

# Intranet Redesign

## Best Practices & Recommendations

**UX Team at TRS**

November, 2025

# Agenda

Best Practices (Categorized by themes)

Pain points and gaps (Search terms and analytics deep dive)

Intranet Survey

Recommendations and Next Steps

# Executive Summary

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## Best Practices

Reviewed best practices from different academic sources and white papers - identified guidelines across 7 key themes.

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## Analytics

Looked at existing usage patterns using the available analytics. Analyzed common search themes and keywords.

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## Intranet Survey

Distributed a Survey through the intranet and TRS Loop. Received 92 responses.

**\*Presentation and Report to be shared**

→ **Best Practices (Categorized by themes)**

Pain points and gaps (Search terms and analytics deep dive)

Intranet Survey

Recommendations & Next Steps

# Customization and Personalisation

①

## Personalized Dashboards

Allow employees to customize their homepage with:

- Widgets (e.g., calendar, tasks, news feed)
- Frequently used tools or apps
- Bookmarked or saved content

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## Role-Based Content Delivery

Tailor content based on:

- Job function (e.g., HR, IT, Marketing)
- Department or team
- Seniority level (e.g., new hires vs. executives)
- Location (for global organizations)

③

## Smart Search and Navigation

- Predictive search based on past behavior
- Recently accessed documents or tools
- Personalized quick links

BEST PRACTICES – THEME 1

# Customization and Personalisation

The screenshot shows a personalized dashboard for a user named Sarah. At the top, there is a navigation bar with categories like 'INFO TO DO MY JOB', 'APPS', 'EDUCATION', 'SERVICES & SUPPORT', 'HEALTH ORGANIZATION WAY', and 'HR'. A search bar is also present. The main content area is divided into several sections:

- HEALTHCARE COMPANY HOSPITALS:** A featured article titled 'Cultivate Happiness In Patient Recovery' with a video player and a 'Watch Video' button.
- Suggested Resources:** A grid of icons for 'Health University', 'Health Marketplace', 'The Health Company Way', 'Place an Order', 'Request a Service', 'Employee Directory', and 'Location Directory'. The 'Health Benefits' card is highlighted in green.
- HR Frequently Asked Questions:** A list of questions such as 'How do I access my 401k?', 'How do I update my benefits?', 'How do I receive a copy of my W-2?', and 'How do I add a beneficiary?'.
- HR Recommended Documents:** A list of documents including 'HR Policies & Procedures', 'Employee Handbook' (highlighted in green), 'HR/Payroll Forms', and 'Newsletter Library'.
- Personalized Greeting:** 'Hello, Sarah' with quick links for 'My To-Do's', 'My Approvals', and 'My Tickets'.
- My Favorite Articles:** A list of articles including '401k Updates for 2020', 'Better Understanding Your Patients Needs', 'COVID Frequently Asked Questions', and 'HR Policies and Procedures Guidelines'.
- My Favorite Apps:** A grid of app icons for 'Kronos', 'WebEx', 'Adobe', 'iPay', 'Sketch', and 'Oracle'.
- My Recent Documents:** A list of recent documents including '401k Updates for 2020', 'Patient Recovery Nutrition Guide', 'Physical Therapy Department Guide', and 'Inpatient Recovery Guide'.

The screenshot shows a SharePoint page titled 'Sabina, Welcome to Benefits & Payroll!'. The page is designed to provide quick access to various benefits and payroll resources. At the top, there is a navigation bar with 'SharePoint', a search bar, and options for 'New', 'Translation', 'Page details', and 'Analytics'. The main content area features a large hero image of a hand holding a medical cross icon, with a list of icons for different benefits: 'Timesheets', 'Dental', 'Vision', '401K Plan', 'Retirement', and 'Disability'. Below this, there is a carousel of featured content cards: 'Find a Health Provider', 'Benefits Guide for 2023', and '30-Day Walking Challenge'. At the bottom, there are sections for 'OTHER RESOURCES' and 'PAY & HOLIDAYS'. The page is published on 6/22/2023.

# Employee Engagement and Communication

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## Corporate and Leadership Communications

- Announcements and messages from leadership
- Public-facing information about the organization
- News about industry and competition

②

## Information about Core Functions

- Organization goals
- How well goals are met
- Tools for supporting line functions
- Information related to the work of line functions

③

## Employee-generated content

- Increase engagement with commenting or liking features
- Suggestions for process improvements, Recommendations for articles, Monthly challenges or photo contests, Ways to share content, etc.

# Employee Lookup and Organizational Awareness

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## Employee Directory

- Promote organizational awareness and transparency
- Integrate with existing lookup tools and communication channels

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## Employee Search

- Encourage collaboration with Employee Search features
- Combine with Employee Directory for efficiency

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## Organizational Charts

- Provide employees with a clear, accessible view of reporting structures and team relationships

# Employee Lookup and Organizational Awareness

Root Site Outlook OneDrive SharePoint Teams Dynamics 365 Power Automate Admin

BROWSE

## Employee Directory

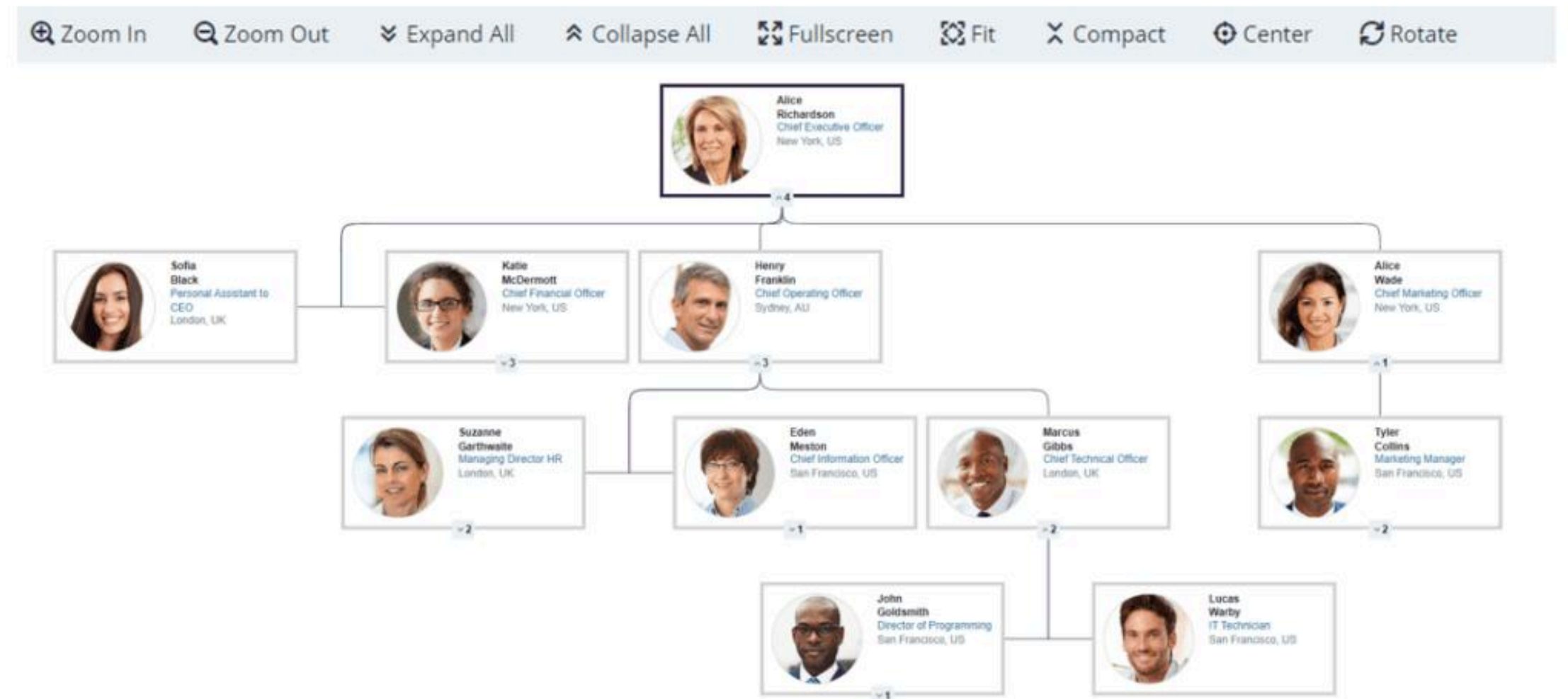
Search by Name... Search Reset

- All
- Search by Name
- Search by Department
- Search by Location
- Search by Job Title

DEPARTMENTS

LOCATIONS

Image	Name	Department	Job Title	Phone	Email	Work Phone	Location
	Aaron Painter	SharePoint	Strategy Consulting Manager	9892275757	Aaron@gmail.com	(212) 555-8335	-
	Adele Vance	Retail	Retail Manager	-	AdeleV@bs100.onmicrosoft.com	+1 425 555 010	-
	Alex Wilber	Marketing	Marketing Assistant	-	AlexW@bs100.onmicrosoft.com	+1 858 555 011	-
	Ashish	Management	Vice President	-	ashish@bs100.onmicrosoft.com	-	-



# Build the Intranet based on Employee Input and Feedback

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## Clear and Task-specific Information Architecture

Intranet teams should construct their information architecture and navigation based on:

- The tasks that employees perform on the intranet
- The terms they use to describe those tasks

