Microsoft Office 365

The Story Continues

(Phases II & III)

7/9/2015

Agenda

- Current Project Status

- Overview - Phases II and III

- General Rollout Plan

- Tools and Support

O365 Phases II & III

Current project status

Phase II

Working through a number of operational issues and concerns that have made transition impractical. Holding transition planning sessions with a number of departments and working with L3 on what is called the Early Adopter program to help departments transition staff using Office 2003 with onsite L3 support.

Securing better tools from SCCM and creating and deploying tools for all desktops with viewers, conversion tools. In addition, OneDrive for Business and Skype and Office version removal tools that will help with transitions when they occur.

Phase III

The Intranet redesign and branding was completed by the contractor but ran into deployment issues. That part of the Phase III was on hold until it is fixed on 7-7-15. Intranet deployments have resumed.

The SharePoint team site roll out began however other demands on the WMAT core team staff for critical development projects unrelated to SharePoint have caused this Phase to be placed on a slow rollout until the beginning of Calendar year 2016.

Scope:

The scope of the Office 365 Phase II project is to develop the best approach and to transition the roughly 3,400 staff who currently have Office 2003 desktop software to the Office 365 cloud based online only software versions.

Key to this is for DTS to get all the transition tools and capabilities in place and to get an accurate count of remaining Office 2003 'only' desktops so that efforts to transition those staff to Office 365 online only applications can be completed.

Goals:
- Develop better SCCM reports and tools to support the transition activities
- Support the Phase III project and get the shared drive solution ready
- Remove all known constraints that would prevent most from being able to move

Timing:
- Phase II Launch (4/14/2015)
- Completion – TBD

Scope:

The scope of the Office 365 Phase III project is to further empower County staff by assisting Department IT staff to replace existing Intranets and department SharePoint sites with SharePoint 2013 and to provide a sustainable capacity to create and support additional sites.

Goals:

- Assist Department IT to launch replacement Intranets and SharePoint team sites
- Retire unused existing Department Intranet and SharePoint team sites
- Retire obsolete infrastructure (Web Edit Pro, Google Mini, Servers)
- Create sustainability tools, videos, documentation

Timing:

- Operate at reduced rollout speed for existing team site replacements
- Phase III back to full throttle Jan 2, 2016
- Replacement of existing Intranets, Department sites - Feb through Jul 2016

General Rollout Plan

General Rollout Plan

General:

The scope of this portion of the **Phase II** is to focus on the migration preparation efforts and to migrate those groups willing to move sooner. For the **Phase III** Intranets they will resume implementation with the branding issue resolved but roll out will be slower. Department Team site rollouts are also slowed as other demands consume WMAT staff.

Phase II:
- Secure and rollout software tools to desktops (in progress)
- Continue Office 2003 retirements via Early Adopter program
- Enhance Web Site Support Items
- Staff Events
  - Slow L3 O365 Briefings and O365 Kiosks to 1 x per month each)

Phase III:
- DTS (WMAT) provides assistance for other key County initiatives
- WMAT supports slow speed rollouts as required
  - Intranet – Now that template is repaired
  - Assist in implementing replacement team sites (Templates, directions)
- Source / Create Training & Support materials
  - Lynda.com videos
  - Develop Storyboard (Using SharePoint for shared drive replacements)

General Rollout Plan   Jan - Jul 2016

General:

The scope of this portion of the **Phase II** is to drive to finish the migration efforts and move to operational normality. For the **Phase III** Intranets are implemented and Department teams sites are well on their way to being implemented.

Phase II:
- Drive continued Office 2003 retirements and transitions
- Work with departments that need shared drive replacements
- Enhance Web Site Support Items
- Staff Events
  - Continue L3 O365 briefings and Kiosk sessions for recently migrated staff
  - Continue onsite training (as requested)

Phase III:
- DTS (WMAT) resumes rollout of Team Sites for departments with existing
  - Drive completion of Intranet replacement & infrastructure retirement
  - Roll out and implementing team sites to replace existing
- Source and support training & support materials
  - Lynda.com videos
  - Storyboards (Using SharePoint for shared drive replacements)
  - Documentation (Governance, User guides, etc.)

