



Microsoft

# Microsoft Volunteer Programs

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June 2015

# Giving in Microsoft



Microsoft employees have donated more than **\$1 billion**, inclusive of the corporate match, since 1983.

Since 1983, Microsoft and its employees have provided more than **\$8.5 billion in cash, services** and software to nonprofits around the world.

Microsoft allows **3 working days** to ALL employees to volunteer their time to any non-profit of their choice.

Microsoft donates software to eligible non-profits. We believe technology can be a powerful force that opens exciting opportunities for nonprofits to better achieve their missions and accelerate their impact. That's why we donate, on average, **\$2 million dollars a day** in software to nonprofits around the world. In the hands of nonprofit organizations, technology can boost productivity, increase effectiveness through better collaboration, and extend services to new communities and individuals in need.

# Technology for Good

We believe technology can be a powerful force that opens exciting opportunities for nonprofits to better achieve their missions and accelerate their impact.



[www.microsoft.com/ngo](http://www.microsoft.com/ngo)

## Software Donations



[What's Available](#): Most MS products- up to 10 titles and 50 licenses each. Exceptions can be requested.

[Who's Eligible](#): operate on a not-for-profit basis and have a mission to benefit the local community

[How to Apply](#): via invitation – email [caesa@Microsoft.com](mailto:caesa@Microsoft.com)

[Refurbished Computers](#): [www.Microsoft.com/refurbishedPCs](http://www.Microsoft.com/refurbishedPCs)

[TechSoup](#) : Outsourced software donation program available in Kenya and Botswana

## Solutions for Good



Cloud, mobile apps, and the web as tools to help improve efficiency, deliver programs more effectively, and have a greater impact on the community

Examples: HelpBridge, Local Impact Map, Grants 360

## Office 365 Nonprofit



Office 365  
Nonprofit  
Business  
Essentials

Donation

Office 365  
Nonprofit  
Business  
Premium

\$2.20<sub>user/month</sub>

Office 365  
Nonprofit E1

Donation

Office 365  
Nonprofit E3

\$6.38<sub>user/month</sub>



MySkills4Afrika



**INNOVATION**  
Smart applications,  
for Africa,  
by Africans

**WORLD-CLASS  
SKILLS**  
World-class skills for  
employability &  
entrepreneurship

**AFFORDABLE  
ACCESS**  
Devices for  
consumers and  
relevant web services  
for SMEs



# World-Class Skills



World-class skills for  
employability &  
entrepreneurship

MySkills4Afrika

4Afrika  
Academy

Youth:  
Internships &  
Training

School of  
Government



# Objectives of MySkills4Afrika

Promote global leadership and skills development amongst  
Microsoft employees around the world

Transfer vital skills and perspectives to enable Africans to grow,  
innovate and compete globally

Promote better understanding of the African markets throughout  
the company

## Get access to 130,000 Microsoft employees from 100 countries

### MS4A Selection Criteria:

- Aligned to your National Priorities
- Focused on public & private Cloud
- Visible ROI for your business
- Supporting the local leadership team
- Potential to scale to other countries

MPN & SMB Partners

Education & Govt.

Start-Ups








NGOs

Customers



# MySkills4Afrika Offerings

A diversity of offerings targeted to different employees and hosts, with staggered implementation aligned to the rhythm of the business

Open enrollment		Target audience	Duration in-country/virtual	Volume & Size of Group	Timing	
	 "Learning Journey"	Senior Executive	Flexible (Longer or repeat engagements)	50 (Group)	Q2 onwards	 New program
	 FTE volunteers	MS FTEs	5-14 days	150 (Individual/Group)	All year	 Existing program
	 Vendors volunteers	MS Vendors/Contingents	5-14 days		All year	
	 Virtual volunteers	MS All	1 year virtual	200 (individual)	All year	
	 Indus wide (virtual)	External	1 year virtual	50 (individual/group)	Q3 onwards	