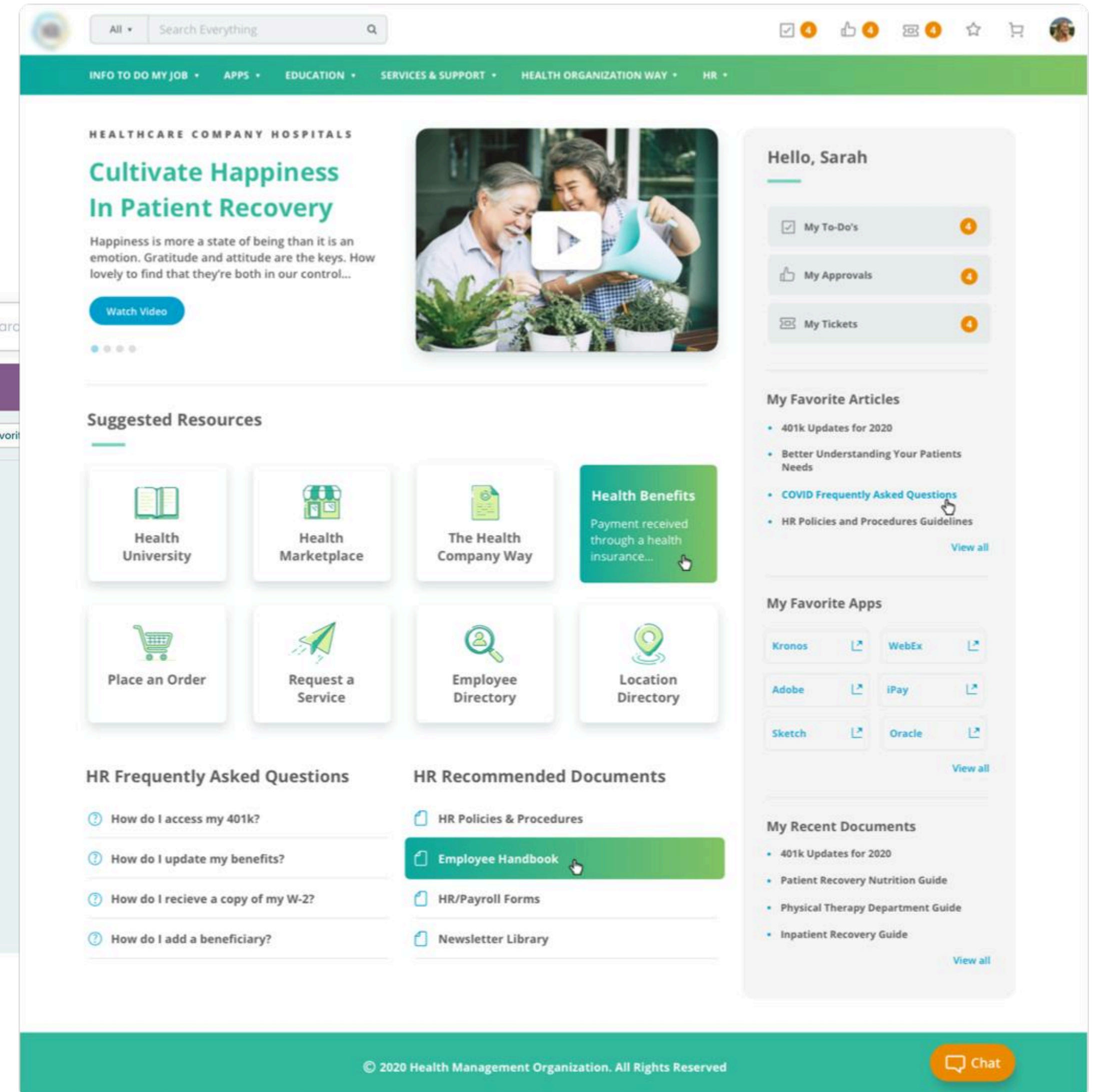
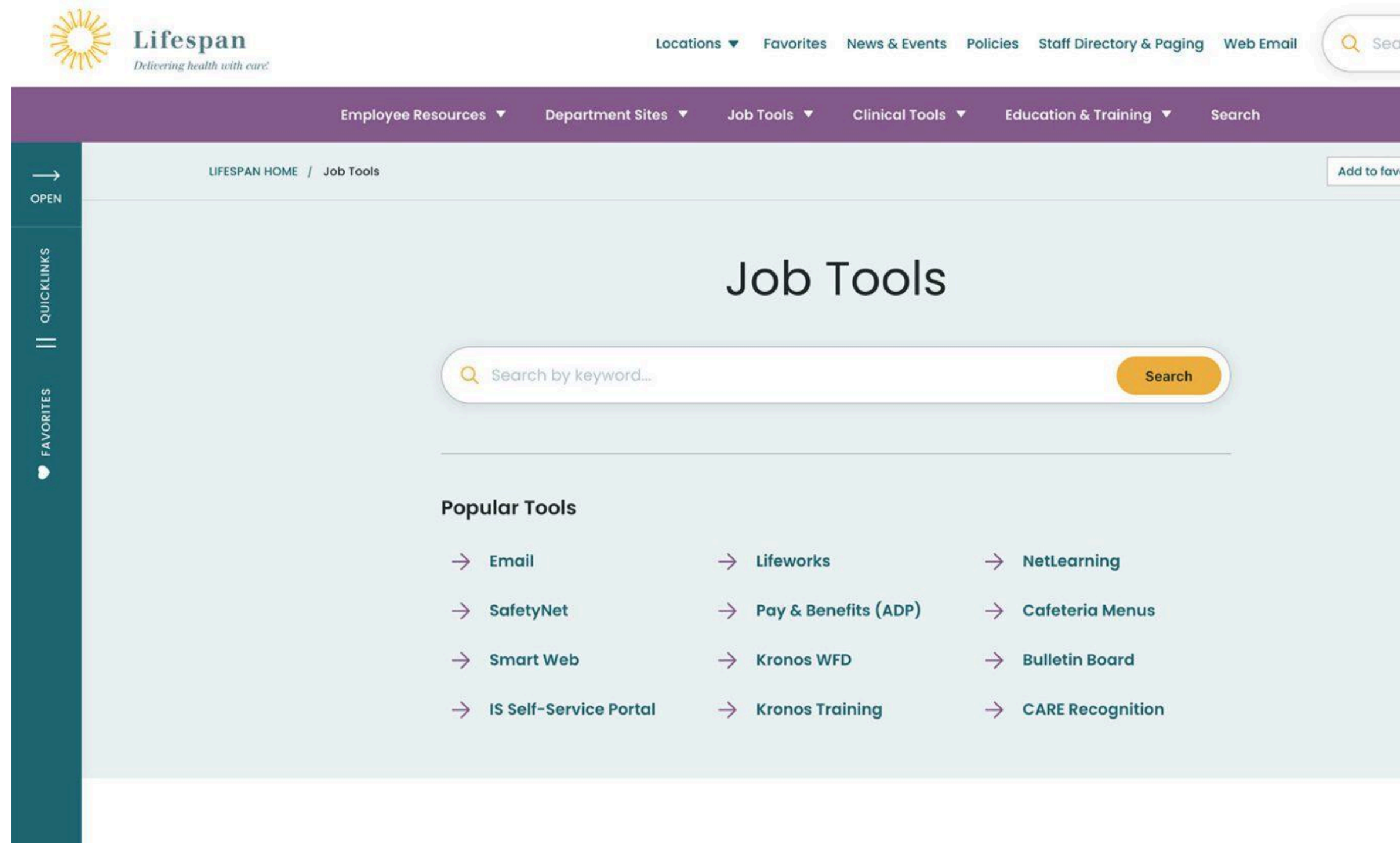
②

## Periodic User Research and Testing

- Conduct Periodic Accessibility Audits and Usability Testing to identify and remediate issues
- Ensure it remains intuitive, meets evolving employee needs, identifies usability issues early, and improves overall engagement and productivity

## BEST PRACTICES - THEME 4

# Build the Intranet based on Employee Input and Feedback



# Centralized Repository or Knowledge Base of Organizational Information

①

## Organizational Information

- Policies and Procedures
- How-to-Guides and SOPs
- FAQs and Troubleshooting
- Glossary and Acronyms
- Templates and Forms
- Training and Learning Resources
- Project and Team Documentation

②

## Search and Navigation Features

- Smart Search with filters and tags
- Bookmarks and recently viewed content
- Personalized recommendations

BEST PRACTICES - THEME 5

# Centralized Repository or Knowledge Base

SharePoint

The Knowledge Base Home Departments

Search this site

## Search all KB articles

Search all knowledge base articles

### Articles by Category

- HR
- Product
- IT Support
- Finance
- Compliance

Your Company

Home News Events People Spaces Activity Content

## Human Resources

Public Space · Manage Space

### Share Your Work From Home Workstation Setup

10/14/2020 by Alexis Fox

#### Human Resources

Open Enrollment Starts Today! Time to Choose Your Health Plan for This Upcoming Year  
10/14/2020 by Alexis Fox

#### Human Resources

Superior Customer Service Helps Our Company Grow  
7/13/2020 by Julius Kerby

#### Human Resources

12 Reasons to Celebrate at Work  
7/9/2020 by Alexis Fox

#### Launch Pad

- Workday
- DocuSign
- Zoom
- Office 365
- Salesforce

#### Upcoming Events

- FEB 23 Internal Planning Meeting Room 1
- FEB 24 Payroll Planning
- FEB 25 Team Meeting
- FEB 25 Internal Planning Meeting Room 1
- FEB 26 Payroll Payout Online

#### Upcoming Birthdays and Anniversaries

- Nicole Gavarrette Birthday on 2/25
- Jeffrey Boone Birthday on 2/28
- Antonia Murray Birthday on 3/3
- Steven Spears Birthday on 3/5

#### HR Documents

- CommuniFire-Overview.pdf
- Temporary Layoff Checklist.pdf
- Dental Plan Booklet.pdf
- CommuniFire-Feature-Tour.pdf
- CommuniFire-Mobile-Apps.pdf
- communiFire-intranet-software-demo.pptx

#### HR Navigation

- Policies and Procedures
- Job Openings
- Benefits Information
- Open Enrollment
- Payroll Center
- Onboarding
- Recognition Center
- Career and Development
- Information Technology
- Travel and Expense
- Health and Safety
- Compliance
- HR Legal

#### Key People

- Alexis Fox CEO
- Julius Kerby VP Finance
- Mark Haynes VP Human Resources
- Kathy Harris VP IT

# Consistency in Design

①

## Establish a Design System

A design system is a collection of reusable components, standards, and guidelines. It should include:

- Typography
- Color palette
- UI components
- Spacing and layout rules
- Iconography and imagery guidelines

②

## Ensure Responsive and Accessible Design

- Apply consistent breakpoints and responsive behaviors.
- Follow accessibility standards (e.g., WCAG) for color contrast, keyboard navigation, and screen reader support.

③

## Use Templates and Layout Grids

- Create reusable page templates for common content types (e.g., news articles, team pages, knowledge base entries).
- Apply grid systems to maintain alignment and spacing across pages.

# Consistency in Design

### Typography

20 STYLES

Inter is a variable font family carefully crafted & designed for computer screens.

