

SharePoint & Social Media SharePoint & Social Media

Toby Ward, Prescient Digital Media Loph Mard' Lescient Digital Media



About Us

- 10 years of rich history
- Strategic Internet & intranet consulting, planning & design services to many Fortune 500 & big brand clients, small and medium-size leaders
- More intranet engagements and clients than any firm in its class
- A well defined and proven methodology



Listen. Understand. Deliver.

- We treat each client as unique;
 - We listen to their needs, goals and challenges;
 - Understand a client's requirements and potential; and
 - Deliver highly effective and innovative website & intranet plans, designs & solutions.



Clients



















































THOMSON REUTERS A IRON MOUNTAIN* RALPH LAUREN



























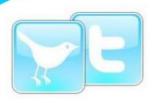
Listen. Understand. Deliver.

Listen. Understand. Deliver.



Technology Audit
Functional Specifications
Solution Evaluation
Vendor Selection
Implementation Roadmap





Twitter hashtag

#Intranet2 #IULUSUSETS

@tobyward



Prevalence & Relation to Others

Prevalence & Relation to Others



Vendors

Social Intranet Study, 2011, Preliminary Data, 500 participants

Microsoft SharePoint

23% WordPress

22% Facebook

20% Google Sites

10% Blogger

9% Lotus Connections

9% MediaWiki

CUSTOMERS |

PRODUCTS & SOLUTIONS

Developing Story: IBM Acquires COGNOS

COMPETITORS

> Read the article > Send Feedback > Submit Questions > Discussion Board

LEARNING

NEWS & EVENTS

dailyupdate

Today's Headlines

- SAS leads risk management at Leaders in Innovation Awards
- SAS and Sun launch initiative to deliver BI innovation to datacenters
- SAS improves fraud protection for **HSBC**
- SAS roundtable on Solvency II casts bold vision
- > More

events

BI Platform Imperative

Tune in to this on-demand Webcast series to find out how a comprehensive business intelligence platform can transform your business.

> More



Don't miss the premier event for SAS users worldwide. Start planning now for SAS Global Forum 2008, March 16-19 in San Antonio, TX.

- > More
- > See all events

Sales & Marketing Portal > Home

featuredproduct&solution



SAS® Fraud Management Find out how SAS stops fraud in its tracks with real-time scoring of all card transactions for fast, accurate fraud detection on a global scale.

our products & solutions

SAS Solutions

SAS Customer Intelligence SAS Financial Intelligence SAS for Performance Management SAS Human Capital Management SAS IT Intelligence SAS Risk Intelligence

> More

Analytics

Analytics Data & Text Mining Forecasting Operations Research Quality Improvement SAS Enterprise Miner

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Business Intelligence

Business Intelligence SAS Enterprise Guide SAS Information Delivery Portal SAS Information Delivery Portal

browse by industry

Industries Aerospace

Automotive Banking Cable Communications

Defense Education **Energy & Utilities** Entertainment

Financial Services Government Health Insurance

Healthcare Providers Hospitality & Entertainment

Insurance Life Sciences Manufacturing

Media Oil & Gas Publishing Retail

Transportation Utilities

> More

CAC Worldwide New Cales Cummany

Location	September	YTD 2007	YTD 2006	% of Total 2006
Asia Pacific	463,279	39,027,046	38,548,712	68%
Canada/Latin America	672,648	25,914,222	22,082,461	68%
EMEA	7,087,374	102,556,256	119,502,127	47%
United States	7,237,924	89,656,170	112,142,164	46%
Total New Sales	\$15,461,225	\$257,153,694	\$292,275,464	51%

featuredtopics

What's New on www.SAS.com

- sascom voices Peter Dorrington
- Closing the Intelligence Gap Gary Cokins
- Updated SAS Fraud Management Site
- AmBev Success Story
- Marketing Automation User Fact Sheet
- Marketing Optimization Fact Sheet
- > More

