

“Publish or perish”

Motivate your employees to contribute content
to your intranet

October 28, 2010



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Insight

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Decentralised Publishing

KEY TIPS

- Also known as distributed publishing
- Content Owner \neq Content Publisher
- Content Publisher \neq Contributor
- Support will be key to your success
- Intranet responsibilities must be included in KPIs



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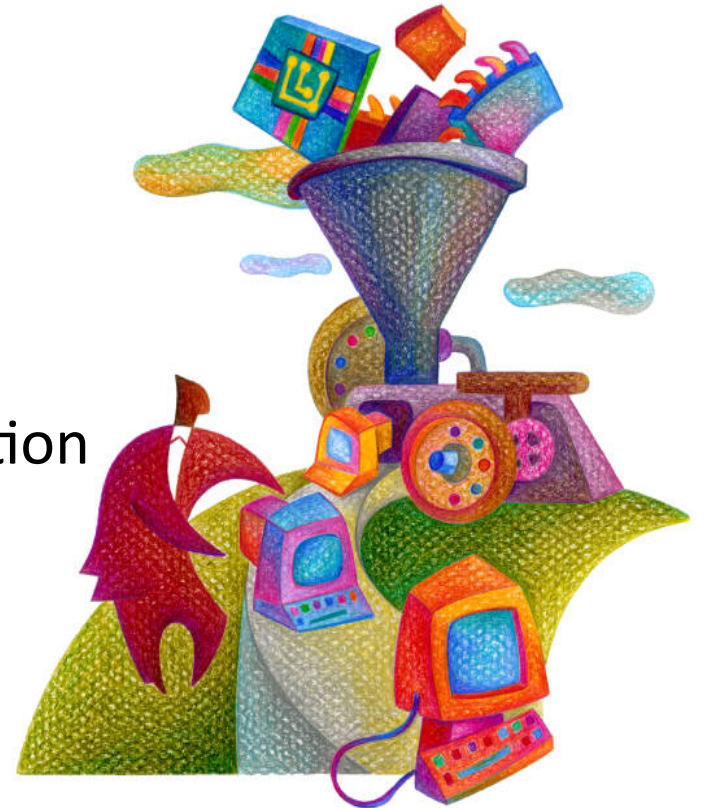
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Decentralised Publishing

BENEFITS

- Eliminates bottleneck effect
- Increases end user awareness
 - >> self promotion
- Empowers end users
- Facilitates an environment for collaboration
- More focus on strategy , development & support



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Example Screenshot: Information Technology

Brightstar

Welcome AU Infocenter | My Site | My Links | ?

All Sites [dropdown] [search]

Advanced Search

Brightstar InfoCenter AU | Our Company | Leadership Center | Business Center | Supporting Center | Resource Center | Site Actions

View All Site Content

Lists

- Risks
- Issues
- Deliverables

IT Home

- Staff Leave Calendar
- IT Reports

IT Support

- IT Support Calendar
- UAM Process
- OOH Support Roster

Documents

- General IT Documents
- IT Architecture
- BI Document Library
- Project Documentation
- UBL Reference Library
- IT Policies & Procedures
- IT Application Diagrams
- Project Documents

IT Testing Centre

- Testing Center Home

Brightstar InfoCenter AU > Supporting Center > Information Technology

Information Technology site

Information Technology on InfoCenter

General IT Information

- Staff Leave Calendar
- Policies & Procedures
- Reports

Projects

- Status Reports
- Project Resources
- Activity Map

Testing

- Testing Centre Home
- Test Scripts
- Test Issues

Support

- Network Outages & Announcements
- UAM Information
- OOH Support Roster

Documentation

- Project Documentation
- Templates
- Architecture Diagrams (coming soon)

INFORMATION TECHNOLOGY ANNOUNCEMENTS

'Emergency' in OnTime 30/11/2009 1:51 PM
 by Katrina Marques
 Please remember – the release window option 'Emergency' in OnTime is reserved for real emergencies – eg. Critical or High priority problems which are interrupting large sections of the business or warehouse. "Because I need it now" is not an emergency...

Check out the new IT site on InfoCenter! @ 30/09/2009 3:39 PM
 by Katrina Marques
 As you may recall, about 2 months ago a survey was conducted on IT staff regarding the IT site on the Intranet. From the feedback received in this survey we have made some changes to the IT site. These changes have now been made to the site and are...

information technology

CONTACT US!
 To get assistance from the Information Technology department, contact the **IT Support Desk**

- Australia Helpdesk
Ph: 1800 670 819
- New Zealand Helpdesk
Ph: 0800 274 444
- Hong Kong Helpdesk
Ph: +800 0076 0819
- Miami Global Helpdesk
Ph: +1 305 921 1444

USEFUL LINKS

- Email the Support Desk
- IT Site (USA)
- IT Site (NZ)



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Example Screenshot: Integrated Management System

The screenshot displays the Brightstar website's Environmental Management page. The top navigation bar includes the Brightstar logo, user information (Welcome AU Infocenter), and search options. The main menu highlights the 'Supporting Center' and 'Environmental' sub-sections. The central content area features a large banner with a green frog on a globe and the text: 'To provide Brightstar employees with the means to meet and support Environmental legal, compliance and moral obligation based on our Environmental Policy and measurable objectives in order to continuously improve our commitment to the Environment.' Below this, a diagram illustrates the 'Green Supply Chain' as a circular process involving OEM, Supplier Inbound, Warehousing, Outbound Freight, and Customers, with Reverse Logistics connecting back to the start. The page also includes a sidebar with various environmental topics, a 'DATA' section for 'Environmental Data', and a 'NATIONAL RECYCLING WEEK' announcement for 09-15 November 2010.



