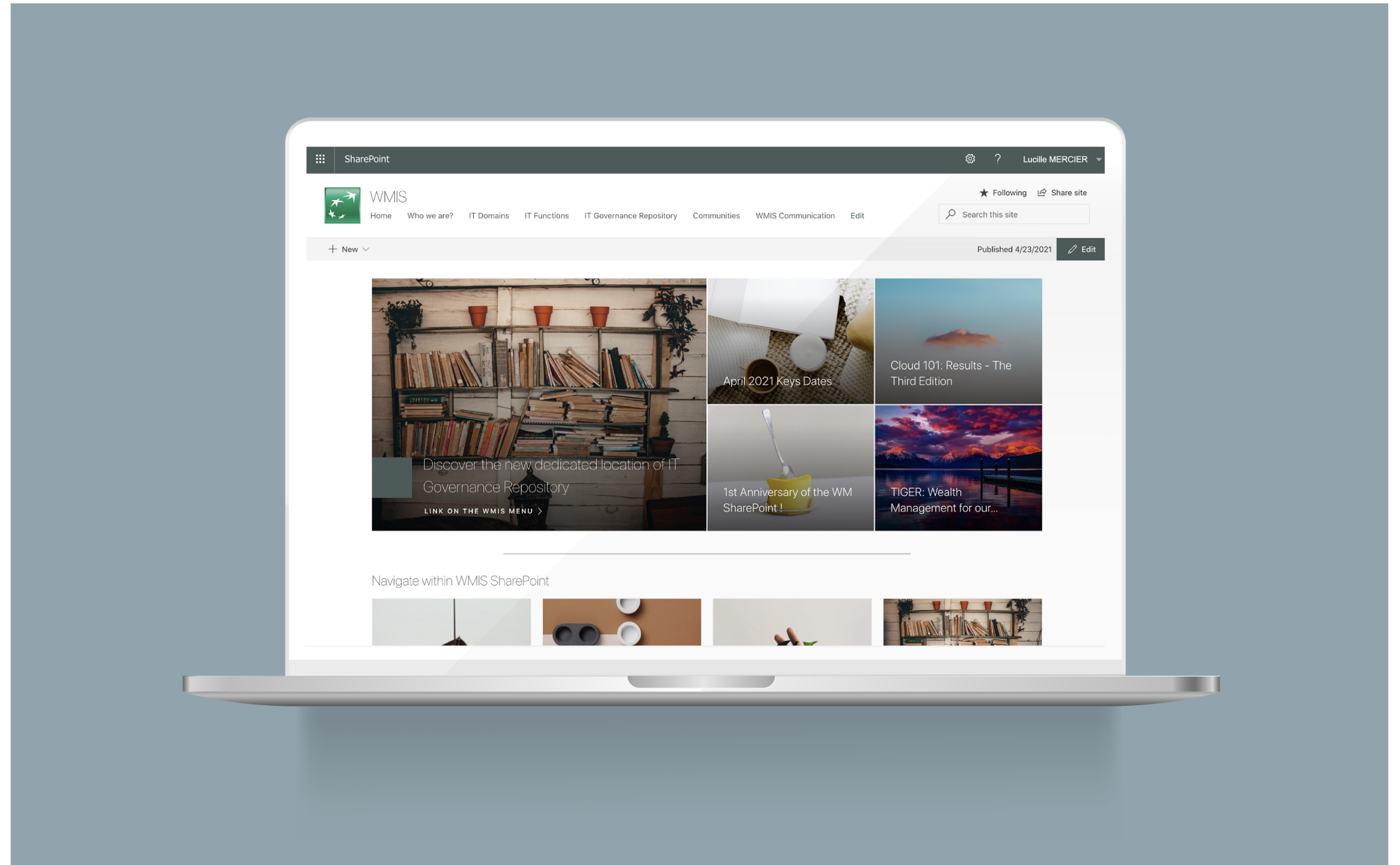# Sharepoint

UX/UI design

Lucille Mercier

Phase d'exploration et de recherche

Observation des habitudes d'utilisation des outils proposés en interne. Le but étant de confirmer ou d'infirmer la mise en place d'un Sharepoint interne. Compréhension des frustrations ressenties et des besoins auprès des collaborateurs de l'entité via des entretiens observatoires.

