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[Join us at Office 365 Business User Group – Sydney](#)

[Join us at Office 365 Business User Group – Melbourne](#)



<https://webster.net.nz/>  
**IF IT'S NOT SIMPLE  
AND I CAN'T SEE**

**THE TOOLS THAT ARE  
IN FRONT OF ME**

**HOW CAN I TELL...  
WHAT'S IN IT FOR ME?**

# Aus O365 Business User Groups



The image displays three social media profiles related to the Sydney Office 365 Business User Group.

**Meetup Profile:** The top profile is for the 'Sydney Office 365 Business User Group' on Meetup. It shows a group photo of people at a meeting, the group's location (Sydney, Australia), and the number of members (315). The profile is organized by Tom Hiscutt and 2 others. It includes tabs for 'About Meetup', 'Meetups', 'Members', 'Photos', 'Discussions', and 'More'. A featured event is titled 'O365BUG: The new data protection laws impact you!' scheduled for Wednesday, 13 June 2018, at 4:00 PM.

**Twitter Profile:** The middle profile is for '@aus365bug' on Twitter. It shows a blue header with the name '@aus365bug' and a profile picture of a group of people. The profile includes tabs for 'Home', 'Latest', 'People', 'Photos', 'Videos', 'News', and 'Broadcasts'. A featured tweet is titled 'O365BUG: The new data protection laws impact you!' and includes a link to the event.

**Facebook Profile:** The bottom profile is for the 'Australian Office 365 Business Users Groups' on Facebook. It shows a blue header with the name 'Australian Office 365 Business Users Groups' and a profile picture of a group of people. The profile includes tabs for 'Home', 'About', and 'Events'. A featured post is titled 'Office 365 Business User Groups' and includes a link to the event.





70

70

↓  
1

↓  
2

↓  
3

↓  
4

✗  
5

✗  
6





SPEED  
LIMIT  
45

# Help!



Help, I need somebody  
Help, not just anybody  
Help, you know I need someone, help  
When I was younger, so much younger than today  
I never needed anybody's help in any way  
But now these days are gone, I'm not so self assured  
Now I find I've changed my mind and opened up the doors

# A few general scenarios...



Only rolled out ? Office 365 Products e.g. Mail, Office 2016, Skype for Business

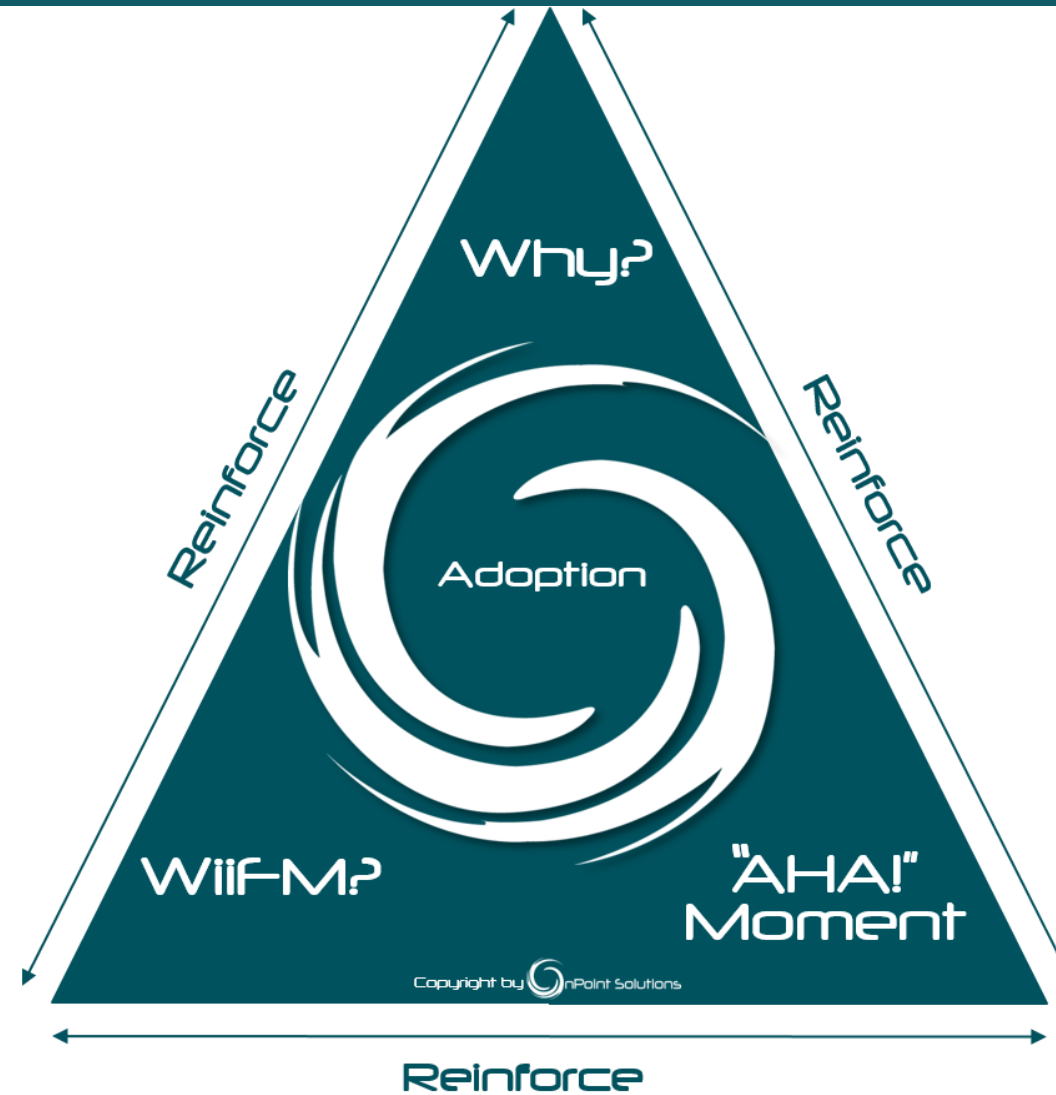
Rollout was only technology focused, no change management/training with expectations that users will 'get it' etc

Rollout had technical issues, limited usage

Did everything 'right'. Except??

