

How Modern Intranets Pave the Way for Remote Federal Worker Productivity

The COVID-19 pandemic is dramatically transforming the way government agencies are getting their work done. Teleworking among federal employees ramped up considerably due to the global pandemic, and some agencies, pleased with the productivity results they have seen, are considering supporting teleworking on a more permanent basis.

For their part, most federal employees have also come to appreciate teleworking and the flexibility it allows. According to a recent survey by Eagle Hill Consulting, 68 percent of federal employees who telework want to increase doing so, while only three percent want to telework less than they did prior to the pandemic.

Today's digital workplace is only as successful as its intranet

Keeping remote employees connected, informed, and productive requires an effective set of tools, the centerpiece of which is the office intranet — the internal, employee-facing portal that serves as the essential digital workbench for the workforce.

When people work in an office, they typically view the intranet as a way to share files or build project sites. But in today's era of remote work, the intranet effectively becomes the new office, supporting all the critical functions of the digital workforce. With the right technology and strategy, federal agencies can use their intranets as hubs to connect disparate parts of the organization through a common interface, unifying internal and external processes to create a central place to get work done.

Liferay's DXP (Digital Experience Platform) is an ideal platform to modernize your agency's intranet. It is one of the most popular open-source software solutions for the digital workplace, used by more than 1,800 enterprises across the globe, including many federal government agencies.

Core capabilities of the modern intranet

Three capabilities are especially important for today's intranets. They must:

- Enable trusted communications, information, and collaboration
- Provide an easy, consumer-like user experience
- Digitize and optimize processes and operations

Trusted, reliable communications and collaboration

Effective communication is vital to any workplace, but it becomes even more important when employees can't simply walk down the hall to ask a question of a colleague or supervisor. The modern intranet becomes the primary channel for official communication and the repository for reliable, consistent information. Moreover, it can also store and disseminate tacit knowledge and unofficial information to promote more effective knowledge management across the enterprise. For example, instead of having an HR specialist spend their time answering common employee questions repeatedly, an intranet-based self-service portal with a chatbot could perform the same function, saving the time of both employees and HR staff.

The intranet is also where employees communicate and collaborate with each other as well as with other stakeholders. This means it must be secure. It should not only protect against outside hackers, but also provide identity management and tailored information access that ensures only the right information is available to each individual employee.



Modern intranets support Federal employees with the right technology to be productive wherever they are.

Liferay DXP creates one central place for all information and access to anyone in the agency. Federal workers can access these resources from anywhere, on any device, using DXP's customizable single-sign-on capability. Once a user signs in, DXP provides authentication credentials to other systems as appropriate. This saves the time and frustration of having to sign in separately to each application. The platform allows segmentation of users, so particular groups can be targeted with information customized to them. At the same time,

identity management with fine-grained permissions ensures various categories of people, such as civil servants, active-duty military, and outside contractors, find the information they need but only the information they are allowed.

Meanwhile, DXP's integration framework enables connection to other communications platforms and legacy systems. Combined with Liferay Analytics, the platform delivers insights on the engagement of employees, confirms employees have seen important information and updates, and tracks the progress of workflows so operational bottlenecks can be identified and eliminated.

Consumer-like user experience

As consumers, employees are accustomed to easy-to-use digital tools, and they expect their work tools to be comparable. To ensure a good employee experience, increase productivity, and encourage engagement, intranets must be easy to use, with simple interfaces and customization that give employees exactly what they need when they need it. The intranet should cut through the clutter of information to curate what is most important for a particular employee. If it does, employees will be more engaged, making the intranet more productive and effective for the entire organization.

Leveraging practices like user-centered design, Liferay enables agencies to build modern, seamless employee experiences. Liferay DXP lends itself to these modern industry practices and provides the site designer the capability to easily create visually appealing and easy-to-navigate interfaces, providing a



The U.S. Navy's Sea Warrior Program Office replaced legacy portals with My Navy Portal, a solution based on Liferay DXP, creating one consolidated, modern site. The new site is an essential part of how the Navy helps its sailors manage their careers throughout their military service.

