SharePoint Project objectives

Implement a collaboration tool (SharePoint 2013)

- Facilitate **project-based collaboration**, with diverse groups (multifunctional, intern/extern, etc…)
- Facilitate **team-based collaboration**
- Facilitate **knowledge documentation & spreading** (best practices, etc.)
- As a result, **boost personal, project & teams productivity**

Addressed User needs

- **Document collaboration**
  - Multi-editing, local synchronisation, versioning, workflows, search, tagging/meta-data
- **Knowledge**
  - Information site, Wiki’s
- **People & profiles**
  - Ability to follow & to share, search, flexible user access
- **Discussions & groups**
  - Discussions (forums/newsfeed), team calendar, group’s privacy, notifications, Yammer Integration (intern)
- **Project management**
  - To Do’s assignment & dependencies, documents libraries & discussions, project calendar, project workflows, project plans & milestones
Survey “Overall evaluation” after 3 months

- **Overall evaluation of PoC tool SharePoint**
  - Average evaluation of usefulness of SharePoint for collaboration : 7.6/10
  - Average evaluation of user friendliness of SharePoint : 5.9/10
  - Average evaluation of Business value of SharePoint : 6.7/10
  - 86% of respondents recommend SharePoint to Elia colleagues

- **Collaboration tool mainly useful for :**
  - Document library
  - Document (multi-)editing
  - Tasks list
  - Newsfeed
  - (OneNote, Agenda, Useful links)
PoC: Key strengths identified

- Integration with Microsoft Office
- Very helpful for international cooperation
- Powerful collaboration tool ("no competing tool on the market")
- Ergonomic work documentation
- Simultaneous work on documents (one version shared with many people)
- Ease of document sharing
- Unique platform for all projects is a plus
- Stimulate and ease exchange of information without the burden
- Supports single version of the truth
- Very useful for people who don’t come to the office every day
- May reduce amount of emails and help productivity
PoC: Key weaknesses identified

- Tool is sometimes *slow*
- Difficult to use as many features (*not intuitive*)
- *Registration not intuitive for externs*
- *More transparency* in the site access
- Would be better if Exchange was integrated
- SharePoint *usage habit difficult to implement* (go spontaneously on to SharePoint)
- *Site search* needs to be optimized
- Cannot open *Visio* / Uniqueness of links
PoC : Feedback Key Users

Positive:
- SharePoint is seen as very practical for document management and multi-editing, task list, common agenda, etc. Many people want to continue to use it for collaboration purposes
- Use of Wikis was a large success in terms of features and user friendliness

Improvement areas:
- End users have difficulties with having an hybrid solution (Sharepoint / eDoc / Shared drive / Personal drive)
  - Having documents in various systems is confusing (difficult to know where to find the right information)
  - Risk of multiple versions of a document in case document stored in various systems (e.g.: even final documents could be updated)
  - Risk of having outdated information in one system
  - Risk of having multiplication of data (server, eDoc, SharePoint, etc.)
  - SharePoint has limited added value for small teams (2-5 people) working in the same office
- Major issues were noted with external users’ connections
  - Should have final versions of video tutorials on how to connect as an extern
  - Should have appropriate IT support

Suggestions for a roll-out:
- Video tutorials are a good way to provide support, even though they should be shortened (one topic per video) and challenged by end users to make sure that the content is easily understandable
- Very useful in case many users start using it and/or becomes the unique places for all projects/team work (create a single destination to check for everything)
- Should start with very easy ideas for roll-out (reduce functionalities at the beginning could also possibly help)
- A strong IT support is necessary for the roll-out (for internals as well as externals)
Platform WG Belgian Grid - Useful tool
How to develop its usage?