



Microsoft®

Office SharePoint®
Server 2007

SharePoint Governance Checklist Guide

Welcome to the Microsoft Office SharePoint Server 2007 Governance Checklist Guide!

Included in this Microsoft® Office SharePoint® Server 2007 Governance Checklist Guide is a collection of hand-selected checklists and tips that provide comprehensive governance information to ensure that your IT organization is following the same standards for SharePoint governance as the experts.

This guide can be used alone to develop your governance plan, as a quick reference guide that accompanies the SharePoint Governance Plan, or as a foundation for your SharePoint governance.

You can download the SharePoint Governance Plan and find supporting information on SharePoint governance by visiting this link:

<http://go.microsoft.com/fwlink/?LinkId=90916&clcid=0x409>

We hope you will find this checklist guide useful for your SharePoint deployments. We welcome your feedback on this checklist guide. Please visit the above link and let us know your thoughts.

The SharePoint Product and Technologies Teams
June 2007

SharePoint Governance Plan: Intranet Model.



Microsoft Office SharePoint Products and technologies are powerful and effective tools that increase collaboration and communication in a shared environment. SharePoint technologies offer a flexible and efficient way for users to create their own workspace solutions for collaborative projects and groups.

However, as with other collaboration environments without proper governance, a SharePoint deployment can become unmanageable, a disorganized collection of sites, users and links, through the same pathways that provide such flexibility and power when properly deployed.

In a balanced and well-defined SharePoint governance plan, consistent rules and guidelines are instituted that give users just enough flexibility and control to produce customized, manageable solutions, but also provides enough oversight so that the solutions retain manageability.

Steps to a Successful Managed Deployment

1. Consistency of platform, browsers, collaboration and enterprise search strategy.
2. Manage as centrally as possible with a tight team with a means to communicate to the CXOs that have a vested interest.
3. Have a killer backup strategy that meets the needs of your business and make sure it works before day one.
4. End-user training and education in addition to good content and search is the key to end user adoption.
5. Have a Governance and Information Management Plan. Branding consistency with a corporate style guide and consistent taxonomy. Make approved master pages available in site galleries for consistency which will inform users they are on the corporate Intranet.
6. Enforce workflows and approval on document centers and pages where official documentation comes together. Leverage version history and version control to maintain a history and master document that all can refer to.
7. Life cycle managed site collections, and document libraries with information management policies such as content types with auditing and expiration.
8. Properly secure corporate assets. Sites with (PII) personally identifiable information should be appropriately flagged and secured and audited.
9. A corporate browse and search strategy for the enterprise will ensure you are making the most out of your intranet assets as well as encourage culture change, best practices and adoption.
10. Platform Usage Policies and development and test environments ensure only the code you want to introduce follows corporate guidelines and will ensure the environment is supportable and able to maintain SLAs (Service Level Agreements).

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INFORMATION ARCHITECTURE

- Ensure understanding of what information architecture is and how it fits in with the Intranet strategy
- Ensure stakeholders understand why information architecture is critical
- Consider hiring an information architecture professional
- Build wireframes for 4-5 most popular pages (for example, a Home page, a Policies and Procedures page, a Department page, and a Search Results page)
- Design simple sketches for each wireframe (links, content and full functionality to be added later)
- Create a sitemap to plan the overall structure
- Create sitemap subsections for popular groups or departments, then build out lower-level sections, such as Project sites
- Build content types for structured departments, regions, or business site collections

PROJECT & OPERATIONAL MANAGEMENT

communication

- Establish a communications plan (include):
- Who will do communications plan?
- When the communications will occur?
- What the communications will contain?
- What format the communications will be in?
- Create contacts list and include links for those involved across the deployment, include stakeholders and global operations contacts

deployment process

- Define a deployment process for in-house and third-party software

change management process

- Define how changes will be tracked, catalogued, and approved
- Decide where older versions of configurations, code, and compiled components will be stored

cost allocation

- Decide if you will be allocating costs back to business or not:
- WILL NOT: consider where the costs will be centered (compare with e-mail)
- WILL: Consider what metrics you'll use for the charge back (# of sites, amount of storage, amount of activity, etc.)

