

**Increasing the capacity
of our communities to
engage with technology**

Office 365 implementation considerations

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Agenda

1. What is Office 365
2. Office 365 benefits
3. Implementation stages
4. Exchange Online
5. SharePoint Online
6. Yammer, Lync, One Drive
7. Building the business case
8. Other resources
9. Questions

Infoxchange has supported more than 50 non-profits to move to the Office 365 cloud including:



What is Office 365?



Office apps and
Office Web apps



Always up to date



Optimized experiences
for common devices



Reliable service
with a 99.9% SLA

 Exchange
 SharePoint
 Lync

Advanced IT controls
and configuration



Industry trusted
certifications



Microsoft

What is Office 365 (E1 plan)?

- » Professional email & shared calendaring (50 Gb / user)
- » Instant messaging (IM), high definition video / audio conferencing and screen sharing
- » Online storage (>1Tb), collaboration & document management
- » Strong privacy and security controls



Note: We recommend that almost all non-profits also purchase Desktop Microsoft Office products from [Connecting Up](#) or [Tech Soup](#) (NZ)

Reasons to choose the E3 plan?

For \$6.38 per user per month, some organisations purchase E3 licenses to access:

- » Office Pro Plus - Desktop licenses installed locally by each user on up to five devices using 'click to run'
- » mobile apps – for advanced editing on Word, Excel & PowerPoint documents on your tablet
- » advanced email – legal hold, archiving and unlimited storage
- » eDiscovery centre – tools to support compliance. Search across SharePoint sites & Exchange
- » Business Intelligence – create and manage interactive dashboards with multiple data sources.



Office 365

Benefit Pillars



Technology Includes hardware and software savings as well as reduced IT effort. It also covers improved uptime, disaster recovery capabilities, and IT security.



Mobility Considers how workers having anywhere anytime access to information and applications improves worker efficiency resulting in faster time to market,



Control & Compliance Looks at lowering compliance cost and effort by using built-in industry standards and best practices.



Business Intelligence Looks at opportunities to make better decisions through more timely access to data across multiple repositories. Reduction in decision times can lead to increased worker productivity.

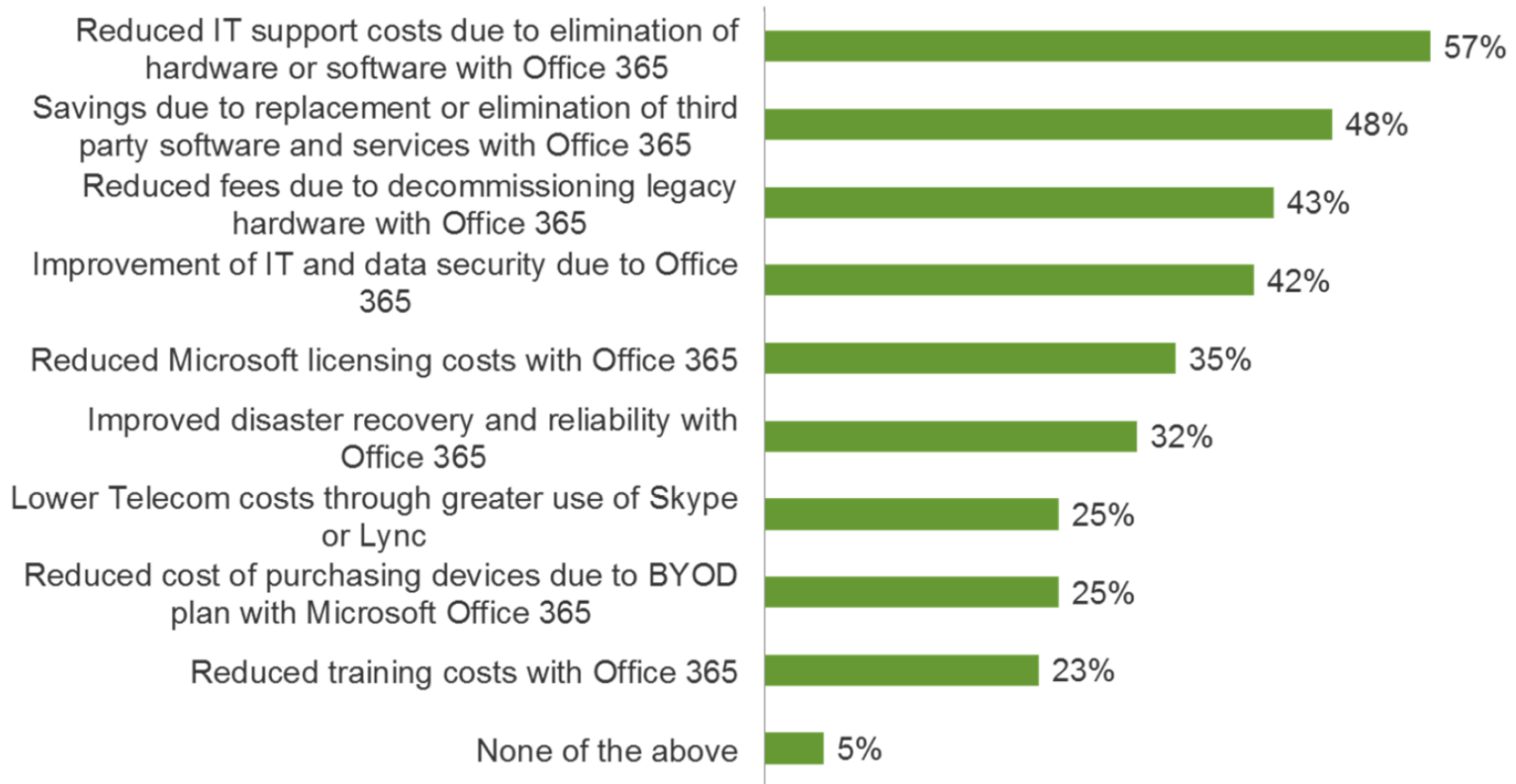


Enterprise Social Considers how collaboration has improved and business processes have been shortened by using social features built into Office 365 to improve communication.

