

Using SharePoint to Build an Interactive On-Boarding Experience

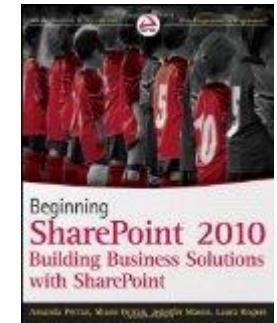
SHAREPOINT
@RACKSPACE



About me...



@jennifermason



My Job Description

- I work with users at Rackspace to answer the question.....

"Wouldn't it be great if we could do {enter thing here}, yeah it would be great! Can you please go do {enter thing here}"



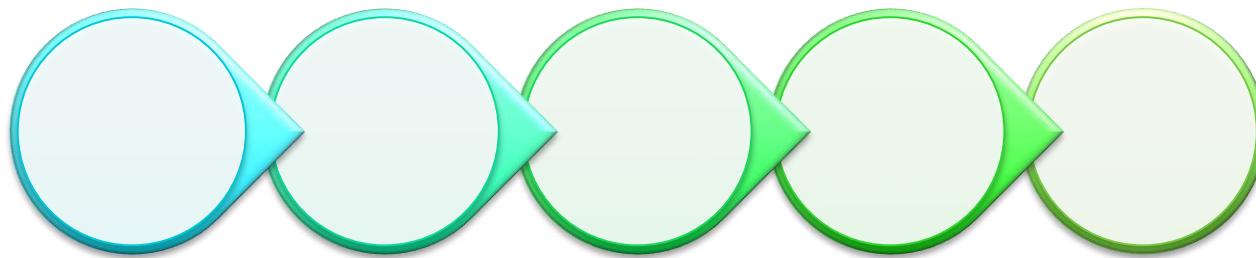
Today's Topic

Interactive Onboarding Experience



The Process

1. Identify the Business Problem
2. Gather Information
3. Design the Solution
4. Building the Solution
5. Managing the Solution



Business Problem

- Need a single place to.....
 - Direct Managers to Content to Share with New Hires
 - Provide Instructions to New Hires about Orientation
 - Share Content During the Orientation Week



Current State

- Solution
 - File Server
 - Email
- Pain Points
 - Lost Data
 - Lots of Required Maintenance
 - Security Management
 - Single Point of Failure for Absent Coordinator (email)

The Symptoms

Disorganization

Frantic Last Minute Planning

Students Can't Access Data

Rework with Each Session



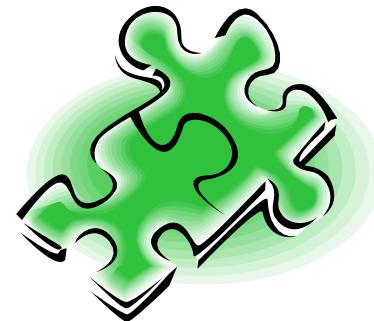
Gather Information

- Remove all technology from the conversation and map out the following:
 - Who will use the system?
 - What do they need to do?
- Our Primary Users
 - HR Administrators who Manage Orientation Sessions
 - Presenters who Teach The Sessions
 - Students who Attend the Sessions



Design the Solution

- The business user that we were working with didn't have much SharePoint experience, so we took the following approach:
 1. Build a very simple shell SharePoint solution to help them get some visual grounding to what could be done.
 2. Regroup on ideas that flow from the presentation of the prototype.
 3. Finalize Requirements and build a phased implementation approach





Building the Solution

SharePoint

Newsfeed SkyDrive Sites Jennifer Mason

SHARE FOLLOW

Search this site

Rookie-O

My Rookie-O Racker Ready Book Before You Go Find Rookie-O! Example Site

What is Rookie-Orientation?

Rookie Orientation (Rookie O) exposes all new hires to the world of Fanatical Support® and our unique culture within Rackspace. Varied topics prepare all employees for success within tools, process/procedures, tribal knowledge, company financials, support of our external and internal customers, and celebration of self development /volunteerism via this global onboarding program.

Rookie O is a company requirement regardless of level or role in company!!

Occurs every month and attendance mandatory. All new hires are automatically enrolled by date established by your hiring manager and you. If you are unable to attend original scheduled date, please let your manager and recruiter know. You will be re-enrolled in the following month.

Welcome to Rackspace!
Sister Bear, Lawrence Reyes, Ambassador of Rackspace Culture

Rookie O Culture Week:
Offered every month
Four Day Week (Tuesday - Friday)
Offered: US/San Antonio, Texas & UK/Hyde Park Hayes, England Class time: 8:30am – 5:00pm (Friday until 5:30pm)

Class Focus:

Click Here To Login Into the Site and Access Personalized Content

access and site and sign in to





Building the Solution

SHAREPOINT
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Rookie-O Template Base

Home

Orientation will focus on the foundation of Rackspace through varied topics preparing a new employee to become a familiar with tools, processes/procedures, personal understanding of self and Rackspace culture via Rackspace Global Onboarding Program. Topics covered include Rackspace History, Fanatical Support, Rackspace's Business & Sales Models, Side by Side Training on Creativity, Security Policies, Professional Etiquette, Rackconomics, Strengths, and much much more!!!! The goal of Rookie Orientation Culture Week is to provide answers to many of the questions you will have about your new job and it will serve as a foundation as you move forward in your career within Rackspace Hosting. You will be able to understand your role and how it interacts with the rest of the company and what it takes to be a "Fanatical™ Racker."

