

# Adoption Advisory Services

## G-Cloud 14: Service Definition Document

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## 1. Service objectives

Organisations embarking on new technology projects and initiatives face many challenges – choosing the right technology, getting the right processes in place, ensuring alignment with organisation goals and finally ensuring employees are empowered to shift from current to future state.

The contribution of people adoption and usage of new technology to the benefits and success of a project is often overlooked – it is perhaps the most difficult of all changes, but fundamental in the success of the project or initiative. People change and project results are inseparable.

Adoption and Change Management offerings from Microsoft Industry Solutions are designed to provide best practices for increasing employee adoption and advise you on how best to realise the project benefits that depend on adoption and usage of Microsoft technologies.

Public Sector customers can choose from a range of four Adoption and Change Management offerings:

- Adoption Scenario Workshop: introducing best practices for adoption
- Adoption Advisory Service: providing advice, guidance and coaching for adoption and change management
- Adoption Coaching Service: Adoption Scenario Workshop and Adoption Advisory Service combined
- Adoption in a box: Comprehensive, engagement that helps you to assess, plan, design, implement and measure the success of your people change.

## 2. Overview of work performed

The work performed under each offering differs. An overview can be found below.

### Adoption Scenario Workshop:

- Workshop introducing best practices for adoption
- Implementing an Adoption and Change Management methodology
- Executing a scenario-based approach to drive adoption
- Using learning and readiness resources to drive adoption
- Identifying team roles and skills required to help you drive adoption forward • Engaging end-user champions

### Adoption Advisory Service:

- Engagement providing advice, guidance and coaching for adoption and change management
- How to change employee behavior

- How to realise the project benefits that depend on adoption and usage of Microsoft technologies

#### Adoption Coaching Service:

- Adoption Scenario Workshop and Adoption Advisory Service combined

#### Adoption in a box:

- Comprehensive, engagement that helps you to assess, plan, design, implement and measure the success of your people change.
- Assess your current Adoption and Change readiness - through surveys and interviews resulting in a gap analysis of your organization's readiness to work differently.
- Design your Adoption and Change program - through workshops to tailor scenarios, personas, plans and measurement that address your organization's specific circumstances and culture.
- Implement the plans - with executive sponsorship and change champion coaching to ensure success.
- Measure program's progress, optimizing along the way.

### **3. Inputs/pre-requisites**

We require the following commitments from you to successfully deliver any of our Adoption and Change Management services:

- Project management and assignment of a Program Manager
- Project planning and execution including schedule and cost
- Overall adoption program direction and status reporting
- Documentation required to successfully execute/complete this engagement which is accessible and accurate
- Access to the work site – including workspace for each team member - systems and personnel knowledgeable and involved with change management activities
- Access with proper licenses to all necessary tools
- Project risk mitigation

### **4. Service outcomes**

The work delivered by each offering differs. An overview can be found below.

#### Adoption Scenario Workshop:

- Workshop introducing best practices for increasing adoption
- Microsoft adoption materials
- High-level adoption roadmap Adoption Advisory Service:
- Advice, guidance & coaching
- Deliverables are dependent on the objectives defined at the beginning of the project

#### Adoption Coaching Service:

- Adoption Scenario Workshop and Adoption Advisory Service combined

#### Adoption in a box:

- Comprehensive program
- Gap Analysis document listing program pre-conditions with current state and recommendations
- Program Success Criteria (PPT) identifying business outcome objectives and KPIs
- Master Project Plan for ACM Workloads
- Business Outcome Scorecard (Excel or Power BI dashboard) showing progress against business outcome objectives

## **5. Why Microsoft Industry Solutions**

Advanced technology is only useful if it helps you succeed, which is why we're focussed on helping you to create unique business value and deliver business outcomes for your organisation, customers and employees. We challenge convention, reimagine the art of the possible and deliver uniquely differentiated services for our customers. With results that demonstrate our ability to lead and deliver the promised value of cloud for customers, Microsoft Industry Solutions are accountable, invested in your success over the long term and focused on helping you address critical, complex business challenges using disruptive technology in innovative new ways for faster realisation of your digital ambitions.

**World Class Expertise:** We are proud to be a world leader with decades of experience – not just in our technologies but also the Services that support them. Our knowledge, expertise and proven practices underpin the delivery of our consultancy and support services.

**Connection with Microsoft Product Groups:** At any stage of the design or implementation process, Microsoft Industry Solutions can connect with specific Product Groups and technical communities at the

heart of Microsoft. This means we have unique access to the latest developments surrounding our own Microsoft technologies to resolve issues quickly and assist in planning and strategy.

**Distinctive Intellectual Property (IP):** Microsoft Industry Solutions can draw upon unique IP including frameworks and accelerators developed through hands-on use of our own technology and many worldwide deployments, to accelerate and de-risk the delivery of your solution.

**Strong Customer Relationships:** We are committed to long-term customer success and have close, intimate relationships with our customers that enable us to support their projects and wider business goals. All our projects are monitored and measured in terms of customer satisfaction, which is a key metric for our delivery teams.

**A Relentless Focus on Driving Customer Impact:** Through architecture, deployment, adoption and support, ensuring our customers do and achieve more with their investments in Microsoft to help them please their own customers.