# MySkills4Afrika Process

## Reference Group

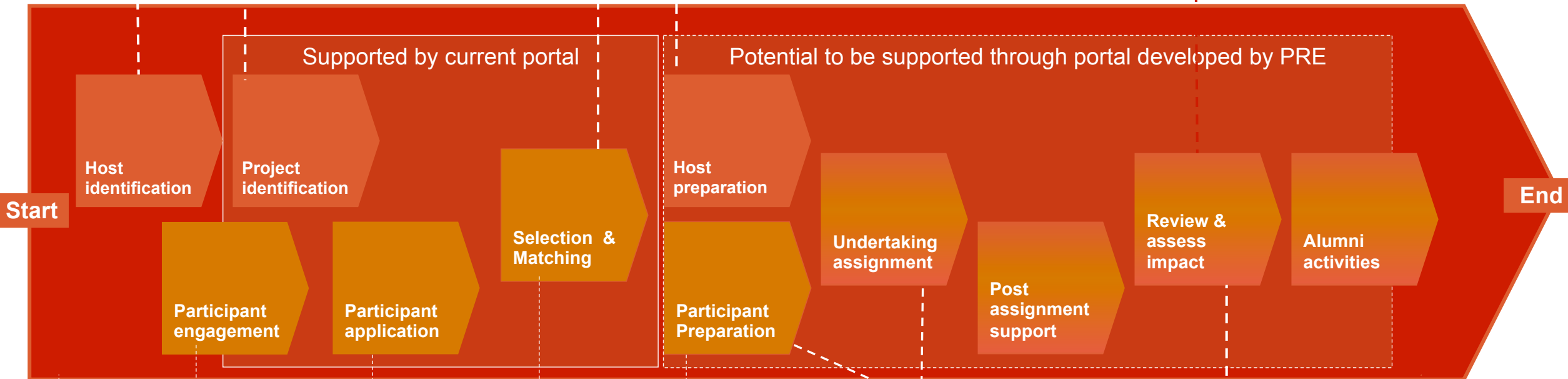
- Mixed group of stakeholders(LCA, HR , Execs ) requested by Winnie to provide advice ,support and help advocate the program around the broader company

## M4A team & MEA PAMs/ Relationship managers

- Identify assignment opportunities & support hosts through process including collecting impact data
- Also support participant selection and in-country liaison

### Key

- Host process ste
- Participant process step
- Shared process step
- Support Resource



## PR & Comms

- support program launch
- Share impact of program

## HR and Learning & Development

- Support application process and participate in interviews
- Help to develop program policies and L & D metrics

