



# Worldwide Intranet C H A L L E N G E

Virksomhed X  
Intranet Benchmark  
Comparing 219 surveys from 193 organisations  
<Date>

For support and advice, please contact  
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More Danish information:  
[www.intra2.dk/tilfredshedsmaaling](http://www.intra2.dk/tilfredshedsmaaling)

More global information:  
[www.worldwideintranetchallenge.com](http://www.worldwideintranetchallenge.com)

## Question Rankings

The following table shows how your organisation's intranet ranks for each WIC survey question in comparison with other participating organisations. To date, 219 surveys have been completed by 193 organisations from around the world (some organisations have participated more than once). The number below is your rank for each question from the 219 surveys.

Overall rank	129	Question Rank
<b>Rate the following statements about the look of the intranet.</b>		
Q2a	I like the intranet homepage.	101
Q2b	I like the look and feel of the intranet.	114
Q2c	Information on the intranet is easy to read.	32
Q2d	The intranet has a consistent page layout.	124
Q2e	Content is labelled with an owner.	137
Q2f	I can personalise the intranet.	147
Q2g	The intranet helps me understand our values & culture.	141
<b>Rate the following statements about finding information on the intranet.</b>		
Q3a	I can find the information I need on the intranet.	133
Q3b	The intranet menus help me find the information I need.	124
Q3c	The intranet search helps me find the information I need.	149
Q3d	I know where I am in the intranet hierarchy.	68
<b>How often do you use the intranet to:</b>		
Q4a	Complete common work tasks such as applying for leave	20
Q4b	Complete online forms	52
Q4c	Publish content	104
Q4d	Upload or download documents	179
Q4e	Discuss work topics (eg. using discussion forums or blogs)	149
Q4f	Collaborate with other staff (eg. using online work spaces)	179
Q4g	Find instructions for completing work tasks	51
Q4h	Provide feedback or comments about intranet content	161
<b>Rate the effectiveness of the intranet in providing:</b>		
Q5a	Staff details (eg. phone, title, etc)	195
Q5b	News about our organisation/industry	141
Q5c	Online or printable (eg. Word) forms	124

## Question Rankings, continued

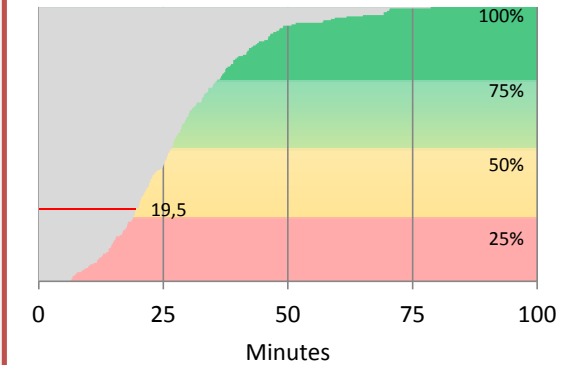
Q5d	Templates	89
Q5e	A repository of re-usable documents	93
Q5f	Policies & procedures	135
Q5g	Information about our products/services	140
Q5h	Information about our customers	143
Q5i	Reports or dashboards	92
Q5j	Training (eg. manuals, online training)	56
Q5k	Access to business applications	147
Q5l	Access to external web sites	112
Q5m	Calendar(s)	143
Q5n	Information for new starters	124
<b>Rate the following statements about how the intranet is maintained.</b>		
Q6a	Content on the intranet is accurate.	162
Q6b	Content on the intranet is up-to-date.	149
Q6c	The intranet is being improved.	187
Q6d	I can see what's new or changed on the intranet.	144
Q6e	I receive alerts, emails or RSS feeds when content changes.	190
Q6f	I have received training on using the intranet.	184
<b>Rate the following statements about the performance of the intranet.</b>		
Q7a	The intranet is always available.	99
Q7b	Pages on the intranet load quickly.	25
Q7c	I can access the intranet offsite.	10
Q7d	I can access the intranet using a mobile device.	21
<b>To what extent does the intranet need improvement in:</b>		
Q8a	Look and feel	159
Q8b	Ease of finding information	153
Q8c	Help completing work tasks	165
Q8d	Enabling staff to contribute & interact	107
Q8e	Quantity & quality of content provided	98
Q8f	Change management & maintenance	153
Q8g	Performance & availability	24
<b>Rate the following statement about the value of the intranet.</b>		
Q9	In general, I would rate the intranet as:	110

## Time on the intranet

Code:

x

Q1. Time spent on the intranet each day



### How to read these charts.

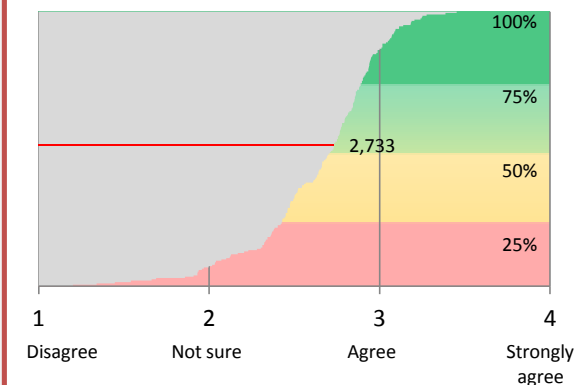
These charts show how your organisation's intranet compares with other organisations who have participated in the Worldwide Intranet Challenge (WIC) web based benchmarking service.

The red line on each chart shows your score for the question (with the actual score appearing to the right of the red line).

