

Office 365 E1 for QFES Volunteers

*Rural Fire Service Queensland
Volunteer Summit 2016*



Agenda

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Current State

- Most RFS employee managers have a corporate QFES email account (@qfes.qld.gov.au)
- No RFS volunteers have a corporate QFES email account
- Email communication and collaboration with RFS volunteers uses personal or work email accounts and email distribution lists maintained by RFS managers
- Result - No state-wide method for email-based communication, collaboration & engagement that is standardised, efficient & high coverage

QFES Goals for Office 365 E1

- Enhance communication, collaboration and engagement of QFES volunteers
- Deliver Recommendation #63 from the Malone Review into RFSQ 2013:
 - *“That the Rural Fire Service Queensland should engage a private provider offsite and outside the Government firewall to establish an email address for each Brigade and Fire Warden.”*

Introduction of Office 365 E1 for QFES Volunteers

- QFES employees are licensed for MS Office 2010 (Word, Excel, Powerpoint, Outlook) via device based licenses under a Enterprise Agreement
- QFES renewed the 2nd year of this contract in May 2016 and uplifted device-based licenses for employees to named-user Office 365 subscription licenses
- Microsoft implementing strategy to move most licensing to annual subscription-based
- QFES & PSBA negotiated for Microsoft to include Office 365 E1 licenses for all 36,000 QFES volunteers at zero cost

Project Overview

- Goal:
 - Deploy Office 365 E1 to all QFES volunteers in RFS, SES and Volunteer Scientific Units to improve communication, collaboration and engagement prior to commencement of 2016 storm season
- Scope:
 - Included: Rollout of O365 E1 to 36,000 QFES volunteers
 - Excluded: Rollout of O365 to QFES employees; Changes to existing volunteer on-boarding & off-boarding business processes

Project Overview

- Governance:
 - Executive: QFES Deputy Commissioner, Doug Smith
 - Senior Sponsor: QFES Executive Director, Russell Neuendorf
 - RFS Senior User: A/Director, Tony Johnstone
 - SES Senior User: Regional Director, Wayne Coutts
 - VSO Senior User: Dr Raymond Bott
 - Project Manager: Simon McFarlane

Project Status

- Project commenced end of May 2016
- Completed
 - Office 365 E1 licenses procured
 - Office 365 E1 tenancy created and configured
 - Data fixups in OMS and VIMS complete
- In Progress
 - Integration of Office 365 with QFES Volunteer Portal
- Pending – Planned for July 2016
 - Communications Plan
 - Acceptable Use Policy
 - Pilot
 - Rollout

Office 365 E1 Overview

- *Video – [What is Office 365 for Business?](#)*




Office 365 E1 Overview

- Office 2010/2013 versus Office 365 E1

Feature	Office 2010/2013	Office 365 E1
License Type	Device based – All users of the device are licensed	Named-User – Only the named individual is licensed
License Renewal	Perpetual – You own it forever	Subscription – You rent it per annum
File Storage	Local storage & networks only	Local + Cloud (Sydney & Melbourne)
Core Office Suite (Word, Excel, Powerpoint, Outlook)	Installable on 1 device only. No multi-device. No web/browser versions.	Not installable on devices. Web/browser-versions accessible from any device. Native mobile apps. Available on mobile & personal devices
Email, Contacts, Calendar	Licensed via separate Exchange license	Included




Office 365 E1 Overview

- Office 365 E1 – Features (Part 1 of 3)

	Email and Calendars	Use business-class email through a rich and familiar Outlook experience you can access from your desktop or from a web browser using Outlook Web App. Get a 50 GB mailbox per user (plus 50GB archive) and send attachments up to 150 MB.
	Online Meetings	Host online meetings with audio, HD video, and web conferencing over the Internet. Join meetings with a single touch or click from the smartphone, tablet, or PC of your choice.
	Instant messaging and Skype connectivity	Connect with other Skype and Skype for Business users via instant message, voice calls, and video calls, and let people know your availability with your online status.



