

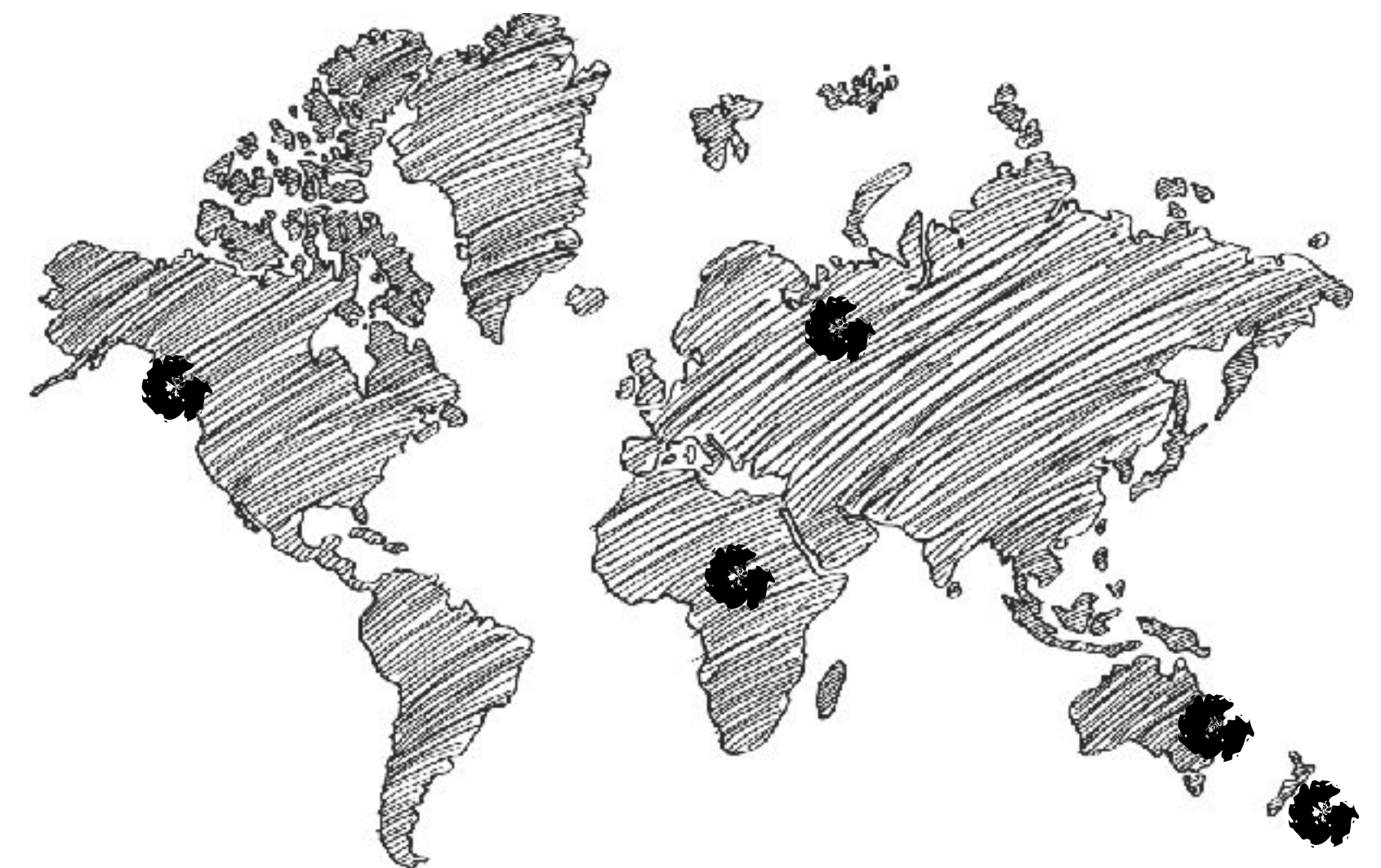
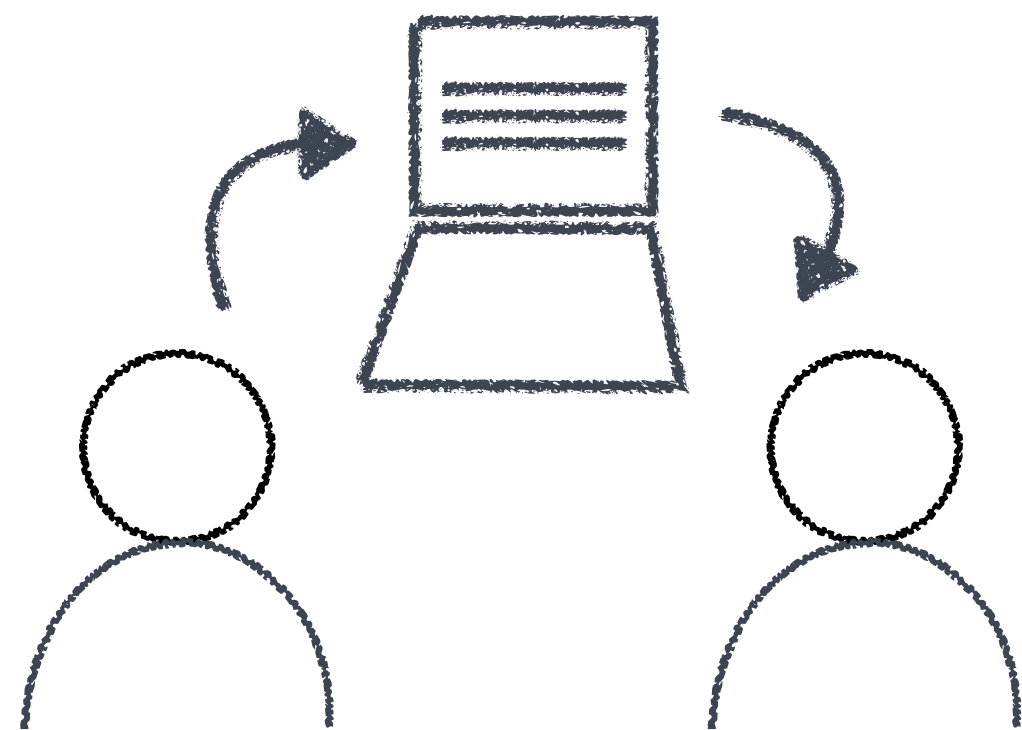