Source: Forrester Research, Inc.

Benefits of Office 365

60 organisations using Office 365 reported the following benefits:



Source: Forrester Research Inc

What about privacy & security?

- » Currently data is stored offshore. Office 365 will be in Melbourne and Sydney in March (existing clients migrated by September). Many organisations (including Qld government) use Office 365
- » Its suitability depends on what information you intend to store and your funding agreements
- » Strong security controls
<http://office.microsoft.com/en-us/business/office-365-trust-center-cloud-computing-security-FX103030390.aspx>
- » Strong privacy controls: ISO 27001, EU model clauses, HIPAA BAA & FISMA accredited
<http://office.microsoft.com/en-us/business/office-365-trust-center-top-10-trust-tenets-cloud-security-and-privacy-FX104029824.aspx#complianceStandards>
- » You own and retain all rights to your data
<http://office.microsoft.com/en-us/business/office-365-trust-center-top-10-trust-tenets-cloud-security-and-privacy-FX104029824.aspx#securityAndPrivacy>

The full suite

The screenshot displays the Infoboxchange SharePoint intranet homepage. At the top, a red navigation bar contains the 'Office 365' and 'Sites' menus. Below this, a 'My apps' panel is open, showing a grid of application tiles: Outlook, Calendar, People, Yammer, OneDrive, Sites, CRM, Tasks, Word Online, Excel Online, PowerPoint Online, OneNote Online, and Admin. The main content area features a left-hand navigation menu with links such as 'IX Policies, Processes & Procedures', 'IX Support Information', 'IX Job Vacancies', 'IX Phone List', 'IX Useful Links', 'CEO One on Ones', 'IX Projects', 'IX Social', 'IX Massage Calendar', and 'Recycle Bin'. The central banner area includes a laptop image, a 'Read more' link, and two announcement cards: 'Infoboxchange MYKI Commuter Club' and 'Welcome to the new look intranet'. Below the banner, a 'News and updates via Yammer' section contains a text input field with the placeholder 'What are you working on?'. The right-hand sidebar includes a search bar, social media icons for Facebook and Twitter, and a list of recent updates with timestamps like '16/02/2015 4:3' and '17/02/2015 9:3'.

Implementation staging case study - CLASS

250 users (limited IT use) across 10 regional locations and 5 program types

Stage 1 – IT review and strategy development

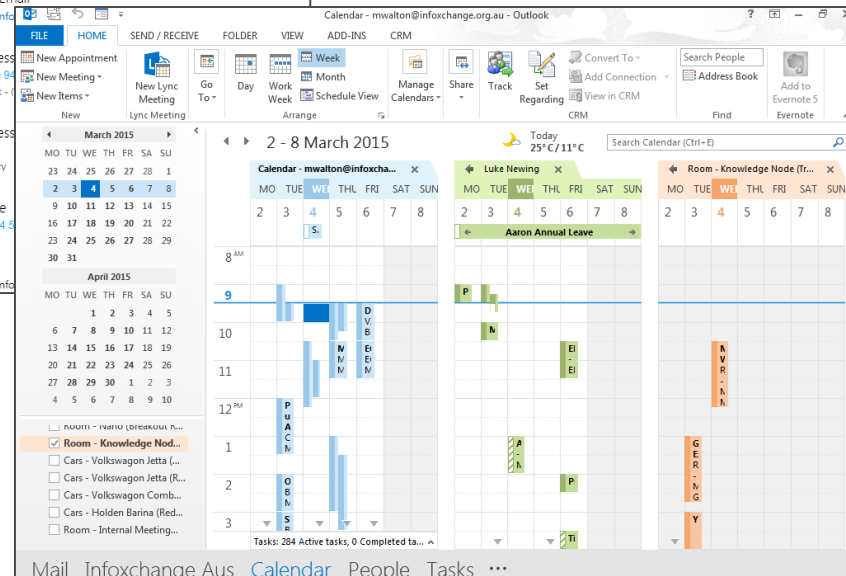
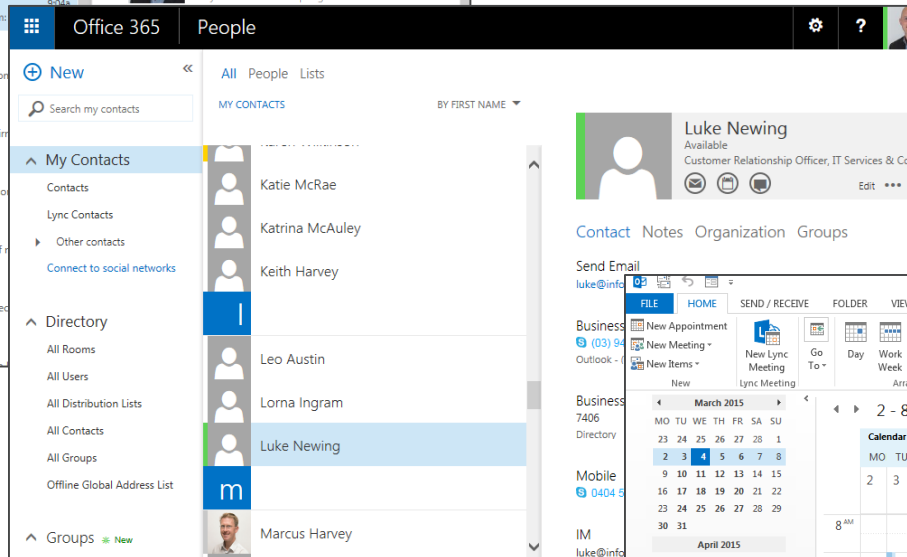
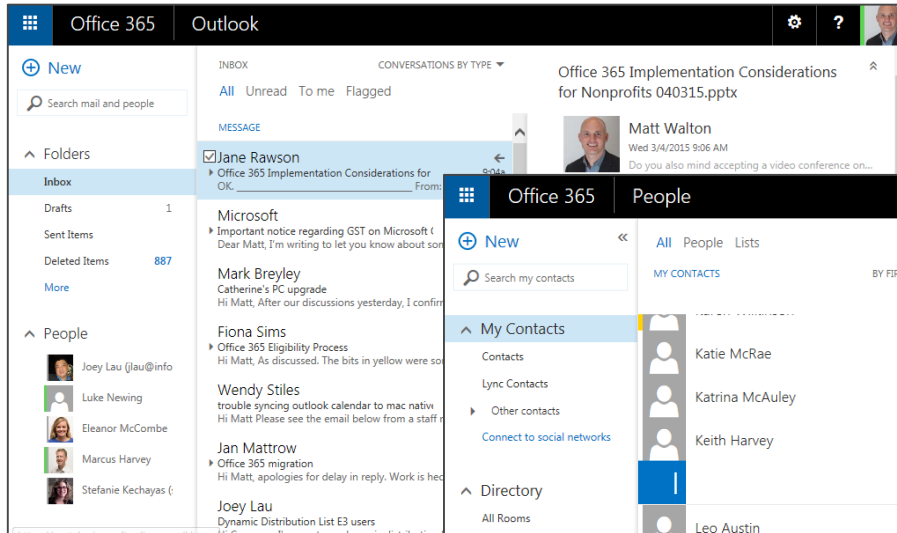
Stage 2 – Office 365 email migration including Lync and Office 2013 upgrade

