



Australian Government  
Department of Human Services

# Fostering an authoring community in a large government agency

Presented by **Adam Rees**

Department of Human Services

# Building and supporting a Community of Practice

The Department of Human Services *Publishing Community*



## 2010

- Four separate agencies
- Multiple intranets
- Some with distributed publishers
- All with centralised publishing teams
- A clear consolidation and savings agenda





**Australian Government**  
**CRS Australia**



**Australian Government**  
**Child Support Agency**



*One organisation, one culture agenda, with one intranet (to rule them all!)*

## 2015

- 34 773 employees
- 66% fulltime
- 71% female
- 0.5 % SES level
- 250 business teams
- 73% customer contact staff



working  
as one

# The primary drivers

- Single user friendly integrated online workspace
- Achieve business efficiencies (cost savings)
- Improve departmental communication
- Influence Organisation Culture

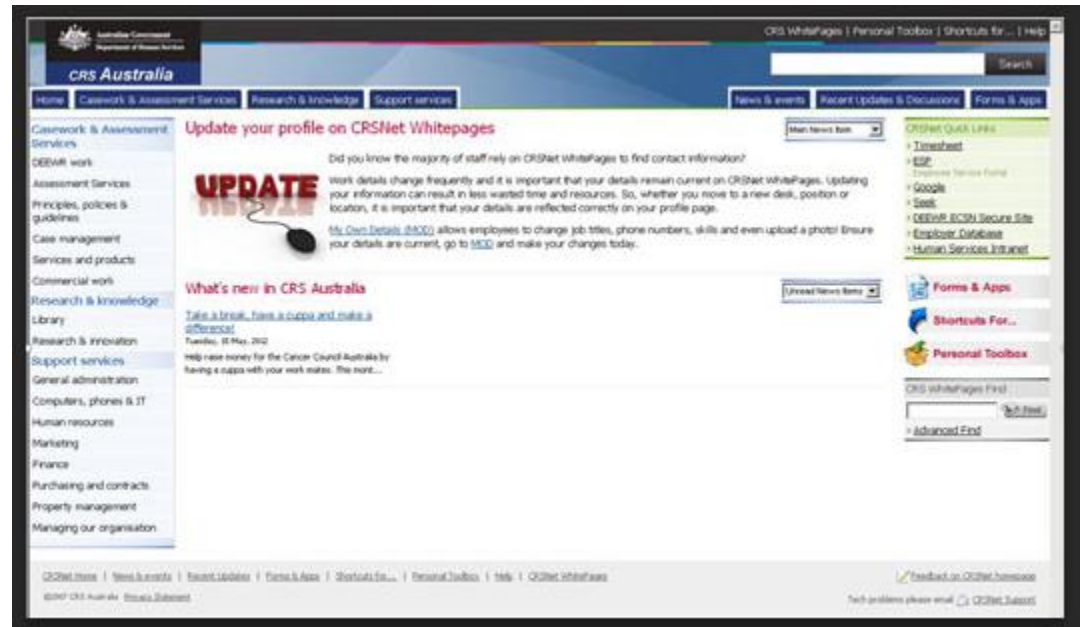


# Consolidating intranets

“Sometimes you just have to ride the wave you’re given”

# CRSNet

6,000 pages with a centralised publishing team





**Medicare**  
Centralised publishing of 12  
people, with around 2000  
pages

The screenshot displays the Medicare Australia Intranet homepage. At the top, there is a navigation bar with the 'intranet' logo and a search function. Below this is a secondary navigation menu with categories like Home, People Essentials, Technology & Equipment, Corporate, Governance & Legislation, Communication, Projects, Financial Management, Forms, Letters, Guides, Publications and Templates, and Directories.

The main content area features a 'News' section with a prominent article titled 'Human Services Portfolio Intranet—coming soon!'. The article text states: 'The new Human Services Portfolio Intranet will give you a single point through which to access up-to-date news, services, messages, updates on Service Delivery Reform, and a range of other features to keep you informed.' To the right of the article is an image of a computer monitor displaying the intranet interface.