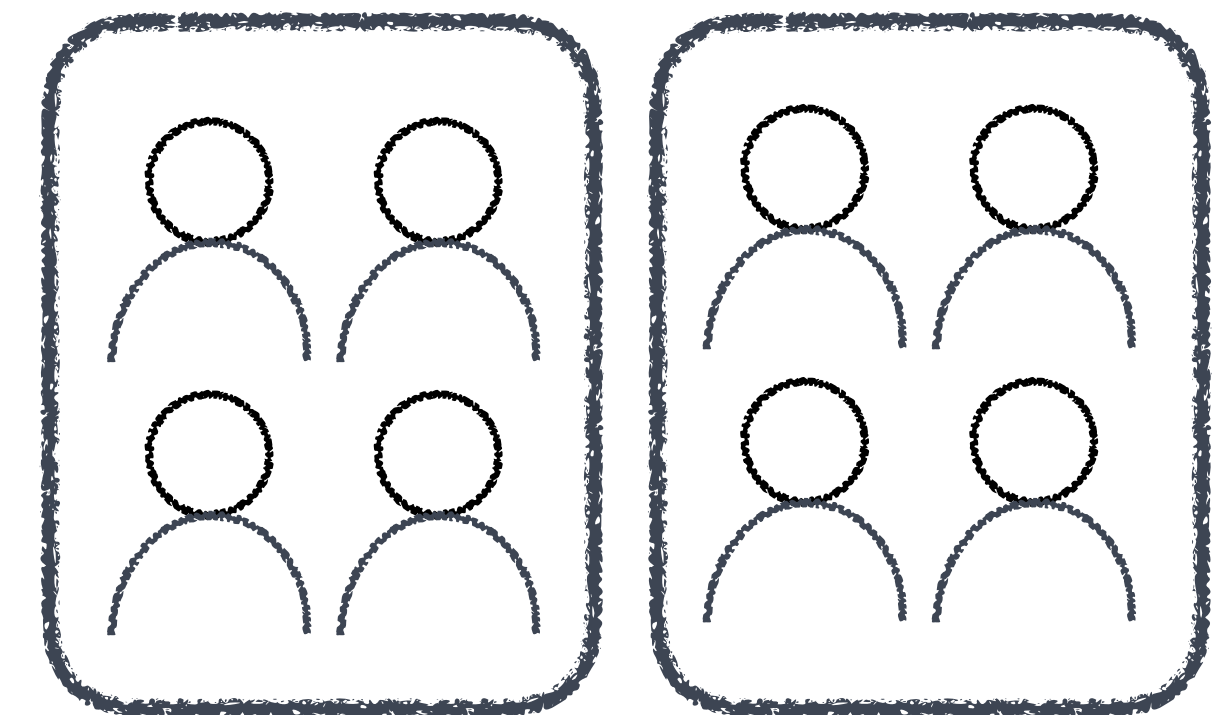
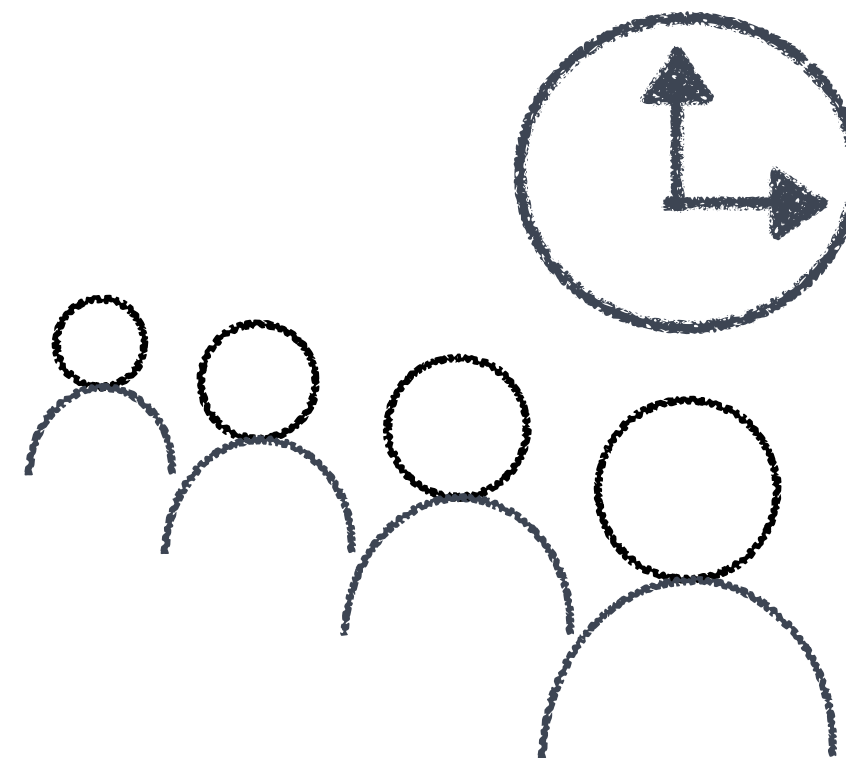
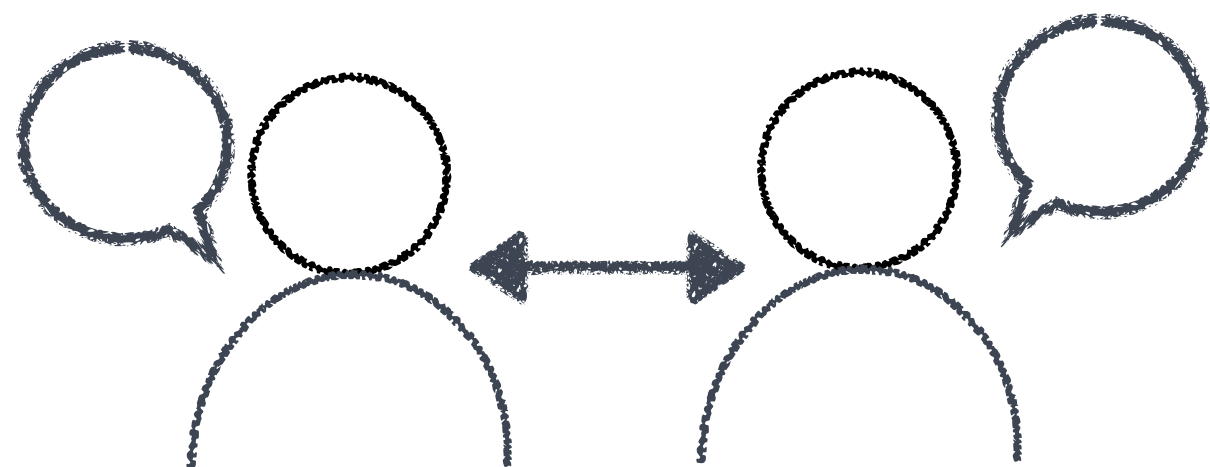


