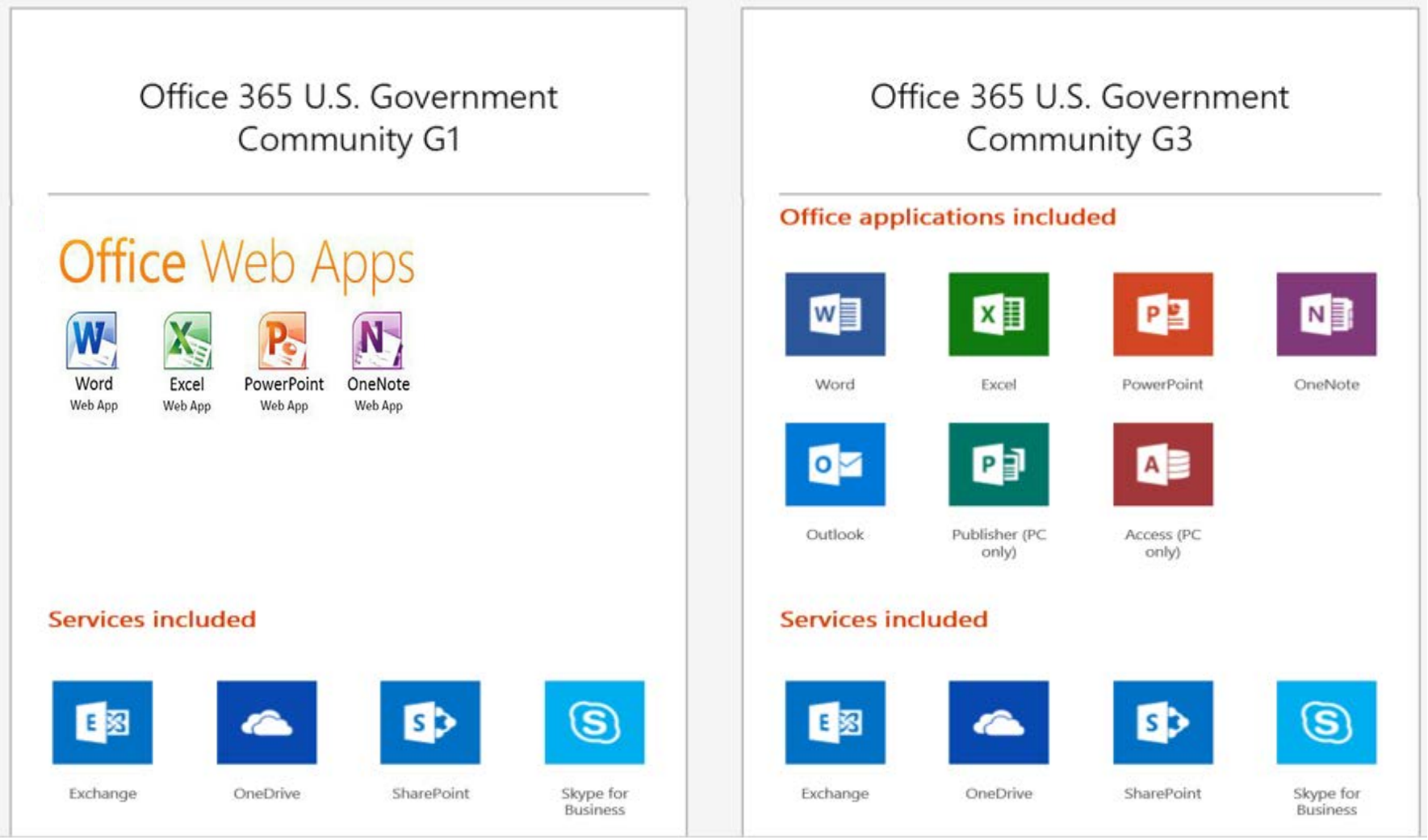
WHY MICROSOFT OFFICE 365?

