

# How to create an award winning intranet

How our errors led to success!



**Armin Tabrizi**

Senior UX Consultant



**Kathy Coats**

Design Leader



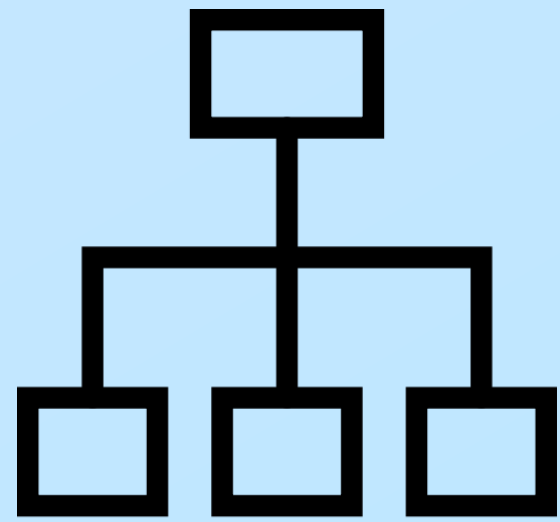
**Radley Dioso**

Senior UX/UI Consultant



# What We'll be Presenting

Use Case



Processes



Challenges







**We just want to b\*tch and complain!**





**Just joking, this is a post mortem.**



Our Objective

**Create a custom and modern  
employee portal for the  
Maple Leaf Foods (MLF)  
workforce from scratch.**



Our Objective

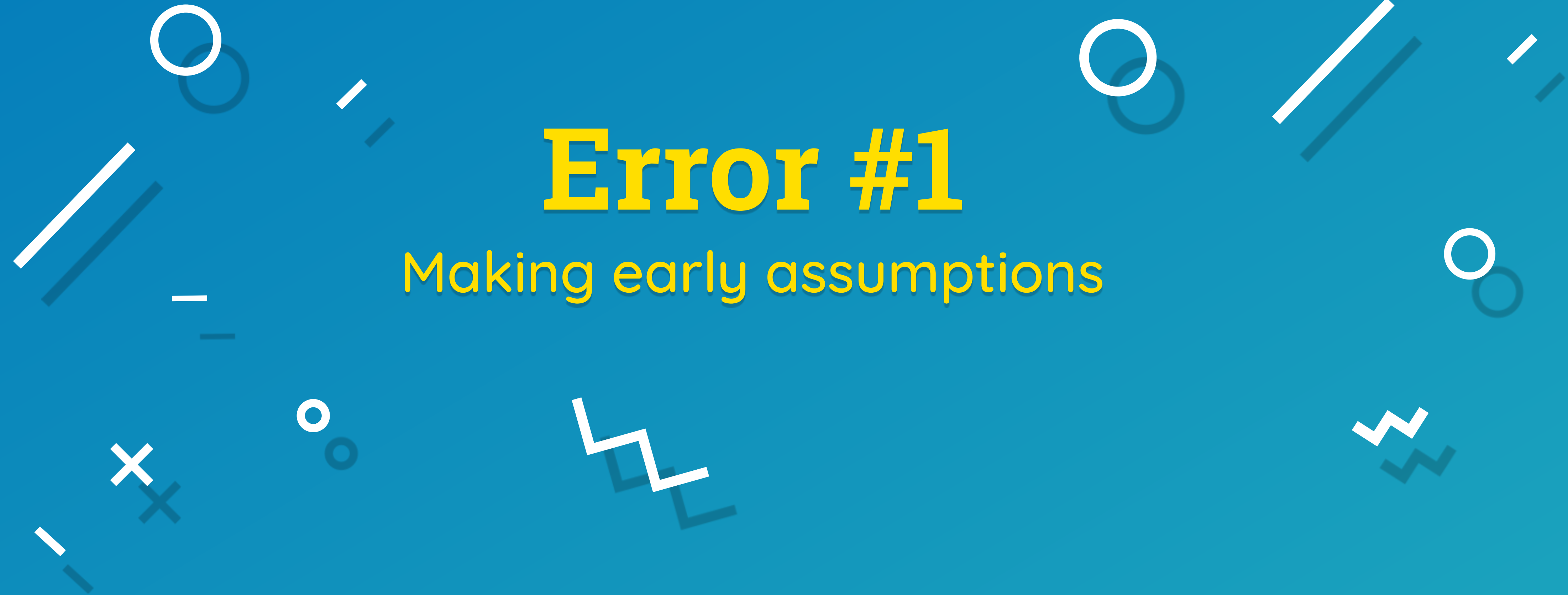
Create a **custom** and **modern** employee portal for the Maple Leaf Foods (MLF) workforce from scratch.

Feasible?

Correct need?

# Error #1

Making early assumptions



# Pre-Work

1. Where to start?
2. Content audit
3. What are the existing issues?





MFI: C\$ 34.23 -0.34

Mississauga, CAN

The forecast is unavailable



Our Business

Employee Hub

I Need To...

### QUICK POLL

What are your plans for the May long weekend?

The poll ended on Wednesday, May 24, 2017

Show result



PEOPLE SURVEY  
OUR VOICES, OUR FUTURE

NOW LIVE!

SAP Ariba  
Supplier E-invoicing



MY SUCCESS TOOL



### IS SERVICE NOTIFICATIONS

Planned Unplanned Restored

DATE	TIME	SERVICE	EVENT DETAIL
01/16	11:00	Other	CAB - Change Adv...
01/23	11:00	Other	RAB - Release Ad...
01/25	16:00	Other	Normal Change Re...



### Gender Equality at Maple Leaf Foods

Our Maple Leaf Values are the heart of our culture. They provide a compass for all of us that guides our behaviours, actions and decisions. We have built our culture on these shared values and they are very powerful.

» read more

### NEWS FEED

SHAD program for highschool students; Apply Now!

This summer, Maple Leaf Foods teamed up with SHAD, a registered Canadian charity that empowers exceptional high school students to recognize their own capabilities and envision their extraordinary potential as tomorrow's leaders and change makers.

Channel Hierarchy Communication

As part of our semi-annual update process, we have identified Customer Channel, Customer Hierarchy, Product Hierarchy, Brand and Sub-brand Attribute changes which will come into effect on Sunday, Nov 13, 2016.

AgOps – SAP Implementation Announcement

The integration of the Maple Leaf systems and processes into a single, operational SAP platform has been a core pillar of our transformation and an enabler to our growth strategy.

Simulated Phishing Campaign Results

On September 06, 2016, IS Infrastructure Security sent a simulated phishing email to all employees as part of a new phishing educational campaign.

Women's History Month

October is Women's History Month in Canada. It is a time for Canadians to celebrate the achievements of women and girls as trailblazers throughout our history.

### LEADERSHIP VIEWS



Rick Young's Blog

Yes, I'm in! Celebrating International W...  
March 08, 2017 - "When you harness the productivity of half the..."

» read more

### FIND IT FAST

#### Popular Content

- Employee/Mgr Self Service
- Job postings
- Leadership Learning Hub
- mySuccess / PAD
- Service Desk
- Travel and Expense

#### Popular Searches

- Communication Templates
- Food Safety
- Health & Safety
- Insider trading windows calendar
- myShares
- QuickHelp (from

Pre-Work

# As-Is State





MFI: C\$ 35.29 +0.25

Mississauga, CAN

The forecast is unavailable



Our Business

Employee Hub

I Need To...

Company Information

Maple Leaf Foods  
Agri-Farms

Who We Are

Our History  
Our Values  
Our Core Beliefs  
Our Policies  
Our Code of Business Conduct  
Sustainability  
Giving Back  
Community Outreach  
Accessibility Statement  
Leadership Edge

Our Functions

Finance  
Food Safety  
Human Resources  
Information Solutions  
Logistics  
Manufacturing  
Marketing  
Sales  
Six Sigma

Our Products

What We Make  
What's Cooking  
Just the Facts  
Power of One

Our Customers

What's in Store  
ThinkFOOD!

Our Communities

Key User Network  
Community Sites  
Communities of Interest  
Team Sites  
Project Site Reference

CONTRIBUTE TO THIS STORY

- Corrections
- Send a Tip
- is a Link
- Send Photos/Videos
- ct Us
- Comment

SAP-ARIBA - Ge



We have enabled ARIBA.

As a Requestor information fo

HYPERCARE

Hyper-care is the period after go-live where users will have dedicated Support for any process and/or system issues.

Should you contact the Service Desk for an ARIBA issue that does not require immediate attention, you may select the call-back option and an IS Service Desk representative will contact you at the next available opportunity.

Pre-Work

As-Is State

As the vendor enablement process extends beyond the standard two-week hyper-care window, Key Users will be your primary support. Here is your list of IS Support and Key User contacts in your functional groups:

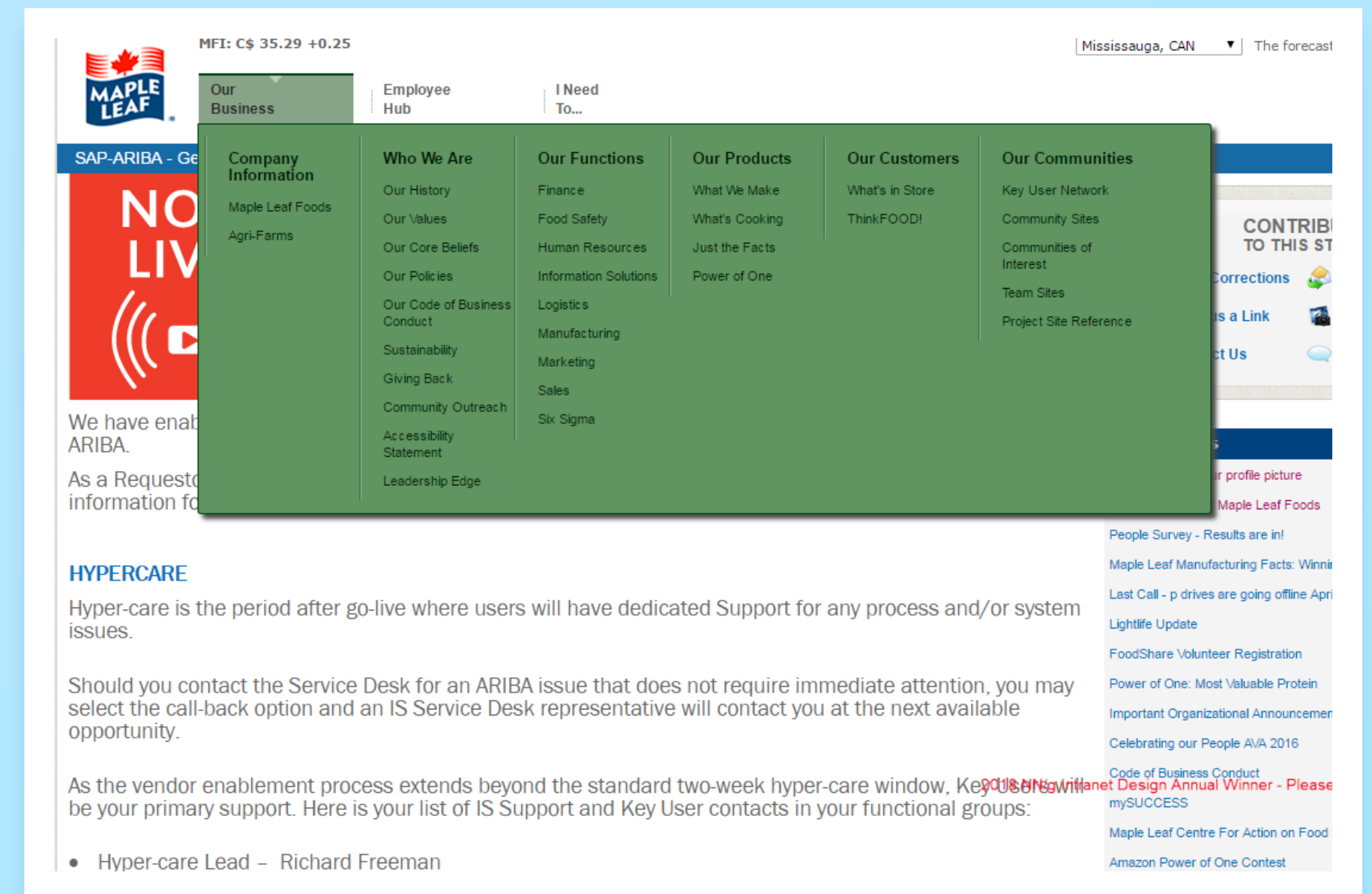
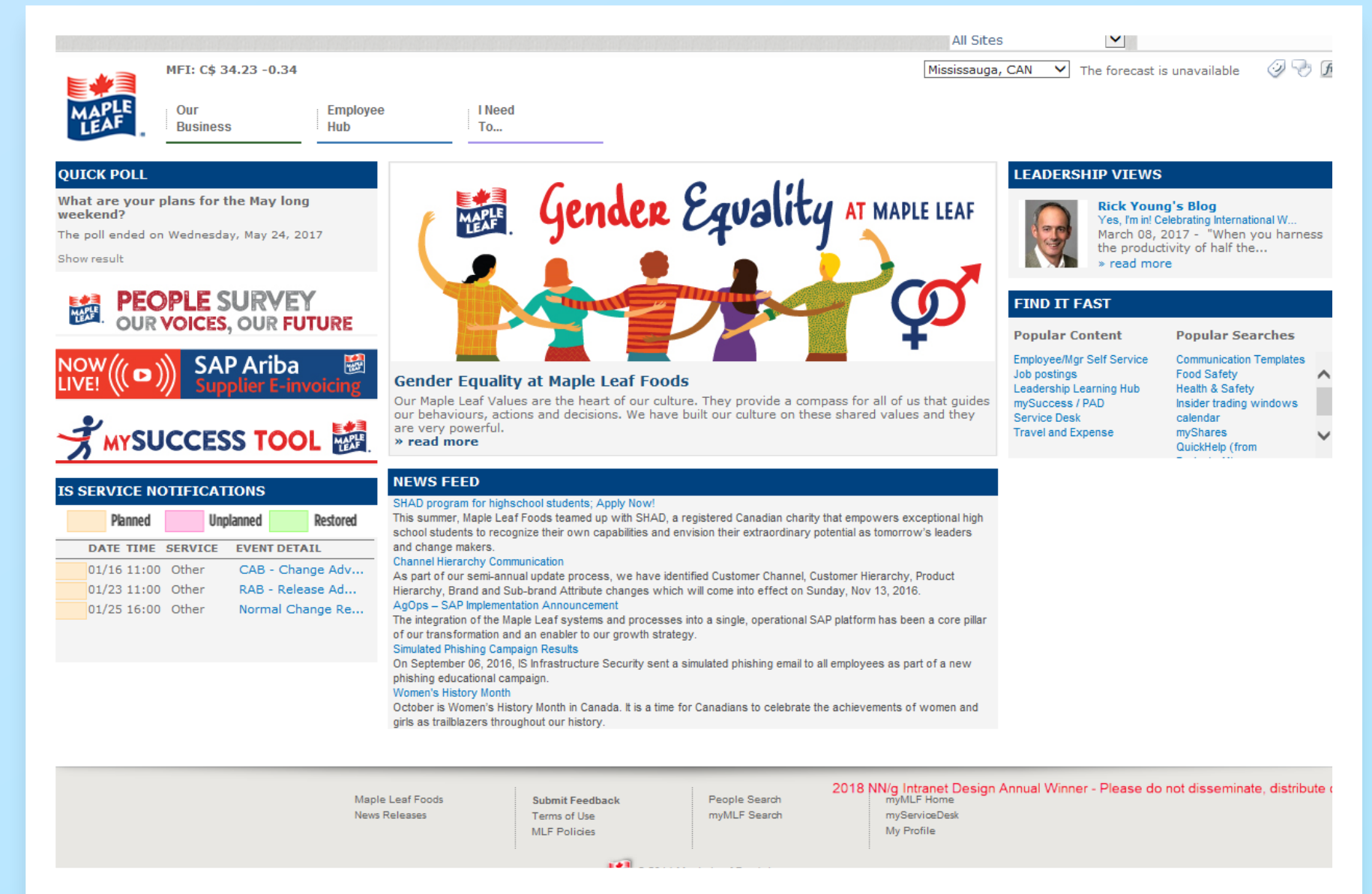
- People Survey - Results are in!
- Maple Leaf Manufacturing Facts: Winning through OES
- Last Call - p drives are going offline April 12
- Lightlife Update
- FoodShare Volunteer Registration
- Power of One: Most Valuable Protein
- Important Organizational Announcement
- Celebrating our People AVA 2016
- Code of Business Conduct
- mySUCCESS
- Maple Leaf Centre For Action on Food Security