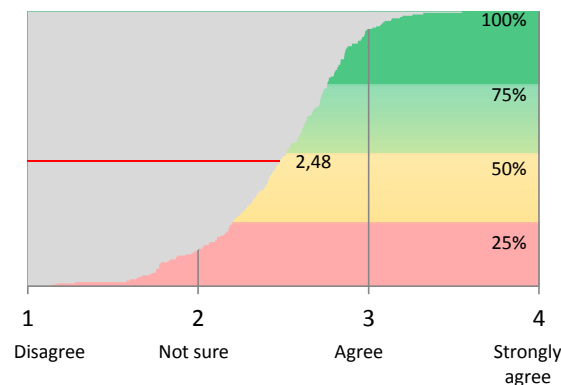
The coloured areas represent increments of 25%. For example, if the red line touches the dark green area, that means your organisation ranks in the top 25% for that question. The light green area shows the 50% to 75% range, amber the 25% to 50% range and red shows the lowest 25%.

## Look and feel

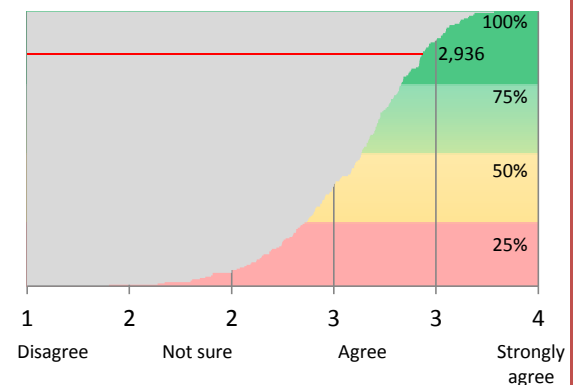
Q2a. I like the intranet homepage



Q2b. I like the look and feel

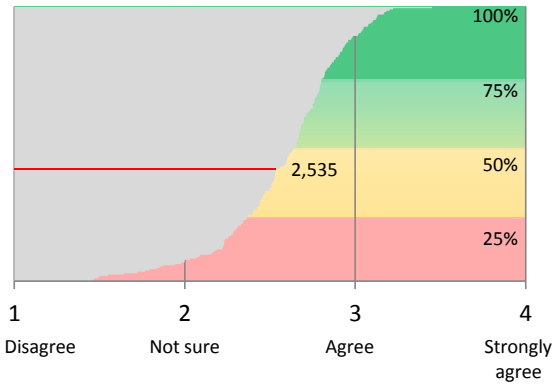


Q2c. Information is easy to read

