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# 1 Introduction

As part of CLIENT BANK Cambodia’s internal communication strategy, we are developing an intranet portal to centralize staff communications and simplify information sharing, fostering a common vision and culture to drive the bank’s strategy.

## 1.1 Objective

We are building a “One CLIENT BANK” culture where all staff feel included, informed, and part of the outcome. To enable this, we are implementing an intranet we consider essential. This document sets the foundation for that intranet, drawing on current CLIENT BANK Group practices.

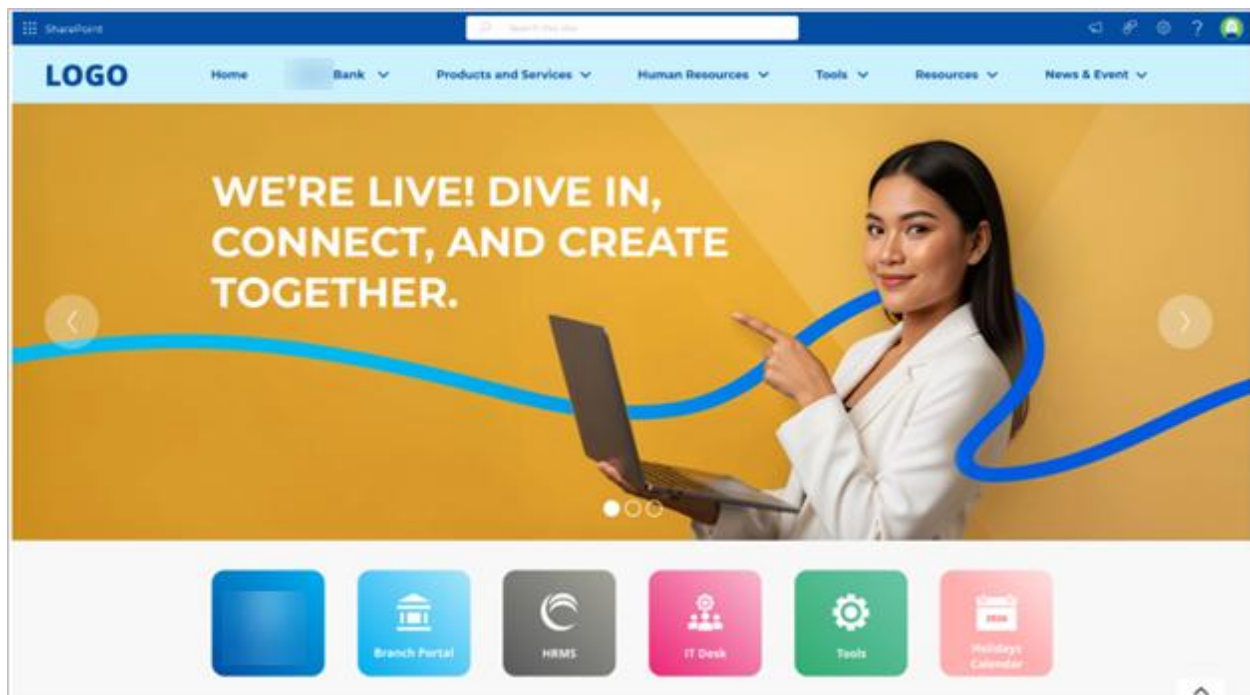
### 1.1.1 Technical approach

Build the intranet based on SharePoint Online capabilities requiring no customization. The proposed design is based on current deployed capabilities of CLIENT BANK / CLIENT BANK Group Microsoft SharePoint Online available features.

# 2 Intranet overview

## 2.1 Site global requirements

The intranet is a web site built on CLIENT BANK SharePoint Online and customized wherever feasible.



- The intranet is a SharePoint site (not a Teams site) with publishing features enabled (versioning, publication approval workflow, etc.). Publishing approvals are required for any content posting such as News posts, lists items, and documents libraries items (see the dedicated section).
- The news management leverages SharePoint's native News posts publishing capabilities.
- The search leverages native site search and indexing, and list fields indexing capabilities.

## 2.2 Site content overview

The following sections are identified as necessary for the intranet to cover the MVP scope.

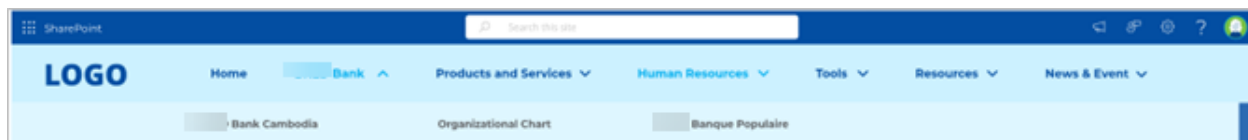
Section	Content	Purpose
Home	Home, company & news, events	<ul style="list-style-type: none"> <li>• The home page (see dedicated section) that serves as a landing page for: <ul style="list-style-type: none"> <li>○ Bank news including (Headline news)</li> <li>○ Quick access (links)</li> <li>○ Top resources (links)</li> <li>○ News and Event</li> <li>○ FAQ</li> <li>○ Suggestion Box</li> </ul> </li> </ul>
CLIENT BANK	Company, group description	<ul style="list-style-type: none"> <li>• Section that allows staff to learn more about the bank, understand the bank, the group, the bank vision and strategy: <ul style="list-style-type: none"> <li>○ CLIENT BANK Cambodia</li> <li>○ Organizational Chart</li> <li>○ CLIENT BANK People (link)</li> </ul> </li> </ul>
Products & Services	Products & services, business offers related materials links	<ul style="list-style-type: none"> <li>• Section that allows sales / staff to learn more about the bank customer's offers, products and services: <ul style="list-style-type: none"> <li>○ Welcome to the Products &amp; Services Hub Description</li> <li>○ Retail Banking Offers</li> <li>○ Commercial Banking Offers</li> <li>○ Product and Service Team</li> </ul> </li> </ul>
Human Resources	Employee center & company practical life	<ul style="list-style-type: none"> <li>• Section that allows staff to learn more about the human resources matters such as: <ul style="list-style-type: none"> <li>○ Career and Mobility Management Description</li> <li>○ HR Resources Library <ul style="list-style-type: none"> <li>▪ Partnership &amp; MoU Agreement</li> <li>▪ Your Health, Well Covered</li> <li>▪ Learning and Development</li> <li>▪ Recognition Awards</li> <li>▪ New Joiners &amp; Digital Onboarding</li> <li>▪ Staff Banking Offers</li> <li>▪ Leave Policy</li> <li>▪ HRMS</li> </ul> </li> </ul> </li> </ul>

