

NYS Office 365[®]

Community of Practice

July 14, 2020

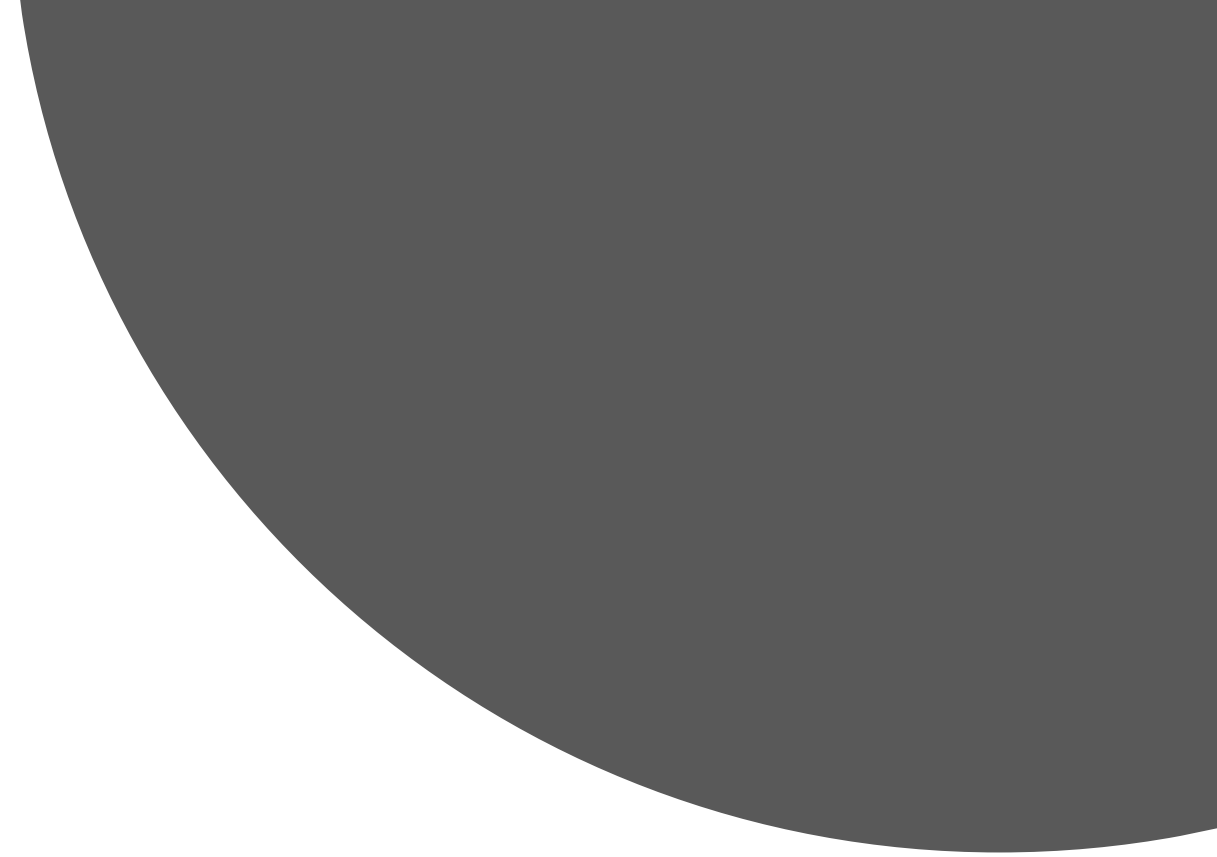
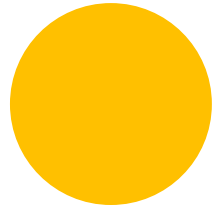
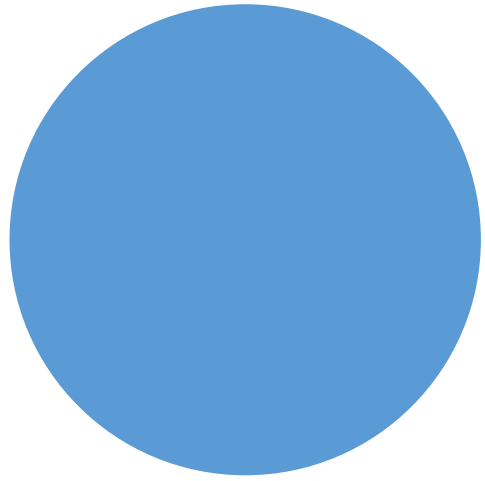
NYS Forum

July 2020 Agenda

- **Opening remarks** - Mike Torino (ITS), Steering Committee Member
- **How DMV's transition to Teams increased productivity during physical closure**
(Beginner/Intermediate Level Topic) - Justan Foster (DMV), Steering Committee Member
- **The Forms/SharePoint solutions employed by DMV for onsite work reporting**
(Intermediate/Advanced Level Topic) - Justan Foster (DMV), Steering Committee Member
- **Q & A, Closing Remarks** - Karim Cruz-Neal (DMV), Steering Committee Member

How DMV's transition to Teams increased productivity during physical closure

Justan Foster (DMV), Steering Committee Member



MS Teams @ DMV

Business Units &
Remote Workflow

Math Quiz!

Overall physical
staff presence
reduction of 90%.
How did CDC/DS
handle that
transition?

**How many employees
does your office have?**

Certified Document Center: 10

Data Services: 10

How many are needed onsite?

Certified Document Center: 1

Data Services: 1

(Can all be handled by one person on site)

What is Microsoft Teams?

Microsoft Teams is a collaboration app that **helps your team stay organized and have conversations**—all in one place.

- **Teams** - Find channels to belong to or create your own. Inside channels you can hold on-the-spot meetings, have conversations, and share files, and add apps, **such as Microsoft Planner**.
- **Meetings** - See everything you've got lined up for the day or week. Or, schedule a meeting. This calendar syncs with your Outlook calendar.
- **Calls** - In some cases, if your organization has it set up, you can call anyone from Teams, even if they're not using Teams.
- **Activity** - Catch up on all your unread messages, @mentions, replies, and more.

Use the command box at the top to search for specific items or people, take quick actions, and launch apps.

[Microsoft Teams Overview](#)

Why do we like Microsoft Teams?

