



ADOPTION & CHANGE MANAGEMENT

CASE STUDY

How Bravo accelerated the NRC's remote enablement strategy after migrating to Microsoft 365

“Adoption and change is a shared experience of struggling, growing, learning, and succeeding. Here at Bravo, we strive to guide your users through that process.”

- Senior ACM SME at Bravo

OVERVIEW

The Nuclear Regulatory Commission (NRC), founded in 1975, is an independent regulatory agency that oversees the civilian use of nuclear power in the United States. Prior to Bravo's help, the NRC had already begun their adoption of M365. As part of the EDO's Transformation initiative, they needed to re-strategize in order to accelerate their remote enablement strategy and successfully transition to a 100% remote workforce that could effectively utilize the power of M365.

PROBLEM

Due to the NRC's need for rapid change and adoption of M365, the adoption rate slowed down significantly because there was not an immediate understanding of the tools that were at their disposal. According to an NRC employee, "The Microsoft Office 365 applications are not useful without an effective way to learn how to use them." Because of this, the NRC called on Bravo to step in and teach their employees the ways of M365 in order to improve the adoption rate and maximize their investment.

The NRC needed a strategy to adopt M365 the way it is intended to be used and as a result, maximize their investment and increase the adoption rate.

SOLUTION

Once the problem was identified, Bravo used our ACM strategy to deliver a fast and effective turnaround. Our goal was to mature their environment and teach them how to take full advantage of the tools and features M365 has to offer. In doing so, we were able to increase the overall efficiency and comfortability of their employees navigating M365 and working in a remote/hybrid setting. According to an NRC employee, "Bravo serves as a bridge to get me started through the steep learning curves, and also remove individual small stumbling blocks." We were able to accomplish this by looking at ACM as a lifecycle...



Microsoft 365



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1 Address Low Hanging Fruit

We began by taking a glance at what the NRC's employees were most familiar with (ex: Microsoft Office Suite). Once we gained a better understanding of what they were working with at the time, we set out to prove the value of M365. Implementing change can be difficult, especially if nobody sees the value in it. That is why our next steps were focused on warming them up to M365 and all the incredible tools available. We proceeded to support the rollout of M365 with all its additional capabilities and regular updates. To support this, we implemented both introductory training and one on one sessions. In parallel, we educated teams that were heavy users of WordPerfect and Microsoft Office Suite on how they can replace their current capabilities with M365 to make their lives a whole lot easier.

2 Centralize Internal Communication

Anyone who takes one look at Microsoft Teams will realize that it is and will be the premier tool for the centralization of M365. It is crucial to improving communication practices for any organization, ranging from small businesses to enterprises. Our adoption strategy at the NRC was to address Teams prior to diving into all of M365, which created a foundation for efficient Teams usage (i.e., understanding when to use email, channel messages, or chat). In doing so, we ensured that employees could effectively communicate with one another with Teams as their go-to platform, jumpstarting the learning process for M365 as a whole.

3 Teach Employees How to Leverage M365

Once employees had a foundational knowledge of Teams and its integration with M365, we shifted gears to focus our trainings on the M365 services and applications using a comprehensive approach with Teams at the center of it all. Bravo continues to support the NRC in their adoption journey and provides a variety of sessions broken into 4 major content areas:

File Management and Storage

In these sessions, we overview how employees may leverage OneDrive and SharePoint to store, manage, and keep up with their day-to-day work. We cover topics such as permissions and sharing for users, SharePoint site design for managers, and security considerations for administrators.

Content Creation

Content creation sessions involve understanding the uses of modern Office applications (i.e., Word, PowerPoint, Excel, and OneNote) in conjunction with OneDrive, SharePoint and Teams. Topics included How-To sessions for various tools, creating or accessing documents from Teams, and best use-cases for Office and Teams interaction.

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Work Processes

Work process sessions include overviewing the service tools within M365. Tools like MS Forms, Stream, Planner, To Do, Delve, and Lists. Each of these service tools become more accessible and efficient when used with Teams in mind, and we show employees how to leverage the teams they create to use these service tools.

The Power Platform

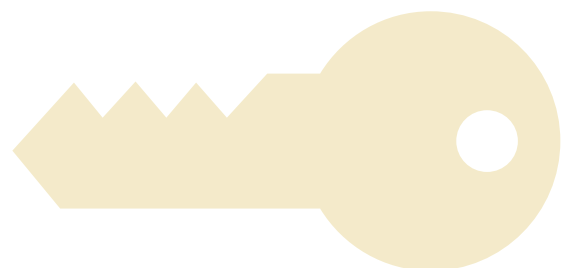
Finally, we held sessions covering Power Apps, Power Automate, and Power BI to help take the NRC's investment in M365 to the next level. We spend these sessions teaching their users how to leverage the Power Platform to simplify day to day to processes, develop apps and solutions using low code to no code, and create visual stories out of their data.

Keys to Success

To ensure their learning experience was valuable, we provide them with a resource hub site that included customized training materials and 'how-to' videos, as well as live training sessions that are held two to three times per week. We narrowed the focus of each training session to one M365 application at a time to ensure attendees fully understand each app before moving on to the next. According to an NRC employee, "In consultations, Heath is extremely patient when explaining complex solutions. He also goes the extra mile to solve problems for our group. He is very easy to work with."

