



Gold Cloud Productivity

Gold Collaboration and Content

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Gold Cloud Messaging



Microsoft Cloud Solution Provider (CSP)

# Office 365 Governance & Adoption

## Deriving more value from your Office 365 investment



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# How to Ask Questions?

- Webinar content will last for 50 minutes followed by Q&A session which we will try to address key questions or we will follow up after the webinar.
- If you have a question or an issue:
  - ✓ Type your question in the question window of the GoToWebinar control panel on the right side of your desktop
  - ✓ We will sort through the questions real time and present those most frequently asked to our panel at the end of the presentation
  - ✓ If you have any issue, click on the hand
- If you have a question that does not get addressed, we will post answers in our Netwoven blog or contact us via email.



Manny Yap



FOUNDED IN  
**2001**



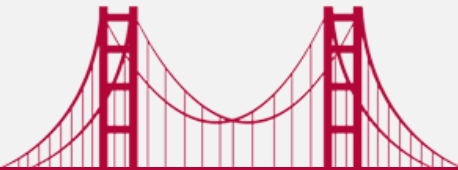
**100+**  
EMPLOYEES

Microsoft Cloud Company

Microsoft  
Partner



- Gold Cloud Productivity
- Gold Messaging
- Gold Cloud Platform
- Gold Collaboration and Content
- Gold Datacenter



Milpitas



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**100+**  
CUSTOMERS



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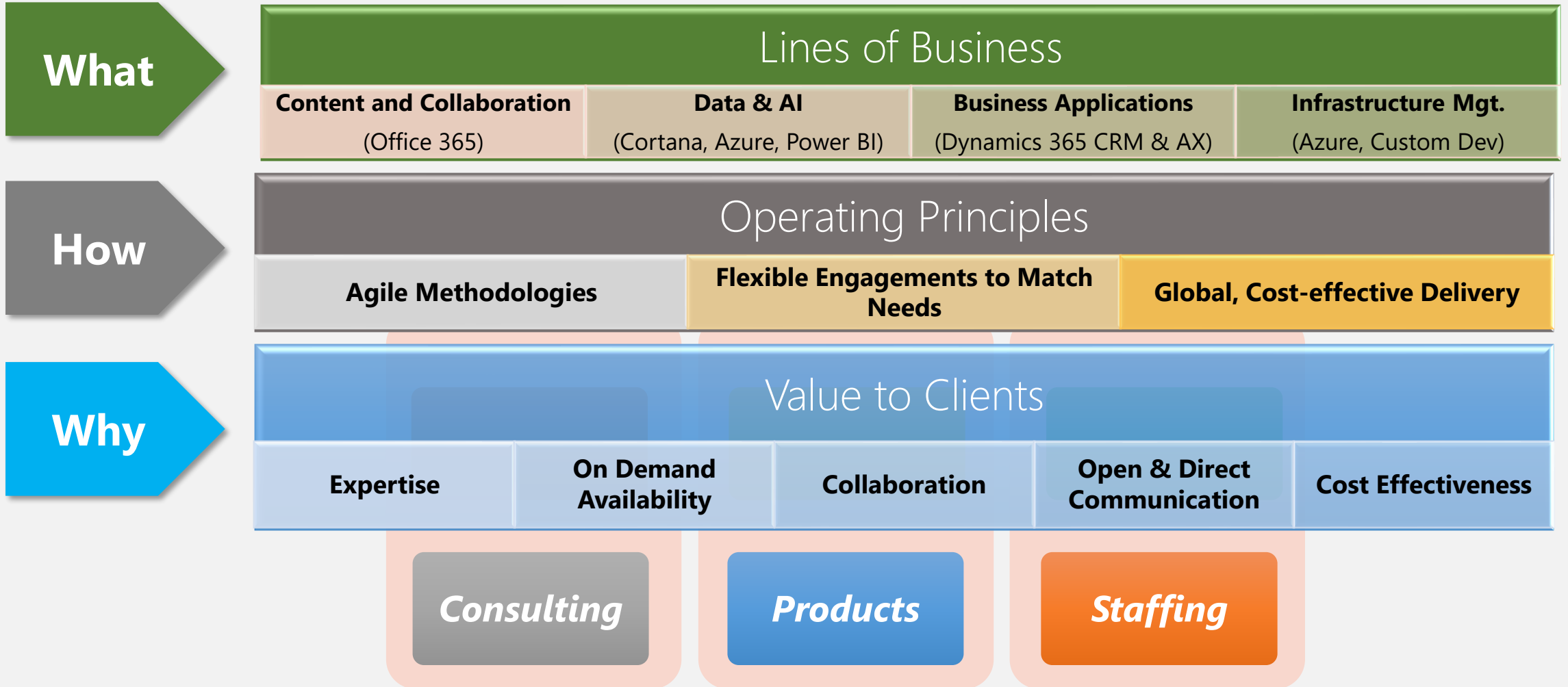
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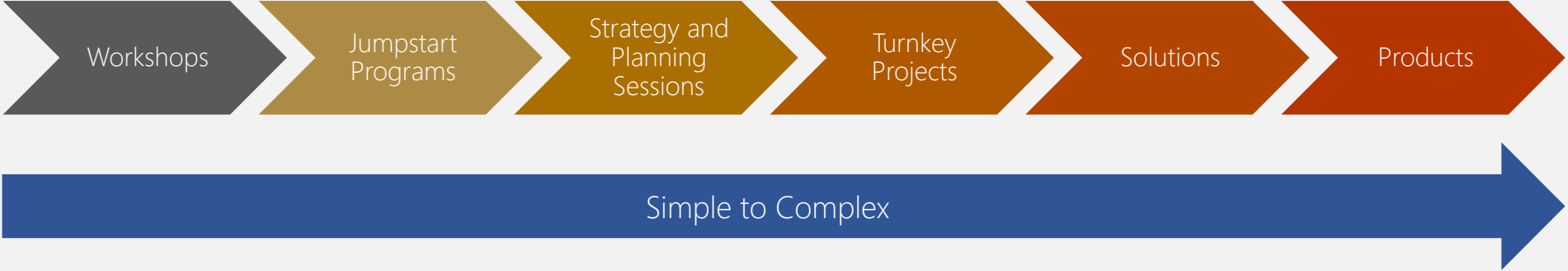


