

# Transcript

June 26, 2025, 3:00PM

□ **John, Jenny** started transcription



**John, Jenny** 0:06

All right, so to begin with, can you briefly describe your role and how you interact with the intranet?



**Key, Simon** 0:16

Um, so wow, that's a big one. Uh, that's.



**John, Jenny** 0:20

I know a brief overview would work. Yeah, just your role pertaining to the Internet, yeah.



**Key, Simon** 0:27

So the **Internet being all of SharePoint**, I guess what you mean, right? And that's what it means. It might mean the whole tenant. So there's the collaboration part.



**John, Jenny** 0:36

OK. Yeah, yes.



**Key, Simon** 0:44

Which is, you know, all the divisional **collaboration sites** and all of the **project collaborational sites**. I'm supporting, you know, building the sites when they're needed, any kind of Technical Support for the sites training.



**John, Jenny** 0:45

Mhm.

OK.





**Key, Simon** 1:00


All that kind of stuff. Then you've got the **communication sites**, things like TRS home,

all the departmental communication sites, all the **some project sites are communication sites just because they're hubs.**


 **John, Jenny** 1:15  
OK.


 **Key, Simon** 1:16  
So I'll set those up when there are changes to a departmental communications site, the business owners, well, there's usually a contact who will submit tickets to make changes to updates of content, you know, like policies or any kind of documents.


 **John, Jenny** 1:27  
OK.  
Got it. Okay.

 **Key, Simon** 1:36  
Etc.  
And then TRS Home, I think you know is the homepage that particularly that hero web part that is all now **being done through mostly Santa.**

 **John, Jenny** 1:50  
OK.

 **Key, Simon** 1:51  
Uh.  
Yeah, primarily. And of course, OOE, OCM, OE, they also have a they put in tickets for the hero a lot.

 **John, Jenny** 2:04  
OK. OK. Interesting. Yeah. Thank you so much for that overview. Um, is there anything else that you would like to add or can I proceed to the next question?

 **Key, Simon** 2:14  
Um, I I'm sure I've missed stuff, but that's the general, the gist, yeah.



**John, Jenny** 2:19

Yeah, maybe we'll, you know, touch on those while I have 20 questions. So then, you know, maybe we'll touch on those as we go along. So now I'd like to shift gears and talk a little bit about who owns the Intranet and how decisions are made around it. So who kind of owns the overall website?



**Key, Simon** 2:24

Yeah, yeah.  
OK.



**John, Jenny** 2:39

Experience.



**Key, Simon** 2:42

So I would like, I'm not sure I'm the person to ask that. That might be a bigger question for, you know, management, but my understanding is it's the IT because you know, in my view a significant.



**John, Jenny** 2:46

OK.  
OK.



**Key, Simon** 2:59

This most significant part of the Internet is the collaboration SharePoint piece. So but then when it comes to the departmental communication sites, I would say that it's sort of us and the business.



**John, Jenny** 3:04

Yeah. Okay.  
Mhm.



**Key, Simon** 3:17

We have the, you know, we're the site sort of administrators as far as you know the technical pieces. But as far as content updates and what you know what's presented

there, that would be the business. We we wouldn't make changes to their pages unless they asked us to.

 **John, Jenny** 3:24

Mm-hmm.

Oh.

Got it. OK, so uh, in that vein, who is responsible for creating and maintaining content across these different Uh sites?

 **Key, Simon** 3:46

And you're so when you say that question, you mean the communication sites, I'm guessing, right? Not the collaboration.

 **John, Jenny** 3:50

Yes, yeah, yeah.

 **Key, Simon** 3:53

So the communication sites would be the business. So for instance, if it's OES communication site, OE would be the there would be OE owns the content and is responsible for updating it. Policies and procedures is an example where.

 **John, Jenny** 4:05

OK.

 **Key, Simon** 4:08

It was owned by OE, but now it's owned by legal, so it's on there. It's technically on TRS home, the policies and procedures, but legal.

 **John, Jenny** 4:11

OK.

OK.

 **Key, Simon** 4:21

For the people who submit tickets to us to update it.



