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IMPROVE YOUR ABILITY TO FIND CRITICAL INFORMATION

SharePoint Information Architecture

Improving the Policy & Procedure Approval Process

Housekeeping

- Webinar will last 60 minutes

- You may submit questions to the speakers via the Question box on your screen.

- Need help? You can email sharon@earley.com

- Fill out the survey that should be in your inbox
  - Let us know what topics you are interested in, and how we can improve the series.

- Slides and recording will be available in a few days

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Hashtag: #eawebinar

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Speaker Bio

Worked with SharePoint since 2005

League of Legends Player

102 Wins

2858 Takedowns

Geek for the last 32 years

UCF Graduate

Misses using a C64

Made a living as an actor for more than 2 years

Donated hair to Locks for Love 3 times, for each family member that had cancer

Been on the SharePoint speaking circuit since 2009

Microsoft Certified

Walking Parody: Code Monkey at Heart OOB SharePoint Expert

Happily Married w/ 1 Wife 1 Daughter 1 Son

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Earley & Associates Overview

What we do – Help organizations make information more findable, valuable and usable through taxonomy, metadata, information architecture

Enhance online customer experience, increasing revenue across channels

Improve operational productivity & content quality

Increase working value of digital assets through findability & reuse

Drive more value out of your content management & search platforms

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Manufacturing

IBM

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intelligence everywhere

CORNING

Schlumberger

Raytheon

Ball

PitneyBowes

APPLIED MATERIALS

Cookson Electronics

HUAWEI

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Amway

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ThermoFisher
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Pharma, Life Sciences & Healthcare

QOSINA — Thousands of Stock Components

CRICO RMF — Protecting providers. Promoting safety.

RTI INTERNATIONAL

TPMG 1948

My Doctor Online — The Permanente Medical Group

The Jackson Laboratory — Leading the search for tomorrow's cures

Lilly

MERCK

life technologies

PHILIPS — sense and simplicity

Johnson & Johnson

AstraZeneca

KAISER PERMANENTE

MayoClinicHealthSolutions.com

Bristol-Myers Squibb — Together we can prevail.

THE DOCTORS COMPANY

Harvard Pilgrim HealthCare

Abbott — A Promise for Life

ThermoFisher SCIENTIFIC

Financial Services & Insurance

Allstate — You're in good hands.

Capital Group Companies — The home of American Funds

charles SCHWAB

CO-OPERATIVE INSURANCE COMPANIES

Aetna

FRANKLIN TEMPLETON INVESTMENTS

Vanguard

MassMutual FINANCIAL GROUP

Harvard Pilgrim HealthCare

CRICO RMF — Protecting providers. Promoting safety.

ICBC

GE Capital

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Introduction to Information Architecture	Policies and Procedures as a pragmatic application for SharePoint
Case Study review	Questions and Answers

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Growth of the digital universe

Like the physical universe, the digital universe is large – by 2020 containing nearly as many digital bits as there are stars in the universe. It is **doubling in size every two years**, and by 2020 the digital universe – the data we create and copy annually – will reach 44 zettabytes, or 44 trillion gigabytes.

The **Digital Universe** is Huge – And **Growing Exponentially**

4.4 ZB — 2013

44 ZB — 2020

Source: IDC, 2014
• iPad Air – 0.29" thick, 128 GB

If the Digital Universe were represented by the memory in a stack of tablets, in **2013** it would have stretched two-thirds the way to the Moon*

