The path to an Engaged and Vibrant Community

Merethe Stave | CloudWay

ESPC 2024 SharePoint Week

Image courtesy: Microsoft Stock Images

Come sit

The path to an Engaged and Vibrant Community

What is community about?

https://forms.office.com/e/hUdDMu0Ctg

Copy link

Waiting for response...

Responses will be displayed as a word cloud

Wordcloud   All responses

1 of 1

Image courtesy: Microsoft Stock Images

Mapping old territories

The path to an Engaged and Vibrant Community

What is facing us

Microsoft Viva for Connected and Engaged Workplaces

People at work

Remote and Hybrid work

Shift

Information Overload

Challenge

Collaboration & Communication

Issues

Employee Well-being

Importance

Image courtesy: Microsoft Stock Images

Tools – Tools – Tools

Microsoft 365
- Outlook
- Word
- PowerPoint
- Excel
- OneNote
- To-do
- OneDrive
- Visio
- Stream
- Sway
- Whiteboard
- Forms
- Loop
- Teams
- SharePoint Online
- Microsoft Copilot Suite
- Bookings
- Windows
- Windows 365
- Publisher
- Lists
- Project Online
- Planner

Microsoft Viva
- Viva Connections
- Viva Topics
- Viva Insights
- Viva Learning
- Viva Sales
- Viva Amplify
- Viva Pulse
- Viva Engage
- Viva Goals

- Microsoft Entra
- Azure Active Directory
- Microsoft Defender
- Microsoft Intune
- Microsoft Purview
- Microsoft Priva
- Edge
- Microsoft Mesh

Dynamics 365
- Project Operations
- Talent Attract
- Talent
- Product Insight
- Field Services
- Talent Onboard
- Fraud Protection
- Project Automation
- Marketing
- Finance Operations
- Core HR
- Sales
- Sales Insights
- Customer Service
- Brand Central
- Service Insights
- Customer Insights
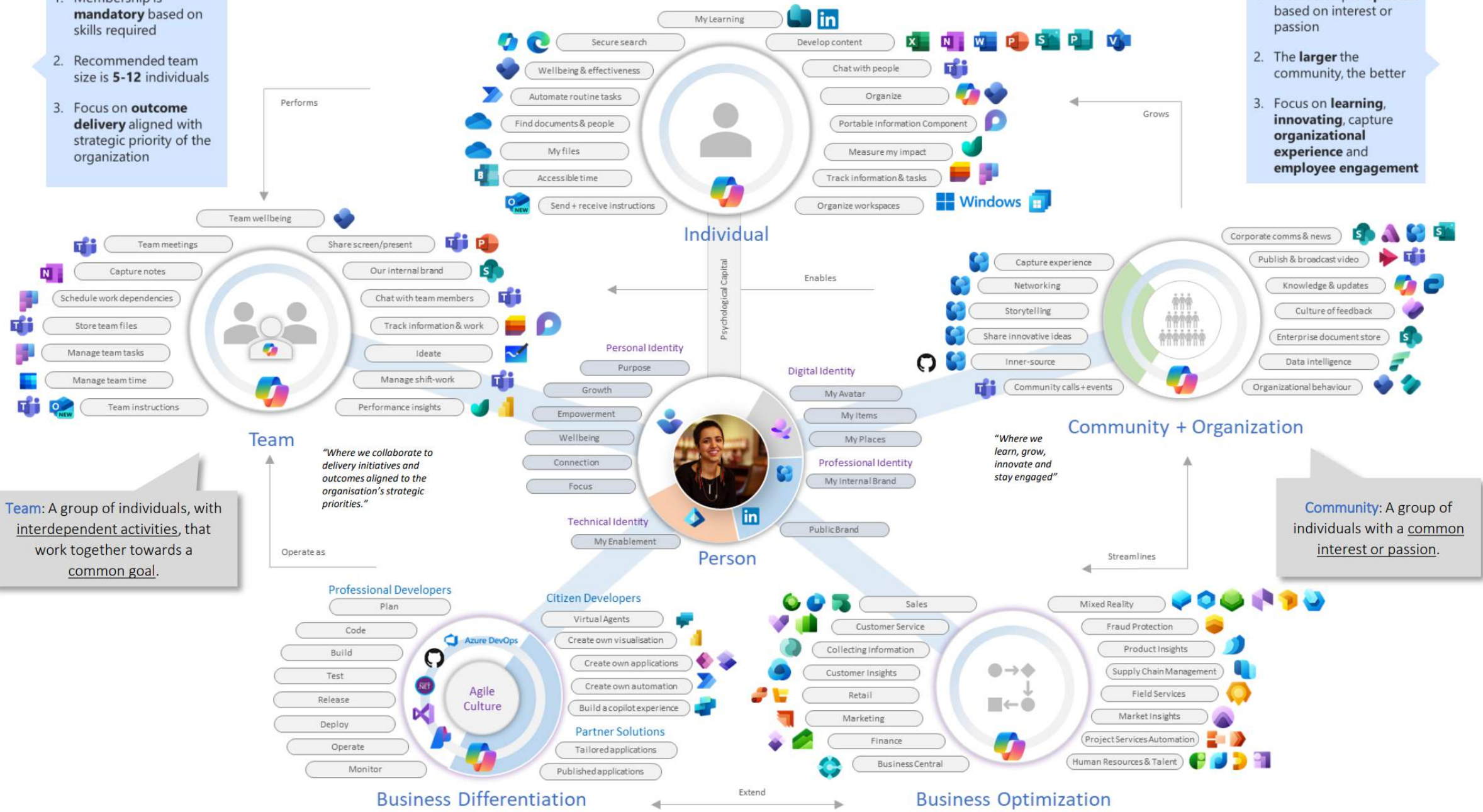- Commerce
- Finance
- Supply Chain
- Intelligen
- M

Image courtesy: Microsoft Stock Images

"How I organise myself to be effective with my skills and experience"

Individual

My Learning
Secure search
Wellbeing & effectiveness
Automate routine tasks
Find documents & people
My files
Accessible time
Send + receive instructions
Develop content
Chat with people
Organize
Portable Information Component
Measure my impact
Track information & tasks
Organize workspaces

Windows

Performs

Grows

Team

Team wellbeing
Team meetings
Capture notes
Schedule work dependencies
Store team files
Manage team tasks
Manage team time
Team instructions
Share screen/present
Our internal brand
Chat with team members
Track information & work
Ideate
Manage shift-work
Performance insights

Enables

Community + Organization

Capture experience
Networking
Storytelling
Share innovative ideas
Inner-source
Community calls + events
Corporate comms & news
Publish & broadcast video
Knowledge & updates
Culture of feedback
Enterprise document store
Data intelligence
Organizational behaviour

Psychological Capital

Personal Identity
Purpose
Growth
Empowerment
Wellbeing
Connection
Focus

Digital Identity
My Avatar
My Items
My Places

Professional Identity
My Internal Brand

Technical Identity
My Enablement

Public Brand

Person

"Where we collaborate to delivery initiatives and outcomes aligned to the organisation's strategic priorities."

