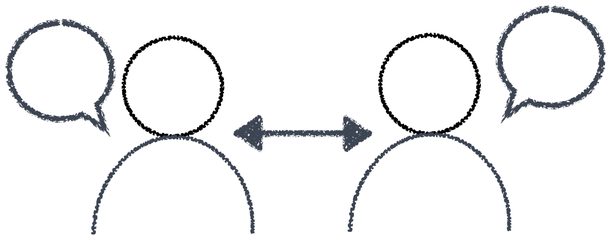
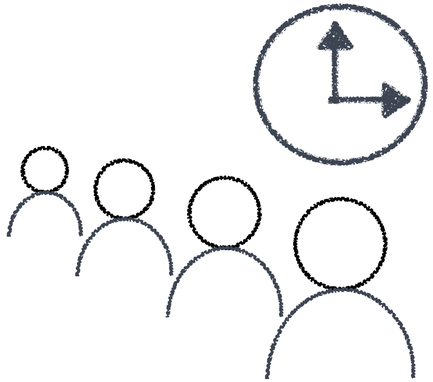
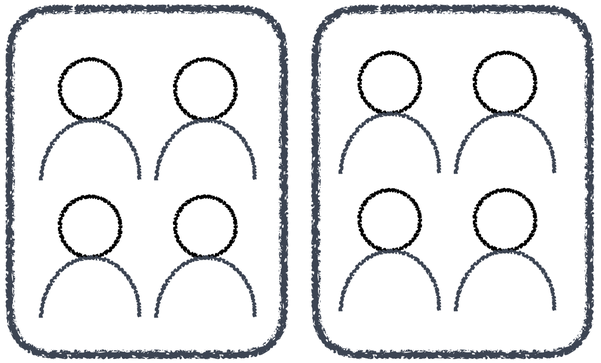
HOW EFFECTIVE IS YOUR INTRANET?

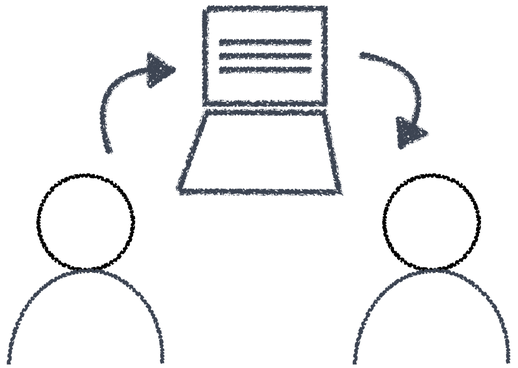
Balsam Al-Dabbagh

Digital workplace

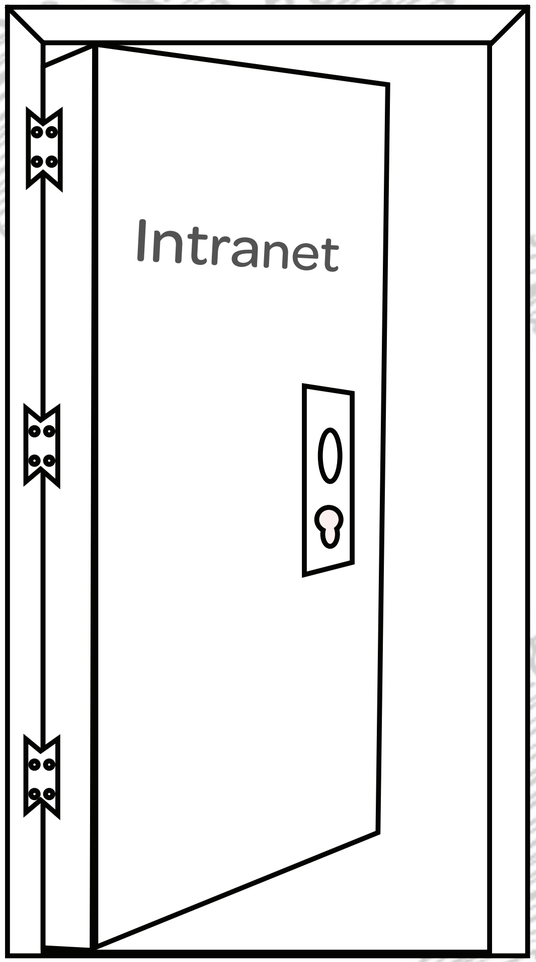








Digital workplace



How effective is the door to your digital workplace?

