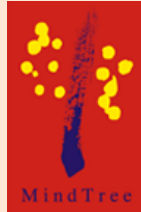


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SHAREPOINT CONFERENCE**

SINGAPORE 26 + 27 OCTOBER 2010

Rene Modery

STORIES FROM THE FIELD – EXPERIENCES WITH TWO AP-WIDE SHAREPOINT DEPLOYMENTS



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ABOUT ME

- Working with SharePoint since 2007
- Currently doing second regional SharePoint deployment
- Responsible for presentation of SharePoint to management teams, requirements gathering, solution implementation, training of users, evaluation of third-party software, site maintenance, ...



Rene Modery

www.modery.net



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SESSION OBJECTIVES

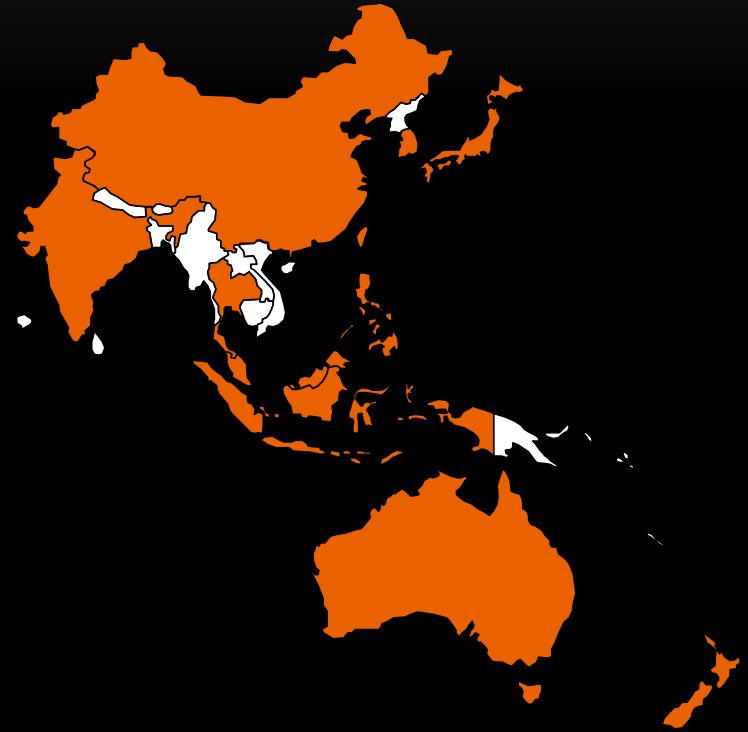
- Understand the challenges that a **regional** implementation poses
- Hear about available solution options
- Learn some best practices

BACKGROUND INFO:

- “one of the leading solution providers for the print media industry”



- 11 subsidiaries in 12 countries



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BACKGROUND INFO:



- “world's leader in smart metering, energy management solutions, and related services”



- Australia/New Zealand, China, India, Southeast Asia



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CHALLENGES OF REGIONAL DEPLOYMENTS



Their (work) cultures are different



They speak different languages



我爱
Share
Point

私はシェ
アポイン
トが大好き
です



Different connection speeds



DIFFERENT (WORK) CULTURES

The way we do things varies

- Our behaviour can be misinterpreted by others
- Decision making process
- Formal vs Informal procedures



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DIFFERENT (WORK) CULTURES

“Culture of Sharing” can differ

- Individualism vs Collectivism
- Security issues in different countries
 - “We want to share our information, but can we prevent people from printing and saving it?”

