

Europe's Best Intranets

Kurt Kragh Sørensen IntraTeam



Kurt Kragh Sørensen

- Worked intensively with intranets since 2000
- Facilitated Community of Practice groups since 2002
- Benchmarked intranets since 2005
- International conference about intranet since 2006
- @KurtKragh



About IntraTeam

- 260 members of our 25 communities of practice in Denmark and Sweden – Primarily focused on intranet and the digital workplace
- 2,050 profiles on our online community My.IntraTeam.dk/gb – Danish, English and Swedish
- Community about optimizing the intranet and the digital workplace
- @IntraTeam 5,100+ followers



Who are you?

- Communication?
- IT?
- HR?
- Other?



Europes Best Intranets?





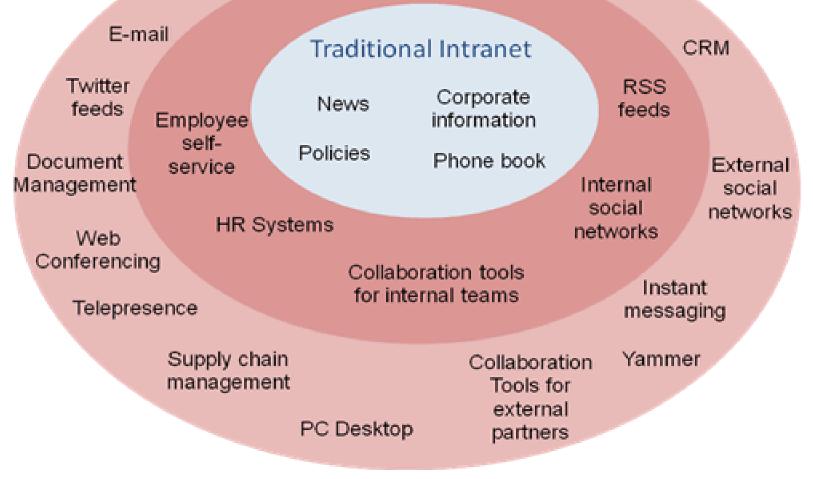
Jane McConnell

- The distinction I make is "head-quartered" in Europe or in North America. I have never focused much on this issue, so I took a look at this year's data for you, to see if I could find a significant difference. I did not. Differences will be more based on sectors, such as the financial services sector compared to healthcare sector, etc.
- A couple of years ago, the European-headquarted companies were slightly more likely to have social media internally, but today there is really no difference. I checked the data for "social media maturity" and found only a couple of percentage points difference this year, so not significant.



Digital workplace

Advanced Intranet



The Digital Workplace extends beyond the traditional scope of intranets

Sam Marshall, Clearbox Consulting & IBF

What Characterises the Best Intranets?

- Loved by the employees
- Loved by management
- Loved by the intranet manager



photo © 2007 by Tomasz Sienicki

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Data Quality



Content Manager: Annelise Manager

Score: 91%



New archive functionality has been released click here for more information



The Solution



Percentage of not archived documents that have been accessed the last 6 months.

Active documents/(all documents-archived documents)*100= % data quality on the site

Lars Fastrup, Fastrup.net



Freshness of Content

Percentage of not archived documents that have been updated within the last six months.



