

# 5 factors that make or break a modern intranet

An intranet is an internal website that helps employees get stuff done. But how do employees get things done when faced with a mountain of documents and messages coming from multiple channels every day? This is common in the public sector where thousands of employees work within layers of organisations and departments, causing miscommunication and duplication of effort.

A well set-up intranet helps organise documents, targets messages through the right channels and makes communication flow easily, enabling government organisations to run smoothly and drive innovation.

Before you start building an intranet, here are the 5 factors to consider:

## 1. Know your purpose

Specify the intent of your intranet. Structure information in a way that promotes two-way communication and collaboration, reflects your organisation's culture and improves processes.

## 2. Understand your requirements

Knowing your requirements will decide how your intranet is set up. For example, a virtual private network (VPN) is often suggested for security reasons but it is not required in all situations. You should work out 2 - 3 options with your intranet provider and document this process to better inform your decision.

## 3. Plan a service, before you start a project

Before building, sit down with your provider to discuss your information architecture and how the information will be accessed.

Doing this will help you deliver a service that gives useful information easily accessed by the users. Focus on the outcomes, not the outputs.

## 4. Watch out for things that may take longer than expected

Significant work may be required to integrate your directory infrastructure with the new intranet. You should expect a number of weeks for everything to get configured, tested and working the way you want.

## 5. Prepare for the future

Make sure your intranet is future-proofed. People expect to get personalised information across multiple mobile devices and are able to work collaboratively through various integrated systems.



## Ready for a modern intranet?

A modern intranet is more than just an intranet – it's a customised, accessible, and secure platform where people share, collaborate and learn. If you are ready to build that platform, please contact us:

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