



# 'Unmanaged' Knowledge Management: The future of Intranets

Pablo Peris

May 7<sup>th</sup>, 2016



SharePoint Saturday  
Madrid





# Pablo Peris

Account Delivery Executive



@pabloperis

Microsoft newbie, SharePoint veteran.

Disclaimer: Don't take me too serious, it's Saturday!



## Gold sponsors



東京' TOKIOTA



## Silver sponsors



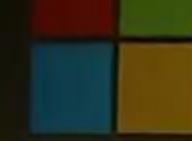
## Bronze sponsors



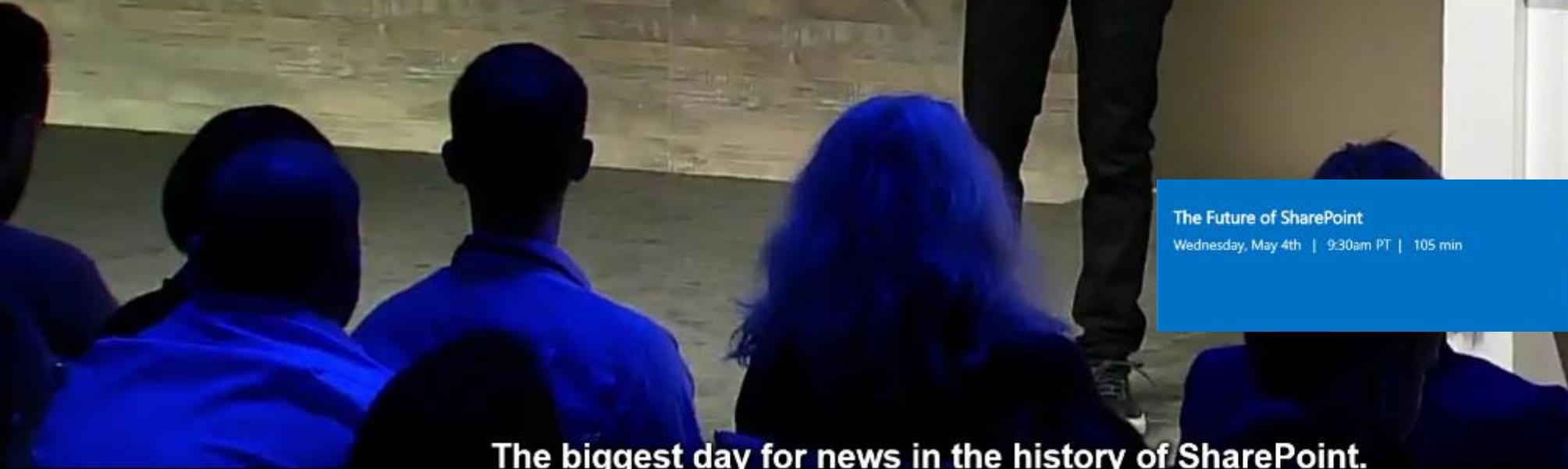
Sharegate

## Collaborate





Microsoft



The Future of SharePoint  
Wednesday, May 4th | 9:30am PT | 105 min



The Future of  
SharePoint  
May 4th, 2016

The biggest day for news in the history of SharePoint.

