

Comment faire en sorte que Office 365
soit un succès?





Le Digital Workplace



Le Digital Workplace



Office 365



Le Digital Workplace



Office 365



**Comment faire en sorte que
l'implémentation de Office 365 soit un
succès?**



Comment faire en sorte que l'implémentation de Office 365 soit un succès?

- Démystifions le Digital Workplace
- Démystifions Office 365
- Méthodologie – “building blocks of success”

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- **Démystifions le Digital Workplace**
- Démystifions Office 365
- Méthodologie – “building blocks of success”



Le Digital Workplace


WordPerfect - [c:\office\readme.txt - unmodified]

File Edit View Insert Layout Tools Graphics Table Window Help

Indent Bullet Data Table ARC QuickFormat Styles

About WordPerfect

Version 6.0
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Quattro Licence Number:
Parade Program Release: 12/15/93
WordF Shared DLL Release: 12/15/93
For OB Private BIF: c:\windows\wpcset.bif
Disk #1 Free Virtual Memory: 20533 KB
Free Resources: 65%
Object Linking & Embedding (TM) 1 Server

OK Edit Licence Number...

After in
individu
director

This following text contains important information regarding
the installation of the Borland Office 2.0.

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Digital Workplace =

On peut travailler de n'importe où

On peut travailler n'importe quand

On peut travailler de n'importe quel device

Digital Workplace =

On peut travailler de n'importe où

On peut travailler n'importe quand

On peut travailler de n'importe quel device

Flexibilité

Digital Workplace

En quoi diffère-t-il de notre workplace des années 80?

Skills

1. ...
2. ...
3. ...

Mindset

(individu + organisation)

1. ...
2. ...
3. ...





New Ways of Working

NWOW

Enterprise 2.0

Arbeit 4.0







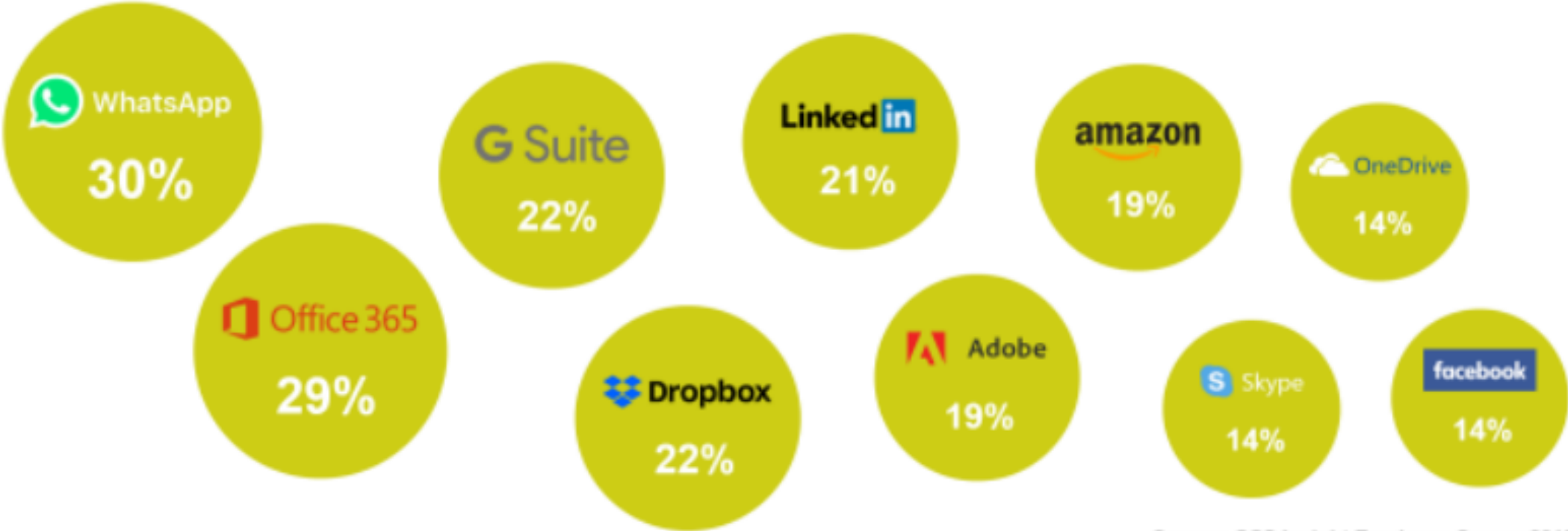
Les communautés
L'interconnectivité
L'interaction



- Les employés sont des noeuds dans des réseaux
- Les organisations font partie d'éco-systèmes



Most-Used Mobile Apps at Work



Source: CCS Insight Employee Survey 2018



672 employés – aux Etats-Unis et en Europe
Lesquelles des applications utilisez-vous sur vos mobiles devices pour des raisons professionnelles?

<https://www.ccsinsight.com/blog/employees-see-fresh-forces-shaping-the-workplace>

Enterprise Social Networks = ESP



IBM Connections



Beezy
Social at work

Digital Workplace

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1. ...
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Mindset - individu


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Times New Roman Regular 12 pt Insert Select Pg 1 Ln 1" Pos 1"

Mindset

#more transparency

Mindset

#more transparency

#more connectedness

Mindset

#more transparency

#more connectedness

#more self-directed & proactive seeking, sensing and sharing

Digital Workplace

En quoi diffère-t-il de notre workplace des années 80?

Skills

1. ...
2. ...
3. ...

Mindset

(individu + organisation)

1. ...
2. ...
3. ...



Mindset - organisation



connect|share|lead

How to make your digital workplace a success?

1 maand geleden

Educatie



Listen to the podcast

<https://soundcloud.com/user-228796089-619771919/how-to-make-your-digital-workplace-a-success>

Du fait du développement des technologies, un espace de travail complémentaire s'ajoute à présent au bureau physique : le digital workplace. Grâce aux applications mobiles et aux outils dans le cloud, le personnel a la possibilité de travailler n'importe quand, n'importe où et à partir de n'importe quelle station.

Cette flexibilité du temps et du lieu pourrait sembler anodine. Mais loin s'en faut.

L'introduction des outils numériques amène des **changements fondamentaux dans les méthodes de travail : transparence accrue et connectivité renforcée** par-delà toutes les frontières, tant géographiques que hiérarchiques.

L'espace de travail digital **dévoile** des ressources jadis invisibles dans le bureau physique : **des documents, des savoirs, des talents, des personnes.**

De même : cette transparence et cette connectivité accrue par-delà toutes les frontières peuvent sembler anodines, mais loin s'en faut.

Les outils numériques sont des catalyseurs vitaux pour le changement organisationnel : ils accélèrent le basculement d'une organisation focalisée sur elle-même vers une organisation centrée sur le client et sur l'employé.

Un changement de paradigme. Fondamental. Pour le personnel comme pour les dirigeants.

Digital Workplace

En quoi diffère-t-il de notre workplace des années 80?

Skills

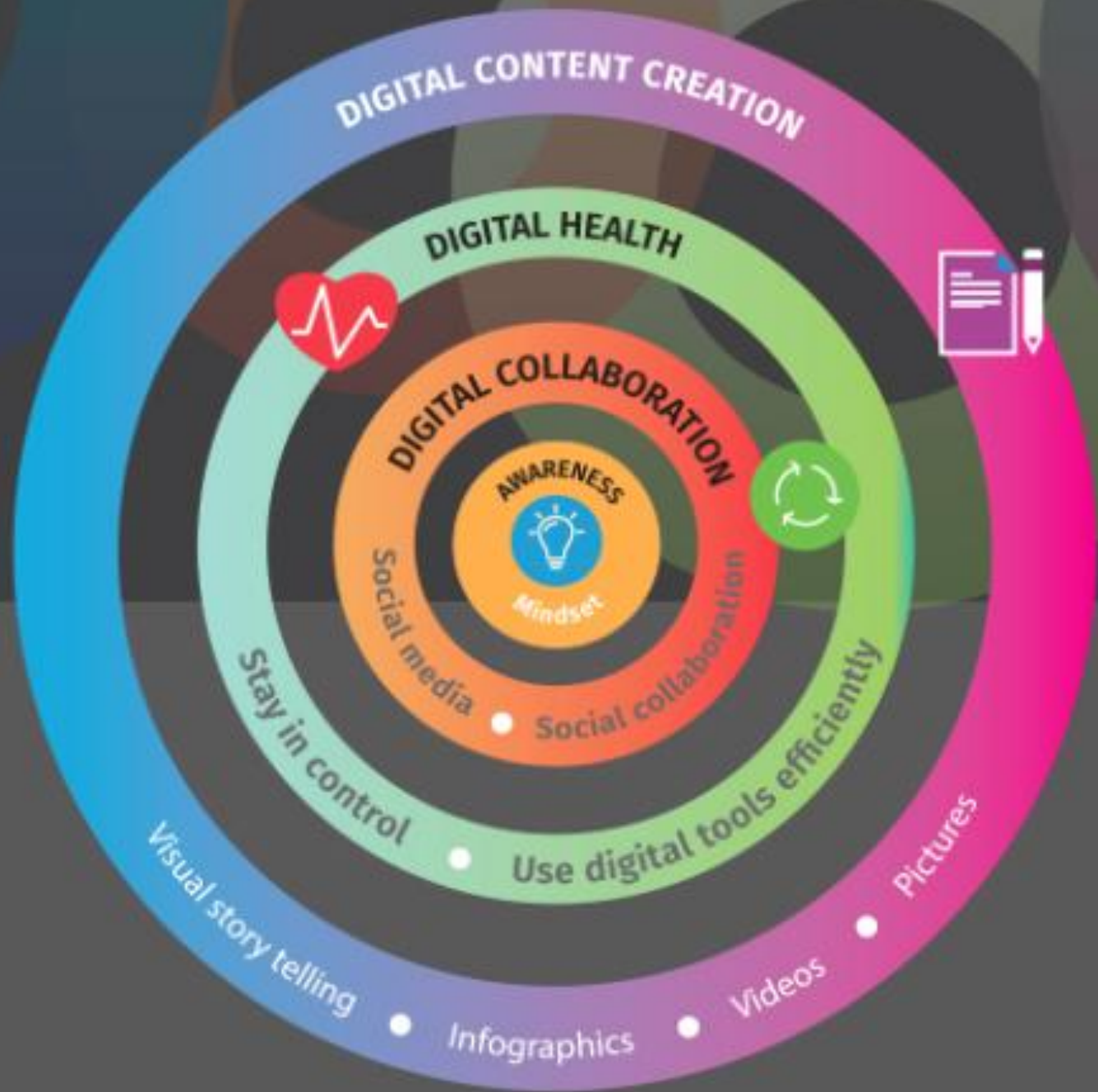
1. ...
2. ...
3. ...

Mindset

(individu + organisation)

1. ...
2. ...
3. ...





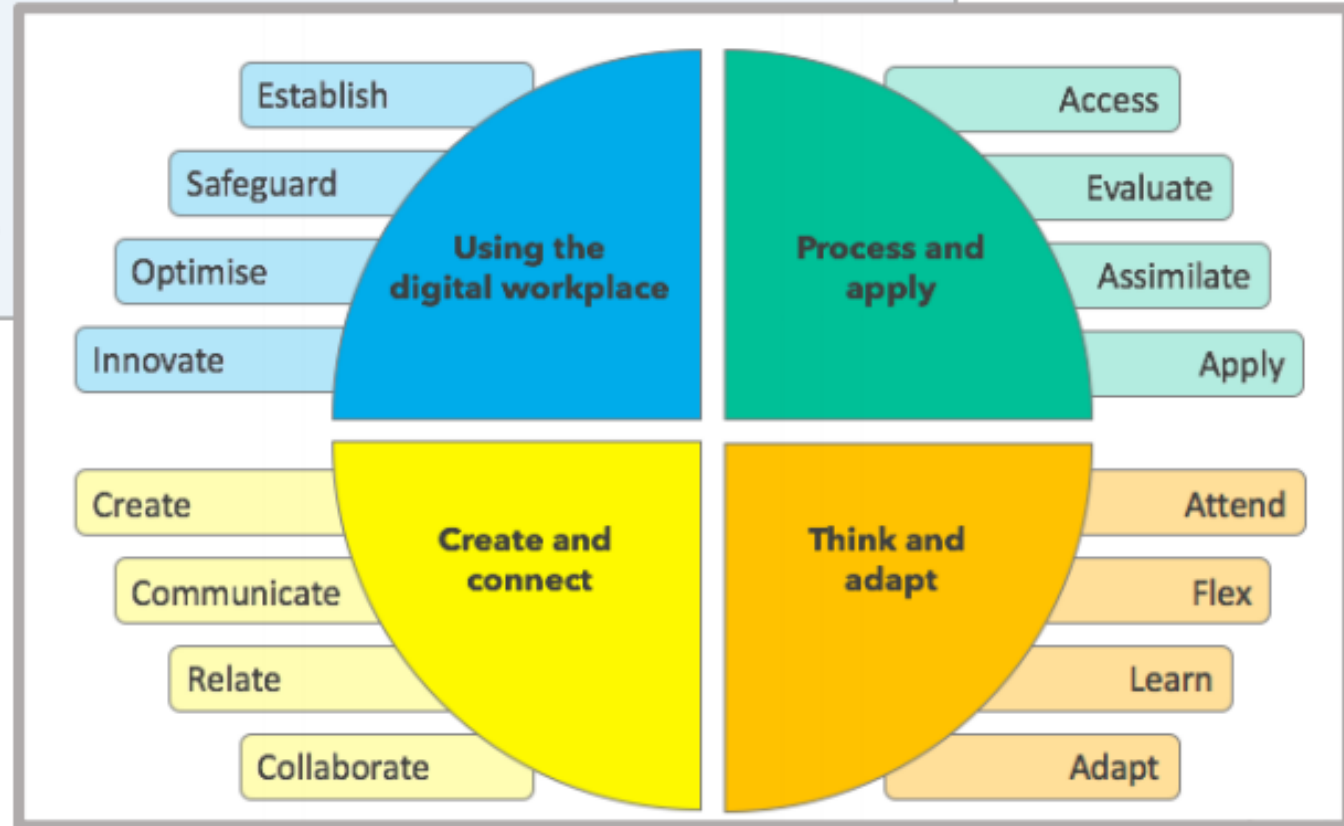
I DON'T UNDERSTAND WHAT THIS MEANS NOT AT ALL TRUE OF ME NOT VERY TRUE OF ME NEITHER TRUE NOT UNTRUE MOSTLY TRUE OF ME VERY TRUE OF ME

I'm comfortable using instant messaging for informal communication with colleagues.

