

Irish Computer Society Intranet Ireland 2007 Report

<http://ics-intranet2007.ptools.com>

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HIGHLIGHTS

Almost 1 in 3 users find their company intranet is not useful in relation to daily work.

Half of all users find the Search function on their company intranet ineffective.

80% believe navigation and search need improvement.

Less than a third use their company intranet for daily work tasks.

2 out of 3 company intranets fail to provide an accessible or text only version.

1 in 3 users find it difficult to access the right information on their company intranet.

Accessing staff and personal contact details like phone directories represents the most common recurring activity.

70% describe their intranet as 'A communication and information resource'.

Almost half say they don't actually use the company intranet to support their daily work.

Over 50% say they have remote access to intranet from home or mobile device.

Source: ICS Intranet Ireland 2007 Report

INTRODUCTION

The 2007 annual ICS intranet survey was undertaken by Amarach Consulting and sponsored by pTools Software. The survey targeted end user experience of intranet systems and was designed to compliment the research from 2006 which looked more closely at IT related issues. Once again a sample of over 2000 companies was targeted which resulted in a survey response of 181. The survey runs to 50 questions and both the results of individual questions and combined or grouped questions are detailed and informative. In the main results show a broadly positive user experience of intranet systems however where negative sentiment is expressed it is indicative of specific recurring areas of concern.

Notably as many as 1 in 3 users suggest their company intranet is not useful in relation to daily work and this sense that intranet is not relevant for many end users is a recurring theme. Almost half of all users say they do not in fact use intranet for daily work tasks.

Once again a substantial number of users, over 50%, say they find the Search function on their company intranet ineffective and 80% believe navigation and search need improvement. This builds on the results from 2006 and suggests that search and navigation are recognised as important an issue for intranet user experience as they are for Internet.

In terms of usability and accessibility 2 out of 3 company intranets fail to provide an accessible or text only version and 1 in 3 users find it difficult to access the right information on their company intranet. This builds on results from 2006 which showed that providing accessibility compliance on intranet was not a priority although most organisations believed this would change.

This year's research contained only a few purely technical questions. Over 80% of those responding say they use Microsoft internet explorer for intranet browsing and this was question that it was felt had been omitted from last year's research. Unusually, 69% of respondents said they had remote access to intranet from home or mobile devise and this is an area which will be explored in greater detail in the 2008 survey.

Accessing staff information and contact details like phone directories represents the most common recurring activity and is also mentioned most often as the most useful feature of their intranet by respondents. This is reflected in the description of their intranet by 70% of respondents as 'a communication and

information resource' which would indicate that most users understand their intranet to be at the early stage of development in terms of the five stage intranet development matrix. As might be expected then respondents felt that improvement was needed in collaboration and other advanced features.

While this research is not exhaustive the 2007 results taken in conjunction with those of 2006 begin to build a pattern from which useful benchmarks may be taken. ICS and the sponsors of the research, pTools Software are committed to the annual survey and in 2008 the results will be used to define this series of intranet benchmarks.

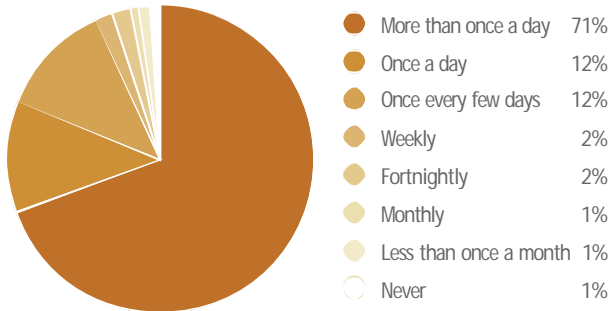
Jim Friars, chief executive of Irish Computer Society commented that the research provided a valuable insight into intranet usage in Ireland and how intranet is by employees. By making this an annual survey ICS aims to grow knowledge of intranet activity and allow ICS members to benchmark against the trends and results identified in the research.

Gerard O'Neill, chief executive of Amárach Consulting felt the survey showed that intranet end-users have strong opinions about the usefulness and usability of the company intranet and that expectations based on Internet experience are very much a feature of how workers understand intranet.

Commenting further Tom Skinner Managing Director of pTools Software said that although the trend is towards more sophisticated development, getting the basics right is essential for intranet end-users and that the research showed a healthy level of intranet development but also a recognition of the need for improvement. He indicated that intranet is becoming an application space, replacing other overused parts of the network like email but that the main requirement is still around sharing information efficiently and putting order into internal communications.

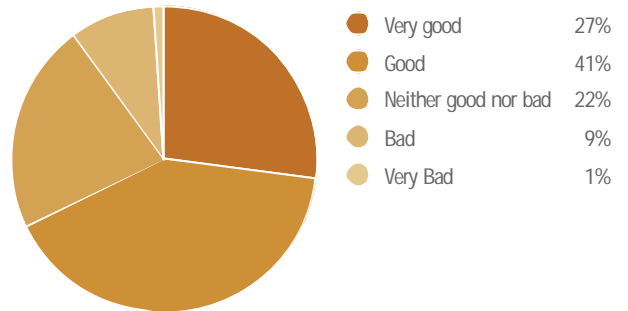
The ICS 2007 research confirms that getting the simple things right delivers the most powerful results for end-users and getting them wrong causes the most frustration and dissatisfaction.

Q1: How often do you look at your company intranet?



