



Christi Millar

Osum Oil Sands
@Christi_Millar

Lisa Grant

Vancouver Public Library
@VPL

Tarley Jordan

Piksel
@tarleyj

Vanessa Millar

MD Financial Management
@vanmillar

You'd be crazy not to...
Secrets for Awesome Intranets

“You’d be crazy not to...”

— Secrets for Awesome Intranets

THOUGHTFARMER CHAMPION PANEL

Featuring Christi Millar, Lisa Grant, Tarley Jordan, and Vanessa Millar

@thoughtfarmer

#tfsummit

Secrets for Awesome Intranets from Osum Oil Sands Corp.

CHRISTI MILLAR

Communications Advisor, Osum Oil Sands Corp.

@Christi_Millar

#tfsummit



WAO 1.0

[HOME](#)[PEOPLE](#)[PAGES](#)[ACTIONS](#)[FORUM](#)

NEWS FROM INSIDE OSUM

Yes Virginia, December 24th IS a work day
Heather Screation

Vacation Carry Over - Due by Dec 15, 2014
Linda Forest

Application updates - 11AM on Thursday, December 4th
Justin Scott

Please report building issues on Osum floors to Reception!!
Barb Garbowski

2014 Customer Satisfaction Survey
Howard Plato

Coverage of AER Media Tour
Justin Robinson

PI Evaluation Expiry Notice
Justin Scott

Removal of Pfile Printer Queues
Justin Scott

Local Coverage of Lakeland Open House
Justin Robinson

NEWS FROM OUR PEOPLE AT OSUM

Mike Baik is celebrating a birthday on Tuesday, April 28, 2015.

Warren Rogers is celebrating a birthday on Tuesday, April 28, 2015.

Heather Harms is celebrating a birthday today.
Wish Heather Harms a happy birthday!

Heather Harms is celebrating a birthday today.
Wish Heather Harms a happy birthday!

WAO 2.0



Directory Your groups

People

Teams

Collaborate

Social

My Groups

News

Wejiji

Updated 3 days ago

Games Night: Be a Kid Again for Kids Up Front

What's your favourite board game? Are you a traditionalist who prefers games like Monopoly, Pictionary, Sorry, Clue,...

(3 days ago)

Boat For Sale

1997 Fourwinds Horizon Qx. 150hp outboard with trolling buddy, fish finder, ski pole, seats 8. Very good condition....

(14 days ago)

Playoff Loft Experience

Hi folks, Our contact with the Calgary Flames shared this playoff ticket package with us over the weekend. Includes:...

(14 days ago)

Want to be a Frog for a Day?

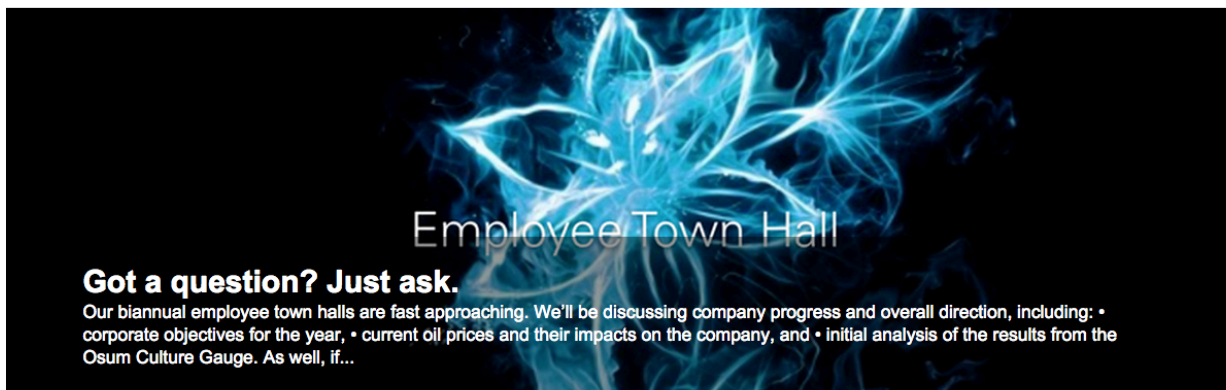
This weekend, Osum mascots Gus and Liberty will be making a short appearance at the Home and Leisure trade show at the...

(20 days ago)

Call for Volunteers at the Keystone Cup

Will you be in Cold Lake Apr. 16-19? Want to check out some great Junior 'B' hockey while helping support a great cause?...

(Mar 27, 2015)



RECENT POSTS Add post



Classroom Champions Updates

New video: Because kids have what it takes.

Check out this new video from our friends at Classroom Champions and then vote for Steve Mesler (founder, gold medal)

4 days ago by Christi Millar

Add comment Like



Classroom Champions Updates

Mrs. Wheeler's Class: Leadership Summary

For our leadership activity, we had to build a tower using only spaghetti, a yard of string, and a yard of masking tape. Groups had 18

7 days ago by Christi Millar

Add comment Like



Office Services Updates

"Rejuvenate Yourself" Bow Valley Health Fair

Rejuvenate Yourself Health Fair! The Bow Valley Square Management Team is proud to announce we are hosting the Health Fair,

7 days ago by Barb Garbowski

Add comment Like



Christi Millar

Edit profile

Update your status

Add

Reorder navigation

View security


HIDE


Quick links


Aconex
Ask Steve
Blue Book
Company Calendar
ERP
Expense Claim Form
Intranet Support
KMI - Report an Incident
Orion Travel Schedule
Red Book
Service Desk
Vacation
View Pay Stub
WebEx
Webmail
Wejiji


What worked
and is working.

