

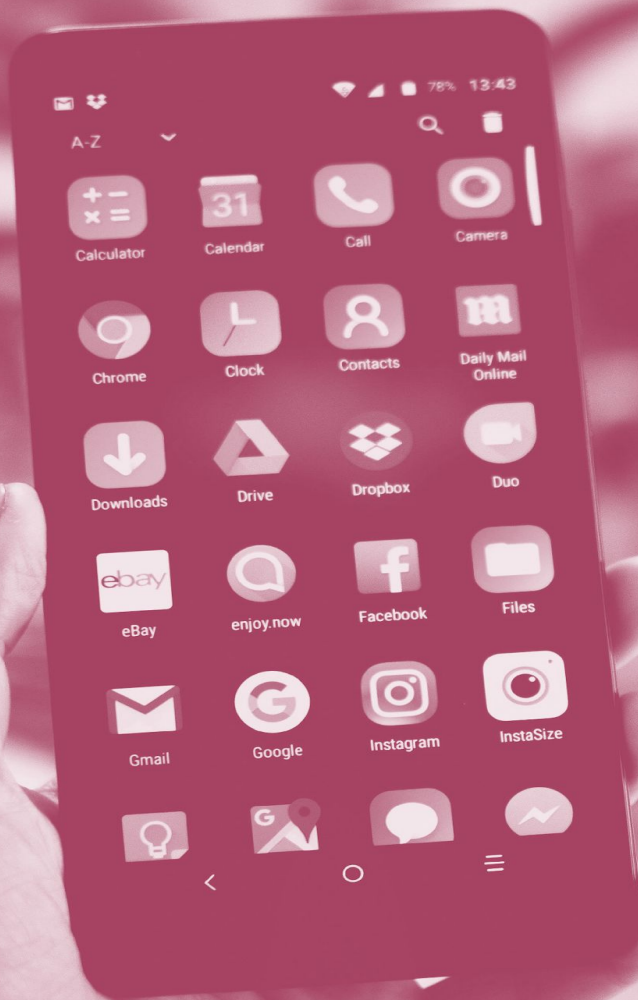
# Humanizing Work: Elevating Employee Experience Through the Intranet

# 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

## Communication

Intranet

Email

Communities

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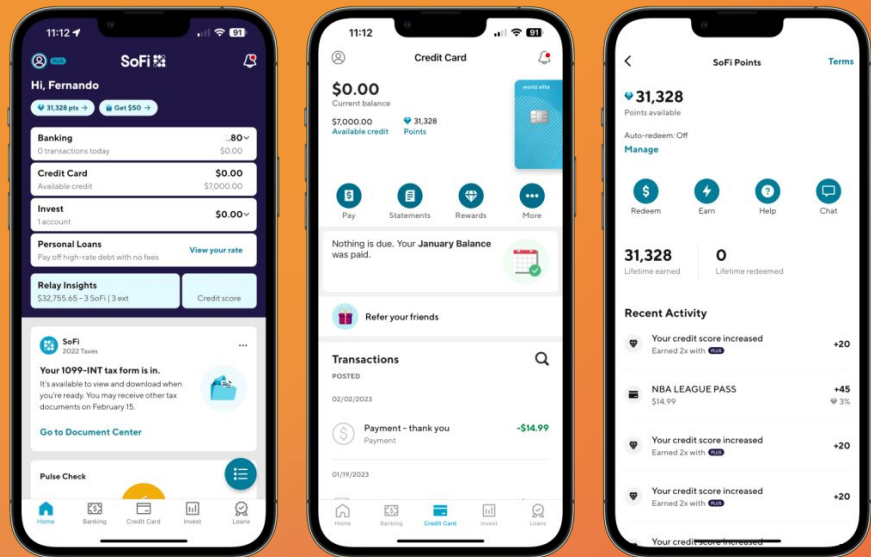
Performance