# What We Offer



# Content and Collaboration Offerings

SharePoint, Yammer, Teams, OneDrive, Flow, PowerApps		
Corporate Intranets & Branding	Governance	Adoption
eDiscovery & Litigation Hold	Business Applications	Security and Compliance
O365 Migrations (Jive, eRoom, Documentum, SharePoint, Filenet, Gsuite)	eDiscovery	O365 Governance Application



# About Andrew Sutton

*Practice Director at Netwoven*

Andrew Sutton, "Drew", is an Practice Director at Netwoven. Drew has 10+ years of experience working across a breadth of technologies and business verticals and is a Business Technologist at heart. Drew is tenured in overseeing and executing successful offshore projects and has been an integral player in defining the Global Delivery Strategy at Netwoven.

He has architected and delivered solutions for Organizational Portals, Extranets, Document and Records Management, Enterprise Information Architectures and Taxonomies, Enterprise Search, Cloud 3Cs, Virtualized Server Infrastructure with SAN Storage and large scale homogenous and heterogeneous Migrations, amongst others. Drew's unique combination of business acumen, technical know-how and ability to quickly immerse into new areas have proven integral to the success of numerous projects.







# Agenda

- Introduction to Today's Topic
- Governance and its Impact
- Governance Focus Areas for Today
  - Content Lifecycle Management
  - Adoption
  - Monitoring, Insights & Action
- Q&A
- What's Next?





