

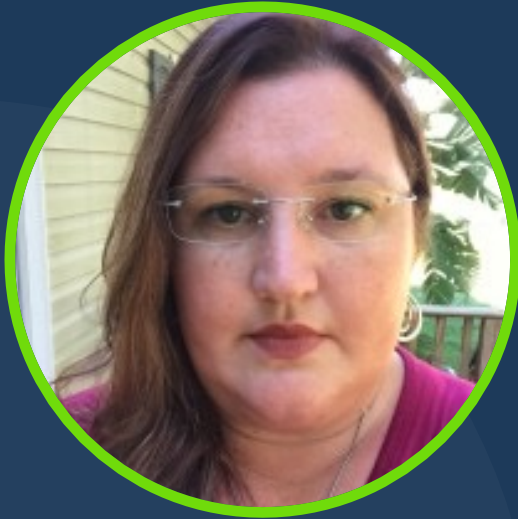
Maturing your Microsoft 365 administration – what does the future look like?

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About me...



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- Background in solutions architecture and design
- 16 years of experience designing, deploying, protecting, and securing T infrastructure
- Supported military, legal, healthcare, banking, and government verticals

By the way...

Stop by booth #401



Goals



Learn about the Microsoft 365 administration maturity framework



Identify what you need to change about the way you work



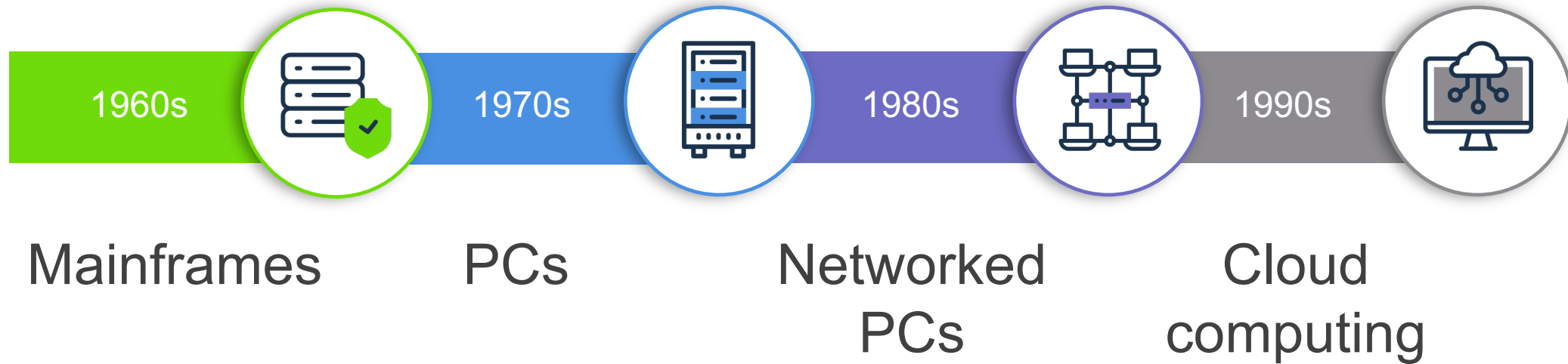
Understand where your team is on that journey



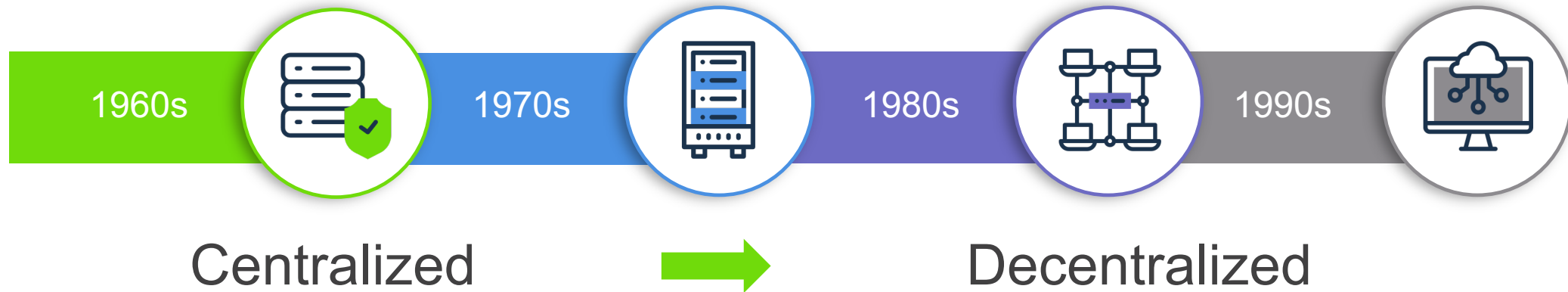
Improve your life and the lives of your IT team

