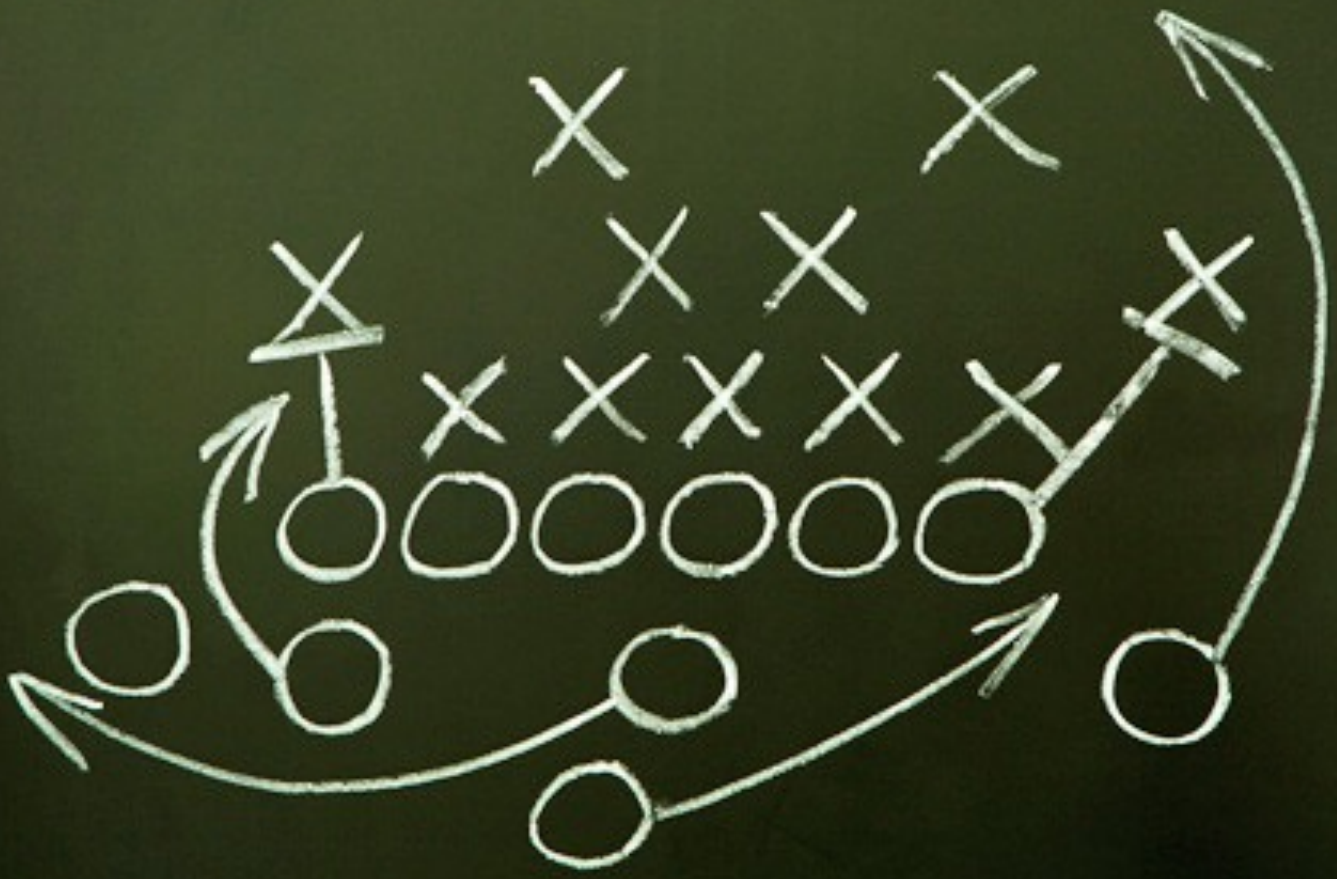
THE MODERN WORKPLACE

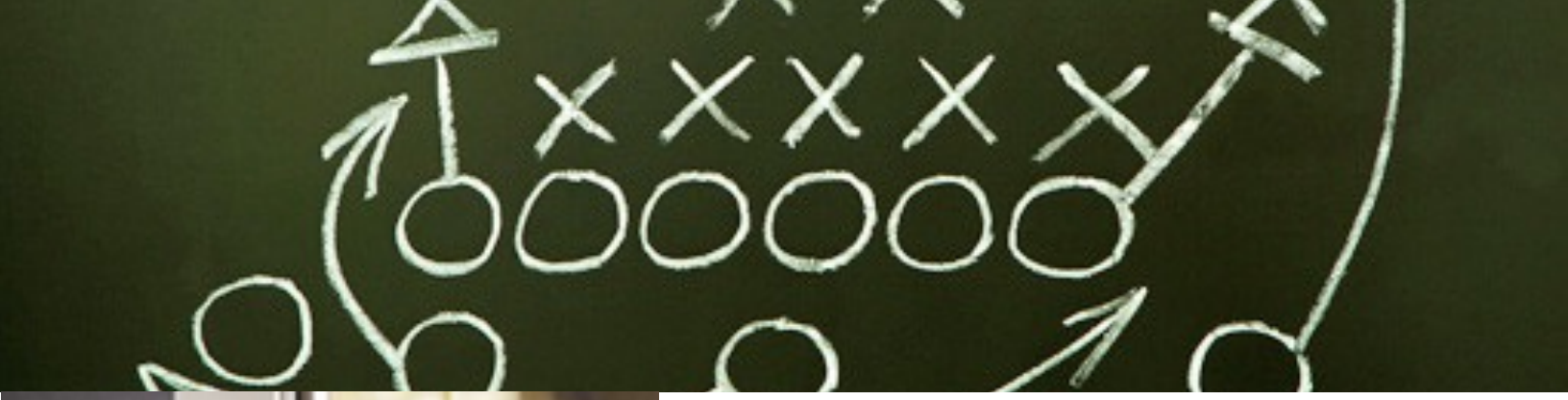
PLAYBOOK



For I.T. Leaders

Modernize the workplace by leveraging your investment in Microsoft 365

KIEFER CONSULTING



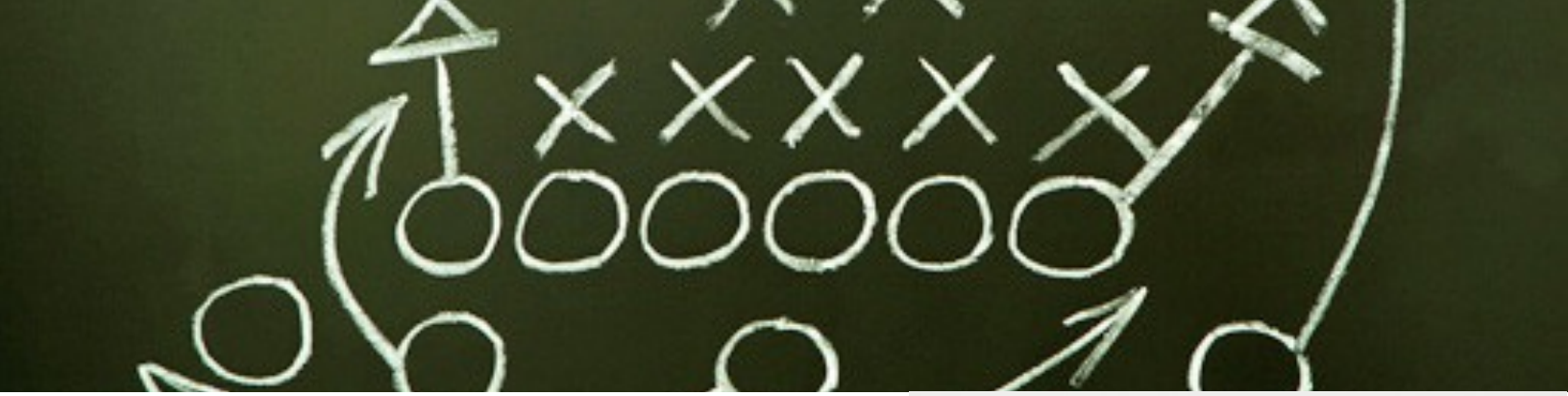
THE MODERN WORKPLACE

The nature of work has changed. Employees expect to be able to work securely from anywhere, on any device. Employees are also putting a high premium on work that enriches and fulfills them.

When productivity tools enhance the quality and effectiveness of their work experience, employees are happier, more valuable, and more likely to stay.

Many organizations are focused on delivering a great work experience for their employees, but they also need to protect vital IT assets.

Kiefer Consulting is helping organizations deploy Modern Workplace solutions that improve employee productivity and satisfaction. We are helping our clients create a seamless communication and collaboration experience across locations and platforms while maintaining the security and integrity of systems and data.



ABOUT THE PLAYBOOK

This playbook was designed to help I.T. leaders in identifying the applications, tools, and best practices that are critical to modernizing the workplace.