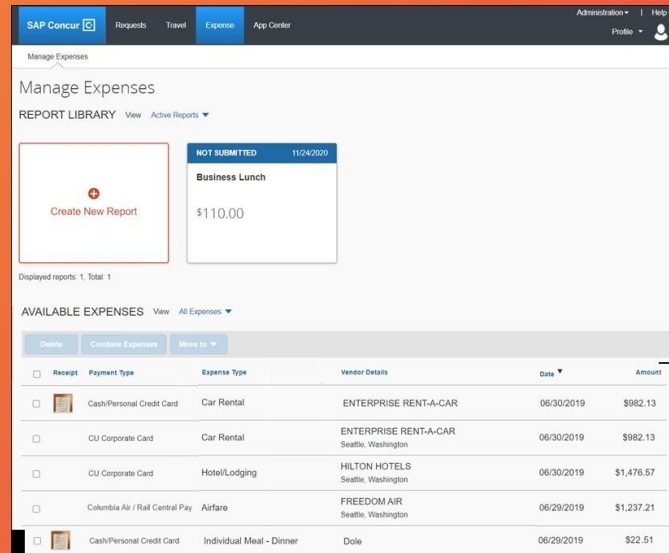
Development



Reward



Expectation



Reality



**ORACLE**

HOME TASKS REQUISITIONS SUBMISSIONS

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

Back to Submission

Summary

**Clover, Melinda** (J)

Senior accountant at HP Software (Current)

★ ★ ★ ★ ★

2 Other active submissions

Submission: **General Profile**

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

Stop: Other Reason: Extended

Source: Monster

Date of application: Nov 25, 2017

Latest Event: New Password generated

EMPLOYMENT PREFERENCES

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

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**

Virtual Classrooms

Courses

Virtual Classrooms

Certification Programs

Learning Paths

Resources

Catalogs

Calendar

Transcript

Social Learning

My Training Progress

73% 18% 9%

100% 73% 18% 9%

Not Started (0) In Progress (1) Passed (2) Failed (3)

Courses with Approaching Actions

Analytics Training Status: **APPROACHING** Deadline: 11/20/2017 Type: **TRAINING** Category: **ANALYTICS**

Building Conflict in the Workplace Status: **APPROACHING** Deadline: 11/20/2017 Type: **SURVEILLANCE** Category: **COMMUNICATION** Leadership

External Course for Building Working Co- Status: **APPROACHING** Deadline: 11/20/2017 Type: **TRAINING** Category: **COMMUNICATION** Leadership

Total courses: 9

My Certification Programs

CHS017 - Conflict Management Co- Status: **APPROACHING** Failed: 11/20/2017 Deadline: 11/20/2017

TS7001 - Annual Compliance Code Status: **APPROACHING** Failed: 11/20/2017 Deadline: 11/20/2017

AB0017 - The Ultimate Project Man. Status: **APPROACHING**

Total certifies: 4

Latest Articles

Introducing Infor

How satisfied are you with the training you've received for your current position?

Very Satisfied  
Somewhat Satisfied  
Neutral  
Somewhat Dissatisfied  
Dissatisfied

View View Item

Due in 3 days

**Approve reviews for Salma Sales**

360° Feedback Cycle Q2

4 reviewers nominated

Manage

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

41% 6.50

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%

**social-media**

1 1 1 Track and coordinate social media

Details #social-media

Add Find

About

Topic: Track and coord

Description: Home of the soc

Created on O

Members

ITPM Cost Allocations Worksheet

Org: Data Definition Data Cleaning Bucketing Allocation Setup Review

Print: Accounts Filter Accounts

Accountancy services

Anc. 053000 \$929,583.36

Allocated IT Costs - Business Devel...

Anc. 043099 \$408.88

Allocated IT Costs - IT Expenses

Anc. 033499 \$71,767.58

Allocated IT Costs - Other Expenses

Anc. 057099 \$15,755.63

Allocated IT Costs - Outside Service...

Anc. 040099 \$6,584.27

Allocated IT Costs - Personnel Relat...

Anc. 022099 \$121,372.52

Building/Equipment Repairs & Maint...

