

Exceptional service in the national interest



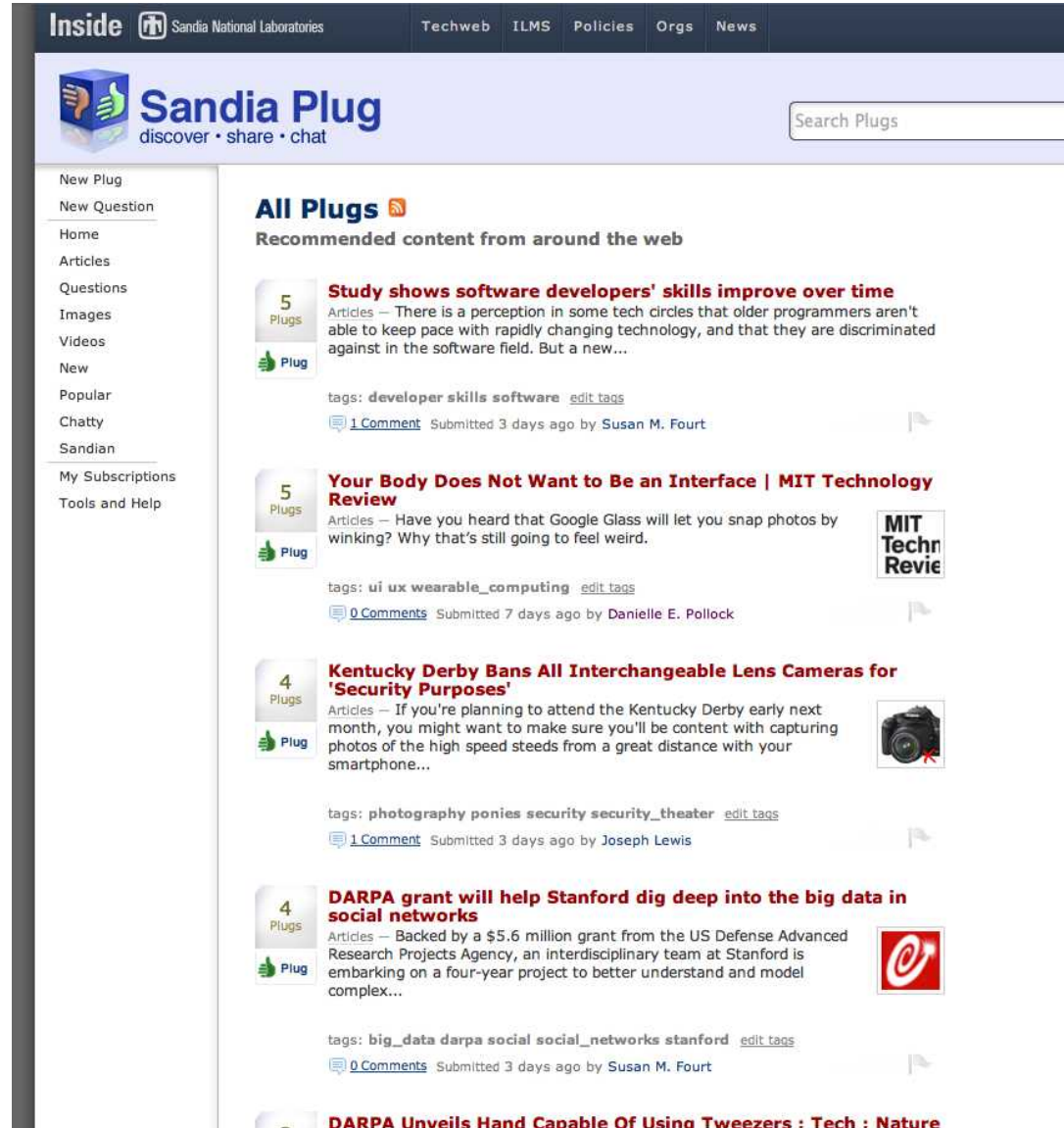
Photos placed in horizontal position
with even amount of white space
between photos and header

Sandia User Experience

Examples of Sandia's intranet user experience

Sandia Plug

A social bookmarking and content curation tool. A side project from a small team of developers.



The screenshot shows the Sandia Plug website interface. At the top, there is a navigation bar with the text "Inside Sandia National Laboratories" and links for "Techweb", "ILMS", "Policies", "Orgs", and "News". Below this is the "Sandia Plug" logo with the tagline "discover · share · chat" and a search box labeled "Search Plugs".

On the left side, there is a vertical menu with the following items: "New Plug", "New Question", "Home", "Articles", "Questions", "Images", "Videos", "New", "Popular", "Chatty", "Sandian", "My Subscriptions", and "Tools and Help".

