



# THE *modern workplace* OPERATING MODEL

Modern workplace conversations often start with platforms - Microsoft 365, Teams, SharePoint, Copilot... but businesses don't feel the benefit of those tools until the workplace has a clear operating model: where work lives, how people collaborate, how access is controlled, who owns shared spaces, and how the environment improves over time.

When those decisions are left to habit, complexity grows. When they are designed intentionally, the workplace becomes calmer, safer, and easier to scale.

## The **5** pillars of the model

### **STRUCTURE**

Defines how Teams, SharePoint, OneDrive and shared spaces are organised, so people can understand the environment without relying on memory or workarounds. Good structure is what stops the workplace from feeling accidental.

### **BEHAVIOUR**

Sets expectations for how people communicate, store information, collaborate and hand work over. The platform can be technically strong and still underperform if the behaviours around it are vague or inconsistent.

### **CONTROL**

Covers identity, access and security. In a mature workplace, security is not an awkward layer added afterwards: it's part of how the environment is designed to function day to day.

### **OWNERSHIP**

Makes accountability visible. It answers the question so many workplaces quietly avoid: who is responsible for this Team, this site, this process or this standard? Without ownership, governance stays theoretical.

### **IMPROVEMENT**

Creates a rhythm for review, tidy-up and optimisation. A modern workplace is never a one-off deployment; it needs measurement and evolutions as teams, risks and priorities change.

## The model at a glance



### What happens when one pillar is missing?

-  **No structure** = duplication
-  **No behaviour rules** = inconsistent collaboration
-  **No control** = unavoidable risk
-  **No ownership** = sprawl
-  **No improvement** = stagnation

### Plain English:

**Operating model** = the practical rules for where work lives, how people collaborate, who gets access and how the workplace improves over time.

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