SharePoint Building Blocks Business Case

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January-13-2019

January-15-2019

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# **Overview**

VSN is Supermarket chain located all over North America. It has various branches and departments for operating the business. IT help desk team help ecommerce applications and IT requirements of the company. In order to improve the performance of the organization, IT help desk team has various requirements like solving the IT issues raised by employees of the organization from various department such as Sales and Marketing, HR, IT.

# **Business Information**

|  |  |
| --- | --- |
| Company name | VSN |
| Customer contact name | Kartik |
| Customer contact email | [Karthik.veledy@gmail.com](mailto:Karthik.veledy@gmail.com) |
| Customer phone | 548-3311-022 |
| Company website | [www.vsn.com](http://www.vsn.com) |
| Company location   * Street address * City | Canada  33 king street south  Kitchener |

# **Business Requirements**

As per company’s IT help desk team needs, we have listed the requirements as shown below:

* An application to create the tickets for the issues raised by the employees in an organization
* Announcements about the change in the process and any events happening in the company
* A document library to store all the company statement of policies, procedure and knowledge base regarding the process
* An application to schedule meetings, book an appointment.
* A wiki page about the company
* A place to check the details of employees and their roles
* An email notification to higher officials when changes are made to document.

# **Suggested Solution**

By considering and analysing the needs of the company the best solution is to use SharePoint where we can create team site which will help the employees to work together easily and this SharePoint site which was developed meets all the requirements of the company.

# **SharePoint building blocks used in the system**

SharePoint site is created by stratifying all the requirements by using the building blocks and the below are the building blocks that are majorly used for creating a site.

## **Sites:**

A site is a collection of one or more pages for organizing and storing all the contents and resources and provides the platform for effective collaboration among the employees. Sites can contain lists, libraries, pages, workflow, web parts, and apps.

VSN company wants to create intranet site for the IT Help Desk team in order have effective communication of employees, keep track of issues related tickets and platform to post the updates, announcement and the policies of the organization.

This building block is supported to the business requirement.

## **Lists:**

SharePoint lists are of two types

1. Standard List
2. Custom List

A list is a collection of data that you can share with team members and another site user. List helps you to store the data in organized way.

VSN company IT Help desk site uses various lists such as follows

* In order to create ticket for the issue uses issue tracking list
* To post the new feeds it uses announcement list
* To schedule meetings in the organization uses Meeting app which is a list
* A wiki page to know about the company

This building block is supported to the business requirement.

**Libraries:**

A library is a place to store and manage documents, forms, web pages, images, and videos.

VSN company uses library to store all the policies and procedure of the organization.

This building block is supported to the business requirement.

## **Workflows:**

One of the most important features of SharePoint is that can be used to automate business process by creating workflows

So, for example you have a requirement where you want to take an approval when you have a new ticket comes in. So, this is how we should be doing this in SharePoint;

1. Create a document library in SharePoint site called "new ticket" or anything we want
2. Create a workflow which is set to trigger when a new document is added, and which ultimately does below tasks;

* Gets email notification about the new document approval
* Create a task for approver which lets approver to approve / reject the document

1. Once the approval is done, it sends out an email to document uploader about outcome.  
   So if you notice above, steps 2 and 3 contains a flow of work. That’s called a workflow.

This building block is supported to the business requirement.

## **Records Management:**

Record is a type of information which is typically a document in an organization that serves an activity that requires retention for some period

This building block is supported to the business requirement.

## **Alerts:**

Alerts usually notifies the employees in an organization about the changes made in the documents, lists or document library, list items through SMS and e-mail.

Whenever changes are made to company polices and procedures a higher official in an organization gets an email notification about changes that are made.

This building block is supported to the business requirement

## **Web Parts and Add-ins:**

The content you wanted on the SharePoint site can be added through web parts and add-ins and these can be added, deleted and arranged the way you wanted them to look.

All the lists the are added to the main page by using web -parts and add-ins.

This building block is supported to the business requirement.

## **Search:**

This platform allows us to find information across the SharePoint such as files, databases, applications through the search bar available. This uses various intelligent queries to provides us with accurate result.

This building block is supported to the business requirement

## **Personalization and Social Tools:**

Personalization feature helps in improving the personal productivity and has many social features such as team development, communication and collaboration. These features provide the platform for the employees to come together and work on their interest.

This building block is not supported to the business requirement

## **Data Integration:**

SharePoint allows to integrate the business data from various back-end servers using the Business Data Connectivity application available in SharePoint.

This building block is not supported to the business requirement

# **Benefits of SharePoint Building Blocks.**

The following are some of the benefits of using building blocks in SharePoint.

* Information is easily documented.
* Meeting times can be reduced.
* Workflows are developed
* Collaboration between the employees can be enhanced
* Admin costs are lowered
* Engaging with staff is easy

# **References**

* SharePoint 2016 User's Guide: Learning Microsoft's Business Collaboration Platform, Fifth Edition [electronic resource] / Smith, Tony.
* https://docs.microsoft.com/en-us/previous-versions/office/developer/sharepoint-2010/gg467340(v%3Doffice.14)#complete-list-of-sharepoint-developer-building-blocks