# What we'll cover today...



**The future of SharePoint**



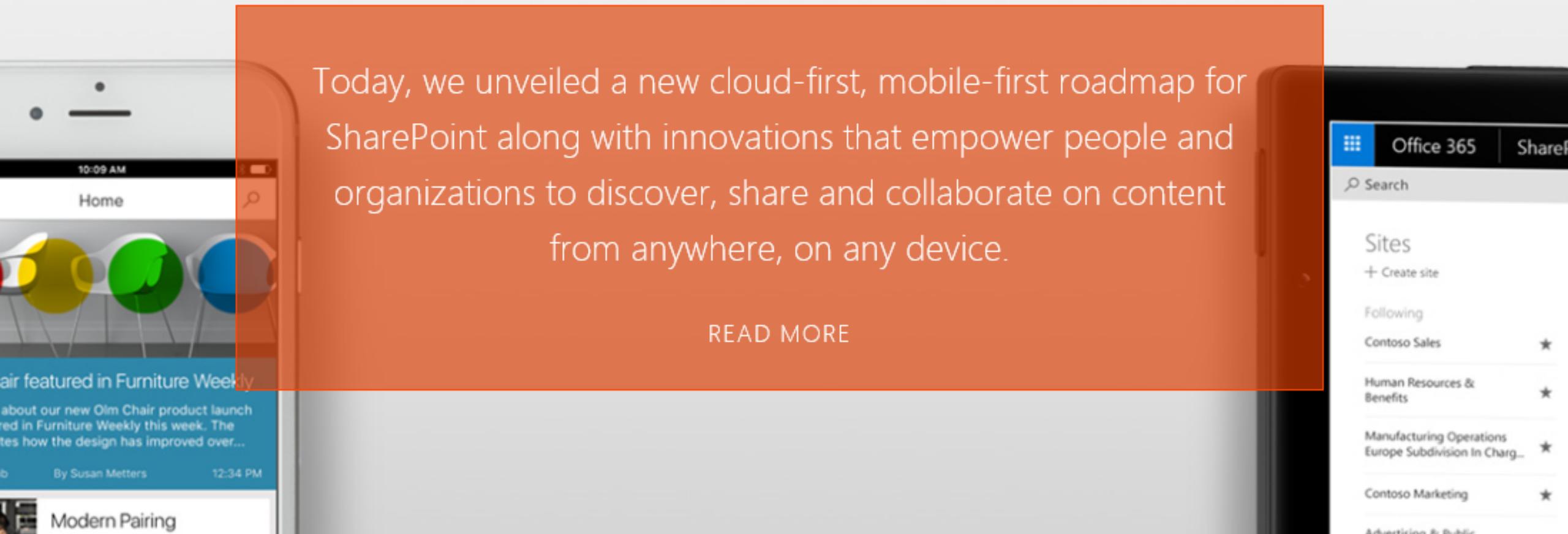
**Delve, Analytics and Office Graph**

**The future of Intranets**

**'Unmanaged' KM**

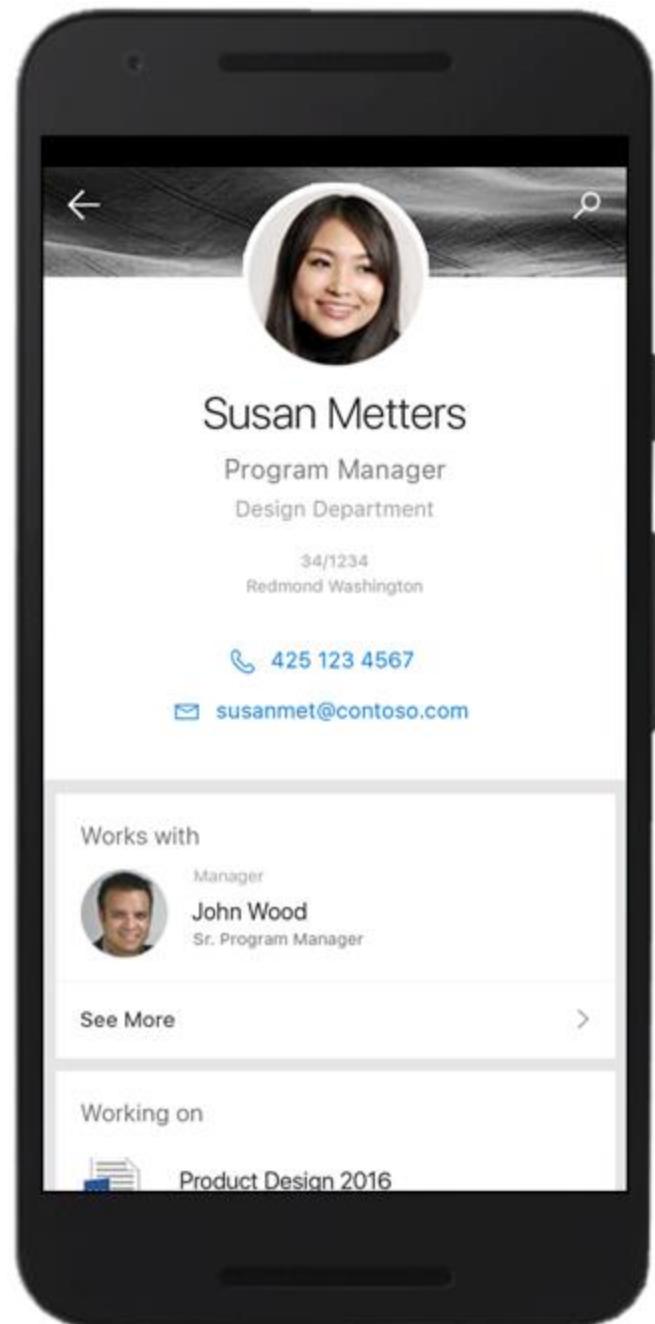
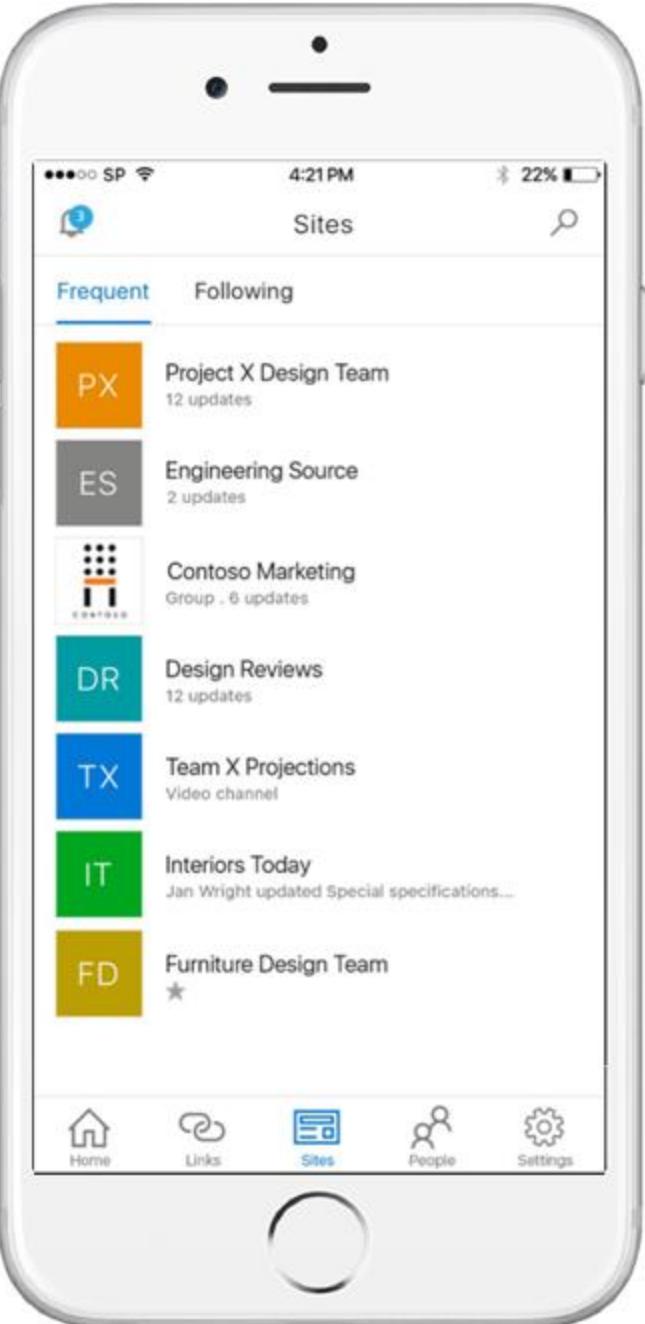
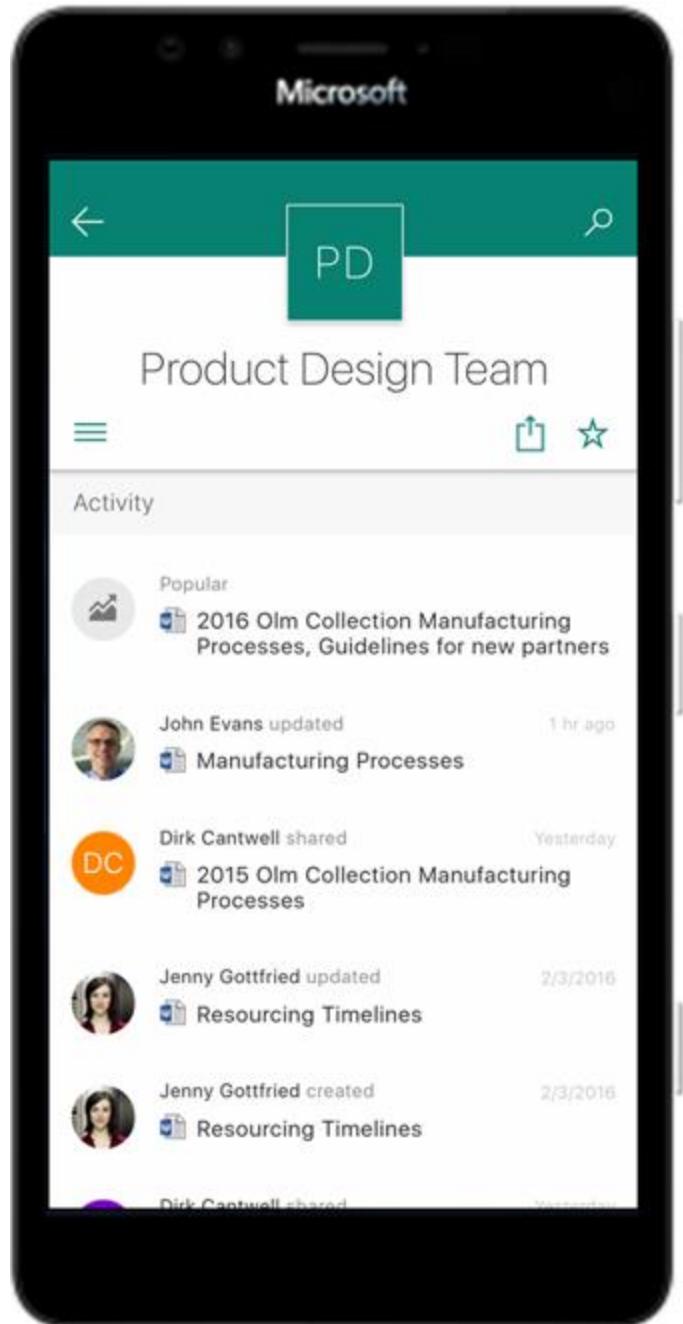


# The Future of SharePoint



Today, we unveiled a new cloud-first, mobile-first roadmap for SharePoint along with innovations that empower people and organizations to discover, share and collaborate on content from anywhere, on any device.

[READ MORE](#)





Office 365

SharePoint



Search

## Sites

[+ Create site](#)

## Following

Contoso Sales ★

Human Resources ★

Manufacturing Operations  
Europe Subdivision In Charge... ★

Marketing Aspects ★

Advertising & Public  
Communications Team ★

## Recent

Contoso Design &  
Manufacturing Central  
European Division ★

European Sales ★

Cafeteria Menus ★

[See All](#)

## Links

Contoso Connect

HR Portal

Cafeteria Menus

Contoso IT support

Office Locations

Brand guidelines

Expense report tool

Travel Portal

Paid holiday list

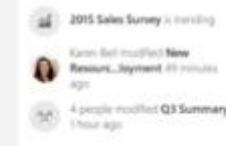
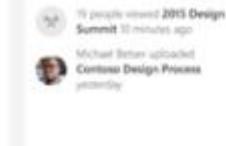
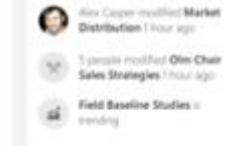
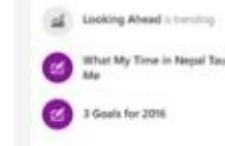
Contoso classified

[See All](#)

## Frequent

Contoso Sales  
GroupDesign at Contoso  
Video channel

Marketing Aspects

David Jones  
Blog2015 Sales Survey is trending  
Karen Bell modified New  
Resources... 10 minutes  
ago  
4 people modified Q3 Summary  
1 hour ago11 people viewed 2015 Design  
Summit 11 minutes ago  
Michael Blynn uploaded  
Contoso Design Process  
presentlyAlex Cooper modified Market  
Distribution 1 hour ago  
5 people modified Olin Chair  
Sales Strategies 1 hour ago  
Field Baseline Studies is  
trending  
What My Time in Nepal Taught  
Me  
3 Goals for 2016Looking Ahead is trending  
What My Time in Nepal Taught  
Me  
3 Goals for 2016

Contoso Manufacturing



Human Resources

European Sales  
GroupProduct Showcase  
Video channelJohn Evans shared New Line  
Process 1 minute ago  
Compliance Report is trendingRosie Costa modified 2016 Paid  
Holidays 23 minutes ago  
Insurance Changes is trendingQ3 Stats is trending  
Michael Blynn modified 2015  
Brand Toolkit 10 minutes ago  
New 401k Options are Coming!Karen Bell uploaded Customer  
Reactions 2 minutes ago  
24 people viewed 2016 Product  
Preview 12 minutes ago  
Eric Pearl viewed 2016 Product  
Tour 2 hours ago[See All](#)

## Suggested



Product Design Archive

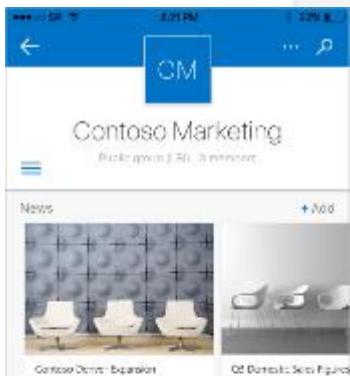
Contoso Shutterbug  
Brigade  
GroupNorth America Sales  
Division

Customer Feedback Channel



Leadership Summit 2015

Contoso Research & Usability  
Team  
GroupTanya Smythe  
BlogEmployee Travel Journals  
Video channel



CM

## Contoso Marketing

Public group (LBI)

+ New page

## News

+ Add



## Contoso Denver Expansion

By Alex Darrow



## Q3 Domestic Sales Figures Delayed

By Zrinka Makovac



## Contoso Human Design Toolkit

By Kat Larrison

## Activity

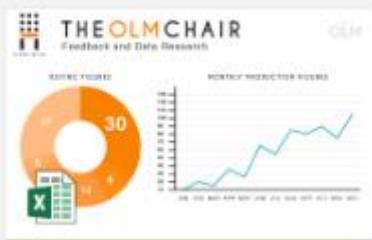


## ISSUES LIST

List revisions needs review

Delete node tab

Review &amp; test by the com...



Search

Merchandising Product Demos Promotions

# Field Marketing Guide

Team Site

FM

Open Share Get a link Download Delete Pin to top Move to Copy to Rename Alert me ...

1 Selected

Documents

Arrange

## Documents

Northwind Internet Sales.xlsx

Marketing Campaign Strategies Europe.url

International Marketing Strategies.docx

Team Portraits (14)

From Management (3)

Marketing Campaign St... SharePoint2016.url

Northwind presentation...

All Japan Revenues By C...

Partner CoMarketing.do...

ApolloLogoDesign.ai

European Expansion.xlsx

European Expansion.ppt...

Contract Proposals.docx

International Product La...

International Product La...

Contoso Product Innov...

CR-227 Product Overvie...

PK-388 Product Pitch(...

Feedback

Return to classic SharePoint



Here's what you can expect to see starting this quarter:

- Modern document library experience (in flight to First Release tenants).
- SharePoint mobile app for iOS.
- SharePoint home in Office 365.
- Modern List experiences.
- Site activity and insights on the Site Contents page.

And during calendar year 2016:

- SharePoint mobile app for Windows and Android.
- Integration of SharePoint sites and Office 365 Groups.
- Simple, fast site creation.
- Modern pages experience.
- Team and organizational news and announcements.
- PowerApps and Microsoft Flow integration with SharePoint.

