

# Creating a shared intranet for university staff

Natalie Ryan

Intranet Project Leader

Queensland University of Technology



# QUT Digital Workplace Project

*“a strongly integrated University wide virtual environment”*

- One intranet environment for all activities, communications and information content
- Resources targeted to the individual user
- Integration of different applications
- Consistent experience and navigation
- Improved search
- Optimised for use on mobile devices



# Digital Workplace video



a university for the **real** world <sup>®</sup>

CRICOS No. 00213J

# The Team – most of them



# The Team

- 5 Content migration
- 3 Content support / coordination
- 5 in the Dev team; search, user interface, development
- 2 Comms Staff
- 2 Project Managers
- 1 overworked Business Analyst
- 2 test specialists
- Numerous offsite vendor developers



# Project history – how did we get here

2010: Intranet Discussion paper

2011: Intranet Strategy

2012: Intranet Taskforce

- Definition of Intranet Future State
- CMS Options and testing

2013: Intranet Steering Committee

- Intranet Principles

2014: Intranet Project

2015: Digital Workplace Project

# QUT Staff Stats!



- Staff
  - 7,000+ total
  - 29% casual academic (sessional)
  - 37% more than one job
  - 30% are also students



QUT homesite

Content managed in CMS



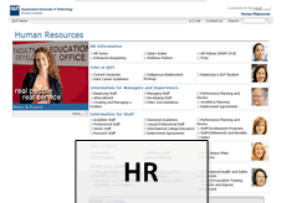
Staff Gateway



Student Gateway



Library



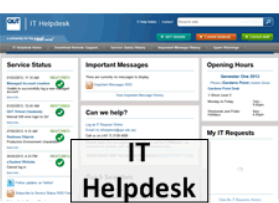
HR



FRP



FMD



IT Helpdesk

Info architecture SEARCH

WEB

Content managed outside of CMS

QUT Systems



QUT Virtual



BLACKBOARD

Info architecture SEARCH

Applications

Other content repositories



AskQUT



IT Help online



WIKI

Info architecture SEARCH

Other Content repositories

SharePoint



CI



ED



HLTH



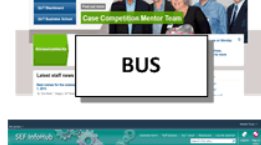
LAW



BUS



DIVS



IHBI



SEF

Info architecture SEARCH

SharePoint

Attempts at one-stop-shops



Numerous information architectures  
Sources of truth duplicated  
Enterprise search impossible



# Other problems

- Integration and automation is impossible
- Governance is “complex”
- Intranet-ception
- The little guys get left behind
- User irritation fixates on platforms or tools
- Staff have multiple roles and jobs

# Shared environment

- Building on local intranet work
  - Acknowledging legitimate local needs
    - Variations to policy and procedure
    - Facilities and disciplines
    - Maturity and sharing
    - Budget and priorities
  - Reduce the maintenance burden
- => bring global and local content together **for the user**

