

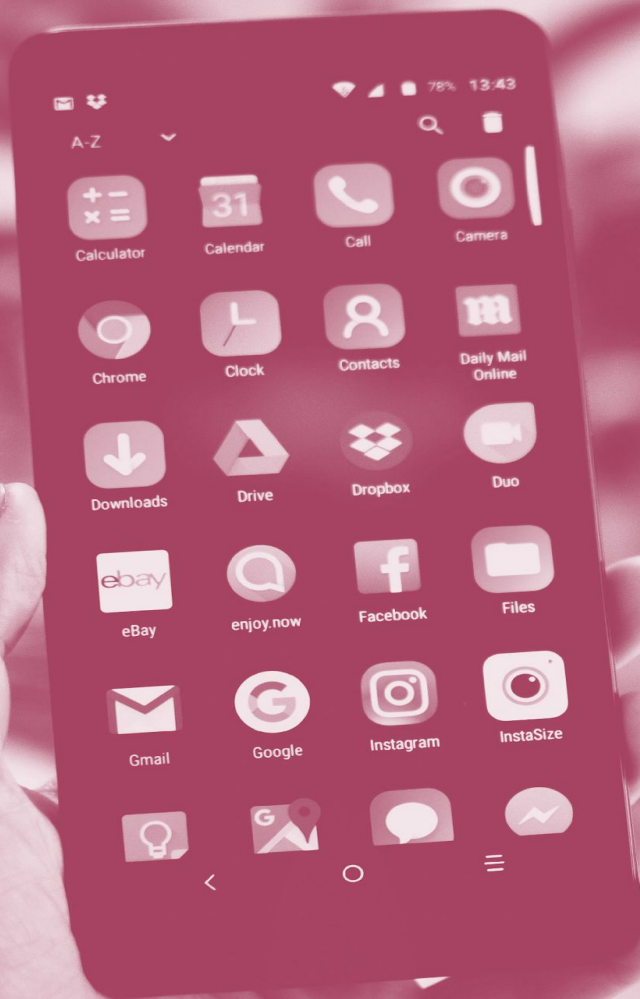
Humanizing Work: Elevating Employee Experience Through the Intranet

Sharon O'Dea

Digital Workplace Expert



Hello.