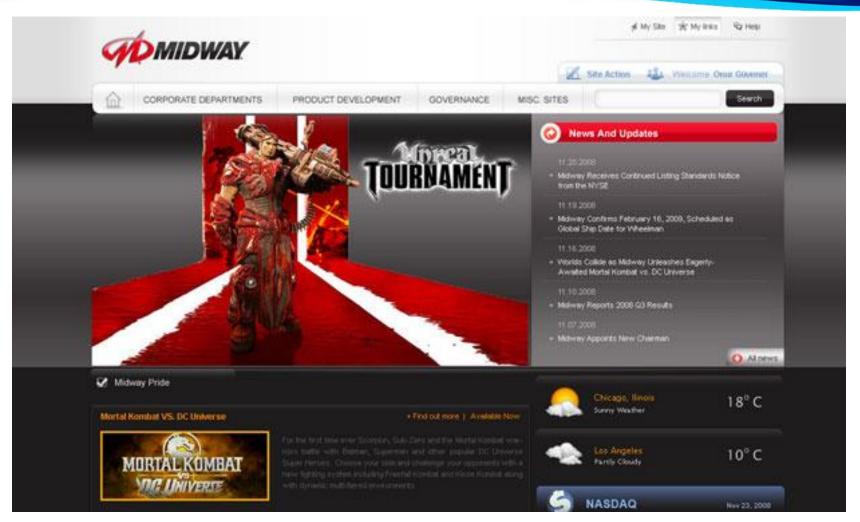
How Can We Help?

- Sites A-Z
- Product Index A-Z
- Send us your questions or feedback
- Learn more about the portal
 - > More

Need Help? | A to Z Index | Send Feedback

Last Modified January 11, 2008





http://www.onurguvener.com/



Price

Social Intranet Study, 2011, Preliminary Data, 500 participants

Less than \$10,000

14% \$10 - 25k

10% \$25 - 50k

10% \$50 – 100k

\$100 - 200k

17% \$200k or more



The Social Intranet

- An intranet that features multiple social media tools for most or all employees
- Multiple social media tools with at least some or limited exposure (optional) from the main intranet or portal home page
- Woven into most aspects of content consumption



My Site My Newsfeed My Content My Profile Find People

Site Actions ▼

2:14 PM

Getting ready for the Intranet Global Forum in NYC, November 9 - 10, 2011.



Toby Ward

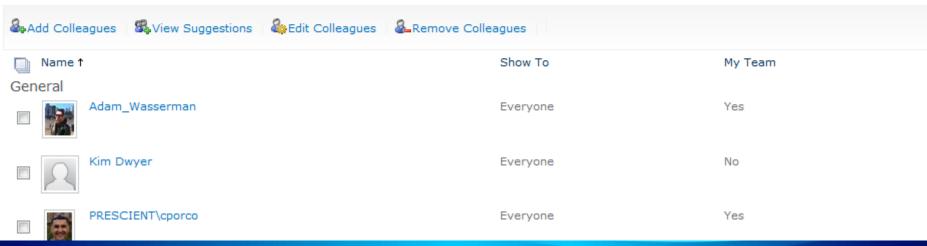
Vancouver

Unlike Carm, I don't like long walks... unless it's on a mountain. I don't need to like the rain; I have no choice. My first love is hockey, right after my daughters. I founded Prescient because I, like most of us, found the .com bubble and subsequent explosion was terribly amusing, and horrifying all at once.I believe the business of the Internet actually required some business, not just cool design and applications. Voila, Prescient!

Edit My Profile

More information

Overview Organization Content Tags and Notes Colleagues Memberships







My Site ▼



	About Us	Admin & HR	Clients	eHealth	Research	Sales & Marketing	Toby's Blog	
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Categories

Clients

Financials

General

HR & Development

Technology

Add new category

September 29

We're bigger than our size

by PRESCIENT\toby on 9/29/2011 11:11 PM Category: General

Last night I talked to one well known intranet guru, Andy Jankowski, who now works for the Intranet Benchmarking Forum, and another notable at The Social Intranet Summit. They asked me how big Prescient was now and were "checked" to learn that DDM is as small as it is

Blog Tools

- Create a post
- Manage posts
- Manage
- comments
- Launch blog program to post

Archives

November

Comments

October

August

Content

September

This metric speaks volumes about the impressive client we have achieved as an organization and yes, given our size, I sometimes can't believe myself when clients ask me what the size of our company, in terms of employees.

show more

Recycle Bin

All Site Content

all for all your contributions and efforts.

These comments of support and flattery are also a strong reminder of what has created this profile: content. We are just short of becoming masters of creating and delivering targeted content that resonates so well with our target

dance Flamenco, Salsa, or anything Latin, but I do a great white man shuffle.