Stage 3 – Information architecture and planning for document management/intranet upgrade

Stage 4 – SharePoint intranet configuration and training including One Drive

Stage 5 – SharePoint optimisation –team sites, forms, collaboration (Yammer and SharePoint)

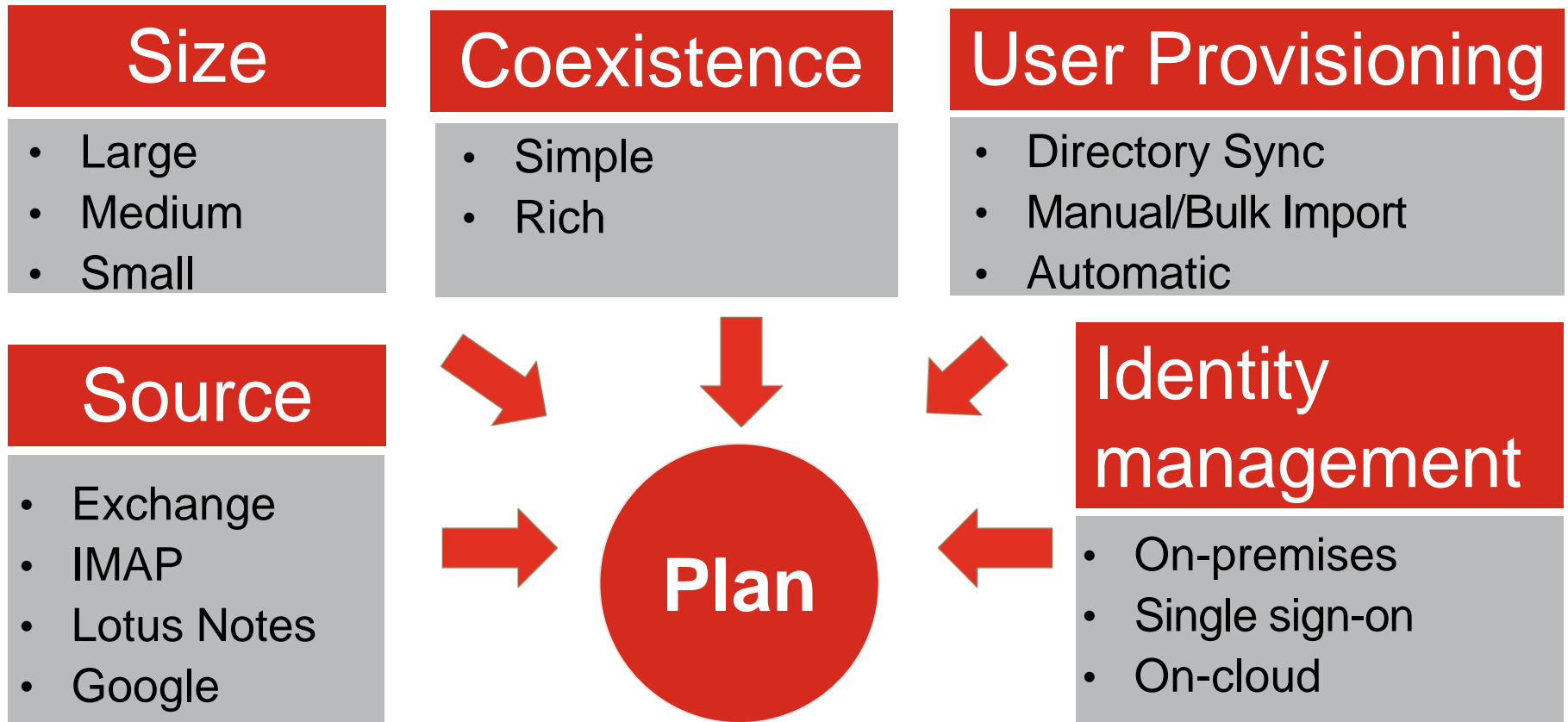
Exchange Online



Thinking of implementing Exchange Online?

1. Audit your current infrastructure – do you need to upgrade internet, hardware or software?
2. Review your current users – what mailboxes, resources, distribution lists, public folders etc do you need?
3. Resource the technical and non technical components of a migration – does your current IT contractor have the expertise?
4. Consider change management, communication and engagement of key stakeholders.

Factors to plan your email migration



Summary of migration options

Migration types	Suitability
Outlook/client-based Manual but can be performed by users Migration performance maximum 0.5 GB/h	Small organisation (less than 30 PCs) Non technical staff or users can perform migration Organisations using POP mail stored on each PC
IMAP migration Supports wide range of email platforms Email only (no calendar, contacts, or tasks)	Organisations who don't require calendars and contacts transferred. Gmail or other non-Microsoft mail system
Cutover Exchange migration Good for fast, cutover migrations (1 weekend) Migration performance maximum 5-10 GB/h	Automated migration from Exchange servers Organisations with technical server expertise to configure synchronisation No staging required (between 30 and 100 users)
Staged Exchange migration Onboarding in groups (multiple weeks) Requires Directory Synchronisation with AD	For Exchange 2003 or Exchange 2007 only For staged over several weeks (over 100 users) Have a spare server for Directory Synchronisation
Hybrid deployment Long-term coexistence Enables cross-premises calendaring, smooth migration, and easy off-boarding	Large organisations (over 100 users) Requiring a staged migration over several months Have ongoing server capacity Have strong security requirements for onsite mail

SharePoint Online

Home

Welcome to the Company Intranet!

News & Announcements

28/02/2013 Scheduled Downtime: CRM

25/02/2013 Latest Blog: The Winning Strategy

Company Events

February 2013

MONDAY	TUESDAY	WEDNESDAY	THURSDAY
28	29	30	31
	17:00 - 21:00 Team Ngl		

Kids Under Cover

Project Summary

Project deadline due in 25 days

1 late | 2 upcoming

Project deadline 30 September

Newsfeed

Heather Pettican: HI GUYS! WE FINALLY JOINED YOU!

Stefanie Kechayas: Yay! Duno what was going on with your invites.

SMB

HR Department Portal

HR Department News

Vacation Scheduling for all staff

Executive Staff Meeting

Health Insurance Plans available for review

New Service Requests

Edit	ID	Title	Status	Due Date	Priority	Requester	Request Type
	10	Onboarding - Charles Smith	Unassigned	3/29/2013	(2) Normal	Linda Hatch	Onboarding
	9	Performance review request	Unassigned		(2) Normal	Darrell Trimble	Request

Department Goals

Service Satisfaction Level - 9

Processed Reports - 56

Thinking of implementing SharePoint?

1. What will you use it for – document management, projects, team sites, collaboration?
2. Audit your current systems and information architecture
3. Assign people to lead and own the project – both IT and communications/admin staff
4. Consider the cultural implications of a more shared approach to information

File storage – OneDrive & SharePoint

Previously SkyDrive Pro / OneDrive Pro



- 1 TB Per User (free)
- Not Expandable
- Every file is “owned” by a user, not intended for shared files

Also known as “Team Sites”