By **2020**, there would be 6.6 stacks from the Earth to the Moon*

IDC, April 2014

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With Growth Comes New Risks

Enron Scandal

WikiLeaks

TJ Max & Marshalls Hacked: Tons of Credit Card Numbers and Phone Numbers Stolen

Cyber Stalking

China Hacker Army

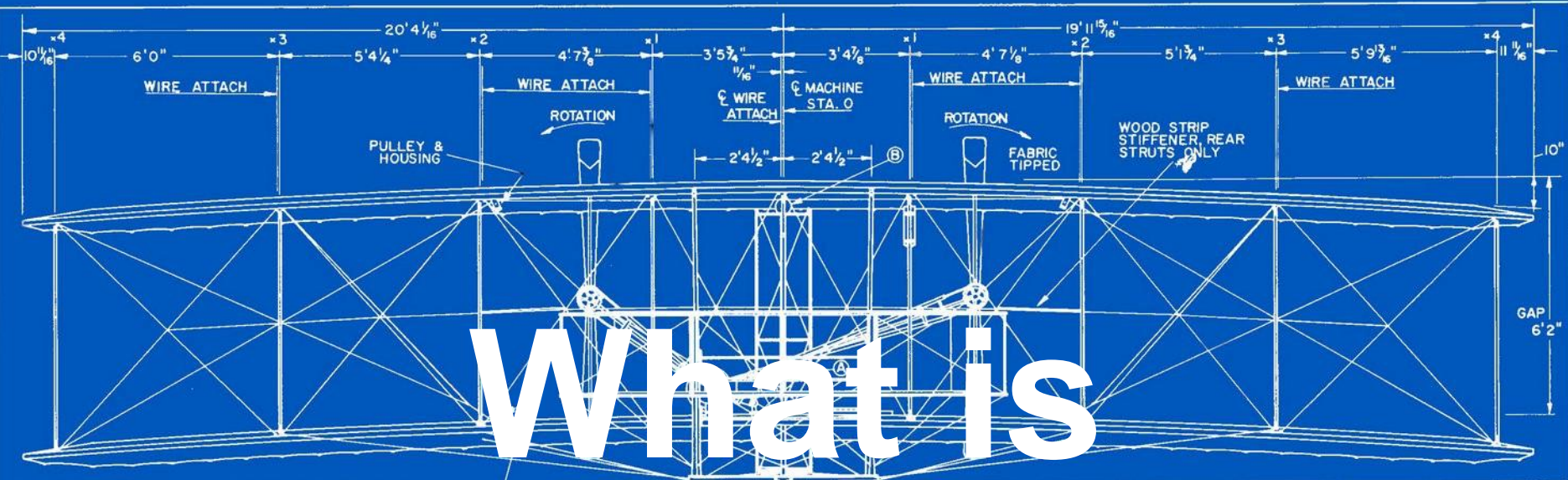The Washington Post news site was hacked today…

Edward Snowden: System Administrator

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Government and Respected Agencies Respond