Nine out of 10 intranet design award winners selected SharePoint as their chosen platform (Nielsen Norman Group [2016 Intranet Design Awards](#)). As you consider updating and expanding your intranet, we know SharePoint will be an important

**Welcome to the future of SharePoint.**

# NN/g Nielsen Norman Group

Evidence-Based User Experience Research, Training, and Consulting

 SearchHOME TRAINING CONSULTING REPORTS ARTICLES ABOUT NN/G

## Browse by topic

- Accessibility
- Agile
- Applications
- B2B Websites
- Content Strategy
- Corporate Websites
- E-commerce
- Email
- Eyetracking
- Information Architecture
- Interaction Design
- International Users
- Intranets
- Management
- Mobile & Tablet
- Navigation
- Non-Profit Websites

## 2016 Intranet Design Annual

Topics: Intranets

Get an inside look at the 10 best intranet designs of 2016. This **498-page report** is the only place to find this information, with **166 full-color screenshots** of before-and-after designs, which are usually protected behind the organization's firewall.

The report includes an **accompanying file** with **full-size versions of all 166 intranet images** contained in the report.



Comprehensive **case studies**, detailed **best practices** and annotated **screenshots** keep you up-to-date on current trends and challenges that you can use to improve your own intranet design.

The winning intranets were chosen by expert review based on design

## Purchase

Digital files for immediate download

### Individual License

**\$248**

Add to Cart

### Group License

**\$488**

Add to Cart

► Which license should I purchase?

How to enter the Intranet Design Annual competition



Energy use report



Locks secure

9,501 steps



There's heavy traffic.  
Better head out soon.



1251 Unread emails



104 Tweets



12 Meetings



Needs water

INFINITE  
OPPORTUNITIES —  
FINITE TIME

# Office Graph

Delve

Analytics

Connectors

Groups

Video

Modern  
Pages

Flow

Modern  
Lists

Yammer

Tags

What is in there for me?

**“WHAT IS SCARCE  
IN ALL OF THIS  
ABUNDANCE  
IS HUMAN  
ATTENTION”**

**SATYA NADELLA**

# COMMON CHALLENGES



GETTING  
STARTED  
TAKES DAYS

WHICH TOOLS  
SHOULD I USE?

CAN'T FIND MY  
DELIVERABLES



# INTELLIGENT FABRIC

CONNECTING TEAMS THRU MODERN EXPERIENCES & ENABLING CHOICE



Office



Outlook



SharePoint



OneNote



Skype for Business



OneDrive



Yammer



Delve



Calendar



Planner

...

