CORA

COnnecting Remote Areas with digital infrastructure and services

Miet Casier & Benny Van de Velde

Stad Waregem & The Flow

Digital transformation in rural areas

About Waregem

38 514 inhabitants

959 employees (236 knowledge workers)

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Timeline

2019: start of integration of Public Centre for Social Welfare and municipality of Waregem

- Separate network environments

- Different procedures on information and document management

2020: working from home due to COVID-19

- Existing Citrix Workspace + small scale rollout of Teams

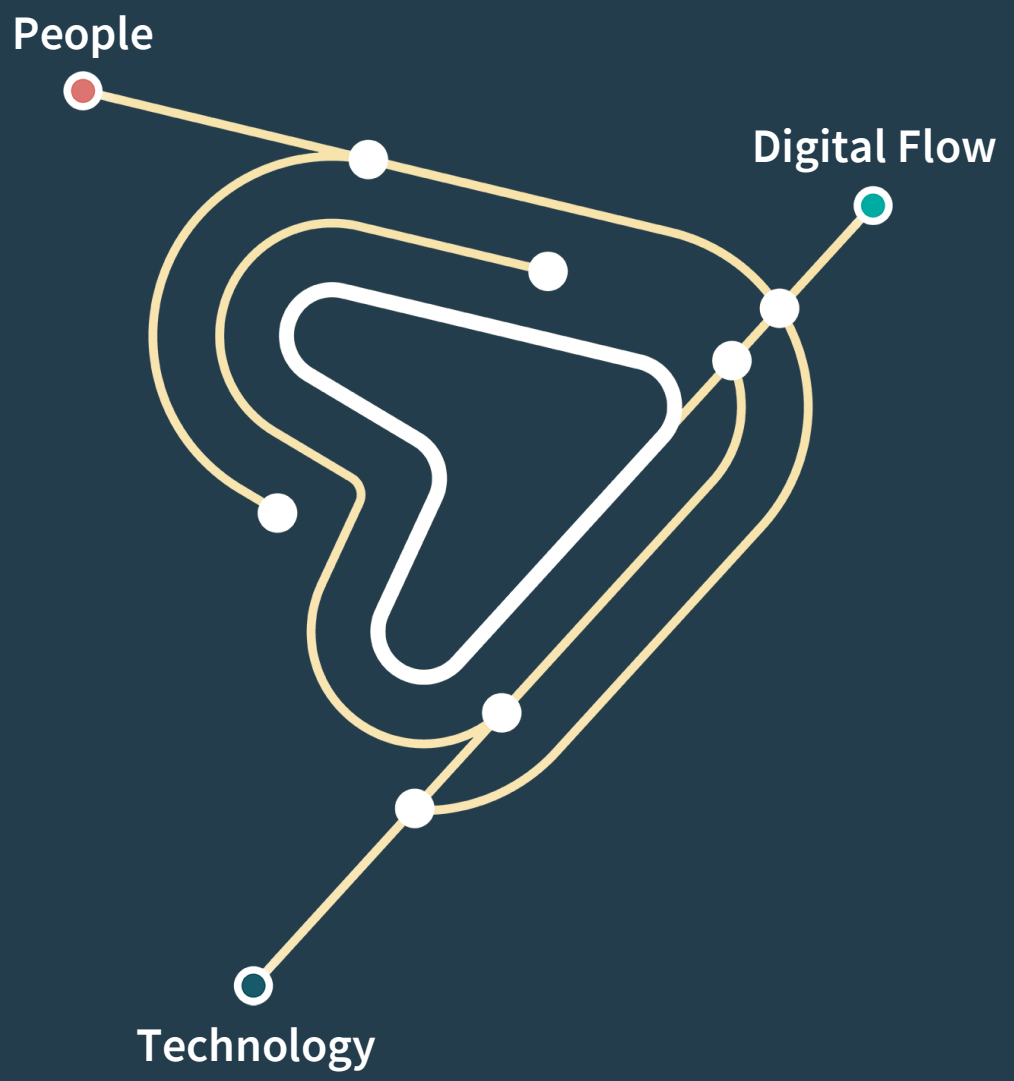
2022: start of project Microsoft365

- Formation of working group

- Agreement with The Flow to create a roadmap towards the implementation of Microsoft365

Digital Flow.

“We continuously improve your **people’s** daily work to establish a **digital flow**. We use the Microsoft 365, Viva & Power Platform **technology** to accomplish this”



The Flow

Our Focus.