Organization	Response	Why
US 107th Congress	Sarbanes-Oxley Act of 2002	Government reaction to multiple corporations including Enron scandal that cost investors billions of dollars.
State of Massachusetts	law (201 CMR 17.00)	Security breaches of TJX and Hannaford Markets lost personal information of scores of customers.
JCAHO	JCAHO Standards	To ensure hospitals that are JCAHO certified fall under specific guidelines to ensure quality health care
HIPAA	HIPAA electronic regulation 45 CFR Part 160 and Part 164, Subparts A and C.	HIPAA called on the Secretary to issue security regulations regarding measures for protecting the integrity, confidentiality, and availability of e-PHI that is held or transmitted by covered entities.
PCI	PCI Standard (PCI DSS)	Response to the high levels of credit card fraud.
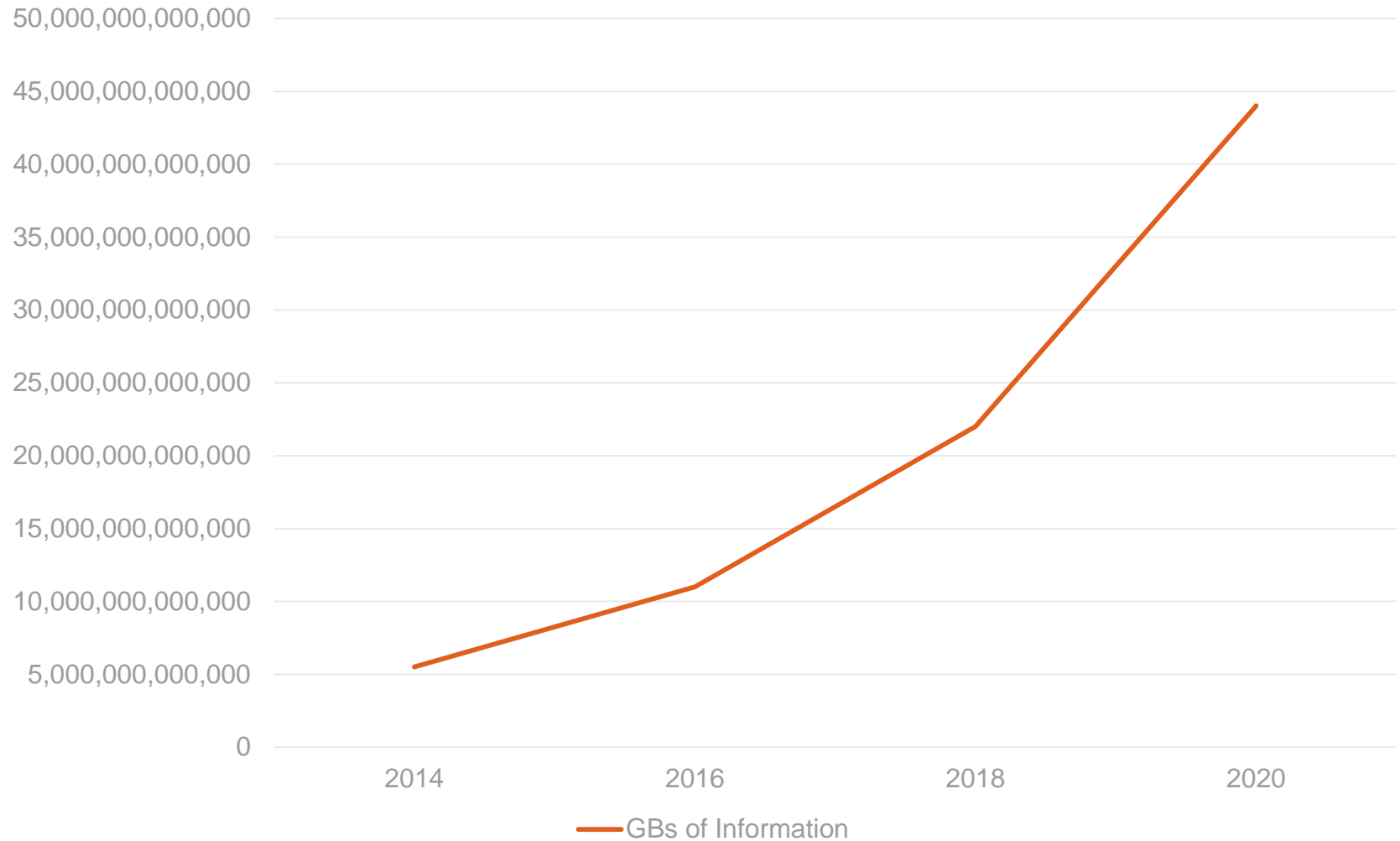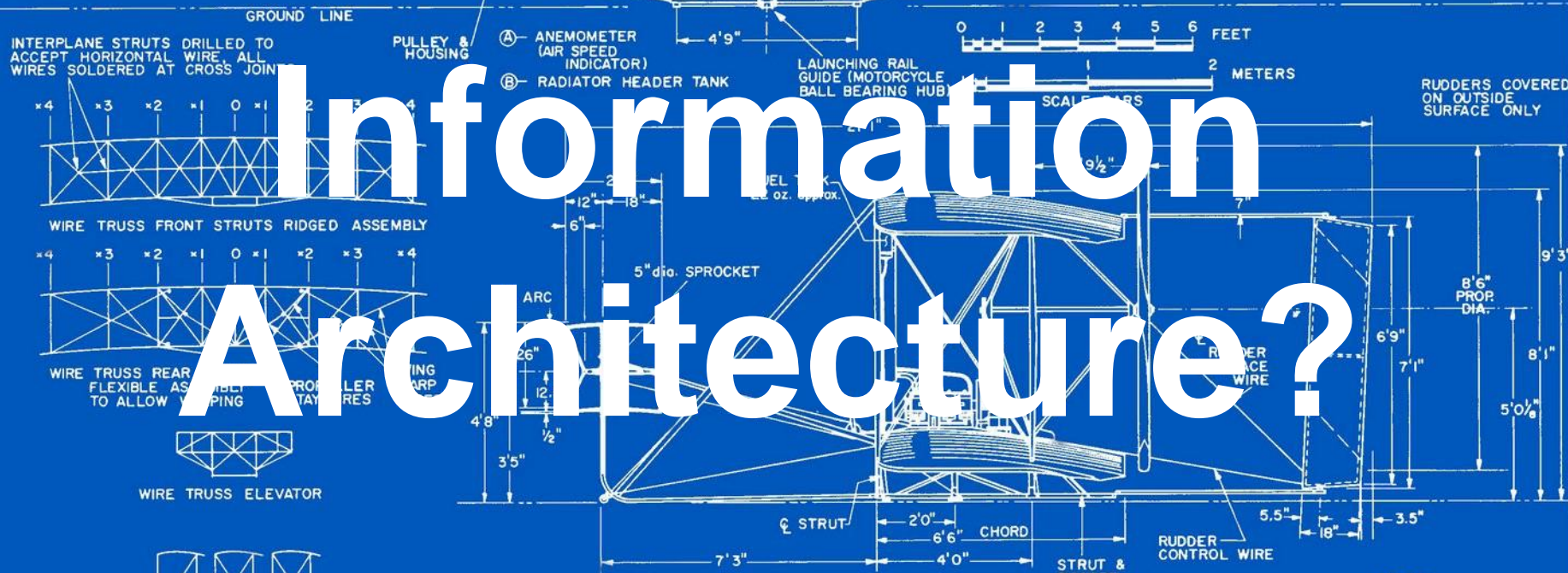
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Putting Information into P&P Perspective