Edit

My Learning

My Communities







Edit My Profile

comments

Post

Previous | Next ▶



Bryan Acker 5/3/2010 12:48 Delete

Not bad., just a quick one to show functionality to someone that missed the initial demo.



Dan Pontefract Edit | Delete 4/16/2010 2:27 PM

www.danpontefract.com

about me

Passionate about 2.0 monikers, social learning, education innovation & driving thought loadarchip in Loarning 2.0 cpace

Dan Pontefract

Ask Me About: learning 2.0, social learning, enterprise 2.0

Team Name: CAREER DEVELOPMENT

Work Address: TELUS, Brian Canfield Ctr Burnaby BC

Email:

Work Phone: 6048385894

Mike Phone: Mike Direct:

Mobile Phone: 6048385894 NTID: Dan Pontefract More information

recent content

recent activities

Add a Post

Manage Posts

April 27

Why xChange and SharePoint 2010?

I've been asked a few times, "what's the deal with SharePoint 2010?"

There are a few benefits, and here are a few that come to mind:

Expertise Location/TELUS Team Member Connections expand professional notwork toom building



skills

Mastery

- presentation skills
- powerpoint
- blogging
- networking
- collaboration

colleagues

Remove Colleagues View all 20 Colleagues









Dan Pontefract

Heather Riley

Turner

Ben Bajaj



Gibbons



Kowalyshyn





David J. McPhail



Munroe



MacGregor



Ministry Intranet Sea

- Ministry Intranets -



News Our Organization

Your Career

HR

Forms & Tools

Library & Reference

Executive Corner

Top News Story



Tool Time

Sometime in the last year some new collaboration tools showed up on your desktop. That's right, LiveMeeting, Groove, Communicator and OneNote. They're called collaboration tools because they help to reduce or eliminate many of the barriers that have made it difficult to collaborate...

More >>

You Can't Live Without Nursing

Did you know we have nurses in the BC Public Service? Some of them focus specifically on us. They...

Build a Wiki, Bust a Silo

There's a lot of talk in our organization about working better together across silos. It...

Working Away From Work - What to Know

When you work outside the workplace – whether at home, a hotel or your favourite java spot...

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More News



Premier's Awards – Do the Webcast Wave The regional Premier's Awards ceremonies were a virtual bonanza of broadcasts this year...

食食食食食

Post a Comment

Rated Discussed Viewed

- > Welcome to the New @Work
- > 2009/10 Premier's Awards: Interior Region Winners
- > Tool Time

Wikilumbia



Legal Services Branch - L@w Matters Legal Services Branch - L@w Matters

会会会会会

Post a comment

Rated Discussed Viewed

- > FAQ about the new @Work site
- > Ways we can use Wikis in Government
- > BC Stats

Poll



Working Outside

Working remotely is a fantastic opportunity for some employees. While we know it doesn't work for everyone, it does allow the public service...

More

- > What about WES?
- > Knowledge Is Power
- > Environmental Pet Peeves
- > New vs. Existing Users
- > Cutting Costs

🐉 Do More



Discussion forum

- May 15th Come Play for Rene Dance and Silent Auction Fundraiser
- > Big Bike for Heart & Stroke

Videos: Watch @Work TV

Contribute: Give us feedback

Spark

- > Find Ideas
- > Latest Blog
- > Register

Key Initiatives



WES Response Rate Tracker

Monitor survey response rates by ministry or organization and branch.



Premier's Awards

Celebrating excellence in the Public

Blogs

> Smart vs. Hard

There was an interesting piece in the Globe and Mail on Monday, April 26 under the "Monday... May 5 2010 - 8:00am

The Carrot is Mightier Than the Stick One of our corporate values is accountability. This

Events | Announcements

« May							
s	М	T	w	т.	F	5	

Publish





My Site * Toby's Blog

Q

Admin & HR About Us

Clients eHealth Research

Sales & Marketing

> Pictures

- > Prescient photos
- > Libraries
- > Lists
 - > Announcements
 - > Phone Call Memo
- Discussions



Documents TYPE NAME MODIFIED MODIFIED BY The Social Intranet 11/8/2011 2:23 PM PRESCIENT\toby Workshop MEW Add document



Watch List



CEC to IWE Transition Strategy

Yesterday | Nikki Dudhoria edited a post DRAFT!!!! @font-face { font-family: "Arial"; }@font-face { font-family: "Courier New"; }@font-face { font-family: "Times"; }@font-face { font-family: "Wingdings"; }@font-face { font-f...