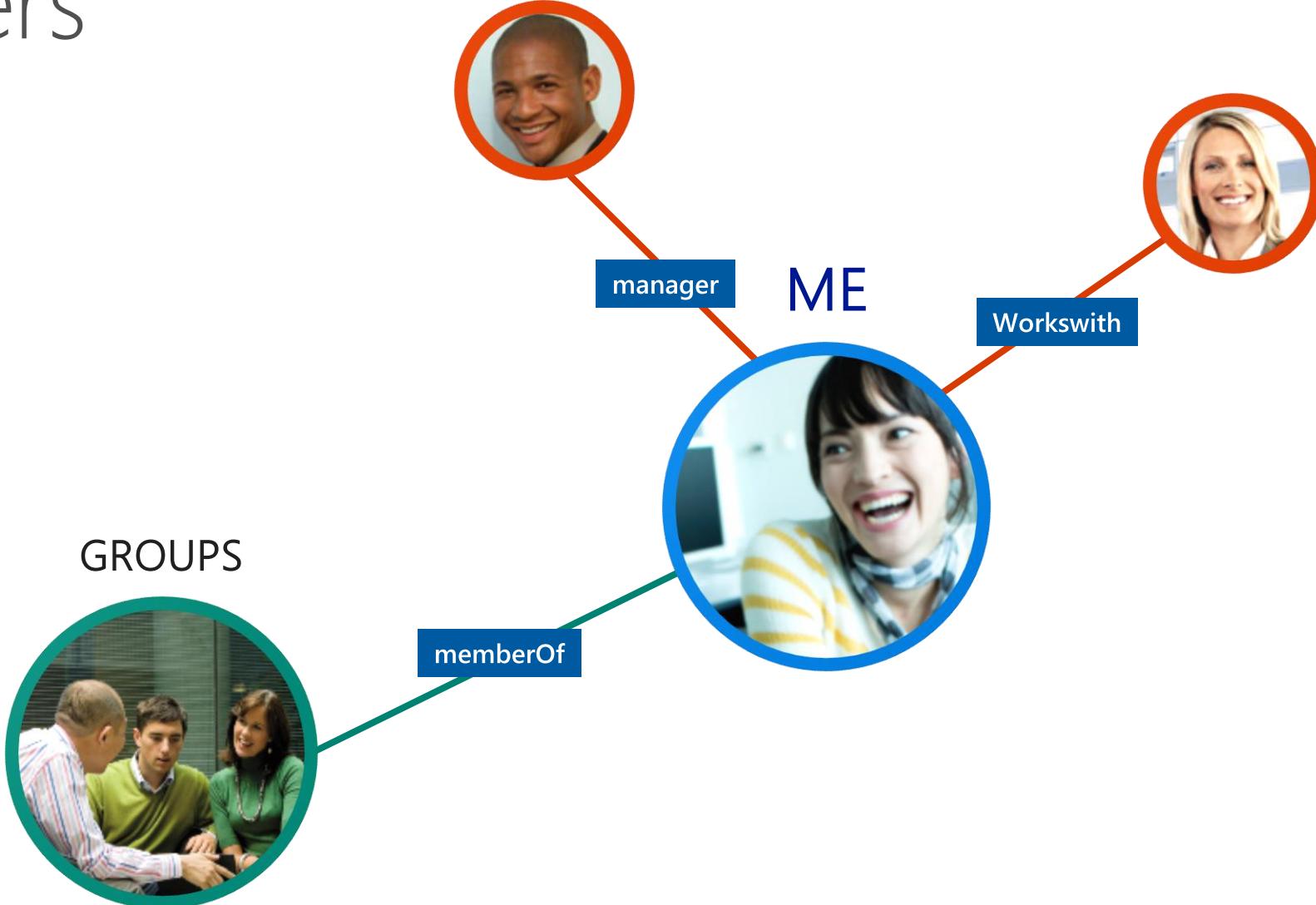
Office Graph

Office 365 Groups

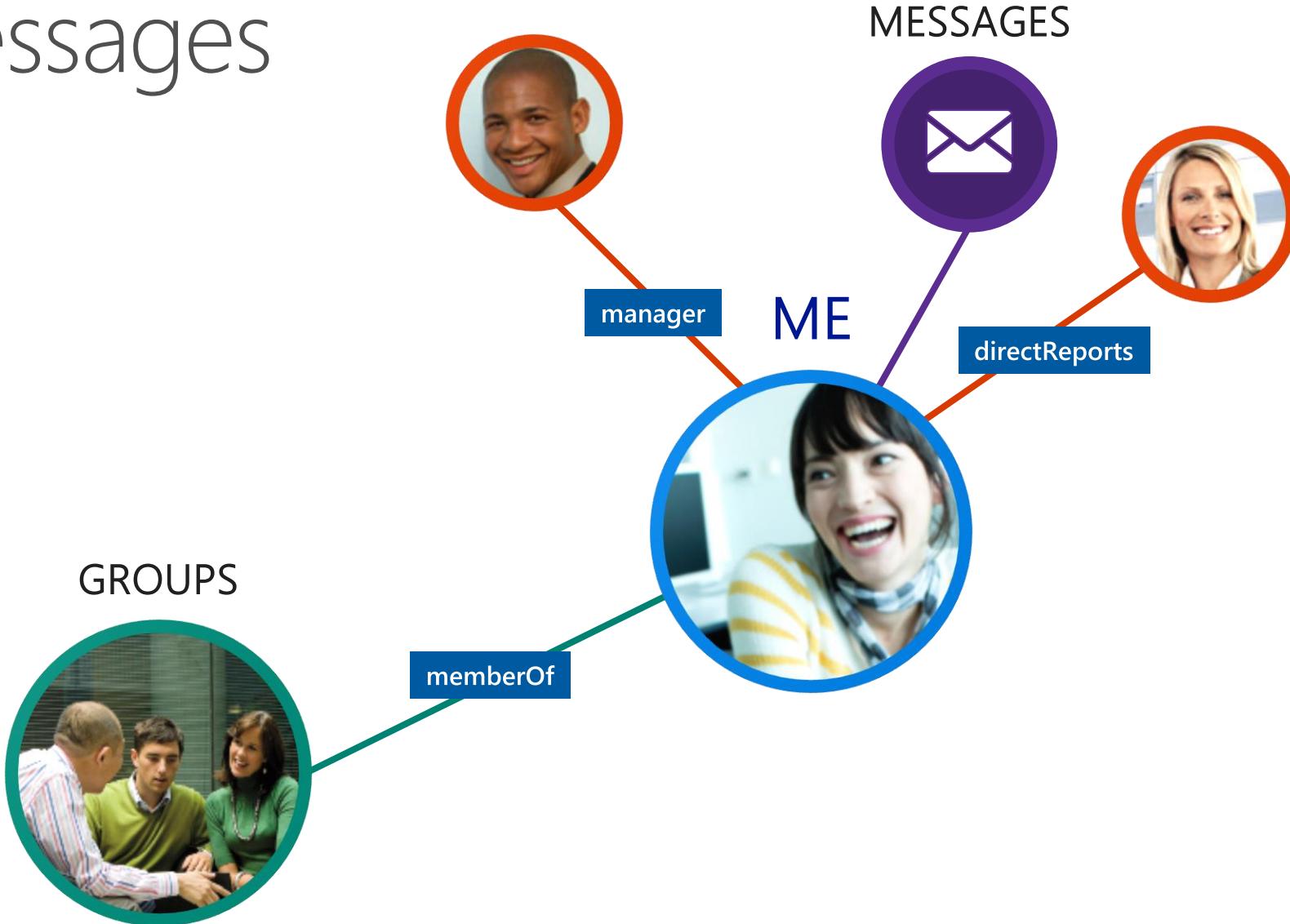
Infrastructure

 Office 365

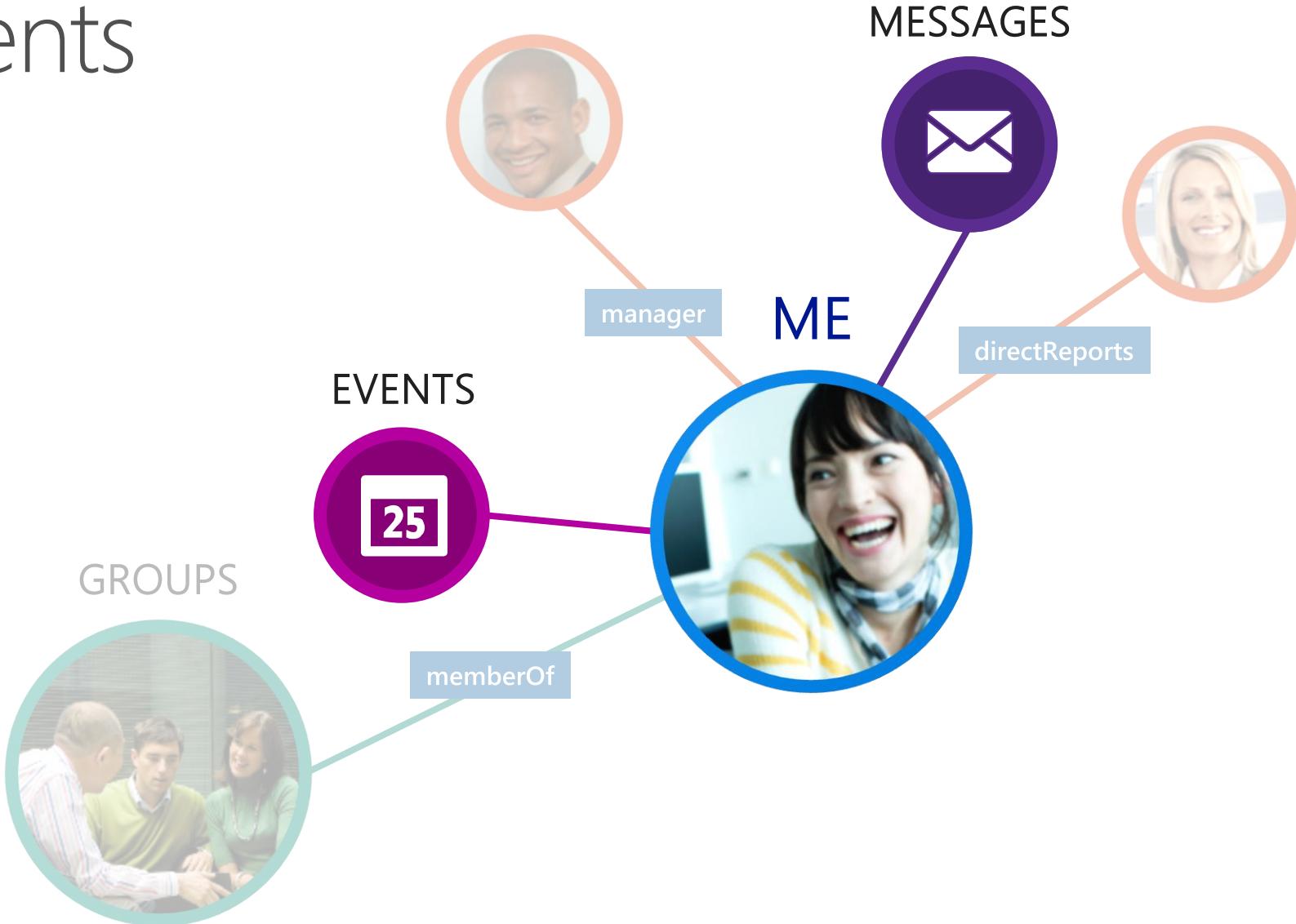
# /users



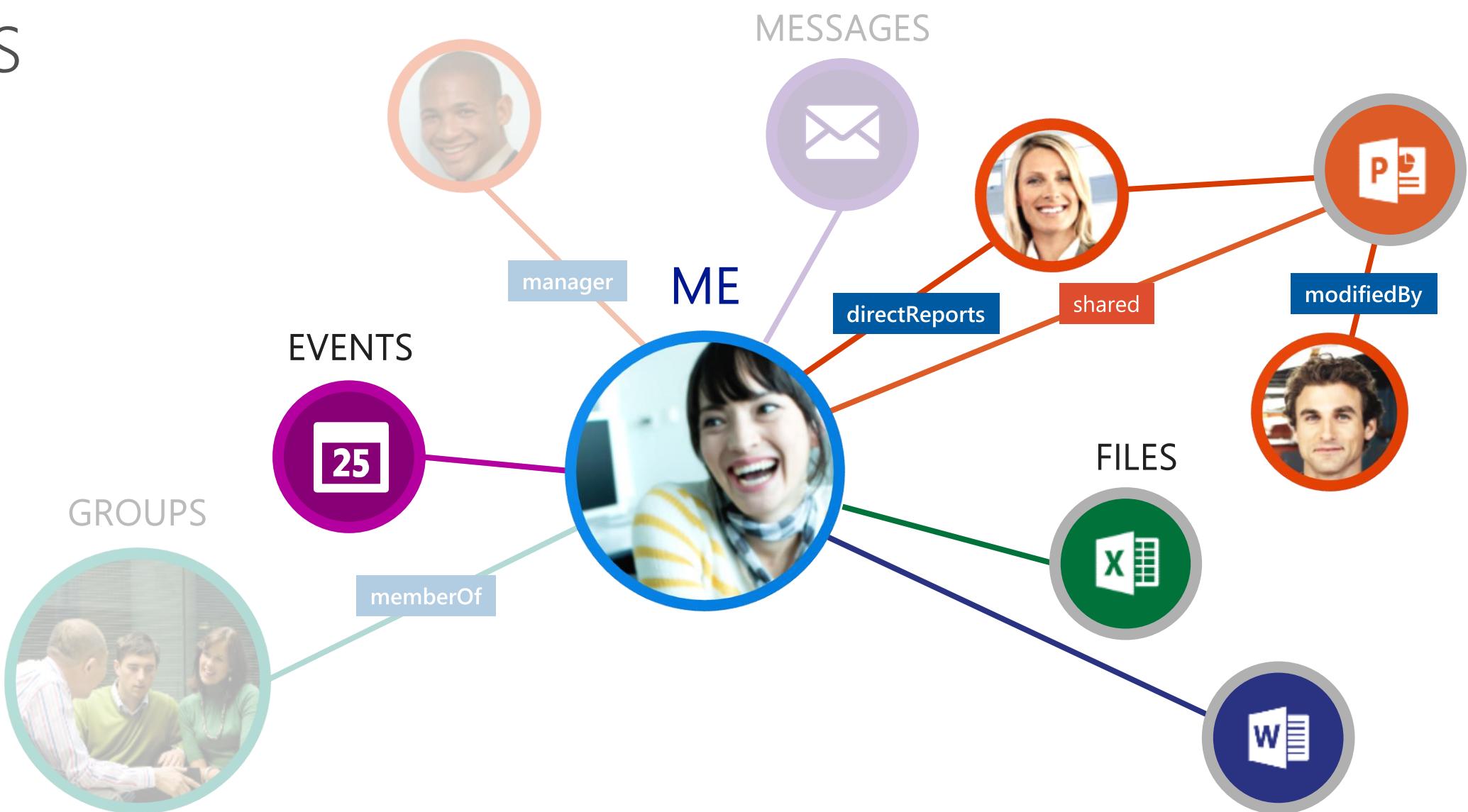
# /messages



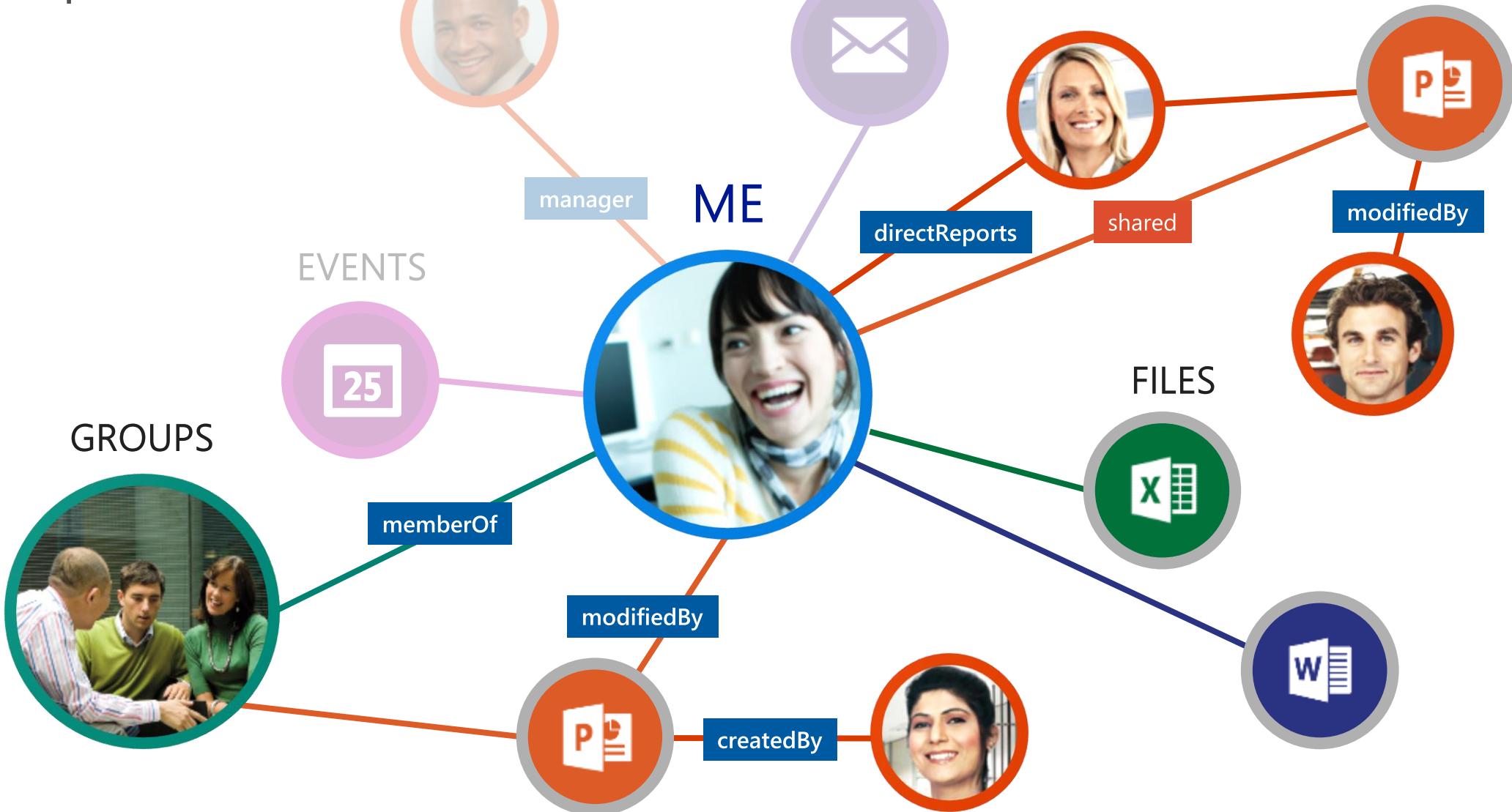
/events



/files



# /groups



# /groups

CONVERSATIONS



GROUPS



EVENTS



manager



ME

MESSAGES



directReports



shared



modifiedBy



workingWith

FILES



memberOf



modifiedBy

FILES

createdBy



# /workingWith

CONVERSATIONS



GROUPS



EVENTS



memberOf



manager

ME



MESSAGES



directReports



shared



modifiedBy



FILES



modifiedBy



workingWith



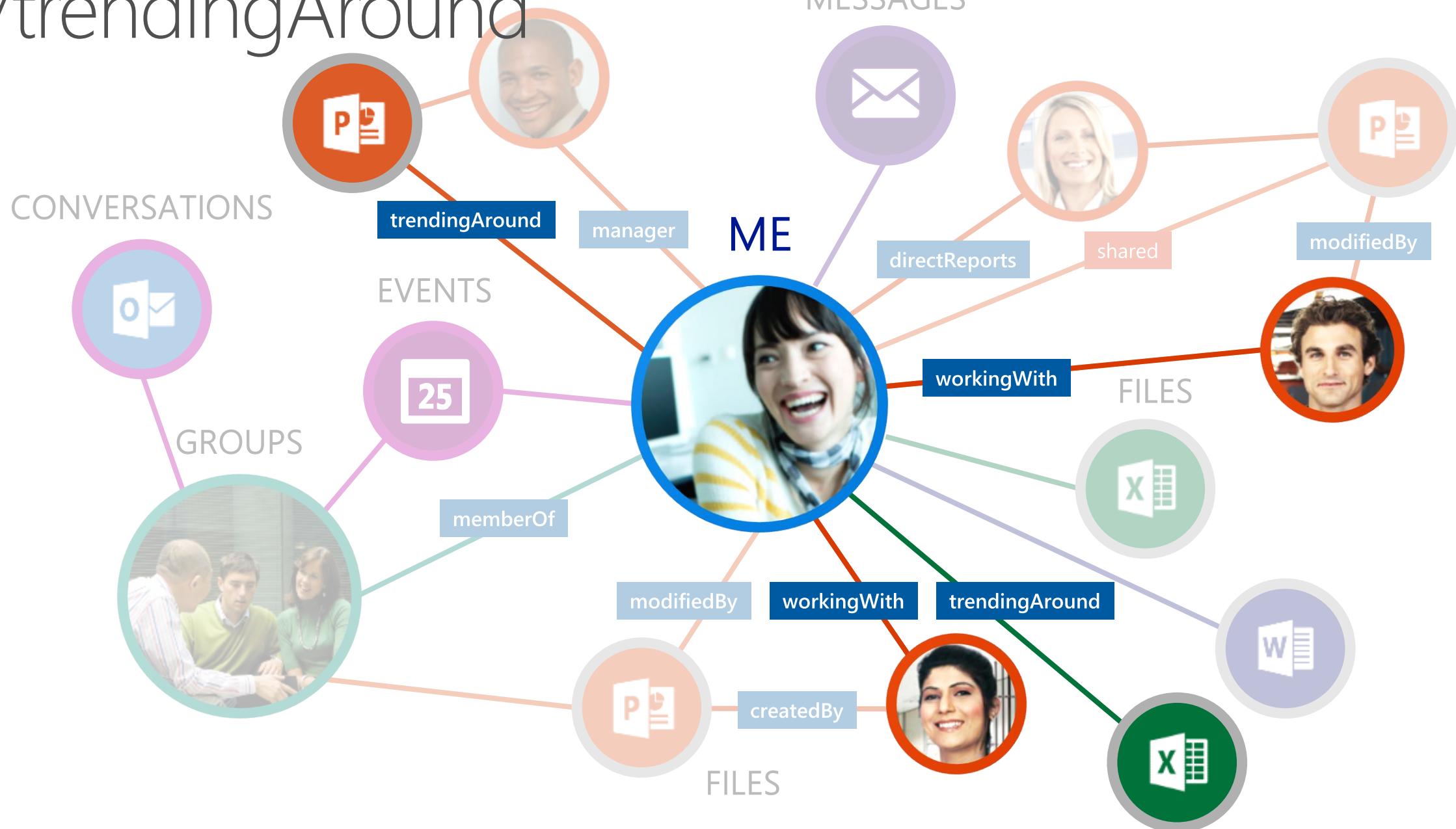
FILES