Table 4-1
Priorities of Cultural Values: United States, Japan,
and Arab Countries

United States	Japan
1. Freedom	1. Belonging
2. Independence	2. Group harmony
3. Self-reliance	3. Collectiveness
4. Equality	4. Age/seniority
5. Individualism	5. Group consensus
6. Competition	6. Cooperation
7. Efficiency	7. Quality
8. Time	8. Patience
9. Directness	9. Indirectness
10. Openness	10. Go-between

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BEST PRACTICES – (WORK) CULTURE

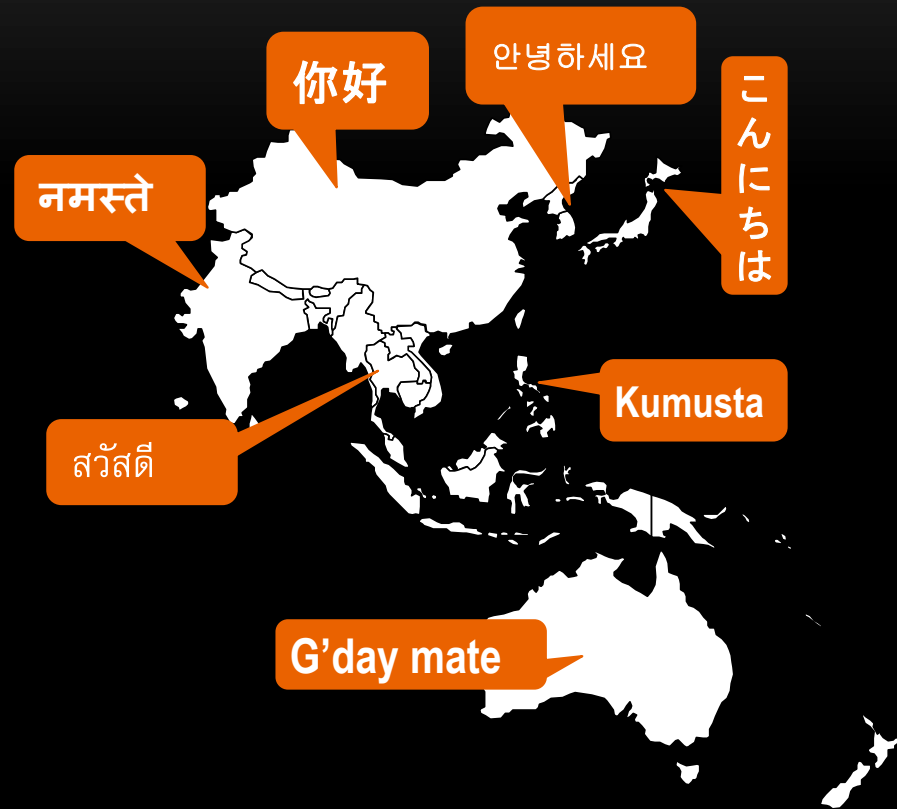
- Prepare for differences beforehand by gathering information about the various cultures
- Don't do things your way, get feedback from “locals” on how they suggest to proceed
- Provide information about security possibilities and their impact (cost, effort, ...) if required

DIFFERENT LANGUAGES

“Can our SharePoint be in Chinese?”

Your users speak different languages which affects

- Interactions
- Site languages
- Content



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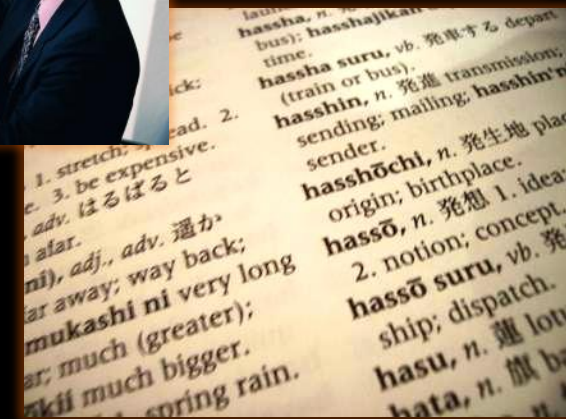
DIFFERENT LANGUAGES - INTERACTIONS

Language can be a barrier in

- Requirements Gathering
- Training
- Communications
- Support

due to

- different ways of expressing oneself
- lack of knowledge & misunderstanding



DIFFERENT LANGUAGES - SITES

Which language should
“SharePoint items” be in?

