

Adopting a #PeopleFirst approach using the Modern Collaboration Architecture (MOCA)

Adopting the real modern workplace

Our attention is the most precious commodity we humans have. Technology itself can help us focus or be the cause of distraction. Here at Microsoft, we aim for organizations to use our technology to **harness attention**. Thus, we have designed the MOCA to address two key challenges:

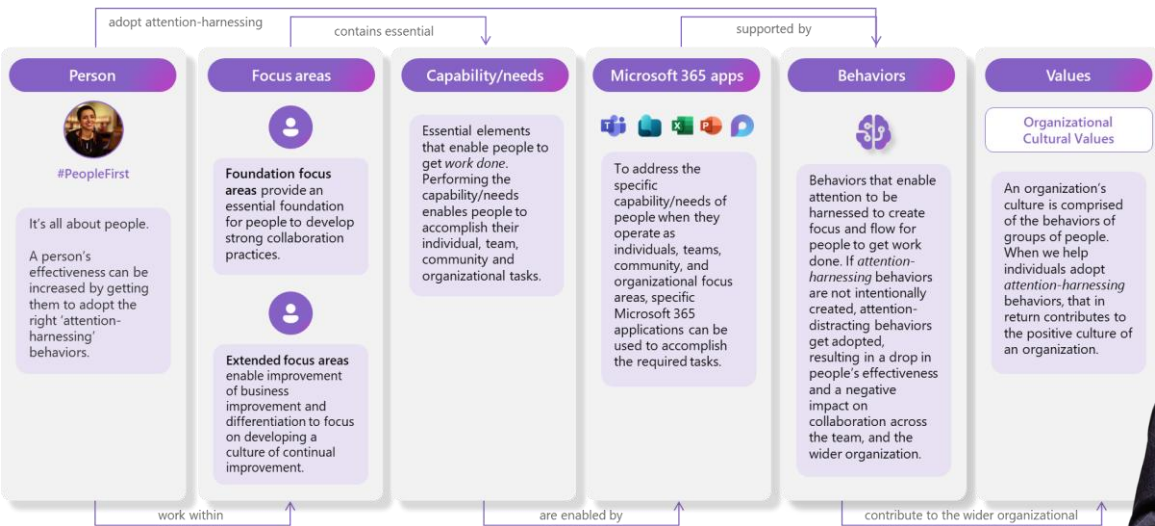
- To help organizations drive digital **culture change** across the organization enabled by good attention management practices.
- To address the **"What am I accomplishing?"**, an evolution from the **"which tool when?"** question for the Microsoft 365 collaboration suite, demonstrating how all the different tools integrate to enable people to work differently across the organization.

MOCA Standard will be the right place for most organizations to start their business transformation journey. **MOCA Extended** will suit organizations obtaining change management maturity and are focused more on what makes their business different. **MOCA Lite** is most appropriate for smaller organizations that do not need to create differentiation between the growth of their teams as distinct from communities. Between 50 and 300 people, smaller organizations would get the necessary guidance from a lite version of MOCA.

Legend

	Microsoft 365		Microsoft Viva		Dynamics 365		Guides
	Outlook		Viva Connections		Project Operations		Voice Assistant
	Word		Viva Topics		Talent Attract		Remote Assist
	PowerPoint		Viva Insights		Talent		Product Visualize
	Excel		Viva Learning		Product Insight		Layout
	OneNote		Viva Sales		Field Services		Import Tool
	To-do		Viva Amplify		Talent Onboard		
	OneDrive		Viva Pulse		Fraud Protection		
	Visio		Viva Engage		Project Automation		Microsoft Azure
	Stream		Viva Goals		Marketing		Power Platform
	Sway				Finance Operations		Power Apps
	Whiteboard		Microsoft Entra		Core HR		Power Automate
	Forms		Azure Active Directory		Sales		Virtual Agent
	Loop		Microsoft Defender		Sales Insights		Power BI
	Teams		Microsoft Intune		Customer Service		Power Pages
	SharePoint Online		Microsoft Purview		Brand Central		Fabric
	Microsoft Copilot Suite		Microsoft Priva		Service Insights		Copilot Studio
	Bookings				Customer Insights		
	Windows		Edge		Commerce		GitHub
	Windows 365		Microsoft Mesh		Finance		Azure DevOps
	Publisher				Supply Chain		Visual Studio
	Lists				Intelligent Order		LinkedIn
	Project Online				Market Insights		.NET
	Planner				Customer Voice		Azure AI Studio

Extended view: Designing scenarios using the Modern Collaboration Architecture (MOCA) Framework



What is scarce in all the abundance is human attention.
- Satya Nadella, CEO Microsoft



What is Adoption?

Adoption: Deep, habitual usage that delivers tangible value to the employees, a line of business and the organisation.