The main content area is titled "All Plugs" and "Recommended content from around the web". It displays a list of four article entries, each with a "Plugs" count, a "Plug" icon, a title, a short description, tags, and a comment count:

- 5 Plugs**: **Study shows software developers' skills improve over time**
Articles — There is a perception in some tech circles that older programmers aren't able to keep pace with rapidly changing technology, and that they are discriminated against in the software field. But a new...
tags: [developer](#) [skills](#) [software](#) [edit tags](#)
[1 Comment](#) Submitted 3 days ago by Susan M. Fourt
- 5 Plugs**: **Your Body Does Not Want to Be an Interface | MIT Technology Review**
Articles — Have you heard that Google Glass will let you snap photos of winking? Why that's still going to feel weird.
tags: [ui](#) [ux](#) [wearable_computing](#) [edit tags](#)
[0 Comments](#) Submitted 7 days ago by Danielle E. Pollock
- 4 Plugs**: **Kentucky Derby Bans All Interchangeable Lens Cameras for 'Security Purposes'**
Articles — If you're planning to attend the Kentucky Derby early next month, you might want to make sure you'll be content with capturing photos of the high speed steeds from a great distance with your smartphone...
tags: [photography](#) [ponies](#) [security](#) [security_theater](#) [edit tags](#)
[1 Comment](#) Submitted 3 days ago by Joseph Lewis
- 4 Plugs**: **DARPA grant will help Stanford dig deep into the big data in social networks**
Articles — Backed by a \$5.6 million grant from the US Defense Advanced Research Projects Agency, an interdisciplinary team at Stanford is embarking on a four-year project to better understand and model complex...
tags: [big_data](#) [darpa](#) [social](#) [social_networks](#) [stanford](#) [edit tags](#)
[0 Comments](#) Submitted 3 days ago by Susan M. Fourt

At the bottom, a partial entry is visible: **DARPA Unveils Hand Capable Of Using Tweezers : Tech : Nature**

Email notifications

Plug includes granular email preferences so that users have control over their email traffic.

Receive notifications

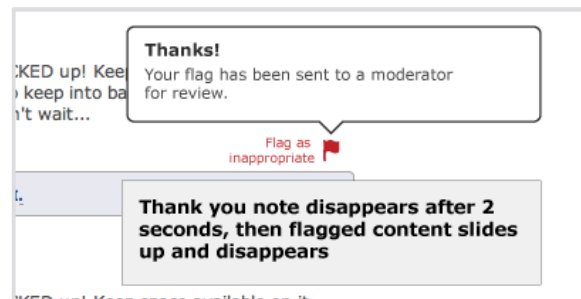
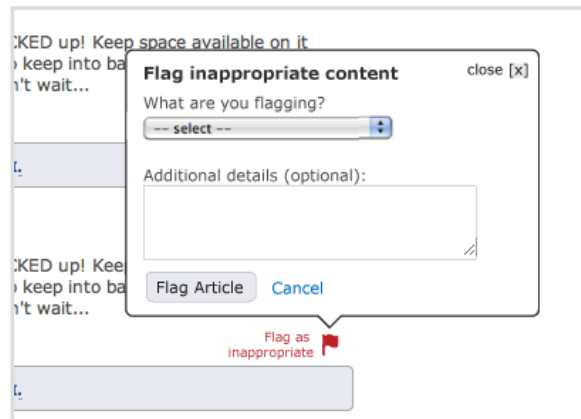
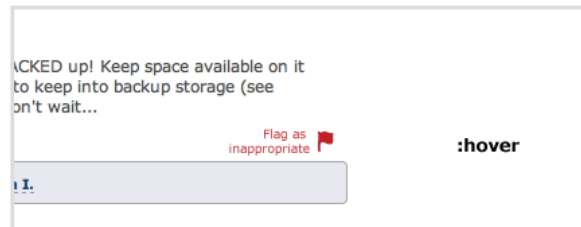
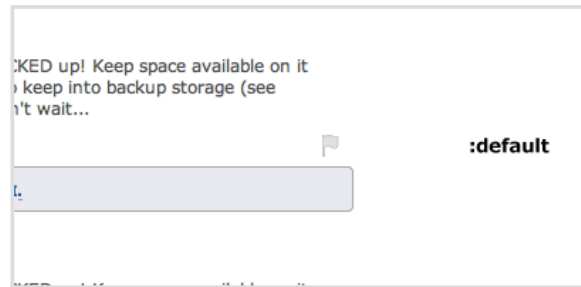
Email me about:

Notifications	Immediately	Daily	Weekly	Never
New posts from people I follow	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
New posts with tags I follow	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
New comments on my activity	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
New people following me	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Save email preferences

Content flagging

Users can flag sensitive or inappropriate content for review / removal by administrators.




implementing changes to online resources at Sandia. Our goal is to make your intranet experience more intuitive, efficient, and enjoyable.

Social user profile card

User names in the UI are enhanced with a social user profile card that visually unifies each user's profile information with streams of content where he or she has entered knowledge into "siloes" enterprise applications. This allows other users to quickly understand who a person is, what that person's job is, get details about specific technical knowledge and interests, and contact or follow that user's activity. This feature is already deployed in Plug, and it will be added to other corporate websites and applications throughout FY13.

tags: **intranet volunteer** [edit tags](#)

 [0 Comments](#) Submitted 2 months ago by **Janine R. Scott** [edit](#) [Flag as inappropriate](#) 