2016 NISG Winner - Please do not disseminate, distribute

# Pre-Work

# Where to Start?

1. Deep dive into as-is state
2. Heuristics review against as-is state
3. Discuss client objectives

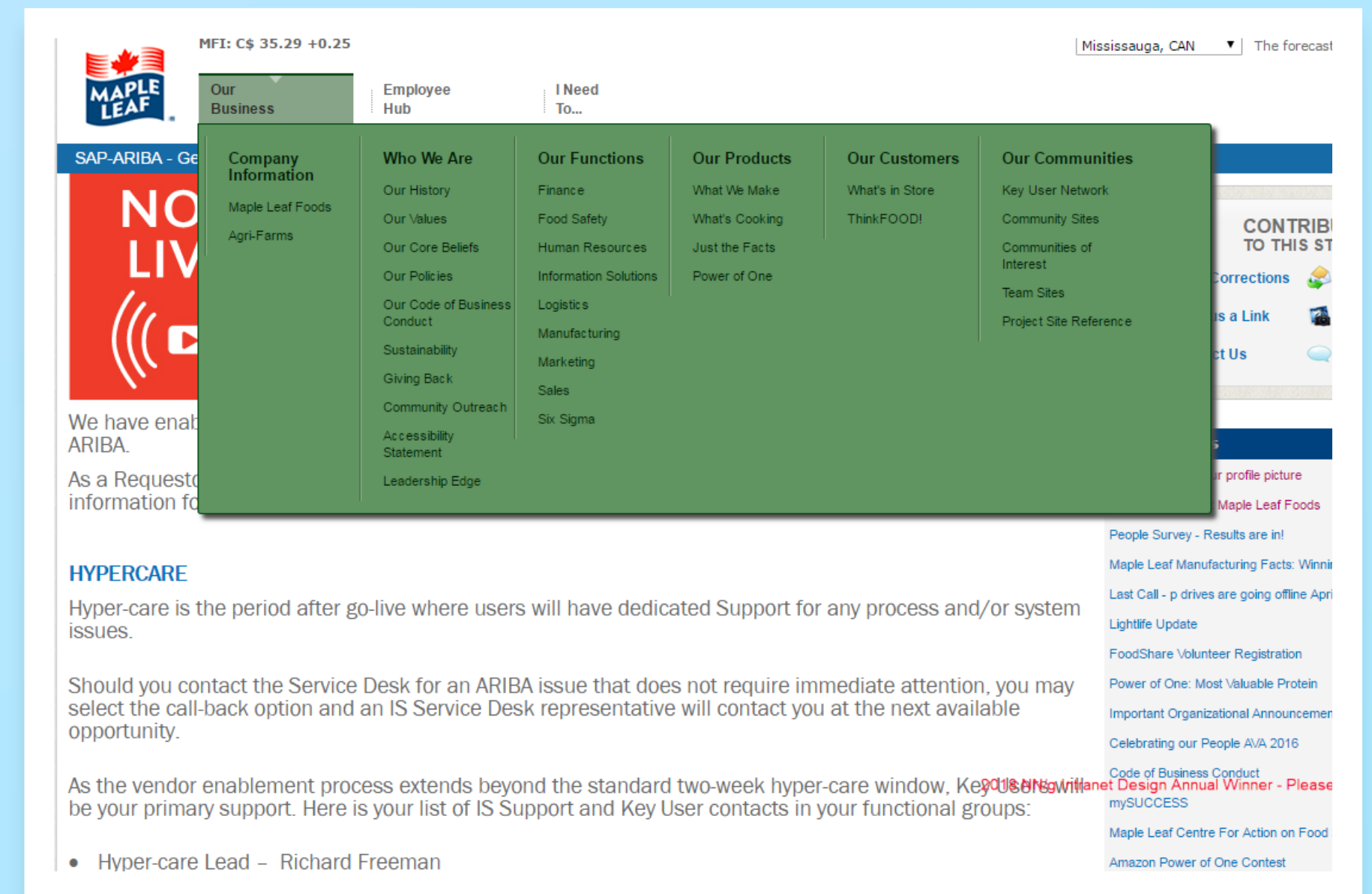
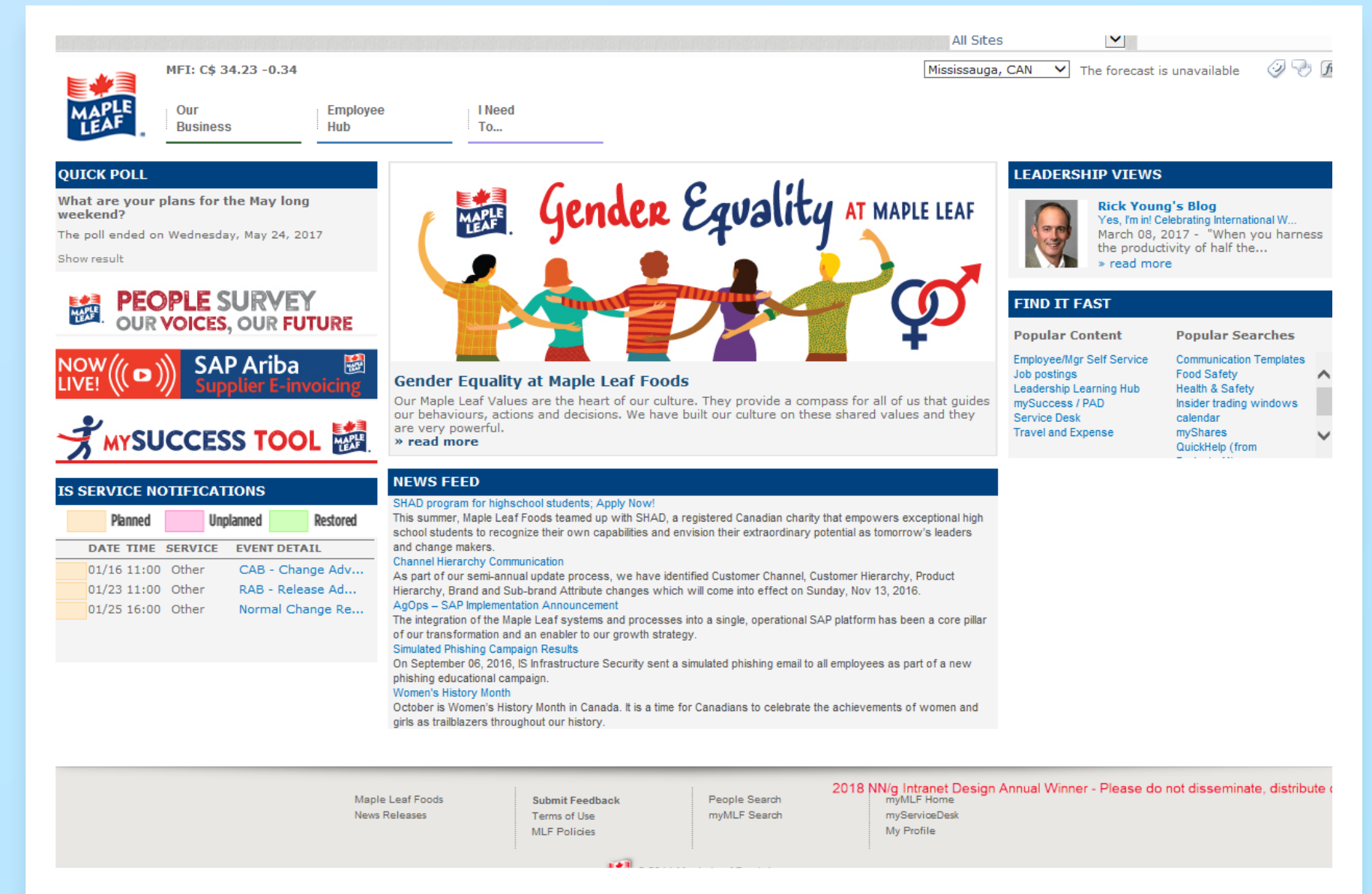




# Pre-Work

# Content Audit

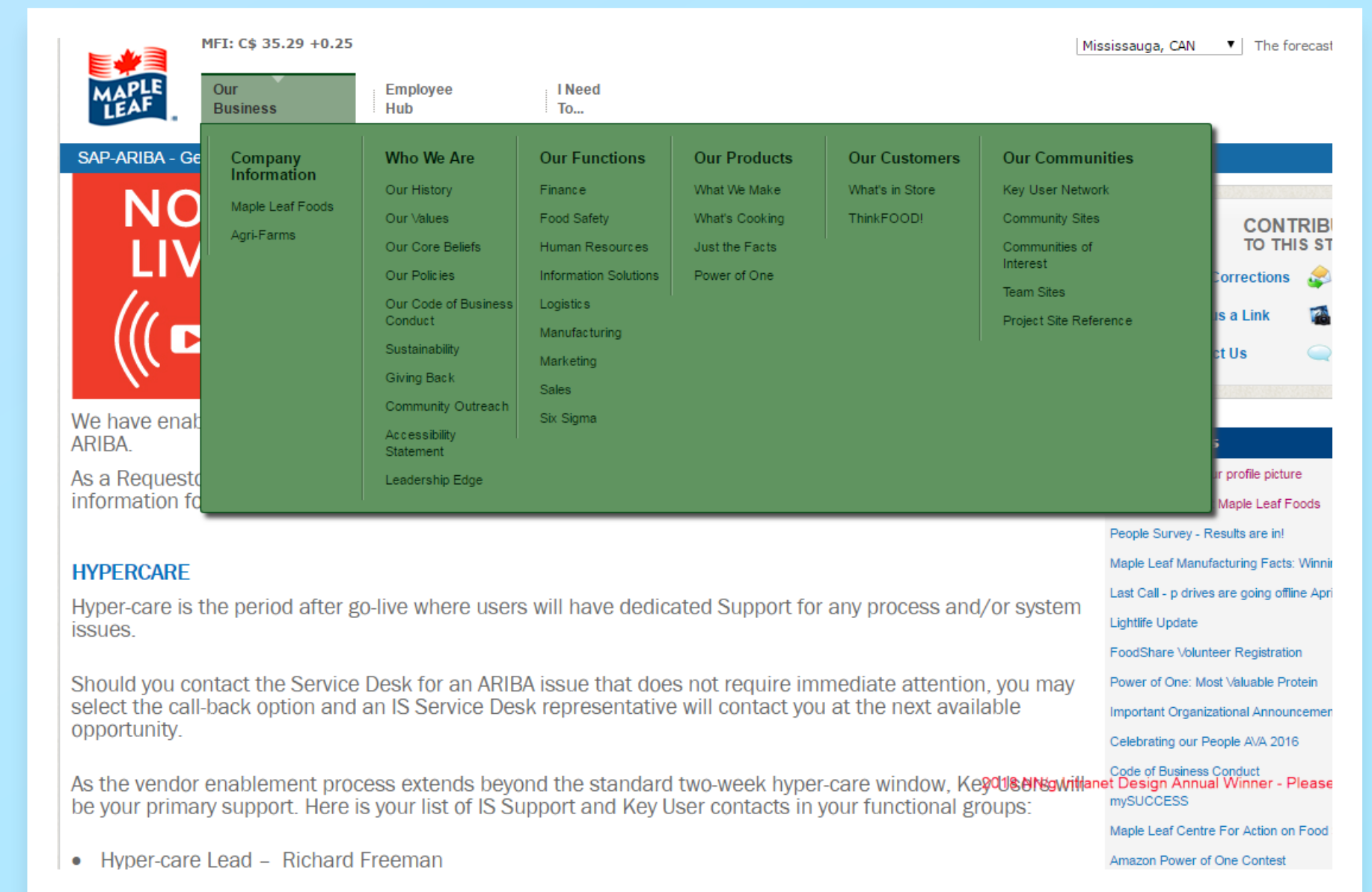
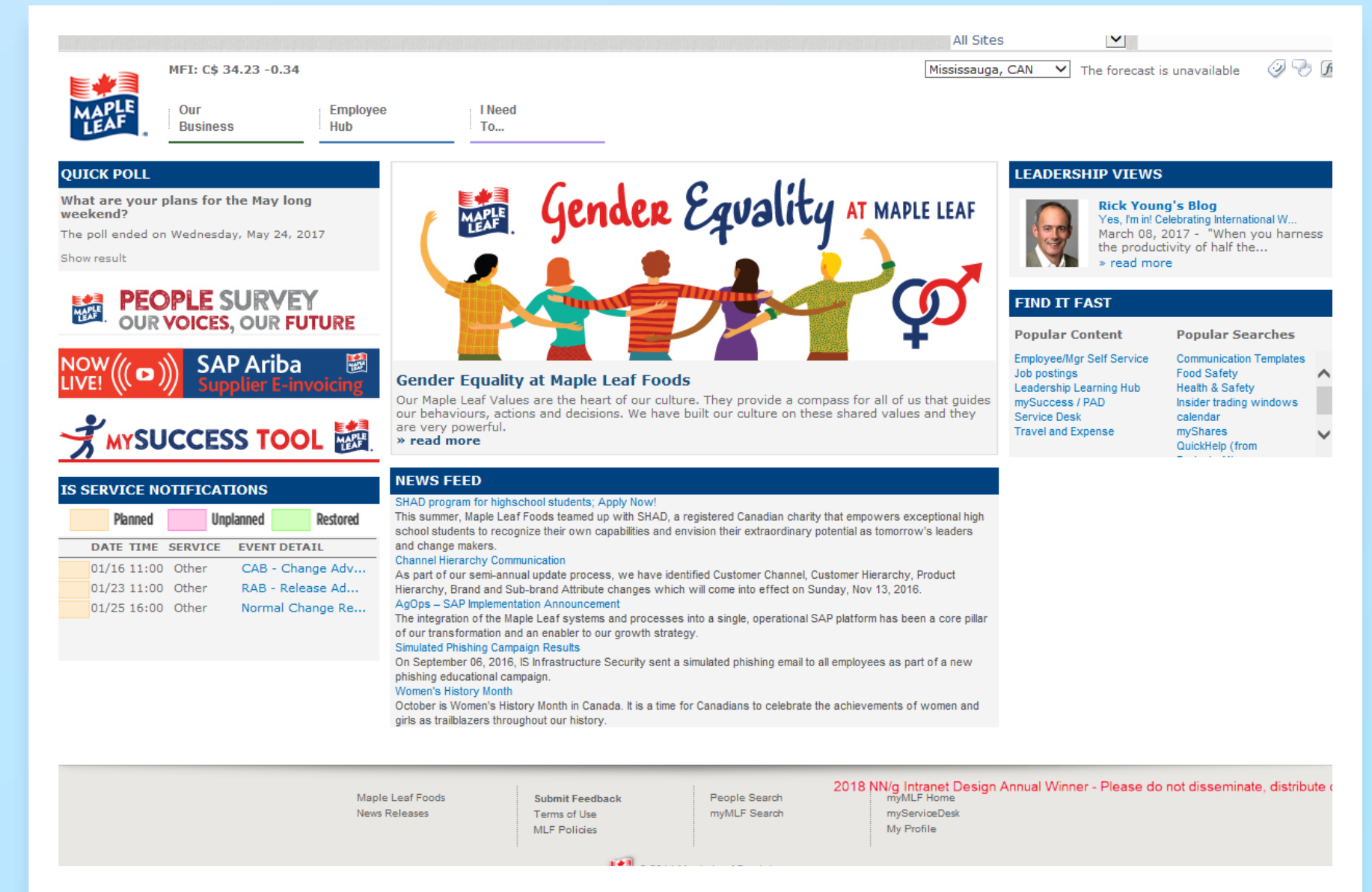
1. Out-of-date content
2. Existing content was rarely updated and not well maintained
3. Non-existent content guidelines



# Pre-Work

# Existing Issues

1. No useful information = poor adoption
2. Lack of content accountability
3. No incentives to promote content contribution





# User Research

1. Persona building
2. Design Thinking workshops
3. Other research exercises



# ROAD WARRIOR ROBERT

"Good customer service is about building relationships with my customers. And yet I never spend enough time with them. Administrative tasks distract me from valuable time with customers."

## ROBERT'S STORY

I love sales. It is a way of life and it is what I like to do. Taking care of my clients, hitting my targets, building relationships, this is what I do and what drives me. My office is at my home and I only come in for sales meetings.

My day doesn't have "normal" hours. I work what I need to work to make sales and hit my targets. First thing in the morning, I turn my machines with the office and get the latest information. Once this sync has happened, I am now disconnected for the rest of the day. If something urgent comes up or if I am needed for anything, you will only be able to get me by cell phone.

My day is spent going from customer call to customer call. My territory is often large, so I spend a lot of unproductive time in the car. I often take calls, safety, while I drive to my different appointments. Once at a customer site, my iPad is my mobile briefcase and it is what I use to show my customers the different Maple Leaf products and presentations. While at the customer, I do not use my smartphone. If I do use it, it is to connect my iPad to my data plan to send information to that client.