Aa Aa

### Colors

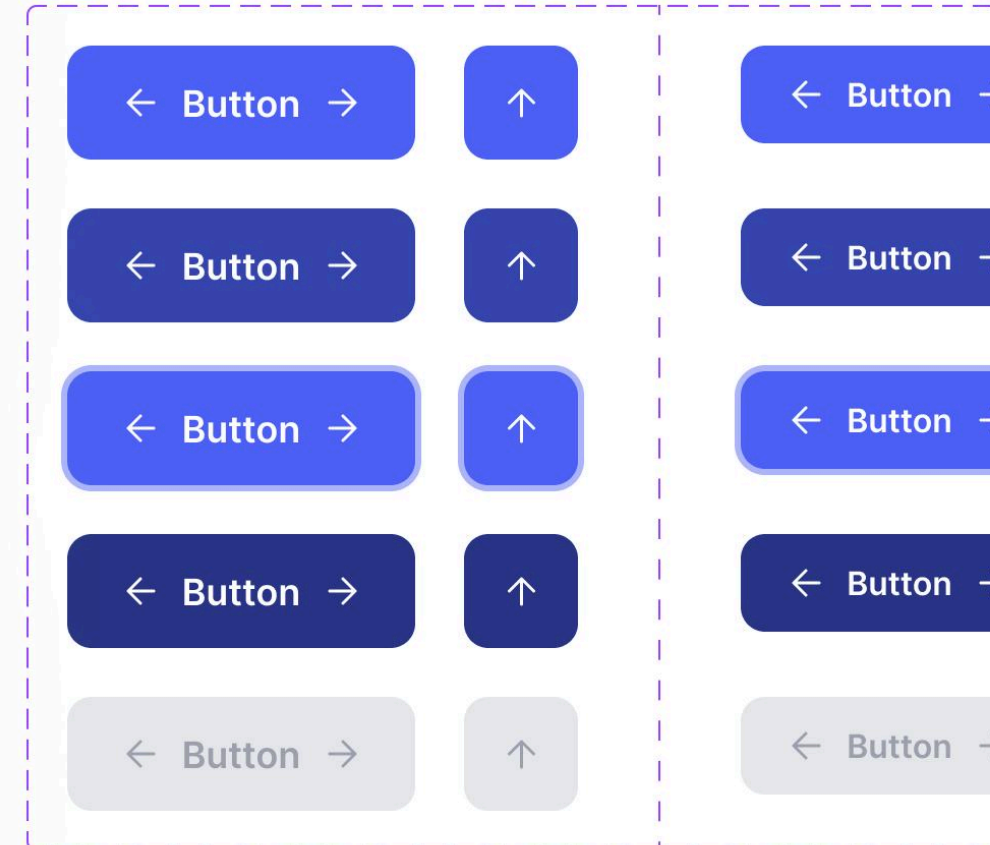
80 STYLES



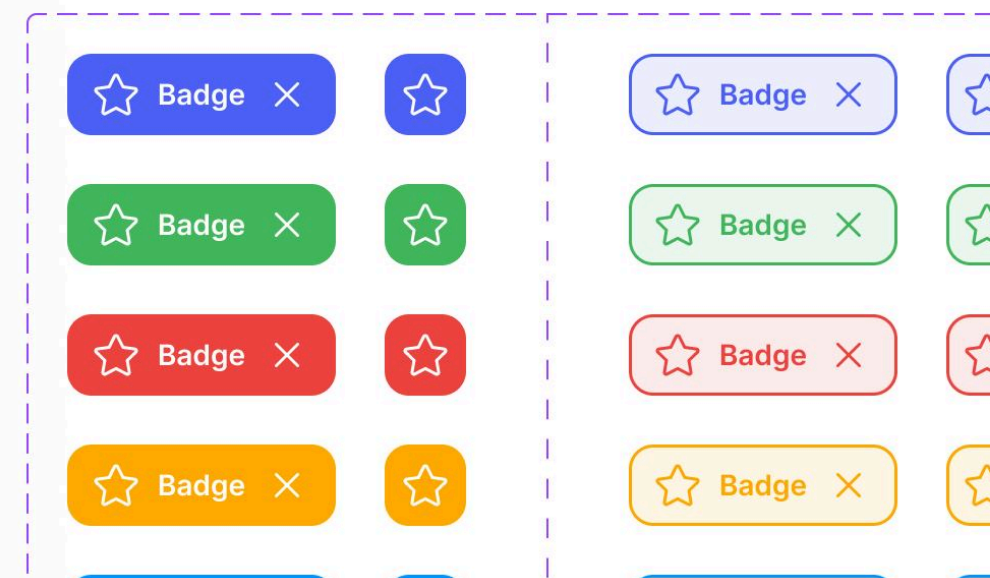
### Components

FULLY AUTO-LAYOUT

#### Button 5 sizes / 3 styles



#### Badge & Chip 3 sizes / 2 styles



#### Principles

Content guidelines

Visual guidelines

Pattern Library

#### Overview

##### 1. Grid System

- 1.1. Using the grid
- 1.2. Two-thirds one-third Panels
- 1.3. One-third two-thirds Panels
- 1.4. Full Width Module
- 1.5. Half Width Module
- 1.6. Third Width Module

##### 2. Blocks

##### 3. Media Objects

##### 4. Typography

##### 5. Iconography

##### 6. Buttons

##### 7. Navigation

##### 8. Forms

## 1 Grid System

A responsive 12 column grid is the base of all page layout for Saltire.

Panels, spanning 2/3 and 1/3 width of the grid, or 1/3 and 2/3 width sit in the grid. Modules spanning full width, half width, third width and quarter width sit within panels.

### 1.1 Using the grid

CSS column classes are available for use with panels and modules:

- .column--two-thirds
- .column--one-third
- .column--quarter
- .column--half
- .column--full

### 1.2 Two-thirds one-third Panels



```
<div class="row push-bottom">
  <div class="column--two-thirds" style="background-color:#eee">
    &nbsp;&nbsp;&nbsp;
  </div>
  <div class="column--third" style="background-color:#ddd">
    &nbsp;&nbsp;&nbsp;
  </div>
</div>
```

### 1.3 One-third two-thirds Panels

# Refined content strategy and governance model

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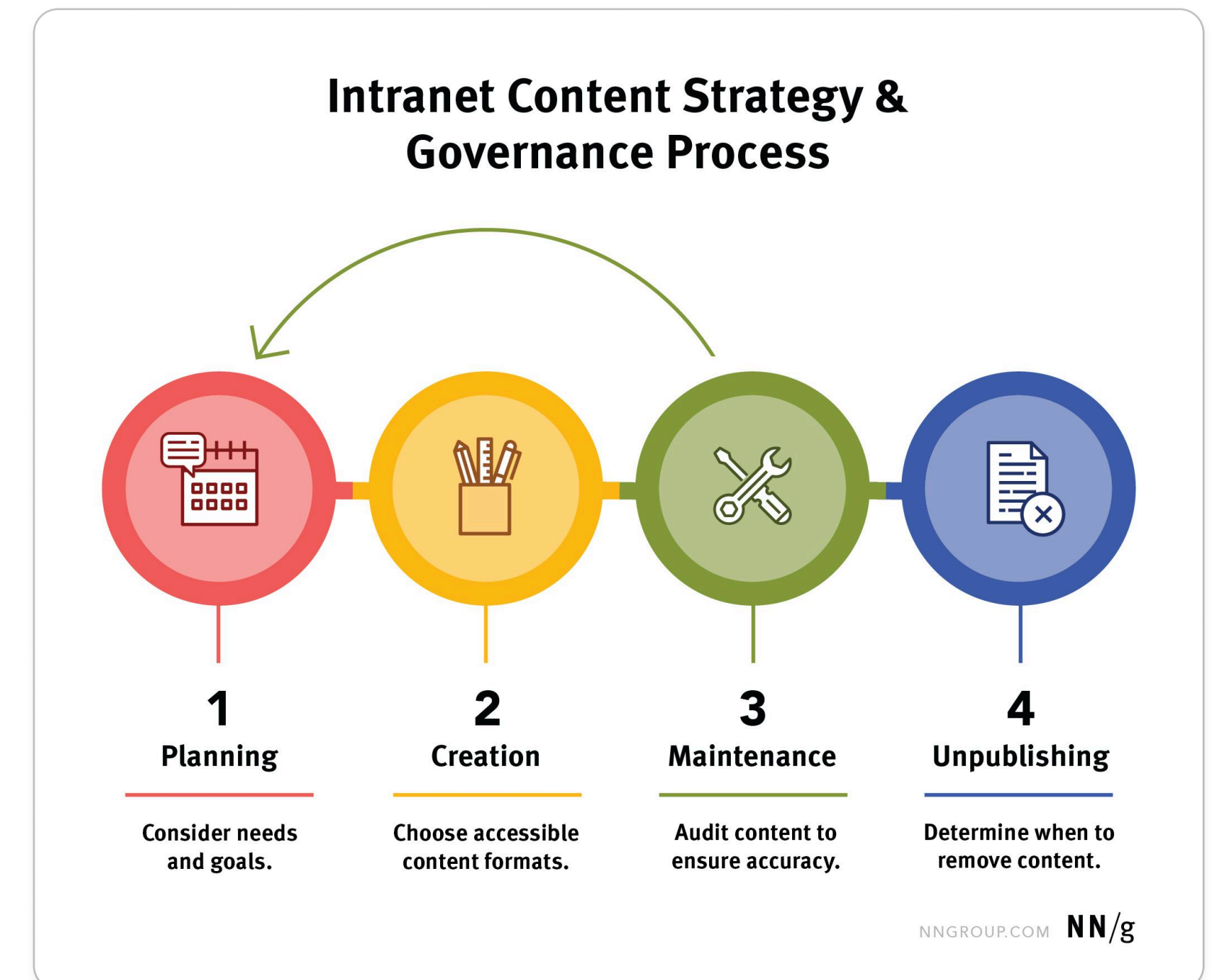
## Content Strategy

- Ensure content is valid, up-to-date, relevant and useful
- Have frequent content audits
- Streamline processes for content retention and removal

②

## Governance Model

- Centralized, distributed or hybrid model
- Centralized or hybrid better than distributed model



Best Practices (Categorized by themes)

→ **Pain points and gaps (Search terms  
and analytics deep dive)**

Intranet Survey

Recommendations & Next Steps

# Intranet Hub Usage Analytics

## Sites

### Popular content in the last 7 days

Sites

Sort by **Unique viewers** ▾

Name	Unique viewers
TRS Home	1316
1TRS Loop	54
1TRS: Building Our Values Together	53
TRS Client Services	28
Training and Information Portal	16
TRS Values	12
Power BI Resources	6
Photo Gallery	5
TRS Disaster Recovery Program	2

Frequently  
Visited Sites

# Intranet Hub Usage Analytics


## Sites Pages

Site pages		Sort by Unique viewers ▾
Name		Unique viewers
TRS Organizational Charts		37
Wireless Connectivity		37
TRS Services		17
Bravo Floor Plans & Directories		10
IT Resource Guide: FAQ & Essential Information		8
In Cases of an Emergency		6
Directory		5
Alpha Floor Plans & Directories		5
Team Spirit Fridays- We've got spirit! Yes, we do!		5
Your TRS		5

