

The New Chorus Intranet: “Staying on Song” in a complex change environment

Kevin O'Donnell, Chorus Knowledge Manager



Agenda:

- About Chorus NZ and the “FreshStart” Programme
- Chorus Intranet Design & Build
- The Collaboration Hub
- What we did next...
- Workplace of the future
- Some Stats...
- Lessons Learned
- Summary, Close and Questions



About Chorus NZ Ltd



Chorus is New Zealand's largest telecommunications infrastructure company. We maintain and build a network predominantly made up of local telephone exchanges, cabinets, copper and **UFB fibre** cables connected to homes and businesses throughout the country. **Chorus demerged from Telecom NZ** (now Spark NZ) in 2011, with technical separation required **by June 30 2014**.

Our Purpose: To be trusted every day to deliver a world class network that drives New Zealand's success and keeps us connected to the world.

Organization Overview:

- Approx. 850 FTE spread around NZ, mostly in Wellington, Auckland, Hamilton, and Christchurch
- Average employee age is around 47, many staff with 20-40 years tenure, very multicultural mix
- *Aon Hewitt* Best Employers Engagement Score 2015: **82%**



“FreshStart Programme”: By 30 June, 2014



4 Wgtn Offices
to 1 new office
in March 2014...

Late
2012

Desktop Project

(Office 2013, Lync 2013, Zero Clients, Virtual Desktop)

Staff Training

Live
during
April 2014



Information Mgmt Transition Project

(SharePoint 2013, Doc/Site migration, New Intranet & Support)

Staff Training

Live on
26 May

Business Intelligence Project

(New Data Warehouse and Internal BI Capability)

Staff Training

Live on
27 June
(Drop 1)

ERP Project

(New SAP installation, Leave and Expenses Management)

Staff Training

Live on
30 June

← **Approx: 18 months** →

FreshStart Programme – The “Detail”



Pre-Migration (part of Telecom/Spark)

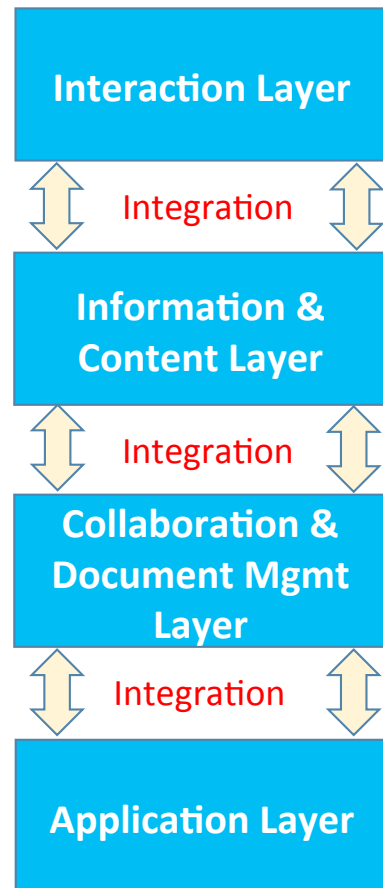
Post-Migration (in Chorus)

SharePoint 2007	➡	SharePoint 2013 (on premises)
Intranet pages in many publishing sites	➡	Intranet pages in centralised list
4,500 heavily permissioned collaborate sites	➡	4,500 sites with minimal permissions - “Open access”
400,000+ documents in SP2007	➡	400,000+ documents in SP2013 (migrated via SP2010)
Spark Information Management support	➡	Information Management Support from Chorus
LAN-based computing (PCs & Laptops)	➡	Zero Clients, Virtual Desktops, BYOD
MS Office 2007 Desktop	➡	MS Office 2013 Desktop, Lync headsets & Messaging
Spark SAP ERP System	➡	Chorus SAP ERP (latest version)
Spark Business Intelligence Data Warehouse	➡	Chorus Business Intelligence Data Warehouse