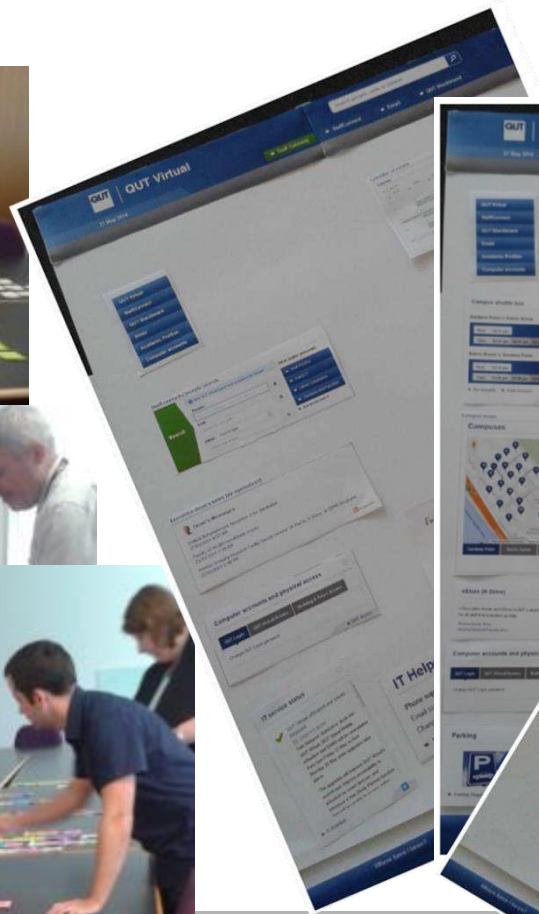
# Engaging the community



# Watch what people do and how



# Architecture and design



# Demo site




Elliott Brown (2010) Construction site Masshouse Lane / Albert Street - Construction site Keep out - sign

Via Flickr <https://www.flickr.com/photos/ell-r-brown/5129445038>

# Launching the Demo site

From:  Peter Coaldrake  
To:  qut.staff@qut.edu.au  
Cc:  
Subject: QUT Digital Workplace: launch of demonstration site

a university for the **real** world<sup>®</sup>

December 2014

## A message to all staff

QUT is creating a new, shared digital workplace for all staff and students that will assist us to work, study, communicate and collaborate more easily.

The QUT Digital Workplace will merge content that you currently access from multiple QUT intranet sites. This means you will have a personalised view and be able to access information, services and applications from one place.

To ensure the Digital Workplace meets your needs, a [demonstration site](#) is now open for you to explore and provide feedback. It is essentially a 'live' construction site where you can see the Digital Workplace being built.

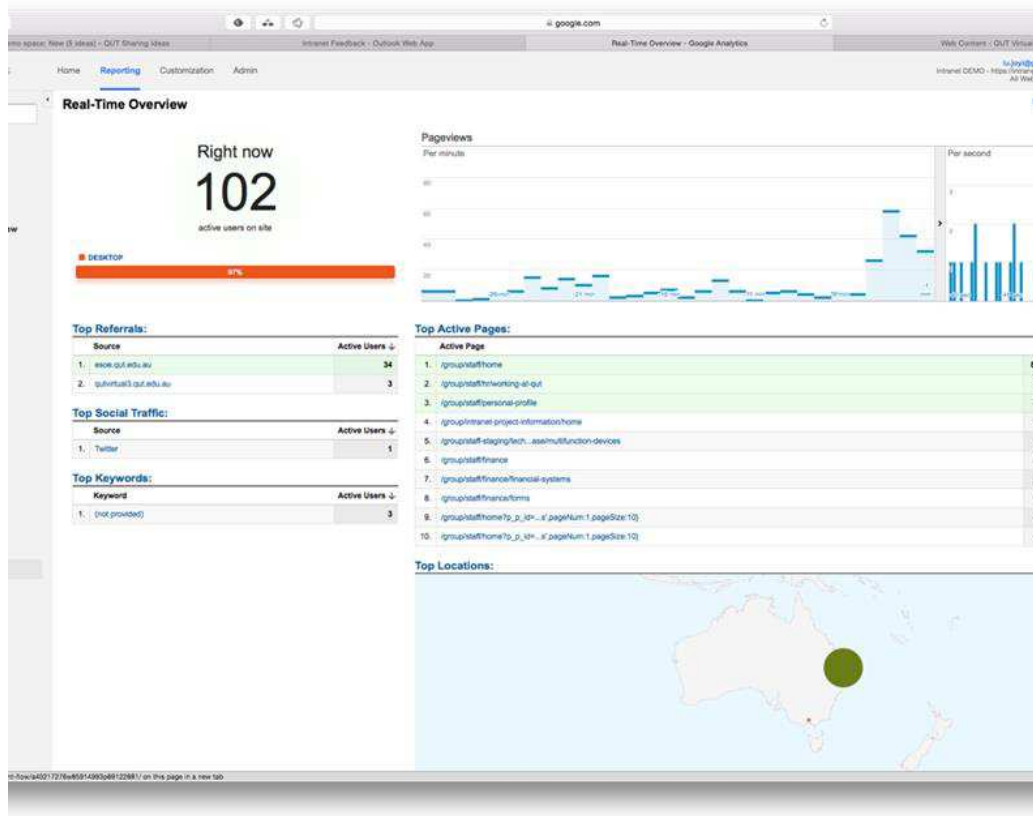
More features and content will be added over the coming months and, during this phase, existing sites will still be available.