Teams

 1 · Like

 2 · Unfollow

 Email

 Export

The Teams page acts as a landing page for you to easily access information from various functional teams within Osum.

- If your team does not have a page (and you would like one), please contact the Communications team for assistance in creating a page.
- If you are working together as part of a cross functional group, create a group on the [Collaborate section](#) of WeAreOsum. Learn more about [how to create a group page](#).
- For more assistance using WeAreOsum, search #WAOHelp to access [video tutorials](#) and the [support blog](#).

 Business Development and ...	 Communications	 Finance	 Geoscience	 Health and Safety	 Human Resources
 Information Services	 Marketing	 Office Services	 Operations	 Projects	 Reservoir Engineering

New video: Because kids have what it takes.

[Add tags](#) Published 4 days ago by [Christi Millar](#) [Add comment](#) [Like](#)

Check out this new video from our friends at Classroom Champions and then vote for Steve Mesler (founder, gold medal Olympian and past Blue Lunch presenter) at givkwik.com (link is in the video) to help him with a chance to grow the funding for Classroom Champions and bring even more amazing mentors... [\[Full story\]](#)



Mrs. Wheeler's Class: Leadership Summary

[Add tags](#) Published 7 days ago by [Christi Millar](#) [Add comment](#) [Like](#)

For our leadership activity, we had to build a tower using only spaghetti, a yard of string, and a yard of masking tape. Groups had 18 minutes EXACTLY to build the highest structure, and a single mini marshmallow had to be resting on top. Hands had to be totally off the structure as soon as the 18 minutes... [\[Full story\]](#)



Miss Cindy Moore's Class on Friendship

[Add tags](#) Published Mar 26, 2015 by [Christi Millar](#) [Add comment](#) [3 · Like](#)

This subject came from the students. They wanted to know how their athlete mentors make good friends and stay close with their family and friends even while they are traveling around the world training and competing. Here's an update from the classroom: Project work from Cindy Moore's Grade 4/5... [\[Full story\]](#)



Steps to Success (January 2015)

[Add tags](#) Published Feb 18, 2015 by [Christi Millar](#) [Add comment](#) [Like](#)

How do you get from Point A to Point B? The students set goals for themselves in September - now how do they get there? This month Jesse talks about the many steps involved in achieving success - including trying something out first, then practicing, persevering through failure, reflecting and... [\[Full story\]](#)



EXTRA! EXTRA!
READ ALL ABOUT IT!



Health & Safety Hazard Hunt - Head Office

Like  2 · Unfollow

 Email

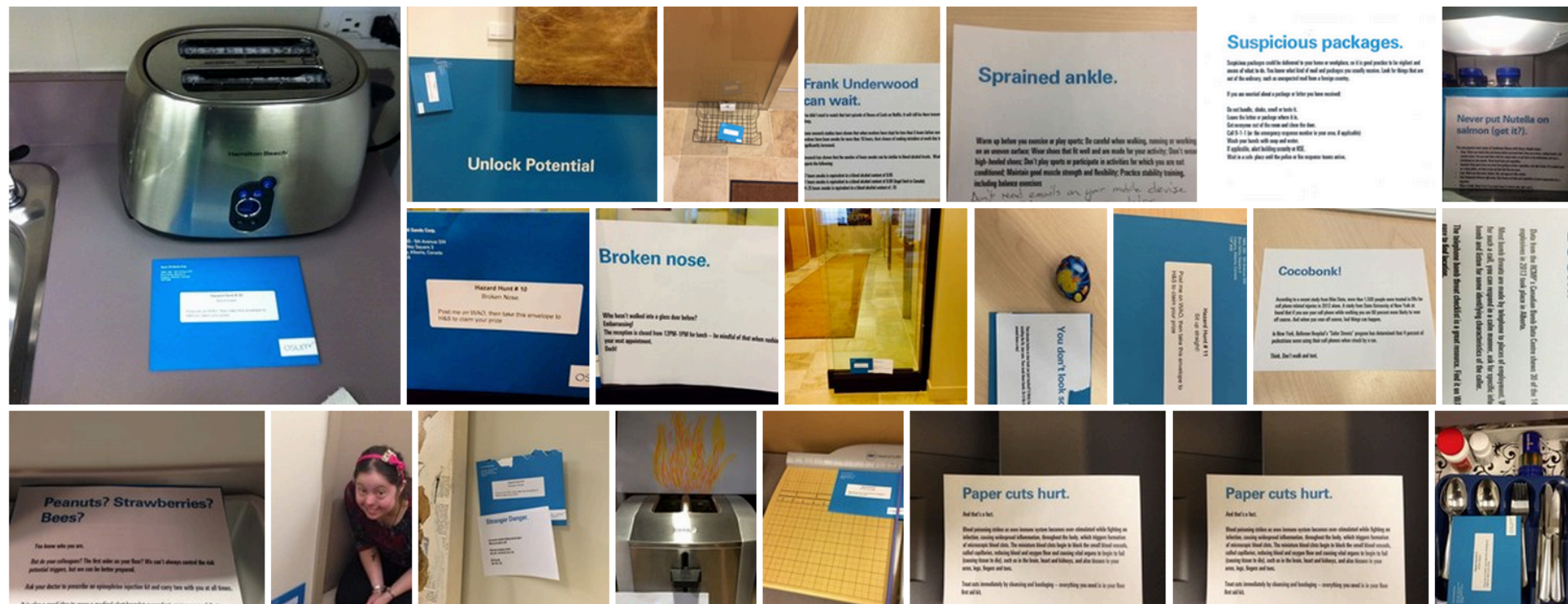
Blue incident envelopes will be placed around the office on Thursday, April 2nd. Inside you'll find a hazard or safety opportunity that could happen to you. Take a mental note of the information you have, and the information you need. Should you find yourself in that situation, you'll now be prepared.

