Remote Working Enablement Offer

Transforming digital collaboration one day at a time

Our team of experts / 10 days / **$25K**

Valuable for organisations uncertain about how to rapidly unlock the value of Teams to support their people with effective remote working practices and technologies

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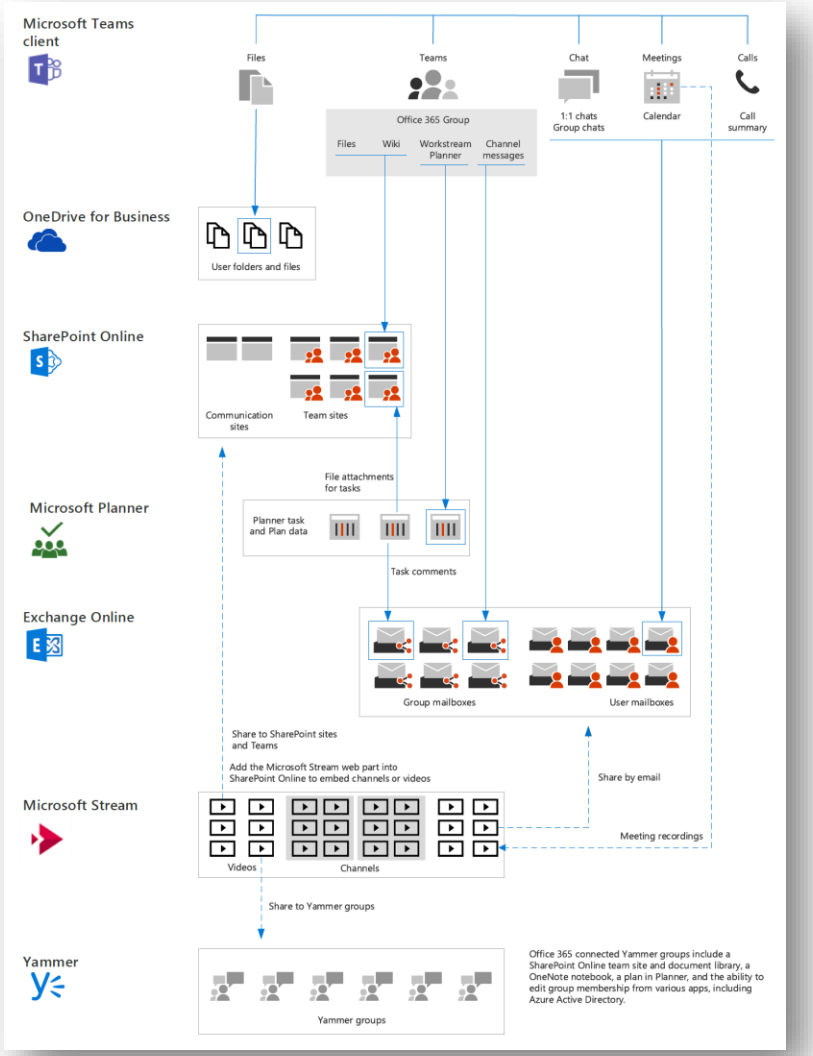


Leverage the power of Microsoft Teams to enable remote working and support your people and business during these rapidly evolving times

Remote Workforce Enablement

Enabling Organisation Remote Working

Presentation to:

Name

Date

What we do

We're a contemporary technology partner that brings true business context to the Microsoft stack

Microsoft Partner
Microsoft

- Gold Data Analytics
- Gold Data Platform
- Gold Enterprise Resource Planning
- Gold Application Development
- Gold Collaboration and Content
- Gold Cloud Platform
- Gold Datacenter
- Gold Cloud Productivity
- Gold Cloud Customer Relationship Management

Microsoft Partner
Microsoft

2019 Partner of the Year Finalist
Dynamics 365 for Field Service Award

2018 Partner of the Year Winner
Dynamics 365 for Field Service Award

We believe that

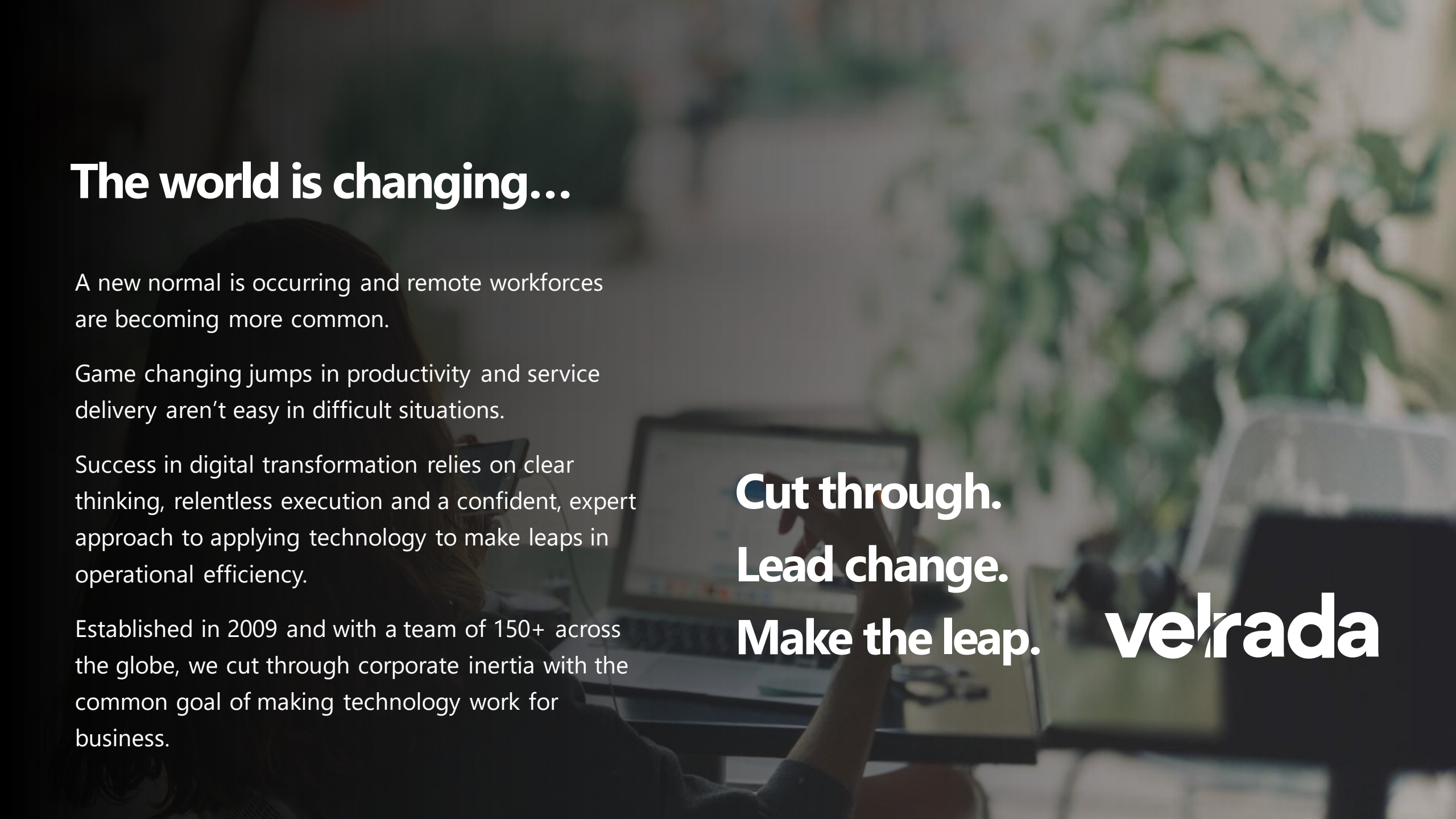
Technology should fundamentally improve business performance

2019/2020 INNERCIRCLE *for Microsoft Dynamics*

2019/2020 INNERCIRCLE *for Microsoft AI*

2019/2020 PARTNERADVISORYCOUNCIL *for Microsoft Business Applications*

We cover the region and are expanding globally.



