

Intranet Goals, Scope, and Features

Goal #1 for this Session

Develop a shared framework for deciding where to apply intranet resources.

Goal #2 for this Session

Discuss ideas for the intranet in the context of our decision framework.

Goals

What is an intranet is supposed to accomplish?

Scope

What does “the intranet” encompass?

Features

What are specific resources the intranet can provide?

Goals

Goals

- Enhance Communication
- Ease Reference
- Enable Collaboration
- Promote Organizational Unity
- Allow Functional Aggregation

Enhance Communication

- Organization-to-employee; one-way
- Users are consumers
- Time-bound information
- Not edited after publication
- Examples
 - News
 - Announcements
 - Updates

Ease Reference

- More permanent information
- Users as consumers
- Continually edited and “groomed”
- Examples
 - Policies
 - Procedures
 - Employee directory
 - Document libraries

Enable Collaboration

- Employee-to-employee, two-way
- Users are both publish and consume
- Examples
 - Group Workspaces
 - Discussion Forums
 - File Sharing
 - Wikis

Promote Organizational Unity

- 📍 A single source of truth
- 📍 A common thread
- 📍 Examples
 - 📍 Remote Access
 - 📍 Employee Directory
 - 📍 Local Content
 - 📍 Team-building Content

Allow Functional Aggregation

- 📍 A container for functionality
- 📍 A publication center for external data
- 📍 Examples
 - 📍 Applications
 - 📍 Online forms
 - 📍 Reporting
 - 📍 Data connectors

Goals

- Enhance Communication
- Ease Reference
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Picking your Battles

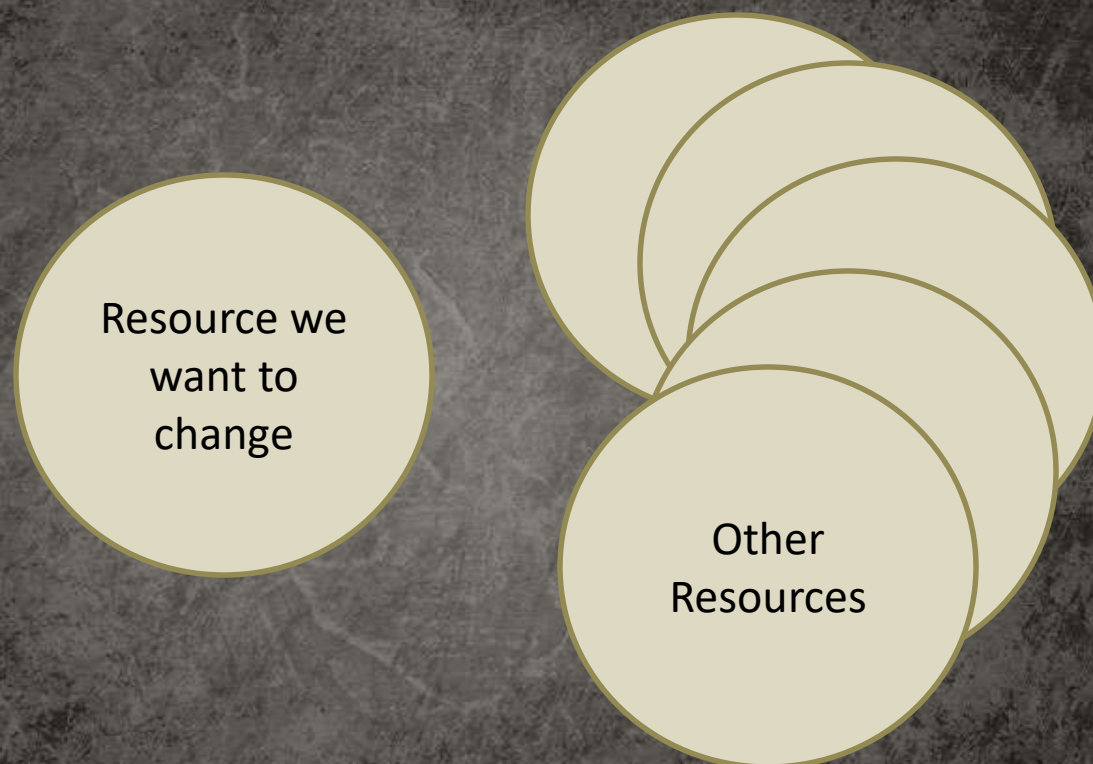
How do you choose what to fix?

Four Criteria

- Ease of implementation
- Potential for strong user adoption
- Effectiveness of status quo
- Net benefit to the organization

Ease of Implementation

- 📍 How isolated is the change?
 - 📍 Technically? How many systems does it involve?
 - 📍 Organizationally? How many groups does it impact?
- 📍 How “known” is the change?





Strong User Adoption

- 📍 Will users adopt or resist it?
 - 📍 How core is the function?
 - 📍 How long has it been around?
 - 📍 How many people will the change affect?
 - 📍 Are our motives pure?
- 📍 What can the organization do to promote adoption?
- 📍 Remember: it's okay to capitulate to human nature

Effectiveness of Status Quo

- 📍 Is the current process broken?
- 📍 Can it be improved to a degree to make it worth the change?

Benefit to the Organization

- How critical is the function being implemented?
- How much of an impact can it have to the organization?
- How much does it contribute to the five stated intranet goals?

Four Criteria

- Ease of implementation
- Potential for strong user adoption
- Effectiveness of status quo
- Net benefit to the organization

Decision Framework

Scope

What is “the Intranet”?

- 📍 Is it an internal Web site?
- 📍 Is it every internal resource in the organization?
- 📍 Is it something in between?

Is this “the intranet”?

The browser home page?

Is this “the intranet”?

An internal Web page?

Is this “the intranet”?

A file share?

Is this “the intranet”?

A Human Resources application to change
your home address?

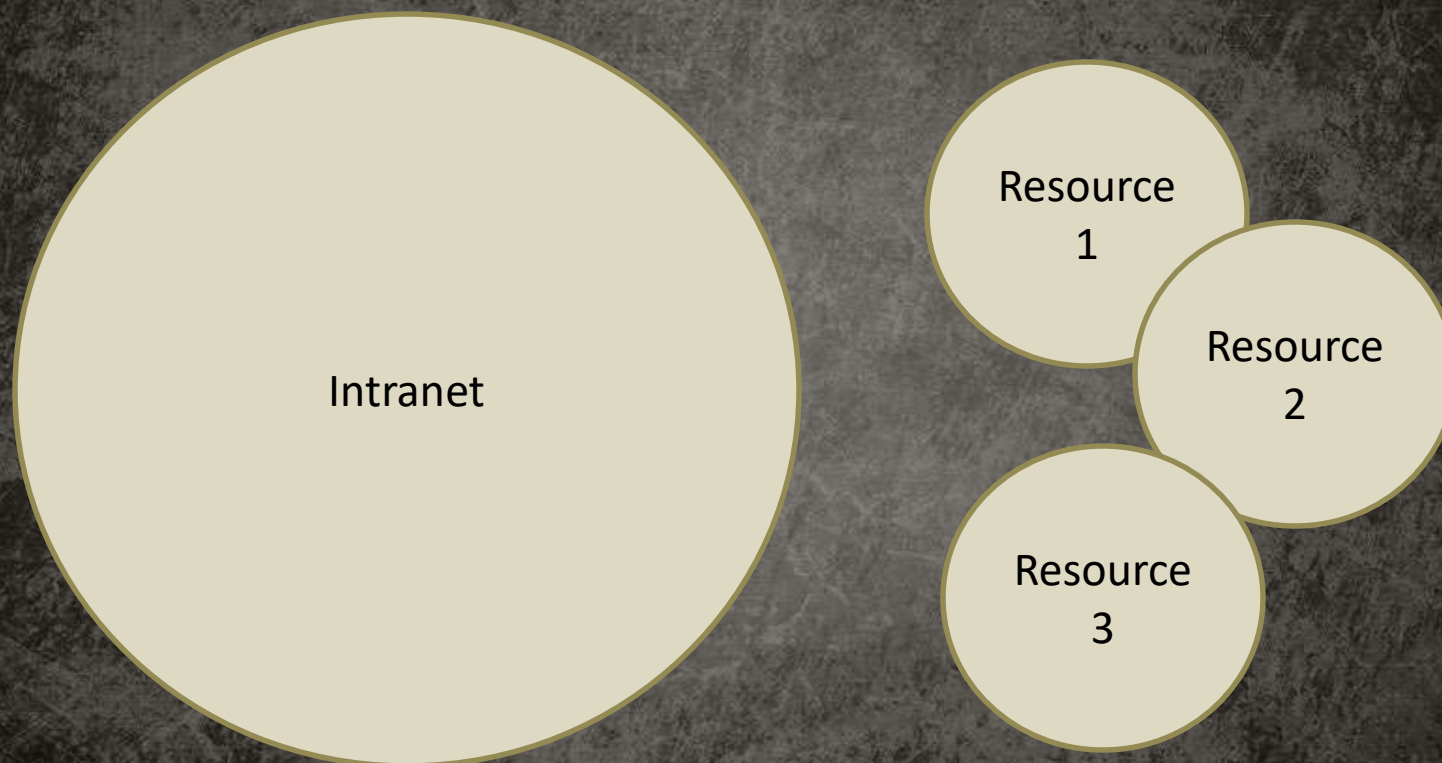
Does the intranet have definitive
boundaries?