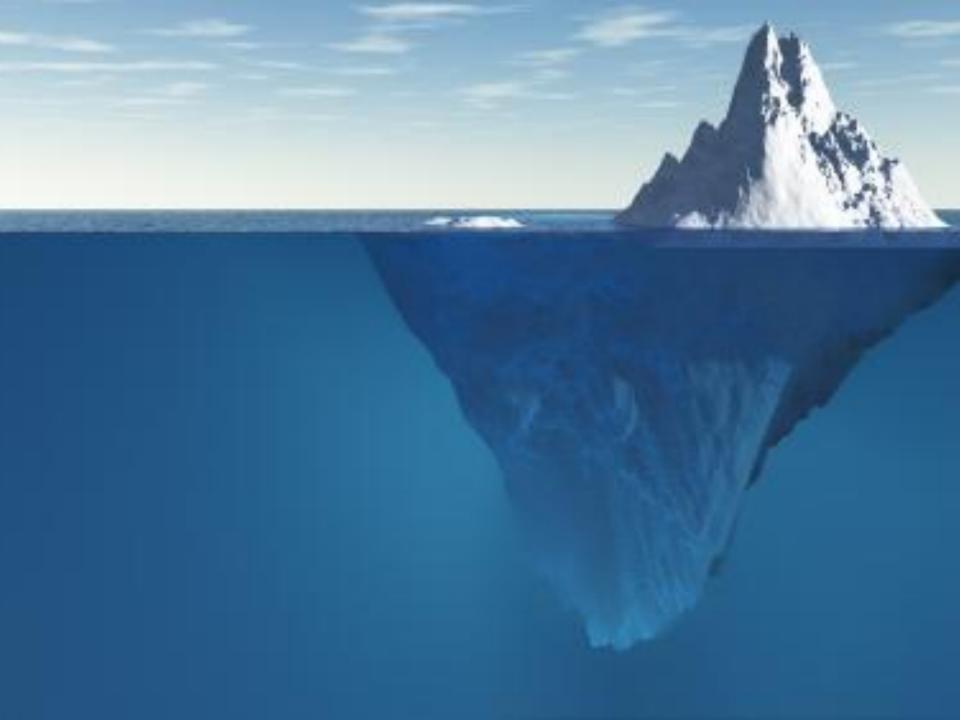
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Archived Documents are Grey

			tments > Corporate Division > Internal Sys Domain Documents	tems > IS Business Domains > SimLink > SimLink Domain Docum	ents > Busine	ess Cases
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	Туре	Version	Name	Comments	Responsible	Unique ID
BI		1.0	Prototype screenshots			
Customer Services		1.0	Test findings			
Employee Management	1	1.0	Ændringer på falderebet		atr	609950
Product Development	ഇ	1.0	Archive Announcement der skal på mandag		atr	619355
Project, Time Mgmt. & Invoicing	1	0.3	Archive Policy Fall 2010		trz	618209
Sales & Marketing	1	2.0	Archive release test info to HCL		TRA	618904
SimLink	1	1.0	Archive tutorial notes		trn	618916
 SimLink Blog 	1	0.11	Archive version 2 requirements		trn	622504
Content Manager Site	1	1.0	ATR noter_how to search		atr	619354
 Release Planning Search 	2	1.0	Basic views that have been changed	Basic views that have been changed and need to be handled manually just after the release	atr	612257
 SimLink Project 	1	1.0	Deployment of new archive solution		atr	606779
Fime Mgmt and	2	0.5	Especially for content managers			618334
Invoicing	1	1.0	Future views		atr	611997
General Siebel	ഇ	2.0	Guideline for BPE testers		atr	612450
ISA Strategies	1	1.0	Guideline to test the archive solution		trn	610907
	1	1.0	Har vi husket		atr	617314
Recycle Bin	1	1.0	HOW_Archive guideline			617126
	1	1.0	Korrektur på arkiv tekst3		atr	617781
Folder Archiving	2	3.0	Proposal for a custom Archiving and Site		laf	530787
All Documents: 38	_		Quality solution			
 Active Documents: 0 Inactive Documents: 12 	•	3.0	Archiving and Site Quality demo		trn	604805
Archived Documents: 26	•	2.0	Archiving and Site Quality Prototype		laf	577752
		1.0	RE Input for new archiving solution		atr	597612





CONTENT TOOLS TASK

The Approach.....

From;

- Organisational-centric
- Technology-centric
- No Governance
- Decisions based on opinion
- No management metrics
- Quantity
- No publishing process

To;

- Employee centric
- Task-centric
- Central Governance body
- Decisions based on data
- Management metrics
- Quality
- Content Lifecycle process



Tasks	Votes	%	Cum % vote	Cum words
1. Find people	1184	10	10	1
2. Product portfolio	448	4	13	2
3. Vacancies at the second	444	4	17	3
4. Technical documentation	429	3	20	4
5. Filling machines	429	3	24	5
6. Packaging Material	387	3	27	6
7. World Class Manufacturing	326	3	30	7
8. Marketing & sales tools	317	3	32	8
9. Product Information Viewer	316	3	35	9
10. Training	310	3	37	10
11. Procedures, policies & guidelines	292	2	40	11
12.Processing equipment	285	2	42	12
13. Technical manuals	265	2	44	13
14. Time reporting	247	2	46	14
15.Sales manual	218	2	48	15
16 Technical maintenance & support	21/	2	50	16



