

Capita Office 365 Training Support Services



Capita Managed IT Solutions provides businesses with a range of Office 365 training courses. From beginners through to advanced, our Office 365 training will suit all business functions and employ a wide range of learning approaches, including Collaborative Learning, On Demand Self-Guided Learning, Web-based Resources & Video.

Capita provides a wide range of services to support your business as you adopt Office 365, including, assessing your readiness for adoption, migration services, best practice training and support. As a cloud-based solution it allows for easier access to services and resources, enabling collaboration - anytime, anywhere on any web-enabled device. Businesses will have the ability to provide secure access to information, resources, data and people, both inside and outside of the organisation. Task-oriented training is available such as OneNote Notebook, Sharepoint, creation of forms and the ability to manage and automate business processes.

Planning for Office 365 launch with training & support activities

In advance of the training launch we plan and deliver a range of training and support activities to support adoption of Office 365 which includes planning to identify relevant Office 365 training.

The example below shows **planning for Office 365 launch**
20 Days over **3 month** period **to support all activities** (pre-launch, launch and post-launch)

Timeline	Category	Description	
PRE-LAUNCH: announce upcoming launch of Office 365, ready ICT Admin Team and plan for user training			Days
Week 1	Training	Plan your end user training program	1
Week 2	Support	Ready your admin team to support end users, and make sure they know about the Office 365 Troubleshooting Guide	1
Week 3	Training	Office 365 Admin training for your ICT support	1
Week 4	Training	Set up internal Group Site to store training resources such as 'Getting Started' guides and 'Tips & Tricks'	1
Timeline	Category	Description	
LAUNCH: announce the availability of Office 365 and help end-users get started.			Days
Week 4 – 6	Training	Conduct user training sessions on elective elements of Office 365 to support end-users	3
Week 4 – 6	Floor-walking	Provide 'floor-walking' service at 'go-live' to support staff or identify and report issues or snags	10
Timeline	Category	Description	
POST-LAUNCH: encourage users to explore new features and capabilities they may have not tried yet.			Days
Week 6 – 12	Communications	Periodically share tips with users by using "Tips & Tricks" to sustain momentum and broaden use of Office 365.	1
Week 6 – 12	On-demand training / support	Provide web-based training / self-guided learning resources, as applicable	2

Capita services

		Training Options Available		
		1 hour (live webinar)	0.5 day on site	1 day on site
1.1	Office 365			
	Office 365: Office 365 Apps, Tools and Services – Benefits, Features & Uses	✓	✓	
	Office 365: Administration - Managing your O365 tenancy			✓
	Office 365: Mail App – Email, Calendar, Contacts, Tasks	✓		✓
	Office 365: OneDrive for Business – Office Web Apps, Saving to the Cloud, Sharing Content, Tracking Versions / Changes	✓	✓	✓
	Office 365: OneNote – Support Teams with Tools for Sharing, Collaboration, Information Gathering & Organisation	✓	✓	✓
	Office 365: Sway – Create & Share Interactive and Media-Rich Online Presentations for Viewing on Any Device	✓	✓	✓
	Office 365: Forms - Survey, Capture and Analyse Input from Colleagues or Customers	✓	✓	✓
	Office 365: O365 for Mobile – Work Across Platforms or on any Device including iPad, Android, Windows Mobile	✓		
	Office 365: Groups – Public/Private Group Sites with access to Shared Files, Calendars, Planning & Communication Tools	✓	✓	
	Office365: Skype for Business – Host Remote Meetings with Tools for Audio & Video Communication & Desktop Sharing	✓	✓	
1.2	SharePoint			
	SharePoint: Sites Setup - Admin / Management User & Group Access			✓
	SharePoint: Sites Development - Develop Sites			✓
	SharePoint: Sites Development - Develop Content for Sites using Office 365 Apps & Media-Rich Content Creation Tools			✓
	SharePoint Sites for Users –Access Shared Content, Targeted News & Information & Collaborate/Communicate with Colleagues			✓
1.11	Presentation Software & Apps			
	LMS365: Course Creator & Catalogue - An Overview of the LMS365 Course and Catalogue Creation Tools			✓
	LMS365: Quiz Builder - Build and Manage Courses and Quizzes			✓
	LMS365: SCORM Player - Upload and Manage SCORM Packages			✓
	LMS365: Learning Module Builder - Build and Manage Learning Modules			✓
	LMS365: Assignments & Gradebook - Create and Manage Assignments & the Gradebook			✓
	LMS365: Administration - Administration Tasks, i.e. Install and Set Up a Variety of LMS365 Components			✓

Benefits:

- ✓ Anytime, Anywhere Access
- ✓ Professional face for your business
- ✓ Easily communicate and collaborate inside and outside of your organisation
- ✓ Simple to learn, straightforward to use
- ✓ Email collaboration and access to online meeting solutions
- ✓ Safety and security – help protect email, documents & networks through a secure service





Contact us

If you'd like to find out more on the training courses we provide for Office 365, get in touch with us today.

Email us on mits@capita.co.uk or telephone 0844 346 0025.

Capita Managed IT Solutions, Northern Ireland

A. Hillview House, 61 Church Road, Newtownabbey, County Antrim, Northern Ireland BT36 7LQ
T. +44 (0) 28 9085 9085 F. +44 (0) 28 9085 9086 E. mits@capita.co.uk

Capita Managed IT Solutions, Scotland

A. 20 Sandyford Place, Glasgow G3 7NG
T. +44 (0) 141 227 6100 F. +44 (0) 141 221 9994 E. mits@capita.co.uk

Capita Managed IT Solutions, England

A. The Willows, Mark Road, Hemel Hempstead, Herts HP2 7BN
T. +44 (0) 1442 282 821 E. info@capitamanagedsolutions.com

Capita Managed IT Solutions, Ireland

A. 2 Grand Canal Square, Grand Canal Harbour, Dublin 2, D02 A342, Ireland
T. +44 (0) 28 9085 9085 E. mits@capita.co.uk

mits@capita.co.uk
www.capita-mits.co.uk



follow us
[@Capita_MITS](https://twitter.com/Capita_MITS)



watch us
www.youtube.com



join us