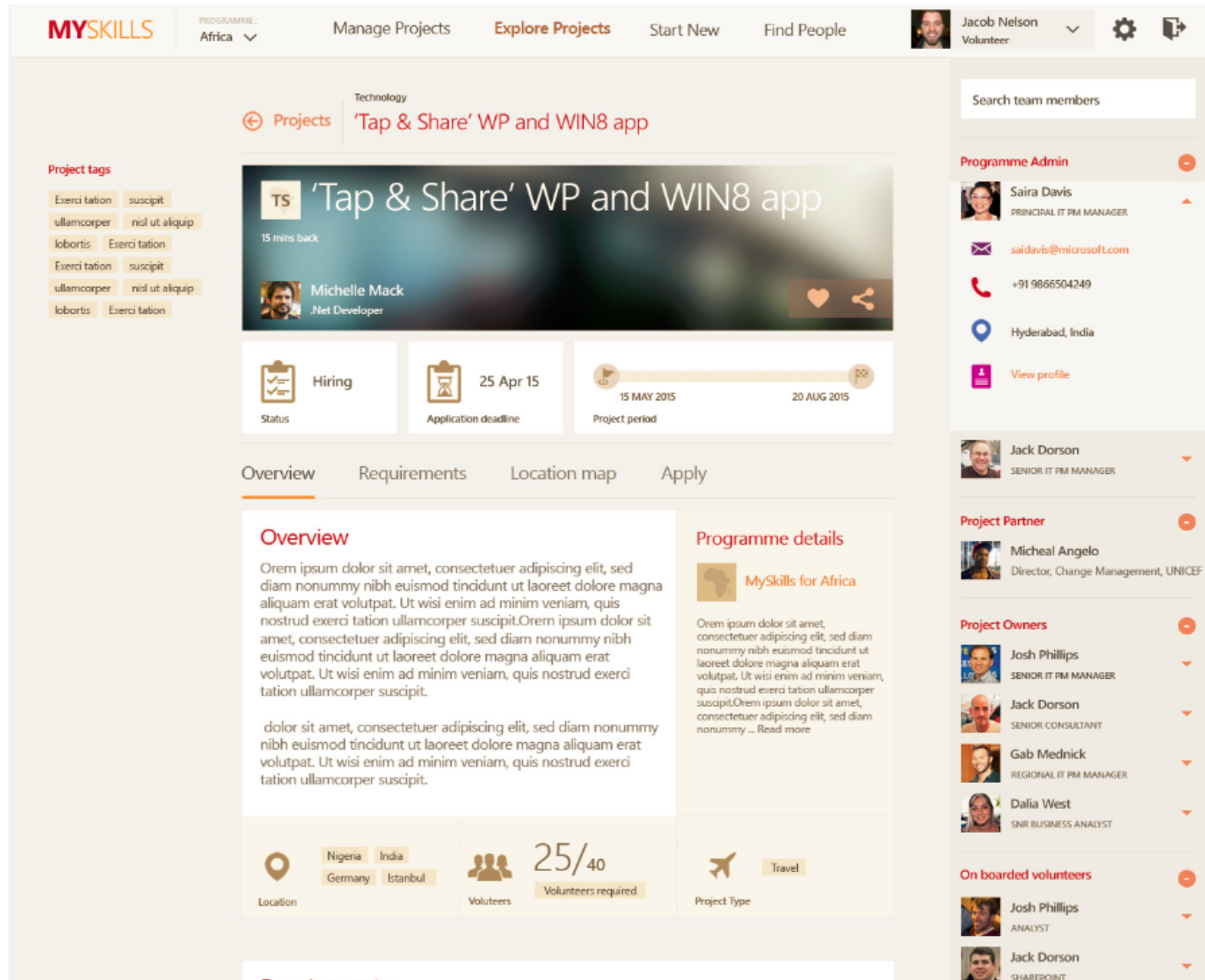
## MS Security

- Support participant before and during assignment

## MySkills4Afrika team

Work together managing the whole process, developing and designing systems, leading the selection process and co-delivering the participant preparation, post assignment support & impact assessment components of the program & reporting on progress

# MySkills4Afrika Application




The screenshot displays the MySkills4Afrika application interface. At the top, a navigation bar includes the 'MYSKILLS' logo, a 'PROGRAMME: Africa' dropdown, and links for 'Manage Projects', 'Explore Projects', 'Start New', and 'Find People'. A user profile for 'Jacob Nelson Volunteer' is visible on the right. The main content area features a 'Projects' section with a filter for 'Technology' and a specific project titled ''Tap & Share' WP and WIN8 app'. This project is managed by Michelle Mack, a .Net Developer, and was updated 15 minutes ago. Below the project title, there are sections for 'Hiring' status, 'Application deadline' (25 Apr 15), and 'Project period' (15 MAY 2015 to 20 AUG 2015). The 'Overview' tab is selected, showing a detailed description of the project and its requirements. To the right, a sidebar lists team members under 'Programme Admin' (Saira Davis, Principal IT PM Manager), 'Project Partner' (Micheal Angelo, Director, Change Management, UNICEF), 'Project Owners' (Josh Phillips, Senior IT PM Manager; Jack Dorson, Senior Consultant; Gab Mednick, Regional IT PM Manager; Dalia West, SNR Business Analyst), and 'On boarded volunteers' (Josh Phillips, Analyst; Jack Dorson, Sharepoint).

- Decision based on scalability, efficiency, flexibility and automation of all MS4A processes
- The new tool will fully automate MS4A Process while showcasing MS technology.
- MS has an opportunity to be a service provider to the Citizenship team & also an industry solution
- Expected launch date in last quarter of 2015

# MySkills4Afrika – New Virtual Volunteer Support

- Support in streamlining program management
- Improve virtual volunteer experience and increase participation
  - Develop a platform connected to MS4A Tool to facilitate matching of mentors to mentees, facilitate training and better support mentors & mentees throughout the process
  - Encourage the mentors/mentees to engage in more than one model of mentorship- 1:1, 1 to many, etc.
  - Create a platform where mentees can connect, learn, be inspired and grow by connecting to other MS resources.
  - Connect to other existing initiatives.
- Expected to launch in last quarter of 2015



**MYSKILLS**  Mentorship Programme [Login](#)

**MENTORING** is a brain to pick,  
an **ear to listen**, and a  
**push in the right direction**  
-John Crosby

[Apply for Mentorship](#)  [Become a Mentor](#) 



**Connect**

MySkills4Afrika Mentor is an online community that enables ambitious youth to connect with experienced and inspiring business leaders and online resources.



