



Six steps to thrive in the COVID recovery with **Microsoft Teams**

1. Rethink your technology roadmap

Begin by conducting a gap analysis and creating a refreshed technology roadmap. Reconsider what your technology roadmap needs to incorporate and how that fits with longer-term business plans.

Key considerations:

- What role will Microsoft Teams play and how will it coexist with other technology platforms?
- What is your telephony strategy? Does Teams replace your PBX and what might the impact be for users (as well as customers, suppliers and partners)?
- Will any facilities or meeting rooms need to be converted to enable Microsoft Teams Rooms – providing physical spaces that feature Teams-compatible hardware and devices?
- Are you likely to encounter any regulatory challenges when moving to Teams?



2. Rethink your network readiness

Can your network embrace Teams, as a new real-time communication platform with demands that it may not have experienced before?

Key considerations:

- Do you have sufficient network capacity? How do you make sure Teams can live inside the corporate environment?
- As video is embraced by more employees, is your network ready?
- How is your broader corporate network environment set up? How will you integrate into Microsoft 365?
- What rules have been established around traffic flow? Have you confirmed where your data needs to go?

3. Rethink your remote working security stance

If you've quickly deployed Teams, some security measures may have been skipped over intentionally. Don't leave it long before you look at your broader security strategy approach and long-term journey.

Key considerations:

- What does your security plan need to address to enable your broader Teams journey?
- How does this link with your cloud strategy and wider security approach?
- What implications does Teams have for endpoint management and mobile device security?



4. Rethink your approach to collaboration governance

Certain governance measures may have been overlooked during a rapid deployment. So, now's the time to address governance and ensure you have a platform that's manageable and useful for the organization.

Key considerations:

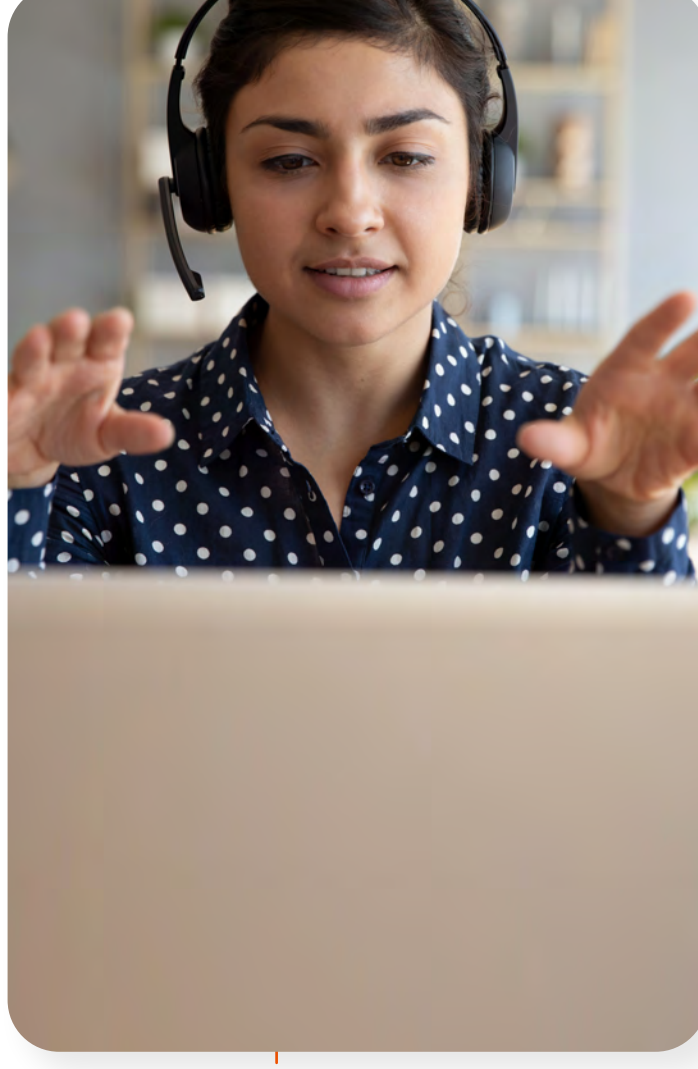
- How do you re-establish policies and processes around Teams, such as team structure and information architecture, to maximize business value and minimize risk?
- How do you update definitions around governance roles and responsibilities?
- Will you clearly outline and socialize Teams best practices based on the new ways of operation?

5. Rethink your business case

As you return to some form of normalcy, you'll need to reconsider how to balance longer-term business goals with costs and risks. How can you create a compelling business case that builds on the gains you've made while working remotely?

Key considerations:

- If you've been leaning on a free Teams license until now, what are your plans when this reverts back to a standard paid-for model?
- How does Teams fit within your IT budget in the short term and over the long term?
- Does legacy comms and collaboration technology overlap with Teams? If so, can it be retired?
- By embracing Teams fully, is there an opportunity to condense your real estate and office space?



6. Rethink your change management approach

While rushing to deploy Teams, you might have only focused on a single remote worker persona. How can you expand this when you move back to business as usual? And how do you ensure that adoption continues post-crisis?

Key considerations:

- Is your current organizational change management approach still relevant?
- Can it help your organization to adapt at speed?
- Is it capable of steering you towards an evolving future state?
- Do you have an accurate picture of the different types of persona you need Teams to serve?
- How does Teams (and broader communication and collaboration) fit into the daily routines of each persona?
- Are you measuring adoption?
- Do you need to update training plans to encourage the ongoing adoption of Teams (and new features, as they are enabled)?

Find out how to make the most of Teams – visit [Avanade.com/Microsoft-Teams](https://www.avanade.com/Microsoft-Teams)