

MY VCH INTRANET PRINCIPLES

November, 2017

These principles are intended to help guide the content & development of the My VCH intranet as it is re-imagined and renewed. They are not rules; rather they are parameters to help guide decision-making. In the event that there is a specific use case for a different approach, that should be considered and discussed. But for most content, these principles will help the intranet remain relevant to, and usable by, its intended audience.

Audience

- VCH employees and medical staff

Content Principles

- MY VCH is your go-to source for up-to-date information useful to employees about their work and the organization.
- MY VCH inspires pride and ownership in the intranet and in VCH
- The MY VCH environment is a safe place to build community between employees where staff engage in discussion with each other following caring, “people first” values.
- The site encourages connections to information and between teams/departments.

Development Principles

1. **Sustainability:** Members of the communications team will oversee governance of the new intranet, centralizing management to improve intranet health. Analytics tools will be deployed to scan for unused content and broken links. A shared authoring approach will continue, with oversight from communications. Simplified intranet training and support, including videos and in-person training, will be developed and made easily accessible through a central point of contact.
2. **Usefulness:** The intranet’s main focus is on simplifying and speeding up the process of finding information and completing tasks. This will improve staff’s efficiency providing patient care and/or support services.
3. **Community:** The intranet will serve as a “hub” to build community by connecting and engaging employees with each other through an employee directory, integration of staff news, as well as other commenting and engagement features.

4. Navigation: The use of search bars and document tags or filters will ensure user-centred, quick access to resources available to VCH staff and physicians. Therefore, not all content may require placement in the menu navigation or on the homepage.
5. Homepage: The homepage will feature important content through search function and improved navigation. The homepage will not be a repository of every topic available on the intranet.
6. Usability: Content should be concise, meaningful to the audience and easy to browse as a webpage from all types of screens, including a mobile device.
7. Remote access: The intranet will be accessible to staff and physicians when they are not on the VCH network using single factor authentication (the use of regular VCH network logins like for webmail). This will potentially lessen the need for free-standing minisites outside the firewall.