Digital Workplace

A people centric & secure digital workplace

allowing people to seamlessly communicate, collaborate and work from anywhere on any device.

Employee Experience

Optimize every stage of the employee lifecyce

with hybrid onboarding, targeted communication, central knowledge building, learning, aligned company objectives integrated into one experience platform.

Intelligent Apps & Automation

Reduce burden by automating business processes

bringing together IT & business users to optimize the way of working by building new solutions, without the need for programming skills.

“Continuously improve daily work”

Best

Reduce burden by automating business use cases, (repetitive) processes

Better

Optimize your employee experience by integrating day-to-day workloads in Teams and using insights in work behavior

Good

Build basic digital maturity for the masses enables people to securely work anywhere & anytime by adoption

Digital Maturity

Digital Maturity Gap

3 kinds of questions

Knowledge

I know that digital technology can be used as a powerful tool to innovate processes and products.

Skill

When I am faced with a technical problem, I am able to find solutions on the Internet.

Attitude

I am always willing to help with analyses to improve ICT tools.

Digital Skills

Enthusiasm

Digital Maturity

Benchmark 5 Competences

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Information and Data Literacy

Browsing, searching, filtering data, information and digital content
Evaluating d a t a , information and content
Managing data, information and digital content

Communication & Collaboration

Interacting through digital technologies
Sharing through digital technologies
Engaging in citizenship through technologies
Collaborating through digital technologies
Netiquette
Managing digital identity

Digital Content Creation

Developing digital content
Integrating and re-elaborating content
Copyright and licenses
Programming

Safety

Protecting devices
Protecting personal data and privacy
Protecting health and well-being
Protecting the environment

Problem Solving

Solving technical problems
Identifying needs and tech. responses
Creatively using digital technologies
Identifying digital competence gaps

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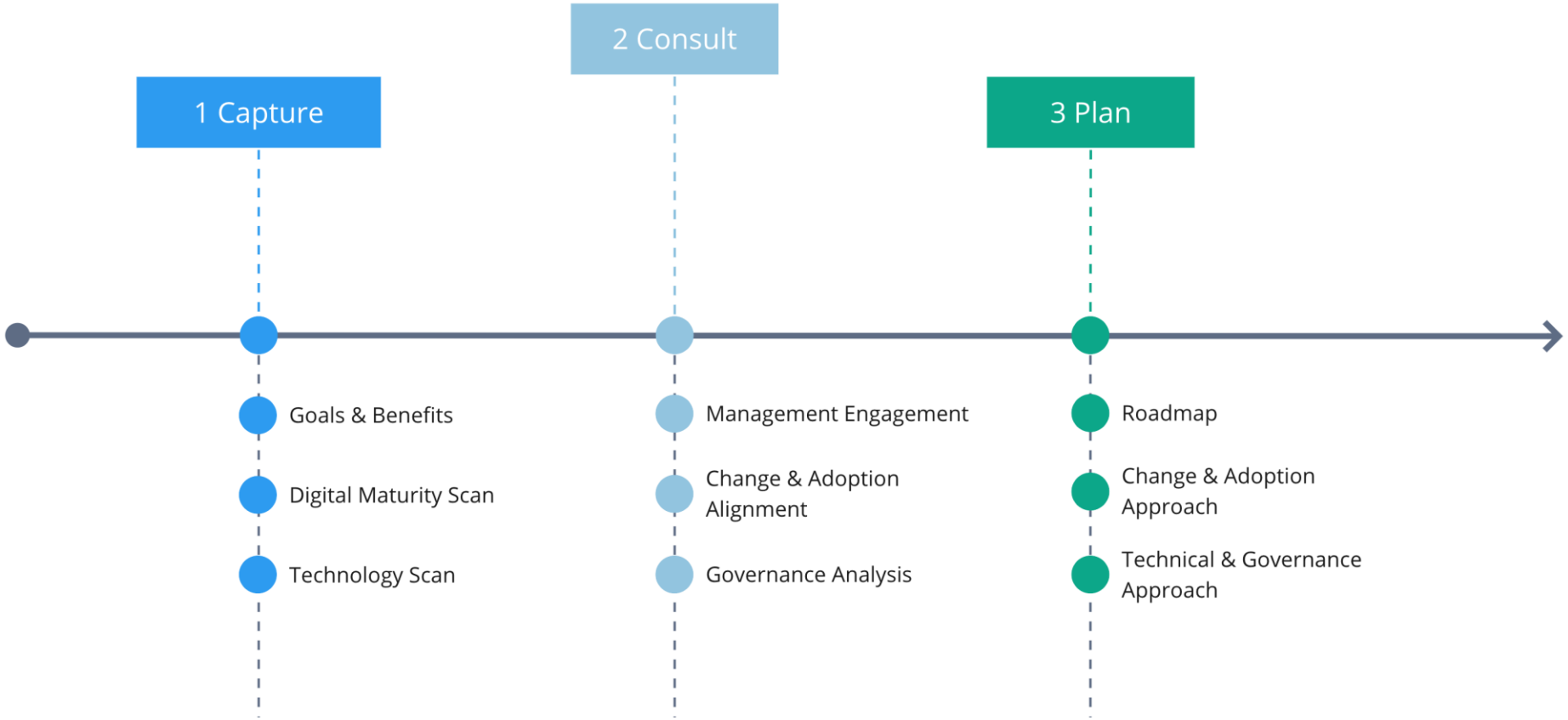
During the Discovery we Capture, Consult & Plan.



