

ADELPHI • DIGITAL™



INTRODUCTION

Revolutionising the Government Intranet with Drupal

Ian Laslett – Adelphi Digital



The problem

“ *Intranets struggle to deliver a clear purpose in a crowded land of collaboration tools, social media and communications platforms* ”



Why are there so many issues?

Intranets are like a cupboard with a million different things in them, people store all kinds of content, features and functionality into one space without considering whether it's the best location



Issue 1 - Purpose

What is your intranet trying to achieve:

- Communication
- Collaboration
- Functionality
- Process storage
- Document storage
- Personal



Issue 2 - Content

Intranets suffer from:

- Outdated content
- No ownership
- No planned review/archival



Issue 3 – Search

Search issues

- No metadata
- Why doesn't it work like google
- Documents not searched



Issue 4 – Integrations

Belief that all systems live in the intranet

- Active directory
- HR/finance
- Forms
- Documents

$$\begin{aligned}\int x^5 \sqrt{x^3 + 1} \, dx &= \frac{2}{9} x^3 (x^3 + 1)^{\frac{3}{2}} - \frac{2}{3} \int x^2 (x^3 + 1)^{\frac{3}{2}} \, dx \\ &= \frac{2}{9} x^3 (x^3 + 1)^{\frac{3}{2}} - \frac{4}{45} (x^3 + 1)^{\frac{5}{2}} + c\end{aligned}$$



About CDPP



COMMERCIAL, FINANCIAL AND
CORRUPTION



HUMAN EXPLOITATION AND
BORDER PROTECTION



INTERNATIONAL ASSISTANCE
AND SPECIALIST AGENCIES



ILLEGAL IMPORTS
AND EXPORTS



ORGANISED CRIME AND
COUNTER-TERRORISM



REVENUE AND
BENEFITS FRAUD



About CDPP





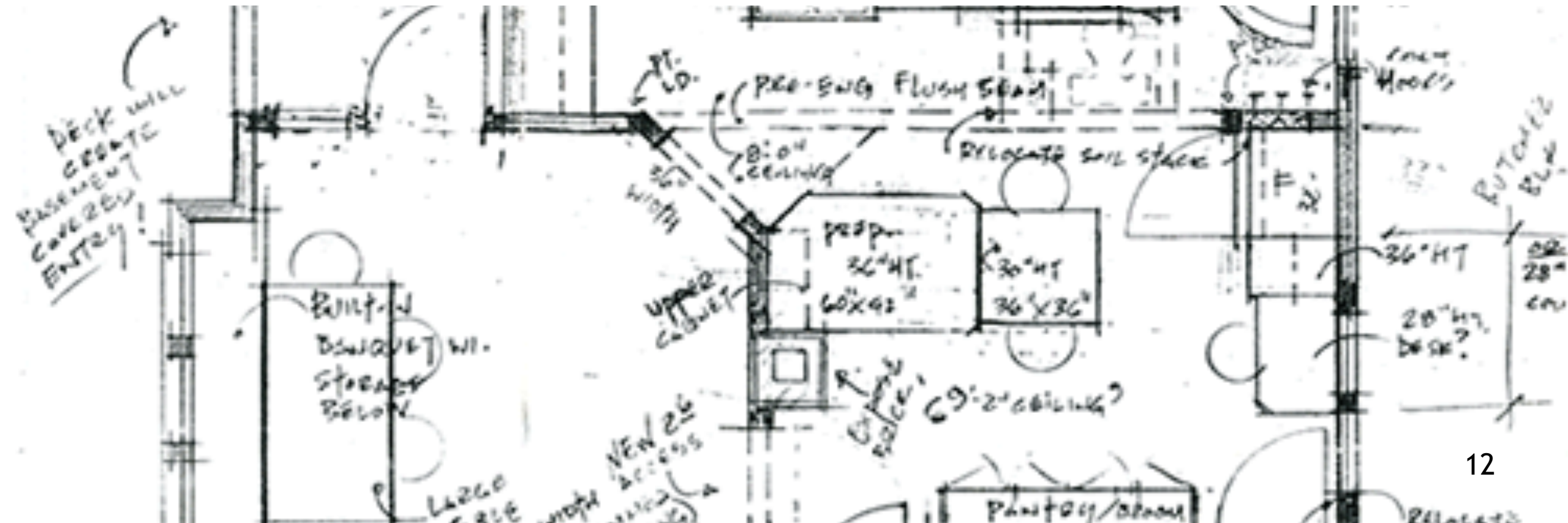
CDPP – existing pain

The screenshot displays the DPPNET PORTAL intranet. The top navigation bar includes links for DPPnet Home, Contacts, News, Governance, Legal, Legal Resources, Corporate Resources, Finance, HR, IT, Info Management, CRIMS, Reports, and Search. A 'Legal Sources' dropdown menu is also present. The main content area is divided into several sections: 'Director's News' with a list of bulletins, 'Senior Management Meeting Minutes' with office locations, 'Partner Agencies' Media Releases' with a list of releases, and 'ABC Breaking News' with a list of news items. A sidebar on the left contains links for 'Contacts', 'News', 'CDPP Meeting Minutes', 'Director's News', 'Deputy Directors' News', 'Media Summaries', 'Newsbank', 'Partner Agency Media Releases', 'Corporate Update Index', 'National Practice Group News Bulletin', '2015 APS Employee Survey', 'Governance', 'CDPP Governance Framework', 'CDPP Governance Policy', 'Principle 1 - Values-driven leadership', 'Principle 2 - Appropriate governance', 'Principle 3 - Performance orientation', 'Principle 4 - Transparency and Integrity', 'Principle 5 - Collaboration', 'Public Interest Disclosure', 'Legal', 'Commercial, Financial and Corruption', 'Director's Co-ordination Unit', 'Federal Counsel Group', 'Focus Groups', and 'Human Exploitation and Border Protection'. A right sidebar contains a list of links: 'IT SYSTEM STATUS', 'CONTACT THE IT SERVICE DESK', 'STRATEGIC REVIEW AND REFORM', 'FEDERAL PROSECUTIONS MANUAL', 'NATIONAL LEGAL DIRECTIONS GUIDELINES & DIRECTIONS MANUAL', 'NATIONAL BEST PRACTICE COMMITTEE', 'LEARNING & PROFESSIONAL DEVELOPMENT', 'PROSECUTION POLICY OF THE COMMONWEALTH', 'SECURITY CENTRE', 'BOOK TRAVEL ONLINE', 'INTERNET SITES', 'CORPORATE SERVICES CONTACTS', and 'CORPORATE REORGANISATION'.