STEP TWO

BALSAM AL-DABBAGH

+61293197901

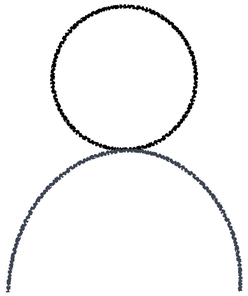
balsam@steptwo.com.au

www.steptwo.com.au

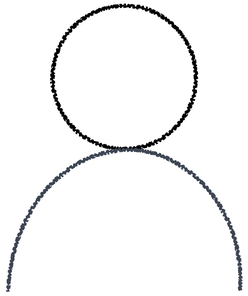
Effectiveness

"The degree to which something is successful in producing a desired result."

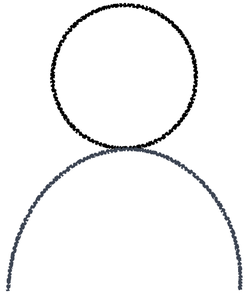
Intranet effectiveness



It enhances business performance.

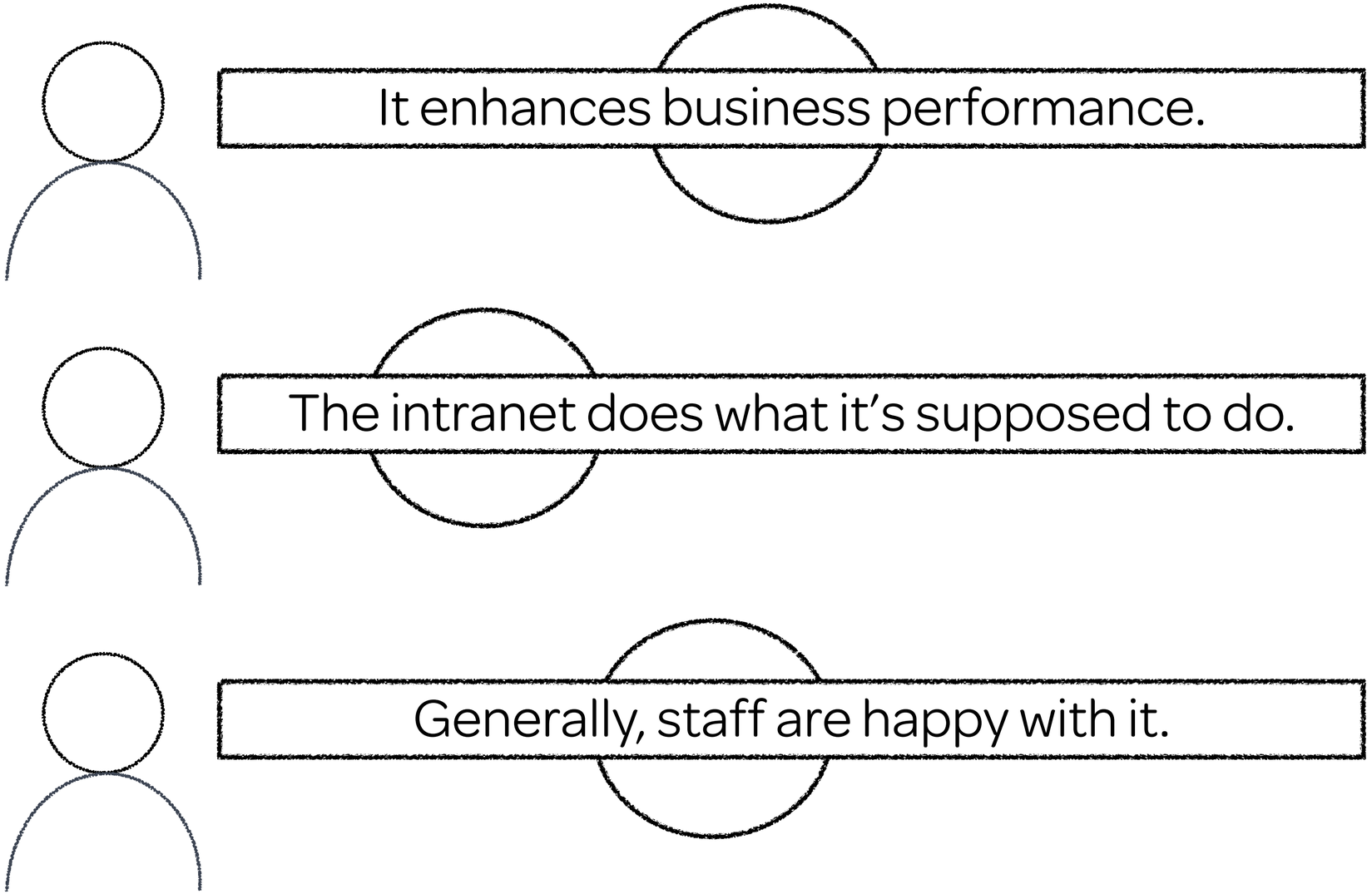


The intranet does what it’s supposed to do.