createdBy



# /trendingAround



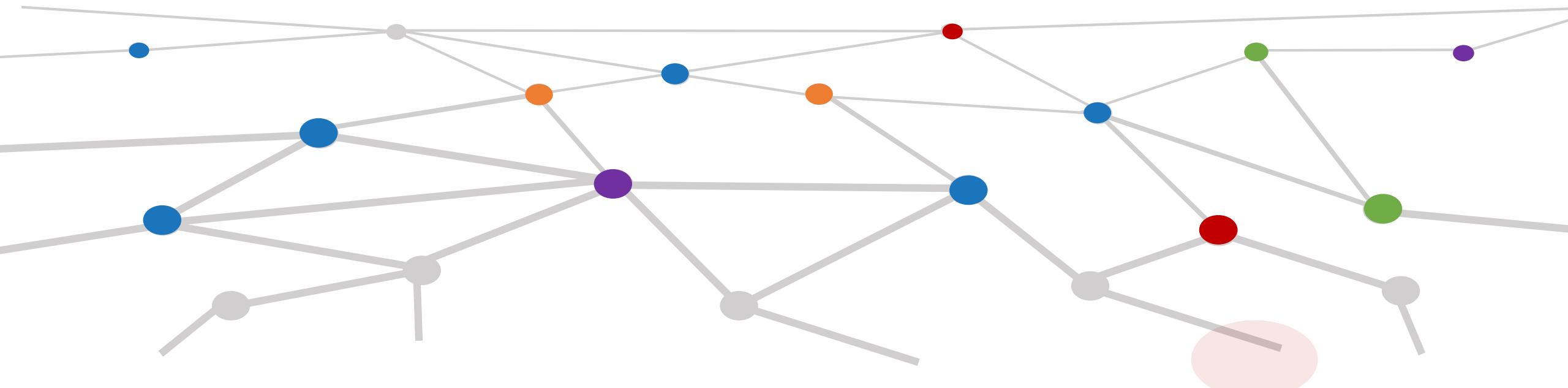
# Office Graph



# Signals



- |                 |        |                 |                            |        |
|-----------------|--------|-----------------|----------------------------|--------|
| Click/Open      | Share  | Social comments | Presented to               | Search |
| Modify/Save     | Follow | Email           | Meetings                   | S4B    |
| Social gestures | Video  | Ignore          | External API/Partner/etc.. |        |



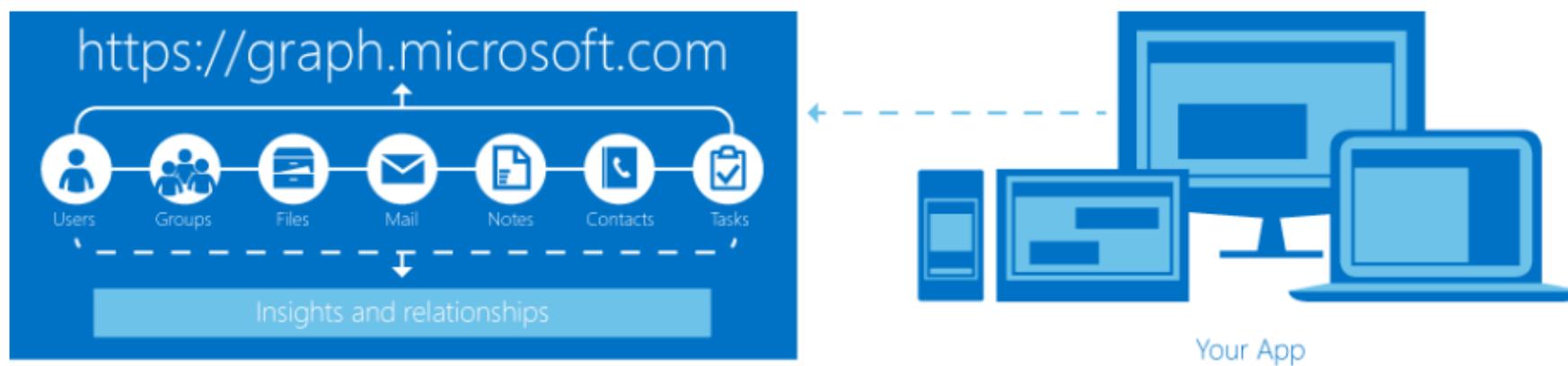
# Microsoft Graph API



One endpoint to rule them all

No more obtaining separate tokens for different services or calling a different endpoint for each API.

