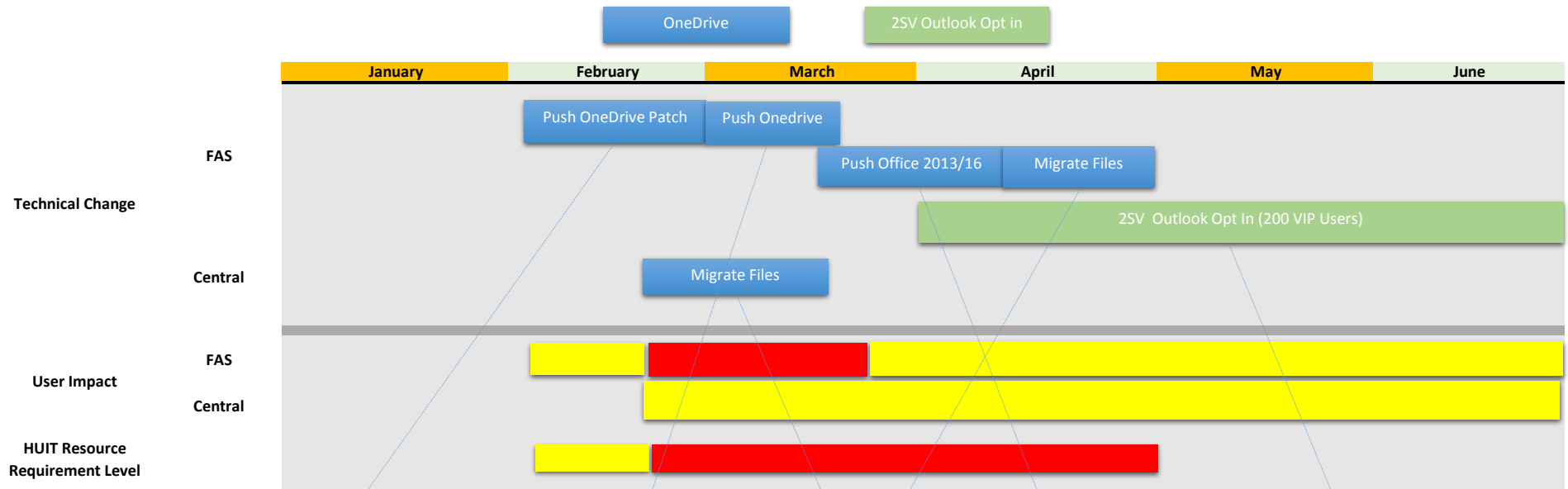


OneDrive and 2SV Outlook - Environment Change and User Impact



FAS new to software pushes
Still discovering requirements

Different OneDrive versions, complicated communications to user who don't typically use OneDrive today

File naming convention changes, saving locations different. Comms and in-person help crucial

Office push ~10% failure rate requiring IT help; long tail

Most mobile email clients (POP, IMAP) don't work with 2SV. Users must change over to Outlook app.

- Risk Mitigation**
1. More time to test & deploy slowly in order to lower user impact and simplify communication.
 2. Make sure stakeholders understand key impact details.
 3. Large scale outreach and training (planned)
 4. Communication program (Ellen).