# **Beauty & Brains**

Key ingredients for redesigning an awardwinning intranet: A case study



Jennifer Giesbrecht jgiesbre@capitalpower.com



# **Company context**

- Energy generation company
- ~920 users
- contractors & employees
- plant & office

#### Redesign team

- 1 Director
- 2 workers
- I.S. liaison



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# **Intranet context**

2010



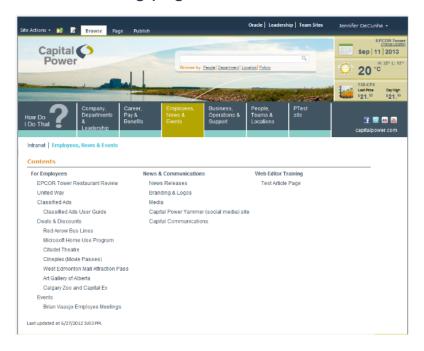
2012



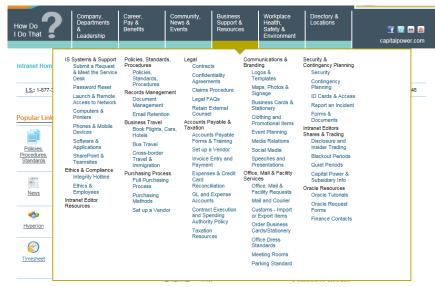
2013



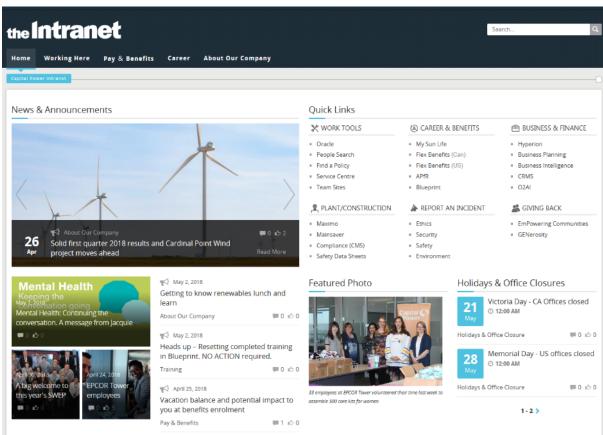
#### News landing page



#### Mega menu nav

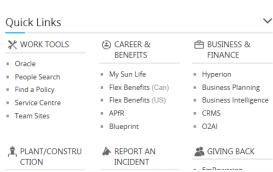


#### Prioritized content

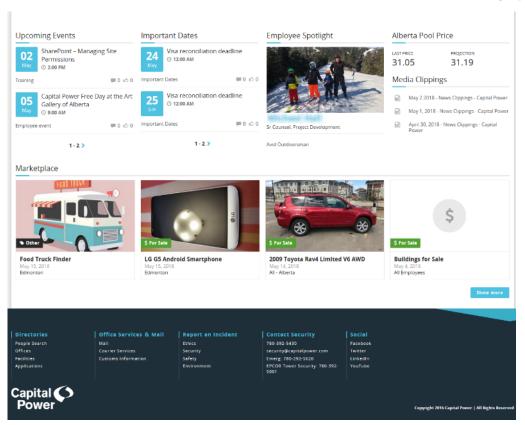








#### Prioritized content



31.05 31.19





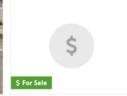






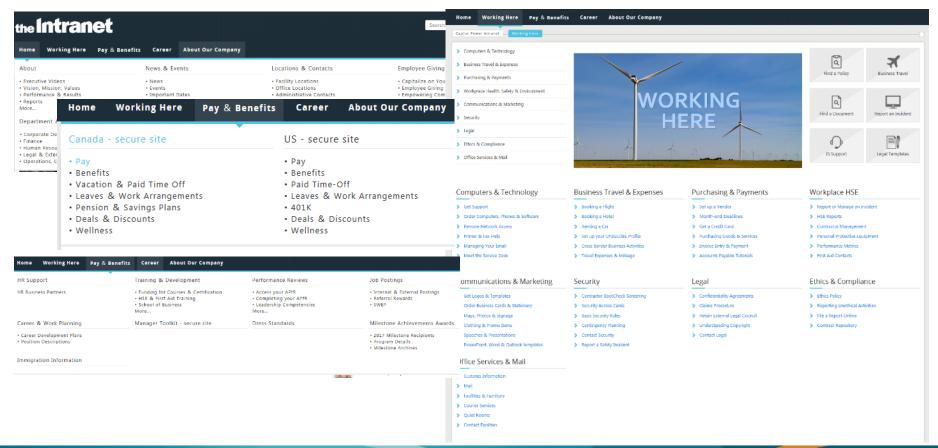


2009 Toyota Rav4 Limited V6 AWD May 14, 2018

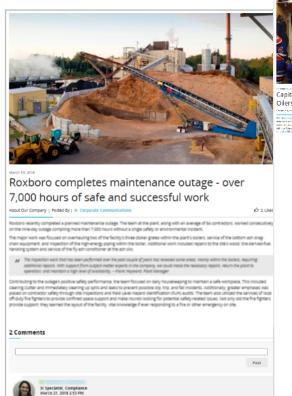


Buildings for Sale May 4, 2018 All Employees

#### Easy Navigation



#### Engaging content



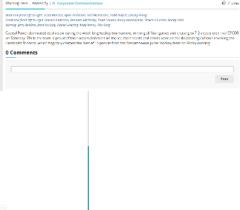
Great Job Roxborol Thanks for sneaking in a few NERC reliability items into your already full schedules. Much appreciated.



0 Comments



Capital Power goes undefeated to take division two championship in Edmonton Manager's Cup hockey tournament

