Oak

Questions you should be asking yourself

For all our friends we wanted to give you this work in progress document (typos and all) in the spirit of sharing our knowledge with the community, regardless of which intranet you use. We share this document with our clients, who use it to help them in their intranet journeys.

Although the doc makes reference to Oak, the ideas and suggestions are useful to any intranet project and, while we work on the final version, we'd love to hear any feedback you have on how we could make it more useful.

Warm regards from your friendly neighbourhood Oak Folk.

Find out more at oak.com

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Contents

The start of your journey

Why are we implementing an Intranet?	Without knowing why you're doing this, its very hard to personally buy in to it and its also impossible to know where you're heading.
What problems are we looking to solve?	Without understanding the problems you face, how will you compare and measure (prove) whether the intranet is a success?
Do I understand the scope of the intranet?	Who is the audience? What content will exist? What exactly do you need to do and for what reasons? How will you measure it?
Can I envisage the perfect intranet?	What will it look like? What are the main functions? How will people access, it, use it and interact with it?
Do I have buy in from the business?	Who is approving and supporting all of the work and resources required to achieve this project?
Do I understand the biggest risks to the project?	You may face internal barriers and issues that may put at risk the completion of the project to a timely manner, how can you alleviate these?
Have I identified who is supporting the intranet at a senior level? (Project Sponsor)	You will need back up at times and need someone to report to at a senior level when internal queries are surfaced.
Have I met with the Project Sponsor and do I understand the definition of success for our intranet?	It's important you know what is wanted from the intranet so you can plan accordingly and work out how to achieve it in the best manner.
Have I involved HR?	An intranet is full of staff, policies and procedures so HR need to be involved to help understand what should and shouldn't be done.
Have I involved IT?	Users form a large part of the intranet, will you use I.T systems to sync users into the intranet? What technical elements need incorporating?

Have I involved Internal Communications?	It's a wise move to generate hype and intrigue for the new intranet to get people on board prior to launch with continuation plans in place for post launch
Will there be phases to the launch of your intranet?	Larger projects can benefit from a phased launch where some phase users in over time and other phase functionality over time. Some phase both.
Do I have a target launch date?	You need to know when the planned launch date is so you can decide whether that's realistic after learning the true scope of the project after training.
Do I have the time necessary to deliver this project?	You will need to understand the planned launch date and the project scope before you make a true judgement here.
Has anyone canvassed general users around what they want from an intranet?	This is crucial, what do HR think their page should show? What do staff think the HR page should show? Ask this for every staff facing page in the intranet.
Have I identified the team who will deliver the intranet for our company?	Depending on the size of your organisation, this team could be a decent size. In all cases, it needs to exist.
Who are my project team?	We think that any good project team would be filled with representatives from each impacted area that the intranet reaches.
Does the project team have the time required to deliver the project?	Do the team involved already have a 40 hour week on top of their new intranet duties? You must be realistic with resources and timings.
How often will we add content to the intranet?	This will vary from area to area yet it needs to be understood as its difficult to create pages to show staff without knowing what is being published to them and how often
Do you have a timeline plan in place for what you want to achieve?	It is essential to communicate with staff and sponsors what will happen and when it will happen. A great opportunity to generate interest in the project.
How will you know if the project is on target?	Without dates or a timeline plan, its impossible for you to know whether you're on target. Without targets then there can't be a plan. If none of these exist you will be caught out and the end result will reflect the lack of direction and thought that has gone in to it.

Do you have scope to implement new ideas or is there an approval process?	Its important to consider whether you have a free licence for your team to be creative or whether ideas need approving before implementation as this can cause delays and also save you lots of time on tasks and actions that do not end up getting the go ahead.
Who approves what can and can't happen with the intranet project?	If others need to approve what you do, you need an understanding as to who these people are. Take the opportunity to brief them all initially and advise you will approach them as and when required for anything that impacts them.
What barriers do you envisage and what can you do now to alleviate potential delays/queries?	What are the things that can stop you progressing with something? People? Resources? Departments? What can you do to pre-empt this to ensure efficiency?
Do you have a budget for this project to pay for prizes and promotional materials?	The bigger the budget, the better the hype. Promoting the intranet before launch is crucial of you want engagement, prizes are a great way to get people interested and you don't need to break the bank, £1000 is a low amount that can buy a TV, a DAB, a weekend break, Wine, games and an Xbox and you can also look at win an extra days holiday or a Friday flyer etc...
What if key people who carry out lots of intranet actions leave or become ill? Who are your standbys?	This applies to both the project team and after the intranet is live. How easy is it to transfer a set of duties to another staff member. Keep this in mind when planning
How will people transition from what you currently use to your new intranet?	Will this e another system on top or a replacement? Will it replace some but not others? How will it feed in to others? What will staff need to know?
Who will steer the direction of the intranet?	Where will the intranet be in 1, 2, 5 and 10 years time? Who will steer and take the lead on where it is heading for the company and across each department/office?
Who will you need to inform/keep informed about your Intranet related plans?	It's important to consider the people that need to be kept in the loop with all aspects of the project. Most people complain about poor comms, here you are the comms.
Who will evaluate the success of the intranet?	Its one thing starting a new intranet project yet you need to understand the people making judgements of it and what it is they'll be looking at to form their opinions.
How will the intranet be organised?	How will staff find information and content? Will each department have a homepage? Where will content be published to? How will user data get in to the intranet?

