

Client: **Practical Action**

Industry: **Charity / Non for Profit**

Project: **Global Intranet**

Project Summary



Customer

Practical Action is a charity registered in the United Kingdom which works directly in four regions of the developing world Latin America, East Africa, Southern Africa and South Asia, with particular concentration on Peru, Kenya, Sudan, Zimbabwe, Sri Lanka, Bangladesh and Nepal. In these countries, Practical Action works with poor communities to develop appropriate technologies in food production, agro processing, energy, transport, small enterprise development, shelter and disaster mitigation.

Business Issues

Global Intranet required to improve communications and collaboration. The key requirements were:

- Self service on departmental, project and personal sites
- Easy search of documents, data and people to minimise replication
- High availability even in countries with poor WAN links
- Platform for future development and integration of other business systems
- Localised language support (English and Spanish)

Project Summary



Solution

- Microsoft SharePoint Services based Intranet with customised sites and applications
- Coveo Search for sophisticated search and indexing
- Syntergy Replication for local country based servers

Business Benefits

- Efficiencies of centralisation and standardisation
- Improved collaboration for global project teams
- Information available at any location for global roaming workers

Project Structure



Combination of on-site consultancy and off-site development

Managed full development lifecycle with a team built around the following services

- Technical Architecture
- Infrastructure consultancy
- Site design and application development
- System Testing
- Integration of third party products and technologies

Project Size

- Project team of 4
- Duration 12 months to date, ongoing

Approach

- Iterative delivery
- Prototyping
- Prince 2 controls
- Mentoring of client staff and knowledge transfer

Technology Summary



- Windows SharePoint Services
- Microsoft SQL Server 2000
- Microsoft Reporting Services
- Windows Server 2003
- Coveo Enterprise Search with SharePoint Integration
- Syntergy Replicator for SharePoint
- ASP.NET custom development

Summary of Project Delivery



Ridgian engaged following the completion High Level Design and Requirements Capture. Ridgian recommended an Iterative Prototyping Approach as the traditional approach had failed to deliver the clarity required to allow the project to progress into Development

Development Phases

Phase 1 – Implementation of working SharePoint services solution including:

- Users 'MySite' application and centralised user profiles
- Global, regional and local news channels
- Custom SharePoint Services site templates and branding
- Dataviews of existing Business databases and applications
- Integration of Coveo Search Technologies
- Reporting & Administrative Functionality

Phase 2 – Implementation into UK offices

- Refinement of Navigation and search
- Creation of additional departmental, organisational and regional sites
- Implementation of global Project Team sites

