



**Microsoft Viva:**

Microsoft Viva is an employee experience platform that brings together communications, knowledge, learning, resources, and insights in the flow of work

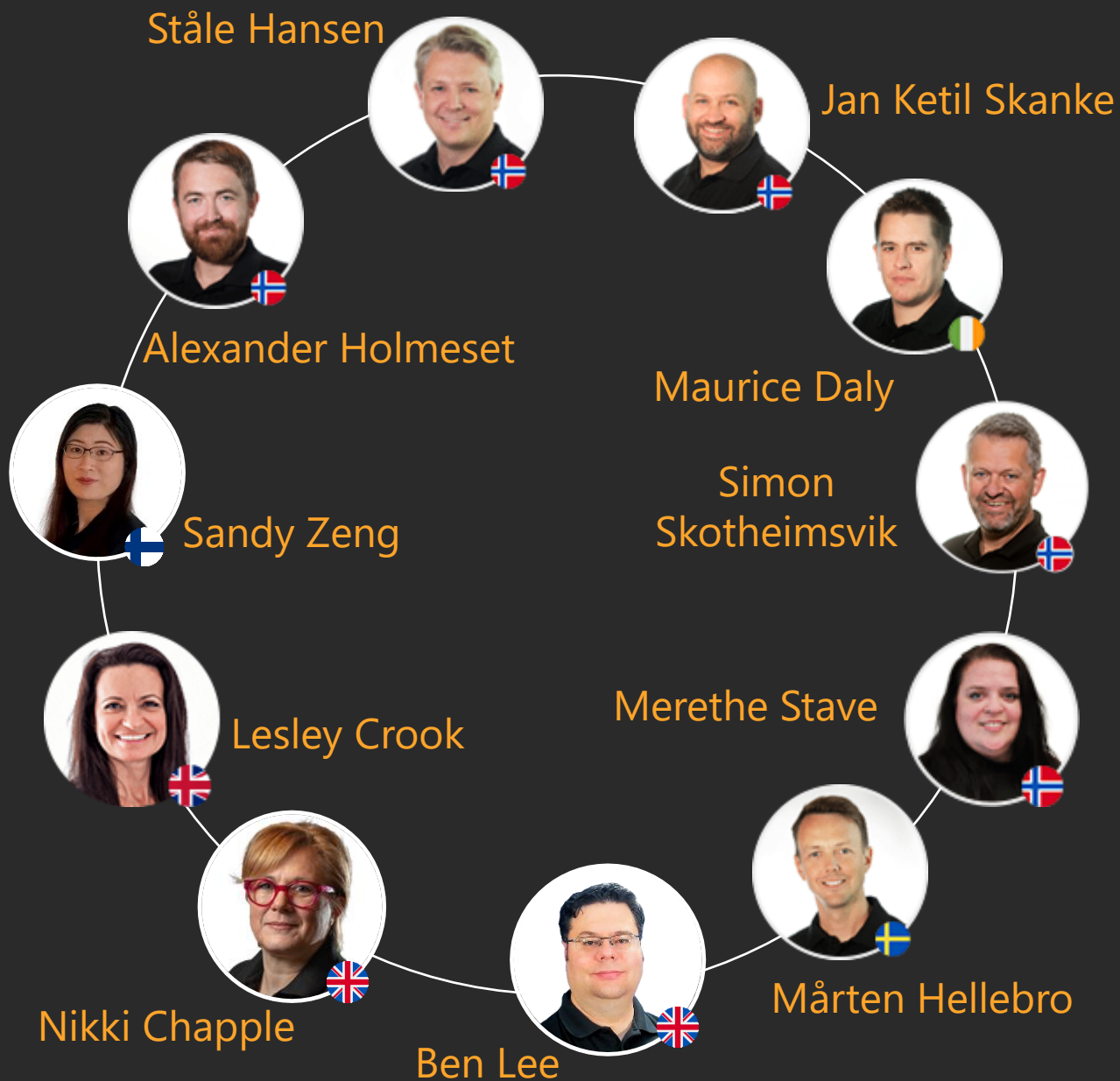
# Navigate Microsoft Build Intent Workshops

