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CHPRSL Intranet

Initial Investigation & Next Steps

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Background

2 OVERVIEW

CHPRSL are investigating the requirements for an Intranet to serve a number of purposes in the business.

An initial discussion with DTConsulting to draw out the starting requirements and onward functionality for the Intranet, set out the following starting parameters.

This document begins the process of evaluating the requirements of CHPRSL, together with the possible options to be considered.

This is not an exhaustive investigation of available options, nor a deep scope of works, but rather a high level starting point to enable Paula & Mark to discuss and agree the next steps.

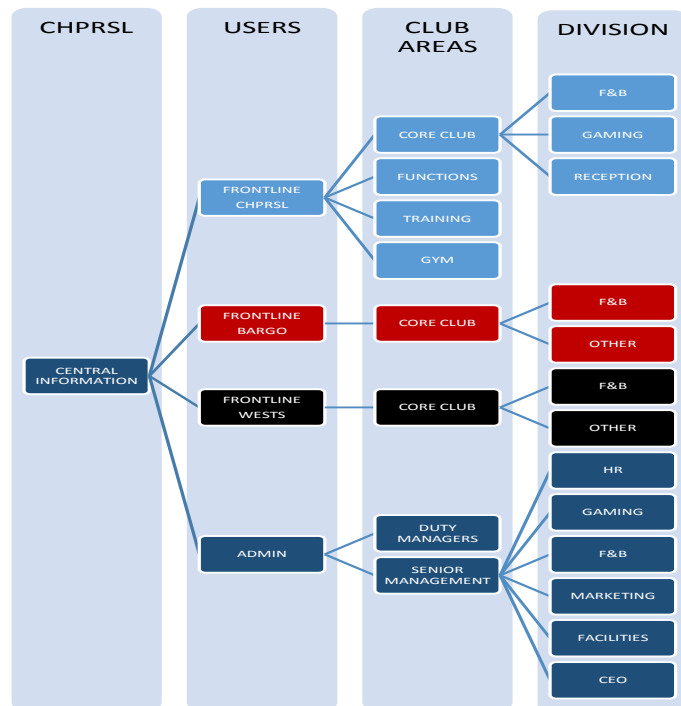
3 USERS

Initial discussions specified that a central information portal would need to address the needs of both **Admin staff**, who work in front of computers for the most part and the needs of **Frontline staff**, who have less need (and sometimes no need) to access a computer in order to do their job.

Further analysis identified different levels of users as well as the need to consider different divisions that would like to access different groups of information.

This diagram helps us to identify key stakeholders and interest groups in the business.

This is a good place to start, as the interest groups and their needs should drive the architecture of the Intranet.



4 ASSOCIATED TECHNOLOGIES & PRIORITIES

4.1 INTEGRATING LOGIN FOR OTHER APPLICATIONS

There are currently a number of different technologies in use that are accessed directly online or may be residing on a server. They include but are not limited to:

- Timeteq
- Meridian
- People Stream
- Rapid induct
- Survey Monkey

The HR team are also looking at an HRIS system, such as **EnableHR**, **Chris21** or other similar applications.

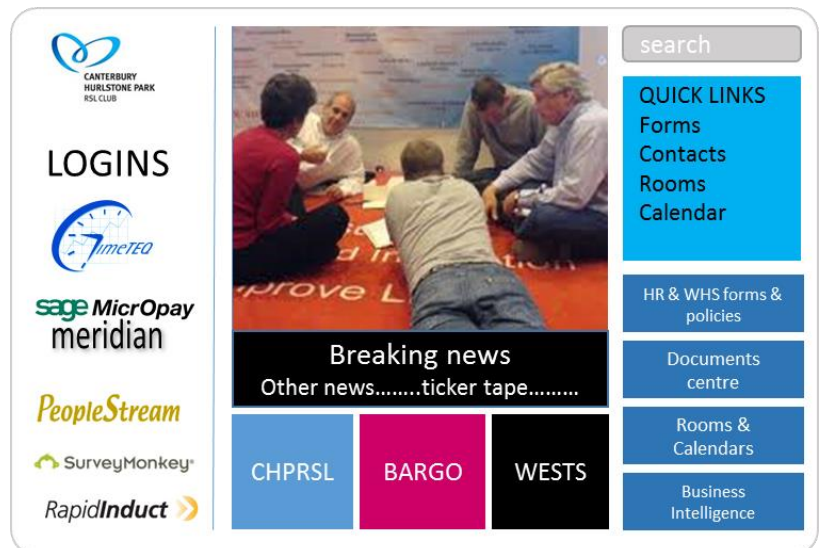
NEXT STEPS: Identify all applications that will need to be considered in a next level analysis. In order to make the Intranet as relevant as possible, it is important these applications should be found and accessed in one place.

