



PRACTICAL GOVERNANCE FOR LARGE INTRANETS – THE RULES AND THE REALITIES.

Intranets2016

Catherine Humphreys



AT A GLANCE

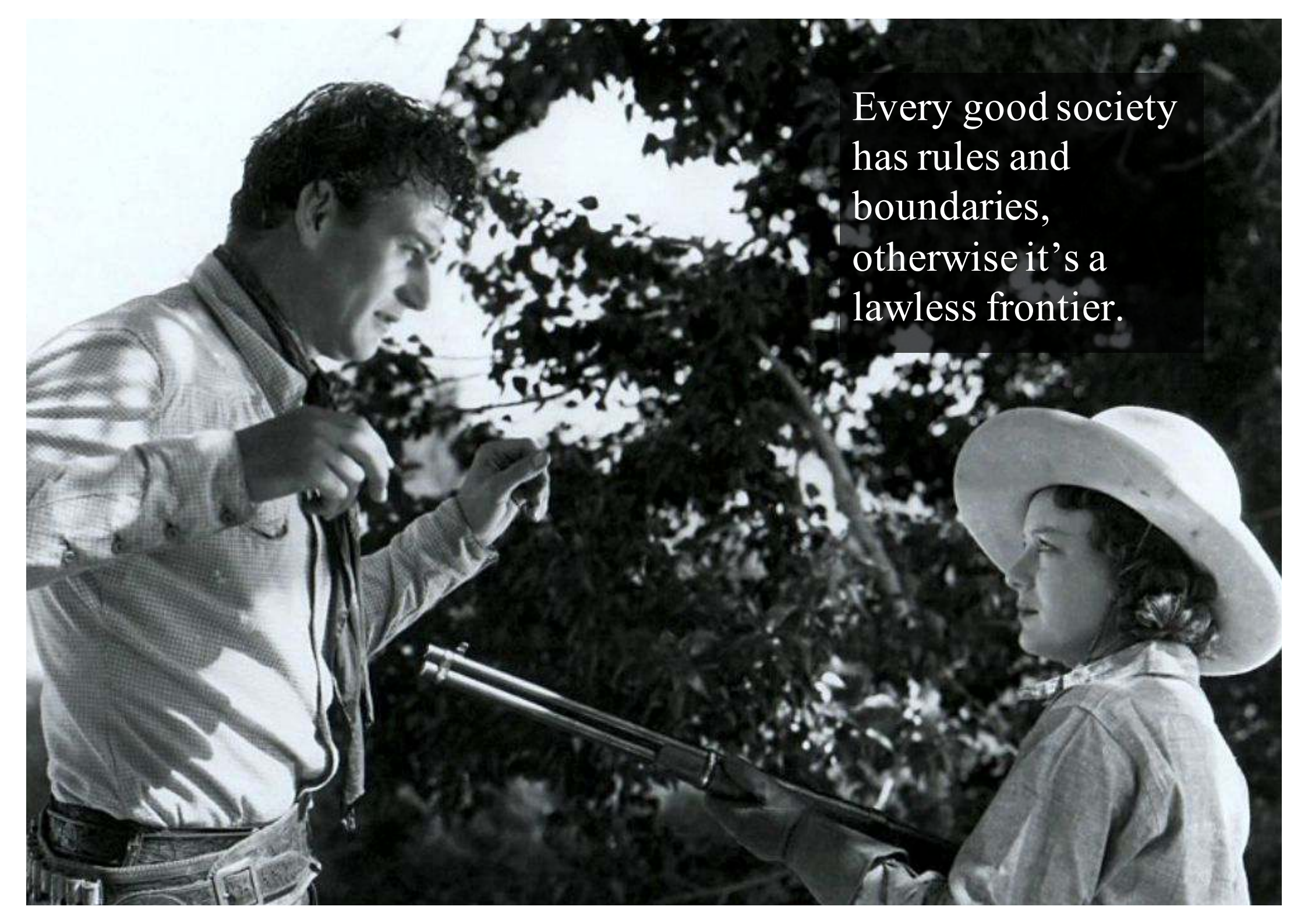
- Australia and NZ business, with offices in Asia, UK, USA.
- 10+ million customers.
- 1,700 branches and business banking centres.
- 35,000+ employees.



