



Working together to achieve success



## Collective Intelligence 2010

The future of enterprise collaboration

## *Agenda*

- Introduction and Overview
- The Challenge - Where we started from
- What we did and delivered
- Key Benefits
- To infinity and beyond...
- Handy Hints

### ***Who we are***

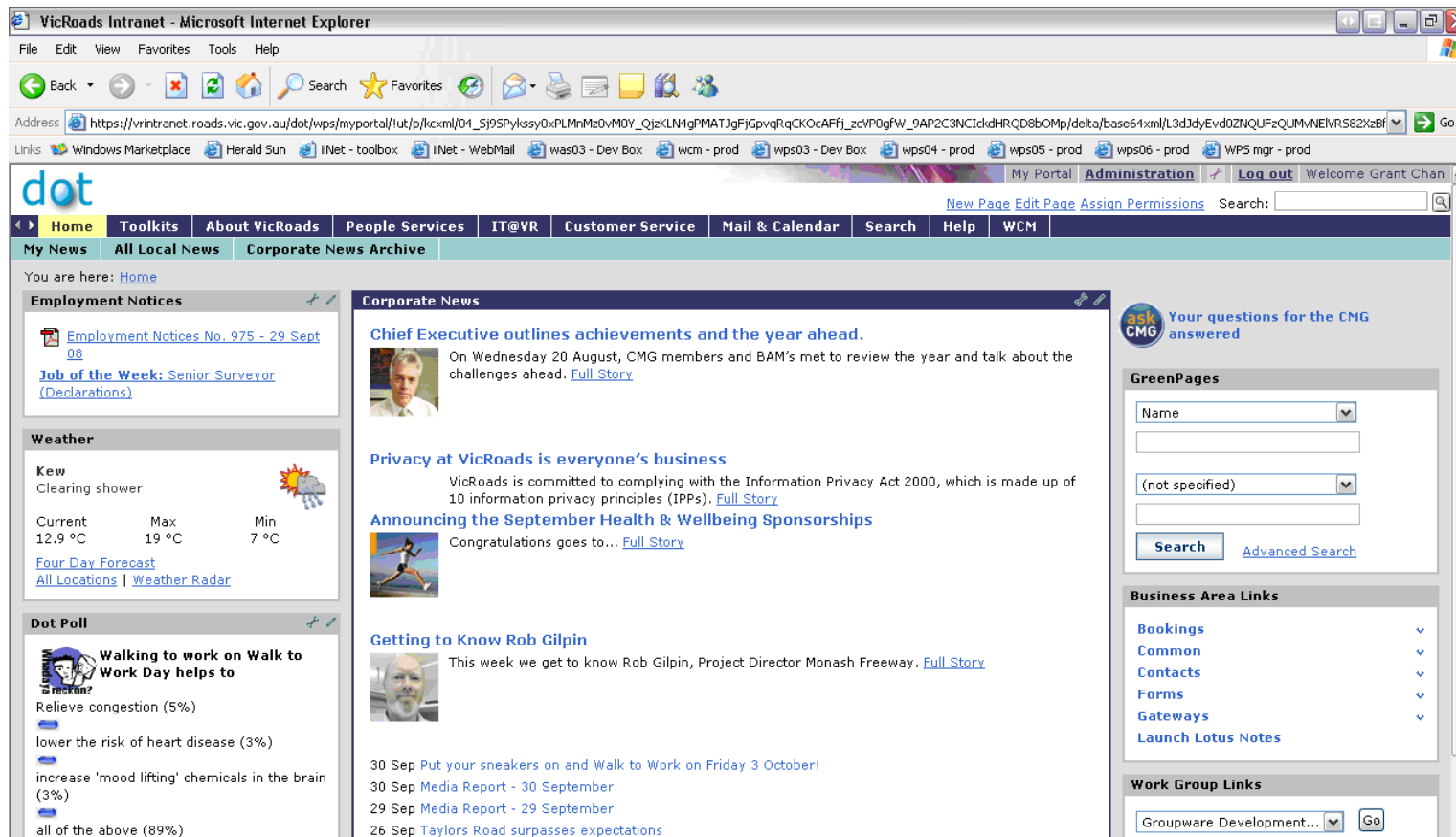
- Manages the state arterial road network.
- Employs over 3,000 staff in 50+ offices across the state including:
  - 7 regional offices
  - 41 customer service centres
  - 10 road project offices
  - Metropolitan and rural call centres, and a Traffic Management Centre.
- In 08/09, VicRoads' R&L business processed 21.4 million customer transactions:
  - 4.5 million face to face transactions in customer service centres
  - 2.5 million telephone calls
  - 14.4 million other transactions including correspondence.