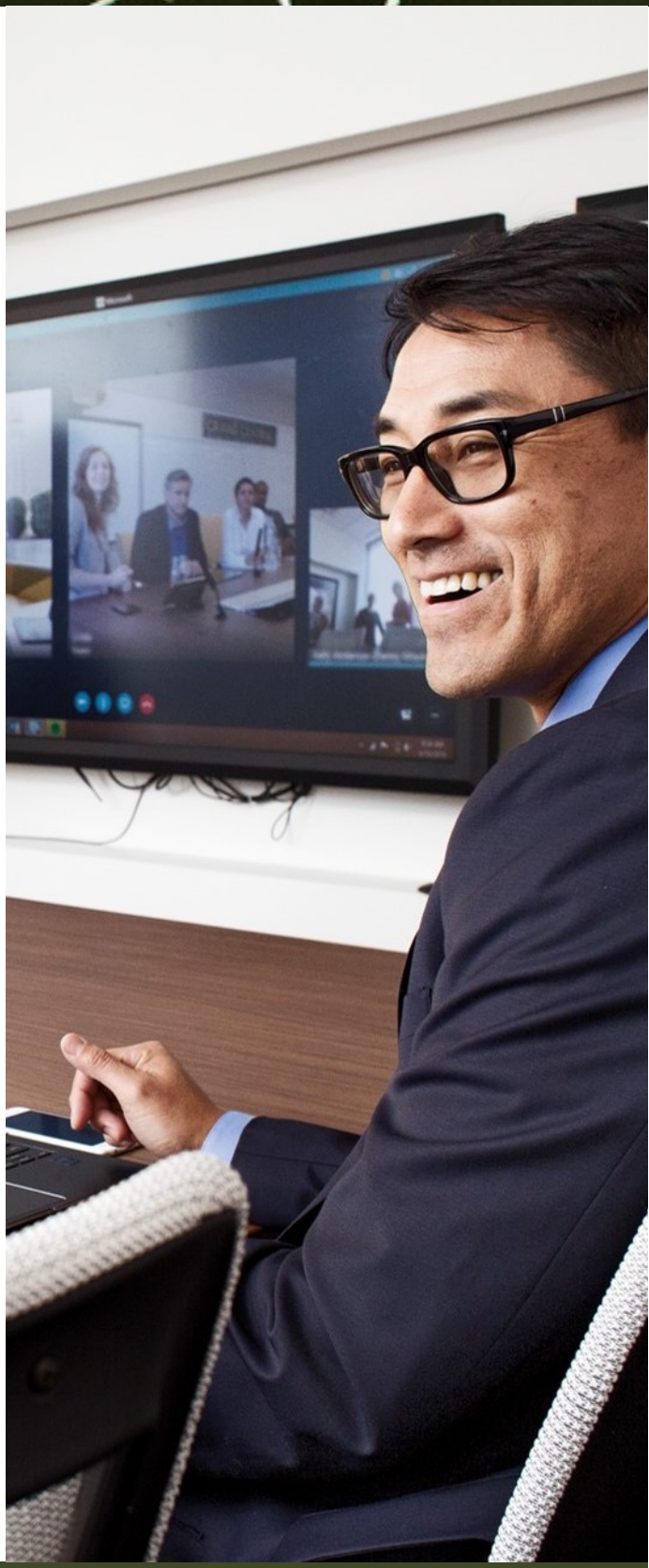
The playbook highlights the areas of focus for I.T. –

- Modernize the Intranet
- Support Asynchronous Work
- Citizen Development
- Establishing a Center of Excellence
- Optimize & Automate Workflows
- Dashboards and Data

Kiefer can help you understanding readiness and digital maturity in several areas.

- Modern Workplace: Intelligent Workflow Automation
- Modern Workplace: Modern Integrated Communication Platform
- Modern Workplace: Collaboration Portals and Team Sites
- Modern Workplace: Modern Intranet
- Modern Workplace: Communication Platforms
- Data Analytics and Data Visualization

Learn more about maturity assessments and roadmaps in this eBook.