# Governance and its Impact



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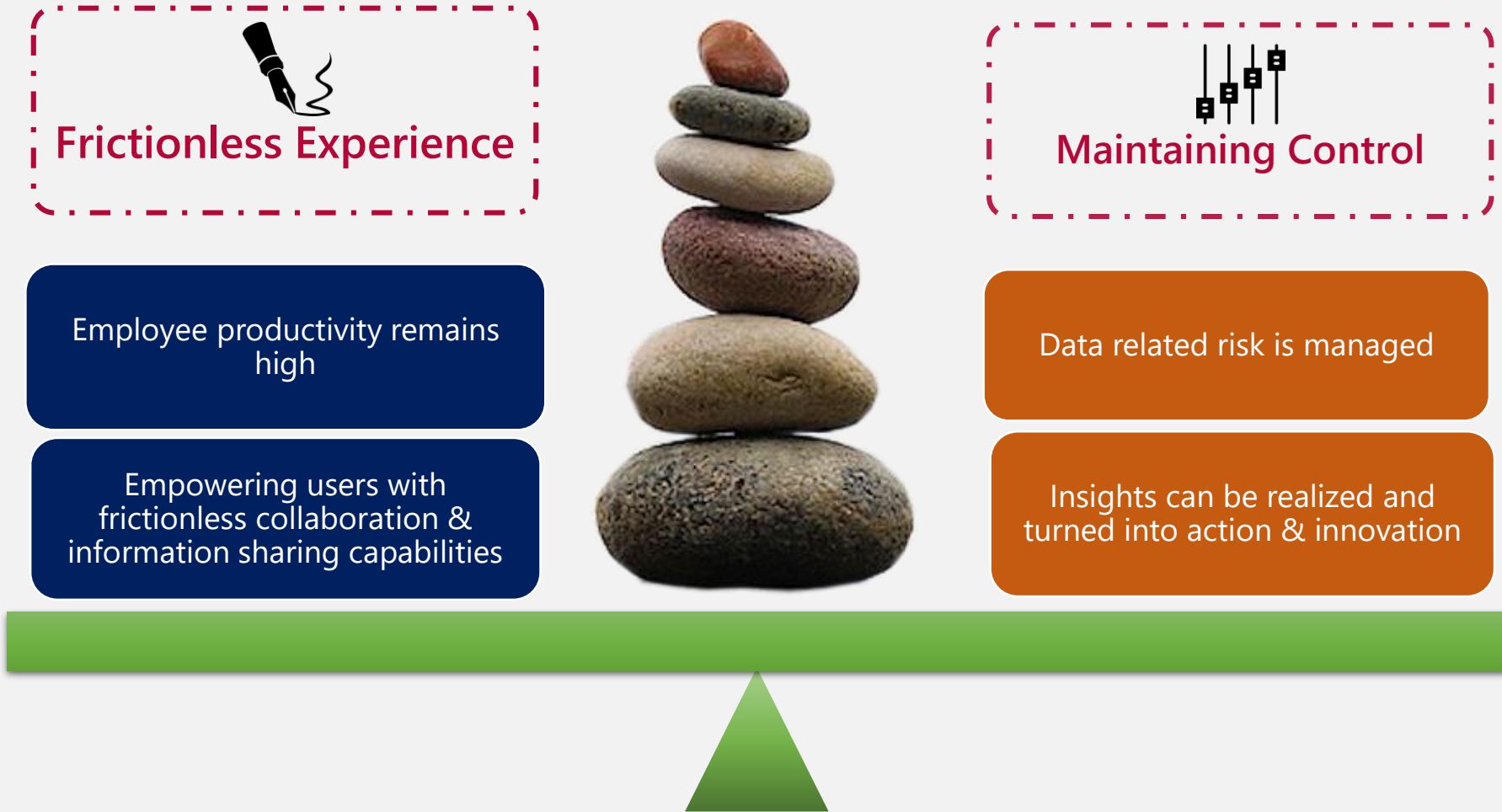
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# Ideal Governance: A Delicate Balance



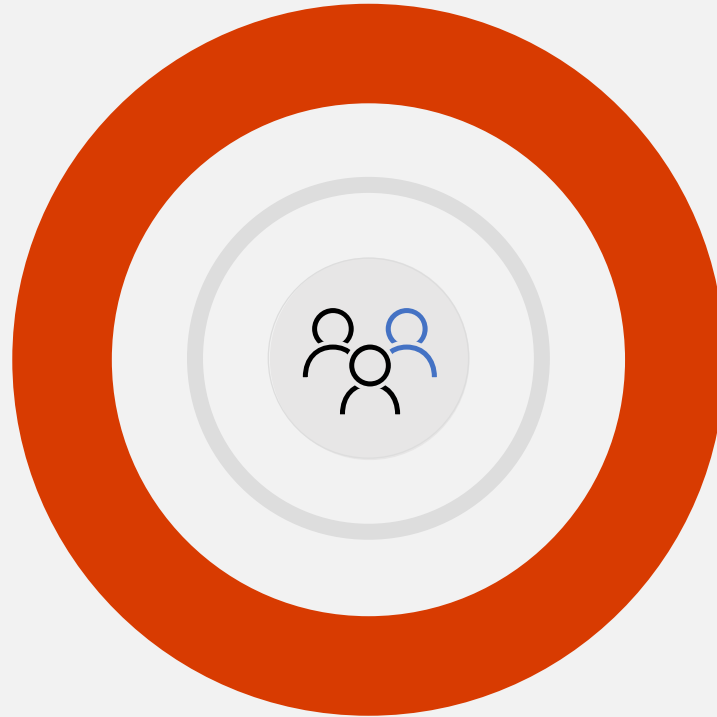
# Common manifestations of poor governance

