



PRESCIENT
DIGITAL MEDIA



How To Build A Social Intranet

HOW TO BUILD A SOCIAL INTRANET

Toby Ward, CEO
Prescient Digital Media

Prescient Digital Media



Agenda

- The business case
- Social media @work
- Technology & price
- Use & Engagement
- Planning & governance
- Case study in-depth: Best Western
- Exercise: Governance Model
- 6 killer reasons
- Q & A

#IntranetForum

@tobyward @intranet2

About Us

Who we are

About Us

“We assess, plan, design, and deliver world-class intranets.”

World Leading Intranet Experts

- 13 years of profitable history
- Dozens of Fortune 500 Clients
- World-Renowned Thought Leaders
- 200+ intranet projects
- Highly specialized

First to study & formally define “social intranet”

Select Clients



TOSHIBA



RALPH LAUREN



MARS



Slides

[**www.Slideshare.net/Prescient**](http://www.Slideshare.net/Prescient)

Intranet Insight > PrescientDigital.com



Listen. Understand. Deliver.

Volume 6 Issue 10

In This Issue

New Whitepaper:
SharePoint Governance

Webinar: Intranet and
SharePoint Governance

SharePoint for Intranet
Governance

5 Common Portal
Problems and their
Solutions

Prescient Presents

[New Whitepaper: SharePoint Governance](#)

SharePoint has become a dominant force in the world of intranet technology and is changing the way organizations think about governing and managing an intranet.

[Download](#) Prescient's latest whitepaper "SharePoint Governance" (38 pages, PDF)

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[Webinar: Intranet and SharePoint Governance](#)

Join Prescient for a webinar on April 24, 2012 for a discussion of various intranet governance models and the roles and responsibilities of all involved - from champions, to editors, to content contributors.



Next webinar

The Best Intranets, Intranet Global Forum

Visit www.PrescientDigital.com

March 19, 12:30 PM EST



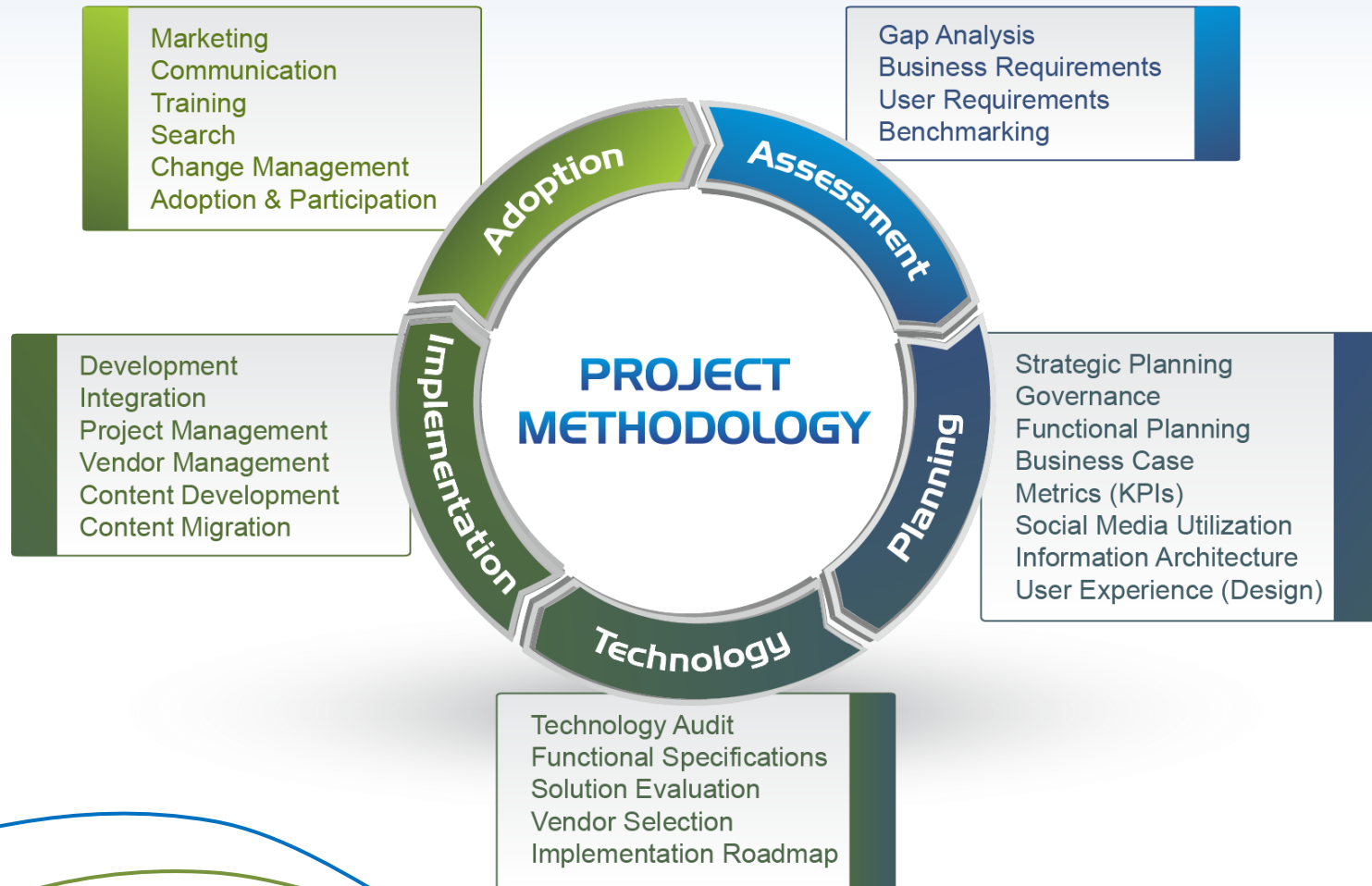
The Business Case

THE BUSINESS CASE

More than ROI

- A business case should weave a complete story
 - Cost / benefits
 - Return on investment
 - Opportunities created

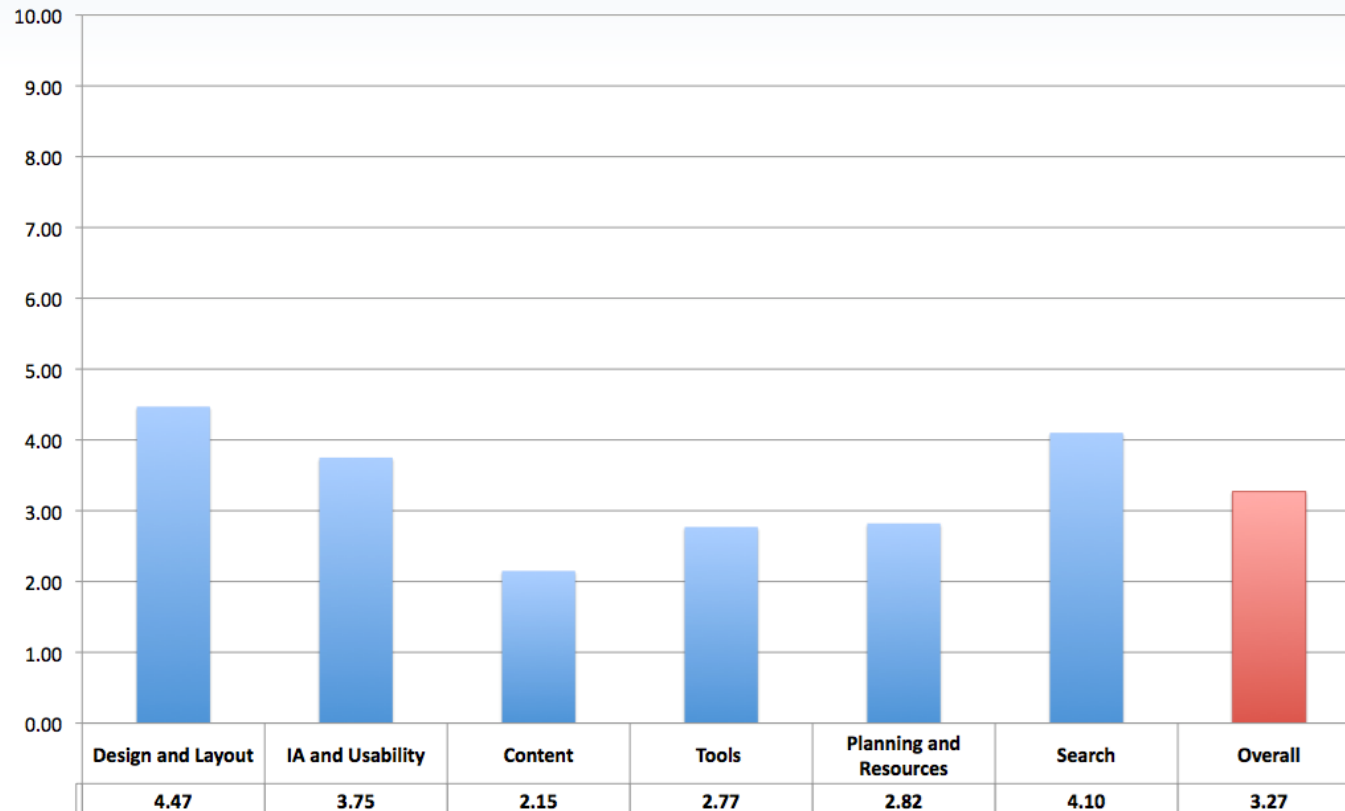
Intranet methodology



Identify the problems / needs



Establish benchmark



Deliver the plans & design





Jump to another Intranet ▼

Process Systems and Solutions Home Phone Directory Contacts

Process Systems and Solutions Home

- Applications ▶
- Business Areas ▶
- Job Postings
- Locations and Departments ▶
- Products ▶
- Resources ▶
- SharePoint New Site Request Form
- Site Map
- ThinkCustomer

PlantWeb Solutions Group

- [PlantWeb Solutions Group Organization](#)

Speak up!

News



ASSET INVENTORY

Prepare for the Austin office move

[Click here to complete your inventory](#)



New Health & Safety Newsletters

[Click on the logos to read the October issue](#)



Get the latest updates on the Austin office relocation



Trade Compliance Training

[View this and next week's training schedule to book your training.](#)

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Application Quick Links

CLARITY™

Customer Information Center

DATASERV

DAS Discount Authorization

Search

EET

Global Data

Announcements

- [10.10.11 Rusty Gavin](#)
- [10.11.11 Jose Gutierrez Announcement](#)
- [10.12.11 Tech Changes Announcement](#)
- [10.17.11 Forland and Young Announcement](#)
- [10.21.11 Chris Amstutz](#)
- [10.21.11 Mark Howard](#)
- [10.21.11 Phil Burns](#)

Contact HR at 512-834-7318 for past announcements.

Emerson News & Stock Information:

- [Emerson in the News](#)
- [Barchart.com Stock Chart](#)
- [To see a price quote, chart and news from MSN Money, type a symbol, and then click Get Quote.](#)

EMR

Opinion Survey Action Plan

- [Employee Survey Action Plan to PSS \(FINAL\)](#)
- [Employee Survey Action Plan \(updated 12-1-2010\)](#)

Weather:



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FA Central // Home

Print Font Size A A A

Dennis's Address

Benefits Enrollment

NW Office Openings

September's best money-saving deals
You'll likely find the lowest prices of the year on appliances, luggage, and bikes. \$300 laptop/printer bundle.
[View the Full Address](#)
[Submit a Question](#)

Joan Smith's space
[Customize this Space](#)

Essentials | [My: Links](#) | [Forms](#) | [Policies](#) | [Tools/Apps](#)

Link Name Example	Link Name Example
Link Name 2-liner Example	Link Name 2-liner Example
Link Name Example	Link Name Example
Link Name Example	Link Name Example

Edit

My Tasks | **My Events**

Training Session (Corporate Policies)

Due Jan. 2, 2012

Sign Policy Form (Harassment)

Due Jan. 2, 2012

[View Your Full Calendar](#)

Pole

How does this new intranet compare to the old FAFCentral?

Better

Same

Worse

10

7

5

My News Sources

CNN: Storm on the way

01/24/2012

Fox: Obama visit

01/24/2012

BBC: Terrorist alert

01/24/2012

[Edit your News Sources](#)

Corporate News

Corporate News Story Title
Short Service Description -- Ad dui ut, in suscipit ut quis commodo iriuredolor amet veniam feugait ut dolore dignissim eros sciusus lorem, iriuredolor aliquip ut illum commodo in eros vero ullamcorper?

(36) | [Comments](#) 10 | Was this helpful? ★★★★★

Corporate News Story Title
Short Service Description -- Ad dui ut, in suscipit ut quis commodo iriuredolor amet veniam feugait ut dolore dignissim eros sciusus lorem, iriuredolor aliquip ut illum commodo in eros vero ullamcorper?