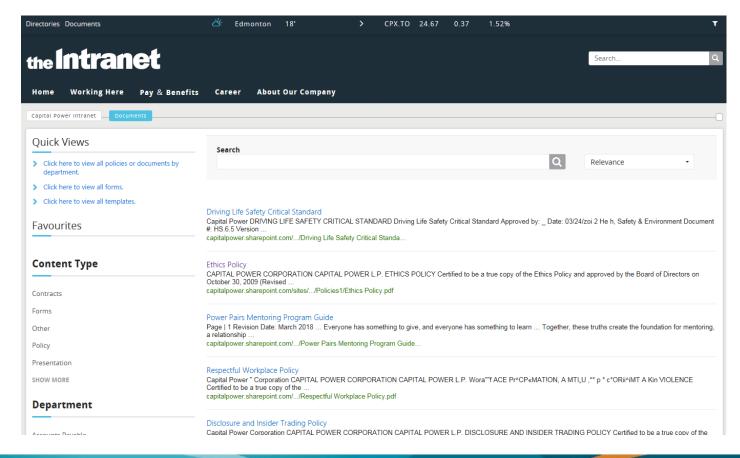








Enhanced document search



Enhanced document organization





AnnouncementsDocuments · · ·



CASecure 1 item Modified 3 months ago



25 items Modified 11 months ago



CorporateCommunications

CorporateSubsidiaryInfo Modified 3 days ago

Modified 15 months ago



Documents

Modified 2 years ago



**Favourite Documents** 





48 items

Modified 4 weeks ago



HR-CA Modified 3 weeks ago

HR-CAandUS

11 items Modified 3 weeks ago



HR-CA-Payroll

14 items Modified 4 months ago



23 items

Modified 2 months ago



HR-US-Payroll

16 items Modified 5 months ago



8 items Modified 17 months ago



**HSEBiWeeklyReports** 

57 items Modified 3 weeks ago



HSEQuarterlyReports

Modified 5 weeks ago



HSERegulatoryUpdates

Modified 5 weeks ago



Modified 2 years ago



InformationServices

Modified 17 months ago



1 item Modified 11 months ago



ManagerToolkit

2 items Modified 5 weeks ago



NewsDocuments

23 items Modified 2 months ago



17 items Modified 6 months ago



27 items Modified 3 days ago



Popular Searches 1 item Modified 2 years ago

RegulatoryReports