Surrounding the main article are several sidebars and utility sections:

- Portfolio:** Includes 'works for you', 'Human Services Portfolio Intranet', and 'One Agreement... for better together'.
- Your career:** Lists 'e-Learning', 'PSA templates', 'Collective Agreement', and 'Job vacancies'.
- Your organisation:** Lists 'Programs & Business units', 'Human Services Portfolio Structure', 'Service Charter', 'Delegations', and 'OH&S'.
- Your day-to-day:** Lists 'Classifairs', 'Medicare Offices & Claiming Locations', 'News (external)', 'Upcoming holidays', 'Yellow/white pages', and 'Emergency Services'.
- Services:** Lists 'Ad Hoc Manuals', 'Helpdesks', 'Jobmatch', 'Library', 'Mail and Courier', and 'Maintenance'.
- Quicklinks:** Lists 'ESD', 'Mandatory Refresher Training Program', 'Standard Letter Templates', 'In the Loop', 'Medicare Australia Delegations', 'Recruitment & Selection', 'Job vacancies', 'Publishing content', 'Medicare office web email', 'Pulse', 'Public information sheets', and 'Information Management Query Statistics'.
- What's new?:** Lists 'Latest edition of News for you', 'Lynette's Travel Diary', 'ICT infrastructure integration newsletter', 'Third Portfolio SES Forum', 'Information Management Query Statistics', 'Operating Protocols - 6 August 2010', 'Compliance Division—2009/2010 Year in Review', 'Portfolio SES organisational structure - 9 August 2010', 'Secretary and CEOs meeting summary', and 'What's not so new'.
- Manager's toolbox:** Lists 'Medicare office branch managers positional mailboxes', 'Chief Executive Officer's instructions', 'Attendance information for Managers', 'Performance', and 'SPB Issues and Code of Conduct'.
- Choose your items:** A section with four colored buttons (blue, orange, green, purple).
- Weather:** A section titled 'Forecast for Tuesday 5 October 2010' with temperature forecasts for Sydney, Melbourne, Brisbane, Perth, Adelaide, Hobart, Canberra, and Darwin.
- Helpdesks:** Includes 'Helpdesks', 'Feedback', 'Travel and Accommodation', 'Where is...', and 'Community'.

At the bottom of the page, there is an alphabetical index (A-Z) and a footer with 'Feedback', 'Helpdesks', 'SiteMap', and 'Contact web team'.

# DHSnet

172 decentralised

publishers to

update/manage around

4000 pages

The screenshot shows the DHSnet website interface. At the top, there is a search bar and navigation links for 'Directory', 'Portfolio Directory', and 'Useful contacts'. Below the header is a main navigation bar with links like 'Procedural Instructions', 'Processing Help', 'Grade', 'Tools', 'Jobs', 'The Guide', 'Customer Referral', and 'Websites'. A secondary navigation bar includes 'Quick Links', 'Emergency', and 'Help'.

The main content area is divided into several sections:

- Home**: A list of links including 'About us', 'Customer Support', 'Employee Support', 'Business Management', 'News & Events', and 'From The Executive'.
- works for you**: A section with a graphic and text about 'Service Delivery Reform'.
- One Agreement, one team together**: A graphic with the text 'DHSnet 2010'.
- Portfolio Enterprise Agreement**: A section with a graphic and text about the agreement.
- Print Version** and **Edit Site Login**: Two buttons at the bottom of the sidebar.
- Headlines**: A central section with several news items, each with a small icon and a date:
  - Human Services Portfolio Intranet – coming soon!** (05 October 2010): Human Services Portfolio Intranet will offer you a single point through which to access – portfolio news, executive messages, updates on Service Delivery Reform and a range of other features to keep you informed. Find out more.
  - Video interview with the Minister: priorities and challenges** (30 September 2010): In my video today I reflect on my first impressions of the portfolio.
  - Are you making the most of the Performance Management Process?** (01 October 2010): Giving and receiving honest, constructive and timely feedback is a key element of the PMP and vital for your continued development.
  - Proof of Concept launching this month to support technical development** (01 October 2010): The technical support network has identified a need for proactive, targeted, and timely activities to support the technical development of staff. In October four sites will commence a Proof of Concept called the Technical Learning Cycle to trial new processes, tools and ways of working to develop staff and produce quality customer outcomes.
  - Introducing My family's changed and A kid's guide to changing families** (20 September 2010): Two new products have been developed to help children under the age of 12 understand what's happening when their parents separate.
  - Daylight saving 2010** (20 September 2010): Daylight saving will start in New South Wales, Victoria, South Australia, Tasmania and the Australian Capital Territory this Sunday 3 October 2010.
  - Mental Health Week 10 – 16 October 2010** (20 September 2010): Good mental health helps us to more fully enjoy life and the world around us. Make a difference, particularly in Mental Health Week by being active, getting connected and staying involved.
  - We're all ears – the Employee Engagement Survey 2010 is coming** (20 September 2010): What do you think of working for DHS (including CSP)? The Employee Engagement Survey is your chance to tell us exactly what you think!
  - Human Connection – out now!** (13 September 2010): Welcome to spring and the latest Human Connection. In this issue we invite you to have your say in the Employee Engagement Survey 2010 also bring you CSP Finance Officer, Marge Ward's story of team work and generosity of spirit in the 2010 Orfan trailwalker challenge. All this and more at August-September Human Connection...
- In Focus**: A section with several news items, each with a small icon and a date:
  - Delivering Quality Outcomes Review Article** (2 July 2010)
  - Child Support Trainers Update – part addition** (2 July 2010)
  - Employee Status of Function by Info map and Service Delivery Model Article** (2 July 2010)
  - Find out how we are tracking against our corporate targets – part addition** (22 June 2010)
- Monday Headlines**: A section with several news items, each with a small icon and a date:
  - Sunday Daily Chat** (5 October 2010)
  - Thursday Daily Chat** (10 September 2010)
  - Wednesday Daily Chat** (29 September 2010)
  - Friday Daily Chat** (24 September 2010)
  - Monday Daily Chat** (20 September 2010)

At the bottom of the page, there are links for 'View headline archive', 'Headlines template', and 'Intranet guidelines'. The footer contains the text 'CDA... supporting separated families.' and navigation links for 'Home', 'Subscribe', 'Sitemap', 'Feedback', and 'Help'.

# CentreNet

130,000 articles - with

246 decentralised

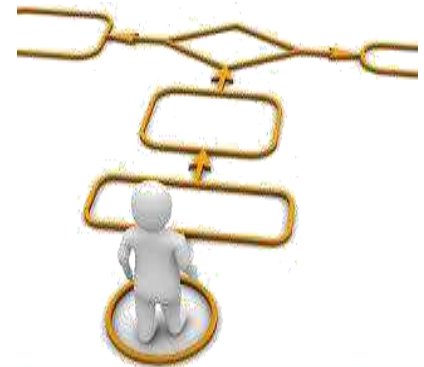
publishers

maintaining around

20,000 html pages

The screenshot displays the CentreNet website interface. At the top, there is a navigation bar with the CentreNet logo, a 'Quick Phone' search bar for 'Surname, Firstname', and a 'CentreNet Search' bar for 'Keyword(s)'. Below this is a 'Business Directory' with an alphabetical index (A-Z) and a 'Page Last Updated: 01 October 2010' notice. The main content area is titled 'Welcome to CentreNet' and features a grid of icons for various services: e-Reference, Macolat, Network News Update, National Info, News Room, InfoLink Online, CentreNet Sites, Phone Search, Service Desk, and Webchat. There are also banners for 'Human Services Portfolio Intranet' and 'Agreement One'. A 'CentreNet Hint' reminds users to press CTRL-F5 for updates. At the bottom, logos for the Australia Government and Centrelink are visible. On the right side, there are vertical sections for 'What's New?' (listing dates and topics like '01 Oct 2010 - Interview with the Minister'), 'Community Recovery' (listing 'March 2010' events like 'Victorian Storms'), and 'Weather'.