WHAT IS GOVERNANCE AND WHY IS IT IMPORTANT?

- 2 minutes to discuss at your table and report back.





Every good society
has rules and
boundaries,
otherwise it's a
lawless frontier.

Traffic lights. The
governance of the
road.



NAB INTRANET IN NUMBERS

35,000 employees

30,000 intranet pages

500+ content editors

100 site owners

2 intranet managers

WHEN DO YOU DO GOVERNANCE?



OUR PROJECT

Hi Catherine

Connecting the dots to the customer

How do I influence customers when I don't interact with them on a daily basis?
What impact can I have on their experience?

15 Apr 2016, 07:15 AM

3 27



Alerts

Currently no Network Alerts
all network alerts

Circulars

There are currently no circulars
all circulars

Stock price

NAB 26.76 ↑ 0.03
All ORDS 5224.1 ↑ 36.4

Last Update: 17/04/2016 12:46 PM



Need to know

Phishing emails from 'senior leaders'
Use of Instant Messaging
Technology outages this weekend
Digital Access Foundation Program
Tracking our PCs - your role

...

Group news

From the business

In the media



The future of banking

Want to know where the future of banking lies? Read Ken Henry's keynote speech delivered in Sydney on Tuesday.

06 Apr 2016, 10:20 PM

3 56



Family violence grants available

In an industry first, NAB will provide financial support to allow customers to escape dangerous and potentially ...

05 Apr 2016, 01:00 PM

71 288



WATCH NOW: The move is on

Watch this new inspirational video and discover how we're going to deliver more for our home loan customers.

04 Apr 2016, 12:40 PM

4 24

News Centre

...



WHAT DOES GOVERNANCE COVER?

- Technical
- Business
- Project



Image credit: 'There's a new kid in town' by v_calahan on Threadless

PROJECT GOVERNANCE

- The rules we had for the migration.



UNDERSTANDING NEEDS

- Understand stakeholder needs to inform end governance.



GOVERNANCE DOC.

has to be done
~~Boring but important~~

TECHNICAL BUILD = BUSINESS NEEDS

- E.g. permissions



FEEDBACK – MORE POWERFUL THAN CONTENT AUDITS

The screenshot shows the NAB intranet 'About us' page. The top navigation bar includes links for 'About us', 'By role', 'Customers', 'Divisions', 'People', 'Policies and procedures', 'Support', and 'My Shortcuts'. Below the navigation bar, the 'About us' section is highlighted in the left sidebar. The main content area is titled 'About us' and features a search bar. The 'Our businesses' section is highlighted with a red box and contains a list of business areas: Business Banking, Personal Banking, NAB Wealth, Product & Markets, New Zealand, and International branches - Asia, London and New York. The 'Our support services' section is also highlighted with a red box and contains a list of support services: Enterprise Services and Transformation, Finance, and Governance & Reputation. The 'Feedback' section is highlighted with a red box and contains a form for providing feedback, including a radio button for 'This was useful to me' and a radio button for 'Needs updating or could be improved', followed by a text box for details.

nab About us By role Customers Divisions People Policies and procedures Support My Shortcuts

Intranet > About us > Our businesses

About us

About us
Who we are
Our strategy

Our businesses

Find out more about our distribution businesses.

- Business Banking
- Personal Banking
- NAB Wealth
- Product & Markets
- New Zealand
- International branches - Asia, London and New York

Our support services

Find out more about the divisions and teams that support our distribution businesses.