Looking at getting started on our Office 365 Journey

# Adoption Success

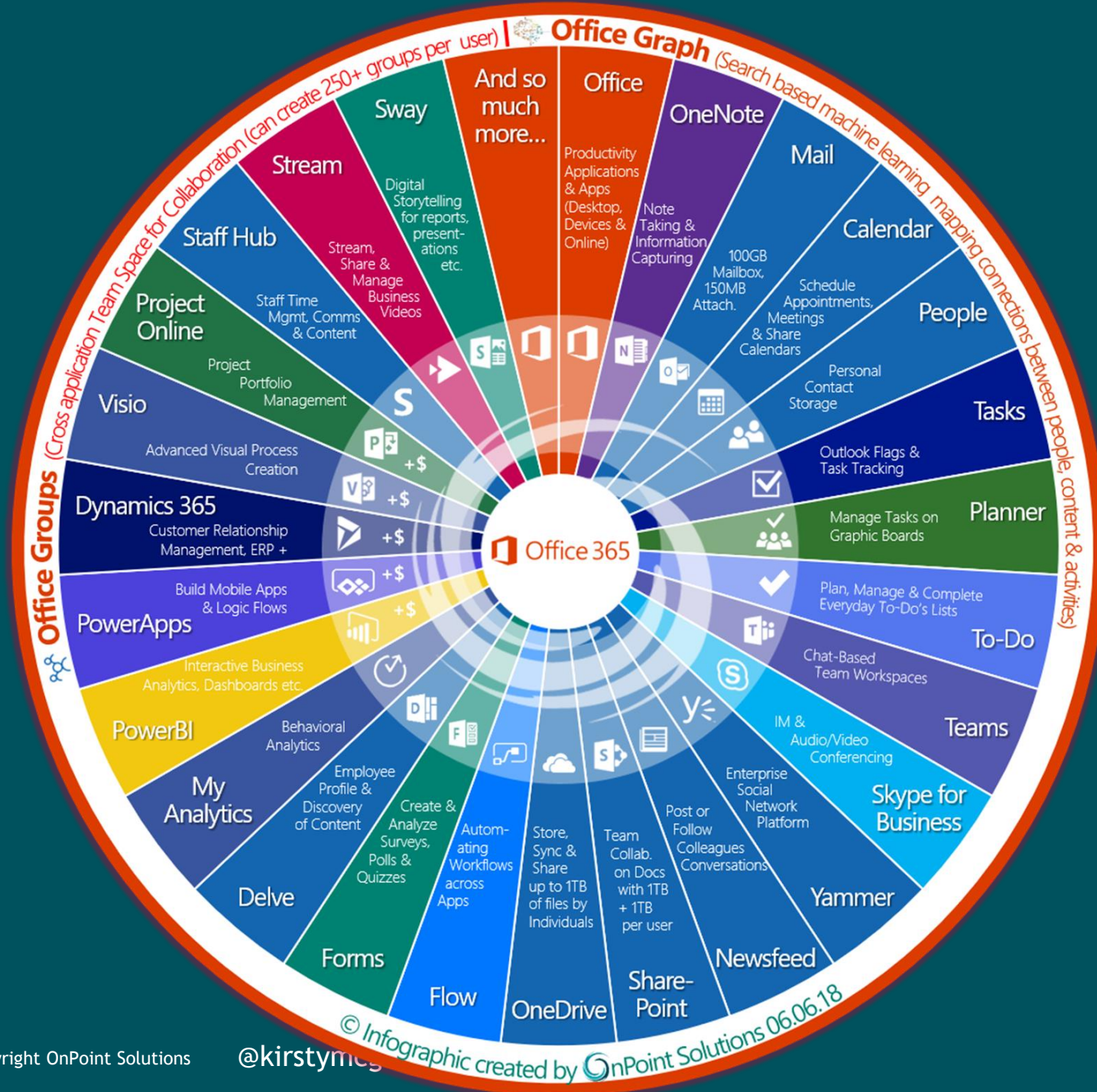




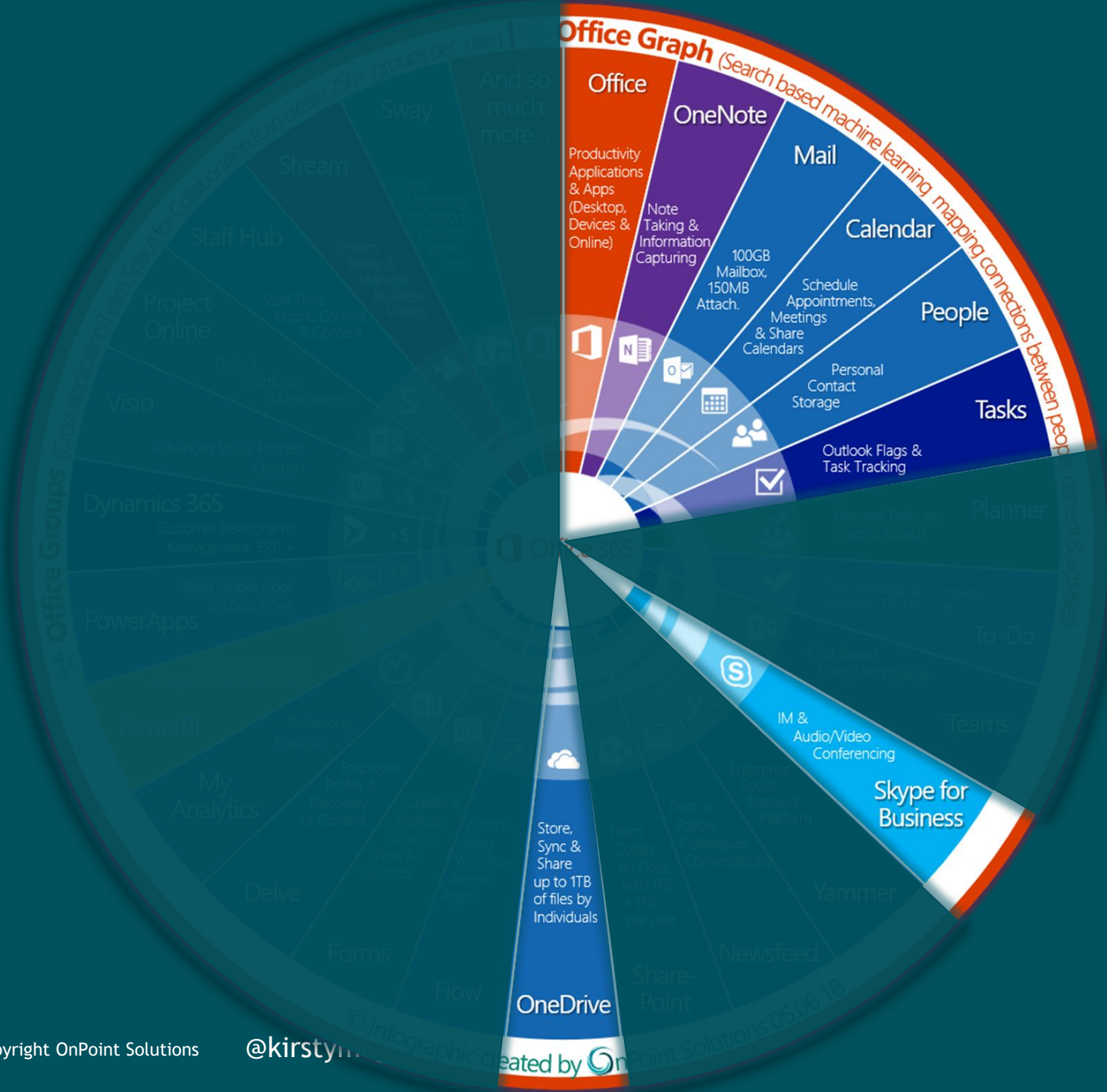


## Focus - Unpacking Microsoft 365



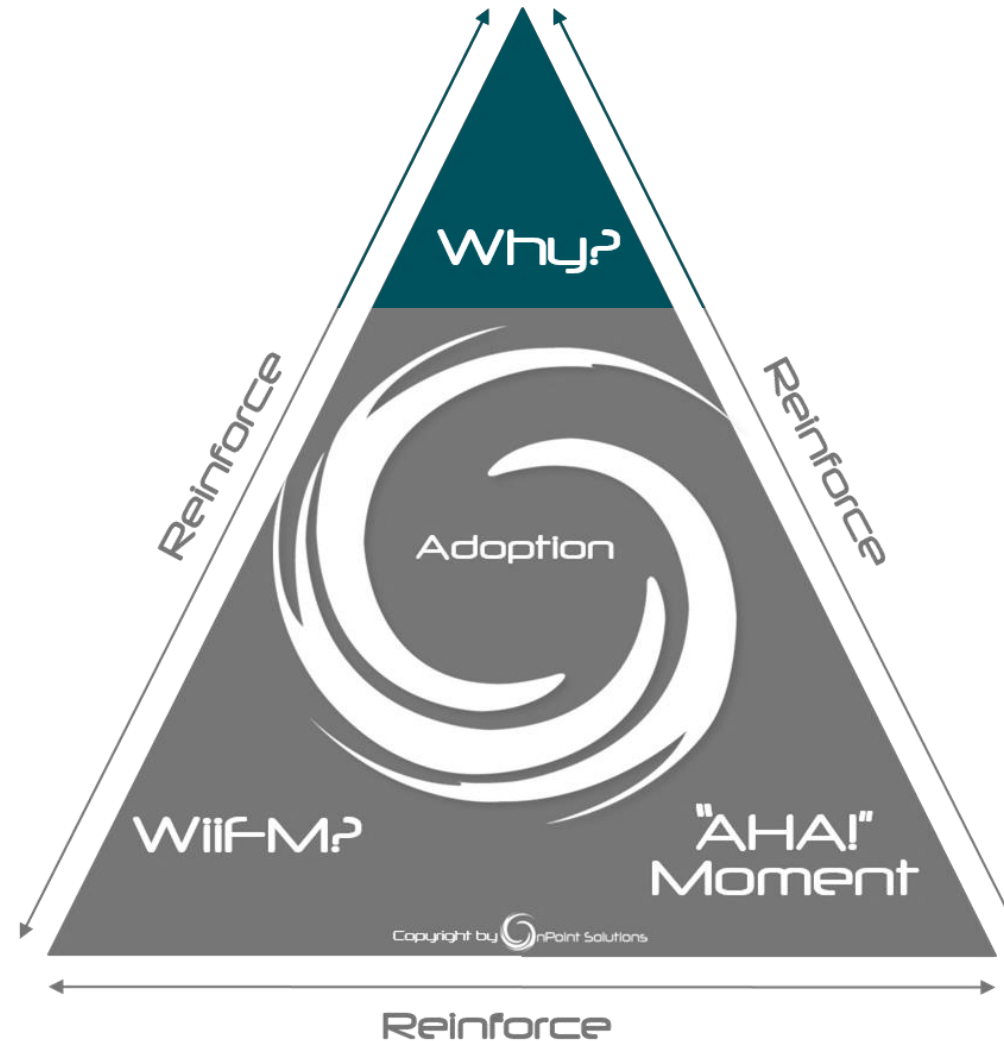


## Focus - Unpacking Office 365

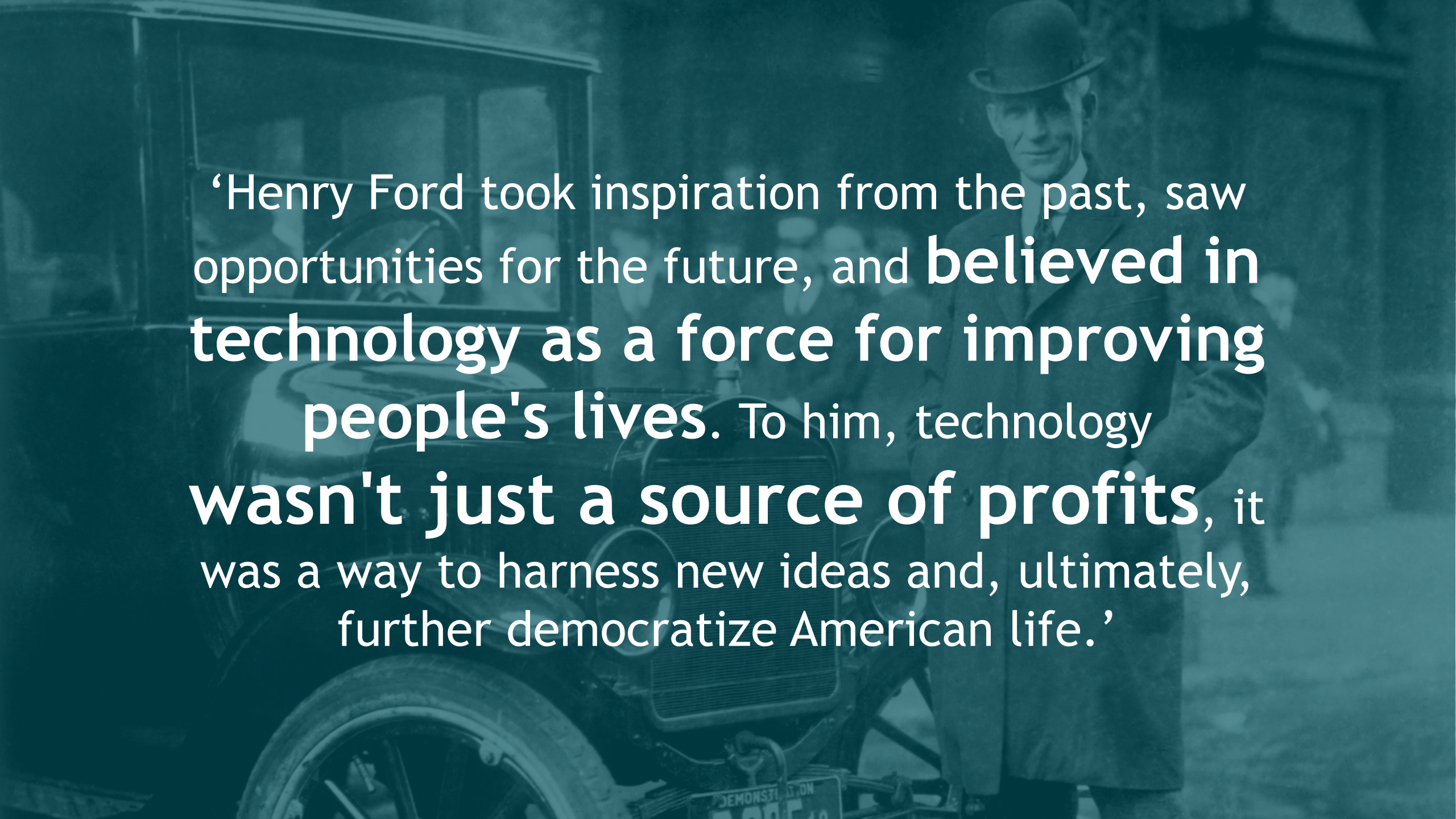