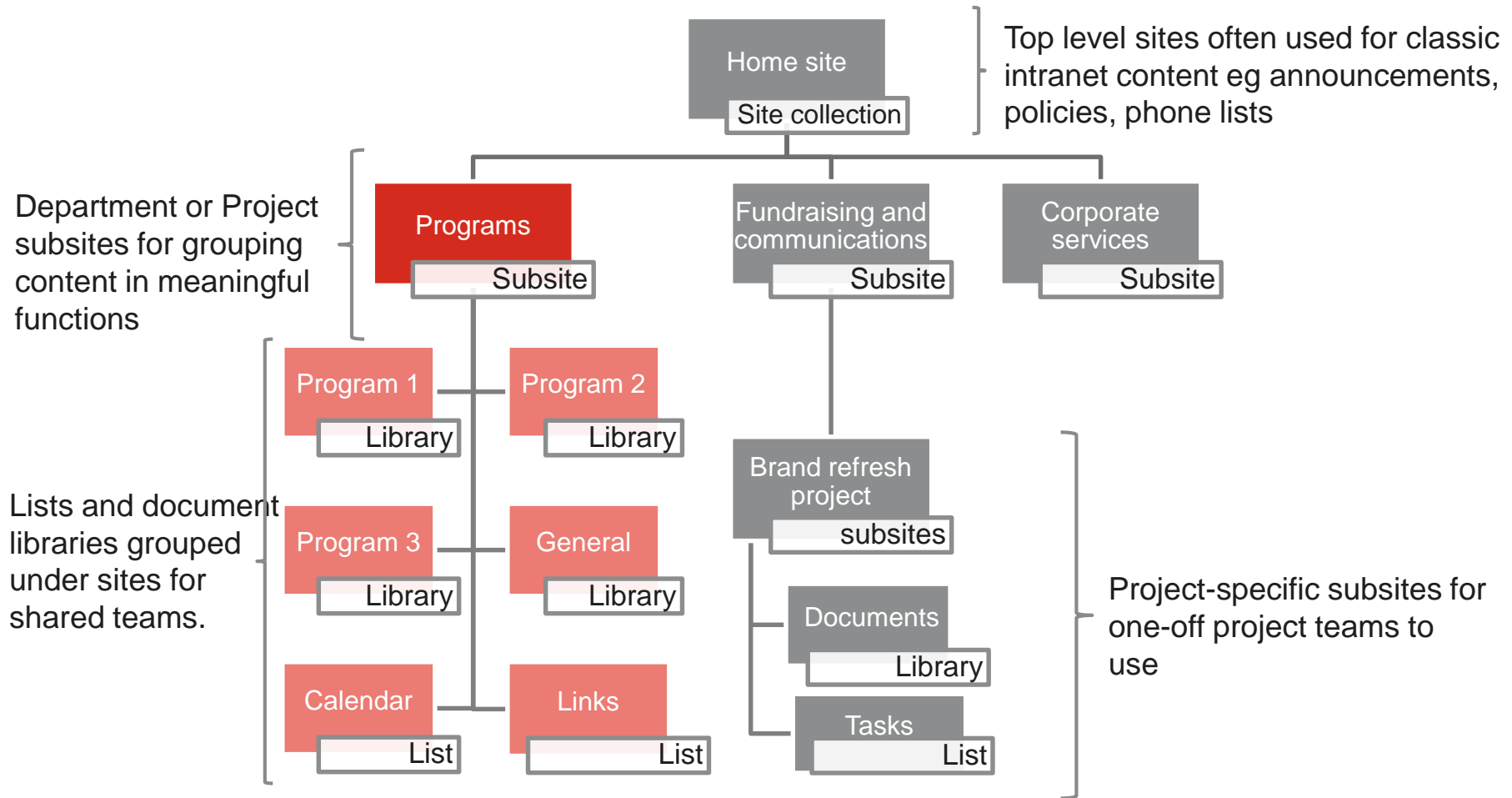


- 10GB + .5gb per license (free), expandable (\$)
- Store files, calendars, contacts, and more
- Data is centrally managed, intended for shared files

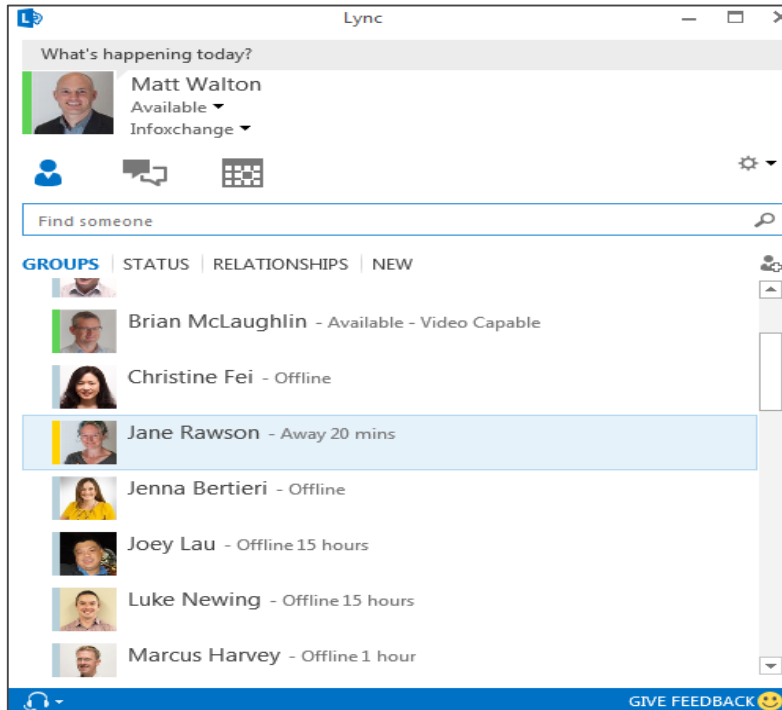


Files can be taken Offline with OneDrive Desktop Client

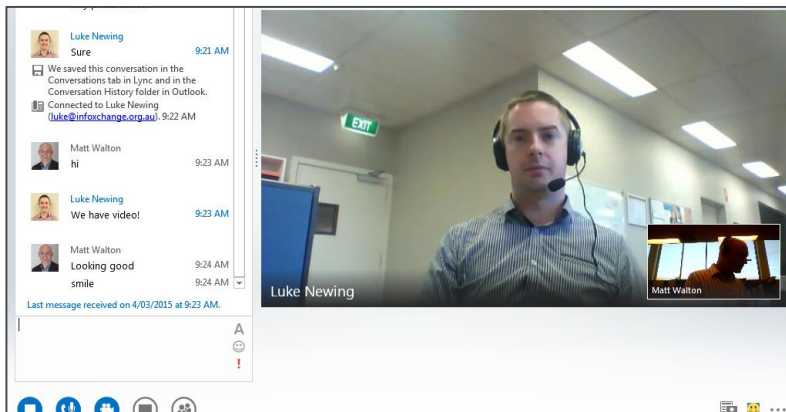
Design: What will your information architecture be?