(36) | [Comments](#) 10 | Was this helpful? ★★★★★

Corporate News Story Title
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(36) | [Comments](#) 10 | Was this helpful? ★★★★★

Divisional and Functional News

NW Region News Story Title

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Employer of choice

Επαγγελματίας οτ choice

Career Model: Free agency

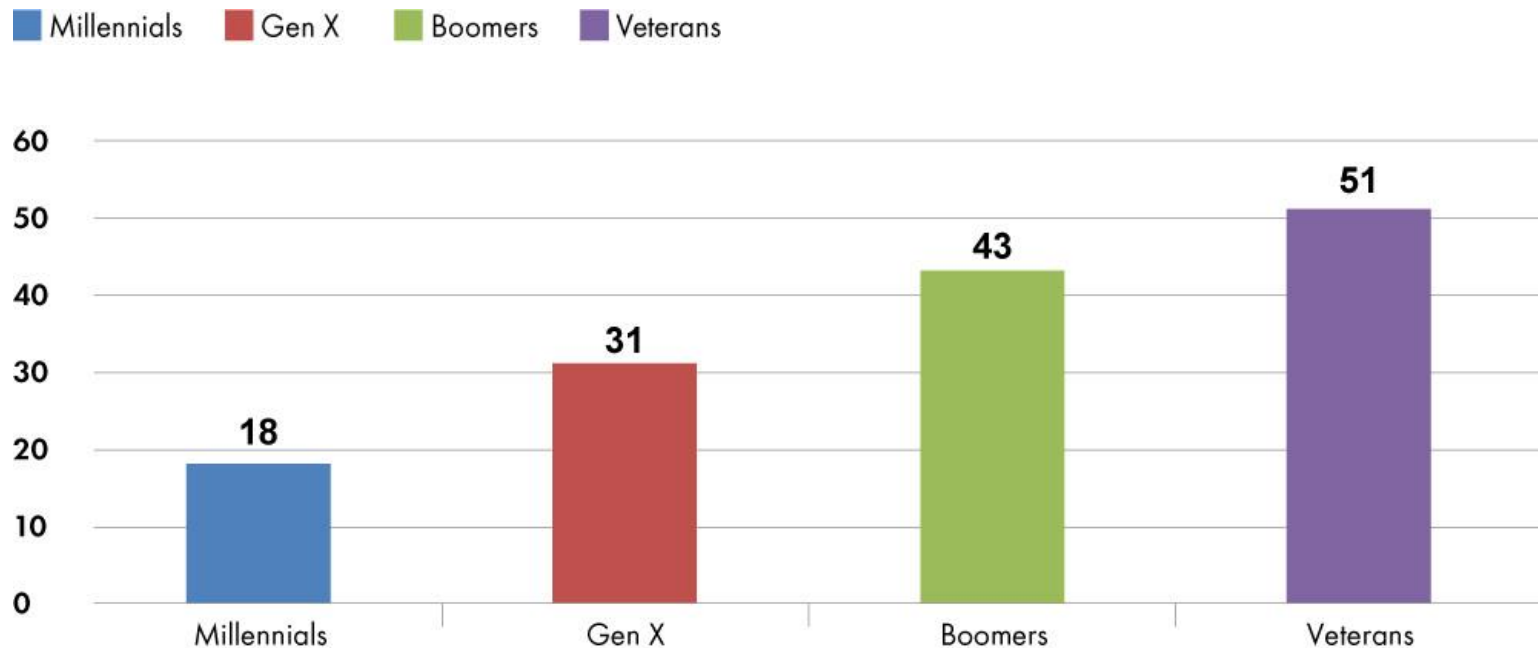
- 4.1 years: median years person stays with an organization (U.S. Department of Labour)
- 7 – 10 jobs over course of career

Competing for talent

- Recruiting and retaining qualified staff
- Time to productivity
- Employee engagement
- Knowledge worker productivity

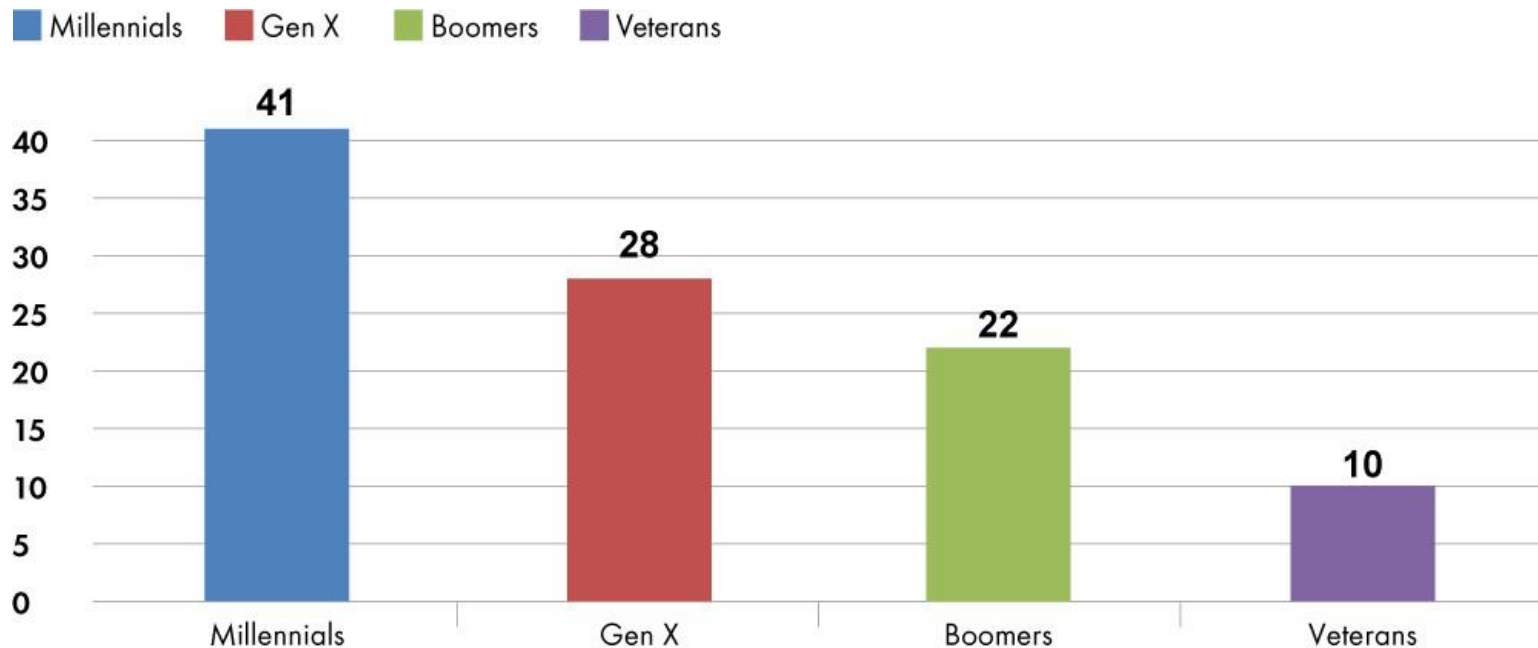
Talkin' With My Generation

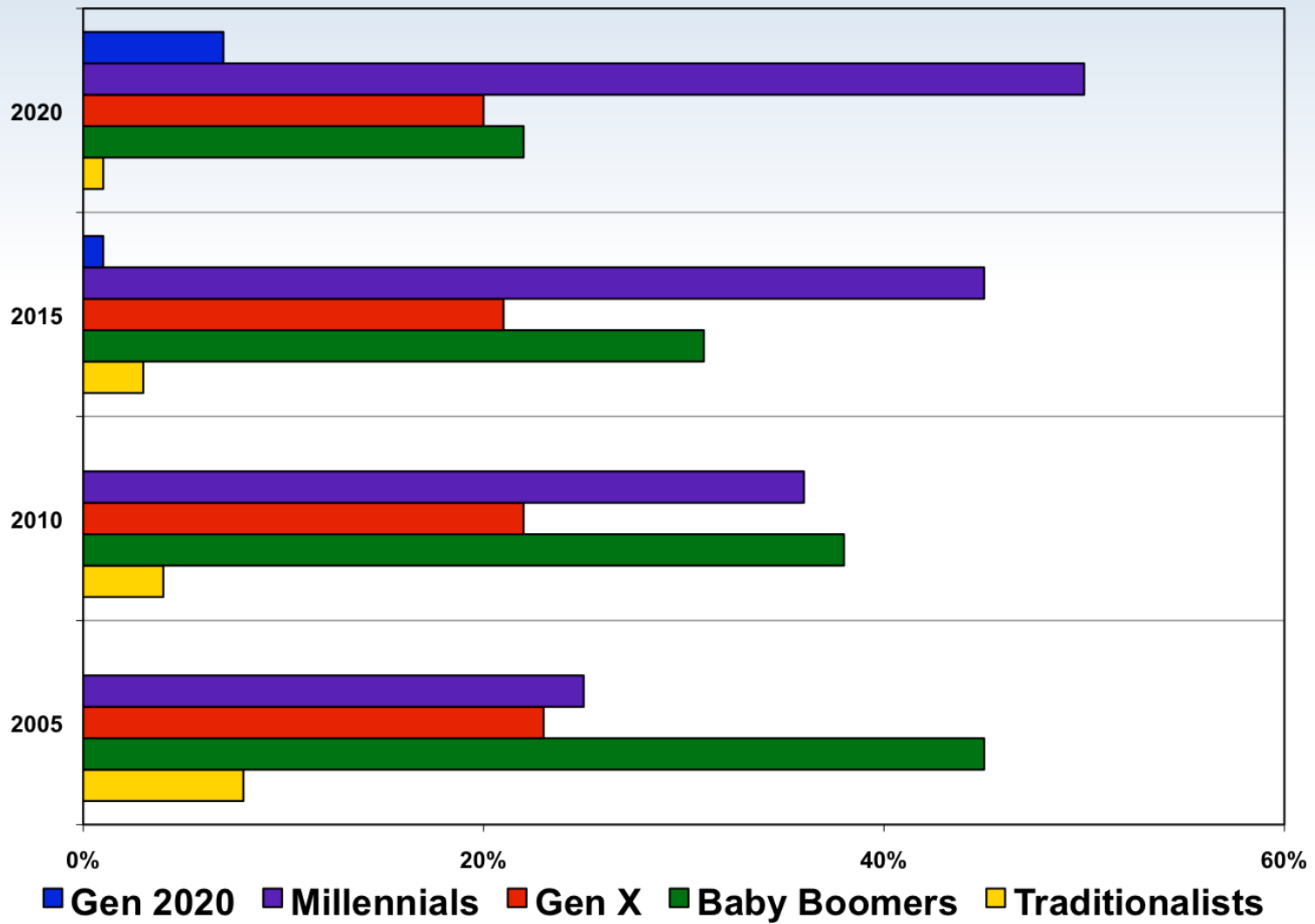
"My employer does a GOOD JOB COMMUNICATING with me and other employees of MY GENERATION."



Getting Social

"Social media and networks, online communities and other Internet communications tools are important to me in the workplace."





Metrics for selling

Metrics for selling

Intranet value

- Intranets & corporate portals are widely valued for:
 - streamlining business processes
 - driving operational efficiencies
 - enhancing communications and collaboration
 - Improving HR services
 - reducing hard costs
 - increasing sales

Inherent Value

- Much of the derived value from an intranet is latent; intangible 'softer' savings
- Inherently understood that the telephone is an essential value in the operations of most if not all businesses
- In many ways, intranets are like telephones – much of the value is unseen and not measurable, but is inherently understood

Benefits

Intranet Benefits

1. Hard Costs
2. Sales
3. Productivity
4. Competitiveness
5. Application Access
6. Infrastructure
7. Collaboration
8. Time To Market
9. Customer Service
10. Human Resources

All about sales

- ROI is all about “selling the benefit”
- Put on your sales hats
- Measure as much as possible – let management decide later what works and doesn’t work
- Be aggressive in your measurement and estimates

Lead Submission Form

SodexhoNet

Sales

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Super Sleuth

* Required Fields

****IMPORTANT:** Complete entire form. Sales executives have the option of refusing incomplete leads

Employee Information

Name:	*	<input type="text"/>		
Email:	*	<input type="text" value="enter your email"/>	Marrpay #	<input type="text"/> (7 characters on Sodexho Pay Stub)
Phone:	*	<input type="text" value="enter your phone number"/>	Wood Emp #	<input type="text"/> (2 to 6 digits)

*** Your Home Address Information**

Your Street, City, State, Zip

Lead Information

Prospective Account Information

Name:	*			<input type="text" value="enter lead organization name"/>
	Account Name			
Address	*	<input type="text" value="enter lead street address"/>		
	*	<input type="text" value="enter city"/>	*	<input type="text" value="select state"/>
		City		State
			*	<input type="text" value="enter zip"/>
				Zip

SuperSleuth Benefits

- Has increased leads by more than 100%.
 - One easy-to-access company-wide program.
 - Promotes lead exchange across business segments / breaks down silos.
 - Reduces administrative effort, leads get to sales executives more quickly for action.
 - Works well in our decentralized organization.