# Company Focus

# Adoption Success



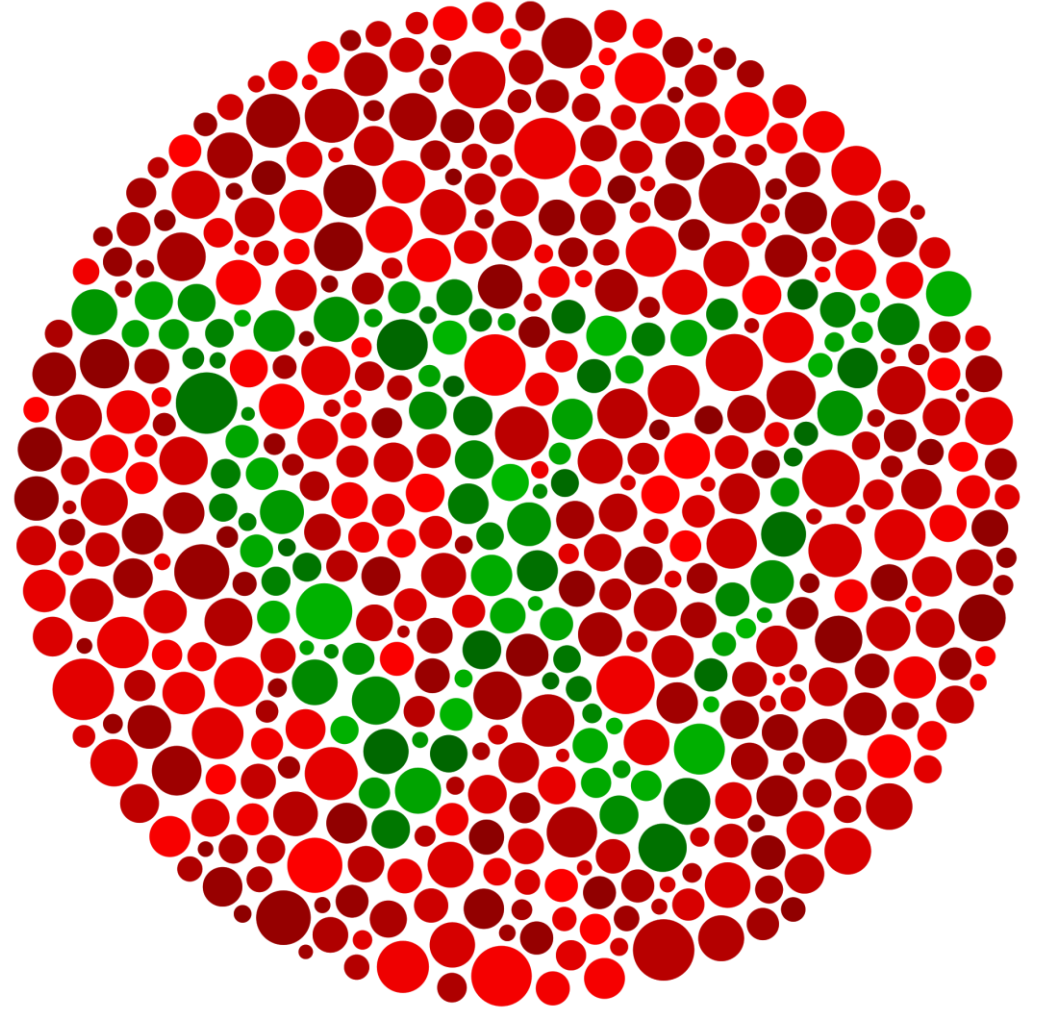


A dark, teal-tinted photograph of Henry Ford standing next to an early 20th-century automobile. He is wearing a suit and a bowler hat, looking towards the camera. The car is a vintage model with large wheels and a boxy body. The background is slightly blurred, showing other people and a building.

‘Henry Ford took inspiration from the past, saw opportunities for the future, and **believed in technology as a force for improving people's lives.** To him, technology **wasn't just a source of profits,** it was a way to harness new ideas and, ultimately, further democratize American life.’