"Where we learn, grow, innovate and stay engaged"

Operate as

Streamlines

Business Differentiation

Professional Developers
Plan
Code
Build
Test
Release
Deploy
Operate
Monitor

Azure DevOps

Agile Culture

Citizen Developers
Virtual Agents
Create own visualisation
Create own applications
Create own automation
Build a copilot experience

Partner Solutions
Tailored applications
Published applications

Business Optimization

Sales
Customer Service
Collecting Information
Customer Insights
Retail
Marketing
Finance
Business Central

Mixed Reality
Fraud Protection
Product Insights
Supply Chain Management
Field Services
Market Insights
Project Services Automation
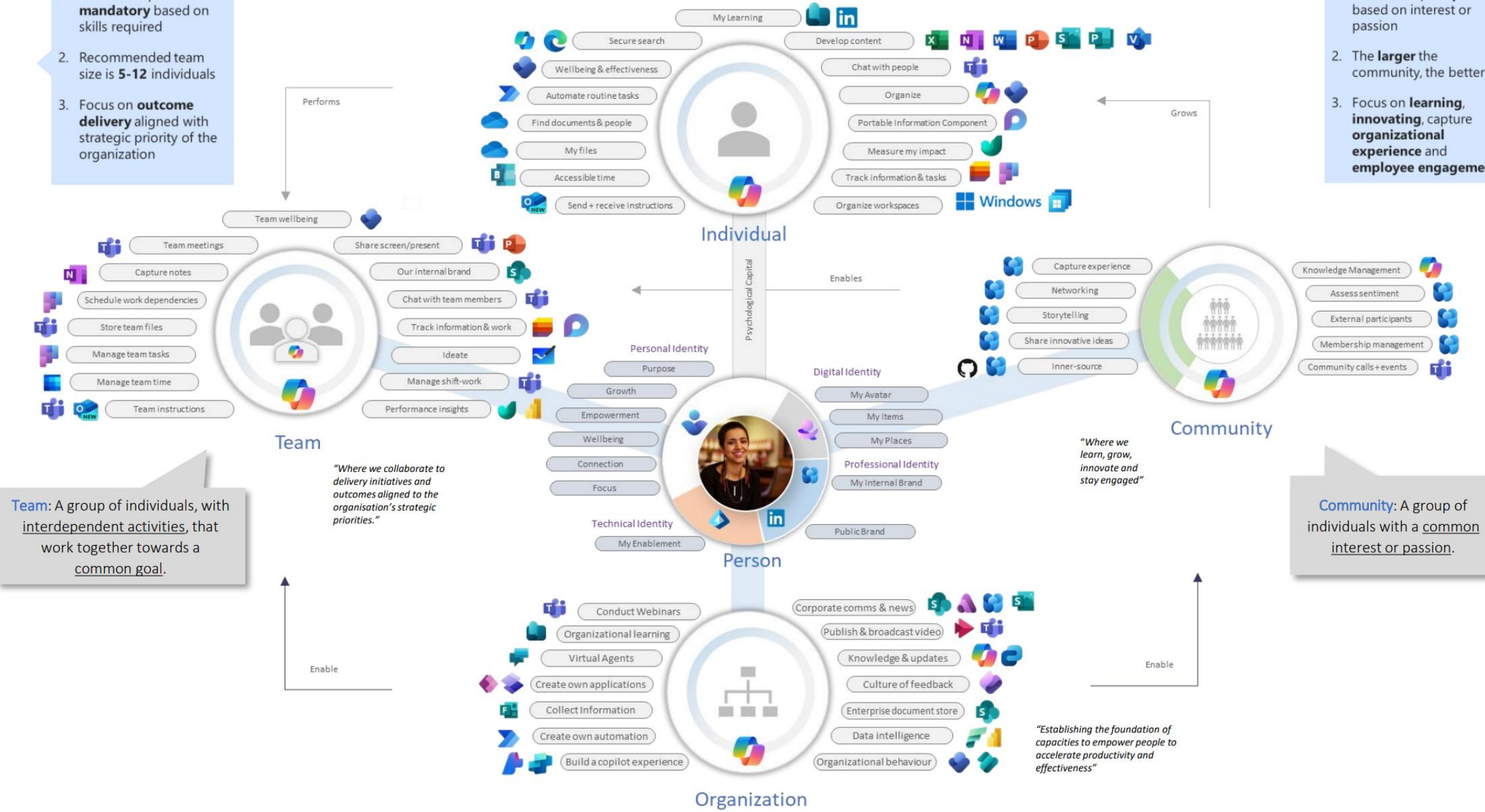Human Resources & Talent

Extend

Membership Characteristics

1. Membership is **mandatory** based on skills required

2. Recommended team size is **5-12** individuals

3. Focus on **outcome delivery** aligned with strategic priority of the organization

Membership Characteristics

1. Membership is **optional** based on interest or passion

2. The **larger** the community, the better

3. Focus on **learning**, **innovating**, capture **organizational experience** and **employee engagement**

"How I organise myself to be effective with my skills and experience"

Individual

- My Learning
- Secure search
- Develop content
- Wellbeing & effectiveness
- Chat with people
- Automate routine tasks
- Organize
- Find documents & people
- Portable Information Component
- My files
- Measure my impact
- Accessible time
- Track information & tasks
- Send + receive instructions
- Organize workspaces

Performs

Grows

Enables

Psychological Capital

Team

- Team wellbeing
- Team meetings
- Share screen/present
- Capture notes
- Our internal brand
- Schedule work dependencies
- Chat with team members
- Store team files
- Track information & work
- Manage team tasks
- Ideate
- Manage team time
- Manage shift-work
- Team instructions
- Performance insights

"Where we collaborate to delivery initiatives and outcomes aligned to the organisation's strategic priorities."

Team: A group of individuals, with underlined interdependent activities, that work together towards a common goal.

Person

Personal Identity
- Purpose
- Growth
- Empowerment
- Wellbeing
- Connection
- Focus

Digital Identity
- My Avatar
- My Items
- My Places

Professional Identity
- My Internal Brand

Technical Identity
- My Enablement

Public Brand

Community

- Capture experience
- Knowledge Management
- Networking
- Assess sentiment
- Storytelling
- External participants
- Share innovative ideas
- Membership management
- Inner-source
- Community calls + events

"Where we learn, grow, innovate and stay engaged"

Community: A group of individuals with a common interest or passion.

