

Bringing it all together: developing the QUT intranet strategy

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Queensland University of Technology



Queensland University of Technology

CRICOS No. 00213J

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

keddy (2009) light bulb – broken filament Via Flickr: <http://www.flickr.com/photos/63854529@N00/5304767092/>



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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?”

Ashrafal Kadir (2010) Untitled Via Flickr: <http://www.flickr.com/photos/ashrafal/4748773089/>



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QUT activities

- Teaching and Learning
 - Science and Engineering
 - Business
 - Creative Industries
 - Law
 - Health
 - Education
- Corporate Education



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QUT activities

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

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Stats!



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

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Stats!

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



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QUT intranet

- This is where it starts to get confusing.....



Sir John Tenniel (1865) Alice, key in hand, finds the door to Wonderland
Via The Victorian Web: <http://www.victorianweb.org/art/illustration/tenniel/lookingglass/2.4.html>



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QUT Queensland University of Technology
Brisbane Australia

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QUT Virtual

QUT Home | QUT Virtual | Welcome, **Natalie** | Ask-QUT | Logout

Administration | Personal Information | QUT Life

Welcome
Welcome Natalie...
[Introduction to QUT Virtual](#)
[QUT Orientation Program](#)

QUT Virtual Search
Search for...
Staff (surname)
Advanced Search
Units (unit code)
Advanced Search
or
Divisions and Faculties

Personal Links
Add links to your favourite web sites and display them here...
[QUT Fileshare](#)
[computer accounts](#)
Add links to this list
[Remove links from this list](#)

Staff Messages
There are currently no messages.

Administration Links
The following are administrative links for staff...
[Staff Opinion Survey 2008 Report](#)
[QUT Corporate Reporting \(OCR\)](#)
[Unit Outline Search](#)
[QUT Community Service Database](#)
[PPR - PS Supervisor Feedback Survey](#)
[Ceremonies Reservations](#)
[Disability Feedback](#)
[Research Forms](#)
[Orientation Planner Administration](#)

Interest Groups
This function allows you to access various interest group sub systems. Choose from the options below...
[Interest groups main menu](#)
[Manage staff subscription interest groups](#)
[Manage student course/unit subscriptions](#)

Financial Management Systems
These options are provided to help you manage your faculty/division financial activities and provide access to financial information, policy and reporting tools...
[Go to Financial Reports](#)
[Go to Corporate Dashboard](#)
[Go to Finance & Resource Planning website](#)
[Request access to Finance System, financial delegation, etc](#)

Parking
Parking system options which are available to you are listed below...

Timetables
To find out information about the class and exam timetable...
[Search the current exam timetable](#)
[Search for the timetable of a unit](#)
[Search for usage of a room](#)

Class Allocations
Class Allocations records student allocations to classes. To view the units using Class Allocations and other information...
[View units registered on class allocations](#)

Student ePortfolio and Resume Builder
These functions allow you to view and manage Student ePortfolio information. You can also develop your Resume and use it in conjunction with Student ePortfolio.
[Student ePortfolio](#)
[Resume Builder](#)

Teaching Data
View and manage teaching data...
[View teaching data and LEX key dates](#)
[View LEX and SES Reports in CCS](#)

StaffConnect
To view and approve a team member's leave, view a team member's profile and view a team member's employment history...
[Go to StaffConnect](#)

Business Objects Reporting
To provide access to Business Objects reports...


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Web spaces



paulwb (2009) Web Via Flickr <http://www.flickr.com/photos/paulwb/4248242126/>

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Staff gateway

Library | Staff directory

1 May 2012QUT websiteCurrent students

ResearchTeachingFinanceServices and facilitiesHR

- QUT Virtual
- StaffConnect
- QUT Blackboard
- Email
- Academic Profiles
- Computer accounts

Stay up to date with the construction of our new Science and Engineering Centre - opening later this year.

Visit the website

New Science and Engineering Centre

Research

- Grants
- Ethics
- Classification and nodes
- Research Activity Database
- Supervising students

Teaching


- Course design framework
- Continuing professional education
- Teaching practice
- Awards and grants
- Review and evaluate

HR

- Orientation
- Remuneration
- Staff entitlements and benefits
- Health and safety
- HR forms

Finance

- Travel eForm
- Purchasing
- Reimbursements
- Budgets
- Forms


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Brisbane Australia

Division of Tec

QUT Home

Division of Technology, Information and Learning Support



News and Events
more...