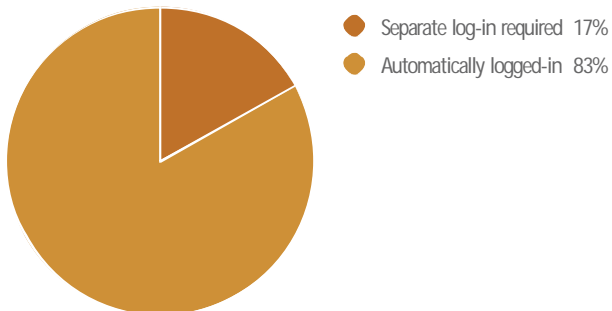
Source: ICS Intranet Ireland 2007 Report

Q4: How would you rate your company intranet in terms of level of up to date information?



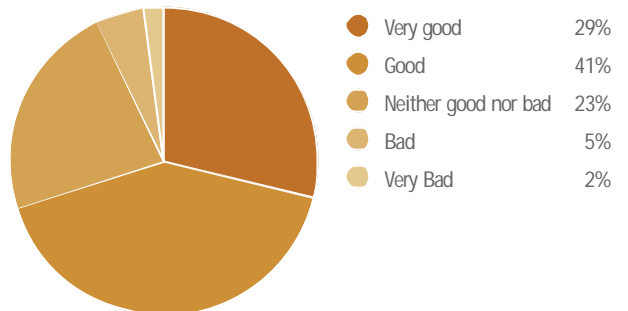
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Q2: Do you require a separate log-in to access your company intranet or are you automatically logged-in?



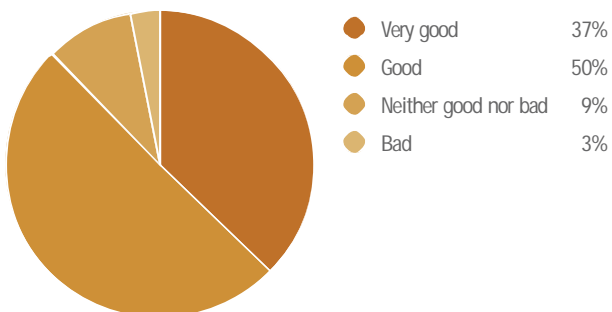
Source: ICS Intranet Ireland 2007 Report

Q5: How would you rate your company intranet in terms of usefulness to your daily work?



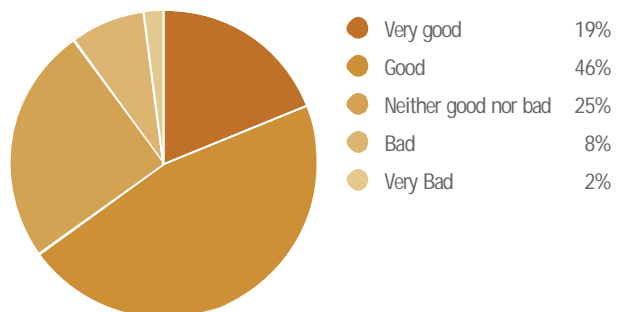
Source: ICS Intranet Ireland 2007 Report

Q3: How would you rate your company intranet in terms of quality of information available?



Source: ICS Intranet Ireland 2007 Report

Q6: How would you rate your company intranet in terms of Features/Functions?

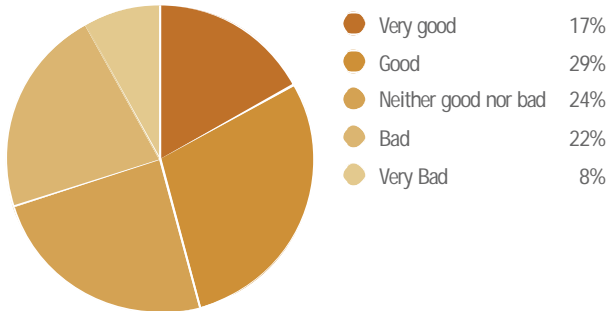


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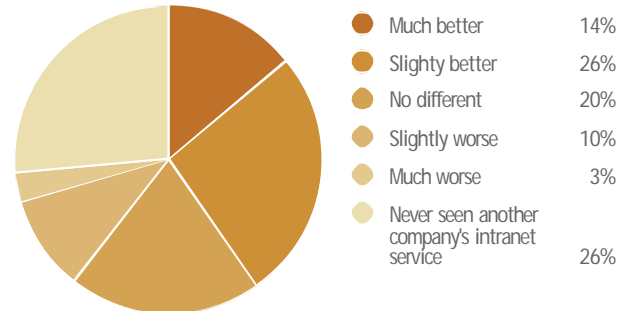
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Q7: How would you rate your company intranet in terms of Search?



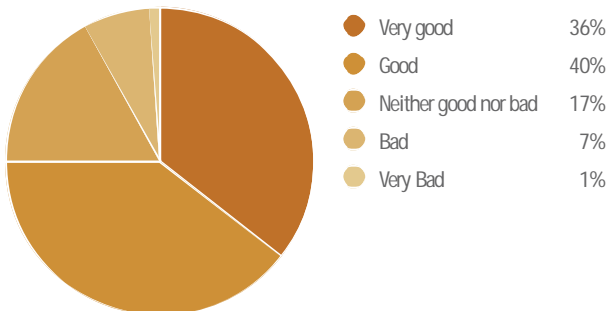
Source: ICS Intranet Ireland 2007 Report

Q10: How do you think your company intranet rates against other company intranets?



