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Adopting new technology brings change, and change can be daunting. The purpose of this document is to help you successfully navigate attaining company-wide adoption of the Microsoft Viva Learning app in Teams. This easy-to-follow how-to guide will walk you through the steps of deploying Microsoft Viva Learning to your organization to help ensure your employees reach their learning objectives.

**Successful adoption looks like**

- **Alignment**: A clear vision for how to use Viva Learning and proactive senior leadership support
- **Awareness**: All users are aware of Viva Learning, its value, and how to use it
- **Engagement**: Long term adoption with data driven goals and relevant communications
Assess your environment
Understand access requirements

**Microsoft or Office 365 subscription**

The Viva Learning app will be discoverable to all users with a paid Microsoft or Office 365 subscription and access to Microsoft Teams

- **GCC tenants** – Access is on the post-GA roadmap (H2 CY2022)
- **EDU tenants** – Only faculty & staff will have access for EDU tenants. Students will not have access to Viva Learning

**Special considerations**

Not required, but can enhance the Viva Learning experience:

- **SharePoint** – Allows for organization-generated resources to show up as learning content in Viva Learning

- **Existing subscriptions with content providers**
  - LinkedIn Learning
  - 3rd party learning content providers

- **Existing subscription with Learning Management Systems**
Determine target scenarios

Target scenarios describe how your employees will use Microsoft Viva Learning to address business challenges and achieve organizational, cultural, tangible, or individual adoption outcomes.

- Help you understand how to get the most out of Microsoft Viva Learning
- Act as input and validation of Microsoft Viva Learning awareness messaging
- Put Microsoft Viva Learning in context so employees know when and how to use it
Target adoption scenario examples: Learner

**Chat and conversation**
- Send a relevant course in a meeting or Teams chat
- Include pointers to relevant sections or add context in chat message
- Enable peer coaching or mentor relationships – formal or informal

**Cross-M365 discovery**
- Surface Viva Learning content in Office.com, Microsoft Search, and SharePoint
- Bookmark relevant learning courses that appear in search results, such as “Effective sales pitch strategies”

**Crowdsource learning content**
- Admins can create a collaborative SharePoint folder connected to Viva Learning for employees (or restricted audiences) to add content
- See added content in Viva Learning as learning content
Target adoption scenario examples: Manager

A new team member will be joining next week

- Add a learning tab to your Teams channel for onboarding
- Add relevant courses and organization-specific content to the tab
- Curate for your team and priorities

A manager wants to foster a culture of learning and growth

- Check the status of recommended content in the Manage tab
- Give kudos to colleagues who prioritize learning

At a leadership meeting, the VP emphasizes the importance of web presence for the company’s brands

- Search for keywords in the Viva Learning home page or a channel learning tab
- See search results from Microsoft, 3P providers, and internal sources
- Bookmark interesting courses and recommend courses to peers
Scenario guide

Get notified
Rafael gets a Teams notification that his manager recommended a course to him. The notification takes Rafael right to the SEO optimization course, which he starts watching in the Teams app.

Social learning
Rafael's coworker mentions that she could use a refresher on SEO queries. Rafael recalls the SEO training he took last week and sends it to his coworker in a Teams chat.

Learn throughout Microsoft 365
Rafael searches “pitch deck” on Office.com to find a deck from an upcoming event. A few LinkedIn Learning courses on sales pitch strategies show up alongside the deck. Rafael downloads the deck and bookmarks the courses in Viva Learning for later.

Stay organized
Rafael navigates to the My Learning view in Viva Learning. He sees that he has a learning assignment from his organization due tomorrow. Rafael clicks into the course and gets started.

Team onboarding
A new employee is joining Jocelyn’s team, so she adds a Viva Learning tab called “Onboarding” to her team’s Microsoft Teams channel. She adds relevant courses to the tab so Jocelyn’s team members will be able to see these courses when they navigate to the tab.

Track team learning
A few weeks later, Jocelyn checks the status of the two recommended courses and sees several team members have completed both courses. Awesome! Jocelyn pings them to give praise.