About the Division

- Office of the DVC
- Departments and Sections
- TILS Service Catalogue
- Faculty Liaison Teams
- TILS Staff

Collaborative Initiatives

- Research Support
- TILS Information Management
- Service Management
- Preparing for Semester - a guide for Academic staff
- Student Le

Reports and Publications

- Strategic Achievements
- Quarterly Reports
- eNewsletters
- Publications
- IT Strategy
- Quinquenn

Project Portfolio Office

- Project Management Framework
- Templates
- Training

QUT Copyright Guide

- General Information
- Teaching Support
- Study or Research
- Publishing and Communication
- Performing
- Support Se

Quicklinks

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QUT Library Intranet

Library Home

Emergencies IT Help A to Z browse Site map

Intranet Home

QUT Libr

- Disaster recovery/business continuity
- Financial management
- Intranet management
- Library statistics
- Policies and corporate docum

[See previous Library Intranet news](#)

Organisational information

Working in the Library

- Contacts and communication
- IT Help
- Staff & Human Resources
- Community services
- Database management
- External student services
- Information resource mana
- Lending services
- Document delivery
- Milennium management
- Reference services
- Collection development
- Library helpdesk
- Information literacy
- Liaison services
- Virtual Reference
- Research support
- Web site management

Branches and sections

- Caboolture
- Gardens Point
- Kelvin Grove
- Law
- Secretariat
- Library Resource Services
- Library eServices
- [Route](#)
- [ICTs and Communication](#)
- Intranet spaces**
- [Wiki Library Space](#)
- [Sharepoint Space](#)
- [Stats - Library Statistics Database](#)
- [Staff intranet](#)

Library quicklinks

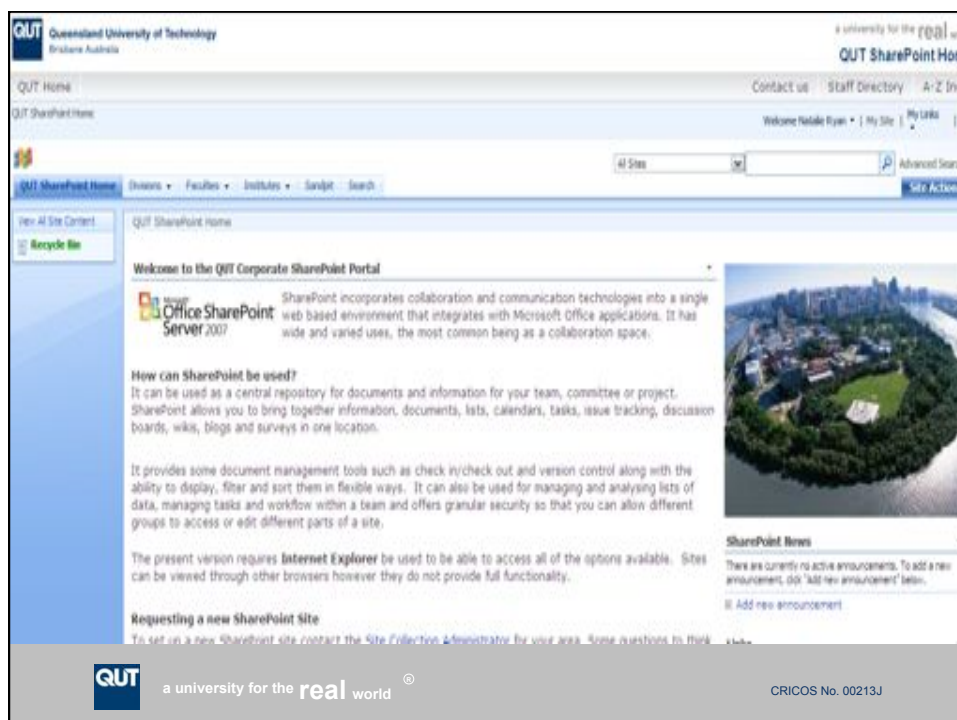
- [Search catalogue](#)
- [Find databases](#)
- [Library staff directory](#)

QUT quicklinks

- [QUT Staff directory](#)

me Natalie Ryan [Logout]

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QUT SharePoint Home > TSL

Welcome Natalie Ryan | My Site | My Links

Library

TSL > All Sites

Library SharePoint Home

- Library Events
- Library Photos
- Library Links

Committees

Project Spaces

Staff Info

Team Spaces

Recycle Bin

TSL > Library

Library SharePoint

The current site is undergoing redevelopment at present. Content is now grouped under 4 main sections :

- Committees - Library committees, including sub committees and steering committees.
- Project Spaces - Library administered projects and project related information.
- Staff Info - Information relevant to all library staff e.g. Staff and HR, Staff Development, Professional Contribution.
- Team Spaces - Team Sites are intended for use by working groups, either within or across organisational sections, that regularly collaborate.