I know what to do if I think my computer has been infiltrated.

I have subscribed to news feeds that interest me in the digital workplace.

I enjoy experimenting with the latest technology in order to understand how it can be used in the workplace



Comment faire en sorte que l'implémentation de Office 365 soit un succès?

- Démystifions le Digital Workplace
- **Démystifions Office 365**
- Méthodologie – “building blocks of success”

Office 365 – ENGIE's Digital Workplace

Integrated, mobile, evergreen

Office 365

COLLABORATION & COMMUNICATIONS APPLICATIONS

CORE



Yammer
Enterprise social network



SharePoint
Collaboration and document management



Skype for Business
Conferencing and communication



OneDrive
Online personal document library



Video
Internal secured « YouTube »



Delve
Enhanced search and discovery



Teams
Chat-based team workspace



Microsoft Stream
Internal secured « YouTube »
Replacing Video

SPECIALIST



Planner
Planning and task management



Power BI
Interactive data analysis and visualization



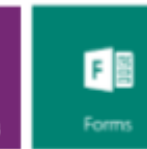
Sway
Interactive presentations



Flow
Workflow management



PowerApps
Self service Application development



Forms
Surveys Polls and Quizzes



OneNote
Online electronic notebook

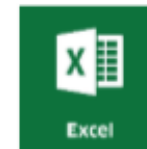


Dynamics 365
CRM / ERP Application platform

OFFICE & EXCHANGE ONLINE APPLICATIONS



Word



Excel



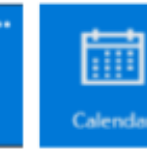
PowerPoint



Outlook



Tasks

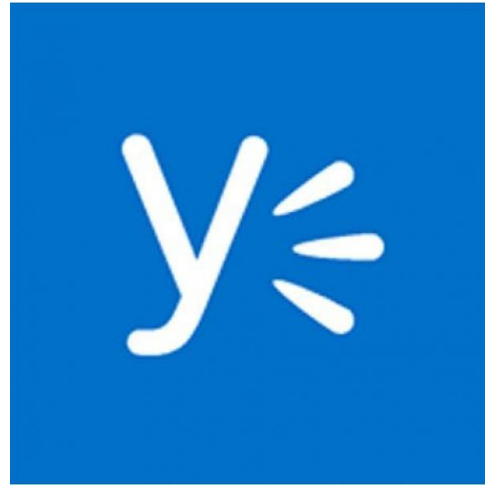


Calendar



People

- The applications are available for mobile devices
- Updates and 'evergreen' versions are automatically made available without intervention on the users' PC



- A quoi ces tools servent-ils?
- Dans ce qu'ils font
 - qu'est-ce qui est "vieux" / "connu"?
 - qu'est-ce qui est nouveau?

Why my heart beats for Microsoft Teams

a quick visual guide to empower end-users by Luise Freese

next level

ready to take it to the next level?



Add bots to the conversation & let them do some of your work!



Teams isn't just a tool to chat

files



All your files are securely stored in SharePoint Online - everyone in the team accesses the valid version of the docs and is able to co-author simultaneously - all changes are saved automatically. If you need to, you can just jump back in the version history and restore an older version.

extend

bring your own apps & use the ones already available in Teams!

It's a **REVOLUTIONARY** approach to establish a self-paced, engaging and connected workstyle which lets you get your work done, wherever you are.



never get lost again in beaches of conversation and folder structures

conversations

↳ threaded group chat
Organized in channels which displays content in the right context!

Private chat

need to talk 1:1? no problem :)

search

one omni-present search finds everything!

status

let your co-workers see, when you are available or not and when you need your focus time with — do not disturb —



tasks

use Microsoft Planner, a Kanban-like task manager to get work done



sync to your calendar!

meetings

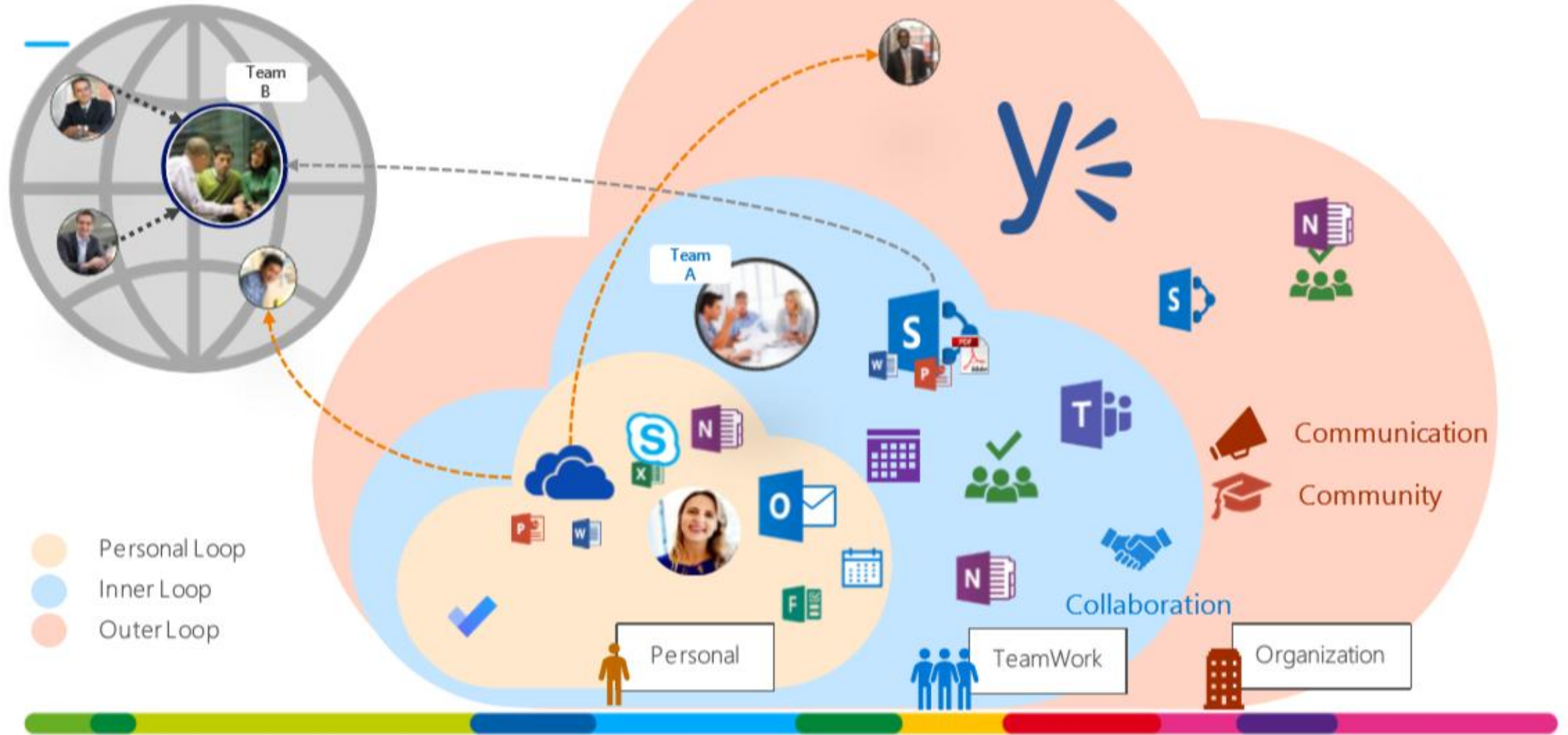
scheduled or ad-hoc



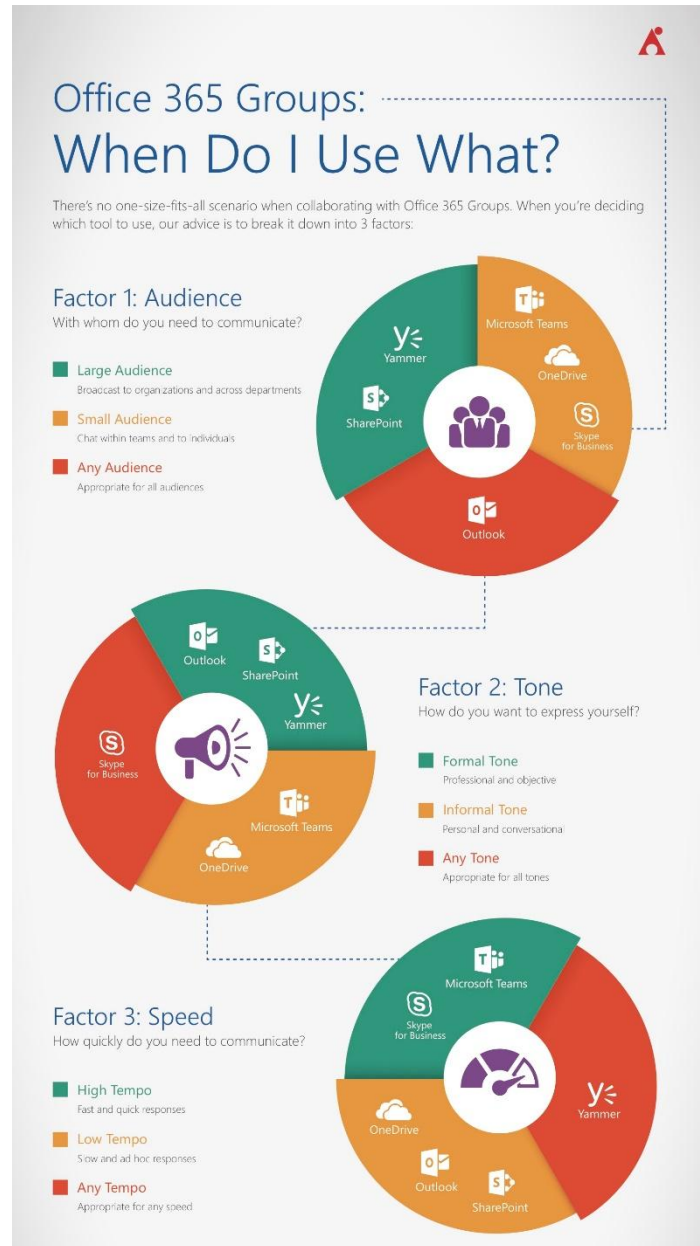
Video calls including optional screen sharing to work like if you sat next to each other - even on the go 📱 📺

Bonus: not only for your colleagues - add everyone to a meeting!