The world is changing…

A new normal is occurring and remote workforces are becoming more common.

Game changing jumps in productivity and service delivery aren't easy in difficult situations.

Success in digital transformation relies on clear thinking, relentless execution and a confident, expert approach to applying technology to make leaps in operational efficiency.

Established in 2009 and with a team of 150+ across the globe, we cut through corporate inertia with the common goal of making technology work for business.

Cut through.
Lead change.
Make the leap.

velrada

What is in this pack

1. MS Teams Enablement Offer
2. Approach to remote working
3. Managing remote Agile delivery
4. Our method of performing and designing remote workshops

MS Teams Enablement

Ensure your workplace is a fluid operation in challenging times

Rapidly changing the way we work with MS Teams

As the world grapples with the COVID-19 outbreak, **company executives are increasingly considering remote work** as an option to reduce the spread of the disease and the impact it has on their business.

Yet many organisations are not technologically prepared for such a significant change in how they work. And, others may have the technology but don't know how to get started or put the right governance in place.

With Microsoft Teams, a communication and collaboration platform you can deploy quickly, your business can keep running safely and securely in a virtual environment. Teams provides remote workers with the following functionality:

- Voice or video calls and meetings among your organization and external contacts
- **Chat messaging** between groups of people within your organization, and
- Secure document collaboration

Benefits of Using Microsoft Teams for Remote Work

Microsoft Teams offers many benefits for remote work environments, including the ability to keep communication and collaboration as effective as traditional methods, while also meeting your security and compliance needs.

Video keeps people connected.
As employees start to work remotely, many will miss out on the face-to-face interaction that occurs in an office setting. Providing high-quality video and audio capabilities can go a long way in helping reduce the impact. This is especially true if some of your employees decide to become further disengaged from their community and aren't willing to venture out from their homes. With Teams, your people can continue seeing their team members, albeit in a virtual setting. Whether it's a one-on-one video call with a colleague or a video meeting with several people in your workplace, Teams can support it.

Chat keeps employees engaged.
When your employees begin to worry about how long they must remain home, having virtual capabilities like Teams' chat messaging will help lessen their feelings of isolation, improve morale and keep them engaged with work and those around them. To stay connected, employees tend to have informal, lighthearted conversations with their colleagues on everything from families and pets to challenges or achievements. Teams gives your employees the ability to keep up with the latest on their colleagues.

Coauthoring supports secure document collaboration.
Using Teams' secure coauthoring capabilities takes the frustration out of sharing files through email or an unsecured network. Other advantages: the ability to quickly find documents within Teams, easily revert to previous versions, and have documented conversations to understand context that would be obvious in a face-to-face discussion. Now, these practices are all securely self-contained and discoverable within Teams.

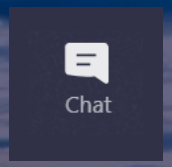
Communication stays centralised.
Since you and your employees can no longer just "drop by" a co-worker's cubicle, and since virtual workers typically work outside of the normal workday hours, providing a "one-stop shop" through Microsoft Teams is appealing. Employees will have less of a need to check multiple communications (for example: personal text messages on a phone, unapproved or insecure third-party texting applications, phone messages, work email, personal email, and more) since these are all self-contained within Microsoft Teams.

Group formation supports collaboration.
Your need to quickly form a committee or formal team to collaborate on a special topic won't go away. If anything, that need may grow when you transform to a remote workforce, given the increased likelihood of communication needs — like collaborating on unique employee health or personal challenges, providing additional human resources guidance, and easily tracking the status of everyone across the workforce. It also helps that you can secure sensitive information and limit access to those authorized.

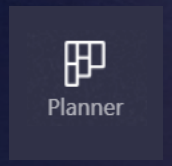
Meetings and events can be recorded.
Lastly, your organisation can continue to support some of the extracurricular activities you previously hosted. For example, if your company has special events such as sponsoring health seminars, book clubs, or educational opportunities, these can continue in Microsoft Teams. The tool even gives you the capability to combine virtual meetings and in-person gatherings — and record them using Stream, so anyone can access at any time.

Velrada's Remote Workplace Enablement ensures your workplace is a fluid operation in challenging times

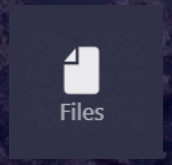
Microsoft provides a breadth of work from home productivity tools, including MS Teams. Teams can connect employees seamlessly, regardless of whether they're in a cubicle down the hall or on the other side of the country.



One-on-one instant messaging.
Often, messaging is a fast, non-disruptive way to communicate. Employees working remotely are able to get answers quickly without having to disrupt the work of in-office employees, while in-office employees can get answers from remote workers without having to track them down.

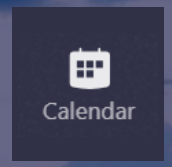


Project management.
Through project management integration MS Teams makes it possible for employees to quickly check a dashboard of their current projects and tasks. Employees can review tasks to be completed while also seeing what other employees are currently prioritising.



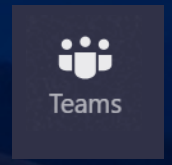
Document management. One of the highlights of Microsoft Team collaboration lies in making it easy to share information, no having to send documents as email attachments. Documents such as Excel, PowerPoint and Word files can be created, simultaneously collaborated on and finalised, allowing your people to work together irrespective of their location.

Shift and Roster Management:
The Shifts app in Microsoft Teams keeps Firstline Workers connected and in sync. It's built for fast and effective time management and communication. Shifts lets your managers and their teams use their mobile devices to update schedules and stay in touch.



Consolidated calendars.
MS Teams integrates with the Exchange Calendar system. Employees can easily see their deadlines, meetings, and other events, so they're never caught off guard. Meetings can even be launched from within Calendar and scheduled easily through the platform.

Video conferencing.
Remote workers can feel disconnected because they don't have the type of face-to-face interactions that other employees do. Video conferencing allows for direct communication, including non-verbal cues. Through video conferencing, employees can feel closer to each other.



Group chats.
A group chat makes it possible for all employees to remain on the same page, regardless of where they physically are. All employees are updated at the same time, and there's always the option of one-on-one instant messaging for things that aren't applicable to the whole group.

Extended Functionality.
Microsoft Teams can be provided as your front door to your intranet, as well as, provide integration with over 500 applications quickly and easily.

Supporting remote work in challenging times

Transforming digital collaboration one day at a time

Remote Working
(What do we need to do to support our staff?)

1. A Team member needs to be isolated?
2. Our entire HR Function is safer working remotely?

- Individual upskilling
- Divisional Team upskilling

Who will be impacted ?
(Initial Workshop)

IT Admin Guidance
(Is Teams turned on for everyone?)