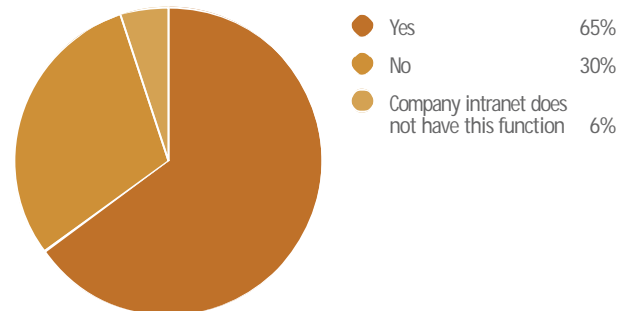
Source: ICS Intranet Ireland 2007 Report

Q8: How would you rate your company intranet in terms of Speed?



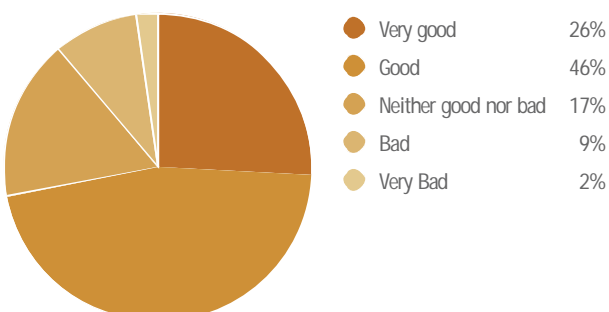
Source: ICS Intranet Ireland 2007 Report

Q11: Do you publish content and information on your company intranet site?



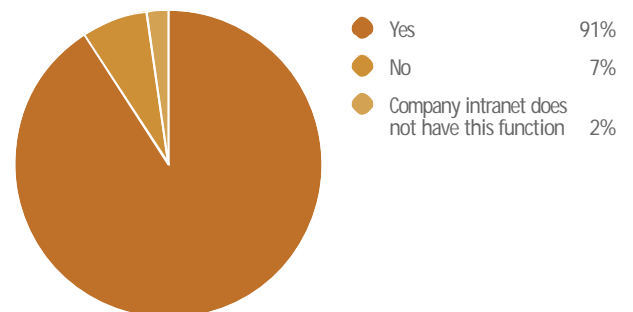
Source: ICS Intranet Ireland 2007 Report

Q9: How would you rate your company intranet in terms of Ease of Use?



Source: ICS Intranet Ireland 2007 Report

Q12: Do you access and download documents on your company intranet site?

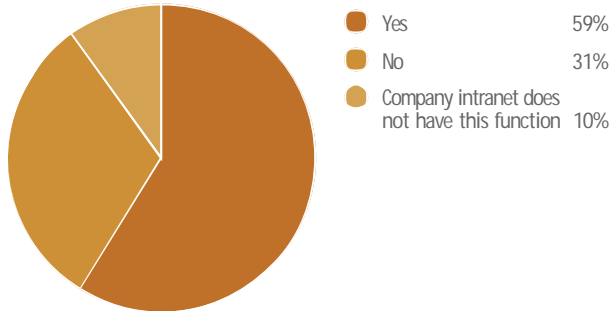


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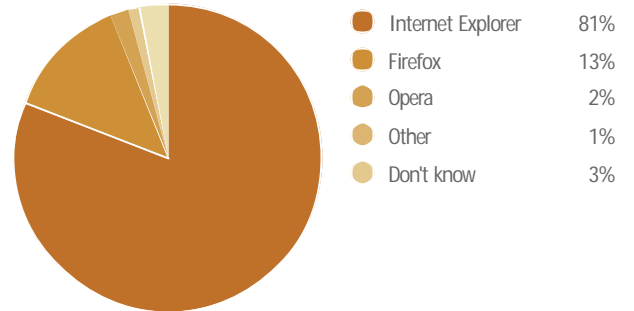
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Q13: Do you Upload documents on your company intranet site?



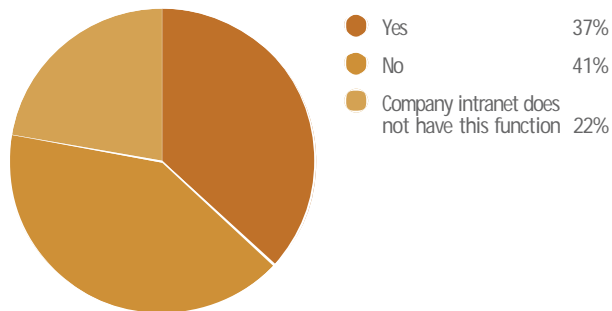
Source: ICS Intranet Ireland 2007 Report

Q16: Which of the following browsers do you use to access the intranet?



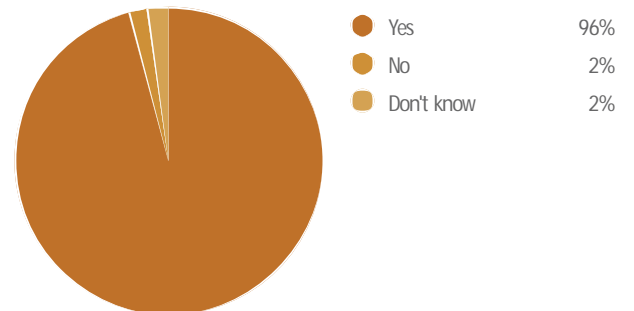
Source: ICS Intranet Ireland 2007 Report

Q14: Do you Use collaborative work-spaces on your company intranet site?