# Why, what are you trying to achieve?

“Office 365 customers with higher satisfaction rates had a clear goal or specific reason for migrating to Office 365.” (Miller & Moussalem, 2015)



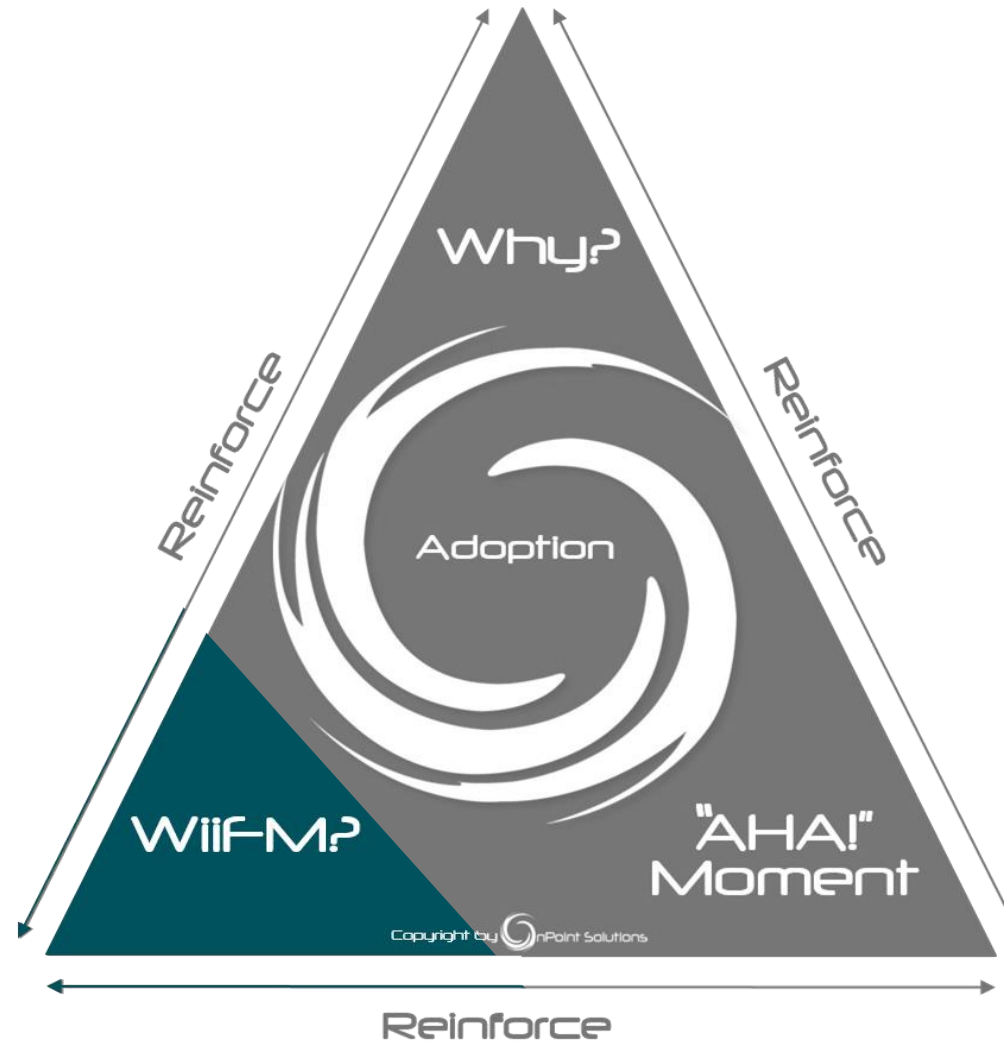


# Aligning Culture to Vision






# Adoption Success



what's  
in it for  
**ME?**





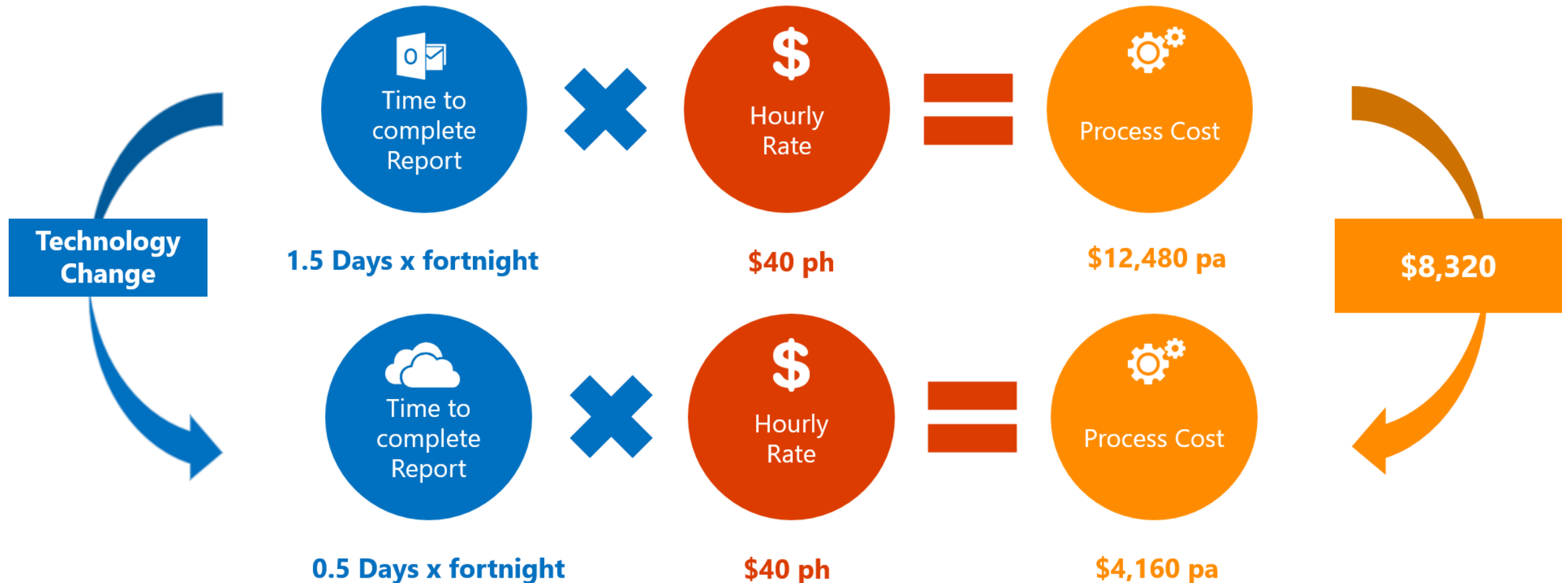


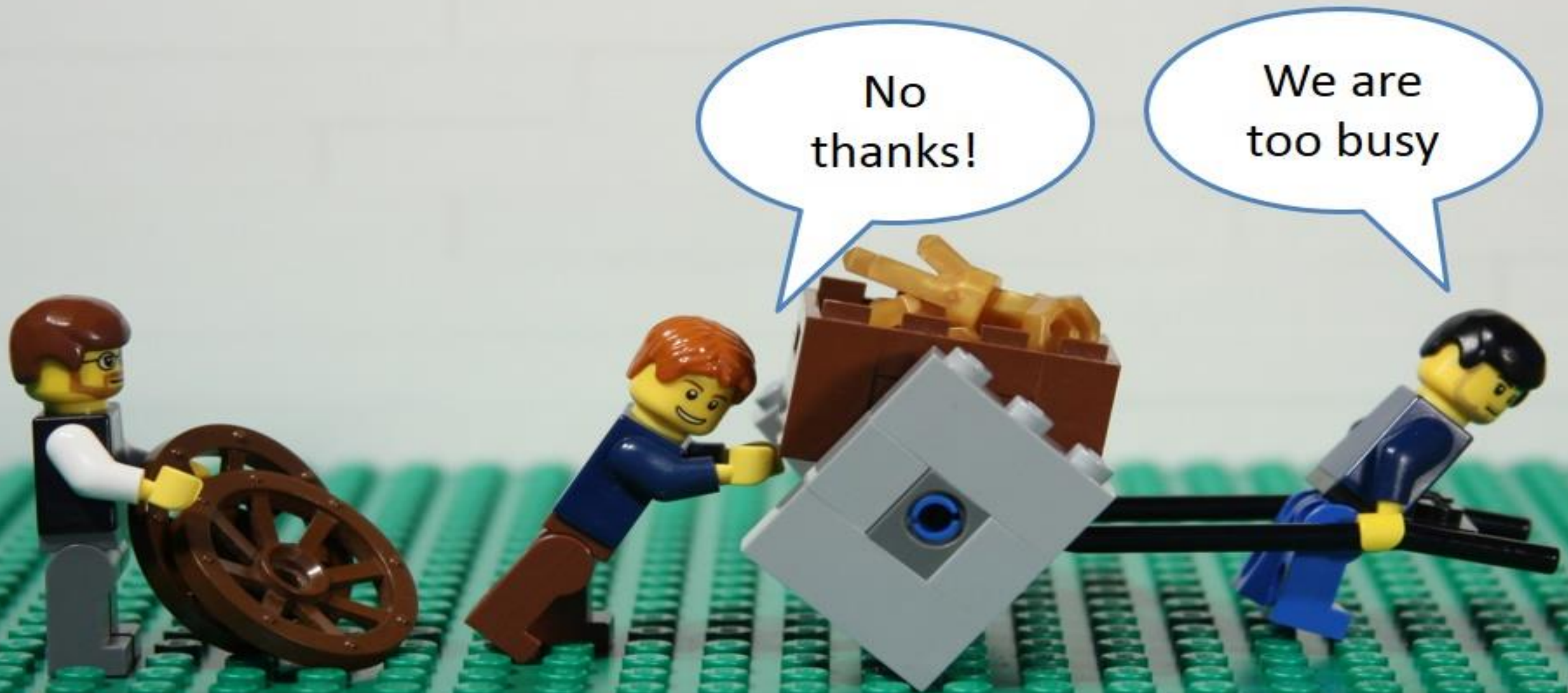