Organization

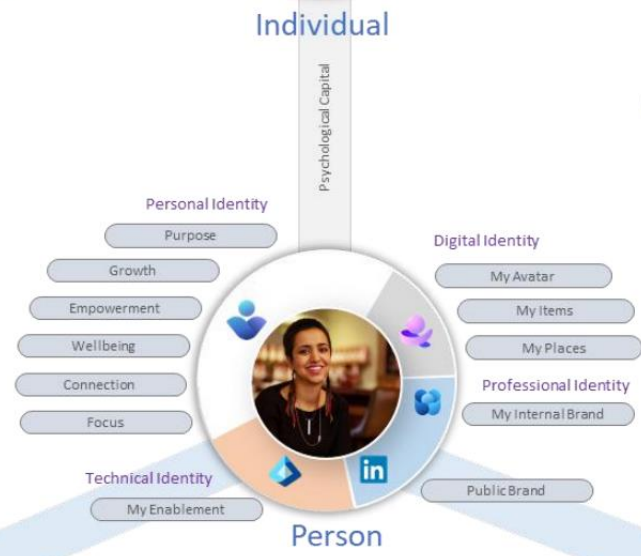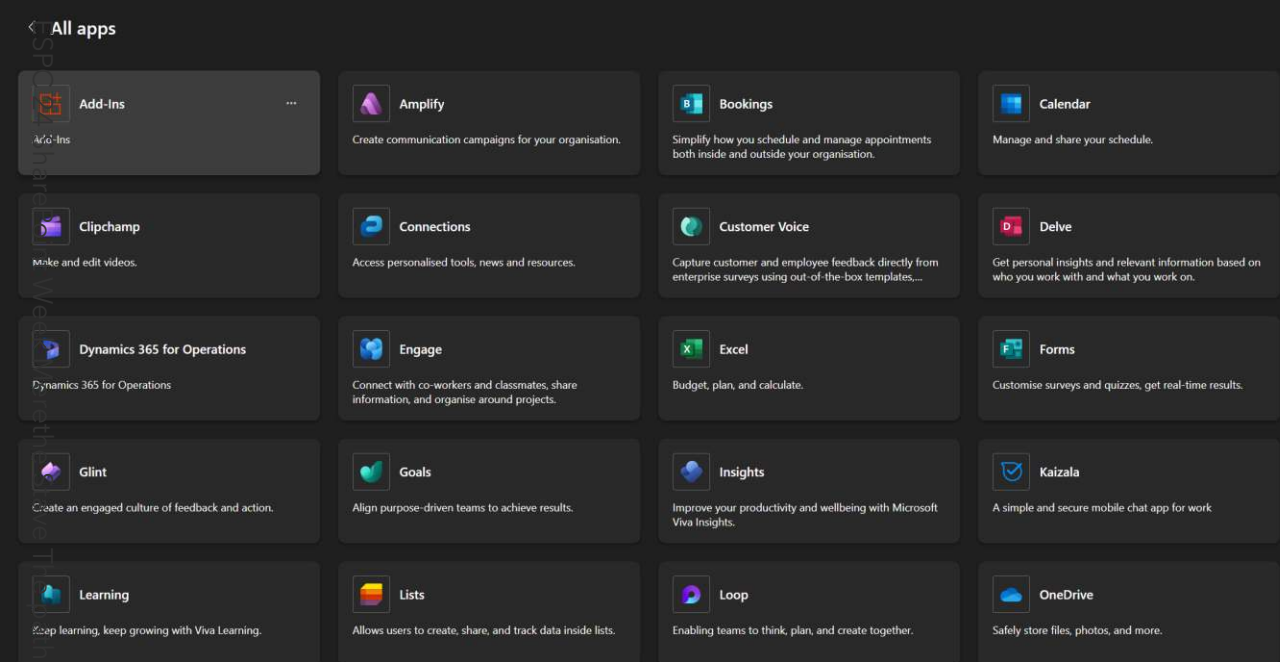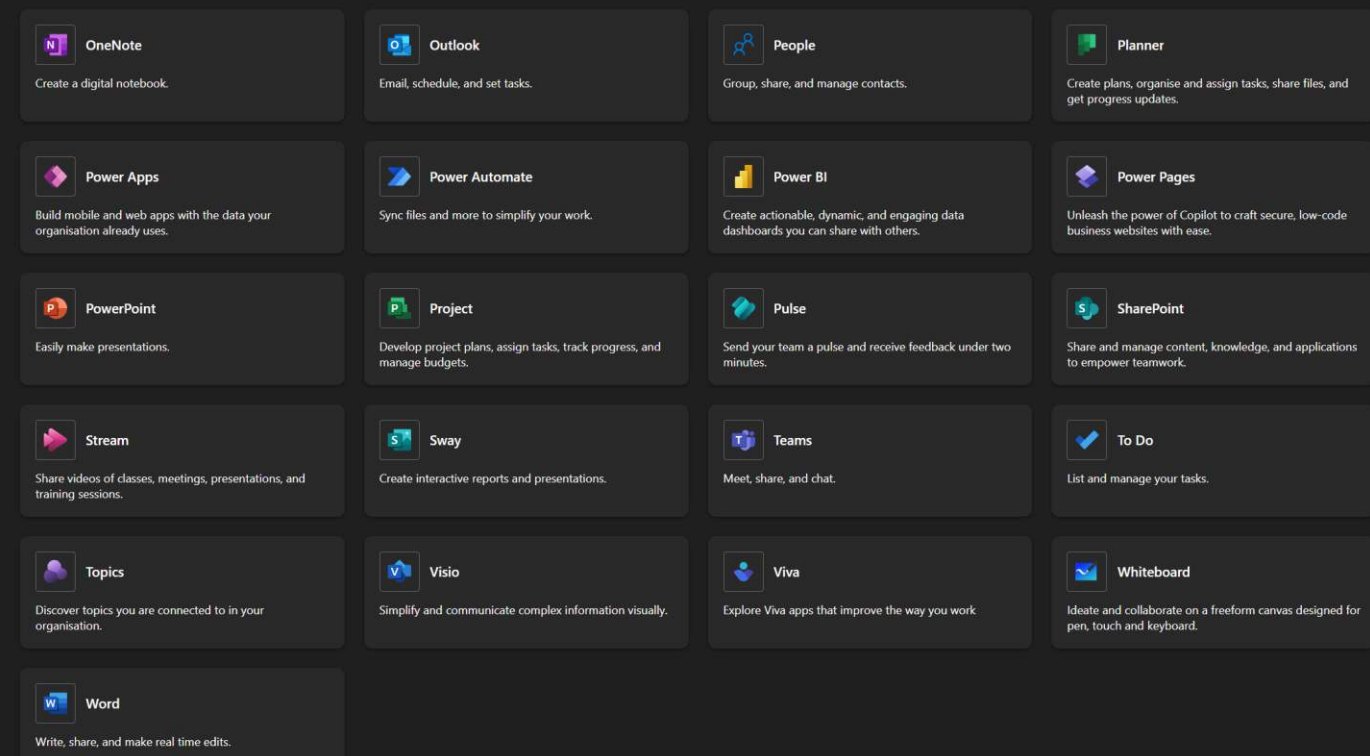- Conduct Webinars
- Corporate comms & news
- Organizational learning
- Publish & broadcast video
- Virtual Agents
- Knowledge & updates
- Create own applications
- Culture of feedback
- Collect Information
- Enterprise document store
- Create own automation
- Data intelligence
- Build a copilot experience
- Organizational behaviour

Enable

Enable

"Establishing the foundation of capacities to empower people to accelerate productivity and effectiveness"

Individual

My Learning
Secure search
Wellbeing & effectiveness
Automate routine tasks
Find documents & people
My files
Accessible time
Send + receive instructions

Develop content
Chat with people
Organize
Portable Information Component
Measure my impact
Track information & tasks
Organize workspaces

"How I organise myself to be effective with my skills and experience"

Person

Personal Identity
Purpose
Growth
Empowerment
Wellbeing
Connection
Focus

Digital Identity
My Avatar
My Items
My Places

Professional Identity
My Internal Brand

Technical Identity
My Enablement

Public Brand

Psychological Capital

Performs

Enables

Team: A group of individuals, with interdependent activities, that work together towards a common goal.

Community: A group of individuals with a common interest or passion.

Team

Team wellbeing
Team meetings
Capture notes
Schedule work dependencies
Store team files
Manage team tasks
Manage team time
Team instructions

Share screen/present
Our internal brand
Chat with team members
Track information & work
Ideate
Manage shift-work
Performance insights

"Where we collaborate to delivery initiatives and outcomes aligned to the organisation's strategic priorities."

