



An introduction to Microsoft's Productivity Score:

Insights into working patterns



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Mark Flynn, Strategic Advisor



Introduction

In many businesses, productivity is measured on gut feeling, anecdotal feedback and perhaps some basic consumption data. We believe that what gets measured gets managed and that one of the ways you can make the most of your investment in Microsoft 365 is by looking at how people are working and the extent to which they are using all the features provided in their Microsoft 365 apps.

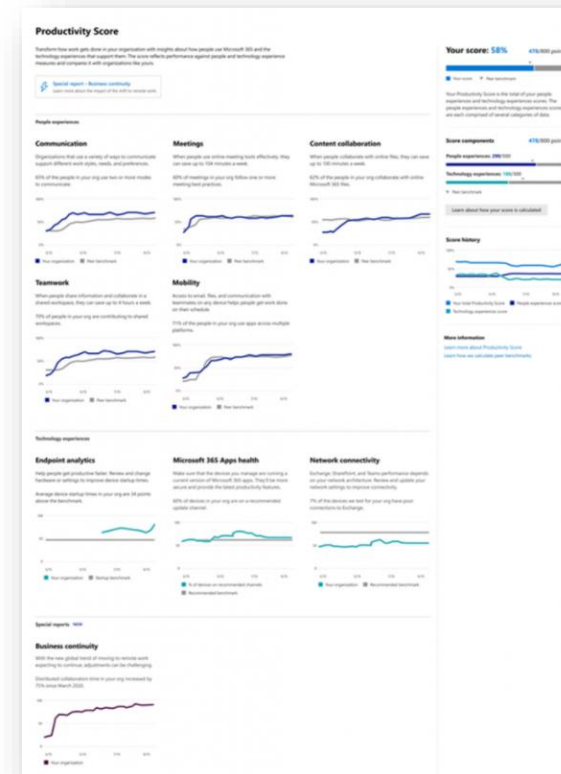
We have been helping businesses use Microsoft 365's behavioural analytics to help create targeted improvement plans to move their digital transformation forward. One of the tools we use is Microsoft's *Productivity Score* which provides visibility of how people are using Microsoft 365 to work.

Productivity Score supports the journey to digital transformation with insights about how your organization uses Microsoft 365 and the technology experiences that support it.

Every business will be at a different stage of digital maturity. In This document we've set out the things that can be measured using the Productivity Score and what businesses might usefully do with this information to help improve efficiency, well-being and job satisfaction.

How Microsoft Productivity Score is calculated

Productivity Score calculates behaviours around eight metrics. There are 100 points available for each metric and the final score is presented as a percentage of the total 800 points available. The scoring breaks down into two broader categories 1) the employee experience which looks at working behaviour and 2) the underlying technical infrastructure. In this document we will look at what's measured in each case and what can be done with this information.





1. Employee experience – 500 points in total

As well as an overall score, the Productivity Score analytics provide more detailed dashboards that examine five key working practices. These contribute to 62% of the total score.

1. Communications (100 points)

Organisations that use a variety of ways to communicate, support different work styles, needs and preferences.

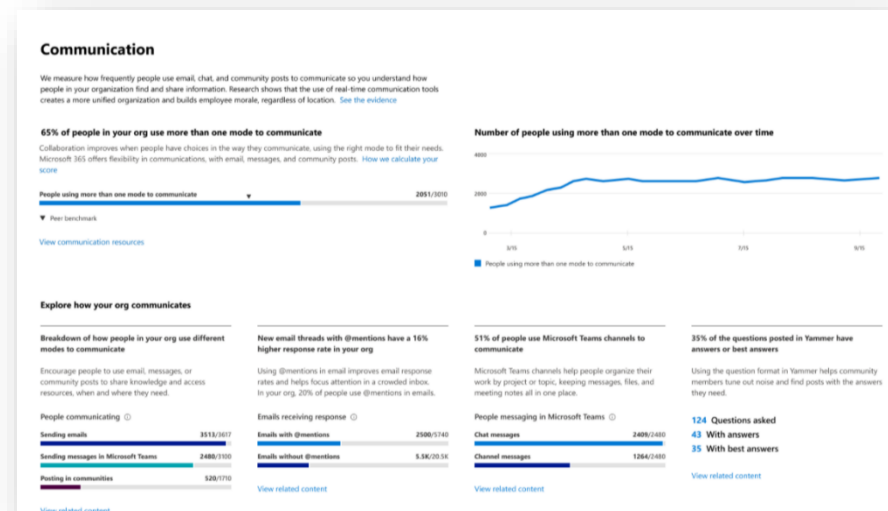
This dashboard shows how different tools are being used by different people for communicating across the organisation, particularly how many people are using multiple tools to communicate.