Who will own certain areas of the intranet?

It's a wise idea to allocate ownership to all areas of the intranet with instructions on what is expected. Those instructions can now be managed with output vs expectancy.

Who will manage the security permissions to control who can see and do what?

A good intranet allows you to control who can do what in each area, such as publish content, or just view the content published and displayed there. Who decides this?

What are your hopes for the intranet outside of finding the right documents quickly?

Are you hoping to engage the workforce and get people socialising? Whatever your plans, driving engagement only works when there are things to engage with, freely.

Are the people you are assigning to this project the right people in terms of skills, positivity and social empathy to staff opinions?

Understanding a software system, its capabilities and being able to use it efficiently and communicate that to others is crucial. We see lots of people attending training who are not really suited to this task and as a result the project is at a risk of suffering as these people return to their companies and implement what suits them, which is limited due to their general inefficiency navigating the internet and using I.T systems.

Will the message you promote now about the new intranet be realistic? Are you aiming for engagement but then locking everything down and restricting users to limited access/features?

This is one of the key considerations to make. I have spoken to many people who want staff to be heavily involved but in the same conversation they also ask how to lock everything down and give staff no freedom to do anything other than simply read what is put there by managers. This is a contradiction from the start so please consider this and advertise reality, as appose to what you think people want to hear as later down the line, the intranet will be judged on the promises made.

Learn Oak

Who shall I send on training?	The intranet is filled with homepages, content and people. Staff you send on training will have to carry out the work, or educate others on how to carry out the work. A combination of both is popular. IT is a small element of training. Is 2 days away from the office worthwhile if they have no other duties other than importing users via Active Directory?
Who will approve, and organise the travel and accommodation?	Sending people for training is time away from their desks and it will have travel and cost implications.
Who will I need to speak to internally about people I'm sending for training?	Its only right to fully brief the affected areas on why their staff are going for training and what they will do when they return as this needs agreeing to. Avoid sending people for training to then discover they are unable to carry out any tasks due to their current commitments and a lack of time.
Where does training take place?	It is important to realise that training is in Newcastle Upon Tyne.
How long is training?	Classroom training takes two days yet please consider travel to and from Newcastle Upon Tyne. Online training takes around 20 hours to complete and is only an option if travel to Newcastle is not realistic.
How will you train staff that you don't send for full training?	What will certain staff need to know? How does the receptionist's training differ from the content manager's training? Who is best positioned to teach them that? What methods will you use? Video, classroom or written?
What is the best way to train staff so they know how to use the intranet?	What is the best method you can think of to teach staff what they need to know? Different staff will need different levels of training depending on what they do. How will you educate new starters of the future?
What parts of the organisation will be responsible for producing intranet content?	Understanding this helps you understand how to structure the intranet as content is published to an area and an area can be turned into a stunning homepage for staff to visit. How many areas will you need? Who publishes content to them? What training will they need?
Who will be in charge for each area that has a responsibility for producing content?	Ownership is equal to accountability. If nobody is accountable, then the end result will show that.

When should I train staff?	It's important you understand when you will carry out staff training in preparation for the new intranet. This will be different for different staff members based on their responsibilities.
What is my plan for ensuring that all staff know how, when and why to use the intranet?	A plan is important here as users will need to know everything from signing in to finding pages and content as well as general navigation plus training around processes and forms including how to complete them and follow them up if necessary.
Who do I need to speak to to get buy in for the release of staff for training, both full and partial training?	You will need a project sponsor. Someone to approve the work and time involved around training to help you get staff freed up without consequence and repercussion. They will need to be aware of what will be required, especially if you plan to use your Learning % Development team.
What will fully trained staff members do to pass their knowledge on to the workforce?	How will you ensure that every staff member is, and remains competent in using the intranet?
Who will manage the IT side of the intranet if applicable? What training will they need?	A common method of managing your user data is to feed in the details from an IT system called Active Directory. If you already use that system as an organisation then it will be the best method to use with your intranet too. Who will lead on that? Who manages your staff data? What other IT implications may you encounter? Do you integrate with other software systems that the intranet can be the springboard for?
Who will manage the ongoing education of staff as they come and go?	What will induction look like for your new starters? What processes must be followed when staff start/leave? Who leads on those? What staff information needs adding/removing? How will you do that?
When will I train everyone in alignment with launch plans?	A timeline plan is your best friend here. It can be communicated easily and is an affective way of knowing when training will happen and to who.
What will I need to train staff about in relation to the intranet?	Different staff members may use the intranet differently, HR may need different training to Marketing beyond general navigation.
Staff will use the intranet differently depending on their roles, what does training look like for them?	HR create forms and policy whereas IT manage the network and technical machinery and servers. Training needs to be relevant to them
How will you educate staff on new functionality that is released by Oak after the intranet is live?	The intranet will keep growing with functions and capabilities, you will also evolve as an organisation in how you use the intranet.