Areas of focus (near term)

Finish developing and deploy shared drive replacement (SharePoint)
- Work with Storyboard to confirm and refine process
- Secure support required to provide without ongoing WMAT support

Ensuring G3 is installed for those getting it
- Work in de-install as part of the G3 upgrade (only one version per machine)
- Update remaining list of G1's needing migration

Work with departments on shared file reconciliation information design
- Determine which specific files from 'S' and 'V' drives will be moved
- Exactly how will they map to the SharePoint storage space
- Who has what rights to view/work with them

Move as many G1's going from Office 2003 to Office 365 online only as possible
- Target using the SCCM tools
- Use the Early Adopter program to move as many as we can

Replace oldest PCs in order of age / installed software
- Any machines with 2007 or newer first
- Once only Office 2003 left, begin deploy without Office software

Tools and Support

Scope:

The Early Adopter program offers departments the opportunity to have those staff who will be moving from Office 2003 desktop to Office 365 online only versions of Word, Excel and PowerPoint.

Includes:

- L3 on site staff to work with department staff one on one
  - OneDrive, Word, Excel, PowerPoint online

- Installation and removal of software components
  - OneDrive for Business (plus synch set-up)
  - Conversion tool for Office 2003 file formats
  - View only tools for Office files
  - Removal of Office 2003 software

- Transition key files
  - Use of the conversion tool for Office 2003 file formats
  - Move all 'C' and 'U' drives to OneDrive for Business

- Demonstrate how to use online only applications and files

Tools & Support   SCCM

Scope:

The SCCM system is used by the enterprise to maintain inventory of machines and software versions and to manage the version control activities by 'pushing' changes to machines. Recently a number of projects were completed that provide valuable support tools required to assist with the transition of Office 2003 to Office 365 online only applications.

SCCM Activities:

- Developed Office versions reporting capability
  - Can detect multiple versions ie 2003 +
  - By department, plus most recent access

- Software removal scripts (by version type ie 2007)

- Support Tools Push to all desktops
  - Viewers
  - Conversion utilities (2003 to newer (ie DOC to DOCX))
  - OneDrive for Business
  - Skype

Scope:
The staff events provide venues for the staff to attend auditorium style Office 365 online only applications and OneDrive overviews either held centrally or onsite. Staff can also attend regular Kiosks and get tips for most effective use of the capabilities.

Staff events:

- L3 developed O365 staff briefings (2 hours)
  - OneDrive, Word, Excel, PowerPoint online

- L3 Kiosks for newly transitioned staff

- Special staff briefings (as required)
  - In conjunction with accelerated Office 2003 retirements
  - For SharePoint activities

Scope:

The web site for Phase II & III is new and focused specifically on the new Phases. Included are storyboards, videos, links to a number of Microsoft reference tools and schedule of staff events.

Web site resources:

- Full web site
    - Story boards (Word, Excel, OneDrive, Lync)
    - Many links to Microsoft tutorials
    - Various help support
    - Staff events schedule
- Link to Phase I reference material

http://montgomerycountymd.gov/office365/

Note: The name is the same as the Phase I site for those who may have bookmarked it and so the QSR tags signage still works.

Scope:

A key part of these rollouts is the communications associated with them. There has be a large county wide staff campaign for the Phase II activities and more focused technical staff campaign for Phase III

As the activities are slowing the communications plans will be delayed or focused on more operational notifications rather than announcements of project plans.

Communication Plans:

- General Postmaster for launch of Phases II & III
- Introduction to Phases II & III Web Site and its resources
- Staff events alerts & OLM for scheduling briefings
- Special webinars / meeting streaming (as needed)

- **Phase II Specific Plans:**
  - Office 2003 retirement (Office2003 community)
  - Early retirement (Office2003 community)

- **Phase III Specific Plans:**
  - General Postmaster for announcing SharePoint governance
  - Message to existing Intranet & SharePoint Owners

Take Away's

Phases II & III are underway but moving slowly
The planning is over, the products are here, so now we need to help transition the staff and help them to get used to how they operate in the new Office 365 world.

The Phases II & III Web information Site is operational
- Lots of documentation
- Schedule / Attend staff events

The clock has been reset on Office 2003 retirement
- It is now planned to be completed July 2016
- Try to retire early, we can assist with training and transition

The new intranets and team sites are delayed until other critical items completed
- Planning for shared data migration is critical
- Intranets replaced first but quickly followed by team sites

The environment continues to evolve and become better
- Because Microsoft has Google to worry about Office 365 will improve
- Online versions will always differ from desktop versions

Q & A