Is something clearly “on the intranet” or “not on the intranet”?

Or is the intranet a collection of
resources across different
platforms?

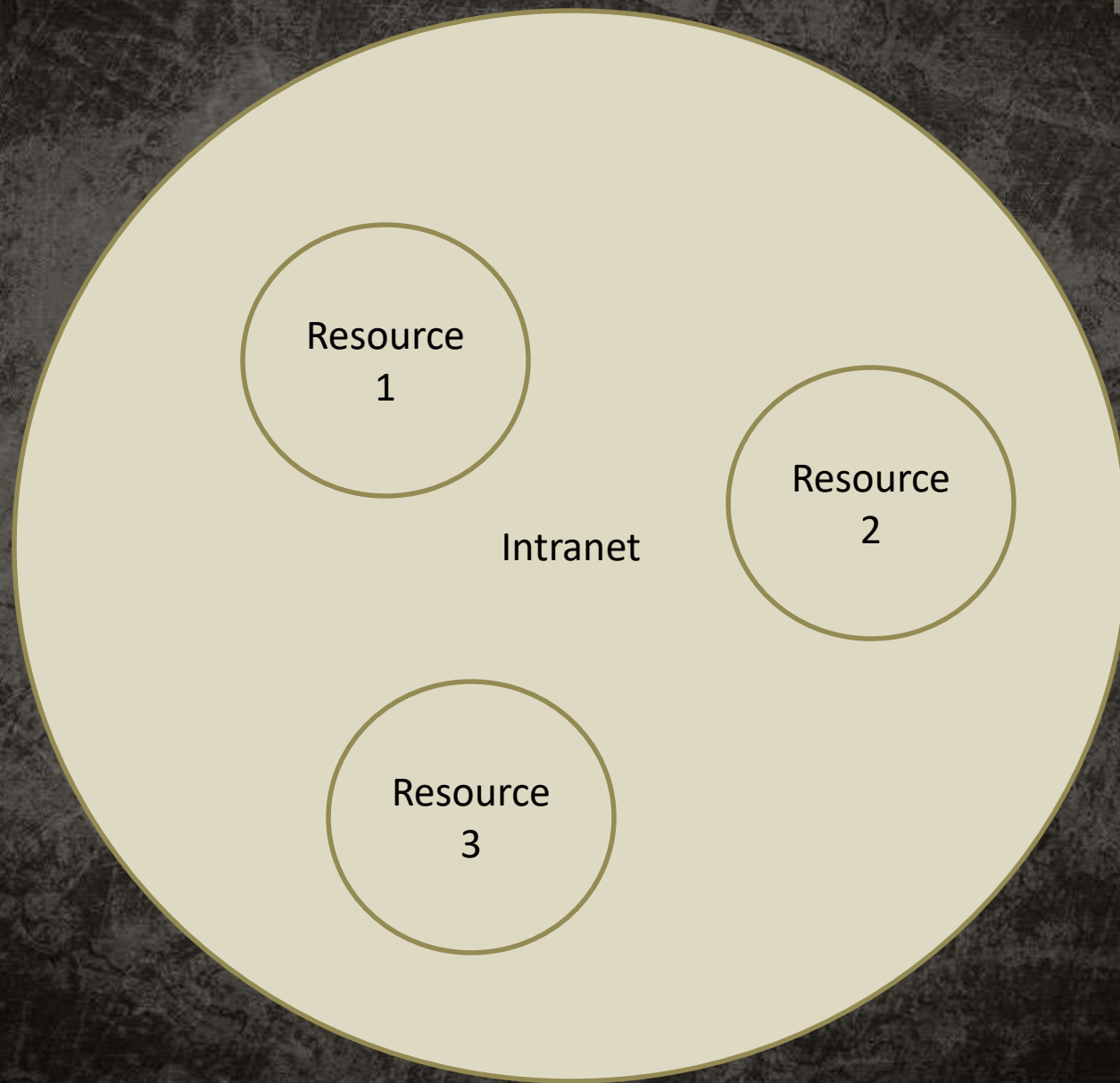
One Theory of “the Intranet”

It’s a definitive thing. An internal Web site.
Some things are “on” it, some things are
not.



Another theory of “the Intranet”

A set of services that unifies disparate resources under a common umbrella.



“Communication and Reference”



Departments

Search



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QUICK LINKS

My Info
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Corporate Directory
Business Applications
Forms
My Learning
New Hire Resources
Recognition
Pay 401(k)
Glossary
PMI's 5-Point Plan for Progress



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Learn how PMI prevents computer attacks every second every day



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MI's NewsLink October 20
10/20/2010

Read the MI's NewsLink for October 20, featuring articles from around the United States.

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October Issue Now Online
10/20/2010

Mortgage industry begins feeling sting on the road to recovery from the Great Recession.

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RealPMI: Economic Growth in

Daily News

PMI's Information Security Protection 24/7
10/20/2010

Learn what systems are in place to keep your system safe.

PMI Place Sheriff Seeks to Prevent Crime After Attacks
10/20/2010

The Contra Costa Sheriff's Office partners with local business to focus on reducing crime in area.

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Employee News

New Job Opportunity: Product Development Analyst
10/20/2010

Opening available in Walnut Creek, California.

PMI's Porters Connolly, Ready and Connolly at Fenway
10/19/2010

PMI's Mark Connolly, Sue Healy and Susan Connolly catch a Red Sox game at Fenway Park.

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Account Manager Carey Bell visits Rhode, a spiritual retreat in the Berkshires in Massachusetts.

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OCTOBER 2010						
S	M	T	W	T	F	S
26	27	28	29	30	31	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	1	2	3	4	5

View all events >

all PMI's PMI Sprint Day
10/20/2010, 9:00 AM

PMI Place Refrigerator Cleaning
10/20/2010, 9:00 PM

all PMI's OCTOBER Phase 2
10/20/2010, 9:00 PM

Customer Experience

Live MI

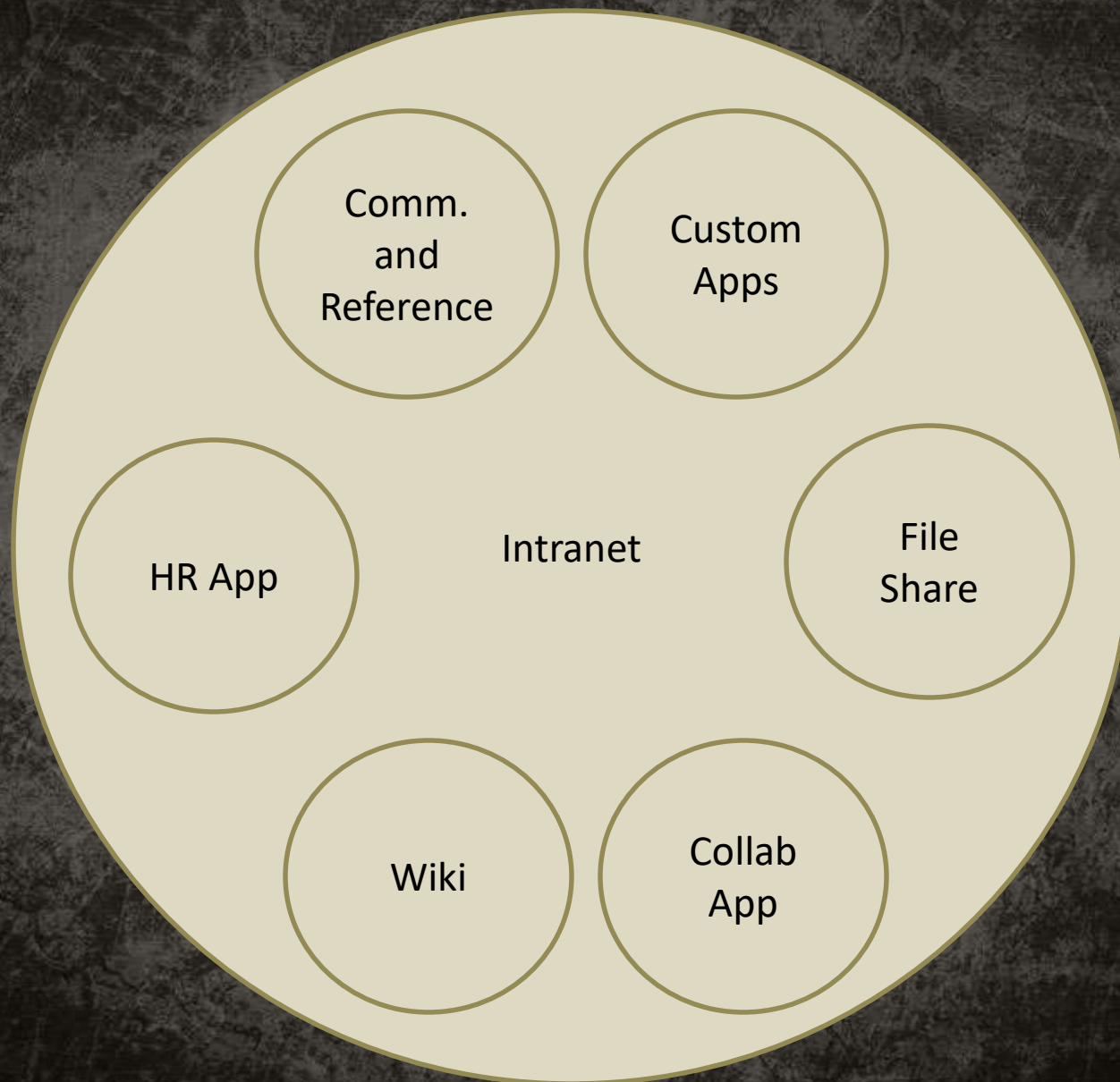


“Communication and Reference”

For many organizations, this *is* the intranet.

