

How Douglas College Engaged Faculty and Staff with a SharePoint 2013 Intranet

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Introductions

WHO WE ARE

➔ Introduction: Barbara Allen

DOUGLAS

- Faculty member – Douglas College, Computer Studies and Information Systems
- Worked and taught in the technology field for 38 years
- Current projects at Douglas College:
 - DC Connect – intranet
 - Ellucian – DegreeWorks
 - Decision Academic – Curriculum Navigator
 - SharePoint - Phase II – Team and Collaboration sites



➔ Introduction: Michal Pisarek



- Founder of Dynamic Owl Consulting
- Director of Product at Bonzai Intranet for SharePoint
- 6 X Microsoft SharePoint MVP
- Loves intranets and all things SharePoint!



A background image showing three people (two men and one woman) in a meeting, looking at a document. The image is dark and semi-transparent, serving as a backdrop for the text.

➡ Today's Agenda

- 1 Challenges and Opportunities
- 2 The Journey
- 3 The Solution
- 4 Q&A



Challenges and Opportunities

➡ Douglas College Challenges

No **Intranet** which lead to content being stored on the public site

A significant **reliance on email** as a the main form of communication, task and document management

The **employee content section on the public website is currently accessible publically, limiting the information that can be presented**

No **central landing place** for staff and faculty to visit for recent news, announcements and resources

Lack of transparency across faculties and departments due to no available, central, communication medium

Many process currently done with **paper based forms** and emails for tracking process status

Lack of governance and structure within fileshares resulting in many issues including duplication of content and lack of collaboration



Douglas College Opportunities

1. Centralized, organized and secure area to communicate to all staff and faculty within the college

2. Reduced reliance on emails as the primary document management and communication medium within Douglas College

3. Automation of paper based processes with automated forms and workflow

4. Integration of records management policies automatically into content placed on SharePoint

5. Increase in communication and engagement through social tools and organization of content

➔ Why SharePoint and Office 365

- Broad platform of capabilities with which to tackle multiple issues with
 - Forms and Workflow
 - Intranet Publishing
 - Document Management
 - Integrated Search
 - Records Management
 - Collaboration
 - Mobility
 - Much, much more





The Journey

How did we get here?

How did the themes come about?

Facilitated Opportunity Identification Workshop on February 27, 2015

- We asked: What are the top challenges for producing, sharing and managing information at Douglas College?
- Identification and Prioritization Exercises were Conducted

Conducted Individual Interviews with Representatives of the 3 Core Areas

- Intranet Meeting: March 11
- Forms & Workflow Meeting: March 12
- Collaboration Team Sites Meeting: March 16
- Reviewed Current State for all 3 Areas

Provided Recommendations Document

- Summary and Analysis of Findings
- Provided Activities, Scope and Cost Estimates for the 3 Core Areas and other Considerations

➡ Key Recommended Areas



➡ What can Intranets do?

Provide trusted
information

Deliver internal
communication

Foster staff
engagement

Promote
organizational
culture

Streamline
business
processes

Knowledge
Management

Find people and
expertise

Access to
common
documents

Access to tools
to do my job

Anywhere
access

Help in on/off
boarding

What type of information do Intranets have?

News

Events

Calendars

Policies/
Procedures

Forms

Stock
Information

KPI's

How Do I's

FAQ's

Employee
Spotlight

Important
Announcements

Employee
Directory

Standard
Operating
Procedures

Tools

Templates



Collaboration Sites

Projects

- Centralized areas for cross functional projects

Department / Faculty

- Internal working areas for faculties, departments and international office departments

Committees

- Management of committees including agendas, meeting minutes, tasks and communication

Community of Practice

- Area for knowledge exchange including conversations, documents and calendars

Event Planning

- Many events are being planned at Douglas all the time

➡ Forms and Workflow

- Many paper based processes caused many issues across the organization
- Automated and electronic forms and workflow has huge potential savings and efficiency gains