**Learn**

MySkills4Afrika Mentor has been created to empower youth in their career development, in recognition that they are the driving force of social and economic growth.



**Inspire**

The portal will encourage knowledge sharing among youth and network of mentors inspiring a collaborative and innovative approach to career development.



**Grow**

MySkills4Afrika Mentor will connect the youth to existing Microsoft programs that will enable them to accelerate their career and business growth.

# MySkills4Afrika KPIs

	Metric	Actual	Target
<b>Operational Effectiveness</b>	Number of Participants-in-country	100	200
	virtual	80	250
	NSAT Projects Owners	180	180
	NSAT for volunteers	185	180
<b>Impact</b>	No. of people directly impacted (mentored, trained, coached)	4,300	9,000
	No. of people directly impacted	36,500	74,000
	No. of organizations supported	150	240

MySkills4Afrika Impact Scorecard	Target
Objective 1: Promote global leadership and skills development amongst MS employees	
Positive changes in volunteers leadership skills	180
Volunteers learning is useful for current & future roles	180
Volunteers will change the way they work in the future	170
Objective 2: Transfer vital skills and perspectives to enable Africans to grow, innovate & compete globally	
Delivered a sustainable difference to partners/customers	170
Beneficiaries attributing an achievement due to MS4A	170
Objective 3: Promote better understanding of the African markets throughout the company	
Increased understanding of customer needs in Africa	180
Increased understanding of the opportunities for Microsoft within Africa	170
Impact on the Microsoft Business in Africa	
Partner relationships strengthened	180
Assignments have impacted one or more of Microsoft's business objectives	170
Impact on Employee Engagement	
Volunteers are proud that Microsoft offers the MySkills4Afrika program	180
Volunteers loyalty to Microsoft is increased through MySkills4Afrika	170
MySkills4Afrika differentiates Microsoft from its peers and competitors	170

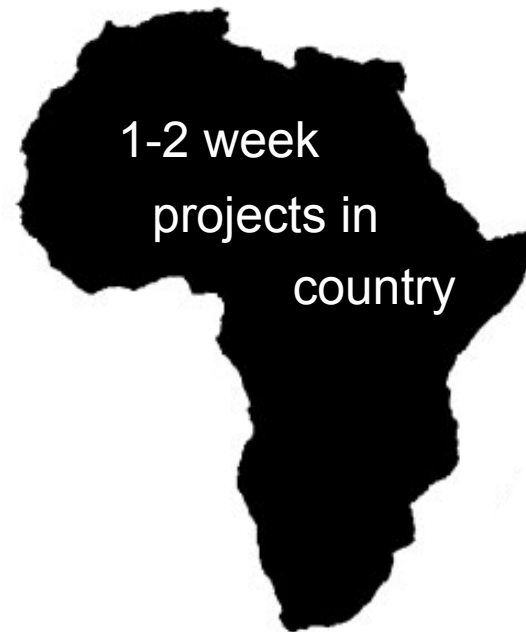


# MySkills4Afrika Impact Assessment & ROI definition

- MySkills4Afrika program validation based on objectives, process & contribution to overall 4Afrika goals.
- Validate & have a 360 view of the benefits of the program by targeting all stakeholders of the program and know where process improvement/re-engineering is required
- Generating business intelligence and innovation and case studies/stories.

**45** Project Owners have worked with  
**150** Host Organisations in **18**  
countries

**Over 400** employees from  
**38** countries all over the world have  
completed assignments so far, ranging  
from...



to



# Value proposition to In-country Participants...



“My assignment allowed me to collaborate with a new team and develop a better understanding of the unique challenges and opportunities in developing markets. As a result **I am more agile, adaptive and innovative.**”

# Value proposition to Virtual Participants...

How you can contribute

Provide a  
personalized  
development  
opportunity to  
address individual  
learning needs

Active contributor in  
addressing the skills gap  
for MS business in Africa

Enable young people  
achieve their potential  
and discover their  
strengths

What you will get back

Improved leadership  
skills & competencies

Gain new perspectives &  
Better understanding of  
African Markets

Accelerate your career  
and personal  
development plans

“

# The Value Proposition to Project Owners



“The opportunity to recruit the greatest experts from within Microsoft to help individuals and businesses adds immense value to our partners in Africa” *MySkills4Afrika Project Owner*

