

# SharePoint for PRA Compliance

## Myths, Mis-steps, Mastery

# WIIFY: Its all about chains



Powered by Microsoft®  
**Office SharePoint®**  
Server 2007

Strength of  
implementation?

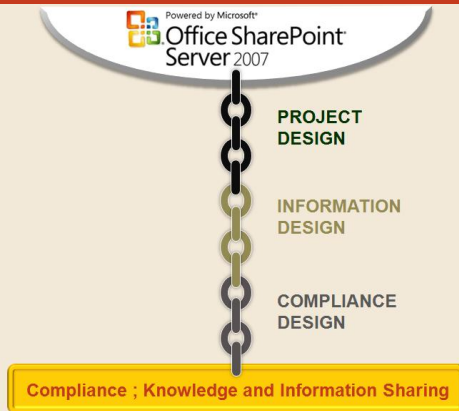
**PROJECT  
DESIGN**

**INFORMATION  
DESIGN**

**COMPLIANCE  
DESIGN**

**Compliance ; Knowledge and Information Sharing**

# Strength of Implementation?



## Myths

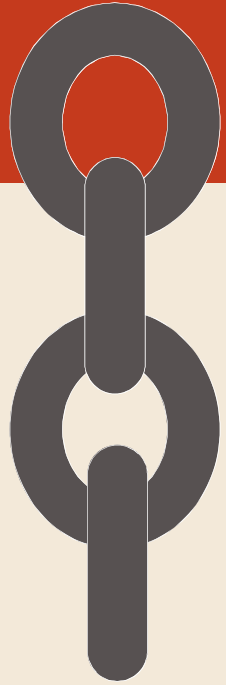
Mislead by wrong assumptions  
Not understanding risks and opportunities

## Mis-steps

Let down by the weakest links  
Wasting effort on strong links

## Mastery

Getting the right balance  
Right things, done right, right time



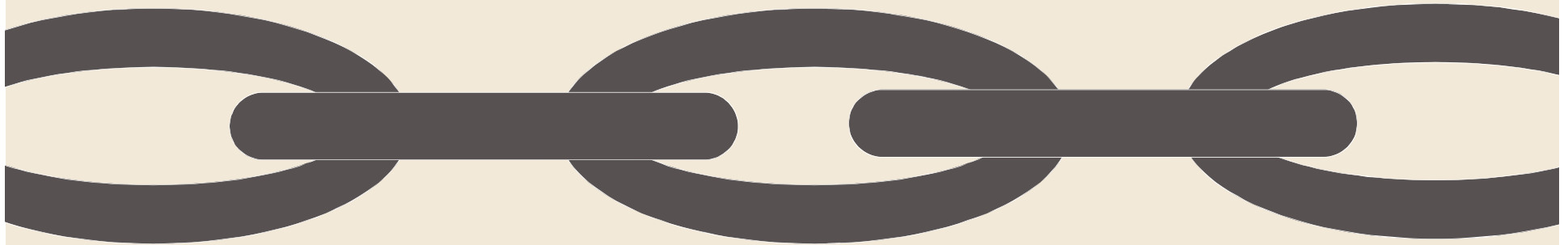
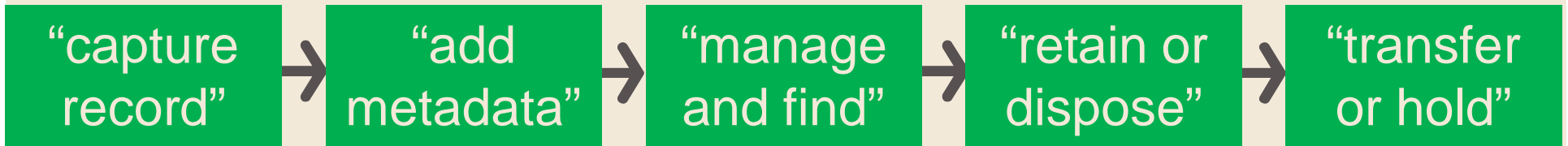
## Compliance Design applies to...



PRA and...

- Electronic Transactions Act
- Companies Act
- Health & Safety in Employment
- Patents...

