



DE-MYSTIFYING THE ENTERPRISE INFORMATION PORTAL

MIKE HUGUET
EVANGELIST



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INTRO – MIKE HUGUET, SPARKHOUND

- Evangelist for 
- Avid Community Fan & Presenter
- BRDNUG leader, <http://brdnug.org>
- Baton Rouge Tech & SQL Saturday Organizer
- Advisor for SP 2010 MS Patterns & Practices App Dev Guidance

<http://twitter.com/mhuguet>

<http://geekswithblogs.com/mikehuguet>



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AGENDA

1

Enterprise Information Portal Overview

2

Common Pitfalls, Challenges & Best Practices



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ENTERPRISE INFORMATION PORTAL OVERVIEW



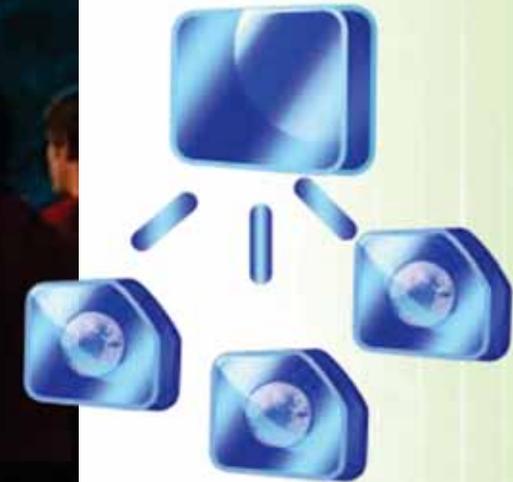
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WHAT IS A PORTAL?

- Website that directs users to company information and knowledge
- Central “gateway” to information
- Collects information that can be searched
- Facilitates organization-wide and team communications



WHERE SPARKIES GO FOR INFORMATION



Spotlight Home



- Spotlight
- Our Company
- Our Clients
- Our People
- Doghouse
- HR Corner

Search this site...

Nominate Your Perfect 10!

Sparkhound employees are truly a different breed, taking personal responsibility for every client. Combined with our "Perfect 10" mentality, we all have the potential to yield tremendous results and consistently Raving Fans.

Our "Top Dog" recognition highlights a Sparkie who is truly dedicated to the customer's success. View the latest Top Dogs!



How are we doing?

Financial Goals						Perfect 10	
August		Q2		2011		Q1	
Goal	Actual	Goal	Actual	Goal	Actual	Goal	Actual
						10	9.02

Message From Leadership



August Status Check
 Sparkies, I'm encouraged to report that August continues our pace for financially trending upward as we closed at about % margin (almost a full percentage point from last month) with over M in ...Read more

10/04/2011 **Congratulations Craig Bankston!** by Chris Kimmel

Notch another one to the App Dev Practice belt. Craig just passed the .NET 4.0 Data Access certification! Way to go Craig! Good thing since he's the one who led the training class recently here in BR! :)

10/03/2011 **Ryan Richard helps bring Sparkhound into a new service offerings!** by Chris Kimmel

10/03/2011 **Congratulations Adam Hopkins!** by Ross Harrison

09/30/2011 **Congratulations James Sampson - .NET Certified!** by Chris Kimmel

Event Calendar Listing

October 2011						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22

How Do I ..?

- Check for Upcoming Training
- Log My Time
- Provide Portal Feedback
- Request or Check PTO
- Submit or Review Expenses
- View Employee Dashboard
- View Practice News Letters

What is ..?

- Incentive Plan

Need Help ..?

- eBooks Library
- Employee Contacts
- Setting Up "My Site" and Profile Page

- Check us out on Facebook
- Follow us on Twitter
- Nominate a Perfect 10



WHAT IS A PORTAL?

- Website that directs users to company information and knowledge
- Central “gateway” to information
- Build an information base that can be searched
- Facilitates organization-wide and team communications
- Increases collaboration
- Provides an intranet operating system and enhances the intranet user experience
- Provides administrative control, monitoring and auditing



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We have you covered.

HR Announcements

08/22/2011 *Next 401k open enrollment period is October 1st* by Richard Caronna ▾

Open enrollment reminder!

HR Topics

- 401k
- Bereavement Leave
- Comp Time
- Company Holidays
- Dental Insurance
- Employee Manual
- Expense Reimbursement
- Jury Duty
- Medical Insurance
- Payroll
- PTO
- Timesheets

Job Openings - Baton Rouge

Core Infrastructure Technology Specialist/Team Lead
Senior Project Manager

Job Openings - Houston

Senior Project Manager
Business Analyst

Questions? Contact:



Rachel Enlow
HR Specialist



Brian Lambert
Director of Administration

Logins

HR One Source
Humana

Quick Links

SparkTrack
Expense Reimbursement
Request PTO
Newsletter Archive

Upcoming Holidays

Nov 24 Thanksgiving Day
Nov 25 Thanksgiving Friday
Dec Christmas Day

WHERE SPARKIES GO FOR INFORMATION



Spotlight Doghouse



- Spotlight
- Our Company
- Our Clients
- Our People
- Doghouse
- HR Corner

Search this site...