Microsoft is constantly innovating

Evolutionary stages of modern IT systems



Evolutionary stages of modern IT teams



Can't do things the same old way...

- 300 million monthly active users in Teams
- 200 petabytes of new content added monthly to SharePoint
- 100 thousand custom apps for Teams

How do we create change?

**Empowering IT
team and end users**

**Moving from a
reactive to a
proactive approach**

Empowering the IT team and end users



What do you think when I say the word
“Empower?”

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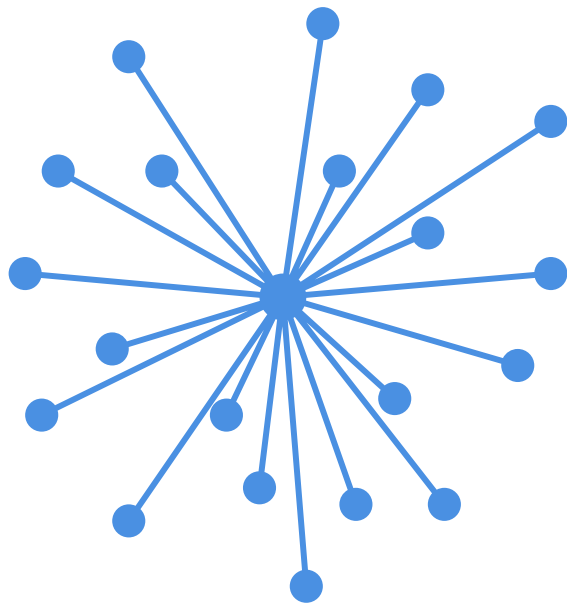
- 1 It's letting people do whatever they want – it'll be chaos!
- 2 Everybody with a laptop thinks they're an IT guy now...
- 3 It's just the latest buzzword that means...help people. I already do that.
- 4 It's a great theory but terrible in practice.
- 5 It's "how I get to take more vacations and stop checking email at 10pm"...

Empower verb

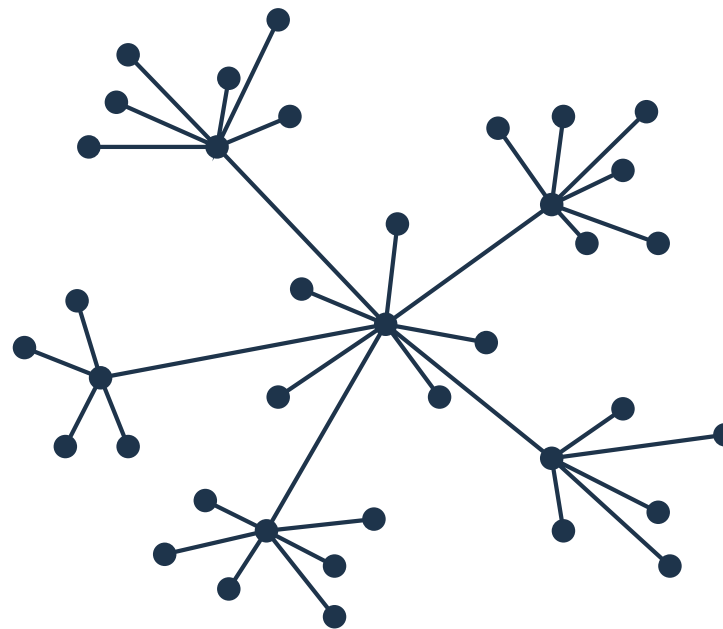
im-'paʊ(-ə)r

1. : to give official authority or legal power to
2. : **ENABLE**... to provide with the means or opportunity