What is Office 365?



https://www.avepoint.com/blog/wp-content/uploads/2020/03/Groups-Infographic_How-Do-I-Communicate_FINAL.jpg?fbclid=IwAR0wsgYHhLVj_2KEpoYP5IZGR3sTE4WqqKoijq26T81No_4kguubPzzhZh8

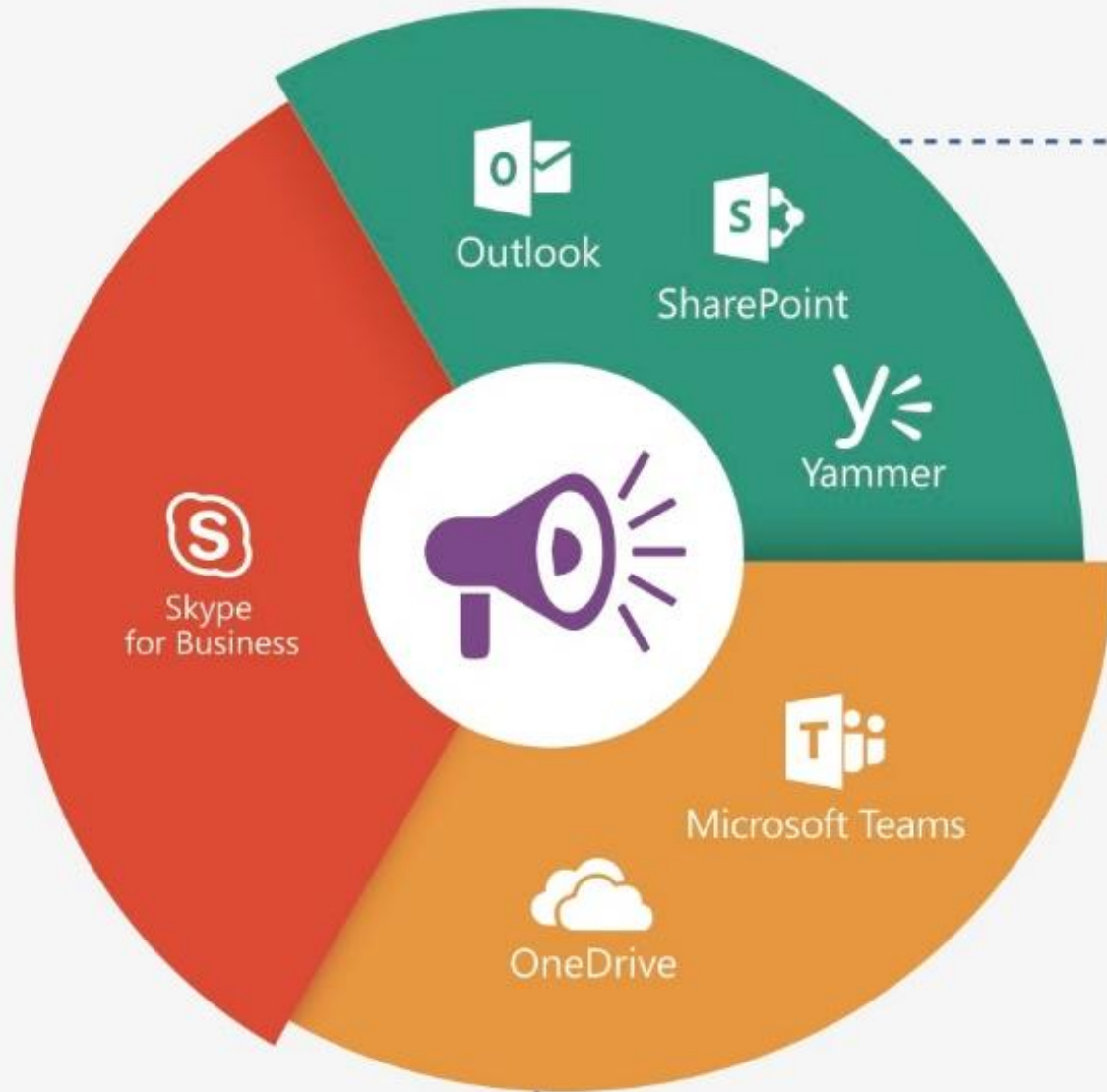


Factor 1: Audience

With whom do you need to communicate?

- Large Audience**
Broadcast to organizations and across departments
- Small Audience**
Chat within teams and to individuals
- Any Audience**
Appropriate for all audiences





Factor 2: Tone

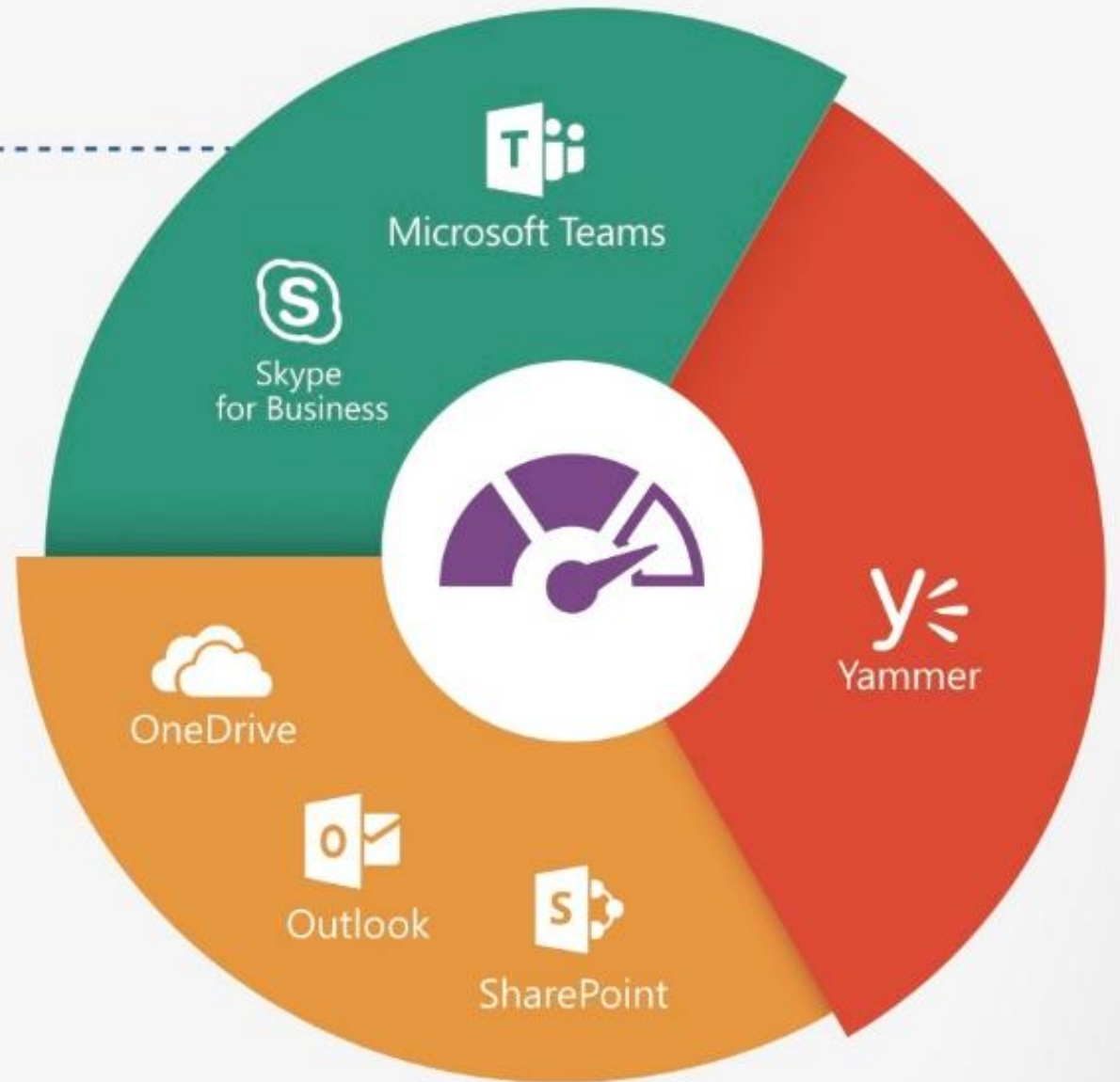
How do you want to express yourself?

-  **Formal Tone**
Professional and objective
-  **Informal Tone**
Personal and conversational
-  **Any Tone**
Appropriate for all tones

Factor 3: Speed

How quickly do you need to communicate?

-  **High Tempo**
Fast and quick responses
-  **Low Tempo**
Slow and ad hoc responses
-  **Any Tempo**
Appropriate for any speed

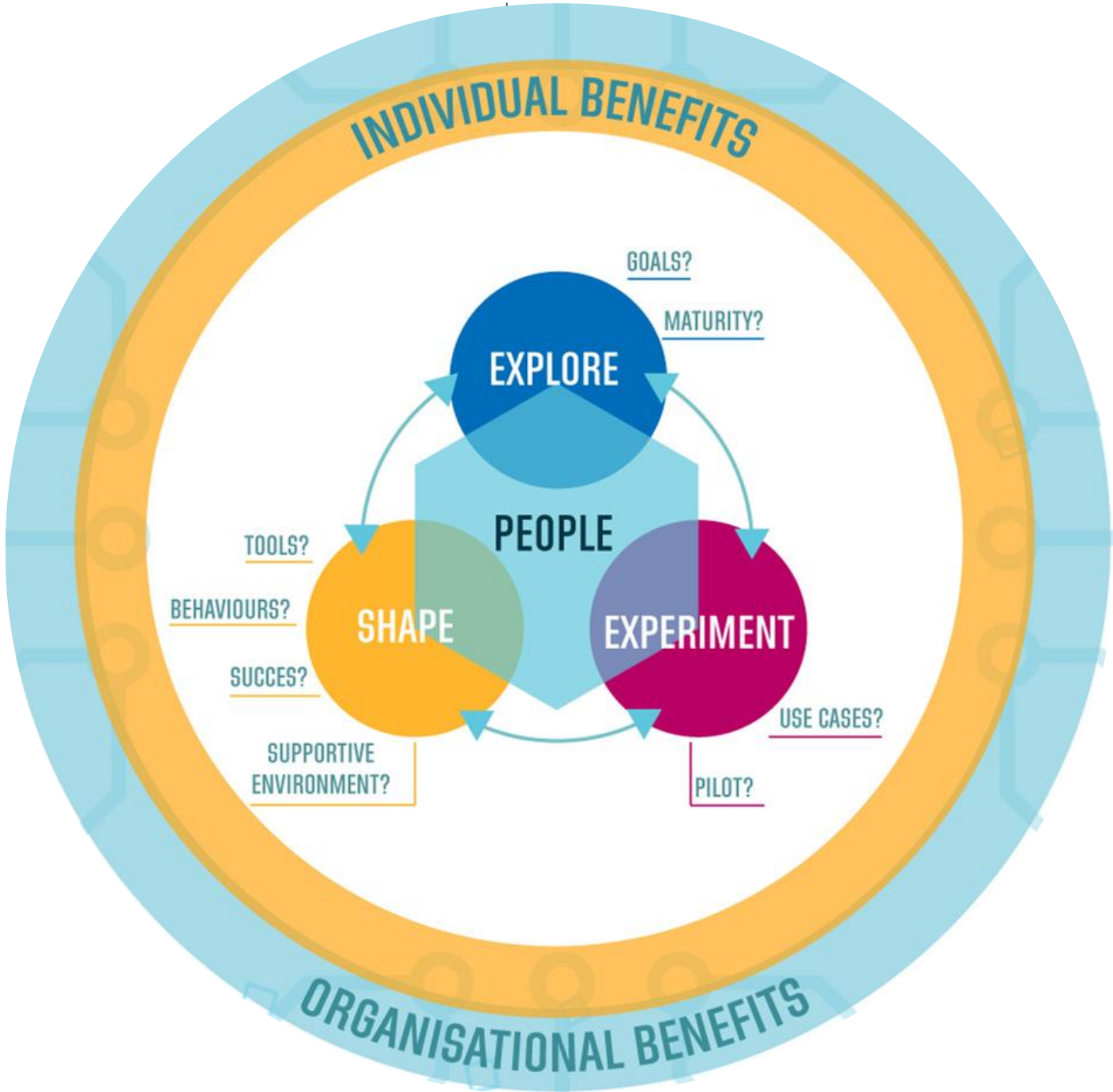


Comment faire en sorte que l'implémentation de Office 365 soit un succès?

- Démystifions le Digital Workplace
- Démystifions Office 365
- **Méthodologie – “building blocks of success”**

Quels sont ces buildings blocks of success qui reviennent à chaque fois?





INDIVIDUAL BENEFITS

GOALS?
MATURITY?

EXPLORE

PEOPLE

TOOLS?
BEHAVIOURS?
SUCCES?