STEP TWO
INTRANETS2017

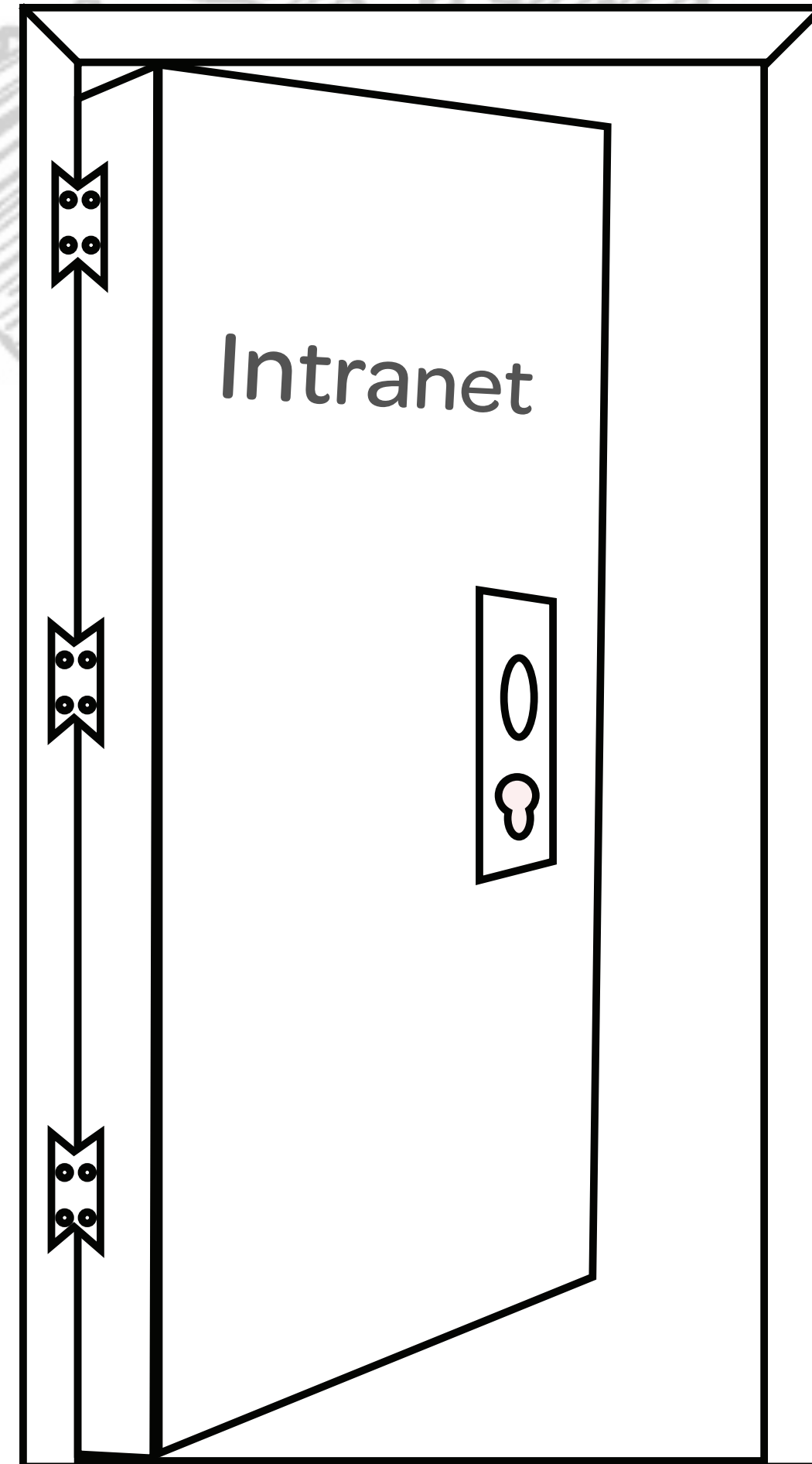
HOW EFFECTIVE IS YOUR INTRANET?