Delivers for

Organization

Conduct Webinars
Organizational learning
Virtual Agents
Create own applications
Collect Information
Create own automation
Build a copilot experience

Corporate comms & news
Publish & broadcast video
Knowledge & updates
Culture of feedback
Enterprise document store
Data intelligence
Organizational behaviour

"Establishing the foundation of capacities to empower people to accelerate productivity and effectiveness"

All apps

Add-Ins
Add-Ins

Amplify
Create communication campaigns for your organisation.

Bookings
Simplify how you schedule and manage appointments both inside and outside your organisation.

Calendar
Manage and share your schedule.

Clipchamp
Make and edit videos.

Connections
Access personalised tools, news and resources.

Customer Voice
Capture customer and employee feedback directly from enterprise surveys using out-of-the-box templates,...

Delve
Get personal insights and relevant information based on who you work with and what you work on.

Dynamics 365 for Operations
Dynamics 365 for Operations

Engage
Connect with co-workers and classmates, share information, and organise around projects.

Excel
Budget, plan, and calculate.

Forms
Customise surveys and quizzes, get real-time results.

Glint
Create an engaged culture of feedback and action.

Goals
Align purpose-driven teams to achieve results.

Insights
Improve your productivity and wellbeing with Microsoft Viva Insights.

Kaizala
A simple and secure mobile chat app for work

Learning
Keep learning, keep growing with Viva Learning.

Lists
Allows users to create, share, and track data inside lists.

Loop
Enabling teams to think, plan, and create together.

OneDrive
Safely store files, photos, and more.

OneNote
Create a digital notebook.

Outlook
Email, schedule, and set tasks.

People
Group, share, and manage contacts.

Planner
Create plans, organise and assign tasks, share files, and get progress updates.

Power Apps
Build mobile and web apps with the data your organisation already uses.

Power Automate
Sync files and more to simplify your work.

Power BI
Create actionable, dynamic, and engaging data dashboards you can share with others.

Power Pages
Unleash the power of Copilot to craft secure, low-code business websites with ease.

PowerPoint
Easily make presentations.

Project
Develop project plans, assign tasks, track progress, and manage budgets.

Pulse
Send your team a pulse and receive feedback under two minutes.

SharePoint
Share and manage content, knowledge, and applications to empower teamwork.

Stream
Share videos of classes, meetings, presentations, and training sessions.

Sway
Create interactive reports and presentations.

Teams
Meet, share, and chat.

To Do
List and manage your tasks.

Topics
Discover topics you are connected to in your organisation.

Visio
Simplify and communicate complex information visually.

Viva
Explore Viva apps that improve the way you work

Whiteboard
Ideate and collaborate on a freeform canvas designed for pen, touch and keyboard.

Word
Write, share, and make real time edits.

Add-Ins Add-Ins	**Amplify** Create communication campaigns for your organisation.	**Bookings** Simplify how you schedule and manage appointments both inside and outside your organisation.	**Calendar** Manage and share your schedule.
Clipchamp Make and edit videos.	**Connections** Access personalised tools, news and resources.	**Customer Voice** Capture customer and employee feedback directly from enterprise surveys using out-of-the-box templates,...	**Delve** Get personal insights and relevant information based on who you work with and what you work on.
Dynamics 365 for Operations Dynamics 365 for Operations	**Engage** Connect with co-workers and classmates, share information, and organise around projects.	**Excel** Budget, plan, and calculate.	**Forms** Customise surveys and quizzes, get real-time results.
Glint Create an engaged culture of feedback and action.	**Goals** Align purpose-driven teams to achieve results.	**Insights** Improve your productivity and wellbeing with Microsoft Viva Insights.	**Kaizala** A simple and secure mobile chat app for work
Learning Keep learning, keep growing with Viva Learning.	**Lists** Allows users to create, share, and track data inside lists.	**Loop** Enabling teams to think, plan, and create together.	**OneDrive** Safely store files, photos, and more.

OneNote Create a digital notebook.	**Outlook** Email, schedule, and set tasks.	**People** Group, share, and manage contacts.	**Planner** Create plans, organise and assign tasks, share files, and get progress updates.
Power Apps Build mobile and web apps with the data your organisation already uses.	**Power Automate** Sync files and more to simplify your work.	**Power BI** Create actionable, dynamic, and engaging data dashboards you can share with others.	**Power Pages** Unleash the power of Copilot to craft secure, low-code business websites with ease.
PowerPoint Easily make presentations.	**Project** Develop project plans, assign tasks, track progress, and manage budgets.	**Pulse** Send your team a pulse and receive feedback under two minutes.	**SharePoint** Share and manage content, knowledge, and applications to empower teamwork.
Stream Share videos of classes, meetings, presentations, and training sessions.	**Sway** Create interactive reports and presentations.	**Teams** Meet, share, and chat.	**To Do** List and manage your tasks.
Topics Discover topics you are connected to in your organisation.	**Visio** Simplify and communicate complex information visually.	**Viva** Explore Viva apps that improve the way you work	**Whiteboard** Ideate and collaborate on a freeform canvas designed for pen, touch and keyboard.
Word Write, share, and make real time edits.			

Add-Ins
Add-Ins

Amplify
Create communication campaigns for your organisation.

Bookings
Simplify how you schedule and manage appointments both inside and outside your organisation.

Calendar
Manage and share your schedule.

Clipchamp
Make and edit videos.

Connections
Access personalised tools, news and resources.

Customer Voice
Capture customer and employee feedback directly from enterprise surveys using out-of-the-box templates,...

Delve
Get personal insights and relevant information based on who you work with and what you work on.

Dynamics 365 for Operations
Dynamics 365 for Operations

Engage
Connect with co-workers and classmates, share information, and organise around projects.

Excel
Budget, plan, and calculate.

Forms
Customise surveys and quizzes, get real-time results.

Glint
Create an engaged culture of feedback and action.

Goals
Align purpose-driven teams to achieve results.

Insights
Improve your productivity and wellbeing with Microsoft Viva Insights.

Kaizala
A simple and secure mobile chat app for work

Learning
Keep learning, keep growing with Viva Learning.

Lists
Allows users to create, share, and track data inside lists.

Loop
Enabling teams to think, plan, and create together.

OneDrive
Safely store files, photos, and more.

OneNote
Create a digital notebook.

Outlook
Email, schedule, and set tasks.

People
Group, share, and manage contacts.

Planner
Create plans, organise and assign tasks, share files, and get progress updates.

Power Apps
Build mobile and web apps with the data your organisation already uses.

Power Automate
Sync files and more to simplify your work.

Power BI
Create actionable, dynamic, and engaging data dashboards you can share with others.

Power Pages
Unleash the power of Copilot to craft secure, low-code business websites with ease.

PowerPoint
Easily make presentations.

Project
Develop project plans, assign tasks, track progress, and manage budgets.

Pulse
Send your team a pulse and receive feedback under two minutes.

SharePoint
Share and manage content, knowledge, and applications to empower teamwork.

Stream
Share videos of classes, meetings, presentations, and training sessions.

Sway
Create interactive reports and presentations.

Teams
Meet, share, and chat.

To Do
List and manage your tasks.

Topics
Discover topics you are connected to in your organisation.

Visio
Simplify and communicate complex information visually.

Viva
Explore Viva apps that improve the way you work

Whiteboard
Ideate and collaborate on a freeform canvas designed for pen, touch and keyboard.

Word
Write, share, and make real time edits.