# MySkills4Afrika – Impact Assessment



Promote global leadership and skills development amongst Microsoft employees around the world

**98%** say MySkills4Afrika led to positive developments in their leadership skills and competencies. **(NSAT 183)**

*“My project honed my skills in being comfortable with ambiguity. I also practiced being agile and flexible and had the opportunity to work with very culturally diverse teams, which helped my collaboration skills.”*  
MySkills4Afrika Volunteer

*“Most fulfilling experience in my career at Microsoft to see customers love what we my team has built ”*  
MySkills4Afrika volunteer

Transfer vital skills and perspectives to enable Africans to grow, innovate and compete globally

**84%** of host organisations confirm that MySkills4Afrika delivered a sustainable difference to their org. **(NSAT 153)**

*“We have closed an Office 365 deal because of this support and we have a decent pipeline of 3 to 4 deals more.”* Microsoft Partner Kenya

*“The MySkills4Afrika intervention was exactly what we needed to resolve critical strategic and project challenges we had. The Microsoft representative on site gave us the technical depth and credibility to move our business forward with one of the country's largest banks.”*  
Start Up Senegal

Promote better understanding of the African markets throughout the company

**96%** reported that MySkills4Afrika had positively impacted their understanding of the opportunities for Microsoft within Africa. **(NSAT 167)**

*“My project honed my skills in being comfortable with ambiguity. I also practiced being agile and flexible and had the opportunity to work with very culturally diverse teams, which helped my collaboration skills.”* MS4A Volunteer

*“I have gained a great deal of confidence in my own abilities and this enables me to take on more complex tasks and embrace new challenges.”*  
MS4A Volunteer