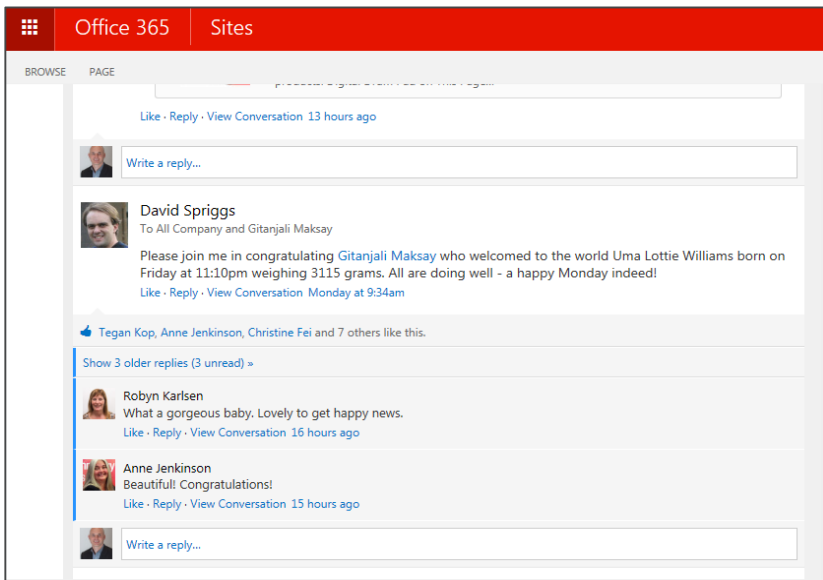
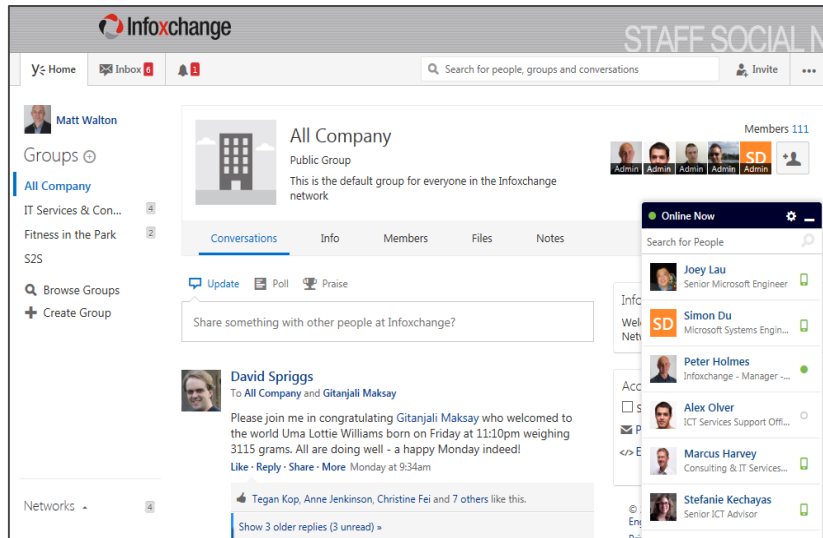
Lync Tips



1. Review internet connections
2. Use Lync 2013 (part of Office 2013 Pro Plus)
3. Use headsets
4. Consider enabling external contact sharing