sponsorship

- Establish a SharePoint Governance board to review adoption and controls
- Solicit executive champions to create management attention to the value of the initiative
- Encourage business evangelists to share power of SharePoint with other business leaders

PROJECT & OPERATIONAL MANAGEMENT

roles and terms

- Define clear roles and responsibilities for the initiation of the SharePoint technologies platforms
- Define clear roles and responsibilities for the initiation of the SharePoint operation
- Define strategic teams to address strategy issues
- Establish cross-functional problem resolution to address complex issues which arise

site and platform classification

- Create classifications by number of users and longevity (include):
 - Create an Enterprise classification
 - Create a Departmental classification
 - Create a Team classification
 - Create a Project classification
 - Create a Personal classification
- Create classifications by type of use (include):
 - Create a portal for communications classification
 - Create an application for tactical results classification
 - Create a collaboration to facilitate team operations classification

service level agreements

- Create a service level agreement around the length of time and approvals necessary to create a site
- Establish service level agreements for problem resolution through the help desk
- Negotiate performance service level agreements for the first load of a site, subsequent loads of a site, and performance at remote locations

DEVELOPMENT & CONFIGURATION

customization tools

- Define what customization tools will be allowed
- Communicate what actions will be allowed and not allowed in the tools (i.e. unghosting)

site definitions and templates

- Establish guidelines for the development of site definitions and mechanisms for coordinating ID usage
- Communicate policies for site template deployment, such as the requirements for a globally installed template

source code and build control

- Determine if a central repository will be required for all code installed on the platform
- Establish standards for building components either on a centralized server or as guidelines for building software
- Communicate expectations as to reference documentation (compiler generated) and warnings (whether they are allowed)

on-going source code support

- Describe the responsibilities of business unit for ongoing code support

development standards

- Consider guidelines for which assemblies may be installed to the Global Assembly Cache (GAC) and which may not
- Establish rules about the use of the AllowPartiallyTrustedCallers

DEVELOPMENT & CONFIGURATION

branding

- Establish templates for what the SharePoint sites will look like
- Determine which types of sites may be modified and which may not
- Define which parts of the template may be changed by site owners, and which may not
- Create and manage a master page gallery and create solution deployments packages to rollout if necessary
- Ensure that your site's visual designer includes some sort of branding in all content creation
- Require use of templates on higher level pages to enforce brand consistency
- Remember to allow room for sub-branding of individual teams or project brands

INFRASTRUCTURE

firewalls

- Consider rules for outbound connections from the web servers for use by the XML and RSS Viewer web part
- Communicate firewall and security restrictions including any web part restrictions such as ActiveX controls or external RSS

recovery, load balancing and failover

- Decide upon and communicate the backup, clustering, load balancing and failover strategy and related service level agreements

environments

- Define the environments which will be used to develop and test solutions in SharePoint
- Describe the actions which are expected and those which are prohibited in each environment
- Communicate policies for site template deployment such as the requirements for a globally installed template

TESTING & PROVISIONING

testing

- Prior to launch, require content owners or editors to test their own content
- Offer a convenient mechanism for site owners to provide testing feedback
- Create thorough test plans and let site owners know specifically what you want them to test

provisioning

- Determine an approval process for information policies such as expiration, compliance and auditing
- Establish and document user policies and rights policies including securing restricted areas
- Publish guidelines outlining appropriate application and content types
- Consider forbidding confidential data on your SharePoint site or limiting it to specific site collections or web applications which are more tightly controlled, audited, and managed
- Clearly define remote access policies to ensure security

