

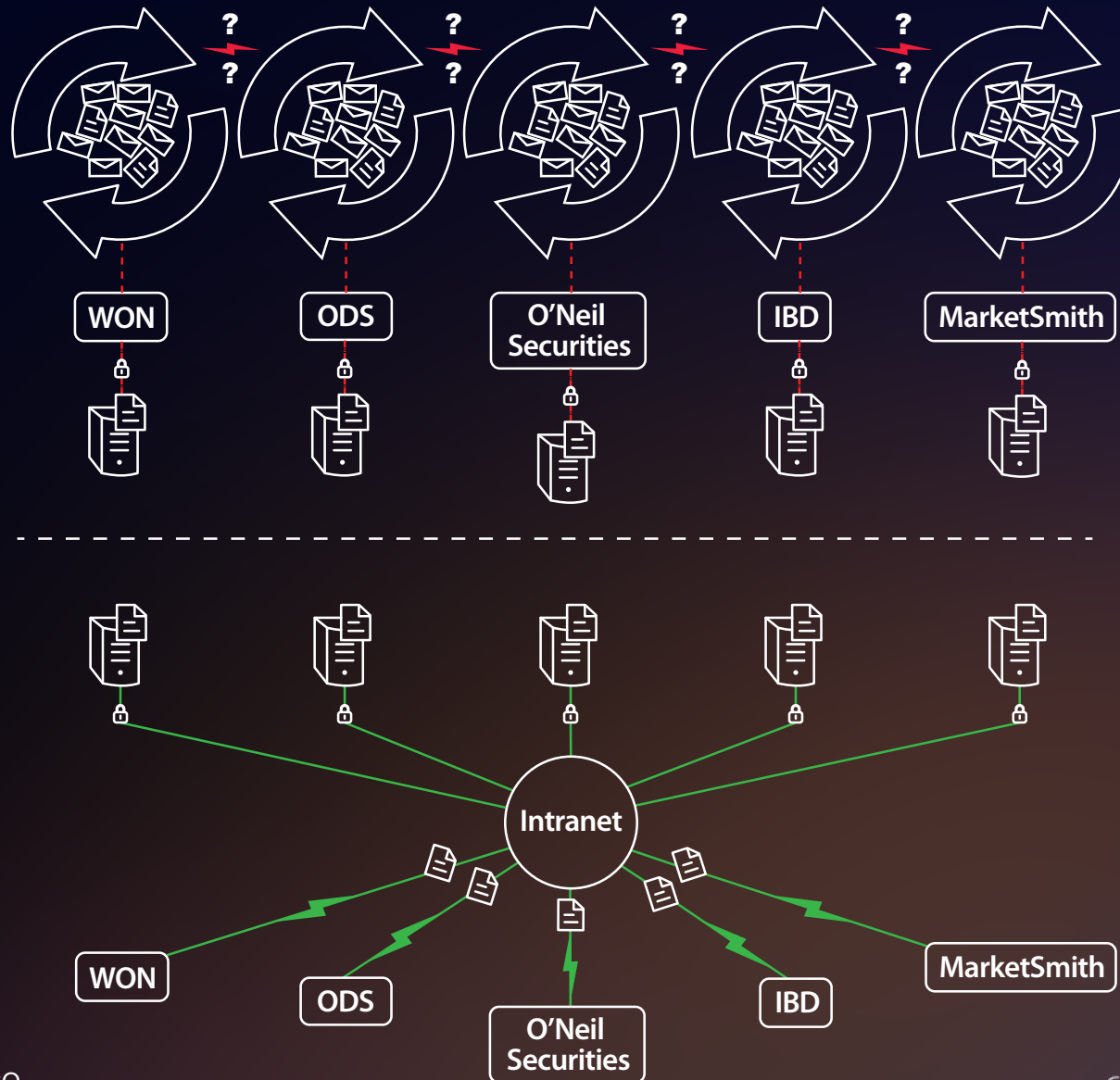
WON Intranet

Discovery Findings 12.21.10

Overview

- Project Objectives
- Stakeholder Interview Findings
- Intranet Features
- Intranet Examples
- Platform options
- Schedules and Next steps
- Appendix

Current Communication vs Intranet



Project Objectives

- A centralized structure for information flow
- A place, where employees can listen to leadership messages and also for the leadership to bring its messages to the employees
- An easy way for employees to understand our business, values, vision, mission, products, and competitors
- A fast and easy way to search for people, projects, products, and departments

Project Objectives

- A place for employees to view
 - Corporate news, information, policies, events, announcements
 - HR policies, news, information, and announcements
 - Compliance policies, manuals, webinars
- A platform for users to post their profiles and photos and also look up for other employee profiles
- A document repository with versioning, which is easily searchable, and with access control

Project Objectives

- A place, where employees in a company/department can learn about other departments and companies
- And also let other departments/companies know about their team/department/company
- A space where ideas could be submitted and discussed about.
- A platform to seek and share knowledge
- A highly secured and extensible platform, which could be easily managed by non-techies

Project Objectives

- A well-branded, easy, and interesting platform to author, publish, and consume content
- An engaging experience for users of various age groups and ethnicity, which is not so corporate and dull. Also not cheesy, homey, and high-schoolish
- Look and feel that encourages people to participate
- Cool features that make users love the Intranet and use it more frequently.

Stakeholder Interview Findings

Stakeholder Interview Findings

- Stakeholders:
 - Craig Oldt
 - Jennifer Garcia
 - Angie Chan
 - Richard Markus
 - Elizabeth Wilson
 - Patrick Erickson
 - Jerry Buczek
 - Steve Birch
 - Paul Gin
 - Sarah Schneider
 - Danny for Don Drake
 - Emily Sang
 - Pat Arevalo
 - Gilynn
 - Terry Chan
 - Ed Levy
 - Melody Li
 - Karla Heleine
 - Gail Crozier
- Subject Matter Expert:
 - Salim Hemdani, Razorfish