Where are we now?





- Home
- + Business teams
- + Services and functions
- + People
- + Forms, letters, guides, publications and templates
- Operational Blueprint
- + Community
- + About us
- Promotions and initiatives
-  Transformation Street
- We.** Our Culture
- EA** Enterprise Agreement
-  DHS Games 2015

the Directory
  the Intranet
  Operational Blueprint

Advanced Intranet search >

### Executive Messages

07 May 2015

#### Take part in the 2015 APS employee census


The 2015 APS employee census starts next week – participate in this important annual survey.



Kathryn Campbell

### News

#### Focusing on innovative service delivery



Find out how we're investigating ways to better meet the needs of disadvantaged people and communities.

#### Popular links

- news hub
- Executive messages
- Staff Feedback Tool
- Office Locator
- Forms, letters, guides, publications and templates
- ICT Security Portal (ISP)
- Organisational Structure
- Useful Internet Links
- ICT Service Desk/Ask Kristy
- White pages/Yellow pages

#### Top 10 Customer service

1. Operational Blueprint/eReference
2. Network News Update (NNU)
3. BI Today
4. DHS online forms
5. Approved Courses and Educational Institutions - Students
6. Indigenous funeral notices
7. FINS Bulletin
8. Human Services Workspace
9. Accessing TotalView
10. Smart Centres Act References

#### Top 10 People

1. ESSentials
2. Vacancies - EOIs
3. Enterprise agreement project
4. People Online
5. People index
6. Industrial action
7. PAC
8. Recruitment
9. Bargaining meeting summaries
10. Travel

#### What's new

- DHS Games 2015
- Social Media Policy
- Global Corporate Challenge 2015
- Learning and Development
- The Digital Strategy (Draft)
- Fraud Prevention
- Information Central
- Quality Information Hub
- Change Information Hub