Goals & Benefits Workshop

Uncovering the goals, benefits and reasons.

- What are the goals?
- Why is Leadership taking this initiative?
- What are the benefits for all stakeholders?

Example

Main goals

- Working anytime, anywhere.
- Reduce mail traffic.
- Creating a better and automated onboarding.
- Organizing files and easily finding documents.
- …

Sub goals

- Better online security.
- Better knowledge sharing.
- Give employees more ownership.
- Making business decisions based on data.
- …

CAPTURE

Duration
4 hours

Audience
Leadership

Formula
Interactive workshop

Deliverables
Document with result

NEEDED FOR

CHANGE & COMMUNICATION

GOVERNANCE

PROJECT MANAGEMENT

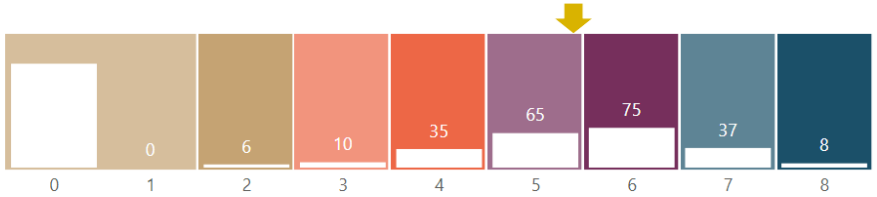
TECHNICAL

USER ADOPTION

Example - Results per department

Digital Maturity Scan - Results

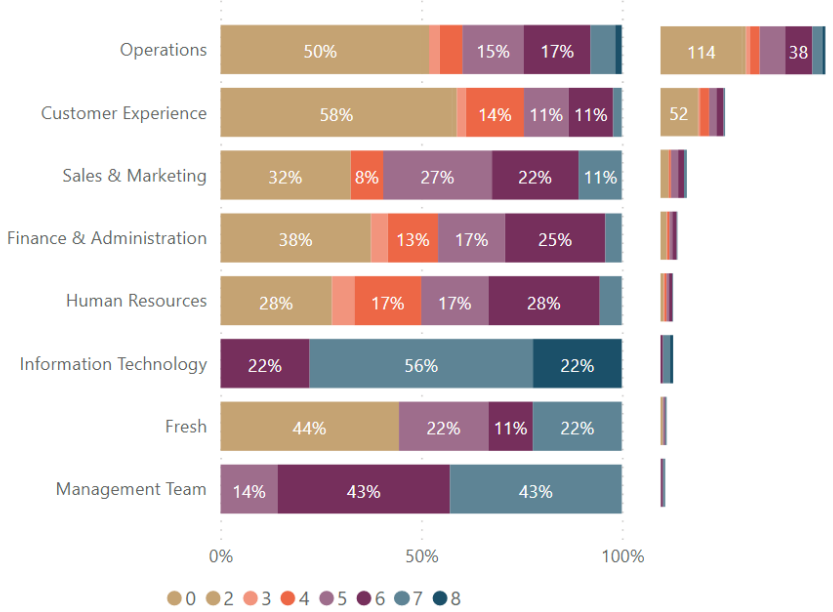
		Complexity of tasks	Autonomy	Cognitive Domain
Foundation (1)	45%	Simple tasks	With autonomy or guidance when needed	Remembering
Intermediate (2)	10%	Tasks and well-defined routine problems	Independent and according to my needs	Understanding
Advanced (3)	32%	Different tasks and problems	Able to adapt to others in a complex context	Applying
Highly Specialized (4)	10%	Resolve complex problems with interacting factors	Propose new ideas and process to the field	Creating



Why it matters

We use the DigComp 2.1 European model to identify the 4 levels of digital maturity. Gaining insight into the current degree of Digital Maturity is important to link change and adoption initiatives, in the context of the digital workplace, to the maturity level of your employees.