Presentations

17 items Modified 5 weeks ago



Procedures

Security

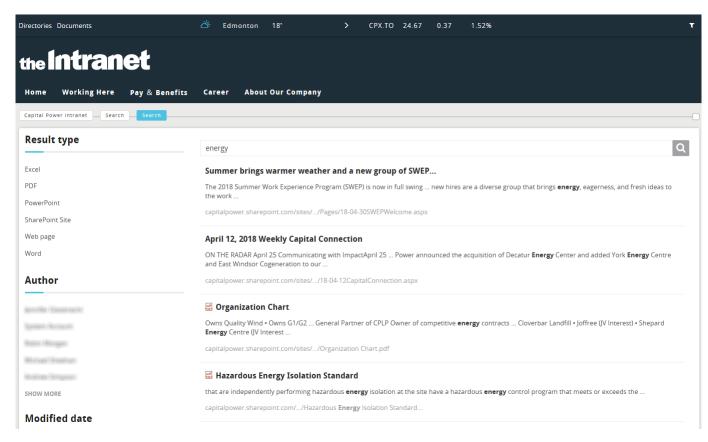
13 items Modified 4 months ago



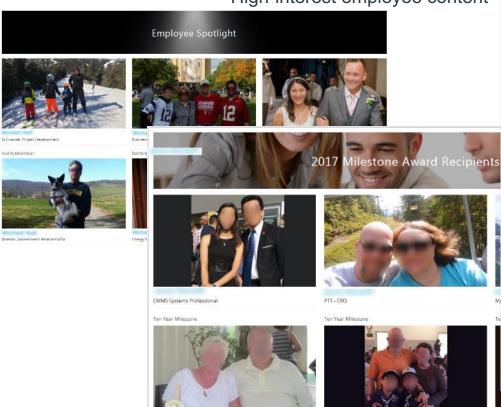
Reports

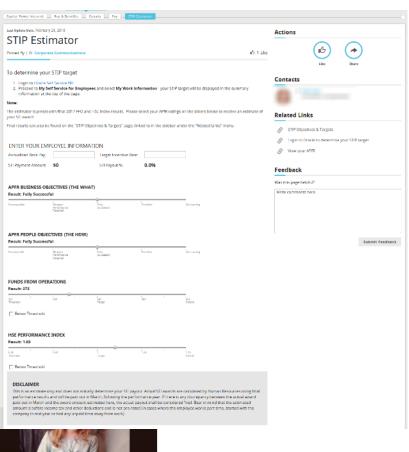
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Enhanced search: Content

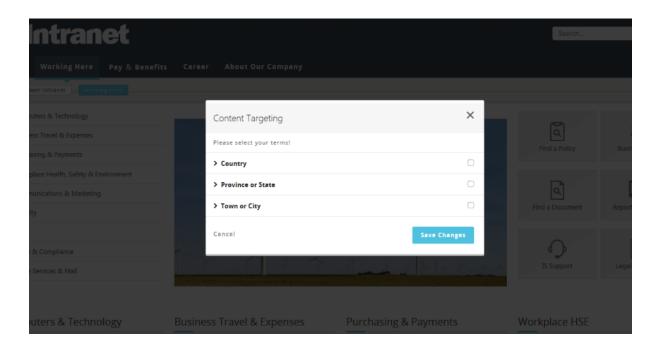


High-interest employee content





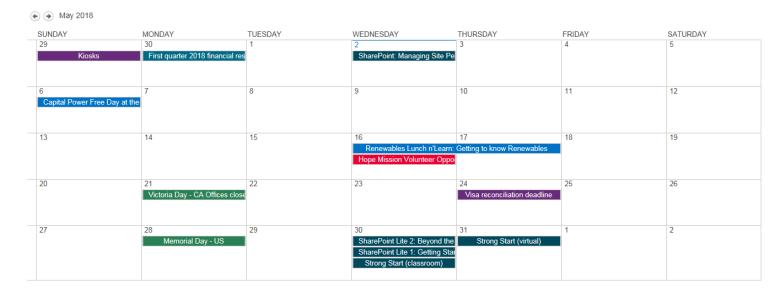
#### Content targeting



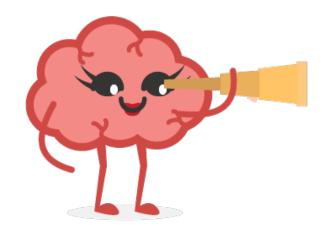
Centralized events



#### Company Calendar



# How we got there



# **Audit & Analysis**



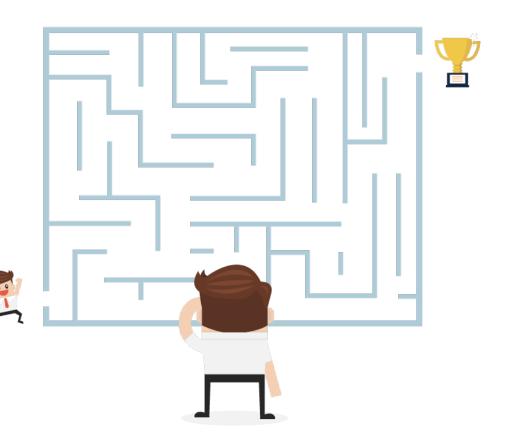
# Meetings with stakeholders



# Planned governance



# Planned architecture & structure



How we launched and got buy in



# beauty & brains!



# Leading up to Launch

#### the Intranet Launching September 7, 2016

#### The new intranet goes live in 1 week, on Sept. 7.

If you have applications or team sites that point to specific pages on the intranet, contact Corporate Communications before Sept. 7 with the page your application or site currently links to and we'll provide you with an updated URL.

