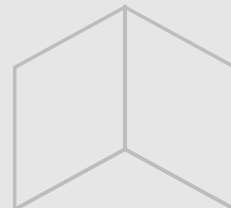


Microsoft Ignite

Learn.
Connect.
Explore.



Windows 10: Stories from the field - Onboarding users to modern client platform



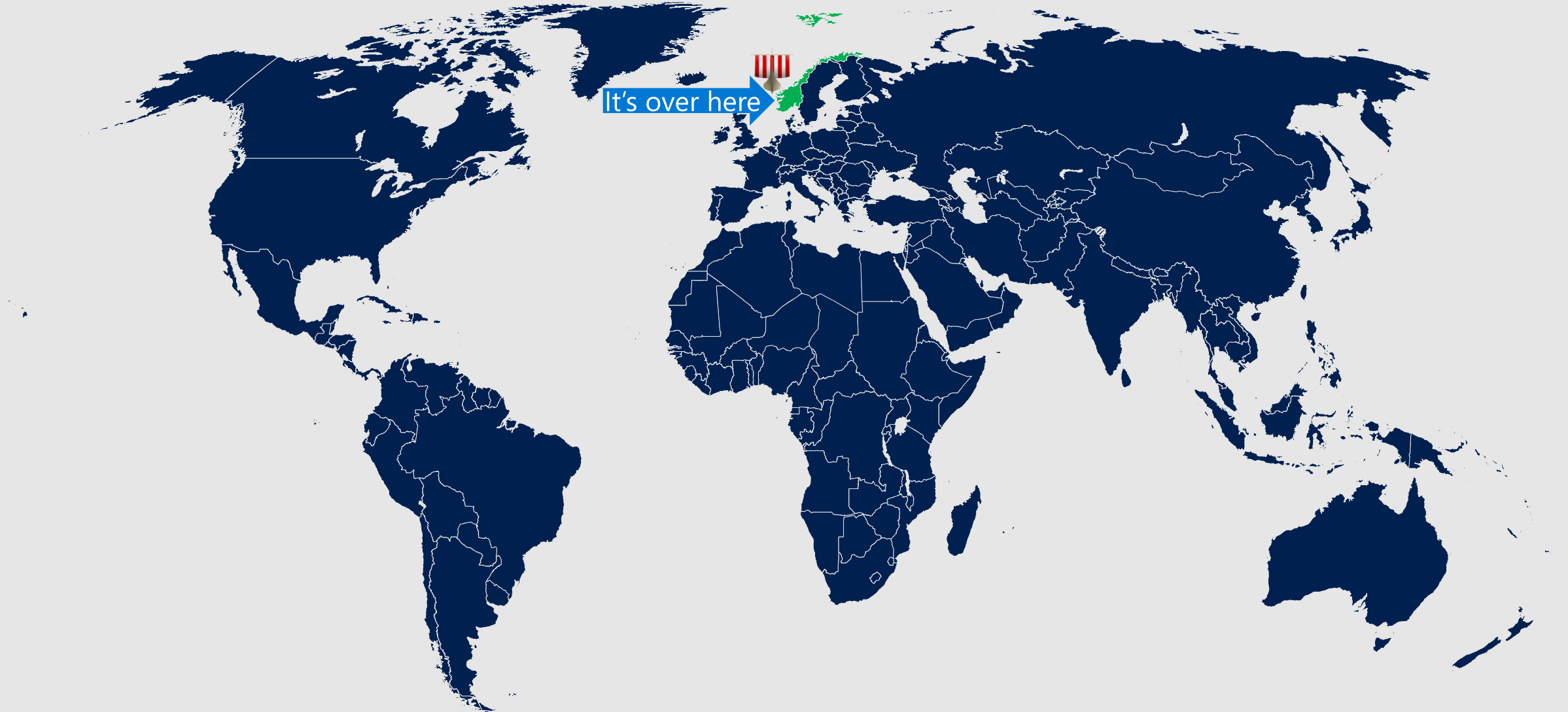
For some technical adoption coverage

- BRK3028 - Onboarding to Microsoft 365 made easy - protect users, devices, and data
 - Thursday 2:15 PM - 3:30 PM | OCCC W331
- BRK2365 - Best practices for driving user adoption of Microsoft 365
 - Wednesday 9:00 AM - 10:15 AM | Hyatt Regency Plaza International D-F
- THR2059 - FastTrack: Getting started with Microsoft 365 deployment
 - Wednesday 4:00 PM - 4:20 PM | Expo Theater #9

