

INTERACTIONS EVERYWHERE
EDISONDA

IT-DEV

CHECKLIST

USEFUL INTRANET

PLANNING

THE KEY TO THE CREATION OF AN EFFICIENT TOOL IS TO SELECT A SUITABLE PROCESS. THEN ONE CAN PLAN THE ORDER OF ACTIONS AND SET PRIORITIES. THE LIST PROVIDED BELOW WILL HELP YOU TO PLAN AN OPTIMAL PROJECT PROCESS.

1. Make sure that the organization's management provides sufficient support for the initiative of intranet implementation. It will help to determine the scope of work and gain support from the interested departments, as well as will prepare future users for the upcoming changes.
2. Before you begin the analysis of the user's needs, inspire them by showing what the intranet can look like, what it can contain and what problems it might help to solve.
3. Learn what are the needs of the user. Before you begin to design a system, ask its future users what they need at work most – what information, documents or content they have to seek often.
4. While researching the user's needs, you do not have to apply advanced research methods. Sometimes a conversation or observation at workplace will suffice. They will be also perfectly complemented by surveys.
5. Develop a suitable information architecture, which is divided into categories and subcategories.
6. Relying on the knowledge you have collected, create the draft of the service (the so-called composites). They will help to determine, together with the users, what information and in what form will be presented on the particular pages.
7. In order to avoid problems with the intranet usability in the future, check whether the drafts designed by you are clear to the users. To do so you can conduct a study of prototypes with the future recipients.
8. While designing the graphics, remember to refer to the visual identification of the organization. The intranet graphics should be balanced – avoid bright colors which can be tiring for the eyes in the course of long work with the tool. Moreover, pay attention to the fact that the permanent elements of the page (headline, side navigation, etc.) should not take too much space in relation to the content.
9. In the course of describing the system requirements be in touch with technological consultants. It will help to choose an optimal manner of the execution of the planned functionalities and avoid excessive implementation costs.
10. Check whether the implemented system is intuitive for the users. Test the system before launching and introduce the last corrections.

IMPLEMENTATION

THE SELECTION OF THE PROPER TECHNOLOGY, SPECIALISTS AND THE METHODOLOGY OF THE IMPLEMENTATION EXECUTION ARE DECISIVE FOR THE SUCCESS OF THE PROJECT.

1. While choosing the platform, based on which you will execute the implementation, verify whether your organization's requirements are covered in the functionalities offered by particular platforms. Remember that Total Cost of Ownership (TCO) of the solution influences not only the costs of license and implementation, but also the costs of the future expansion. The selection of rare platform might generate unexpectedly high costs towards the end of implementation and at the development stage.
2. Contract the conceptual works performed with the commitment of the external consultants on the Time & Material basis. Then you will receive a more beneficial unit price and flexibility.
3. Contract the implementation work with the Fixed Price principle, then you do not risk any possible complications in the course of creation and implementation of the solution.
4. While preparing the vision of the solution and the technical project, apply the component approach in which you separately define the elements which are possible to use. Then determine the best locations and the way to apply those components.
5. Divide the implementation into stages which will allow you to limit the risk connected with possible discrepancy between the user's expectations and the results of the implementation – higher frequency of sharing the content of the intranet will assure you that this process is on the right path. Select the order of the provided elements on the basis of their complexity and the amount of work required to make a given part available to the users. The choice of publication functionalities as the first implementation stage will allow you to make the intranet available for the editors to introduce content and synchronize the work in the remaining part of the intranet – therefore, launching the website will be sooner.
6. Think of the content that will be on your intranet in the years to come. Conduct tests for the solution's efficiency with the target data amount and the maximum number of users. For this tool you can apply automated load tests.
7. Conduct functionality tests directly after training the main users – you will ensure the performance of preliminary tests by the instructor and the users will systematize the knowledge gained at trainings in the course of further verification of the intranet.
8. Provide the instructions for the users built in the intranet, available directly from the pages – it will be easy in use. Apart from the textual and graphical form also consider instructive videos.

CONTENT CREATION

INTRANET IS THE TOOL FOR DAILY WORK. THEREFORE, IT IS WORTH TAKING CARE OF THE INFORMATION PUBLISHED THERE – IT SHOULD BE RELEVANT, UP-TO-DATE AND COMPLETE. WITHOUT IT, EVEN THE BEST DESIGNED SYSTEM, WILL BE USELESS FOR THE EMPLOYEES.

1. Contacts are the priority in every company – make sure that current telephone and address data are easily found.
2. It is also worth placing the employee's photo in the address book, it makes it easier to identify him or her, especially in large organizations.
3. If the company has numerous departments, make sure that the search engine is good.
4. While designing the main page of the service, prioritize – there should be content which is used/needed? and changed often (for instance, company's news).
5. Place the starting points and cross-references to the most popular sections and the documents on the homepage.
6. Remember to make the intranet able to inform the user in which section of the system he or she is currently in.
7. While publishing information, remember to make them complete and up-to-date.
8. Provide the guidebook for new employees in which they will find information necessary to make a quick and easy start in a new company.
9. While publishing the content, remember to apply simple language which is understood by everyone – do not overuse the jargon.

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