“Communication and Reference”

Or, is this just one more resource, available
under a larger umbrella?



QUICK LINKS

My Info
My Phone
Corporate Directory
Business Applications
Forms
My Learning
New Hire Resources
Recognition
Pay 401(k)
Glossary
PMI's 5-Point Plan for Progress



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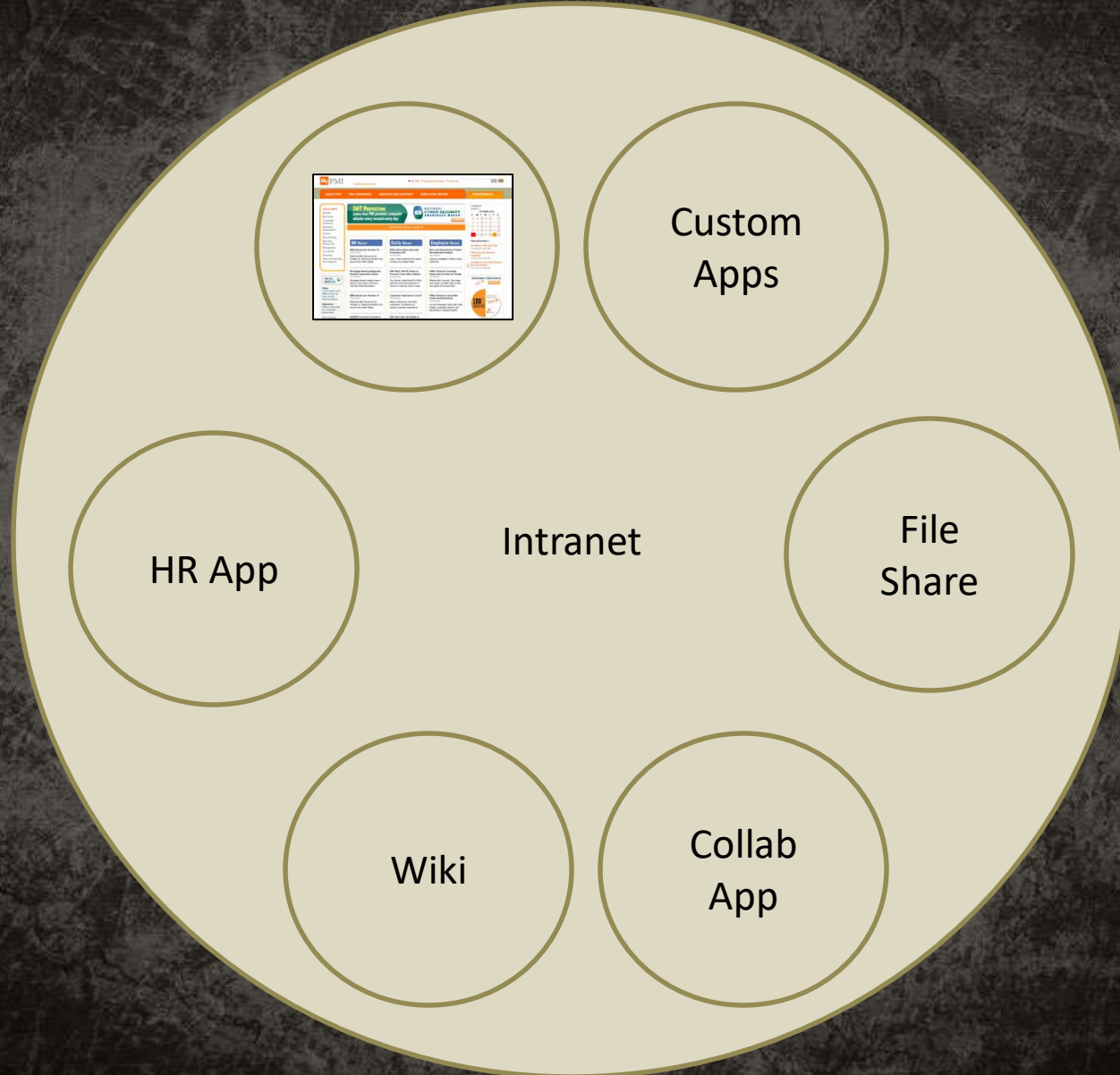
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Customer Experience

Live MI





Could the job of an intranet be to
unify resources under common
umbrellas?

The ACCESS CONTROL Umbrella

A common user database controls access to all resources.

Web CMS



























Administer Groups

Delete or add groups used to assign access rights.

 Add

	Group
	Administrators
	DeaneBarker-PC\Debugger Users
	DeaneBarker-PC\HelpLibraryUpdaters
	DeaneBarker-PC\HomeUsers
	DeaneBarker-PC\None
	Everyone
	NT AUTHORITY\Authenticated Users

File Share

Name (RDN)	In Folder
 _vmware_	DEANEBARKE...
 _vmware_user_	DEANEBARKE...
 Administrator	DEANEBARKE...
 Administrators	DEANEBARKE...
 ANONYMOUS LOGON	
 Authenticated Users	
 Backup Operators	DEANEBARKE...
 BATCH	
 CONSOLE LOGON	
 CREATOR GROUP	
 CREATOR OWNER	
 Cryptographic Operators	DEANEBARKE...
 Deane Barker	DEANEBARKE...
 Debugger Users	DEANEBARKE...
 DIALUP	
 Distributed COM Users	DEANEBARKE...
 Event Log Readers	DEANEBARKE...
 Everyone	
 Guest	DEANEBARKE...
 Guests	DEANEBARKE...
 HelpLibraryUpdaters	DEANEBARKE...
 HomeGroupUser\$	DEANEBARKE...
 HomeUsers	DEANEBARKE...
 IIS_IUSRS	DEANEBARKE...
 INTERACTIVE	
 IUSERS	

The same user database is used across resources.

The SEARCH Umbrella

A common search engine searches all resources and provides federated results.

showtimes 57108



Search

About 12,600 results (0.38 seconds)

[Advanced search](#)

▶ [Showtimes for Sioux Falls, SD 57108](#)



[Jackass 3D](#) - 1hr 34min - Rated R - Comedy/Documentary/Action/Adventure - [Trailer](#) - [Reviews](#): ★★★★★

[Red](#) - 1hr 51min - Rated PG-13 - Action/Adventure/Comedy - [Trailer](#) - [Reviews](#): ★★★★★

[Life As We Know It](#) - 1hr 52min - Rated PG-13 - Comedy/Drama - [Trailer](#) - [Reviews](#): ★★★★★

[More movies »](#)

[Movie Times Near 57108 \(Sioux Falls\)](#) ☆

Lookup movie times and purchase tickets online in and near **57108** (Sioux Falls).

www.flixster.com/showtimes/57108 - [Cached](#) - [Similar](#) - [Add to iGoogle](#)

[Carmike 7 Showtimes and Tickets - Sioux Falls SD](#) ☆

Aug 17, 2010 ... Carmike 7 in Sioux Falls SD - What's Playing, online tickets, **showtimes** and directions.

www.wegoplaces.com › ... › [Sioux Falls](#) › [Things to do](#) - [Cached](#)

[Century East at Dawley Farm Showtimes and Tickets - Sioux Falls SD](#) ☆

Century East at Dawley Farm in Sioux Falls SD - What's Playing, online ...

www.wegoplaces.com/Activity_296880.aspx - [Cached](#)

[+ Show more results from wegoplaces.com](#)

[West Mall 7 Theatres - Sioux Falls, SD](#) ☆

Print **Showtimes**. The Expendables R. 1:00pm, 3:10pm, 5:15pm, 7:20pm, 9:30pm 1 Hour 43 Minutes; R for strong action and bloody violence throughout, ...

www.westmall7.com/ - [Cached](#) - [Similar](#)

united 5942



Search

About 1,530,000 results (0.24 seconds)

[Advanced search](#)

[Track status of UA **5942** from Greenville \(GSP\) to Chicago \(ORD\)](#)



21 Oct 2010 - Arrived

Departed: 12:08 PM, Scheduled arrival: 1:10 PM

www.flightstats.com

[Track Flight Status for \(UA\) **United Airlines 5942**](#) ☆

Oct 12, 2010 ... Track flight status, flight departures, flight arrivals, airport delays and other flight and airport information in real time.

www.flightstats.com/go/FlightTracker/flightTracker.do?...5942 - Cached

[Track Flight Status for \(XE\) **Expressjet 5942**](#) ☆

Codeshares: This flight is marketed as a codeshare flight by the following ...

www.flightstats.com/go/FlightStatus/flightStatusByFlight.do?&...5942

[+ Show more results from flightstats.com](#)

[United States Code: Title 5, **5942**. Allowance based on duty at ...](#) ☆

5942. Allowance based on duty at remote worksites. How Current is This? (a) Notwithstanding section 5536 of this title, an employee of an Executive ...

www.law.cornell.edu > ... > CHAPTER 59 > SUBCHAPTER IV - Cached

[United States Code: Title 10, **5942**. Aviation commands: eligibility ...](#) ☆

5942. Aviation commands: eligibility. How Current is This? (a) To be ...

www.law.cornell.edu/uscode/10/usc_sec_10_00005942---000-.html - Cached

The INFORMATION ARCHITECTURE Umbrella

All resources are organized into a common information architecture.