Team Meeting



Mar 16 | Bavani Poland edited a post Date Agenda Location 3/16/2011 NO TEAM MEETING N/A 3/30/2011 DNO Readout -Jodi - 30 minutes IWE Policy and Permission Management -Jenna / Manish -30 minute BGL11-1 Global South R...



DNO -Lifecycle of an Idea Mar 15 | Jodi

Headlines

News@Cisco

Events

Cisco Initiates First Cash Dividend



Pursuing opportunities for growth and enhancing shareholder value, Cisco announces its first-ever cash dividend.

CSAT Midyear Results: New Corporate Measure Added



All five traditional corporate measures were above goal at the midyear checkpoint, and a sixth has been added; ease of doing business.

Pulse Survey Open—Help Shape the **Employee Experience**



🎙 🌇 Now open through March 23, the annual survey helps Cisco leaders improve the employee experience around the world.

Corporate News (More/Archive)

- John Talks About th..
- Reach Out to Japan

- Update on Situation.

Corp Comm

Silicon Valley Volunteer Fair 2011



Have you been wondering how to become more involved in the community? Now is your chance to learn about a variety of volunteer opportunities in the Bay Area!

Please click the link above for more info.

Pulse Survey: Your Feedback is Important



Our annual Pulse Survey opened on Tuesday and will remain open until March 23rd, Please click the link above to read entire message from Blair Christie.

FY'11 Q2 GCC All Hands Meeting



You may now view the VOD and slide deck from the recent 3/1 GCC All Hands meeting.

- One Voice Blog: Soc...
- Amazing Images

Consolidating Global Mobility Use Cases

- · Corp Exec Board: Ho...
- Padma Tweets: RT An

My Calendar

My Communities

MVE Help

IME for Women

IVVE Engineering

IME Program

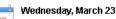
Guest

IME Community Managers

» All Communities

Together We Are The Human Network

Learning and Development Community



◆ Previous | Next ▶

11:30AM to 1:30PM - Priscilla 12pm

12:00PM to 1:00PM - UPDATED SERIES: INF C

1:30PM to 2:30PM - 1:1 Jodi | Shannon

UPDATED SERIES: IM/E CM ...

Hosted Bv: Kendra Carlson



Click to Call +442088241270. Hold down for more options.



e- *



Victoria Beck edited Task List w/c 28 March 2011: 'Action Owner Status Comments Refine Metrics All Meeting scheduled for Tuesday 28th March Device Selector: Liaise with Isabelle to refine questions e.g. what country are you in? What's your job...' 11:17 AM

Victoria Beck

Mobility Project Manager

Project Manager

Offline

vibeck

This is the weekly IWE Change Management and Comms meeting. Please see the agendas HYPERLINK "http://iwe.cisco.com/web/view-post/post

/-/posts?postId=20800042& postContextGroupId=6011958



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HOME

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FORUMS

ROOMS

STAFF

Welcome to the professional services team room. This is where the PS team collaborates and shares information amongst the other members of the team. Other teams can use this page to see what the PS Team is doing!



Dan Latendre working like mad to grow IGLOO Software

Send Message | Connect with Dan

Project Calendar

Lorem ipsum dolor sit amet, consectetur adipiscing elit.





December 14, 2010

December 13, 2010

December 9, 2010

December 7, 2010



Sales Contract Changes (Version Added)

By Nanette McIlravey | Professional Services

Sales Contract Changes (Version Added)

By Nanette McIlravey | Professional Services

Status - Works in Progress (Version Added)

By Jesse Anger | Professional Services

2 days ago

Customer Projects

Project Files



Internal Projects



Status - Works in Progress (Version Added) By Nanette McIlravey | Professional Services

9 days ago

13 days ago

2 weeks ago

8 days ago

Team Members

Meet our team of creative and talented professional service folks.