GBs of Information

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Set of rules that determine what, and how and where, information will be collected, stored, processed, transmitted, presented, and used

On the internet, information architecture means how a website's content is organized and presented to its users to facilitate navigation and search functions.

A Foundation Problem

Information Architecture Helps to Solve A Variety of Problems

Communication Breakdown

- Strong organizational silo's
- Departments refer to the same content, documents, items by different names
- Use of acronyms vs. fully spelled out naming
- Need of unified language

Classification Fog

- People tag content differently
- Employees wont take time to tag content
- Employees incorrectly tag content

Findability Disconnect

- Large number of systems
- Numerous mapped drives
- Local Drives are not locked down

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A Brief Intro to Metadata and Taxonomy

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Our universe begins with metadata…

- apple
- crisp
- red, green, yellow
- Malus
- pie, sauce, cake
- peel eaten
- China (50%)
- smooth, thin skin
- hard freeze to produce
- asymmetric
- always seeded
- vitamin C

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… and expands as new objects are introduced.

- apple
- crisp
- red, green, yellow
- Malus
- pie, sauce, cake
- peel eaten
- China (50%)
- smooth skin
- thin skin
- hard freeze to produce
- asymmetric
- always seeded
- vitamin C
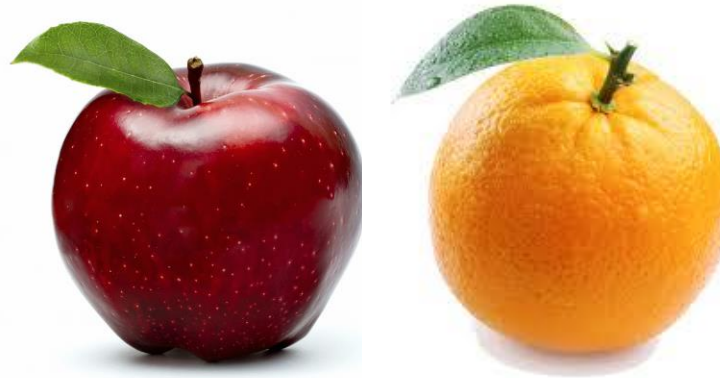
- orange
- juicy
- orange
- Citrus
- marmalade, oil
- peel sold separately
- Brazil (18%)
- bumpy skin
- variable skin
- light freeze to produce
- near-symmetric
- seedless available
- vitamins A and C