		<ul style="list-style-type: none"> <li>▪ New Employee</li> <li>▪ Other Staff Benefits</li> </ul> <ul style="list-style-type: none"> <li>○ Contact HR Team</li> </ul>
Tools	Tools, methodologies, workspaces	<ul style="list-style-type: none"> <li>• Section that allows staff to learn about tools, and methodologies:               <ul style="list-style-type: none"> <li>○ Branch Portal (Link)</li> <li>○ Core Banking System(Link)</li> <li>○ HR Management System (Link)</li> <li>○ Ticketing System(Link)</li> <li>○ BPM Light(Link)</li> <li>○ Click and Learn (Link)</li> <li>○ Office 365 (Link)</li> <li>○ Priscop (Link)</li> <li>○ CLIENT BANK Connect (Links)</li> <li>○ CLIENT BANK Business Connect (Link)</li> <li>○ BIP (Link)</li> <li>○ Power BI (Link)</li> <li>○ Virtual Apps and Desktops (Links)</li> </ul> </li> </ul>
Resources	Internal policies, procedures, resources	<ul style="list-style-type: none"> <li>• This section that allows staff to have access to resources and materials to support different activities that they need to perform:               <ul style="list-style-type: none"> <li>○ Law &amp; Regulation (Link)</li> <li>○ Procedures &amp; Polices (Link)</li> <li>○ Material &amp; Tools (Link)</li> <li>○ Training &amp; Tutorials (Link)</li> </ul> </li> </ul>
News & Events	News & Events	<ul style="list-style-type: none"> <li>• All news &amp; events articles</li> </ul>

### 3 Intranet content details

#### 3.1 Site header menu

The site menu appears as follow:



- First level (level 1): Home, CLIENT BANK, etc.
- Second level (level 2): CLIENT BANK Cambodia, etc.

The following list details the header menu level 1 and 2:

Menu	Level	Description or comments
Home	Level 1	Home page of the site Link:
CLIENT BANK	Level 1	CLIENT BANK information landing page Link:
CLIENT BANK >	Level 2	CLIENT BANK information landing page Link: <ul style="list-style-type: none"> <li>Content 1: “CLIENT BANK Cambodia” anchor linking to “Bank presentation and history” paragraph.</li> <li>Content 2: “Organizational Chart” anchor linking to “Organizational Chart” Chart graphic.</li> <li>Content 3: “CLIENT BANK Banque People” anchor linking to “CLIENT BANK Banque People” paragraph.</li> </ul>
Human Resources	Level 1	Human Resources landing page Link:
Human Resources>	Level 2	<ul style="list-style-type: none"> <li>Human Resources landing page</li> <li>Link:</li> <li>Content1: “CLIENT BANK Careers” anchor linking to Client Bankambdia.com.kh/about-us/careers/</li> <li>Content 2: “Partnership MoU Agreement” anchor linking to a dedicated page.</li> <li>Content 3: “Your Health” anchor linking to a dedicated page.</li> <li>Content 4: “Learning and Development” anchor linking to a dedicated page.</li> <li>Content 5: “Recognition Awards” anchor linking to a dedicated page.</li> <li>Content 6: “New Joiners and Digital Onboarding” anchor</li> </ul>

		<p>linking to a dedicated page.</p> <ul style="list-style-type: none"> <li>Content 7: “Staff Banking Offers” anchor linking to a dedicated page.</li> <li>Content 8: “Leave Policy” anchor linking to a dedicated page.</li> <li>Content 9: “HRMS” anchor linking to a dedicated page.</li> <li>Content 10: “New Employee” anchor linking to a dedicated page.</li> <li>Content 11: “Other Staff Benefits” anchor linking to a dedicated page.</li> </ul>
Products & Services	Level 1	<p>Products &amp; Services landing page.</p> <p>Link:</p>
Products & Services >	Level 2	<p>Products &amp; Services landing page.</p> <p>Link:</p> <p>Content 1: Retail Banking offers with search box</p> <p>Content 2: Commercial Banking offers with search box</p>
Tools	Level 1	<p>Tools &amp; methodologies landing page.</p> <p>Link:</p>
Tools >	Level 2	<p>Tools &amp; methodologies landing page.</p> <p>Link:</p>
Resources	Level 1	<p>Resources landing page.</p> <p>Link:</p>
Resources >	Level 2	<p>Resources landing page.</p> <p>Link:</p> <ul style="list-style-type: none"> <li>Content 1: “Laws &amp; regulation” anchor linking to “Laws &amp; regulation” resources folder.</li> <li>Content 2: “Materials &amp; tools” anchor linking to “Materials &amp; tools” resources folder.</li> <li>Content 3: “Procedures &amp; policies” anchor linking to</li> </ul>

		<p>“Procedures &amp; policies” Resources folder.</p> <ul style="list-style-type: none"> <li>Content 4: “Training &amp; tutorials” anchor linking to “Materials &amp; tools” resources folder.</li> </ul>
News & events	Level 1	<p>News &amp; events landing page.</p> <p>Link:</p>