4.2 PRIORITISING USER RELEVANCE AND NEEDS

This image is not a design, but represents a starting discussion about what the main aim of the Intranet is, what the business objectives are and who will use it for what purpose.

Initial discussions have indicated that the main requirements are as follows:

- Central repository for HR & WHS forms, policies & training procedures. These need to be accessed by all staff and easily found.
- Central room booking & access to event rostering calendar
- Central hub (but not the only method) to communicate breaking news, latest events and updates.
- Central depository and version management for documents primarily used and shared by Admin.
- Central location of quick link logins to other applications



NEXT STEPS: Interview stakeholders in each department to define user requirements and 'wishlist' and start the process of user involvement and feedback.

Intranet Project Considerations

5 BUSINESS OBJECTIVES, BUY-IN, BUDGET

5.1 OBJECTIVES

You must have a clear idea of what an intranet will bring to CHPRSL to meet specific business needs that will provide a return on investment. This will not be a quick or particularly cheap endeavor and will need priorities to plan for a phased rollout.

- **What are the non-negotiable aspects that you need to deliver first.**
- **What are the nice-to-haves that can wait for phase 2?**

Wanting staff to access documents in a central place is admirable, but may be better managed by creating a document management protocol on a central server.

Creating efficiencies in enabling staff to access documents remotely and be able to complete certain tasks more efficiently, is a good reason for an intranet. Using the intranet news feature to trigger SMS reminders and alerts for staff is also a great reason to look at such functionality.

5.2 BUDGET & BUY IN

Also, be clear about a budget and with it, buy-in from your project sponsor.

If the CEO does not believe that this project will streamline certain operations and bring benefits to the way the business is run on a daily basis, then he will not support the spend required directly in the development of the project and indirectly in the staff time/cost to support and manage it as an ongoing endeavor.

Finally, think about the Intranet as a living and evolving process, not a once off project. It does not all need to be delivered on the first day and you should plan phases, and then ongoing large milestones, to keep users coming back and editors a reason to focus on improvements.

Next steps: Agree a strategy, approve a budget and plan the project and key phases to be rolled out in a realistic timeframe. More on time and money at the end.

Common reasons for creating an Intranet

- Faster, more effective and easier access to data
- Increased and better communication
- Reduction in production costs
- Easier creation of teams, team working and collaboration
- Greater flexibility for staff to work in a variety of locations
- Centralisation of resources
- Online meetings reduce costs of travel
- Activity and task scheduling is more effective
- Document sharing and updating
- A common user interface allows better display of multimedia information
- Commonly used information sources can be catalogued for easy follow-up retrieval
- Monitoring (Intelligent) agents can be established to run an SDI service to staff
- Faster than using the Internet - don't rely on phones, fewer users
- Effective searching of small number of resources

6 PROJECT OWNER & EDITORS

Whilst it is helpful to have several editors involved in regularly updating the Intranet and specifically keeping specified areas up to date and functional, the Intranet needs one owner that can set expectations and a vision for the Intranet, and importantly drive its development.

Assign a single Primary Owner and then assign Chief Editors to specific areas. The intranet team can pull in help from others, but will guide the development of their assigned areas, in line with the vision of the Primary Owner. At this stage, we have discussed:

- **Primary Owner:** Paula,
- **Chief Editors:** Mark, Annette, Kathy, Marcel

Next steps: Agree Chief Editors and sub editors. These will form your steering committee to develop the Intranet to make sure it meets the needs of each department and is usable by those that will update it and those that will interact with it.

7 USER INTERFACE & APPLICATIONS

Ensure the Intranet introduces a new application or function that will make life better for users and serve as a strong reason to keep coming back.

For the admin team, that might be access to a Business Intelligence hub or a shared calendar. For others, it may be quick access to popular forms, a staff marketplace to advertise items (selling furniture, car, dance classes, etc)

Also ensure that the user interface is well designed and attractive. This is one of the main reasons why Intranets fail. The functionality of most may be technically advanced but they look so dull and are hard to update, so people are not drawn to either read them or interact with them. Since Intranets were first introduced, most people now are comfortable navigating most websites. Users expect the Intranet to be as easy and intuitive as a good website.

