# Essential Ways to Make SharePoint Work for You

2015 SLA-PHT Division Spring Meeting April 20, 2015

Greg Cohee Partner, Pharmica Consulting

**PHARMICA** CONSULTING Get Better "Technology provides no benefits of its own; it is the application of the technology to business opportunities that produces ROI."

> Robert McDowell Author, 'In Search of Business Value'

How can we make SharePoint work for you?

# PHARMICA Consulting

<u>د</u>	STRATEGIC VISION	
ORGANIZATIONAL         EFFECTIVENESS	PROCESS	TECHNOLOGY
Team Effectiveness Skills (Recruiting) Resource Management Organizational Structure Change Management Collaboration	Study Management Project Mangement Portfolio Management Process Optimization Metrics	Requirements Software Selection Reports/Dashboards Implementation Training Toolbox Approach
	<b>Operational Model</b>	and the second

- Focus: Exclusively on the life science 0 industry
- Expertise: R&D Operational Excellence 0
- 0 Know How: Pharmaceutical drug development processes, systems, data, project management, regulations, & collaboration
- 0 Goal: Improving efficiency & enabling faster, better decisions

PHARMICA'S SHAREPOINT CONFERENCE FOR THE LIFE SCIENCES INDUSTRY SEPTEMBER 30<sup>TH</sup> - OCTOBER 1<sup>ST</sup>, 2014

### **REGISTER NOW**



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Dynamic Workplace

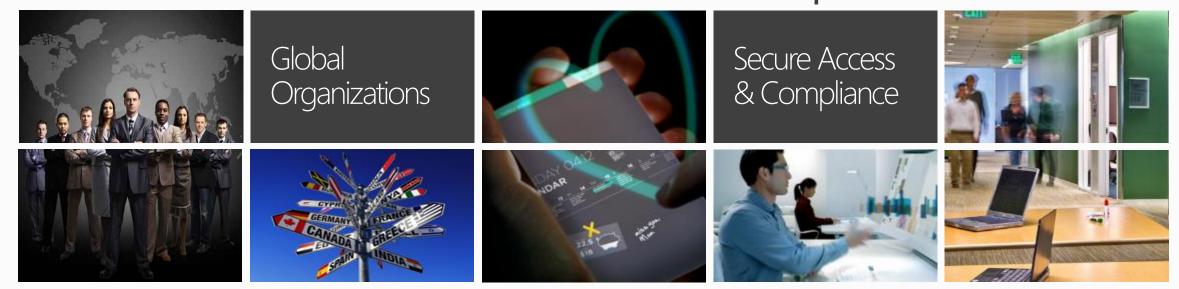


Device Explosion

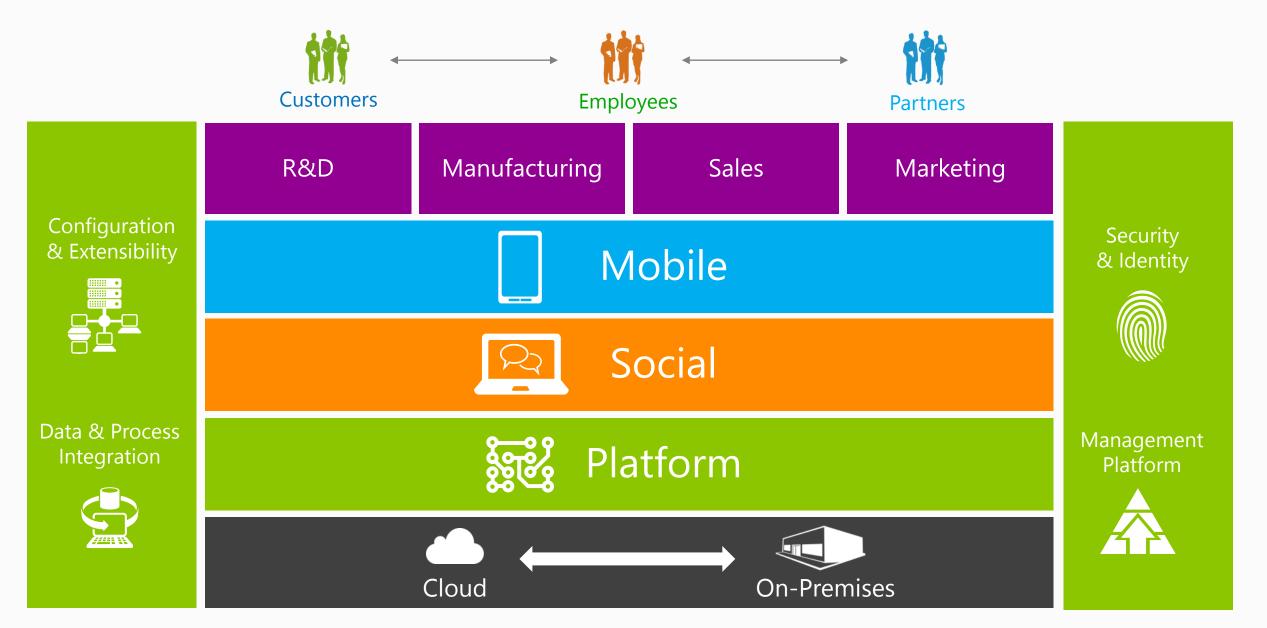




# The Modern Workplace



# SharePoint: An End-to-end Solution Platform



# Enterprise Information Management

Provides Logical Structure & Facilitates Standardization

