



The Intranet is Dead! **Long live the Intranet!**

Building success with Microsoft 365 strategies for your modern, intelligent intranet using Teams, SPO, and OneDrive.

What is a M365 intranet?

OneDrive

- 'Home folder'
- Your personal organizational style




Teams

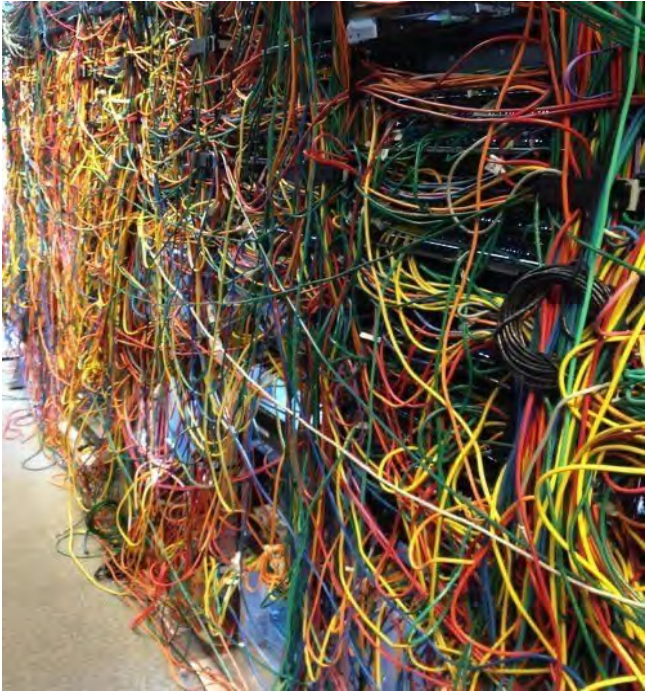
- Collaboration area
- Loosely organized for the usage of the specific team

SharePoint

- 'Production' information
- Tightly controlled
- Periodically reviewed

Information is more than just files

ME:	WE:	US:
<p>My Stuff</p> <p>Your private working space that remains private until you share things</p>  <p>OneDrive for Business</p> <ul style="list-style-type: none">• Personal files and drafts before they are ready for sharing• Information for creation	<p>Team's Stuff</p> <p>Small[er] groups of people, usually all with edit permissions</p>  <p>SharePoint</p> <ul style="list-style-type: none">• Microsoft Teams, Channels, and File Tabs, and Application Tabs• Information for collaboration	<p>Everyone's Stuff</p> <p>Large[r] groups of people, usually read-only permissions for most of them</p>  <p>SharePoint</p> <ul style="list-style-type: none">• Communication sites in SharePoint Online (SPO)• Information for consumption



Intranet Next Steps

- This is the information infrastructure for your organization
- Three possibilities
 - New M365 setup
 - Existing M365 setup, but the implementation is very confused (sprawl, etc.)
 - Well laid-out M365 setup that assists the organization in achieving its goals
- Agenda
 - Overview of considerations for planning your Intranet
 - Key questions to answer
 - Demos

Rhetorical Questions:

Show of hands



1. How many of you are still sharing documents via email like it's 1994?
2. How many are using Google drive, dropbox, or other file storage system?
3. How many of you have an intranet?
4. How many of you wish you had an intranet?
5. How many of you have no idea where to begin?



1. Don't think about the intranet, think about the business

- What are the “big rocks” for your organization?
- What are the key elements of the organizational strategy?
- How can an intranet help you reach your goals?

Successful intranets help drive business value – so before you think about the technology, think about the business.

Understanding **why** precedes knowing **how**.

Think about work first. *Don't think of requirements, focus on outcomes.*

For content **providers**

- What are the most frequently asked questions?
- What are the key forms, policies, and procedures?
- What is the most-sought information?

For content **consumers**

- What kind of information do information consumers need for work?
- What are the top tasks or activities that need to be accomplished?

Keep core outcome goals in mind.

Usable

- Friendly, with an engaging interface
- Easy to use
- Aligned with how and where work gets done – in Microsoft Teams and on mobile devices

Useful

- Well-Organized
- Personalized, or targeted where possible
- Helpful, with relevant information
- Searchable or “browseable.”

Up-to-date

- Clear ownership of content management > potentially a designated information or content manager
- Established governance
- Adaptable as organizational needs change

Include features and content users need.

HR & Finance Content

- Benefits
- Time-off requests
- Frequently requested forms

Employee Directory

- Name
- Department, Position, Title
- Contact information: phone, email
- Office location

Company Policies

- Code of Conduct
- Employee Handbook
- Best Practices

Include features and content users need.

Some Mirazon examples:

HR Content

Company Policies

Knowledge Repositories



2. Governance is about key decisions and planning.

- *Sharing Information*
- *Provisioning Sites*
- *Managing Content*
- *Training for Best Practices*

Think

Governance

First.

Sharing Information

- *What are the policies for internal and external sharing*

Provisioning Sites

- *Who can create sites? Who can edit sites? Who can post news and other info?*
- *What types of audiences are needed?*

Managing Content

- *Freshness dating... Display the last updated date on pages.*
- *Make sure site owners are accountable for keeping content up-to-date.*
- *No more roach motels where content checks in and never checks out.*
- *Governance is also about removing digital clutter*

Training for Best Practices

- *Embed training or best practice instructions for each site created.*
- *Apply Microsoft Learning so users can find up-to-date information about all things Microsoft 365.*



3. Have a well-defined plan for communication

“Failing to plan is planning to fail...”

If you don't have a plan, it's time to create a plan

- *Roadmap, roadmap, roadmap*

1. Who are your visitors?
2. What are they looking for?
3. What do they want to learn?
4. What do they want to do?
5. What are the top tasks they need to perform based on the services you provide? (Think about *their* top tasks, not just what you want to tell them. Also, think about the top questions that you get – that can provide some insights about what your users need.)
6. What outcomes do you want to achieve? How will you know if your site is successful?

4. There's no place like *intranet* home

Key functions of the intranet home



Key functions to the intranet home



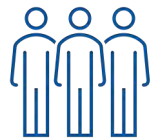
Share Organizational News



Provide Helpful Navigation



Provide Key Information



Build Community and Culture



Promote Internal Marketing

What should be included in the plan?

- *Use your home site to communicate culture and values – and organizational news (News Webpart)*
- *Consider how to distribute organizational and department/function news (Made for email news announcements)*
- *Create opportunities for engaging with leadership (FAQ pages)*



5. Plan for change because you're never done.

The only constant is change...

Key functions to the intranet home

- "It takes a village" – you NEED to build an empowered and knowledgeable team.
- Assign team members to help track the roadmap so there are no 'surprises.'
- Be realistic about your budget for change management and ongoing training.
- Don't be afraid of iterations: Microsoft changes rapidly, so should we.

Building Blocks



OneDrive



Teams



SharePoint



Stream



Power Auto...



Forms



Lists



Planner



Visio



Loop



OneDrive

:File Storage: Replaces Google Drive, Drop Box



Teams

:Collaboration: Replaces Slack, Miro, Zoom



SharePoint

:Personalized Intranet: Replaces Miro, Jostle



Stream

:Video: Replaces YouTube



Forms

:Information Collection: Replaces Google Forms, Jot Forms



Planner

:Project Management: Replaces Trello, Monday.com, Asana



Lists

:Data Collection & Retention: Replaces Monday.com, Asana



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