Leverage the power of Microsoft Graph, a unified API endpoint, for accessing data, intelligence, and insights coming from the Microsoft cloud.



# Delve

Improves productivity by making information more accessible and tailored to you.

## Discovery



Discover information  
relevant to you

## People



Connect with  
people and teams

## Analytics

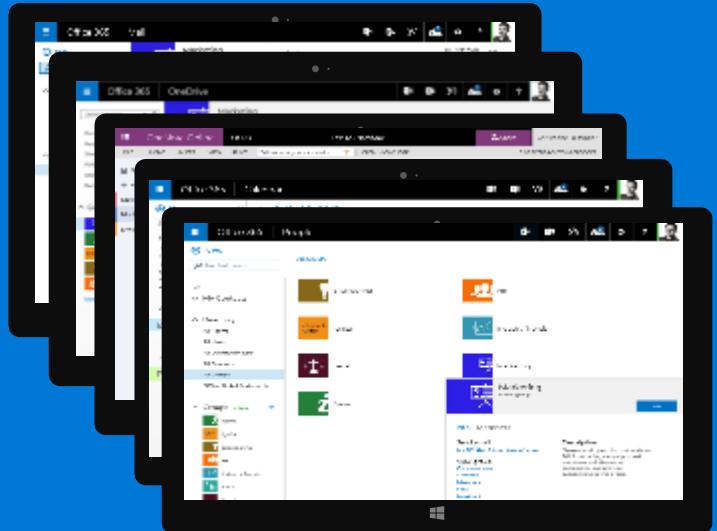


Take your time  
back

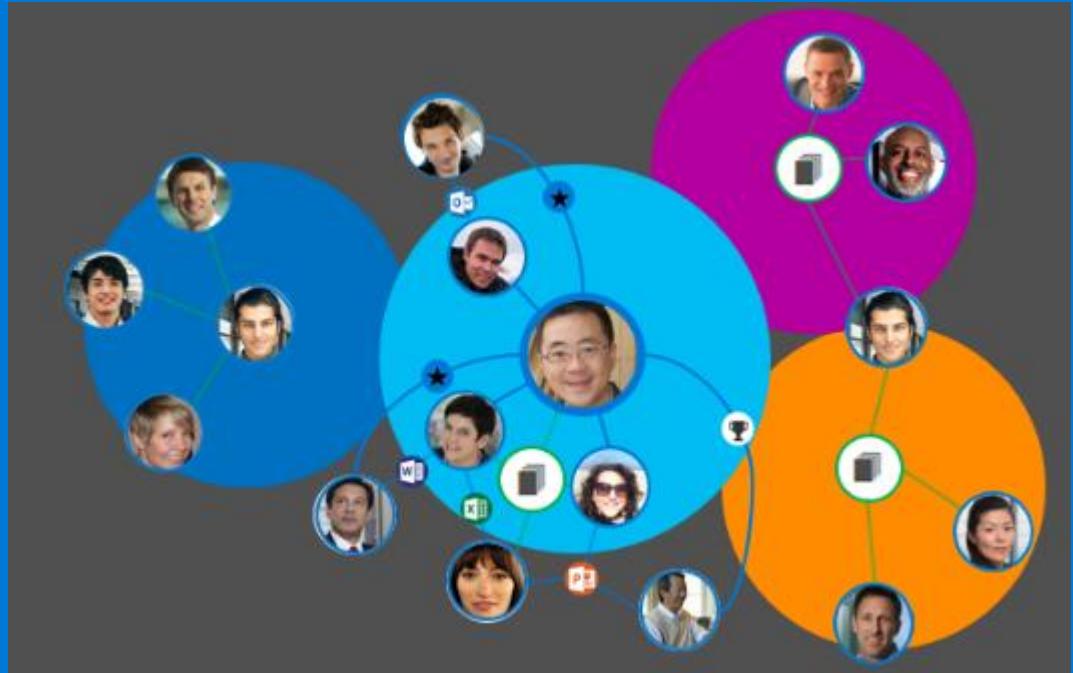


# DEMO

# Delve is evolving...



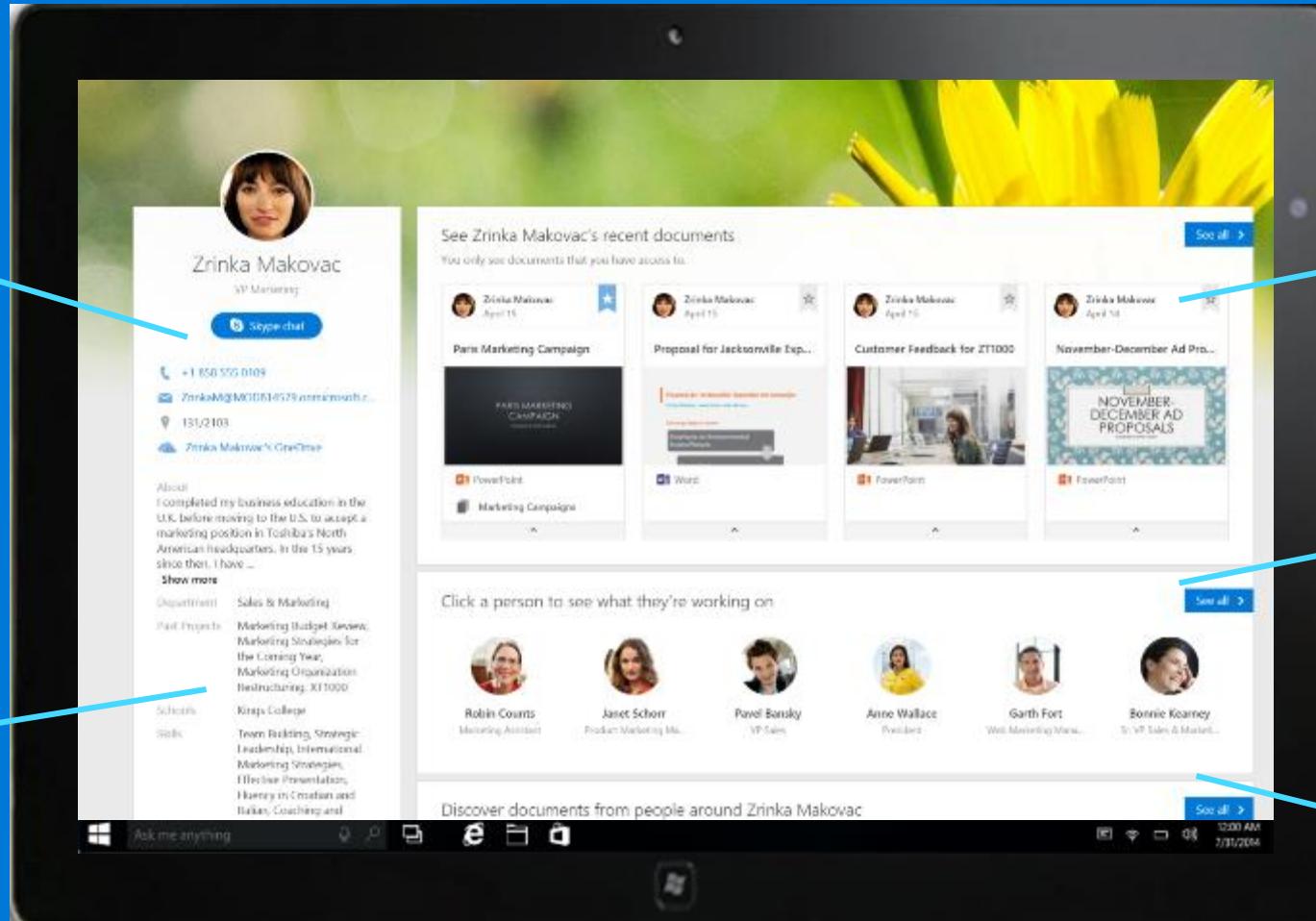
Disconnected set of tools for individuals



Hierarchical and siloed teams

# The new Delve Profile

Provides quick access to your colleagues profile information, connections and recent shared content.



Quick glance on  
who that person is

What's the latest

Where does he fit  
in the org

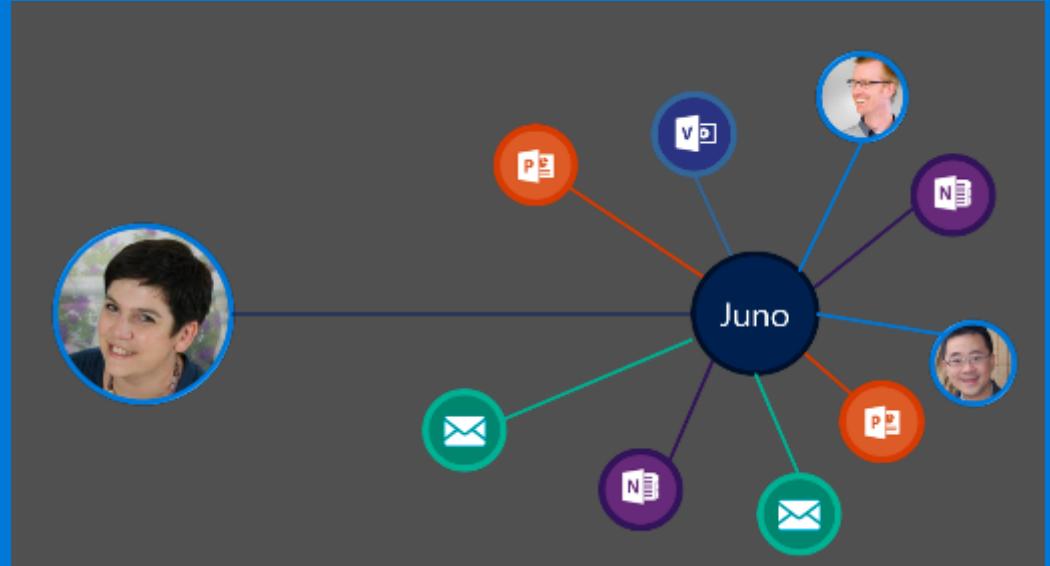
How does he relate to  
others and me

What's trending around him

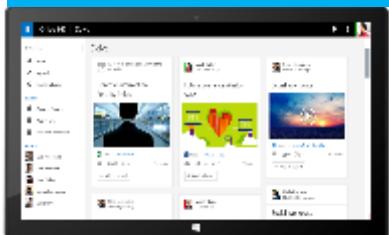
# People-Centric



Finding content through people



Finding people through content



Discovery



People



Analytics

# Business scenarios

1

## FIND PEOPLE

- Office 365 profile destination easily accessible from other workloads.
- Find and discover content and experts through your connections with others.