Who will train staff on the internal processes you have that govern the intranet?	Who jumps in to action and when? And why? What processes control the behaviour of the intranet? Who adds new people? Who removes leavers? Who adds users in to groups to assign security roles as they move jobs or departments? There is a whole bunch of what 'happens when' to ask here.
How will the training you deliver improve staff performance and efficiency?	Sponsors will want to see the benefits in return for the investment in time, money and resource that has been allocated. You need to show (prove with data) any successes or failures.
How will you ensure that training is engaging and collaborative?	Creativity is the key here. Don't sell an engaging intranet with a sheet of A4 left on their desk explaining it is on its way. Involve people in any way you can.
What exists within the organisation that can harm training plans? How will you ensure this doesn't happen?	Who may cause a delay in getting training done? What processes do you have to follow that may delay training? Can staff be freed up to attend training?
What resources will you use to train staff? Video? Classroom? Written? All of those?	A mixture of all is a wise move, resource permitting. Initial training has more success in a classroom as you can sell the enthusiasm and passion that is lost using other methods.
How will you make staff aware how the new intranet will impact their daily lives?	It can help to understand what currently causes problems, and use that in training to sell why it will be a success by fixing problems they experience.
Who will staff report to when there are training requests?	This may fall into your normal training booking process but its worth noting, you now have something new to train people on.
What are the implications of sending people for training for two days?	Loss to the business for those days? People you want to send may have kids, travel time? Hotel costs? Please be thorough with your plans
How will you ensure that all staff, regardless of location receive the right training?	How can the Intranet be used to train staff? Do staff in different locations need more or less training? Everything online can lead to a lack of human contact so ensure the training matches the ambition. For example, don't teach people by PDF if you want to engage them and get them collaborating together. Bring them together and collaborate and then send them back to continue. Lead by example.
How will you utilise the training feedback you receive?	Acknowledge feedback or it will stop. Act on feedback or people will stop giving it. Communicate feedback received. Always be active in gathering opinion and then follow through. If you ask what the staff want, deliver some of it, don't ask and then refuse every request. Be careful what you ask if you cant follow it through.

Understand your data

What data do you need to collect in preparation for the intranet?	Consider staff data as well as the content you need to add to the intranet. Where does it all live now? How will you get it?
Where will you get the user data from?	Do you have an Active Directory system? Will you use a spreadsheet to import users? Can you gather the staff data? Who do you need to liaise with? IT? HR?
This is a perfect time to review data. Who will review the data you have?	As this is a new software system its wise to only add what is current and used and a review of data (staff) and content is highly recommended
How will you add users?	Will IT control this via Active Directory? Will someone add user data manually?
If you are using Active Directory, what fields will you sync across?	It's possible to sync up to 12 different pieces of staff data such as email, manager, name, dept. and office. What will you sync?
Who will manage Active Directory if you use it?	Will IT control this? Who do you need to liaise with? Are you multi site? Who are your site contacts? How can you add new data as people start employment?
How will you manage users starting and leaving?	Who will be responsible for adding or removing users from the intranet? How will this happen? Active Directory? Excel Spreadsheet? Manually?
Who will add the users you add into the user groups you set up?	User groups are assigned to areas to allow people an ability to see or do things. Who updates these user groups with staff? What are the triggers for them when someone starts or leaves?
What files and information do you need to put in the intranet?	What content do the users of the intranet need? What information do you need to provide them with? Have you reviewed this dept. by dept.? Each homepage you provide to users should be researched to know what it should present
Who is in charge of compiling departmental files and information ready for the intranet?	For each department you have you may need to surface certain files and information to users, who is in charge of ensuring that each department has what it needs?

Who will ensure processes exist and are followed in regards to the management of intranet data?	How do people know when to jump in to action? How do people know where to publish content to when they have new files to add to the intranet? How will staff know they exist?
Do you have access to the data you need? If not, who does?	The data you need to add to the intranet may be in other places such as SharePoint, google drives, drop boxes or other offices, old intranet or even in different countries.
When do you plan for all of your user data and company information to be in the intranet?	It's wise that this is all completed a couple of weeks before launching live as you should carryout pre-live testing before rolling it out to the wider organisation.
Is it realistic to add all of your data in the timeframe you have?	Oak makes it easy to share data into the intranet yet sometimes you may opt for a stepped launch where you release parts of the intranet at different stages allowing you more of a timeline to carry out the planning and organisation of all intranet areas.
Do you know where all of your data is? HR system? SharePoint? Google Drive? Spreadsheets?	Data I refer to here is mainly user data and it will also need reviewing and standardising whether in Active Directory or held within HR
Will you continue using other sources for accessing files and information?	Whilst Oak could replace SharePoint, you may want to continue using it. What other sources of information will you need to continue with and which could you migrate the content over to the intranet?
Who will review the data you have?	Who are the people in the organisation that will know which documentation should be continued to be used and which shouldn't? Our assumption may be all dept heads as a starting point. HR for legislation and IT for technical to name a couple.
Are there any third parties you need to consider that store any of your data or information?	It's possible to single sign in to other SAML software systems. If you do use 3rd parties, can you create this single sign on and make accessing them seamless via Oak?
What are the processes in place that controls your data?	Who controls user data? Who controls departmental data? Who controls Health and Safety? Who are the people in charge of the documentation used to support staff in their roles? What processes are in place to ensure that they maintain the integrity of this data within the intranet?
Do you understand how the intranet will use user data?	Training helps here but its important to realise that the data belonging to a user ripples into other places such as forms, holiday approvals etc. and out of date managers and user information can have a knock on affect