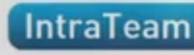
Task How many package machine produce?	es per hour can
Completion rate	47%
Disaster rate	0%
Completion time	70 seconds
Optimal time	21 seconds Site index T>
Success factor	20%
Frequency	7 per employee per year

	Top 30 tasks (Business Critical)	Top 30 tasks (Employee Votes)
	1. Product Portfolio	1. Find People
	2. Filling Machines	2. Product Portfolio
	3. Search	3. Vacancies
	4. Find People	4. Technical Documentation
	5. Balanced Scorecard	5. Filling Machines
	6. Marketing & Sales Tools	6. Packaging Material
	7. Technical Documentation	7. World Class Manufacturing (WCM)
	8. Product Information Viewer	8. Marketing & Sales tools
	9. Time Reporting	9. Product Information Viewer
	10. Business Configurator	10. Training
	11. Processing Equipment	11. Procedures, Policies & Guidelines
	12. Distribution Equipment	12. Processing Equipment
	13. Procedures, Policies & Guidelines	13. Technical Manuals
Visible on	14. Information from the CEO	14. Time Reporting
homepage	15. Crisis Management	15. Sales Manual
Visible on	16. Training	16. Technical Maintenance & Support
1 click	17. Sales Manual	17. Balanced Scorecard
	18. Competitor Information	18. Organisation Charts
Visible on	19. MediaBox	19. Aseptic Technology
2 clicks	20. Global Processes	20. Competitor Information
	21. Packaging Material	21. Customer Information
	22. World Class Manufacturing (WCM)	22. Marketing Material
	23. Technical Maintenance & Support	23. Corporate Governance
	24. Success Stories	24. MediaBox
	25. Organisation Charts	25. Business Configurator
	26. Organisation and VAT. NO.	26. Find a location
	27. Vacancies	27. Customer Claims
	28. Customer Claims	28. Global Processes
	29. Innovation Network	29. General Company Presentations
	30. Technical Manuals	30. Market Companies