- Cost Predictability
- Standardization of Support
- Collaboration
- Continuous Innovation
- Inter-operability
- Mobile Workforce
- Product Familiarity

O365 PATH FORWARD

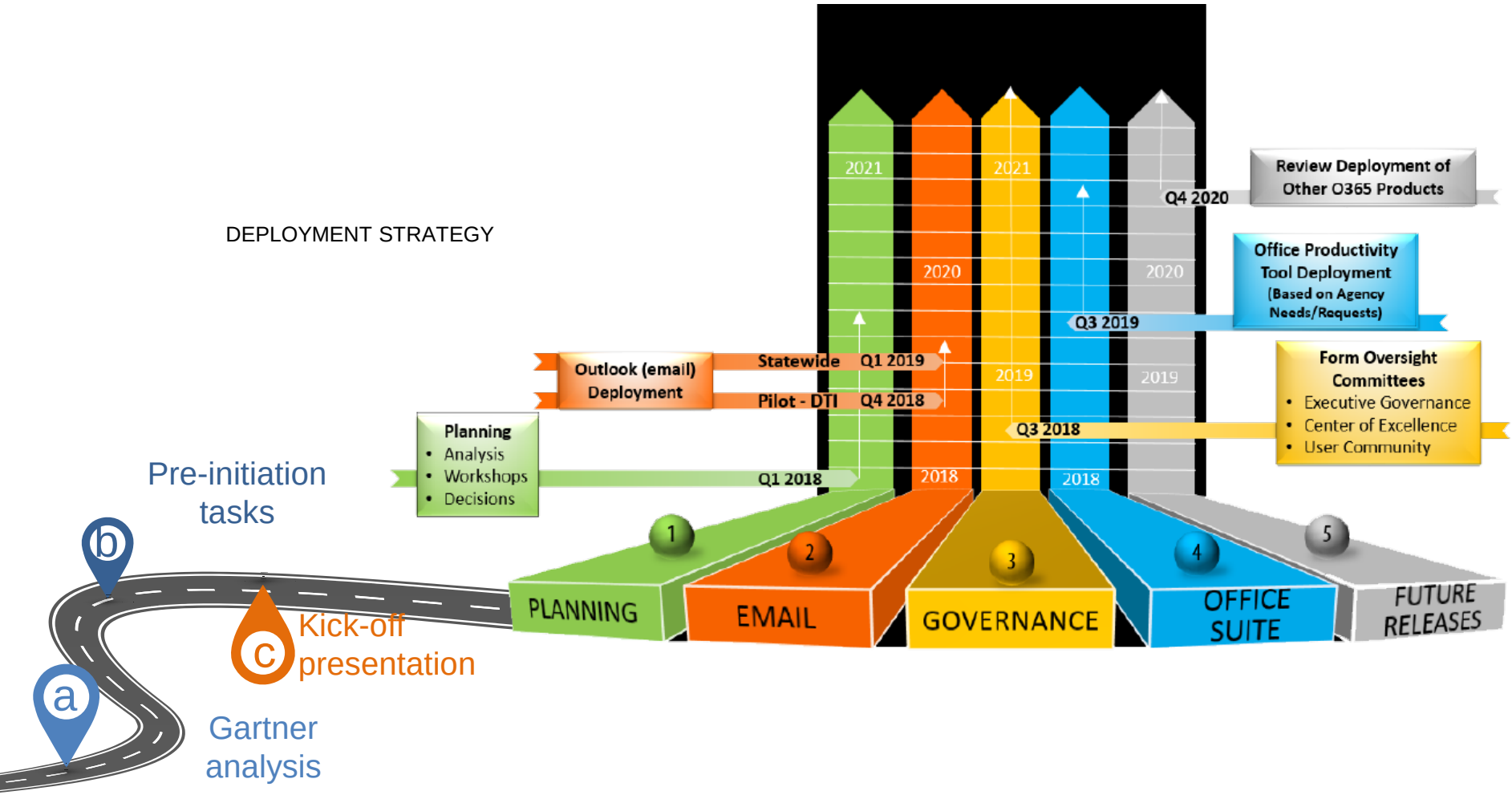
WHERE ARE WE NOW?

