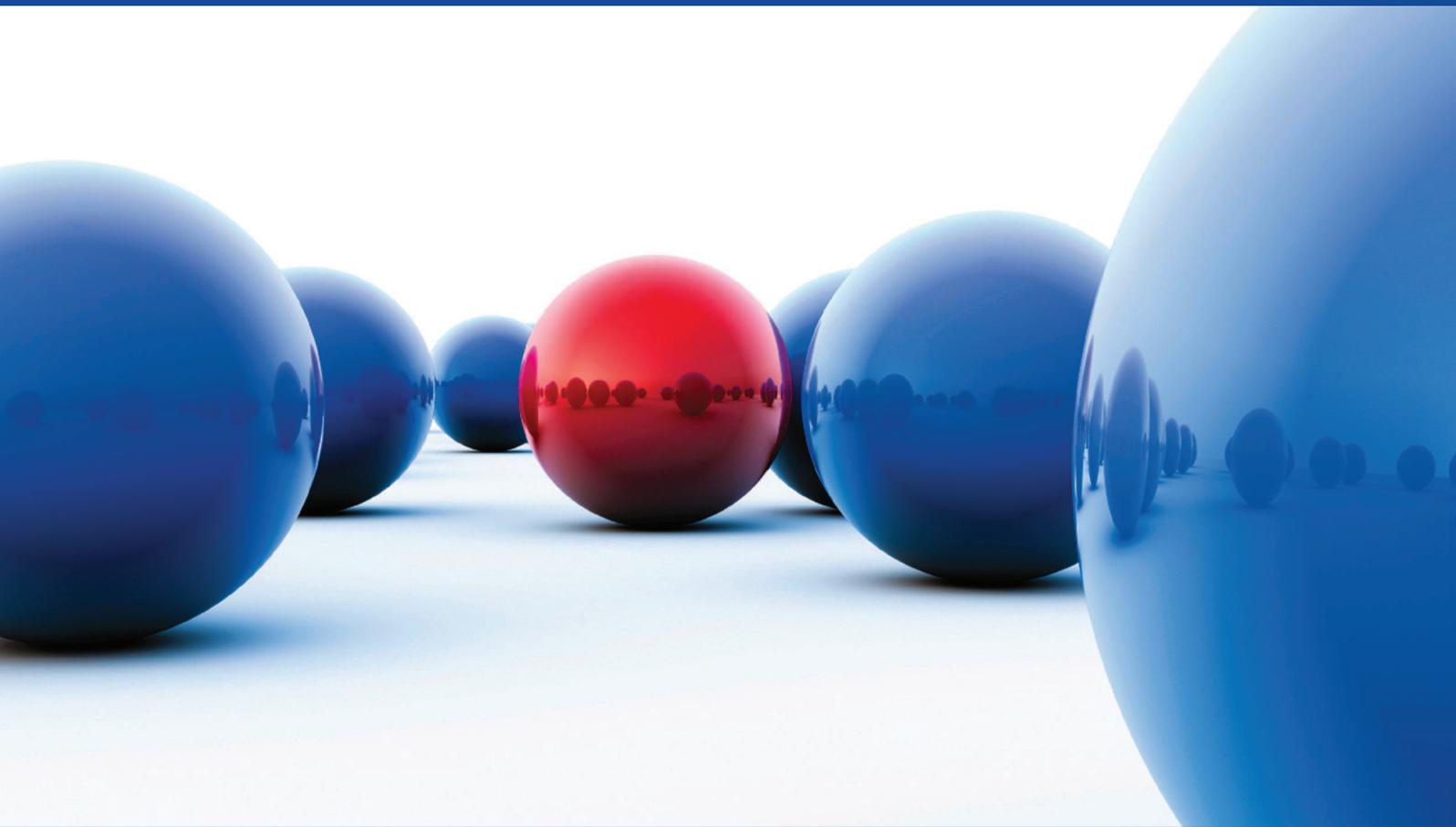




The SharePoint 2010 intranet:

An evaluation of SharePoint 2010 as a platform
for enterprise intranets

A report by the Intranet Benchmarking Forum



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Acknowledgements

I am grateful to the Intranet Benchmarking Forum for the invitation to prepare this report, and in particular to Elizabeth Marsh in her role as chief knowledge officer. Jed Cawthorne, James Robertson and Michael Sampson made many helpful comments on the draft of this report. My special thanks to Richard Harbridge for allowing me to include his comparison tables.

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1 Executive summary

Since the launch of Microsoft Office SharePoint Server 2007 (MOSS07) in late 2006, many organisations worldwide have adopted it for intranets and collaboration applications. A highly innovative development platform focused on delivering information management solutions to organisations, by any measure MOSS07 has been a success.

Over the last four years, much has been learned about MOSS07's strengths and weaknesses. In particular, it needs excellent governance to ensure close and constructive working relationships between IT departments, business stakeholders, systems integrators and users. When MOSS07 has failed to meet expectations, the cause has often been its governance rather than the technology.

Expectations for MOSS07's successor, SharePoint 2010 (SP2010), have been high. The functionality offered and ease of development have increased significantly. Microsoft has been able to incorporate a number of technologies, such as Groove, FAST Search and Silverlight, that it had only just acquired or developed in 2006. It has also improved areas of MOSS07 that were not meeting emerging user needs, such as social media, search, enterprise content management, business intelligence and records management.

SP2010 is much more than just an upgrade, but even with four years of intensive development, it is still not the ultimate information management application. Individual applications do not offer all the features of competitors' products. But that misses the point of SharePoint: it is a well-integrated suite of applications running in a highly consistent way, with an equally consistent development environment.

Only a few companies evaluating the beta versions of SP2010 have any experience of migrating from MOSS07. Organisations that had planned to upgrade immediately to SP2010 are now holding back as they begin to appreciate the scale of the task. Good governance may have been critical to the success MOSS07 implementations, but it is even more important in managing the upgrade to SP2010.

This report summarises some of the new features of SP2010 from the perspective of an intranet manager, including the changes in search and collaboration applications. It also highlights emerging issues about upgrade options and challenges, and looks at the factors critical to successfully implementing SP2010.

Points to note:

- While this report looks in detail at this Microsoft product, IBF remains vendor-neutral.
- This report was written shortly after the public launch of SP2010. Every effort has been made to check the factual content of the report, but summarising an enterprise application in a short report is always likely to give rise to errors, omissions and misinterpretations. Before making any decision about SP2010 please make use of Appendix – Resources.
- It will take at least a year for the lessons learned from the early adopters of SP2010 to emerge, and this report will be updated in due course.
- SP2010 does not mark the end of the SharePoint development path. Microsoft has built in features to support cloud computing and mobile device access, both of which are likely to develop strongly over the next few years. It is highly likely that the next version of SharePoint will represent a further step-change in information management application delivery.