Office 365 E1 Overview

- Office 365 E1 – Features (Part 2 of 3)

	File storage and sharing	OneDrive for Business gives each user 1 TB of personal cloud storage that can be accessed from anywhere and that syncs with their PC/Mac for offline access. Easily share documents with others inside and outside your organisation and control who can see and edit each file.
	Office online	Create and edit Word, OneNote, PowerPoint, and Excel documents from a browser. Access emails using Outlook Online in a browser.
	Work management	Planner makes it easy for your team to create new plans, organise and assign tasks, share files, chat about what you're working on, and get updates on progress.

Office 365 E1 Overview

- Office 365 E1 – Features (Part 3 of 3)

	Professional digital storytelling	With Sway, a new Office 365 app, you can easily create engaging, interactive web-based reports, presentations, newsletters, training and more—right from your phone, tablet, or browser. Sways are easy to share and look great on any screen.
	Search and discovery	Stay in the know. Search and discover content across Office 365 based on personalised insights. Office Delve is the first experience to be powered by Office Graph, a collection of analysed signals or insights derived from each user’s behavior and relationships to content, topics, and contacts.
	Corporate video portal	Easily manage videos within your organisation. Office 365 Video is a company-wide destination for video upload, sharing and discovery, and smooth playback across devices.

O365 E1 On-boarding Process

- For QFES volunteers to gain access to O365 E1:
 - Members are to have up-to-date personal & membership data in OMS (RFS) or VIMS (SES)
 - Members are to register for access to the QFES Volunteer Portal (<https://volunteers.emergency.qld.gov.au/>)
 - New members notified of Office 365 email address upon successful registration
 - Existing members required to login to Vols Portal to obtain new Office 365 email address (Change Profile page)
 - Members to use Office 365 email address and Vols Portal password to login to Office 365

O365 E1 On-boarding Process

- Reasons for integrating with QFES Vols Portal:
 - >6,000 members have already registered for QFES Vols Portal
 - Members can use the same password for QFES Vols Portal and Office 365 E1 (ie. no new password)
 - Members can self-service reset their password for both QFES Vols Portal and Office 365 E1 via the QFES Vols Portal
 - Automated on-boarding and off-boarding of members to OMS/VIMS, QFES Vols Portal & Office 365

Expected Benefits

- Business Benefits:
 - Enhanced communication & collaboration before, during and after public safety events
 - Enhanced two-way engagement & feedback
 - Enhanced communications coverage (ie. less email bounce-backs)
 - Enhanced organisational record keeping (ie. Shared Mailboxes for rostered roles)
 - Technology benefit to attract & retain members
 - Opportunities to explore Instant Messaging, Teleconferencing and Videoconferencing for meetings, training, etc

Expected Benefits

- Member Benefits:
 - Anywhere, anytime, any-device access
 - Corporate email accounts persist regardless of changes to personal, corporate or ISP email accounts over time
 - Corporate email account allows separation of volunteer vs personal/corporate communications
 - Personal use (limited & appropriate)

Changes to Business Processes

- For Managers:
 - Update communications processes to only use Office 365 E1 email addresses to contact members
- For Members:
 - Register for access to Office 365 E1
 - Receive emails only via Office 365 E1 email account (*Note: The O365 email account can be configured to automatically forward emails to existing personal or corporate email accounts*)

Next Steps

- Pilot & Rollout to all members to occur in July 2016
- Regular communications will advise of rollout status
- Research Office 365 E1 to identify opportunities:
 - [Microsoft Office 365 E1](#)
 - [Meet the New Office: What is Office 365?](#) (YouTube video)
 - [What is Office 365 for business?](#) (YouTube video)
 - [Office 365 Learning Center](#)
 - [Office 365 for business training](#)
 - [What's the difference between Office 365 and Office 2016?](#)
 - [Office Blogs](#)
 - [Microsoft Office on Facebook](#)
 - [Office 365 on Twitter](#)
 - [Office 365 on Wikipedia](#)

Contact

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