



Does the problem lie with the intranet, with the organisation, or the business model?



Does your intranet attract, repel or resonate?



Is the user experience awful?
Adequate? A red herring?



Is the technology wrong?
Or is that an excuse?



Is content the problem? Too much that is out of date? Too little that is relevant?



Do tasks get achieved? Are they achieved quickly enough?



Is the intranet a common source of complaint?



What do the metrics say? What about your gut instinct?



Is there strategy? Is there a plan? Is there a roadmap?



Is there governance? Is it transparent? Is it inclusive?



What's the scope of the intranet? Is the scope (conveniently) too small?



Are applications the problem? The lack of them? How are they accessed?



Is the intranet a big or a small part of people's working lives?



Is what you think the intranet is the same as what other people think it is?



Is search more of a hindrance than a help? Do search, navigation and content work together or against each other?



Do people really agree? Are the ideas in people's heads really the same?



Is everything united or dispersed? Is there structure? Is it coherent?



Does your organisation like to remember or forget? Does it rely on experience or building a vision of the future?



Do senior executives use the intranet or is it a tool for the little people?



What would a new starter think of the intranet?



Is it legal? Is risk managed?
Regulatory? Compliance?



Are users involved? Are you
listening? Are you actively
asking?



Where does the work really
happen? Where do people
really communicate?
Collaborate?



Does the intranet look like a
pig? People don't trust ugly.



Is your content like gold or like bread? It is valuable forever, or stale and mouldy?



We know you don't have enough resources. But what can you stop doing that's pointless?



Are there standards? Do people know about the standards? Are the standards enforced?



Can you find people you know? Can you find people you don't know? Can you make contact?



Enough pictures? Or just text.



What parts of the intranet are actually outside the firewall?



Who owns the intranet? Who owns the building blocks?



Where are people using the intranet? Are they even at their desks anymore?



Can the intranet keep up with rising expectations of users, stakeholders and technologists?



Do the users just not get it or do you just not get the users?



Is there single sign-on?
Personalisation?
Customisation?



Do the pages load too slowly?
Does the content load too slowly? Do we update too slowly?



Does the intranet match or clash with organisational culture? Intentional or happy accident?



Do your content managers feel supported or left to do their own thing?



Do users have to go on one intranet or multiple sites?



Is the corporate website more useful for corporate information than the intranet?



Is the enterprise social network integrated or a separate place?



Perhaps the Madrid office want news in Spanish?



Is the content too general for a local audience?



A two-way channel or only one direction?



Can you recall the last time you did any user testing?



Are you good but forgotten?
Perhaps folk just need reminding. Publicise and demonstrate!



Yes, people do like access from their smartphones!
But to what?



Are you always waiting for the next platform? Love the one you're with...



Who are the functions who should be stakeholders but aren't?



Would you show your intranet to a usability expert with pride or with shame?



Is the intranet about people and their work? Or does it go over their heads?



Get an outside view (hire Chris & Steve, reasonable rates)