



VICTORIA POLICE

# MANAGING A DECENTRALISED INTRANET

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# OVERVIEW

Our  
intranet

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# Intranet

- Approx 22,000 employees
- Police, Protective Services Officers (PSO), Victoria Public Service employees (VPS)
- Repository and news platform
- Helps members to do their jobs
- Governed by the Corporate Communications team

## User cases:

- Search for the latest Victoria Police Manual or practice guide for operational policing
- Read up on project pages to understand new initiatives, reforms, equipment, resources
- Turn to health and wellbeing resources
- Launchpad for applications
- Organise staffing, rosters, performance management.

The screenshot displays the Victoria Police Intranet homepage. At the top is a dark blue navigation bar with the VPS logo and menu items: 'Our Organisation', 'Working at VP', 'Policies and Procedures', 'I want to ...', 'What's On', and 'Tools'. Below the navigation bar is a large hero banner with a colorful geometric pattern and the headline 'Mandatory training for Bail Act reforms - three days to go'. To the right of the banner is a grid of utility icons for Templates, Victoria Police Gazette, Victoria Police Manual, Outages, Self Service Utility, Intranet News, Gazette & Vacancies, Yammer, and Edit my tools. The main content area is divided into three sections: 'Latest News' with a 'See all' link, 'Bulletin Board' with a 'See all' link, and 'Priorities, programs and updates'. The 'Latest News' section features six news items with images and titles like 'PnP 2 Weekly Wrap Sheet', 'News 1 PnP', 'A bright image of a pencil', 'PnP Weekly Wrap Sheet', 'PnPSearchNews', and '3103 News Page'. The 'Bulletin Board' section contains several news items, including 'Mandatory training for Bail Act reforms - three days to go', 'News 1 PnP', 'PnPSearchNews', 'The day before Thursday', 'A bright image of a pencil', 'Fifth of April', 'News article for Wednesday', 'OOTB test 2 SL', and '3103 News Page'. The 'Priorities, programs and updates' section shows a grid of eight placeholder images.