British Telecom idea jar (Ideas)

- BT Ideas encourages staff to submit ideas online
 - Implemented ideas pay out rewards
 - Aprx. 10% of ideas are implemented
-
- *Ideas has saved BT nearly £100m (US\$173 million) over the past four years*
 - *10 per cent of the savings up to a maximum of £30,000*
 - *BT paid out £400,000 (about US\$700,000) to employees in the fourth year*

IBM

- e-HR saves the company more than \$500 million a year
- \$284 million in e-learning alone
- **Employee satisfaction with HR rose from 40% to 90%.**
- **Usage and value: 80% access the intranet daily**
- **Workforce enablement: 68% view the intranet as crucial to their jobs**
- **Employee retention: 52% are more satisfied to be an IBM employee because of information obtained on the intranet**

Client Example

AREA	MEASURE	2 YR. ESTIMATE
Software Distribution	IT time	\$ 38,350
Newsletter	Printing materials, distribution costs, and production time	\$ 6,615.62
Phone Directories	Printing materials, distribution costs, and production time	\$ 238,981.00
HR Forms	Printing materials, distribution costs, and production time	\$ 130,476.00
HR Benefits Materials and Enrolment	Printing materials, distribution costs, and production time	\$ 36,026.00
Expense Reporting	Printing materials, distribution costs, and production time	\$ 25,089.00
Time Tracking	Printing materials, distribution costs, and production time	\$ 5,327.00
Email Usage	Server space and operating costs	\$ 200,000.00
Publishing Training	External training costs	\$ 214,743.00
Content Management	Production and technology time	\$ 61,250.00
Information Retrieval	Employee time and improving employee productivity	\$ 571,856.00
TOTAL		\$ 1,528,714

ROI from Web 2.0

- 52% of organizations using Web 2.0 achieved Best-in-Class performance compared to only 5% that didn't
- Companies using Web 2.0 tools achieved 18% increase in engagement vs. 1% among those that didn't

Wiki ROI

- T. Rowe Price adds 1,500 workers to its call center each tax season & transferred the entire training program to a wiki.
- Price encouraged new employees to take notes during the sessions and then add notes, comments & recommendations to the wiki.
- As a result, the company estimates that it saves 1-2 mins. per call at \$20 per min.
- Net result = millions of dollars).

Social networking ROI

- Sabre (cubeless)
 - Frequent Use
 - 60% of questions answered within one hour of posting
 - 90% of questions answered within 24 hours of posting
 - Each question posted receives an average of 9 answers
 - Faster speed-to-market
 - People find information faster
 - New-hires ramp up faster
 - Growing cost savings
 - US\$500,000 hard cost savings in first year

More than ROI

"It's like an option-value in the future. The value of investing in the Web comes from the options it will create for an organization in the future."

-David Upton, Harvard School of Business Professor

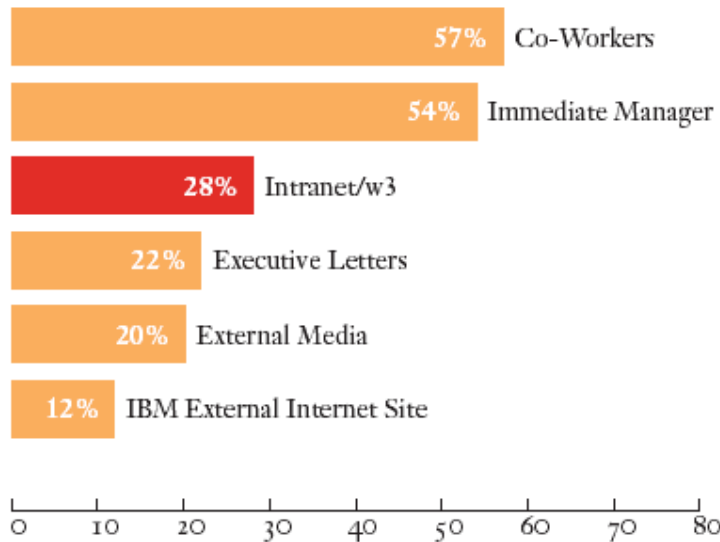
Benefits Realized: IBM

- 80% IBM employees visit w3 at least once per day
- 68% view the intranet as crucial to their jobs
- Employee retention: 52% are more satisfied to be an IBM employee because of information obtained on w3

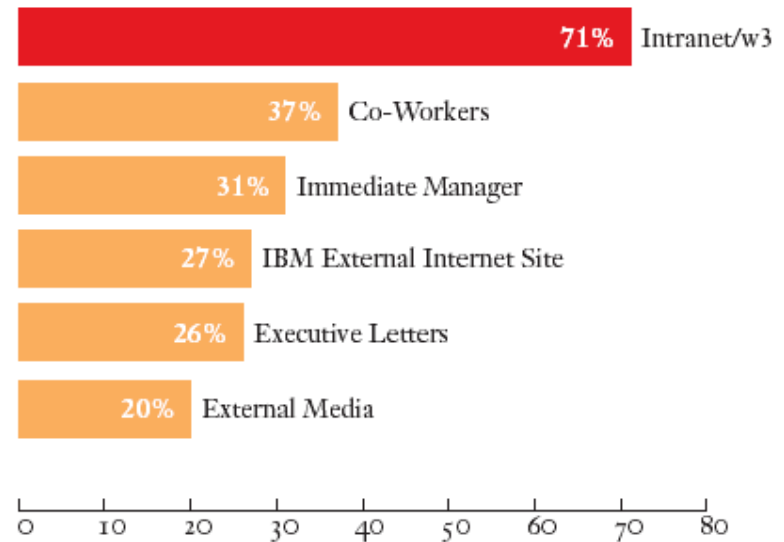
Case Study: IBM intranet w3

CORPORATE INTRANET: FROM ONLINE MAGAZINE TO DYNAMIC WORKPLACE

IBM's intranet has become employees' most trusted source for company information—surpassing even the grapevine.



1997



2Q-2003

Efficiency examples

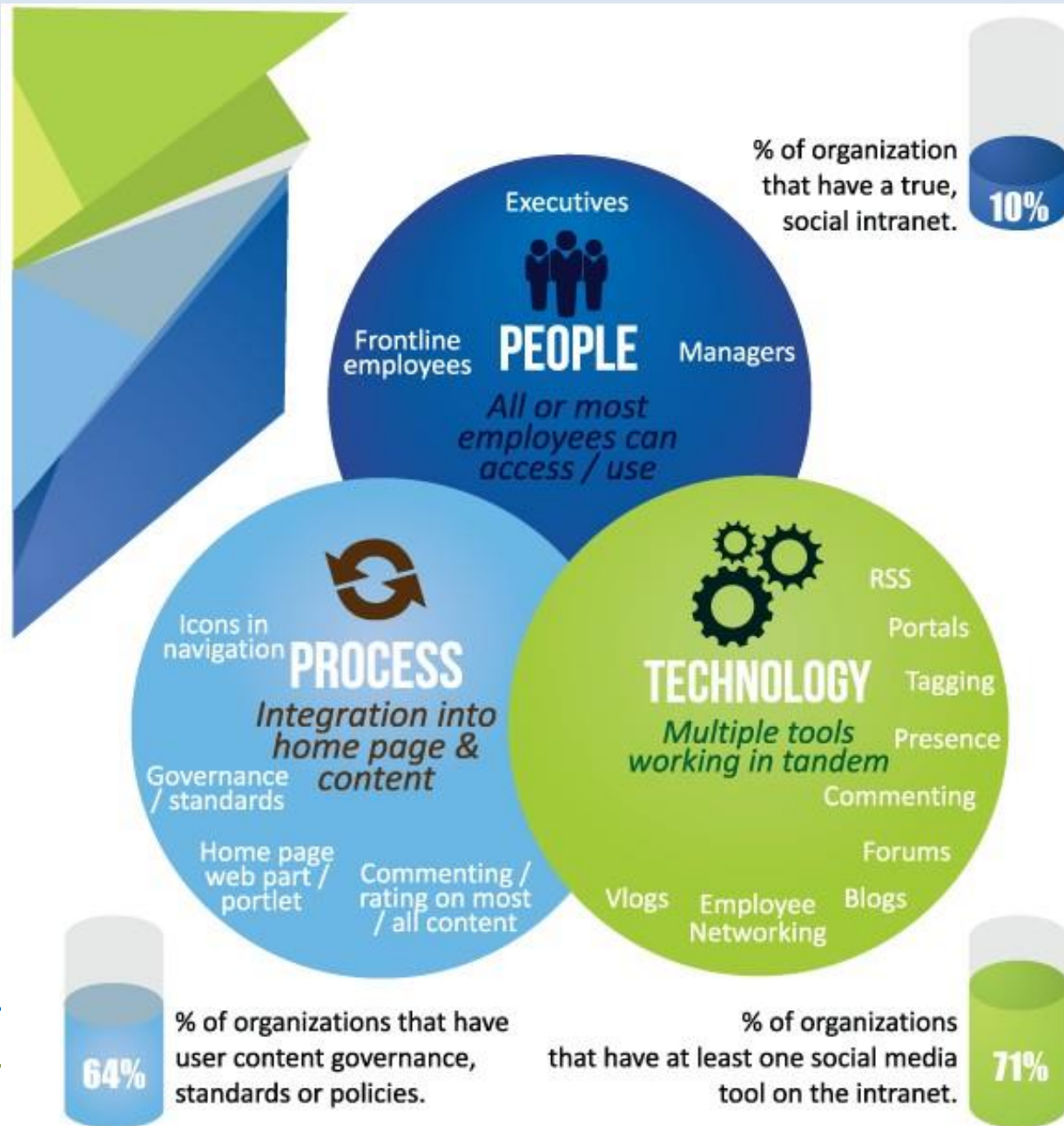
- Empower Line Managers
 - 42% of managers said they accidentally use the wrong information at least once a week. *(Source: Accenture, 2007 Study)*
 - 57% of respondents said that having to go to numerous sources to compile information is a difficult aspect of managing information for their jobs. *(Source: Accenture, 2007 Study)*

The Social Intranet

THE SOCIAL INTRANET

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



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Quick Poll

In PepsiCo Chairman and CEO Indra Nooyi's Q3 letter to associates, she discussed the company's progress on all of our five strategic planks. Which of the following is not one of these planks?

[Learn More](#)

Unleash the Power of One



4% (1 votes)

Build and extend our macrosnacks portfolio



50% (12 votes)

Correct Answer

Increase our product range in better-for-you snacks



29% (7 votes)

Grow our nutrition business



16% (4 votes)

Total 100% (24 Votes)

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At PepsiCo, Performance with Purpose (PwP) means delivering sustainable growth by investing in a healthier future for people and our planet. Learn more about PwP, including the three focus areas of the *Purpose* agenda: Human Sustainability, Environmental Sustainability and Talent Sustainability.

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A new letter from...
OLIVIER WEBER
President, SAF & Central America and Caribbean, PepsiCo