Microsoft



O365 PATH FORWARD

Next Steps…



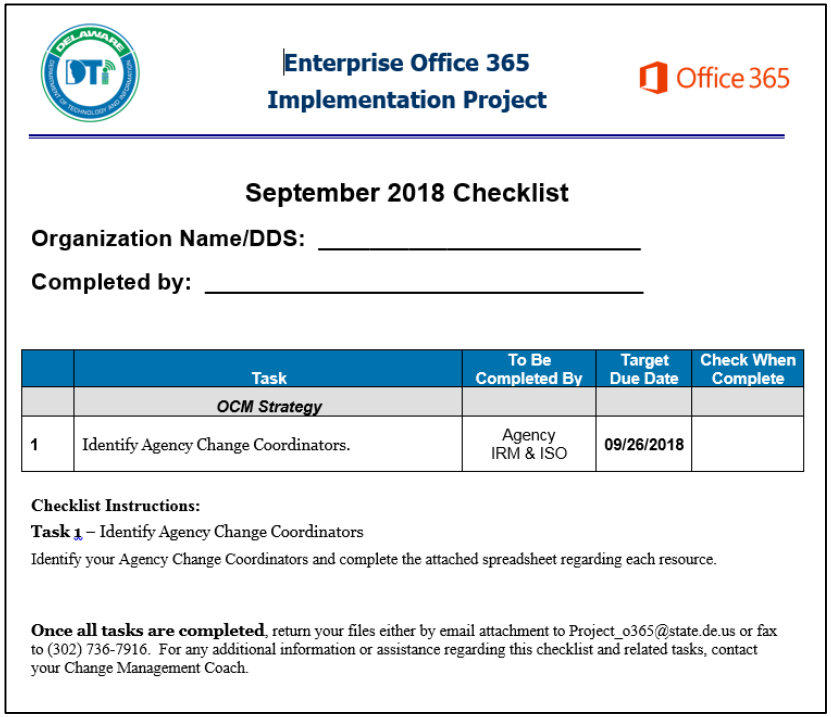
Organizational Change Management

IRM SEPTEMBER CHECKLIST:

- Identify Agency Change Coordinators

COORDINATOR CHECKLIST:

- Identify End Users Licensing (G1 vs G3)
- Identify Applications that use email of "state.de.us"
- Identify Cloud Applications that restrict access based on a static IP address



Enterprise Office 365 Implementation Project

Office 365

September 2018 Checklist

Organization Name/DDS: _____

Completed by: _____

	Task	To Be Completed By	Target Due Date	Check When Complete
	OCM Strategy			
1	Identify Agency Change Coordinators.	Agency IRM & ISO	**09/26/2018**	

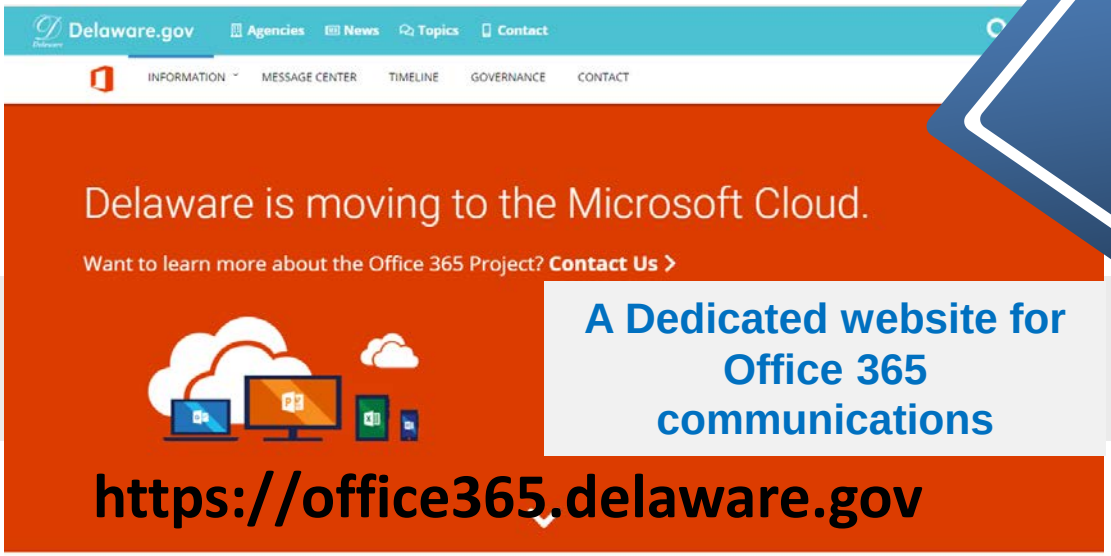
Checklist Instructions:

Task 1 – Identify Agency Change Coordinators

Identify your Agency Change Coordinators and complete the attached spreadsheet regarding each resource.

