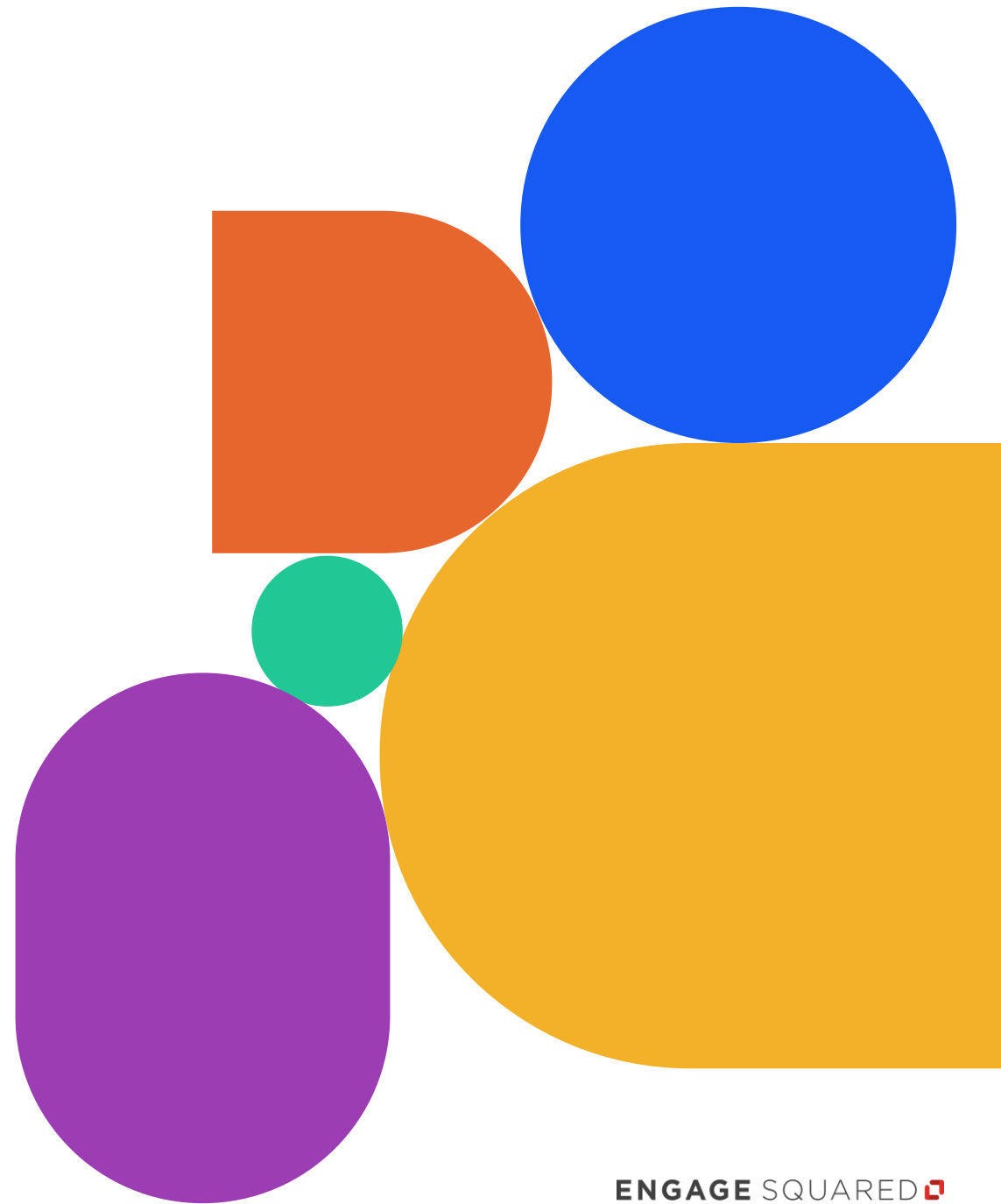# Brief Connect

Brief Connect allows users to initiate and manage briefs from the department, all the way through to Premier's approval.
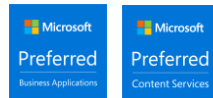
ENGAGE SQUARED

We are Engage Squared.

Specialists in **<people> friendly technology.**

Our mission is to make work better. We are one of a small number of technology consultancies in APAC that provide end-to-end support for our clients, helping to tackle issues ranging from employee experience, business process automation, compliance and records management, technology adoption and more.

From design, to technical build, our team of experts use their broad range of skills across project delivery, cloud strategy, user experience design, governance, agile development, change management, and security to help our clients get the most of technology.

We specialise in a range of technologies, and partner with leading providers such as Microsoft, ServiceNow, AvePoint, Glint, SWOOP Analytics and many others. We take partnerships seriously and were proud to be named the **2022 global winner of the Employee Experience Microsoft Partner of the Year award.**

Microsoft Partner
2022 Partner of the Year Winner
Employee Experience Award
2021 Partner of the Year Winner
Australia
Microsoft

Microsoft Partner
Gold Cloud Productivity
Gold Collaboration and Content
Gold Application Development
Gold Communications
Gold Project and Portfolio Management
Gold Datacentre
Gold Windows and Devices
Microsoft

Microsoft Preferred
Business Applications

Microsoft Preferred
Content Services

CHANGE PRACTITIONER

CERTIFIED
Prosci
CERTIFIED

Yammer
Adoption
Specialist

Microsoft Teams
Collaboration
Specialist

Common government challenges

Process

| Many parties involved | Paper based and/or email | Wet signature | Manual handling to progress |

Issues

| Time intensive | Laborious for employees | No agreed approach |
| No visibility on doc status | Difficult to track to completion | Confidentiality issues |

Impact

Wasting employees' time

Difficult for employees to manage and prioritise

Environmental impact

What is Brief Connect?

Brief Connect has been designed to solve many of the complex briefing and correspondence challenges faced by government departments.

Brief Connect allows users to initiate and manage briefs from the department, all the way through to Premier's approval.

The tool replaces what can be a manual, and paper-based process, that is time intensive for employees and can lack the required transparency to manage and report on briefing statuses.