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Westchester

What's happening? Check the calendar of upcoming events (Oct 20,

Last days to bring in pet supply donations to support Hudson Valley

Are you ready for Microsoft Office 2010? Reminder: Sign up for an upcoming

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Location: New York, NY



Current Conditions:
Sunny

59°F
5:11 PM



MON
63°F
49°F



TUE
63°F
50°F



WED
61°F
51°F



THU
59°F
45°F



FRI
54°F
40°F



Welcome, Gina Anderson Monday, November 7, 2011

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1 2 3 4 5 6 7 8 9 10 11

FUNCTION

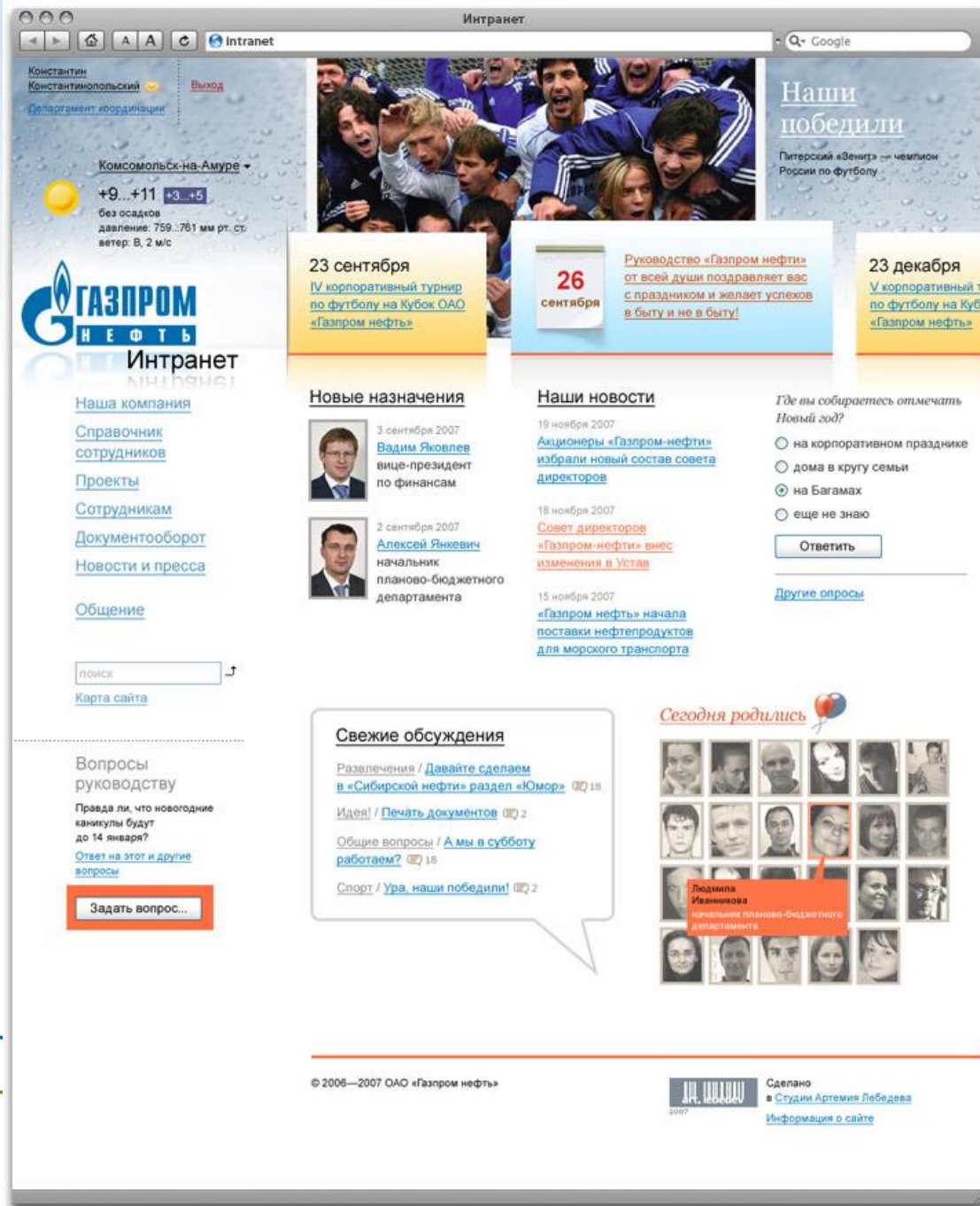
- ☐ Administration
- ☐ BIS
- ☐ CORA
- ☐ EER
- ☐ Finance
- ☐ General Management
- ☐ Human Resources
- ☐ Insights
- ☐ Integration
- ☐ Legal
- ☐ Manufacturing & Supply Chain
- ☐ Marketing
- ☐ Procurement
- ☐ Research & Development
- ☐ Sales
- ☐ SAP

Discard

CITY

- ☐ Moscow
- ☐ Anapa
- ☐ Astrakhan
- ☐ Azov
- ☐ BU Russia - Moscow (Zemli Vab)
- ☐ Chelyabinsk
- ☐ Ekaterinburg
- ☐ Irkutsk
- ☐ Irkutsk
- ☐ Izhevsk
- ☐ Kashira
- ☐ Kazan
- ☐ Krasnodar
- ☐ MinVody
- ☐ Moscow(Pravda)
- ☐ Nizhny Novgorod
- ☐ Orenburg
- ☐ Samara
- ☐ South Site
- ☐ St.Petersburg
- ☐ TCO-yl Pravdu
- ☐ Tver
- ☐ Tyla
- ☐ Ufa
- ☐ Ulianovsk
- ☐ Volgograd
- ☐ Voronej
- ☐ Yaroslavl
- ☐ Yljanovsk

Discard



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Prescient Webinar November 20th

Great job to Katie and Toby on the webinar today. ...

By Lee MacDonald | In [General](#) | Latest reply by Toby Ward | A few seconds ago

3 replies

2 likes



Concept video for Marketing efforts

I put together a concept video to provide a new mar...

By Adam Wasserman | In [Marketing updates](#) | Latest reply by Bonnie Lynch | About an hour ago

5 replies

3 likes



New Customer! - MetLife.

Please join me in congratulating Bonnie on her first...

By Chris Chambers | In [Sales updates](#) | Latest reply by Bonnie Lynch | Yesterday at 6:09 PM

11 replies

6 likes



Sharing Pictures

Beside Mysite, can we share pictures on discussio...

By Anna Kaur | In [General](#) | Latest reply by Gary Pandher | Yesterday at 5:41 PM

5 replies

0 likes



Information Exchange Reminder & Draft Agenda

Hi Everyone, A reminder that the IE is this Thur...

By Katie Bedford | In [General](#) | Latest reply by Gary Pandher | Yesterday at 5:35 PM

4 replies

4 likes



Content Migration Webinar

Content Migration Webinar for Nov 14th - was a gre...

By Anna Kaur | In [Choose a category](#) | Latest reply by Bonnie Lynch | Yesterday at 5:30 PM

2 replies

2 likes



Jive Suite introduces new 'Employee Directory'...

Came across this article on Jive and thought it had ...

By Bonnie Lynch | In [Industry news/updates](#) | Latest reply by Bonnie Lynch | Yesterday at 5:29 PM

3 replies

3 likes



You're Invited Midnight Market @ 461 King W...

Hello all, I thought I'd extend the invite to all of ...

By Bonnie Lynch | In [General](#) | Yesterday at 5:24 PM

0 replies

1 like



New Employees

Most of you have met them already, but please join...

By Chris Chambers | In [Prescient news](#) | Latest reply by Bonnie Lynch | Yesterday at 5:12 PM

12 replies

3 likes

What's happening

19

members

192

discussions

761

replies

Top contributors



Bonnie Lynch



Toby Ward



Chris Chambers



Adam Wasserman



Tamer El Shazli





The Social Intranet

Key factors for Intranet 2.0 Success; Social Intranet Success Matrix

By Toby Ward, CEO
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Prescient Digital Media
By Toby Ward, CEO



Employee Engagement

ΕΠΙΧΕΙΡΗΣΙΑΚΗ ΕΥΞΕΝΕΥΣΗ

Engagement

- An "engaged employee" is one who is fully absorbed by and enthusiastic about their work and so takes positive action to further the organization's reputation and interests.

Employee Satisfaction

Social Intranet Study, 2011, 1401 participants

28%

38% Satisfactory

26% Poor

5% Very Poor

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

Executive Satisfaction

Social Intranet Study, 2011, Preliminary Data, 1401 participants

28%

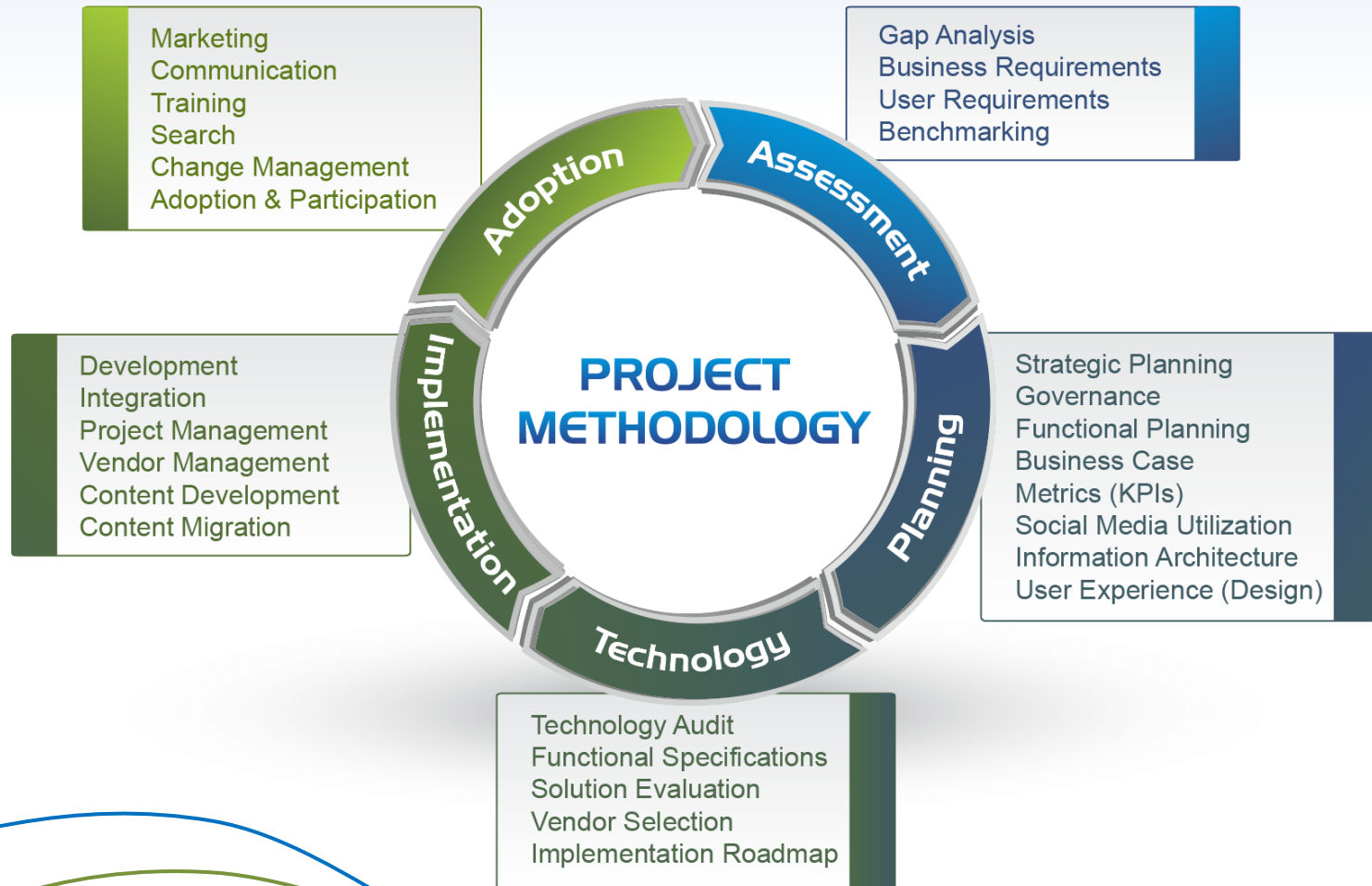
38% Satisfactory

26% Poor

9% Very Poor

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

Intranet methodology



Identify the problems / needs



Business Requirements

- 8-12 management interviews
- Circulate questionnaire before interview

Analysis

- Focus on trends & themes

Survey

- Approximately 20 questions
 - Multiple choice and open text
 - Qualitative and quantitative
- Provide survey intro with
 - Project overview
 - Details on participation incentive if any

Analysis

- Synopsis of each question
- Trends

8. How would you rate the HTSN intranet with respect to the following? (Please provide a response for each category)

	Very poor	Poor	Fair	Good	Very Good	Excellent	Don't know
Ability to find information (navigation, ease of use)	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7
Quality/usefulness of the content/information	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7
Availability of work tools	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7
Look and feel (design)	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7
Performance (time it takes to download/view pages)	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7
Amount and/or completeness of content/information	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7
Timeliness of content (up to date)	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7

9. What is your preferred method of navigating the HTSN intranet?

- ☐ Clicking through various tabs/sections
- ☐ Search
- ☐ Asking someone where information is located
- ☐ Making Favorites for the areas I use the most
- ☐ Other, please specify

Focus Groups

- By employee type, geographic location, business unit
- 8 people = good session (10+ = too many)
- Ask questions, promote discussion
- Use screen shots from similar industry and company size if possible

Analysis

- Paragraph format with quotes
- Bar graph for screen shot ratings
 - Averaged overall rating graph
- Include smaller versions of screen grabs used

[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

(click here to take the 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...



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 Blumenthal modified 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
 Lee Budd is working on PTO

My Opportunities

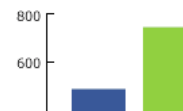
Opportunity	Total Value
AIR-ECSS Logistics ERP (L)	\$80,000,000
ARMY-GFEBS Financial ERP	\$10,000,000
Army Battle Command	\$500,000
IT Projects and Outsourcing Assessments	\$247,000
AXP IBM Contract Negotiations Phase 2	\$100,000

[Create New Opportunity](#)
[View All My Opportunities](#)

My Client Financials

[Outstanding Invoices](#)
[AWIR & Weeks Unbilled](#)
[Aging Chart](#)
[My Projects](#)

Client Service Hours



My Alerts

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](#)

My Compliance

Independence ☒
 Mandatory Training [Take Action](#)
 CPA ☒
 Tracking & Trading ☒

[My Compliance Dashboard](#)
[More Information](#)

My Learning

Learning Hours **Required** this Fiscal Year **40**
 Learning Hours **Earned** this Fiscal Year **0**

[Development Plan](#)
[Enrollments](#)



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 DIGITAL MEDIA

My Quick Links

[BC Hydro Info](#)
[Brand Central](#)
[Classifieds](#)
[Emergency](#)
[Tools](#)
[Expense Reimburse](#)
[Human Resources](#)
[Job Postings](#)
[Policies](#)
[Purpose and Mission](#)
[Weather](#)

[Edit My Quick Links](#)

[Access Your Pension
Information Online](#)

News

Oct 29, 2006

Aquae Sulis verecunde adqui reret gulosus osifragi

Vix bellus apparatus bellis
incredibiliter verecunde senes-
ceret plane fragilis ossifragi,
utounque umbraculi optimus
celeriter iocari lascivius fiducia
suis. Parsimonia saburre. Vetty
et circumgrediet agricolae, ut
Octavius praemuniet.