Ahmad Merhi is lovin' the codin'



Jesse Anger



Alicia Sanchez fighting visual disease



Nanette McIlravey



Andrew Lawton













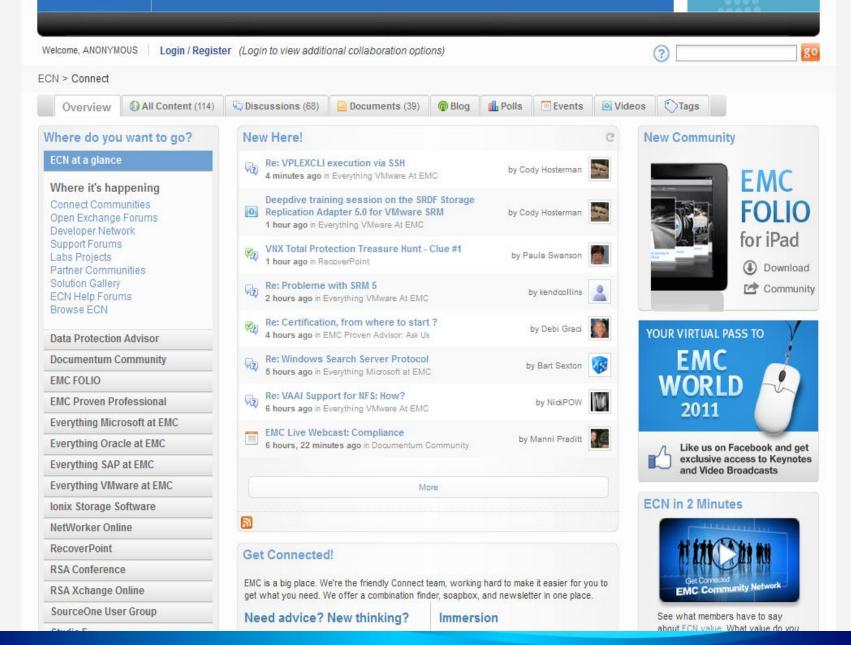




Third-Party Applications for SharePoint

Gartner, "SharePoint Adoption," 2011

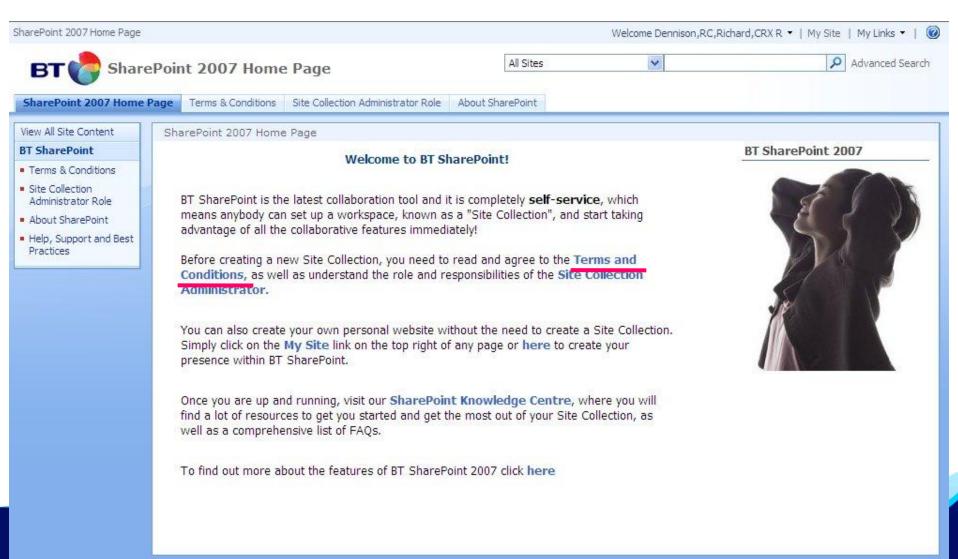
Have augmented SP 2010 with additional products such as Jive, AvePoint, Nintex, etc







BT SharePoint Collaboration





BT SharePoint Collaboration

more information.

- Customisation of Site Collections is not allowed, apart from using BT approved logos. Colour, branding and features are as supplied and are not negotiable.
 BT employees should not be developing sub brands.
- Site Collection Administrators need to ensure that projects have local copies of all data
 in the event of service failure or accidental deletion. The restoration process is not
 available to restore data accidentally deleted or overwritten by users. <u>Delete means</u>
 <u>delete!</u>
 - Daily backups of the whole SharePoint platform are performed for disaster recovery purposes only and this process may take some time to complete depending upon the circumstances of the failure. Therefore, Site Collection Administrators need to ensure that their data is available in the timescales they require and are responsible for ensuring that their document and data management processes (including backup and restore) continue to meet their quality, contractual, regulatory, and all other business obligations.
- 9. Site Collection Administrators are responsible for all content published.
- 10. Site Collection Administrators are responsible for renewing their Site Collection. Alerts will be emailed to both Site Collection Administrators 90 days after the Site Collection has been created. These alerts will continue to be sent for 28 days, until the site is renewed or deleted. If the site is not renewed within 28 days, it will be deleted. If the site is renewed, new alerts will be emailed a further 90 days later.
- 11. A Site Collection should only be renewed if it conforms to BT Retention Policy.