**John, Jenny** 4:23

Got it. OK, uh, so when it comes to collaboration sites, who is responsible for creating and maintaining the content?



**Key, Simon** 4:33

So we spin up the site with with in coordination with Records Management, who is responsible for the retention pieces.



**John, Jenny** 4:36

OK.



**Key, Simon** 4:44

And the permissions are decided by the business that's built, you know, or whatever team. If it happens to be a project site, then it'd be the team. Or if it's a departmental collaboration site, it would be the business.

And then the permissions get a little tricky. Typically whatever group has that collaboration site, they there's a there's a user auto defined like a data defined group that gives permissions to those in general, but then we can restrict things down to certain.



**John, Jenny** 5:05

OK.

OK.



**Key, Simon** 5:20

Libraries. So it's it's a collaboration, but mostly I would say the business owns it.



**John, Jenny** 5:20

Got it. Okay.

OK, I see. Uh, so do you happen to know how many collaboration sites we have on the Internet currently?



**Key, Simon** 5:31

Oh my God, not off the top of my head, but we're talking hundreds and hundreds.



**John, Jenny** 5:34

That's all I can say.

I see. OK, OK, all right. So do we have any like design standards or any content guidelines around how we we set up these collaboration sites?



**Key, Simon** 5:39

Yeah.

So we have a **we have a template**. SharePoint team has a template that they use that just just to when we throw up the site. That's just what we do by default to **give them something to get them started**, right? But then it's up.



**John, Jenny** 5:52

OK, OK.

Yeah.



**Key, Simon** 6:06

It's up to the the business does it however they need to, whatever works for them, right? Whatever makes most business sense for them. They build out the pages that way. Once we hand them the keys, they take over and there's all sorts of web parts that can be useful or not useful to them. So we let them, you know, there's no restrictions once once they've taken.



**John, Jenny** 6:13

Yeah.

Makes sense.

Mhm.



**Key, Simon** 6:25

Over the site collaboration sites.



**John, Jenny** 6:26

OK, OK. And uh, how about the communication sites?



**Key, Simon** 6:33

So originally when they're first set up, there's, you know, we have governance around what the site in general looks like as far as you know, the first tier landing page having the director.

Or any kind of managers over there on the right with the org charts on the.



**John, Jenny** 6:50

Got it.

OK, yeah.



**Key, Simon** 6:55

And then that certain information that we want present on that first tier landing page and then we get into the second tier landing pages as far as like the groups that fall under the divisions, the departments, those have a certain look too. But that was the way it's originally set up, but now that's slightly changing. There are.



**John, Jenny** 7:07

Thank you.

OK.



**Key, Simon** 7:14

Yeah, that that's kind of changing now with some groups.

Once they're given training, it'll just be one or two people who are given training, like an example's IT. The technical communicators on the IT team have started to build out the pages.



**John, Jenny** 7:33

OK.



**Key, Simon** 7:34

Um, and we just ask that people try to keep a certain amount of consistency between, you know, across the tent, across all the communication sites, right?



**John, Jenny** 7:42

Yeah.

OK. So that that's really helpful context. So now I just want to ask a few questions

about how the content is managed. And I know I think as we're talking, I'm understanding that there is a difference in how collaboration sites are managed versus how communication sites are managed.

So talking briefly about, say, communication sites, how often is the content reviewed or updated on these sites?



**Key, Simon** 8:03

Right.

Um, that would be the business that was doing that, so I'm not.



**John, Jenny** 8:16

OK.



**Key, Simon** 8:17

I'm not sure how often they do it, but I mean, I know that we get tickets pretty much constantly to update content. Yeah, I mean they have like for instance, the policies, procedures kind of thing there. There's a whole department that's responsible for renewing those on a regular basis.



**John, Jenny** 8:22

OK, OK.



**Key, Simon** 8:34

So those get updated frequently. And then overall content, it varies from departments. Some, you know, some people have more dynamic content than others. It just kind of depends.



**John, Jenny** 8:34

Mm-hmm.

OK.

I see. OK, so um, from your understanding, is this content managed centrally or is it managed by more distributed teams?