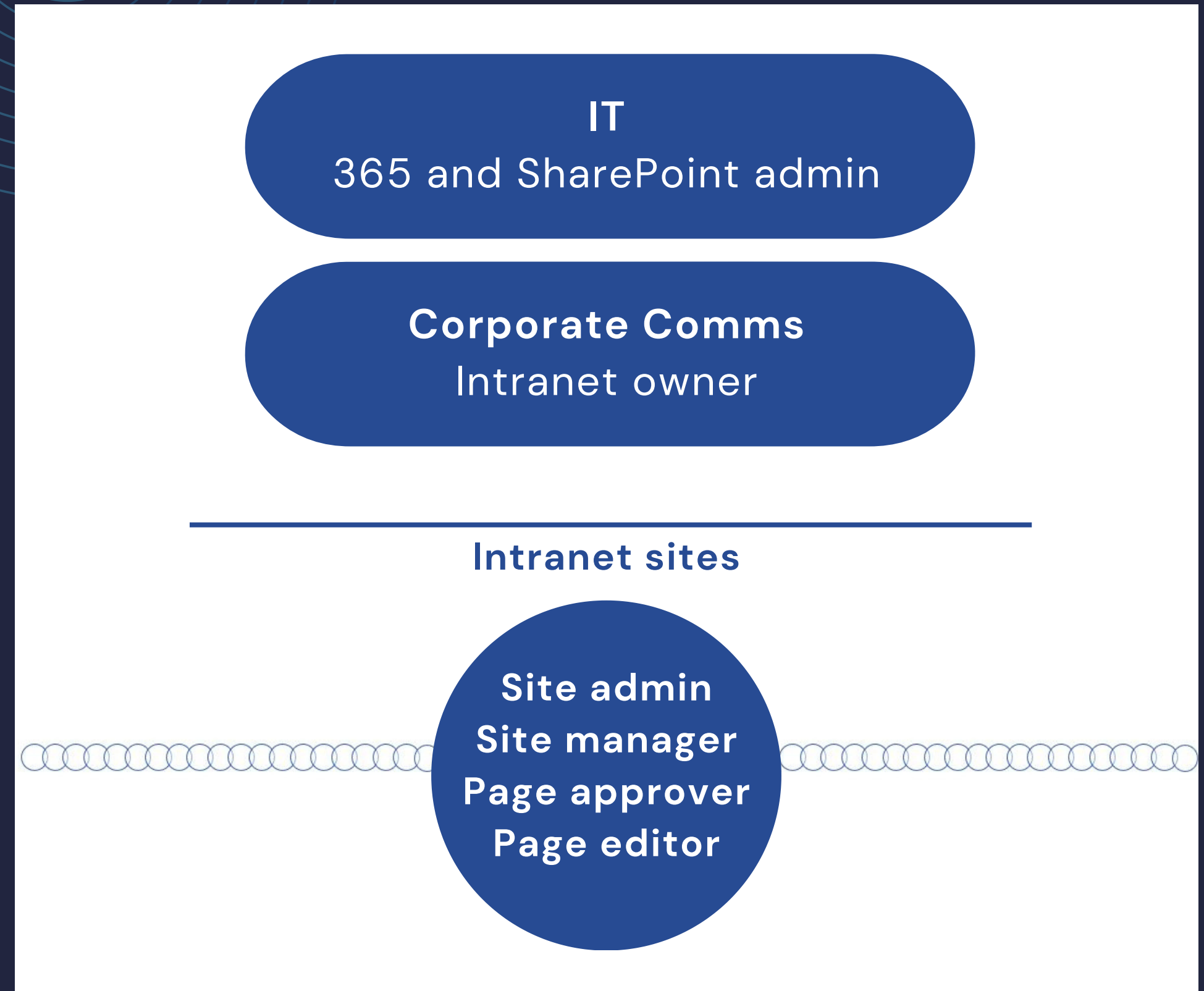
# Intranet structure

- 2.5 million views per month
- 40 SharePoint sites
- 14,000 pages
- 3,000 editors, approvers, site managers

Three main tiers of authorship for each site:

1. Editors
2. Approvers
3. Site managers

Overseen by Corporate Comms (site admin) and ICT (SharePoint admin).





