

# Software for the Agile Business.



## DEET develops world class intranet by using SharePoint Technologies

### Company Profile

The Department of Education, Employment and Training (DEET) is an IT power user. Noted as the number one user of IT among Australia's top 500 companies, it is also the leading user of IT among Australian government departments. DEET's Information Technology division provides centralised IT services and strategic directions in technology for corporate- and school-based staff located throughout Victoria.

In terms of the education, this equates to approximately 536,000 primary and secondary students and 35,660 permanent teachers in 1,625 government schools. In addition to this, there are another 8,600 employees consisting of casual and relief teaching and non-teaching staff. DEET has over 200,000 computers spread across 2,000 locations Victoria-wide. The department is further responsible for the management of schools, adult education, training, employment and youth services in Victoria.

### Business Scenario

The initial challenge for DEET was to provide business tools which enabled project teams and workgroups to collaborate and share information simply and efficiently in the corporate division of the education environment. Replacing over 20 paper-based line-of-business office procedures with sophisticated intranet services was a primary goal. According to Mr Paul Doherty, General Manager of DEET's Information Technology Division, "DEET's size and nature were factors which presented many business challenges to the organisation, requiring unique solutions that were, in many places, not readily available in the market place."

An aspect of great significance in DEET's operations is the ability for ongoing contributions from a whole range of people. Given the enormous geographical locations from which people might wish to contribute, a centralised collaboration environment was seen as critical. Although email is already used extensively in the department, Doherty emphasised that email alone is not capable of bringing a project together.

The department, in changing from its paper-based system wanted a solution which would:

**"We have experienced tremendous savings in time and money. Communication between schools and the department is now totally electronic and this has saved us money in publishing, printing and distribution for a start. Web-based processes are timelier than paper-based systems; the benefits of direct entry, immediate access and the ability to share information through the use of SharePoint™ Team Services, means that business is conducted in a more productive way, with greater integrity."**

- Mr Paul Doherty,  
General Manager of IT,  
Department of Education,  
Employment and Training

### Organisation

Department of Education,  
Employment and Training (DEET)

### Web Site

[www.sofweb.vic.edu.au](http://www.sofweb.vic.edu.au)

### Industry

Education

- assist the department in publishing high-quality content in an almost effortless manner;
- build a centralised document repository for easy access and location of content;
- replace the multitude of document storage areas in existence currently;
- increase organisational productivity; and
- embrace a knowledge-sharing culture

## Business Solution

SharePoint™ Team Services is being introduced to provide project teams and business units with a collaborative workspace in which to exchange ideas, documents and general information specific to a workgroup or team. SharePoint Portal Server is also to be used within DEET to index and catalogue other corporate information maintained in Microsoft Exchange, Web sites and traditional Windows® NT file server environments.

With SharePoint Team Services project teams and business units are now able to more efficiently organise meeting times, gather information using the survey tool and collaborate around documents and ideas.

### Team Services gives power to users

The Team Services environment is centrally hosted within a fully redundant environment which is indexed and catalogued. The administration of specific sites is delegated to individuals within the teams, empowering each team to control their own workspace and tailor the site to their needs. Brian Cook, Technical Director from Microsoft Certified Partner, OBS, makes the point, "From an IT perspective, Share Point sites can be established with minimal IT overhead with responsibility and ongoing maintenance for the site delegated to the team".

### Ensuring success with a Microsoft Certified Partner

To ensure the seamless transition to the new solution, DEET sought the assistance of OBS. A leading specialist in Business to Employee (B2E) infrastructure and applications, OBS has extensive experience in design, development, implementation and support of Microsoft Technologies for some of Australia's largest corporate enterprises and government departments.

### Benefits

By using a centralised Microsoft SQL Server database and data store, DEET has been able to provide workgroup-based services while maintaining centralised data storage and security using Windows 2000 and the Active Directory™ platform. SharePoint Team Services and SharePoint Portal Server interact with this secure platform seamlessly.