## 3.2 Home page

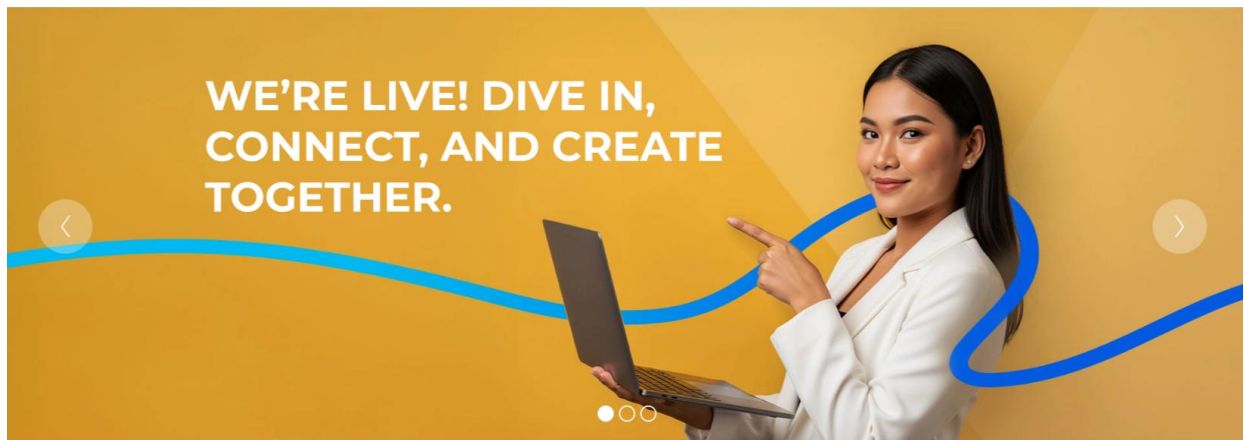
The following mock-up provides, and overview of the Home page structure (indicative):

The Home page is structured as followed:

- Headline news
- Quick access links
- Top resources
- News & events
- FAQ & suggestion box
- Footer

### 3.2.1 Home page headline news

The Home page headline news will be specific News posts from News & events (see dedicated section) marked as “Headline news”.

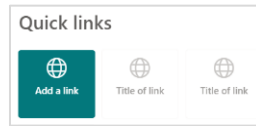


### 3.2.2 Home page quick access links

The Home page quick access links displays as follows:



Each icon is an independent link from a “Quick links” Web Part:

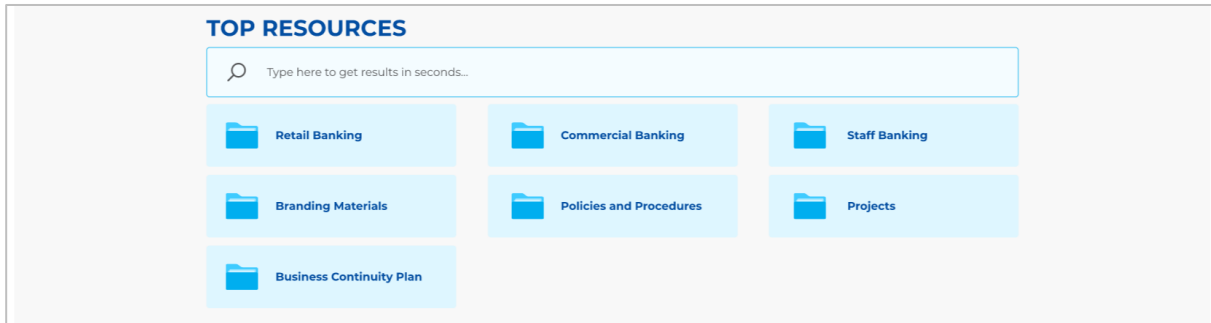


The following list details the Home page quick access links:

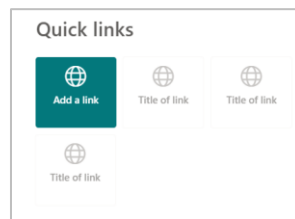
Menu	Description or comments
CLIENT BANK AI	CLIENT BANK-GPT direct access link or dedicated page Link:
Branch Portal	Branch Portal direct access link or dedicated page Link:
Core Banking	Core Banking System direct access link or dedicated page Link:
HRMS	HRMS direct access link or dedicated page Link:
IT Desk	OTRS (or ServiceNow) direct access link or dedicated page Link:
BCP Channel	Business Continuity Plan access link Link:

### 3.2.3 Home page top resources links

The home page top resource’s quick access links displays as follows:



Each icon is an independent link from a “Quick links” Web Part:

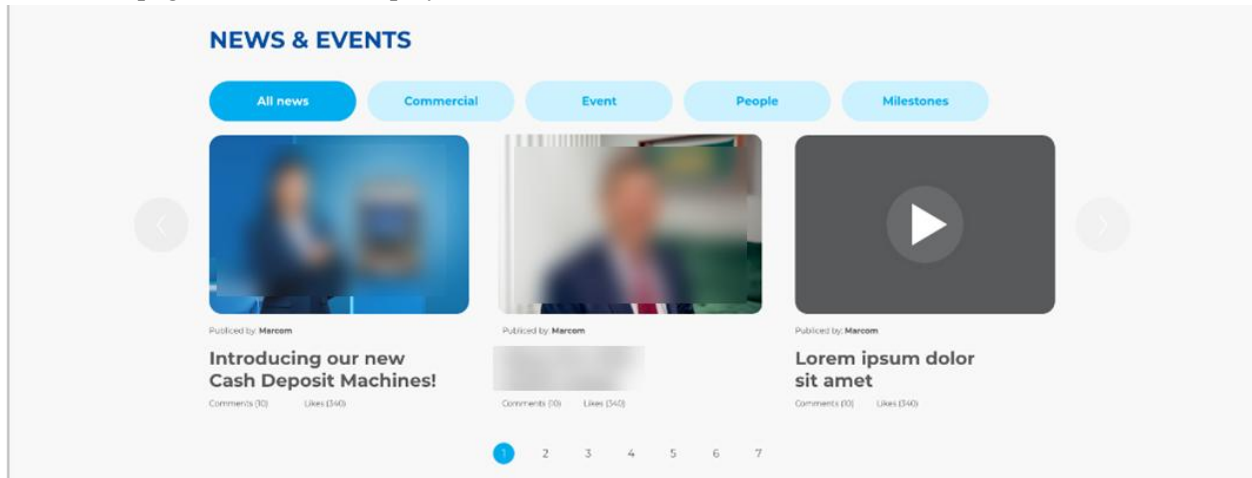


The following list details the Home page quick access links:

Menu	Description or comments
Retail banking	Retail banking material folder Link:
Commercial banking	Commercial banking material folder Link:
Staff banking	Staff banking material folder Link:
Branding material	Bank branding material Link:
Policies & procedures	Policies & procedures Link:
New joiner & digital onboarding	New joiner & digital onboarding Link:

### 3.2.4 Home page news & events links

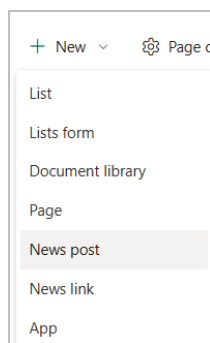
The Home page news will be displayed as follows:



The Home page news view contains following news group by category:

- All news
- Commercial news
- Events news
- People news
- Milestones news

This news pages are managed by the native News post (Promote) publishing system of SharePoint sites and grouped by type:



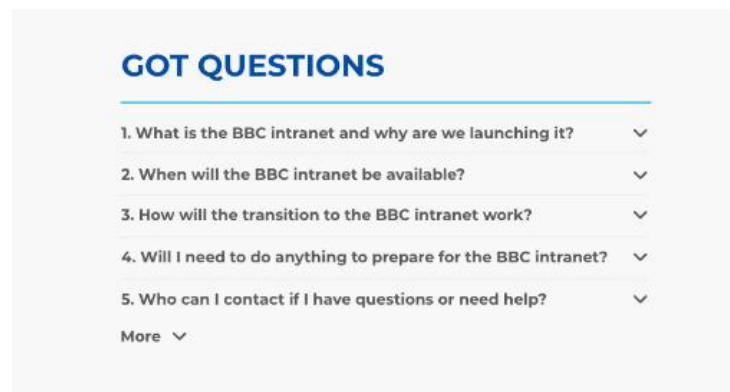
The Site Pages Document Library will need to have 2 additional properties (new columns) to be able to group and filter:

- Page category:
  - None (default)
  - News Post - Commercial news
  - News Post - Events news

- News Post - People news
  - News Post - Milestone news
- Page headline
  - Yes / No (default)

### 3.2.5 Home page FAQ and suggestion box

The FAQ displays as follows:

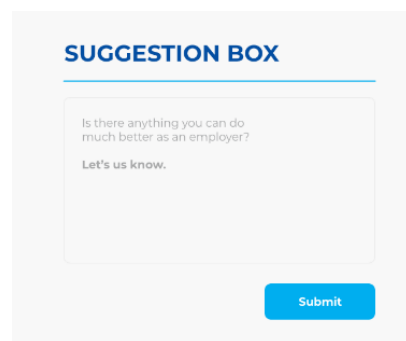


The FAQ is can be a dedicated simple SharePoint list with:

- Question (text)
- Answer (Plain text / HTML)
- Display Order: integer
- Status: Draft (default), Pending, Approved, Rejected, Archived

The FAQ is a basic FAQ web part in SharePoint, it can also be FAQ web part powered by Microsoft 365 Copilot.

The Suggestion box displays as follows:

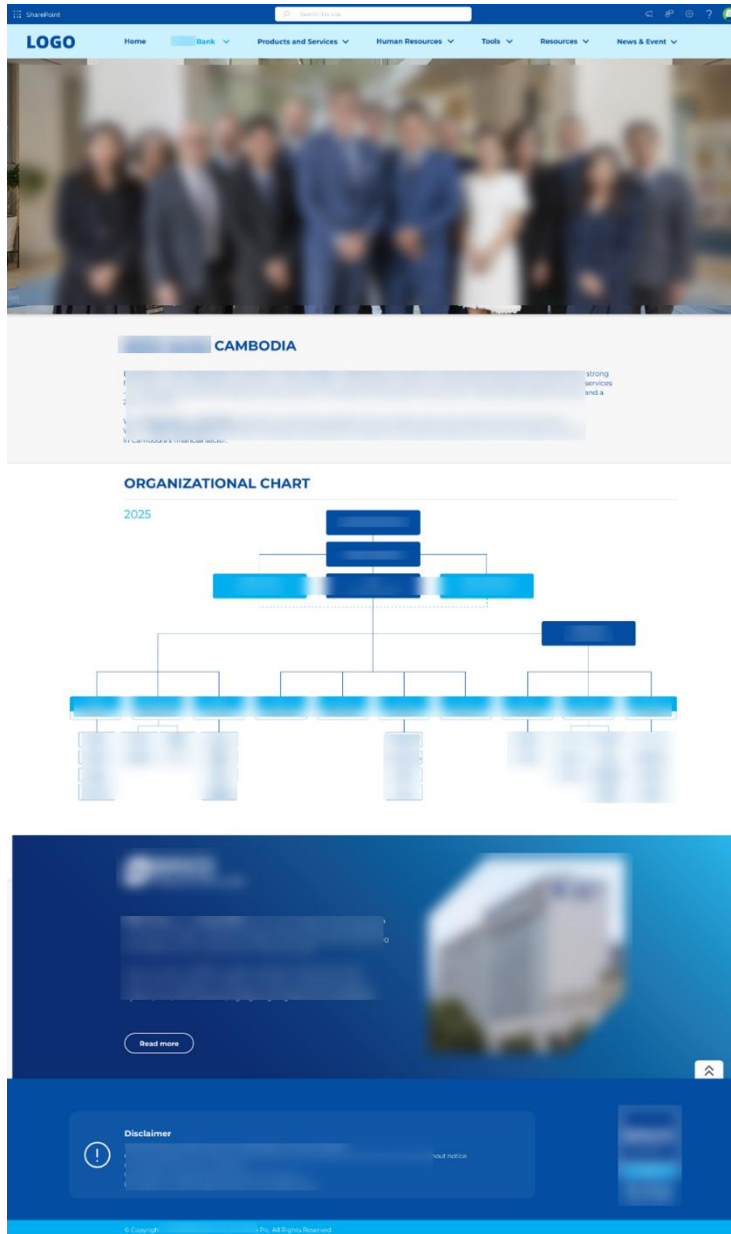


The Suggestion box is a dedicated simple SharePoint list plus “List form” Web Part display.

