

Emerging issues with corporate intranets

Options, opportunities and current issues



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The great divide

We just launched a brand new intranet

It's got personalised news, My site, social stuff & search on pages, documents, persons and projects

Where did they move the employee list?

There's sort of a person search but I need to be able to look up departments

Heard a rumour that they are launching team rooms...

Based on a true story...

Usable - but is it useful?

The screenshot displays a web interface for 'Preotact®'. At the top right, there is a search bar with the text 'This topic' and a search icon. The main content area is divided into several sections:

- Preotact®**: A text block stating, 'Preotact® is a recombinant full-length human parathyroid hormone (PTH 1-84), which has been demonstrated to increase bone size and mineral content, thereby improving bone quality and strength. The Preotact® Team consists of people from various departments throughout Nycomed.'
- Announcements**: A section with a dropdown arrow, containing an announcement: 'Final agenda Preotact Implementation Meeting 11 and 12 Oct 2006 Milan @ 02/10/2006 10:03 by NYCOMEDigns'. Below it is a link: 'Add new announcement'.
- About Preotact**: A list of links organized in two columns:
 - Agency Contact Details
 - Congresses
 - Documentation
 - Educational Material
 - FAQ
 - Forms and Templates
 - Health Economy and Market Access
 - Internal Meetings
 - Market Research
 - Ongoing Clinical Trials
 - Performance Dashboard
 - Promotional Material
 - Sharing Best Practice
 - Strategy Plans
 - Supply Manual

The right sidebar contains several widgets:

- International Product Manager**: Ronnie Lindström, International Product Manager, +45 46 77 10 71.
- Editor**: If you have any corrections or comments to this page, please contact [Medical Communications](#).
- Useful Links**:
 - Preotact, Medical
 - Preotact, Project
 - Add new link
- Information**:
 - Business Intelligence
 - Medical Information and Documentation Service
 - Add new link

The left sidebar, titled 'Current Location', includes a navigation menu with 'Home', 'Products', and 'Preotact®'. Below it is a section for 'IM/IMA product collaboration' and an 'Actions' menu with options like 'Add Listing', 'Add Person', 'Create Subarea', 'Upload Document', 'Change Settings', 'Manage Content', 'Manage Portal Site', 'Add to My Links', 'Alert Me', and 'Edit Page'.

Nycomed, Gold Award winner of the Intranet Innovation Award 2007 (awarded by Step Two Designs)

Usefulness: stay in touch



Criteria for usefulness


Does it support **task completion**?

Gerry McGovern

Does it support **decision-making**?

Martin White, Intranet Focus

Collaborative editing: wikis



Learn more about citing Wikipedia.

[article](#) [discussion](#) [edit this page](#) [history](#)

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Collaborative editing


From Wikipedia, the free encyclopedia

Collaborative editing is usually the practice of groups producing works together through individual contributions. Most usually it is applied to textual documents or programmatic **source code**. Such **asynchronous** (non-simultaneous) contributions are very efficient in time, as group members need not assemble in order to work together. Generally, managing such work requires **software**; the most common tools for editing documents are **Wikis**, and those for programming, **version control systems**. Most **word processors** are also capable of recording changes; this allows many editors to work on the same document while automatically clearly labeling who contributed what changes.

Wikipedia is an example of a collaborative editing project on a large scale.

See also

- Collaborative real-time editors
- Collaborative software
- Collaborative writing
- Distributive writing
- Ensemble collaboration
- Word processors

 *This software-related article is a stub. You can help Wikipedia by expanding it.*