**Key, Simon** 9:02

Uh, I'm. Can you say that another way? I'm not sure I followed that like.



**John, Jenny** 9:05

Yeah. Um, so do you? Yeah. So if there is a communication.



**Key, Simon** 9:07

Like an example.



**John, Jenny** 9:12

OE from your understanding, is it like a centralized team or do they have different content owners who kind of pitch in and have, you know, put in tickets at different points? I think basically the intent of the question is to understand whether the content is managed by a centralized team or is it, you know, anyone can edit and offer.

You know, updates, et cetera.



**Key, Simon** 9:34

OK, wait, so definitely not anyone, but it there's usually each business or work group typically has a point of contact, right? Usually on the pages it'll if you go to like for instance one of the, I don't know like Health's landing page, they'll be in the if you look in the bottom, there'll be a person's name where it's.



**John, Jenny** 9:36

OK.

Gotcha. OK.

Yeah, yeah.

OK.

I see.



**Key, Simon** 10:03

So it is. It is usually one or maybe a couple of people.



**John, Jenny** 10:04

See.

Got it. OK. So it is definitely a little bit more centralized than, you know, very randomly distributed. OK, uh.



**Key, Simon** 10:13

For the communication sites, definitely, yeah.



**John, Jenny** 10:15

OK. And when it comes to the collaboration sites, how does the process typically go?



**Key, Simon** 10:24

Um.

As far as content updates.



**John, Jenny** 10:27

Yeah.



**Key, Simon** 10:28

Well, collaboration is, that's the whole thing, right? It's so a collaboration site. There's usually one or maybe two site admins, sometimes more. They're responsible for all the permissions and they we know we have ticketing system that tracks all permission changes. That's part of a.



**John, Jenny** 10:39

OK.



**Key, Simon** 10:46

Audit findings, State Auditor's Office finding that we have to do that, but now we are using group ID as well. So people are able to change permissions to sites and libraries through group ID because it automatically tracks all the history of the changes.



**John, Jenny** 11:00

OK.



**Key, Simon** 11:04

As far as who's contributing to the content, that's, you know, it's it's everyone on their team because typically, I mean it again, it's up to the business, right? I mean, if

OCM decides that they don't want everyone contributing, they just want most people viewing. That's up to them. But.

 **John, Jenny** 11:11

Everyone on the team, OK.  
Mhm.

 **Key, Simon** 11:24

Typically.  
Because it's a collaboration site, you would let everybody, uh, you know, um, contribute. That's the point, right?

 **John, Jenny** 11:30

Yeah, makes sense. Makes sense. Yeah, absolutely. OK. So now I'll probably move on a little bit to because some of these questions have started to make more sense, you know, just with the understanding of what collaboration sites, you know, how collaboration sites work versus how communication sites work. Um so uh when it comes to uh communication site, what is the typical publishing workflow like from, you know, draft to the site going live?

 **Key, Simon** 11:50


Yeah.  
So communication sites are pretty much already built out and when you're talking about departmental communication sites, most of them are already built out. So there's there's not really a life cycle for that, but.


 **John, Jenny** 12:12


OK.


 **Key, Simon** 12:20


So as far as like if they wanted new pages, right, SharePoint doesn't, you don't really do, doesn't really have like drafting so much like the typically the process would be that they would submit like the business would submit a PowerPoint or some kind of mock up of what the page they want and we.


 **John, Jenny** 12:24  
Yeah.  
OK.


 **Key, Simon** 12:39  
We and we try to meet it that there are you know basic requirements as much as we can. As far as the UI part of it, most most of this is you know SharePoint's limited in what it can do with its web parts. So we build out as much as we can to their.

 **John, Jenny** 12:54  
Yeah, yeah.


 **Key, Simon** 12:59  
Uh, you know the requirements, which is mostly more about content than about the look, right? Um.

 **John, Jenny** 13:05  
Look, OK, yeah.

 **Key, Simon** 13:08  
Because a lot of time we're just they're just trying to give people information rather than, you know, sell, sell them something.

 **John, Jenny** 13:13  
Yeah.  
Yeah, that that makes sense. So if we have any changes to the, you know, like a UX update or like a site redesign, is there any workflow or any design kind of workflow that you look into while changing?

