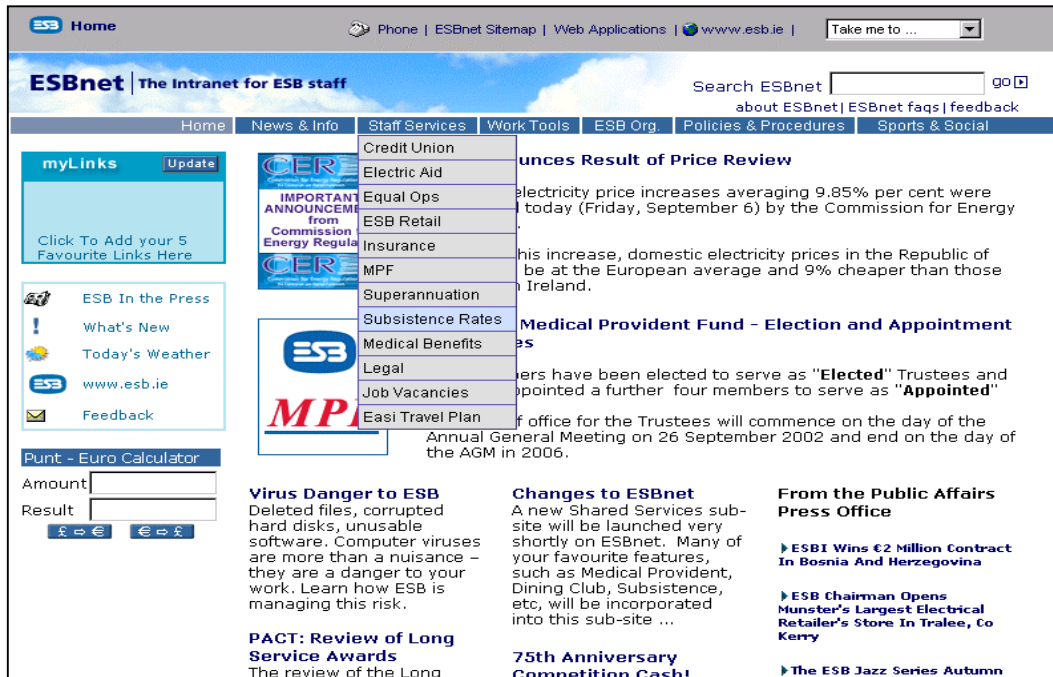


ELECTRICITY SUPPLY BOARD (ESB), IRELAND



Client

Electricity Supply Board (ESB), Ireland

Background

ESBnet, the Intranet for ESB, has been in existence for a number of years and has successfully provided an efficient way of accessing information services and applications to ESB staff. The importance and utilisation of ESBnet has grown rapidly over the years, with more and more staff now using the service for their daily work activities.

Many parts of the business have developed their own 'sub-sites' within ESBnet. These sub-sites have general content that is useful and relevant for all ESB staff, but they also feature content that is specifically aimed at staff within that part of the business. As different business areas developed their own sub-sites over the years, a degree of inconsistency in

development standards crept into ESBnet. In order to improve the navigation and access to information a decision was taken to redesign and re-organise ESBnet.

Solution

ESBI Computing were contracted by ESB's Corporate IS division to undertake the redesign of ESBnet. This redesign substantially improved usability, communications and resolved the problems caused by the ad hoc nature of the previous development.

The re-design also acted as a guideline for future implementations. ESBI Computing provided a solution, which, allowed the individual business units to create their own presence on ESBnet, and allowed individual sub sites to interact with each other as part of the overall ESBnet.

Services

ESBI Computing provided the complete range of services through from requirements analysis to site building to maintenance. Specific services provided included:

- Analysis of existing Intranets – including a heuristic evaluation of existing Intranets
- Gathering and analysing requirements – define target audience, user interviews, brainstorming etc
- Information Architecture – classification of content and organisation of content into logical groups and establishment of a hierarchy for this information.
- Site Design and Interface – user centric design based on audience and their tasks
- Page Design – page types and layouts, home page design
- Interactive Demo – run usability tests; provide a number of graphical concept options
- Implementation of site and ongoing review
- Maintenance of site

Benefits and Features

- Instant access to all organisational sub-sites via the “*Take me to..*” drop down menu on the ESBnet tool-bar
- The links to the sub-site and content pages on the ESBnet Home Page have been organised into logically related groups, making it easier to find information
- Improved sitemap.
- Usenet the “*My Links*” features, users can add links to their favourites sub-sites onto the home page
- The navigation toolbars have dropdown menus, giving easy access to lower level information
- A corporate ESBnet toolbar provides constant access to phone and search facilities
- For business units or groups wanting a presence on ESBnet, there are Intranet design standards and templates that provide a consistent framework within ESBnet for large and small sites

Technical Description

The Intranet, which is accessed on a regular basis by over 3,000 staff using Internet Explorer, runs in a Microsoft IIS environment. It has been developed using ASP and HTML Dynamic pages are rendered as HTML via ASP pages connecting to ESB's Oracle databases.