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Why (and How) my SP2013 IA needs to be redesigned for the future?

John “Jay” Leask jayleask jleask

Principal Solution Engineer

AvePoint Public Sector

Washington D.C., United States

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Why my OLD IA stinks for Modern SharePoint . . . and how to fix it

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Principal Solution Engineer

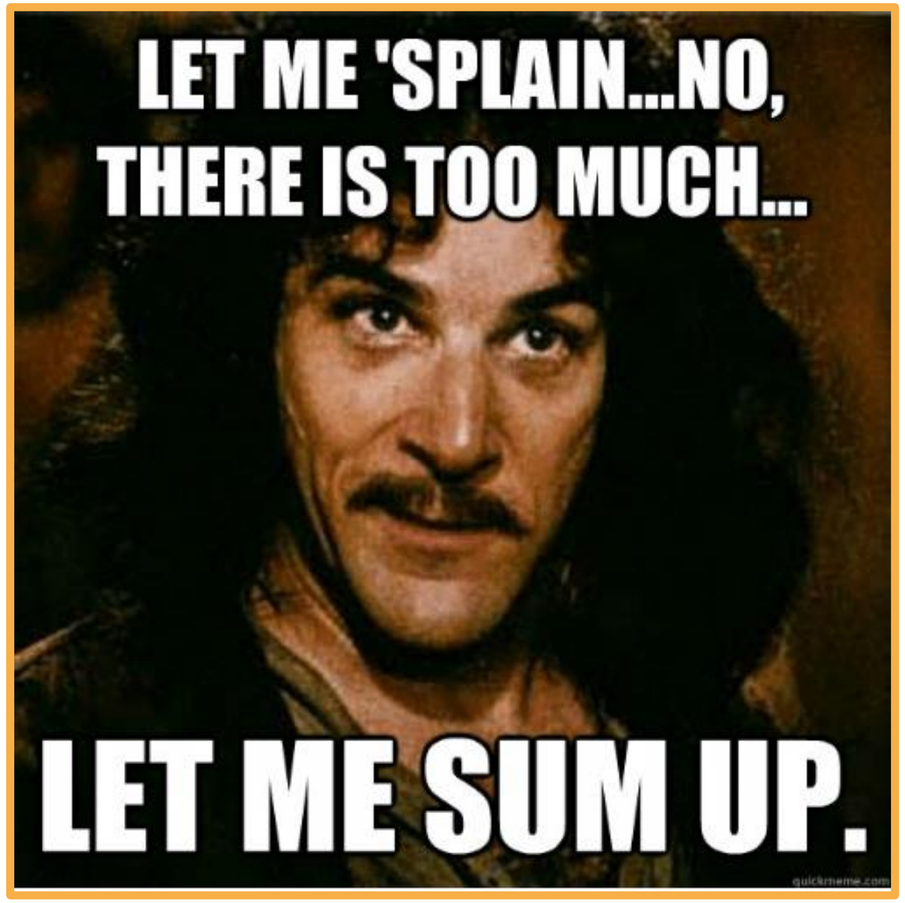
I sell software, but my passion is to help translate the needs of the business into the capabilities of available technology. Over two decades in tech I have helped customers analyze collaboration solutions against actual mission needs in helping them select the best path based on their personal critical success factors. Per my training I’m a project manager, an engineer, an architect, and a designer; but ultimately, I’m a problem solver.

Today's Goals

Jay's Excruciatingly Selective SharePoint History

Why nested Sites Cause Problems Today

An approach to Information Architecture



Jay’s Excruciatingly Selective SharePoint History

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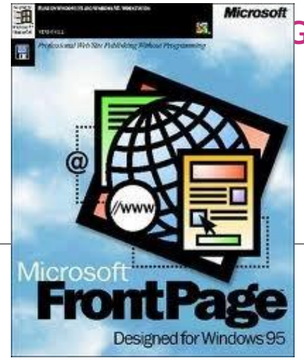
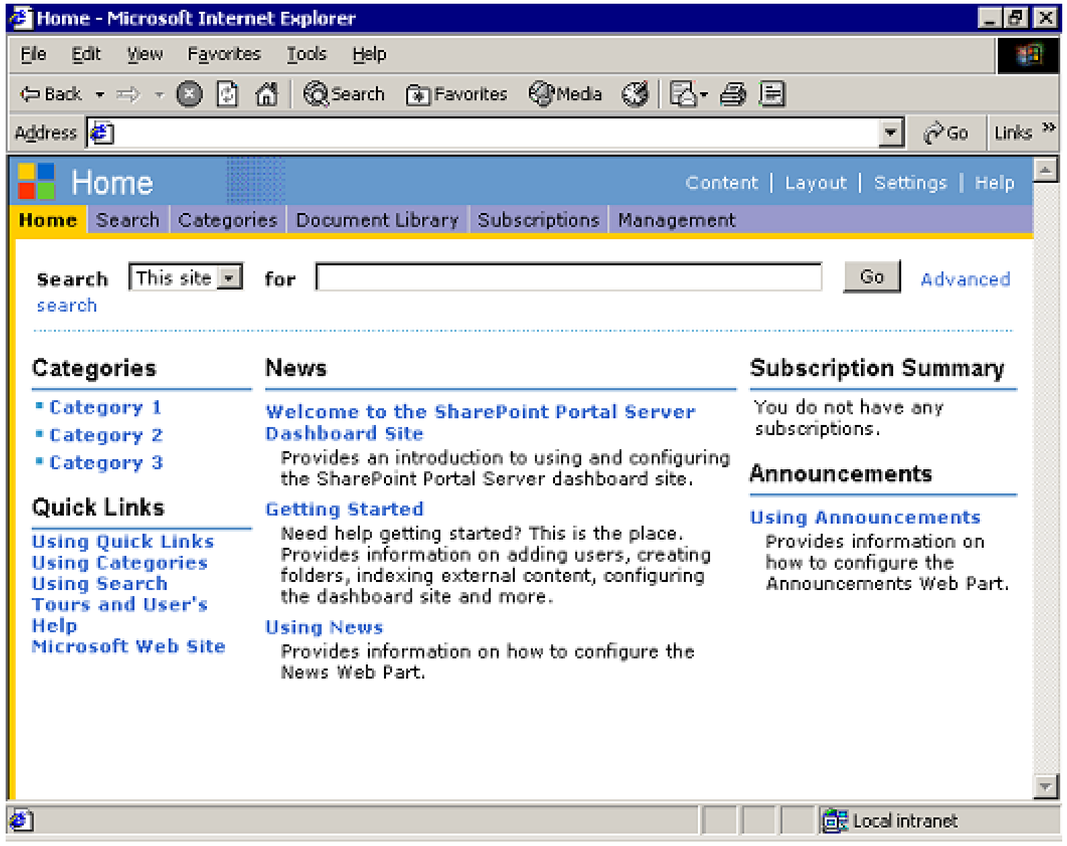
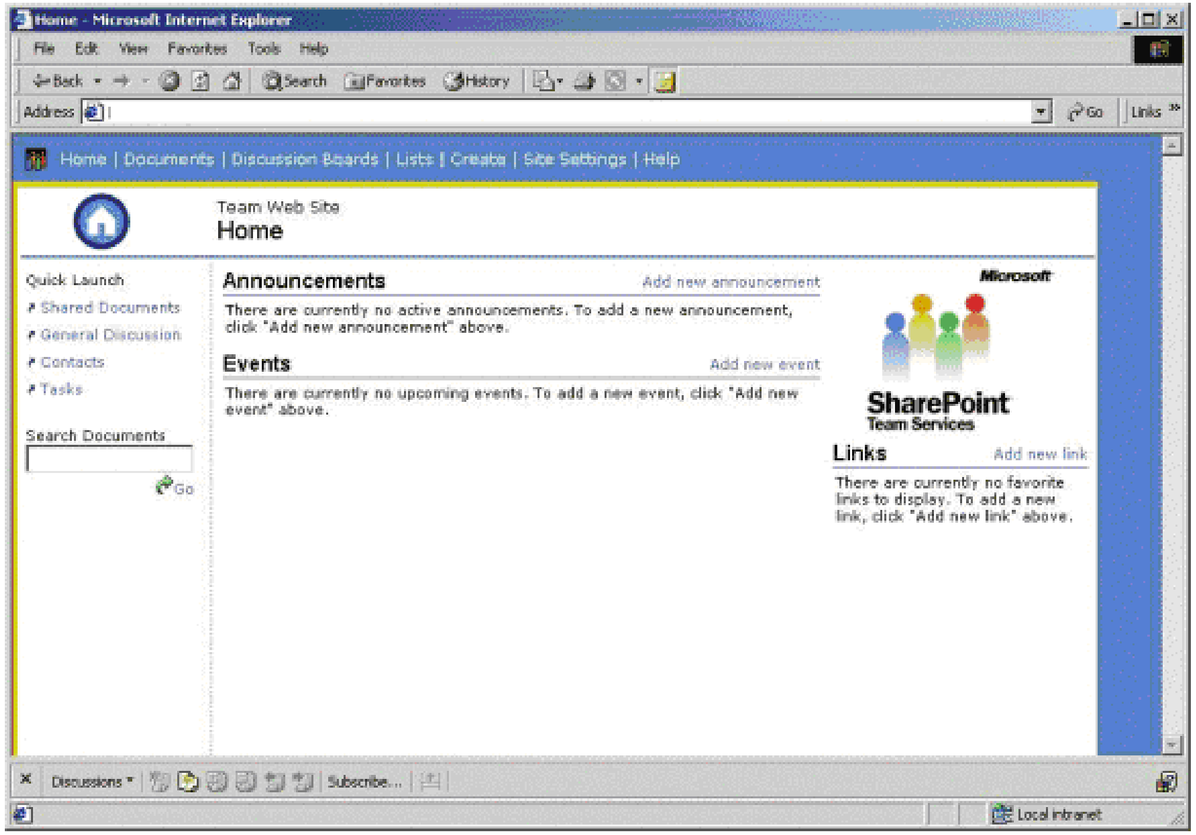
SharePoint 2001



