



# A Municipal M365 Migration

Bringing access, organization, and IT self-sufficiency to a local municipality.

Located 15 miles north of Seattle, this mid-size city is a transportation hub for the region. It is connected to nearby areas by two state highways and the state ferry system. It is also home to an Amtrak and Sound Transit commuter rail station and about 41,000 people. Operating on a Microsoft Office on-prem platform and managing departmental websites with WordPress, the city knew they were overdue for an upgrade to a fully cloud-based solution. The city approached Pico Logic for assistance in migrating its ecosystem to M365 and SharePoint Online. The platform was unfamiliar, and they wanted help unlocking its full potential while staying within their limited budget.

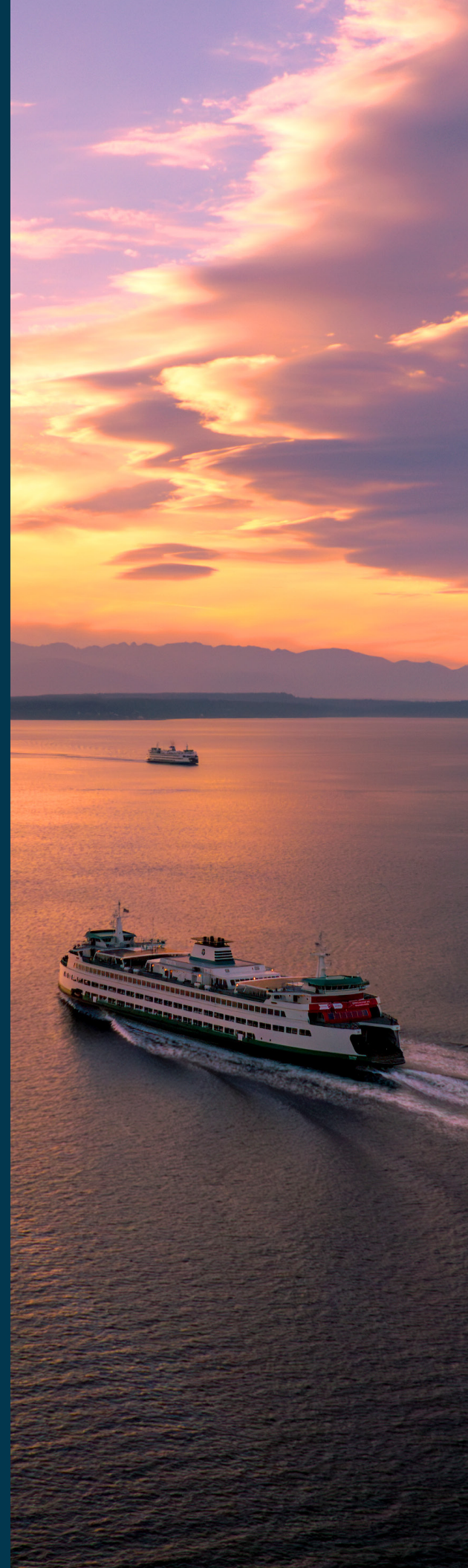
## Fun Facts


 **Client:** Mid-size City

 **Industry:** Government

 **Location:** Seattle Area, WA

 **Employees:** 200+





### The city's goals were:

- ✓ Get staff up to speed quickly
- ✓ Give all staff access to key information on any device, anywhere, at any time
- ✓ Upskill IT staff to provide ongoing development and support
- ✓ Move old SharePoint on-prem sites to SharePoint online

### The city was restricted by:

- ✓ A limited budget for ongoing support
- ✓ Small IT staff with full workloads
- ✓ Little to no understanding of how M365 services fit together

## Our Solution:

Pico Logic created a plan to organize and optimize M365 and SharePoint Online for the city and train the IT staff so they can reduce dependence on outside help for future development.

The plan included:

- 1** Creation of a shared knowledge repository within OneNote to capture and retain knowledge and allow for easy reference in the future.
- 2** **Regular, recorded trainings for the city's IT staff on topics such as:**
  - Administration: Sharing policies, site creation settings, M365, group creation settings.
  - SharePoint: Site setup, web parts, sharing, settings, navigation.
  - OneDrive: Usage, web, Sync app.
  - Build on developer (scripts, add-ins) knowledge for WordPress and draw parallels with scripting, JSON, settings for SharePoint.
- 3** Planning and organization of the city's SharePoint migrations using the SharePoint Online migration tool.
- 4** **Creation of PowerShell modules to simplify code management, accessibility, and sharing for the city's IT team moving forward:**
  - Setup and use for reporting and tenant configuration.
  - Shared common scripts and cmdlets to get started.
- 5** Creation of departmental SharePoint sites and solutions, i.e. Parks and Facilities can add photos to sites using mobile applications.
- 6** Configured tenant settings to facilitate gradual and intentional adoption of services at a pace that would not overwhelm existing support capacity.

## Results and Impact:

City leaders were pleased with the results of the planning, communication, development, and training provided by Pico Logic. They are now organized and prepared to manage their M365 and SharePoint Online solutions in-house.



50 OneNote pages and 14 recorded training sessions with reviewable lessons and references to settings and configurations applied during coaching sessions for IT staff to reference for future development.



Significant time and money savings by preparing them to perform the migration on their own with support when needed. This also positioned them well to perform future migrations, such as file shares to SharePoint Online.



Training for the city's WordPress administrator, who now has the necessary skills to set up and administer SharePoint and OneDrive.



Two early-adopter municipal department sites.



Quite frankly, we love helping people succeed in their work and to us success is more than the bottom line – it's about results.

**Let's Talk.**  
We can help.



**Get a personalized demo**

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