[I invite you to visit the demonstration site, test it out and provide feedback, as](#)

### Key features of the new QUT Digital Workplace

- One digital workplace environment for all of QUT
- Personalised display
- Improved site-wide search tool
- Accessible from any device
- Easier to access QUT applications and favourites via a customisable LaunchPad
- Faster to find what you need with QUT-wide and locally relevant content displayed together
- Consistent experience and navigation
- Improved usability
- Reduced duplication

# Launching the Demo site

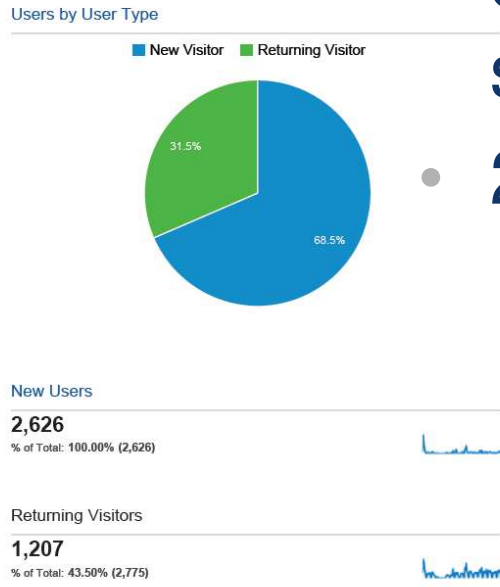


- Within 5 minutes of VC's email we started to see traffic



# Demo site traffic

- From December to April
- 8577 unique sessions
- 2626 unique visitors



# Feedback and crowdsourcing

st-demo-space

Intranet Steerin... Home - QUT Int... responsive desi... QUT | Marketin... Symantec Enter... Home - Intra

**QUT** Queensland University of Technology  
Brisbane Australia

Sharing ideas  
Division of Technology, Information and Learning Support

QUT Home Ideas Home

## QUT Staff Intranet Demo space

The intranet demo space allows QUT staff to interact with the new intranet as we are building it. We want to gather your feedback at this development stage so that we can capture your suggestions before the site goes live in May 2015. You can also vote on other staff suggestions and add your comments.

You can access the intranet demo space at: <https://intranet-demo.qut.edu.au>

Use your regular username and password to log in and you can; see progress, explore new functionality and access more project information.

### Do you have any comments or feedback on the intranet demo space?

Share your feedback about the demo space here

Hot Top **New ideas** Status My feedback

**31** votes  
Vote

#### LaunchPad Icon style

It would be great if the icons in the LaunchPad, and therefore the Application Registry, could include a greater range of style and colours, so that they better match the icon of the product they represent.

For example it would be good if the Blackboard icon was the same as the products commercial icon (Bb). Also if I wanted to use a product like Yammer or Twitter for communication, it would be great if the icon that displayed the commercial icon for that particular product.

0 comments Flag idea as inappropriate...

**9** votes  
Vote

#### verbatim search

Any way of forcing a verbatim search?  
e.g. "accessibility" so I don't get hits for access?

0 comments Flag idea as inappropriate...

**9** votes  
Vote

#### to have a predictive search engine

that the search engine can predict what you are looking for or learn from your search entries

0 comments Flag idea as inappropriate...