### 3.3 CLIENT BANK

### 3.4 CLIENT BANK landing page

The CLIENT BANK landing page will be displayed as follows:



It contains the following paragraphs:

- CLIENT BANK Cambodia
- Organizational Chart
- CLIENT BANK People (link)

## **3.5 Products & Services**

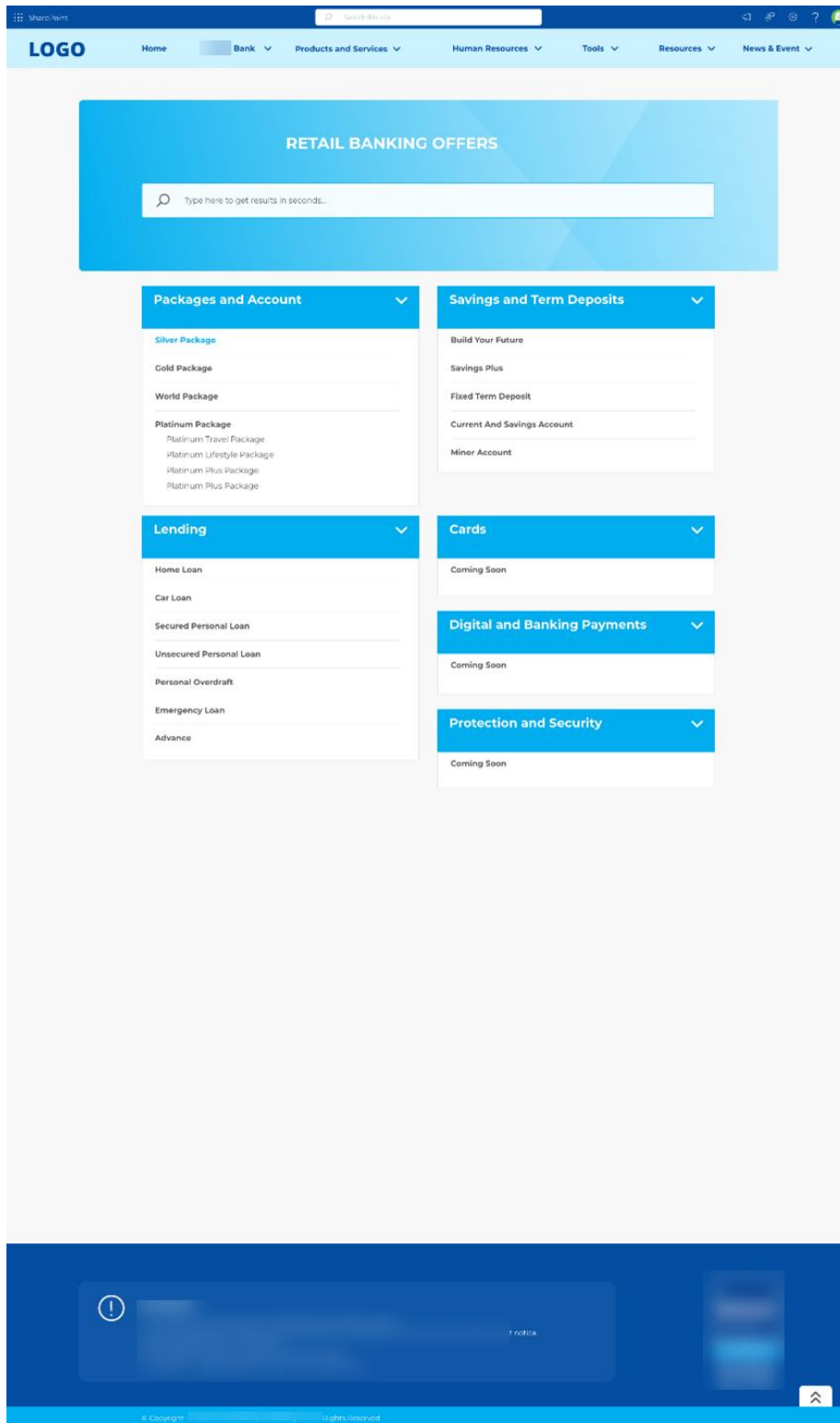
### **3.5.1 Product & Services landing page**

The Product & Services landing page will lead to the following navigation page:

It includes:

- A main page introducing the product and services + the team
- A “Find your product & service” search box for each category : retails and Commercial
  - Searches lead to the Products & Services list page, filtering all products & services based on provided key words.
- A “Product type” (or category) dynamic navigation list based on Products & Services list active product & services distinct “Product categories” field.
  - Click on an item lead to the Products & Services list page, filtering all products & services based on the selected “Product category”.
- A “Product segment” dynamic navigation list based on Products & Services list active product & services distinct “Customer segment” field.
  - Click on an item lead to the Products & Services list page, filtering all products & services based on the selected “Customer segment”.

### 3.5.2 Products & Services list page(s)



COMMERCIAL BANKING OFFERS

🔍

Type here to get results in seconds...

Packages and Account

- Classic Package
- Corporate Package

Lending

- Business Overdraft
- Revolving Short-Term Loan
- Business Equipment
- Working Capital
- Asset Financing

Digital and Banking Payments

- Coming Soon

Savings and Term Deposits

- Build Your Future
- Savings Plus
- Fixed Term Deposit
- Current And Savings Account
- Minor Account

Cards

- Coming Soon

Protection and Security

- Coming Soon

The Products & Services list page(s)\*/\*\* displays a list of active (based on status “active” or “active obsolete” and product start / end dates) products that can be filtered by key words, or by “Product type” or “Product segment” as follows:

The page Product & Services displayed are filtered depending on the previous navigation calling page click (See Product & Services landing page) or not filtered at all if directly called. Active filters should be highlighted.