How do you solve these problems?

CDPP and Adelphi Digital started with this similar list of problems and went about addressing them in a systematic way.





Develop a purpose

What is your intranet trying to achieve:

- Communication
- Functionality
- Collaboration
- Process storage
- Personalisation

~~● Document storage~~

National Practice Areas covers dedicated pages for the Director, each practice group and external counsel

Legal Centre details Legislation, National Offence guides, Offence resources, Legal policy and procedures, Library and research services, CRIMS, Admin Support, LLPD and Victims and Witnesses

Corporate Centre covers – People, Communications, Governance, Finance, Property, Security and Work health and Safety

Forms and Templates details our key forms (some of which are now e-forms), and branded templates

And **About Us** has information about our role, ELG, practice group model and organisation charts

Importantly – the information is structured primarily based on topic or function, not necessarily a direct connection to our org structure.



Decide on technology to support

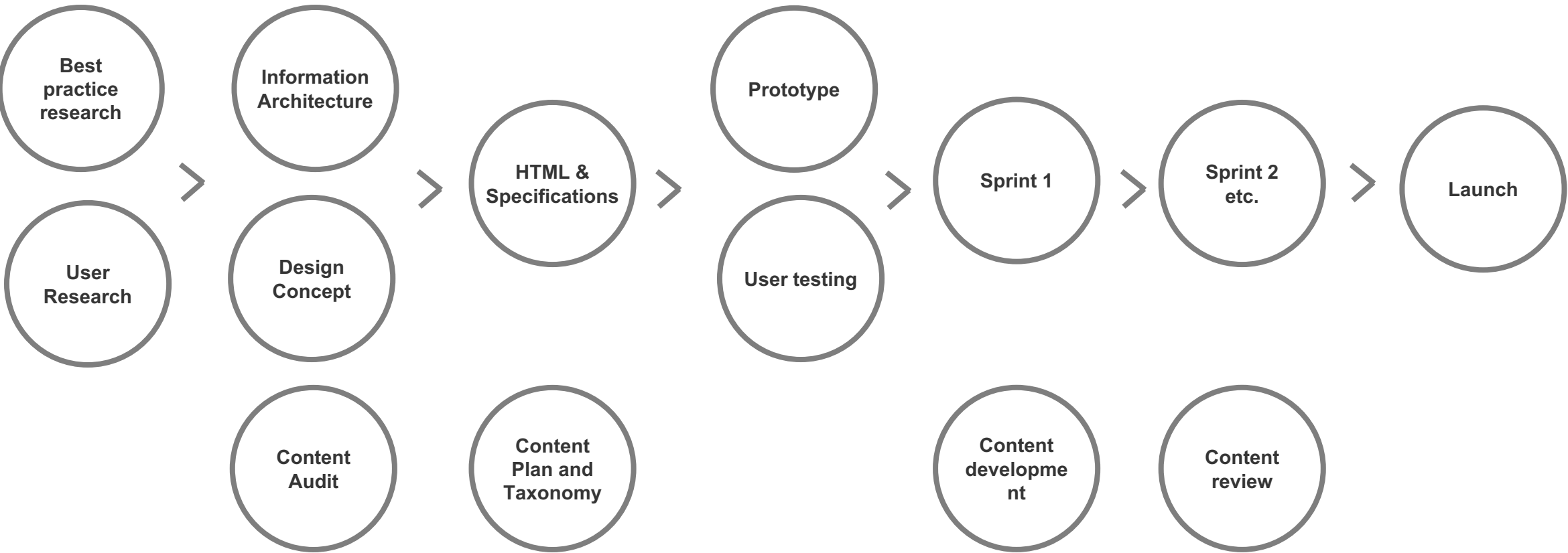
Drupal selected because:

- Consistent with web
- Publishing well understood within organisation
- Supports technical requirements for integrations with AD, library, search etc.
- Open source



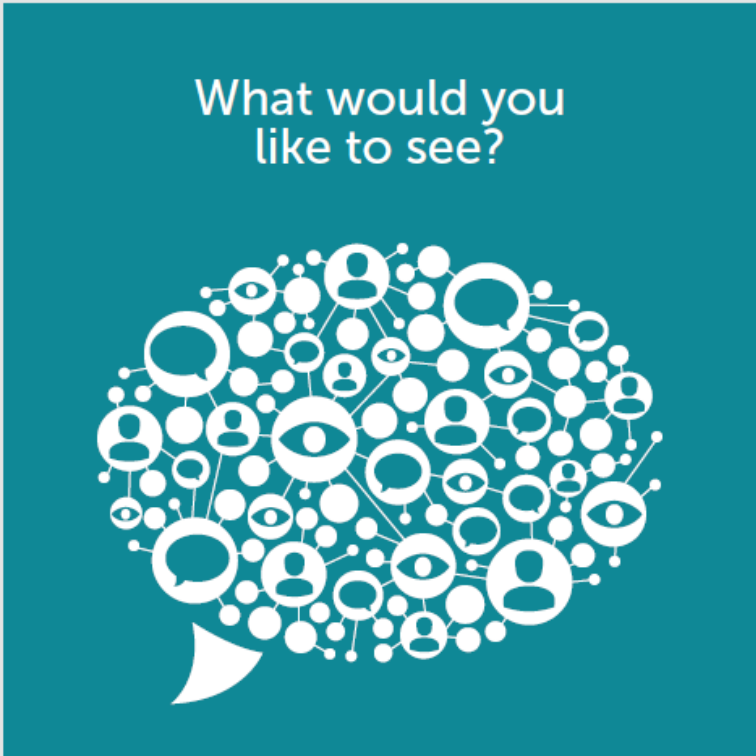


Develop a project (in line with the Digital Service Standard)





Initial Research



The Intranet redevelopment roadmap has four key development stages:
1. Prepare >> 2. Design >> 3. Build >> 4. Launch

The first phase is critical to the success of the project. This is where we prepare for redevelopment. Interviews and focus groups will be held with a representative sample of staff.