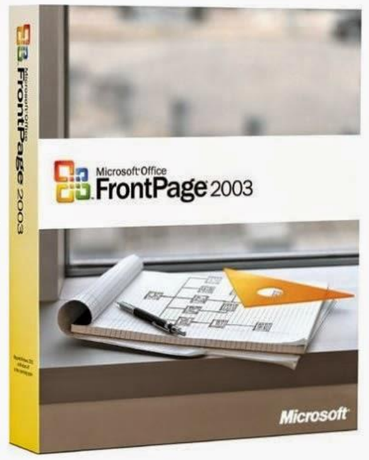


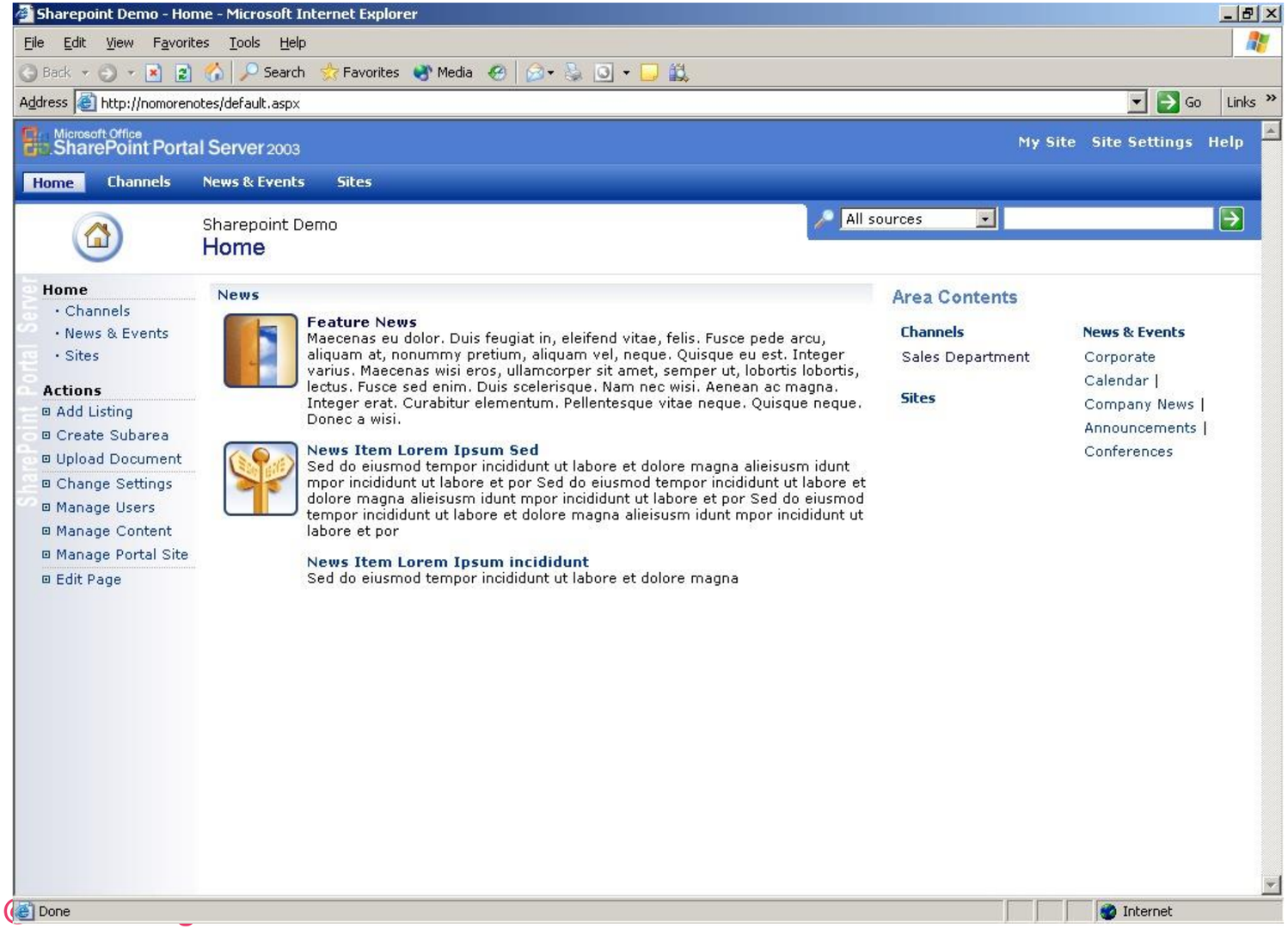
SharePoint Portal Server 2001



SharePoint Team Services (2002)

