



"... AWESOME! This is something that's adding massive value to my knowledge ... yeah I have to be honest it was the most enlightening two days training I've ever been on." Wesley Hackett

"Easily one of the best courses I've been to and has left me wanting more!" Brendan Newell

Proudly presents

SHAREPOINT GOVERNANCE AND INFORMATION ARCHITECTURE MASTER CLASS

A GOLDEN OPPORTUNITY FOR TWO FULL DAYS OF REAL WORLD EXAMPLES, KNOWLEDGE AND TECHNIQUES



Are you...

- **A Business Analyst or SharePoint Architect who needs to deal with the hard question of "Will users use the system"?**
- **A strategic management consultant or anyone who is looking for something where so far, the published material hasn't quite done it for you up till now?**
- **An IT Manager who genuinely wants to hear real techniques behind abstract concepts like "user engagement" and "buy-in"?**

Have you tried SharePoint and failed (therefore experienced the pain and need it named)?

Most people understand that deploying SharePoint is much more than getting it installed. Despite this, current SharePoint Governance documentation abounds in service delivery aspects.

However, just because your system is rock solid, stable, well documented and governed through good process, there is absolutely no guarantee of success. Similarly, if Information Architecture for SharePoint was as easy as putting together lists, libraries and metadata the right way, then why doesn't Microsoft publish the obvious best practices?

In fact, the secret to a successful SharePoint project is an area that the governance documentation barely touches.

This master class pinpoints the critical success factors for SharePoint Governance and Information Architecture and rectifies this blind spot. Paul Culmsee's style takes an ironic and subversive take on how SharePoint Governance really works within organisations, while presenting a model and the tools necessary to get it right.

Drawing on inspiration from many diverse sources, disciplines and case studies, Paul Culmsee has distilled the "what" and "how" of governance down a simple and accessible, yet rigorous and comprehensive set of tools and methods that organisations, large and small, can utilise to achieve the level of commitment required to see SharePoint become successful.

MASTER CLASS AIMS

- Present SharePoint Governance and Information Architecture in a new light - focus on the "blind spots" where the current published material is inadequate
- Cover lessons learned from Paul's non IT work as a facilitator and sensemaker in complex large scale projects
- Examine the latest trends in the information landscape for industry and government and review studies that inform Governance and Information Architecture efforts
- Present an alternative approach to business-as-usual SharePoint governance planning that focuses on real collaboration
- Provide quality information that is rigorous yet accessible, entertaining and interesting

MASTER CLASS OUTCOMES

- Understand the SharePoint governance lens beyond an IT service delivery focus
- Develop your 'wicked problem' radar and apply appropriate governance practices, tools and techniques accordingly
- Learn how to align SharePoint projects to broad organisational goals, avoid chasing platitudes and ensure that the problem being solved is the right problem
- Learn how to account for cognitive bias and utilise tools and techniques that help stakeholders align to a common vision
- Understand the relationship between governance and assurance, why both are needed and how they affect innovation and user engagement
- Understand the underlying, often hidden forces of organisational chaos that underpins projects like SharePoint
- Understand the key challenges and opportunities that SharePoint presents for Information Architecture
- Learn how to document your Information Architecture
- Practical knowledge: Add lots more tools to your Governance and Information Architecture toolkit!

**Want to ATTEND our class?
Thinking of ORGANISING a
class within your own
organisation or city?**

**Contact:
info@sevensigma.com.au**

COURSE STRUCTURE

PERFECTLY SUITED TO BUSINESS ANALYSTS, PROJECT AND PROGRAM MANAGERS, ENTERPRISE AND INFORMATION/SOLUTIONS ARCHITECTS, IT MANAGERS AND THOSE IN STRATEGIC ROLES THAT HAVE TO BRIDGE THE GAP BETWEEN ORGANISATIONAL ASPIRATIONS AND THE EFFECTIVE DELIVERY OF SHAREPOINT SOLUTIONS.

MODULE 1: SHAREPOINT GOVERNANCE *f*-LAWS 1-17

Module 1 is all about setting context in the form of clearing some misconceptions about the often muddy topic of SharePoint Governance. This module sheds some light onto these less visible SharePoint Governance factors in the form of Governance *f*-Laws which will also help to provide the context for the rest of this course.