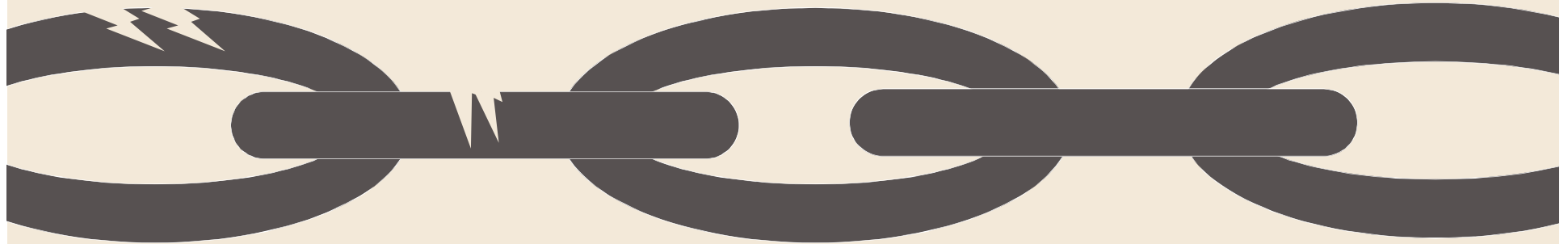
# System Challenge



# Chains and EDRMS...



So, this is compliance?



# Nike SharePoint...

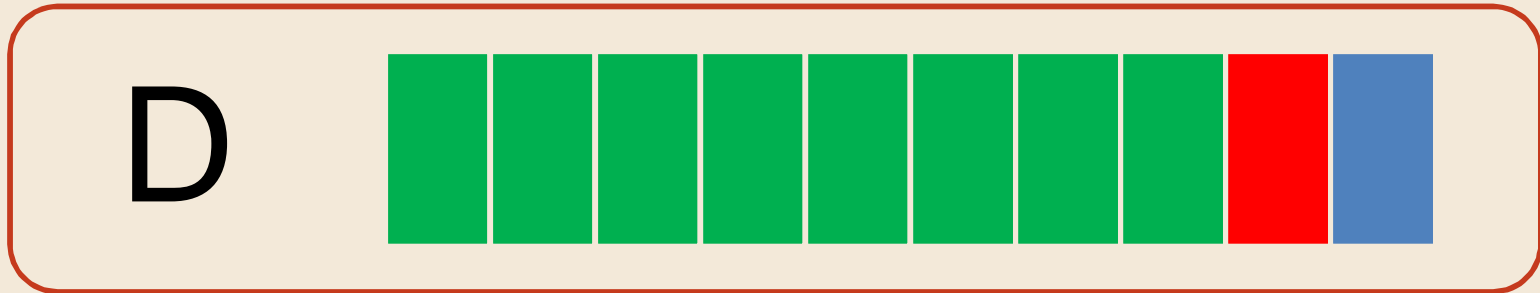
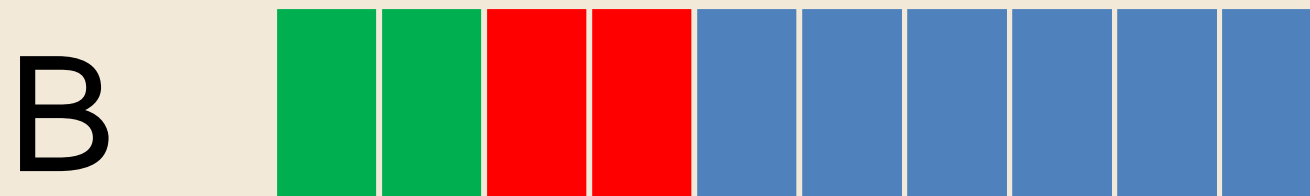
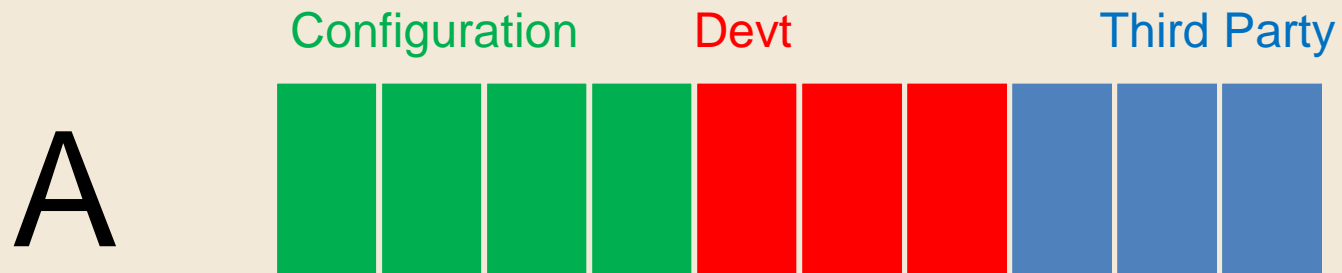