NOTE: if you need any clarification or have any queries, please visit the Knowledge Centre.

If you agree to be bound by the above terms and conditions, you are ready to get started!

Create a new Site Collection



10. Site Collection Administrators are responsible for renewing their Site Collection. Alerts will be emailed to both Site Collection Administrators 90 days after the Site Collection has been created. These alerts will continue to be sent for 28 days, until the site is renewed or deleted. If the site is not renewed within 28 days, it will be deleted. If the site is renewed, new alerts will be emailed a further 90 days later.



Transfield Team Sites

- 1. Request a Team Site
- 2. Learn "When" & "What" to use a team site for
- 3. Read the Quick Reference Guide
- 4. Review the Team Site user guidelines
- 5. Checklist for establishing a new site
- 6. Enroll in a Team Site workshop
- 7. Watch a Team Site video tutorial
- 8. Follow a Team Site user tour

Source: Intranet Innovation Awards / Transfield Services, Step Two

Not PIN protected

Welcome, Marilyn Teague

print or save page

Enter Search Terms or Name Advanced Search Keywords Site Map DIGITAL MEDIA

Home

Gateway

Benefits

Career & Development

People & Communities

Clients & Business Development

Practice Management

Research & Knowledge

Deloitte Net

Workplace Services & Technology

My Alerts

News & Events

my links ▽

Keyword: My Gateway

About

Deloitte

DeloitteNet Home > My Gateway

Personalize This Page My Profile Personal Documents

Shared Documents Shared Pictures

Blog

My Time Off

Remaining PTO: 172.19 hrs

The 144.50 remaining hours of PTO you carried over from 2008 must be taken by Dec 31, 2009 or it will be lost

Next US Holiday Memorial Day - May 25

Next India Holiday Holi - March 11

More Information

Take the Talent Survey

1 >

Today's Headlines February 24, 2009 Function Region Industry Partners



MCC Goes to Washington ★★★★

At the invitation of the U.S. Senate Subcommittee Study Group on Workplace Flexibility, Cathy Benko presented MCC on Thursday...

Learn more...

Inside the Heisman Trophy huddle.



Holiday survey achieves national media coverage success...



Does your IM look different? System upgrade in process...



My Opportunities

Matching Gifts program now online - giving green...

Seasonal safety tips from the Office of Security ★★★ ★★

Earn CPE credit — multifunctional IFRS webcasts begin Dec. 17 ★★★ ★★

Global CEO blog — a fencing lesson leads to a winning edge ★★★★

All News

My Communities

People to Meet My Network My Profile

Subscribe

Lee Blumenthalmodified status to 'Giving another NG demo'.

February 23, 2009 10:57 AM

Shane White rated 'Does Pay Align with Performance?' with a '4'. February 23, 2009 10:57 AM

Jacqui Miler added Aaron's Community community.

February 23, 2009 10:57 AM

Jack Huges modified status to 'Getting ready for another busy week on DN2.0'.

February 23, 2009 10:57 AM

Colleagues' Status

Shannon Fike is working on ACL proposal October 13, 2008 9,05am

Total Value Opportunity AIR-ECSS Logistics ERP \$80,000,000 (L) \$10,000,000 ARMY-GFEBS Financial \$500,000 Army Battle Command \$247,000 IT Projects and Outsourcing Assessments \$100,000 AXP IBM Contract Negotiations Phase 2 Create New Opportunity

View All My Opportunities My Client Financials Outstanding Invoices ▶ AWIR & Weeks Unbilled ▼ My Projects Client Service Hours 800

600

Emergency update installed on your computer Waltham office closed Monday. My Links DeloitteNet Benefits Forms Deloitte Learning Center

HR Reporting Vanguard 401(k)