Distribution of employees by Digital Fit Score



Why it matters

Gaining insights on how the Digital Maturity of your organization is distributed along your internal HR dimensions, will allow you to tailor the change & adoption initiatives more precisely to each dimension (e.g., department, years of service, ...).

5.42

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Example - Results per age group

Digital Maturity Scan - Results

		Complexity of tasks	Autonomy	Cognitive Domain
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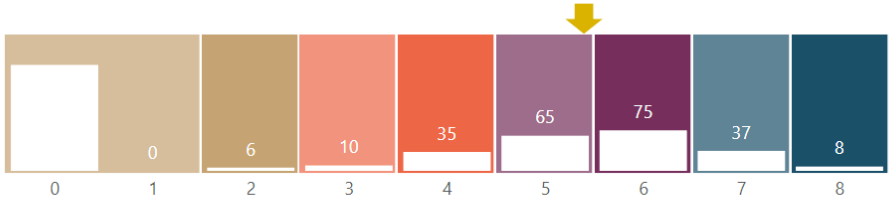

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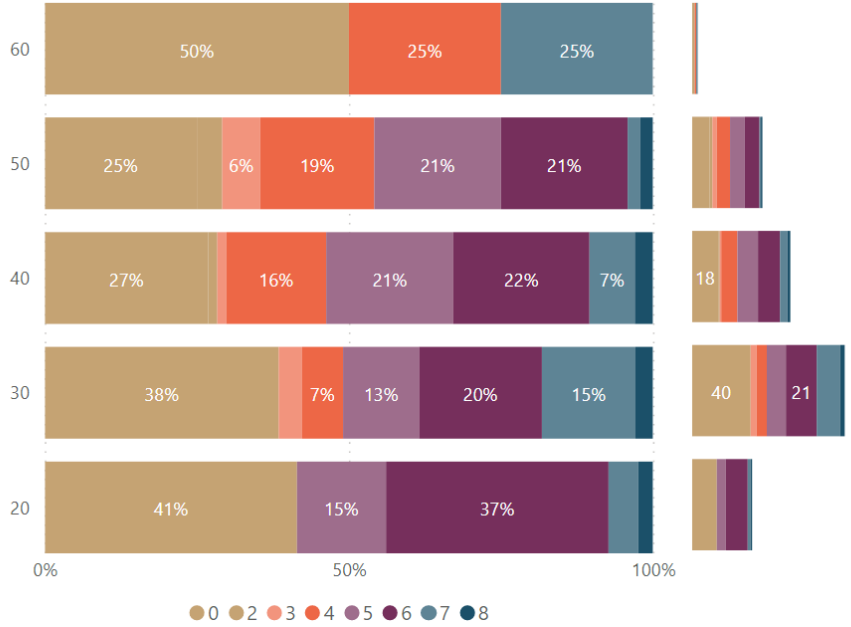

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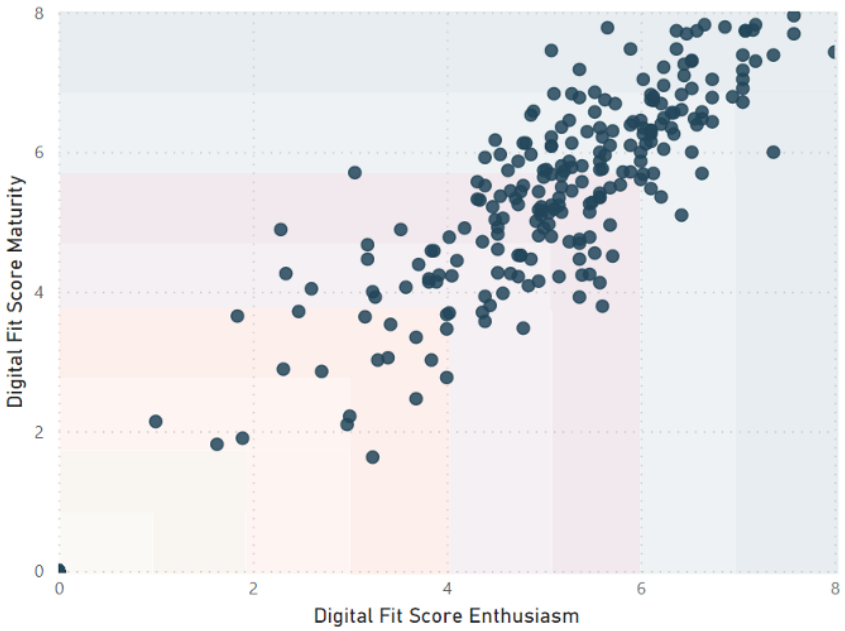
Example – Coaching

