

Functional Concepts Presentation

PSEWeb - Redesign

Presented by Lisa Mullinaux, User Experience Solutions Architect

EMC² | Microsoft Practice

Prepared for:



PSEWeb Co-Sponsors

AGENDA

State of PSEWeb

Objectives

Ground Rules

Patterns

- 4 core Patterns
 - ▶ Best practices
 - ▶ Examples
- Innovative Patterns
 - ▶ Unique solutions
 - ▶ Business Intelligence
 - ▶ Collaboration
 - ▶ Accessibility

Recommendations

Next steps

STATE OF PSEWEB

- PSEWeb has undergone steady and organic growth
- New content, new owners, new users
- Started as a passion and an incubator of core applications, created to fulfill the needs of the business.
- IT team has been forced to spend greater proportions of their time managing and maintaining, leaving very little time for innovating and developing new capabilities.

STATE OF PSEWEB: FINDINGS

Evolving shift in corporate culture

- Users should be able to make effective use of its content, in a timely manner

Users desire secure access anywhere, anytime

- access to data from any device/workstation/computer

General perception and lack of trust in data accuracy

- Validation of useful content communicated before, during and after the user experience; value clearly defined and illustrated

Lack of governance & standards

- Standards for home page elements; “mandatory” navigation vs optional vs personalized

Need for ways to collaborate

- Communication/knowledge sharing/collaboration

Users don't know what they are missing

- Timely, interesting and useful content; customizable content

WHAT DOES “PORTAL” MEAN?

PORTAL as a concept

- ▶ Provide a single point of access to key tools
- ▶ Customize information to specific goals/needs
- ▶ Manage multiple log-ins and passwords

PORTAL as a technology

- ▶ Simplify integration
- ▶ Provide tools to enable those concepts
- ▶ Offer dev environment, integration standards

IMPACTS, RISKS & CONFLICTS

Present time business goals, processes and timelines

Limited resources (content authors, web administrators)

Concurrent initiatives

- ▶ SAP Roadmap
- ▶ Corporate records management
- ▶ ESS
- ▶ WCMS

Limited input from users

- ▶ Scope of this project limited to 4 of 54 departments
- ▶ Key individuals in the 4 sponsor groups not yet interviewed
 - » Corporate Communications: Teri M, Dorothy B
 - » Customer Service: CSRs, receptionists
 - » IT: Ornulf K, Ruud S.

Lack of official Governance Plan

Assessment of "Level Of Effort" vs "Value Add"

PSEWEB IS...

- TRUSTED
- PRODUCTIVE
- USEFUL
- USABLE
- PERVASIVE
- ESSENTIAL
- COLLABORATIVE
- COHERENT
- STRATEGIC

PSEWeb is a TRUSTED source of information and business tools

PSEWeb delivers tangible and visible benefits

PSEWeb directly supports your needs

PSEWeb is easy to USE and quick to learn

PSEWeb supports every role and location

PSE is not able to function effectively without PSEWeb

PSEWeb supports working together effectively, sharing knowledge

Clear and consistent direction, purpose and design supports

PSEWeb

PSEWeb is a STRATEGIC platform and environment for the
company

OBJECTIVES

- Patterns
 - ▶ Best Practices
 - ▶ Examples
 - ▶ Level of Effort
- Desired Outcome
 - ▶ General understanding of patterns
 - ▶ Likes and Dislikes

LEVEL OF EFFORT < *legend*



Out of the Box

< 1 day

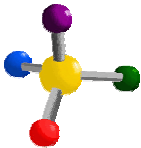
- ▶ Chrome themes
- ▶ Master page "as is"
- ▶ Standard web part pages



Low

1-5 days

- ▶ Custom master page
- ▶ Custom CSS



Moderate

1-6 weeks

- ▶ Custom site definitions
- ▶ Custom page templates

~1 week per site definition

~2-3 days per template



Complex

- ▶ Extremely customized
- ▶ Server controls, web parts, work flows

PSE.com:

- ▶ 3 months+
- ▶ 3 architects/developers (FT)

Assumption: web team has had training and familiarity with SharePoint 2007, and is proficient with Asp.net master pages

A FEW GROUND RULES

These are ideas and concepts to begin thinking of how it could work

- ▶ Let's not get wrapped up in technology/budgetary/manpower solutions

See each example as a template – don't be distracted by the content, industry or services

As you look at each example, consider it from the perspective of:

- ▶ You, the PSEWeb business sponsor
- ▶ You, the consumer

CORE PATTERN: NAVIGATION



NAVIGATION < *core pattern*

Taxonomical navigation is organized in a hierarchical manner

TAXONOMICAL GROCERY SHOPPING				
PRODUCE	FROZEN	DRINKS	MEAT	BAKERY
ETHNIC	JUICES	JUICE	BEEF	BREAD
SALAD	BREAKFAST	BEER	PORK	CAKES
GREENS	ICE CREAM	SODA	CHICKEN	DONUTS
POTATOES	VEGGIES	WATER	SEAFOOD	FRESH BAKED

Ontological navigation is organized in a contextual manner

ONTOLOGICAL GROCERY SHOPPING				
BIRTHDAY PARTY	LUNCH	LOW CARB	BUDGET	SICK
BAKING SUPPLIES	BAGGIES	ORGANIC	SALES	TEAS
CAKE PAN	DELI	HEALTH	GENERIC	SOUPS
PAPER PLATES	DAIRY	SOUTH BEACH	CHICKEN	PHARMACY
CANDLES	BULK	TURKEY	BULK	KLEENEX

BEST PRACTICES:

- ▶ *Incorporate a hybrid of the two types of navigation, to accommodate the diverse ways to find information, based on users' needs and habits.*
- ▶ *reinforce a successful user experience with a navigation that is consistent, transparent and contextual.*
- ▶ *maximize use of other navigational elements such as footer, breadcrumbs, embedded, utility and persistent links.*

NAVIGATION < *example*

Multiple layers of navigation

Helps the user to narrow the choices

Tends to be a drill down user path



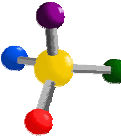
The screenshot displays a SharePoint navigation interface with the following elements:

- Top Bar:** "Welcome SPSWEB01\administrator" | "My Site" | "My Links" | "?" | "Beta Feedback"
- Search Bar:** "All Sites" dropdown, search input field, and "Advanced Search" link.
- Primary Navigation:** "Home" (active), "News/Events", "Resources", "Offices", "Departments", "Pracpices", "Clients", "Search", "Sites".
- Offices Dropdown:** "Boston, MA", "New York, NY" (highlighted by a mouse cursor), "London, EC3A".
- Left Side Panel:**
 - Private Client
 - Public Finance
 - Real Estate
 - Admin**
 - Accounting
 - EAPD Admin Template
 - Executive Management
- Right Side Panel:**
 - News**
 - Sample News Article
 - News Archive
 - Reports**
 - Reports
 - Dashboards
 - Resources
 - Sample
 - Search**
 - Sites**
 - Recycle Bin**
- Site Actions:** "I need to..." dropdown, "Choose task" dropdown, and a list of tasks:
 - From the Desk of the Managing Partners...
 - Admin News
 - Public News
 - Firm Calendar

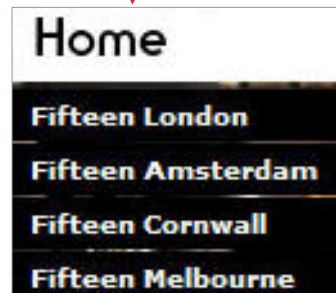
Tertiary Navigation expands to create transparency into lower level pages

NAVIGATION < *examples*

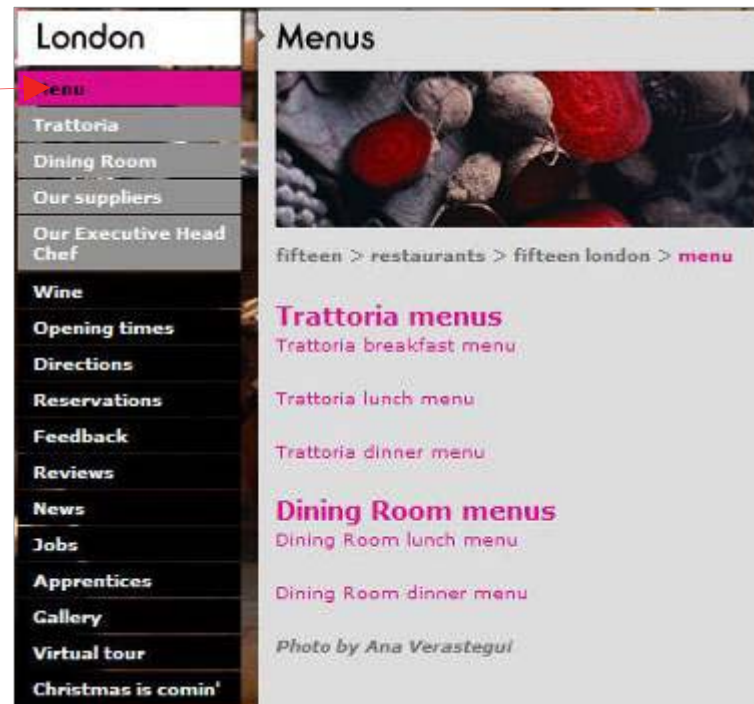
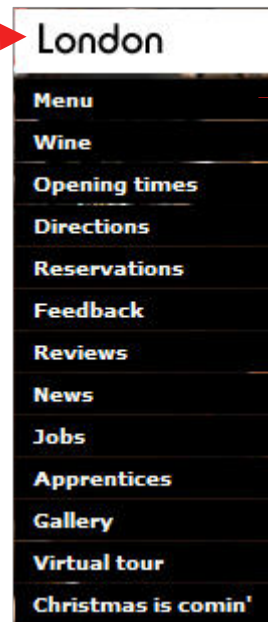
While best practice recommends a transparent navigation to be able to show the user where they were, are and can be, an unwieldy practice can result in a bad experience.



This example illustrates maintaining a successful user experience while “breaking” some rules concerning secondary navigation in context to the global AND local navigation

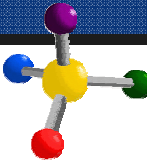


At this point, there is no explicit indication of the path back to the global navigation.



Visual design, button treatment and breadcrumbs now work together to maintain the best practice of telling the user where they were, are and can be.

NAVIGATION < *examples*



Visual design, font treatments (size, emphasis and style) also add to a useful navigation.

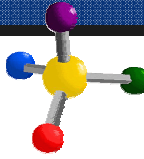
HOME
INDUSTRIES
ATM
PREPAID CARDS
CUSTOMER SERVICE
FRAUD PREVENTION
PARTNERS
▣ BECOME A PARTNER
▣ Citizens Financial Group
▣ Certegy
▣ CrossCheck
▣ Royal Bank of Scotland
▣ Radiant
▣ Squirrel
▣ Island Pacific
NEWS ROOM
MERCHANT REFERRALS

New to the District
Discover M-DCPS
Calendars
Committees
Directories
Human Resources
Meetings
Newsroom
School Board
Schools
Emergency Shelters
Legislative School List
School Boundary Information
School Information
Specialized Programs
Superintendent
Technology

News & Events
Events Calendar
StudioCasts
Industry News
Productivity Central
Blogs, Etc.
Campus
Maps & Buildings
Conference Rooms
Shuttle
Security
Dining
Commute
Art Collection
Employee Matters
HR & Benefits
Career Development
Research & Reference
Personal Purchasing
New Employees
Community
Legal
Workplace Services
Travel
IT & Communications
Facilities
Office Services
Purchasing
About Microsoft
Organization
Company Overview

Home
» About Us
» Awards and Recognition
» Corporate Info & Fact Sheet
» Customer Service Commitment
» History
» Press
» Investor Relations
» Contact Us
» Self-Help Customer Service
» Web Site Questions or Technical Support
» HawaiianMiles Service Center
» Reservations
» Baggage Related Inquiries
» Chartered Flight Service
» Consumer Affairs Office
» Employment Opportunities
» News Media Inquiries
» Investor Relations Contact
» Corporate Headquarters
» Privacy Policy
» Business Ethics and Conduct
» Help/Frequently Asked Questions
» Employment Opportunities
» Contract Of Carriage

NAVIGATION < *examples*



Global navigation



Secondary navigation

+ breadcrumb



Tertiary navigation

+ breadcrumb

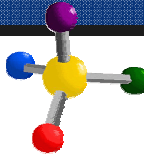


Footer navigation

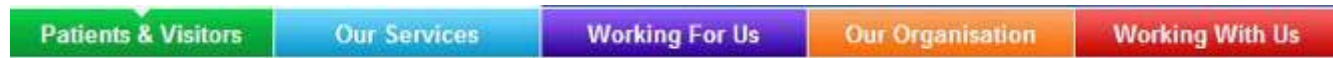


Incorporating navigation that makes use of best practices allows for a user experience that is neither horizontally or vertically constrained.