The tool works from phones, iPad's, laptops and home computers, with access controlled by the sophisticated security in Azure Active Directory.

With Brief Connect , users can work both remotely, and increase their productivity, all whilst only having to launch and work from Teams.
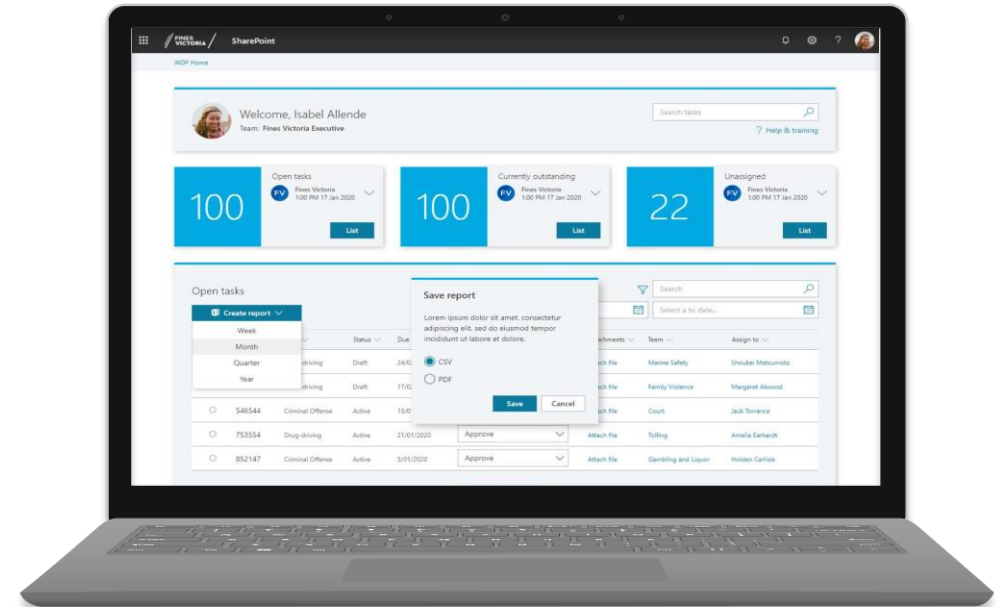
Key features

Create accurate briefings
- ➤ Reduces manual handling of paper documents, reducing human errors
- ➤ Simplified, standard way of working throughout the department
- ➤ Document collaboration through co-authoring
- ➤ Upload attachments and supporting documentation
- ➤ All templates stored in a central library to ensure all users have the latest version

Increase flexibility within the process
- ➤ Ability to respond flexibly to face-paced requests
- ➤ Easily liaise and collaborate with stakeholders across departments
- ➤ Personal settings for notifications
- ➤ Assign proxies to authorise and action briefings on behalf of executives
- ➤ Modify metadata to adapt to changing requirements

Intuitive reporting functionality
- ➤ Personal and business unit level reporting dashboards, with record status and activity
- ➤ Records reporting and auditing with personal views, prioritised lists and export options
- ➤ Reporting helps to manage workload and bottlenecks
- ➤ Filter on metadata types to give quick and easy access to every day reporting questions
- ➤ A powerful dashboard to report trends and popular themes on a monthly or yearly basis

Transparent record activity
- Activity timeline to show the active stage of the record and who it is sitting with
- Activity feed of an audit of actions and correspondence taken against the record
- Access to details of activity shown is dependent on role and department
- Latest version of briefing document always accessible as well as previous versions

Effectively manage briefings
- Simplify the management of requests with personal views and prioritised lists
- Access to all records in one place to effectively manage workload and priorities
- Dashboard view with graphs showing upcoming records to manage deadlines
- Powerful and flexible search engine to find briefings faster

Intuitive reporting functionality
- Accessibility - WCAG 2.0 standard
- Available from any device, any time
- Mobile and tablet friendly for working on the go
- Easily engage with stakeholders across the department

Secure and compliant systems
- Record management - native M365, and TRIM/Microfocus Content Manager integration
- Approval and change workflows to move briefings to next stage, or advise of changes
- Adheres to security and compliance policies within the wider organisation
- Applies a single, governable role-based permission model
- All documents and records have sensitivity labels
- Information protection and data loss prevention

Increasing visibility
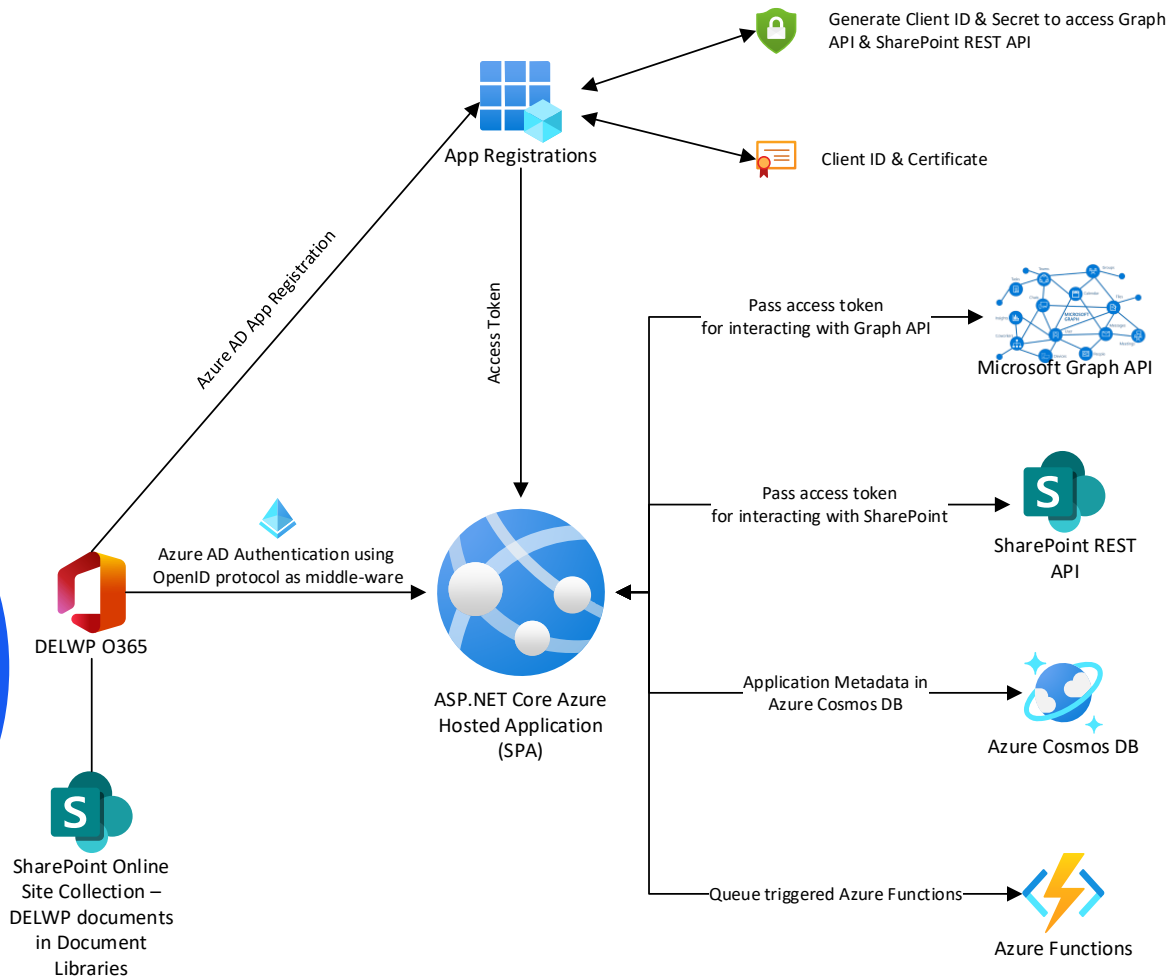
Brief Connect brings communications from multiple tracking systems together, creating a transparent and consistent process for briefings to be managed in.

