

What I've learned on our journey to Microsoft 365

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By Royal Charter

bsi.

I am

- A new mom!
- A Graduate in Interactive Multimedia
- Former graphic/web designer and developer
- Intranet and Electronic Collaboration Manager at BSI for the last 4 years
- Passionate about collaboration
- In the spirit of collaboration, I'll welcome questions during the presentation

I have good news and bad news



BSI then and now

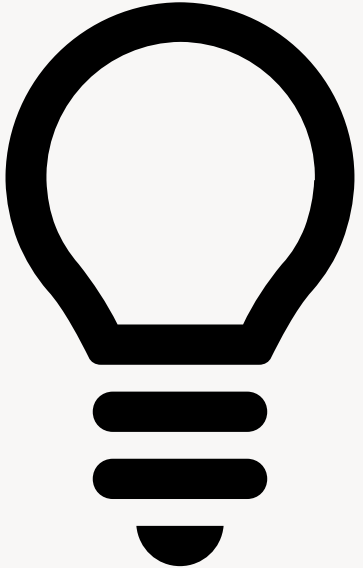
2018 GOAL

The goal of the Technology Transformation programme is to build the workplace of the future, by creating secure, sustainable IT infrastructures, combined with 24/7 secure app based mobile access, limitless mailbox storage and Office 365 to deliver a global, connected, One BSI team.

2021	
Create a secure, sustainable IT infrastructure	✓
24/7 secure app based mobile access	✓
Limitless mailbox storage	✓
Office 365	✓
A Global, Connected, One BSI team	?

People will resist change.

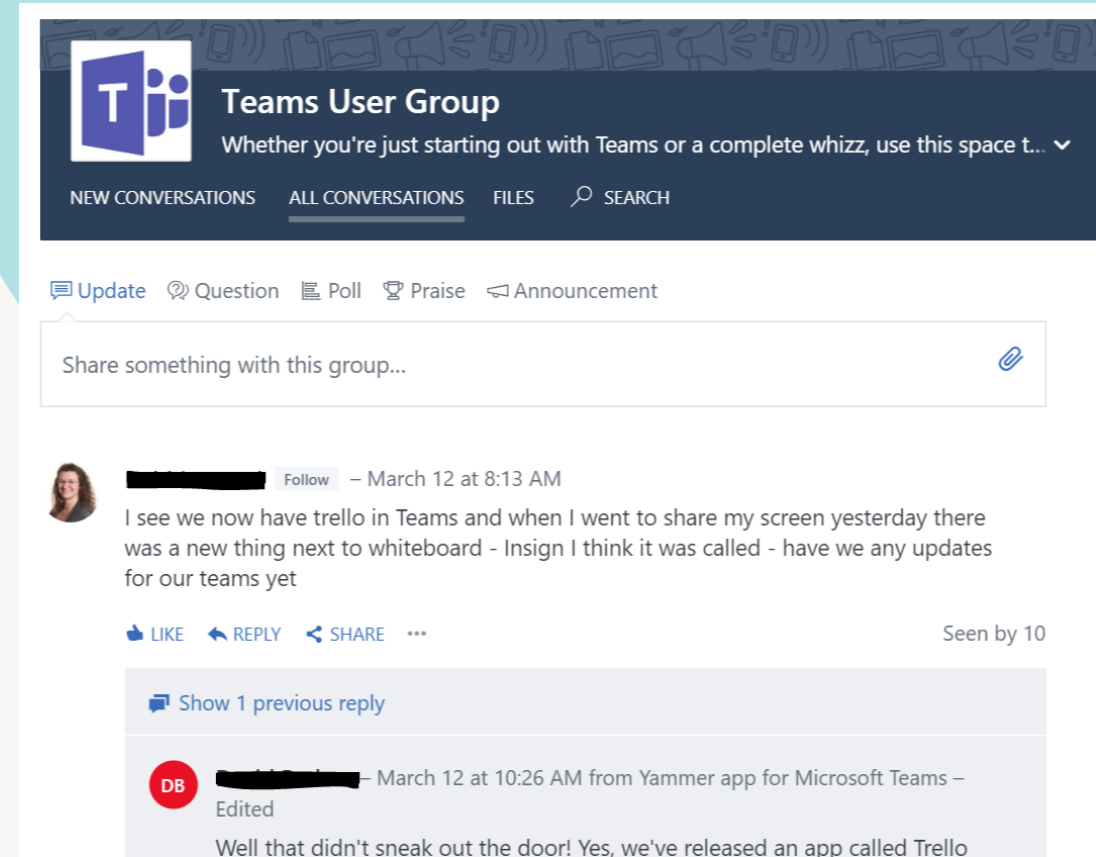
“It’s scary when things update without warning”



- Daily changes in MS365
- Losing control is difficult – patch management, software upgrades
- Ability to adopt/adapt
- We had just gotten used to Hot desking!

However, people are innately agile

- Nine months later, BSI was unrecognisable
- Ways of working had developed, we were sharing knowledge, not hoarding knowledge
- Teams usage had gone up 525% in the first 2 weeks of lockdown. The team trained 613 people in just under 3 weeks
- Our Teams champions network were engaged and represented all areas of the business
- Weekly drop ins for any 365 questions
- How to successfully work from home



Migrating is really hard work

- Intranet is still on SP 2016
- Doing a good, old fashioned content audit
- People love their content, when you even mention deleting content, they start sweating
- Power automate, AI and low code applications are exciting all levels of users

It's a journey