SharePoint 2003

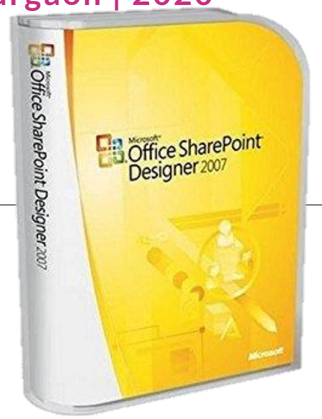


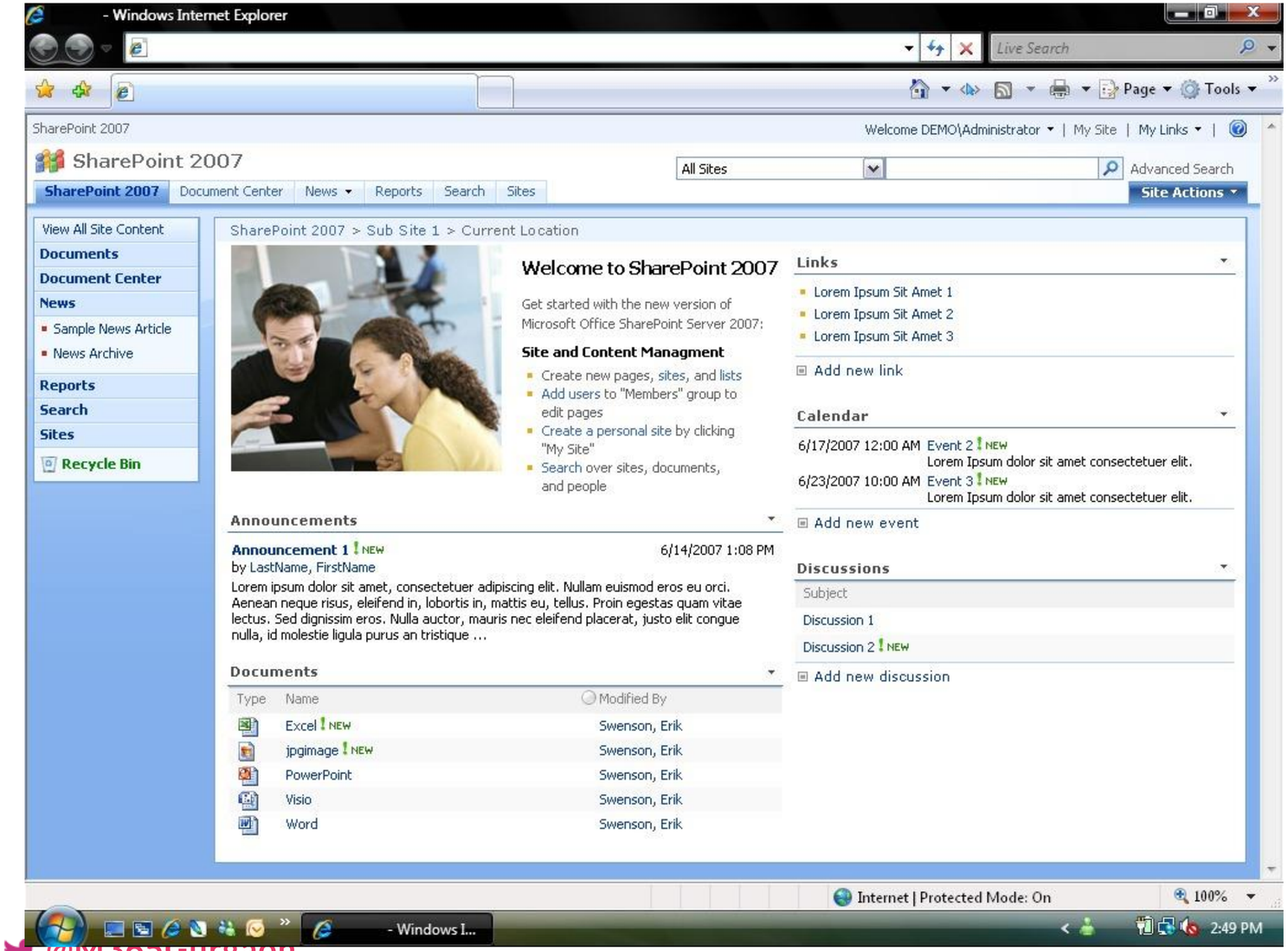


Windows SharePoint Services 2.0
SharePoint Portal Server 2003

STS is now WSS
Introduction of personal sites, profiles, etc
Content is now in a Database
ASP.NET is now the backbone

SharePoint 2007

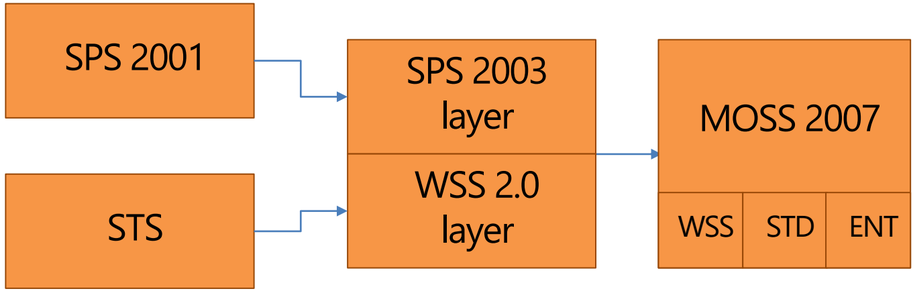




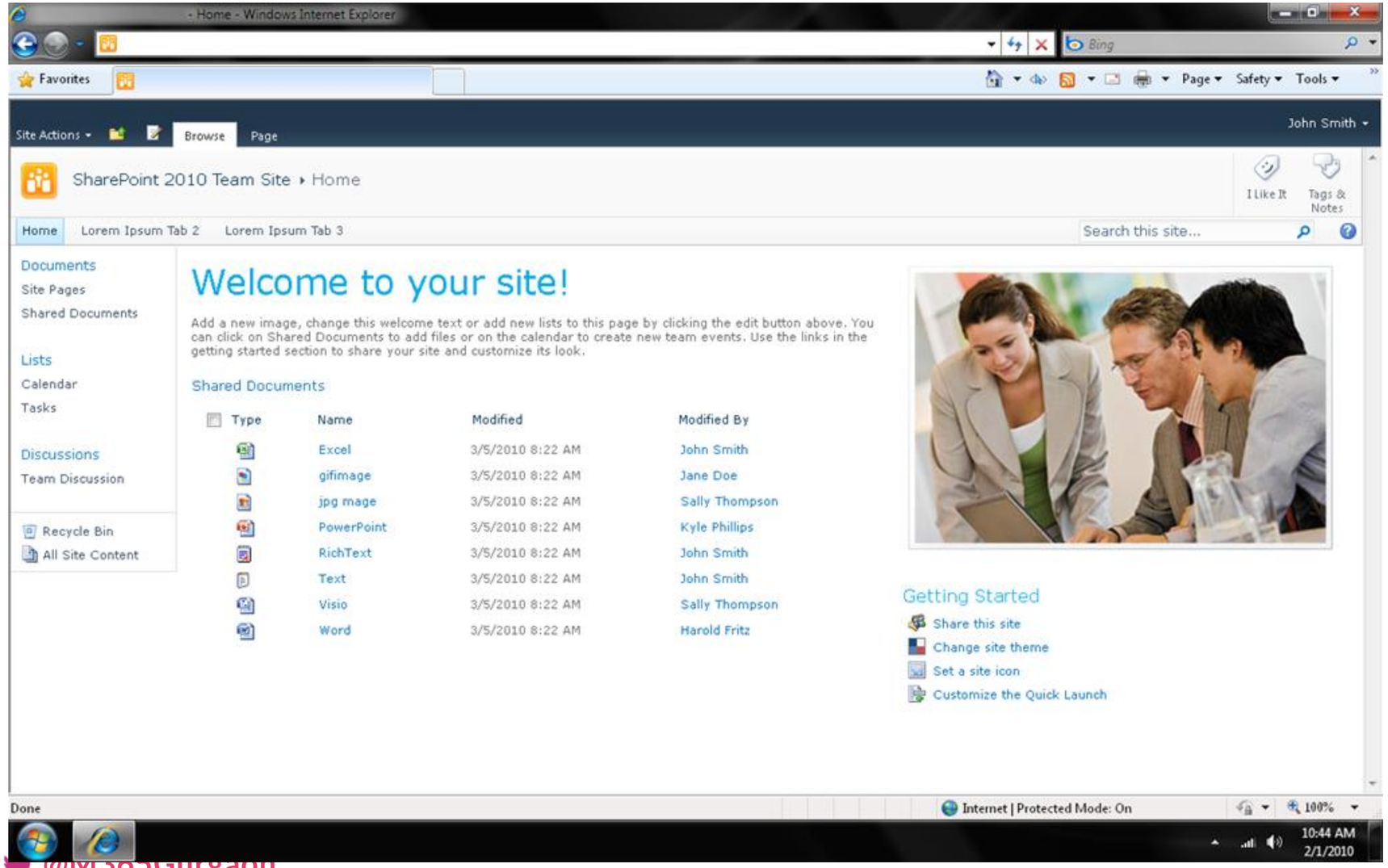
Windows SharePoint Services 3.0
Office SharePoint Server 2007
Office SharePoint Enterprise 2007

Introduction of Shared Services Provider (SSP)

- *Profiles and Audiences*
- *My Sites*
- *Search*
- *All of Excel Services*
- *All of the BDC (Business Data Catalog)*