Communication

Intranet

Email

Communities

App

Digital
signage

Collaboration



Documents



Meetings

Knowledge



Policy hub



Product
Database

Line of business



CRM



Case
management

IT



Service
desk



Training



Service
desk

Facilities



Room
booking



Desk
booking



Incident
reporting

Finance



Expenses



Purchasing



Planning

HR



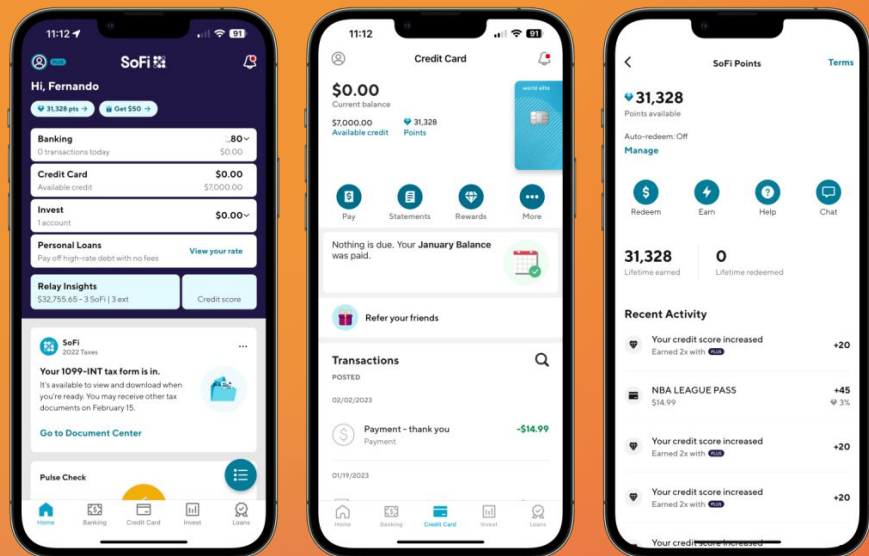
Perform-a
nce



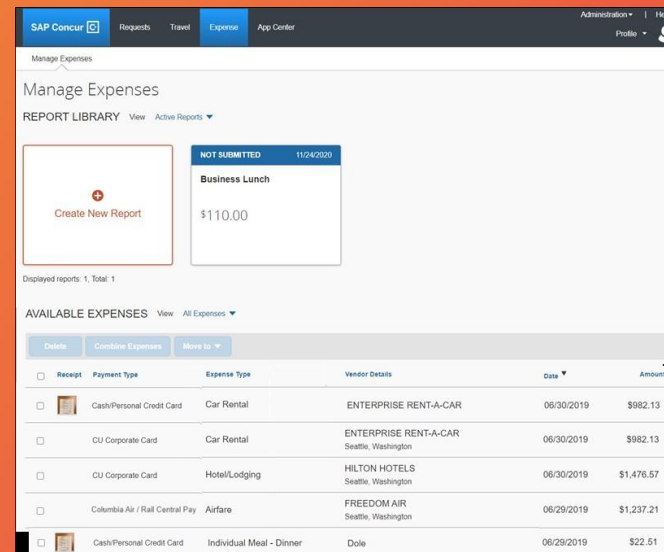
Develop-
ment



Reward



Expectation



Reality

ORACLE

HOME TASKS REQUISITIONS SUBMISSIONS

You are here > Requisition List > View Requisition > Submission View

Summary

Clover, Melinda (J)
Senior accountant at HP Software (Current)

• 2 Other active submissions

Submission: **Clover, Melinda for Accountant** (ID: 131394)

Required met: 1/1 Asses met: 6/9 Score: 63%

Stop: Other Reason: Extended

Source: Mosaic

Date of application: Nov 25, 2017

Latest Event: New Password generated

EMPLOYMENT PREFERENCES

Back to Submission

More Actions

Job Submission Attachments (3) Tasks Referral History

Language: English Edit

4. Prescreening

Disqualification Questions

Please answer the following important questions.

Question	Answer	Result
1 Do you have a bachelors degree?	Yes	✓ The candidate is qualified
2 Do you have a valid Passport?	I need to check	⊖ To be verified

Christopher Flores

My Training Progress

Courses with Approaching Actions

My Certification Programs

Introducing Infor

Pol

Latest Articles

Due in 3 days

Approve reviews for Salma Sales

360° Feedback Cycle Q2

4 reviewers nominated

Maria Manager (You)
Invited by Salma

Stan Sales
Invited by Salma

Sarah Sales
Invited by Salma

Sam Sales
Invited by Salma

Invite more reviewers?

Preview Questionnaire Approve and Notify reviewers

Viva Goals

Home About

Contoso Electronics

Search

Explorer

My Teams

All Teams

All Users

Feed

Planned

My OKRs

Contoso Electronics OKRs

Product Team OKRs

Megan Bowen

OKRs Projects Dashboards Activity

Time Period: Q4 2022

Summary

Title	Owner	Type	Status and progress	Last up
Simplify & clarify our product, messaging, presentation of things we do	Megan Bow...	Individual	Closed 48% Measure as 100% complete	
Simplify & clarify our product, messaging, presentation of things we do	Megan Bow...	Individual	Behind 48% Measure as 100% complete	
Grow pipeline	Megan Bow...	Individual	Behind 24%	

Good morning, Alex

How can we help today?

Employees HR (44412) ZippRecruiter Retirement Doc Vault More

Upcoming payroll

Weekly Due in 3 days

Check date: 11/21/2020 Pay period: 11/13 - 11/19

Run payroll

Top to-dos

Outstanding timesheet for Sam Smith 16 minutes ago

Run payroll

SAP

Search in Menu

My Home

Sales

Sales Quotations

Sales Orders

Create Sales Order

Sales Drafts

Approval Status

Deliveries

A/R Invoices

Returns

A/R Credit Memos

Items

Create Item

Business Partners

Analytics

User-Defined Objects

User-Defined Tables

Sales Quotations 18

Sales Orders 77

Create Sales Order

Sales Drafts 2

Approval Status

Deliveries 33

A/R Invoices 284

Returns 0

A/R Credit Memos 0

Items 0

Create Item

Business Partners

Business Partners

Create Business Partner

Activities

Create Activity

Analytics

Sales Analysis by Rows Overview

Sales Analysis by Rows Chart

Sales Analysis by Document Chart

Purchase Analysis by Rows Chart

social-media

1 1 1 Track and coordinate social media

Lisa Dawson 11:55 AM

Really need to give some kudos to @zoe for helping out with the new influx of tweets yesterday. People are really, really excited about yesterday's announcement.

Zoe Maxwell 11:56 AM

Not It was my pleasure! Great to see the enthusiasm out there.