## **Frustrated Users**

Waiting on manual processes, lack of proper education / support and non-intuitive experiences lead to unnecessary user frustration

## **Security and Permissions Issues**

Mismanaged and misconfigured security and permission policies lead to unnecessary risk with important information



## **Excessive manual IT intervention required**

Lack of automation requires manual intervention, requiring extra headcount and slow turnaround

## **Proliferation and sprawl**

User productivity declines when they can't find information in the sprawl of content & containers

# Overlooking governance is costly

## Decreased Productivity Potential

Poor findability and navigation due to content sprawl & reliance on IT for manual processes

User frustration with inability to find information or need to wait for IT to complete simple tasks

## Reduced IT Credibility

## Staffing Overhead

Manual processes, maintaining and manually cleaning up redundant or outdated sites, etc.

Inconsistent application of security policies can expose high-value data and create compliance issues

## Data Exposure & Compliance Risks

## Lower Adoption

Workload & feature confusion & delays lead to users using multiple tools



# Wasting your team's productivity

'The financial impact of wasted time by knowledge workers becomes significant when we examine the problem on an organization-wide basis...

...the cost assigned to the wasted time on searching but not finding information is

**\$5,700 per year per knowledge worker!**

*Source IDC report "[The Knowledge Quotient: Unlocking the Hidden Value of Information Using Search and Content Analytics](#)"*





# Compliance Penalties

- GDPR – The greater of 4% of total annual revenue or 20M Euros
- 21 CFR Part 11 – Multi-million dollar disgorgement penalties and multi-year processes to “bounce back”
- ...



## Value Proposition of an effective Governance Implementation

- Maximize productivity efficiency potential
- Reduce support overhead & shadow IT costs
- Avoid regulatory compliance penalties
- Limit exposure of IP and sensitive data

# Governance Landscape – Our Focus for Today

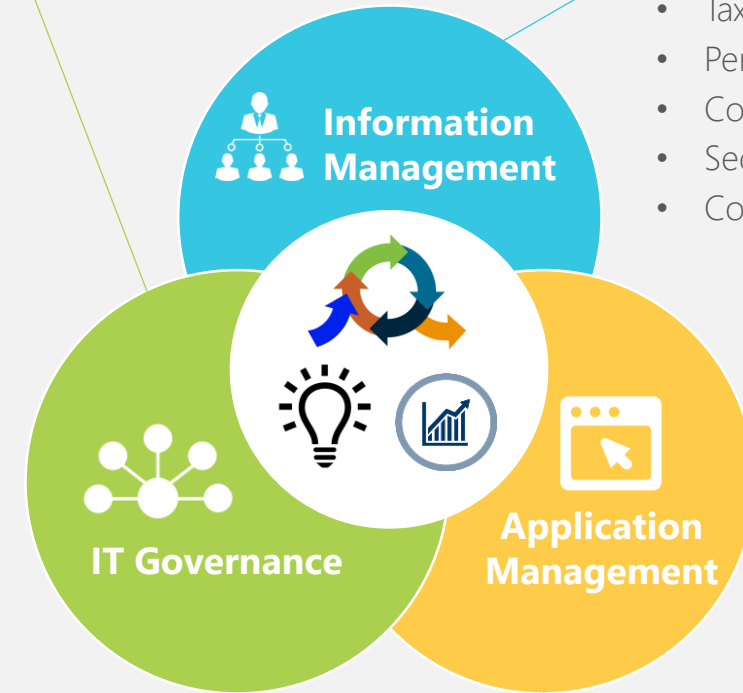
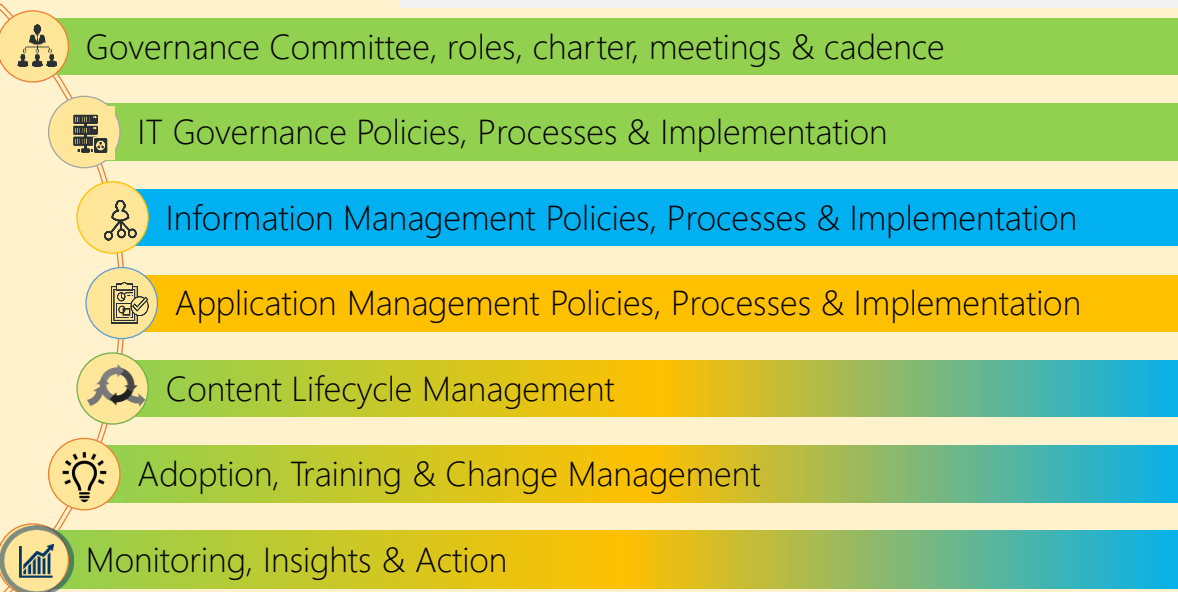
## IT Governance

