



SharePoint Intranet Solution Award 2012



The Ministry of Foreign Affairs of Denmark is the most complex and wide scale used intranet in Denmark and likely one of the most complex SharePoint solutions worldwide.

The Ministry has evolved its intranet through three generations of SharePoint. In 2004 we started with SharePoint 2003, upgraded in 2007 to MOSS 2007 and lastly upgraded earlier this year to SharePoint 2010.

The intranet has evolved from a simple management portal facilitating employee news, to becoming a complex system that eases workflows for employees on a variety of fronts:

- Central platform for knowledge sharing home and away
- Segmentet news portal
- Supports business processes and integrates with IT systems in the rest of the organization through the use of Nintex Workflow
- Builds on Microsoft SharePoint 2010 with a lot of integration to other systems like HR (Oracle), Economics (SQL), Security department (SQL), Archive system (SQL)
- Organization wide search allows employees to search for specific documents and employee competencies on the intranet from a vast variety of sources using FAST for SharePoint 2010
- Integration with Lync allows availability information to be pushed to the intranet.

The full integration with the ministry's HR systems means that corrections only have to be carried out once, in one system and then they are automatically propagated to all other databases. In a global organization, like the ministry, employees often change position and location - for example when they are transferred to work for an embassy in a different country - and therefore it is essential that this process is as automatic and streamlined as possible. HR information is also published to the personal MySites of each employee. Employees can therefore manage the published information themselves. Changes to the information on the MySite are propagated back to the HR systems. Because the information on the MySite is published and reused across the rest of the intranet, MySite becomes the employee's personal gateway to the rest of the organization. For example the information is used on a large scale both for personnel search, self-edited personal information and competency mapping. To quickly access this information integration from Outlook 2010 to the MySite makes it possible for employee to access the information in a single click.

Employees in the ministry are deployed on locations worldwide and the ministry is responsible for their personal security. It is therefore essential that The HR office has access to personal information via the MySite page - for example home address and emergency contact information. This became very relevant when the war in Libya broke out, and is also important in regards to the threat of terrorist attacks upon Danish embassies.



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All employees know how to create and maintain pages and can freely do so. The intranet is such an essential every day tool, and therefore most employees already have the know-how required to publish content. We do offer ½ day courses for non-technical staff. Since everyone participates in evolving and maintaining the intranet it has almost become an organic tool that constantly adapts to the needs of the organization.

A large amount of employees (25%) are not fluent in Danish, therefore the Intranet is available in both English and Danish.

Organization wide content governance rules ensure that content does not become outdated by requiring the office responsible to maintain and update content regularly. A workflow ensures compliance and sends out reminders to the responsible parties. Since a lot of the information on the intranet is unique, pages can be archived directly from the intranet to the ministry archive system (ECM System). By allowing users to archive documents directly from the intranet they do not have to learn how to use yet another system which has made it easy for all employees to archive. At the same time the organizations job of ensuring correct archiving of important information has been made easier.

All new employees require a security clearance before being allowed to work for the ministry. The entire security clearance process is implemented via the intranet. The system uses electronic forms and workflow (Nintex) support to ensure correct data gathering and the efficient flow of information between relevant parties.

Denmark's assistance to developing countries is presented to the public on the ministries external web site. Pages are maintained on the intranet and are automatically published to the public website. This again ensures that employees do not have to learn how to maintain information in other systems.

The platform includes an extranet that supports collaboration between the ministry's employees and external partners like e.g. the EU. This also ensures that other Danish ministries have access to all important information directly from Brussels.

The front page of the intranet pushes relevant information out to the employees so the employee always has an updated and personalized view of what is going on in the organization. The front page also gives access to a variety of tools that the ministry has integrated into the platform. This includes dictionaries for six different languages, booking of meeting rooms, announcing visitors to security, requesting access to IT applications and calendar integration with Outlook 2010. Furthermore segmented news from the Danish daily press is always available to the employees directly on the front page.

Since 2003 the intranet has grown to be the most important tool for knowledge sharing, information gathering and process support within the organization. It encompasses all departments and embassies and is an essential part of the future of the ministry.