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Example Screenshot: Rewards & Recognition

Brightstar | Welcome AU Infocenter | My Site | My Links | All Sites | Advanced Search | Site Actions

Navigation: Brightstar InfoCenter AU | Our Company | Leadership Center | Business Center | Supporting Center | Resource Center

Left Sidebar: View All Site Content | About Say Thanks! | Say Thanks! Now | Say Thanks! Reward Nominations | Say Thanks! Reward Recipients | Redeem Say Thanks! Reward | Say Thanks! Rewards Gallery | B* Oscars | Say Thanks Admin | Recycle Bin

Main Content:

Say Thanks!
Experience the Impact

Our Say Thanks Rewards Program provides a way to acknowledge a colleague and let them "Experience the Impact" of being thanked for a job well done.

It doesn't matter who you are, or where you're located, anyone can send a Say Thanks eCard, and in a few quick steps your appreciation is on the way! And not only will they know that their efforts are appreciated, they'll automatically be nominated for the Say Thanks Rewards Program.

The Say Thanks Rewards Program has been designed to connect the Brightstar Values to actions and behaviours that should be recognised and celebrated. It's integrated with the Annual Brightstar Oscars (B*Oscars) Awards and provides a range of experience based rewards to suit everyone.

Sending an eCard and nominating a colleague for the Say Thanks Rewards Program is an easy process:

Process Flow:

- Complete eCard & nomination form
- Send eCard to colleague
- eCard recipient nominated for Say Thanks! Reward Program
- Each month up to 3 nominees are awarded a \$100 gift certificate!
- Each quarter 3 reward recipients will be awarded a \$200 gift certificate!
- Annually 3 recipients will be awarded a \$500 gift certificate and be eligible for a B*Oscar!
- B*Oscar Awards Annual Presentation

Right Sidebar: LINKS | Brightstar-RedBalloon Reward Redemption site | FAQs | Add new link

Say Thanks! NOW...

thank you thank you thank you



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Example Screenshot: Locality Guide

Brightstar InfoCenter AU > Resource Center > Melbourne Guide

You are currently viewing the local directory to our Melbourne Office.

This list and the success of this section relies on *your input*. If you know of a great place you'd like share add it to the lists below! To add to the categories listed simply click on the Add New Item link at the bottom of the list or contact the [Intranet Development Team](#) for help.

Banking		Clubs & Bars		Food		Dry Cleaners & Tailors		Health		Newsagency & Office Supplies		Post Offices		Transport		Supermarkets	
Title	Address	Phone	Website	Distance	Description												
Category: Fitness (2)																	
Fitness First	1/546 Collins St, Melbourne	1300 557 799	http://www.fitnessfirst.com.au/	0.2km													
Fernwood	475 Flinders St, Melbourne	(03) 9630 8888	http://www.fernwoodfitness.com.au/	0.4km													
Category: Medical (3)																	
Category: Pharmaceutical (2)																	
Add new item																	



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Example Screenshot: Knowledge Base

Brightstar

Welcome AU Infocenter | My Site | My Links | ?

All Sites [dropdown] [input] [search icon] Advanced Search

Brightstar InfoCenter AU | Our Company | Leadership Center | Business Center | **Supporting Center** | Resource Center

View All Site Content

Kbase Content

- Documents
- Wiki Pages
- Metadata Controls**
- Categories
- Systems
- System Category
- Open Discussions**
- Kbase Discussion
- Sites
- People and Groups

Brightstar InfoCenter AU > Supporting Center > Information Technology > IT Knowledge Base

Initially a Kbase for SharePoint related information

Welcome to the IT Knowledge Base

search find contribute discuss learn

Browse Wiki Entries

Browse Documents

Begin a Discussion

Create Wiki Entry

Add New Document

Manage Categories

LINKS
There are currently no favorite links to display.

ANNOUNCEMENTS
There are currently no active announcements.

new!



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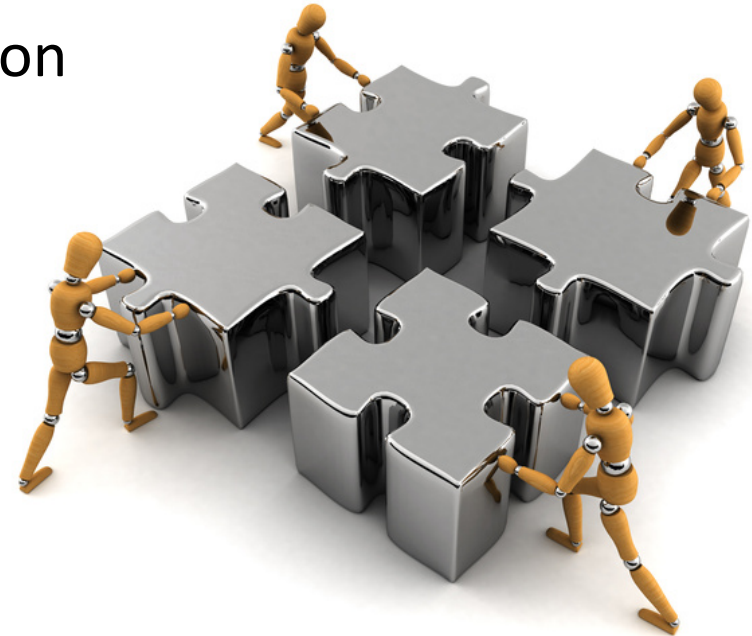
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Strategies for improving user adoption and contribution

- Get users actively involved in decision making process for your intranet
- Enable distributed publishing features in Intranet CMS
- Provide training and support needed to enable users to interact with your Intranet
- Develop strategy/clear guidelines how you are going to manage, support and drive Intranet contributions
- Get feedback and implement changes based on feedback



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