

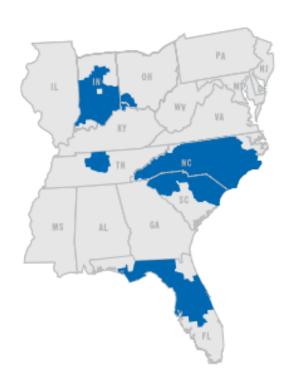
**Duke Energy's Intranet (The Portal)** 

November 2019 – Capricia Townes



### **Duke Energy**

- Duke Energy provides electricity to 7.6 million retail customers in six states. The electric service area's estimated population is 24 million people. (NC, SC, KY, IN, OH, FL)
- The company also provides natural gas to 1.6 million customers in five states and operates a growing renewable energy portfolio across the U.S. (NC, SC, OH, KY, TN)
- Corporate Headquarters are in Charlotte NC
- A workforce of ~47,000, all of whom use the Intranet (The Portal)



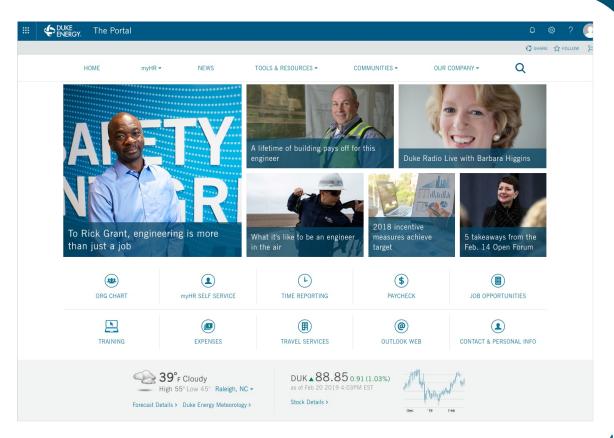
## **Our Journey**

- For Overview and/or Deep Dive
  - Guiding Principles
  - Project Overview & Agile Process
  - User Experience
  - Web Part Development & Examples
  - Content Migration
  - Sample Pages
  - Content Management Support & Governance
  - UX Research Integration
  - Design System Integration



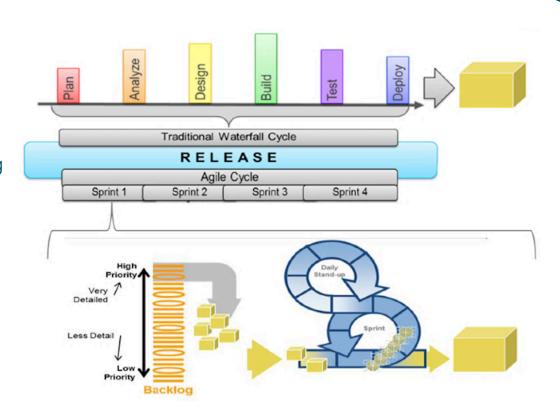
## **Guiding Principles**

- Brand alignment
- Mobile responsiveness
- Ease of support
- Consistent user experience
- Access to new features & functionality



### **Project Overview**

- Agile Methodology
  - 2-week sprints
  - Ceremonies
    - Daily standups, sprint planning sessions, demos and retrospectives
  - Jira
- Dedicated Team
- Firm Launch Date

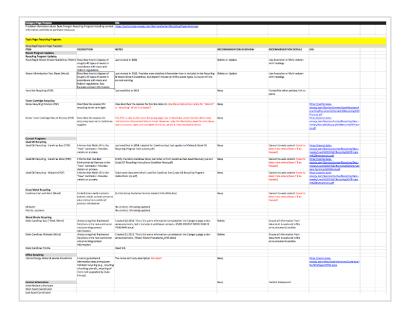


### **User Experience - Content**

# **Content Audit**

- Content strategy
- Web part identification
- Page patterns

Redesign projects offer a treasure trove of valuable insights. Analyzing the old intranet content led to big wins in efficiency and usability improvements.