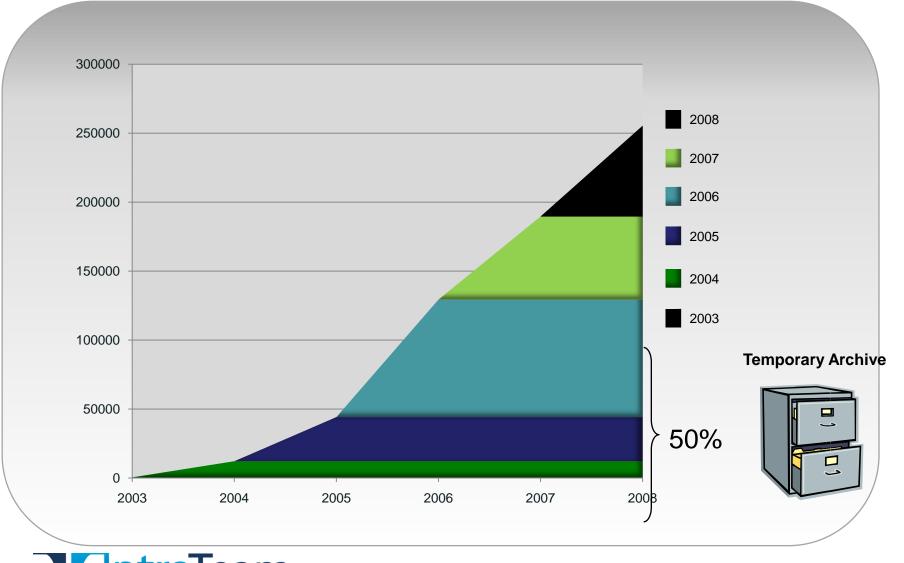
Gabriel Olsson

Head of Corporate e-Comms Tera Pak





Freshness Intranet Content Quality

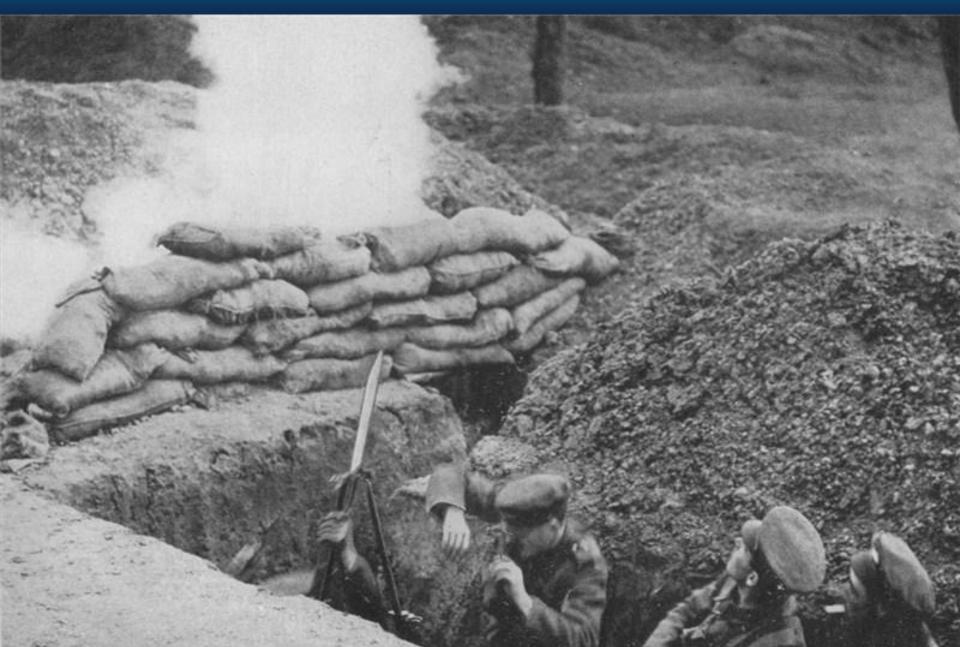


ntraTeam

Delete 50 % of content; e-Comms preparing for.....



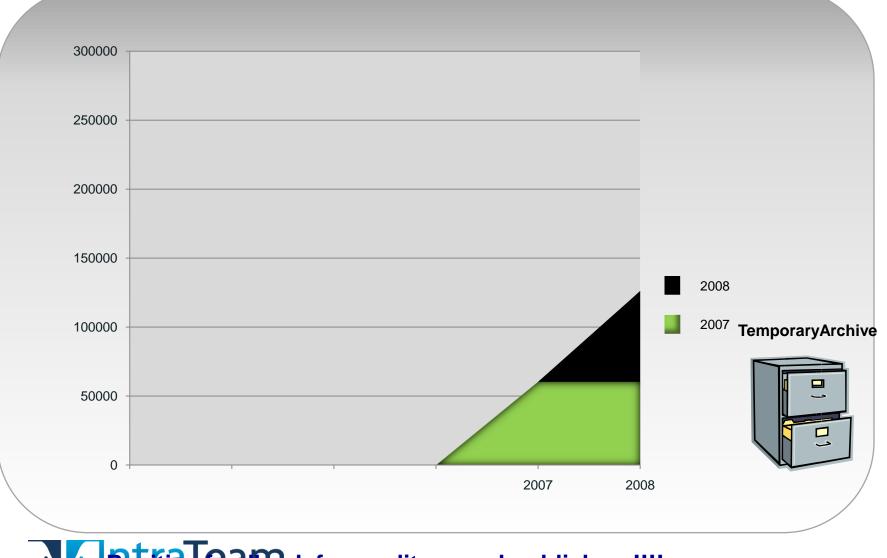
....for the users attack....., but.....



....no clouds and calm !!!!



Freshness intranet Content Quality



Positive Bedback from editors and publishers!!!!

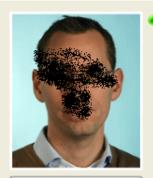
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Search BrainWeb

Search People



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connection to Linked in

Global IT / IT Business Applications Building B2 Room 3612 / Denmark, Valby	
Basic Information [How to update this information]	
Lundbeck Initials:	JESL
Email:	
Phone Extension:	32346
Mobile Phone:	+45
Fax	+45 36 33 43 43 45
Date of Employment:	01/11/2006
Cost Center:	

Summary [Edit Summary]

Manage your

I am a seasoned IT Solution Architect, well versed in all aspects of Information Technology, requirements specification and implementation.

I interpret, embrace and extend business strategy and participate in a healthy feedback relationship with executives and customers. I design new and innovative applications through a unique combined knowledge of business challenges. processes, technologies and user requirements. With solid experience as a developer, I ensure a successful, well engineered and cost effective implementation either internally as the lead developer or in close collaboration with a vendor

My goal is to demonstrate that IT is not just a tool to streamline the business. IT has a huge potential to catalyze top line growth by supporting the business strategy and by enabling smart, creative and innovative employees realize their full potential.