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



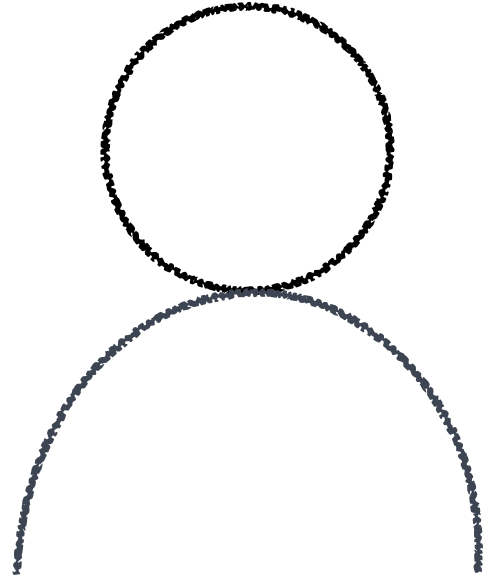
www.steptwo.com.au



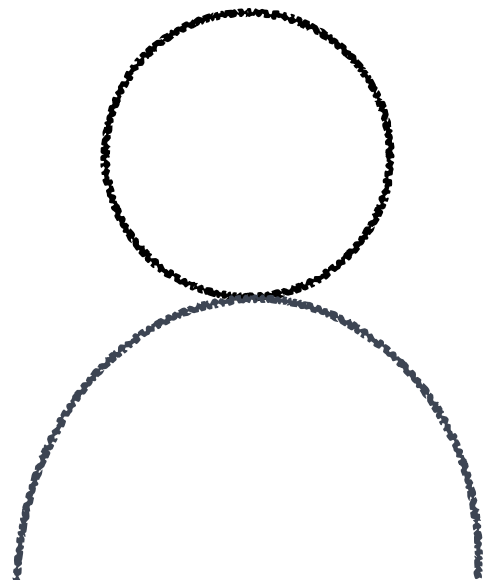
Effectiveness

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

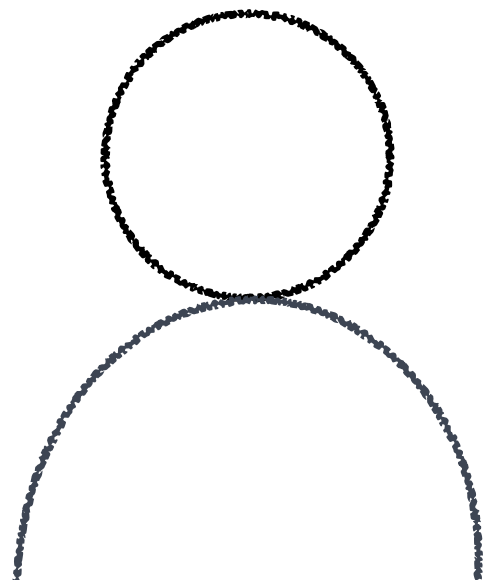
Intranet effectiveness



It enhances business performance.