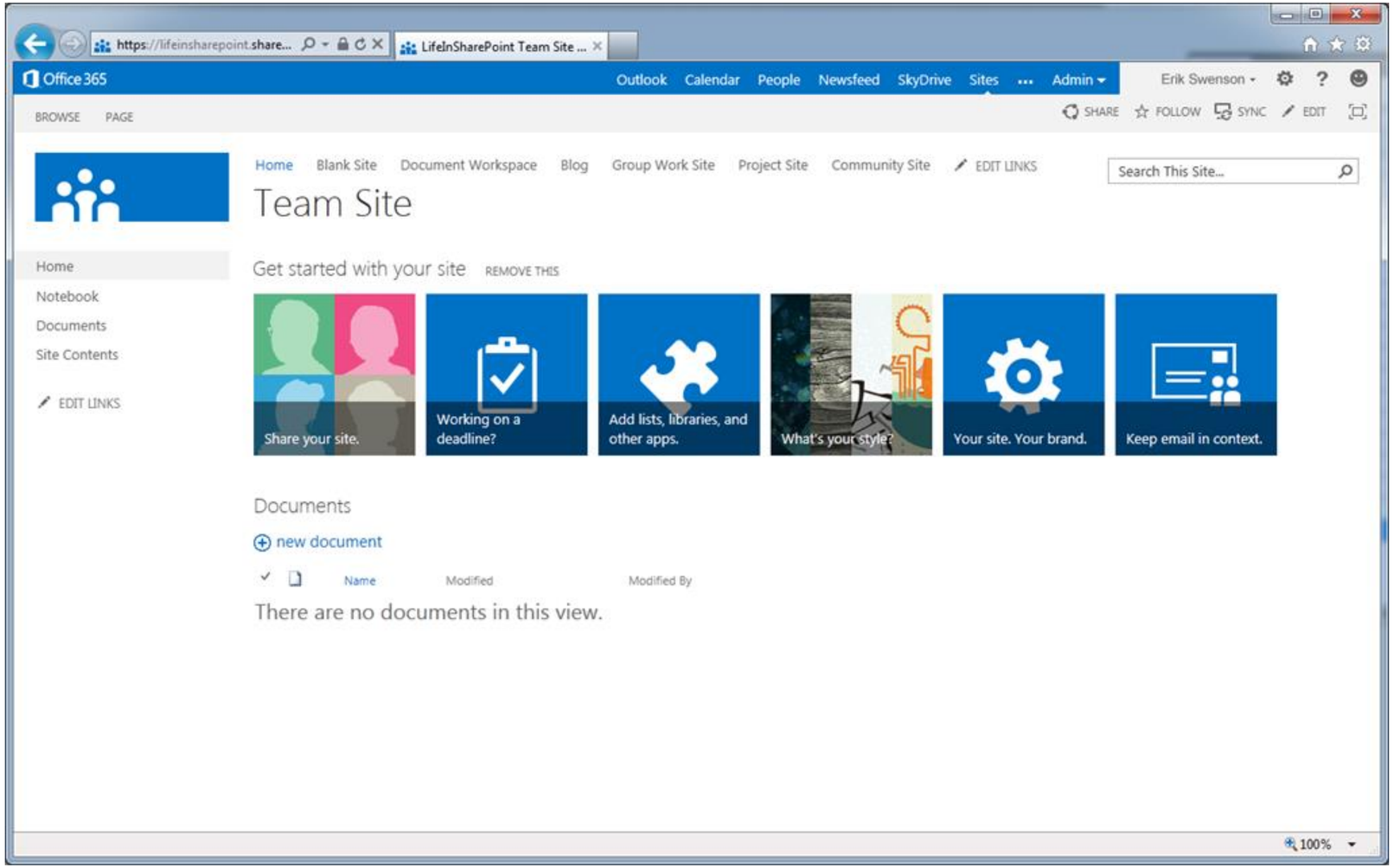
SharePoint 2010



SharePoint 2010 Foundation
SharePoint 2010 Server

Multi-tenant ready
SSP now "Service Applications"
Introduction of the "Ribbon"
Social Features
Sandbox Solutions
PowerShell Support
+optional FAST search

SharePoint 2013



SharePoint 2013 Foundation

SharePoint 2013 Server

SharePoint 2013 Enterprise

FAST now the native Search

Cutting back site templates: no more meeting workspace, document workspace, etc

Foundation Search replaced by Server Search

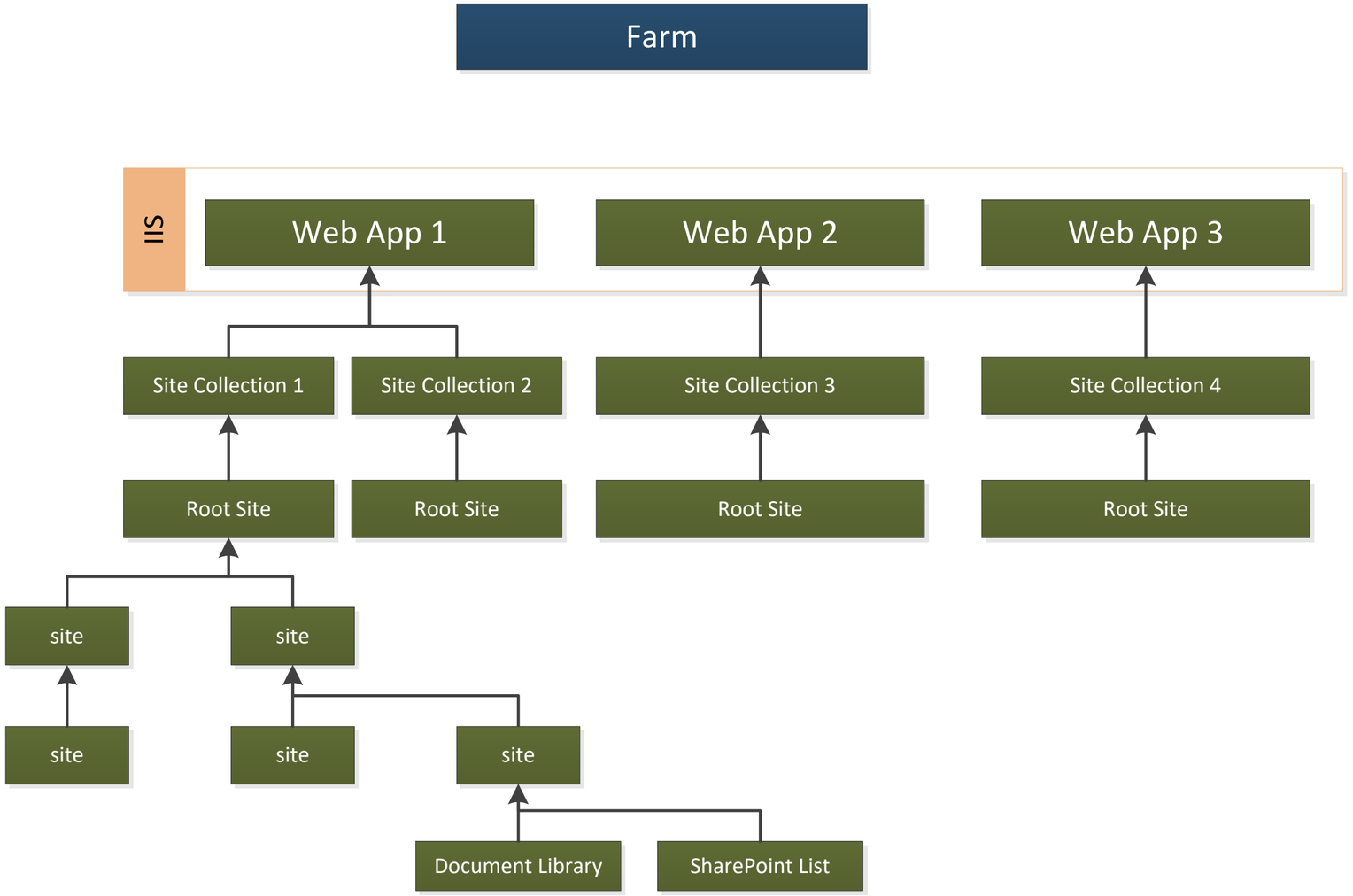
New workflow engine

Introduction of Distributed Cache

Common IA . . . SP2013 and Earlier

LARGEST to SMALLEST

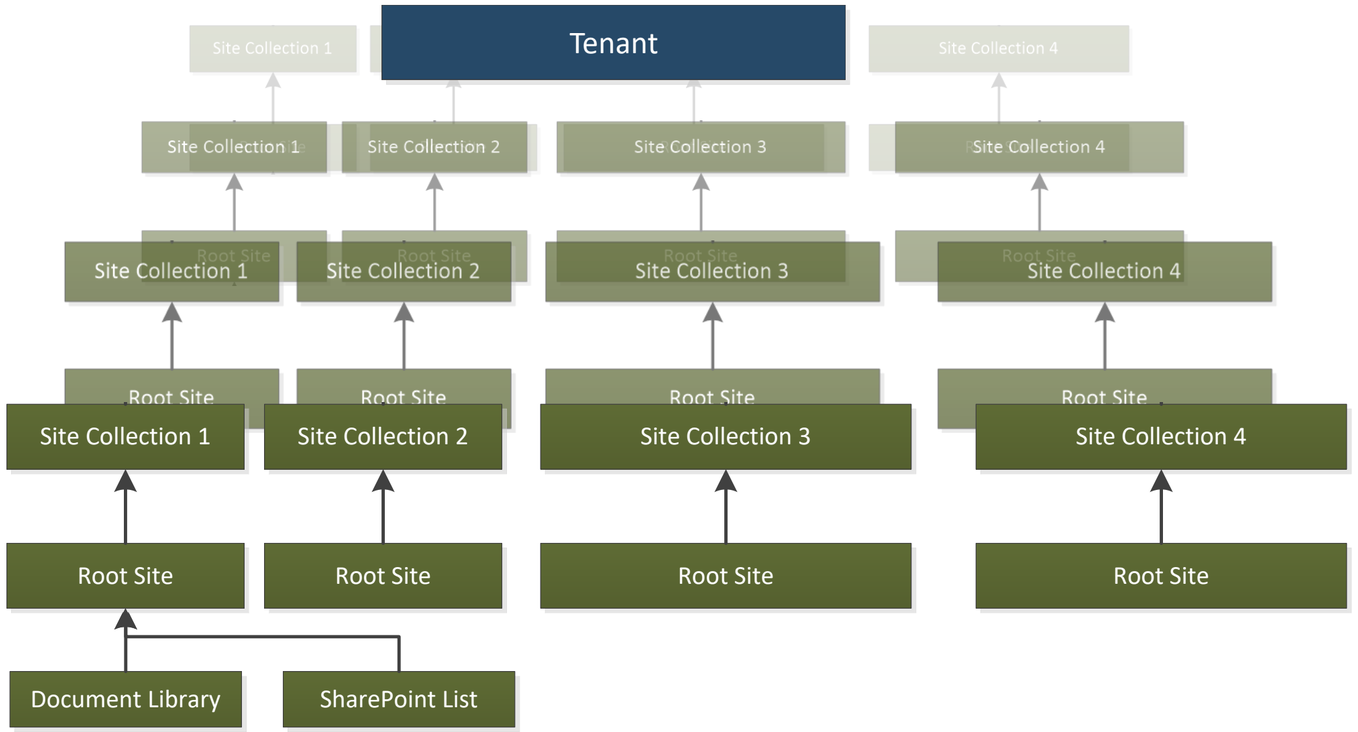
- Farm
- Web Application
- Site Collection
- Site
- List (Library)
- Item (Document)