The result will be a comprehensive list of insights to improve the user experience and inform the design phase. We will understand your expectations, discover what information you need at hand, determine how it should be arranged, and what the Intranet might look like. After this, user testing will be a key step in the process before we build and launch in June 2016.

Keep an eye out for regular project updates and opportunities to provide input!



LEARN MORE >>
DPPNET/INTRANET REDEVELOPMENT PROJECT



Central to the Intranet's redevelopment is you!

Your suggestions and ideas will help deliver a better product that meets your needs and expectations. While the Intranet redevelopment project will include a research programme involving a representative sample of staff, we need everyone to provide input.

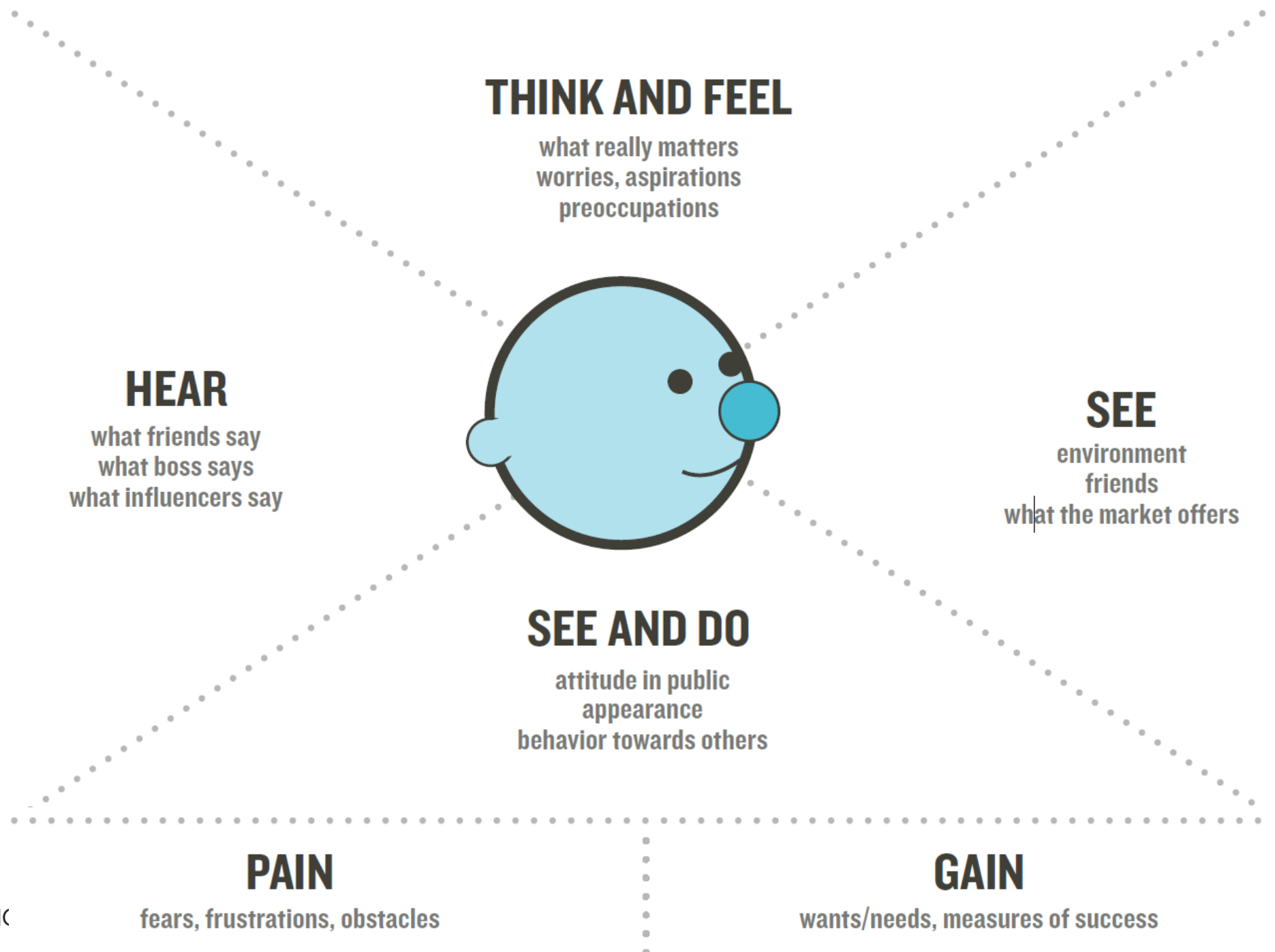
Now is the ideal time to share your ideas, outline what you would like to see improved, explain how the new Intranet might assist you with your work, and more—all suggestions will be considered!

We're aiming to capture as many insights as possible from across the business, from all levels of staff, in every location. These insights will be combined with feedback from focus groups to inform the design phase of the project.

Send your ideas to suggestions@cdpp.gov.au by 17 October or call Kathryn Denby x5711.