# Site managers

A.K.A the reason can be decentralised

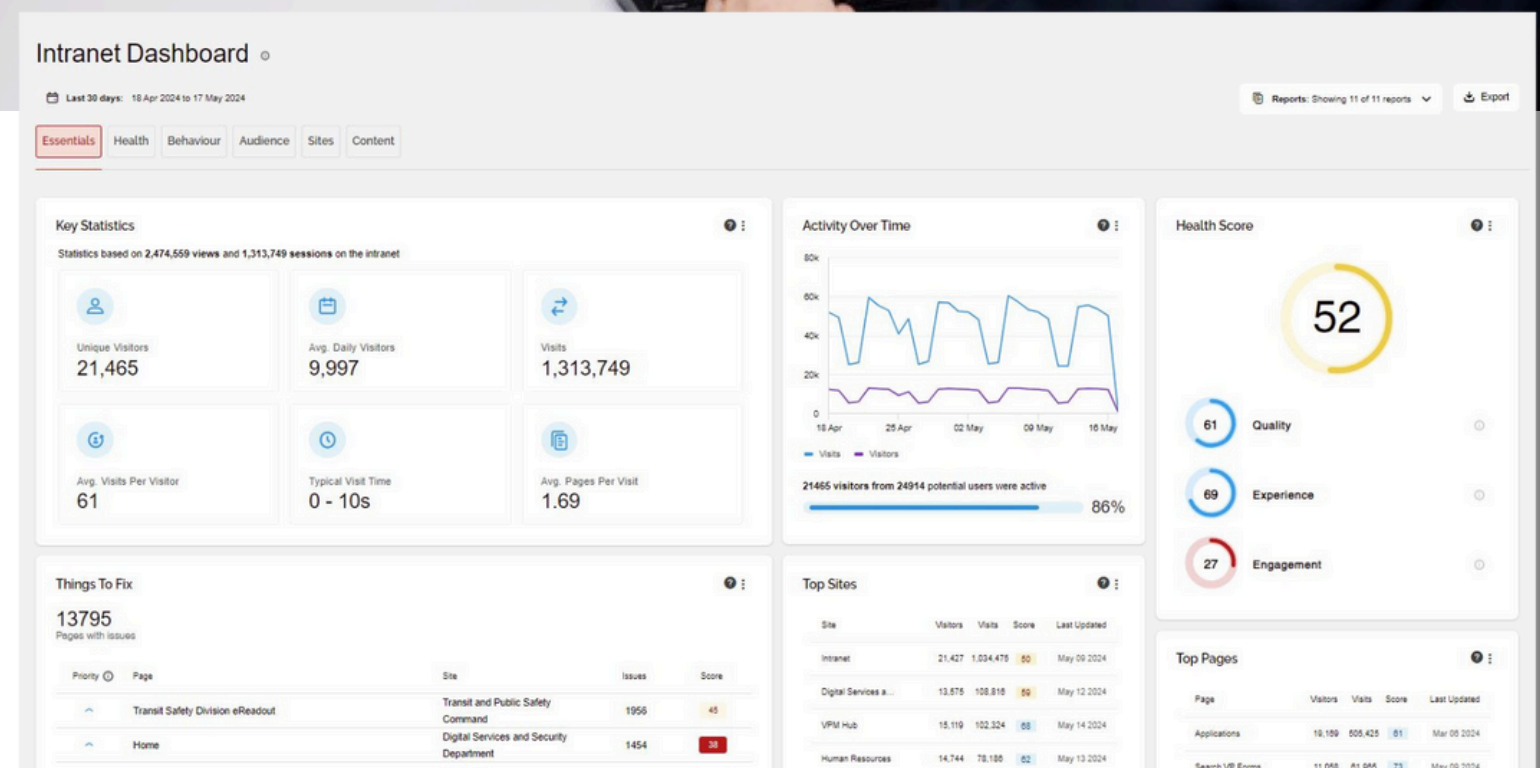
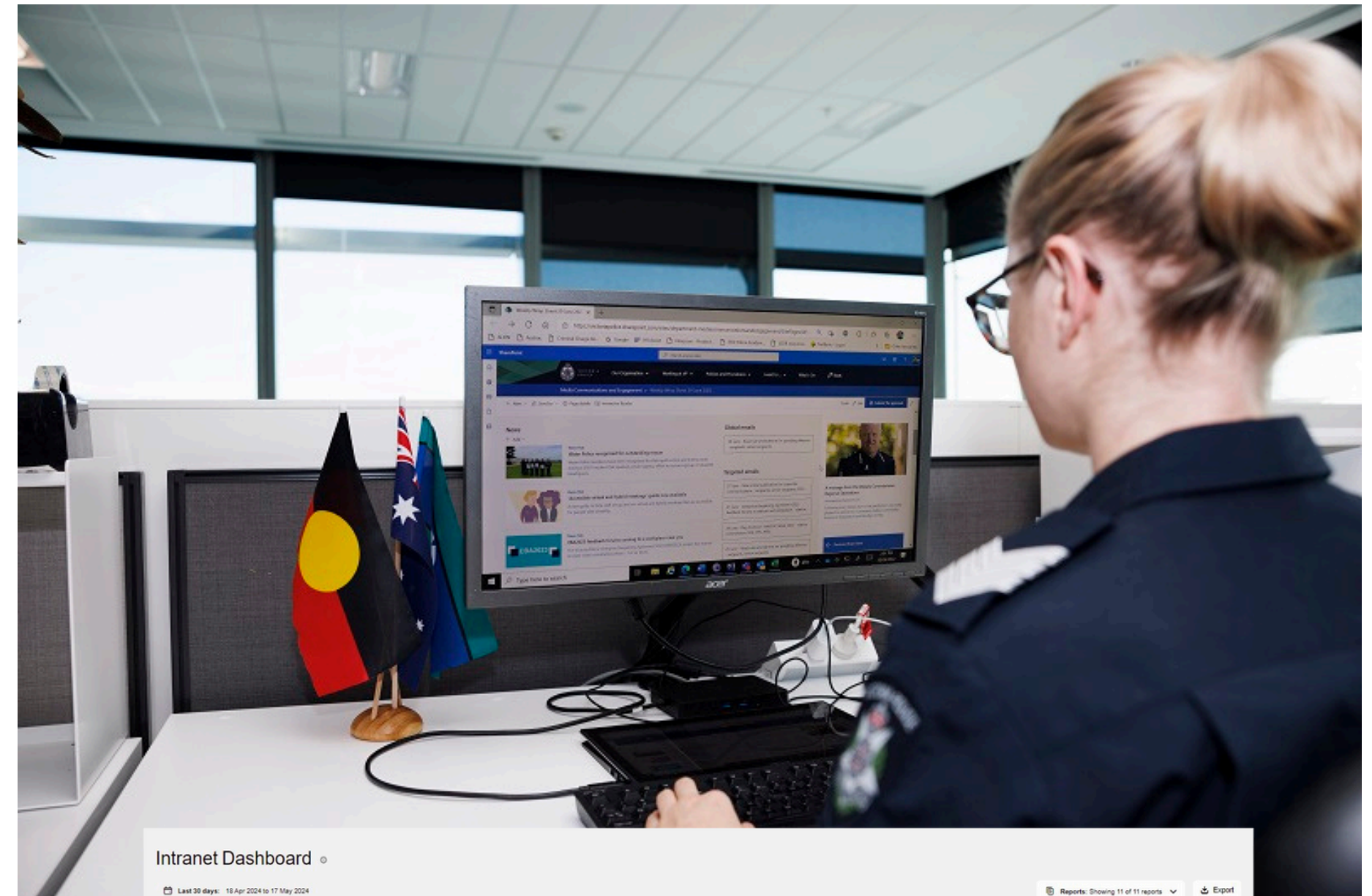
Who are they?

