

Overview

Location: United Kingdom
Industry: Health

Customer Profile

Humber Mental health Teaching Trust is a ... , it has approximately 1,200 employees.

Business Situation

The trust needed to rapidly implement a new intranet solution as part of an organisation-wide software and infrastructure refresh

Solution

The company adopted a Solution Accelerator driven approach from Cloud2 based on Microsoft® Office SharePoint® Portal Server 2007, in order to avoid lengthy requirements gathering and workshop processes.

Benefits

The new intranet was delivered in half the time normally associated with these projects. The initial version of the intranet contained richer functionality and a clearer information architecture than could have been achieved for the budget using traditional approaches. Tools for managing policies and procedures, delivering business information and key content and communications to staff exceeded expectations.



CASE STUDY

Background

Humber Mental Health Teaching Trust serves a population of around 600,000 across East Yorkshire. It operates out of 80+ locations with a user base of ###.

The trust is forward thinking in terms of information technology and undertook a major infrastructure and application platform refresh in 2008/2009.

Part of this required a complete rebuild of the trust's intranet. This was a combined website and intranet solution built on the EPiServer platform. Though this is a powerful web CMS technology it did not offer many of the features desired

by the trust. One issue was that the use of a single CMS platform required that users log in to the intranet in order to access certain information. In particular the trust needed a solution for managing their policies and procedures, a very powerful search capability to allow the increasing number of documents, people and information to be searched, rich collaboration tools and, above all, a rich communication vehicle centred on a single version of the truth.

The Solution

The trust recognised the need to deliver a new intranet platform to support the complex information needs of the organisation, and to do it rapidly within the context of a complete new server and software infrastructure, a new Active Directory and a number of significant organisational changes. While the high level intranet needs were understood, the activity load within the trust provided little time for them to undertake a detailed analysis of the intranet requirements—they knew what they wanted but

couldn't spend the time to work on the detail. The priorities, however, were around document management (especially for policies and procedures), collaboration, search and trust wide communications. Microsoft Office SharePoint Server had already been identified as offering the underlying capabilities, while leveraging the benefits of the NHS Enterprise Agreement.

Cloud2 suggested their NHS SharePoint Solution Accelerator as an approach for delivering against this background. It is a lightly customised, but heavily configured Microsoft Office SharePoint Server solution with a prebuilt feature set that is specifically targeted at the general needs of NHS trusts, including specific navigation, features and content elements

(the information architecture) to address most commonly met trust needs.

It fully implements the Common User Interface Knowledge Worker Tools, such as the Policies and Procedures Solution Enabler, Scorecard Solution Enabler, Managing Meetings Enabler, Collaboration Fundamentals and Template Gallery Enabler. These were important to the trust as it was part of the early adopters programme for the CUI developments. It also includes a variety of features to improve 'findability' of information within a large intranet, including: enhanced search (faceted search, go to containing library, extended people search); tag clouds and centralised document and knowledge centres

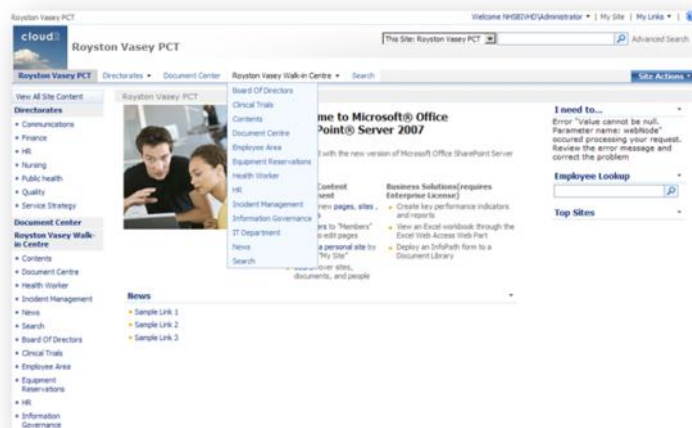
It is well understood that an intranet has to evolve and the team recognised that not every capability or business need could be accurately planned for prior to launch. Instead the approach Humber mental health Teaching Trust took was to launch the new intranet early in the process, encourage use based on the rich

"It's better than we even hoped. It does what we need and more..."

Adrian Purcell, IM&T Manager

standard functionality of the solution, then gather feedback to enhance and direct the next stage of the intranet development.

Cloud2 were able to integrate the deployment of the Solution Accelerator into the ongoing implementation of the trust's new infrastructure, deploying SharePoint onto a VMware virtual server platform as soon as the servers had been provisioned and configuring the site for initial use within 2 weeks.



Challenges overcome

Now project seems to run completely smoothly. Some of the challenges faced and overcome included:

- Limited staff availability for planning and decision making
- Delays associated with provisioning the virtual server platform
- Server hardware provisioned below recommended specifications
- Content from old intranet had to be migrated, including web pages and an extensive set of documents
- Need for remote access to the servers, over the N3 network
- No backup or archiving solution for the intranet platform.

What Next?

If you would like any further information on SharePoint solutions or any other services Cloud2 offer please get in touch.

The trust also had a substantial number of pages of content on the old intranet. These were migrated by Cloud2, creating pages within the Communications directorate area based on the existing content. In a few cases, including the list of staff benefits, the content was converted from a static page into an intelligent custom lists allowing better management and display of this information. The content migration was completed over the course of 2 weeks.

Custom icon sets were imported into a central image library, along with web-sized images for use in providing visual interest within pages and lists. Especial care was taken not to allow the page weight of the home page to become too large as this would be heavily 'hit' during the morning and post-lunch staff login period.

The trust is working towards the intranet being the core working environment—the one place everyone goes to do their knowledge worker tasks. As such they wished to be able to launch their other applications, including Microsoft Word, Excel, PowerPoint etc, directly from the intranet. This facility was provided as a custom web part.

In common with most NHS organisations, the trust is organised around directorates. The Solution Accelerator reflects this in its IA, with a specific area in the intranet for each directorate. These have a public homepage, with introduction information (directors details, purpose etc.), current projects and priorities, related documents to inform staff in other directorates about the activities and contacts and also a private directorate team area, with team and social activities, projects and statuses, business intelligence (BI) and directorate scorecards, directorate only documents, etc.

The intranet also employs a centralised Documents Centre, with a main trust library holding a wide variety of types of document and

able to be categorised and viewed based on their type, source directorate and other information. Different types of document are assigned different metadata (and retention policies and workflows). The Document Centre also holds libraries specific to Policies and Procedures, Forms, a Corporate Image and Corporate (PowerPoint) Slide library. Combined with the rich search, this provides one place for staff to locate documents. Other types of information are similarly to be found in the Knowledge Centre (information pages, contacts, wiki library, FAQ etc).

Other features of the intranet include: Staff Directory, Vacancies, Forms and Templates For sale, Programmes and projects area and more.

Benefits

Humber Mental Health Teaching Trust was able to launch a feature rich, fully functional intranet which included the full set of CUI Knowledge Worker Tools and advanced features for search and document management, in only a few weeks. It was able to do this with surprisingly little time consuming input from staff and stakeholders, giving them the time to manage the demands of their 'day jobs' while not compromising the intranet design.

Conclusions

Implementation of the NHS SharePoint Solution Accelerator took just a few weeks once the hardware platform was available.

It exceeded the trust's expectations in terms of 'ready-to-run' features and overall information architecture. The trust is now able to use the intranet, while developing its understanding of the 'missing 20%', which will lead to a further development phase. However the intranet can be fully used in the meantime.

Cloud2 were able to anticipate most of the client needs, within a tight budget, and guide the client and the intranet stakeholders to implement on

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