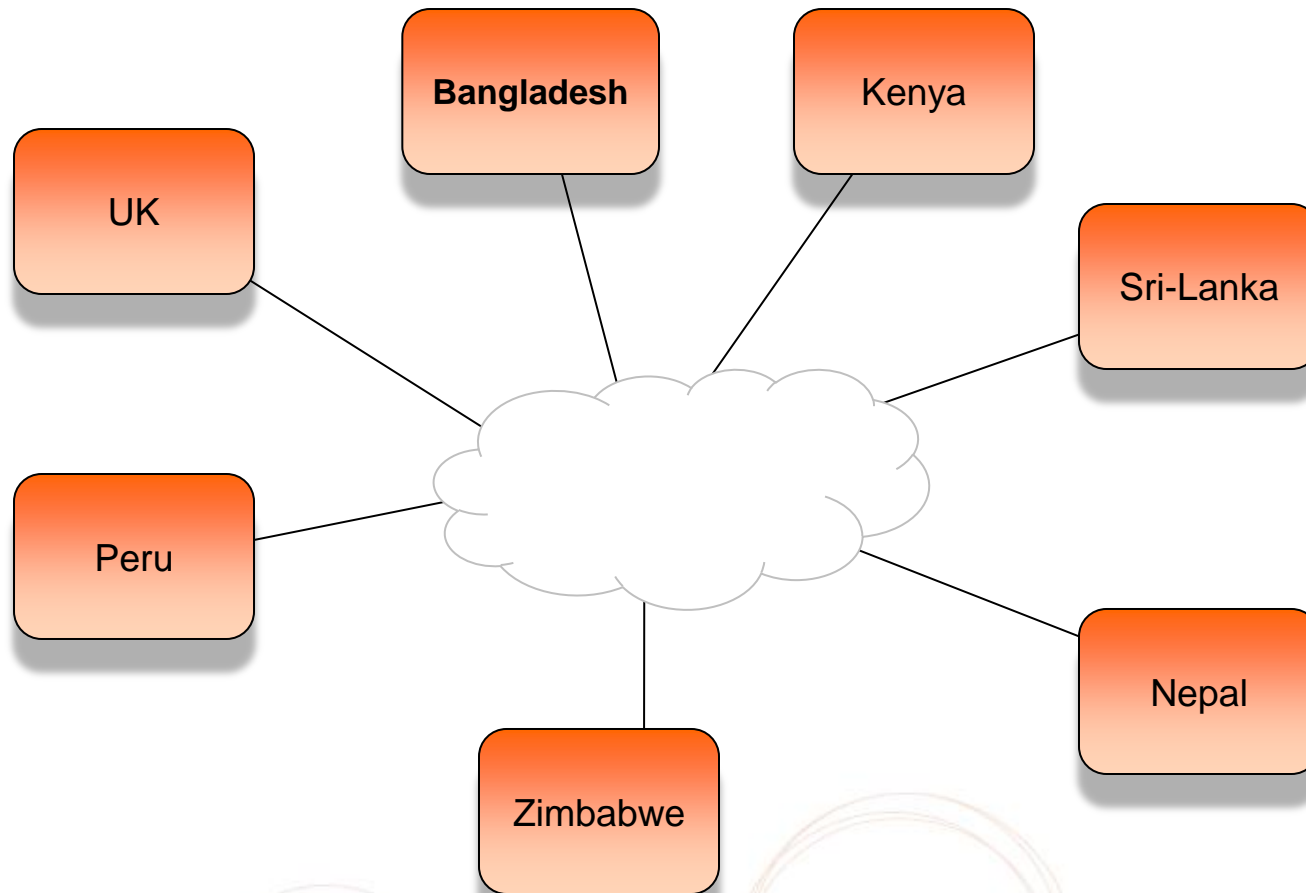
Phase 2 – Global Deployment

- Automated build and deployment of templates, sites and applications
- Implementation of Synergy Replicator for SharePoint data replication

Solution Overview



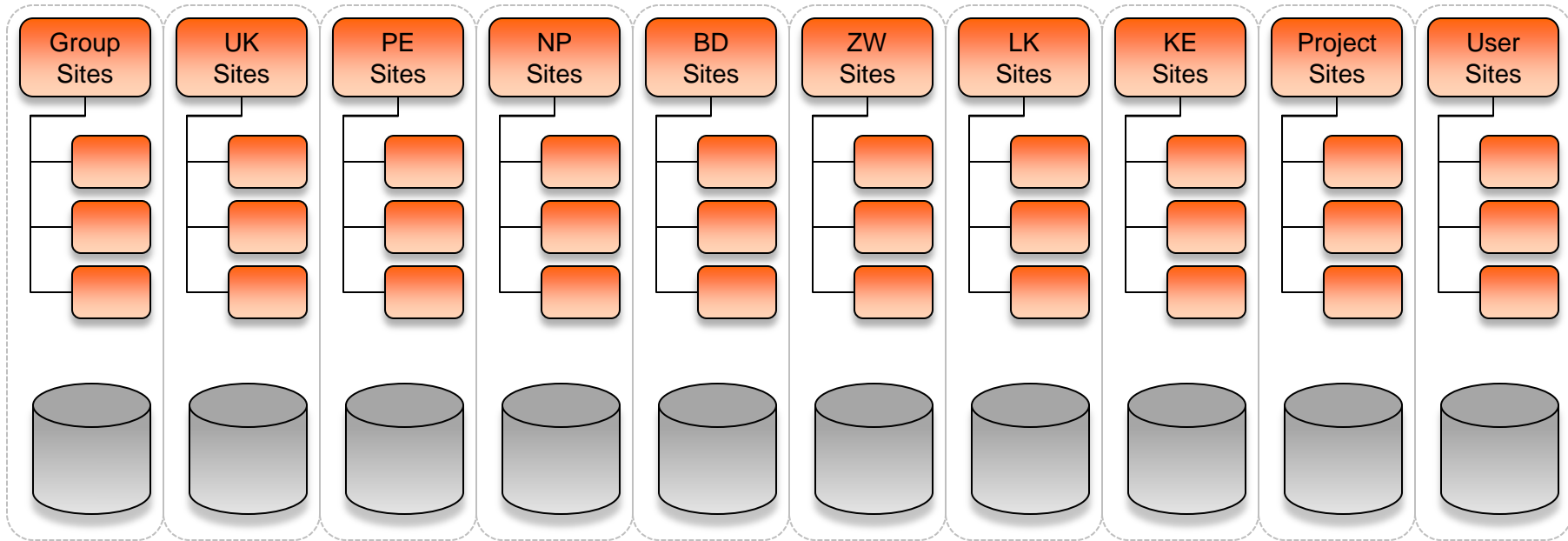
Data Replicated across all Country Servers