Categories: [Software stubs](#) | [Collaboration](#) | [Editing](#)

navigation

- Main page
- Contents
- Featured content
- Current events
- Random article

search

interaction

- About Wikipedia
- Community portal
- Recent changes
- Contact Wikipedia
- Donate to Wikipedia
- Help

toolbox

- What links here
- Related changes
- Upload file
- Special pages
- Printable version
- Permanent link
- Cite this page

languages

- Italiano
- Norsk (bokmål)
- Suomi

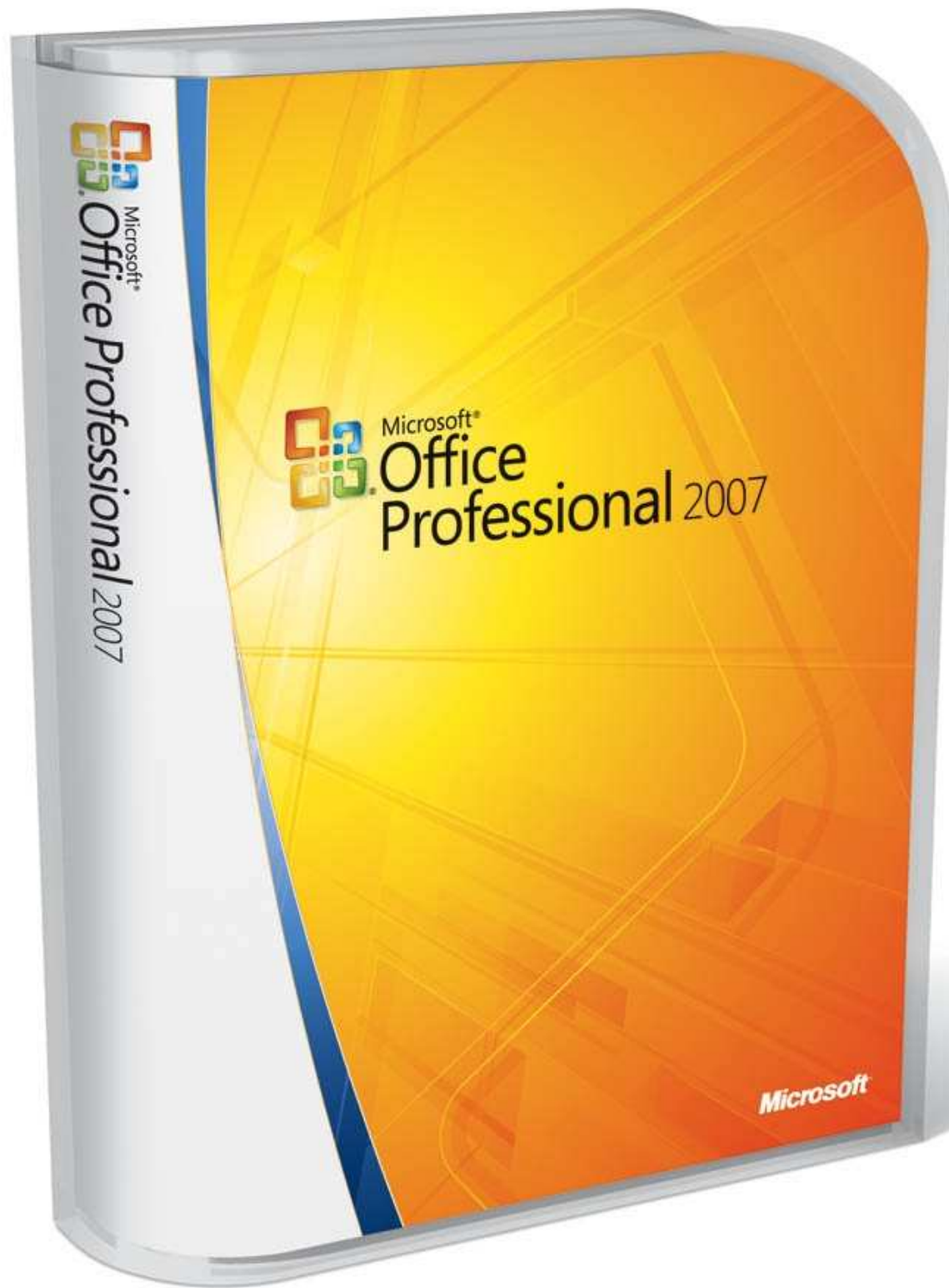
Wikis / intranets...and culture

“Whenever you hear of a major restructuring, reengineering or strategic redirection in which step 1 is ‘changing the culture’, you should be concerned that it might be going down the wrong path”

John P. Kotter: Leading change

Dare County





Microsoft Office Professional 2007

Microsoft Office Professional 2007

Microsoft

Trends: Go with the flow or...?