Digital Maturity Scan - Coaching

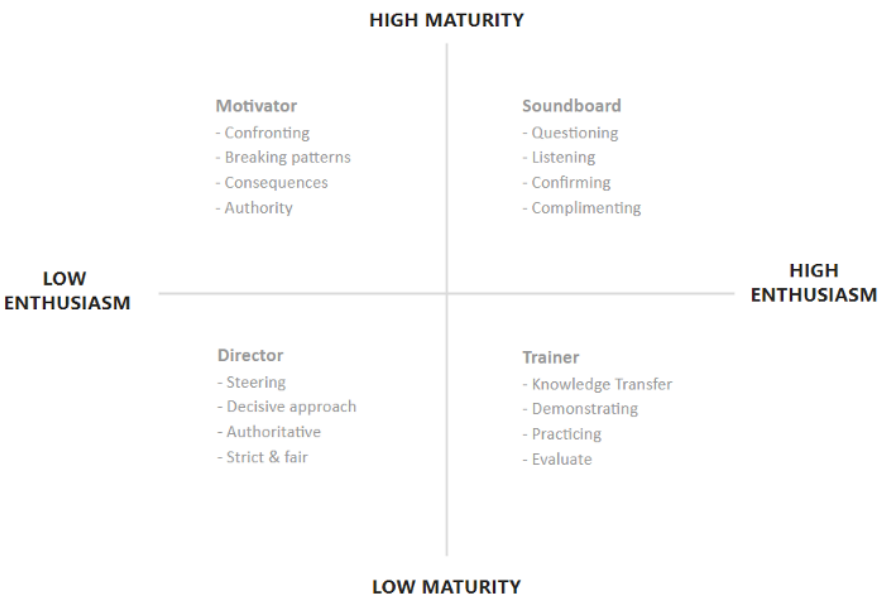
Why it matters

Understanding which users are both digitally mature and are enthusiastic allows you to identify possible Ambassadors or Champions in the transition to a more digital workplace. Knowing who's lagging behind allows you to take the right measures to make sure your organization moves forward together.



Coaching style

As a leader, depending on the enthusiasm and maturity of a user, a different coaching approach might be required. This model explains how to best adapt your coaching style for each person in a quadrant.



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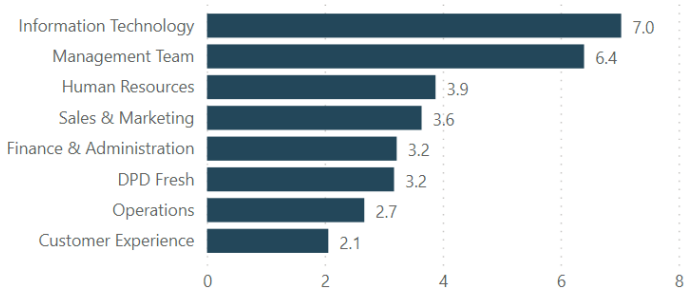
Example - Compare