Briefings can be created, tracked and approved all in one place, with an interactive and personal dashboard. BMCP enables users to easily create and share reports, manage workflows and their own security model across different product types. This means that records can have the appropriate levels of access, and control can be given back to departments, to determine and update access where required.

Brief Connect is built on top of Microsoft 365, utilising the powerful document management in SharePoint Online, the Power Automate workflow engine, and Azure AD security controls.

In the background, the tool can integrate with HP Content Manager (TRIM) to plug into the existing retention and disposition management platform required by the department.

Brief Connect is seamlessly integrated with Teams, allowing users to launch and work in their primary day-to-day tool.
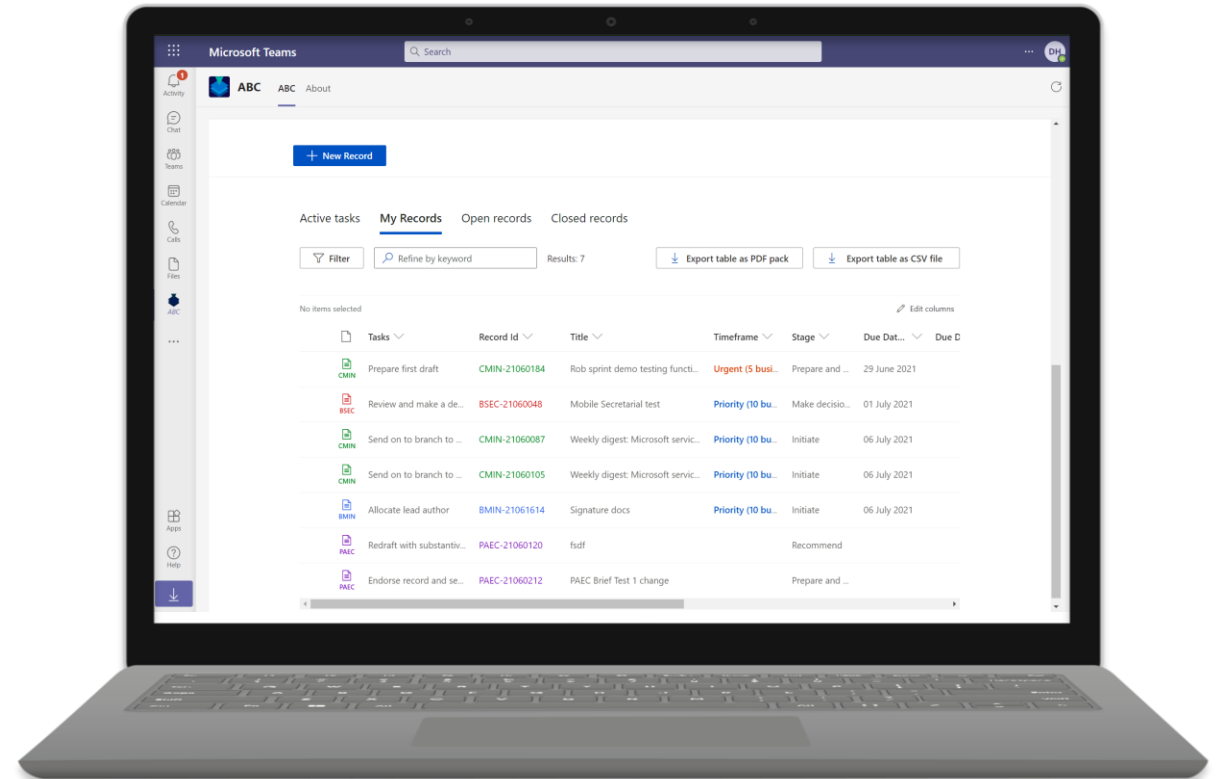
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Architecture overview
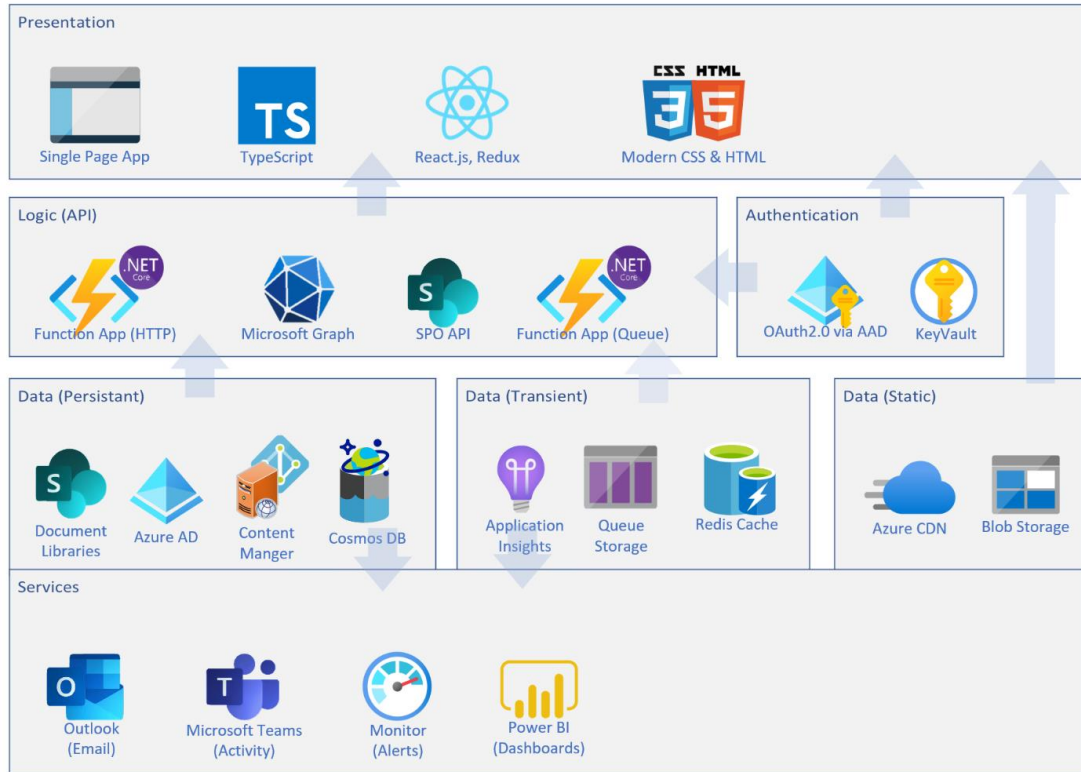
Brief Connect consists of a single page application (SPA) front-end with a scalable API back-end that leverages Office 365 services where possible.