Trends

Trends

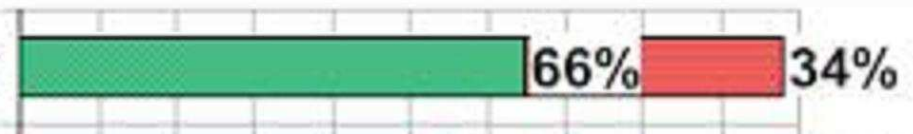


Established/Starting

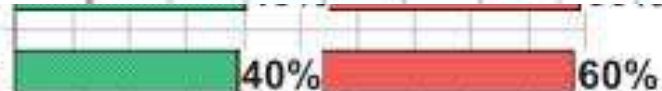


No

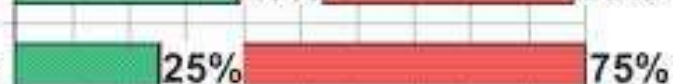
Highly personalised portals, more individual control



Extended company net (intra+extra+inter)



"What's new" blogs for content producers



Prediction markets



Trend-tracking tools for internal blogs

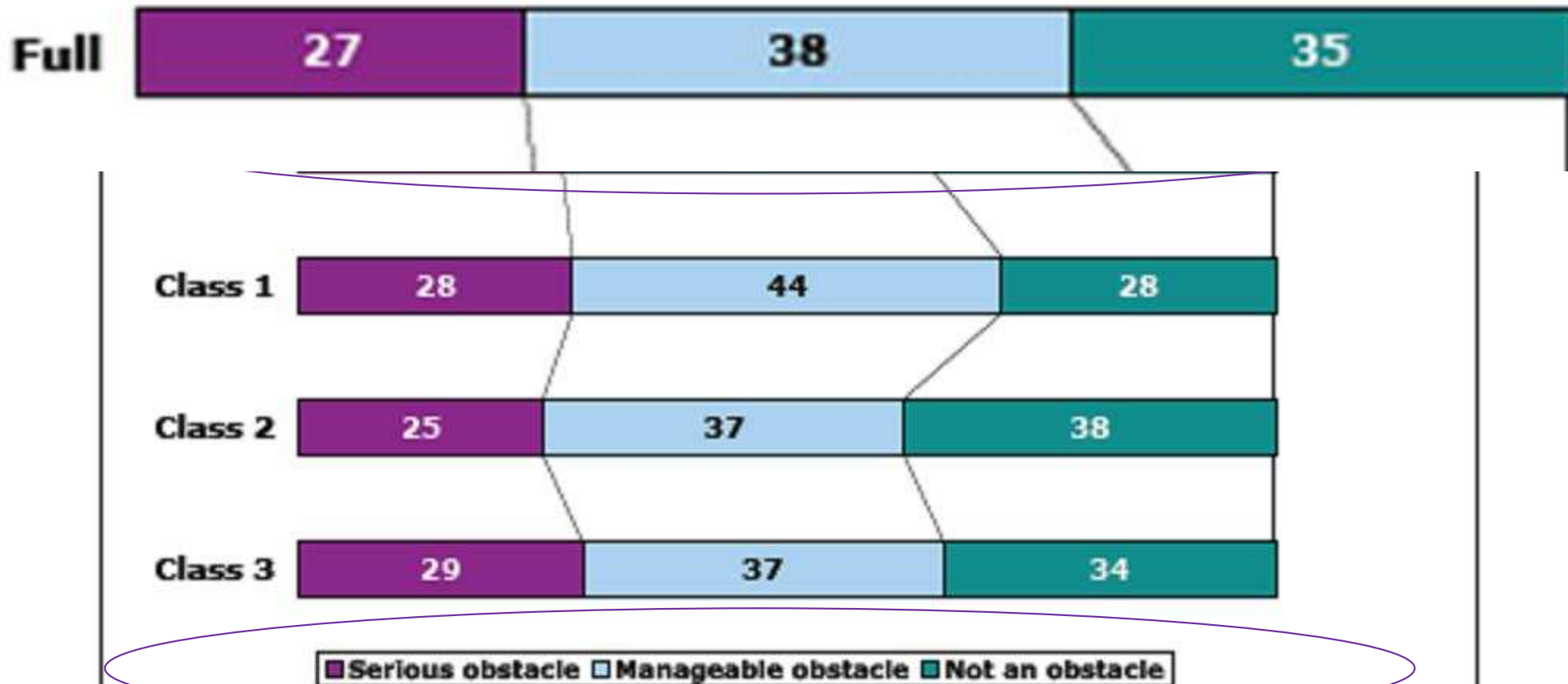


N = 97 to 100 depending on the question

Source: Global Intranet Strategies Today & Tomorrow, Jane McConnell, netStrategyJMC, 2006

Personalisation

Lack of ability to personalise (by the individual) -
%



Source: Global Intranet Analysis
Jane McConnell, netStrategyJMC, 2007

News moving off center stage

abc.dsb

Min Side Min Afdeling



Nyt på abc.dsb

03.09.08

Ny struktur på ODIN

03.09.08

Indhold på "Leder i DSB"

26.08.08

Vesttæling 2007

Cykelparkering hitter

Fra at have et lager fyldt med nøglekort til cykelparkering som ingen ville købe, må de i region ...

» Læs DSB i dag online

» SJ indstiller X2000 fra Østersund ...

» Jernhest og tog lænket sammen



Søg i hele abc -også i telefonbogen

→ Søg

PÅ UDKIG EFTER REJSER!



Sporskifte 2010

Organisation

- Organisationsdiagram
- Fjern- & Regionaltog
- HR & Organisation
- Intern revision
- Kommerciel
- Stabsfunktioner
- S-tog
- Økonomi

Om DSB

- DSB-buk
- Lokationer(Adresser)
- Nyheder
- Ordbog
- Politikker