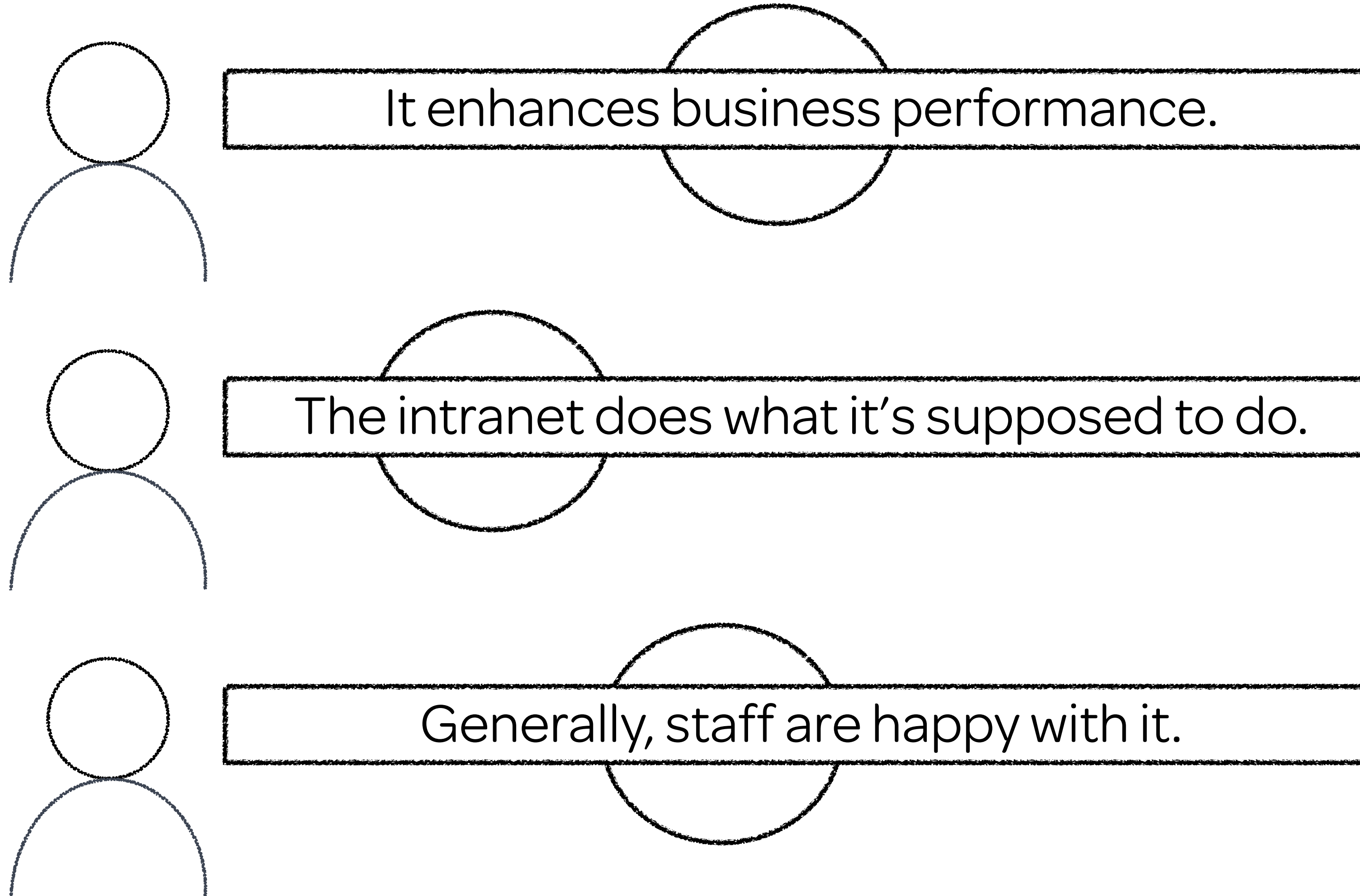


The intranet does what it's supposed to do.



Generally, staff are happy with it.

Intranet effectiveness



Intranet effectiveness

business

intranet

staff

Three aspects to
'intranet effectiveness'



Business



Strategy

Activity

Content

Collaboration

Culture

max

maxConnect

Comm

recommended communities

**Internal Audit (IA)**

Internal Audit Community
536 social activities.
Last active on May 08.
13 conversations match your interests.

Follow

**Team Singapore**

Singapore
626 social activities.
Last active on May 05.
9 conversations match your interests.

Follow

popular communities

**Agile@ANZ**

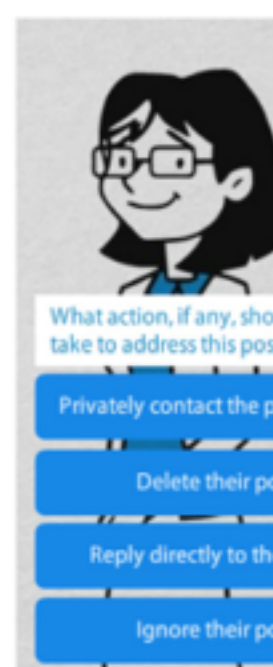
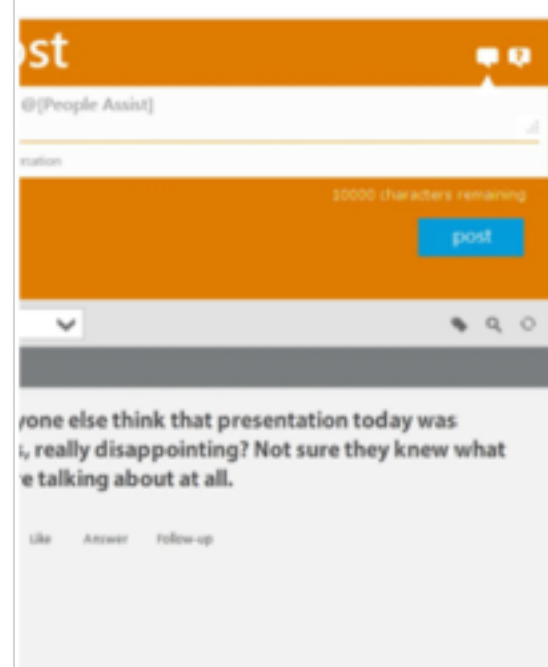
AgileANZ
367 social activities.
1534 followers.
Last active on May 09.

Follow

maxConnect | #CommunityManager



A day in the life



maxConnect |

Assessment

maxConnect |

Measuring success

Cultivating rich communities



maxConnect | Cultivating rich communities

Here are some ideas to encourage engagement in your community. Select the buttons below.