What are the implications of user data being missing?	If a user has no manager assigned, its difficult for you to easily assign 'immediate manager' to approve some requests made by them. This would remove some flexibility for you and ease of management. This is one example. How will staff know contact details if this is not present? How will staff learn what people do if no job title is present?
What do you do with the user data once they leave the company from an intranet perspective?	Do you delete their account completely? Or disable it so you can access it should you need to? Do you transfer over the content they have authored to someone else? Do you need to collect any information for HR purposes? What do you need if someone leaves?
How do you plan to keep key people surrounding data informed and educated?	What are the plans to communicate to the people responsible for the integrity of user and intranet data? Will they meet regularly? Will it be verbal? Will you create a hub where you can all chat in one place and stay in the loop with each other about anything? What intranet tools can you use for this?

Raise awareness

Who will raise awareness of the new intranet in your organisation?	Raising awareness is all about creating the hype or the buzz you want around the intranet. Designed to get people talking to raise the profile of it and the anticipation as well as buy in of what you're trying to achieve
Who are your intranet champions?	Most organisations have what they call champions. Essentially these people will be responsible for a particular part of the intranet and will lead on what it offers as well as ensuring the management and planning of all that it entails, is addressed and maintained for the foreseeable future. Who can you rely on in different offices? how will you coordinate the champions if spread around the country or globe
Who will be the intranet team?	Its important to have a team of people that represent the intranet and can essentially fight the corner of the intranet internally. Having a representative from each business area is crucial as it gives you ultimate coverage and reach for when you want to implement things that may impact a dept., or office or team or anything. It's much easier to know who to report to when making requests and who can help you in accessing information and resources rom their respective teams or depts. and offices they are part of
What will you do to generate excitement?	Competitions, prizes, win a day off or two. Win a lie in and start at lunch time. They don't have to break the bank but incentivising people makes a huge difference in hype and generating buzz
What will you do to gather feedback?	How will you know the intranet will deliver what staff want? How will you gather opinion?
What competitions will you run?	Its often a good idea to run competitions such as naming the intranet and when it launches, find the hidden icons for a prize as this gets people talking and exploring once logged in. Always remember the that humans need something that's in it for them
How will you generate interest across the entire organisation?	What's will you do to include everyone? Be careful that its only your Head office that are involved. What's about other locations? Countries? How will you reach out to everyone and make everyone feel happy and involved about what's coming?
How will you communicate to the workforce that a new intranet is coming?	What methods will you use? This works best face to face if that is practical as you can gather opinion and gauge responses in body language

Why are you not involving those who are not involved?	Those that are not involved may be less likely to buy in to what you hope to achieve. Do you have good reasons to not involve certain people or groups of people that you have chosen not to involve?
How will raising awareness of the intranet feed in/help later success measures?	You will need to prove the intranet has been successful and having buy in and a positive and welcoming attitude will help you achieve your targets, especially if you want to enhance engagement and collaboration
What features of the new intranet will you raise awareness about?	What are you hoping to achieve with the new intranet? What functionality is a priority? Holiday manager? Expenses? Mobile App?
What can you ask staff to help you build an intranet that is useful to them?	It's essential to ask staff what they would expect when visiting areas of the intranet, what would they want to see? What does that area owner expect them to see? For HR, what should that show? Ask visitors to that page and the dept. workers to cover all angles.
What are your success factors?	How will you know the Intranet is a success? Define this early, your project sponsor will have hopes for the intranet, how will you prove it has worked?
Have key people bought in to the new intranet? How will they help you raise awareness?	Without buy in from key people, you will be up against it in every aspect. Raising awareness of something good, to have someone later veto that will only disappoint people and they may be less enthused about future promises and hopes
What materials and resources will you need to raise awareness?	People, leaflets, prizes, time, company car, equipment, training?
What is your budget?	If you can pay for some prizes to win that will help generate interest. If not, why not let people win a day off or a lie in, or an afternoon flyer. A small budget is good enough to buy things such as an amazon Alexa, a tv, a hamper, a day race car driving etc…
If engagement is an objective, how will you involve/include all staff prior to launch?	What will you do to ensure that staff are involved in having some input to the new intranet. If you are measured on people using it, you need to find out why they would use it. Maybe you can enhance and push the personal elements of Oak such as profiles and community hubs as well as classifieds to generate the what's in it for them. What does engagement mean for you? Logins only? Articles viewed? What will you measure?

What communication methods are you using to promote the intranet?	Are staff aware that you are deploying a new intranet? How will you tell them? Will you speak with them? Send emails? Put up posters? All of those things? How are you going to promote the intranet in the best way possible to help you achieve your goals?
Are there any external organisations you need to consider that may be impacted when you launch a new intranet?	Does you current intranet feed information to any other systems outside of your organisation? Or pull info in?
How will you guarantee that your messages are delivered across the entire organisation regardless of location?	What will you do to coordinate the promotion of the intranet across all sites and ensure each site is equally enthused with a consistent message? If applicable.

