Modern Workplace Enablement for Partners

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Senior Modern Workplace Enablement Lead
One Commercial Partner (OCP)

Last Updated: Sept 9, 2020
Next Planned Update: Sept 16, 2020
PDF Link: https://aka.ms/mwpartnerenablement
This a proposed roadmap of the virtual training schedule for Modern Workplace for FY21. Trainings are locked after dates are committed.

For Modern Workplace, VTSs are typically executed with pre-recorded content by learning partners and digital bootcamps are completed live with Microsoft SMEs.

<table>
<thead>
<tr>
<th>Training Type</th>
<th>FY21 Q1</th>
<th>FY21 Q2</th>
<th>FY21 Q3</th>
<th>FY21 Q4</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fundamentals</strong></td>
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<tr>
<td>VTSs</td>
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<tr>
<td>MS-900: M365 Fundamentals</td>
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<td>MS-900: M365 Fundamentals</td>
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<tr>
<td><strong>Associate VTSs</strong></td>
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<tr>
<td>MD-100 &amp; 101 x1</td>
<td>MS-700: Teams Admin</td>
<td>MS-500: M365 Security Admin</td>
<td>MS-700: Teams Admin</td>
<td>MS-500: M365 Security Admin</td>
</tr>
<tr>
<td>MS-203 x 1</td>
<td>MS-203: Messaging Admin</td>
<td>MD-100: Desktop Admin</td>
<td>MD-101: Desktop Admin</td>
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<tr>
<td>MS-600 x 2</td>
<td>MS-600: M365 Developer</td>
<td>MD-101: Desktop Admin</td>
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<td></td>
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<tr>
<td>MS-700 x 2</td>
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<tr>
<td><strong>Expert VTSs</strong></td>
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<tr>
<td>MS-100 &amp; 101 x1</td>
<td>MS-100: Enterprise Admin</td>
<td>MS-101: Enterprise Admin</td>
<td>MS-100: Enterprise Admin</td>
<td>MS-101: Enterprise Admin</td>
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<tr>
<td><strong>Strategic/Advanced Digital Bootcamps</strong></td>
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<tr>
<td></td>
<td>Selling M365 &amp; Security Solutions</td>
<td>Build a MSFT SOC Bootcamp</td>
<td>MSSP Bootcamp</td>
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<td></td>
<td>Build a Security, Compliance, Identity Practice</td>
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<td>Compliance Bootcamp</td>
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<td></td>
<td>Teams Development Bootcamp</td>
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<td></td>
<td>Teams Calling &amp; Meeting Bootcamp</td>
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<td>Firstline Worker Bootcamp</td>
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</table>
We’re excited to invite you to our first Microsoft 365 & Security Presales Partner Bootcamp to learn more about conversation best practices, objection handling, and sales programs.

Consisting of six unique 150 min sessions between September 29 & October 8, you’ll get a deep-dive into various conversation starters across Microsoft 365. Interact directly with our sales specialists, and get follow-up experiences to directly apply your learnings in your day-to-day job.

This training provides Presales and Practice Leads a deeper understanding on ways to have more impactful conversations and how to partner closely with Microsoft sales on this joint opportunity. We suggest attendance by individuals with foundational skills in productivity, collaboration, security, or compliance.

- **Start Time:** 7am PDT / 4pm CET / 7:30pm IST
- **Length:** 2.5 hours per day
- **Dates:**
  - September 29: Starting the Identity Conversation
  - September 30: Starting the Security Conversation
  - October 1: Starting the Compliance Conversation
  - October 6: Start your conversation with Calling & Meeting Solutions
  - October 7: Start your conversation with Change Management
  - October 8: Start your conversation with Teams Platform Solutions
Virtual Training Series (VTS)

Interactive, time-zone-friendly webinar series for Microsoft Partners designed to increase your knowledge of incubation and advanced technical scenarios across Microsoft’s cloud solutions. These training opportunities offer chat-based instructors, with deep technical knowledge in a consolidated format and time frame.

- Focused on Microsoft core solution areas:
  - Azure
  - Modern Work and Security
  - Business Applications
- Flexible schedules and self-paced options
- Available to all Microsoft Partners

https://aka.ms/enablevts
## FY21 OCP Virtual Training Series (VTS) Calendar – Modern Workplace

### Delivered in 3 time zones to cover all regions

<table>
<thead>
<tr>
<th>Occurrence</th>
<th>Time Zone in UTC</th>
<th>Local Start Time Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Occurrence #1</td>
<td>04:00AM UTC</td>
<td>09:30AM Bangalore</td>
</tr>
<tr>
<td>Occurrence #2</td>
<td>10:30AM UTC</td>
<td>11:30AM London</td>
</tr>
<tr>
<td>Occurrence #3</td>
<td>04:30PM UTC</td>
<td>09:30AM San Francisco</td>
</tr>
</tbody>
</table>