Welcome to the Doghouse



What's Happening

There are currently no upcoming events. To add a new event, click "Add new event".

Community Groups

- .NET User Group - Baton Rouge
Mike Huguet - President
- SQL Server User Group - Baton Rouge
William Assaf - President
- Baton Rouge Architecture Group
Stacy Vicknair - President
- Win Phone 7 Dev User Group - Baton Rouge
Paul Johnson - President



The Sparkhound Foundation is a non-profit charitable giving organization to promote happier, smarter, safer, and healthier communities. This site is for all Sparkhound employees to use as the central resource for all information regarding the Foundation.

Show Your Sparkhound Pride



Log on and shop for Sparkhound merchandise with either the company logo or your practice-specific logo. Place your order, pay how you want to, and have it shipped to your home or office.

Sparkhound Company Store

How Do I ..?

- Check for Upcoming Training
- Log My Time
- Provide Portal Feedback
- Request or Check PTO
- Submit or Review Expenses
- View Employee Dashboard
- View Practice News Letters

What is ..?

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- Follow us on Twitter
- Nominate a Perfect 10

A Culture Like No Other

Top Dog - Baton Rouge



Aron Duncan

Aron earned Top Dog for his outstanding work at Blue Cross, and superb customer feedback on their experience.

Top Dog - Houston



Josh Wooten

Congratulation Josh for earning Top Dog

SPOTlight



Chris Traylor

Core Infrastructure
Core Infrastructure Consultant

Consultants of the Month

Application Development July



Seth Valdetero

Development Consultant II

Seth has done great work for a number of projects such as Dept. of Education, Core and FITT that shows dedication and drive that we have come to expect.

Enterprise Applications August



Aron Duncan

Enterprise Applications Evangelist

Please congratulate Aron Duncan.

Core Infrastructure July



Marcus Calhoun

Core Infrastructure Associate

Please congratulate Marcus as our July CI Employee of the month.

New Hires



Cliff Nelson

Business Consultant
Business Consulting



Ron Courville

Enterprise Applications Consultant
Enterprise Applications



Victor Chataboon

Enterprise Applications Consultant
Enterprise Applications

[View all](#)

Recent Certifications

James Sampson

.NET 4.0 Web Applications (MCTS)

Dennis Landry

Enterprise Desktop Administrator Windows 7 (MCITP)

Jeanine Mut

MCTS: Windows 7 Configuration

Jon Faciane

Enterprise Desktop Administrator Windows 7 (MCITP)