# What's possible iWorkPlace designs and methodology



- ✓ volume
- ✓ email
- ✓ metadata
- ✓ authenticity

# How to meet compliance?

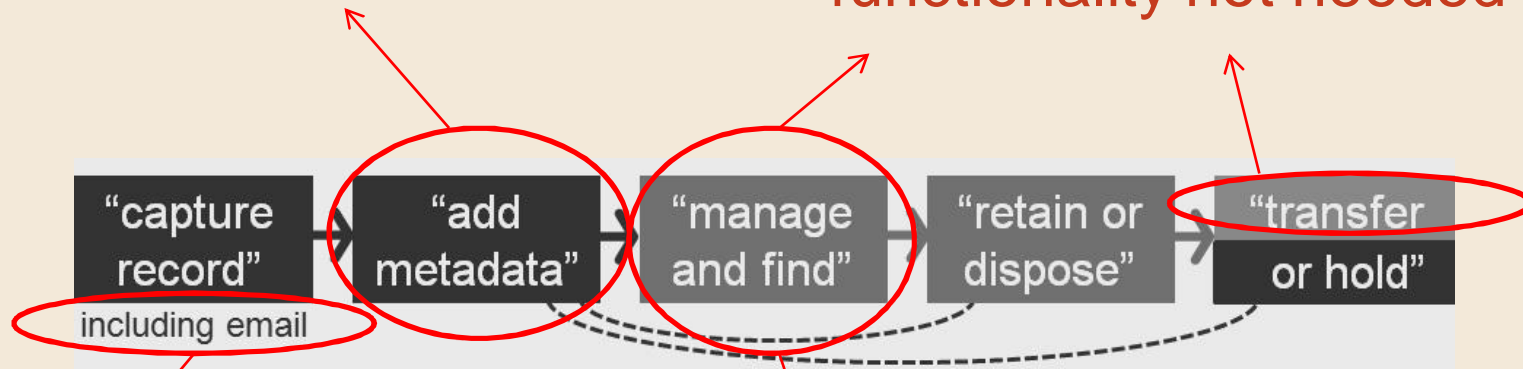


KISS:  
Our  
designs

# Mis-steps

Inconsistent or  
missing metadata

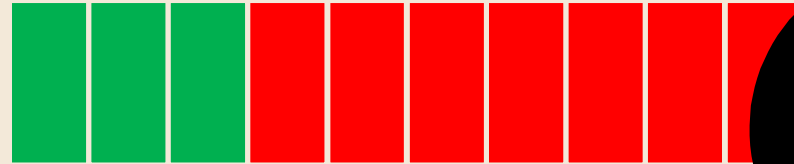
Wasting valuable budget on  
functionality not needed yet



Not allowing for email

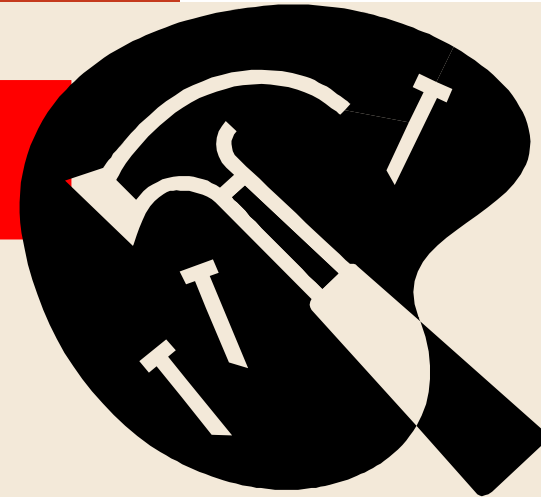
Designs not optimised for  
findability, usability

# The hammer-nail Problem



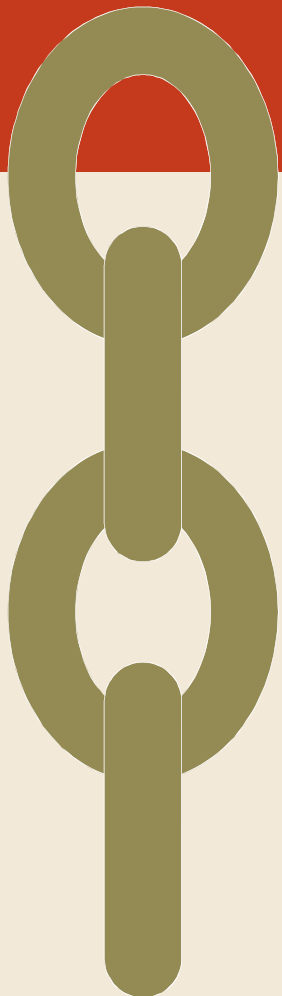
## Focus on...