Janine R. Scott
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MySite	Sandiapedia	Plug	SAPLE
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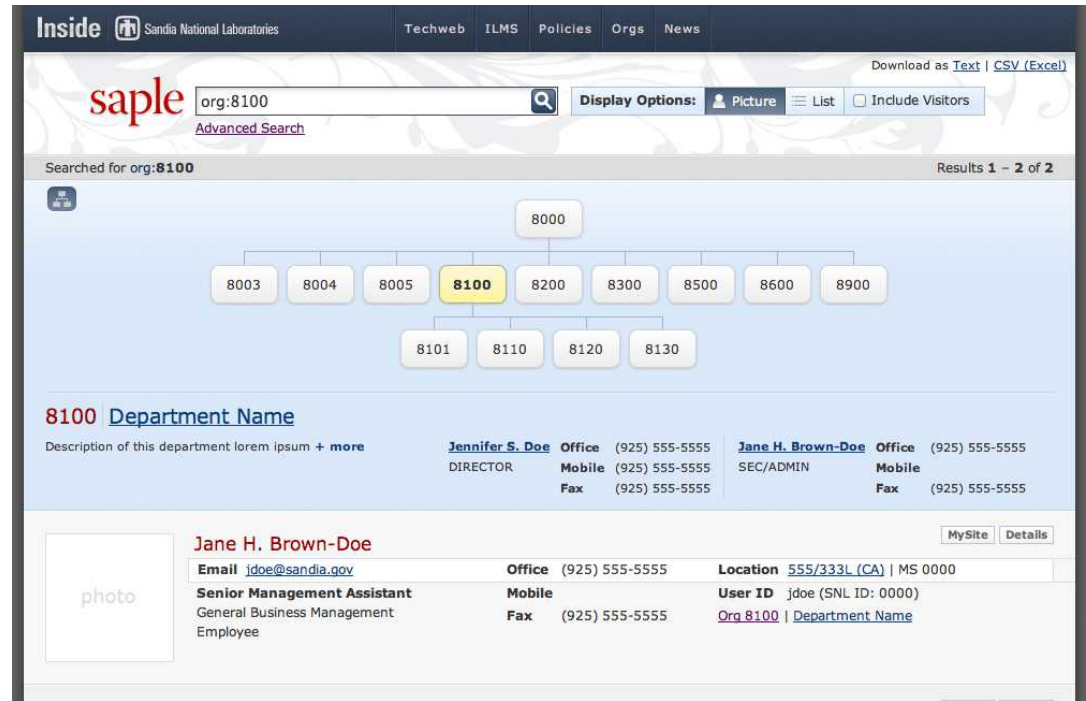
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[1](#) | [Edit](#) | [View All](#)

SAPLE clickable org chart

SAPLE, Sandia’s corporate directory allows users to search for other Sandians by name, org number, job title, building, and more. Fuzzy searching helps users find the right person even if they misspell a name or can’t remember an entire name (e.g., a search for “Bower” returns names matching Bower, Bowers, Boyer, and Bauer).

Recently, a clickable org chart was added for navigating between departments in the organizational hierarchy. The result is a UI that is beautiful and easy to use no matter what the organizational structure looks like.



The screenshot shows the SAPLE corporate directory interface. At the top, there is a search bar with the text "org:8100" and a search icon. To the right of the search bar are "Display Options" for "Picture", "List", and "Include Visitors". Below the search bar, it says "Searched for org:8100" and "Results 1 - 2 of 2".

The main content area displays an organizational chart. The root node is "8000". It has several child nodes: "8003", "8004", "8005", "8100" (highlighted in yellow), "8200", "8300", "8500", "8600", and "8900". The "8100" node has four sub-nodes: "8101", "8110", "8120", and "8130".

Below the org chart, there is a section for "8100 Department Name". It includes a description: "Description of this department lorem ipsum + more". To the right, there are two employee profiles:

- Jennifer S. Doe**, Office (925) 555-5555, DIRECTOR, Mobile (925) 555-5555, Fax (925) 555-5555
- Jane H. Brown-Doe**, Office (925) 555-5555, SEC/ADMIN, Mobile (925) 555-5555, Fax (925) 555-5555

Below the employee profiles, there is a detailed profile for **Jane H. Brown-Doe**. It includes a photo placeholder, email (jdoe@sandia.gov), Office (925) 555-5555, Location 555/333L (CA) | MS 0000, Senior Management Assistant, General Business Management Employee, Mobile, User ID jdoe (SNL ID: 0000), and Fax (925) 555-5555. There are also links for "Org 8100" and "Department Name".

Various layout challenges

Sandia is a very large organization, with many levels of hierarchy.

The clickable org chart shows three levels of hierarchy, with the “active” department (colored yellow) in the middle row at all times. This allows users to navigate up to a parent organization or down to a child organization easily and quickly.



Interaction

Each organization bubble also includes progressive disclosure for additional details about the target department.

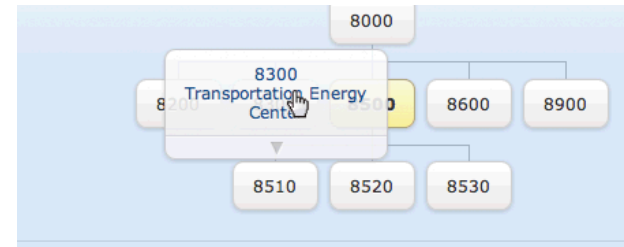
Staff at Sandia typically refer to other departments by their org number or manager rather than by the official name of the department.

1st level –

The department tile is shown to users to confirm whether the focus of that department is in line with the department they were searching for.

2nd level –

Additional info is disclosed, such as who the manager is and what departments are its children. This gives users information that provides confirmation to users that they have found the right department, and additionally allows users to navigate through the hierarchy with less clicks.