#### **User Experience - Templates**









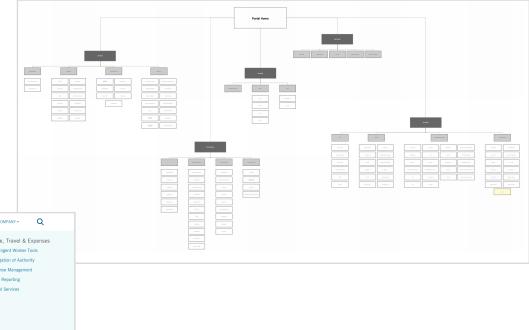




# **User Experience – Information Architecture**



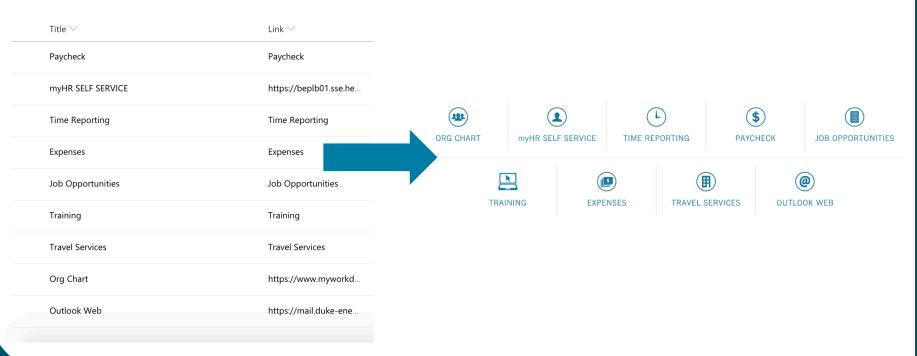
- Card sorting
- Tree testing



## **Web Part - Development**

#### Consistent information = Consistent visuals

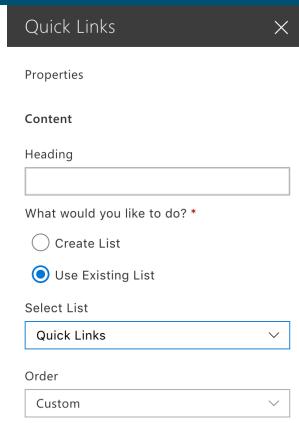
#### **Quick Links**



# **Web Part - Development**

- New abilities with SPFx for ease of use for content authors
  - Configuration Panel
  - Custom Properties



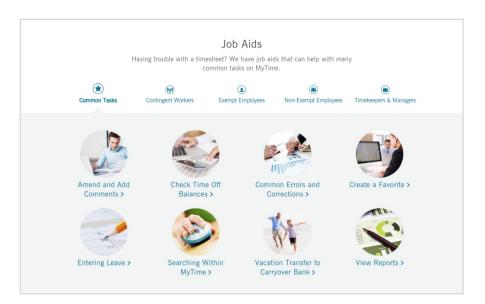


#### **Web Parts - Examples**

Over 30 web parts, which allow for a variety of content and display options







#### **Web Parts - Examples**







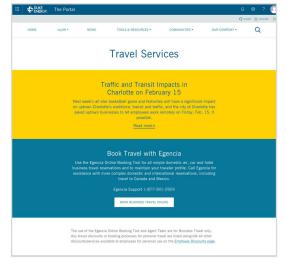
July 9: 4 things



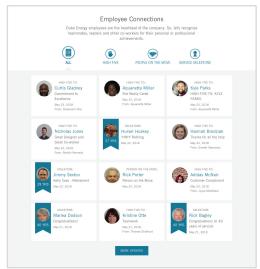
















# **Content Migration**

- Dedicated team
- Content evaluation
- New page creation
- Hybrid migration approach
  - Manual
  - Automated



## **Sample Pages - Home Page**

- Simplified page structure
- Make page more task focused
- Increase prominence of employee engagement features