Oct 24, 2006

Aquae Sulis verecunde adquireret gulosus osifragi

Oct 16, 2006

Plane lascivius agricolae amputat cathedras

Sept. 29, 2006

Vix bellus apparatus bellis incredibiliter verecunde

Sept. 12, 2006

Aquae Sulis verecunde adquireret gulosus osifragi[Submit News](#)[All News Items](#)

The Spotlight



Sulis verecun deta ida
quireret gulosus ossi
fragi tre mulu bellus
apparatus bellis.

Rate the New Homepage

- ☐ Outstanding!
☐ Fair
☐ Needs Improvement

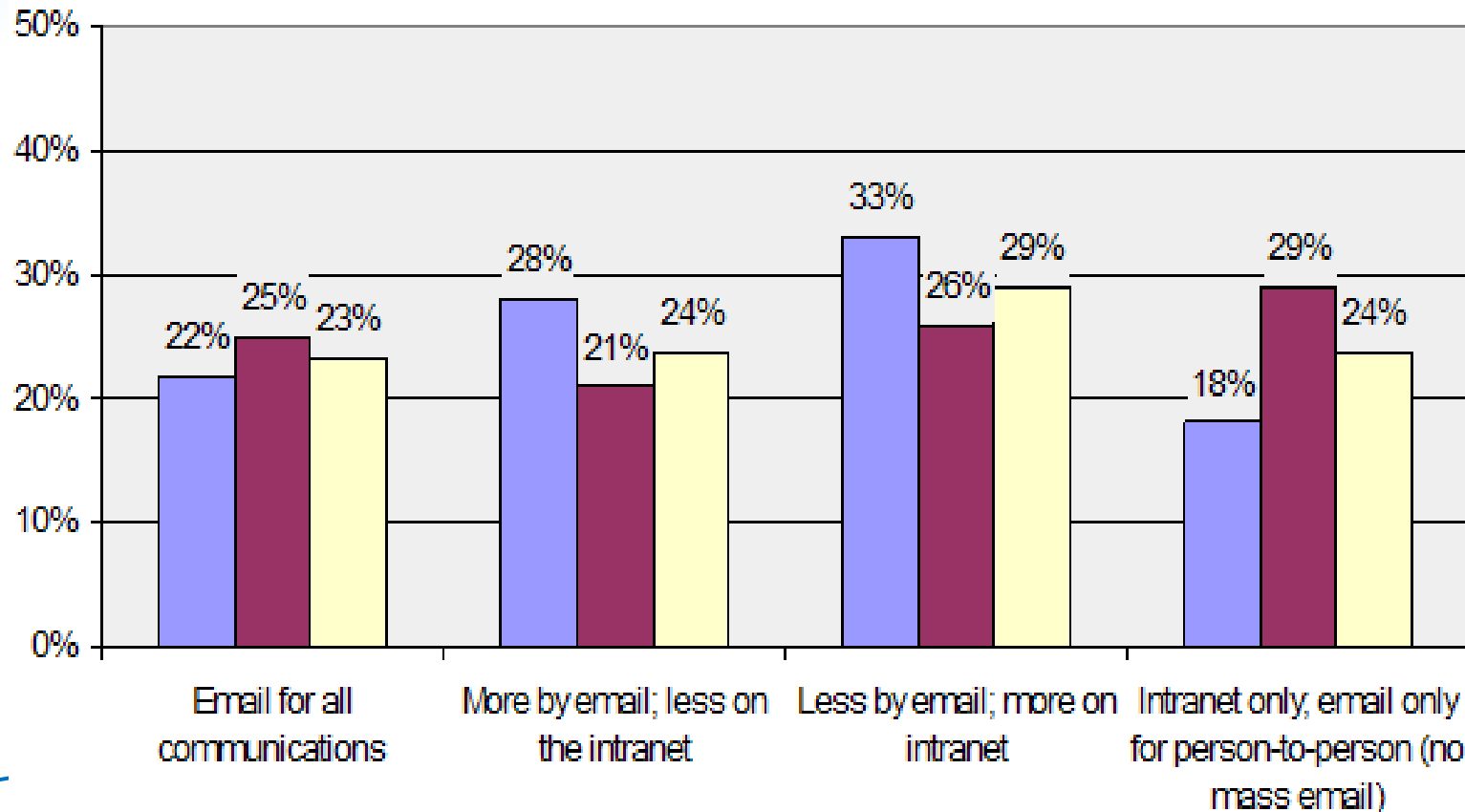
[Submit and view](#)

Year to Date Safety Record

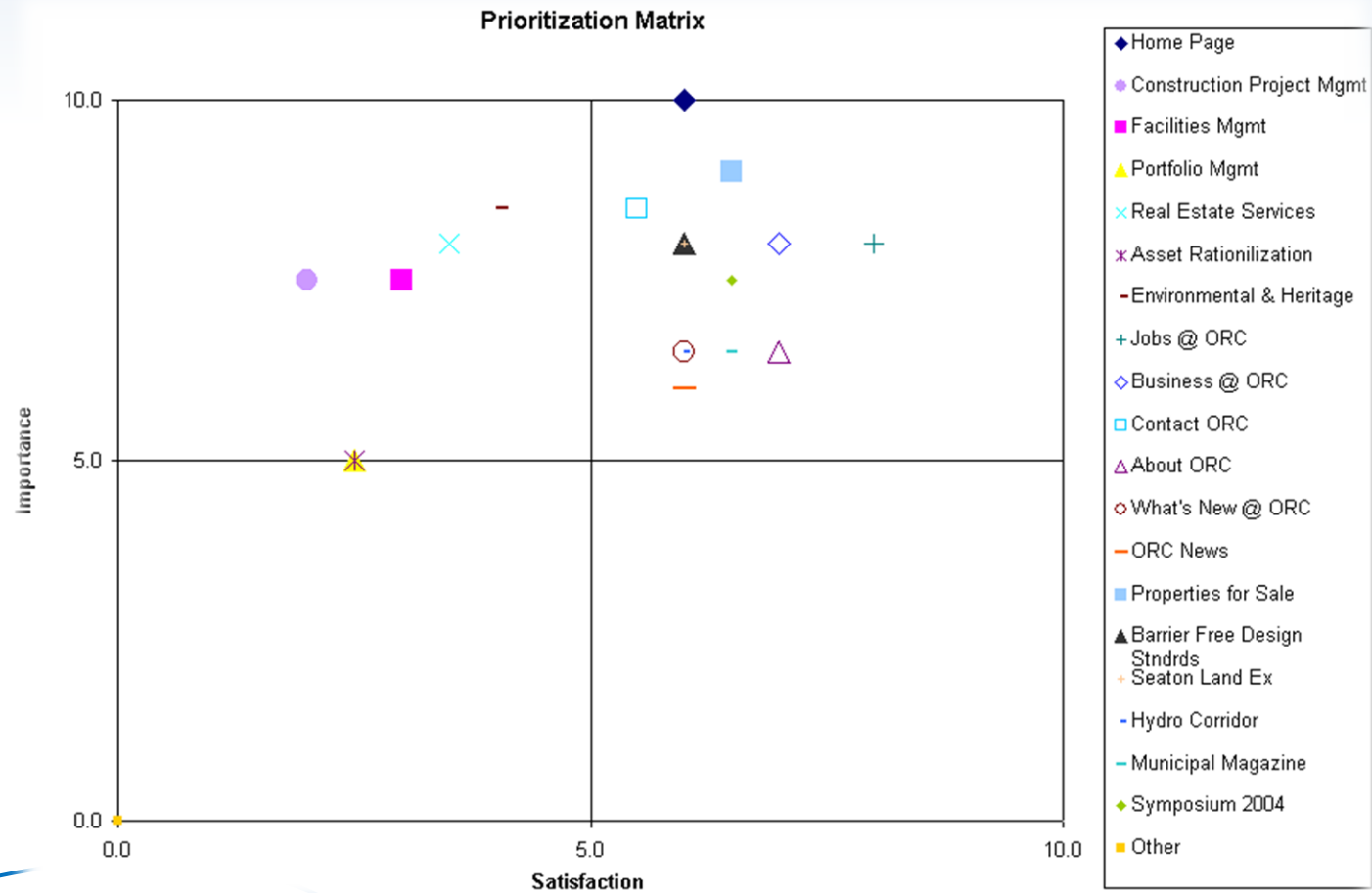
0.....Lost time injuries
5.....Vehicle accidents
99.....Lost person days
due to injury

Audience Analysis

14. Which of the following best describes your preference for receiving company-wide, division-wide or geography specific communications?



Importance vs. Satisfaction



Strategic & Heuristic Site Assessment

Performed with Excel spreadsheet matrix containing 400+ attributes across 6 evaluation categories:

- Content (25%)
- Planning & Resources (25%)
- Usability & Information Architecture (12.5%)
- Design & Layout (12.5%)
- Tools & Innovation (12.5%)
- Search (12.5%)

Strategic & Heuristic Assessment



Heuristic Evaluation Matrix v2.0		✓	✗	👉			
		Str.	Gap	Recommendation or note	Weighting	Rating (x/10)	Final Result
Planning & Resources							
Governance Strategy / Policy		Governance Strategy / Policy - Negative					
Website	Site has a strategic plan for the site (including: mission, vision & goals).		✗		5%	0	0
Website	Site has a content management plan, including a commitment to update.		✗		5%	0	0
Website	Site has a governance model established and in place (including: roles, responsibilities, etc.).		✗	There is no formal governance model in place and no gate keeper to govern content.	2%	2	0.4
Website	Site has a marketing and/or communications plan.		✗		2%	0	0
Website	Site has a champion identified.	✓		Site champions are identified (Jared, Mike, Jim).	2%	7	1.4
Website	Site has committee structure with meetings scheduled.		✗		2%	0	0
Website	Site had an editor assigned to it.	✓		The site does have an editor assigned to it (Jared).	1%	8	0.8
Website	Content owners are identified.		✗	Some content owners are identified.	1%	3	0.3
Website	Adequate resources are available.		✗	There are not adequate resources in place but there is a move to focus more attention on the website.	2%	3	0.6
Website	Job descriptions include web responsibilities.			Employee job descriptions do not include site responsibilities.			
Website	Staff are trained to effectively use the site.			Staff are			

Branding/Colours						
Branding colours used		✗	Not at all well braded	20%	1	2
Colour scheme balanced and well conceived		✗	Terrible color balance	20%	1	2
High contrast used (accessibility)	✓			20%	9	18
Effective use of color to tie in elements of site or areas		✗	No shading used	20%	0	0
Complimentary color palette not over or under used		✗	Terrible color palette	20%	1	2
				100%	12/50(24%)	24%
					Section Rating	5.09

- ✗ Lacking archives for some key information areas: news, newsletters ...
- ✗ Too much information posted on some pages.
- ✗ Needs more tools.

Clarity

- ✓ In general, the writing is clear and the information is straightforward.
- ✓ Most of the content (at least that found on the main intranet pages) is well written and formatted for the web (e.g. concise, succinct)
- ✗ No clear ownership of content or content areas identified.

Relevance/Timeliness

- ✓ Home page has timely news and postings.
- ✗ Content not consistently dated (last updates, posted on, reviewed on ...).
- ✗ Other home pages for the site areas and related sites are not changed on any regular timetable and do not have the last update noted. This is particularly important at times of change; it is important for employees to understand that the information they are looking at is still valid.