8300 Transportation Energy Center

DIRECTOR [John H. Doe](#) 555/314 (925) 555-5555

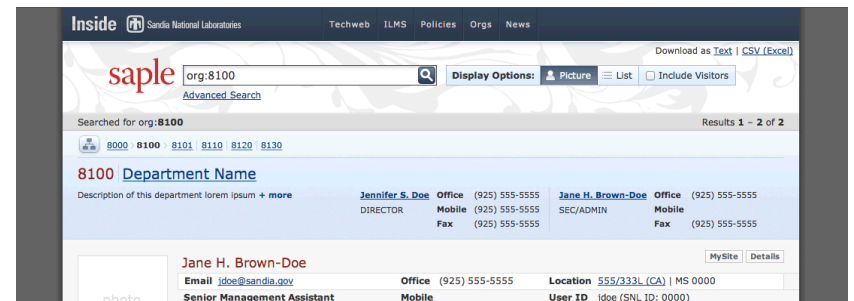
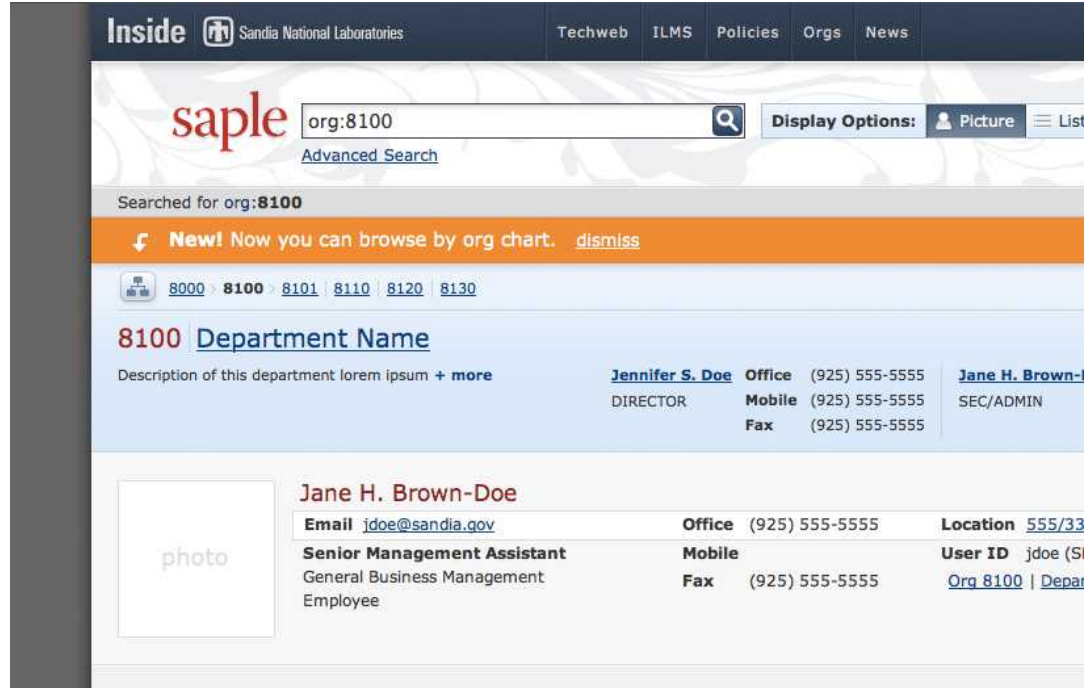
SEC/ADMIN [Wonder Woman](#) 555/314A (925) 555-5555

Subordinate Organizations

Org	Title	Manager
8302	Advanced Energy Initiative	James Gordon
8310	LVOC Development	Perry White
8350	Dep Dir, Chemical Sciences	Olive Oyl
8360	Combustion & Industrial Tech	Foghorn Leghorn

Rollout

When the new org chart feature was released, a brief animation revealed a banner that guided users to a new button in the UI that toggled the view between the classic breadcrumb and the new org chart. A cookie was set in users' browsers to hide the banner if (1) the user viewed the new feature, (2) the user clicked 'dismiss,' or (3) if two weeks had passed since the banner was first displayed in the user's browser and they had not done either 1 or 2.



Intranet Realignment project

A multi-year effort to align intranet services with user needs.

Provide a system that is collaborative, efficient, helpful.