1. Application data is stored in SharePoint – there is no SQL database, although some 'auxiliary' data is stored in Cosmos DB table storage such as audit logs and user settings.

2. Specifically, a record is represented by a folder, in which related documents are stored. Permissions are applied utilising permissions hierarchy to reduce update frequency.

3. SharePoint search is utilised for querying data – removing the requirement on Azure SQL and the re-implementation of the security model.

4. The API layer can scale with flexibility and granularity as Azure Function Apps (rather than as a classic web app set-up).

5. All data relating to a given record is stored as one unit (a record folder) simplifying retention and disposition of data (except for audit log data that is stored in Cosmos DB, however the solution facilitates the exaction of the audit log for a given record via a single click).

6. A queue and queue-trigger function app support asynchronous processing (workflow engine such as Power Automate or Logic Apps is not required).

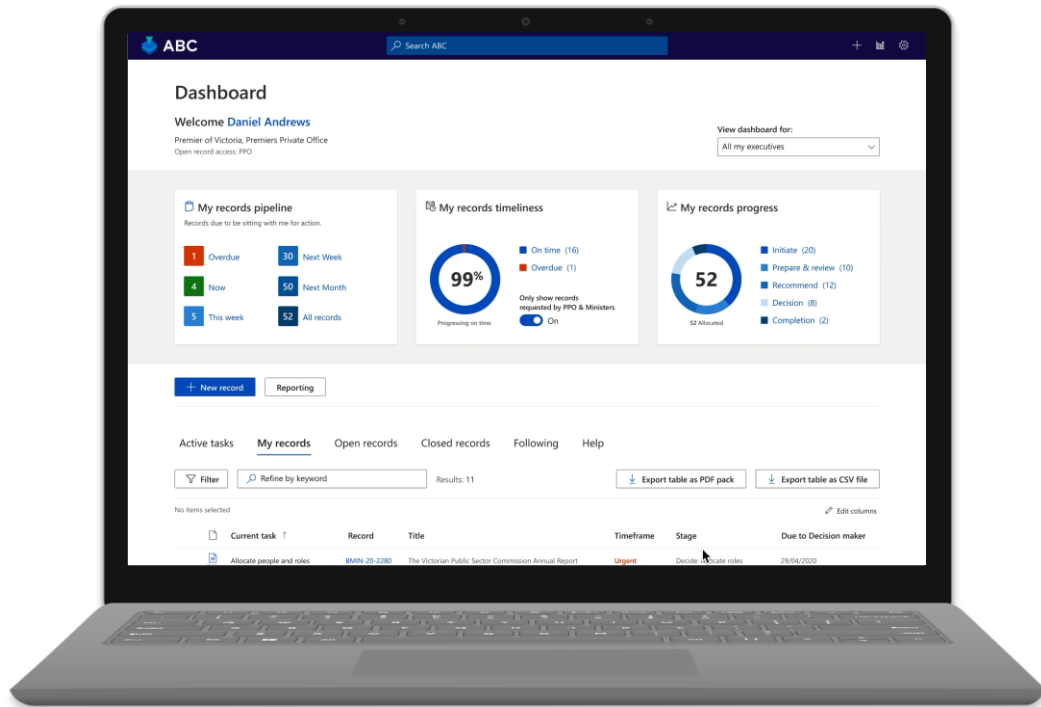ENGAGE SQUARED

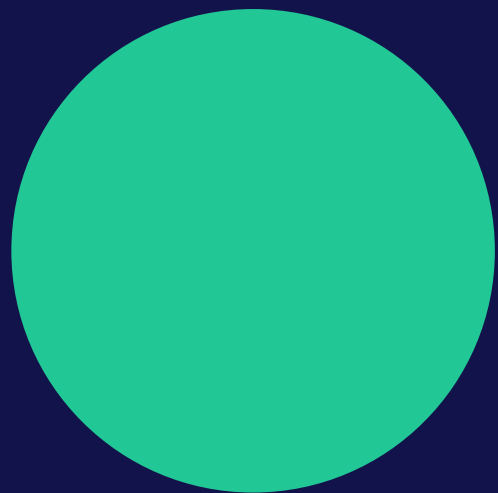# Microsoft Teams integration

Teams and notifications

➢ Brief Connect is completely integrated as a Microsoft Teams app and is accessible by all users from the action bar on the left side of the users Teams platform.