Specialties

SharePoint 2007, 2010, .NET, JavaScript/JQuery, Requirements specification, UML, Usability Engineering, User Interface Design, Virtual Communities, Enterprise 2.0 Knowledge Worker Processes

Experience

Microsoft Solution Architect H. Lundbeck A/S November 2006-now

Organization [View in OrgPublisher]
organization	The first of the second second

0	Category Chief Executive Officer
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- Project Manager

Corporate HR

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- Corporate IT
 - Any Head of Department
 - Construction of the second sec
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 - IT Configuration Manager
 - te Wanager
 - **MARKER**, Divisional Director
- Automation Specialist
- External
- m, IT Quality Manager et, eupport Manager fifth plead of Department

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LAST UPDATED: 12:12 GMT, Tue, 09 Feb 2010

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Top story

Wi-fi hotspots hit a million

09 February 2010 - 08:00

BT has announced today it has reached its goal of building a million-strong wi-fi hotspot network. High-speed public wireless broadband is now available at more than





What would YOU tell your teenage self?

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Your views

What would you tell your teenage self? (19) 09/02/10

- Were you an identity fraud victim? (19) 05/02/10
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- How has the snow affected you? (58) 17/01/10
- What are your New Year Resolutions (33) 04/01/10
- Has volunteering benefited you? (28) 05/02/10

Your announcements





ISDN Tester

News

09 February 2010 - 11:30

Tech revolution on the cards Corporate personal computers and laptops will undergo a ...

09 February 2010 - 10:43

Tail of a boxer in Bermuda As the senior rescue co-ordinator for a dog re-homing ...

09 February 2010 - 09:25

Olympics minister talks to BT BT Global Services has interviewed Tessa Jowell, minister ...

08 February 2010 - 17:30

New move to save cash A new trend is set to take off which could save companies ...

08 February 2010 - 16:30

Philips gives BT green light An innovative new BT service is set to help Dutch ...

08 February 2010 - 15:27

Champions set new record A record number of BT employees have received awards in this

08 February 2010 - 14:40

00 E 1 0010

Join Tony for a chat An hour-long webchat with group finance director Tony ...

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Brussels 13:10 Hong Kong 20:10	 BT Global Services BT Group Functions 			Podcast central Newsline 08/02/2010		
G London 12:10	 BT Innovate & Design BT Operate 		 Acronyms 	WBC experience Operating Model Vendor		

- New Delhi 17:40
- New York 07:10

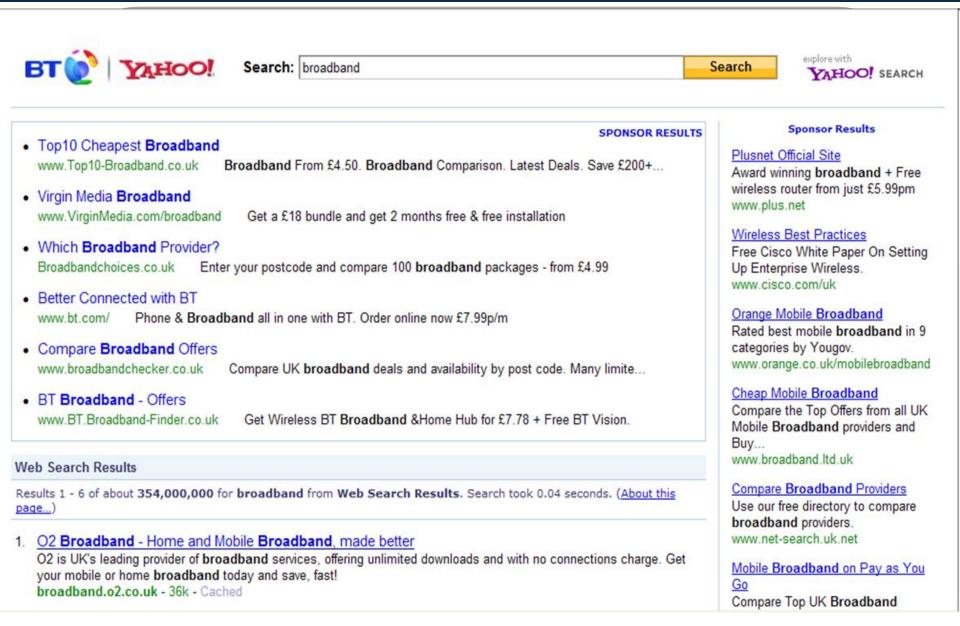
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- New to BT
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Workflow