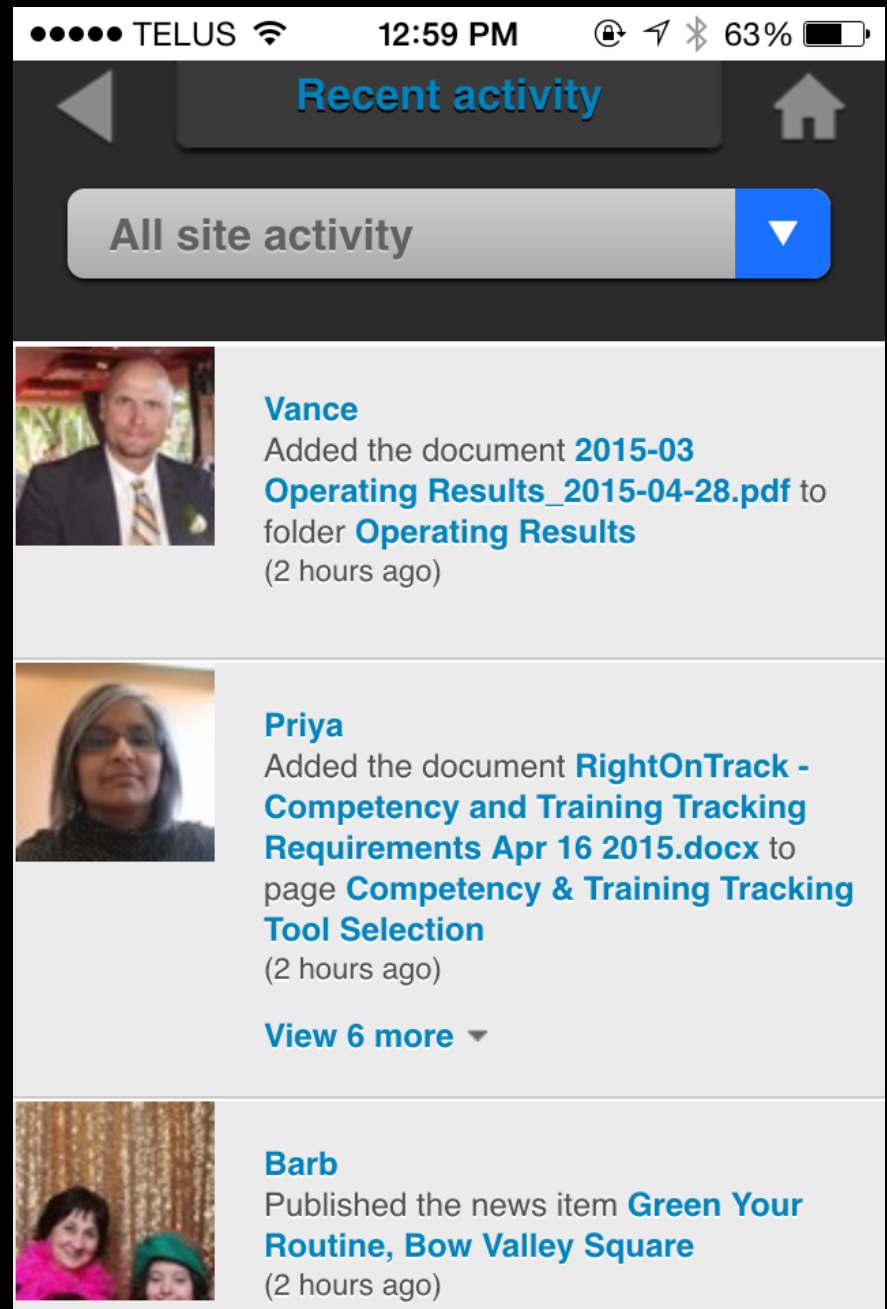
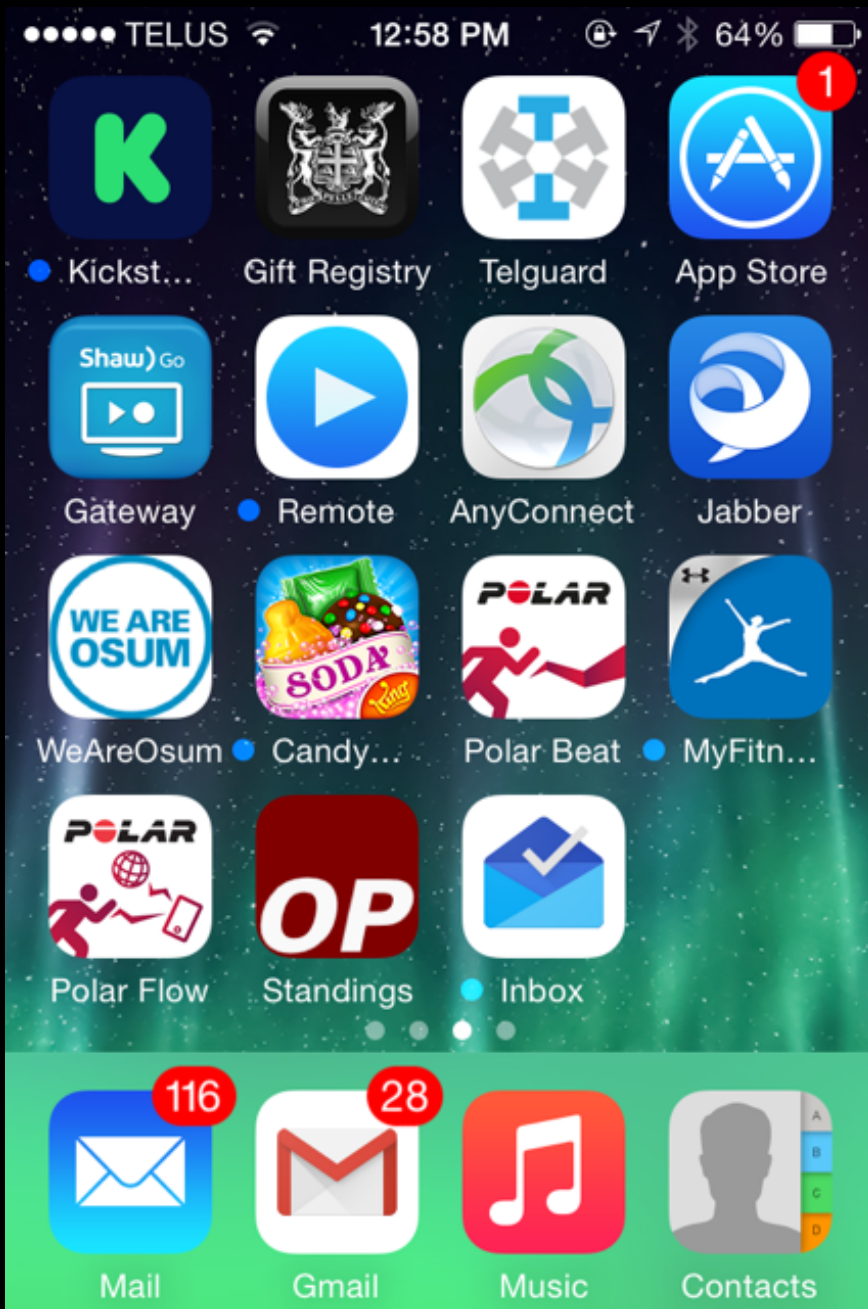
What to do:

- Take a picture of the envelope contents at the location you found it
- Post it to this photo gallery by clicking on the "upload an image" button below
- Share your learnings with our team

Afterwards, bring the envelope to Adrien and you will be rewarded with an Easter treat!

****If you're visiting this page from your iPhone or iPad, you can upload the photo directly from your device**





What we would
do differently.

More of a hoopla.



Clearer
direction.



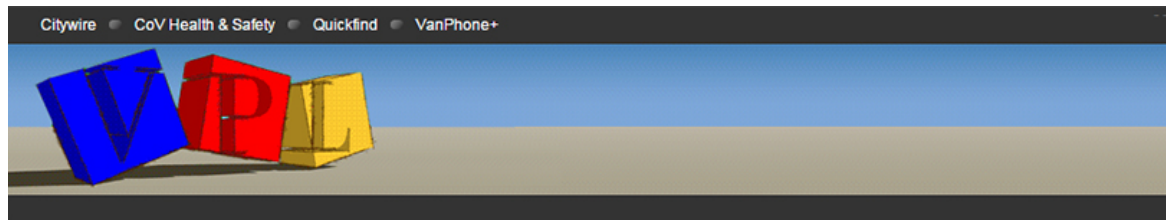
Secrets for Awesome Intranets from Vancouver Public Library

LISA GRANT

Web Librarian, Content & Information Architecture, VPL

#tfsummit

Old VPL Intranet Homepage



Problems

★ HelpStar | Cheatsheet
Scheduled Outages

Bulletin Board
Cheat Sheets
Bibliocommons
Manuals
Memos
Minutes
Phone List
VPL Web Page
Outlook Web Access

Search



Internet

Databases
eBook News
book buzz
Just Ask Virtual Reference
Outlook Online Database
Units' Home Pages
Wireless Lab
Staff Wikis
Website Blog
Website Guidelines

Policy/Planning

Reorganization Project
Valuation Study
Circulation Manual
Charges and Fines
Collection Development
Standards
Community Led Libraries Blog
Floating Collections
Monthly Stats
Comparative Statistics
Strategic Planning
Outcomes Based Evaluation
Toolkit
Central Library Master Plan