The solution:

- Consolidates human resources, education, and training information in a single interface
- Improves web experience for 870,000 potential users
- Automatically personalizes homepages and permissions according to rank

frictionless user experience. For example, search functionality is a common pain point with intranets — employees often can't find the information they need, leading to frustration and lost productivity. DXP makes it easy to cut through the noise and find relevant information. Its Google-like enterprise search function helps employees find exactly what they are looking for. It encompasses all digital assets, including legacy systems, so users can search across a range of applications, databases, emails, and other media. After finding results based on terms entered in the search bar, users can filter and narrow results using faceted navigation that groups results by categories such as blog posts, documents, and websites. DXP's AI can even recommend certain types of content based on user searches. Meanwhile, identity management and fine-grained permissions ensure the system delivers relevant information for a particular employee, while restricting access as required.

The platform simplifies website building and interface customization with drag-and-drop capabilities. Administrators can create, update, and tag content to ensure the right employees see it. DXP includes out-of-the-box applications for collaboration, social networks, blogging, and more.



The U.S. Army needed a modern digital platform to support its education and credentialing system, which helps soldiers transition to civilian life through programs at Army universities, commercial vendors, and colleges around the world. A flexible digital system was created to enable soldiers to find the right college courses or certificate programs, from anywhere in the world using any device. Liferay DXP was the chosen solution because of its flexibility and modern solution architecture. The resulting system, called ArmyIgnitED:

- Enables soldiers to sign up for more than 1,500 credentials to advance their career goals
- Dramatically improves the user experience for soldiers and Army education counselors, making it much easier to find and sign-up for the appropriate educational resource
- Reduces costs and improves efficiency compared to the previous legacy platform, which was manually intensive and slow

Digitize and optimize processes and operations

A modern intranet can be a tool that digitizes and optimizes manual and inefficient workflows and operations. The fact that more work is done remotely today presents an opportunity to streamline and improve processes, which frees employees to do higher-value work. In the rushed, pandemic-induced shift to remote work, some processes may have been changed quickly. Now is the time to evaluate them, improve them if needed, and capture and codify those processes digitally.

Liferay DXP can advance your agency's digital transformation, enabling you to digitize forms and workflows using out-of-the-box tools, thus codifying and standardizing processes while increasing remote workers' efficiency and freeing them from manual work. The platform can serve as the central repository for these workflows and forms, as well as for documents, media, and other content. The platform makes it easy to surface and unify fragmented data and disparate systems, by linking modern applications developed on Liferay with mission-critical, back-end systems and proprietary software. And DXP's library of components and low-code interface lets you build custom applications easily.

Why Liferay DXP

Liferay DXP helps agencies execute their missions by modernizing their intranets to become the central hub of activity, communications and collaboration, regardless of the location of their employees. Liferay has built Liferay DXP as an integrated product from the ground up; it is not a collection of cobbled-together point solutions. Recognized as best in class by Gartner's Magic Quadrant for Digital Experience Platform for the last decade, Liferay DXP provides agencies everything they need to modernize their intranet and deliver exceptional employee experience, increase productivity and improve mission performance. With Liferay, your intranet can become a one-stop shop where employees can get all their work done.

For more information, download the whitepaper, "Building Modern Intranets on Liferay," at liferay.com/documents/10182/3292406/Liferay+DXP+Intranet+Features, or contact sales at liferay.com/contact-sales.



Liferay helps organizations solve digital challenges with omnichannel intranet, portal, commerce, and integration solutions. Our platform is open source, which makes it more reliable, innovative, and secure. We try to leave a positive mark on the world through business and technology. Thousands of organizations in financial services, healthcare, government, insurance, retail, manufacturing, and multiple other industries use Liferay for one platform, endless solutions.

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