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We begin to see patterns...

- name
- eating experience
- colors available
- genus
- used to produce
- peel edibility
- leading producer
- skin texture
- production requirements
- symmetry
- seedless available
- vitamins contained

- name
- eating experience
- colors available
- genus
- used to produce
- peel edibility
- leading producer
- skin texture
- production requirements
- symmetry
- seedless available
- vitamins contained

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…and so we define models

FRUIT

- name
- eating experience
- colors available
- genus
- used to produce
- peel edibility
- leading producer
- skin texture
- production requirements
- symmetry
- seedless available
- vitamins contained

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…and control those models through taxonomy.

- eating experience
  - bitter
  - bland
  - crisp
  - juicy
  - sour
  - spicy

- colors
  - green
  - orange
  - red
  - yellow

- used to produce
  - jams & jellies
  - juices
  - pies & cakes

- peel edibility
  - eaten separately
  - eaten with fruit
  - inedible

- country
  - Brazil
  - China
  - United States

- texture
  - bumpy
  - fuzzy
  - rough
  - sharp
  - smooth

- production requirements
  - greenhouse
  - heavy freeze
  - light freeze
  - no freeze

- seedless available
  - no
  - yes

- vitamins
  - vitamin A
  - vitamin B
    - thiamine (B1)
    - riboflavin (B2)
    - niacin (B3)
  - vitamin C
  - vitamin D

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A Successful Taxonomy Creates Value In Many Ways

- Provides a system for classification

- Allows for a means to organize documents and web content

- Helps us fine tune search tools and mechanisms

- Creates a common language for sharing concepts

- Allows for a coherent approach to integrate information sources

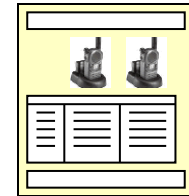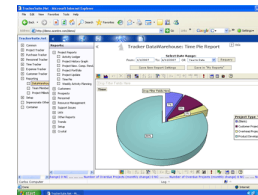- SIs a common language for business processes
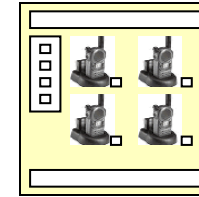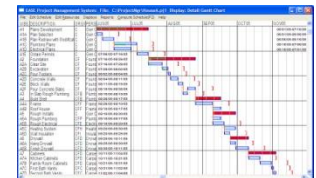

Browsing & filtering
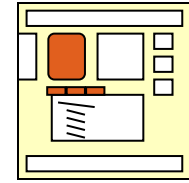
Related documents

Financial reporting

Compare product

Business intelligence

Program Management

Product Lifecycle Management

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Policies & Procedures Best Practices

Lend Themselves to This Kind of Organization and Structure

Policy & Procedures Best Practices (not an exhaustive list)

1. Establish standards.
2. Determine steps within the Process to be documented.
3. Who will develop, write, review?
4. Use Templates
6. Set up a vocabulary to ensure consistency of terms. (Multiple definitions for a single term can cause wreak havoc among users.)
7. Use Version Controls.
8. Set up a Taxonomy.