A big key to Bravo's success throughout the process has been listening to their people and not just talking at them. We keep every session fun and interactive and are considerate of the fact that not everybody's learning process is the same. That is why we ensure that all sessions catered to the three different learning types and even offer one-on-one sessions to those in need. After each session, we gather insight from the attendees which has helped us measure how valuable our sessions are to the NRC's employees while also tracking their adoption rate (See Highlights).

“Microsoft Teams is the centerpiece for M365 adoption. It is the doorway to using M365 efficiently and productively.”
- Senior ACM SME at Bravo



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Highlights

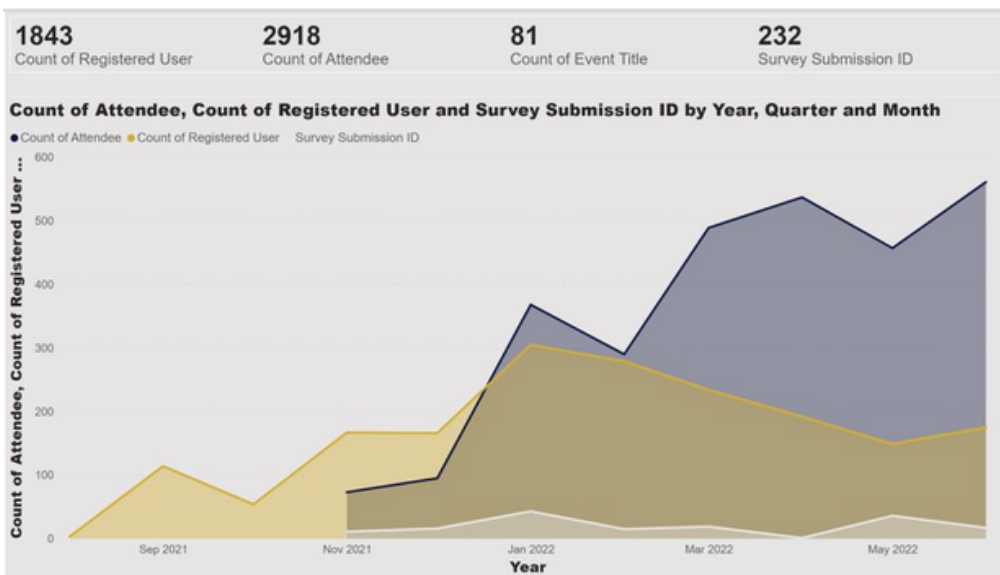


Figure 1

This chart compares the number of registered attendees at the NRC (yellow) to the number of times each registered attendees has attended a training session each month (blue). As you can see, most attend multiple training sessions each month and the frequency of attendance has continued to rise.

Figure 1

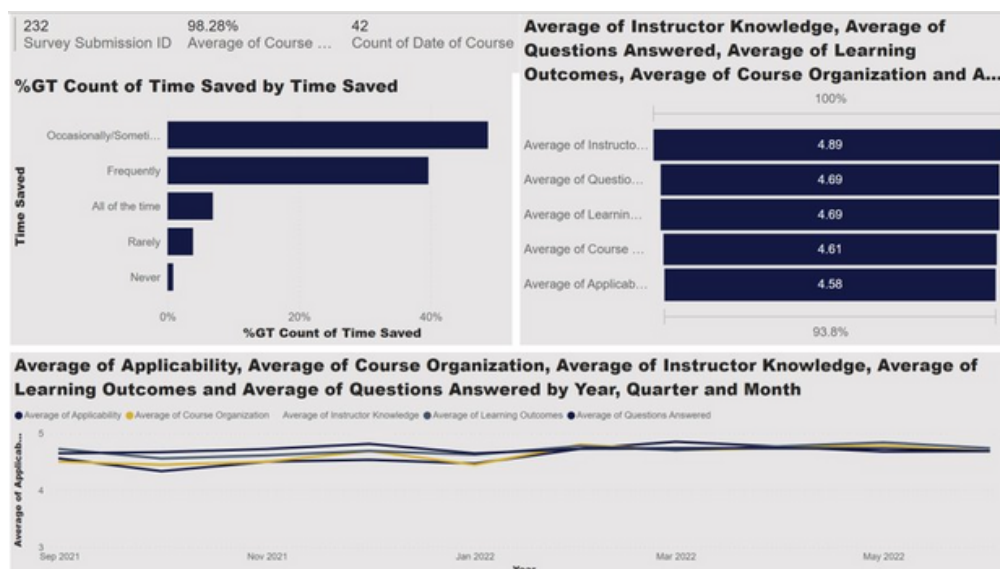


Figure 2

These charts illustrate the overall quality and value that their employees see in attending our training sessions. The key takeaways are that over the last 6 months, 100% of our attendees have indicated that our training sessions have helped them save valuable time and have rated the overall quality of our instructors as a 4.89 out of 5 on average.

Figure 2



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Looking Forward

Bravo Consulting Group, LLC continues to work closely with the NRC to promote continuous adoption of M365 and ensure their employees stay up to date with the M365 road map as the cloud changes. According to an NRC employee, "Without Bravo's support, I most likely would not use the O365 applications (other than Word, Excel, Outlook, etc.) as much as I do now." As the NRC begins to work in a hybrid fashion, Bravo now holds training sessions catered more toward hybrid work, mobile applications of M365, and of course, review courses.