- Enterprise Services and Transformation
- Finance
- Governance & Reputation

Print

Contact and page details

Contact: ☐ Catherine Humphreys
Last Modified: 17/03/2016 10:13

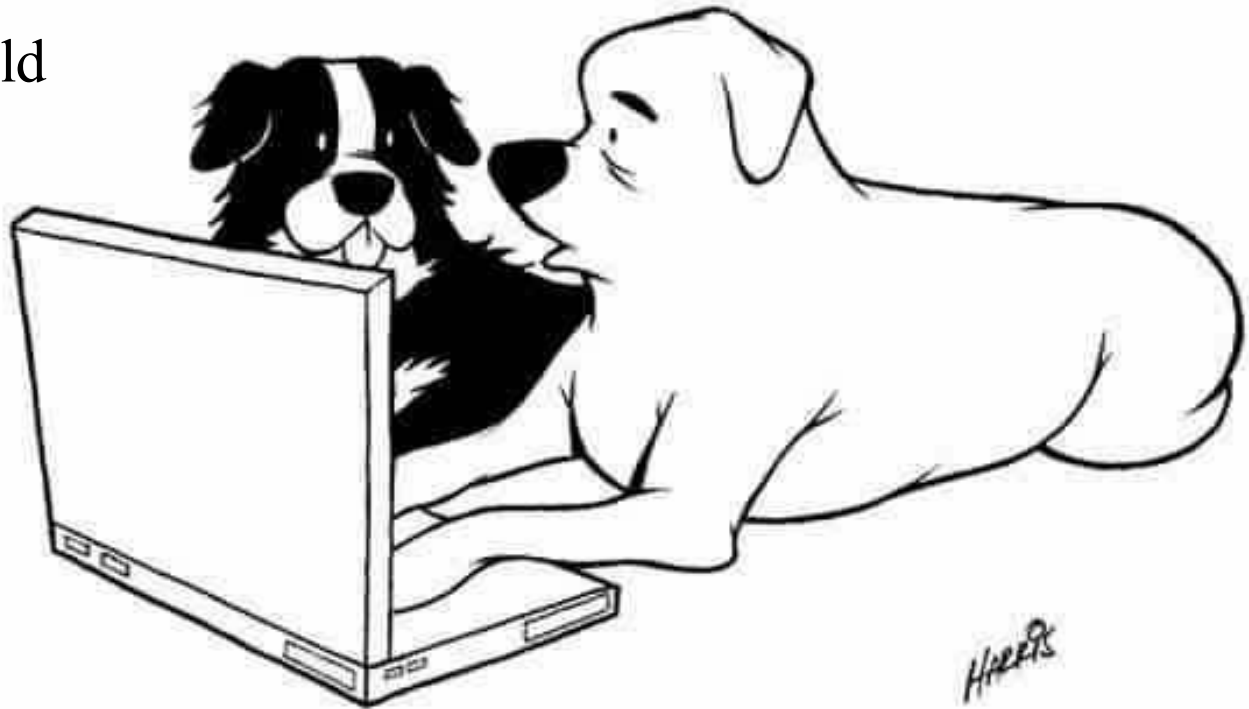
Feedback

☐ This was useful to me
☐ Needs updating or could be improved

Please provide details on how we can improve the page:

TO DELETE OR NOT TO DELETE

- Authors have an archiving capability so they feel comfortable to remove old content.



“And then I just hit delete. I haven’t actually eaten any homework for years.”

NO CUSTOM CODE!

- Just because you can, doesn't mean you should.



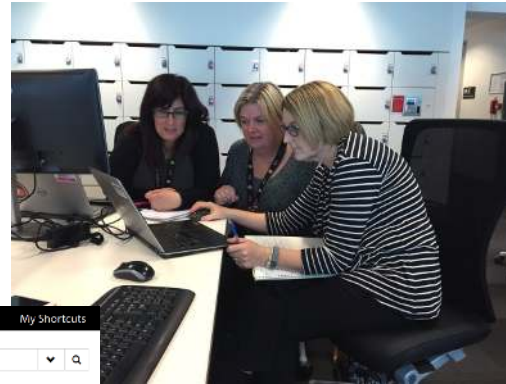
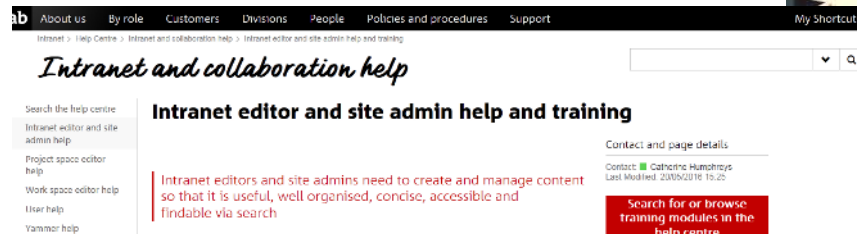
PUTTING IT INTO PRACTICE.