What about the Cloud?

LARGEST to SMALLEST

- Tenant
- Site Collection
- Site (not for modern)
- List (Library)
- Item (Document)



Why nested Sites Cause Problems Today

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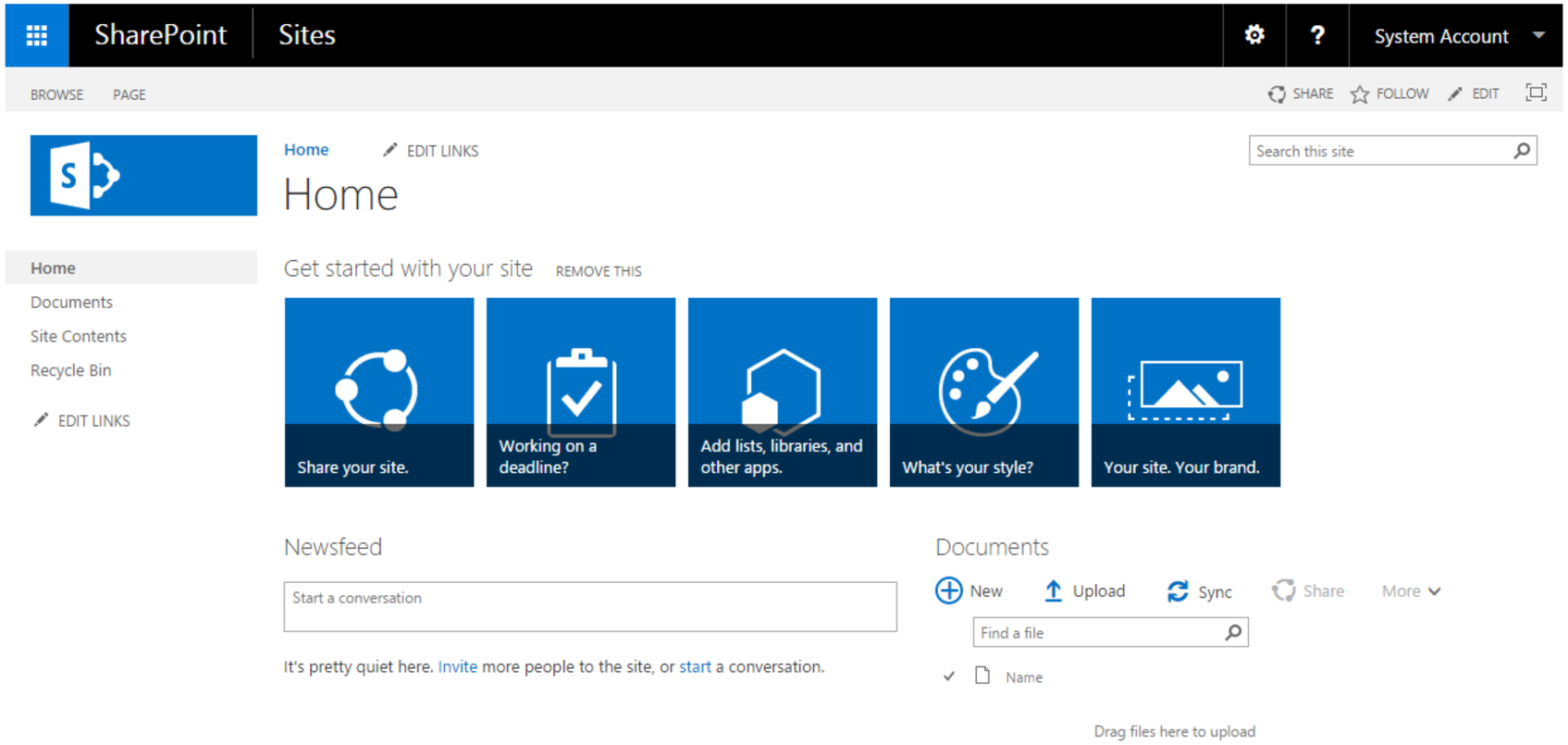
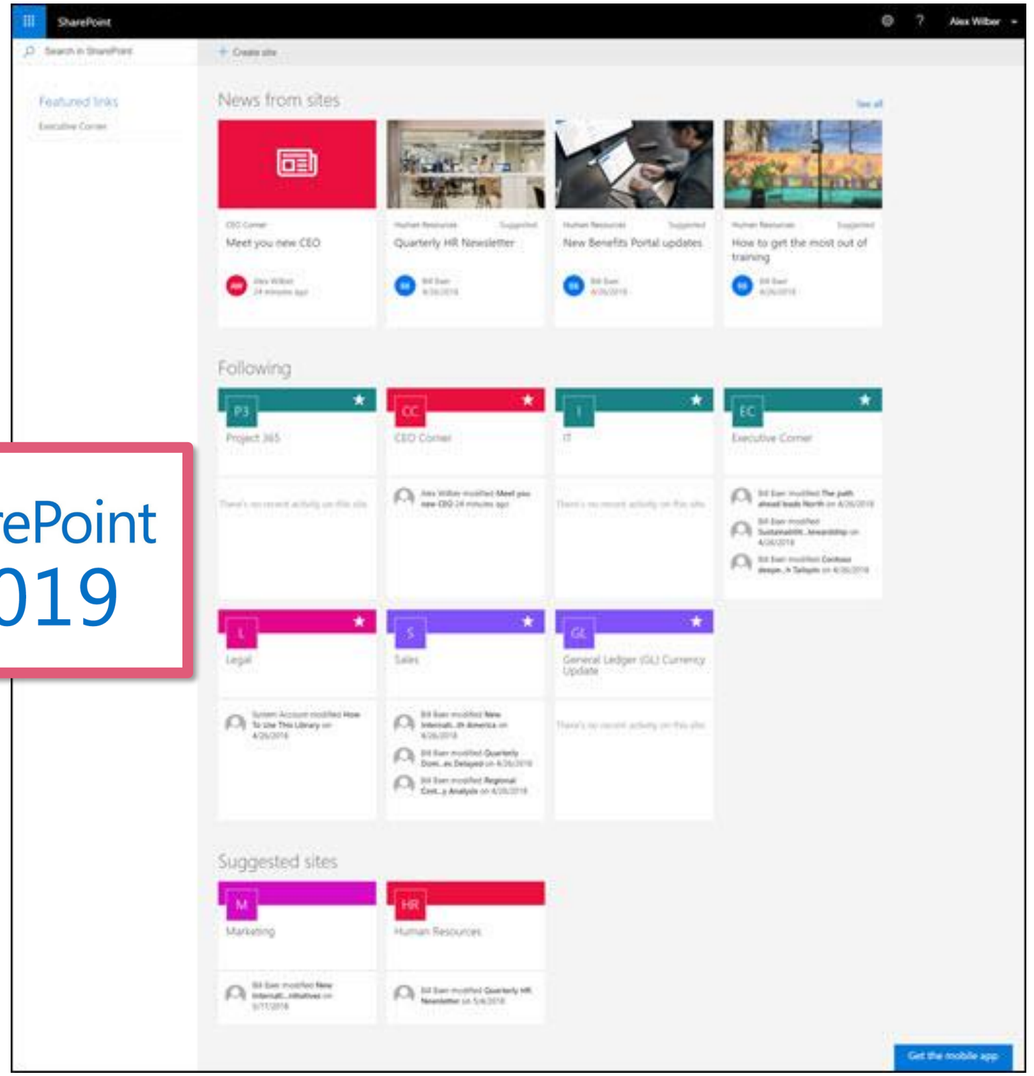
SharePoint 2016