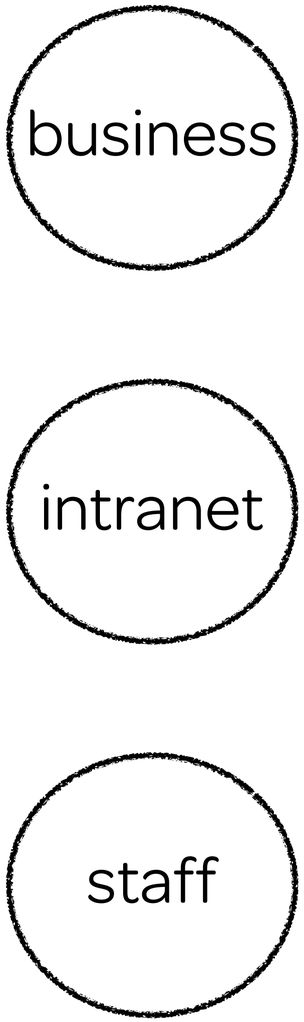


Generally, staff are happy with it.

Intranet effectiveness



Intranet effectiveness



Three aspects to
‘intranet effectiveness’

Business

Strategy
Activity
Content
Collaboration
Culture

#CommunityManager
The Community Managers
Community
Goals
Success
Measuring success
Cultivating rich communities
Here are some ideas to encourage engagement in your community. Select the buttons be
January
Weekly webinar
Crowdsource - run po
Highlight team members contributions/ employee profiles
Jam Sessions
Encourage people to follow #hashtags
Select the next arrow to continue.
A day in the life
post
Privately contact the po
Delete their pos
Reply directly to the
Ignore their pos
ANZ
day in the life
rting new or inexperienced users
p users of all levels become familiar with being part of a community. It won't feel im
for new users to settle into the community, its functionality and expected behavio
users are expected to make mistakes while learning the tool. For example, posting a
vate message.
to continue.
Assessment
ltivating rich communities
Community
Functionality
Select the buttons below to learn more about some of the features of the Overview tab.
Community Overview
Activity Stream
For more information on how to set up your community, refer to the MaxConnect training page on Max.
add post