Impact

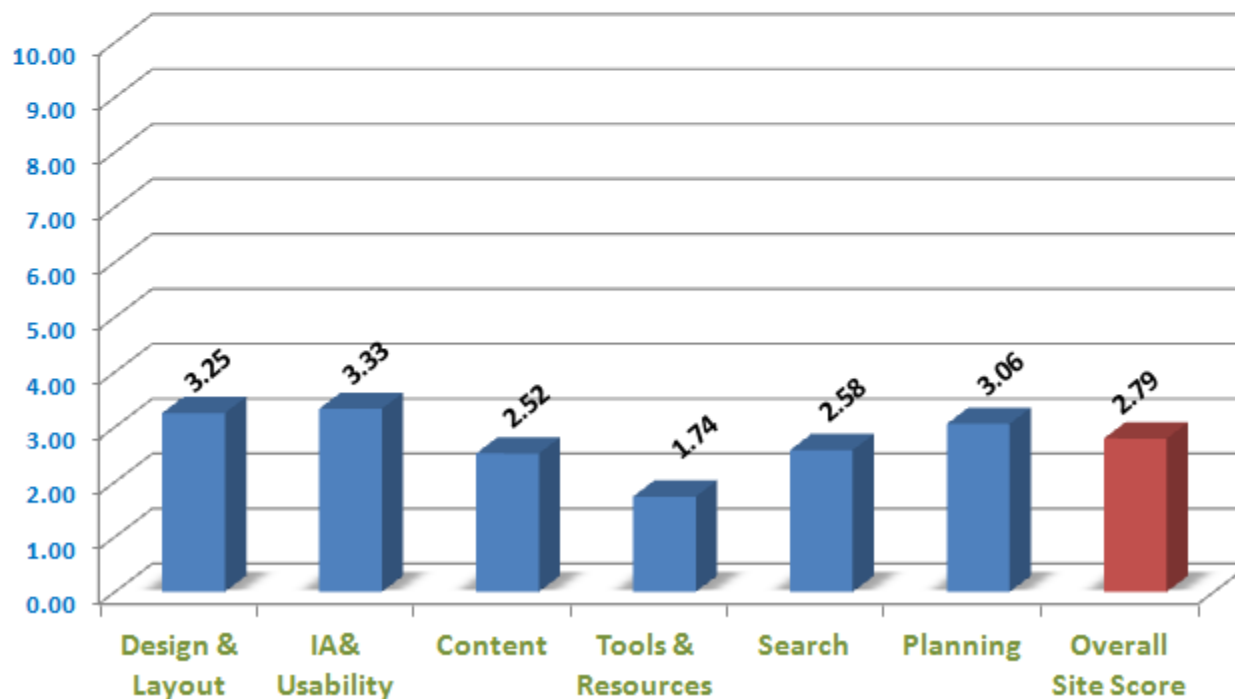
There is little internal linking within the sites – better internal linking could reinforce and facilitate better cohesion and collaboration between the departments and geographies.

- ✓ Users definitely provided with a vast amount of information
- ✗ Headlines section can be stale with stories remaining in the home page rotation for more than a month.
- ✗ The many different site areas and variations on layout and structure of sites dilute the overall impact of site.
- ✗ The many different site areas and variations on layout and structure of sites dilute the more than a month.
- ✗ Headlines section can be stale with stories remaining in the home page rotation for
- ✓ Users definitely provided with a vast amount of information

facilitate better cohesion and collaboration between the departments and geographies.
There is little internal linking within the sites – better internal linking could reinforce and

Heuristic Evaluation Matrix v2.0

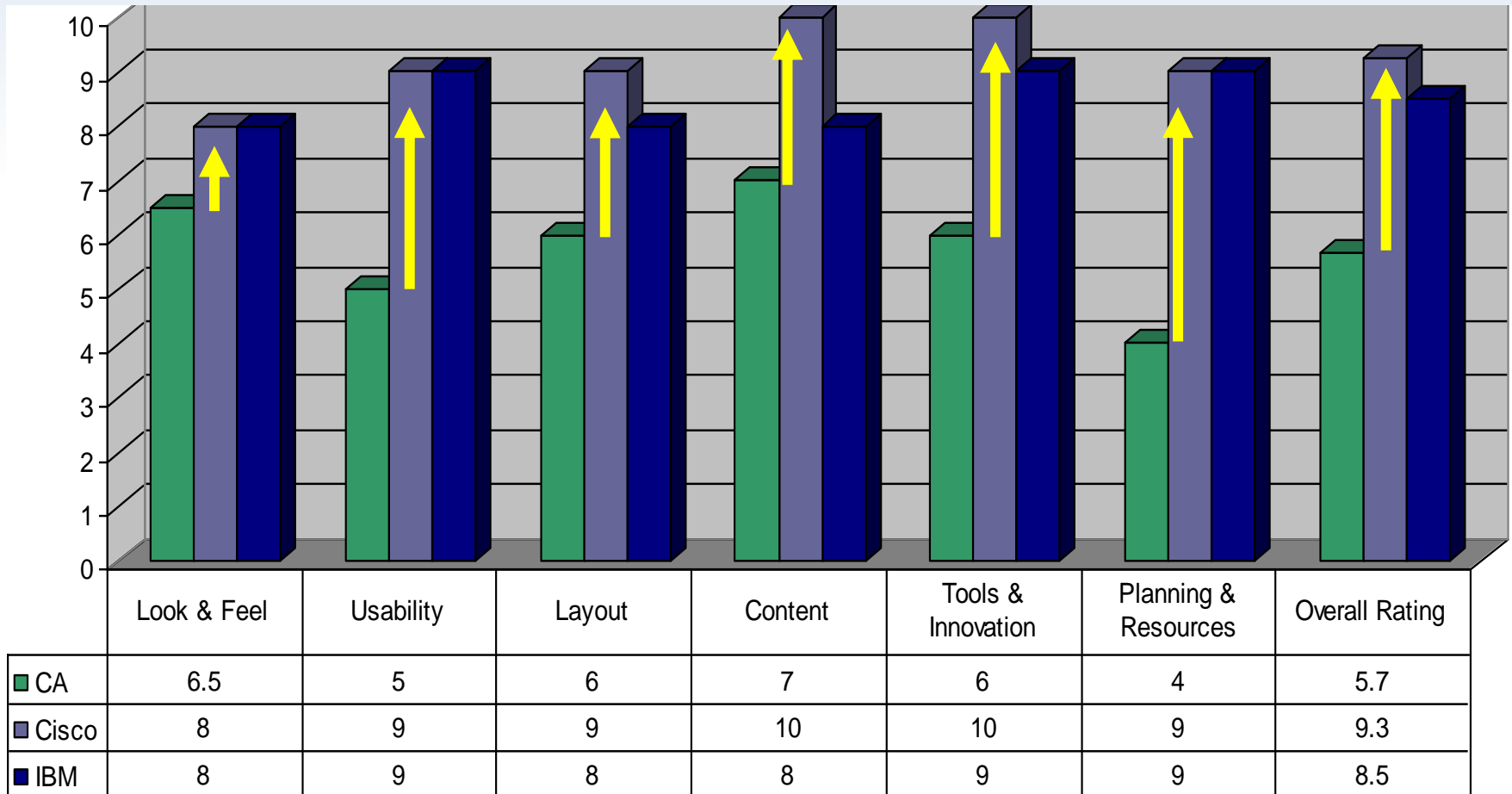
				Weighting	Rating (x10)	Final Result
Final Scoring						
Design & Layout	3.25			14.3%		0.5
IA& Usability	3.33			14.3%		0.5
Content	2.52			14.3%		0.4
Tools & Resources	1.74			14.3%		0.2
Search	2.58			14.3%		0.4
Planning	3.06			28.6%		0.9
Overall Site Score	2.79					



Benchmarking

- 3-5 leading or competitor sites
 - Similar size orgs
 - Same or comparable industry
 - Top 10 or clear innovators
- Score each site according to the same evaluation criteria
- Score comparison and benchmarking provide a qualitative and quantitative gap analysis

Benchmarking



Opportunity for improvement

Planning & Governance

PLANNING & GOVERNANCE

Perspective

- 1/3 of IT projects exceed budgets and schedules by almost 100% in small to mid-size companies (Gartner)

Plan or Fail

- “Without proper architecture and governance, I can guarantee you that SharePoint will fail.”
-Bob Mixon, SharePoint MVP

Marketing
Communication
Training
Search
Change Management
Adoption & Participation

Gap Analysis
Business Requirements
User Requirements
Benchmarking
Social Media Readiness

Development
Integration
Project Management
Vendor Management
Content Development
Content Migration

Strategic Planning
Governance
Functional Planning
Business Case
Information Architecture
User Experience (Design)

PROJECT METHODOLOGY

Adoption

Assessment

Planning

Technology

Implementation

Technology Audit
Functional Specifications
Solution Evaluation
Vendor Selection
Implementation Roadmap



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Planning

Strategic Planning
Governance
Functional Planning
Business Case
Information Architecture
User Experience (Design)

Planning Deliverables

- Strategic plan
- Governance & Policies
- Business case & ROI
- Functional planning
- Information architecture
- Wireframes
- Design
- Content management plan
- Marketing plan

Mission Statements

- Our mission is to connect people with the ultimate places to play.
- To improve organizational effectiveness & communications by enabling employees to access timely, relevant info & applications where, when & how they need it.

Objectives & Goals - Definitions

- **Goals**

- Qualitative
- Something worked toward, or striven for
- Something toward which effort is directed

- **Objectives**

- Quantitative
- End result of an endeavor/effort
- SMART
 - Specific, Measurable, Attainable, Realistic, Time Defined

% Who Visited
75%

SodexhoNet is a valuable resource
that helps me do my job.

May '06
82%

My division makes good use of Sodexhonet.
to communicate with the field.

May '06
71%

Top Search Terms

business cards
dexter
forms
softscape
adp
holidays
expense report
mss
walk the talk
burn prevention

Top Pages

Search
Career Center
Forms & Manuals
Human Resources
Health Care
Forms by Name
Corporate Services
Education
Sodexho University
Phone Book

Avg. Visit Length

8 minutes
12 seconds

Registered Users

18,674

Most Active Day

Tuesday

of Unique Visitors

14,072

Least Active Day

Saturday



Governance

Defines the ownership and management model.

- Management team
- Roles & responsibilities
- Decision making process
- Policies & standards

Typical intranet

- No senior champion
- Middle managers in communications and IT
- Limited budget and power
- No plan or vision
- Silos & sprawl lead to user frustration & waste
- Conflict ensues
- Stalls – often for years

The champion

- C-level executive
- The champion should have power and influence
- Understands the value of the website & the potential
- Needs to be involved, but not on a day-to-day basis
- Only attend an occasional meeting

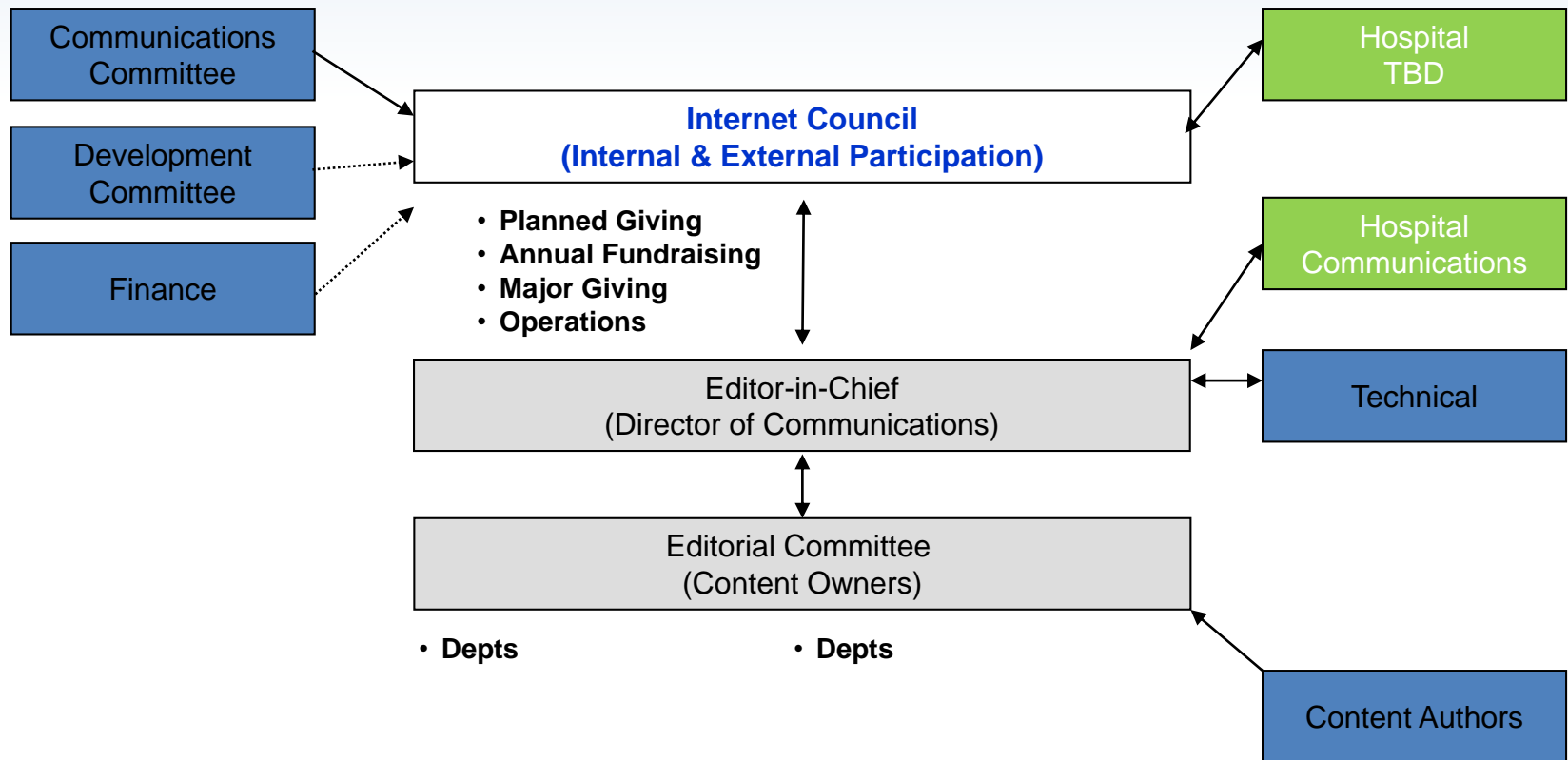
Governance Models

- Collaborative / Federated
 - Executive champion
 - Steering Committee / Council
 - Decentralized content ownership; centralized platform
- Centralized Hybrid
 - Single owner (usually department)
 - Bureaucratic
 - Highly controlled

