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icrosoft SharePoint has evolved and come a long way since its debut in 2001, when it started

as a shared document management and indexing application but still we face a lot of adoption challenges with Microsoft SharePoint. Most of the fantastic features remain unused in most of the organization only because people do not want to change their style of working and collaborating what they are used to. It has been observed that when organizations start with any collaboration tool, initially there is a high resistance to change and it takes a lot of training and mentoring to make them well versed with that tool. It has also been observed that over the time when people are exposed to some newer easy to use



public technologies Google Drive, Dropbox and others, they tend to use these tools instead of their collaboration tool.

Now the question arises what are the top reasons employees avoid

using Microsoft SharePoint for collaboration and other Intranet uses? Is there problem with the SharePoint as software, or there is a problem with how it has been implemented in the organizations?

Dealing with the Adoption Challenges of SharePoint in your Organization

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Kellton Tech Solutions Ltd is a public listed certified IT firm offering end-to-end solutions in Web, SMAC (Social, Mobile, Analytics, Cloud), ERP-EAI, SAP and IoT. The company has been delivering IT Solutions, strategic technology consulting, and Outsourced Product Development services since past 22 years.

As a technologist, I know it for sure most of the times there is no problem with SharePoint as software but there is definitely a problem with how it has been implemented and being used.

The top three reasons why employees stop using the collaboration platform are: the Governance implemented is very rigid and, the access permissions are poorly implemented, the workflows are poorly designed and because of these the employees do not feel comfortable to use the platform.

More than 50 percent of the content and information is either unnecessary and duplicate or outdated and irrelevant or is so trivial that it does not add any value.

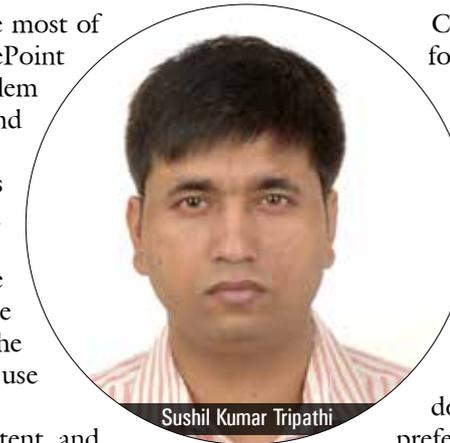
The interface is highly unusable due to its navigational structure, layout inconsistencies and slowness.

To deal with these problems you can have a three point survey among the employees asking for what are the three things the implemented SharePoint platform should Start, Stop and continue doing. You will see that most of the feedback will fit in above top three broad issues.

The usability of the engagement interface of SharePoint is the most prominent element for the easy adoption between the employees

Governance is a sensitive matter to deal with, especially the access permissions.

To deal with Governance issues we need to design the Governance model in a way that it is rigid and firm while handling its core aspects of the data like metadata, sensitive information, intranet homepage content, article publishing etc. and at the same time flexible enough at the edges for collaboration, team and project sites, location of the employee, check-in and check-out, tags and keywords, ratings and personal views, communities and forums.



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Create an expiry or archival policy for redundant and obsolete content so that the users get relevant information on the platform.

Since people are not able to search the right content on SharePoint they tend to create it again and again while somebody has already created it. Even if by putting some effort the person is able to locate the right content or document, the person generally

prefers to download it offline as they fear that they will forget how they were able

to get that content that leads to obsolete information at person's side as any update to that content or document on SharePoint will not be synced to the local version of the content.

Effective use of OneDrive can also enable higher degree of collaboration and freshness of content and people will be able to use it as their local folder or other technologies like Dropbox or Google Drive.

The usability of the engagement interface of SharePoint is the most prominent element for the easy adoption between the employees. In this era of super fast Internet and social networks and cloud services, people expect to have very good UI and UX, not the older boring one. Every person is impatient now when it comes to finding information. People now have attention span about 2 to 3 seconds. They just look for 2 to 3 second to find the relevant link or content or document. People want fast searches and fast response from the system. To meet the attention span expectations, the navigation and layout should be done in such a way so that people can get frequently accessed links, contents and media within 2 to 3 seconds of attention span. A classic "F" layout can work here. We do not need to reinvent the wheel, as there are many consumer-internet applications that have already done it.

People are very habitual to find out same type of information at same place in the frontend layout. Have consistency across the SharePoint in terms of layout and placement of information, links so that it can be easily mapped in to the people's mind. We say – 'Familiar is Findable'.

By implementing all these recommendations in SharePoint, you can supercharge the SharePoint adoption. **CR**