IT Models



CENTRALIZED



DECENTRALIZED

Centralized Microsoft 365 admin

PROS

- More efficiency
- Higher level of control = consistency
- Scalable

CONS

- Central IT can be a bottleneck
- Longer wait times for support
- Lack of localized knowledge

Decentralized Microsoft 365 admin

PROS

- Decisions made locally
- Shorter wait times for support

CONS

- Difficult to impose standards = inconsistency
- Higher costs
- Duplication = increased administration

Ideal Microsoft 365 admin

PROS

- IT teams and end users have exactly the access, permissions and knowledge they need to share in admin responsibilities
- Ultimately, less stress!

CONS

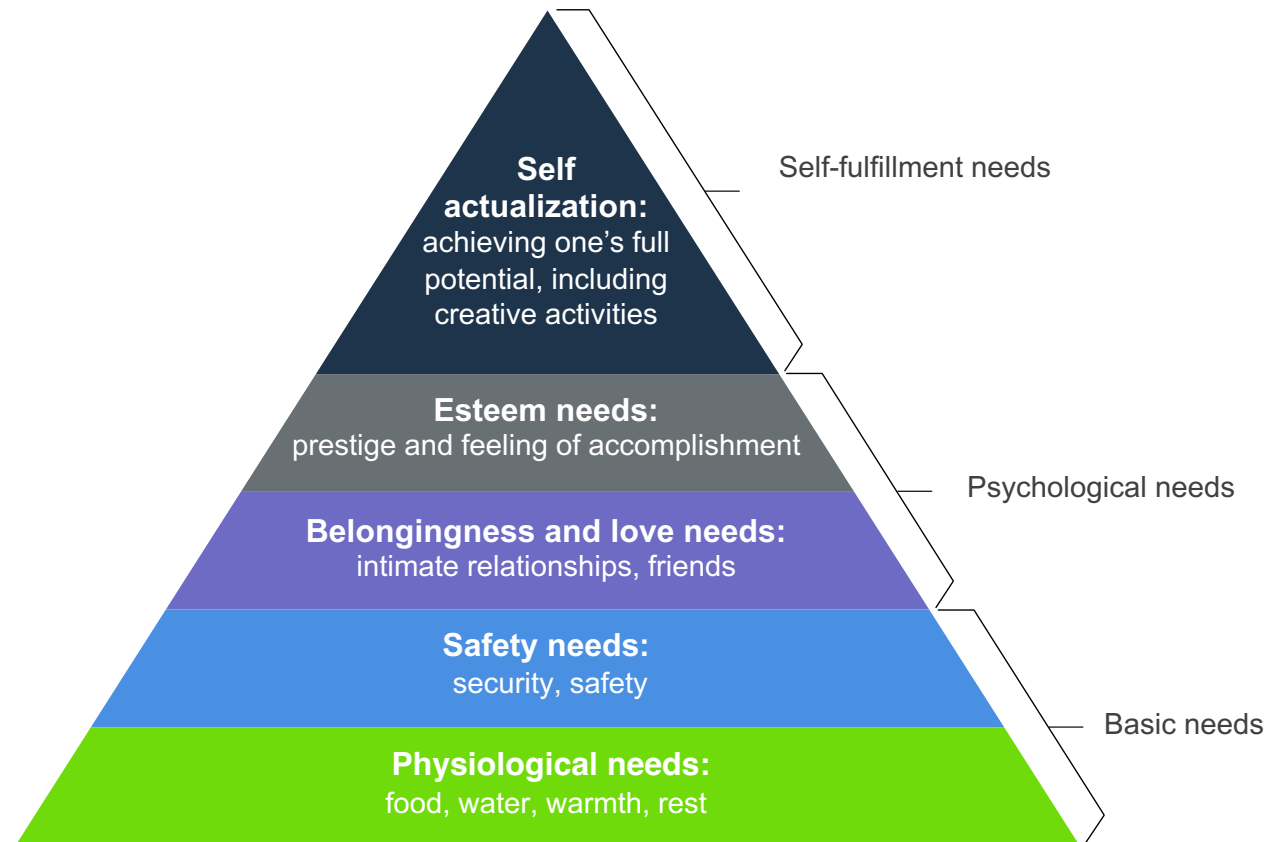
- Requires intentional strategy around empowering others
- More up-front work to setup