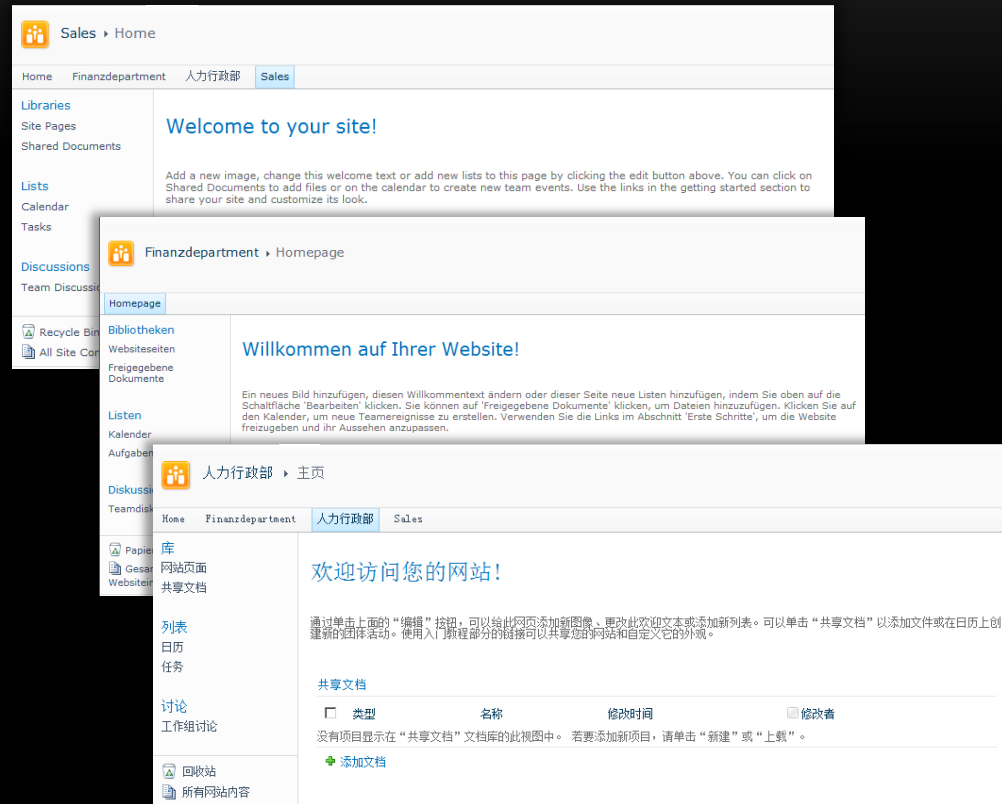
- What languages do user accessing a site use
- Simplify access for users by providing multiple languages (improved in SP2010)



DIFFERENT LANGUAGES - CONTENT

Should content be in English or local language?

- Content targeted at local users only
 - Local Language
- Content for users speaking different languages
 - English only
 - Multiple Languages (more difficult to maintain)