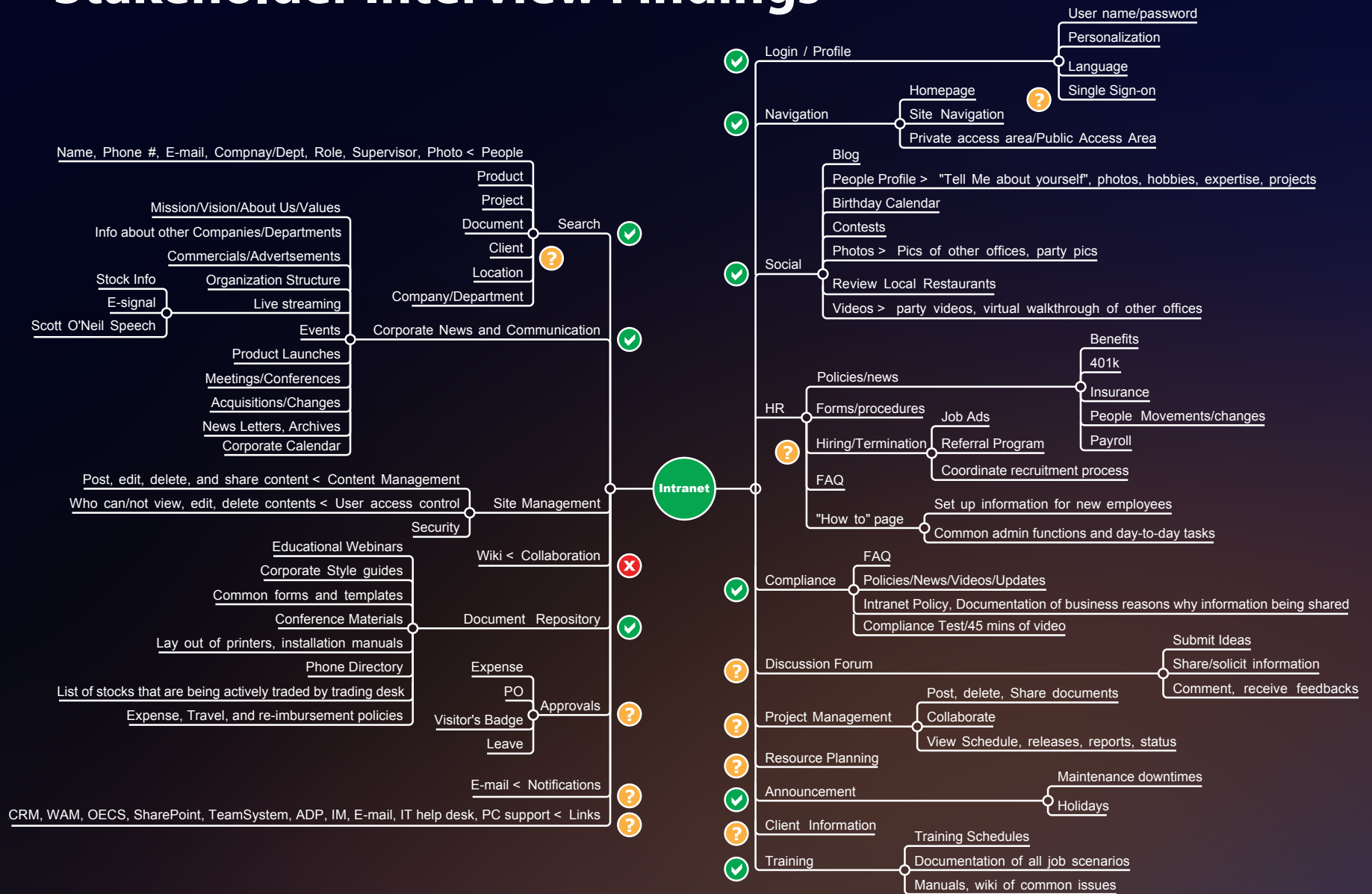
Stakeholder Interview Findings

- Findings match up very well with project objectives
- Employees really need the Intranet. It is high time
- Intranet as a Central Portal: We are looking forward to it as a one central place where we can get access to all the required documents and work spaces without having to go to several silo systems
- The Intranet has to be strongly tied to the workspace for us to use it frequently
- It should be simple and user friendly and with permission based security

Stakeholder Interview Findings - Themes:

- Search
- Login/Profile
- Navigation
- Social
- HR
- Compliance
- Discussion Forum
- Project Management
- Resource Planning
- Announcements
- Client Information
- Training
- Corporate News and Communication
- Site Management
- Collaboration
- Document Repository
- Approvals
- Notifications
- Links

Stakeholder Interview Findings



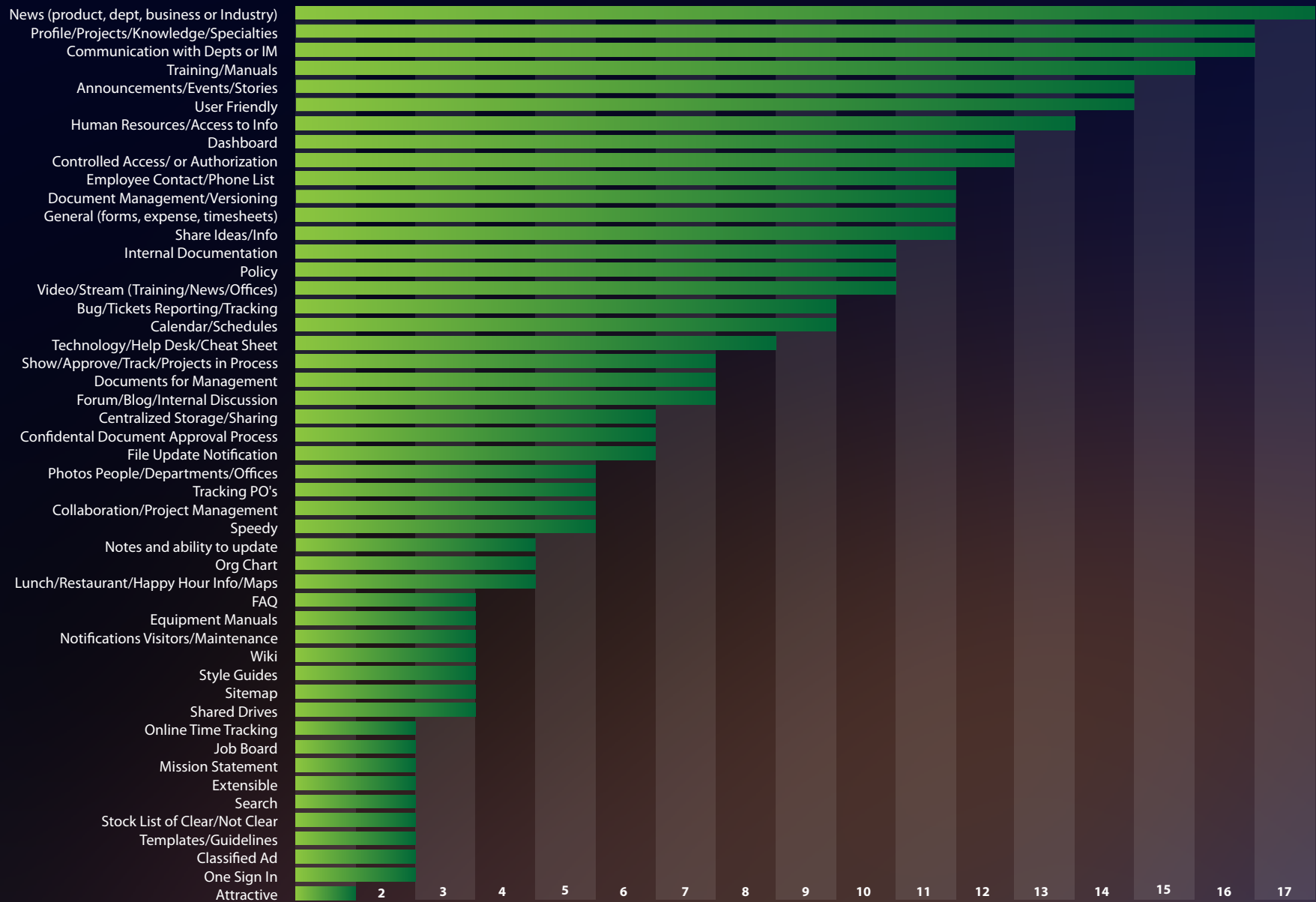
Stakeholder Interview Findings

#	Requirement	Stakeholder
1	Project Management	Patrick, Gail, Angeline
2	Resource Management	Jerry Buscek
3	Collaboration	Richard, Patrick
4	Job Postings and Referral program	HR
5	Client Information	Jerry, Richard, Angeline
6	Approvals	Danny, Emily
7	Links to workspace	Terry

Stakeholder Interview Findings

#	Requirement	Stakeholder
8	List of stocks that are being actively traded by trading desk	Angeline, Richard
9	Notifications	Danny
10	Live feeds from stock market, E-signal	Melody, Ed Levy
11	Sales Contests	Ed Levy
12	Personalization	All
13	Single Sign-on	Gail, Sarah
14	Training:- Documentation of all job scenarios, wiki of common issues	Craig, Jerry
15	List of Bugs	Richard, Angeline
16	Post documents and share it with desired audience	Richard, Angeline, Gail, Patrick

Interview High level Capture: Ordered list & count of requested features



Intranet Features

Intranet Features

What worked well with others

#	Feature	Company (Top 10 intranets of 2010)
1	Mobile Access	Enbridge Inc, JPL NASA, MITRE Corporation
2	Commenting and Rating Features	GE
3	Project pages where teams collaborate directly and share information	Howard Hughes Medical Institute (HHMI)
4	Technical forums where employees collaborate and share best practices	URS Corporation
5	Discussion and profile pages	Wal-Mart
6	Social bookmarking which lets employees share their favorite links	MITRE Corporation
7	Reward points that accrue to the employees when they contribute to the intranet's community features	Trend Micro Inc.
8	Executive profiles that go beyond work experience and highlight personal experiences and interests	Wal-Mart
9	Expert finder which helps users locate coworkers who have specific knowledge	MITRE Corporation
10	Role based personalization to focus users on the content and apps most useful to their job	All
11	Dynamic feeds/news streams	All
12	Up-to-date and interesting content	All

Refer Appendix A1

Intranet Features

Few More:

- Book a conference room
- Office layout
- Share a ride
- Review Local Restaurants & Hotels
- Employee Purchase Programs

Lessons Learned

- An intranet is only as good as the **relevancy and currency of its content** [Enbridge]
- **Feedbacks from users is critical** [Enbridge]
- **When content editing is easy, users will be eager to contribute** [HHMI]
- **Different search techniques each have their place** [JPL]
- **A personal touch can go a long way toward getting users on board** [JPL]
- **SharePoint isn't a one-size fits all solution** [Scana Corp]

Refer appendix A2

Intranet Examples

Intranet Examples – Morgan Stanley

Morgan Stanley Smith Barney

SEARCH **ADVANCED SEARCH**

INSIGHTS & OPPORTUNITIES | PRODUCTS & SERVICES | MARKETING | PRACTICE RESOURCES | ADMIN SUPPORT | MY FAVORITES

DECEMBER 28, 2009 **NEWS** **CALENDAR**

UPDATED 12:00 EST U.S. equity markets are higher this morning at the start of this shortened holiday week. Big Banks (JP Morgan (JPM), Bank of America (BAC), Wells Fargo (WFC) & Citigroup) were mentioned positively in Barron's this past weekend. Conagra (CAG) raised guidance. ...