**6** votes  
Vote

#### Personal profiles - additional information

Ability to add your skill sets, responsibilities or previous projects people have worked on etc would really help in finding the right person to talk to and make connection with to do your job.

Also a way to display who they report to or who reports to them would be great.

0 comments Flag idea as inappropriate...

**Natalie Ryan** (Stay signed in)  
Settings Sign out

### QUT Staff Intranet Demo space

Post a new idea...  
All ideas  
My feedback

Search

**Give feedback**

**QUT Sharing Ideas**

### Why would I submit or vote on an idea?

To provide outstanding learning environments and programs that lead to excellent outcomes for graduates, enabling them to work in and guide a diverse and complex world characterised by increasing change' – **QUT Blue Print**



# Feedback case study – news carousel

The screenshot displays the QUT intranet demo site. At the top, a dark navigation bar contains a grid icon, a 'Home' button, and links for 'Community', 'HR', 'Finance', 'Research', 'Teaching', 'Student support', 'Technology and facilities', and 'Governance'. Below this is a large banner image of a modern building at night with the QUT logo illuminated. A text box on the right of the banner reads: 'We want the new QUT intranet to give you the best possible experience when it goes live in May 2015. You can help us to achieve this by giving us your feedback on the demo site as it is developed.' Below the banner is a green bar with the text 'Welcome to the intranet demo site' and a link 'Learn more about the site and how to give feedback'. A 'LaunchPad' section below the banner contains a row of icons for 'StaffConnect', 'QUT Blackboard', 'Email', 'Student Enquiries Register', 'Library', 'Computer accounts', 'Apply for parking permit', and 'Ask'. At the bottom, there are two sections: 'Messages' and 'Upcoming Events', both with dashed lines indicating content below.

# Changes based on feedback

The image shows a screenshot of a QUT intranet homepage with several annotations in red boxes and arrows pointing to specific design changes:

- Moved text to the left & enlarged the font:** Points to the introductory text on the left side of the main banner.
- Reduced the image size:** Points to the main banner image of a QUT building at night.
- Turned off auto scrolling:** Points to the "Welcome to the intranet demo site" banner.
- Added a small gap here:** Points to the gap between the "LaunchPad" and the "CI" icon.
- Added right & left scroll buttons:** Points to the scroll arrows on the right side of the "Local events" section.
- Added hover text to explain these icons:** Points to the "Local events" and "QUT events" tabs.
- Moved the Upcoming events section to here & created two tabs:** Points to the "Local events" and "QUT events" tabs.

# Crowdsourced feedback – pros and cons

<b>PROS</b>	<b>CONS</b>
<ul style="list-style-type: none"><li>• Provides context</li><li>• Let the community say no</li><li>• Forum for having your say</li><li>• Shows perceptions</li><li>• Dispels our illusions</li></ul>	<ul style="list-style-type: none"><li>• No carpet sweeping</li><li>• Need to constantly promote</li><li>• Lack of anonymity</li><li>• Popularity of crowdsourcing</li></ul>

# Tips on bringing intranets together



arbyreed (2015) Western Union Splice. Via Flickr:

<https://www.flickr.com/photos/19779889@N00/16624829671><https://www.flickr.com/photos/19779889@N00/16624829671>

# Asking for input



# Where to start consolidating

- Look before you ask
- Then ask
- Then look again





Queensland University of Technology  
Division of Technology, Information and Learning Support

Staff Intranet

This intranet provides staff within TILS departments and sections, access to information relevant to the Division. Through this resource, a number of internal guidelines, forms, structural services and information about key organisational initiatives/issues are available, including:

- TILS Equity Committee
- Divisional Leadership and Planning Group (DLPG)
- TILS Quality & Planning Framework
- Client Service
- HR & Finance Team
- Client Survey
- HR & Finance Team
- Communication Team
- TILS Student Events Team
- TILS Health & Safety Committee
- PDP Reports & Staff Presentations
- TILS Information Resources
- TILS Equity Committee
- Divisional Leadership and Planning Group (DLPG)
- TILS Quality & Planning Framework
- Client Service
- HR & Finance Team
- Client Survey
- HR & Finance Team
- Communication Team
- TILS Student Events Team
- TILS Health & Safety Committee
- PDP Reports & Staff Presentations
- TILS Information Resources
- Divisional Planning Retreat 2009