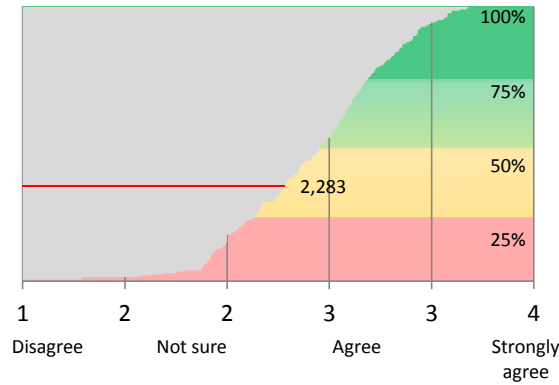


Look and feel ...continued

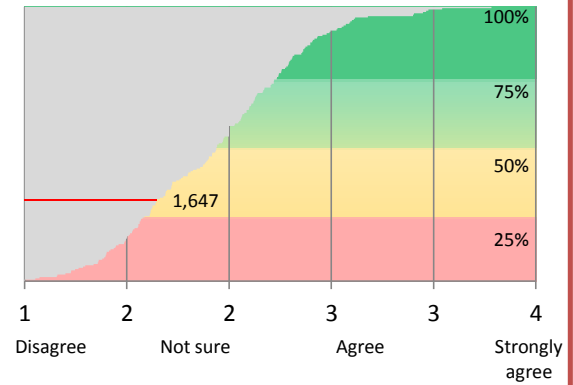
Q2d. Consistent page layout



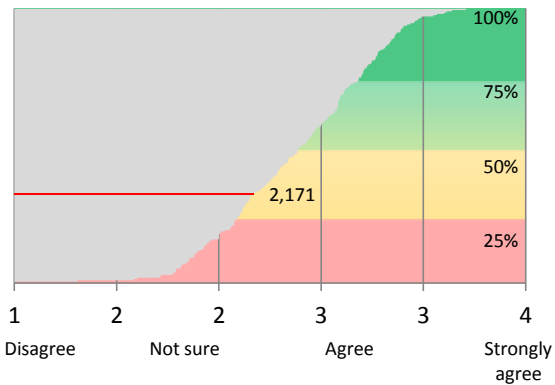
Q2e. Content is labelled with an owner



Q2f. I can personalise the intranet

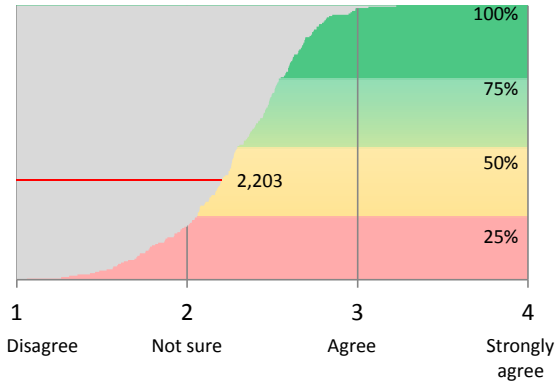


Q2g. Understand values & culture

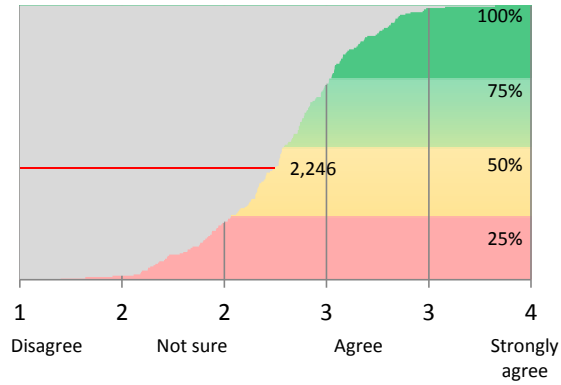


## Finding Information

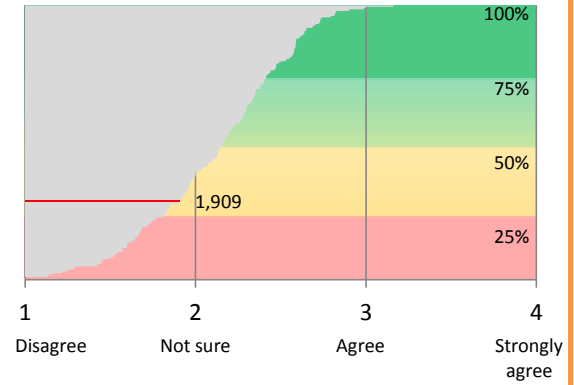
Q3a. Finding information



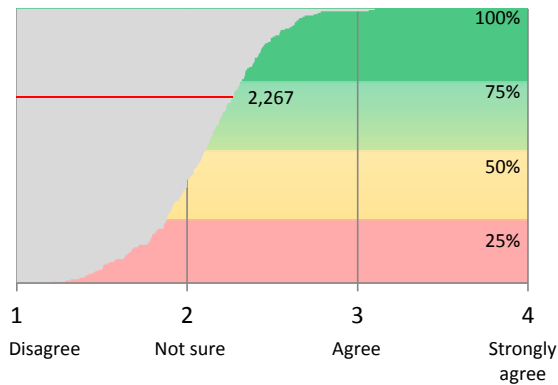
Q3b. Menus help me find information