Cody Arnould

MCTS: Windows 7 Configuration

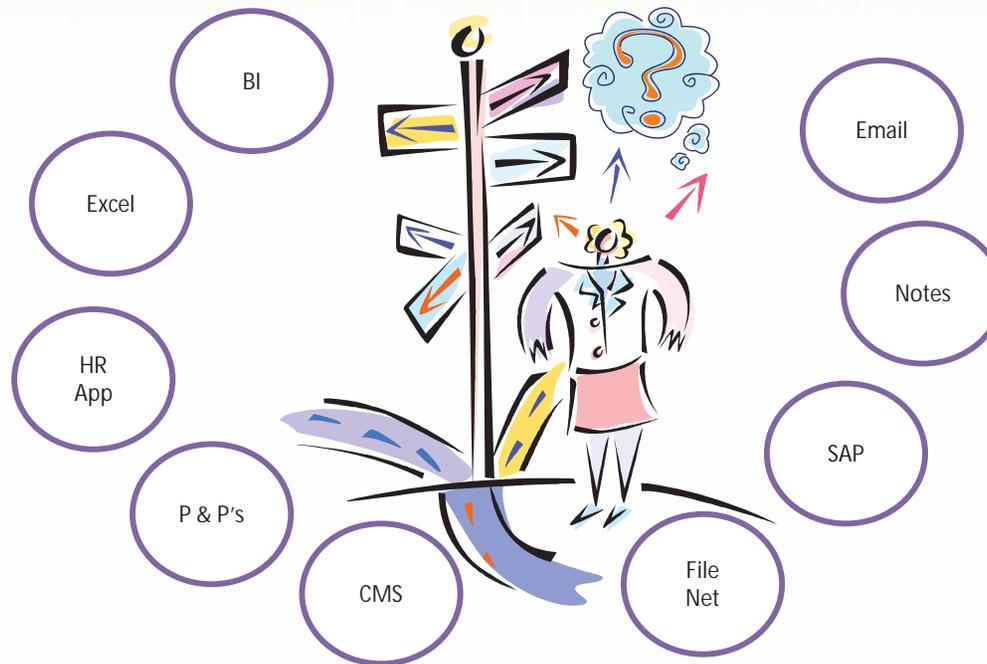


COMMON PORTAL FUNCTIONS

- Content Mash-up
 - Enterprise Search
 - Collaboration
 - Document Management
 - Content Management
 - Self service
- Single sign-on
 - Business Intelligence
 - Integration
 - Subscription
 - Personalization
 - Security
 - Workflow



INFORMATION



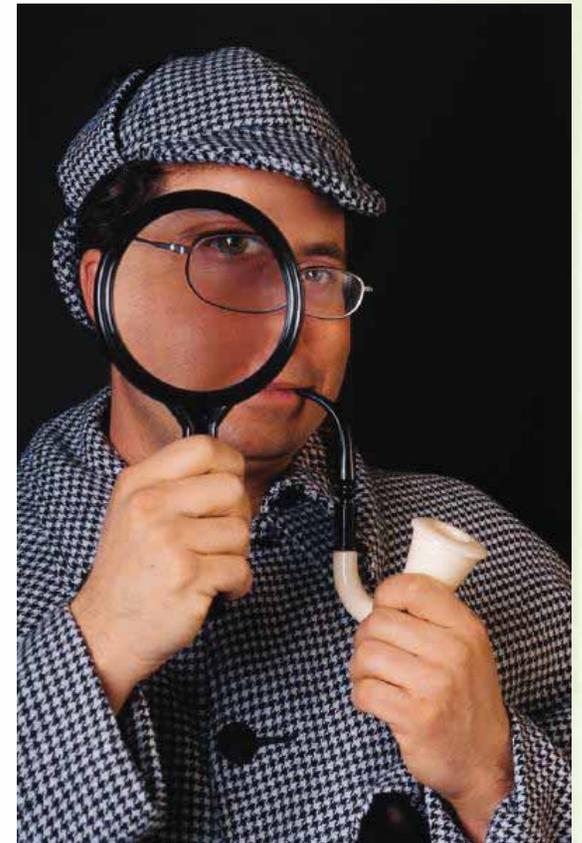
- Worker productivity is heavily dependent on information
- It may be scattered throughout the organization
- Information Architecture (how it is structured) is critical



FIND WHAT YOU ARE LOOKING FOR?

I WANT TO ...

- ...review a company policy
- ...find a support contact
- ...find the company approved stationary
- ...get some help with a question that I have
- ...check on the status of my contract request
- ...see how my department is performing
- ...locate a person's contact information in another office
- ...find out who the HIPAA compliance officer is
- ...find the URL of the processing application

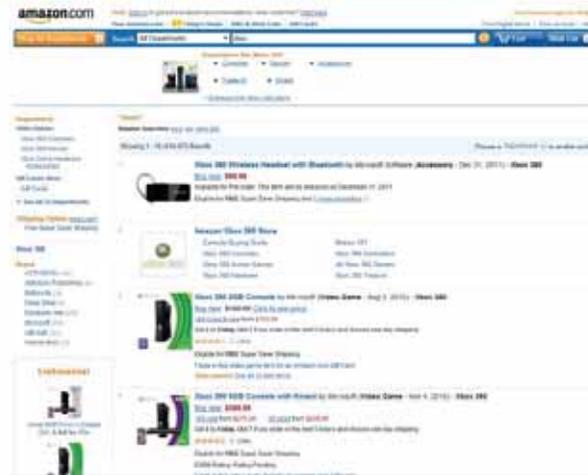
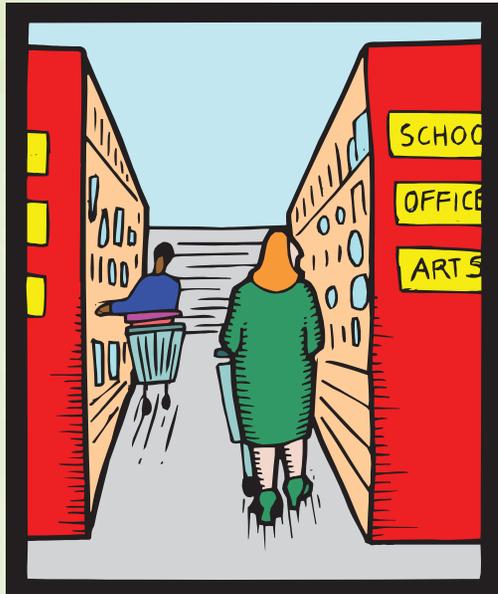