2/8/2024

Image courtesy: Microsoft Stock Images

THE PERIODIC TABLE OF Microsoft 365

jumpto365

CRM & ERP	Dynamics 365 — CRM & ERP [Salesforce]	Viva Sales — M365 & Teams integration with CRMs						Whiteboard — Brainstorming & note taking [Miro]	Sway — Next-gen presentations	PRESENTATIONS & NOTE TAKING		MICROSOFT 365 GROUPS	Outlook Groups — Central email & calendar plus the rest	OUTLOOK GROUPS
GRAPHIC & VIDEO DESIGN	Clipchamp — Video editor and stock video library	Create — Design & template portal	Designer Preview — AI-powered graphic designer		Excel for the Web — Spreadsheets in the browser	Word for the Web — Word processing in the browser	OneNote for the Web — Note taking in the browser [Evernote]	PowerPoint for the Web — Presentations in the browser	OFFICE FOR THE WEB			Teams Teams — Central chat & wiki plus the rest	TEAMS TEAMS
VIDEO STORAGE & CREATION	Stream — Video portal [YouTube]	Lists — Database power, spreadsheet usability	DATA STORAGE & DATABASES	Dataverse — Databases for Teams & Power Platform	Power Apps — Code-free mobile apps (& forms)	Power Pages — Low-code websites and forms	Copilot Studio — Low-code chatbots (formerly Power Virtual Agents)	Power Automate — Code-free workflows [IFTTT]	Visio for the Web — Diagramming in the browser	WORKFLOWS		Viva Engage Communities — Feed-based groups (formerly Yammer)	VIVA ENGAGE COMMUNITIES
FILE STORAGE & COLLABORATION	OneDrive for Business — Personal file storage [Dropbox]	SharePoint Online — Team file sharing & storage	Delve Deprecating 2024 — Employee profile & content discovery	Teams — Chat, meetings, & files in one place [Slack]	FORMS	Forms — Simple forms & polls [SurveyMonkey]	Loop — App with workspaces & live components	Lens — Mobile scanning & image cleanup	Power BI — Business analytics & dashboards	BUSINESS INTELLIGENCE		Loop — Atomic units of productivity	MICROSOFT LOOP
COMMUNITIES & COMMUNICATIONS	Viva Connections — SharePoint & Yammer in Teams	Viva Engage — New name for Yammer [Facebook]	Copilot Limited availability — Your AI-powered helper across all apps	Microsoft 365 app — Central entry point on desktop & mobile	HOME BASE	Bookings — Customer self-reservations	Viva Learning — Centralized LMS in Teams	Viva Topics — Curated and AI knowledge	Viva Insights — Personal metrics & self-improvement	EMPLOYEE DATA & DISCOVERY		Power Platform — Apps and automation	POWER PLATFORM
OUTLOOK	Mail — Outlook email	Calendar — Outlook calendar	People — Outlook contact list	To Do — To-do list for life & work [Wunderlist]	TASK MANAGEMENT	Planner — Everyday project management [Trello]	Project for the Web — Premium project management	Viva Goals — Local and org-wide OKR management	Kaizala Deprecating — Large-scale comms [WhatsApp]	PROJECT & GOAL MANAGEMENT		Viva — Employee experience apps, mainly in Teams	MICROSOFT VIVA

https://www.jumpto365.com/author/matt-wade

Organizationalchanges

Image courtesy: Microsoft Stock Images

How is it all connected?

Microsoft Viva for Connected and Engaged Workplaces

For internal communication and collaboration flow, think...

SOLID	LIQUID	GAS

SOLID
- 🟠 rigid
- 🟠 fixed
- 🟠 fixed volume

LIQUID
- 🔵 not rigid
- 🔵 no fixed shape
- 🔵 fixed volume

GAS
- 🟢 not rigid
- 🟢 no fixed shape
- 🟢 no fixed volume

| Publish information Static information information | Collaboration and communication in defined groups | Collaboration and communication in undefined groups |

Image source: Merethe Stave @CloudWay: Move or migrate from Workplace to Viva Engage? | CloudWay Sources