The CloudWay

**Merethe Stave**

CCO and Senior Cloud Architect  
MCT | MVP | Viva Navigator





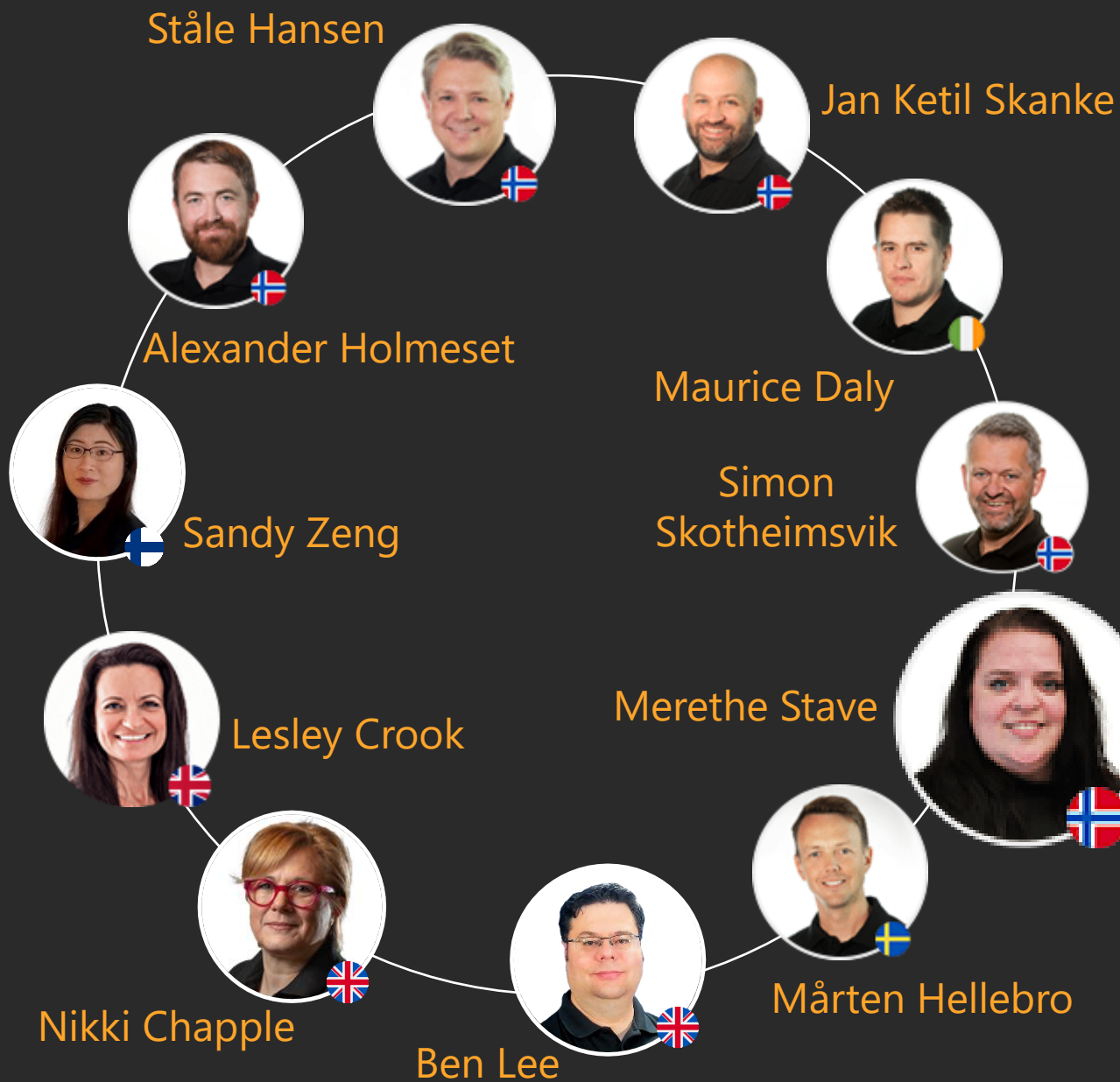
Secure Productivity  
happens in the **Cloud**  
We will help you on your **Way**

Microsoft  
Partner



Gold Cloud Productivity  
Gold Enterprise Mobility Management  
Gold Collaboration and Content  
Gold Windows and Devices  
Gold Communications