### Upcoming VTS

<table>
<thead>
<tr>
<th>Event Title</th>
<th>Duration (Hrs)</th>
<th>Start Date</th>
<th>End Date</th>
<th>Occurrence #1</th>
<th>Occurrence #2</th>
<th>Occurrence #3</th>
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</thead>
<tbody>
<tr>
<td>Administering and Managing a Microsoft Teams (MS-700)</td>
<td>10</td>
<td>14-Sep</td>
<td>18-Sep</td>
<td>Registration Link</td>
<td>Registration Link</td>
<td>Registration Link</td>
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<tr>
<td>Managing a Modern Messaging Infrastructure (MS-203)</td>
<td>8</td>
<td>28-Sep</td>
<td>1-Oct</td>
<td>Link Coming Soon</td>
<td>Link Coming Soon</td>
<td>Link Coming Soon</td>
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<tr>
<td>Microsoft 365 Identity and Services (MS-100)</td>
<td>10</td>
<td>FY21 Q2</td>
<td>FY21 Q2</td>
<td>Link Coming Soon</td>
<td>Link Coming Soon</td>
<td>Link Coming Soon</td>
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<tr>
<td>Microsoft 365 Security Administration (MS-500)</td>
<td>10</td>
<td>FY21 Q2</td>
<td>FY21 Q2</td>
<td>Link Coming Soon</td>
<td>Link Coming Soon</td>
<td>Link Coming Soon</td>
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<tr>
<td>Building Applications and Solutions with Microsoft 365 Core Services (MS-600)</td>
<td>10</td>
<td>FY21 Q2</td>
<td>FY21 Q2</td>
<td>Link Coming Soon</td>
<td>Link Coming Soon</td>
<td>Link Coming Soon</td>
</tr>
<tr>
<td>Windows 10 (MD-100)</td>
<td>10</td>
<td>FY21 Q2</td>
<td>FY21 Q2</td>
<td>Link Coming Soon</td>
<td>Link Coming Soon</td>
<td>Link Coming Soon</td>
</tr>
</tbody>
</table>

Visit [http://aka.ms/enablevts](http://aka.ms/enablevts) to see the list of available and upcoming VTS across all Microsoft clouds. Also, be sure to read the OCP Enablement team blogs on the value of skilling.
Microsoft 365 Certifications & Exams

**Fundamental**
- M365 Fundamentals
  - MS-900: Microsoft 365 Fundamentals

**Associate**
- M365 Modern Desktop Administrator Associate
  - MD-100: Windows 10
  - MD-101: Managing Modern Desktop
- M365 Messaging Administrator Associate
  - MS-203: Microsoft 365 Messaging
- M365 Security Administrator Associate
  - MS-500: Microsoft 365 Security Administration
- M365 Teams Administrator Associate
  - MS-700: Managing Microsoft Teams
- M365 Developer Associate
  - MS-600: Building Applications and Solutions with Microsoft 365 Core Services

**Expert**
- M365 Enterprise Administrator Expert
  - MS-100: Microsoft Identity and Services
  - MS-101: Microsoft 365 Identity and Services

- The links for the exams point to learning paths on Microsoft’s Partner Training Center. These learning paths have modules that send learners to content on Microsoft Learn as well as completed OCP Virtual Training Series for Partners (formerly known as VILT) to help learners on their path to certification with their learning modality of choice.
- Visit the Partner Training Center includes learning paths across all Microsoft clouds.
- Go here for the latest certification roadmap Microsoft training and certifications.
- The recommended starting certifications are: M365 Fundamentals for sales roles, M365 Security Admin for security roles, M365 Teams Admin for Microsoft Teams roles, and M365 Developer for developers.
Microsoft Teams Calling & Meetings

Beginner

- Manage team collaboration with Microsoft Teams
- 2-hour MS Learn Course - Available now
- Prepare for a Teams deployment with Microsoft 365
- Deploy Microsoft Teams clients
- Manage Microsoft Teams
- Manage apps, bots, and connectors in Microsoft Teams
- Manage meetings, conferences, and events with Microsoft Teams

Intermediate

- Upgrade to Microsoft Teams
- 3-hour MS Learn Course - Available now
- Getting started with your Teams upgrade
- Plan your Teams upgrade
- Understand coexistence and interoperability
- Upgrade to Teams from Skype for Business
- Understand hybrid connectivity

Advanced

- Microsoft Teams Calling and Meetings Bootcamp
- 15-hour Instructor Training - Available now
- Teams Architecture
- Teams Governance
- Teams Manageability
- Network and Media in Teams
- Teams Meetings
- Teams Live Events
- Teams Rooms & Devices
- Teams Rooms Deployment and Configurations
- Teams Rooms Management
- Teams Room Tips & Troubleshooting
- Teams Phone Room Systems
- Teams Call Queues and Auto Attendants
- Teams Direct Routing
- Skype for Business to Teams Upgrade
- Teams Voice Quality Reporting & Troubleshooting