- Governance Committee: Roles & Responsibilities
- Workload Enablement
- User & Access Policies
- External Sharing
- SLA
- Customization Policies
- Compliance

## Information Management

- Taxonomy & Profile Properties
- Permissions
- Content Lifecycle
- Security
- Compliance Policies

## Office 365 Governance Landscape



## Application Management

- Customization Policies
- Lifecycle Management
- Support for Add-Ins

# Content Lifecycle Management



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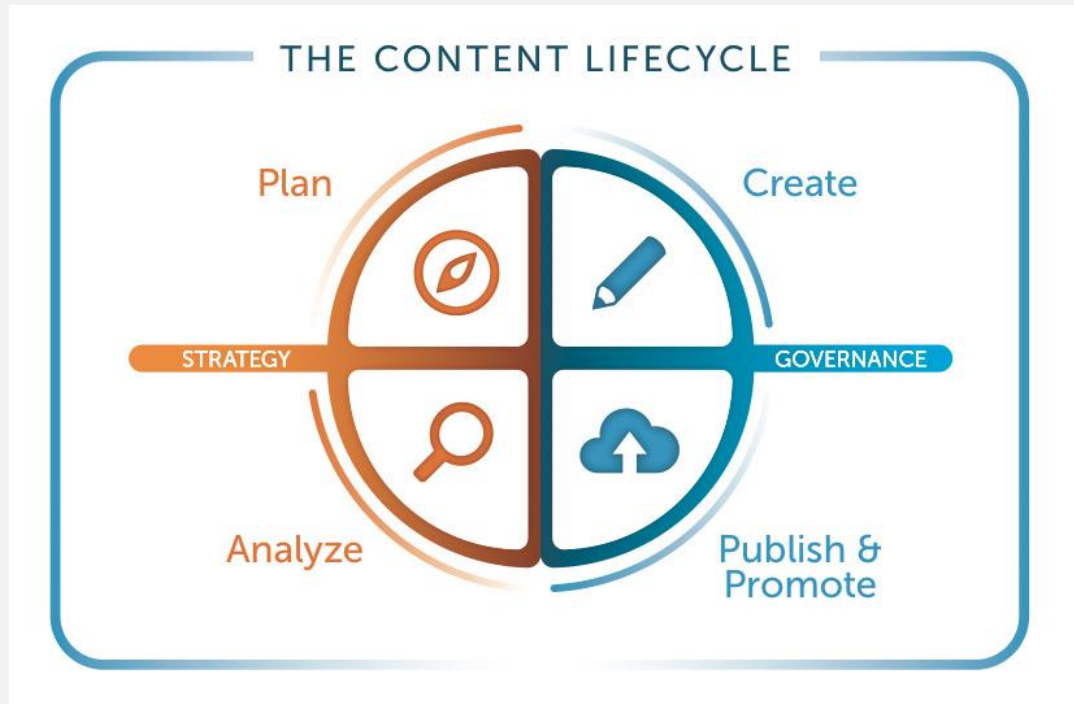
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# Content Lifecycle Management – Context



