



Q2-2020

- Phase I Agency Onboarding - (Continued)
- Pilot Microsoft Collaboration Tools (Phase II)
 - OneDrive for Business
 - Teams
 - SharePoint within Teams Workspace
 - MS Planner within Teams Workspace
- Project SPO Migration for SharePoint 2010 End-of-Life Cases
- Governance
 - Identify MS Service Ownerships

Project Office 365 Update 2020 Quarter 2 (April - June)

The COVID-19 pandemic created significant change in both our work and personal environments. O365 Phase I efforts were placed on hold due to the sudden need to re-prioritize IT efforts in response to the pandemic. Yet, our work-at-home situations and the need to collaborate across agencies heightened the need for staff to virtually collaborate on documents, projects, and other business needs. There were numerous situations where Microsoft Teams was clearly the path forward. Unable to move forward with Phase I, the logical step was to begin piloting Phase II collaboration tools early.

PHASE II – COLLABORATION TOOLS

It was announced in our [Q1 Project Update communication](#) that DTI staff was utilizing OneDrive and described some of the benefits of using OneDrive, like file sharing and real-time collaboration capabilities. In March, DTI staff was introduced to Teams, which also enabled Planner and provided a file repository via SharePoint Online. As agencies presented the need to collaborate within and across agencies, the Phase II Collaboration bundle of tools were enabled for those individuals. Today, approximately 100 Teams workspaces exist, about half of them are DTI specific and half are for other agency's. The O365 Phase II – Collaboration tools include:



OneDrive

Available Now – 1TB of secure cloud-based storage. OneDrive provides the ability to share files with the click of a button, conduct real-time co-authoring, and work collaboratively with your colleagues across all State of Delaware agencies.



SharePoint Online

Available Now – SharePoint provides content management, team and communication sites, intranets, and more. A SharePoint Teams site is established when a Teams workspace is created. [Note: The Project Team is currently addressing SharePoint 2010 End-of-Life scenario migrations.]



Teams

Available Now – Microsoft Teams is a workspace for real-time communications, it is the ultimate collaboration platform. Store, share, and collaborate on documents with your colleagues in one common workspace. Teams integrates with Power BI, OneDrive, and Microsoft Planner, making it the hub for collaboration.



Planner

Available Now – Planner enables users and teams to create plans, assemble and assign tasks, share files, communicate and collaborate with other users, and receive progress updates via various means on the Office 365 platform. [Note: Planner is only available through a Microsoft Teams workspace at this time.]

QUESTION: How do you get employees with a common goal, across Divisions and Agencies, to engage, build a community, share documents and knowledge?

ANSWER: Provide them PHASE II Collaboration Tools!

With the onset of COVID-19, a Business Use Case was presented to DTI: approximately 20 State employees, from various State of Delaware agencies, needed a common platform where they could quickly communicate with each other and share documents. Using Outlook with attached documents

would be cumbersome and unmanageable. Skype for Business was adequate for scheduled meetings, but for brief conversations was not necessarily convenient for a group of 20. Microsoft Teams was on the O365 Project Roadmap to be introduced in Q4 2020. Early March, the project team was still working on Q1 tasks. There was no introductory process yet established, nor inhouse training materials immediately available, but the resolution to this business need was obvious – O365 Collaboration tools like Teams! Although the project team wasn't quite ready to deploy the collaboration toolset, it was the right action to take, and needed to be immediately deployed. The "DHSSCOVID19Response" Teams workspace was successfully enabled for the business group in March! There have been several other Business Use Cases presented and each time the Microsoft collaboration tools was the solution.

Here at DTI, we have begun using the collaboration toolset for project groups, committees, and organizational teams. And today, on the Office 365 Delaware website, you will find several [Reference Materials](#):

- [Collaboration Products](#)
- [OneDrive vs. Teams](#)
- [Teams Terms, 10 Tips, Best Practices](#)

Additionally, the "[Teams Request Process](#)" document identifies the steps to request a Teams workspace. It is important to note that the agency must have completed Phase I to make use of any Phase II collaboration tools.

PHASE I – AGENCY MIGRATIONS ON-HOLD

The Project Team has completed 29 Phase I migrations to-date. Only 8 Phase I migrations remain. Phase I migrations will not resume until the migrating agency is in a position to do so successfully. Unfortunately, agencies that have not completed Phase I will be unable to move forward with Phase II.