The Solution

INTERNAL COMMUNICATION AT DOUGLAS COLLEGE

➡ Douglas College Intranet Goals

Employee
engagement and
two way dialogue

Centralized,
streamlined
communications

Enhanced search
for all content

Consolidate
Standard
Operating
Procedures

Find people by
name, role, skills
or expertise

Single area for
forms

Ensure content is
organized in a way
that users can find
it

Departmental
information readily
available

Showcase events
within the college

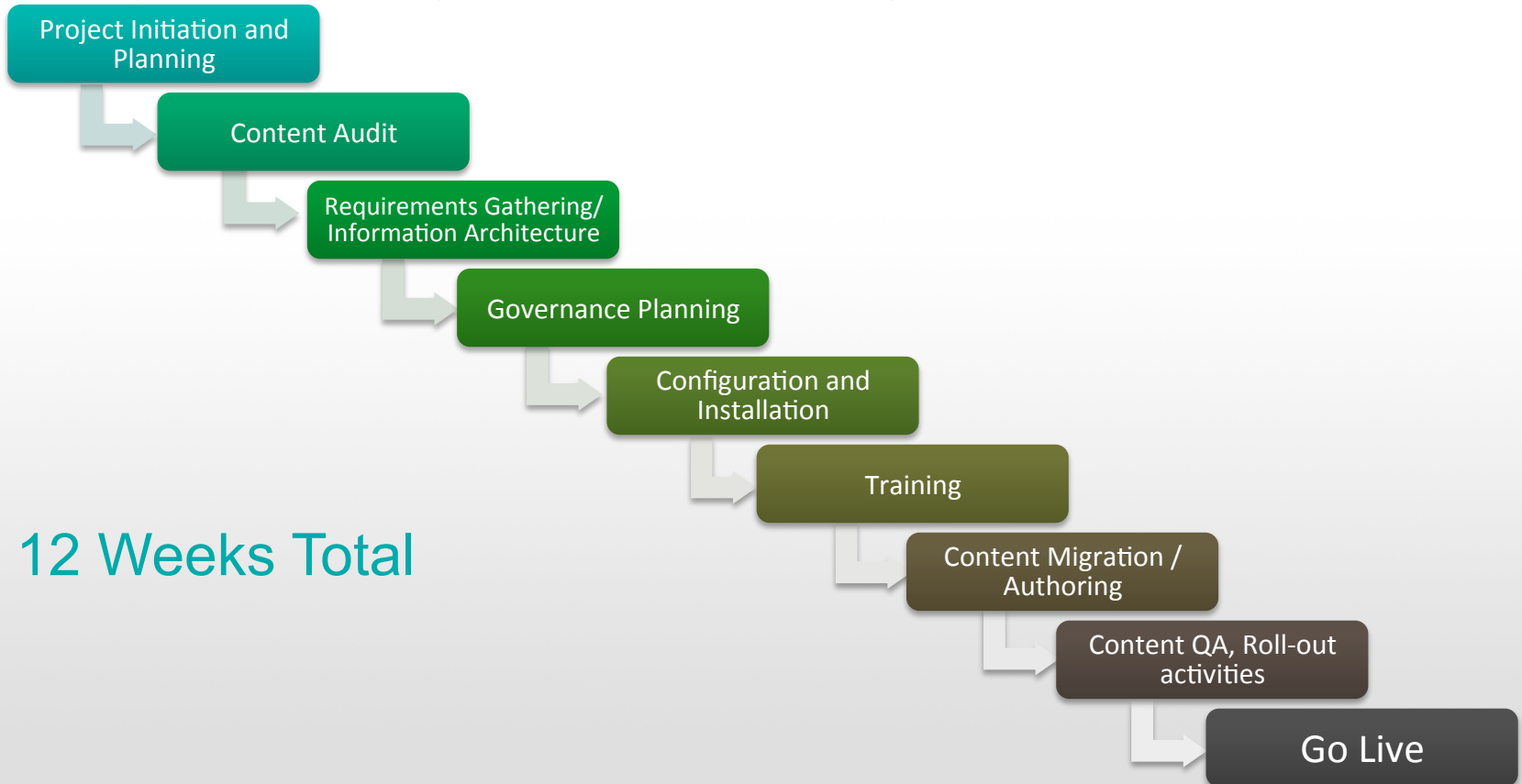
Tools and
templates area

Showcase various
projects

Douglas College Intranet Demonstration



Douglas College Intranet Progress





Who should be involved?

Intranet Creation

- Executive Sponsors
- Project / Business Owner
- Business Units / Departmental Representatives (Content)
- Core Project Team (PM, Analyst, IT etc.)