Solution Overview (cont'd)



10 Site Collections on each server for granularity



Interface Design



The screenshot shows a SharePoint site titled "Home - IA33900013INT". The interface includes a navigation bar with "Home", "Documents and Lists", "Create", "Site Settings", and "Help". A left-hand navigation pane lists categories like Documents, Pictures, Lists, Discussions, Surveys, and Sub Webs. The main content area features several sections: "Announcements" with a post about site usage, "Lessons Learned" with a post about project review, and "Project Register Details" which includes fields for PIN, Title, Lead Country, Lead Aim, Target Start, and Target End. On the right, there are resource centers for Project Management and Capacity Development, a Links section, and a Members list.

Documents

- Working Documents
- Standard Documents and Reports
- Proposal Development Documents
- Knowledge Products
- Internal Budget and Financial Documents
- Contract Documents
- External Documents

Pictures

- Pictures

Lists

- Contacts
- Tasks

Discussions

- General Discussion

Surveys

Sub Webs

Announcements

How to use this site! 11/04/2007 14:31
by SharePoint Administrator
Please follow this link <http://portal-uk.itdg.org.uk/int/QA/Resource%20centre/Project%20Site%20User%27s%20Guide.aspx> for more detailed advice on how to use project sites.

- Add new announcement

Lessons Learned

Project Learning! 11/04/2007 14:32
by SharePoint Administrator
Add here the key lessons learned during the project. This information will be useful for the project review and for future implementations.

- Add new announcement

Project Register Details - Inform QA if this information needs changing

PIN: IA33900013INT	Title: Integrated Approaches to Improving the Urban Environment in Asia
Lead Country: International	Lead Aim: IA3 Improving access to services, systems and structures
Target Start: 01/01/2006	Target End: 31/12/2008

Project Management Resource Centre

Capacity Development Resource Centre

Project File Notes

There are currently no active announcements. To add a new announcement, click "Add new announcement" below.

- Add new announcement

Links

- Project Management Resource Centre
- Project Site User's Guide

- Add new link

Members

SharePoint Administrator

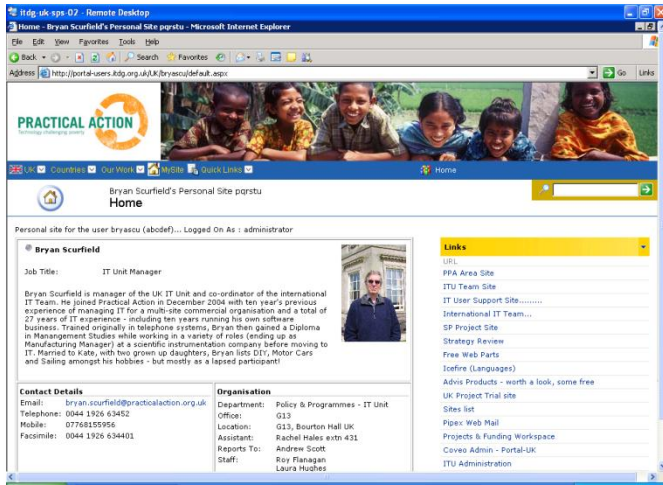
Groups

- schumacher\all practical action staff
- schumacher\UK_ProjAim3
- SCHUMACHER\UK_ProjFin