Teams Transition /Optimisation Blueprint

- Technical Readiness
- MS Trial/Licence Readiness
- Governance *(Who can create Teams?)*
- Supporting meetings using Teams

A

Communications
How do we communicate this change to our staff

Communications Planning/Strategies
Identify your Champions to others and exemplify the art of working remotely

Email Templates
- *Staying safe*
- *Tips for working from home, etc.*
- *Meeting etiquette (mute, background blur)*

B

End User Guidance

Preparing staff for remote working

Leveraging the most effective assets across Microsoft's Teams Training Materials & Resources)

Add a COVID-19 news page
Add a dedicated news site as a tab in Teams.

C

Additional Considerations

Implement Crisis Communication Power App
Add power app and/or virtual assistant to support comms.

1. Do impacted staff have appropriate internet access?
2. Can they work effectively with just their mobile?
3. Additional hardware required? (Headset/Webcam)

- Internet connectivity
- Device Management

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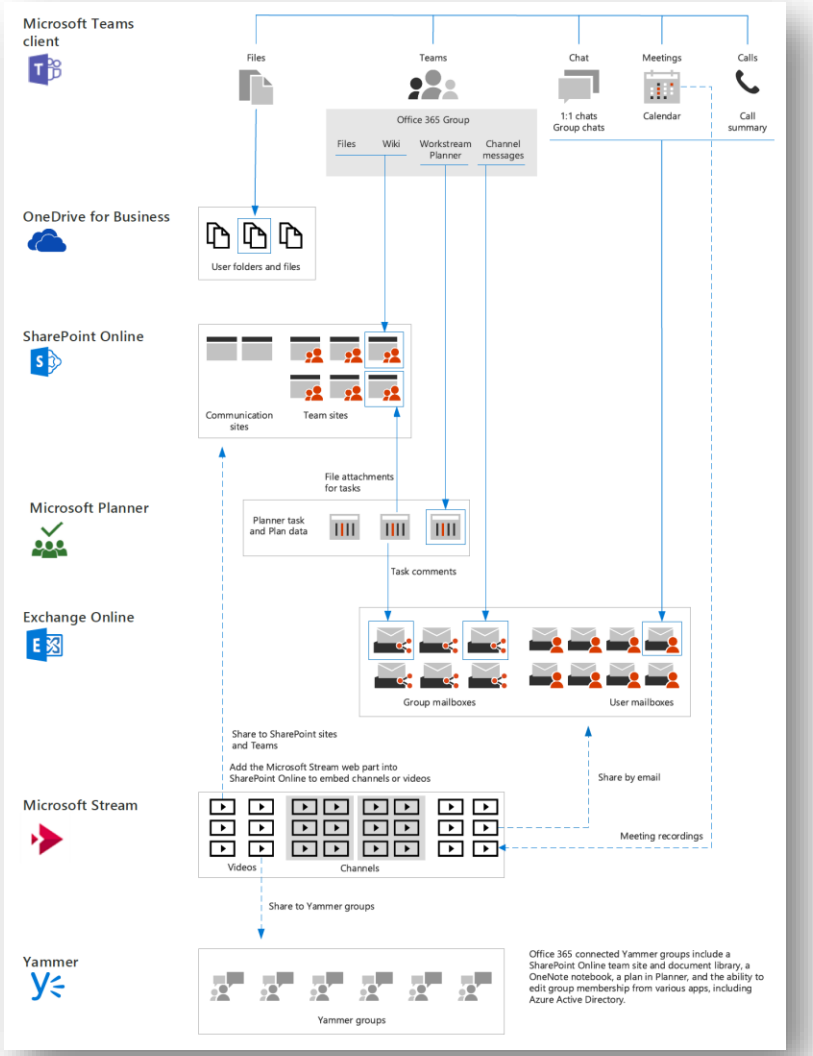

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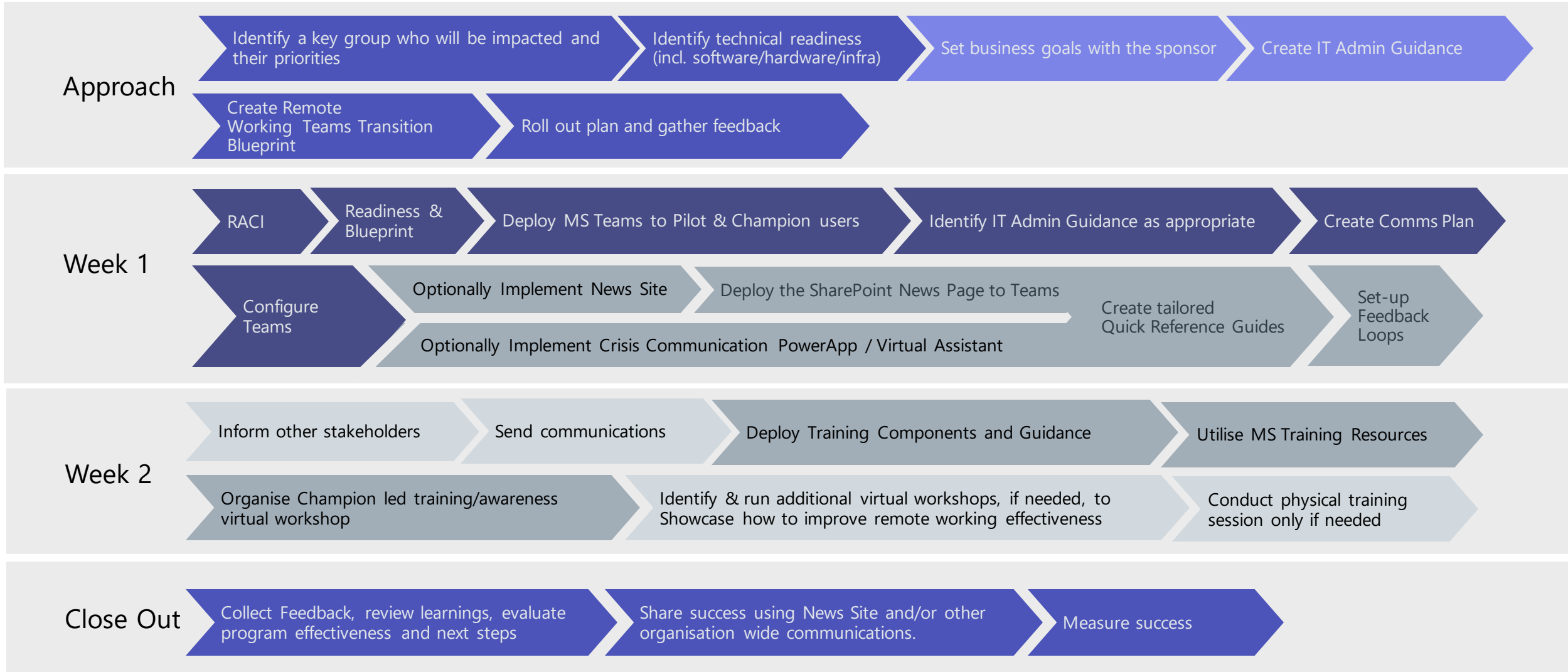
Proposed Remote Work – work plan



Scope and Assumptions

SCOPE

- Virtual kick-off meeting with Sponsor to determine business goals, the most relevant cohort for inclusion and priorities – approval to proceed
- Technical readiness assessment remote interview
- Development of a RACI and Blueprint for the solution based on a virtual workshop to be held with up to 6 participants from the identified group
- Teams deployment and/or configuration
- Identification of relevant Microsoft training assets;
- Implement News SharePoint site; and or Implement Crisis Communication Power App
- Create tailored QRGs for the use of these components
- Establish simple OOTB Feedback loops
- Create high level Comms Plan relevant to the organisation & culture
- Provide support to roll out of Comms Plan
- Ensure Teams is configured with links to Training Assets
- Conduct virtual training workshop for Champions – up to 6 people
- Provide roll-out support (max 4hrs)
- Review feedback and host virtual post project review meeting to assess success and next steps.