Queensland University of Technology  
A university for the real world

QUT Library Intranet

Library Home | Emergencies | IT Help | Forms and Templates | A to Z Browse | Site map | Search Intranet

Intranet Home | Organisational information | Working in the Library | What we do | Branches and sections

QUT Libr...  
Awards for...  
Paula Callan, CAUL Achiever making a national strategic age...

QUT has dominated the prestigious Australian Learning and Teaching Council's (ALTC) latest round of Australian Awards for University Teaching. The Pilot and AIRS project team (Judith Peacock, Kurt Vollmerhouse, Julian Kapitke, Suzanne Sheppard, Peter Fell) received an award for Programs that Enhance Learning in the category of Flexible Learning and Teaching.

Library quicklinks  
Find databases  
Library staff directory

About the Division | Projects and Collaborative Initiatives | Reports and Publications | QUT Copyright Guide | Staff Intranet

QUT Home | TILS Home | Contact us | Feedback | Diagnostics

QUT Libr...  
Awards for...  
Paula Callan, CAUL Achiever making a national strategic age...

QUT has dominated the prestigious Australian Learning and Teaching Council's (ALTC) latest round of Australian Awards for University Teaching. The Pilot and AIRS project team (Judith Peacock, Kurt Vollmerhouse, Julian Kapitke, Suzanne Sheppard, Peter Fell) received an award for Programs that Enhance Learning in the category of Flexible Learning and Teaching.



TALSS Intranet  
Teaching and Learning Support Services

TALSS Updates  
News and Events - Updated!  
Monthly Campus Events

Office Management

- Ordering Stationery
- Accommodation / Building Facilities
- Purchasing/Invoices
- Business Travel
- Evacuation Procedures
- Parking and Vehicles

Internal Procedures & Protocols

- HR & Staff Development
- Communications
- Project Management
- Information Management
- Reporting and Planning
- Program and Event Management

Staff Toolkit

- 2009 Academic Calendar
- QUT Shuttle Bus
- QUT Top Level Plans
- User Guides
- Campus Maps
- Staff Induction Manual
- Timesheet, PDP & PPR Templates
- Fileshare

Quicklinks

- QUT Virtual
- Outlook Webmail
- IT Helpdesk

Information Technology Services



ITS News & Events

ITS Staff

- Innovation & Initiatives
- Staff Development
- Workplace Health & Safety
- Orientation
- Rewards & Recognition
- Social Club
- ITS Hot Topics
- Feedback
- News & Events

Policy

- Guidelines
- Templates
- Communications
- DEC
- Planning

Meetings

- Management Team
- Service Quality Teams
- Task Forces
- SCMG
- IT Security Ref Group
- SOE Management Team
- ITCG
- Federated IT Leaders

Sections

- Client Quality Services
- Infrastructure Services
- Enterprise Information Services
- High Performance Computing and Research Support
- IT Security
- Project Portfolio Office

Quick links

- QUT Virtual
- IT Helpdesk
- Software Downloads
- Projects
- Online IT Training
- Fileshare (staff only)
- Email (WebMail)
- Computer Accounts

**QUT HealthHub - Home**

a university for the real world

HealthHub Faculty Research Learning & Teaching Business Development & Engagement Finance & Resources Health & Safety Schools Documents

Centre Spaces

Team Spaces

Project Spaces

StaffConnect

QUT Blackboard

Email

The Faculty has a new peer review of teaching initiative and has identified advisors to assist you

[Read more...](#)



**Welcome to HealthHub**

What's eOffice?  
How do I upload my paper to eOffice?  
How do I access my data list?  
How do I arrange a webcam and headset for videoconferencing?