Frequently Visited  
Sites Pages

# TRS Home Site Analytics












## Site Pages and Documents

Site pages		Sort by Unique viewers 
Name		Unique viewers
Home.aspx		1318
TRS-Organizational-Charts.aspx		38
Wireless-Connectivity.aspx		37
TRS-Services.aspx		18
Who-to-CALL-When-There-is-an-Emergency.aspx		6
Directory.aspx		5
TeamSpiritFridays.aspx		5
About-TRS.aspx		5
AI-Use-at-TRS.aspx		3
Board-Meeting-Summaries.aspx		2

Frequently Visited Site Pages

# TRS Home Site Analytics

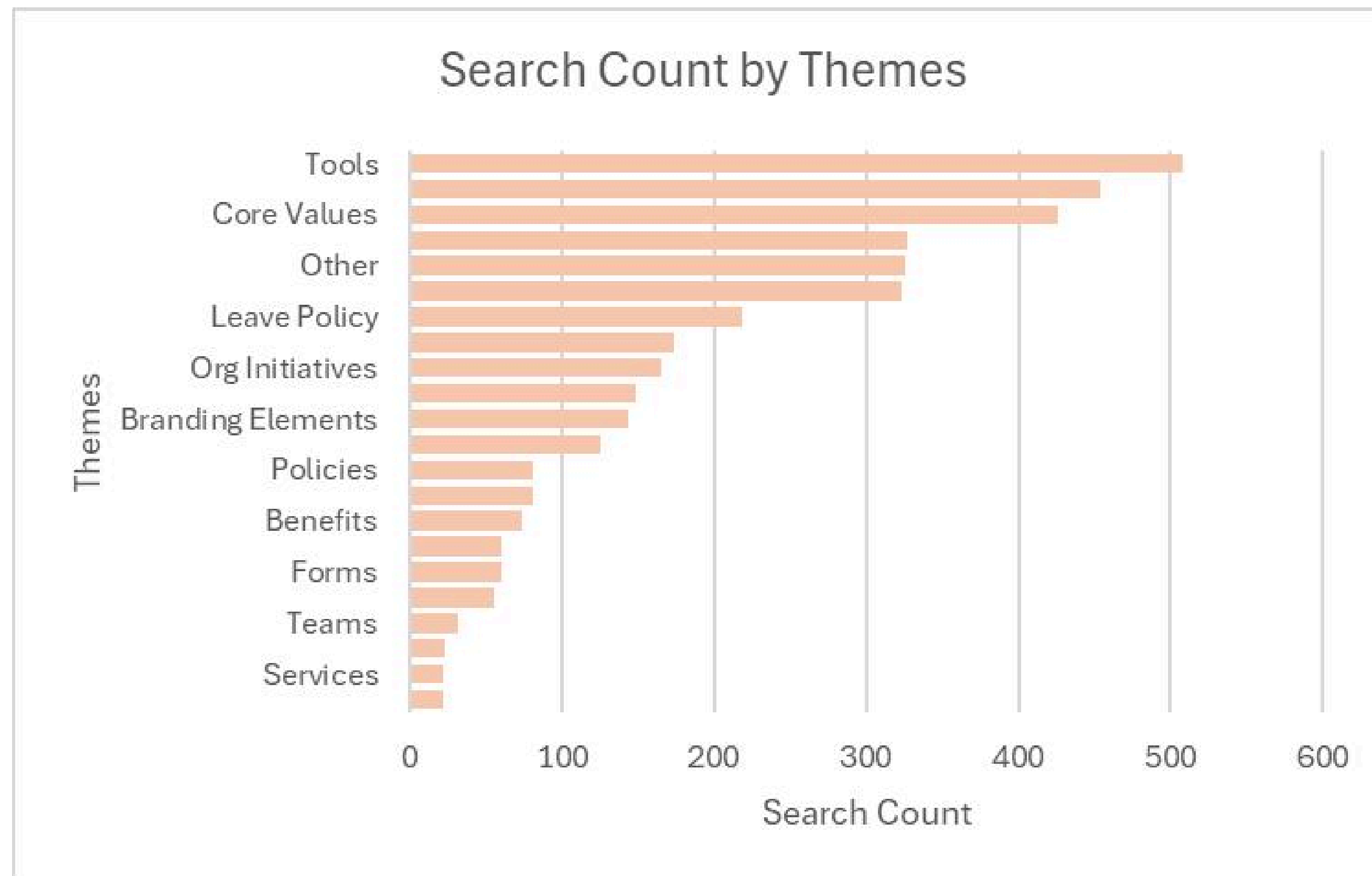
## Site Documents

Documents		Sort by Unique viewers 
Name		Unique viewers
 trs-holiday-schedule.pdf		115
 org_chart_it.pdf		30
 org_chart_imd.pdf		11
 org_chart_financial.pdf		10
 org_chart_administrative_services.pdf		10
 org_chart_benefit_processing.pdf		10
 org_chart_executive.pdf		8
 org_chart_organizational_excellence.pdf		7
 org_chart_info_security.pdf		7
 Confidential Information Procedures and Standards.pdf		7

Frequently Accessed Documents

# Search Terms Analysis

- Search Terms from **June 2024- June 2025**
- **456** unique Search Terms analyzed
- Grouped into 22 categories

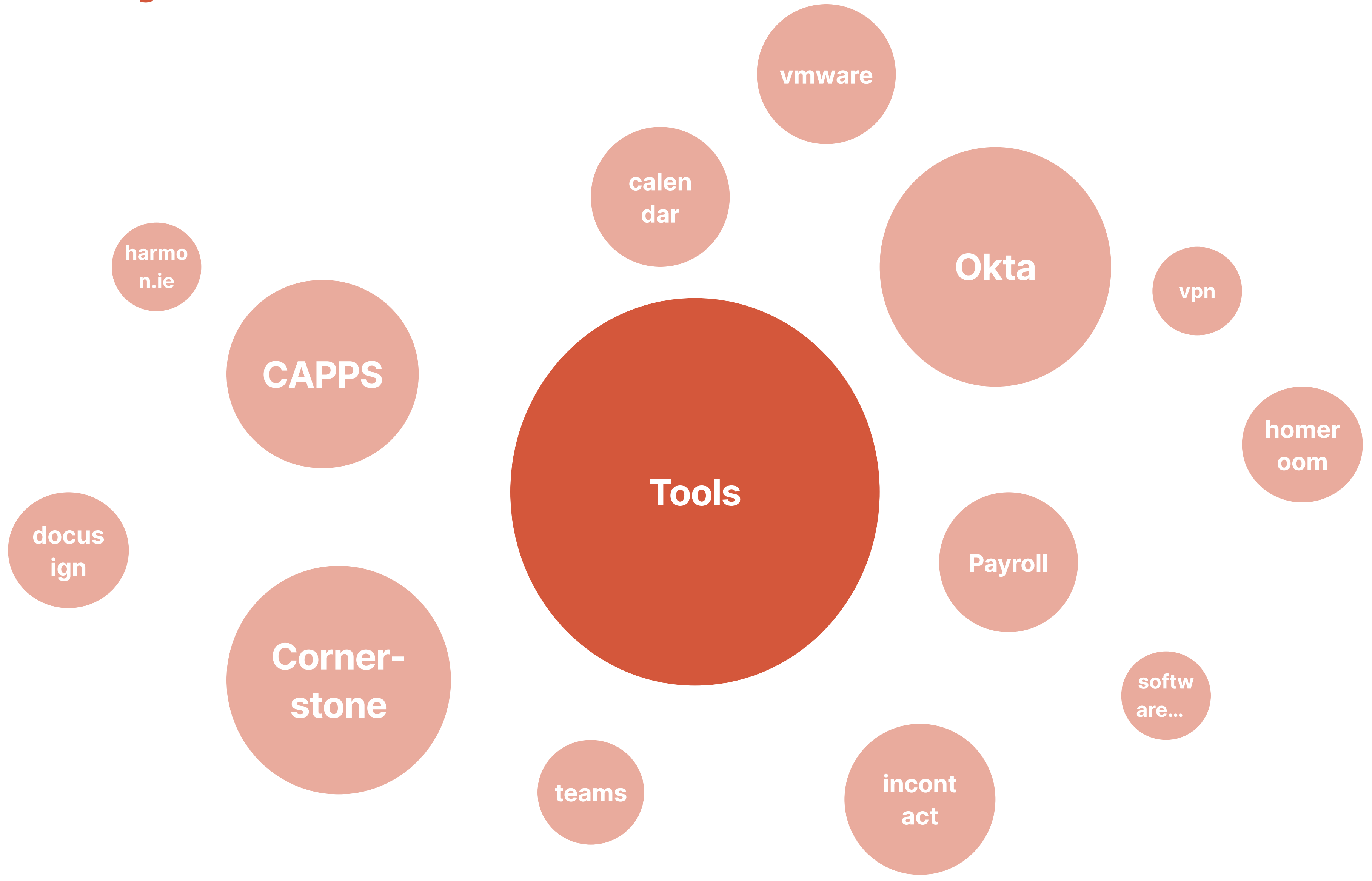


Themes	Search Count
Tools	508
Office Locations + Facilities	454
Core Values	426
Copilot/AI	327
Other	326
Holiday	323
Leave Policy	219
Glossary	174
Org Initiatives	165
Org Chart/ Employee Directory	149
Branding Elements	144
Travel	126
Policies	81
Agency Information	81
Benefits	74
Learning & Development	60
Forms	60
Wifi	56
Teams	31
PAVES	23
Services	22
MyTRS	22
<b>Grand Total</b>	<b>3851</b>

# Search Terms Analysis

## Tools theme

okta	128
cornerstone	113
capps	79
payroll	50
incontact	22
calendar	22
teams	18
vmware	13
docusign	13
homerom	12
software center	6
g drive	5
sharepoint	5
group id	4
helpdesk	4
forticlient	4
software	4
vpn	3
harmon.ie	3
<b>Grand Total</b>	<b>508</b>



## “Other” Category

arthur		36		
leaper		31		
top workplace		20		
voting		17		
plotter instructions		16		
phone		15		
covid		11		
trs alert		11		
per 35		11		
tricot		9		
plan highlights		7		
photos		7		
access		7		
security		7		
	207	7		
jury duty		6		
	37449	6		
ci cd "jenkins"		6		
merit		6		
starcompliance		5		
halloween		5		
k2		5		
ops9000		5		
remote work certification		5		
password		5		
time off		5		
			car	5
			file plan	5
			image import	5
			LH21078	4
			trs636	4
			trs116	4
			vehicle registration	4
			discounts	4
			cell phone	4
			stack chart	4
			ls17210	3
			agenda	3
			car registration	3
			ui19636	3
			<b>Grand Total</b>	<b>326</b>