Once all tasks are completed, return your files either by email attachment to Project_o365@state.de.us or fax to (302) 736-7916. For any additional information or assistance regarding this checklist and related tasks, contact your Change Management Coach.

Organizational Change Management
(OCM)



A Dedicated website for Office 365 communications

TRUST
VISION
EXPECTATIONS
HONESTY
COMMUNICATION
BUY IN
PEOPLE
STRATEGIES
VISION
ENGAGEMENT
CULTURAL
AWARENESS
KNOWLEDGE
AWARENESS
CHANGE MANAGEMENT
TRUST
LEADERSHIP
HONESTY
COMMUNICATION
LEADERSHIP
CUSTOMER SERVICE
MANAGING EXPECTATIONS

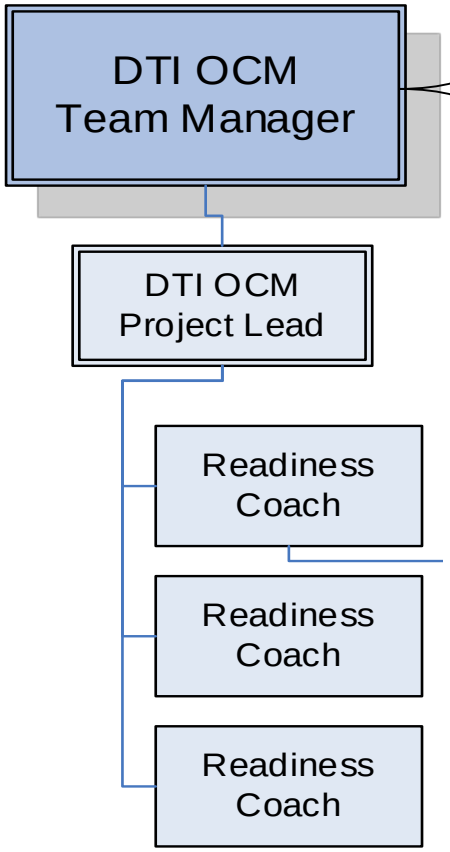
Goal of Change Management

Provide the structure and guidance necessary to effectively prepare organizations for the successful acceptance of cultural change.

Roles & Responsibilities

O365 Change Management Team
DTI OCM Team Manager

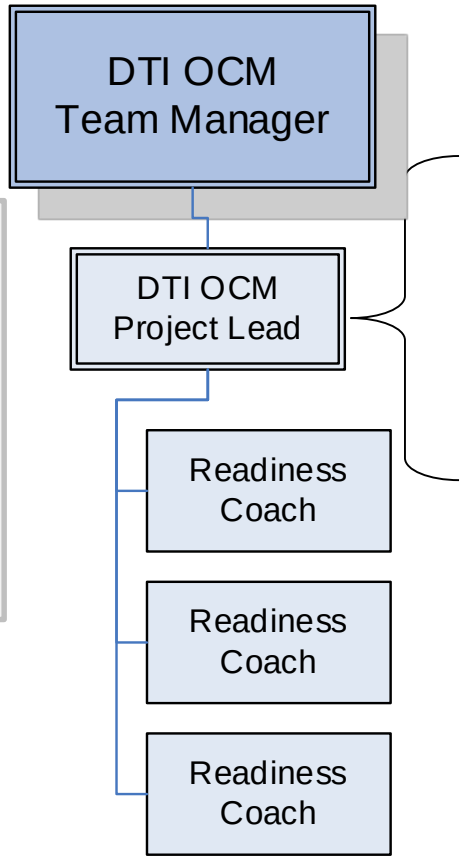
Pam Waters



- Manages the resources
- Manages the OCM project plan
- Receives status from the OCM Project Lead
- Reports status to the Project Sponsors

O365 Change Management Team
DTI OCM Project Lead

Suzanne Morris



- Works with coaches to compile checklist activities, communications, workshops, etc.
- Receives organizations' status from coaches
- Reports status to the DTI OCM Team Manager

