



Frederikshavn Municipality is located in the North West of Denmark, and is a thriving community of maritime, energy and tourism industries

Overview

For the Frederikshavn Municipality on-premise intranet solution, Wizdom has been combined with GetOrganized to be utilized as the case management voice, with Yammer being used for internal communication purposes. Wizdom has been implemented to tie things together, create links and shortcuts as well as formulating presentation pages for cases.

Functionality

Of the possible Wizdom functionalities utilized, Frederikshavn Municipality found the **Phonebook**, **Noticeboard**, **Learning and Events** and **Handbook** components, to be extremely beneficial in helping with their business goals. In general, the entire collaboration portal, through to the case portal, including staff and insurance matters, were important inclusions to help manage their intranet solution, bringing modern technological capabilities to an age-old problem of intranet governance and community engagement.

On-premise
Governance
Engagement

CASE STUDY FREDERIKSHAVN MUNICIPALITY

“The mix of Wizdom, GetOrganized and Yammer on Sharepoint made it a long-lasting system”

Frederikshavn Municipality intranet screenshot of the front page middle section

User profiles - CA ...


Terningsliste ...

Terning liste på PRE m. opsætning af målgrupper ...

GO-Konfigurationsnøgler ...

1 - 10 ▶

KOMMUNEN I (GRATIS) PRESEN



Renovering af udløb ved Kandestederne
about 2 hours ago

f t

GETORGANIZED – MINE SENESTE DOKUMENTER

Filter:

Vis:

Fastgjort	Type	Titel	Sags ID
		test310219-v2	... EMN-2018-01291
		Antal sager-sagtyper	... PRJ-2018-00034
		Emnesager - undervisningsmateriale	... EMN-2016-01098
		Netcompany-serviceaftale-april-2012.pdf	... EMN-2012-00873
		Driftøkonomi	... SAM-2015-00018
		Rollematrix-sagstypeansvarlige	... SAM-2015-00018
		Minikursus-servicedesk-Part 1	... SAM-2016-00183
		Adgangsrettigheder for de sagsbærende systemer	... EMN-2016-00682
		Søgning i billedarkivet i Sharepoint online	... EMN-2019-00530
		SV: Sletning af samarbejdsrum	... SAM-2018-00162

GETORGANIZED – MINE OPGAVER

Opret forbindelse til Outlook

Nuværende bruger

Vis:

	Rediger	Navn	Forfaldsdato ↑	Status	Sags ID
<input checked="" type="checkbox"/>		Test	... 18-08-2017		SAM-2015-00018
<input type="checkbox"/>		Test2	... 18-08-2017		SAM-2015-00018

Klik her for Hjælp til IT?

Personalehåndbogen

MED-portalen

Ledige stillinger

Rådhuskantinerne

SharePoint
modern
ready!

CASE STUDY FREDERIKSHAVN MUNICIPALITY



Value

The Wizdom intranet solution, provided for Frederikshavn Municipality, is the entrance point to the GetOrgnaized online platform for many in the municipality. With access available for all areas in the municipality.

One of the most business critical systems for the municipality, was finding information easily and without having the same information stored in ten different places instead of one. This was an integral part of creating a new digital workplace for the Frederikshavn Municipality and one that the Wizdom intranet solution solved.

There are separate types of cases for those who work in different institutions, with access available to all employees in the municipality. Some work more intensively with the intranet than others and needed different types of access to documentation, news and administration dashboards.

Courses
Events
Activities

CASE STUDY FREDERIKSHAVN MUNICIPALITY

“Why try and find information
in ten places instead of one?”

Jacob F. Wenzel, IT Project Manager, Frederikshavn Municipality

Frederikshavn Municipality intranet screenshot of the courses and activities module

The screenshot displays the Frederikshavn Municipality intranet interface. At the top, there is a navigation bar with the municipality logo and user profile information. Below this, a sidebar on the left lists various navigation links. The main content area is titled 'Kurser og aktiviteter' (Courses and activities) and features a list of courses and activities. The right sidebar contains additional navigation options.

