



SharePoint In Action

What We Did at NBC Olympics

Dan Holme
INTELLIEM



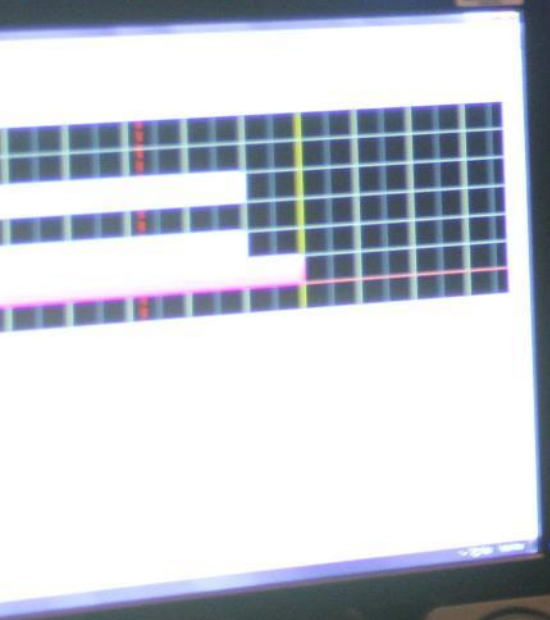
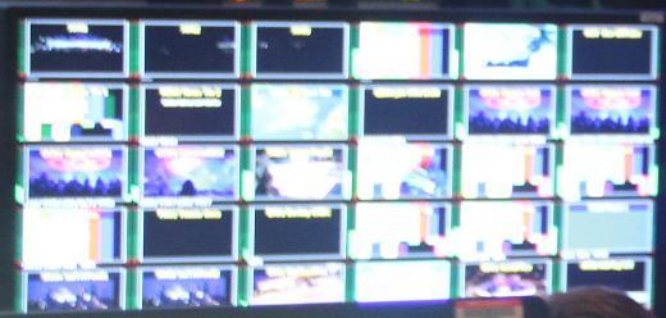
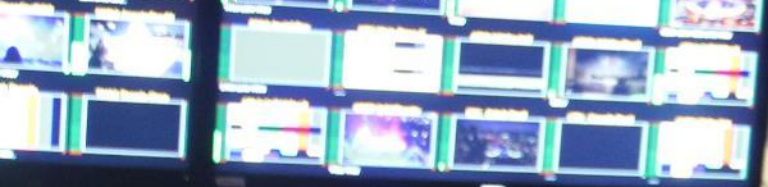
Dan Holme



danholme  

<http://tiny.cc/danholmepresentations>

dan.holme@intelliem.com

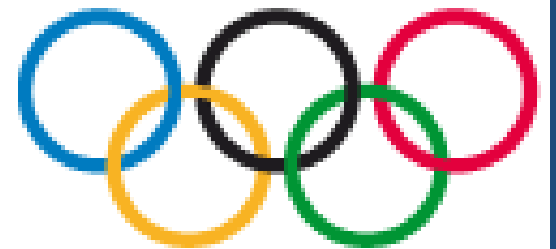


London 2012: XXX Summer Olympics

- ④ 10,091 athletes
- ④ 200+ nations
- ④ 36 sports
- ④ 302 medal events
- ④ 19 competition days
- ④ 34 venues
- ④ 8.824 billion GBP
- ④ 70,000 Games Makers
- ④ 8,000 torch bearers
- ④ 7,500 ceremonies performers
- ④ 70,000 audience pixel panels
- ④ 11 million tickets
- ④ 4 billion viewers

Atos

Worldwide IT Partner



The NBC Broadcast

- ④ 5,500 hours of content
 - ④ >300 hours per day
- ④ Networks
 - ④ NBC
 - ④ NBC Sports Network, MSNBC, CNBC, Bravo, Telemundo, two specialty channels, and the first-ever 3D platform
- ④ NBCOlympics.com
 - ④ 3500 hours
 - ④ Stream *every* competition
- ④ Rights: \$1.1 billion USD
- ④ Unique viewers: 219 million
 - ④ Most watched event in TV history
- ④ Average primetime viewers: 31m
- ④ "Halo effect"
 - ④ *Today, Nightly News*, affiliates
- ④ Digital records
 - ④ Devices: 9.9 million
 - ④ Video streams: 159 m, 20m hours
 - ④ Live: 64m, 13m hours
 - ④ 60-70% on web, 30-40% on device
 - ④ Page views: 2 billion
 - ④ Unique users: 80 million
 - ④ Social networking