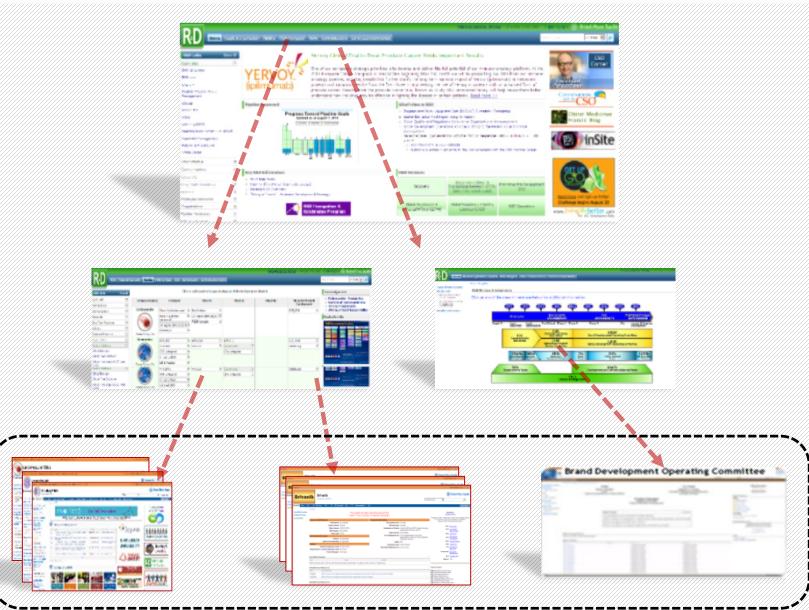
Replaces Network Drives and Online Repositories

Robust Search Capability

### Improving Information Architecture = Improving Findability



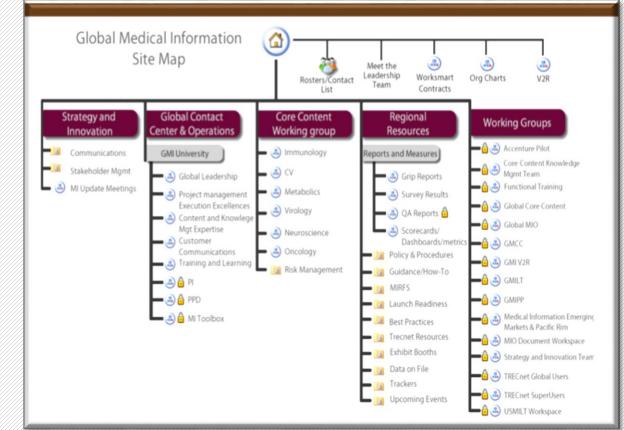
# Logical Hierarchies



- Creating a formal Information
   Architecture is critical
- Information should reflect yourBusiness or Process
- Using Templates provides a consistent layout & look/Feel
- Appling visual queues will help differentiate areas

# Use Navigation Aids to Surface Content

Portfolio Tra	acker (click Project	URL to access site	e)			Add New Project	
	Discovery		Early Dev	elopment	Late Stage Development		
Oncology	Project Name Project-CVY	Project URL Project-CVY	Project Name Project-XYZ	Project URL Project-XYZ	Project Name OncoPro Lung Cancer	Project URL 460 885	
Neuroscience	Project Name 654-976	Project URL 654-976	Project Name Project-1234	Project URL Project-1234	There are no items to show in this view		
mmunoscience	Project Name Immunoglobin Factor	Project URL Project-3245	There are no items to show in this vie	и.	There are no items to show in this view		
Virology	here are no items to show in this view.		There are no items to show in this vie	я.	There are no items to show in this view		
Cardiovascular	There are no items to show in this view.		There are no items to show in this view.		Project Name Project URL Cardio Stent 200		



# Improving Findability with Search

### 𝒫 Search scopes

- Pre-filter data set results based on set location: instead of searching "All Sites"
- SharePoint Search can also be configured to Index external repositories