ASSUMPTIONS

The services, fees and delivery schedule for this Offer are based upon the following assumptions:

- That you are licensed Office 365 E3-E5 or can access the Microsoft Teams CSP Trial or Microsoft Teams Free.
- That your Executive sponsor will take responsibility for timely decisions (within 1-day) on prioritisation or other issues that arise during the performance of this work
- Velrada's experts will primarily work remotely and conduct activities using Virtual meetings and other mechanisms
- Training will primarily leverage existing Microsoft assets
- Price is quoted in Australian Dollars exclusive of GST
- Additional activities and services can be provided on a T&M basis or at rates to be agreed.

Technical Assumptions and Dependencies

TECHNICAL ASSUMPTIONS

- No PSTN Calling, PBX integration (scope can be added if required, with additional time/effort)
- Appropriate hardware, such as Laptops, Tablets and/or Mobile devices
    - Headsets and Webcams (Microsoft certified headsets/webcams recommended)
- Appropriate remote connectivity (Fixed broadband [NBN], Mobile broadband [4/5G])
- No use of Citrix or VDI / Shared Desktops – scope is full Windows (Windows 10) / Mac (MacOS) clients and mobile (iOS, iPadOS & Android) only
- Scope is limited to organisation / tenant (no scope to include External parties, although this scope can be added if required, with additional time/effort)
- Any deployment will target the Production environment directly and will skip any non-Production environments
- Teams (and Yammer) Live Events not in scope
- Data-Loss Prevention (DLP) and Information Protection are out of scope (but can be added with additional time/effort)

DEPENDENCIES

- Azure AD established and connecting or synchronising without errors
    - If using Pass-through Authentication, High availability of on-premises Authentication Agents must be in place
- SharePoint Online established and core content migrated to SPO
- Phone System / Calling Plan if PSTN calling is required
- Nominated Velrada personnel will require the following roles within the customers Office/Microsoft 365 tenant):
    - Global reader (and access to a person with the Global Admin role)
    - License admin (only if management of licenses is required)
    - Message Center reader
    - SharePoint admin
    - Teams service admin

Approach to Remote Working

Encourage Collaboration. Technologically Enable. Information Governance. Lean Agile DevOps

Approach to remote working

Its in our DNA

Fortunately we have been doing this for some time. Velrada have extensive experience managing projects at an international scale with stakeholders spread across various geographies & time zones and have developed some proven patterns for collaboration, project delivery & information retention to ensure successful delivery.

These methods have been used to successfully deliver projects entirely remotely with South32 before, including Velrada project teams split across our Perth, Melbourne & Adelaide offices collaborating with South32 stakeholders across Worsley, Corp, Illawarra & Hillside.

Our remote working practices are underpinned by;

- Lean Agile DevOps Principles
- Technological Enablement
- Solid project & information governance
- Embolden team members to collaborate through empathy

One of the critical success factors, we believe, is to ensure during project inception (Dashboard Design in this project) that the ethos for digital project delivery is talked about and there is an element of 'team bonding' and learning how to work remotely together. This would include outlining the framework, how we're approaching the challenges, expectations and responsibilities, DevOps intro and how the team will be using it, creating the team charter etc.

Managing Agile Delivery

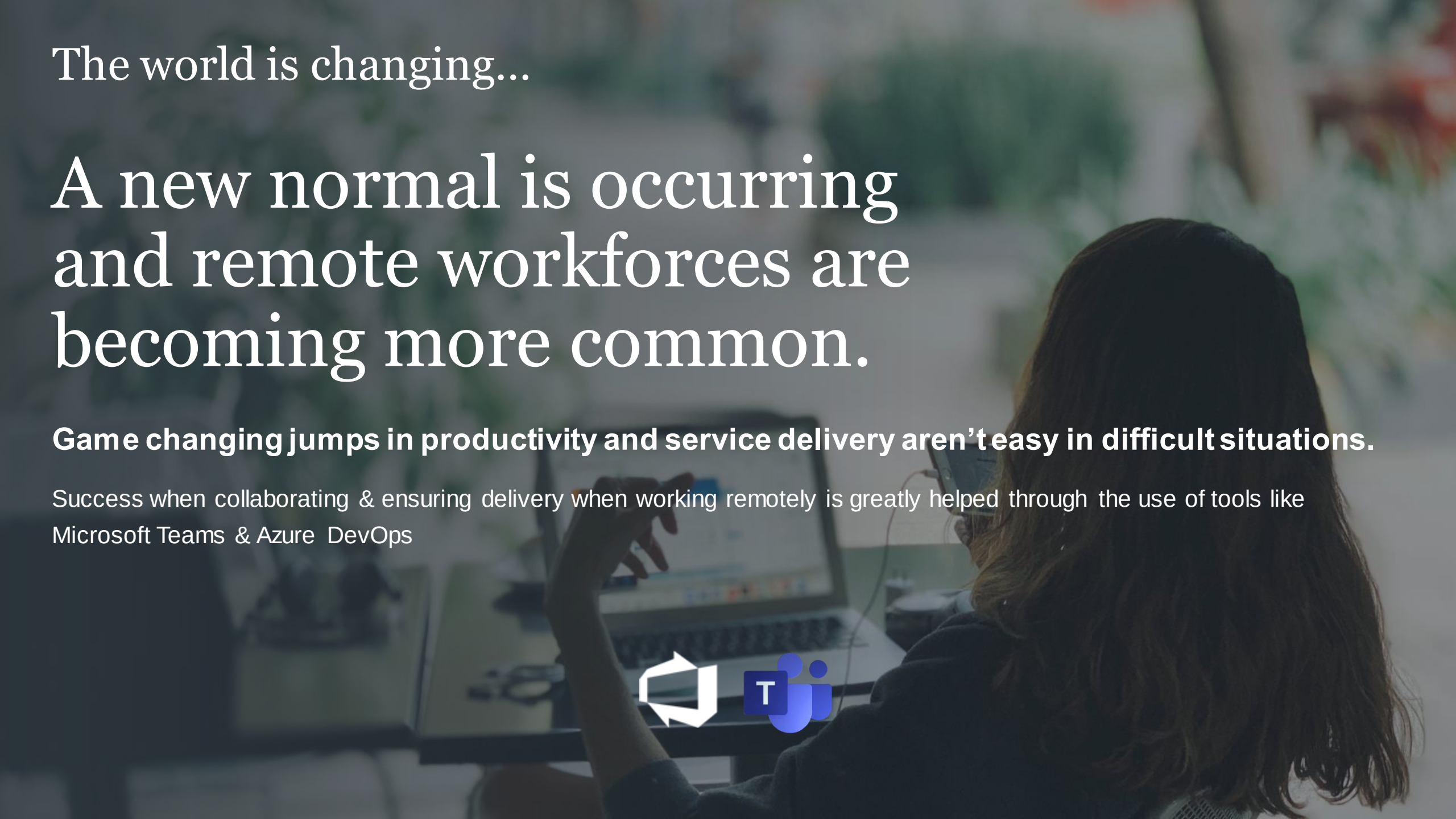
Using Azure DevOps to manage the product backlog, developer workloads and the visibility of progress to ensure a cadence of delivery

The world is changing…

A new normal is occurring and remote workforces are becoming more common.

