

SearchCheck

Getting the best out of your search applications

June 2020

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Planning for 2020/2021 and beyond

- As a result of the Covid19 virus every business is now starting to plan from Base Zero
- The planning has to ensure that
 - The company quickly regains its market position
 - It has the flexibility to meet new challenges, perhaps at very short notice
 - It can support staff working in offices, remotely and from home
 - Limited cross-border travel
 - A loss of expertise when employees have had to be made redundant
- Any failure to find information, knowledge and expertise could put the company at immediate risk in this challenging period
- Enterprise and intranet search applications are now of vital importance



The value of enterprise and intranet search

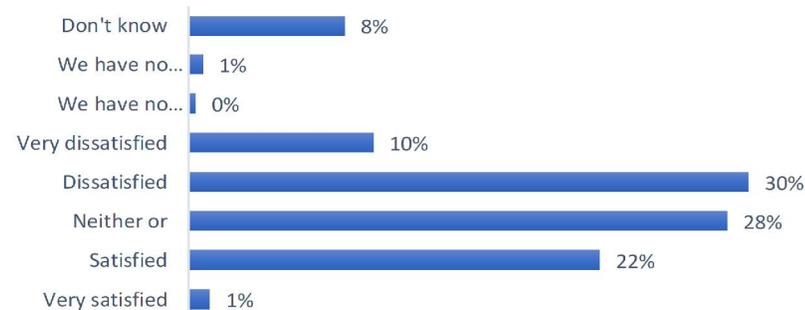
- Enterprise search and intranet search will now be extremely important in ensuring that
 - All the information resources of the organisation can be found as quickly as possible, including social networks and external sources of information
 - Employees can be certain that all relevant information is now at their disposal – just finding a single document is no longer adequate
 - Search applications are accessible from all locations and to WFH employees
 - Employees are able track down the expertise that remains in the company following any redundancies
- Now is the time to take immediate action to get the best possible performance from current search applications – there is no time to invest in a new application which might take 9 months to select and implement



Do your search applications deliver?

In many organisations there is dissatisfaction with the performance of internal search applications

Q59. THE USERS ARE SATISFIED WITH THE INTERNAL SEARCH FUNCTIONALITY



<https://intrateam.com/benchmark/>

»How satisfied are users with the existing search application(s) within your organisation?«

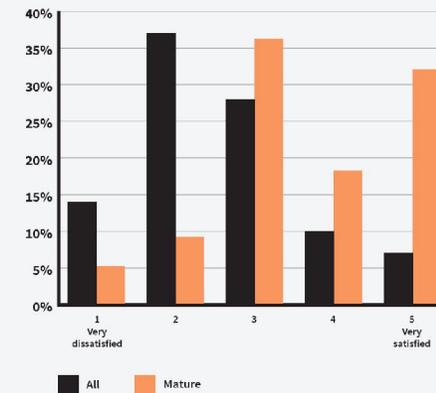


figure #04

<https://findwise.com/en/enterprise-search>

How certain are you that this is not the situation in your company?