FY12

Research & Planning

- User studies
- Metrics
- Content
- Infrastructure

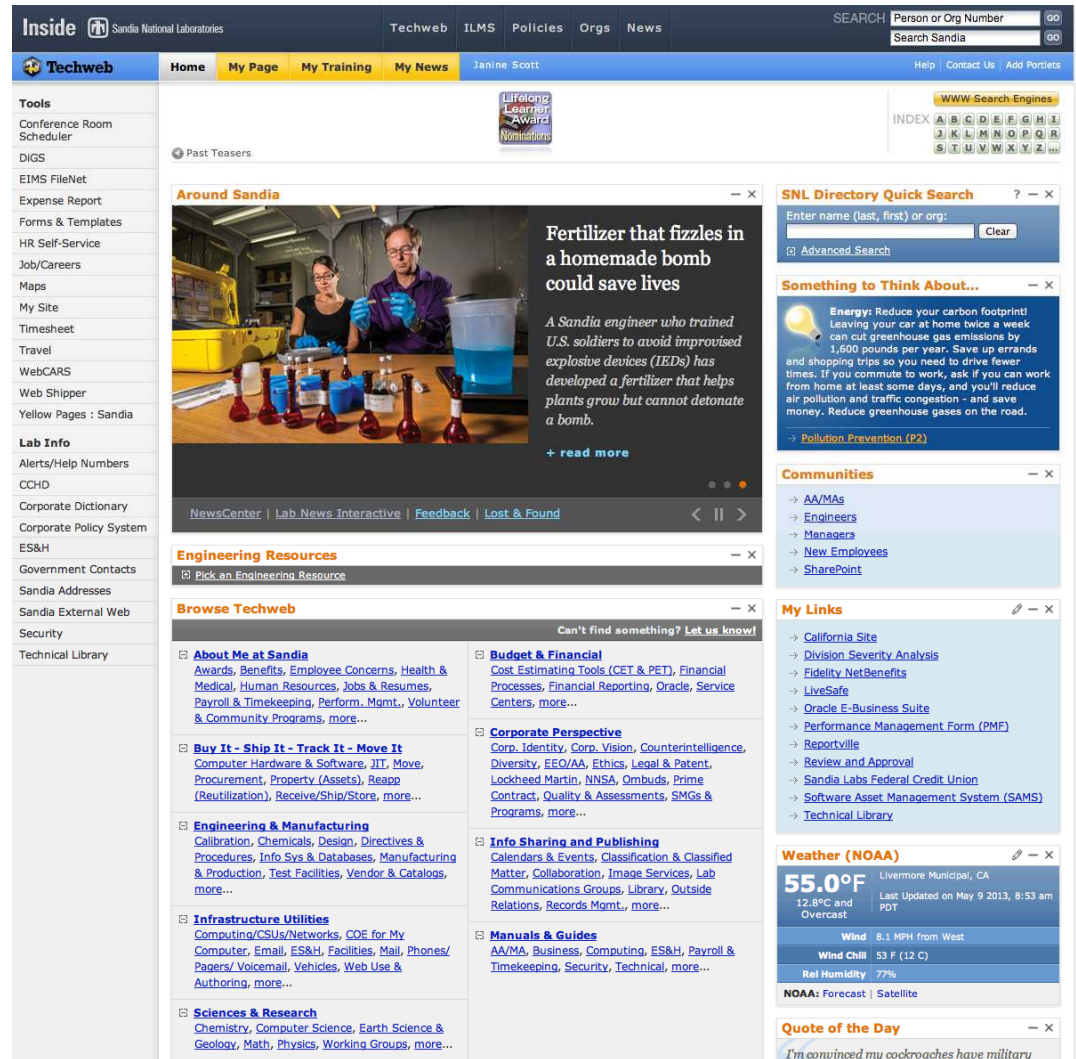
FY13

Techweb redevelopment

- Connect...
 - People to information
 - Information to people
 - People to people

Intranet realignment project (BEFORE)

Current project: Realign Techweb, Sandia's Intranet portal, to user & business needs



The screenshot shows the Sandia National Laboratories Techweb intranet portal. The top navigation bar includes 'Techweb', 'ILMS', 'Policies', 'Orgs', and 'News'. A search bar is located in the top right corner. The main content area is divided into several sections:

- Home / My Page / My Training / My News:** A navigation bar with the user's name 'Janine Scott'.
- Tools:** A list of utility tools such as 'Conference Room Scheduler', 'DIGS', 'EIMS FileNet', 'Expense Report', 'Forms & Templates', 'HR Self-Service', 'Job/Careers', 'Maps', 'My Site', 'Timesheet', 'Travel', 'WebCARS', 'Web Shipper', and 'Yellow Pages : Sandia'.
- Lab Info:** A list of information including 'Alerts/Help Numbers', 'CCHD', 'Corporate Dictionary', 'Corporate Policy System', 'ES&H', 'Government Contacts', 'Sandia Addresses', 'Sandia External Web', 'Security', and 'Technical Library'.
- Past Teasers:** A section featuring a featured article titled 'Fertilizer that fizzles in a homemade bomb could save lives'. The article includes an image of a scientist in a lab and a brief summary: 'A Sandia engineer who trained U.S. soldiers to avoid improvised explosive devices (IEDs) has developed a fertilizer that helps plants grow but cannot detonate a bomb.' Below the article are links for 'NewsCenter', 'Lab News Interactive', 'Feedback', and 'Lost & Found'.
- Engineering Resources:** A section with a link to 'Pick an Engineering Resource'.
- Browse Techweb:** A section with a search prompt 'Can't find something? Let us know!' and a grid of categorized links:
 - About Me at Sandia:** Awards, Benefits, Employee Concerns, Health & Medical, Human Resources, Jobs & Resumes, Payroll & Timekeeping, Perform. Mgmt., Volunteer & Community Programs, more...
 - Buy It - Ship It - Track It - Move It:** Computer Hardware & Software, JIT, Move, Procurement, Property (Assets), Reapp (Reutilization), Receive/Ship/Store, more...
 - Engineering & Manufacturing:** Calibration, Chemicals, Design, Directives & Procedures, Info Sys & Databases, Manufacturing & Production, Test Facilities, Vendor & Catalogs, more...
 - Infrastructure Utilities:** Computing/CSUs/Networks, COE for My Computer, Email, ES&H, Facilities, Mail, Phones/Pagers/Voicemail, Vehicles, Web Use & Authoring, more...
 - Sciences & Research:** Chemistry, Computer Science, Earth Science & Geology, Math, Physics, Working Groups, more...
 - Budget & Financial:** Cost Estimating Tools (CET & PET), Financial Processes, Financial Reporting, Oracle, Service Centers, more...
 - Corporate Perspective:** Corp. Identity, Corp. Vision, Counterintelligence, Diversity, EEO/AA, Ethics, Legal & Patent, Lockheed Martin, NNSA, Ombuds, Prime Contract, Quality & Assessments, SMGs & Programs, more...
 - Info Sharing and Publishing:** Calendars & Events, Classification & Classified Matter, Collaboration, Image Services, Lab Communications Groups, Library, Outside Relations, Records Mgmt., more...
 - Manuals & Guides:** AA/MA, Business, Computing, ES&H, Payroll & Timekeeping, Security, Technical, more...
- SNL Directory Quick Search:** A search box for finding people by name (last, first) or org, with an 'Advanced Search' link.
- Something to Think About...:** A section with a 'Energy!' tip: 'Reduce your carbon footprint. Leaving your car at home twice a week can cut greenhouse gas emissions by 1,600 pounds per year. Save up errands and shopping trips so you need to drive fewer times. If you commute to work, ask if you can work from home at least some days, and you'll reduce air pollution and traffic congestion - and save money. Reduce greenhouse gases on the road.' It includes a link to 'Pollution Prevention (P2)'.
- Communities:** A list of community links: 'AA/MAs', 'Engineers', 'Managers', 'New Employees', and 'SharePoint'.
- My Links:** A list of various internal links including 'California Site', 'Division Severity Analysis', 'Fidelity NetBenefits', 'LiveSafe', 'Oracle E-Business Suite', 'Performance Management Form (PMF)', 'Reportville', 'Review and Approval', 'Sandia Labs Federal Credit Union', 'Software Asset Management System (SAMS)', and 'Technical Library'.
- Weather (NOAA):** A weather widget for Livermore Municipal, CA, showing a current temperature of 55.0°F (12.8°C) and a forecast of 53°F (12°C) with 77% relative humidity.
- Quote of the Day:** A section with the quote: 'I'm convinced my cockroaches have military'.