Engaging with content publishers and Technology.



ENGAGEMENT EN-MASSE

● Communicate and engage en-masse.



Hi Intranet editors

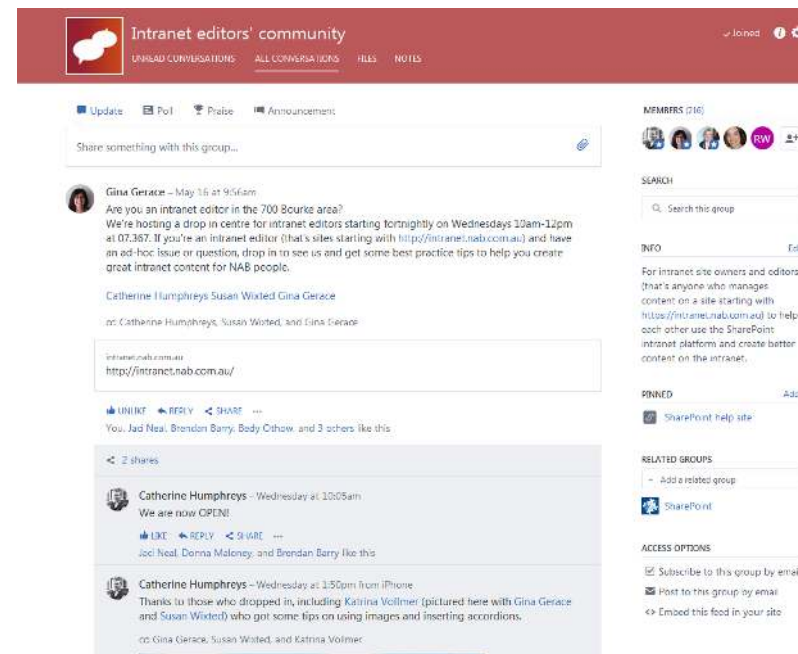
Hi! You're getting this personal message because you're an editor of an intranet site/page.

We (Catherine, Gina and Susan from Group Employee Communications) would like to connect with you again through the Intranet Site Owner Forum, to share best practice and make the intranet editing part of your role easier. Are you interested in participating? What topics would you like to cover? Trouble shooting, governance etc... and how often?

Let us know via intranet_updates@nab.com.au. Hope to hear from you soon.



Tamnorariv



SITE OWNER FORUMS

Time	Topic	Purpose	Presenter	Duration
2:00pm	Welcome		Julie Siragusa Catherine Humphreys	5min
2:05pm	Hall of Fame Competition winners	Share best practice	Julie & Catherine Competition winners	30min
2:45pm	Intranet quiz – know your intranet publishing system and you could win a prize	Knowledge transfer	Julie & Catherine	20min
3:05pm	Open – Q&A	Knowledge transfer Answer key questions about the system	All	20min
3:25pm	Close			