Acme Team 12:45 PM

Event starting in 15 minutes:

Team Status Meeting

Today from 1:00 PM to 1:30 PM

Harry Boone 12:58 PM

Quick note: today @Lisa will join our team sync to provide updates on the launch, if you have questions, bring 'em. See you all later...er, in 2 minutes 🙄

Lee Hao 12:58 PM

Meeting notes from our sync with @Lisa

11.69%

Jefferson Blvd, 9th Floor

185 desk reservations in the office

Book a desk

Find a space

ITPM Cost Allocations Worksheet

Org: Data Definition Data Cleaning Bucketing Allocation Setup Review

Print: Accounts Filter Accounts Buckets

Accountancy services

Hardware

Labor

Other General Admin

Other Miscellaneous

Other Travel

Services

Services Cloud

Services Vendor

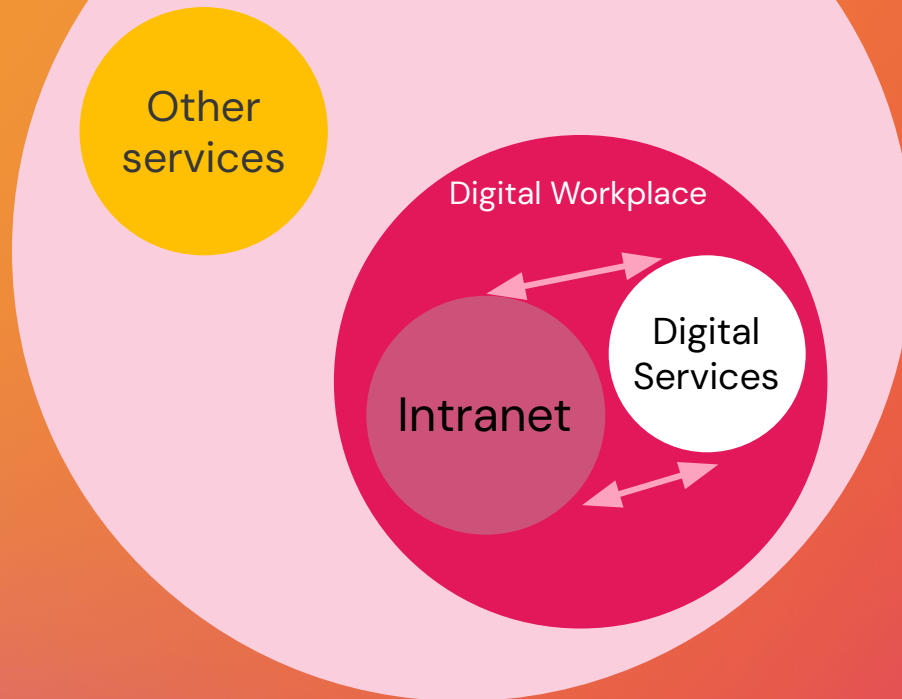
Total Amount Assigned

Breakdown

Applying the culture, processes,
business models and technologies
of the internet-era to respond to
people's raised expectations