NAVIGATION < *examples*



Global navigation



Breadcrumb

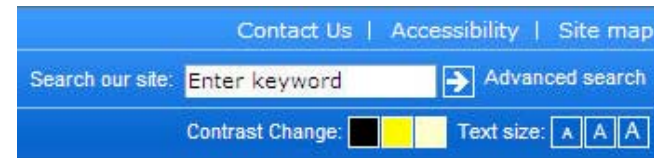
You are here: [Plymouth Hospitals](#) > [Patients & Visitors](#) > [Advice and Support](#) > [Pastoral & Spiritual Care \(Chaplaincy\)](#) > The Chaplaincy Team

Secondary navigation



Tertiary navigation

Utility/persistent navigation



Footer navigation

+ utility navigation



CORE PATTERN: HOME PAGE



The intranet homepage should be the primary way for employees to access tools/information required to carry out their daily job tasks.

HOME PAGE < *content*


- Common page elements
 - ▶ Employee look up/Search
 - ▶ Emergency alerts
 - ▶ Critical announcements
- Links into the site
 - ▶ Direct access deeper into site
 - ▶ “Full” version of brief content on home page
 - » NOT a mirror of global navigation
- “Quick links”
 - ▶ To content the USER want to access
 - » NOT for business units to push their own content out

- Communications, Activities, News
 - ▶ Lead-in to corporate communications announcing activities and stories that are most important to PSE.
 - ▶ Corporate initiatives
 - ▶ External news in context to organization
- “How To’s”
 - ▶ How to personalize
 - ▶ How to use
- “Local” News
 - ▶ Employees’ achievements [shows equal value to corporate news]
 - ▶ Community involvement

HOME PAGE < *best practices*


- Audience specific - meaningful to
 - ▶ New visitor
 - ▶ Regular visitor
 - ▶ Infrequent visitor
- Primarily navigation-oriented
- Establish and reinforce the global navigation, corporate branding
- Communicate the usefulness and need
 - ▶ Allow user to find 'high use' items quickly
 - ▶ Minimize 'distraction' of less relevant information.
 - ▶ Identify/address users' perceived roadblocks
 - » Limited "extra" time
 - » General lack of awareness of the new functionality

HOME PAGE < examples


View All Site Content
Document Center
▶ Document Center S
SharePoint Trainin
Reports
Search
Site Directory
Recycle Bin

MYJANUS Welcome Chris! - Logout | My Links | My Site | My Department

My Janus

GO FARTHER™  **JANUS**


JNS Stock: 28.98 ▲ 1.33
11:07 AM Eastern (20 min. delay)


INSIDE JANUS | I NEED TO... | JANUS LIFE | People Finder | Outlook | Report Illegal or Unethical Behavior | Help


THE COMPANY
About Janus
Brand Toolkit
Company Publications
Company Locations
Company Policies
JNS Market Performance

DEPARTMENTS
Corporate Finance
Corporate Services
Fund Services
Human Resources
Information Technology
International
Investment Accounting
JGA
JIAM
Legal & Compliance
Marketing
Portfolio Management
Sales
Trade Operations

SUBSIDIARIES
ITECH
Perkins-Wolf

COMPANY NEWS

Market update
The market reacted negatively to jobs data released on Friday, September 7. The Dow fell almost 250 points or 1.9% and other U.S. indices had similar declines. European markets, which were open when the data came out, were down about 2% on average. Asia already had ended its week. [Find out what happened](#)
[Read More Company News](#)

JANUS IN THE NEWS

09/04/2007 "Six Questions for Ron Sachs, New Manager of Janus Twenty Fund"
[Read More](#)
[Press Releases](#) | [Search Archive](#)


JANUS LIFE NEWS

Wellness Expo Sign up now for free health screening! September 17 & 18
Chair massages, acupuncture, tips from personal coaches, along with health screenings for you, your spouse/domestic partner & children over 18. Receive a \$50 AmEx gift card for completing a health risk assessment (employees only). Watch your home mailbox for more info or [click here for details](#)
[Visit JanusLife Now](#)

FINANCIAL NEWS
[Yahoo News: Business](#)

ANNOUNCEMENTS
▶ [TODAY! Small talk can lead to big things](#)
▶ [REGISTER NOW! Discover Janus "Next Gen PMs" September 24 \(part 2\)](#)
▶ [Janus Bowling League](#)
[Read All Announcements](#)

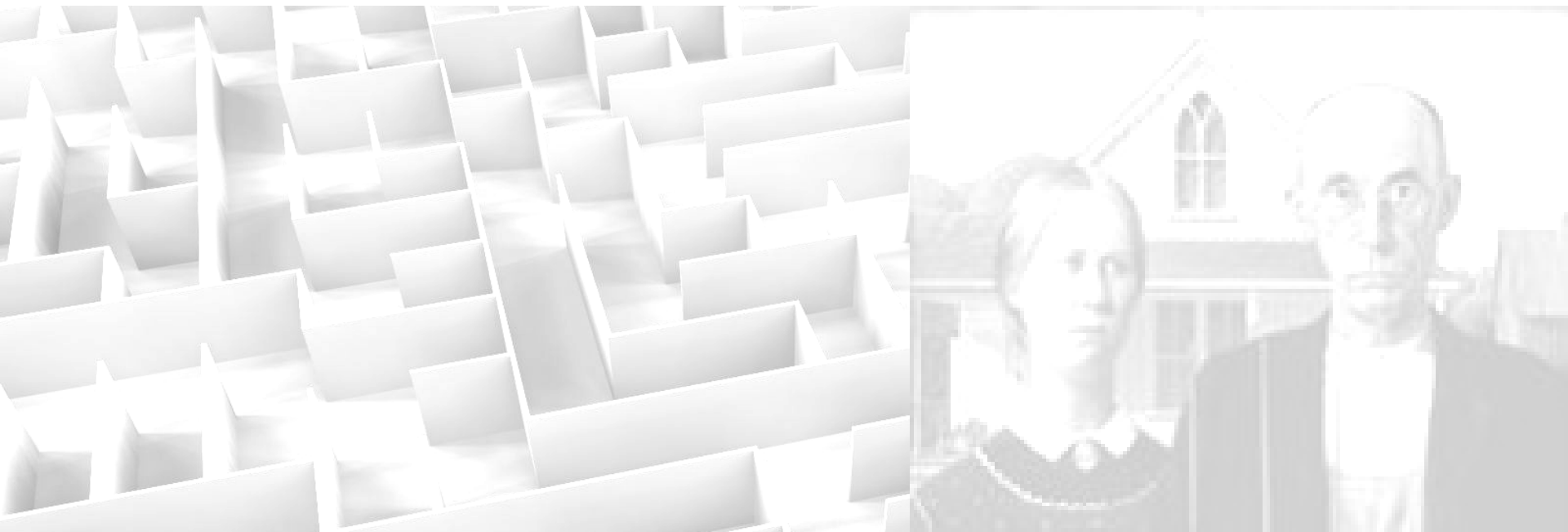
MARKET SUMMARY
▼ NYSE Comp 9934.17 -36.73
▼ Dow 30 13766.54 -49.02
▼ Nasdaq Comp 2654.29 -12.19
▼ Russell 2000 809.76 -7.64
▲ CRB Index 333.32 +3.75
▼ Dollar Index 78.58 -0.72