Select the next arrow to continue.

A day in the life

Helping new or inexperienced users

Help new users of all levels become familiar with being part of a community. It won't feel immediate, but it's worth it.

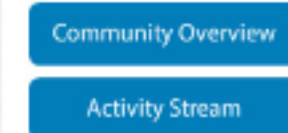
For new users to settle into the community, its functionality and expected behavior. Users are expected to make mistakes while learning the tool. For example, posting a private message.



Select the next arrow to continue.

maxConnect | Functionality

Select the buttons below to learn more about some of the features of the Overview tab.



For more information on how to set up your community, refer to the [MaxConnect training page](#) on Max.



(Search this site...)

Support

work

trending keywords

#bankdesktop #branch #BX
#credit #CustomerPromises
#EasyWaystoBank #know
#InternetBanking #maxconnect
#RTCF #TheEdge

top ideas

Created by [Simp. Linn](#) 8 months ago

237 votes

21 comments

Helping new or inexperienced users settle into the community, its functionality and expected behavior.

Created by [Simp. Linn](#) 1 months ago

105 votes

16 comments

Helping new or inexperienced users settle into the community, its functionality and expected behavior.

Created by [Simp. Linn](#) 3 months ago

87 votes

6 comments

Helping new or inexperienced users settle into the community, its functionality and expected behavior.

campaign management

- manage users
- manage idea campaign settings
- idea list permissions
- idea list schema
- idea list content approval
- idea list export
- manage idea categories



Go back to ANZ Community

submit an idea

Ideas

n Ideas

2 votes

vote

Comment | View Details

The background is a grayscale photograph of a business meeting. Several people are seated around a table, looking at documents and charts. A hand is visible pointing at a document. Overlaid on the image is a diagram with a rounded rectangle labeled 'Business' at the top, a circle labeled 'Value' in the middle, and a large box on the right containing three questions. A vertical dashed line connects 'Business' to 'Value', and a horizontal dashed line connects 'Value' to the box of questions.