Requirements

- ④ Desired outcomes
- ④ Constraints
- ④ Resources
- ④ Political realities

The work environment

- ④ 3,700 NBC Olympics team members
- ④ International Broadcast Center

Unique challenges

- ④ Intensely short lifespan of a large enterprise
 - ④ July 4 – August 12, 2012
- ④ Best-of-class team
- ④ High expectations
- ④ High demands
- ④ One-of-a-kind technologies
 - ④ Few standards
 - ④ Ready <24 hours before Opening Ceremonies
- ④ \$1 billion on the line
- ④ On live TV

Requirements

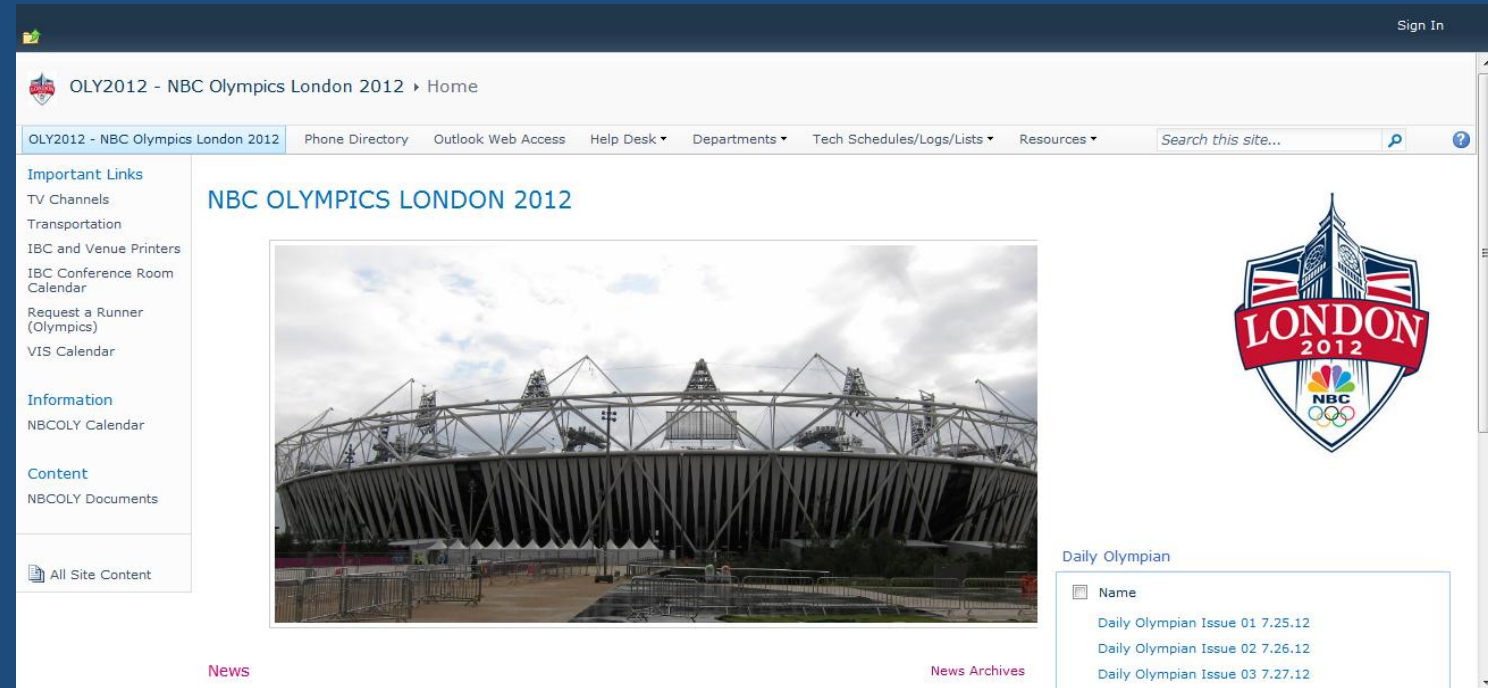
- ④ Done quickly
- ④ Easy for end users
 - ④ Discoverable
 - ④ Usable
- ④ Bring-your-own-device
- ④ Limited resources (very cheap)
- ④ Easy to support
- ④ Very flexible
- ④ Scale quickly