Spend time in defining architecture that is logical and simple. Again, most intranet technologies don't reflect the specific way that your CHPRSL runs, so their architecture may not make sense to anybody in your organization. Start with how people think about the business, where would they expect to find groups of information? What terms would they use to search with?

8 KEEP IT SIMPLE

Although the above points sound scary and ominous and like the Intranet may be the mother ship of all projects, it doesn't have to be. The points above are about doing the thinking and planning before you jump into the process of creating the site.

Don't overcomplicate the project, keep going back to objectives and decide if the great things that are being discussed and requested are going to help deliver your objectives. If not, put them in a review list to revisit once the main site has gone live.

Blogs & discussion boards sound like a great idea and may even be requested by some of the staff. But the reality is that under 30 people in CHPRSL are in front of a computer for most of the day. The rest of the staff would have to jump on in their lunch breaks or at home, and this is the time they are far more likely to jump onto Facebook.

Document protocols and defining search data, is an absolute essential part of this project and on its own may prove to be larger than the Intranet itself. If you are hoping that the Intranet will provide a solution to your current shared server document overgrowth, it won't. You will simply transfer the mess onto a new platform. However, do use this project as a driver to address your document protocols, in order to create a document management system that works and can be maintained by everyone.

Intranet Technology Options

Below, I have selected a few technologies that should be investigated further. I have invested most time in consideration of Sharepoint, with some time talking to an IT manager of a Corporate about his experience with it, as well as a Microsoft Project Editor about his views. I have then had a look at some of the other technologies on offer.

9 SHAREPOINT

I have focused on Sharepoint because it has great functionality in 2 of the areas that you currently have problems with: Document management and sharing/editing joint calendars.

Sharepoint is not an Intranet but rather a content management system, to which you ideally need to define and code an attractive user interface in order to access its functionality.

As a technology, it has developed substantially and Microsoft has recently released its 2013 version, which addresses some of the limitations that users have raised with past versions. It is also linked to the MS Office 365 online licence, so this now becomes an avenue to investigate for CHPRSL.

Sharepoint is increasing in popularity and use, with 70% of top voted intranets being built in Sharepoint. Of course this could also mean that 70% of the worst intranets are also built in Sharepoint. My point is that there are more developers and consultants that could help with a great intranet deployment than ever before.

Consider moving the MSOffice subscriptions to Office 365 and get Sharepoint included

For all the terminals you have in the club, CHPRSL should assess the benefit of changing to a leased software suite, which ensures you have access to the latest upgrades & features and everybody across the club is using the same version.

Office 365 refers to subscription plans that include access to Office applications plus other productivity services that are enabled over the Internet (cloud services), such as Lync web conferencing and Exchange Online hosted email for business, and additional online storage with SkyDrive and Skype world minutes for home.

The top recommendations & insights from my reading and short interviews with 2 users are as follows:

1. Improve search capabilities using embedded indexing of all content. SharePoint enables indexing not only by document or page titles, but also by all content on every page. The taxonomy model facilitates efficient metadata or full text searches with refinement options.
2. Facilitate document creation and management through MS Office integration.
3. Restrict and hide features, such as editing controls, from users who don't need them.
4. Plan for design customization and development to make SharePoint work well for your organization. It's a misconception that any out-of-box product will be great for an organization; such products typically require considerable design and development work. You will need to hire external resources to help with development.
5. Implementing your own design and brand is a SharePoint specialist's job, as is customizing the default SharePoint User Interface to draw attention to particular areas.
6. Keep permissions simple and define just a few user roles, otherwise you end up with many custom roles that become a nightmare to manage. Specialists recommend that ideally you should protect confidential documents or limited areas (they may not even show up for others), but don't put too much granularity in the permissions. The same Intranet can be used to deliver different content depending on the end-user.
7. Great design takes time. Brilliant design takes a little longer! This year the winning Intranets used an average of 2.3 years to develop. Then again, they were for massive organisations. It won't take 2 years but it is likely to take 6-12 months.
8. The concept of widgets has been adopted widely, allowing a certain amount of flexibility into the future

- Intelligent and automated notifications are used to keep users engaged with their content and other employees. Sharepoint allows the implementation of user defined workflows, so a document that needs sign off from several people can have alerts send to each person with a link to the latest version, and require a signature or feedback.