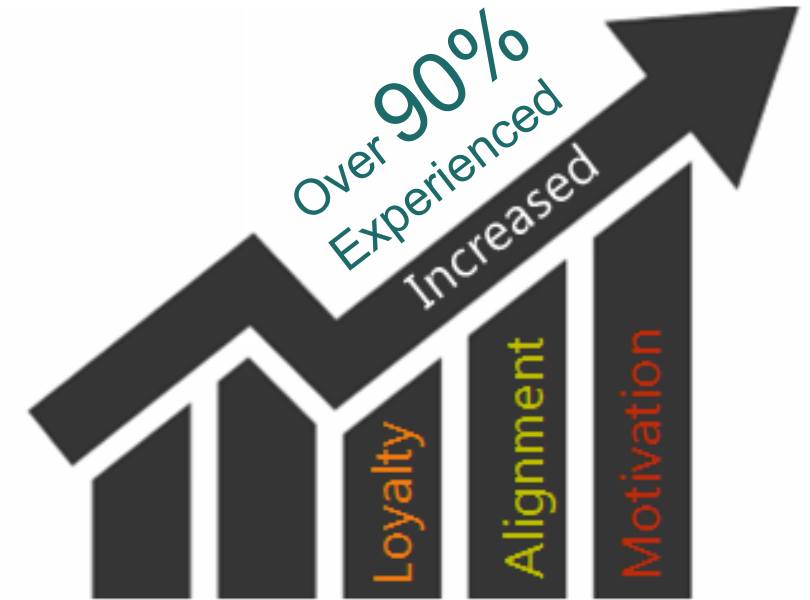
# Promoting Global Leadership



**98%** developed their leadership skills & competencies (NSAT 191)

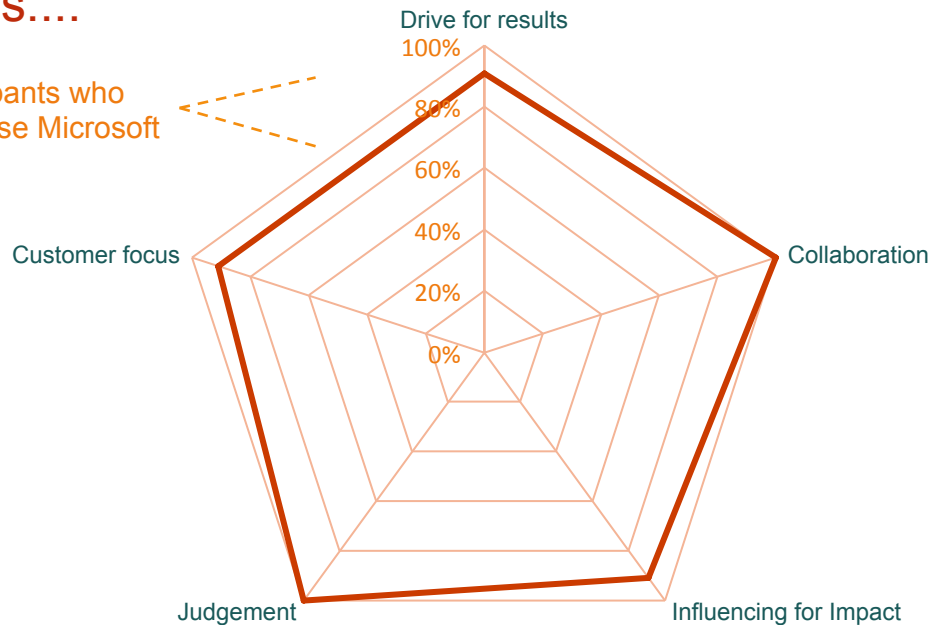
**83%** will change the way they work in the future as a result of MySkills4Afrika (NSAT 145)

**100%** reported that the personal learning they gained will be useful for current & future roles within Microsoft (NSAT 164)



## MySkills4Afrika participants develop Microsoft leadership competencies....

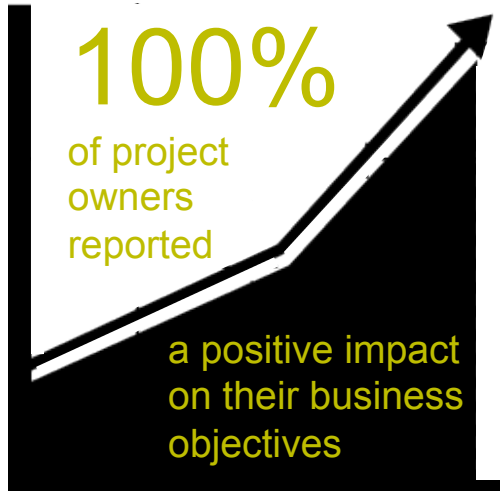
Proportion of participants who developed along these Microsoft competencies



**100%** are proud that Microsoft offers the MySkills4Afrika opportunity (NSAT 200)

feel the MySkills4Afrika program differentiates Microsoft from its peers and competitors (NSAT 173)

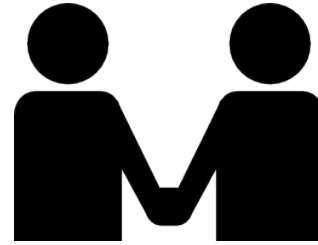
# Transfer of Vital Skills & Perspectives to African Businesses



167

Project Owners  
MySkills4Afrika NSAT  
score

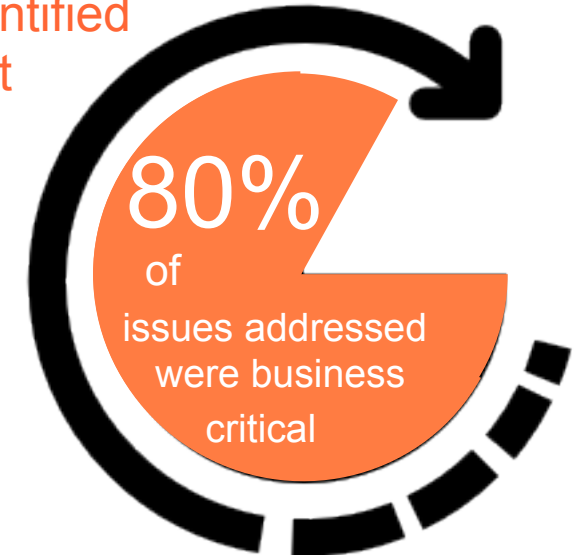
“Accelerated the completions of projects.” Alex Nyingi, CTZ Lead MEA



MySkills4Afrika has  
strengthened relationships  
between Project Owners and Host  
organisations

“IT is now considered to be a strategic enabler  
hence opening the doors to improved process  
documentation and automation” KRCS IT director

Host Organisations  
Identified  
that



80% had altered their  
perceptions of what Microsoft  
can offer their organisation

100%

Host Organisations  
reported that the  
assignment impacted  
their organizational  
capacity and/or strategy