WORLD TIME
Denver 02:53 PM MDT 9/20/07
New York 04:53 PM EDT 9/20/07
London 09:53 PM BST 9/20/07
Frankfurt 10:53 PM CEST 9/20/07
Hong Kong 04:53 AM CST 9/21/07

CLIENT CORNER

Aliquam lectus, ac piscing etes ac. feugiat lacus. Ut di velit nec est. Tunc posuere, sit amet malesuada blandit, sapien sapien auctor arcu, sed pulvinar fello mi sollicitudin tortor. Maecenas volutpat, nisl et dignissim phretra, urna lectus ultrices est, vel pretium pede turpis. [Read More](#)

My Links | ?
Advanced Search
Site Actions
kup
ask Ticket

CORE PATTERN: MY HOME PAGE



MY HOME PAGE < best practices

USEFUL

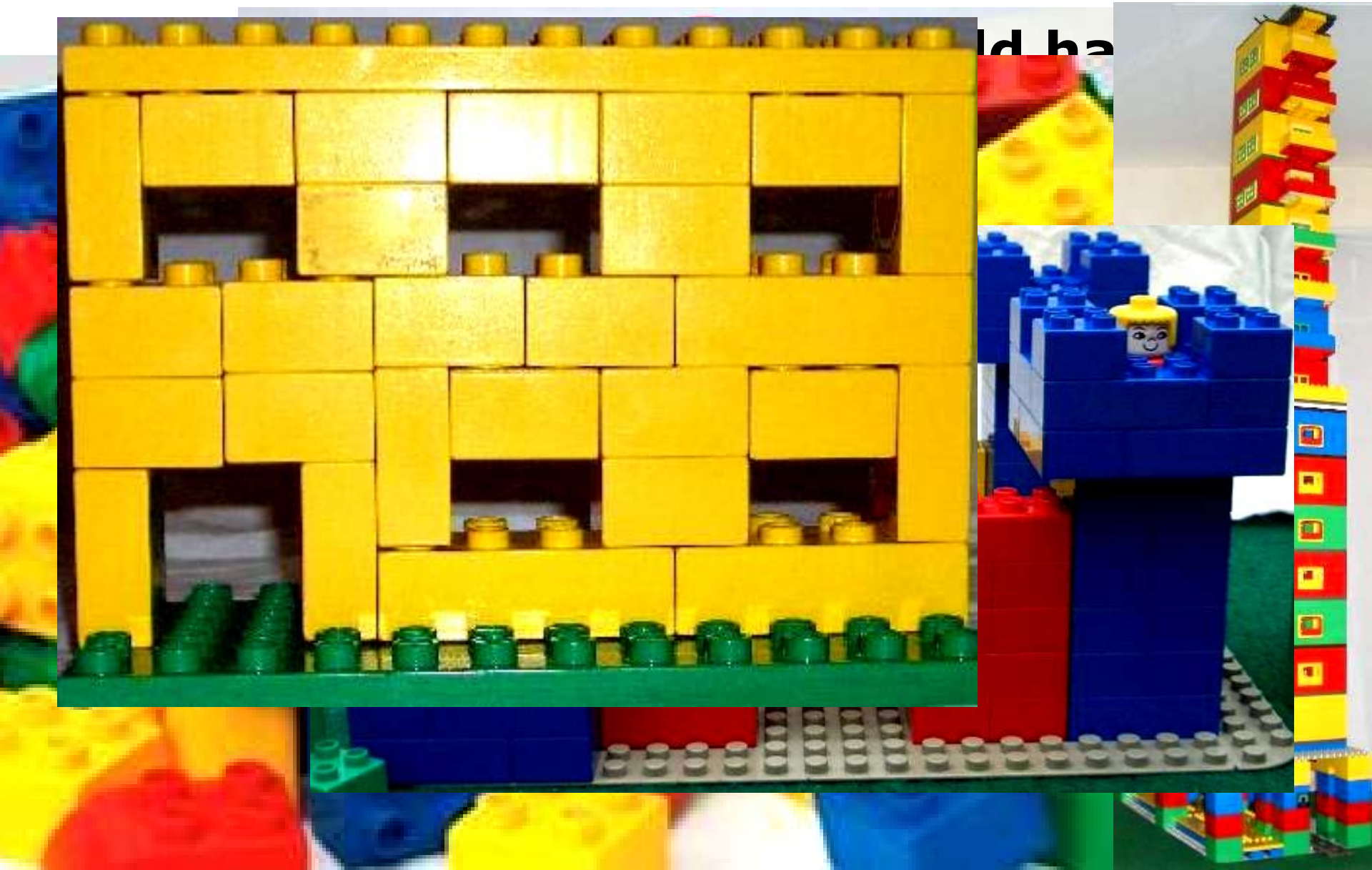
- Designated content/modules
 - ▶ Mandatory [global navigation, corporate messaging, emergency alerts]
 - ▶ Audience specific [managers, support, represented, dashboard/ scorecards]
 - ▶ Optional
 - » “Full” version of story/article on home page
 - » Workflow starting points
 - ▶ Personalized
 - » “Quick links”
 - » Direct access deeper into site
 - » Fast access to frequently used documents

MY HOME PAGE < best practices

USABLE

- Simple to set up
- Easy to edit
- Fits in different page layouts
- Contextual to individual employees' job roles

Building "MY Home Page" is like playing with...





MY HOME PAGE < best practices

Plan for multiple page layouts; consider unique needs of specific user groups

- ▶ Remote access
- ▶ Multiple screens and applications open at the same time
- ▶ Varying proportionate real estate needs, based on modules



MY HOME PAGE < best practices

Ensure user-friendly implementation and layout:

- ▶ Offer fast access to high use items by placing “quick links” and workflow links above the fold.
- ▶ Highlight benefits of time spent well now, in learning and setting up
- ▶ Give tangible evidence of the increased value as a result of creating their own home page.



MY HOME PAGE < best practices

Users need to configure their own personalized environment for it to be used in the context it is meant.