Of the IT projects that fail, 80% are not because of poor deployment planning, but rather inadequate end-user engagement and readiness

—CIO.com



# Scenarios – is your process relevant?





Håkan Forss @hakanforss <http://hakanforss.wordpress.com>

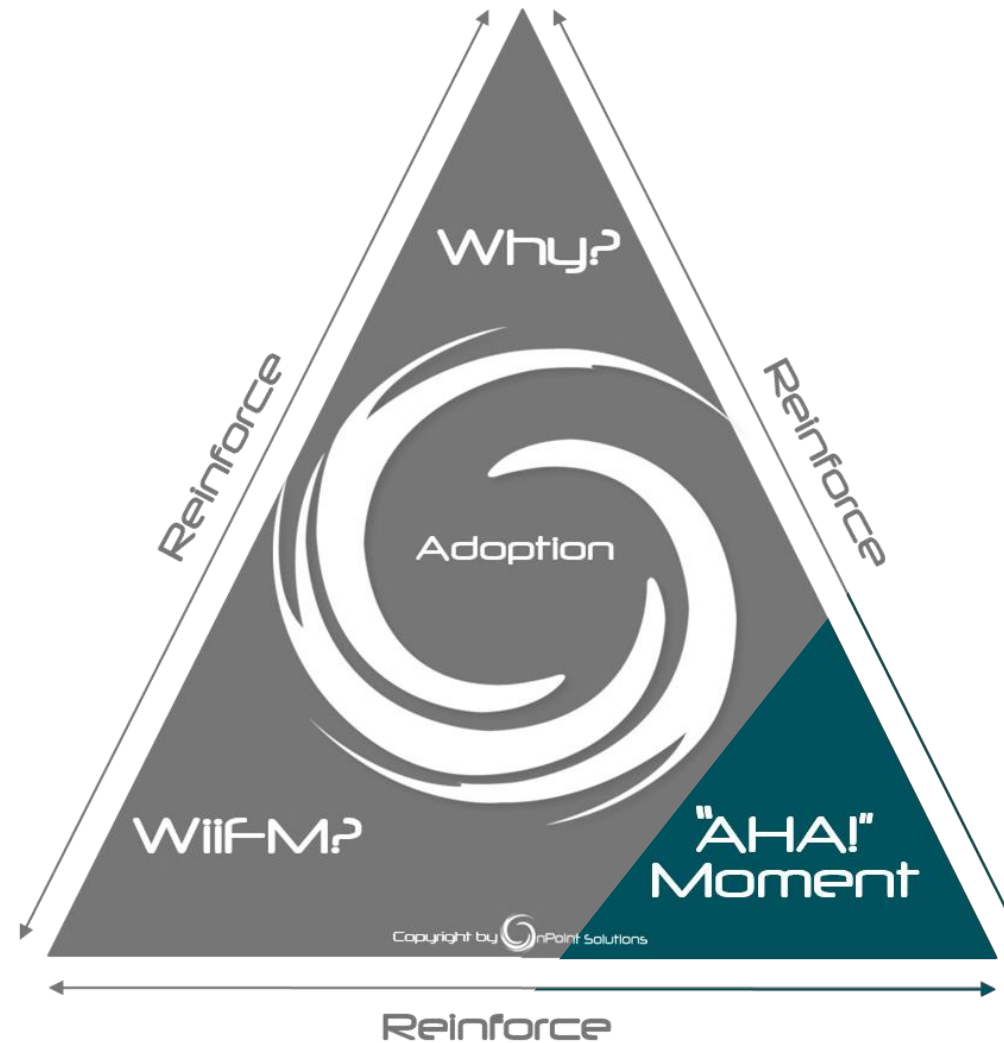
This illustration is inspired by and in part derived from the work by Scott Simmerman, "The Square Wheels Guy" <http://www.performancemanagementcompany.com/>