Over time people get into a rhythm, and when they get to work, they start doing things they are good at without too much thinking. We often get our morning coffee from the same café, walk the same route from the car park to our desk or lockers and then when we get to our devices, start our working day by checking our emails. These behaviours have become so ingrained in our routine that we're on autopilot. Habits have a tremendous impact on individual and organizational productivity, as well as our personal lives. This makes it fundamental that we activate and drive **attention harnessing** habits using technology. Adoption is not about features and functionalities, it is about **habitual usage of new ways of working**, that delivers **tangible value**. Organizations have a responsibility to drive behaviours that *harness* and not distract attention.



How can you strengthen your attention and improve your ability to focus and get things done faster? **Download the free phone app** and practice mental stillness and focusing your attention daily.

Modern Collaboration Architecture (MOCA)

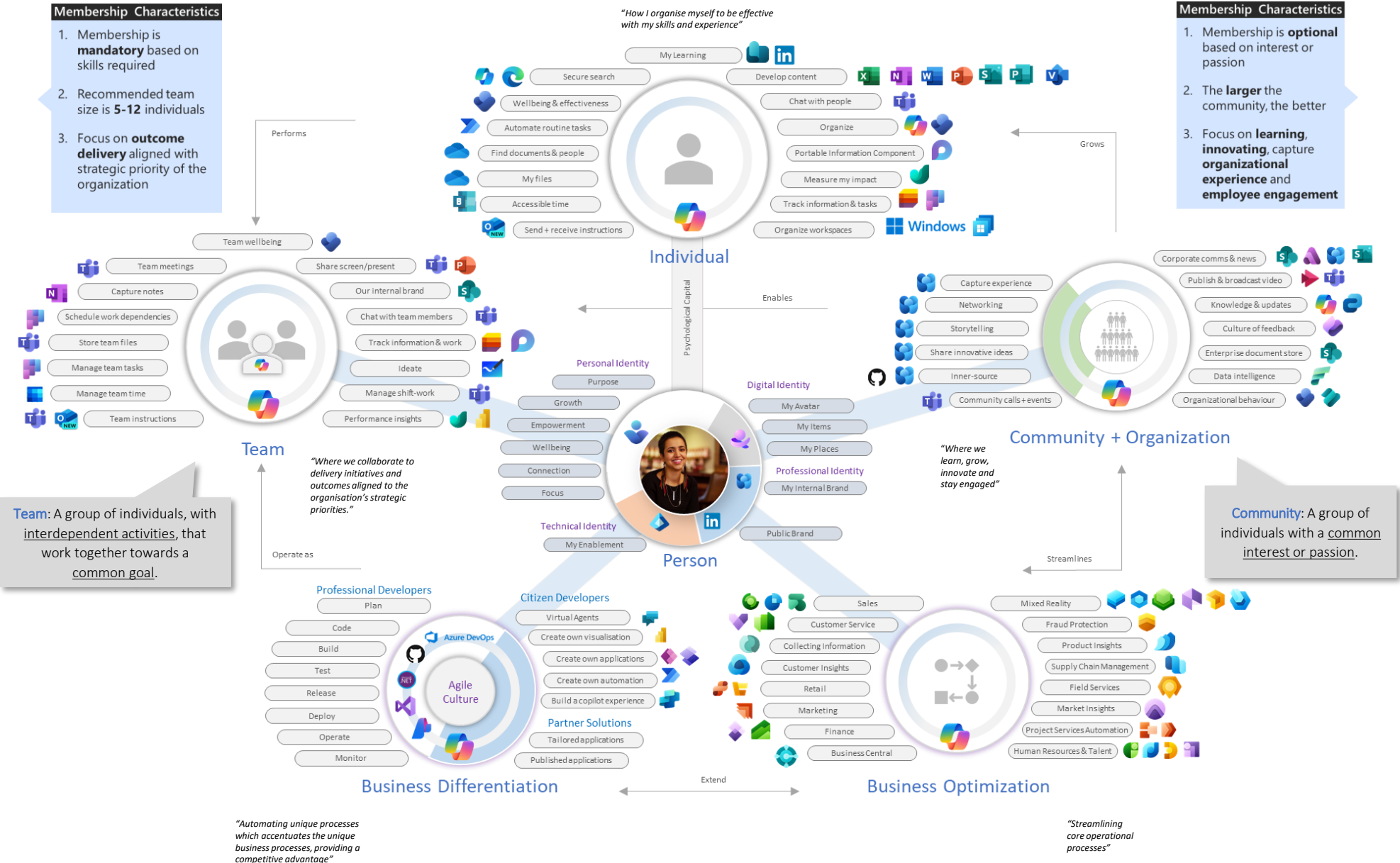
Extended v3.1

Membership Characteristics

1. Membership is **mandatory** based on skills required
2. Recommended team size is **5-12** individuals
3. Focus on **outcome delivery** aligned with strategic priority of the organization