After appointments I must take the time to update my computer tool on the iPad with the customer information. I do this in my car or at a local Tim Hortons in order to make the information available for team. The last thing I do at the end of the day is upload all my client information and sales so that it can be merged with all the other sales data. One thing I would wish for is to do all my work off of one mobile device. Admittedly, all the administrative work I have to do, takes me away from being with my clients.

## REPRESENTATIVE ROLES

Territory and Account Managers, Customer Representatives, Managers

## PAINPOINTS

- \* To do all aspect of my work requires me to use multiple devices
- \* I like my iPad but it still has challenges (i.e. Memory, Keyboard, SMT)
- \* No connection to Maple Leaf during the day while I'm on the road (i.e. Sending customer orders, email, getting information, keep up to date with your group via WhatsApp)
- \* Calendar does not sync with my Smartphone

## OPPORTUNITIES

- \* Provide a tablet which allows connection to SAP Encourage and other sales software, along with data capability and a keyboard (i.e. Surface)
- \* Provide a method which allows them to be up to date with events happening at the home office and at the company in real time while they are travelling to customers
- \* Provide a method to be more productive while travelling (i.e. voice to text capability for note taking)
- \* Have critical functions available off line

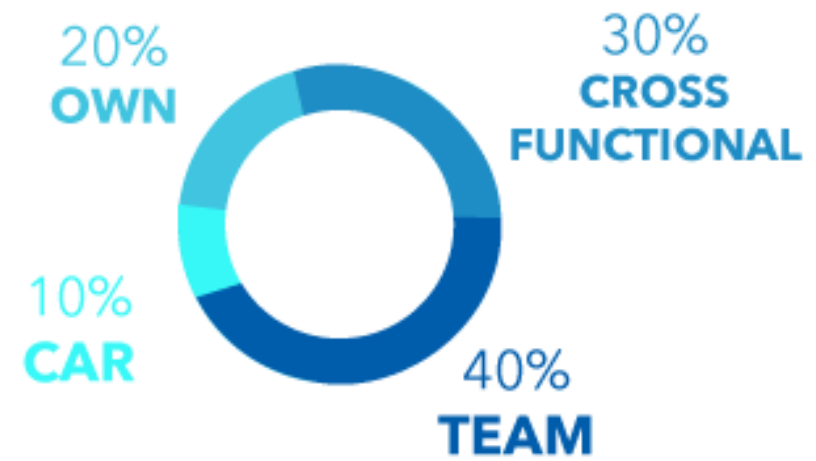
## SOFTWARE



## MOTIVATION



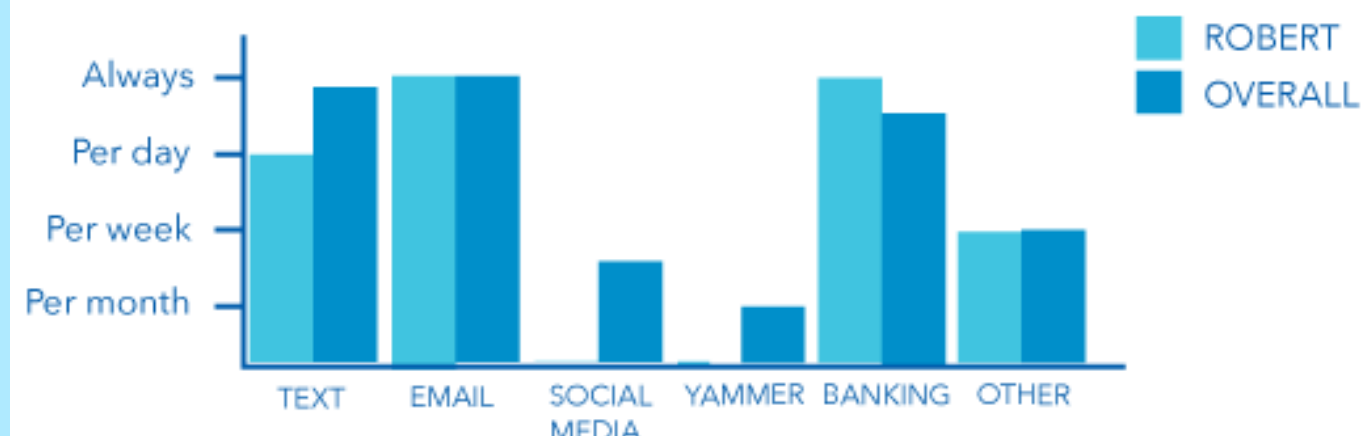
## WORK BREAKDOWN



## DEVICES

## COMMUNICATION

User Research  
**Persona Building**







User Research

# Persona Building




# User Research

# Persona Building

1. MLF was open to a new approach
2. Many interviews... oh so many interviews
3. Decisions made to focus on non-unionized staff that have computers available to them





### ROAD WARRIOR ROBERT

"Good customer service is about building relationships with my customers. And yet I never spend enough time with them. Administrative tasks distract me from valuable time with customers."

**ROBERT'S STORY**

My day doesn't have "normal" hours. I work what I need to work to make sales and hit my targets. From things like the morning commute, my commute with the office and the daily administrative. Using my smartphone, I get more accomplished for the rest of the day. It's everything I need to get up and I can't wait for anything, you will only be able to get it by next price.

My day is spent going from customer call to customer call. My morning is often long, so I need a lot of things to do on the way. I often take calls, safety, when I drive and my different appointments. Once at a customer site, my iPad is my mobile laptop and I use it to take care of my customers like different mobile app products and presentations. While at the customer, I do not use my smartphone. If I do use it, it is to connect my iPad to my data plan to send information to their device.

After appointments I must take the time to update my calendar on the iPad with the customer information. I do this. This can be a pain. The morning is often the most important and gets for that. I use my smartphone for all of the other day. One thing I would work for is to be able to work off of any mobile device. Absolutely, all the administrative work has to be able to work off of any mobile device.

**MOTIVATION**

- PEOPLE/TEAM
- BIG WINS
- WORKING WITH CUSTOMERS

**WORK BREAKDOWN**

- 20% OWN
- 10% CAR
- 30% CROSS FUNCTIONAL
- 40% TEAM

**DEVICES**

- 70% LAPTOP/PERSONAL COMPUTER
- 30%

**COMMUNICATION**

Always  
Per day  
Per week  
Per month

ROBERT OVERALL

TEXT EMAIL SOCIAL MEDIA YAMMER BANKING OTHER

**REPRESENTATIVE ROLES**

Senior and Account Manager, Customer Representative, Manager

**PAINPOINTS**

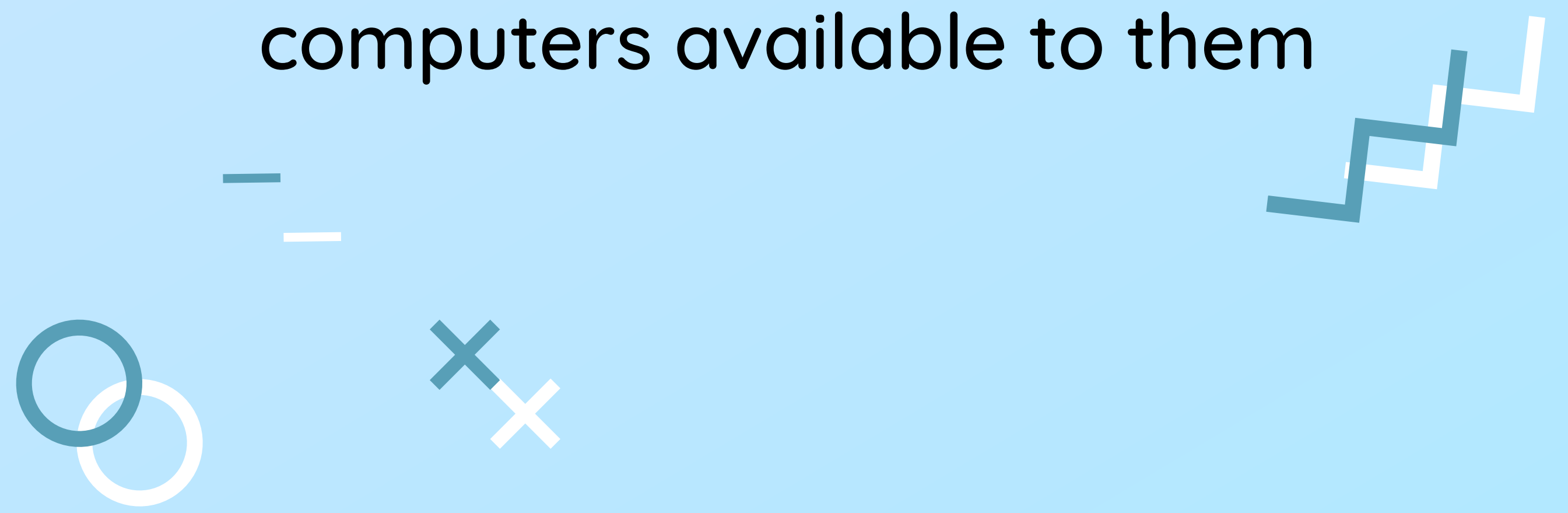
- To do all aspects of my work requires me to use multiple devices
- Use my iPad but it still has challenges like memory, keyboard, caps
- The connection to mobile data during the day while I'm on the road is slow, leading customer orders, email, getting information, keep up to date with your group via WhatsApp?
- Calendar does not sync with my smartphone

**OPPORTUNITIES**

- Provide a tablet which allows connection to SAP Encourage and other sales software, along with data capability and a keyboard like Surface
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- Have critical functions available off-line

**SOFTWARE**

SAP Office 365 precima







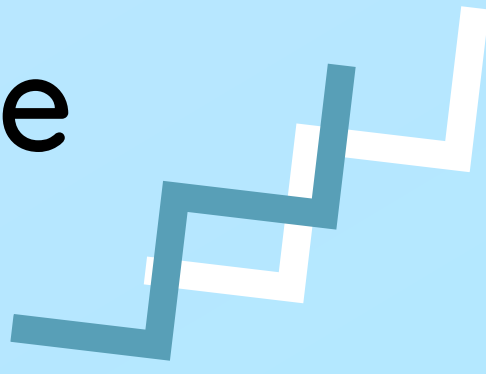
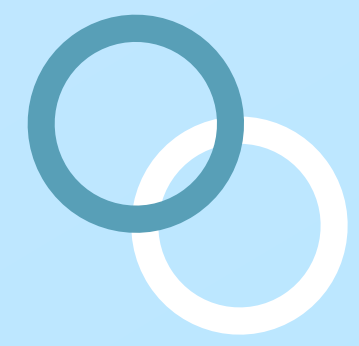
User Research  
**Design Thinking**



## User Research

# Design Thinking Workshops

1. MLF was open to the concept
2. Approx. 20 participants spanning 3 days
3. Participants created their own designs and came out with to-be storyboards