Hardware

Total Amount: \$208,454.84

Hardware Capital

Total Amount: \$3,296.47

Hardware Expense

Total Amount: \$192,510.28

Hardware Maintenance

Total Amount: \$72,648.11

Other

Total Amount: \$60,036.11

Other General Admin

Total Amount: \$28,781.89

Other Miscellaneous

Total Amount: \$5,076.97

Other Travel

Total Amount: \$30,881.55

Labor

Total Amount: \$1,165,550.94

Labor External

Total Amount: \$114,595.06

Labor Internal Capital

Total Amount: \$909,583.98

Labor Internal Expense

Total Amount: \$121,372.52

Services

Total Amount: \$0.00

Services Cloud

Total Amount: \$0.00

Services Vendor

Total Amount: \$0.00

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

Payroll actions

New off-cycle payroll Calculate paycheck

Top to-dos

Outstanding timesheet for Sam Smith 16 minutes ago

Run to track bin Add the social security number for Meredith da Silva 2 minutes ago

View all notifications

**SAP**

OEC Computers UK

Home

Search in Menu

My Home

Sales

Sales Quotations

Sales Orders

Create Sales Order

Sales Drafts

Approval Status

Deliveries

18 77 2 33

AR Invoices

AR Credit Memos

Create Item

Returns

Items

284 0 0 0

Business Partners

Business Partners

Create Business Partner

Activities

Create Activity

2

Analytics

Sales Analysis by Rows Overview Sales YTD by Customer Group

Sales Analysis by Rows Chart Last 12 Monthly Sales

Sales Analysis by Document Chart

Purchase Analysis by Rows Chart

Jefferson Blvd, 9th Floor

11:00 am - 7:00 pm • 76 desks available

Mon, Tue, Wed, Thu, Fri

185 desk reservations in the office

Book a desk

Find a space

11.69%

unread announcements

Result

Assigned: \$1,538,433.44 19

Unassigned: \$0.00 0

Total: \$1,538,433.44 19 Accounts

Run Bucketing

Total Amount Assigned

\$1.54M

Breakdown

Labor Internal Capital: \$103.50M