It must have significant benefit:

- ▶ Time savings
- ▶ Efficiency
- ▶ High trafficked area



MY HOME PAGE < best practices

In previewing

- ▶ Messaging of its benefits
- ▶ Tutorials
- ▶ Instant help

Setting up

- ▶ Quick/less time than feared
- ▶ Access to help (tutorials, phone calls)

In action

- ▶ Easy to adjust, edit, add
- ▶ Content is useful and offers a better experience than their current work-arounds




MY HOME PAGE < best practices

How to personalize is very subjective to the user's role within the company, their interests, comfort level, external influences.






MY HOME PAGE < examples



Welcome Arnie • My Site | My Links •

Litware Inc.

Welcome Michael • My Site | My Links •

 Sales Account Manager

All Sites

Advanced Search

Site Actions

View All Site Content

Documents

Pictures

Lists

Discussions

Surveys

Sites

Accounts

Career

References

Around Me

Dashboard

Today

KPI Tracking

Recycle Bin

Litware Inc. > Sales Account Manager > Dashboard

Top Accounts By Revenue

AccountID	Account	Industry	Geography	TotalRevenue
3	A. Datum Corporation	Telecom	NorthAmerica	\$1,695,587.00
1	Fabrikam Inc	Retail	NorthAmerica	\$1,130,974.00
2	Contoso Inc	Manufacturing	NorthAmerica	\$1,107,092.00

Top Accounts for Opportunities

AccountID	Account	Industry	Geography	OpportunityRevenue
1	Fabrikam Inc	Retail	NorthAmerica	\$79,479.00
2	Contoso Inc	Manufacturing	NorthAmerica	\$3,301,780.00

Must Have Account

Account	Industry	Geography	Market Cap	Opportunity Size
Coho Vineyard	Manufacturing	North America	\$10,000,000.00	\$2,000,000.00

Add new item

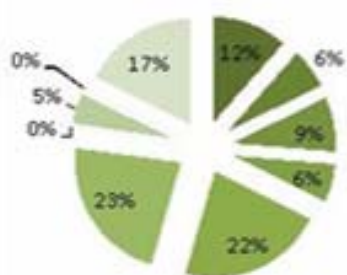
Tool Links

Link Name	Link URL
SAP	http://www.sap.com

Add new link

Sales Details

Update • Find View: Sales Details



- A. Datum Corporation
- Adventure Works
- BlueYonder Airlines
- City Power & Light
- Contoso Inc

CORE PATTERN: SEARCH



SEARCH < best practices

Top issues within a corporate intranet Search functionality:

- ▶ Cumbersome tools that don't fulfill user expectations
- ▶ Obsolete tools that only a few people understand
- ▶ Integrating new content, acquisitions
- ▶ New employee frustration

SEARCH < best practice

Placement

- ▶ Persistent | Contextual | Consistent | Contextual help

User expectation management

- ▶ Messaging: Search range | Search scope
- ▶ Easy to select sub-sections - communicates exclusivity of one another

Querying

- ▶ Simple: easy to enter
- ▶ Complex: examples
- ▶ Effective use of search builders

Results

- ▶ Messaging: Results range | scope | Relevance | Did you mean... | “Others found this useful” (vote capability) | One result per document

Advanced | Refined Search

- ▶ Messaging: Ways to narrow and expand search

Finishing Search

- ▶ Save | Email search query/results
- ▶ Alert me when new results appear

SEARCH < examples



SEARCH < examples

PSE PUGET SOUND ENERGY

The energy to do great things

Friday, October 26, 2007

COMMUNITY ▾ ENERGY & ENVIRONMENT ▾ HOME & BUSINESS SOLUTIONS ▾ INSIDE PSE ▾ SAFETY & RELIABILITY ▾

Find documents with...

All of these words:

The exact phrase:

Any of these words:

None of these words:

Narrow the search...

Only the language(s): ☐ French ☐ German ☐ Japanese ☐ Spanish

Result type:

Add property restrictions...

Where the Property... Contains And Add Property

Results by Relevance | View by Modified Date | Alert Me | RSS

Results 1-10 of about 1,024. Your search took 0.05 seconds. [1](#) [2](#) [3](#) [4](#) [5](#) Next >

© 2007 Puget Sound Energy. All rights reserved. [Terms of Use](#) | [Privacy Policy](#) | [Website Feedback](#) | [For Investors](#)

...Special thanks to Andrew Jackson for his work with **Adventure Works** IT department (AWITG) on the department certificate servers... **Adventure Works** personnel will visit us on the first week of May, 2006...

\\upgrade-share\dominique\public\communications\published\2005\Upgrade campaign Internal Review.htm - 3
Author: Dominique Kui - Modified: 12 August, 2005

Lessons Learned from collaboration with Adventure Works

...Three Major Successes ***Adventure Works** *Snapple *Gorditas South ... Continue the work toward completion by sprint, with **Adventure Works** implementation in May, 2006...

system near manager

PSE PUGET SOUND ENERGY

The energy to do great things

COMMUNITY ▾ ENERGY & ENVIRONMENT ▾ HOME & BUSINESS SOLUTIONS ▾ INSIDE PSE ▾

Results by Relevance | View by Modified Date | Alert Me | RSS

Results 1-10 of about 1,024. Your search took 0.05 seconds. [1](#) [2](#) [3](#) [4](#) [5](#) Next >

Dev Site

SAVE **ENERGY** TO KEEP YOUR FAMILY COMFORTABLE ... Puget **Energy** announces Q1 earnings ... Dividends declared on Puget **Energy** common, Puget Sound **Energy** preferred

<http://wcms.dev.author - PUGET\zsheinz - 10/25/2007>

Forms Test

2007 Puget Sound **Energy**. ... **Energy** & Environment ... **Energy** & Environment

<http://wcms.dev.author/formtest - PUGET\zsheinz - 10/25/2007>

Energy Supply

Energy Supply ... **Energy** Supply ... Sound **Energy** maintains a balanced and diverse mix of cost-effective power resources.

<http://wcms.dev.author/energyenvironment/energysupply - PUGET\zsheinz - 10/25/2007>

Energy Efficiency & Renewables

Energy EfficiencyPSE has long been a Northwest leader in **energy** efficiency. ... clean, renewable **energy** than Puget Sound **Energy**. ... Get **Energy** ActiveBoost your **energy** IQ.

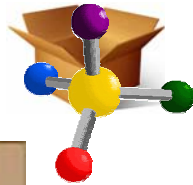
<http://wcms.dev.author/energyenvironment/renewableenergy4 - PUGET\zsheinz - 10/25/2007>

Energy Safety

Energy Safety ... **Energy** Safety ... We regularly provide training to emergency responders and we off **energy** safety programs for schools.