A hand with a pointing finger is positioned above a row of wooden blocks. The first two blocks are stacked, with 'GO' on top and 'BAD' on the bottom. The remaining seven blocks are single and spell out 'CONTROL'.

Why is this scary?

- Microsoft 365 is complicated – local admins or users won't know enough/will make a mess/will need too much support
- If we empower users, they won't need IT anymore
- If I give up control, the robots will replace me!

Maslow's hierarchy of needs



IT hierarchy of needs



**How much of this are you able to
offload today?**

What difference would it make for your IT team if you could offload 20% of your day-to-day admin tasks?

Moving from a reactive to a proactive approach



What do you think when I say the word
“Proactive?”

What do you think when I say the word “Proactive?”

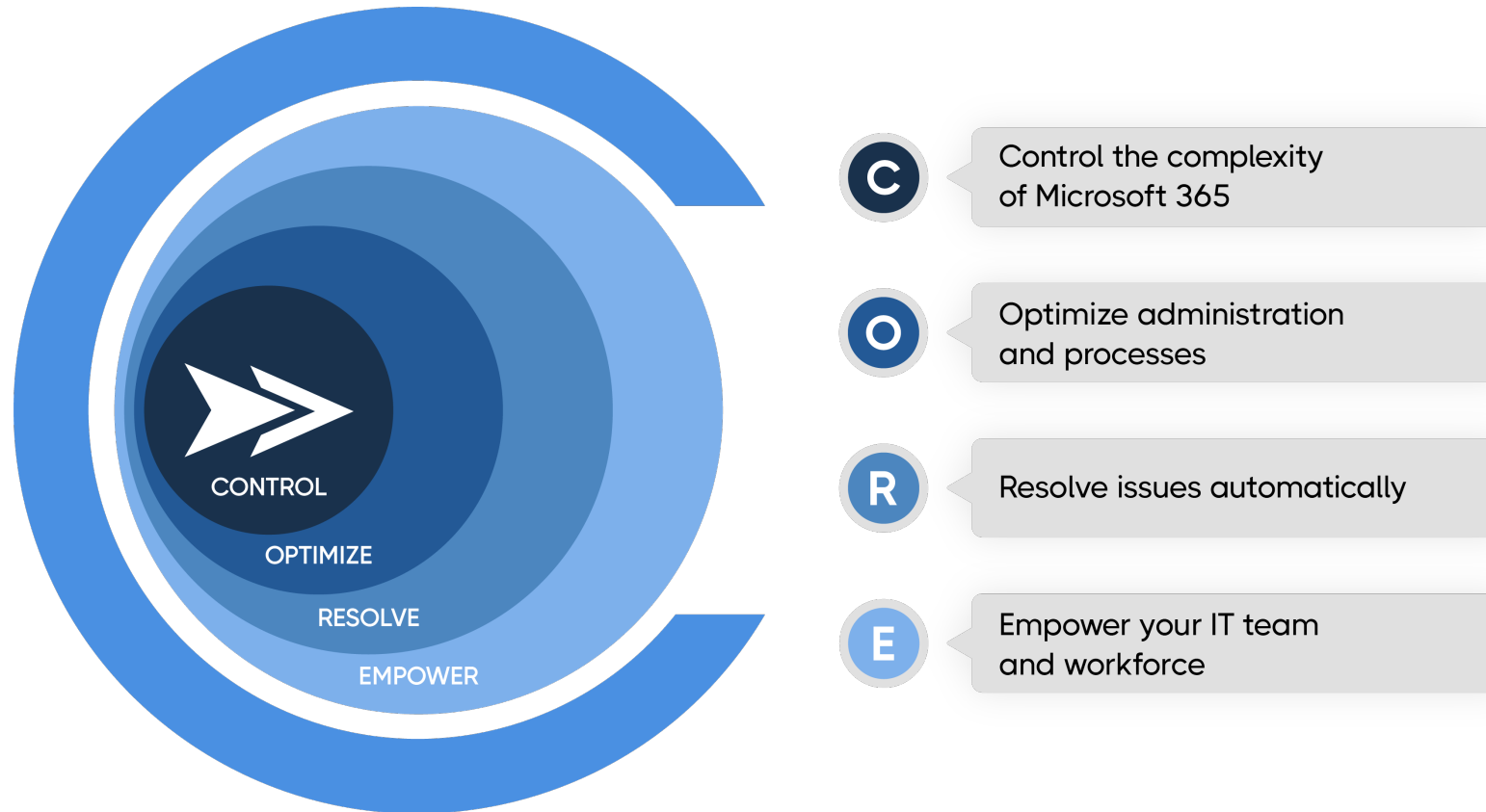
- 1 Getting ahead of problems
- 2 Sounds great – but I never have time for that, I’m too busy dealing with problems
- 3 It’s a great theory but terrible in practice.
- 4 It’s "how I get to take more vacations and stop checking email at 10pm"...