Intranet setup

Who will set up the intranet?	Creating the intranet structure and configuring the settings of the intranet needs to be the responsibility of dedicated Intranet administrators or super users as they're sometimes called.
Who decides on what users can and cannot do? Is this in the best interest of your success measures?	who do you need to speak to in order to allocate the correct permissions and security roles to allow users to perform certain actions in the intranet and publish content. Some users may only need viewing rights, others may need publishing rights. How will you know who needs what? Who decides this?
What applications are you using/not using?	Oak has some optional applications. Holiday manager, expenses, personnel manager, hubs, Instant messenger and Q&A. Which will you need?
Will you need to involve IT for SAML related single sign on access to other software systems you may use?	Oak can support single sign to other software systems if they are SAML compatible. You will need IT help for this but this can reduce how many systems your staff have to physically log in to and is a popular piece of functionality relevant to most organisations.
Who will configure the Active Directory menus in site settings if you're using AD?	IT would be best positioned for this as a small piece of software will need installing on your server as well as ensuring that your browser such as google chrome or IE11 supports the new configuration and that no general network blocks are in place due to enhanced security set up by IT
Who will import/update users via a spreadsheet if relevant?	Anyone can do this but they will need to be aware of starters/leavers in your organisation. We can automate the collection of your spreadsheet with user data on and import that for you on a daily basis. A manual import or export can be done at any time.
Are you branding the intranet to your corporate colours, what are they? RGB or HTML colour codes?	The intranet offers a lot of personalisation, you will need to ensure that it is branded appropriately and standardised. You may need to request information to support you with this, such as logos, RGB or HTML colour codes etc…
What templates will you create for future creations after launch?	When you create a homepage you can choose from any existing homepage as the template. Will you standardise the creation of new homepages in terms of branding and certain information to be present on them?

Who will add/remove users when they start and leave?	Who is the person or people that will keep the users up to date as people start and leave the organisation?
Do you need to utilise scheduled homepages?	Scheduled homepages allow you to offer certain audiences of users a different version of a homepage so they see different information to the main homepage. Is this something that you may find useful? Its certainly a good idea for new starters so they can access all of the information they need before you revert them to see the normal homepage that everyone else would see.
Where will I source the media and images we will use in the intranet for homepages and content?	Images define homepages and the quality and look of them can be the different to making the intranet look modern or old fashioned. Understanding the size dimensions of homepages and other places will help you create images that perfectly fit the width of where it will live. Oak is fully responsive so we will scale images up and down as screen sizes change.
How many user groups will you need?	We imagine lots! Groups are assigned when you're granting someone an ability to publish something, configure something or simply to see the content in an area. You can also communicate to groups sending files and messages. Most organisations end up with lots and lots of these groups. What will you need?
How will you create your users groups?	Spreadsheet? Active Directory? Manually? There are multiple ways to add or remove people to your user groups
Who will keep your user groups up to date?	How will someone know that someone needs removing from a group? Who will do this?
How will the new intranet administrators of the future understand the set up of your intranet?	Its very dangerous to have one person set everything up and then others try to use it without an understanding of where to publish content or why something has been set up this way. How will you manage the transfer of knowledge so its easy to understand the intranet for anyone coming in?
Will you have specific people who can publish content?	Who will publish content to the areas of the intranet? Different people for different areas? One person for all places? Multiple people in multiple places? Who will be the people responsible for the publishing of content?
Will you be setting up induction tours and area tours for users first log in or visit an area?	Tours help educate users as to what's on the area homepage they're looking at and they appear when a user visits the area for the very first time and will only be shown once.

Will you be allowing staff to use devices to access the intranet?	Having the Intranet with you all of the time is an attractive proposition to keeping in the loop. If you allow this, you will need to enable devices and set up permissions on which users can use them. Even without the app, users visiting Oak on a mobile, will benefit from the app experience.
Will you be allowing users instant messenger?	This application will need turning on and permissions assigned as to who can use it.
What community hubs will you create to start the ball rolling?	If engagement is what you want then we recommend hubs. Create some, invite users at launch and get them chatting about fun stuff as well as creating work related hubs to chat about work stuff.
How will users access the intranet?	Users can login to the intranet via multiple methods should you enable them all. How will users login to the intranet at work? At home? Whilst out in the field? Do users need multiple methods?
What network restrictions may be in place?	It's wise to check with your IT team whether you have network restrictions in place. Who hosts your IT if externally hosted? What blocks do they have in place? Will emails from the intranet get through? etc...
Where will users access the intranet from?	Will people need to access the Intranet outside of work? Across all of your locations, are IT involved? How will you want users to sign in to the Intranet when away from the office?
Can users upload their own profile images and choose their own starting pages?	You can decide this when configuring the site and you can assign where users land when they first log in to the intranet on a daily basis. You can also allow the user to choose this if you want to
Do you have all of the necessary information relating to the offices people are located in?	Office addresses as well as who will manage the office intranet page?
For advanced applications such as expenses and holiday management, who will be responsible for the set up and the updating of that? "	Its important to maintain the functionality you set up so accountability is an important element to ensure longevity.