Q3c. Search helps me find information

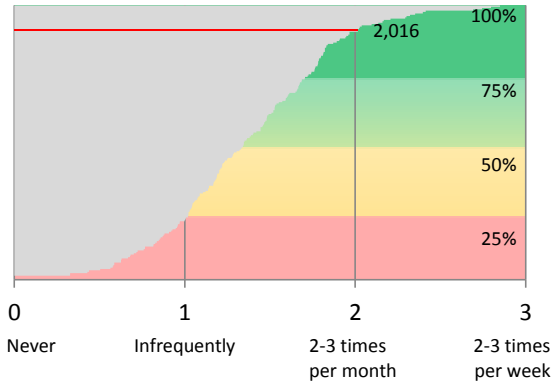


Q3d. I know where I am in the hierarchy

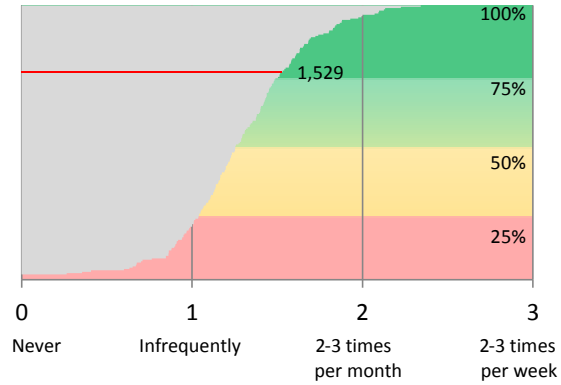


## Intranet interactivity

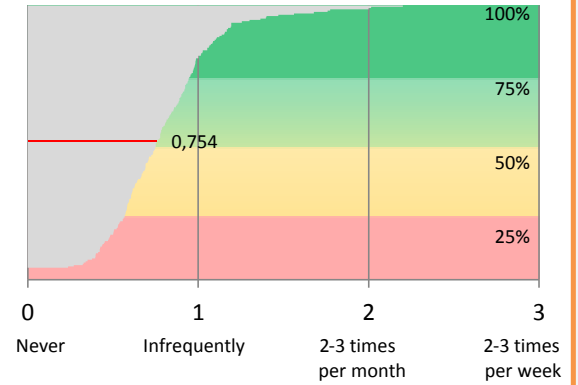
Q4a. Complete common work tasks



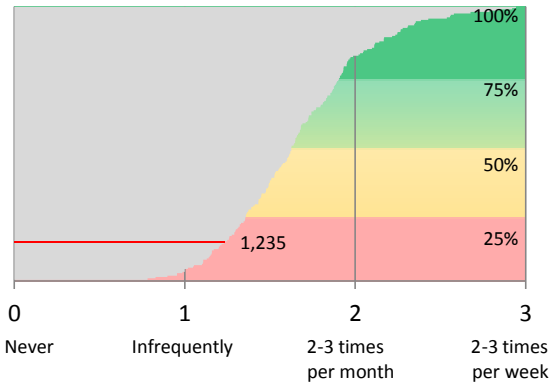
Q4b. Complete online forms



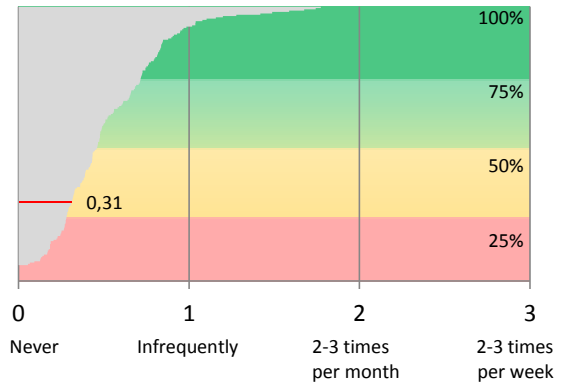
Q4c. Publish content



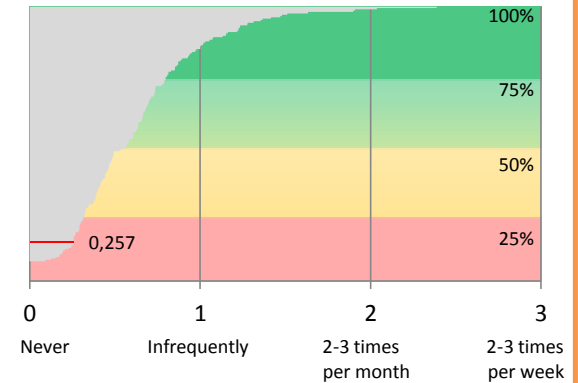
Q4d. Upload or download documents



Q4e. Discuss work topics