- Custom Master pages
- Site definitions
- Custom workflows
- Reporting services
- Unneeded extra RK functionality for now



## ...and discount true info design

- Big libraries
- User Configuration OK (Dial tone)
- Folder use
- Nike



- Recognition that it is a “thing”
- Skills needed

# Information Architecture vs Information Design



**IA**

Different skills  
Different process

**ID**

**Logical-analysis based**

Governance deriving,  
Core data sources,  
Security enforcing,  
Performance enhancing,  
Applications,  
Site collections,  
Content databases,  
Shared service providers

**User-centric choices:**

Taxonomy building,  
Content-types,  
Metadata definition,  
Metadata values,  
Findability options,  
Navigation charting,  
Retention/Disposal

# “Information Design” means



Who	Predisposition and Agenda
IT Managers	Its not a box, data or software, so its someone else's job
Project Managers	Where's the box to tick to say it is done
Record Keepers	We'll get people working the right way
Operational Managers	What's a taxonomy again?
Vendors and Software Developer shops	Tell us what you want and we'll do it (within the money and time envelope you signed up for)
Consultants	Let us analyse and deliver "best practice"

To us, its a discipline

Information Design covers...



## Developing "our way"

Business Classification  
/Site Structure

Metadata

Core data

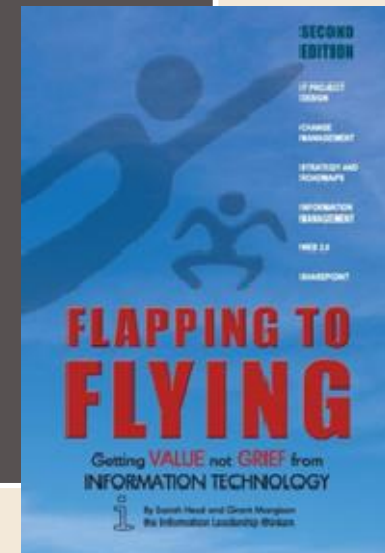
Keywords and Tags

Views and sense of place

Findability coverage



Retention +  
Disposal  
rules



# Information Design skills...

- PROPOSAL
- APPLICATION, certificate, consent related
- CONTRACT, Variation, Agreement
- CORRESPONDENCE
- DRAWING, Plan, Map
- EMPLOYMENT related
- FINANCIAL related
- KNOWLEDGE article
- MEETING related
- MEMO, Filenote, Email
- MODEL, Calculation, W
- PHOTO, Image or Mu
- PRESENTATION