SharePoint 2016 Server
SharePoint 2016 Enterprise

No more Foundation - use Online!
No more Designer – use the Browser!
Introduction of App Launcher
Hybrid

SharePoint 2019



Power Automate
Search

Increased Modern Experience
SharePoint Start Page
Lists and Libraries
Team & Communication pages
Branding Support
Modern Search

**** MOBILE READY INTERFACE ****

Hubs
Cross-site Navigation
Content Rollups
Scoped Search

Control & Settings Issues

Tenant Wide Settings

- Records Management
- Taxonomy
- Navigation
- Governance
- Lifecyle Management

Controls by Site Collections

- Membership
- Sharing settings
- Expiration
- Naming Conventions

Applications as Site Collections

- New SharePoint Site
- Communications Sites
- Group-connected Sites
- Teams-connected Sites
- Private Channels

User Interface

- Hubs connect to Site Collections
- Content Rollups
- Modern Sites !! Sub-sites
- Organizational Change – go ahead, RESTRUCTURE!!

An approach to Information Architecture

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An approach to Information Architecture (+Governance)

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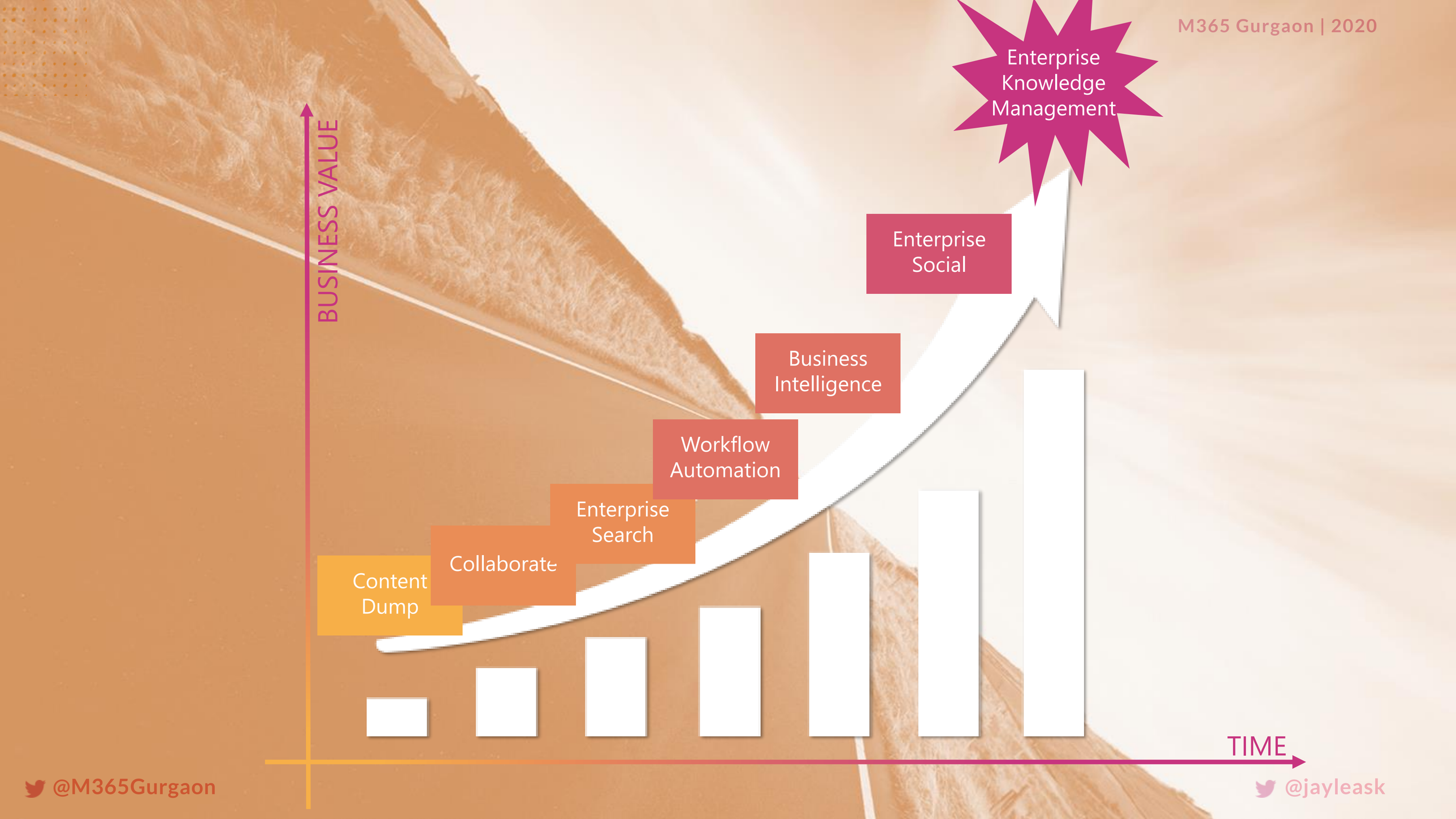
"For some other enterprises, SharePoint has not been deployed widely, and there are often comments about owning SharePoint shelf ware.

In some cases, the ***problems are not due to SharePoint shortcomings***, but rather the fault of the organization itself - ***poorly planned deployments, weak efforts at engaging the business and inability to do the organizational change management needed to achieve success***.

While these are organizational shortcomings, SharePoint doesn't do much to alleviate these issues. Clients often report that broad business adoption has not been easy to achieve, and they struggle with training, governance, cost management and migration."

Gartner, January 2013


Enterprise Knowledge Management
Enterprise Social
Business Intelligence
Workflow Automation
Enterprise Search
Collaborate
Content Dump
BUSINESS VALUE
TIME

Common IM Issues

If standard Office 365 governance policies were applied to transport policies.

- Office 365 treated as a single application, instead of a collection of services
- No ownership – business, and new releases
- Inadequate Training
- More than just technology
- Inflexible
- Where to voice concerns?
- Lack of best practice in customizations
- Business benefit