Voici un extrait des questions posées.

Part of the interview	Part description	Questions
Introduction	This part involves to welcome the interviewee.	• Hi XXX • How are you today? • Thank you for taking the time to participate in this user interview. • This intervie will take about 40 minutes.
Warm-Up	Explicate to the participant what is the goals of this interview.	• The purpose of this interview is to understand the users'usage and the pain points of using TOOL 1 and TOOL 2 to accomplish their daily tasking. • Your feedback is important and will be a great help to offer a new tool in 2020 for all IT collaborators • During this interview, I will need you to go to TOOL 1 and TOOL 2 to see your interactions. Could you please open them right now? • Please also note that the whole interview will be recorded for research propses. • Thank you to give use your honest feedback and rest assured that your opinon won't be used to descriminatee against you in any way. • Do you have any questions at this point? • If no, we will start the interview.

Part of the interview	Part description	Questions
Interview / Questions	Ask all questions starting with generic questions to specific questions	• Firstly, could uou introduce yourself? (Name, job, entity, experiences ..) • Which internal tools are you using? Could you give more detials about each one (Frequency, purpose)? • How do you manage your documents, information (Stockage, Sharing, Communication ..)? • Could you tell, which king of information are you managing? • Which teams are you sharing with? • Now, could you open the TOOL 1. • How do you use the TOOL 1? • Do you have some pains points? • Do you have any requirement? • Have you already think about solutions? • Now, could you open the TOOL 2. • How do you use the TOOL 2? • Do you have some pains points? • Do you have any requirement? • Have you already think about solutions?
Retrospection and conclusion	Come back to the main points/questions to re-assure the good understanding of the interviwee answers.	• So, if I understand well, the main information for you is …. • Do you have any other information that you want ot raise about these tools? • That's the end of the user interview • Once again thank you for participating in this user feedback session

Création des personas

A la suite de la phase d'observation, nous avons pu ressortir deux personas types qui utiliseront à terme le Sharepoint Interne mis en place au sein de nos équipes.
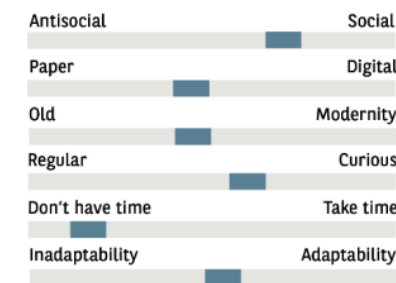
Xavier Durant

Age: 47 years
Work: Manager IT
Experience: 20 years
Location: Switzerland
Family: Married, 3 child

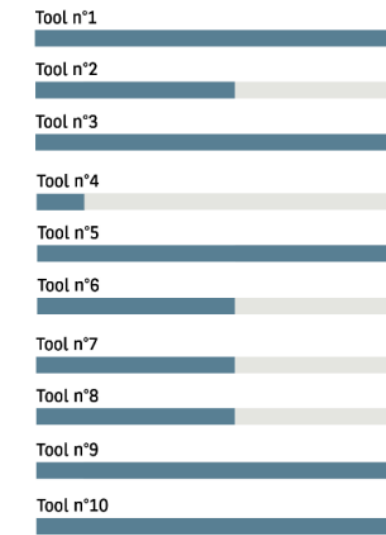"Share management activities and contribute to strategic topics, it's my job!"

BIO
As a domain deputy and site manager, I act as a back up for many management activites and contribute to strategic topics. I participate to some management meetings : DPC, CMT, budget launch of projects, etc.