Microsoft Teams enables business units to **address ongoing issues, catalog prior resolutions**, encourages a **collaborative approach** to addressing the needs of a customer, and provides **oversight opportunities** that managers feel are out of reach or don't exist. As the program availability expands, so does the ability to **set and follow priorities in a consistent manner**.

Microsoft Teams usage has increased exponentially, the product recently hit 44 million daily users coming from 93 of Fortune 100 companies and over 650 organizations with more than 10,000 users.

[Gadjo Sevilla, PCMag](#)

By the numbers...

130,000 in 365 for NYS Tenants
45,000 including Teams and Skype
15,000 or less statewide in WebEx

*As of May 2020

Business as usual is no more...

The Shift to WFH: Work From Home

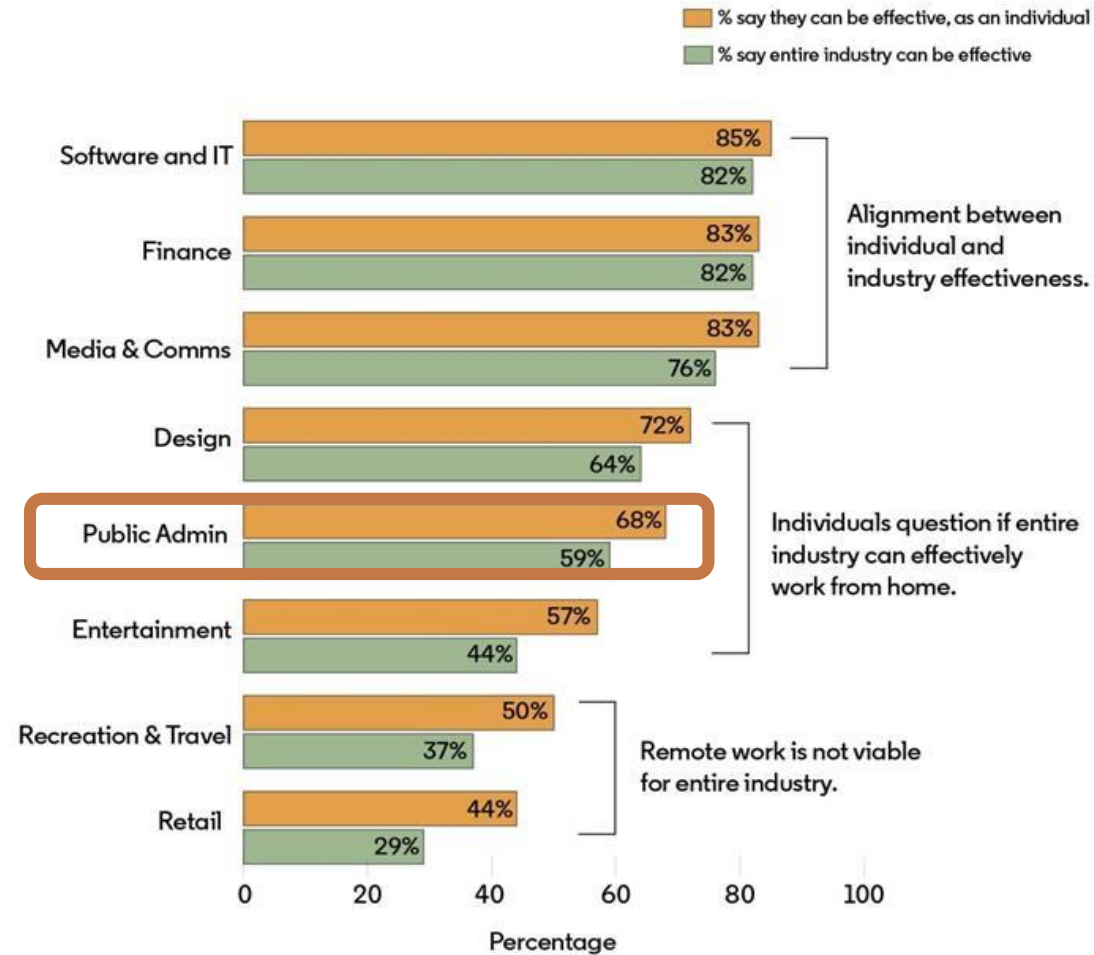
- Ability to operate
- Situational environments
- Opportunity to redefine productivity



Business
as usual is
no more...

Can your industry WFH effectively?

How U.S. professionals across key industries feel about their ability to work remotely — on both an individual and industry level.