O365 Change Management Team
DTI Project Readiness Coaches

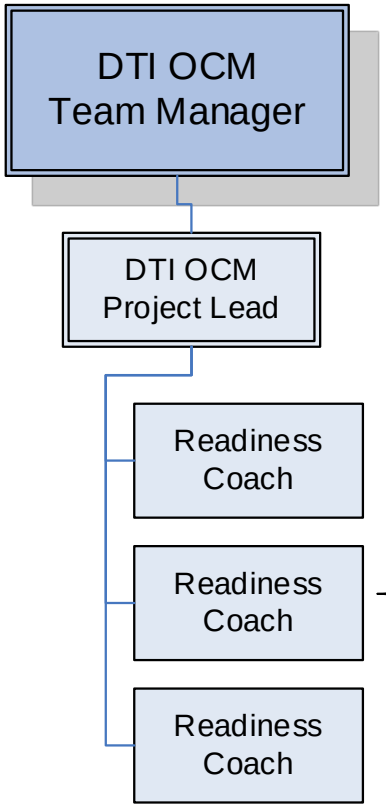
Pam Waters

Dorothy Kope

Suzanne Morris

Dara Schumaier

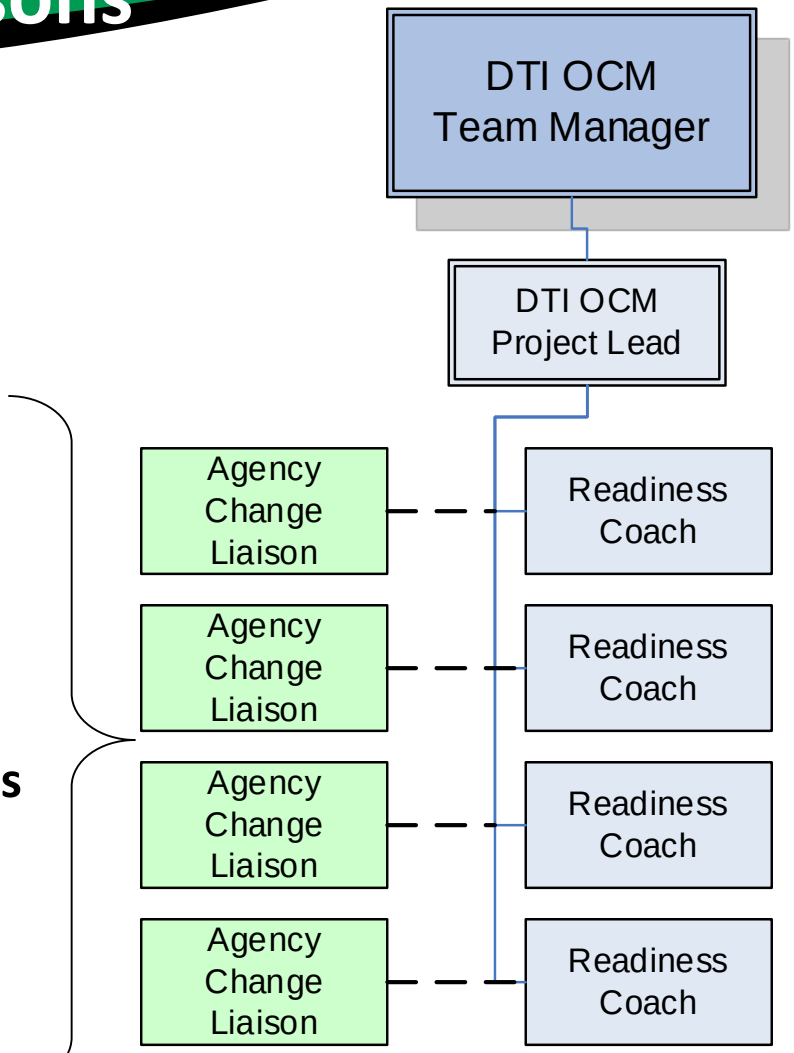
Stacey Sowers



- Communicate activities to the Agency's Readiness Coordinator
- Track organizations' progress
- Works with the agency for questions and issue resolution
- Help facilitate workshops & focus groups

O365 Change Management Team – Agency Team: Change Liaisons

- Empowered to **delegate checklist tasks** to the appropriate resource within their organization
- **Ensures timely completion of tasks**
- **Signs off on, and returns, monthly checklists to DTI readiness coach**
- **Forwards project communications** to appropriate individuals



