



# Periwinkle

## RESEARCH FINDINGS

*Navdeep Bagga | Vibhuti Kanitkar | Desiree McLain | Evan Metsky*

## Our Client



The Information Management (IM) team maintains and documents procedures for all of Major Enterprise Projects (MEP) within DTE Energy.

The IM team must effectively organize documents for

**300** *projects with a total budget of \$1.3 billion*

# Research Goals



*Through our research, we sought to understand:*

The current workflows of the IM team

The existing software and their capabilities

How to leverage features in existing softwares

# Findings

## Resistance towards new technology

- No proper training
- Unwillingness to learn

## The existing technology is outdated

- Poor organization
- Unsearchable

## The existing technology creates a repetitive workflow

***DTE's transition to SharePoint  
is an opportunity for the IM  
Team to better define a  
workflow***

QIT 3.0

Search:  Method: Index contains Docbase: DCTM

Repositories

- DCIM
  - Fundamentals
    - Types
    - Users
      - All Users
        - Active Users
          - dmdadmin
            - Membership
              - docu
            - Direct users
            - All users
            - Group membe
            - Referenced gri
            - Group acs
            - Queue items
            - User audit
            - User objects
            - Restricted folders
            - User acs
            - Locked objects
          - Inactive Users
          - LDAP Users
          - Inline Users
          - System authenticated
        - Groups
          - ACL
        - Alias sets
      - System
        - Jobs
          - All Methods
          - Servers
          - Filestores
          - System Queues
          - Sessions
          - Repositories
          - Presets
        - Processes
      - Workflow Methods

Objects API [DCTM] DQL [DCTM] Search Results

DCTM - Membership DCTM - Direct users DCTM - All users 2

Filter:

user_name	user_os_name	description	user_address	r_object_id
DMDBA	DMDBA		DMDBA	110004d28000...
dm_autoren...	dm_autorender...			110004d28000...
dm_autoren...	dm_autorender...			110004d28000...
dm_medias...	dm_mediaserver			110004d28000...
dmdadmin	dmdadmin		dmdadmin	110004d28000...
qmember			qmember@qtre...	110004d28000...
subgroupusr2			subgroupusr2	110004d28000...

Console DQL Result

**SELECT \* FROM dmc\_module WHERE folder('/System/Modules/TBO') AND object name**

Filter:

Repeat every 5 s.  Run stop

r_object_id	object_name	title	subject	resolution	owner_name	owner_perm	gro
0b000...	dm_mess...				dmdadmin	7	doc

