

Overview

Country or Region
Australia

Industry
State Government

Also applicable to
Public Sector, Finance,
Education, Health Care,
Mining, Energy and
Construction.

Customer Profile
Queensland Treasury and
Trade provides a diverse
range of services including
core economic and financial
policy advice to the
Queensland Government,
and also connects
directly with businesses
and the community.

Business Situation
Queensland Treasury was
experiencing limitations
and lack of use and
acceptance with its existing
intranet and applications.

Solution
Myriad Technologies
provided a world class
intranet that allows
Queensland Treasury to
revolutionise the way their
staff interact by using the
range of tools in available in
SharePoint.

Benefits

- Increase in intranet use and productivity across the organization.
- Improve Queensland Treasury's ability to inform and engage staff.
- Created opportunities for effective knowledge sharing and problem solving.



Queensland Treasury and Trade provides a diverse range of services including core economic and financial policy advice to the Queensland Government. Treasury and Trade also connects directly with businesses and the community when delivering services in the areas of revenue collection and administration, economic and statistical research, and motor accident and public liability insurance.

The Client

Queensland Treasury was experiencing limitations and lack of use and acceptance with its existing intranet and applications. After careful consideration of their strategic goals, Queensland Treasury selected SharePoint 2010 as a platform to build their intranet, associated applications and collaboration space. Following this Myriad Technologies was engaged to develop the new intranet, incorporating new applications and key line of business systems.

Intranet Solution

The project journey began with a series of workshops and discussions with key stakeholders at Queensland Treasury to determine their requirements and brainstorm the best approach to their solution. The workshops incorporated elements for graphic design and creative elements, information architecture, technical and infrastructure, optimisation of search as well as governance and training.

From the requirements, the project team was able to design and build a corporate intranet that incorporated the following key elements that set it apart from any other system implemented at Queensland Treasury:

- A site structure that reflects the complex nature of the organisation, while also allowing users to quickly and easily find information.
- An eye-catching graphic design that incorporated different colour schemes for corporate, social and collaborative spaces.
- Customised search that was optimised to the organisation's searching behaviours.

The Social Intranet

- A social space for Treasury staff to interact on a social level, including a bulletin board, an area for staff to post items for sale and other staff social topics.
- Social features throughout the intranet that made employees want to visit the intranet.
- A collaboration space for staff to post questions and discuss with each other on a specific topic.
- A staff directory that extends SharePoint's built-in search and user profiles capabilities to allow for easy searching and viewing of people within the organisation.

To assist user adoption, training for the system was planned and executed in a number of ways through Myriad's SharePoint end user training courses and internal training mechanisms. Myriad Technologies also provided advice on governance and planning to ensure the system is kept well maintained in the years to come.

Line of Business Systems Integration

As part of the staff 'Phonebook', integration between SharePoint, Lotus Notes and Active Directory was required. This was achieved by customizing SharePoint's existing user profiles and search to synchronize with the line of business systems and present in an attractive interface that utilized SharePoint 2010's light-box functionality

Applications

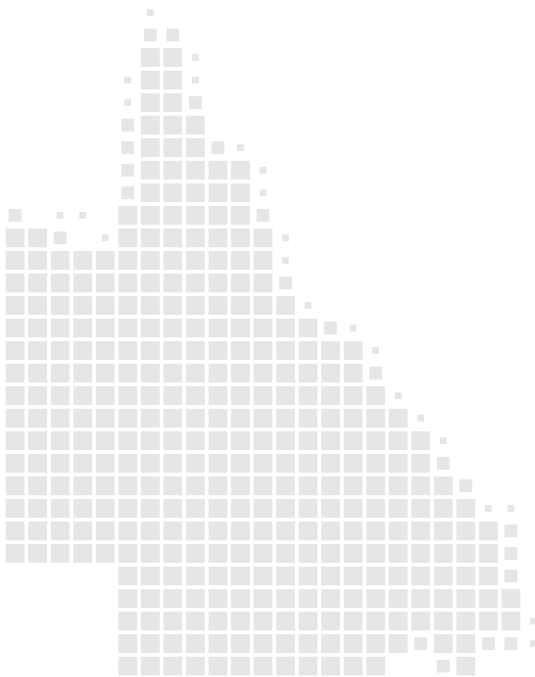
A number of applications were developed as part of the Treasury intranet to automate approvals. As part of this Myriad developed a re-usable approval module that allows common business rules to be easily applied to multiple approval processes. Using InfoPath and Nintex Workflow, we were able to easily apply the approval module to the following processes:

- Service Desk request application with integration to Service Desk Express
- A Government ID access request
- A building access request process

Quantifiable Outcomes

Queensland Treasury were able to see significant improvements to the way they do business shortly after rollout of their new Intranet. Some key outcomes that were identified by the business include:

- Staff dramatically increased their use of the Nexus intranet and productivity improved across the organization.
- Queensland Treasury's ability to inform and engage staff improved significantly.
- Queensland Treasury have opportunities for effective knowledge sharing and problem solving.
- Improved Queensland Treasury's ability to manage innovation and continuous improvement process by providing an easy to use and accessible feedback mechanism.
- Queensland Treasury was supported in achieving best practice business intelligence and information systems.
- A solid and powerful SharePoint 2010 platform to provide for future growth and greater return on the investment for subsequent projects.



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