# Shift Happens!

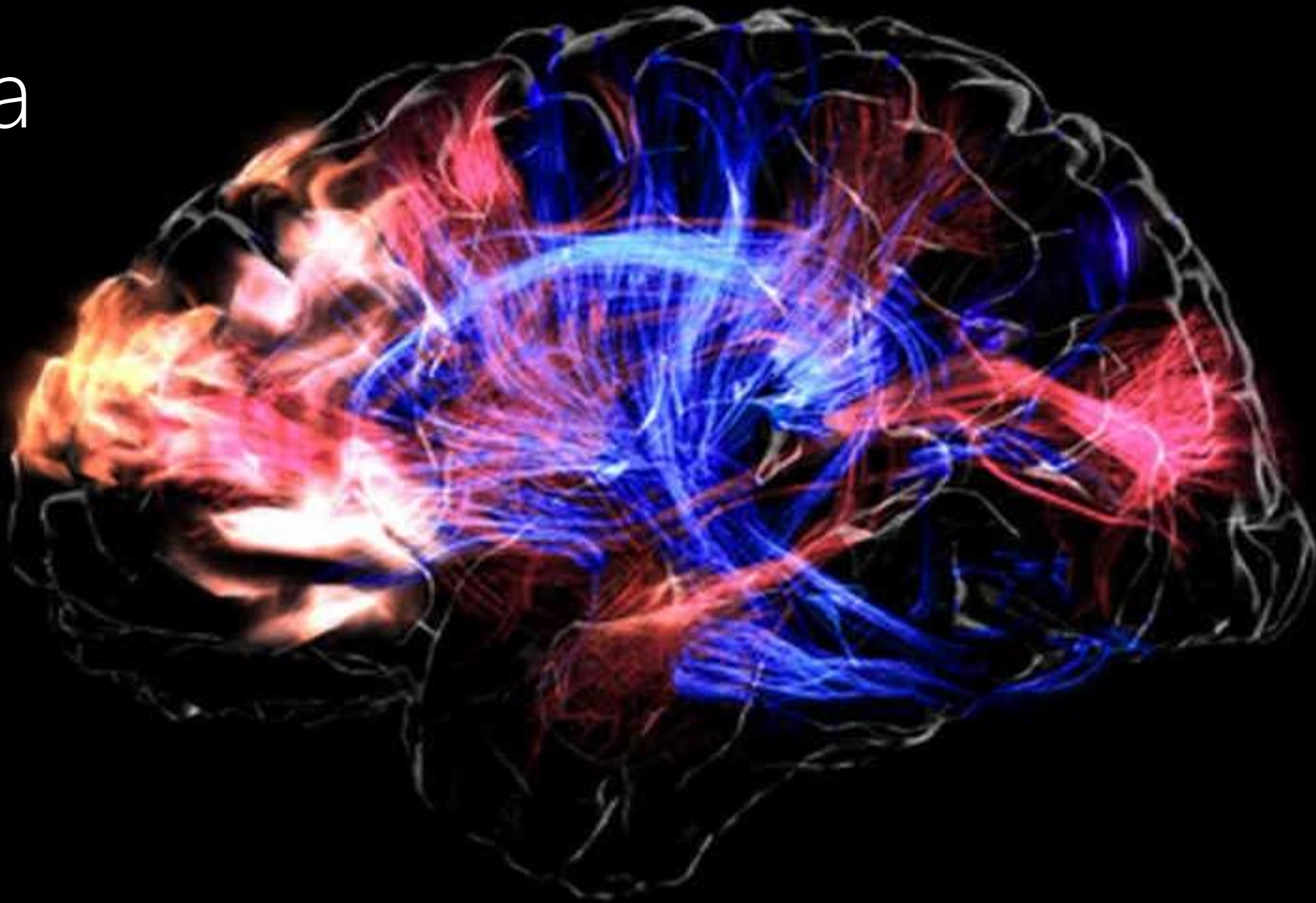




# Adoption Success



AhHa





# ‘AhHa’ – Training vs Education

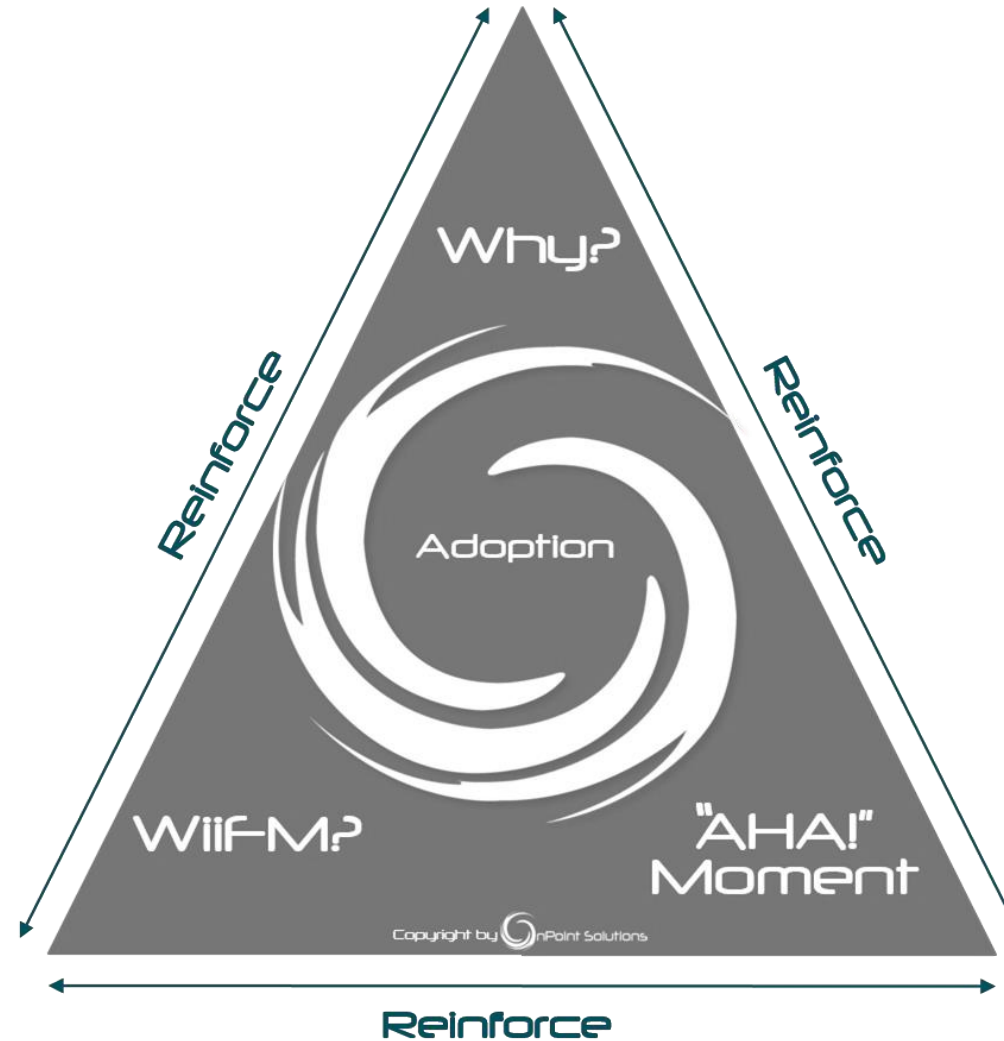
What do I **hear**?

