



Video Conferencing via Microsoft Teams

Rollout Plan

Overview

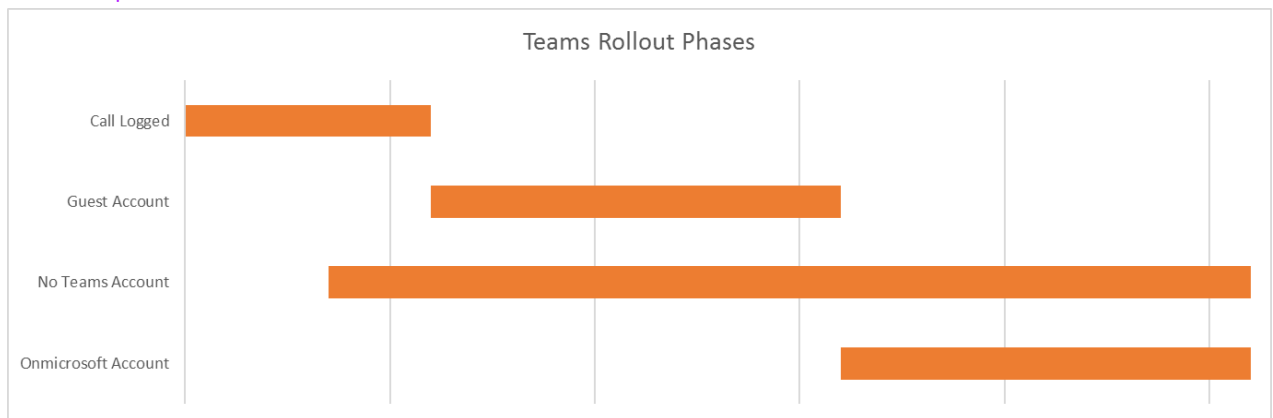
ICT have now completed the installation and configuration of the infrastructure required to support the rollout of Teams. The first phase of testing has also been completed.

Process - Overview

Teams will now be rolled out Council wide based on the following phases

- Staff that have raised a call
- Those with guest accounts
- Those that have no Teams account
- Those with an onmicrosoft account

Rollout phases



Process – Detailed

Staff that have raised a call

This is a small number of staff that have already raised a call and have been identified as having a priority requirement for Teams.

Staff that raise a call from this point forward will be included in the 'Those that have no Teams account' phase.

- Email sent stating that Teams will soon be available
- Teams installed on device
- Teams icon appears on desktop
- Teams now available for use

Those with guest accounts

Guest accounts need to be treated differently to other accounts as the guest account conflicts with the Teams user account process.

- Guest account identification carried out by ICT
- Identify any required changes to be carried out (Teams/Group membership)
- Email sent, stating that Teams will soon be available
- Teams installed on device
- Teams icon appears on desktop
- Teams now available for use

Those that have no Teams account

Teams will be installed using an A-Z approach based on first name.

- Email sent stating that Teams will soon be available
- Teams installed on device
- Teams icon appears on desktop
- Teams now available for use

Those with an onmicrosoft account

Staff with an onmicrosoft accounts are currently using Teams with required functionality.

This group will require more attention during the migration process.

- Questionnaire sent out to establish level of complexity for migration process
- Analysis of per user cloud data and calendar/group related information
- Creation of new account
- Relevant configuration changes to account
- Email sent stating that Teams will soon be available
- Teams installer made available (to allow for possible client update)

End User Training

LearnPro

[LearnPro](#) is the organisations current Learning Management System (LMS) that enables the Organisational Development Team to: -

- Develop and host eLearning content
- Monitor & report uptake
- Issue announcements to active users

Due to the evergreen nature of Microsoft Teams an eLearning Module will be offered to end users which signposts those users to existing Microsoft content. This approach ensures that content is always current and in line with any revisions to functionality.

As new user accounts are created, a link will be offered which directs users to visit [LearnPro](#) to access those resources.

New users will also be contacted within 4 weeks of their account activation to identify any training needs. If a training need is identified the Organisational Team will then respond (resource dependant) with the following:-

- Signpost to existing content
- Revision of content/ development of Moray specific guidance
- One to One support
- Scheduling of virtual workshops

Any issue that isn't considered training, will be forwarded to the relevant team along with the project team for reference.