The dashboard shows

- The tools that are being used to communicate and how many people are using multiple tools
- Percentage of emails that contain @mentions
- Breakdown of types of messaging in Teams
- Extent to which people are asking and answering questions in Yammer
- Plus, other useful metrics that don't directly contribute to the productivity score

How to use this information

For many people, their email inbox is a nightmare to navigate. Time is wasted looking for latest project files or trying to piece together the history of an issue. This is neither efficient or secure and can leave organisations vulnerable.



Some organisations we work with are encouraging people away from reliance on Outlook and trying to get more communication via Teams. Whatever the business objectives these measurements provide insights into how well initiatives towards best practice are working.



2. Meetings (100 points)

In most businesses, a great deal of time is spent in meetings. That's fine as long as those meetings represent good use of time. The Productivity Score doesn't claim to provide any pointers on whether more or fewer meetings is a good or a bad thing, but what it can tell you what is changing over time.

Research has shown that when people use the Microsoft 365 meeting tools effectively they can save up to 104 minutes per week.

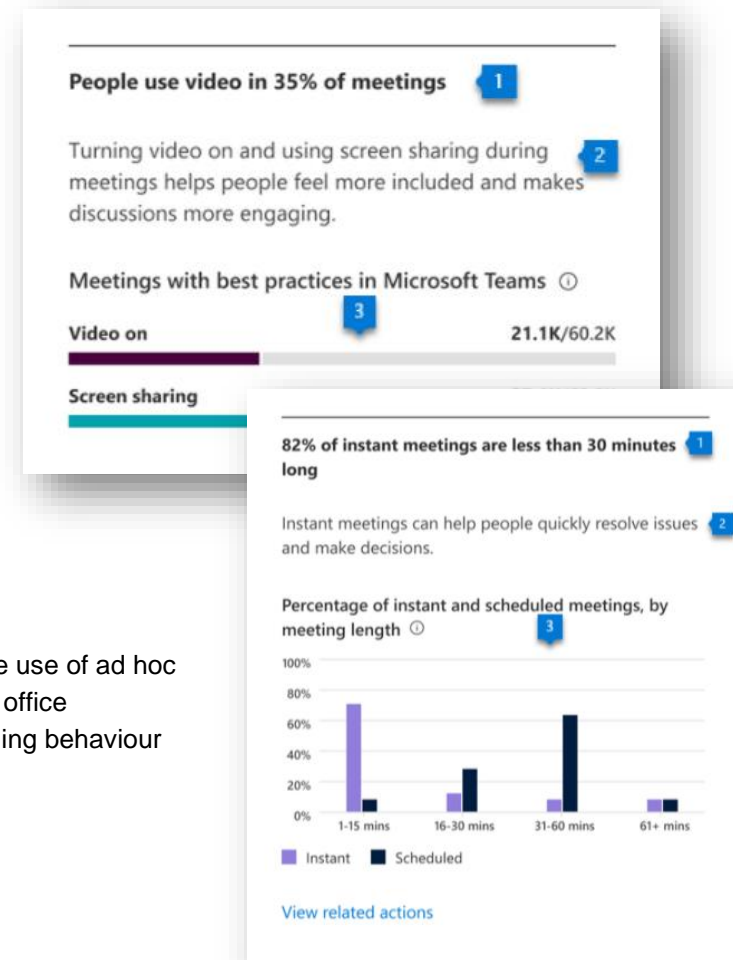
This dashboard measures and reports

- Distribution of time spent by people in meetings,
- Distribution of meeting length by type
- Types of meeting and use of video and screen sharing.

How to use this information

Obvious tips for improving meeting effectiveness may include things like include an agenda for every invitation, agree up front what each participant needs to get out of the meeting and ensuring that pre-reading is shared ahead of the meeting. Obvious perhaps, but surprising how often people let this slide.

If people are spending too much time in planned meetings, it may be an idea to encourage use of ad hoc meetings. This more closely replicates the unplanned catch ups that may take place in an office environment. The Productivity Score can be used to check whether this initiative is changing behaviour or not.





