



# SharePoint Intranet Portal Service Governance Plan

**Author:**

Joel Oleson  
SharePoint Architect Evangelist  
Quest Software

*Contributors*

John Ross & Jennifer Mason  
SharePoint911

Paul Culmsee  
Seven Sigma

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**Summary:**

The following sample governance plan is designed to help you outline the administration, maintenance, and support of an Office SharePoint® Server 2007 deployment in an enterprise. The fictitious company on which the plan is based supports collaboration, Web content management, and an intranet portal with departmental portals.

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# SharePoint Intranet Portal Service Governance Plan

## SharePoint Service Definition

*Prepared on*

Mar 17, 2009

*Created by*

Joel Oleson

SharePoint Architect Evangelist

Quest Software

*Contributors*

John Ross & Jennifer Mason

SharePoint911

Paul Culmsee

Seven Sigma

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## Executive Overview

Fabrikam needs a consistent platform for supporting applications for business units to leverage building for departmental, group, and team needs. The company plans to design, deploy, and manage a standardized, consistent Intranet Business Platform Portal Service to address the business application hosting needs for diverse global needs of Fabrikam.

This SharePoint Governance Plan is a sample based on Fabrikam's Intranet Portal and Collaboration service. It is a guideline outlining the administration, maintenance, and support of Fabrikam's planned SharePoint deployment. It identifies lines of ownership for our business and technical teams and identifies who is responsible for which areas of the system. The plan also establishes rules for appropriate use of the SharePoint environments.

This governance plan ensures that the system is managed and used in accordance with its designed intent to prevent scope creep and chaos. Managing this enterprise-wide system involves both a strategic, business-minded board to craft rules and procedures for the use of the system and also a tactical, technically-competent team to manage the routine operational tasks that keep the system running. Users of the system will be empowered by a support and developer community sponsored by the business leaders.

## Governance Plan Goals

- Establish the service definition and governing IT policies by which the SharePoint service will be run based on the outlined requirements.
- Avoid Scope Creep as business units determine business requirements and to properly address growth.
- Provide a platform for business unit application hosting for departmental portals, team/group/project sites, and My Site Web sites (also known as personal sites.)

## Service Delivery Goals

- Provide a Top Portal for Enterprise Search and Corporate news and feeds.
- Provide departmental application hosting to address the already identified needs, plus: enterprise Sales dashboard, secure Finance analysis and reporting system, and HR handbook publishing needs.
- Departmental Portal Service that provides a platform for easy navigation across departmental applications and aggregation for publishing properties.
- Reduce IT "shadow applications" and under-the-radar, under-the-desk deployments of Web-based applications by providing a flexible, yet standardized IT-hosted application platform.

- Provide consistent corporate-branded (Master Pages) structured document management systems with template precanned metatagging taxonomy (SharePoint Content Types).
- Influence corporate culture to encourage business process management with Web forms, with an off-the-shelf workflow enhancement, and custom third-party reporting solution integrated with SQL Server® Analysis Services and SQL Server Reporting Services.
- Establish a set of site templates to promote best practices shared to integrate CRM, and ERP solutions.

## SharePoint Stakeholder Team Roles

The stakeholder team for a SharePoint project must include representatives for each of the following roles.

### Executive sponsors

Executive sponsors must actively participate in and evangelize the project. This individual or committee serves as the final arbiter for all escalations. Executive sponsors must be chosen early in the project cycle and are generally C-level executives.

### Business stewards

Business stewards must have a basic understanding of IT requirements. They are responsible for advising their audience about both the business and IT aspects of the project.

### IT stewards

IT stewards must have a basic understanding of business needs and goals. They are responsible for explaining to their audience both the IT and business aspects of the project.

### Program drivers

The program driver advises all appropriate stakeholders of decisions made by both business and IT stewards. Individuals in this role often come from the program management group within the IT organization. However, they must not be biased toward either the business or the IT organization. Program drivers are responsible for tracking metrics to measure the success of the project.

## SharePoint Service Team

### Service Owner

The Service Owner will provide strategic insight and direction for site hosting, and will be able to drive strategic initiatives into his or her respective organizations. Resources represent a good balance between business and IT, and also centralized control versus decentralized empowerment. This team is a small, dynamic team reconstructed on a quarterly basis with new volunteers to maintain a fresh perspective on the business and exploit the collective wisdom of the company.

### **SharePoint Business Champions**

SharePoint Business Champions are business-savvy users who have the business skills to help maintain a balance between control and decentralized empowerment. Volunteers recognized for their skills as user champions help maintain a fresh perspective on the business and exploit the collective wisdom of the company.

### **SharePoint Developers**

SharePoint Developers that are talented technically developers who have Microsoft .NET skills and are willing and able to customize, personalize, and use SharePoint Server in a manner that fulfills the business opportunities as identified by the strategy team. This team is a loosely-knit community of developers with varying degrees of proficiency in software development. Members can range from highly skilled programmers to technically savvy end users in charge of creating and managing workflows. Skilled developers will handle large change requests, new features, and program management while ensuring adherence to standards. The Fabrikam collaboration service deployment is not to be considered an application platform, but instead an “out-of-the-box” solution with limited third-party and custom development in addressing key business requirements in the initial rollout as it pertains to providing higher service levels.