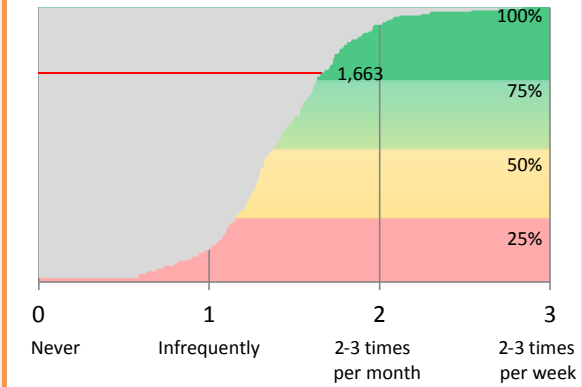


Q4f. Collaborate with other staff

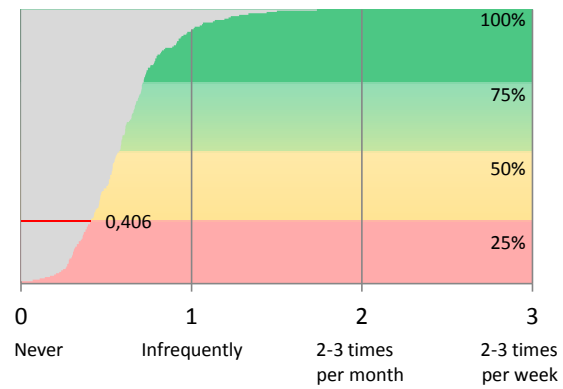


## Intranet interactivity ...continued

Q4g. Work instructions



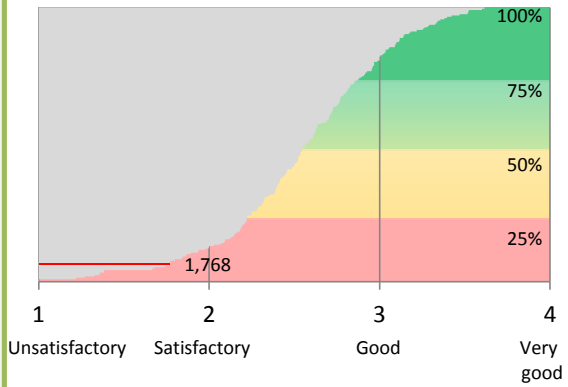
Q4h. Provide content feedback



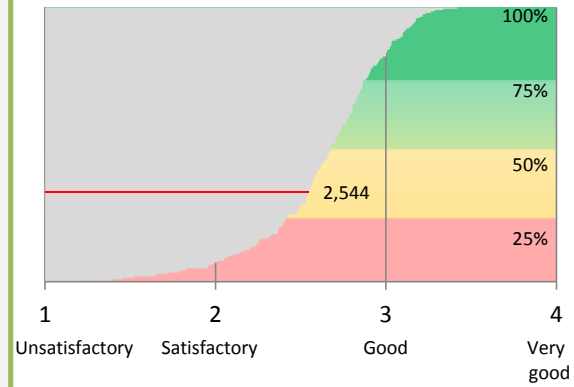


## Content

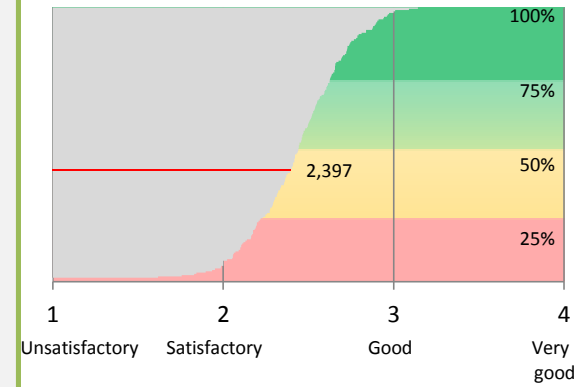
Q5a. Staff details



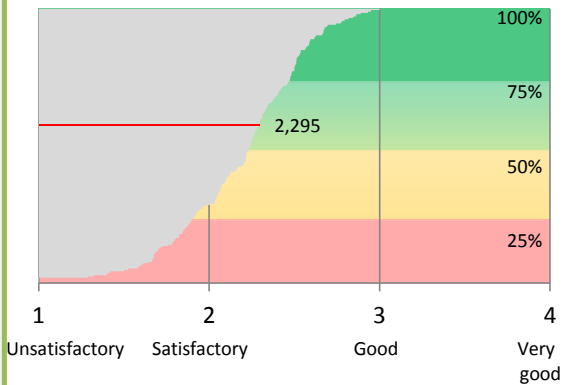
Q5b. News



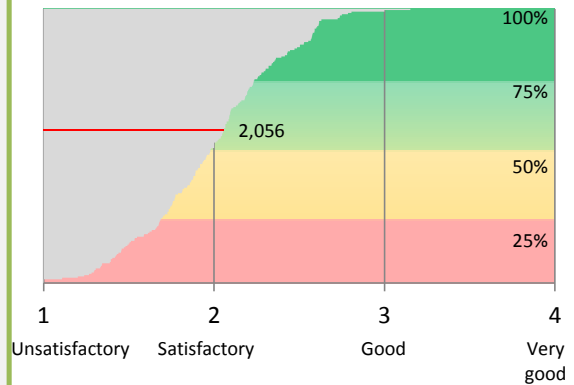
Q5c. Online or printable forms



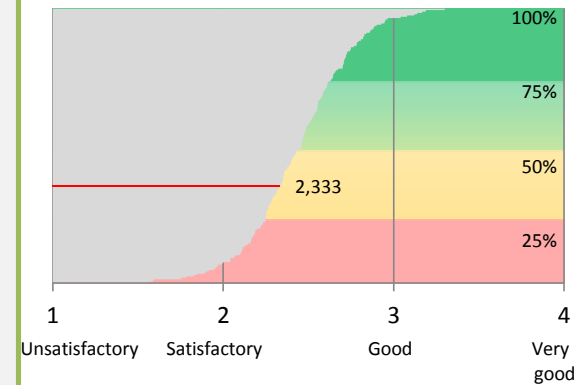