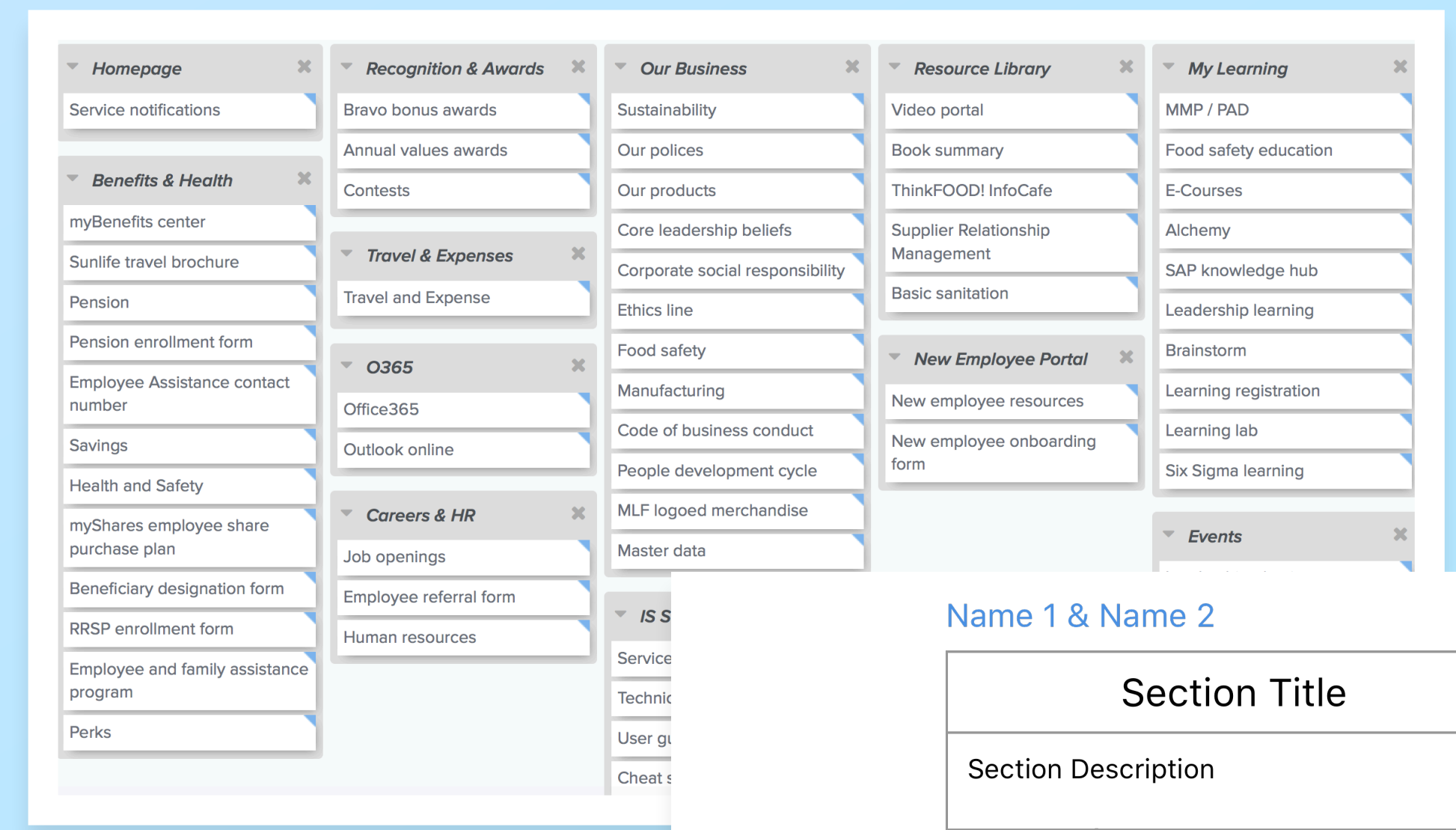




# User Research

# Other Research Exercises

1. Card sorting
2. Sitemap & page hierarchy mapping
3. Detailed IA mapping
4. Stakeholder interviews

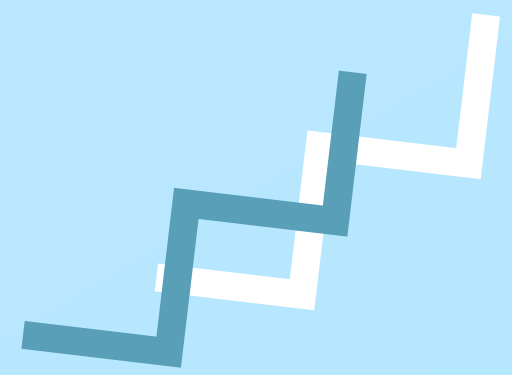


Name 1 & Name 2

Section Title
Section Description

- Page 1
- Page 2
- Page 3
- Page 4
- Page 5
- Page 6

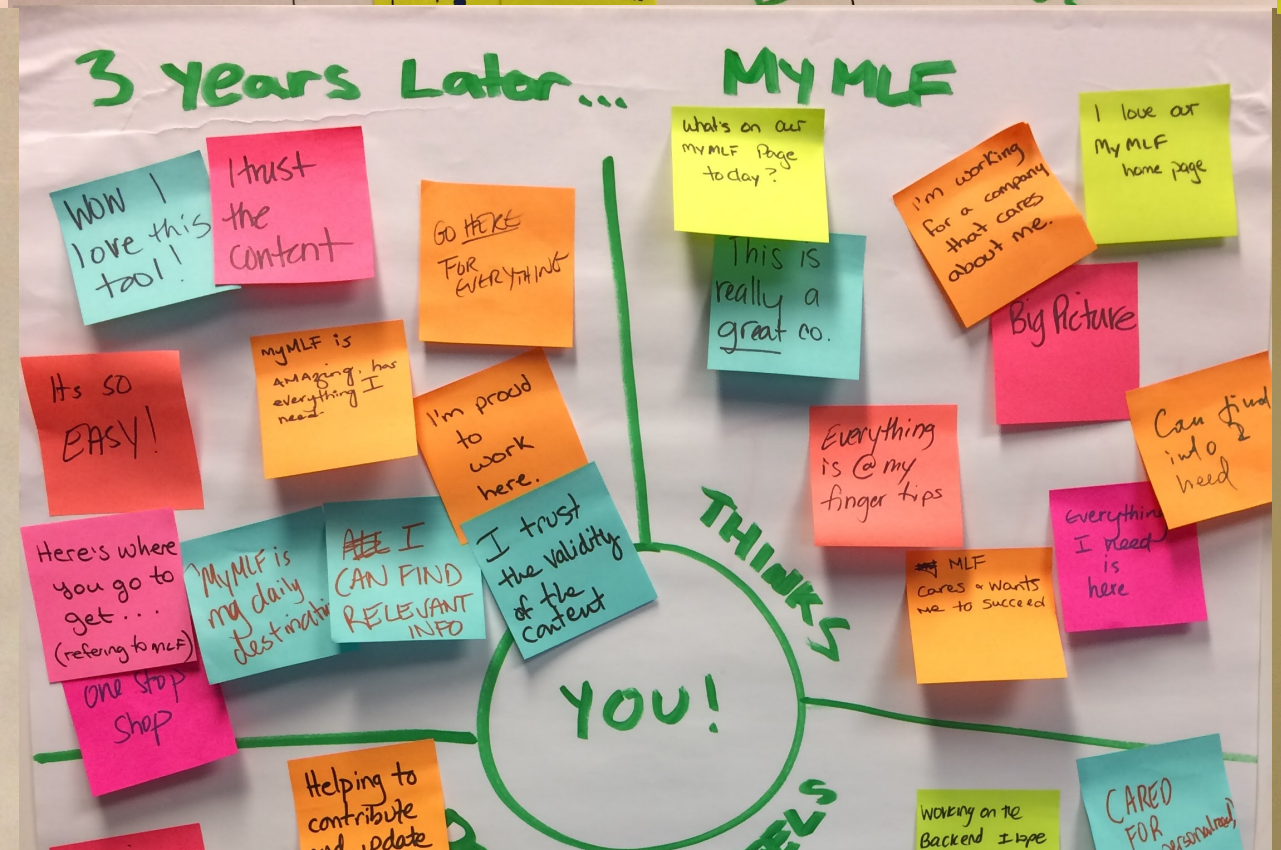
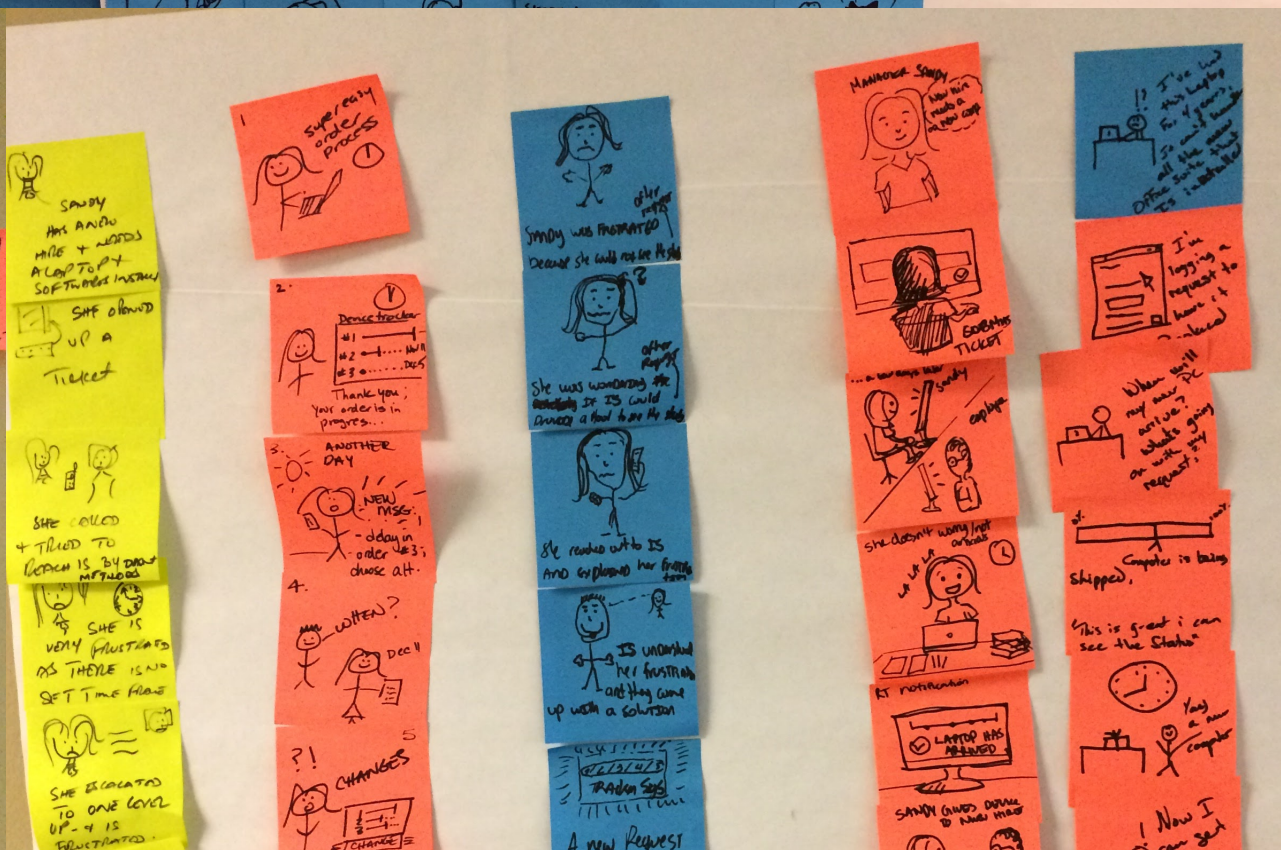
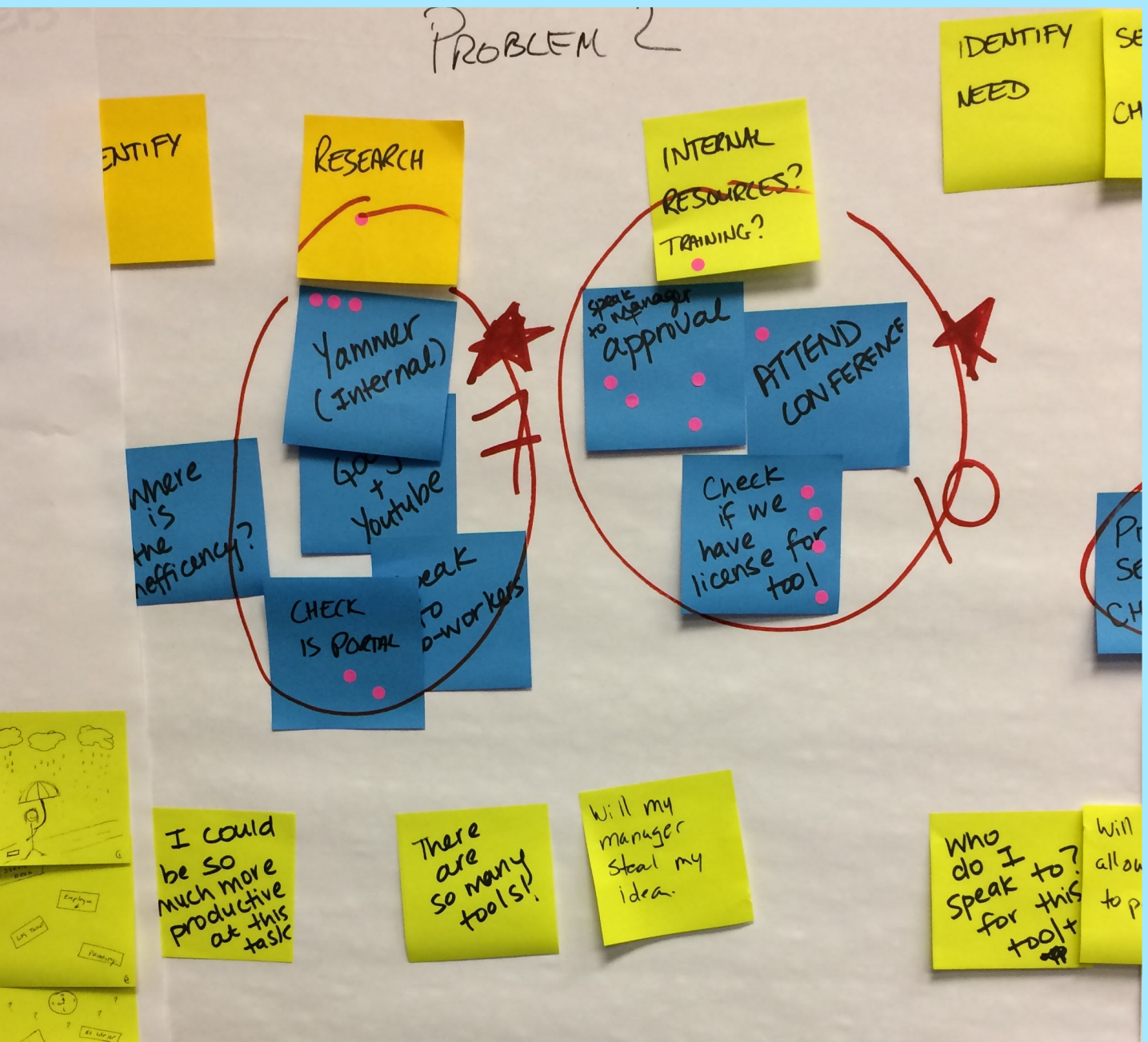
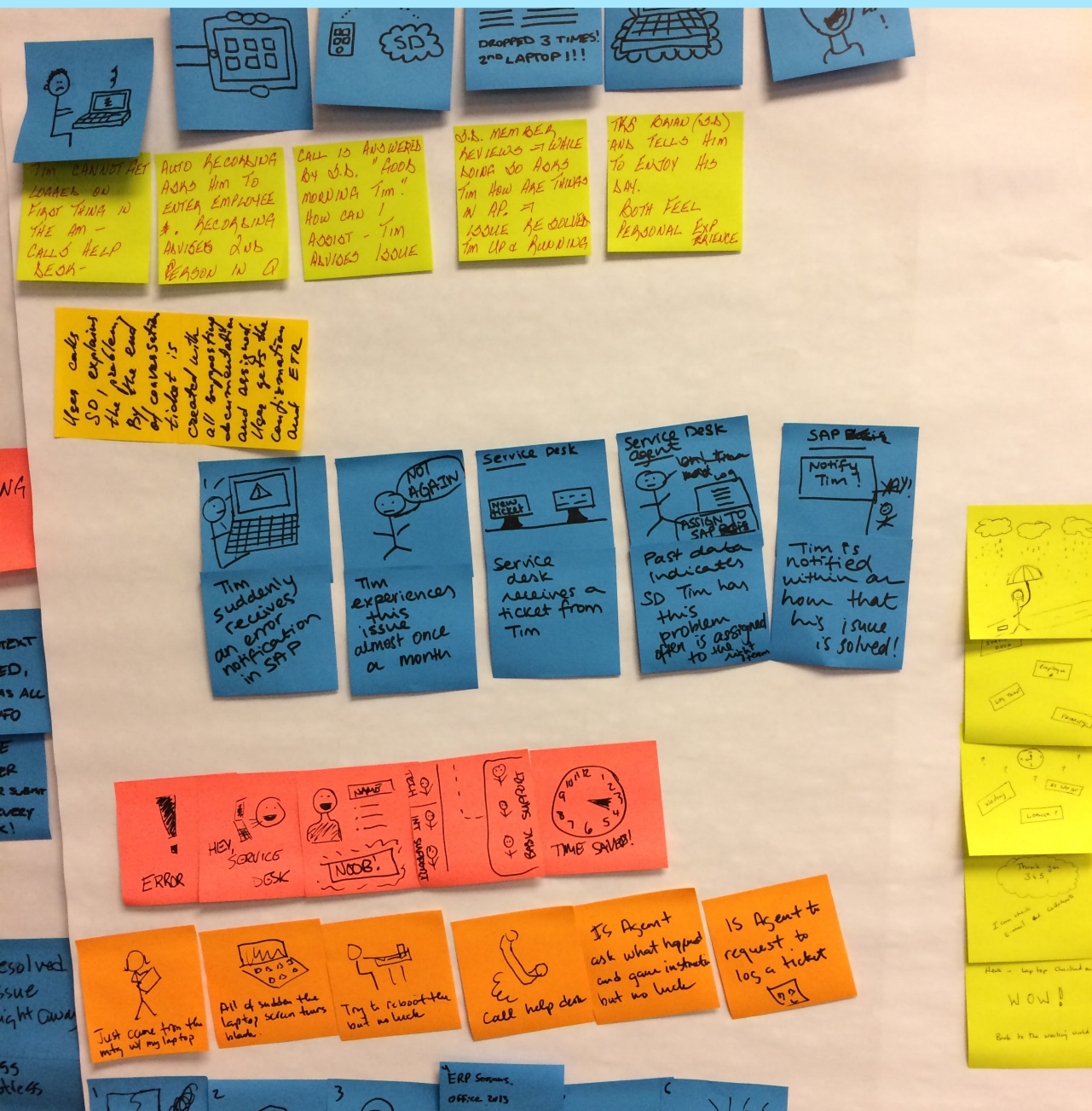
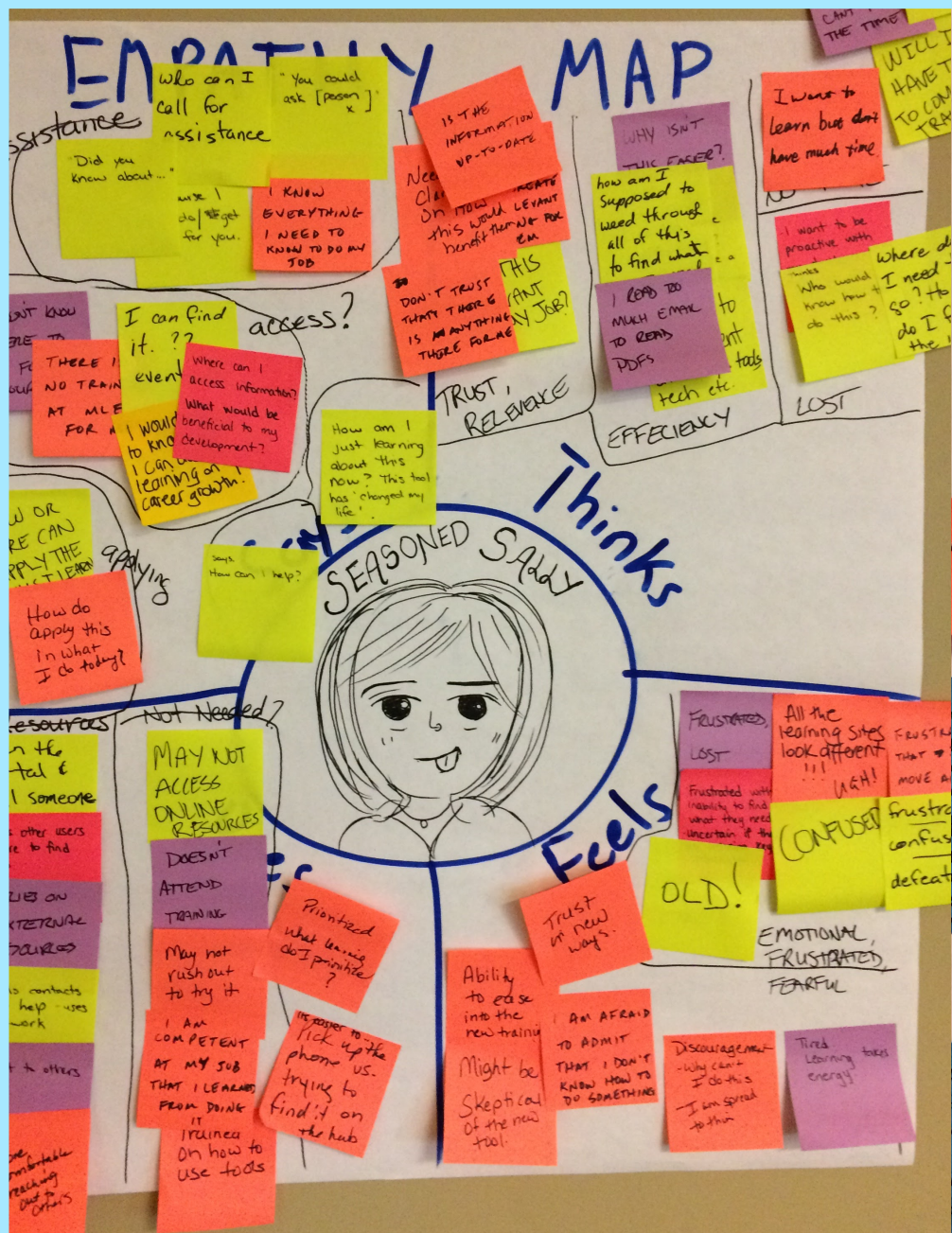
- Custom
- Template
- Out of the box