#### <sup>Q</sup> Build and implement a new custom ranking model

- You decide what weight to give properties
- Can apply to entire farm, or single site

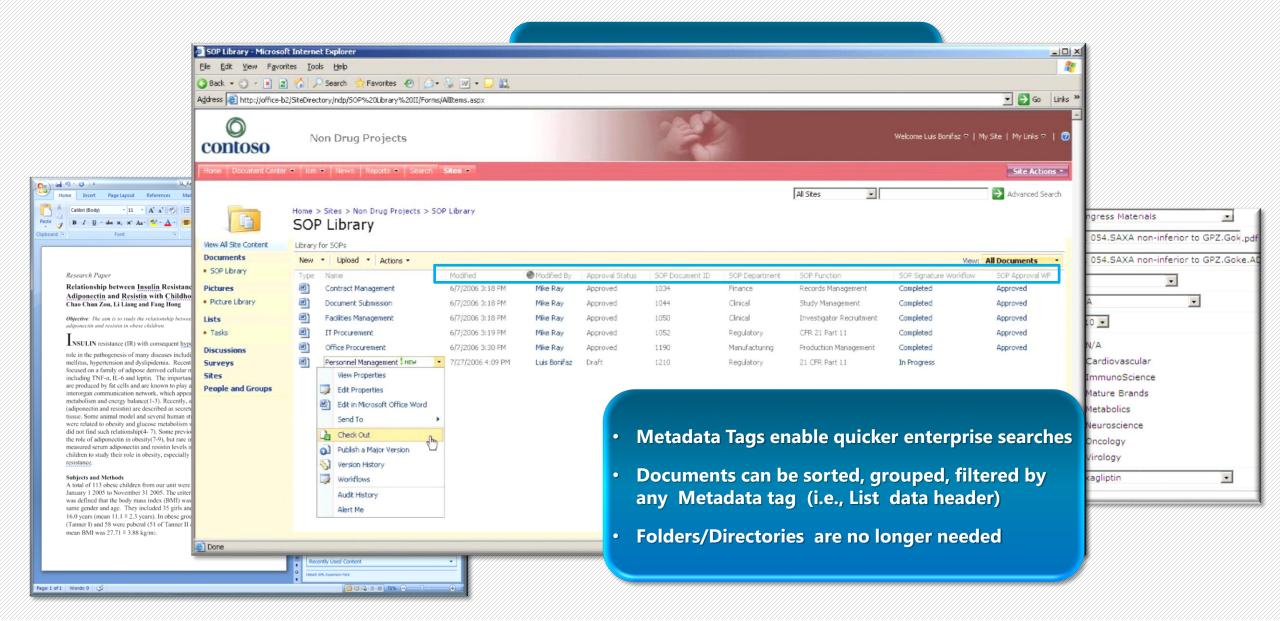
# Vise keywords, synonyms, and best bets to provide a relevant set of search results for popular search terms

- Defined Keywords are used to present a user with a definition and and/or predefined "best bet" links
- Synonyms are useful when several search terms are used for the same concept and content
- Use Site Collection Web Analytics Reports to help you plan keywords, synonyms, and Best Bets

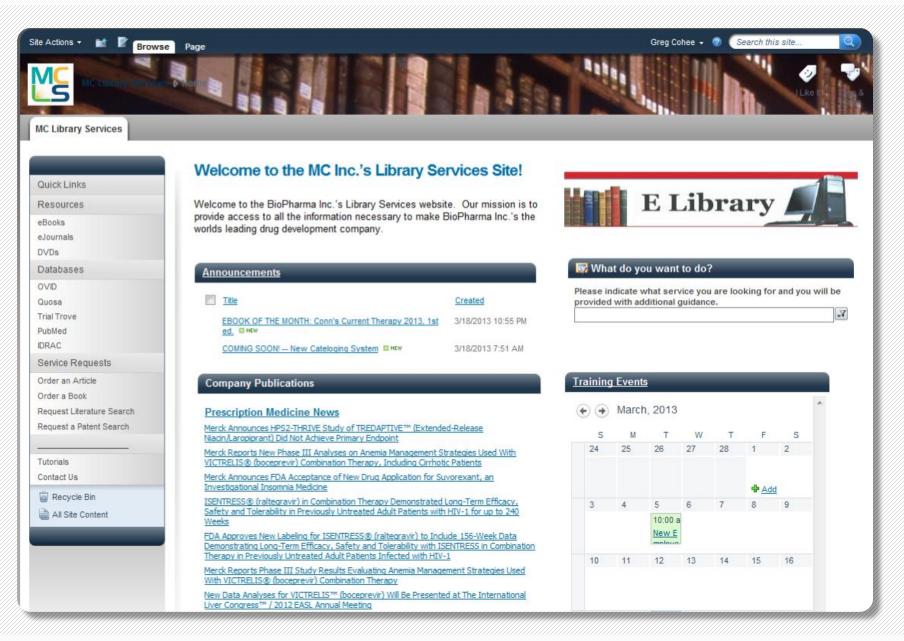
### Plan for iFilters

• iFilters used to read individual file types (what's inside) when it crawls content