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INFORMATION CLASSIFICATION



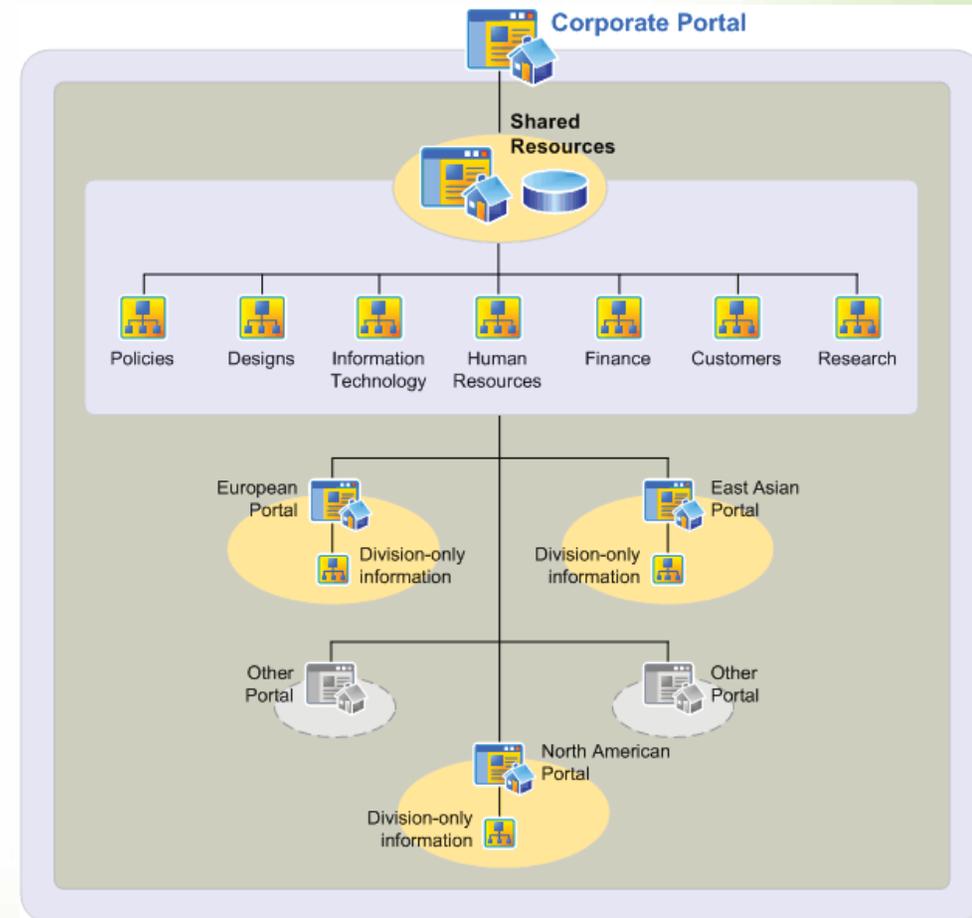
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INFORMATION ARCHITECTURE

- Content structure
 - Applications
 - Sites
 - Pages
 - Content areas
 - Links to launch other apps
 - Navigation
- Search
- Information classification (metadata, taxonomy)
- Awareness & Governance



perfect 10



Preferences
Advanced



1-10 of about 260 results

Result Type

Any Result Type

Webpage

Word

Site

Any Site

portal.sparkhound...

spot.sparkhound.com

Author

Any Author

Noah Boudreaux

Marissa Laporte

Melissa Newman

Margit Link-Rodri...