Navigation Bar:

- MIT CENTER INTERNET
- ORGANISATION
- VEJLEDNINGER
- PERSONALEFORHOLD**
- PERSONALETILBUD
- BEREDSKAB
- BAGSIDEN
- A-Å OVERBLIK

Left Sidebar:

- Arbejdsmiljø og trivsel
- For ledere
- Kurser og aktiviteter
- Ledige stillinger
- MED-portalen
- Personalehåndbogen
- Personalepolitikker
- Infektionshygiejne
- Rekruttering
- Ny medarbejder i kommunen
- Sygefravær

Main Content Area:

Kurser og aktiviteter

Her på siden finder du en samlet liste over kurser og aktiviteter. Der er faglige kurser, workshops og uddannelser samt sociale arrangementer som foredrag, kræmmermarked mm.

Har du spørgsmål, så klik på "Ofte stillede spørgsmål" i højre kolonne. Du er også velkommen til at stille dine spørgsmål i Yammer gruppen "Intranetsuperbrugere".

Filters:

- Oversigt
- Alfabetisk
- Mine tilmeldinger
- Arrangements overblik

Course List:

- Er du MED på budgettet?**
13. maj 2019 08:30 - 10:30
Frist for tilmelding udløber indenfor 3 dage
Budget- og økonomikursus for medlemmer af HovedMED og DirektørMED
Vis ledige pladser
- Forebyggelse og håndtering af stress for ledere hold 1 session 2**
13. maj 2019 11:30 - 16:00
Baggrund: Træningsforløbet er udvalgt på baggrund af et ønske i Frederikshavn Kommune om at uddanne ledere til at kunne forebygge og håndtere stress hos medarbejderne (og sig selv).
I tilfælde af udeblivelse uden afbud, vil der blive tilsendt regning på forplejning 500 kr.
Vis ledige pladser
- Kursus i TrueTrade**
16. maj 2019 09:00 - 13:00
Ved du hvor, du kan finde kommunens indkøbsaftaler? Og hvordan bruger du mindst ressourcer på indkøb til afdelingen?
Vis ledige pladser

Right Sidebar:

- OVERBLIK**
 - Jeg vil ikke se alle kurser og aktiviteter, men kun de, som er relevante for mig - hvad gør jeg?
 - Kan jeg se de kurser / aktiviteter, som jeg er tilmeldt?
- TILMELDING OG AFMELDING**
 - Hvordan tilmelder jeg mig et kursus / en aktivitet?
 - Hvordan afmelder jeg fra et kursus / en aktivitet?
 - Jeg kan ikke afmelde mig kurset. Hvad gør jeg?
 - Er det nok, at jeg sletter kurset / aktiviteten i min egen kalender?
- OPRETTELSE AF KURSER OG AKTIVITETER**
 - Hvordan opretter jeg et kursus / en aktivitet?
 - Hvem kan oprette kurser og aktiviteter?
 - Hvordan får jeg rettigheder til at oprette kurser og aktiviteter?

CASE STUDY FREDERIKSHAVN MUNICIPALITY



Within the above solution, three different types of news types were made available, making it easier to filter the information.

1. Corporate news, with reference to specific campaigns
2. News as less news on the front page on the left
3. Top news run as a campaign banner, with color codes implemented for different operating systems, such as green, yellow and red, depending on the IT status users were being notified about.

This was also to encourage people to use Yammer instead of Noticeboard for peer-to-peer communications and problem-solving initiatives.