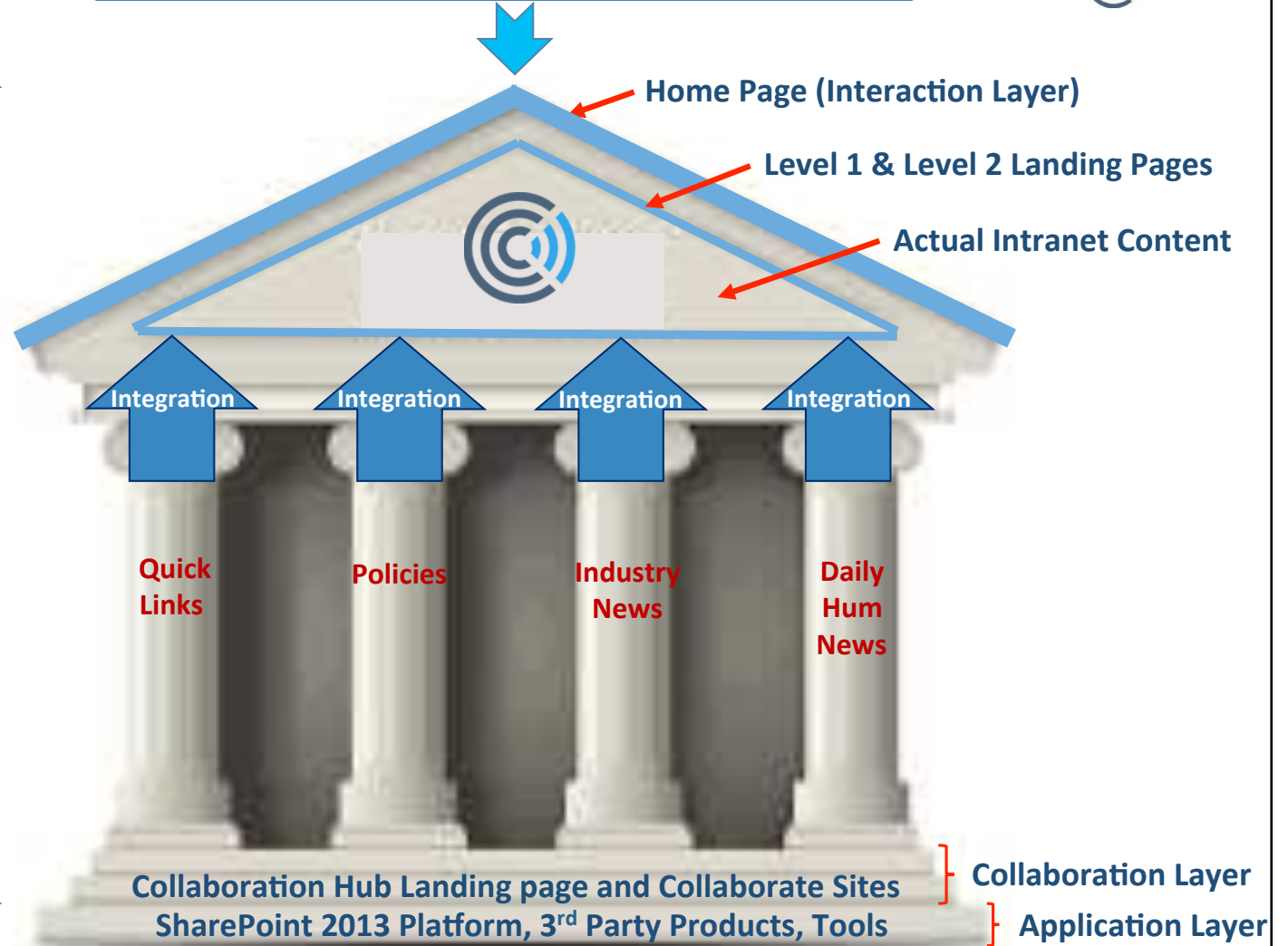


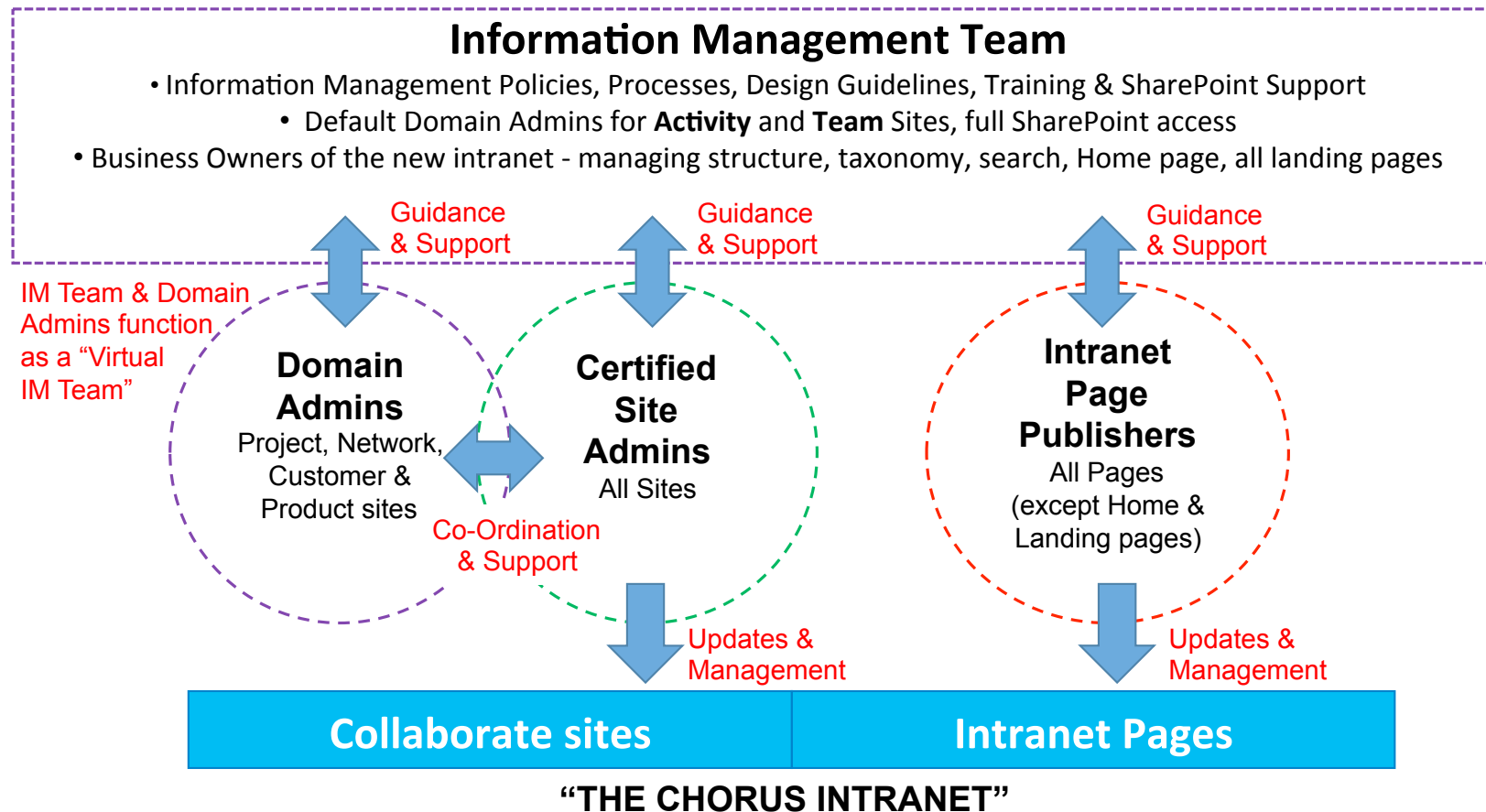
High Level Intranet Design

Chorus Intranet Users



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Intranet Home Page - Design Considerations



- Users wanted more **white space** and **less clutter**
- **Social media** to be used wherever possible to facilitate interaction
- **Opportunities for improvement** were numerous
- **Megamenus** were removed (inconsistent, hard to maintain, prevented site exploration)
- **Scrolling** was necessary (like a news site), so three “zones” designed which “overlapped” other zones
- Time/cost restraints = home page **customisations** and **personalisation** were just not possible



SPANNER ALERT

The only previous home page customisation for which there was *very strong demand* was a home page poll - we eventually identified, purchased and implemented a (cheap) 3rd party solution for this

Previous Chorus Intranet Home Page



My Home Friday, 23 May 2014
Welcome Kevin O'Donnell | My Site | My Links | Help

Aon Hewitt Best Employer In Australasia - 2012 & 2013
All Sites
First Name
Last Name
Site Actions

My home
My job
Support
About us

People search
First Name
Last Name

Quicklinks

- Desktop Help
- FreshStart
- Website
- HR & Careers
- Values and Culture
- Service Company Information Site
- My Performance Plan (MPP)
- Learning
- Use Activate
- Help with E2.0
- The Portal
- E2.0 Site Directory
- Compliance
- Business Continuity
- Spotlight

My team links

- Administer E2.0 - Chorus
- Chorus Information Management
- CIO Change & Business Technology team hub
- CIO team hub
- IMT project site
- Project Server

The Daily Hum

- TUANZ welcomes Young new CEO
 - Our May Exec meeting – the lowdown
 - Keep Calm and Learn about new SAP - next week!
 - Getting going with Contestability
 - Final Pricing Principle timetabling change disappointing
 - "We are music people"
 - Oamaru Council collaboration breathes new life into poles
 - Thanks

[More Chorus stories](#)
[Submit a story](#)

IRIS industry news

Industry News Home Page
 See more news on the Industry News Home Page

Telco report shows users are getting more for their money - Com Com National Business Review
 Australia's Telstra punts \$100 million on wifi network iStart
 Commerce Commission extends copper pricing consultation Scoop
 Spotify NZ celebrates two years and reveals local listening habits GeekZone
 Chorus triples the speed of cheapest UFB fibre plans National Business Review
 Chorus triples the speed of cheapest UFB fibre plans

Noticeboard

Read the **media scan** for 23 May [here](#). This is for the past few days, includes coverage of ComCom's decision to extend timeframe for FPPs; Our own Craig Young's appointment as CEO of TUANZ; OECD report on telecomms shows services are getting cheaper and better.

If you're still horizontal way after the alarm goes off in the morning, maybe you need to make a change. **We're looking for a Customer Incident Manager** in Auckland, and a couple of Commercial Managers in either Wellington or Auckland. Don't forget, if you refer a friend successfully, there's a cool grand to be had.

From today, please follow the **new process** for booking, initiating and joining a **Smart**

Our share price

NZD\$1.71 As at 23 May 1.53pm

Chorus counters

Thinking about trading in Chorus shares?
 Please click here for our insider trading policy that you must read before considering whether to deal in Chorus shares

Previous working day		14 May 2014	
Provisioning*	Volume	Met Commit	Within Target
Copper orders	1,830	95%	🟢
Fibre (excl NGA) orders	16	94%	🟡
NGA orders	116	93%	🟡

Restoration*		Volume	Met Commit	Within Target
Copper&fibre faults	1,574	95%	🟢	
NGA faults	6	100%	🟢	

[All products](#) [Click here to see end to end performance](#)

Connections	30/9/2013	31/12/13	2020 Target
Connections	1,778,000	1,776,000	Top Ten OECD
Broadband	1,135,000	1,132,000	broadband ranking
B/B penetration	64%	64%	

UFB	30/9/2013	31/12/13	2020 Target
Premises passed	171,500	199,000	830,900
Customers in reach	226,581	259,000	1,028,298
Customers connected	9,200	13,100	at least 1/3

* Does not reflect end to end customer experience, unless indicated.

776 Schools within reach of R&B

ENGAGEMENT SCORE
81%

Events

New Chorus Intranet Home Page – Top “Comms” Zone



SHARE PRICE: 26 MAR 10:11A.M. NZD \$2.900	RESTORATION		Volume	MET Commit			Volume	MET Commit
	COPPER & FIBRE FAULTS		1,350	98%	NGA FAULTS		14	100%
	24 MARCH 2015							

[Daily Hum](#) [Industry News](#) [Media Releases](#)

[Noticeboard](#) [Events](#)



Beware the Ransomware virus

Five things you need to know about our industry

2015 Engagement Score

Relationship building over 18 holes

Low-down on Exec strategy day

BusOps goes potty for volunteer day

2Degrees buys Snap – and creates a new market challenger

What is Quality and how do we get it?

We complete UFB rollout in Blenheim

Kicking the tyres with investors

[Got news? Send in a Daily Hum news story here](#)

[+ see more](#)



New Job Vacancies!

Click here to check out current career opportunities.....



Phone concession payment

Making a change or wanting to sign up for your phone...



A bit of Friday fun!

Check out this Chorus Community blog post - we need...



Are you keeping tabs?

The "Accessing the portal and Telecom Activate via ...

[Send in a Noticeboard Item](#)

[+ see more](#)

New Chorus Intranet Home Page – Middle “Info” Zone



QuickLinks (click for more)

Link Name

[Our Values](#)

[Chorus Website](#)

[Service Partner Portal](#)

[HR & Careers](#)

[Learning \(LMS\)](#)

[My Performance Plan \(MPP\)](#)

[Glossary \(Terms/Acronyms\)](#)

[Compliance](#)

[Stay in Tune](#)

[Whistleblowing](#)

[Corporate Sustainability](#)

[Business Continuity \(BCP\)](#)

[Health & Safety](#)

[Report a H&S Event](#)

[Chorus Activate](#)

[Chorus SAP Portal](#)

[Spotlight](#)

Who's on Heartbeat?



Chorus has a complex ecosystem of technology ranging from simple, passive network basics to sophisticated IT systems. It's constantly evolving, through developing new capability, replacing older systems, and retiring redundant capability. The complex and interconnected nature of Chorus' technology, and its fundamental impacts on our business, requires a coherent approach to acquisition, change implementation and operation.