LEARN MORE >>
DPPNET/INTRANET REDEVELOPMENT PROJECT



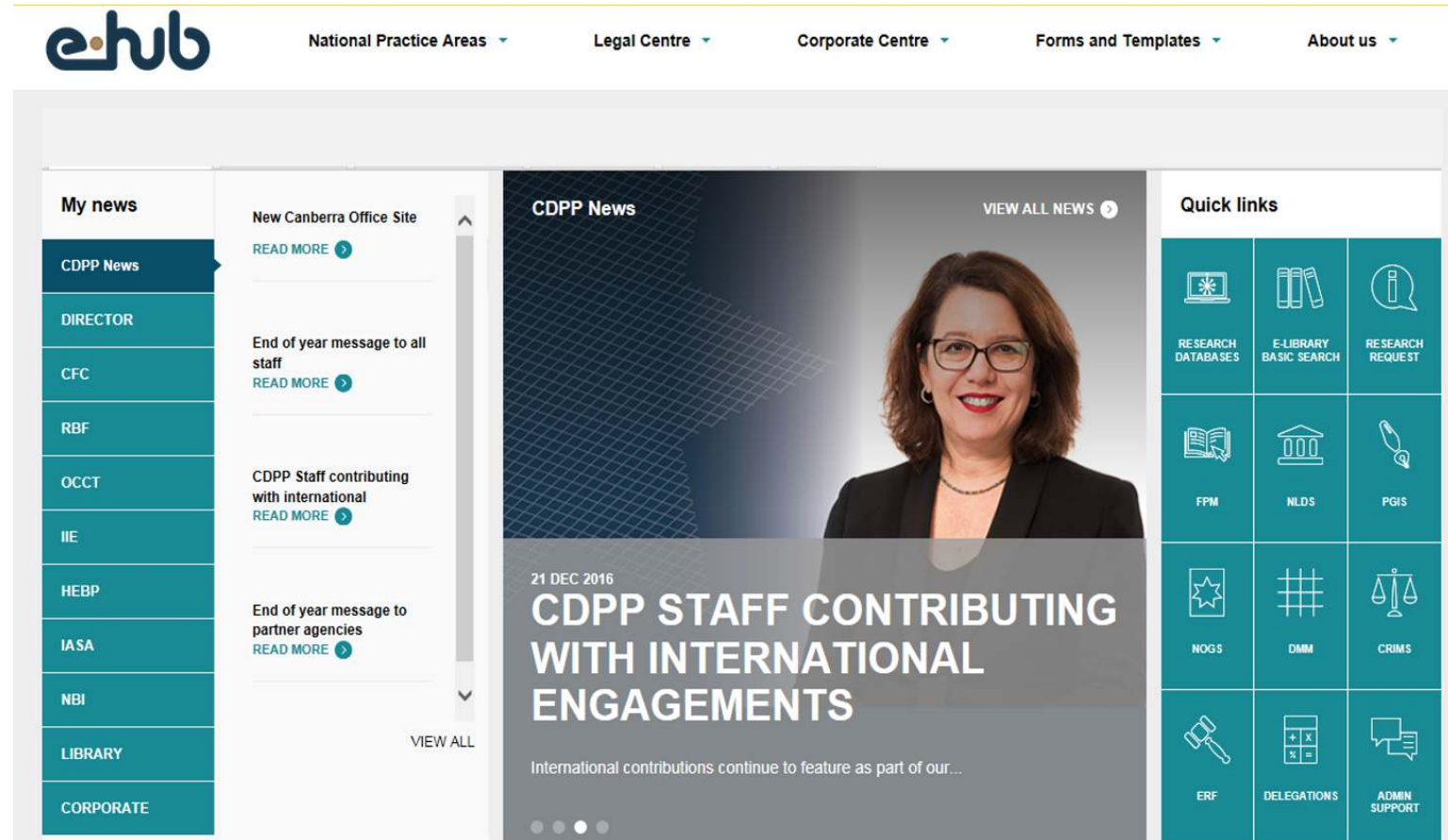


Design, Information Architecture and Content

Information
architecture

Design
concept

Content
Audit

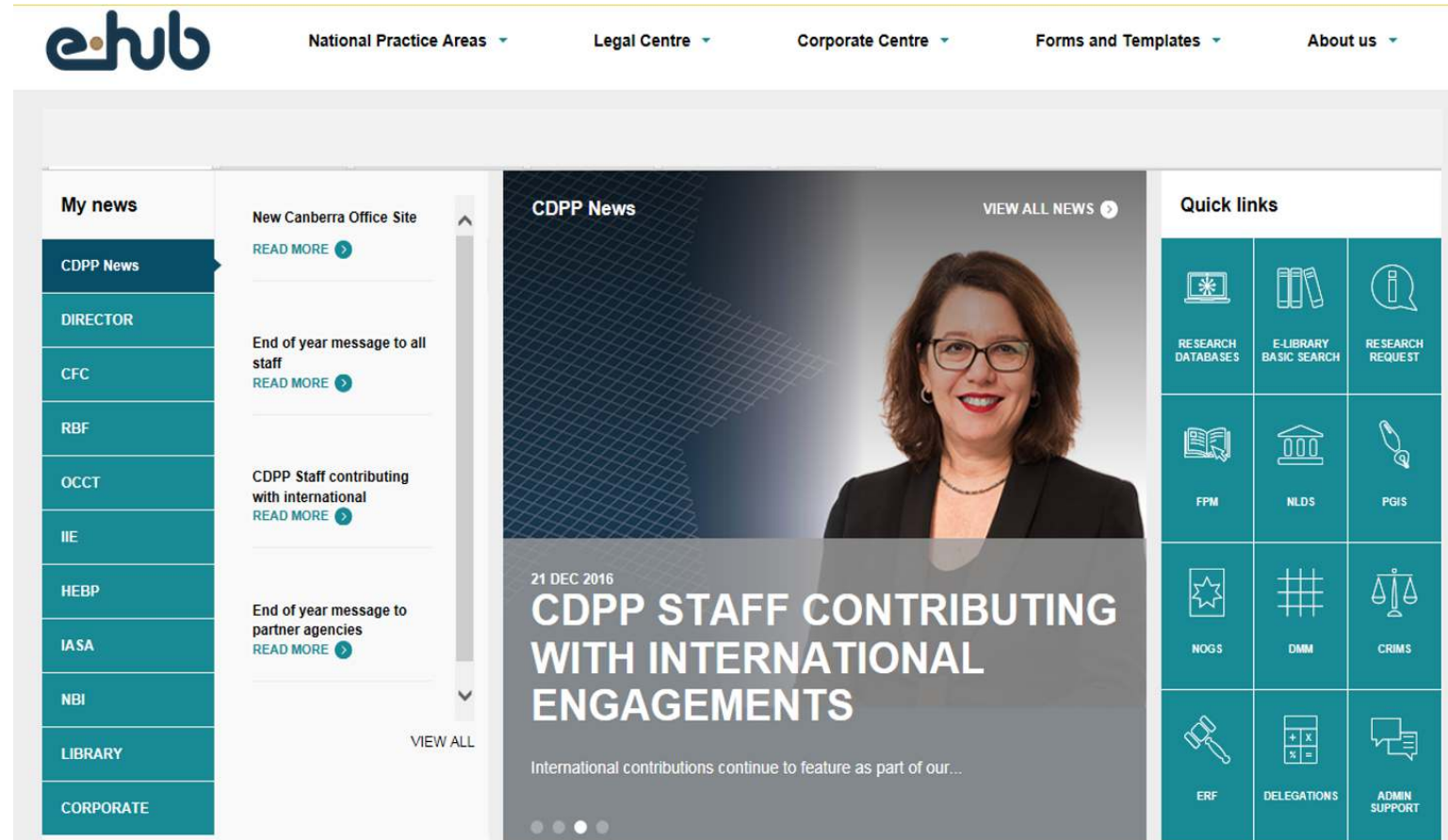




HTML, specs and content plan

HTML and
specs

Content
plan and
taxonomy

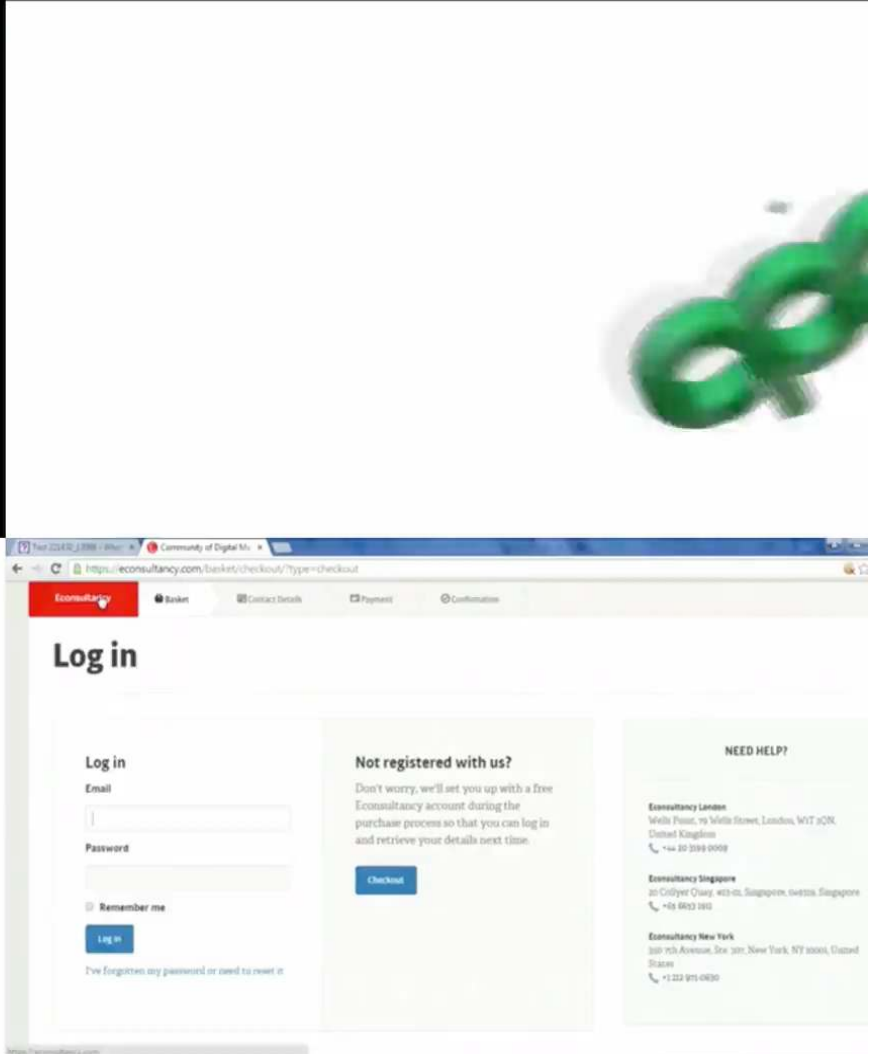
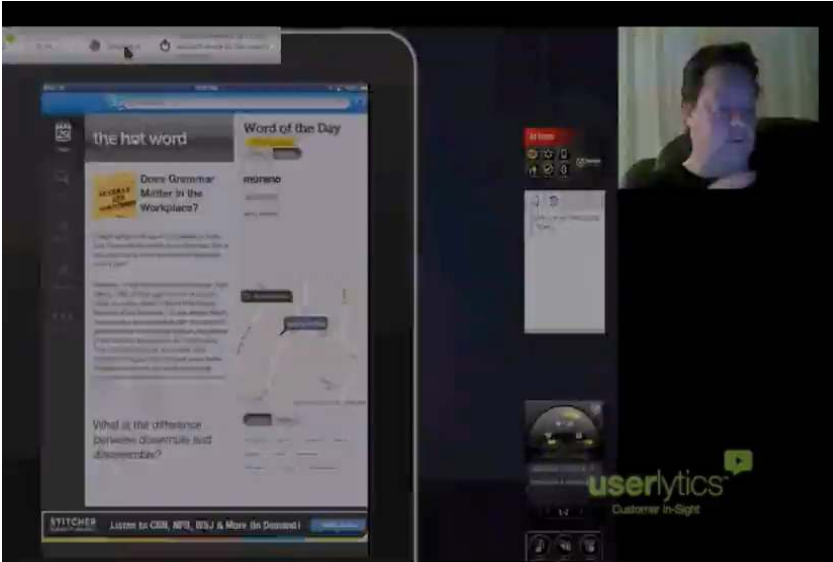




Prototyping and user testing

Prototype

User testing



UXPin

Usability Testing



Build in an agile manner

We are uncovering better ways of developing software by doing it and helping others do it. Through this work we have come to value:



Sprint

Content
developme
nt

Individuals and interactions over Processes and tools

Working software over Comprehensive documentation

Customer collaboration over Contract negotiation

Responding to change over Following a plan

That is, while there is value in the items on the right, we value the items on the left more