News
modules
included

“Freedom to develop and adapt to any given situation”

Frederikshavn Municipality intranet screenshot of the Notifications module

Søg i sager Søg i alt

5 5 4 1 0

Alle Samarbejdsrum Emnesager Byggesager

Notifikationscenter

IT (SAM-2015-00018) Opgavefrist: 18-08-2017 00:00 06-05-2019 04:00

HR (SAM-2015-00018) Opgavefrist: 18-08-2017 00:00 06-05-2019 04:00

IT (SAM-2015-00018) Opgavefrist: 19-08-2017 00:00 06-05-2019 04:00

Dokumentation for sletning af... (SAM-2018-00162) Tildeling af sag 07

Økonomien for hjemmesiden... (EMN-2019-01196)

Noticeboard Notifications News

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Communication strategy

Users can communicate and knowledge share on the smaller issues and find solutions without having to go through a support network. This enables users to move forward at a quicker pace and alleviates the need for extra support resources. Typically, if a user finds a bug, they write it into a Yammer conversation, and when possible, the answer comes directly from the community.

There is now a greater acceptance of using Yammer for the purpose of troubleshooting, with people getting used to the technology. If they have any questions about using Yammer, they can look up the Yammer Policy documentation that has been created to help with Yammer governance and knowledge sharing.

Yammer
functionality
included

CASE STUDY FREDERIKSHAVN MUNICIPALITY

“A coherent system where you can solve most tasks and easily communicate and share knowledge with the organization”

Frederikshavn Municipality intranet screenshot of the frontpage upper section

The screenshot shows the top part of the Frederikshavn Municipality intranet. At the top is a header with the logo, navigation links, and search bars. Below this is a main navigation bar with various categories. The content area is divided into several sections: 'SENESTE NYHEDER' (Latest News) with three news items, 'KAMPAGNER' (Campaigns) featuring a large banner for the European Parliament election, 'FIND EN KOLLEGA' (Find a colleague) with a search bar, 'Kurser og aktiviteter' (Courses and activities) with a link to 'Persondata og Sikkerhed', and 'IT-STATUS' (IT Status) with a message about document editing. At the bottom is a table titled 'GETORGANIZED – MINE SENESTE SAGER' (Get Organized – My Latest Cases) with columns for 'Fastgjort', 'Navn', 'Sags ID', and 'Ændret'.

Frederikshavn Kommune

GENNEMSE SIDE PUBLICER

Søg i sager Søg i alt

Jacob Frithiof Wenzel

DEL FØLG REDIGER

MIT CENTER INTERNET ORGANISATION VEJLEDNINGER PERSONALEFORHOLD PERSONALETILBUD BEREDSKAB BAGSIDEN A-Å OVERBLIK

Samarbejdsportal

SENESTE NYHEDER

Møde med en mand, der har noget på hjertet
03-05-2019
Morten Albæk var på besøg...

Indstilling til trivselspris
12-04-2019
Se hvordan du kan indstille her...

Husk tilmelding til Musikskolen
senest 26. april
10-04-2019
Går dit barn allerede i Musikskolen, så er han/hu...

Nyhedsarkiv

Opret nyhed

MINE GENVEJE

nyt link eller rediger denne liste

KAMPAGNER

Europa-Parlamentsvalg

Skal du være tilfornordnet eller valgsekretær ved Europa-Parlamentsvalget?

Valget nærmer sig, og du kan nu finde materiale om opgaven på Samarbejdsportalen. Uanset om du er ny tilfornordnet eller garvet valgsekretær, kan det være

FIND EN KOLLEGA

Søg personer Nulstil

Kurser og aktiviteter

Persondata og Sikkerhed

IT-STATUS

0 ulæste 0 ulæste kommentarer Indstillinger

Fejl med redigering af dokumenter på samarbejdsportalen - kan ikke forbinde til serveren
2. maj 2019
Opdateringer er efter kommet på hos en del brugere og nogle klarer det selv med app'en Opdatering og sikkerhed. Fejlen vil derfor gradvist tynde ud :-)) *** Der er ved at blive udrullet rettellesopdat