Exam reference

M365 Teams Administrator Associate

Job Experience

- Coming Soon

Practice Lead & Sales Resources

- Teams Practice Development Playbook
- Microsoft Teams Partner Guide: Building a Callings & Meetings Practice
- Microsoft Teams Calling & Meetings Practice Page
- Transform: Sales Content, Demos, Interactive Guides

Technical Resources

- Teams Documentation
- Teams Blog
- M365 Teams Calling & Meetings Partners Yammer Community
- Transform: Sales Content, Demos, Interactive Guides
Security, Compliance, Identity Practice Building Series

Overview

15-hour Instructor Training - Available now
- Security Overview & Cyber Reference Architecture
- Identity & Access Management
- O365 ATP
- Microsoft Defender ATP
- Azure ATP
- Microsoft Cloud App Security
- Microsoft Threat Protection
- Microsoft Information Protection
- Azure Security Center
- Azure Sentinel
- Intune & Co-Management, Autopilot, Desktop Analytics, WaaS

Security Practice Focus

30+ hour Instructor Training - Available now
- How to Build a Profitable Security Practice with Microsoft
- Identity & Access Management
- Cloud Security
- Microsoft Threat Protection & Microsoft Defender Advanced Threat Protection
- Compliance

Microsoft SOC Focus

30+ hour Instructor Training - Available now
- Azure Sentinel
- Azure Security Center
- Capture the Flag
- Identity, Azure Active Directory and Azure AD Advanced Threat Protection
- Endpoint Protection, Microsoft Defender Advanced Threat Protection
- Cloud App Security
- Azure ATP and Office Advanced Threat Protection

Exam reference

M365 Security Administrator
M365 Enterprise Administrator
Azure Security Engineer

Practice Lead & Sales Resources

- Security Practice Development Playbook
- M365 Partner Technical Readiness Hub
- Microsoft Security & Identity Practice Page
- Winning with Microsoft Security & Compliance Webinar Series

Technical Resources

- Security docs
- Endpoint Management Practice Page
- Secure Remote Work docs
- Secure Remote Work Resource Center
- Transform: Sales Content, Demos, Labs & Readiness
- M365 Security and Compliance Partners Yammer Community
- Engineering Security Webinars
- Azure Security Center in the Field Channel
Compliance

**Beginner**
- Learn how Microsoft safeguards customer data
  - 6-hour MS Learn Course - Available now

**Intermediate**
- Manage information protection and governance
  - 5-hour MS Learn Course - Available now
- Manage insider risk in Microsoft 365
  - 4-hour MS Learn Course - Available now
- Advanced eDiscovery & Advanced Audit
  - 3-hour MS Learn Course - Available now
- Protect enterprise information with Microsoft 365
  - 1-hour MS Learn Course - Available now

**Advanced**
- M365 Compliance Masterclass
  - 20+ hour Instructor Training - Available now

**Exam reference**
- M365 Security Administrator
- M365 Enterprise Administrator

**Job Experience**
- Coming Soon

**Practice Lead & Sales Resources**
- [Security Practice Development Playbook](#)
- [M365 Partner Technical Readiness Hub](#)
- [Microsoft Compliance Practice Page](#)
- [Winning with Microsoft Security & Compliance Webinar Series](#)

**Technical Resources**
- [Practice Page](#)
- [Compliance docs](#)
- [Transform: Sales Content, Demos, Labs & Readiness](#)
- [M365 Security and Compliance Partners Yammer Community](#)
Microsoft Business Value Programs, demo.microsoft.com, and other resources have been combined into one centralized platform that is designed to support you in accelerating and growing your business and have value-based conversations with customers. We’ve worked with partners, champion communities, and Microsoft SMEs to consolidate multiple platforms, repositories, and content and demo experiences across multiple sites to deliver updated experiences and content for partners. You can find the following resources on Transform for Microsoft 365.

- **Customer Digital Experiences:** Leverage customer immersions experiences, demos, and hands-on labs with your customers.
- **Value Calculator:** Use real customer data to show the ROI organizations can achieve by adopting Microsoft 365.
- **Customer Content Assembler:** Create presentations tailored to your customer’s interests & deliver high quality content with the most up-to-date, marketing-approved messaging, in a consistent format.
- **Security and Compliance Workshops:** Deliver workshops that assist you in conducting effective discussions with your customers about their security and compliance strategy priorities, initiatives, and key influences.
- **Digital Maturity Assessment:** Leverage tools designed to provide a comparison of a given customer’s frontline workforce digital maturity to a global, industry-based benchmark.
- **Customer Success BDM Workshop:** Effectively engage with customer business leaders to Envision and define their business outcomes, use case scenarios and measure of success; and help customers better understand and commit to an effective change management strategy to ensure success and end-user adoption.
Partner Practice Development Playbooks