Intranet realignment

The intranet realignment project is a multi-year effort to align intranet services with user needs. User research was performed in 2012 and a new intranet portal will be released as a pilot in 2013.

The screenshot shows the top navigation bar of the Sandia National Laboratories intranet. It includes the 'Inside' logo, navigation links for Techweb, ILMS, Policies, Orgs, and News, and a search bar with the text 'Person or Org Number' and 'Search Sandia'. The main header is a blue banner with the text 'Sandia Intranet Realignment' and the tagline 'Aligning technology with the way you do your job'. The page content is divided into two columns. The left column contains an 'About the project' section, a 'Now recruiting for interviews' section with a list of target groups, and a note about the definition of 'Staff'. The right column features a 'Sign up now' section with a heading 'Improve the intranet - Sign up to participate in user research interviews', a paragraph about the interview process, a sign-up form with fields for First Name, Last Name, Email, and Comments, and a 'Submit' button. Below the form is a quote and contact information. The footer contains website contact details and copyright information.

Inside Sandia National Laboratories Techweb ILMS Policies Orgs News SEARCH Person or Org Number Search Sandia

Sandia Intranet Realignment

Aligning technology with the way you do your job

About the project

The "Intranet realignment" team is researching, recommending, and implementing changes to online resources at Sandia. Our goal is to make your intranet experience more intuitive, efficient, and enjoyable.

Now recruiting for interviews

We want to know how you use Sandia's internal websites and applications and how they can be improved. We are currently looking for feedback from:

- R&D staff
- Foreign nationals
- Staff located outside "the fence" (SSTP, LVOC, etc.)
- Staff located outside of Albuquerque (Livermore, District of Columbia, Kauai, Tonopah, etc.)

Note: "Staff" refers to all staff, including employees, contractors, and other people performing work for Sandia.

A project/task number will be provided to participants for their time.

Sign up now

Improve the intranet - Sign up to participate in user research interviews

Interviews take 1-2 hours. A P/T will be provided for your time. Most interviews will take place in June and July, though additional research activities will continue throughout fiscal year 2012.

Required fields are marked with an asterisk (*).

First Name

Last Name

Email *

Comments

We believe Sandia's internal web should be easy to use. It should make sense. It should be convenient. And it should help you do your job better and faster, too.

If you have questions or feedback, please contact swift@sandia.gov.