### **SharePoint Operations (SharePoint Administrators)**

SharePoint Ops team provides operational support for the system as it helps to ensure the enforcement of the governance plan and manage the more routine maintenance of the system by performing nightly backups, usage monitoring and analysis, scheduled task validation, and keeping the system current with security releases and system upgrades.

### **Site Collection Champions**

This group will include the business site owners and business leads for all the divisions as a special SharePoint community forum. The advisory group will be modeled after a typical product-focused advisory group and is expected to grow to around 30 members. The purpose of the group will be to provide input to the planned feature enhancements/portal roadmap, share feedback around adoption, and prioritize support requests.

### **Network Infrastructure**

The Infrastructure team provides standardized services including backup, network switches, Active Directory® directory services, firewalls, and SMTP service.

## **Service Delivery Requirements**

### **Technical Requirements**

- Design requires avoiding all single points of failure including storage
- 24/7 Monitoring with operations staff

- Health-based application monitoring (synthetic transactions which proactively identify downtime and performance identified at the page level)
- Disaster Recovery – Disaster recovery environment setup in alternate datacenter to avoid further points of failure due to acts of God (flooding, fire, tornado, hurricane, and extended state wide power outages)
- Uptime target 99.95% or better. (Not including planned 1 week notice - communicated maintenance windows)
- Recovery time objective 4 hours or less for non catastrophic outages and 24 hours for catastrophic outages. (Recovery/Failover datacenter should also contain dependent services including SMTP, Active Directory/Authentication services, DNS, and SQL Server storage)
- Recovery point objective for intranet portal is 4 hours or less. (Requiring full logging and more frequent incremental backups.)
- Support calls to the 24/7 support desk should receive attention within a maximum of 15 minute hold time without prior notification of high call volume, and resolution should be a maximum of 3 days for 90% of calls. Resolution is considered resolution by the client with the exception of no response. This service is considered business critical. More detail provided by the support desk service offering.
- The hardware needs to scale and support company growth. The initial deployment should support at least 300 GB of data with the ability to grow to 1 TB over the first year. Storage area network (SAN) storage for SQL Server needs to support 5 TB at maximum capacity.
- Planned downtime will not be counted against the uptime requirement of 99.9% for departmental data, My Site Web sites, and 99.99% goal for the intranet portal.

## Business Requirements

- Search requirements – Enterprise search as a service will be provided on the top intranet portal and departmental portals. The search project manager will gather and drive requirements. The ranking and relevancy project from HR data is a key metric and deliverable. Scorecard metrics are to be established to help determine the evolution of this project.
- Login and authentication – Seamless login on intranet and simple login for Internet access. Users should be able to use their existing NT Active Directory accounts. No additional accounts should be required. External employee access through both VPN and Internet-facing solution with ISA and forms-based authentication. (A solution predetermined with security department. Kerberos is being investigated by the IT department, but not a strict requirement on either side.)
- Site Life Cycle – Content expiration will be limited to site collection expiration policies enforced by the SharePoint Operations team. No site will be deleted permanently without first notifying the primary and secondary owner, and then after some agreed-upon time the site should be

backed up for quick retrieval prior to anything being deleted. These “archived” sites will be retained for a period of 1 year after being removed from the production system and restored upon request of either the site collection owner(s) or by approval from the general manager or higher for the business unit to which the site belongs. Note: The solution is based on the CodePlex solution at <http://go.microsoft.com/fwlink/?LinkID=114564>.

- Editing/Design/SharePoint Designer Usage Policies – Master pages will be authored by a single design team. SharePoint Designer will be supported only by those “certified” by the IT team where the tool deployment will be tracked and managed.
- Auditing – The default auditing settings will be turned on consistently across all sites for the purpose of tracking item deletions and auto expiration policies.
- Site Templates – For the first phase the business units need the Team site, the Intranet Portal, Internet Portal, Document and various Meeting Workspaces, and Wiki. No other templates are required at release.
- Workflow – Enhanced workflow solutions. Workflow solutions on top of SharePoint Server are being evaluated with limited SharePoint Designer access and a requirement for more powerful solutions right through the browser. SharePointReviews.com is being used to narrow the leaders in this space with on site validation of the top three candidates.

### **Additional Department-Specific Requirements**

HR: Web Content Management platform for easily updating the company handbook of policies and procedures including frequent updates with routing and approval workflow.

Sales: Customer Relational Management system integration with Microsoft CRM and SAP. Customer opportunity dashboard on Sales Portal per region and district will be designed to integrate with ERP system. Dashboard for Sales Numbers will be provided with KPIs by Region and District.

Marketing: Internet site to be moved to SharePoint Server after the marketing team has determined that the requirements are being met internally. They want to see how corporate communications is using the platform, but has asked we capture this requirement here. This isn't in the scope of the Intranet portal rollout.