After Launch

- Governance Committee
- Intranet “Owner”
- Content Authors / Contributors
- Content Approvers
- SharePoint and Bonzai Administrators

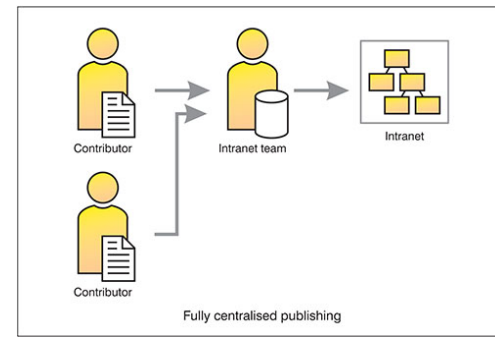


Roll Out Activities

- **Via email in the early stages**
 - What is an intranet and why we are doing it
 - Navigation Test participation
 - Contest for “Name the Intranet” with prizes
 - Weekly “sneak peaks” of functionality such as look of a department page, employee profile or market place
- **Just before launch**
 - Rack card and chocolate placed on all employee keyboards with an explanation of what DC Connect is and why your browser now opens to DC Connect
- **During our annual kick off barbeque**
 - Demos and employee profile set up

➡ Intranet Governance

- Governance is key for long term Intranet value
- Establish a governance committee for the Intranet
- Defined roles and responsibilities
- Determined permissions and content authoring guidelines
- Content Publishing Models
- Established support process



Visitors

Authors

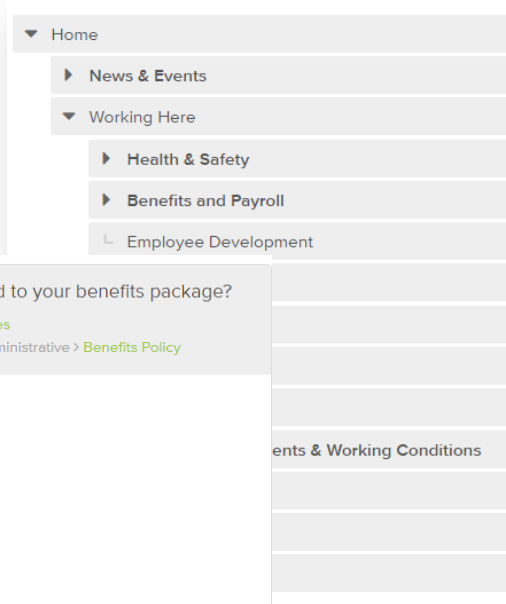
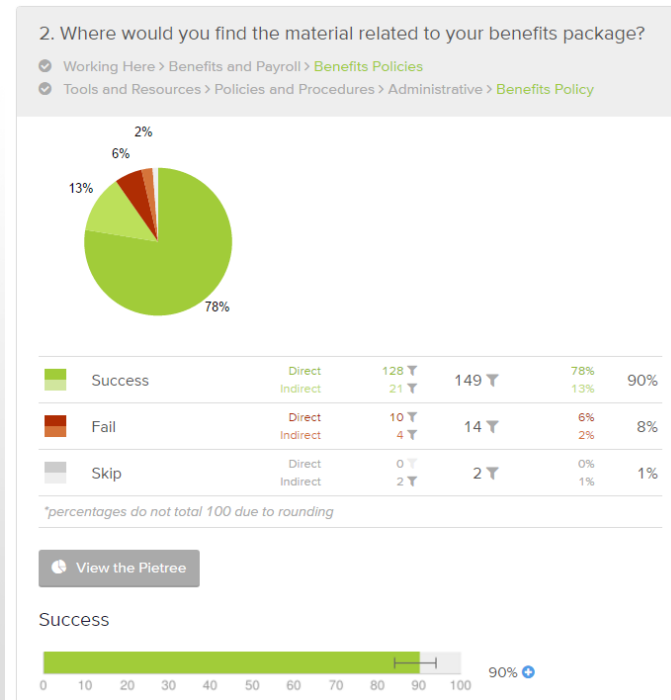
Reviewers

Owners

Administrators

➡ Information Architecture

- Several stage process to ensure that content can be easily found
- **Card Sort** to determine broad level categories of content
- Initial site structure and wireframes were developed
- Two rounds of **Tree Testing** for findability and navigation
- Improvement from 63% findability to 83% due to testing
- Over 250 participants over the two tests



Project Challenges



There is never a good time to do a large project

No real SharePoint expertise within the college

Change management within the college regarding communication and collaboration

Migration process from a public site to an internal site required considerable effort

Basic technology challenges with a wide range of users

Faculty buy in

Active Directory structure needed a rehaul

Project Successes



Reduction of email communication has been extensive

Communication transparency improving across the college

Social features and engagement within the Intranet is starting to grow

Active Directory clean up occurred

Buy in for future SharePoint projects including collaboration and forms/workflow

Centralized and easy to find forms within the college