2

## GET BACK TO "MY" STUFF

- Quickly get back to your work stored anywhere.
- Customize your profile and share your information and expertise.

3

## TRACK CONTENT

- Search and view content that's relevant to you
- Pull up a Board on a topic or add to your Favorites and save for later

# Business scenarios

4

## KNOW MORE ABOUT PEOPLE

- Prepare before going into a meeting. What do they do?
- What is this person currently focusing on? Who does he/she work with?

5

## A MORE RELEVANT SEARCH

- Intranet search supported by the office graph
- "Nearest documents" relevancy model

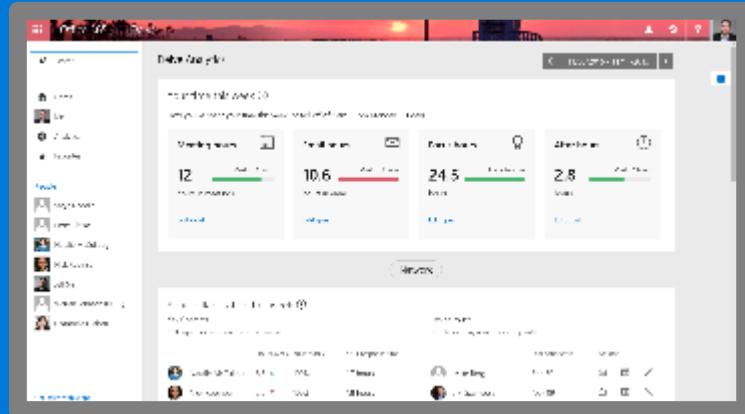
6

## GET YOUR TIME BACK

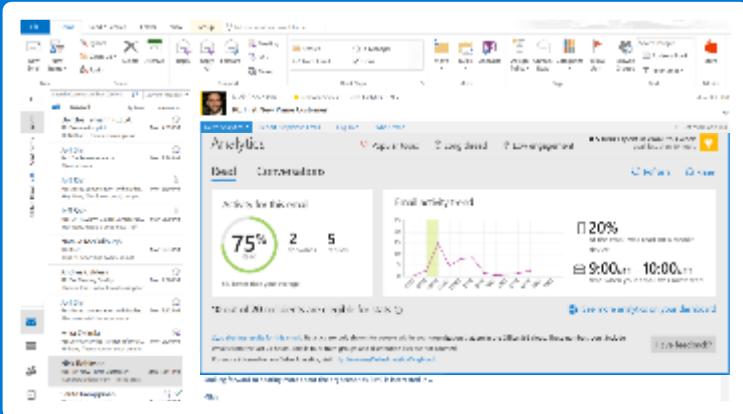
- What am I spending time on?
- Prioritize and set goals!

DELVE ANALYTICS  
**TAKE BACK  
YOUR TIME**

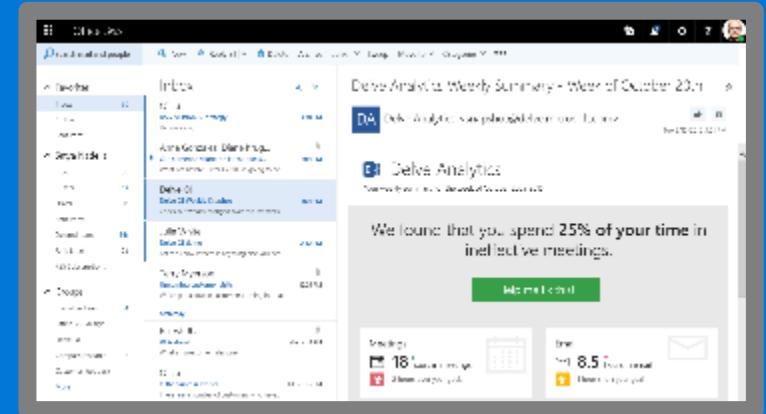
PERSONAL DASHBOARD



OUTLOOK ADD-IN



EMAIL DIGEST



# A conversation with Satya Nadella



Delve Analytics: “Think about this as your health tracker for your work...”



# DEMO

# Organizational Insights

Future

Drill down on time spent  
on various activities and  
identify patterns

Identify opportunities to  
improve cross team  
collaboration.



Rich Interactive dashboards,  
promoting visual discovery  
and insights for people and  
teams

# Delve: Privacy



## It's your data

You own it, you control it  
We run the service for you  
We are accountable to you

Built in  
security

Privacy  
by design

Continuous  
compliance

Transparent service operation

- **Delve:**
  - Users can only discover content they have permission to access
  - Tenant and user level opt-in / opt-out settings for Delve with additional controls for Delve Analytics
- **Delve Analytics:**
  - Individuals elect to contribute their data
  - All information shown in aggregate is anonymized
  - No one has access to your private data including email and documents but you

# Perceptions of Delve

## Fear of the Unknown

Users are new to the Delve experience

## Security

Delve does not modify the permissions of the underlying content. You are only seeing what you already have permission to see

## Clarity

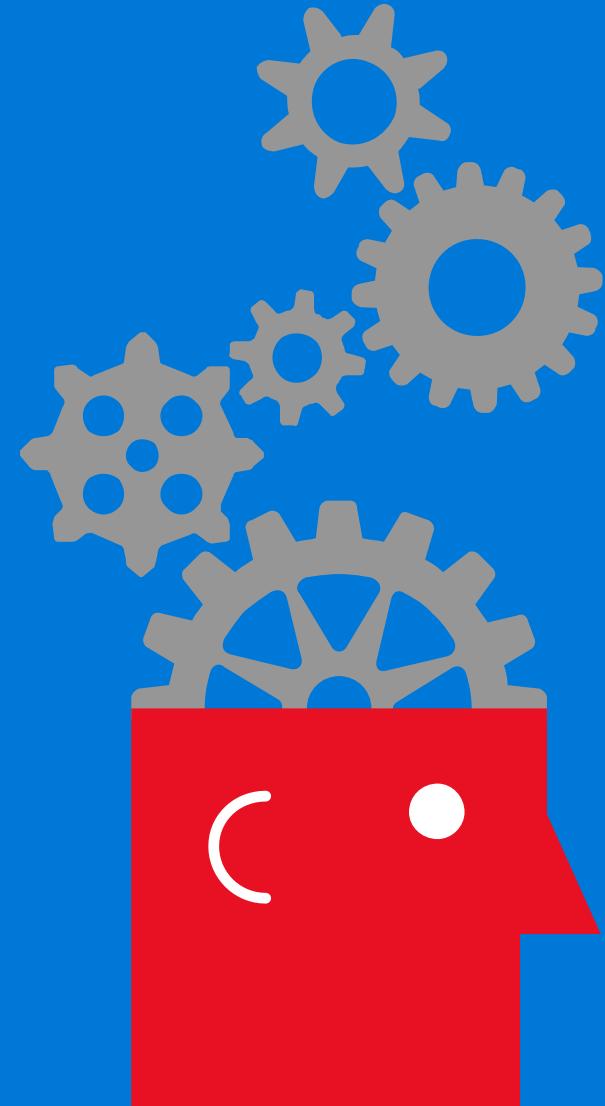
Your personal profile view and your view of other users' profiles reflect personalization based on security and Office Graph heuristics

## Privacy

Private actions (signals) only impact your experience in Delve

## Big Brother

All data is anonymized and presented in aggregate



# SharePoint & OneDrive Content

## Oversharing in SharePoint Online & OneDrive for Business

Use of the share “with everyone” capabilities and resulting confusion

## Permissions Management

Complex permission hierarchies and inheritance chains

## Stale sites & content

Lack of governance and content retention policies

## Migration Challenges

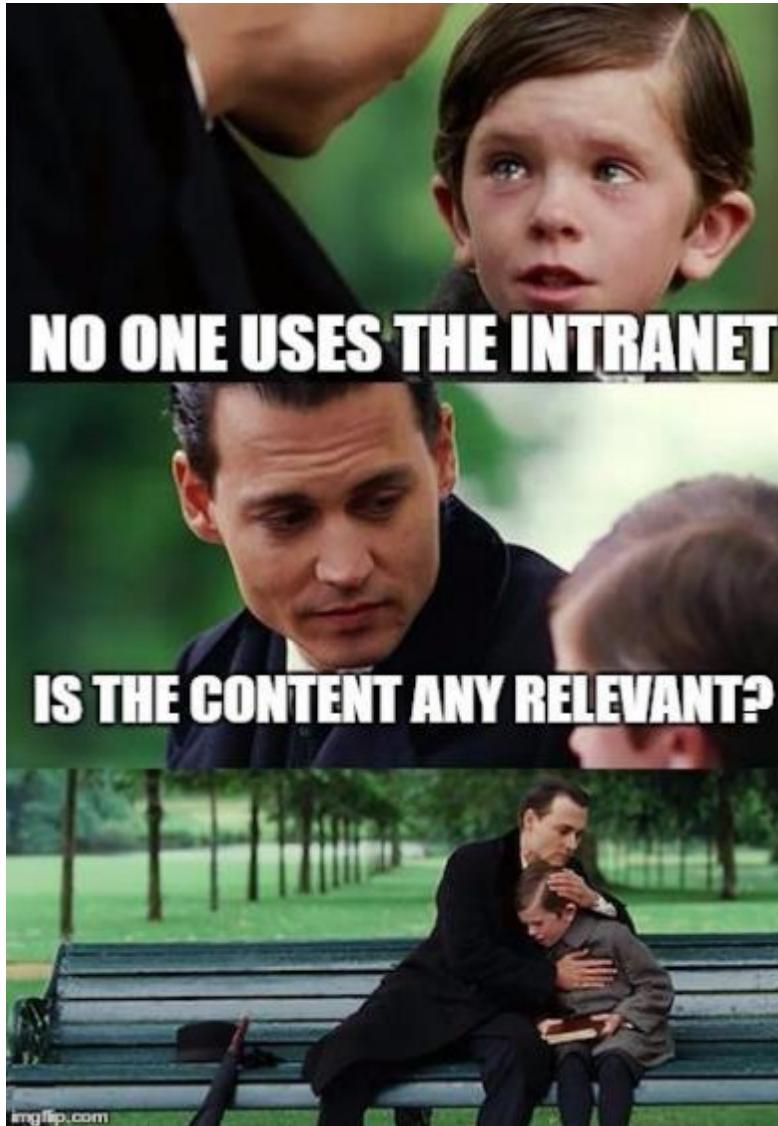
Proper migration strategies to maintain security integrity