Finance: Finance is considering migrating off an existing business intelligence (BI) platform and is curious to begin investigating SharePoint Server for their needs. More requirements are being gathered to see what can be done with Excel Services and KPI dashboards. No real specifics. They have asked that we review this quarterly.

## Service Definition

### Objectives

The primary objective of this plan is to establish a governing body to provide SharePoint Products and Technologies as a service and drive the mission and vision. Other objectives are:

- Provide a business-wide structure to make information easier to find and more clearly identify corporate document management systems and incorporate departmental solutions in a common infrastructure.
- Provide more reliable and relevant search.
- Move existing Intranet portal and its associated properties to SharePoint Server.
- Identify appropriate infrastructure (IT) resources to provide operational support for the system.
- Create an effective support system with proper channels of escalation for end users of the SharePoint environments.
- Establish initial governing usage and maintenance policies and procedures for the SharePoint environments.

### Audience

This document is intended to provide the initial service definition and to be a living document. It can continue to provide direction as it is consumed by the business and IT in addressing questions of the vision, mission, and service from end users consuming or contributing to the Intranet portal service environment.

### Business Scope

This Governance Plan includes the definition for the collaboration service environments including Dev, Q/A, and Production.

- This scope defines a service with a business critical environment. (1 year max retention.)
- IP retention should be restricted to only allow information which can be shared broadly and does not require retention policies of longer than 1 year for the general service, and 3 years on departmental document management solutions. The default retention policies run by this service would keep tapes off site as applicable to the data retention policies of the department. Legal 7 year, HR 2 year, and so on. This also applies to the destruction of data on tapes. If information needs to be destroyed or has that potential it should not be here.
- Legal holds, record retention, strict document management systems should look at this service for the most basic requirements and work with this team for more complex solution requirements.

- Maximum quota of any one resource by any department, a technical requirement is established at 200 GB.

## Risks / Concerns

The following are risks to an effective governance plan:

- Corporate communications with CIO initiative and information optimization drive ends.
- Inadequate support from the business leaders to affect proper governance.
- Administrators or users refusing to abide by the given policies in this plan.
- Scope of the service – As time goes on demands for expanding the service will require that we revisit the scope of this environment to extend beyond collaboration.
- Insufficient resources including budget.

## Information Architecture

The Information Architecture of the site determines how the content will be created within the environment. Planning for this design should include the entire team and should take the following items into consideration:

### Division of Content

Content that requires strict control and management, for example, documents that must be maintained to meet compliance standards, should be separated from content that is loosely governed and more collaborative, for example, the content on project team sites. This separation allows IT to maintain control, while still allowing the organization to take advantage of the rich collaboration features in SharePoint Server.

The following table describes how content for different types of SharePoint sites should be handled.

SharePoint site type	Controlled content	Ad hoc content	Permanent content	Short-lived content
Corporate portal	<ul style="list-style-type: none"> <li>➤ Tightly governed</li> <li>➤ Push content</li> </ul>		<ul style="list-style-type: none"> <li>➤ Dashboards</li> <li>➤ Business intelligence</li> <li>➤ Business process management</li> <li>➤ Applications</li> </ul>	
Divisional portal	<ul style="list-style-type: none"> <li>➤ Tightly governed</li> <li>➤ Push content</li> </ul>		<ul style="list-style-type: none"> <li>➤ Dashboards</li> <li>➤ Business intelligence</li> </ul>	

			<ul style="list-style-type: none"> <li>➤ Business process management</li> <li>➤ Applications</li> </ul>	
Departmental and team sites		<ul style="list-style-type: none"> <li>➤ Loosely governed</li> <li>➤ Push/pull content</li> </ul>	<ul style="list-style-type: none"> <li>➤ Knowledge management</li> <li>➤ Information sharing</li> </ul>	
Project and team sites		<ul style="list-style-type: none"> <li>➤ Loosely governed</li> <li>➤ Push/pull content</li> </ul>		Collaboration
Personal My Sites		<ul style="list-style-type: none"> <li>➤ Loosely governed</li> <li>➤ Push/pull content</li> </ul>	<ul style="list-style-type: none"> <li>➤ Personal information</li> <li>➤ Public/private views</li> </ul>	

## Support

### How to request support

1. Contact the site owner listed on the site.
2. Contact your local System Administrator unless a SharePoint Support Representative has been designated for your location. In that case, contact your local SharePoint Support Representative.
3. Contact a member of your business unit's volunteer Support Team. Members are listed on the SharePoint Governance site.
4. Contact the Portal Administrator for your region (North America, Europe, and Asia-Pacific). Portal Administrators are listed on the SharePoint Governance site.
5. Contact the Help Desk.

### Help Desk Support Levels

At an appropriate time, the Fabrikam Corporate Help Desk will assume a role in the support of end users. End users would first contact their resident SharePoint Products and Technologies expert. Second tier escalation will be to operations. Issues requiring further escalation will be escalated to Tier 3 Engineering. Final escalation would be to the appropriate software vendor. More detail below.