Q5d. Templates



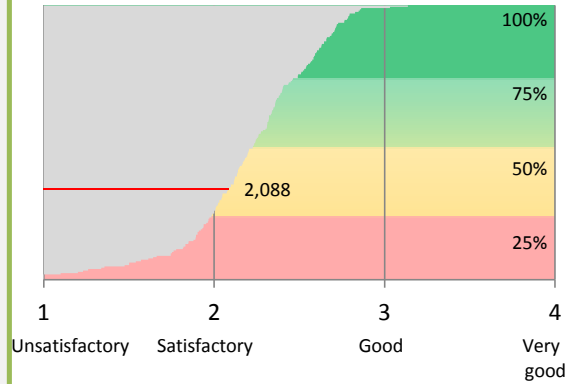
Q5e. Re-usable documents



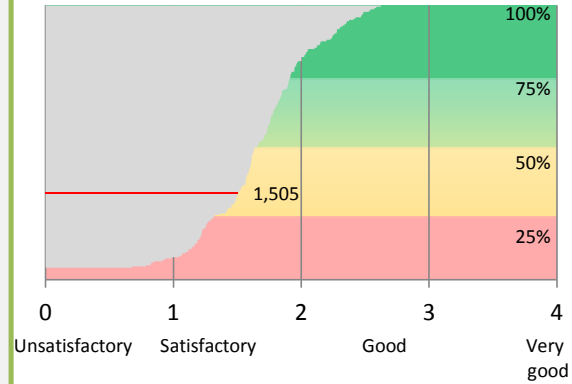
Q5f. Policies & procedures



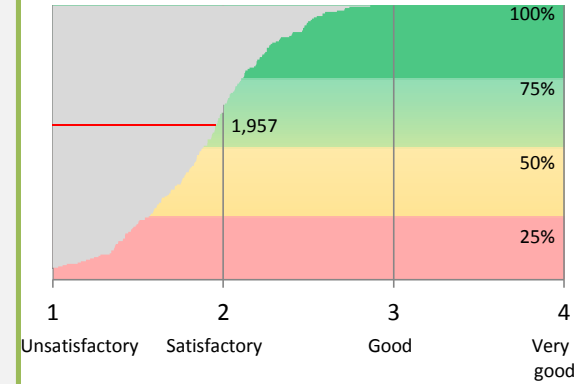
Q5g. Product/service information



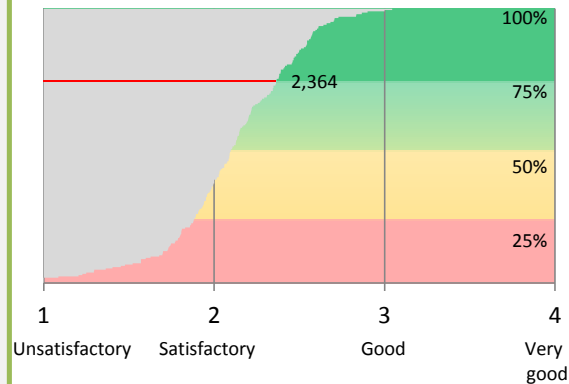
Q5h. Information about our customers



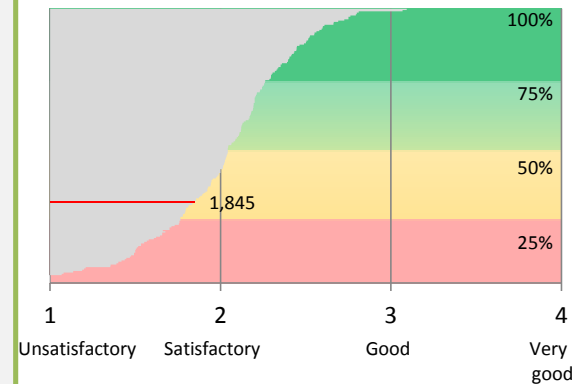
Q5i. Reports or dashboards



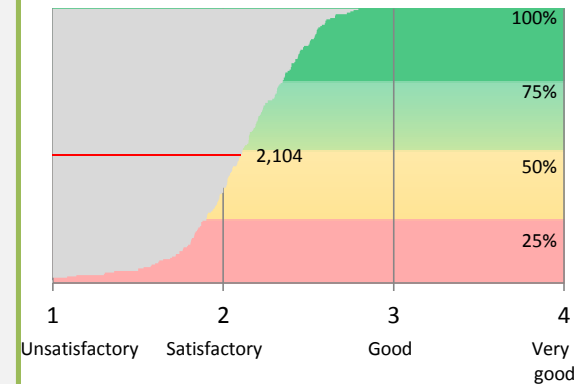
Q5j. Training

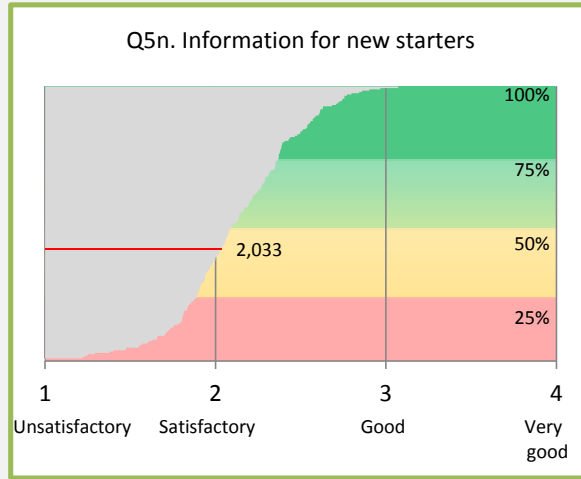
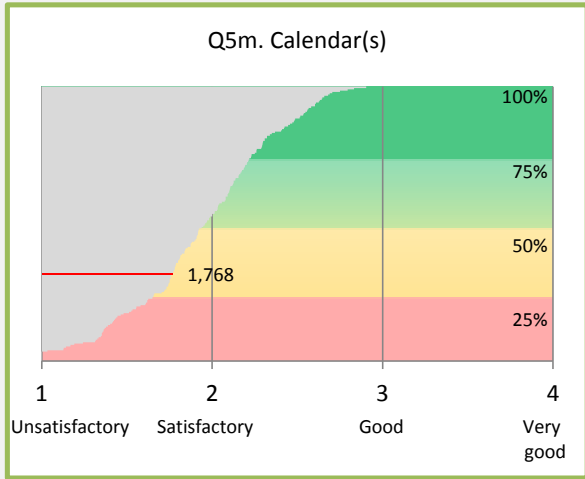