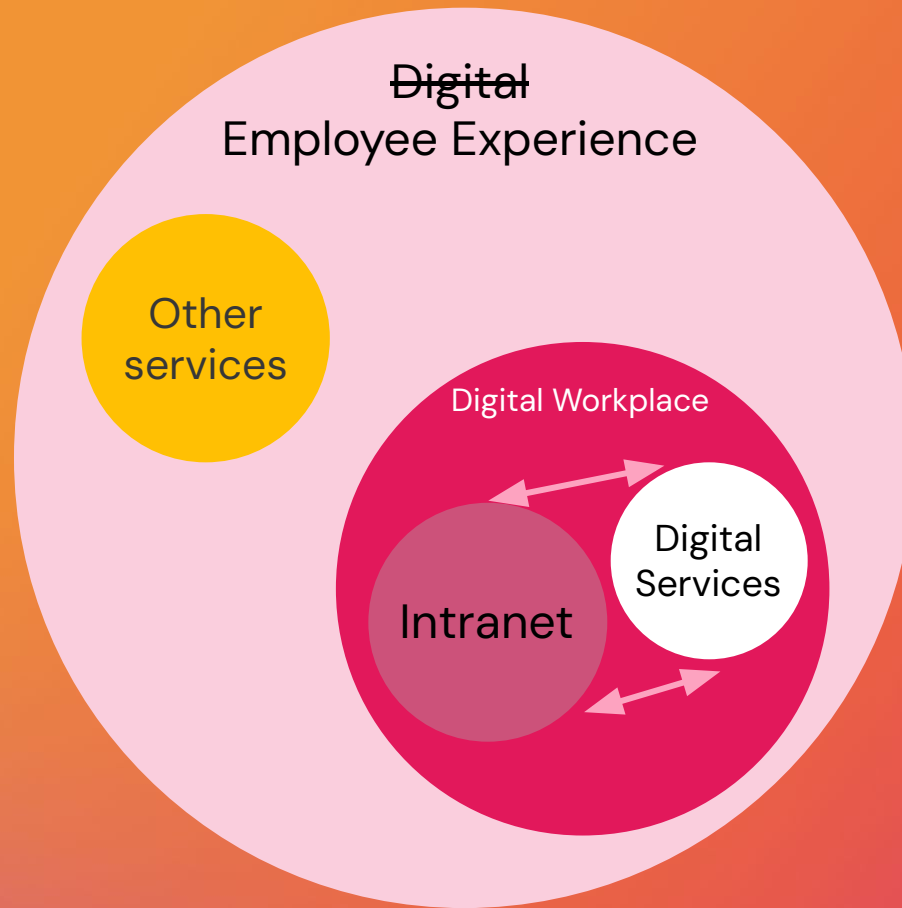
Hardware Expense: \$132.21K

Labor Internal Expense: \$121.37K

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

-- Tom Loosemore





# Apps in the flow of work



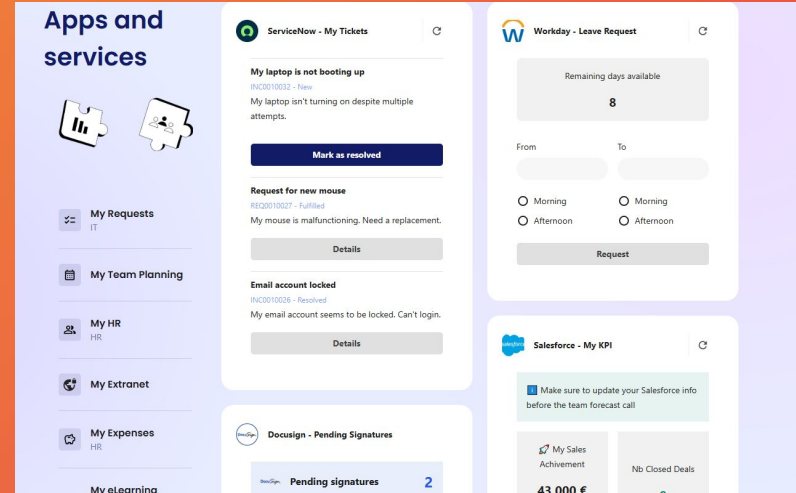
Time saving

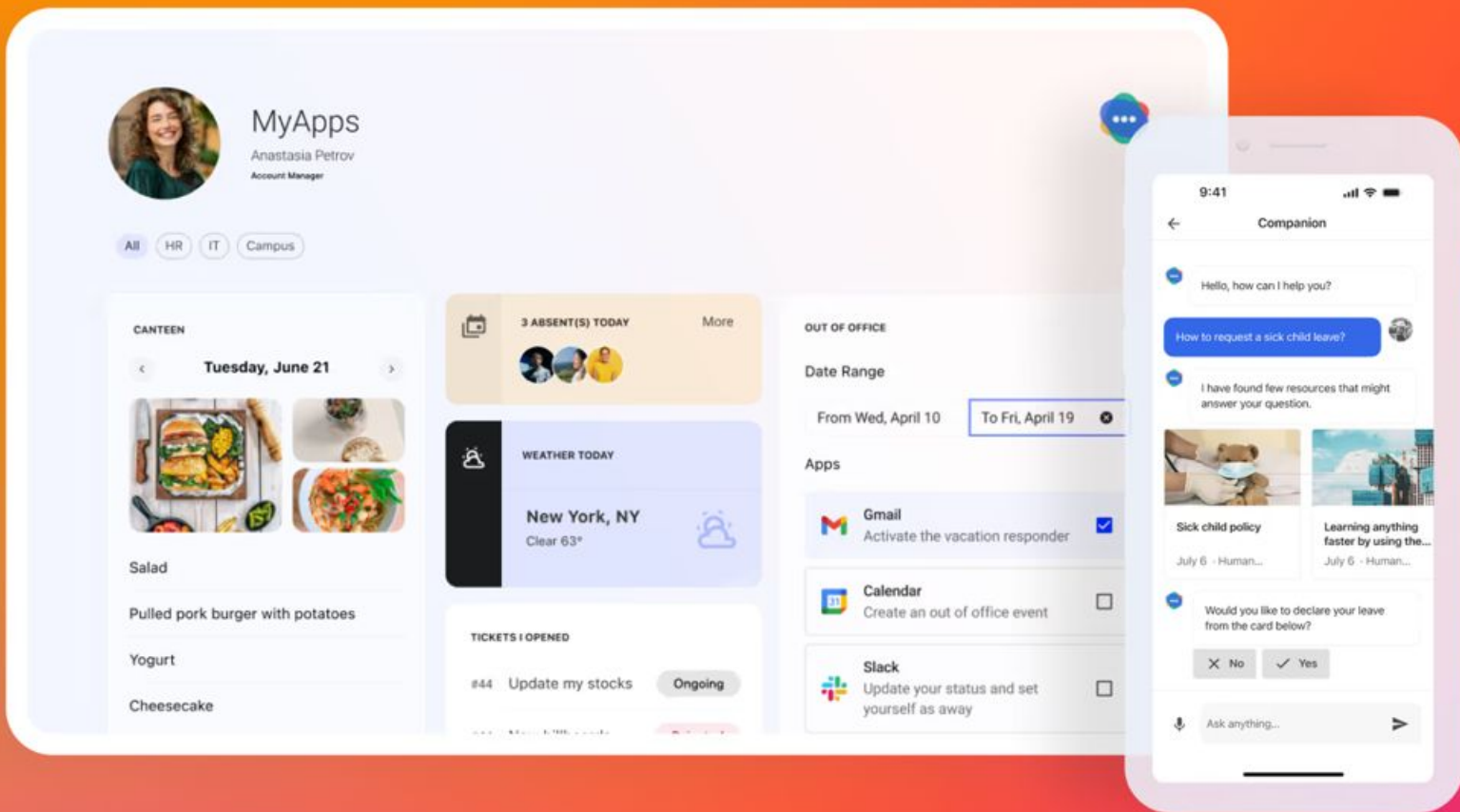


Productivity



Experience





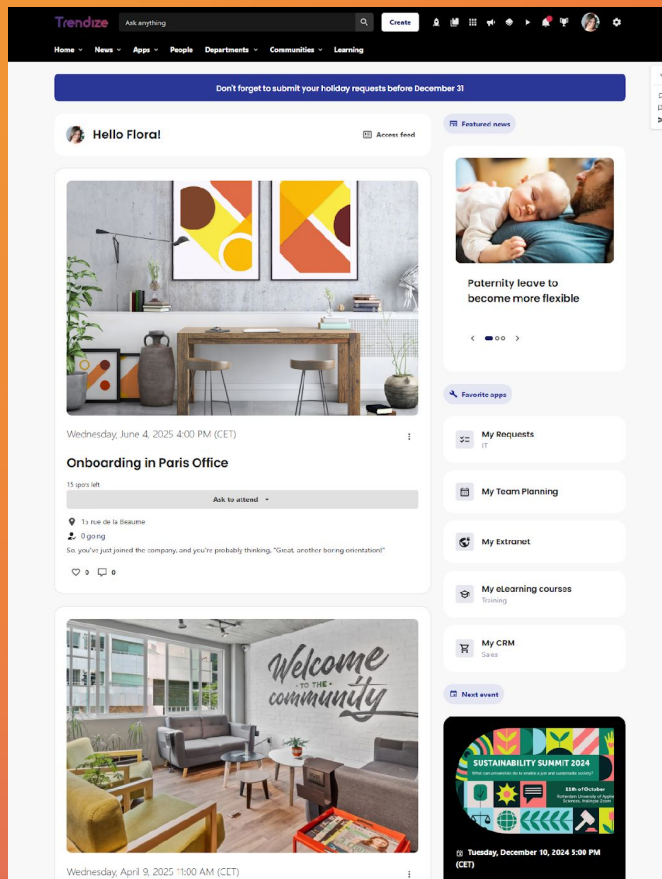
# Human-centric

# 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
<b>Activity</b> 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.
<b>Location</b> Where?	On the train	Office desk	Meeting room	Office desk	Cafeteria (on-site)	Office desk	Warehouse floor	Office desk	On the train
<b>Environment</b> 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
<b>Needs</b> 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.
<b>Channel</b> 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.
<b>Device</b> touchpoint									