<http://wcms.dev.author/safetyreliability/natgaselectricsafety - PUGET\zsheinz - 10/25/2007>

SEARCH < examples



JPMorganChase Company Home Phonebook Help Feedback

Phonebook

People Yellow Pages Branch Locator

Park Slope
Chase Branch
In-Line

Manager: [Vedelyn Davis](#)
Customer Phone: 718-783-1822
Internal Phone: 718-783-1822
Service Type: Full
Cost Center: 00101 [hlsranch](#)
Branch Number: 00101
Market: Northeast
Mail Code: NY1-0101
Fax: 718-783-1973
Street Address: 127 7th Ave
(for packaged services only)
Brooklyn, NY
Friendly Location: Carroll St & 7
Services: Annuities - B
Bilingual ATM
Bilingual ATM
eATM - 24 Hr
Express Dep
Foreign Draft
Investment S
(Mon-Fri, 9AM-5PM)

Jeffrey D Easton
Vice President
Phone: 1 201 5955703
GDP (Internal): 595-5703
Cell / Alternate Phone: 1 917 7165063
Voicemail: 1 201 5955703
Internal E-Mail: jeffrey.easton@jpmchase.com
External E-Mail: jeffrey.easton@jpmchase.com
Cost Center: 56773 (056773) - BENCHMARKING & STANDARDS - NA [hlsranch](#)
Company Name: 001 (0002) JPMorgan Chase Bank [hlsranch](#)
Organization: Central Technology & Ops
Central Technology
Corporate Administrative Sys
BENCHMARKING & STANDARDS - NA
Fax: 1 201 5956156 [create fax](#)
Building Code - Floor: 02959 - 15
Street Address: 575 Washington Boulevard, Floor 15
Jersey City, NJ 07310-1616 United States
Mail Code: NY1-0077 [hlsranch](#)
Standard ID: [hlsranch](#)
Manager: [Nancy M Goshel](#) [hlsranch](#)
HR Business Partner: [Elaine M Brophy](#)
[Add to favorite phone numbers](#)

Views
[org chart view](#)
[manager hierarchy](#)
[everyone in this cost center](#)
[everyone in this mail code](#)

Personal Profile [More About Me](#)
What I do
Increase the ease of use, or 'usability', of the JPMorgan Chase intranet, Promote awareness of usability ...
Skills
Usability and User Interface design; Usability Lab and Focus Group Facilitation; Accessibility Assessment ...
More About Me
I sit in the southwest quarter of the 15th floor at Newport 5 (575 Washington); Hobbies: Sailing, Running ...
[Edit Your Contact](#)
Alternate Contact
[Geraldine Singleton](#), 201-695-5008

Description
Intranet search strategy, particularly with regards to Google, the Phonebook (People Search, Yellow Pages, Branch Locator) & Personal Web Pages, and Targeted E-mail.
Useful Links
[Google Intranet Search](#)
Hours of Operation
A-F 8:00AM-5:00PM Central
Service Leader [Dennis Deacon](#)

Employee Financial Services
Community Involvement
Diversity

Life Events
+ Marriage
+ Going to
+ Moving
+ New Child
+ Response

[Save on Account](#)
[More](#)

[ave@cisco.com](#)

CUSTOMER SERVICE &

QRM

A close-up, black and white photograph of a metallic, cylindrical object, possibly a mechanical part or a container, with a textured surface and a curved edge. The object is shown in a way that highlights its metallic texture and the curve of its rim.

CUSTOMER SERVICE & QUICK REFERENCE MANUAL



Customer Service Manager

Welcome Marie | My Site | My Links

My Home | My Inbox | **Customer Service Manager** | My Profile

All Sites | Advanced Search | Site Actions

View All Site Content

Litware Inc. > Customer Service Manager > Helpdesk

Documents
Pictures
Lists
Discussions
Surveys
Sites
Today
Helpdesk
Dashboard
KPI Tracking
References
Career
Around Me
Recycle Bin

View All Site Content
Documents
Pictures
Lists
Discussions
Surveys
Sites
Today
Helpdesk
Dashboard
KPI Tracking
References
Career
Around Me
Recycle Bin

	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
	24	25	23	25	26	27	24	21	27	26	25
	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5
	4	3	4	3	4	4	5	4	4	4	4
	17	17	17	17	17	18	17	17	17	17	17
	684	684	757	684	684	684	757	764	699	695	740

Product

Top Five Call Reasons

Product	Category	Month	Total Calls
LitwareInc Exchange Server	License	Jan 2006	124
LitwareInc Exchange Server	Update	Jan 2006	111
LitwareInc Exchange Server	Backup	Jan 2006	101
LitwareInc Exchange Server	Others	Jan 2006	101
LitwareInc Exchange Server	Operational	Jan 2006	100

Call Distribution

(All)

20% 20%

■ LitwareInc Project Server
■ LitwareInc Web Server

CUSTOMER SERVICE & QUICK REFERENCE MANUAL



Home Welcome MOSS2007/administrator ▾ | My Site |

Employee Training Scheduling and Materials

[Home](#) [20 Application Templates ▾](#) [20 Site Templates ▾](#) [Document Center](#) [News ▾](#) [Reports](#) [Search](#) [Sites](#)

[View All Site Content](#)

Courses

- [My courses](#)
- [Upcoming courses](#)
- [Add new course](#)

Course Materials


- [Upload materials](#)

Course Surveys

- [Add new feedback](#)

Announcements

Links

 [Recycle Bin](#)

[Home](#) > [20 Site Templates](#) > [Employee Training Scheduling and Materials](#)

Courses I am attending

You are not scheduled to attend any courses.
Choose "Upcoming courses" from the Quick Launch bar to select an available course to register for.

Courses I have attended


You have not attended any courses.

Courses I am teaching

You are not scheduled to teach any courses.
Choose "Add new course" from the Quick Launch bar to schedule a new course to teach.

Courses I have taught

You have not taught any courses.

 [Recycle Bin](#)

CUSTOMER SERVICE & QUICK REFERENCE MANUAL



MSWeb > Office

Press Releases - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Links MSFT CMS Proj Home - Strategy Memo Staging Interview Feedback Interviewing Microsoft Office Live Meeting - viewReg

Address http://co-147/sites/demo/PressReleases/Pages/default.aspx

Go

A.DATUM CORPORATION

Home > Press Releases

Home Products Services Press Releases About Us

Create Edit Shared Page Tools Site Settings

Version: Checked Out Status: can only be viewed and modified by you. More information

Save Check In Publish

BattleBot

Reduce Complexity

IT Pro Role

Press Releases

Lorem ipsum

A.DATUM CORPORATION

My Site My Memberships Help

Search

Create Edit Page Site Settings

Document Status

you have 2 documents that have been approved this week.

you have 4 documents that are checked out to you.