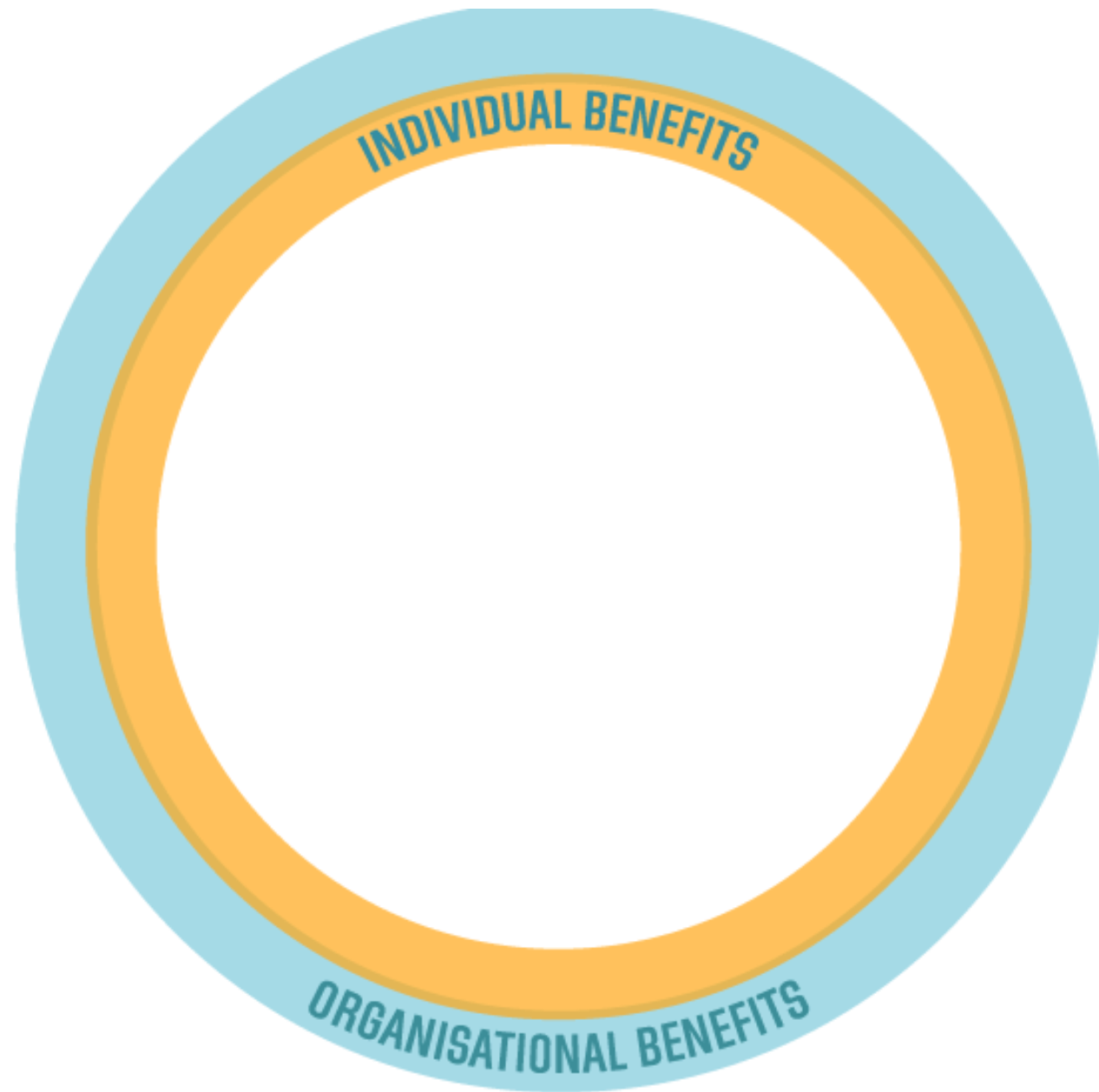
SHAPE

EXPERIMENT

SUPPORTIVE ENVIRONMENT?

USE CASES?
PILOT?

ORGANISATIONAL BENEFITS





engie

ENGIE today: a global and diversified profile

€66.6 billion OF REVENUES IN 2016

ACTIVITIES IN **70** COUNTRIES

153,090 EMPLOYEES ACROSS THE WORLD

112.7 GW OF INSTALLED POWER PRODUCTION CAPACITY

4,350 emp.
2016 rev.: **€4.7 billion**
11.7 GW installed**

North America

133,770 emp.
2016 rev.: **€52.7 billion**
44.7 GW installed**

Europe***

3,130 emp.
2016 rev.: **€2.9 billion**
7.5 GW installed**

Asia

1,380 emp.
2016 rev.: **€0.5 billion**
26.3 GW installed**

Middle East

6,235 emp.
2016 rev.: **€3.9 billion**
17.2 GW installed**

Latin America

400 emp.
2016 rev.: **€0.3 billion**
1.4 GW installed**

Africa

3,825 emp.
2016 rev.: **€1.6 billion**
3.9 GW installed**

Oceania

* Figures as of 31 December 2016
** Installed capacity at 100%
*** Including Turkey
**** Including Mexico

Energy Services
No.1 energy efficiency services provider worldwide

Electricity
No.1 independent electricity producer in the world

Natural Gas & LNG
No.1 seller of gas storage capacity / gas distribution network / importer of LNG in Europe

I see that by using Yammer,
hierarchical structures become less important.



DAIMLER

The logo for Jive, featuring the word "jive" in a lowercase, bold, sans-serif font. The letters are white with a subtle gradient and are set against a solid black rectangular background.

Social Intranet – Community Building



Markus Hägele

Head of DigitalLife Strategy

a lot of information, great inspiration!

▶ ▶ 🔊 2:12 / 2:40

CC HD 📺 📱 🖥️

Building a connected company: DigitalLife@Daimler netWorkCamp #nwc17



DigitalLife

@Daimler

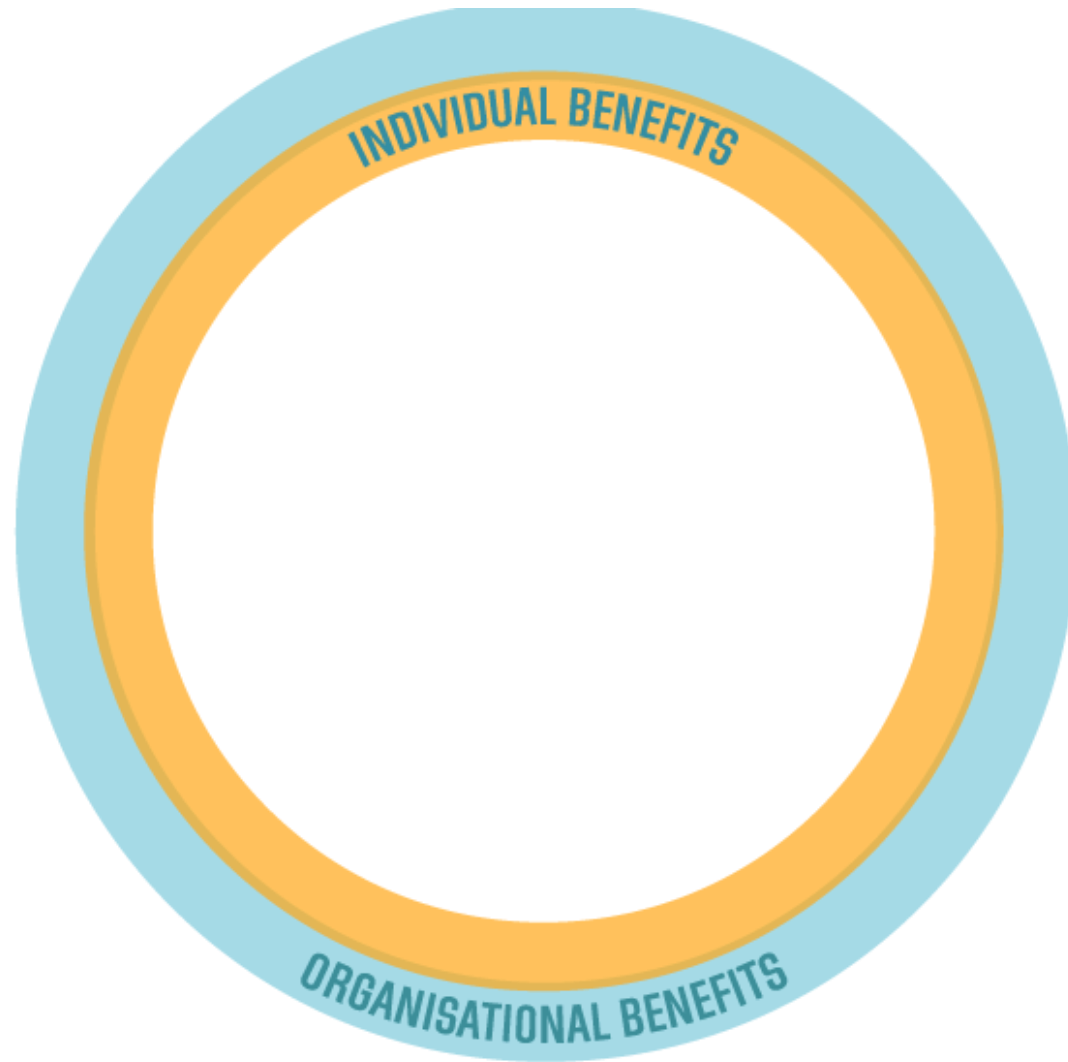


Building a connected company: DigitalLife@Daimler netWorkCamp [#nwc17](#)



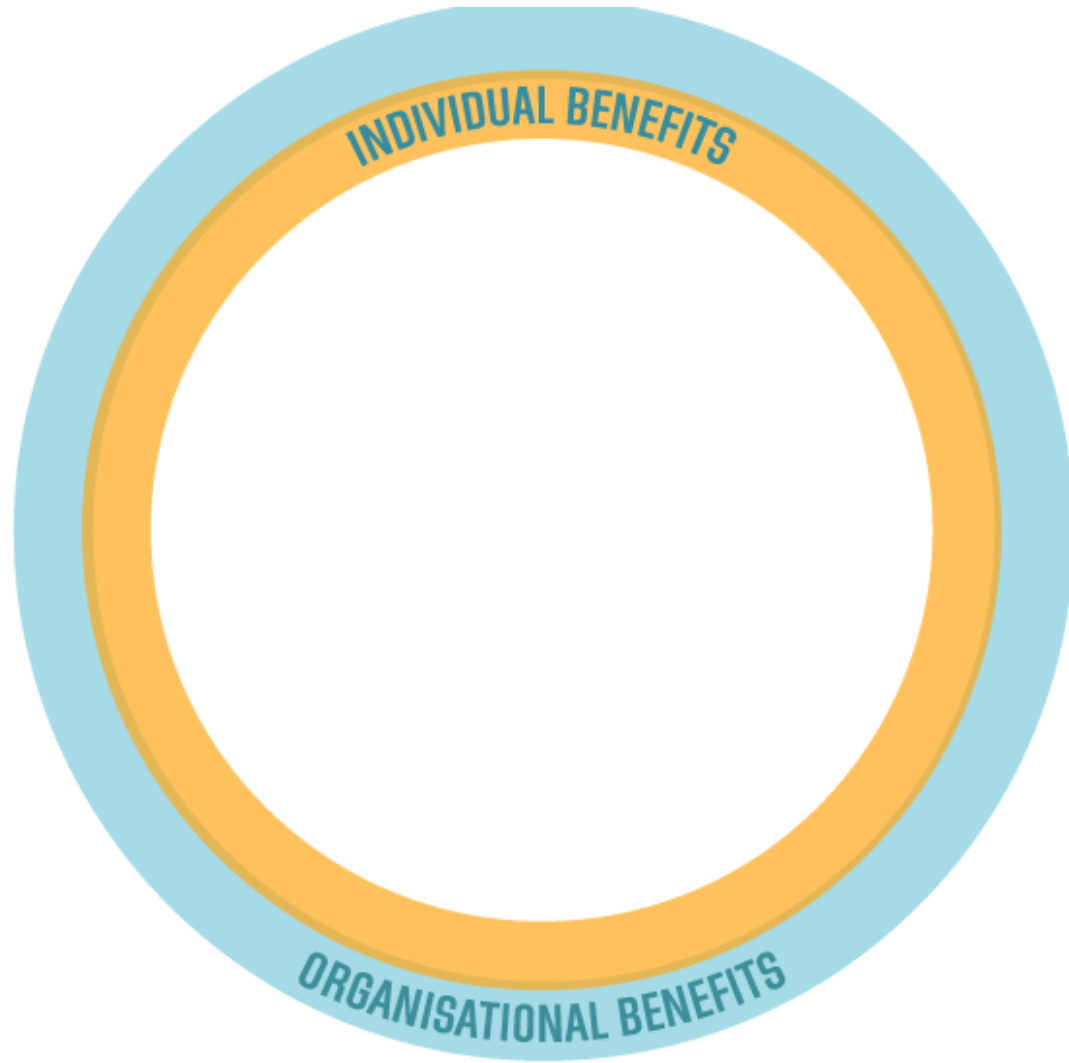
can promote better communication and also better learning.