***The challenge - what we wanted to achieve***

- Need to upgrade technology – 5.1 was soon to be unsupported
- Refresh brand – Intranet not being used as effectively as it could be
- Reposition as a single source of information for staff
- Expand capability for applications to be integrated via portal
- Increased demand from the business to integrate key corporate applications
- Increased demand from the business to facilitate social media

## Original Intranet Layout



**VicRoads Intranet - Microsoft Internet Explorer**

File Edit View Favorites Tools Help

Address: [https://vrintranet.roads.vic.gov.au/dot/wps/myportal/!ut/p/kcxml/04\\_5j95Pykssy0xPLMnMz0vMOY\\_QjzKLN4gPMATJgFjGpvqRqCKOcAffj\\_2cVP0gFW\\_9AP2C3NCiCkdHRQD8bOMp/delta/base64.xml/L3dJdyEvd0ZNQFzQUMMNEVRS82zBf](https://vrintranet.roads.vic.gov.au/dot/wps/myportal/!ut/p/kcxml/04_5j95Pykssy0xPLMnMz0vMOY_QjzKLN4gPMATJgFjGpvqRqCKOcAffj_2cVP0gFW_9AP2C3NCiCkdHRQD8bOMp/delta/base64.xml/L3dJdyEvd0ZNQFzQUMMNEVRS82zBf)

Links: Windows Marketplace Herald Sun iiNet - toolbox iiNet - WebMail was03 - Dev Box wcm - prod wps03 - Dev Box wps04 - prod wps05 - prod wps06 - prod WPS mgr - prod

**dot** My Portal Administration Log out Welcome Grant Chan

Home Toolkits About VicRoads People Services IT@VR Customer Service Mail & Calendar Search Help WCM

My News All Local News Corporate News Archive

You are here: [Home](#)

**Employment Notices**

[Employment Notices No. 975 - 29 Sept 08](#)

[Job of the Week: Senior Surveyor \(Declarations\)](#)

**Weather**

**Kew**  
Clearing shower

Current	Max	Min
12.9 °C	19 °C	7 °C

[Four Day Forecast](#)  
[All Locations](#) | [Weather Radar](#)

**Dot Poll**

**Walking to work on Walk to Work Day helps to**

Relieve congestion (5%)

lower the risk of heart disease (3%)

increase 'mood lifting' chemicals in the brain (3%)

all of the above (89%)

**Corporate News**

**Chief Executive outlines achievements and the year ahead.**  
On Wednesday 20 August, CMG members and BAM's met to review the year and talk about the challenges ahead. [Full Story](#)

**Privacy at VicRoads is everyone's business**  
VicRoads is committed to complying with the Information Privacy Act 2000, which is made up of 10 information privacy principles (IPPs). [Full Story](#)

**Announcing the September Health & Wellbeing Sponsorships**  
Congratulations goes to... [Full Story](#)

**Getting to Know Rob Gilpin**  
This week we get to know Rob Gilpin, Project Director Monash Freeway. [Full Story](#)

30 Sep [Put your sneakers on and Walk to Work on Friday 3 October!](#)

30 Sep [Media Report - 30 September](#)

29 Sep [Media Report - 29 September](#)

26 Sep [Taylors Road surpasses expectations](#)

**ask CMG** Your questions for the CMG answered

**GreenPages**

Name

(not specified)

[Advanced Search](#)

**Business Area Links**

- [Bookings](#)
- [Common](#)
- [Contacts](#)
- [Forms](#)
- [Gateways](#)
- [Launch Lotus Notes](#)

**Work Group Links**

Groupware Development...

***What we did and what we delivered***

- New name, look and brand
- New Information Architecture
- Capacity for integrating key corporate applications
- Reduced infrastructure – moved from physical servers to virtual
- Increased functionality – Web 2.0, RSS feeds and social media

## New Intranet Layout

Hi Grant Chan, welcome to Exchange.

Connect Administration Website Merit

Home News How To Our Workplace About Us Our Structure Key Projects WCM

exchange

Exchange - It's like I poured a Red Bull on my keyboard.  
Kenn Beer

Search:  go

Quick Links

- Local News
- Work Group Links >
- Business Area Links >
- My Links / Bookmarks >

Springvale Road Alliance team

**Corporate News**

**Fire Danger Ratings**

A link to the CFA website is now available on Exchange for staff to stay in touch with predicted fire ratings. >Full story

**VicRoads' own highway patrol**

A day in the life of Transport Safety Services. >Full story

**Media report, January 13**

What do you know about VIP? TravelSmart Update and myki's free registration offer

**More Corporate News**

- Jan 11 > A great VicRoads Golf day
- Jan 08 > All hands on deck for Springvale Rd Reopening
- Jan 12 > Media report 12 January 2010
- Jan 08 > 0810 - Postponed: Network-wide outage delayed until 16-17 January 2010
- Jan 08 > Media Report - 8 January 2010

**My Menu**

- GreenPages
- Name
- (not specified)
- Search  Advanced Search
- Weather

Add additional portlets to your My Menu section using the More button.

more

Contact Us Feedback Site Map

Victoria The Place To Be

### *How we got there*

- Investment Logic Map (ILM) with Hyro to establish drivers and benefits – key stakeholders including senior leadership in IT and HR
- Consulted with business to establish present and future needs
- Established project team – IT and Internal Comms with Hyro support
- Worked with Hyro on proposed Information Architecture
- Developed User interface design and new name



### *How we got there*

- Infrastructure
  - 3 environments built – Development, Staging, & Production.
  - Rationalised WCM templates
  - Migrated content
  - Testing and updating of existing applications
- Training content authors
- Load testing

### ***Benefits***

- New support model – SLAs, separation between technical and business
- Partnership between IT & IC
- Rebranding made staff take note of content and update it
- Capacity to integrate key corporate applications
- Capacity to facilitate social media
- Rebranding has allowed more ways to engage staff – more people focus

### *Future steps*

- Completed Phase 1
- Phase 2 includes:
  - wikis and blogs,
  - video podcasts,
  - Further centralising content,
  - front page personalisation

### *Handy Hints*

- Resources
  - Single Project Manager
  - Appropriate Time
- Research
- Search - OmniFind
- Scope creep
- Communication within IT
- Dedicated Testing time

*Questions & Answers*