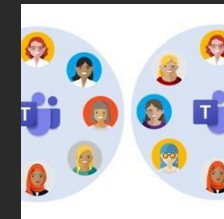
9 Microsoft Most Valuable Professionals (MVP)  
7 Microsoft Certified Trainers (MCT)  
1 Microsoft Regional Director (RD)



# Senior Cloud Architect

## Founder and CEO **CloudWay**

Microsoft MCT & Microsoft MVP  
Viva Navigator



Women in Teams Community



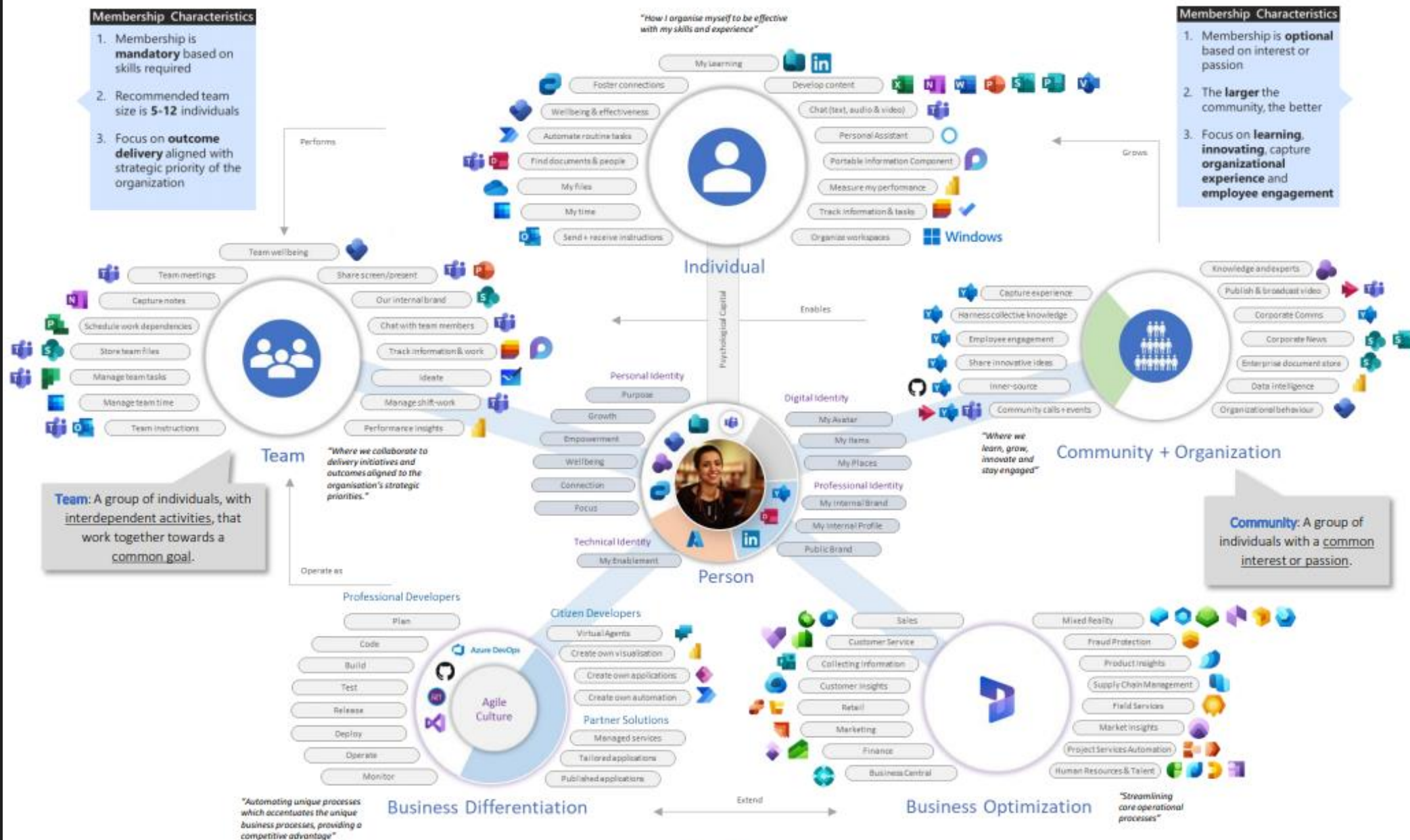
Norwegian Microsoft 365 Community



Viva Explorers

# Modern Collaboration Architecture (MOCA)

Extended v1.1



# TheCloudWay



<https://CloudWay.com/Workshops>



# Agenda

- **Navigate Microsoft Build Intent workshops**
  - What is important for
  - Viva Learning
  - Viva Connections
  - Viva Topics
  - Viva Goals
  - Viva Insights