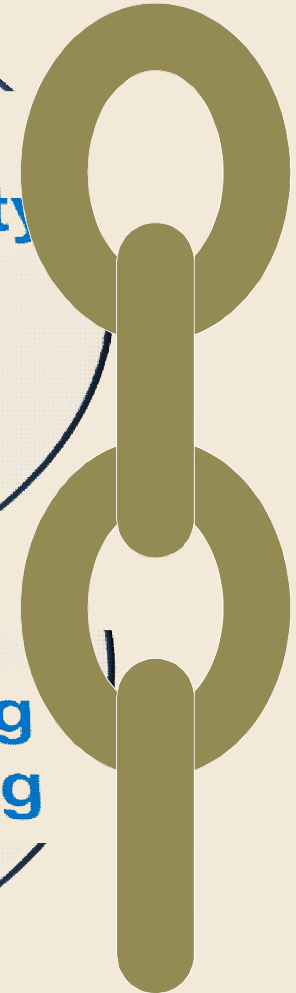
**record  
keeping**

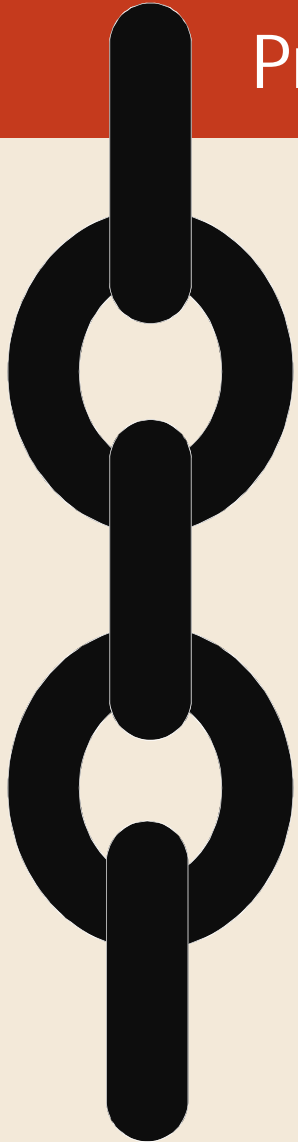
**MOSS  
functionality**



**useful &  
usable**

**facilitating  
negotiating**





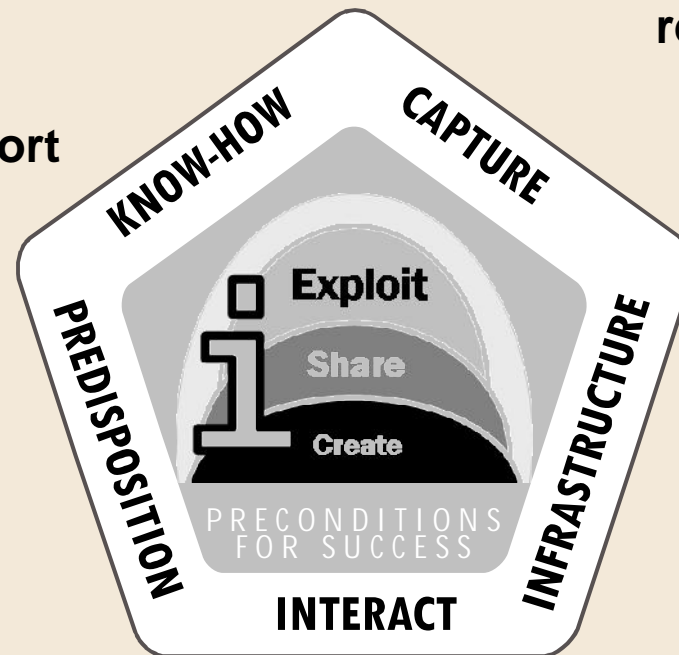
- Philosophy
- Indicators of Success
- Programmes of Work

# Project Design



**Roles, rules and processes for governance, engagement, support**

**Creating, gathering and recording information for sharing and exploiting**



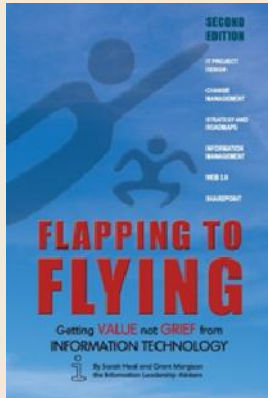
**How people's attitude and the organization's culture either helps or hinders adoption**