**FAQs**

**Announcements**

Faculty Peer Review of Teaching Advisors  
Q Block Refurbishment Project: SharePoint Site  
Welcome to HealthHub!

[Subscribe](#)

**Dean's Messages**

Q-Block Refurbishment Newsletter 2 for distribution  
2014-03-27 08:37:00

Faculty of Health recruitment events  
2014-03-25 07:39:50

Hertford Imaging Research Facility Special Seminar 26 March 9-10am, at QIMR Berghofer

**QUT Business School Biznet**

a university for the real world

QUT website Sharepoint sites Connect staff

About Research Teaching Student administration Workplace services New staff Documents News and events

QUT Virtual

StaffConnect


QUT Blackboard

QUT Business School

Which staff member almost passed out from a Sri Lankan fish curry?

[Read more >](#)

**Get to know your Business family**



27/02/2014 4:44 PM Staff opinion survey 2014 now open.  
4/02/2014 9:04 AM 2014 call for Teaching and Learning grants are now open until 21 February.

**Announcements**

**Latest staff news**

**Business School events**

Month	Jan	Feb	Mar	Apr	May	Jun
T	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4
5	6	7	8	9	10	11

No Events Scheduled

**Did you know?**

**24%** Of total QUT students are Business School students.

**91%** Of our Academic staff have a PhD or are currently undertaking one.

**10727** Students in the QUT Business School

**QUT Creative Industries Faculty**

a university for the real world

QUT Virtual Tweet Sites Site Help

About Research Teaching Student Admin External Relations Finance Human Resources Services and Facilities Documents News Events

New Staff

Unit Coordinators

Seasonal Staff

Researchers

Experimenta Speak to Me 5th International Biennial of Media Art is an invitation to consider what it means, at this time, to be together.

[Read more](#)

**Experimenta Speak to Me**

EXPERIMENTA 5TH INTERNATIONAL BIENNIAL OF MEDIA ART

**OPENS 7 APRIL**

FREE



**Faculty Events**

18/04/2014	All Day	Final from Tomorrow 10:30-11:00 AM
20/04/2014	All Day	Local buses to be included in all staff email by 10:00 today
22/04/2014	All Day	QUTAC May round office
22/04	10:00 AM - 11:00 AM	QUT Additional Staff Management General meeting #1
11:00 AM - 2:00 PM		QUT Wellbeing Knowledge Business in a Journey, Gemma Collins

**News & Announcements**

Dean's Research Seminar  
Staff Graduation training now due!  
World Creativity and Innovation Week  
QUTS Conference Photography and Fashion

[Download Centre](#)

[Travel](#)

**Creative Cluster**

Top 3 creative occupations  
Sonic quality digital music? It's only as good as your set-up  
Here come the robots  
Mastering landscapes of time and space

**I want to...**

- Find the new assignment extensions process
- connect a printer
- book a room

**QUT Faculty of Law**

a university for the real world

QUT Virtual WU dashboard Connect staff

Faculty of Law About Us Learning & Teaching Student Services Research Engagement Finance HR Facilities & Tech Collaboration

Collaboration

Research

Facilities & Tech

Finance

HR

Learning & Teaching

The QUT Law Faculty is a place for people who want to make a difference. Our graduates become accomplished leaders in the global community...

[Read more](#)

**Welcome to Faculty of Law**



**Quick Links**

I want to...

- Find a person using the Faculty Central Directory
- Find available submission templates
- Find examples of student research
- Log in a QUT student
- Find a business process map

**Links**

QUT Law Review  
International Journal of China, Justice and Social Democracy

**Good News Stories**





a university for the **real** world\*



# Business School Biznet

Biznet



I Like It



Tags & Notes

a university for the **real** world\*

→ QUT website

→ Sharepoint sites



# Creative Industries Faculty

This Site: Creative In



I Like It



Tags & Notes

a university for the **real** world\*

→ QUT Virtual

→ Team Sites

→ Site Help



# Faculty of Law

All Sites



I Like It



Tags & Notes

a university for the **real** world\*

→ QUT Virtual


→ Wiki dashboard

→ Current staff





# Research Reporting and Outcomes


## Office of research


QUT Office of Research  collects, updates and analyses University data across recognised performance indicators:


- research income
- publications
- higher degree research completions/load.

