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CASE STUDY



EIMAGINE WORKS WITH HIGHER ED TO IMPROVE CONTENT AND COMMUNICATION AMONGST REMOTE-WORKING TEAM

ABOUT THE CUSTOMER

The mission of this client, being in Higher Education, is to deliver high-quality, affordable, and accessible online programs to their students grounded in evidence-based content and relevant applications. They prepare graduates to serve, lead, and achieve personal and professional goal in diverse, evolving communities. The client has been serving its customers throughout all 50 states and 52 countries since 2005. The staff is primarily a remote staff across the United States, so sharing content easily within an employee portal it key to the success of their team and their students.

THE CHALLENGE:

In mid-2019, the client turned to eimagine with challenges that they were facing within their internal content and communication tool, SharePoint Online. Although they had only been on SharePoint Online a few years, it had grown out of control due to a lack of governance, ownership and understanding of how best to use SharePoint. According to the VP, Technology, there were two primary initiatives to address.

1. Content lifecycle management - The primary group using SharePoint had a single massive repository, which affected performance and how users choose to access the content
2. Employee Portal - There was no established governance, structure or access, therefore it was not sustainable and scalable.

Assessments were needed to establish the needs and pain points from the user's viewpoint, and then to design and utilize best practices for an improved user experience. In the client's existing SharePoint environment, the largest business unit using it had one document library with almost 390,000 files, drastically exceeding the 5,000-file view limit. This caused the users to utilize a mapped network drive rather than work within SharePoint. Along with limited document libraries, the client used a multiple folder structures with broken inheritance and utilizing individuals instead of Active Directory groups for the permissions. Lastly, the existing architecture was not thought out or consistent, therefore it was not sustainable and scalable.

THE SOLUTION:

The client was currently utilizing SharePoint Online, and with eimagine's expertise in SharePoint, they were able to migrate to the modern look and feel of SharePoint Online with a new, scalable architecture and governance plan that addressed the client's two primary initiatives.

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eImagine initially met with key stakeholders to understand the organizations struggles from a high level. Following that, individual requirements gathering sessions with business units were held where key criteria was identified to help develop the new SharePoint architecture.

The business unit that had the most pain points, and the heaviest user of SharePoint, was the initial focus. The immediate need was to rearchitect their site so that it would be broken down into manageable content. This was done by analyzing the existing folder structure and proposing multiple document libraries instead of just one document library with multiple layers of folders. eImagine worked closely with the business unit to ensure that the plan was aligned with how the business operates, and if necessary,

adjustments were made. In addition to realigning the content, the SharePoint permissions were evaluated and eImagine worked closely with the business unit and the IT department to create a scalable plan for utilizing AD groups tied to SharePoint groups which became the template to be used throughout the entire new Employee Portal. eImagine created PowerShell scripts to run for consistent site creation as well as scripts for AD and SharePoint Groups to monitor the permissions administered.

This process was used for all business units for their individual Team Sites, and with the new architecture, the entire Employee Portal was aligned for a more efficient user experience through improved navigation, including the new SharePoint Hub Site navigation, and consistent Team Sites.

THE RESULTS

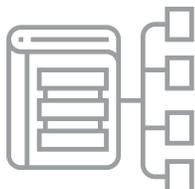
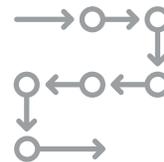


New architecture for the Employee Portal established a consistent structure and content was migrated into the new Team Sites utilizing the functionality of SharePoint's Modern Look and Feel. PowerShell scripts were created to automate the Team Site creation to ensure consistency.



Permissions were streamlined by eliminating the use of individuals in a SharePoint group and are now utilizing Active Directory groups with established naming conventions attached to the new SharePoint groups. With the utilization of multiple document libraries in a Team Site, eImagine was able to eliminate broken inheritance of the permissions and safeguard the management of permissions and access to content.

ESTABLISHED A GOVERNANCE PLAN SETTING FORTH THE ARCHITECTURE, SECURITY, NAVIGATION, AND BRANDED LOOK & FEEL TO ENSURE A SUSTAINABLE AND SCALABLE SOLUTION.



Performance of the largest, most heavily used site was improved by breaking down the one large document library into multiple document libraries and archiving older content in the new Team Site.