Proactive adjective

pro·ac·tive

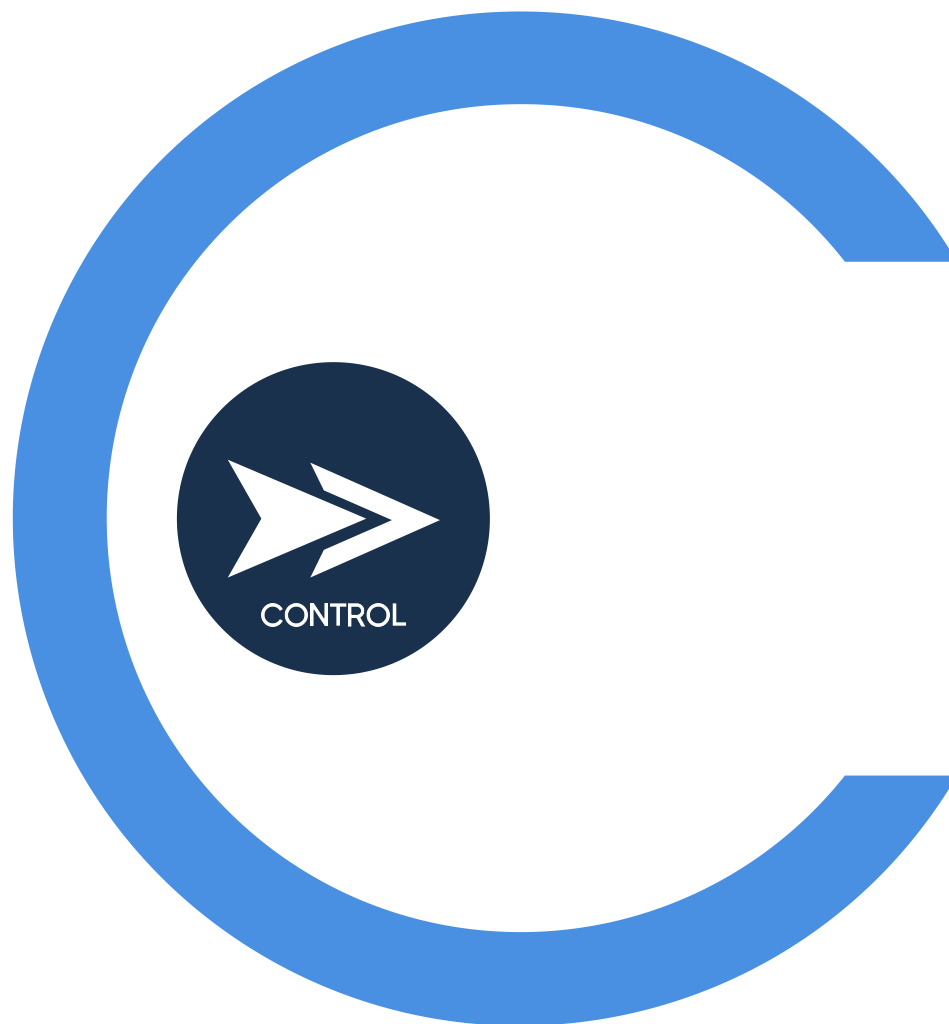
1. : acting in anticipation of future problems, needs, or changes