## The Importance of Taxonomies & Metadata



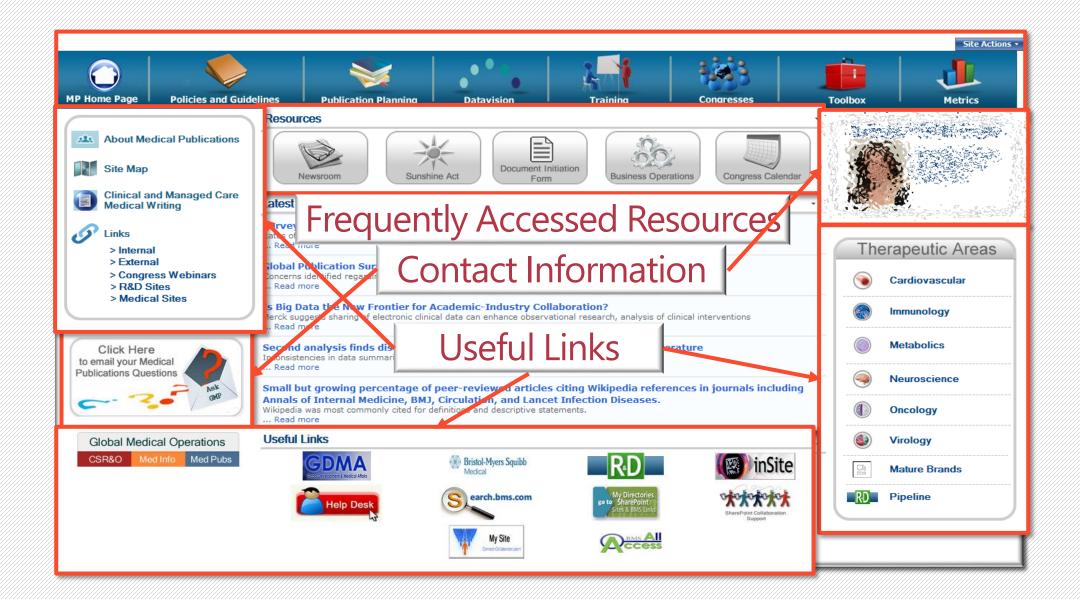
# Customize Sites & Workspaces



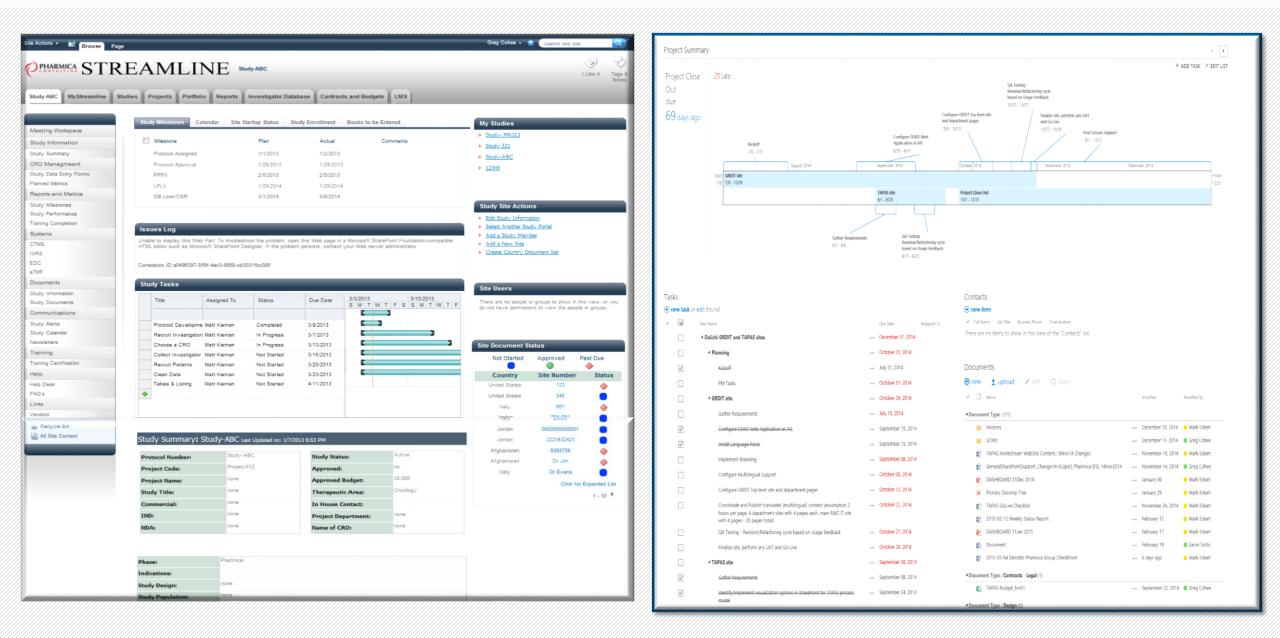
### Things to Think about:

- $\mathcal{O}$  Determine how you work
- Evaluate where your time is spent
- 𝒜 What do Visitors Need?
- ♥ What are the Pain Points?
- 𝒫 Look for Repetitive Tasks
- Excel Spreadsheets & Shared
   Documents

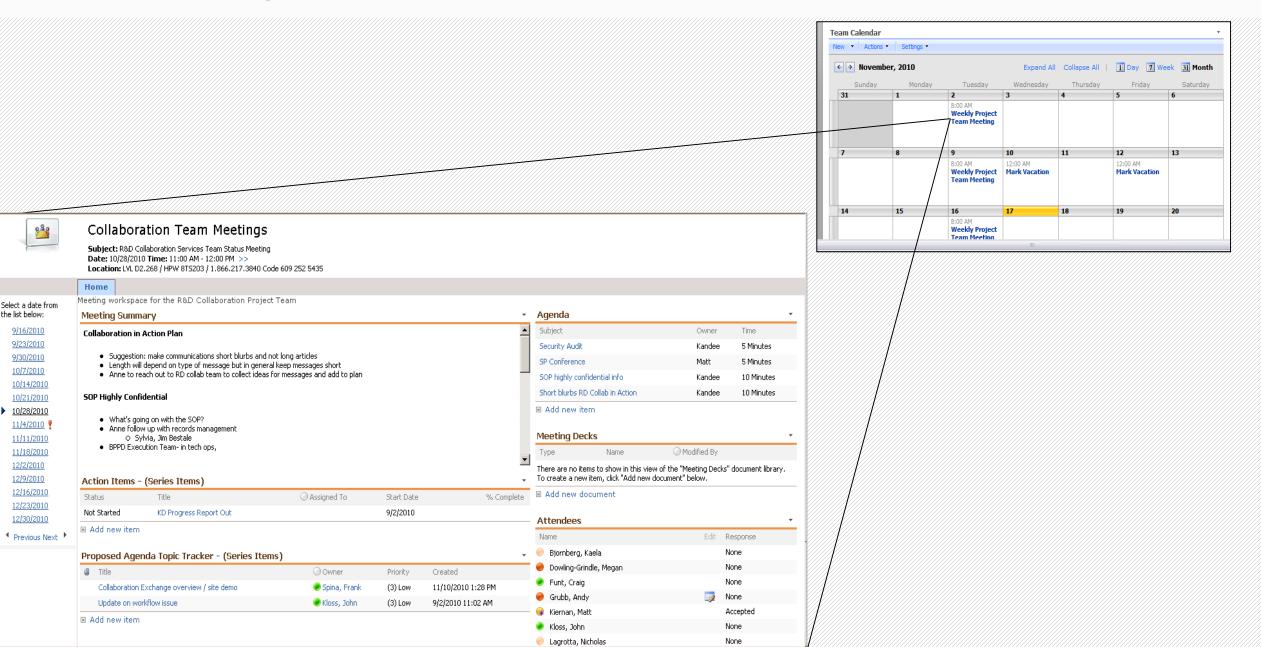
## Consistent & Intuitive Site Designs



## Use Team Collaboration Sites to Drive Adoption & Efficiency



## Use Meeting & Document Workspaces



# Capture Data...Don't Re-enter Data

te Actions + Market Browse Items List	Greg Cohee 🗸 🕜 Search this site
MC Library Services + Order Form + All Items -	<ul> <li>1. Create a list of data items you want to capture</li> </ul>
MC Library Services	
🗐 🥘 Title Request Type Author(s) Jounal Title ISSN Month/Year Volume/Issue Pages Service Type	Service Level Special Instructions Requestor 2. SharePoint automatically
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# Manage List Data