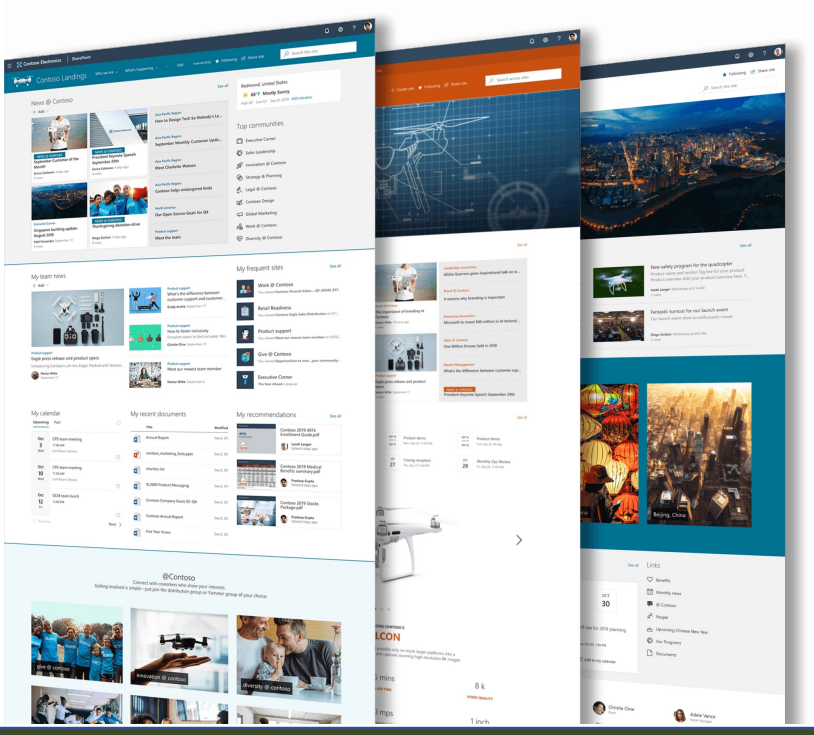


MODERNIZE THE INTRANET

Keep employees informed and engaged by providing a shared place to securely view and collaborate on content, and to connect and communicate with colleagues.

A modern intranet provides you with an opportunity to build community and culture within your organization by bringing people together through events, networking opportunities, and strategic communication channels.

A modern **SharePoint-based** intranet will allow the organization to personalize, share, and manage organizational news and shared content to drive organizational efficiencies securely on any device.



LEVERAGING YOUR INVESTMENT IN MICROSOFT 365

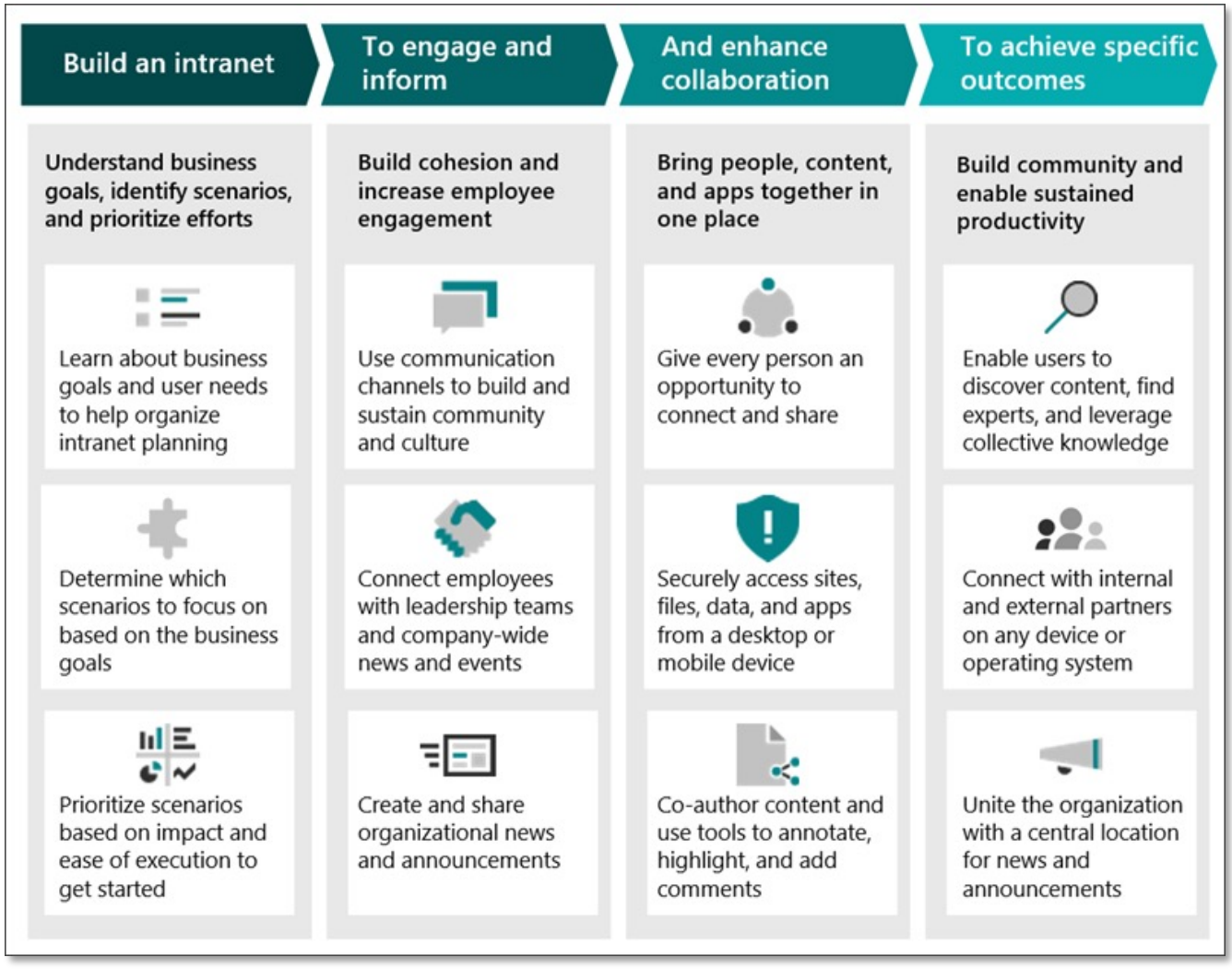
Build a beautiful, powerful intranet. SharePoint connects the workplace by powering a new generation of intelligent content and communication experiences.

