The Ultimate Intranet Requirements Checklist Worksheet (Top 20 Elements)

Welcome to your intranet checklist worksheet 📑

How to use this checklist: Here are the most important elements and questions to consider when planning your intranet. This focuses on the 20 most critical elements to consider when choosing your intranet so you can inform stakeholders how an intranet will benefit you and your business 💻 🔼

Steps	Purpose	Questions/Checklist	Completed this step? Check the box and make relevant notes
I. Intranet requirements analysis	1. Define your core business goals	Have 1-3 measurable goals been defined (e.g., streamline onboarding, reduce information overload)?	[ ]
	2. Understand your users	Identify your primary user groups (e.g., frontline, desk, remote) Gather answers to the following questions: • What tools do employees currently use that maybe aren't working effectively? • Where do they go to find company news? • What information do they need to access *right now*?	[ ]

		● What types of content do they prefer (video, newsletters, status updates)?	
	3. De-Risking Investment	Assess features and determine whether they directly link to solving a genuine business or employee pain point?	[ ]
II. Core Communication & Engagement	**4. Mobile-First Access**	Is there a dedicated mobile app for seamless access for deskless and remote staff (Mobile-First Design)?	[ ]
	5. Smart/Personalised Delivery	Does the platform support personalised targeting to ensure the right message reaches the right audience?	[ ]
	6. Analytics & Measurement	Is deep data access available to monitor reach, engagement, and content performance?	[ ]
	7. Social & Recognition	Are there integrated social features, varying content functionalities, community hubs, and tools for employee recognition and awards?	[ ]
III. Document & Knowledge Management	**8. Powerful Unified Search**	Is there a unified search function that quickly finds documents, content, and people across the entire platform?	[ ]
	9. Centralized Content Hubs	Can all essential documents, resources, and policies be hosted in one central, navigable location?	[ ]

	10. Knowledge Base	Does the platform support on-demand guides, FAQs, and videos for immediate support and training?	[ ]
IV. Collaboration & Productivity	11. Essential Integrations	Does the platform securely integrate with your key workplace tools (e.g., Microsoft 365, Google Workspace, SAP)?	[ ]
	12. Employee Directory	Are detailed profiles (bio, job title, location) available to enable staff to easily find and connect with colleagues?	[ ]
	13. Built-in Messenger	Is there secure, built-in chat functionality for immediate collaboration between desk-based and deskless colleagues?	[ ]
V. Stakeholder & Non-Functional Requirements	14. Security & Compliance	Does the solution meet all requirements for SSO (Single Sign-On), data privacy, and GDPR readiness?	[ ]
	15. Scalability	Can the platform handle rapid growth in employee numbers without degradation in performance?	[ ]
	16. Multi-Channel Publishing	Can content be published once and automatically appear across the app, desktop, and email channels?	[ ]
	17. HR Self-Service	Does the system provide employees with self-service access to HR documents, policies, and payslip/benefits	[ ]

		information?	
VI. Implementation & Long-Term Success	**18. Feature Prioritization**	Categorise features from intranet providers into "Must-Haves" (Phase 1) versus "Nice-to-Haves" (Later Phases).	[ ]
	19. Vendor Support & Roadmap	Are you aware of the vendor's approach to post-launch support, frequency of updates, and future product roadmaps and customer involvement in those roadmaps? ● What is the vendor's approach to post-launch support? ● How often are platform updates rolled out and how are they communicated? ● What is their roadmap for future integrations and are customers part of that process?	[ ]
	20. Monitoring & Review Plan	Is there a clear plan for ongoing content governance, user feedback collection, and continuous metric tracking post-launch?	[ ]