Insights & Opportunities

Business Building Ideas During Year-End Tax Planning | Use Gifting Conversations to Uncover Assets Held Away | FA Richard Mansfield's RMD Rollback strategy

My Updates and Resources

INSIGHTS AND OPPORTUNITIES | MARKETING

BY TOPIC | RECENTLY ADDED | MOST POPULAR

UPDATES	TOPIC	LAST UPDATED
3	Fixed Income	December 23, 2009, 9:23 EST
2	David Darst	December 12, 2009, 10:33 EST
2	Estate Planning	December 26, 2009, 11:12 EST
2	Precious Metals	December 27, 2009, 12:41 EST
2	Mutual Funds	December 25, 2009, 10:30 EST

RELATED SITES

MS Today | Employee Central | Talent Management | Knowledge Link | Corporate Services | Legal & Compliance | 3D Service Central | Research Portal | Public Sites | Morgan Stanley.com | Morgan Stanley Smith Barney

News, updates and customizable content

Profiles of employees are highlighted

Spotlight the lead story

Morgan Stanley Smith Barney

SEARCH **ADVANCED SEARCH**

INSIGHTS & OPPORTUNITIES | PRODUCTS & SERVICES | MARKETING | PRACTICE RESOURCES | ADMIN SUPPORT | MY FAVORITES

Best Practices

Excelling in Retirement Planning

Richard Palumbo increased management of existing client assets by 25% using the Retirement Standard Income Tool

"The Retirement Standard Income Tool opens doors to clients' deep down concerns. They talk more freely about other assets that they have because now I'm showing them a retirement plan."

Profiles

View all Profiles

Richard Palumbo, Garden City, NY Branch

Success Stories

View all Success Stories

RELATED SITES

MS Today | Employee Central | Talent Management | Knowledge Link | Corporate Services | Legal & Compliance | 3D Service Central | Research Portal | Public Sites | Morgan Stanley.com | Morgan Stanley Smith Barney

Morgan Stanley Smith Barney

SEARCH **ADVANCED SEARCH**

INSIGHTS & OPPORTUNITIES | PRODUCTS & SERVICES | MARKETING | PRACTICE RESOURCES | ADMIN SUPPORT | MY FAVORITES

Excelling in Retirement Planning

Richard Palumbo, Garden City, NY Branch

Richard Palumbo increased management of existing client assets by 25% using the Retirement Standard Income Tool

Executive Videos

CLIENT COMMUNICATION

Client total annual income is \$1,000,000. Client's total annual income is \$1,000,000. Client's total annual income is \$1,000,000.

RELATED SITES

MS Today | Employee Central | Talent Management | Knowledge Link | Corporate Services | Legal & Compliance | 3D Service Central | Research Portal | Public Sites | Morgan Stanley.com | Morgan Stanley Smith Barney

Executive Videos

Intranet Examples - NASA JPL Home/Intranet Employee Center

Featured news is updated daily

Very limited personalization

Main focus is on Lab-Wide News, Events, and Announcements

Top links appear prominently on the homepage

One of the most used sections = Cafeteria Menus

Employee Center = HR and other non-IT support services

Top news is published on the intranet portal

Maps are also widely used to help people get around the large campus

Intranet Examples - NASA JPL Search

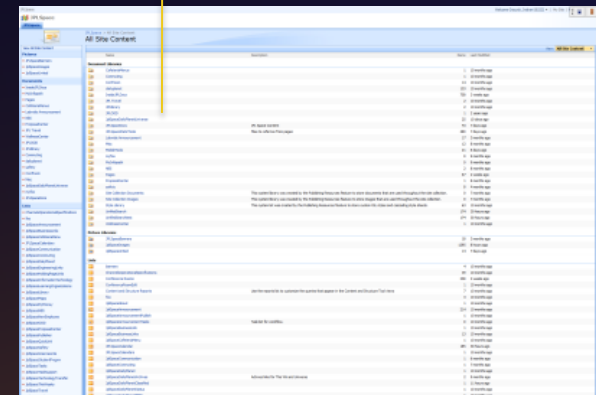
Searches people, conference rooms, and Intranet link pages. No integrated document search

Some features and content is only available via the standard SharePoint interface

The screenshot shows the NASA JPL Intranet search results for the query 'mar'. The page has a header with navigation links like 'JPL RULES', 'NBS', 'JPL PUBLIC HOME', 'CALTECH', 'NASA', 'CONTACT US', 'HELP', 'SITE ACTIONS', and 'WELCOME GRACZYK, INDRANI (8222)'. Below the header is a search bar with the query 'mar' and a 'Search for 'mar'' button. The results are categorized into several sections:

- PEOPLE [+]** (TOP 4 OF 568): A table listing people with columns for PIC, LAST, FIRST, BADGE, TITLE, DEP, MAIL, PHONE, OFFICE, MOBILE/TEXT, US PER, and WW. The first few entries are: A'Hearn Michael (113272), Abajan Mark (116600), Adams Marc (103700), and Adler Mark (100831).
- POPULAR LINKS [+]** (TOP 3 OF 21): A list of links including 'Bolted Joint Analysis - Slip Margin of Safety Equation', 'CBS Market Watch', 'Life Event: If You Get Married, PDF', 'JPL Wired', 'External Information', and 'Benefits'.
- BUILDINGS & LOCATIONS [+]** (1 RESULT FOUND): A link to '336 Map' and 'View Available Building 336 Conference Rooms'.
- JPL RULES! [+]** (TOP 3 OF 38): A list of rules including '214 - Invoice Management Section', '264 - Business Opportunities Office', and '670 - Mars Science Laboratory'.
- PROJECTS, LINE ORGS & INTEREST GROUPS [+]** (TOP 3 OF 28): A list of projects including 'Org: 1861 - MARS PUBLIC ENGAGEMENT', 'Org: 312B - MARS MISSION CONCEPTS', and 'Org: 6000 - MARS EXPLORATION'.
- YELLOW & RED PAGES [+]** (TOP 3 OF 8): A table listing pages with columns for title, badge, name, and phone. The first few entries are: 'AACS Development Lab 1' (344, Darrell V Bennett, 4-4188, 198-326), 'JPL Awards Program' (114, Daniel Loo, 4-0390, T1720-B), and 'Mars Ascent Vehicle' (7060, Douglas W Caldwell, 4-4804, 264-440).
- ACRONYMS [+]** (3 RESULTS FOUND): A list of acronyms including 'MARSIS' (Mars Advanced Radar for Subsurface and Ionosphere Sounding), 'MARVEL' (Multimission Automated Realtime Verification of Engineering Link), and 'Radiation Design Margin' (RDM).

At the bottom of the page, there is a link that says 'Didn't get the results you expected? [Help us improve](#)'.