PERSONALITY

Antisocial		Social
Paper		Digital
Old		Modernity
Regular		Curious
Don't have time		Take time
Inadaptability		Adaptability

CURRENT USED TOOLS

Tool n°1
Tool n°2
Tool n°3
Tool n°4
Tool n°5
Tool n°6
Tool n°7
Tool n°8
Tool n°9
Tool n°10

Occasionnally — Regularly — A Lot

GOALS
- Spend less time to share information
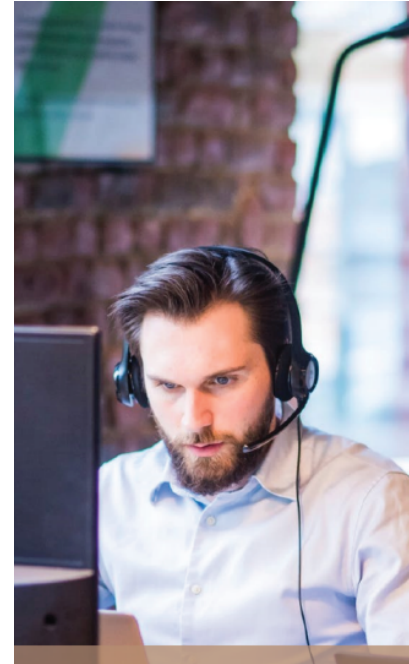- Optimizing spending to respect the budget

MOTIVATIONS
Simplify sharing information across multiple sites, his own team

Share information about : project, asset, management documentations

Get easely access to retrieve information outside of WMIS (wifi userguides, others page etc.)

Save time

Be able to share with Business and SWP

PAINS
Spend too much time to find documents (Too many sub folders, complicated structure)

Spend time with information not always up to date

Has difficulties to access to Sharepoint outside WMIS

Limited access

Retrieve reference asset documentation is not easy

Eude Martinez

Age: 39 years
Work: IT Project Manager
Experience: 17 years
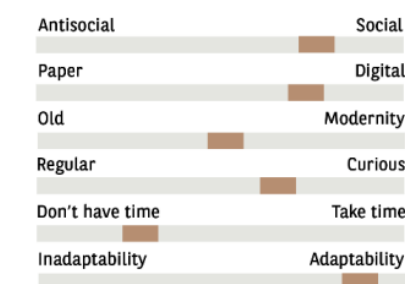**Location:** Singapore
Family: Married, 1 child

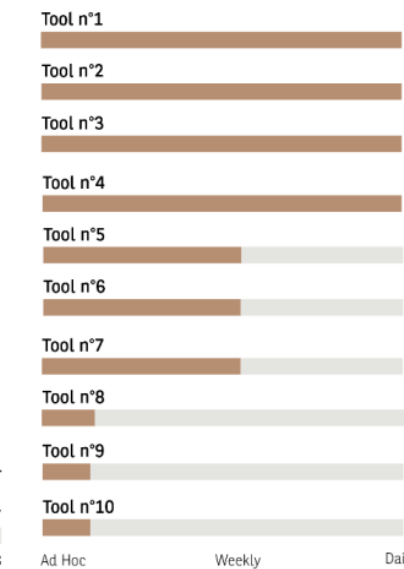"The key to a succesful projet is communication that connects its collaborators"

BIO
As an IT Project Manager, I manage and deliver project with my team project. We work on differents purpose. I'm able to work for a project in a specific location or across multiple sites (Monaco, Switzerland). I expect to work and to share information easely with my team without have to use X tools.