## SharePoint Tier 1 Support Desk

Local SharePoint Products and Technologies experts, business owners, and the Corporate Help Desk are the first line of contact for all users with questions and problems concerning the SharePoint environments. Support staff helps users validate issues, understand features and functionality, resolve known issues and escalate issues that require additional expertise or back-end administrative access to the SharePoint Products and Technologies application or hardware.

Description	Responsibilities	Key Metrics
Have SharePoint Products and Technologies experience and receive advanced training before they can assist end users. In-depth understanding of the site settings UI and list settings. Available 24 x 7. Read access across the environment through Web application policies. No access to Central Administration Web site.	<p>Increases site collection quotas.</p> <p>Changes site collection ownership.</p> <p>Takes all requests and escalations referred from the forums.</p> <p>Creates and manages the FAQ/end-user knowledge base.</p> <p>Maintains and supports end-user training materials.</p> <p>Is aware and often involved in planned downtime activities.</p> <p>Meets with the Tier 2 team to ask questions and share knowledge.</p> <p>Facilitates site creation.</p> <p>Resolves site lockout.</p> <p>Access and permissions related troubleshooting.</p> <p>Account management and password resets.</p>	<p>Average Time To Resolution</p> <p># of Tickets open</p> <p># of Tickets closed</p> <p>% of Tickets closed within SLA (72 hrs service level agreement for example)</p> <p># of Tickets closed beyond SLA</p> <p>% of Tickets closed - User Response Dissatisfied</p> <p>% of Tickets closed - Satisfied</p> <p>% of Tickets closed - Highly Satisfied</p> <p># and % of Tickets escalated</p>

## SharePoint Tier 2 Operations

While the hardware and network are provided by other infrastructure teams, this team ultimately owns the environment. They are responsible for outages and isolating systemic issues. They take client escalations which relate to server issues including, but not limited to performance, site or service outages, restores, and server errors.

Description	Responsibilities	Key Metrics
Exclusive SharePoint Server access to production (not including Datacenter resources and backup operations). Use Central Administration Web site and the shared services provider (SSP) Admin UI. Resolve any issues that require	<p>Installation</p> <p>Upgrade</p> <p>Maintenance: hotfixes, service packs</p> <p>Backup/restore – using Recovery Manager to recover items, but another Tier 2 Operations Backup team does the Server backups (SQL Server team does the SQL Server backups)</p>	<p>Uptime %</p> <p>Planned downtime utilized</p> <p>New Web Applications added</p> <p>Number of Databases added</p> <p>Backup SLA (# of failed backups)</p> <p>Time to Restore</p> <p>List of Operational Projects in Process</p>

access to the farm through Terminal Server or other means.	Disaster recovery solutions - may be another farm or virtual solution Optional - Cluster and Load Balancing Support Security and Authorization (DC support/Firewalls) SQL Server Support and Maintenance (This ultimately may be outsourced to SQL Server team) Database Consistency and Maintenance <ul style="list-style-type: none"> <li>Database Backup</li> <li>Database Index Maintenance</li> <li>Defrag</li> <li>Disk Growth management</li> <li>Disk IO monitoring</li> </ul> Disk Management Virtualization Support (may ultimately may be outsourced to another team) Dev environment support Test environment support Staging or Pre-Production  Deployment of solutions and features (Requires a Windows® SharePoint® Services solutions file with a file type of .WSP)	
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### SharePoint Tier 3 Engineering

Tier 3 SharePoint Architect/Engineering Team with extensive SharePoint Products and Technologies experience, including those involved in the design and architecture of the system, provide Tier 3 support. Tier 3 support is expected to comprise approximately 1% of systemic support calls.

Description	Responsibilities	Key Metrics
Exclusive SharePoint Server access to production (not including Datacenter resources and backup operations). Use the Central Administration Web site and the SSP Admin UI. Resolve issues that require access to the farm, through Terminal Server or other means.	Planning for high availability Upgrade validation and steps Storage management Performance management over time Risk management Oversight on change management ITIL and MOF implementation (Change Management processes) with the PMO (Project Management Office) team Database management plans and optimization techniques Establishes Operations processes	# of current systemic issues # of Site Collections Managed TB of Storage Managed Numbers of Servers Managed Growth per month Departmental Applications Onboarded Unique Users Number of New Users Added

	<p>and best practices</p> <p>Manages Cluster solutions</p> <p>Virtualization and imaging solutions and testing (may be outsourced)</p> <p>Reviewing usage reports and making recommendations for scale up / scale out</p> <p>Firewall and security management reviews</p> <p>Optimization plans and techniques</p> <p>Meeting with the dev teams to ensure best practices</p> <p>Investigating list scale, database scale, and site and site collection scale issues, and providing guidance and best practices</p>	
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## SharePoint Physical Topologies

**While the topology is really determined outside of this high level Governance and Service definition, we have decided to capture where we are in our current planning. This will be managed in the operations guide.**

The development and test environments are planned to follow company policies of virtual environments while the production and preproduction staging environment. In the current plan, only the servers that run SQL Server will be physical hardware. If Indexing is determined to be a bottleneck, physical disk approaches will first be considered.