Business

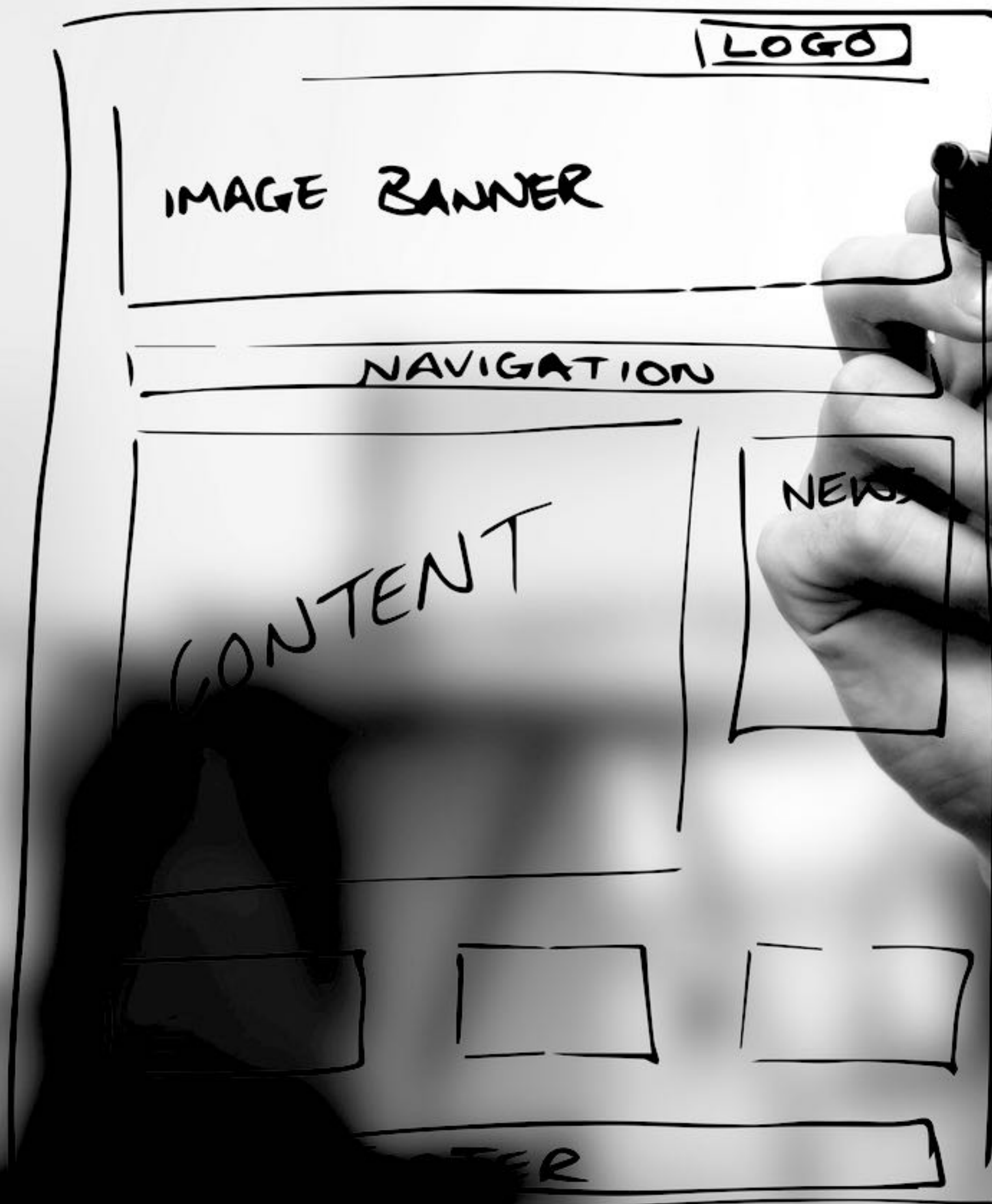
Value

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



Intranet

Homepage

LOGO

IMAGE BANNER

NAVIGATION

CONTENT

Communication

Governance

Structure

Design

Technology

Intranet

Intranet Search

[About](#)
[My Employment](#)
[Toolkit](#)
[Finance](#)
[IT Support](#)
[Services](#)
[Contact Us](#)
[Crisis Hotline](#)

For Customers

News & Updates

National Close the Gap Day

How can we make a difference?

Today we recognise the significant inequalities that still exist between Indigenous and non-Indigenous Australians.

HealthShare NSW and eHealth NSW are making a positive difference in Aboriginal employment, but we have more work to do.

[Read more](#)

December / January edition of HealthShare News

Features an exciting update about our upcoming Expo, some important new safety initiatives, tips about flexible working arrangements and other news about the great work going on across HealthShare NSW. [Read more](#)

January / February edition of eHealth News

Featuring news and updates on people and programs from across the organisation, including the smooth inaugural migration of the Corner eMR domain for South Eastern Sydney and Newarea Shoalhaven LHDs. [Read more](#)

Publications

Newsletters

Submit a news suggestion

My Employment

[Leave](#)
[StaffLink](#)
[Career Opportunities](#)
[Award Advice](#)
[Uniforms](#)
[New Starters](#)
[more +](#)

Staff Toolkit

[Forms](#)
[Policy Store](#)
[Templates](#)
[Communications Hub](#)
[Training](#)
[Health & Safety](#)
[more +](#)

Procurement & Finance

[Accounts Payable Forms](#)
[Supply Chain Operations](#)
[SMR Service](#)
[more +](#)

IT Support

[Issues and Support \(SWSD\)](#)
[Remote Access](#)
[Secure File Transfer](#)
[more +](#)

Corporate Updates

There have been no updates in the last 14 days. For previous updates visit [archived updates](#).

[Payroll Processing Deadlines](#)
[Payment Summaries](#)
[Submit an update suggestion](#)

Latest tweets

HealthShareNSW

Tweets by HealthShareNSW

[View on Twitter](#)

Statewide Service Desk - 1300 28 55 33

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[HealthShare NSW](#)
[eHealth NSW](#)
[Our Governance](#)
[Organisation Charts](#)
[Executive Reports](#)
[Customer Service](#)
[Service Catalogues](#)
[HealthShare NSW Service Catalogue](#)
[eHealth NSW Service Catalogue](#)

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Links

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[HealthShare NSW Operational Performance Report - Jan 2017](#)
[Network Cl Template](#)
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Two models to assess the 'what' and the 'how'

01	02	03	04	05
Content	Comms	Culture	Collaboration & social	Activity
A repository for information, at both corporate and business-unit levels.	A rich internal communication channel that reaches all staff.	Celebrating the current culture of the organisation, and supporting cultural change.	Connecting staff with each other, and helping them to work together better.	The intranet as a place for doing things, not just reading things.

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.

06	07	08	09	10
Strategy	Structure	Design	Governance	Technology
The purpose and direction of the site, including longer-term vision and shorter-term roadmaps.	The ease of finding information and acting on it, including navigation, search and content.	How information and functionality is presented to staff, including usability, accessibility and visual design.	Sustaining the site over time, including content management, decision-making and ownership.	Selecting, implementing and managing the platform and tools to deliver the site.

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.

Our People Our Talent
Nominations are now open.

[More information](#)

Homepage

LOGO

Intranet

Functionality

NEWS

CONTENT

Footer

← 300px →

← 800 px →

When was the last time you 'assessed' your intranet?

How often are you assessing your intranet?

What's your stakeholder involvement like?



Staff

A grayscale background image showing a group of business professionals in an office setting. A man in the foreground is looking at a large computer monitor displaying a line graph. Other people are visible in the background, some looking at the screen and others in conversation.

Web analytics

Feedback portals

Engagement surveys

Brushing your teeth

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.