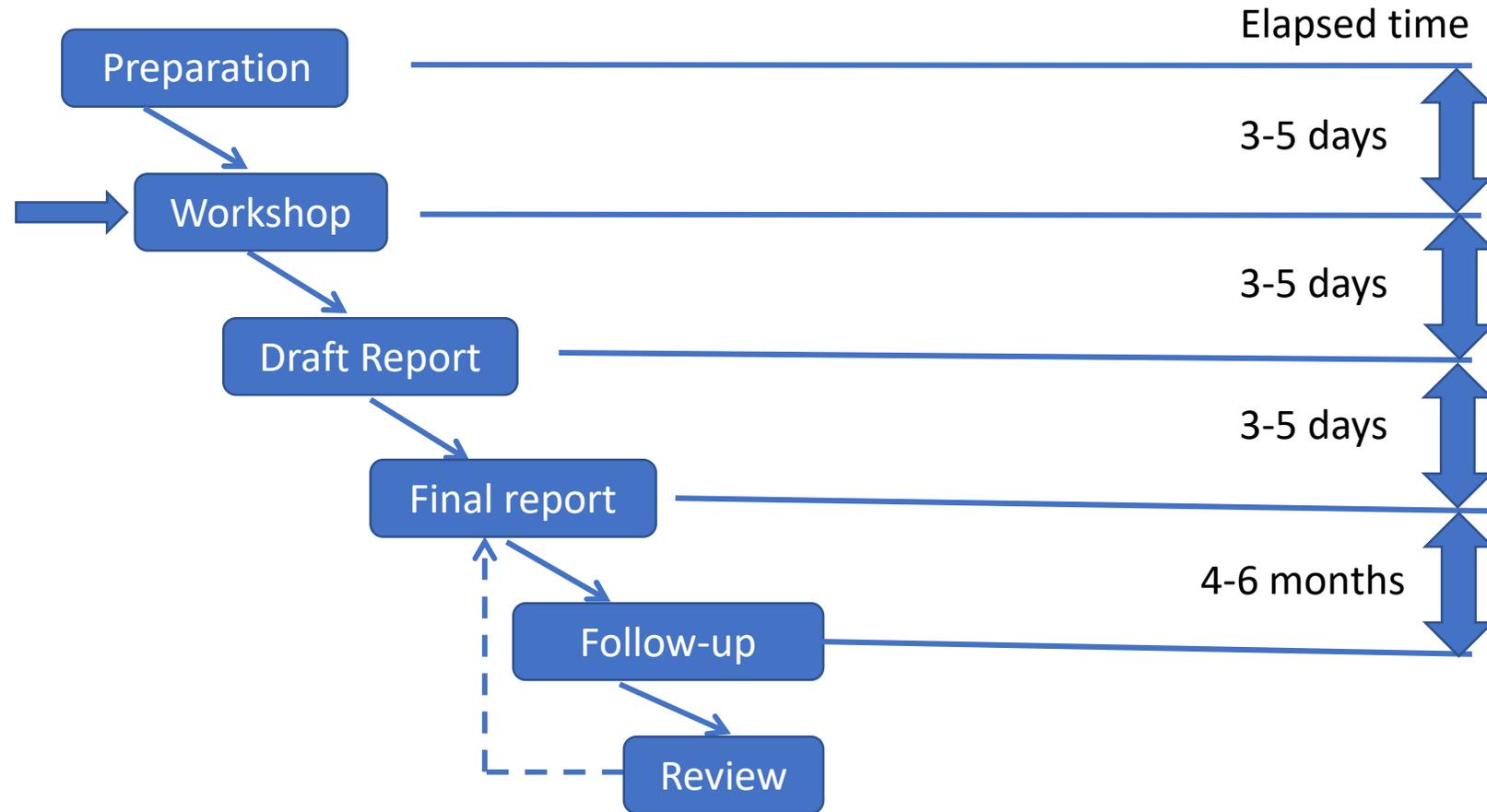
SearchCheck – an overview

- The SearchCheck search application assessment provides an independent assessment of the actions you can take to get the best from your current applications over the next 12 months.
- SearchCheck is platform independent and is relevant to all search applications, including open source and Microsoft O365
- The assessment is conducted during a two-hour videoconference and the draft report is delivered within 5 working days
- The videoconference approach means that the assessment can be carried out with participants from multiple locations around the world
- The fixed-price fee includes a follow-up discussion in 4-6 months time



Project plan

Two one-hour video conference sessions with a 20minute break



SearchCheck - the benefits

- A set of “independent-of-vendor” scores as an assessment of the current position of enterprise and intranet search applications
- A facilitated discussion about emerging business and search requirements for 2020/2021 leads to a set of scores for the ‘required position’
- A development roadmap to support the prioritization of current and longer-term requirements
- A scoring matrix to ensure that progress can be monitored on a regular basis
- An Executive Report for senior stakeholders
- A follow-up discussion in 4-6 months to reassess progress and priorities



SearchCheck – the methodology #1

- SearchCheck is based on a set of 40 ‘good practice’ statements based on the experience from almost 100 search-related projects over the last 20 years
- During the assessment workshop the extent to which the organisation’s current situation achieves this ‘good practice’ is scored using the same scale
- A score is then discussed and agreed for what would be the optimum capability to meet the objectives of the organisation over the next 12 months
- The Assessment Report summarises the scores and the discussion and presents a prioritised plan of action
- The project documentation is managed using Basecamp



SearchCheck - the methodology #2

An example of the scoring process for a review of the usability test programme

The best practice position would be

We carry out usability tests on a regular basis to ensure that the search application is as intuitive as possible **Score = 5**

During the video conference meeting the current situation is agreed to be

We occasionally undertake search usability tests **Score = 2**

After a discussion about the potential value of more usability tests a revised score is agreed

We will carry out usability tests on a periodic basis and monitor the test outcomes **Score = 4**

Over the next 12 months progress from **Score = 2** to **Score = 4** can be monitored

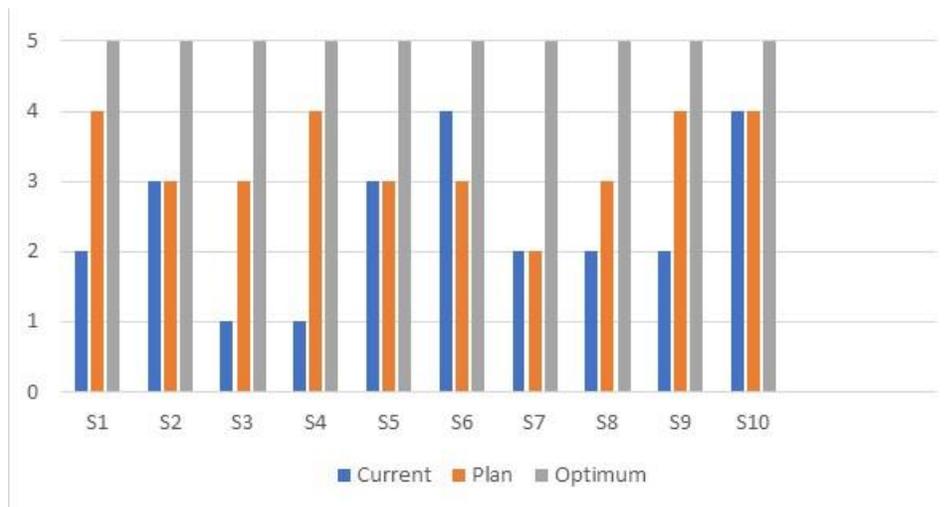


Assessment scoring and scope

Current – the score for the current situation

Plan – needed to effectively support the organisation over the next 12 months

Optimum – best practice based on around 100 projects carried out over the last twenty years



Scope

- Search strategy
- Governance
- User requirements
- Content scope
- Technical platforms
- Search performance
- User experience

Progress over the next 6-12 months can be tracked against the scores to help in managing changing business requirements and to report to stakeholders



Further reading

[Enterprise Search](#) (O'Reilly Media)

Achieving Enterprise Search Satisfaction <http://intranetfocus.com/resources/reports/>

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[Diving into enterprise search query logs](#)

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[Time spent searching – a chronology of the myth and some recent research](#)

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