- We are not just talking about content types, classification and document level disposition policies
- A significant amount of the impact of sprawl is felt at the container level, not the document level
  - GAL, directories, search index



# Content Lifecycle – Most Valuable Investments



**Streamline  
Provisioning Without  
Giving Up Control**



**Understand Your  
Content Inventory**



**Automate Disposition  
Rules**

# Provisioning

## **Gather & Validate Provisioning Metadata**

Apply tailored policies by gathering the necessary data about provisioning requests

## **Auto-inject Policies Upon Creation**

Inject IT Governance, Information Management and Application Management related policies into a new container upon creation

## **Orchestrate Business Users & Automate Business Processes**

Incorporate business processes into your provisioning process (Approval, Training, Feedback, etc.)

## **Inject Help Into The Provisioning Process**

Provide assistance where it is most needed

## **How to Apply**

- Manual Provisioning Process with support ticket tool
- Custom implementation with PnP and or Site Designs
- O365 Governance Application Provisioning Form

# Content Inventory

**Track unified content inventory across all container types**

**Track accurate content freshness with last item modified dates**

**Use dashboards and data visualizations to tease out insights**

## How to Apply

- Custom PowerShell and code to extract inventory data
- Power BI for Data visualization creation
- O365 Governance Application Content Inventory Engine and Power BI Template

# Content Disposition

**Apply adequate policies across all container types**

**Intelligently trigger disposition policies**

**Orchestrate processes that are adequate to meet business needs**

## How to Apply

- [Information Management Policies](#)
- [Azure Group Expiration](#)
- Custom Disposition Implementation
- O365 Governance Application Smart Disposition Rules

# Adoption



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# Adoption - Context



- In many ways SPO and O365 have become much easier to use: Sharing, editing pages, working with lists & libraries, mobile support...
- However, the expansion of workloads and interconnected services has made it more difficult for users to decide where to start
  - Add to that the pace & cadence of change...
- Users need our help as much now as ever to get on the right track & stay there – The difference is we are keeping them on the track, rather than driving the car for them

# Adoption – Most Valuable Investments



**Proactive  
"Collaboration  
Consulting"  
Approach**



**Help Center &  
Community**



**Help your users  
understand which  
workload to use and  
when**

# Proactive "Collaboration Consulting" Approach

## **Train your team to be consultants**

This is a change – less focus on admin and custom dev and more on enabling business to realize the tremendous value provided by OOTB functionality

## **Consult up front**

Help business users decide which tool to use and how from the start

## **Be proactive**

New workloads and features are constantly being released, pick what is important and effectively share it!

## **How to Apply**

- Employ expert assistance to catalyze this change in your team

# O365 Help Center & Community

## **Create a persistent help center**

Subscription to learning tools will come and go, establish your own central help center for content & collaboration.

## **Foster a community**

Repetitive, reactive support is frustrating for everyone – finding an answer oneself is a preferable. Foster a community that facilitates many to many interactions.

## **Curate content**

Post new updates, create original content, include external help content, promote good ideas, share insightful support case resolutions, socialize concepts... don't do it all yourself, share what you know is valuable

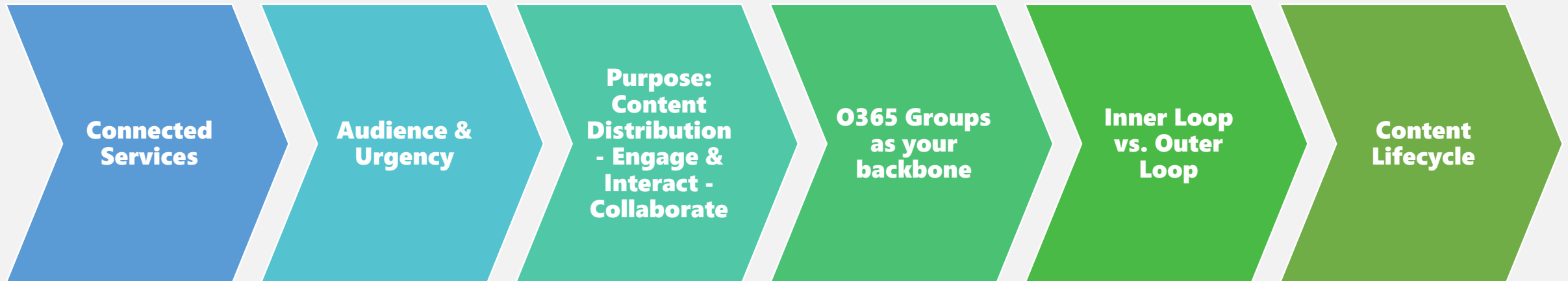
## **How to Apply**

- Yammer connected O365 Group is a great place to start
- Netwoven O365 Help Center