# Better understanding of African Markets

Product	Partner	Startup
<ol style="list-style-type: none"><li>1. Build partner and ISV capability to develop locally relevant applications on cloud platforms to drive consumptions beyond deployment</li><li>2. Affordable pricing for cloud in Africa</li><li>3. Build cross platform applications as main platform used in Africa is Android</li><li>4. Focus on end user solutions that SMEs can consume easily as most of them are not primarily technical</li><li>5. SME Toolkits should tie marketing concepts to business strategy, operations and financing to be relevant</li><li>6. Build user interphases that can be easily optimized for slow speed internet bandwidth as this can help address areas with slow internet connection speeds</li></ol>	<ol style="list-style-type: none"><li>1. Build local partner capacity by creating playbooks/ guidelines on huge deployments on O365 including architecture guides.</li><li>2. Set up mentoring sessions with partners either product or solution focused to accelerate learning</li><li>3. Build standard showcase scenarios that can drive usage of cloud</li><li>4. Small businesses should be a core business segment to emerging markets</li><li>5. Best support to help our partners is through 1:1 consultations. Develop case studies/scenarios that can address same issues at scale</li><li>6. Increase Customer Immersion Experience for Microsoft partners so they can better understand Microsoft product portfolio and value propositions</li></ol>	<ol style="list-style-type: none"><li>1. Develop metrics that will redefine our strategy on which startups to focus on based on highest potential to scale and leverage on our technology</li><li>2. Target SMEs for Windows 10 2-in-1 CTE devices</li><li>3. MO partnerships by country necessary for app-monetization</li><li>4. Mentorship required to accelerate growth of startups to ensure they maximize use of technology to scale with the right business models</li></ol>

# How to Leverage MySkills4Afrika to Meet Your Business Objectives

## Case Study: Technology Skills Support to NGOs

### Project Owner: Alex Nyingi



#### Business Critical Issue

Microsoft provides a software donation program to NGOs. However NGOs do not always align software requests with organisational strategy. In addition the deployment and uptake of the software can be limited where organisations are unfamiliar with the software provided.



### Host Organisation: Kenya Red Cross



#### MySkills4Afrika Assignment

Alex requested a small team of Microsoft volunteers to work with staff from Kenya Red Cross to:

- Identify their software needs analysis,
- Trouble shoot on deployment
- Training staff in the software to maximise the utilisation.