Collaboration constellation
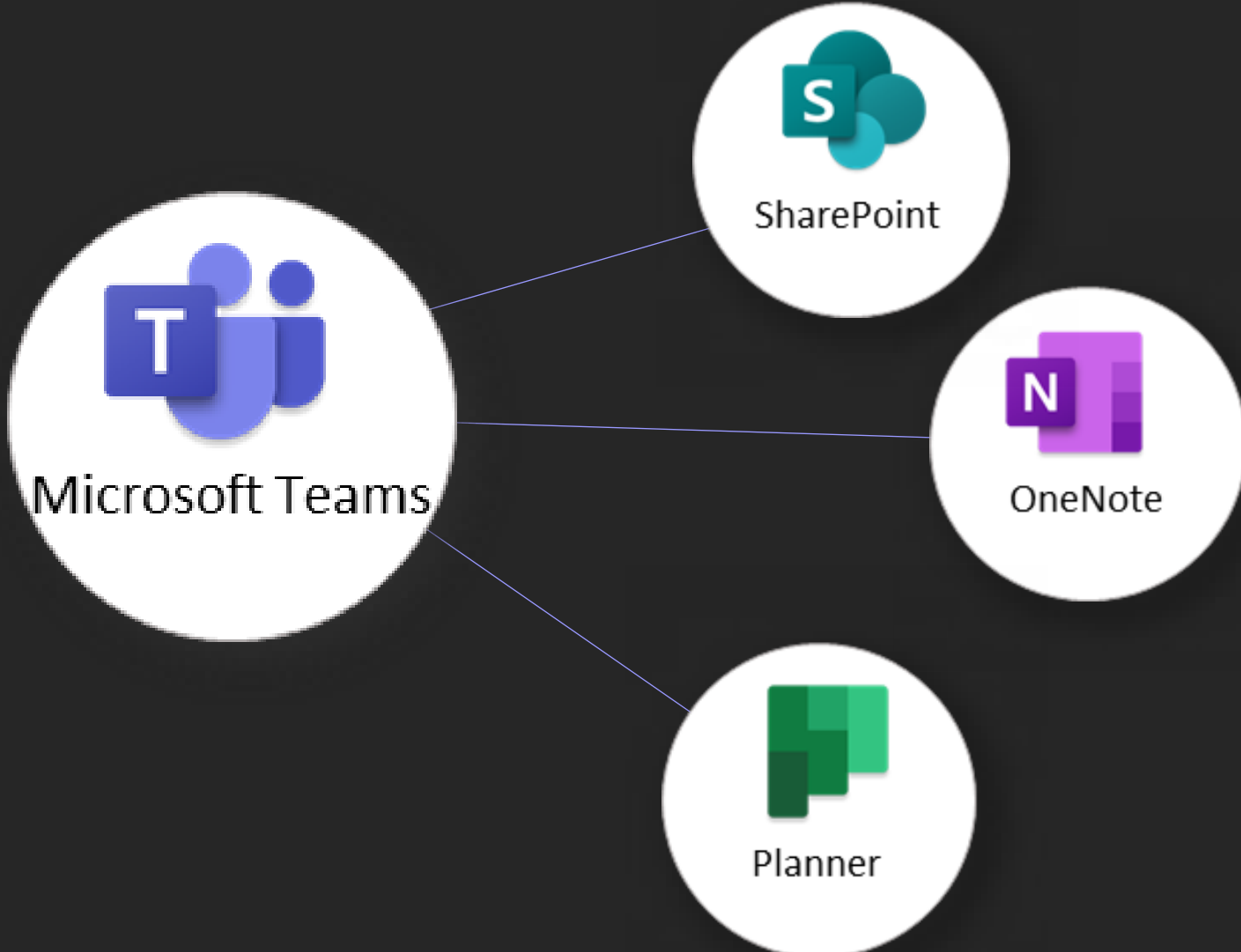
Collaboration & communication constellation
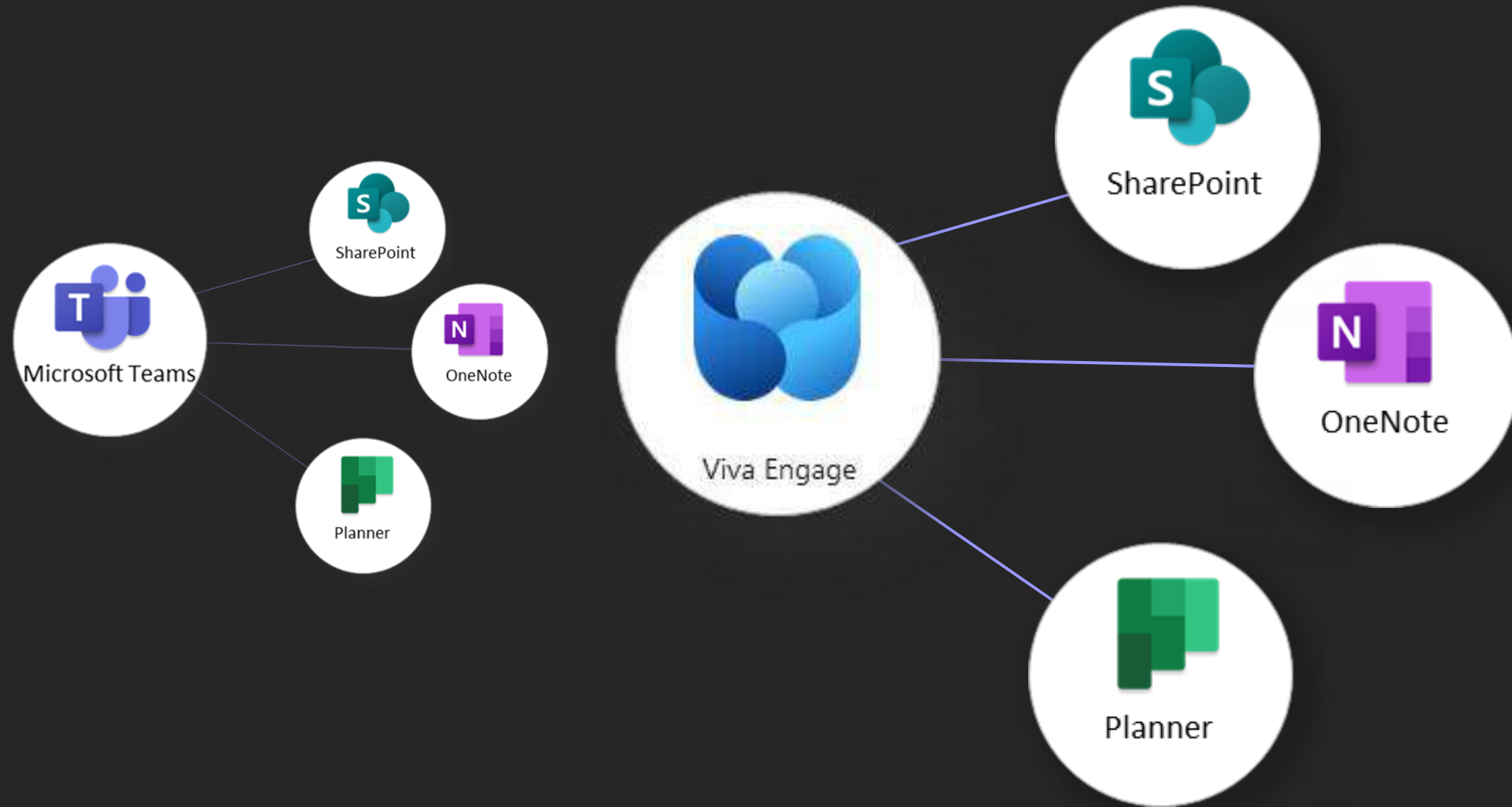
Collaboration & communication constellation
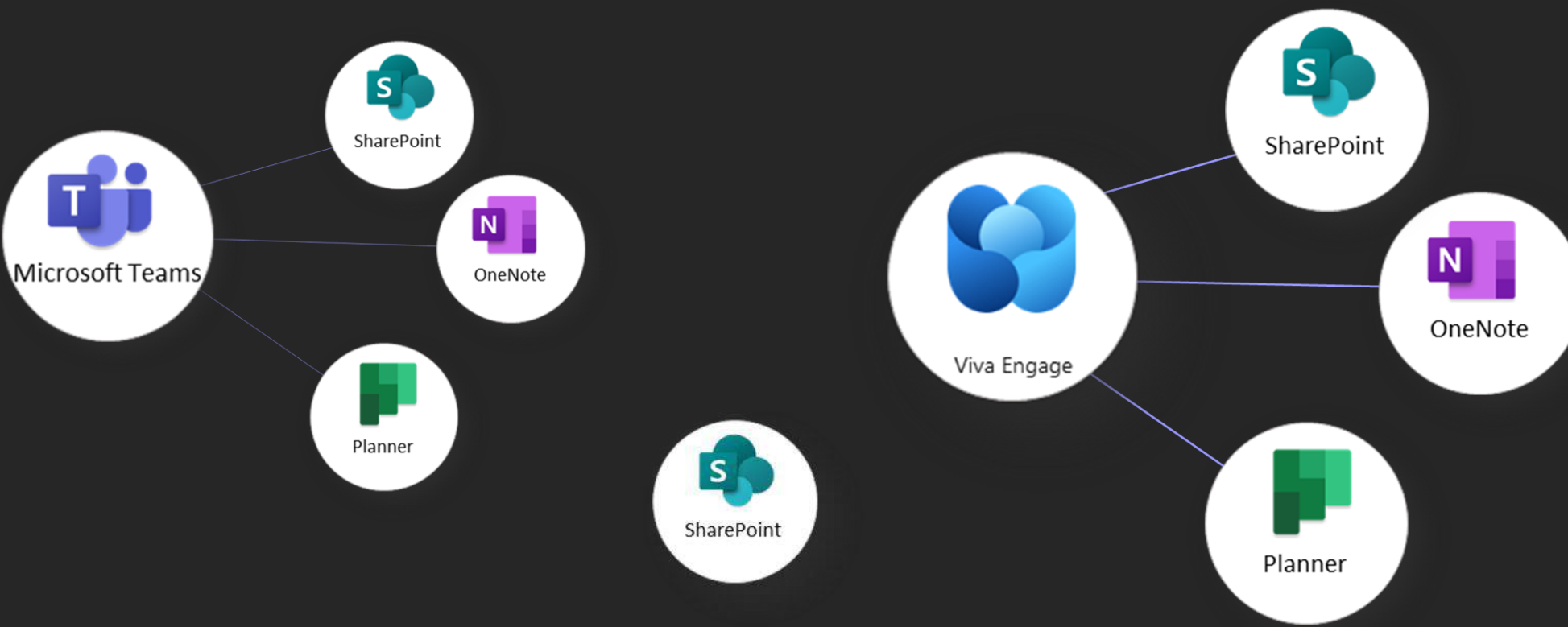
Image courtesy: Microsoft Stock Images