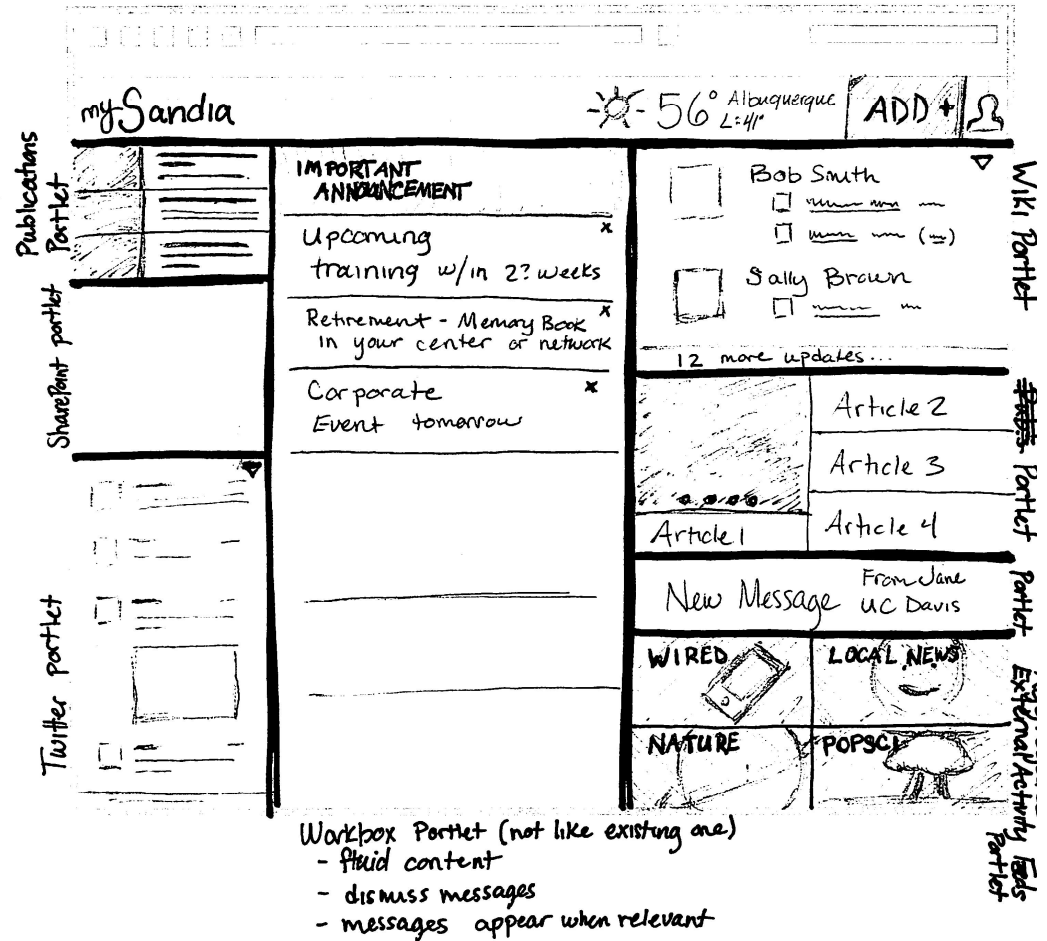
Last Modified: May 30, 2012

Website Contact
SWIFT | (505) 284-9827

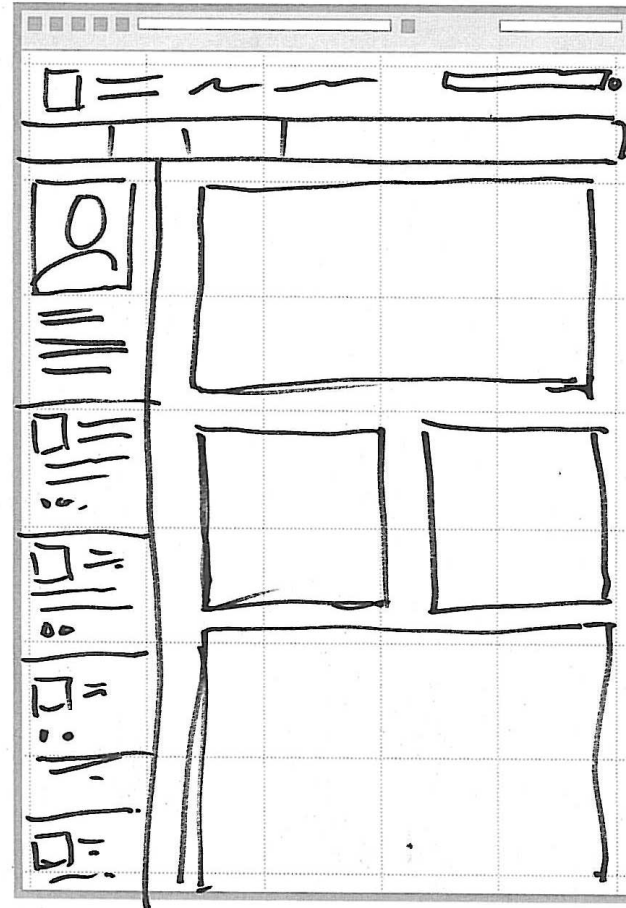
For Technical Assistance
CCHD | (505) 845-CCHD

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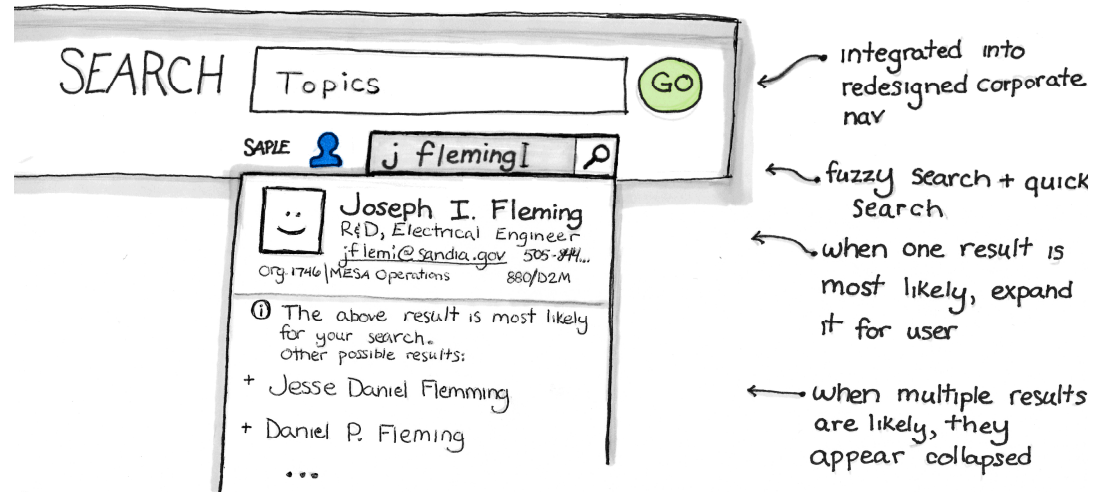
New portal – Early sketches