3. Content collaboration (100 points)

Microsoft research shows that you can save almost two hours per week per person by collaborating on files in the cloud.

This dashboard provides insights into how well people are using filesharing tools to edit a document and the extent to which people are using best practice to share information efficiently and securely.

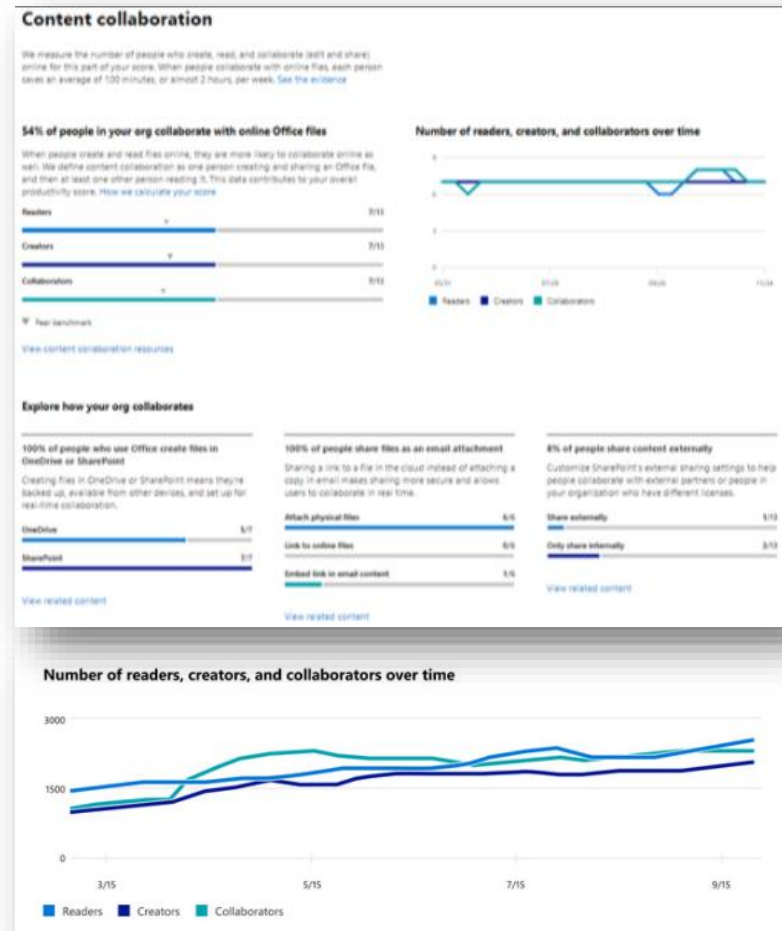
This dashboard measures and reports

- Readers: Number of people who access or download online files in OneDrive, SharePoint
- Creators: Number of people who create, modify, upload online files
- Collaborators: Number of people who have collaborated on online files
- Extent to which people are sharing information via email attachments and how they are sharing content externally

How to use this information

Collaborating on files in the cloud means they are backed up and available for other devices. Sending files around via email has implications for version control and security.

Best practice is to send links, so that a business has greater control over who can read them, in and outside the organisation and there aren't multiple copies of a document in circulation. If this isn't what is being observed it may be time for education or policy review.





4. Teamwork (100 points)

Research indicates that when people share information and collaborate in shared workspaces they can save up to four hours a week.

This is the place to start to assess the extent to which remote and office-based people are working well together using shared workspaces.

This dashboard shows how many people are:

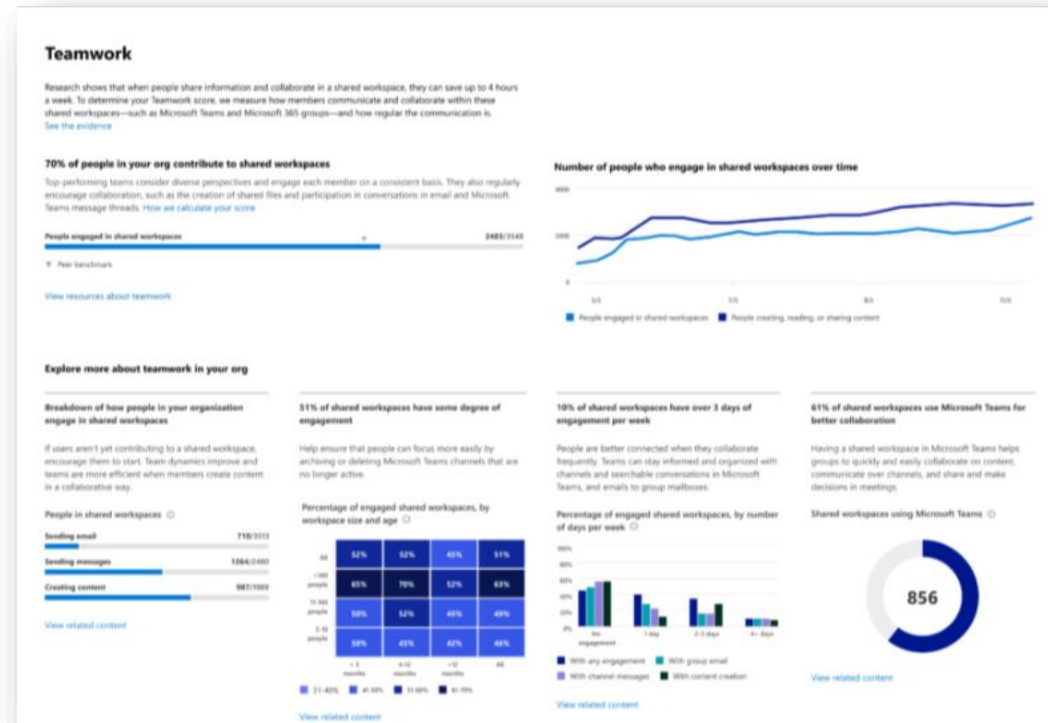
- Sending email through Exchange
- Sending channel messages through Teams
- Reading and creating content
- Engaging with shared workspaces

How to use this information

There is evidence to suggest that shared workspaces can bring some of the benefits of physical shared spaces to the virtual world helping ensure that everybody, whether remote or office-based stay connected.

The data in in this dashboard can show which shared workspaces need to be reviewed and which content is untouched or needs refreshing.

It may be that people need encouragement, motivation, or training to contribute more, or that some old content needs archiving.





5. Mobility (100 points)

A fundamental pillar of organizational productivity is how well people are able to work flexibly from wherever they are. With Microsoft 365, people can stay connected with Outlook, Microsoft Teams, and Yammer. People can also seamlessly collaborate on content by using Word, Excel, PowerPoint, and OneNote from any location, and platforms.

The dashboard shows

The analytics available show the extent to which people are accessing applications on different devices such as desktop to smartphone for calls or meetings.

How to use this information

If data shows that people are accessing information and apps on their smartphones and iPads, it may be necessary to think about training, formatting of some types or information or additional policies or procedures.

Use of Outlook across platforms

68% of people use Outlook on more than one platform 1

Using Outlook on mobile devices helps people stay connected and respond quickly when needed. 2

People using Outlook across platforms 3

Multiple platforms 2313/3402

Desktop only 2653/3402

Web only 310/3402

Mobile only 156/3402

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2. Technology experience (300 points)

The final part of the score analyses how the underlying networks and PC hardware is performing. No matter what applications available, if it takes too long to load files or video call quality is poor then people will disengage, find alternatives, and shadow IT rears its head.

1. Endpoint analytics 100 points

Helps to understand how the organisation can be impacted by performance and health issues with hardware and software.

2. Microsoft 365 Apps Health 100 points

Helps to understand whether devices are running Microsoft 365 on recommended channels

3. Network connectivity 100 points

A review of the underlying infrastructure involving measurement of traffic, allowing Microsoft 365 traffic to bypass proxies and packet inspection devices.



Conclusion

Whatever you're measuring a snapshot of data doesn't tell you very much. Once is a data point, twice might be a coincidence three times is a trend.

Changes in behaviour patterns can be more revealing and provide clues about the individuals or teams concerned and where a business should invest management time in bringing people on board with new technology, new working practices and adapting to a new hybrid working environment.

How Bedroq can help - Strategic IT Review

If you have a sense that IT isn't working perfectly in your business but you're not sure how to improve things, you may want to consider a strategic review. It can be a useful step for anyone who's rolled out remote working in a hurry, has implemented Microsoft 365 and needs to streamline or integrate or for those that are just unsure about what they've got and how it's all being used. A Strategic IT Review provides the information you need to make informed decisions and changes. **Get in touch: Mark Flynn, mark.flynn@bedroq.co.uk**