

Project Summary and addressing the need:

The purpose of the project is to create an Intranet for Simon Group Holdings Company management team and employees. The intranet goal is to create a One-site to connect management, employees and departments with each other, anywhere, anytime and via several devices. The Intranet aim to fulfill the following:

- Cut the cost and time of training and development in the company, by including e-learning that allow for flexible learning schedule.
- Facilitate the orientation and onboarding process.
- Access to Employee Handbook and company policies.
- Access to HR forms and other company forms.
- Encourage employees to communicate with each other and share ideas and expertise by having Company Social Media and Discussion Groups.
- Stay informed about the company events and announcements

Fulfill the need:

Conducting a Preliminary Research is essential and required step:

- Conduct UX research.
- Gathering all the needed content to be included in the website such as company culture, values and history, the employee handbook and all policies and forms.
- Get the company style guide to create the graphic theme of the Intranet.
- Gather images from the company to use them in the website.

Methodology:

Meet with management to ask questions and have their wants and needs.

Interview employees from several departments to understand how they operate and connect. Total of 10 employees were interviewed from different departments, such as HR, accounting and IT department.

A survey was distributed to employees to get some understanding what to include in the intranet.

Findings:

The new employees feel it is hard to know who they need to contact in case of an issue or if they need a help or support from other departments.

"I needed a help with paying some expenses and I had to ask several employees to understand the process. That was frustrating!"

There is a lot of repetitive documents and multiple versions of some documents. Which lead to Confusion which one is the last updated version of the document.

"I don't know which one is the most recent or which one to use!"

The company has a low employee engagement level compared to other organizations, employees feel they can't express their opinions or contribute to some areas. Employees are not feeling rewarded

Most communication is done through emails, which spams emails with announcements.

Many employees mentioned that they would like to know how the employee they connect from other entities look like, their job roles and who they report to.

"I contact this guy "John" from accounting department almost every week we even discuss sport sometimes, but I might walk next to him and not know him"

Recommendations:

The intranet needs to have an announcement section, so employees can know about events and announcements and know where to find them. And limit the email communications to urgent and important matters.

Some employees conduct some work from home, so it is recommended to make the intranet accessible from outside the office, but should make sure it is safe from cyberattacks.

Allow employees to contribute and to have a voice and express their needs. This can be fulfilled by allowing employees to write blogs, including suggestion box, weekly polls and a section where employees can share their success, recognize and reward each other and if they wish to share something with other employees.

Include organization charts and employees' bios, this will help employees to know each other from the profile picture and know who they need to contact for specific matters.

Assign one person from each department to update the department forms and other documents to make sure they are up to date and only one copy of each document is available.