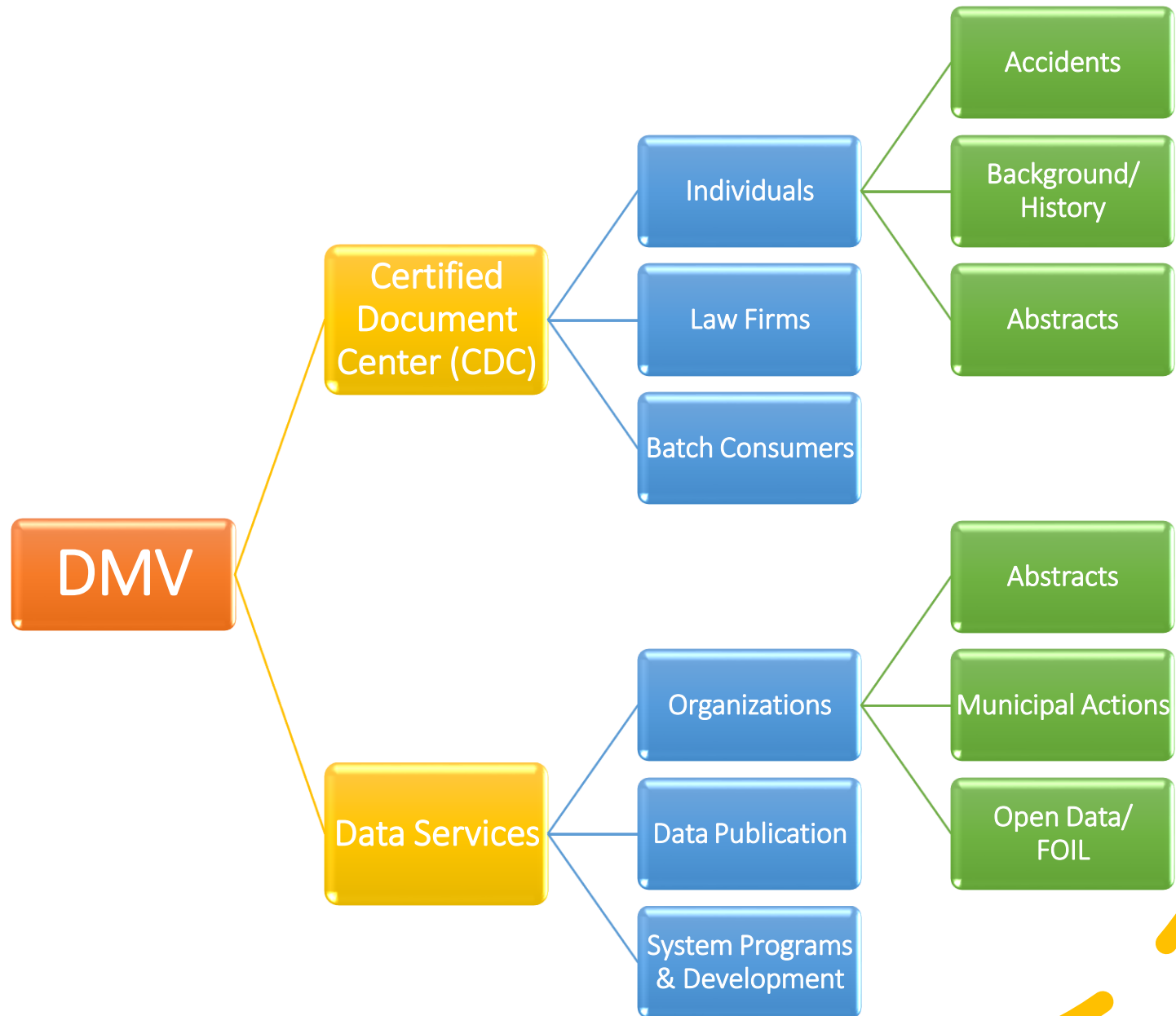
Source: LinkedIn Workforce Confidence Index research
Note: 5,447 professionals in the U.S. were surveyed April 27-May 3.

Challenges to DMV Remote Workforce

- Staff engagement
- Production of physical records
- Ability to transact remotely
 - DMV Employees
 - DMV Customers
- Technical Needs
 - Security
 - Consistency
 - Sustainability



About the case study...



About the case study...

Data Services

- Generates 5+% of annual DMV revenue
- Provides digital and physical DMV records
 - Programs: LENS, COMPASS, DIALIN, PREED
- Resource for FOIL, Exchange, Open Data



About the case study...

Certified Document Center (CDC)

- Processes roughly 2-5K requests per month
- Provides physical DMV records
 - Applications: MV-15, MV-198C, Batch
- Resource for FOIL, Individuals, Firms



Concerns Regarding Security

- Cloud-based services produce vulnerabilities
- Using GCC-compliant software reduces the immediate threat
 - Teams vs. Zoom
 - Complete comparisons of all major office tech suites available at www.techjockey.com

| Zoom Vs Teams | Microsoft Teams | Zoom |
|-----------------------------------|---|---|
| Exclusive Features | Integrated with Office 365, App Integrations, Live Collaboration in Real-Time, Conversation Threads, Collaboration with Clients vendors & Suppliers | Zoom conferencing with HD audio & video, Zoom Chat, Zoom Classroom, Zoom, Video Recordings, Zoom Webinars |
| Best For | Office 365 users for secure internal & external communications | Those who can navigate security settings to enjoy its interactive & simple user interface |
| Supported App Integrations | Office 365, Wrike, RingCentral, Freehand, Soapbox, etc. | Google Drive, Hipchat, Dropbox, Slack, HubSpot, Infusionsoft, etc. |
| Pricing | Get Microsoft Teams at the price at low as Rs 150/user/month. | Zoom Pro plan starts at Rs 1143/month/host |
| Security | Microsoft Teams is ISO 270001 and SSAE16 SOC certified | Zoom has recently introduced many new security features with the latest 5.0 |

Concerns Regarding Security

For companies using G Suite or Office 365, Google Meet/Chat and Microsoft Teams, respectively, are clearly the best choice. The functionality is not limited to video conferencing only, and there are no additional costs. On the other side of the playing field, you will find BlueJeans and Zoom, where Zoom is currently not recommended for privacy reasons. If these problems are addressed, then Zoom really does have the most extensive functions. Approximately in the middle of the spectrum, we find Webex, which is not part of an office suite. It is, however, a good choice if your business is already using Cisco solutions. Moreover, expansion to Webex Teams is possible when more collaboration functions are needed.

[Erik Schurer, Techzine](#)

Many scandals, including those involving fatal consequences, involved problems that were known, discussed, and often raised by employees without any constructive action to resolve them. Understanding why an organization's governance system failed is the key to improving its ethical culture. Determining if problems are isolated mistakes or evidence of a flawed culture at odds with ethics, compliance, and health and safety policies is critical.

More and more organizations conduct a root cause analysis when misconduct is discovered. This is true of 90% of high-impact programs. A root cause analysis helps identify the underlying factors that contributed to the misconduct and aids in the implementation of corrective and preventive measures.

[LRN Ethics & Compliance Program Effectiveness 2020 Report](#)

Concerns Regarding Consistency

- Need for paper and digital products to be produced and retrieved
 - Administering record corrections and issuance of replacement credentials
- Ability to host office meetings with teams, individuals, and for training
 - Accounting for phone coverage and reporting system outages or exceptions across an office
 - Minimum need for ITS involvement
- Document, investigate, and address customer requests and complaints in a timely fashion
 - Reducing turnaround and offering a concise, consistent response from DMV staff

Concerns Regarding Sustainability

What's next? Are we prepared?

- Moving from management by crisis to management by objective

How do we improve our work culture and transparency?

- Communication, accessibility, accountability, singular sources of authority

Are we constructing an office specific knowledge base ahead of offboarding?

- Planning for retirement surge (up to 45% in 5 yrs), sudden illness, transfers, and cross-training

Can we harness the productivity of remote workflow for permanent solutions?