DCTM [0] DCTM [1] DCTM [2] DCTM [3] DCTM [4] 2

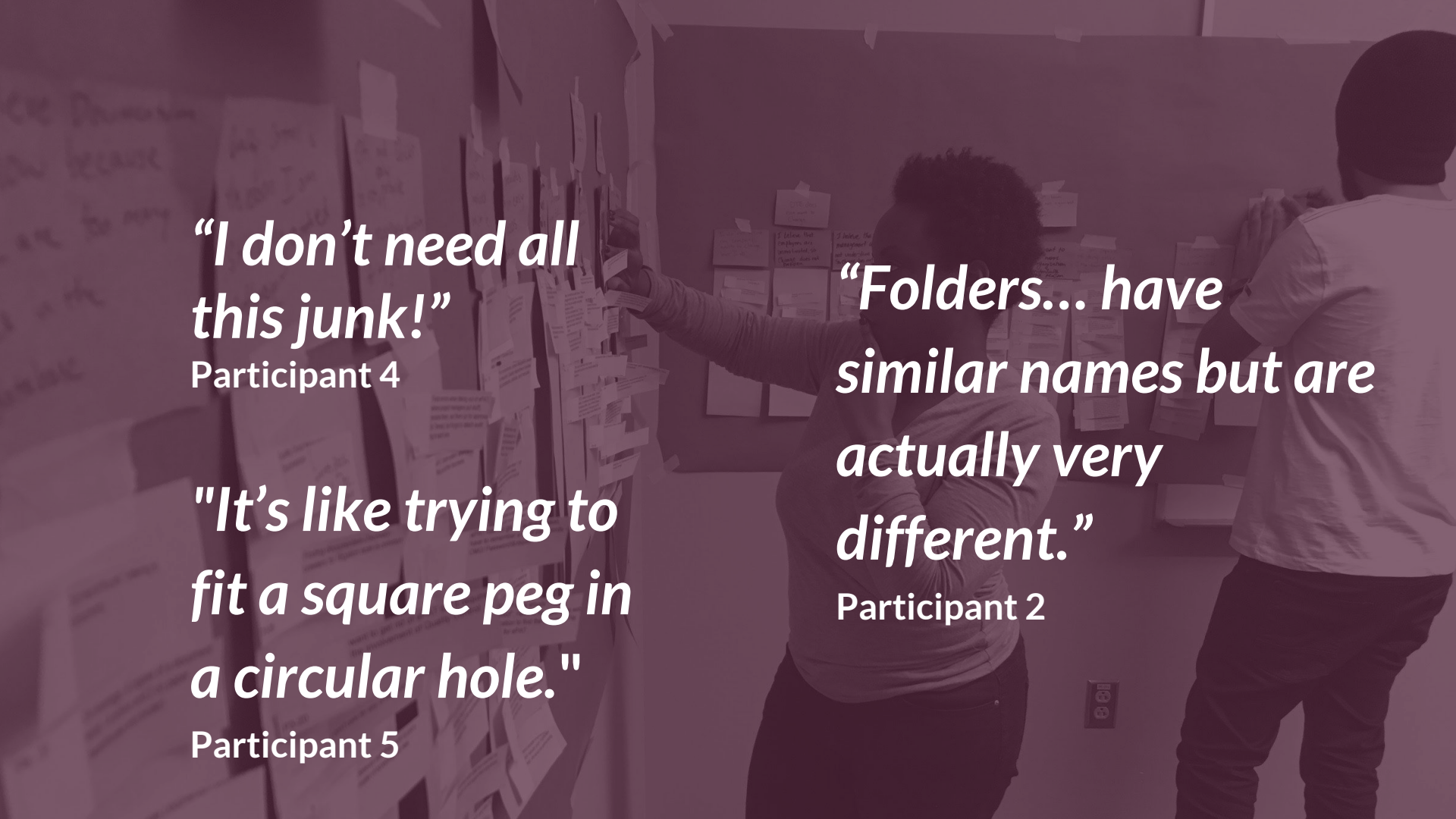
Properties Editor

Repository: DCTM

Object: 120004d280000100

Filter:

Attribute	Value
Type Specific	
group_name	docu
group_add...	
users_names	
groups_na...	
owner_name	DMDBA
is_private	false
description	
i_all_users...	
globally_m...	false
alias_set_id	000000000000
i_supergro...	
group_sou...	
group_class	group
group_admin	
is_dynamic	false
is_dynami...	false
group_glo...	DCTM:docu
group_nati...	000000000000
group_dir...	000000000000
group_dis...	docu
is_protected	false
is_module...	false
i_nondyn...	
i_is_replica	false
i_vstamp	9
Inherited	
System	
System RO	

The background image shows two people from behind, standing in front of a wall covered in numerous sticky notes. The person on the left is reaching out to touch one of the notes. The person on the right is also looking at the notes. The image has a dark, semi-transparent overlay.

***"I don't need all  
this junk!"***

Participant 4

***"It's like trying to  
fit a square peg in  
a circular hole."***

Participant 5

***"Folders... have  
similar names but are  
actually very  
different."***

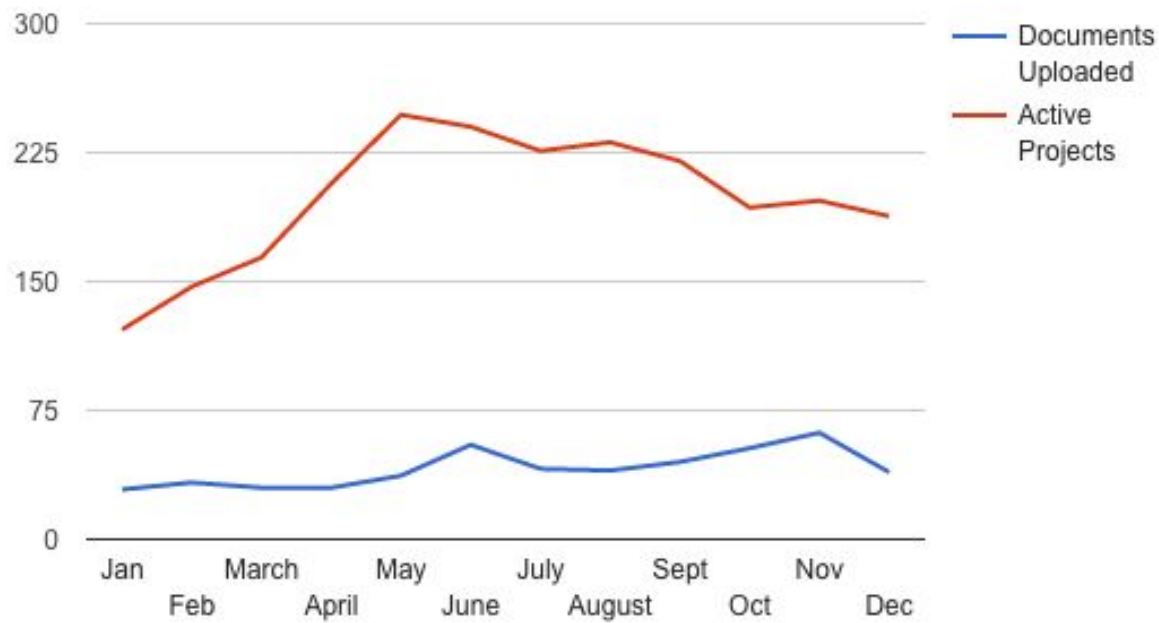
Participant 2

# SharePoint

FEATURE	RECOMMENDATION
Ensure a single place for documents	Create a deadline that marks the last day documents will be available on outdated software
Searchability	Focus on standardized naming to allow for quick and relevant results
Metrics of team evaluation	Find trends and plan ahead and motivate team members to improve themselves

# SharePoint

Uploaded Documents v. Projects





# SharePoint

## TRAINING

Creates a common knowledge of the software

Allows for maximum leverage of tools

Improved efficiency and performance

Cost savings

Provided in different formats

Accommodate for various learning styles

Post training resources should be provided





**Questions?**