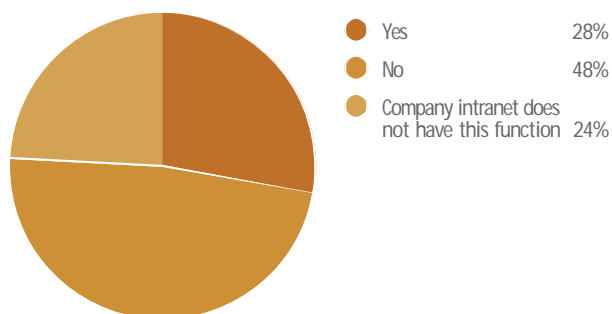
Source: ICS Intranet Ireland 2007 Report

Q17: Is the language used on your intranet easy to understand?



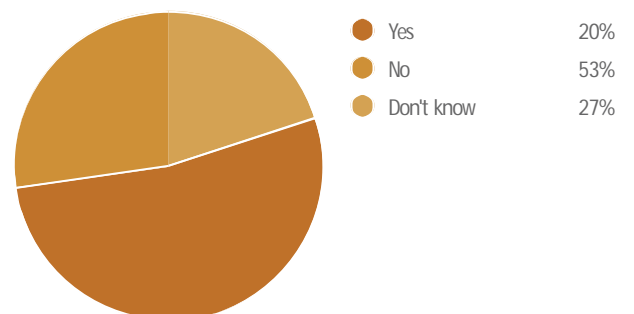
Source: ICS Intranet Ireland 2007 Report

Q15: Do you Access daily work tasks on your company intranet site?



Source: ICS Intranet Ireland 2007 Report

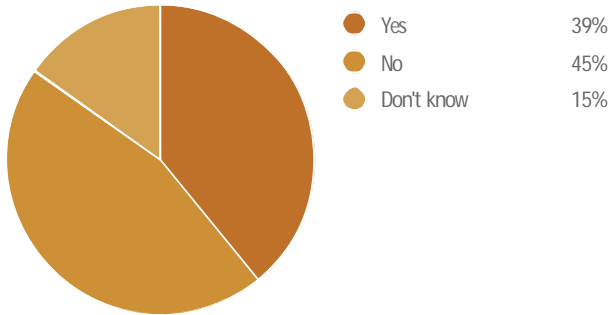
Q18: Is there a 'text only' version available on your intranet?



Source: ICS Intranet Ireland 2007 Report

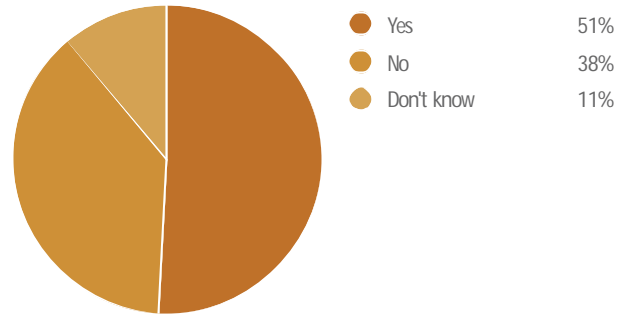
<http://ics-intranet2007.ptools.com>

Q19: Is there a printer friendly version available on your intranet?



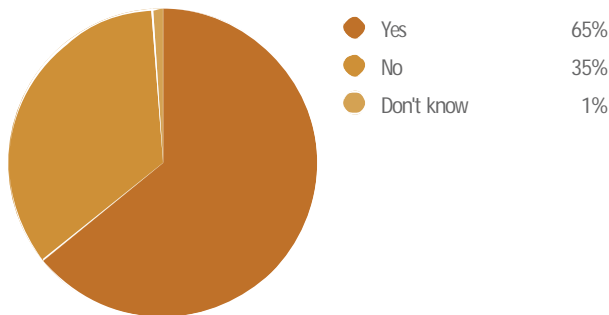
Source: ICS Intranet Ireland 2007 Report

Q22: Is there a facility to comment on, rate, or give feedback on content on your intranet?



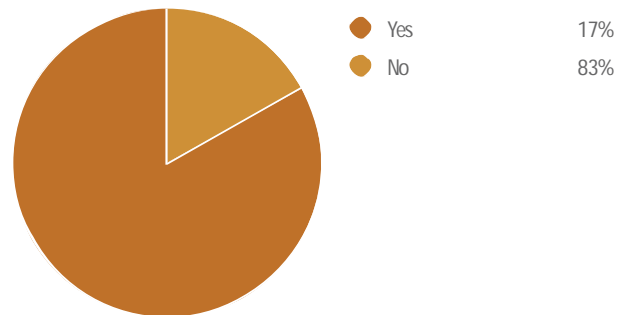
Source: ICS Intranet Ireland 2007 Report

Q20: Is it easy to access and find the right information on your intranet?



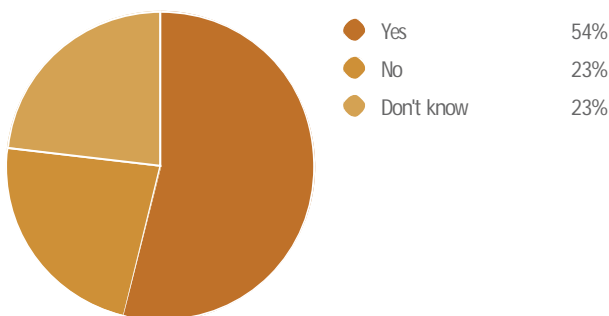
Source: ICS Intranet Ireland 2007 Report

Q23: Have you encountered any accessibility problems with your intranet?



