Intranet

As-is communication platform

Stakeholders:

Keep Satisfied
- Investment committee
- Commercial
- Finance
- Technical Design Authority
- Information Management
- Comms Director
- Chief Digital & Information Officer

Monitor
- Private Office

Manage Closely
- Operations (Legal Guidance)
- Area Communication Managers
- Human Resources
- Area Business Managers
- Digital
- Communications
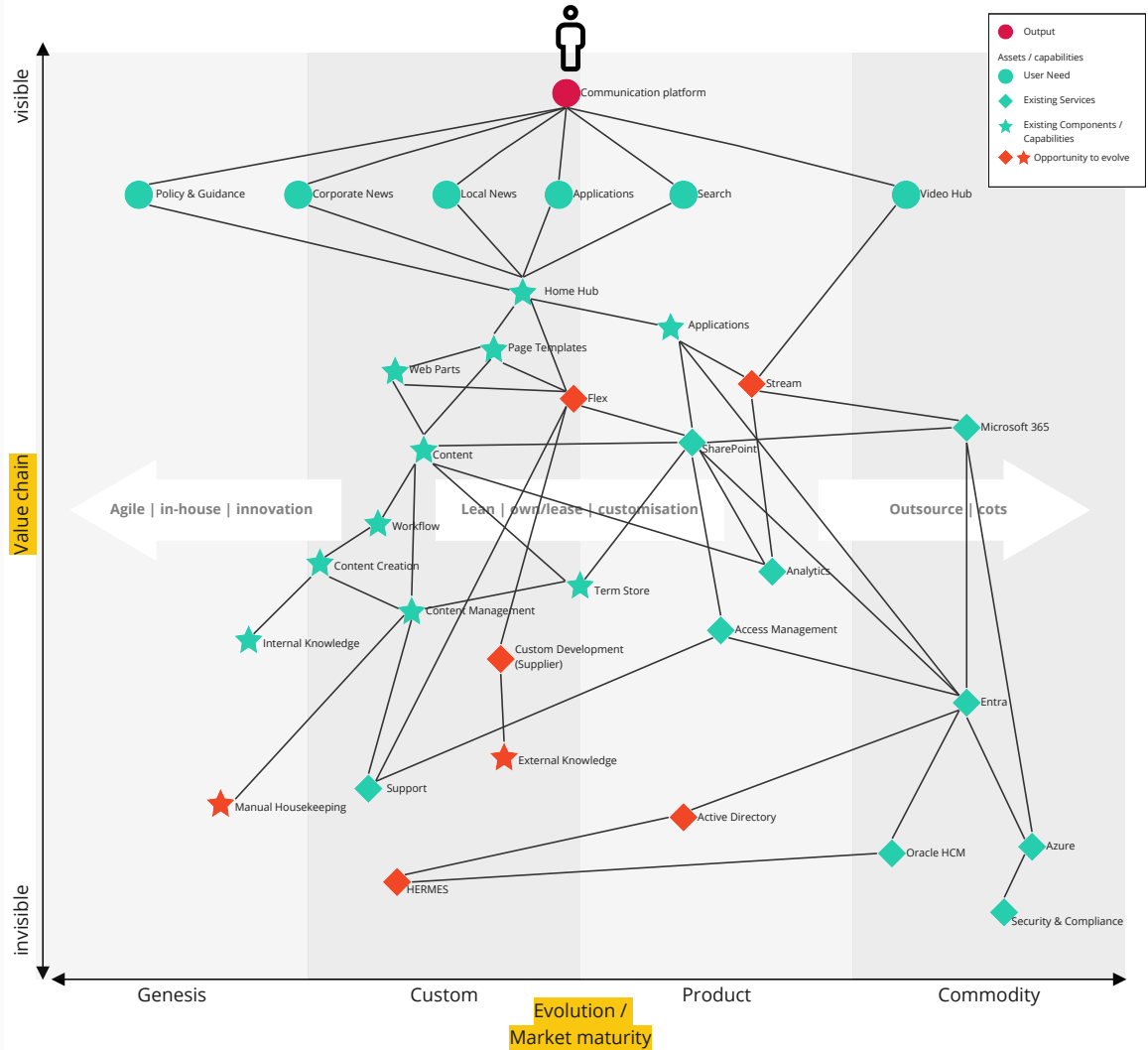- Operations Director
- Chief People Officer

Keep Informed
- AGO
- HMCPSI
- People & Change Committee
- Digital Accessibility
- Gateway Contributors
- Chief Crown Prosecutors

Volatilities:
- Budget
- Business case
- Ownership
- Stakeholder engagement
- Appropriate skills & resources
- Commercial compliance
- No intranet strategy

Experiment:
- Discovery to simplify architecture
- User research
- Develop joint strategy with Comms & HR
- Define ownership

Wardley map titled "Evolution / Market maturity" (x-axis: Genesis, Custom, Product, Commodity) versus "Value chain" (y-axis: invisible to visible).

Legend — Assets / capabilities:
- Output
- User Need
- Existing Services
- Existing Components / Capabilities
- Opportunity to evolve

Nodes: Communication platform, Policy & Guidance, Corporate News, Local News, Applications, Search, Video Hub, Home Hub, Applications, Page Templates, Web Parts, Flex, Stream, Microsoft 365, Content, SharePoint, Workflow, Analytics, Content Creation, Term Store, Content Management, Access Management, Internal Knowledge, Custom Development (Supplier), Entra, External Knowledge, Support, Manual Housekeeping, Active Directory, Oracle HCM, Azure, HERMES, Security & Compliance.

Banner arrows: Agile | in-house | innovation — Lean | own/lease | customisation — Outsource | cots

Future Intranet

Multi-channel communication, engagement & collaboration platform

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Changes & Enhancements:
- Removal of customisations (Flex)
- Introduction of automation
- Enablement of collaboration and engagement through new and existing tools
- Improved user experience
- Simplified architecture through removal of legacy components
- Integration with related services (eg Oracle HCM)
- Greater use of data and analytics
- Future proofed platform
- Commercially compliant

Volatilities:
- Internal resource requirements - knowledge management, analytics, support, permissions management etc
- Clear policies and processes
- Clear guidance for which tools when

Legend:
- Output
- Assets / capabilities
- User Need
- Existing Services
- Existing Components / Capabilities
- New need, service, capability or component

Axis labels: visible / invisible (Value chain); Genesis, Custom, Product, Commodity (Evolution / Market maturity)

Section banners: Agile | in-house | innovation — Lean | own/lease | customisation — Outsource | cots

Nodes: Multichannel communication, engagement and collaboration platform; Policy & Guidance; Corporate News; Search; Applications; Local News; Engagement; Learning; Video Hub; Home Hub; Communities; Teams; Viva Learn; Applications; Viva Engage; Content; Web Parts; Page Templates; Viva Topics; Microsoft 365; SharePoint; Workflow; Content Creation; Term Store; Analytics; Content Management; Internal Knowledge; Automated Retention; Support; Access Management; Entra; Oracle HCM; Azure; Security & Compliance