Acronyms are maintained by the community

Feedback links appear throughout the site

Intranet Examples - Genentech – gBiz Intranet and Intranet Apps



TEMPLATE 1



TEMPLATE 2



TEMPLATE 3



TEMPLATE 4



TEMPLATE 5

Most used features:

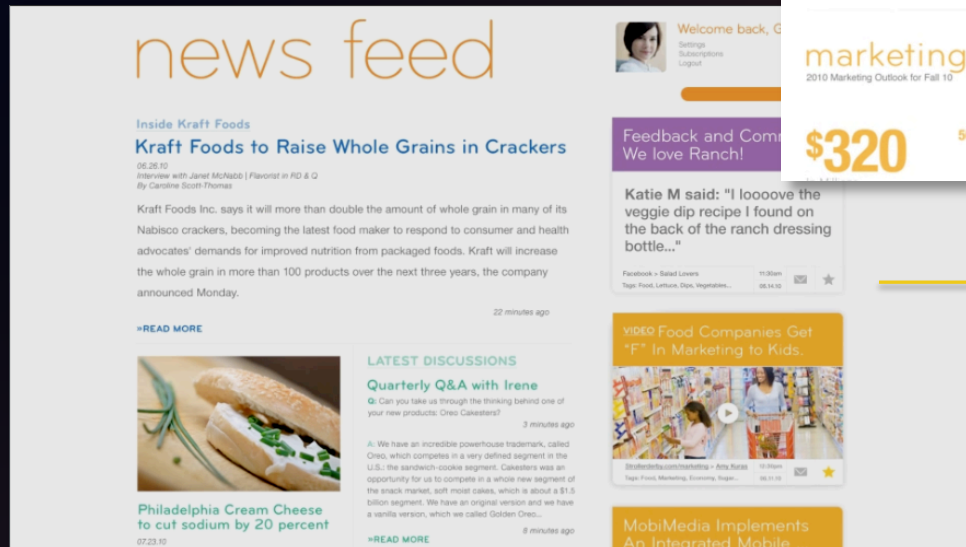
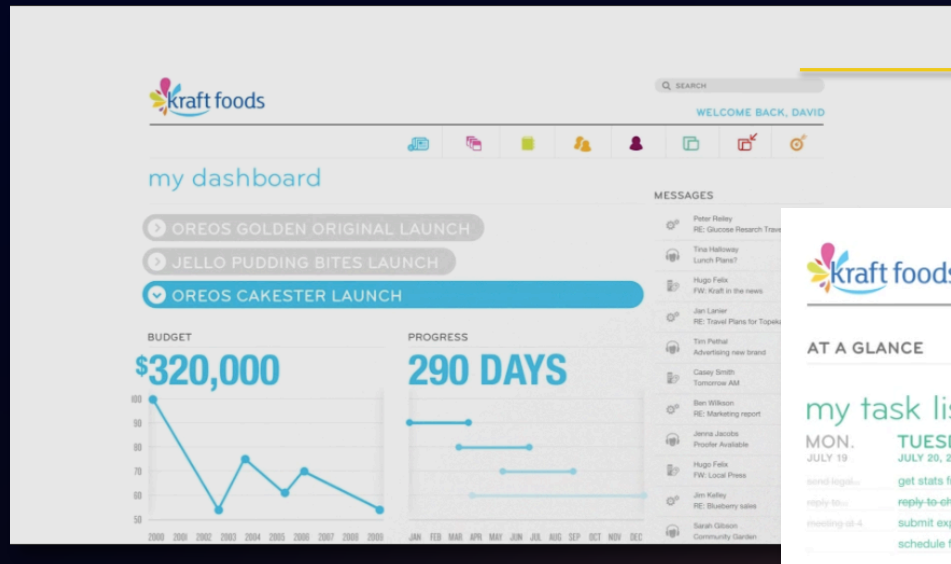
- meeting room finder
- cafeteria menu & catering
- news about product lines
- budget portlet

Less used than expected:

- layout customization
- KPI metrics on homepage

Intranet Examples - Kraft

Central place for dashboard, task list, calendar, project status, collaboration, sharing information, and profiles



Keeping up to date on the latest company and industry news

Intranet Examples - Razorfish

Most used features:

- Links to shared HR and IT systems
- Discipline specific quick links on homepage
- Access to past client work and outside research
- Ability to search for related client work across multiple RF wiki's and intranet sites

Less used than expected:

- Leadership and department blogs
- Use of the site as a daily resource

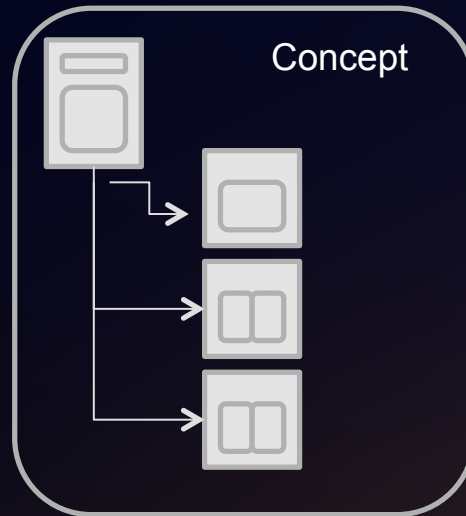
WILLIAM O'NEIL + CO

razorfish. Page 26

Building an Intranet

Pages & structure

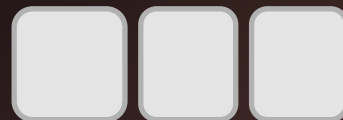
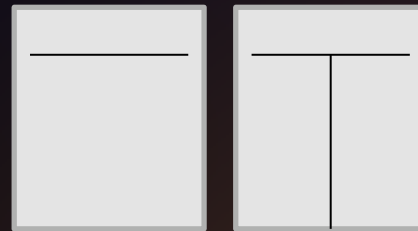
=



Page templates
& guidelines

+

Modules

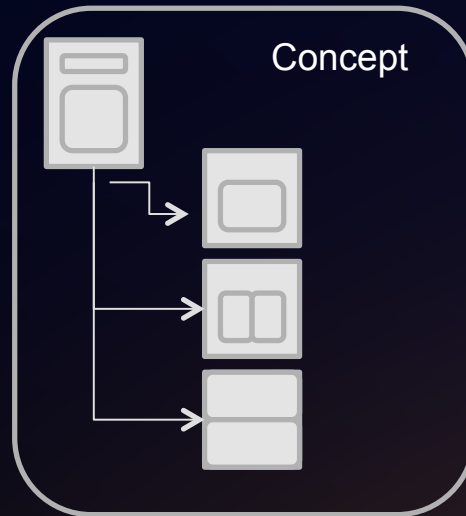


Foundation

Building an Intranet

Pages & structure

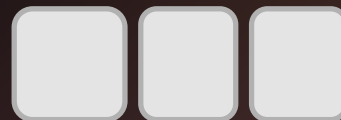
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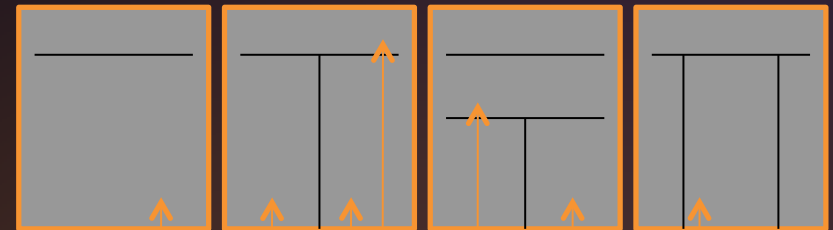
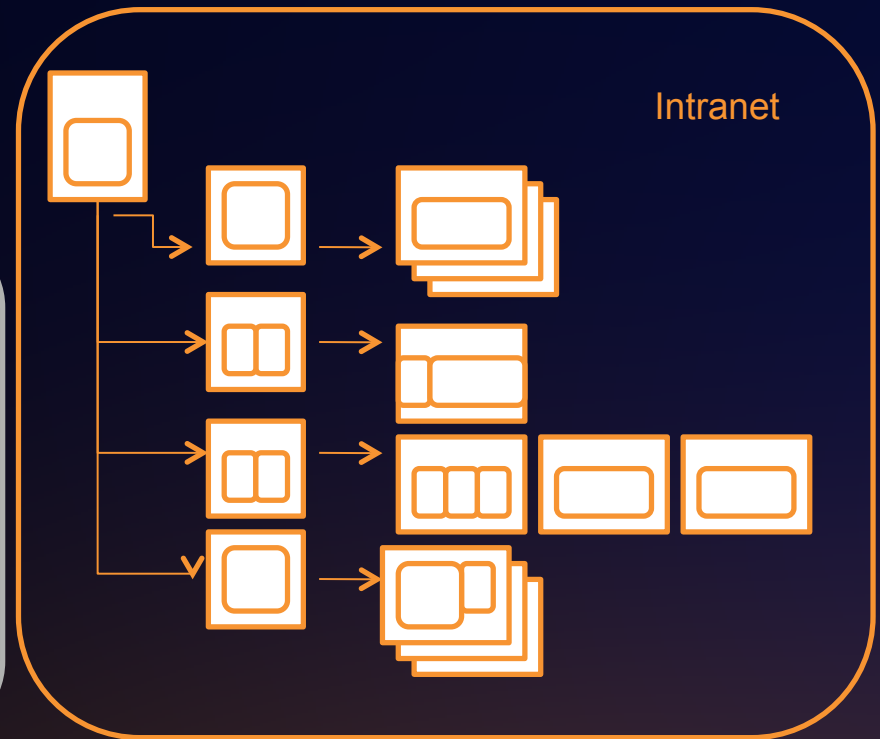
Page templates & guidelines