Good thing we have a CTO team to look after that for us eh? Tune in to Heartbeat this month to hear more from them.

On Air



We made this video last year to explain the meaning behind the stats we all hear every morning at Heartbeat, and also why we measure them in the first place. So if you're a newbie, or keen to refresh the memory - have a look!

Watch more videos in the [Video Hub](#).

Y'reckon?



TV/video on demand ramps up this week with Netflix opening its doors – what do y'reckon about it?

I've been dreaming of this happening, I'll be their first customer

9.6% (10)

I've already signed up with another provider

8.7% (9)

Wait and then compare, that's me

49% (51)

I'm not interested

32.7% (34)

0% (0)

Total Votes: 104

New Chorus Intranet Home Page – Bottom “External & Social” Zone




Industry News (click for more)


Article Date	Article Title/Link
25/03/2015	Netflix founder Reed Hastings interview
25/03/2015	Sky TV chief shrugs off breaking of the dam
25/03/2015	Southern Cross customers ready for Cloud
25/03/2015	The perils of legislating the internet
25/03/2015	Telco career pays off for Snap owner
25/03/2015	Connectivity even more vital for rural users
25/03/2015	CallPlus unperturbed by big boys' market share
25/03/2015	Sorry on-demand TV: Why I'm staying a dirty TV pirate
25/03/2015	Spark, Genesis in joint offer
24/03/2015	Why 2degrees isn't a challenger brand in wholesale market
24/03/2015	Freeview launches streaming service
24/03/2015	Netflix aims to be in 3 million homes
24/03/2015	FreeviewPlus launching in NZ mid-2015
24/03/2015	Microsoft to support 8K video with Windows 10
24/03/2015	Charging GST to online purchases would test it's simplicity
24/03/2015	Samsung adds to its internet TV streaming apps
24/03/2015	2degrees unlikely to shake up landline prices
24/03/2015	2degrees' Snap purchase a good move, but doubts remain
24/03/2015	Netflix launch prompts Lightbox price drop


Page 1 of 72 (1361 items) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) ... [70](#) [71](#) [72](#)


What's Tweeting?

Tweets

 **Tim H** @tjh 2h
If a group of you got together and formed a choir, @ChorusNZ, would you call it Chorus?
[Expand](#)

 **Chorus NZ** @ChorusNZ 19h
@GreerBerry Hi Greer, we contact the property owners on the listed details. If these details are incorrect, we are not 1/2
^JD

 **Chorus NZ** @ChorusNZ 19h
@stevenroberts Hi Steven, Can you please email us on twitter@chorus.co.nz so that we can check it out for you. Timing will dependent on 1/2

 **Stu Fleming** @StuFlemingNZ 19h
@GreerBerry @richms @ahmadnz for weird ones where there's a broken process, drawing the attention of @ChorusNZ social media team can unstick

Compose new Tweet...

Chorus Community (click to see all posts)

+ new discussion

[Recent](#) [What's hot](#) [My discussions](#) ...

- 1 reply
0 ratings

VDI Recompose
Hi there, I thought there was going to be an email/Outl...
By Wingya Su | In [Find the Expert](#) | Latest reply by Karlene Yagolnitzer | 16 minutes ago
- 0 replies
0 ratings

Bargain Yacht for Sale - Insurance Sale
Hello, I used to crew on this yacht. The top of the mast...
By Andrew Flanagan | In [Buy Sell & Exchange](#) | Monday at 12:29 p.m.
- 16 replies
81 ratings

Thanks for your help!
📷 Thanks everyone who answered our call on Friday t...
By Lucy Bennett | In [Help!!!!](#) | Latest reply by Daryl May | 6 days ago
- 0 replies
0 ratings

Saints Basketball tickets
Plunket has limited tickets for sale to each Saints Basket...
By Sandra Yeldon | In [Hatches & Matches](#) | 6 days ago
- 0 replies
6 ratings

Happy locals in Kirwee
📷 I thought I would share some nice feedback Chorus...
By Nathan Beaumont | In [General](#) | 19 March

1 - 5 [▶](#)

“Home Page on a Page”

The screenshot shows the Chorus Intranet home page. Red boxes highlight the following interaction areas:

- Top Right:** Search bar and user account menu.
- Key Metrics:** A section displaying financial and operational data, including share price (\$2.90), premiums passed, and customers in reach.
- Industry News:** A section featuring a large image of a person in a hoodie with the text "Pay to gain access to your own PC..." and a list of news items.
- QuickLinks:** A sidebar on the left with links to Home, Values, Policies, and other resources.
- Who's on Heartbeat?:** A section with a word cloud and text about Chorus's complex ecosystem.
- On Air:** A section featuring a video player and a list of videos.
- Y'reckon?:** A section with a poll titled "I've been dreaming of this happening. It'll be their first customer..." with options like "I've already signed up with another provider" and "Wait and then compare, that's the way".
- Industry News (click for more):** A section with a list of news items and a "Page 1 of 20 (200 items)" indicator.
- What's Tweeting?:** A section with a list of tweets and a "Compose new Tweet..." button.
- Chorus Community:** A section with a list of discussions and a "new discussion" button.
- Bottom:** A navigation bar with links to Home, How to, What we do, Programmes and Projects, About us, and The Collaboration Hub, along with social media icons.

Interaction
areas

Level 1 Landing Pages – Design Considerations



- As so much change was going on, **look and feel needed to be kept reasonably familiar**
- To help this, **graphics were recycled** from the old site - we also had no time to re-do these from scratch!
- Opportunity to **make all landing pages consistent** - some had horizontal links, others vertical
- **Vertical, spaced links** chosen for ease of use, and to be **tablet/touch screen friendly**
- Landing page names changed to be more **meaningful** and reflect content they contained
- Made clear that more content existed beneath L2 – mouse-overs on graphics and “[See more](#)”



SPANNER ALERT

Two months before go-live, Desktop advised that all new wide screen Zero Clients would also have smaller, secondary monitors. All L1 and L2 screen designs had to be revised so that they responsive and tailored primarily for these smaller screens (and happily by default all laptops and tablets)

“How To” Level 1 Landing page



Pages - How to - Internet Explorer
https://intranet.chorus.co.nz/content/pages/howto.aspx

Intranet - How to

Newsfeed Sites SVC-G-SPAdmin

Chorus Intranet - How to

HOME HOW TO WHAT WE DO PROGRAMMES AND PROJECTS ABOUT US THE COLLABORATION HUB

How do we do things at Chorus? Click the links below for selected useful links, or click the "See More" links or the graphics to see subject-specific landing pages for heaps more.

Looking after our people

- Human Resources
- Health and Safety
- Learning at Chorus
- Policies
- Practicalities (leave, ESS)
- Spotlight Awards

[see more](#)

Looking after our business & space

- Business Continuity
- Office Services & Maintenance
- Corporate Sustainability
- Reporting Building Problems
- Policies
- Car Parking
- Meeting Rooms

[see more](#)

Brand & comms

- Brand guidelines
- Chorus Logos
- External communications guidelines
- Policies
- Templates
- The Chorus library

[see more](#)

Finances

- Invoicing & Purchasing
- Credit Cards & Expenses
- Expense Guidelines
- SAP Help
- Policies
- Forms
- Chorus Catalogue (CCP)
- Booking Travel

[see more](#)

Our governance, legal & policy

- Chorus Code of Ethics
- Compliance
- Delegated Authority Framework
- Policies
- Stay In Tune
- Guidance

[see more](#)

Information & IT

- Business Intelligence
- Change Delivery Framework
- IT, Desktop & Phone Help
- SharePoint Help & FAQ's
- Policies
- Information Management
- Spanx EA Support
- Service Partner Portal Info

[see more](#)

Content Owner: [Kevin O'Donnell](#) | Content Publisher: [Kevin O'Donnell](#) | Last Published: 28 November 2014
Got something to say? [Send feedback](#)

HOME HOW TO WHAT WE DO PROGRAMMES AND PROJECTS ABOUT US THE COLLABORATION HUB

Chorus

[f](#) [in](#) [t](#) [v](#)