9.1 SHAREPOINT SITES DON'T HAVE TO BE DULL – THESE ARE SOME OF THE TOP SITES IN 2013:



The screenshot displays the 'mundo nextel' SharePoint site. At the top, there is a navigation bar with 'Headquarters' and regional links for Argentina, Brasil, Chile, Mexico, and Peru. A search bar and a 'Log In' button are also present. Below the navigation is a header with the 'mundo nextel' logo and a menu for 'Our Company', 'News & Media', 'Products & Services', 'Employee Resources', 'Tools & Applications', and 'Community'. The main content area is divided into several sections:

- Top News:** A large orange banner with the text 'Create your profile to win prizes! mundo nextel' and a sub-headline 'Complete your mundo nextel profile and be entered in a raffle to win Amazon, iTunes, and Starbucks gift cards!'. Below this are two news items: 'Nextel Mexico Launches Motorola Lead 1940' and 'Nextel Brazil Prepares for a Move in July'.
- My World:** A sidebar on the right containing 'My Team Rooms', 'My Personal Links', and 'Quick Links'.
- Multimedia Gallery:** A section with four video thumbnails: 'Nextel Mexico's Super Bowl Ads', 'How to Complete your Profile', 'Nextel Chile Dakar Team', and 'Nextel Peru 10k Race'.
- Other Widgets:** A 'New to the site?' widget with links to home page, profile setup, and team rooms. A '3G-ELT Programs' widget with a 'Download blackberry client' link.

At the bottom of the page, there are links for 'Follow', 'Email Link', and 'Feedback', along with a footer containing 'Help', 'Terms of Use', 'Site Map', and '©2012 Nil Holdings, Inc.'.

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Next-Gen Retail 2011 Awards

NCR Enterprise Preference Manager wins Customer Engagement Innovation Award from Retail TouchPoints.

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Hi, Stuart

March 11, 2011 11:35 AM

My Favorites | My Tools

- Asset - Add >
- Asset - Manage >
- Intranet Site Listing >
- Intranet Admin >
- Group Admin >

Add Favorites
Set Your Top Five

My Feeds | My Favorites | My Tools
My Messages (0)

Find People | Find Products and Services

[Find](#)

Name Phone Number Quicklook ID
 Select the Quicklook link to view additional information [Quicklook](#)

10 Mar 2011

"100,000 Jobs Mission"

NCR joins other large companies to commit to collectively hire 100,000 military members leaving active duty service and other veterans by the end of 2020.

08 Mar 2011

Bill Nuti on CNBC's Fast Money

What's ahead in the DVD rental market

03 Mar Intranet Site Listing >

11 Feb NCR SVP of Global Operations, Peter Dorsman, Shares with the Metro Atlanta Chamber of Commerce a Blueprint for Transformational Leadership >

18 Feb Financial Times: 20 questions with Bill Nuti >

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Breaking News: Important News Release about NCR

NCR has made a very important announcement. Please see the press release for details.

[Read the Press Release >](#)
[View video from Bill Nuti >](#)
[Read the email from Bill Nuti >](#)

[Breaking](#) | [QuickStart](#) | [Roadshow](#) | [Recycling](#) | [Gartner](#) | [Kiosk Launch](#)

Hi, Aileen

July 14, 2011 3:34 PM

My Favorites | My Tools

- Cash Dispensers >
- NCR SelfServ 25 >
- Competitive Intelligence >
- NCR SelfServ Entertainment Rent/Sell Kiosk Solution >
- Financial Services >

Add Favorites
Set Your Top Five

My Feeds | My Favorites | My Tools
My Messages (0)

Find People | Find Products and Services

[Find](#)

Name Phone Number Quicklook ID
 Select the Quicklook link to view additional information [Quicklook](#)

10 Mar 2011

NCR practices what it prints, reducing shipping percent with 2ST

NCR integrates its own two-sided thermal printing technology at warehouses.

08 Feb 2011

ATM Marketplace: NCR introduces high-volume premises market

NCR's new high-volume cash dispenser for the bank-branded

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21 Jun Mark Grossi featured in Payments Business magazine >

17 Jun Made in USA: Overseas jobs come home >

16 Jun Why One Retailer Chose Blockbuster Kiosks >

Blogs

11 Jul EasyPoint 3600 Training >

07 Jul Employee Engagement Week 13: Recognition in Hyderabad >

06 Jul NCR Engages on YouTube, Twitter and Facebook >

05 Jul Link directly to a book or video in Books 24*7 >

01 Jul >

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21 Jun Bill Nuti Q3 QuickStart Message >

21 Jun Chris Askew Q3 QuickStart Message >

23 Jun John Bruno Q3 QuickStart Letter >

07 Jul ATM Refurbishment Program >

[Last 30 days >](#)

10 COMPLISPACE

Complispace is an Australian organization I have some experience with. Even though I wouldn't recommend their out of the box Intranet, because it suffers from all the same issues that many intranets experience & hard to make look good without a designer and not too intuitive to update, it is worth considering if you will spend money to adapt a sharepoint site anyway: www.complispace.com.au

It is a fantastic resource for HR & WHS governance, as they work with a team of lawyers that update all policies and upload them and send updates for people to read and complete an assessment.