Single point  
of entry



Coherent and  
consistent UX

# The modern digital workplace



Communication



Collaboration



Knowledge



Transactions

User-centred  
design

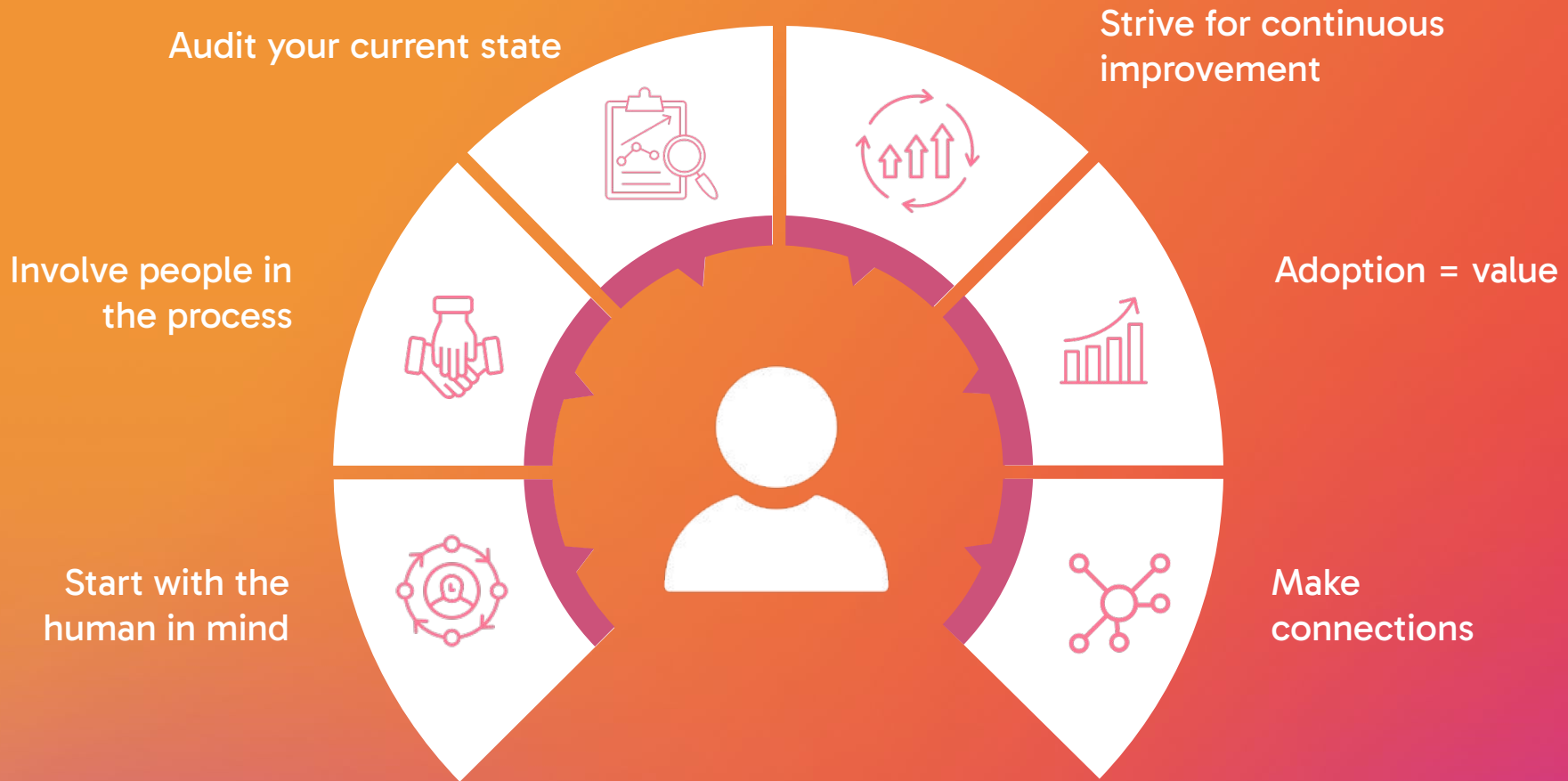
Personalisation  
and targeting

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

