
SharePoint Intranet Governance Training

Course: Hubs, Metadata, Search and Adoption

31 May – 4 June 2027

Dubai - Marriott Hotel Al Jaddaf, Dubai





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Programme Summary

SharePoint intranet governance is the subject of this one-week training course for managerial heads of knowledge, records, IT and corporate services, ending in a governance and adoption blueprint for one intranet. Many organisations hold sites, libraries and teams spaces that nobody owns end to end, so staff cannot find current material and access rights drift. The programme moves from knowledge needs to site structure, metadata, search, permissions and measured use, with cases from banking, utilities and public administration. Mars Training Centre UK delivers this programme on SharePoint intranet governance to mixed-organisation cohorts.

The Business Case

An intranet that is organised without clear ownership turns into a store of duplicate files, stale pages and exceptions to access rules. Leaders who set structure, labelling and review duties give staff a single place to look, give records teams a dependable trail and give IT a platform that can be supported without constant rework.

- Findability: Improves as sites, hubs and metadata follow one agreed pattern that search can use.
- Information Risk: Falls as permissions, sharing and retention are reviewed on a set cycle.
- Platform Adoption: Rises as owners track usage and act on what the figures show.

Principles and Evidence Base

- ISO 30401 Knowledge Management Systems Requirements: Frames knowledge needs, roles and continual improvement, applied in Sessions 1 and 5.
- Information Architecture Logic: Groups content by audience task and lifecycle before any site is built, applied in Sessions 2 and 3.
- Least Privilege Logic: Grants the narrowest access that a role needs and reviews it on a schedule, applied in Session 4.
- Usage Feedback Loop: Turns adoption figures into owner actions, applied in Sessions 4 and 5.

Intended Participants

- Leaders who sponsor the intranet and decide who owns each part of it.
- Knowledge and records managers who must connect retention and reuse to daily work.
- IT service owners who administer the collaboration platform and its integrations.
- Corporate services managers who publish policies, forms and announcements.
- Change and communication leads who are responsible for staff uptake.

Typical settings include banks, utilities, healthcare groups and government bodies.



Learning Outcomes

1. Participants will be able to diagnose ownership gaps, duplication and access drift in an existing intranet.
2. Participants will be able to construct a site and hub structure that follows audience tasks.
3. Participants will be able to design a metadata model that supports filtering, search and retention.
4. Participants will be able to evaluate sharing and permission settings against the risk of each content type.
5. Participants will be able to prioritise adoption actions from usage measures.
6. Participants will be able to justify a governance model with roles, review cycles and escalation routes.

Programme Structure

Day 1: SharePoint Intranet Governance and Knowledge Needs

What must the intranet help people find, share and keep?

- Knowledge Needs Interview Guide
- ISO 30401 Requirements Mapping
- Content Inventory Sheet
- Ownership Gap Matrix
- Platform Boundary Statement

Day 2: Sites, Hubs and Information Architecture

How should sites and hubs be arranged so that staff reach the right place first?

- Audience Task Map
- Hub and Site Pattern Selection
- Navigation Design Review
- Site Lifecycle Rules
- Teams Workspace Alignment

Day 3: Metadata, Content Types and Search

How do labels and structure make content easy to find and keep?

- Managed Metadata Term Set Design
- Content Type Catalogue
- Library Template Standard
- Search Result Test Script
- Retention Label Mapping



Day 4: Permissions, Sharing and Usage Measures

Who may see and share what, and how is use judged?

- Permission Model Review
- External Sharing Decision Table
- Sensitivity Label Rules
- Access Review Calendar
- Usage Dashboard Specification

Day 5: Governance and Adoption Blueprint for One Intranet

Do the earlier tools form one governance model that owners can run?

- Applying the Session 1 Ownership Gap Matrix
- Testing the Session 2 Hub and Site Pattern
- Checking the Session 3 Metadata Model
- Reviewing the Session 4 Access Review Calendar
- Completing the Governance and Adoption Blueprint

Methodology

The programme uses a structured exercise built on a prepared case intranet with sample sites, libraries, permission settings and usage figures. Participants diagnose the case, record each design decision in a shared format and compare results in small groups before applying the same tools to the platform they own. Facilitators use the case to test how each choice affects staff and risk.

- Suggested activity: Redesigning the hub layout for a merged organisation.
- Suggested activity: Testing search results against a list of staff questions.
- Suggested activity: Reviewing an external sharing request and recording the decision.

Capstone Output

Each participant completes a governance and adoption blueprint for one intranet. It holds an ownership matrix, a site and hub structure, a metadata and content type model, a permission and sharing rule set, a review calendar and a usage dashboard specification. The blueprint is used at work to brief sponsors, guide site owners and plan the next review cycle.



Frequently Asked Questions

Is SharePoint intranet governance suitable for leaders who do not administer the platform?

Yes. SharePoint intranet governance is taught at managerial level, using plain decisions about ownership, structure and access. It assumes you rely on the platform at work, but no administrator skills or coding.

Which references does SharePoint intranet governance rest on?

SharePoint intranet governance rests on ISO 30401 for knowledge management systems, together with information architecture logic, least privilege logic and a usage feedback loop for adoption.

How is the blueprint from SharePoint intranet governance used at work?

You use the blueprint to brief sponsors, guide site owners, set review dates for access and content, and track whether staff are adopting the platform.

How does SharePoint intranet governance differ from general knowledge management?

SharePoint intranet governance concentrates on one collaboration platform, covering sites, metadata, permissions and usage, while general knowledge management concentrates on culture, capture and sharing across any tool.