

SharePoint Governance

Robert L. Bogue
Thor Projects LLC
Rob.Bogue@ThorProjects.com

High-Level Agenda

- What is Governance?
- What attitudes should be used when developing governance?
- What should be a part of governance?
 - Project and Operational Management
 - Development and Configuration
 - Infrastructure
 - Operational Concerns
 - Education and Training
 - Taxonomy, Search, and Navigation

BRUSSEL
TEL AVI
VIENNA
ZURICH
FRANKFU
PARIS
LONDON
FRANKFU
PRAGUE
PARIS
VIENNA
MUNICH

What are the definitions of Governance?

- "a method or system of government or management" (Dictionary.com)
- "Corporate Governance is the set of processes, customs, policies, laws, and institutions affecting the way a corporation is directed, administered or controlled" (Wikipedia.org)
- "... focused on information technology systems and their performance and risk management." (Wikipedia.org)



What is Governance?

- A plan of how the tool will be used in the organization
- A set of rules and guidelines for using the tool in the organization
- Expectation setting



Chinese Finger Trap



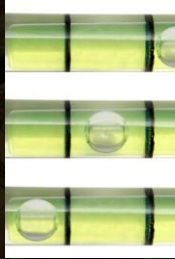
Attitudes for Governance

- Levels of Guidance (Must/Must Not, Should/Should Not, Can/Can not)
- Minimally sufficient
- Proactive vs. Reactive
- Setup Right



Levels of Guidance

- Identification of
 - System Critical Guidance
 - Best Practices
 - Opportunities for value



Must/Must Not

- System Critical Guidance
- Potential Security or Reliability concerns



Should/Should Not

- Best Practices
- Guidance on the “best” way to do things
- Avoidance for ineffective approaches



Can/Can not

- Opportunities and cost containment
- Creating awareness of opportunities
- Policy based (not security or privacy based) restrictions



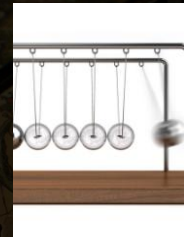
Minimally Sufficient

- Just enough and no more
- Minimize costs by finding the lowest intersection of management and operational costs



Proactive vs. Reactive

- Proactive: Education
- Reactive: Review Boards
- Both are necessary, but preference towards proactive strategies to improve adoption and minimize conflict



Education

- Instructor Lead
- Self-Paced
- Reference
- Community



Setup Right

- Focus on the right setup not fixing the results
- Expectation setting as to support and consequences



Expectation Setting

- Remove confusion, conflict, and tension
- Improve operational efficiencies



How to Create Chaos

- No Guidance
- No Quotas
- No Coding Policies
- No Communication
- No Content Management



Project and Operational Management Overview

- Communication
- Deployment Process
- Change Management Process
- Cost Allocation
- Sponsorship
- Roles and Teams
- Site and Platform Classification
- Service Level Agreements



<http://office.microsoft.com/download/afile.aspx?AssetID=AM102552101033>

Communication

- Identify
 - When (will messages be communicated)
 - What (will the message contain)
 - How (the message will be sent)
 - Who (will send the message)



Deployment Process

- What methods will be allowed to deploy solutions into the environment
- Will all code be built from one server
- What configuration management practices will be enforced for development



Change Management

- What repositories will be used for
 - Code
 - Third Party Components
 - Documentation
 - Configurations
- What approval process will be used?
- What tools will be used to automate roll forward/roll back?



Cost Allocation

- Where should the project be housed within the organization
- Should users be charged back for use
- On what metrics would the chargebacks be based



Sponsorship

- Project Management Board
- Executive Champion
- Business Evangelists



Roles and Teams

- Roles
 - Project Management
 - Stewardship / Strategy
 - Operational Management
 - Development
 - Support
- Teams
 - Strategy
 - Problem Resolution



Site and Platform Classification

- Site Classification
 - Enterprise
 - Departmental
 - Teams
 - Projects
 - Personal
- Platform Classification
 - Portal
 - Application
 - Collaborative



Service Level Agreements

- Provisioning
- Help Desk
- Performance



Development and Configuration Overview

- Branding
- Customization Tools
- Site Definitions and Templates
- Source Code Control
- On-Going Support
- Development Standards



Branding

- Consistency
- Inflexible and Flexible



Customization Tools

- Who is authorized to use them
- What is authorized to be done



Site Definitions and Templates

- Coordinate Site Definition IDs
- Site Template global installation
- Un-Ghosting



Source Code and Build Control

- Source Control Practices
- Continuous Integration or Build Servers
- Compiler Warnings
- Compiler Documentation



On-Going Support

- Who owns the support liability
- Is supporting existing applications a priority?



Global Assembly Cache (GAC)

- What locally developed components can be deployed to the GAC?
- Can the AllowPartiallyTrusted Callers attribute be added?
- Can 3rd Party Tools be added to the GAC?



Code Access Security (CAS)

- What criteria is used for inclusion?
- Who creates the policy file fragments?
- What are the requirements for testing environments?