Game changing jumps in productivity and service delivery aren't easy in difficult situations.

Success when collaborating & ensuring delivery when working remotely is greatly helped through the use of tools like Microsoft Teams & Azure DevOps



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TEAMS PROVIDES REMOTE WORKERS WITH THE FOLLOWING FUNCTIONALITY:

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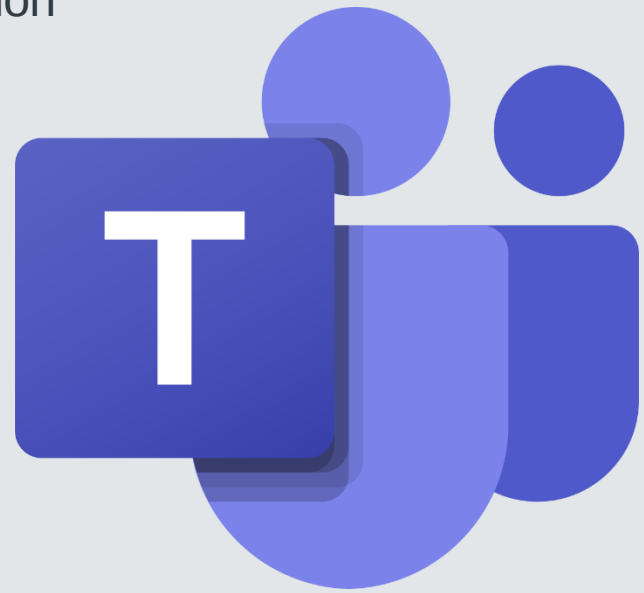
- Secure document collaboration

Microsoft Teams and Mori lends their functionality toward DesignOps and DevOps that occur within a project



Azure DevOps Integration

1:1 Chat

Recurring Meetings

Document Collaboration

Audio Calls

Meeting Agendas

Store Meeting Artefacts

Schedule Meetings

Automatic Captions

Manage Shifts & Work Hours

External Video

Team Sites

Group Chat

Remote Control

Video Calls

Screen Sharing

Digital Whiteboard

Record Sessions

Share Files

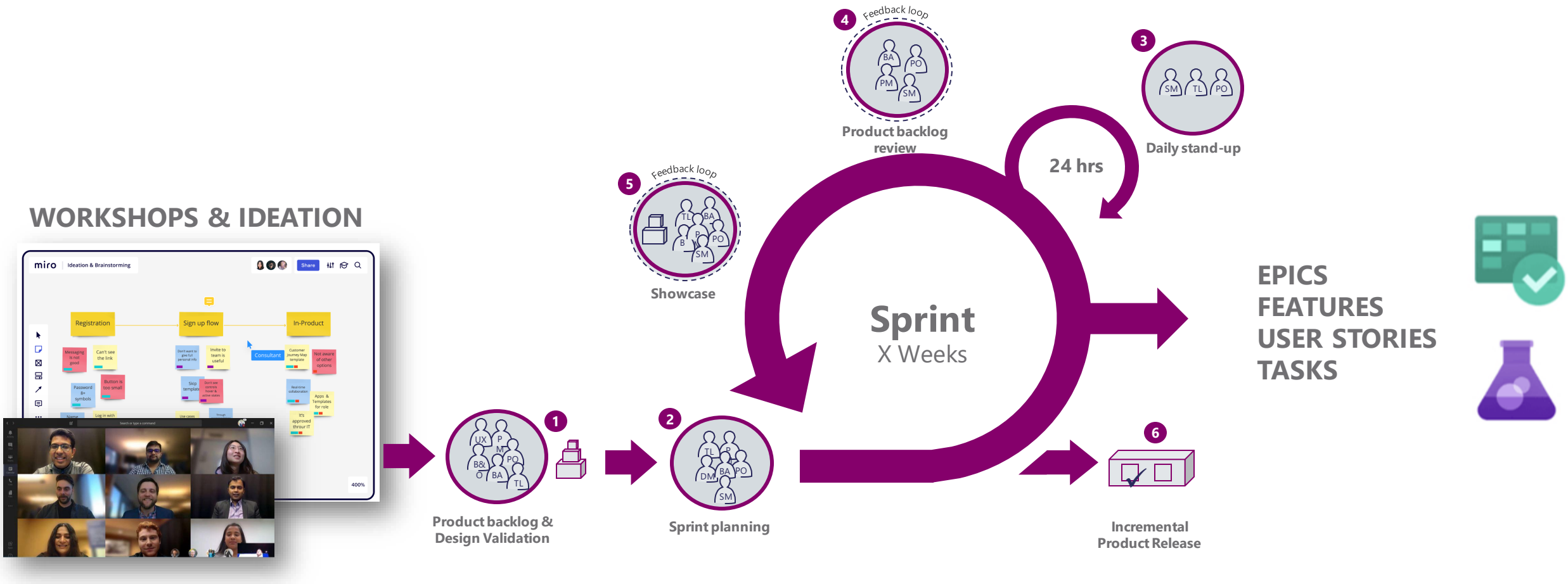
Multi-Device and OS Support

Planner Board

Live Stream Events

End to End collaboration, development and release

Using Team, Mori and Azure DevOps to manage the development lifecycle; product backlog, developer workloads and the visibility of progress to ensure a cadence of delivery



Remote Workshops

Allowing DesignOps to occur for kick-off, discovery, requirements, and design phases of the project

Design workshops are still possible

Microsoft Teams

- Remote participants can join using Microsoft Teams
- Hardware will allow for webcams and external cameras to be broadcast on the call
- Sessions can be recorded
- Notes, photos, and other artefacts can be stored against the session

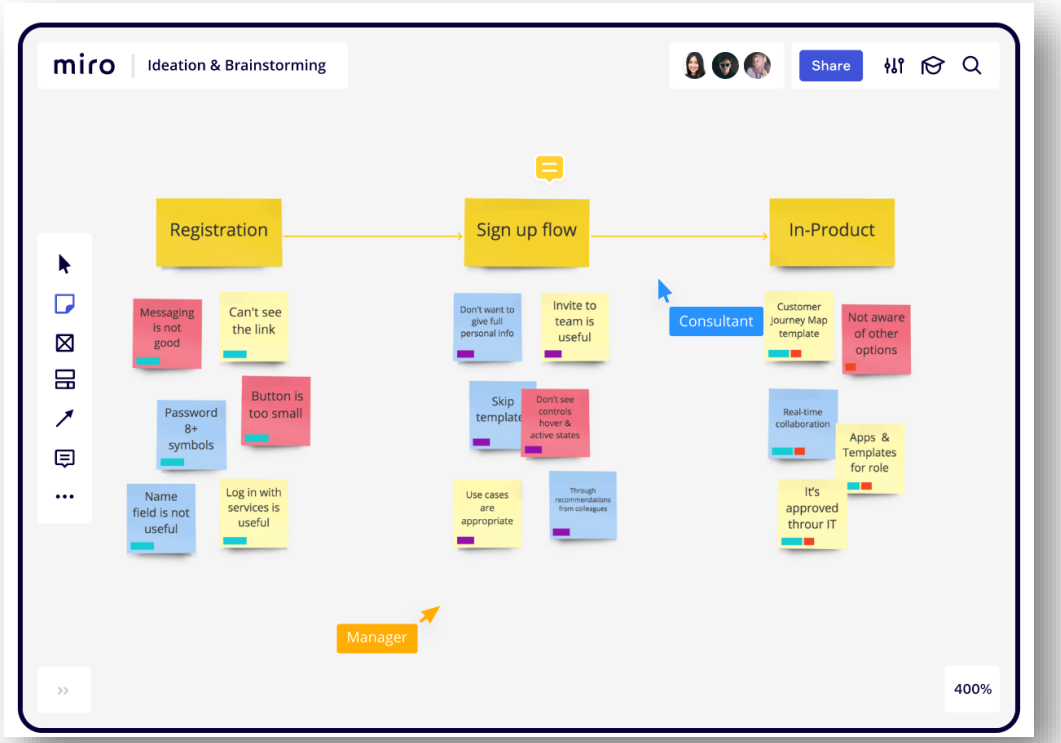
Workshops can be hybrid

Microsoft Teams

- A meeting/workshop facility with cameras, microphones, and screens will allow remote participants to join the session

