# Problem

Intranet users often face a large number of URLs to which they must go in order to find information or perform common tasks. Even with the use of portals, information can be difficult to find due to the design of portal landing pages and other, often arbitrary, organizational choices.

# Proposed Solution

A system whereby common URLs are accessible via a simple DNS name followed by a commonsense word highlighting the purpose of the URL (a “go link”).

For example, a fairly simple destination – the HR benefits page – must to found by visiting the “new” intranet at <http://tcpnet/Pages/default.aspx>, then clicking the “Benefits Resource Center”. Using the proposed solution, the user could type “go/benefits” and be taken to the same page.

# Benefits of This Solution

This solution has the following benefits:

1. It would be easy to remember, assuming the urls used after “go/” were relatable enough to the subjects being accessed.
2. It could be used to access any URL-based information – Word documents, PowerPoints, PDFs, etc. as well as web pages.
3. Since the solution is primarily a collection of “go links” and mapped URLs, administration of such links would be easy and could be extended to as many people as desired.
4. Similarly, the mapping of a “go link” to a URL could be changed as needed, allowing for mappings to new or updated pages, and even the use of short-term “go links” (e.g. a go link which sends users to a benefits enrollment page during the open enrollment, but sends them to a different page once open enrollment season ends.

Solution Architecture

The solution would require the following:

1. A DNS entry for the keyword to be used (e.g. “go”). This entry would forward all requests to the keyword to a web service which would parse the “go link” and forward the user to the mapped URL.
2. A web service which will parse the “go link” and use the information from the link to look up the mapped URL and forward the user there. This web service could also perform other word based on the design of the data store (below). This web service would require a hosting environment but could be hosted on one or more small servers.
3. A data store to hold the information regarding links and mapped URLs. This could be a fairly simple key-value store but would likely be a more standard SQL database. If a SQL database were used, a hosting environment would be needed but the database itself would be small (likely under 1Gb) and would not require any of the features of an “enterprise” licensed database.

This solution could be written in any language which provides access to databases and can be hosted as a web service (i.e. most/all modern development languages)