## Recommended Global Deployment Approach

# Regional Deployment Plan

## Optimized for Network Bandwidth/Latency



### Americas

Chicago datacenter – Central Portal and departmental solutions with My Site Web sites and team sites for that region.

### Europe

Dublin datacenter – Some Affiliate portals, collaboration service, My Site Web sites, team sites and federated search center. No replication of data.

### Asia

Tokyo datacenter – Some affiliate portals, collaboration service, My Site Web sites, team sites, and federated search. No replication of data.

## Management and Delegation

The SharePoint infrastructure environments will be managed centrally with hardware and operating systems managed in the local datacenters.

Departments and affiliates will be responsible for reporting issues or working with the central IT team for Tier 3 or 4 engagements for rollout of development assets and services.

Portal Administration will be delegated to department delegates provided by the business, but trained by IT and training partner (to be determined).

Existing Support Services provide 24/7 support will be trained and leveraged for global coverage with rollup at the Tier 2 operations support team which is available 09:00-17:00 and on call for outages.

## Multilingual Considerations

Regional Deployment language considerations include:

**In Scope:** Language Packs of up to 10 additional languages per location with English provided as a default. Language packs to be provided will be determined by Regional Directors and Business affiliates.

Departments should be encouraged to provide their sites in English with content localized to support broader collaboration and reuse considerations.

Again, the requirement of broad readability is most important. Localization services should be used where appropriate and by exception for affiliate portals in regions as determined by the regional directors.

**Out of scope:** Variations. Documents, a special master page design and Web parts will be used to provide multilingual consistency.

## Site expiration policy

Site auto expiration: To ensure stale sites are removed and data storage is reclaimed, site collections untouched for 90 days will be sent notification for archive for automatic deletion. Site Collection owners will be notified if their site is slated for deletion and provided with a mechanism to remove it from the automatic deletion list.

Ignoring the mails will archive the site and result in it being backed up after 90 days and then deleted after an additional 90 days.

## Site Quota Templates

By default SharePoint Server imposes a 50 MB limit on the size of a single document that can be uploaded into a document library.

- 1 GB of storage is allotted for each user's My Site.
- 15 GB of storage is allotted for all Collaboration MAX Sites for shared databases.
- 5 GB is default quota (to reduce support calls there are 3 levels... 5, 10, 15. At 15 GB if business justification is provided the site collection is put in its own database with MAX capacity of 100 GB with NO exceptions. (Configured on the database limits as well as in SharePoint Server.)
- Team Site administrators receive alerts when storage is at 90% of quota.
- SharePoint administrators can override storage quota for Site Collections if necessary.

## Site Collection and Site Provisioning

Employees will be able to create their own My Site Web sites.

### Site requests

Business owner fills out requirements on site request form.

- Assign Site Owner and Site Administrator (self or direct report). May be same person.
- Secondary owner
- Storage requirement justification

Sites requests will list the following as required information:

#### Purpose

- What is the intention of the site to be created?
- Will it be a Departmental, Project, or Community site?

#### Value

- How will this site benefit Employees or the business?

#### Audience

- Who will need access to the site and use the site? Sites should target a specific audience.

#### Site Owner

- Who is the person ultimately responsible for the site? This is the Primary Contact.

#### Site Administrator

- Who will administer and maintain the site? This is the Secondary Contact.

#### Features

- What are the features needed on the site?
  - Document Storage, Newsletter, Calendar, Team Collaboration, and so on.

E-mail is generated and sent to Business Owner that site is available.

### Site templates

Fabrikam Employees must develop Web sites in compliance with intranet design standards and laws concerning copyrights, proprietary names, and trademarks.

- Default Templates: Team, Blog, Wiki, including others to be determined
- Sites will be created with templates appropriate for their business purpose.
- Sites are based on templates that are centrally designed.
- Sites will adhere to the following standards:
  - Site owner must be displayed in the top-right corner of each site.
  - Fabrikam template with standardized master page to be used for all top-level sites.
- Sub-sites list for immediate (single-level) child sub-sites to be displayed under site owner.

## Permission Management

Default permission levels will be used to manage site collections. Inheritance is strongly encouraged for ease of management. When special permissions are required, a second site or separate list should be created. Granular security on the item level should be avoided for support reasons. Rights should be managed with the principle of least privilege in mind. Sites designed for publishing broadly should leverage “authenticated users” to avoid adding large numbers of users and increasing difficulty of site administration. Anonymous access on intranet collaboration is not permitted.

## Permissions and Site Collection Management

Delegation of site collections to business users trained to support site collection permissions will be required to complete site collection administrator training. The training itself will involve signing off on HR information policies including usage policies, policies from the HR handbook, and retention policies. Training will also include recommendations on site naming, URL standards, content types, and metadata capture for structured properties to be captured and leveraged in search where possible.