Microsoft 365 maturity model



Control

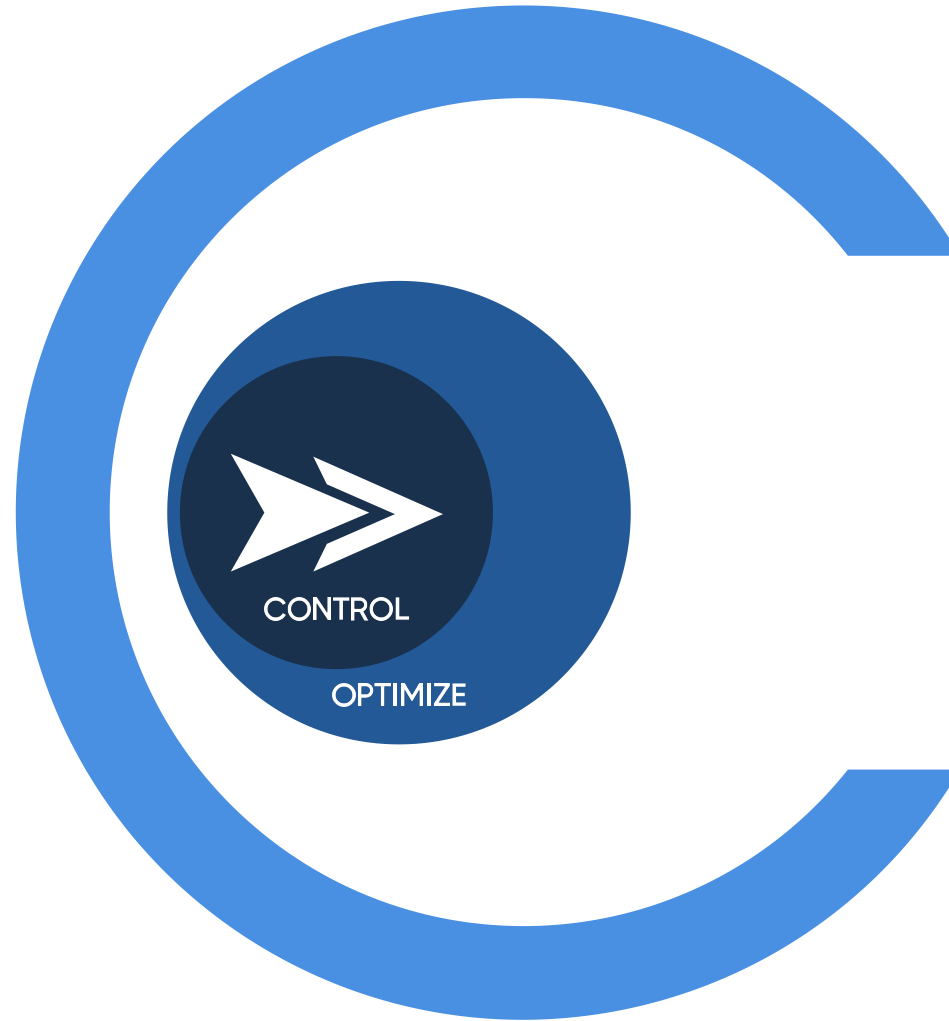
... the complexity
of Microsoft 365



MPO R

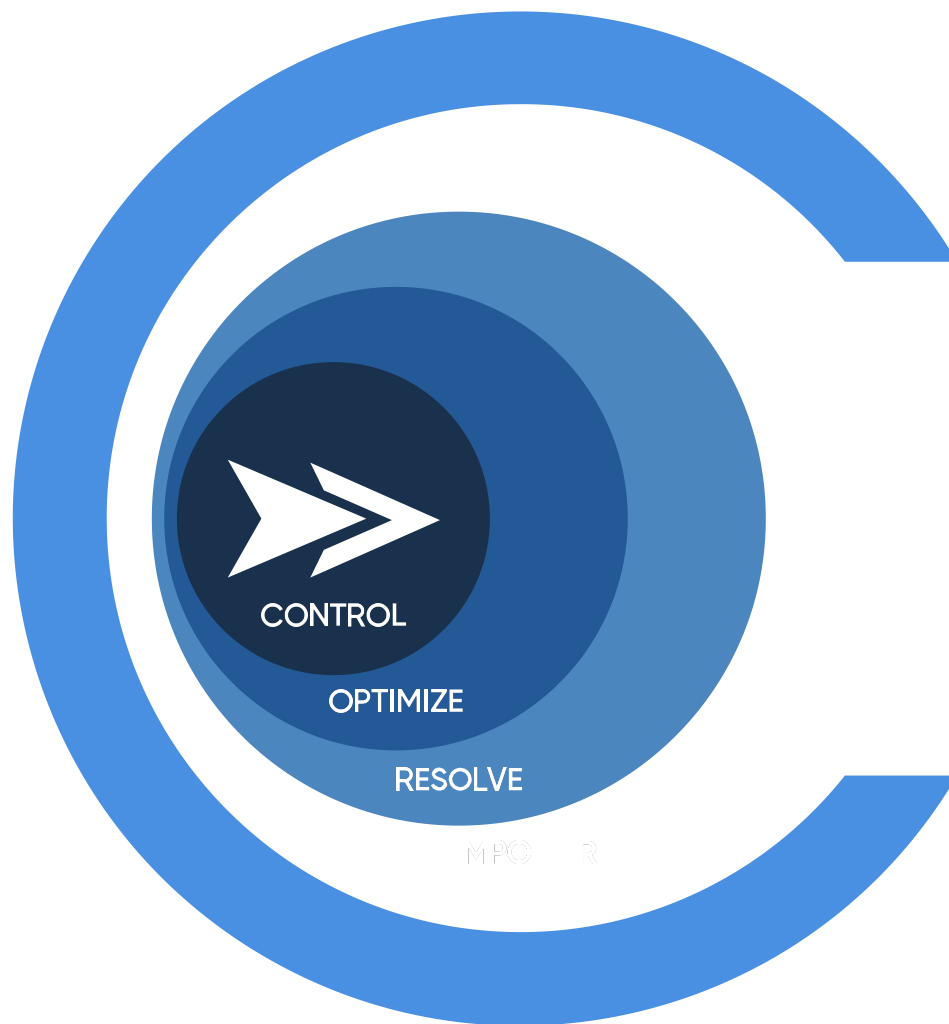
Optimize

...administration and
business processes



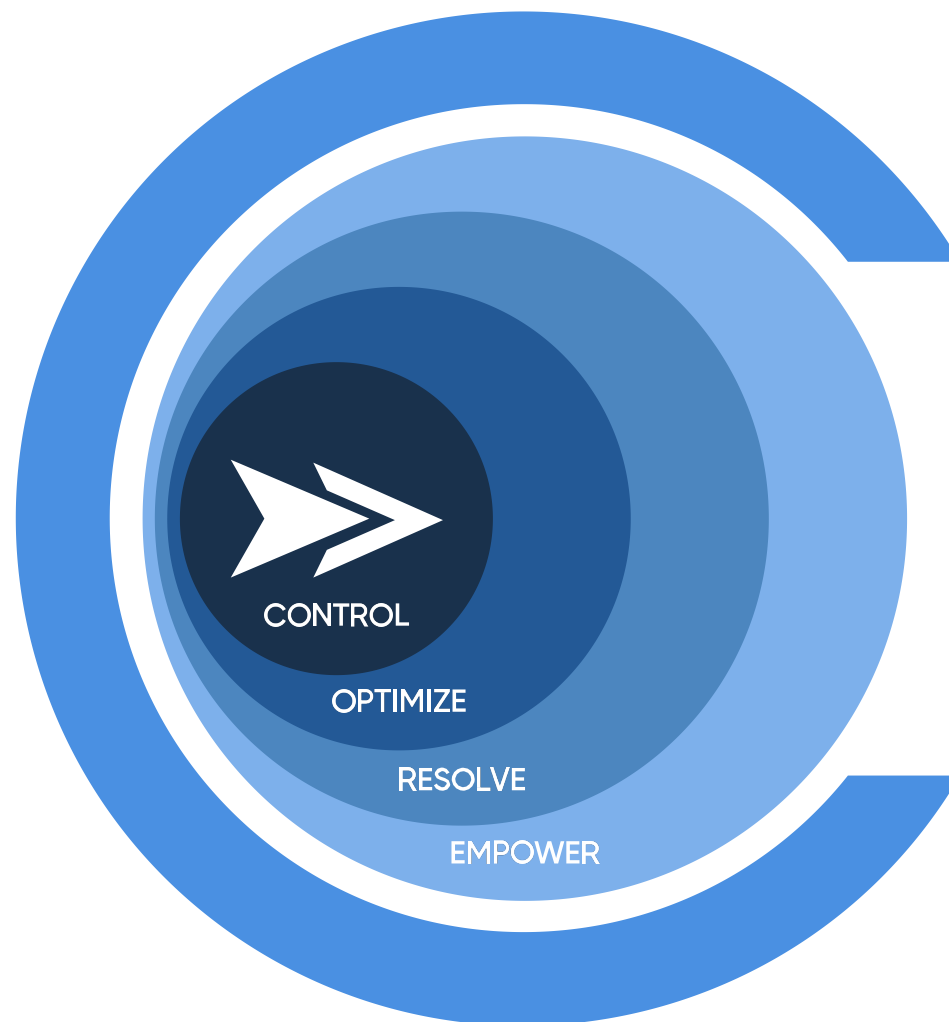
Resolve

...issues automatically



Empower

...your IT team
and workforce



Ask yourself:

Empowerment

- How would I do this if I prioritized empowering others?
- Does this really require IT involvement, or can we enable others?
- What tools can I use to do so?

Proactivity

- How can I carve out time to anticipate and seek out potential issues?
- How can I prevent this same issue from occurring again, or at least detect and resolve it immediately?

Learn more!



Want to get practical steps you can implement today for Microsoft 365 governance, including lifecycle management and policy compliance checks?

Join Roy Martinez for another session: IT Matters: An action plan for Microsoft 365 governance

Wednesday, May 3
1:30 – 2:30pm
Grand Ballroom 120

Attend more sessions in booth #401

WHEN	TITLE	SESSION DETAILS
Tue, May 2 10:00am Wed, May 3 10:30am	Governance best practices for Microsoft 365 license management	Let's talk about the five hottest license issues and how good governance processes can help reduce waste and improve ROI.
Tue, May 2 1:00pm Wed, May 3 11:15am	Best practices for Microsoft 365 workflow automation	Let's review the five most critical tasks that can easily be automated and what you gain from those efficiencies.
Tue, May 2 1:45pm Wed, May 3 1:00pm	Best practices for Microsoft 365 tenant segmentation	Let's dig into the top five reasons why you should create virtual tenants that provide Microsoft 365 admins the right level of access and self-serve capabilities.
Tue, May 2 4:45pm Wed, May 3 4:00pm	Best practices for Microsoft 365 governance	Let's review five most critical governance challenges, from regular lifecycle management for assets to ongoing checks for policy compliance and more.

Thank you!