Pro Tip: Leverage SharePoint lookbooks to accelerate the development of your intranet site

BENEFITS OF A MODERN INTRANET

A modern intranet will help you:

- Engage and inform
- Enhance collaboration
- Achieve specific outcomes



From Microsoft

SUPPORT ASYNCHRONOUS WORK

Working asynchronously means that collaboration between team members happens in the flow of work as opposed to a specific scheduled time. Employees are empowered to focus on and complete tasks according to their own timetable. The technology helps to ensure that employees remain well-connected to the rest of the team.

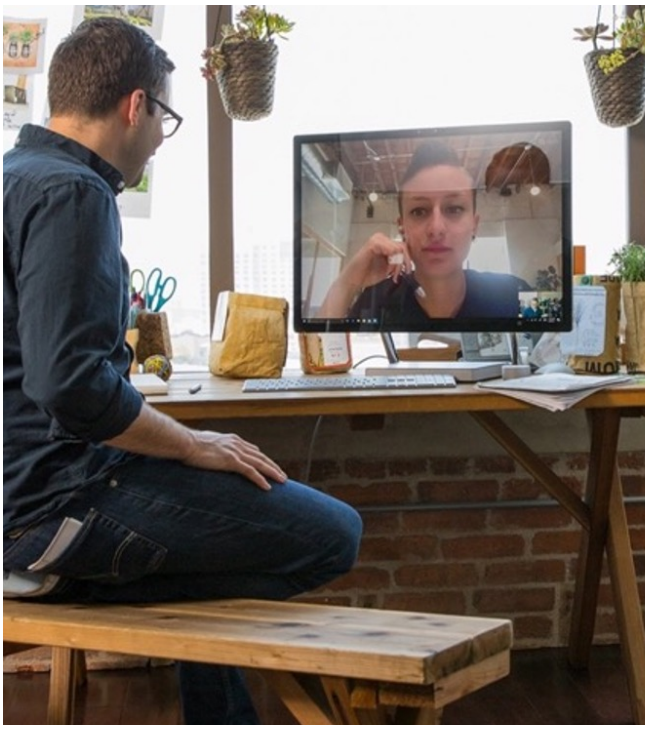
Microsoft Teams allows employees to communicate (chat, call) with colleagues, schedule meetings, and share files from the application.

Asynchronous work enables users to stay in the flow of work still stay connected. Hybrid models have made asynchronous work an important consideration for organizations that have workers that work remotely.

LEVERAGING YOUR INVESTMENT IN MICROSOFT 365

Expand use of Microsoft Teams to enable communication and collaboration.

Pro Tip: Integrate applications and dashboards right into Microsoft Teams. This keeps critical information available to users and allows them to stay in Teams.



CITIZEN DEVELOPMENT

Application development has typically been purely an IT function. Unfortunately, the time required to translate business requirements into a usable application or feature could take a lot of time. Organizations must prioritize and choose what applications will provide the most benefit to the business, meaning some applications are never built and certain processes are never optimized.

Citizen development allows non-technical employees that work in the business to stretch beyond their day-to-day activities and build innovative applications to improve their own business processes.

When done properly, citizen development is a mutually beneficial partnership—a win-win proposition for both business users and IT.

LEVERAGING YOUR INVESTMENT IN MICROSOFT 365

The Microsoft Power Platform offers no-code/low-code applications that can be used to improve business processes and offer better visibility to organizational data.

Pro Tip: Start small and create a culture that supports citizen development enterprise-wide.

ESTABLISH A CENTER OF EXCELLENCE

A **Center of Excellence** (CoE) in an organization drives innovation and improvement and brings together like-minded people with similar business goals to share knowledge and success, while at the same time providing standards, consistency, and governance to the organization. We recommend forming a CoE to help in building enterprise support for innovation and improvement.