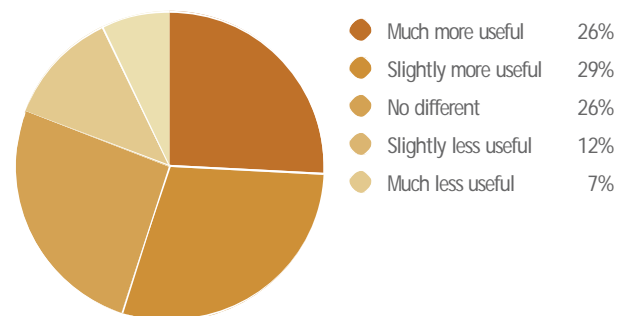
Source: ICS Intranet Ireland 2007 Report

Q21: Is your intranet activity monitored by your IT department?



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Q24: Is your company intranet more or less useful than other sites in helping to support your day to day work?

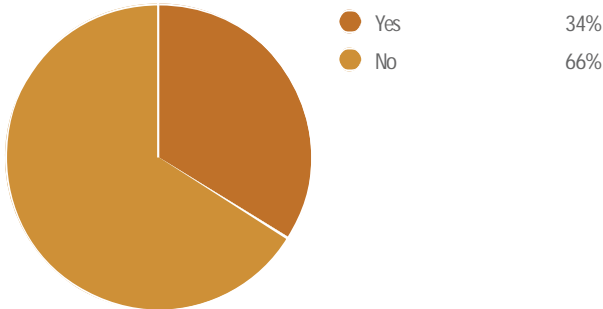


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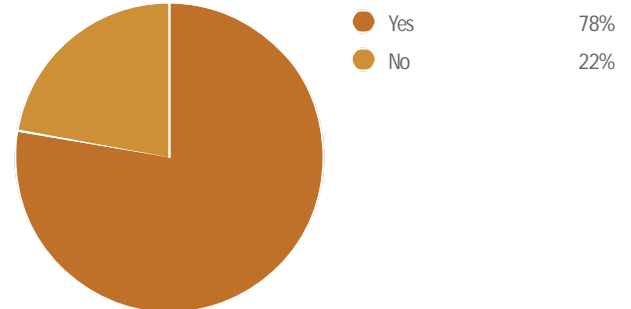
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Q25: Have you ever had training on how to use the company intranet?



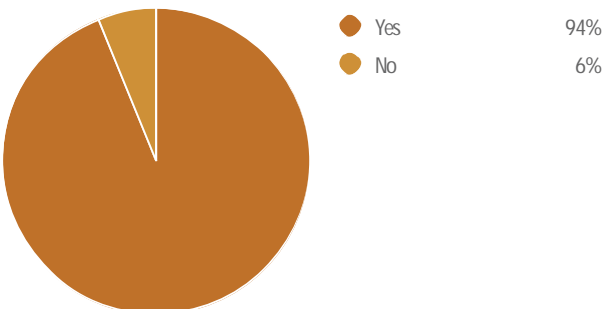
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Q28: Do you believe the company intranet accurately reflects the company itself?



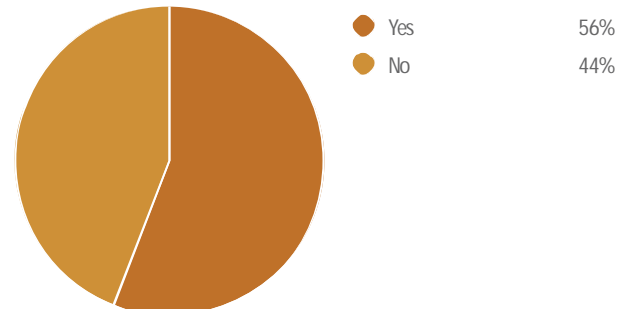
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Q26: Do you trust the company intranet to provide honest information?



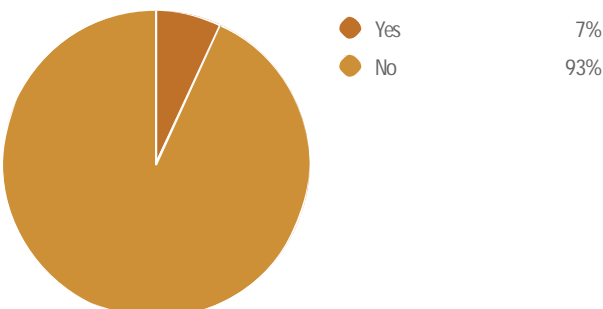
Source: ICS Intranet Ireland 2007 Report

Q29: Are your views about company intranet development asked for?



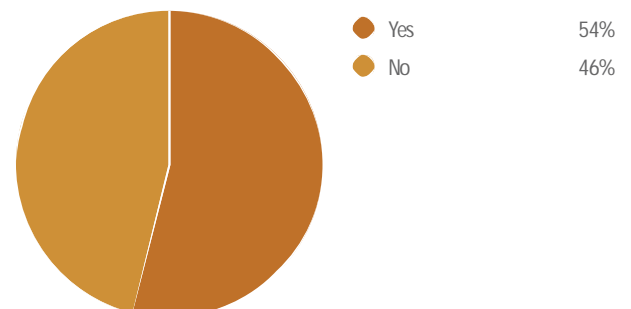
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Q27: Have you ever identified inappropriate content on the company intranet?



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Q30: Is the company intranet used for staff questionnaires and polling?