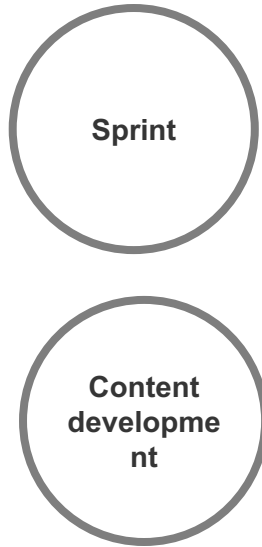
© 2001 Kent Beck, James Grenning, Robert C. Martin, Mike Beedle, Jim Highsmith, Steve Mellor,

Arie van Bennekum, Andrew Hunt, Ken Schwaber, Alistair Cockburn, Ron Jeffries, Jeff Sutherland,

Ward Cunningham, Jon Kern, Dave Thomas, Martin Fowler, Brian Marick



Content planning and development



WHY DO WE HAVE AN INTRANET?

The intranet will help unite the organisation and enable us to achieve our goals.

HOW DOES THE INTRANET HELP US?

The intranet will assist us complete our work by connecting us to the information, systems and tools we need via one central gateway.

WHAT IS AVAILABLE ON THE INTRANET?

The intranet will contain curated high value content aligned with the organisation's objectives, action plans, processes and procedures.

An effective intranet relies on good content for it to be useful and valued.



Content planning and development



Sprint

WHO—who is the audience?

WHAT—what do they need to know?

WHY—why is it relevant to them?

Content
developme
nt

HOW—how much information is appropriate, how should it be structured or presented?

WHERE—where should I direct them, is there related information or resources to link to?

Publishing model – central vs de-centralised model



Content planning and development



Sprint

Consider the following guiding principles when planning your content:

1. **Tailored content**—develop content to meet the needs of the audience not the creator.
2. **Outcome-focused**—offer content that is informative, succinct and user-friendly.
3. **Fit-for-purpose**—present the information in the most appropriate format.
4. **Cross-referenced**—enable staff to cross-reference related material efficiently through links.
5. **Current**—save documents where they can accessed via a link from the intranet allowing the latest version to be accessed at all times.



Content
developme
nt



Launch

Use the opportunity to reinforce key messages
and communicate with people



Launch

It's here



This is it—e-hub is starting
It has been just over 12 months in the making and we've reached the start—the foundation of our new intranet is built!

The vision was for a new intranet that's more intuitive, clear, simple and enables us to do our work more efficiently and effectively. It was also to improve how we communicate and connect. All of this can be achieved if we each participate and contribute. Ongoing maintenance and enhancements will continue, though we all need to work collaboratively to ensure the information on e-hub is up-to-date, relevant and the best reflects in line with the needs of the Office.

 **CDPP**
Canada's Federal Prosecution Service

LET'S CHANGE AND CONTINUE THE JOURNEY
THIS FEBRUARY!

Change is good



E-hub will allow us to do things differently
With the introduction of e-hub, we're going to experience a new tool that we all helped create.

The change will support us in going about our job and establish new ways for us to access news, info or resources and communicate across our organization. Let's embrace it—use the opportunity to our advantage and adopt new methods of doing our work. The ownership and accountability of e-hub is not aligned to one team or person, it's a platform that we all have responsibility for.

 **CDPP**
Canada's Federal Prosecution Service

LET'S CHANGE AND CONTINUE THE JOURNEY
THIS FEBRUARY!

Get on board



To keep e-hub dynamic, relevant and useful everyone must participate!
We each have an important role in continuously enhancing and improving e-hub as content creators, communicators and contributors.

To assist you in learning the tools and features of e-hub, you should:

- » view the interactive site tour
- » explore your Practice Group, Legal Centre or Corporate pages
- » see the Quick links or Toolboxes for frequently used tools and resources
- » know about key meetings, training and events through the calendar

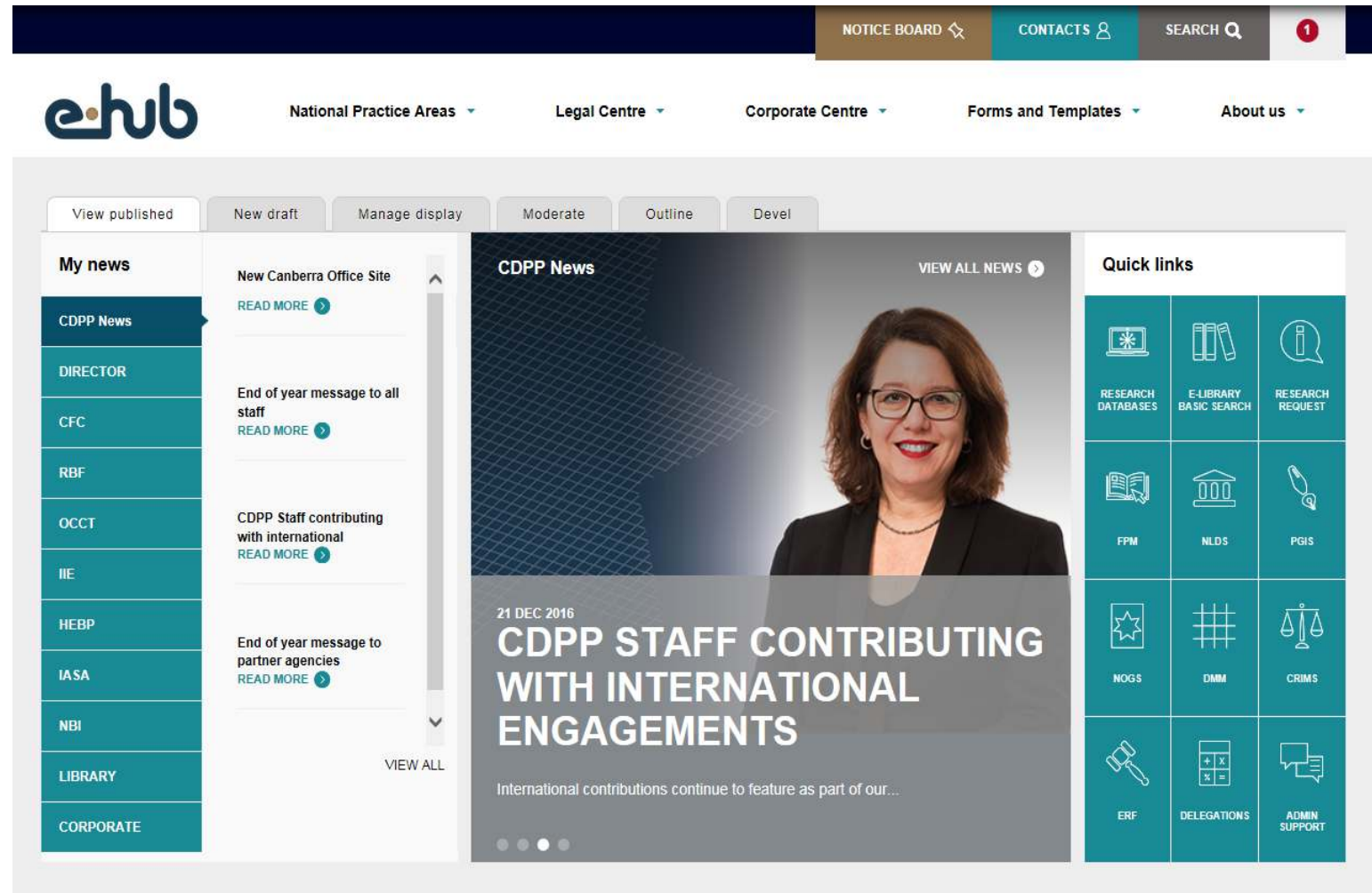
Any new ideas or suggestions are welcome too!