PERSONALITY

Antisocial		Social
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CURRENT USED TOOLS

Tool n°1
Tool n°2
Tool n°3
Tool n°4
Tool n°5
Tool n°6
Tool n°7
Tool n°8
Tool n°9
Tool n°10

Ad Hoc — Weekly — Daily

GOALS
- Spend less time to share information
- Deliver on time

MOTIVATIONS
- Simplify information sharing across multiples sites and his own team
- Share information about : project documents, Governance, Transversal topics
- Find templates & Docs about project deliverables
- Find what is the roles of the others employes (Who's who)
- Save time to search documents or project / Save time to log in
- Make all project information accessible easely by teams/sites

PAINS
- Spend too much time to find documents (Too many sub folders, complicated structure)
- Lose time with information not always up to date
- Access with the new brother (Microsoft Edge) is not working well
- Have to be careful with check in / check out
- Have to use two tools to share information with his team and oher site (Sharepoint and Sharedrive)

Réalisation d'une Value Proposition Canvas

Une fois les entretiens réalisés, les observations analysées ainsi que les personas créés, nous avons mis en place une value proposition canvas afin de baisntormer autour de la solution la plus adéquate.

À la fin de cet exercice, il s'est avéré que l'outil qui avait été choisi pour répondre au besoin correspondait à la réalité.

Wealth Management a donc décidé de mettre en place un SharePoint au sein de ses équipes.
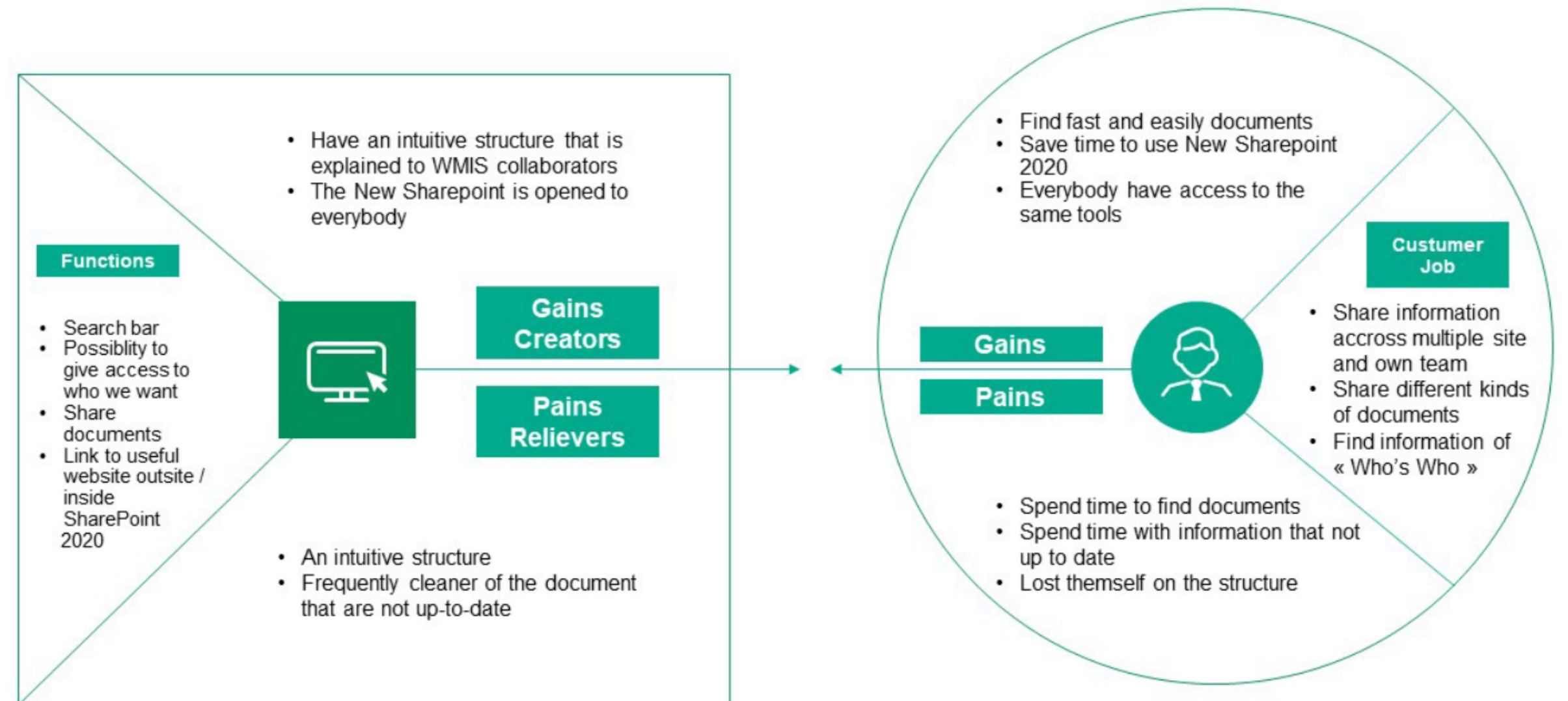
Accompagnement des équipes sur la création des Sharepoints