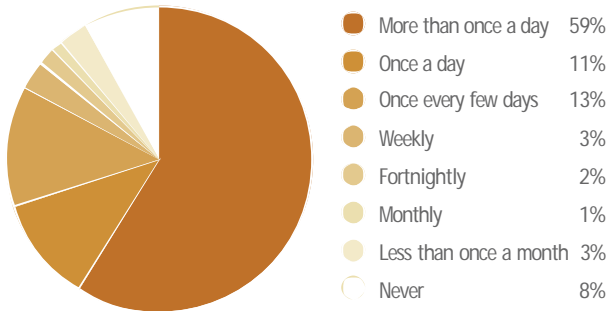


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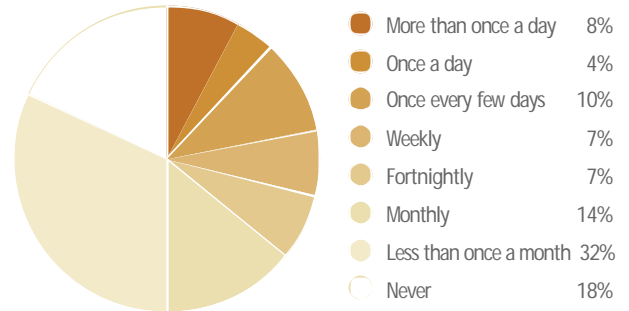
Intranet Ireland 2007

Q31: To what extent do you use your company intranet for staff and personal contact details like phone directories?



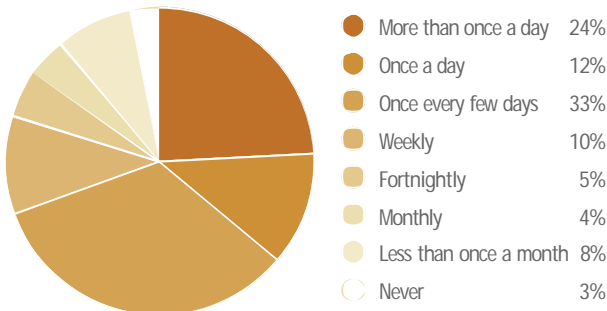
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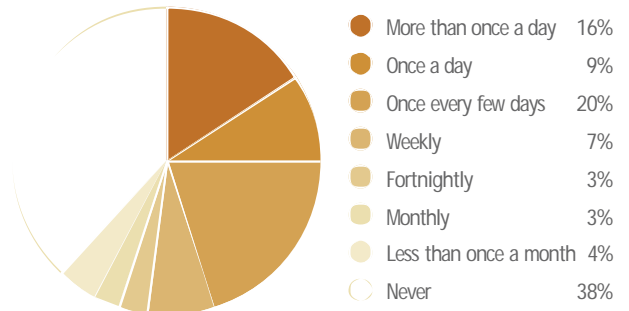
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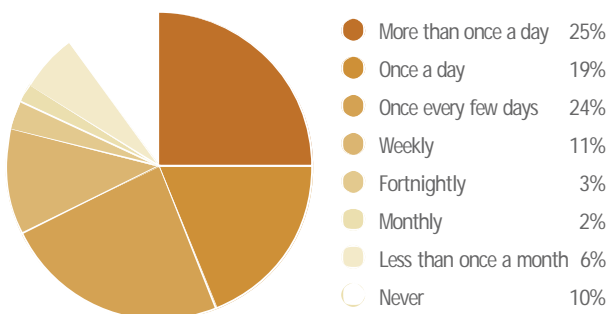
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Q35: To what extent do you use your company intranet for daily tasks like booking a meeting room or accessing IT support?



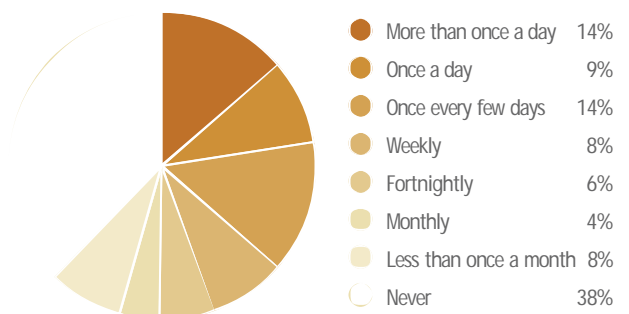
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Q33: To what extent do you use your company intranet for company information, news, press releases and events?



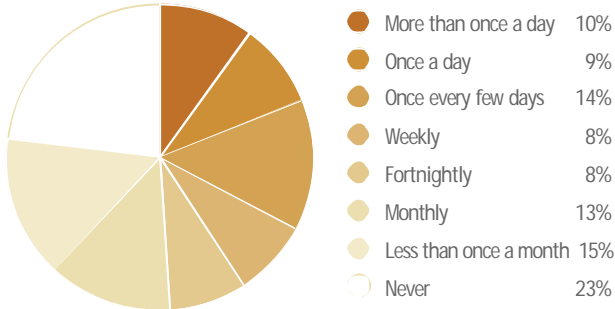
Source: ICS Intranet Ireland 2007 Report

Q36: To what extent do you use your company intranet for information on social activities or lunch menus?



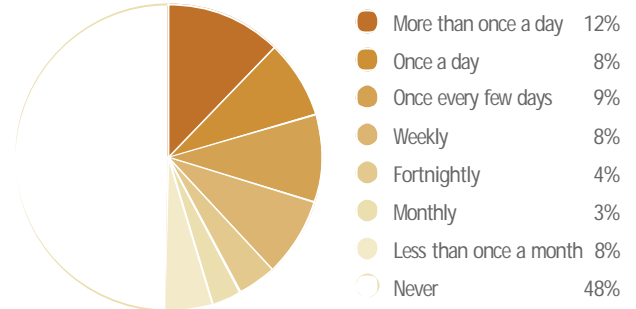
Source: ICS Intranet Ireland 2007 Report

Q37: To what extent do you use your company intranet for information on job vacancies, eLearning and training?