Outlook

This appointment occurs in the past

Products / Whizbang 5000

Subject: Sales Demo

Location:

Start time: Thu 10/21/2010

End time: Thu 10/21/2010

Color Categories

To assign Color Categories to the currently selected category. To edit a category, select the category.

Name
<input checked="" type="checkbox"/> <input type="checkbox"/> Products / Whizbang 5000

Web CMS

Examples

Page type: [Public] Standard page **Status:** Published version

Preview Edit Versions Workflow Statistics

Save Save and View Save and Publish

Content Scheduling Settings Shortcut **Categories**

Category


- ☐ Products
 - ☒ Whizbang 5000
 - ☐ Super Amazing 6000
 - ☐ Wowza 9000

Word

Subject: Sales Projections

Keywords: Products / Whizbang 5000

DAM



Tags

Whizbang 5000 • robots • art • sculpture

What if you could extend your IA across resources?

The NAVIGATION Umbrella

All resources display a common navigation structure, which provides consistent access and sense of place.



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- [Company Information](#)
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- [Job Opportunities](#)
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Employee Phone Directory

First Name

Last Name

Position

Department

Location

[External Connections \(DDI\)](#)

[Conference Rooms](#)

[Back to Previous Search](#)

Name

1000-10000

Department

Quality

Position

Dir. Business Communications -
Officer

Location

Stour Falls Credit Card

Extension

1000

External Phone Number

1000-1000-1000

Anniversary Date

1/21/2001

Employee ID

1000

Reports To

[Tom Hensley](#)

Direct Reports

[1000-10000](#)

[1000-1000](#)

[1000-1000](#)

[1000-10000](#)



The DESIGN Umbrella

All resources look similar. They all appear to be parts of the same whole.

Access Control

Search

Information Architecture

Design

Navigation

HR App

Wiki

Collab
App

File
Share

Comm.
and
Reference

Custom
Apps

Resources vs. Services

You build *services* (access, IA, design, etc) that your *resources* can use to fit into the larger whole.

The Goal

View the intranet as more than just a single thing.

In Practice

Avoid resources that don't play well with others. A resource that can share some umbrellas is more valuable than one which can't.

In Practice

Don't discount solutions that don't fit into
the traditional "Communication and
Reference" paradigm.

"The Intranet" is larger than that.

Intranet Features

Five Common Areas

- 📍 Communication and Reference
- 📍 Search
- 📍 File Management
- 📍 Collaboration
- 📍 Staff Directory

Some problems are easier to fix
than others.

Communication and Reference

- 📍 *Difficulty: Low*
- 📍 For many, this *is* the intranet
- 📍 Implementation of a Web CMS
- 📍 Keys to success:
 - 📍 Information architecture
 - 📍 Quality content

Information Architecture

- Primary nav structure should be by *function*, not department
- Functional categories
 - Working at CNO
 - My Benefits
 - Members
 - Standards and Policies

Home Isaac N.'s Place Offices Departments Projects Clients Ideas Employee Resources **Employee Directory**

MFCentral **News & Events** Employee Services Business Tools & Resources My Division Offices & Contacts About Manulife

About AEP News & Events Business Units **Tasks & Tools** AEP-TV The Agora A-Z Index

[Home](#) [Tracy's Place](#) [Employee Resources](#) [Our Developments](#) [Our Company](#) [Tools, Templates & Links](#) [Regions & Disciplines](#) [Reorder](#)

Categories

- ▶ News
- ▶ Work & welfare
- ▶ Products in focus
- ▶ Office services
- ▶ Computers
- ▶ The company

our company **e-Tools** employee experience news directory

Home Directories **Tools & Resources** News Benefits & Pay Learning Perf. & Career Dev About Brady

Communication vs. Reference

- 📍 “Communication” *is delivered* to the user
 - 📍 Information they *do not* know exists
- 📍 “Reference” *is sought out* by the user
 - 📍 Information they *do* know exists

Communication

News

14-May-2009 [Flowercorp brings color to the podium](#)



When the first winners of the London 2012 Olympics step up onto the podium on, they will receive an integral part of the presentation ceremony – the Medal Ceremony Presentation Bouquet.

12-May-2009 [Funding approval has been granted for consumer trials](#)



We're pleased to announce that the and Development team today received funding approval for consumer trials botanical cosmetics range.

24-Apr-2009 [Flowercorp puts the petal to the as Official Games Provider](#)



Flowercorp, the world's largest floral was today announced the Official Flor the 2012 Olympic Games.

18-Feb-2009 [Flower exporters want 10-year holiday](#)



The flower sector in Uganda is lobbying government for more tax incentives. Negotiations between the Uganda Flo Exporters' Association (UFEA) and the government have been going on for than two years, and UFEA executive Juliet Musoke says there is now hope demands being met.

14-Jan-2009 [Garden party: Macy's Flower and Garden Show](#)



Company News

[WPC names Jane Sanford vice president-global human resources](#)

[New VF \(variable fire\) series of boilers hits market this week](#)

[State Water Heaters honors Virginia Tech at last week's Phoenix race](#)

[A. O. Smith announces first quarter earnings of \\$1.63 per share](#)

[Company recognizes this year's Values, Patent recipients](#)

[EPC's new MultiFit motor fits needs of HVAC contractor](#)

[WPC names Jay Harms vice president-service operations and customer](#)

[Stern to join A. O. Smith as executive vice president, general counsel](#)

[McBee plant recognized for safety](#)

[A. O. Smith announces stock repurchase program](#)

Industry News

[Regal-Beloit EPS increase 11 percent in spite of decline in residential](#)

[Copper prices reach six-month high in April](#)

[Bristol Compressors acquired by KPS Capital Partners](#)

[Lowes \(r\) reports record 2008 results](#)

Custom News

[Olmert criticizes army in Lebanon war testimony](#)

MI News

['Lykken on Lending' Podcast Features PMlers Ballard, Foley](#)
10/25/2010

The podcast's October 25 episode features PMlers Jon Ballard and Mark Foley.

[MBA NewsLink: October 26](#)
10/25/2010

Read the MBA NewsLink for October 26, featuring articles from around the United States.

[MBA NewsLink: October 25](#)
10/22/2010

Read the MBA NewsLink for October 25, featuring articles from around the United States.

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[Customer Experience: Live It!](#)
10/20/2010
Make a difference with PMIs

Employee News

[Leslie Gibin Joins NURO as Vice President](#)
10/25/2010

Leslie Gibin joins NURO as vice president of Credit Resolutions.

[Marie Castro Joins HPI as Loss Mitigation Rep.](#)
10/25/2010

Marie Castro joins Homeownership Preservation as loss mitigation representative.

[New Job Opportunity: Product Development Analyst](#)
10/21/2010
Opening available in Walnut Creek, California.

[PMler Pictures: Connolly, Healy and Cercello at Fenway](#)

Reference

Directory

Your groups

Offices | Updated

Departments | Updated

Projects | Updated

Clients

Ideas | Updated

Employee Resources

Discussions

Firm Information

Corporate News

Group Directory

Learn more about Corporate Real Estate and what they can offer you!

PMI Plaza	<p>Services Interested in what's available at PMI Plaza and what they can offer you? Check out the PMI Plaza Building Guide.</p> <p>Recycling Not sure what to recycle? Read about the various programs offered at PMI Plaza.</p> <p>Building Related Clogged sink, light out or air conditioner not working? Send an email or call 1-800-368-3683. Conference room reservations, space planning needs? Visit the Administrative Services site to learn more.</p>
Corporate Insurance	<p>Certificates of Insurance Do you have a new vendor or subcontractor? Check out Certificates of Insurance to make sure everything you need to know.</p>
Health & Safety	<p>Ergo questions or needs? Want to take a CPR class? Visit Ergo Safety and get in the know.</p> <p>Building Safety Find out about becoming a Floor Ward or about Building Safety.</p>
Domestic and International Offices	<p>Answers needed for furniture, lease, fax/copy machines or building safety questions? Visit Domestic and International Offices.</p>
Auto Fleet	<p>Discounts Find out how to get your discount on new Chrysler vehicles under Auto Fleet.</p> <p>Questions on your fleet vehicle? Contact Tom Randolph.</p>

HR and Training

- [About HR](#)
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Duis euismod, nisi vitae.
- [Attendance Management & Leave](#)
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Duis euismod, nisi vitae.
- [Diversity](#)
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Duis euismod, nisi vitae.
- [Employment Package](#)
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Duis euismod, nisi vitae.
- [Employee Assistance Programme](#)
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Duis euismod, nisi vitae.
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- [Grievance & Discipline](#)
- [Health and Safety](#)
- [HR Help & Advice](#)

DEPARTMENTS

- Administrative Services
- Corporate Finance and Admin.
- Corporate Real Estate
- Economics and Strategy
- Homeownership Preservation
- Human Resources
- Internal Communications
- Learning Services
- Legal
- Meetings and Events
- National Sales
- Product Development/Marketing
- Risk Management
- Servicing Operations & Claims
- Support Desk
- Underwriting Risk & Operations

- 📍 A Communication item can be used to point to a new or updated Reference item.