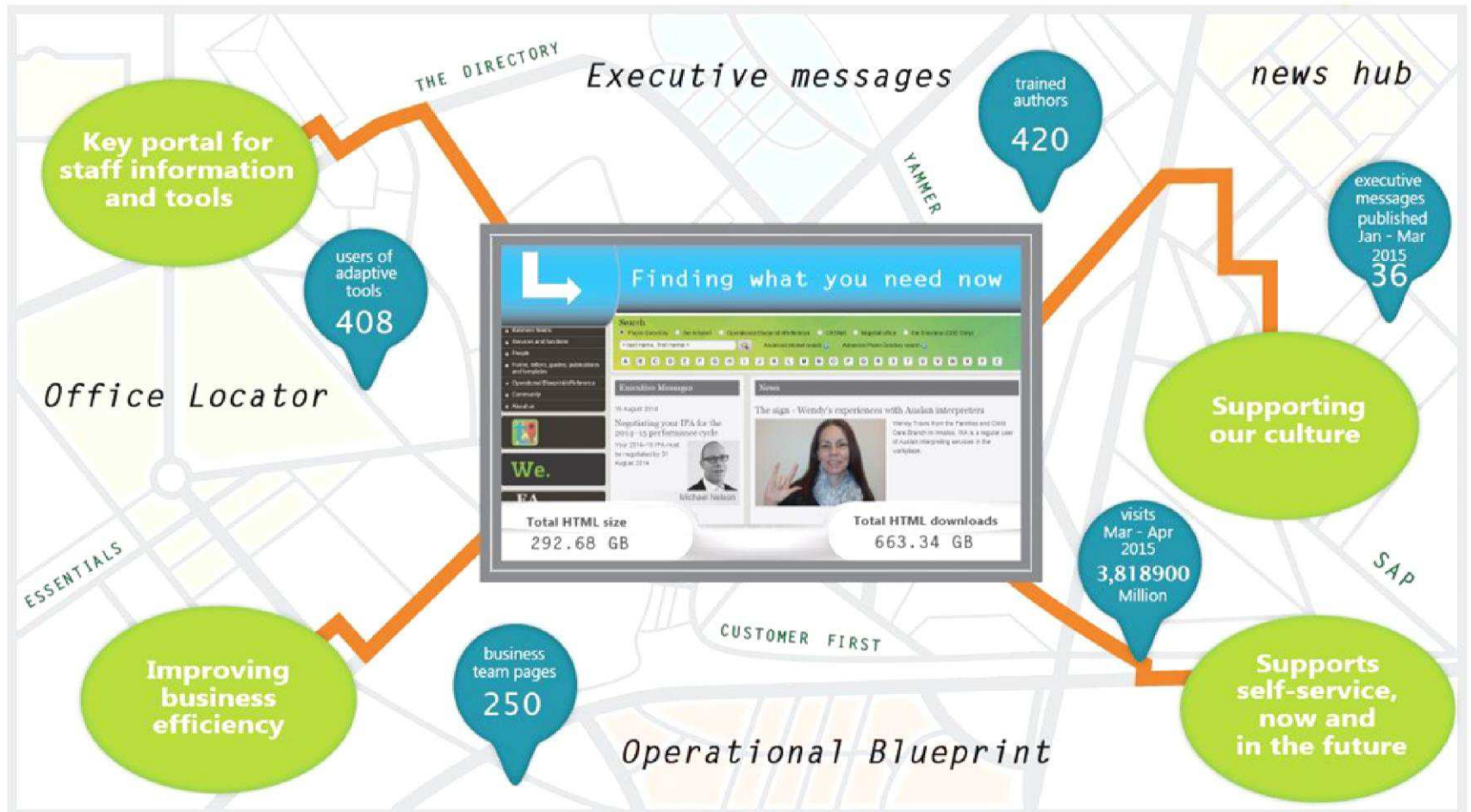
#### Time and weather

City	Time	Temp	Weather	City	Time	Temp	Weather	City	Time	Temp	Weather
Adelaide	1:51 pm	17°		Brisbane	2:21 pm	25°		Canberra	2:21 pm	14°	
Darwin	1:51 pm	32°		Hobart	2:21 pm	13°		Melbourne	2:21 pm	16°	
Perth	12:21 pm	25°		Sydney	2:21 pm	22°					<a href="#">Add city &gt;</a>

[Reset >](#)

# Human Services Intranet

A single entry point for the online tools and information you need to do your job



3.8m visits a month

408 users with adaptive technology

250 business teams

WCAG 2.0 A(A)



Publishing Community of 420

78% regularly publish

Certified 50 Publishers

Community support team (5)



# How do we do it?

"There is not one right way to ride a wave."  
*Jamie O'Brien*



## Pillars of our Publishing Community:

- ✓ **Community Support**
  - Engagement, Tools, guides, mailbox
- ✓ **Education**
  - Access, training
- ✓ **Quality**
  - Certification, QA process
- ✓ **Best practice**
  - Templates, standards
- ✓ **Communication**
  - Yammer



# Stakeholder engagement

- Develop Information Architecture
  - Harvesting best practice
- Account Managers as Champions
- Identify self publishing benefits
- Develop model for transition plan(s)

# Community Support

- Publishing Standards and Guidelines
- Documentum (CMS) 'how to' instructions
- Quality assistant tool
- Quality assurance and feedback for new DPs
- Site integrity with weekly broken link reports
- Random page reviews
- Peer support tool



- + Business teams
- + Services and functions
- + People
- + Forms, letters, guides, publications and templates
- + Operational Blueprint
- + Community
- + About us
- Promotions and initiatives



Transformation Street

We.