The Office's Research Data and Platform  provides reports to the Department of Education, Employment and Workplace Relations (DEEWR). Periodic reports are stored as research datasets .


## How research data is used

QUT internal and external reporting requirements draw on recorded details of staff research activity. These reports primarily focus on corporate KPIs  relating to research income, publications and higher degree student supervision.


QUT Reporting and Analysis team  using government submission guidelines, extract relevant information from ResearchMaster, which is reported as:



- Research Pivot Tables - Income, Publications, Students for Higher Education Research Data Collection (HERDC) reporting
- QUT Corporate Reporting for block grant funding  information.

The Research Support Office can run these reports or request customised reports for you. Reports are used by Deans, Assistant Deans and Heads of School to analyse trends, monitor performance and report back to the University.




Data is also used to add value to staff research profiles. This includes providing value at faculty/institute level performance planning and reporting, and promotion  of academic and research staff.

## Manage your research data

There are many data management solutions for QUT researchers in accordance with University guidelines .

TILS Research Support Resource offers tools to help track research impact  through citations, and external datasets  can be accessed for free or restricted access.

## Research databases

Link	Details
<a href="#">ResearchMaster database</a> 	Recording data for HDR, grants and publications - ResearchMaster reports 
<a href="#">Find QUT library databases</a> 	Up to 800 databases from a diverse range of publishers to assist with research

# Innovations

Which staff member almost passed out from a Sri Lankan fish curry?

[Read more](#)

Get to know your Business family

Page owner

Katherine Harkin  
[katherine.harkin@qut.edu.au](mailto:katherine.harkin@qut.edu.au)  
 3138 6880

Get in touch

Contact the Biznet team.

[Feedback](#)

Meeting Materials

URL	Slides or resources
SPUC Meeting Recording - 10 April 2014	10/04/2014 SharePoint Update: Managed Metadata Overview
SPUC Meeting Recording - 27 Feb 2014	Shagging using SharePoint and Microsoft Word: Internal Present Update 27/02/2014: SharePoint Update - Feb 27 2014
SPUC Meeting Recording - 16 Jul 2013	16/07/2013 SharePoint Update: Wellness Site Spotlight - July 2013, Australia SharePoint Conference Feedback - June 2013
SPUC Meeting Recording - 20 May 2013	20/05/2013 SharePoint Update: SharePoint Training update - May 2013, Site Spotlight - Research Data Management - May 2013, Tutorial - Virtual Post and Tools - May 2013
SPUC Meeting Recording - 30 Apr 2013	SPUC Update 30/04/2013: Working with SP Publishing feature and pages

**Curriculum development, renewal and accreditation process**

- Know it
- Use it

**Active proposals**

See the list of active curricular proposals and their status.

**Curriculum design**

Design quality courses that are coherent and meet student expectations.

**Curriculum planning**

Helping Decolon plan for curriculum development and change.

**Faculty document libraries**

Libraries to view and manage curricula documentation.

**Support information and resources**

Find resources, support information, tools and templates.

**Who to contact**

Know who to contact in faculties and divisions for support and consultation.

**Governance and committees**

Information on the POC, CRO, FSB and UAC committees.