- Why users don't know what they want
- The danger of platitudes
- Why IT doesn't get it
- The adaptive challenge - how to govern SharePoint for the hidden organisation
- The true forces of organisational chaos
- Wicked problems and how to spot them
- The myth of best practices and how to determine when a "practice" is really best

MODULE 2: THE SHARED UNDERSTANDING TOOLKIT – PART 1

Module 2 pinpoints the SharePoint Governance blind spot and introduces the Seven Sigma Shared Understanding Toolkit to counter it. The toolkit is a suite of tools, patterns and practices that can be used to improve SharePoint outcomes. This module builds upon the *f*-laws of Module 1 and specifically examines the "what" and "why" questions of SharePoint Governance. Areas covered include how to identify particular types of problems, how to align the diverse goals of stakeholders, leverage problem structuring methods and constructing a solid business case.

MODULE 3: THE SHARED UNDERSTANDING TOOLKIT - PART 2

Module 3 continues the Seven Sigma Shared Understanding Toolkit, and focuses on the foundation of "what" and "why" by examining the "who" and "how". Areas covered include aligning stakeholder expectations, priorities and focus areas and building this alignment into a governance structure and written governance plan that actually make sense and that people will read. We round off by examining user engagement/stakeholder communication and training strategy.

MODULE 4: INFORMATION ARCHITECTURE TRENDS, LESSONS LEARNED AND KEY SHAREPOINT CHALLENGES

Module 4 examines the hidden costs of poor information management practices, as well as some of the trends that are impacting on Information Architecture and the strategic direction of Microsoft as it develops the SharePoint roadmap. We will also examine the results from what other organisations have attempted and their lessons learned. We then distil those lessons learned into some the fundamental tenants of modern Information Architecture and finish off by examining the key SharePoint challenges from a technical, strategic and organisational viewpoint.

MODULE 5: INFORMATION ORGANISATION AND FACETS OF COLLABORATION

Module 5 dives deeper into the core Information Architecture topics of information structure and organisation. We explore the various facets of enterprise collaboration and identify common Information Architecture mistakes and the strategies to avoid making them.

MODULE 6: INFORMATION SEEKING, SEARCH AND METADATA

Module 6 examines the factors that affect how users seek information and how they manifest in terms of patterns of use. Building upon the facets of collaboration of Module 5, we examine several strategies to improving SharePoint search and navigation. We then turn our attention to taxonomy and metadata, and what SharePoint 2010 has to offer in terms of managed metadata.

MODULE 7: SHARED UNDERSTANDING AND VISUAL REPRESENTATION – DOCUMENTING YOUR INFORMATION ARCHITECTURE

Module 7 returns to the theme of Governance in the sense of communicating your Information Architecture through visual or written form. To achieve shared understanding among participants, we need to document our designs in various forms for various audiences.

FOOD, DRINK, WIFI AND LAPTOP

The workshop sessions will be hands on, we provide all the tools and samples needed but **please bring your own laptop**.

Includes light breakfast, lunch, drinks and free wifi.

PUTTING IT ALL TOGETHER: FROM VISION TO EXECUTION

As a take home, we will also supply a USB stick for attendees with a sample performance framework, governance plan, SharePoint ROI calculator (spreadsheet), sample mind maps of Information Architecture.



These tools are the result of years of continual development and refinement "out in the field" by Paul Culmsee.



ABOUT PAUL CULMSEE

Paul is an consultant and sensemaker with 21 years experience across a wide variety of

disciplines. Paul is one of three Cognexus Certified Dialogue Mappers in the world and is a Microsoft Certified Systems Engineer, Microsoft Certified Technology Specialist (MOSS 2007), Microsoft Certified Trainer and Certified Information Systems Security Professional. He is a regular international conference speaker and is a sought after trainer and advisor.

Paul's popular SharePoint blog CleverWorkarounds attracts more than 15000 unique visitors and over 1 million hits per month, covering various SharePoint and sensemaking topics including Dialogue Mapping, SharePoint project planning, Governance and ROI.

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