

EMC Governance Service for Microsoft SharePoint

Enhance, Extend, and Integrate Microsoft SharePoint with These Related EMC Capabilities

Plan

- Business Impact Planning
- Usability and Adoption
- Technical Planning

Build

- User Experience and Design
- Customization and Integration
- Platform Transition

Manage

- Operational Management
- Residency Services

Business Challenge

Microsoft Office SharePoint® Server 2007 (MOSS) is a business productivity platform that helps organizations small and large connect people, information, tools, and processes. MOSS has extensive features and capabilities that enable it to support a broad set of workloads on a single technology platform. With its extensive feature set and ease of use, organizations often experience rapid proliferation of usage and content.

The collaborative and self-service nature of Microsoft SharePoint puts deep control in the hands of employees and users. Individuals can collaborate, innovate, and build business applications using tools such as site and list templates. This power and control is welcomed by users who can quickly provision services at a local level without involving IT. Over time, however, problems may develop when MOSS is left to grow unfettered. Without central guidance and control, MOSS may become difficult to use, may exhibit performance challenges, and may pose a business liability in terms of information compliance and security. To avoid these issues, it is important to strike a balance between central control and user innovation.

Governance represents the policies, procedures, boundaries, and structure imposed by a central authority. Governance in the world of Microsoft SharePoint provides organizational, operational, and tactical steering and consistency amidst rapid growth of content and usage. Attention to governance will help ensure controlled growth, on a shared platform, without stifling innovation at a local level.

Service Description

The EMC® Governance Service for Microsoft SharePoint provides customers with a tailored governance model that ensures long-term platform success. To deliver this plan, EMC leverages templates, checklists, guidelines, and process methodology which have been built over time and are based on expertise developed from completing hundreds of similar MOSS projects. These assets are leveraged collaboratively with customer resources during project execution to drive decisions quickly and maximize knowledge transfer, comfort, and experience.

Whether your implementation is existing or in the planning stages, EMC can help you quickly establish the valuable governance foundation needed for Microsoft SharePoint. Deliverables will be custom-tailored to your organization's operations, corporate culture, and long-term vision. They will include the following:

- Establishment of a governance council
- A comprehensive governance plan, covering:
 - Overall program guidelines
 - Collaboration usage policies
 - Portal usage policies
 - Application usage policies
 - Operational policies
 - Customization and development framework
 - Communication plan
 - Support plan
 - Training plan

- “Solution Center” website (MOSS-based) that includes:
 - Governance information—space for publishing the governance policy information
 - Information and links to procedures
 - Knowledgebase articles/FAQs
 - “Virtual Training Center”—a collection of 50+ on-demand training videos designed to provide the basic Microsoft SharePoint knowledge to the user base
 - Support site
 - Discussion forum—a community newsgroup to facilitate collaboration within the internal user community

EMC delivers this engagement in just four weeks by using best-practice assets, time-tested project management methodologies, and subject-matter experts who have technical and strategic expertise using the MOSS platform.

Summary of benefits

The EMC Governance Service for Microsoft SharePoint will provide your organization with a professionally developed governance model, one which incorporates industry best practices and standards around information architecture, user experience, communication, and training. By working collaboratively with your resources, our consultants will ensure that your organization is prepared to successfully use, operate, grow, and extend Microsoft SharePoint for years to come. Implementation of your custom governance plan will:

- Improve system performance by creating the structure needed in MOSS implementations
- Make it easy for your IT department to manage MOSS implementations and reduce support calls
- Streamline user access to communications and collaboration capabilities
- Ensure your implementation provides the intended benefits without exposing the enterprise to unnecessary risk
- Increase availability and minimize downtime through better utilization of disk storage

EMC Consulting

As part of the world’s leading developer and provider of information infrastructure technology and solutions, EMC Consulting transforms information into business results. Our consultants bring a unique mix of industry, business, and technology expertise to solve today’s toughest challenges. We use field-tested tools, proven methodologies, best practices, and industry standards to minimize risk and optimize time-to-value in our engagements. We provide a full range of consulting, design, implementation, and support services.



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