Level 2 Landing Pages – Design Considerations



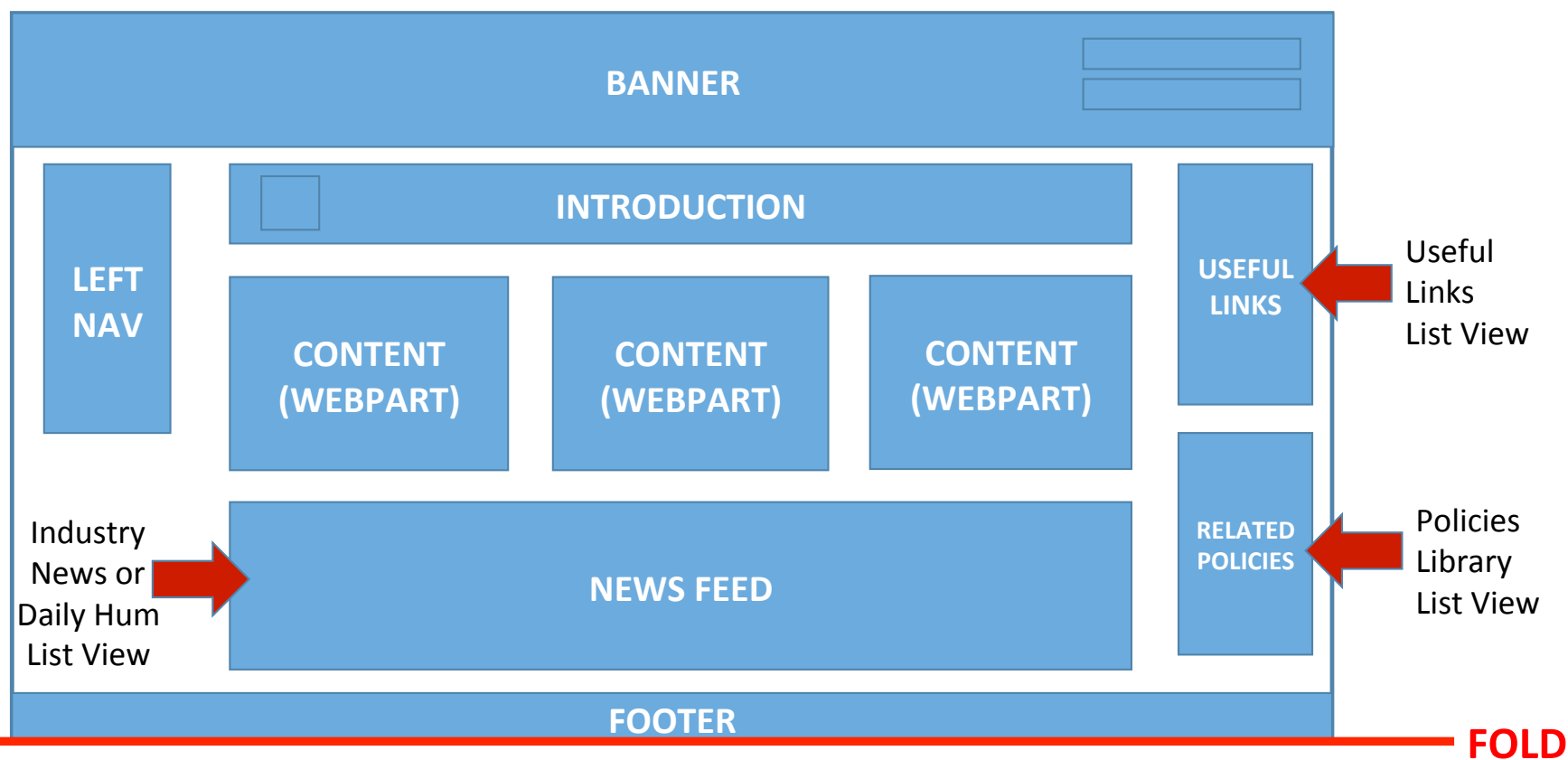
- Opportunity to introduce a **consistent look and feel** for all Level 2 landing pages
- During content page rebuilds, many “**Useful Links**” sections were found, mostly with dead links
- Opportunity to leverage a new, centralised **Quicklinks** list to push “Useful Links” to L2 landing pages
- **Policies** were added in the same way as “Related Policies”, using a centralised document library
- **Industry News** or **Daily Hum new** feeds were added later to all L2 landing pages, once content was there
- These centrally managed, integrated lists provided **up-to-date, relevant, and frequently changing** content using **functional taxonomy** to each L2 landing page, alongside more “static” landing page content



SPANNER ALERT

The Desktop Project then advised that ***Mozilla Firefox*** and ***Google Chrome*** would be added as browser options, alongside default browser **Internet Explorer 11**. This also led to major reworking of all Level 2 screen designs, to try and optimise them ***as much as possible*** for each browser...

Level 2 Landing Pages – Basic Wireframe



Flexi-Viewer webparts (Information Leadership) were used for displaying list views (similar to Lightning Conductor)

Level 2 Landing Pages – Examples



Pages - Finances - Internet Explorer

https://intranet.chorus.co.nz/content/Pages/Finances.aspx

Intranet • How to • Finances

Newsfeed Sites Kevin O'Donnell

Chorus Intranet - Finances

HOME HOW TO WHAT WE DO PROGRAMMES AND PROJECTS ABOUT US THE COLLABORATION HUB

How to

Finances

- Booking Travel
- Chart of Accounts
- Corporate Cards and Expenses
- Corporate Tax Guidelines
- Cost Centre Reporting
- Delegated Authority in SAP
- Fixed Assets
- Invoicing and Purchasing
- Mark Ratcliffe's Expense Guidelines
- SAP Help
- SAP Issues List
- Shared Services

Finances

This section aims to make financial tasks easier for all Chorus staff by providing access to information, tools, forms and contact details for purchasing, payments, and training.

Purchasing

- Request a Purchase Order (via Centralised purchasing)
- Chorus Catalogue Purchasing (CCP)

Paying a bill

- 2015 Key Payment Dates

Booking Travel

- Preferred hotel suppliers
- Preferred taxi suppliers
- Travel policy and booking changes

Credit cards & personal expenses

Corporate Tax Guidelines

Cost Centre reporting

Fixed Assets

What is a valid tax invoice?

Chart of Accounts (updated 1/04/2015)

Useful Links

- Business Support Collab Sites
- Chorus SAP Portal
- SAP Help
- SAP Issues List
- Tandem Travel Bookings
- Team Collaboration Sites

Related Policies

- Accounting Policies.pdf
- Credit Card Policy.pdf
- Delegation of Authority Framework.pdf
- Market Disclosure Policy.pdf
- Mobile Phone Policy.pdf
- Procurement Policy.pdf
- Travel Policy.pdf
- Treasury Management Policy.pdf

Finances: Latest Daily Hum News

Published Title Summary

24/02/2015 [Half-time update – STIs](#) Now that we've released our half-year business results, we can talk to you about how our STI targets are looking at the halfway point in the year.

23/02/2015 [Stand by for half year financial results](#) Today we announce our financial results for the first half of FY15, ie from 1 July to 31 December 2014.

23/02/2015 [Solid operating performance underpinned by cost focus and connections growth](#) Today we've reported a net profit after tax (NPAT) of \$64 million and earnings before interest, tax, depreciation and amortisation (EBITDA) of \$321 million for the six months ended 31 December 2014.

29/10/2014 [AGM material – links and things](#) As per our story yesterday, we can now provide you with links to everything you ever wanted to know about today's AGM (annual general meeting) of shareholders.

28/10/2014 [Annual General Meeting 2014 – tomorrow](#) Tomorrow is our third Annual General Meeting – commonly acronymised to AGM - of shareholders. The meeting will be held at the Amora Hotel in Wellington, and starts at 2pm.

Page 1 of 4 (20 items) 1 2 3 4 5

Content Owner: [Andrew Carroll](#) | Content Publisher: [Kevin O'Donnell](#) | Last Published: 04 May 2015

Got something to say? [Send feedback](#)

Integrated Content – How does it work?



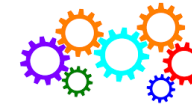
+ new document or drag files here

All Documents BI CommsFull ... Find a file

✓	Name	Policy Owner	Functional Taxonomy
	Acceptance of Gifts and Entertainment Policy	GM HR	Human Resources;
	Accounting Policies	CFO	Finance;
	Brand Policy	GM Marketing & Sales	Product; Customer; Governance and Strategy; Communications;
	Building Classification Policy	GM Infrastructure Build	Infrastructure;
	Business Continuity Management Policy	CFO	Business Support; Governance and Strategy; Infrastructure; Technology;
	Car Park Policy	GM HR	Human Resources; Business Support; Team Management;
	Code of Ethics	GM HR	Human Resources; Product; Business Support; Customer; Governance and Strategy; Infrastructure;
	Company Property	GM HR	Governance and Strategy;
	Conflict of Interest Policy	GM HR	Human Resources; Business Support; Customer; Governance and Strategy; Infrastructure; Product;
	Contractor Policy	GM HR	Human Resources;
	Copyright Policy	GC & CS	Governance and Strategy;
	Corporate Sustainability Policy	CFO	Business Support; Governance and Strategy;
	Credit Card Policy	GM HR	Finance; Human Resources; Governance and Strategy;
	Crisis Management Policy	GM Infrastructure Build	Business Support; Customer; Governance and Strategy; Infrastructure; Technology;

Functional Taxonomy - What it is actually “about”, not who “owns” it

Integrated Content – How does it work?



and IT ► Information Management

Newsfeed Sites Kevin O'Donnell ⚙️ ?

et - Information Management

WE DO PROGRAMMES AND PROJECTS ABOUT US THE COLLABORATION HUB

☆ FOLLOW

Information Management (IM)



Here at Chorus we treat Information as a **strategic asset**. It's our life blood, our DNA. Because there is so much rapidly growing information here in so many formats, this information needs to be easily accessible, well managed, and **protected** where necessary. The IM Team manages the Chorus intranet, Collaborate sites, our entire SharePoint platform, and the Service Partner Portal.