# Let's Design!

1. Synthesizing feedback
2. Guerilla testing
3. Present to the SLT

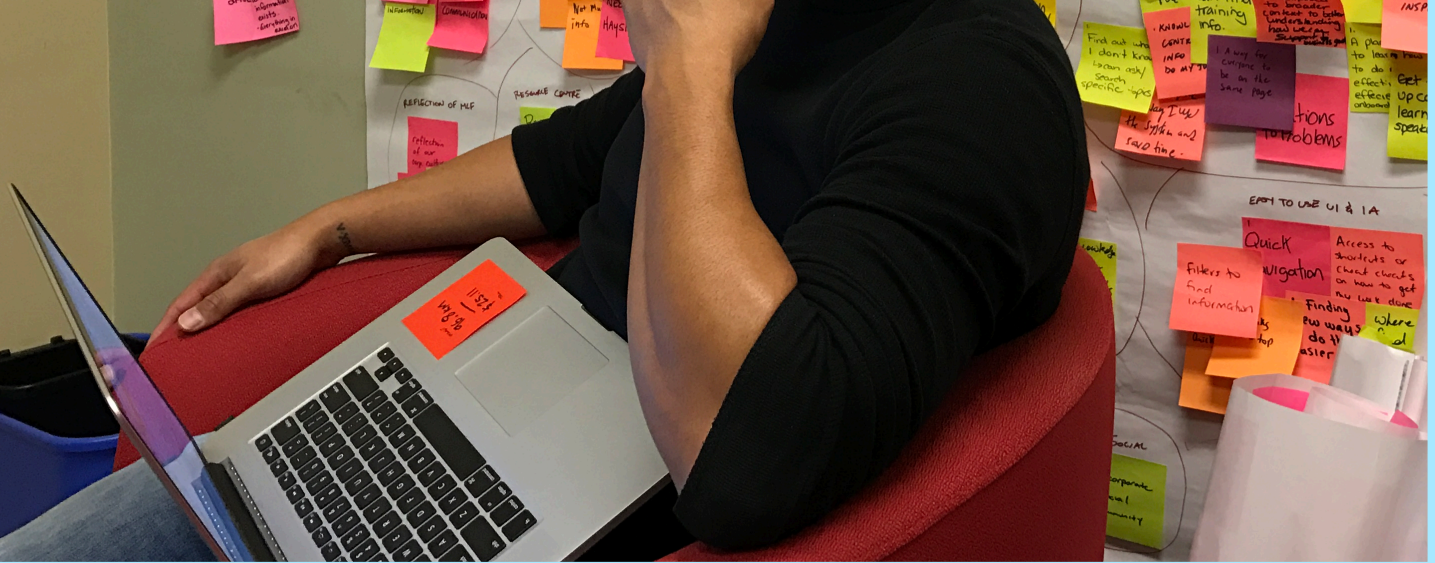
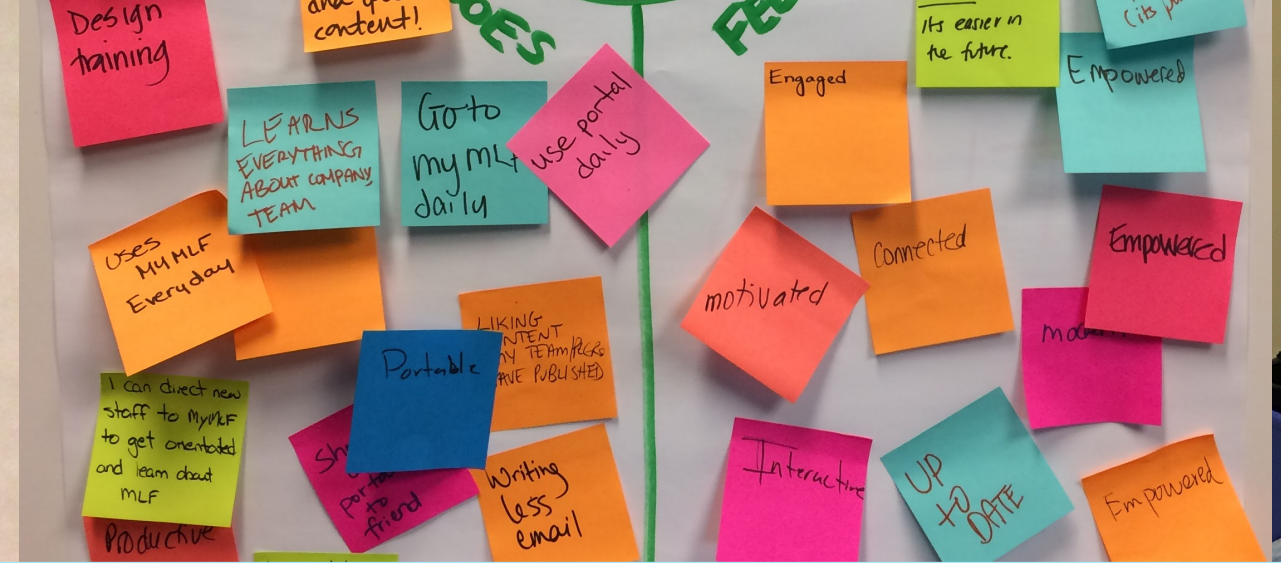




Let's Design!

# Synthesizing Feedback

features of other stories









View All News >

### Corporate Comms Space

1/5

Lorem ipsum dolor sit amet, eget nullam cras mollis donec vel potenti, adipiscing arcu elit, nibh quis, et montes pede nisl ac

### Places

- Update Password
- Team Site
- People
- People
- E-Resources
- Expense Tools
- HRMS
- Career

28.03  
↓ 0.23  
Maple Leaf Stock

My Benefits Centre

Our Spots

Weekly Tips/ Other rotating content (i.e., sensory)

### Top Contributors

- John Doe amet, eget nullam cras
- Lorem ipsum dolor sit amet, eget nullam cras
- Lorem ipsum dolor sit amet, eget nullam cras

### Social Feed

- First Last 11/01/2016 7:35AM  
Lorem ipsum dolor sit amet, eget nullam cras  
comment like
- First Last 11/01/2016 7:35AM  
Lorem ipsum dolor sit amet, eget nullam cras  
comment like
- First Last 11/01/2016 7:35AM  
Lorem ipsum dolor sit amet, eget nullam cras  
comment like

### Trending Now

Resources

- Link
- Link
- Link

Search Terms

- Link
- Link
- Link

Pages

- Link
- Link
- Link

### Upcoming Events

- ☑ Lorem ipsum dolor sit amet, eget nullam cras
- ☑ Lorem ipsum dolor sit amet, eget nullam cras
- ☑ Lorem ipsum dolor sit amet, eget nullam cras

### My Events

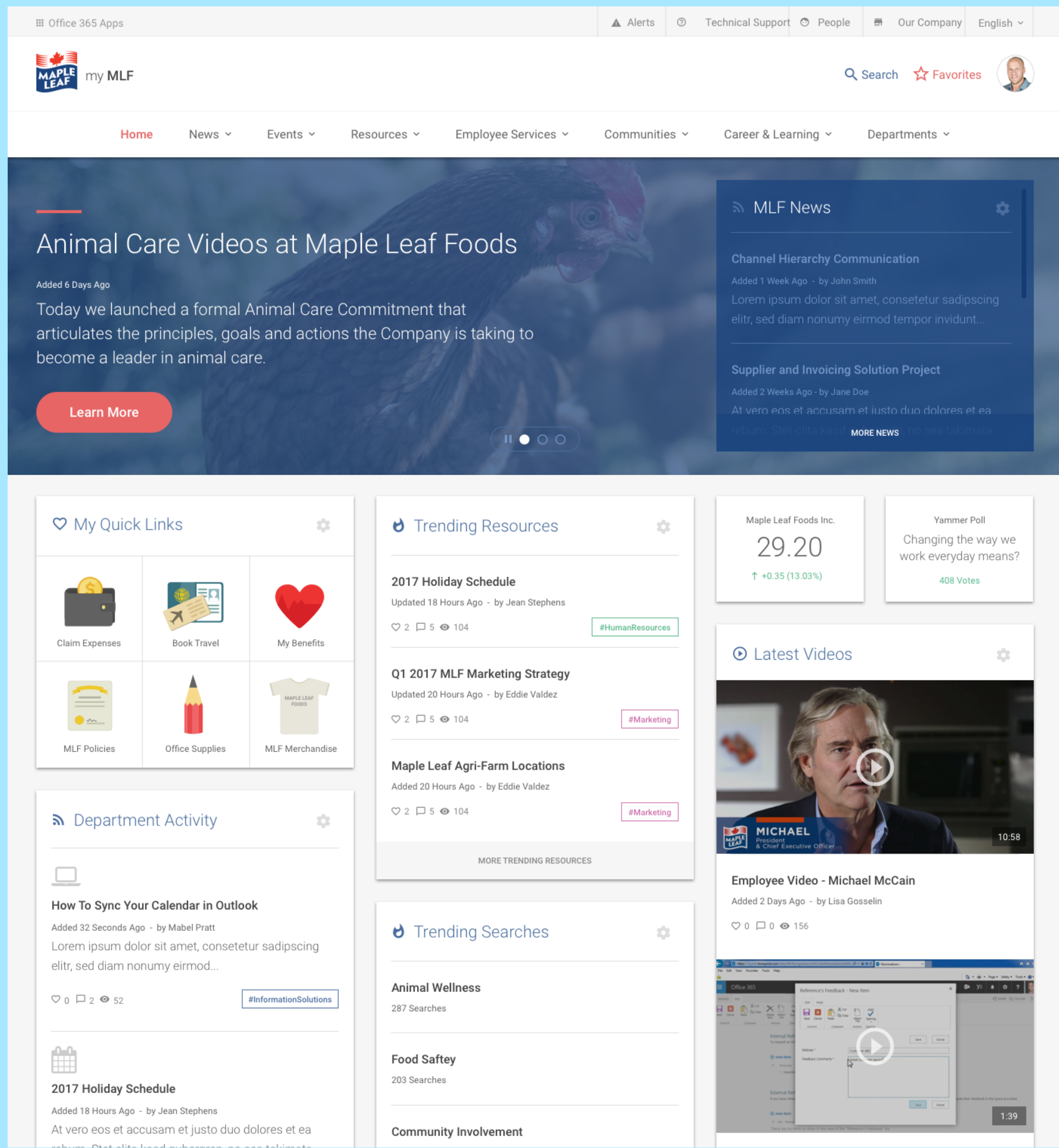
- ☑ Lorem ipsum dolor sit amet, eget nullam cras
- ☑ Lorem ipsum dolor sit amet, eget nullam cras

View Events Calendar

View Full Feed Join A Community

Let's Design!  
**First Iterations**

Feedback





Office 365 Apps Alerts Technical Support People Our Company English

MAPLE LEAF my MLF Search Everything What are you looking for Favorites

Home News Events Resources Employee Services Communities Career & Learning Departments

## Animal Care Videos at Maple Leaf Foods

Added 6 Days Ago

Today we launched a formal Animal Care Commitment that articulates the principles, goals and actions the Company is taking to become a leader in animal care.

[Learn More](#)

My Quick Links

- Claim Expenses
- Book Travel
- My Benefits
- MLF Policies
- Office Supplies
- MLF Merchandise

### MLF News

#### Channel Hierarchy Communication

Added 1 Week Ago - by John Smith  
Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod...

0 1 102

#### Simulated Phishing Campaign Results

Added 2 Weeks Ago - by John Smith  
Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod...

1 2 84

### Department Activity

**Sync Your Calendar in Outlook**  
Added 32 Seconds Ago - by Mabel Pratt  
Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod...

2 1 145 [# Information Solutions](#)

**2017 Holiday Schedule**  
Added 18 Hours Ago - by Jean Stephens  
At vero eos et accusam et justo duo dolores et ea rebum. Stet clita...

5 9 386 [# Human Resources](#)

**SAP Implementation Announcement**  
Added 5 Days Ago - by Theo Fernandez  
Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod...

1 2 98 [# Operations](#)

Maple Leaf Foods Inc.

29.20

↑ +0.35 (13.03%)

Latest Yammer Poll

Changing the way we work everyday means?

408 Votes

### Latest Videos

**Employee Video - Michael McCain**  
Added 2 Days Ago - By Lisa Gosselin

0 0 156

**Adding Internal and External References**  
Added 7 Days Ago - By Chris Georgiou

0 0 156

### Channel Hierarchy Communication

Added 1 Week Ago - by John Smith  
Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod...

0 1 102

### Simulated Phishing Campaign Results

Added 2 Weeks Ago - by John Smith  
Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod...

1 2 84

### Trending Searches

- Animal Wellness**  
287 Searches
- Food Safety**  
203 Searches
- Community Involvement**  
176 Searches

**2017 Holiday Schedule**  
Added 18 Hours Ago - by Jean Stephens  
At vero eos et accusam et justo duo dolores et ea rebum. Stet clita...

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Added 5 Days Ago - by Theo Fernandez  
Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod...

1 2 98 [# Operations](#)

### Yammer Activity

- Andrew Chiang has joined Information Solutions.
- Andrew Geddes uploaded Change at work to the myMLF Redesign group.
- Shannon Vedres has joined myMLF Redesign group.
- Jerry Antony and Alireza Khosravi have joined Information Solutions.

**Employee Video - Michael McCain**  
Added 2 Days Ago - By Lisa Gosselin

0 0 156

**Adding Internal and External References**  
Added 7 Days Ago - By Chris Georgiou

0 0 156

Let's Design!  
First Iterations



Let's Design!

# Guerilla Testing

1. WOOOOOOOOOOOOOOOOOOOOOOOO!  
They like us, they really like us!
2. Functionality vs design, best of both worlds





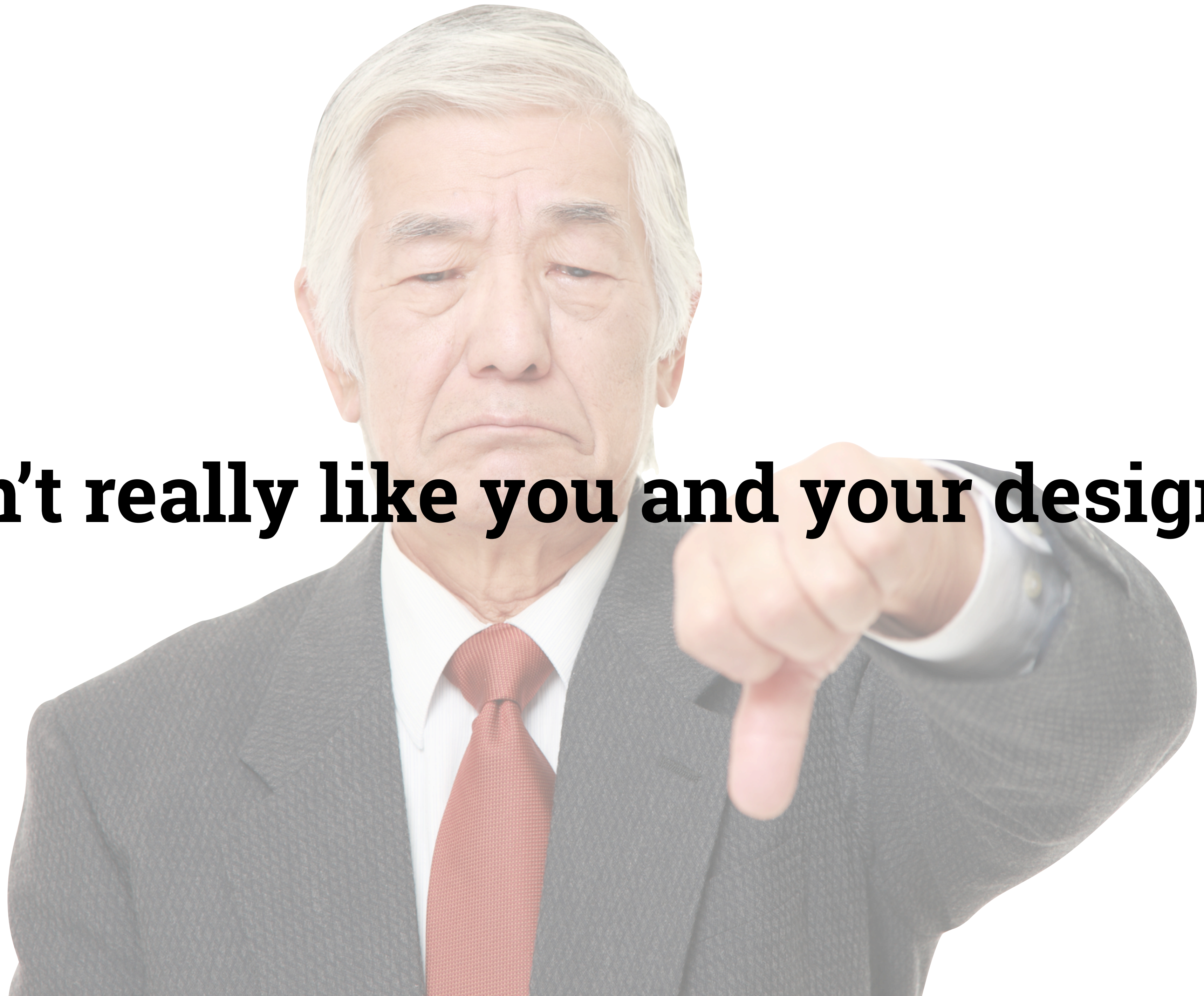








**We don't really like you and your designs!**









# Error #2

Your users do not control the \$\$\$





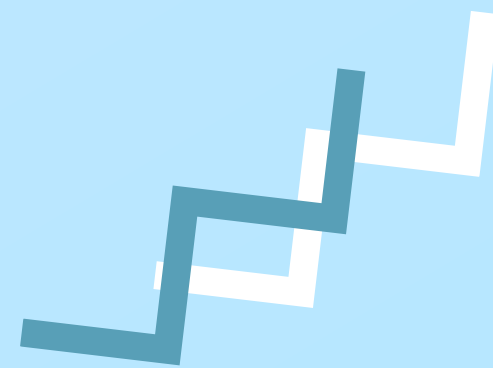
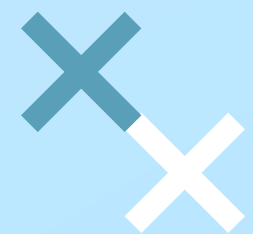
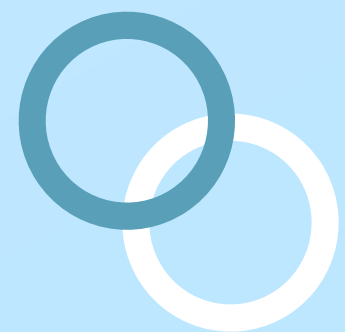
# The Challenge