Digital Maturity Scan - Compare

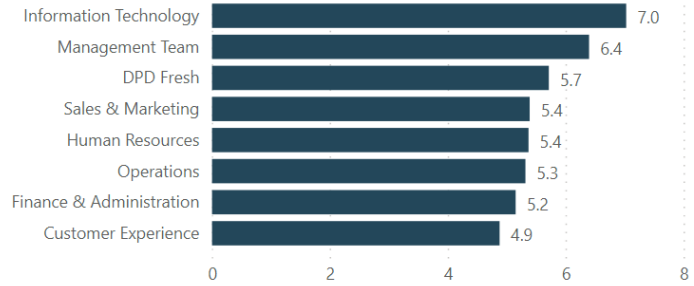
Why it matters

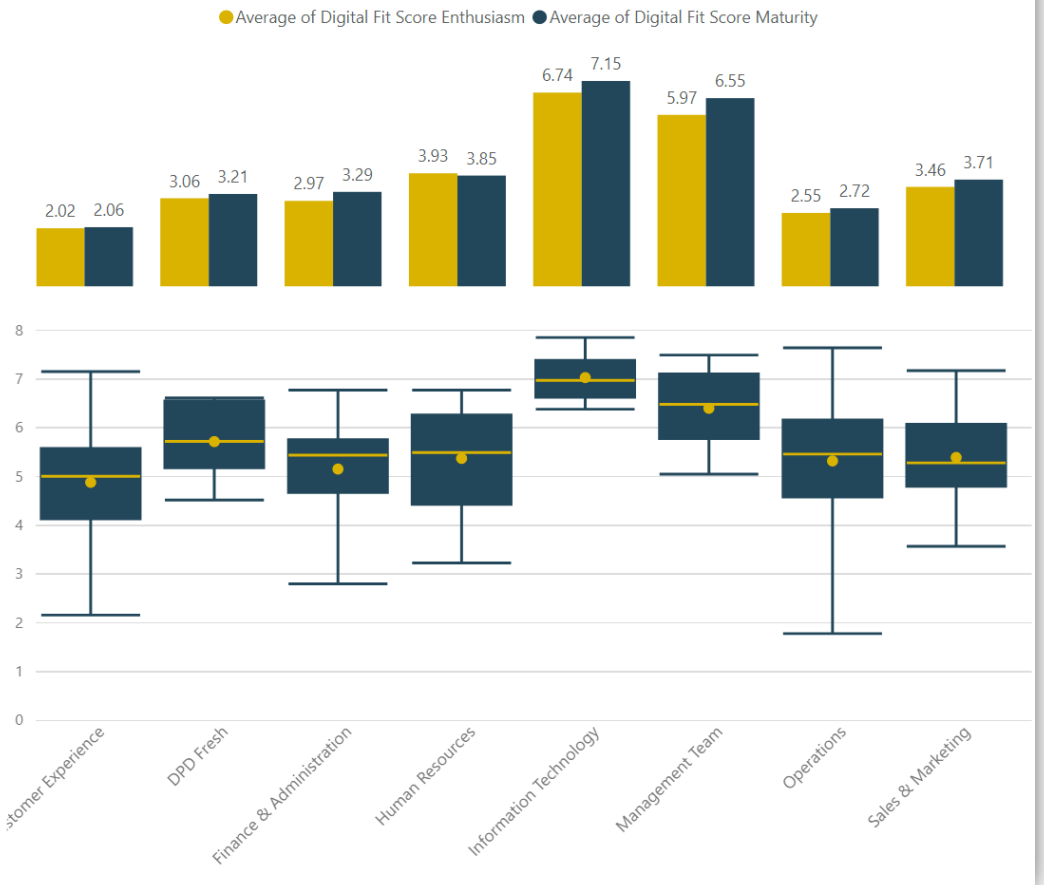
Comparing digital maturity across departments, and the distribution within each department can provide insights into how best to approach a department.

Digital Maturity with non-responses



Digital Maturity without non-responses





Roadmap

Objective

Creating a roadmap based on all of the previous information.

Information

This roadmap will be used:

- To manage the project.
- To create a detailed offer.

Example

Bedenken
Uitbouwen
Betrekken
Versterken

	DISCOVERY FASE	FASE 1	FASE 2	FASE 3
Organization	Doelen & Voordelen Leadership Engagement Digital Maturity Scan Change & Adoptieplan	Communicatieplan uitbouwen Change Team & Werkgroepen bepalen Security, privacy & MFA Training Uitbouwen van een Ambassadeursprogramma	Microsoft 365 Basics Training Microsoft Teams Basics Training Teams Design & Lifecycle Training Opleiding Leiding geven op afstand Design Your Team Workshops Formele projectwerking	Continuous Updates & Training Uitbreiding samenwerking naar veldwerker
Operational		Inrichten van een Intranet voor nieuws & files Inrichten van een leerplatform & leerplan Microsoft 365 as an individual Training Opschoning & Datamigratie O:\ schijf (piloot) Uitbouwen nieuwe informatie architectuur Waar komen mijn mails & bestanden? Training Inrichten Governance Board	Interne communicatie op Teams, Intranet, Yammer, Volledige organisatie betrekken in Teams Datamigratie O:\ schijf (organisatie) Samenwerkingsverbanden (intern/extern/...) Uitbouwen Governance Board	Advanced 365 Workflow & Automation Workshops Advanced 365 Task Management Training Advanced Document Management Training Paperless Office Project Geavanceerde rapporteringsomgeving De Burger Digitaal Project Uitbouwen Governance Board
Technical	Technische Audit M365 Governance	Licentiebeheer (aankoop & automatiseren) Azure AD verrijken (groepen, profielen, ...) Activatie van MFA (Piloot) Implementatie DKIM & DMARK Implementeren branding met e-Signature Installatie Teams aanvraag formulier	Activatie van MFA (Organisatie) Message Center Treatment	Ontwikkeling van custom apps & automates Applicatie lifecycle beheer