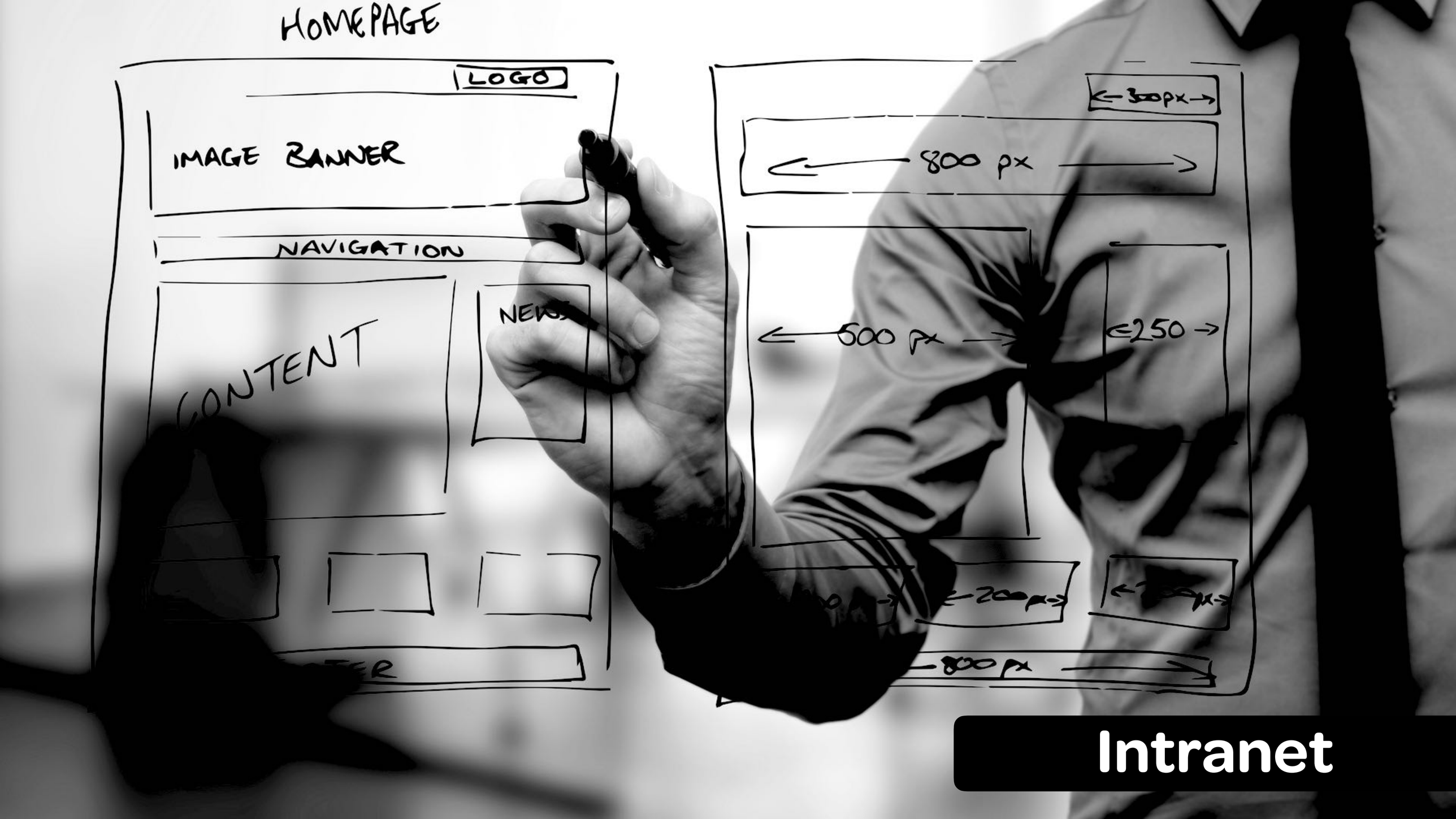
Business

Value

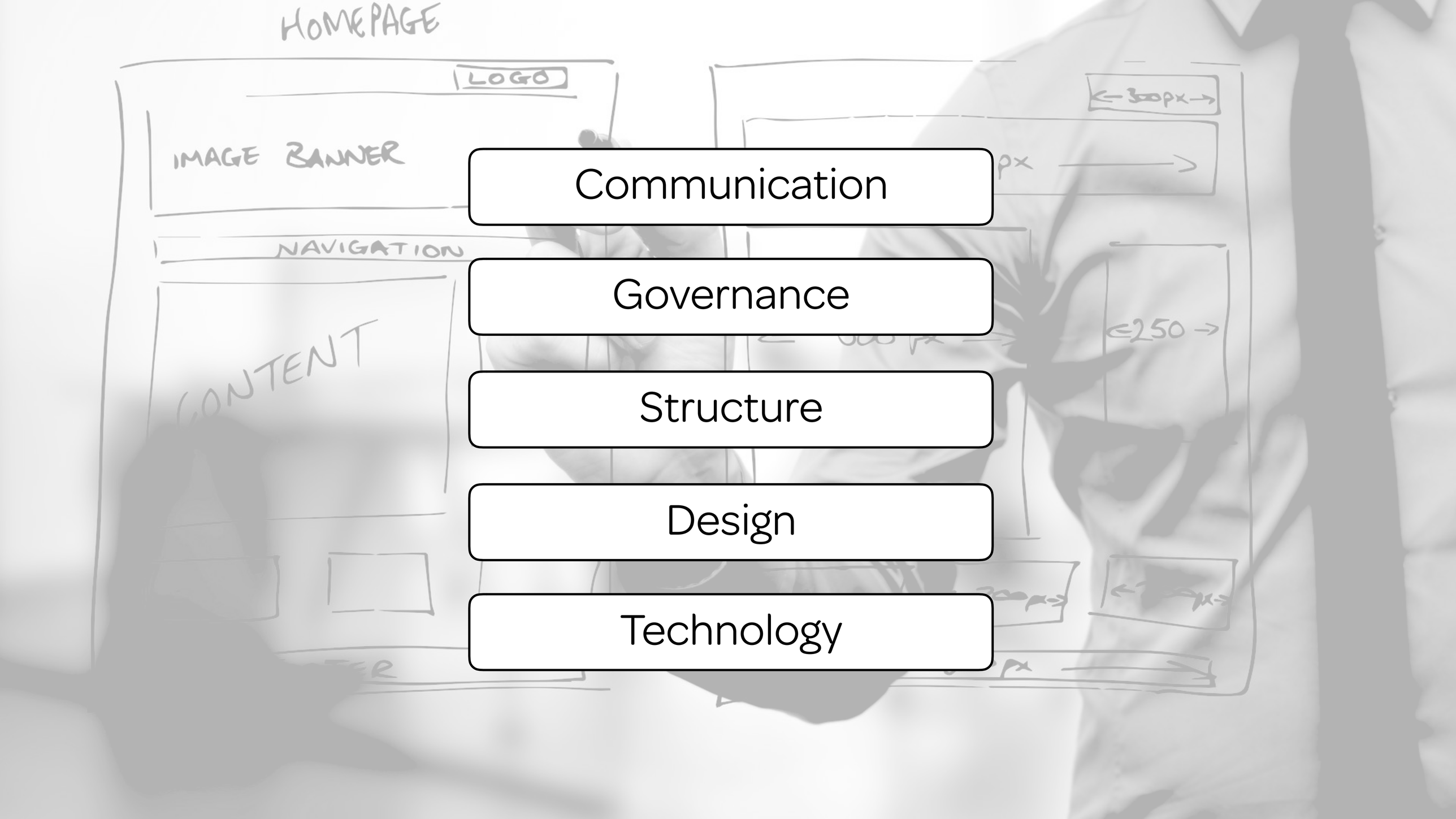
Have you set goals to measure against?