Recommend courses
The VP shares the importance of web presence for their company’s brands. Afterwards, Jocelyn searches Viva Learning for “SEO optimization”. She finds two courses and recommends them to her team members.

Custom learning content
One of Jocelyn’s team members just gave a diverse and inclusive marketing presentation. Jocelyn encourages her to add it to the organization’s Viva Learning SharePoint folder so others can view it as learning content.

Download the full guide at aka.ms/VivaLearningScenarios
Assess readiness

What is Readiness

Willingness and preparedness of your users and your organization to use Microsoft Viva Learning.

It’s important to determine how receptive your users will likely be to changing the way they work and adopting new technology. Your rollout plan should reflect the readiness of your organization.

Readiness factors

Determining readiness and appetite for change requires:
- Clear vision of organization shift
- Clear vision of user shift
- Amount of overall change required
- Executive alignment

Readiness assessment questions

Determine readiness by asking these questions:
- What does the organization’s current learning ecosystem look like?
- What were the success factors when previously rolling out new technology? What were the pitfalls?
- Are there other major rollouts happening in the organization?
- What internal resources can be leveraged to help spread awareness? (i.e. communication channels, training cadence, leadership events, etc.)
- What are the benefits and risks with this roll out?
  - How can you highlight benefits?
  - How can you mitigate the risks?
- What will the impacting changes be?
  - Tip: Identify these by team/user group
Plan
Define success criteria

Define goals
- What are you trying to accomplish?
- What does success look like?

Identify key performance indicator (KPIs)
These should improve based on adoption and will show leadership the impact of Microsoft Viva Learning

Establish KPI benchmarks

Determine ways to gather and measure user satisfaction and progress against benchmarks
Assemble core team

Adopting new technology requires buy-in and support from across the business. Below are key groups and team members who can help bridge technology and business outcomes that matter to your organization. Each group or member has a specific role in implementation and should be engaged early and often.

### Key groups
- Executive Sponsors
- Success Owner
- Early Adopters
- Champions

### Additional core team members
- Program Manager
- Employee Training Lead
- Department Leads (Stakeholders)
- IT Specialists
- Communications Lead
<table>
<thead>
<tr>
<th>Role</th>
<th>Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive Sponsor</td>
<td>Communicate high-level vision and values of Microsoft Viva Learning company-wide</td>
</tr>
<tr>
<td>Success Owner</td>
<td>Ensure the business goals are realized from adoption of Microsoft Viva Learning</td>
</tr>
<tr>
<td>Program Manager</td>
<td>Oversee Microsoft Viva Learning deployment process and logistics</td>
</tr>
<tr>
<td>Early Adopters</td>
<td>Use Microsoft Viva Learning early on and provide feedback to help smooth out any</td>
</tr>
<tr>
<td></td>
<td>issues ahead of broad launch to entire organization</td>
</tr>
<tr>
<td>Champions</td>
<td>Help evangelize Microsoft Viva Learning and manage objection handling</td>
</tr>
<tr>
<td>Employee Training Lead</td>
<td>Manage and communicate training content about Microsoft Viva Learning</td>
</tr>
<tr>
<td>Department Leads (Stakeholders)</td>
<td>Identify how department will use Microsoft Viva Learning and encourage engagement</td>
</tr>
<tr>
<td>IT Specialists</td>
<td>Oversee all technical aspects of the Microsoft Viva Learning deployment and rollout</td>
</tr>
<tr>
<td>Communications Lead</td>
<td>Oversee company-wide communications about Microsoft Viva Learning</td>
</tr>
</tbody>
</table>

Assign core team R&R
# Understand common adoption concerns

<table>
<thead>
<tr>
<th>Concern</th>
<th>Concern</th>
</tr>
</thead>
<tbody>
<tr>
<td>How does Microsoft protect the privacy and security of Viva Learning users?</td>
<td>How does data residency work for Viva Learning?</td>
</tr>
</tbody>
</table>

## Resolution

With state-of-the-art encryption, Microsoft protects your data both at rest and in transit. Our encryption protocols erect barriers against unauthorized access to the data, including two or more independent encryption layers to protect against compromises of any one layer.