This is a small intro on them:

CompliSpace is a leading provider of Governance, Risk and Compliance (GRC) programs and services across a range of industry groups. Our cost effective, technology-enabled solutions, combined with our skills in organisational content integration, enable GRC to come to life in your organisation.

Delivering more than just a risk and compliance software solution, CompliSpace provides industry specific web-based policies and procedures that can be tailored and configured to suit your organisation's needs.

Policies are kept up-to-date with changes in law by a team of specialists to provide a complete governance framework that will enable you to stay on top of your legal and regulatory obligations whilst reducing the overall cost of compliance.

CompliSpace is designed to easily integrate into your business and can act as your company's communication platform or simply link into an existing intranet. The choice is yours

11 NEW USER FRIENDLY OPTIONS

The below are a new breed of Intranet sitebuilders – offering out of the box functionality that is designed to be user friendly but just as useful to a business. I think we should look into these further as they have merit. They are US based though, so some consideration for ease of consultancy should be given.

Intranet Connections has an interesting pricing option of \$9500 one off cost with unlimited users and a design offer between 1-5K which honestly would be a very cost effective solution.

<http://www.intranetconnections.com>

The others seem to be recommended in discussion boards and would merit a bit of further investigation

<http://bloomfire.com/>

<http://www.interact-intranet.com/>

<http://www.claromentis.com/au/intranet-software/intranet-features/>

<http://www.teamlab.com>

<http://www.liferay.com>

12 COSTS

The costs to develop an intranet for multiple users with different profiles vary greatly.

Most of the costs discussed on the internet refer to large corporates with over 1000 users, so it is hard to extrapolate appropriate costs. Also, because your users are tiered, this can change the way a deal is structured.

For a broad ballpark, based on lots of discussion boards, I think building a Sharepoint solution may set you back:

- Initial Consulting: 10-20K
- IA, Development, Design & Implementation: 20-30K
- Licences (for sharepoint and others that structure their costs this way) : based on 250 people = \$750 – \$2000 per month / \$9000 - \$24000 Year

Having said all of that, there are likely different approaches that could get you a bespoke built intranet for less with no ongoing fees (such as **Intranet Connections** above) so this is worth investigating further.

Next Steps

13 ROLLING OUT THE PROJECT

13.1 FULL INVESTIGATION

- Business requirements and objectives
- User requirements
- IT integration / application integration
- Technology research

13.2 STRATEGY & PLAN

- Strategy & Objectives
- Project overview plan
- Information Architecture
- User groups, Ownership groups
- User Interface design requirements / wireframe

13.3 TECHNOLOGY SELECTION

- Technology Audit
- Functional specification
- Solution evaluation
- Vendor selection
- Implementation roadmap

13.4 IMPLEMENTATION PHASE

- Project management
- Vendor management
- Content development
- User Interface design
- User interface development
- Content management
- Content migration

13.5 COMMUNICATION

- Training
- Change management
- Adoption & participation

14 HOW DTCONSULTING CAN HELP

I have carried out the work to date with no expectation of ongoing engagement and I urge you to not feel duty bound to give me something because you feel you have to. As a valued relationship, I am delighted to help you kick this project off.

I am supplying my rates and expected hours below, in case you would like to engage any further work.

- I would advocate following the above process, although the research into vendor options can happen in unison. This is because it would serve CHPRSL best to be working with the vendor as early in the process as possible, so they can help shape what can and can't be achieved, before the internal processes (stages 1&2 above) get too entrenched in the ideal solution.
- I would also recommend speaking to a data specialist about what is involved in establishing document protocols and how to tackle your current document challenge. This will help in selecting a vendor, if we understand the volume and complexity of documents to be shared.

I can certainly help CHPRSL with stages 1 & 2 of the process and can schedule interviews with stakeholders, to build the user requirements and understand technology limitations.

- A conservative estimate for the time to achieve stage 1 and 2 (with support from stakeholders in the development of Strategy & Objectives) is 20 - 30 hours, to include interview meetings with key stakeholders.
- My rate for this work is \$150/hour.

I hope you found the above document useful and it helps get your juices going on what CHPRSL could achieve with a well thought out, simple but effective Intranet.