Agenda

Discussions

Meet the Class

132 See All Rookie-O Photos



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Building the Solution

SharePoint

BROWSE PAGE

Newsfeed SkyDrive Sites Jennifer Mason

STAR FOLLOW SYNC EDIT

Zeta Rookie-O Template Base

Rookie-O Information Page Class Home Page

Search this site

Session Details

Click [here](#) to see full agenda

Welcome

Tuesday 8:30 AM - 9:00 AM

Discussion to establish class rules and norms, expectations, and getting to know individuals at select tables as well as entire class.

✓ Presented By

 SugarBear Reyes
Manager of Talent On-Boarding - US, Talent Acquisition

Documents

Type	Name
	Test Document 1

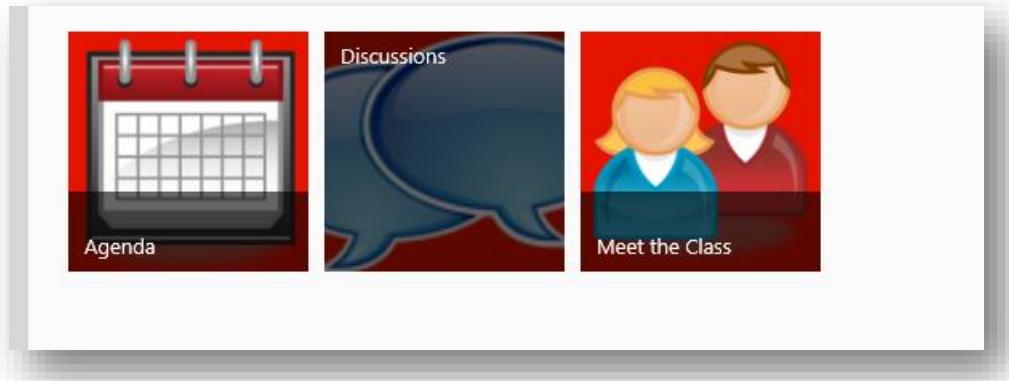
Links

URL	Notes
Fresh Prince of Rackspace	...
Rackspace Rookie-O May 2013	...

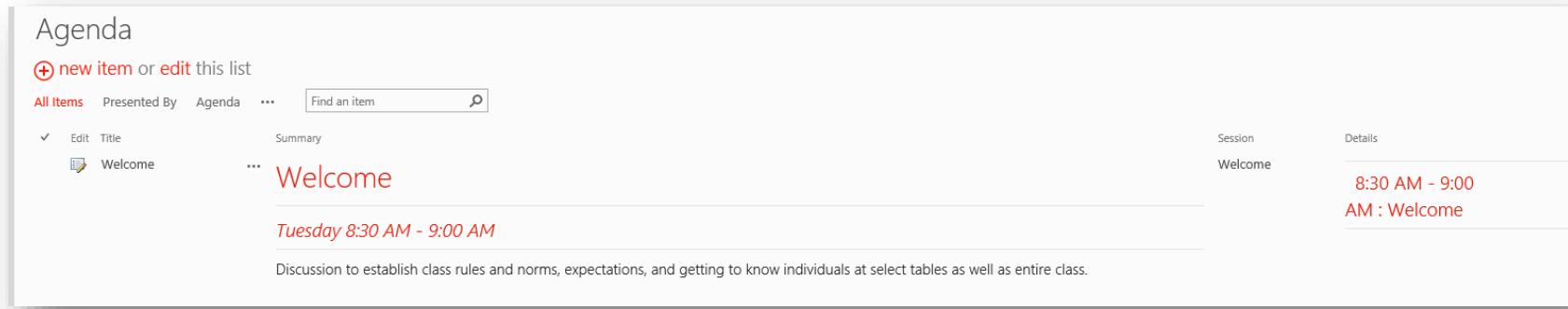


My Tips & Tricks

- Promoted Links



- Workflows that Populate HTML for Rollup



Agenda

[+ new item or edit this list](#)

All Items Presented By Agenda ... 

✓ Edit Title	Summary	Session	Details
 Welcome	... Welcome	Welcome	8:30 AM - 9:00 AM : Welcome

Tuesday 8:30 AM - 9:00 AM

Discussion to establish class rules and norms, expectations, and getting to know individuals at select tables as well as entire class.



My Tips & Tricks

- Connected Web Parts

The SharePoint ribbon is shown with the 'FORMAT TEXT' tab selected. The ribbon tabs are BROWSE, PAGE, FORMAT TEXT (selected), INSERT, and WEB PART. The FORMAT TEXT tab has sub-sections for Save, Check Out, Paste, Copy, Undo, Edit, Clipboard, Font (Body, 13px), Paragraph (List, Bullets, Numbered, Indent, Outdent), Styles (AaBbCcDd, AaBbCc, AaBbCcDc, AaBbCcDd), Spelling (ABC, Spelling), and Layout (Text Layout, Layout). The page content shows the 'Rookie-O Template Base' logo and navigation links.



Managing the Solution

- We want to make it easy to work with, so we are doing the following.....
 - Creating a Standard Template for all Sessions
 - Creating Specific Landing Pages to Deliver Role-Based Content
 - Training the HR Admins to Add Content / Users / Manage Permissions



Role Based Landing Page

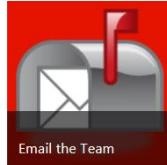
My Rookie-O Actions

Below are the actions currently available to you. Should you have any questions, please contact us and we will respond as quickly as we can.



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Questions / Discussion