show more v

Modified Date

Any Modified Date

Past Week

Past Month

Past Six Months

Past Year

Earlier

Tags

Any Tags

I like it

- Perfect 10 Program Overview**
Sincerely thank them for their business ... NO 1-2-3-4-5-6-7-8-9-10 YES ... (If they scored us less than 10) In order to get a **Perfect 10**, where do we need to focus our attention? ...
Authors: Melissa Newman, Melissa. Newman Date: 1/1/2011 Size: 36KB
<https://portal.sparkhound.com/Departments/Marketing/Shared Documents/Jobs/SC-XX-015 Perfect 10 - Customer Welcome Kit/Perfect 10 Program Overview.docx>
- Shared Documents**
SC-XX-016 **Perfect 10** - Client Recognition ... Share a document with the team by adding it to this document library. ...
Authors: Melissa Newman Date: 11/18/2010
<https://portal.sparkhound.com/Departments/Marketing/Shared Documents/Jobs/SC-XX-016 Perfect 10 - Client Recognition>
- PERFECT 10 - INTERNAL CAMPAIGN AIMED AT EMPLOYEES**
Goal - Keep **Perfect 10** top of mind with employees. ... • Athletes wearing 10 uniforms (BE THE 10.) ... visually, that it's good to be obsessed with attaining a "10"... the signs are all around. ...
Authors: Melissa Newman, Melissa. Newman Date: 12/8/2010 Size: 23KB
<https://portal.sparkhound.com/Departments/Marketing/Shared Documents/Jobs/SC-XX-017 Perfect 10 - Employee Recognition/PERFECT 10 - Employee Campaign.docx>
- Perfect 10 Launch letter.docx**
Sparkhound was established in 1998 with the principal goal of redefining how ... is launching a new program this year called **Perfect 10**, and we need your help. Each quarter beginning ...
Authors: Shawn Usher Date: 1/1/2011 Size: 29KB
<https://portal.sparkhound.com/Departments/Marketing/Shared Documents/Jobs/SC-XX-015 Perfect 10 - Customer Welcome Kit/Perfect 10 Launch letter.docx>
- Shared Documents**
Perfect 10 ... Share a document with the team by adding it to this document library. ... spk_perfect 10 logo ... spk_perfect 10 logo1 - no tag ... 3/10/2011 12:03 PM ... spk_perfect 10 logo2 ...
Authors: Melissa Newman Date: 3/2/2011
<https://portal.sparkhound.com/Departments/Marketing/Shared Documents/Logos/Perfect 10>
- Why is our Perfect 10 Program so important.docx**
Why is our **Perfect 10** Program so important? We need to ensure our customers have a terrific ... Consumers have always valued opinions expressed directly to them. Marketers may spend ...
Authors: Melissa Newman, Melissa. Newman Date: 11/29/2010 Size: 26KB
<https://portal.sparkhound.com/Departments/Marketing/Shared Documents/Jobs/SC-XX-015 Perfect 10 - Customer Welcome Kit/Why is our Perfect 10 Program so important.docx>

- View
- All Matches
- Name Matches
- Profile Matches
- Job Title
- Any Job Title
- Development Consult...
- Senior Development ...
- Core Infrastructure...
- show more v
- Past projects
- Any Past projects
- .NET Framework
- Data Center Moves
- Project Management ...
- show more v
- Skills
- Any Skills
- SharePoint
- Cascading Style She...
- Html
- show more v
- Office Location**
- Any Office Location
- Houston
- Baton Rouge

1-10 of 13 results



My Colleague's Colleague

Noah Boudreaux
 Vice President Operations
 Operations
 225-803-3182
 Sparkhound - **Baton Rouge**
 noah.boudreaux@sparkhound.com

- » Add as colleague
- » Browse in organizational chart
- » By Noah Boudreaux

About Me:

As a 6 year Sparkie, I very much enjoy coming to work and growing our company. I have been in the industry for over 15 years now, and it certainly isn't one that gets boring. When not at work, my wife and daughter occupy most of my time. We enjoy doing several things as a family, even running around the LSU lakes. Cooking is something I love doing and often try new things to keep things up a notch.

Ask Me About:

SharePoint: Leadership : 4DX : Sparkhound Vision : Our Culture ...

Skills:

SharePoint: Leadership Training : Proposal Writing : Business Consulting



My Colleague

Margit Link-Rodrigue
 SharePoint Analyst
 Enterprise Applications
Baton Rouge
 margit.link-rodrique@sparkhound.com

- » Browse in organizational chart
- » By Margit Link-Rodrigue

Skills:

SharePoint: SharePoint Designer : Web Design : Cascading Style Sheets : Html ...



My Colleague

Aron Duncan
 Enterprise Applications Evangelist
 Enterprise Applications
Baton Rouge
 aron.duncan@sparkhound.com

- » Browse in organizational chart
- » By Aron Duncan

Ask Me About:

SharePoint

Skills:

SharePoint: Project Server

Office Location:

Baton Rouge



My Colleague

Marissa LaPorte
 Senior Development Consultant I
 Application Development
Baton Rouge
 marissa.laporte@sparkhound.com

- » Browse in organizational chart
- » By Marissa LaPorte

Ask Me About:

SharePoint: SharePoint Custom Development : jQuery : Cascading Style Sheets : InfoPath ...

Skills:

SharePoint Event Receivers : **SharePoint** Timer Jobs : **SharePoint** Workflows : .NET Framework : Cascading Style Sheets ...