Membership Characteristics

1. Membership is **optional** based on interest or passion
2. The **larger** the community, the better
3. Focus on **learning, innovating**, capture **organizational experience** and **employee engagement**



Modern Collaboration Architecture (MOCA)

Standard v3.1

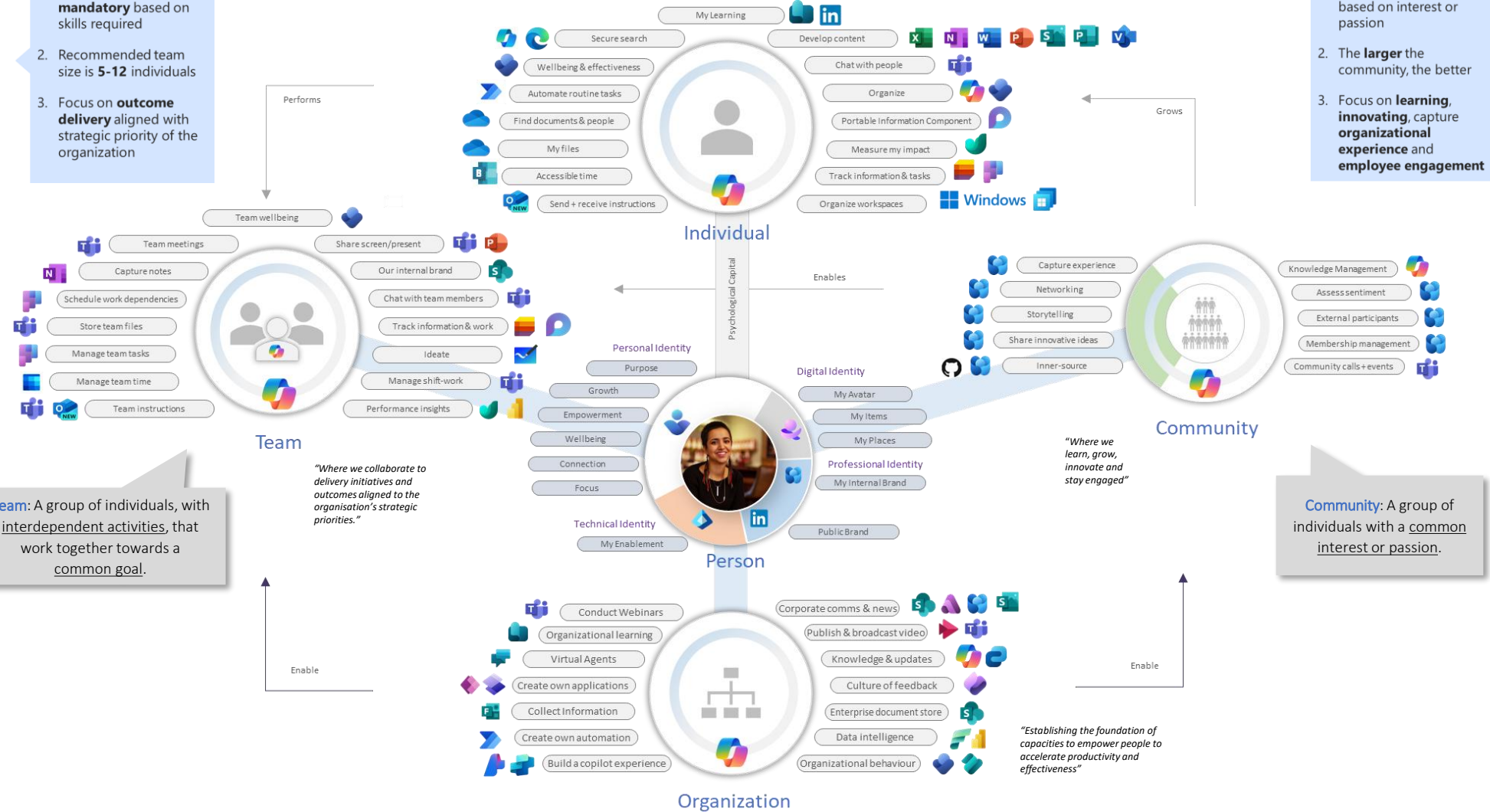
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"How I organise myself to be effective with my skills and experience"



Modern Collaboration Architecture (MOCA)

Lite v3.1



Individual

"How I organise myself to be effective with my skills and experience"

Psychological Capital



Person

Performs

Enables

Team: A group of individuals, with interdependent activities, that work together towards a common goal.

Community: A group of individuals with a common interest or passion.



Team

"Where we collaborate to delivery initiatives and outcomes aligned to the organisation's strategic priorities."

Delivers for



Organization

"Establishing the foundation of capacities to empower people to accelerate productivity and effectiveness"