OPERATIONAL CONCERNS

monitoring, uptime and downtime

- Establish monitoring at the server and web application level
- Define responses to each type of failure that may occur; use Microsoft Operations Manager Packs for applicable areas in the deployment such as IIS, SQL, WSS 3.0, and SharePoint Server 2007
- Define scheduled downtime periods if needed
- Communicate the procedure to report unscheduled downtime or specific performance issues (consider using another medium for outage notification)
- Define response procedures to unscheduled downtime

disaster recovery

- Plan for single file recovery (perhaps using version control and the recycle bin)
- Plan for single or multiple site recovery
- Plan for server recovery
- Plan for data center recovery

data and document recovery

- Codify corporate records management requirements into SharePoint
- Define rules for archive of sites including warnings and approvals

quotas and reporting

- Establish default storage quota templates by web application
- Establish process for requesting a larger quota, including maximum quotas
- Define required auditing reports and establish storage usage reports, including how the data will be gathered and frequency
- Develop activity based reporting for administrators and business users

EDUCATION & TRAINING

training budget

- Include realistic training costs as part of your earliest estimates
- Allocate budget for IT staff, Development staff, and business users. Consider train the trainer and onsite training to reduce costs

initial training

- Acquire end user training and resources
- Acquire help desk training and resources
- Acquire administrator training and resources
- Develop administrator policy guides which describe organization specific policies
- Acquire developer training and resources
- Develop developer policy guides which describe organization specific development policies
- Provide separate training for site managers, application designers, information workers, and end users

community development

- Create online forums where users can support each other and ask questions
- Create opportunities for face-to-face learning in unstructured or semi-structured environments, such as lunch and learns or after hours discussions

renewal training

- Plan for renewal training which gathers the learning from multiple groups and exposes it to other groups
- Perform periodic audits of the platform to discover what features are not being utilized and which features are not being utilized correctly

NAVIGATION & TAXONOMY

taxonomy

- Give one group control over the taxonomy
- Consider hiring or utilizing a professional taxonomist or in house taxonomist who has been trained or has experience with SharePoint technology
- Use the taxonomy for consistent labeling of the site
- Build one set of taxonomy labels prior to finalizing your wireframes
- Update taxonomy to provide useful search metadata

site directories

- Define the structure of the site directories including the major groupings and associations
- Develop a linking strategy between different types of sites such as enterprise, divisional, departmental, team, etc.

content types

- Define core content types in the organization and include in site templates or site definitions
- Define key fields to link documents and operational systems

ENTERPRISE SEARCH

search

- Assign workflows for content creation so only the best information is available for search indexing
- Integrate your taxonomy with search planning
- Use hit highlighting, best bets, and people search
- Incorporate alternative content forms such as blogs and Wikis into your search results
- Utilize BDC functionality in SharePoint to enable search on customer relationship management or partners, products and more

search locations

- Establish content sources to the file based repositories in the organization
- Use the Business Data Catalog to allow searching of business data

search relevancy

- Define who will be responsible for core relevancy settings
- Implement organizational enhancements of the noise words file, thesaurus file, and keyword best bets

CUSTOM CHECKLIST

additional checklist items

notes, acronyms, definitions, and references



SharePoint Governance Checklist Guide

ENTERPRISE SEARCH

the business data catalog

The Business Data Catalog provides the `bdcMetadata.XSD` file, an XML Schema Definition File (XSD) that defines the XML element mapping structure necessary for creating an *Application Definition* file. When authoring metadata using Microsoft Visual Studio 2005, valuable IntelliSense support can be gained by copying XML definition to a working folder and setting the *schemaLocation* attribute of the root element to point to this schema. The `BdcMetadata.XSD` file can be located in the “\Bin” folder of the Office SharePoint Server 2007 installation directory, normally located at “<root>\Program Files\Microsoft Office Server\12.0\Bin”.

multiple bdc application definitions

When developing BDC Application definitions, the easiest approach to creating the definition is to include all fields in the table, making them available for later use by anyone. Typically, an organization will be very selective as to which fields are available to end users. Depending on the architecture of your application, some fields may be sensitive or even encrypted. This can produce extended discussions on which fields are useful and appropriate for users throughout the organization. It may be that an organization decides to create multiple *Application Definitions* to the same data structure, *one perhaps complete with all fields and one restrictive with limited field access*, then assigning specific permissions only allowing company access to the more restrictive of the definitions.

using web parts to add application definitions

Web Parts are the easiest way to surface data from new Application Definitions. When clicking “Add a Web Part” on any SharePoint page, select “Business Data List” and add it to the page. When first added, the Web Part properties must be set to use an available BDC Entity as its source. (For readability, select “Edit View” from the toolbar).