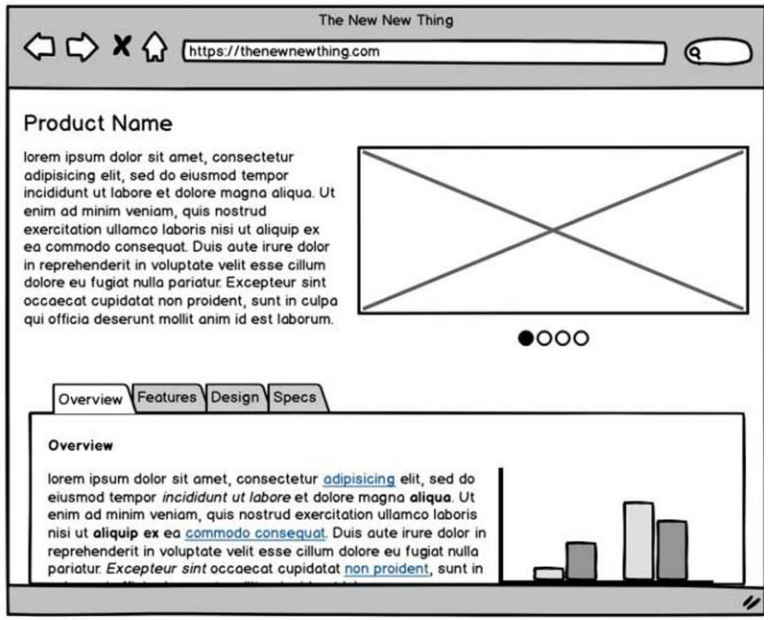
Tools such as Miro allow us to digitise the post-it notes, sharpies, whiteboards, and voting stickers

- Add post-its, images, index cards, files, and videos to the digital board
- Facilitators and participants can collaborate with multiple users whilst seeing their changes and cursor movements in real-time
- Work from templates that represent different types of sessions
- Supports timers, voting, and users working on individual or break-off group boards
- Generate artefacts for outputs
- Integrations with Teams, Power Automate and Office 365
- Ready to go or custom canvas templates
- Supports touch interfaces and Surface Hub

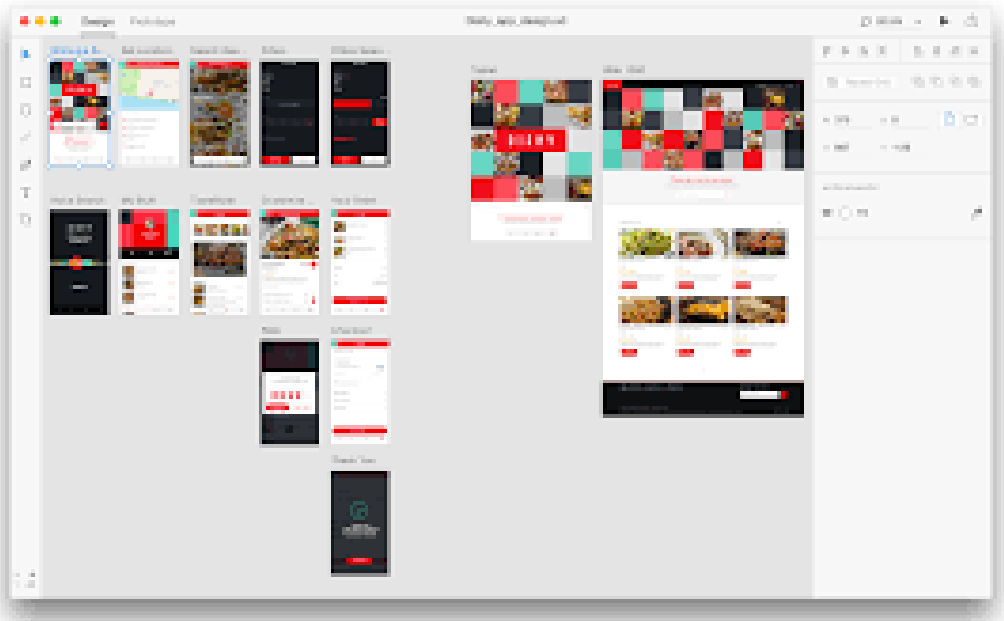


Co-design sessions & validation

Collaborative design can still occur for user interfaces and user flows using a series of tools in conjunction with Microsoft Teams



Balsamiq
Wireframes

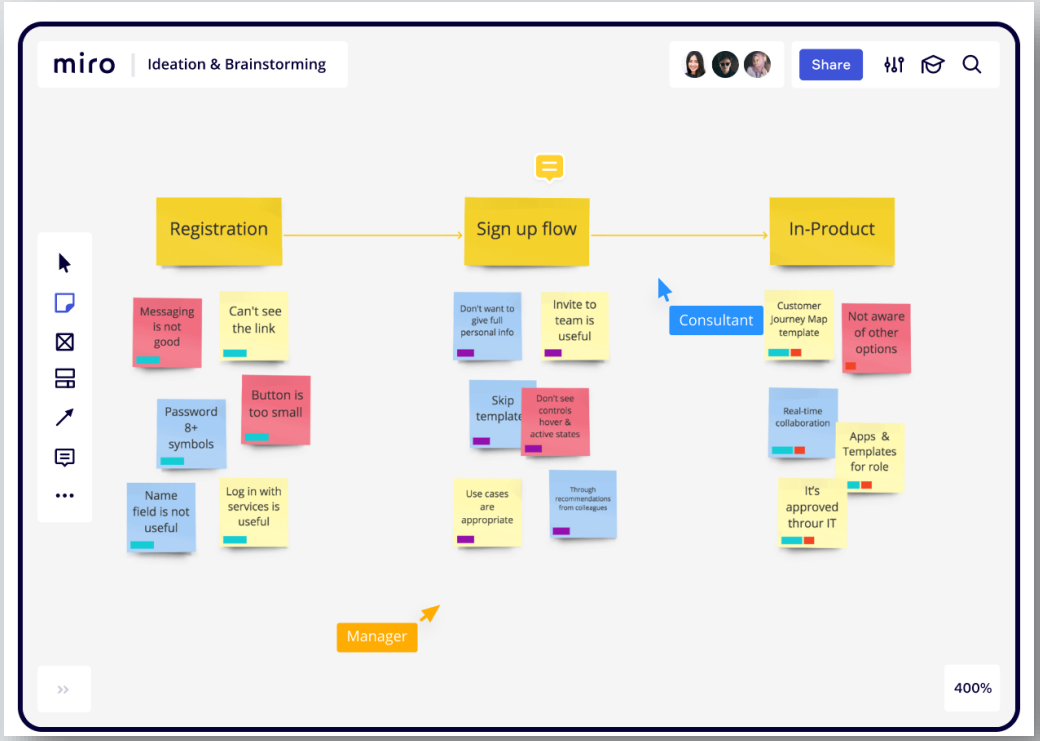


Adobe XD
Low & High fidelity mock-ups

PowerPoint
Wireframes & LoFi Mockups

Tools we recommend for remote workshops

Teams
Presentation the session



Miro
Create an interactive board for multiple users to collaborate

PowerPoint
Presenting material and agenda

Approach to remote workshops

Microsoft Teams

- Clear agenda for the participants
- Agree to a charter of rules for how to conduct the workshop
- Ensure everyone can comfortably and technically join with ease
- Ensure people have access to any online tools necessary
- The facilitator can control who can speak
- The webcam allows for people to “put their hand up”
- Use the webcam and audio for better communication
- Advise when parts are being recorded
- Ensure all artefacts of the workshop are shared to the participants