# Agenda

- Navigate Microsoft Build Intent workshops
- What is important for
  - All workshops
    - Viva Learning
    - Viva Connections
    - Viva Topics
    - Viva Goals

# What is important for **all Viva** workshops?

- Ownership
- Stakeholders
- Roles
- Competency

RACI for Knowledge Management and Competency										R = Responsible A = Accountable C = Consulting I = To be Informed									
	HR			Business		IT		IT Support		IT Partner									
		Competency Responsible	Personal Development	Champion Lead	Knowledge Manager	Champions	Product Owner M365 & Viva		Support desk										
<b>Activities</b>																			
<b>Competency Management</b>																			
Mapping Competency needs and requirements	A	R																	
<b>Knowledge Management</b>																			
Knowledge Management			R	A															
<b>Adoption &amp; Champions</b>																			
<b>Microsoft 365 and Microsoft Viva Training</b>																			
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													
<b>Change Management Training</b>																			
<b>Information Management &amp; Governance</b>																			

# Before the workshop

10/1/2022

## Company overview

Company info

Company name: \_\_\_\_\_ Industry: \_\_\_\_\_ Number of employees: \_\_\_\_\_

% of Frontline employees (if any):  
☐ UK ☐ North America ☐ EMEA  
☐ APAC ☐ WW

Geography: \_\_\_\_\_

Point of contact  
Name: \_\_\_\_\_  
Email: \_\_\_\_\_  
Telephone: \_\_\_\_\_

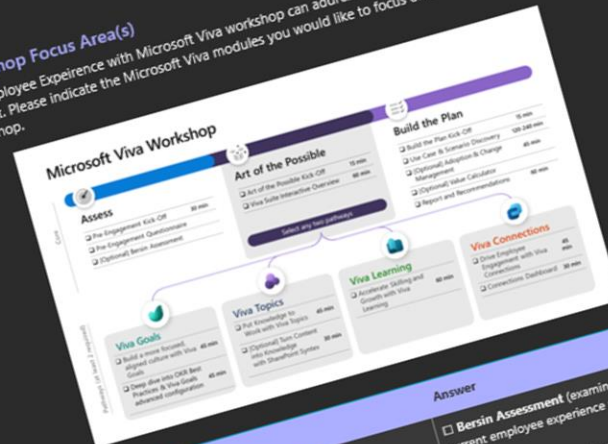
## Workshop attendees (customer)

Capture detailed information about the key stakeholders for this workshop. Note that one person can play several roles throughout the project.

Name, email address, phone number	Location, time zone	Comments

## Workshop Focus Area(s)

The Employee Experience with Microsoft Viva workshop can address multiple areas of customer interest. Please indicate the Microsoft Viva modules you would like to focus on as part of your workshop.



## Question

Answer

☐ Bersin Assessment (examine your current employee experience practice and maturity)

☐ Viva Topics (surface knowledge within the flow of work)  
☐ SharePoint Syntex (better together with Viva Topics)

☐ Viva Connections (drive engagement and communications)  
☐ Viva Connections Dashboard – Extending Connections with LOB apps and ACE cards

☐ Learning (aggregate learning across multiple learning/growth)

Which scenarios or initiatives are of most interest to you for the Microsoft Viva workshop?

☐ Microsoft Viva Value Calculator (learn your potential business value opportunity from the unique employee experience Microsoft Viva provides)

☐ New Hires & Employee Onboarding  
☐ Communications & Engagement  
☐ Growth & Development  
☐ Wellbeing, Focus and Productivity alignment  
☐ Performance transformation & alignment  
☐ People-first culture  
☐ Other

## Microsoft 365 Tenant Details

Use the following table to capture information about the Microsoft 365 tenant.