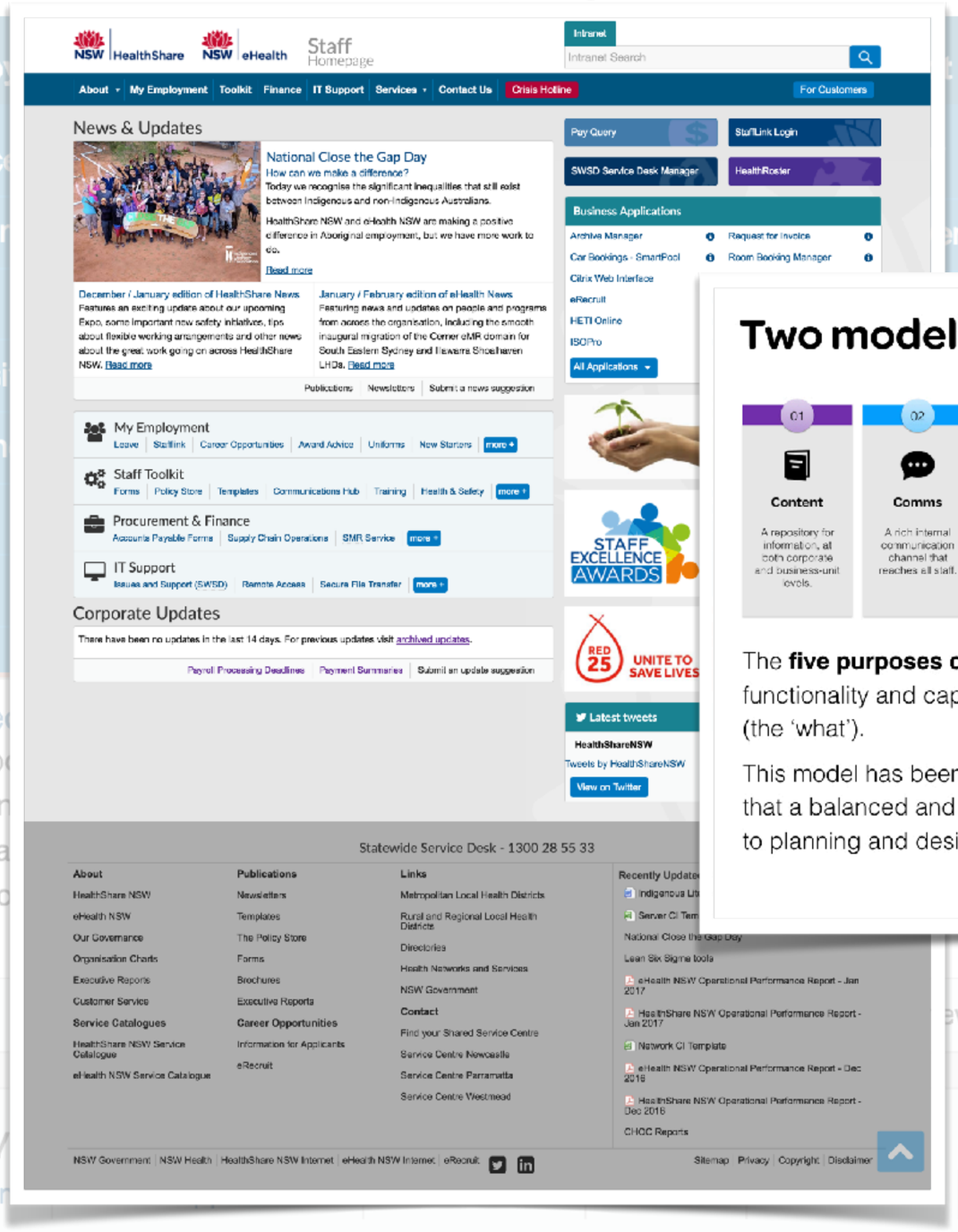
Is your intranet strategy aligned with your business goals?

How much of what you are assessing is tangible or intangible?