HTML Editor -- Web Page Dialog

Select Font Size B I U

Current Selection Address

Bulleted List Definition Definition Term Directory List Formatted

"Ther

Heading 1

Heading 2

Heading 3

Heading 4

Heading 5

Heading 6

Menu List

Normal

Numbered List

Lorem ipsum d magna leo ver dui sed diam c inceptos hyme congue et, or Quisque eros suscipit. Done ut, quam. Fusce velit. Donec

consectetur adipiscing elit. Quisque commodo, ligula eu et imperdiet massa libero eu turpis. Integer porta ligula tum. Class aptent taciti sociosqu ad litora torquent pe s diam. Donec aliquet metus in urna. Etiam enim wisi, n s sit amet nisl. Nunc nisl velit, accumsan a, ultrices a, eu, elementum id, scelerisque vitae, quam. Quisque in ctus placerat tincidunt. Nulla quam dui, blandit et, pul ut, quam. Fusce velit. Donec cursus. Mauris vehicula tellus fringilla wisi.

Class aptent taciti sociosqu ad litora torquent per conubia nostra, per inceptos hym turpis, varius ac, ornare id, tincidunt eget, lorem. Duis quam enim, consectetur ac, metus. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridic justo libero, feugiat tristique, posuere ac, mattis sed, risus. Proin fermentum arcu se Proin felis velit, pharetra quis, faucibus in, molestie vitae, mauris. Proin orci libero, m malesuada at, consequat nec, mauris. Proin pretium enim eget velit consectetur fai

Integer facilisis adipiscing leo. Integer tristique. Suspendisse mauris. Mauris at dolor.

Select Image from Portal

Site Path: Home > Animal Site > Animal Image Library

Back Up View Details Upload Image Manage Library Content

Look In

Animal Site Animal Image Library

Content Site Image Library

Home Site Image Library

Image 1

Image 2

Image 3

Image 4

Image 5

Image 6

Image 7

Image 8

Location (URL): http://server/home/intra/Redts/animalImageLibrary/image%2.gif

OK Cancel

Look In Section

View Section

Location (URL)

http://co-147/sites/demo/PressReleases/Pages/default.aspx#

Wildlife Refuge

1/4/05

Local intranet

INNOVATIVE CONCEPTS



UNIQUE SOLUTIONS

Tag clouds are an example of how Web 2.0 has improved navigation user experience:

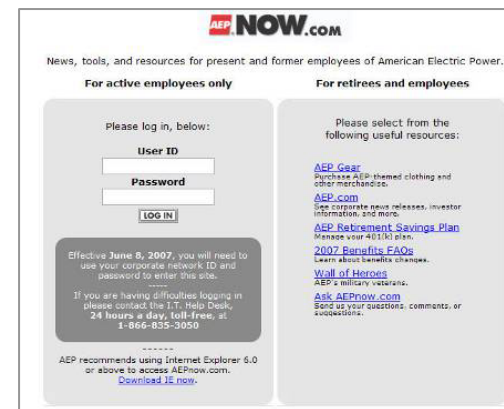
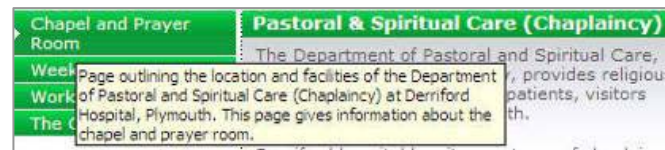
- Rational user experience design, using font size, emphasis and style to show what links others have used
- Efficient use of real estate – it eliminates a “per line” navigation, and instead allows words to wrap

Intranet access via the web

- American Energy has created “an abridged intranet version is also available on the Internet, and features news and benefits-related information.