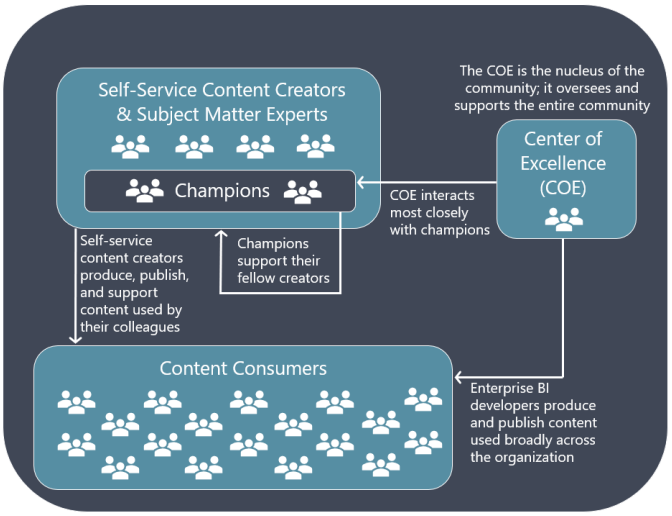
A CoE or **Community of Practice** is important if your organization is building a culture and strategy that focuses on the adoption of the Power Platform. We can help you in building a CoE that will foster innovation and drive adoption.

Forming a CoE is an effective way of connecting users to vision and encourage participation.

LEVERAGING YOUR INVESTMENT IN MICROSOFT 365

A Center for Excellence helps citizen developers in producing, publishing, and supporting apps for solutions.

Pro Tip: Designate "Champions" early to help drive adoption and create interest in the CoE. Encourage employees to help the organization in identifying processes that could be improved.



From Microsoft: Power BI Community of Practice

OPTIMIZE & AUTOMATE WORKFLOWS

Creating applications typically required that users have technical or coding experience. With the introduction of **Microsoft Power Platform**, building applications and automating workflows is easier than ever before.

As a firm that has deep-expertise in custom development and building .NET applications, we recognize that some apps take a great deal of time to build and deploy. **PowerApps** reduces the amount of time that it will take to get an app into production. PowerApp developers can build apps quickly and iterate based on user feedback in real time. The speed and efficiency in which we can publish an app and share it across an organization makes PowerApps a worthwhile consideration.

LEVERAGING YOUR INVESTMENT IN MICROSOFT 365

Use PowerApps to build applications and Power Automate to automate processes. These tools are ideal for organization that have business processes that depend on routing, reviewing, and approving documents.

Pro Tip: PowerApps is a Microsoft 365 application and connects with data that resides in other applications in the Microsoft ecosystem like Microsoft SQL Server, OneDrive and SharePoint.

DASHBOARDS AND DATA

The Kiefer Data Analytics and Visualization Practice Group has successfully helped clients better interact with their data and rapidly deploy business intelligence dashboards using Microsoft's business intelligence tool, **Power BI**.

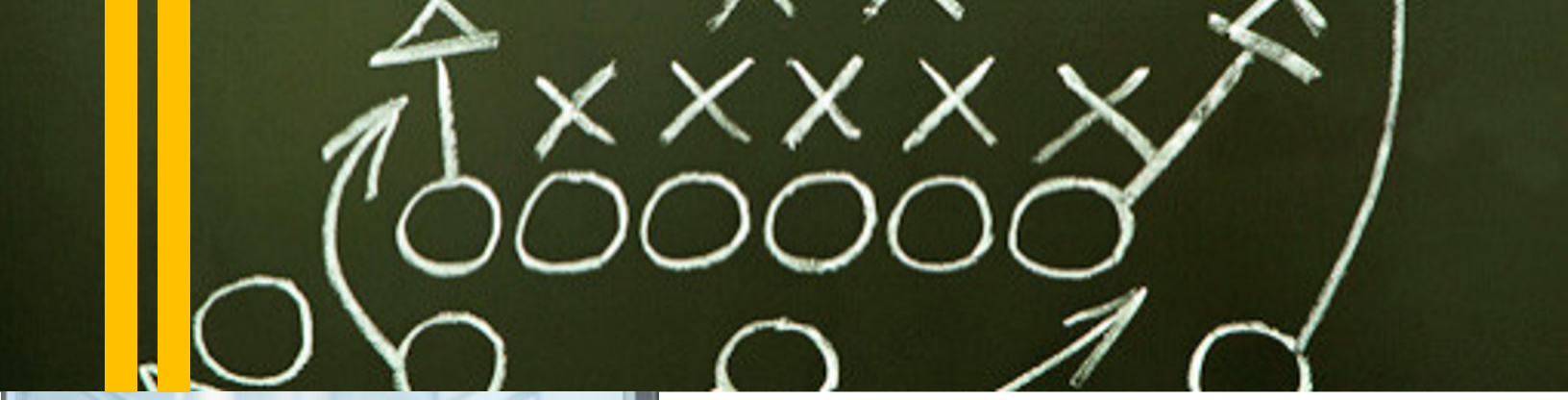
While organizations seek to monitor KPIs and metrics, they often struggle in finding the time and resources to analyze and interpret this precious and valuable data. These data sets often contain meaningful insights that could enable an organization to run more efficiently, however, without the right tools and expertise, an organization will continue to make decisions based on their "gut" rather than the facts. Power BI and business intelligence dashboards make it easier for organizations to better interact and consume large amounts of data and make better business decisions.