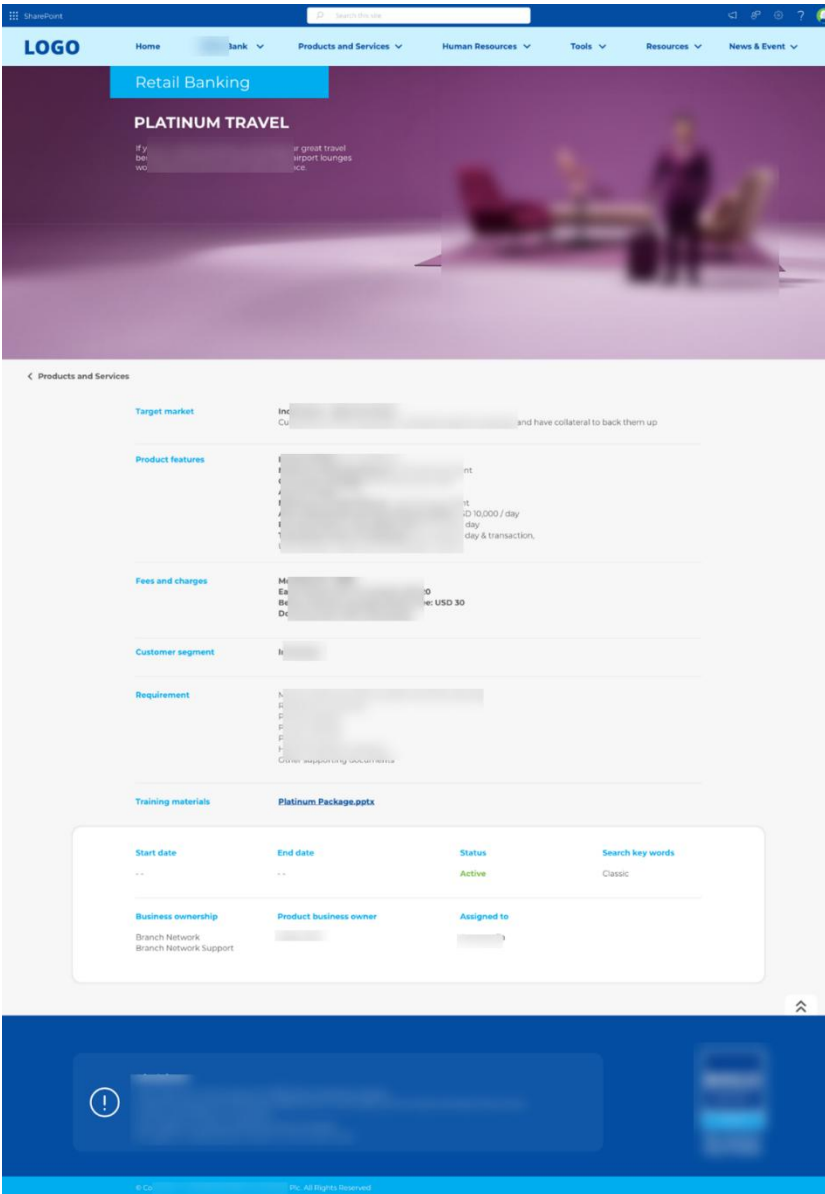
\* Multiple views / pages may be necessary to accommodate the needs.

\*\* It would be more convenient to have all filtering levels displayed in this page (ex.: “Product type”, “product segment”, etc.).

When clicking a product or service, the page navigates to the Product or service page.

### **3.5.3 Product or service page**

The Product or service page displays a specific selected Product or Service details. The data is dynamically retrieved from the Products & Services list / data source and displayed as follows:



### 3.5.4 Products & Services data source

The Products & Services data source is a dedicated CLIENT\_BANK Product & Services SharePoint List hosted on a dedicated SharePoint site than the intranet SharePoint site.

Name: Products and Services

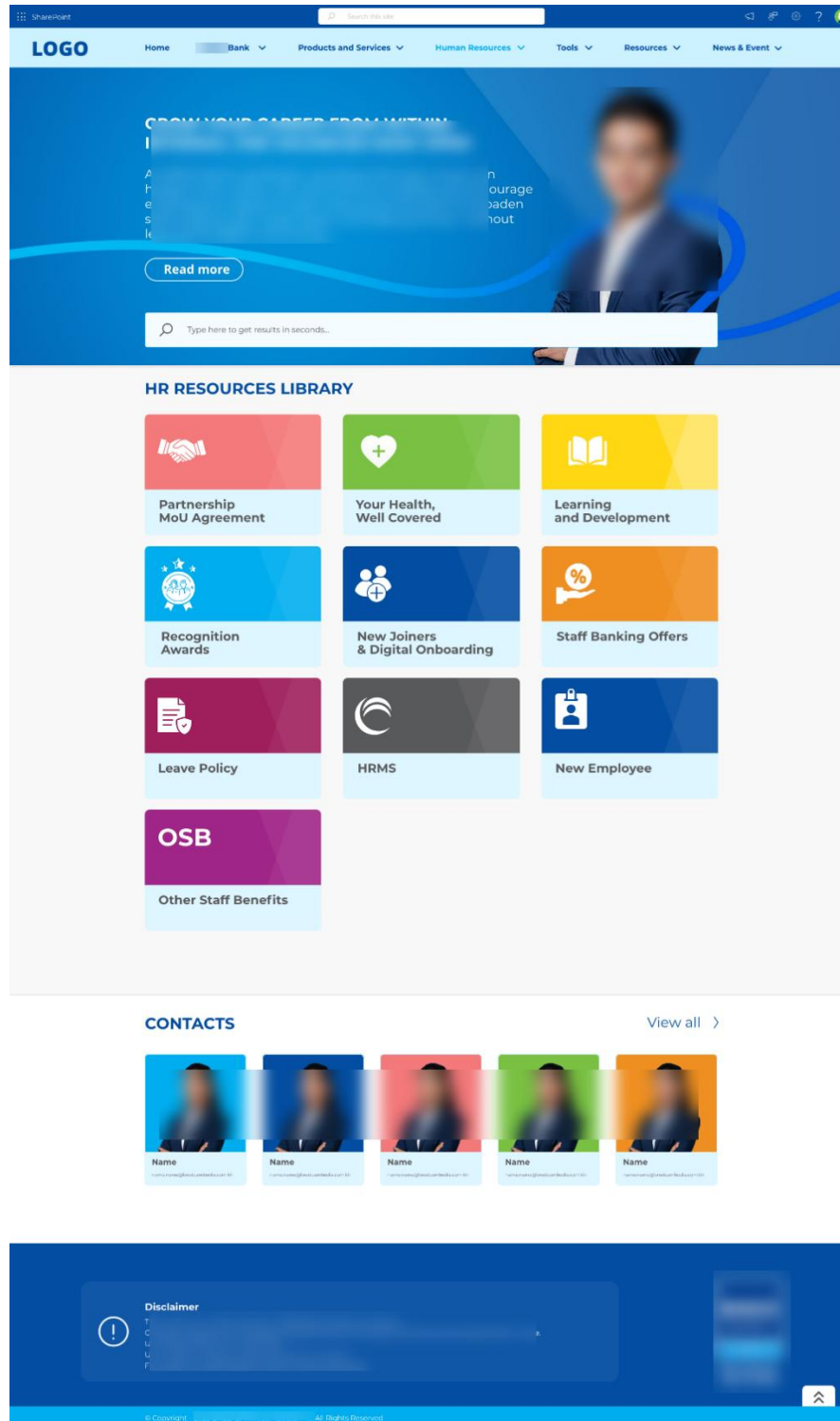
Link:

List definition is provided in appendix.

## 3.6 Human Resources

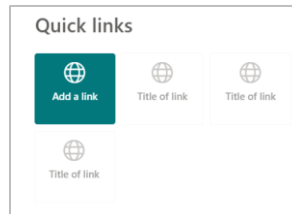
### 3.6.1 HR landing page

The HR landing page displays as follows.



It contains the following:

- People news (News Post - People news)
- Links to dedicate pages per purpose.
  - Each icon is an independent link from a “Quick links” Web Part:




- A contact list

### 3.6.2 HR per purpose page

The HR

- **Career and Mobility Management Description**
- **HR Resources Library**
  - Partnership & MoU Agreement
  - Your Health, Well Covered
  - Learning and Development
  - Recognition Awards
  - New Joiners & Digital Onboarding
  - Staff Banking Offers
  - Leave Policy
  - HRMS
  - New Employee
  - Other Staff Benefits
- **Contact HR Team**

### 3.7 Tools







The Tools landing page displays as a first list of tools as follows managed in a dedicated list:

<b>Tools</b>	<b>Display Priority</b>	<b>Intranet Description</b>	<b>URL 1</b>	<b>URL 2</b>
Branch Portal	1	Branch Portal serves as the main front-office workspace, offering portfolio and task views for both customers and staff.		
Core Banking System	2	The core banking system that provides account, loan, payment and deposit processing management.		
HR Management System	3	The human resources management system that manages employee records, payroll, leave, and performance		
Ticketing System	4	The ticketing platform for IT and business requests and incident reporting		
BPM Light	5	The central system for digitalized workflows and request/ticket management.		
Click and Learn	6	BPCE Click and Learn is the e-learning platform that delivers training courses, microlearning, and certifications for employees.		
Office 365	7	Office 365 is the cloud productivity suite providing email, Office apps, file storage and collaboration tools.		
Priscop	8	BPCE PRISCOP is the platform dedicated to managing permanent controls, RNC ratings, macro-mapping, corruption risk ratings and action plans.		
CLIENT BANK Connect	9	CLIENT BANK Connect is the personal online banking portal for retail clients to manage accounts, payments and more.		

CLIENT BANK Business Connect	10	CLIENT BANK Business Connect is a corporate online banking portal for business clients to manage accounts, payments and more.		
BIP	11	Oracle BIP is the internal reporting engine for generating formatted, scheduled and distributable reports.		
Power BI	12	Microsoft Power BI is the analytics and dashboard platform for interactive reports, visualizations and data exploration.		
Virtual Apps and Desktops	13	Virtual Apps and Desktops is the virtualization platform delivering shared applications (and virtual desktops) from CLIENT BANK IT and CLIENT BANK Group.		

A section below will indicate:

MORE TOOLS AND ASSETS	ONGOING PROJECTS
 <a href="#">View the complete list of tools</a> >	 <a href="#">View our project tracker</a> >
 <a href="#">View the complete list of reports</a> >	 <a href="#">View our project workspaces</a> >

### More about our tools and assets

View the complete list of tools :

View the complete list of reports:

### Ongoing projects:

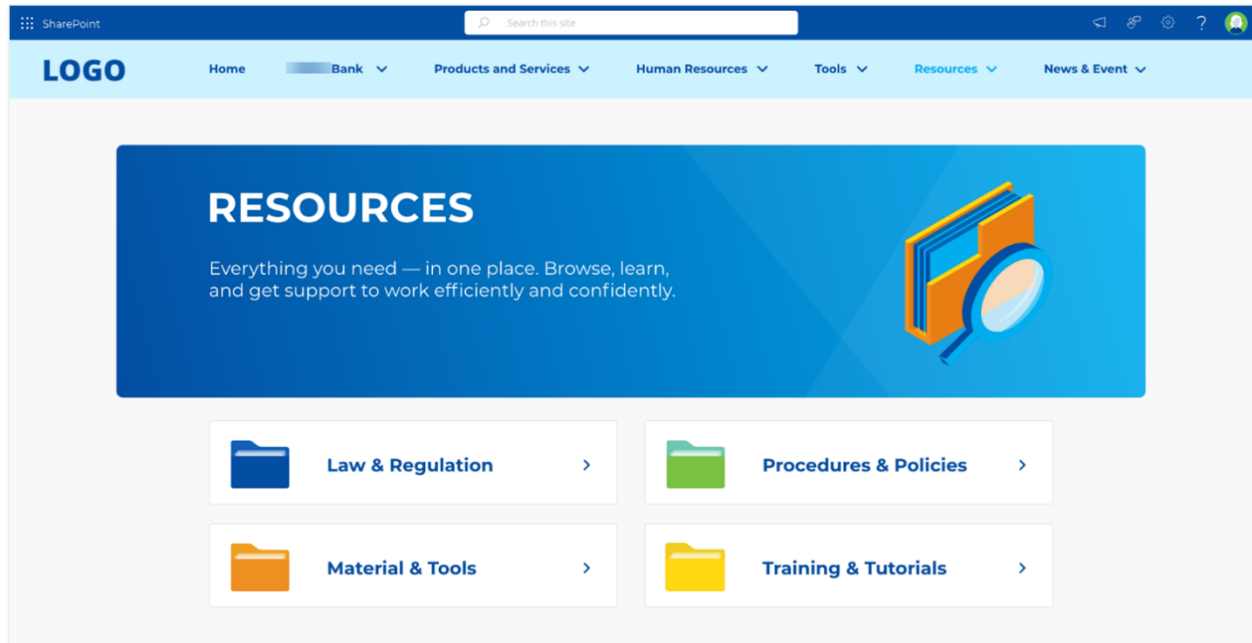
View our project tracker :