Readiness

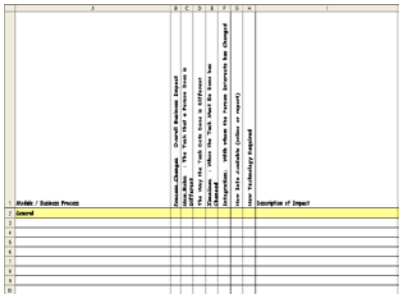
DTI Readiness Methodology

All Project Teams

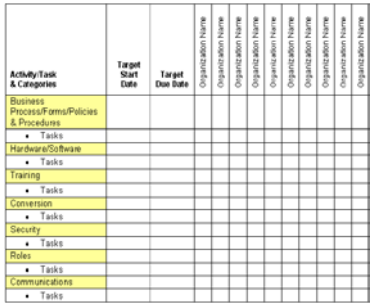
INPUT

Functional Impacts

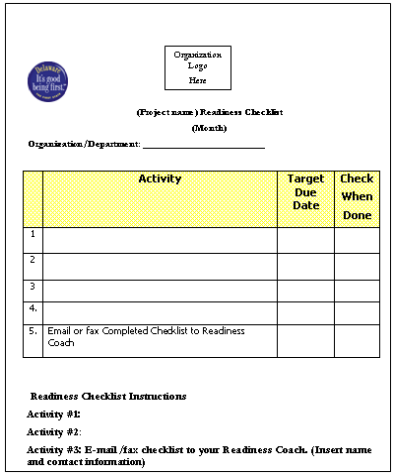
Functional Impacts Documentation



Master Readiness Tracking Spreadsheet



Readiness Checklist



End Users

Successful Implementation

Functional Impacts

Current Process	Process Changes Overall Business Impact	New Roles: The Task that a Person Does is Different	The Way the Task Gets Done is Different	Timelines: When the Task Must Be Done has Changed	Integration: With whom the Person Interacts has Changed	New Info Available (online or report)	New Technology Required	Description of Impact - New process	Include in Training Materials	Communicate Business Process Change	Address Security Impacts - Forms. Access. Authorization	Communication to end-users	Use Readiness Methodology to have tasks completed	Date Due	Date Completed	

Readiness Checklists

Enterprise Office 365 Implementation Project

Office 365

November 2018 Checklist

Organization Name/DDS: _____

Completed by: _____

	Task	To Be Completed By	Target Due Date	Check When Complete
	Identify			
1	Identify apps that use email state.de.us vs. delaware.gov	Agency Change Liaison	**12/31/2018**	
2	Application Servers using static IP Address	Agency Change Liaison	**12/31/2018**	
3	Use of Exchange Web Service (EWS)	Agency Change Liaison	**12/31/2018**	

Checklist Instructions:

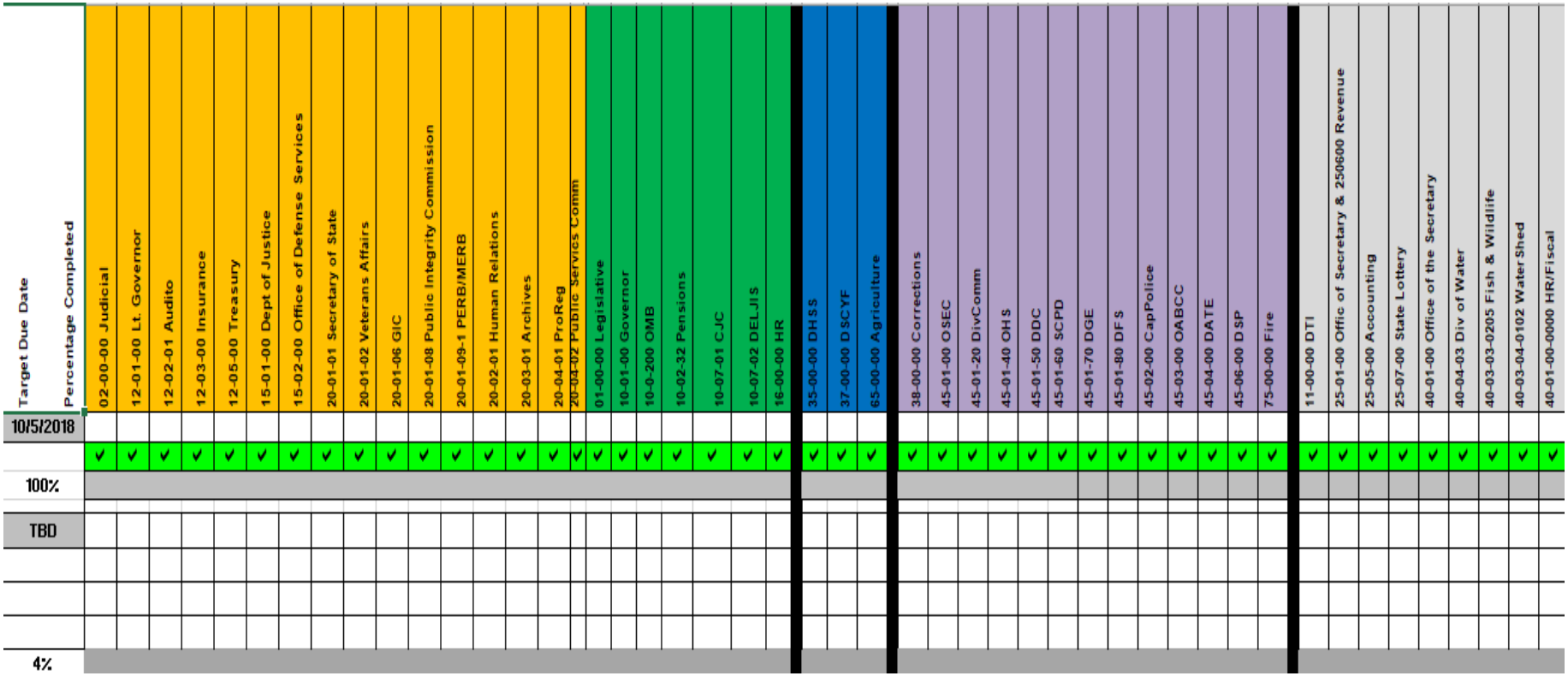
Task 1 – Applications using an email address of firstname.lastname@state.de.us need to be identified.

Task 2 – Identify applications/servers using a static IP address.

Task 3– Identify applications/servers using Exchange Web Services (EWS). EWS provides the functionality to enable client applications to communicate with the Exchange server. EWS provides access to much of the same data that is made available through Microsoft Office

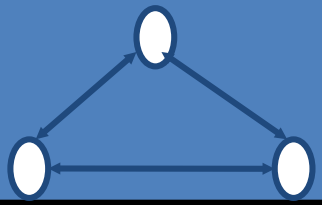
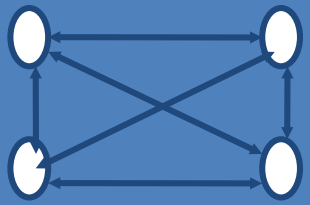
Once all tasks are completed, return your files either by email attachment to Project_o365@state.de.us or fax to (302) 736-7916. For any additional information or assistance regarding this checklist and related tasks, contact your Change Management Coach

Executive Sponsor Reporting



Communication

Making the Connection

	2 people	One path
	3 people	3 paths
	4 people	6 paths
	10 people 50 people	45 paths 1200 paths

The Who & The What

Senior Executives

The change and impact on the organization

- ***Why*** is this change necessary?
- Align the change with the mission/vision and strategic direction of the organization
- Offer a broad overview of how the organization will transition – what & when

- Present the benefits
- Identify business risks of not changing
- Make sure the organization knows this will happen – not an option