NAVIGATION & TAXONOMY

taxonomy governance model

A taxonomy is a structured way of ordering words, labels, tags, etc. for a Web site. It's similar to a vocabulary list with a set of guidelines for definitions and usage. A taxonomy helps to define and control the way a Web site is organized, what things are named, and how people find information. In short, a taxonomy makes it easier to organize and find things on a Web site.

TAXONOMIC SECTION	CHARACTERISTICS	OWNERS
Central/Corporate Portal	<ul style="list-style-type: none">• Permanent• Controlled; tightly governed• Push information to users• Dashboards, Business Intelligence, BPM• Applications, Content	<ul style="list-style-type: none">• Portal administrators• Corporate stakeholders
Division Portals	<ul style="list-style-type: none">• Permanent• Controlled; tightly governed• Push information to users• All public sites - content is divisional information• Dashboards, Business Intelligence, BPM• Applications, Content	<ul style="list-style-type: none">• Portal administrators• Divisional business owners
Department, Group & Team Sites	<ul style="list-style-type: none">• Permanent and Temporary• Sharing information (push/pull)• Collaboration• Ad hoc, lax control	<ul style="list-style-type: none">• Divisional business owners• Departmental business owners
Project Team Sites and Workspaces	<ul style="list-style-type: none">• Short lived, timed expiration• Collaboration• Ad hoc, lax control	<ul style="list-style-type: none">• Departmental business owners
My Sites	<ul style="list-style-type: none">• Permanent• Personal info• Pull information• Ad hoc, lax control	<ul style="list-style-type: none">• Portal administrators• Employees

EDUCATION & TRAINING

most common roles and suggested training

System Administrators:

This role is responsible for Server and database management and will allocate physical infrastructure, install SharePoint, provision and configure web applications, and provide for top level security administration. Training should include deployment practices, SharePoint Central Administration, monitoring, maintenance, backup/restore, disaster recovery, and management of Shared Service Providers.

Developers:

This role needs education on the structure to be followed in the organization for developing add-ins and solutions based on SharePoint technologies. This should include the deployment process, development environments, development life cycle management, coding standards, and policies such as security levels and whether code can be deployed in the GAC.

Help Desk Personnel:

This role is the first in line to the end users. Much of the training and education for the help desk should be focused around problem resolution and how to locate the right resources when needed.

Information Workers:

This role configures and extends site and list level feature sets. This includes branding, advanced Web Part features, workflows, and other integration points. Training should include SharePoint Designer, Shared Service Provider interface for Search or other Service Management, Site Settings, InfoPath, and standard SharePoint site administrator interfaces.

End Users:

This role will account for the bulk of SharePoint users and skills will vary greatly. Core daily use will include basic navigation, search, and document management. Focus should be on understanding lists, user interfaces, navigation, workflows, upload, offline, and interaction with client applications.

OPERATIONAL CONCERNS

monitoring

It's important to monitor at the level of detail that will let you know with confidence that if the site is down that you will be notified there is a problem. You can do this by pinging the server, checking the status of services, testing health-check pages, etc. Failure of the system to respond in the expected way may be a reason to alert administrators or take automated actions to take the server out of the load balancer. Defining what the monitoring policies are, including who will be notified when there is a problem with the server, or with an individual site will eliminate confusion as to who owns the resolution of server problems – including problems with specific sites.

disaster recovery and backup

The fundamental building block of disaster recovery plans are backups. Backups of the data, failover hardware, and redundant connectivity. The way that backups are performed is essential to the SharePoint governance process because it establishes expectations on what is recoverable or not. Defining the process for requesting recovery and the timeline for that recovery further establishes the kind of expectations from SharePoint that improve adoption. Be sure to consider a variety of disasters: natural (flood, fire, tornado, earthquake), server (offline, dead), user accidents (file deletion, saving issues, crashes), and site (failure, corruption, error).

storage and quotas

Centralized SharePoint platforms must be concerned about total storage. SharePoint can rapidly become the new file storage platform within an organization – and as a result consume massive amounts of storage very quickly. One of the ways to combat this problem is to establish quotas for sites as they are created. Each site is given a small amount of storage and they're allowed to request more as they need it. The governance process should include the amount of space initially allocated by type of site being provisioned as well as the process for requesting more space.