Horizon

Bibliocommons
Library Catalogue (iPAC)
Community Resources
Horizon Cheatsheets
ILL Requests
(use IE NOT Mozilla)
Welcome Back Week Resources

Staff

HR Home Page
Part-Time/Auxiliary Portal
EAP Info
OH&S - Crew Talk Topics
Security Incident Report
Employee Engagement Survey
Organization Chart
Getting Systems' Help
Getting Website Help
Training
Committees
Set Security Q & A

Keeping in Touch

Online Staff Suggestions
Monthly Reports to VPL Board
Press Releases
Professional Development
Public Comments
Scheduled Absences &
DGR On-Call
Staff Classifieds
Stats - 2012 | 2011 | 2010
Checkout (SSCKO) Statistics
System Events Log
Training Labs & Equipment
Booking
VPL Board Members

Tools

Event Calendar Editor
VPL Programming
Facilities Room Schedule
Forms (Supplies)
Grand&Toy Orders
Mailing Lists - eLists | Info
Room Details
Memo - Create | Edit
Minutes - Create | Edit
PC Booking Administration
PC Booking by Staff
PC Maps - Central
Quick Start Template
Reference Email Scripts
RefStats Downtime | Reports
RSI Video
Typical Week tools
Web Reporter
Website READY files
VanDocsTest

New VPL Intranet Homepage



All Search Browse

[Our VPL](#) [Work Units](#) [Branches](#) [Committees](#) [Employee Services & Support](#) [Tools & How To](#) [People](#)

- Directory Your groups
- ▶ Our VPL
- ▶ Work Units
- ▶ Branches
- ▶ Committees
- ▶ Employee Services & Support
- ▶ Tools & How To
- Library News
- Groups
- People

“Use Sign Out, under the gear icon (top right corner) to log off from the Hub when you finish using a shared computer, especially in training labs or on a service desk.”

Response to a staff question

A favorite quote of Janet H. [View more quotes](#)

RECENT POSTS Add post

Showing 17 of 17 groups

VPL News

[Wednesday Night - Leave ALL STAFF Computers *ON*](#)

Published 1 day ago by [Devon Bates](#) Add comment Like

Critical Windows updates are to be installed overnight Wednesday. Please leave **ALL STAFF** computers on **Wednesday** evening. Computers should be left on at the Novell login prompt. Please be sure to turn on ALL Staff computers including ones that are not in use or are in locked offices. "Staff"... [\[Full story\]](#) Source: [VPL News](#)

[Staff Update Firehall Branch](#)

Published 1 day ago by [Kirsty Elmslie](#) 13 comments 30 · Like

We are pleased to announce that Christiane Millar is the successful candidate for the Temporary LAVI position at Firehall Branch. Congratulations Christiane and Welcome to Firehall. Thank you to all who expressed interest in the position. Kirsty Elmslie and Noreen Ma [\[Full story\]](#) Source: [VPL News](#)

[Free tickets for VSO's April 16 concert available for VPL staff](#)

Published 1 day ago by [Marya Gadison](#) Add comment 7 · Like

Wonderful news! The Vancouver Symphony Orchestra (VSO) has generously offered VPL a block of tickets to volunteers and VPL staff for their upcoming concert on Apr. 16. If you would like to request a set of two tickets, **please R.S.V.P. with Joan Brookes** (joan.brookes@vpl.ca) [\[Full story\]](#) Source: [VPL News](#)

[Horizon Training Database](#)

Published 1 day ago by [Steven Turner](#) Add comment Like

A reminder that until further notice please **do not use the Horizon Training Database**. It is currently being used exclusively for testing a Horizon upgrade by SirsiDynix and Systems. [\[Full story\]](#) Source: [VPL News](#)

[New VIPP Passes & Guides Coming Soon](#)

Published 1 day ago by [Marya Gadison](#) Add comment Like

Just a heads up that our next allotment of updated Vancouver Inspiration Pass guides and passes will arrive at worksites before the next checkout cycle (April 29). If you have any questions, please contact Marya Gadison at marya.gadison@vpl.ca [\[Full story\]](#) Source: [VPL News](#)

More posts ▶

News from subscribed groups

[Desk plant](#)

Published 1 day ago by [Linda Ham](#) 1 comment Like



[Lisa Grant](#)

[Edit profile](#)

[Update your status](#)



OUR VISION

An informed, engaged, and connected city

FEATURED INITIATIVE

Services to support self-publishing

Lisa G.'s favourites

Sort By: [Date](#) [Title](#)

[VPL.ca Holiday Logos](#)

[Social Media Posts](#)

[Social Media Assets Gallery](#)

[Websites We Like](#)

[Event Graphics](#)

[VanDocs Filing Crosswalks](#)

[eBooks & eAudiobooks Help](#)

[Guide for Staff](#)

[Social Media Boilerplate](#)

[User Centered Design Framework](#)

[Systems & Facilities Help](#)

[Social Media Events Calendar](#)

[Event Posters](#)

[When & Where to Escalate Social](#)

[Media Messages](#)

[Websites & Online Engagement](#)