Best Practices (Categorized by themes)

Pain points and gaps (Search terms and analytics deep dive)

→ **Intranet Survey**

Recommendations & Next Steps

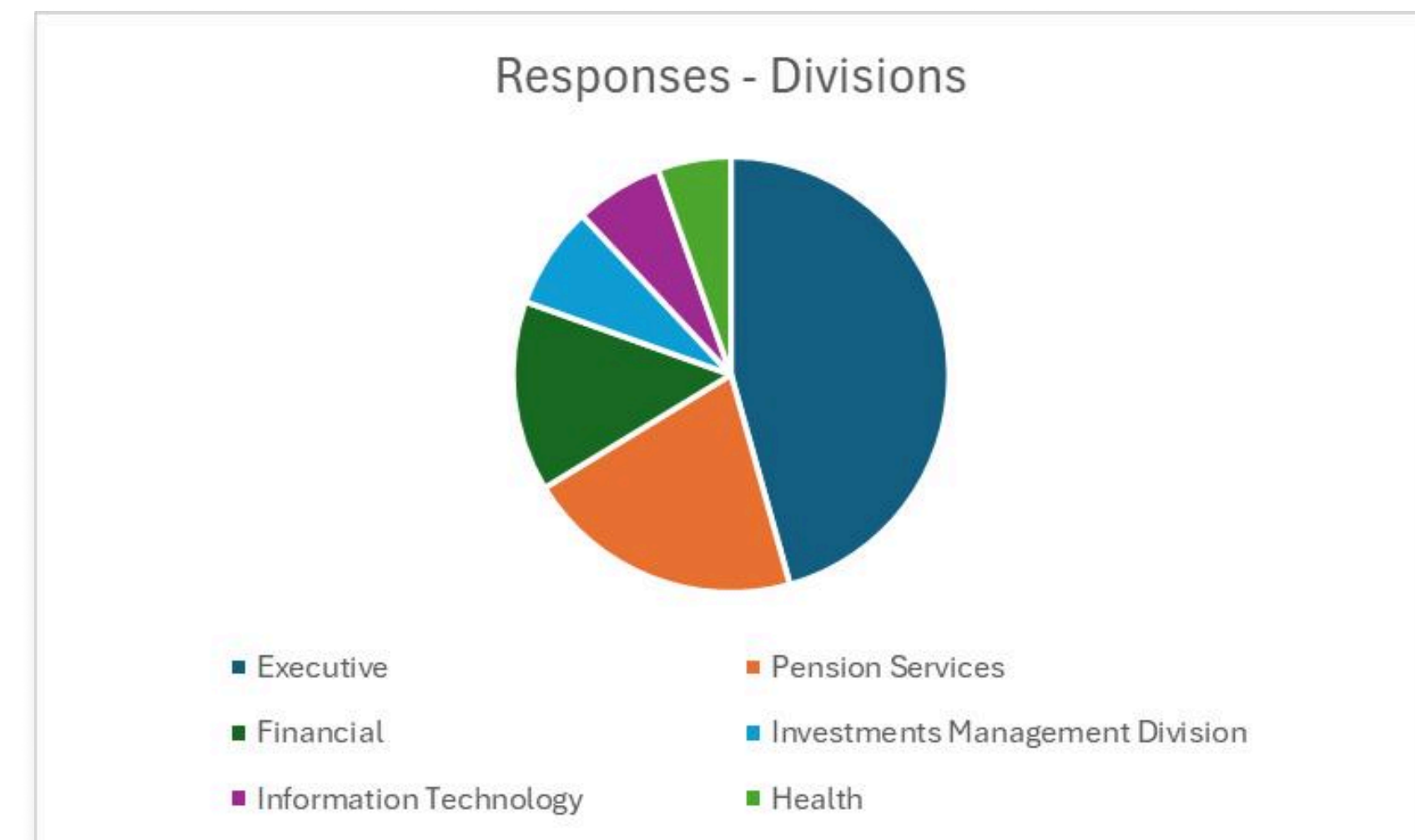


## Outline of questions

- Top Tasks
- Satisfaction and feedback about current design
- What currently works and what doesn't?
- What content do employees want to see?
- Recruitment for usability testing

## Results

- 92 Responses in 2 weeks

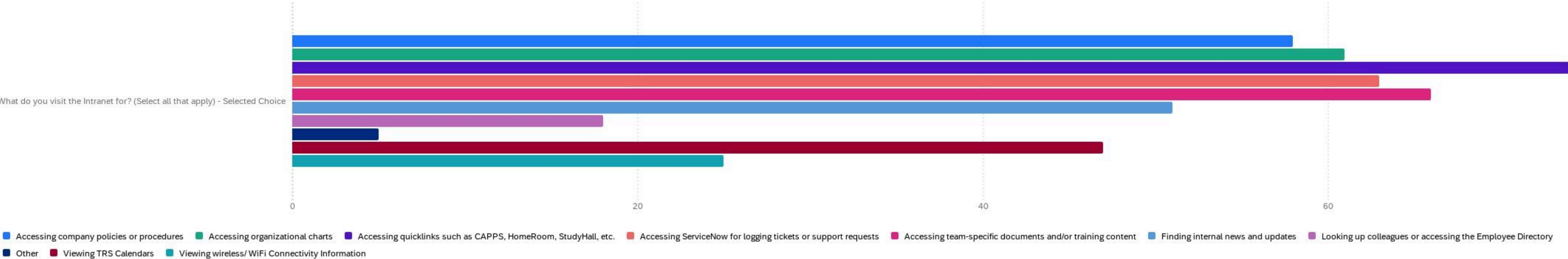


# Survey Results

## Top Tasks

What do you visit the Intranet for? (Select all that apply)	Count
Accessing quicklinks such as CAPPs, HomeRoom, StudyHall, etc.	74
Accessing team-specific documents and/or training content	66
Accessing ServiceNow for logging tickets or support requests	63
Accessing organizational charts	61
Accessing company policies or procedures	58
Finding internal news and updates	51
Viewing TRS Calendars	47
Viewing wireless/ WiFi Connectivity Information	25
Looking up colleagues or accessing the Employee Directory	18
Other	5

What do you visit the Intranet for? (Select all that apply) 85



# Survey Results

## Top Tasks

Is there anything else you use the Intranet for? If so, please specify below. 13 ⓘ

Is there anything else you use the Intranet for? If so, please specify below...

No

Accessing Board webcast information and archives.  
Accessing/researching information about internal clients (other TRS teams) and initiatives.

When researching a topic sometimes I take to the intranet and use the search tool to see what I can find. I know it's not a comprehensive knowledge base, but sometimes it's useful for things like looking up an acronym and not having to bug anyone with a question!

n/a

I use it for training guides from Shared Services, internally for our documents, Board sites, etc.

accessing Board Meeting webcasts, accessing information regarding payroll and timesheets, accessing sharepoint sites for other teams or specific projects or work groups

Finding holiday schedules, learning and development

Quick access to Project Governance and Project Program/Project sites. Mostly to access the latest meeting books and dashboards.

I search and it gives me what I am looking for.

a path to my division's sharepoint sites

Accessing request forms (i.e., Payroll, AP)

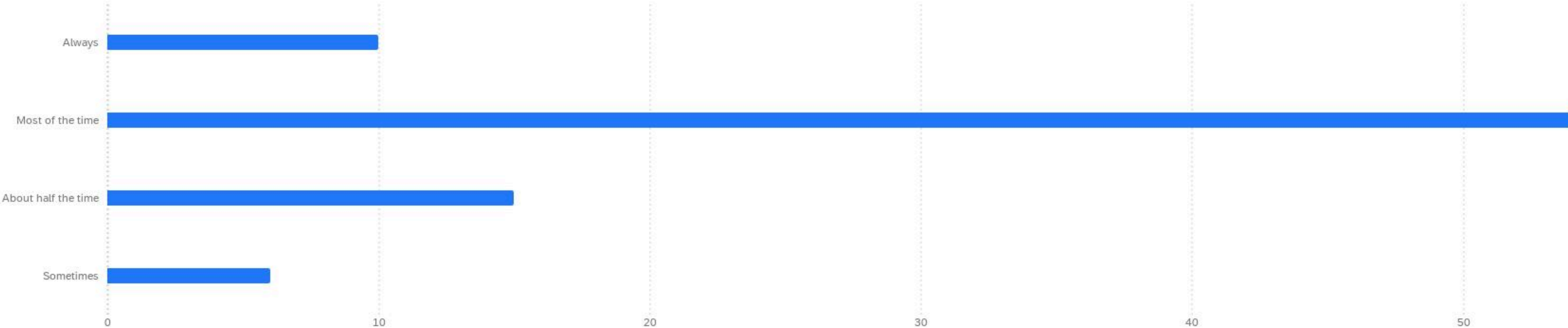
Holiday Calendar

# Survey Results

## Finding Information

Most of the time	54
About half the time	15
Always	10
Sometimes	6

When you're looking for information, how often do you find what you need on the Intranet? 85 ⓘ

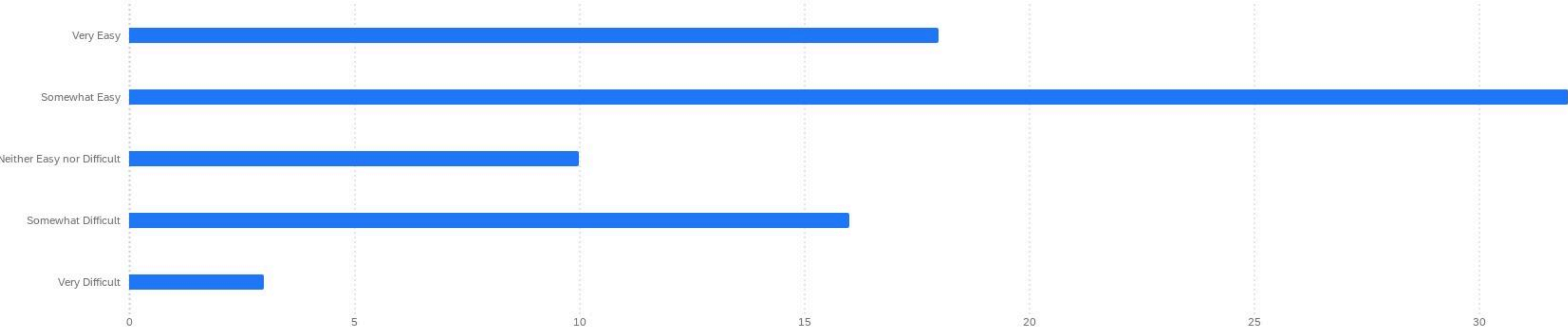


# Survey Results

## Ease of Navigation

Very Easy	18
Somewhat Easy	32
Neither Easy nor Difficult	10
Somewhat Difficult	16
Very Difficult	3