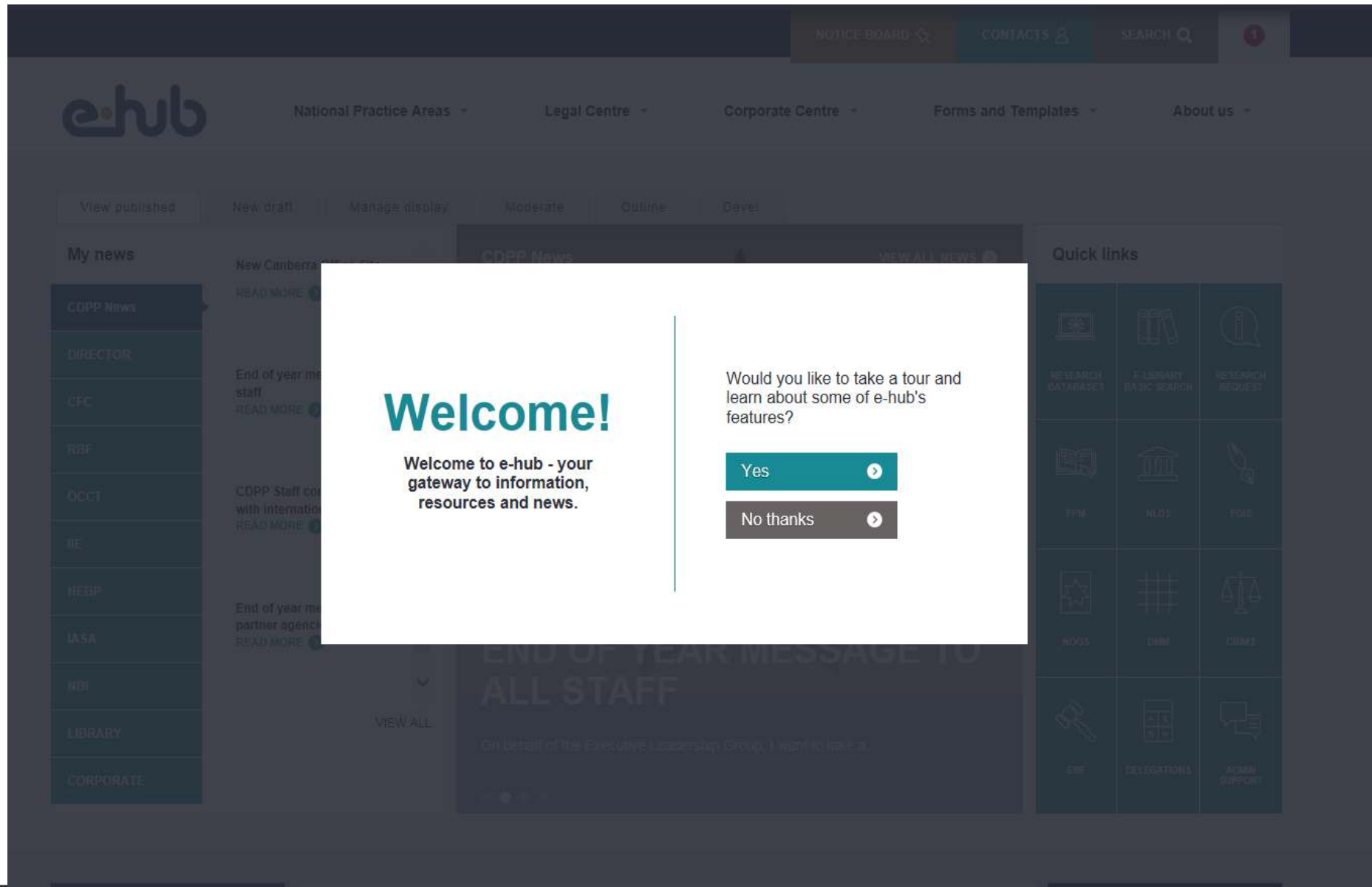
 **CDPP**
Canada's Federal Prosecution Service

LET'S CHANGE AND CONTINUE THE JOURNEY
THIS FEBRUARY!