- **Internet of Things**
- **ISV to SaaS**
- **Recruit, Hire, Onboard, & Retain Talent**
- **Security**
- **Teams**
- **Remote Work**
- **SAP on Azure**

https://aka.ms/practiceplaybooks
A step-by-step journey to start, grow or optimize a profitable practice to:

- Expedite partner time to building profitable cloud practices
- Drive cloud platform consumption

Download all of the playbooks and research findings at [https://aka.ms/practiceplaybooks](https://aka.ms/practiceplaybooks).
Practice development framework

1. Define strategy
   - Define your offer, benchmark your practice, and identify required resources

2. Hire and train
   - Hire talent, train resources, and complete certifications

3. Operationalize
   - Prepare for launch with systems, tools, and process in place

4. Go to market and close deals
   - Execute your sales and marketing strategy to find your first customers and close deals with winning proposals

5. Optimize and grow
   - Collect feedback, identify expansion opportunities, optimize your practice, grow partnerships, and refine your offer
Teams Practice Development Playbook

Playbook Table of Contents

About this Playbook
The Teamwork Opportunity
Partner Practice Development Framework

Define Your Strategy
Define Your Practice Focus
Understanding the Teams Practice
Teams Sales Formula
Upsell and Cross-Sell Opportunities
Firstline Workers Opportunity
Define Your Service and Solution Offering
Project Services
Managed Services
Reusable IP
Developing Teams Offerings

Hire & Train
Building Your Team
Job Descriptions
Recruiting Resources
Training & Readiness Resources
Competencies and Certifications
Guide: Hire and Train

To provide feedback, email: playbookfeedback@microsoft.com

Operationalize
Teamwork Assessment
Implement a Solution Delivery Process
Implement Intellectual Property Offerings
Microsoft Licensing Options
Create Your Presales Environment
Key Contracts and Practice Tools
Use CRM to Grow Your Business
Define Customer Support Program & Process
Get Co-Sell Ready
Support Options from Microsoft
Support Tracking

Go to Market and Close Deals
Marketing Infrastructure
Sales Infrastructure
Guide: Go-to-Market and Close Deals

Optimize and Grow
Understanding Customer Lifetime Value
Guide: Optimize and Grow

https://aka.ms/teamspracticeplaybook
Security Practice Playbook

Playbook Table of Contents

About this Playbook
The Security Opportunity

Define Your Strategy
Define Your Practice Focus
Understanding the Security Practice
Understanding Project Based Services
Deploy Microsoft Intune
Deploy Azure Sentinel
Deploy Azure Information Protection
Understanding and Accelerating Your Managed Service Model
Understanding Intellectual Property
Define Vertical Offerings
Define Your Pricing Strategy
Identify Partnership Opportunities
Define Engagement Process
Stay Informed on Security & Compliance
Calculate Your Azure Practice Costs
Identify Potential Customers
Identify Solution Marketplace Platform

Hire & Train
Hire, Build, and Train Your Team
Job Descriptions
Recruiting Resources
Training & Readiness
Competencies & Certifications

Operationalize
Implement a Solution Delivery Process
Define Customer Support Program & Process
Manage and Support and Azure Deployment
Support Ticket Setup and Tracking
Integrate Into a Marketplace
Implement Intellectual Property Offerings
Setup Social Offerings
Create Engagement Checklists & Templates

Go to Market and Close Deals
Marketing to the Security Buyer
Consultative Selling and Technical Pre-Sales
Architecture Design Session
Implement Proofs of Concept

Optimize and Manage
Understanding Customer Lifetime Value

To provide feedback, email playbookfeedback@microsoft.com

https://aka.ms/cloudsecurityplaybook
# Recruit, Hire, Onboard, and Retain Talent Playbook

## Playbook Table of Contents

### About this Playbook
- Talent Opportunity
- Digital Transformation
- Talent Framework

### Recruit
- Attracting Candidates
- Sourcing Candidates
- Recruiting Resources
- Practice-Focused Resourcing
- Positions
- Career Path
- Aligning Resources
- Geographic Expansion
- Partnership Opportunities
- Aligning Talent to Competencies
- Hiring Industry Expertise

### Hire
- Hiring Process Components
- Candidate Evaluation Process
- Extending an Offer

### Onboard and Develop
- Structured Onboarding
- Training and Readiness

### Evaluate, Coach and Mentor
- Coaching
- Mentoring
- Evaluations
- Measuring Success

### Recognize and Retain
- Employee Empowerment
- Communication
- Employee Recognition
- Retention Tactics
- Attrition
- Succession Planning

To provide feedback, email: playbookfeedback@microsoft.com

https://aka.ms/onboardplaybook