Our Culture

EA

Enterprise Agreement

## Publishers' Toolbox

New to publishing? The following information will give you an overview of what is involved.

### New to publishing

You're a new publisher, but you don't know where to begin? Read through this section to learn more.



### Standards

We developed some standards with rules and best practice examples to assist you to publish content.



### Features showcase

The showcase highlights useful examples of some of the features that you can add to your pages.



### Templates

This section explains the components of entry, landing and content pages and the related business rules.



### Documentum How To

A collection of taskcards and How To pages designed to assist you to get the most out of Documentum.



### Quality and Data Integrity

As a publisher you must quality check your content and respond to automated data integrity reviews.



### Resources

Get quick access to guides and checklists about current conventions for a range of publishing tasks.



### Certification

With certification you receive full publishing rights and are able to power promote pages to the intranet.



### Training and support

We provide training in Documentum Web Publisher and ongoing advice and support.



### Contact us

We can help you! Let us know about your ideas and any issues and concerns that you want to share.



Join the new [Documentum direct publishers](#) Yammer group and post a question about publishing.

#### Content details

- ▶ **Business Owner**  
Intranet and Internet Services
- ▶ **Date published**  
27 June 2014
- ▶ **Feedback**  
[Email the owner of this page](#)

# Education

- Will train 2 people from each business area
- Classroom or screen share
- Training covers: the Information architecture, basic publishing process in Documentum, template and page layout and intranet governance/standards
- ✓ New publisher gets restricted access