Navigation consistency will be required across departmental properties for the top navigation pane. The details of this are to be determined in the upcoming stakeholder meetings, but essentially will be enforced through a common wireframe that is included in the master page for consistency. This will be enforced in departmental properties, but not on the team sites (impromptu collaboration site collections).

Master pages will be provided by corporate communications and branded in accordance with the Fabrikam style guide, which has been adjusted to support the styles and themes involved in the SharePoint rollout. The templates will each be evaluated for use with the corporate master page, but simplicity and consistency are the goal. All proposed changes must go through the corporate communications team.

## Document settings

- Documents used only by a particular location, or with minimal sharing, should be stored at that site, typically on that site’s Windows SharePoint Services server.
- Documents shared across multiple divisions should be stored on the Portal.

- Allowed file types: Default
- Prohibited file types: Default MINUS: .URL, .LNK PLUS: default mp3
- Information retention: max 1 year tape retention (1 tape per month for offsite storage in Iron Mountain or equivalent)
- Information Policy: Business Critical Only (Data retention of 1 year max)
- No HIGHLY Sensitive data or data requiring legal holds
- No Finance Data
- No HR Policy data

## Development and Configuration

There are business-assigned developers. For any development work, contact your business developer.

Custom development needs to be first scoped by the developer and then approved by Portal Administrators. This includes any development under Windows Workflow Foundation.

No Web development tools will be used other than those provided by SharePoint Server for development of the SharePoint user interface (no SharePoint Designer, also known as FrontPage, no Visual Studio, no Cold Fusion, and so on). These tools are permissible only for the development of custom Web applications outside of SharePoint deployments. These applications are considered external to SharePoint deployments.

A developer SharePoint production quality image will be provided for development teams based on the intranet production environment master pages, themes, and solutions and refreshed every quarter. The development environment itself will be a coexistence environment and managed by the Tier 2 operations team. All changes introduced into the common development environment will be evaluated for deployment into the test environment after package coexistence. Source control will be based on the MSF methodology using Team Server and all projects will be managed in source control with a full development life cycle. As each department will have their own Web application, application pools will be used on projects considered risk or evaluated as introducing risk in the environment.

## Customization Policy

Service Definition as provided by the SharePoint Stakeholder Team

- Customization Policy –SharePoint Designer will be provided for designing a master page. Web Parts used by the business including those added by various site collection administrators should leverage default Web Parts. The content query Web Parts, data view Web Parts, amongst others can be designed and created with special agreements with the development team. No Web Parts or solutions that require custom coding will be considered for any one site collection. If there is a Web Part which would benefit the service, the stakeholders will evaluate the business requirement and tradeoffs and determine if it would benefit the service without impacting the scale and risk to the service. Any deployment of a solution-based or assembly-based Web Part

would require a full review and full dev, test, production rollout sequence as well as maintenance paid for by that business.

- Support for customizations – Help desk will provide basic troubleshooting but will not provide support for customizations to Web Parts or complex workflows. Issues determined as server side issues will be escalated to the operations team.
- Support and contact – All support issues should first seek help in the support and FAQ forums, and escalate to support when determined by the forum moderators.
- A special service site with discussions, FAQs, and forums will be provided to address the most common issues and encourage community based support and available training.
- Third-party solutions – No third-party software should be installed without the prior approval of the stakeholders and being vetted through the change management processes.
- Design and Web Part Development requests that are approved should go to dev team, and server-side development requires a .WSP for any and all assemblies and dependencies. Exceptions will require engineering approval.

## Browser Standards

Internal Intranet and desktop standards are required for the SharePoint Collaboration service. (Currently Internet Explorer 8.)

## Search

External search requirements will be provided first to the Tier 3 engineering team to determine viability and evaluated to determine as an extension to the service offering. At launch search will be limited to SharePoint search.

## Project and Operational Management

### Project Web Site

Communication to the business regarding this Governance Plan will be in the form of Web content on a site off the home page of the corporate portal site. There will be sections on the page for the following:

- Hierarchy of Governance (Summary)
- Team roles and responsibilities
- Strategy Team
- Tactical Operations Team
- Tactical Support Team

- Tactical Development Team
- Individual roles and responsibilities
- IT roles
- SharePoint roles
- Business roles
- Current membership of above teams
- How to get involved and become a member of above teams
- Hardware equipment hosting the SharePoint environments (IT access only)
- How to obtain support, by location

### **Service, Operations, and Change Advisory Meetings**

While individual teams should meet on a more frequent basis, the following meetings should be set up and recur to address the various matters which occur for the service.

**Change Control Board** – Weekly Standing meeting to review service change requests held when there are any pending change requests.

**Operational Review** – Performance and metrics review against service level agreements. Held monthly and run by the operations manager with representation from project management. All tiers of the operations teams from Tier 1 support, Ops, and Engineering should be represented.

**Service Review** – Business requirements are reviewed to evaluate adoption and to ensure the various service goals are being met. In the beginning these service reviews may be monthly and move out to quarterly based on the needs of the stakeholders.