Renata Jungo Brungger



Strategic WHY - organisation

- ✓ **Market responsiveness**
- ✓ Dynamic value creation beyond silo's
- ✓ Innovation



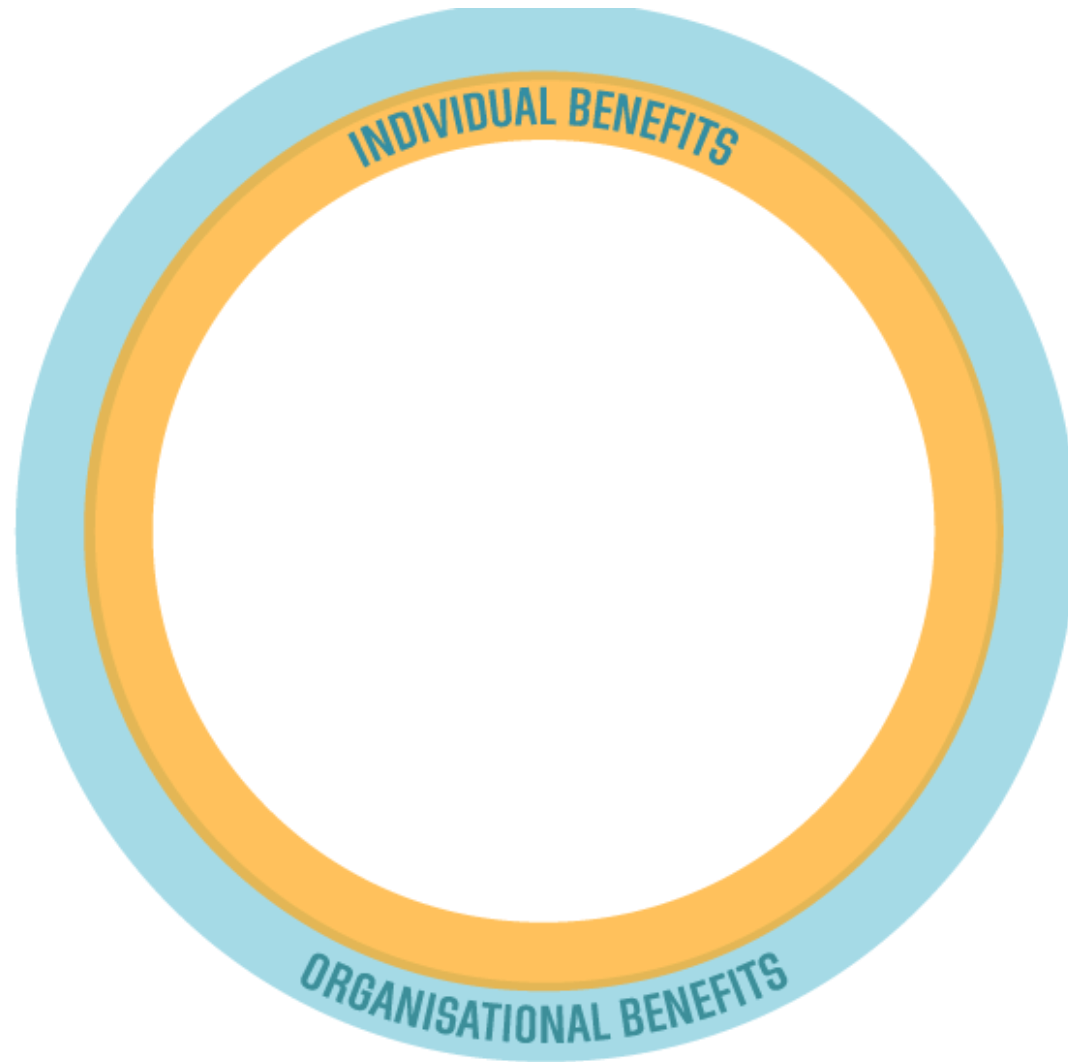
Strategic WHY – individual



Petra Berrevoets - City of Rotterdam

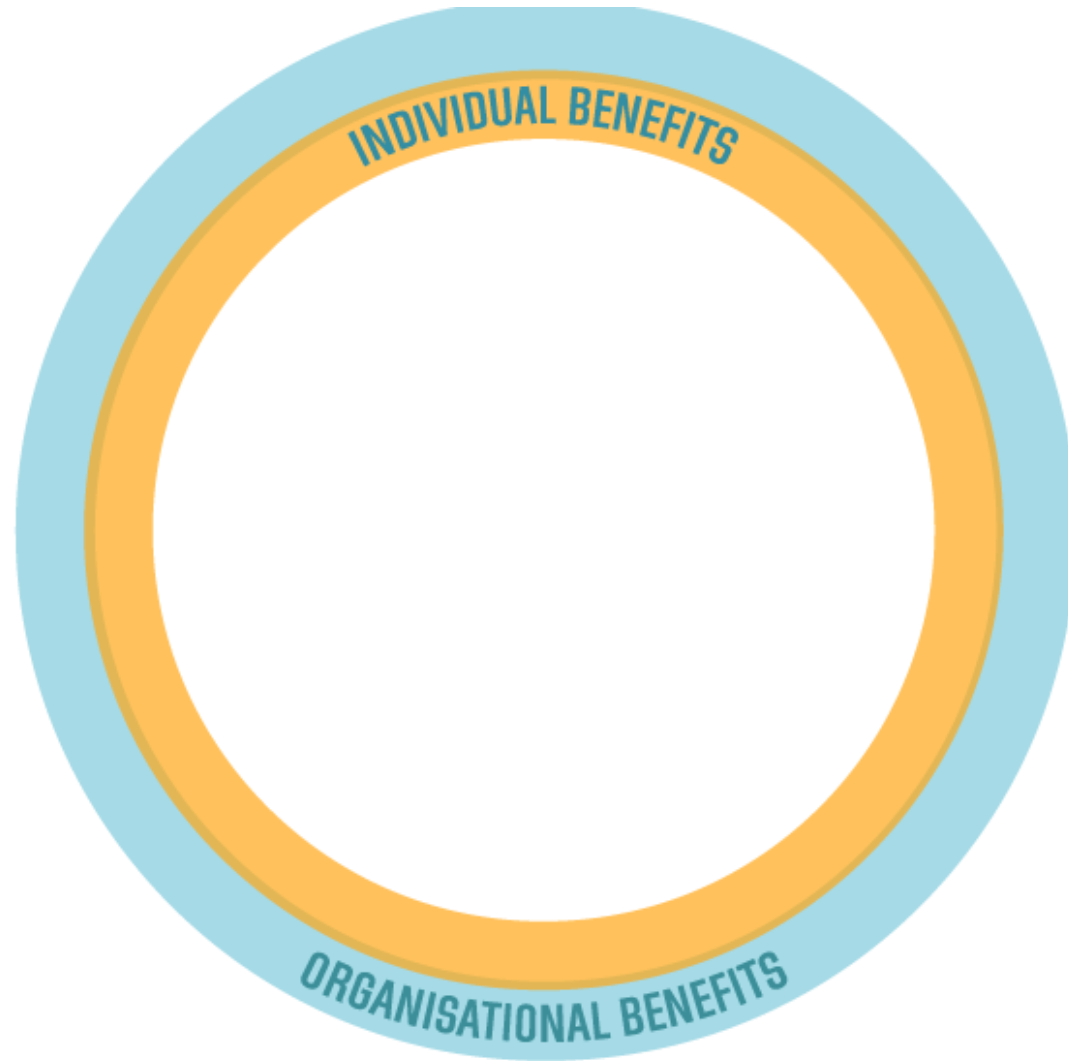
It's not about a new tool. It's about a new culture. A new way of working together.

- **Your talents become more visible.**
- **You can raise your voice.**
- **It's easier to find a question to your answers.**
- **Faster access to knowledge / persons.**



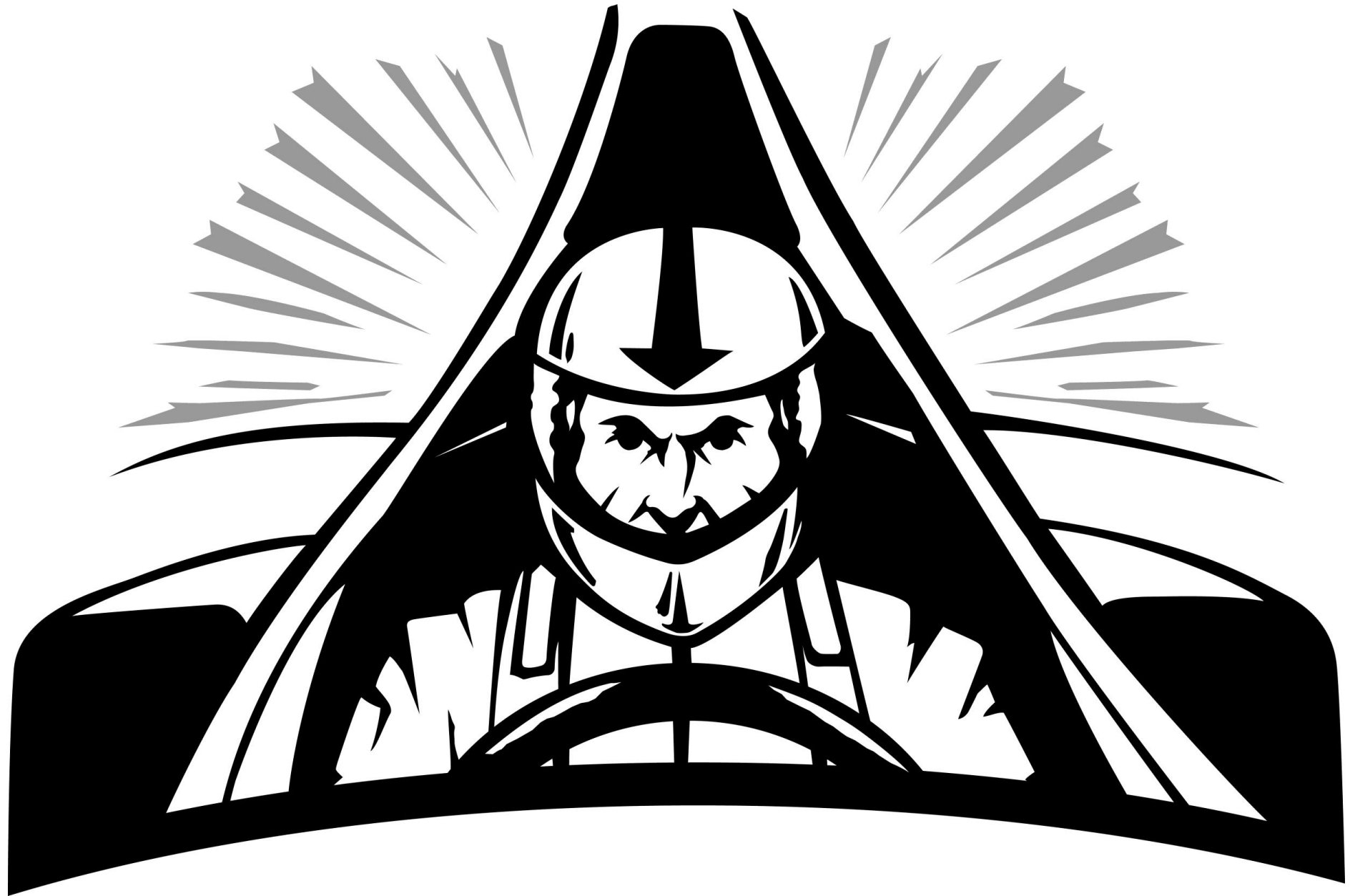
Strategic WHY – individual

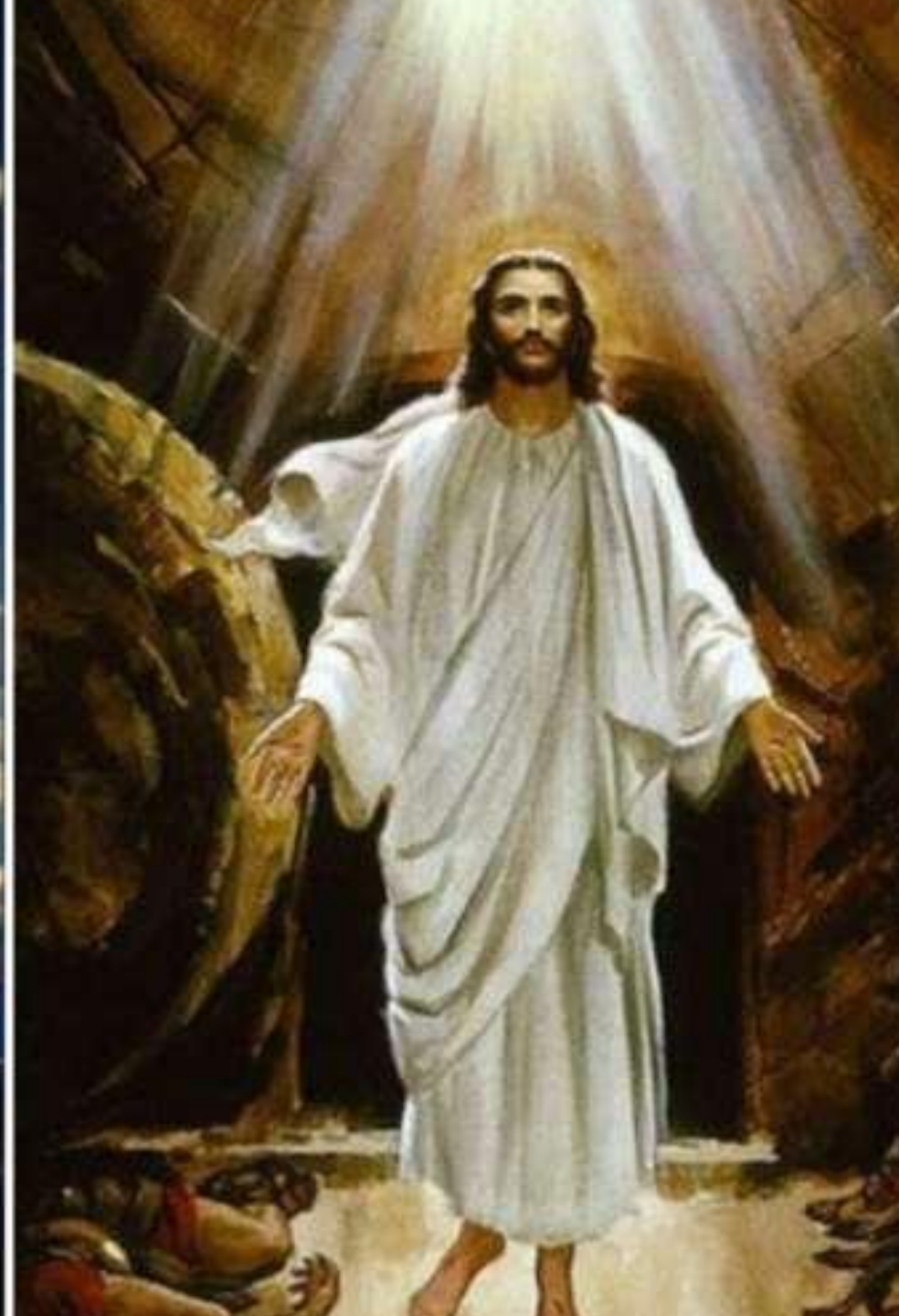
- ✓ Work more efficiently, smarter, faster