Create content

Who will be responsible for reviewing the content to be added to the intranet?	Deploying a new Intranet is a perfect opportunity to review company documentation, only adding what you need
What content will you be adding to the new intranet? Who does this?	Departmentally, what content will you add and who will do this? A team? An Individual? Who decides what is required?
Who will be creating/sourcing the images you use?	Do not under estimate the power of images. Each homepage will have images added that you will set up hyperlinks behind to link off places, these images can really make the intranet look modern and professional
Who else do you need to involve regarding content planning and accessing it?	Who in the organisation needs to be involved in planning what content is needed? Reps from each dept./office?
Where is all of your existing content?	How do people find the content they need now? Shared drives? SharePoint? Their own saved version on their PC? How will you locate all of the content you need?
Can you easily get hold of the existing content you need to add to the intranet?	Is any of your content in other software systems? Can you download this to re-use?
Outside of official documentation, what other content will you add?	We all know that we have forms, policies and procedures but what other content do you need to think about? What from email will now be intranet based? Newsletters? Social content via community hubs and forum set up?
Are you fully aware of the intranets content opportunities and capabilities?	Its wise to be familiar with all of the content you can create and the content you can share from certain places such as your one drive, google drive and drop box as well as SharePoint. Once you know what the intranet can create and what you can put in it, you can plan accordingly
How will staff find and link to key content in the intranet? How will users find content?	Will users search for content? Will you link them to content? Will you use hyperlinks behind images on homepages? Or use quick links? How will a user navigate the intranet to find content? What signposting will you use?

What media do you plan on adding to the intranet?	It helps to understand the video content and more importantly the images you will use around the intranet. What imagery will you use on homepages? What images will you add for your staff to use as they create content?
Do you have a plan on where to publish certain types of content?	Knowing where you publish content to and why is important, as content publishers need to know where to add their content and staff will need to know how to find it and that it even exists. Applets can surface content on homepages if you point them to the places you have published your content.
Will staff need educating on where to publish content? How will you do this?	How will your content publishers know where to publish their content to?
What processes/forms will you need to create?	Online forms can help you be more efficient as an organisation, they can also map the flow of information pulling people in to actions only as they're needed with a central audit trail. What would benefit from this? New starter forms? Equipment request?
Are you using scheduled homepages? What audiences do you need?	Scheduled homepages allow you to create different versions of a homepage for different audiences of people. Do you need people to see dramatically different homepages when visiting the same area?
Have you allowed the time in staff schedules to achieve their content missions?	Initially, staff will need time allocating to allow them to populate the intranet with all content and define/clarify the processes around content publishing covering the who's, when's and whys,
What user generated content will you be promoting/ encouraging?	What content will you want users to contribute to? Blogs? Community hubs? Forums? Create departmental news? Industry news? What will users get to contribute?
How will user generated content be managed	If general users have an ability to publish content and if content publishing is shared everywhere, how does everyone know where to publish to? What training are you putting in place to manage the content publication?
Who will publish content into the intranet?	Centrally managed? Comms team? Intranet champions? Everyone expected? Managers only?
Will you allow people to have an ability to create content for the intranet but send to an approver before its published?	Who will approve any content on an area by area basis? What will people be able to publish? Could this result in a bottleneck?

What 3rd parties do you use to store content?	Do you use SharePoint? Is content stored on shared drives? Google? One Drive? Drop box? Do you remove it from here and use the intranet instead?
What platforms will you allow users to share content from? Google, Drop box, One drive (all possible)	What platforms will you allow content publishers access to so they can share content direct from other solutions in to the intranet? SharePoint, one drive etc…
What 3rd party systems will you stop using and continue to use?	What can the intranet replace?
How will users give feedback about the content they use	What will you do to gather opinion about the content available in the intranet?

Define who does what

Who is in charge of the user groups?	Staff will start and leave and user groups will need to be updated to reflect this as if staff are assigned to do something yet they have no account, certain intranet functions would not function until updated as the Intranet cant send a notification to someone if they no longer have an account. Mapping out the footprint of user groups and who is in them should not be underestimated
Who will assign user groups to all of the areas of the intranet?	User groups are assigned in lots of places to allow people to do, see or publish something, and someone needs to be in control of each area of relevance. Whether that's holidays, expenses or general permissions, it has to be managed
Who will be in charge of the homepages that present content to the workforce?	Its wise that each homepage has a person in charge of it. Whether one person is in charge of multiple or each area looks after their own, is entirely up to you yet someone needs to be accountable for every homepage that exists.
Who are your intranet administrators?	The administrators are your super users and will have access to everything, everywhere. These should be trusted people and generally will be the people that run the intranet in terms of set up, configuration and deciding what functionality is on offer.
Who will approve holidays if applicable?	The intranet allows you to set this individually or you can assign that immediate managers approve them. This will need managing and updating as staff start and leave
Who will authorise expenses if applicable?	Expenses allows for 2 step approval - manager or delegated person and then a finance person.
Who will add and remove users as they start and leave?	Someone will need to add and remove users from the intranet and update any groups they are in allowing others to take over their responsibilities. What is your trigger for this? Who jumps in to action?
Who will update user profiles when they move department, office or have a manager change?	User data is fundamental to the successful running of an intranet as it feeds in to lots of places so keeping user information up to date is crucial
Who will provide you with images to use?	Will you source these yourself? Do you have a department to go to? Will you pay for professional images?