View our project workspaces:

## 3.8 Resources

### 3.8.1 Resources landing page

The resources landing page is linking to the site “Resources” Documents Library that will have the following internal structure:



The site “Resources” Documents Library will have the following folders:

Resource section	Content
Law & regulation	link
Material & tools	link
Procedures & policies	link
Training & tutorials	link

### 3.8.2 Resources data sources

The following folder provides the resources documents source origin:

Target folder	Source folder	Comments
Laws & regulation		Folders to be reviewed and merged by Legal Team.
Materials & tools	(see per domain sub folders)	
Materials & tools > Banking > Commercial banking		Folders to be reviewed and merged by Commercial Banking Team.
Materials & tools > Banking > Retail banking		Folders to be reviewed and merged by Retail Banking Team.
Materials & tools > Banking > Staff banking	HRMS document library Staff banking products documents to be structured as followed:	Folders to be reviewed and merged by HR Team.
Materials & tools > AML & compliance		Folders to be reviewed and merged by Risk & Compliance Department.
Materials & tools > Marketing & Communication		Folders to be reviewed and merged by Marketing & Communication Department.
Procedures & policies		All departments to identify the relevant documents to import.  Cleaning to be done:  CLIENT_BANK Forms, CLIENT BANK GROUP, POS Merchant Sales,

Trainings & tutorials		
-----------------------	--	--

## 4 Intranet solution and organization

### 4.1 Environments

Two logical Intranet portals / environment will be setup. The sites will be created on the Teams / SharePoint production environment of the group tenant.

Environment	URL
Intranet Staging / Sandbox	
Intranet	

### 4.2 Access

Access permissions will be based and standard Teams / SharePoint access control lists (ACL) and the Active Directory (AD / Azure AD):

- Site owners - full control
  - IT Admin team
- Site members - limited control
  - All contributing department identified Contributors
    - Marketing and communication department
    - HR department
- Site visitors - no control
  - All CLIENT\_BANK employees

### 4.3 Roles and responsibilities

Actor	Description	Comments
IT team	IT Product Owner that maintains the technical solution / application respecting the M365 (Teams / SharePoint) standards. Help in designing / structuring the content withing the tool technical standards.	The publishing will require an approval request to Marketing and Communication team.
Marketing and communication team	Business Product Owner that is responsible for the overall solution and content logical alignment with the marketing and communication strategy.  Responsible for publishing marketing and communications related communications and material.  Responsible for publishing content approvals.	The publishing will require an approval request to Marketing and Communication team.  As a Maker / Checker will be required, not all department staff should be able to approve content.
HR team	HR team responsible to update the HR related content, and related news.	The publishing will require an approval request to Marketing and Communication team.
Others contributing teams	Responsible for publishing domain related documents and materials.	The publishing will require an approval request to Marketing and Communication team.
All CLIENT_BANK staff	Target audience, responsible for reviewing communications and material related to their assignment, as well as general bank information.	The external staff may have on demand access depending on the publishing strategy.

## 4.4 Look & Feel

To align all content communication with CLIENT BANK's strategy, all departments must acknowledge Marketing & Communication as the authority on visual style and tone of voice of any content.

Within the folders below you will find:

- Color codes
- Icons
- Pictures, images and banners
- Copywriting for banners and images

## 5 Appendix

### 5.1.1 Products & Services list

List fields of:

Column	Type	Required
<u>Product name</u>	Single line of text	Yes
<u>Description</u>	Multiple lines of text	
<u>Customer segment</u>	Choice	
<u>Product categories</u>	Choice	
<u>Target market</u>	Choice	
<u>Product features</u>	Multiple lines of text	
<u>Fees and charges</u>	Multiple lines of text	
<u>Requirement</u>	Multiple lines of text	
<u>Training materials</u>	Multiple lines of text	
<u>Complexity</u>	Outcome choice	
<u>Search key words</u>	Single line of text	
<u>Product business ownership</u>	Choice	
<u>Product business owner</u>	Person or Group	
<u>Assigned to</u>	Person or Group	
<u>Images</u>	Thumbnail	
<u>Start date</u>	Date and Time	
<u>End date</u>	Date and Time	
<u>Status</u>	Choice	
<u>Modified</u>	Date and Time	
<u>Created</u>	Date and Time	
<u>Created By</u>	Person or Group	
<u>Modified By</u>	Person or Group	

## 5.2 SharePoint Online Configuration [to be reviewed]

### 5.2.1 Set site language to English

Only English will be supported.

### 5.2.2 Site component use

The site will be based on the following core native SharePoint content management capabilities:

Content type	Description	Comments
Web Page / Web Part	HTLM page used to display formatted texted and images	Used
Document / library	Library used to store documents (word, excel, PowerPoint, pdf, etc.) and material (zip files)	Used
List	Library used to post elements with predefined list of properties to be sorted / filtered or grouped. I will be used for news / communications with posts such as done on socials medias.	Used
Workflows	Built-in configurable workflows for elements automations (e.g.: auto copies).	Used
Applications	Built-in applications.	Not used