



# ST EDMUND'S COLLEGE CANBERRA

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- Class of 2099
- Class of 2100

## Lost Alumni 1990s

1950s-60s -- 1970s -- 1

### Class of 1990

James Alford Gregory Gow

## Damien Battisson

Terry Brown  
 David Burnheim  
 James Butlet

Scott Howlett  
 Michael Hubzin  
 Justin Hynes

facebook

Search

**Damien Battisson** Questions

Damien's Answers

Who is the best Blues player of all time? (10 options)

Chris Judd

Info

Questions (1)

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### Damien Battisson (2nd)

at Australian Government Department of Education, Employment & Workplace Relations

Canberra Area, Australia | Government Relations

#### Current

- **Director - dnet (Intranet & Collaboration Solutions) at Australian Government Department of Education, Employment & Workplace Relations**

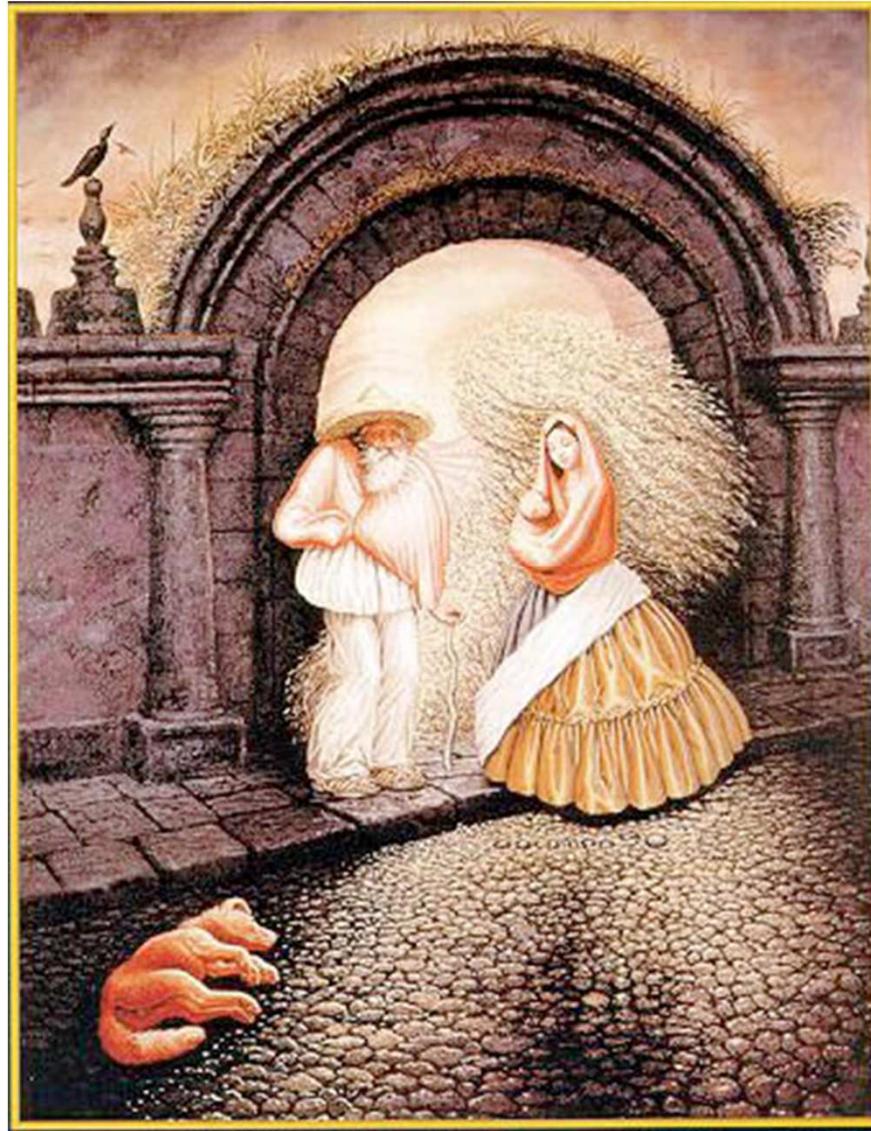
# Governance in the Real World



Damien Battison  
DEEWR



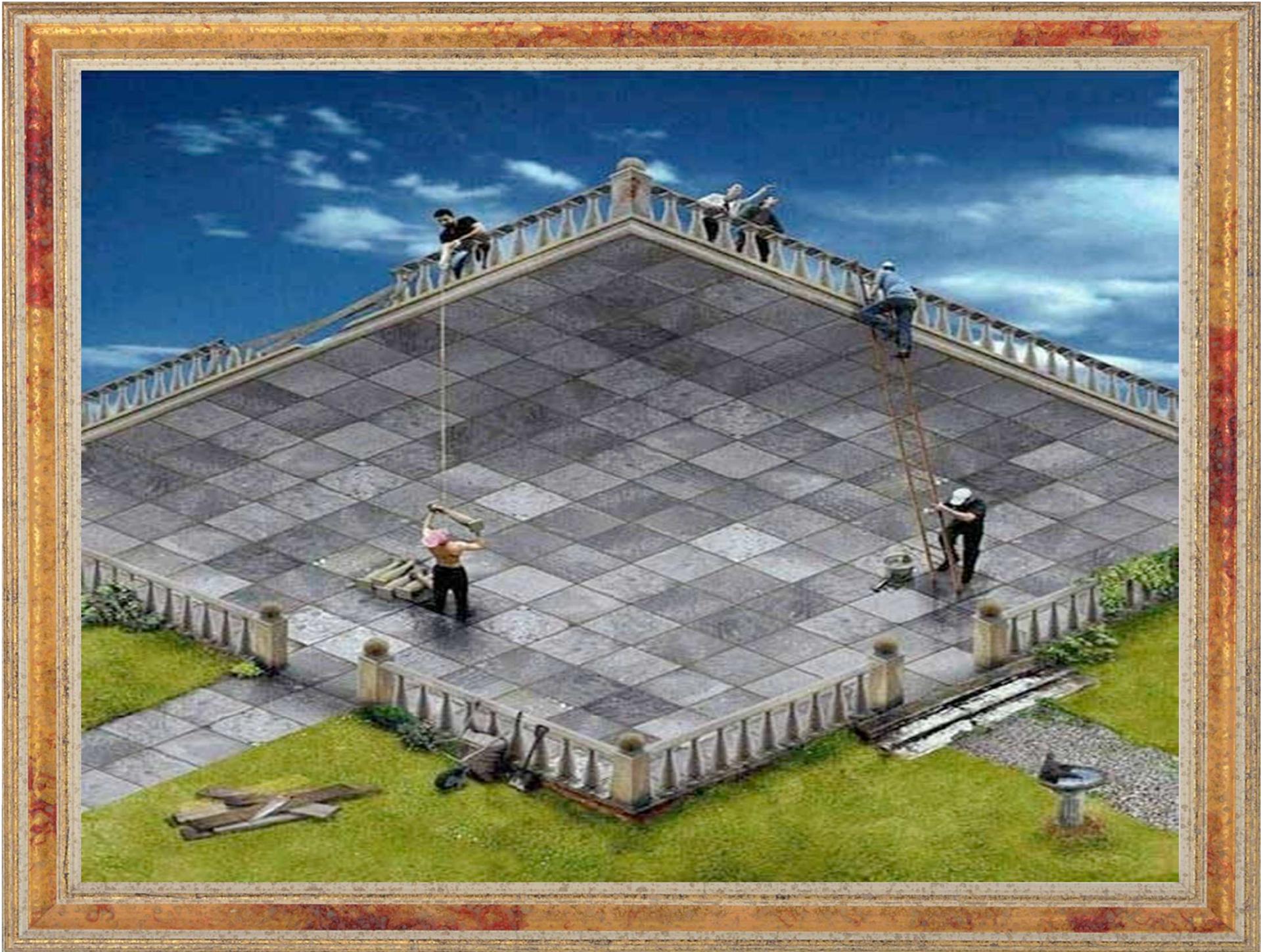
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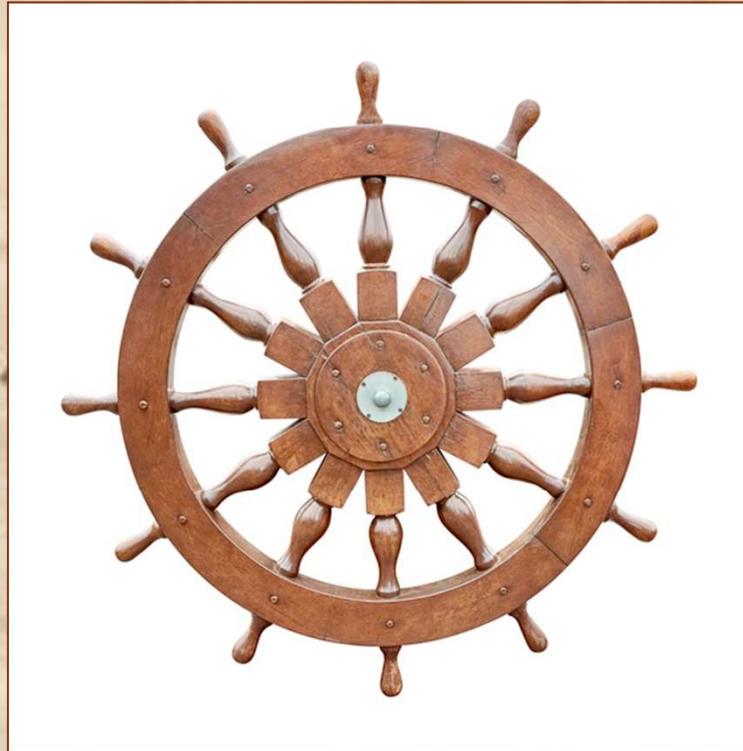
GOVERNANCE