Office Location:

Baton Rouge



My Colleague

Cody Gros
 Development Consultant II
 Enterprise Applications
Baton Rouge
 cody.gros@sparkhound.com

- » Browse in organizational chart
- » By Cody Gros

Ask Me About:

SharePoint: PowerShell : Active Directory



Felix Carballo
 Core Infrastructure Engineer
 Core Infrastructure
Baton Rouge
 Felix.Carballo@sparkhound.com

Ask Me About:

SharePoint: Forefront Threat Management Gateway : Virtualization : SQL Server : Storage Area Networks

Skills:

SharePoint: Hyper-V : VMWare : Microsoft Server Clustering : Forefront Threat Management Gateway ...

[Overview](#)[Organization](#)[Content](#)[Tags and Notes](#)[Colleagues](#)[Memberships](#)

President



Mike Phillips
COO



Noah Boudreaux
Vice President Operations



Chris Kimmel
Director of Application Development



Mark Scalia
Director of Core Infrastructure Service
Core Infrastructure



Thomas Allsup
Director of Service Desk and Deployment
Operations



Mike Huguet
Application
Development



Aron Duncan
Enterprise
Applications



Bruce Ray
Senior
Development



Cody Gros
Development
Consultant II



Craig Bankston
Senior



Diann Kelley
Application



COLLABORATION

Sharing of ideas and information as a team
Need to be recordable to add value
Promotes dynamic content
Promotes contributions



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A NEW WAY OF COLLABORATION HAS EMERGED

IT IS CALLED 'SOCIAL' AND IT 'WORKS'

WEB 2.0 Landscape



FUTURE EXPLORATION NETWORK

www.futureexploration.net

Note: Each of these Web 2.0 applications has multiple functionality - for each service the primary positioning has been used

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Ryan Richard says "Azure learning pains".



Cody Gros posted a note on Mike Huguet. 11:09 AM

Thanks man!



Aron Duncan is celebrating a 4 year workplace anniversary on Saturday, October 01, 2011.

Earlier



Cody Gros is celebrating a birthday on Friday, September 30, 2011.



Seth Valdetero updated profile. 9/26/2011

Interests: First Person Shooter Gaming, PC Games, Movies



Seth Valdetero updated profile. 9/26/2011

Skills: ASP.NET, Html, SQL Server Integration Services, SQL Server Reporting Services, Photoshop



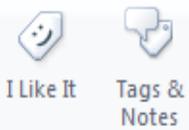
William Assaf added a new colleague. 9/26/2011

james coolman

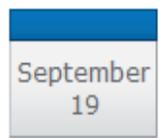


Chris Kimmel published a new blog post. 9/23/2011

Practice Maturity



- Categories
 - Architect's Corner
 - General Web
 - Other
 - Personal
 - R & D
 - Work
 - + Add new category
- Archives
 - September
 - August
 - show more >
- Recycle Bin
- All Site Content



Research for the Week-Memory Management Part 1

Edit Blog Tools

by Mike Huguet on 9/19/2011 7:38 PM
Category: R & D

- Create a post
- Manage posts
- Manage comments
- Launch blog program to post

Do you know what happens when you create a new instance of a class? Why do we need a *value* type and a *reference* type? Do you know what is meant when the .NET framework is referred to as a "managed" platform? What is managed versus unmanaged code? Why do we need a .NET runtime? What is a memory leak; is that like an oil leak? All of these are questions that you should be able to answer as a Microsoft developer. If you can't answer them all, then keep reading as the next series of research blogs that I will publish are for you (or you can just read because you want to be smarter).

I know too many developers that have jumped right into developing fancy user interface applications and don't know much about the development platform in which they have chosen. Why do we do this? Most of us like to get some gratification out of accomplishing something visually. GUI driven applications allow us to show off our work very easily. Now that you can write a hello world app in XAML, HTML 5, jQuery, ASP.NET, WinForms, SharePoint, etc, let's learn some more about our development platform shall we?

This is the start to a series of blogs that will provoke and guide you in gaining more depth of knowledge in the fundamentals of the .NET platform with a focus on memory management and the .NET processing and execution models.

One could spend weeks trying to fully understand memory management within Windows, IIS, and the .NET runtime, but unless it is a requirement of your job it is only important to focus on level 100 for now. The goal, however, would be to at least get to a 200 level and the ideal scenario would be for senior developers and architects to understand it at a 300 level, especially if your code has any interactions with COM objects and the Windows Native API's. In future research blogs we will dive deeper into certain areas of memory management, but the focus of this week is to get some of the basics down including those listed below. Look to learn about these objectives in your

Idea Details

The screenshot displays the Spigit interface for an idea titled "Compact Fluorescent Light Bulbs" posted 4 days ago by Phil Bates. The page is categorized under "Social Responsibility" in the "Human Resources" department. The idea description states: "We should use CFLs in all of our facilities, it's better for the environment and it will save us money on our energy consumption." The suggested solution is to phase out standard lights for CFLs over the next 6 months. Key words include "CFL, energy, facilities".