Norway

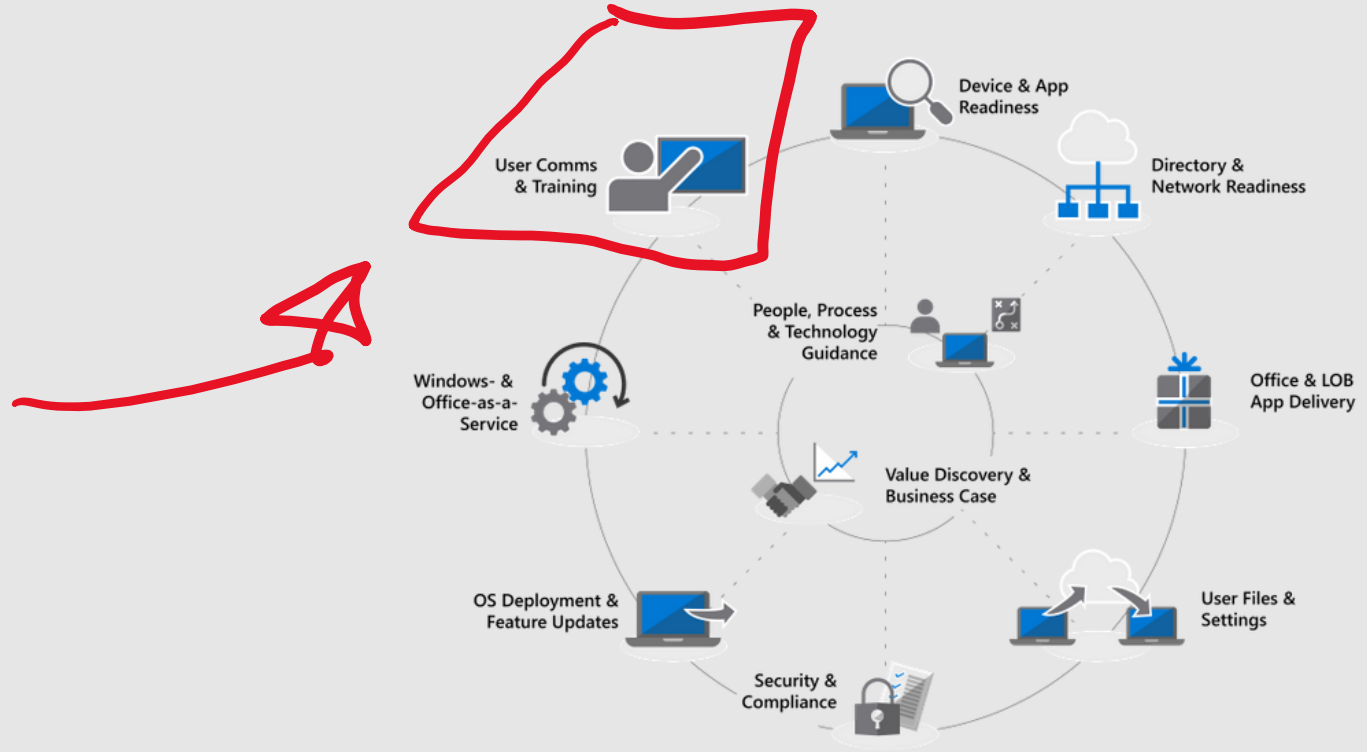


Norway



Key sections

- Know thy user, for thy user is not thee
- Define success
- 4 yay & 4 nay
- Motivation is the key!



