Bringing it all together: developing the QUT intranet strategy

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Background – Who am I...

Question:
How many Librarians does it take to change a light bulb?

Answer:
I don’t know – but I can help you to find out

kaddy (2009) light bulb – broken filament Via Flickr: http://www.flickr.com/photos/63854529@N00/5304767092/
How many librarians......

Students
“I’m doing an assignment about light bulbs and librarians that have changed them in history”

Researchers
“I have a grant to study the light bulb changing habits of librarians in Queensland”

But what about our internal information?
“Haven’t we gotten librarians to change light bulbs before? How many did it take that time?”


QUT activities

• Teaching and Learning
  – Science and Engineering
  – Business
  – Creative Industries
  – Law
  – Health
  – Education

• Corporate Education
QUT activities

- Research
  - Health and Biomedical Innovation
  - Creative Industries
  - Sustainable Resources
  - Information Security

Stats!

Staff
- 7,000+ total
- 29% casual academic (sessional)
- 37% more than one job
- 30% are also students
Stats!

- Students
  - 40,000+ enrolled students.
    - undergraduate
    - postgraduate coursework
    - higher degree research (HDR);
  - internal and external
  - full time and part-time

QUT intranet

- This is where it starts to get confusing.....
SharePoint at QUT

As well as.....

info@qut

Problems

It’s complex

No one is in charge

Working hard just to maintain status quo

“It takes all the running YOU can do, to keep in the same place. If you want to get somewhere else, you must run at least twice as fast as that!”

Lewis Carroll (1871) Through the looking glass, and what Alice found there

Starting to develop strategy

• Asking why
  – Why the problems?
  – Why do we want to have a strategy?
• Finding common ground
  – Consulting with stakeholders
  – Comparing responses
• Gaining agreement

Asking Why

- Reasons
- Pain points
- Problems
- Issues

Finding common ground

- Consultation
- Have a say!
- What is your intranet?
- What would you like to see happen?
QUT Intranet Strategy

- Current situation
- Vision and definitions
- Objectives
- Principles
- Recommended governance structure

Defining a shared vision

Group at Hokio Beach, Horowhenua district. 1 January 1909. Via Flickr: http://www.flickr.com/photos/nationallibrarynz/
Vision and Definitions

A resource for staff, students and external partners that delivers personalised and dynamic information and communications, collaboration and activity tools to improve productivity and achieve QUT’s business objectives.

The QUT intranet will transform business capability by:

- Being intuitive, efficient and the easiest way to get things done;
- Providing a consistent, quality and reliable experience;
- Being a source of authoritative communications and information;
- Being clearly owned, driven and continuously improved by an identifiable area; but
- Incorporating localised content, communications and innovations to foster a sense of community and identity at a Faculty, Divisional or Institute level; and
- Providing a personalised experience where resources are targeted to the user and their role.

Objectives

Spring-board jumping, c1910s. Via Flickr: http://www.flickr.com/photos/nationallibrarynz/
Objectives

1. Develop intranet **resources** to improve efficiency
2. Establish a coordinated approach to **managing** and **improving** intranet resources across QUT
3. Gradual **consolidation** of duplicate intranet resources across QUT
4. Set up a QUT intranet owner to standardise guidance and ownership

Principles

- **Intranet Business Value**
  - Ownership: Accountability and user confidence
  - Client Centric: Audience aware design & value
  - Transparency: Exposing activities & connecting people
  - Consistency: Common experiences & platforms
  - Holistic: Enterprise wide, for the common good
  - Sustainability: Repair, reuse & redirect

- **Responsive** Continual improvement for quality
Governance Structure

- Business sponsor
- Technical Sponsor
- Steering committee
- Intranet owner group
- Community of practice
Challenges ahead


Project Fatigue

Cross-organisational cooperation


Questions?

Man with his ventriloquist dummy c1870 Via Flickr: [http://www.flickr.com/photos/nationallibrarynz/](http://www.flickr.com/photos/nationallibrarynz/)