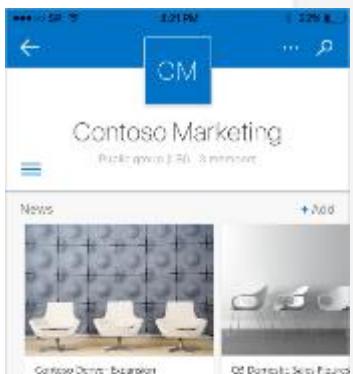


# 'Unmanaged' Knowledge Management



# Why Knowledge Management?





CM

## Contoso Marketing

Public group (LBI)

+ New page

## News

+ Add



## Contoso Denver Expansion

By Alex Darrow



## Q3 Domestic Sales Figures Delayed

By Zrinka Makovac



## Contoso Human Design Toolkit

By Kat Larrison

## Activity

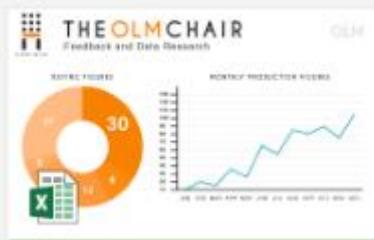


## ISSUES LIST

List revisions needs review

Delete node tab

Review &amp; test by the com...





Search

+ Add ▼ Site workflows Site settings Recycle bin (0)

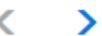
- Home
- Notebook
- Documents
- Merchandising
- Product Demos
- Promotions
- Sales and Marketing
- Online Marketing
- Marketing Training
- Marketing Goals

### Site Contents

[Recycle bin](#)

**Trending content** View all

|   |         |
|---|---------|
|  Partner CoMarketing.docx              | 8 views |
|  Apollo Bedroom Set.docx               | 6 views |
|  Contract Proposals.docx               | 3 views |
|  Proseware Project Budget Audit.doc... | 3 views |



[Contents](#) [Subsites](#)

| Name  | Type | Items             | Modified       |
|---|------|-------------------|----------------|
|  Documents                     | ...  | Document library  | 50 2 hours ago |
|  North America Field Documents | ...  | Document library  | 0 14 days ago  |
|  Site Assets                   | ...  | Document library  | 1 19 days ago  |
|  MicroFeed                     | ...  | List              | 2 19 days ago  |
|  Site Pages                    | ...  | Wiki page library | 2 5 hours ago  |

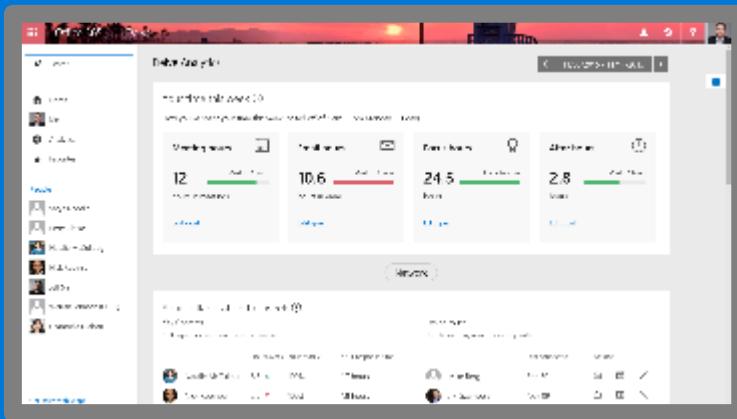
# The Future of Intranets



ALL TIME PERSONALIZED EXPERIENCE  
**YOUR WAY,  
YOUR CONTENT**

Disclaimer: Still Saturday! Still personal opinion!

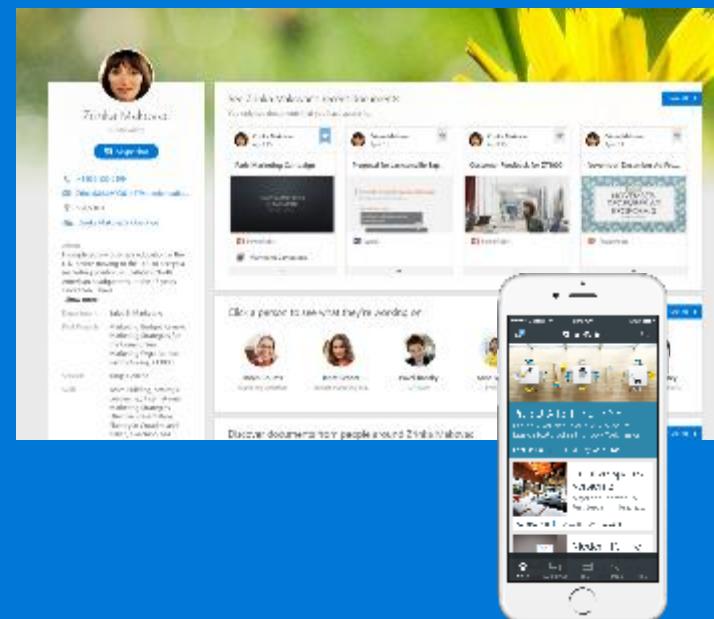
## PERSONAL DASHBOARD



## COMPANY PORTAL

A screenshot of a company portal titled "msw". It shows a news feed with items like "Competitive Analysis &amp; Strategic Planning" and "Annual Report". A calendar section shows "October 2016" with various events. In the foreground, a smartphone displays a map-based application with locations and user profiles.

## DAILY WORK

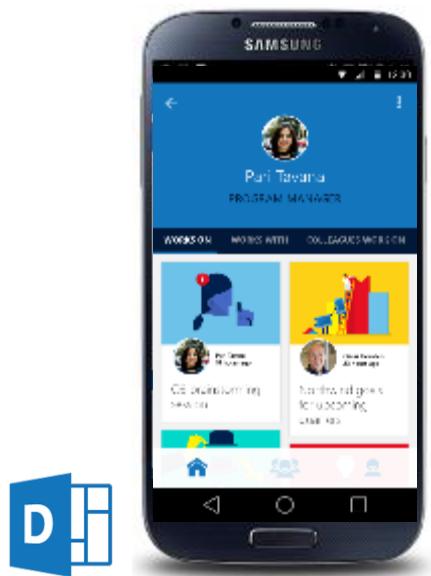


# Summary and Takeaways

SharePoint is Back!

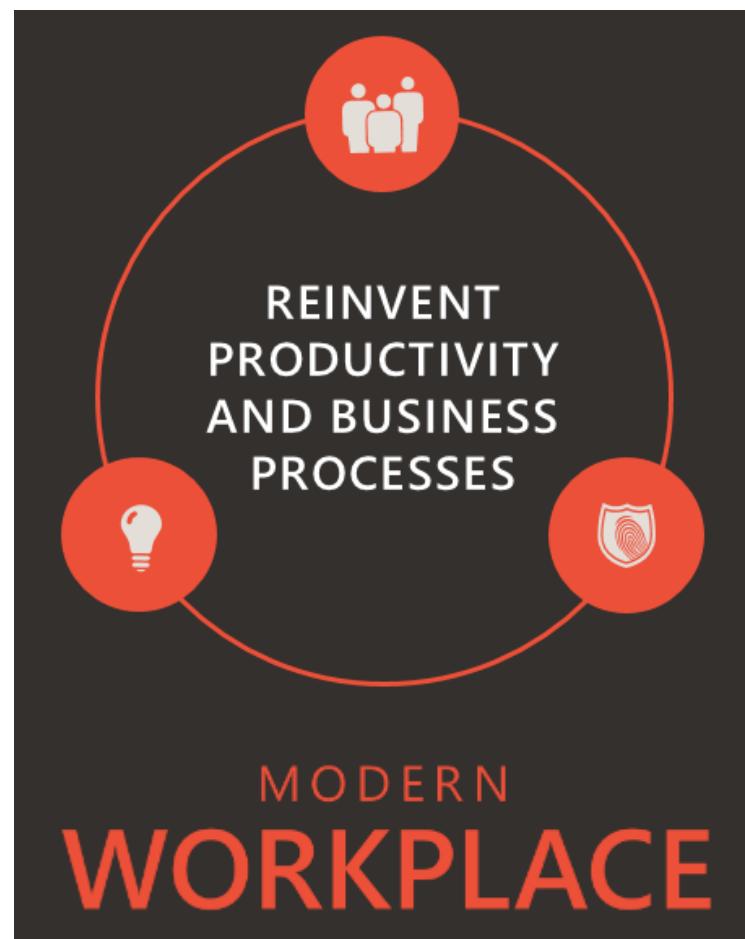


And it is Mobile (finally!)



<http://aka.ms/DelveAndroid>  
<http://aka.ms/DelveiPhone>

Intranets are dead!





## Gold sponsors



東京' TOKIOTA



## Silver sponsors



## Bronze sponsors



Sharegate

## Collaborate

