

Rediscovering our Intranet Mojo

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IBM AT A GLANCE

A BRIEF VISUAL OVERVIEW OF IBM, FROM AN IT PERSPECTIVE.



3,000
IBM'S INTERNAL
APPLICATION
PORTFOLIO



637,000
IBM CONNECTIONS
PROFILES

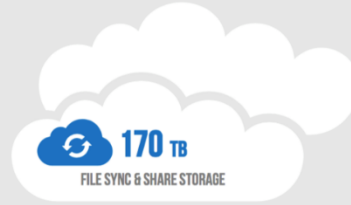


70,000
PRIVILEGED USERS

160+ ACQUISITIONS
SINCE THE BEGINNING OF 2000



179K
MOBILE DEVICES
UNDER
MANAGEMENT



11K+
LOGICAL SERVERS



51%
LESS THAN **5** YEARS OF
SERVICE



OPERATING IN 170 COUNTRIES

350,000
REMOTE ACCESS (VPN) USERS

\$ 82B
REVENUE (2015)

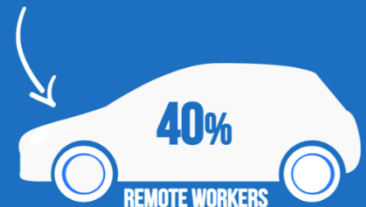


400,000
FULL-TIME
EMPLOYEES



130,000
CONTRACTORS

530,000
PEOPLE WORLDWIDE
SUPPORTED BY IBM IT



Views about working at IBM

“It’s easy to get lost within this company.”

“It takes a bit to navigate where to find help in such a large company.”

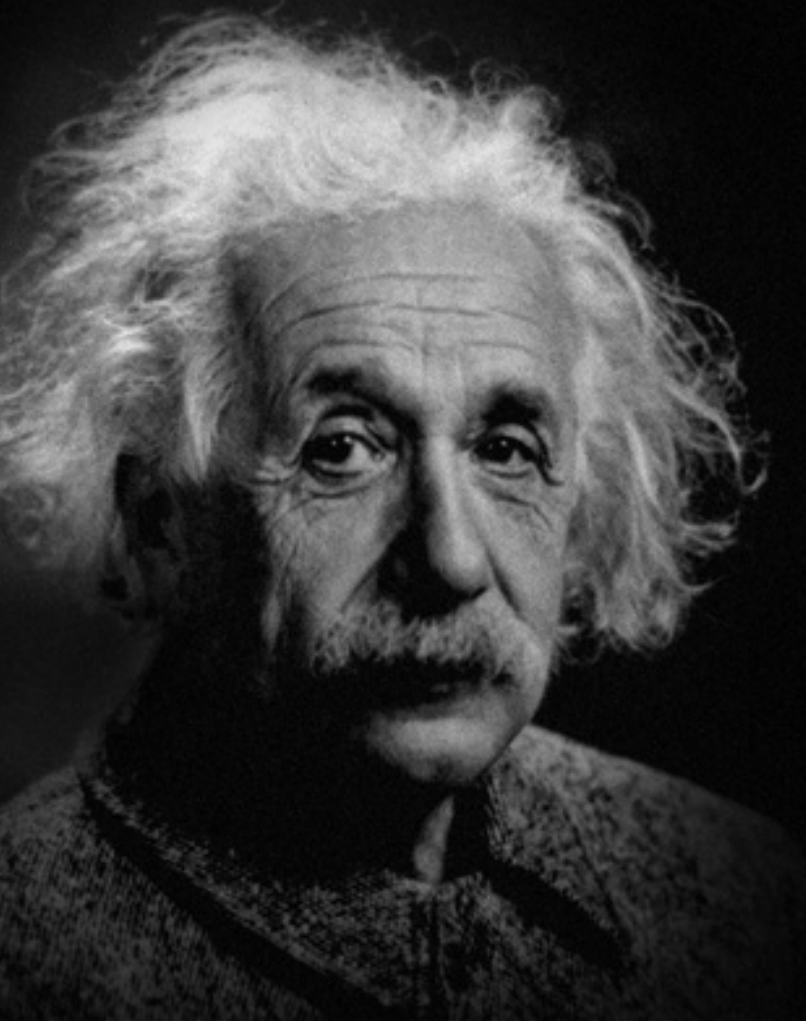
“IBM is a giant and as such the overall administrative workload is immense and sometimes hard to deal with.”