**Key dates**

**Business School**

- Business School dates list
- Calendar view

**Creative Industries**

- Creative industries dates list
- Calendar view

**Education**

- Education dates list
- Calendar view

**Health**

- Health dates list
- Calendar view

**Lib**

- Lib dates list
- Calendar view

**Science and Engineering**

- Science and Engineering dates list
- Calendar view

**Governance Committees**

- AG QAM Governance Committee dates



# Workarounds

unit_coordinators@qut.edu.au	All Unit Coordinators For All Qut Units With Active Teaching Periods
unit_coordinators_harm@qut.edu.au	Unit Coordinators For The Advertising, Marketing And Public Relations
unit_coordinators_hay@qut.edu.au	Unit Coordinators For The Accountancy
unit_coordinators_hib@qut.edu.au	Unit Coordinators For The Qut Business School
unit_coordinators_hoc@qut.edu.au	Unit Coordinators For The Corporate Education
unit_coordinators_hof@qut.edu.au	Unit Coordinators For The Economics & Finance
unit_coordinators_hing@qut.edu.au	Unit Coordinators For The Management & Human Resource Management
unit_coordinators_cob@qut.edu.au	Unit Coordinators For The Creative Industries Faculty
unit_coordinators_ufd@qut.edu.au	Unit Coordinators For The Architecture
unit_coordinators_of@qut.edu.au	Unit Coordinators For The Fashion
unit_coordinators_oi@qut.edu.au	Unit Coordinators For The Interior Design
unit_coordinators_ol@qut.edu.au	Unit Coordinators For The Landscape Architecture
unit_coordinators_cob@qut.edu.au	Unit Coordinators For The Industrial Design
unit_coordinators_cob@qut.edu.au	Unit Coordinators For The School Of Design Office
unit_coordinators_cob@qut.edu.au	Unit Coordinators For The Interactive & Visual Design
unit_coordinators_cj@qut.edu.au	Unit Coordinators For The Journalism
unit_coordinators_csl@qut.edu.au	Unit Coordinators For The Cf - Academic Programs & Services
unit_coordinators_csm@qut.edu.au	Unit Coordinators For The Acting
unit_coordinators_csm@qut.edu.au	Unit Coordinators For The Media & Communication
unit_coordinators_csm@qut.edu.au	Unit Coordinators For The Dance
unit_coordinators_csm@qut.edu.au	Unit Coordinators For The Film & Screen
unit_coordinators_csm@qut.edu.au	Unit Coordinators For The Animation
unit_coordinators_csm@qut.edu.au	Unit Coordinators For The Performance Studies
unit_coordinators_csm@qut.edu.au	Unit Coordinators For The Arts Management and Solutions
unit_coordinators_csm@qut.edu.au	Unit Coordinators For The English & Literary Studies
unit_coordinators_csm@qut.edu.au	Unit Coordinators For The Research And Commercialisation
unit_coordinators_csm@qut.edu.au	Unit Coordinators For The Education
unit_coordinators_csm@qut.edu.au	Unit Coordinators For The Curriculum



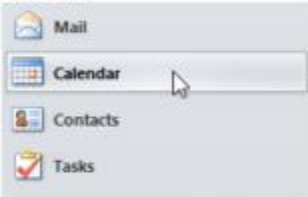
## Open Events Calendar in Outlook

### How to add this calendar to Outlook 2010 for Windows

- 1 Open Outlook 2010.



- 2 Click Calendar.

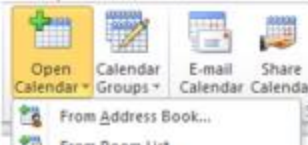


- 3 Click 'Open Calendar'.





Open Calendar ▾

- 4 Select 'Open Shared Calendar'.



## Viewing your Timesheet History Report

1. Click on **Individual > Timesheet and Expenses > Timesheet History Report**
2. Use the  buttons to select the date range for your search and click on the  button.
3. To view the details of one of the timesheets displayed, click on the **Week Ending Friday** link (e.g. [26-FEB-2010](#) ) that corresponds to the timesheet you wish to view.

# Advice and Learnings

- Gaining buy in can start before your project does
- Acknowledge multiple intranets
- Respect how hard people worked to make them
- Understand the pressures and priorities
- Resist the urge to ask for a freeze