What was delivered







Executive visibility

Calendar

+ ADD AN EVENT

View

☒ MONTH

☐ WEEK

View

☒ - ANY -

☐ DIRECTOR IN COURT

☐ EXTERNAL ENGAGEMENTS

☐ PARTNER LIAISON

☐ ELG MEETINGS

☐ ELG TRAVEL

☐ CORPORATE MEETINGS/FORUMS

☐ TRAINING

☐ TEAM

View

☒ - ANY -

☐ ADELAIDE

☐ BRISBANE

☐ CAIRNS

☐ CANBERRA

☐ DARWIN

☐ HOBART

☐ MELBOURNE

☐ PERTH

☐ SYDNEY

☐ TOWNSVILLE

« PREV

<

JANUARY 2017

>

NEXT »

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

View full calendar



National Practice Areas

- Director
- Commercial, Financial and Corruption
 - CFC Meeting Minutes and Reports
 - CFC Partner Agencies
- Revenue and Benefits Fraud
- Human Exploitation and Border Protection
- Illegal Imports and Exports
- International Assistance and Specialist Agencies
- Organised Crime and Counter-Terrorism
- National Business Improvement Practice Group
- External Counsel
- Legal Subject Matter Experts
- National Practice Group News Bulletin Archive

[View published](#)[New draft](#)[Field display weights](#)[Manage display](#)[Moderate](#)[Outline](#)[Devel](#)

Commercial, Financial and Corruption Practice Group

Practice Group Leader - Shane Kirme, Melbourne

The Commercial, Financial and Corruption (CFC) Practice Group prosecutes serious financial crimes with a focus on offences involving money, corporations, markets and financial services. 'White collar crimes' are typically very difficult to detect, investigate and prosecute but they can have devastating consequences for their victims - honest taxpayers, workers and investors—their families and the community. Broader impacts can include corporate collapses, widespread job losses, dissipation of investor savings, and reduced tax income for infrastructure and other essential public investments. Crimes we prosecute include:

- offences which threaten the integrity of financial markets, such as insider trading and market manipulation
- offences involving corporations, such as fraud by directors/officers/employees against a company and other breaches of directors' duties, and trading whilst insolvent
- offences involving financial services or consumer credit, such as operating an unregistered managed investments scheme and breaches of relevant licensing requirements
- bribery of foreign public officials and corruption involving Commonwealth money or Commonwealth officials
- serious cartel offences
- money laundering, where the money or property being dealt with is the proceeds of a financial crime or is being used as an instrument of a financial crime
- offences where a person fails to attend, or give truthful evidence to, an examiner acting on behalf of the Australian Criminal Intelligence Commission.

News

[VIEW ALL](#)

CFC

STAFF NEWS

26 JAN 2017

Sydney CFC Report


The Sydney CFC update for August

CFC

LEGAL

26 JAN 2017

Element Analyses - Criminal Code ss144.1(5) and 145.1(5) - practice and advice for

CFC

CASE OUTCOME

26 JAN 2017

Corporations Act s184(2)(a) - jury directions on elements of the offence

CFC

LEGAL

21 JAN 2017

New false accounting offences will commence 1 March 2016



CFC Action Plan

[DOWNLOAD CFC ACTION PLAN](#) >

Vision Statement

The CFC Practice Group will:

- Exemplify professionalism, integrity and sound judgment in all our dealings with partners and stakeholders
- Build and retain teams of prosecutors who are leaders in their field and whose specialist skills and advice are highly valued by our partners
- Work proactively with our partners to provide strategic pre-brief advice and engage with policy and legislative processes to enable effective prosecutions
- Meet new demands and challenges in our work with flexibility and agility
- Deliver consistently high quality prosecution services nationally, including by developing teams of specialist expertise and sharing expertise across jurisdictions
- Communicate with our partners, Government and the community in ways which build a better understanding of what we do and which contribute to better policy development.

The work of the CFC Practice Group is guided by our vision statement and [Branch Action Plan](#).

CFC Prosecution Resources

Cartels >	Corporations >	Financial Services >	Foreign Bribery >
Market Offences >	Money Laundering >	Tax Fraud (Complex) >	CFC CRIMS Reports >

Calendar

[+ ADD AN EVENT](#)

View

☒ MONTH

☐ WEEK

« PREV



JANUARY 2017



NEXT »

View

Sun

Mon

Tue

Wed

Thu

Fri

Sat





CFC Action Plan

[DOWNLOAD CFC ACTION PLAN >](#)

Vision Statement

The CFC Practice Group will:

- Exemplify professionalism, integrity and sound judgment in all our dealings with partners and stakeholders
- Build and retain teams of prosecutors who are leaders in their field and whose specialist skills and advice are highly valued by our partners
- Work proactively with our partners to provide strategic pre-brief advice and engage with policy and legislative processes to enable effective prosecutions
- Meet new demands and challenges in our work with flexibility and agility
- Deliver consistently high quality prosecution services nationally, including by developing teams of specialist expertise and sharing expertise across jurisdictions
- Communicate with our partners, Government and the community in ways which build a better understanding of what we do and which contribute to better policy development.

The work of the CFC Practice Group is guided by our vision statement and [Branch Action Plan](#).

CFC Prosecution Resources

Cartels	Corporations	Financial Services	Foreign Bribery
Market Offences	Money Laundering	Tax Fraud (Complex)	CFC CRIMS Reports

Calendar

[+ ADD AN EVENT](#)

View
☒ MONTH
☐ WEEK

[« PREVIOUS](#)**JANUARY 2017**[NEXT »](#)

View

[Sun](#)[Mon](#)[Tue](#)[Wed](#)[Thu](#)[Fri](#)[Sat](#)



Implementation and outcomes

Further work was completed to integrate the site with key business systems enabling the critical work of front line lawyers.

The launch of the site was a success and recognised internally by the amount of sharing and publishing of new content that has been achieved over the first 2 months of use.

In addition the executive of the project were extremely happy with the result and are keen to continually improve the e-Hub into the future.



Questions????

ADELPHI • DIGITAL™



Get in touch

Ian Laslett
Managing Director
ian.laslett@adelphi.digital

Adelphi Digital Pty Ltd
Unit 119, Level 1, 24
Lonsdale Street, Braddon,
2612

T : +61 2 6229 9400
W : adelphi.digital
Follow @adelphi.digital