➢ Users can seamlessly access the tool within the already heavily used Teams platform, naturally increasing the adoption of the tool, especially since many record change notifications come through the Teams activity feed.

➢ For the first time, all users can keep track and manage their day-to-day communications and tasks from Teams.

➢ The full range of functionality is available in the tool, from Teams, creating a unified user experience.

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How Engage Squared can help

The future success of efforts by government to digitise their briefing and correspondence systems will depend on the support of an experienced team, well-versed in working cohesively with governmental departments.

How we can help

- Optimal architecture planning for performance
- Understanding limitations and capabilities of the platform
- Engage senior members of government and embed change
- Efficient and successful project delivery
- Ability to navigate stakeholders and complex environments
- Experience and knowledge from previous projects

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Brief Connect

Project approach

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Project approach

Our project team will work with you and your stakeholders to run this project following agile principles and deliver it through two key phases.

These will cover **Discovery**, **Build** and **Deployment** and **Change and Adoption**.

During this engagement, we will run the **Discovery** phase, where we'll analyse your current state, gather requirements for your future state, and provide technical and business recommendations as to the best approach to deliver this project to your end users, through a formal proposal.

If engaged to deliver against those requirements, our team will then begin phase 2. Here, we will build out your requirements, continually prioritising according to your business needs, testing and deploying.

In parallel, we'll tailor our support for your end users and technical teams to ensure that a smooth transition to BAU and successful adoption of the tool.

Phase 1

1. 'Discovery'

The **discovery** phase helps us to understand how your employees are managing briefings today, from here we can develop your vision for the future state of briefing and correspondence management. This phase will equip you with an implementation roadmap, which will enable you to make an informed decision as to the upcoming implementation.
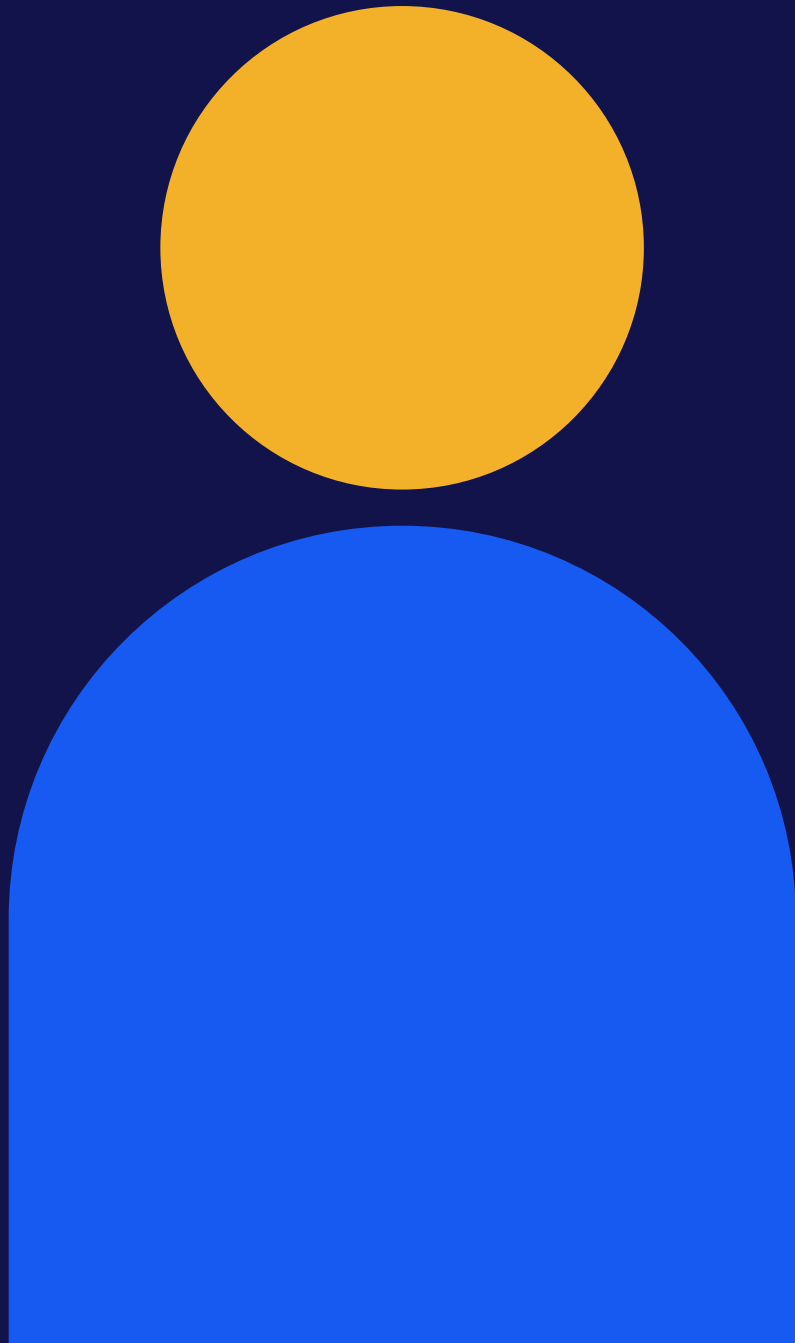
Phase 2

2. 'Build and Deployment'

Throughout the **build and development** phase we'll work in partnership with you and your stakeholders to develop your solution, test it, and deploy to production.

3. 'Change and Adoption'

We will support the launch of the application as much or as little as you need us to though our **change and adoption** phase. We'll also be there to support the transition to your technical teams, to enable them to continue driving efficiencies by maintaining the application.