Your data is your business, and you can access, modify, or delete it at any time. Microsoft will not use your data without your agreement, and when we have your agreement, we use your data to provide only the services you have chosen.

Please refer to the Microsoft Trust Center ([HERE](#)) for additional information.

## Resolution

Viva Learning data residency is tenant specific and follows the standard Microsoft 365 data storage guidelines by available geography. For more information, see the [Where is my Microsoft 365 customer data stored docs page](#).

For SharePoint, we currently only support sites hosted from the home geography of the tenant. Example: A French provisioned tenant can only link to SharePoint sites hosted in France to Viva Learning.

Viva Learning is GoLocal compliant. For customers located within geographies covered by a GoLocal datacenter, Viva Learning data will be stored within that GoLocal by default.
<table>
<thead>
<tr>
<th>Concern</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is the implementation time for Viva Learning?</td>
<td>Implementation time varies by customer. From our experience with customers in preview, implementation time can vary from around 2-6 weeks depending on complexity of the existing learning environment.</td>
</tr>
<tr>
<td>How does Viva Learning handle multilanguage needs?</td>
<td>The Viva Learning UI will be localized according to the users’ preferred language settings in Microsoft 365. Viva Learning supports all the same languages Teams supports. The learning content itself will not be translated, but search results and recommendations will show items from the users preferred language first, followed by the content in English.</td>
</tr>
</tbody>
</table>
Know user discovery scenarios
Scenario comparison: User organic discovery vs admin promotion

User organic discovery scenario
- User has Microsoft or Office/Microsoft 365 account
  - Discovers app through search
  - Discovers app in left nav rail
  - Admin pins app to left nav rail for all users
  - Opens app in Microsoft Teams
  - User consumes content in Viva Learning app
  - User shares content with other users via Teams chat

Admin promotion scenario
- Admin configures app for org
  - Admin pins app to left nav rail for all users
  - Prompts user discovery
  - Admin features specific content for skills learning

Key: 🟢 User 🟣 Admin

Click here for more info on configuring the app
Click here for customer facing guidance on app usage
Set-up and configure Viva Learning

Click the link to access our step-by-step documentation for setting up and configuring Viva Learning

Aka.ms/VivaLearningDocs
## Understand learning content sources - Overview

<table>
<thead>
<tr>
<th>Default enabled sources</th>
<th>Supported file types</th>
<th>Announced</th>
<th>Announced</th>
</tr>
</thead>
<tbody>
<tr>
<td>LinkedIn Learning*+</td>
<td>.doc .ppt .pdf .mp4</td>
<td>Skillsoft*</td>
<td>Go1*</td>
</tr>
<tr>
<td>Microsoft Learn</td>
<td></td>
<td>Pluralsight*</td>
<td>Josh Bersin Academy*</td>
</tr>
<tr>
<td>Microsoft 365 trainings</td>
<td></td>
<td>Coursera*</td>
<td>Infosec*</td>
</tr>
<tr>
<td></td>
<td></td>
<td>edX*</td>
<td>OpenSesame*</td>
</tr>
<tr>
<td></td>
<td></td>
<td>EdCast*</td>
<td>Udacity*</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Harvard Bus. Publishing*</td>
<td>Udemy*</td>
</tr>
</tbody>
</table>

### 1. Microsoft owned content sources

- Default enabled sources:
  - LinkedIn Learning*+
  - Microsoft Learn
  - Microsoft 365 trainings

- Supported file types:
  - .doc
  - .ppt
  - .pdf
  - .mp4
  - Audio files

- Announced:
  - Skillsoft*
  - Pluralsight*
  - Coursera*
  - edX*
  - EdCast*
  - Harvard Bus. Publishing*

### 2. SharePoint hosted custom content

- Admins can set up a SharePoint connection to Viva Learning to enable organization-generated resources to be discoverable and accessible in Viva Learning.

### 3. 3rd party learning content provider

- Viva Learning is being built as a fully extensible learning platform. The partners listed here are just the initial set customers can expect to have seamless integration with.

- In 2022 there will also be custom APIs available so the broader learning partner ecosystem can integrate with Viva Learning, outside of pre-configured partners.