Learn from our successes

Ensure lots of involvement from staff at various levels

- Content champions
- Intranet enthusiasm working group





Learn from our successes

Have one person coordinate assessment and migration of all content

- Ensures that all content gets migrated
- Prevents duplication



 Learn even more from our mistakes

Consider how to best use intranet **before** you launch

- Collaboration capabilities
- Social features
- Template pages

Division Homepage



All Search Browse

[Our VPL](#) **Work Units** [Branches](#) [Committees](#) [Employee Services & Support](#) [Tools & How To](#) [People](#)

[Home](#) > [Work Units](#) > [Digital Services](#)

Digital Services ☆

1 · Like

Email Export

VPL News

Updated 1 day ago

[Staff on the Move - PP8 \(Mar 28-Apr 2\)](#)
(1 day ago)

[Staff Announcement](#)
(1 day ago)

[Staff on the Move - PP7 \(March 6-19\)](#)
(2 days ago)

eResources Team Blog

Updated Feb 10, 2015

[eResources Team meeting - Wed Feb 11, 1pm - Agenda call!](#)
(Feb 10, 2015)

[Samsung Galaxy - Overdrive app doesn't install](#)
(Jan 3, 2015)

[No more eBook Tech Cafes](#)
(Dec 9, 2014)

CDI Blog / Updates

Updated Oct 25, 2014

[South Hill Inside Stories](#)
(Oct 25, 2014)

[Noise Removal Effect in Audacity](#)
(May 28, 2014)

Web Team Updates

Updated Jan 27, 2015

[I created a Websites We](#)

Leave group Email this group View relationships [Hide group details](#)

6 of 32 members [View all 32](#)



[YOU](#)



[David C. Wadde...](#)



[Jonathan Kift](#)



[Linda Ham](#)



[Adrienne Lai](#)



[Kay Cahill](#)

Digital Services Key Contacts

[Kay Cahill](#), Manager - 6-4058

[Julie Douglas](#), Assistant Manager, eBooks & Digital Collections - 6-3751

[Cecily Walker](#), Acting Assistant Manager, Community Digital Initiatives - 6-3747

[Larry Roman](#), Admin Assistant - 6-3748

Staff eResources Helpline

Workroom -

We are located on the 5th floor of the Central Library

RECENT POSTS Add post

Digital Services Updates

Webinar: Developing a UX culture

Published 1 day ago by [Erin Ziegenfuss](#) 6 comments Like

I have a copy of this 30 minute webinar if anyone else is interested in setting up a time to watch it together... Let me know by next Wednesday please and thanks! Here is the storify from the presentation of this at ACRL if you want a peek at the content: ... [\[Full story\]](#) Source: [Digital Services Updates](#)

Agenda items for today

Published 3 days ago by [Lisa Grant](#) 2 comments Like

Edit

Add

Delete

Archive

Move

Layout

Reorder navigation

View security

HIDE ▲



Owned by
[Kay Cahill](#)
[change](#)

Published Oct 29, 2013
Updated 25 days ago

Add tags

▼ Version history

Recent activity

Digital Services & subpages

Today



[David C.W.](#) says
"Announce the time here in the comments and I will make it work. Thanks for offering..." (4 hours ago)

Yesterday



[kifty](#) says "I'm interested, too." (4:27pm)

Learn even more from our mistakes

Implement policies from launch date

- Sticky updates
- Archiving updates



The HUB has brought us together

“The library seems more like one organization now – as opposed to several different entities.”