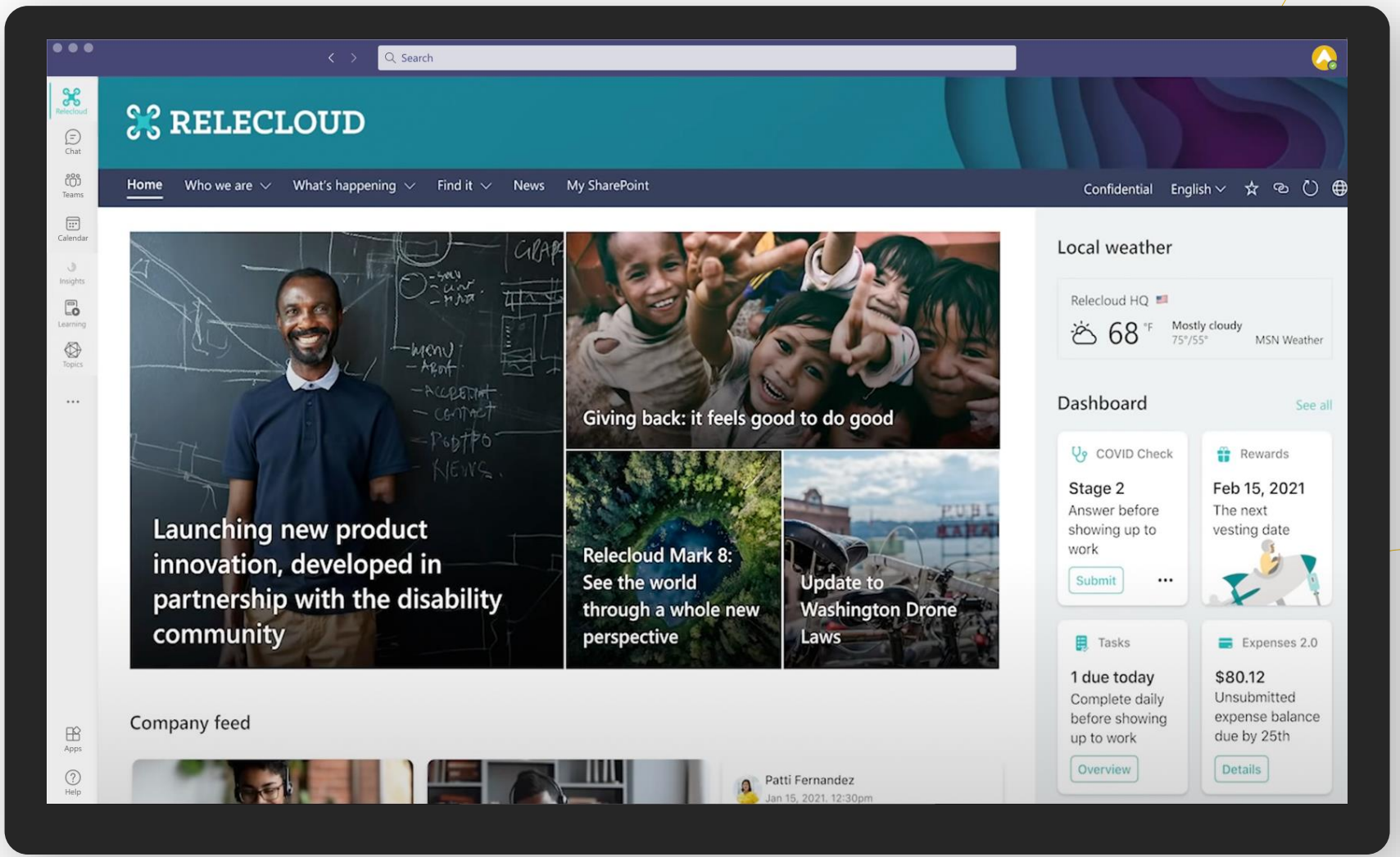
Teams Offers An Experience Platform Through Apps.