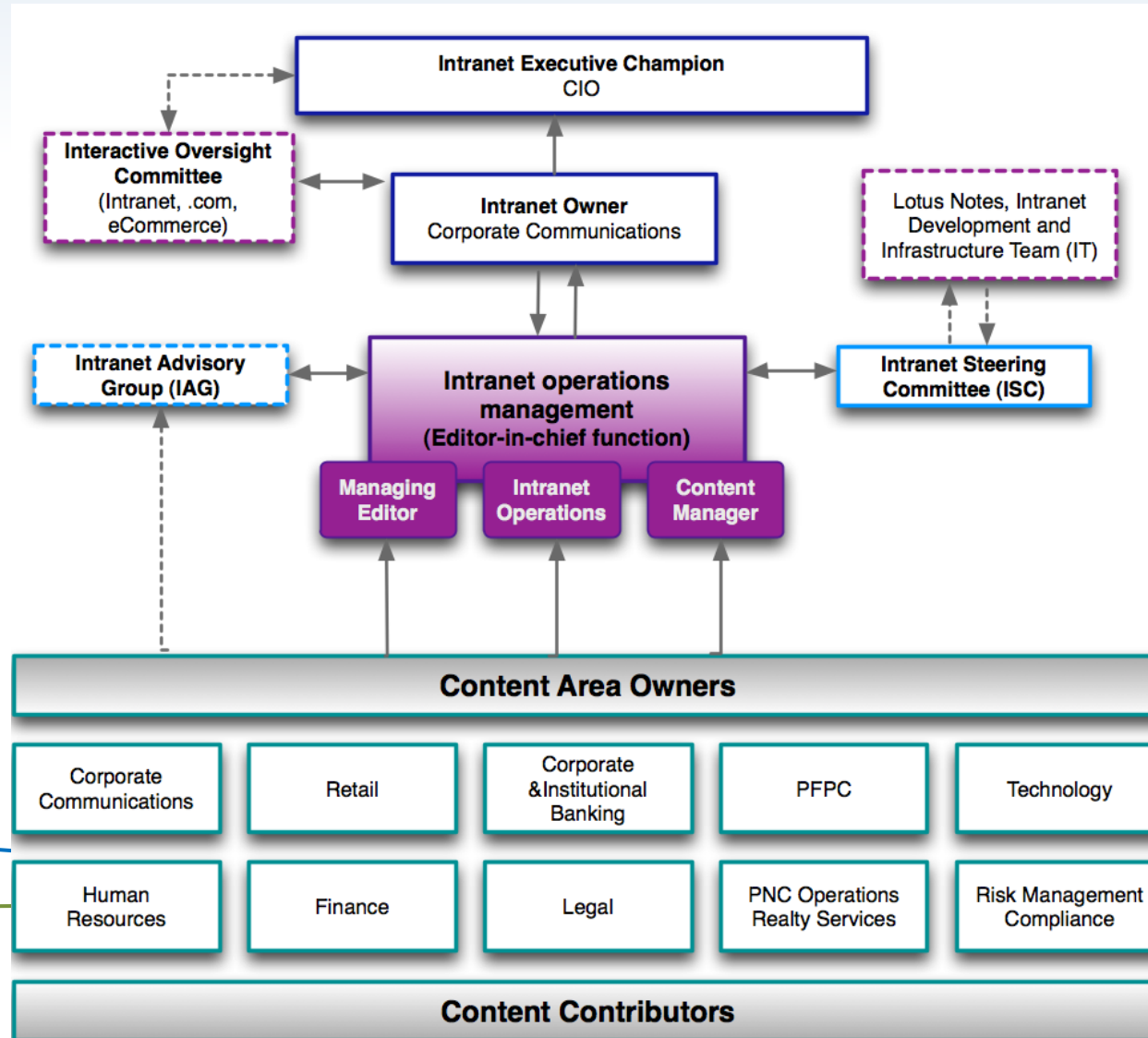
Governance Models

- Collaborative / Federated
 - Executive champion
 - Steering Committee / Council
 - Decentralized content ownership; centralized platform
- Centralized Hybrid
 - Single owner (usually department)
 - Bureaucratic
 - Highly controlled

Collaborative



Centralized, Hybrid



Day-to-day Management

- Home page, corporate content & news owned by Editor-In-Chief
- Training of the content owners done by IT
- Content owners adhere to standardization policy and ensure their content is:
 - Up to date
 - Written in web format
 - Appropriate for their target audience

Champions

- Champions will participate in:
 - Supporting owner and committee
 - Representing intranet to senior executive
 - Source of funding
 - Trouble-shooting and conflict resolution
 - Active voice

Standards & Policies

Explicitly defined and documented standards & policies are a **CRITICAL NECESSITY** to...

- o create a uniform user experience
- o protect and secure information and intellectual property
- o contain sprawl and reduce associated costs
- o ensure accuracy and consistency of content

Policies

- Editorial policy defining:
 - Content types: front-page news vs. static content
 - How content is developed, formatted, presented
 - Limitations on technical and graphic elements
 - Roles and responsibilities of publishers, editor etc.
- Standardization Policy
 - Compliance details for platform, templates and style guide
- Email Usage Guidelines & Policy
- Social Media Guidelines

BT SharePoint Collaboration

SharePoint 2007 Home Page

Welcome Dennison,RC,Richard,CRX R ▾ | My Site | My Links ▾ | 



SharePoint 2007 Home Page

All Sites ▾



Advanced Search

SharePoint 2007 Home Page

Terms & Conditions

Site Collection Administrator Role

About SharePoint

View All Site Content

BT SharePoint

- Terms & Conditions
- Site Collection Administrator Role
- About SharePoint
- Help, Support and Best Practices

SharePoint 2007 Home Page

Welcome to BT SharePoint!

BT SharePoint is the latest collaboration tool and it is completely **self-service**, which means anybody can set up a workspace, known as a "Site Collection", and start taking advantage of all the collaborative features immediately!

Before creating a new Site Collection, you need to read and agree to the **Terms and Conditions**, as well as understand the role and responsibilities of the **Site Collection Administrator**.

You can also create your own personal website without the need to create a Site Collection. Simply click on the **My Site** link on the top right of any page or **here** to create your presence within BT SharePoint.

Once you are up and running, visit our **SharePoint Knowledge Centre**, where you will find a lot of resources to get you started and get the most out of your Site Collection, as well as a comprehensive list of FAQs.

To find out more about the features of BT SharePoint 2007 click **here**

BT SharePoint 2007



BT SharePoint Collaboration

more information.

7. 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.
8. 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. Delete means delete!
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



Menu ▾

Communities Find Content

What can we help you find today?



Sign In

<More on Intel.com



Intel Social Media Guidelines

Tagged As **Policy**

Recommend 33

These are the official guidelines for social media at Intel. If you're an Intel employee or contractor creating or contributing to blogs, wikis, social networks, virtual worlds, or any other kind of social media both on and off intel.com—these guidelines are for you. We expect all who participate in social media on behalf of Intel to be trained, to understand and to follow these guidelines. Failure to do so could put your future participation at risk. These guidelines will continually evolve as new technologies and social networking tools emerge—so check back once in awhile to make sure you're up to date.

When You Engage

Emerging platforms for online collaboration are fundamentally changing the way we work, offering new ways to engage with customers, colleagues, and the world at large. It's a new model for interaction and we believe social computing can help you to build stronger, more successful business relationships. And it's a way for you to take part in global conversations related to the work we are doing at Intel and the things we care about.

If you participate in social media, please follow these guiding principles:

- > Stick to your area of expertise and provide unique, individual perspectives on what's going on at Intel and in the world.
- > Post meaningful, respectful comments—in other words, no spam and no remarks that are off-topic or offensive.
- > Always pause and think before posting. That said, reply to comments in a timely manner, when a response is appropriate.
- > Respect proprietary information and content, and confidentiality.
- > When disagreeing with others' opinions, keep it appropriate and polite.
- > Know and follow the [Intel Code of Conduct](#) and the [Intel Privacy Policy](#).

Rules of Engagement

Be transparent. Your honesty—or dishonesty—will be quickly noticed in the social media environment. If you are blogging about your work at Intel, use your real name, identify that you work for Intel, and be clear about your role. If you have a vested interest in something you are discussing, be the first to point it out. Transparency is about your identity and relationship to Intel. You still need to keep confidentiality around proprietary information and content.

Be judicious. Make sure your efforts to be transparent don't violate Intel's privacy, confidentiality, and legal guidelines for external commercial speech. Ask permission to publish or report on conversations that are meant to be private or internal to Intel. All statements must be true and not misleading and all claims must be substantiated and approved. Product benchmarks must be approved for external posting by the appropriate product benchmarking team. Please never comment on anything related to legal matters, litigation, or securities.

Newsroom

Chip Shot: A Halloween Scream in Intel AppUp(SM) center

USA (English) ▾

DIGITAL MEDIA

representative. Remember, you may be personally responsible for your content.

Perception is reality. In online social networks, the lines between public and private, personal and professional are blurred. Just by identifying yourself as an Intel employee, you are creating perceptions about your expertise and about Intel by our shareholders, customers, and the general public—and perceptions about you by your colleagues and managers. Do us all proud. Be sure that all content associated with you is consistent with your work and with Intel's values and professional standards.

It's a conversation. Talk to your readers like you would talk to real people in professional situations. In other words, avoid overly pedantic or "composed" language. Don't be afraid to bring in your own personality and say what's on your mind. Consider content that's open-ended and invites response. Encourage comments. You can also broaden the conversation by citing others who are blogging about the same topic and allowing your content to be shared or syndicated.

Are you adding value? There are millions of words out there. The best way to get yours read is to write things that people will value. Social communication from Intel should help our customers, partners, and co-workers. It should be thought-provoking and build a sense of community. If it helps people improve knowledge or skills, build their businesses, do their jobs, solve problems, or understand Intel better—then it's adding value.

Your Responsibility: What you write is ultimately your responsibility. Participation in social computing on behalf of Intel is not a right but an opportunity, so please treat it seriously and with respect. If you want to participate on behalf of Intel, take the Digital IQ training and contact the [Social Media Center of Excellence](#). Please know and follow the [Intel Code of Conduct](#). Failure to abide by these guidelines and the Intel Code of Conduct could put your participation at risk. Contact social.media@intel.com for more information. Please also follow the terms and conditions for any third-party sites.

Create some excitement. As a business and as a corporate citizen, Intel is making important contributions to the world, to the future of technology, and to public dialogue on a broad range of issues. Our business activities are increasingly focused on high-value innovation. Let's share with the world the exciting things we're learning and doing—and open up the channels to learn from others.

Be a Leader. There can be a fine line between healthy debate and incendiary reaction. Do not denigrate our competitors or Intel. Nor do you need to respond to every criticism or barb. Try to frame what you write to invite differing points of view without inflaming others. Some topics—like politics or religion—slide more easily into sensitive territory. So be careful and considerate. Once the words are out there, you can't really get them back. And once an inflammatory discussion gets going, it's hard to stop.

Did you screw up? If you make a mistake, admit it. Be upfront and be quick with your correction. If you're posting to a blog, you may choose to modify an earlier post—just make it clear that you have done so.

If it gives you pause, pause. If you're about to publish something that makes you even the slightest bit uncomfortable, don't shrug it off and hit 'send.' Take a minute to review these guidelines and try to figure out what's bothering you, then fix it. If you're still unsure, you might want to discuss it with your manager or legal representative. Ultimately, what you publish is yours—as is the responsibility. So be sure.