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	Enhed	PER	PER			
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	02-03-2009	Intern flytning detekteret		✓		
	02-03-2009	Notificering sendt til Persium or	n intern flytning (PER@um.dk)	✓		
	02-03-2009	Opdatering af telefonnummer i	receptionen (receptionen@um.dk)	✓		
		Notifikation af telefonnummer t	il Slots- og Ejendomsstyrelsen (hvis p	oåkrævet) 🛛 🏅		
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Udenrigsministeriet INTRANET - Sideansvarlig: Bernhard Nordentoft

Danske Bank

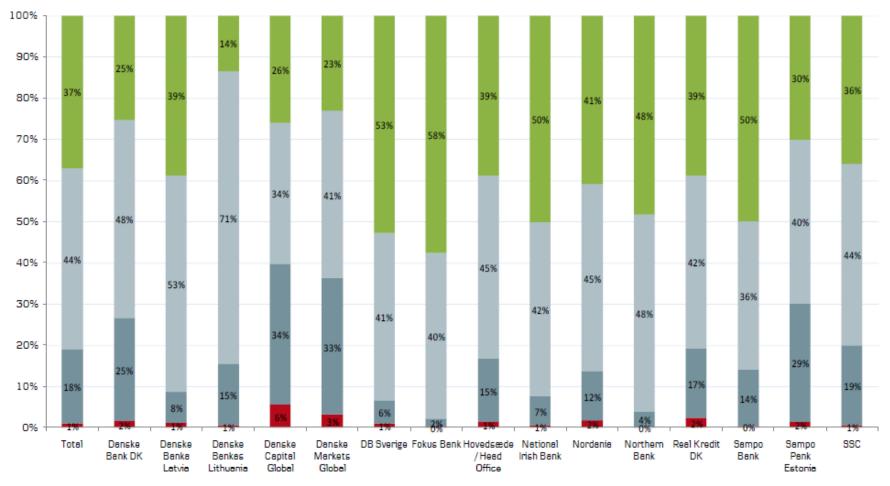
How often do you normally read Intranews/Headlines?

81 pct read Intranews/Headlines once a day or more

Every morning/when I log on, plus once or twice during the day.

- Every morning/when I log on.
- Less than once a day.







Customer Centric Index

Factor	Positive	Negative
Up-to-date	15%	0%
Accurate	4%	0%
Complete	6%	1%
Language	3%	0%
Contact	12%	0%
Participation	6%	0%
Open	11%	0%
Recommendations	1%	0%
Search	6%	3%
Menus and Links	6%	2%
Layout	7%	0%
Visual appeal	10%	0%
Speed	4%	1%
Customer Centric Index	92 %	8%

Action
0%
0%
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C-Net	About Chr. Hansen	Procedures & Guides	Systems & Practical Services	HR - Work & Benefits	Products & Markets	Back Page	Site Acti	ions

C-Net

Today's Events

Click on "Today's Events" to see vacation closed officies and factories

IT Info

C-Net news stories "showing up slowly" now fixed Thursday, December 17, 2009, 10:57 AM

New pricing reports available in SAP Thursday, December 3, 2009, 11:45 MA

Chr. Hansen in the Media

Meltwater Newsfeed :

National Starch vaingueur du Food Ingredient Europe Monday, December 21, 2009 → More...

Romania Food and Drink Report Q1 2009 research report released Friday, December 18, 2009 → More...

Cimber-fiasko kan spænde ben for børsnoteringer Friday, December 18, 2009



Three busy days at FI Europe 2009 - check the video!!



21 Dec 2009 → Read this article With a new impressive stand, new product concepts from all industry areas ...



- On-the-job-training in Customer Service sharpens processes
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Nytårskur i Hørsholm



22 Dec 2009
Read this article

Direktionens nytårskur i Hørsholm 4. januar 2010, kl. 15.00



The Knowledge Pilot - The Professional Specialist



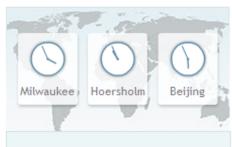


As previously announced a new training and development initiative for spec...