You can see what we are currently up to, what we are planning - and what we have done for you all lately - [right here](#).

Your first point of call for **Collaborate Site help** should be your **Site Administrator**. Also see the [SharePoint Help](#) section. If you need assistance from the IM Team, please complete & send in the relevant form below:

Get Help with SharePoint	Request a Collaborate site	Request a Nintex Workflow	Request SharePoint Training
--	--	---	---

We also provide the following specialist Information Services to our Chorus People:

- Intranet page/section/portal/list design and build [eg [Health & Safety](#), [Industry News](#), [Chorus Offices](#), [Corporate Sustainability](#), [Stay In Tune](#)]
- Complex List design & creation (including Excel imports into SharePoint) [eg [Meeting Rooms](#), [SAP Issues List](#)]
- Nintex Workflows, based on your business requirements (request link is above) [eg [Customer Solutions Workflow](#)]
- Collaboration site audits, guidance on consolidating multiple related sites/libraries [eg [Business Case Management](#)]
- Advice and guidance for moving G:\ Drive content into SharePoint

The Information Management Team has 60+ combined years of information management expertise. We are here to help you access and manage your information, whatever or wherever it is. See our [Information Management Design Principles](#) and the [Information Governance Structure](#), read the IM Policies ([right](#)), and follow our IM guidelines and processes ([below](#)) to get the most from your new Chorus intranet. We have also produced a handy [Information Security poster](#), and

Useful Links

- [Chorus Activate](#)
- [Chorus Change Hub](#)
- [Glossary \(Terms/Acronyms\)](#)
- [Industry News](#)
- [IT & DeskTop Help](#)
- [Protecting Information](#)
- [SharePoint Help](#)
- [Standards New Zealand](#)
- [Technology News & Research](#)

Related Policies

- [Information Control Policy.pdf](#)
- [Information Management Guidelines - Classification Handling Retention and Disposal.pdf](#)
- [Information Management Policy - Retention and Disposal.pdf](#)
- [Information Management Policy.pdf](#)
- [Information Policy - use of Spark Systems and Information.pdf](#)

Content Pages – Design Considerations



- **Centrally published** pages list to give us flexibility to move pages around
- **Clean and simple layout** (graphics, font and font sizes, headings, etc)
- Each page must show a **Content Owner** (accountable) and **Content publisher** (responsible)
- Pages go **no deeper than three layers** from Level 2 (previously seven layers deep in places)
- Parent/Child relationship of content pages to simultaneously drive **Breadcrumbs** and **Left Nav**
- **Feedback link** in all page footers so any errors or issues could be reported by users



DOUBLE SPANNER ALERT

Six weeks before go-live, the left nav solution still had to be designed and built for the intranet **and** the for specially migrated sub-sites in the Collaboration Hub...

I also then got a “bit sick” – and was off for six weeks...

Content Pages – Example



Pages - Volunteer Day - Internet Explorer

https://intranet.chorus.co.nz/content/Pages/Volunteer-Day.aspx

Intranet » How to » Looking after our people » Human Resources » How to do stuff » Volunteer Day

Newsfeed Sites Kevin O'Donnell

Search People

Search...

HOME HOW TO WHAT WE DO PROGRAMMES AND PROJECTS ABOUT US

THE COLLABORATION HUB

☆ FOLLOW

How to do stuff Volunteer Day

We recognise Chorus is a part of our broader community.

We know that our people, our customers and other stakeholders want us to be generous and to support the causes they care about ... and we have been. We support Volunteer Day because we believe philanthropy should be about more than just giving money and we see this as a key part of our Wellbeing programme because we know that you care about what is happening in your community, around your place. We wanted an approach that encouraged and enabled grass roots generosity, and meant all Chorus people could become 'philanthropists' in their own right.

Accordingly, Chorus gives employees one paid volunteer day each year to support the charity of their choice. The volunteering options are endless, from serving food at the City Mission to helping a primary school develop a financial strategy. Our people have the autonomy to decide what matters most to them and choose how they use their time and expertise to make a difference. You just need to agree the activity and timing with your People Leader.

Our real preference is that people take their volunteer day along with their team if they can - it helps to contribute to that broader sense of team and shared experiences, as well as being a satisfying day spent together (best celebrated at the end of the day with a barbeque of course!).

Individual people or teams looking for volunteering day opportunities check out [Volunteer Day Opportunities](#) or for other ideas see [Volunteering New Zealand](#). For further information and guidance please contact HR by emailing me@chorus.co.nz.

Frequently asked questions

Why do Chorus support a volunteer day program?

We support Volunteer Day because we recognise Chorus is a part of our broader community and we believe philanthropy should be about more than just giving money. We believe that volunteering encourages and enables grass roots generosity, and means we can all become 'philanthropists' in their own right. We also see this as a key part of our Wellbeing programme because we know that you care about what is happening in your community, around your place.

What can I do?

You have the autonomy to decide what matters most to you and to choose how you use your time and expertise to make a difference. You just need to agree the activity and timing with your People Leader.

Our real preference is that you take your volunteer day along with your team or other Chorus colleagues if you can - it helps to contribute to that broader sense of team and shared experiences, as well as being a satisfying day spent together (best celebrated at the end of the day with a barbeque of course!).

A volunteer day can be spent at any donee organisation that has been given approved donee status by Inland Revenue. A charity can also be a donee organisation (but not all donee organisations are charities).

A list of approved donee organisations is available on Inland Revenue's website, www.ird.govt.nz/donee-organisations

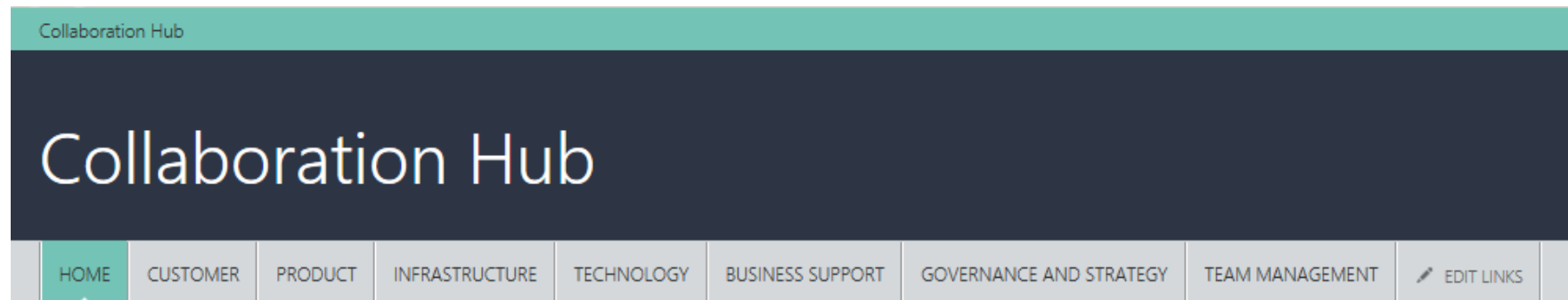
More detailed information about charities can be found on the Charities Commission's website, www.charities.govt.nz

The diagram illustrates the 'Wellbeing in Chorus' concept. It features a central blue circle labeled 'Wellbeing in Chorus'. Surrounding this central circle are four smaller blue circles, each connected to the center by a light blue line. These surrounding circles are labeled: 'Physical' at the top, 'Emotional' on the right, 'Career' at the bottom, and 'Wider world' on the left. The 'Wider world' circle is highlighted with a green border.

Collaboration Hub - Design Considerations



- **4,500 Collaborate sites** had to be migrated (with **400k documents**) to SP2013, from SP2007 (**via SP2010**)
- Collaboration Sites tagged pre-migration with **functional** and **intranet taxonomy**
- Migration Scripts assigned **“Document type”**, created **Confidential folders**, and removed most permissions
- 6 site lists created using **SIA (Smart Information Architecture** from *Information Leadership*) for each site type.
- **Views of SIA lists** used to create L1 landing pages per site type
- The Collaboration Hub had its own **distinct colour, design, and Level 1 page navigation options**



Collaboration Hub – Examples



Collaboration Hub » Business Support » Chorus Information Management

Newsfeed Sites Kevin O'Donnell

Chorus Information Management

Search People
Search this site

HOME CUSTOMER PRODUCT INFRASTRUCTURE TECHNOLOGY BUSINESS SUPPORT GOVERNANCE AND STRATEGY TEAM MANAGEMENT

CHORUS INTRANET

BROWSE PAGE

FOLLOW

Documents

Archived Pages
Intranet improvements
Feedback
Policy, processes and procedures

Test link
Communications
Telecom Chorus split
Whitepapers
Webparts, html, java
Workflow
Training

G Drive Clear Out

Pictures
Intranet images
Lists
Ex2.0 improvements and clean up
Publishers
Site administrators
Product site contacts
New site collections
Issue Register

Information Management (IM) Team Announcements

Information Mgmt Team Monthly Report, March 2015
by SVC-G-SPAdmin

Full stats for the month of March are attached. March was broadly similar to February in terms of overall activity (collab site requests, number of new issues & work requests), though there was a noticeable uptick in emails received (especially...