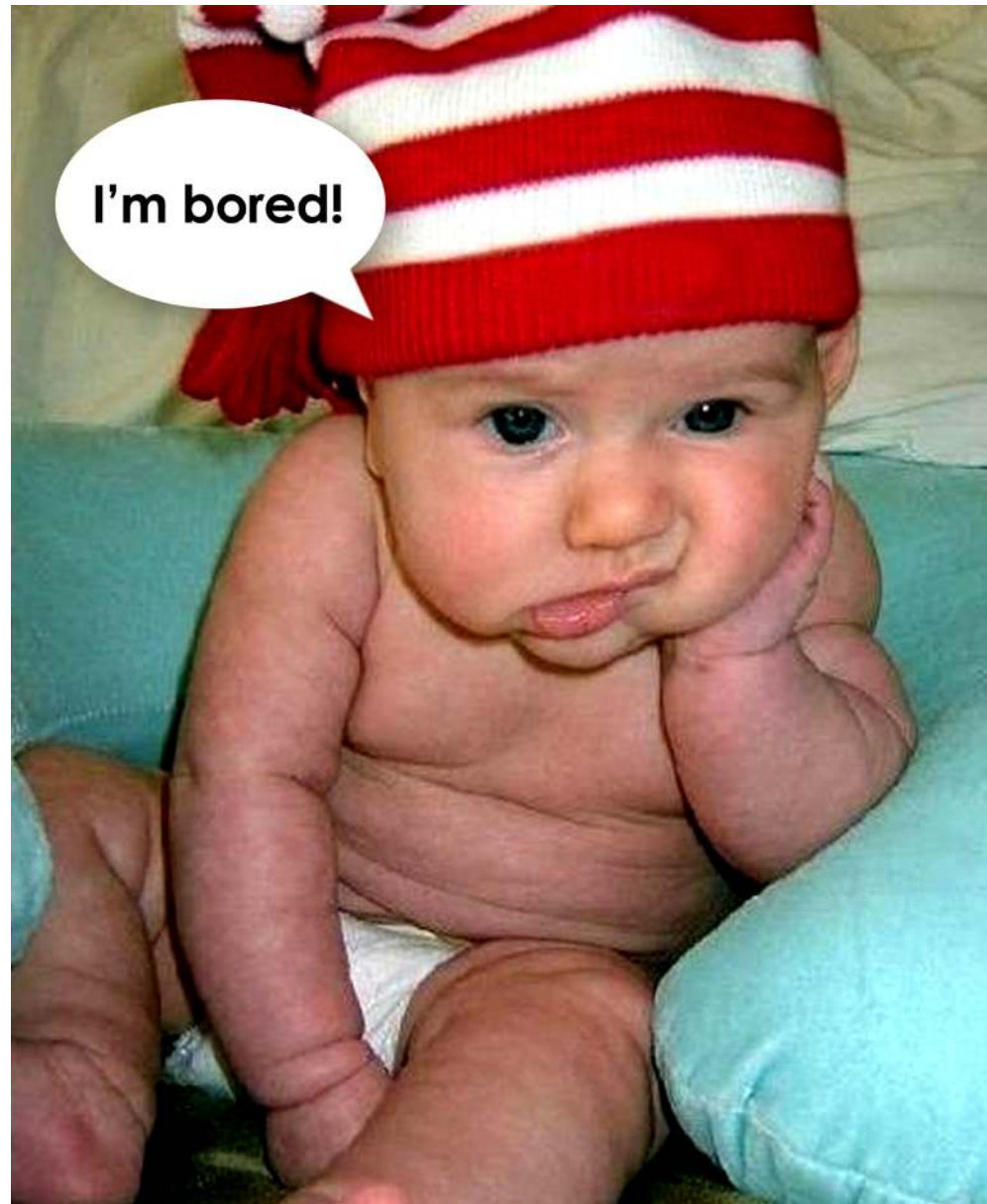
Ongoing purpose of the forum:

To make your intranet editing lives easier, and help you make your content better for the people who rely on it.

Specifically, the purpose of the forums is to:

- Share information (what you need to know)
- Answer key questions about the system (what you want to know)
- Transfer knowledge and increase your skill set
- Facilitate peer support
- Share best practice

SITE AUDITS – “BORING...”



WHAT WORKS WELL FOR US

- Having a clear service offering.
- Managing at a high level.
- Using what you have.
- Knowing the high value sites.
- Being realistic in what you can achieve.
- Creating great online help materials.
- Making your intranet champions your allies.
- Being best friends with Tech.

Catherine

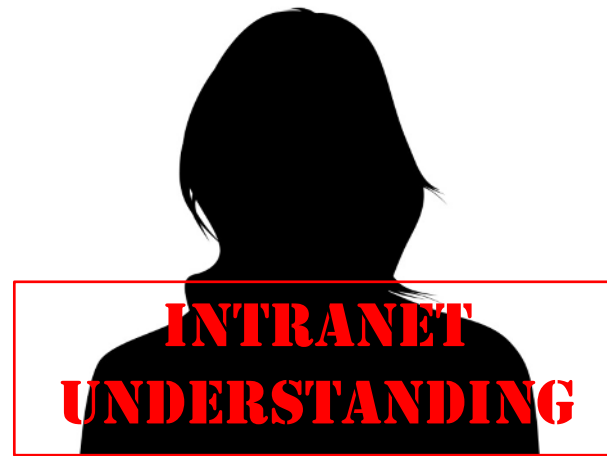


Gina



Susan

MISSING IN ACTION



CONCLUSION