1. What just happened?!
2. Competing visions
3. Reevaluating our designs

## The Challenge

# What Just Happened?!

1. Unclear product owner
2. Wildly different visions
3. Politics

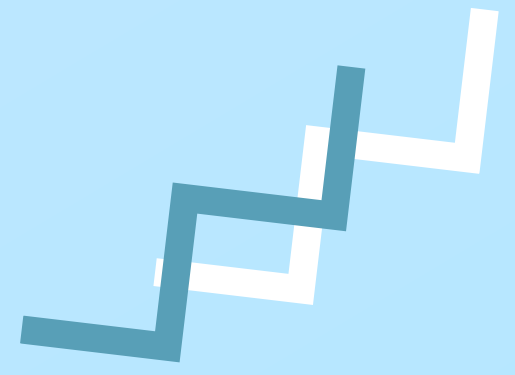
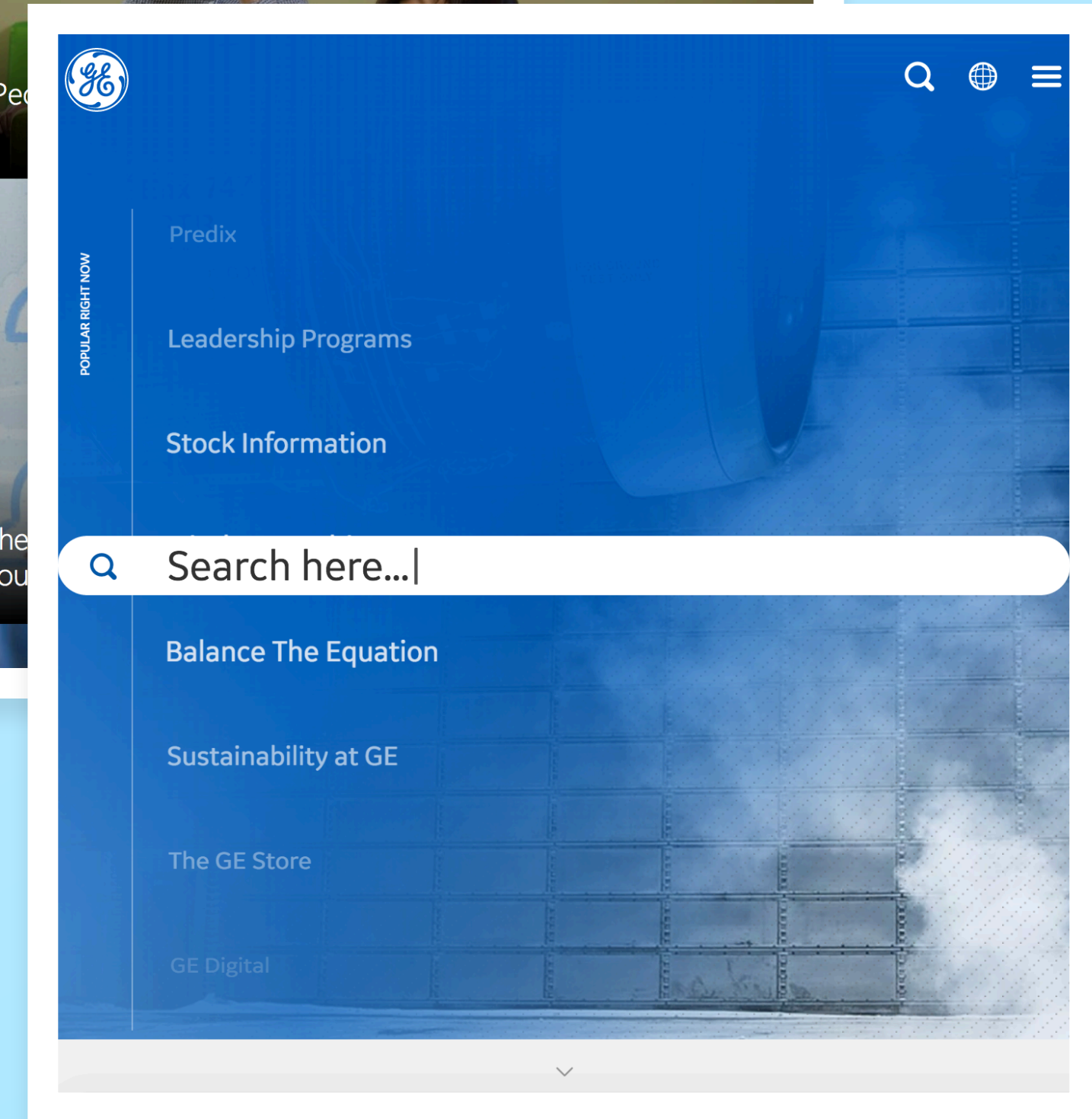
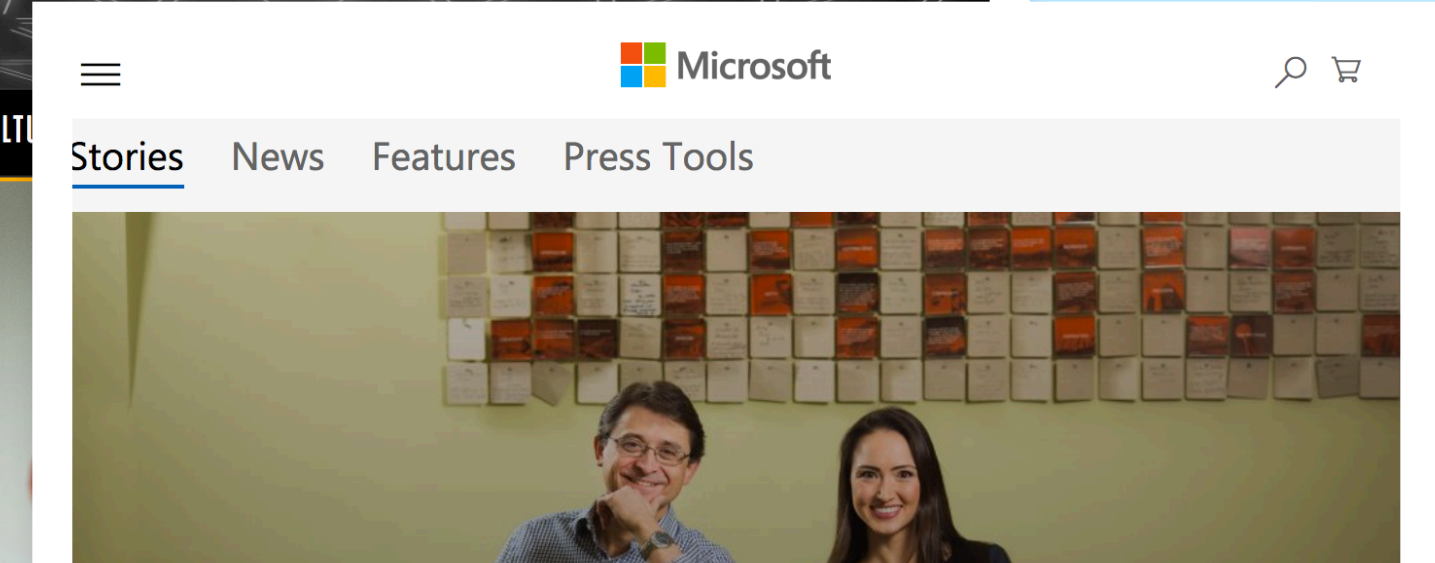




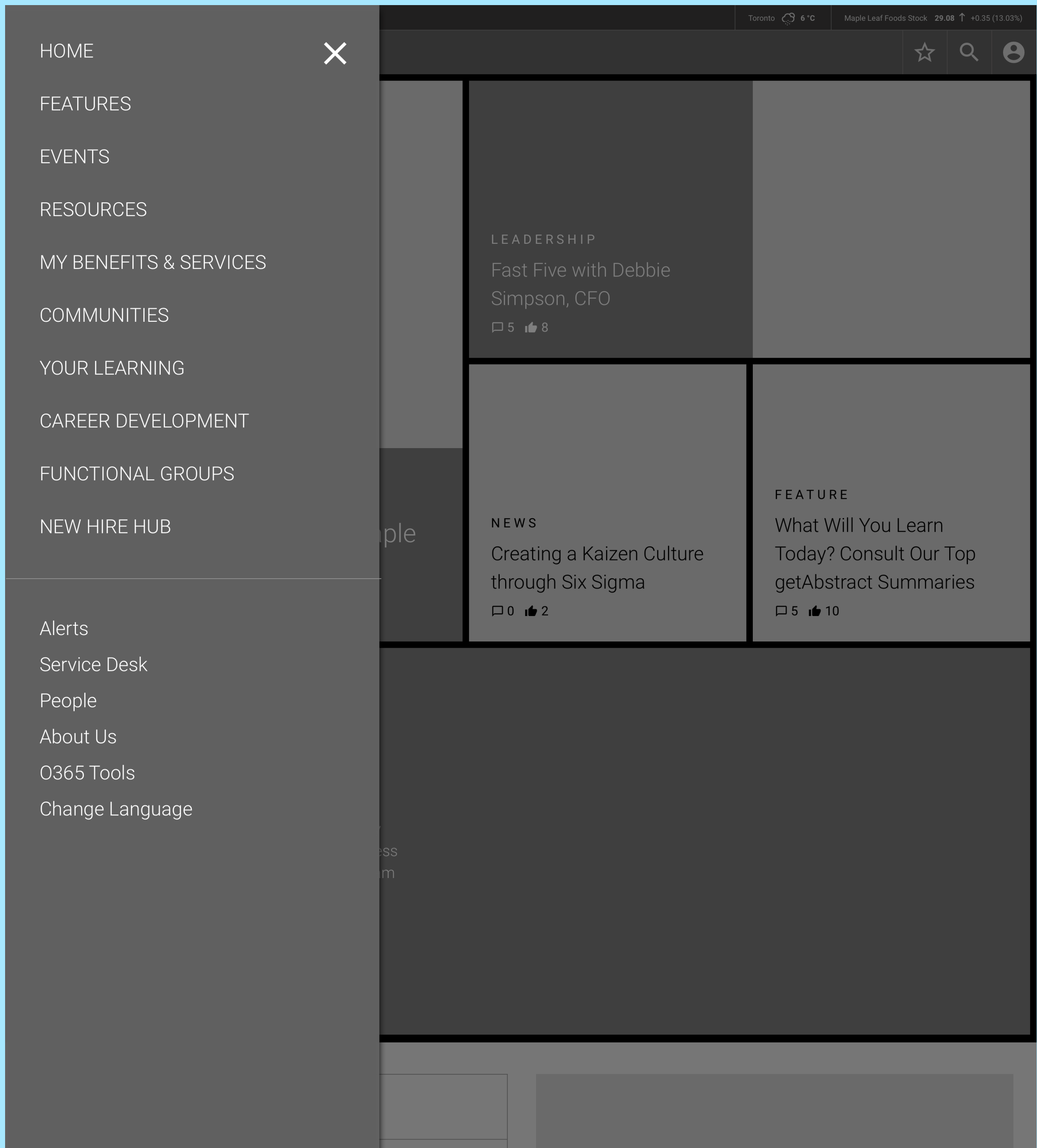
## The Challenge

# Competing Visions

1. User research was not a top priority
2. Product owner had a strong vision of what this intranet could be
3. Everyone has an opinion