How does the IM Team Help Chorus Work Faster & Smarter?

Click these links to see how the IM Team is:

Reducing Risk/Aiding Compliance Enhancing User Experience Increasing Self-Service Options

What's in the IM Team Pipeline?

Title	Work For	Supporting	Strategic Goals	Status
Intranet page audit	CTO/IT	Our IT Capability/Systems	Customer & Chorus Efficiencies	Underway
3rd Party Access/Extranet functionality	Customer Services	Our IT Capability/Systems	Customer & Chorus Efficiencies	Underway
Service Partner Portal Review	Infrastructure	Our RBI & UFB Network	Reshape our Business	Underway
New SerCo Change Request List & Workflow	Infrastructure	Our Service Company Model	Customer & Chorus Efficiencies	Underway
New Corporate Relations landing page	Internal Comms	Our Brand & Reputation	Reshape our Business	Underway
Information Security Education Programme	Legal/GCO	Our Risk Management	Customer & Chorus Efficiencies	Underway
Rebuild of PLUM library & workflow	Products	Our Products	1/3 on Fibre	Underway
Security Library Review/Overhaul	Property and the Business	Our Risk Management	Customer & Chorus Efficiencies	Underway
New "Business Support" intranet page	CTO/IT	Our IT Capability/Systems	Customer & Chorus Efficiencies	Pipeline - Urgent
G:Drive Review and content move to SharePoint	CTO/IT	Our IT Capability/Systems	Customer & Chorus Efficiencies	Pipeline - Urgent
New People Leaders Community Forum	HR	Our IT Capability/Systems	Customer & Chorus Efficiencies	Pipeline - Urgent
New DR Offices page	Property and the Business	Our Risk Management	Customer & Chorus Efficiencies	Pipeline - Urgent
Introduce Nintex Forms	CTO/IT	Our IT Capability/Systems	Customer & Chorus Efficiencies	Pipeline - Not Urgent
New Level 1 Intranet Landing page layout	CTO/IT	Our IT Capability/Systems	Customer & Chorus Efficiencies	Pipeline - Not Urgent
Further Develop Collab Hub landing pages	CTO/IT	Our IT Capability/Systems	Customer & Chorus Efficiencies	Pipeline - Not Urgent
Templates Central - centralise all templates	CTO/IT	Our IT Capability/Systems	Customer & Chorus Efficiencies	Pipeline - Not Urgent
e-Learning tools for SharePoint Training	CTO/IT	Our IT Capability/Systems	Customer & Chorus Efficiencies	Pipeline - Not Urgent
Overhaul "What We Do - Customer" section	Customer Services	Our Customers	Customer & Chorus Efficiencies	Pipeline - Not Urgent
https://intranet.chorus.co.nz/activity/00020/IntranetIM/Policy%20processes%20and%20procedures/Forms/AllItems.aspx	Our Risk Management	Customer & Chorus Efficiencies	Customer & Chorus Efficiencies	Pipeline - Not Urgent

Certified Site Administrators

10/04/2015 9:38 a.m.
Arpana Singh
Kevin O'Donnell
Maria-Elisa Armstrong

Domain Administrators

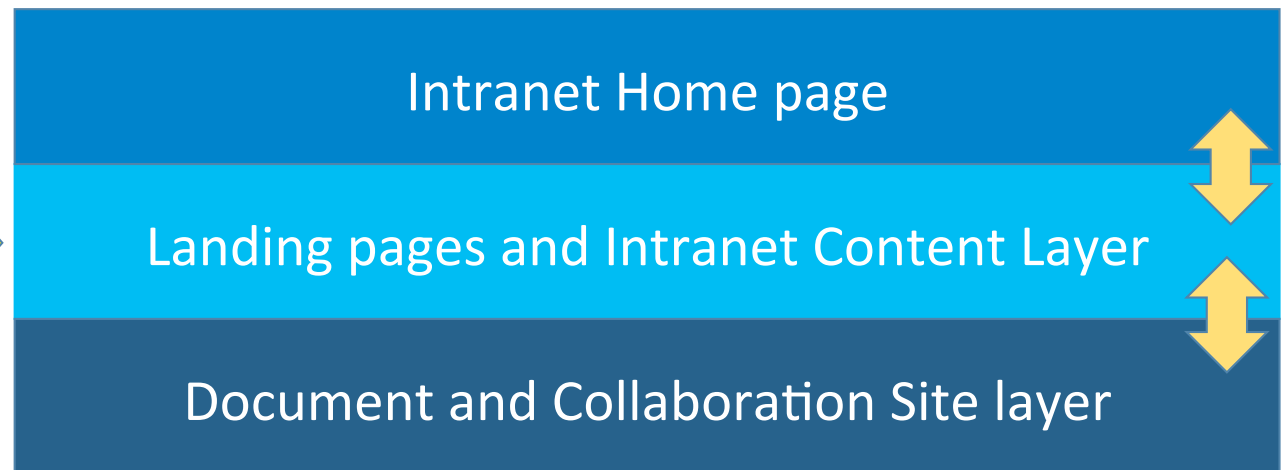
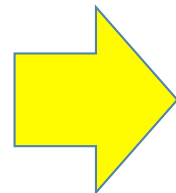
Arpana Singh
Kevin O'Donnell
Maria-Elisa Armstrong

During April AND May...

New
Chorus
Desktop
(now live)

Via Citrix
Tokens for
ALL staff

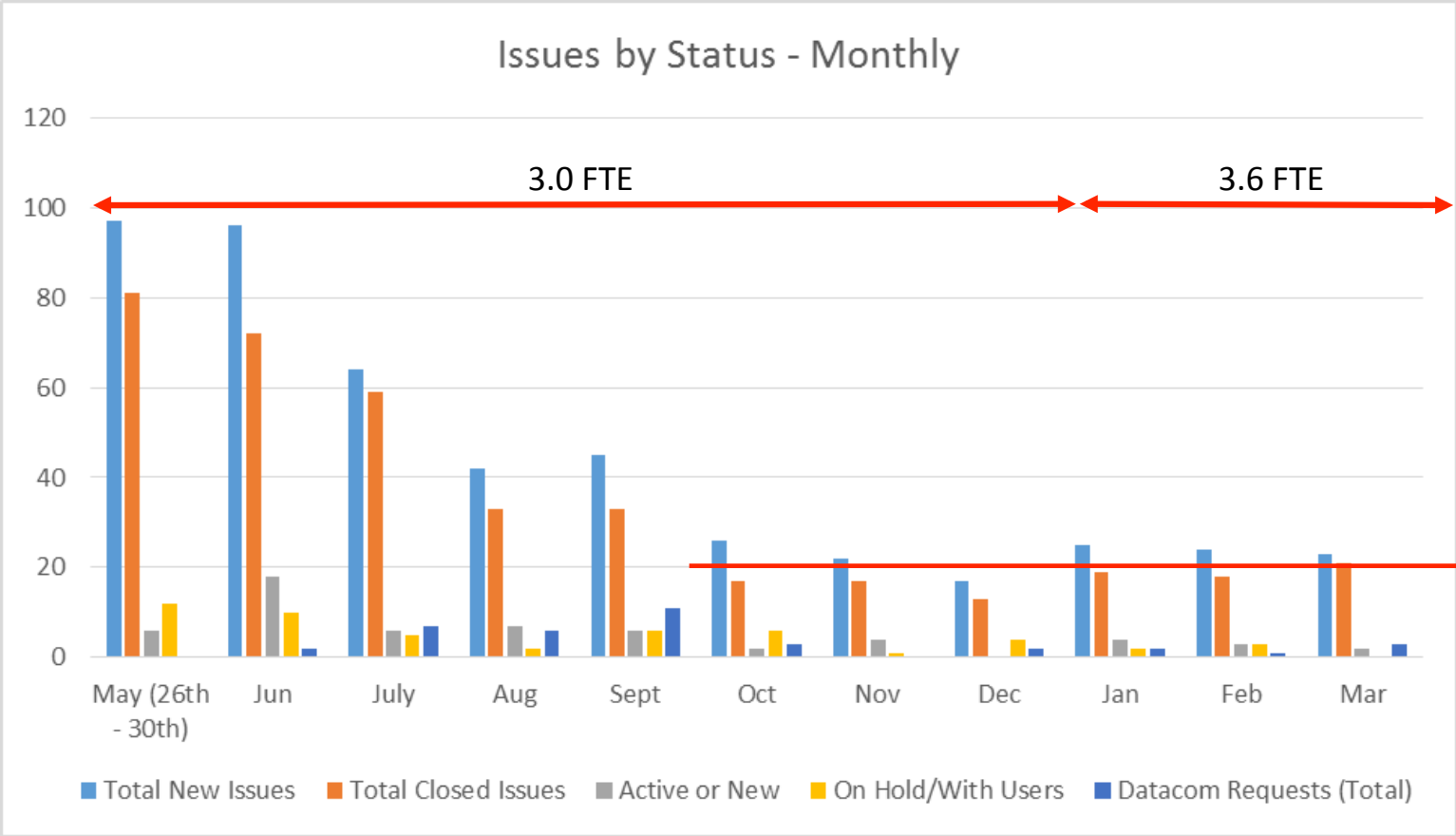
Old Chorus
Intranet
(in Spark)



(Via extensive migration testing and two versions of SharePoint)

Phew...