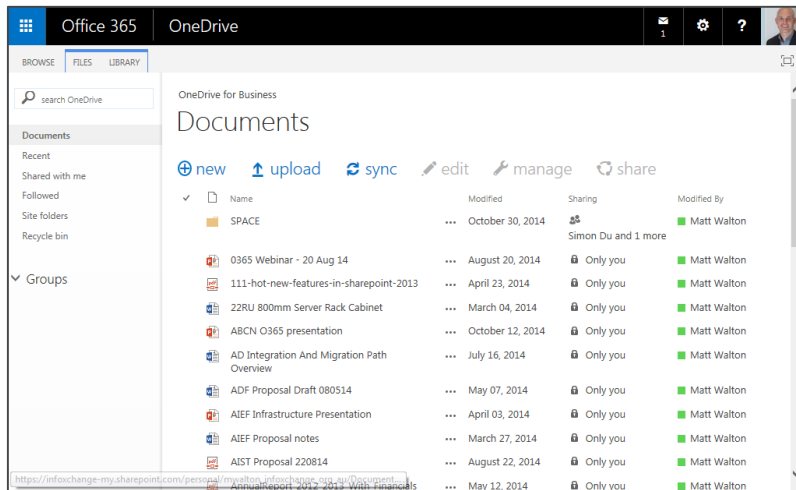


Yammer

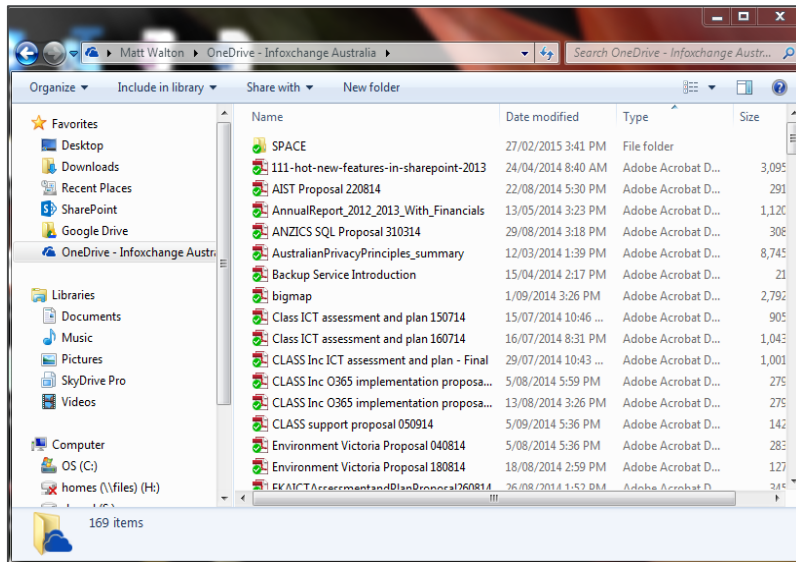


1. Create groups for each team/topic
2. Use the desktop client
3. You can transfer from the free platform
4. Add a feed in your SharePoint site
5. Encourage CEO to post content

One Drive



1. Use the desktop client for offline files
2. Resolve sync errors promptly
3. Consider using SharePoint for sharing and important files



Top ten tips for successful implementation

1. Implement the *most valuable* areas of Office 365 *first* (often email & Lync). Other areas can come later.
2. Explain the *benefits* to staff & support them to make the change; local 'champions' can help staff to make the most of the new features.
3. Ensure your *internet bandwidth & reliability* is suitable.
4. Consider *upgrading Office* on your PCs.
5. Use an *Office 365 expert* to make the transition a success, and to help with ongoing support if required.

....continued

Top ten tips for successful implementation

6. Consider *local storage* if you share *large videos* or large quantities of photos.
7. Review your *security controls and policies*.
8. Active Directory *is good value* for organisations with more computers.
9. Online *collaboration spaces* in SharePoint can be valuable for your *Board* or volunteers.
10. Yammer can be great for collaboration, particularly for *larger organisations*.

Building the business case for Office 365



Reduce or eliminate server upgrades and refreshes
saving IT support and server costs



Use videoconferencing applications & teleworking structures
which provide flexibility and reduce travel costs



Defend against hardware failure
with cloud solutions so there's no need to worry about your server failing and your data is protected in the cloud



Collaborate effectively
across all locations leading to increased efficiency



Create a single source of truth
for information which saves time looking for files in different locations

Final thoughts

Before migrating to Office 365, you should:

- » consider user communication and engagement
- » choose a migration approach that suits your organisation, acceptable levels of interruption, expertise and budget
- » engage your IT contractor/staff member as well as communications/administration staff
- » build the business case and get management support for the change.

Office 365 resources— for more information

- » Office 365 for nonprofits: www.microsoft.com/office365nonprofits
- » E1 vs. E3 plan: <http://office.microsoft.com/en-au/business/compare-office-365-for-business-plans-FX102918419.aspx>
(Click on the 'Enterprise' tab)
- » Microsoft Office online training: <https://support.office.com/en-us/article/Office-365-for-business-training-e990f8ff-56d7-450e-ad9f-74ae8718ef09>
- » Australian Privacy Principles
<http://www.oaic.gov.au/privacy/privacy-resources/privacy-guides/app-quick-reference-tool>
- » New Zealand privacy guidance on cloud computing
<http://privacy.org.nz/assets/Files/Brochures-and-pamphlets-and-pubs/OPC-Cloud-Computing-guidance-February-2013.pdf> &
Microsoft's answers:
http://blogs.msdn.com/cfs-filesystemfile.ashx/_key/communityserver-components-postattachments/00-10-41-34-76/Standard-Response-to-OPC-Cloud-Computing-Checklist-for-Office-365-2D00-24-April-2013.pdf
- » The Microsoft Trust Centre – Privacy, Security & actual availability information
<http://office.microsoft.com/en-us/business/office-365-trust-center-cloud-computing-security-FX103030390.aspx>
- »  - ImproveIT.org
Resources to help your organisation get the most from your technology investment

Additional Office 365 support available

- » Office 365 readiness assessments
offered in partnership with Connecting Up & TechSoup NZ:
 - AU - <http://www.connectingup.org/office365>
 - NZ - <https://www.techsoup.net.nz/office365>
- » Office 365 DIY workshops
- » Additional ConnectingUp webinars including a practical demonstration.
- » Implementation services and migration advice
- » SharePoint configuration and development

Contact mwalton@Infoxchange.org.au or (03) 9418 7432

Questions and discussion.....

Infoxchange is a **not-for-profit social enterprise** dedicated to

Technology **for** **Social** justice

Our objectives:

1. Increase **Digital Inclusion** by assisting all those in our communities to access and efficiently use ICT
2. Raise the level of **Digital Proficiency** and improve the efficiency and effectiveness of the community focused sector through Information and Communication Technology
3. Advocate for and showcase the benefits of **Digital Empowerment** in our communities

