



SharePoint Online: Improving Collaboration & Communication

City of Seattle Digital Workplace Day 2024

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Agenda

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Our Goals

- Understand some common challenges (and their solutions).
- Explore specific scenarios for those challenges.

Key Challenges in Public Sector Communication and Collaboration

- Siloed Departments
- Complex Regulatory Compliance
- Dispersed Workforce
- Lack of Standardization



Introduction to SharePoint Online

What is SharePoint Online?

- A cloud-based platform for document management, collaboration, and communication within organizations.
- Part of the Microsoft 365 suite.

Why does it matter?

- It offers a centralized hub for sharing, organizing, and managing content, improving teamwork.

Benefits of SharePoint Online for Collaboration

- Centralized Communication Hub
- Improved Document Management
- Better Transparency & Accountability
- Seamless Integration with Microsoft 365



SharePoint Use Cases

Intranet for Internal Communication

City of Seattle InWeb:

- Engaging, user-focused, city-wide intranet for all city employees
- Task-based / role-based design for great UX
- Bring frequently used services front and center
- Consistent, modern design
- Includes:
 - Centralized news hub
 - Email broadcasts
 - Popular Forms and Policies
 - Calendar

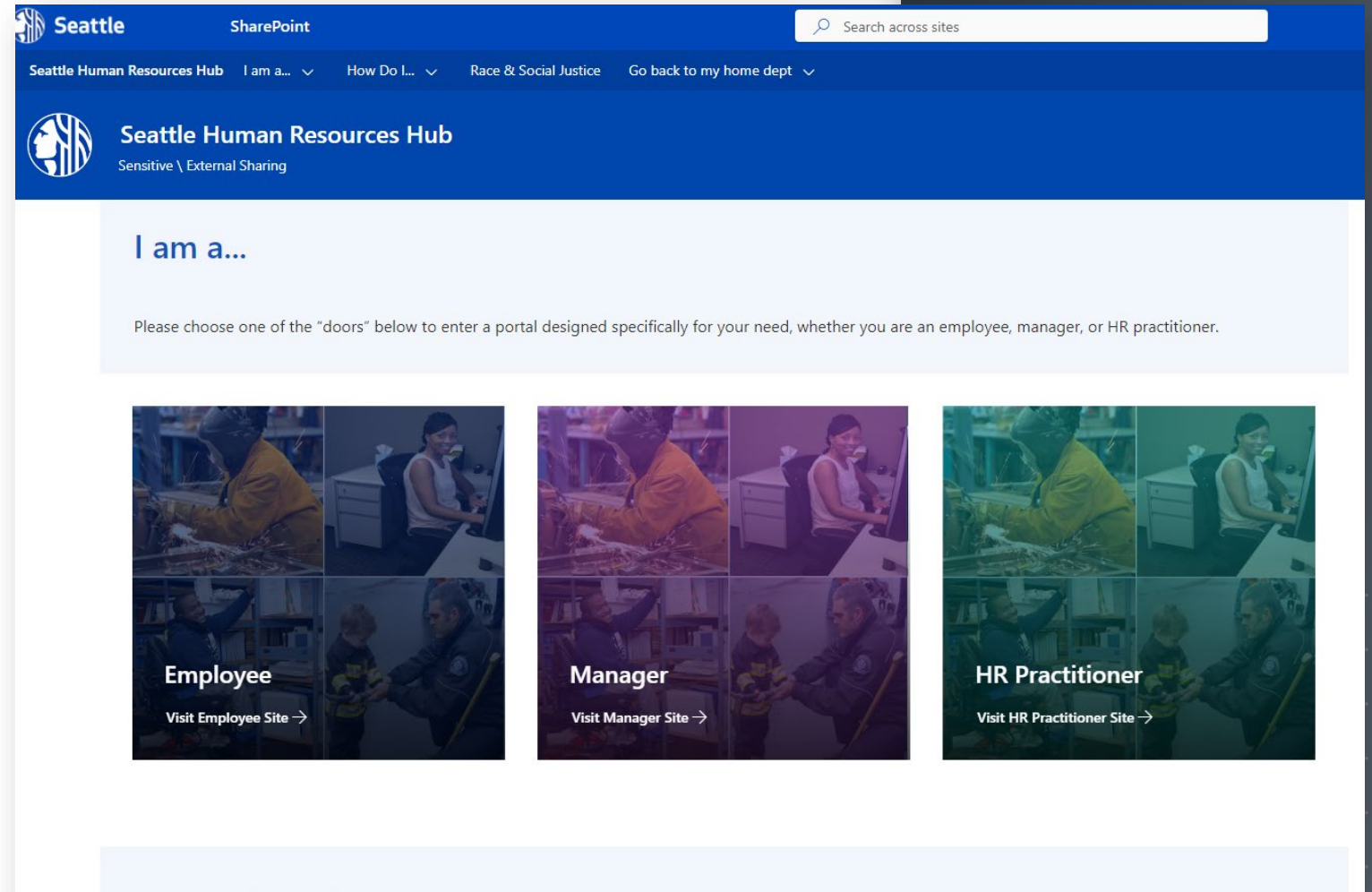
The screenshot displays the City of Seattle InWeb intranet homepage. The top navigation bar includes the Seattle logo, the SharePoint logo, and a search bar. Below the navigation bar, the page is organized into several sections:

- City of Seattle News:** A list of news items, including "Digital Workplace Day" (Oct 16), "Cybersecurity Awareness Month 2024: Protecting Our..." (Oct 4), and "October 7 - 11 is Digital Inclusion Week" (Oct 4).
- Mayor and Citywide Email Broadcasts:** A list of email broadcasts, including "INFORM: Employee Benefits 2025 Open Enrollment..." (Oct 7) and "INFORM: 2024 Citywide AHAD Training" (Oct 3).
- Quick Links:** A grid of blue buttons for "Return to Office Site", "Workday", "Employee Self Service", "IT Service Hub", "Employee Directory", "Cornerstone", "All City Services", "Password Self-Service...", and "Employee Discounts".
- City of Seattle Calendar:** A calendar view showing events for October 16, including "Digital Workplace Day" (8:00 AM) and "October 2024 Service Enhancement User Group (SEUG)" (1:00 PM).
- Weather:** A widget showing the weather in Seattle, WA, as "Partly sunny" with a temperature of 62°F.
- Popular Forms & Policies:** A list of links to "Flexible Work Arrangement", "Responsible Artificial Intelligence (AI) Program", and "Security and Acceptable Use Policy".

User-centric Navigation

City of Seattle HR Department:

- Role-based, contextual navigation and content
- Department-specific News
- Faster onboarding and orientation
- Design and UX consistency



Cross-Department Workflow

City of Seattle's Office of Planning & Community Development (OPCD) Community Indicators Catalog:

- Cross-departmental process for managing planning and status reporting
- Power Platform and SharePoint
- Scalable, Intuitive, Centralized
- Searchable and Filterable Data

Seattle Power Apps | Community Indicators Catalog Entry Form

Community Indicators Catalog Entry Form

Need help? Hide optional fields

Please fill out a form for each indicator being tracked in your project. Use the toggle at the upper right of the form to see all the fields or just the required fields. Hovering over a field will open tooltips with more guidance. Contributing to the catalog will make it easier for City colleagues to find and use the indicators your department is tracking and facilitate collaboration in developing indicators to inform the City's work.

PRIMARY INFORMATION ABOUT THE INDICATOR

* Short Title ⓘ

Detailed Title ⓘ

* Type of Indicator / measure ⓘ

Individual or Composite ⓘ

Description ⓘ

Keywords / Tags ⓘ

TOPICS AND THEMES

* Broad Topic(s) ⓘ [Request addition to selection](#)

Primary Broad Topic ⓘ

* Specific Topic ⓘ



Best Practices & Conclusion

Implement SharePoint Online

Understand Organizational Needs

- Assess existing communication and collaboration challenges.
- Align SharePoint features with existing workflows.

Governance and Compliance

- Establish clear data governance policies to ensure compliance.
- Leverage SharePoint security to manage permissions effectively.

Customization

- Tailor SharePoint to meet specific needs (e.g. custom web parts for workflows).

Employee Training

- Invest in user training and change management to maximize adoption.

Monitor and Improve

- Regularly gather feedback to improve the platform's usage and efficacy.



Q & A



Thank you!

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