18 Dec 2009
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Chr. Hansen

• To the CEO at Chr. Hansen, the aim for the intranet is:

"to take out complexity of the business"





CHR HANSEN Improving food & health				Christian Skjaer	an •
C-NET ABOUT CHR. HA	NSEN PROCEDURES & GUI	DES SYSTEMS & PRACTICAL SERVICES	HR - WORK & BENEFITS	PRODUCTS & MARKETS	TIME OUT
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Result Type Any Result Type	1-10 of 10 results		Sort by:	Relevance 💌 🔝	
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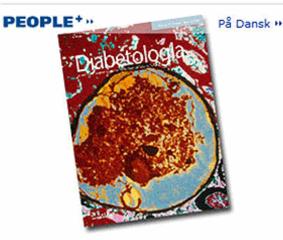


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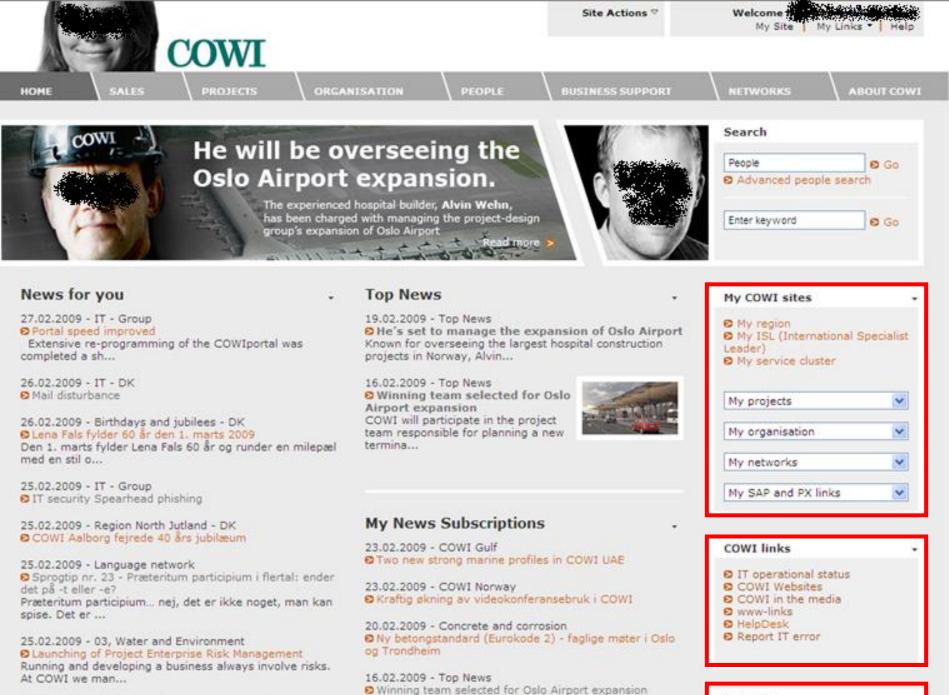
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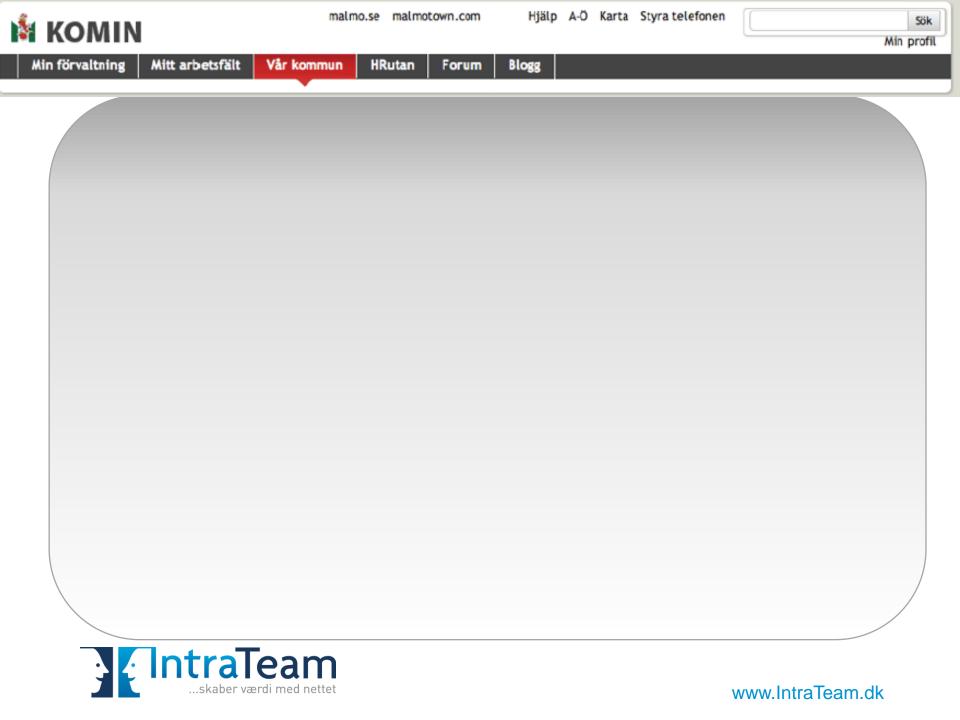