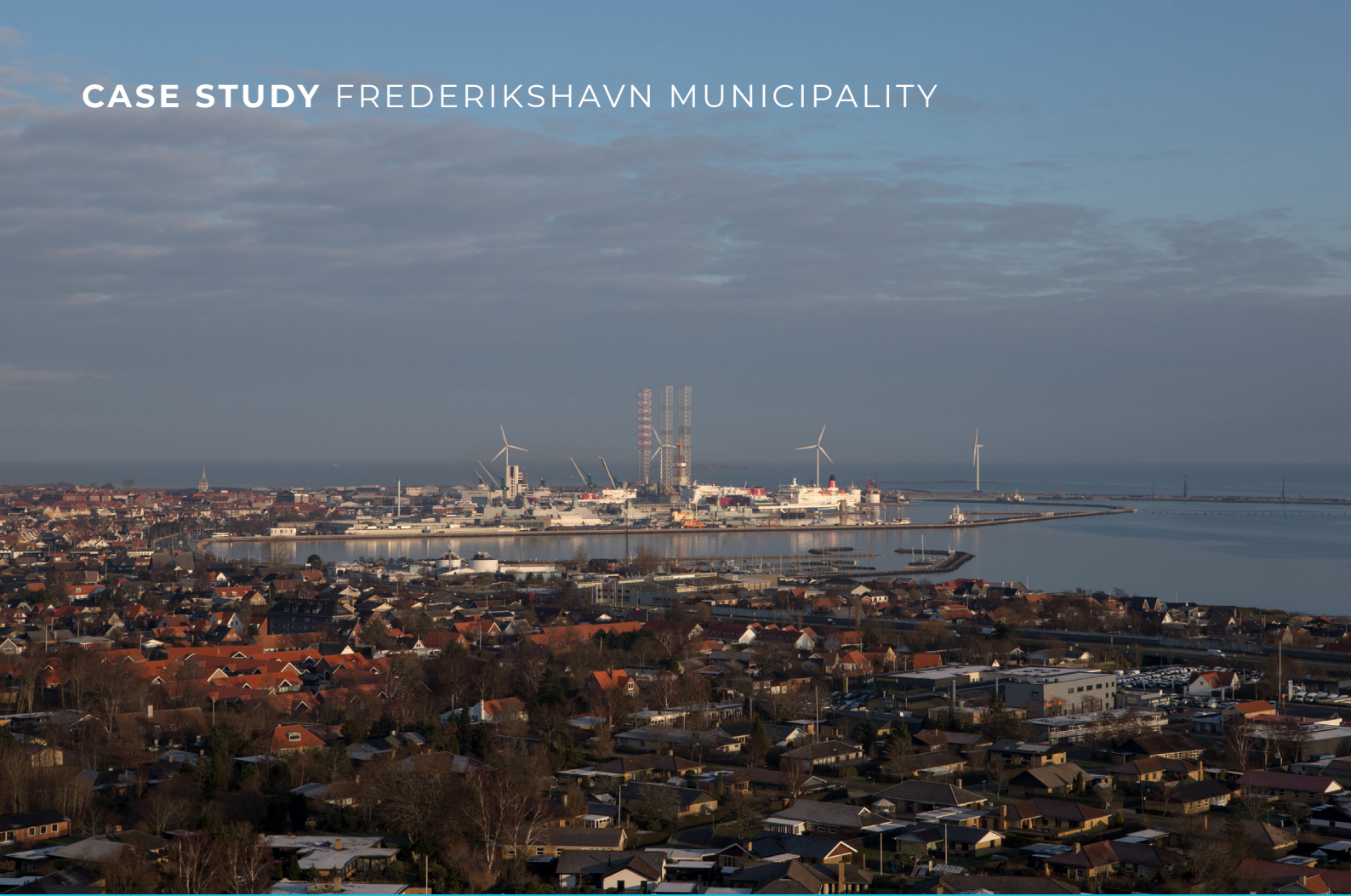
GETORGANIZED – MINE SENESTE SAGER

Filter Alle Vis: Alle organisationer

Fastgjort	Navn	Sags ID	Ændret
	Billedarkiv	... EMN-2019-00530	... 02-05-2019 12:43
	Dokumentation for sletning af sager på Samarbejdsportal	... SAM-2018-00162	... 02-05-2019 10:15
	Ny version af personalesager	... SAM-2018-00138	... 29-04-2019 11:10