#### Redesigned



#### **Previous Version**



# **Sample Pages - Various**

Support for a variety of content needs







# **Sample Pages – Various (continued)**

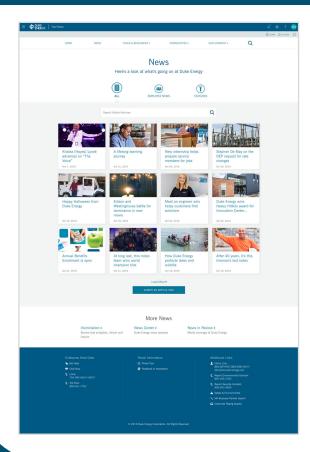
Support for a variety of content needs

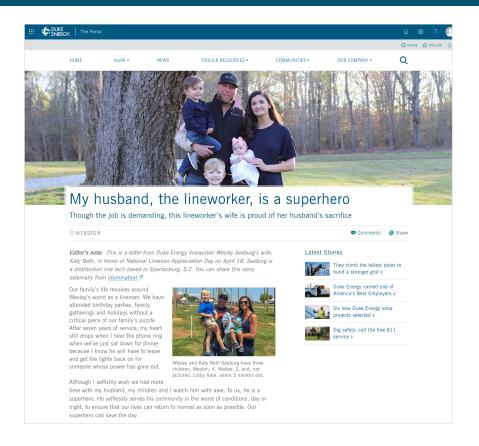






#### **Sample Pages – News Section**





# **Sample Pages – Communities**

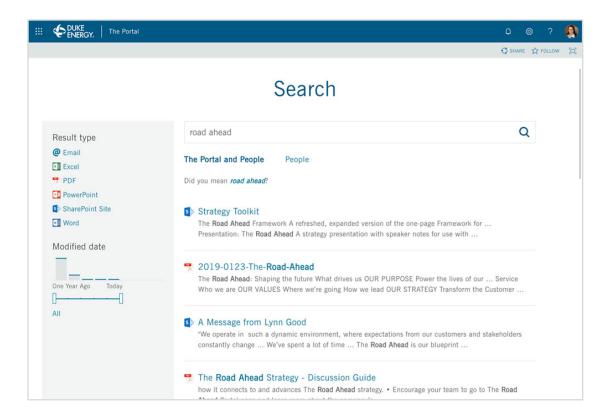






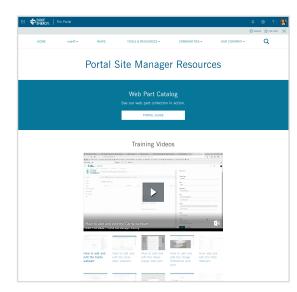


# Sample Pages – Search



#### **Content Management Support & Governance**

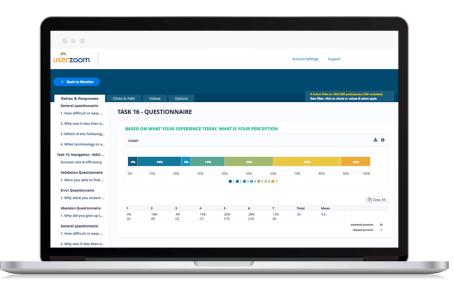
- Pre-launch
  - Information sessions
  - Policy and procedure guidance
  - Training Sessions
  - Weekly open-door meetings
- Post-launch
  - Resource Site
  - Web Part Guide
  - Ongoing Audits
  - Portal Advisory Council





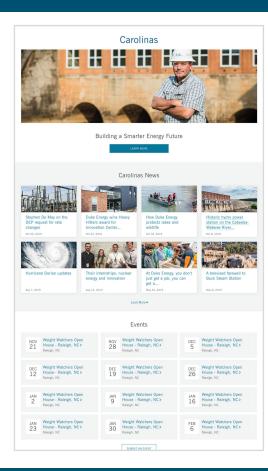
#### **UX Research Integration**

- Post-launch Usability Testing
  - Wins
  - Pain points
- UserZoom Platform
  - Moderated usability testing
  - Unmoderated usability testing
  - Tree testing / card sorting
  - Click testing / timeout testing



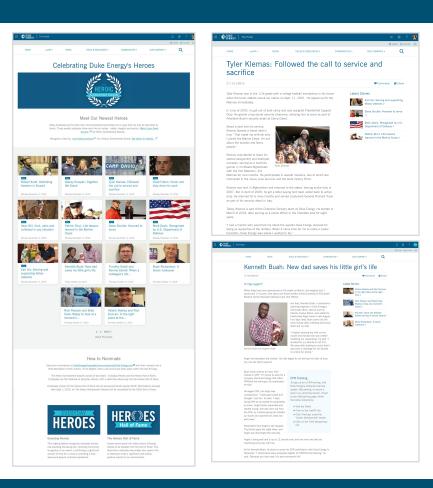
#### **Section Enhancements - Post-launch**

 Easily accommodates new content and feature needs



#### **New Section - Post-launch**

 Easily accommodates new content and feature needs



#### **Design System Integration**

- A Design System:
  - Provides Values & Principles for guiding design decisions.
  - Contains Libraries of icons, colors and components.
  - Contains Rules & Formulas for composition, spacing & typography.
  - Includes all of the assets needed to design & develop for the platform.
  - Scales across teams, projects & platforms.