Unique solutions

- ④ Planned
- ④ Quick-and-dirty
- ④ 80/20 rule
 - ④ The Pareto Principle
 - ④ *for many events, 80% of the effects come from 20% of the causes*
 - ④ *Solve 80% of the problems with 20% of the effort*
 - ④ "Low hanging fruit"
 - ④ "Easy wins"

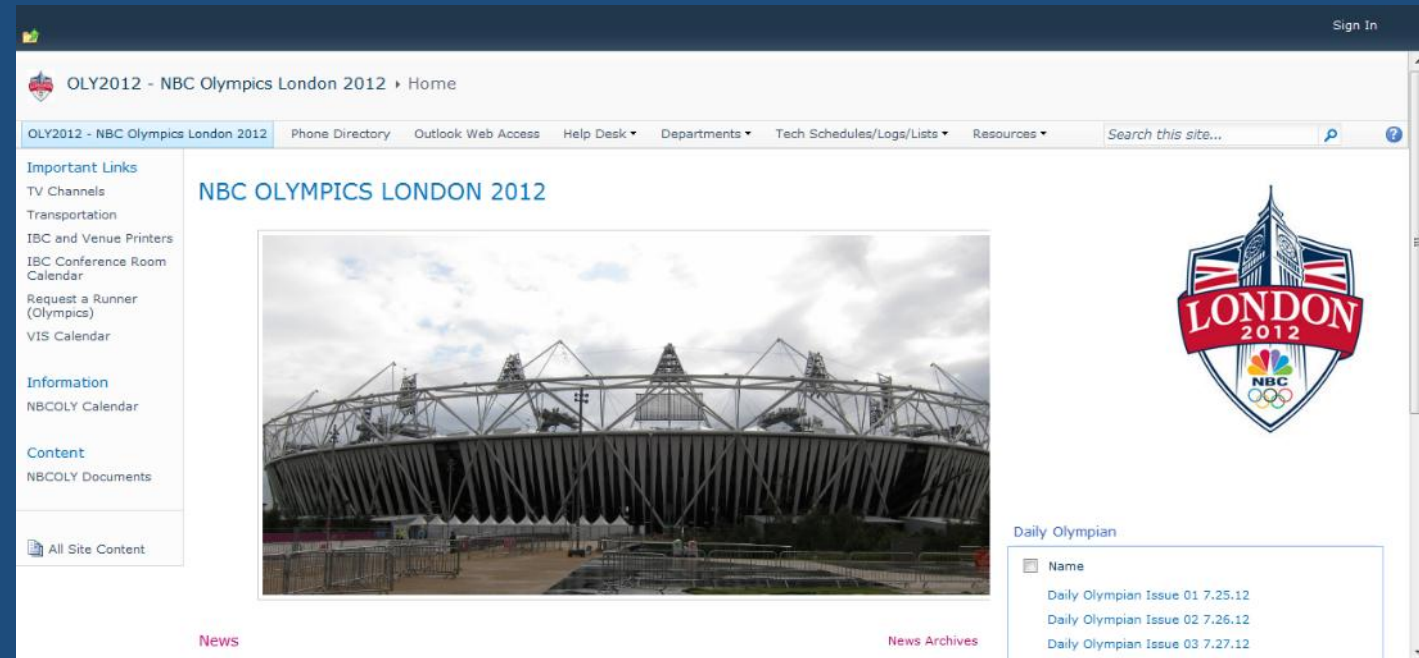
Intranet Home Page: <http://oly2012.nbcuni.ge.com>

- ⌵ Web app
- ⌵ Anonymous (Read)
- ⌵ Content Editing
- ⌵ PDF Viewing
- ⌵ AAM: <http://oly2012>
- ⌵ IE default start page