Un SharePoint a été créé pour chaque équipe au sein de BNP Paribas Wealth Management. Afin d'apporter plus d'autonomie, la création ainsi que la mise à jour de chaque site ont été délégués aux owners des SharePoints.

Deux types de sites internet ont été proposés : les sites vitrine et les sites d'équipe.

Afin de les accompagner à cette création, des conseils d'utilisation des widgets ainsi que des formations ont été mises en place.
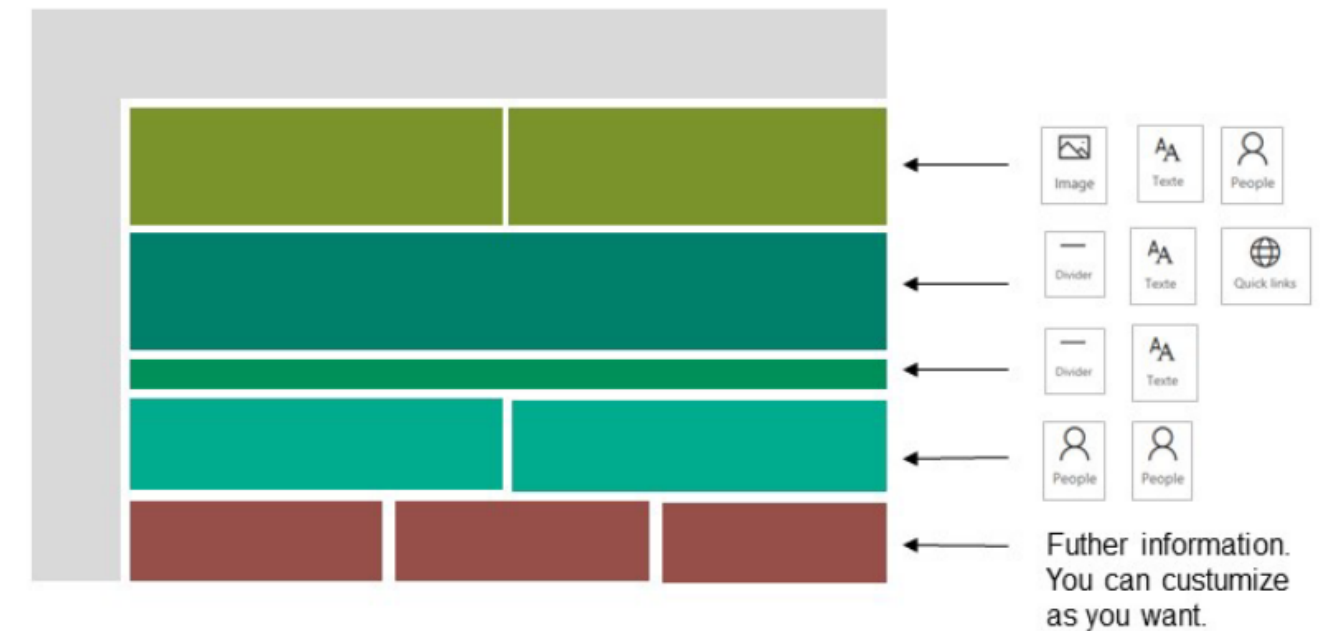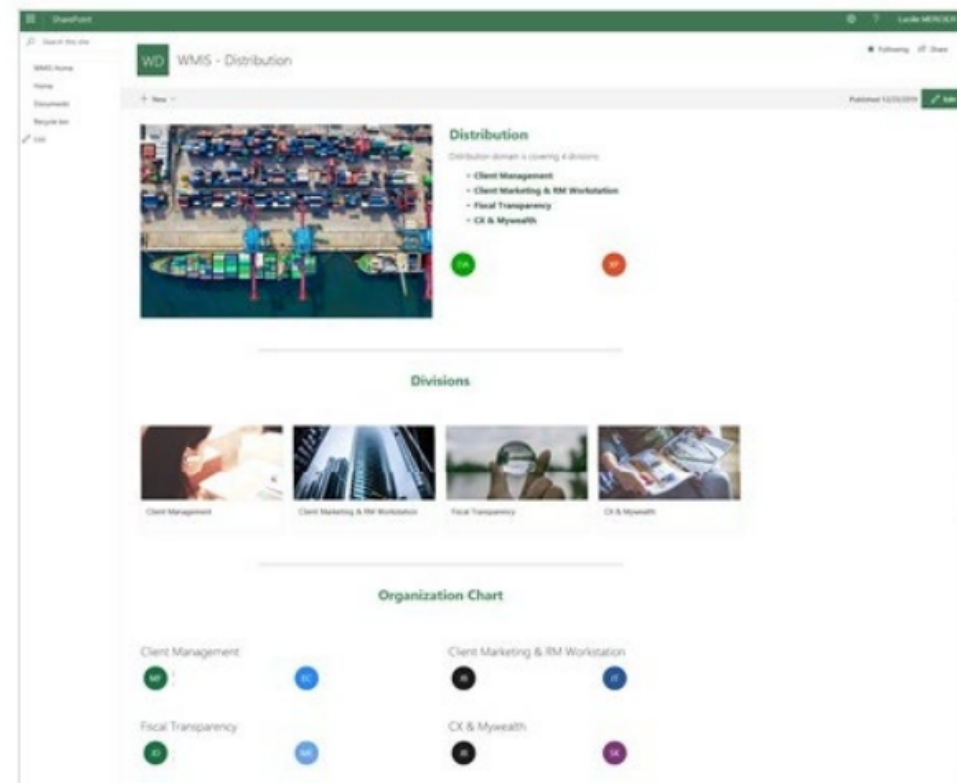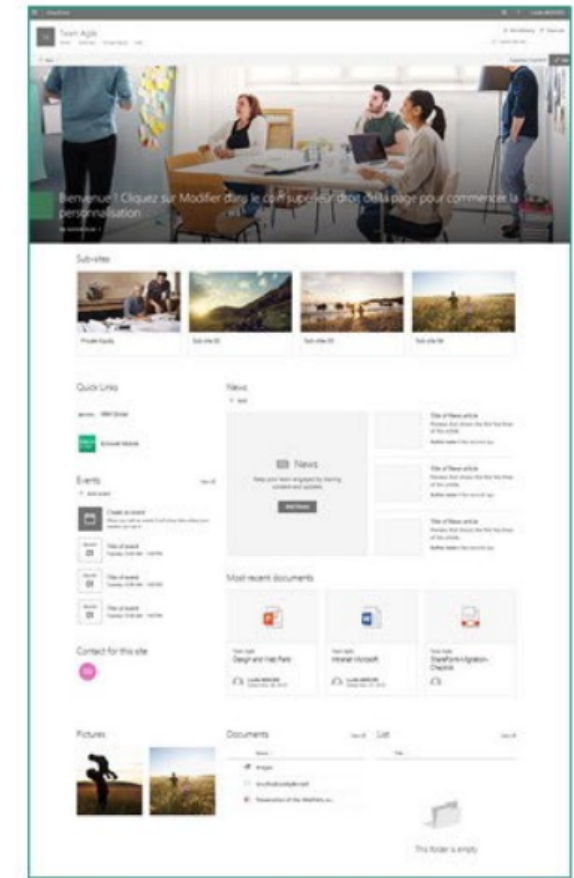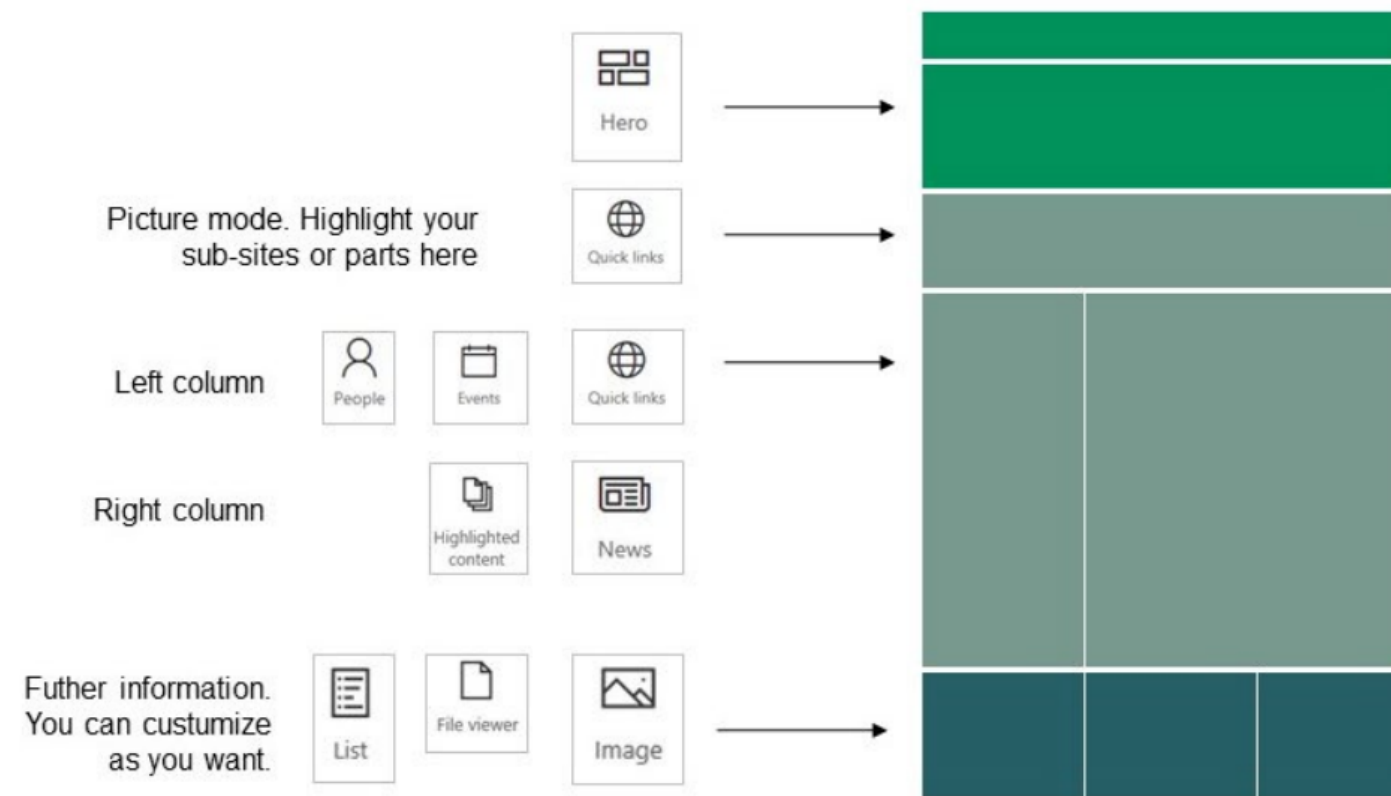
Let's work together!

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