Question	Answer	Comments
Does your organization already have a production Microsoft 365 tenant?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Tenant name: Tenant ID:
If you have more than one tenant associated with your organization, note all the IDs.		
In what regions are the tenants deployed?		
Does your tenant have an industry name?	<input type="checkbox"/> Multitenant <input type="checkbox"/> Dedicated	
Are these tenants Microsoft 365 multitenant or dedicated?		

# Report & Recommendation = Customer's cookbook

## Pre-Engagement questionnaire responses

Question:	Response:
<b>Workshop Readiness:</b> Has an executive sponsor or decision maker from the business (HR, Learning) been identified to participate in or receive the results of this workshop?	Check with customer
<b>Workshop Readiness:</b> Have you pre-selected and prepared for core use cases and scenarios to present to the customer, based on the customer's priorities and interests?	Yes, I used some examples from previous similar workshops
<b>Viva Goals:</b> Do you currently use any goal-setting methodology in your organization?	Not applicable as we did not cover Viva Goals in this workshop
<b>Viva Goals:</b> Do you use any task tracking or project management software today?	Not applicable as we did not cover Viva Goals in this workshop
<b>Viva Topics:</b> Is your organization doing anything it calls knowledge management? In general, do people who need information know who has it and how to find it?	Not applicable as we did not cover Viva Topics in this workshop
<b>Viva Topics:</b> What solutions are deployed for managing content, compliance or workflow?	Not applicable as we did not cover Viva Topics in this workshop
<b>Viva Learning:</b> Does your organization have a centralized Learning Management System (LMS) or Learning Experience Platform (LXP)? If yes, what LMS or LXP are you currently using?	Check with customer
<b>Viva Learning:</b> Does your organization have an active subscription with a learning content provider like LinkedIn Learning, Skillsoft, etc? If yes, what learning content provider(s) are you currently using	No, the customer do not have an active subscription with learning content providers
<b>Viva Connections:</b> Does your organization have a system to manage employee-wide news and communications, if so – what is it?	The customer uses Yammer for company wide communications
<b>Viva Connections:</b> What platform is your current intranet built on? If SharePoint, are you leveraging classic or modern experiences?	Currently only Yammer is used



# Report & Recommendation

What you told us



Summarize customer challenges surfaced by business decision makers

Challenges/Risk Points

1	
2	
3	

★

10

★

Use Case & Scenario Summary

Use case and scenario summary  
Complete chart(s) for each pathway (Goals, Topics, Learning, Connections) delivered



Goals scenario summary

Describe two or more scenarios based on the customer's scenario summary

	Description	Objectives	Metric/KPIs	Spencer(s)	Timing
Scenario 1					
Scenario 2					
Scenario 3					
Scenario 4					
Scenario 5					

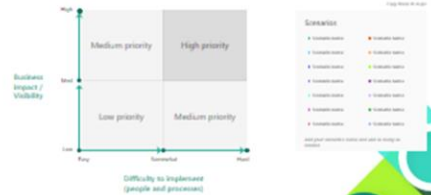
★

12

★

Goals scenario prioritization

Describe two or more scenarios based on your scenario summary



★

13

Topics scenario summary

Describe two or more scenarios based on your scenario summary

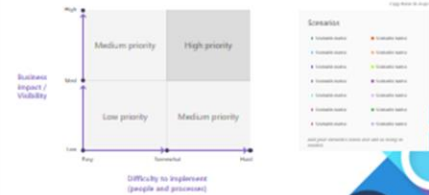
	Description	Objectives	Metric/KPIs	Spencer(s)	Timing
Scenario 1					
Scenario 2					
Scenario 3					
Scenario 4					
Scenario 5					

★

14

Topics scenario prioritization

Describe two or more scenarios based on your scenario summary



★

15

Learning scenario summary

List two or more of the customer's prioritized scenarios

	Description	Objectives	Metric/KPIs	Spencer(s)	Timing
Scenario 1					
Scenario 2					
Scenario 3					
Scenario 4					
Scenario 5					