You will find a listing of all sites further down of all sites that come under each area, just expand the section to view them. If you have any queries as to where content has moved in the interim please contact Carla Tessier on x 85183 or carla.tessier@qut.edu.au.

Site Contents

Site	Site Description	Site Contact
Top Level: Committees (2)		
Top Level: Project Spaces (4)		
Top Level: Staff Info (10)		
Top Level: Team Spaces (3)		
Add New Site		

Site Contact

Janaki Ryan
Information Management Coordinator (TSL)

Useful links for Library Staff

- Library Intranet
- Library website
- Full set of Library Document and PowerPoint templates
- Library 1 Drive
- Library 2 Drive - Remote access

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Brisbane Australia

SEF InfoHub

University Home | Staff Director

Home Faculty Research L & T Finance & HR Health & Safety Engagement Logistics & Assets Schools

Support Services

Finance
Purchasing Reimbursement Accounts management Reporting more >>

Human Resources
For new staff Appointing staff EPP Leave Pay more >>

Logistics and Assets
Parking Maintenance Space Room bookings STARS more >>

IT, Business and Communications
Applications development IT services Info Management Reporting & Analysis Internal Communications

Technical Services
TS Labs Practical Experiment Index TS

I Want To...

- Find my Account Managers
- Access services
- Submit a timesheet
- Book a room
- Book a vehicle
- Access parking
- Email or message me in SEF
- Subscribe to the UFF Wine Club

Documents, Forms, Templates

All documents All Forms All Templates

Research Project Web Sites

Get your project listed here

SEF News

Title

- Representing QUT Internationally
- Virtual Women in Science Fellowships
- News from the April Faculty Forum

Martin's Blog

Courses for Resources
Lessons from Overseas
Our Blog

Critical Dates Calendar

date	Title
4/05/2012	FSR Meeting
8/05/2012	Faculty Exec Meeting
15/05/2012	W&A Meeting

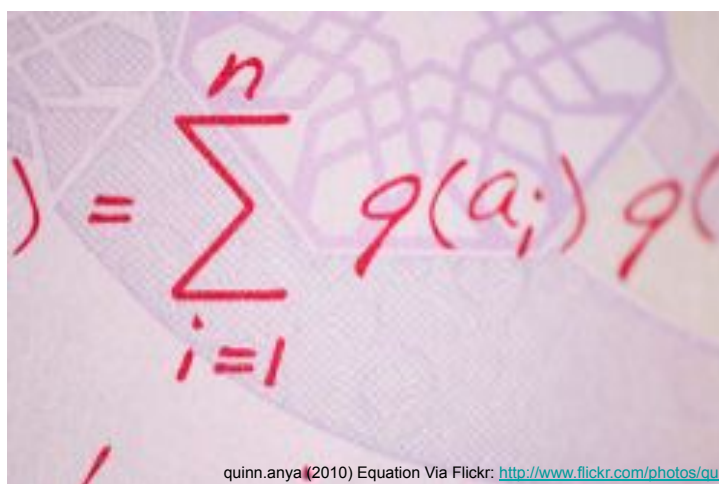
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As well as.....

info@qut

Problems


$$) = \sum_{i=1}^n q(a_i) q($$

quinn.anya (2010) Equation Via Flickr: <http://www.flickr.com/photos/quinnanya/4990131194/>



It's complex

Abinsky (2003) Electrical chaos. Via Flickr: <http://www.flickr.com/photos/abinsky/3734787815/>

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No one is in charge

Dave Pearson (2008) Battle #4 Via Flickr: <http://www.flickr.com/photos/davepearson/2469903647>

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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



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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

Kkalyan (2006) Candle via Flickr: <http://www.flickr.com/photos/kalyan/163744627>



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Asking Why


- Reasons
- Pain points
- Problems
- Issues

Man with his ventriloquist dummy c1870 Via Flickr: <http://www.flickr.com/photos/nationallibrarynz/>