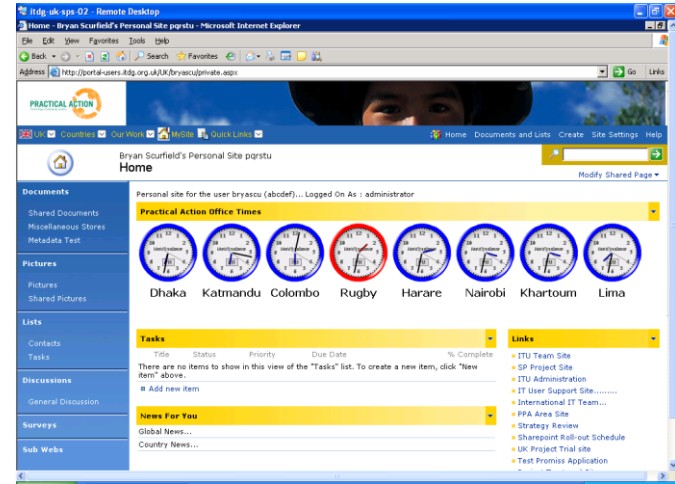
Interface Design



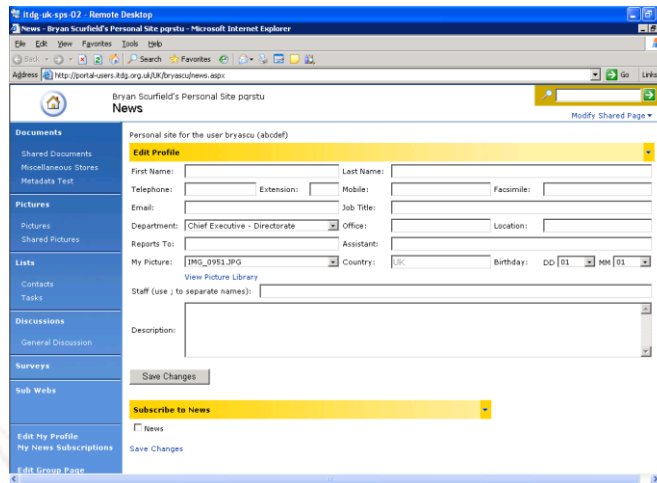
Public View



User's Private View



Profile & Subscriptions



Interface Design



Quick Results

The screenshot shows the Practical Action UK Home website with search results for 'water'. The search bar at the top right shows 'water' and 'Showing results 1 - 8 of 5,717 for water.' Below the search bar, there are several search results listed, including 'Nanotechnology and Water', 'BOND Water Network Meeting', 'International Water Management...', 'BOND UK Water Network', 'This paper addresses two important...', 'Tenancy and sanitation provision in...', and 'Minutes'. The website has a blue header with the Practical Action logo and a navigation menu. The main content area is divided into sections for 'Useful links', 'Dawn of a new communication era', and 'Soluciones Prácticas'.

Full Results

The screenshot shows the Practical Action UK Home website with search results for 'water'. The search bar at the top right shows 'water' and 'Showing results 1 - 10 of 5,706 for water.' Below the search bar, there are several search results listed, including 'Nanotechnology and Water', 'BOND Water Network Meeting', 'International Water Management Institute', and 'BOND UK Water Network'. The website has a blue header with the Practical Action logo and a navigation menu. The main content area is divided into sections for 'Search Within', 'Advanced Search', 'Manage Filters', and 'Results from Practical Action UK Home'. The search results are sorted by 'Relevance | Date' and show a list of results with titles, authors, and dates.