

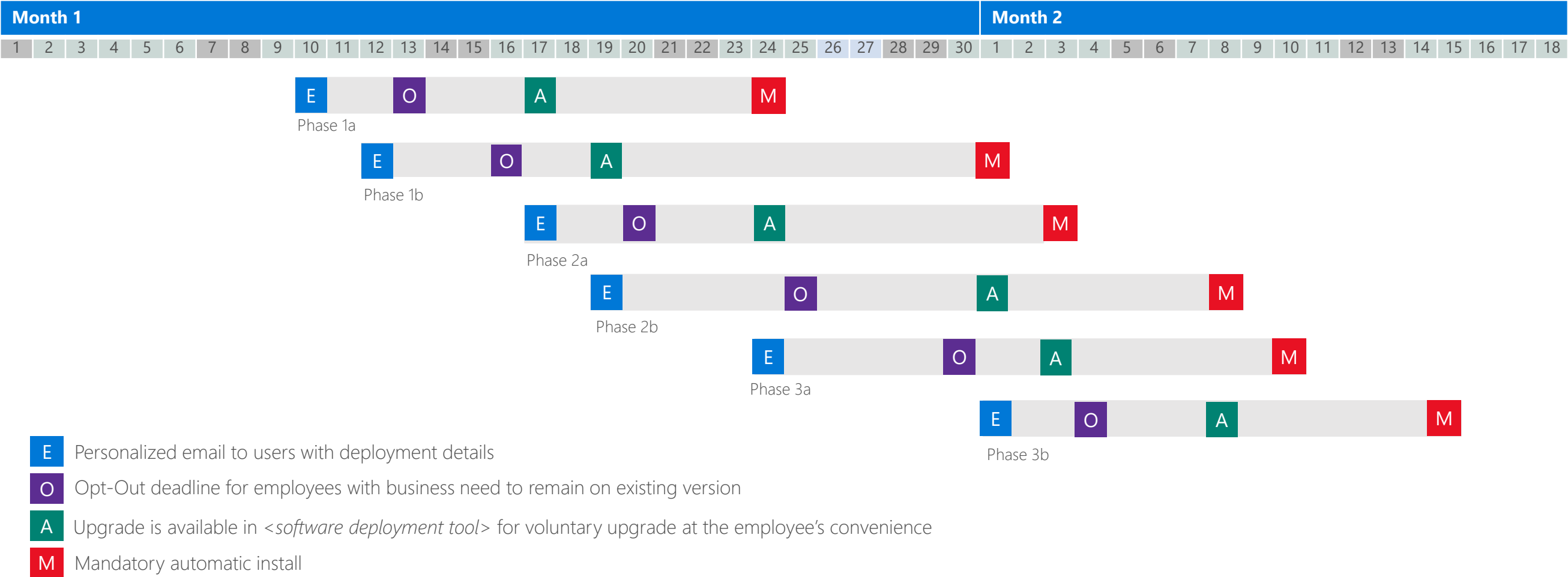
Timelines and schedules

Microsoft Core Services Engineering and Operations mapped out timelines and work-back schedules to provide a solid framework for executing against key milestones. Plans covering readiness communications as well as the actual deployment effort ensured alignment and helped to facilitate adjustments as challenges were encountered.

Readiness communications schedule – Office 365 ProPlus

Work Streams	T-1 Week	Launch	Post Launch (weekly phases)
Comms for IT staff supporting field employees: <ul style="list-style-type: none"> Office 365 readiness newsletter Memo to area leadership 	Final approvals Release to IT managers in the field (comms to share with stakeholders)	Support deployment with local comms	Support deployment with local comms
IT Email Comms: <ul style="list-style-type: none"> Overview email to enterprise Personalized Deployment email 	Final approvals	Month ¹ DD – Send overview email to enterprise Month ¹ DD+1 – Send personalized deployment email to phase 1a	Send comms according to phased schedule
IT Intranet	Final approvals	Month ¹ DD – Publish Office 365 content to IT intranet	Update content as needed
Online/Social Promotions	Final approvals - promos for IT intranet, company intranet, digital signage	Publish IT intranet promos (Month ¹ DD – Month ² DD)	Month ¹ DD+7 – Publish company intranet promos, digital signage & social promos
Employee Productivity Guidance	Final approvals	Month ¹ DD – Publish productivity guides	
IT Readiness Kit & Briefings	Send memo to IT field support leadership, including deployment and comms schedule & high-level messaging Share digital promos and emails in IT Readiness Kit once finalized		Share promo content

Deployment timeline – Office 365 ProPlus



Microsoft divided its Office 365 ProPlus deployment into phases to minimize risk of unforeseen issues and potential impact on support staff. A cross-section of 10,000 – 15,000 global employees was targeted for each deployment phase. We suspended deployments to accommodate periods of low engagement (i.e. holidays) and staged additional deployments as necessary.

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