**Having reliable, fast and secure methods of capturing, storing, linking and retrieving data**

**Usable useful interfaces plus convenient access whenever, wherever it is needed**

# Project Design example

Document Type field

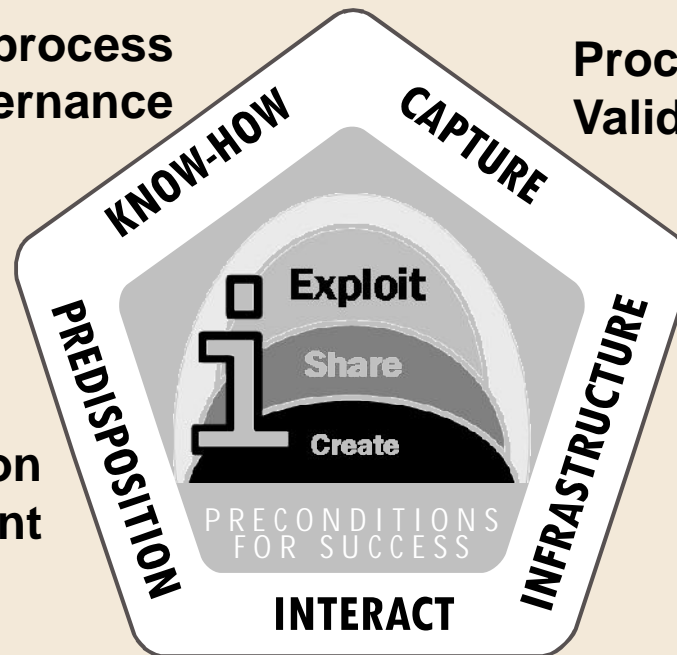


**Change process  
Governance**

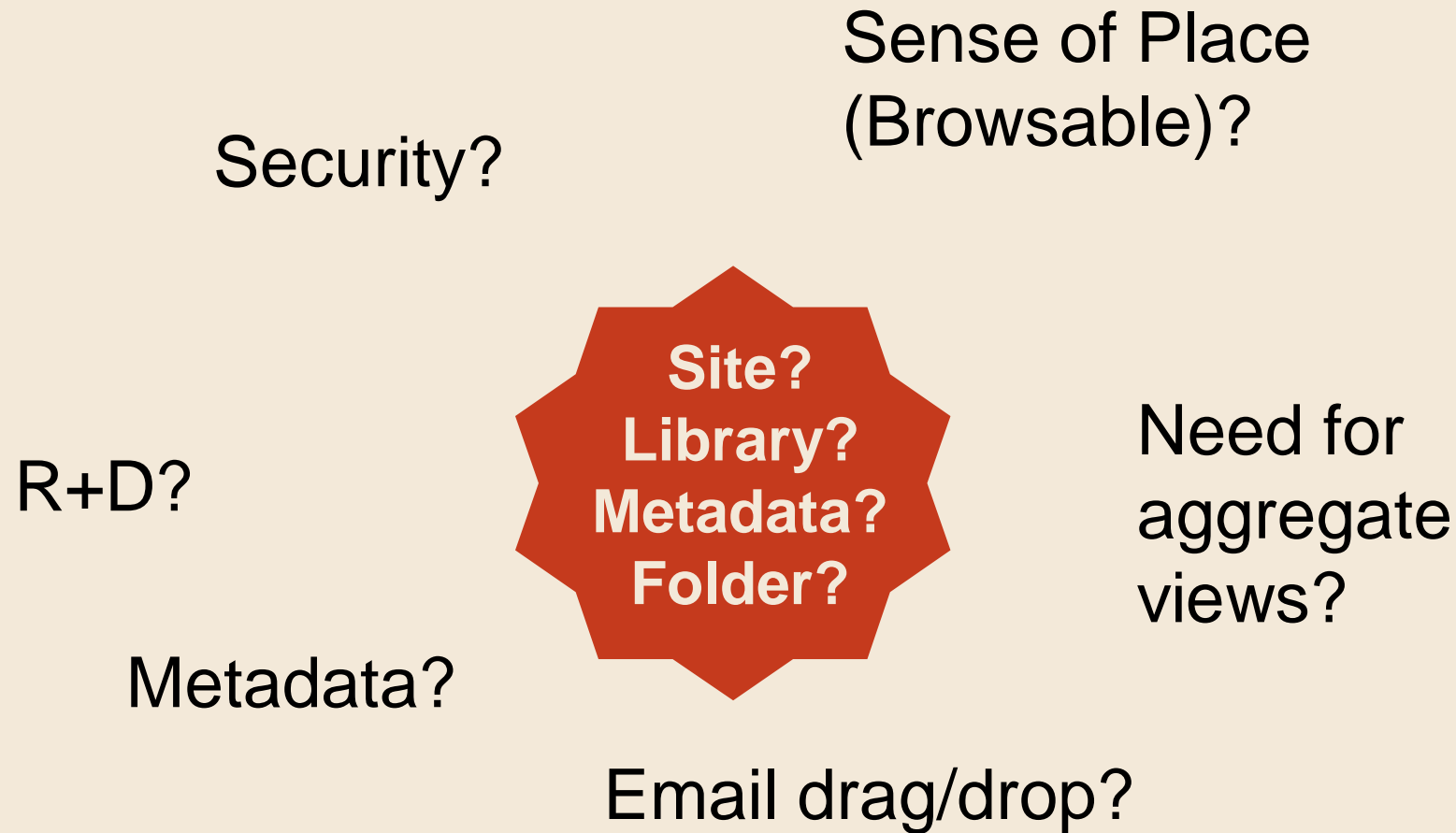
**Process to develop the pick-list  
Validation**

**Consultation  
and Engagement**

**Means of  
propagating changes  
Locked down to stop  
unauthorised changes**



**How pick-list is presented or pick  
value inferred  
Used in findability ...  
Views, search scope, faceted search**



More? Come to our Information Design hands-on one day iLab in Aug/Sep

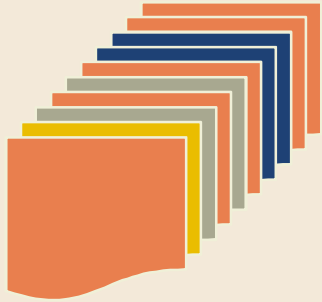
# Authority Documents Design Pattern 1:

Centralised Management; Distributed views



INFORMATION  
LEADERSHIP

CONTRACTS or POLICY



Corporate Contracts Views



Maintenance Team



Contractor View



# Authority Documents Design Pattern 2: Distributed Management; Flexible views



Maintenance Team



Control Room



Policy Project 1234



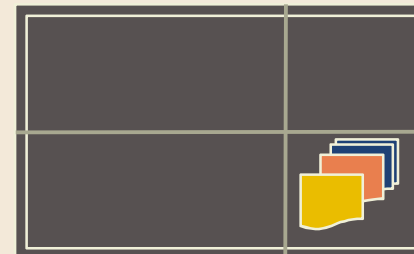
Corporate Contracts Views



Infrastructure Mgmt



Contractor View

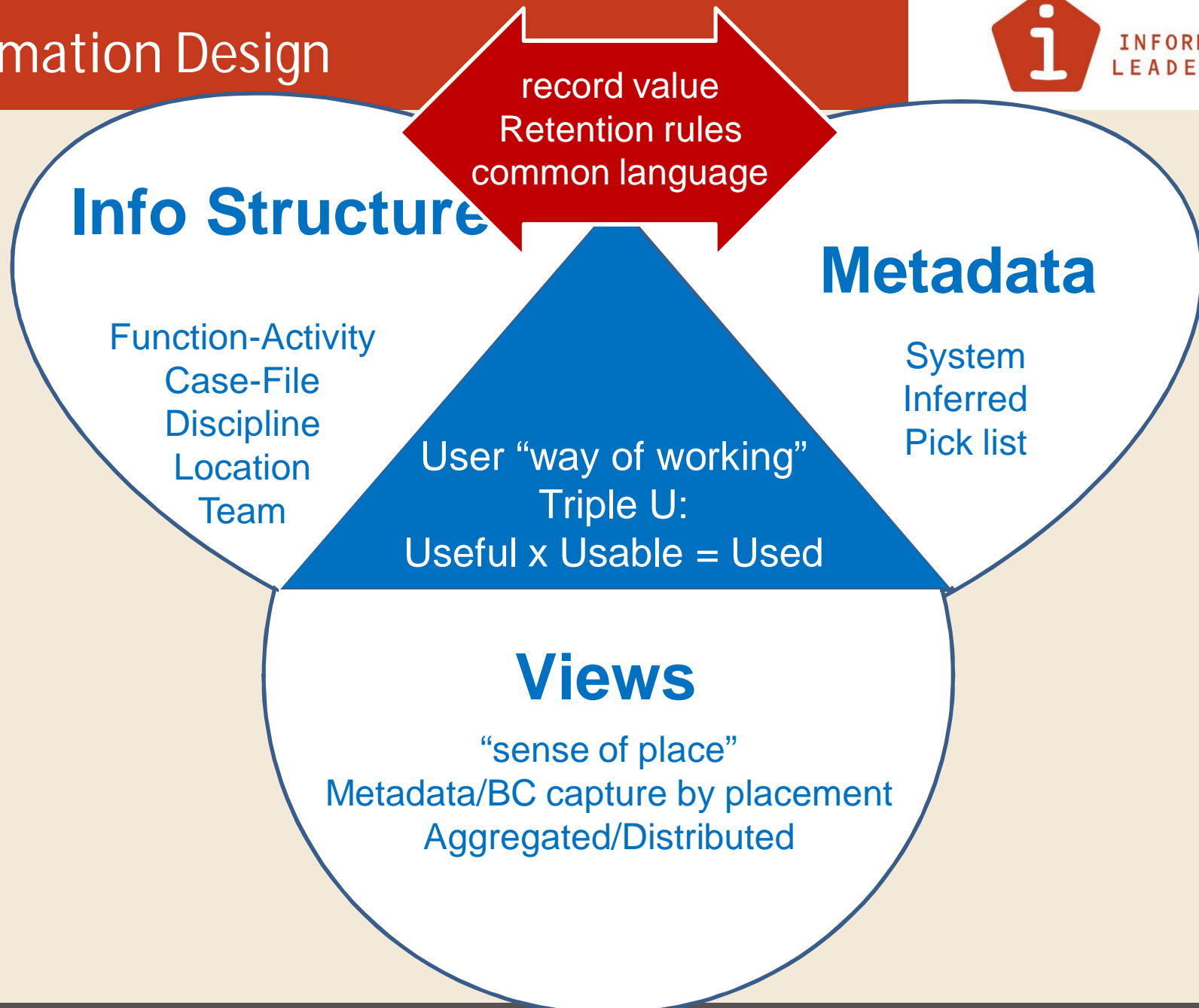


# CorasWorks: Aggregated and Distributed views



## Sent to Client or Third Parties

							<input type="text"/>	Search
<b>Communications with third parties (3)</b>								
Name ↓	Modified	Modified By	Document Type	Retention Type	Key Words			
Notice to Farmers.xml	14 Feb	2K3\helen	Notice	Housekeeping	farmers; submissions			
Press Release Phase 1.xml	14 Feb	2K3\helen	Notice	Housekeeping	consumption; submissions			
Submission - L Franks.xml	14 Feb	2K3\helen	General	Housekeeping	submissions			
Add Item								
<b>Contractors and Partners (3)</b>								
Name ↓	Modified	Modified By	Document Type	Retention Type	Key Words			
Weekly Meeting - 12 Feb 2007.xml	14 Feb	2K3\helen	Minutes	Housekeeping	F D Contractors; review			
Weekly Meeting - 29 Jan 2007.xml	14 Feb	2K3\helen	Minutes	Housekeeping	F D Contractors; review			
Weekly Meeting - 5 Feb 2007.xml	14 Feb	2K3\helen	Minutes	Housekeeping	F D Contractors; review			
Add Item								
<b>Project Planning and Administration (1)</b>								
Name ↓	Modified	Modified By	Document Type	Retention Type	Key Words			
Project Resourcing.pdf	14 Feb	2K3\helen	Report	In Progress	KPIs			
Add Item								