Latest News

"CNO Announces New Policy on Kitten Attacks"

Policies > Dangerous Animals > Furry

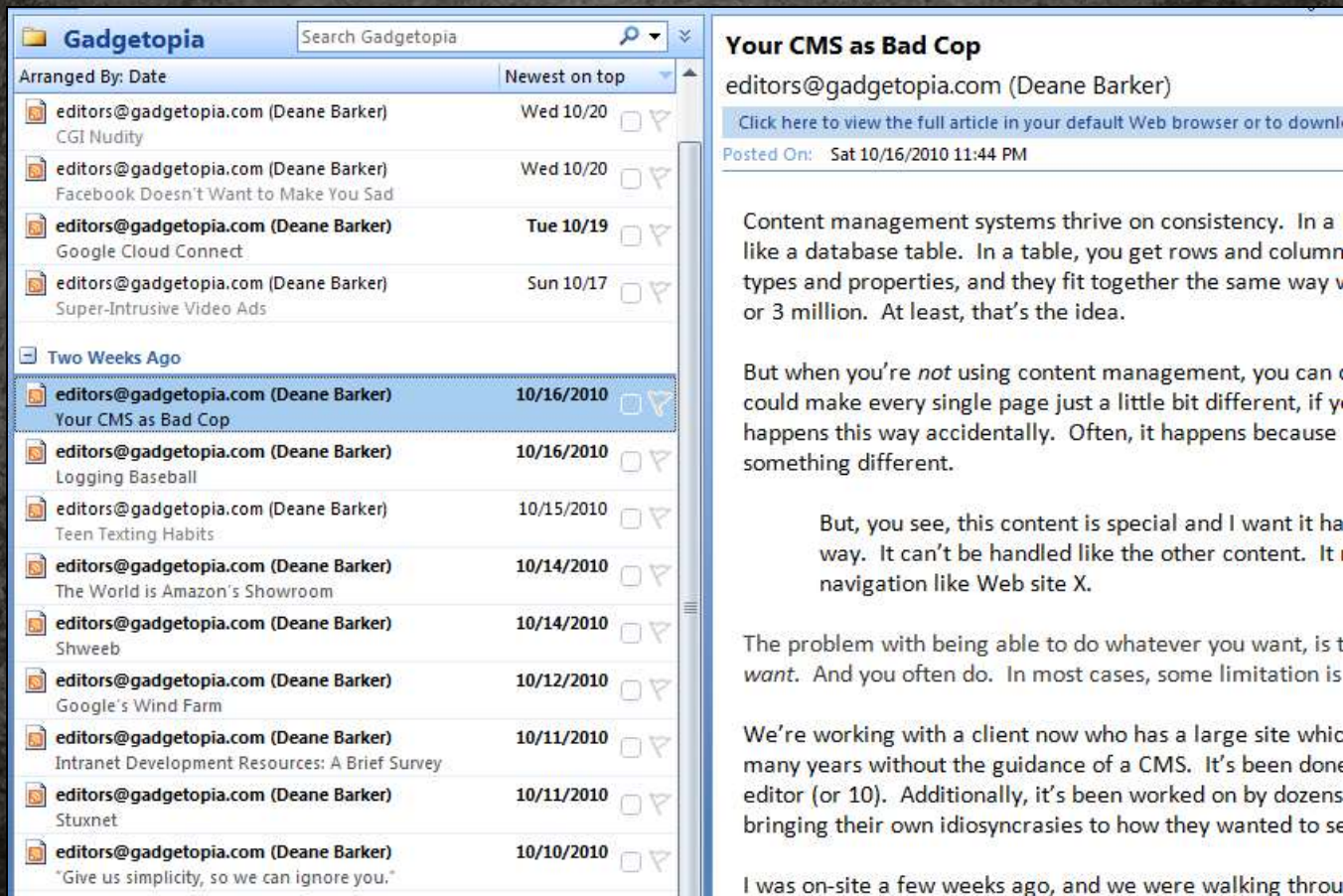
Official Policy: Kitten Attacks

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Integer at eros metus, eu elementum sem. Pellentesque a justo in risus eleifend vulputate non eget nunc. Nulla facilisi.

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Integer at eros metus, eu elementum sem. Pellentesque a justo in risus eleifend vulputate non eget nunc. Nulla facilisi.



Communication as RSS



The screenshot shows an Outlook window with an RSS feed from Gadgetopia. The feed is titled "Gadgetopia" and includes a search bar. The feed is arranged by date, with the newest items on top. The selected item is "Your CMS as Bad Cop" by editors@gadgetopia.com (Deane Barker), dated 10/16/2010. The article content is displayed on the right side of the window.

From	Date	Subject
editors@gadgetopia.com (Deane Barker)	Wed 10/20	CGI Nudity
editors@gadgetopia.com (Deane Barker)	Wed 10/20	Facebook Doesn't Want to Make You Sad
editors@gadgetopia.com (Deane Barker)	Tue 10/19	Google Cloud Connect
editors@gadgetopia.com (Deane Barker)	Sun 10/17	Super-Intrusive Video Ads
Two Weeks Ago		
editors@gadgetopia.com (Deane Barker)	10/16/2010	Your CMS as Bad Cop
editors@gadgetopia.com (Deane Barker)	10/16/2010	Logging Baseball
editors@gadgetopia.com (Deane Barker)	10/15/2010	Teen Texting Habits
editors@gadgetopia.com (Deane Barker)	10/14/2010	The World is Amazon's Showroom
editors@gadgetopia.com (Deane Barker)	10/14/2010	Shweeb
editors@gadgetopia.com (Deane Barker)	10/12/2010	Google's Wind Farm
editors@gadgetopia.com (Deane Barker)	10/11/2010	Intranet Development Resources: A Brief Survey
editors@gadgetopia.com (Deane Barker)	10/11/2010	Stuxnet
editors@gadgetopia.com (Deane Barker)	10/10/2010	"Give us simplicity, so we can ignore you."

Your CMS as Bad Cop
 editors@gadgetopia.com (Deane Barker)
[Click here to view the full article in your default Web browser or to download the full article.](#)
 Posted On: Sat 10/16/2010 11:44 PM

Content management systems thrive on consistency. In a way, they're like a database table. In a table, you get rows and columns, data types and properties, and they fit together the same way you would expect or 3 million. At least, that's the idea.

But when you're *not* using content management, you can't make every single page just a little bit different, if you happen this way accidentally. Often, it happens because something different.

But, you see, this content is special and I want it handled a different way. It can't be handled like the other content. It needs navigation like Web site X.

The problem with being able to do whatever you want, is that you *want*. And you often do. In most cases, some limitation is required.

We're working with a client now who has a large site which has been around many years without the guidance of a CMS. It's been done by one editor (or 10). Additionally, it's been worked on by dozens of people, bringing their own idiosyncrasies to how they wanted to see it.

I was on-site a few weeks ago, and we were walking through

An RSS feed in Outlook

Search

- 📍 *Difficulty: Moderate*
- 📍 Second most-used feature
- 📍 Keys to success
 - 📍 Needs to be federated search
 - 📍 Review of search term analytics
 - 📍 Human-edited search suggestions

Showing results 1 - 10 of 39.

Sort By: **Relevance** | Date

0:53 second

▶ [Expresso **Demo** OnDemand Webinar](#)

Coveo Expresso ... On-Demand Webinar (27:38)

[Home > Resources & Videos](#)

▶ [Expresso **Demo** OnDemand Webinar](#)

Thought Leaders of Enterprise Search Series ... Enterprise Search 2.0: Enhancing User Adoption to Save Lives at Children's Hospital

[Home > Resources & Videos](#)

▶ [Videos and **Demos**](#)

Videos, **Demos** and Podcasts Reality Video Series with Netezza Episode 1: From SharePoint fan to Coveo fanatic (6: ... It's really changing the way that we're working.

[Home > Resources & Videos](#)

Type:

 Web Page (38)

 PDF (1)

Section:

 News (26)

Year:

 2010 (29)

 2009 (10)

united 5942



Search

About 1,530,000 results (0.24 seconds)

[Advanced search](#)

[Track status of UA **5942** from Greenville \(GSP\) to Chicago \(ORD\)](#)



21 Oct 2010 - Arrived

Departed: 12:08 PM, Scheduled arrival: 1:10 PM

www.flightstats.com

[Track Flight Status for \(UA\) **United Airlines 5942**](#) ☆

Oct 12, 2010 ... Track flight status, flight departures, flight arrivals, airport delays and other flight and airport information in real time.

www.flightstats.com/go/FlightTracker/flightTracker.do?...5942 - Cached

[Track Flight Status for \(XE\) **Expressjet 5942**](#) ☆

Codeshares: This flight is marketed as a codeshare flight by the following ...

www.flightstats.com/go/FlightStatus/flightStatusByFlight.do?&...5942

[+ Show more results from flightstats.com](#)

[United States Code: Title 5, **5942**. Allowance based on duty at ...](#) ☆

5942. Allowance based on duty at remote worksites. How Current is This? (a) Notwithstanding section 5536 of this title, an employee of an Executive ...

www.law.cornell.edu > ... > CHAPTER 59 > SUBCHAPTER IV - Cached

[United States Code: Title 10, **5942**. Aviation commands: eligibility ...](#) ☆

5942. Aviation commands: eligibility. How Current is This? (a) To be ...

www.law.cornell.edu/uscode/10/usc_sec_10_00005942---000-.html - Cached

Your Current Results For "OrgPlus"

Displaying 1 - 10

[Next](#)

Were these search results helpful?