Discoverability, navigation & portal

- ① "It's on OLY2012"
- ① Build in SharePoint
- ① Present in page viewer web part
- ① Easy
- ① Off-box application
- ① IFRAME size
- ① Minimal branding
- ① Links



Document publication with WebDAV

- ④ WebDAV as a "hook" for custom applications
- ④ WebDAV as a publication mechanism

Team Site Extreme Makeover

- ④ Simplify, simplify, simplify
- ④ Discard out-of-box terminology for concepts and terminology that users would instantly understand
- ④ Provide inline, in-context, task-based guidance
- ④ Put team inbox on page with Outlook web part



I Like It



Tags &
Notes



Content

Files

Media

Apps

Calendar

Tasks

 Recycle Bin

 All Site Content

Programming

Welcome to the Programming department team site.

(Almost) zero branding.
NBC Olympics logo in the upper right.

Page Header = "portal" navigation: Site Icon = Top of Intranet. Breadcrumb.

Global navigation = context navigation.

Quick Launch as detailed navigation within a sub-context.
No "All Site Content"

Align how SharePoint actually behaved with what users naturally expected

Did not remove the "I Like It" and "Tags"

Content (Files & Media) & Apps



Content

Files


Media


Apps

Circuit Issues

Calendar

Tasks

 Recycle Bin

 All Site Content

Network Infrastructure



Welcome to the Network Infrastructure team site.

What do you want to do?

- Know who has access
 - Site administrators are Craig, Dan, Matt, Mike, Jason, and Alex
 - [Owners](#) (full control)
 - [Members](#) (contribute)
 - [Visitors](#) (read access)
 - Note from Dan: I have initially configured this site so everyone can "read." Feel free to remove the All Authenticated Users group from Visitors if you do not want this to be accessible to everyone.
- Give a user access
 - Click Site Actions, then click Site Permissions to add a user to a group
- **Modify the Circuit Issues list**
 1. Open the list using the link on the left navigation
 2. Click the List tab of the ribbon
 3. Click Site Settings
 4. Then
 - Add a column (equivalent to a "field")
 - Modify a column (e.g. add choices to the "Category" column)
 - Modify a view (equivalent to a "query": sort, filter, group...)



Provide in-line, in-context help
Here: Manage security and customize a list

- Lists
- TV Channels
- Libraries
- Communications Alphas
- Master Router Alphas
- MATV Channel Lists
-  Recycle Bin
-  All Site Content

SharePoint Document Library: Master Router Alphas

What do you want to do?

Open a document

- Click the document link

Upload a document

- Click the **Add Document** link, below all of the documents

Upload or download multiple documents more easily (Windows Internet Explorer only)

- Click in the list of documents below. The Ribbon will appear on the top of the page. Click the **LIBRARY** tab. Click **OPEN WITH EXPLORER**. The library will open in a window just like a folder on your hard disk. You can drag and drop, or copy and paste.

Provide in-line, in-context help
Here: view, add, or work with multiple documents

 Type	Name	Modified	 Modified By
	London '12 NBC OLY MRS Full Sources 120811  NEW	8/11/2012 7:12 AM	
	London '12 NBC OLY MRS Full Sources 120812  NEW	8/12/2012 7:48 AM	
	London '12 NBC OLY MRS Sources 120811  NEW	8/11/2012 7:13 AM	
	London '12 NBC OLY MRS Sources 120812  NEW	8/12/2012 7:48 AM	

 Add document

Screenshots removed

- ④ Lots of modification of default SharePoint list forms using InfoPath
- ④ Document libraries
- ④ PDF inline viewing enabled

“Standard” enterprise collaboration

- ④ Team sites
- ④ Document libraries
- ④ Lists (e.g. calendars)

Business Process Automation

- ④ SharePoint list
- ④ InfoPath *list form*
- ④ SharePoint Designer workflow
- ④ List views ("My Requests")

Olympics R

Welcome to the Oly


How to Request

The list below show

My Requests


 Start Time


There are no items to


 Add new item


Runner Request - New Item


Edit

 Save

 Close

 Paste

 Copy

 Cut

Commit

Clipboard



I Like It



Tags & Notes

earch this site...
