Anchoring at Viva Engage

The path to an Engaged and Vibrant Community

Viva Engage
network for knowledge sharing

https://adoption.microsoft.com/en-us/viva/engage/

Build it into Teams

Or…

Use Teams

Example from the Community Teams of the Norwegian Microsoft 365 Community

Navigating the seas of communities

The path to an Engaged and Vibrant Community

Collaboration & communication constellation
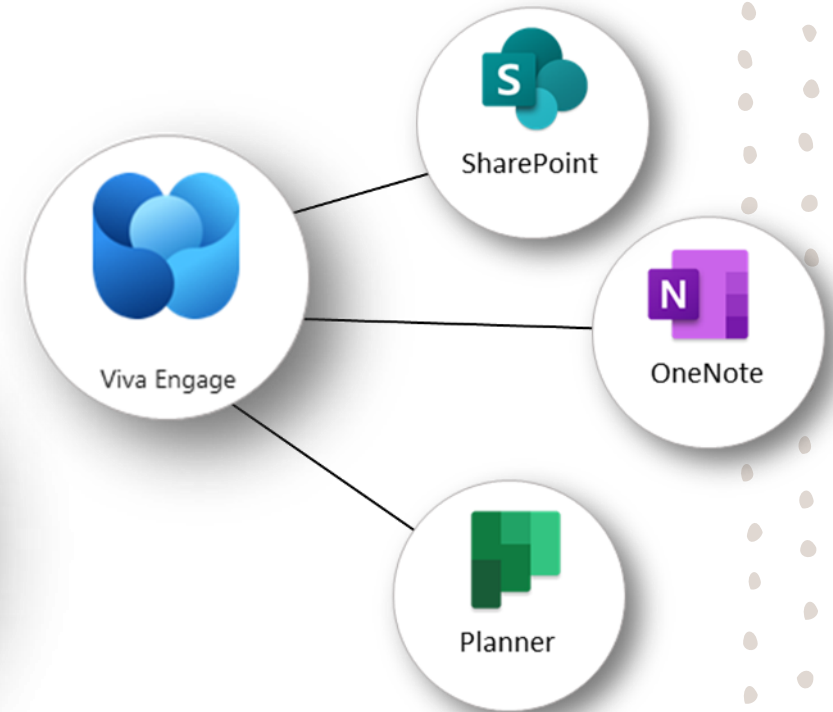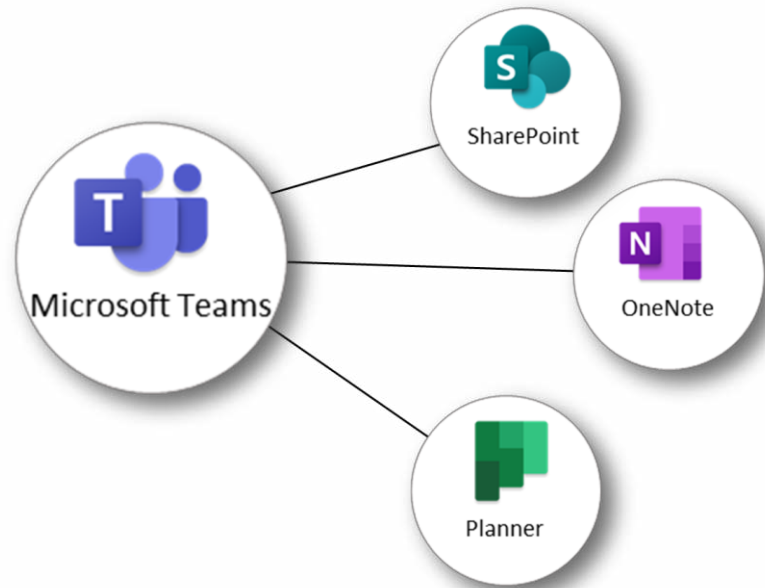
Collaboration & communication constellation
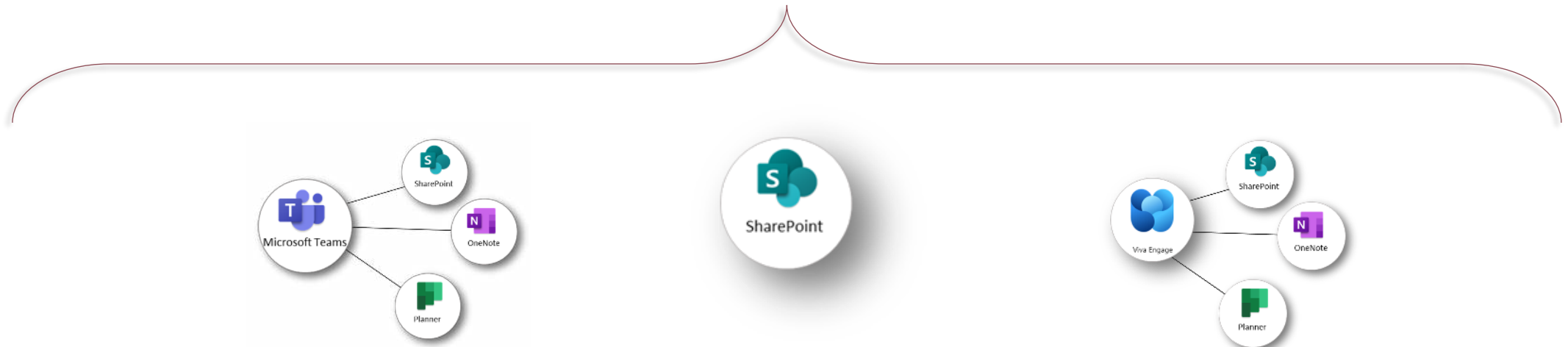
Collaboration & communication constellation
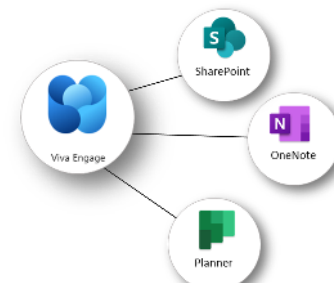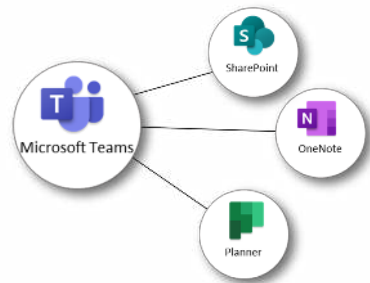
Collaboration & communication constellation
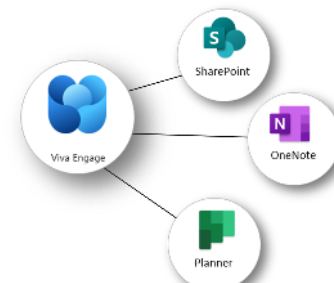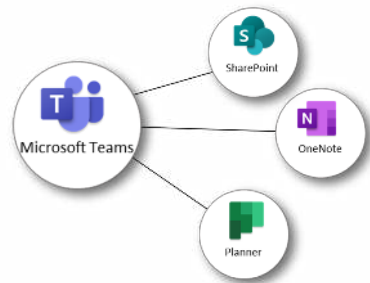
Collaboration & communication constellation

