



From FrontPage to SharePoint 2010

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From the trenches ...

- Energex and our 'situation'
- Moving to the_source
- Challenges
- Lessons learnt
- Looking forward ... what does the future hold?



About our intranet ...

- around 300 content authors
- Accessed by around 2000 office-based staff; different version of intranet available to field staff
- In January 2010, the intranet attracted almost 2,000,000 hits ... one year later it attracted over 3,500,000
- provides gateway to many of our most important applications
- In February, over 40,000 requests were made through the intranet search engine

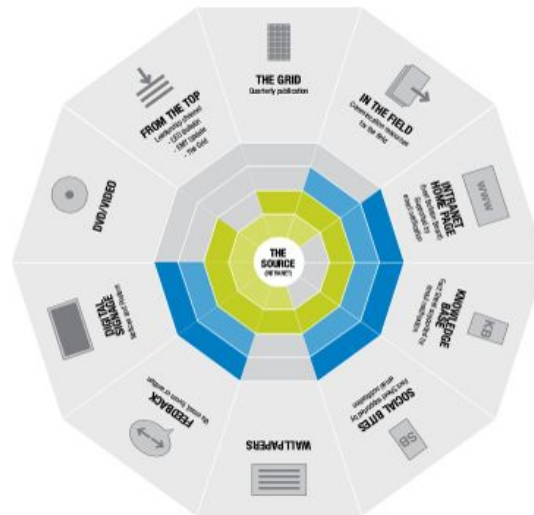


Current situation

- Microsoft FrontPage is not supported anymore – the intranet is sitting on a broken platform
- no opportunity for growth with emerging collaborative and communicative tools
- poor traffic analysis and user statistics; no reporting mechanisms for evaluation and improvement
- site map based on organisational structure rather than user-needs



Internal Communication design wheel



What we are ... and what we want to be



Robertson, J (2009) What every intranet team should know NSW; Step Two Designs



Moving to the_source



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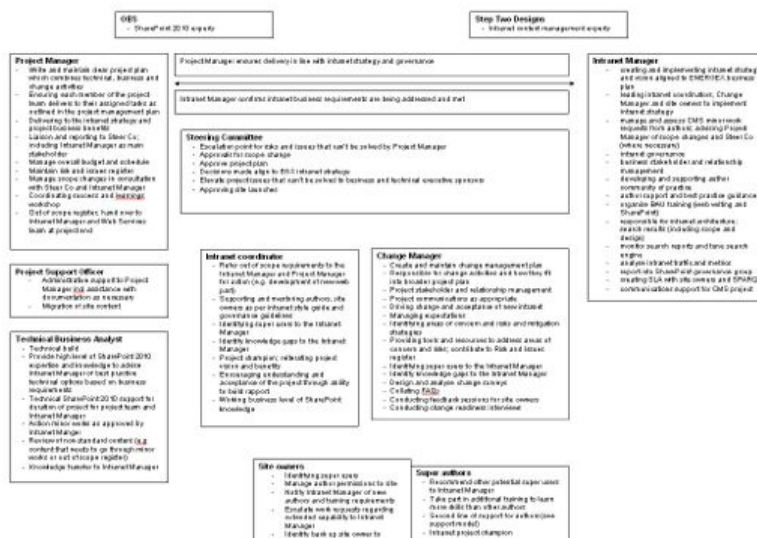
Staggered move