YOU  
ARE  
HERE







κυβερνάω [*kubernáo*]  
“To steer”



GOVERNANCE





*Happiness [Governance] is the road, not a destination...*

Father Alfred D'Souza



*There are only two mistakes one can make along the road to truth [governance]; not going all the way, and not starting.*

Buddha



*We all want progress [governance], but if you're on the wrong road, progress means doing an about-turn and walking back to the right road; in that case, the one who turns back soonest is the most progressive.*

C. S. Lewis



*Standing in the middle of the road is very dangerous; you get knocked down by the traffic from both sides.*

Margaret Thatcher



*Your goals are the road maps that guide you and show you what is possible for your life [intranet].*

Les Brown

# Why is Governance important?

**Q:** Why is it difficult to get people in the organisation to care about the intranet?

**A:** If you don't know where you're going, you won't know how to get there or how to bring people with you.





# Organisation Goals > Intranet Goals

**Transparency** – know what the organisation and the respective teams within it actually do

**Expertise** – find someone in the organisation who can help with my problem

**Alignment** – ensure the organisation is working to achieve business objectives

**Risk and Compliance** – identify risks and implement controls to mitigate them

**Standardisation** – ensure the different parts of the organisation are operating in the same way

**Automation** – ensure the IT department is automating the right thing, reusing systems, and keeping costs down

**Process Performance** – understand how the organisation is performing from a customer's point of view





GOVERNANCE



# Roadmap

1. Ownership
2. Governance Committee
3. Strategy
4. Governance Framework
5. Enforce the Rules
6. User Feedback
7. Eye on the Future

# Ownership

- ▶ Declare the Owner
  - Communications
  - IT
  - IM/KM
  - HR



# Governance Committee

- ▶ Representatives from related disciplines
- ▶ Roles and responsibilities
- ▶ Strategic decisions
- ▶ Make the rules
- ▶ Authority
  - Endorse
  - Enforce



# Strategy

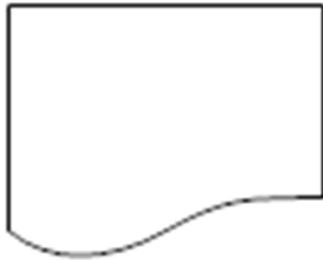
- ▶ Decide your destination
- ▶ Align with organisation strategy and direction
- ▶ Where are we now?
- ▶ Where are we heading?
- ▶ What will be delivered in the meantime?
  - Information architecture
  - Content management
  - Centralised or de-centralised authoring
  - Permissions
  - Social media (video, blogs, wikis?)
  - Team sites
  - Marketing and promotion
  - Standards and guidelines
  - Training and support
  - Staff, skills and resources