Wave 1	Wave 2	Wave 3
Dept. of Technology & Information	Criminal Justice Council	Admin/Office of the Courts
Governor's Advisory Council for Exceptional Citizens	DELJIS	DNREC
Office of Defense Services	Dept. of Insurance	Dept. of Correction
Office of the State Treasurer	Dept. of State (partial)	Professional Regulation (DOS)
Dept. of Justice	Office of the Governor	DE Veterans Home (DOS)
Dept. of Labor	DHSS	DSCYF
Dept. of Agriculture	Commissioner of Elections	Office of Auditors
State Lottery Office	DeIDOT	Fire Services
Div. of Accounting	Legislative Branch	Delaware State Police (DSHS)
Office of Management & Budget	Dept. of Finance	Division of Corporations (DOS)
Dept. of Human Resources	Office of Pensions	DMV (DeIDOT)
DEMA (DSHS)	Lt. Governor's Office	June 2020 - Status of Phase I Onboarding Activities
Dept. of Safety & Homeland Security (partial)	Delaware State Police Executive Protective Unit	
KEY: Migration Complete In Progress Scheduling		

TRAINING REFERENCES

As a reminder, there are several training resources available online. Utilize all of these resources from our Delaware Office365 website:

<https://office365.delaware.gov/office-365-applications/>

<https://office365.delaware.gov/office-365-applications/office-365-training-references/>

<https://stateofdelaware.sharepoint.com/sites/LearnOffice365/>

In May the project team worked with the Microsoft Store to host **LIVE Learning** training. The training was recorded and can be viewed from our [Learning Pathways site](#):

[Step 1: Part 1 – OneDrive and Teams](#)

[Step 2: Part 2 – Planner and OneNote](#)

Additionally, there are a wealth of resources found online, the Microsoft training center is a great resource (<https://support.office.com/en-us/office-training-center>). Or, simply conduct a YouTube search and you'll find just about anything you'd like to know about the Microsoft products. However, one note of caution, external resources may cover features or products that are not yet available in our State of Delaware Microsoft Government Community Cloud (GCC) environment.

COE GOVERNANCE COMMITTEE

The 365 Center of Excellence (CoE) is the governing community of Service Owners for all things MS 365. After a 9 month pause due to the volume of Phase I - IT tasks, the Governance committee reconvened on March 24, 2020. The committee reviewed the Charter and addressed appointments for ownership of the various Microsoft services. Moving forward, COE Governance committee meetings are scheduled monthly.

LICENSE TRUE-UP

In an effort to begin our State of Delaware Office 365 G3 and G1 license true-up, in March and April, licensing reports were provided to Agency IRM's for review. The reports identified disabled exchange accounts consuming a G3 license, as well as test and resource accounts utilizing a G3 license. Several G3 accounts were successfully eliminated thus reducing the overall license count for the Agency. This license true-up process was strictly for license counts (not costs). OMB and DTI Administration continue to work on a cost model. The project team will continue to work with agencies to ensure license counts are accurate.

SHAREPOINT SERVER 2010 TO SHAREPOINT ONLINE (SPO)

Microsoft has announced a 6-month extension of support for SharePoint Server 2010. Initially announced End of Life as October 13, 2020, that date has now been extended to April 13, 2021. The project initiated to migrate DTI's instance of SharePoint 2010 to SPO will target a August/September 2020 migration, with Go Live in October. Agencies inundated with priority business endeavors during the next several months will be able to work toward a later migration to SPO.

WHAT'S NEXT...

- In Q3 and Q4 2020 the project team anticipates remaining agencies and staff will be in a position to successfully complete Phase I initiatives.
- Watch for announcements regarding additional LIVE training sessions from the Microsoft Store.
- In Q3 2020 the project team anticipates agencies who completed Phase I will move forward with Phase II. Contact your Customer Engagement Specialist/Manager and let them know of your interest.

Please share this information with agency staff. For convenience, this update will be posted to <https://office365.delaware.gov/message-center/>. Email any questions or concerns regarding the Office 365 project to Project_o365@delaware.gov.