“Can easily feel like a cog in a wheel.”

“Way too big. Sometimes makes you feel small.”

“Too many internal sites, and hard to get simple task done sometimes.”



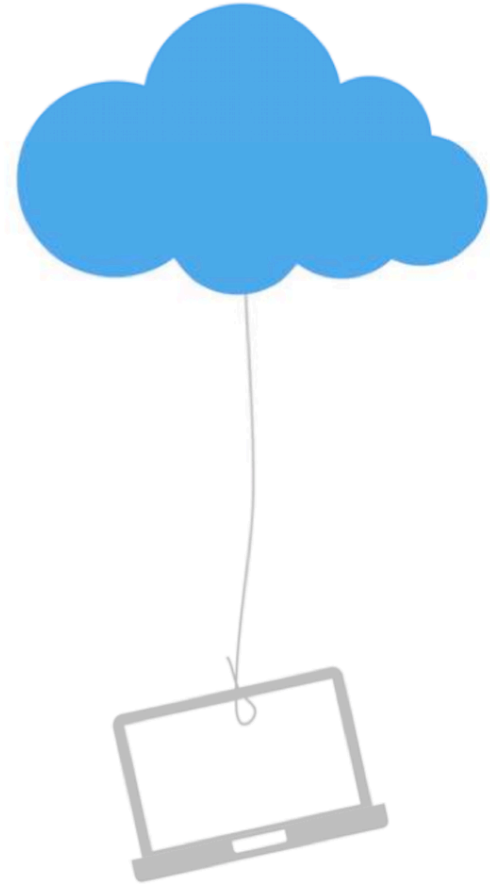


Any intelligent fool can make things bigger and more complex... It takes a touch of genius - and a lot of courage to move in the opposite direction.

- *Albert Einstein*

What kind of culture do we want?

- Less hierarchy
- More frequent, open dialog across all levels
- Less formal meetings & charts, more dialog and content
- Leaders who are practitioners and experts in their field
- We value engineering excellence and technical ability
- Risk taking is rewarded
- We value diversity
- We focus on doing a few things really well



Why re-imagine the experience?

- Content & services kaleidoscope
- Fractured user experiences
- Dated and incompatible systems
- Designs that have not been modernized
- Sites that are not responsive / adaptive for mobile devices



Origin story

- Re-imagine the IBM Intranet Web (w3), starting with the home page
- Architect for continuous availability
- Build with a few small (2 pizza rule), agile teams
- Deliver a Minimum Viable Product (MVP) in a few months
- Iteratively deliver new capabilities

Foundational requirements

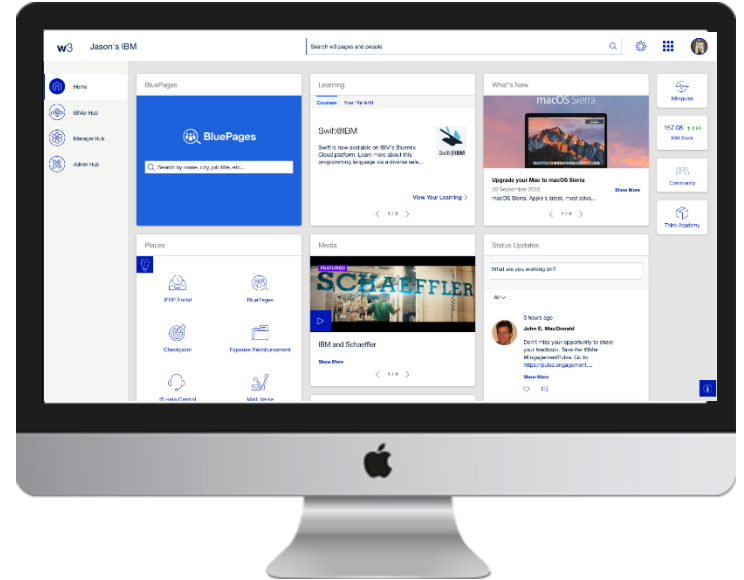
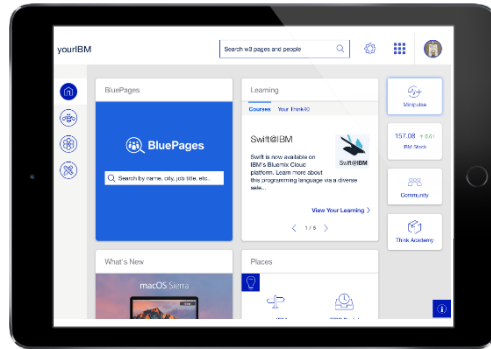
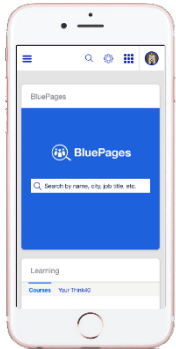
- Support modern DevOps techniques
 - Continuous delivery
 - Dark launching
 - Measuring what matters
 - Recovery oriented availability
 - Microservices
- Deliver end user experiences that are personalized to each individual
 - Context aware
 - Intelligent personalisation
 - Simplified customisation