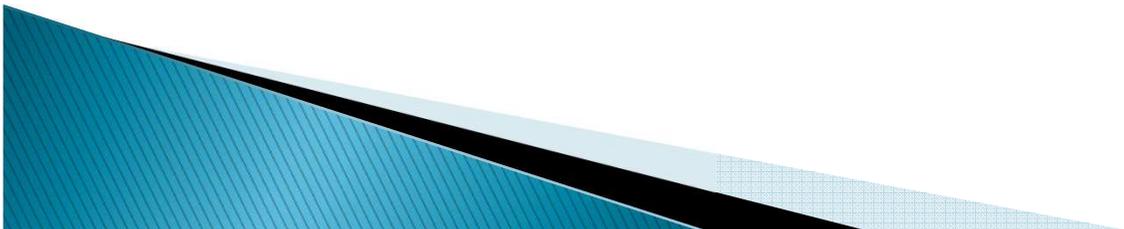
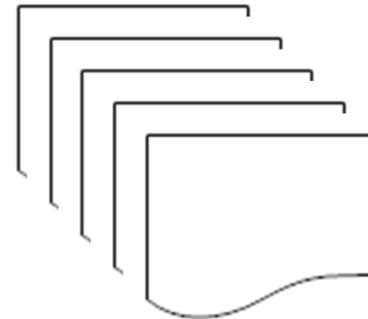
# Governance Framework



The Framework



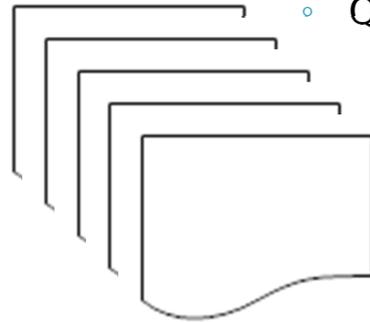
The Rest



# Governance Framework

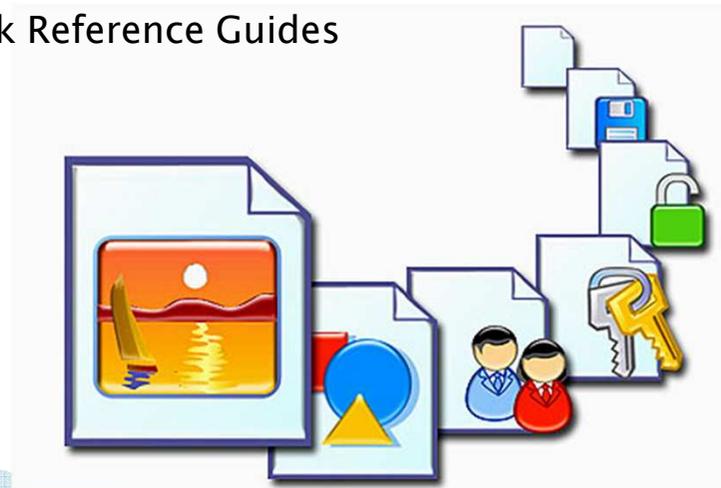
## Policies & Guidelines

- IT Security
- Information Management
- Record Keeping
- Document Management
- Data Classification
- Retention and Disposal
- Code of Conduct
- Privacy
- Copyright



## Training & Support

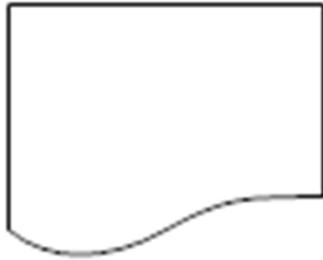
- Help Site
- FAQ
- Video Tutorials
- Style Guide
- Accessibility Guide
- User Guides
- Training Calendar
- Quick Reference Guides



## System Administration

- Back up & Restore
- Change Management
- Disaster Recovery
- Hardware
- Scheduled Tasks
- Storage Quotas