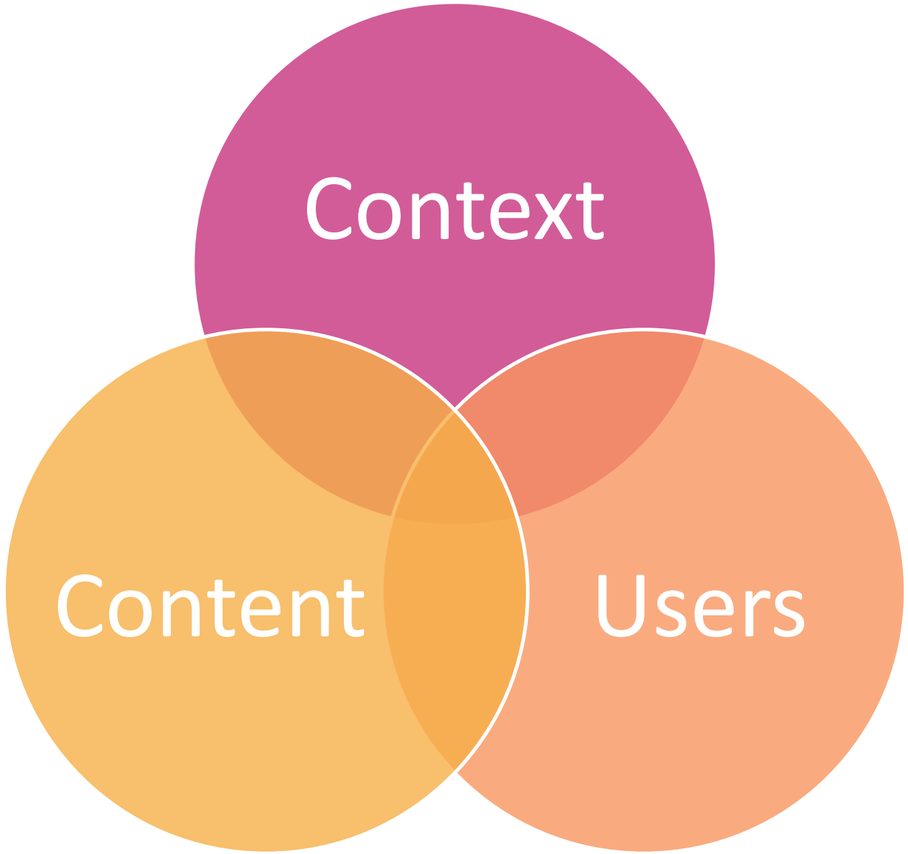
Information Architecture Perspectives

Organization Structures

Labeling Schemas

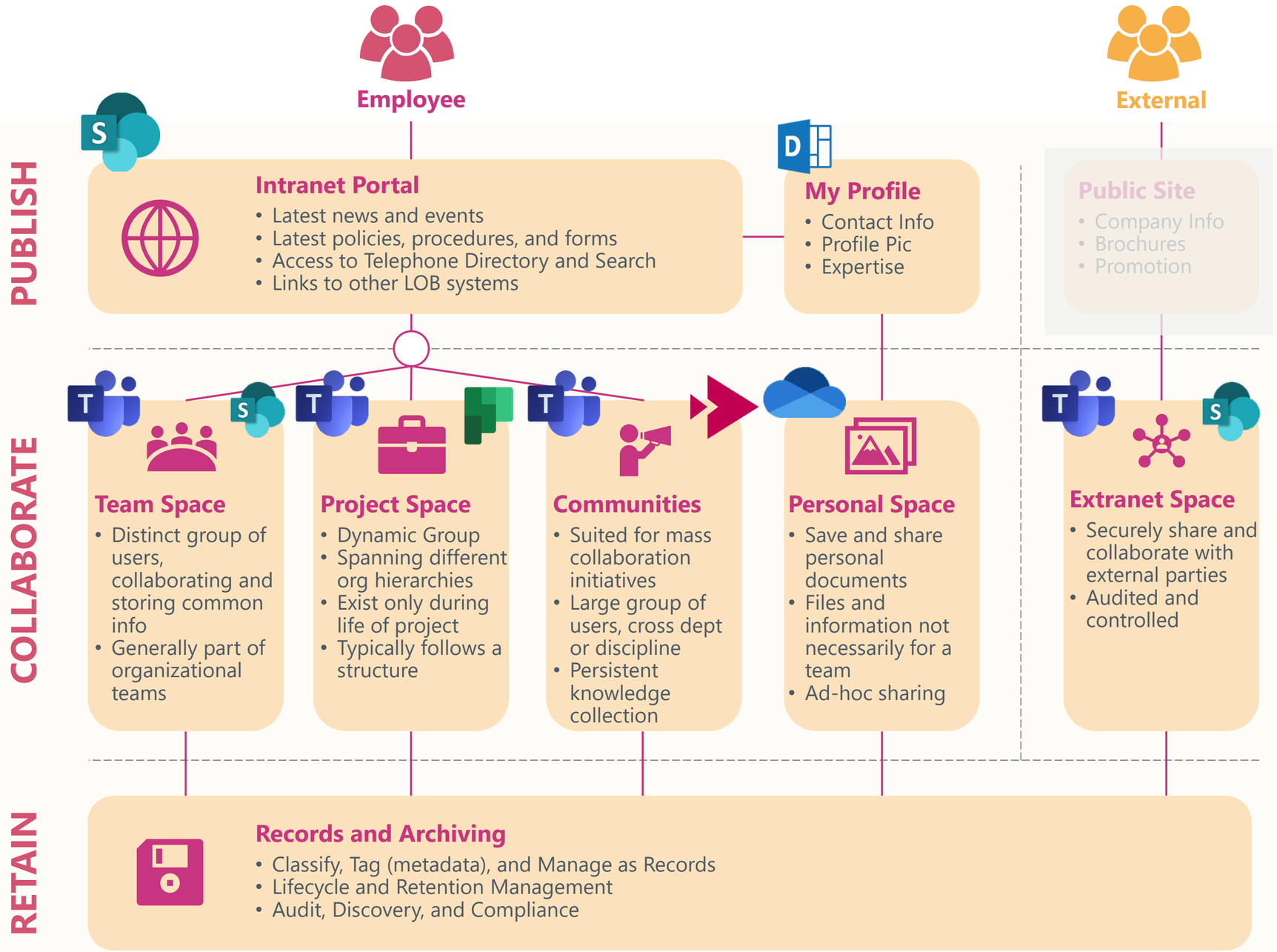
Navigational Architecture

Searchability

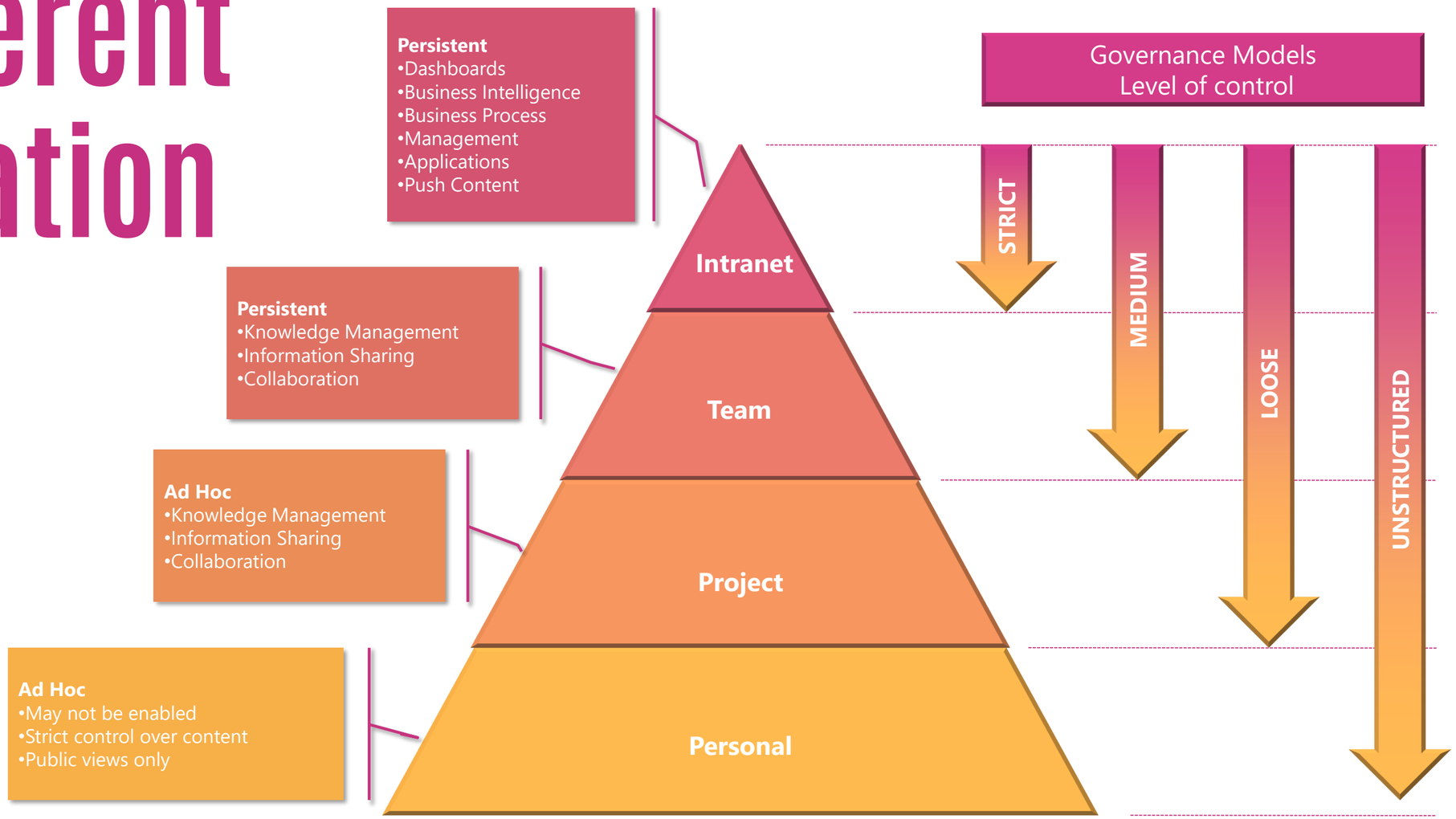


A Best-Practice Approach to Information Architecture and Knowledge Management in Microsoft 365

Don't try and organize your information by department… think about the information type instead.