Who will set up Active Directly and manage it?	Naturally IT will look after this as someone needs to be in charge of all user data syncing from Active Directory in to the intranet, adding and removing users as they start and leave as well as updating any work changes such as job titles, departments, offices and manager
Who are your intranet champions?	Do you have a team of people responsible for areas of the intranet?
Who will be the people publishing content?	Do you have a team of publishers? Content owners? Who are these people? Who stands in for them if they're not there?
Who will have the ability to create notices?	Notices are a great way of gathering an auditable trail of evidence that someone has agreed and accepted something such as a policy or procedure. Only certain people will have an ability to add notices to get this trail. Who are they?
Who will have the ability to send PUSH-E notifications out?	PUSH-E notifications are a way to send a message, linked to a piece of content if preferable to a user or group of users and it appears in their notifications. Who needs to have the ability to message people this way?
Who will monitor the success of the intranet?	Who will gather information about the success and performance of the intranet? How many measures do you have? Are different people in charge of certain measurements you have in place? Who will decide if the intranet is working? How will you measure it?
Who will report to key people and provide updates to them regarding key measures?	Who will update the organisation on an agreed frequency about the intranet? Who will they report to? Where will this information be shared and made visible?
How often will you meet with your champions to review the intranet?	Its wise to have regular meetings regarding the use and direction of the intranet.
Who is responsible for maintaining the intranet and looking after its future direction?	Who will steer the intranet after the initial launch period? Who is in charge of where the intranet heads over the coming months and years?
Who will be the elected people to contact Oak support for help and support? (must be fully trained users)	Who will be the people that can access Oak support and report any queries to Oak regarding the intranet?
Who will be your points of contact internally for intranet queries? How will they let you know?	Who will field internal requests for help using the intranet? Such as resetting passwords and answering any questions that may arise

Gather feedback

How will you gather feedback from staff?	Its important to gather opinion and to act on it! In order to prevent the intranet being an "us and them" thing
Who will you gather feedback from?	Everyone! That's our input done. Different people will have different ideas to offer. Utilise people.
Will you have feedback champions?	It's often a good idea to make people responsible for feedback as accountability generally means it happens and you need to be consistent with any promises you may make about the new intranet
Will you review the intranet on a regular basis?	It would be unwise not to, its important to continue to gather opinion on the intranet as it should be an evolving and forever changing place responding to the business
Who will be in charge of the intranet action plan?	It makes sense to make someone accountable for being in charge of the work needing done to the intranet or finding information out to support it
What methods will you use to collect feedback?	How will you gather feedback? Intranet reports? Peoples opinion?
What feedback processes will you put in place?	What rules will be put in place around feedback? How will you ensure it happens in relation to the intranet?
How will you use the intranet to gather feedback?	Articles read? Articles published? Login reports? Holiday reports? Expense claims? Policy adherence? Content stats? Engagement in certain areas?
How will you communicate the results of feedback?	The intranet! How else? Its important that you make sure that everyone knows your serious about feedback, you have a culture to start regarding it so you need to be consistent and ensure that it's evident it matters.
Are you aware of the tools you can use in the intranet to gather feedback?	Reports, content stats, google analytics integration, forms, polls, hubs and forums
Who are the people that make decisions following feedback?	Who will decide on what to implement from the feedback you receive?

Will you have an improvement team representing areas that meet together periodically?	Most organisations have a team that is responsible for the improvement of their team or department. Who will your intranet improvement team be? Who will decide on what needs improving? Will the data you collect decide as it should? If so, who will prioritise what is found and put it into actions?
What will you do when you receive feedback?	Most people become disheartened when feedback is ignored. When asking for feedback, acknowledge it has at least been received and then what your requesting feedback on should have results communicated later
Who is in charge of collating feedback and reporting on it in an understandable and concise way?	For larger organisations, who will do this? Feedback could be vast and will need pooling and presenting as a whole. Who is the person to do this?
What feedback do you need to gather to help you show the success or failure of the intranet?	This is where you will need to refer back to why you have got a new intranet? What was it trying to resolve? Or enhance? Has that worked? What will you do so it keeps working? Or what will you do to remedy what isn't?
How will you facilitate anonymous feedback to promote honest opinions?	Form has an ability to submit anonymous questionnaires. Utilise this as it doesn't matter who gives the feedback, needing to know names when you request feedback can be required but rare. People are more likely to be honest with anonymity
How will you advertise feedback opportunities from within the intranet and around the organisation?	The intranet has lots of ways to collect opinion, its important you utilise these and visualise the feedback opportunities so people cant help but see you want to hear their views. Use banners on homepages and polls as well as creating open forums for people to discuss real work challenges with maximum visibility
Who will give you feedback on the management of this project? What will you be measured on?	Who feeds back to the person organising everything? Find someone, you will have blind spots, you need someone to help you see them. Sometimes we need to take a step back to see things, main organisers cant. Who is the person you go to that is a step back?