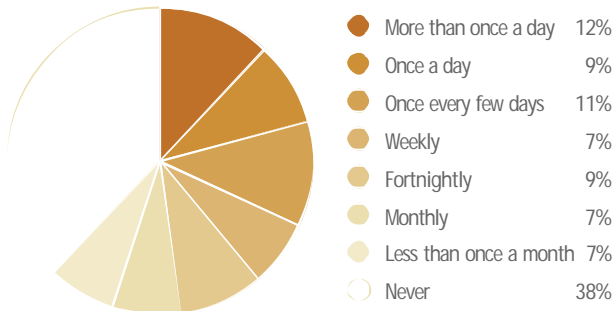
Source: ICS Intranet Ireland 2007 Report

Q40: To what extent do you use your company intranet for research and development or collaboration with other staff online?



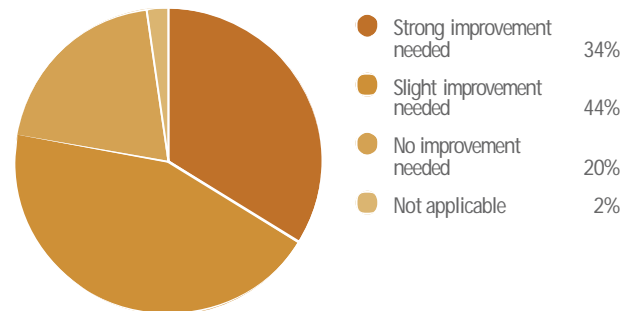
Source: ICS Intranet Ireland 2007 Report

Q38: To what extent do you use your company intranet for business applications like financial reports and analysis tools?



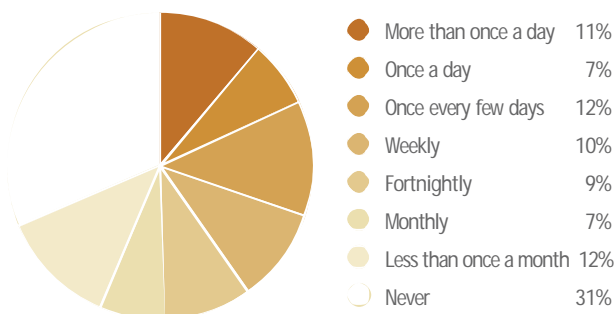
Source: ICS Intranet Ireland 2007 Report

Q41: To what extent does your company intranet need improvements in better navigation, organisation and more up to date content?



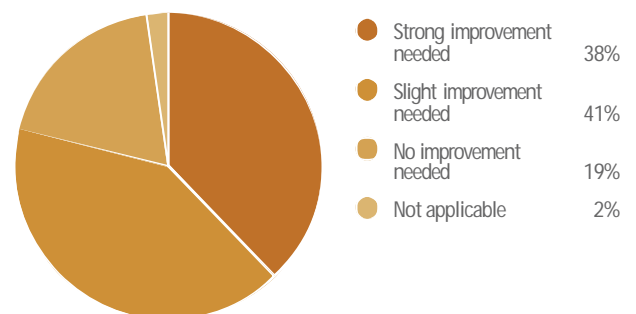
Source: ICS Intranet Ireland 2007 Report

Q39: To what extent do you use your company intranet for Information about company products and services or competitors and suppliers?



Source: ICS Intranet Ireland 2007 Report

Q42: To what extent does your company intranet need improvements in better search and making information easier to find?

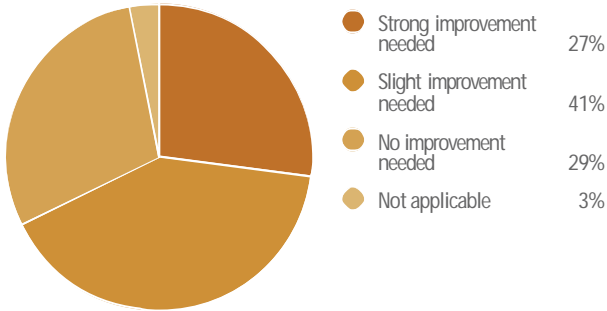


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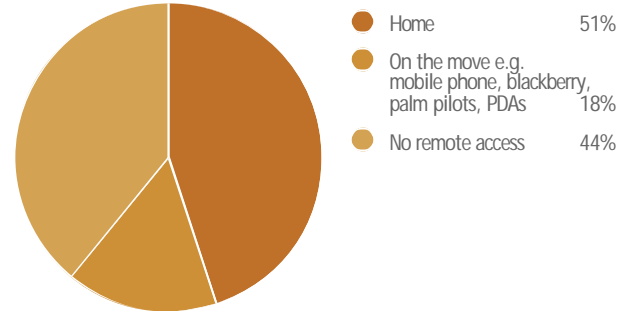
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Q43: To what extent does your company intranet need improvements in more and easier to use tools and applications and less static documentation?



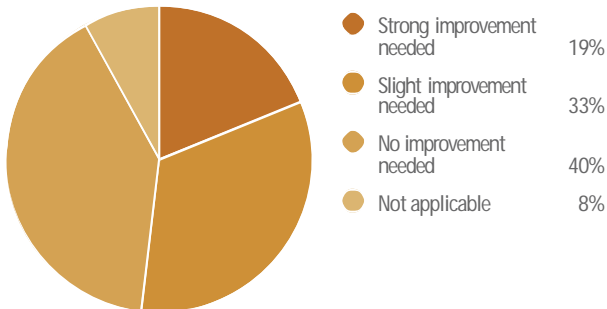
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Q46: Do you ever access the intranet remotely via the following?