- Options include streamlining onboarding/orientation processes that require only 365 presence

DMV Case Study: Data Services



Needs: Collaboration, Documentation, Training



Produces: Productivity, Efficiency, Resolutions



How Teams Helped...



Planner integrated performance and delivery



Meetings enabled hands-on training



Wiki enabled a quick reference knowledge bank

Data Services Collaboration: Issue Resolution

Dandrea, Sonni M (DMV) 5/15 8:05 AM
Foster, Justan (DMV) Hi Justan, the `Suspension` has entries of 0 and 0 in the `CountOfRevDate` column. I need to reach out to ITS for this, right? Is it a ticket or do I email someone?

Foster, Justan (DMV) 5/15 8:10 AM
How many return qualify under that? Quantity should be considered.

Dandrea, Sonni M (DMV) 5/15 8:10 AM
10

Also, the `EffectiveDate` column have 000 rows, is that ok?

Foster, Justan (DMV) 5/15 8:10 AM
I don't think this qualifies for reaching out to ITS. **Chris, Rob** Is there additional background on this report?

Chris, Rob (DMV) 5/15 8:17 AM
These vary with the Customers sending input. If 0000 send in their usual as clients, then there will be a lot of old suspensions in output. I'll take a look at the details. It's like making sense, you have to taste and decide when it's right.

Dandrea, Sonni M (DMV) 5/15 8:18 AM
Thank you both so much 😊

0000 did send an input file yesterday

Chris, Rob (DMV) 5/15 8:27 AM
I have just rewritten the query to find duplicate, and erroneously counted, LENS output.

5/15 8:27 AM
DWP_LENS001_ALL

| LENS_HEADER | LENS_HEADER_COUNTER | Suspension_IN_OUT | PUT |
|---|---------------------|-------------------|-----|
| 20200515ACWFT017 24086240MCCRAH KAREN,S | 1 | 0 | |

Foster, Justan (DMV) 5/15 8:27 AM
We can look at the output together at your convenience + **Foster, Justan (DMV)**

Dandrea, Sonni M (DMV) 5/15 3:33 PM
That's awesome! Should I put someone on our calendar for today or Monday?

Dandrea, Sonni M (DMV) 5/15 3:40 PM
"something"

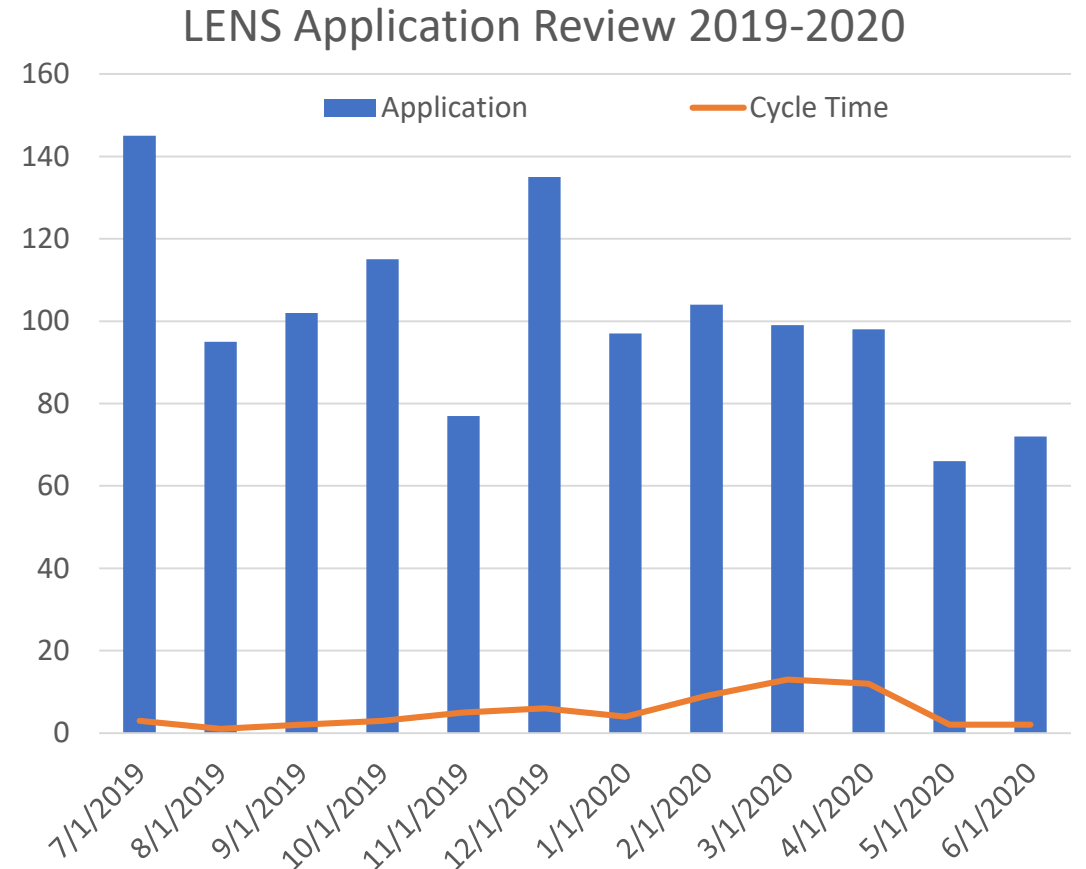
Dandrea, Sonni M (DMV) 5/15 3:50 PM
I did Monday at 8am, if any conflicts, let me know and I'll change it 😊

← Reply

Yesterday

Data Services Collaboration: Teams Metrics

| LICENSE EVENT NOTIFICATION SERVICE (LENS) PROVISIONING TURNAROUND | | |
|--|----------------------------|-----------------------------|
| Period | LENS Applications Accepted | Business Days to Acceptance |
| June 2020 | 72 | 2 |
| May 2020 | 66 | 2 |
| April 2020 | 98 | 12 |
| March 2020 | 99 | 13 |
| February 2020 | 104 | 9 |
| January 2020 | 97 | 4 |
| December 2019 | 135 | 6 |
| November 2019 | 77 | 5 |
| October 2019 | 115 | 3 |
| September 2019 | 102 | 2 |
| August 2019 | 95 | 1 |
| July 2019 | 145 | 3 |



DMV Case Study: Certified Documents



Needs: Communication & Collaboration



Produces: Participation; no drama



How Teams Helped...