- Opt in/out role, in addition to usual role
- 3-5 per site
- No required rank, diversity is encouraged

Our site gatekeepers:

- Grant and revoke access
- Provide training
- Overall site maintenance
- Site homepage management
- SWOOP Analytics access
- Delegating tasks to editors and approvers
- Receiving and triaging feedback

**Tip:** site managers to provide new users link to Help site, training videos and user guides every time access is granted.



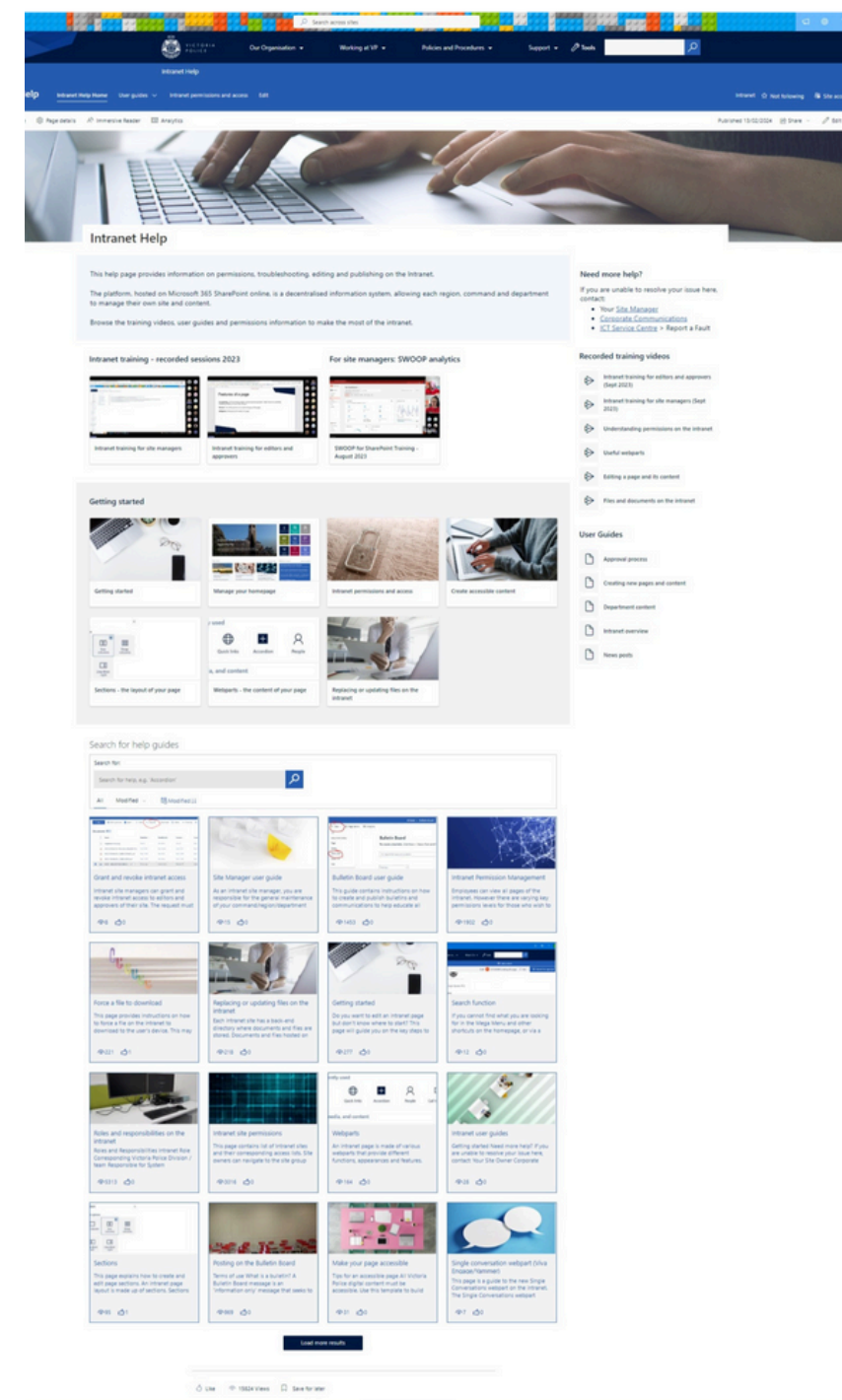
# Site managers

## Training

- Annual formal training
- Help site and user guides
- Teams channel for day-to-day updates

