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Getting the Most Out of Sharepoint

Facilitation and training for administrators and users

The Challenge

Many companies are implementing SharePoint as part of their applications suite to stimulate collaborative working and knowledge sharing. However, it is how the application is used that yields the benefits rather than the application itself. The challenge facing many organizations is how to get the best use from their SharePoint investment



Microsoft Sharepoint

SkillSet Approach

As a change management and training company we are constantly seeking to identify and use good tools for communication, knowledge sharing and information storage. With SharePoint readily available to our clients we are making more and more use of the range of available features to support our projects, whether for training materials, global communities, process documentation or many other uses.

Our use of SharePoint on projects varies but typically involves developing a site (or facilitating its creation), training the site owner and end users then handing the site over for ongoing maintenance. Training and education covers both concepts and practical training.

We use a range of approaches to the sites themselves depending on the restrictions imposed by the client organisation or the skills of the maintainer. We have used basic SharePoint (with fixed templates), PowerPoint, Visio and FrontPage in various ways to enhance usability and appearances of sites—but always ensuring that the client can maintain the site fully in the future.

Value delivered

We developed a SharePoint site as a repository for all business process documentation for a large multinational company. Original documents in Visio, PowerPoint and word were embedded into the site (using web part pages) to give a seamless structure that was easy to maintain, intuitive and easily navigated by users.

We developed a SharePoint site to store and make available all training and business process documentation for the global finance function. We used a mixture of Macromedia Flash and MS FrontPage to give a website look and feel whilst retaining the user administration capabilities of standard SharePoint.

We established a SharePoint site as the main forum for global process and system governance, which required strong communications between disparate groups in different regions.

Outcome

Our clients are beginning to realise the benefits of giving employees better access to better information.

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Microsoft SharePoint provides many of the features that knowledge management professionals have been wanting for years.

Ensuring that employees get the best value from SharePoint remains a big challenge—one of education and training.