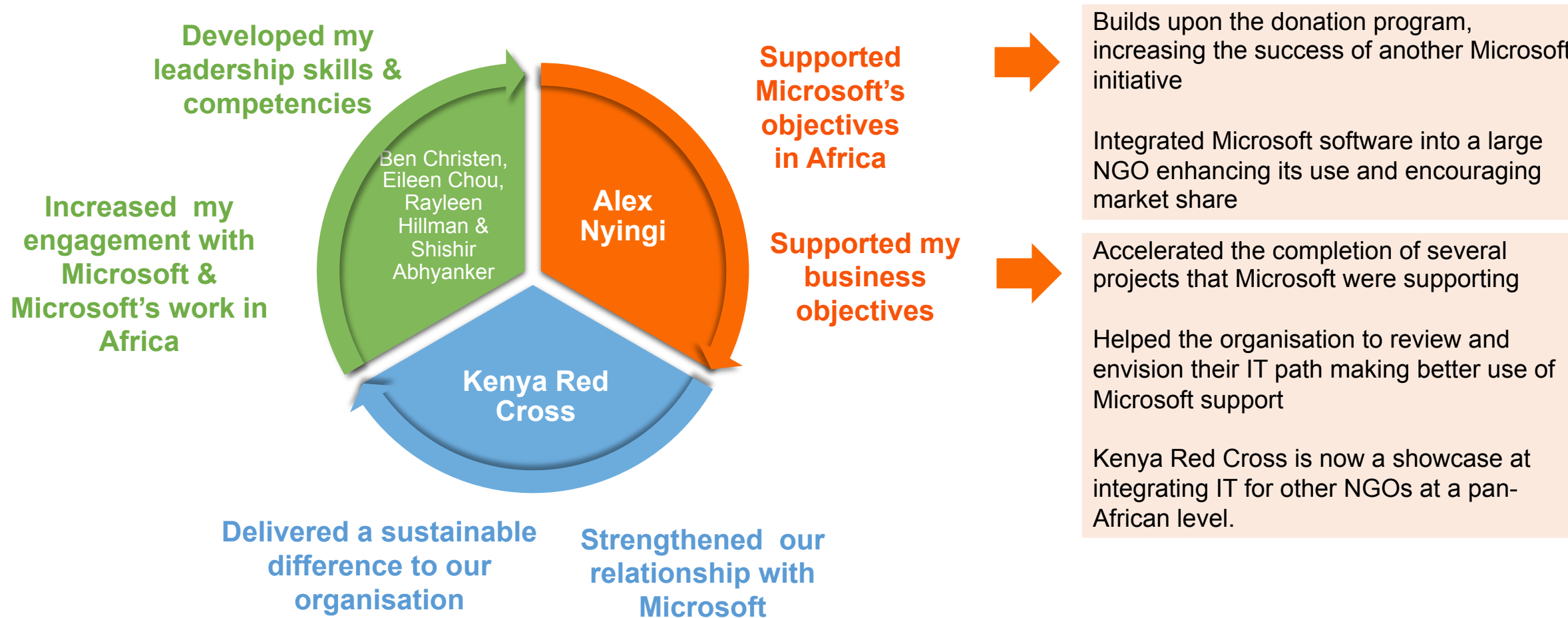
### Volunteers: MSIT Team



Ben Christen, Eileen Chou, Rayleen Hillman, Shishir Abhyanker

The volunteers from MSIT connected virtually with the Kenya Red Cross team, followed by 3 weeks working in-country. In addition to the assignment objectives the volunteers sought to develop their leadership, collaboration and innovation skills.

# The Impact of this Assignment was Profound...





# The Impact of this Assignment was Profound...

Alex Nyingi		Kenya Red Cross		Ben Christen, Eileen Chou, Rayleen Hillman & Shishir Abhyanker	
Supported my business objectives	Supported Microsoft's objectives in Africa	Delivered a sustainable difference to our organisation	Strengthened our relationship with Microsoft	Developed my leadership skills & competencies	Increased my engagement with Microsoft & Microsoft's work in Africa
<ul style="list-style-type: none"> <li>Accelerated the completion of several projects that Microsoft were supporting.</li> <li>Helped the organisation to review and envision their IT path making better use of Microsoft support.</li> </ul>	<ul style="list-style-type: none"> <li>Integrated Microsoft software into a large NGO enhancing its use and encouraging market share beyond the donation.</li> <li>Builds upon the donation program, increasing the success of another Microsoft initiative.</li> </ul>	<ul style="list-style-type: none"> <li>Improved implementation and usage of Grants360 and Office365.</li> <li>Developed long-term IT strategy to increase effectiveness and impact across the organization.</li> <li>Positioned the ITC team to be a trusted advisor to the business.</li> </ul>	<ul style="list-style-type: none"> <li>MySkills4Afrika engagements has deepened our relationship.</li> <li>Our perception of what Microsoft can offer us have changed.</li> </ul>	<ul style="list-style-type: none"> <li>Highly impacted my adaptability.</li> <li>Strongly developed my problem solving skills.</li> <li>Highly impacted my collaboration skills.</li> <li>Strongly developed my self confidence.</li> <li>Highly impacted my customer focus.</li> </ul>	<ul style="list-style-type: none"> <li>Increased my loyalty to Microsoft.</li> <li>Increased my motivation to do my job.</li> <li>Strongly impacted my understanding of customer needs in Africa.</li> <li>Strongly impacted my understanding of the opportunities for Microsoft within Africa.</li> </ul>
"I am very satisfied with my MySkills4Afrika experience and have recommended the program to my colleagues."	"Kenya Red Cross is now a showcase at integrating IT for other NGOs at a pan-African level."	"IT is now at the decision making table."	"We believe that we can only deepen our relationship with Microsoft and future MySkills4Afrika teams."	"I came to realise that I don't need to know everything, you're a stronger leader if you can acknowledge your need for help and adopt a learners mentality."	"Best work experience in my career so far (20yrs!)"

# How our Future Looks Like..

1. Partner with Government to support them in driving national development agendas by supporting through volunteering.
2. Advocate for Private Sector Organizations to embrace International/ local volunteerism and providing the 'playbooks' to be able to pilot them in their organizations.
3. Provide industry-wide solutions to support VIOs to manage their volunteer programs- in-country or virtual
4. Scale our programs by partnering with VIOs that are aligned to our company objectives