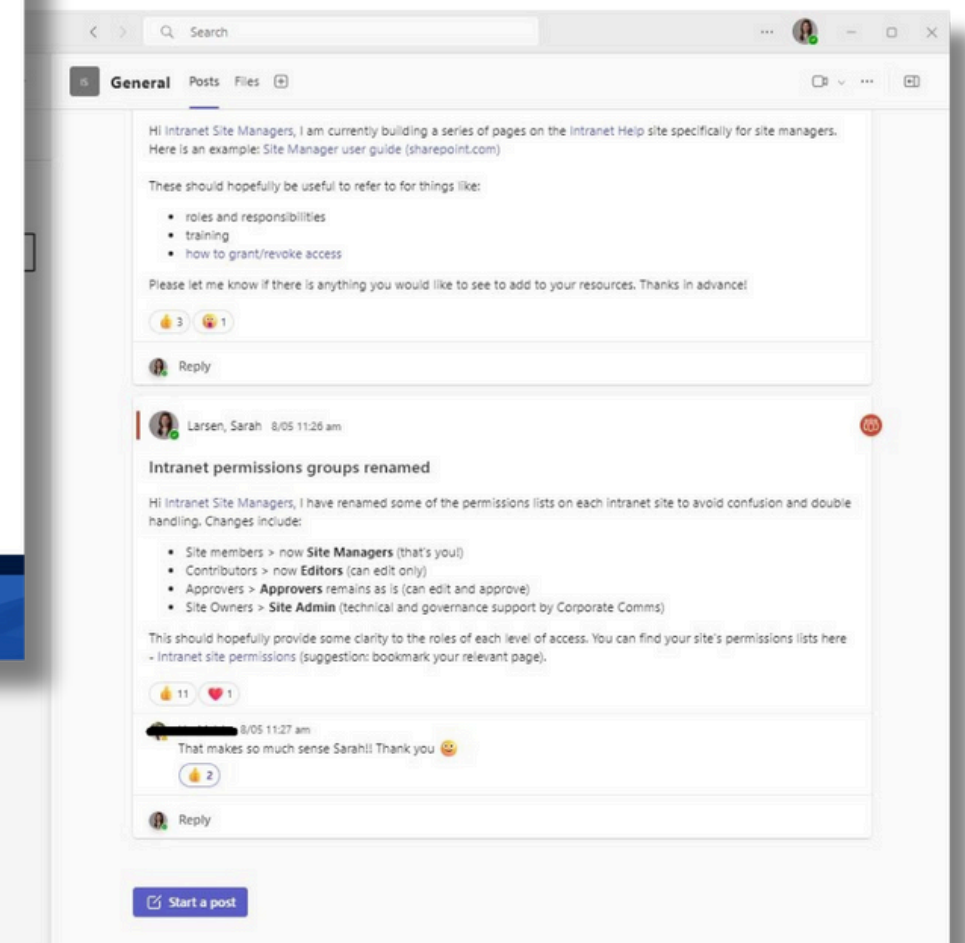
## Audit

- Annual check in, opt in/out
- Remind of roles and responsibilities
- Remind of training