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Phase 1

Brief Connect

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Phase 1: Discovery

This engagement will cover phase 1 - the **discovery** phase.

This will run for a period of **4 – 6 weeks**, where we will analyse your current state through a series of workshops, develop the design of your solution, as well as building out a POC and deploying it to your production environment.

From here, we will be able to provide you with an insight into what your solution could look like and will draft a formal proposal, including costs and timelines for the upcoming implementation.

At this point, you will be equipped with everything you need to make an informed decision as to whether you want to proceed to phase 2.

- **Timeframe**: 4-6 weeks
- **Indicative cost**: ~$25,000
- **Engage Squared resources**: 3

By the end of phase 1: discovery, you'll have:

A comprehensive requirements backlog for the bigger picture

Covering all functional and technical requirements, the backlog will form the foundations of the project. They will be estimated in terms of effort and prioritised according to business requirements.

User centric designs to ensure a meaningful experience

Using HDC principles, we will create a clickable prototype that visually represents the solution, enabling you to gain an accurate understanding of the solution before it is built.

Proof of concept to validate our approach and your investment

A proof-of-concept solution, focused on high-priority features across a range of areas, which will be driven by key stakeholders and requirements gathered in the workshops.

Formal proposal to ensure you can make an informed decision

Your proposal will include key findings from the proof of concept, detail your project roadmap with associated costs, and any technical recommendations.

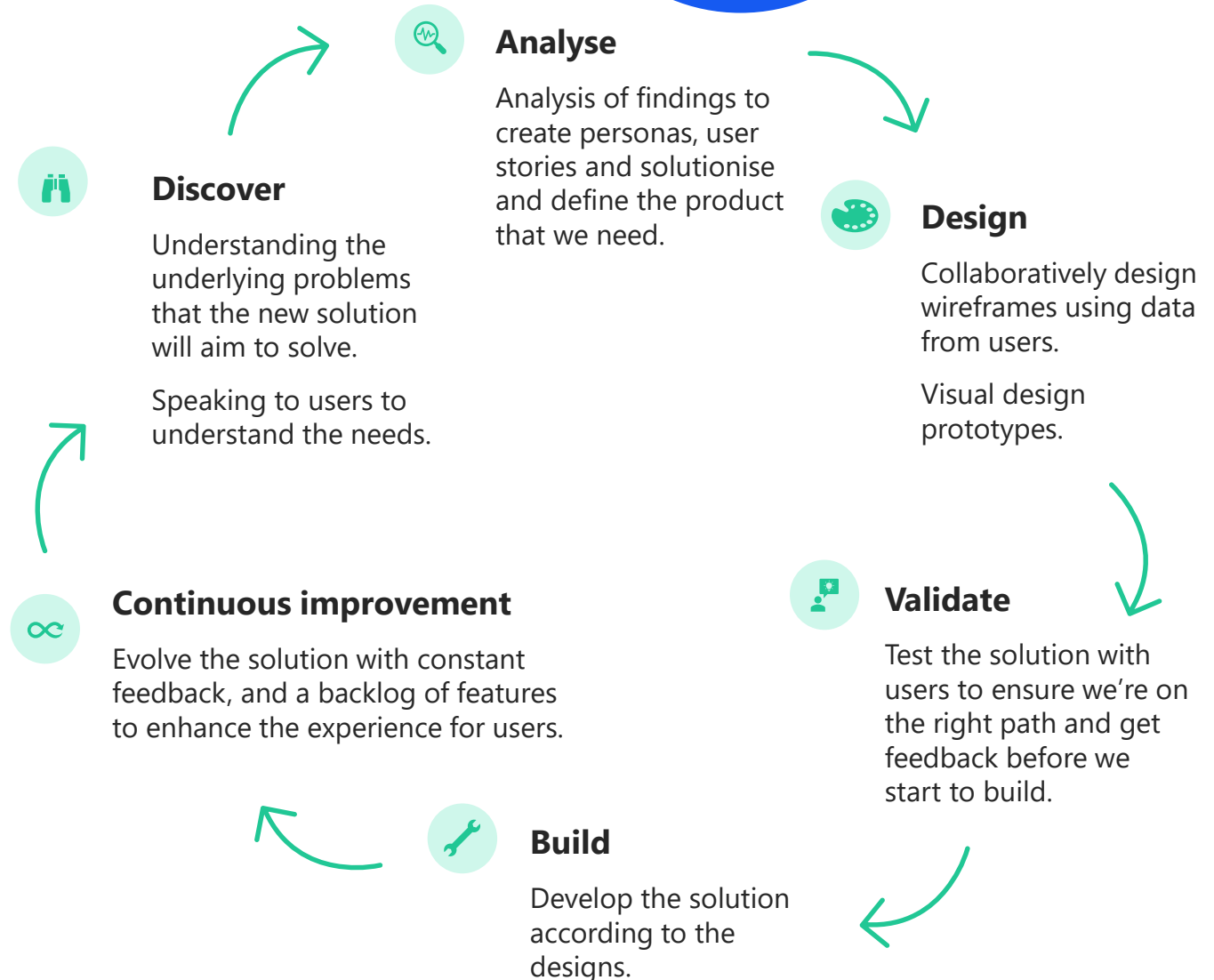ENGAGE SQUARED

Phase 1: Design

Human centered design

In order to visually represent the key functionality and UI of the solution, we create UI designs based on UX and UI best practices.
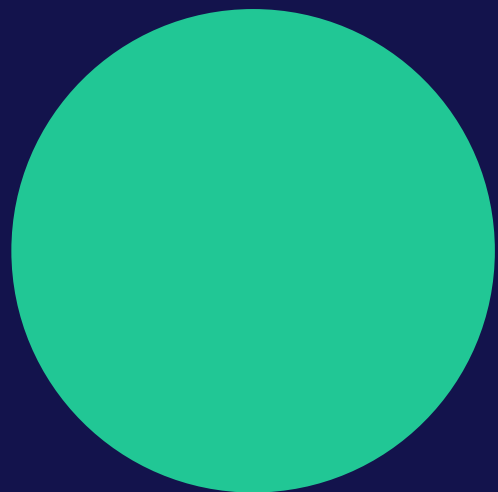
This visual representation allows stakeholders and the project team to gain an accurate understanding of the solution before it is built.

