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"IRW were efficient and professional which enabled us to implement the solution with a minimum of disruption to staff and maximum benefit to the organisation."

**Lakes College**  
West Cumbria

**Microsoft**  
**SharePoint** 2010



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## Lakes College West Cumbria—SharePoint 2010

**THE CUSTOMER:** The Lakes College West Cumbria is based in Workington, and provides a wide range of courses to the local area, which includes: BTECs, Diplomas, HE and FE, Degrees, HNCs and HNDs.

**THE REQUIREMENT:** The Lakes College had a requirement to replace their existing intranet site to coincide with a new Internet site that was being rolled out. Their existing Intranet site had no content management element, was difficult to use, and therefore required IT involvement to apply updates. As a result, information had become out of date.

Further requirements to solve other issues that Lakes College had experienced with current systems and practises:

- Document storage was via a common file share which was difficult to control and search
- Announcements were distributed via a separate email alerter tool called "The Oracle"
- There was no central place for providing links to other resources
- Management were seeking consolidated KPIs and management information on several other college systems
- Accessing critical reports and key information required users to launch separate applications which were not always installed on a staff member's PC
- There was no central College Calendar that could be easily viewed by staff
- The Staff address book was via an uploaded spreadsheet

Lakes College therefore required an intranet that brought together all this information into a central location that was easy to update.

**THE SOLUTION:** The Lakes College had already identified SharePoint 2010 as the platform for their Intranet due to its simple interface for users, content editors, and administrators. The college also felt that it offered all of the features that they had an immediate need for, but also offered clear upgrade options for future growth. IRW provided a Mock-up of a proposed Intranet solution, followed by a workshop to discuss further ideas and alternatives, before agreeing on the final design.

The final SharePoint 2010 Solution allowed "Power users" to easily maintain intranet information, as well as Intranet Pages and Dashboards that updated automatically, using RSS, Web Services and Integration Services.

The new Lakes College intranet included:

- Dashboard Style homepage displaying key up to date information:
  - ◇ KPI dashboard displaying up to date information that was pulled from 3rd party College Information systems using Microsoft Integration Services and displayed using Performance Point Services - each KPI also provided a link though to more detailed Microsoft Reporting Services Reports
  - ◇ College Announcements Summary



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- ◇ College New Summary
- ◇ Intranet Links
- ◇ BBC Education News RSS Feed
- ◇ Yahoo Weather Display

- Full Announcement and News Pages - provide a more detailed display of information that had been summarised on the dashboard home page
- Resource Pages provide further links to College resources
- College Calendar provides information on college events and is also viewable as an Events List
- Outlook Web Access Portal for collecting email
- Intranet Maintenance Pages allow power users to alter various SharePoint list and therefore control the content displayed to the College Staff on the Intranet
- People search which synchronises with the Lakes Active Directory and provides the new Contact/Staff Lookup (replacing the old spreadsheet)
- Policy Document Library holds all important College Policies and Procedures;
- Searchable common Document Library

IRW installed, deployed and Configured SharePoint 2010 and the new Lakes Intranet solution, including some sample collaboration Sites to demonstrate SharePoint's Team Collaboration features.

This was followed by a handover/training workshop on the new Intranet features and the processes for maintaining Intranet Information. Training was also given on how to alter the Look and Feel using SharePoint Themes.

**BUSINESS BENEFITS:** Key deliverables from IRW included:

- Updating KPIs, News and Announcements encourages staff to visit the intranet on a regular basis, and ensures that they stay up to date with key information
- The Display of the main KPIs on the home page acts as a driver for staff to act on Amber warnings before they become Red
- KPIs link to more detailed reports allowing users to "drill down" to information relevant to themselves and/or their department
- The once difficult to manage Document store is now a searchable SharePoint document library, and documents that are relevant to a particular team or project are now stored in relevant Team Site document libraries, allowing documents to be found more easily and preventing the main document library from filling up with out of date documents.
- IRW is presently creating a suite of application modules that can be used by Colleges to create improved information management and e-business solutions



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