+

Modules



Foundation



Detailed Design

Platform Options

Platform Options

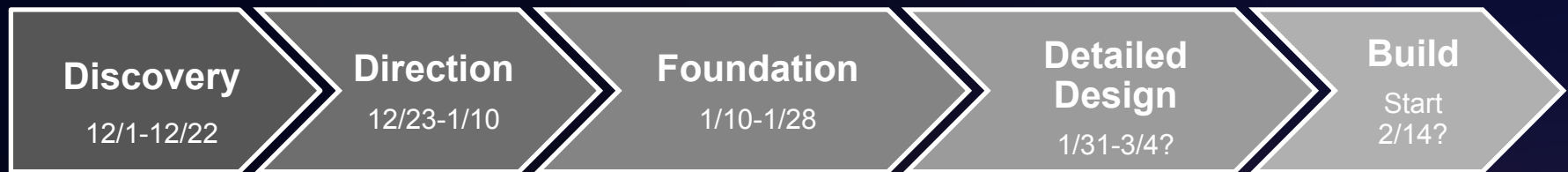
SYSTEM/CRITERIA	MS SHAREPOINT	TELLIGENT COMMUNITY SERVER	NEWSGATOR	LIFERAY
SITE URL	http://sharepoint.microsoft.com/	http://www.telligent.com/	http://www.newsgator.com/	http://www.liferay.com/
CONTENT CREATION	✓	✓	✓	✓
SOCIAL	✓	✓	✓	✓
COMMUNICATION	✓	✓	✓	✓
PEOPLE PROFILE	✓	✓	✓	✓
COLLABORATION	✓	✓	✓	✓
SEARCH	✓	✓	✓	✓
FLEXIBLE UI	✓	✓	✓	✓
INTEGRATION WITH EXISTING SYSTEMS	✓	✓	✓	✓
USER ACCESS CONTROL	✓	✓	✓	✓

Platform Options

#	Top 10 Intranet of 2010	CMS
1	Enbridge Inc.	SharePoint
2	GE	InsideGE (In-house, Custom built)
3	Howard Hughes Medical Institute (HHMI)	Alfresco
4	Huron Consulting Group	SharePoint
5	JPL, NASA	SharePoint
6	The MITRE Corporation	Oracle and SharePoint
7	Scana Corporation	SharePoint
8	Trend Micro Inc	SharePoint
9	URS Corporation	In-house, Custom built
10	Wal-Mart Stores Inc	In-house, Custom built

Schedule and next steps

Roadmap



- Stakeholder interviews
- External research
- Discovery findings
- Priorities
- Release roadmap
- UX concepts
- Creative direction
- Platform selection
- Story backlog
- Page template design
- Module design
- Page/Module type specs
- Content and Design guidelines
- management recommendations
- Content (migration)
- Configuration
- Page template development
- Module template development

Project Tracking and review materials; basecamp

The image displays two overlapping screenshots of the Basecamp web application interface, showing project tracking and review materials.

Left Screenshot (Milestones View):

- Browser: Windows Internet Explorer, URL: <https://razorfishla.basecampq.com/projects/5927833/milestones>
- Page Title: Intranet > Milestones
- Navigation: Overview, Messages, To-Dos, **Milestones**, Writeboards, Files
- Section: Milestones (Today is 17 December)
- Buttons: Add a new milestone, Add ten at a time
- Content:
 - Late** (7 days ago (Friday, 10 December) Dutch Steutel)
 - Upcoming** (Due in the next 14 days)
 - Calendar view showing tasks: **Discovery findings** (Due 21), **Foundation design** (Due 28 January 2011)

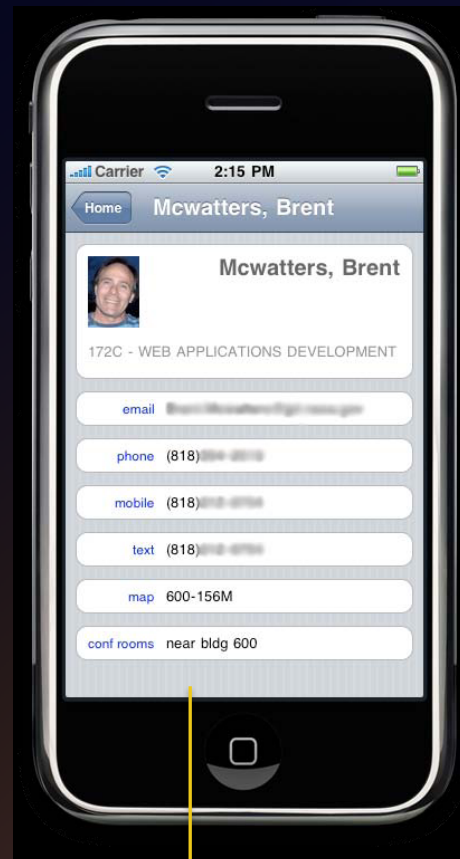
Right Screenshot (Files View):

- Browser: Windows Internet Explorer, URL: <https://razorfishla.basecampq.com/projects/5927833/files>
- Page Title: Intranet > Files
- Navigation: Overview, Messages, To-Dos, Milestones, Writeboards, **Files**
- Section: Files for this project
- Buttons: Upload a file
- Content:
 - THURSDAY, 16 DECEMBER 2010**
 - Kraft_v3_Rev.zip** (by Dutch Steutel in Reference docs on 16 Dec, 82.1 MB - Upload a new version)
 - Kraft_KM_012110_v2.zip** (by Dutch Steutel in Reference docs on 16 Dec, 50.5 MB - Upload a new version)
 - Intranet Stuff.zip** (by Dutch Steutel in Reference docs on 16 Dec, 110.4 MB - Upload a new version)
 - TUESDAY, 14 DECEMBER 2010**
 - ThemesV2.pdf** (WON Intranet Project, by Binoop Pulikkal on 14 Dec, 32.6 KB - Upload a new version)
 - WON_Discovery_StakeholderInterview_Notes.xlsx** (WON Intranet Project: Stakeholder Interviews at William O'Neil, Los Angeles from 11/29 - 12/03. Interviewers: Michael Mogehee (UX Lead -Razorfish) and Binoop Pulikkal (BA - Razorfish) by Binoop Pulikkal on 14 Dec, 24.8 KB - Upload a new version)
 - WEDNESDAY, 1 DECEMBER 2010**
 - WON2008questionnaire responses.xls** (2008 Internal WON Intranet questionnaire by Dutch Steutel in Reference docs on 1 Dec, 236 KB - Upload a new version)
 - v4.zip** (PGE Intranet final creative design by Dutch Steutel in Reference docs on 1 Dec, 4.2 MB - Upload a new version)