- Præsentation af DSB
- Samarbejdspartnere
- Strategier

Medarbejdere

- Ansæt i DSB
- Arbejds miljø/trivsel
- Fritid
- Kurser og Udvikling
- Leder i DSB
- Ledige stillinger
- Ny i DSB
- Uniform & arbejdstøj
- Værdier

Kunder

- Betjening i tog
- Hittegods
- Kiosker/Kort og Godt
- Markedsføring
- ODIN/billetter
- Rejsebureauer
- Rejsekortet
- Stationer

Togproduktion

- Jernbanesikkerhed
- Klargøring
- Køreplanlægning
- Materiel (Togteknik)
- Rettidighed
- Trafikinformation
- Vedligehold

Intern Service

- Design og arkitektur
- Husforvaltning
- Indkøb og bestilling
- IT
- Jura
- SAP Portalen
- Tekst, grafik og tryk
- Økonomi

På tværs

- Blanketter
- Dokumentarkivet
- Håndbøger
- Kvalitet/processer
- Lean
- Miljø
- Projekter
- Tal og Data
- VidenNetværk

Evergreen: communication



Summary: Intranets 2009

Evergreens

- Strategy:
 - focus on usefulness
 - prove benefits, then change culture
- Talk, baby

Emerging trends & issues

- Wikis
- SharePoint / MOSS 2007
- Personalisation, News

Not so much about technology – don't overinvest!

Hope to see you again!

European Communities of Practice

- For online media professionals
- ~200 members in 10 countries

Conferences

- Online information Dec 2008 in London

J. Boye conferences:

- jboye08 Nov 2008 in Aarhus, Denmark
- Philadelphia, USA May 2009

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Key issues

Overload

Low usage