Q5k. Access to business applications



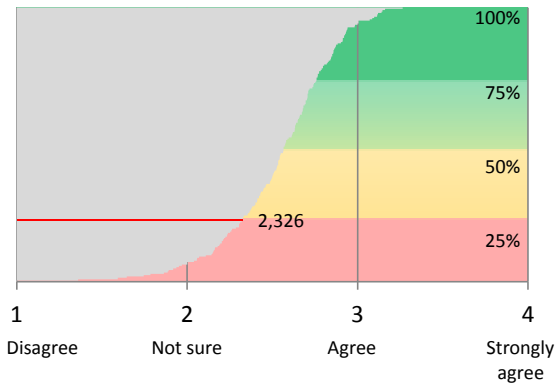
Q5l. Access to external web sites



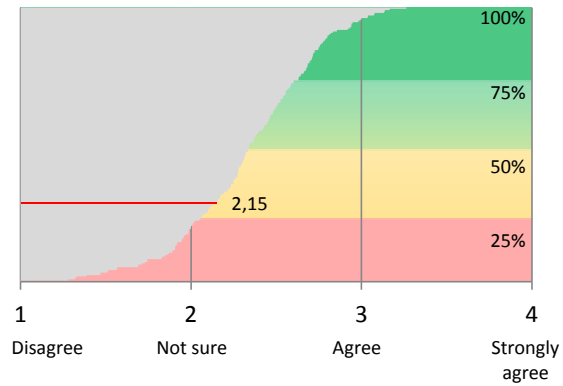


## Intranet maintenance

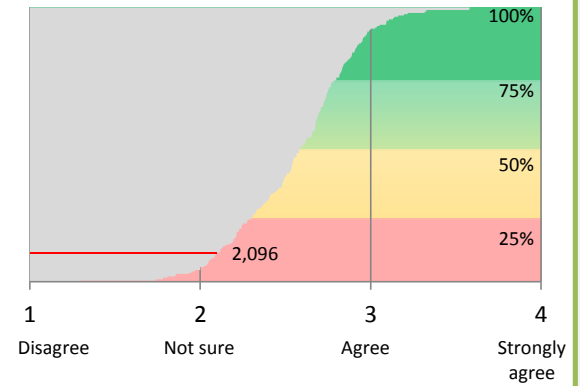
Q6a. Content is accurate



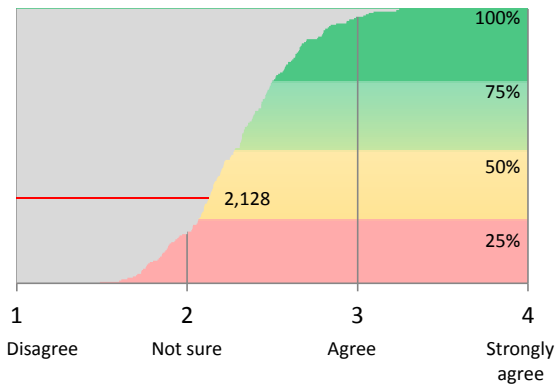
Q6b. Content is up-to-date



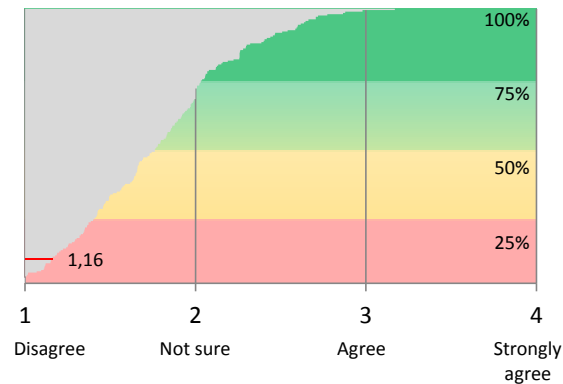
Q6c. The intranet is being improved



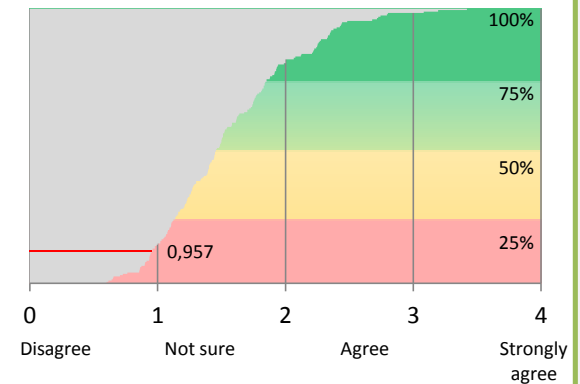
Q6d. I can see what's new or changed



Q6e. I know about content changes

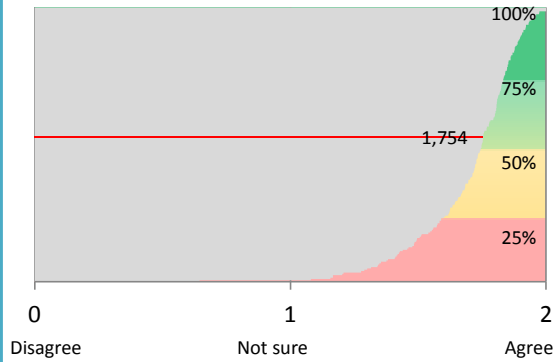


Q6f. I have received intranet training

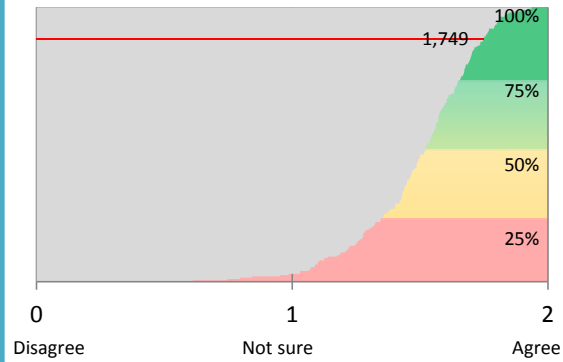


## Intranet performance

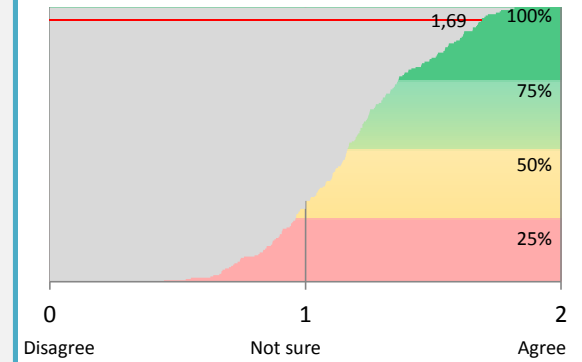
Q7a. The intranet is always available