Standard apps
Notifications, chat, collaboration, meetings, calling

Apps integration
M365 apps + hundreds of third party apps via app store

VIVA apps
Employee experience through connecting, insights, learning & knowledge

Custom & Power Apps
Build own Teams apps, bots, extensions & interface with your business applications

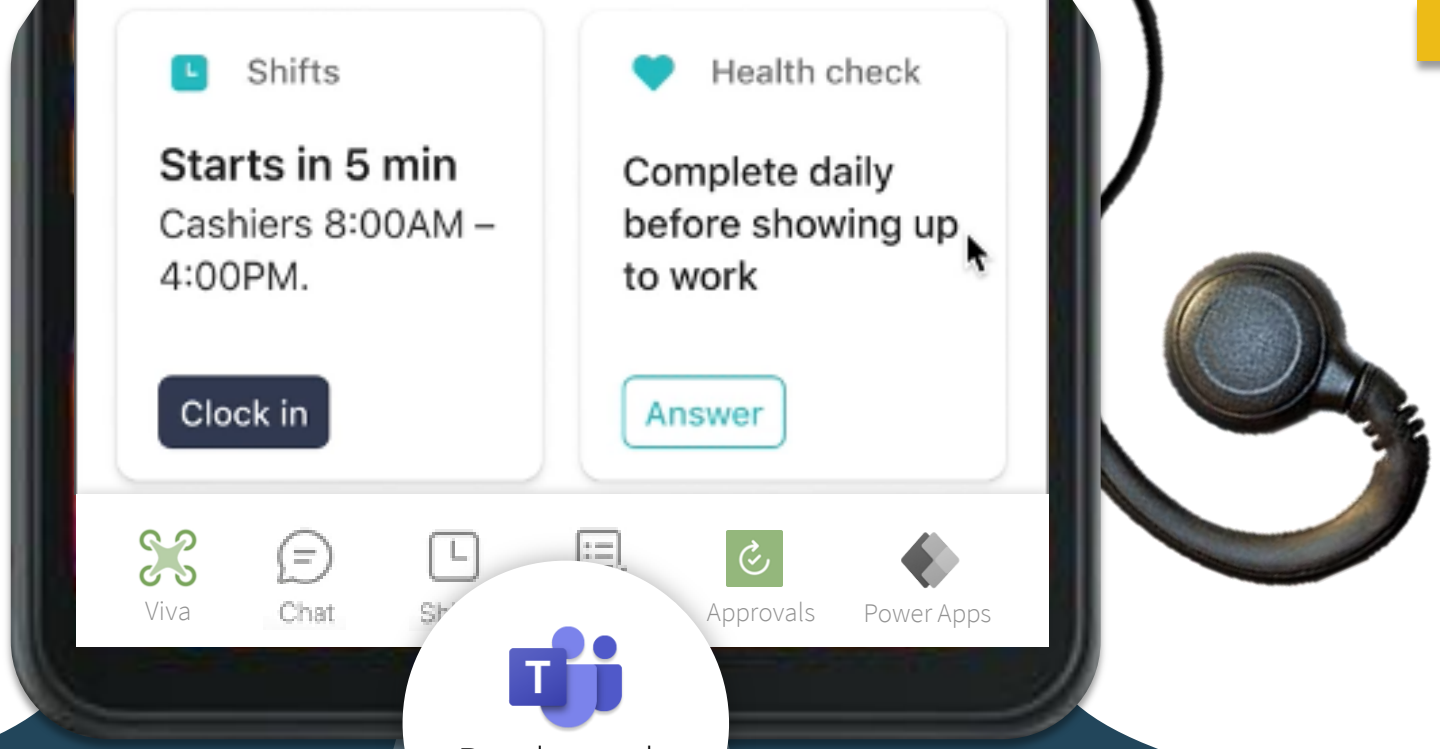


You do this by building solutions with a combination of:

(1) Ready-made blocks

and

(2) Custom blocks
…surfaced in Microsoft Teams



Ready-made
custom

Microsoft Graph

Access to rich, people-centric data and insights in the Microsoft cloud.

Teams apps	Office 365 apps	Third party apps	Viva platform	Teams platform	Power platform
Teams built-in apps made for frontline workers	Office 365 apps that work just as well outside of Teams as in Teams	Ready-to-use apps in AppSource			

Thank you!

https://theflow.consulting
Benny Van de Velde