Responsive / adaptive UX design

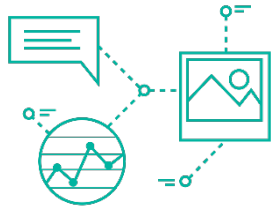
NN/g
INTRANET
DESIGN
ANNUAL
2017
WINNER

- Fully responsive and/or adaptive across devices and browsers
- Address common experience breakpoints (e.g. tablet portrait/landscape)
- Card design responsive and adaptive friendly



A cognitive business enhances digital intelligence exponentially.

UNDERSTAND



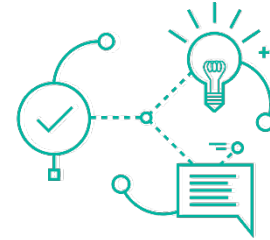
They understand personality, intent, news terminology & industries **like humans do**

LEARN



They learn from the past and every interaction **and never stop learning**

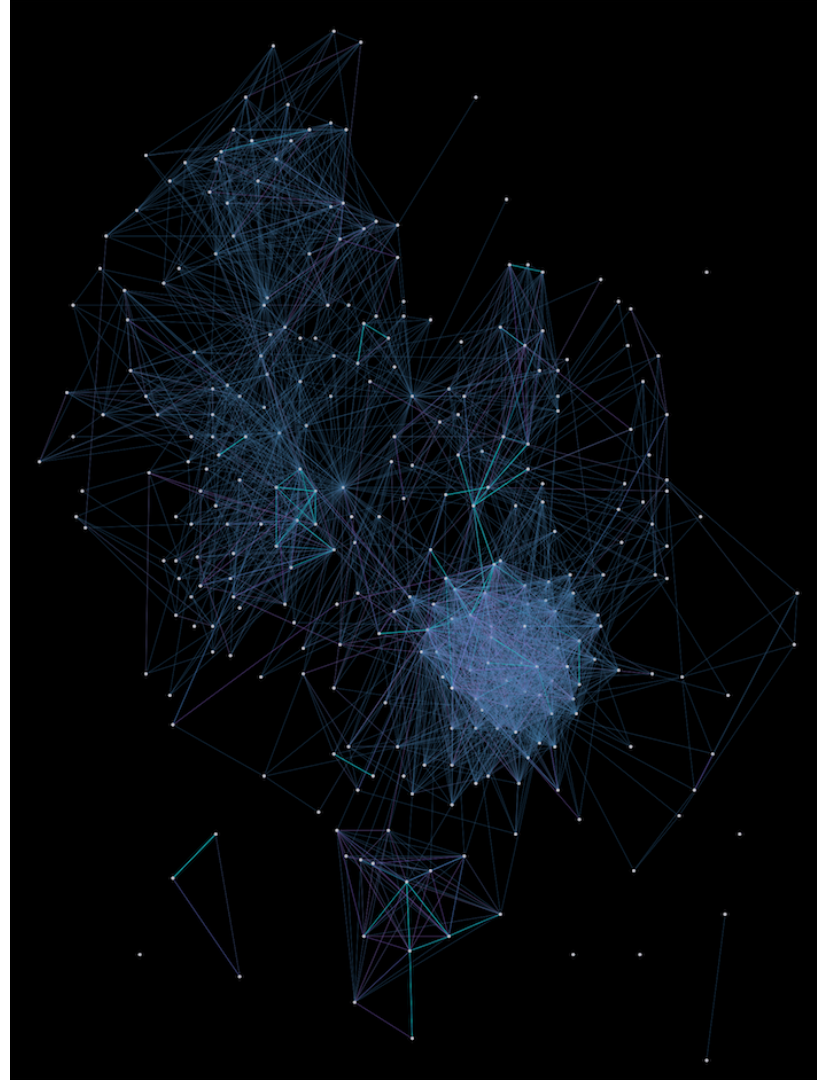
ENGAGE



With abilities to read, see, talk and hear they can **converse in a natural way**