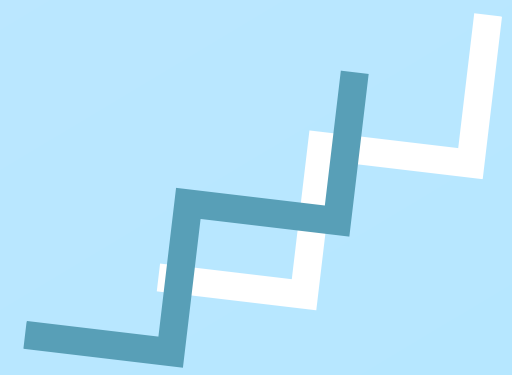
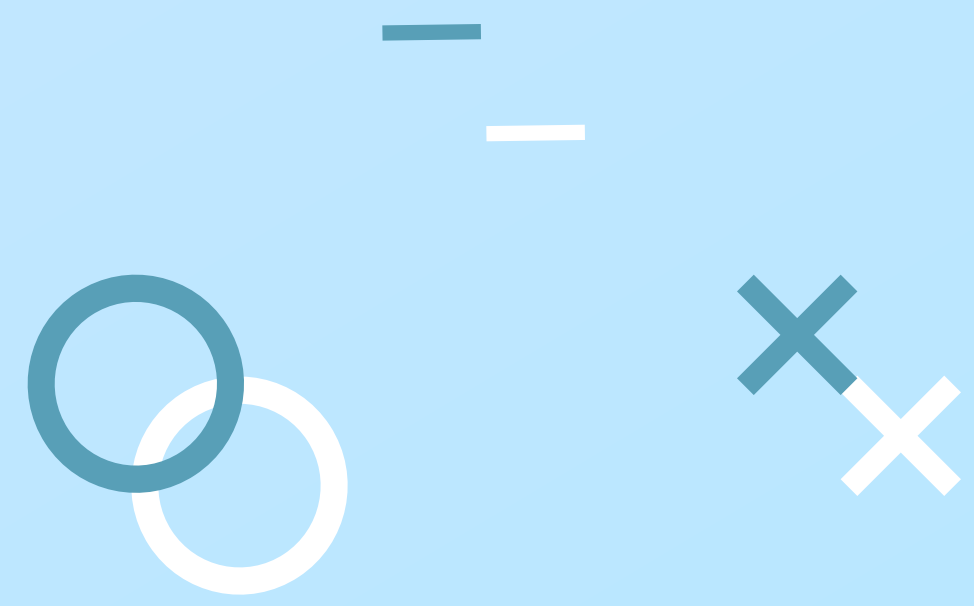
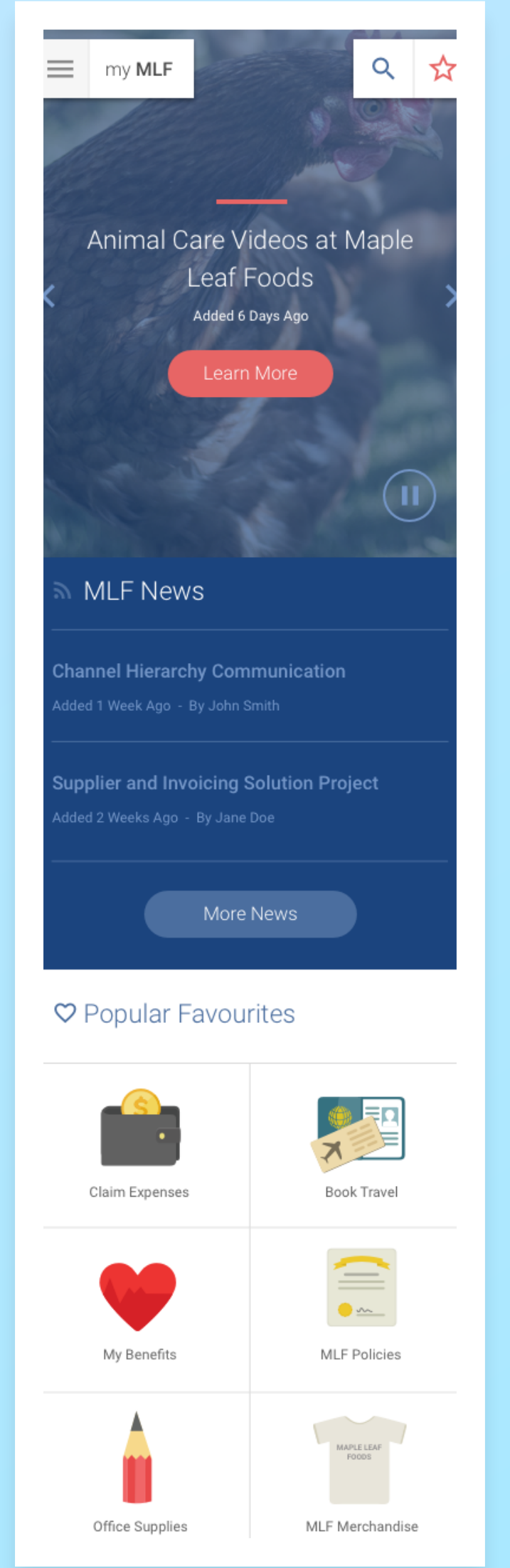
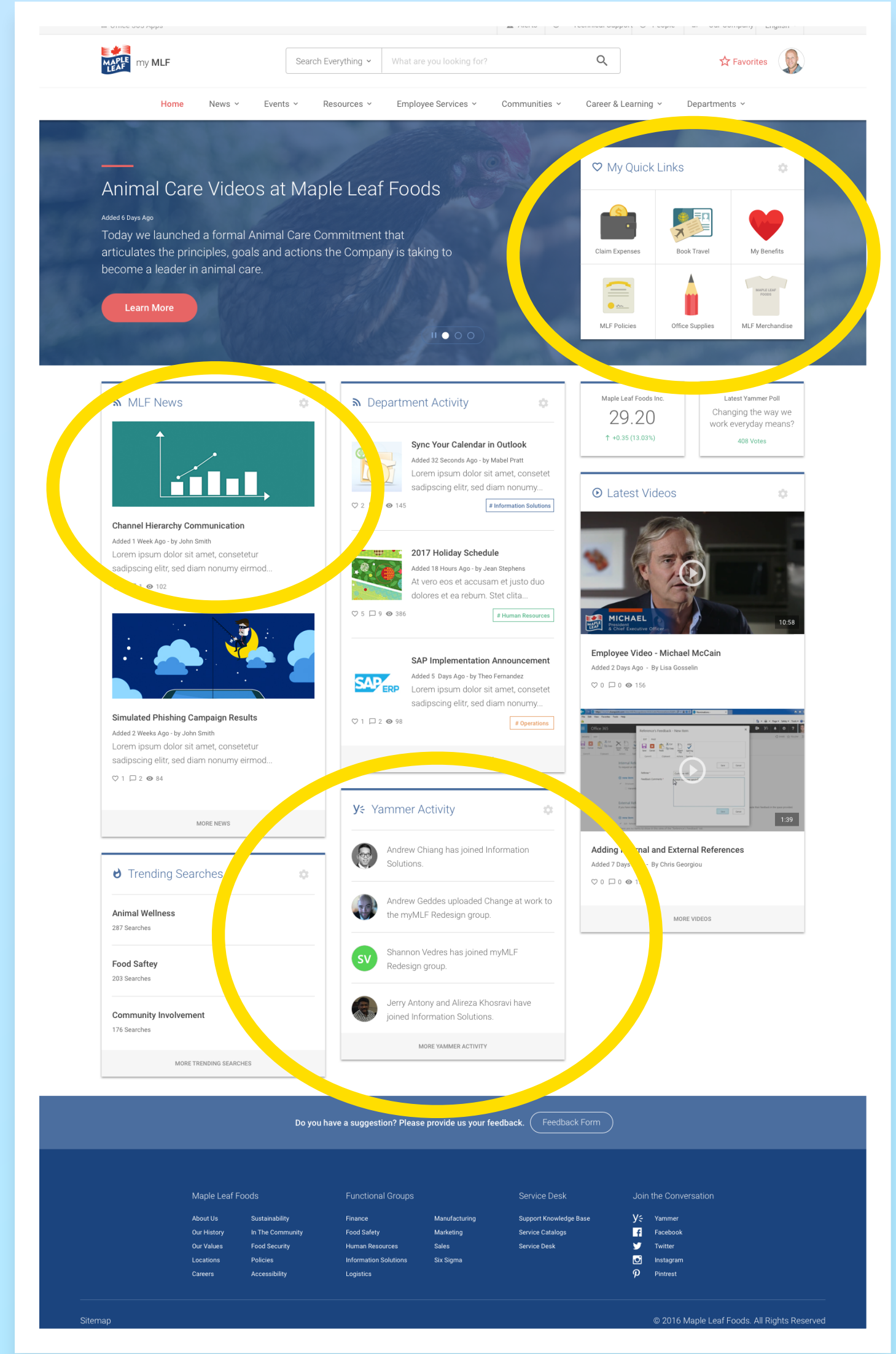




# The Challenge

# Reevaluating our Designs

1. Evaluate what works
2. Manipulate to fit the new vision
3. Provide options





# Our New Approach

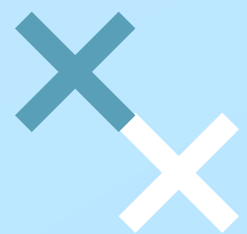
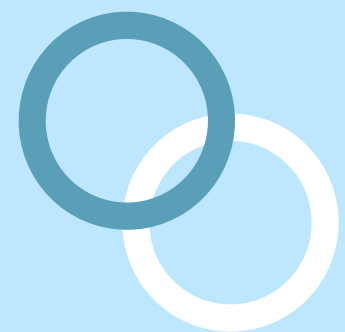
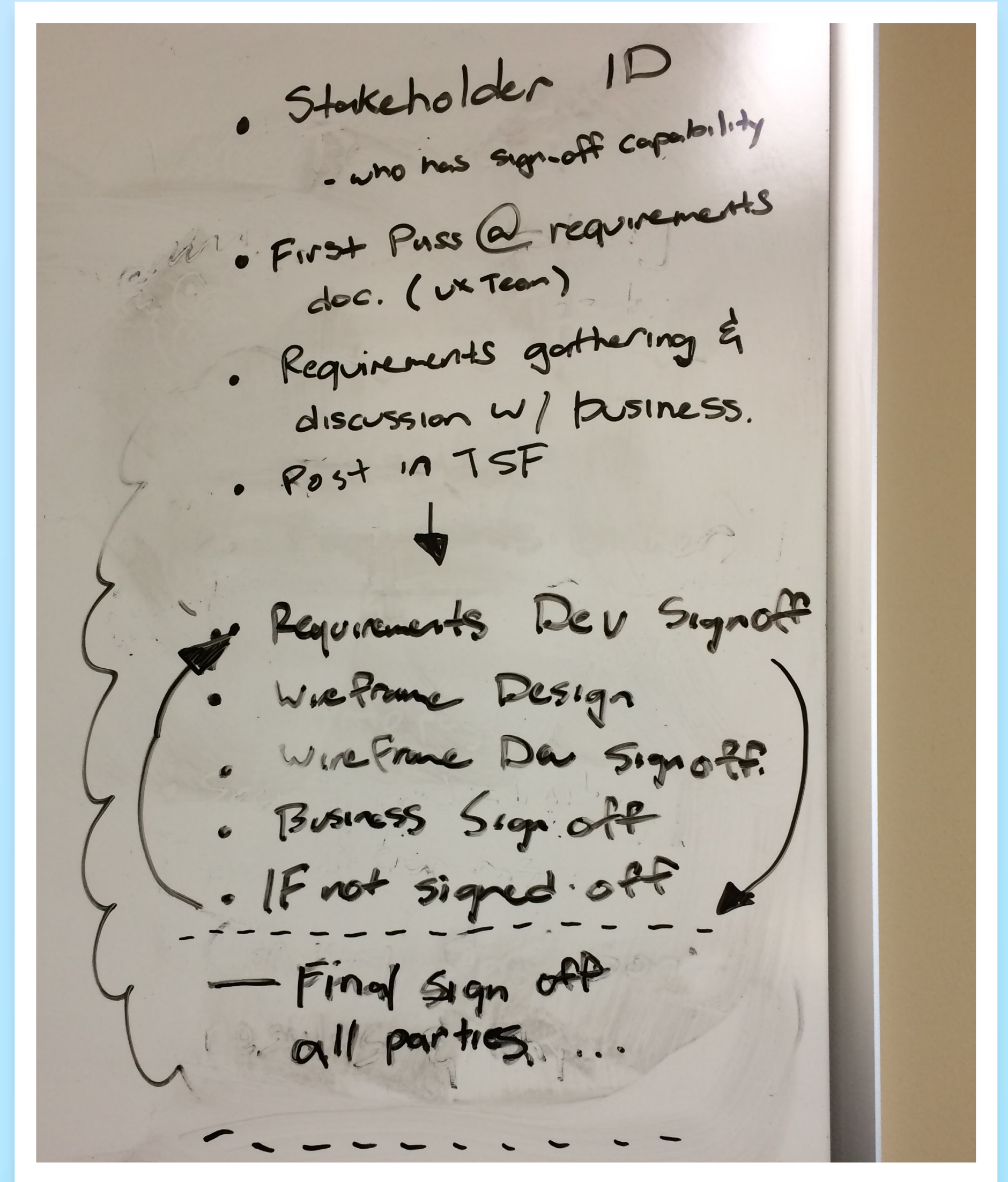
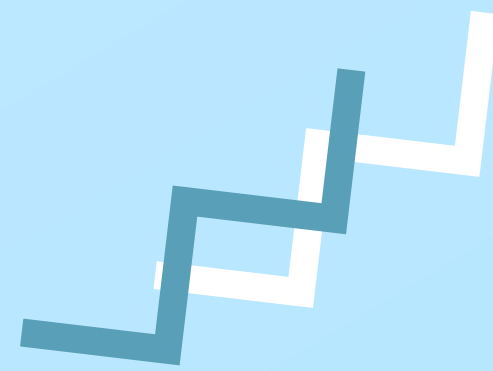
1. Revamp our process
2. Getting buy in
3. Rapid prototyping
4. Embracing Agile



## Our New Approach

# Revamp our Process

1. Map a clear design decision & approval process
2. Engage product owner often
3. Stick to our north star





# Our New Approach

## Getting Buy In

1. Business and dev buy in
2. Champion sponsor users
3. Subsequent branching out





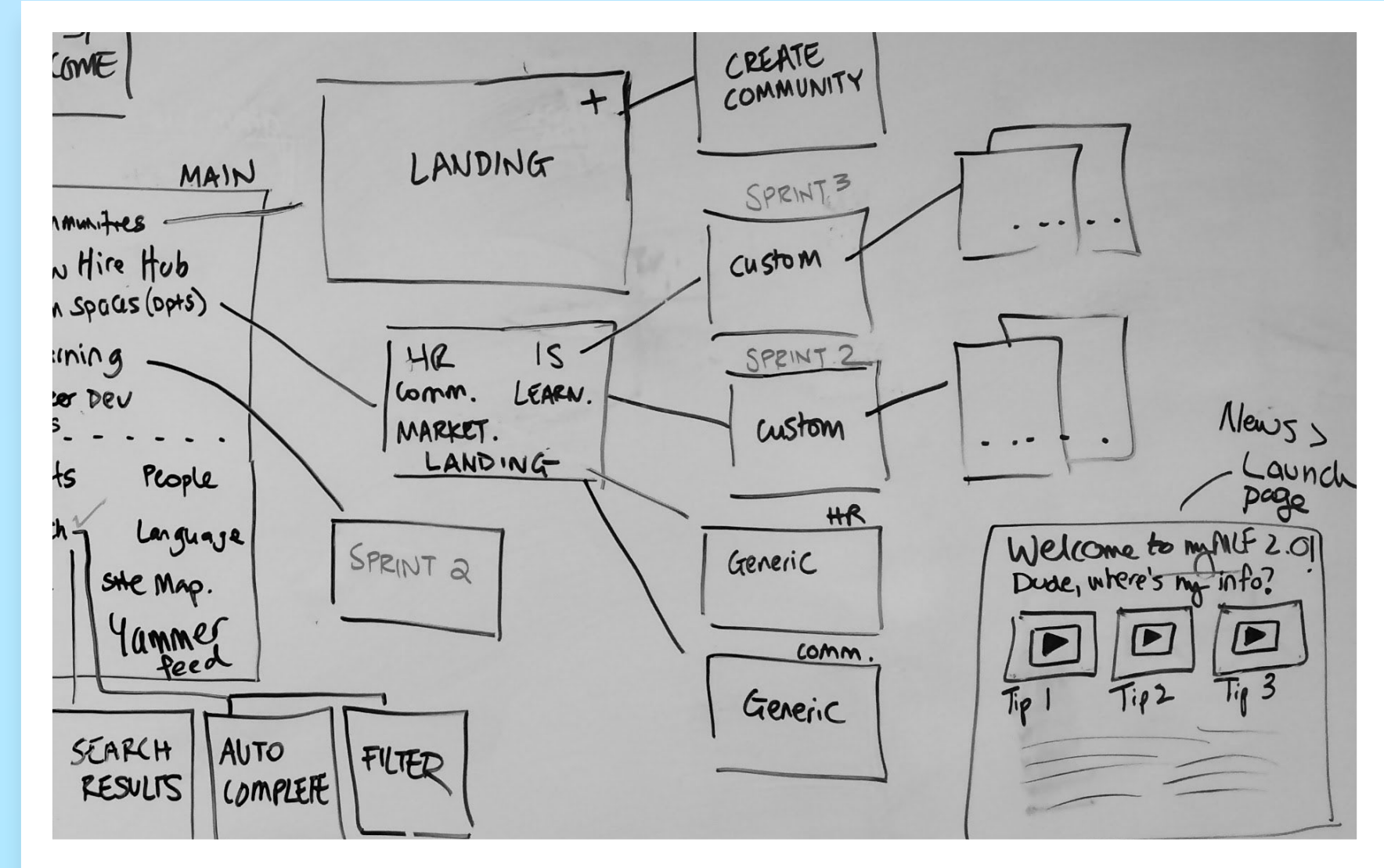
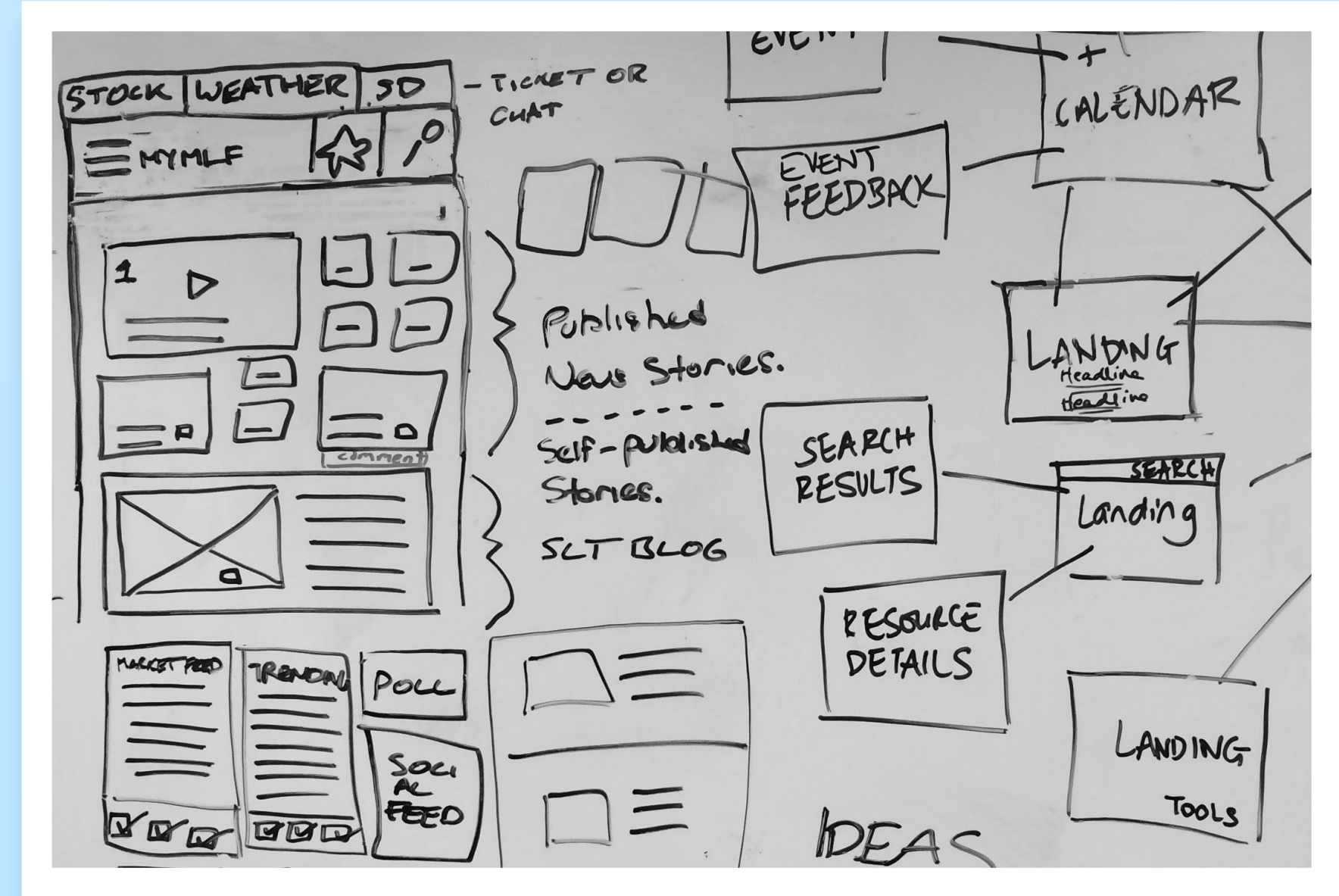