Promoted participation



Everyone is informed



Building a searchable library of challenging transactions to best serve customers and provide consistent results.

Phone FAQ

1. Abstract / VAT Vehic...
2. Crash (Accident) rep...
3. AUO Aggravated Un...
4. Insurance

Phone FAQ

Last edited: 1h ago

Abstract / VAT Vehicle and Traffic Law §202 Fees for searches and copies of documents

- **Mail to CDC** **MV-15 REQUEST FOR CERTIFIED DMV RECORDS** [Request your own or another person's records](#)
 - **License**
 - What information shows on a **license abstract in addition to the 4 year history?**
 - Open suspensions,
 - Closed suspensions for 4 years from the date the suspension was closed,
 - A conviction for 4 years from the date of conviction, NOT from the date of offense,
 - Alcohol convictions for 15 years from the date of conviction, NOT from the date of offense.
 - **Who may request a license abstract? Standard driving records (abstracts)**
 - You may request your own record or another person's records if you have a **DPPA** Drivers Privacy Protection Act permissible use.
 - **License (Lifetime)** [Lifetime driving records](#)
 - Since record creation, other than possibly original permit or license dates; dates prior to the early 1990s do not show due to a system conversion changing licensing class from a number to a letter.
 - **License (Address History)** - The individual may ONLY request their own history.
 - **License (Ticket Disposition)**
 - **License (Revocation/Suspension Order)**
 - **Vehicle registration and title records (abstracts)**
 - **Registration**
 - **Title**

Crash (Accident) reports / VAT §604








- **On Line** [How to Order and Access Motor Vehicle Accident Reports](#)
- **On Line** [Get Motor Vehicle Accident Reports](#)
 - May i do a limited free search for an accident report?
 - Yes [Get Motor Vehicle Accident Reports](#) and select **List Reports on File**
 - Why did i **not find an accident report on line?**
 - It takes **14 - 60 days** for an accident report to become available in **AIS** Accident Information Systemn.
 - I ordered an **accident report on line and did not receive what i paid for.** **\$7 search + \$15 report = \$22**
 - **No** record - confirm information user has entered through [Help CAST](#)
 - Error - user entered incorrect data in search fields, DMV records are incorrect, AIS is down
 - **Wrong** record - confirm information user has entered through [Help CAST](#)
 - Error - user entered incorrect data in search fields, DMV records are incorrect, AIS is down
 - No longer available - Accident reports are available for 4 (four) years from the date of the accident. Accidents beyond 4 (four) years are only available if the driver has an open suspension

CDC
Collaboration
using a Wiki to
create
a Phone FAQ

CDC Collaboration: Work Assignments

 Customer Help Desk

 New  Upload  Get link  Add cloud storage  Open in SharePoint

| ✓ | Type | Name | Modified ▾ |
|---|---|--|------------|
| |  | DA Aggravated Unlicensed Operation Request | 6/12/20 |
| |  | Lifetime Abstract General Consent | 6/12/20 |
| |  | License Address History | 5/22/20 |
| |  | NFPs search fee VTL section 202 | 5/14/20 |
| |  | Phone | 5/8/20 |
| |  | Monroe County DOT Police Accident Reports | 4/21/20 |
| |  | COMPASS.txt | 7h ago |

CDC Revenue Collaboration: Chat vs. Email

AR Reitz, Anna M (DMV) 7:36 AM
yes very handy

▼ Collapse all

Van Vleck, Sheryl (DMV) 7:38 AM
Here's a Teams tip. In a conversation please use reply to tie the conversation together.

AR Reitz, Anna M (DMV) 7:40 AM
ok got it

Van Vleck, Sheryl (DMV) 7:40 AM
nice. Thank you.

AR Reitz, Anna M (DMV) 7:41 AM
I did send Arkel a note about the Point Of Sale issue

Van Vleck, Sheryl (DMV) 7:43 AM
in Teams?

AR Reitz, Anna M (DMV) 7:45 AM
maybe in chat

Van Vleck, Sheryl (DMV) 7:45 AM
oh good. Thanks for letting Arkel know.

AR Reitz, Anna M (DMV) 7:46 AM
yes i think it was important

Van Vleck, Sheryl (DMV) 7:58 AM
Saunders, Arkel W (DMV) Did you receive Anna's note about the POS issue?

AS Saunders, Arkel W (DMV) 9:53 AM
POS was balanced today.

Van Vleck, Sheryl (DMV) 10:10 AM
DMV.365.CDC Revenue Accounting has both yesterday and today's deposits and is looking into why yesterdays deposit was returned to us.

AR Reitz, Anna M (DMV) 10:22 AM
i have cc the email from Nicole to you and Rebekah

AR Reitz, Anna M (DMV) 10:42 AM
Nicole sent an e-mail that eh FM-70 did not equal the amount I had in checks . An I had more than 30 listed on the checks per line . My batches of 30 were not separated. Not sure what that was about as I only had 23 checks for the POS. And it was for Thursday the 5/14/20 not for Friday. Because no one did Fridays Point Of Sale. Which did confuse me.

Van Vleck, Sheryl (DMV) 10:43 AM
Collins, Rebekah (DMV) Reitz, Anna M (DMV) Thanks for the email Anna. I'm sure it will get resolved.

AR Reitz, Anna M (DMV) 10:44 AM
do you need me to come in today or tomorrow??