 **Key, Simon** 13:17  
Um.

 **John, Jenny** 13:36  
Changing the pages? Or is it just, um, mostly the focus is on content?



**Key, Simon** 13:43

Um.

I would say it. I mean, it's a combination of like, you know, they're.

You know, basic things, right? Like white space, that kind of stuff, right? You know, not jamming too much information into one section, that those kind of things. And also responsive design. You want to take into consideration, you know, how does the information flow change depending on the device that you're on?



**John, Jenny** 13:53

Yeah.

Yeah.



**Key, Simon** 14:09

That kind of stuff, you know, we're we're thinking about it as we build it out, so it's not completely removed. But being SharePoint, when it comes to communication sites, you have to work within those web part boundaries.



**John, Jenny** 14:13

OK.

Mm.

Gotcha. Um.



**Key, Simon** 14:29

While also trying to keep a consistency across again across the all the communication sites as much as you can. Yeah, I mean, some people want to do, you know, something completely different, which we try to find a middle ground.



**John, Jenny** 14:33

Yeah, I bet it's challenging, yeah.

Yeah, yeah. I was trying to build out like one page in SharePoint and I was nearly frustrated with all the limitations and the, you know, the web parts that are available and you want it to look a certain way, but there's only so much you can do. So yeah.



**Key, Simon** 14:53

Yeah.

Yeah, it's it's the the SharePoint's kind of designed to build pages quickly and easily for any for almost any user. So in order for that to happen, they have to give up a certain amount of design flexibility, right?



**John, Jenny** 15:06

Mhm.

Mhm.

Yeah, yeah.



**Key, Simon** 15:16

If if you're going to make it easy to use and quick to build, you kind of have to give up some of that flexibility you would get from, you know, full on custom design.



**John, Jenny** 15:23

Yeah.

Gotcha.



**Key, Simon** 15:26

And and I think you know, SharePoint's not a, it's kind of not even though there's frustrations there. The the advantage is since we're not trying to build a, you know, site selling Ferraris, it it's kind of good that we can build it quickly and maintain it easily.



**John, Jenny** 15:38

Mhm.

Yeah, yeah, that makes sense. On that note, if there are any changes to the information architecture or navigation, how do we handle that? What is the process for typically handling something like that?



**Key, Simon** 15:56

Information so the navigation part. Um.



**John, Jenny** 16:01

Yeah.



**Key, Simon** 16:02

The.

There's so that there's the mega menu is the main navigation.

There aren't a lot of changes to that. That was when that was built out, that was in built out sort of in coordination with various groups, including OCM. And so that's kind of it's, you know, the real estate in that mega menu is limited.



**John, Jenny** 16:13

OK.

OK.



**Key, Simon** 16:26

So there had to be a lot of decisions made about how to build that out. So it's it's fairly static.



**John, Jenny** 16:36

OK.



**Key, Simon** 16:38

Because of those real estate limitations, that's the navigation piece. Then of course, once you navigate to a page like a landing page, a tier one page, that's where you can start to put quick links that you use for navigation to get to other pages.



**John, Jenny** 16:51

Mhm.



**Key, Simon** 16:53

Uh, if that makes sense. Um.



**John, Jenny** 16:56


Yeah, that makes sense. Yeah.





**Key, Simon** 16:58


But then the other part, that's the navigation part as far as the information flow. Oh,


and as far as the process, yeah, so there's not really much of A process for changing the navigation, right? If it were done, it would again be a ticket that would come into us and we'd work it out with the person whether.


 **John, Jenny** 17:10  
Mhm.


 **Key, Simon** 17:13  
What our options are as far as changing the navigation as far as information flow that piece, I'm not quite sure what you mean changing the information flow.

 **John, Jenny** 17:15  
OK.  
I was, yeah, I think I was referring to the information architecture which pertains to the navigation. So you sort of answered my question. So yeah, that that works. So just out of curiosity, do you happen to know when the Internet was last redesigned?