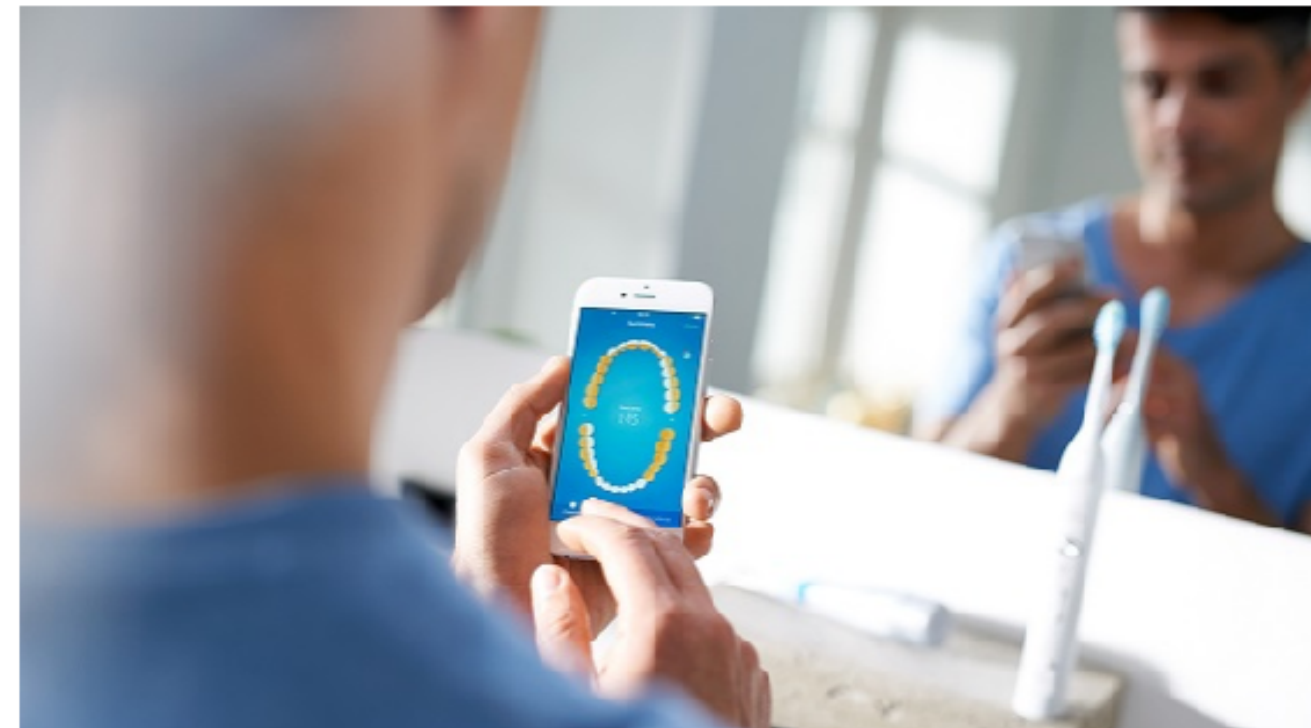
Applying smart sensor technology, it maps your mouth, tracking where and how you are brushing. You get alerts when you're brushing too hard, applying too much pressure or when it's time to move to another part of your mouth. And as the sensors don't need a smartphone camera to work, you have the freedom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

Brushing your teeth with an app

Published: June 9th 2016



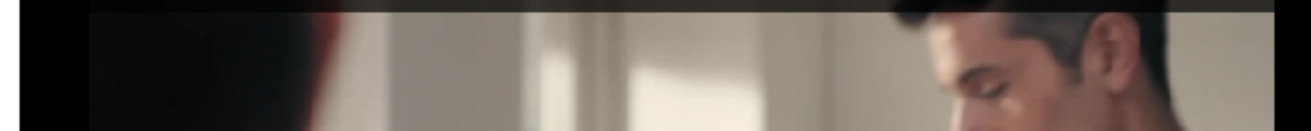
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Philips Sonicare FlexCare Platinum Connected Teaser intern (short)



Content owner:

[Boudien Bonting](#)

BG Communications

Page topics

[Philips Company](#)

[United States](#)

[United Kingdom](#)

[Global](#)

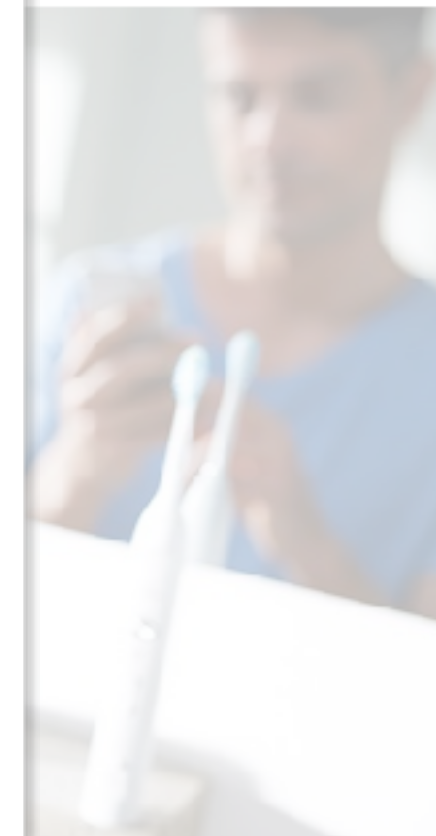
[Health & Wellness](#)

Hashtags

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app



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BG Communication

Page topics

[Philips Company](#)

[United States](#)

[United Kingdom](#)

[Global](#)

[Health & Wellness](#)

Hashtags

[sonicare](#)

3 19 2

A grayscale background image showing a group of business professionals in an office setting. A man in the foreground is looking intently at a large computer monitor on the left, which displays a line graph. Other people are visible in the background, some looking at the screen and others in conversation. The overall atmosphere is professional and collaborative.

Web analytics

Feedback portals

Engagement surveys

User research



Staff

The diagram consists of a rounded rectangle labeled 'Staff' at the top, a circle labeled 'Behaviours' in the middle, and a large rectangle on the right containing four research questions. A vertical dashed line connects 'Staff' to 'Behaviours', and a horizontal dashed line connects 'Behaviours' to the right-hand box.

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

business

intranet

staff

Three aspects to
'intranet effectiveness'



**HOW
EFFECTIVE
IS
YOUR
INTRANET?**