TESTING & PROVISIONING

pre-launch testing

Prior to launching, require site owners to test their own content. Set up schedules for them to review content every other day during the testing cycle.

To make it as easy as possible to hear back from these testers, provide an online form or similarly convenient way for site owners to provide feedback during testing. You need to get feedback fast to make changes, so don't get bogged down in massive spreadsheets.

It's best to create test plans that test all necessary functionality, such as links to other programs. Provide site owners with a specific checklist of exactly what functionality you want them to check. If you make the assumption they'll just know what to do, you may be disappointed with the results.

testing plan

Building a strong user acceptance testing plan up front will help business stakeholders see for themselves that the project objectives have been met, before the intranet is widely available.

test environments

The fundamental building block of disaster recovery plans are backups. Backups of the data, backup hardware, and backup interconnection gear. The way that backups are performed is essential to the SharePoint governance process because it establishes expectations on what is recoverable or not.

INFRASTRUCTURE

firewall best practice

It is a best practice for firewalls to not allow servers to access the web directly. Including content from a third party site through a content editor web part or through the RSS reader web part creates exposure for cross site scripting attacks. Controlling what sites can be linked to from these tools is a security and operational concern.

It is typical to prevent outbound web connections from the server on port 80 or 443. This is designed to prevent malicious sites from being run on the server and to make it harder for any potential infection to report back on the infection's success.

load balancing

Load balancers keep alive pages that they expect to return a standard value to indicate that the server is operational. These pages often are called frequently and have a very low tolerance for a response time. Because of this the load balancers will need to be configured to access a health page. Determining a policy for what goes on this health page and what criteria the load balancer should use to indicate that a server has failed can be essential for high availability applications. Developers must know if they are expected to handle situations where a single session is transferred between servers.