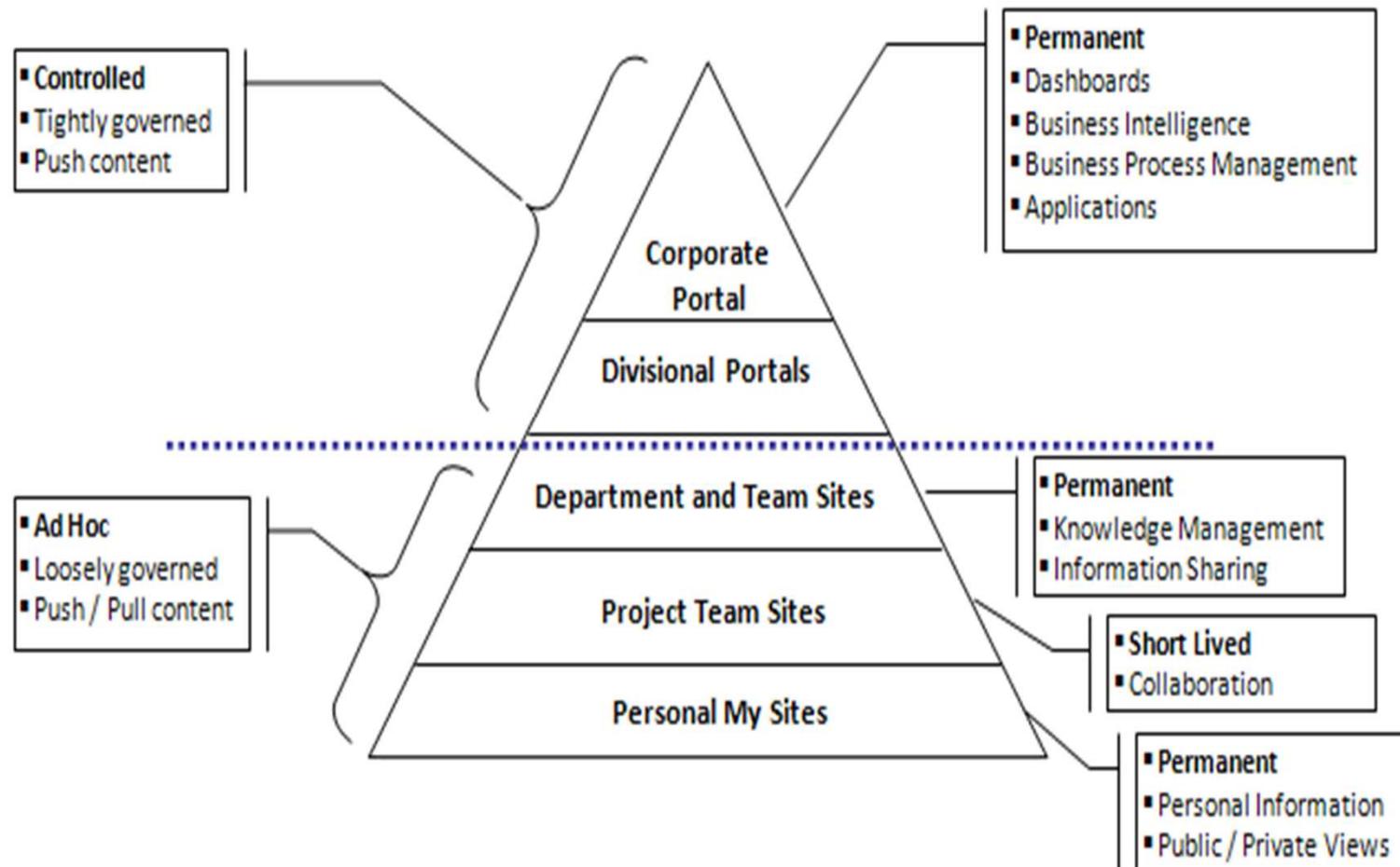
# Governance Framework



... sets out clear lines of **accountability** for the intranet's operations and includes **roles** and **responsibilities** for the **key players**.