Our Cognitive Roadmap

- Fix Search
- Unlock Corporate Knowledge
- Intelligent & Trusted Advisors
- Graph Knowledge



Watson Search (Understanding Content)

The screenshot displays the Watson Search interface for 'w3'. At the top, there is a search bar with the query 'agile' and a search icon. The interface includes filters for 'Sort by: Relevance', 'Date range: Any time', 'Countries: My countries', and 'Filter by source: All'. Below the filters, there is a 'Top Pages' section with several results:

- IBM Think Academy Home**: Use this site to learn more about IBM's strategic topics -- in less than 20 minutes.
- IBM Agile Academy**: The IBM Agile Academy is a cross-IBM Agile center of learning and capability development to create a shared understanding of Agile at IBM.
- DevOps@IBM**: Looking for information about adopting DevOps for your team? DevOps@IBM is an information hub to enable teams to find content they need < 30 seconds
- Agile introduction and training resources**: Training resources recommended by BT&IT to become Agile as individuals and an organization.

Below the 'Top Pages' section, there is a 'Recommended by Watson' section with 'About 38,936 results'. This section lists several articles with their titles, dates, and brief descriptions:

- Bits of Agile Series - Agile Collaboration Practices - The A...** (2017-02-15): Bits of Agile Series - Agile Collaboration Practices - The Agile Conversation Forum - IBM Agile Academy
- 08 - August 27, 2015 - PMKN eShareNet:Agile Series: Phase 3:...** (2016-06-02): 08 - August 27, 2015 - PMKN eShareNet:Agile Series: Phase 3: Being Agile / Session 6 - Agile Management by Michel Biedermann
- IDC - When Agile Isn't Agile: Part 1 — Optimizing Popular Ag...** (2016-02-23): This IDC study, written for CIOs and other technology managers seeking to transform their software development organizations, looks at 10 popular agile practices that have been adopted by most IT organizations and identifies common ...
- IDC - When Agile Isn't Agile: Part 2 — Optimizing Additional...** (2016-03-30): This IDC study, written for CIOs and other technology managers seeking to transform their software development organizations, extends the analysis of popular agile

- Replacing Enterprise Search
- Popular & Personalised recommendations
- Enhanced set of content sources
- Bi-weekly enhancements



Unlocking Corporate Knowledge (Applying Context)

Cognitive computing meets enterprise search

Cognitive Search BETA

Welcome to our Cognitive Search Proof of Concept. This page allows you to compare Learning and Knowledge search results across a Watson Cognitive Search (Retrieve & Rank) and Watson Explorer (non-Cognitive Standard Search). Please click [here](#) to provide feedback and learn more about our Cognitive Journey.



What training is there in the area of cognitive solutions relating to employees?



[Show me a random question and results](#)

COGNITIVE SEARCH RESULTS



Ps and APs Cognitive Certification Programme course material -...

CONTRIBUTOR: VALERIA_BENEDETTI@IT.IBM.COM | MODIFIED: 15 NOV 2016

The Ps ans APs Cognitive Certification Programme is a blended programme whose aim is to strengthen the sales...



5



2



0



3

 SAVE ITEM

DOWNLOAD 

STANDARD SEARCH RESULTS



Cognitive with SAP & EA Session

RECOMMENDED: 11 MAR 2016

In the technological era of Digital Transformation and Big Data Analytics, Cognitive has unveiled itself as the way of...



17



28



48

 SAVE ITEM



Intelligent & Trusted Advisors

Cognitive EngageSupport

WELCOME MURPHY, FERGAL L (Fergal)

Feedback

My Business Unit is Watson Customer Engagement !

Ok I will be happy to answer your **Watson Customer Engagement BU** and **SaaS** related questions. Please keep your **question specific to Watson Customer Engagement BU** and **SaaS**. I may be not ready to answer all your specific offerings, products & client related questions yet. *(Confidence level: 1.0)*

What offerings are in Watson Customer Engagement?

Watson Customer Engagement is the new name for the Commerce Business Unit

You can find more information at following link [Watson Customer Engagement hub](#)

(Confidence level: 0.87)

Type your question here...