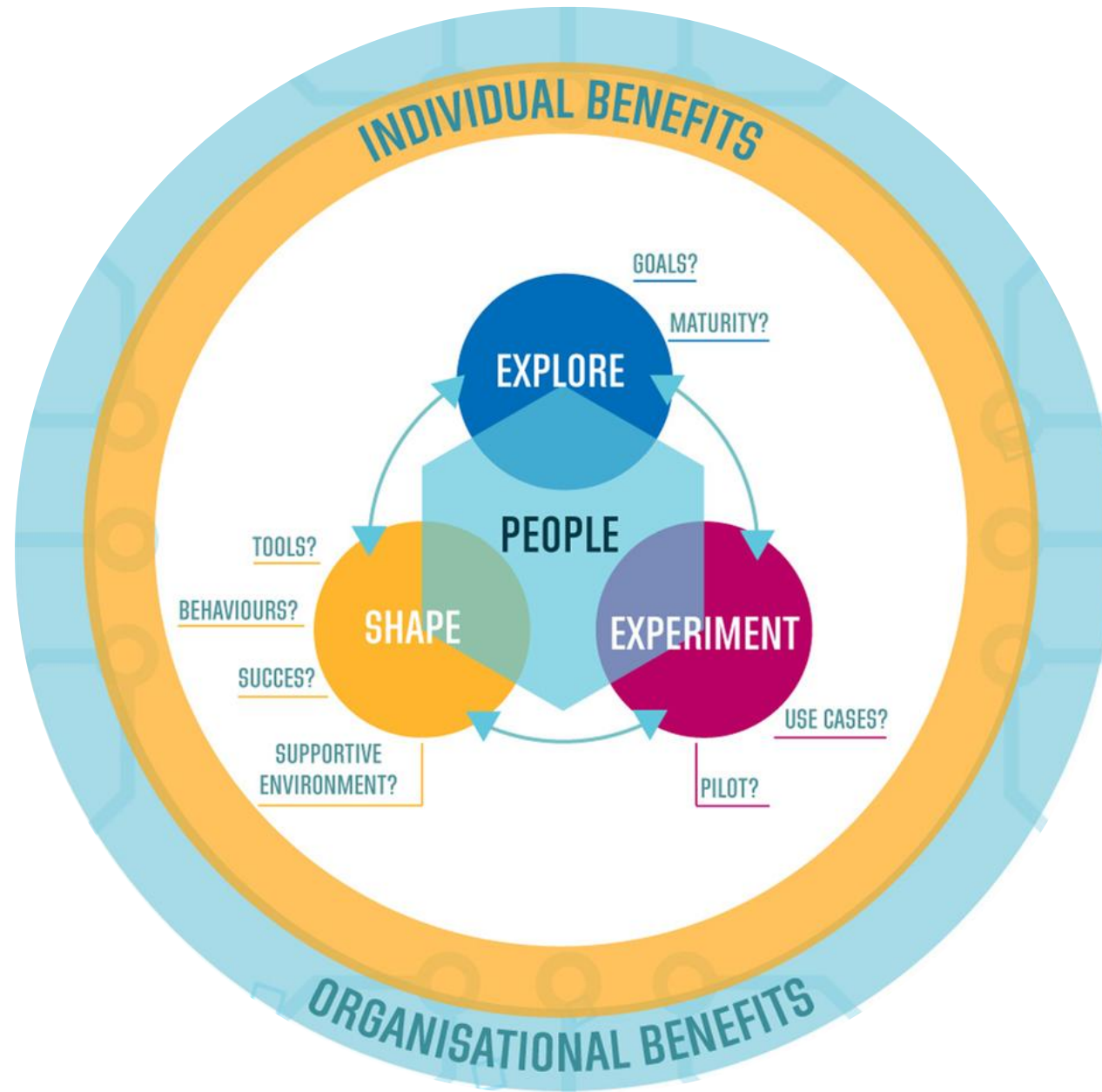


Strategic WHY – individual

- ✓ Work more efficiently, smarter, faster
- ✓ Connectedness: knowledge is power – the community makes you even more powerful.
- ✓ Self-direction: from passive receivers of information to proactive & conscious seeking & sensing & sharing information
- ✓ Everybody can raise his voice







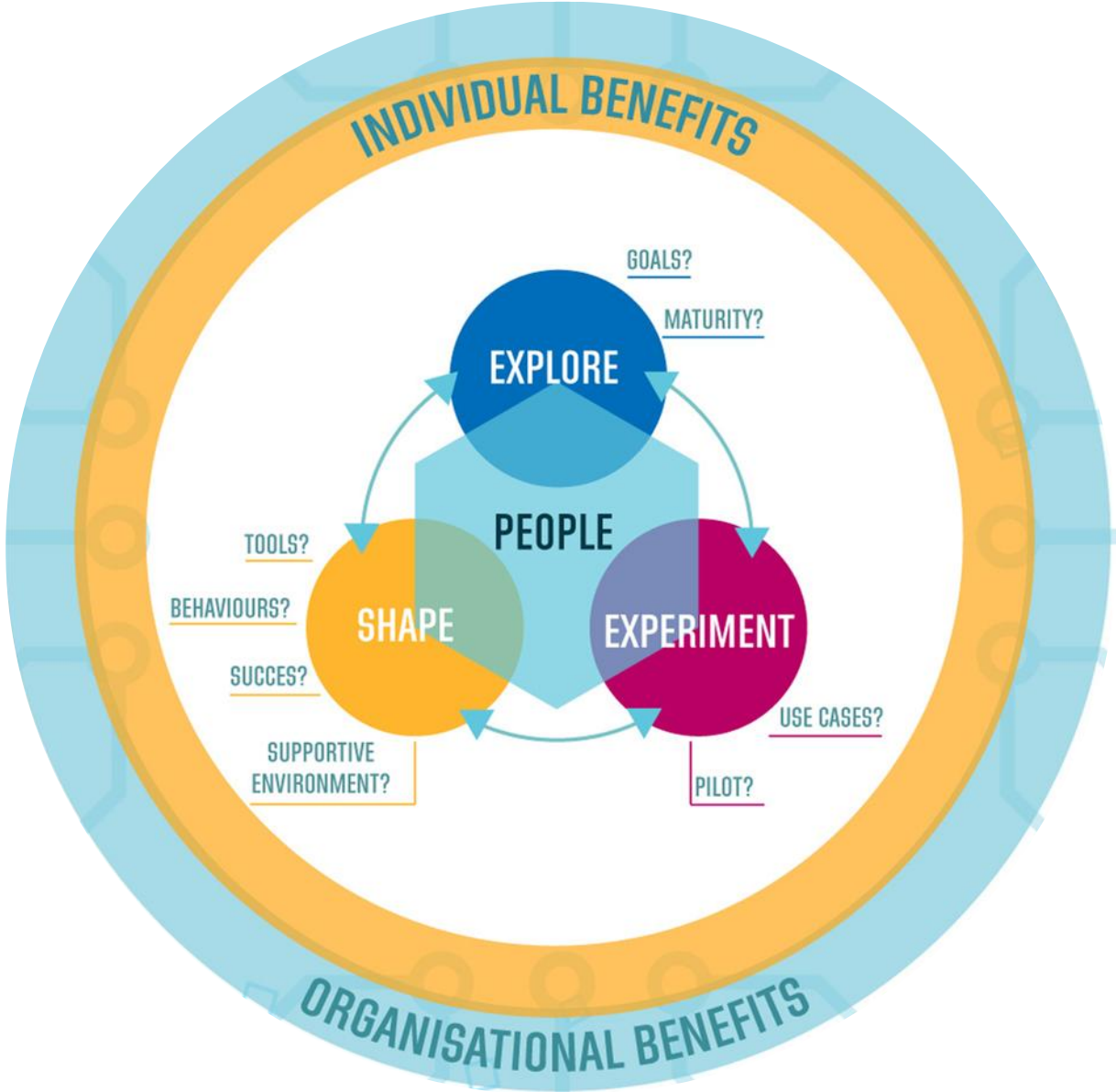


Define the people to be involved

- **Team:** who is in the team, who should sponsor, which profiles do we need, what are team dynamics/rituals?
- **Stakeholders:** who should be involved, who must be convinced, who is resistant?
- **IC professionals:** how will you increase your expertise, how will you become an ambassador, how will you build up a strong network, how will you set the example?
- **Social Dynamics:** who are supporters and could help create the collective motion?

Define the team dynamics/rituals – for each group

- Involve people through co-creation sessions, fixed progress moments, community reporters, testers, keyusers, ...





EXPLORE

Need

Digital readiness / maturity



EXPLORE

Need - pains

→ will help you to define the use cases

- data collection
- faster access to information
- faster access to people
- faster access to ideas
- knowledge repository

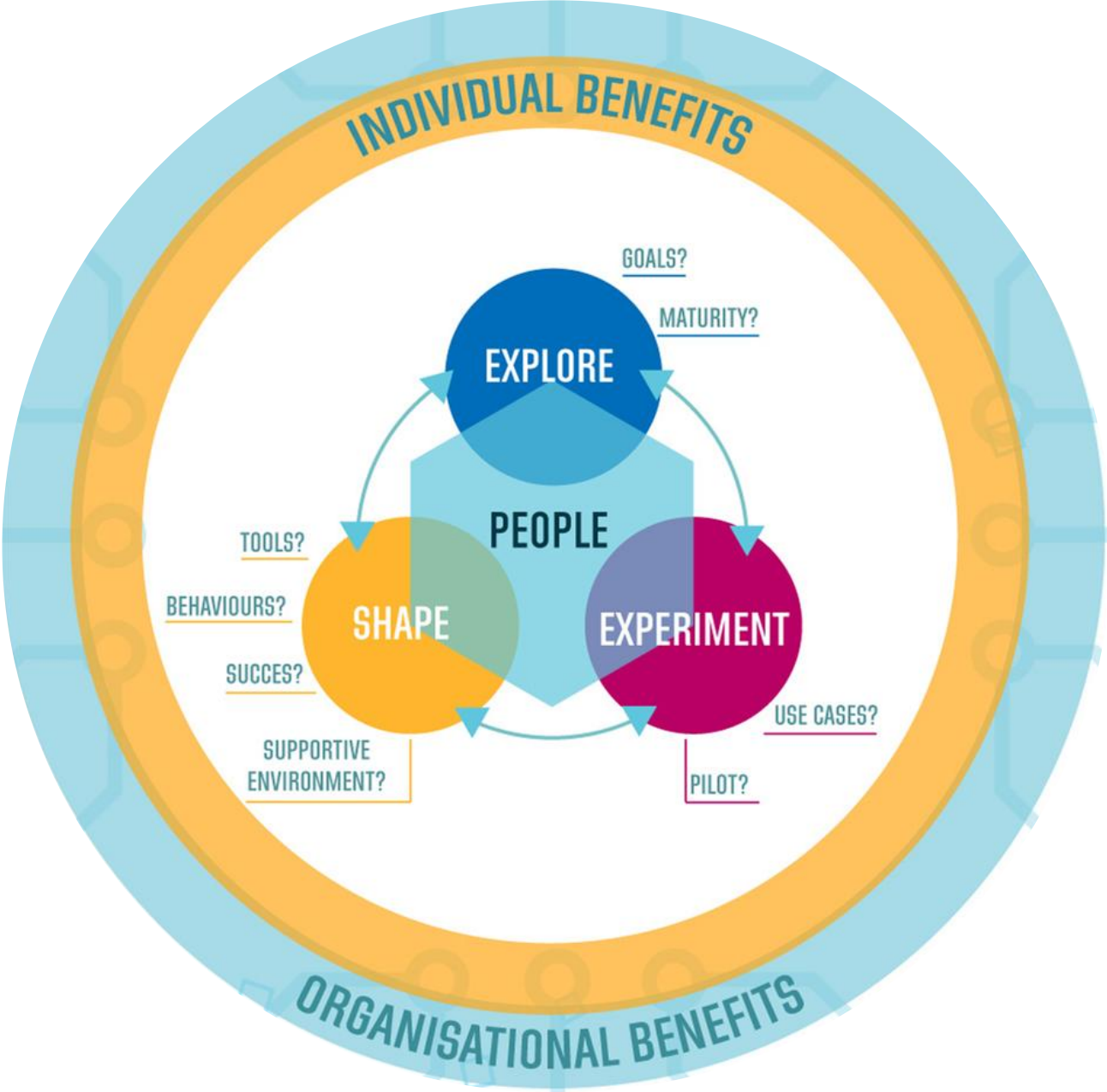


EXPLORE

Digital readiness – maturity

→ Will help you to shape the supportive environment

- Digital literacy
- Leadership engagement or resistance
- Collaborative culture
- Change experience
- Collective desire to change



INDIVIDUAL BENEFITS

GOALS?