Project team ... who does what and the role of the intranet manager



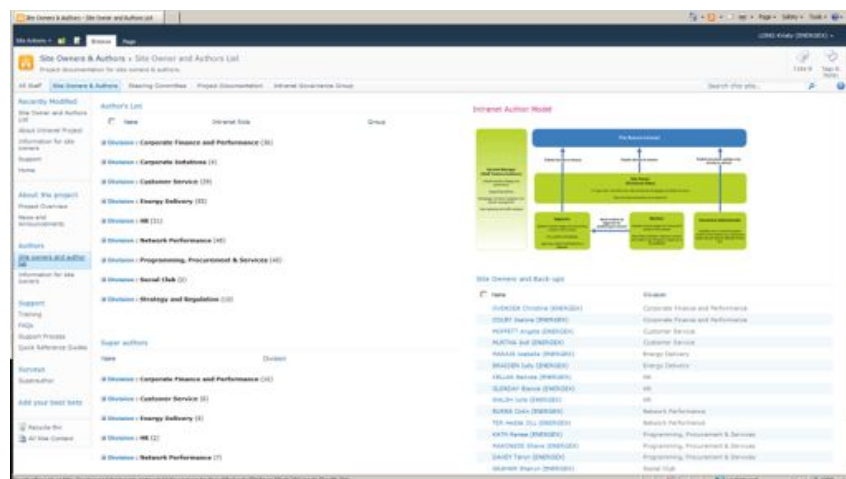
About the Intranet Project



Training – introducing people to the scary stuff

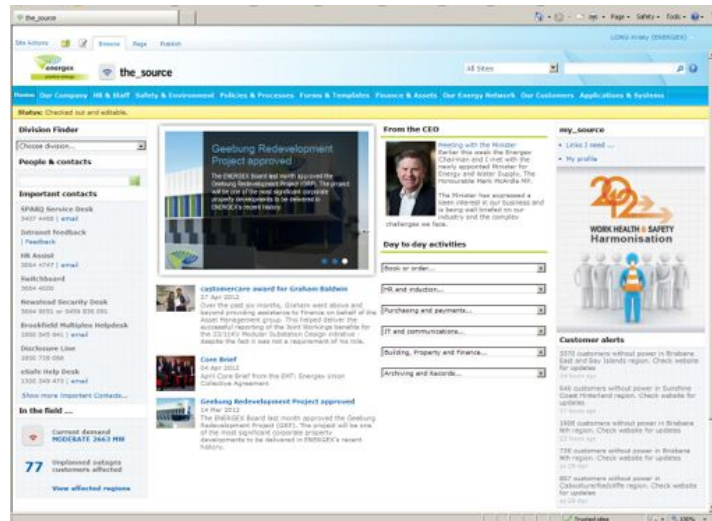


Using the workspace

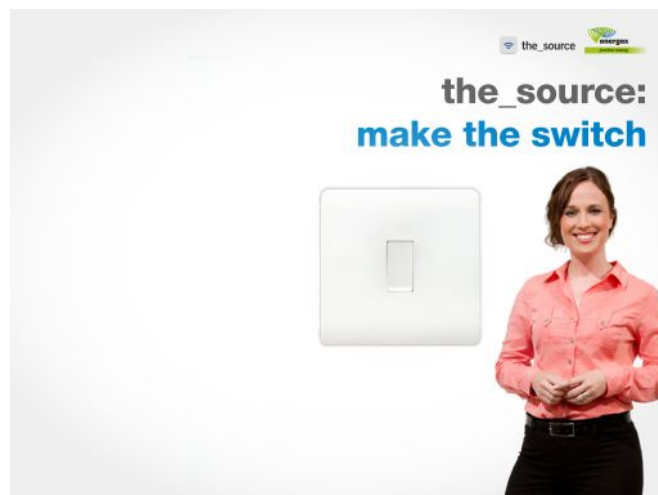


[illegible]

the_source



the_source launch



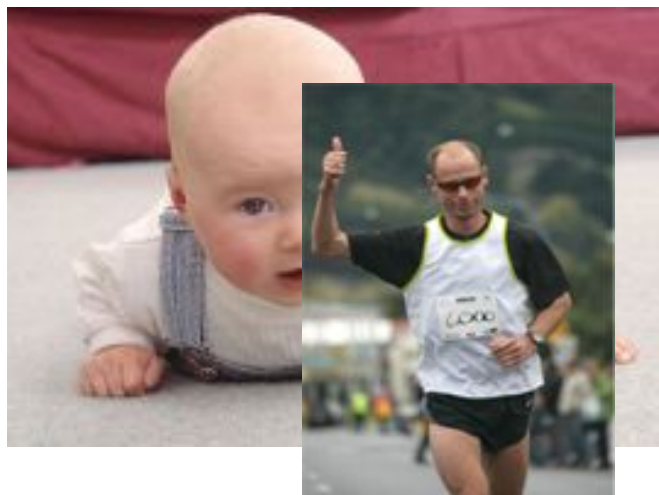
Challenges – upgrading from the old to new



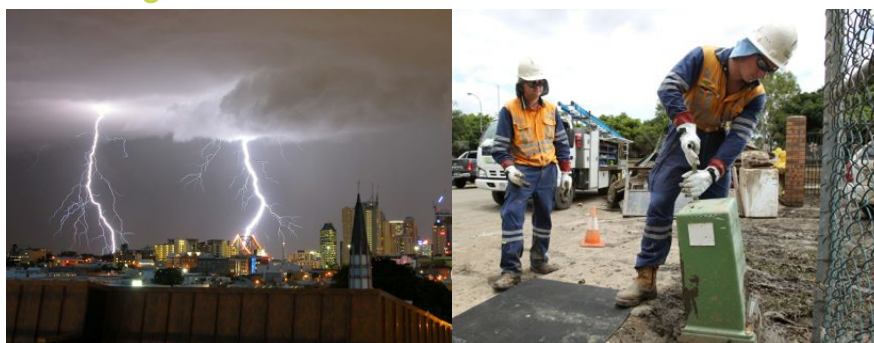
Challenges – info management infancy



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Challenges – our core business



Challenges – restructures and change



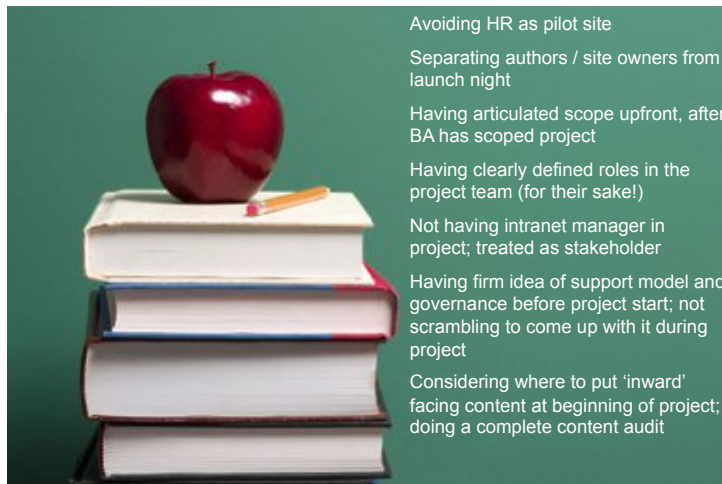
Challenges – should we do collaboration as well?



Challenges – style guide and directions on how to care for the intranet



What else I would have done differently ...



- Avoiding HR as pilot site
- Separating authors / site owners from launch night
- Having articulated scope upfront, after BA has scoped project
- Having clearly defined roles in the project team (for their sake!)
- Not having intranet manager in project; treated as stakeholder
- Having firm idea of support model and governance before project start; not scrambling to come up with it during project
- Considering where to put 'inward' facing content at beginning of project; doing a complete content audit



Our vision for the future ...



Thank you





positive energy