Learning scenario prioritization

Describe two or more scenarios based on your scenario summary



Connections scenario summary

List two or more of the customer's prioritized scenarios

	Description	Objectives	Metric/KPIs	Spencer(s)	Timing
Scenario 1					
Scenario 2					
Scenario 3					
Scenario 4					
Scenario 5					

Connections scenario prioritization

Describe two or more scenarios based on your scenario summary



# Report & Recommendations

Next steps  
and actions



20



## Next steps and actions

This is to document the next steps and actions across the organization:

Next step	Owner	Completion date	Description	Risks
<b>Example:</b> Connect with MS Seller or Account Team to share Customer's Program.	Partner	10/05/2022	Collaborate with the Microsoft Seller / Account Team responsible for this customer to align on sales goals and programs.	
<b>Example:</b> Purchase new Veeva Topics licenses.	Customer	10/16/2022	Customer to acquire Veeva Topics licensing for 5,000 users.	Unplanned Cost
<b>Example:</b> Deploy a Veeva Topics POC/Pilot with Trial Licenses.	Partner	1/16/2023	Partner to set up a trial and deploy POC.	Pilot users are not engaged

Review existing examples from our steps and plan your own, based on the customer's unique needs.

At least 2  
recommended

21



Insert your  
Microsoft services  
or external partner  
content here



22

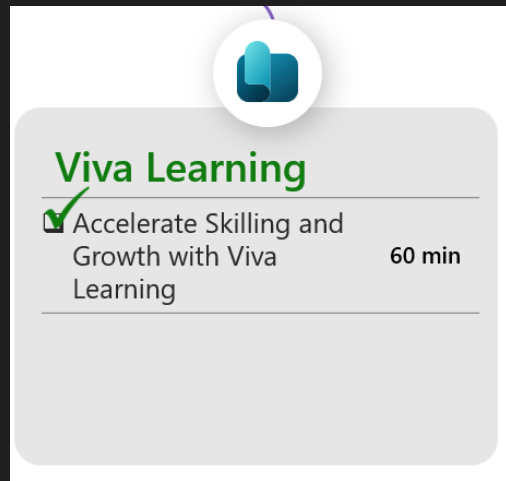


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# What is important for Viva Learning

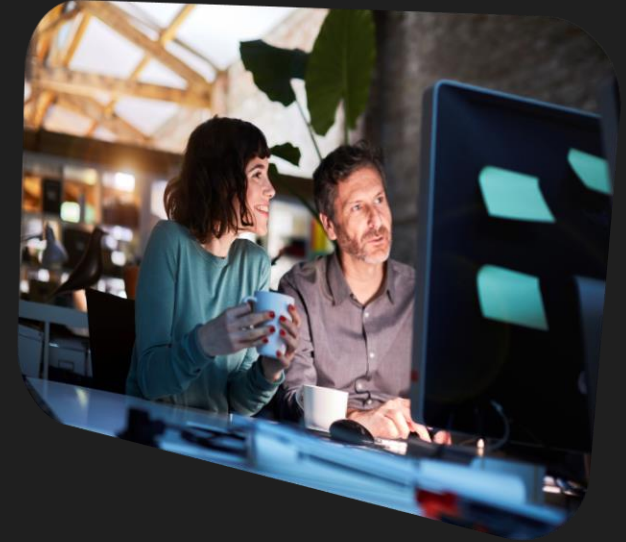
- Where is self-produced learning items collated?
  - Inform about and suggest Microsoft Learning Pathway
- LMS?
- Current learning solutions?
- Inform about Microsoft Viva Roadmap learning path