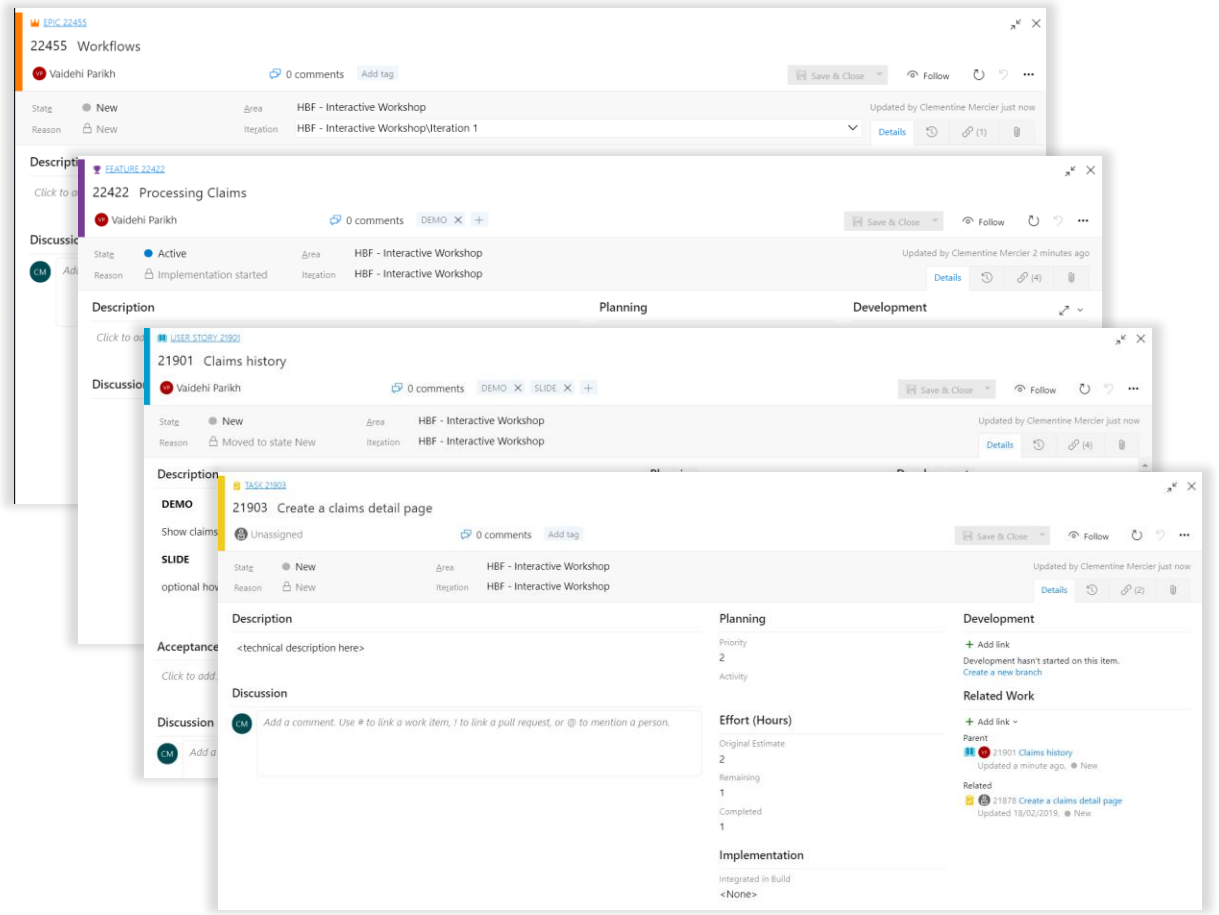
Remote DevOps

Allowing Development Collaboration, Task Management and CD/CI Processes for distributed Teams

Requirements Grooming

Defining user stories

1. Product owner validates a working vision of the end product
2. Product owner gathers input from end-users, the business, and other stakeholders
3. Product owner defines a set of prioritised work items: epics, features, and user stories



Plan smarter, collaborate better and ship faster with Azure DevOps.

The lifecycle of a user story

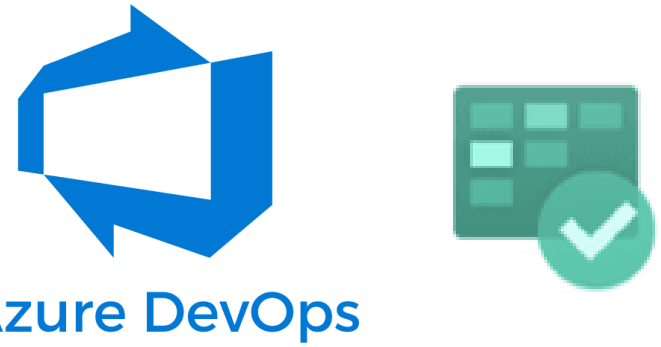
Azure Boards allows for each piece of work to be tracked and managed all the way to release

What is Azure Boards?

A rally point for all stakeholders to ascertain requirements, progress, and implementation tasks

- **As a Project Manager** I understand the scope of what this solution is
- **As a Developer** I will understand what my technical solution must achieve
- **As a Business Analyst** I understand the processes that are being captured and solutions put in place.
- **As a QA Engineer** I understand how to assert whether the outcomes of this story have been met
- **As a Client Stakeholder** I can see that the requirements have been interpreted and what to expect from the system relating to this story

By following the same set of standards, we can all be sure that the correct information is being captured and communicated to all job-titles and parties involved in this project.