Intranet launch

How will you decide when is best to launch?	Monday? Friday? Start of the year? When is the best time to launch?
Will you phase the launch?	For larger organisations, its sometimes beneficial to launch the intranet in phases. Whether that's phased functionality or phased in terms of people, or both!
How will you communicate the launch of the intranet?	How will people know its launch day? Who will you need on your side? How will you market this internally and how?
How will you invite users to log into the intranet on launch day?	Will you email them all asking them to create logins? Will you issue all logins? What will you do so that users can log in on launch day?
What will you do to promote the launch?	What will you do to generate hype for the launch day? How will you get people excited in the lead up?
How will raising awareness of the intranet feed in to the launch day?	What will you do to ensure the work you have done so far continues? The advertising you have already done around the intranet is now about to come in to fruition, what can people get excited about? How will the awareness you raised help you here?
What are you doing to generate hype and interest?	Have you ran competitions? Why would someone care about the intranet launch? Do they know how it will benefit them? Are people informed of what's going on to help engage them?
Have you logged in and walked through the intranet journey as a standard user so you know their experience?	This is so important, you need to walk the shoes of your users before launching so you need to login as them to experience what they will experience
What are you setting up to help users on launch day? i.e. floor walkers, a point of contact, drop in room?	It's important to support the launch in alignment with your hopes, day one is an opportunity for people to either love it or hate it so they will need to have people to report to should they have any questions, or need assistance to find the normal documentation they used to access in a different way
Who will be available to support users on launch day?	Team leaders? Supervisors? Intranet Team? Make sure people know how to seek assistance if required. It's a good idea to offer support and show people the things they may not naturally find

How will users know how to use the intranet?	What training will have been done? How will a user go from the log in page to HR? What have you done to ensure staff know how top use the intranet on launch day?
What will you encourage users to do when the intranet launches?	What are you key areas that you want people using or becoming familiar with? What do you want your users to do when they log in outside of being able to find documentation? What licence do they have with profiles? How much will you encourage that?
What plans are in place to ensure the launch day enthusiasm doesn't wain?	What will you do to follow up launch day? How will you ensure that staff remain excited about the intranet?
What new areas/functions/features of the intranet will you look to introduce after the initial launch?	If phasing a launch, what features or functions will you look to introduce? Who is in charge of creating and executing the plan for that?
What are your +/- expectancies on the day of launch? How will you manage those if they come true?	Who will you feedback to after launch? What will you do if it doesn't go to plan? What are you expecting? Have you given staff every opportunity to meet your expectations?
Are key staff actually in work on the day of launch?	Ensure your launch day is planned around the key people being available to help deal with any queries and also to offer support

Keep it live

What are you doing to gather feedback from users?	What will you do to ensure that feedback continues to be collected and actioned from the users of the intranet?
What are you doing to ensure content is changing and evolving?	What are your plans to keep the intranet fresh and evolving in terms of content. What is your content strategy/plan?
What are you doing to keep people interested and accessing the intranet?	What plans do you have to ensure that your staff stay positive about the intranet and don't lose faith?
How are you monitoring the intranet use?	What reports are you utilising? What are your expectancies on a weekly basis? How will you prove or disprove this?
Who is responsible for ensuring the intranet grows and evolves?	Who will steer the intranet into the direction you want it to go? This often works best with a team
How often will you meet with key people to discuss the intranet?	Its important to meet periodically to show it's a serious thing and the intranet allows you the ability to keep up to date with each other but nothing replaces a serious meeting every now and then to formalise reviews and provide an official platform to collect and analyse feedback as well as performance
How will you communicate your plans to users and key intranet admins?	How will people know what you want from them? How will you communicate your plans and display the progress for all to see?
How will you monitor the success of your content creators?	The intranet provides a content report for publication yet you may have your own measures for the monitoring of your content creators.
Who will keep your key user information up to date? User groups, profiles etc...	Who will add new starters and remove leavers whilst transferring leavers responsibilities to others? Who will keep users up to date?
How much time per week will people need to achieve their intranet goals? Do they have this time?	Oak is quick and easy to use but do the people in charge of areas of the intranet have the appropriate time to carry out their duties?

If everyone vanished and a new person had to take over, how would they know what was what? What have you done to make the structure and set up of the intranet easy to understand?	This is crucial, transferring the knowledge of the intranet structure and the why we done it that way cannot be underestimated as to its benefit. Its important that people can access information that explains what things are and why in the absence of any people.
How will you keep staff engaged?	What are your plans to engage staff within the intranet? Why will they keep coming back for more from a company level and on a personal level?
Are the people you are assigning to this project the right people in terms of skills, positivity and social empathy to staff opinions?	Generally people fall into these roles as it naturally forms a part of their roles. Are they the right people? One singer, not singing your song can bring the walls tumbling down. Ensure you have the right people supporting your aims, especially when it comes to positivity