



# TAKEAWAYS: DAY 1

## SharePoint: Which Flavor Should You Select?

### SPEAKERS:

Sean Coleman  
Ted Theodoropoulos  
Guy Wiggins

ILTA peers discussed the pros and cons of deploying the different flavors of SharePoint (on-premises, in the cloud and hybrid). Industry experts shared advice to help you make the difficult decision of which flavor is right for your organization.

- You won't be on-premises forever. Microsoft is making it less palatable. Start moving to the cloud today on your terms.
- Content to move to the cloud today: video, policy documents, projects and site re-direction.
- Move extranets to the cloud to eliminate the password resets and routing issues, with on-premises.
- Before moving content to the cloud, know your IG Framework.
- Office 365 (O365) is free with many enterprise agreements.
- To leverage O365, deploy a strong single sign-on solution.
- To use search in O365 you need to teach it what to seek.
- For search understand who the user is and the push content vs. pull content models.

## Security and Compliance: A Whole New World with SharePoint and Office 365

### SPEAKER:

Richard Harbridge

Richard Harbridge shared Microsoft's overall security story and how it relates to SharePoint services. From advanced security management and threat intelligence to sensitive content encryption, governance and sharing, there was plenty to discuss.

- Microsoft wants to be *the* AD in the cloud.
- The cloud offers more robust security than on-premises. U.S. Department of Defense stores Level 3 and 4 content in the cloud.
- If your firm says no to the cloud due to security, ask for *evidence*.
- Use dynamic memberships. They consider the attributes of a person and assign membership rules accordingly.
- Use O365's free Secure Score for security actions and industry benchmarking.
- Review compliance and certification in the [Microsoft Trust Center](#).
- O365 Groups provide site shared single membership across Exchange to manage all access.

## Design Differences Between SharePoint On-Premises and in the Cloud

### SPEAKERS:

Tom Baldwin  
Staffan Hugemark  
Steve McHargue  
Fergus Wilson

Whether you are designing SharePoint for an on-premises implementation or for the cloud, there are differences to note and complexities to consider.

- The legal industry has a mix of SharePoint use on-premises and in the cloud.
- Determine needs by asking users *how* they work.
- Don't go from talking to users to coding. Use wireframes and vet designs. Make certain they work with SharePoint. Ink is cheaper than code.
- Legal intranet design trends: clean and simple, personalized, enterprise search, social and dashboards.
- Design toward an end goal. "Let's see where it goes" becomes over budget and deadline and outside of scope.
- Use data to inform what your platform needs.
- For design inspiration look at [Nielsen Norman Group](#).
- Hire an UI/UX expert. Would you ask a drywall installer for decorating advice?

## Selecting Appropriate Search Technology

### SPEAKERS:

Jeff Fried  
Mike Keenan  
Rick Krzyminski  
Guy Wiggins

With so many SharePoint search tools available, how do you choose which one is right for your organization? ILTA peers shared what tools they chose, how the tools were implemented and how the tools are being leveraged.

- Search cost has plummeted due to commoditization but search is only "good enough."
- Search technology is part of a larger search *system* of content, content creators and content users.
- Review [Findwise Enterprise Search and Findability Survey](#).
- Talk to people to find out everyone's needs.
- Look at AI vendors. Consider offerings beyond search.
- Search is organic. Track usage – what are the abandoned searches? Develop a good reporting and outreach process to constantly improve the search experience.
- Build search into every intranet page - don't make it a separate tool.
- Don't let the perfect be the enemy of the good. Deploy enterprise search and continue to improve it.



## TAKEAWAYS: DAY 2

### State of the Industry: What's Changed in the Past Few Years with SharePoint and Why It Matters

SPEAKER:  
Richard Harbridge

Office 365 and SharePoint are evolving fast. Many things have changed in both SharePoint Server and Office 365, not to mention within our organizations. What approaches, strategies and rollout models are organizations using? What can we learn from their successes?

- If you have O365, go to Flow now. Create a flow for yourself.
- Designer and InfoPath won't be supported after 2026. Still build in these tools if IT knows it will need to be ported over.
- When building for mobile consider typical session time – two hours for a desktop vs. five minutes for mobile.
- Not all intranet-in-a-box providers are equal – talk to someone informed first.
- Use client side code with little risk to your production.
- Read: [office365extranets.com](http://office365extranets.com) and [office365intranets.com](http://office365intranets.com)
- Map your organization's technology radar – now to six months, six to 24 months and the future.

### Find the Right Information with the Power of SharePoint Search

SPEAKERS:  
Rick Cruz

SharePoint Search is powerful out of the box. With a little care and nurturing, it can blossom into a full-fledged enterprise search solution. Features such as refinements, synonyms, best bets and scoped and targeted search results are easy to implement but require planning.

- Search is important. People seek information they *need*. When they don't find it, they give up and/or go elsewhere.
- People navigate to a destination or search. Invest in search.
- Good to great: Take advantage of Managed Metadata Service (MMS).
- Good to great: Take advantage of Search Service features.
- Good to great: Apply strong and consistent governance.
- Enhance search with synonyms.
- [Github's SharePoint PnP](https://github.com/SharePointPnP) has continually updated scripts and help with PowerShell and more.
- Governance separates winners from losers.
- Search is part of the user experience for your portals.

### SharePoint Showcase

SPEAKERS:  
Kara Portwood  
Conference Attendees

ILTA peers shared four different successful SharePoint environments. Here are the features we loved.

- BakerHostetler: The participants loved the analytics.
- Akin Gump: The participants loved the personalized My Tools.
- Holland & Knight: Participants loved the Google Map API and the great use of space with the charms menu.
- Kelley Drye & Warren: Participants loved the personalization with groups, "Professionals." They appreciated the tip on using Authentic8 Silo to appease people still wanting access to Gmail and other personal tools/services.

### What Are You Taking Back With You?

SPEAKER:  
Sherry Kappel

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ILTA peers discussed takeaways, cool tools and important concepts to consider.

- Cool Tools: Power BI, Graph, Secure Score, intranets-in-a-box like Akumina's, nGage, Longitude Previewer, Microsoft Teams, Azure Logic Apps, Microsoft Flow and PowerApps.
- The Cloud is very secure. Repstor gave the analogy: Keeping money under a mattress (on-premise) vs. the bank (hosted/cloud).
- Successful search controls content going into and out of the index and delivers a strong user interface.
- When considering a DMS in the cloud, choose carefully and know what happens when you leave one cloud DMS for another.
- Read more about [Microsoft Teams](#) from an ILTA peer.