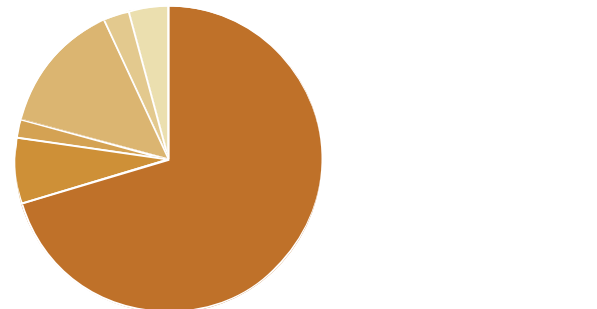
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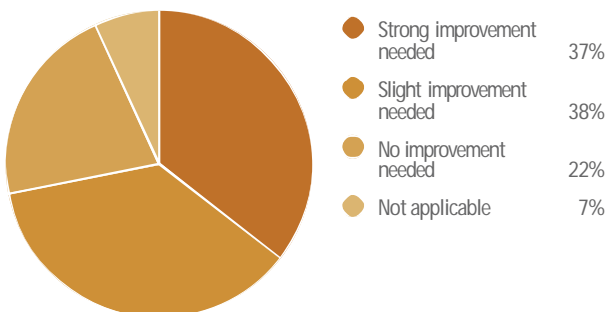
Source: ICS Intranet Ireland 2007 Report

Q47: Which of the following descriptions best describes your current company Intranet?



Source: ICS Intranet Ireland 2007 Report

Q45: To what extent does your company intranet need improvements in collaboration, communication and contact with other staff?

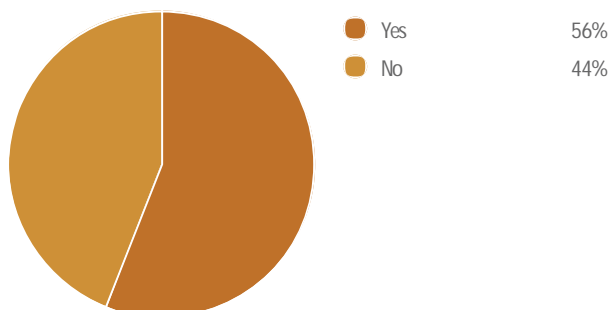


Source: ICS Intranet Ireland 2007 Report

- A communication and information resource about my organisation. 71%
- A self-service resource where I identify, access and execute key tasks. 7%
- A collaborative workspace where I actively engage with colleagues. 2%
- A portal for enterprise information with everything I need to know to do my job. 14%
- A digital dashboard of all my applications, tasks, and communications activity. 3%
- A unified environment where desk-top, intranet and network services are completely integrated. 4%

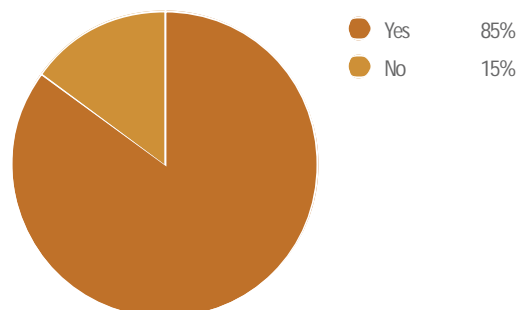
<http://ics-intranet2007.ptools.com>

Q48: Do you use the company internet site to support your day to day work?



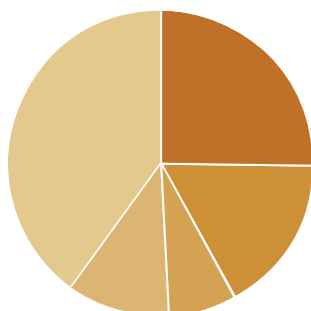
Source: ICS Intranet Ireland 2007 Report

Q50: Apart from your company sites do you use other Internet sites to support your day to day work?



Source: ICS Intranet Ireland 2007 Report

Q49: Does your company internet contain the following:



Source: ICS Intranet Ireland 2007 Report

- Live news, weather or other content from external sites. 38%
- Video and streaming media content. 25%
- Social networking or personal home pages. 11%
- Personalised or favourite content features. 16%
- Secure content for specific staff or departments. 60%



THE IRISH COMPUTER SOCIETY & ICS SKILLS

The Irish Computer Society was founded in 1967 as the national body for Information and Communication Technology (ICT) Professionals in Ireland. In recent years its development of numerous special interest groups, known as the ICS Networks, has extended the remit of the organisation. The Networks offer ICS members a forum for learning, networking and accessing support. In 1997 the ICS founded ECDL Ireland, now known as ICS SKILLS to provide and promote a recognised international standard of computer literacy certification in Ireland. The success of ICS SKILLS is reflected in the uptake of its most widely recognised programme, ECDL (European Computer Driving Licence). Over 6% of the Irish population has received an ECDL award, internationally the highest per capita rating.

For further information visit www.ics.ie and www.ics-skills.ie

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The software combines powerful functionality with a user-friendly content management interface.

For more information, or a demonstration of pTools™ ECM software, visit www.pTools.com or call 01 6789311

FOR MORE DETAILS ON THIS STUDY CONTACT:

The Irish Computer Society, Crescent Hall, Mount Street Crescent, Dublin 2, Ireland
Tel: +353 (1) 644 7820, E-mail: info@ics.ie, www.ics.ie

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