Infrastructure Overview

- Firewalls
- Load Balancing
- Environments



Firewalls

- Outbound traffic from the web servers
 - Content Editor Web part
 - RSS Web Part
- Approval for Sites
- Cross Site Scripting



Load Balancing

- Health Pages
- Load Balancing Assignment (Switching)



Operational Concerns Overview

- Monitoring
- Uptime and Downtime
- Disaster Recovery
- Data and Document Retention
- Quotas
- Reporting



Monitoring

- Approaches
 - Server
 - Service
 - Health Page
 - Ping
- The role of MOM



Uptime, Downtime, and SLAs

- Responsiveness
 - First Hit
 - Subsequent Hit
 - Remote Access
- Scheduled Downtime
- Unscheduled Downtime
- Recovery SLA



Disaster Recovery

- Single File Recovery
 - Recycle Bin
- Site Recovery
- Server Recovery
- Geo-Disaster Recovery



Data and Document Retention

- Records Management
- Site Archival



Quotas

- Policies by Site Type
- Process for Requesting Additional Storage



Provisioning

- Process Definition
- Approvals Required
- Service Level Agreement



Reporting

- Auditing
- Archival
- Activity



Education and Training Overview

- Classic Education and Training
- Community Development



Classic Education and Training

- End Users
- Help Desk
- Administrators
- Developers



Community Development

- On-Line support groups
- Face-to-face collaboration



Defining Taxonomy

- Taxonomy – The science or technique of classification (Dictionary.com, Wikipedia.org)
- Classification – A systematic arrangement into classes or groups (The American Heritage Stedman's Medical Dictionary, Dictionary.com)



Hierarchical Taxonomic Breakdowns

- Power/Authority
 - President: Vice President
- Evolution
 - Kingdom: Phylum
- Whole: Part
 - Computer: Hard drive
- Period: Event
 - 1980s: Challenger Disaster
- General: Specific
 - Ocean: Indian
- Group: Member
 - Republicans: George Bush



Types of taxonomies

- Hierarchical
 - Computer File Folder
- Multidimensional/Faceted
 - Relational Database
 - OLAP
- Network
 - Wiki
 - World Wide Web



Methods for creating taxonomy?

- Card sorting & Software
- Industry based templates
- Design team



Taxonomy time

- Combine team knowledge with interviews
 - Can be surveys or even log parsing
 - Take all of the opinions you can get
 - Don't feel obligated to use them
- Don't forget search
 - 50% of users navigate
 - 50% of users search



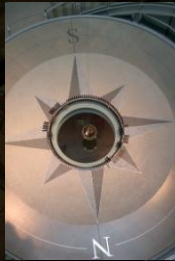
Taxonomy and Navigation

- Taxonomy is the organization of the information
- Navigation is what tools are used to navigate the organization



Taxonomy, Search, and Navigation

- Site Directory
- Site Map
- Content Types
- Business Data Catalog
- Shared Services
- My Sites
- Search Relevancy



Dewey and Congress

- Two key taxonomies for libraries
 - Dewey Decimal Classification (DCC)
 - Library of Congress Classification (LCC)
- ~95% of public and school libraries use the DCC system
- ~75% of colleges and universities use the LCC



Mark Twain

- My books are water; those of the great geniuses are wine -- everybody drinks water.



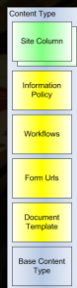
Phone Number Memory

- Phone numbers in the US are 7 digits in length (not including the area code)
- 7 ± 2 appears to be the limit of human working memory



Content Type

- A collection of fields and non-field properties
- Non-Field properties are:
 - Information Rights Management
 - Workflow
 - Template File



Search Relevancy

- Authoritative Sites
- Keywords and Best Bets
- Thesaurus
- Noise Words
- Faceted
- Federation



Adoption



Governance References

- ★ Governance or Guidance?
http://articles.techrepublic.com.com/5100-10878_11-5713949.html
- ★ SharePoint Governance
Part 1-http://www.intranetjournal.com/articles/200611/j_11_27_06a.html
Part 2-http://www.intranetjournal.com/articles/200611/j_11_29_06a.html
- ★ SharePoint Site Collection Governance
http://www.intranetjournal.com/articles/200804/jj_04_07_08a.html
- ★ Managing Code When Customizing SharePoint
http://www.intranetjournal.com/articles/200806/jj_06_09_08a.html
- SharePoint Deployment Guide and Checklists
<http://office.microsoft.com/download/afile.aspx?AssetID=AM102552101033>

Branding

- ★ When You Need SharePoint Designer
http://www.intranetjournal.com/articles/200708/jj_08_20_07a.html
- ★ Understanding SharePoint Branding Options
http://www.intranetjournal.com/articles/200711/jj_11_20_07b.html

Information Architecture References

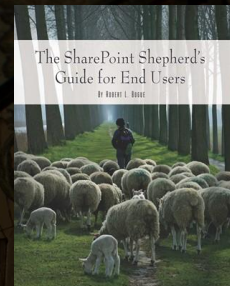
- Card Sorting: A Definitive Guide
http://www.bboxesandarrows.com/view/card_sorting_a_definitive_guide
- ★ A Sensible Framework for SharePoint Intranet Navigation
http://www.intranetjournal.com/articles/200510/jj_10_24_05a.html
- ★ Drawing a Target on Your Users with SharePoint
http://www.intranetjournal.com/articles/200806/jj_06_11_08a.html

Adoption References

- ★ Leverage the Business Benefit of Wikis and Blogs
<http://my.advisor.com/doc/18721>
- ★ Increasing SharePoint Engagement
<http://go.microsoft.com/fwlink/?LinkId=125133&clcid=0x409>
- ★ Empower Your Power Users
<http://my.advisor.com/articles.nsf/aid/18690>
- ★ The Value of Imperfect SharePoint Solutions
http://www.intranetjournal.com/articles/200606/jj_06_09_06a.html

A Shameless Plug

- *[The SharePoint Shepherd's Guide for End Users](#)*
- 116 step-by-step tasks
- Available in corporate licenses including those which include screen casts



Thank You



Rob.Bogue@ThorProjects.Com

<http://www.thorprojects.com/blog>

(317) 844-5310