Communication to the governance teams regarding this Governance Plan or any governance activities or issues will be in the following forms:

- Quarterly Review through scheduled meetings and impromptu conference calls.
- Impromptu communications via e-mail.

### **Education and Training Plan**

For any new system, a solid training plan is required if users are going to adopt the new system and use it effectively in their daily activities. This section summarizes Fabrikam’s training strategy and implementation.

## Groups that Require Training

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Business Owners need a high-level look at the product and a discussion of features and benefits.

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Site Owners need advanced training, including office integration and security policies.

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End Users need to get a “quick start” by learning how to create, administer, use, and contribute to a site.

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Help Desk personnel require intense training and troubleshooting analysis. Tier two or tier three support should be considered for official, externally-provided training.

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All core SharePoint Developers and core SharePoint Administrators must attend a one week SharePoint Server course. (SharePoint MVP instructors strongly encouraged.) Those attending training must take the certification exams within 3 months following the course.

All SharePoint Site Collection Administrators must review the training materials and complete a skills assessment prior to becoming an Administrator.

Steps to becoming a SharePoint Administrator of your own site:

1. View the SharePoint Site Collection Admin Training Guide from the Service site.
2. Steps will be included to provision a new “sandbox” site that you can learn with.
3. Read the entire Training Guide.
4. Use your training site to complete the Skills assessment section at the end of the guide.

Notify the support desk to take the evaluation test, which will provide the rights.

Refer to the Fabrikam SharePoint Training Plan for an overview of this training.

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## Training Tools

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All users of the system will receive multiple options for training including computer-based training, step-by-step walkthroughs, and one-day corporate learning classroom instruction.

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Training approach should begin by covering elementary tasks and progress to more difficult tasks, culminating in administrator-level tasks and administrator “certification”.

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Training tools may include:

- “How to” documentation (such as what exists today)
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- Instructor-led training hosted by the Portal Administrator or other competent individuals
  - Online labs hosted on a sandbox environment
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Training will initially consist of online reference materials for both typical end users (addressing “How To” information) and system administrators (addressing more technical issues such as Windows SharePoint Services deployment “best practices”).

## Stakeholder Signoff and Commitment

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Chief Information Officer

Date

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Collaboration Service Manager

Date

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Operations Manager

Date

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Customer Support Director

Date

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## IT Governance Definitions

**Governance Plan** – A dynamic service definition setup to mitigate business and IT conflict and provide, by established resources and stakeholders, consistent processes, and IT policies.

**Service** – The Standardized IT Offering

**Service Definition** – Description of the deployment to be delivered in a consistent and standardized way. It describes the offering by which the business can consume the delivery. The definition can change over time through a change management process as determined by the change advisory board.

**Change Management** – As business and IT requirements change a process will be established to review these changes and implement them both for the service definition and the physical deployment. Rolling out service packs and hotfixes are an example of the physical deployment change. Changing the storage size for quota is an example of a change to the service definition.

**Information** – Documents, calendars, tasks, and string of characters

**Stakeholder** – While there may be a virtual team designed around the delivery of the service, the stakeholders are those in the business and in IT that have a vested ownership in the success of the service. The key stakeholder may be the HR or Communications Director or the CIO. Stakeholders from IT may be the Service Owner (Collaboration or Web Infrastructure or IT Ops Manager), the Lead SharePoint Architect.

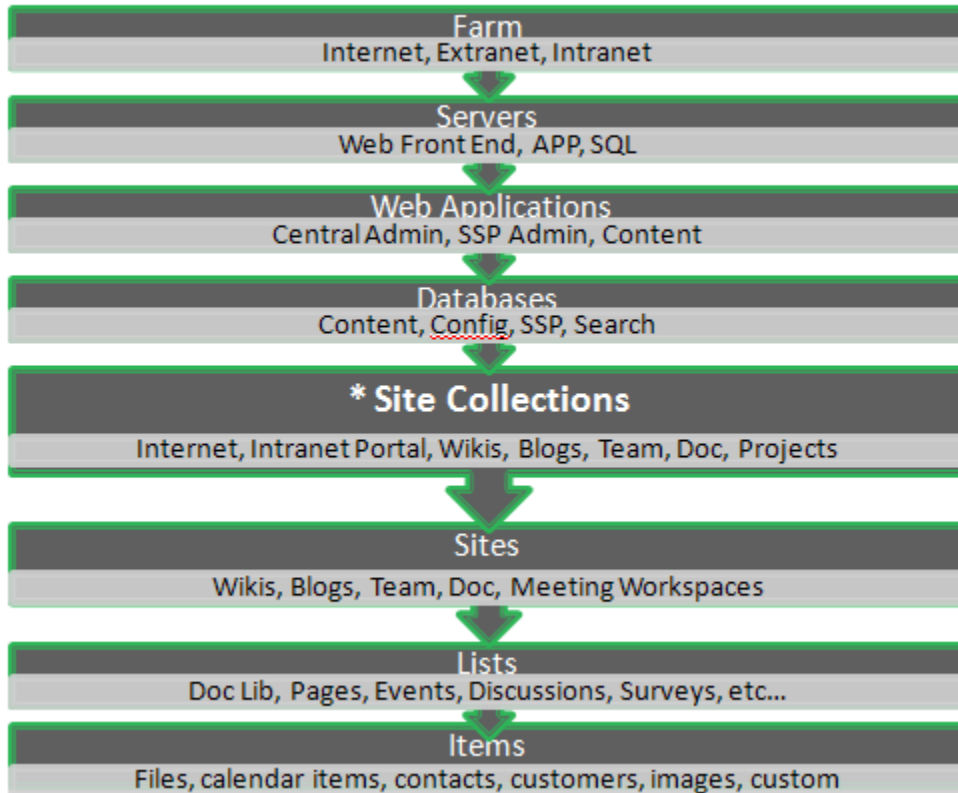
**Policies** – Rules and guidelines enforced to provide consistency and standardization to both business and IT services.