“lacking, not timely, ineffective, unappealing, difficult to find, outdated, not built for purpose, generic, too much of it, not enough, costly, takes too long”


*‘Learning should be linked to purpose’ Elon Musk*



# Adoption Success







**reinforces** (third person present) · **reinforced**  
(past tense) · **reinforced** (past participle) ·  
**reinforcing** (present participle) strengthen or  
support (an object or substance), especially  
with additional material



Initial & Ongoing Support?

Nomination?

Reward & Recognition?

# We Are the Champions



# Communication

Extensive and ongoing communication is key to user adoption success.  
(Cohen-Dumani, 2015)



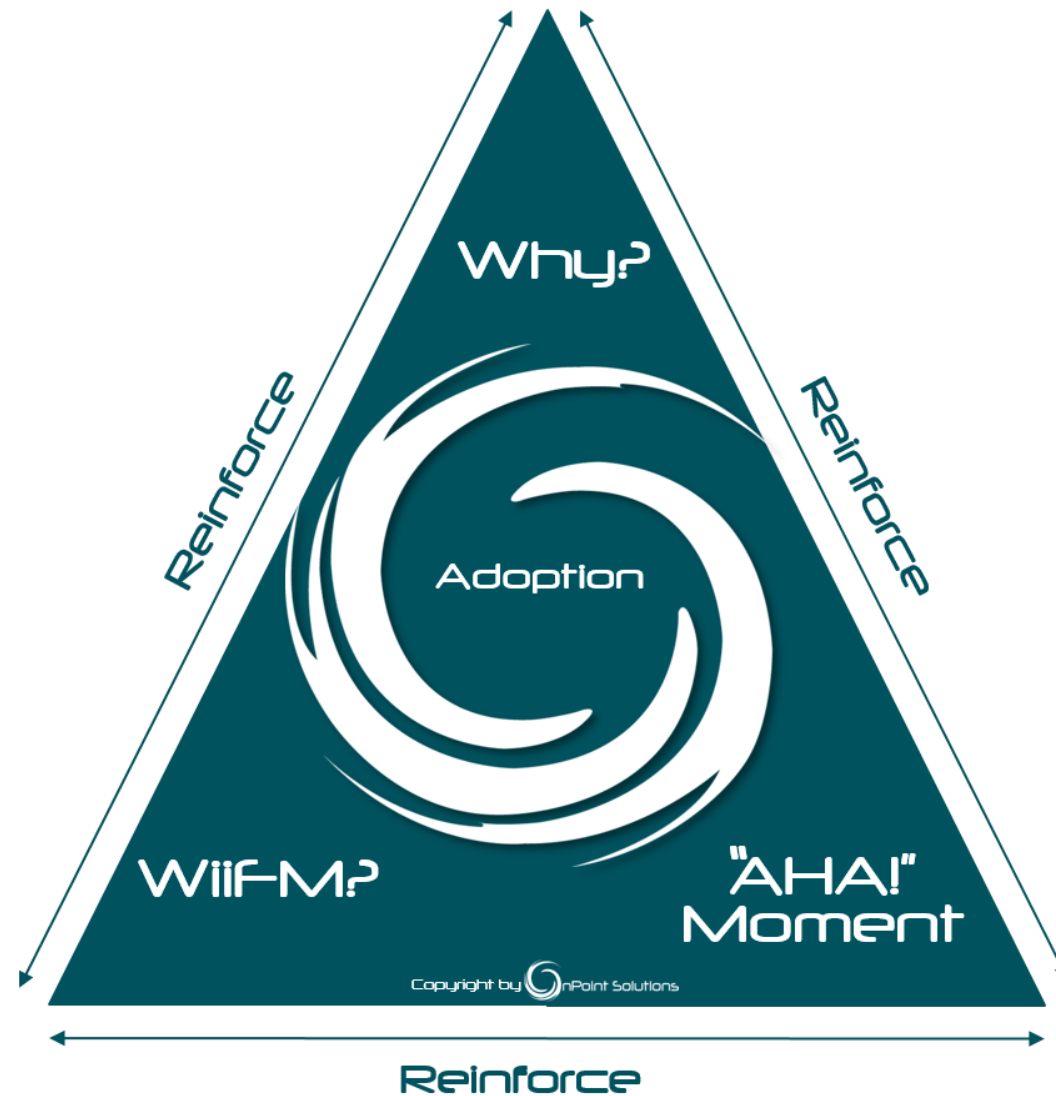
<https://www.goodfreephotos.com>

Reinforce & also inject life back  
into Office 365 with Phase #,#,#






# Adoption Success





<http://aka.ms/office365adoptionguide>

<http://www.2tolead.com/whitepapers/>



"The true power of Office 365  
lies in changing the way people  
work, and that is up to **YOU**,  
not the technology."



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