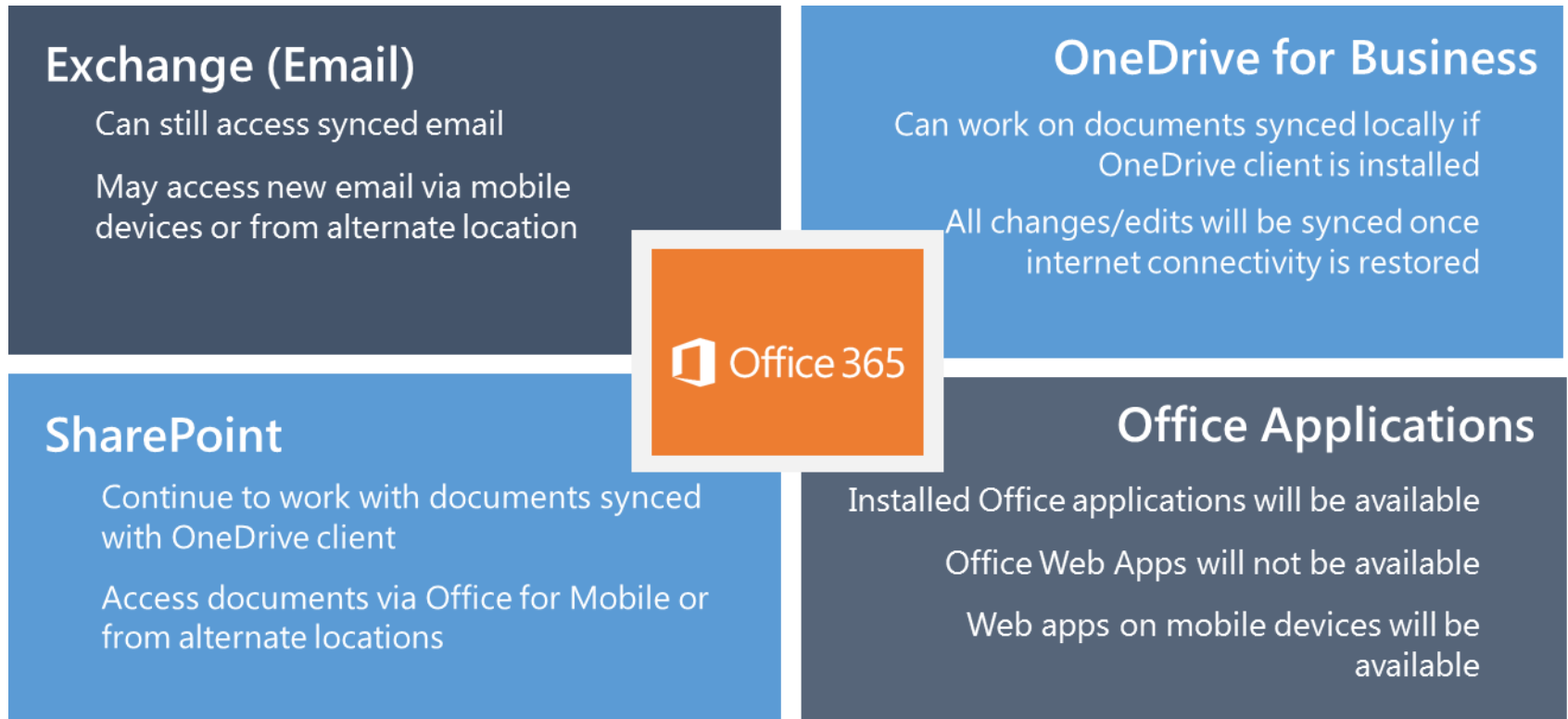
Our services for the sector include.....

1. IT plans, assessments & IT strategy development
2. Office 365, website & intranet services
3. Cloud, infrastructure & desktop services
4. Client & case management and service co-ordination solutions
5. CRM for non-profits

Contact: mwalton@Infoxchange.org.au





Appendices

What happens when the internet goes down?



Internet Bandwidth

An appropriate internet connection is important for Office 365. Internet speed can vary significantly depending on your distance from the exchange, connection type, contention ratio, whether other staff are watching training videos, etc. The information below is based on our experience and of a general nature - appropriate in most situations. **Advice from an expert is recommended.**

Situation	Performance & Comments
Single user at home on consumer ADSL2 or 3G (OK signal) using <ul style="list-style-type: none"> e-mail, Lync (IM/audio/video), SharePoint & OneDrive for file sync 	 Generally good. Lync call reliability affected if downloading /uploading large files/emails
Office of 10 people , on business grade ADSL2 using <ul style="list-style-type: none"> Email, Lync (instant messaging only) 	 Should perform appropriately
Office of 10 people , on business grade ADSL2 with <ul style="list-style-type: none"> Email, Lync (IM & intermittent audio calls) Case/client management system in the Cloud One offsite office where people remote in to a local terminal server to use the finance/accounting package 	 Audio likely to drop out & Lync call reliability affected if downloading / uploading large files/emails or significant use of the Internet.
Organisation of 30 staff , 20 in central office, other 10 across 3 remote offices. Central has symmetric 10Mb link , others have business grade ADSL2 with Annex M for improved upload. VPNs. QoS prioritisation <ul style="list-style-type: none"> e-mail, Lync (IM/audio/video), SharePoint & OneDrive for file sync Server for AD. Case/client management & Finance s/w in the cloud 	 Should perform appropriately Without QoS (Quality of Service) network traffic prioritisation, risk of audio & video dropouts exist during periods of high internet traffic

The different versions of Office.....

Desktop software



Cloud based (can also be used on desktop)



Minimum hardware specifications

Area	Minimum suggested	Recommended
Processor (CPU)	Dual Core 32bit (intel i3)	Quad Core 64bit (intel i5 7xx or above)
Memory (RAM)	2Gb	4Gb
Storage (HDD)	160Gb	160Gb
Display (screen)	1366 x 768	1680 x 1020
Browser	IE 9, Chrome	IE 10, Chrome
Network	LAN	
Internet	ADSL 2, Cable or Fibre	
Indicative costs (not including installation)	Desktop: \$400-\$800 Laptop: \$500-\$1000	Desktop: \$750-\$1000 Laptop: \$750-\$2000