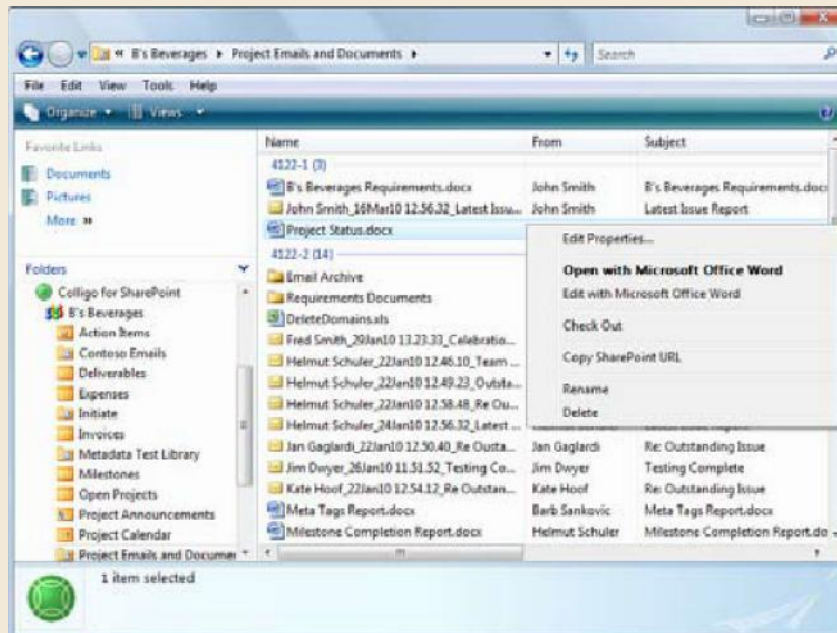


# Information Design: User sophistication



- Knowledge workers
- “Normal”
- “Casual”

# Colligo 4.0: Doc Libraries in Win Explorer



View/create records in Win Explorer

Cached "off-line" use

Includes check in/out

Includes view/update metadata

Use virtual folders to auto-add metadata

More: Contact us for a free download from mid-July

# Self sabotaging project philosophies



- 💣 Nike: Do it light , think later
- 💣 Determine customisation needed and do it first
- 💣 Dial-tone: Give users Collab now, compliance later
- 💣 It's just IA: Train BA's & architects, get on with it
- 💣 Perfect Draft

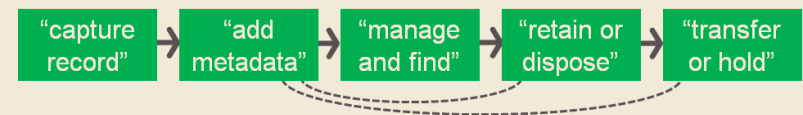
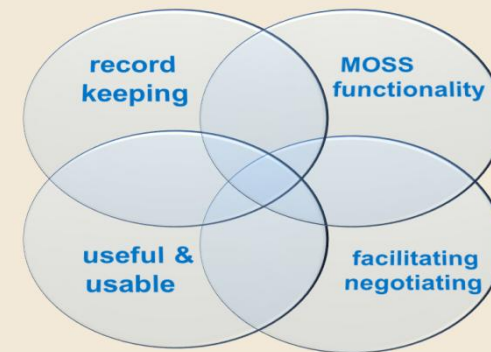
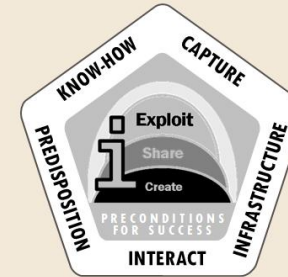
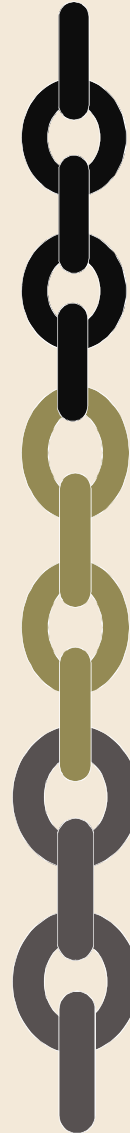
## Project Design that works

- Everyone “on the same page”
- Showcase and training
- Foundation Information Design
- Pilots
- “Lost in the desert” roll-out

**Right programmes of work and milestones?**

**Right skills doing the delivery?**

**Right balance on compliance needs?**



# More:

Contact [kaye@informationleadership.com](mailto:kaye@informationleadership.com) for:



- Flapping to Flying: Information Design with SharePoint examples
  - [www.flappingtofly.com](http://www.flappingtofly.com)
- Compliance white paper on iWorkPlace meeting mandatory standards
- SharePoint and Compliance quiz @ website
- iWorkPlace designs and methodology – how to get started
- Newsletters
- iLab public training events in Aug-Sep
  - Discovery – Info Design – Technical
  - Also available in-house