MATURITY?

EXPLORE

PEOPLE

TOOLS?

BEHAVIOURS?

SHAPE

SUCCES?

SUPPORTIVE ENVIRONMENT?

EXPERIMENT

USE CASES?

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ORGANISATIONAL BENEFITS

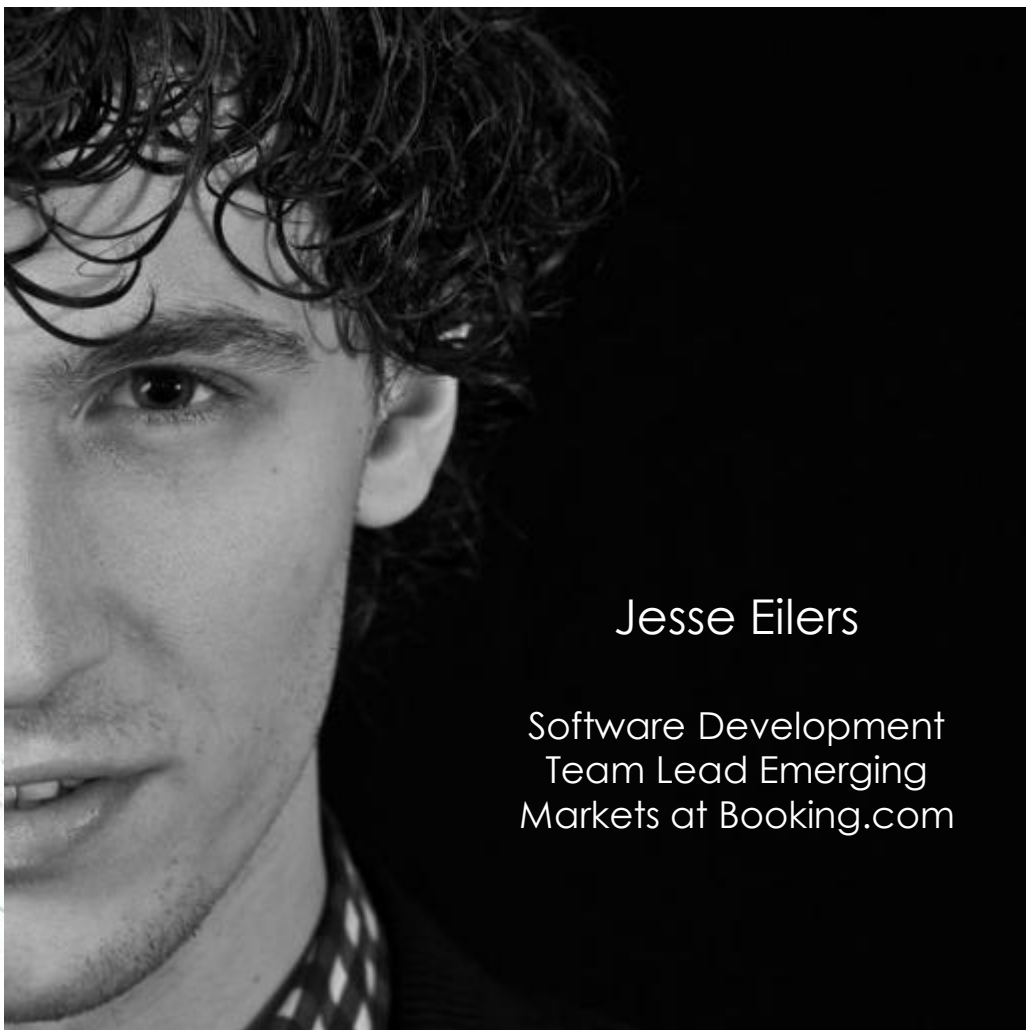
A large, solid orange circle is positioned on the left side of the image. Inside the circle, the word "SHAPE" is written in white, bold, uppercase letters.

SHAPE

Behaviour

S





Jesse Eilers

Software Development
Team Lead Emerging
Markets at Booking.com

Continuum

Communication

Collaboration



Continuum

Communication

Collaboration



Hierarchical relationship
PUSH

Continuum

Communication

Collaboration



Hierarchical relationship
PUSH

Network dynamics
PULL

Continuum

Communication

Collaboration



Hierarchical relationship
PUSH
Shared information

Network dynamics
PULL

Continuum

Communication

Collaboration



Hierarchical relationship
PUSH
Shared information

Network dynamics
PULL
Shared understanding

Continuum

Communication

Collaboration



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Synchronous



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Synchronous



Hierarchical relationship
PUSH
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PULL
Shared understanding