-- Tom Loosemore

~~Digital~~ Employee Experience



Apps in the flow of work



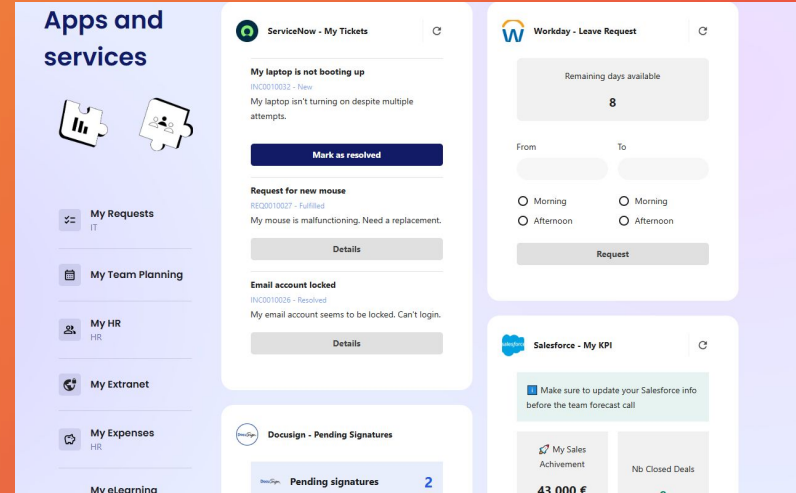
Time saving



Productivity



Experience



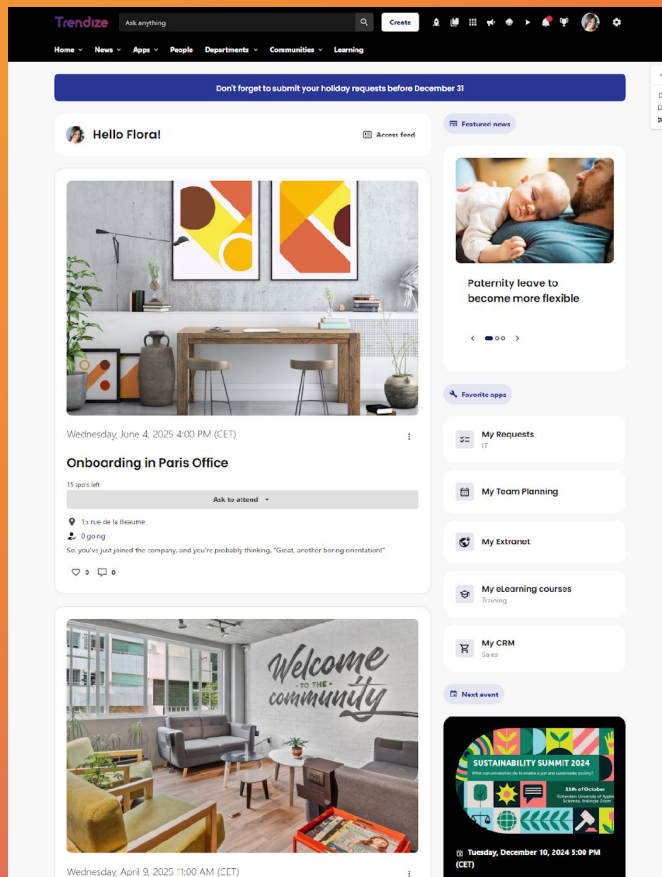
Human-centric

Design thinking

Relevance

	On the way to work 08.00	On arrival 08.45	Morning 10.00	Before lunch 11.45	Lunch break 12.30	Back at desk 13.15	Mid-afternoon 15.30	Before leaving 17.00	Commute home 17.30
Activity What?	Uses travel time to review supplier emails and prep for the morning meeting.	Settles in at desk; logs into the company intranet, opens email, checks operations dashboard	Hosts a status meeting with team members and an external supplier.	Back at desk to document meeting outcomes; updates order status in ERP and emails a summary	Grabs lunch in the cafeteria and periodically checks his phone for any urgent messages.	Handles admin tasks for the team, eg team member's leave request & a purchase order.	Deals with unexpected supply issue requiring action	Wraps up the day by sending a status update and ensuring all issues are logged for the next shift.	On the train home; checks messages, flags issues to deal with tomorrow, and reads industry news.
Location Where?	On the train	Office desk	Meeting room	Office desk	Cafeteria (on-site)	Office desk	Warehouse floor	Office desk	On the train
Environment Where?	Crowded, variable Wi-Fi/4G, some background noise, standing or seated	Open office space, colleagues nearby (moderate background chatter)	Small meeting room with a few team members; supplier joins via video call	Open office, quieter as others step out for lunch or work silently	Busy cafeteria with coworkers (noisy, lots of background chatter)	Back at his desk, relatively quiet as colleagues work on their tasks	Out on the operations floor, loud machinery noise and frequent interruptions	Office is winding down, a quieter atmosphere as many colleagues have left	Seated or standing; noisy; fluctuating signal
Needs Why?	Make the most of commute time by catching up on emails and docs; mentally prepare for the day.	Gather all relevant updates and data to start the day and prepare for upcoming tasks.	Coordinate with the internal team and supplier, share updates/data, and resolve any blockers collaboratively.	Ensure decisions and action items from the meeting are recorded and communicated so everyone stays aligned.	Take a break but stay aware of critical updates that might require immediate attention.	Support the team by completing required approvals so work isn't bottlenecked.	Quickly gather information and take action to prevent a production stoppage	Provide leadership and the team with a clear summary of the day's outcomes	Wind down while staying lightly connected—not miss urgent messages.
Channel With what?	Work email; opens attachments from supplier; quick messages on Teams; checks calendar.	Intranet for announcements; internal ERP system for operations data; supplier portal for status; email; client/Teams	Video conf on Teams for the supplier; references an internal project document and the supplier's report (shared via email).	Internal ERP system to update records; corporate email to send out meeting summary; also logs notes in PM tool.	Mobile email and chat notifications; briefly scrolls the company intranet news feed on phone.	HR management portal for time-off approval; separate procurement system for purchase orders.	Alert comes via an email from the supplier; uses the ERP on a tablet to check inventory levels; coordinates with team via Teams.	Teams to post the end-of-day update; also updates a shared spreadsheet with key metrics from the ERP and notes on issues.	Teams; mobile email; reads internal comms on intranet on mobile.
Device touchpoint									

Single point
of entry



Coherent and
consistent UX

The modern digital workplace



Communication



Collaboration



Knowledge



Transactions

User-centred
design

Personalisation
and targeting

Integration and
aggregation

Social and
collaborative

Data

Consumer-grade UX



**Delightful, integrated,
productive experiences that
make working lives easier and
more human.**



Questions

Connect with me