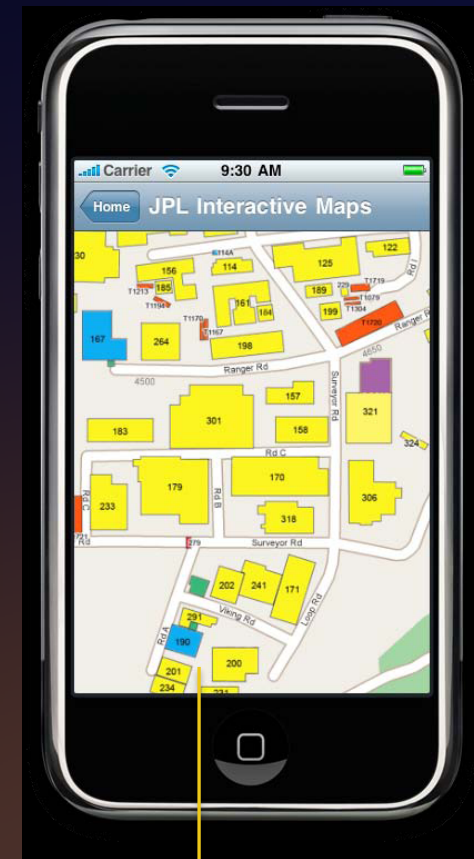
Thank You

Appendix

Appendix A1 - NASA JPL Intranet - Mobile

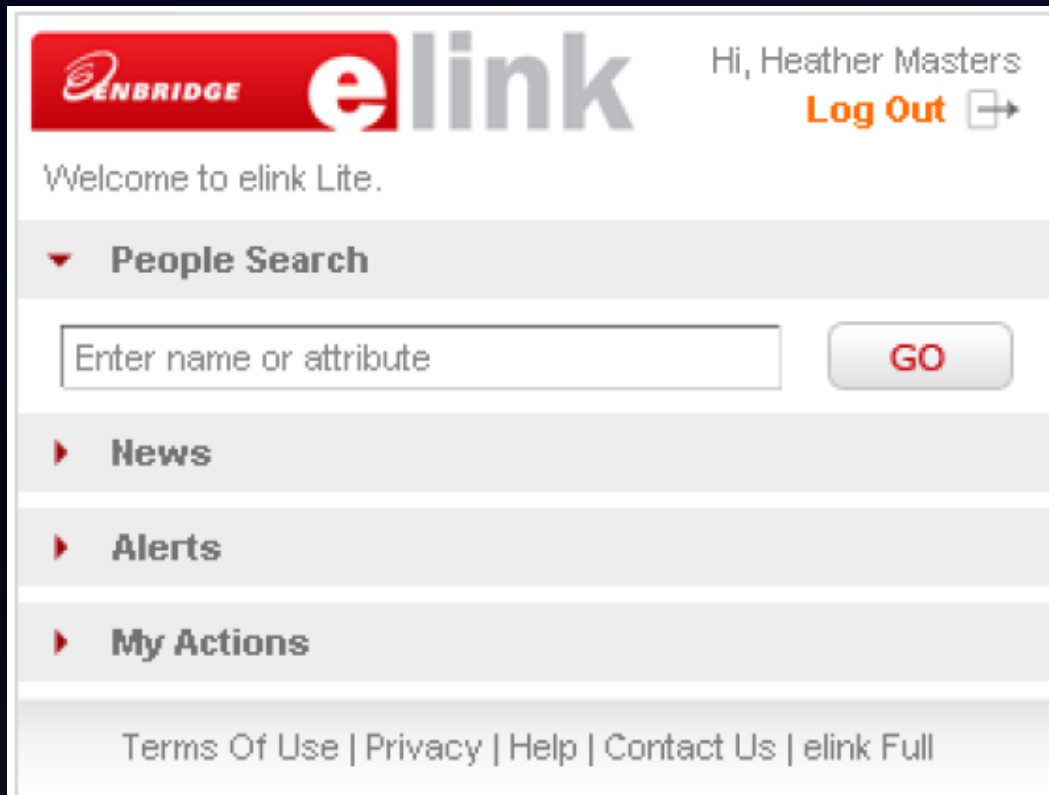


Find a conference room near a person



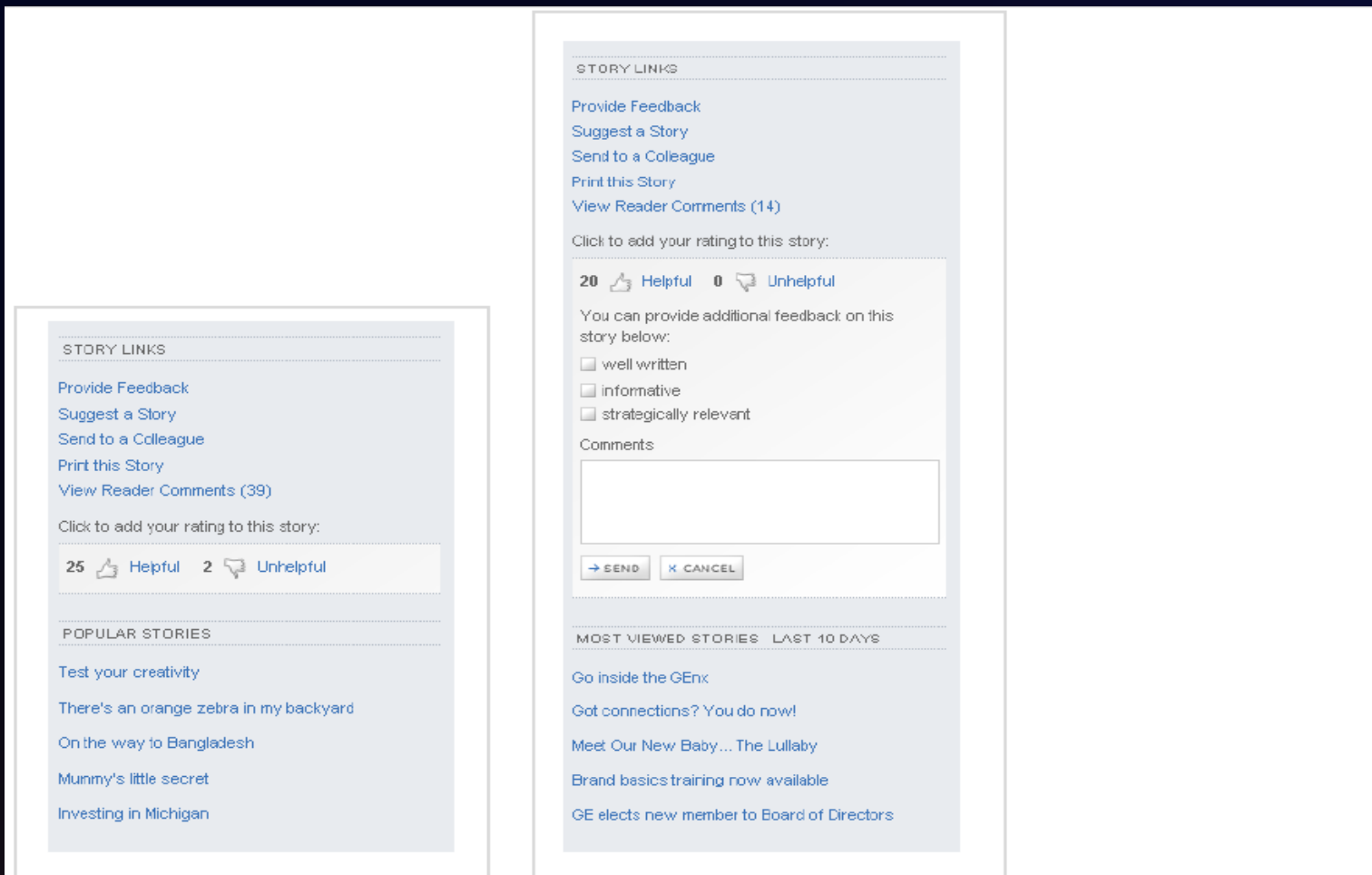
iPhone App allows access to the most used features such as person lookup and interactive maps

Appendix A1 - Top 10 Intranet of 2010



Pictured: The eLink Lite mobile homepage offers limited but carefully considered content. The site provides access to mobile users as well as employees in remote locations on slow connections.

Appendix A1 - Top 10 Intranet of 2010



Users can rate a story's quality using *Helpful* and *Unhelpful* icons that appear next to the story. The initial box for feedback (left) expands to allow further feedback (right).

Appendix A1 - Top 10 Intranet of 2010

The screenshot displays the MYHHMI intranet interface. At the top, there's a navigation bar with links like 'HOME', 'DEPARTMENTS', 'LOCATIONS', 'DOCUMENTS', 'APPLICATIONS', 'I NEED TO...', 'PEOPLEFINDER', and 'HELP'. Below this, a sidebar on the left contains 'MY BOOKMARKS' and 'MY RECENT PAGES'. The main content area is divided into three sections: 'MY PROJECTS MANAGER', 'MY PROJECTS CALENDAR', and 'MY PROJECTS TASKS'.