# Which Workload to Use and When

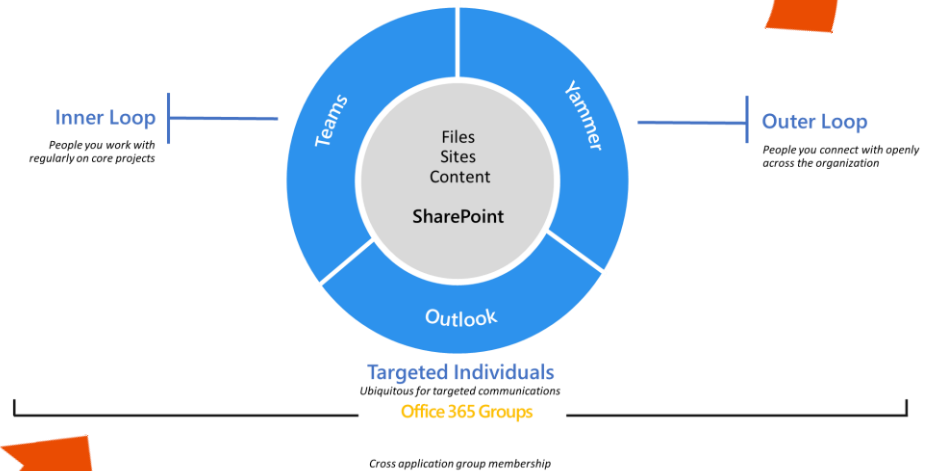
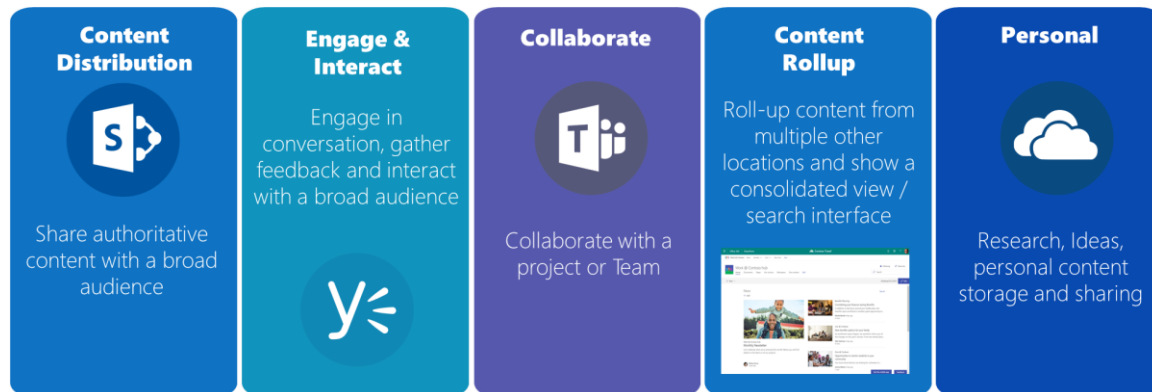
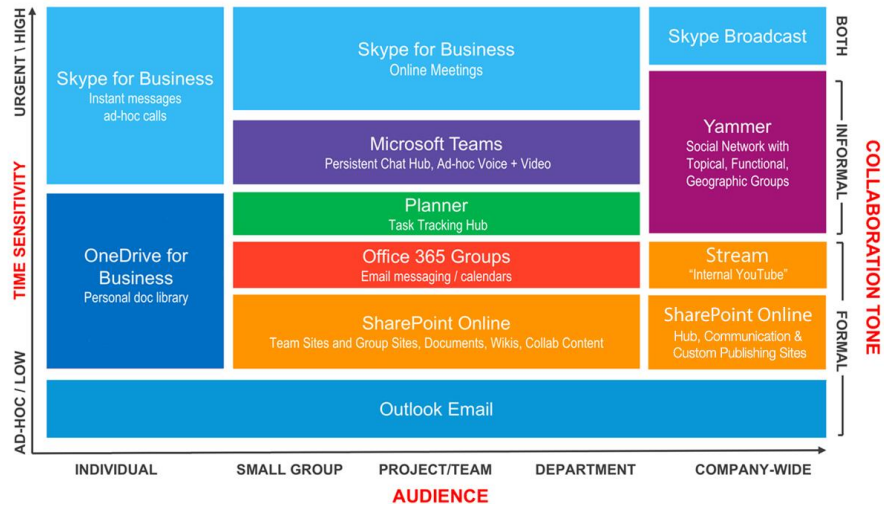
## Communicate in multiple ways