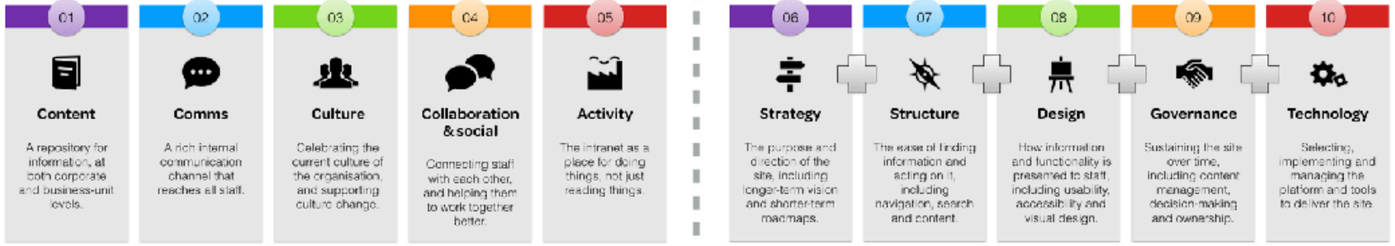

HOMEPAGE
LOGO
IMAGE BANNER
NAVIGATION
CONTENT
NEWS
300px
800 px
500 px
250
200px
800 px

Intranet


HOMEPAGE
LOGO
IMAGE BANNER
NAVIGATION
CONTENT
300px
250
Communication
Governance
Structure
Design
Technology



Two models to assess the 'what' and the 'how'



The **five purposes of intranets** considers the functionality and capabilities delivered by the intranet (the 'what').

This model has been used by teams globally to ensure that a balanced and comprehensive approach is taken to planning and designing intranets.

The **intranet enablers** addresses the underlying management and delivery of the intranet (the 'how').

Using this model ensures that the conditions for success are in place, behind the visible face of the intranet.

Crisis Hotline
For Customers
Pay Query
StaffLink Login
Directorate
All Applications
Our People Our Talent
Nominations are now open.
More information
more +