By creating high-fidelity mock-ups before the build, key interactions, user flows and functionality can be tested and vetted for usability without risk to the investment.

Our design process

There are several touch-points with the end user to ensure the solution we build is and continues to be a meaningful experience.

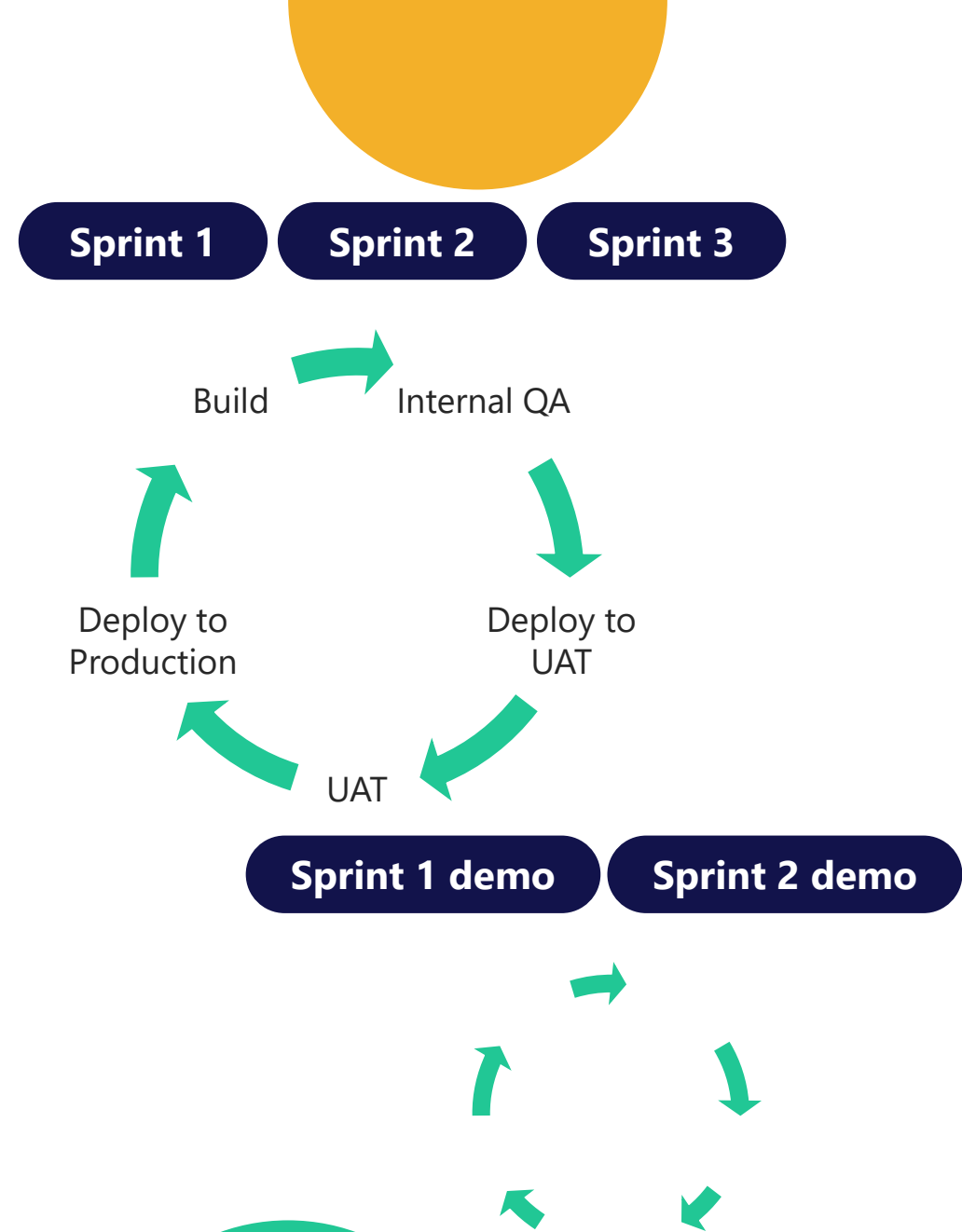**Discover**

Understanding the underlying problems that the new solution will aim to solve.

Speaking to users to understand the needs.

Analyse

Analysis of findings to create personas, user stories and solutionise and define the product that we need.

Design

Collaboratively design wireframes using data from users.

Visual design prototypes.

Validate

Test the solution with users to ensure we're on the right path and get feedback before we start to build.

Build

Develop the solution according to the designs.

Continuous improvement

Evolve the solution with constant feedback, and a backlog of features to enhance the experience for users.

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Phase 2

Brief Connect

Phase 2: Build

Building tools

Dependent on your business requirements and the complexity of your management process', the Build phase can run from 3 – 9 months. We'll work in partnership with your teams, utilising agile principles, to build the solution in sprints, prioritising your requirements accordingly.

After each sprint, the solution will be tested, demoed to the business for feedback and changes, and deployed from DEV to UAT. Here, users will be able to test the solution before deployment to Production, ensuring the highest quality application is launched.

Sprint 1   **Sprint 2**   **Sprint 3**

Build → Internal QA

Deploy to Production

Deploy to UAT

UAT

Sprint 1 demo   **Sprint 2 demo**

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Phase 2: Change and adoption

End users

We will support the launch of the application as much, or as little as you need us to. We can't expect everyone to immediately understand and embrace the tool so we will focus on making people feel comfortable with the technology and provide them with information as they are ready to consume it. On launch day, we can also be available to deliver a launch campaign, to really engage with your end users and create excitement around the new way of working.