Secrets for Awesome Intranets from MD Financial Services

VANESSA MILLAR

Intranet Community Leader, MD Financial Services

@vanmillar

#tfsummit

VERVE



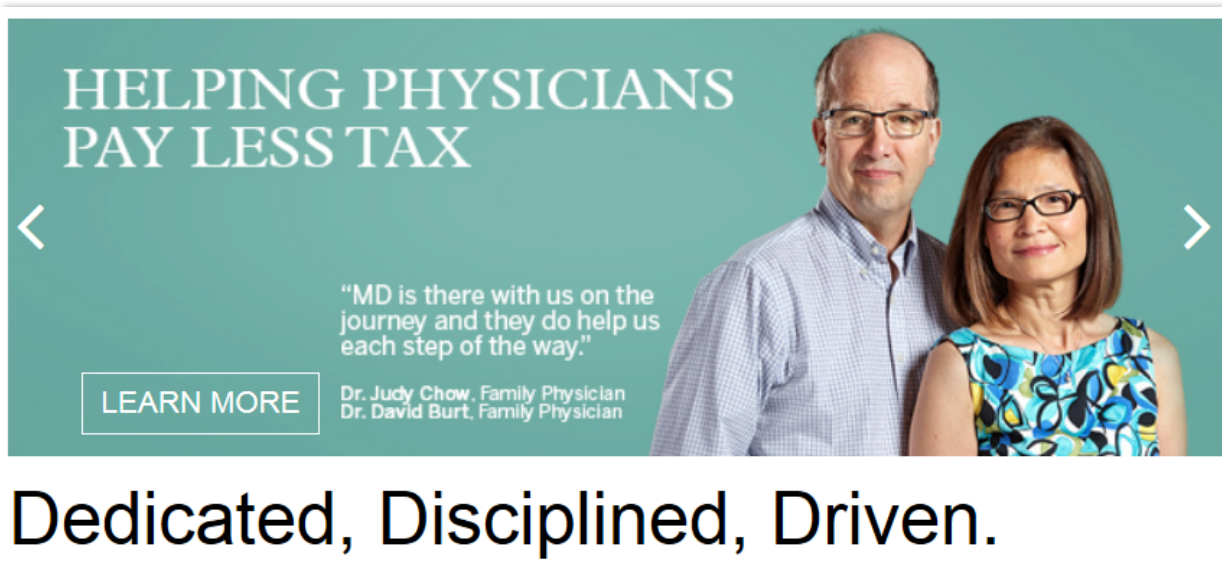
MD Financial
Management
CMA Companies

MD FINANCIAL MANAGEMENT

Vanessa Millar, Intranet Community Leader

About MD Financial Management

- ◆ Canadian **financial services** firm, which provides expert advice and solutions to **Canadian physicians** to meet their financial and practice needs.
- ◆ Owned by the Canadian Medical Association, **MD** is an exclusive service offered only to members of the **CMA**.



HELPING PHYSICIANS
PAY LESS TAX

< >

"MD is there with us on the journey and they do help us each step of the way."

[LEARN MORE](#)

Dr. Judy Chow, Family Physician
Dr. David Burt, Family Physician

Dedicated, Disciplined, Driven.

About our intranet, Verve

- ◆ We have nearly **2,000 employees** from **four companies** sharing one intranet.
- ◆ As a bilingual organization, we needed a name that worked in both languages; that's how "**Verve**" was born.
- ◆ Using a ThoughtFarmer intranet since February **2011**.

VERVE

[CMA](#)

[NewCo](#)

[MD](#)

[ME Portal](#)

[CMF](#)

[Employees](#)

[Groups](#)

[Communities](#)

[Help](#)

What I wish I had known when I started as an Intranet Manager

- ◆ Focus more time on coaching and training employees

[Verve: How can I easily find what I am looking for?](#)

training

Verve

[Edit tags](#)

Published May 20, 2014 by [Vanessa Millar](#)



[Add comment](#)



1 · Like

Spend more time working with your clients by spending less time looking for information.

This session will cover: Performing more effective searches, Using shortcuts, Using and organizing your favorites & Subscribing to groups.



[\[Full story\]](#)

What I wish I had known when I started as an Intranet Manager

- ◆ "Pretty" content (style) is nice, but **compelling content (substance)** is better

Getting your content seen ☆

Like  5 · Unfollow

 Email  Export **EN** FR

Creating Verve Pages that get Noticed

Using the Summary Feature to attract your audience

Getting 'eyeballs' on your Verve content

Getting your content seen |
UPDATED

Be compelling!

[Use the summary feature]

Above all, take the time to make your content shine.

As a frame of reference, consider any link you recently forwarded. Why did you consider it worthy enough for passing along?

What I wish I had known when I started as an Intranet Manager

- ◆ Don't take things personally, and **be open to change**

Quick poll results: Did you find what you were looking for? ☆

Like  1 · Unfollow

Yes - 50% (1 vote)



No - 50% (1 vote)



2 votes total.

Employee Engagement

- ◆ Focus on adoption first, governance second

Verve How-To Guide ☆



5 · Unlike



26 · Unfollow



Email



Export

EN

FR

This guide is intended to get you started with Verve — and help you use it to connect, communicate, and collaborate effectively.



To locate a particular how-to topic, [click here](#) to search this section.

([Learn more about searching by section.](#))

Don't see what you're looking for? Visit the [Verve Q&A Forum](#) and post a question.

Need more help? Feel free to contact [The Verve Team](#) for Verve training and assistance.

Employee Engagement

◆ Follow trends and employee motivation

Interest Groups ☆

Like  6 · Unfollow

 Email  Export EN FR

**** Last Day to Enter ** 2015 NHL Playoff Hockey Pool**

UPDATED

[view files](#)

2015 NCAA March Madness Basketball Pool

[view files](#)

MD Students (CO-OP Winter 2015)

My MD CO-OP, Work Term Report Resources, Meet the Winter 2015 CO-OP Students, [view files](#)

Business Book Reviews

Uprising by Scott Goodson

Health & Wellness Interest Groups

Yoga, MD Biggest Loser Challenge **UPDATED**

Foodie Corner

Places to eat around 1870/1867 Alta Vista, Recipes to share, Restaurant Recos & Reviews

Employee Engagement


- ◆ Be a role model of best practices on the intranet

Strategic Communications and Collaboration - Private Team Forum ★

Like  1 · Follow

 Email  Export

 Leave group

 Email this group

 View relationships

[Hide group details](#)

4 of 4 members



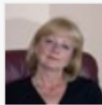
[YOU](#)



[Gord Roberts](#)



[Wendy Hughes](#)