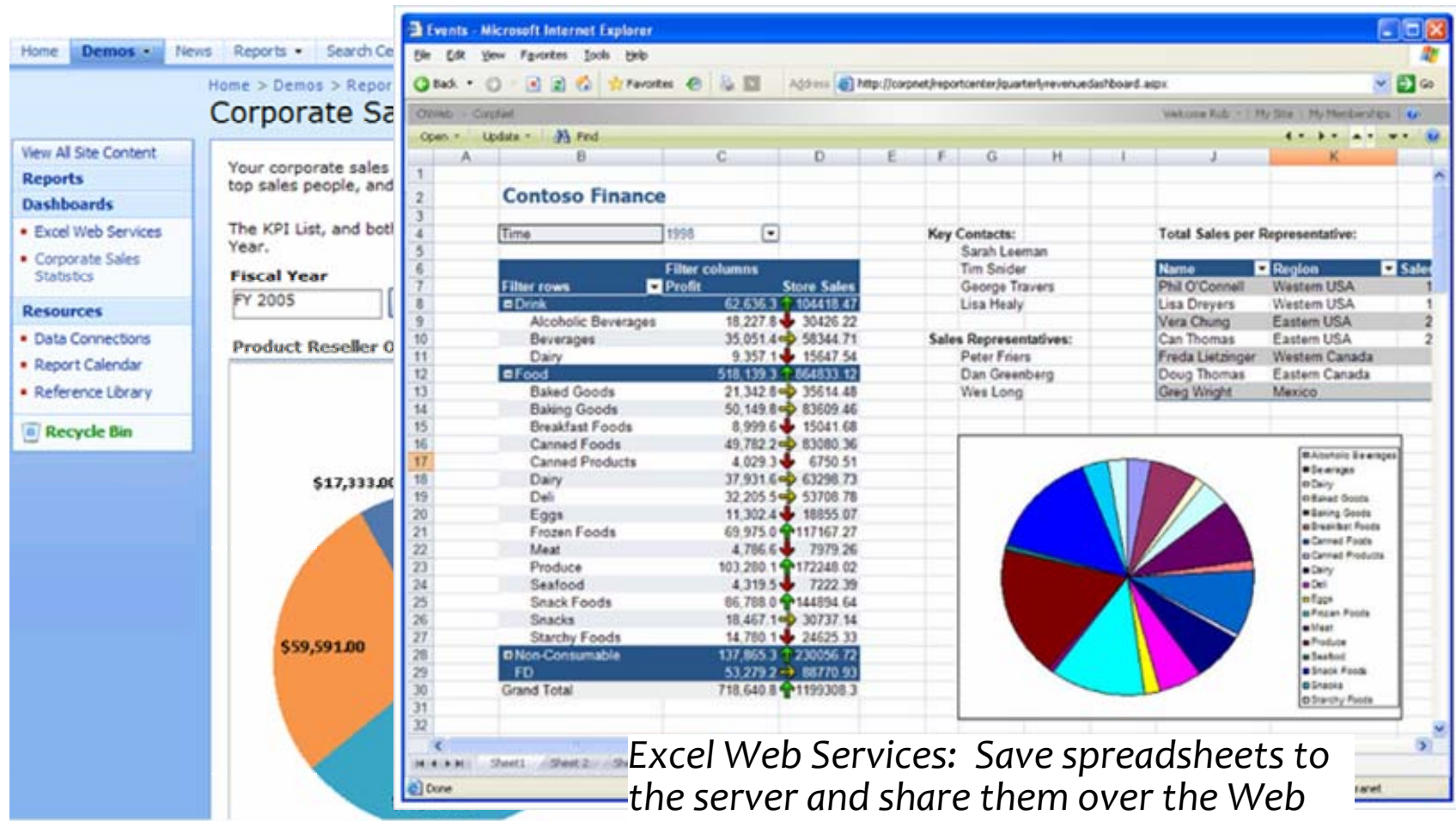
Accessibility

- Allow users to change font size (nearsighted/ farsighted users), background color change (color blindness)
- Take advantage of short and long descriptions to maximize the benefit of the alt tag



BUSINESS INTELLIGENCE

A Key Performance Indicator (KPI) is a visual cue that communicates the amount of progress made toward a goal.



Excel Web Services: Save spreadsheets to the server and share them over the Web

COLLABORATION

Blogs, Wikis and discussion threads allow groups to communicate, share, collaborate without software or platform limitations.

Core Competencies of organizations that embrace Web 2.0:

- ▶ Control over unique, hard-to-recreate data sources that get richer as more people use them
- ▶ Trusting users as co-developers
- ▶ Harnessing collective intelligence
- ▶ Leveraging the long tail through customer self-service

CREATE A BLOG

Blog Features:

- Start a Community
- Manage the community posts
- Reply to a post



Posts - Microsoft Internet Explorer provided by Cisco Systems, Inc.

File Edit View Favorites Tools Help

Address http://sciteam/sites/asset/luc/KSEC/Lists/Posts/AllPosts.aspx

ASSET Portal > ASSET Unified Communications > Community of Journal

Welcome David Kraus (dkraus)

This List: Posts

Community of Journal

Community of Journal > Posts

Community of Journal

Site Actions

Categories

- Category 1
- Category 2
- Category 3

Other Blogs

There are no items in this list.

Links

- Photos
- Archive
- Archive (Calendar)

Merrill Lynch's Recent Review of Cisco's R&S Opportunity

5/16/2007

The attached from Merrill Lynch is a strong positive for Cisco. Merrill's summary: "Cisco will continue to maintain its dominant share in the routing space and even increase its share in the edge subsegment". Read the entire report attached.

Posted at 10:03 PM by Anonymous Author (dkraus) - (Email) (Category: Category 2) (Replies: 0) (Email this Post) (Comments: 0)

Comments

There are no comments yet for this post.

Title

Body

Submit Comment

View: All Posts

Published	Category	# Comments	Actions
a - 1/16/2007 10:03 PM		0	All Posts
e - 1/16/2007 10:02 PM		0	Archive
e - 1/16/2007 10:01 PM		0	By Author
e - 1/16/2007 10:01 PM	Category 2	0	Calendar
a - 1/16/2007 9:59 PM		0	My Posts
e - 1/16/2007 7:43 PM		0	My submissions
a - 1/16/2007 7:42 PM	Category 1	0	Create View
e - 1/16/2007 7:33 PM	Category 2	0	Approved
e - 1/14/2007 1:39 AM		0	Approved

Local intranet

CREATE A WIKI



Wiki Features:

- View a list of pages
- Create a new Wiki
- Add or edit content directly to a Wiki page

The screenshot shows the Cisco Wiki Pages interface in a Microsoft Internet Explorer browser window. The address bar shows the URL: <http://njcteam/sites/asset/uc/KC/Wiki%20Pages/Forms/AllPages.aspx>. The page title is "UC Body of Knowledge > Wiki Pages". The main content area displays a list of Wiki pages:

Type	Name	Modified By
Home	Home	Anruddha Aditya Aditya -X (anaditya - Zensar at Cisco)
How To Use This Wiki Site	How To Use This Wiki Site	Anruddha Aditya Aditya -X (anaditya - Zensar at Cisco)
What is a wiki site	What is a wiki site	Anruddha Aditya Aditya -X (anaditya - Zensar at Cisco)

On the right side of the page, there is a "New Wiki Page" button with a yellow background and a blue border. A mouse cursor is pointing at the button. The button text reads: "New Wiki Page Create a new Wiki page. Zensar at Cisco".

Below the main content area, there is a section titled "Wiki Content" with a text editor. The text editor has a toolbar with various icons for formatting and editing. The text entered in the editor is:

This will be a demonstration of standard Cisco networking technol (more than 30 minute) mobile emergency communications environment supported by routing/switching satellite backhaul with VPN, and system, to support distributed or centralized command and contr

FOR THE BUILDER

Handbooks & Brochures

Getting Started

[Research & Preparation](#)

[Construction Checklists](#)

[Permits & Inspections](#)

Electric & Natural Gas Service

[Rebates for Builders](#)

[Call Before You Dig](#)

[Contacts for Builders](#)

[Customer Service Guarantee](#)

General Info: 1-888-225-5773

Getting Started: Construction Checklists

Download a Quick Reference for Builders

PSE's Customer Construction Services can help guide you through the processes involved with setting up electric and natural gas services for your projects.

Download these PDF resources for some guidelines at a glance, or call us at 1-888-321-7779 to request a hardcopy.

- » [Construction Services](#)
- » [Electric Checklists](#)
- » [Natural Gas Checklists](#)

RECAP of FINDINGS

Workforce turnover

Navigation | Home Page | Accessibility | Tribal Knowledge > Preservation

Access to tools/data away from work station

Extranet/ "limited" intranet

Challenge to Data Accuracy | Value Resource

Navigation | Home Page

Contextual and accurate search results (people, data)

Search | Advanced Search

Time stamp | NEW! | Updated

Lack of governance & standards

Navigation | Standards | Guidelines | Templates

Collaboration

Community | Communication | My Home Page

User's Don't Know What They Don't Know

My Home Page | Mandatory information modules | Navigation | Standards

NEXT STEPS

- Preference of the Sponsors
- Flows/user scenarios
- Site Map/Navigation
- Wire Frames
- SDD

EMC²
where information lives[®]