Collaboration & communication constellation

Navigating the seas of communities

INTERNAL COMMUNITIES

LOCAL & NATIONAL COMMUNITIES

WORLDWIDE COMMUNITIES
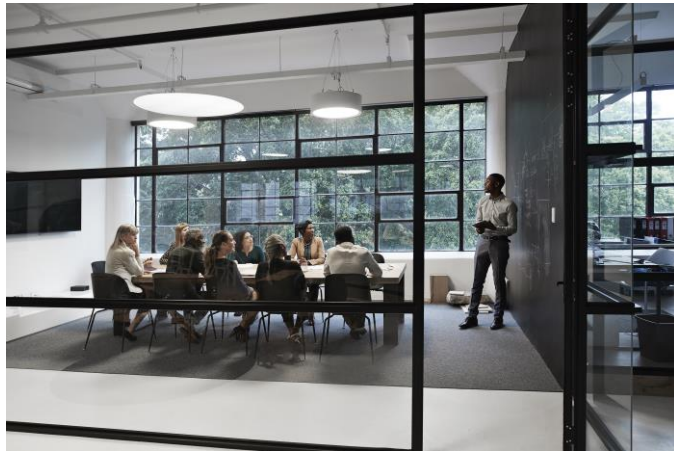
Knowledge sharing & building relations across the organization, or across organizations

What communities do you ~~have~~? WANT

MANAGED?   **UNMANAGED?**

Plan your journey

Pilot
Small group

Rest of the organization

Refurbish your house

RACI matrix for roles and responsibilities

R = Responsible
A = Accountable
C = Consulting
I = Informed

	Information Management	Information Technology	Human Resources	Communication	Business
	Roles	Roles	Roles	Roles	Roles
Information governance	R	A R	A	R	A
Digital toolbox	R A	A	R A	R A	R R
Digital literacy	R A	R A	A A	R	R

RACI matrix for roles and responsibilities

R = **R**esponsible
A = **A**ccountable
C = To be **C**onsulted
I = To be **I**nformed

H = **H**ovedansvarlig
U = **U**tførende
K = **K**onsulteres
I = **I**nformeres

Activities	HR			Business			IT		IT Support		IT Partner		Security
	Competency Responsible	Personal Development	Champion Lead	Knowledge Manager	Champions		Product Owner M365 &Mviva		Support desk		Solution Architect		Security Responsible
Competency Management													
Mapping Competency needs and requirements	A	R											
Knowledge Management													
Knowledge Management			R	A									
Adoption & Champions													
Microsoft 365 and Microsoft Viva Training													
Training Champions					R		A						
SharePoint experts					R		A						
Microsoft 365 & Microsoft Viva Adoption Specialists					R		A						
Security Experts					R		A						A
Training IT support					R		A						
Training End users					R		A						
Change Management Training													
Informaton Management & Governance													

RACI for Knowledge Management and Competency — R = Responsible A = Accountable C = Consulting I = To be Informed

Digital Competency

Bildekilde: Microsoft Champions Program - leaderboard

Use the gold

Teams Channels

SharePoint

SharePoint lists

"Patience is the road to wisdom"

— Kao Kalia Yang
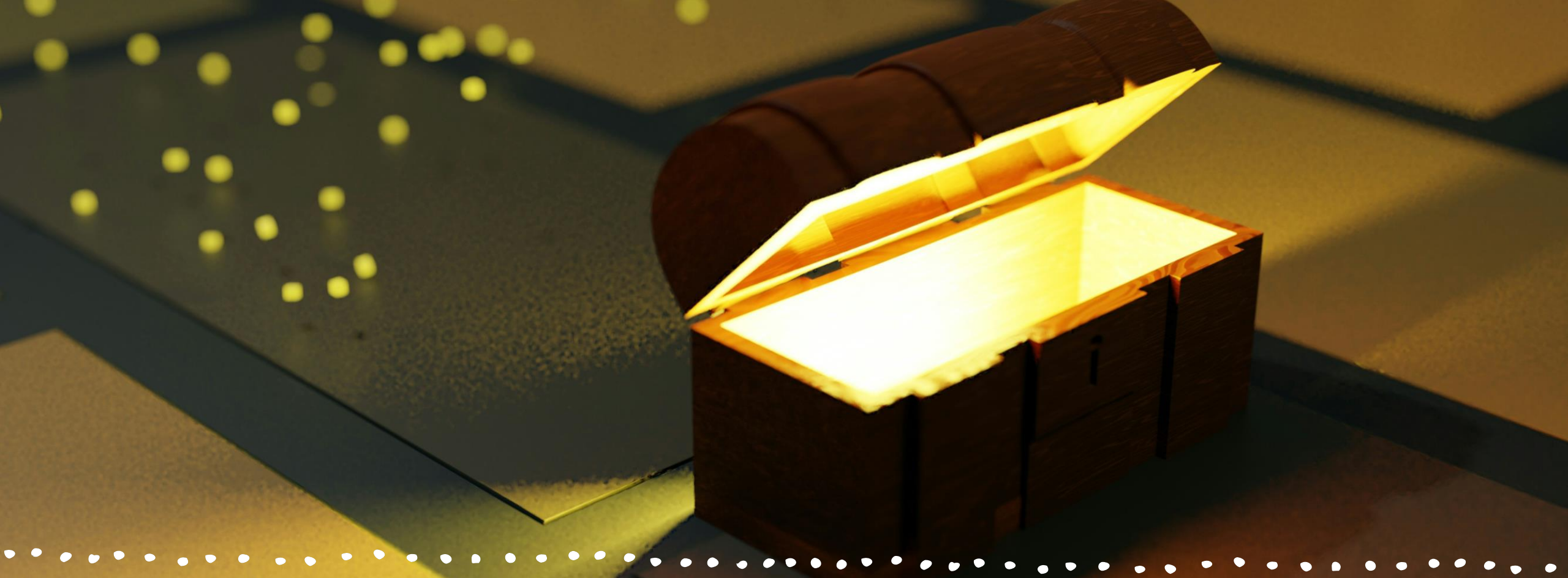
3 treasures

The path to an Engaged and Vibrant Community

What is community about?

💛 Empower people

💛 Share knowledge
(and stay up to date)

💛 Learn

💛 Have fun

Compass of Foresight

The path to an Engaged and Vibrant Community

The Map of new beginnings

The path to an Engaged and Vibrant Community

The Art of Sailing Forward

The path to an Engaged and Vibrant Community

"The way to get started is to quit talking and begin doing."

Walt Disney

Merethe Stave

CloudWay:
Chief Customer Officer & Senior Cloud Architect
Merethe Stave | Senior Cloud Architect and MVP at CloudWay

Communities (community organizer):
Norwegian Microsoft 365 Community | LinkedIn
Viva Explorers: Home (vivaexplorers.com)
Women in Teams Community Women in Teams Community | Facebook
Employee Experience Community Employee Experience Community | LinkedIn

SoMe:
Merethe Stave | LinkedIn
Merethe Stave (@merethestave) on Threads
Merethe Stave #NOM365C #MVPBuzz #VivaExplorer ☮ 💗 (@MeretheStave) / X

Thank you!

Norwegian Microsoft
365 Community

Viva Explorers
Community

Women in Teams
Community

Employee
Experience
Community

Links

- **Become a Champion – Microsoft Adoption**

- **Source: DigComp: the EU Digital Competence Framework | Digital Skills & Jobs Platform (europa.eu)**

- **Enabling Modern Collaboration – Microsoft Adoption**

- **The periodic elements of Microsoft 365: https://www.jumpto365.com/tables/en**

- **Move or migrate from Workplace to Viva Engage? | CloudWay**

- **Learn more about Microsoft Viva: https://learn.microsoft.com/en-us/viva/**