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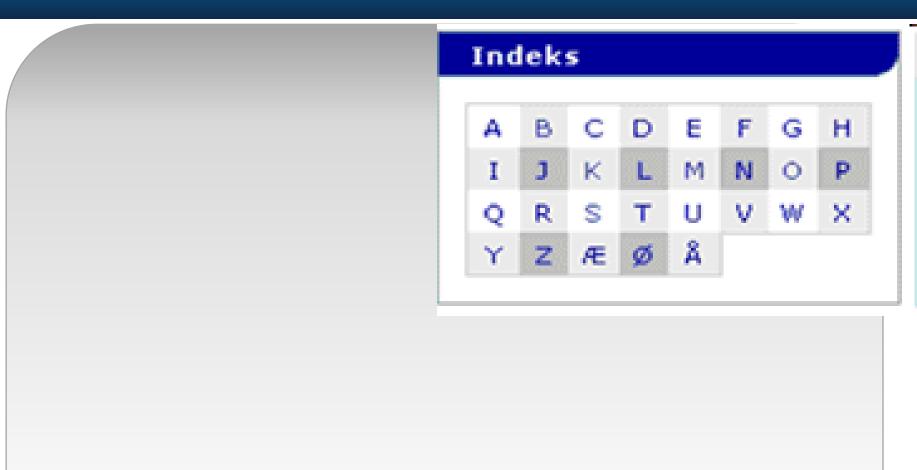
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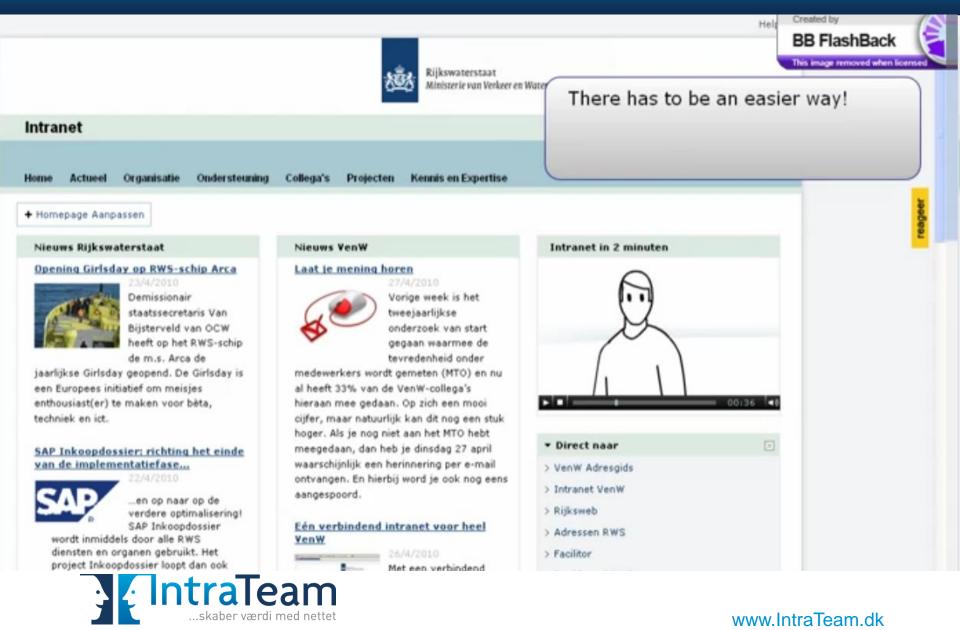
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A-Z





Frank



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Thank you for your patience

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