Screenshot Removed

- ④ List view of runner request list

Self-Service “Help Desk”

- ④ Printer installation
- ④ Application installation
- ④ FAQs

London IBC and Venue Printers

Name	Type	Comments	
 IBC_Audio_A_C0-109		 IBC_Audio_B_C0-201	 IBC_BBrown_C0-608
 IBC_BOC_1_C0-111		 IBC_BOC_2_C0-111	 IBC_BOC_COLOR_C0-111
 IBC_Booking_C0-108		 IBC_Cable_Prod_C0-104	 IBC_Cable_Writers_1_C0-412
 IBC_Catering_A0-118-B		 IBC_Central_Tape_1_C0-119	 IBC_Central_Tape_2_C0-119
 IBC_Central_Tape_3_C0-119		 IBC_Central_Tape_4_C0-119	 IBC_CONTROL_A_C0-110
 IBC_Control_B_C0-205		 IBC_Corp_Research_2_A0-210	 IBC_Corp_Research_Color_A...
 IBC_Daytime_Prod_C0-103		 IBC_Daytime_Writers_C0-414	 IBC_DOTCOM_RSERCH_2_C...



Instructions

1. Double-click the printer you want to install.
2. It may take up to one minute for the printer to install. Be patient.
3. You can verify the printer's success by opening the Devices and Printers folder from the Start menu.

Application Central

This site provides easy access to the applications that are available at NBC OLYMPICS. End users can request and install applications, and IT staff can keep track of the application portfolio and details about each application.

What do you want to do?

Install an application	Follow instructions in the INSTALLATION NOTES column below.
Learn more about an application	Click the name of the application to open the application details form



Application

Installation Notes

[E-TimeSheets](#)

- Install
- Request access from Michael Goldsman (500400117)

[iNews](#)

Sports/Olympics system (SP) users, install by using the following link:
\\nbcuni.ge.com\olympics\Software\iNews\iNews_3.2.6.1_1.EXE

Access Hollywood system (AH) users, install by using the following link:
<\\nbcuni.ge.com\olympics\Software\iNews\AccessHollywoodOnly-iNews3.5.2.exe>

[Music Database](#)

To access the Music Database:

1. Request access from
2. After access has been granted, browse to <http://olymusicnow/>
 - Tip: Add the site to your FAVORITES or BOOKMARKS

[OEMS Planning Install](#)

To install OEMS Planning, click on the following link:
<\\nbcuni.ge.com\olympics\Software\OEMS\1\setup.exe>

Media

IT Documents

Apps

Support Issues

NYC Support Issues

Calendar

Tasks

Subnets

Printers

Prompters

Deployment

Laptop Checkout Portal

Deployment Dashboard

PeoplePlus Report

Computer Setup Instructions


Domain


IT Admin Portal

SharePoint Service Portal

Admin Tools

DHCP Leases

 Recycle Bin

 All Site Content

Information Technology (IT)

Welcome to the team site for IT and the Help Desk. Users will go to the [user-facing help desk site](#).

Don't forget to look at the [HELP DESK INBOX](#)

Support Issues

 Title	Priority
Install Windows Media Center	(2) Normal
Matt and Greg in CVT - Roaming	(2) Normal
Get Roaming Profile Light doc from Jason	(2) Normal
Email or task website for runners	(2) Normal
Prompter Policies	(2) Normal
Subnets and AD Sites not defined	(2) Normal
Change Dan's voicemail	(2) Normal
Application shortcuts are not showing up in ALL USERS	(2) Normal
Excessive time taken to logging in and logging out in Central Tape	(1) High
System is very slow	(1) High
The printing issue	(1) High
Install DocAve	(1) High
Deploy Remote CIS	(1) High

 [Add new item](#)




IT Administration

Site Actions

Browse

Page

Holme, Dan (501673323)

Olympics IT ▸ Home

I Like It

Tags & Notes

Olympics IT

Inbox

Team

Search this site...