# Governance Framework



# Governance Framework

Information Design	Characteristics	Owners	Management and Support
Home	<ul style="list-style-type: none"> <li>Permanent</li> <li>Sharing information</li> <li>Content, Applications</li> <li>Controlled; tightly governed</li> </ul>	<ul style="list-style-type: none"> <li>dnet</li> <li>Corporate Communications</li> </ul>	<div style="display: flex; flex-direction: column; align-items: center;"> <div style="background-color: #f96; width: 10px; height: 100%; margin-bottom: 2px;">Database, Release and Technical Management</div> <div style="background-color: #fff; width: 10px; height: 20px; margin-bottom: 2px;"></div> <div style="background-color: #90ee90; width: 10px; height: 20px; margin-bottom: 2px;">Operations/Support/Content Management</div> <div style="background-color: #90ee90; width: 10px; height: 20px; margin-bottom: 2px;">Content management</div> <div style="background-color: #90ee90; width: 10px; height: 20px; margin-bottom: 2px;">Support &amp; Operations</div> <div style="background-color: #90ee90; width: 10px; height: 20px; margin-bottom: 2px;">Communication/Content Management</div> <div style="background-color: #90ee90; width: 10px; height: 20px; margin-bottom: 2px;">Support &amp; Operations</div> <div style="background-color: #90ee90; width: 10px; height: 20px; margin-bottom: 2px;">Communication/Content Management</div> </div>
News Portal	<ul style="list-style-type: none"> <li>Permanent</li> <li>Push information to users</li> <li>Content</li> <li>Controlled; tightly governed</li> </ul>	<ul style="list-style-type: none"> <li>Corporate Communications</li> </ul>	
Services Portals	<ul style="list-style-type: none"> <li>Permanent</li> <li>Sharing information (push / pull)</li> <li>Content</li> <li>Controlled</li> </ul>	<ul style="list-style-type: none"> <li>Portal site owners</li> <li>dnet</li> </ul>	
Organisation Portal	<ul style="list-style-type: none"> <li>Permanent and Temporary</li> <li>Sharing information (push / pull)</li> <li>Collaboration</li> <li>Controlled</li> </ul>	<ul style="list-style-type: none"> <li>Portal site owners</li> </ul>	
Social Networks Portal	<ul style="list-style-type: none"> <li>Permanent and Temporary</li> <li>Sharing information (push/pull)</li> <li>Light control, Ad hoc governed</li> </ul>	<ul style="list-style-type: none"> <li>Portal site owners</li> </ul>	
Program Portal	<ul style="list-style-type: none"> <li>Semi-permanent</li> <li>Sharing information</li> <li>Controlled, ad hoc governed</li> </ul>	<ul style="list-style-type: none"> <li>Portal site owners</li> </ul>	
Project Portal	<ul style="list-style-type: none"> <li>Semi-permanent</li> <li>Collaboration</li> <li>Light control, Ad hoc governed</li> </ul>	<ul style="list-style-type: none"> <li>Portal site owners</li> </ul>	
Bulletin Board	<ul style="list-style-type: none"> <li>Permanent</li> <li>Shared information</li> <li>Ad hoc, lax control</li> </ul>	<ul style="list-style-type: none"> <li>dnet</li> </ul>	