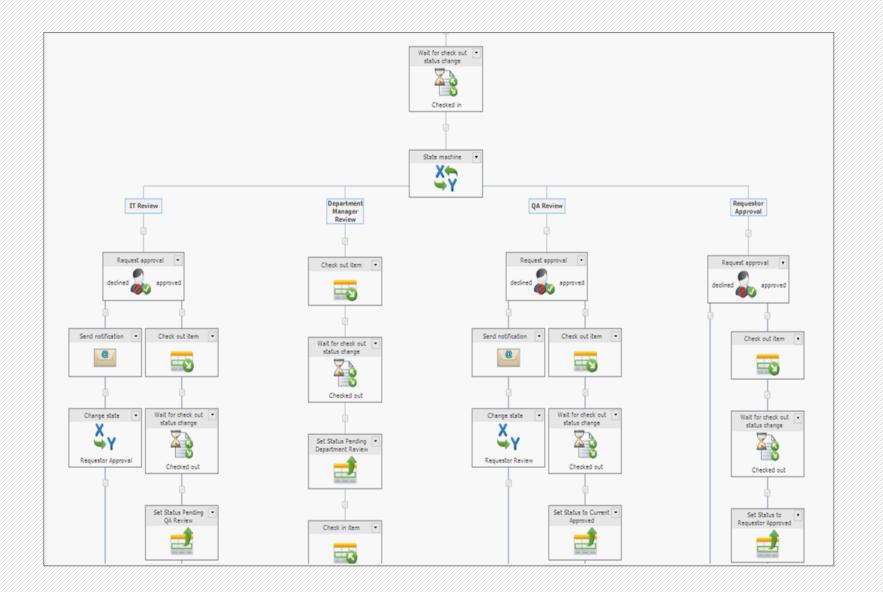
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eBooks eJournals		Source : Inte	ernal (1)						
DVDs		Source : MD	Consult (5)						
Databases		Abeloff's Clinical Oncology, 4th ed 2008, Abeloff				MD Consult	Life of Edition		
OVID		Bradley's Neurology in Clinical Practice, 6th ed 2012, Daroff			MD Consult	Subscription	12/31/2014		
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Trial Trove		Braunwald's Heart Disease, 9th ed 2011, Bonow			MD Consult	Life of Edition			
PubMed		Campbell's Operative Orthopaedics, 12th ed 2012, Canale			MD Consult	Subscription	8/12/2013		
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List Data (and Documents) can be:

- Sorted
- Filtered
- Grouped
- Counted
- Summed

Then, save custom Views

# Leverage Workflows



Use Workflows to automate business processes:

- Alerts
- Document Routing
- Approvals
- Expiration Reminders
- Data Flagging
- Move/Pull Data

# Enterprise Social

There is a 20-25% potential increase in knowledge worker productivity when social technologies are adopted across the enterprise.

> The Social Economy: Unlocking Value & Productivity Through Social Technologies McKinsey Global Institute, July 2012

Social Workplace Tools

Real-time collaboration

Cloud storing & sharing

# Targeted Communications



**Business Units** 

Depend on Pfizer World

99.99% Uptime

PfizerWorld always available

58 Million

Page Views in 2013



# More than **151,000 89,000 100+**

Colleagues, Contractors & Partners around the world use Pfizer World Connections in MyWorld, with 76k messages shared Communities in PfizerWorld. All divisions represented.

# Social Media Tools



#### CI - Etiam eu ante non leo egestas nonummy

Aliquam aliquet, est a ultamcorper condimentum, tellus nulla fringilla elit, a raculis nulla turpis sed wisi. Fusce volutpat. Etiam sodales ante id nunc. Read More >>

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### Video Clips

### Discussion Forums

#### Frank Spina To Collaboration, Kathleen Clementi, Marie Alberta, Standard Standard and



"Many thanks to this month's CX Featured Members for sharing the story behind their excellent, grassroots effort improve the productivity of their New Brunswick colleagues via a series of lunch and learns ... when it comes to our collaboration capabilities, ABD might as well stand for Always Be Developing."

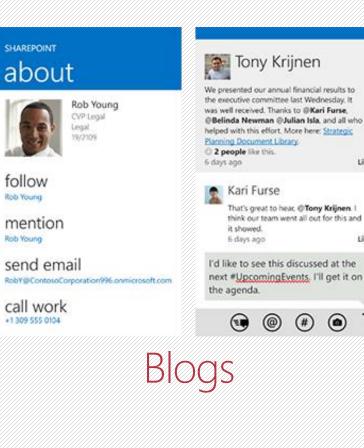
Like - Reply - Share - More - February 13 at 10:45am

#### 

Kandee Wenrich Marie Alberta Louise Donaldson and 6 others like this.