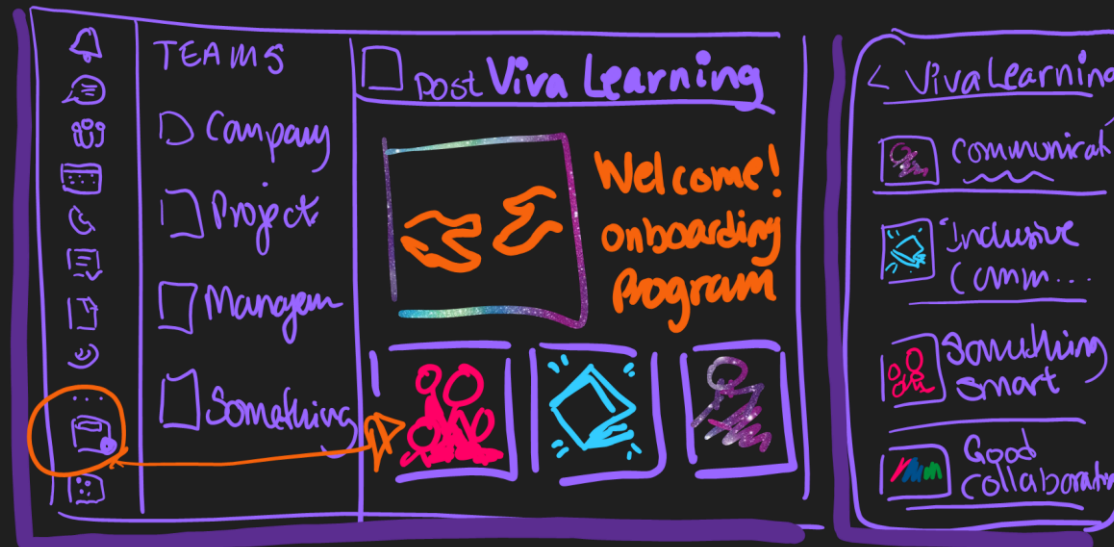
# Microsoft Learning Pathway



## LMS solutions



LinkedIn Learning



Other learning platforms

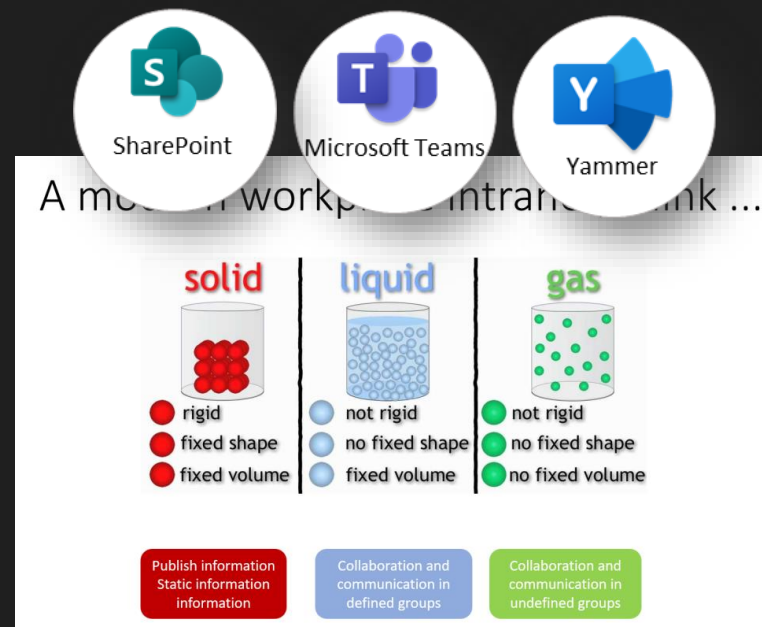
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# What is important for Viva Connections?

- Map Current “intranet”
  - SharePoint modern or classic, online or on-prem?
  - Other solutions
  - SoMe-type of “intranet” – only Teams, only Yammer or only Workplace by Facebook
- What is NEW “intranet”