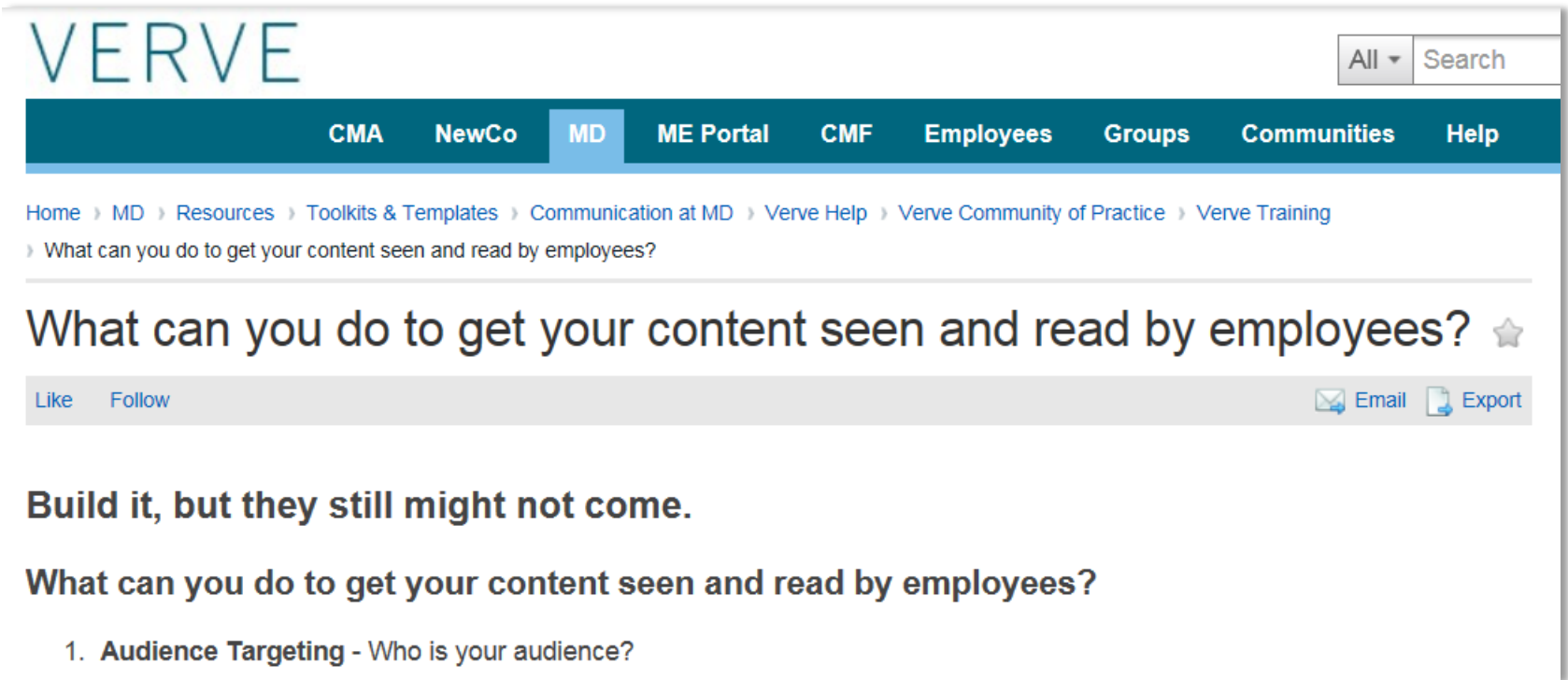
[Isabel Rut](#)

A (private) forum for our shared resources and discussions.

TIP: Adding a post to the [SCC - Team Meetings & Musings](#) "beams" it to the Verve home-page of our team.

Employee Engagement

◆ Training, coaching, and mentoring!



The screenshot shows the Verve website interface. At the top is the 'VERVE' logo. To the right is a search bar with a dropdown menu set to 'All' and a 'Search' button. Below the logo is a dark teal navigation bar with white text links: CMA, NewCo, MD (highlighted with a blue background), ME Portal, CMF, Employees, Groups, Communities, and Help. Under the navigation bar is a breadcrumb trail: Home › MD › Resources › Toolkits & Templates › Communication at MD › Verve Help › Verve Community of Practice › Verve Training. Below the breadcrumb is the title 'What can you do to get your content seen and read by employees?' followed by a star icon. Under the title are two buttons: 'Like' and 'Follow'. To the right of these buttons are icons for 'Email' and 'Export'. Below the buttons is the text 'Build it, but they still might not come.' followed by the same title 'What can you do to get your content seen and read by employees?'. At the bottom is a numbered list item: '1. Audience Targeting - Who is your audience?'.

VERVE

All Search

CMA NewCo MD ME Portal CMF Employees Groups Communities Help

Home › MD › Resources › Toolkits & Templates › Communication at MD › Verve Help › Verve Community of Practice › Verve Training

› What can you do to get your content seen and read by employees?

What can you do to get your content seen and read by employees? ☆

Like Follow Email Export

Build it, but they still might not come.

What can you do to get your content seen and read by employees?

1. **Audience Targeting** - Who is your audience?



**MD Financial
Management**
CMA Companies

THANKS!

Q&A

ThoughtFarmer Champion Panel

Featuring Christi Millar, Lisa Grant, Tarley Jordan, and Vanessa Millar

@thoughtfarmer

#tfsummit

Thank You

ThoughtFarmer Champion Panel

Featuring Christi Millar, Lisa Grant, Tarley Jordan, and Vanessa Millar

@thoughtfarmer

#tfsummit