MY PROJECTS MANAGER

View projects where I am: ☒ Manager ☒ Member ☐ View archived projects

Project Name	Start Date	End Date	Manager	Status	Action
All Singing All Dancin' 2	May 14, 2009	May 15, 2009	Paul Eisen	Active	View
Becky	May 26, 2009	May 27, 2009	Rebecca Saunders	Active	View
IES Proj	Jun 16, 2009	Jun 17, 2009	Leslie Forte	Active	View
Logistics Planning	Jun 10, 2009	Aug 14, 2009	Paul Eisen	Active	View
Revenge of MyHHMI UI Design	May 14, 2009	May 15, 2009	Paul Eisen	Inactive	View
Ran Diffnaga Project #2	May 14, 2009	May 16, 2009	Paul Eisen	Inactive	View
SWTest2	May 14, 2009	May 15, 2009	Steve Wyman	Active	View
SWTest3	May 15, 2009	May 16, 2009	Steve Wyman	Active	View
Saunders Project	May 14, 2009	May 15, 2009	Rebecca Saunders	Active	View
Test Project 2	Jun 11, 2009	Jun 12, 2009	Leslie Forte	Active	View
Yet another test project	May 22, 2009	May 23, 2009	Paul Eisen	Active	View

MY PROJECTS CALENDAR

Jul 1, 2009 Wednesday


Time	Event
8am	
9am	
10am	09:30 AM - 10:30 AM Becky Business
11am	
12pm	11:00 AM - 11:30 AM Lunch and Learn
1pm	01:00 PM - 04:00 PM Project Requirements Workshop
2pm	
3pm	
4pm	
5pm	

MY PROJECTS TASKS

☐ View tasks only assigned to me ☒ View open tasks ☒ View completed tasks

Status	Task	Created By	Assigned To	Due Date
⚠	Review survey results	Eisen, Paul S	Eisen, Paul S	May 22, 2009
⚠	Policy Review	Eisen, Paul S	Eisen, Paul S	May 22, 2009
	Distribute Minutes	Eisen, Paul S	Eisen, Paul S	May 31, 2009
	Review Minutes	Eisen, Paul S	Eisen, Paul S	May 31, 2009
⚠	RESW Meeting	Eisen, Paul S	Eisen, Paul S	May 23, 2009
	Approve Minutes	Eisen, Paul S	Eisen, Paul S	Jun 01, 2009
	Defer Minutes	Eisen, Paul S	Eisen, Paul S	Jun 02, 2009
	Recruiting Plan	Eisen, Paul S	Eisen, Paul S	Jun 03, 2009

Appendix A1 - Top 10 Intranet of 2010



Jul 10 1:12 PM • NYSE: URS ▼ 45.81 (-0.44)
(Delayed by 20 minutes)

HomeNotes MailWeb MailChange Password | Feedback | Logout | Perspective

Welcome Bill Bain

Phone ExpressGO
Update My Entry

Office Sites-----Select City-----
All Offices

Google The SourceGO


ABOUT URS

BUSINESS LINES, FORUMS
& PROJECT RESOURCES

POLICIES & FORMS

BENEFITS, CAREERS
& TRAINING


WORKPLACE SERVICES

-- Admin Options --


[Key Contacts](#)
[Marketing Materials](#)
[Project Profiles](#)
[Presentations](#)
[Photography Gallery](#)
[White Papers](#)
[References and Resources](#)

Phytoremediation

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Phytoremediation uses plants to clean up pollution in the environment. Phytoremediation is an EPA-accepted *in situ* technology used to reduce the level of contaminants in soil, water, or air through containment, degradation, or elimination. Effective on a range of contaminants (including metals, chlorinated solvents and other VOCs, explosives, and pesticides), phytoremediation is characterized by its sustainability and low levels of energy consumption, noise, odor, and light pollution.

The purpose of the Phytoremediation Forum is to provide technical information and internal networking opportunities to URS employees.

The goals of the Phytoremediation Forum are to:

- help URS employees deepen their understanding of phytoremediation,
- offer technical resources to explain phytoremediation to clients, and
- facilitate connections between URS employees for collaborative opportunities, lessons learned, etc.

Contributions to and suggestions for this forum are welcome.

The Phytoremediation Forum is managed by Ari Ferro and Ashley Kaiser of the Portland office. In addition to this Phytoremediation Forum, Ari and Ashley also manage a monthly conference call. Please contact them with any questions or comments.

Pictured: The *Phytoremediation* forum. As this page shows, forums promote knowledge sharing by acting as central repositories for targeted information.

Appendix A1 - Top 10 Intranet of 2010

The screenshot shows the mywalmart.com intranet interface. At the top, the header includes the site name, a tagline "We save people money so they can live better", and navigation links for Home, Community Involvement, Wal-Mart Family, Events, and Benefits. A user profile for Ryan Travis is visible on the left, showing his photo, name, and association since August 2009. The main content area is a forum titled "Has anyone read Sam Walton's book?" with a sub-header "Displaying Posts 16-19 of 19 by 15 People". The forum posts are displayed in a list format, each with a user profile picture, name, date posted, and the text of the post. The posts discuss the book and its impact on employees. On the right side, there are widgets for a Stock Ticker, Forums, and Weather. The bottom of the page features a footer with links to Walmart, Sam's Club, Wal-Mart Stores Inc., Privacy Policy, Terms of Use, and Global Ethics.

mywalmart.com We save people money so they can live better help | feedback | sign out

Home Community Involvement Wal-Mart Family Events Benefits

Profile
View | Edit | CMS | Sign Out

Ryan Travis
Associate Since: AUG 2009
Since My Last Visit
23 Activities
18 Forum Posts
Alerts
5 Friend Requests
1 Birthdays
2 Anniversaries

News
Trucker Team Brings Fresh Produce To Alaskans
Walmart and Sam's Club Donate More Than \$4 Million to U.S. Teachers through New Teacher Rewards Program
Walmart Expands Access to Affordable Prescriptions Nationwide
View All

Video

Waddles '09 TV Commercial
Play in Video Center

Forums
Associated, remember our use of mywalmart.com is voluntary. If you choose to participate, Wal-Mart policies apply, including the rule against off the clock work.
Home > Forums > Around Wal-Mart > Has anyone read Sam Walton's book?
VIEW ALL TOPICS Subject Page
Has anyone read Sam Walton's book?
Displaying Posts 16-19 of 19 by 15 People
Post a Reply
Posted by: Sally Alicea
Date Posted: September 13, 2009 7:52 pm CST
I did read it too. And was amazing the way he started from the bottom and took his dreams to the top, just with his family and some close real friends help.

Report As Inappropriate
Posted by: Brandon Evans
Date Posted: September 13, 2009 9:09 pm CST
It is amazing! He is a perfect role model. He never stopped and when he ran into problems, he just found ways to make himself stronger! The book has a lot of different areas on which Sam tells us. Some that make you think, some that make you sad or really pumped up, or even some for humor. I remember the part where Sam bought an Air Coupe plane with a washing machine motor in it! Bud knew he was going to kill himself in that thing! Of course he described his ride with Sam to Little Rock as the longest flight he ever took! I could only imagine.

Report As Inappropriate
Posted by: Art Le Beau
Date Posted: September 14, 2009 8:19 pm CST
I have read the book at least 4 times. Copied many of the axioms to show to today's management. Many of them have never read the book and definitely do not put the principles into practice. Perhaps in a few stores but in most the respect principle for the associates is long gone. Hate to write this, but if one studies Wal-Mart they way it is today, you will agree this is fact. However if you can read the book.

Report As Inappropriate
Posted by: Brad Bano
Date Posted: September 14, 2009 9:21 pm CST
Originally Submitted By Art Le Beau at September 14, 2009 8:19 pm CST
"I have read the book at least 4 times. Copied many of the axioms to show to today's management. Many of them have never read the book and definitely do not put the principles into practice. Perhaps in a few stores but in most the respect principle for the associates is long gone. Hate to write this, but if one studies Wal-Mart they way it is today, you will agree this is fact. However if you can read the book."

Walmart | Sam's Club | Wal-Mart Stores Inc. | Privacy Policy | Terms of Use | Global Ethics

Stock Ticker
WMT \$50.13
WAL-MART 0.20% (0.40%)
DOW 4710.31 25.40 (0.53%)
SP500 1856.64 3.41 (0.18%)
STOCK QUOTES DELAYED 15 MIN.

Forums
Recent Mine Friends New
Any Former Associates of the Year or...
99 POSTS | 48 USERS
At the stores I've worked at, the...
Updated: September 17, 2009
Last Post: James Wicker
Subject: Around Wal-Mart
Did you get the bonus? What are you...
99 POSTS | 48 USERS
Bonus came two weeks before my car...
Updated: September 17, 2009
Last Post: James Wicker
Subject: Around Wal-Mart
Where are you all from???
1887 POSTS | 1881 USERS
I live in Rome, GA and work at store...
Updated: September 17, 2009
Last Post: Janyana Garcia
Subject: Life
Go Home Go to Forums Report

Weather
Lakewood, WA
Fair
56°H 73°L 54°
Wind: WNW 0 mph
Thu Fri Sat Sun Mon Tue
72° 71° 68° 71° 75° 77°
51° 53° 51° 51° 53° —°
Provided by: WeatherBug

Pictured: Discussions are easy to follow on forum pages, and each conversation features large profile images of the participants, giving each a personal feel.