 **Key, Simon** 17:35  
OK.  
I don't remember the exact date that we migrated from on Prem to SharePoint Online. I'd have to go back and find it, but it's my guess would be it feels like four years ago or something like that.

 **John, Jenny** 17:53  
OK.  
Oh, OK, OK, yeah, I was just curious because I was browsing the Internet to like find any governance document and I came across this page which was the old Internet. I'm guessing like it was called TRS home slash something.

 **Key, Simon** 18:01  
I can't remember.

 **John, Jenny** 18:17  
So yeah, yeah, it looked very different. So yeah, I was just curious.



**Key, Simon** 18:21

Yeah, our our, our internal governance documentation is kept on Confluence, which is a different, yeah, platform.



**John, Jenny** 18:30

OK.

OK, that makes sense. Is there any way that I can be provided access to that governance document? Because I think a lot of the questions would be answered if there is like a clear like documentation that I can refer to.



**Key, Simon** 18:47

Confluence is kind of tricky because it's the my understanding is it's locked down to IT.



**John, Jenny** 18:56

Got it. OK.



**Key, Simon** 18:57

Um, for there, it's where all there's so much information that there's there the permissions.

Are, you know, you either have access to everything or you or you don't, right? And once you have access to everything, you now have access to, you know, information security, core, all their all their materials. So yeah, they're pretty strict about that.



**John, Jenny** 19:07

Oh, no.

Yeah.


OK, makes sense. Is there like a PDF document or like a governance, like a single documentation that I could have access to or is it?




**Key, Simon** 19:25


There there isn't a PDF, no. Um.


 **John, Jenny** 19:29  
OK.


 **Key, Simon** 19:30  
Sorry, it's um.


 **John, Jenny** 19:32  
Yeah, no worries at all. Yeah, I understand.

 **Key, Simon** 19:34  
OK.

 **John, Jenny** 19:37  
Um, on that vein, I'm kind of curious about is there any uh training or onboarding for like new Internet contributors?

 **Key, Simon** 19:47  
You so are you talking about? So there aren't you're talking about communication sites?

 **John, Jenny** 19:53  
On.  
Yeah, communication sites, yeah.

 **Key, Simon** 19:57  
There isn't a lot of like changing of hands as far as that, because again, there's only, you know, not most people aren't.  
Contributors to communication sites, it's mostly our team, so it's tickets that come into us and then we implement it. So there's, I mean this is a very, very recent change that there are people who are starting to contribute and it's probably.

 **John, Jenny** 20:11  
Yeah.



**Key, Simon** 20:24

You know, only a handful of people, like less than 10 probably. And those people, of course, when we when we give them access, we go over, you know, train them. But since since this is a very new thing and it's almost never, you know, in the past there was only one other person outside of our team who contributed to the communication sites.



**John, Jenny** 20:38

Mhm.



**Key, Simon** 20:44

Mar Mindel and OE and that it was that way up until you know, probably, I don't know this year maybe or or maybe last year.



**John, Jenny** 20:53

OK.



**Key, Simon** 20:54

So there's there's not really a formal training process because it's there's never been a need because there haven't been contributors and but that's communication sites, right? Collaboration or project sites, that's a different story that you know that's like.



**John, Jenny** 21:00

Got it.

OK.



**Key, Simon** 21:10

Somebody getting access to Teams, right? Or Word doc or Microsoft Word. I mean, we don't really, we don't get trained really, right?



**John, Jenny** 21:17

Yeah, yeah, that makes sense. Yeah. I think the more I learn about like SharePoint's environment, the more I understand like a lot of difference, the governance, like it's different based on whether it's a communication side versus like a, you know,

collaboration side.

So yeah, that that makes a lot of difference. When we are kind of building these pages out, do we have like a design system or, you know, design system in place or is it just working with what SharePoint kind of the native SharePoint capabilities?



**Key, Simon** 21:35

Right.

Well, it's definitely working within the SharePoint capabilities because you know we that's you know that's not what you've got, but the but as far as again we try to keep a consistent look and feel across sites.



**John, Jenny** 22:02

Yeah.



**Key, Simon** 22:10

But occasionally some business will want, you know, they're really trying to promote a new newsletter, say, for example, and it's just by nature going to look different.