New portal – Early sketches

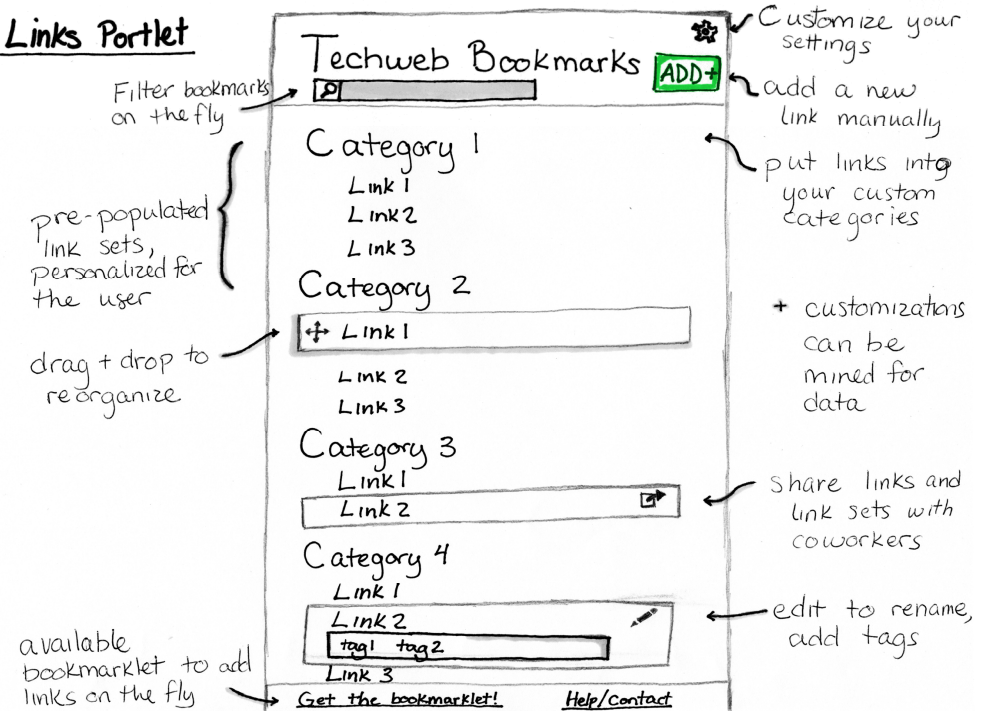


New portal – Early sketches

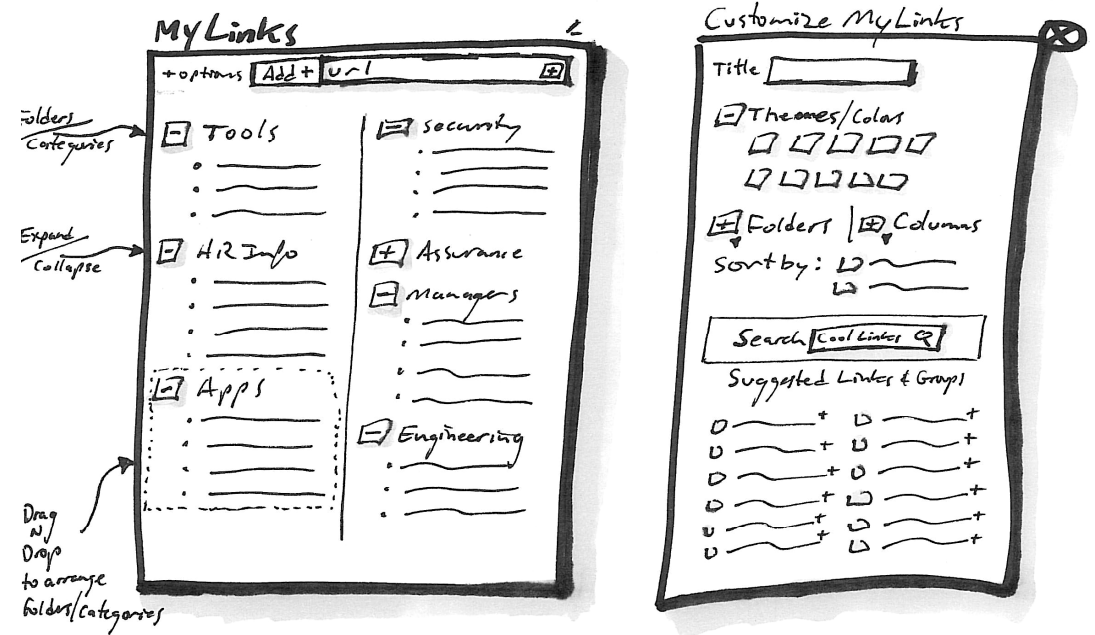


New portal – Early sketches

My Links Portlet



New portal – Early sketches



New portal – Early sketches