### Business Scenario Summary

DEET has an existing Edumail messaging infrastructure and Edulibrary public folder structure built on Microsoft Exchange 5.5. They wanted however, to further enhance this infrastructure to eliminate unnecessary paperwork and administrative steps in document processing. What they wanted was a world-class intranet to communicate effectively to Victoria's 536, 000 school students and 44,260 staff across 1,625 schools.

### Business Solution Summary

SharePoint Team Services is being implemented to provide project teams and business units with a collaborative workspace in which to exchange ideas, documents and general information specific to a workgroup or team.

### Partner Details

#### OBS

Tel: (03) 9606 9200

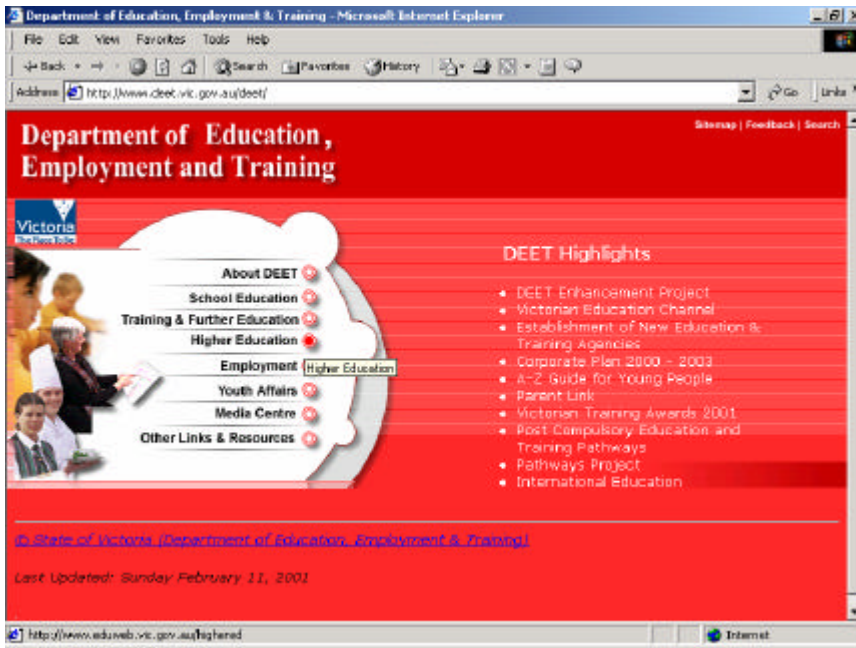
Fax: (03) 9606 9299

Email: [info@obs.com.au](mailto:info@obs.com.au)

Web: [www.obs.com.au](http://www.obs.com.au)

### Benefits

Benefits for DEET are expected to be many. Cost savings, ease of administration, the ability to scale the solution and the ability to leverage the existing intranet, will all result from the delivery of SharePoint Team Services environment.



### Transforming the business

Doherty is clear about the benefits that the SharePoint tools will provide to the department as a whole. "We expect to experience considerable savings in time and money. Communication between schools and the department is now totally electronic and this has saved us money in publishing, printing and distribution for a start. Web-based processes are timelier than paper-based systems; the benefits of direct entry, immediate access and the ability to share information mean that our business is conducted in a more productive way."

### Interoperability of Team Services and Portal Server

A major value in the use of SharePoint Team Services and SharePoint Portal Server is the interoperability of the two products. Doherty states "While Team Services is ideal for ad hoc collaboration, Portal Server provides the enterprise view to DEET documents and content. So we know that content maintained within Portal Server has been formally approved and published, therefore insuring high-quality content to all DEET staff".

### Empowering users state-wide

One of the key aims for DEET as it evolves is to develop a stronger collaborative culture. The deployment of team collaboration has been seen as a first step in this process. Doherty explains "We are now getting the most out of our investment in underlying Microsoft technology. The intranet provides a multi-directional link between back and front office applications, connecting desktops to the department's core processing power with a single entry point".