How easy is it to navigate the Intranet? 79 ⓘ

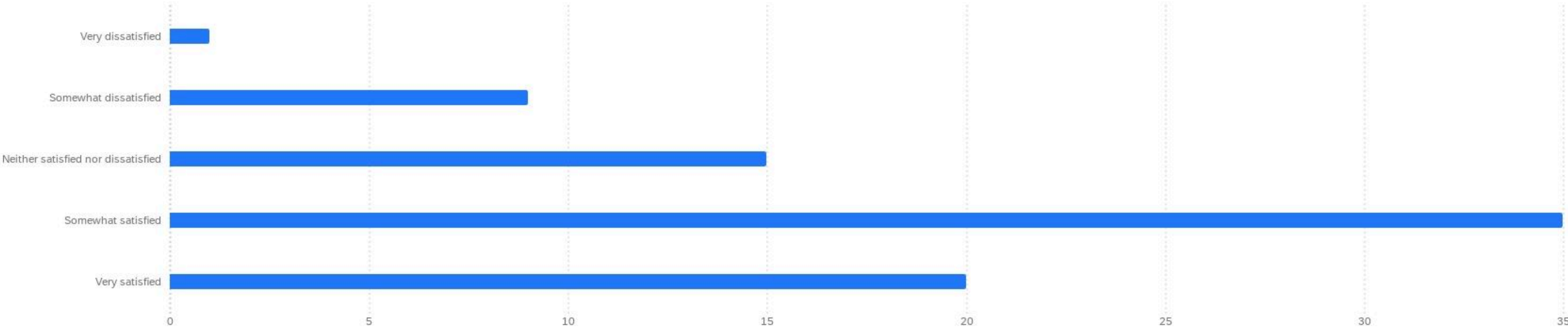


# Survey Results

## Satisfaction with the content

Very dissatisfied	1
Somewhat dissatisfied	9
Neither satisfied nor dissatisfied	15
Somewhat satisfied	35
Very satisfied	20

How satisfied are you with the content available on the Intranet? 80 ⓘ

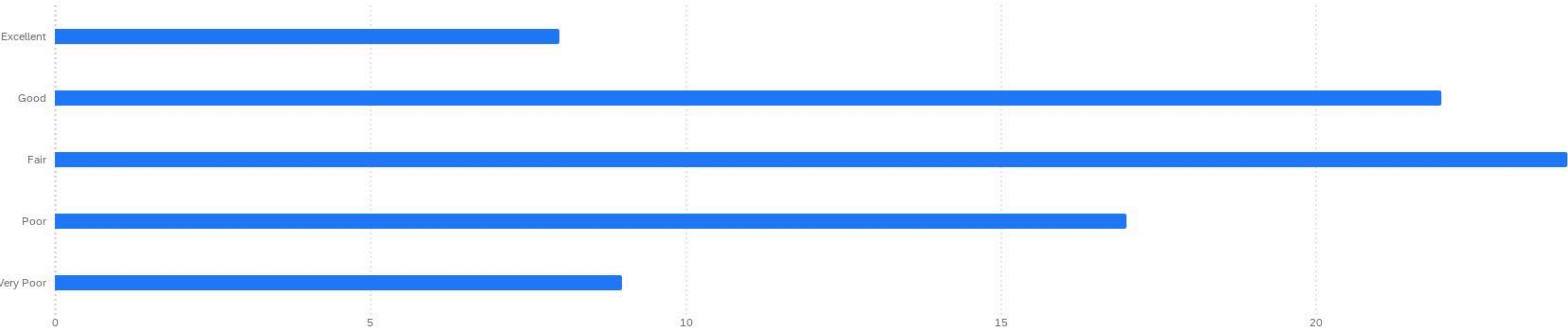


# Survey Results

## Search Functionality on the Intranet

Excellent	8
Good	22
Fair	24
Poor	17
Very Poor	9

How would you rate the search functionality on the Intranet? 80 ⓘ

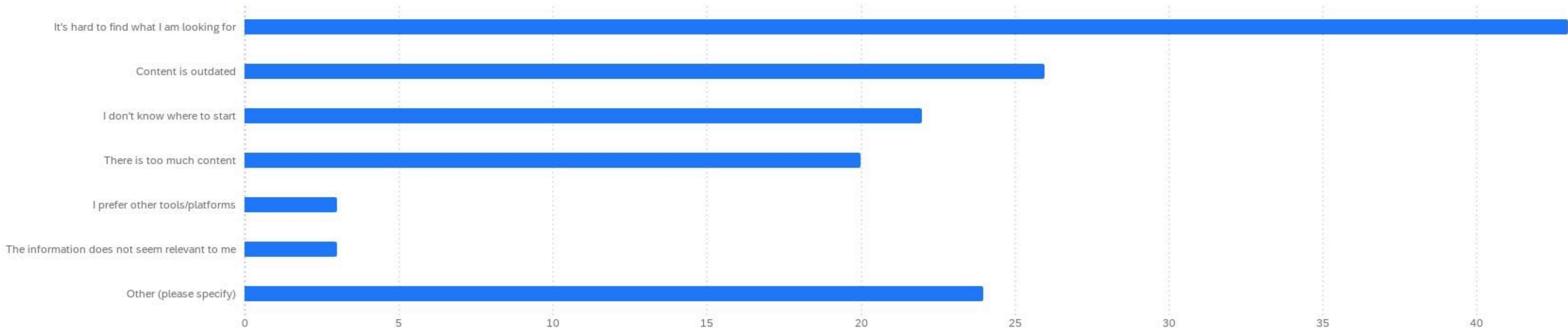


# Survey Results

## Current Challenges on the Intranet

Biggest Challenges	Count
It's hard to find what I am looking for	43
Content is outdated	26
Other (please specify)	24
I don't know where to start	22
There is too much content	20
I prefer other tools/platforms	3
The information does not seem relevant to me	3

What are the biggest challenges you face when using the Intranet? (Select a... 80 ⓘ)



Other:

-  Search Functionality
-  Navigation and Organization
-  Outdated Content

# Survey Results

## Current Challenges on the Intranet - Other

### Search Functionality :

*“Typing in key words in the search option **doesn’t** seem to **produce what Im looking for**”*

*“search engine doesn’t pull up what I’m looking for. Example: Recognition”*

*“I sometimes have problems finding things that aren’t related to the Health Division”*

*“search brings up **irrelevant** items”*

*“Searching for information is **difficult** and i usually cannot find what I'm looking for. I get **outdated** information which ends up in me asking someone in my department instead.”*

### Navigation and Content Organization:

*“Megamenu organization is **confusing**. Have been using it for years and it still confuses me every time”*

*“Finding what I'm looking for is not always **intuitive** in regard to **location**”*

*“Content / navigation is **poorly organized**, and includes too many links to restricted content (links should either be hidden or labeled restricted based on user privileges)”*

# Survey Results

## Current Challenges on the Intranet - Other

### Outdated and Irrelevant Content:

*“Search function pulls up **outdated** and **irrelevant** results”*

*“some of the landing pages are **out of date**”*

# Survey Results

**What would make the Intranet more useful to you?**

①

Improve Search Functionality

②

Improve Navigation and  
Organization

③

Feature Requests

# Survey Results

## What would make the Intranet more useful to you?

### Improve Search functionality:

*“improved search functions especially for **various k2 platforms** (purchasing, supply, print, etc)”*

*“Ability to search by key term and find what Im looking for quickly, without having to navigate to a specific page.”*

*“Making search results more **filterable**, such as per **library/division**”*

*“A search feature that results in suggestions for locations of the information needed.”*

*“The search results can be overwhelming, so improving that would help. The **quick links** at the top of the pages are very useful”*

*“Having a search engine that can return results for what you are looking for. For example, I was trying to find employee time policies, and the search could not bring up the results.”*

# Survey Results

## What would make the Intranet more useful to you?

### Improve Navigation and Organization:

*“Improved **megamenu**, improved **navigation**”*

*“**Layout** of information.”*

*“Better searching or **organization** of the data. Being newer to the agency, it's been hard to know where to look for things. I have enjoyed the links being shared in Loop which have allowed me to save them for easy access”*

*“The mega menu should be for **entire agency accessible links**, all exclusive collab page links should be moved to their respective **division's collaboration page**. Have one place to find certain content, not numerous so that it's difficult to find and update.”*

# Survey Results

## What would make the Intranet more useful to you?

### Improve Navigation and Organization:

*“More **consistency** in navigation, the most accurate information marked as being **current**, better search options, an easier to use dropdown menu of categories, for the dropdown menu to automatically close when you click on a link to go to a new page”*

*“ Navigation and content should be more **dynamic and tailored for each user** (management vs non-management, IT users vs IMD users, etc); “*

# Survey Results

## What would make the Intranet more useful to you?

### Feature Requests:

*“A page dedicated to **travel**. That has instructions on how to get access to Concur, what forms you need for your travel request, our travel itinerary form in PDF format, all the how to documents, links to our Concur videos.”*

*“More **dynamic** content. I could see the TRS Loop being on this site and not in email.”*

*“Maybe a **top-visited pages**? Not sure. A better way to manage shortcuts/bookmarks? Currently I have a ton of Chrome bookmarks, not sure if I should be leveraging something inside Sharepoint such as a Favorites that would be easier.”*

*“**How to page** for employees (much like the new hire toolkit) would be helpful. Could include how do I make a complaint, how do I separate employment, how do I reset my CAPPs password, how do I transfer departments, etc.”*

*“Directory to help one find what one needs or a more useful search functionality.”*

# Survey Results

## What would make the Intranet more useful to you?

### Feature Requests:

*“An alphabetical list or some type of **crosswalk**. Sometimes its difficult to know which heading/tile something is listed under.”*

*“utilize APIs and integrate content from other systems (e.g. on the home page, display my open ServiceNow tickets, required Cornerstone training, my open requisitions in PAVES, etc);  
utilize **usage metrics** to drive **content placement** (most accessed should be within one click from the home page with minimal scrolling). “*

Best Practices (Categorized by themes)

Pain points and gaps (Search terms and analytics deep dive)

Stakeholder Interview & Survey

→ **Recommendations & Next Steps**

# Next Steps for consideration

## Define Scope for Redesign (visual and functional):

**Limited Scope** - Remain on SharePoint, Re-do the intranet homepage and other landing pages focusing on content reorganization, design refresh and improvements in information hierarchy