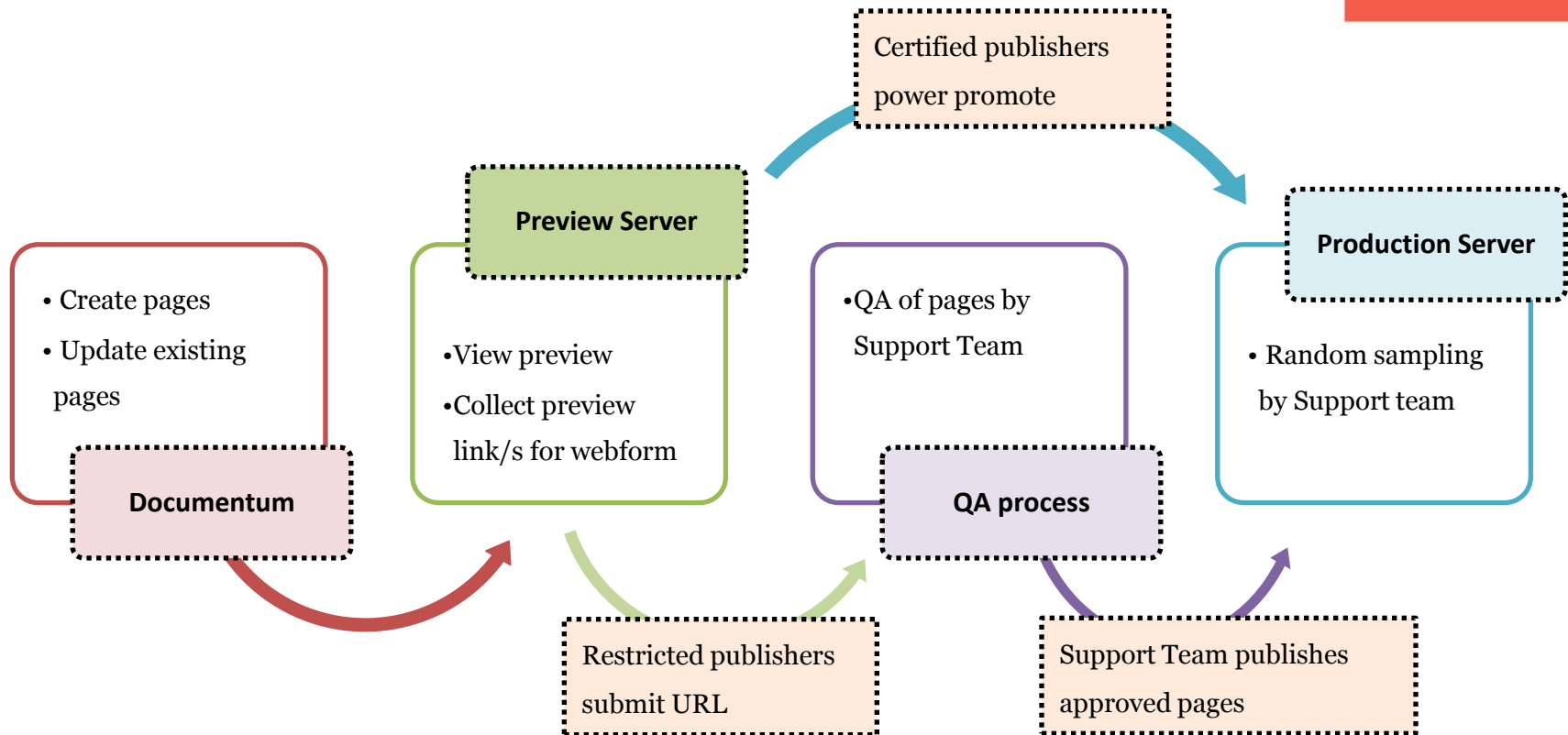
# Certification

*A Pen license to publish directly to the live environment*

- New publishers are awarded a point for every substantial updates with no errors
- Publishers are considered for certification once their QA tally reaches 20
- To maintain certification, updates must conform to intranet standards and guidelines

*"With great power there must also come - great responsibility."*

***Stan Lee** (not Uncle Ben from the Spiderman movie)*



3 access levels:

- Administrator (Support Team)
- Restricted Publishers
- Certified Publishers



# Quality assurance

Quality Assistant help  
This is a PREVIEW version. [Quality check this page](#) [Swap to 'live' version](#)

humanservices.gov.au | Minister Help Apps Search

Home  
Business teams  
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Transformation Street  
We. Our Culture  
E.A. Enterprise Agreement  
Belong DHS Games 2015

## Individual Learning Plan and Skills Audit for Financial Information Service Officers

On this page

- [Training and Development Responsibilities](#)
- [How to complete this form](#)
- [FIS Skills Set](#)

### Training and Development Responsibilities

1. Page contains bold headings. See [Intranet standards - Styles](#)
2. Numbers are to be written as numerals, not words. See [Intranet standards - Style](#)
3. Punctuation is not permitted at the end of list items. See [Intranet standards - Lists](#)
4. Tables must have a summary attribute. See [Intranet standards - Tables](#)

Close

Professional Development Days.

**FIS Professional Development Days:** These are arranged to meet your needs as a FIS Officer on subjects which cover the non-Centrelink areas for your training and development. This is additional to your Learning and Development time.

**FIS Officers:**

**Personal and Professional Development:** As staff at the APS6 level, you should take your own training and development seriously. At all times make and take opportunities to self develop, through your general reading, contacts with industry or professionals, or with whatever other internal and external opportunities that allow your training and development. Your responsible approach includes completing the FIS Skills Set.

working as one

Share this page Site info Time and Weather Intranet Links Top

# Best practice sharing

- Consistent user interface
- Business efficiencies
- Ease of use for direct publishers
- Training consistency

The screenshot shows a web page from the Australian Government Department of Human Services. The page is titled "Intranet publisher support" and is located at [humanservices.gov.au](http://humanservices.gov.au). The page features a navigation menu on the left, a main content area, and a sidebar with quick links and more information.