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The printing issue	(1) High
Install DocAve	(1) High



Provisioning

④ SharePoint list

- ④ Form
- ④ Data points
- ④ Business logic

④ Workflow

- ④ Request "Approved"

④ Scheduled task

- ④ PowerShell script
- ④ Reads SharePoint list
- ④ Fulfills request
- ④ Logs results

④ Password reset

④ Group membership

④ Move user/computer OU

④ Change user property

- ④ Logon script, profile path, home folder

④ Copy data from US to UK

④ SharePoint site request

- ④ Team site
- ④ Intranet site
- ④ App site

Surveys

NBC Olympics > Surveys > Beijing 2008 > Respond to this Survey

Beijing 2008: Respond to this Survey

Next Save Cancel

NBC Olympics

Surveys

Home Transportation Surveys

NBC Olympics > Surveys > Beijing 2008 > Respond to this Survey

Beijing 2008: Respond to this Survey

Name (optional)

Position / Function (optional)

Location / Room / Venue

Overall positive comments

Overall negative comments

Recommendations for future games

INFORMATION TECHNOLOGY: How satisfied were you with the following?

	Extremely Satisfied		Satisfied		Extremely Dissatisfied	
	1	2	3	4	5	N/A
* Check-in and check-out of business computers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Registration of personal computers (security stickers)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Contact with the Help Desk for problem resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Response time for problem resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

For each of the following Olympics applications, how useful did you find each one in helping with your job function?

	Extremely Satisfied		Satisfied		Extremely Dissatisfied	
	1	2	3	4	5	N/A
E-Timesheets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
VIS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
OEMS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People+	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ortimer (Production/Real Time Version)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ortimer (Format Viewer/Printer from SharePoint)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
OPIS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
BlueOrder / Highlights Factory	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Music Server	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Did you have a sufficient number of workstations at your work location? If No, please specify which location in the Feedback section at the end of this page.

☐ Yes

☐ No

What comments or suggestions do you have regarding any information technology services provided (Olympics Applications, PC Hardware, Help Desk, Network Connectivity, etc.)?

Created at 4/12/2010 12:59 PM by ***
Last modified at 4/12/2010 1:01 PM by ***

Next Save Cancel

"No-Code" Solutions

- ④ Transportation management application
 - ④ Managed request & fulfillment of "rides"
 - ④ SharePoint list (s)
- ④ Beijing
 - ④ MS Access front end for transportation managers
 - ④ Rich forms & reports
 - ④ Create "relationships" between SharePoint lists
 - ④ Business logic
- ④ Vancouver
 - ④ SharePoint 2010 Beta 2
 - ④ All web-based
 - ④ Workflows

Forms and Custom Solutions

④ SharePoint → Anystream

- ④ Manage very complex media metadata for each 'outlet' (NBCOlympics.com, TVTonic, Amazon, mobile, etc.)
- ④ Metadata sent as an XML file to Anystream application, which manages streaming to outlets

④ Solution

- ④ InfoPath Forms Services
 - ④ Data validation & user interface
- ④ Custom application page published item as XML
- ④ Anystream consumes XML

Sochi 2014 & Rio 2016

- ⌵ SharePoint 2013
- ⌵ Office 365
- ⌵ Media (video) internal
- ⌵ Social
- ⌵ Search
- ⌵ Medal tracking
- ⌵ Applications



Lessons Learned

- ④ Understand users
- ④ Build to requirements
- ④ Don't over-work or over-brand
- ④ Communicate to users
- ④ Automate processes
- ④ Don't over-deliver or over-train
- ④ Staffing requirements are quite low

Olympic Lessons for SharePoint Pros

- ④ Sometimes, the extra effort really pays off!
- ④ "Impossible Is Nothing" or "Just Do It"
- ④ Don't wait til you're too old
 - ④ Don't over develop ... spiral develop
- ④ Know the limits of your equipment
 - ④ What SharePoint can do out-of-the-box
 - ④ What SharePoint can do when extended
 - ④ What SharePoint can't do (now)
- ④ Learn from your peers
- ④ Train hard

SharePointCommunity.ch
... born to be shared! 

 **MAHALO!**
(Thank You) 



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<http://tiny.cc/danholmepresentations>

<http://bit.ly/danholmearticles>

<http://bit.ly/danholmebooks>



SharePointCommunity.ch
... born to be shared! 

 **A Hui Ho**
('til next time) 



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