*No one method of delivery will resonate with all of your users. Try using a few different ways to explain the same thing in different contexts*



## How to Apply

- Create polished, concise and consumable deliverables
- Inject into provisioning process
- Socialize in your O365 Help Center





# Monitoring, Insights & Action

# Monitoring, Insights & Action - Context



- Enable admins or automated processes to take action to assist in keeping a healthy environment
- Enable content owners to understand which content to invest effort in and which to divest to increase productivity
- Understand how users are interacting with the environment and how this aligns with policies to ensure compliance and protection of your IP

# Monitoring, Insights & Actions – Most Valuable Investments



**Automated  
Disposition Rules &  
Processes**



**Content Usage  
Metrics**



**Security &  
Compliance Policies**

# End User Content Usage Metrics

## Site Usage Analytics

Found view the Site Contents page, this set of analytics shows owners and users trending documents and site visits over the last seven days.

## Content Specific Analytics

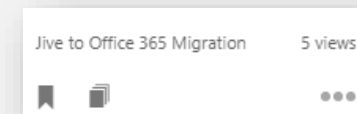
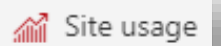
Each file has a metadata property that tracks views. This property can be exposed via search or out of the box in Delve.

## Highlighted Content Webpart

Available in Modern pages, this webpart uses search to query then sort by "Most Viewed". You can refine the query to show only pages, or only specific file types to get better metrics.

## How to Apply

- Site Usage can be accessed by clicking on Site Usage button in the View all site contents
- Content Analytics can be found in Delve, look at the bottom of a tile
- Highlighted Content Webpart is available on modern pages



# Admin Content Usage Metrics

## Power BI Content Pack

O365 Adoption Content Pack gives you a view into each O365 workload and who uses it. The SharePoint User report will help identify key influencers of SPO content.

## Audit log search

The audit log search feature allows admins to extract the raw usage data for files in O365. This can be used to generate one time usage reports or schedule a query to dump into a big data tool like Splunk.

## Third Party Vendors

A common practice for mature SharePoint environments include adding tracking code. Similar to a website, vendors like Google and WebTrends offer in depth metrics on your content.

## How to Apply

- Search for the Content Pack in Power BI's AppSource Services
- Audit log searching is found in the Security and Compliance center
- Check out [Google Analytics](#) or [Webtrends](#), and install their App or roll your own

# Recap



- Inadequate governance comes with a cost
- Automate injection of your governance processes
- Educate and empower your users, especially on which tool to use & when
- Analyze your environment, gain & provide insights and take action



# Call to Action

- Connect with us on your Governance & Adoption related initiatives:
  - O365 Workloads Workshop
  - O365 Security & Configuration Health Check
  - Governance Workshop
  - OD4B Planning Workshop
  - O365 Adoption Services
- Check out the Netwoven O365 Governance Application with a Free Trial - <https://www.netwoven.com/products/office-365-governance-application/>
- Reach out for a free content inventory report
- Reach out if you have questions!
- Stay tuned for our continued O365 Governance webinar series

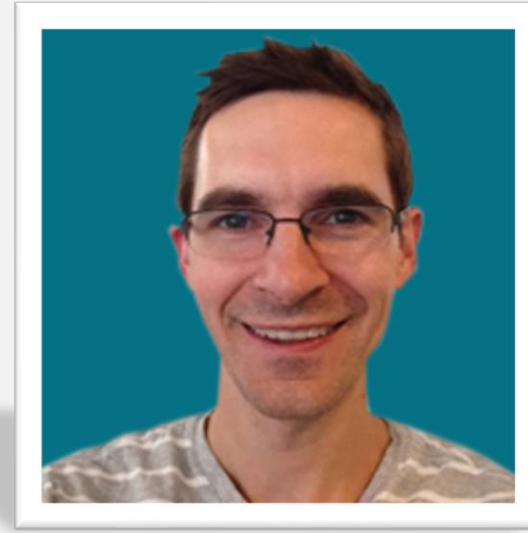
# Expert Panel



**Andrew Sutton**

Practice Director

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**Matthew Maher**

Engagement Director

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# Thank You for Participating

Connect with us!



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