Engagement Stages / Sessions	Leadership Team					IT / Operations SME							Outcome
	Executive Sponsor	Learning Owner	Security & Compliance Lead	Business Liaisons / Representatives	Adoption & Change Management Lead	M365 Administrator	Teams Administrator	Viva Learning - Service Owner	Support - Owner	Adoption Lead (Training & Comms)	SPO Administrator	LMS / Content provider Administrator	R = Required O = Optional X = Not required
INITIATE													
Kick-off	R	R	R	R	R	R	R	R	R	R	R	R	Identify strategic Vision & Objectives
Envisioning Workshops	O	R	X	R	R	X	X	R	R	R	R	R	Key scenarios & success criteria (can be iterative for each pilot)
Product rollout timeline	R	R	R	R	R	R	R	R	R	R	R	R	High-level milestone with any critical events (org. training, etc.)
3P LMS & Content Providers integration plan	O	R	R	R	R	R	R	R	R	R	R	R	Identified source instance Pre-requisites/Platform reqs. Assignments Completion records & retention Content partners integrated with LMS Decision on tracking completion records for content providers
Pilot Plan	O	R	R	R	R	R	R	R	R	R	R	R	Validation scenarios & criteria Sign-off from key stakeholders
Establish Cadence	O	R	X	O	O	O	O	R	O	R	O	O	Meeting cadence frequency (weekly/bi-weekly/monthly)
PILOT (multiple iterations if needed)													
Validate scenarios	X	X	X	X	X	X	X	R	R	R	O	R	Success Measure
Collect user feedback	X	R	X	X	X	X	X	R	O	R	O	O	User sentiment
Production Rollout Plan	R	R	R	R	R	R	R	R	R	R	R	R	Scope of rollout (org.wide / iterative) Scope of content sources Pre-reqs/platform reqs. Communication plan Training plan Support plan Governance/Ops Plan

PRODUCTION ROLLOUT													
Establish Governance/Ops	R	R	R	R	R	R	R	R	R	R	R	R	Operational Guide
Create awareness (Comms.)	R	R	O	R	R	X	X	R	O	R	X	O	Communication Email templates, etc.
Deliver training	X	X	X	X	R	X	X	R	O	R	X	X	Training model for Viva Learning (End users, change champions, etc.)
Establish Support process	X	R	X	X	X	X	X	R	R	R	X	X	Service management process for Viva Learning with tier definitions
Monitor Usage	X	R	X	R	R	O	O	R	R	R	O	O	Usage report analysis to track success measures
Identify adoption blockers	X	R	X	R	R	O	O	R	R	R	O	O	Stack ranked blockers/feature asks (internal & Microsoft)