I am not sure how I can correct that

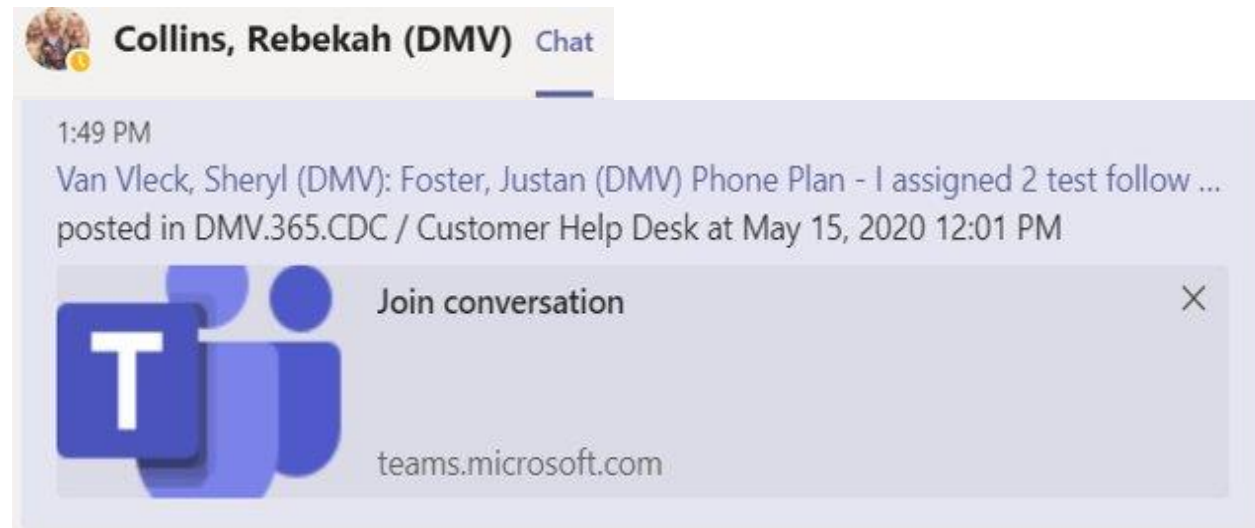
Van Vleck, Sheryl (DMV) 10:45 AM
No worries. we can take care of it.

Activity Notifications



Search Capability Example:

Where is that conversation from last Friday you want to include others on, but only know who you had it with...?



Did we mention you can add Microsoft Planner to Teams?

Microsoft Planner is a to-do app that comes with Office 365. It's used for personal and teamwork planning, with a simple card-based interface that's similar to Trello. ... **Planner** opens in what's called the “**Planner Hub**,” which shows you the plans you've created yourself or been added to by other people.

Source: [HowtoGeek.com](https://www.howtogeek.com)

Teams Integration

Call Follow Up and Escalation Solution using Microsoft Planner

Board Charts Schedule

Call to Return

+ Add task

Hide completed 11

✓ ~~return call to Kelly-~~

07/09

CD Completed by Christiansen, Doro...

✓ ~~return call to Reniat Clark @~~

07/09

CD Completed by Christiansen, Doro...