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Finding common ground

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



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QUT Intranet Strategy

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

FotoosVanRoobin(2008) Ingredients Sichuan cucumber via Flickr: <http://www.flickr.com/photos/fotoosvanrobin/2245520618/>

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Defining a shared vision

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

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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



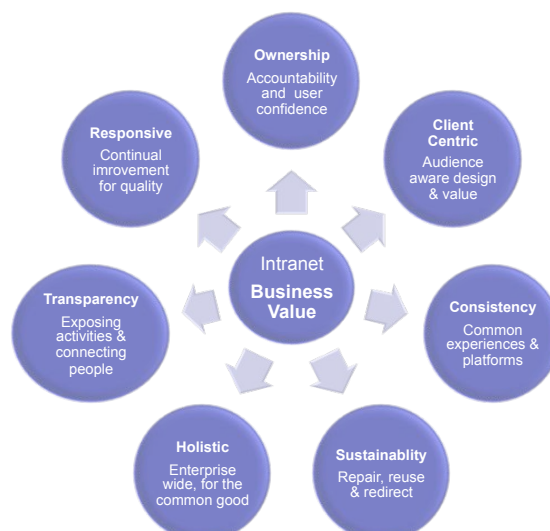
Spring-board jumping, c1910s Via Flickr: <http://www.flickr.com/photos/nationallibrarynz/>

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

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

Principles



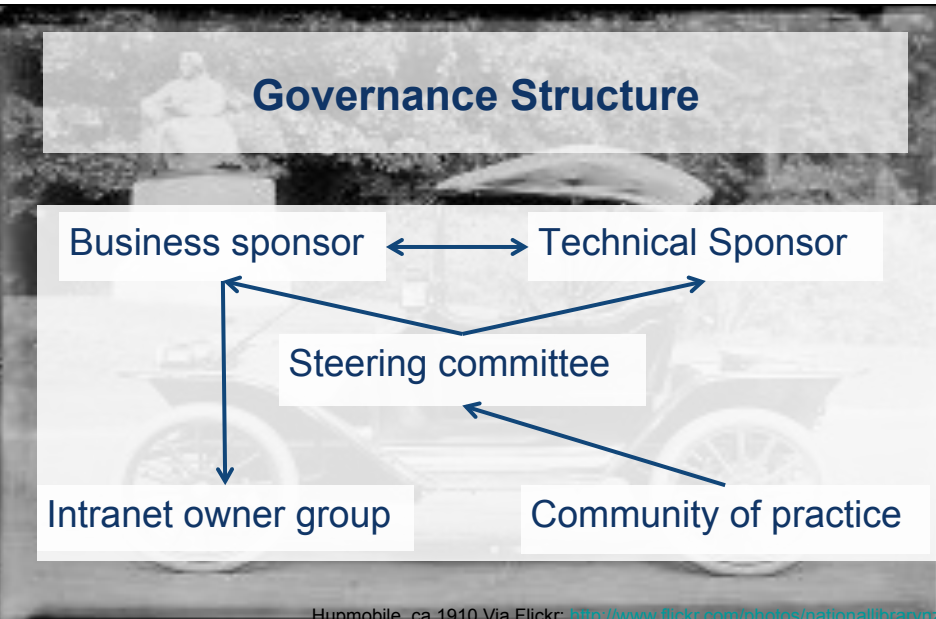
Governance Structure



Hupmobile, ca 1910 Via Flickr: <http://www.flickr.com/photos/nationallibrarynz/>

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Governance Structure



```
graph TD; BS[Business sponsor] <--> TS[Technical Sponsor]; SC[Steering committee]; IOG[Intranet owner group]; COP[Community of practice]; BS --> SC; TS --> SC; SC --> IOG; SC --> COP;
```

Hupmobile, ca 1910 Via Flickr: <http://www.flickr.com/photos/nationallibrarynz/>

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Challenges ahead

Robert Voors (2007) Hurdles start Via Flickr: http://www.flickr.com/photos/robert_voors/774926895/

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Project Fatigue

Mikebaird (2010) (Large Male) Northern Elephant Seal (*M. angustirostris*) at Arroyo Laguna 04 Dec2010
Via Flickr: <http://www.flickr.com/photos/mikebaird/5233601640>

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Cross-organisational cooperation



h.koppdelaney (2010) Game – Confrontation Via Flickr: <http://www.flickr.com/photos/h-k-d/5864163633/>

Questions?



Man with his ventriloquist dummy c1870 Via Flickr: <http://www.flickr.com/photos/nationallibrarynz/>