Are you looking for?

- [OrgPlus Organizational Chart Landing Page](#)
- [OrgPlus Organizational Charts](#)



[OrgPlus Organizational Charts](#)

... OrgPlus Organizational Charts. OrgPlus is the tool used to generate PMI's online organizational charts. With ... views. Access OrgPlus now. ...



[OrgPlus Enterprise Sign In](#)

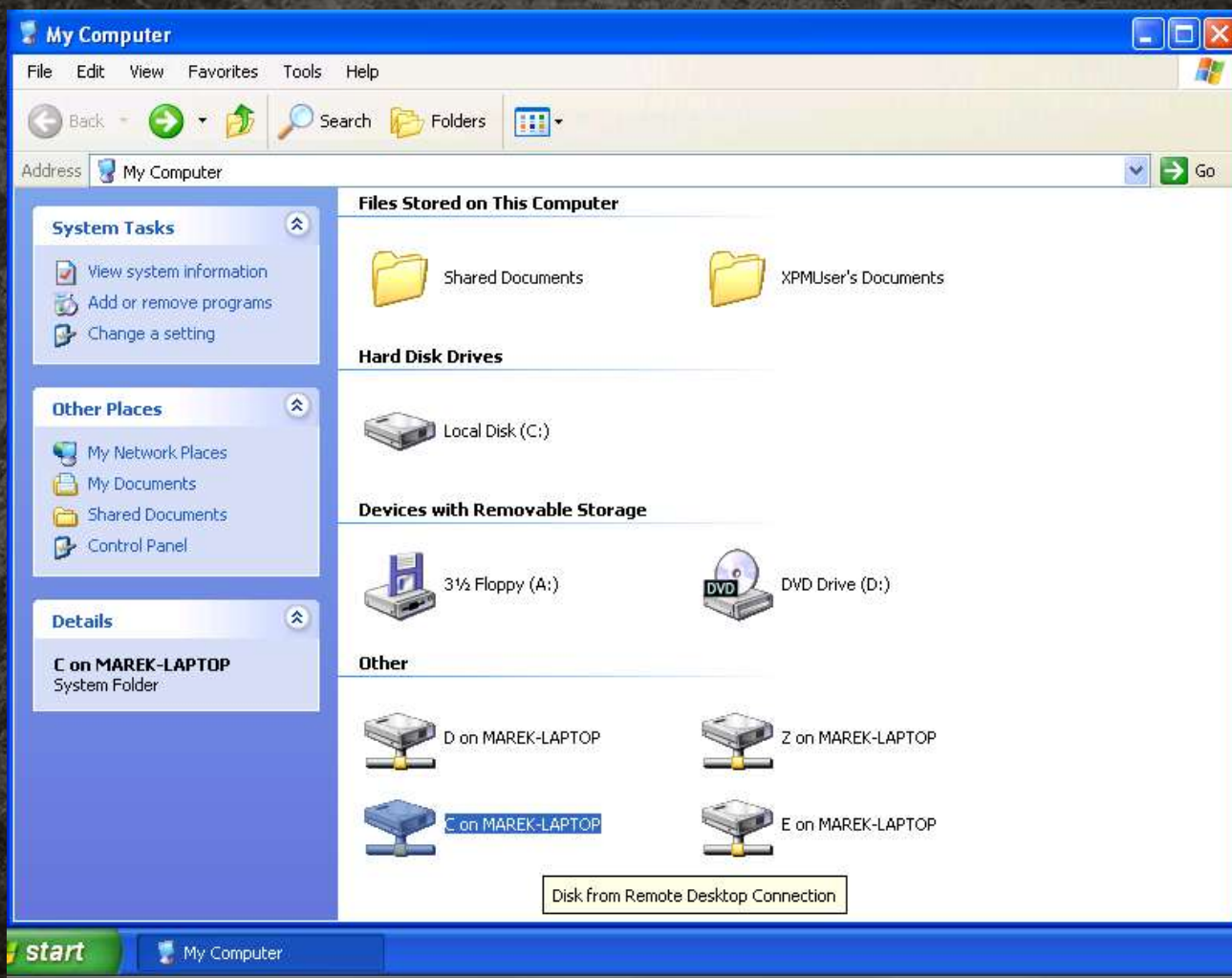
File Management

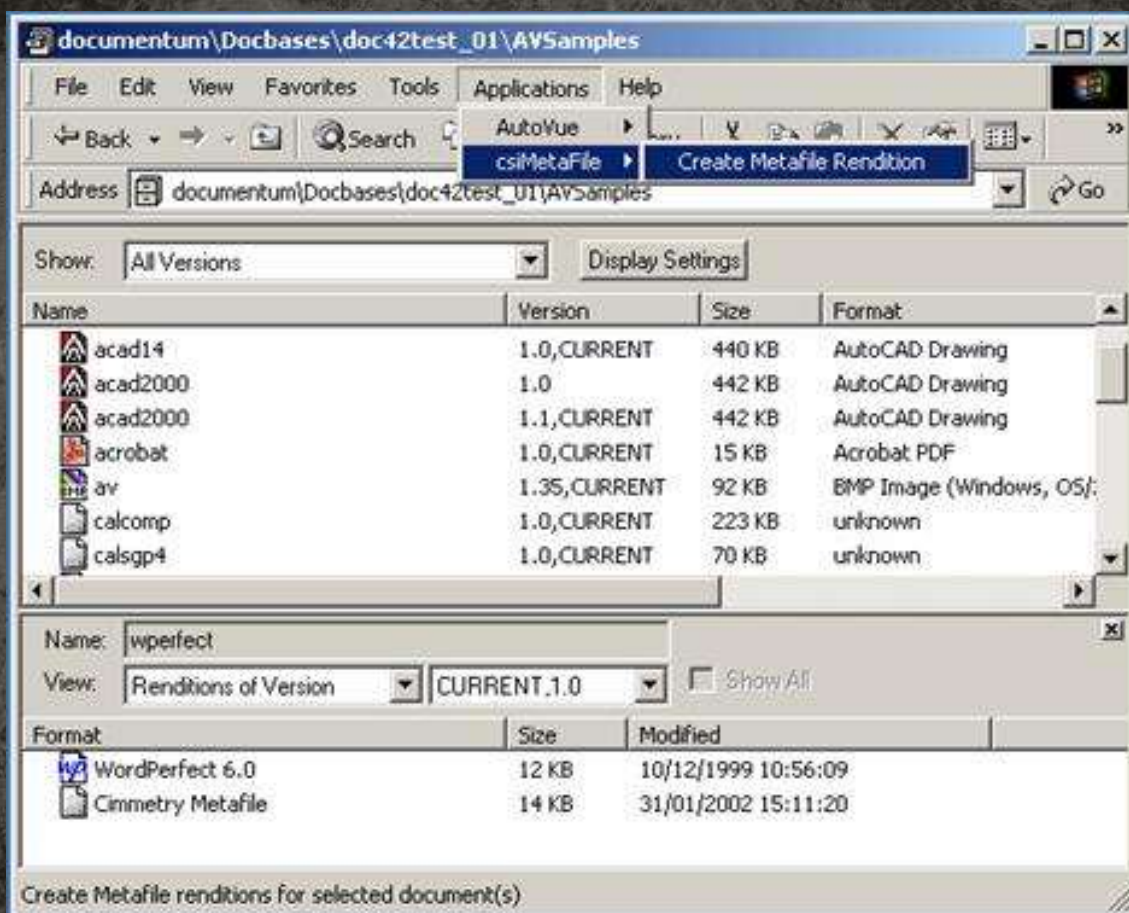
- 📍 *Difficulty: High*
- 📍 File shares are terribly inefficient
 - 📍 No versioning
 - 📍 No workflow
 - 📍 Little metadata or collaboration options
- 📍 The familiarity of Windows Explorer is hard to compete with

File Management

📍 Keys to Success

- 📍 Limit what needs to be formally managed
- 📍 Zero other options
- 📍 Ease search with consistent metadata





Document Manager [\[settings\]](#)

Use Document Manager to store, share, and monitor the versions of your business documents.

Document Library ▼

Picture Library ▼

+ Add

New ▼

Upload ▼

Actions ▼

Settings ▼

Alert M...