Intranet

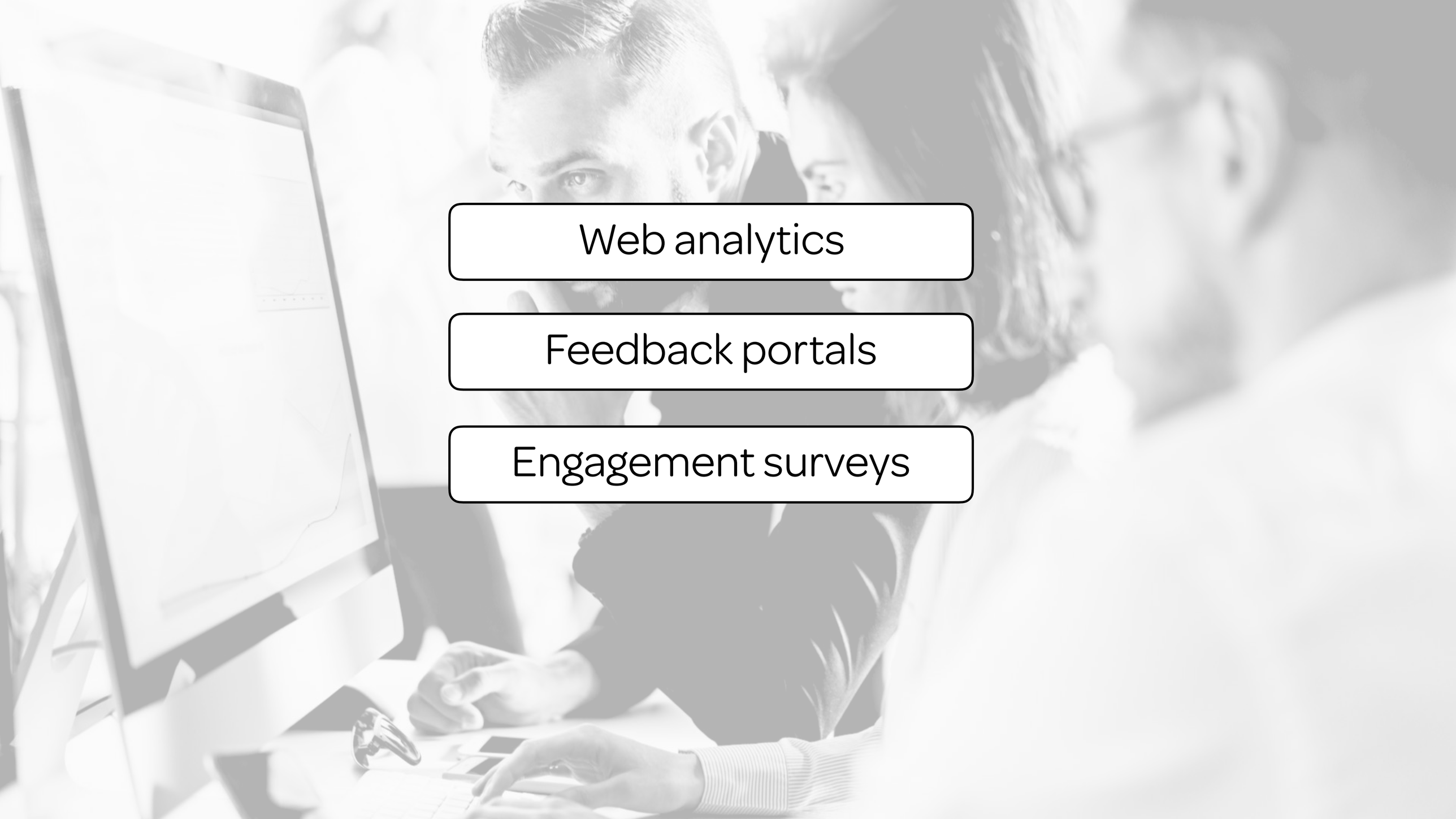
Functionality

When was the last time you ‘assessed’ your intranet?

How often are you assessing your intranet?

What’s your stakeholder involvement like?

Staff



Web analytics

Feedback portals

Engagement surveys

PHILIPS

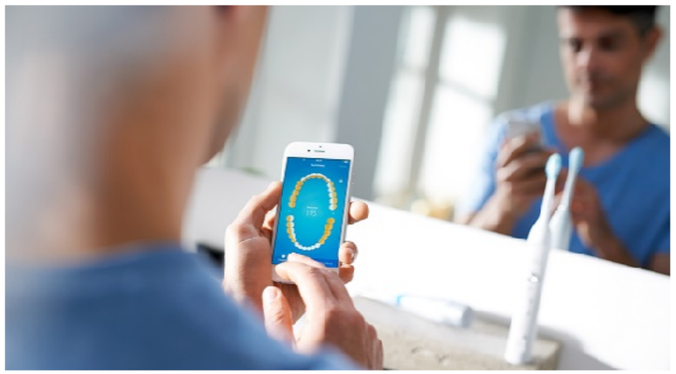
Intranet

Me @ Philips | My work | Our company | News | Support

Find colleagues, files, news and more

Brushing your teeth with an app

Published: June 9th 2016

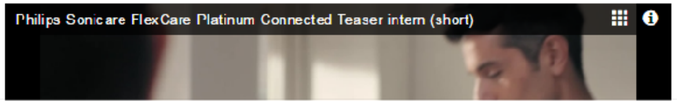


Our first ever connected toothbrush for adults takes the guesswork out of brushing your teeth. Using Philips Sonicare's FlexCare Platinum Connected helps you clean up areas you might previously have missed and follow your dentist's advice between check-ups.

Applying smart sensor technology, it maps your mouth, tracking where and how you are brushing. You get alerts when you're brushing too hard, applying too much pressure or when it's time to move to another part of your mouth. And as the sensors don't need a smartphone camera to work, you have the freedom to move around while brushing your teeth, while still ensuring a precise, complete cleaning experience.

It works together with the Philips Sonicare app via Bluetooth, giving you real time feedback and personalized coaching based on your last brushing session. You can choose to share progress reports with your dentist, who in turn can create a personalized Mouth Map as a reminder for you to pay attention to specific spots due to plaque build-up, gum recession and other issues.

FlexCare Platinum Connected will be sold first in the US and UK, with other markets to follow. It is a key proof point in Philips' HealthTech strategy, connecting the patient and dentist. Engaging more than 1,200 consumers and 400 dental professionals, hackathons and ongoing co-creation directly fed into the agile development process.