**Virtual team** – The service delivery team and stakeholders involved in the virtual team are made up of representatives to build a team which provides the service and meets to help move it forward and assist in both the delivery and definition.

## Containment Hierarchy and Service Provisioning

The SharePoint containment hierarchy is a key element of the SharePoint information architecture that affects performance, extensibility, and information storage.

### Containment Hierarchy



### Service Provisioning

**Farm** – Collection of servers that act together to provide a set of Web applications. The farm is most easily defined by the configuration database which defines the server member and roles of the farm as well as database servers used for storage.

**Web application** – In a SharePoint deployment, a Web application contains IIS Web Sites, previously known as IIS Virtual Servers, that have been extended with SharePoint Server and have been set up to use the .NET assemblies to provide the SharePoint Application. There are content Web applications, and administration Web applications for both the central admin and the SSP admin. Web applications are known for their ability to isolate content in separate memory space with application pools which contain worker processes. In a collaboration service the Web application provides the container for the site collections in the farm.

**Site Collection** – A site collection is the most scalable unit in a SharePoint deployment and is a container for sites. The special properties of the site collection are the ability to have a quota, contain a global

navigation, master page, and various galleries provided across the sites below it, and the ability to contain ownership. Considered the most scalable object in a deployment and the easiest to manage for its ability to be backed up and moved with full fidelity across databases.

**Site** – A container of multiple lists which can inherit security, and leverage the galleries of the site collection above it. In a collaboration environment, sites are used primarily for delegating projects or grouping content for easy navigation.

**Portal** – A special site template designed to host many sites below it. Common properties include special page galleries for Internet or a site directory on an Intranet portal. Another term might be hub that is based on navigation and a common place to go where you don't know where to look for something. It's the top of the breadcrumb navigation.

## Service Definitions

**Quota** –The Quota feature allows for a notification level and a maximum level. The notification advises the owners that the site is nearing the maximum quota and the site should be “cleaned up.” When the maximum quota is reached, the state of the site is read only and no further content can be added. When one quota is referred to, it is always the maximum quota.

**Site Administrator** –The site administrator manages permissions and the delegation of rights and permissions levels.

**Site Owner** – Specified during creation the primary and secondary owners provide the determination of the site. They receive both quota notification and expiration notifications for the site collection. It is common that site administrators and owners are the same individuals.

**Microsoft Office SharePoint Designer / SharePoint Designer** – Tool used to create master pages, create and manage workflows, and Web Part designer. A powerful tool for managing sites and its usage should be monitored.

**WSS** – Windows SharePoint Services provides the foundation of the collaboration platform with permissions levels and common templates.

**MOSS** – Microsoft Office SharePoint Server provides application functionality on top of the base platform including auditing, expiration, common workflow templates, better master page galleries, and intranet and Internet templates for quick deployment scenarios.

**Master page** – Controls the consistency and look and feel of a site or site collection.

**Gallery** – A special list or library containing Web Parts, master pages, and layouts.

**Web Part** – A snippet of code used for displaying lists, libraries, images, navigation or functional UI. Also used synonymously with widget, gadget, JQuery plugin.

**List** – A collection of items with rows and columns similar to a table. A list can contain documents, images, a user contact, a row of text, as well as business data.

**Content type** - Controls the aspect of data that can be added to a list and how that data is handled. This document won't provide the depth of the abilities of content types as this is primarily a collaboration environment with flexible content types to be delegated and managed by the site owner.

## **Key Deployment Resources**

### *Sample Project Plan*

*Deployment Project Plan Sample ([Project 2003 format](#), [Project 2007 format](#))*

### *Governance Template*

<http://go.microsoft.com/fwlink/?LinkId=92333>

### *Governance Checklist*

<http://go.microsoft.com/fwlink/?LinkId=108286>

### *Governance CodePlex applications*

<http://go.microsoft.com/fwlink/?LinkID=114564>

### *SharePoint Learning Kit*

<http://go.microsoft.com/fwlink/?LinkID=146149>