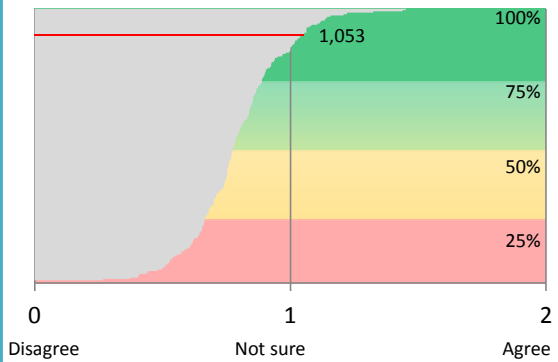
Q7b. Pages on the intranet load quickly



Q7c. Off-site access to the intranet

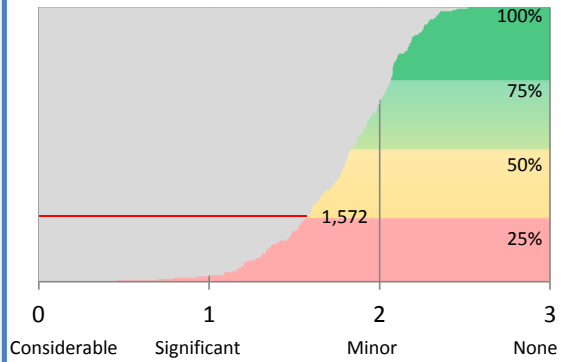


Q7d. Mobile access to the intranet

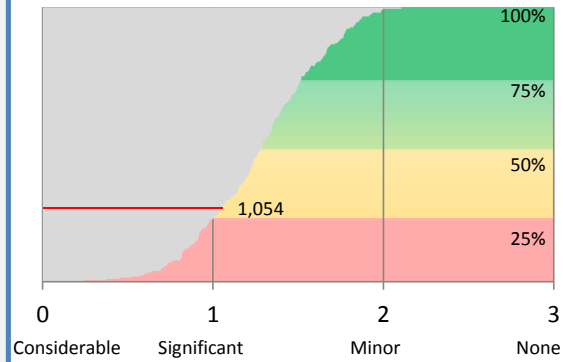


## Intranet improvement opportunities

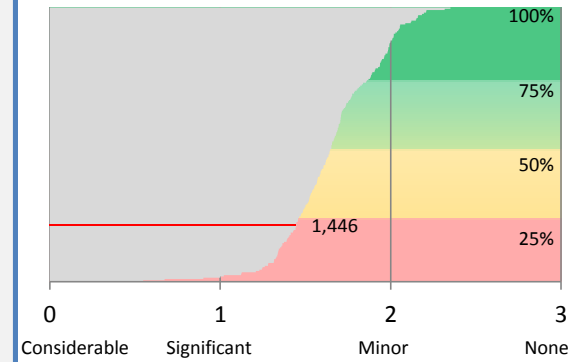
Q8a. Look and feel improvement



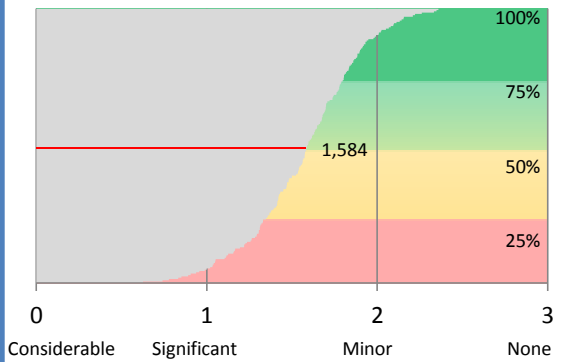
Q8b. Finding information improvement



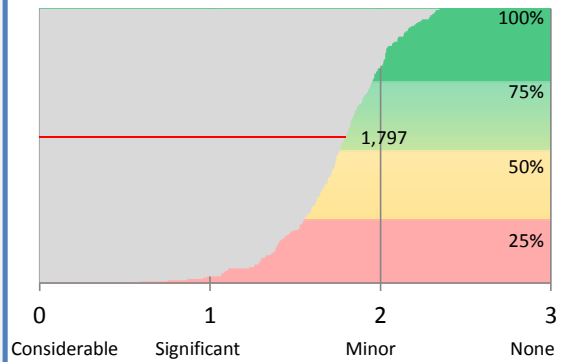
Q8c. Work tasks improvement



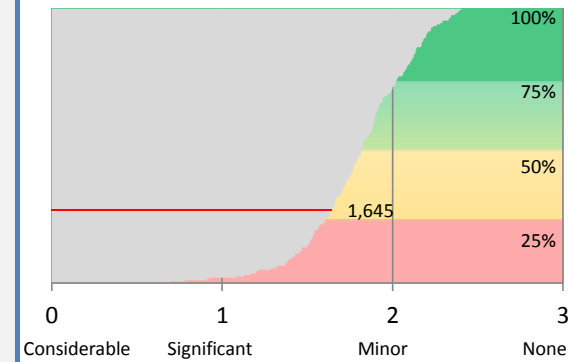
Q8d. Staff interaction improvement



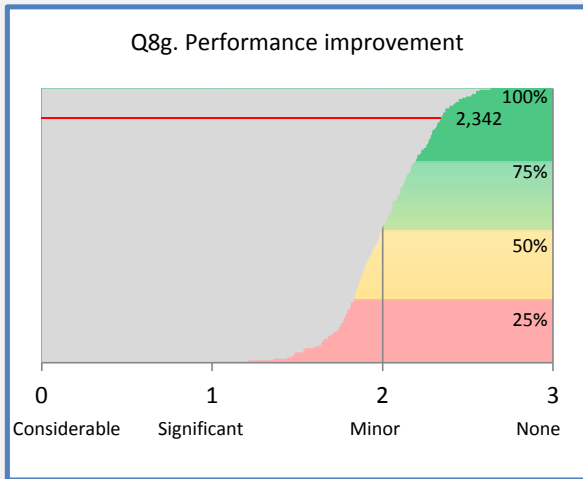
Q8e. Content quality improvement



Q8f. Maintenance improvement



## Intranet improvement opportunities ...continued



## Overall intranet value