Contractors & Endorsements

Code of Conduct - Intel

YOUR RESPONSIBILITY











What you write is ultimately your responsibility. Participation in social media on behalf of Intel is not a right but an opportunity, so please take it seriously. Please know and follow the [Intel Code of Conduct](#). Failure to follow these guidelines and the [Code of Conduct](#) could put your participation at risk.

Taxonomy

- Editor-in-Chief to implement a complete corporate taxonomy guided by business and function need for:
 - storing, cataloguing and ‘tagging’ content
- A taxonomy ‘rule book’ in tandem with a new Content Management System will ensure effective meta tagging and content categorization by all publishers



General Business Taxonomy (v1.0)

- ▲  Accounting and Finance
 - ▷  Accounting Policies
 - ▷  Corporate Insurance
 - ▷  Corporate Restructuring
 - ▷  Financial Projections
 - ▷  Financial Reporting and State...
 - ▷  Financing
 - ▷  General Ledger
 - ▷  Leases
 - ▷  Taxes





Term Set Settings

Enter one or more terms, separated by semicolons, and select Find to filter the options to only include those which contain the desired values.

After finding the term set that contains the list of values to display options for this column, click on a term to select the first level of the hierarchy to show in the column. All levels below the term you select will be seen when users choose a value.

☒ Use a managed term set:

Find term sets that include the following terms.

- ▶ Managed Metadata Service
 - ▶ Demo Managed Metadata
 - ▶ Organization
 - ▶ **Departments**
 - Accountancy
 - Information & Technology
 - Management

☐ Customize your term set:

A custom term set will be available to other users in the site collection, however its terms will not be offered as suggestions in Enterprise Keywords columns.

Description

[Edit Using Term Set Manager](#)

Allow Fill-in

Select whether users will be permitted to add values to the term set. (Only open term sets will allow Fill-in)

Allow 'Fill-in' choices:

☒ Yes ☐ No

Default Value

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SharePoint Governance

A White Paper on Managing and Governing SharePoint 2010

By: Toby Ward
From: Prescient Digital Media
Date: Version 1.0 April 2012

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Case study: Best Western

Case study: Best Western

Hands-on Workshop

Hands-on Workshop

Workshop

- Pick a company to represent for the workshop, either one within your group or fictitious
- Develop the following:
 - **Strategy:**
 - Develop a Mission Statement (30 mins)
 - Develop 2-3 Goals; 2-3 Objectives (30 mins)
 - **Information Architecture**
 - Conduct a card sort exercise, and develop (30 min)

Strategy: Mission Statement Examples

“Our mission is to connect people with the ultimate places to play.”

“The intranet will foster innovation, interaction, collaboration, employee productivity and effectiveness globally, across the company”

Key words / phrases

INTRANET SHOULD (be)

- Connect
- Engage
- Business oriented
- Global
- Fun
- Customer focused

FEATURES:

- Reward and recognition
- Employee communication
- Employee development
- Idea management
- Training
- Feedback
- Dialogue
- Teamwork/collaboration
- Streamline
- Cost savings

Strategy: Objectives and Goals

Goal

- Qualitative
- Something worked toward, or striven for
- Something in which effort is directed to

Objective

- Quantitative
- The “finish line”: End result of an endeavor/effort
- Satisfies the SMART criteria
 - Specific, Measurable, Attainable, Realistic, Time Defined

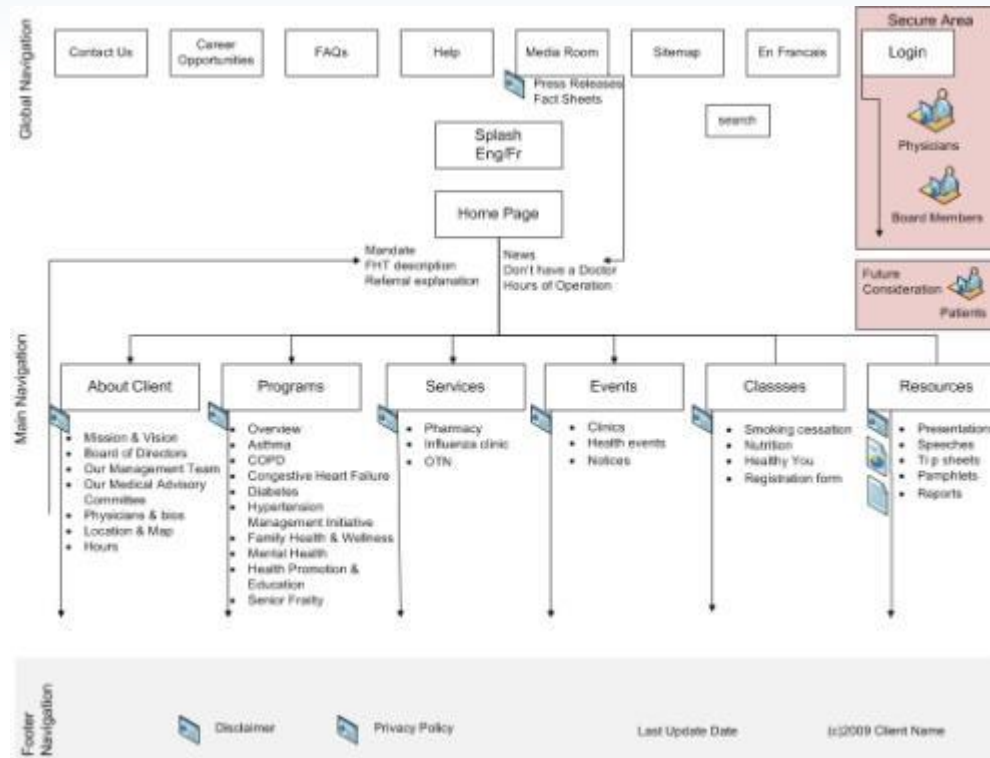
Goal Examples

- Increase employee productivity through efficiencies
- Improve communication
- Provide easier access to resources, templates and marketing tools
- Increase employee engagement
- Improve employee collaboration and knowledge sharing

Objective Examples

- Increase the quantity and quality of intranet content
- Increase the use of a single intranet throughout the company
- Reduce the number of clicks required to access information
- Create a better on-boarding experience for new hires

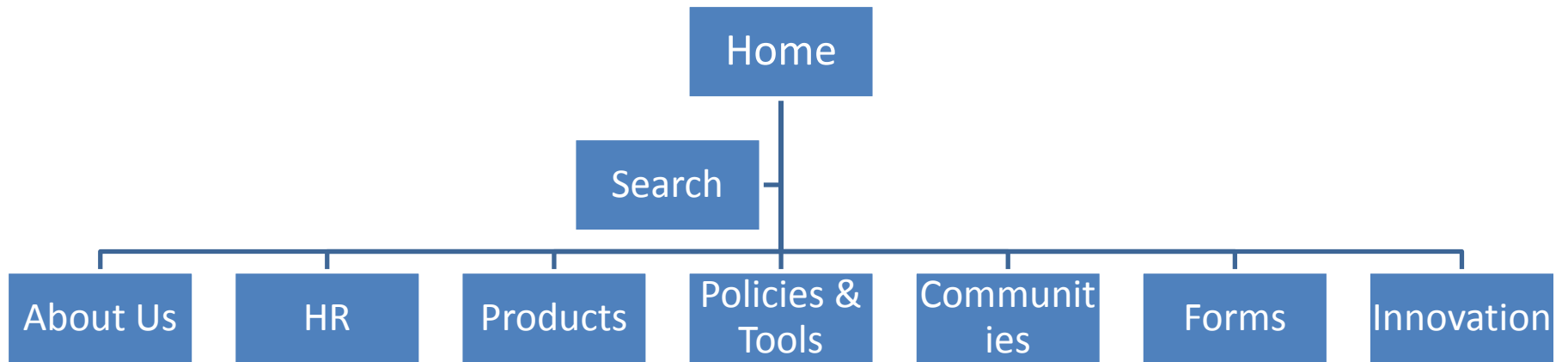
Information Architecture



I.A. Exercise

- Volunteer one really good, or really poor I.A. from an existing intranet
- Enhance or re-do I.A. with 6-10 parent categories

Sample IA



6 Killer Reasons

6 KILLER REASONS

Customer service

Wikis and blogs reduce customer service calls.

Excellent



Executives need it



94% of executives are using Web 2.0 to boost internal comms.

(Building the Web 2.0 Enterprise survey)



The competition does it

Hot Spots

- > Organisational Chart
- > Customer Advocacy
- > Net Promoter Scorecard
- > Multi-Brand Strategy
- > BT IT Service Desk
- > Westpac Academy
- > Alternative Remuneration
- > Wealth Merger Information Centre

Quick jump to...

> More hot spots

My Links

- > Google
- > SMH.com.au Business
- > ASX
- > BT Wrap Login
- > BT Super for Life site
- > Westpac Internet Banking
- > eBay
- > Twitter
- > AFR.com.au
- > BT Super calculator

+ Add a link > More my links

Popular Links

- Expense form
- Employee Benefits
- BT Reduces Carbon Footprint
- CabCharge Request
- Branch Locations & Hours
- BTFG Multi-Brand Strategy
- BTFG Branding Guidelines
- Staff Entitlements
- Global Bank Holidays
- BTFG Office Locations

> More popular links

Spotlight On



Mark Dietrechen
Relationship Manager
Mark was recently awarded the coveted Australian Private Banking Awards, Best Relationship Manager award.
> Learn more

+ Add new spotlight > Spotlight archive

News

Show: All Corporate Customers Employees Social

Supersize the Government's Tax Bonus Payment

Monday, 26 May 2009 10:10 AM | by John Smith 3 Comments
To more fully clarify the current exchange, a few aggregate issues will require addressing to facilitate this distributed communication venue.

BT Launches Twitter-based Customer Relations

Monday, 26 May 2009 10:10 AM | by Frank Wong 28 Comments
Upscaling the resurgent networking exchange solutions, achieving a breakaway systemic electronic data interchange system as a integrated out sourcing avenue to facilitate multi-level name value.

BT Athlete Dinner with James Tomkins & Grant Hackett

Monday, 26 May 2009 10:10 AM | by John Smith 24 Comments

BT Reduces Carbon Footprint by 30%

Monday, 26 May 2009 10:10 AM | by Mary Jones 18 Comments
Fundamentally transforming well designed actionable information whose semantic content is virtually null.

+ Add new story > More news stories

People Search

Enter keywords

> Advanced search

CEO Corner

- Social Media tools improve productivity
- Smooth integration
- New Super product launch

> More CEO Corner articles

Events

- Jun. 1 Red Nose Day
- Jun. 7 Flu Vaccination Program
- Jun. 10 Super Heroes Staff Promotion
- Jun. 14 Joan Smith's farewell drinks
- Jun. 21 City2Surf BTFG entries close

+ Add new event > More events

Notice Board

- Ride to Work - New bike racks
- Mary Jones from SIS had a baby boy!!!
- Staff discounts at Apple Store
- FOR SALE: 2005 Subaru WRX
- Looking for a room mate - Surry Hills

+ Add new event > More notices



Our Company

- > BTFG websites
- > CEO Corner
- > Press Releases
- > BTFG eNewsletters
- > Community Involvement
- > Corporate Responsibility
- > Westpac Intranet
- > Mr Easy's Blog
- > BTFG in The Media
- > Codes of Conduct
- > Sustainability

Our People

- > People Search
- > Staff Benefits
- > Staff Management
- > Recruitment
- > P&P Connect
- > Westpac People Portal
- > Staff Entitlements
- > New to BT
- > Payslips
- > OH&S
- > BTFG Sports Club
- > BTFG Social Club

My Job

- > Staff Support Line
- > Purchasing & Expenses
- > Career Development
- > BTFG Templates
- > Travel Bookings
- > Edit My Intranet Profile
- > Glossary of Terms
- > Book a Meeting Room
- > Policies & Procedures
- > Reporting
- > My Computer
- > Webmail Access





New hires expect it



Every single knowledge worker under the age of 50 uses it

NOISE TO SIGNAL
Rob Cottingham



Sorry, but it's gotta go. Management says
it could be used to access Facebook.



Finding ROI

Measuring Intranet Investments

A Prescient Whitepaper
Version 9.0 | Updated April 2009



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The Best Intranets, Intranet Global Forum

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March 19, 12:30 PM EST



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Volume 6 Issue 10

In This Issue

New Whitepaper:
SharePoint Governance

Webinar: Intranet and
SharePoint Governance

SharePoint for Intranet
Governance

5 Common Portal
Problems and their
Solutions

Prescient Presents

[New Whitepaper: SharePoint Governance](#)

SharePoint has become a dominant force in the world of intranet technology and is changing the way organizations think about governing and managing an intranet.

[Download](#) Prescient's latest whitepaper "SharePoint Governance" (38 pages, PDF)

DOWNLOAD 



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[Webinar: Intranet and SharePoint Governance](#)

Join Prescient for a webinar on April 24, 2012 for a discussion of various intranet governance models and the roles and responsibilities of all involved - from champions, to editors, to content contributors.



Questions?

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