Hide 2 additional links

FSS, Office & Region

AERS Gateway Boston

Show 2 additional links

Research

Factiva

Intellinet Show 2 additional links

Add Link Manage Links

CPA

My Compliance

Independence Mandatory Training Take Action \checkmark

 $\overline{\mathbf{v}}$

Tracking & Trading

My Compliance Dashboard More Information

My Learning Learning Hours Required 40 this Fiscal Year Learning Hours Earned 0 this Fiscal Year Development Plan









The Social Intranet Key factors for Intranet 2.0 Success; Social Intranet Success Matrix

By Toby Ward, CEO Prescient Digital Media

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> By Toby Ward, CEO Prescient Digital Media



Use & Satisfaction

Use & Satisfaction



Employee Satisfaction

Social Intranet Study, 2011, 1401 participants

38% Satisfactory

26% Poor

5% Very Poor

Very Good (6%) or Good (22%)



Executive Satisfaction

Social Intranet Study, 2011, Preliminary Data, 1401 participants

38% Satisfactory

26% Poor

9% Very Poor

Very Good (6%) or Good (22%)





Deliver the 'beef' and the 'sizzle'

- Must demonstrate value
- Must help employees in their day-to-day jobs
- Must be easy to use
- Must deliver early returns



Adoption Rate

- 65% of employees join in first three months (Sabre)
- More than 90% participation rate after 1 yr (Sabre)

>Frequent use

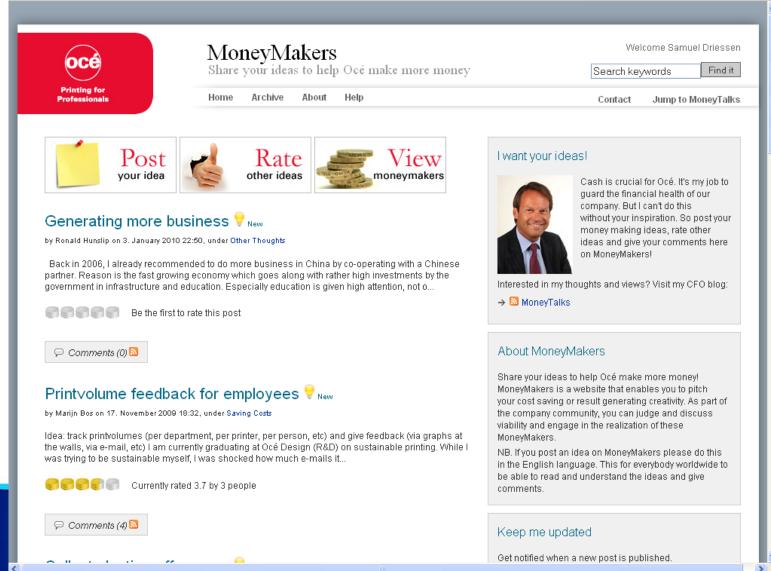
- Nearly 1 million wikis (BT)
- 60% of questions answered within 1 hr of posting (Sabre)
- Each question posted receives an avg of 9 answers (Sabre)

Growing cost savings

- US\$500,000 hard cost savings in yr 1 (Sabre)
- 400,000 EUROS in savings from IDEAS blog (Oce)



Idea Management - Oce





Key lessons

- You get what you pay for
- Change management = use and satisfaction
- Work from a plan that includes employee requirements
- Executives set the tone (support & use)
- Cross-promote in relevant content (e.g. News story links to the relevant wiki, blog, discussion forum)



SharePoint Pros & Cons

ShareFoint Pros & Cons



Pros

- Early successful deployments encourage rapid uptake
- Strong collaboration capabilities
- Benefits outweigh the problems
- Applications... everything and the kitchen sink
- SharePoint 2010 fills critical functional gaps left by the 2007 version
- 79% of respondents say it meets IT's expectations
- 54% say that it is meeting technical expectations



Cons

- Not enough expertise / skills to implement and customize
- Cost (expensive)
- Lengthy deployment (including 2,000 of deployment documentation and hidden features)
- Problematic and expensive to customize
- Often fails to satisfy as a standalone product; needs augmentation (57% of customers have bought third-party tools)



Cons

- Usage (not getting the use as hoped)
- Technical issues (performance, technical complexity)
- Lack of governance
- Functional operation (54% say SP 2010 fails to live up to functional expectations)
- No one is using SharePoint mobile as it won't work for Blackberry, iPhone & Androids

Toby Ward Toph Mard

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