### 4. Learning Management Systems (LMS)

- Announced:
  - Cornerstone OnDemand*
  - SAP SuccessFactors*
  - Saba*
  - Skillsoft*
  - Pluralsight*
  - Coursera*
  - edX*
  - EdCast*
  - Harvard Bus. Publishing*
  - Go1*
  - Josh Bersin Academy*
  - Infosec*
  - OpenSesame*
  - Udacity*
  - Udemy*

---

*These sources require a separately licensed subscription between your organization and the third party in order to access full library
+ Viva Learning integrates with the global content catalog licensed through LinkedIn Learning. It does not feature any tenant-specific or custom content.
**Understand learning content sources- SharePoint**

To include your organization’s custom learning content in the Microsoft Viva Learning app, you’ll need to migrate your content to a connected SharePoint site.

### Things to know

- Any content on the SharePoint list will be pulled into the app. Microsoft Viva Learning cannot distinguish what is learning content and what is not.
- Microsoft Viva Learning app can pull content nested into folders up to 5 layers.
- To allow for broader contribution of learning content, a link to the SharePoint list will be available in the Viva Learning interface where users can request access to the list. Site owners and global administrators will have to grant access to the list.

### Tips

- Set permissions to list to authorize who can add content.
- Ensure permissions are set for content item. These will still apply when content is accessed through the app.
- Prioritize content sources with high potential for tacit knowledge.
- Migrate to a modern site that includes Microsoft Teams.
- If using a migration tool, use one that will move user identities. This maintains properties such as Created By or Modified By after the migration.
Understand learning content sources- SharePoint

Diagram showing SharePoint integration

- SP site/folder 1
- SP site/folder 2
- SP site/folder 3
- SP site/folder N

SP site specified by admin

- SP list (auto created)
  - _SP1 path_
  - _SP2 path_
  - _SP3 path_
  - ...
  - _SPN path_

Tenant’s learning content catalog

Title, thumbnails, ... will be auto generated

SP Learning Pathways
Train and Adopt
**Build training strategy**

**Focus on the why**
Make sure employees know why the change is happening, what’s in it for them, and why they’re being asked to change.

**Use real work scenarios**
Use tasks or processes familiar to your audience to draw them into learning how to use the technology.

**Use multiple formats**
Training end users should take on multiple forms to accommodate different learning styles, geographical barriers, and resource constraints.

**Reinforce**
Make the training stick with reinforcement options like on-demand training, lunch and learn sessions, and new employee training options.
Align training strategy to launch plan

Design your training strategy to scale with your launch. Start with the groups that will champion Microsoft Viva Learning and IT, before launching to the broader organization.

<table>
<thead>
<tr>
<th>Audience group</th>
<th>Core team</th>
<th>Stakeholders</th>
<th>Company-wide</th>
<th>Ongoing engagement</th>
</tr>
</thead>
</table>
| Audience members | • Success Owner  
• Early Adopters  
• Champions  
• Program Manager  
• Employee Training Lead  
• IT Specialists  
• Communications Lead | • Executive Sponsors  
• Department Leads (Stakeholders) | All users | All users |
| Type of training | Full user and admin training | User training | User training | User training |
| Training methods | Live training sessions | Live training sessions | • On-demand training sessions  
• Brown bag training sessions | • Lunch and Learns  
• Tips and tricks |
Choose KPIs

Choose criteria to demonstrate the impact of Microsoft Viva Learning against each success measure. Below are examples of success measures, methods for measuring, and desired goals.