≡4 shares



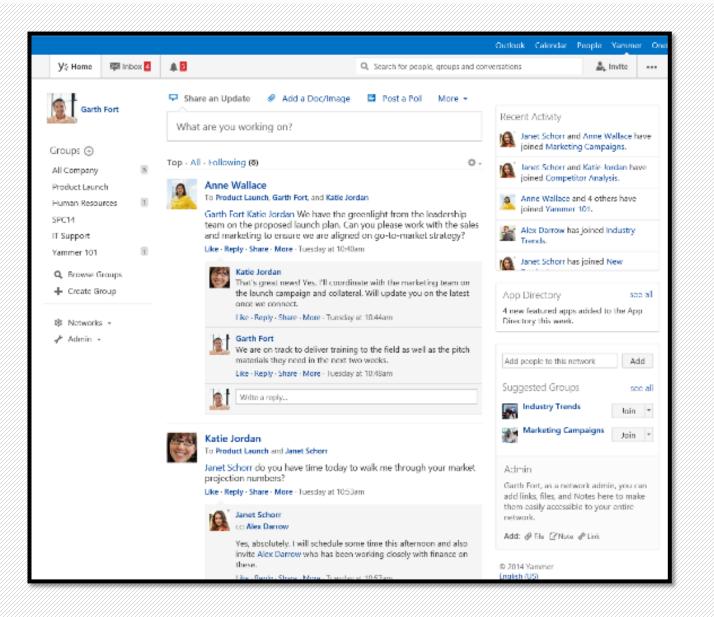


Like

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Follow, Like, Share...

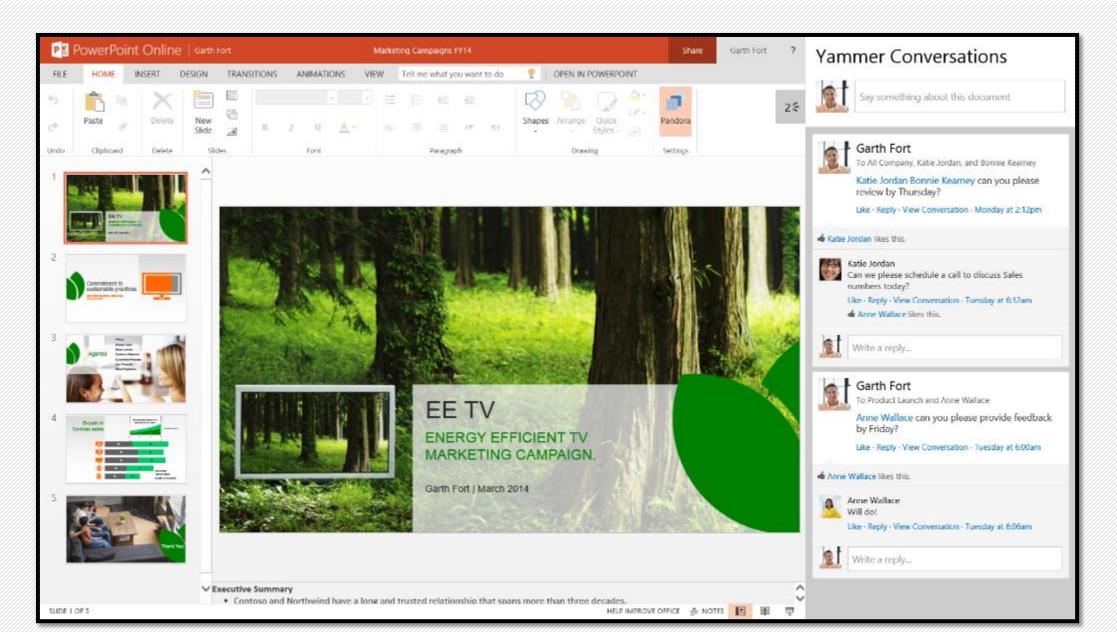
# Yammer in the Workplace



### **Real Yammer Metrics:**

- 16,940 users (~61%)
- 2,000 "engaged" users
- 1,767 groups
  - 1,063 public
  - 704 private
- 1,039 mobile users
- 12% of use is mobile