The page features a voting section with 4 thumbs up, 0 thumbs down, and 5 comments. A "Manage" button is visible below the voting icons. A prominent green "Invest" button is present. The "Idea Stage" section shows a vertical stack of stages: Incubation, Validation, Emergence (highlighted in green), Closed, and Archived.

Comments are displayed in a threaded format. The first comment by Jeff Spencer (Expert) states: "It will reduce maintenance costs as well, since the CFL's last longer" (3 days ago). The second comment by Phil Bates (Owner) says: "I'm looking for people to help build out a P&L for my idea" (4 days ago). A third comment by Kevin Cummins says: "Count me in, I can help build the initial statements" (4 days ago). The fourth comment by Jeff Spencer (Expert) says: "We used CFL's at my past job and saved a ton of money, this is a great..." (4 days ago). A fifth comment by Jim Hellig says: "You need to be calculate the disposal costs of CFL's for the true pay out" (4 days ago).

Global Navigation

Docs, Tasks & Reviews

Idea Name / Owner

Idea Details

Idea Voting

Threaded Comments
With Comments
Voting and flagging

Idea Stages

Challenge Site Health

The screenshot shows the spigit website interface. At the top, there is a navigation bar with icons for home, users, a challenge, a person, a document, a globe, and a calendar. A search bar is located in the top right corner. Below the navigation bar, the page title is "Social Responsibility" with the sub-header "Human Resources" and the user name "Jeff Spencer".

A "Dynamic Filter" section is present, with a text input field and examples: "Example 1: john doe product | Example 2: go green".

The central feature is an "Idea Funnel" diagram, which is a funnel-shaped structure with a central vertical axis and three horizontal rings labeled "Incubation", "Validation", and "Emergence". Green spheres representing ideas are shown at various stages of the funnel.

On the right side, there are three leaderboards:

- Highest Reputation:** A table listing users and their reputation scores.
- Top Innovators:** A table listing users and their number of innovations.
- Wealthiest Members:** A table listing users and their wealth scores.

Dynamic Filtering

Idea Funnel

People Leader Boards

Spigit Store

The screenshot shows the Spigit Store interface. At the top, there is a navigation bar with the Spigit logo, a search bar, and several utility icons. Below the navigation bar, there are two main sections: 'Store One' and 'Shopping Cart'.

Store One:

- Breakfast with the CEO:** One hour with the CEO and food. Price: 10. [ADD TO CART](#)
- Premier Parking for a Year:** The best spot in the lot, especially on cold days. Price: 100. [ADD TO CART](#)

Shopping Cart:

Item Name	
Cost for selected item	0
Points Available	105
Points Remaining	105

[Purchase](#) [Remove](#)

Items to Purchase

Shopping Cart

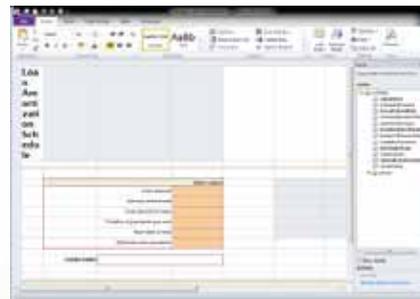


SELF SERVICE

Frees up IT to focus on strategic priorities

Can reduce costs

Increases ownership by the business



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Browse From:

Installed Items >

Office.com

Filter By:

All Types

Library

List

Page

Site >

All Categories

Blank & Custom

Collaboration

Communication

Content

Data

Meetings

Search

Tracking

Web Databases >

Title ▲ Type



Assets Web Database



Charitable Contributions Web



Contacts Web Database



Issues Web Database



Projects Web Database

Search Installed Items 🔍

Assets Web Database

Type: Site
Categories: Web Databases

Create an assets database to keep track of assets, including asset details and owners.