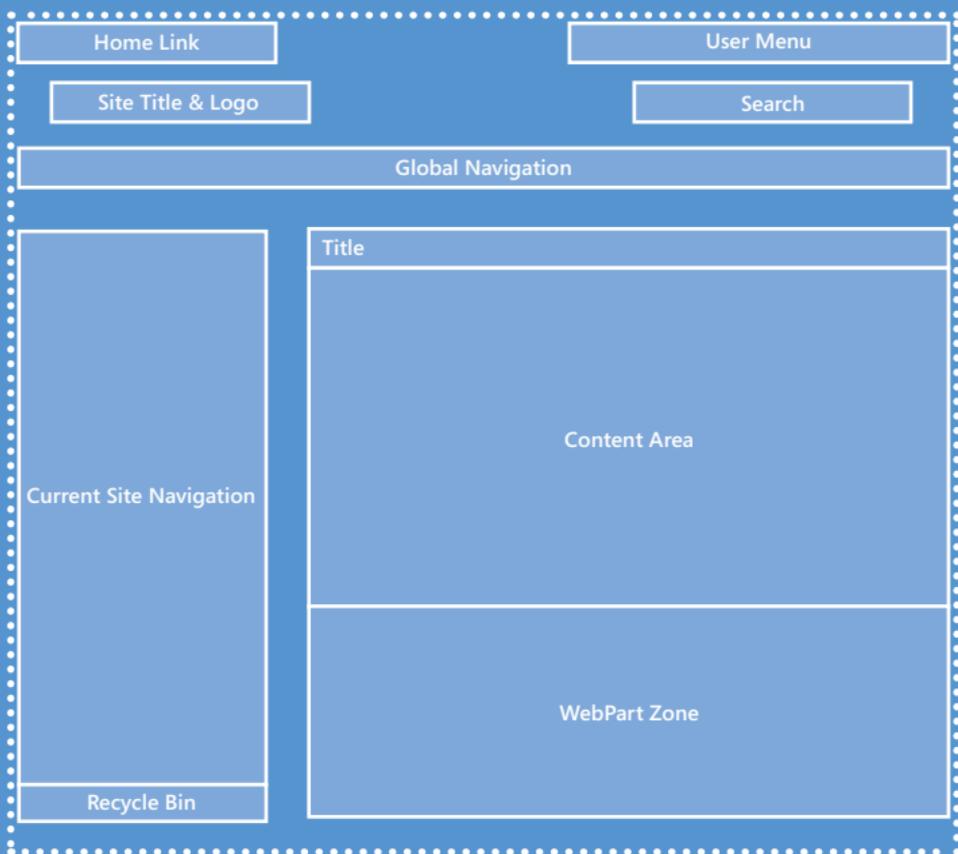
defining environments

Defining the environments for development, testing, staging or user acceptance and deploying helps business users and developers know what resources they have available to test changes without impacting production.

DEVELOPMENT & CONFIGURATION

master page wireframe

An example of a basic wireframe mirroring the out-of-the-box functionality and layout of a standard Master Page is shown below. This breaks down the functionality to its most basic component on a page.



after drafting and validating the wireframe

Once the wireframe has been drafted and its end user functionality has been validated, designers can apply branding and visual treatments to the interface. Visual compositions may take several rounds to ensure that visual design, functional design and stakeholder acceptance reach agreement. In fact, this phase should be carefully managed.

DEVELOPMENT & CONFIGURATION

master pages

Microsoft Office SharePoint Server 2007 provides a template-like approach to branding where most of the user interface may be completely redesigned to a detailed design requirement. ASP.NET 2.0 Master Pages allow for a globally applied template background to all of SharePoint's user and administration screens. By modifying or creating your own custom Master Page via Microsoft Office SharePoint Designer 2007, unique visual presence and functionality can be achieved.

site definitions and site templates

In SharePoint, site definitions are file system-based resources from which all sites are built. Site templates are a set of changes to be applied to a site automatically after the site is created from a site definition. Understanding and communicating the difference between site definitions and site templates is important because site definitions require unique identifiers and therefore, coordination. Site templates, on the other hand, require the underlying site definition that was used to create them and as such, their creation should occur only from approved site definitions. Upgrade and consistency are major factors in the decisions whether or not to use site templates or site definitions. Both will require some effort to upgrade, but site definitions will require more effort.

building code

Environments with as many different components as SharePoint need a level of consistency when software is developed and built. Simple things like patches on a computer used to build code can have dramatic impacts on the overall solution. Dedicating a computer to the purpose of building all of the code to be deployed into production is a good risk management approach. There is the potential that for many different internal and external groups developing code for the SharePoint platform, having one repository for all of code may not be the first choice. Each development group may maintain their own source code repository. One consideration for governance is if your size of installation warrants a policy that requires all code be built on a centralized build computer from a centralized source code repository.

PROJECT & OPERATIONAL MANAGEMENT

defining roles

Defining roles within the governance team and within SharePoint deployment at large is a seemingly uncomplicated task that often becomes difficult as staff rotates. Consider defining roles around: project management, service owner, operational management, and development.

Project Management:

These roles include actions which must occur to manage the project through to completion. Time and cost management of the platform project, communication of objectives, ensuring the production of deliverables, guiding the timelines, and management of expectations are all critical actions that should happen from a project management role(s).

Service Owner:

These roles are for managing the ongoing life of a centralized governance and platform. Service Manager or owner roles are the advisory or steering committee roles which will guide the SharePoint governance over the long term. Explaining what actions are expected out of these roles as well as the frequency of commitment can be helpful.

Operational Management:

These roles are responsible for the day-to-day care and feeding of the system including backups and restores, monitoring, and capacity management. These do not have to be dedicated roles but are instead roles which already exist within your organization. They should be defined as a part of the SharePoint governance in order to make it clear what kinds of operational management support is expected.