View: All Documents

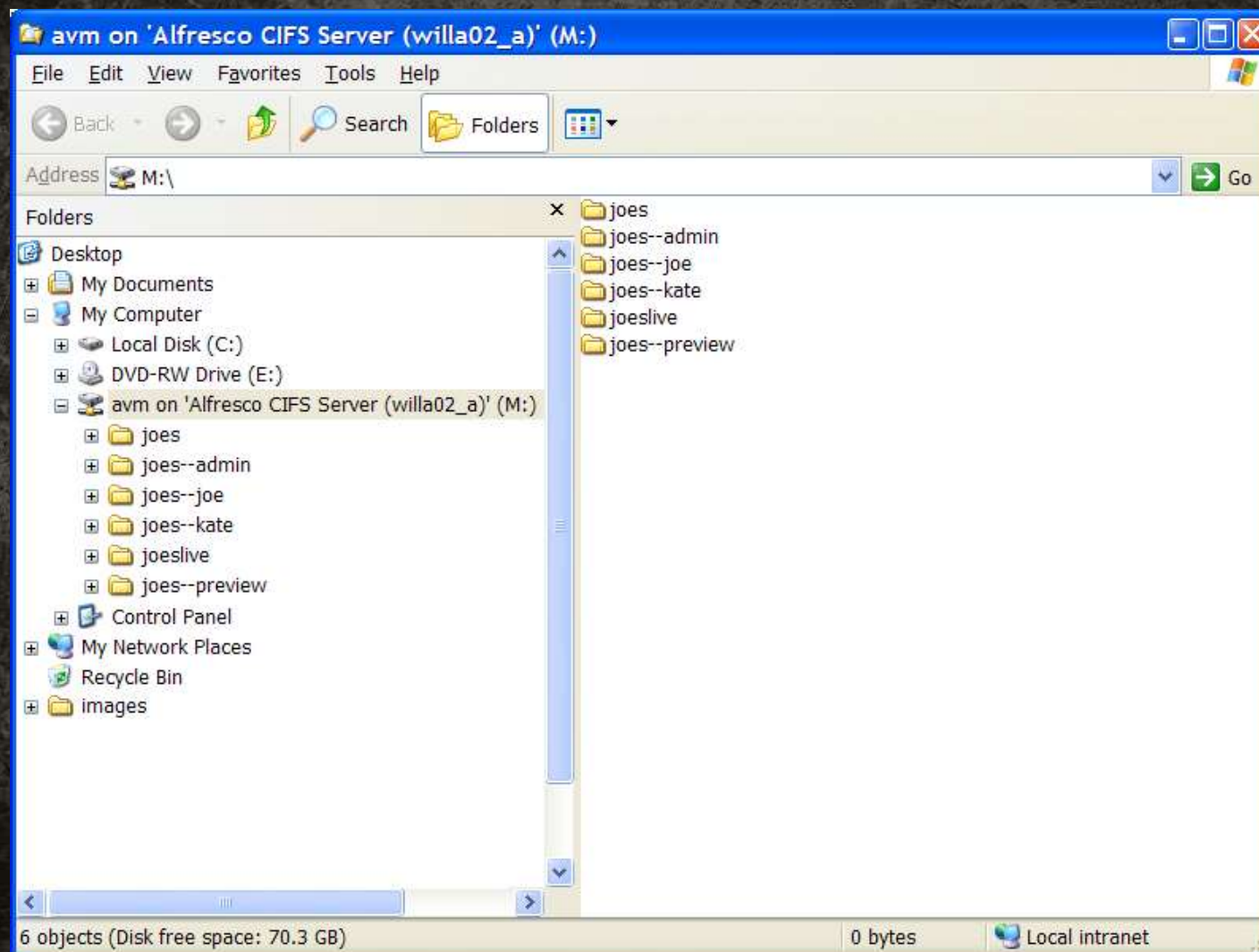
Type	Name
	Rental Agreement Arch...
	Agreement
	Balance Due Request
	Brower Cottage Clean...

Edit in Datasheet
 Bulk edit items using a datasheet format.

Open with Windows Explorer
 Drag and drop files into this library.

Connect to Outlook
 Synchronize items and make them available offline.

Export to Spreadsheet
 Analyze items with a spreadsheet application.



File Management: Questions

- 📍 What would be the practical benefit to have a file in a CMS rather than a file share?

Collaboration

- 📍 *Difficulty: Medium*
- 📍 User adoption is always problematic
- 📍 Email can be tough to overcome
- 📍 It's easy to bite off more than you can chew

Collaboration

📍 Keys to Success

- 📍 Avoid duplication with existing tools
- 📍 Solve the problem from the bottom up
- 📍 What problems really need solving?
- 📍 What is the essence of collaboration?

Collaboration: Features

- 📍 Private workspaces
- 📍 Group messaging
- 📍 File Sharing
 - 📍 File-centric Discussions
- 📍 Calendaring
- 📍 Task Management

2010 Christmas Party

[Home](#) [Wall](#) [Image](#) [Forum](#) [Members](#) [Events](#) [Articles](#)



2010 Christmas Party

Owner: [Tomas Nilsson](#)
Created: Oct 26 2010
Members: 1
Status: Open
Tags: [activities](#), [christmas](#), [party](#)

[Edit club](#)

This event is to plan the 2010 Christmas Party.

UPCOMING EVENTS (1)



Party

Hosted by: [Tomas Nilsson](#)
Location: Undetermined
When: Dec 20 2010 from
Time: 7:00 PM to 11:00 PM
Number of attendees: 0

Your RSVP:
Not Attending
[Attend](#)

IMAGES (2)



Another Banq...

By: [Tomas Nilsson](#)
Posted: 0 m ago
Average rating:
☐ ☐ ☐ ☐ ☐
[Delete](#)



Banquet Hall

By: [Tomas Nilsson](#)
Posted: 0 m ago
Average rating:
☐ ☐ ☐ ☐ ☐
[Delete](#)

TOPICS (1)

Replies Last post

[Okay, where should we have it?](#)

0 0 m ago
By: [Tomas Nilsson](#)

TAGS

activities [children](#) [christmas](#)
[cities](#) [clothes](#) [families](#) [family](#)
[fashion](#) [fun](#) [hotels](#) [party](#) [traveling](#)

MY QUICK LINKS

[My Blog](#)
[My Image Galleries](#)
[My Friends](#)
[My Clubs](#)

CALENDER

< October 2010 >						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
27	28	29	30	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
1	2	3	4	5	6	7

MEMBERS



[Tomas Nilsson](#)

[View all \(1\)](#)

[« All Messages](#)**Conversationalist Mock**

From: Marshall Crosby

Date: Tue, 12 Oct 2010 at 8:51am



Hey Grace – attached is the first round mock for this campaign. Let me know your thoughts. Thanks!



Tue, 12 Oct at 10:17am

Hi Marshall, thank you for sending this ahead of schedule. It looks great. I did just receive some additional assets from the client. I am still waiting to see if there is ad copy, but this is what they said, "We want to include an offer for \$50 on the unit." Could you please add the offer into the unit and resend? Maybe for the first mock just "\$50" as the text + the visa card image.

The video is attached as well as an mp4 file – please let me know if you can use as is or if you can convert to flv.

Please let me know if you have any questions.

Thanks!

Grace

[Assets part deux.zip](#)

3886K

[HD 30sec FINAL.mp4](#)

12069K

Jakob Nielsen

**Designing
Web Usability**

“Electronic mail is getting to be an immense productivity sink...

The main benefit of an intranet is across the organization communication.

One of the main goals of intranets should be to get rid of unnecessary email.”

[Blend](#) > [Team Discussion](#) > [Other things in Latin](#)

Team Discussion

Use the Team Discussion list to hold newsgroup-style discussions on topics relevant to your team.

[Actions](#) ▾

[Settings](#) ▾

Threading

Edited: 10/25/2010 10:30 AM by [Admin](#)

Other things in Latin...

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Integer at eros metus, eu elementum sem. Pellentesque a nunc. Nulla facilisi. Sed consectetur pharetra mauris eget pellentesque. Nulla congue consectetur felis eget vulput

Posted: 10/25/2010 10:30 AM by [Admin](#)

I do not speak Latin.

⌵ [Show Quoted Messages](#)

Blend > Tasks > New Item

Tasks: New Item

OK

Cancel

 Attach File |  Spelling...

* indicates a required field

Title *

Priority

(2) Normal ▾

Status

Not Started ▾

% Complete

%

Assigned To

Description



Start Date

10/25/2010

Due Date

OK

Cancel

Collaboration: Questions

- 📍 What are employees using for collaboration now?
- 📍 How could a different collaboration system improve this?
- 📍 What is the potential for user adoption?
- 📍 What types of activities are key for collaboration?

Employee Directory

- 📍 *Difficulty: Easy*
- 📍 Single most-used feature on any intranet
- 📍 Drives adoption of other features
- 📍 Implement first?

Employee Directory: Questions

- Should there be any capacity for self-expression?
- Should employees be given the ability to manage any of their own content?