Different Strategies for Different Information

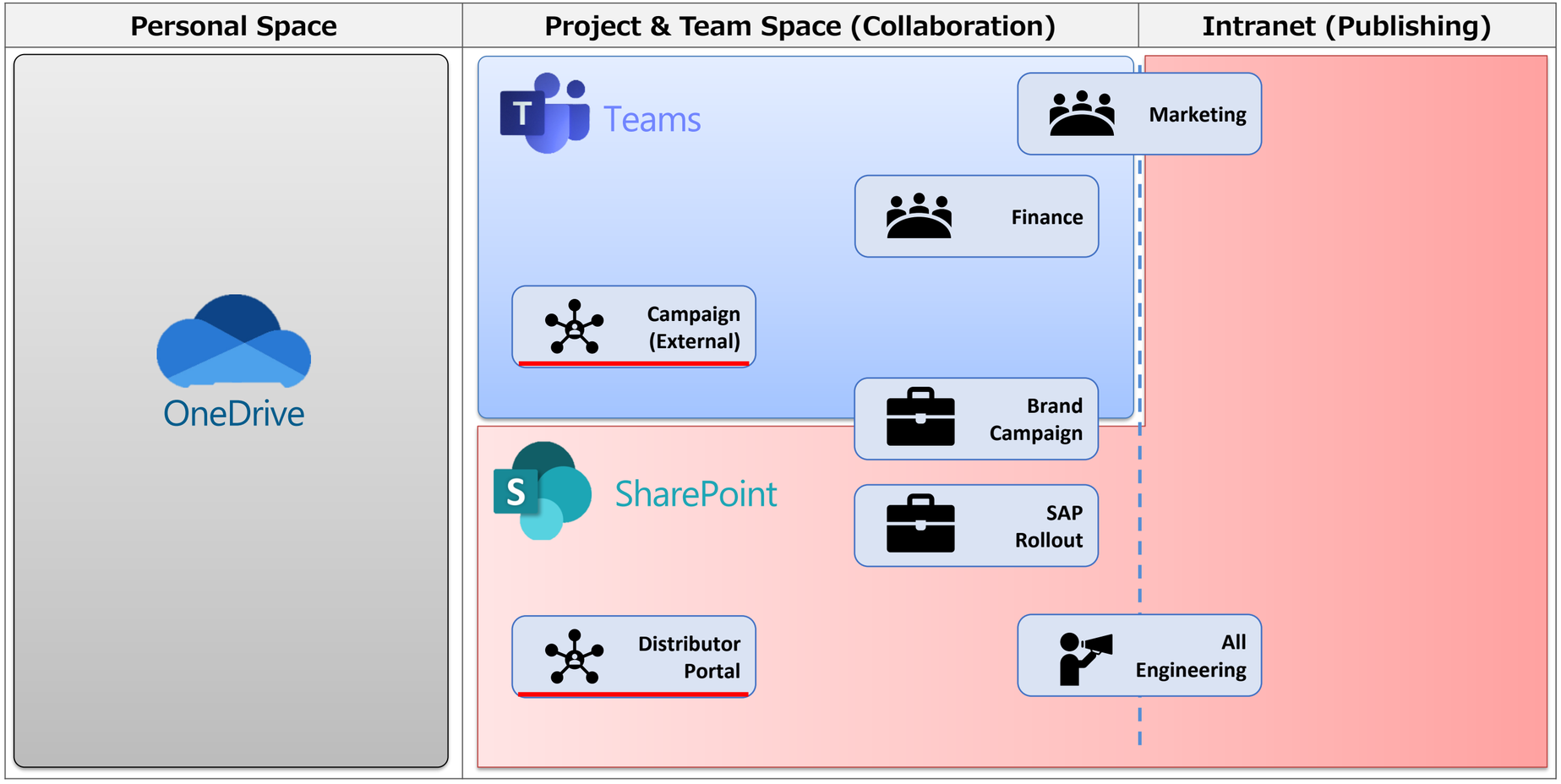


& Different Service Definitions

	Intranet (Publishing)	Team Space	Project Space	Personal Space
Service Description • Purpose (real world) • Goal alignment • Audience				
Service Functionality • Capability • Training • Interaction				
Service Reachability • Fact sheets • Service Catalogue • Protocols				
Service Policies • Service Level Policy • Support Information • Service Review				

IA Mapping Exercise Example

- Personal Space
- Intranet Portal
- Team Space
- Project Space
- Community
- External Sharing



Why a Governance Strategy Is Useful

The Place for Answers

- What services are supported by enterprise?
- How do I request services?
- What if I have a special request?
- Who owns this process?

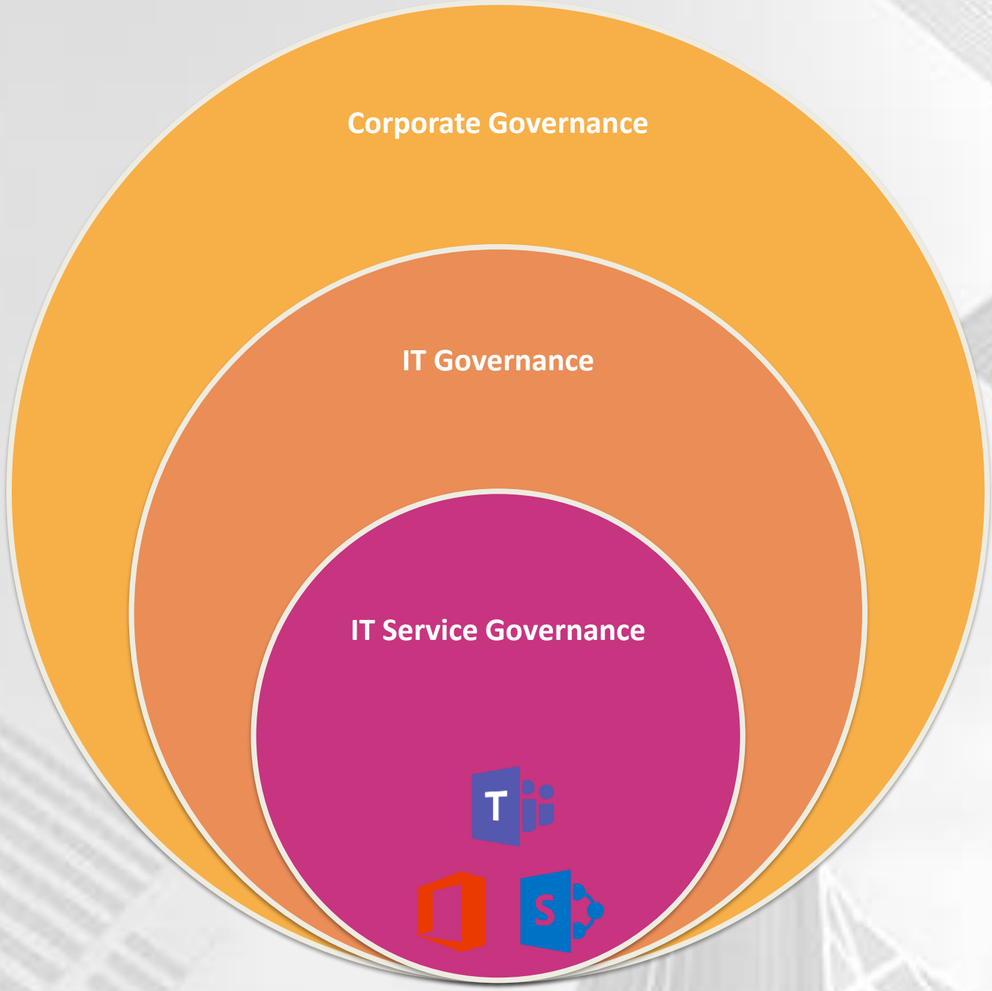
Common Ground

- Clarity provided to teams on processes and
- Expectations for services.
- Dispersed teams working from same
- information

Resource Guide for the whole organization

Common Understanding of the Capabilities

Governance is (much) bigger than…



A comprehensive Governance plan

Balance business and Technology

Not always just one document

A living and changing document

Widely Available

Managed directly by relevant teams

Simple and Informative

The Mission Statement

The Mission

- What is Teams/SharePoint?
- How are we supposed to use it?

The Stake Holders

- Who is the project sponsor?
- Who is the project champion?
- Who is the targeted audience?

The Objectives

- How will Teams/SharePoint benefit you?

Business Objectives

Stakeholders

The mission and objectives statement can help answer questions like:

- *Is it available for everyone, everywhere?*
- *Are there any groups who should not be allowed to use it?*
- *Can the business run Applications on it?*
- *Who owns & Manages the system?*
- *Is it a records keeping system? Or a Collaboration system?*
- *Is it run on a charge back model?*
- *Is it supplemented by other system mission statements?*
- *What standards apply to the system?*

Last thing . . .

Align IA & Governance to Needs

Questions?

@jayleask jleask

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