Appendix A1 - Top 10 Intranet of 2010

The screenshot shows the MITRE Phonebook interface. At the top, there's a navigation bar with 'MITRE Now', 'FastJump', 'Phonebook', and 'Search'. Below this, the 'Phonebook Person Information' section displays a profile for Kristina K. Groenwoldt, a Team Lead in R305. Her contact information includes a phone number (781-...), email (@mitre.org), and location (Bedford, 2M | M Building). A dropdown menu is open, showing options like 'Person', 'Project/Task', 'Organization', 'Community', 'Mail List', and 'Service'. To the right, an 'Availability' calendar shows her schedule for the day of 2:44 PM. Below the calendar, the 'Community Share' and 'Employee Share' sections list recently published documents, including 'company_news_archive_061...jpg' and 'story_news_kkq_061909.jpg'. The 'Communities' section lists various groups like 'R305 - Information Management and Practice' and 'MITRE Innovation Program'. At the bottom, the 'Project Charges' table shows data for FY09 as of Jun 21, 2009, with columns for Hours, Percent, Project #, and Project Name. The table lists three projects: IA INFO ARCH SERVICE (1203 hours, 94.9%), AT TRAINING (66 hours, 5.0%), and IS INFO ARCH STRATEG (2 hours, 0.2%).

Phonebook Person Information

Search MIT Phonebook for... [Advanced Search](#)

Person

Person
Project/Task
Organization
Community
Mail List
Service

Groenwoldt, Kristina K
781-...
@mitre.org
Team Lead, R305

Availability
As of 2:44 PM
Today | [Next Day](#)
7AM 8 9 10 11 12 1 2 3 4 5 6PM

Community Share **Employee Share**

Recently published documents: [Show 10 20 100](#)

Document Name	Date
company_news_archive_061...jpg	06/19/2009
story_news_kkq_061909.jpg	06/19/2009
people_news_kkq_061909.jpg	06/19/2009
events_news_kkq_061909.jpg	06/19/2009
company_news_kkq_061909.jpg	06/19/2009
homepage_news_kkq_061909.jpg	06/19/2009
info_searchcentral_site...xlsx	06/17/2009
InfoArch Work Package 0...pptx	06/11/2009
InfoArch Work Package 0...pptx	05/12/2009
Test Import.aspx	04/23/2009

Communities [Show 10 20 All](#)

- ☐ R305 - Information Management and Practice
 - ☐ FastForward
 - ☐ Information Architecture
 - ☐ MIT Content Team
 - ☐ MIT Information Stewards
 - ☐ Search Federation Team
 - ☐ Webstar
- ☐ MITRE Innovation Program
 - ☐ Answers Feedback Blog
- ☐ Information Architecture
- ☐ MIT Services Design for the MEA
- ☐ CI&T User-Centered Design Team
- ☐ SOA Resources Page - BETA
- ☐ MITRE Innovation Program (MIP) Site Redesign
 - ☐ CCKG
 - ☐ Web Analytics

Project Charges
FY09 as of Jun 21, 2009

Hours	Percent	Project #	Project Name
1203	94.9%	-IA	IA INFO ARCH SERVICE
66	5.0%	-AT	AT TRAINING
2	0.2%	-IS	IS INFO ARCH STRATEG

Show years: [FY07](#) [FY08](#) [FY09](#)

[Phonebook Help](#)
For assistance, contact the [Corporate Help Desk](#)
For internal MITRE use
PBK-2.5.5

Pictured: The *Phonebook* employee directory. *Phonebook* acts as a knowledge-sharing resource as well, giving users information about the documents employees have published, communities they're associated with, and projects they're working on.

Appendix A1 - Top 10 Intranet of 2010

English Español 日本語 中文
[Advanced Search](#)

Tue, Jun 30, 2009
Home
CBUs
Corp. Depts.
Region/BU

My Mileages

Soros
You have accumulated **40** feedback mileages

[Earn Mileages](#)

[Redeem](#)

[Mileage History](#)

[Global Ranking](#)

Owner Console

Activity: — Activity — [Go](#)

Redeem Management

Redeem Time Setting: — [Go](#)

Latest Items

- [How TLC changed my perspective of being a Trender?](#)
18 day(s) ago
- [offices can 10 new options](#)
18 day(s) ago
- [open support case](#)
18 day(s) ago

Earn Mileages

Survey

[Mileage Program Guidelines](#)
The Mileage Program is aimed to promote Trend Micro's culture and associated activities and to enco... [Find more news...](#)

[Guideline](#)

Survey	Mileages	Survey due at	Survey Owner
Core Values Vote for Change Survey	10	07/31/2009	Jenny
Trend Micro Internet Security 2009 User Survey	10	--	Takeshi

Activity

[Real Time Feedback Guidelines](#)
Real Time feedback system aims to provide Trender's a channel to submit real-time feedbacks at anyti... [Find more news...](#)

[Guideline](#)

Activity	Category	Type	Mileages	Activity due at	Activity Owner
CEO Blog	Blog Comment	Eva Blog	10	--	Eva
Real Time Feedback	Real Time Feedback	Real Time Feedback	5	--	--
TLC	Real case sharing	Document	25	--	Julie Yu-Juin

Pictured: Employees receive points, or mileage, for participating in interactive site areas. They earn points for contributions such as commenting on blog postings, completing surveys, and providing feedback to colleagues.

Appendix A2 - Lessons Learnt

Enbridge	<p>An intranet is only as good as the relevancy and currency of its content. The team went to great lengths to ensure that roles are defined; owners, authors, and approvers are trained; content management functions are built into the job responsibilities.</p> <p>Ensure user adoption. Due to the federated structure of the organization, early measures were taken to ensure that the project team Several rounds of usability testing, road shows, timely communications through emails and Web meetings, and efficient marketing through posters and other props.</p> <p>Strong search is important. Search is the most frequently used functionality on any intranet, be it people search or content search. Provide different ways of searching, but keep it simple. The majority of users like to just key in a keyword, press 'enter' and be provided with relevant results.</p> <p>Feedbacks from users.</p>
HHMI	<p>When content editing is easy, users will be eager to contribute. We were surprised by how many people were so eager to have the ability to edit their content. Not having to know HTML' or understand Web publishing.</p>

Appendix A2 - Lessons Learnt

JPL

Different search techniques each have their place. Browsing, searching, and using *Quick Find* are all ways for users to get what they want. They each have advantages and disadvantages, but each has its place.

Users have a job to do. Give them tools to do that job. The users came to the intranet portal not to visit it but to find, learn, get information, or access a tool or service. Ensuring the user is efficiently getting value from your site is more important than somehow trying to convince them they should want to go to your site.

Write for the Web. Users will read exceptionally little of what is on your pages, and if things aren't intuitively obvious they won't be understood or used. Make the first few words of each line contain all the key information.

Cross-browser testing is critical. Constant testing of your intranet on a variety of browsers is essential.

The intranet is an ongoing program, not a one-off project. Automate what you can, but manual maintenance will never cease. Change—both within your intranet and with technologies outside your company—will necessitate your intranet portal constantly innovate to stay relevant and valuable.

A personal touch can go a long way toward getting users on board. Sometimes, personal demos are simply the best way to show users what is available from their intranet. Very brief demos in the cafeteria or at team meetings would work well.

Appendix A2 - Lessons Learnt

Scana Corp

SharePoint isn't a one-size fits all solution. We were very lucky that our company had already purchased and implemented it for team sites before we started our project. But with little budget and the fact that SharePoint provided out-of-the-box analytics, search, and an easy to train CMS made the product a big win for us. Despite all that, SharePoint would often throw some curve balls our way when implementing some of our custom Web parts. We built a custom news list for our *Headlines* news listing. When adding a new article, you can set a publish date, an author, and add a photo. After building out the list, we found that when adding a photo, SharePoint would use its out-of-the-box process that involved five pop-up windows for selecting your image. We felt that this out-of-the-box process would be confusing for our non-technical content contributors. We had to go in and custom program the image-selection piece and it added another two weeks onto our project that we weren't planning for. SharePoint may require additional customization to ensure the product meets your needs; however, overall SharePoint is a good product.

Don't assume out-of-the-box functionality will be intuitive. We also had to custom program the *People* search results. SharePoint doesn't list *People* search results in alphabetical order. Intuitively, our employees are used to a people search that lists individuals alphabetically and wouldn't understand the process SharePoint uses to list the results. So, we had to spend a significant amount of time finding a solution for alphabetizing our results, which ended up being custom code by one of our developers."