Call Escalate to Manager

+ Add task

Hide completed 1

✓ Monica Smith, Lexis

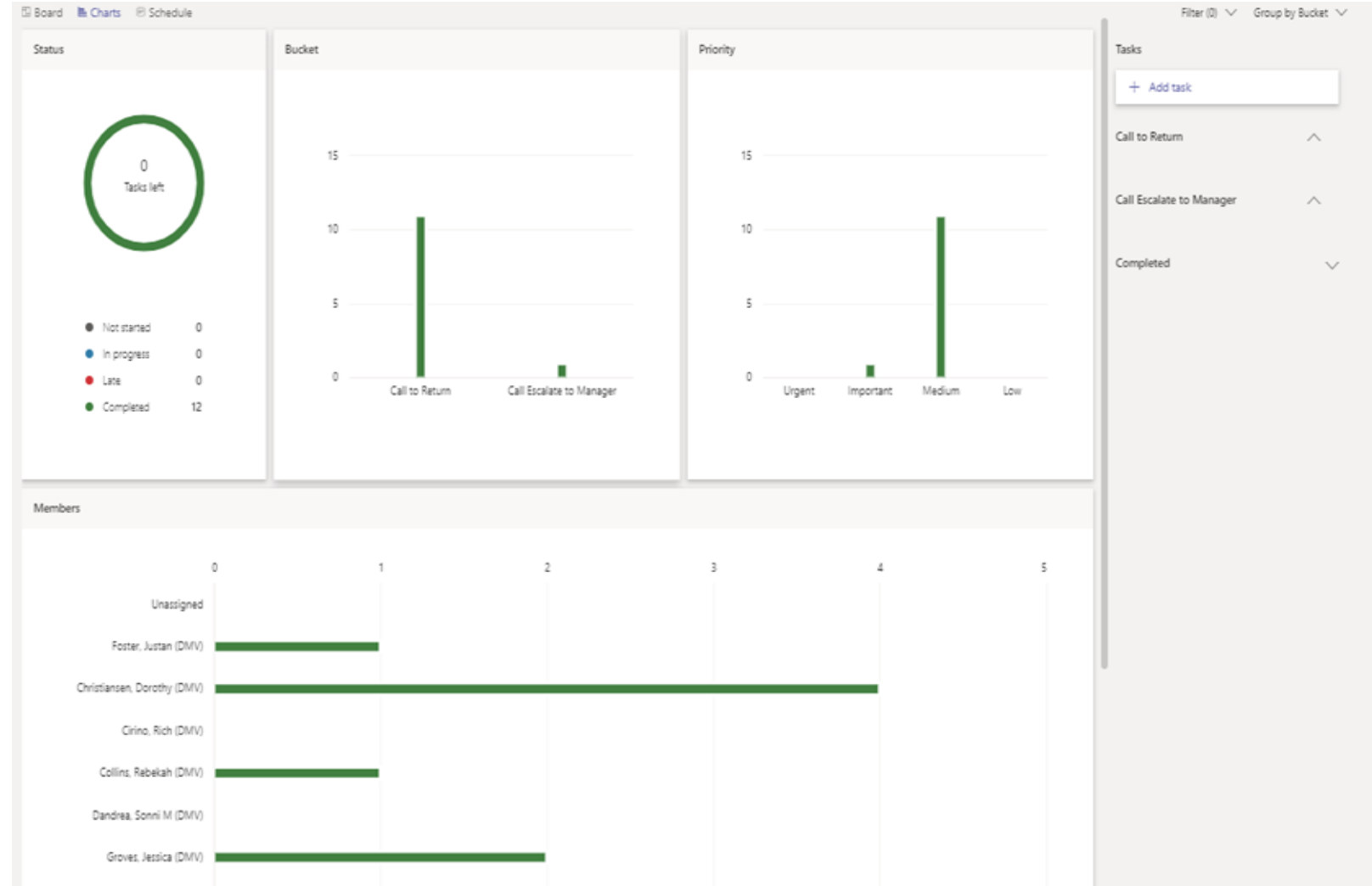
What dates of Accident

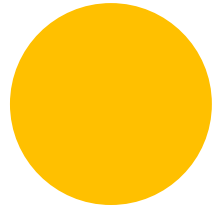
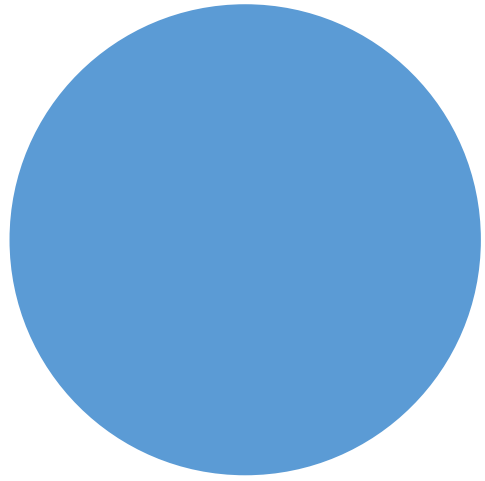
! 05/29

Completed by Coll

Teams Integration

Call Follow Up and Escalation Solution using Microsoft Planner



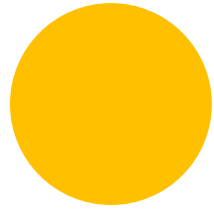
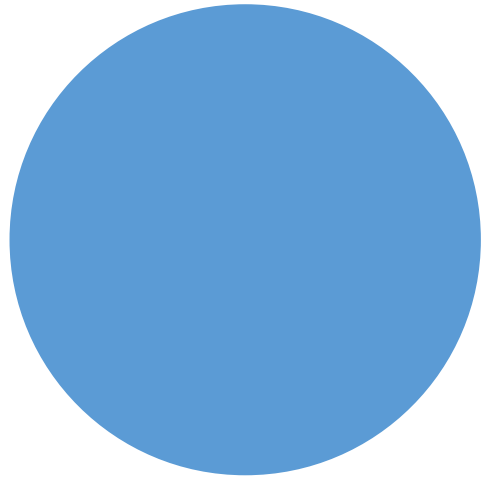


Questions?

Business Units &
Remote Workflow

The Forms/SharePoint solutions employed by DMV for onsite work reporting

Justan Foster (DMV), Steering Committee Member



SharePoint and Forms @ DMV

Business Units &
Remote Workflow

As DMV
returned,
there were
questions...

What work requires a
physical presence?

- Mail Room
- Some Transactions

As DMV
returned,
there were
questions...

How can we
meet requirements?

- Capacity
- Social Distancing
- Reporting

As DMV
returned,
there were
questions...

How long **will this need
to continue?**

Case Scenario - Navigating Onsite Presence

Ed is returning onsite. What does this mean?

- Why, how often, where, and with whom?

Cindy supervises Ed. What is her responsibility?

- GOER, DMV, colleagues, customers

...and
solutions.

Microsoft Forms

- Internal/external collection
- Ease of access & deployment
- Met initial need

What is Microsoft Forms?

Microsoft Forms
enables you to:

- create surveys, quizzes, and polls
- invite others to respond to it using almost any web browser or mobile device
- see real-time results as they're submitted
- use built-in analytics to evaluate responses
- export results to Excel for additional analysis or grading.



...and
solutions.

SharePoint & SP Designer

- Internal/external collection
- Complex workflows
- Sustainable for development

What is SharePoint?

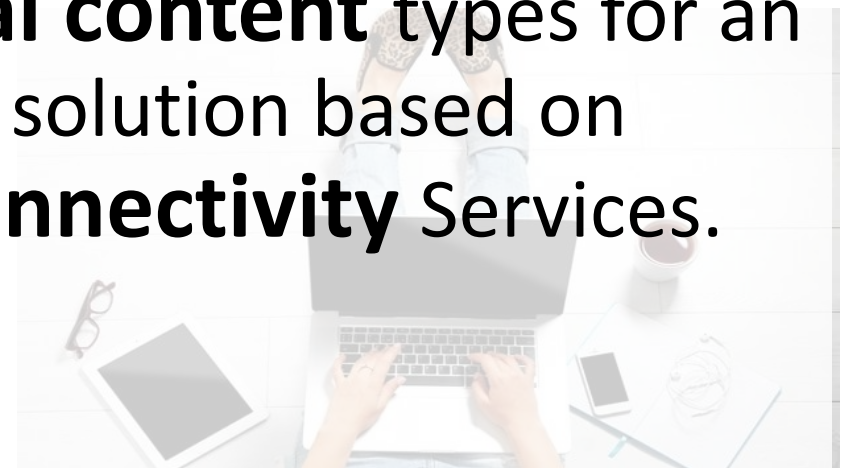
SharePoint in Microsoft 365/Server:

A **cloud-based** service, hosted by Microsoft, for businesses of all sizes. This format does not require onsite deployment. Your employees can **create sites to share documents and information** with colleagues, partners, and customers. Organizations can deploy and **manage SharePoint Server** on-premises or with an Office 365 Enterprise subscription to take advantage of all the latest features. And it **offers additional features** and capabilities, such as modern site pages, modern web parts and authoring, modern lists and libraries, modern search, and **integration with other 365 programs.**

What is SharePoint?

SharePoint Designer:

Used to build powerful, **workflow-enabled** solutions. And used to **edit external content** types for an external data solution based on **Business Connectivity** Services.



Forms Solution

Quickly deployed

- Ease of editing
- Available by link or QR

Permissions to distribute results

- **Group Form**
- **Unique permissions via Teams SharePoint**
- **Centralized delivery via SharePoint**

Mobile friendly

- Most employees utilize smart phones

Branching logic

- **Messaging to employees**

[Link to test template](#)

Forms Solution: Metrics & Delivery

7. Have you tested positive for COVID-19 through a diagnostic test in the past 14 days?

[More Details](#)

● No 4330
● Yes 18



8. Do you have a temperature equal to or greater than 100.0 degrees Fahrenheit?

[More Details](#)

● No 4332
● Yes 16



9. Do you have symptoms consistent with COVID-19?

[More Details](#)

● No 4327
● Yes 6



10. Have you had any known close contact with a person confirmed or suspected to have COVID-19 in the past 14 days?

[More Details](#)

● No 4326
● Yes 7



(Un)Opened Data

Search

+ New | Upload | Quick edit | Sync | Export to Excel | Power Apps | Automate | ...