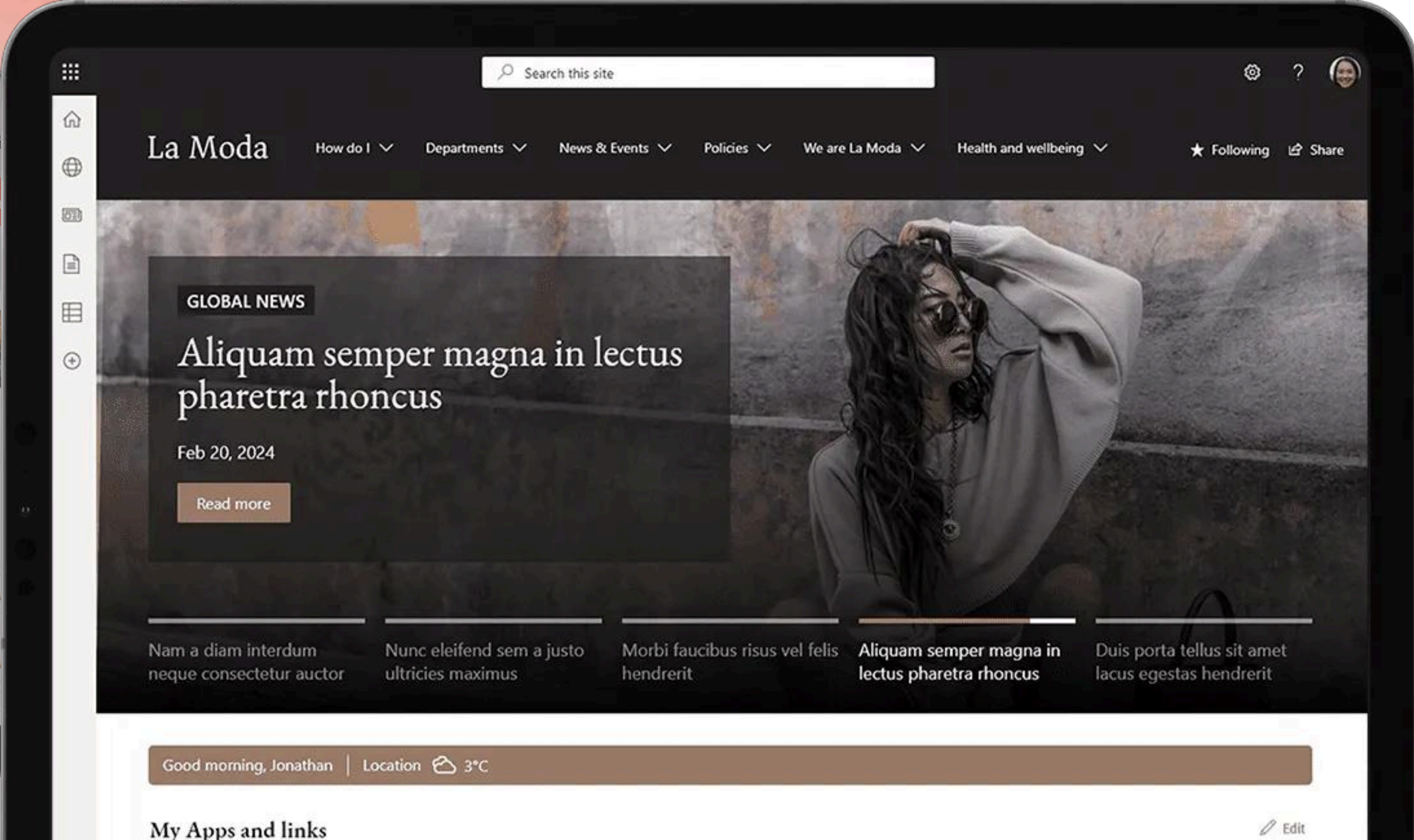
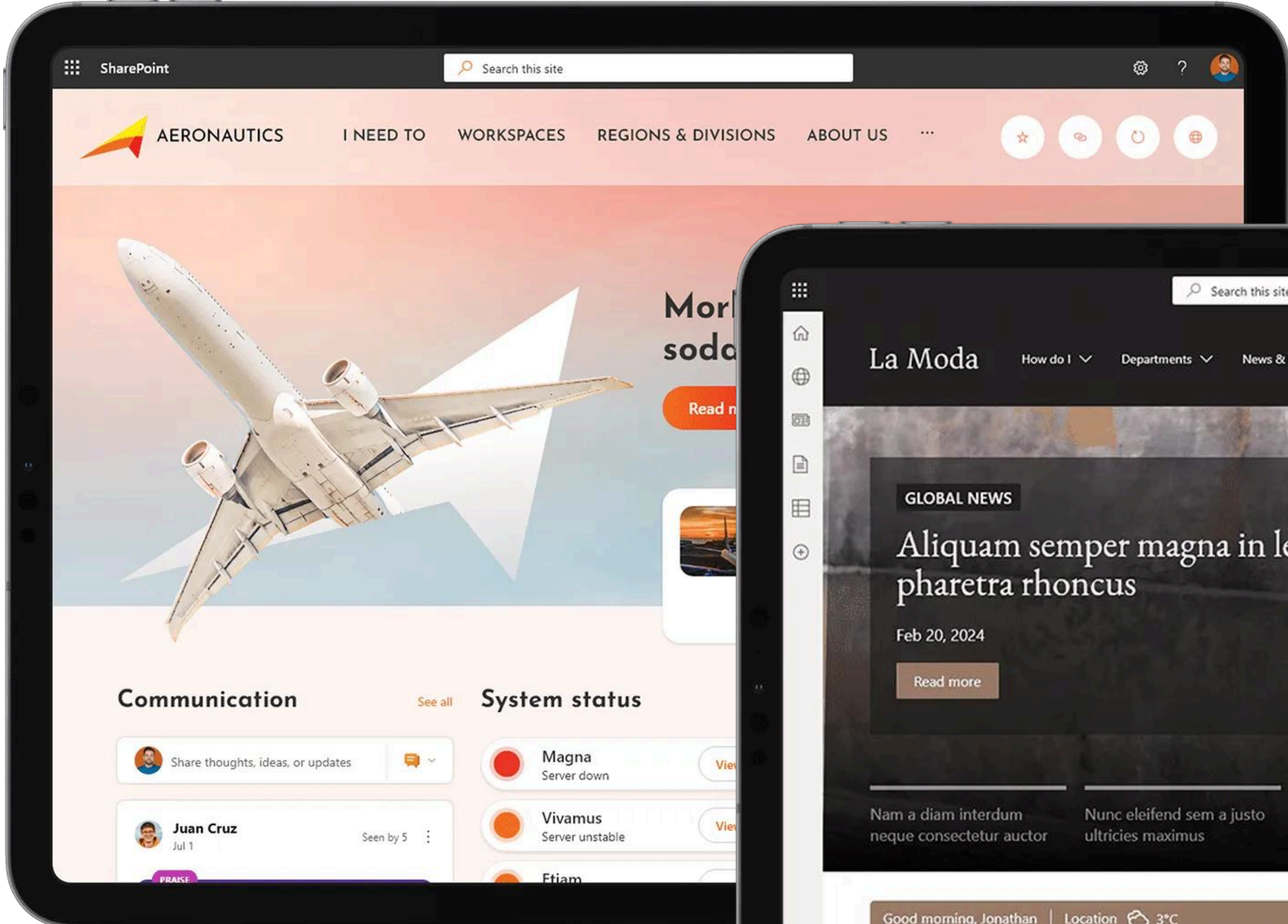
**Moderate Scope** - Integrate external tools for enhancement, introduce personalization along with AI tools integration

**Extensive Scope** - Shift to another CMS platform like Drupal

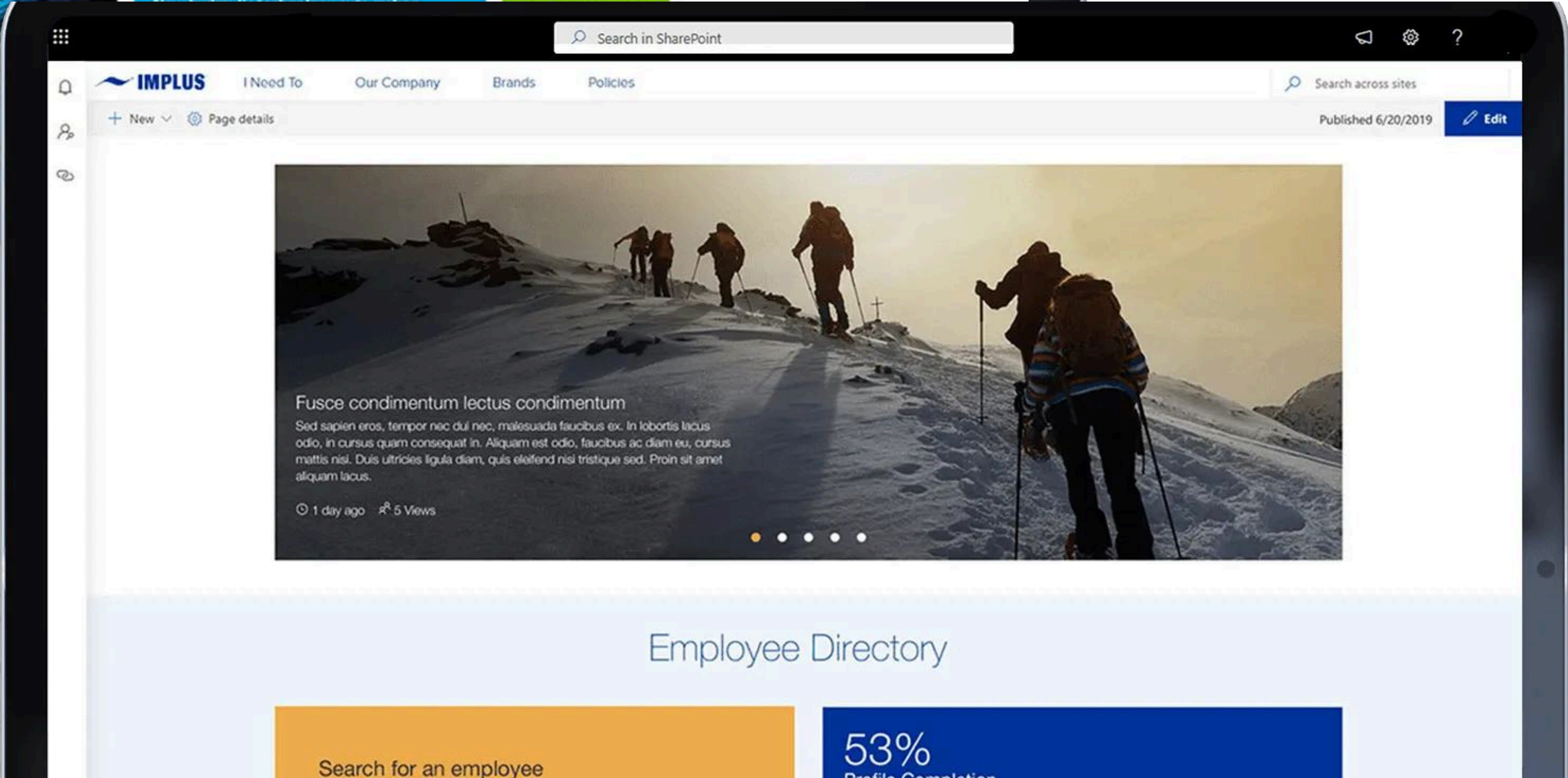
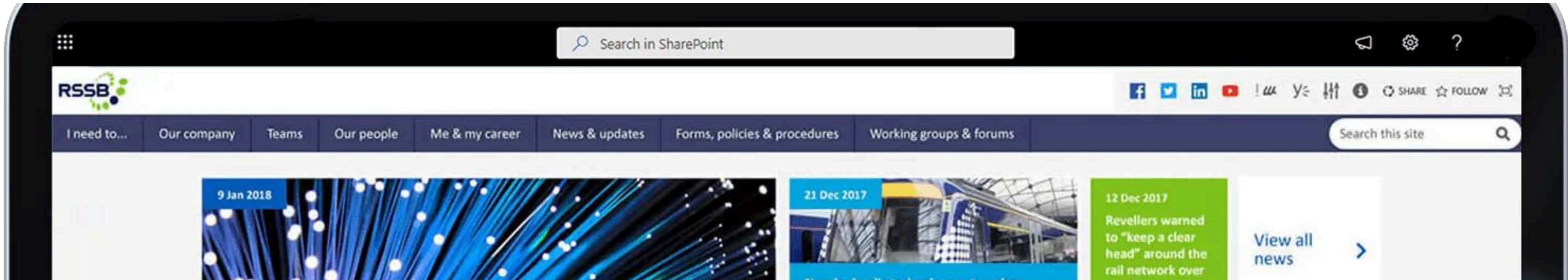
# Next Steps for consideration

