Driving adoption of Microsoft Flow

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Agenda

• Microsoft Flow introduction
• Driving engagement & adoption
• Demo!
• Use cases & templates
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Intro to Microsoft Flow
Microsoft Flow helps you **work smarter** by automating workflow across your apps and services.

- Get notifications
- Synchronize files
- Collect data
- Automate approvals
Integrate the systems you’re already using... even custom APIs.
Get started quickly with hundreds of useful templates
Build your own flows in an easy to use visual designer

- Sending an email when a new file is added in Dropbox

Authenticate to your OneDrive account.
Select folder to monitor

Authenticate to your O365 account.
Build email Subject and Body

Choose to include properties from previous step (Dropbox file) to improve relevance
Mobile

Buttons

Send myself a reminder in 10 minutes

Flows

- in SharePoint
  - Hasn't run recently
- Send myself a reminder in 10 minutes
  - Hasn't run recently
- When a new item is created -> Send an email
  - Hasn't run recently
- Send a customized email when a new SharePoint list item is added
  - Hasn't run recently
- Get feedback from your team for the selected file
  - Hasn't run recently

Get feedback from your team for the selected file

Enable flow

Edit flow
Run history
Save as
Delete flow
DEMO
Driving user adoption
Our users are individuals. They can’t be assimilated, positioned, or maneuvered into adopting.
“Adoption is not something that can be mandated. Adoption occurs when users decide for themselves that the solution provides them with a net benefit.”

- Socialtext white paper

Don’t treat all your Office 365 users identically.

Microsoft Flow users are special.
Goal of your Microsoft Flow adoption campaign:
• Make it relevant
• Make it achievable
• Give users a running start
• Make them shine!
Step 1: Validate license level & runs you can accommodate

Flow for Office 365 and Flow for Dynamics 365

Flow Free
- 750 runs per month
- Unlimited flow creation
- 15-minute checks

Flow Plan 1
- $5.00 per user/mo
- 4,500 runs per month
- Unlimited flow creation
- 3-minute checks
- Premium Services

Flow Plan 2
- $15.00 per user/mo
- 15,000 runs per month
- Unlimited flow creation
- 1-minute checks
- Premium Services
- Org policy settings
Step 2: Define your audience

- Identify user personas
- Calculate target number of adopters
- Set thresholds for active user %
Green dots: highly motivated to change

Yellow dots: hesitant; require encouragement to change

Red dots: resistant to change
Step 3: Tie your user adoption efforts to your culture

- Build a culture board
- Review programs that have succeeded and failed
- Determine learning styles/trends
- Build to suit
Step 4: Start moving!

- Identify target projects, POCs, or existing product replacements
- Seed starter projects for your green dots
- Assign peer mentors (agile development pairs)
“For...adoption to become a reality, treat it as a service instead of a one time project.”

- Asif Rehmani
Microsoft Flow Resource Community
Purpose:
- Promote the product
- Help new users get started
- Help advanced users share what they know
- Support open dialogue and troubleshooting of issues
- Prevent users from having to “recreate the wheel”
- Host organization-approved Flow templates
Get started quickly with hundreds of useful templates
Key elements:
• Communications site
• Links to internal & external Flow resources
• Yammer web part
• Events calendar
• Flow template gallery
• Instructions on how to import flows
Wrap-Up

- Microsoft Flow can automate everyday tasks
- Microsoft Flow users are special, so target your adoption campaign accordingly
- Treat Microsoft Flow adoption as a service, not a one-time project
- Create a resource community to build awareness, educate users, and share flow templates
Bring all items to the 6th Info Desk

- Bingo Cards = how you win prizes at the end of the event.
- The cards must be stamped by ALL the Sponsors by the last session (4pm)
- Fill out speakers evaluations (located in the front of the rooms)
- Fill out the event evaluations

And more …
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• Diamond, Platinum, Gold, & Silver have tables scattered throughout
• Please visit them and inquire about their products & services
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• Raffle at the end of the day and you must be present to win!
Beer Authority

300 W 40th St
[across the street]

Join us for a round of drinks
http://www.beerauthoritynyc.com
Thank you!

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