**Navigation Menu:**

- Home
- Business teams
- Services and functions
- People
- Forms, letters, guides, publications and templates
- Operational Blueprint
- Community
- About us
- Promotions and initiatives

**Main Content:**

## Intranet publisher support

**On this page**

- [About us](#)
- [Publishers Toolbox](#)
- [Contact us](#)

### About us

The Support team manages a large group of publishers across the department who publish content to the intranet. These people publish with a high level of competency and consistency to help to maintain an intranet which will become WCAG 2.0 compliant.

To support our intranet publishers, we:

- deliver [training](#) in Documentum
- [quality check](#) all intranet content
- develop and manage compliance to [intranet standards](#)
- communicate disruptions of service that affect publishing
- decommission content on legacy intranets
- provide post training support
- information architecture and access control

Use the [Intranet Publishing Support webform](#) to:

- request Documentum training to become an intranet publisher for your business team
- send content for quality checking
- advise content for deletion or decommission legacy sites (for business owners)

### Publishers Toolbox

If you are new to publishing visit the [Publishers Toolbox](#) to learn more about what is involved. If you're already an experienced publisher who wants to update your knowledge, the Toolbox will help you to continue to create high value and standards compliant content.

### Contact us

If you have an enquiry, please send an email to [intranet.webmaster](mailto:intranet.webmaster)

**Quick links:**

- Intranet Publishing Standards
- Documentum: How To
- Intranet Publishing Support Webform
- Intranet publishing checklist [PDF, 247kB]
- Documentum Quick Reference Guide [PDF, 188kB]
- Documentum Publishing Guide [PDF, 1.7MB]
- Writing Style Guide
- Web Accessibility

**More information:**

- w3schools
- Web Content Accessibility Guidelines (WCAG) 2.0

**Related content:**

- Intranet and Internet Services
- Programme Information Branch
- Web Access

**Content Details:**

- Business Owner Intranet and Internet Services
- Date published 2 October 2014
- Feedback Email the owner of this page

# Communication

Yammer



## Documentum Direct Publishers

Private Group ✓ Joined

This group is for staff who have completed Documentum Publisher training. Use this group to talk to your peers about publishing issues.

Members 337



Conversations

Info

Files 19

Notes

Update Poll Praise

Share something with this group...



### Intranet Webmaster (Announcement)

To Documentum Direct Publishers



Follow

#### Twisities standard update

Happy Friday publishers.

Have you ever tried to add a Twisty to your page but found the required code a little confusing? We've revamped the code needed to add Twisities, simplifying it and hopefully making it easier for publishers to implement. Take a look at the updated standards page.

If you have existing Twisities there's no change required, they'll still work.

As always, if you have any questions post them here on Yammer or email intranet.webmaster.

Have a great weekend.

Like · Reply · Share · More Friday at 3:09pm

adam rees, Stephen Ibbott, Diane Hickman and Ryan Tyler like this.

Search this group

### Info

This is a space for Direct Publishers to help each other with Documentum Intranet Publishing related questions.

Please take a moment to read these guidelines:

Please keep your questions on topic

The Quick Reference Guide and Documentum Publishing Guide are useful resources

The Intranet Webmaster admin will clarify any questions you have

Please help your fellow publishers and check back here often.

### Pinned



#### Intranet Standards

Published about 1 year ago



#### Documentum Publishing

Published about 1 year ago

### Groups

#### Documentum Direct...

Web Analytics

All Company

20+

Browse Groups

Create Group

Networks

# What have we learnt?

“The only time you should ever look back, is to see how far you’ve come”

- ✓ Focus on doing the high value activities
- ✓ Business continuity is essential
- ✓ Can't outsource everything
- ✓ Always reference the standard in feedback
- ✓ Standards and Style guides are essential
- ✓ Be flexible to new Business requirements
- ✓ Smooth UI design is the key to effective multi-platform intranets (especially during any transition)
- ✓ Promote the value of Intranet.

“Your wave is waiting”





# Contact

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Programme Information Branch

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