LEVERAGING YOUR INVESTMENT IN MICROSOFT 365

Power BI enables organizations to quickly visualize data and enables data-driven decision making.

Pro Tip: A proof-of-concept very logical place to start. By starting small, iterating, and then expanding, the organization can better understand where and how dashboards can provide benefit to the organization.

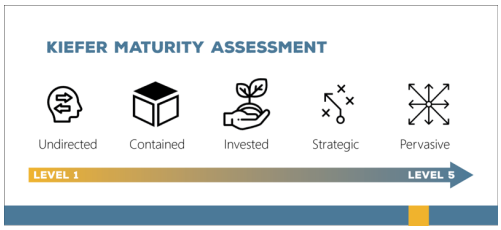
Dashboard concept for evaluating telework



MATURITY ASSESSMENTS & ROADMAPS

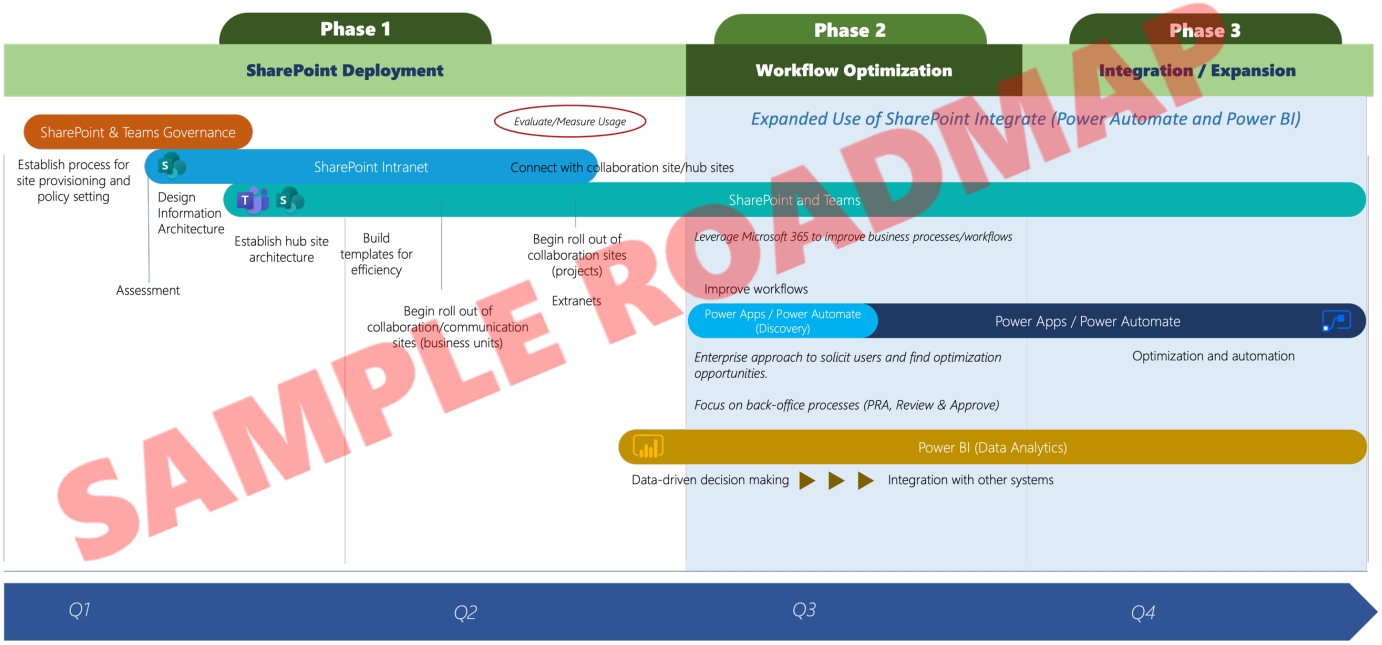
The success or failure of a business transformation initiative hinges on an organization clearly understanding their organization's digital maturity. If your organization, has its sights set on digital business transformation, you must acknowledge your organization's strengths and weaknesses, capacity for change, as well as your past success (or failures). Before you embark on the business transformation journey, be careful to set realistic expectations and achievable goals.

Before any digital business transformation project, Kiefer works with clients to understand what level of maturity best describes the client. There are 5 levels of maturity on the Kiefer Digital Maturity Assessment.



This assessment is valuable and is the precursor to an important conversation about the organization's "capacity" and "appetite" to increase their maturity level. Through this exercise, Kiefer has helped clients mitigate risks, set realistic expectations, and clearly understand the investments required in order to move from one level to the next.