Employee Directory Survey

Feature	% providing	CNO
Name	98.1%	X
Phone Numbers	96.9%	X
Location	82.1%	
Email Address	80.9%	X
Job Role or Responsibilities	68.9%	X
Photograph	40.1%	X
Org Chart Info	21.4%	
Skills or expertise	16.0%	
Availability (away, on leave, etc.)	13.2%	X
Personal Interests	8.9%	

Source: "Staff Directories", Step Two Designs

Other Features

- 📍 Out of Office
 - 📍 “I’m out until Tuesday, contact _____”
- 📍 Status Updates
 - 📍 “I’m working on my sales presentation”
- 📍 Profile “cards” in Web CMS
- 📍 IP Telephony Integration

Name	Job Title	Department	Phone Number	Extension	Mail Stop	Space Number	Location	Email Address
Chris [REDACTED]	VP, Assistant General Counsel	Corporate Officers	[REDACTED]	6184	7106	796	Corporate Office	[REDACTED]
Chris [REDACTED]	CWR - Vendor Employee	Field Ops Support					Lender Office CA	[REDACTED]
Chris [REDACTED]	CWR - Vendor Employee	Internal Audit Operations					Corporate Office	[REDACTED]
Chris [REDACTED]	Communications Specialist	Human Resources	[REDACTED]	6129	3096	3084	Corporate Office	[REDACTED]
Chris [REDACTED]	Manager, Loss Mitigation	Joint Venture Operations (CMG)	[REDACTED]	2539			CMG Mortgage Insurance Co.	[REDACTED]
Chris [REDACTED]	SVP, Serving Ops & Loss Mgmt	Corporate Officers	[REDACTED]	6550	4134	423	Corporate Office	[REDACTED]
Chris [REDACTED]	Manager, Payroll	Human Resources	[REDACTED]	6692	3124	345	Corporate Office	[REDACTED]
Chris [REDACTED]	CWR - Vendor Employee	HPI Outreach Initiatives					Lender Office MI	[REDACTED]
Chris [REDACTED]	Investigations Specialist	Investigations	[REDACTED]	6454	4117A	4120	Corporate Office	[REDACTED]
Chris [REDACTED]	Director, Strategic Marketing	Prod Dev & Marketing	[REDACTED]	6138	6030	647	Corporate Office	[REDACTED]
Chris [REDACTED]	Claims Specialist	Delinquency Servicing & Claim	[REDACTED]	6581	2076	2107	Corporate Office	[REDACTED]
Chris [REDACTED]	File Workflow Coordinator	File Mgmt Dept	[REDACTED]					
Chris [REDACTED]	Loan Expeditor	EDMC	[REDACTED]					
Chris [REDACTED]	CWR - Vendor Employee	HPI Outreach Initiatives	[REDACTED]					
Chris [REDACTED]	Temporary Worker	REO & Pool Claims	[REDACTED]					
Chris [REDACTED]	CWR - Vendor Employee	HPI Outreach Initiatives	[REDACTED]					
Chris [REDACTED]	Director, Finance Sys. Apps.	Financial Planning & Analysis	[REDACTED]					
Kelly [REDACTED]	Underwriter 2	Illinois UW Ctr	[REDACTED]					
Magg [REDACTED]	Claims Representative	Claims Support	[REDACTED]					



[Back to Directory](#)

Name [REDACTED]
 Email Id [REDACTED]
 First Name [REDACTED]
 Last Name [REDACTED]
 Job Title Internal Comm. Consultant
 Supervisor ID [6596](#)
 Supervisor Name [REDACTED]
 Supervisor Title Director, Internal Comm
 Department Name Human Resources
 Work Phone [REDACTED]
 Extension [REDACTED]
 Work Address [REDACTED]
 Work City [REDACTED]
 Postal [REDACTED]
 State CA
 Mail Stop 3096
 Space Number 3085
 Location Description Corporate Office

[Back to Directory](#)

The Social Intranet

- Intranets should become more like social networking sites
- Employee profiles should allow self expression and activity information
- Will employees self-regulate?

Deane Barker  




Content Management Professional; Editor, Gadgetopia

Sioux Falls, South Dakota Area | Internet



Deane Barker Headed to Toronto to run a workshop with my client.

41 seconds ago • [Like](#) • [Comment](#) • [See all activity](#)

Current	<ul style="list-style-type: none"> • Content Management Practice Director at Blend Interactive 
Past	<ul style="list-style-type: none"> • Developer at Blend Interactive  • Director Information Systems at NAI Sioux Falls Commercial • Developer, Development Manager at BANKFIRST 
Education	<ul style="list-style-type: none"> • Augustana College
Recommendations	7 people have recommended Deane
Connections	328 connections
Websites	<ul style="list-style-type: none"> • Company Website • Blog
Twitter	gadgetopia
Public Profile	http://www.linkedin.com/in/deane

Summary

I'm a partner in a Web development and consulting firm in Sioux Falls, South Dakota after spending many years in corporate IT.

I'm interested mainly in content management, especially in enterprise intranet scenarios. I've developed several large-scale intranets, and I'm looking for other projects in this field.

Specialties

Fluent in most Web development languages (ASP, PHP, ColdFusion, Rails, ASP.Net, some JSP/J2EE), databases (SQL Server, MySQL, Access, some Oracle), and aspects of Web site and application design and development.

➔ [Forward this profile to a connection](#)



Ads by LinkedIn Members



[Simplify Search Marketing](#)

Automate Reporting and Bidding See How ClickEquations Can Help
www.ClickEquations.com

From: ClickEquations



[Management Leadership](#)

Learn Ivy League Management At eCornell. Best in Class Training.
www.eCornell.com

From: LTG LinkedIn

Deane's Activity

[edit](#)

Deane Barker Headed to Toronto to run a workshop with my client.

41 seconds ago • [Like](#) • [Comment](#)

Deane Barker is now connected to [Tony Rizzo](#)

18 hours ago

Deane Barker is about to leave on a trip to Toronto, Canada for 3 days, via [Triplt](#).

1 day ago • [Like](#) • [Comment](#)

Deane Barker is now connected to [Wendy Sherard](#) and [Rob Swenson](#)

2 days ago

Deane Barker is now connected to [Roger Anderson](#), [Sarah Ruxin](#), and 4 other people.

4 days ago

Deane Barker will be presenting at [8th Annual Gilbane](#)

Yvette Nanasi ...having a long day

Profile

Contacts



Yvette Nanasi

[Send a Message](#) [Add Contact](#)

Business Development Manager
IGLOO Inc.

Contact Information

22 Frederick Street, 6th Floor

Kitchener, Ontario

Canada, N2H 6M6

Work Phone: (519) 489-4120 ext 203

Mobile Phone: (519) 574-0100

Fax: (519) 489-4121

Personal Links

 [My Website](#)

 [My Email](#)

Contacts



Dave
Unsworth



Ignacio
Baño



Dan
Latendre



Kelly
Craft

Groups

[IGLOO Staff](#)

[Playbook](#)

[Blogs Managers](#)

IM Accounts

 [Skype](#) ▾

 [Google Talk](#) ▾

Activity

Summary



Added "[Spanish Master Terms of Service](#)"

7 weeks ago



Added "[Spanish Anti Spam](#)"

7 weeks ago



Added "[Spanish Privacy Policy](#)"

7 weeks ago



Added "[Spanish Terms of Use](#)"

7 weeks ago

About

Yvette is involved in Business Development activities with IGLOO Inc.- an innovative web 2.0 start-up specializing in On-demand Communities and Social Networking Solutions. The most recent project Yvette spearheaded for IGLOO was the Manufacturing Innovation Network (MIN) - an online knowledge exchange for Waterloo Region manufacturing companies which aims to assist manufacturers to Build Awareness, Foster Innovation and Compete Globally.

When Yvette is not assisting associations, organizations, schools and corporations in developing and deploying their online community solution, she enjoys reading, movies, golf, fishing and spending time with her family.

Expertise

web 2.0, technology, social software, social networking, professional social networking, CSN, corporate social networking, consulting, online campaigns, online communities, on-demand communities, IGLOO, SaaS, collaboration, e-engagement, community solutions

Five Common Areas

- 📍 Communication and Reference
- 📍 Search
- 📍 File Management
- 📍 Collaboration
- 📍 Staff Directory

The Road Ahead

- 📍 Formalize today's discussion
 - 📍 Intranet Strategy Brief
- 📍 Plan first iteration functionality
 - 📍 Functionality
 - 📍 Information architecture
 - 📍 Wireframes
 - 📍 Designs

User Adoption

Myth #1

If you build it, they will use it.

Myth #2

Newer is always better.

Myth #3

We always have the user in mind when we make changes.

70% of CRM projects failed
primarily because of lack of user
adoption.

Put Enterprise Applications To The Usability Test
Usability Drives Adoption, Productivity, And Project ROI
Forrester Research, July 2004

A revolutionary change without a user adoption plan is likely to fail.



“User Adoption Strategies” By Michael Sampson

“Second wave people are different than first wave people. They are less capable by themselves of making the leap from what the technology does to how they could use it to make their work better.”

“Here’s something I believe to be true: intranet adoption is more a function of personal and corporate psychology than of technology. Put another way, the greatest technology in the world won’t help if your employees aren’t interested in using your intranet for whatever reason.”

Deane Barker

Gadgetopia

November 1, 2007

Why People Resist Change

1. Fear of the unknown
2. Comfort with the status quo
3. Pushback on being forced to change
4. No sense of the possible future benefit
5. Being a key stakeholder in the status quo

Executive Support

- Support for the change is visible from the top of the organization down
- Leadership needs to demonstrate their own usage of the change

Real-to-Life Scenarios

- 📍 A case study of a real-life use of the change and how it benefitted the organization
- 📍 Metrics of change benefits provided in aggregate

Classroom Training

- 📍 Limited scope
- 📍 Geared to teach basic concepts only
- 📍 Either formal/scheduled or informal/drop-in

Reference Material

- 📍 Intranet-based resources
 - 📍 Screencasts
 - 📍 Screen captures
 - 📍 Tutorials

Facilitated Group Re-imagining

- 📍 Meet with user groups and analyze needs
- 📍 Demonstrate how the change can fulfill those needs

Embedded Champion

- 📍 Train one expert user per functional group
- 📍 That user will locally champion the change

Sandbox

- 📍 Create a disposable version of the change for users to experiment with

Bulk Loading Party

- 📍 Have an immersive event to load initial data into the tool

Zero Other Options

- Remove all other options, leaving the new tool as the only remaining choice

A revolutionary change without a user adoption plan is likely to fail.