**John, Jenny** 22:11

Got it.

Mhm.



**Key, Simon** 22:26

Than other pages. So we, you know, that's a situation where we'll go ahead and make an exception and try to do something different. So you will come across pages that look different and then you have. So yeah, it it's there is a sort of compromise occasionally between the business and us. We don't, we're not trying to, you know.



**John, Jenny** 22:34

Got it.



**Key, Simon** 22:45

Try to try to say you can't do this because we tried out. The effort is to try to keep a consistent look and feel, but of course you you make compromises.



**John, Jenny** 22:49

Yeah.

Yeah, yeah, makes sense. So I'm almost at the end of my questions and I think we're good on time as well. But I just want to wrap up with a few questions about, you know, some challenges and opportunities, you know what things that you feel are working well and what you think could be better.

So when it comes to managing or governing the Internet, what are some of the biggest challenges that you face personally?



**Key, Simon** 23:21

Um.

M.

Um.

Let's see these challenges. I mean, it's working pretty well, the ticketing system.



**John, Jenny** 23:38

OK.



**Key, Simon** 23:39

Of course, works well. It also depends if you're talking again about communication or collaboration, right?

Uh.



**John, Jenny** 23:48

Yeah, you can talk about both, yeah.



**Key, Simon** 23:50

I probably the the biggest challenge is.

People understanding what SharePoint is.



**John, Jenny** 23:59

OK.



**Key, Simon** 24:00

And terminology.

So some it's hard sometimes for people to articulate what they need because they don't really understand.



**John, Jenny** 24:10

Mhm.



**Key, Simon** 24:13

What SharePoint is like, for instance, the difference between a site, a library, a list, a tenant, a communication site, and a collaboration site. These sort of, you know, there's there's SharePoint's. It's so many things.



**John, Jenny** 24:22

Yeah.

Mhm.



**Key, Simon** 24:29

That it can be.

Trying to trying to find out what people are asking for can be tricky if but that's you know, I mean that's our that's IT, right? That's our jobs. It's like when you're developing software, right? The one of the biggest that's why you have PM OS and stuff, right? Because it the challenge is how do you you know what?



**John, Jenny** 24:36

Yeah.

Yeah.



**Key, Simon** 24:51

What the business?

Wants and what you're able to provide and.

You know, the whole scope of projects, things like that. You know, we're we have the same issues like IT would, but nothing, you know, nothing that's not what I would consider normal course of business for IT.



**John, Jenny** 25:02

Yeah.

Mhm.

And when it comes to collaboration sites, are there any challenges that you, uh, personally face with, yeah, with the governance or any other elements?



**Key, Simon** 25:27

No, I would, I would say the same thing, just trying to use the right terminology and trying to, you know, like permissions is always very complicated part of SharePoint and trying to.



**John, Jenny** 25:29

Got it, yeah.

Mhm.



**Key, Simon** 25:44

Have trying to communicate how permissions work in SharePoint is pretty is a pretty challenging thing for some folks. Um yeah, but again, nothing unusual from IT perspective.



**John, Jenny** 25:51

I see.

Got it. In your from your perspective, what changes would help with the overall intranet governance? If you know from your perception, are there any bottlenecks or any when it comes to the content update workflow, be it for communication or collaboration sites?

What are some of the changes that you think would help with improving the overall Internet governance?



**Key, Simon** 26:24

So again, communication, collaboration, different kind of governance, collaboration, I I don't think there's really any issues. Communication, probably the biggest issue is not.



**John, Jenny** 26:34

OK.



**Key, Simon** 26:41

It's just the same thing it is with all businesses and all organisations, just people having the time to, you know, to maintain everything there. So the things that are most important, like policies for instance.

There is already something in place to ensure that those are updated timely, right? There's already a system in place for that, so that so the the most important stuff is getting updated things like, I don't know, a department's mission or.



**John, Jenny** 26:58

Mhm.

Yeah.



**Key, Simon** 27:13

I don't know, like little little things that a person might wanna change, update on a page. The challenge is typically just everyone's so busy.