Doing Intranet/SharePoint Support In-House?



BAU

Post Go-Live (after helping Desktop, ERP and BI bed in)



Intranet > Industry News

Newsfeed Sites Kevin O'Donnell

Intranet - Industry News

Search People Search...

HOME HOW TO WHAT WE DO PROGRAMMES AND PROJECTS ABOUT US THE COLLABORATION HUB

Not Set

Industry News

Competitor News & Research

Customer News & Research

Governance and Regulation News & Research

Market Trends News & Research

Product News & Research

Technology News & Research

Welcome to Industry News

This is your "one stop shop" for all industry-related news and research. Check out the new subject-specific pages on the left nav or directly below. For Chorus-specific news, [click here](#).

Click the headings immediately below to see Industry News & Research pages for these specific categories:

[Product](#)[Customer](#)[Governance & Regulation](#)[Market Trends](#)[Competitors](#)[Technology - Network & IT](#)

Dunedin accelerates up global speed rankings

Dunedin's are driving their city up the Net Index global broadband speed rankings. [Click for more](#)

Value of Fibre from an end-user perspective

Swedish study shows how fibre improves user experience and provider satisfaction. [Click for more](#)

Useful Links

- [Chorus Website](#)
- [Connected World](#)
- [Gigabites](#)
- [IRIS Archived Industry News](#)
- [Media Releases](#)
- [Ovum](#)
- [Point Topic](#)

Hot Research

- [Connecting UFB - Will there be an Install Backlog - Nov 2014.pdf](#)
- [Ovum Telecom Markets Newsletter - April.pdf](#)
- [A market in transition - IDC Market Analysis 2014 - Exec Summary.pdf](#)
- [Wholesale Segmentation Sparks New Growth.pdf](#)
- [Goal-Seeking- Wholesale Copper Pricing Part IV - The Saga Continues.pdf](#)
- [Chorus Broadband Value Chain Final.pptx](#)
- [Fibre Drives Changes in Australia and NZ Wholesale.pdf](#)
- [Quantitative analysis of fibre preference in Sweden.pdf](#)

Latest Industry News - All Topics (click for full view)

Article Date	Article Title/Link	Article Summary	Article Source
6/05/2015	InternetNZ announces new funding for internet research	The internet research category is designed to fund individuals or organisations conducting research projects focused on the internet. The research can be focused on – but not limited to – internet access, policy technologies, internet use, performance and impacts.	Tech Day
6/05/2015	Spark gets aggressive with new Ultra Fibre plan line-up	Spark New Zealand introduces new competitive pricing for the majority of its plans in a bid to lure customers over to its plans.	Computerworld
6/05/2015	Is the internet running out of space?	Experts in the UK are warning the country's internet infrastructure is only eight years away from reaching capacity.	3 News
6/05/2015	Why Global Mode challenge should fail	There are many reasons why the Global Mode video access case should be thrown out of court. Of course it probably won't be because the odds are so heavily stacked in favour of the bullyboys.	NZ Herald
6/05/2015	Will the internet collapse in less than 8 years?	Scientists are warning that the web could reach its limit in just eight years, as it struggles to keep up with the increasing demand.	3 News

Page 1 of 327 (1631 items) 1 2 3 4 5 6 7 ... 325 326 327

Latest Industry Research - All Topics (click for full view)

Created	Name	Report Summary	Report Source
28/04/2015	New Zealand MultiScreen Report_2015 Final.pdf	Results from AC Nielsen's annual survey of TV, video and screen usage in New Zealand homes	AC Nielsen
28/04/2015	Regulating the Internet of Things.pdf	Ovum has identified five key areas in the regulation of IoT; and believes it would be best to have a comprehensive approach that takes account of the revolution the IoT will bring to connectivity and the communication landscape.	Ovum
22/04/2015	Global internet phenomena report 2H 2014.pdf	This report examines a representative cross-section of the world's leading fixed and mobile data providers using real-life, subscriber-anonymous network data to provide unparalleled insight into the happenings on consumer data networks.	Sandvine

Workplace of the Future – Intranet Supporting Activity Based Working



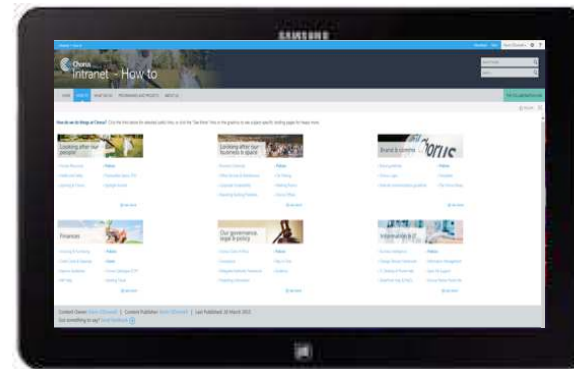
Using your desktop working from home...



At your desk...

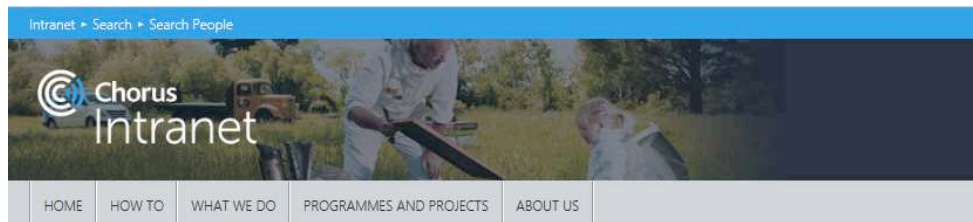


In a meeting room or other office...



Easy access to the new intranet and all new FreshStart applications/tools via **VM Ware** (smart phones email only for now)

Workplace of the Future – SharePoint and Desktop integration



Department

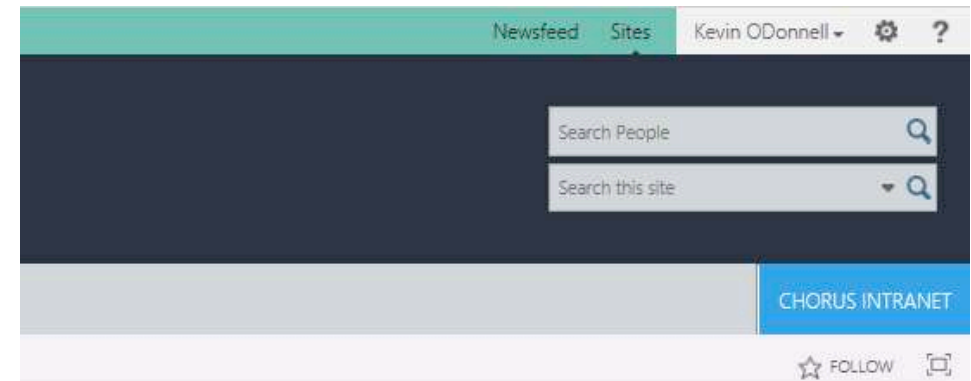
Intranet Everything People Internet Videos Conversations

Gretchen Joe
Title : Head of Property Oper... Team : Property Acquisition
DDI : City : Wellington
Mobile
Email :

Jo Gilliat-Smith
Title : Portfolio Coordinator Team : Governance
DDI : + City : Wellington
Mobile
Email :

Jo Walker Moar
Away (10 mins)
Programme Co-ordinator, Site Acquisition

Jo Walker Moar
Title : Programme Co-ordinat... Team : Site Acquisition
DDI : + City : Wellington
Mobile
Email :