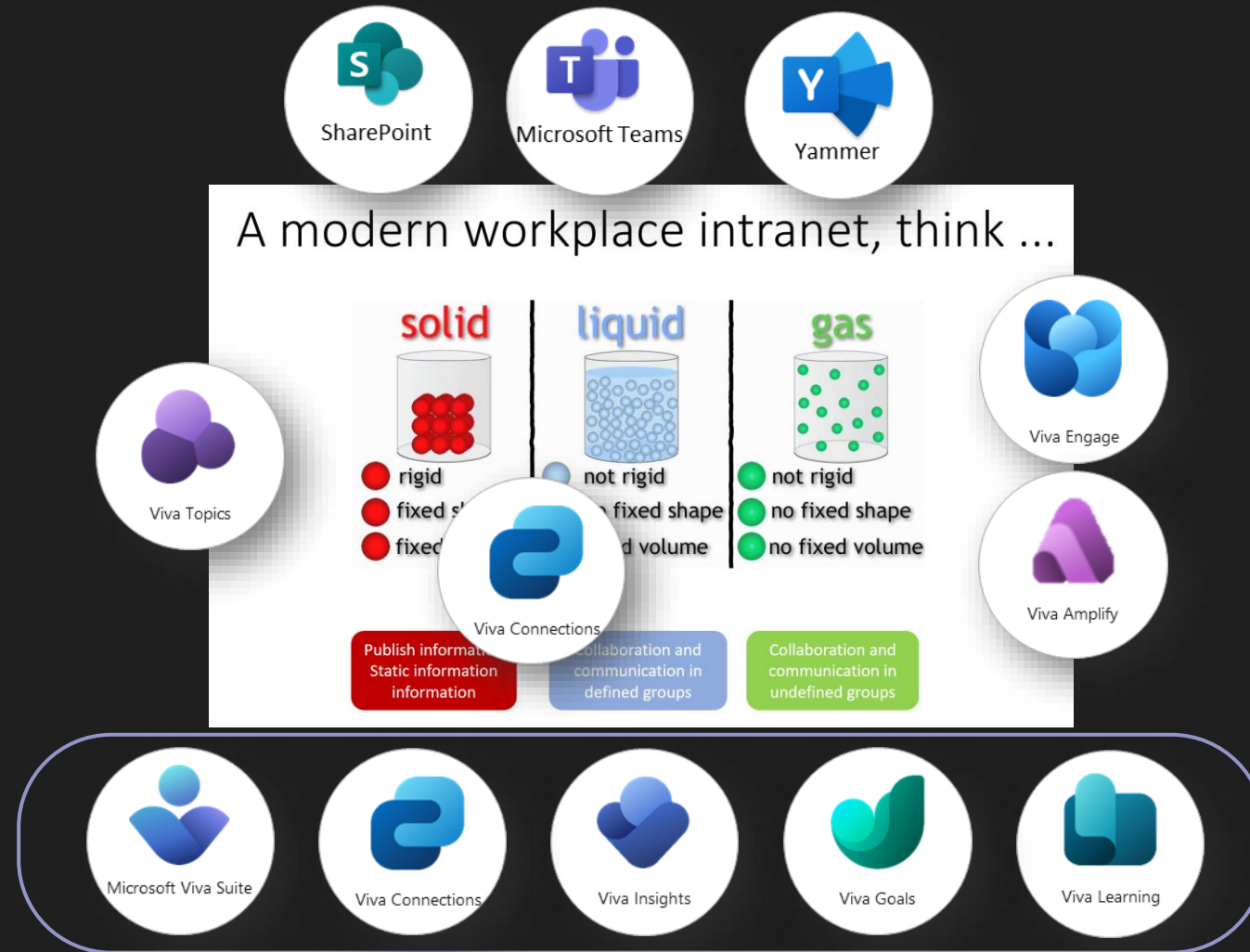


### Viva Connections

✓ Drive Employee Engagement with Viva Connections	45 min
✓ Connections Dashboard	30 min



# New intranet with Microsoft Viva




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# What is important for Viva Topics?

- Housekeeping
- Plan
- Maintenance team (Knowledge manager)
- Define sources and topics
- Manual structuring (language)



### Viva Topics

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<input type="checkbox"/> Put Knowledge to Work with Viva Topics	45 min
<hr/>	
<input type="checkbox"/> [Optional] Turn Content into Knowledge with SharePoint Syntex	30 min
<hr/>	

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# What is important for Viva Goals?

- Company visions and strategies
- Use time and effort concretizing targets into doable actions



## Viva Goals

- ☐ Build a more focused, aligned culture with Viva Goals 45 min
- ☐ Deep dive into OKR Best Practices & Viva Goals advanced configuration 45 min



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  - Viva Topics
  - Viva Goals
  - **Viva Insight**

# What is important for Viva Insights?

- Plan and ownership
- Leadership training
- Communication





Collaboration and Communication

[Learn More](#)



Governance & Compliance



Security, Identity & Endpoints



<https://cloudway.com/what-we-do/>



# M365 ReVival

# 2023

**FEBRUARY 16**  
**Microsoft Norge**