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United States

United Kingdom | Global

Health & Wellness

Hashtags

sonicare

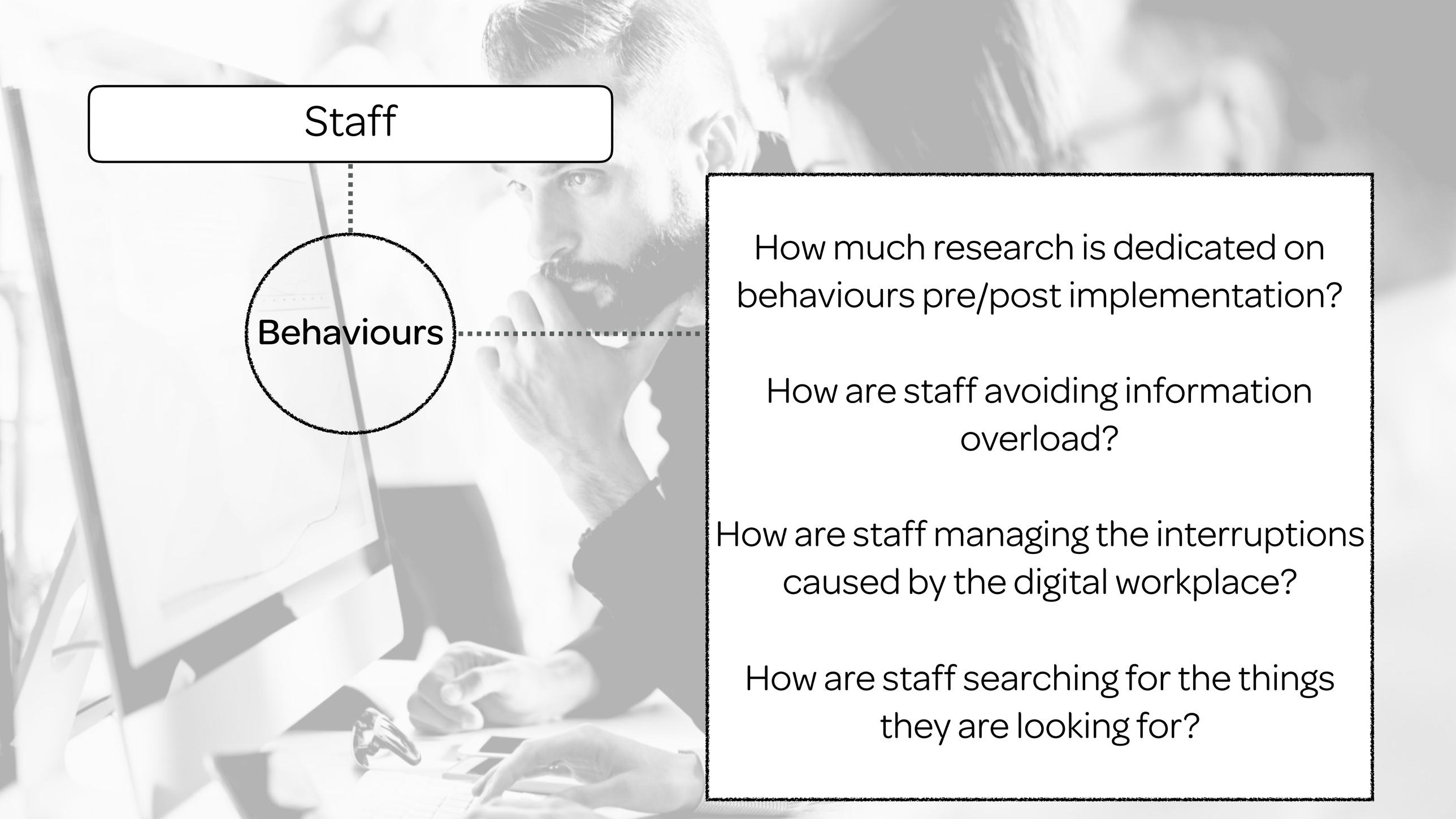
3 | 19 | 2

Web analytics

Feedback portals

Engagement surveys

User research



Staff

Behaviours

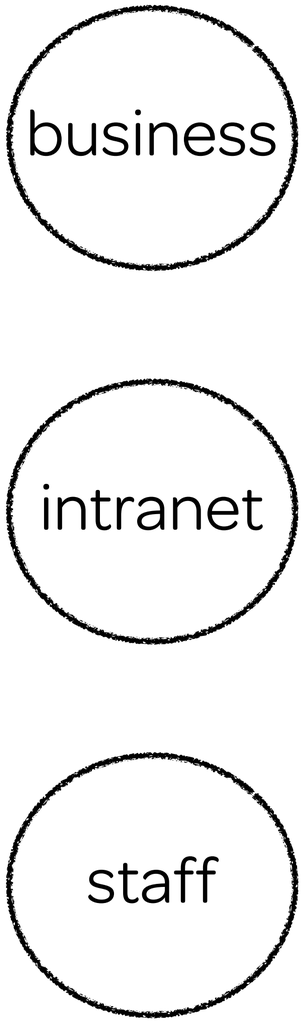
How much research is dedicated on behaviours pre/post implementation?

How are staff avoiding information overload?

How are staff managing the interruptions caused by the digital workplace?

How are staff searching for the things they are looking for?

Intranet effectiveness



Three aspects to
‘intranet effectiveness’

HOW EFFECTIVE IS YOUR INTRANET?