Development:

These roles may seem odd for a centralized platform. The platform itself may largely be out-of-the-box functionality of SharePoint. However, integrating SharePoint into your environments, handling secure sign on, creating site definitions, and many other tasks may best be centralized so no one user must bear the burden and consistency exists throughout the solution.

PROJECT & OPERATIONAL MANAGEMENT

common site classification types

Enterprise:

A plan for enterprise sites has the highest level of governance associated with it. Enterprise sites tend to be focused on communication – on the dissemination of information and not so much on collaboration or working together. Because it will be accessed by the entire organization, it's essential that it match the relative appearance of the other sites and that it be available most of the time. Out-of-band patches and upgrades to core functionality implemented through code will need to be minimized. Taxonomy and the need for a consistent approach to organization of information is necessary as well.

Departmental:

Departmental sites still have a large number of users even if the entire enterprise isn't dependant upon them. Having specific governance around departmental sites allows you to relax some standards for enterprise-type sites and create solutions which more directly fit the collaborative needs of the department. The departmental site may still have governance on branding but may allow more out-of-band updates to core code leveraged by the departmental site. Where decision making is more centralized about the types of updates that can be made to an enterprise facing site because of their broad use, decisions about implementation schedules for departmental sites can, and should, rest with the department.

Ad-Hoc:

Perhaps the greatest volume of SharePoint sites are ad-hoc sites created to support meetings, committees, or other sub-groups which have less formal structure and fewer people than a departmental solution. Ad-hoc sites need less governance, except in the areas of quota and retention. While enterprise and departmental sites have a long life, ad-hoc sites may live only a few days, such as sites supporting the development of an RFP response, or a few weeks, like a site for a company picnic planning committee. Because of the large volume of requests and the short duration of the need developing a policy around site retention (and therefore document retention) is critical.

INFORMATION ARCHITECTURE

about information architecture

More often than not, companies fail to plan for adequate testing of the site prior to launch, resulting in everything from broken links to a site that doesn't meet the original business stakeholders' goals. Organizations typically fall short in adequately training employees on how to use or create content for the intranet, once again severely reducing its ongoing value.

So, what specifically can you do to eliminate chaos and build a better intranet from the start? Use Microsoft Office SharePoint Server to create a managed single environment, and build in plans for governance up front.

A Web site's information architecture determines how the information in that site — its Web pages, documents, lists, and data — is organized and presented to the site's users. Information architecture is often recorded as a hierarchical list of site content, search keywords, data types, and other concepts.

Analyzing the information to be presented in an Internet or intranet Web site is an important early step in the site planning process, and this step provides the basis for planning:

- How the site will be structured and divided into a set of site collections and sites.
- How data will be presented in the site.
- How site users will navigate through the site.
- How information will be targeted at specific audiences.
- How search will be configured and optimized.

Although this section provides some guidance on how to analyze the information requirements of your Internet or intranet site, you will want to include an information architect or analyst on your site's planning and design team to ensure that your Web site plans fully take into account the information architecture needs of your organization.

MICROSOFT OFFICE SHAREPOINT SERVER 2007 INFORMATION ARCHITECTURE GUIDE

Information Worker	Server Administrator	Business Stakeholder
<p data-bbox="160 322 300 492">Configuration Design</p> <p data-bbox="160 851 300 1021">Custom Development</p> <p data-bbox="160 1030 300 1200">Site Configuration</p> <p data-bbox="160 1209 300 1379">Integration Testing</p>	<p data-bbox="429 143 569 313">Enterprise Discovery</p> <p data-bbox="429 322 569 492">Enterprise Planning Design</p> <p data-bbox="429 501 569 672">Server Build-Out/ Installation</p> <p data-bbox="429 680 569 851">Data Migration</p> <p data-bbox="429 1200 569 1370">Integration Testing</p>	<p data-bbox="694 143 833 313">Requirements Discovery</p> <p data-bbox="694 322 833 492">Design Sign-Off</p> <p data-bbox="694 1200 833 1370">User Acceptance</p> <p data-bbox="694 1379 833 1550">User Training</p>

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