Technical enablement

We'll also be there to support with the transition to your technical teams to enable them to continue driving efficiencies by maintaining the application. We also offer ongoing support management should you need our expertise on an ongoing basis.
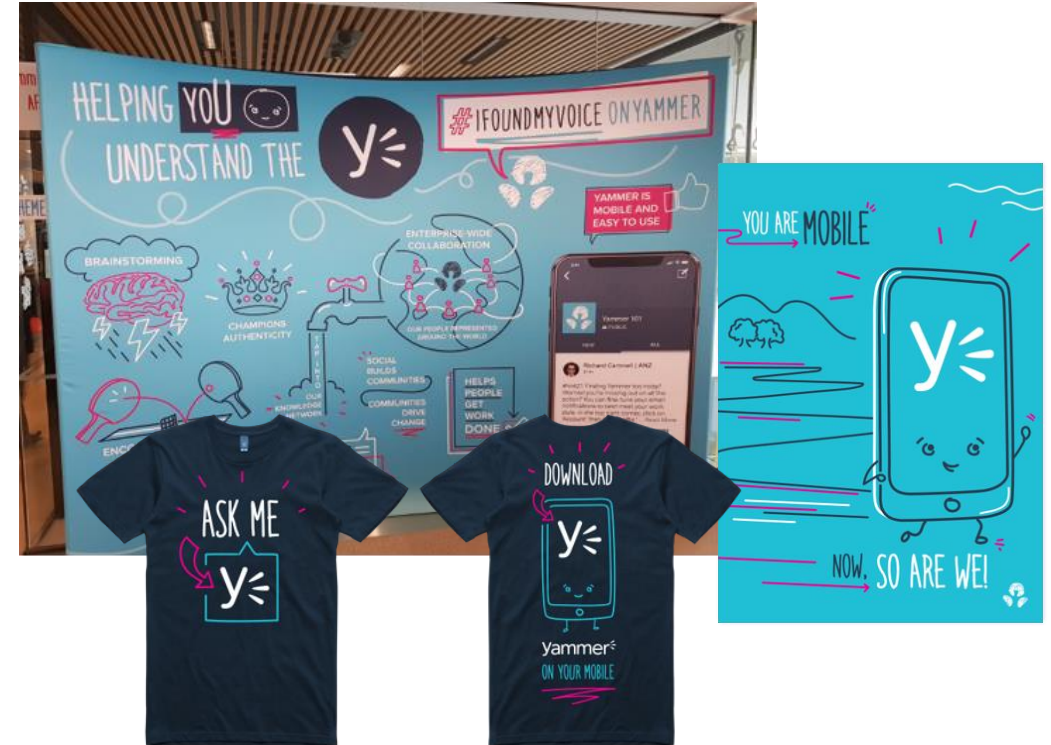
About us

2,000,000+
people use an intranet
built by us

150+
Digital Workplace
transformations

70
Our intranets are
used in 70 countries

6,000,000
Records migrated

Melbourne   Brisbane   Canberra   Wellington
Sydney   Perth   Auckland   Minsk
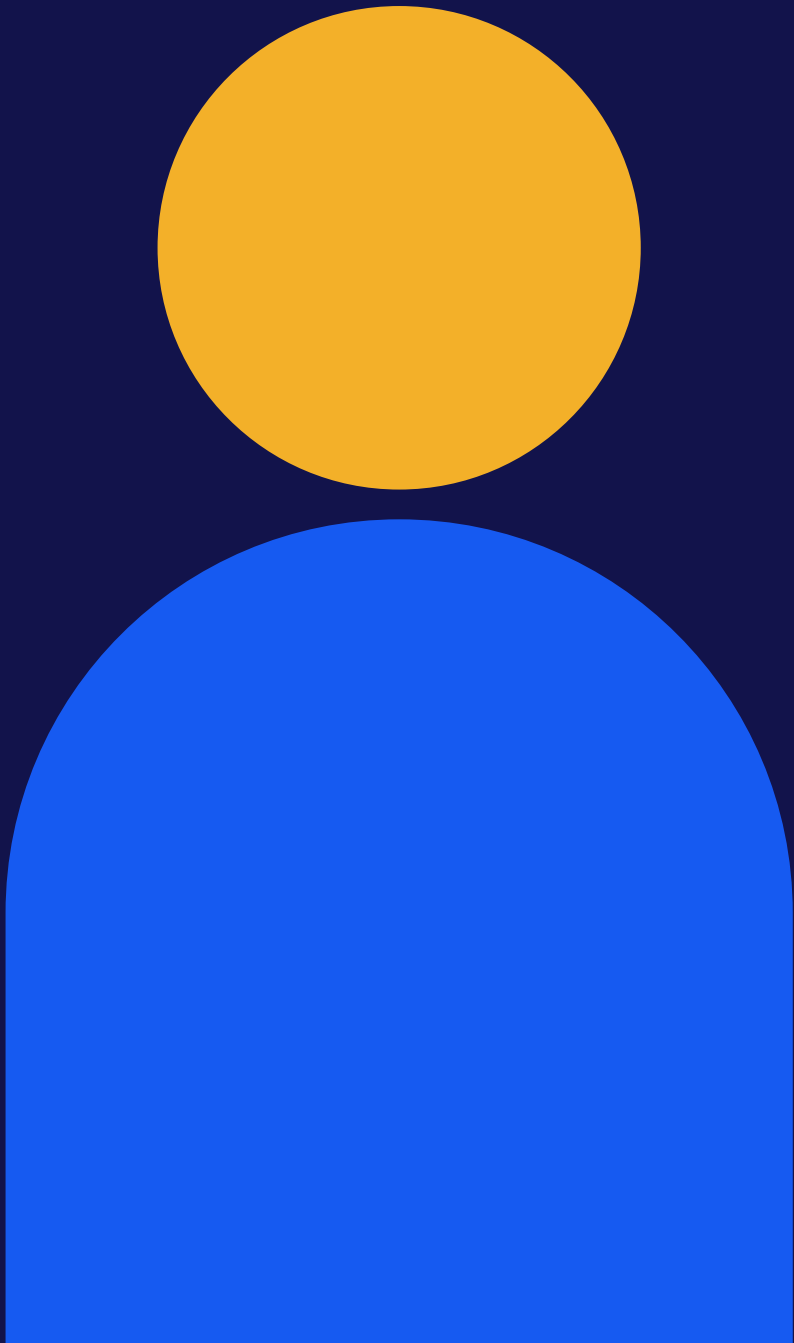
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