Links or bookmarks to applications such as Oracle, Bl, Blueprint, etc. will not be impacted

Questions? Contact onlinecomms@capitalpower.com

# Digital Signage & Posters

### the Intranet Launching September 7, 20

#### The new intranet goes live in 2 weeks, on Sept. 7.

If you have applications or team sites that point to specific pages on the intranet, contact Corporate Communications before Sept. 7 with the page your application or site currently links to and we'll provide you with an updated URL.

Links or bookmarks to applications such as Oracle, Bl, Blueprint, etc. will not be impacted

Questions? Contact onlinecomms@capitalpower.com

#### Weekly e-newsletter

New intranet goes live next Wednesday

If you have applications or team sites that point to specific page on the intranet, contact Corporate Communications before Sept. 7 with the page your application or site currently links to and we'll provide you with an updated URL.

Read more



#### Weekly e-newsletter

The new Intranet will be launching on Sept. 7 - plan to update bookmarks

If you have a team site or other application that links to specific pages within the current intranet, please send an email with the URL of the current linked page to Corporate Communications. We will work to provide you with an updated link so, after launch, you can update your applications or team site.

Read more

# **Launch Day**

### the **Intranet** beauty & brains!

#### The new Intranet launched today

with a blend of beauty and brains to help make your work easier.

#### Where'd it go?

Can't find something quickly? Stop by the intranet homepage and click on the "Where'd it go" feature for links, tips and tools, or send your frustrated feedback through the quick-access feedback form located on almost every page.

Your web browser's home tab will be set to bring you directly to the Intranet, or visit intranet.capitalpower.com



#### the Intranet Learning Centre

# the Intranet beauty & brains!

Weekly e-newsletter

#### The new Intranet launched today

with a blend of beauty and brains to help make you work easier

>>Click to learn more!

## beauty & brains!

#### The new Intranet launched today

with a blend of beauty and brains to help make your work easier:

- · Mobile-friendly, clean design
- · Fresh, up-to-date content and documents provide accurate and current information
- · Find quick links to your most-used applications and destinations on the
- Search the new document library use filters to find what you're looking
- · Filter searches by result type, modified date and author

#### The new intranet launched today!

#### A big thank you!

Over 175 people from across the company participated in the intranet project, providing input, updating content and testing the structure and the site. Thank you to everyone who helped get us to launch today.

Read more

#### the Intranet beauty & brains!



At Capital Power, 60% of us access four or more systems in order to do our jobs each day.



And we spend 1.8 hours a day looking up information, and we don't always find what we need or know it it's current.



We need a place that helps us find reliable current information quickly and easily, so we can work more effectively and efficiently.



Introducing the new Capital Power Intranet, which provides a greatly improved user experience with beauty and brains.



Find quick links to your most-used applications and destinations on the homepage

Search the new, up-to-date document library with filters that ensure you find what you're looking for quickly. And see only events, announcements and important dates relevant to you.



Take advantage of the the clean and mobile-triendly design and find what you need, even when on the go.

HAVE QUESTIONS ABOUT OUR NEW ONLINECOMMS@CAPITALPOWER.COM

## Thank you!

the Intranet Now liv

A very big thank you to everyone who helped fill the many roles required to launch the new intranet.

We greatly appreciate your time consulting, engaging, reviewing and testing.



# the Intranet beauty & brains!

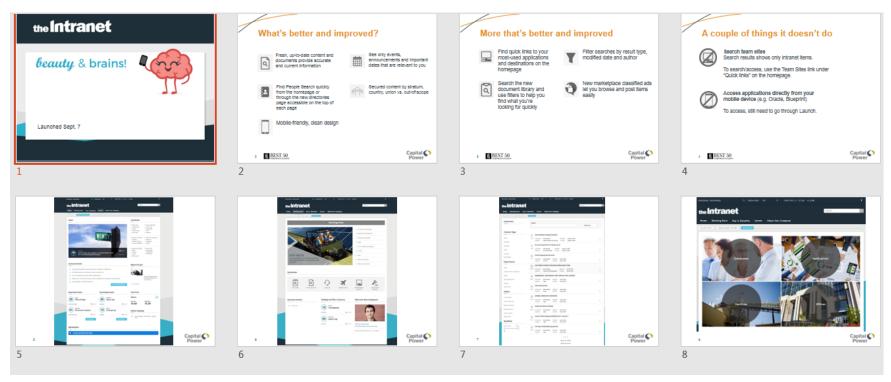
# **Launch Day Learning Centre**



walk away with a little sweet incentive!

# **Post-launch**

#### Presentations throughout the company



# Since launch