- Update all lists accordingly



Left: Intranet Help site

Below: Site Manager channel





# Training

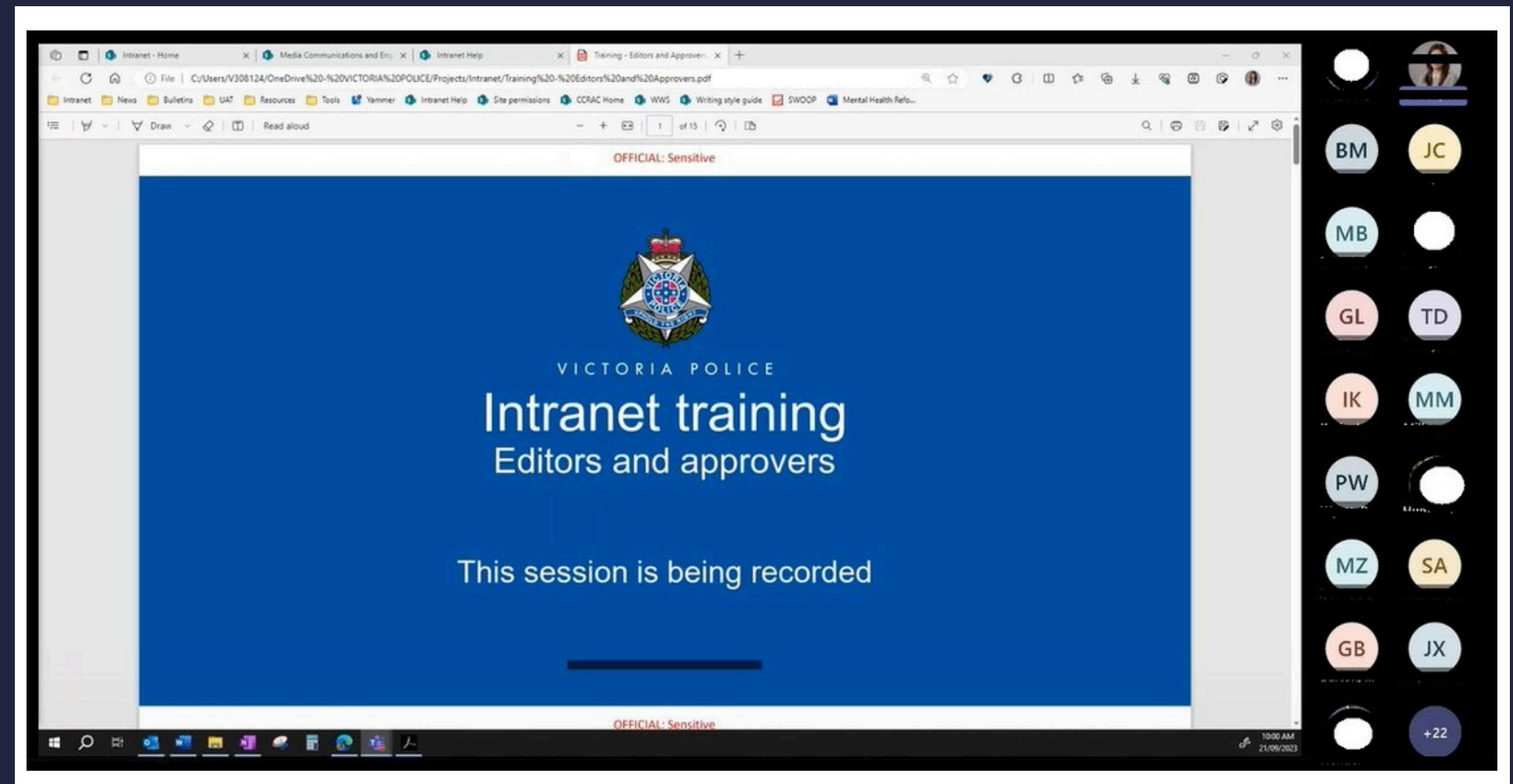
Formal annual training:

1. Editors and Approvers
2. Site managers

- Set up as a webinar
- Promoted in news and on Help site
- Screen demonstration on Teams, recorded
- Q&A facilitated by second person.

Ad-hoc training with larger groups as needed.

Encourage site managers to train.



# Challenges

## Staff movements:

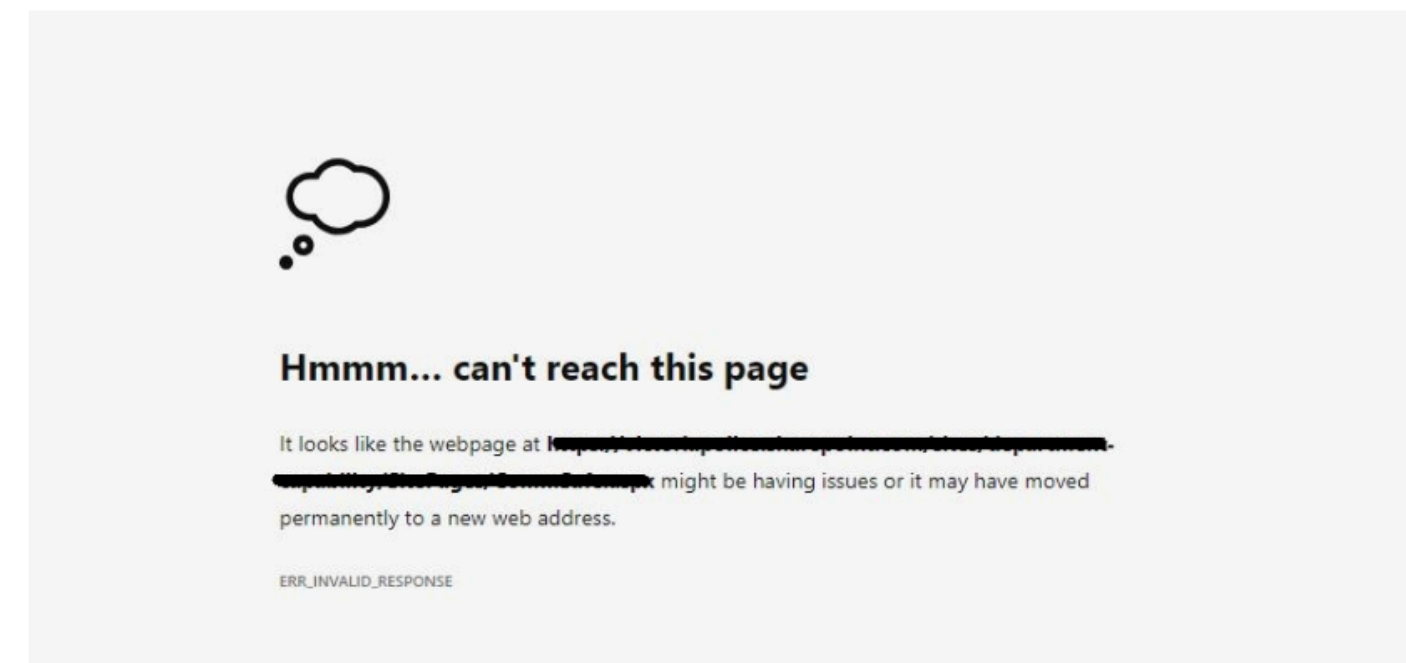
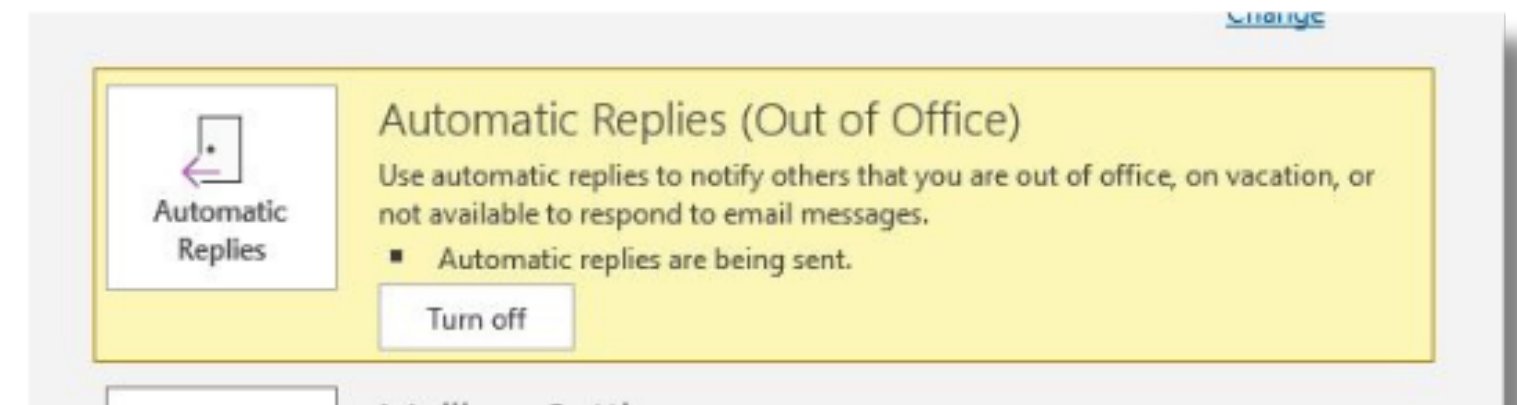
- Permissions lists always need updating
- New users, more training
- Loss of knowledge

## Customisation vs OOTB

- Custom can cause issues
- MS updates

## “This page/site could do with a refresh”

- Everyone wants to put their stamp on it
- Inconsistency, broken links, duplicates





# Safeguards

## Governance document

- Changing page approvers
- Decommission content: delete or hide
- Migrating pages

## Style guides:

- intranet style guide
- brand style guide
- writing style guide

Help site including accessibility resources

Page templates

Editors and Approvers Teams channel

Site Managers Team channel

#001940 #AAAAAA  
#285EB2 #DDDDDD  
#425A80 #CED2D9  
#000000 #E6EBF2  
#333333 #F4F4F4  
#666666 #F0F3F7

Template 1 - landing page

Content page

Page templates

Content page

Who do I contact about a page that is being edited by someone no longer in VicPol so it can be unlocked?

15/12/2023 2:39 pm

Unlocking a page being edited

15/12/2023 3:17 pm

email the Corporate Communications Mgr PBEA and someone will be able to unlock it for you





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THANK YOU.  
QUESTIONS?