<table>
<thead>
<tr>
<th>Success Measure</th>
<th>Method</th>
<th>Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Employee satisfaction</strong></td>
<td>Qualitative surveys</td>
<td>Higher satisfaction rating compared to satisfaction before rolling out Microsoft Viva Learning</td>
</tr>
<tr>
<td>Enable learning in the flow of work to increase engagement and improve satisfaction</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Increased learning time</strong></td>
<td>Qualitative surveys, Viva Learning usage reporting (available 2022)</td>
<td>2x increase in total learning time for employees compared to before rolling out Microsoft Viva Learning</td>
</tr>
<tr>
<td>Streamline access to learning content to increase time employees spend learning</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Increased assignment completion</strong></td>
<td>Qualitative surveys</td>
<td>2x increase in assignments completed ahead of deadlines compared to before rolling out Microsoft Viva Learning</td>
</tr>
<tr>
<td>Streamline access to learning assignments to increase number of trainings employees complete</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Increased job competency</strong></td>
<td>Qualitative surveys</td>
<td>All employees at competency for current role</td>
</tr>
<tr>
<td>Access to relevant content to develop new skills needed to improve performance</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
# Awareness plan

## Teaser Campaign
Campaign to raise awareness regarding the value Viva Learning will provide

- Highlight scenarios of value that Viva Learning will provide to organization and key roles (refer to scenario slides in Assess section)
- Generate excitement and awareness regarding the app
- Gain staff buy-in for project by outlining ‘what’s in it for them’

## First Day Set Up
Communication and guide(s) to help end users get set up quickly and easily

*See next slide for assets*

## Launch/Buzz Campaigns
- Campaigns to kick-off Viva Learning launch and support adoption post-launch
- Scenario-focused events and email campaigns that showcase the user experience

## Tips Campaign
Campaign focused on key tips for Viva Learning to help employees get the most value from working in new ways

- Make it top of mind for staff regarding how to work in new ways with Viva Learning
- Reinforce new behaviors and resources to support – outline key stop, start, continue behaviors

Share common scenarios and use cases with the [Viva Learning scenario guide](#)
Use Available Templates/Guides

Download resources at aka.ms/VivaLearningAdoption

Intro to Viva Learning flyer

3 ways to make learning easier flyer

Viva Learning announcement email template

Viva Learning scenario guide
Drive value
Monitor satisfaction

Surveys are a great tool to gather data about user sentiment toward Microsoft Viva Learning. The results can help you determine the success of the rollout and get you thinking about necessary next steps.

1. Circulate a baseline survey shortly before users begin using Microsoft Viva Learning
2. Conduct a survey halfway through launch to gather data about users’ experiences
3. Use the results to make any necessary adjustments
4. Create new awareness or training content to address outstanding needs that arise
5. Release final survey 90 days after launch, and then in quarterly increments, to help measure user satisfaction and productivity
Reinforce adoption

Reinforcement is critical to make change stick.

Reminding people why this change is important isn’t the only way to motivate them to adopt the changes and turn them into the normal way of doing things.

To help reinforce adoption:

- Maintain active Teams groups for your Champions
- Share success stories
- Host engagement events to share stories or introduce new features
  - Tip: Be sure to staff events with IT or Champions
- Set challenges for people and run competitions
Deepen engagement

Cultural evolution is critical to adoption. Continuous adoption activities are the key to long term engagement.

- Update examples and trainings often so employees can relate to them
- Add Microsoft Viva Learning training to onboarding employee training
- Teach people to use the tools as a set – talk about Microsoft Teams and Microsoft Viva Learning together
- Continue to find your Champions – advocates for change within the business – including executives, managers, and admins
Resources
Other resources

Understand Employee Experience and the Viva Platform

• An Employee Experience Platform (EXP) is a system of experiences that help organizations create a thriving culture with engaged employees and inspiring leaders. Read Josh Bersin's introduction for a helpful overview.

• Microsoft Viva is Microsoft's Employee Experience Platform. Read the ebook for more information on Microsoft Viva.

Learn more about Viva Learning

• Viva Learning is one of the 4 modules within Microsoft Viva. The Viva Learning app in Teams creates a center for learning, aggregating access to available learning resources in one place. Read the Viva Learning GA Blog for more details.

• Viva Learning has rich features for learners and managers to prioritize learning and development. Read the scenario guide to understand common use cases.

• Read the Viva Learning documentation pages for detailed guidance on technical deployment and admin setup.

• Get product questions answered and technical support by using the Viva Learning Technical community.

Demos

Check out the Viva Learning guided simulation for a walkthrough of using the product as a learner, manager, and admin.
Thank you.