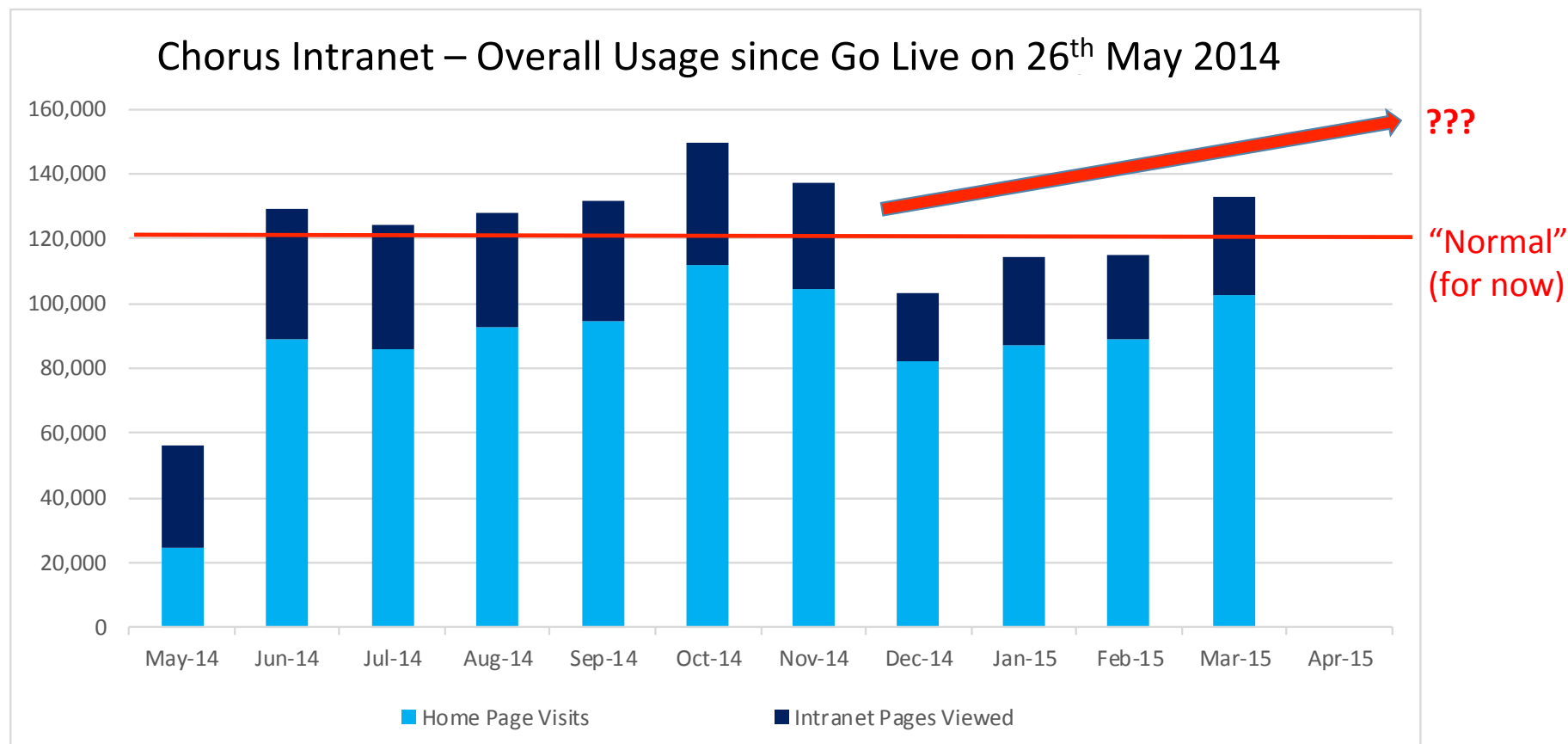
Certified Site Administrators

Arpana Singh
Chris McMahon
Kevin O'Donnell
Maria-Elisa Armstrong

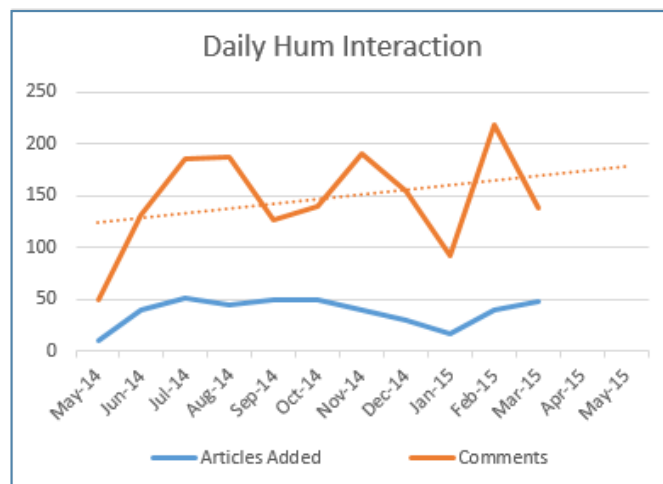
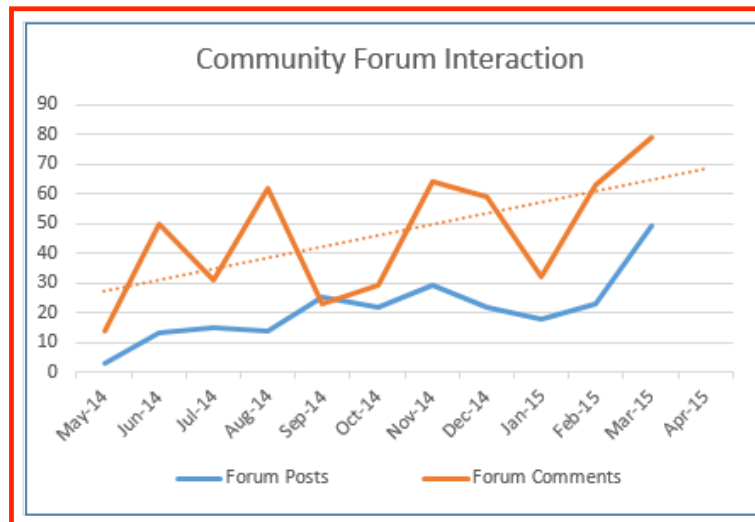
Kevin O'Donnell
Do not disturb - Free until 12:00 p.m.
Knowledge Manager, Enterprise Capability

Kevin O'Donnell
Maria-Elisa Armstrong

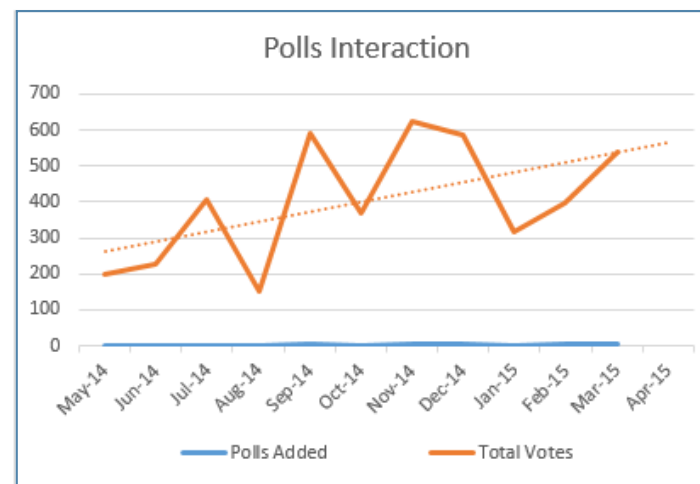
Chorus Intranet – Overall Uptake (still work to do...)



Chorus Intranet Home Page - Interaction



2-3 news
items a day



3-4 polls
a month

Lessons Learned...



- **Have analytics** as part of your intranet project, *especially if using SharePoint 2013*
- **Where did that go?** If upgrading to SP2013, don't assume all functionality is still there...
- Have **Functional Requirements** documented (and *agreed*) **for everything**
- If rebuilding content pages, ensure the **project team does ALL of them**
- **Test search** thoroughly with users **before go live**
- The first **1-3 weeks after go-live** will generate **LOTS of issues** - be ready!
- Support takes approx. **3-4 months** to calm down into "BAU"
- Whatever you **defer** during the project **takes twice as long** to do **AFTER** the project...
- If you can use just one browser, then **use just one browser** (IE for SharePoint)



Key Themes:

- It's not just technology - **behaviour change** is also critical
- **Integration** saves time and re-uses valuable content
- **Spanners from left field** can (sometimes) be your friend...
- Intranet users do want to **interact** - and might surprise you
- **Opportunities** are there to be taken – make the most of it!
- In a complex (or frantic!) environment, **end-user and usability focus** is key



Thank you for your time and attention today at Intranets2015

Any Questions?



Kevin O'Donnell,
Chorus Knowledge Manager

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Twitter: @KevinODNZ

Phone: +64 4 896-4056

Chorus Information Management Transition Project Team and Partners:

Chorus Project Team:

Business Owner: Gregor White

Project Manager: Julie Young

SME: Kevin O'Donnell

Implementation Specialists:

Arpana Singh, Chris McMahon, Maria-Elisa Armstrong

Testers: Thom Botterill, Keshina Whitmore

Business Analyst: Barry Burke

Chorus Change Team: Andrew Sowden, Stella So

Solution Architect: Michele Domaneschi

Design Governance: Lynne Abbott, Vanessa Bull



Intranet Design, Wireframes



SharePoint installation, Content Migration, Intranet Build



Intranet page build



SharePoint Infrastructure, Support (Computer Concepts Ltd)



SharePoint Application Support