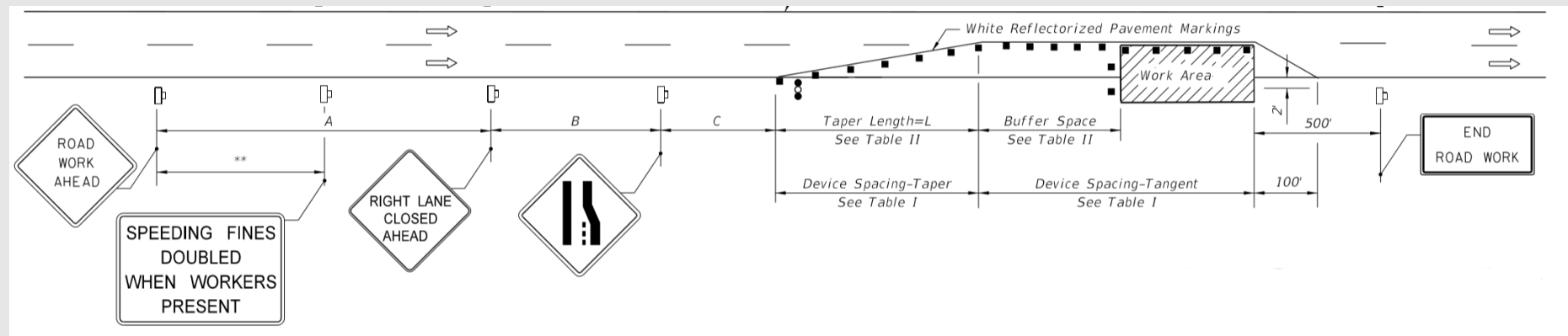
The case

- Five different continents (and 80 vessels)
 - Multiple time zones
 - Multiple cultures
 - Three formal languages



Challenges

- Lack of planning and informing
- Lack of follow-up
- Don't make them think
- The slippery-slope effect
 - Once it's out...



Will **YOU** take the challenge?

Complete achievements to unlock rewards

Activity/Challenge	Open for/ responsible	Reward	Company goal/value/vision	Notes
Complete a certification or exam	All	Movie ticket and your diploma on the wall	Competence globally, develop our employees, "mestringsfølelse"	
Complete 5 certifications/exams	All	Achievement Unlocked t-shirt	Competence globally, develop our employees, "mestringsfølelse"	
Get below 150 incidents/requests in ServiceNow	Site Operation/ All	Ice cream for everyone	Teamwork, "ta ansvar", stolthet & begeistring	
Go the extra mile for our customers	All	Achievement Unlocked t-shirt	We "go the extra mile"	Do something extraordinary to help our customers beyond our expected level of support. This will be a vote.
Complete Riverbed project	Project	Dinner	Key infrastructure baseline, "mestringsfølelse"	
Praise someone on Yammer	All	A personal pat on the back from Anders	We want the best for each other, "mestringsfølelse", "stolthet"	Give a shoutout to a colleague that you feel is a positive way.
Have someone on frontdesk at 0800 every day for a month	Site Operation	Ice cream for the department	Teamwork, global helpdesk,	
Six months without a major incident	All	Dinner	Key infrastructure baseline,	Starting from 22.03.2018
Be the spreader of most joy in Marin IT	All	Achievement Unlocked t-shirt	"små gleder", "medmenneskelighet",	The happiest face, the most cheerful or the one who makes the most positive vibes. This will be an objective vote.
Everyone must be on time for management meetings for 4 weeks running	Management	Ring the bell	Respect, Integrity	Wednesday management meeting and CAB meeting
Establish contracts and SLA with all our customers	Management	Ring the bell	Practice processes, good dialogue, clear expectations	
Get below 100 incidents/requests in ServiceNow	Site Operation/ All	Cake	Teamwork, "ta ansvar", stolthet & begeistring	
Document yourself wearing proper protective gear when working on vessel or shipyard etc	All	Achievement Unlocked t-shirt	Safe, practice processes	Use of protective gear is documented in DOF's guidelines
Take out the trash most times	All	Achievement Unlocked t-shirt	"ta ansvar",	A list will be hung in the printing room where we sign our name when we have emptied cardboard, plastic or general trash. Note: trash is to be emptied when it is full.
Finish Sailpoint phase two	Project	Dinner	Excellence, be the most trusted partner in digitalization process	
Complete Office 365 migration for all companies	Project(s)	Ring the bell, dinner	Excellence, be the most trusted partner in digitalization process	
Implement new integration platform	Project	Dinner	Excellence, be the most trusted partner in digitalization process,	
Install New Vessel Platform on all vessels in fleet	Site Operation	Ring the bell, dinner	Consistent user platform, key infrastructure baseline, trusted partner,	
Windows 10 implemented in Marin IT	Project	A Win 10 workshop with dinner	Consistent user platform, Teamwork, "stolthet"	COMPLETED



Sign your name on the list when you have emptied cardboard, plastic or general trash. Note: trash is to be emptied when it is full.