Opret **Arkiv**

CASE STUDY FREDERIKSHAVN MUNICIPALITY



Courses and activities at your fingertips

Frederikshavn Municipality value the end-users in their intranet solution, by offering courses and activities directly in their portal, making it easy to sign-up, check dates, availability and to also give the end-user notifications about upcoming events.

This is all done with the Wizdom Learning and Events module. The services provided by the Municipality, include, events, courses, workshops and social gatherings, with the time, date and how long you have to sign up, displayed for each section.

On the right hand-side column of the Frederikshavn Municipality intranet solution, a Wizdom FAQ module has been included in a webpart, enabling end-users to find answer's quickly and includes overview help for end-users and information on how to sign-up for courses.

Courses
Events
Activities

One of the most business critical systems for the municipality, was finding information easily.

Frederikshavn Municipality intranet screenshot of the advanced search function

The screenshot shows the intranet interface of Frederikshavn Kommune. On the left is a sidebar with navigation links: 'Personlige søgninger' (with sub-items 'Fortrølig', 'IDV', 'IDV 2018', 'Jfw'), 'Delte søgninger' (with 'Intet at vise i denne gruppe'), and 'Brugere og grupper søgninger' (with 'Intet at vise i denne gruppe'). The main area features a search bar at the top with a magnifying glass icon and a save icon. Below the search bar are two buttons: '+ Find elementer fra...' and '- Uddyb din søgning...'. The 'Søgsegenskaber' (Search Properties) section contains various filters: 'Modtaget (sagsoprettelse)' with two date pickers, 'Adgang' with a dropdown menu, 'Sagsbehandler' with a text input, 'Suppl. adgang' with a text input, 'Adresse' with a text input and a location icon, 'Afdeling' with a text input and a location icon, 'Sagsprofil' with a text input and a location icon, 'Modtaget' with two date pickers, 'KL-Nummer' with a text input and a location icon, 'Facet' with a text input and a location icon, 'Status' with a dropdown menu, 'Opfølgingsfrist' with two date pickers, 'Ejendomsnummer' with a text input, 'Moder/Henv. Nr.' with a text input, and 'Ejd.nr.- total oversigt' with a text input. On the right side of the filters, there are icons for adding/removing filters and a 'People Search Personalize' button.

FREDERIKSHAVN KOMMUNE

Søg: 🔍 💾

+ Find elementer fra...

- Uddyb din søgning...

Søgsegenskaber

Modtaget (sagsoprettelse) 📅 📅

Adgang ▼

Sagsbehandler

Suppl. adgang

Adresse 📍

Afdeling 📍

Sagsprofil 📍

Modtaget 📅 📅

KL-Nummer 📍

Facet 📍

Status ▼

Opfølgingsfrist 📅 📅

Ejendomsnummer

Moder/Henv. Nr.

Ejd.nr.- total oversigt

People Search Personalize

CASE STUDY FREDERIKSHAVN MUNICIPALITY

“Supports good ideas and development requests from all employees”

Frederikshavn Municipality intranet screenshot of the App launching function



CASE STUDY FREDERIKSHAVN MUNICIPALITY



Segmented communications

With around 3000 active daily users, having segmented communications, helps users find what they need, in one place, quickly and efficiently.

The solution was delivered by Wisdom's partner, Netcompany.

Wisdom provides an intranet solution built on Microsoft Sharepoint that utilizes all the great components of the on-premise and online versions of Office 365. We'd be happy to talk with you about how we can help you with internal communications, intranet governance, learning possibilities and how you can engage end-users in a positive, efficient manner.

Contact us

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Quick
Efficient
Central