Related Questions

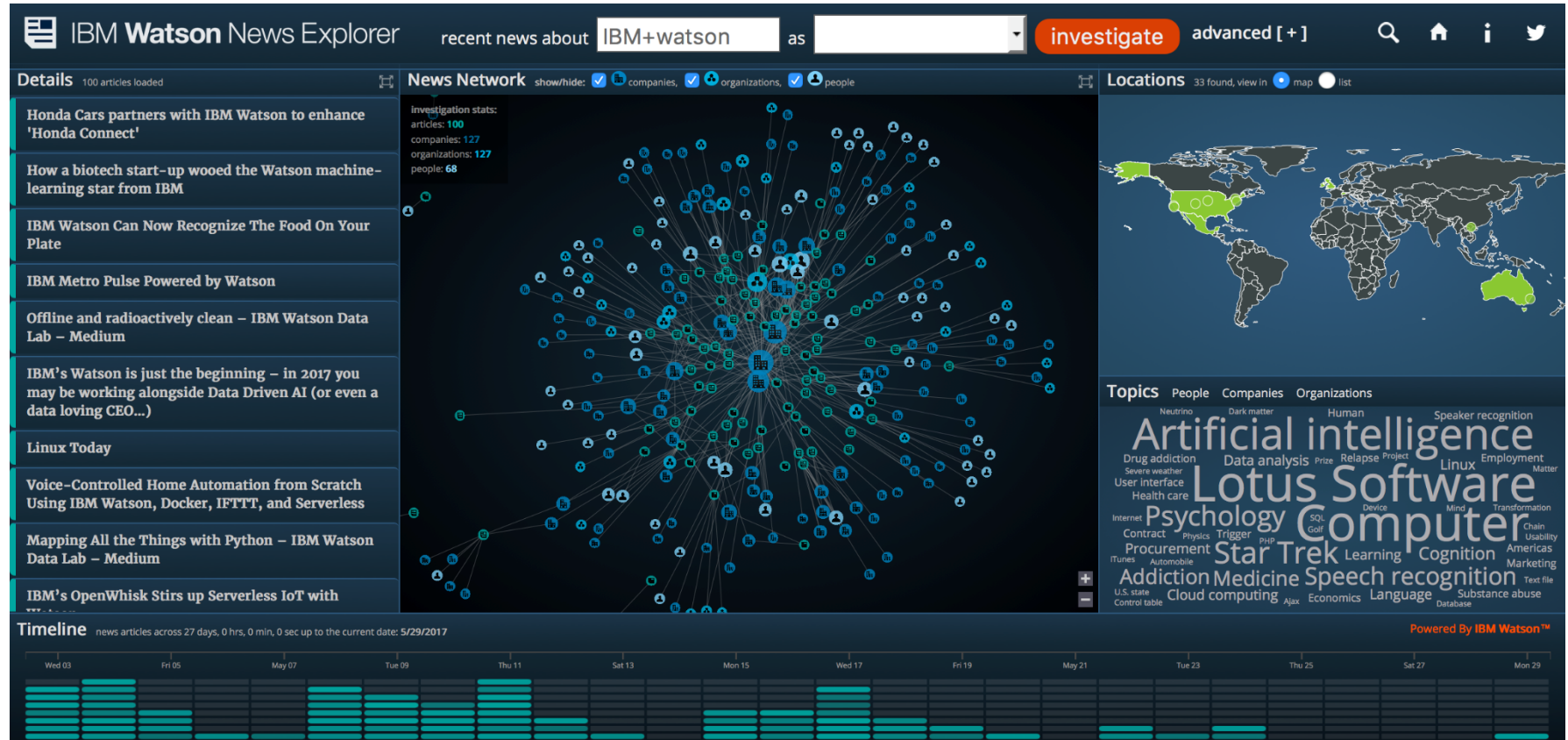
- Where could I find Enablement material?
- Where can I find the list of the Sales Plays available for Watson Customer Engagement ?
- I am looking for the names of Leadership contacts for my Geography or IOT, where can I find them ?
- Where can I find latest Industry news?
- Now that Commerce has become Watson Customer Engagement, where can I find data about this new structure ?
- What is the segment for B2B offering ?
- What are the offerings in Watson Marketing ?

Related Links

- ↔ [Watson Customer Engagement hub](#)



The Future: Watson Knowledge Graphs



Q & A