Microsoft 365 Roadmap



SAMPLE ROADMAP

MICROSOFT 365 ROADMAP

We have a comprehensive set of planning tools that will be useful as you start to plan how to best take advantage of the full suite of applications in Microsoft 365. The tools we offer are ideal for internal planning and understanding what is available in the G5 license.

With expertise in the modern workplace and data analytics, our team can help you in identifying enterprise goals and assisting you in creating a roadmap that considers both organizational appetite and capacity for change.

LEVERAGING YOUR INVESTMENT IN MICROSOFT 365

With a robust feature set, Microsoft 365 can offer your organization a powerful set of tools that can help your in modernizing the workplace.

Pro Tip: Work with a trusted partner that has helped other organizations leverage their investment. Roadmaps are useful in helping your organization deploy Microsoft 365 in accordance with a plan.

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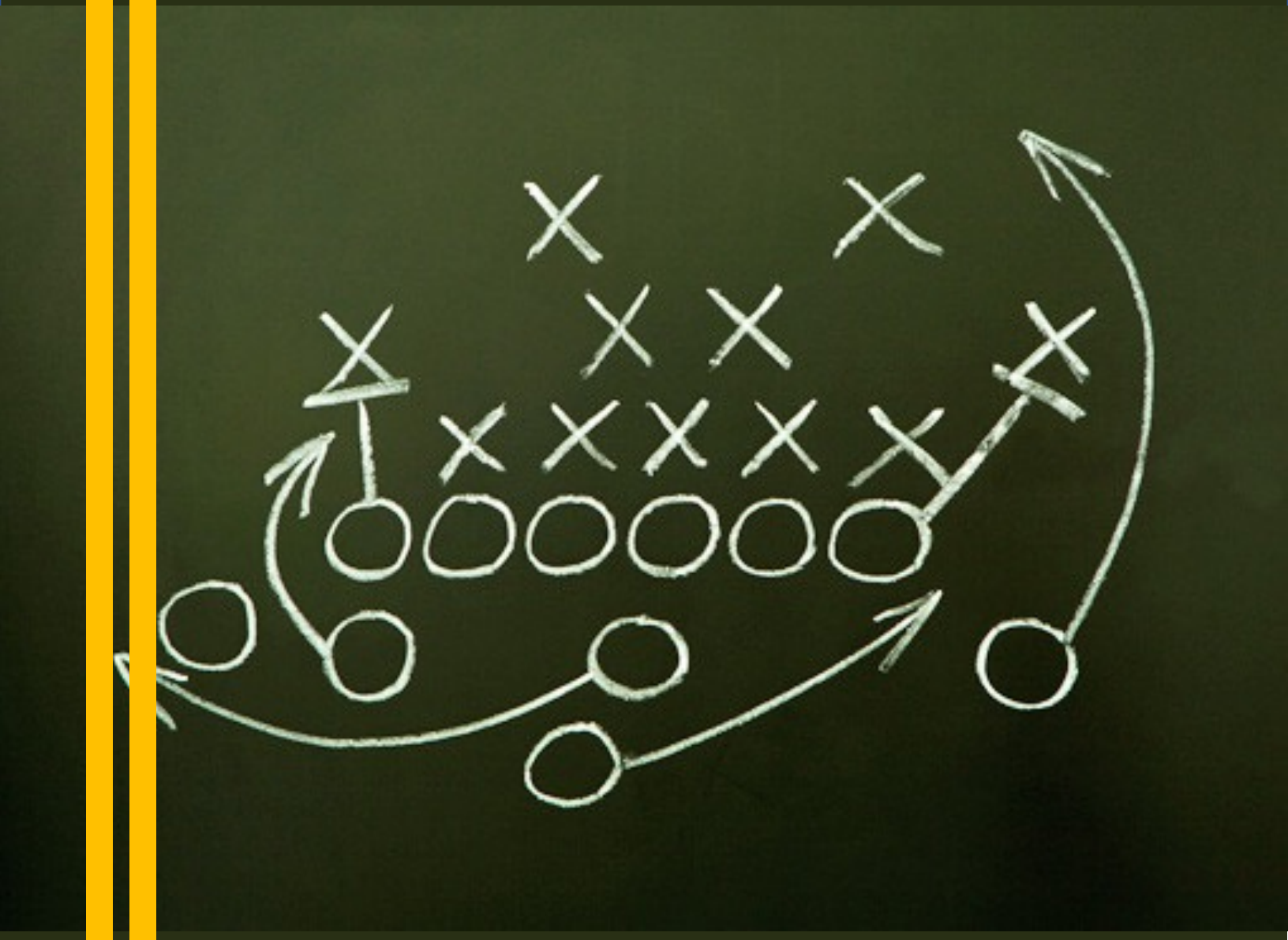

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