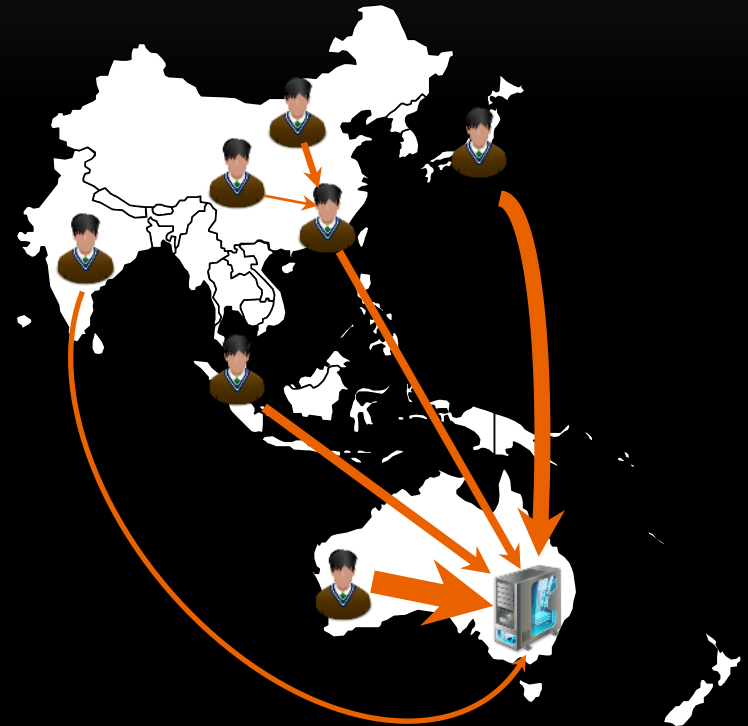
BEST PRACTICES - LANGUAGES

- Local power user(s) & a key contact
- Specific content in target specific language
- Provide clear guidelines which language to use in which situation
- Provide training and support options in different languages

DIFFERENT CONNECTION SPEEDS

Single server location

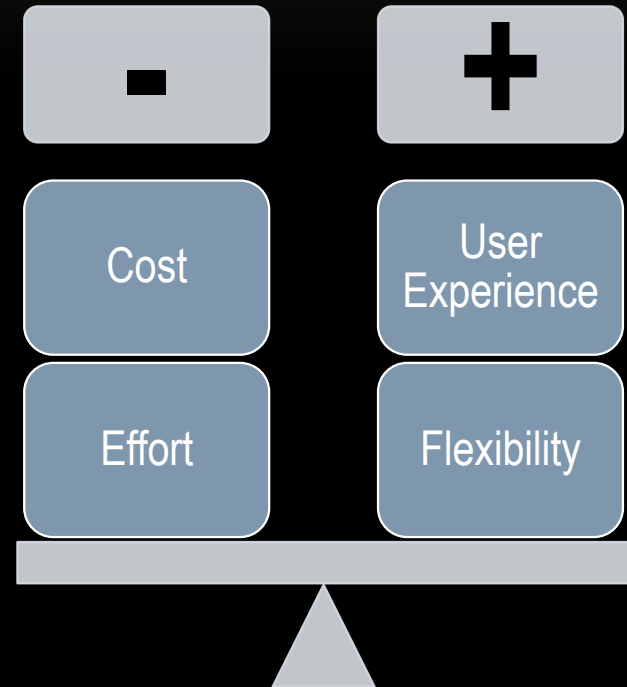
- Different offices have different connection speeds to it
- Problem:
 - User Experience is not the same for all!
 - → “SharePoint is too slow!”
 - → “Can we have a local server?”



DIFFERENT CONNECTION SPEEDS - SERVERS

Option #1 – multiple servers

- Offers greatest flexibility
- Administration becomes more difficult
- May only make sense for a few locations



DIFFERENT CONNECTION SPEEDS - NETWORK

Option #2 – Improve Network

- More bandwidth (latency still an issue)
- WAN optimization (e.g. caching)
- Server improvement (Windows Server 2008)
- Cost might still be much higher than benefits!



DIFFERENT CONNECTION SPEEDS - APPROACH

Option #3 – Different Implementation Approaches

- “SharePoint light” for low-bandwidth countries
 - Less documents
 - Focus on simple pages, forms, and other “smaller” content
- Clear policies required - what to use when
- **Risk:** “Country X’s SharePoint is better than ours!”

BEST PRACTICES – CONNECTION SPEEDS

- Think global, consider local
- Get local input beforehand on requirements and possible performance
- Do performance tests in different locations
- Define clear governance



Q&A



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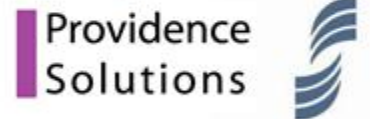
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