# Co-authoring with Office Tools & Yammer Discussions



# Enterprise Cloud Storing & Sharing

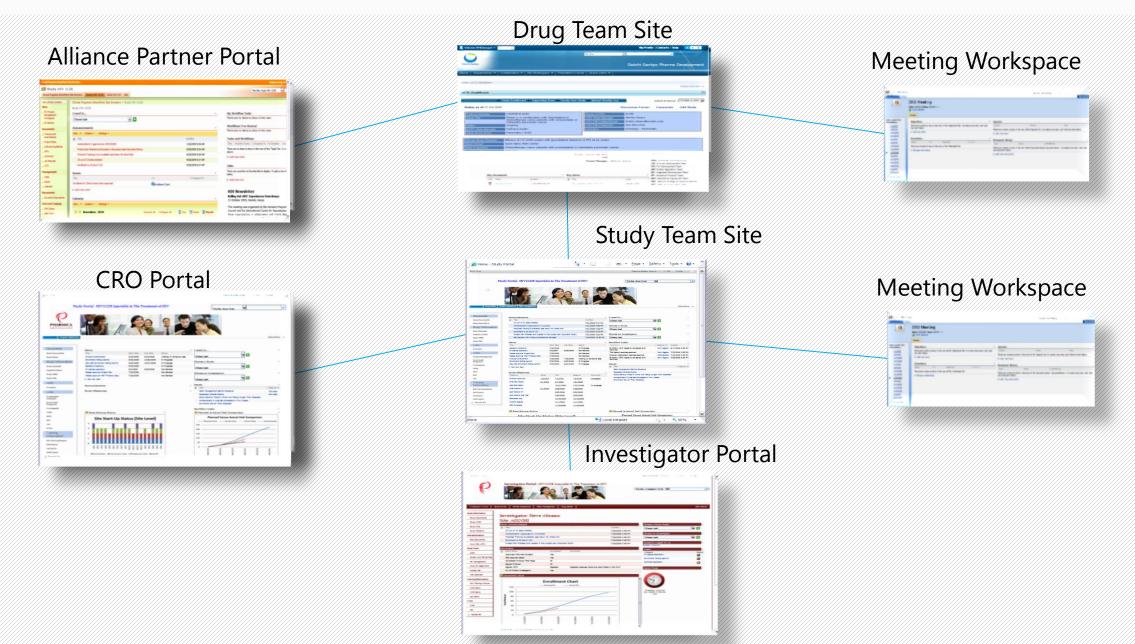
OneDrive for Business connects SharePoint with your computer

Store Documents Centrally & Access Remotely

Share files selectively & securely with colleagues, partners, & vendors

Easy access to documents, reports, policies from virtually any device

# Global Team Collaboration

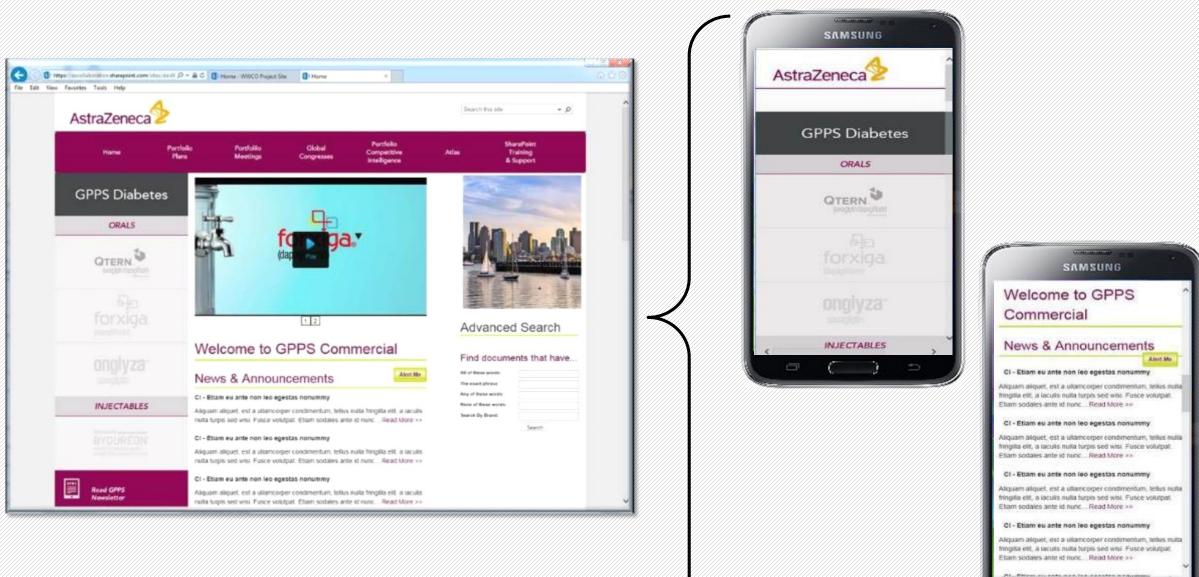


## OneDrive

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- Connects your desktop to SharePoint
- Personal Document Library & Team sites
- Automatic Syncing
- Offline access
- App for Mobile Devices

# Adaptive Design for Mobile Devices



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# Governance is not just important...it's Critical!

Site Proliferation and Fragmentation

Unused sites consume server resources and slow environment

Lack of consistent look/feel and navigation

No single point of entry

News/info-based sites are expensive to create and maintain

No common means to measure performance vs. investment



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