1. Improve Search Functionality
2. Revise Content Update Strategies - potentially consider refining Governance Processes
3. Rethink Information Architecture and Content Organization
  - Employee Task-based Vs Organizational Structure-based information architecture
  - Role-based Content Delivery

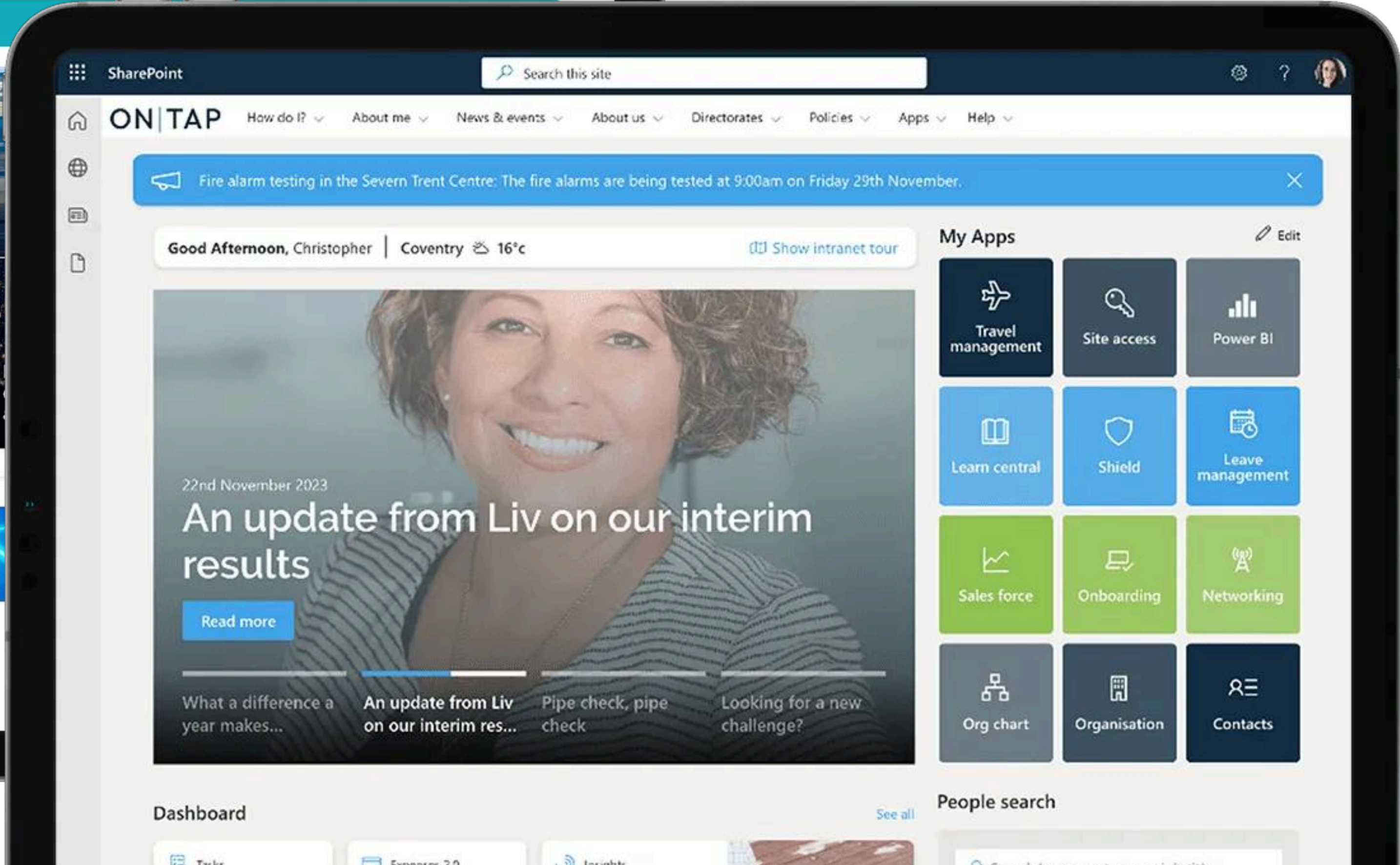
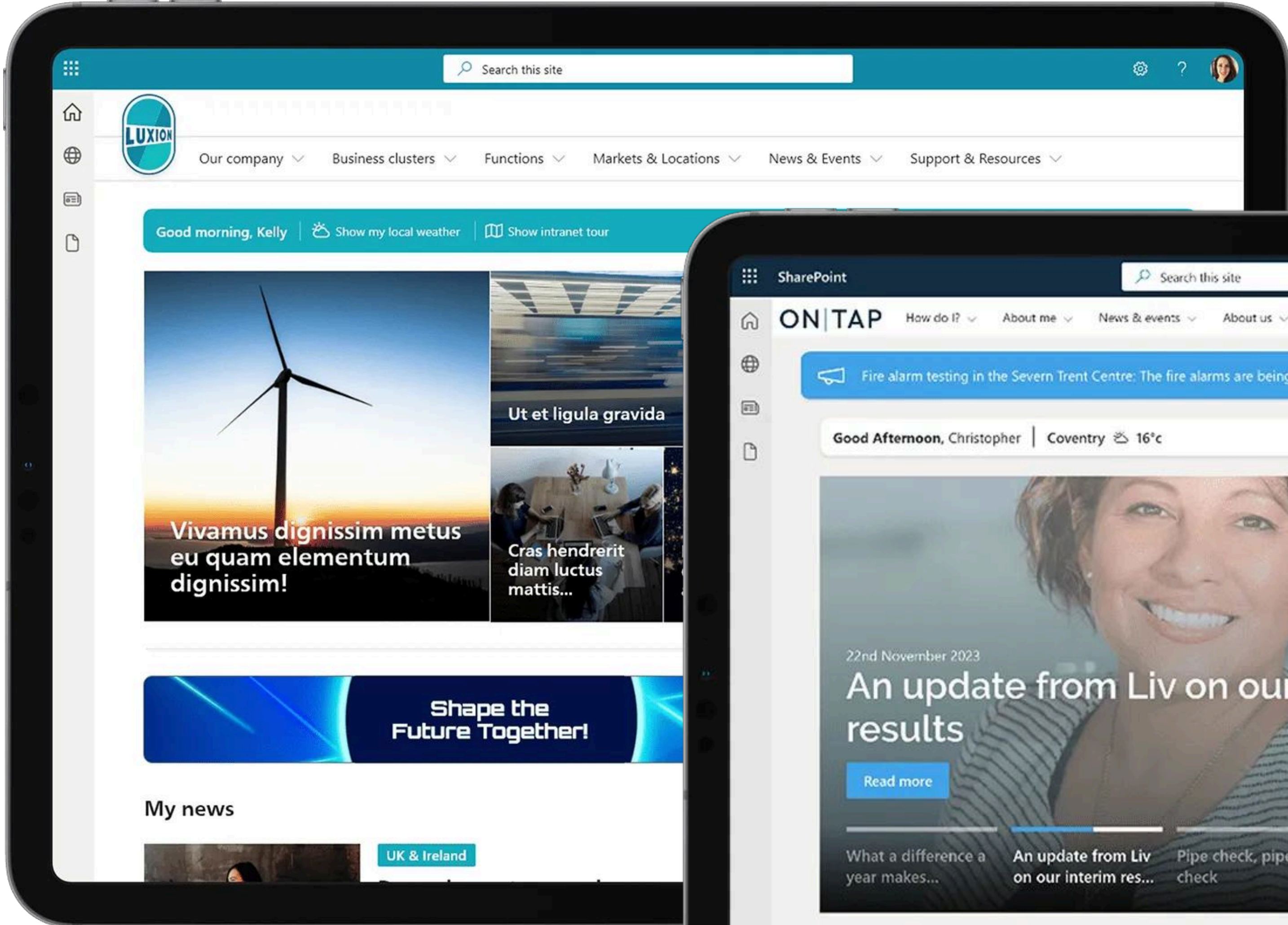
# Next Steps for consideration



# Next Steps for consideration



# Next Steps for consideration



# Thank you!

**UX Team at TRS**

November, 2025