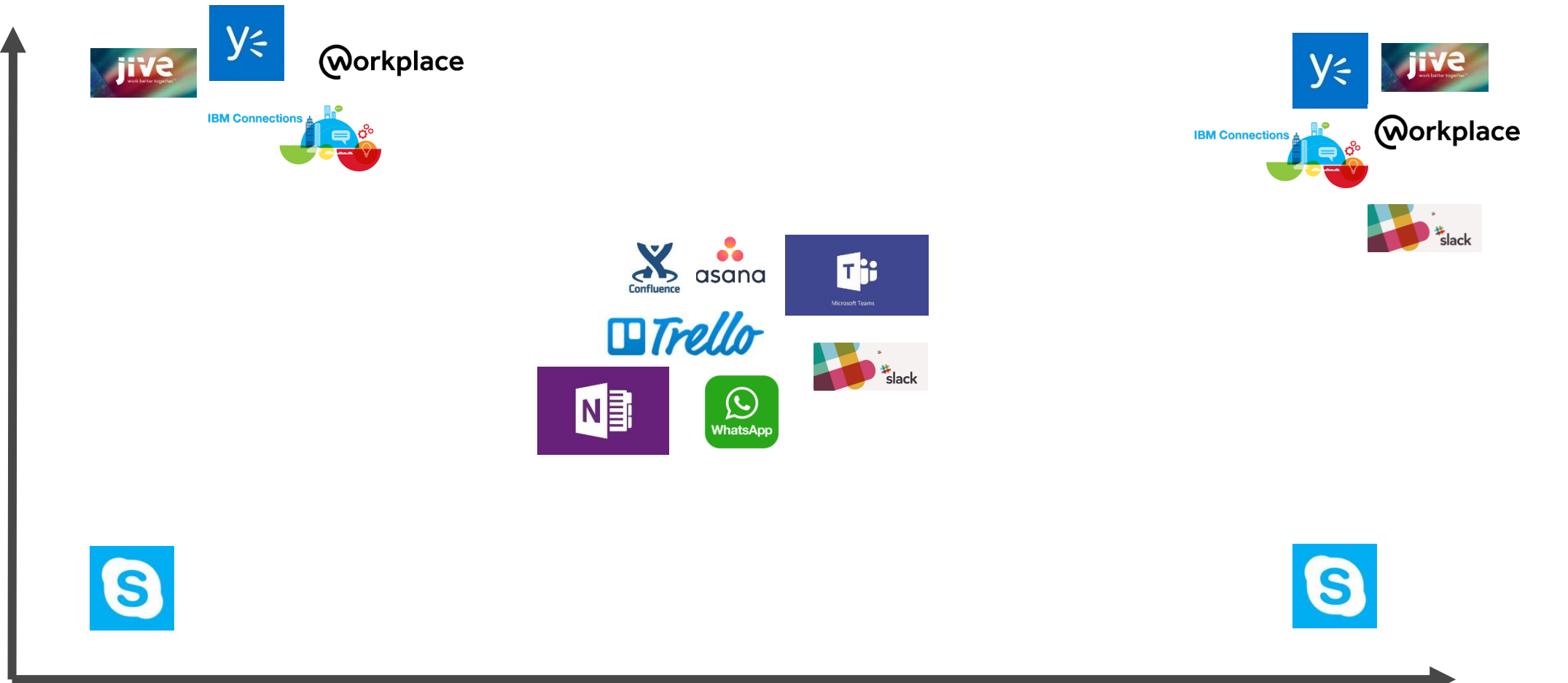
Continuum

Communication

Collaboration

Asynchronous

Synchronous



Hierarchical relationship
PUSH
Shared information

Network dynamics
PULL
Shared understanding

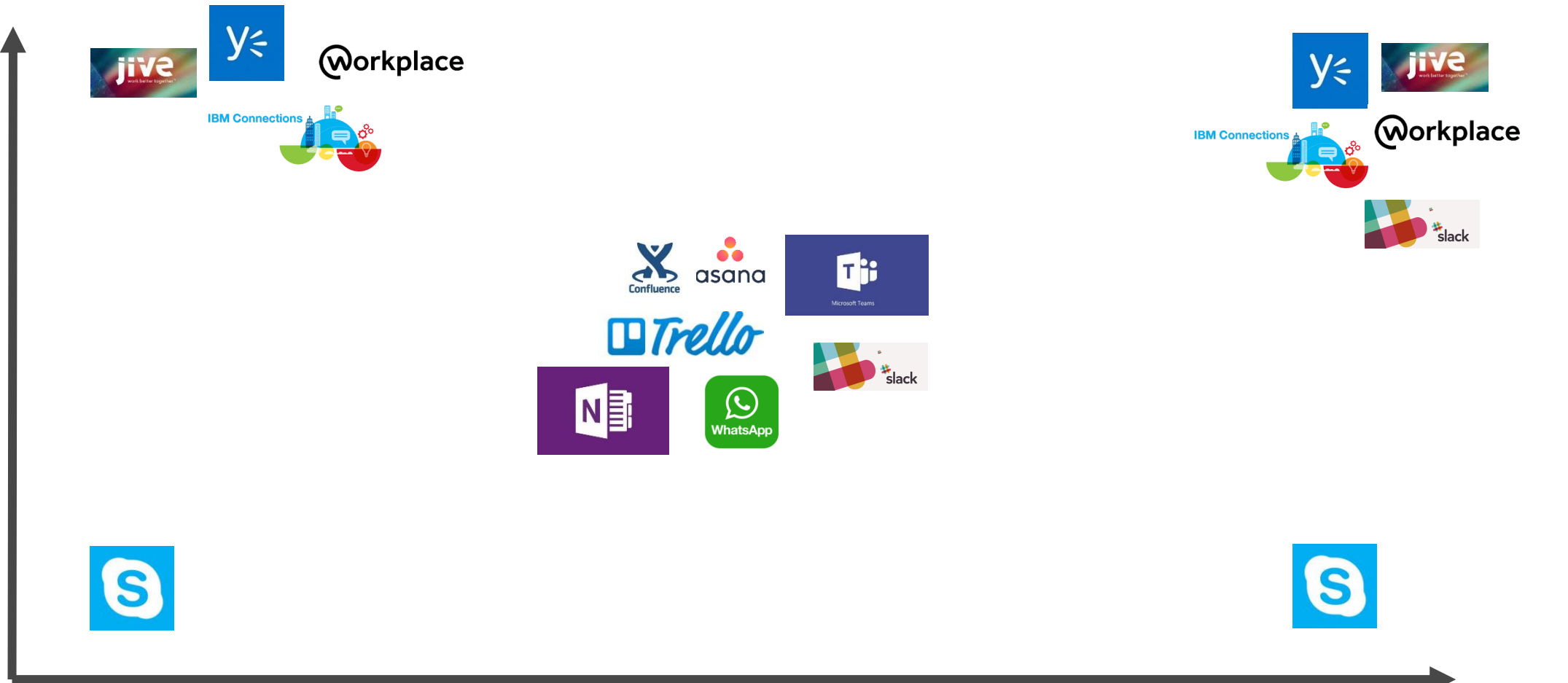
Continuum

Communication

Collaboration

Asynchronous

Synchronous



Hierarchical relationship
PUSH
Shared information

Team
Getting work done
Clear objective

Network dynamics
PULL
Shared understanding

Continuum

Communication

Collaboration

Asynchronous

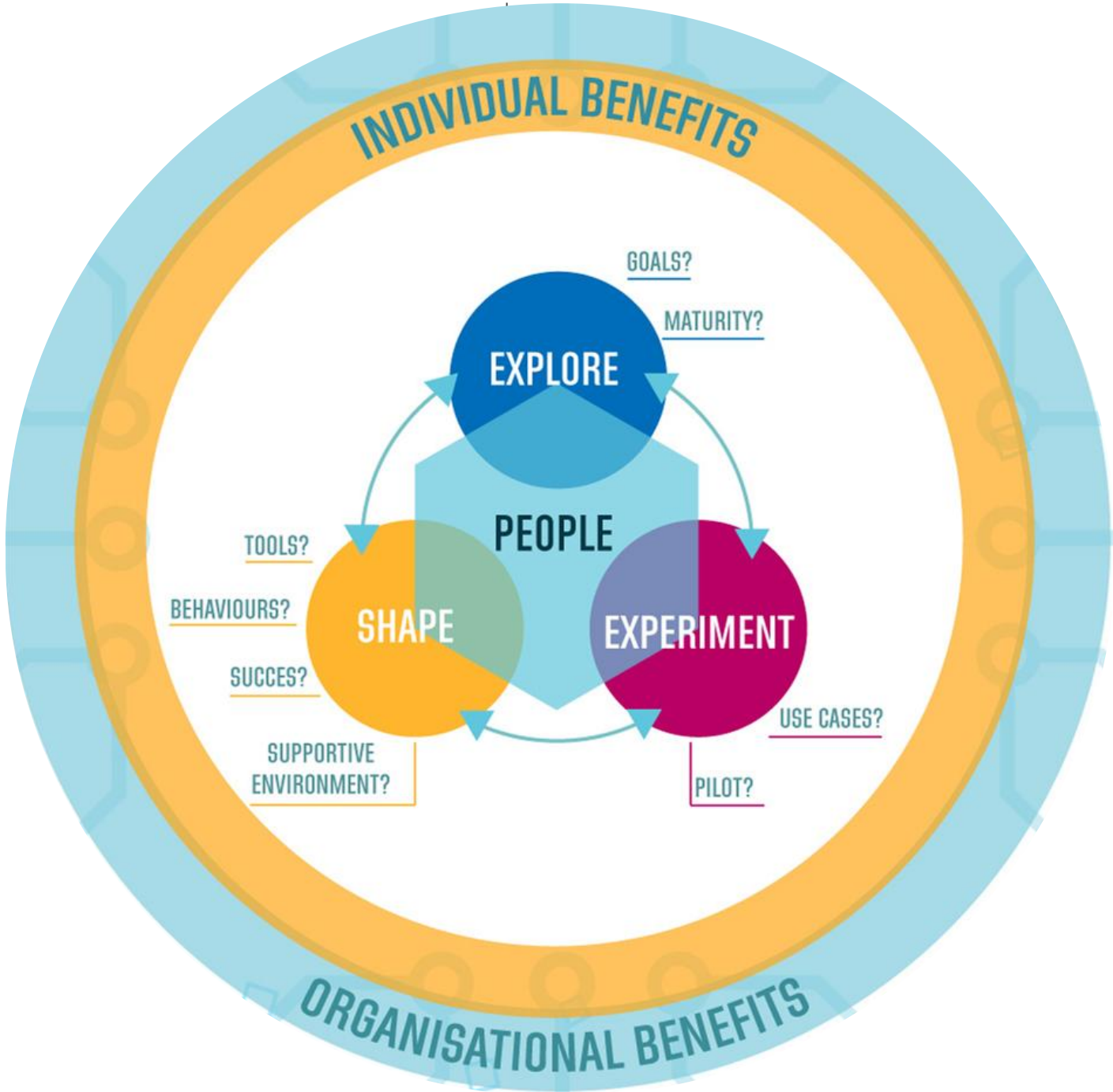
Synchronous



Hierarchical relationship
PUSH
Shared information

Team
Getting work done
Clear objective

Network dynamics
PULL
Shared understanding





SHAPE

A supportive environment

1. Training

- **in different kind of formats** (webinars, classroom, peer learning ...)
- **for different kind of profiles**
 - Not all profiles need PowerBI or Yammer
 - Translated to specific needs “How to be a great Project Manager” “How to increase my impact” (for leaders)
 - “Knoppentrainingen” won’t do the thing

“the role played by community managers is key”



Katharina Krentz – Robert Bosch



Ellen Feaheny @ellenfeaheny · 1u



“Mature digital workplace initiatives have 3X the community managers of low maturity efforts”..

In other words: you will buy it either way!

You will “buy” it and have the success results, or waste money and still buy it in lost ROI!

Do it smart or don't do it. [#dwx18](#)



2. Support

“Make sure that help is available online & offline and is continuously enhanced”



DAIMLER

3. Local adoption teams



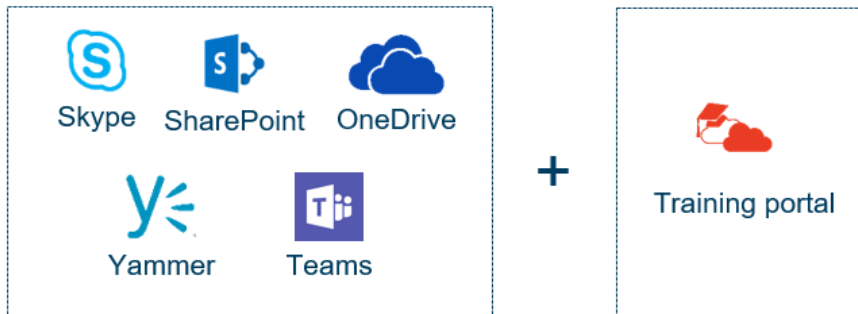
THE APPROACH

Principle

The approach we propose is composed of 3 steps focused on the 3 pillars of adoption:

- Local IT teams
- Top management
- Final users

Targeted tools



Office 365 tools



Train the IT teams to provide an optimal helpdesk

Onboard top managers and their close associates

Encourage final users to **discover and adopt** the new tools

1	This document's objective is to follow-up the progresses in the implementation of your local adoption plan						
2	For every step and activity, indicate your entity's progress in the column "check" thanks to the drop-down menu						
3							
4	BU	<i>Name of your ELL</i>					
5	Name of the perimeter	<i>Give a name to your perimeter</i>					
6	Entities in the perimeter	<i>Name of the entities in your perimeter</i>					
7	Name of local leader	<i>Name of your local leader for adoption</i>					
8	Estimated number of users						
9							
10	Steps	Activities	Resource	Status	Local leader(s)	Check	Comment
11							
12	Local organization	Create a local adoption team	Slide 5 in the §	Essential		No	
13		Identify resources available (O365 experts, existing documents etc)	Slide 5 in the §	Recommended		No	
14		Conduct an in-depth study of current situation (users' needs etc)	Slide 6 in the §	Optional		No	
15		Set up an objective based on the current situation	"Objectives for	Essential		No	
16		Create your entity's identity on O365 (Yammer, Stream etc)	Slide 7 in the §	Recommended		No	
17		Are you ready to start?				No	
18							
19	IT helpdesk training	Organize at least 1 seminar on every primary tool (Skype, OneDrive, Y.	Slide 9 in the §	Essential		No	
20		Organize at least 1 seminar on secondary tools (OneNote, Planner, Po	Slide 9 in the §	Optional		No	
21		Implement a self-learning cursus for newcomers in the IT team	Slide 10 in the	Recommended		No	
22		Do you think your IT teams are ready to provide the helpdesk?				No	
23							
24	Top management onboarding	Raise managers' awareness on O365 adoption and on their exemplarit	Slide 12 in the	Essential		No	
25		Train directors and associates	Slide 13 in the	Essential		No	
26		Do you think your managers are good O365 ambassadors?				No	
27							
28	Final users training	Implement at least one action from the Starter Kit for the Champions	Slide 15 in the	Essential		No	
29		Organize/Promote webinars on every primary tools (Skype, OneDrive,	Slide 24 in the	Essential		No	
30		Organize/Promote webinars on secondary tools (OneNote, Planner, Pc	Slide 24 in the	Optional		No	
31		Implement at least 3 permanent actions from the Starter Kit	Slide 16 to 22 i	Essential		No	
32		Implement at least 2 recurrent actions from the Starter Kit	Slide 23 to 28 i	Essential		No	
33		Implement at least 3 one-time actions from the Starter Kit	Slide 29 to 35 i	Essential		No	
34		Have you reached your objectives?				No	
35							
36							

4. Executives & management set the example



5.

Ongoing communication

- focus on the use cases, advantages for the individual
- **also show what is remaining the same**



6. Guidelines: when to use which tool



7. Your Digital Collaboration Vision



EXPERIMENT



INDIVIDUAL BENEFITS

EXPLORE

GOALS?

MATURITY?

PEOPLE

TOOLS?

BEHAVIOURS?

SHAPE

SUCCESES?

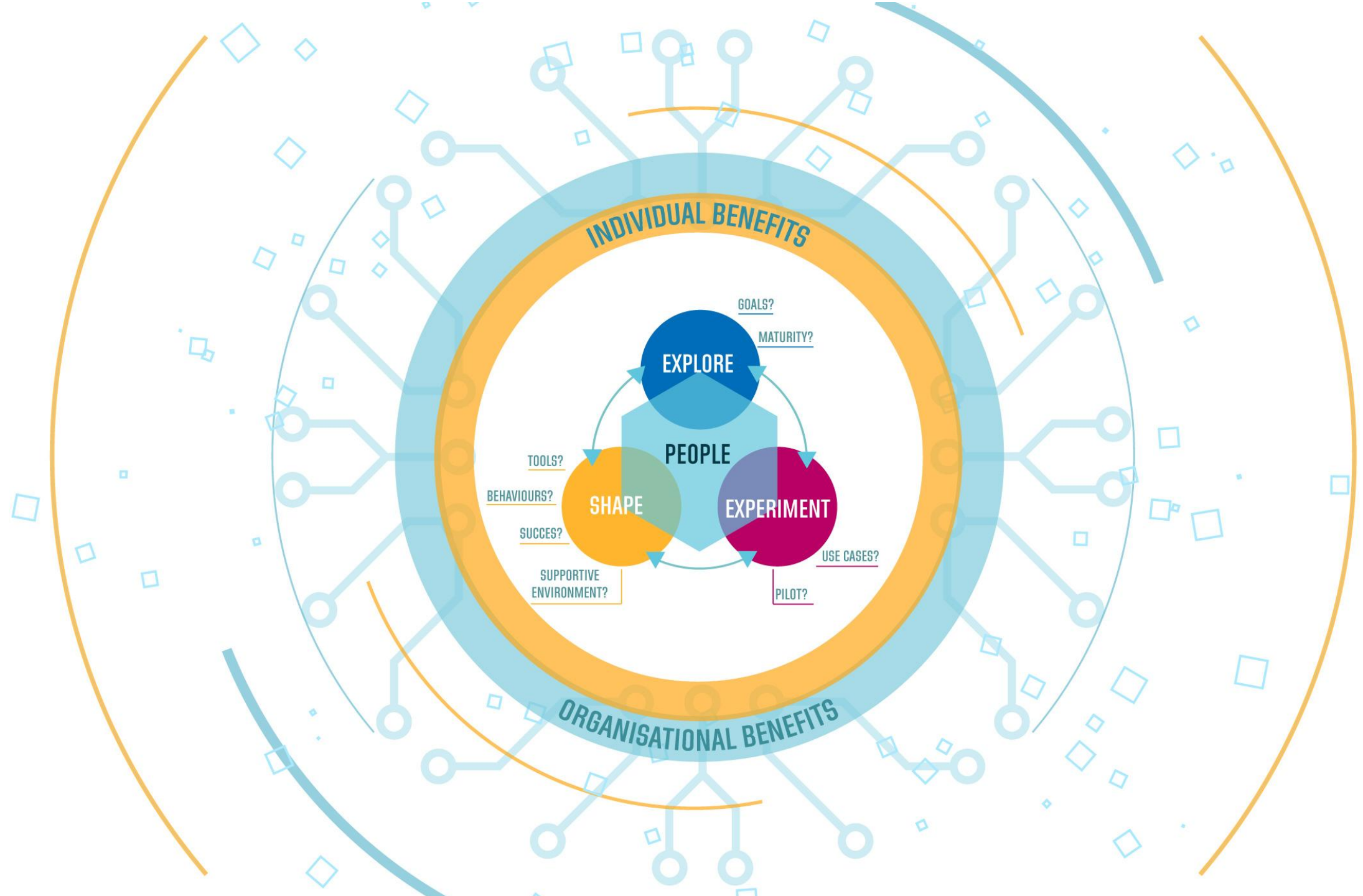
SUPPORTIVE ENVIRONMENT?

EXPERIMENT

USE CASES?

PILOT?

ORGANISATIONAL BENEFITS



Comment faire en sorte que l'implémentation de Office 365 soit un succès?

- Démystifions le Digital Workplace
- Démystifions Office 365
- Méthodologie – “building blocks of success”