Success

- Plan and communicate
- Respect
- Make the pilots happy
- The bandwagon effect



Understanding motivation and emotions

- Not a zero-sum game



Understanding motivation and emotions

“...the conclusion of new research from Finland, which found musicians who consider their instrument an extension of themselves are more confident, and feel less performance anxiety.”

Those who walk the extra mile?





Alexander Solaat Rødland

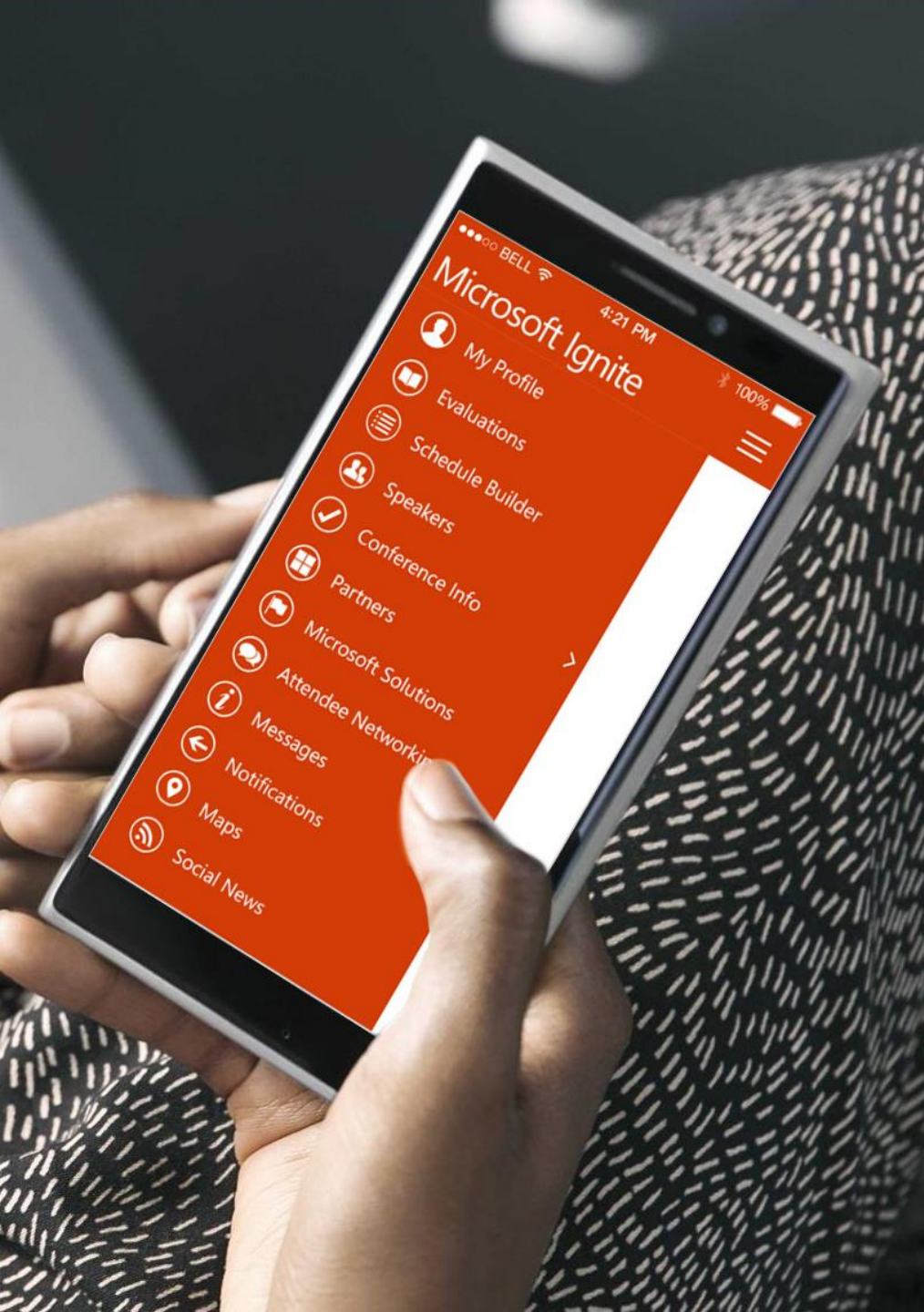
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