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SharePoint has multiple out of box features that are useful for creation and maintaining P&P

- ❑ Version Control
- ❑ Multi-User collaborative environment
- ❑ Embedded workflow engine
- ❑ Term store for Enterprise taxonomy for tagging
- ❑ Content types
  - ▪ To ensure the same level of governance over every P&P
  - ▪ To ensure proper retention periods are set in place
  - ▪ To ensure proper workflows are attached to each individual P&P
- ❑ Fast Search Engine

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Considerations Before Starting

1. Out of Box Solution or Custom

2. SharePoint WSP or direct to production environment

3. O365 or other hosted solution

4. Depth of experience with Enterprise solutions

5. Documentation

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Where Do You Want to Go?

- Assess your P&P approval process as it currently is
- Have a clear goal in mind of where you want to take it
  - Keep with the KISS (Keep It Simple Silly) methodology

Current Process	Target Process
• Create Policy • Print policy out for approval • Make changes if necessary • Get physical signature • Scan policy into a pdf • Put policy in file share	• Create policy collaboratively • Trigger a workflow when ready for approval • Use quick iterative revisions until approved • Get digital signature • Publish to targeted audience

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Consider Your Requirements

- Understanding distinctions between P&P
    - Each type has a unique purpose that drives the content contained in each type of document
- Understand any and all outside influences
    - Government regulations
    - Industry standards
    - Organizational regulations
- Know who your players are in the P&P lifecycle
    - Writers / contributors
    - Gatekeeper / librarians
    - Approvers / decision makers
    - Reviewers
- Identify in detail the business lifecycle of your P&P
    - Creation process
    - Initial approval workflow
    - Retention / review schedules required
    - Review approval workflow
    - Retirement process

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Automation of Your Approval Process

- A large percentage of corporations out there can utilize the out of box approval workflow
  - Allow single/multiple approvers
  - Allows both serial and parallel approval processes for multiple approvers
  - Issues tasks to approvers that can have deadlines attached
- SharePoint Designer
  - Can modify and enhance the out of box workflow
  - Build a workflow from ground up
  - Cannot build a state workflow

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Case Study: BAH

- **Industry**: Health Care Facility

- **Driving Need**: Policies and Procedures needed to be reviewed within a specific time intervals to fall under JCAHO regulations and requirements and provide proof with an audit trail

- **Penalty Associated**: $10,000 fine per policy out of compliance

- **Migrate Legacy System**: Previously the policies and procedures were maintained in a home grown Lotus Notes DB

- **Target Solution**: Build a Policies and Procedures Document Center in SharePoint 2010

- Introduced Policy Numbering System
    - IT-1234 (Policy)
    - IT-1234.01 (Procedure)
    - IT-1234.01.01 (Support Document)
    - Unified the addressing of a policy
- Used one layer of folder system to ensure a more granular permission set between the primary building and annex buildings for certain policies
    - IT Primary
    - IT Annex
    - IT Only
- Used the out of box approval workflow with minor additions with the use of SharePoint Designer
- Used the Information Management Policy settings to use the retention policy to ensure timely reviews of P&P
- Used major and minor versions when revisions were needed to ensure only approved policies were visible to the facilities staff
- Used additional metadata to capture the owning departments for workflow granularity

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Results

✓ Solution was built and released to production in less than one quarter of the time in a previous attempt with SharePoint 2007

✓ Increased use in comparison to the legacy system

✓ Improved search

✓ Improved user interface

✓ Content management was completely automated

✓ Solution was a success in the eyes of the senior management

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Questions?

Check your inbox for our webinar evaluation survey

Let us know:

- Was this webinar interesting?
- What other topics interest you?
- How can improve?

Suggestions?? Email them to sharon@earley.com

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Communities of Practice

- ## Linked In
  - Taxonomy CoP – http://bit.ly/Taxonomy-CoP
  - IA Experts - http://bit.ly/IA-Experts

- ## Yahoo
  - SharePoint IA Group:
    http://tech.groups.yahoo.com/group/SharePointIACoP/
  - Taxonomy Group:
    http://finance.groups.yahoo.com/group/TaxoCoP
  - Search Group: http://tech.groups.yahoo.com/group/SearchCoP

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Founded - 1994
Headquarters - Boston, MA

We make information more findable, useful and valuable

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Thank you

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