### Technology

The DEET SharePoint Team Services environment is hosted on a single Windows 2000 Server. The dual Pentium III 900 Mhz processor runs 768GB RAM. The system drive is a mirrored 9GB SCSI disk. There is also a data drive with 144 GB disk storage with a RAID 5 array (Redundant Array of Inexpensive Disks). To improve performance and minimise down time, the SharePoint Team Services sites have been

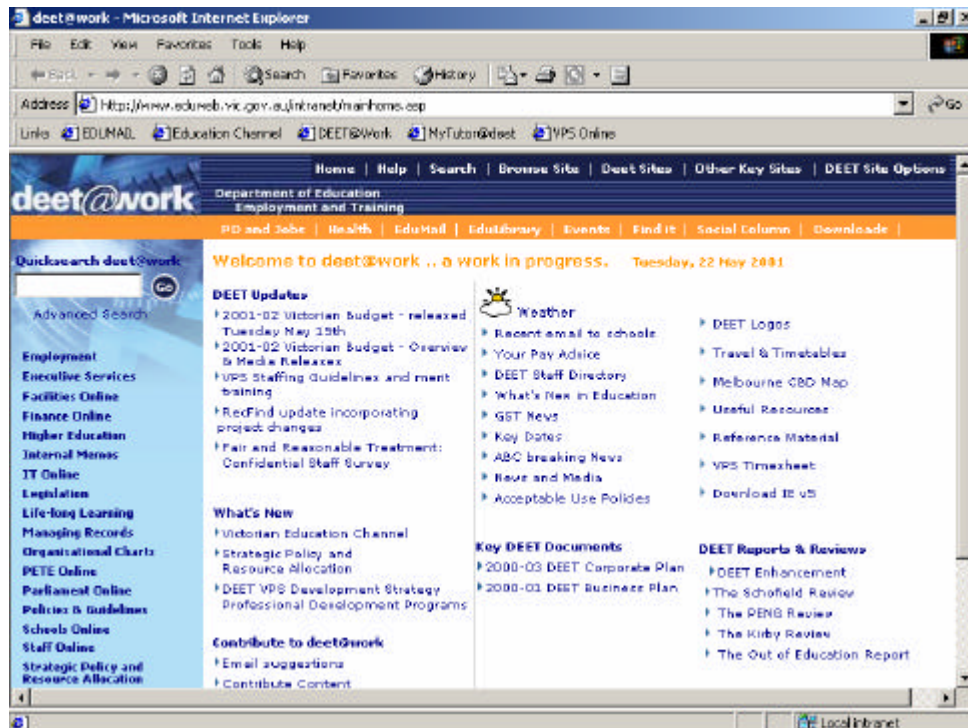
### Microsoft Technology

- Windows 2000 Server
- SharePoint Team Services
- SharePoint Portal Server
- SQL Server 2000
- Active Directory
- Exchange 2000

configured on a RAID data drive while the system and application components are located on a mirrored system partition.

The SQL Server 2000 requirements of SharePoint Team Services are provided by the department's SQL Server 2000 Cluster which is used by numerous Web services throughout the infrastructure.

Using this configuration, DEET can expect SharePoint Team Services to scale to a large number of users while ensuring high availability and minimal overhead in maintaining the infrastructure.



## Maximising Success

From the moment DEET began to implement SharePoint Team Services, there was a wide and rapid adoption of the tool and functionality within the application. This is further complemented by the fact that Victorian schools are based on sophisticated LAN and WAN connections, video-conferencing and have access to digital satellite communication. This is enabling easier online access to relevant documents, as well as entrenching DEET's position as a technology pioneer. The role that SharePoint Team Services and SharePoint Portal Server will play in maintaining this is most important. Its robustness, along with its scalability is paramount in maintaining this accessibility.

## The Future

By using SharePoint Portal Server Web Storage technology in conjunction with Exchange 2000, the DEET vision, with the assistance of OBS is to build a centralised document repository that will enable all corporate documentation and content to be maintained in a single, central, secure and easily accessible environment. The DEET Corporate document store will replace the multitude of document storage areas currently in existence, assisting in building the path to a knowledge-sharing culture. To this, Doherty adds "Without doubt, our schools and TAFEs will be the biggest winners in this process and that is what we are all about".



### For more information

For more information about Microsoft products or services in Australia, contact Microsoft on 13 20 58. To access information via the Web, go to [www.microsoft.com/australia/business](http://www.microsoft.com/australia/business)

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