**John, Jenny** 27:17

Mhm.



**Key, Simon** 27:24

It's easy for that to get to, you know, get missed because there's not like a necessarily a trigger to hey, we need to.



**John, Jenny** 27:30

Yeah.


Update this or something, yeah.





**Key, Simon** 27:36


Right. Yeah, if it's but, but for the most part it does get taken care of like like this move right now we're starting to get to Bravo. Now that we've moved up completely out of Red River, we're starting to get tickets flowing in to update pages as far as you know.


 **John, Jenny** 27:44  
Mhm.


 **Key, Simon** 27:54  
Securities, evacuation routes, things like that, right? That's just an example. But there's, you know, more and more people are putting in tickets now to change the pages.


 **John, Jenny** 27:58  
Yeah.


 **Key, Simon** 28:05  
And to update, you know, addresses and things like that, right?

 **John, Jenny** 28:09  
Yeah, yeah.

 **Key, Simon** 28:11  
And I expect that we're going to start getting seeing a lot more tickets coming in because of there's you're probably aware of there's been a lot of org changes, right. The organizational changes as far as names, things like that. So that's.

 **John, Jenny** 28:24  
Yes, yeah, absolutely, yeah, yeah.

 **Key, Simon** 28:27  
Gonna trigger a lot of tickets coming in probably soon. Um, actually, it already is. I've already got meetings set up with people to start discussing, um, their pages as far as reorging.

 **John, Jenny** 28:35  
I see.  
Got it.



**Key, Simon** 28:39

So, so it is being addressed. So yeah.



**John, Jenny** 28:45

All right. Those are most of the questions that I had for today, and this was really helpful and almost like a SharePoint crash course in a way. Yeah, but in your opinion, are there any other stakeholders that you think I should speak to to get more additional information about the governance model?



**Key, Simon** 28:55

Yeah.

Um.

Hmm.

So have you talked to anyone in? Well, as far as the governance model, that's. Have you talked to anyone in OE like OCM?



**John, Jenny** 29:22

No, I haven't.



**Key, Simon** 29:26

OCM has AI would say has a big footprint on the Internet. They they were pretty instrumental in, you know, we had a lot of discussions with them about, like I said, things like the mega menu, the home page and they have a lot of.



**John, Jenny** 29:27

OK.

OK.



**Key, Simon** 29:42

It like the calendar, the events calendar, things like that they so I I I would maybe that they might not be a bad person to talk to as far as I don't know if it's governance is the right word but but as far as having input in the intranet.



**John, Jenny** 29:48

Yeah.

Yeah, just.



**Key, Simon** 30:00

Especially when you're thinking of communication sites.  
Right.



**John, Jenny** 30:18

To them, yeah, so.



**Key, Simon** 30:19

And they're they're the group. OCM was the group that Mark Mendel, I was talking about earlier. He was in that group and when he left, Rachel Currier.



**John, Jenny** 30:24

OK.  
OK.



**Key, Simon** 30:29

She's probably a good contact. Rachel Currier sort of stepped in where he was. So their pages, they're the OE communication sites, they are. They're one of the groups that is building out their own pages.



**John, Jenny** 30:37

Mhm.  
OK.



**Key, Simon** 30:43

So that would probably be.



**John, Jenny** 30:45

Yeah, that would be, yeah, great point of contact. I'll definitely reach out to them. And yeah, those were all the questions that I had, Simon, and we finished almost right on time. Thank you so much for your time and thanks for taking the time to share your insights.



**Key, Simon** 30:45

Somebody might was talking to.



**John, Jenny** 31:01

If you think of anything else after this, please feel free to reach out or if there's any documentation that is, you know that you can share with me that you find that would be really useful as well. All of this would be really useful with the research and I'm excited to share some of these insights in the upcoming meetings.



**Key, Simon** 31:19

OK, sounds good.



**John, Jenny** 31:20

Yeah. Thank you so much, Simon.



**Key, Simon** 31:22

Thanks, bye.



**John, Jenny** 31:24

Have a good day. Bye.



**Key, Simon** 31:25

You too. Bye.

● **John, Jenny** stopped transcription