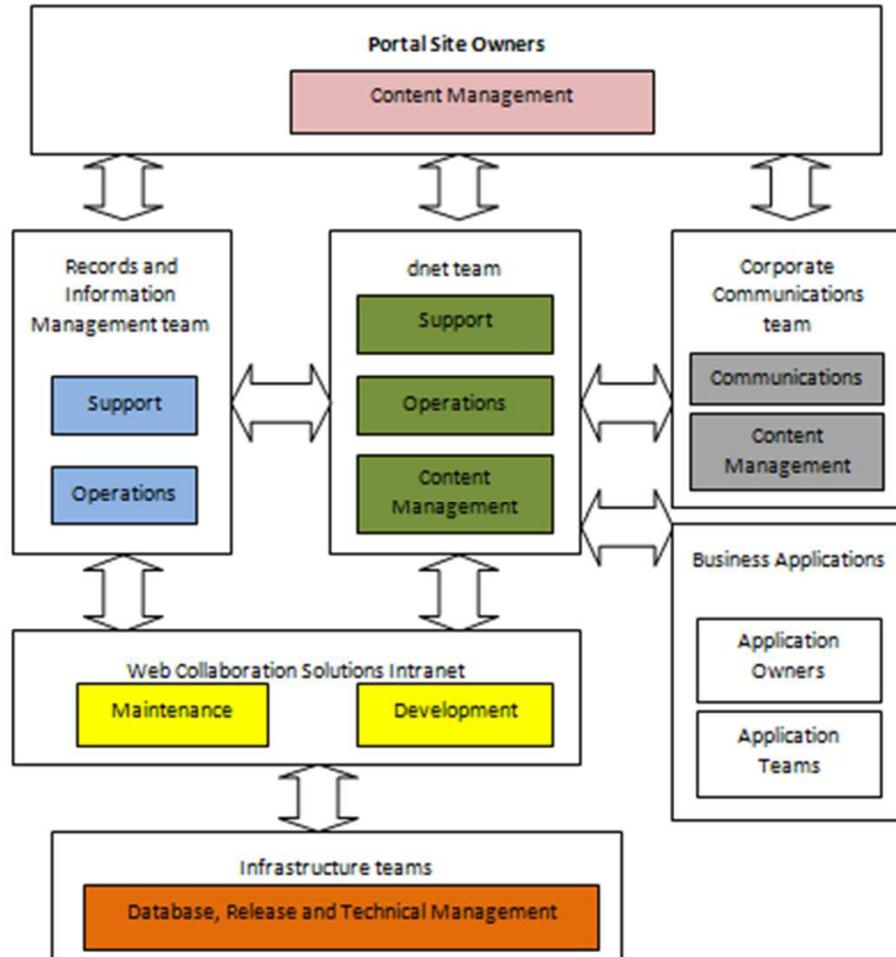


Figure 2 – DEEWR Intranet Management and Support Structure

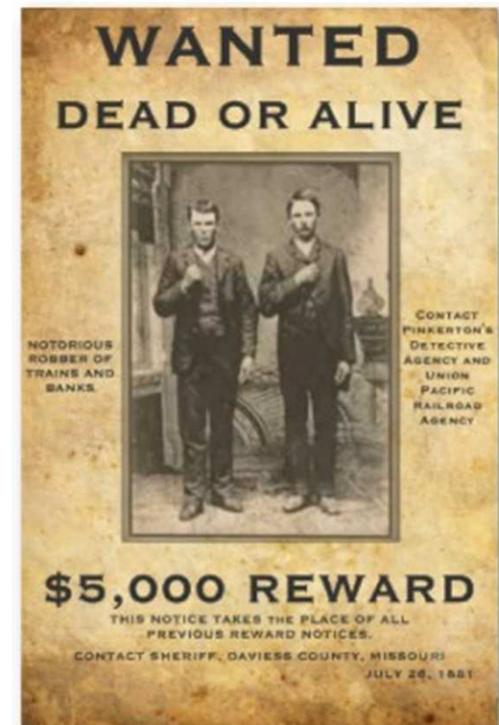
# Governance Framework

Role	Responsibility							
	<i>R = Responsible ; A = Accountable; C = Consulted; I = Informed</i>							
	Reporting		Intranet Management and Support				Technical Support	Infrastructure Architecture
	WGC	IGWG	dnet	RIM	Corporate Communications	Portal Site Owners	WCS	Infrastructure / iArchitecture
Maintain Governance documents	I	A/I	R/A	R	C		R	
Monitor Governance Framework	I	A/I	R/A	R	C	I	C	
Maintain dnet policies and procedures	I	A/I	R/A	C	C	I/R	C	
Maintain ddocs policies and procedures	I	A	C	R/A	C	I	C	
Information management strategies and promotion	I	I	C	A	I	I	C	
Dnet Web Accessibility strategies and promotion	I	I	A	C	I	R	R	
Compliance with Government policy, legal requirements, best practices	I	A	R	R	I	R	R	R



# Enforce the Rules

- ▶ You can't be the police if you don't have the law!
- ▶ People want to know the boundaries
- ▶ How to deal with non-compliance?



# User Feedback

- ▶ Users are the most qualified
  - Decide if something works
  - Settle disputes
- ▶ Usability – card sort, prototype, test, repeat...
- ▶ Feedback facility
  - Rate this Page
  - Contact point
  - Follow up
- ▶ Adjust the Steering Wheel!



# Eye on the Future



- ▶ Social Media Policy – start one!
- ▶ YouTube, FaceBook, Twitter
- ▶ What are you doing about it?
- ▶ Research, investigate, evaluate...