<http://sp2010demo.sp.../<URL name>>

Browse From:

- Installed Items** >
- Office.com

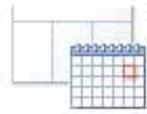
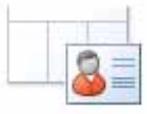
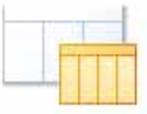
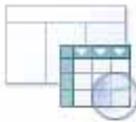
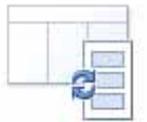
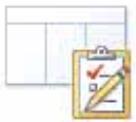
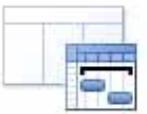
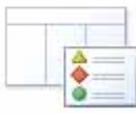
Filter By:

- All Types
- Library
- List** >
- Page
- Site

All Categories >

- Blank & Custom
- Collaboration
- Communication
- Content
- Data
- Meetings
- Search
- Tracking
- Web Databases

Title ▲ Type

 Announcements	 Calendar	 Contacts	 Custom List
 Custom List in Datasheet View	 Discussion Board	 External List	 Import Spreadsheet
 Issue Tracking	 Languages and Translators	 Links	 Project Tasks
 Status List	 Survey	 Tasks	

Search Installed Items 

Survey

Type: List
Categories: Data

A list of questions which you would like to have people answer. Surveys allow you to quickly create questions and view graphical summaries of the responses.



SELF SERVICE – ENTERPRISE CONTENT MANAGEMENT

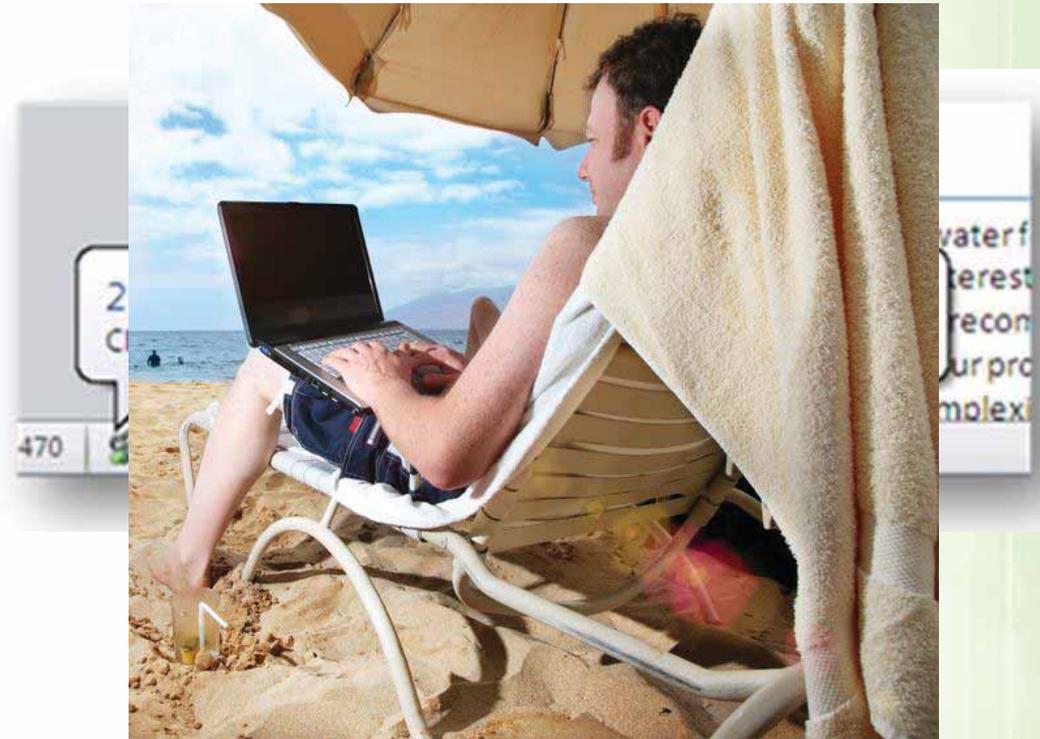
- Authoring
- Contributing
- Reviewing
- Approving
- Publishing
- Delivering
- Maintaining content
- Versioning
- Check-in and out





ADVANCEMENT IN PORTAL FEATURES

- Offline capabilities
- Enhanced mobile support
- Heavy integration with existing office tools
- Reduced dependencies on office tools
- Advanced metadata tagging
- Intelligent searching





LESSONS LEARNED

- About people, process & technology (failure is too much focus on the technology)





LESSONS LEARNED

- Too much planning and not enough action
- Not having a plan or thinking it through
- Don't take on too much at one time
- Do not lock down too much in fear of what "may" happen





LESSONS LEARNED

- Spend time educating and communicating with area owners
- Seen as IT forcing yet another product on the business
- Not just an IT responsibility (need business feedback and buy-in)
- Engrain into your company culture



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LESSONS LEARNED

- IT needs to provide a support model to the business area
- Support multiple mobile devices and interaction points





KEY TAKEAWAYS

- How people find information is important. Should be easy & consistently communicated
- Self-service capabilities can lower cost and improve satisfaction
- To be successful need buy-in, a plan, and governance



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QUESTIONS?



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