

# Successful use of intranets

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Welcome

# Questions to be answered

- who is the owner of an intranet
- is intranet a centralized or distributed solution
- turnkey intranet solutions vs. evolutionary (self)development
- which are the (best) tools for building an intranet
- what is the importance of visual design
- can anyone use intranet
- which support services are required
- how secure is an intranet
- how expensive an intranet might become
- what is an extranet

# Agenda

- Expectations
- What is an intranet
- What are the benefits
- How to build an intranet
- The flip side of the coin
- Conclusion



# Expectations



# What is an intranet



# Is intranet something new ?

- **Hardware solutions**
  - Mainframes - Central computers
  - Time-sharing
  - Personal Computers
  - Local Area Networks
  - Telephone & fax systems
- **Information/software**
  - Databases (accounting, payroll, warehouse)
  - Indices
  - Library



# Intranet adds value by

- Personal publishing
- Peer-to-peer data sharing
- Direct and multipoint communication
- Suitability for evolutionary development



# What IS intranet

- Company (organization's) information space
- PCs and LANs
- Information sharing policy
- Loosely organized internal cooperative publishing
- Digitized business processes and states
  
- Information system ?

# What is an extranet

- Semi-public intranet
- Semi-private intranet
- System that interconnects partners
- Depends on the type of business

# Intranet is

- User (employee) oriented
- User driven (created & updated)
- Distributed with (some) centralized databases and administration
- Based on PCs, LAN & IP



# What are the benefits

# Intranet offers

- Database access and usage
- Business process automation
- Production process control
- Communication within and outside of company
- Resource sharing
- Information sharing

# Databases

- Major
  - Centralized databases to business process(es)
  - Linked to each other
  - Linked to distributed databases
- Minor
  - Indices
  - Directories
  - Catalogues
  - Codebooks



# Business process automation

- Document flow
- Workflow
- Scheduling
  
- People locating
- Goods tracking
- Environment control



# Production process control

- Measurement
- Control
- Remote production
- Just-in-time-...



# Communication

- Partners
  - Man-to-man
  - Man-to-machine
  - Machine-to-machine
- Data types
  - Alphanumeric
  - Acoustic
  - Images
  - Video
- Forms
  - Mail
  - File transfer
  - Video conferencing
  - Web
  - Proprietary/application dependent

# Resource sharing

- Printers
- Plotters
- Scanners
- Faxes
- Back-up devices
- Disk space

# Information sharing

- Unstructured documents
- Private notes
- Knowledgebase
- Reference lists
- Experience

# Intranet benefits

- Learning organization / Knowledge sharing
- Mobility
- Control (centralization)
- Robustness (decentralization)
- Flexibility

# Learning organization

- Individuals “download”
  - Experience
  - Observations
  - Ideas
  - Knowledge/skills
- Knowledge sharing
  - Free access
  - Searchable
  - Universal access
- Archives
  - Unlimited capacity

# Mobility

- Portable workspace
  - Within organization
    - In local space
    - Globally
  - From outside of the organization
    - While travelling
    - Cooperating with other organizations
    - From home
- Mobile access
  - Mobile workers
    - Sales
    - Delivery
  - While mobile
    - Meetings
- “Fractals”

# Control (centralization)

- Quality of legacy systems
- Control of information quality
- Access control
- Process control

# Robustness (decentralization)

- Physical robustness
- Data replication
- Individual data/information “ownership”



# Flexibility

- Supports (frequent) reorganizations
- Simpler merger of information systems
- Based on (open) standards
  - Vendor independence



# How to build an intranet

# Methodology

- “by the book”
  - Business process
    - analysis
    - Modelling
  - Data modelling
    - Relationships
    - Flow
  - Application development
  - User education (& support)

# Methodology

- Evolutionary
  - Parallel development
  - Iterative development
    - Step-by-step
    - (sometimes) repeating steps
  - Identifying common (central?) resources
    - Defining few common
      - (data) structures
      - processes
  - Liberating everything else

# Technologies

- LAN based on IP
- Web
- E-mail
- Shared directories
- PDAs

# Tools

- There is no single intranet tool
- Authoring tools
  - Individual preference
  - XML as exchg. Standard
    - in the future
- http/html as database linking tool

# Responsibilities

- Individual responsibility for data
  - Accuracy
  - Freshness
  - Security (backup)
- Central responsibility
  - For systems
    - Even when forces distributed
  - For security
  - For “big picture”



# The flip side of the coin



# Requirements

- Requires (very) skilled workforce
- Requires motivated workforce
  - NOT disciplined
- Quality support
  - Internal
  - Vendor/partner
- Ample equipment
- Extensive infrastructure

# Drawbacks

- Frequent changes
- “Two steps forward – one step back”
- Continuous investment
- Possible defocusing of priorities



# Conclusion