

INTRANETS AND CONTENT MANAGEMENT

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“Every intranet project starts
somewhere and the best ones
never end”

Tim Horgan 1977

CONTENT MANAGEMENT

- No effective content management therefore no effective intranet.
- Effective solutions:
 - Information Audit
 - Intranet content architectures
 - Implementation of good content management practice

ESSENTIAL MANAGERIAL ISSUES:

- Platforms and standards
- Scalability
- Deployment
- Applicability
- Security
- Collaboration

VARIOUS SOURCES OF INFORMATION

- The formal information
- Project/Group information
- Informal information

INTRANET PROVIDES THE FOLLOWING SERVICES

- Collaboration services
- Transaction services
- Process services
- Directory services
- Utility services

ROLES TO SUPPORT THE FORMAL INTRANET CONTENT

- The Web Administrator
- The Webmaster
- Publishers
- Editors
- Authors

INTRANET TRENDS

- Customers are becoming the focus of the system
- Delivery information
- The Intranet is becoming a utility
- Integration into all business process
- More interesting applications
- More support for collaboration

cont/

- More sophisticated development models
- Less is more
- Creeping knowledge change net
- New business opportunities
- **Do we agree with Horgan T. & MckCreary Lew about the trends mentioned above?**

INTRANET OWNERSHIP

- Who controls or owns the intranet in the organization or institution?

THE INTRANET TEAM

- Developers
- Designers
- Content Providers

MAINTENANCE OF THE SITE

- Keep the site fresh
- Change the site's design often
- Avoid the sign of “under construction”
- If a section of your site says “Coming soon”
- provide a date and stick to it.
- Use push technology to advertise new features.

INTRANET SECURITY

- Use password based system
- Use digital signatures to authenticate a person's identity
- Confirm transactions to ensure they are valid
- Know what data resides on your intranet
- Establish manager controls
- Establish access control and other physical controls
- Use security controls and firewalls
- Encrypt sensitive web pages
- Develop and coordinate policies with IT
- Educate workers on how to use the system correctly

VENDORS WHO OFFER WEB BASED SECURITY TOOLS.

- Axent Technologies (www.axent.com)
- Encryption Privacy and Security Resource Page (www.crypto.com)
- Internet Security Systems (www.issgroup.com).
- Microsoft (www.microsoft.com)
- Netscape (www.microsoft.com)
- Netscape (www.netscape.com)
- Network Associates (www.networkassociates.com)
- RSA Data Security (www.rsa.com)
- Security dynamics (www.-securid.com)
- Verisign, (www.verisign.com)

OUTSOURCING INTRANET

■ Why outsourcing intranet?

- Function difficult to manage or out of control
- Resources not available Internally
- Reduces and control operating cost
- Cash infusion
- Make capital funds available.
- Free resource for other purposes
- Share risks
- Accelerate re-engineering benefits
- Access the World-Class capabilities
- Improve company focus

INTRANET DEVELOPMENT FUNCTIONS TO BE OUTSOURCED

- E.g
- Internet Design and Planning.
- Networking.
- Site and Application development.
- Web-database Integration.
- Maintenance of intranet.
- Hosting of intranet.

TANGIBLE BENEFITS OF AN INTRANET.

- Inexpensive to implement
- Easy to use, Just point and click
- Saves time and money.
- Based on open standards
- Scalable and flexible.
- Connects across disparate platforms
- Puts user in control of their data

INTANGIBLE BENEFITS OF AN INTRANET.

- Improved decision making.
- Empowered users.
- Builds a culture of sharing and collaboration.
- Facilitates organizational learning.
- Breaks down bureaucracy.
- Improved quality of life at work.
- Improved productivity.

CONCLUSION

- Successful intranets must:
- support the goals and needs of the organisation both today and into the future.
- Intranet requires a fair level of :
 - planning, communication and cooperation
 - Tight collaboration is very vital.

THANK YOU!