# Our New Approach

# Rapid Prototyping

1. Create designs for the vision
2. Stick to our north star: collaboration, efficiency & communication

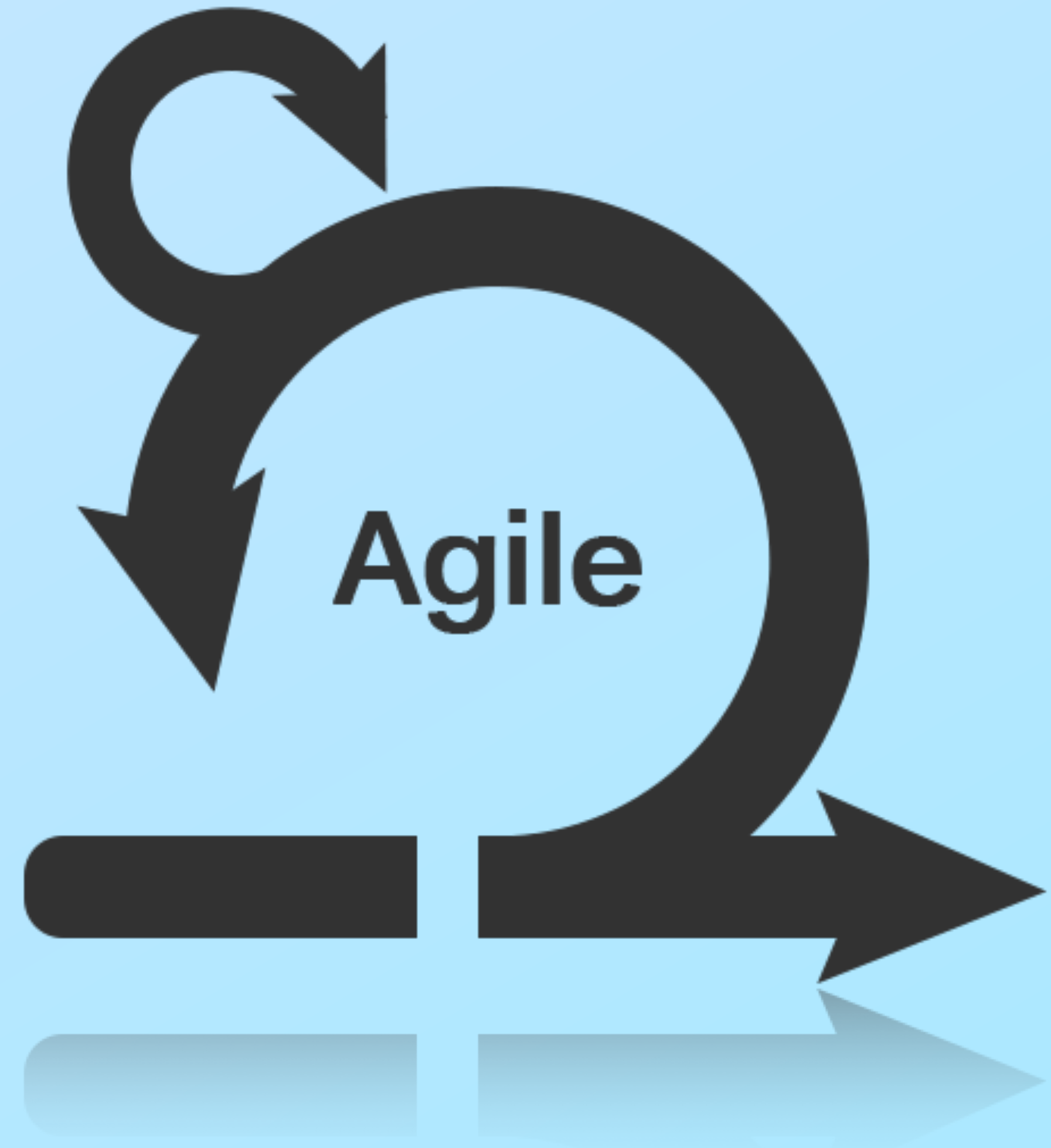




## Our New Approach

# Embracing Agile

1. Solidify Agile roles
2. Two sprint tracks: dev and design
3. Daily stand up with working team and stakeholders









# Error #3

Not everyone loves Agile









# The Re-Challenge

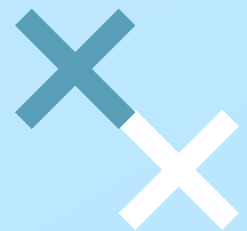
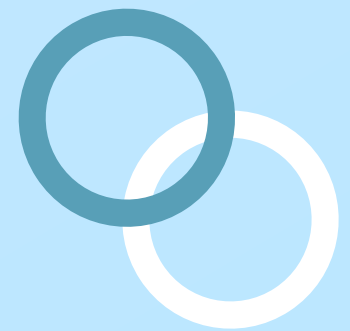
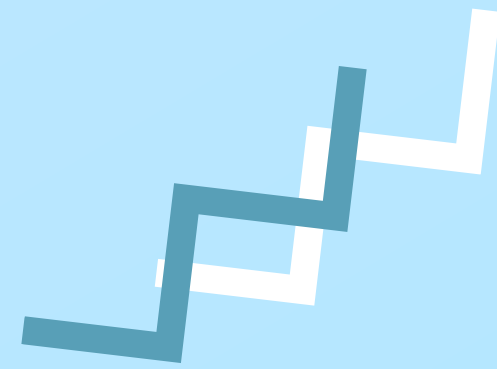
1. Getting our groove back
2. Collaborating on a process
3. Figuring out development



## The Re-Challenge

# Getting our Groove Back

1. Follow the established design approval process
2. Comfortable to transition duties mid-stream

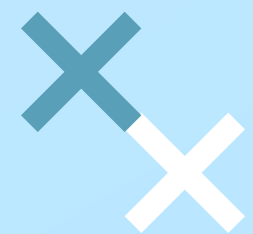
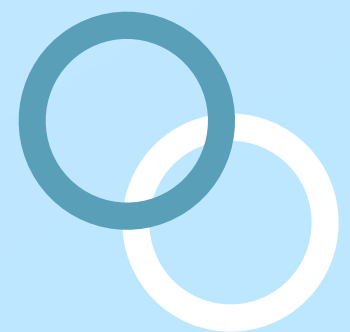
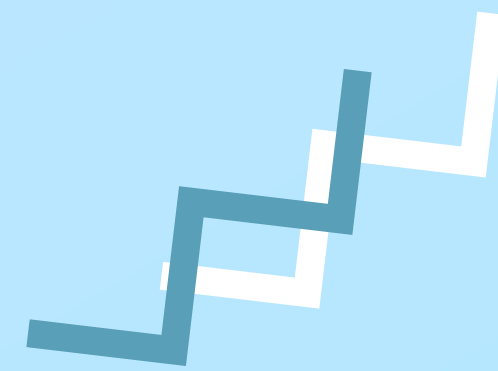




## The Re-Challenge

# Collaborating on a Process

1. Collaborate with the client on a project process that works for both parties
2. Work as one team

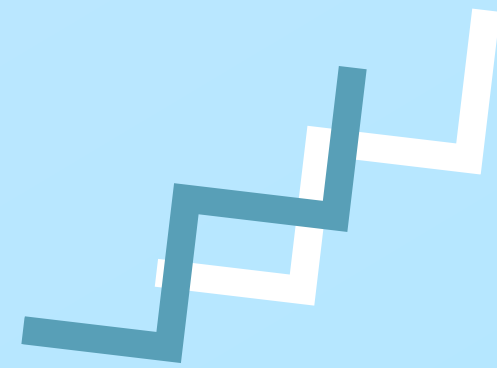
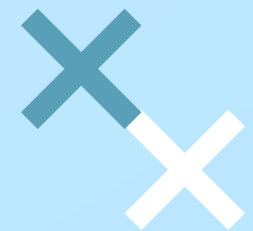
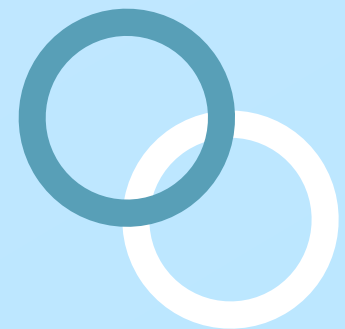




## The Re-Challenge

# Figuring Out Development

1. Blowing it up and re-aligning
2. Integrate further with onshore resources





# Finalizing Designs

1. Product owner sign-off
2. Lessons learned
3. Assumptions and outcomes





**We did it!**



1

**FEATURE**  
The Information Age  
#COMMUNICATIONS  
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2

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Working together to redesign myMLF  
#TECHNOLOGY  
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Workspace

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**TRENDING NOW**

**PEOPLE DIRECTORY**  
The MLF Leadership Teams.  
May 05

**FUNCTIONAL GROUP**  
Operations and Food Safety  
May 05

3

**JOIN THE CONVERSATION**

All Activity Featured Posts

The inquisitive Marie Chantal Bujold at the National Foods service Conference regarding topic of Food Insecurity.  
3 minutes ago

Sarah Stern speaking to the Foodservice Group at National Meetings.  
24 minutes ago

Tim Faveri VP of Sustainability and Shared Values is presenting to our Foodservice Team.  
About an hour ago

The 2017 Foodservice Sales Conference is underway. Two days of learning and networking on...  
Go to Yammer

**Latest Poll**  
What's your favourite new feature on myMLF?  
9 votes

**NEWS FEED**

Are you still missing a profile picture?  
Yesterday at 12:00 AM

Refinements to our Core Marketing and Innovation Team  
Sunday at 12:00 AM

Core Strategies  
More News

**PEOPLE SERVICES**  
Tools & Info For All MLF People  
May 05

**MLF LOCATIONS**  
Check out our MLF Locations  
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**PEOPLE DIRECTORY**  
Who We Are  
May 05

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Stories from the field: OES in Action  
#MANUFACTURING  
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**VIDEO**  
Winning with OES  
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**VIDEO**  
Modern Workplace  
Sunday at 12:00 AM






**PEOPLE**

## Speedvale's journey to safety excellence

#MANUFACTURING

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### About The Zero Hero

#FOOD SAFETY

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**FEATURE**

### My visit to W

Monday at 12:00 AM

**FEATURE**

### Preparing for

2018 NN/g Intranet Design Annual Winner - Please do not

July 26

**PEOPLE**



×

**Geddes, Andrew**

Specialist, IS User Experience

Concord, ON  19 °C 

**QUICK LINKS** 

 Corporate Card Purchasing	 Vendor Request	 SAP Portal
 mySavings	 Office Supplies	 Pay/Tax Statements
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FEATURE

# The Information Age

myMLF transforming to support the workplace of the future

Yesterday at 10:05 PM

5 2

6

Let's face it, the world around us is moving faster and faster. Things that used to take weeks or days now takes minutes or even moments. We can all see that in our daily lives, whether at work or at home.

The 'Information Age' arrived some time ago, but as technology continues to leap forward at an accelerating pace, it can all at times seem breathless.

How does all of this affect our work lives?

The reality is that it changes everything. As a business, we need to be able to respond to rapidly changing dynamics, trends and business circumstances. Organizations that can adapt to these changing circumstances will thrive and see continued opportunities, and those that cannot adapt face great peril.

Just as companies need to adjust and adapt to new realities, the nature of work is changing, and individuals need to continuously learn new techniques and ways to get their work done. Active, deep collaboration has always been important and part of our culture at Maple Leaf, but it is becoming even more critical. We see that every day in cross-functional work and initiatives across the organization.



Maple Leaf embraces the opportunities of the Information Age and is pursuing a digital roadmap which supports our ambitions.

A reinvigorated myMLF is part of that digital roadmap, and delivers on both corporate and personal levels – our newly launched platform helps the organization share key news and information in a dynamic, timely and relevant way – while also enabling information sharing and workflows for our team on a level not available to us before.



7

Authored by Bonikowsky, Scott  
VP, Communications & Public Affairs

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# Featured News

8

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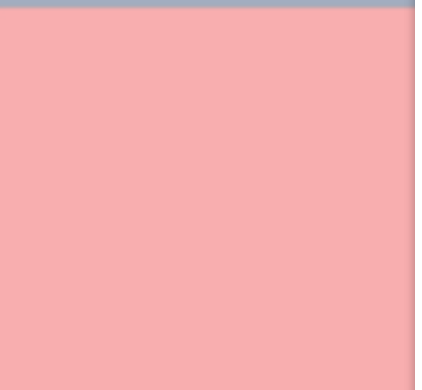
FEATURE

## Good Food Markets increase and build community

Good Food Markets bring healthy products where it might not otherwise be available.

3 days from now | By Stem, Sarah

## MAPLE LEAF BRAVO BONUS A



PEOPLE

## Bravo Bonus program changes

Introducing important changes to our values recognition program.

August 18 | By Harcos, Eszter

FEATURE

## About The Zero Hero Safety Club

'The Zero Hero Safety Club' is an internal campaign to drive and support the OHS program in order to realize the aspirational

August 16 | By Wong Tooze, Teresa

PEOPLE

## Speedvale's journey to safety excellence

A conversation with Thomas Sims on the Prepared Meats Speedvale facilities sustained performance since receiving the

August 16 | By Olejarczyk, Anna AO

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<b>Feature Template</b> Hero Image: 1420 x 600 Media Spot 1: 860 max width Media Spot 2: 860 max width	<b>Large Media Template</b> Media Spot 1: 860 max width Media Spot 2: 860 max width	<b>Small Media Template</b> Media Spot 1: 320 max width Media Spot 2: 320 max width	<b>Basic Template</b> No Media Spots

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2018 NN/g Intranet Design



myMLF

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**RESOURCE HUB**

**PEOPLE SERVICES**

**LEARNING**

**FUNCTIONAL GROUPS**

Scott Bonikowsky delivering a strategic sales deck for our sales team at our Sales Conference.  
About an hour ago

Dr. Greg Douglas speaking to the Maple Leaf Foodservice group on animal care. Lots of questions on Anti-biotic from a great group.  
2 hours ago

Workspace

myMLF

**FEATURE** 3 1

## Working together to redesign myMLF

What would make myMLF a great intranet? In this article, we share employee insights that influenced the look and feel of our new myMLF.

4 days ago

Intranets are more than places where people go for news, documents, and company information. An intranet can align employees on our purpose and vision, connect team members across geographies, offer personalized content and experiences, and support people in getting the job done.

That's why when the myMLF Redesign project team was formed, their first objective was to reach out to as many colleagues as they could to get their perspective on what would make myMLF a great intranet.

With just under 400 employees participating in various workshops, interviews and surveys, throughout the three-month design phase, the team heard loud and clear what was important for employees:

- a single place to go to keep on top of

Workspace



## Lessons Learned

- 1. Making assumptions early**
- 2. Your users don't control the \$\$\$**
- 3. Not everyone loves Agile**



## Adoptions & Outcomes

- 1. Employees have spent 10 times more time on the site than before**
- 2. Yammer readership went from 600 -> 1600 reads per post**
- 3. 400% increase in “likes” to content**





RAGAN'S  
**INTRANET**  
AWARDS 2017





**Thank you!**