Home

Published Reports

Report Catalog

Reports You Requested

Toolbox

DMV Employee Sree...

DMV Employee Screening

| Name | Modified | Modified By | + Add column |
|---|-----------------------|----------------------|--------------|
| NYS DMV Employee_Self-Certification Scre... | Yesterday at 12:01 PM | Foster, Justan (DMV) | |

SharePoint Solution

From concept to beta deployment within one week

External environment for interaction with employees that did not have token or OWA access

View and workflows to reduce need for supervisor to collect/discern

Manageable permission structure for unfamiliar offices

SharePoint Solution: Landing Page



NYS DMV Employee Screening

Search this site + New Page details

Home

- Documents
- Onsite Check-In
- Recycle bin
- Edit

Welcome to NYS DMV Onsite Personnel Management!

Please follow the links to the right of this page in order to complete the prescreening process, review submissions, and document or respond to health alerts.

[Welcome Back Packet](#)

[Incident Response Form](#)

Quick links

- [Report for Onsite Work](#)
- [Edit or Review Your Check In](#)
- [Supervisor Reporting](#)
- [Supervisor Reporting \(Mobile\)](#)

Documents

[See all](#)

+ New ... All Documents ⓘ

| Name | Modif |
|-------------------------------|--------|
| Daily Screening Template.xlsx | June 2 |

NYS 0365 | Community of Practice

SharePoint Solution: InfoPath Form

- Validation & Formatting
 - Acknowledgment (initials)
 - Phone number
- People picker
 - Multiples
- Conditional Responses

NYS DMV Employee Self-Certification Screening



During the COVID-19 public health emergency state agencies and authorities are required to enact a continuous health screening process for individuals to enter the workplace and continue tracing, tracking, and reporting.

You must be screened prior to, or within the first hour of, the start of your shift. If you have any questions regarding the screening process, please contact your supervisor.

The Office of Information Technology Services (ITS) has developed an application to standardize the daily health screening process for state agencies and authorities. We have been mandated to use ITS' application immediately. Please visit: <https://screening.ny.gov> to complete your daily health screening. Thank you.

| | |
|--|----------------------|
| Who is/are the supervisor(s) you report to? | <input type="text"/> |
| <small>Type in this format: Last Name, First Name OR use the address book icon to the far right.</small> | |
| What business unit do you work in for NYS DMV? | Select an answer |
| What location(s) or room(s) do you primarily work in? | <input type="text"/> |
| <small>Example: Swan Street, Room 231</small> | |
| What is your personal phone number? | <input type="text"/> |
| <small>Example: 518-486-9786</small> | |
| Have you tested positive for COVID-19 through a diagnostic test in the past 14 days? | Select an answer |
| Do you have a temperature equal to or greater than 100.0 degrees Fahrenheit? | Select an answer |
| You MUST use a thermometer to complete this question. | |
| Do you have symptoms consistent with COVID-19? | Select an answer |
| <small>This may include cough, shortness of breath, troubled breathing, or a combination of chills, muscle pain, headache, sore throat, or new loss of taste or smell.</small> | |
| Have you had any known close contact with a person confirmed or suspected to have COVID-19 in the past 14 days? | Select an answer |
| I certify that the above statements are truthful and accurate to the best of my knowledge. Please type your first and last initials in the box below. | <input type="text"/> |

Onsite Check-In

| > | Supervisor | Created By | Created | Business Unit | Contact Phone Nu... | Contact with COVI... | COVID-19 Symptoms | Temperature c |
|---|---------------------------------------|---------------|---------|---------------------------|--|----------------------|-------------------|---------------|
| ∨ | Created : 6/24/2020 (1) | | | | | | | |
| > | Created By : Miller, Amanda (DMV) (1) | | | | | | | |
| ∨ | Created : 6/23/2020 (2) | | | | | | | |
| ∨ | Created By : Amanda Miller (2) | | | | | | | |
| | Foster, Justan (DMV) | Amanda Miller | June 23 | AGENCY MODERNIZATION | 518-515-  | No | No | No |
| | Foster, Justan (DMV) | Amanda Miller | June 23 | AC POWELL BUILDING HARLEM | 518-256-  | Yes | No | No |

SharePoint Solution: Views

Navigation <

Site Objects ^

- NYS DMV Employee Screening
- Lists and Libraries
- Workflows** ↑
- Site Pages
- Site Assets
- Content Types
- Site Columns
- External Content Types
- Data Sources
- Master Pages
- Site Groups
- Subsites
- All Files

Workflows ^

- List Workflow ^
- COVID_Alert**

COVID_Alert

NYS DMV Employee Screening > Workflows > COVID_Alert > Text-Based Designer >

Notify Supervisor and HR

Pause for 0 days, 0 hours, 5 minutes

If Current Item:Contact with COVID positive in past 14 days equals Yes
or Current Item:COVID-19 Symptoms equals Yes
or Current Item:Temperature of 100 or more equals Yes
or Current Item:Tested positive for COVID in past 14 days equals Yes

Email Current Item:Supervisor
then Email Current Item:Created By

Email Employee

Pause for 0 days, 0 hours, 5 minutes

If Current Item:Contact with COVID positive in past 14 days equals No
and Current Item:COVID-19 Symptoms equals No
and Current Item:Temperature of 100 or more equals No
and Current Item:Tested positive for COVID in past 14 days equals No

Email Current Item:Created By

SharePoint Solution: Workflow

Q&A Discussion

Karim Cruz-Neal (DMV), Steering Committee Member

Share your experiences

- Microsoft Teams
- Microsoft Planner
- Microsoft Forms
- Microsoft SharePoint
- Microsoft SharePoint Designer



Wrap-Up

Karim Cruz-Neal (DMV), Steering Committee Member

Related presentations

O365 Stream Channel

- SharePoint Live Training Broadcast
- Teams Training Live Broadcast

Call for Presenters

- Looking for volunteers
- Send us your topic ideas
- Scheduling 20 to 30 minutes

Stay Tuned

- Next O365 CoP Event tentatively scheduled for Tuesday, August 11, 2020 at 2pm
- Subscribe to NYS Forum to receive updates on events