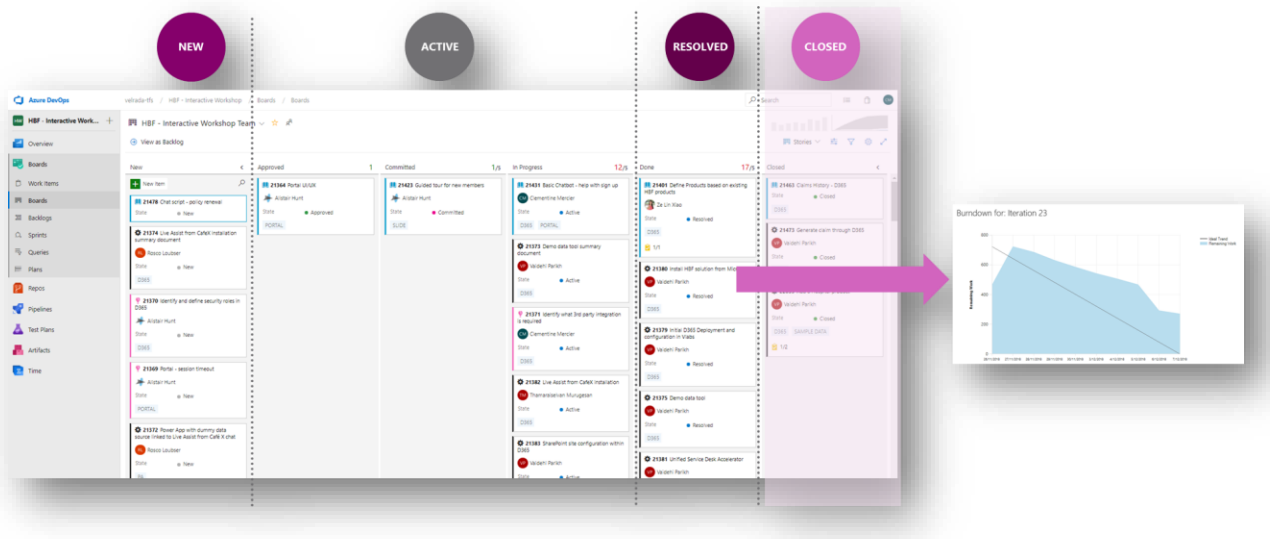


How do we use Azure Boards?

A rally point for the project team to ascertain requirements, progress, and implementation tasks

- Track ideas for validation and requirements for development
- All team members can muster around the same source of truth
- Track all communications associated with items
- Visualise workload on Scrum Boards during planning and stand-ups
- Manage types of work during sprint including analysis, development, testing, and release workloads
- Customise process to fit project and team structure
- Track progress of sprint with boards and dashes

Azure DevOps

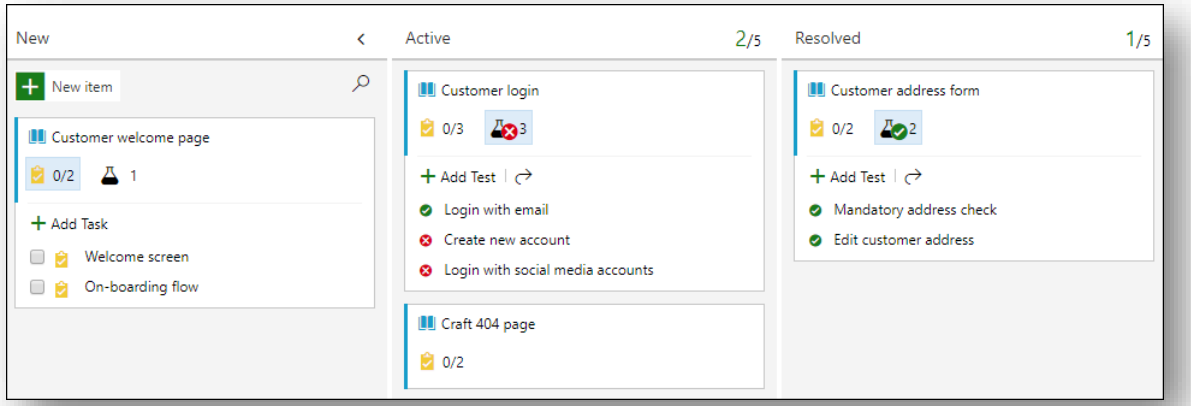


How do we use Azure Test Plans?

Ship with confidence

- Define, execute, and track test scripts to assert quality of new work or regression testing
- Manage results of planned and exploratory testing
- Capture performance metrics, screenshots and recordings
- Create bugs with information steps to replicate and what work items it relates to

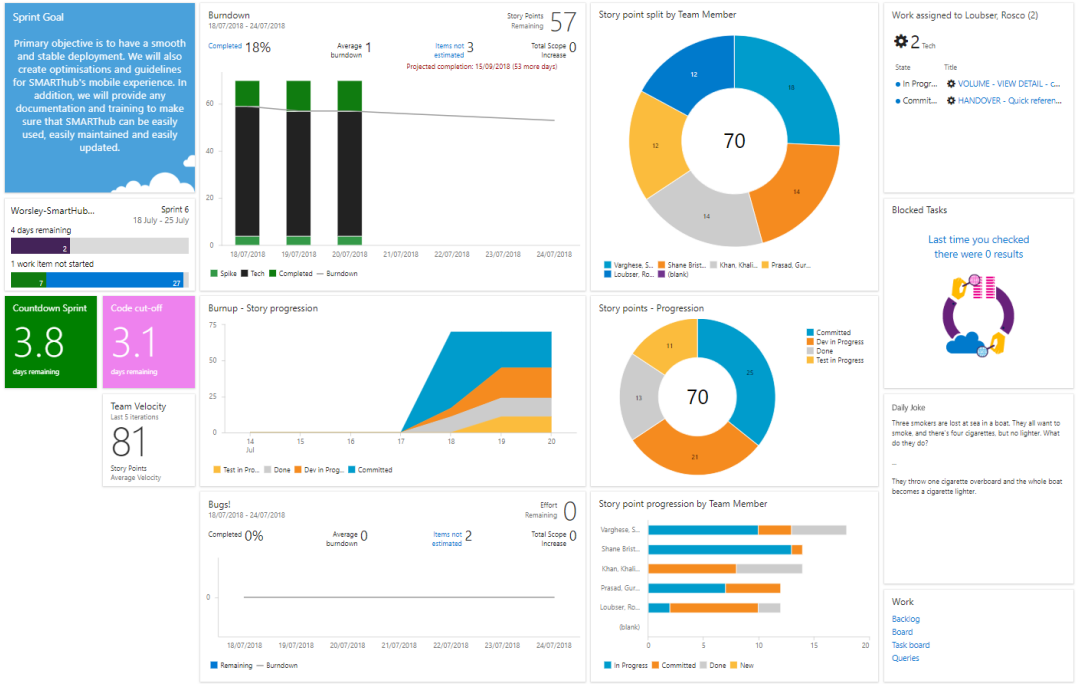
Azure DevOps



How do we use Azure Dashboards?

Constant communication and transparency with stakeholders

- Auto-updating progress metrics
- Identify any custom business value indicators and visualise them for stakeholders
- Track the key objectives of each delivery cycle



Remote Agile ceremonies

Hugely important

- Connect developers, BAs, designers, scrum masters, and product owners each day
- **Stand-ups:** Daily, timeboxed discussions about the day's priorities
- **Backlog Refinement:** Groom the backlog and ensure User Stories (requirements) are estimated and ready for the team
- **Sprint Planning:** Plan the upcoming iteration with clarity
- Screen share with the scrum master leading the conversation around the Azure DevOps tooling
- Keep meeting minutes or record the session

It's Possible.

Progress is impossible without change.

velrada

velrada.com

1300 835 723

Australia. Europe.

info@velrada.com

PROGRESS
IS THE POINT

Perth
18/197 St Georges
Terrace Perth WA 6000

Adelaide
7/101 Pirie Street
Adelaide SA 5000

Melbourne
6/170 Queen Street
Melbourne VIC 3000

Sydney
11/89 York Street
Sydney NSW 2000

Brisbane
7/348 Edward Street
Brisbane QLD 4000

London
14 Grays Inn Rd, Holborn,
London WC1X 8HN, UK

Paris
31 Rue des Longs Prés
92100 Boulogne-Billancourt

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