The Who & The What

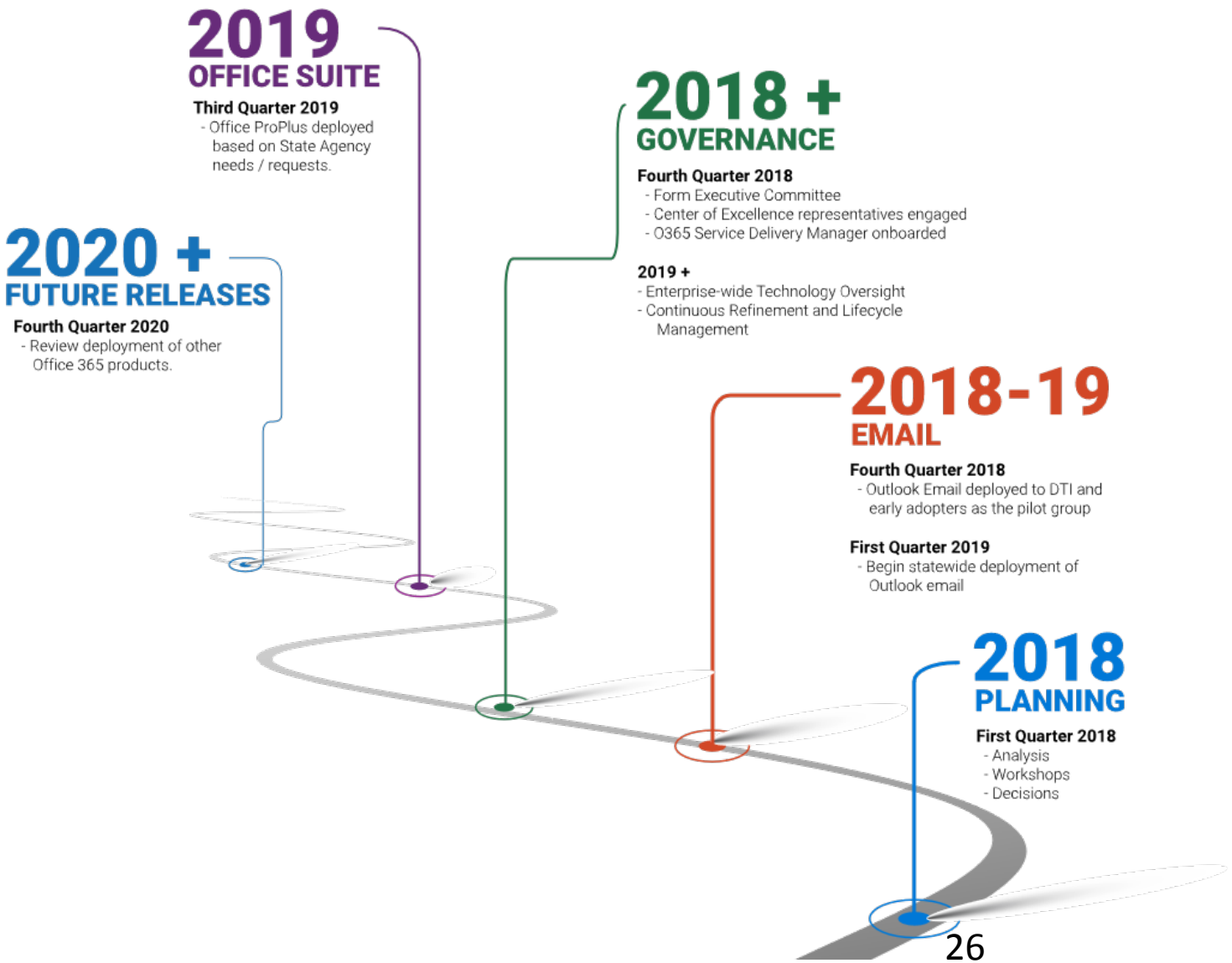
Managers
Supervisors

The change and the impact on the individual

- Provide the ‘what's in it for me’ information – how will roles change?
- How will I get the training to do my new job (will I be able to do the job)?
- Ask for employees’ ideas/suggestions for implementing the change
- Provide timely and accurate status

Next Steps

Next Steps


2019
OFFICE SUITE
Third Quarter 2019
- Office ProPlus deployed based on State Agency needs / requests.
2018 +
GOVERNANCE
Fourth Quarter 2018
- Form Executive Committee
- Center of Excellence representatives engaged
- O365 Service Delivery Manager onboarded
2019 +
- Enterprise-wide Technology Oversight
- Continuous Refinement and Lifecycle Management
2020 +
FUTURE RELEASES
Fourth Quarter 2020
- Review deployment of other Office 365 products.
2018-19
EMAIL
Fourth Quarter 2018
- Outlook Email deployed to DTI and early adopters as the pilot group
First Quarter 2019
- Begin statewide deployment of Outlook email
2018
PLANNING
First Quarter 2018
- Analysis
- Workshops
- Decisions

Questions and Answers